

14 May 2026

File Ref: OIAPR-1274023063-50356

Miss M Quicken

By email: fyi-request-33695-b4c0c0e0@requests.fyi.org.nz

Tēnā koe Miss Quicken

Request for information 2026-209

I refer to your request for information dated 11 February 2026, which was received by Greater Wellington Regional Council (Greater Wellington) on 13 February 2026. You have requested the following:

“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.”

Greater Wellington’s response follows:

Your request has been assessed under the Local Government Official Information and Meetings Act 1987 (the Act).

We apologise for the delay in responding to your request. This delay arose due to an administrative error, in which your request was mistakenly identified as a duplicate request you had previously submitted. This request was therefore not logged for a response.

At the time the Snapper system was implemented, Greater Wellington did not undertake formal privacy or human rights impact assessments relating to the display of fare categories when passengers tag on or off.

Greater Wellington has since contacted Snapper to determine whether any relevant assessments or analyses were undertaken by them in relation to these matters. Once we receive a response from Snapper, we will provide you with any additional information relevant to your request.

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.

Nāku iti noa, nā

A handwritten signature in blue ink, appearing to read 'Samantha Gain', with a small dash at the end.

Samantha Gain

Kaiwhakahaere Matua Waka-ā-atea | Group Manager Metlink