

23 February 2026

Miss M Quicken
fyi-request-33693-1360a9bf@requests.fyi.org.nz

REF: OIA-21085

Dear Miss M Quicken

Request made under the Official Information Act 1982

Thank you for your emails of 11 February 2026 requesting the following information under the Official Information Act 1982 (the Act). I will respond to parts of your requests in turn as follows:

a) Providing free public transport to any Gold card holder/s

Information for this part of your request is held by Ministry of Social Development (MSD) and you should expect a response from it in due course.

b) Ability for the gold card holders to not be tracked e.g. snapper

Each Public Transport Authority (PTA) has their own system on tracking passengers who use SuperGold cards.

As this information is not held by NZ Transport Agency Waka Kotahi (NZTA), I am therefore required to refuse your request under section 18(e) of the Act as the documents alleged to contain the information do not exist.

a) Statistics over gold card users who used public transport in FY25 or relevant period

While each PTA manages its own system on public transport usage, information on performance and usage is available on our website at:

<https://www.nzta.govt.nz/planning-and-investment/learning-and-resources/transport-data/data-and-tools>

From the “*Public Transport*” rows in the table, you can then download spreadsheets that contain data regarding SuperGold cards.

I am therefore refusing this part of your request under section 18(d) of the Act as the information requested is publicly available.

b) Alternatively lost revenue projections due to Gold card in similar period.

Crown appropriation for public transport concessions during the 2024-25 financial year is available on the Budget 2025 website at:

<https://www.budget.govt.nz/budget/2025/by/vote/trans.htm>

I am therefore required to refuse your request under section 18(d) of the Act as the information requested is publicly available.

You may also be interested in this information on Te Tai Ōhanga The Treasury website at:

<https://www.treasury.govt.nz/publications/estimates/vote-transport-economic-development-and-infrastructure-sector-estimates-appropriations-2025-26>

Our “Data and insights” webpage may also be of interest:

<https://nzta.govt.nz/walking-cycling-and-public-transport/public-transport/data-and-insights#public-transport-data>

When on the webpage, you can then scroll down to information under the “*Public transport data*” heading.

c) Lobbying done by the minister/s to provide the free transport to gold card holders

If any lobbying was undertaken by a Minister(s), it would have been submitted to another Minister. We can also confirm that this information is not held by NZTA or Ministry of Transport Te Manatū Waka.

Furthermore, as SuperGold public transport concessions were introduced in 2008, given the timeframe and our obligations under the Public Records Act 2005 we do not believe that other government departments or agencies would hold this information.

I am therefore required to refuse this part of your request under section 18(g)(i) of the Act as the information requested is not held by NZTA and there is no reason to believe that it is held by another department or organisation.

Snapper, when tagging on and off indicates whether the user is:

a) Connect

b) Child

c) Normal Adult fare

This is visible to everyone in the bus on either the public transport onboarding or departing the bus.

Please provide the impact assessment that was done re:

a) Privacy

b) Human rights

Around the functional analysis of the Snapper system when both introduced and maintained given the evolution of laws.

Information for the whole of your request regarding Snapper has been transferred to Greater Wellington Regional Council (GWRC) and you should expect a response from it in due course.

Under section 28 of the Act, you have the right to ask the Ombudsman to review my decision to refuse parts of this request. The contact details for the Ombudsman can be located at www.ombudsman.parliament.nz.

In line with NZTA policy, this response will soon be published on our website, with personal information removed.

If you would like to discuss this reply with NZTA, please contact Ministerial Services by email to official.correspondence@nzta.govt.nz.

Yours sincerely

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

Josh Driscoll
Manager, Ministerial Services

[Most common grounds have been highlighted for convenience]

9 Other reasons for withholding official information

(1) Where this section applies, good reason for withholding official information exists, for the purpose of section 5, unless, in the circumstances of the particular case, the withholding of that information is outweighed by other considerations which render it desirable, in the public interest, to make that information available.

(2) Subject to sections 6, 7, 10, and 18, this section applies if, and only if, the withholding of the information is necessary to—

(a) protect the privacy of natural persons, including that of deceased natural persons; or

(b) protect information where the making available of the information—

(i) would disclose a trade secret; or

(ii) would be likely unreasonably to prejudice the commercial position of the person who supplied or who is the subject of the information; or

(ba) protect information which is subject to an obligation of confidence or which any person has been or could be compelled to provide under the authority of any enactment, where the making available of the information—

(i) would be likely to prejudice the supply of similar information, or information from the same source, and it is in the public interest that such information should continue to be supplied; or

(ii) would be likely otherwise to damage the public interest;

(c) avoid prejudice to measures protecting the health or safety of members of the public; or

(d) avoid prejudice to the substantial economic interests of New Zealand; or

(e) avoid prejudice to measures that prevent or mitigate material loss to members of the public; or

(f) maintain the constitutional conventions for the time being which protect—

(i) the confidentiality of communications by or with the Sovereign or her representative:

(ii) collective and individual ministerial responsibility:

(iii) the political neutrality of officials:

(iv) the confidentiality of advice tendered by Ministers of the Crown and officials; or

(g) maintain the effective conduct of public affairs through—

(i) the free and frank expression of opinions by or between or to Ministers of the Crown or members of an organisation or officers and employees of any department or organisation in the course of their duty; or

(ii) the protection of such Ministers, members of organisations, officers, and employees from improper pressure or harassment; or

(h) maintain legal professional privilege; or

(i) enable a Minister of the Crown or any department or organisation holding the information to carry out, without prejudice or disadvantage, commercial activities; or

(j) enable a Minister of the Crown or any department or organisation holding the information to carry on, without prejudice or disadvantage, negotiations (including commercial and industrial negotiations); or

(k) prevent the disclosure or use of official information for improper gain or improper advantage.

18 Refusal of requests

A request made in accordance with section 12 may be refused only for 1 or more of the following reasons, namely:

(a) that, by virtue of section 6 or section 7 or section 9, there is good reason for withholding the information:

(b) that, by virtue of section 10, the department or Minister of the Crown or organisation does not confirm or deny the existence or non-existence of the information requested:

(c) that the making available of the information requested would—

(i) be contrary to the provisions of a specified enactment; or

(ii) constitute contempt of court or of the House of Representatives:

(d) that the information requested is or will soon be publicly available:

(da) that the request is made by a defendant or a person acting on behalf of a defendant and is—

(i) for information that could be sought by the defendant under the Criminal Disclosure Act 2008; or

(ii) for information that could be sought by the defendant under that Act and that has been disclosed to, or withheld from, the defendant under that Act:

(e) that the document alleged to contain the information requested does not exist or, despite reasonable efforts to locate it, cannot be found:

(f) that the information requested cannot be made available without substantial collation or research:

(g) that the information requested is not held by the department or Minister of the Crown or organisation and the person dealing with the request has no grounds for believing that the information is either—

(i) held by another department or Minister of the Crown or organisation, or by a local authority; or

(ii) connected more closely with the functions of another department or Minister of the Crown or organisation or of a local authority:

(h) that the request is frivolous or vexatious or that the information requested is trivial.