

10 June 2021

Peter Gent

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Kia Ora Peter

### **Total complaints for the Berhampore cycleway**

Thank you for your request made under the Local Government Official Information and Meetings Act 1987 (the Act), received on 24 May 2021. You requested the following information:

- Could you please let me know how many complaints were received by Wellington City Council (eg but not limited to: social media posts, phone calls, emails, verbally to council officers) on May 24 in regards to the pop up Berhampore cycle lane by Wakefield park? Could you also give me a breakdown by number of each channel by which these complaints were made to Wellington City Council?

As reported, the pop-up cycleway was put together without council authority. Therefore, complaints were received that were pro (keeping) and against the cycle lane. Please see the below table that sets out recorded complaints.

<b>Complaint channel</b>	<b>Number of complaints received</b>
Phone calls received to the Call Centre	11
Email complaints received	1
Contact Us Online form	3
Facebook messenger	1
Twitter*	15

\*Note: Does not include retweets and comments. Includes tweets only where Wellington City Council has been mentioned.

Thank you again for your request, if you have any question please feel free to contact me.

Kind regards



Gareth Hancock

**Team Leader Official Information**