

10 May 2023

File Ref: OIAPR-1274023063-2180

By email: [REDACTED]

Tēnā koe [REDACTED]

Request for information 2023-082

I refer to your request for information dated 11 April 2023, which was received by Greater Wellington Regional Council (Greater Wellington) on 11 April 2023.

You have requested the following:

1. *“What security-related services do you provide?”*
2. *When did you first start providing security-related services?*
3. *How do you provide these services today?*
 - a. *Through council employees, such as Guardians? If so, how many?*
 - b. *Through subcontracted private security companies? If so, how many?*
 - c. *Through CCTV cameras? If so, how many?*
 - d. *Other? If so, what exactly and how many?*
4. *How do you liaise with the police?”*

Greater Wellington’s response follows:

For our response Greater Wellington has interpreted “security related services” to encompass any measures undertaken to provide safety and/or security to the general public of New Zealand.

On that basis we believe that Greater Wellington does not provide security-related services in New Zealand nor is actively engaged in “plural policing” as outlined in your request. We are however a user of security-related services at our premises.

Whilst we do operate security measures in relation to Greater Wellington properties, this is solely for the protection of our buildings & facilities and of our staff therein.

With regard to Greater Wellington properties, we provide electronic access control, monitored intruder detection alarms and CCTV coverage across our various sites.

Electronic access control was first implemented at the Greater Wellington head office in the early 1990s. It is probable that intruder detection alarms were used prior to that date but we are unable to confirm exactly when.

We contract up to five private security firms throughout the Wellington Region, predominantly in relation to alarm monitoring and/or alarm activation response to our premises.

CCTV cameras are currently installed at 16 Greater Wellington sites throughout the Region and are not live monitored.

Should there be any reason to contact the Police this would be done by the appropriate Greater Wellington manager responsible for the site/situation & through normal channels.

Public Transport security

As a regional council, Greater Wellington is responsible for public transport in the Wellington Region. This is delivered under the banner of 'Metlink'. We provide CCTV on our public transport network for the safety of the public as well as our staff. You can view Metlink's CCTV policy on the Metlink website. This policy also covers how we interact with Police in relation to incidents recorded by our CCTV systems (see section 3.11 Access to Images by Third Parties).

Metlink CCTV Policy: <https://www.metlink.org.nz/about/legal/security-cameras/>.

Please refer to **Attachment 1** for a list of camera locations for the public transport network. Please note, Metlink are only responsible for the CCTV systems on bus hubs, and on the rail network. The CCTV systems on buses and on the electric ferry belong to the operators who are contracted by Greater Wellington to provide the bus and ferry services.

For rail:

Greater Wellington contract Transdev under our operator partnering agreement to provide security services for the rail network, they subcontract Armourguard.

This service includes:

- CCTV monitoring
- Roaming guards
- Car park patrols
- Liaison with NZ Police

Greater Wellington acquired rail station assets in 2010 from KiwiRail. Since then, both security and the expansion of CCTV coverage has been a core focus with the purpose being customer safety and asset protection. There is a total of 859 CCTV cameras on the rail network.

For bus:

Greater Wellington contract Red Wolf to provide security services for the bus network. This service includes:

- CCTV monitoring and Maintenance
- New Asset Installations

Greater Wellington initiated CCTV security on bus Infrastructure in 2019 with the introduction of the new Bus Hub Infrastructure. Bus Infrastructure currently has six bus hub locations, and one bus layover facility with CCTV. There is a total of 20 cameras in operation on bus infrastructure and facilities. Greater Wellington contracts BGIS for security services only at the bus layover facility. This includes security checks of the driver amenities (meal room and toilets) during opening and closing of the layover facility each day.

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



Donna Hickey

Kaiwhakahaere Matua, Whakamāhorahora | General Manager People and Customer