

8 June 2022

File Ref: OIAP-7-24304

By email: [REDACTED]

Tēnā koe [REDACTED]

Request for information 2022-067

I refer to your request for information dated 16 May 2022, which was received by Greater Wellington Regional Council (Greater Wellington) on 16 May 2022. You have requested the following:

'Requesting an OIA on how many complaints Metlink have received and responded or not responded to with regards to buses from Porirua Station not turning up'.

Greater Wellington's response follows:

Bernard Nunns, Policy Advisor for Metlink sent you an email on 20 May 2022 seeking clarification of the timeframe for the data requested and, also sought to clarify which stops and routes you require complaints data for. As we did not hear back from you Greater Wellington is providing information from the changes to the bus network which came into effect in July 2018 under Metlink's Public Transport Operating Model.

Please refer to **Attachment 1** which provides all documented complaints data for stops A, B and C at Porirua Station where the buses did not turn up. All complaints received by Metlink are responded to.

In Attachment 1, 'FCR' in the status column stands for First Call Resolution where the Contact Centre (Call Centre) resolves the case at the time contact is made. The status 'Resolved' means that the complaint has been referred to the relevant department or bus operator for the route involved. The bus operator then provides Metlink with an explanation at which time a response is provided to the complainant by Metlink.

The table below provides a summary of the number of complaints made in each year:

Year	Number of complaints
July-December 2018	33
January-December 2019	58
January-December 2020	25
January-December 2021	28
January-May 2022	6

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 may be published shortly on Greater Wellington's website with your personal information removed.

Nāku iti noa, nā



Samantha Gain
Kaiwhakahaere Matua | General Manager Metlink

Attachments (1)

Route	Sub-Code	Status	Created On	
220 - Titahi Bay - Ran Late		FCR	20/07/2018 15:21	
220 - Titahi Bay - Failed to Appear		FCR	20/07/2018 17:04	
220 - Titahi Bay - Failed to Appear		Resolved	20/07/2018 17:44	
236 - Whitby (Na		Failed to Appear	Resolved	21/07/2018 14:55
220 - Titahi Bay - Failed to Appear		Resolved	25/07/2018 12:16	
220 - Titahi Bay - Cancelled Service		FCR	30/07/2018 9:22	
220 - Titahi Bay - Ran Late		FCR	30/07/2018 12:15	
220 - Titahi Bay - Ran Late		Resolved	31/07/2018 19:43	
220 - Titahi Bay - Failed to Appear		FCR	2/08/2018 12:51	
230 - Whitby (Th		Ran Late	FCR	7/08/2018 18:28
230 - Whitby (Th		Failed to Appear	FCR	8/08/2018 17:07
220 - Titahi Bay - Ran Early		FCR	9/08/2018 6:35	
220 - Titahi Bay - Ran Early		Resolved	10/08/2018 13:42	
220 - Titahi Bay - Failed to Appear		FCR	13/08/2018 17:54	
220 - Titahi Bay - Failed to Appear		FCR	14/08/2018 11:12	
220 - Titahi Bay - Ran Early		Resolved	14/08/2018 17:09	
220 - Titahi Bay - Failed to Appear		FCR	15/08/2018 17:27	
220 - Titahi Bay - Ran Early		FCR	16/08/2018 7:34	
220 - Titahi Bay - Cancelled Service		FCR	17/08/2018 9:35	
220 - Titahi Bay - Failed to Appear		FCR	19/08/2018 14:07	
220 - Titahi Bay - Ran Late		FCR	22/08/2018 13:17	
220 - Titahi Bay - Ran Late		FCR	24/08/2018 10:58	
60e - Porirua - Ta		Failed to Appear	FCR	27/08/2018 7:23
236 - Whitby (Na		Ran Late	Resolved	30/08/2018 8:13
220 - Titahi Bay - Ran Late		Resolved	11/09/2018 18:44	
220 - Titahi Bay - Ran Late		FCR	27/09/2018 16:12	
210 - Titahi Bay - Failed to Appear		Resolved	1/10/2018 11:20	
236 - Whitby (Na		Failed to Appear	Resolved	1/10/2018 16:45
230 - Whitby (Th		Ran Late	FCR	4/11/2018 12:43
210 - Titahi Bay - Failed to Appear		FCR	6/11/2018 17:28	
220 - Titahi Bay - Failed to Appear		FCR	15/11/2018 21:53	
60 - Porirua - Tav		Failed to Appear	FCR	18/11/2018 8:30
60 - Porirua - Tav		Ran Late	Resolved	19/11/2018 16:19
230 - Whitby (Th		Failed to Appear	FCR	15/01/2019 6:18
60 - Porirua - Tav		Failed to Appear	FCR	4/02/2019 15:36
230 - Whitby (Th		Failed to Appear	Resolved	5/02/2019 13:57
60e - Po irua		Ta Failed to Appear	Resolved	27/02/2019 8:39
60 - Porirua - Tav		Failed to Appear	Resolved	1/03/2019 8:47
60e - Porirua - Ta		Cancelled Service	Resolved	1/03/2019 12:40
230 - Whitby (Th		Ran Late	FCR	4/03/2019 16:31
220 - Titahi Bay - Failed to Appear		Resolved	9/03/2019 9:42	
220 - Titahi Bay - Ran Early		Resolved	10/03/2019 13:15	
60e - Porirua - Ta		Cancelled Service	Resolved	11/03/2019 12:12
60 - Porirua - Tav		Ran Early	FCR	13/03/2019 14:15
220 - Titahi Bay - Ran Early		FCR	15/03/2019 14:22	
60e - Porirua - Ta		Cancelled Service	FCR	18/03/2019 10:22
60e - Porirua - Ta		Cancelled Service	Resolved	19/03/2019 7:20
230 - Whitby (Th		Failed to Appear	Resolved	25/03/2019 21:11
220 - Titahi Bay - Ran Late		FCR	3/04/2019 6:33	

236 - Whitby (Na Ran Late	Resolved	6/04/2019 8:44
60e - Porirua - Ta Failed to Appear	Resolved	10/04/2019 11:28
230 - Whitby (Th Ran Early	FCR	10/04/2019 11:39
220 - Titahi Bay - Ran Late	FCR	17/04/2019 17:52
210 - Titahi Bay - Failed to Appear	FCR	18/04/2019 20:50
220 - Titahi Bay - Ran Late	Resolved	1/05/2019 17:46
236 - Whitby (Na Ran Late	FCR	8/05/2019 8:34
220 - Titahi Bay - Failed to Appear	FCR	10/05/2019 17:02
210 - Titahi Bay - Failed to Appear	FCR	10/05/2019 19:19
220 - Titahi Bay - Failed to Appear	FCR	10/05/2019 19:38
230 - Whitby (Th Failed to Appear	Resolved	13/05/2019 17:48
230 - Whitby (Th Failed to Appear	Resolved	13/05/2019 21:31
220 - Titahi Bay - Ran Late	FCR	22/05/2019 19:00
236 - Whitby (Na Cancelled Service	FCR	28/05/2019 13:36
236 - Whitby (Na Failed to Appear	Resolved	5/06/2019 15:56
230 - Whitby (Th Ran Late	FCR	14/06/2019 14:19
230 - Whitby (Th Failed to Appear	FCR	19/06/2019 14:18
230 - Whitby (Th Failed to Appear	FCR	20/06/2019 8:05
220 - Titahi Bay - Ran Late	FCR	26/06/2019 20:33
220 - Titahi Bay - Failed to Appear	FCR	26/06/2019 21:44
230 - Whitby (Th Cancelled Service	Resolved	5/07/2019 18:42
230 - Whitby (Th Cancelled Service	FCR	5/07/2019 21:17
230 - Whitby (Th Cancelled Service	FCR	6/07/2019 9:52
230 - Whitby (Th Cancelled Service	Resolved	8/07/2019 12:04
60e - Porirua - Ta Ran Late	FCR	11/07/2019 7:20
220 - Titahi Bay - Ran Early	FCR	12/07/2019 6:36
220 - Titahi Bay - Ran Early	Resolved	12/07/2019 18:23
210 - Titahi Bay - Failed to Appear	FCR	18/07/2019 17:19
220 - Titahi Bay - Cancelled Service	Resolved	23/07/2019 21:04
210 - Titahi Bay - Failed to Appear	Resolved	31/07/2019 13:13
210 - Titahi Bay - Ran Late	FCR	10/08/2019 14:10
230 - Whitby (Th Cancelled Service	Resolved	13/08/2019 8:17
220 - Titahi Bay - Ran Early	Resolved	23/08/2019 20:15
220 - Titahi Bay - Ran Early	FCR	25/08/2019 15:42
236 - Whitby (Na Failed to Appear	FCR	17/09/2019 10:43
220 - Titahi Bay - Ran Late	FCR	19/09/2019 19:21
220 - Titahi Bay - Ran Late	Resolved	22/09/2019 18:22
210 - Titahi Bay - Failed to Appear	FCR	25/10/2019 16:49
230 - Whitby (Th Ran Late	Resolved	29/10/2019 15:51
236 - Whitby (Na Ran Late	Resolved	1/11/2019 19:42
236 - Whitby (Na Ran Late	FCR	12/11/2019 19:32
236 - Whitby (Na Ran Late	FCR	12/11/2019 19:43
230 - Whitby (Th Ran Late	Resolved	20/11/2019 19:14
220 - Titahi Bay - Ran Late	Resolved	1/01/2020 9:26
230 - Whitby (Th Ran Late	FCR	21/01/2020 12:18
230 - Whitby (Th Failed to Appear	Resolved	27/01/2020 17:50
230 - Whitby (Th Failed to Appear	FCR	28/01/2020 12:27
230 - Whitby (Th Ran Late	Resolved	28/01/2020 13:32
230 - Whitby (Th Ran Late	Resolved	4/02/2020 15:36
236 - Whitby (Na Failed to Appear	FCR	4/02/2020 18:00

230 - Whitby (Thc Ran Late	FCR	7/02/2020 21:30
230 - Whitby (Thc Ran Late	Resolved	10/03/2020 20:00
230 - Whitby (Thc Failed to Appear	FCR	13/03/2020 5:56
210 - Titahi Bay - Failed to Appear	Resolved	14/04/2020 14:32
220 - Titahi Bay - Ran Late	Resolved	23/04/2020 13:50
236 - Whitby (Na Failed to Appear	Resolved	10/06/2020 19:22
230 - Whitby (Thc Ran Late	FCR	9/07/2020 20:39
220 - Titahi Bay - Ran Early	Resolved	1/08/2020 13:51
220 - Titahi Bay - Ran Early	Resolved	3/08/2020 21:49
230 - Whitby (Thc Ran Late	FCR	6/08/2020 20:54
230 - Whitby (Thc Ran Late	FCR	7/08/2020 17:24
220 - Titahi Bay - Ran Early	Resolved	15/08/2020 17:06
60e - Porirua - Ta Failed to Appear	FCR	28/09/2020 9:39
220 - Titahi Bay - Ran Late	FCR	30/09/2020 18:54
220 - Titahi Bay - Ran Late	FCR	6/10/2020 14:15
210 - Titahi Bay - Failed to Appear	Resolved	27/10/2020 14:14
236 - Whitby (Na Cancelled Service	Resolved	6/11/2020 12:40
220 - Titahi Bay - Ran Late	Resolved	24/11/2020 20:17
220 - Titahi Bay - Failed to Appear	FCR	5/01/2021 13:09
236 - Whitby (Na Failed to Appear	FCR	6/01/2021 16:09
220 - Titahi Bay - Cancelled Service	FCR	27/01/2021 18:39
236 - Whitby (Na Failed to Appear	FCR	1/02/2021 7:40
236 - Whitby (Na Failed to Appear	FCR	10/02/2021 8:15
236 - Whitby (Na Failed to Appear	Resolved	10/02/2021 8:33
236 - Whitby (Na Failed to Appear	Resolved	10/02/2021 9:40
236 - Whitby (Na Cancelled Service	Resolved	1/03/2021 9:42
220 - Titahi Bay - Ran Late	FCR	22/04/2021 19:39
236 - Whitby (Na Cancelled Service	Resolved	5/05/2021 7:21
236 - Whitby (Na Cancelled Service	Resolved	13/05/2021 8:28
236 - Whitby (Na Cancelled Service	Resolved	14/05/2021 12:34
230 - Whitby (Thc Ran Late	FCR	17/05/2021 16:37
220 - Titahi Bay - Failed to Appear	FCR	25/05/2021 19:04
230 - Whitby (Thc Failed to Appear	FCR	29/05/2021 15:35
230 - Whitby (Thc Cancelled Service	FCR	7/06/2021 11:25
236 - Whitby (Na Failed to Appear	FCR	8/06/2021 21:50
230 - Whitby (Thc Ran Late	FCR	16/06/2021 18:40
220 - Titahi Bay - Canc lled Service	FCR	24/06/2021 9:49
230 - Whitby (Thc Failed to Appear	Resolved	8/07/2021 15:22
220 - Titahi Bay - Failed to Appear	FCR	15/07/2021 15:53
236 - Whitby (Na Failed to Appear	FCR	2/08/2021 8:12
220 - Titahi Bay - Cancelled Service	FCR	10/08/2021 22:24
210 - Titahi Bay - Failed to Appear	FCR	20/09/2021 19:00
230 - Whitby (Thc Cancelled Service	FCR	22/10/2021 9:54
210 - Titahi Bay - Failed to Appear	FCR	25/10/2021 14:47
230 - Whitby (Thc Ran Late	FCR	8/12/2021 15:49
220 - Titahi Bay - Failed to Appear	FCR	8/12/2021 20:43
236 - Whitby (Na Failed to Appear	FCR	16/12/2021 14:08
230 - Whitby (Thc Failed to Appear	Resolved	6/03/2022 15:42
230 - Whitby (Thc Cancelled Service	FCR	6/03/2022 20:28
220 - Titahi Bay - Failed to Appear	FCR	17/03/2022 13:49

210 - Titahi Bay - Cancelled Service FCR	30/03/2022 11:08
220 - Titahi Bay - Failed to Appear Resolved	6/05/2022 19:35
236 - Whitby (Na Ran Late FCR	18/05/2022 8:00
210 - Titahi Bay - Cancelled Service Response Propos	25/05/2022 6:40

PROACTIVE RELEASE

Incident Location	Date & Time of Incident
2003 - Porirua Station - Stop C	18/07/2018 9:12
2001 - Porirua Station - Stop A	20/07/2018 4:45
2003 - Porirua Station - Stop C	20/07/2018 17:44
2002 - Porirua Station - Stop B	19/07/2018 17:02
2001 - Porirua Station - Stop A	25/07/2018 12:16
2001 - Porirua Station - Stop A	30/07/2018 9:22
2001 - Porirua Station - Stop A	30/07/2018 12:15
2001 - Porirua Station - Stop A	31/07/2018 19:47
2001 - Porirua Station - Stop A	31/07/2018 16:46
2002 - Porirua Station - Stop B	7/08/2018 18:28
2002 - Porirua Station - Stop B	8/08/2018 17:07
2003 - Porirua Station - Stop C	9/08/2018 6:13
2003 - Porirua Station - Stop C	8/08/2018 20:41
2001 - Porirua Station - Stop A	13/08/2018 16:34
2003 - Porirua Station - Stop C	14/08/2018 9:49
2001 - Porirua Station - Stop A	14/08/2018 16:58
2001 - Porirua Station - Stop A	15/08/2018 17:27
2003 - Porirua Station - Stop C	16/08/2018 6:15
2001 - Porirua Station - Stop A	16/08/2018 13:19
2001 - Porirua Station - Stop A	17/08/2018 16:08
2001 - Porirua Station - Stop A	22/08/2018 17:41
2001 - Porirua Station - Stop A	24/08/2018 15:19
2003 - Porirua Station - Stop C	27/08/2018 7:15
2002 - Porirua Station - Stop B	30/08/2018 8:13
2001 - Porirua Station - Stop A	11/09/2018 17:41
2001 - Porirua Station - Stop A	27/09/2018 15:47
2001 - Porirua Station - Stop A	30/09/2018 17:42
2002 - Porirua Station - Stop B	1/10/2018 7:30
2002 - Porirua Station - Stop B	2/11/2018 16:40
2001 - Porirua Station - Stop A	6/11/2018 17:12
2001 - Porirua Station - Stop A	15/11/2018 16:15
2003 - Porirua Station - Stop C	18/11/2018 8:30
2003 - Porirua Station - Stop C	19/11/2018 8:25
2002 - Porirua Station - Stop B	14/01/2019 16:20
2002 - Porirua Station - Stop B	4/02/2019 8:15
2002 - Porirua Station - Stop B	4/02/2019 18:22
2002 - Porirua Station - Stop B	27/02/2019 7:25
2002 - Porirua Station - Stop B	1/03/2019 8:25
2002 - Porirua Station - Stop B	28/02/2019 7:25
2002 - Porirua Station - Stop B	4/03/2019 16:40
2003 - Porirua Station - Stop C	8/03/2019 22:41
2003 - Porirua Station - Stop C	8/03/2019 21:34
2002 - Porirua Station - Stop B	11/03/2019 7:35
2002 - Porirua Station - Stop B	13/03/2019 14:15
2003 - Porirua Station - Stop C	14/03/2019 22:41
2002 - Porirua Station - Stop B	18/03/2019 7:25
2002 - Porirua Station - Stop B	19/03/2019 7:25
2002 - Porirua Station - Stop B	25/03/2019 21:11
2001 - Porirua Station - Stop A	2/04/2019 8:33

2002 - Porirua Station - Stop B	6/04/2019 8:44
2002 - Porirua Station - Stop B	9/04/2019 7:25
2002 - Porirua Station - Stop B	9/04/2019 18:00
2001 - Porirua Station - Stop A	17/04/2019 17:52
2001 - Porirua Station - Stop A	18/04/2019 18:42
2001 - Porirua Station - Stop A	1/05/2019 17:46
2002 - Porirua Station - Stop B	7/05/2019 17:22
2001 - Porirua Station - Stop A	10/05/2019 17:18
2001 - Porirua Station - Stop A	10/05/2019 5:10
2001 - Porirua Station - Stop A	10/05/2019 17:17
2002 - Porirua Station - Stop B	13/05/2019 17:20
2002 - Porirua Station - Stop B	13/05/2019 17:20
2001 - Porirua Station - Stop A	22/05/2019 17:39
2002 - Porirua Station - Stop B	27/05/2019 13:25
2001 - Porirua Station - Stop A	5/06/2019 7:35
2002 - Porirua Station - Stop B	13/06/2019 17:47
2001 - Porirua Station - Stop A	18/06/2019 16:20
2002 - Porirua Station - Stop B	18/06/2019 16:20
2001 - Porirua Station - Stop A	26/06/2019 18:14
2001 - Porirua Station - Stop A	26/06/2019 21:41
2002 - Porirua Station - Stop B	5/07/2019 18:39
2002 - Porirua Station - Stop B	5/07/2019 18:22
2002 - Porirua Station - Stop B	5/07/2019 18:22
2002 - Porirua Station - Stop B	5/07/2019 18:22
2002 - Porirua Station - Stop B	11/07/2019 7:05
2001 - Porirua Station - Stop A	10/07/2019 20:11
2001 - Porirua Station - Stop A	12/07/2019 20:00
2001 - Porirua Station - Stop A	18/07/2019 17:19
2003 - Porirua Station - Stop C	23/07/2019 20:11
2001 - Porirua Station - Stop A	31/07/2019 13:13
2001 - Porirua Station - Stop A	9/08/2019 18:12
2001 - Porirua Station - Stop A	12/08/2019 18:22
2003 - Porirua Station - Stop C	23/08/2019 20:37
2001 - Porirua Station - Stop A	25/08/2019 15:41
2002 - Porirua Station - Stop B	17/09/2019 10:25
2003 - Porirua Station - Stop C	19/09/2019 15:26
2003 - Porirua Station - Stop C	19/09/2019 15:56
2001 - Porirua Station - Stop A	25/10/2019 15:42
2002 - Porirua Station - Stop B	29/10/2019 15:40
2002 - Porirua Station - Stop B	1/11/2019 19:00
2002 - Porirua Station - Stop B	12/11/2019 17:32
2002 - Porirua Station - Stop B	12/11/2019 17:32
2002 - Porirua Station - Stop B	20/11/2019 18:22
2003 - Porirua Station - Stop C	31/12/2019 23:41
2002 - Porirua Station - Stop B	21/01/2020 17:40
2002 - Porirua Station - Stop B	27/01/2020 17:40
2002 - Porirua Station - Stop B	27/01/2020 17:40
2002 - Porirua Station - Stop B	28/01/2020 15:40
2002 - Porirua Station - Stop B	4/02/2020 15:43
2002 - Porirua Station - Stop B	4/02/2020 17:22

2002 - Porirua Station - Stop B	7/02/2020 15:50
2002 - Porirua Station - Stop B	9/03/2020 18:22
2002 - Porirua Station - Stop B	9/03/2020 18:30
2001 - Porirua Station - Stop A	9/04/2020 15:30
2003 - Porirua Station - Stop C	23/04/2020 12:11
2002 - Porirua Station - Stop B	10/06/2020 18:50
2002 - Porirua Station - Stop B	9/07/2020 17:41
2001 - Porirua Station - Stop A	1/08/2020 13:54
2003 - Porirua Station - Stop C	3/08/2020 21:30
2002 - Porirua Station - Stop B	6/08/2020 17:50
2002 - Porirua Station - Stop B	7/08/2020 15:05
2001 - Porirua Station - Stop A	14/08/2020 18:20
2002 - Porirua Station - Stop B	28/09/2020 7:25
2002 - Porirua Station - Stop B	7/10/2020 16:48
2001 - Porirua Station - Stop A	6/10/2020 11:48
2001 - Porirua Station - Stop A	26/10/2020 18:42
2002 - Porirua Station - Stop B	6/11/2020 7:35
2001 - Porirua Station - Stop A	24/11/2020 19:11
2001 - Porirua Station - Stop A	5/01/2021 12:19
2002 - Porirua Station - Stop B	6/01/2021 14:34
2001 - Porirua Station - Stop A	27/01/2021 17:54
2003 - Porirua Station - Stop C	1/02/2021 8:10
2002 - Porirua Station - Stop B	10/02/2021 8:07
2002 - Porirua Station - Stop B	10/02/2021 8:30
2002 - Porirua Station - Stop B	10/02/2021 7:35
2002 - Porirua Station - Stop B	1/03/2021 7:35
2002 - Porirua Station - Stop B	22/04/2021 17:54
2002 - Porirua Station - Stop B	5/05/2021 7:35
2002 - Porirua Station - Stop B	13/05/2021 7:35
2003 - Porirua Station - Stop C	14/05/2021 7:35
2002 - Porirua Station - Stop B	17/05/2021 15:45
2001 - Porirua Station - Stop A	24/05/2021 17:58
2002 - Porirua Station - Stop B	28/05/2021 18:22
2002 - Porirua Station - Stop B	4/06/2021 18:45
2002 - Porirua Station - Stop B	8/06/2021 17:30
2002 - Porirua Station - Stop B	16/06/2021 17:48
2003 - Porirua Station - Stop C	21/06/2021 20:11
2002 - Porirua Station - Stop B	7/07/2021 20:45
2003 - Porirua Station - Stop C	14/07/2021 17:40
2002 - Porirua Station - Stop B	2/08/2021 11:40
2001 - Porirua Station - Stop A	10/08/2021 20:41
2001 - Porirua Station - Stop A	20/09/2021 18:14
2002 - Porirua Station - Stop B	22/10/2021 8:40
2001 - Porirua Station - Stop A	22/10/2021 17:12
2002 - Porirua Station - Stop B	8/12/2021 15:48
2001 - Porirua Station - Stop A	8/12/2021 18:41
2002 - Porirua Station - Stop B	16/12/2021 13:25
2002 - Porirua Station - Stop B	5/03/2022 11:45
2002 - Porirua Station - Stop B	5/03/2022 11:40
2001 - Porirua Station - Stop A	17/03/2022 15:13

2001 - Porirua Station - Stop A	29/03/2022 18:12
2001 - Porirua Station - Stop A	6/05/2022 19:20
2002 - Porirua Station - Stop B	18/05/2022 7:39
2001 - Porirua Station - Stop A	25/05/2022 14:45

PROACTIVE RELEASE