

21 April 2026

File Ref: OIAPR-1274023063-49845

Miss M Quicken

By email: fyi-request-33838-fef7836b@requests.fyi.org.nz

Tēnā koe Miss M Quicken

Official information complaint – Ombudsman’s Ref 039398

On 16 April 2026, Greater Wellington Regional Council (Greater Wellington) was advised that the Office of the Ombudsman was investigating a complaint from you about our decision to withhold part of the information covered by your request for official information.

On 24 February 2026, you requested from Greater Wellington:

“Please provide the material surrounding Metlink & GRWC Public transport side

a) Any requests submitted to Metlink relating to revenue assesment & options that involve cutting services or increasing the fares

b) Any responses, briefings that have been provided by Metlink to council outlining either assesments, briefings and;

c) Ministerial and any other lobbying that made part of the decision to either rise fares and cut services as Clr Ponter indicated about that metlink would do

I am aware of order papers in the GRWC website but there is simply no information relating to options that Metlink provided to the council.”

Greater Wellington responded on 24 March 2026 to this request (and another request for related information received on the same day) advising that one part of the information covered under your request was being withheld. Specifically, the bus operations budget figure in the Bus Service Review presentation to a Council workshop on 11 September 2025, was withheld under section 7(2)(b)(2) of the Local Government Official Information and Meetings Act 1987 (the Act).

We have since reviewed our original decision to withhold the bus operations budget information from you. Following our review, we consider that the information withheld should have been released.

A full copy of the presentation is attached.

I believe that this provides you with the information requested and resolves the complaint.

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 black ink, appearing to be 'LR', with a long horizontal flourish extending to the right.

Lisa Rossiter

Kaiwhakahaere Matua Waka-ā-atea | Group Manager Metlink (Acting)