

By email

26 April 2020

File Ref: OIAP-7-15182

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Dear Abbie

Request for information 2020-061

"I refer to your request for information which was received by Greater Wellington Regional Council (GWRC) on 26 April 2020. You requested the following information:

"...I'm doing a design research project on buses and what design features on a typical bus service may cause issues to people who are in any way impaired. I am requesting a record of complaints regarding the Wellington Bus Service from the last year (2019/2020).

I am specifically interested in complaints from people who are in some way impaired, be that physically, sensory, visually, mentally, linguistically. Even struggling as a consequence of age, pregnancy or economic position.

An example of this may be something along the lines of: "As someone who is blind, I am not able to see where we are and so cannot request to get off the bus at the correct time"

If specific complaints such as this are not easily accessible, I would appreciate a sample size of general complaints regarding the bus service from the last year.

Any information you can give me is appreciated. Thank you for your time."

GWRC's response follows

GWRC's Customer Relationship Management System

GWRC manages and records all customer feedback received by the Metlink contact centre using the Metlink Resolve Customer Relationship Management (CRM) system. Customer feedback is categorised and logged in Resolve as either a compliment, complaint or enquiry and is further classified by contact centre staff using a number of codes and sub-codes e.g. Passenger Information; Operational Performance; Service Design; Vehicle and sub-code e.g. Accessibility, Passenger Interaction, Driving. Please note that codes and sub codes are applied in relation to the customer's



recollection of a situation; a customer may describe an event involving multiple factors which can be interpreted and recorded by an operator in different ways and all feedback is entered as free text into Resolve. It should be noted that as a CRM system records each customer contact as an individual incident or report the same incident could be recorded as multiple incidents by many customers.

Your request [information sought by you]

I note that you are interested to receive information relating to complaints from people who are in some way impaired (as noted by you above) and relating to the design features on a typical bus service.

We do not categorise customer feedback in the exact ways you have suggested, but we can provide you with information resulting from the following key searches of our Resolve database. Note the search results will not provide a complete picture of all possible relevant cases, as cases can be coded in multiple ways (as noted above), but they do provide a good sample of the types of complaints that have been received and that may relate to your area of interest.

Search 1 provides the results of a search of the Resolve system between 26 July 2019 (the date at which we had introduced a tag for “vulnerable”) to 25 April 2020, for all cases using the tag “vulnerable”. The purpose of this tag is to help identify passengers who may be particularly vulnerable due to age, disability or have a level of mental or physical impairment which means they experience difficulties using public transport. Thirty six cases were identified as being in scope of your request.

Search 2 provides the results of search of the Resolve system between 26 April 2019 and 25 April 2020 using the Vehicle case code and a sub-code of “Accessibility”. Fourteen cases were identified as being in scope of your request.

We have decided to release the results of the above searches to you. Please note this will be in the form of an anonymised summary in order to protect the privacy of natural persons. Please contact Sharon Scheffers directly so that we are able to discuss the particular information that you would like to receive from our search results (for example, complaints from passengers with accessibility issues may relate to the bus design and/or the driver behaviour). Once we have received confirmation from you we will prepare the information for release (anonymised). Sharon can be contacted on xxxxxx.xxxxxxxxxx@xx.xxxx.xx.

Further information that you may find useful

You may also find it useful to look at the Bus Network Review report, which considered public feedback about the design of the new bus network implemented in 2018. The report contains specific details from focus groups held with people with disabilities. The report can be found on the GWRC website at the following website address:

<https://www.metlink.org.nz/assets/Uploads/Research-First-BNR-Wgtn-City-Engagement-Detail-Report.pdf>

Current bus service design standards

Metlink has a commitment to making public transport accessible and convenient for all passengers and most vehicles in accordance with the Requirements for Urban Buses (RUB) are accessible for wheelchairs and mobility aids as long as they meet size and weight restrictions outlined on the Metlink website. Newer buses in the fleet are also able to kneel to assist passengers with mobility services to alight and disembark the bus.

Metlink is committed to working with our operators and customers to improve public transport services for all users.

I hope you find the information outlined above useful. 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.

Good luck with your assignment.

Yours sincerely

A handwritten signature in blue ink, appearing to read 'Scott Gallacher', written over a horizontal line.

Scott Gallacher
General Manager, Metlink