29 May 2023

File Ref: OIAPR-1274023063-2171

J Smith
By email: fyi-request-22674-23a64874@requests.fyi.org.nz

Tēnā koe J Smith

Request for information 2023-107

I refer to your request for information dated 3 May 2023, which was received by Greater Wellington Regional Council (Greater Wellington) on 3 May 2023. You have requested the following:

"I am asking for the total number of reported incidences of people with disability equipment, such as walkers or wheelchairs, being denied use of Wellington buses since January 1 2023."

Greater Wellington's response follows:

Our Customer Relationship Management tool, Resolve, does not have a specific category which logs 'denial of access' as a code. To obtain the data you requested we reviewed feedback under the categories of 'Failed to pick up', 'Accessibility', 'Conduct' and 'Passenger Interaction'.

In the period between 1 January 2023 and 4 May 2023, Metlink received a total of 4,913 pieces of customer feedback. Of this total number, 23 related to denial of bus services to people with disability equipment, such as walkers, wheelchairs, or mobility scooters.

We raise these concerns at the monthly operator meetings in order to educate the drivers and support meaningful change for our customers.

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.

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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