

03 July 2023

File Ref: OIAPR-1274023063-3083

[REDACTED]  
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Tēnā koe [REDACTED]

### **Request for information 2023-144**

I refer to your request for information dated 2 June 2023, which was received by Greater Wellington Regional Council (Greater Wellington) on 2 June 2023. You have requested the following:

*“This bus passed me as a cyclist illegally. As it passed, the bus was so close to hitting me - probably less than 20cm away from my shoulder. As far as I know, the bus driver is supposed to execute an overtaking maneuver, giving at least 1.5m space from the cyclist. None of this happened, the bus just drove right past me. A further mis-judgement could've killed me.*

*Can the driver's actions here please be investigated? Has this driver had any other complaints against them in the past? What training are the bus drivers given to ensure they can safely pass cyclists in Wellington? How often is their training reviewed and tested? Can you please treat these questions as an OIA request.”*

### **Greater Wellington's response follows:**

*Can the driver's actions here please be investigated?*

Per the partnering agreements between Greater Wellington and the four bus operators who deliver Metlink bus services on the public transport network, the bus operators manage the employment agreements with their drivers and are responsible for conducting investigations when required. We have referred the incident to the relevant operator, Tranzurban, for investigation. Your feedback was noted as case **271722** and we can confirm that this has been responded to.

*Has this driver had any other complaints against them in the past?*

We have refused this part of your request under section 17(g) of the Local Government Official Information and Meetings Act 1987 (the Act) in that that the information requested is not held by

the local authority and the person dealing with the request has no grounds for believing that the information is either:

- (i) held by another local authority or a department or Minister of the Crown or organisation; or
- (ii) connected more closely with the functions of another local authority, or a department or Minister of the Crown or organisation.

As per the partnering agreements between Greater Wellington and the operators of Metlink bus services, information related to the employees of bus operators is held by the relevant bus operator (in this case, Tranzurban).

*What training are the bus drivers given to ensure they can safely pass cyclists in Wellington? How often is their training reviewed and tested?*

On 14 June 2023, after discussion with a Metlink officer, you agreed to refine your request to have “a focus on Tranzurban”.

One of the compulsory modules for all Tranzurban drivers is *Urban Operations* – this module includes a training topic titled *Cyclist Interactions*. At the completion of this classroom session, drivers are assessed on their understanding of the topic. The assessment criteria are based on the Tranzurban Urban Training programme, aligned to MITO (which is part of the New Zealand Institute of Skills and Technology) unit standards and best practice.

On 14 June 2023, in agreeing to narrow your scope, you also said, “*I would like to know the training 'plan' (what is in it for dealing with cyclists), but also what actually happens. Is there any audit information on whether the bus operators are actually doing this? What % of drivers are actually completing this training?*”

As per Tranzurban’s Staff Training Plan, one of the compulsory modules for all drivers includes a component relating to cyclist interactions. On that basis, all drivers undergo this training.

Our Greater Wellington Travel Choice team conduct Road User Workshops for bus drivers, however, they do not record individual details of those who complete this training. The operators keep training records for their employees and Metlink does not receive or hold this information.

We do not hold any audit information on whether bus operators complete training or the percentage of bus drivers who complete training, therefore we are refusing this part of your request for information under section 17(g) of the Act given that the information requested is not held by the local authority and the person dealing with the request has no grounds for believing that the information is either—

- (i) held by another local authority or a department or Minister of the Crown or organisation; or
- (ii) connected more closely with the functions of another local authority, or a department or Minister of the Crown or organisation.

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