

31 October 2023

File Ref: OIAPR-1274023063-23889

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[REDACTED]

Tēnā koe [REDACTED]

### Request for information 2023-256

I refer to your request for information dated 3 October 2023, which was received by Greater Wellington Regional Council (Greater Wellington) on 3 October 2023. You have requested the following information as summarised by our officers after phone conversations and correspondence with yourself:

1. *How many collisions between Metlink buses and parked cars have there been over the past year (September 2022-September 2023)? Please specify when each crash happened (listed by month), and the location of each crash (as specific as possible, e.g. by road or intersection).*
2. *How many complaints has Metlink received regarding crashes of this kind over the past year (September 2022-September 2023)?*

### Greater Wellington's response follows:

1. *How many collisions between Metlink buses and parked cars have there been over the past year (September 2022-September 2023)? Please specify when each crash happened (listed by month), and the location of each crash (as specific as possible, e.g. by road or intersection).*

Please refer to **Attachment 1** which include all collisions between Metlink buses and parked cars we are aware of, as reported to us by the Operators, from September 2022 – September 2023.

Please note that the description and level of detail of an incident varies between drivers and operators and that some locations have not been specified in the reporting. From these incidents, no injuries have been reported to us.

2. *How many complaints has Metlink received regarding crashes of this kind over the past year (September 2022-September 2023)?*

Metlink have received 23 complaints from September 2022 – September 2023 regarding collisions with Metlink buses and parked cars. Of these 23, five were from people who suspected a bus had crashed or swiped their car, nine were from passengers on a bus, and the remainder were from those in or near their car at the time of incident. These complaints are reports received from passengers, vehicle owners, and/or members of the public.

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.

Nāku iti noa, nā



**Samantha Gain**

Kaiwhakahaere Matua Waka-ā-atea | Group Manager Metlink