

23 February 2023

File Ref: OIAP-7-2706

Tēnā koe [REDACTED]

Request for information OIA-2023-013

I refer to your request for information dated 25 January 2023, which was received by Greater Wellington Regional Council (Greater Wellington) on 25 January 2023. You have requested the following:

“If possible, I'd like you to advise **the total complaint numbers to Metlink/ GWRC about the bus system from the past three years, sorted by month**. I'd like to know whether one month is particularly worse than others in terms of complaints, and whether or not Metlink/ GWRC has a reason for this.

In addition, could you please advise **the main issues people are complaining about?** (eg. buses that didn't come on time, overcrowded buses, damage to buses, etc)”

Greater Wellington's response follows:

Please refer to **Attachment 1** which contains a chart of complaints by category over the last three years. This data is extracted from Metlink's internal complaints system. Complaints are logged by our Metlink contact centre, and our customer care team when we receive feedback via channels such as phone, email, and Metlink website.

I attach for your convenience a link to our [Customer Satisfaction Survey](#) which provides some insight into customer experience on our network. These reports were completed twice a year pre-COVID however, with delays due to COVID-19, the 2021 and 2022 surveys were completed mid-year only. These surveys include all three modes of transport and both city and regional bus services.

We also produce a monthly report on the [performance of our network](#). The information available in this report indicates our bus reliability, punctuality, fare revenue and complaints (near the end of each report).

We do not have clear evidence as to why the metric of complaints may be higher in some months than others but there could be a range of environmental, social and political factors.

Our survey presents us with the information required to improve our services and also enables us to see what we are doing well in regard to the network with suggested improvements included for those most displeased presenting us with alternative options.

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.

Please note that it is our policy to proactively release our responses to official information requests where possible. Our response to your request will be published shortly on Greater Wellington's website with your personal information removed.

Additional information

Please note that we have also included in **Attachment 1** some extra information which was not requested, relating to the number of trips run by month and the number of complaints as a percentage of the trips run. We would appreciate any story that you may generate from the data provided in this response to be reported alongside the number of trips run and the complaints as a percentage of the trips run during the 3 year period to give the public context to the complaint levels.

Nāku iti noa, nā



Samantha Gain
Kaiwhakahaere Matua Waka-ā-atea | General Manager Metlink