

11 August 2021

File Ref: OIAP-7-21393

F. Greig

By email: fyi-request-16085-5c6eca98@requests.fyi.org.nz

Kia ora

Request for information 2021-186

I refer to your request for information dated 14 July 2021, which was received by Greater Wellington Regional Council (Greater Wellington) on 14 July 2021. You have requested the following:

"I am requesting copies of any assessments and reports received from Heritage New Zealand regarding Snapper ticketing machines being placed on train platforms at any Metlink station, and any correspondence with Heritage New Zealand relating to these ticketing machines as well (emails, letters, text messages, instant messages i.e. Teams/Slack/Google Chat messages, call recordings or transcripts if available, voicemail recordings or transcripts if available)."

Greater Wellington's response follows:

Please find **Attachments 1-5** being correspondence within the scope of your request. Some information has been withheld under section 7(2)(b)(ii) of the Local Government Official Information and Meetings Act as releasing the information may unreasonably prejudice the commercial position of the person who is the subject of the information. Where any information has been withheld it is marked on the attachments. Public interest ground has been considered under section 7(1) and it is considered there is nothing which outweighs withholding the redacted information.

Since receiving your request, we have had further discussions with Heritage New Zealand. These discussions resulted in formal approval from Heritage New Zealand for the validators, which is a testament to the very strong partnership we have with Heritage New Zealand. These emails are included as **Attachment 6**.

As part of our preparation and transition to the National Ticketing Solution (NTS), we are actively exploring a pilot of placing our existing electronic payment system, Snapper, on to the Johnsonville Line. We are working towards a pilot of Snapper on the Johnsonville Line by end of this year. The Snapper on the Johnsonville Line pilot is still in the development stage.

If you have any concerns with the decisions 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.

Additional Information:

You may be aware that Metlink is working with our partners at Waka Kotahi, Transdev, KiwiRail, Heritage New Zealand, and territorial authorities to implement the forthcoming NTS.

Enhancing fare collection efficiency and effectiveness aligns with Metlink's longstanding vision for the delivery of a world-class integrated public transport network for the Wellington region, with high levels of accessibility, quality, reliability and flexibility.

You can read more about the NTS and Greater Wellington's commitment to improving the customer experience in our recent Regional Public Transport Plan - <http://www.gw.govt.nz/rptp/>

In addition, the links below provide updates on the NTS and Snapper on Rail trial which have been provided to the Council's Transport Committee:

10 June 2021 Transport Committee – Progress Against the Transport Committee's Strategic Priorities Update - https://www.gw.govt.nz/assets/council-reports/Meeting_Documents/7696_Agenda_Transport%20Committee%2010%20June%202021,%20order%20paper.pdf

6 May 2021 Transport Committee, Transition to National Ticketing Solution Update - https://www.gw.govt.nz/assets/council-reports/Meeting_Documents/7688_Agenda_Transport%20Committee%206%20May%202021,%20order%20paper.pdf

25 March Transport Committee Report, Metlink Contactless Payment Initiatives Update - https://www.gw.govt.nz/assets/council-reports/Meeting_Documents/7681_Agenda_Transport%20Committee%2025%20March%202021,%20order%20paper.pdf

I hope you find all of the information outlined above and attached to this response useful.

Yours sincerely



Scott Gallacher
Kaiwhakahaere Matua Metlink | General Manager Metlink

Attachments (6)