

**Margaret Meek**

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**From:** [REDACTED]  
**Sent:** Thursday, 25 October 2018 3:34 p.m.  
**To:** [REDACTED]@tranzurban.co.nz  
**Subject:** RE: Case 157935

OK – thanks very much [REDACTED]


**From:** [REDACTED]@tranzurban.co.nz>  
**Sent:** Thursday, 25 October 2018 2:16 PM  
**To:** [REDACTED]@gw.govt.nz>  
**Subject:** RE: Case 157935

Hi,

I've just spoken to the Ops Manager and he vaguely recalls the incident and said he would likely of had an informal discussion with the driver before providing them their shift card. But nothing formal was done.

Regards,  
[REDACTED]



[REDACTED]  
Customer Resolution Manager, Tranzurban  
T: 0800 Tranzu (872 698) |  
E: [REDACTED]@tranzurban.co.nz | W: www.tranzurban.co.nz  
A: 29 Cairns Street, Rongotai, Wellington  


**From:** [REDACTED]@gw.govt.nz>  
**Sent:** Thursday, 25 October 2018 2:01 p.m.  
**To:** [REDACTED]@tranzurban.co.nz>  
**Subject:** RE: Case 157935

OK – thanks very much [REDACTED] Will wait to hear back from you.

**From:** [REDACTED]@tranzurban.co.nz>  
**Sent:** Thursday, 25 October 2018 1:49 PM  
**To:** [REDACTED]@gw.govt.nz>  
**Subject:** RE: Case 157935

Hi,

I haven't had a reply from the Operations Manager. I am in Rongotai now but the Operations Manager has been out most of the day so haven't been able to ask. Will hopefully cross paths before I leave in a few hours.



[REDACTED]  
Customer Resolution Manager, Tranzurban  
T: 0800 Tranzu (872 698) |

E: [redacted]@tranzurban.co.nz | W: www.tranzurban.co.nz  
A: 29 Cairns Street, Rongotai, Wellington



From: [redacted]@gw.govt.nz>  
Sent: Thursday, 25 October 2018 1:42 p.m.  
To: [redacted]@tranzurban.co.nz>  
Subject: RE: Case 157935  
Importance: High

H [redacted]

Sorry to bother you again about this. Do you know yet if the depot took any action re this case?  
Thanks

Kind regards

[redacted]

[redacted] | Customer Resolution Coordinator  
**GREATER WELLINGTON REGIONAL COUNCIL**  
Te Pane Matua Taiao  
15 Walter Street, Te Aro, Wellington | PO Box 11646, Manners Street, Wellington 6142  
T: 0800 801 700  
[www.gw.govt.nz](http://www.gw.govt.nz) | [www.metlink.org.nz](http://www.metlink.org.nz)

From: [redacted]@tranzurban.co.nz>  
Sent: Wednesday, 24 October 2018 8:56 AM  
To: [redacted]@gw.govt.nz>  
Subject: RE: Case 157935

Hi,

I can confirm that the complaint and driver details were reported to the depot on 19/9. I am currently waiting to hear what action was taken beyond me informing the depot.

I have also not been able to find a record of a police inquiry about this date or this bus.

Will update you when I have more.

[redacted]



[redacted]  
Customer Resolution Manager, Tranzurban

T: 0800 Tranzu (872 698) |  
E: [redacted]@tranzurban.co.nz | W: www.tranzurban.co.nz  
A: 29 Cairns Street, Rongotai, Wellington



From: [redacted]@gw.govt.nz>  
Sent: Wednesday, 24 October 2018 8:28 a.m.  
To: [redacted]@tranzurban.co.nz>  
Subject: Case 157935

Hi [redacted]

As discussed, thanks for your help with this. Any information as to Police involvement and follow up action by Tranzurban in terms of whether the driver was spoken to etc would be helpful. Information you provide would still not necessarily be passed on to the complainant but would be worded along the lines that Metlink is satisfied a full investigation and follow up action was undertaken by the bus operator or words to that effect depending on what you are able to establish. The complaint and the response sent to the Complainant is as follows:

**Complaint: Case 157935**

**17/9/18 @ 1910 @ Stop 6714 Brooklyn Road at Nairn Street / Fleet No 3424 / No 7 Bus**  
Tranzurban identified Driver [REDACTED] Trip 2150, Shift 2120 / Portal user [REDACTED]

**At nairn st Brooklyn road**

He was a passenger on board the bus. There was a cyclist who was just before the bus stop. The bus pulled into the bus stop and didn't see the cyclist and then stopped abruptly.

The cyclist had to paddle extra hard to get past.

Caller went up to the driver and mentioned it and the driver said that 'he didn't see the cyclist, and that he has been driving for years, go on and report me, nothing will happen'

Caller said that this driver almost 'killed someone' and that this should be marked as serious

**Response**

Thank you for contacting us in relation to the near miss incident you observed on the 17th September. We apologise for any distress this may have caused.

We have identified the driver involved and our local Operations Manager will be speaking with the driver concerning this incident. Additionally, the Operations team may recover the CCTV footage from the bus so that the actions of the driver can be assessed. If the driver is found to have been driving recklessly or carelessly this may lead to disciplinary action. We apologise for this event and expect our drivers to behave professionally at all times.

Once again, we apologise for this incident and thank you for bringing this to our attention.

Kind regards,

Kind regards

[REDACTED] | Customer Resolution Coordinator

**GREATER WELLINGTON REGIONAL COUNCIL**

**Te Pane Matua Taiao**

15 Walter Street, Te Aro, Wellington | PO Box 11646, Manners Street, Wellington 6142

**T: 0800 801 700**

[www.gw.govt.nz](http://www.gw.govt.nz) | [www.metlink.org.nz](http://www.metlink.org.nz)

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