

3 May 2023

File Ref: OIAPR-1274023063-11

[REDACTED]

Tēnā koe [REDACTED]

Request for information 2023-069

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

- 1. How many of these \$10 charges have been applied since Snapper was rolled out on the wider rail network in November 2022 up until the time of this request (19 March 2023). If you can provide a weekly or monthly breakdown that would be great.*
- 2. How many of these charges have been appealed, and of those appeals, how many were successful, i.e. Do you have stats on how many people have incurred this default fare charge more than once, e.g. how many people have been charged the \$10 twice, three times, 4 times and so on.*
- 3. How many of these charges have been appealed, and of those appeals, how many were successful, i.e. the \$10 charge was refunded?*
- 4. Does Metlink retain all that revenue or does Snapper get a portion?*

Greater Wellington's response follows:

- 1. How many of these \$10 charges have been applied since Snapper was rolled out on the wider rail network in November 2022 up until the time of this request (19 March 2023). If you can provide a weekly or monthly breakdown that would be great.*

Snapper on the Kāpiti line went live on 6 November 2022 and the rest of the network went live on 27 November 2022. The following data on the number of \$10 default fares charged is from 6 November 2022 to 19 March 2023.

Month	No. of \$10 default fare charges
6-30 Nov-22	2,613
Dec-22	6,958
Jan-23	6,137
Feb-23	6,883
1-19 Mar-23	4,904
Total	27,495

2. Do you have stats on how many people have incurred this default fare charge more than once, e.g. how many people have been charged the \$10 twice, three times, 4 times and so on.

Attachment 1 shows the number of default fares charged per card from 12 November 2022 – 18 April 2023, and also a breakdown by type of fare or concession (adult, child, accessible, tertiary).

3. How many of these charges have been appealed, and of those appeals, how many were successful, i.e. the \$10 charge was refunded?

Snapper has refunded 11,646 default fare charges.

During the period in which the majority of rail customers transitioned to using Snapper on Rail (i.e., November 2022 through to January 2023), the approach taken was to:

1. Fully reverse the Default Fare for the first time it was requested (per card)
2. Provide a 50% reverse of the Default Fare for the second occurrence on request.

Snapper advised that this approach saw a significant reduction in Default Fares being incurred for the second time on a card.

4. Does Metlink retain all that revenue or does Snapper get a portion?

When a Default Fare is collected, this is provided to Metlink as fare revenue and no portion is retained by Snapper.

By way of further information, we note that when a Default Fare is reversed then the fare that the passenger should have paid is not collected. Default Fares are in lieu of a fare (as we cannot charge a correct fare when we do not know the distance travelled), so when a Default Fare is reversed no fare revenue is collected for that journey, i.e. the passenger travels for free.

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

A handwritten signature in blue ink that reads "sugar".

Samantha Gain

Kaiwhakahaere Matua Waka-ā-atea | General Manager Metlink

PROACTIVE RELEASE