

11 July 2024

File Ref: OIAPR-1274023063-28252

By email: [REDACTED]

Tēnā koe [REDACTED]

Request for information 2024-130

I refer to your request for information dated 14 June 2024, which was received by Greater Wellington Regional Council (Greater Wellington) on 14 June 2024. You have requested the following:

- “1. How many incidents of interpersonal violence and harassment have been reported to Metlink in or around all bus, train and ferry services for the period beginning in January 2024 until May 2024.*
- 2. If possible, I would like that information to be organised according to service operator (ie. Mana Newlands, Tranzurban)*
- 3. If possible, I would also like that information to be presented according to route number.*
- 4. All training materials for staff operating Metlink’s bus, train and ferry services on responding to incidents or threats of violence when carrying out their duties; and*
- 5. Any information about incidents of violence, harassment or threats of violence in or around bus stations, bus stops, train stations or ferry terminals that have been reported to Metlink in the same period as above.”*

Greater Wellington’s response follows:

1. How many incidents of interpersonal violence and harassment have been reported to Metlink in or around all bus, train and ferry services for the period beginning in January 2024 until May 2024.

There have been 41 complaints of incidents of interpersonal violence and harassment reported to Metlink in the date range specified. These complaints range from incidents between passengers, members of the public, and bus drivers.

2. If possible, I would like that information to be organised according to service operator (ie. Mana Newlands, Tranzurban)

Please refer to **Attachment 1** for the requested information.

3. If possible, I would also like that information to be presented according to route number

Please refer to **Attachment 1** for the requested information.

4. All training materials for staff operating Metlink's bus, train and ferry services on responding to incidents or threats of violence when carrying out their duties

Metlink does not own the training materials for staff operating these services as they are the property of the Operators who train and employ their own staff. Therefore we are refusing this part of your request under section 17(g) of the Local Government Official Information and Meetings Act 1987 (the Act), 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;
- (ii) or connected more closely with the functions of another local authority, or a department or Minister of the Crown or organisation.

5. Any information about incidents of violence, harassment or threats of violence in or around bus stations, bus stops, train stations or ferry terminals that have been reported to Metlink in the same period as above.

Please refer to **Attachment 2** for information on complaints regarding anti-social behaviour, including complaints about Metlink staff, in the date range requested.

The key words used to identify these cases were: "aggressive", "violent", "violence", "swearing", "abusive", "swore", "argument", "stole", "violence", "harassed", "threatened" and "abused".

Please note this is an approximation as the words we used to complete the search may not have captured everything, and as each complaint or type of feedback is coded for and may not have been coded for correctly or in a manner that has made it discoverable in our search terms.

The spreadsheet presents:

- The type of feedback we have received
- The description of the feedback
- The Date and Time of the incident
- The Operator / team it is relevant to and sent to

- The Route it relates to

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

PROACTIVE RELEASE

LGOIMA Request 2024-130 Complaints of Interpersonal Violence and Harassment on the Network

Operator	Route
Kinetic	81 - Eastbourne - Petone - Wellington
Kinetic	2 - Karori - Wellington - Hataitai - Miramar/Seatoun
Kinetic	4 - Strathmore to Mairangi
Kinetic	2 - Karori - Wellington - Hataitai - Miramar/Seatoun
Kinetic	3 - Lyall Bay/Rongotai - Kilbirnie - Newtown - Wellington
Kinetic	4 - Strathmore to Mairangi
Kinetic	14 - Wilton - Wellington - Roseneath - Hataitai - Kilbirnie
Kinetic	14 - Wilton - Wellington - Roseneath - Hataitai - Kilbirnie
Kinetic	18 - Miramar - Kilbirnie
Kinetic	2 - Karori - Wellington - Hataitai - Miramar/Seatoun
Kinetic	4 - Strathmore to Mairangi
Kinetic	2 - Karori - Wellington - Hataitai - Miramar/Seatoun
Kinetic	3 - Lyall Bay/Rongotai - Kilbirnie - Newtown - Wellington
Kinetic	20 - Kilbirnie - Mt Victoria - Courtenay Place
Kinetic	2 - Karori - Wellington - Hataitai - Miramar/Seatoun
Mana	52 - Johnsonville - Newlands - Wellington
Mana	AX - Airport - Kilbirnie - Wellington (Express)
Mana	56 - Johnsonville - Paparangi - Wellington
Kinetic	14 - Wilton - Wellington - Roseneath - Hataitai - Kilbirnie
Kinetic	3 - Lyall Bay/Rongotai - Kilbirnie - Newtown - Wellington
Transdev	KPL - Kapiti Line (Waikanae - Wellington)
Tranzurban	130 - Naenae - Waterloo - Lower Hutt - Petone
Tranzurban	1 - Johnsonville West/Churton Park/Grenada Village - Island Bay
Tranzurban	1 - Johnsonville West/Churton Park/Grenada Village - Island Bay
Tranzurban	441 - Whitby (Navigation Drive) - Aotea College
Tranzurban	1 - Johnsonville West/Churton Park/Grenada Village - Island Bay
Tranzurban	1 - Johnsonville West/Churton Park/Grenada Village - Island Bay
Tranzurban	110 - Emerald Hill - Upper Hutt - Lower Hutt - Petone
Tranzurban	24 - Johnsonville - Broadmeadows - Wellington - Miramar Heights
Tranzurban	24 - Johnsonville - Broadmeadows - Wellington - Miramar Heights
Tranzurban	170 - Lower Hutt - Wainuiomata South - Lower Hutt
Tranzurban	29 - Brooklyn - Owhiro Bay - Island Bay - Southgate - Newtown - Wellington
Tranzurban	220 - Titahi Bay - Porirua - Ascot Park
Tranzurban	110 - Emerald Hill - Upper Hutt - Lower Hutt - Petone
Tranzurban	Bus - General
Tranzurban	Bus - General
Tranzurban	25 - Khandallah - Wellington - Aro Valley - Highbury
Tranzurban	120 - Stokes Valley - Taita - Epuni - Lower Hutt
Tranzurban	7 - Kingston - Brooklyn - Wellington
Tranzurban	114 - Trentham - Elderslea - Upper Hutt
Tranzurban	874 - Wainuiomata - Wainuiomata High, Intermediate & St Claudine Thevenet Schools

Operator	Routes	Number of Complaints
Tranzurban	130, 1, 441, 110, 24, 170, 29, 220, 25, 120, 7, 114, 874	20
Kinetic	81, 2, 4, 3, 14, 18, 20, 14, 3	17
Mana	52, AX, 56	3
Transdev	KPL	1

PROACTIVE RELEASE