

31 August 2023

File Ref: OIAPR-1274023063-6635

[REDACTED]

Tēnā koe [REDACTED]

Request for information 2023 - 214

I refer to your request for information dated 08 August 2023, which was received by Greater Wellington Regional Council (Greater Wellington) on 08 August 2023. You have requested the following:

"I would like to know how much the GWRC has spent in the past Financial Year on the management of graffiti. This includes and preventative measures as well as the removal of graffiti and any other associated costs. If possible it would be great to know how many trains and buses have had to be put out of service while graffiti is removed."

Greater Wellington's response follows:

How much the GWRC has spent in the past Financial Year on the management of graffiti? This includes and preventative measures as well as the removal of graffiti and any other associated costs.

Facilities

Facilities have not spent any money on graffiti removal in the past financial year.

Parks

Greater Wellington does not contract this work out for our Parks management, it is included in the business as usual role for Rangers. There has been a cost of approximately \$500 for cleaning equipment in the past financial year. There are no preventative measures that have been undertaken, however police are included in appropriate situations.

Rail and Bus

The cost to repair trains and buses is not passed on to Greater Wellington as it is included in the fixed price contract with operators for maintenance. The operators are not under an obligation to provide this information to Greater Wellington.

Rail stations

Our maintenance contract splits graffiti by size:

- smaller than A3 paper size
- greater than A3 paper size

Removing the smaller size graffiti is included as part of the ongoing maintenance costs, where the larger size graffiti is individually charged to be removed.

In the last financial year, \$39,700 was spent on treating graffiti at stations, with a total of 1,172 graffiti treated in a year.

Please see the breakdown of these costs below:

TOTAL COST FOR RAIL STATIONS – FY 2022-2023

	Total
Direct cost when >A3 paper size	\$23,580.11
Assumption of cost when <A3 (Estimated at 50% cost of larger)	\$16,132.50
Total	\$39,712.61

Bus assets

Metlink is responsible for the maintenance of the physical bus assets on the road, which includes:

- Bus stop signs
- Timetable holder
- Bus shelter
- Totem
- Real Time Information
- Lightbox and seating

Please see the breakdown of costs spent on graffiti management for bus assets below:

TOTAL COST FOR BUS ASSETS - FY 2022-2023

	Total
Graffiti Cleaning	\$24,035.62
Repainting shelter and seating	\$69,231.35
Total	\$93,266.97

Please note Metlink does not employ direct preventative measures related to graffiti, however the following measures are taken to generally prevent anti-social behaviour including vandalism and to promote a general feeling of safety:

- CCTV
- Lighting
- General design to CPTED guidelines
- Material used – help maintenance and cleaning.

These measures relate to the overall safety at bus stops and stations, not specifically graffiti and therefore have not been included in the costs above.

If possible it would be great to know how many trains and buses have had to be put out of service while graffiti is removed

Under our Partnering Contracts, bus operators and our train operator are not obligated to report on this to Greater Wellington and therefore we do not hold this information.

We are refusing this request under section 17(g)(i) of the Local Government Official Information and Meetings Act 1987 (the Act), on the basis that the information requested is not held by Greater Wellington and there are no grounds for believing that the information is held by another local authority or a department or Minister of the Crown or organisation.

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

A handwritten signature in blue ink that reads "sugan:-".

Samantha Gain

Kaiwhakahaere Matua Waka-a-atea | Group Manager Metlink

PROACTIVE RELEASE