



Ref: [REDACTED]

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19 April 2024



Dear [REDACTED]

OFFICIAL INFORMATION REQUEST FOR COMPLAINTS REGARDING eBUS ON PORT HILLS

I refer to your official information request dated 17 April 2024 for a list of complaints (in person, telephone or by email) regarding allegations the eBus has driven over the median line into the opposing traffic lane on Washington (Valley) Road, Princes Drive, Moana and Bisley avenues since the start of the eBus service to present.

The information you requested is below.

In the 8 months the Ebus has been in operation, our service request system (which captures in person, telephone and email contacts) has identified 8 complaints regarding allegations the Ebus has driven over the median line. Personal details of complainants have been removed to protect privacy.

Date	Roads	Complaint
28/08/2023	Moana/Bisley	Buses cutting corners in Moana & Bisley with opposing traffic having to make room. Wants to go back to a small bus.
11/09/2023	Princes/Moana	Buses on tight bends in Princes & Moana have 'nearly taken her out'
07/11/2023	Bisley/Princes	Buses too big on this route. Meeting buses taking up the whole road. Only 8-10 people max on these buses in this area.
28/11/2023	Princes	Big buses, sharp corners, believes other motorists would get a ticket for crossing the centre line.
26/01/2024	Washington	Near miss with Ebus in Washington. Had to swerve, hit the curb & then had to back up.
07/02/2024	Bisley	Wants to talk to Ebus management about legal requirement to stay on their side of the road. Twice in a weekend he found them across the white line.

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02/04/2024	Bisley/Princes	Had to back down the road in Princes as Ebus was over the white line.
12/04/2024	Washington	Encountered Ebus over white line in Washington. Had to take evasive action and hit kerb causing damage to car.

You have the right to seek an investigation and review by the Ombudsman of this response. Information about how to make a complaint is available at www.ombudsman.parliament.nz or Freephone 0800 802 602.

If you wish to discuss this decision with us, please feel free to contact Margaret Parfitt on marg.parfitt@ncc.govt.nz ph 035460390

Yours sincerely



Alec Louverdis

Deputy Chief Executive Officer/ Group Manager Infrastructure