

29 November 2023

File Ref: OIAPR-1274023063-24095

[REDACTED]

Tēnā koe [REDACTED]

Request for information 2023-268

I refer to your request for information dated 1 November 2023, which was received by Greater Wellington Regional Council (Greater Wellington) on 1 November 2023. You have requested the following:

"I am requesting the following information under the Official Information Act 1982:

- *How many train services (in absolute figures and as percentage of the total number of services operated), in the past 2 months, could not be operated at full capacity due to staff shortage?*
- *How many staff are required to operate a train service with a.) 4 b.) 6 c.) 8 cars?*
- *Why is it necessary to have more than one staff present on a train (in addition to the driver)?*
- *What measures is Metlink undertaking to address staff shortage?*
- *Has Metlink considered running services at full capacity with lower numbers of staff present on the train. If not, why not?"*

Greater Wellington's response follows:

How many train services (in absolute figures and as percentage of the total number of services operated), in the past 2 months, could not be operated at full capacity due to staff shortage?

Please see below the total number of services that have not run at full capacity from 1 September 2023 to 24 November 2023.

- *Total services that have not run at full capacity: 491*
- *Total services operated: 24,970*
- *Percentage of services not run at full capacity: 1.97%*

How many staff are required to operate a train service with a.) 4 b.) 6 c.) 8 cars?

Staff required per consist size (number of carriages per train), in addition to the driver, are set out below for each train line:

Hutt (including Melling Line) and Kapiti lines:

- Two cars: 1 staff member
- Four cars: 2 staff unless there is an unplanned staff shortage on the day then minimum of 1
- Six cars: 2 staff
- Eight cars: 3 staff unless there is an unplanned staff shortage on the day then minimum of 2

Johnsonville:

- Two cars: 1 staff
- Four cars: 2 staff (due to curves on platforms)
- Six cars: 2 staff
- Eight cars: 2 staff

Masterton:

- Two cars: 2 staff
- Four cars: 2 staff
- Six cars: 3 staff
- Eight cars: 3 staff
- Nine cars: 4 staff

Why is it necessary to have more than one staff present on a train (in addition to the driver)?

Masterton

It is necessary to have more than one staff present in order to meet health and safety requirements for the Remutaka tunnel, as well as assisting with visibility when closing doors to ensure passenger safety.

Hutt/Kapiti

It is necessary to have more than one staff present in order to meet health and safety requirements when closing the doors. The longer the consist becomes, the poorer visibility becomes for the Train Manager so more Passenger Operators are needed to bridge the gap.

Johnsonville

Due to curves on stations (such as Raroa station) a second staff member is needed on a 4-car set for visibility around the curves and gap in the platforms, to minimise the risk of passengers falling between.

Other reasons for all lines include to assist with revenue collection and for any customer safety incident and response required. Metlink has committed to the requirements detailed in the collective agreement with Rail and Maritime Transport Union which outline the minimum number of staff to run each size of train.

What measures is Metlink undertaking to address staff shortage?

Metlink continues to support Transdev, our rail operator, to complete the following:

- Increased training schools
- Hired more trainers
- Hired more tutors
- Recruited approx. 85 front line roles throughout the year
- Still recruiting above master roster for contingency.

Has Metlink considered running services at full capacity with lower numbers of staff present on the train. If not, why not?

Metlink is unable to do so due to union requirements as it would breach the Multi Employer Collective Agreement 2022-2024.

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