

1. In the year to 11 December 2018 there were 194 reported cases of red light running. In all but 12 reported cases (reported by Mr Hugh Davenport) each case represented one incident. Mr Davenport’s reported cases contain 387 incidences in total. There is likely to be additional duplication as 2 particular cases refer to multiple incidences over 2 x two week periods. Due to the way customer cases are recorded in Resolve (and not individual incidences) there may also be duplication between case reports and individual incidences.
2. During this same period 85 cases were referred to bus operators and the remainder were closed as first call resolution (FCR).
3. In all instance replies were received from bus operators.
4. There were no cases that required follow-up by Metlink.
5. Refer 4
6. 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. Refer 5

Notes: Data sourced from the Metlink Resolve system for the year to 11/12/2018, broken down by operator and month.