

17 May 2024

File Ref: OIAPR-1274023063-26483

Tēnā koe [REDACTED]

### **Request for information 2024-089**

I refer to your request for information dated 29 April 2024, which was received by Greater Wellington Regional Council (Greater Wellington) on 29 April 2024. You have requested the following:

*"I'm getting in touch under the Official Information Act and Local Government Official Information and Meetings Act to please request all communication from GW officials regarding train services on Saturday April 27.*

*Please include communications with KiwiRail, Sky Stadium, and representatives of the Wellington Phoenix football team, and all communication prior to that date that mentions that date, or says 'Phoenix,' 'football,' 'Macarthur,' or 'stadium' in the past three months."*

### **Greater Wellington's response follows:**

#### **Background information:**

In the year 2023 – 2024 over 8,460,000 commuters travelled on the rail network.

Block of line (BOL) work is essential for ensuring uninterrupted service provision and maintaining the integrity of the network for future generations by allowing for maintenance, upgrades, and repairs to be carried out safely and efficiently. This work is important to ensure the integrity of the network for resilience and to enhance safety and prolong the lifespan of railway infrastructure. Occasionally this work does come at a short-term detriment to commuters, but it does result in long-term benefits.

Please refer to **Attachment 1** which contains a copy of all correspondence found relating to the matter using the key words you have requested between the parties you mention.

We have withheld personal identifying information under section 7(2)(a) of the Local Government Official Information and Meetings Act 1987 (the Act) in order to protect the privacy of natural persons, including that of deceased natural persons. The information withheld relates to our external parties contact details, members of the public's name and contact details, and internal staff phone numbers.

We have withheld commercial information from Page 34, titled 'Special Events Notice' under section 7(2)(b)(ii) of the Act to protect information where the making available of the information would be likely to unreasonably prejudice the commercial position of the person who supplied or who is the subject of the information.

When withholding information under these sections we are required to consider the public interest in the release of this information. We have considered this, and do not believe it outweighs our decision to withhold the redacted information.

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



**Samantha Gain**

Kaiwhakahaere Matua Waka-ā-atea | Group Manager Metlink

**From:** Shaun Bullard [REDACTED]  
**Sent:** Monday, 11 March 2024 11:36 am  
**To:** Ben Leah  
**Subject:** RE: Wellington Metro event classification review - BOL bus replacements - Meeting Notes

 Shaun Bullard reacted to your message:

**From:** Ben Leah <Ben.Leah@gw.govt.nz>  
**Sent:** Sunday, March 10, 2024 10:32:01 PM  
**To:** Shaun Bullard [REDACTED]  
**Subject:** RE: Wellington Metro event classification review - BOL bus replacements - Meeting Notes

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Hi Shaun

This looks good, the only thing I would tweak is '*...and the expected attendance is greater than 6,000...*'

Ben

**From:** Shaun Bullard [REDACTED]  
**Sent:** Monday, March 11, 2024 10:55 AM  
**To:** Daniel Pou <Daniel.Pou@gw.govt.nz>; [REDACTED] Ben Leah <Ben.Leah@gw.govt.nz>; Billy Sinclair <[REDACTED]> Alex Maciver <[REDACTED]>; [REDACTED]  
**Subject:** RE: Wellington Metro event classification review - BOL bus replacements - Meeting Notes

Morning all,

Draft table amendment and additional clause below. Please reply to this email if you have any feedback/changes.

### Sky Stadium Event – Track Possession Impact Table

Estimated Event Attendance	Expected Rail patronage	Impact on Track Possession
Above 15,000	4,000+	Scheduled Metlink Services must run (BOL not permitted)
Below 15,000	Below 4,000	Low to no impact (BOL permitted)

*Special Events outside Sky Stadium*

If a Special event is held within walking distance of an outer station and the expected patronage is greater than 6,000 then scheduled Metlink services must run on the line servicing that station on the day of that event or any proposed reserve day.

E.g. A concert event held in Lower Hutt with 10,000 expected to attend, the entire HVL must be available to run services.

Regards,

**Shaun Bullard** | Wellington Metro Performance Manager

MOB: + [REDACTED]

154 Hutt Road, Kaiwharawhara, Wellington, 6035 | PO Box 30-995, 5040, Lower Hutt, New Zealand



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**From:** Shaun Bullard

**Sent:** Thursday, March 7, 2024 3:26 PM

**To:** Daniel Pou <[Daniel.Pou@gw.govt.nz](mailto:Daniel.Pou@gw.govt.nz)>; [REDACTED]; Ben Leah <[ben.leah@gw.govt.nz](mailto:ben.leah@gw.govt.nz)>; Billy Sinclair <[REDACTED]>; Ale Maciver <[REDACTED]>; [REDACTED]

**Subject:** Wellington Metro event classification review - BOL bus replacements - Meeting Notes

Afternoon all,

Thank you for a good discussion.

Main discussion points from the meeting below (please add if I've missed anything).

1. The current event classification is working well, but needs to be expanded.
2. Long/Holiday weekends are still off the table, but for the most part KR are flexible with most other dates provided enough advance notice is given. WMUP don't have as greater flexibility, but access requirements will slow after 6A is completed
3. Pop up/short notice events are still an issue, it may be worth revisiting this and providing greater definition of how these are handled as they create a lot of additional work/stress for all. It was acknowledged that these are sometimes unavoidable due to external parties not engaging or not concerned with public transport to events
4. Event classification for stadium events can be simplified to a simple Yes/No format with regards to BOLs with a patronage threshold for train running of 15,000.

**ACTION: Shaun to draft a new table to reflect this and share with the group**



5. Events outside the city are not currently captured, the Hutt Sounds and Six60 events in the HVL are examples of this. The group agreed that any event outside the CBD with a patronage threshold of 6,000 should have trains running

**ACTION: Shaun to draft an additional clause in the TPPM to outline this and share with the group**

6. Phoenix games – decision to be made if these are to be treated the same as Hurricanes games going forward.

**ACTION: The group to take this away and a collective decision will be made at the next meeting.**

7. There are multiple events that fall outside the traditional categorisation or don't meet the patronage thresholds outlined above, but are considered important to the region. These events, if known well in advance can be flagged as "trains must run".

**ACTION – GWRC to have some internal discussions around the makeup of this list of events and supply it to the group before the next meeting – Dan to lead**

8. GW also mentioned integrated ticketing events – these should also be left available for trains to run.

Regards,

**Shaun Bullard | Wellington Metro Performance Manager**

MOB: + [REDACTED]

154 Hutt Road, Kaiwharawhara, Wellington, 6035 | PO Box 30-995 50 0, Lower Hutt, New Zealand



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**From:** [Ollie Smith](#)  
**To:** [REDACTED]; [Billy Sinclair](#); [David Umphres](#); [Ben Leah](#); [Hayden Goss](#); [Matt Singleton](#)  
**Subject:** RE: Phoenix latest  
**Date:** Wednesday, 24 April 2024 10:08:18 am  
**Attachments:** [image001.png](#)

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Thanks [REDACTED]

For clarity from yesterdays meeting

- WMUP 6A will give up the 18 May – no cost implications will be incurred to WMUP 6A for this change (from isolation or bus changes for this day, we will manage our project contractors)
- At this stage we will retain 19 May – day only (0600-1800 access window)
- We will NOT join the Aug 17-19 block – we don't see any major advantage to the travelling public or Transdev for this.
  - a. Happy to look at moving one of our earlier Aug blocks if it will be beneficial!

Kind Regards,

**Oliver Smith** | Project Manager WMUP 6A Project

MOB: [REDACTED]

---

**From:** Mark Jackaman <Mark.Jackaman@transdevnz.co.nz>  
**Sent:** Wednesday, April 24, 2024 9:50 AM  
**To:** [REDACTED]; [REDACTED]; [REDACTED]; Billy Sinclair <[REDACTED]>; David Umphres <[REDACTED]>; Ben Leah <ben.leah@gw.govt.nz>; Hayden Goss <[REDACTED]>; Matt Singleton <[REDACTED]>; Ollie Smith <[REDACTED]>  
**Subject:** Phoenix latest

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This email is C1 - Internal

Hi all

Found this that explains the Phoenix finals permutations quite well. I spoke with the stadium yesterday and they will let me know as soon as semi-finals are locked in.

There are still a variety of permutations which could unfold. If the Phoenix win and the Mariners lose this weekend, the Phoenix will win the Premiership plate.

However if the Phoenix lose and the Mariners at least draw, then Central Coast will be guaranteed the minor premiership, as they will be ahead on points difference by virtue of having more wins during the season.

If both teams win, the title race would go down to the final game of the season - the Mariners' rescheduled match against Adelaide on 1 May, the former needing at least a draw to take the minor premiership.

Both teams are already guaranteed semi-final berths.



[REDACTED]  
Transdev Wellington  
[REDACTED]  
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**From:** Matt Singleton [REDACTED]  
**Sent:** Monday, 22 April 2024 12:48 pm  
**To:** [REDACTED] (SMO ASP RC-AU PE R3); Ben Leah; [REDACTED]  
Billy Sinclair; [REDACTED]  
**Cc:** [REDACTED]  
**Subject:** ANZAC block - NO CHANGE

Hi All,

Please note that the BoL this weekend 27-28 April is to continue as planned, 0600-1800 Sat and Sun

I have been instructed this morning that there have been no formal requests from GWRC for any changes to the ANZAC BoL to facilitate trains for the Phoenix.

As such we should continue to plan for the full access as requested over the BoL.

We will need to make sure we prepare for the potential crowds attending the game, this will be a detailed discussion at tomorrow's T- meeting.

Thanks  
Matt.

**Matthew Singleton** | Senior Project Engineer  
MOB: +[REDACTED]  
Level 13, 88 Lambton Quay, Wellington, 6011, New Zealand



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**From:** Shaun Bullard <[REDACTED]>  
**Sent:** Monday, 8 April 2024 10:07 am  
**To:** Ben Leah  
**Subject:** RE: Phoenix Final(s) Matches

Cheers Ben,

I wondered how this clash would be handled.

Regards,

**Shaun Bullard | Wellington Metro Performance Manager**

MOB: [REDACTED]

154 Hutt Road, Kaiwharawhara, Wellington, 6035 | PO Box 30-995, 5040, Lower Hutt, New Zealand



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**From:** Ben Leah <Ben.Leah@gw.govt.nz>  
**Sent:** Monday, April 8, 2024 9:26 AM  
**To:** Billy Sinclair <[REDACTED]>; [REDACTED]; Shaun Bullard <[REDACTED]>; Daniel Pou <Daniel.Pou@gw.govt.nz>; [REDACTED]; [REDACTED]; [REDACTED]; Hayden Goss <[REDACTED]>; Petra Simms <[REDACTED]>  
**Subject:** RE: Phoenix Final(s) Matches

**CAUTION EXTERNAL EMAIL: Do not click links or open attachments unless you know the content is safe.**

Hi again

I also thought I'd better share this (I saw it in the news this weekend)...

<https://www.nzherald.co.nz/sport/wellington-food-show-postponed-due-to-potential-wellington-phoenix-home-grand-final/JXVK4PAV35H75ND7JPKX2BLJMI/>

See you all tomorrow 😊

Ben

---

**From:** Ben Leah  
**Sent:** Tuesday, April 2, 2024 3:12 PM  
**To:** Billy Sinclair <[REDACTED]>; [REDACTED]; Shaun Bullard <[REDACTED]>; Daniel Pou <Daniel.Pou@gw.govt.nz>; [REDACTED]

[REDACTED]; [REDACTED]; Hayden Goss

**Subject:** Phoenix Final(s) Matches

Hi everyone

My higher ups at GWRC have had an indication from the GM of the Phoenix what the provisional semi-finals and finals may look like. Please see below for the most up-to-date information:

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Good afternoon all

Just wanted to confirm what the club's current position on the A-League Semi Final and Grand Final is to enable planning for transport

Should we finish in top 2, we go straight to the two-legged major semi-final and should we finish first, we get to choose which weekend we play our home semi-final. The Grand Final then occurs on the following weekend.

So given that, the below are some possible dates to factor in.

I think it would be fair to assume that both games would be sell out or close to (~35k)

- Semi Final - Leg 1 (weekend 10 - 12 May 2024). If we finish second we most likely would play at home this weekend on Saturday 11 May at 7pm/7,30pm KO
- Semi Final - Leg 2 (weekend 17 - 19 May 2024). Should we finish the regular season first we would play this game at Sky on Saturday 18 May at 7pm/7,30pm KO
- Grand Final Saturday 25 May or Sunday 26 May (most likely Sat 25 May). Assume a KO between 7 and 8pm.

Nb. There are four games left in the season and we are six points clear, one more win should mean we can't finish any lower than second.

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I believe the only weekend we have not currently kept clear is 18&19 May, however, KiwiRail have indicated they are happy to keep Saturday 18 May clear of maintenance to ensure trains can run to/from this event.

I assume we will be a lot clearer what position the Phoenix will be in (1<sup>st</sup> or 2<sup>nd</sup>) come our next BOL meeting, so this can all be discussed (and hopefully cleared up) next week.

Any questions, please ask!

**Ben Leah**

Kaitohutohu | Rail Network Advisor

**Metlink**

**Te Pane Matua Taiao | Greater Wellington**

**M:** [REDACTED]

100 Cuba St, Te Aro, Wellington 6011 | PO Box 11646, Manners St, Wellington 6142

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PROACTIVE RELEASE

From: Billy Sinclair [redacted]  
To: [redacted]; Ben Leah <Ben.Leah@gw.govt.nz>; Hayden Goss [redacted]; David Umphres  
Matt Singleton  
CC: Shaun Bullard [redacted]; Daniel Pou <Daniel.Pou@gw.govt.nz>;  
Subject: RE: Phoenix during BOL  
Date: 08.02.2024 00:28:20 (+01:00)

Hi Mark

Miss some information, updated below.

Nāku noa

**Billy Sinclair** | STTE & BOL Planner/Scheduler | Wellington Metro Network Services

Waea pūkoro/MOB: [redacted]  
154 Hutt Road, Kaiwharawhara, Wellington 6035 | PO Box 30995, Lower Hutt 5040, New Zealand

"Ko tōku reo tōku ohooho, ko tōku reo tōku mapihi maurea" - My language is my awakening, my language is the window to my soul.



From: Billy Sinclair  
Sent: Thursday, February 8, 2024 11:39 AM  
To: [redacted]; David Umphres [redacted]; Ben Leah <ben.leah@gw.govt.nz>; Hayden Goss [redacted]; Matt Singleton  
Cc: Brandon Robins [redacted]; Daniel Pou <Daniel.Pou@gw.govt.nz>; Shaun Bullard <[redacted]>  
Subject: RE: Phoenix during BOL

Hi [redacted]

Just looking at the draw in the event calendar,

I've highlighted the dates in red which are unable to be changed which is this week and for obvious reasons and Easter which major works is scheduled a Wellington station.

I have highlighted in yellow where we have options, but again it depends on which days the games will be on, once they are confirmed we can work with that. We can discuss the options on Tuesday.

- Sat 10 Feb – Unable to change, BOL to remain
- Sun 03 Mar – Options (To discuss at meeting)
- Fri 29 Mar – Easter BOL, Unable to change
- Fri 12 Apr – No BOL
- Sat 27 Apr – WMUP/Te Ara Tupua BOL (To discuss at meeting)
- Sat/Sun 4/5 May – No BOL Sat, option for later start on.
- Fri/Sat/Sun 10/11/12 May – WMUP BOL (To discuss at meeting), however there is an event at the stadium.
- Sat/Sun 18/19 May – No BOL Sat, Options on Sun (To discuss at meeting)
- Fri/Sat/Sun 24/25/26 May – No BOL, however there is already an event at the Stadium.

Nāku noa

**Billy Sinclair** | STTE & BOL Planner/Scheduler | Wellington Metro Network Services

Waea pūkoro/MOB: [redacted]  
154 Hutt Road, Kaiwharawhara, Wellington 6035 | PO Box 30995, Lower Hutt 5040, New Zealand

"Ko tōku reo tōku ohooho, ko tōku reo tōku mapihi maurea" - My language is my awakening, my language is the window to my soul.



From: Mark Jackaman [redacted]  
Sent: Thursday, February 8, 2024 11:07 AM  
To: [redacted]; Billy Sinclair [redacted]; David Umphres [redacted]; Ben Leah <ben.leah@gw.govt.nz>; [redacted]; Matt Singleton  
Cc: [redacted]; Daniel Pou <Daniel.Pou@gw.govt.nz>; Shaun Bullard <[redacted]>  
Subject: Phoenix during BOL

**CAUTION EXTERNAL EMAIL: Do not click links or open attachments unless you know the content is safe.**

Good Morning have just had quite a long conversation with Sky Stadium regarding upcoming Phoenix games, and the Block of Lines on game days. The Stadium share the same concerns as we do regarding the dramatic rise in crowd numbers from around the 4000 mark to now 12,000+. This could rise further if the Phoenix stay top of the table (or in GF contention).

They have requested to reinstate trains on match days. I think it would be good to raise the question and see what appetite there is around deferring some of the BOL works before going to the Tuesday meeting next week.

With Block of lines locked in so far in advance, this is a rare occasion with crowd numbers growing at the rate they are and something that could not have been predicted when the season began, and block of lines were scheduled.

The blocks and Match days are as follows .

Happy to open the discussion.

It is looking increasingly likely the Phoenix will get a home Semi final and possibly a final. Semi will be either 10- 12 May or 17- 19 May depending on finish place and Phoenix preference. Grand Final would be on 24- 26 May and have possibility to play at Sky Stadium

Event	20.09.2023		Saturday 10 February 2024	17:30	Saturday 10 February 2024	19:20	Phoenix V Western U
Confirmed	26.01.24		Saturday, 10 February 2024	2:00	Monday, 12 February 2024	4:00	South yard North Back
Confirmed	17/11/2023	5.11.23	Saturday, 10 February 2024	2:00	Monday, 12 February 2024	4:00	BOL - WLG to Upper Hutt
Confirmed	22/03/2023	28.11.23	Saturday, 10 February 2024	2:00	Monday, 12 February 2024	4:00	BOL - WLG to
Confirmed	22/03/2023	28.11.23	Saturday, 10 February 2024	2:00	Sunday, 11 February 2024	18:30	BOL - WLG
Confirmed	22/03/2023	28.11.23	Saturday, 10 February 2024	2:00	Sunday, 11 February 2024	6:00	BOL - WLG

Event	20.09.2023		Sunday 03 March 2024	17:00	Sunday 03 March 2024	18:50	Phoenix V Adelaide U
Confirmed	22/03/2023	12.12.23	Sunday, 3 March 2024	6:00	Monday, 4 March 2024	4:00	BOL - WLG

Poss: back to 20:30 start

Event	21.09.2023		Friday 29 March 2024 (Easter)	19:00	Friday 29 March 2024	20:50	Phoenix V Brisbane U
Confirmed	17/11/2023	28.11.23	Friday, 29 March 2024	6:00	Tuesday, 2 April 2024	4:00	BOL - WLG
Confirmed	17/11/2023	28.11.23	Friday, 29 March 2024	6:00	Tuesday, 2 April 2024	4:00	BOL - WLG
Confirmed	17/11/2023	28.11.23	Friday, 29 March 2024	6:00	Tuesday, 2 April 2024	4:00	BOL - WLG
Confirmed	17/11/2023	28.11.23	Friday, 29 March 2024	6:00	Tuesday, 2 April 2024	2:00	BOL - WLG

Poss Sat Start

Event	21.09.2023		Saturday 27 April 2024	TBC	Saturday 27 April 2024	TBC	Phoenix V Mcarthur U
Confirmed	20/11/2023	16.01.24	Saturday, 27 April 2024	2:00	Monday, 29 April 2024	4:00	BOL - WLG
Confirmed	20/11/2023	16.01.24	Saturday, 27 April 2024	2:00	Monday, 29 April 2024	4:00	BOL - WLG to
Confirmed	20/11/2023	16.01.24	Saturday, 27 April 2024	2:00	Monday, 29 April 2024	4:00	BOL - WLG

Poss Sunday only



Mark Jackaman  
 Manager – Operational Readiness  
 Transdev Wellington  
 [Redacted]  
[Transdev.co.nz](https://www.transdev.co.nz)

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PROACTIVE RELEASE

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**From:** Damian Philipson [REDACTED]  
**Sent:** Monday, 22 April 2024 3:02 pm  
**To:** Ben Leah  
**Subject:** FW: ANZAC BoL - phoenix Impacts

Went to your Transdev address by mistake...

**Damian Philipson | Programme Manager**

MOB: [REDACTED]  
Level 13, 88 Lambton Quay, Wellington, 6011, New Zealand



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**From:** Damian Philipson  
**Sent:** Monday, April 22, 2024 12:43 PM  
**To:** Ben Leah <ben.leah@transdevnz.co.nz>  
**Cc:** Daniel Pou <Daniel.Pou@gw.govt.nz>; Alex Maciver [REDACTED]; Matt Singleton [REDACTED]; Ollie Smith [REDACTED]; Billy Sinclair [REDACTED]  
**Subject:** ANZAC BoL - phoenix Impacts

Hi Ben,

I haven't heard anything from GW or the network services team following our discussion this morning. As such the BoL at ANZAC will proceed as originally planned (no trains will be run for the phoenix game).

We need to communicate this to our contractors and stakeholders now.

Cheers  
Damian

**Damian Philipson | Programme Manager**

MOB: [REDACTED]  
Level 13, 88 Lambton Quay, Wellington, 6011, New Zealand



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**From:** Shaun Bullard <[REDACTED]>  
**Sent:** Monday, 29 April 2024 2:05 pm  
**To:** Ben Leah; [REDACTED]  
**Subject:** RE: 27th April - BOL OIA

No worries,

Names/contact details will be omitted as usual.

Regards,

**Shaun Bullard | Wellington Metro Performance Manager**

MOB: [REDACTED]

154 Hutt Road, Kaiwharawhara, Wellington, 6035 | PO Box 30-995, 5040, Lower Hutt, New Zealand



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**From:** Ben Leah <Ben.Leah@gw.govt.nz>  
**Sent:** Monday, April 29, 2024 2:02 PM  
**To:** Shaun Bullard [REDACTED]  
**Subject:** RE: 27th April - BOL OIA

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Hi Shaun

Thanks for the heads up, unsurprisingly, we also had a OIA coming through asking exactly the same thing so I'll have to provide the same information too.

Ben

---

**From:** Shaun Bullard [REDACTED]  
**Sent:** Monday, April 29, 2024 12:47 PM  
**To:** [REDACTED]; Ben Leah <Ben.Leah@gw.govt.nz>  
**Subject:** 27th April - BOL OIA

Afternoon gents,

KiwiRail has had an OIA request come through for all comms related to the line closure over the weekend during the Phoenix game. This is just a heads up that there are emails from the two of you that we will need to include as part of the request.



Regards,

**Shaun Bullard** | **Wellington Metro Performance Manager**

MOB: [REDACTED]

154 Hutt Road, Kaiwharawhara, Wellington, 6035 | PO Box 30-995, 5040, Lower Hutt, New Zealand



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PROACTIVE RELEASE

**From:** [REDACTED]  
**To:** [Nigel Corry](#)  
**Cc:** [REDACTED]  
**Subject:** Re: ALM Semi Final and Final Series  
**Date:** Sunday, 14 April 2024 10:15:48 pm  
**Attachments:** [image001.png](#)  
[image002.jpg](#)

---

Thanks Nigel

We're getting quite a few enquires re public transport options for the last home game of the season on April 27 as well now.

Could potentially be 20k+

Can we let people know trains will be running on that day?

Sent from my Oppo Find X5 Pro!

---

**From:** Nigel Corry <[Nigel.Corry@gw.govt.nz](mailto:Nigel.Corry@gw.govt.nz)>  
**Sent:** Monday, April 1, 2024 1:49:01 PM  
**To:** [REDACTED]  
**Subject:** RE: ALM Semi Final and Final Series

Thanks David – exciting times for the Phoenix and Welling on! As Daran noted, we will work with you in any way we can to ensure that the public transport network provides a first class service for patrons; it will be like the FIFA Women's World cup again in terms of how we manage I would have thought which overall was very successful for bus and rail patrons. Come on the Nix.

Ngā mihi

Nigel



**Nigel Corry (he/him)**  
Tumu Whakarae | Chief Executive  
Greater Wellington Te Pane Matua Taiao  
[REDACTED]  
100 Cuba St, Te Aro, Wellington 6011  
Follow us online: [Facebook](#) | [Twitter](#) | [gw.govt.nz](http://gw.govt.nz)

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**From:** Daran Ponter - Chair <[Daran.Ponter@gw.govt.nz](mailto:Daran.Ponter@gw.govt.nz)>  
**Sent:** Sunday, March 31, 2024 5:27 PM  
**To:** [REDACTED]  
[REDACTED]; [REDACTED]  
**Cc:** Amanda Cox <[Amanda.Cox@gw.govt.nz](mailto:Amanda.Cox@gw.govt.nz)>; Nigel Corry <[Nigel.Corry@gw.govt.nz](mailto:Nigel.Corry@gw.govt.nz)>; Emma Rogers [REDACTED]; Metlink Councillor Liaison <[PTCRS@gw.govt.nz](mailto:PTCRS@gw.govt.nz)>; Thomas Nash <[Thomas.Nash@gw.govt.nz](mailto:Thomas.Nash@gw.govt.nz)>; Yadana Saw <[Yadana.Saw@gw.govt.nz](mailto:Yadana.Saw@gw.govt.nz)>; Samantha Gain <[Samantha.Gain@gw.govt.nz](mailto:Samantha.Gain@gw.govt.nz)>; Penny Gaylor <[Penny.Gaylor@gw.govt.nz](mailto:Penny.Gaylor@gw.govt.nz)>  
**Subject:** Re: ALM Semi Final and Final Series

Thanks [REDACTED],

This is a huge achievement. Thomas and I will discuss with the Metlink Team with the view to ensuring that our public transport system is ready and waiting for these eventualities.

We will be in contact.

Nga mihi

Daran

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---

**From:** [REDACTED]  
**Sent:** Sunday, March 31, 2024 5:20:47 PM  
**To:** Daran Ponter - Chair <[Daran.Ponter@gw.govt.nz](mailto:Daran.Ponter@gw.govt.nz)>; [REDACTED]  
[REDACTED]; [REDACTED]  
**Cc:** Amanda Cox <[Amanda.Cox@gw.govt.nz](mailto:Amanda.Cox@gw.govt.nz)>; Nigel Corry <[Nigel.Corry@gw.govt.nz](mailto:Nigel.Corry@gw.govt.nz)>; Emma Rogers [REDACTED]; Metlink Councillor Liaison <[PTCRS@gw.govt.nz](mailto:PTCRS@gw.govt.nz)>; Thomas Nash <[Thomas.Nash@gw.govt.nz](mailto:Thomas.Nash@gw.govt.nz)>; Yadana Saw <[Yadana.Saw@gw.govt.nz](mailto:Yadana.Saw@gw.govt.nz)>; Samantha Gain <[Samantha.Gain@gw.govt.nz](mailto:Samantha.Gain@gw.govt.nz)>  
**Subject:** ALM Semi Final and Final Series

Good afternoon all

Just wanted to confirm what the club's current position on the A-League Semi Final and Grand Final is to enable planning for transport

Should we finish in top 2, we go straight to the two-legged major semi-final and should we finish first, we get to choose which weekend we play our home semi final

The Grand Final then occurs on the following weekend

So given that the below are some possible dates to factor in.

I think it would be fair to assume that both games would be sell out or close to (~35k)

- Semi Final - Leg 1 (weekend 10 - 12 May 2024). If we finish second we most likely would play at home this weekend on Saturday 11 May at 7pm/7,30pm KO
- Semi Final - Leg 2 (weekend 17 - 19 May 2024). Should we finish the regular season first we would play this game at Sky on Saturday 18 May at 7pm/7,30pm KO
- Grand Final Saturday 25 May or Sunday 26 May (most likely Sat 25 May). Assume a KO between 7 and 8pm.

Nb. There are four games left in the season and we are six points clear, one more win should mean we can't finish any lower than second.

Thanks all – any questions, let me know!



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PROACTIVE RELEASE

**From:** [REDACTED]  
**To:** [Quentin Duthie](#); [REDACTED]; [REDACTED]; [Penny Gaylor](#); [Metlink Councillor Liaison](#)  
**Cc:** [Daran Ponter - Chair](#); [Thomas Nash](#)  
**Subject:** RE: Attending games  
**Date:** Thursday, 22 February 2024 1:44:19 pm

---

Hi [REDACTED],

Thanks for your feedback. With regards to both the Dec 23 and Feb 6 matches, both of those matches had much higher attendance than anticipated. Especially the Waitangi Day match which doubled the average across the season so far. Unfortunately for us, most fans buy their tickets in the last couple of games leading up to a match, and a huge number show up on match day which makes it very hard for us to predict attendance in advance. We do our best to predict based on number of tickets sold leading up to a match but when it spikes highly in the last couple of days it doesn't leave a lot of time for hiring additional turnstile staff etc. We do our best to encourage fans to buy early (including savings if purchasing before match day) but unfortunately a lot of the time people just make the decision on the day.

Fingers crossed we can get consistently large crowds going forward and have better infrastructure in place to handle them, however if it continues to fluctuate between 5 and 12,000 fans it can be a bit tough! We also do prepare the stadium in advance if we expect a large crowd so that they can prep for turnstiles, food and beverage etc and also so that they can liaise with Metlink if they're expecting a large number to require public transport.

Thanks for your feedback and we hope to see you at a match again soon!

Kind regards,  
[REDACTED] – Wellington Phoenix

---

**From:** Quentin Duthie <Quentin.Duthie@gw.govt.nz>  
**Sent:** Saturday, February 17, 2024 5:43 PM  
**To:** [REDACTED]; [REDACTED]; [REDACTED]; Penny Gaylor <Penny.Gaylor@gw.govt.nz>; Metlink Councillor Liaison <PTCRS@gw.govt.nz>  
**Cc:** Daran Ponter - Chair <Daran.Ponter@gw.govt.nz>; Thomas Nash <Thomas.Nash@gw.govt.nz>  
**Subject:** Re: Attending games

Thanks for the constructive feedback [REDACTED].

Re the stadium, I've copied in Cr Gaylor who is our rep on the Stadium Trust

Re the trains, I've had other constituents express similar disappointment at the lack of train capacity for recent Phoenix games. I have also copied in Metlink to respond to your feedback.

I hope the next game goes smoother for you.

Quentin Duthie

Greater Wellington Regional Councillor  
[REDACTED]

---

**From:** [REDACTED] <[REDACTED]>

**Sent:** Saturday, February 17, 2024 2:47:00 PM

**To:** [REDACTED]

**Cc:** Daran Ponter - Chair <[Daran.Ponter@gw.govt.nz](mailto:Daran.Ponter@gw.govt.nz)>; Quentin Duthie <[Quentin.Duthie@gw.govt.nz](mailto:Quentin.Duthie@gw.govt.nz)>; Thomas Nash <[Thomas.Nash@gw.govt.nz](mailto:Thomas.Nash@gw.govt.nz)>

**Subject:** Attending games

Hi Phoenix (and GWRC),

I like to come to a few Phoenix games each season. I realise that paying for tickets is a necessary part of the viability of the Phoenix as a club, even though I can watch games on Sky. This season I and my wife first came to a game just before Christmas. Good experience until we went to get the train home. Trans metro had made no allowance for the game at all and had just its smallest 2 car train prepared for the Upper Hutt line. A thoroughly unpleasant and not to be repeated experience.

We decided to come to the Waitangi Day game against Central Coast. Ditched the train and took the car (sorry about the carbon emissions Quentin). Arrived on the concourse 15 minutes **before** kick off. Got to our seats 15 minutes **after** kick-off. The Stadium management was totally unprepared for a crowd of 12,300. I thought once we get through the endless search queue (which is mainly to stop fans bringing in their own food and drink so that we are compelled to buy junk food within the stadium) we would move quickly, but no!

A whole bank of turnstiles was closed (see photo), so that having passed bag check we then crawled through the turnstiles at a pace even a snail would find slow. I cannot believe how bad this experience was, and how unnecessary. Do you have no communication system with the stadium to give early warning of crowd sizes, or does the stadium just ignore its customer clubs as it ignores customer fans and supporters? Do you and the stadium have no communication system with Trans metro to ensure trains are available for departing fans.

I appreciate you have no direct power over these agencies, but you have to be more influential than individual fans.

Anyway just to let you know, you are going to find it much harder to persuade me to turn up in the season, unless I can get some public reassurance that both the Stadium and Trans metro are going to lift their game. Sorry about that, I love what you're doing with the team and the club, but life's too short to stand in unnecessary queues or stand in overcrowded trains.

**To my regional councillors,** you are responsible for both the public agencies that are doing such a poor job here. I sincerely hope, (but forgive my doubt), that you will do anything about this.

Regards



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PROACTIVE RELEASE

**From:** [REDACTED]  
**To:** [Metlink Councillor Liaison](#); [Daran Ponter - Chair](#); [Samantha Gain](#)  
**Cc:** [Emma Rogers](#)  
**Subject:** Overview of public transport and planned works for this weekend's Wellington Phoenix match  
**Date:** Tuesday, 27 February 2024 1:28:30 pm  
**Attachments:** [Outlook-blmo1gc1.jpg](#)

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Kia ora koutou,

My name is [REDACTED], I am the Marketing Executive at Wellington Phoenix.

I am sending an email regarding this weekend's upcoming match, scheduled to take place on Sunday at Sky Stadium, with kick off set for 5pm. We are anticipating significant turnout, with an estimated crowd of around 10,000 attendees.

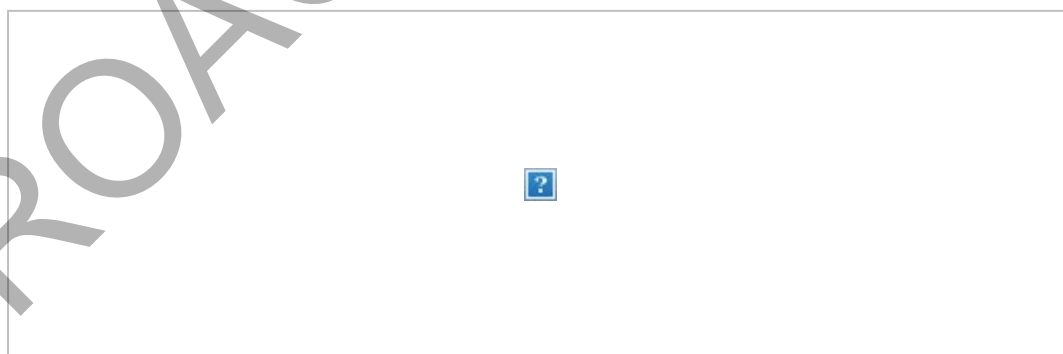
In preparation for the influx of attendees, we would greatly appreciate it if you could provide us with an overview of the public transport for the weekend, especially with any details regarding planned works or disruptions to public transport services. I.e, additional train services, bus replacements etc.

If you could provide us an overview of key comms that we could pass onto our attendees, and post onto social media, so fans are able to plan their journey accordingly.

Thank you very much for your assistance! Appreciate your ongoing support in ensuring a smooth operation of our match days. Will touch base again closer to our other home games.

Ngā mihi nui,

[REDACTED]



**From:** [REDACTED]  
**To:** [Tim Shackleton](#)  
**Cc:** [REDACTED]  
**Subject:** Re: Wellington Phoenix | Train Service A-League Finals.  
**Date:** Wednesday, 24 April 2024 3:17:09 pm  
**Attachments:** [image001.jpg](#)  
[Outlook-3unoj1he.jpg](#)

---

Hi Tim,

Yes certainly exciting times ahead starting with this Saturday with anticipated large crowd.

Circling back to your points below in Blue:

1. For the free travel – we can do an integrated ticket (ticket holders show their phoenix ticket to the bus driver or train staff). Typically, we charge around \$1-2 per expected tickets sold – (which helps offset the cost of lost revenue and cost of an additional services required for the event).

I understand there may be a modest expense for the additional services required. However, considering the importance of the event not only for our Club but also for the city of Wellington, we would anticipate Greater Wellington to contribute towards covering any associated costs for these services. Can you confirm this?

2. For marketing – we have digital screens at rail stations, bus wraps and potentially train wraps. Go-media can fill you in on some of the details and perhaps recommend an approach? Interestingly KFC was considering Wellington for a gravy train as well. After discussing with Craig at Go Media, it appears unlikely that we'll be able to organize an activation in time and find a partner to significantly reduce costs. Regarding the inventory owned or accessible by GWC across the network, can we provide marketing collateral for you to promote the games on the 18th and potentially the 25th?

3. For 27<sup>th</sup> I understand the operational team are looking at this. It's a little challenging as Kiwirail currently has unavoidable rail line closure – however I'm told there will be additional buses. There will be a plan closer to the time – which I'm sure the team can share. Based on recent fan surveys, it's clear that buses are not as satisfactory for fans compared to trains, which impacts their decision to attend games. As we approach an attendance of 15,000 - 20,000 on Saturday the 27th, has a formalized plan been developed that we can begin communicating to fans early to help them plan their journey? Additionally, considering the significance of the event on May 18th, with an expected capacity of 30,000, can we explore options to avoid any servicing on this date to ensure smooth transportation for attendees?

Look forward to hearing from you

Cheers.



**From:** Tim Shackleton <Tim.Shackleton@gw.govt.nz>

**Sent:** Thursday, April 18, 2024 2:33 PM

**To:** [REDACTED]

**Cc:** [REDACTED]

**Subject:** RE: Wellington Phoenix | Train Service A-League Finals.

Hi Tom,

Thanks for touching base. Exciting times!

For the free travel – we can do an integrated ticket (ticket holders show their phoenix ticket to the bus driver or train staff). Typically, we charge around \$1-2 per expected tickets sold – (which helps offset the cost of lost revenue and cost of an additional services required for the event).

For marketing – we have digital screens at rail stations, bus wraps and potentially train wraps. Go-media can fill you in on some of the details and perhaps recommend an approach? Interestingly KFC was considering Wellington for a gravy train as well.

For 27<sup>th</sup> I understand the operational team are looking at this. It's a little challenging as Kiwirail currently has unavoidable rail line closure – however I'm told there will be additional buses. They'll be a plan closer to the time – which I'm sure the team can share.

If you have any further questions about the above let us know!

Best regards

Tim

---

**From:** [REDACTED]

**Sent:** Thursday, April 18, 2024 12:55 PM

**To:** Tim Shackleton <Tim.Shackleton@gw.govt.nz>

**Cc:** [REDACTED]

**Subject:** Re: Wellington Phoenix | Train Service A-League Finals.

Hi Tim,

Good to be introduced.

Summary below which would be good to work with GWC / Metservice on. Go Media are a partner of the Wellington Phoenix who I believe work closely with you in the digital advertising across the broader network.

#### April 27th

- Support for the game through GWC public networks (*Our Marketing team can assist here with Marketing Collateral*)
- Support the game through their digital advertising network across the greater Rail line.
- Ensure trains are running on the 27<sup>th</sup> with the view of extra trains / an or carriages as we expect a 20,000 crowd
- Free transport to games for the Wellington Public.

#### A-League Finals

##### **Semi Final (Leg 2): May 18th, Sky Stadium @ 6:30pm**

- While the kickoff time is still to be confirmed, this match has the potential to be a sell-out event at Sky Stadium.

##### **Grand Final: May 25th, Venue and Kickoff Time TBC**

- The highest-ranked qualifier will host the A-League Grand Final. Given our current standing tied with the Mariners at the top of the ladder, the possibility of hosting the Grand Final in Wellington remains strong.

##### **How GWC can help in the Final Series:**

- Support for the game through GWC public networks (*Our Marketing team can assist here with Marketing Collateral*)
- Ensure trains are running on the 18<sup>th</sup> / 25<sup>th</sup> with the view of extra trains / an or carriages as expect the crowd to mirror if an All Blacks game was on.
- Free transport / Integrated Ticketing to the Finals games for the Wellington Public.

**PR** (Work towards for May 18th):

In light of the upcoming Semi Final and considering the successful collaboration between AT and KFC for "[The Gravy Train](#)" campaign, I wanted to explore the possibility of partnering with Greater Wellington Council, MetService, Go Media, and a potential sponsor to create a unique experience for the Home Semi Final Game on May 18<sup>th</sup> for Wellington Phoenix fans.

Example of the Gravy Train: <https://stoppress.co.nz/news/kfc-unveils-the-gravy-train-via-special-pr/>

Let me know on the above and following I can integrate the Wellington Phoenix Marketing team into the conversation to assist building out.

Cheers.



---

**From:** Tim Shackleton <[Tim.Shackleton@gw.govt.nz](mailto:Tim.Shackleton@gw.govt.nz)>

**Sent:** Thursday, April 18, 2024 10:27 AM

**To:** [REDACTED]

**Subject:** FW: Wellington Phoenix | Train Service A-League Finals.

Hi [REDACTED],

Hope the week is going well.

Da an has noted you would like to discuss collaboration opportunities? Let us know what might be interested in (e.g. advertising or integrated fares for Phoenix ticket holders) and I can pass your thoughts onto the team

Best regards

Tim

---

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**From:** [REDACTED] >

**Sent:** Tuesday, April 16, 2024 10:40 AM

**To:** Daran Ponter - Chair <[Daran.Ponter@gw.govt.nz](mailto:Daran.Ponter@gw.govt.nz)>

**Cc:** [REDACTED]

**Subject:** Wellington Phoenix | Train Service A-League Finals.

Hi Daran,

I hope this email finds you well.

I'm thrilled to share that our club achieved a significant milestone on Friday, April 12th securing a Home Semi Finals spot, marking a historic moment for us.

Following up on our discussion at Porirua Park a few weeks ago regarding train service disruptions on Wellington Phoenix Matchdays, I wanted to provide you with further details as we finalize arrangements for potential high-attendance games this season. Our aim is to ensure a seamless experience for fans and Wellington residents attending the matches.

Below are the key dates and details:

- **Last game of the season: May 27th, Sky Stadium @ 7:15pm**
  - Ticket sales are progressing well, and we anticipate a capacity crowd of up to 20,000.
- **Semi Final (Leg 2): May 18th, Sky Stadium @ 6:30pm**
  - While the kickoff time is still to be confirmed, this match has the potential to be a sell-out event at Sky Stadium.
- **Grand Final: May 25th, Venue and Kickoff Time TBC**
  - The highest-ranked qualifier will host the A-League Grand Final. Given our current standing tied with the Mariners at the top of the ladder, the possibility of hosting the Grand Final in Wellington remains strong.

In light of the upcoming Semi Final and considering the successful collaboration between AT and KFC for "[The Gravy Train](#)" campaign, I wanted to explore the possibility of partnering with Greater Wellington Council, MetService, Go Media, and a potential sponsor to create a unique experience for the Home Semi Final Game on May 18th.

I believe this collaboration presents an exciting opportunity to enhance the matchday experience for fans while showcasing Wellington as a vibrant and supportive community for sports events.

Looking forward to hearing your thoughts and further discussing this potential collaboration.

Cheers.



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PROACTIVELY PLEASE

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**From:** Ben Leah  
**Sent:** Wednesday, 17 April 2024 2:50 pm  
**To:** Matthew Chote; Daniel Pou; Andrew Keane  
**Cc:** Bonnie Parfitt; David Mawson  
**Subject:** Phoenix v Macarthur - 27 April 24

Hi everyone

I have started preliminary discussions with KiwiRail and Transdev to see if there is any possibility of reinstating trains for this event, I will let you know as soon as possible once we have reached a decision.

A few things to note:

- ANZAC day is on Thursday 25 April, so the Wellington Station upgrade programme (WMUP 6A) have significant works planned from Thursday to Sunday.
- Current proposal is to see if trains can be reinstated from 15:00 to midnight on Saturday only.
- Transdev are starting to explore if it is feasible with staff availability, costs, etc.
- KiwiRail BAU team are seeing if traction staff are available to assist with isolation procedures, etc.
- Other projects are working that weekend e.g. Te Ara Tupa, they will have to be consulted with (which KR are doing).

Please also bear in mind, that almost two months ago, I explained that we would bus replace this event to allow the other 'finals' matches to be cleared. This included the elimination finals weekend (4/5 May), which is no longer needed (but we didn't know at the time). We also kept clear both semi-finals weekends (11/12 May & 18/19 May), of which only one will be needed (but again we don't know which one) and the grand final weekend (25/26 May), which the Phoenix might not make (but we hope they do come on the Nix!!!).

This means that we have already lost 2-3 weeks for WMUP 6A which is at a critical point getting ready for commissioning this Christmas, for them even to consider giving us this time to run trains is pretty significant and should be recognised at the highest level.

I'll send you all an update by COB tomorrow once I have an idea whether this will be possible or not.

Any questions, please ask 😊

Thanks

**Ben Leah**

Kaitohutohu | Rail Network Advisor

**Metlink**

Te Pāne Matua Taiao | Greater Wellington

M: [REDACTED]

100 Cuba St, Te Aro, Wellington 6011 | PO Box 11646, Manners St, Wellington 6142

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**From:** [Ben Leah](#)  
**To:** [Christine Bulmer](#)  
**Subject:** Re: Pheonix Games  
**Date:** Thursday, 18 April 2024 8:37:06 am  
**Attachments:** [image001.jpg](#)  
[image002.png](#)

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Hey Christine!

There are a few slight tweaks to the below...

Dates and fixtures are the same, it's just I'm trying to get trains back on for this weekend's game, I've spoken to KR and TDW to see if this is possible, I'm hoping to get an answer sometime today.

And as the Nix are now guaranteed 1st or 2nd place, there will be no elimination final weekend on 4/5 May.

We still don't know what weekend will be chosen for the semi-final's.

I hope that's the knowledge you need!!??

Thanks

Ben

---

**From:** Christine Bulmer <[Christine.Bulmer@gw.govt.nz](mailto:Christine.Bulmer@gw.govt.nz)>  
**Sent:** Thursday, April 18, 2024 8:29 AM  
**To:** Ben Leah <[Ben.Leah@gw.govt.nz](mailto:Ben.Leah@gw.govt.nz)>  
**Subject:** RE: Pheonix Games

Dear Pheonix Fan and knowledgeable colleague –

Is the below still the case? I tried to google but well I thought I'd email Ben-google

---

**From:** Ben Leah <[Ben.Leah@gw.govt.nz](mailto:Ben.Leah@gw.govt.nz)>  
**Sent:** Wednesday, April 10, 2024 11:35 AM  
**To:** Christine Bulmer <[Christine.Bulmer@gw.govt.nz](mailto:Christine.Bulmer@gw.govt.nz)>  
**Subject:** RE: Pheonix Games

Hi Christine

Here are the upcoming Nix dates and times...

Fri 12 Apr, Nix v Melbourne at 7pm

Fri 27 Apr, Nix v McArthur at 7:15pm

Sat 4 May, Elimination Finals weekend (only teams that finish 3<sup>rd</sup>-6<sup>th</sup> play this, so unlikely Nix will play this weekend).

Sat 11 May, Semi Final Leg 1 (likely Nix will play this weekend if they finish 2<sup>nd</sup>), time TBC

Sat 18 May, Semi Final Leg 2 (likely Nix will play this weekend if they finish 1<sup>st</sup>), time TBC

Sat 25 May, Grand Final TBC

Ben

---

**From:** Christine Bulmer <[Christine.Bulmer@gw.govt.nz](mailto:Christine.Bulmer@gw.govt.nz)>  
**Sent:** Wednesday, April 10, 2024 11:06 AM  
**To:** Ben Leah <[Ben.Leah@gw.govt.nz](mailto:Ben.Leah@gw.govt.nz)>  
**Subject:** Pheonix Games

Hi Ben – have you got actual dates and times of the Nix games please

Nga mihi  
Christine

**Christine Bulmer**

**She/Her**

Kaiwhakahaere Matua

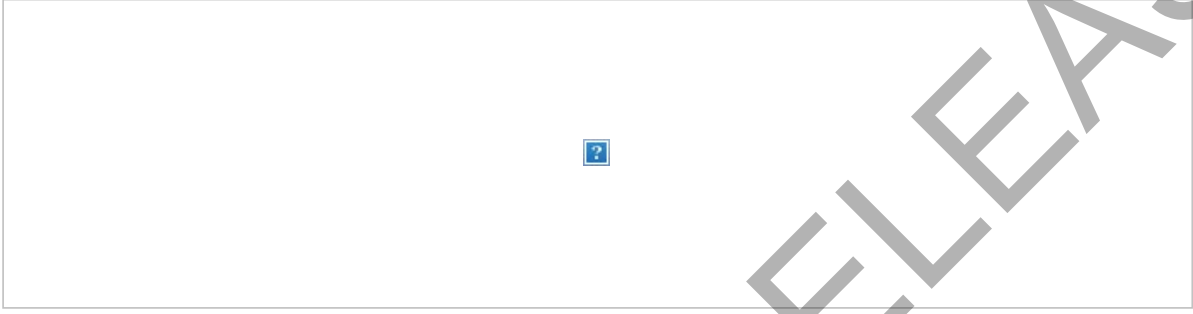
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**Metlink**

[Redacted]

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PROACTIVE RELEASE

**From:** [REDACTED]  
**To:** [Andrew Keane](#); [Ben Leah](#); [REDACTED]; [Daniel Pou](#); [REDACTED]  
**Subject:** RE: SEN Phoenix V Macarthur Saturday 27 April  
**Date:** Tuesday, 23 April 2024 3:47:45 pm  
**Attachments:** [image001.png](#)  
[SEN Calculations Phoenix V Macarthur Saturday 27 April 24 V1.0.pdf](#)

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This email is C1 - Internal

Good Afternoon

Please see the updated SEN for this Saturday 27<sup>th</sup> April, updates are security due to the high number of passengers and extra standbys before and after.

Regards



[REDACTED]  
Rail Replacement/Group Access Coordinator  
Transdev Wellington  
[REDACTED]  
[Transdev.co.nz](https://www.transdev.co.nz)

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**From:** [REDACTED]  
**Sent:** Wednesday, March 27, 2024 10:35 AM  
**To:** Andrew Keane <[Andrew.Keane@gw.govt.nz](mailto:Andrew.Keane@gw.govt.nz)>; Ben Leah <[ben.leah@gw.govt.nz](mailto:ben.leah@gw.govt.nz)>; [REDACTED]; [REDACTED]; [REDACTED]; [REDACTED]; Daniel Pou <[Daniel.Pou@gw.govt.nz](mailto:Daniel.Pou@gw.govt.nz)>; [REDACTED]  
**Subject:** SEN Phoenix V Macarthur Saturday 27 April

Good Morning

Please see the attached SEN for a Phoenix match being held at Sky Stadium on Saturday 27 April. Due to BOL's taking place I have put standbys in place before and after.

Regards



[REDACTED]  
Rail Replacement/Group Access Coordinator  
Transdev Wellington  
[REDACTED]  
[Transdev.co.nz](https://www.transdev.co.nz)

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# Special Events Notice

## Phoenix V Macarthur

### Event Details

Event	Phoenix V Macarthur	Date	Saturday 27 April 2024	Category	A	Expected Attendance	20,000
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### Event Costings

Security			Alternative Transport Provision						Miscellaneous	
Hours	Unit Cost	Total	Quantity	Rate	From	Until	Per KM	Cost	Toilets	
90	\$ section 7(2)(c)	\$ section 7(2)(c)	22	300	5:00:00 PM	11:00:00 PM		\$ section 7(2)(c)		
									Trade Staff	
									Miscellaneous	

Specials Services		Extra Revenue Projected		Total Event Costing		Total Profit/Loss	
Cost	\$ -	1.86per ticket	\$ -	\$	section 7(2)(c)	\$	section 7(2)(c)(i)

Direction	Expected extra pax	Normal Pax Numbers	Total Pax	Normal Capacity	Build Ups	Specials	Total Extra Avail	Total Pax Capacity
Incoming	-	-	-	-	-	-	-	-
Outgoing	-	-	-	-	-	-	-	-

Balance of spare capacity	Incoming	Outgoing
	-	-

### Operational Note

Whenever feasible, extra special services have been strategically scheduled to operate on network paths that do not clash with the regular scheduled services. Although this is the intended arrangement, there may be instances where it is not achievable due to exceptionally high passenger volumes or delays. Close monitoring and effective management of congestion are implemented both at Wellington Station and across the network. Potential risks associated with the event have been identified, including the possibilities of injury, intoxication, and overcrowding on both trains and platforms.

Phoenix V Macarthurs				
Date:	27-Apr-24 Saturday			
Gates open:	1800hrs			
Game Starts:	1915hrs			
Game Finish:	2105hrs			
Expected Crowd:	20,000			
No. Guards	From	To	Total Hrs	Duties Include
3	1600	2300	21	<b>Concourse Crowd control.</b> Ensure patrons flow through station freely. Ensure no open alcohol on platforms. Ensure no smoking.
2	1700	2230	11	<b>Man Overbridge Barriers.</b> Ensure no open alcohol on platforms. Ensure no smoking. Ensure security of ticket sellers / clippers and any cash onsite, where these / this exist/s.
4	1500	2230	30	<b>Carpark Management.</b> To manage carpark entry/exit to only authorised buses and staff vehicles.
4	1600	2300	28	<b>Platforms Crowd control.</b> Ensure patrons flow through station freely. Ensure no open alcohol on platforms. Ensure no smoking.
13			90	

**From:** [Quentin Duthie](#)  
**To:** [REDACTED]  
**Subject:** Re: Attending games  
**Date:** Saturday, 2 March 2024 8:53:58 am  
**Attachments:** [image001.png](#)

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Kia ora [REDACTED]

For this Sunday's Phoenix game, a crowd of 10,000 is expected and additional train capacity is planned. It will be a busy weekend for PT because of the many events going on - in addition to the footy, there is cricket at the Basin, Pipes in the Park and a Newtown Festival.

If you're going to the game, enjoy. If you take PT, please report back how well it performed in your observation.

Quentin Duthie  
Greater Wellington Regional Councillor  
[REDACTED]

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**From:** Daran Ponter - Chair <Daran.Ponter@gw.govt.nz>  
**Sent:** Tuesday, February 27, 2024 9:43:23 PM  
**To:** [REDACTED] <[REDACTED]>  
**Cc:** Thomas Nash <Thomas.Nash@gw.govt.nz>; phoenix\_dmin [REDACTED]; Penny Gaylor <Penny.Gaylor@gw.govt.nz>; Metlink Councillor Liaison <PTCRS@gw.govt.nz>; Quentin Duthie <Quentin.Duthie@gw.govt.nz>  
**Subject:** RE: Attending games

Kia ora [REDACTED],

Further to Steph's email, a bit of further information from Metlink.

There have been more and more people attending games than at the start of the season. When the season started the Phoenix were getting about 3-4,000 a game – planning took place based on this. We have now reviewed the planning for the upcoming games and, where possible, cancelled planned track work where it was going to clash with a game to ensure that trains are running and we will be building up services where possible to meet the increased demand. However, we are not able to cancel the track work taking place at easter so there will be buses running for that game.

Such is the success of the Phoenix this season!!

Up the Phas!

Daran



**Daran Ponter**  
Chair | Hemana  
Greater Wellington Regional Council | Te Pane Matua Taiao  
[REDACTED]

Level 1, 100 Cuba St, Te Aro, Wellington 6011

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**From:** [REDACTED]

**Sent:** Thursday, February 22, 2024 1:44 PM

**To:** Quentin Duthie <[Quentin.Duthie@gw.govt.nz](mailto:Quentin.Duthie@gw.govt.nz)>; [REDACTED]; [REDACTED]; Penny Gaylor <[Penny.Gaylor@gw.govt.nz](mailto:Penny.Gaylor@gw.govt.nz)>; Metlink Councillor Liaison <[PTCRS@gw.govt.nz](mailto:PTCRS@gw.govt.nz)>

**Cc:** Daran Ponter - Chair <[Daran.Ponter@gw.govt.nz](mailto:Daran.Ponter@gw.govt.nz)>; Thomas Nash <[Thomas.Nash@gw.govt.nz](mailto:Thomas.Nash@gw.govt.nz)>

**Subject:** RE: Attending games

Hi [REDACTED],

Thanks for your feedback. With regards to both the Dec 23 and Feb 6 matches both of those matches had much higher attendance than anticipated. Especially the Waitangi Day match which doubled the average across the season so far. Unfortunately for us, most fans buy their tickets in the last couple of games leading up to a match, and a huge number show up on match day which makes it very hard for us to predict attendance in advance. We do our best to predict based on number of tickets sold leading up to a match but when it spikes highly in the last couple of days it doesn't leave a lot of time for hiring additional turnstile staff etc. We do our best to encourage fans to buy early (including savings if purchasing before match day) but unfortunately a lot of the time people just make the decision on the day.

Fingers crossed we can get consistently large crowds going forward and have better infrastructure in place to handle them, however if it continues to fluctuate between 5 and 12,000 fans it can be a bit tough! We also do prepare the stadium in advance if we expect a large crowd so that they can prep for turnstiles, food and beverage etc and also so that they can liaise with Metlink if they're expecting a large number to require public transport.

Thanks for your feedback and we hope to see you at a match again soon!

Kind regards

[REDACTED] – Wellington Phoenix

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**From:** Quentin Duthie <[Quentin.Duthie@gw.govt.nz](mailto:Quentin.Duthie@gw.govt.nz)>

**Sent:** Saturday, February 17, 2024 5:43 PM

**To:** [REDACTED]; [REDACTED]; Penny Gaylor <[Penny.Gaylor@gw.govt.nz](mailto:Penny.Gaylor@gw.govt.nz)>; Metlink Councillor Liaison <[PTCRS@gw.govt.nz](mailto:PTCRS@gw.govt.nz)>

**Cc:** Daran Ponter - Chair <[Daran.Ponter@gw.govt.nz](mailto:Daran.Ponter@gw.govt.nz)>; Thomas Nash <[Thomas.Nash@gw.govt.nz](mailto:Thomas.Nash@gw.govt.nz)>

**Subject:** Re: Attending games

Thanks for the constructive feedback [REDACTED].

Re the stadium, I've copied in Cr Gaylor who is our rep on the Stadium Trust

Re the trains, I've had other constituents express similar disappointment at the lack of train capacity for recent Phoenix games. I have also copied in Metlink to respond to your feedback.

I hope the next game goes smoother for you.

Quentin Duthie  
Greater Wellington Regional Councillor  
[REDACTED]

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**From:** [REDACTED] <[REDACTED]>

**Sent:** Saturday, February 17, 2024 2:47:00 PM

**To:** [REDACTED]

**Cc:** Daran Ponter - Chair <[Daran.Ponter@gw.govt.nz](mailto:Daran.Ponter@gw.govt.nz)>; Quentin Duthie <[Quentin.Duthie@gw.govt.nz](mailto:Quentin.Duthie@gw.govt.nz)>; Thomas Nash <[Thomas.Nash@gw.govt.nz](mailto:Thomas.Nash@gw.govt.nz)>

**Subject:** Attending games

Hi Phoenix (and GWRC),

I like to come to a few Phoenix games each season. I realise that paying for tickets is a necessary part of the viability of the Phoenix as a club, even though I can watch games on Sky. This season I and my wife first came to a game just before Christmas. Good experience until we went to get the train home. Trans metro had made no allowance for the game at all and had just its smallest 2 car train prepared for the Upper Hutt line. A thoroughly unpleasant and not to be repeated experience.

We decided to come to the Waitangi Day game against Central Coast. Ditched the train and took the car (sorry about the carbon emissions Quentin). Arrived on the concourse 15 minutes **before** kick off. Got to our seats 15 minutes **after** kick-off. The Stadium management was totally unprepared for a crowd of 12,300. I thought once we get through the endless search queue (which is mainly to stop fans bringing in their own food and drink so that we are compelled to buy junk food within the stadium) we would move quickly, but no!

A whole bank of turnstiles was closed (see photo), so that having passed bag check we then crawled through the turnstiles at a pace even a snail would find slow. I cannot believe how bad this experience was, and how unnecessary. Do you have no communication system with the stadium to give early warning of crowd sizes, or does the stadium just ignore its customer clubs as it ignores customer fans and supporters? Do you and the stadium have no communication system with Trans metro to ensure trains are available for departing fans.

I appreciate you have no direct power over these agencies, but you have to be more influential than us individual fans.

Anyway, just to let you know, you are going to find it much harder to persuade me to turn up in



person, unless I can get some public reassurance that both the Stadium and Trans metro are going to lift their game. Sorry about that, I love what you're doing with the team and the club, but life's too short to stand in unnecessary queues or stand in overcrowded trains.

**To my regional councillors**, you are responsible for both the public agencies that are doing such a poor job here. I sincerely hope, (but forgive my doubt), that you will do anything about this.

Regards

██████████

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