



By email

10 June 2013

File Ref: E/01/05/02

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Dear Mr Keijser

Request for information 2013/061

I refer to your request for information dated 20 May 2013, which was received by Greater Wellington Regional Council on 21 May 2013. You have requested the following information:

“Could you please send me a list of the safety failures for each Go Wellington bus as picked up by the Police during their safety checks over the months of April and May 2013 (up to the date of my request)?

Could you also please send me a list of safety issues or concerns picked up by the Wellington Regional Council as part of their regular monitoring activities of the wellington bus services over the past 6 months?

Finally, could you please send me a list of safety issues or concerns pertaining to Go Wellington buses, raised by the public through the Metlink Service line over the past 6 months?”

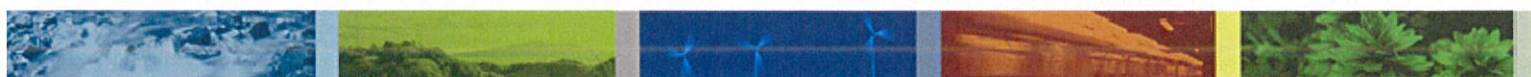
Greater Wellington Regional Council’s response follows.

Go Wellington bus safety check failures

The Go Wellington bus safety checks that you refer to were carried out by the New Zealand Transport Agency and the New Zealand Police’s Commercial Vehicle Inspection Unit.

Greater Wellington Regional Council is transferring this part of your request to the New Zealand Transport Agency pursuant to section 12 of the Local Government Official Information and Meetings Act 1987 (the Act) on the basis that this information is believed by Greater Wellington Regional Council to be more closely connected with the functions of the New Zealand Transport Agency.

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Further correspondence on this part of your request will therefore come to you directly from the New Zealand Transport Agency. In this regard the 20 working day time limit for providing you with a substantive response to this request will begin from the day after the New Zealand Transport Agency receives this transfer.

Safety issues and concerns identified by Greater Wellington Regional Council

No documented safety issues or (safety) concerns have been initially identified by Greater Wellington Regional Council as part of regular monitoring activities of Wellington bus services over the past 6 months.

A safety concern identified by a member of the public which is the side to side movement of glass in the panel immediately to the rear of bus rear doors on some models of buses has subsequently been identified in some buses by Greater Wellington Regional Council staff over the last 6 months. Where present this has been verbally notified to the bus operator.

Safety issues and concerns raised by the public

Please note the above safety issue was not raised via the Metlink Service Centre as specified in your request.

A search of the Metlink Service Centre database for Go Wellington bus related safety issues and concerns has been carried out and those search results follow based on key word searches.

Note that non bus safety (in the context of the same matters a bus safety check might highlight) related complaints found using the search criteria are omitted from the counts below. This includes complaints or concerns about safety through operation or the use of a bus such as a complaint about drivers' actions.

Where a complaint or concern appears to be about the condition of a Go Wellington bus then it has been included. Complaints in respect to mechanical breakdowns where the cause is unknown have also been included.

Keyword search term: safety

Nil

Keyword search term: safe

Nil

Keyword search term: dangerous

Nil

Keyword search term: old

4 complaints – one each in relation to:

- Bus too old to be used on the road
- Bus appearance, age and rattling
- Bus unable to 'kneel' to allow an elderly passenger on
- Mechanical breakdown of Kowhai Park Route 8 service (reasons for breakdown unclear)

Keyword search term: issues

Nil

Keyword search term: safety issues

Nil

Keyword search term: bus safety issues


Nil

Keyword search term: bus safety

Nil

If you have any concerns with the decisions referred to in this letter, you have the right to request an investigation and review by the Ombudsman under section 27(3) of the Act.

Yours sincerely



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General Manager, People & Capability

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Copy: Geoff Dangerfield
Chief Executive
New Zealand Transport Agency

