

30 April 2025

File Ref: OIAPR-1274023063-38170

By email: [REDACTED]

Tēnā koe [REDACTED]

Request for information 2025-112

I refer to your request for information dated 29 March 2025, which was received by Greater Wellington Regional Council (Greater Wellington) on 29 March 2025. You have requested the following:

“Specifically, I request the following information. Unless otherwise specified, for continuous data (such as logs and complaints), I request information from January 1, 2025, up to at least the date of receipt of this request (March 29, 2025)

1. Internal Communications

- a. Any internal emails, messages, or other communications between Metlink support staff and management regarding my support request about Snapper kiosks not functioning (case no. 311271).
- b. Any internal communications discussing Snapper kiosk functionality issues within the specified date range.

2. System Status & Maintenance Reports

- a. Any system logs, reports, or records indicating whether Snapper kiosks were functional for each date in the range specified above.

3. Policy on Fees & Top-ups

- a. Any Metlink or GWRC policies or internal guidelines regarding the imposition of credit card fees for Snapper top-ups via the mobile app, including in cases where kiosks are non-functional, if such a policy exists.
- b. Any correspondence between GWRC and Snapper concerning the implementation of these fees.

4. Customer Complaints & Reports

- a. The number of customer complaints received about Snapper kiosks being inoperable within the specified date range.
- b. Any reports, summaries, or internal discussions about these complaints.

5. **Metlink's Response Process**

- a. Any internal guidelines or policies on how Metlink support staff are instructed to handle complaints about Snapper kiosk functionality.
- b. Any internal discussions on whether Metlink publicly acknowledges or denies issues with Snapper kiosks.”

Greater Wellington's response follows:

Internal Communications

Please refer to **Attachment 1** for copies of all internal correspondence in relation to your Resolve Case 311271.

We have withheld names, email address and phone numbers of individuals under section 7(2)(a) of the Local Government Official Information and Meetings Act 1987 (the Act) in order to protect the privacy of natural persons. Where redactions have been made under this section, they have been noted accordingly in the document.

When withholding information under section 7 of the Act we are required to consider the public interest in the release of the information requested. In this case we do not consider that the public interest outweighs our reasons for withholding the information we have redacted.

System Status & Maintenance Reports

Please refer to **Attachment 2** for copies of all system logs, reports, or records held by Greater Wellington for the period 1 January 2025 to 29 March 2025, with regards to Snapper kiosks.

Please refer to **Attachment 3** for all internal communications discussing Snapper kiosk functionality issues within the specified date range. Please note if a document would have been captured in both Attachment 1 and Attachment 3, we have removed the duplicate from Attachment 3 for your convenience.

Additionally in Attachment 3 we have withheld names, email address and phone numbers of individuals under section 7(2)(a) of the Act in order to protect the privacy of natural persons. Where redactions have been made under this section, they have been noted accordingly in the document.

When withholding information under section 7 of the Act we are required to consider the public interest in the release of the information requested. In this case we do not consider that the public interest outweighs our reasons for withholding the information we have redacted.

Policy on Fees & Top-ups

There is no specific policy created by Greater Wellington for the imposition of credit card fees for Snapper top-ups via the mobile app. Greater Wellington made a business decision, rather than a policy-led decision, to implement a user-pays model for recovering processing fees on credit/debit card top-ups on the Snapper app and credit card top ups at self-service Snapper kiosks because it was not financially viable to continue absorbing these processing fees.

Please refer to **Attachment 4** for a copy of the choices document considered by Greater Wellington in relation to the rising costs of the Snapper fee.

Please refer to section 6.6 of the Regional Public Transport Plan 2021-2031 (RPTP) for the Metlink Policy on the setting of fares. You may access the RPTP at: <https://www.gw.govt.nz/assets/Documents/2021/10/J001366-Public-Transport-Plan-v5-web.pdf>

Additional information on tickets and fares is available on our website at: <https://www.metlink.org.nz/getting-started/tickets-and-fares>

See also section 6 of the Metlink Conditions of Carriage in reference to paying fares using Snapper cards. You may access the Conditions of Carriage at: <https://www.metlink.org.nz/legal/conditions-of-carriage>

Implementation of fee correspondence

There were no discussions between Greater Wellington and Snapper regarding the implementation of the surcharge fee during the period 1 January 2025 to 29 March 2025. Therefore, we are refusing this section of your request under section 17(g) of the Act in that the information requested is not held by the local authority.

Customer Complaints & Reports

For the period 1 January 2025 to 29 March 2025, Greater Wellington has received four complaints regarding Snapper kiosks being inoperable. As Snapper owns and are responsible for the maintenance of their kiosks, complaints received regarding kiosks that are out of order or experiencing issues are referred to Snapper in the first instance to investigate and repair.

There have been no reports, summaries, or internal discussion documents created or held by Greater Wellington regarding these complaints. Therefore, we are refusing this part of your request under section 17(e) of the Act, in that the document(s) alleged to contain the

information requested does not exist or, despite reasonable efforts to locate it, cannot be found.

In refusing this part of your request under this section of the Act, we have considered if consulting with you would allow you to make the request in a manner that would remove the reason for the refusal. We consider that that it would not be possible to reword this request in a manner that would allow us to provide this information.

Metlink's Response Process

As previously explained, all Snapper kiosks are owned and operated by Snapper. When a complaint is received about a kiosk, the complaint is referred directly to Snapper who are responsible for the repair and maintenance of their kiosks. If the complainant has requested a response to their complaint, the response is drafted by Snapper and reviewed by the Greater Wellington customer care team before it is sent to the requester.

All complaints are still logged in the Greater Wellington Customer Relationship Management system to allow for tracking of larger scale or ongoing issues that need to be escalated further.

There have been no internal discussions during the timeframe requested on whether Metlink publicly acknowledges or denies issues with Snapper kiosks.

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 appropriate. 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