

CASE : GWRC CASE
166344

Status: FCR | Created By: Daniela Jurczenko | Created On: 4/12/2018 14:47 | Modified By: Fiona Carpenter

There are 27 similar cases found for this contact

Similar Cases for this Contact

Case Details

Customer * **Hugh Davenport**

Confidential

Response Required

Preferred Method of Contact: Any

Source: Social Media

Social Media Channel *: Twitter

Type *: Complaint

Code *: Staff

Sub-Code *: Driving

Description: 7/12: Customer has posted a video on Twitter of the driver going though a red light.

Link on Twitter:
<https://twitter.com/thebusfactor/status/1069754519112667136>

Case has been FCR'd due to the customer not asking for a response.

However given the nature of the complaint, Management here at Metlink are following this up with Mana regarding the incident.

4/12: You saw it here first! Bus simply doesn't stop while pedestrians still crossing the road! [downloads.thebusfactor.party/highlights/don...](https://www.youtube.com/watch?v=...), route 52, northbound, chews lane, 11am today
@metlinkwgtm #thebusfactor #irl #ai #blockchain

SERVICE DETAILS

Route *: 52 - Johnsonville - Newlands - Wellington

Destination: station

Date & Time of Incident: 4/12/2018 11:00

Incident Location: 5008 - Willis Street at Grand Arcade

Departure Time: --

Fleet: --

Licence Plate: --

Operator Involved: Mana

STAFF DETAILS

Staff Name / Number: --

Staff Description: --

DELAY & TRACKING

Advised of Delay:

Service Tracked: --

REFERRED TO

Operator/Team: Mana

Category: --

Category 2: --

SERIOUS REASONS

Name ↑

No Serious Reason records found.

HOT TOPICS

Name ↑

No Hot Topic records found.

From: [CraigC](#)
To: [Matthew Lear](#)
Subject: RE: Redlight running
Date: Tuesday, 4 December 2018 4:51:44 p.m.
Attachments: [image003.jpg](#)
[image001.jpg](#)

Thanks Matthew,

We will certainly look into this and after reviewing the footage I tend to agree that our driver has tried to anticipate the lights and got it wrong. We will respond in due course via resolve and I have passed this onto our training team.

Cheers,
Craig

Craig Chin | Chief Executive | Mana Coach Services
44 Newlands Road, Newlands, Wellington 6037
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cid:image001.png@01D30F82.3C748270



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From: Matthew Lear <xxxxxxx.xxxx@xx.xxxx.xx>
Sent: Tuesday, 4 December 2018 3:32 PM
To: Craig Chin <xxxxxxx@xxxxxxxx.xx.xx>
Subject: Redlight running

<https://twitter.com/thebusfactor/status/1069749196310237184>

Hi Craig,
This will probably come through to you as a complaint but I thought I'd highlight it as well.
The chap who videoed it claims it was a R52 but I can't make that out,
Highlighting for your reference.
Regards

Matthew Lear | Acting Manager, Bus & Ferry Operations
Metlink

DD 04 830 4038 | M 021 121 7255

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[metlink_emailaddress_v1](#)



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From: Bruce Horsefield
Sent: Friday, 18 January 2019 12:27 PM
To: Rachel Yates
Subject: FW: OIA 2018-368 Sarah Free - HD tweet

Hi Rachel

Can you add this as a note to case 166344

From: Bruce Horsefield
Sent: Friday, 18 January 2019 12:20 PM
To: Zara Webb-Pullman
Cc: Sharon Scheffers; Margaret Meek
Subject: RE: OIA 2018-368 Sarah Free - HD tweet

Hi Zara

The sequence of events that occurred was as follows;

4th December

1:28pm : we received an email from Mr Hugh Davenport with the subject “ Bus refusing to stop for pedestrians crossing on green man today” with a link to <https://twitter.com/thebusfactor/status/1069749196310237184>.

1:56pm I forwarded the email to Matthew Lear (Manager Bus Service Delivery) , Margaret Meek, Alan Seay and Loiose Holloway .

2:02pm Matthew Lear reply asking “...- any chance we could see a real time speed version with a bit more footage prior to the bus going through? “

I recall having a conversation with Matthew saying that it was unlikely.

2.47pm The incident was captured in Resolve under Case no 166344. The case was FCR (First Call Resolved) due to the customer not asking for a response. (We took it as simply a notification).However a note was made that Management were following this up with Mana regarding the incident.

3:32pm Matthew sent an email to Craig Chin (Chief Executive Mana Coach Services).

4:51pm Craig responded “*We will certainly look into this and after reviewing the footage I tend to agree that our driver has tried to anticipate the lights and got it wrong. We will respond in due course via resolve and I have passed this onto our training team.*”

This reply was relayed by Matthew to me and left there as case closed.

12 December 2018

10:47am We received an email from Mr Davenport with a list of “emails awaiting responses”. One of the emails listed was the one that he sent on the 4th December as above.

13 December 2018

9:24am I responded to Mr Davenport “All we received was a link to a new site which I assume has been set up by you. We did raise this with the bus operator who reviewed the footage. They agreed on the 4th December that their driver had got it wrong. They have referred the incident onto their training team to address. Matter was closed from our end.”.

I trust this adequately explains what steps we took. It should be noted that we have arranged a meeting between Mr Davenport and the Acting GM Public Transport (Angus) and Customer Experience Manager (David) which is next Thursday to discuss the various safety concerns and issues he has.

Regards

Bruce Horsefield | Manager Customer Contact

GREATER WELLINGTON REGIONAL COUNCIL

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