
From: Raymond Malcolm
Sent: Monday, 14 February 2022 12:19 pm
To: Lesley Gerrard; Ruchir Gaur; Bruce Tan
Cc: Alan McFadzean; Jase Yorston; BUS: Security Guards; Emma Tonks
Subject: RE: Interchange is open again
Attachments: Closure of Lambton Interchange (Pedestrian Access)

Hi Everyone

Sorry if there has been some confusion.

With the ongoing issues at Lambton and the inability to remove all the vehicles that are now parked all over Lambton including the bus layover areas and the footpath, this brought a large increase of pedestrian activity including children walking between vehicles in the bus area and bus stops. The decision was taken to remove all bus services from the Interchange to avoid a serious incident. Diversions were put in place on Saturday and they still remain.

Due to that, I made the request to close down Lambton Interchange to pedestrian for a number of reasons which I mention in the email attached to WCC Security. This requested was made following a discussion with Ruchir and Bruce on Saturday. I obviously omitted to say in my email that this was to be an on-going closure until a request is made to open the facility again, once services return.

There was a report, that the facility was closed however one door was unable to be locked.

From Metlink perspective, our view is the door that cannot be locked needs have an urgent repair to ensure it can be locked. Until services return to Lambton it would be a good idea to close the main Interchange buildings (Atrium, Stop D & Lift and the subway). To remain this way until a request is sent to reopen once services can use the interchange again.

As the buildings are owned by WCC, the decision to close it or not is actually with WCC. However PT users are no longer in the area and the opportunity for protesters to take over the buildings like the PT area outside are extremely high. There is a high risk of damage and additional clean up and repair costs that could be avoided if we could close the facility. The costs for these repairs are covered by GWRC so our aim is to reduce as much risk and cost as possible.

Regards

Raymond Malcolm - Swindells

Metlink Infrastructure

DD 04 830 4188 | M [REDACTED]

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From: Lesley Gerrard <Lesley.Gerrard@wcc.govt.nz>
Sent: Monday, 14 February 2022 11:42 am
To: Ruchir Gaur <Ruchir.xxxx@xxx.xxx.xx>; Bruce Tan <Bruce.Tan@wcc.govt.nz>; Raymond Malcolm <xxxxxxx.xxxxxx@xx.xxx.xx>
Cc: Alan McFadzean <Alan.McFadzean@wcc.govt.nz>; Jase Yorston <Jason.Yorxxxx@xxx.xxx.xx>; BUS: Security Guards <WCCSecurity.Guards@wcc.govt.nz>
Subject: RE: Interchange is open again

Hi Ruchir and Raymond,

I repeat as highlighted, as we do not know if this should be open or not, as it was opened (not by my providers) so they were going to service.

Can you please advise by return clearly what is happening with the interchange and let our CSC know also. We will then be able to communicate clearly with our FM providers.

Thanks Lesley

From: Ruchir Gaur <Ruchir.Gaur@wcc.govt.nz>
Sent: Monday, 14 February 2022 11:39 am
To: Lesley Gerrard <xxxxxx.xxxxxx@xxx.xxx.xx>; Bruce Tan <Bruce.Tan@wcc.govt.nz>; Raymond Malcolm <raymond.malcolm@gw.govt.nz>
Cc: Alan McFadzean <xxxx.xxxxxxxx@xxx.xxx.xx>; Jase Yorston <Jason.Yorston@wcc.govt.nz>; BUS: Security Guards <WCCSecurity.Guards@wcc.govt.nz>
Subject: RE: Interchange is open again

Hi Lesley

I understand that security was informed on Sunday via email and phone call from Raymond to our call centre.

Kind regards
Ruchir

From: Lesley Gerrard <Lesley.Gerrard@wcc.govt.nz>
Sent: Monday, 14 February 2022 11:36 am
To: Bruce Tan <Bruce.Tan@wcc.govt.nz>; Ruchir Gaur <Ruchir.Gaur@wcc.govt.nz>; Raymond Malcolm <raymond.malcolm@gw.govt.nz>
Cc: Alan McFadzean <xxxx.xxxxxxxx@xxx.xxx.xx>; Jase Yorston <Jason.Yorston@wcc.govt.nz>
Subject: RE: Interchange is open again

Hi Bruce/Ruchir/Raymond,

Myself, Alan, Councils CSC all seem to have left out of communications regarding shutting down the interchange. This has led to confusion with our FM providers (Ventia and Spotless) who have been receiving maintenance calls but have received no communication from within WCC.

It is probably same for WCC security who open and close the facility.

Can you please advise by return clearly what is happening with the interchange and let our CSC know also. We will then be able to communicate clearly with our FM providers.

Regards Lesley

Lesley Gerrard

Commercial Contracts Manager
Property | Wellington City Council
Phone [REDACTED] | Mobile [REDACTED]

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From: Alan McFadzean <Alan.McFadzean@wcc.govt.nz>
Sent: Monday, 14 February 2022 11:27 am
To: Lesley Gerrard <Lesley.Gerrard@wcc.govt.nz>
Cc: [REDACTED] <[\[REDACTED\]@ventia.com](mailto:[REDACTED]@ventia.com)>; Neville Duff <Neville.Duff@wcc.govt.nz>
Subject: RE: Interchange is open again

Hi Lesley



I have had a call from Raymond Malcolm at GWRC , he had arranged for the Interchange to be locked down at the Weekend with Bruce Tan and Ruchir Gaur WCC .
I was not aware of this until now and when investigating this morning was advised by Spotless it was open , with the exception of the Tunnel, public (and or protestors were inside).
He is unsure who opened the side or when/how People got in ? I advised it was not the Cleaning Contractor, his preference was it remained closed to avoid an influx of sheltering protestors ?
I advised him this was not a cleaning issue , had not been advised of the closure or re-opening and he would need to liaise with Bruce / Ruchir / security for resolution .

Trust this assists .

Best Regards

Alan McFadzean

Cleaning Contracts Manager | Wellington City Council
[REDACTED] | M [REDACTED] | F

E Alan.McFadzean@wcc.govt.nz | W Wellington.govt.nz |  | 

I am currently working from Home Mondays and Tuesdays but am available via phone , email and can attend meetings as necessary.

We are now based at 113 The Terrace .If you are attending a meeting or visiting please report to level 16 Reception.

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From: Lesley Gerrard <Lesley.Gerrard@wcc.govt.nz>
Sent: Monday, 14 February 2022 10:32 am
To: Alan McFadzean <xxxx.xxxxxxxx@xxx.xxx.xx>; [REDACTED] <[\[REDACTED\]@ventia.com](mailto:[REDACTED]@ventia.com)>
Subject: RE: Interchange is open again

Thanks Alan

Dave L - please note the Interchange is open again. Please same for your crew if any trouble please leave straight away.

Regards Lesley

Lesley Gerrard

Commercial Contracts Manager
Property | Wellington City Council

Phone [REDACTED] | Mobile [REDACTED]

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Me Heke Ki Pōneke

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From: Alan McFadzean <xxxx.xxxxxxxx@xxx.xxx.xx>
Sent: Monday, 14 February 2022 8:53 am
To: Lesley Gerrard <xxxxxx.xxxxxxxx@xxx.xxx.xx>
Subject: Interchange

Good Morning Again

Interchange update :

Auto Toilets normally open at 6am , but today didn't activate till 7 am noted by Spotless & Security.

Interchange is open but the Tunnel isn't.

There appears to be a number of protestors taking shelter there.

There does not appear to be much vandalism but there is a bit of a mess.

I have advised Spotless to vacate if they have any issues or confrontation but to date there have been no problems.

Best Regards

Alan McFadzean

Cleaning Contracts Manager | Wellington City Council

██████████ | M ██████████ | F

E Alan.McFadzean@wcc.govt.nz | W Wellington.govt.nz |  | 

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Me Heke Ki Pōneke

From: Raymond Malcolm
Sent: Monday, 14 February 2022 3:07 pm
To: Emma Tonks; Alan McFadzean; Ruchir Gaur; Lesley Gerrard; Bruce Tan; BUS: CSC Escalations; Wellington City Council; [REDACTED]; BUS: Security Guards; Jase Yorston; Matt Greene
Cc: Brad Singh; Steve Wright; Faiz Tawfeek; Yogesh Modi
Subject: RE: Interchange is open again

Hi Guys

The issues raised by Emma relates to signage at the toilets at the Railway Station. These toilets had been damaged and toilets blocked etc and soap on the floor etc causing it to be dangerous for users. Also cleaning staff were being abused for wearing masks by protesters. There is some work going on to potentially having these toilets available soon. The signage will be removed as it is sending people towards the interchange and the toilets there as we know are closed.

It's a real shame things have escalated to this but to avoid additional infrastructure damage and mindless vandalism, I think it was a good call to close the interchange, I know it won't be a popular decision..

Regards

Raymond Malcolm - Swindells

Metlink Infrastructure

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From: Emma Tonks <Emma.Tonks@gw.govt.nz>
Sent: Monday, 14 February 2022 1:27 pm
To: Alan McFadzean <Alan.McFadzean@wcc.govt.nz>; Ruchir Gaur <Ruchir.xxxx@xxx.xxx.xx>; Raymond Malcolm <xxxxxxx.xxxxxx@xx.xxx.xx>; Lesley Gerrard <xxxxxx.xxxxxx@xxx.xxx.xx>; Bruce Tan <Bruce.Tan@wcc.govt.nz>; BUS: CSC Escalations <xxxxxxxxxxxxxxxx@xxx.xxx.xx>; Wellington City Council <customerservices@wellingtoncitycouncil.freshservice.com>; [REDACTED]@ventia.com>; BUS: Security Guards <WCCSecurity.Guards@wcc.govt.nz>; Jase Yorston <xxxxx.xxxxxx@xxx.xxx.xx>; Matt Greene <matt.greene@serviceresources.co.nz>
Cc: Brad Singh <Bradley.Sixxx@xxx.xvvt.nz>; Steve Wright <Steve.Wrighx@xxx.xxx.nz>; Faiz Tawfeek <Faiz.Tawfeek@wcc.govt.nz>; Yogesh Modi <Yogesx.xxxx@xxx.xxx.xx>
Subject: RE: Interchange is open again

Hi

It is worth noting that the public toilets in the station were closed this morning and the public were being directed to use the toilets in the atrium building.

Emma Tonks (She/Her)

Kaitaki-a-tīma | Manager, Bus & Ferry Assets

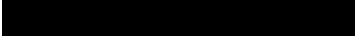
Greater Wellington Te Pane Matua Taiao



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From: Alan McFadzean <xxxx.xxxxxxxx@xxx.xxxx.xx>
Sent: Monday, 14 February 2022 1:24 pm
To: Ruchir Gaur <Ruchir.Gaur@wcc.govt.nz>; Raymond Malcolm <xxxxxxx.xxxxxxx@xx.xxxx.xx>; Lesley Gerrard <xxxxxxx.xxxxxxx@xxx.xxxx.xx>; Bruce Tan <Bruce.Tan@xxx.xxxx.nz>; BUS: CSC Escalations <BUSCSCEscalations@wcc.govt.nz>; Wellington City Council <customerservices@wellingtoncitycouncil.freshservice.com>;  <xxxx@ventia.com>; BUS: Security Guards <WCCSecurity.Guards@wcc.govt.nz>; Jase Yorston <Jason.Yorston@wcc.govt.nz>
Cc: Emma Tonks <Emma.Txxxx@xx.xxvt.nz>; Brad Singh <Bradley.Singh@wcc.govt.nz>; Steve Wright <xxxxx.xxxxxx@xxx.xxxx.xx>; Faiz Tawfeek <Faiz.Tawfeek@wcc.govt.nz>; Yogesh Modi <Yogesh.Modi@wcc.govt.nz>
Subject: RE: Interchange is open again

Good Afternoon Ruchir

As part of this Lock down and with the insecure door Raymond mentioned do you want the toilets Locked down >?

Secondly is there a way our Cleaner Can access the site to do some of his periodic and detail tasks while it is closed ?

Best Regards

Alan McFadzean

Cleaning Contracts Manager | | Wellington City Council



E Alan.McFadzean@wcc.govt.nz | W Wellington.govt.nz |

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Subject: RE: Interchange is open again
Importance: High

Thanks Lesley

Hi Security team

Can you please ensure that the Interchange is **locked until further instructed by me**. **Please acknowledge my email so I am sure your team has received and read it.**

Kind regards
Ruchir

From: Raymond Malcolm <Raymond.Malcolm@gw.govt.nz>
Sent: Monday, 14 February 2022 12:19 pm
To: Lesley Gerrard <xxxxxx.xxxxxxx@xxx.xxxx.xx>; Ruchir Gaur <Ruchir.Gaur@wcc.govt.nz>; Bruce Tan <Bruce.Tan@wcc.govt.nz>
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Due to that, I made the request to close down Lambton Interchange to pedestrian for a number of reasons which I mention in the email attached to WCC Security. This requested was made following a discussion with Ruchir and Bruce on Saturday. I obviously omitted to say in my email that this was to be an on-going closure until a request is made to open the facility again, once services return.

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From: Lesley Gerrard <Lesley.Gerrard@wcc.govt.nz>

Sent: Monday, 14 February 2022 11:42 am

To: Ruchir Gaur <Ruchir.Gaur@wcc.govt.nz>; Bruce Tan <Bruce.Tan@xxx.xxxx.nz>; Raymond Malcolm <xxxxxxx.xxxxxx@xx.xxxx.xx>

Cc: Alan McFadzean <xxxx.xxxxxxxx@xxx.xxxx.xx>; Jase Yorston <Jason.Yorston@wcc.govt.nz>; BUS: Security Guards <WCCSecurity.Guards@wcc.govt.nz>

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Sent: Monday, 14 February 2022 11:39 am

To: Lesley Gerrard <xxxxxx.xxxxxx@xxx.xxxx.xx>; Bruce Tan <Bruce.Tan@wcc.govt.nz>; Raymond Malcolm <raymond.malcolm@gw.govt.nz>

Cc: Alan McFadzean <xxxx.xxxxxxxx@xxx.xxxx.xx>; Jase Yorston <Jason.Yorston@wcc.govt.nz>; BUS: Security Guards <WCCSecurity.Guards@wcc.govt.nz>

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I understand that security was informed on Sunday via email and phone call from Raymond to our call centre.

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Subject: RE: Interchange is open again

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Regards Lesley

Lesley Gerrard

Commercial Contracts Manager
Property | Wellington City Council

Phone [REDACTED] | Mobile [REDACTED]

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From: Alan McFadzean <xxxx.xxxxxxxx@xxx.xxxx.xx>
Sent: Monday, 14 February 2022 11:27 am
To: Lesley Gerrard <xxxxxx.xxxxxxx@xxx.xxxx.xx>
Cc: [REDACTED] <[\[REDACTED\]@ventia.com](mailto:[REDACTED]@ventia.com)>; Neville Duff <xxxxxxx.xxxx@xxx.xxxx.xx>
Subject: RE: Interchange is open again

Hi Lesley

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Trust this assists .

Best Regards

Alan McFadzean

Cleaning Contracts Manager | Wellington City Council

██████████ | M ██████████ | F

E Alan.McFadzean@wcc.govt.nz | W Wellington.govt.nz |

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From: Lesley Gerrard <Lesley.Gerrard@wcc.govt.nz>

Sent: Monday, 14 February 2022 10:32 am

To: Alan McFadzean <xxxx.xxxxxxxx@xxx.xxxx.xx>; ██████████@ventia.com>

Subject: RE: Interchange is open again

Thanks Alan

Dave L - please note the Interchange is open again. Please same for your crew if any trouble please leave straight away.

Regards Lesley

Lesley Gerrard

Commercial Contracts Manager

Property | Wellington City Council

Phone ██████████ | Mobile ██████████



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From: Alan McFadzean <xxxx.xxxxxxxx@xxx.xxxx.xx>

Sent: Monday, 14 February 2022 8:53 am

To: Lesley Gerrard <xxxxxx.xxxxxx@xxx.xxxx.xx >

Subject: Interchange

Good Morning Again

Interchange update :

Auto Toilets normally open at 6am , but today didn't activate till 7 am noted by Spotless & Security.

Interchange is open but the Tunnel isn't.

There appears to be a number of protestors taking shelter there.

There does not appear to be much vandalism but there is a bit of a mess.

I have advised Spotless to vacate if they have any issues or confrontation but to date there have been no problems.

Best Regards

Alan McFadzean

Cleaning Contracts Manager | Wellington City Council

██████████ | M ██████████ | F

E Alan.McFadzean@wcc.govt.nz | W Wellington.govt.nz |

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From: [REDACTED]@ventia.com>
Sent: Monday, 14 February 2022 1:09 pm
To: Lesley Gerrard
Cc: Michele DeBernardo; alan.mcfadzean@wcc.govt.nz; Duff, Neville; Richard Fuller; Philip Orchard; Raymond Malcolm; Ruchir Gaur; Jo Tennent
Subject: Re: Lambton Interchange is definately closed until further notice

Thanks Lesley, I have passed this on to our team.

Thanks

Cheers

[REDACTED]
Ventia
PO Box 12623, Thorndon, Wellington 6144
Level 3, [10 Hutt Rd](#), [Home Ideas Centre], Petone, Wellington 5012

M [REDACTED]
E [REDACTED]@ventia.co.nz
W www.ventia.com

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On 14/02/2022, at 12:52 PM, Lesley Gerrard <Lesley.gerrard@wcc.govt.nz> wrote:

Hi there,

I have now received formal notification from GWRC that the interchange is closed until further notice.

Bus services from the Lambton Interchange have been removed due to the protest vehicles blocking all bus stops within the interchange facility. Closing the interchange and tunnels will avoid unnecessary occupation of the facilities, damage and improve security within the Interchange facility.

FM team was not informed of this earlier which lead to confusion. If you have urgent servicing (i.e water leak or ingress) that needs to be attended to access can be arranged for this but if it can wait please wait

Regards Lesley

Jo _ sorry to copy in direct I never know what address for the contract centre to use to use to inform you of these matters.

Lesley Gerrard
Commercial Contracts Manager
Property | Wellington City Council
Phone [REDACTED] Mobile [REDACTED]



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From: [Jesse Gerritsen](#)
To: [Matthew O'Driscoll](#)
Subject: RE: media query - railway station toilets
Date: Monday, 14 February 2022 12:31:24 pm
Attachments: [image001.png](#)
[image002.png](#)
[image003.png](#)

Sorry to keep bothering you with this, just aware it's a sensitive topic so want to approach it seriously.

Assuming toilets are open (once we hear back) How's this?

I feel we should at least give insight to the issues we're facing (details on vandalism) as it shows how hard we're working to keep the toilets open?

Also thoughts on saying sorry for the inconvenience? I think it shows we care about the effect this has, but then again it's out of our hands so...

Appreciate your help!

Jesse.

Hi [REDACTED]

Yes, confirming Metlink is responsible for the management of toilets facilities at Wellington Station.

Please find below further details in response to your query

All decisions relating to this evolving situation are being made with public and station staffs' safety front of mind.

*Metlink would like to reassure commuters that toilets in the concourse **are currently open** and keeping these open for commuters remains our focus.*

There were numerous incidents of vandalism over the weekend resulting in the toilets being closed and monitored. They will be closed again if similar issues arise again. The number of staff available to monitor the situation will also play a role in this.*

Should they be closed again, Metlink acknowledges the inconvenience this would place on commuters.

Toilet facilities are available for commuters on board all train services (TBC)

Specific incidents

- using large quantities of toilet paper to deliberately block toilets and urinals.
- Soap dispensers have also been opened and the contents emptied onto the floor creating a slipping hazard.
- using the toilets to wash themselves, flooding the bathroom in the process. They are also using toilet paper to dry themselves.
- Toilet paper is being stolen from dispensers, depleting stock at an unsustainable rate.

From: Matthew O'Driscoll <xxxxxx.xxxxxxxx@xx.xxxx.xx>
Sent: Monday, 14 February 2022 11:08 am
To: Jesse Gerritsen <xxxxx.xxxxxxxx@xx.xxxx.xx>; Matthew Lear <Matthew.Lear@xx.xxxx.xx>; Jaime Passache <xxxxx.xxxxxxxx@xx.xxxx.xx>
Cc: Daniel Pou <xxxxxx.xxx@xx.xxxx.xx>
Subject: RE: media query - railway station toilets

Can we get the latest on the toilets?

I'm in ELT at the moment and Scott seems to think that we are doing all we can to make sure they are all open and available for genuine public transport users.

Matt

From: Jesse Gerritsen <xxxxx.xxxxxxxx@xx.xxxx.xx>
Sent: Monday, 14 February 2022 10:54 am
To: Matthew Lear <xxxxxxx.xxxx@xx.xxxx.xx>; Jaime Passache <xxxxxx.xxxxxxxx@xx.xxxx.xx>
Cc: Matthew O'Driscoll <xxxxxxx.xxxxxxxx@xx.xxxx.xx>; Daniel Pou <xxxxxxx.xxx@xx.xxxx.xx>
Subject: RE: media query - railway station toilets

Thanks for that information Jaime. Was there anything further on the vandalism? I imagine that's the main reason we've closed them (to protect the property?) it's also the question that's been asked.

We should be very clear on why we've closed them and that we're sorry for the inconvenience it will cause.

I however, think we should quickly address the issue of abuse toward staff as a secondary reason for closing the toilets, especially given they've broken the locks on one of the blocks.

Perhaps as follows:

Cheers,
Jesse.

Metlink is responsible for the management of toilets facilities at Wellington Station.

*Due to **(details on vandalism)**, all toilets in the station have been closed. Metlink would like to apologise for the inconvenience this will cause commuters travelling through Wellington Station.*

All decisions relating to this evolving situation are being made together with public and station staffs' safety in mind.

Given there have also been incidents of abuse toward staff at the station, this decision was necessary. A block of female toilets has also been forcibly opened by protestors who broke the lock on the door. Police have been dealing with this and we understand arrests have been made.

While this is not representative of all protestors who have been using these facilities, Metlink does not condone these actions towards its staff. No one going to work should be exposed to this behaviour.

From: Matthew Lear <xxxxxxx.xxxx@xx.xxxx.xx>
Sent: Monday, 14 February 2022 9:58 am
To: Jaime Passache <xxxxxx.xxxxxxxx@xx.xxxx.xx>; Nichola Powell <xxxxxxx.xxxxxxxx@xx.xxxx.xx>
Cc: Jesse Gerritsen <xxxxxx.xxxxxxxx@xx.xxxx.xx>; Daniel Pou <xxxxxxx.xxx@xx.xxxx.xx>; Barry Fryer <xxxxxx.xxxxx@xx.xxxx.xx>; Melissa Anderson <xxxxxxx.xxxxxxxx@xx.xxxx.xx>
Subject: RE: media query - railway station toilets

Hi Jesse- let's consider how we frame this- I don't think we should be allocating blame; we could perhaps say something like 'due to increase use'?

Ngā mihi,
Matthew

Matthew Lear *he/him*

Kaiwhakahaere Matua | Manager Network Operations

Metlink

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From: Jaime Passache <xxxxx.xxxxxxx@xx.xxxx.xx >
Sent: Monday, 14 February 2022 9:49 am
To: Nichola Powell <xxxxxx.xxxxxx@xx.xxxx.xx >
Cc: Jesse Gerritsen <xxxxx.xxxxxxxx@xx.xxxx.xx >; Daniel Pou <xxxxxx.xxx@xx.xxxx.xx >; Matthew Lear <xxxxxx.xxx@xx.xxxx.xx >; Barry Fryer <xxxxx.xxxxx@xx.xxxx.xx >
Subject: RE: media query - railway station toilets

Morning all,

The situation at Well Stn evolved during the weekend as a result of bad use of the facilities by people from the protest, including abuse to staff.

That lead to WCC closing the subway, Bus closing the Lambton Bus Interchange, Transdev closing Stn gates, and also us - Metlink- closing the toilets at Well Stn. Only the "old" women toilet inside the Well Stn concourse has remain open all this time as a result of protesters breaking he lock.

I can't fully assure this, but I believe all this various entities on site have been working in agreement on this decisions.

This morning Police were arresting protesters who tried to break into toilets.

Regards,

Jaime Passache

Senior Project Delivery Advisor

Metlink

M [REDACTED]

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From: Nichola Powell <xxxxxx.xxxxxx@xx.xxxx.xx >
Sent: Monday, 14 February 2022 9:31 am
To: Jaime Passache <xxxxx.xxxxxxx@xx.xxxx.xx >
Cc: Jesse Gerritsen <xxxxx.xxxxxxxx@xx.xxxx.xx >; Daniel Pou <xxxxxx.xxx@xx.xxxx.xx >; Matthew Lear <xxxxxx.xxx@xx.xxxx.xx >; Barry Fryer <xxxxx.xxxxx@xx.xxxx.xx >
Subject: FW: media query - railway station toilets
Importance: High

Hi Jaime, can you provide Jesse with an answer please.

Cheers

Nichola Powell

Kairuruku | Programme Co-ordinator

Metlink

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From: Jesse Gerritsen <xxxxx.xxxxxxxx@xx.xxxx.xx >
Sent: Monday, 14 February 2022 9:29 am
To: Nichola Powell <xxxxxxx.xxxxxx@xx.xxxx.xx >
Cc: Daniel Pou <xxxxxx.xxx@xx.xxxx.xx >; Matthew Lear <xxxxxxx.xxxx@xx.xxxx.xx >
Subject: FW: media query - railway station toilets

Hi Nichola,

Matthew, Barry (ccing you in, in case you know?)

Hope you had a nice weekend?

I gather from Danielle that you are now in charge of the service resources contract for the Wellington Railway Station now?

Are you able to assist me with the below? I gather that we use Service Resources to clean and maintain the toilets there. Is this vandalism something they/we have confirmed? And would we be the best people to comment on it or is it a Kiwirail matter (I have indicated to [REDACTED] they are the owners of the station)

Thanks for your help!

Cheers.
Jesse.

From: [REDACTED] <[REDACTED]@stuff.co.nz>
Sent: Sunday, 13 February 2022 2:30 pm
To: Jesse Gerritsen <xxxxx.xxxxxxxx@xx.xxxx.xx >; Stephen Heath <xxxxxxx.xxxxx@xx.xxxx.xx >
Subject: media query - railway station

Hi,

I understand the toilets have been closed at the railway station due to vandalism. Are you able to confirm this? If this is correct how much damaged was caused and when are the toilets likely to reopen?

Thanks

[REDACTED]

--

[REDACTED]

E [REDACTED] <[REDACTED]@stuff.co.nz > | **M** [REDACTED]
Stuff, Level 7, Spark Central, 42-52 Willis St, Wellington, 6011. PO Box 2595, Wellington 6140.



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the contents of this message or attached files.

From: Melissa Anderson
Sent: Saturday, 12 February 2022 8:42 pm
To: Christine Bulmer
Subject: Re: Protest Action 12/02/21 - 4.30pm update

Great approach - thank you 😊

Melissa Anderson

From: Christine Bulmer <Christine.Bulmxx@xx.xxxx.nz>
Sent: Saturday, February 12, 2022 6:26:07 PM
To: Melissa Anderson <Mexxxxxx.xxxxxxxx@xx.xxxx.nz>
Subject: Re: Protest Action 12/02/21 - 4.30pm update

Thanks Mel my team are going to use platform 9 to enter and exit as abuse is increasing regarding toilet facilities and mask wearing. I have told them if they feel unsafe at all that they have our support to return to the office and report in.

Regards
Christine

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From: Melissa Anderson <Melissa.Andexxxx@xx.xxxx.xx>
Sent: Saturday, February 12, 2022 5:51:27 PM
To: Christine Bulmer <Christine.Bulmer@gw.govt.nz>
Subject: Fwd: Protest Action 12/02/21 - 4.30pm update

Melissa Anderson

From: Matthew Lear <Matthew.Lxxx@xx.xxxx.xx>
Sent: Saturday, February 12, 2022 5:29:59 PM
To: Rob Braddock <Rob.Braddock@gw.govt.nz>; Scott Gallacher <Scott.Gallachxx@xx.xxxx.nz>; Hannah Geddis <Hannah.Geddxx@xx.xxxx.nz>; Jo Pritchard <Jo.Pritchxxx@xx.xxxx.xx>; Melissa Anderson <Melissa.Anderson@gw.govt.nz>; Matthew O'Driscoll <Matthew.Oxxxxxxx@xx.xxxx.nz>; Jesse Gerritsen <xxxxx.xxxxxxxx@xx.xxxx.xx>; Briar Lakeman <xxxxx.xxxxxxx@xx.xxxx.xx>; Bonnie Parfitt <Bonnie.Parfitt@gw.govt.nz>; Daniel Pou <Daniel.xxx@xx.xxxx.nz>; Fiona Abbott <Fiona.Abbott@gw.govt.nz>
Cc: Service Delivery Bus, TM, Ferry <servicedeliverybustmferry@greaterwellington.onmicrosoft.com>
Subject: RE: Protest Action 12/02/21 - 4.30pm update

Transdev report locked public doors at the station have been kicked in, there are also protestors loitering in the concourse. They are seeking Police presence to keep the concourse for rail ticket holders only- it is too much risk for their staff to do this on their own. If we have a line in to the Police and we can support this it would be appreciated. If that doesn't happen the plan will be the bau platform barriers from 8pm.

Ngā mihi,

Matthew

Matthew Lear *he/him*

Kaiwhakahaere Matua | Manager Network Operations

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From: Matthew Lear

Sent: Saturday, 12 February 2022 5:03 pm

To: Rob Braddock <Rob.Braddock@gw.govt.nz>; Scott Gallacher <Scott.Gallachxx@xx.xxxx.nz>; Hannah Geddis <Hannah.Geddx@xx.xxxx.nz>; Jo Pritchard <Jo.Pritchxxx@xx.xxxx.xx>; Melissa Anderson <Melissa.Anderson@gw.govt.nz>; Matthew O'Driscoll <Matthew.Oxxxxxxx@xx.xxxx.nz>; Jesse Gerritsen <xxxxx.xxxxxxxx@xx.xxxx.xx>; Briar Lakeman <xxxxx.xxxxxxx@xx.xxxx.xx>; Bonnie Parfitt <Bonnie.Parfitt@gw.govt.nz>; Daniel Pou <Daniel.xxx@xx.xxxx.nz>

Cc: Service Delivery Bus, TM, Ferry <servicedeliverybustmferry@greaterwellington.onmicrosoft.com>

Subject: RE: Protest Action 12/02/21 - 4.30pm update

Kia ora tatou,

Given that WCC have closed the Subway at the Interchange and there is a risk with the rain the protesters could look for shelter in the station and further disrupt our services I've spoken to Brandon at Tranzdev and depending on resources available they are going to cordon off the platforms and station access similar to the bau plan they have for Friday and Saturday nights- at a high level this means that only holders of valid rail tickets will have access to the platforms and parts of the station- The Tranzdev team will decide on the barrier layout. I asked that we kept the ticket only access plan in play until further notice- they will check on their staffing resources and come back to me.

Ngā mihi,

Matthew

Matthew Lear *he/him*

Kaiwhakahaere Matua | Manager Network Operations

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From: Rob Braddock <Rob.Braddock@gw.govt.nz>

Sent: Saturday, 12 February 2022 4:38 pm

To: Scott Gallacher <Scott.Gallacher@gw.govt.nz>; Matthew Lear <Matthew.Lxxx@xx.xxxx.xx>; Hannah Geddis <Hannah.Geddx@xx.xxxx.nz>; Jo Pritchard <xx.xxxxxxxx@xx.xxxx.xx>; Melissa Anderson <Melissa.Anderson@gw.govt.nz>; Matthew O'Driscoll <Matthew.xxxxxxxx@xx.xxxx.nz>; Jesse Gerritsen <xxxxx.xxxxxxxx@xx.xxxx.xx>; Briar Lakeman <Briar.Lakeman@gw.govt.nz>; Bonnie Parfitt <Bonnie.Parfitt@gw.govt.nz>; Fiona Abbott <Fiona.Abbott@gw.govt.nz>

Cc: Service Delivery Bus, TM, Ferry <servicedeliverybustmferry@greaterwellington.onmicrosoft.com>; Contact Centre Comms <contactcentrecosxx@xx.xxvt.nz>

Subject: RE: Protest Action 12/02/21 - 4.30pm update

Folks the temporary stop outside Rydges has become untenable as protesters are now parking there. There has been conflict with Parking Wardens managing the space for us, and we are also in a different type of conflict with hotel valet parking as a result of less space available. Customer safety is also compromised.

As such Brandon Street will serve as the terminus point alternative to Lambton Interchange stops A, B & C. That is all services heading into the city.

Notes

- Brandon Street is far more manageable as an established stop and away from the action
- I am in discussion with Parking Services about provision further up Featherston Street for bus layover and staging space, particularly ahead of Monday morning if this persists
- On the plus side buses now have the option of the u-turn from Stout Street into Featherston Street for repositioning
- Driver facilities at Lambton Interchange are closed
- Driver facilities at 248 Thorndon Quay are open
- If Stout Street becomes untenable then services heading towards the Railway Station will travel Willis Street onto Customhouse Quay, up Whitmore Street and left into Featherston for the return journey; straight up Whitmore onto Bowen Street to Karori / Wilton (diversion) / University; or right into Thorndon Quay for Northern Suburbs / Hutt / other Western Suburbs
- If the Whitmore / Bowen / Lambton intersection is blocked we will divert Karori / Wilton (diversion) / University services via Ghuznee Street and The Terrace.
- We will create maps describing those last two scenarios for information and prepare for closure of additional stops where required.

Matt I will send you updated information for the website info page.

Anyone welcome to give me a call.

Cheers

From: Rob Braddock

Sent: Saturday, 12 February 2022 2:48 pm

To: Scott Gallacher <Scott.Gallacher@gw.govt.nz>; Matthew Lear <Matthew.Lxxx@xx.xxxx.xx>; Hannah Geddis <Hannah.Geddxx@xx.xxxx.nz>; Jo Pritchard <xx.xxxxxxxx@xx.xxxx.xx>; Melissa Anderson <Melissa.Anderson@gw.govt.nz>; Matthew O'Driscoll <Matthew.xxxxxxxx@xx.xxxx.nz>; Jesse Gerritsen <xxxxx.xxxxxxxx@xx.xxxx.xx>; Briar Lakeman <Briar.Lakeman@gw.govt.nz>

Cc: Service Delivery Bus, TM, Ferry <servicedeliverybustmferry@greaterwellington.onmicrosoft.com>; Contact Centre Comms <contactcentrecxxx@xx.xxvt.nz>

Subject: Protest Action 12/02/21 - 2.30pm update amended

- Additionally we have traffic light priority at Featherston and Brandon Streets, current report is traffic is flowing smoothly.

From: Rob Braddock

Sent: Saturday, 12 February 2022 2:47 pm

To: Scott Gallacher <Scott.Gallacher@gw.govt.nz>; Matthew Lear <Matthew.Lxxx@xx.xxxx.xx>; Hannah Geddis <Hannah.Geddxx@xx.xxxx.nz>; Jo Pritchard <xx.xxxxxxxx@xx.xxxx.xx>; Melissa Anderson <Melissa.Anderson@gw.govt.nz>; Matthew O'Driscoll <Matthew.xxxxxxxx@xx.xxxx.nz>; Jesse Gerritsen <xxxxx.xxxxxxxx@xx.xxxx.xx>; Briar Lakeman <Briar.Lakeman@gw.govt.nz>

Cc: Service Delivery Bus, TM, Ferry <servicedeliverybustmferry@greaterwellington.onmicrosoft.com>; Contact Centre Comms <contactcentrecxxx@xx.xxvt.nz>

Subject: Protest Action 12/02/21 - 2.30pm update

Afternoon All

- The current diversion remains live albeit with some teething issues while instructions are in the middle of being universally understood
- We will stock take our customer information this afternoon to make sure it is correct by stop
- We remain in regular contact with Operators and WCC. We have taken the lead in liaison with WCC Parking Services for temporary stop enforcement
- There is a Plan B for services using Bowen Street if that becomes inaccessible – essentially that is diversion via Ghuznee Street and The Terrace
- A plan is being developed should Stout Street become unavailable

From: Rob Braddock

Sent: Saturday, 12 February 2022 11:44 am

To: Scott Gallacher <Scott.Gallacher@gw.govt.nz>; Matthew Lear <Matthew.Lxxx@xx.xxxx.xx>; Hannah Geddis <Hannah.Geddxx@xx.xxxx.nz>; Jo Pritchard <xx.xxxxxxxx@xx.xxxx.xx>; Melissa Anderson <Melissa.Anderson@gw.govt.nz>; Matthew O'Driscoll <Matthew.xxxxxxxx@xx.xxxx.nz>; Jesse Gerritsen <xxxxx.xxxxxxxx@xx.xxxx.xx>; Briar Lakeman <Briar.Lakeman@gw.govt.nz>

Cc: Service Delivery Bus, TM, Ferry <servicedeliverybustmferry@greaterwellington.onmicrosoft.com>; Contact Centre Comms <contactcentrecxxx@xx.xxvt.nz>

Subject: RE: Protest Action 12/02/21 - 10.00am update

The diversion is now live, and 248 Thorndon Quay open for business.

Customer comms including SM, website, RTI and a media release are all either live or in the pipeline as I write.

We will continue to work with WCC to ensure best access to our temporary stop arrangements.

From: Rob Braddock
Sent: Saturday, 12 February 2022 10:54 am
To: Scott Gallacher <Scott.Gallacher@gw.govt.nz>; Matthew Lear <Matthew.Lxxx@xx.xxxx.xx>; Hannah Geddis <Hannah.Geddx@xx.xxxx.nz>; Jo Pritchard <xx.xxxxxxxx@xx.xxxx.xx>; Melissa Anderson <Melissa.Anderson@gw.govt.nz>; Matthew O'Driscoll <Matthew.xxxxxxxx@xx.xxxx.nz>; Jesse Gerritsen <xxxxx.xxxxxxxx@xx.xxxx.xx>; Briar Lakeman <Briar.Lakeman@gw.govt.nz>
Cc: Service Delivery Bus, TM, Ferry <servicedeliverybustmferry@greaterwellington.onmicrosoft.com>; Contact Centre Comms <contactcentrecxxx@xx.xxvt.nz>
Subject: RE: Protest Action 12/02/21 - 10.00am update

Yes. We will arrange for removal of service from Lambton Interchange from 12pm, in order to provide for some stage management but diverting any services with immediate effect as needed in the meantime.

From: Scott Gallacher <Scott.Gallacher@gw.govt.nz>
Sent: Saturday, 12 February 2022 10:18 am
To: Matthew Lear <Matthew.Lear@gw.govt.nz>; Rob Braddock <Rob.Braddock@gw.govt.nz>; Hannah Geddis <Hannah.Geddx@xx.xxxx.nz>; Jo Pritchard <xx.xxxxxxxx@xx.xxxx.xx>; Melissa Anderson <Melissa.Anderson@gw.govt.nz>; Matthew O'Driscoll <Matthew.xxxxxxxx@xx.xxxx.nz>; Jesse Gerritsen <xxxxx.xxxxxxxx@xx.xxxx.xx>; Briar Lakeman <Briar.Lakeman@gw.govt.nz>
Cc: Service Delivery Bus, TM, Ferry <servicedeliverybustmferry@greaterwellington.onmicrosoft.com>; Contact Centre Comms <contactcentrecxxx@xx.xxvt.nz>
Subject: RE: Protest Action 12/02/21 - 10.00am update

Great stuff, thanks Rob, and thanks to everyone else working on this.

Given the rise in tension and the likely arrival of more people, a quick shift into alternatives will be required. I would rather we are proactively removing ourselves from an already tense situation.

Cheers
Scott

From: Matthew Lear <xxxxxxx.xxxx@xx.xxxx.xx>
Sent: Saturday, 12 February 2022 10:10 am
To: Rob Braddock <Rob.Braddock@gw.govt.nz>; Hannah Geddis <Hannah.Geddx@xx.xxxx.nz>; Jo Pritchard <xx.xxxxxxxx@xx.xxxx.xx>; Scott Gallacher <Scoxx.xxxxxxxx@xx.xxxx.xx>; Melissa Anderson <Melissa.Anderson@gw.govt.nz>; Matthew O'Driscoll <Matthew.xxxxxxxx@xx.xxxx.nz>; Jesse Gerritsen <xxxxx.xxxxxxxx@xx.xxxx.xx>; Briar Lakeman <Briar.Lakeman@gw.govt.nz>
Cc: Service Delivery Bus, TM, Ferry <servicedeliverybustmferry@greaterwellington.onmicrosoft.com>; Contact Centre Comms <contactcentrecxxx@xx.xxvt.nz>
Subject: Re: Protest Action 12/02/21 - 10.00am update

Thanks Rob- I read the live feed on Stuff and they said the number of protesters has grown so it doesn't look like the rain has reduced numbers

Ngā mihi,
Matthew

Matthew Lear *he/him*
Kaiwhakahaere Matua | Manager Network Operations
Metlink

From: Rob Braddock <Rob.Braddock@gw.govt.nz>
Sent: Saturday, February 12, 2022 10:03:19 AM
To: Hannah Geddis <Hannah.Geddis@gw.govt.nz>; Jo Pritchard <Jo.Pritchard@gw.govt.nz>; Scott Gallacher <Scott.Gallaxxx@xx.xxxx.xx>; Melissa Anderson <Mexxxxxx.xxxxxxxx@xx.xxxx.nz>; Matthew O'Driscoll <Matthew.xxxxxxxx@xx.xxxx.xx>; Jesse Gerritsen <xxxxx.xxxxxxxx@xx.xxxx.xx>; Briar Lakeman <Briar.Lakemax@xx.xxxx.nz>
Cc: Service Delivery Bus, TM, Ferry <servicedeliverybustmferry@greaterwellington.onmicrosoft.com>; Contact Centre Comms <contactcentrecxxx@xx.xxvt.nz>
Subject: Protest Action 12/02/21 - 10.00am update

Morning All

- We had some issues last night with buses being blocked by protestors, but not for long enough periods to divert services. That said there were a couple of cancellations and driver decisions to divert in some cases.
- I have been down to the Interchange this morning, my observations were:
 - Cars are now parked on the footpaths at Platforms C & D. Buses were still operating freely albeit threading the needle and otherwise the operating area is clear for now.
 - We have lost the Stout Street temporary stop to protest vehicles and outside north of Rydges to the general public. Only Brandon Street is clear right now.
 - In the absence of those temporary stops I will be advising Lambton Quay North End as the Platform D alternative (that is the northbound stop) and the tour bus stop / drop off outside Rydges as the Platform A, B, C alternative (services southbound into the city) with a view to WCC clearing the spaces behind. Stout Street will not be available as protest vehicles are not being towed.
- I remain in contact with Tranzurban and NZ Bus they are comfortable so far with maintaining the standard route

From: Hannah Geddis <Hannah.Geddxx@xx.xxxx.nz>
Sent: Friday, 11 February 2022 4:45 pm
To: Jo Pritchard <Jo.Pritchaxx@xx.xxxx.xx>; Scott Gallacher <Scott.Gallacher@gw.govt.nz>; Melissa Anderson <Melissa.Anderson@gw.govt.nz>; Matthew O'Driscoll <Matthew.xxxxxxxx@xx.xxxx.nz>; Jesse Gerritsen <xxxxx.xxxxxxxx@xx.xxxx.xx>; Briar Lakeman <Briar.Lakeman@gw.govt.nz>
Cc: Service Delivery Bus, TM, Ferry <servicedeliverybustmferry@greaterwellington.onmicrosoft.com>; Contact Centre Comms <contactcentrecxxx@xx.xxvt.nz>
Subject: RE: Protest Action 11/02/21 - 4.45PM update

Hi all,

4.45pm Update –

- We are continuing to monitor and services remain operating through the Interchange.
- We have been informed this afternoon that Aitken Street is now blocked and so this did affect school services to St Mary's College, but we are working on the alternative if that continues next week.

- There will be a watching brief over the weekend and all lines of communication with operators remain open.
- The detour plans remain in case we need to detour away from the interchange as we enter the weekend

If there is any movement over the weekend, we will let you know. Sounds like it's going to be a wet one 😊

Cheers,
Hannah

From: Hannah Geddis
Sent: Friday, 11 February 2022 11:05 am
To: Jo Pritchard <Jo.Pritchaxx@xx.xxxx.xx>; Scott Gallacher <Scott.Gallacher@gw.govt.nz>; Melissa Anderson <Melissa.Anderson@gw.govt.nz>; Matthew O'Driscoll <Matthew.xxxxxxxx@xx.xxxx.nz>; Jesse Gerritsen <xxxxx.xxxxxxxx@xx.xxxx.xx>; Briar Lakeman <Briar.Lakeman@gw.govt.nz>
Cc: Service Delivery Bus, TM, Ferry <servicedeliverybustmferry@greaterwellington.onmicrosoft.com>; Contact Centre Comms <contactcentrecxxx@xx.xxvt.nz>
Subject: RE: Protest Action 11/02/21 - 11AM update

11am update –

- The situation at Parliament remains relatively unchanged, with protester's vehicles still blocking Molesworth Street
- Some vehicles have been removed from Lambton Quay, which is aiding bus movements
- Operators have not reported any significant issues in relation to the Protest today
- Plans are still in place, should we need to detour away from Lambton Interchange
- We are continuing to monitor throughout the day

From: Hannah Geddis
Sent: Thursday, 10 February 2022 3:59 pm
To: Jo Pritchard <Jo.Pritchaxx@xx.xxxx.xx>; Scott Gallacher <Scott.Gallacher@gw.govt.nz>; Melissa Anderson <Melissa.Anderson@gw.govt.nz>; Matthew O'Driscoll <Matthew.xxxxxxxx@xx.xxxx.nz>; Jesse Gerritsen <xxxxx.xxxxxxxx@xx.xxxx.xx>; Briar Lakeman <Briar.Lakeman@gw.govt.nz>
Cc: Service Delivery Bus, TM, Ferry <servicedeliverybustmferry@greaterwellington.onmicrosoft.com>; Contact Centre Comms <contactcentrecxxx@xx.xxvt.nz>
Subject: RE: Protest Action 10/02/21 - 4PM update

Hi all,

4pm update:

- Not much has changed since the last update
- Service continue to be able to access the interchange around the congestion
- Molesworth Street remains closed – vehicles that were moving at 12pm have been replaced with others 😞
- Thorndon school buses have reached the schools via the detour route to pick up students, with some minor delays
- No sign of any more movement from protesters away from the site
- WCC have begun to ticket vehicles that are illegally parked

We will continue to monitor as we enter evening peak and will let you know if anything changes.

Cheers,
Hannah

From: Hannah Geddis
Sent: Thursday, 10 February 2022 12:10 pm
To: Jo Pritchard <Jo.Pritchaxx@xx.xxxx.xx>; Scott Gallacher <Scott.Gallacher@gw.govt.nz>; Melissa Anderson <Melissa.Anderson@gw.govt.nz>; Matthew O'Driscoll <Matthew.xxxxxxxx@xx.xxxx.nz>; Jesse Gerritsen <xxxxx.xxxxxxxx@xx.xxxx.xx>; Briar Lakeman <Briar.Lakeman@gw.govt.nz>
Cc: Service Delivery Bus, TM, Ferry <servicedeliverybustmferry@greaterwellington.onmicrosoft.com>; Contact Centre Comms <contactcentrecosxx@xx.xxvt.nz>
Subject: RE: Protest Action 10/02/21 - 12PM update

12pm Update –

- Protesters remain at Parliament but are slowly being moved on by police
- Vehicles appear to be slowly moving out of Molesworth Street, but there is still significant congestion on Lambton Quay at the entrance to the Interchange
- Molesworth Street bus services (14, 81, 84) are continuing to detour
- Route 22 services have returned to their normal route as there is now room on the slip lane for them to turn
- A temporary bus stop has been installed on Stout Street, in case we need to detour northbound services away from the Interchange.
- We are currently planning escape routes for any affected services, should the bottom of Bowen Street become blocked as protesters leave Parliament grounds

We will update you as events progress this afternoon.

Cheers,

Hannah Geddis *she/her*

Kaitohutohu Matua | Service Delivery Advisor

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 **Think green: read on the screen**

From: Hannah Geddis
Sent: Wednesday, 9 February 2022 10:59 am
To: Jo Pritchard <Jo.Pritchaxx@xx.xxxx.xx>; Scott Gallacher <Scott.Gallacher@gw.govt.nz>; Melissa Anderson <Melissa.Anderson@gw.govt.nz>; Matthew O'Driscoll <Matthew.xxxxxxxx@xx.xxxx.nz>; Jesse Gerritsen <xxxxx.xxxxxxxx@xx.xxxx.xx>; Briar Lakeman <Briar.Lakeman@gw.govt.nz>
Cc: Service Delivery Bus, TM, Ferry <servicedeliverybustmferry@greaterwellington.onmicrosoft.com>; Contact Centre Comms <contactcentrecosxx@xx.xxvt.nz>
Subject: RE: Protest Action 9/02/21 - 11AM update

11am update:

A few developments this morning.

- Northbound north end Lambton Quay bus stops are closed due to parked vehicles
- Inbound Route 22 services are now detouring as the slip lane from Bowen Street into Lambton Quay is blocked by a parked vehicle. They are detouring via Whitmore Street, Featherston Street, Brandon Street, and then Lambton Quay before continuing on to the Interchange
- Route 14, 81, 84, 744, and 745 services are continuing to detour
- We are working with WCC on contingency plans, should Wellington Interchange become unusable
- Delays on the network have eased slightly after morning peak, however there is still significant congestion around the north end of Lambton Quay

From: Hannah Geddis

Sent: Wednesday, 9 February 2022 8:59 am

To: Jo Pritchard <Jo.Pritchard@xx.xxxx.xx>; Scott Gallacher <Scott.Gallacher@gw.govt.nz>; Melissa Anderson <Melissa.Anderson@gw.govt.nz>; Matthew O'Driscoll <Matthew.xxxxxxxx@xx.xxxx.nz>; Jesse Gerritsen <xxxxx.xxxxxxxx@xx.xxxx.xx>; Briar Lakeman <Briar.Lakeman@gw.govt.nz>

Cc: Service Delivery Bus, TM, Ferry <servicedeliverybustmferry@greaterwellington.onmicrosoft.com>; Contact Centre Comms <contactcentrecosxx@xx.xxvt.nz>

Subject: RE: Protest Action 9/02/21 - 9AM update

Mōrena all,

Day 2 of protests today - Protesters' vehicles remain blocking Molesworth Street and the two left hand northbound lanes at the Lambton Quay North End.

- Route 14, 81, 84, 744, and 745 services are continuing to detour
- All services travelling north through Lambton Quay and Wellington Station will be delayed
- We will continue to maintain service to Wellington Station, so long as it is safe to do so
- RTI and website messaging is live, advising customers to expect delays and detours

We'll continue to monitor throughout the day, and are in regular contact with bus operators.

Here's hoping for a (relatively) quiet day today 😊

Cheers,

Hannah Geddis *she/her*

Kaitohutohu Matua | Service Delivery Advisor

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From: Jo Pritchard <xx.xxxxxxxx@xx.xxxx.xx>
Sent: Tuesday, 8 February 2022 5:11 pm
To: Scott Gallacher <Scott.Gallacher@gw.govt.nz>; Melissa Anderson <Melissa.Anderson@gw.govt.nz>; Matthew O'Driscoll <xxxxxxx.xxxxxxxx@xx.xxxx.xx>; Jesse Gerritsen <Jesse.Gerritsen@gw.govt.nz>; Briar Lakeman <Briar.Lakemax@xx.xxxx.nz>
Cc: Service Delivery Bus, TM, Ferry <servicedeliverybustmferry@greaterwellington.onmicrosoft.com>; Contact Centre Comms <contactcentrecxxx@xx.xxvt.nz>
Subject: RE: Protest Action 8/02/21 - 5PM update

Hi team,

Here is the final update for the day:

- We are continuing to see delays across all CBD routes
- Lambton Quay North End is down to one lane, so buses are able to travel through but very slowly
 - We have discussed whether it is worth detouring services away from LQ (via stout street and Whitmore Street) however we agreed that this would create further confusion and disruption for our passengers so will not be detouring at this stage.
- Molesworth Street remains blocked at the Lambton Quay end so route 14 and 81 services will continue to detour for now
- Lambton Interchange is still accessible at this stage
- 24 Lambton Quay remains open as an emergency turnaround area should it be needed

It looks like the protesters have started to set up camp with tents and camper vans and the like. Graham Atkinson has been on the ground all day today keeping an eye on things for us, but he won't be able to stay all night! So Rob has asked operators to keep an eye on things remotely this evening and escalate to our contact centre or their usual after hours contacts if required.

Have a good night everyone, and here's hoping for a slightly more 'normal' day tomorrow!

Ngā mihi,

Jo Pritchard (*she/her*)

Senior Service Delivery Advisor | Kaitohutohu Matua

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From: Jo Pritchard
Sent: Tuesday, 8 February 2022 2:31 pm
To: Scott Gallacher <Scott.Gallacher@gw.govt.nz>; Melissa Anderson <Melissa.Anderson@gw.govt.nz>; Matthew O'Driscoll <xxxxxxx.xxxxxxxx@xx.xxxx.xx>; Jesse Gerritsen <Jesse.Gerritsen@gw.govt.nz>; Briar Lakeman <Briar.Lakemax@xx.xxxx.nz>
Cc: Service Delivery Bus, TM, Ferry <servicedeliverybustmferry@greaterwellington.onmicrosoft.com>; Contact Centre

Comms <contactcentrecovxxx@xx.xxvt.nz >

Subject: RE: Protest Action 8/02/21 - 2PM update

Hi team,

I hope you all managed to have a nice lunch break in time for round 2 of the updates! Here is where we are as of 2pm today:

- From time to time access to Lambton Interchange heading towards the Railway Station has been difficult, due to traffic backed from Bowen Street which is being well used by protestors for parking
- Police are assisting with some traffic management but essentially it has been Graham from Tranzurban sorting it
- The gates at 248 Thorndon Quay are being opened as a potential turnaround if we can't access the Interchange. Customers would be let off at the bottom of Stout Street which is away from the protest and still provides access to the Railway Station. Our usual rat run via Bunny Street is not available as full of protestors vehicles

School services

- School routes 744 and 745 (Wellington College to Northland and Wilton) will be detoured the same route as the 14:
 - Lambton Quay
 - Bowen Street
 - Hill Street
 - Molesworth Street
- The other Thorndon College buses (QMC and Wellington Girls) are likely to be delayed in arriving at the schools as the buses will need to take alternative routes to get there
- Rosalie is in the process of calling all of the affected Thorndon Schools to update them with the above

Ngā mihi,

Jo Pritchard (*she/her*)

Senior Service Delivery Advisor | Kaitohutohu Matua

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From: Jo Pritchard

Sent: Tuesday, 8 February 2022 12:14 pm

To: Scott Gallacher <Scott.Gallacher@gw.govt.nz>; Melissa Anderson <Melissa.Anderson@gw.govt.nz>; Matthew O'Driscoll <xxxxxxx.xxxxxxxx@xx.xxxx.xx >; Jesse Gerritsen <Jesse.Gerritsen@gw.govt.nz>; Briar Lakeman <Briar.Lakemax@xx.xxxx.nz >

Cc: Service Delivery Bus, TM, Ferry <servicedeliverybustmferry@greaterwellington.onmicrosoft.com>; Contact Centre Comms <contactcentrecovxxx@xx.xxvt.nz >

Subject: RE: Protest Action 8/02/21 - 12 noon update

12 noon update:

- We understand that there has been one instance of an altercation between a bus driver and a protester at Molesworth Street. We understand the driver is OK and has continued on with their shift
- Police are now detouring regular traffic via Lambton interchange as needed

Ngā mihi,

Jo Pritchard *(she/her)*

Senior Service Delivery Advisor | Kaitohutohu Matua

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 **Think green: read on the screen**

From: Jo Pritchard

Sent: Tuesday, 8 February 2022 11:39 am

To: Scott Gallacher <Scott.Gallacher@gw.govt.nz>; Melissa Anderson <Melissa.Anderson@gw.govt.nz>; Matthew O'Driscoll <xxxxxxx.xxxxxxxx@xx.xxxx.xx>; Jesse Gerritsen <Jesse.Gerritsen@gw.govt.nz>

Cc: Service Delivery Bus, TM, Ferry <servicedeliverybustmferry@greaterwellington.onmicrosoft.com>; Contact Centre Comms <contactcentrecxxx@xx.xxvt.nz>

Subject: RE: Protest Action 8/02/21 - 11.30am update

Hi there team,

A slight development. Protesters have now blocked off the bottom of Molesworth Street (near the interchange) so we will need to detour our Wilton bound route 14 services as follows:

- Lambton Quay
- Bowen Street
- Tinakori Road
- Hill Street
- Molesworth Street

This means that we are only missing one stop (stop 5111) which is currently closed anyway due to vehicles blocking the stop.

Customer messaging about the detour is going up on the Website and RTI now.

Route 14 services heading into the city from Wilton remain unaffected at this stage.

Ngā mihi,

Jo Pritchard *(she/her)*

Senior Service Delivery Advisor | Kaitohutohu Matua

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From: Jo Pritchard

Sent: Tuesday, 8 February 2022 11:15 am

To: Scott Gallacher <Scott.Gallacher@gw.govt.nz>; Melissa Anderson <Melissa.Anderson@gw.govt.nz>; Matthew O'Driscoll <xxxxxxx.xxxxxxxx@xx.xxxx.xx>; Jesse Gerritsen <Jesse.Gerritsen@gw.govt.nz>

Cc: Service Delivery Bus, TM, Ferry <servicedeliverybustmferry@greaterwellington.onmicrosoft.com>; Contact Centre Comms <contactcentrecxxx@xx.xxvt.nz>

Subject: Protest Action 8/02/21 - 11am update

Hi there team,

Protesters have just started arriving at Parliament. They are travelling along Waterloo Quay and up Bunny Street to Molesworth Street at this stage:

- Lead vehicles and Motorcycles are starting to arrive at Parliament now
- The parliament bus stop at the bottom Molesworth Street ([5111](#)) is closed due to vehicles being parked there; however traffic is still flowing with the convoy at the moment
- Buses will continue to use Molesworth street for now however traffic is slow
- We are looking at possible detour routes for the route 14 should traffic become too congested on Molesworth Street

I will continue to update this group as we learn more. Any questions, do let me know.

Ngā mihi,

Jo Pritchard (*she/her*)

Senior Service Delivery Advisor | Kaitohutohu Matua

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From: Raymond Malcolm
Sent: Saturday, 12 February 2022 3:11 pm
To: ~~XXXX~~
Cc: 'Ruchir.Gaur@wcc.govt.nz'; Bruce Tan (bruce.tan@wcc.govt.nz); Emma Tonks
Subject: Closure of Lambton Interchange (Pedestrian Access)

Hi

Following discussion between myself and Ruchir and Bruce (WCC Officers), a request is being made to close and secure the main Lambton Interchange Atrium Building and the Building on the Northern side (Stop D) including the waiting area and lift access with regard to pedestrian access. This also includes closing the main roller door at the entrance way to the subway from the Railway Station, all automatic doors leading into both buildings, exit only to be activated. The pedestrian walkway between the Interchange subway and the railway station must remain open which provides access from Thorndon Quay onto Featherston Street, walkway next to Trax Bar at the train station.

This request has been made due to the removal of bus services from the Lambton Interchange due to the protest vehicles blocking all bus stops within the interchange facility. This will avoid unnecessary occupation of the facilities, damage and improvements to security within the Interchange facility.

If any additional information is required, can you please contact either Ruchir Gaur, Bruce Tan or myself.

Regards

Raymond Malcolm - Swindells

Metlink Infrastructure

DD 04 830 4188 | M [REDACTED]

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