

23 November 2023

File Ref: OIAPR-1274023063-24221

[REDACTED]
[REDACTED]

Tēnā koe [REDACTED]

Request for information 2023-279

I refer to your request for information dated 9 November 2023, which was received by Greater Wellington Regional Council (Greater Wellington) on 9 November 2023. You have requested the following:

“Under the Local Government Official Information and Meetings Act, RNZ requests the following:

- *The number of complaints laid to Metlink about unsafe driving on Metlink buses between October 2022 and October 2023*
 - *Please specify, where possible, the relationship the complainant had to the bus e.g. passenger, driver of another vehicle, cyclist, or pedestrian.*
 - *Please specify, where possible, the time, date, and route of each incident.*
- *The number of speeding tickets issued to Metlink buses between October 2022 and October 2023*
- *The number of red lights run by Metlink buses between October 2022 and October 2023*
- *I would like the above information to be provided in a fully searchable form.”*

Greater Wellington’s response follows:

1. *The number of complaints laid to Metlink about unsafe driving on Metlink buses between October 2022 and October 2023*
 - *Please specify, where possible, the relationship the complainant had to the bus e.g. passenger, driver of another vehicle, cyclist, or pedestrian.*
 - *Please specify, where possible, the time, date, and route of each incident.*

Note that we record in our system when an item of feedback or complaint is received that relates to ‘driving’, but not more specifically ‘unsafe driving’. In the period between 1 October 2022 and 7

November 2023 we received 1677 items of feedback relating to 'driving'. Please refer to **Attachment 1** which contains the number of complaints, an identifier as to the category of the complaint, the dates and times they were logged, and what bus route they relate to.

Metlink does not keep a record of the relationship between the complainant and the bus. We are therefore refusing this part of your request under 17(g) of the Local Government Official Information and Meetings Act 1987 (the Act) on the basis that the information requested is not held by Greater Wellington and there are no grounds for believing that the information is either—

- (i) held by another local authority or a department or Minister of the Crown or organisation; or
- (ii) connected more closely with the functions of another local authority, or a department or Minister of the Crown or organisation.

We would like to provide some context along with the data in Attachment 1:

- The total number of items of feedback received in our internal complaints system for that period was 15,394, so 10.8% of the complaints received related to 'driving'.
- Safety and training are of utmost importance to us and our bus operators.
- All complaints are logged and followed up with our operators where appropriate.
- We do not keep a record of whether the feedback was justified or not – i.e. whether the driving behaviour was objectively 'unsafe'. We take the customer perception of what happened at face value and therefore follow up on that basis.
- 1,677 complaints made during this period where 1,112,589 trips were run on the bus network, and this does not include the buses that are travelling while out of service. So, as a percentage of trips travelled, we received 0.15% complaints of this nature per trip.

2. The number of speeding tickets issued to Metlink buses between October 2022 and October 2023

3. The number of red lights run by Metlink buses between October 2022 and October 2023

This part of your request for information is being refused under section 17(g) of the Act on the basis that the information requested is not held by Greater Wellington and there are no grounds for believing that the information is either—

- (iii) held by another local authority or a department or Minister of the Crown or organisation; or
- (iv) connected more closely with the functions of another local authority, or a department or Minister of the Crown or organisation.

If you have any concerns with the decision(s) referred to in this letter, you have the right to request an investigation and review by the Ombudsman under section 27(3) of the Act.

Please note that it is our policy to proactively release our responses to official information requests where possible. Our response to your request will be published shortly on Greater Wellington's website with your personal information removed.

Nāku iti noa, nā



Samantha Gain

Kaiwhakahaere Matua Waka-ā-atea | Group Manager Metlink

PROACTIVE RELEASE