

7 May 2024

File Ref: OIAPR-1274023063-26232

[REDACTED]

Tēnā koe [REDACTED]

Request for information 2024-071

I refer to your request for information dated 09 April 2024, which was received by Greater Wellington Regional Council (Greater Wellington) on 09 April 2024. You have requested the following:

"I am interested in exploring the journeys of CCTV data in order to understand the different ways that CCTV data relating to public transport travel within the Wellington region. I refer to your file ref: OIAPR-1274023063-2180 dated 10th May 2023 that responds to CCTV coverage of public transport.

1. Based on this OIA can you confirm that:

- a. Metlink continues to be responsible for CCTV systems located throughout Wellington City and Greater Wellington bus hubs?*
- b. For rail - Greater Wellington still contracts Transdev who subcontract to Armourguard for services that include CCTV and Police liaison?*
- c. For bus and electric ferry – interior CCTV systems are managed by the operators contracted by Greater Wellington?*

Can you please also provide me with a copy of what you refer to in the above OIA response as Attachment 1, listing all camera locations for the public transport network?

2. Further questions include:

- a. What were the total number of CCTV cameras on the bus and the rail networks in 2020 and currently? The above-mentioned OIA stated 859 on the rail network but this may have changed.*
 - b. Does CCTV monitoring and maintenance by Red Wolf for the bus network cover both Wellington City and Greater Wellington sites?*
- Does CCTV data transmission travel via Red Wolf or any other platform? (ie the Cloud)*

- *Who are the recipients of CCTV data relating to the bus service? (ie Police, emergency services/Wellington City Council/private organisations/government agencies)*
 - *Who owns and/or operates CCTV in the interior of trains? How are those CCTV recordings transmitted and stored, and for how long? (ie the Cloud, on site or other?)*
- d. Does CCTV monitoring and maintenance by Armourguard for the rail network cover both Wellington City and Greater Wellington sites?*
- *Does CCTV data transmission travel via Armourguard or any other platform? (ie the Cloud) .*
 - *Who are the recipients of internal and external rail CCTV data? (ie Police, emergency services/Wellington City Council/private organisations/government agencies)*
- e. What communications infrastructure enables CCTV data transmission for both the rail and bus networks? (ie cable, wireless, internet, satellite or a combination of those mediums?)*
- f. How many cameras are currently installed with inbuilt audio (or due to be)? Where will these be located? (ref <https://www.j360.info/en/tenders/42206811-metlink-cctv-audio-installation-and-maintenance-services/>)*

Greater Wellington's response follows:

Metlink's CCTV network is covered by the GWRC Public Transport Group Camera Surveillance Policy available on our website: <https://www.metlink.org.nz/about/legal/security-cameras/>.

Please note this policy is slightly outdated and we are in the process of updating it.

Metlink continues to be responsible for CCTV systems located throughout Wellington City and Greater Wellington bus hubs?

Metlink is responsible for CCTV systems located at bus hubs and shelters within Wellington City. We are not responsible for all public CCTV systems in Wellington City.

For rail - Greater Wellington still contracts Transdev who subcontract to Armourguard for services that include CCTV and Police liaison?

Yes, this is correct.

For bus and electric ferry – interior CCTV systems are managed by the operators contracted by Greater Wellington?

Yes. This is the case for both interior and exterior CCTV systems owned / operated by the respective operators.

Can you please also provide me with a copy of what you refer to in the above OIA response (OIAPR-1274023063-2180) as Attachment 1, listing all camera locations for the public transport network?

Please refer to **Attachment 1** for a copy of this information.

What were the total number of CCTV cameras on the bus and the rail networks in 2020 and currently? The above-mentioned OIA stated 859 on the rail network but this may have changed.

At the beginning of 2020, the rail network had 829 cameras operating on the network, and 40 cameras on the bus shelters and infrastructure. There are now currently 1046 CCTV cameras on the rail network, and 64 cameras on the bus shelters and infrastructure.

Please see **Attachment 2** for the Asset register which outlines the details and locations of these cameras.

Does CCTV monitoring and maintenance by Red Wolf for the bus network cover both Wellington City and Greater Wellington sites?

The Greater Wellington contract with Red Wolf only covers Metlink sites, Wellington City sites are not included.

Does CCTV data transmission travel via Red Wolf or any other platform? (ie the Cloud)

Data transmission for the rail stations is via fibre optic through our provider 2degrees. It is not a cloud service, it's a managed fibre service.

Who are the recipients of CCTV data relating to the bus service? (ie Police, emergency services/Wellington City Council/private organisations/government agencies)

CCTV captured on bus services is managed by the respective operators. Occasionally, where requested, our operators share this footage with us for specific reasons generally related to investigations. The operators are responsible for managing disclosure to any other party. If it is shared with us, internal staff that may view the footage is limited to those that are involved in dealing with a response to the incident and the account managers who manage the relationships with our operators.

Who owns and/or operates CCTV in the interior of trains? How are those CCTV recordings transmitted and stored, and for how long? (ie the Cloud, on site or other?)

Metlink owns and operates the CCTV systems on the interior of trains. These are again managed by Transdev as the contracted operator of the rail network.

The footage is stored on hard drives contained within the trains and have a 30-day retention period. These are not monitored in real time and the hard drive must be extracted from the train for footage to be reviewed.

Does CCTV monitoring and maintenance by Armourguard for the rail network cover both Wellington City and Greater Wellington sites?

The monitoring and management by Armourguard applies across rail stations, however, not for bus stops.

Does CCTV data transmission travel via Armourguard or any other platform? (ie the Cloud)

No, it doesn't. The CCTV assets are owned by Greater Wellington, Armourguard sit in the Rail Monitoring Centre and use CCTV assets (monitors and workstations) provided by Metlink that connect directly to the network.

Who are the recipients of internal and external rail CCTV data? (ie Police, emergency services/Wellington City Council/private organisations/government agencies)

This is covered in the GWRC Public Transport Group Camera Surveillance Policy available online.

Internal staff include the staff working in the Rail Monitoring Centre at Wellington station. These are Armourguard staff who are subcontracted by Transdev.

We also have Customer Care Advisors and Assets and Infrastructure staff who can access the footage from the Metlink office. The footage can be watched in real time or retrospectively. Greater Wellington's Privacy Officers, and Metlink's Policy team, and relevant people leaders may also review footage to respond to requests for information under the Privacy Act 2020 or the Local Government Official Information Act 1987. We also have a Greater Wellington multimedia producer who often has access to footage in order to blur out people within the footage when releasing under the above-mentioned legislation to protect the natural privacy of people in the footage.

The external parties we may disclose to include the Police, New Zealand Transport Agency, The Transport Accident Investigation Commission, and insurance companies. People can also make requests for CCTV footage we hold under the Privacy Act 2020, and the Local Government Official Information and Meetings Act 1987. These requests are assessed individually.

What communications infrastructure enables CCTV data transmission for both the rail and bus networks? (ie cable, wireless, internet, satellite or a combination of those mediums?)

Fibre is provided by 2degrees for rail and LiquidIT for bus. It is not an internet-based solution.

How many cameras are currently installed with inbuilt audio (or due to be)? Where will these be located? (ref <https://www.j360.info/en/tenders/42206811-metlink-cctv-audio-installation-and-maintenance-services/>)

Metlink do not use any in-built audio function on any cameras. If the cameras have this capability, it is disabled before the camera is used.

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