

By email

8 October 2025

Peter Reidy
Chief Executive
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Tēnā Koe Peter

I am writing to raise issues with you that have not been addressed in earlier operational communications between Greater Wellington and KiwiRail staff, and which are now overdue to be rectified.

Firstly, the lights at the main entrance have been out since June. This issue has been raised by constituents and by Metlink staff at an operational level yet remains unresolved. This entrance is heavily used, and poor lighting significantly increases the risk of slips, trips, and falls by passengers.

Replacing the bulbs or repairing the lighting would immediately improve safety and enhance the experience for public transport users, particularly those who use the station in the early hours or evenings.

Additionally, I understand that some of the front facing CCTV cameras have been non-operational for some time, following damage to the cabling caused by a contractor. This compromises the sense of security for passengers and staff, especially given the station's role as a key transport hub in our capital city.

Water ingress into switchboards has also been observed, which is causing further outages to lighting and real time travel information systems.

Wellington Station is a vital part of our public transport network, serving thousands of people daily for work, study, and recreation. It is essential that the station is kept in a good state of repair that supports passenger safety.

I'd appreciate it if you could speak with your maintenance team and prioritise repairs to the lighting and CCTV systems, as well as investigate and resolve the water ingress issues. These improvements are not only necessary from a safety perspective but also reflect a commitment to putting the passenger experience front of mind.

Ngā mihi



Daran Ponter
Chair | Heamana