

30 September 2024

File Ref: OIAPR-1274023063-31082

By email: [REDACTED]

Tēnā koe [REDACTED]

Request for information 2024-243

I refer to your request for information dated Thursday 19 September 2024, which was received by Greater Wellington Regional Council (Greater Wellington) on 19 September 2024. You have requested the following:

“I would to see your plan for dealing with the current industrial action. There clearly was no plan in place for [Wednesday 18 September] evening for those wairarapa bound.”

Greater Wellington’s response follows:

Trains under the Metlink brand in the Wellington Region, are operated by Greater Wellington’s rail operator Transdev. The rail disruptions that affected the Region from 17 to 23 September 2024 were because of Transdev employees under the Rail and Maritime Transport Union conducting work-to-rule industrial action.

Greater Wellington does not directly employ the staff of Transdev, and the relationship between Transdev and its staff is directly under the purview of the operator rather than the Regional Council. Additionally, Greater Wellington does not create business continuity plans for disruptions to the services of their operators, these are created and held by the operators.

Transdev has provided Greater Wellington with a copy of their current business continuity plan. Please refer to **Attachment 1** for a copy of the relevant section of Transdev’s document that refers to industrial action and the loss of personnel.

Metlink published an article regarding the upcoming industrial action on the 15 September 2024, where we advised that "because of the nature of the industrial action, it’s hard to predict which services [would] be affected. Limited bus replacements [were] available for cancelled services but, when possible, rail passengers should travel by other means”. You may access

the full article at <https://www.metlink.org.nz/news-and-updates/news/industrial-action-to-disrupt-metlink-rail-services>

The Transport Committee regularly receives updates from public transport operators. At its meeting on 19 September 2024, Transdev was invited to provide an update, which included a presentation. A copy of the order paper and recording of the meeting are available through our website at <https://www.gw.govt.nz/your-region/events-and-meetings/transport-committee-meeting-3/>. The Transdev item starts at 1 hour 5 minutes into the recording.

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



Samantha Gain

Kaiwhakahaere Matua Waka-ā-atea | Group Manager Metlink

Event/risk	Undesirable outcome	Action
Key personnel become unavailable for any reason	Reduction in train services Loss of other business critical functions.	Should key staff become unavailable the options include: <ul style="list-style-type: none"> • Use internal resources to cover position. • <u>Request assistance from Transdev New Zealand.</u> • Arrange cover from local consultancy support teams. • Request assistance from Transdev Australasia/ Hyundai Rotem Group.
Industrial action	Reduction in train services.	<p>It is unlikely that industrial action would be unannounced, however the following general strategy would apply.</p> <p>The Managing Director and GMO will request specialised support from Transdev Australasia/ Hyundai Rotem with regard to negotiation. External assistance is available from Simpson Grierson lawyers in Wellington and Auckland.</p> <p>If negotiations break down, the Managing Director or GMO would request legal counsel assistance lead by General Counsel, Transdev Australasia.</p> <p>Transdev Wellington will develop a response plan appropriate to the level of industrial action that may include preparation of an alternative service plan utilising:</p> <ul style="list-style-type: none"> • Staff unaffected by the strike. • Agency staff. • Staff sourced from other parts of the business. • Auxiliary staff (as per competence matrix). • Request for assistance from KiwiRail (for the provisions of extra services). • By the provision of replacement bus services. <p>The delivery of an alternative service plan is dependent on the resources that are available.</p> <p>Every effort to resolve the issue will be maintained during this process.</p>