

By email

12 March 2019

File Ref: OIAP-7-9943

Hugh Davenport

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Dear Mr Davenport

Request for information 2019-042

I refer to your request for information dated 12 February 2019, which was received by Greater Wellington Regional Council (GWRC) on 12 February 2019. You have requested the following information:

“I would like to request any information held by GWRC, Metlink, and the bus operators for the following incidents that have been reports. I would be interested in the investigation the operators took, whether any dashcam footage was requested by anyone or viewed, whether any black box data was requested by anyone or viewed, and whether there was any involvement from NZ Police to either GWRC, Metlink, the bus operator, or the bus driver.

1) 4th dec, 11am, route 52 northbound. A bus runs a red light while pedestrians still crossing on green man, forcing one to run. Mentioned via email to Bruce Horsefield and the info address on 10 Dec. Also mentioned on twitter at <https://twitter.com/thebusfactor/status/1069749196310237184> on 4 Dec, and also via email on 4 Dec. Bruce replied on 13 Dec suggesting that the operator viewed the footage.

2) 12 Dec, 8:43am, route 83 northbound. Mentioned via email to Bruce Horsefield and the info address on 12 Dec in multiple emails (one mentioned specifically that I didn't want the original complaint to be drowned out in the email chain). Also mentioned on twitter at <https://twitter.com/thebusfactor/status/1072579460908703745> on 12 Dec

My reasoning for this request is that the NZ Police have been informed by myself, and their actions towards investigating this has led me to believe minimal contact between NZ Police and the bus operator and/or drivers was made. I would like to know what level of contact was recorded by Metlink and the operators, in addition to what actions were taken by Metlink and the operators independently of the NZ Police.”



Greater Wellington Regional Council's response follows.

4th December incident

The incident that occurred on 4th December 2019 was initially notified to info@metlink by you via an email containing a link to a twitter site that had a video of the incident. The incident was recorded as a case in the Metlink 'Resolve' customer resolution management system.

On 4th December 2019 the GWRC Manager Bus and Ferry Operations was in direct email contact with the Chief Executive Officer of the bus operator to advise him of the incident. The Chief Executive Officer of the bus company acknowledged the incident and undertook to look into the matter as well as referring it on to the provider's training team. On 13 December 2019, in response to a follow-up email from you, we advised you of the outcome of this case.

In relation to the incident of 4 December 2019, this was a matter for the bus operator to address directly. It is not information that GWRC holds. Equally GWRC does not hold any information about any contact that may have occurred between the bus operator, or the bus driver, and the NZ Police. As GWRC does not hold the requested information I am therefore refusing your request under section 17(g) of the Local Government Official Information and Meetings Act 1987 as the information is not held by GWRC.

Further to this GWRC Metlink did not request and does not hold any dashcam footage, or black box data relating to the above incident, and there is no record of GWRC having or being in contact with the Police regarding this incident.

A copy of the information that we hold relating to this incident, including correspondence with the bus operator, is enclosed as **Attachment 1**.

12th December incident

On the 12 December 2019 you contacted us by email to notify us of an incident that you observed

"I was on footpath. Heard a bus beep loudly, looked over and noticed a cyclist swerve back into the right lane, and the bus drove rather quickly brushing tyre against the curb. In such a hurry ... To stop...."

While more specific information was sought from you at the time, it was still not sufficient for the Customer Resolution Coordinator to follow-up further. In addition as we received no other complaints from any other 3rd parties or from the cyclist themselves, the case was closed.

The information that we hold from the Resolve system in relation to this incident is enclosed as **Attachment 2**.

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 Local Government Official Information and Meetings Act 1987.

Yours sincerely



Greg Pollock
General Manager, Public Transport