

14 January 2020

David Harton

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Kia ora David

The information you requested - CAS-34773-P2Z0Q2

Thank you for your request for information dated 20 November 2019 requesting information about buses.

Please provide a breakdown of reported bad driving of AT buses. These should be broken down into incident types (eg red light running, close passes, near misses, accidents...) over time, eg years 2019, 2018.... for at least 5 years. This data should show the result of the investigation (confirmed, not confirmed, rejected), changes to be made to minimise such incidents, and repercussions for the drivers involved. For each incident please advise the time frame from reporting of the incident to the result of the investigation. Please also advise if each complainant has/ has not been informed of the results of the investigations.

All AT Metro branded buses are owned by private bus companies. Historically Auckland Transport (AT) sent all complaints regarding buses to the companies concerned for them to respond to directly. Due to system categorisation inefficiencies, we did not have the ability to provide sufficient detail, therefore we were unable to gather all the data for your request. Thank you for refining this to the past four months in your email dated 19 December 2019.

Four months ago, AT implemented enhanced parameters, which has allowed increased visibility and compliance to complaint categorisation. AT manage complaints regarding bus driver conduct, dangerous driving, and passenger behaviour. I attach a spreadsheet which outlines the data for the past four months.

Should you believe that we have not responded appropriately to your request, you are able to make a complaint to the Office of the Ombudsman in accordance with section 27(3) of the LGOIMA Act and seek an investigation and review in regard to this matter.

Yours sincerely



Stacey Van Der Putten
Group Manager Metro Services