

## Attachment 2 – Changes to Risk register in December 2015- Archived

Risks Archived in December 2015								
Overall ranking	Risk Id	Description	Inherent risk level	Controls	Residual risk level	Risk owner	Business Unit	Comment
37	101	Failure to meet the corporate sustainability objectives and targets	Medium Risk	Communication and engagement with staff Regular review and reporting on corporate sustainability objectives and targets	Low Risk	Luke Troy	Strategy & Community Engagement	Risk is not just a S&CE but whole BAU organisation risk
49	102	Programme or project delayed due to loss of key staff or resources	Medium Risk	Department Business Continuity Plans Offsite back up storage Succession planning	Low Risk	Luke Troy	Strategy & Community Engagement	Again risk is not just a S&CE but whole BAU organisation risk
11	104	Failure to meet economic objectives/targets due to lack of influence over WRS committee decisions	Medium Risk	Six monthly reporting, regular meetings, SOI, letter of expectation. Statutory compliance.	Medium Risk	Nicola Shorten	Strategy & Community Engagement	it was decided that was not a real risk, the Council set up the committee and if they had concerns with the way money was being spent they would just stop funding the committee

## Attachment 2 – Changes to Risk register in December 2015 - Additions

Risks Added in December 2015								
Overall rankin	Risk I	Description	Inherent risk level	Controls	Residual risk level	Risk own	Business Uni	Comment
22	121	Failure of Metlink systems and processes during transition to a new rail operator	High Risk	Responsibility clarified under new GW structure New 'Customer Experience' team leader being recruited Appropriate programme management in place - projects identified - responsibility allocated - regular monitoring - escalation	Medium Risk	Wayne Hastie	Public Transport	New risk identified due to new PT Operating Model
23	122	Failure of rail service levels prior/post transition to a new rail operator	High Risk	Rail transition project manager in place Appropriate programme management in place - projects identified - responsibility allocated - regular monitoring - escalation Transition clauses identified and included in new rail contract Contract signed with incumbent rail operator	Medium Risk	Angus Gabara	Public Transport	Risk identified due to new PT Operating Model
24	123	Failure of bus service levels with transition to a new network, fleet and contracts	High Risk	Appropriate programme management in place - projects identified - responsibility allocated - regular monitoring - escalation	Medium Risk	Rhona Hewitt	Public Transport	Risk identified due to new PT Operating Model
20	124	Patronage remains static or falls due to transition to new fare structures and fare products	High Risk	Appropriate project management in place - risks identified - external assistance	Medium Risk	Wayne Hastie	Public Transport	Risk identified due to new PT Operating Model
9	119	Failure of telephone system	High Risk	Ability to switch to a secondary server Use of the City Council Contact Centre in Palmerston North	Medium Risk	Bruce Horsefield	People and Customer	New risk identified for the Contact Centre before contingency plan is properly in place
44	120	Metlink website unable to duplicate operator website functionality	Low Risk	Appropriately qualified and informed staff to manage information channels for Metlink Review the number of channels giving information to customers Qualified ICT staff to work on transition during the PTOM contract changeover period	Low Risk	Donna Baker	People and Customer	Current contract with Tranz Metro ends 30/06/2016, Metlink need to replace the website functionality with a new operator.