

14 November 2024

File Ref: OIAPR-1274023063-32023

By email: [REDACTED]

Tēnā koe [REDACTED]

### **Request for information 2024-273**

I refer to your request for information dated 21 October 2024, which was received by Greater Wellington Regional Council (Greater Wellington) on 21 October 2024. You have requested the following:

*“I would like to request the following information for the period June - September 2024:*

- 1. How many incidents of interpersonal violence and harassment have been reported to Metlink in or around all bus, train and ferry services?*
- 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. For each incident recorded for question 1 above, I would also like to request any description of each incident.*
- 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.*
- 6. A copy of any advice (including correspondence) to local government politicians or officials - including any action plan and/or strategy (including drafts) - related to improving passenger and driver safety on Metlink’s services.”*

**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 1 June 2024- 30 September 2024]?**

There have been 72 reported incidents of interpersonal violence and or harassment to Metlink in the date range specified. These complaints range from incidents between passengers, members of the public, and operator staff members.

We note that this figure has risen since your prior LGOIMA request made in May of this year. There are a number of factors that may have also contributed to this increase, including, but not limited to, a busier time of year, a continuing media campaign encouraging passengers to report incidents, and new back-office functions to better categorize incoming reports.

Additionally, as per your request this is all events that were reported to Metlink during this timeframe. Some incidents captured in this response may not have been verified and the information may include reported events that were later discredited or retracted.

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

And,

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

And,

**4.For each incident recorded for question 1 above, I would also like to request any description of each incident.**

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.**

Please refer to **Attachment 1** for the information requested in parts 1-5.

To produce this document, the full record of compliments and complaints received by Metlink, during the time frame requested, were searched through using a combination of key words and the new "passenger behaviour" code which was introduced on 19 June 2024 to better capture incidents involving antisocial passenger behaviour towards staff or other passengers.

The key words used to identify these cases were:

"Aggressive", "Violent", "Violence", "Swear", "Abuse", "Abusive", "Swore", "Harass", "Threat", "Assault", "Argue", "Arguing", and "Argument"

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 assigned code and sub-code for the feedback 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

Please note in the attachment that where applicable incidents involving specific stops, stations or locations will be noted in the “Description of Event” column, and where an incident involves both a fixed location and a service, the service will be noted under the “Route” column.

**6. A copy of any advice (including correspondence) to local government politicians or officials - including any action plan and/or strategy (including drafts) - related to improving passenger and driver safety on Metlink’s services.**

A presentation was given to councillors on 20 June 2024 at a Transport Committee workshop, regarding managing anti-social behaviour on the Metlink Network.

Please refer to **Attachment 2** for a copy of this presentation.

At that same workshop a presentation was given on Warranted Transport Officers (WTO) who provide assistance to both customers and frontline staff. While WTOs are not security, they all receive training in de-escalation of incidents.

Please refer to **Attachment 3** for a copy of this presentation.

An official report is expected to be provided to Councillors during a Transport Committee meeting on 28 November 2024. The contents of this report will be regarding safety on board public transport and improvements that can be made to the health and safety of staff and passengers. Once this report is given to councillors a copy will be made publicly available on our website.

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 appropriate. Our response to your request will be published shortly on Greater Wellington's website with your personal information removed.

Nāku iti noa, nā

A handwritten signature in blue ink, appearing to read 'sugar', with a small dash at the end.

**Samantha Gain**

Kaiwhakahaere Matua Waka-ā-atea | Group Manager Metlink

PROACTIVE RELEASE

Description of Event	Date & Time of Incident	Operator/Team	Route
Caller reports unprofessional behaviour by bus driver, using aggressive language and being verbally abusing towards passengers	3/06/2024 10:30	Kinetic	4 - Strathmore to Mairangi
Caller reports bus driver swearing at students/children on bus who were repeatedly pressing the request stop button	5/06/2024 14:50	Tranzurban	874 - Wainuiomata - Wainuiomata High, Intermediate & St Claud
Caller reports bus driver not stopping for students at a school without dedicated school bus, caller later reports when driver does stop they are rude and demanding students to hurry up when boarding	5/06/2024 15:15	Tranzurban	170 - Lower Hutt - Wainuiomata South - Lower Hutt
Complainant reports rowdy students verbally harassing other passengers and an argument breaking out between adult passenger and a school student	5/06/2024 15:30	Kinetic	4 - Strathmore to Mairangi
Cyclist reports verbal abuse from bus driver following a near-miss near stop 7222, outside the Wellington Regional Aquatic Center	6/06/2024 8:15	Kinetic	722 - Wellington East Girls' College - Hataitai - Strathmore Park
Caller reports verbal abuse from bus driver after the caller crossed the road. Location not given	6/06/2024 9:56	Tranzurban	110 - Emerald Hill - Upper Hutt - Lower Hutt - Petone
Caller reports that bus driver became hostile towards students after misuse of Request Stop Button. Driver threatened to stop at next stop for extra 5 minutes so that students would be late	6/06/2024 15:00	Tranzurban	935 - Totara Park - Oxford Crescent, St Joseph's & Maidstone Intermediate Schools
Caller reports their wife was being threatened and verbally abused by Train staff after bringing bike onto train during peak hours	7/06/2024 7:18	Transdev	KPL - Kapiti Line (Waikanae - Wellington)
Caller reports bus driver being verbally abusing towards caller and their elderly mother while boarding at stop #9111, located Victoria Street at Alice Street near number 85	7/06/2024 12:30	Kinetic	83 - Eastbourne - Lower Hutt - Petone - Wellington
Incident reports as unknown male at Wellington Train Station asking to use people's phones to access his bank, then boarding bus and making unwanted advances towards female passenger. Report received from NZ Police	13/06/2024 8:00	GW Complaints Team	N/A
Complainant reports bus driver making threats towards Uber driver (the complainant) waiting on Broken Yellow Lines then running into and driving into complainants car	13/06/2024 23:22	Kinetic	14 - Wilton - Wellington - Roseneath - Hataitai - Kilbirnie
Caller reports aggressive passenger who was banging onto the sides and front of the bus demanding it to stop. Caller complimented the driver of bus for maintaining composure and preventing event from escalating.	15/06/2024 18:27	Kinetic	3 - Lyall Bay/Rongotai - Kilbirnie - Newtown - Wellington
Complainant reports that bus driver flew into a tirade at an elderly gentleman who used a gold-card to board bus	16/06/2024 14:25	Kinetic	2 - Karori - Wellington - Hataitai - Miramar/Seatoun
Caller reports that bus driver was using foul language and slamming doors in callers face	17/06/2024 18:57	Uzabus	260 - Raumati Beach - Paraparaumu Beach - Paraparaumu
Complainant reports anti-social behaviour from passengers boarding at stop 5515 outside Arty Bees on Manner Street. Disruptive passengers were singing, swearing, screaming, threatening to jump on the roof of the bus, and interrupting the driver	18/06/2024 20:00	Tranzurban	24 - Johnsonville - Broadmeadows - Wellington - Miramar Heights
Complainant reports being harassed after taking too long to tap on to the bus	20/06/2024 14:20	Kinetic	2 - Karori - Wellington - Hataitai - Miramar/Seatoun
Complainant reports their son being harassed to due to a disability by other passengers, and the bus driver verbally abusing the son and threatening to force him off the bus. Situation resulted in students filming and mocking him	20/06/2024 15:45	GW Complaints Team	313 - Greytown - Carterton - Wairarapa College
Caller reported a unpleasant and potentially violent passenger and commended the way the on-board staff handled the incident	25/06/2024 11:45	Transdev	HVL - Hutt Valley Line (Upper Hutt - Wellington)
Caller reporting the bus driver refused to provide change for a \$20 and demanding that customer have exact change	26/06/2024 14:45	Tranzurban	112 - Te Marua - Timberlea - Maoribank - Upper Hutt
Caller reports argument between Bus Driver and his colleague. Reported that a customer accidentally pressed stop button which caused bus driver to yell at passengers.	27/06/2024 12:00	Tranzurban	170 - Lower Hutt - Wainuiomata South - Lower Hutt
Complainant reports that a male passenger on the bus tapped the woman in front of him on the shoulder and whispered something obscene into her ear.	5/07/2024 12:50	Kinetic	83 - Eastbourne - Lower Hutt - Petone - Wellington
Complainant emailed to report an individual standing pat on the compass star (presumed to be at Wellington Railway Station) and watching pedestrians walking past them. Individual was not reported to be doing anything other than watching but complainant found him off-putting and unnerving.	8/07/2024 9:41	GW Rail Infrastructure	N/A

Caller reported that Bus driver engaged in verbal abuse at roadworks crew at Brougham Street by bus stop 6213. Driver reported to be complaining about inconsistent traffic signs and stop/go works	10/07/2024 13:05 Kinetic	2 - Karori - Wellington - Hataitai - Miramar/Seatoun
Complainant reported feeling threatened by an individual at Wellington Station near the Snapper Top-Up Machine. Individual was standing too close to customer and leaning over the machine.	11/07/2024 16:25 Transdev	N/A
Reported group of youths threatening Transport Officers with physical violence and death threats. Offenders were escorted off bus by Transport Officers and Police notified	16/07/2024 18:30 GW Complaints Team	4 - Strathmore to Mairangi
Caller reported angry altercation from passenger loading bike onto bus towards driver. Passenger threatened to "have a go" at driver after work. Caller commended driver for remaining calm	17/07/2024 0:00 Kinetic	3 - Lyall Bay/Rongotai - Kilbirnie - Newtown - Wellington
Caller reporting altercation between bus drivers including a bus driver of the route 35 reportedly banging on the windows of the route 4 bus. Incident reported to occur at Lambton Quay North - Stop A	18/07/2024 9:05 Kinetic	35 - Hataitai - Wellington
Caller reported serious incident regarding violent passenger threatening caller and train staff's lives with a ninja star. Police intercepted violent passenger at Paraparaumu station and arrested him	20/07/2024 1:14 Transdev	KPL - Kapiti Line (Waikanae - Wellington)
Complainant reports bus driver becoming aggressive at Students following misuse of stop request button. Caller reports that her son was forced from bus a stop early and banned from using service despite not being involved in misuse of button	23/07/2024 15:20 Kinetic	760 - Evans Bay Intermediate School - Strathmore Park
Caller reports 2 students/youths playing music at excessive volumes prior to and after boarding bus at stop 3308 Johnsonville Stop B. When told to lower music the kids became aggressive and started using foul language.	24/07/2024 13:41 GW Customer Experience Team	1 - Johnsonville West/Churton Park/Grenada Village - Island Bay
Caller reports bus driver becoming verbally hostile to roadworker on Sladden Street	29/07/2024 10:07 Tranzurban	130 - Naenae - Waterloo - Lower Hutt - Petone
Caller reports being harassed by bus driver for not having exact change, in front of all other passengers, and being threatened to be removed from bus	29/07/2024 13:35 Kinetic	2 - Karori - Wellington - Hataitai - Miramar/Seatoun
Complainant reports being harassed by another passenger, including being filmed, threatened with violence and death threats	30/07/2024 16:50 Kinetic	2 - Karori - Wellington - Hataitai - Miramar/Seatoun
Report of Altercation between 2 students of different schools at Upper Hutt Station, including verbal harassment and bullying. Report advises that when a member of public attempted to intervene that the bullying student become to verbally assault the member of public	1/08/2024 16:00 GW Rail Infrastructure	N/A
Caller advised that after she disembarked at Stop 3451 - Grenada Village, she was approached by another passenger who asked for her Instagram details and then grabbed her. Caller advised she was able to get away from other passenger before situation escalated	1/08/2024 17:21 GW Complaints Team	1 - Johnsonville West/Churton Park/Grenada Village - Island Bay
Caller reported their son was physically taunted while on a school bus service.	2/08/2024 15:10 GW Schools	760 - Evans Bay Intermediate School - Strathmore Park
Caller reported another passenger as being rude and racist towards the bus driver. Caller commended the bus driver for their composure.	5/08/2024 12:20 Kinetic	3 - Lyall Bay/Rongotai - Kilbirnie - Newtown - Wellington
Caller reports that other passengers weren't allowing her to disembark at Stop #5012 Lambton Quay, and that she had to yell at them to get off the bus. Caller requests that Metlink and Drivers install rules to force passengers to move out the way for people disembarking	6/08/2024 9:22 Kinetic	2 - Karori - Wellington - Hataitai - Miramar/Seatoun
Caller reports inebriated man waiting for the #2 bus at Stop 5515 Manners Street at Cuba Street. Reports he was abusive and threatening but no further details.	8/08/2024 22:15 GW Complaints Team	2 - Karori - Wellington - Hataitai - Miramar/Seatoun
Caller reports incident on N2 after midnight bus between his daughter and a middle-aged man. Caller reports that the man was verbally abusive and spat at passengers, caller reports the man was intoxicated and also shoved his daughter. Caller reports Elderly driver unable to assist. Caller advises Police have been notified and investigating	10/08/2024 3:00 Kinetic	N2 - After Midnight (Wellington - Miramar - Strathmore Park - Seatoun)

Caller reports that a group of approximately eight 13-year old were aboard the N22 began to physically assault and verbally abuse an Indian passenger with death threats and racism, Driver attempted to order them off the bus but they wouldn't listen. Caller advises that the police have been notified and are investigating	11/08/2024 4:30 Tranzurban	N22 - After Midnight (Wellington - Naenae - Stokes Valley - Upper Hutt)
Caller reports a group of 5 people approached them at the Woburn Train platform and demanded they hand over their phone. Train arrived and caller boarded but the group followed and sat behind caller making threats and plans to assault caller if the phone wasn't handed over. Train arrived in Wellington and the group left without further incident	11/08/2024 17:58 GW Complaints Team	HVL - Hutt Valley Line (Upper Hutt - Wellington)
Report of unruly passengers on the # 83 towards Wellington who were vaping and playing sexually graphic music at high volumes. Customer reports that the group were asked to "cut it out" at which point they became hostile, screaming and attempting to assault the person who asked them to stop. Driver pulled over outside Gun City and the group is asked to leave but once they disembarked they started punching and kicking the outside of the bus	15/08/2024 14:38 Kinetic	83 - Eastbourne - Lower Hutt - Petone - Wellington
Caller reports that a group of 3 youths were physically assaulting a fourth youth. Caller reports that the police have been notified and are investigating	15/08/2024 15:30 Kinetic	3 - Lyall Bay/Rongotai - Kilbirnie - Newtown - Wellington
Caller advises she had pressed the stop button but it didn't work and was told by Bus Driver she couldn't disembark where there wasn't a bus stop and that the next stop was the end of the route. Caller advises she was told to wait for the bus to begin its next trip, during which time driver was asking inappropriate personal questions and making unwanted advancements. Caller recorded interaction for her safety and the bus driver has been suspended while the situation is investigated.	15/08/2024 16:32 GW Complaints Team	1 - Johnsonville West/Churton Park/Grenada Village - Island Bay
The caller who experienced an unsettling situation on board the train involving an unruly and abusive passenger. The behaviour of this individual was rude and disgusting, causing other passengers to move away to avoid him. The train manager intervened. The caller wanted to commend the train manager for their brilliant handling of the incident.	20/08/2024 11:13 Transdev	KPL - Kapiti Line (Waikanae - Wellington)
Web report of 4 intermediate school-aged girls who were swearing at, insulting, spitting at, and pulling the hair of other passengers	20/08/2024 17:30 GW Complaints Team	170 - Lower Hutt - Wainuiomata South - Lower Hutt
Caller reports the bus driver was rude and argumentative	20/08/2024 17:36 Tranzurban	1 - Johnsonville West/Churton Park/Grenada Village - Island Bay
Caller reports 4 high-school students were harassing passengers and shouting	26/08/2024 14:11 GW Complaints Team	3 - Lyall Bay/Rongotai - Kilbirnie - Newtown - Wellington
Caller reports he assisted the police with the arrest of a recidivous commuter who was arguing with staff.	30/08/2024 5:30 GW Complaints Team	KPL - Kapiti Line (Waikanae - Wellington)
Caller reports there is a man on his daughter's bus that she uses to get to school that is attempting to groom young girls, and well as harassing them and occasionally attempts to physically prevent them from disembarking. Caller has reported this to the police who are investigating	30/08/2024 7:34 Tranzurban	170 - Lower Hutt - Wainuiomata South - Lower Hutt
Caller reports that a man on their bus was verbally abusing a young girl on the bus, using foul language and invading personal space.	30/08/2024 8:30 GW Complaints Team	236 - Whitby (Navigation Drive) - Paremata - Papakowhai - Porirua
Customer emailed that an intoxicated female who was abusing the bus driver, when asked to disembark the woman spat at the driver	2/09/2024 22:00 Kinetic	3 - Lyall Bay/Rongotai - Kilbirnie - Newtown - Wellington
Caller reported a bus driver was making rude gestures at them while they were crossing the road	3/09/2024 14:35 Tranzurban	1 - Johnsonville West/Churton Park/Grenada Village - Island Bay
Customer emailed to complain about repeated poor behaviour from students travelling on this service, taking up multiple seats with bags, mocking adult passengers, swearing, etc.	3/09/2024 16:01 Transdev	KPL - Kapiti Line (Waikanae - Wellington)
Caller reports an aggressive passenger who was kicking the bus door at bus stop #2116 (Warspite Avenue at Calliope Park)	4/09/2024 10:36 Tranzurban	220 - Titahi Bay - Porirua - Ascot Park
Caller reported an elderly passenger getting into a row with other passengers on the service. Driver interceded and asked them to stop swearing	6/09/2024 13:30 Tranzurban	1 - Johnsonville West/Churton Park/Grenada Village - Island Bay
Caller reported a passenger who hit them, and yelled into their face on a bus replacement of the Wairarapa Line	6/09/2024 15:38 Transdev	WRL - Wairarapa Line (Masterton - Wellington)

Caller reported a group of school/intermediate students who were vaping, jumping on bus seats, swearing and being otherwise disruptive. Driver attempted to intercede	9/09/2024 14:32 Tranzurban	160 - Wainuiomata North - Waterloo - Lower Hutt
Caller reports bus driver was swearing and yelling at passengers	10/09/2024 12:16 Kinetic	83 - Eastbourne - Lower Hutt - Petone - Wellington
Caller reports that a group of older students attempted to assault a younger student while the bus was passing through the tunnel. Caller advised they have also notified the police.	10/09/2024 15:30 GW Complaints Team	753 - St Patrick's College - Hataitai - Mt Victoria - Wellington
Reports of a multiple person assault at the Ngauranga Station	11/09/2024 16:03 Transdev	HVL - Hutt Valley Line (Upper Hutt - Wellington)
Caller reports a man threatening he would shoot the bus driver if he had a gun after the man fell off his seat when the bus began moving. Caller reports man repeated the threat multiple times	13/09/2024 16:01 Tranzurban	160 - Wainuiomata North - Waterloo - Lower Hutt
Caller reports a pair of young female students, one of whom distracted the caller while the other grabbed her bag and stole her snapper card.	15/09/2024 12:44 Tranzurban	110 - Emerald Hill - Upper Hutt - Lower Hutt - Petone
Web report of a bus driver being harassed by adult passengers using the child concession snapper cards. The report commended the bus driver for also interceding when one of said passengers began harassing other passengers.	15/09/2024 22:05 Kinetic	3 - Lyall Bay/Rongotai - Kilbirnie - Newtown - Wellington
Caller reports that an assault on two male school students from three female students occurred on the Hutt Valley Line between the Woburn and Petone Stations.	16/09/2024 15:55 Transdev	HVL - Hutt Valley Line (Upper Hutt - Wellington)
Complaint submitted that a Bus driver threatened to stop picking up a Weltec Student from their stop as they were using a child concession card.	19/09/2024 9:37 Kinetic	83 - Eastbourne - Lower Hutt - Petone - Wellington
Caller reports being harassed by another passenger and having racist remarks made at them for speaking in Mandarin on the phone	20/09/2024 19:54 Tranzurban	1 - Johnsonville West/Churton Park/Grenada Village - Island Bay
Caller threatened Metlink caller centre staff and the driver of their bus for not admitting them to the bus with a gold card during the peak bus hours	23/09/2024 9:00 Tranzurban	120 - Stokes Valley - Taita - Epuni - Lower Hutt
Caller reported an indecently dressed female passenger wearing no top. Caller advises that Police escorted woman from the service.	24/09/2024 9:30 Kinetic	83 - Eastbourne - Lower Hutt - Petone - Wellington
Caller reported a group of 8 young men who were boarding the service, when they were stopped by police and one of them was detained from entering. Caller advises the rest of the group boarded and they overheard the group talking that the man who was detained had a machete. Later these same men began thumping on the bus windows and were told to stop by bus driver.	24/09/2024 17:59 Mana	60e - Porirua - Tawa - Johnsonville - Wellington
Social Media post regarding an incident while on a bus in Karori where a man made racist remarks and shouted towards the family of the customer.	25/09/2024 8:00 GW Councillor Enquiries Team	Unknown



# Managing anti-social behaviour on the Metlink network

20 JUNE 2024 - TRANSPORT COMMITTEE WORKSHOP  
Metlink Group



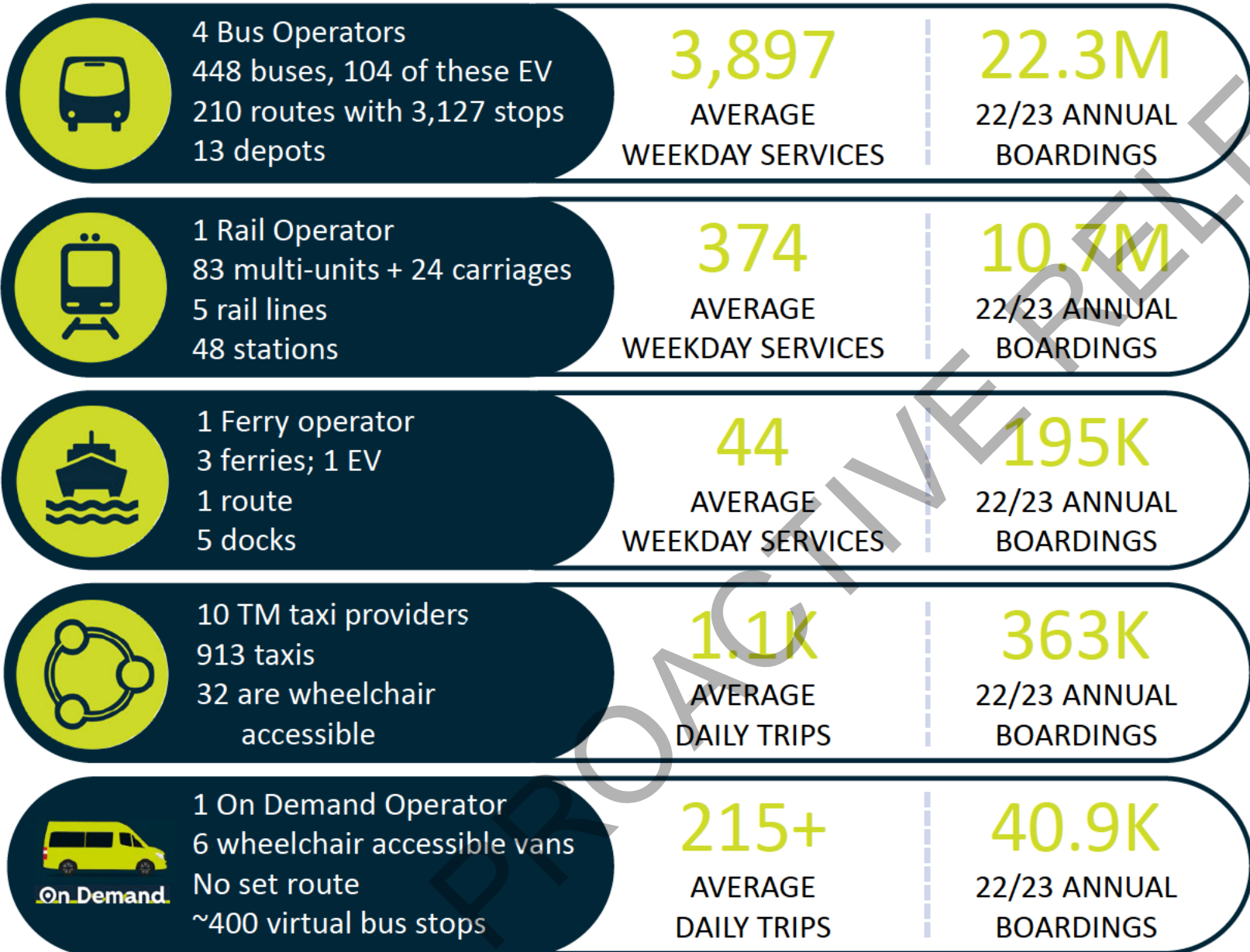
# Purpose

To provide an overview of Metlink's approach to managing anti-social behaviour on the public transport network

## AGENDA

1. Network overview
2. Customer perceptions of network safety
3. Safety reporting
4. Approach to prevention of anti-social behaviour
5. Future Considerations

# Network Overview



There are more than **37 million journeys a year** on the Metlink transport network.

We work with our transport operators to deliver a connected, integrated network which encourages more people to use public transport.

Every day we have thousands of people travelling with Metlink (across rail, bus, ferry and Te Hunga Whaikaha Total Mobility services) and every one of those journeys matters to us.

**It is important that, together with our partners and communities, we ensure that the network is a safe place for all.**

# Customer perceptions of the network: on board



## Personal Security During Trip

Thinking about the vehicle you are on now, how satisfied or dissatisfied are you with your personal security during this trip?

### June 2023 Results

**Total satisfied**  
**94%**

- 58% Very satisfied (9-10)
- 36% Satisfied (6-8)
- 4% Neither/nor (5)
- 2% Dissatisfied (2-4)
- <1% Very dissatisfied (0-1)

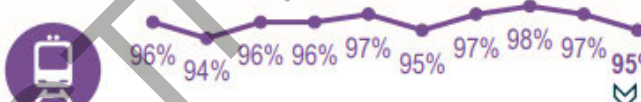
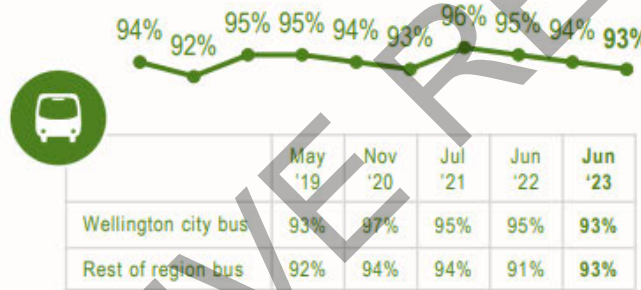
Base: n=3,007 (All passengers who answered this question)

### Satisfaction Over Time (All modes, weighted)



May '14 (n=4235) May '15 (n=4371) May '16 (n=2333) May '17 (n=3984) May '18 (n=3693) May '19 (n=3893) Nov '20 (n=3128) Jul '21 (n=3153) Jun '22 (n=2669) Jun '23 (n=3,007)

### Satisfaction by Mode



May '14 May '15 May '16 May '17 May '18 May '19 Nov '20 Jul '21 Jun '22 Jun '23



Passengers most satisfied

- ✓ Ferry passengers (99%)
- ✓ Use PT less often than once a month (99%)
- ✓ Aged 25-34 years (97%)



Passengers most dissatisfied

- ✗ Using PT for the first time on day of survey (11%)
- ✗ Using PT for sightseeing (4%)

# Customer perceptions on the network: stop/station/wharf

## Personal Safety at Stop/Station/Wharf

How satisfied or dissatisfied are you with your personal safety at the stop/station/wharf?

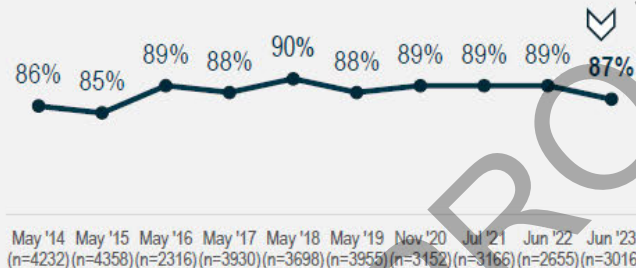
### June 2023 Results

Total satisfied  
**87%**

45%	Very satisfied (9-10)
42%	Satisfied (6-8)
6%	Neither/nor (5)
6%	Dissatisfied (2-4)
1%	Very dissatisfied (0-1)

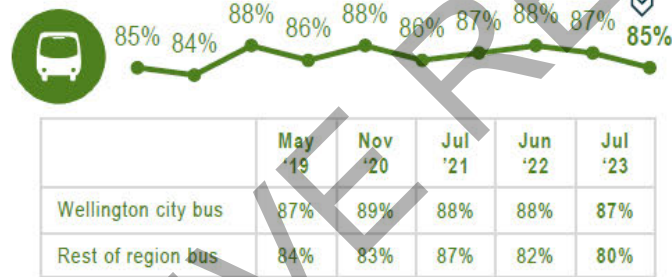
Base: n=3,016 (All passengers who answered this question)

### Satisfaction Over Time (All modes, weighted)



May '14 (n=4232) May '15 (n=4358) May '16 (n=2316) May '17 (n=3930) May '18 (n=3698) May '19 (n=3955) Nov '20 (n=3152) Jul '21 (n=3166) Jun '22 (n=2655) Jun '23 (n=3016)

### Satisfaction by Mode



May '14 May '15 May '16 May '17 May '18 May '19 Nov '20 Jul '21 Jun '22 Jun '23



Passengers most satisfied

- ✓ SuperGold card users (95%)/those aged 65 years + (94%)
- ✓ Train passengers (91%)
- ✓ Males (90%)



Passengers most dissatisfied

- ✗ Aged 15-17 years (20%) or 18-24 years (10%)
- ✗ Using PT for the first time (16%), once a month (12%) or everyday including weekends (10%)
- ✗ Travelling to school (11%)
- ✗ Bus passengers (9%)

# Specific locations on the network are an issue



## Perceptions of Bus Stop By Boarding Location

	All Bus Passengers	Manners Street	Newtown	Wellington Station	Willis Street
Satisfaction with stop overall (%)	91%	83%	95%	97%	91%
Ease of getting on vehicle (%)	94%	91%	95%	92%	93%
Stop easy to get to (%)	93%	88%	95%	94%	93%
Personal safety at stop (%)	85%	63% ⚠	95%	90%	84%
Condition of stop (%)	85%	86%	84%	92%	88%
Cleanliness of stop (%)	82%	70%	86%	90%	84%
Information available at stop (%)	81%	83%	90%	82%	89% ⬆
Providing shelter from weather (%)	71%	55%	73%	66%	75%
Suggestions for improvements to stop (top 3)		1. More/better shelter from weather 2. More seats available 3. Cleaner stop, including more rubbish bins/Security cameras	1. More/better shelter from weather 2. More seats available 3. More RTI boards	1. More/better shelter from weather 2. More seats available 3. More RTI boards	1. More/better shelter from weather 2. More seats available 3. Better crowd management

Manners Street

Personal safety at stop (%)

63% ⚠

## Perceptions of Train Station By Boarding Location

	All Train Passengers	Johnsonville	Melling	Naenae	Paraparaumu
Satisfaction with station overall (%)	94%	92%	97%	82%	97%
Ease of getting on vehicle (%)	94%	96%	97%	82%	97%
Personal safety at station (%)	91%	90%	94%	68% ⚠	89%
Station easy to get to (%)	91%	90%	86%	81%	92%
Condition of station (%)	90%	90%	92%	70% ⚠	89%
Cleanliness of station (%)	89%	94%	97%	69% ⚠	89%
Information available (%)	87%	82%	76%	78%	78%
Providing shelter from weather (%)	84%	54% ⚠	73%	63% ⚠	81%
Suggestions for improvements to station (top 3)		1. More/better shelter from weather 2. More/bigger/easier to read timetable information 3. More information about delays, disruptions	1. More/better shelter from weather 2. More/better/easier parking available 3. More/faster Snapper terminals	1. More/better shelter from weather 2. More/bigger/easier to read timetable information 3. New building/shelter required/finish renovations	1. More/better shelter from weather 2. More/better/easier parking available 3. More/bigger/easier to read timetable information

Naenae

Personal safety at station (%)

68% ⚠

Sample size: All Train Passengers (N=1930), Johnsonville (N=51\*), Melling (N=35\*), Naenae (N=38\*), Paraparaumu (N=38\*)  
 \* Denotes sample sizes with a margin of error of ± 10%. These results should be considered indicative only.  
 Note: Arrow denotes result that is (statistically) significantly higher or lower than for all other stations

# What is being reported to Metlink

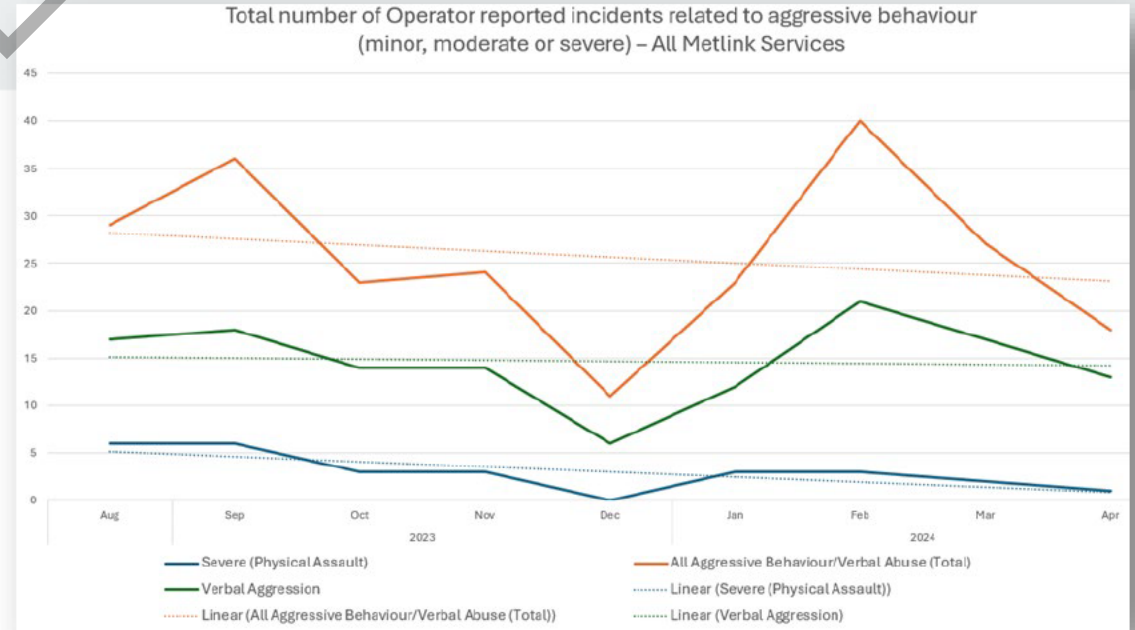
## CUSTOMER FEEDBACK

- From 1 January 2024, Metlink has received **5,341** pieces of customer feedback recorded in our Customer Relationship Management tool (Resolve)
- **19** of these related to anti-social behaviour which is **0.35%** of the total feedback since 1 January 2024

## REPORTING FROM OPERATORS

### *Aggressive behaviour or verbal abuse*

The graph below shows a gradual decrease in overall reporting of passenger-related aggressive behaviour by operators since August 2023. Over half of the monthly reports are related to incidents of verbal abuse. Note that numbers of severe aggression (assaults) have decreased.



# What is being seen by other PTAs around New Zealand

“Anti-social behaviour” is a regular topic of discussions among PTAs through TSiG

**Unfortunately, general sentiment is that such behaviour is on the rise nationally.**

Some regions, particularly in upper North Island, are experiencing greater frequencies and intensity of behaviour than in the Wellington region.

- Bus hubs are the most common locus for anti-social behaviour nationally
- Anti-social behaviour on rail is most common on West and South Auckland rail
- Under 18s (male and female) are, anecdotally, the core demographic, both as victims and perpetrators
- ‘Traditional’ inter-school rivalries are still a common factor in anti-social behaviour with some escalating behaviours being linked to online video posting trends
- Violence and robbery are the most commonly experienced ‘behaviours’ reported, but open teen prostitution and drug dealing are also being reported at some urban hubs
- The influence of patched gangs, and rise in their numbers, is considered a significant factor in the growth of anti-social behaviour on networks, and some incidences of violence against bus drivers have been anecdotally linked to gang initiation processes



# Approach to prevention of anti-social behaviour: Bus

## ON BUS

There are a number of measures which aim to prevent anti-social behaviour on-board our bus services



### Bus drivers

Bus drivers have panic buttons and RT radio for emergency communications with control room.

### CCTV

CCTV coverage on all buses, recorded to hard drive for review when required (not live monitored)

### Metlink Warranted Transport Officers

Have a customer info / education focus and provide pretenses on the network. They are not security, but are de-escalation trained.

### Police/Māori Wardens

Metlink offers free travel to NZ Police, Parking Wardens and Maori Wardens onboard services for presence and support of our teams

### Etiquette campaigns

Metlink campaigns aim to positively influence behaviour, such as our current 'Ride like your Aunty is Watching' campaign.

### Passive

A passive presence provided by members of the public.



## BUS INFRASTRUCTURE

Making bus network facilities as safe as possible for our staff and passengers



### CCTV (selected locations)

CCTV coverage at major bus hubs (e.g. Lambton Interchange) and other selected locations (e.g. Bunny St, Lower Hutt). Not live monitored.

### Bus stop design

Bus stops are designed to CPTED standards (Crime Prevention Through Environmental Design).

### Driver toilet facilities (Metlink owned)

Designed to CPTED standards – includes CCTV cameras on outside for safety etc.

# Approach to prevention of anti-social behaviour: Rail

## IN PERSON

A roving presence across the rail network responds to the different levels of customer and safety needs.



### Security Guards – Armourguard

Station guard at Wgtn, roving guards across network. On-board security late night weekend services.

### Customer Experience Officers (TDW)

Customer info/education focus. Not security.

### Warranted Transport Officers (GW)

Customer info/education focus. Not security, but de-escalation trained.

### Māori Wardens Partnerships

Te Korowai & Te Upoko provide support and share intel. Warranted Authority, with wider community presence and connection.

### Police

Respond to emergency callouts, maintain a presence for some events as required.

## REMOTE

24/7 remote monitoring of stations and P&R through the Transdev Rail Monitoring Centre.



### CCTV

CCTV coverage across all stations and P&Rs, monitored live at the monitoring centre located in Wellington Station.

### PA system

Speakers across stations gives both the Rail Monitoring Centre and Service Control Centre (RMC) the ability to send voice announcements to passengers/public.

### Call Point

Members of the public can request information, report incidents or call for help using the call points.

Located under CCTV, they provide a direct 2-way communication line to RMC.



## PASSIVE

A passive presence provided by public transport services and members of the public.



### Public transport services

Staff on train/bus services passing through have process for reporting incidents, and acting on or escalating as necessary.

### Members of the public

Can act as a deterrent for some behaviours. Some design choices have specifically been made to leverage passive presence, such as the location of bike storage facilities at a number of stations.

*We note that there will not always be a passive presence at stations, and they do not provide active security. However, when present, may deter some antisocial behavior. We acknowledge that members of the public are not consistent in reporting incidents. We would always recommend calling 111 in an emergency.*

# Community Partnerships

In response to incidents that have occurred in our region, different regional and local community partnerships have been formed to allow the different groups to come together, share information, build and strengthen relationships, and allow for better coordination of assets and resources.

This has enabled better 'real-time' information sharing so appropriate resources can be utilised as needed.

## REGIONAL HUI (Greater Wgtn region)

This group has a specific focus of anti-social behavior of youths and at-risk young adults across our region. Meetings are hosted by the Office of the Regional Public Service Commissioner.

## YOUTH HUI (Kāpiti)

This group has a specific focus on youth in Kāpiti established after some anti-social behavior of youths between fast food outlets, malls and public transport hubs. Meetings are hosted by the Kāpiti Coast District Council.

## PŌNEKE PROMISE (Wgtn)

This group has a specific focus of reducing harm, and improving safety in the Courtenay Place and Cuba Street precincts. The Hapai Ake team have had introductions to WTO team with a meeting on role purposes hosted by GW.

## RAIL NETWORK PRESENCE GROUP

This group has a specific PT rail focus, to ensure communication of resources, where possible ensuring they are deployed effectively across the network. Meetings are hosted by GW.

# Case Study: Bunny Street

In 2022, there was an increase in criminal activity by young people at the Bunny St Bus Stop facility. HCC, NZ Police and GW agreed to work together to implement changes to increase the safety of this area.

An increase of violence within the bus shelters at Queensgate – Stop C shelters highlighted the potential for entrapment due to the single entrance points. It was determined that infrastructure changes could improve the level of safety at this busy location.

As part of a larger project to make the surrounding street a safe place for the public, GW proposed a renewed shelter design which aligned to CPTED standards, provided better throughfare, accessibility, lighting and CCTV monitoring to help discourage unsociable behaviour.

The new shelter design was approved in Nov 2022, with construction completed in July 2023.

Anecdotally we are not aware of any recent issues in this area.



# Future considerations/initiatives



Phase out cash on board buses –  
Council decision  
*Noting this is an adopted NZTA policy*

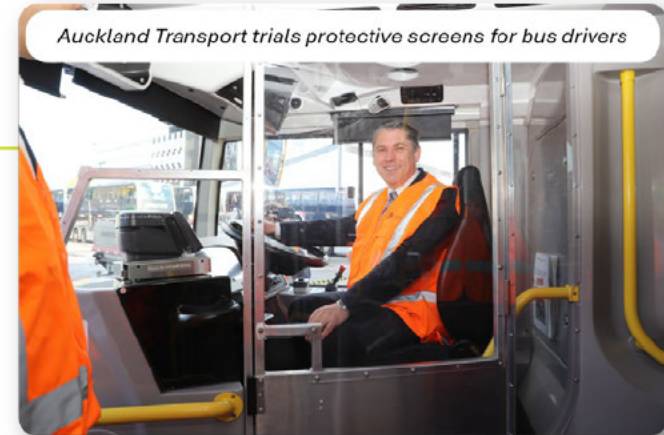


Greater presence on network  
for passenger support



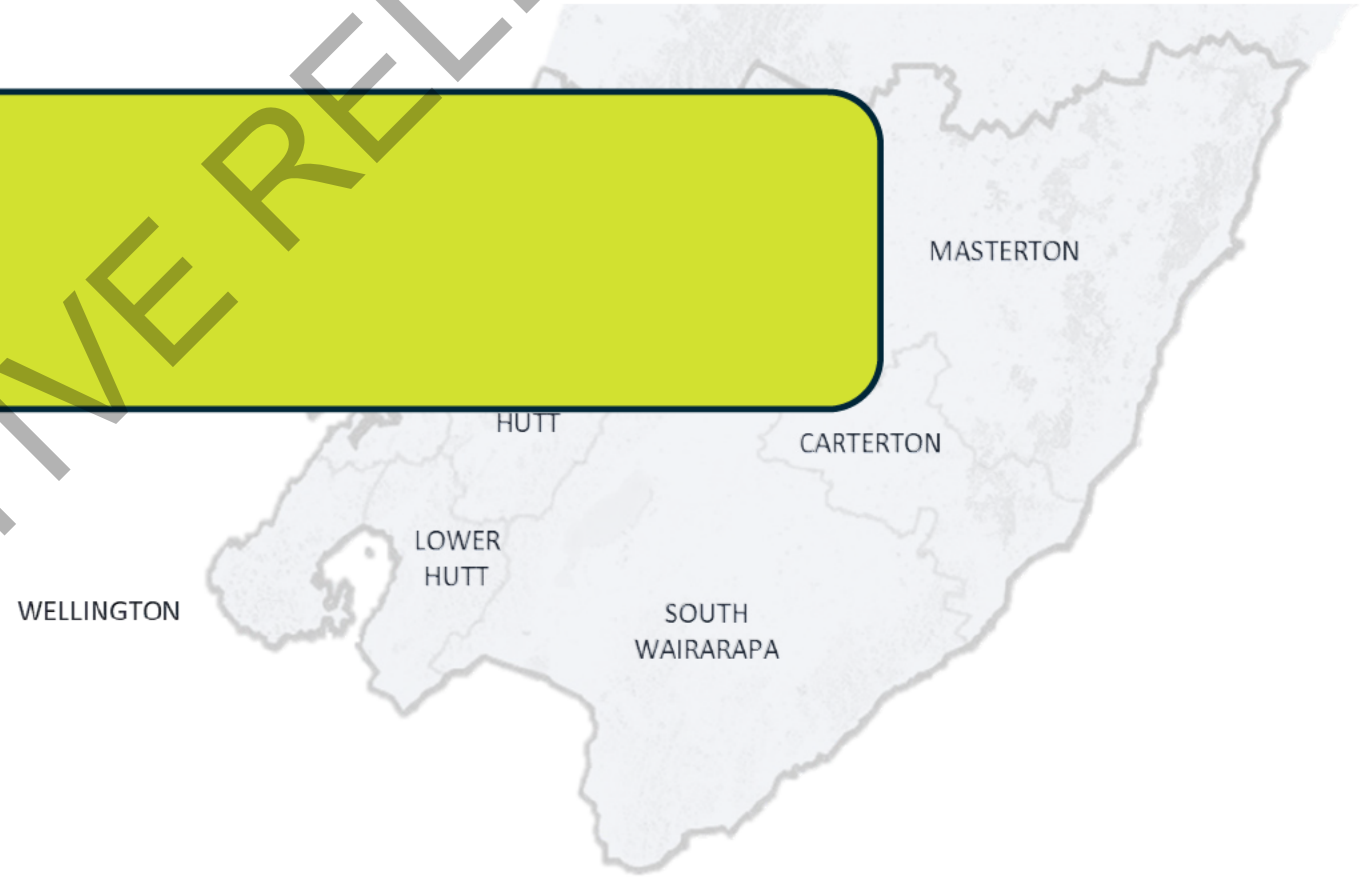
Safety screens on buses  
*Noting this is not currently supported by Wellington  
unions / drivers*

Establishment of a  
centralised Network  
Operations Centre



# Questions

**Questions?**



# Warranted Transport Officers

20 JUNE 2024 - TRANSPORT COMMITTEE WORKSHOP

Christine Bulmer – Manager Revenue Protection, Operations & Partnerships, Metlink



# Purpose

To provide further information about Metlink's Transport Officer role

## AGENDA

1. What is a Warranted Transport Officer?
2. How WTOs are deployed across our network
3. A 'day in the life' of a Metlink WTO
4. Questions



# What is a Warranted Transport Officer?

Warranted Transport Officers began supporting our customers and frontline staff on our network in October 2023.

- Transport Officer visibility on our network is important
- Warranted Transport Officers (WTOs) spent over 8,000 hours to-date supporting customers and frontline staff
- WTOs provide support across the whole network, where they are most required. This includes events, protests, disruptions, new service introductions and initiatives.

## Our approach to our customers is:

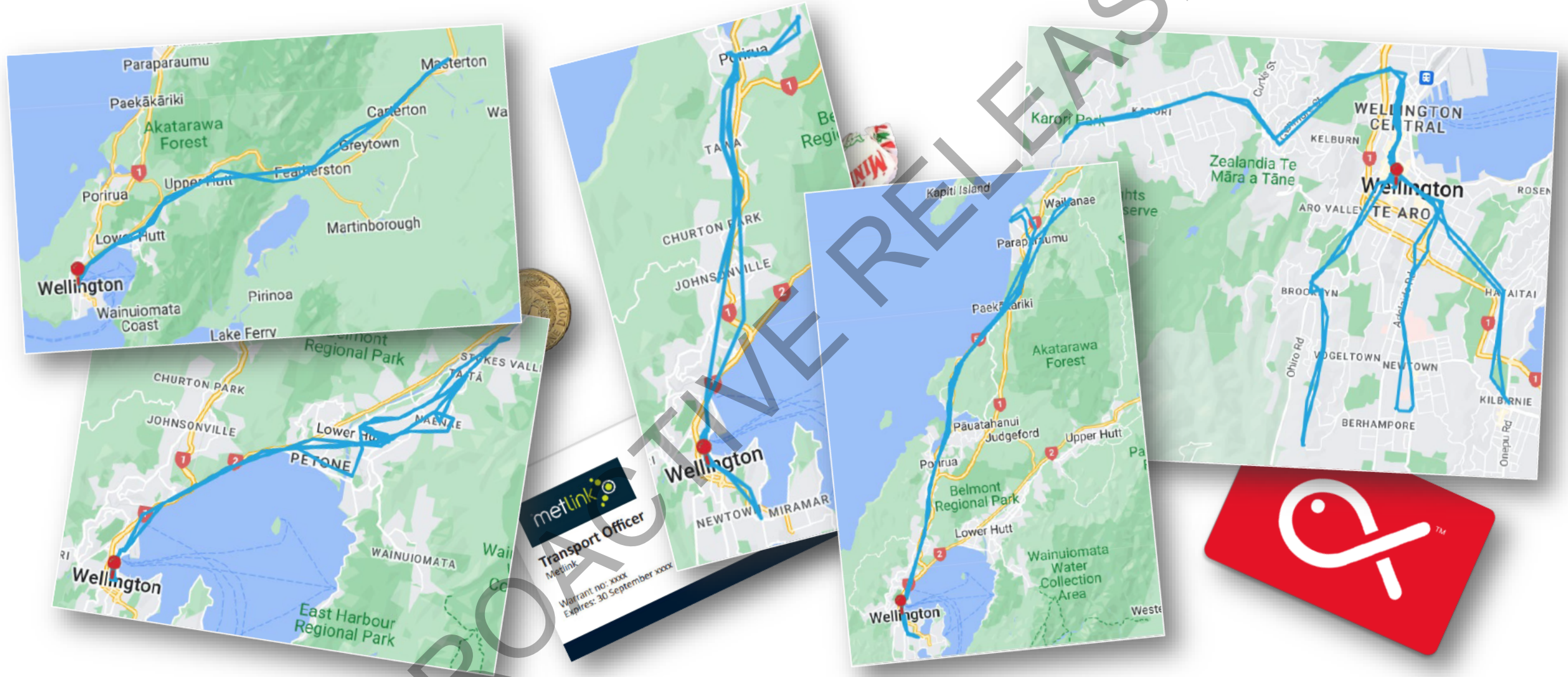
**E** Engage  
**E** Educate  
**E** Encourage  
*E* Enforce

## Transport Officers can assist with;

- Journey Planning – multi-modal
- Assistance using services e.g. bike racks
- Off-board station and bus stop assistance
- Onboard safety and network monitoring
- Revenue protection and enforcement



# How WTOs are deployed across our network



“ Both teams have been working positively together with a strong partnership approach. Transdev looks forward to continuing to enhance revenue protection to achieve better outcomes - Brandon Robins, Operations Manager - Transdev ”

# A day in the life of a Metlink WTO

*“ Thank you so much for having two of your WTOs go to HVHS yesterday. It was so helpful. They did amazing work keeping the students in some sense of order which is not easy. There are so many students!...”*

**Report** maintenance issues for repair:

- RTI signs malfunctioning
- Graffiti or maintenance issues on assets
- Out of date timetables / posters

Provide **presence** on the network where additional **support** may be required

**Engage** check passenger fares, **encourage** snapper use, **educate** for correct fare payment for first time offenders, **enforce** for established fare evasion

**Report** capacity trends through to Service Design for review

**Engage** with passengers about upcoming fare changes, **educate** them about what the changes will mean for them, **encourage** alternative options where appropriate

Provide **support** during planned and unplanned disruptions on the network

**Engage** with passengers about journey queries, **recommend** options and **encourage** them to explore the Journey Planner

**Educate** passengers about peak and off-peak fare timeframes

**Support** passengers following major events; **provide** up-to-date information and **guidance** to help get passengers to and from the event as **safely** and smoothly as possible

**Assist** passengers with additional needs, *i.e.* to board/disembark, load bikes onto racks, etc

# Questions

**Questions?**

