

13 November 2023

File Ref: OIAPR-1274023063-23969

Tēnā koe [REDACTED]

Request for information 2023-262

I refer to your request for information dated 19 October 2023, which was received by Greater Wellington Regional Council (Greater Wellington) on 19 October 2023. You have requested the following:

"I would like to request all information on complaints made regarding noise from the Porirua train station in the last 12 months. Including responses and what actions (if any) the council has taken to address the situation. Thank you."

Greater Wellington's response follows:

Please refer to **Attachment 1** which includes all complaints made to Greater Wellington regarding noise from the Porirua train station from 01 October 2022 to 19 October 2023.

Please refer to **Attachment 2** and **Attachment 3** which includes correspondence between our Metlink officers, Transdev, and Police to address this issue.

Please refer to **Attachment 4** which includes all reports related to speaker thefts in January, put together by Armourguard security, as mentioned in Attachment 2.

We have withheld the names and contact information of staff from NZ Police, Porirua City Council and Redwolf, and Greater Wellington staff contact information in the four attachments 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.

We have considered whether the public interest in the requested information outweighs Greater Wellington's need to withhold certain aspects of the requested information. As a result, we do not consider that the public interest outweighs Greater Wellington's reason for withholding parts of the document under the ground identified above.

Greater Wellington has ensured that our Rail Monitoring Centre are aware of this issue. Greater Wellington has also installed a Public Address System into the Porirua Car Park so that the Rail Monitoring Centre can make announcements in the car park when they see undesired activities occurring, such as excessive noise.

Greater Wellington has been working with Police and Porirua City Council on addressing this issue. While Greater Wellington are responsible for the management and maintenance of the Park and Ride area at Porirua train station, we are not an enforcement authority and do not police noise levels.

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 Act.

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