

24 March 2026

File Ref: OIAPR-1274023063-48173

Miss M Quicken

By email: [fyi-request-33692-32cf0d0b@requests.fyi.org.nz](mailto:fyi-request-33692-32cf0d0b@requests.fyi.org.nz)

Tēnā koe Miss M Quicken

### **Requests for information 2026-078 and 2026-087**

I refer to your requests for information dated 24 February 2026, which were received by Greater Wellington Regional Council (Greater Wellington) on 24 February 2026. You have requested the following:

*“Please provide the documents outlining:*

*a) Council papers or requests to inside or outside consultants to provide a strategy as to how oversight is managed re: Metlink & Private bus operators.*

*b) Responses, assessment, briefings or any such that have been provided to council to give either an proposed or an actual effect of strategy as to oversight council is to do*

*c) Responsibilities, Accountability, Counsulted & Informed (RACI) or near/equivalent charts that outlines each parties between council, Metlink & private operators”*

*And;*

*“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”*

## **Greater Wellington's response follows:**

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

On 2 March 2026 a Greater Wellington officer reached out to you to request clarification on the below parts of your request, as we believe this is covered in our contracts with operators:

*"a) Council papers or requests to inside or outside consultants to provide a strategy as to how oversight is managed re: Metlink & Private bus operators.*

*b) Responses, assessment, briefings or any such that have been provided to council to give either an proposed or an actual effect of strategy as to oversight council is to do*

*c) Responsibilities, Accountability, Counsulted & Informed (RACI) or near/equivalent charts that outlines each parties between council, Metlink & private operators".*

We also requested clarification on 4 March 2026 for the timeframes you were interested in for the following part of your request:

*"Any responses, briefings that have been provided by Metlink to council outlining either assesments, briefings".*

As we did not receive a response from you, we have proceeded with our best interpretation of your request.

***Council papers or requests to inside or outside consultants to provide a strategy as to how oversight is managed re: Metlink & Private bus operators.***

In order to progress your request, Greater Wellington has interpreted it as seeking information provided to Council regarding oversight and management responsibilities for bus services, including how these responsibilities are given effect.

On this basis, we consider that the information you are seeking is contained within our contracts with public transport operators, which set out oversight, performance and management obligations.

Greater Wellington has published our contracts with bus and rail operators on our website, you can access them through the following link: <https://www.gw.govt.nz/transport/metlink-bus-train-and-ferry/public-transport-contracts/>

***Responses, assessment, briefings or any such that have been provided to council to give either an proposed or an actual effect of strategy as to oversight council is to do***

The Council decision making regarding the adoption of the bus contracts and procurement strategy can be found on our website.

***Responsibilities, Accountability, Counsulted & Informed (RACI) or near/equivalent charts that outlines each parties between council, Metlink & private operators***

Equivalent information can be found in our contracts with operators. You may also find information on Council consultation on the Greater Wellington website, as above.

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

There have been no requests submitted to Metlink relating to revenue assessment and options that involve cutting services or increasing fares. Fare levels and service provision in the Wellington region is set by Greater Wellington. However, we are required to work with the New Zealand Transport Agency Waka Kotahi (NZTA) to achieve agreed private share targets which relates primarily to fares and any other funding that isn't through rates or subsidies.

NZTA introduced an initiative for public transport authorities (PTAs) to increase private share in 2024, in line with the Minister's expectations as set out in the Government Policy Statement on Land Transport 2024 (GPS). Targets have been set by NZTA for PTAs, the target levels for Metlink can be found through the following link:

<https://www.gw.govt.nz/assets/Documents/2025/06/2025-06-03-Update-on-Private-Share-Targets.pdf>

Achieving these targets may include measures such as cutting services or increasing fares.

***Any responses, briefings that have been provided by Metlink to council outlining either assesments, briefings***

We requested a clarification on the timeframes you were interested in on 4 March but received no response from you. In order to progress your request, we have interpreted this part of your request as any responses or briefings to Council outlining fare changes or service reduction since the introduction of private share targets as indicative above.

Greater Wellington conducts an annual fare review to determine any fare adjustments in line with inflation and expectations of costs and revenue. Please see the links to the previous two annual fare reviews below:

- Page 39: <https://www.gw.govt.nz/assets/Documents/Documents/2026/02/Council-19-February-2026-Order-Paper-Public-v2.pdf>

- Page 193: <https://www.gw.govt.nz/assets/Documents/2025/02/Council-27-February-2025-Public-Order-Paper-v2.pdf>

Please see **Attachment 1** for a copy of a Council workshop on bus service reductions. The attached presentation reflects initial consideration of service level reductions based on RPTP criteria, and not necessarily how any service level reductions will ultimately be progressed, should they be progressed.

Please note, we have redacted information from this attachment under section 7(2)(b)(ii) of the Act on the grounds that the withholding of information is necessary to protect information where the making available of information would be likely unreasonably to prejudice the commercial positions of the person who supplied or who is the subject of the information.

We have considered whether the public interest in the requested information outweighs Greater Wellington's need to withhold this information. As a result, we do not consider that the public interest outweighs Greater Wellington's reason for withholding this information under the grounds identified above.

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

There was no lobbying done to raise fares or cut services. The GPS sets out the Government's land transport strategy and is set by the Minister of Transport. This includes priorities for investment, sets funding allocations and provides direction to PTAs in their activities. NZTA and PTAs are expected to be consistent with the GPS.

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.

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