

By email

30 January 2019

File Ref: OIAP-7-8269

Hugh Davenport
fyi-request-9008-c5dfe3ea@requests.fyi.org.nz

Dear Mr Davenport

Request for information 2018-371

I refer to your request for information dated 11 December 2018, which was received by Greater Wellington Regional Council on 11 December 2018. You have requested the following information:

“I would like to get information about the following:

- 1. The number of reports about individual buses running red lights in the Wellington region*
- 2. The number of the reports from 1. that were sent to the contractors of each individual bus*
- 3. The number of the reports from 2. that received no reply from the contractor*
- 4. The number of the reports from 3. that were followed up by Metlink to gain a response from the contractor*
- 5. The number of the reports from 4. that got a response from the contractor after Metlinks follow up*
- 6. The average response time from the contractor fitting point 2, but not point 3 onwards*
- 7. The average response time from the contractor fitting point 5.*

I would like this information over the last year, broken into the following categories:

- a) The entire year*
- b) By month*
- c) By contractor for the entire year*
- d) By contractor by month”*

Greater Wellington Regional Council’s response follows:

The information that you have sought on the number or reports of red light running for the year to 11 December 2018 (being the date of your request), by month and by contractor, is enclosed with this letter as **Attachment 1**.

The information has been sourced from the Metlink Resolve customer resolution management system. It should be noted that the Resolve system is a customer relationship management system, used to record feedback, information about events or incidences, and satisfaction from customers with Metlink services. Each contact from a customer is logged as a single case into the Resolve system and provided with a unique identifying number.

1. The number of reports about individual buses running red lights in the Wellington region

In the year to 11 December 2018 there were 194 cases of red light running reported by customers, to the Metlink Resolve customer management team, who have provided feedback relating to red light running. If more than one customer were to contact us about the same observed incident these would be recorded separately and this could result in duplication in the number of recorded incidences. In addition if a customer was to report more than one incident at the time of contact with the Metlink this would be recorded in Resolve as a single case. I understand for example that we currently have 12 separate cases of red light running incidences that you have reported recorded in Metlink Resolve, involving 387 incidences.

2. The number of the reports from 1. that were sent to the contractors of each individual bus

85 cases of red light running have been referred to the Metlink bus operators in the previous 12 months.

3. The number of the reports from 2. that received no reply from the contractor

In all cases replies have been received from the bus operator.

4. The number of the reports from 3. that were followed up by Metlink to gain a response from the contractor

As above as all cases received a reply from the operator there were no cases where Metlink was required to follow-up with the operator.

5. The number of the reports from 4. that got a response from the contractor after Met links follow up

See response to 4 above. There were no cases that required follow-up by Metlink with the operator

6. The average response time from the contractor fitting point 2, but not point 3 onwards

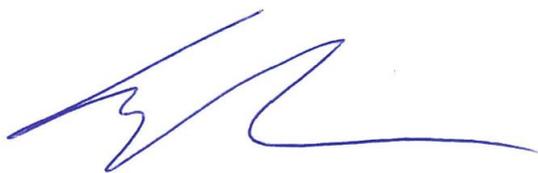
The average response time from the bus operator across the 12 month period to 11 December 2018 and across all bus operators was 5 days.

7. *The average response time from the contractor fitting point 5.*

See response to 5 above. There were no cases that required follow-up with the Metlink operator.

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



Angus Gabara
General Manager, Public Transport (Acting)