

## By email

23 January 2019

File Ref: OIAP-7-9186

Hugh Davenport  
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Dear Mr Davenport

### Request for information 2018-379

I refer to your request for information dated 13 December 2018, which was received by Greater Wellington Regional Council (GWRC) on 13 December 2018. You have requested the following information:

*“I would like to request any procedures of Metlink or their contractors on what happens after a bus driver goes through a red light in the Metlink network.”*

#### GWRC’s response follows:

If a complaint is received that a bus driver has gone through a red light, the following process is followed:

- The complaint is entered into the GWRC Resolve customer contact system.
- The complaint is then investigated by the respective bus operator based on the information available.
- As the operator holds the employer-employee contractual relationship, the bus operator decides the appropriate action to take (for example, this could take the form of additional training).
- Metlink takes an overview of the trends in our complaints and we discuss these trends at a strategic level with our operators.

In the event of a large number of complaints being received from one complainant such as the 1,390 video clips you have supplied us with, a more strategic approach is required. In these situations Metlink would work in partnership with our operators and the applicable territorial authority in order to assess the situation and implement appropriate mitigations.

RESPONSE TO REQUEST



Please note that we do not hold copies of individual operators' procedures for their investigations and actions taken. This part of your request is therefore refused in accordance with section 17(g) of the Local Government Official Information and Meetings Act 1987 (the Act) on the basis that the information is not held by GWRC.

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.

Yours sincerely



**Angus Gabara**  
General Manager, Public Transport (Acting)