

By email

29 May 2019

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Hugh Davenport

<https://fyi.org.nz/request/9702-information-regarding-upcoming-bike-bus-workshops>.

Dear Mr Davenport

Request for information 2019-112

I refer to your request for information dated 21 March 2019, which was received by Greater Wellington Regional Council (GWRC) on 21 March 2019. You have requested the following information:

"I would like this request to be treated urgently under section 10(3) of the LGOIMA, as I have a meeting with your General Manager of Public Transport Greg Pollock, which this information would be useful to have prior to that meeting. I remind you that the response should be given "as soon as reasonably practical", and the information (if any) be supplied without "undue delay". I hope that you take this into account when making your decision, as your previous responses on cyclists have raised an alarming number of safety concerns that I have requesting information on here.

I would like to request all correspondence (internal, with operators, with third parties, with customers, etc) regarding discussions about moving from using Cycle Action Network to using GWRC officers and Pedal Ready instructors in providing the Bike Bus Workshops. Also, looking at the Pedal Ready website (<https://www.pedalready.org.nz/about>), I see that "Pedal Ready is funded by Greater Wellington Regional Council (GWRC) and NZ Transport Agency.". I would like to request information regarding the cost for a single CAN Bike Bus Workshop, and the cost of funding the Pedal Ready group, and any additional costs for a single workshop run by Pedal Ready. This should include any costs associated with the "GWRC officers" facilitating the course (for both Pedal Ready courses, and CAN if applicable).

I would also like to request a breakdown of the difference of the courses, ie what key skills are instructed, what are the outcomes expected for cyclists, what are the outcomes expected for drivers?



I would like to request any qualifications that the "GWRC Officers" have in regards to cycle safety and facilitation of workshops. I would like to request the same for the Pedal Ready instructors if possible (should be, given the statement from their website "Matt Shipman, from the Sustainable Transport team at GWRC, is the co-ordinator for the regional programme and he is supported by a network of qualified instructors.", so Matt Shipman should hold all that information as part of his role at GWRC). Also, as it seems you have not even fully planned 1 workshop for the entire of 2019, and the only one partially planned is in the second half of the year. I would like to request whether you believe you are on target for running 4 workshops a year with the new provider. I would like to request whether you are targeting all operators to attend these workshops, or just one.

If you are on target for running 4 workshops, then I would like to request rough timelines on when they might be held, and who is likely to attend (ie, which operator, how many drivers, how many cyclists). I would have hoped that this response be part of my earlier request. As it wasn't, I'm assuming that you are currently only planning 2 workshops for the year 2019 (one partially planned but no dates, one an idea but nothing more planned).

*Also, given that in the year 2018, there were 258 instances of complaints involving cyclists (<https://fyi.org.nz/request/9638-information-regarding-the-number-of-bus-complaints-involving-cyclists-in-wellington>), of which 22 were marked as serious (<https://fyi.org.nz/request/9892-information-regarding-serious-cases-involving-cyclists>, I was excluded as it involved a child, and not an injury), I would like any correspondence (internal, operators, third party, customers, etc) relating to the decision to only aim for 12 drivers per workshop (currently tracking for 12 drivers for the year 2019, but *maybe* up to 48). If the decision is due to size restrictions on the course, then I would like any correspondence (internal, operators, third party, customers, etc) relating to the decision to only aim for 4 workshops a year (making a max of 48 drivers), rather than a higher number to attempt to train the majority of the 258 drivers who have had incidents with cyclists last year.*

I would also like to request any correspondence (internal, operators, third party, customers, etc) and policies that Metlink have regarding whether drivers involved in a complaint (serious or not) should attend one of these workshops.

I would also like any correspondence (internal, operators, third party, customers, etc) and policies that Metlink have regarding how drivers are picked to go on these workshops."

Additionally on 12 April 2019 you asked the following:

"I would like to add that Auckland Transport manage to provide this training as basic onboarding, so 100% of the drivers have this training, whereas I believe this significantly closer to 0% for Metlink. What is Metlink doing to improve the percentage of bus drivers provided the cycle awareness training, given the track record shows the very minimal get trained."

GWRC’s response follows:

The following information is being released to you under the Local Government Official Information and Meetings Act 1987 (the Act). To assist with following the information we have treated this as questions 1-8.

We have not provided documentation on the decision to use Pedal Ready rather than Cycle Action Network (CAN) for the bus bike workshops. Pedal Ready have been running bus bike workshops for more than 3 years. We would be happy to discuss this decision with you in person.

1. *I would like to request all correspondence (internal, with operators, with third parties, with customers, etc) regarding discussions about moving from using Cycle Action Network to using GWRC officers and Pedal Ready instructors in providing the Bike Bus Workshops. Also, looking at the Pedal Ready website (<https://www.pedalready.org.nz/about>), I see that "Pedal Ready is funded by Greater Wellington Regional Council (GWRC) and NZ Transport Agency.". I would like to request information regarding the cost for a single CAN Bike Bus Workshop, and the cost of funding the Pedal Ready group, and any additional costs for a single workshop run by Pedal Ready. This should include any costs associated with the "GWRC officers" facilitating the course (for both Pedal Ready courses, and CAN if applicable).*

- GWRC does not hold costs for a single CAN Bike Bus workshop. Please contact CAN for this information;
- Cost of funding the Pedal Ready group for the on road component of training is 2 instructors for 4 hours at \$35/hr = \$280; and
- Costs for GWRC officers facilitating the course is 4 hours facilitation, 1 hour set up/pack down, and some time organising.

2. *I would also like to request a breakdown of the difference of the courses, ie what key skills are instructed, what are the outcomes expected for cyclists, what are the outcomes expected for drivers?*

- Key Skills instructed in the current course configuration (please talk to CAN about their key skills):

Cyclists	Drivers
<p>Key Skills:</p> <ul style="list-style-type: none"> • Blindzones. Bus drivers given the opportunity to explain to cyclists what they can and can't see, and where the best place to ride is to be seen. • Cyclists ride with the instructors 	<p>Key Skills:</p> <ul style="list-style-type: none"> • Basic cycle skills – starting, stopping, getting on and off a bike, looking, signaling, emergency braking. Building on skills an confidence to the point where drivers can be taken on a guided

Cyclists	Drivers
and drivers.	ride. <ul style="list-style-type: none"> • Drivers ride on public roads and get to experience the roads from a cyclist perspective
Outcomes <ul style="list-style-type: none"> • Understanding of issues that drivers deal with. • Increased empathy for bus drivers and what they deal with on public roads. 	Outcomes: <ul style="list-style-type: none"> • Understanding of issues that cyclists deal with • Increased empathy for cyclists and what they deal with on public roads

The key difference in the two approaches is that the GWRC model with Pedal Ready has cyclists and drivers in the same room, speaking with each other in a facilitated manner. The CAN model has drivers and cyclists trained separately.

3. *I would like to request any qualifications that the "GWRC Officers" have in regards to cycle safety and facilitation of workshops. I would like to request the same for the Pedal Ready instructors if possible (should be, given the statement from their website "Matt Shipman, from the Sustainable Transport team at GWRC, is the co-ordinator for the regional programme and he is supported by a network of qualified instructors.", so Matt Shipman should hold all that information as part of his role at GWRC).*

GWRC Officers:

- Matt Shipman Level 3, Cycle Skills. Trained to deliver CAN blindzone workshops;
- Tessa Coppard Level 3, Cycle Skills. Cycle Skills Assessor. Trained to deliver CAN blindzone workshops.

We use experienced lead instructors for the bus bike workshops.

Pedal Ready Instructors:

- Lead instructors qualified Level 3 Cycle Skill;
- Assistant instructors have completed 3 days of Pedal Ready Training, and are generally working towards becoming lead instructors.

4. *Also, as it seems you have not even fully planned 1 workshop for the entire of 2019, and the only one partially planned is in the second half of the year. I would like to request whether you believe you are on target for running 4 workshops a year with the new*

provider. I would like to request whether you are targeting all operators to attend these workshops, or just one.

- We are targeting all bus operators in the region including NZ Bus, TranzUrban, and Mana Bus.
5. *If you are on target for running 4 workshops, then I would like to request rough timelines on when they might be held, and who is likely to attend (ie, which operator, how many drivers, how many cyclists). I would have hoped that this response be part of my earlier request. As it wasn't, I'm assuming that you are currently only planning 2 workshops for the year 2019 (one partially planned but no dates, one an idea but nothing more planned).*

For the 2019 calendar year

- One workshop was held on 16th January 2019 in Kilbirnie (Tranzurban) with Julian Hulls (Auckland based) as part of the CAN Share the Road training;
 - A second workshop occurred on 17th January 2019 in Upper Hutt (TranzUrban) with Julian Hulls (Auckland based) as part of the CAN Share the Road training;
 - A third workshop was delivered on 23 January 2019 (Tranzurban);
 - One workshop on the 24th January was cancelled by the bus company with 48 hours' notice (TranzUrban); and
 - We offered three July dates to NZ Bus in March 2019. We are awaiting confirmation from them.
6. *Also, given that in the year 2018, there were 258 instances of complaints involving cyclists (<https://fyi.org.nz/request/9638-information-regarding-the-number-of-bus-complaints-involving-cyclists-in-wellington>), of which 22 were marked as serious (<https://fyi.org.nz/request/9892-information-regarding-serious-cases-involving-cyclists>, I was excluded as it involved a child, and not an injury), I would like any correspondence (internal, operators, third party, customers, etc) relating to the decision to only aim for 12 drivers per workshop (currently tracking for 12 drivers for the year 2019, but *maybe* up to 48). If the decision is due to size restrictions on the course, then I would like any correspondence (internal, operators, third party, customers, etc) relating to the decision to only aim for 4 workshops a year (making a max of 48 drivers), rather than a higher number to attempt to train the majority of the 258 drivers who have had incidents with cyclists last year.*
- 12 drivers is the maximum that we can take on road with 2 instructors. However, by adding more instructors we can take up to 20 drivers;
 - At this stage the major restriction on workshops numbers and size is the availability of drivers to attend the training.

7. *I would also like to request any correspondence (internal, operators, third party, customers, etc) and policies that Metlink have regarding whether drivers involved in a complaint (serious or not) should attend one of these workshops.*

- There is no requirement for drivers involved in complaints to attend bus bike workshops.

8. *I would also like any correspondence (internal, operators, third party, customers, etc) and policies that Metlink have regarding how drivers are picked to go on these workshops.*

- The operators decide who attends the bus bike workshops.

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.

Yours Sincerely



Luke Troy
General Manager Strategy