

18 November 2022

File Ref: OIAP-7-26225

Felix Lee

By email: fyi-request-20937-f1218bda@requests.fyi.org.nz

Tēnā koe Felix

Request for information 2022-191

I refer to your request for information dated 21 October 2022, which was received by Greater Wellington Regional Council (Greater Wellington) on 21 October 2022. You have requested the following:

“I would like to make a LGOIMA request regarding installing Snapper as an interim system on trains before National Ticketing Solution is available.

I would like to request any reports or documents you have that cover the following:

- 1. Which parts of the Snapper train system (hardware/software/etc) can be kept and which needs to be replaced for NTS*
- 2. What are the costs required for replacement*
- 3. Given that Snapper has been available for years, what are the factors that prompted you to install it just before the NTS will be available, and not wait until NTS is available”*

Greater Wellington’s response follows:

Background

The National Ticketing Solution (NTS) is a joint initiative between Waka Kotahi NZ Transport Agency (Waka Kotahi) and Public Transport Authorities.

The NTS has the objective of consolidating the various public transport ticketing systems into a national state of the art ticketing system. NTS will facilitate a more consistent public transport ticketing experience across the country.

In September 2022, Greater Wellington signed the Participation Agreement which commits it to implement NTS when it becomes available. The date of the Greater Wellington's NTS implementation is still to be confirmed - the latest indication is that it will be before 2026.

As an interim solution and following the successful pilot on the Johnsonville rail line, Waka Kotahi is supporting Greater Wellington to implement Snapper across the whole Wellington rail network, prior to transitioning to the NTS. Snapper on Rail is being implemented across the network in November 2022.

Snapper on Rail is an important part of our transition to the NTS as it will ensure our rail passengers have early access to electronic ticketing as well as undertaking the important step of getting customers used to a modern way of payment for rail journeys across the region. It also ensures rail onboard and offboard infrastructure and operations are set up for an electronic ticketing environment and therefore will significantly reduce the extent and risk of transition to NTS when it occurs.

In addition, Metlink will have an electronic platform to be able to make fare changes quickly (such as the recently announced Community Connect) as well as the potential to implement new longer-term initiatives such as integrated fares and fare capping products which were recently approved by Greater Wellington as part of its Future Fares review.

Finally, electronic ticketing will also provide invaluable data regarding how our rail services are being used which will help us improve future rail service planning.

Which parts of the Snapper train system (hardware/software/etc) can be kept and which needs to be replaced for NTS

- Software – The Snapper software is proprietary to Snapper and therefore this will not be able to be reused under NTS
- Equipment – Metlink will work with the NTS provider and Snapper during the NTS design phase to determine which parts of the Snapper on Rail physical infrastructure (such as validators) could be reused. We are hopeful that we can keep as much of the infrastructure in place as possible come the transition to NTS
- Civil/wiring work – All the civil/wiring work undertaken by Metlink for Snapper on Rail will be able to be fully reused under NTS

What are the costs required for replacement?

The replacement cost will not be known until it is understood what can be kept and what will need replacement. Because of this we have refused this part of your request under section 17(g) of the Local Government Official Information and Meetings Act 1987 (the Act) on the basis that the information requested is not held by Greater Wellington and there are no grounds for believing that the information is held by another authority subject to the Act.

Note that when this information is available it will be held by Waka Kotahi as the counterparty to the contract with the NTS ticketing provider. Therefore, any requests on the replacement costs should be directed to Waka Kotahi.

Given that Snapper has been available for years, what are the factors that prompted you to install it just before the NTS will be available, and not wait until NTS is available

In February 2022, a report was presented to Council to advise it of an interim solution for an electronic ticketing solution prior to the implementation of the NTS. This report contains information relating to the implementation of Snapper on the rail network and is attached as **Attachment 1** to this letter.

In April 2022, an approval and procurement memorandum was prepared for the Chief Executive to enable the implementation of the interim Snapper on rail ticketing solution. A copy of this memorandum is attached as **Attachment 2** to this letter.

You will see that some information has been redacted from the memorandum and report. This information falls outside the scope of your request and is marked accordingly.

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