

19 April 2023

File Ref: OIAPR-1274023063-1843

By email: [REDACTED]

Tēnā koe [REDACTED]

Request for information 2022-246

I refer to your request for information dated 12 December 2022, which was received by Greater Wellington Regional Council (Greater Wellington) on 12 December 2022. You have requested the following:

“Can you please provide the business case justifying the requirement for snapper monthly train holders to swipe on and off on train stations within the zones that the monthly train pass is valid for.”

Greater Wellington’s response follows:

Due to an administrative error, your request was missed in our system and was therefore not logged by our team as is standard process. I apologise for this delay.

The tagging on and off process provides travel data about all trips taken by customers. This allows analysis of usage and travel patterns, and the ability to optimally plan services and capacity on the train network. It also contributes to the monitoring and management of overall public transport investment and service provision and is a necessary part of our reporting to Waka Kotahi (NZ Transport Agency) in support of their national objectives.

Tagging on and off for all users is standard practice internationally.

If pass holders did not tag on and off, it would not be possible to determine on inspection that they had a pass or that it was valid. Also, if a pass holder amends their usual journey and travels outside the zones the pass is valid for, the tag on and off allows the additional fare to be calculated and collected.

As there was no business case for requiring the tag on/tag off for snapper monthly train holders, we are refusing your request under section 17(e) of the Local Government Official Information and

Meetings Act 1987 (the Act) on the basis that the document alleged to contain the information requested does not exist or, despite reasonable efforts to locate it, cannot be found.

When refusing a request under section 17(e) of the Act, we are required to consider consulting with you. In this instance, we do not believe consulting you would change the outcome of our decision.

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



Tim Shackleton

Kaiwhakahaere Matua Waka-ā-atea | Acting General Manager Metlink

16 May 2023

File Ref: OIAPR-1274023063-2054

By email: [REDACTED]

Tēnā koe [REDACTED]

Request for information 2022-246

I refer to your request for information dated 12 December 2022, which was received by Greater Wellington Regional Council (Greater Wellington) on 12 December 2022. You requested the following:

“Can you please provide the business case justifying the requirement for snapper monthly train holders to swipe on and off on train stations within the zones that the monthly train pass is valid for.”

A response was sent to you on 19 April 2023. You followed up on 19 April 2023 to advise:

“I think your answer is factually inaccurate, please revisit your answer in regards to if your guards are able to see if a pass is valid in regards to monthly passes.”

After consulting the provider of the inspection application (app) on the matter we thought it was appropriate to send a follow up letter to address whether there were inaccuracies in our initial response.

Greater Wellington’s response follows:

In our response of 19 April 2023, we stated that tag on and tag off was necessary in order to determine whether a pass was currently active on the Snapper card and that it would not be possible to determine this upon inspection.

You stated that an on-board staff member said it was possible to see details relating to your monthly pass. Metlink’s operational team thought it was not possible, unless a missing tag on was recorded (red cross) first – and this is what formed the basis of our response on 19 April 2023.

We have now clarified the app’s functionality in more detail. Once an inspection is carried out – and a green tick obtained – the app automatically prepares the reader for the next scan. However, it is possible for the inspector to stall this process by cancelling it (before the next scan is made), and

then to access the 'further information' screen. This will show the valid zones and expiry date if a valid pass is present on the card.

We apologise for the inaccuracy of our first response. We were working with information that was provided to us from the operational environment at the time, but that has now been clarified definitively and corrected.

However, as noted in our last response, the tagging on and off process provides travel data about all trips taken by customers. This allows us to analyse usage and travel patterns and gives us the ability to optimally plan services and capacity on the train network. It also contributes to the monitoring and management of overall public transport investment and service provision and is a necessary part of our reporting to Waka Kotahi (NZ Transport Agency) in support of their national objectives. Furthermore, the tag-on and tag-off system allows us to have a process which is the same for all users. Tagging on and off for all users is standard practice internationally.

We would also like to take the opportunity to assure you from a privacy point of view that apart from those fare product details (ie, the monthly pass), no additional information (e.g. registration or personal) can be accessed or displayed at any time via the app.

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 | General Manager Metlink