

Industrial Action

[8th December 2017]



DEBRIEF

Incident Management: Issued 1530 xx December 2017

Facilitator: Mark Lambert
Stacey Van Der Putten



Overview

Industrial Action was initiated by the RMTU on xx December, following the breakdown of negotiations over the implementation of Project SaFE, which includes proposals to introduce Driver Door Operations, and Transport Officers to the Auckland Metro Network.

The Strike will be in effect from 0200 xx December to 0200 xx December.

Location

Auckland Metro Rail Network

Date and Duration

xx December 2017

Operational Summary:

Xx Train Services affected

Xx Train Customers affected (Approx.)

Train Fleet

Bus Services:

Ferry Services:

Metro Facilities:

Special Events:

ATOC:

Customer Contact Centre:

Safety Incidents

Transdev:

Incident Management:

Current Daily Conference Calls are scheduled, and situation kept under constant review.

Key feedback

To be updated

Recommendations

To be updated

Timelines:

To be updated as required

Out of Hours – IA Only

AT Metro Contacts:

Mark Lambert	Chief Transport Services Officer	[REDACTED]
Stacey Van Der Putten	GM Metro Service Delivery	[REDACTED]
[REDACTED]	GM Customer Services	[REDACTED]
[REDACTED]	Manager Train Services	[REDACTED]
[REDACTED]	Manager Bus Services	[REDACTED]
[REDACTED]	Manager Operations Support	[REDACTED]
[REDACTED]	Health & Safety Manager	[REDACTED]
[REDACTED]	Media Relations Manager	[REDACTED]
[REDACTED]	Media Advisor	[REDACTED]
[REDACTED]	Projects & Facilities Integration Manager	[REDACTED]
[REDACTED]	Ops & Performance Manager (Ferry)	[REDACTED]
[REDACTED]	Operations Manager – Special Events	[REDACTED]

Conference Calls will be held on the following number, and convened by [REDACTED].
(Calls may be recorded for note taking purposes only)

Telephone Number & PIN: [REDACTED]

External Contacts:

[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]

Summary of information provided by Train Services & Ops Support:

- No of Services affected (*for any affected day*)
- Average Number of Customers (*for any affected day*)
- Comparable Special Event loading (*if Action takes place on Saturday*)
- Special Event outlook
- Reported Customer incidents
- Reported Safety incidents or observations
- 24Hr outlook

Summary of Events in SMT Area - To be provided to [REDACTED] by 1530.

- ATOC Surveillance – Highlight of any issues around Station & Stabling Facilities
- Contact Centre & Customer Service Updates
- Security Issues and Concerns.
- Bus Services Update.
- Follow up report from Transdev.
- Service Resumption.

No of Passenger Services affected

Monday	551
Tuesday	551
Wednesday	551
Thursday	551
Friday	590
Saturday	331
Sunday	292

Average Pax Numbers (From Jan 2017)

Monday	68,117
Tuesday	72,266
Wednesday	72,019
Thursday	72,379
Friday	71,031
Saturday	23,137
Sunday	19,637

Daily Average: 71162

Average Pax Numbers (December 2016)

Monday	54,262
Tuesday	53,217
Wednesday	35,609
Thursday	29,269
Friday	50,474
Saturday	51,034
Sunday	51,998

Daily Average: 45123

Special Events:

Date	Event	Expected Patronage
7th December	Breakers	N/A
9th Dec	Xmas in the Park	10,000 (Based on 2016 figures)
11th Dec	1st Business Day of NN East	N/A
16th Dec	Paul McCartney	20,000 (Based on comparable events)

Frontline Staff Informer - Train Strike Friday 8 December

What's happening?

Trains will not run on Friday 8 December (from 2am Friday 8 December until 1:59am on Saturday 9 December).

Why?

The RMTU (Rail and Maritime Transport Union) is taking industrial action.

What services are affected?

There will be no AT Metro passenger train services operating in Auckland on (date) between (times).

This means **no** Southern, Western, Eastern and Onehunga Line trains, including the Papakura to Pukekohe connection.

Scheduled buses and ferries will be operating as normal.



Freight trains will be running as normal on the rail network. Customers need to stay safe at level crossings by paying close attention to crossing signs and signals. Under no circumstances should tracks be used as a shortcut.

Will replacement buses be running?

Due to the short notice of the industrial action Auckland Transport will not be able to put on extra buses in place of train services.

Note: we are able to run bus replacements for planned line closures in weekends as these are scheduled many weeks in advance, and for off-peak times when buses and drivers are more readily available.

What public transport alternatives will be available?



All AT Metro bus services will be operating.

With extra vehicles on the road journey times could be affected



Ferries will be operating as normal.

This includes Half Moon Bay and Pine Harbour that may be an option for some customers.

When using the Journey Planner to find an alternative route, the “Advanced” search setting should be used to select buses/ferries only.

Customers are encouraged to consider other alternatives such as working from home, cycling and carpooling.

Will we give people refunds?

All the tag on/off posts and gates at trains stations will be deactivated on the day of the strike. This should occur about 6am. (Note if someone tags on at a station they can tag off again within 30 minutes and exit with no charge).

The Ticket and Top Up Machines at train stations will remain operational to allow AT HOP cards to be topped up for travel on nearby buses.

The PIDs at stations will be displaying scrolling messages about the strike. All train schedules will be removed from the station PIDs.

Note: it is not possible to remove them from Journey Planner and online Real Time Boards due to the short notice).

Normal refund process applies e.g.

Paper tickets	If a paper ticket is purchased on the day of the strike, the customer should retain the paper ticket to request a refund.
Monthly passes	Applications for a refund of one day’s travel will be considered on a case by case basis, where other public transport services are not used on the day. Normal refund process applies.
Bus trips to a station	We will make every effort to advise people about the strike in advance and on the day to try and prevent this. We will be unable to distinguish between trips that may have been taken to connect to a train versus general travel to a station/town centre. Therefore complaints/refund requests will be considered on a case by case basis.


How is AT telling people about the strike?

We are telling people via the media, email, social media, PID messages, PA announcements posters at train stations etc.

What do I direct people for more information?


For updates and more information:

- check www.AT.govt.nz/TBC
- follow [@akltransport](https://twitter.com/akltransport) on Twitter
- follow [@akltransport](https://www.facebook.com/akltransport) on Facebook

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Strike Action Operational Plan




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1. Background

After Collective Employment Agreement negotiations with the RMTU, the RMTU have decided to ballot their members with a yes/no vote on whether to take strike action regarding the proposed DDO introduction under the SaFE project. If the ballot approves strike action it will result in a 24 hour walkout of staff with 24 hours of notice provided to Transdev. This document outlines the proposed operational plan for Transdev should the RMTU advise of strike action affecting Auckland Metro Passenger services and customers.

2. Scenario

In the event of strike action taking place there are 4 scenarios for which different plans need to be created in order to inform and manage customers during the strike action. These scenarios are as follows;

- BAU weekday
- BAU weekend
- Special Event weekday
- Special Event weekend

While the same plan for running services will be utilised in all scenarios the way staff are deployed to inform customers will vary in each scenario. Special Event Operational plans during the period will include a section on how customers will be informed and managed during the duration of the special event, utilising the additional staff employed during a special event. This includes the security staff at special event stations, Transdev staff who volunteer to work the event, and the way specific locations attached to the event are managed.


This operational plan will therefore focus on the Operational Plans during BAU operations in case of strike action, however the same plan would be implemented in all scenarios with the Special Event plan added on top of the BAU plan.

3. Approach

With only 24 hours notice provided before the strike action takes place planning and informing customers while managing operations for the strike falls into four main areas, both the day before the strike action and on the day, these are;

- Operations
- Communications
- Staffing
- Opportunities

Each one of these areas will be focused on separately with plans and ownership being defined in this document.

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Investigations have taken place in to what limited services could be run during any planned strike action, however investigation has provided extremely limited capacity to run any services.


Train crew

Based on current Transdev IEA staff we have a number of Drivers, however, Train Manager cover is only provided by 2 Train Manager Trainers. This means that at any point of the day during the strike only 2 6-car services could be run on the network at any one time. This would result in a train service on any one line, in any one direction, of one train per hour, with no trains on any other line. Alternatively, 2 lines could be covered at the same time, however this would result in a train in any direction once every 2 hours. If running was limited to only stopping at interchanges and expressing other stops more services could be provided per hour but this would still only serve two lines on the network. Therefore, due to the lack of frequent services able to be provided no train services will be run during the day of strike action.

Bus Contingency

To cover a normal weekday service would require 330 buses across the network with potential 150 bus drivers. There are no providers, which can deliver this level of service. Bus and coach suppliers have been approached to provide buses at short notice however all providers have advised that they are unable to provide services with 24hrs notice and would need at least 2 weeks’ notice to provide services. Therefore, on the day of strike action no rail replacement buses will be provided to cover the cancelled rail services.

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Operations

During the 24hrs of the strike action there will be insufficient staff to run any train services and no capacity to provide bus replacement services. This will result in a **full closure of Auckland Metro Passenger train operations** for the day of the strike action. Customers will be directed to use timetabled buses or private transport to complete their journeys.

Note that any staffing discussed in this section is included in the Staffing Table in Appendix 1 and will be confirmed with individual names once the date of strike action is known.

Station Management

For station management the assumption is that almost all passengers will be aware that there are no services running on the day due to the communication the day before, however, there is still the requirement to manage stations for those customers that may have missed the communications.

It is important that stations are managed as there will still be KiwiRail freight operations ongoing during the strike and any customers who do enter the rail corridor need to be managed to ensure their safety.

During the day of strike action, we will need to manage customers at stations due to no trains operating on the day.

- For gated stations, the gates will be closed and the BAU security can be utilised to manage customers while still allowing buildings to remain open where CSC staff are situated.
- For all other stations, additional security will be required at the stations to inform and manage customers who do enter the rail corridor.

Further to the AT staff/security used across the network Transdev will deploy any IEA staff from operational roles who are available to locations where additional support is required and may use Head Office IEA staff if ultimately required.


Stabling

As the strike is due to start at 2am this will ensure all units are stabled at their usual locations by the end of operations on the day before the strike. It will also ensure units are all available in the correct location the day after the strike action. No special requirements are required to manage the units at stabling locations during the strike with normal operations returning the units to service after the day of strike action.

Wiri Yard

During the day of strike action there will be the opportunity for CAF to carry out maintenance on all the units usually stabled at Wiri. The day before the strike action a plan needs to be discussed between the Fleet Controller and CAF regarding any changes to on the day running to return units to Wiri to allow maintenance to take place.

As the Depot shunt work at Wiri is undertaken by CEA staff an IEA staff member will need to be

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available on the day to ensure CAF can continue their usual maintenance. This will need to be provided from either the training team or the TCMs to cover off this work during the day of strike action. Further to this, for any Depot Shunt work to take place, Wiri Control Room will need to be staffed by an IEA staff member in order to signal the shunts around the Depot.

Westfield

There is no expectation to require the movements of units into or out of Westfield on the day under BAU unless there are exceptional circumstances. A Driver and Train manager will be required from IEA staff to manage any moves to/from Westfield if required; however, this will not be part of the standard operational plan on the day of strike action.


Transdev Operations Centre (TOC)

The TOC will be required to be staffed during the day of the strike action by Service Delivery Managers, Duty Control Managers, and Communications Supervisors. This is to manage the network on the day in case of any incidents across the network, to ensure services are ready to resume the day after the strike, to continue communications to customers on the day, and manage our deployment of staff with AT to where it is needed to manage customers.

Further to this if there is an incident on the network which requires Transdev actions, and potentially RIC attendance, it is required that an appropriately trained member of IEA staff is available to cover RIC duties on the day (this does not necessarily require the individual to be on the network but available to attend an incident). Normal On-call responsibilities for Silver and Gold On-call remain during the day of strike, with Gold On-call taking a lead in operational decisions related to the strike on the day.

Planning

On the day before the strike action planning would need to undertake a review of all the operational plans for the following day with the view to remove any plans from the day, which are no longer required. This would include cancelling all taxis for the following day and reviewing other operational plans to remove unnecessary items.

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Communications

Communications on the day before and the day of the strike action needs to focus on the following communication channels;

- Face to Face
- Social Media
- Traditional Media
- PA
- PIDs

Note that a full communications plan and the content of the communications will be created and provided separately.

Social/Traditional Media

The Social/Traditional Media plans need to be worked through with AT to ensure that the day before the event customers are made aware of the following days strike and that there will be no Metro Passenger services running on the day.

Face to Face

On the day before the strike staff need to be deployed to critical locations to provide Face to Face communications to customers regarding the strike the next day, alternative options for travel to their destination, other recommendations, and the reasons for the strike taking place. The medium to convey the information will be provided in the Communications Plan; however, additional briefings need to be held to inform the staff taking part of the above details.


For the day before staff need to be focused at Central City locations during the AM Peak and at Interchange locations during the PM peak. These staff need to be supported by Security at those locations. Transdev need to ensure that staff at city centre locations have the Status 1 tear offs available the day before the strike to advise customers of the alternative bus options for their desired route and point customers to the AT app or online journey maker. At the interchange locations staff need to be provided with the bus options as a tear off for those locations, similar to the posters already provided at all stations.

PA

On the day before the strike PA announcements will be made throughout the day at all stations to advise of the following days strike and alternative transport options. This can be through either manual PA or canned messages. Similar messages will need to be announced on the day of the strike. Exact scripting of the messages will be included in the communications plan.

PIDs

Scrolling messages will be put on all network PIDs the day before and the day of the event to advise customers of the strike and alternative options. Scrolling messages will help fill gaps at stations

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between PA messages to ensure there is a continuous level of communication at all stations.

Staffing

Staffing to maintain operations have already been discussed and are included in the Staffing Plan in Appendix 1.

Focus needs to be placed on ensuring any staff involved in communicating information regarding the strike are fully briefed before the event to avoid miscommunication and ensure customer service. Briefings need to be carried out at Transdev for all staff on IEAs, whether involved on the day or not, regarding both the operational plan and the details regarding why the RMTU are taking strike action. Further briefings need to take place with any AT staff across the Metro network. While this briefing should be led by AT, Transdev staff should be present to help fill in the “why” part of the conversation. Details of when these pre-briefings should take place needs to be determined.

Opportunities

On the day of the strike, there are a couple of opportunities, which could be used to make use of the free network with no Metro Passenger Services running.

KiwiRail maintenance

With only freight services running a day of strike will also open the network up for KiwiRail to carry out checks and or complete maintenance across the network. The Infrastructure Performance Manager will liaise with KiwiRail along with AT to deploy KiwiRail staff on the network with 24hrs notice to complete works if possible. Any maintenance plan will be included as Appendix 5.

4. Potential Risks


During the strike while there will be no Metro Passenger services operating there are still a number of potential risks, which need to be mitigated.

Train Units

As all units will be stabled at depots/yards at the end of operations the day before the strike there should be little risk of units being tagged or otherwise damaged as they are in secure locations. Security at the locations will need to be made aware that units will remain on site all day, otherwise normal operations will continue.

Staff

There is a small risk that any staff at locations across the network on the day of the strike may encounter angry customers and potentially threatening pickets (however, this is very unlikely). Therefore, it is essential that security guards are present at all locations to help deal with any potentially threatening situations that may arise.

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Network

With communications of a Metro Passenger network close down customers may expect that the network corridor is safer as no trains are running. However, KiwiRail will still be running their normal freight services and therefore security/staff at stations need to educate and customers to ensure they are aware that some trains may still be running on the network.

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Appendix 1 – Staffing Plan

Role	Responsibility	Location	Staff Member	Contact Details
Gold On-call	Point of contact for on the day operations and any decisions which need to be made regarding the Operational Plan	Head Office		
Silver On-call	Escalation point for any incidents and point of support for Gold On-call on the day	Head Office		
Duty Control Manager	Escalation point for any on the day operations as per BAU	Transdev Operations Centre		
Service Delivery Manager	Manager of on the day operations as per BAU	Transdev Operations Centre		
Communications Supervisor	Manager of customer communications on the day as per BAU	Transdev Operations Centre		
Wiri Control Room Supervisor	Controller of Wiri yard movements as per BAU	Wiri Control Room		
Depot Shunt Driver	Depot driver as per BAU	Wiri Depot		
(Further roles to be added if required)				

General Industrial Action + Plan Ahead messaging

Transdev Auckland

Transdev is proud to operate passenger rail services on behalf of Auckland Transport. Many Transdev staff are Rail and Maritime Transport Union (RMTU) members. Despite lengthy and constructive Collective Agreement bargaining negotiations, the RMTU has notified Transdev of its intent to take industrial action that will affect all train services on the Auckland Metro network.

The Rail and Maritime Transport Union (RMTU)

RMTU members have voted to strike for a day, or days, between 1 – 21 December, inclusive. If the RMTU issues a strike notice it will stop all passenger trains from running on the Auckland Metro Network. The RMTU must give a minimum of 24 hours' notice for any industrial action.

Industrial Action

Around 75,000 passengers use the Auckland Metro rail network every day, many of whom commute into Auckland for work and school, so widespread disruption is expected. Rail passengers using other modes are also likely to face delays due to increased demand. Our advice is to plan ahead and think about alternative transport arrangements as early as possible.

Train Services

There will be no passenger train services when RMTU industrial action is taking place. Freight train services will be operating as usual, so please take care to follow all signs and signals at level crossings when using them.

Scheduled Bus Services

All scheduled bus services will be running as usual across Auckland. Please check your bus route on the AT Journey Planner <https://at.govt.nz/bus-train-ferry/>, as bus stops and bus routes in East Auckland may have changed with the launch of AT's integrated New Network East on 10 December 2017 – more details can be found here <https://at.govt.nz/projects-roadworks/new-public-transportnetwork/new-network-for-east-auckland/>.

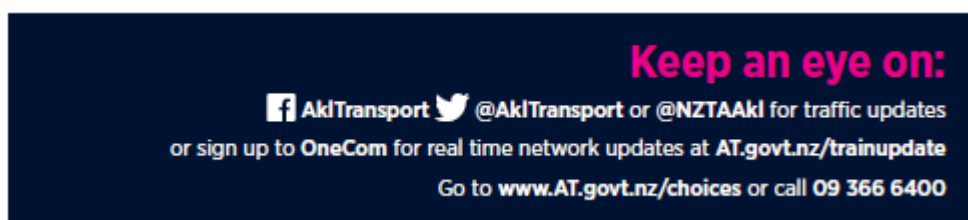
Planning Ahead

In the event of industrial action, please use scheduled bus services or make alternative travel arrangements. If possible, please travel outside peak times, work from home or carpool, as we expect the roads and buses will be much busier than usual. We value your custom and look forward to getting you back on track. For more information, please follow the links below.

Where can I find more information?

Keep an eye on

<insert footer details (link for digital doc and expanded urls for print version) of media kit here >



What happens on a day of industrial action - What can I expect?

We are sorry, trains will not run. AT Customer Services Centres will be open as usual for ticketing and journey planning advice. All scheduled bus services will be running. Your AT HOP card can also be used on buses and ferries. The HOP card tag on/tag off posts will be turned off at all train stations. You will see and hear updates at stations across the network and online, before and during any industrial action.

Are Rail Replacement Buses running?

Unfortunately, not. There is no additional capacity to provide rail replacement buses. The integrated new network is designed to create more local bus routes to bring you to train interchanges that better connect you with the CBD. This means more scheduled bus services are being committed to your local area. These buses will be running as usual and so there will be no additional bus availability to replace train services disrupted by RMTU industrial action.

What's next?

We have invited the RMTU back to the negotiating table. This is where we can solve problems – and not impact customers with strike action. That said, we cannot speculate about the nature of possible RMTU industrial action until the RMTU issues a strike notice. Strike action could take place between now and 21 December. We appreciate that causes uncertainty, however we will continue to negotiate with the RMTU in good faith, and keep you up to date on any developments.

The RMTU must provide 24 hours' notice of its intention to strike. We hope it cares as much for our customers as we do, and provides more notice to help our customers plan ahead.

We have asked the RMTU to consider giving more notice of its intent to call industrial action. This request is to help our customers make alternative transport arrangements during any RMTU industrial action.

IA Communications Risk Overview

Risk	Managed by
Lack of comms and/or coordination creates staff and customer confusion	AT and TDAK understand roles, responsibilities for agreed message delivery and timings Consistent use of agreed media (look and feel) across all AT and TDAK int and ext channels.
Media Poor understanding and reporting of issues	Media kit: FAQs, CA infographic, safety and security credentials, media familiarisation (on board)
Corflute production 72 hour production time	Make generic and preprint roll out within 24 hours + overlay stickers as needed.
Customers remain stranded with no train services running.	Push messages for customers to utilise Alternative Transport Maps at stations.
Customers using devices i.e. headphones and phones, miss the entrance signage and tag on.	AT can turn off tag posts but not ticket machines.
Customers not knowing that they can access Alternative Transport map information on the platform/locked out?	AT can turn off tag posts but not ticket machines.
Impact on special events	Xmas in the Park 9 December
Impact on NNE launch AT New Network East 10 December	Advise bus customers to take alternative bus routes (away from train stations)
AT Alternative Transport Maps showing bus services to other train stations	Request updated maps from AT – no luck as yet.
Safety issues	Reminder freight trains are running
No bus contingency	Communicate scheduled bus service reminders and enrich AT links and ideas
Greater passenger demand/loadings	Reminder to expect busier services

Customer Communications (TDAK) - Network

Inform customers through TDAK channels of potential rail disruption due to industrial action.

BUDGET

Item	Description	Quote
A1 Design	All digital and print versions	
A2 Design	All digital and print versions	
A2 Corflute	170 corflutes @ \$28.00 each (5 working days) Print	
A2 Installation	Installation of 170 entrance signs @ 72 hours' notice	

A2 Removal	Removal of 170 entrance signs.	
A2 Installation Thanks	Installation of 170 entrance signs @ 24 hours' notice.	
A2 Removal Thanks	Removal of 170 entrance signs @ 24 hours' notice	
Stickers	Design – BLOCK OUT stickers 160x 8 kinds	
Stickers (9 kinds)	Print – BLOCK OUT stickers 160x 8 kinds	
Stickers	Installation of 170 stickers entrance signs @ 24 hours' notice	
Stickers	Overlay of 170 entrance signs @ 24 hours' notice	
Stickers	Multiple overlays TBD (if further strike action)	
A4 Flyer	Alternative Transport Maps (BRT NMT)	
A4 Flyer	Print	
A5 Flyer	STRIKE - Tomorrow	
A5 Flyer	Print	

KEY MESSAGES

- We are sorry you may be affected by RMTU industrial action
- Please plan ahead and explore alternative transport options
- We will keep you updated.

ACTION

WHEN	DESCRIPTION	WHO	COMPLETED
24 / 11	Arrange quote through suppliers for corflute material	TDAK	✓
24 / 11	Arrange internal approval 20k, PO# 9506	TDAK	✓
28 / 11	Draft external messaging	TDAK	✓
29 / 11	Appro from AT	TDAK/AT	
29 / 11	Supply copy and InDesign files to DK Signs for print	TDAK	

CHANNELS

- PLAZA PIDs, LCDs (where available) and PA
- Platform PIDs and PAs
- OneCom - TXT and email to existing subscribers
- AT and TDAK websites
- At and TDAK Staff
- AT internal and external channels including social media







COMMUNICATIONS SCHEDULE

WHEN	SCRIPT	CHANNEL	AUDIENCE
72 HRS	MEDIA Kit – elements TBD	TDAK	
72 HRS	<p>ALL CREATIVE – PRINT and DIGITAL formats toolkit produced, rendered and ready for release/upload through ALL TDAK AT digital and print channels, A1 posters, A2 posters, A2 Corflutes and overlay stickers, A4 Alternative Transport Maps, A5 flyers, comms plan and AT social media – other channel schedules and person(s) responsible for upload(s) identified.</p> <p>MUST have dedicated TDAK AT comms controller to ensure messages and collateral/media is rolled at the same time across all channels to avoid confusion. One source of truth for customers.</p>	AT TDAK	

72 HRS	Pre-record PA messaging (select Talent)	TDAK ND HM	
36 HRS	TDAK to supply creative suite to AT – rendered for all specified digital channels	TDAK	
36 HRS	Corflutes installed	TDAK AT	
36 HRS	HM confirm sticker schedule, turnaround and confirmation of placement with DK Signs (strike notice dependant) incl weekends.	TDAK	
72 HRS	A1 – (AT Brand) as below		
72 HRS	<p>A2 (AT Brand)</p> <p>Please plan ahead.</p> <p>Passenger trains may not be running on the Auckland Metro network due to RMTU industrial action. We will update you HERE, and through other communications.</p> <p><YELLOW BOX STICKERS></p> <p>(8 versions)</p> <p>TRAINS WILL NOT RUN ON SUNDAY TRAINS WILL NOT RUN ON MONDAY TRAINS WILL NOT RUN ON TUESDAY TRAINS WILL NOT RUN ON WEDNESDAY TRAINS WILL NOT RUN ON THURSDAY TRAINS WILL NOT RUN ON FRIDAY TRAINS WILL NOT RUN ON SATURDAY</p> <p>TRAINS WILL RUN TODAY.</p> <p>(+1 digital version)</p> <p>TRAINS WILL NOT RUN TOMORROW (<i>for digital/ social channels only – <u>not</u> corflute stickers</i>)</p> <p>Rendered as complete files (9 versions) for other channels when specs are received.</p> <p>In the event of industrial action, please use scheduled bus services or make alternative travel arrangements. Please travel outside peak times, work from home or carpool if possible, as we expect the roads and buses will be much busier than usual.</p> <p>Freight trains will continue to operate so please stay safe on the network and pay close attention to all level crossing signs and signals before crossing.</p> <p>We're sorry there may be disruption to your service. We value your custom and look forward to getting you back on track. For more information, please follow the links below.</p> <p>Thank you.</p> <p>(<i>info as below - consistent across all collateral/media</i>)</p> <p>Keep an eye on things at @AklTransport, facebook.com/akltransport, www.at.govt.nz/choices, AT Journey Planner at at.govt.nz and @NZTAAKI for traffic updates, or call 09 366 6400 for more details. Sign up to OneCom for real time network updates at at.govt.nz/trainupdates</p>		
AT SOC	AT Social Media Team – Use supplied media to schedule	PER AT PLAN	
36 HRS	Holding message and media kit TDAK Website align with AT Train services will not run due to RMTU industrial Rail and Maritime Transport Union. For more info – link media kit and AT travel options link	TDAK website	
24 HRS	<p>A2 (TDAK Brand)</p> <p>We are very sorry that you may be affected by upcoming Rail and Maritime Transport Union (RMTU) industrial action. If you would like to know more information about the industrial action, Transdev's pay offer to RMTU members, the Security and Fare Enforcement (SaFE) Project including Driver Door Operation (DDO) and Auckland Transport (AT) Transport Officers, and some</p>	TDAK sign at HO and AT Stations (TBC)	AT Appro – 4 Dec 17

	Frequently Asked Questions (FAQs) please visit us at: www.transdev.co.nz . *Upload BOL creative and media kit (credentials, CA infographic, SaFE infographic, FAQs) to TDAK website (refresh as needed) – incl. link to contact us?		
24 HRS	Upload BOL creative and any additional messaging to TDAK and AT websites (refresh as needed)		Public
24 HRS	A5 (AT Brand) Plan ahead. Due to RMTU industrial action trains will not run tomorrow . Please use scheduled bus services or make alternative travel arrangements. Please travel outside peak times, work from home or carpool if possible, as we expect the roads and buses to be much busier than usual. Freight trains are operating so please stay safe on the network and pay close attention to all level crossing signs and signals before crossing. We're sorry for the disruption to your service. We value you your custom and look forward to getting you back on track. For more information, please follow the links below. Thank you. <insert more info/links box>	AM PEAK at BRT and NMT PM PEAK at all INTERCHANGES	
24 HRS	Good morning/afternoon/evening - Passenger trains will not run on the Auckland Metro network tomorrow due to RMTU industrial action. Please use scheduled bus services or make alternative travel arrangements. Please travel outside peak times, work from home or carpool if possible, as we expect the roads and buses to be much busier than usual. Freight trains are operating so please stay safe on the network and pay close attention to all level crossing signs and signals before crossing. Please visit www.at.govt.nz for more details. Thank you.	PA	Public – All stations
24 HRS	Trains will not run tomorrow due to RMTU industrial action. Please visit www.at.govt.nz for more details.	PIDs	
RETRACT	Trains will run tomorrow. Industrial action cancelled.	PIDs, OneCom, LCDs, soc media	*if required
24 HRS	We're sorry, passenger trains will not run tomorrow due to RMTU industrial action. Please visit www.at.govt.nz for more details. Thank you.	On-board PIS Fr OneCom	
24 HRS	Use supplied BOL creative AT load supplied creative to schedule [REDACTED]	BRT Tower	Public
24 HRS	Use supplied BOL creative AT load supplied creative to schedule [REDACTED]	Small LCD	Public
24 HRS	Use supplied BOL creative AT load supplied creative to schedule [REDACTED]	BRT Plaza LCD	Public
24 HRS	Passenger trains will not run on the Auckland Metro network tomorrow due to RMTU industrial action. Please use scheduled bus services or make alternative travel arrangements. Please travel outside peak times, work from home or carpool if possible, as we expect the roads and buses to be much busier than usual. Freight trains are operating so please stay safe on the network and pay close attention to all level crossing signs and signals before crossing. Please visit www.AT.govt.nz for more details. Your AT HOP card can also be used on ferries and buses. <insert info/links here> Thank you.	OneCom EDM	Subscribers
24 HRS	Passenger trains will not run on the Auckland Metro network tomorrow due to RMTU industrial action. Please use scheduled bus services or make alternative travel	OneCom - SMS	Subscribers

	arrangements. Please visit www.AT.govt.nz for more details.		
RETRACT	Trains will run today. Industrial action cancelled.	PIDs, OneCom, LCDs, soc media	*if required
STRIKE	<p>Passenger trains will not run on the Auckland Metro network today due to RMTU industrial action. Please use scheduled bus services or make alternative travel arrangements. Please travel outside peak times, work from home or carpool if possible, as we expect the roads and buses to be much busier than usual.</p> <p>Freight trains are operating so please stay safe on the network and pay close attention to all level crossing signs and signals before crossing.</p> <p>Please visit www.AT.govt.nz for more details. Your AT HOP card can also be used on ferries and buses.</p> <p><insert info/links here>Thank you.</p>	OneCom - EDM	Subscribers
STRIKE	Passenger trains will not run on the Auckland Metro network today due to RMTU industrial action. Please use scheduled bus services or make alternative travel arrangements. Please visit www.AT.govt.nz for more details.	OneCom - SMS	Subscribers
STRIKE	Use supplied BOL creative AT load supplied creative to schedule ██████████	BRT Tower	Public
STRIKE	Use supplied BOL creative AT load supplied creative to schedule ██████████	Small LCD	Public
STRIKE	Use supplied BOL creative AT load supplied creative to schedule ██████████	BRT Plaza LCD	Public
STRIKE	<p>A4</p> <p>Due to RMTU industrial action trains will not run today. Please use scheduled bus services or make alternative transport arrangements. The map below shows you the nearest bus stop for scheduled services. Please TAG off before exiting the station.</p> <p>We're sorry for any disruption to your service. We value you your custom and look forward to getting you back on track. For more information, please follow the links below. Thank you.</p> <p>Britomart and Newmarket Alternative Transport Maps in BOL theme (above) with additional IA specific info/channels <insert keep an eye on -more info/links box></p>	BRT and NMT Flyers	Public
STRIKE	Good morning/afternoon/evening – We're sorry, passenger trains are not running from this station today due to RMTU industrial action. Please see the Alternative Transport Maps on the platform for scheduled bus services or go to AT.govt.nz for more details. We look forward to getting you back on track soon. Thank you.	PA - FULL Pre-record *LEAD TIME – Barton Sound	Public – All stations
STRIKE	<p>Good morning/afternoon/evening - Passenger trains will not run on the Auckland Metro network today due to RMTU industrial action. Please use scheduled bus services or make alternative travel arrangements.</p> <p>Please also consider travelling outside peak times, work from home or carpool, if possible as we expect the roads and buses to be much busier than usual.</p> <p>Freight trains are operating so please stay safe on the network and pay close attention to all level crossing signs and signals before crossing.</p> <p>Please visit www.at.govt.nz for more details. We look forward to getting you back on track soon. Thank you.</p>	PA – ABR Pre-Record *LEAD TIME – Barton Sound	Public – All stations
STRIKE	Trains will not run today due to RMTU industrial action. Please use the alternative transport map located in the Britomart Plaza for more information and scheduled bus services. Thank you.	Plaza PIDs	Public

STRIKE	Trains will not run today due to RMTU industrial action.	Platform Scrollers	Public
STRIKE	BOL posters (supplied)	Station Entrance	Public
STRIKE	Supervisory staff – We sorry, trains will not run today due to RMTU industrial action, please let me show you to an Alternative Transport Map to find a scheduled bus service, and some AT links to get more information.	(No AT Ambassadors) TDAK Staff (PL)?	Public
POST IA	A2 (AT Brand) Corflute or posters stands (not quoted) Thank you Auckland for working with us through the industrial action. Your feedback is important to us. If there is anything we could have done better to communicate about this action, or if you have any comments about your experience, please let us know at AT.govt.nz/about-us/contact-us	AT Stations (TBC)	Public
POST IA	2x A1 Freestanding units' BRT Thank you Auckland for working with us through the industrial action. Your feedback is important to us. If there is anything we could have done better to communicate about this action, or if you have any comments about your experience, please let us know at AT.govt.nz/about-us/contact-us	BRT  	Public 
POST IA	A2 Posters in stands (TBC by  Thank you Auckland for working with us through the industrial action. Your feedback is important to us. If there is anything we could have done better to communicate about this action, or if you have any comments about your experience, please let us know at AT.govt.nz/about-us/contact-us	AT CSCs (TBC) 	Public 
POST IA	Thank you Auckland for working with us through the industrial action. Your feedback is important to us. If there is anything we could have done better to communicate about this action, or if you have any comments about your experience, please let us know at AT.govt.nz/about-us/contact-us	OneCom - EDM	Subscribers
POST IA	Thank you Auckland for working with us through the industrial action. Your feedback is important to us. If there is anything we could have done better to communicate about this action, or if you have any comments about your experience, please let us know at AT.govt.nz/about-us/contact-us	OneCom - SMS	Subscribers
POST IA	Thank you Auckland for working with us through the industrial action. Your feedback is important to us. If there is anything we could have done better to communicate about this action, or if you have any comments about your experience, please let us know at AT.govt.nz/about-us/contact-us	AT Soc media	Public
POST IA	Thank you Auckland for working with us through the industrial action. Your feedback is important to us. If there is anything we could have done better to communicate about this action, or if you have any comments about your experience, please let us know at AT.govt.nz/about-us/contact-us	AT website	Public
POST IA	Thank you Auckland for working with us through the industrial action. Your feedback is important to us. If there is anything we could have done better to communicate about this action, or if you have any comments about your experience, please let us know at AT.govt.nz/about-us/contact-us	AT stakeholders incl PTAG Feedback loop	
POST IA	Use supplied BOL creative	BRT Tower	Public

	AT load supplied creative to schedule < [REDACTED] >		
POST IA	Use supplied BOL creative AT load supplied creative to schedule < [REDACTED] >	Small LCD	Public
POST IA	Use supplied BOL creative AT load supplied creative to schedule < [REDACTED] >	BRT Plaza LCD	Public

COLLATERAL

- A1
- A2 entrance signage corflutes and overlay stickers
- A4 Alternative Transport Maps (Britomart and Newmarket only)
- A5 Flyers
- Above as rendered for all online/digital channels and messaging.

Example:

DECEMBER 2017

Plan ahead.

Due to RMTU industrial action trains will not run tomorrow.

Please use scheduled bus services or make alternative travel arrangements. Please travel outside peak times, work from home or carpool if possible, as we expect the roads and buses will be much busier than usual.

Freight trains are operating so please stay safe on the network and pay close attention to all level crossing signs and signals before crossing.

We're sorry for the disruption to your service. We value you your custom and look forward to getting you back on track. For more information, please follow the links below. Thank you.

Keep an eye on
 AkTransport @AkTransport or @NZTAakl for traffic updates
 or sign up to OneCom for real time network updates at
 AT.govt.nz/trainupdate
 Go to www.AT.govt.nz/choices or call 09 366 6400

Due to RMTU industrial action trains will not run today. Please use scheduled bus services or make alternative transport arrangements.

The map below shows you the nearest bus stop for scheduled services. Please TAG off before exiting the station. We're sorry for any disruption to your service. We value you your custom and look forward to getting you back on track. For more information, please follow the links below. Thank you.

Britomart Scheduled Buses

7000, 7001, 7002, 7003, 7004, 7005, 7006, 7007, 7008, 7009, 7010, 7011, 7012, 7013, 7014, 7015, 7016, 7017, 7018, 7019, 7020, 7021, 7022, 7023, 7024, 7025, 7026, 7027, 7028, 7029, 7030, 7031, 7032, 7033, 7034, 7035, 7036, 7037, 7038, 7039, 7040, 7041, 7042, 7043, 7044, 7045, 7046, 7047, 7048, 7049, 7050, 7051, 7052, 7053, 7054, 7055, 7056, 7057, 7058, 7059, 7060, 7061, 7062, 7063, 7064, 7065, 7066, 7067, 7068, 7069, 7070, 7071, 7072, 7073, 7074, 7075, 7076, 7077, 7078, 7079, 7080, 7081, 7082, 7083, 7084, 7085, 7086, 7087, 7088, 7089, 7090, 7091, 7092, 7093, 7094, 7095, 7096, 7097, 7098, 7099, 7100, 7101, 7102, 7103, 7104, 7105, 7106, 7107, 7108, 7109, 7110, 7111, 7112, 7113, 7114, 7115, 7116, 7117, 7118, 7119, 7120, 7121, 7122, 7123, 7124, 7125, 7126, 7127, 7128, 7129, 7130, 7131, 7132, 7133, 7134, 7135, 7136, 7137, 7138, 7139, 7140, 7141, 7142, 7143, 7144, 7145, 7146, 7147, 7148, 7149, 7150, 7151, 7152, 7153, 7154, 7155, 7156, 7157, 7158, 7159, 7160, 7161, 7162, 7163, 7164, 7165, 7166, 7167, 7168, 7169, 7170, 7171, 7172, 7173, 7174, 7175, 7176, 7177, 7178, 7179, 7180, 7181, 7182, 7183, 7184, 7185, 7186, 7187, 7188, 7189, 7190, 7191, 7192, 7193, 7194, 7195, 7196, 7197, 7198, 7199, 7200, 7201, 7202, 7203, 7204, 7205, 7206, 7207, 7208, 7209, 7210, 7211, 7212, 7213, 7214, 7215, 7216, 7217, 7218, 7219, 7220, 7221, 7222, 7223, 7224, 7225, 7226, 7227, 7228, 7229, 7230, 7231, 7232, 7233, 7234, 7235, 7236, 7237, 7238, 7239, 7240, 7241, 7242, 7243, 7244, 7245, 7246, 7247, 7248, 7249, 7250, 7251, 7252, 7253, 7254, 7255, 7256, 7257, 7258, 7259, 7260, 7261, 7262, 7263, 7264, 7265, 7266, 7267, 7268, 7269, 7270, 7271, 7272, 7273, 7274, 7275, 7276, 7277, 7278, 7279, 7280, 7281, 7282, 7283, 7284, 7285, 7286, 7287, 7288, 7289, 7290, 7291, 7292, 7293, 7294, 7295, 7296, 7297, 7298, 7299, 7300, 7301, 7302, 7303, 7304, 7305, 7306, 7307, 7308, 7309, 7310, 7311, 7312, 7313, 7314, 7315, 7316, 7317, 7318, 7319, 7320, 7321, 7322, 7323, 7324, 7325, 7326, 7327, 7328, 7329, 7330, 7331, 7332, 7333, 7334, 7335, 7336, 7337, 7338, 7339, 7340, 7341, 7342, 7343, 7344, 7345, 7346, 7347, 7348, 7349, 7350, 7351, 7352, 7353, 7354, 7355, 7356, 7357, 7358, 7359, 7360, 7361, 7362, 7363, 7364, 7365, 7366, 7367, 7368, 7369, 7370, 7371, 7372, 7373, 7374, 7375, 7376, 7377, 7378, 7379, 7380, 7381, 7382, 7383, 7384, 7385, 7386, 7387, 7388, 7389, 7390, 7391, 7392, 7393, 7394, 7395, 7396, 7397, 7398, 7399, 7400, 7401, 7402, 7403, 7404, 7405, 7406, 7407, 7408, 7409, 7410, 7411, 7412, 7413, 7414, 7415, 7416, 7417, 7418, 7419, 7420, 7421, 7422, 7423, 7424, 7425, 7426, 7427, 7428, 7429, 7430, 7431, 7432, 7433, 7434, 7435, 7436, 7437, 7438, 7439, 7440, 7441, 7442, 7443, 7444, 7445, 7446, 7447, 7448, 7449, 7450, 7451, 7452, 7453, 7454, 7455, 7456, 7457, 7458, 7459, 7460, 7461, 7462, 7463, 7464, 7465, 7466, 7467, 7468, 7469, 7470, 7471, 7472, 7473, 7474, 7475, 7476, 7477, 7478, 7479, 7480, 7481, 7482, 7483, 7484, 7485, 7486, 7487, 7488, 7489, 7490, 7491, 7492, 7493, 7494, 7495, 7496, 7497, 7498, 7499, 7500, 7501, 7502, 7503, 7504, 7505, 7506, 7507, 7508, 7509, 7510, 7511, 7512, 7513, 7514, 7515, 7516, 7517, 7518, 7519, 7520, 7521, 7522, 7523, 7524, 7525, 7526, 7527, 7528, 7529, 7530, 7531, 7532, 7533, 7534, 7535, 7536, 7537, 7538, 7539, 7540, 7541, 7542, 7543, 7544, 7545, 7546, 7547, 7548, 7549, 7550, 7551, 7552, 7553, 7554, 7555, 7556, 7557, 7558, 7559, 7560, 7561, 7562, 7563, 7564, 7565, 7566, 7567, 7568, 7569, 7570, 7571, 7572, 7573, 7574, 7575, 7576, 7577, 7578, 7579, 7580, 7581, 7582, 7583, 7584, 7585, 7586, 7587, 7588, 7589, 7590, 7591, 7592, 7593, 7594, 7595, 7596, 7597, 7598, 7599, 7600, 7601, 7602, 7603, 7604, 7605, 7606, 7607, 7608, 7609, 7610, 7611, 7612, 7613, 7614, 7615, 7616, 7617, 7618, 7619, 7620, 7621, 7622, 7623, 7624, 7625, 7626, 7627, 7628, 7629, 7630, 7631, 7632, 7633, 7634, 7635, 7636, 7637, 7638, 7639, 7640, 7641, 7642, 7643, 7644, 7645, 7646, 7647, 7648, 7649, 7650, 7651, 7652, 7653, 7654, 7655, 7656, 7657, 7658, 7659, 7660, 7661, 7662, 7663, 7664, 7665, 7666, 7667, 7668, 7669, 7670, 7671, 7672, 7673, 7674, 7675, 7676, 7677, 7678, 7679, 7680, 7681, 7682, 7683, 7684, 7685, 7686, 7687, 7688, 7689, 7690, 7691, 7692, 7693, 7694, 7695, 7696, 7697, 7698, 7699, 7700, 7701, 7702, 7703, 7704, 7705, 7706, 7707, 7708, 7709, 7710, 7711, 7712, 7713, 7714, 7715, 7716, 7717, 7718, 7719, 7720, 7721, 7722, 7723, 7724, 7725, 7726, 7727, 7728, 7729, 7730, 7731, 7732, 7733, 7734, 7735, 7736, 7737, 7738, 7739, 7740, 7741, 7742, 7743, 7744, 7745, 7746, 7747, 7748, 7749, 7750, 7751, 7752, 7753, 7754, 7755, 7756, 7757, 7758, 7759, 7760, 7761, 7762, 7763, 7764, 7765, 7766, 7767, 7768, 7769, 7770, 7771, 7772, 7773, 7774, 7775, 7776, 7777, 7778, 7779, 7780, 7781, 7782, 7783, 7784, 7785, 7786, 7787, 7788, 7789, 7790, 7791, 7792, 7793, 7794, 7795, 7796, 7797, 7798, 7799, 7800, 7801, 7802, 7803, 7804, 7805, 7806, 7807, 7808, 7809, 7810, 7811, 7812, 7813, 7814, 7815, 7816, 7817, 7818, 7819, 7820, 7821, 7822, 7823, 7824, 7825, 7826, 7827, 7828, 7829, 7830, 7831, 7832, 7833, 7834, 7835, 7836, 7837, 7838, 7839, 7840, 7841, 7842, 7843, 7844, 7845, 7846, 7847, 7848, 7849, 7850, 7851, 7852, 7853, 7854, 7855, 7856, 7857, 7858, 7859, 7860, 7861, 7862, 7863, 7864, 7865, 7866, 7867, 7868, 7869, 7870, 7871, 7872, 7873, 7874, 7875, 7876, 7877, 7878, 7879, 7880, 7881, 7882, 7883, 7884, 7885, 7886, 7887, 7888, 7889, 7890, 7891, 7892, 7893, 7894, 7895, 7896, 7897, 7898, 7899, 7900, 7901, 7902, 7903, 7904, 7905, 7906, 7907, 7908, 7909, 7910, 7911, 7912, 7913, 7914, 7915, 7916, 7917, 7918, 7919, 7920, 7921, 7922, 7923, 7924, 7925, 7926, 7927, 7928, 7929, 7930, 7931, 7932, 7933, 7934, 7935, 7936, 7937, 7938, 7939, 7940, 7941, 7942, 7943, 7944, 7945, 7946, 7947, 7948, 7949, 7950, 7951, 7952, 7953, 7954, 7955, 7956, 7957, 7958, 7959, 7960, 7961, 7962, 7963, 7964, 7965, 7966, 7967, 7968, 7969, 7970, 7971, 7972, 7973, 7974, 7975, 7976, 7977, 7978, 7979, 7980, 7981, 7982, 7983, 7984, 7985, 7986, 7987, 7988, 7989, 7990, 7991, 7992, 7993, 7994, 7995, 7996, 7997, 7998, 7999, 8000, 8001, 8002, 8003, 8004, 8005, 8006, 8007, 8008, 8009, 8010, 8011, 8012, 8013, 8014, 8015, 8016, 8017, 8018, 8019, 8020, 8021, 8022, 8023, 8024, 8025, 8026, 8027, 8028, 8029, 8030, 8031, 8032, 8033, 8034, 8035, 8036, 8037, 8038, 8039, 8040, 8041, 8042, 8043, 8044, 8045, 8046, 8047, 8048, 8049, 8050, 8051, 8052, 8053, 8054, 8055, 8056, 8057, 8058, 8059, 8060, 8061, 8062, 8063, 8064, 8065, 8066, 8067, 8068, 8069, 8070, 8071, 8072, 8073, 8074, 8075, 8076, 8077, 8078, 8079, 8080, 8081, 8082, 8083, 8084, 8085, 8086, 8087, 8088, 8089, 8090, 8091, 8092, 8093, 8094, 8095, 8096, 8097, 8098, 8099, 8100, 8101, 8102, 8103, 8104, 8105, 8106, 8107, 8108, 8109, 8110, 8111, 8112, 8113, 8114, 8115, 8116, 8117, 8118, 8119, 8120, 8121, 8122, 8123, 8124, 8125, 8126, 8127, 8128, 8129, 8130, 8131, 8132, 8133, 8134, 8135, 8136, 8137, 8138, 8139, 8140, 8141, 8142, 8143, 8144, 8145, 8146, 8147, 8148, 8149, 8150, 8151, 8152, 8153, 8154, 8155, 8156, 8157, 8158, 8159, 8160, 8161, 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1.0 Detailed IA Communications Action Plan (TDAK | AT)

Key dates and deliverables – Table 1

Day	Comms output/Action/Event	Who	Detail
0	Overarching Comms plan		Comms plan and creative suite (print and digital) prepared. Messages aligned and all channels supported by media rendered for channel (all iterations of possible scenarios). Pre-print media and preloaded digital media and PA where possible.
0	Controls	██████	Confirm who controls when and what information is shared through which AT and TDAK channels to ensure consistency across all messaging to customers.
0	TDAK at AT station	██████	Corflutes for stations (alternative transport maps), A5 flyers Arrange staff to hand out to customers 24 hours before action (BRT and NMT) Interchanges at PM peak
0	AT station resources plan	██████	Ensure we have minimum of two people at each station on day of industrial action to assist customers. AT staff and TDAK staff to support this ██████████ and ██████████ to confirm plan – advise if comms assistance required.
1	SMT MMT	██████	Face to Face briefing and outline doc – what to expect
1	AT stakeholder briefings	███	AT Board, Ministers, Mayor, LB Chairs, Councillors, AT staff Bus and Ferries, ATOC, Call Centre, Customer Service Centres Hospitals <Grafton, Middlemore> PTAG, NZTA, AA, Auckland Chamber of Commerce (other business groups?) Schools, Airport, Tourism NZ (TB) PTUA, Gen Zero, Greater Auckland
1	AT external comms	███	Journey Planner (JP) – an alert message on JP that trains will not run on XXX how to search for bus options only

			<p>To search for alternative ways to travel, JP customers use “Advanced” option to select bus/ferry only.</p> <p>Bus PIDs – scrolling message. Imp for bus users who usually connect with train</p> <p>Bus posters - for routes that drop off at stations (see [REDACTED] for creative?)</p> <p>School alert – all schools (CT)</p> <p>AT Mobile App alert – and can use My Journey Options to select bus/ferry only.</p> <p>EDM to group bookings due in next couple of weeks</p> <p>Add bus/ferries are not affected (if so) e.g. Trains will not run < date/times> due to industrial action. Please make alternative transport arrangements. Scheduled bus and ferry services will operate as normal.</p>
1	AT internal comms	[REDACTED]	<p>Brief frontline CSCs, Armour Guard staff on gatelines, Amour Guard Security, Transport Officers and the Contact Centre</p> <p>Include where people can go to look for alternatives; a short explanation of why no bus replacements; what to do with refund requests (paper ticket, monthly pass, bus fare to station, their taxi/uber/loss pay etc.).</p> <p>High levels message about reason for strike or where to refer people for more info</p>
1	TDAK stakeholder briefings	[REDACTED]	NZTA, KiwiRail, ATOC, Police, Armourguard, Maori Wardens
1	TDAK internal comms		
1	TDAK CA press release(s)	[REDACTED]	
1	TDAK media kit	[REDACTED]	<p>Only released if strike notice issued</p> <p>Two versions developed 1. Complete 2. Remove 3x FAQs (per AT advice) + SaFE infographic (if time)</p>
2	AT IA press release	[REDACTED]	Warn of pending action
2	AT press briefing	[REDACTED]	<p>Mark Lambert, Stacey Van der Putten</p> <p>[REDACTED]</p> <p>[REDACTED]</p>

2	Media Network Famil	██████	TBC
2	AT external comms		Run radio ads, broadsheets? eDM to HOP customers Twitter and FB posts Our Auckland article TDAK website link updated (www.at.govt.nz/choices)?
2	TDAK internal comms	██	FTDO, Keeping Track (what do customers need to know in advance), Live Wire Staff – What you need to know about industrial action pre and on the day – RB pay. Managing picket lines – for customers and for staff
2	TDAK external comms	██████████	Digital media and print collateral Message from the MD - upload to TDAK website (MZ), LinkedIn – TDA Website summary doc/corflute alignment TDA LinkedIn
2	TDAK STRIKE press release	██████	
3	STRIKE	██	Interviews Ongoing social posts
3	TDAK customer comms		Staff at stations (TBC) Arrange for staff to hand out current BRT and NMT alt trans maps? AT only able to provide additional security staff (not Ambassadors)

DECEMBER 2017

Please plan ahead.

Passenger trains may not run on the Auckland Metro network due to RMTU industrial action. We will update you [HERE](#), and through other communications.



TRAINS WILL RUN TODAY

In the event of industrial action, please use scheduled bus services or make alternative travel arrangements. Please travel outside peak times, work from home or carpool as we expect the roads and buses will be much busier than usual.

Freight trains will continue to operate so please stay safe on the network and pay close attention to all level crossing signs and signals before crossing.

We're sorry there may be disruption to your service. We value your custom and look forward to getting you back on track. For more information, please follow the links below.



Keep an eye on  [AklTransport](#)
 [@AklTransport](#) or [@NZTAAkl](#) for traffic updates
or sign up to [OneCom](#) for real time network updates at
[AT.govt.nz/trainupdate](#)
Go to [www.AT.govt.nz/choices](#) or call 09 366 6400

**Trains will not run on
Sunday**

**Trains will not run on
Monday**

Trains will not run on

Tuesday

**Trains will not run on
Wednesday**

**Trains will not run on
Thursday**

**Trains will not run on
Friday**

**Trains will not run on
Saturday**



**TRAINS WILL RUN
TODAY**

DECEMBER 2017

Thank you Auckland!

Thank you for working with us through the industrial action. If there is anything we could have done better to communicate about this action, or if you have any comments about your experience, please let us know at [AT.govt.nz/about-us/contact-us](https://www.at.govt.nz/about-us/contact-us)



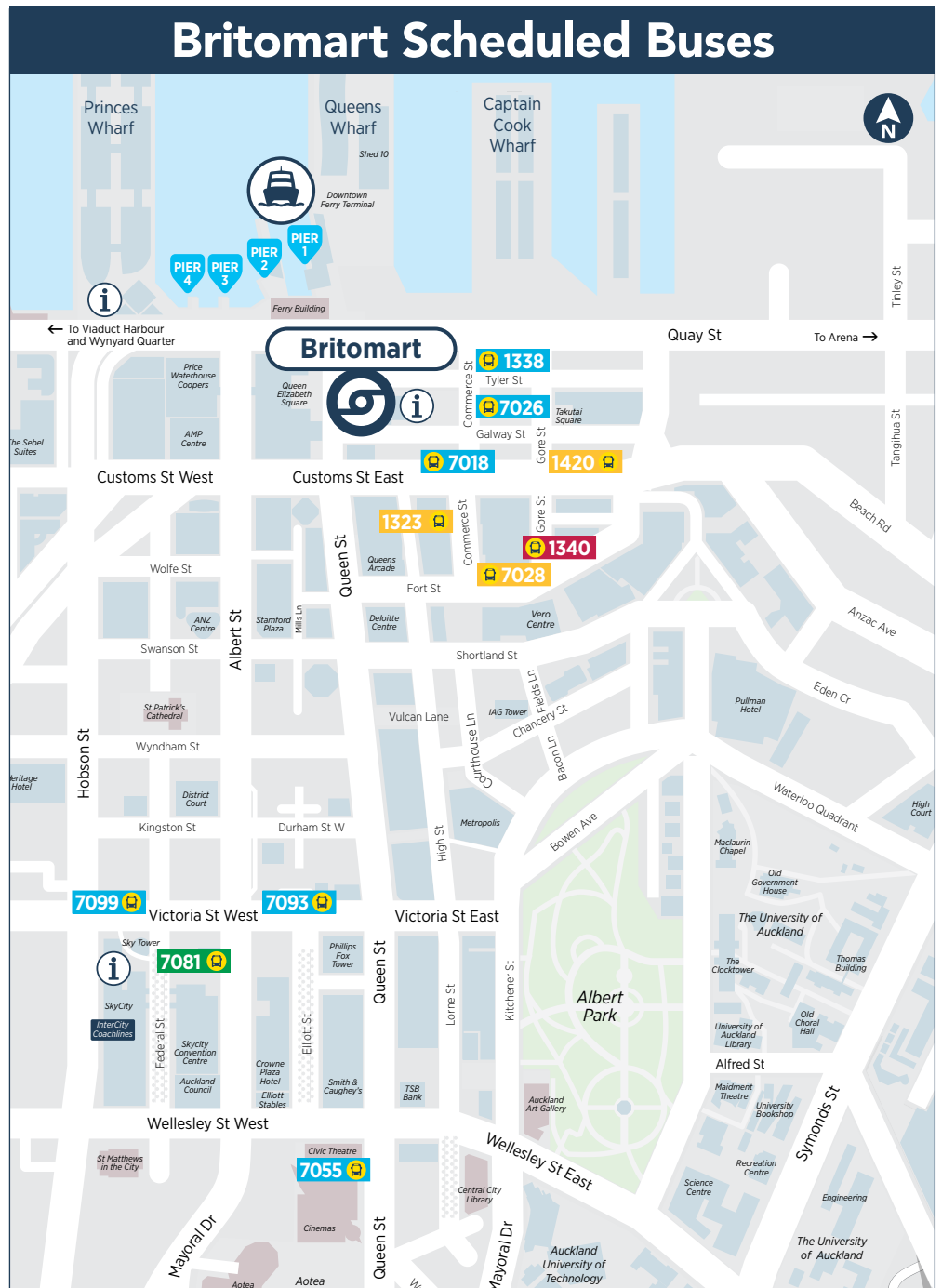
Keep an eye on  [AkITransport](https://www.facebook.com/AkITransport)
 [@AkITransport](https://twitter.com/AkITransport) or [@NZTAAKI](https://twitter.com/NZTAAKI) for traffic updates
or sign up to [OneCom](https://www.onecom.co.nz/) for real time network updates at
[AT.govt.nz/trainupdate](https://www.at.govt.nz/trainupdate)
Go to [www.AT.govt.nz/choices](https://www.at.govt.nz/choices) or call 09 366 6400

Due to RMTU industrial action trains will not run today. Please use scheduled bus services or make alternative transport arrangements.

The map below shows you the nearest bus stop for scheduled services. Please TAG off before exiting the station. We're sorry for any disruption to your service. We value you your custom and look forward to getting you back on track. For more information, please follow the links below. Thank you.

Destination Station	Departure point on map	Location
Avondale via Great North Rd	7081	Albert St
Avondale via New North Rd	7093	Victoria St West
Baldwin Ave	7089	Victoria St West
Ellerslie	1420	Customs St East
Fruitvale Rd	7081	Albert St
Glen Eden - catch bus to New Lynn and transfer to route 152 or 154	7081	Albert St
Glen Innes via Tamaki Dr	1323	Commerce St
Glen Innes via Remuera Rd	7028	Commerce St
Grafton	1420	Customs St East
Greenlane	1420	Customs St East
Henderson	7081	Albert St
Kingsland	7093	Victoria St West
Manurewa (limited afternoon services, Mon-Fri only)	1340	Gore St
Meadowbank	7028	Commerce St
Middlemore	1338	Commerce St
Morningside	7099	Victoria St West
Mt Albert	7099	Victoria St West
Mt Eden	7026	Commerce St
Newmarket	1420, 7018, 7028	Customs St East
New Lynn	7081	Albert St
Onehunga	7055	Queen St
Orakei	1323	Commerce St
Otahuhu (Mon-Fri only)	1338	Commerce St
Panmure via Tamaki Dr	1323	Commerce St
Panmure via Ellerslie-Panmure Highway	1420	Customs St East
Papakura (limited afternoon services, Mon-Fri only)	1340	Gore St
Ranui - catch bus to Henderson and transfer to route 141, 142 or 143	7081	Albert St
Remuera	1420	Customs St East
Sunnyvale - catch bus to New Lynn or Henderson and transfer to route 152	7081	Albert St
Sturges Rd - catch bus to Henderson and transfer to route 120 or 141	7081	Albert St
Sylvia Park	1420	Customs St East
Swanson - catch bus to Henderson and transfer to route 146	7081	Albert St

Papatoetoe, Puhinui, Manukau, Homai, Manurewa, Te Mahia, Takanini, Papakura – take a bus to Sylvia Park, Mangere or Otahuhu and transfer to another bus there.



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Destination Station	Departure Bus Stop No.	Bus Route
Avondale	7201, 7203	Catch InnerLink bus to Karangahape Rd overbridge and connect to route 18 or catch bus to Symonds St and change to route 220, 221, 223
Baldwin Ave	7202	OuterLink to New North Rd.
Britomart (Downtown)	7201, 7203, 7401	322, 500 to 595, 625, 635, 655, InnerLink
Ellerslie	7204, 7206	500 to 595
Fruitvale Rd & Glen Eden	7201, 7203	Catch InnerLink bus to Karangahape Rd overbridge and connect to route 18. Change at New Lynn to routes 152 or 154.
Glen Innes	7400	625, 635, 645, 655
Grafton	7201, 7203	500 to 595
Greenlane	7204, 7206	500 to 595
Henderson	7201, 7203	Catch InnerLink bus to Karangahape Rd overbridge and connect to routes 133 or 134.
Kingsland & Morningside	7201, 7203	Catch buses to Symonds St and connect to routes 220, 221, 223
Mt Albert	7202, 7201, 7203	OuterLink or catch buses to Symonds St and connect to routes 220, 221, 223
Mt Eden	7201, 7203	Catch buses to Symonds St and connect to routes 274 or 277
New Lynn	7201, 7203	Catch InnerLink bus to Karangahape Rd overbridge and connect to route 18.
Onehunga	7202	302, 309, 312
Otahuhu	7204	322 (Mon-Fri evening peaks & Mon-Thu after 10pm only).
Panmure	7204, 7206	500 to 595
Ranui	7201, 7203	Follow directions to Henderson. Transfer at Henderson to route 141, 142 or 143
Remuera	7204, 7206	500 to 595
Sturges Rd	7201, 7203	Follow directions to Henderson. Transfer at Henderson to route 141 or 120
Sunnyvale	7201, 7203	Follow directions to Henderson. Transfer at Henderson to route 152
Swanson	7201, 7203	Follow directions to Henderson. Transfer at Henderson to route 146
Sylvia Park	7204	505, 515, 525
Te Papapa	7202	390
Penrose, Westfield, Otahuhu, Middlemore, Papatoetoe, Puhinui, Manukau, Homai, Manurewa, Te Mahia, Takanini, Papakura, Pukekohe – take the bus to Sylvia Park, Mangere or Otahuhu and transfer to another bus there.		



DECEMBER 2017

Plan ahead.



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Go to www.AT.govt.nz/choices or call **09 366 6400**

**We are very sorry that
you may be affected by
upcoming Rail and Maritime
Transport Union (RMTU)
industrial action.**

If you would like to know more information about the industrial action, Transdev's pay offer to RMTU members, the Security and Fare Enforcement (SaFE) Project including Driver Door Operation (DDO) and Auckland Transport (AT) Transport Officers, and some Frequently Asked Questions (FAQs) please visit us at:
www.transdev.co.nz

