

26 March 2026

File Ref: OIAPR-1274023063-49052

Miss M Quicken

By email: fyi-request-34173-d516ae28@requests.fyi.org.nz
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Tēnā koe Miss Quicken

Request for information 2026-117

I refer to your four requests for information dated 20 March 2026, which were received by Greater Wellington Regional Council (Greater Wellington) on 20 March 2026. You have requested the following:

“Please provide

A) the report / other document council has relating to SuperGold scheme funding gap from the previous financial year.

B) Projections from revenue loss due to SuperGold funding gap for current or next FY

C) Risk register identifying the shortfall on SuperGold funding gap as well as the inability to identify the shortfall in question acting as causation for revenue loss”

And

“A) Current training materials provided to the bus drivers on how to deal with SuperGold

B) Policy / strategy document that outlined why council chose the option of not requiring SuperGold users to register through snapper which then can be used to authenticate and verify the user

C) Briefing and any other material that formed the basis of treating SuperGold holders differently from the rest of the population, who both need a registered snapper and go through the process of tagging on and off.”

And

“A) The options document provided to council - on which basis the council made the decision was made to delay SuperGold registration requirement until the National Ticketing Solution (NTS) is deployed

B) The minutes or such document which documented both the decisionmaker/s and the decision itself to delay it for at least a year

C) Impact assessment of the decision adopted”

And

“Please provide the strategy document that outlined the revenue recovery options provided for the council to maintain the ticketing system in the bus network.

Also please provide the risk register & impact assessment documents which includes the item of not using transport officers in the bus networks and the financial risks associated of not applying fare enforcement.”

Greater Wellington’s response follows:

Your request has been assessed under the Local Government Official Information and Meetings Act 1987 (the Act). As noted in the acknowledgement email, we provided to you on 20 March 2026, Greater Wellington is treating the four requests for information as a single request for the purposes of the Act.

Some of the information you have requested is believed by Greater Wellington to be more closely connected with the functions of the New Zealand Transport Agency (NZTA). Greater Wellington is transferring the following part of your request to NZTA pursuant to section 12 of the Act.

“B) The minutes or such document which documented both the decisionmaker/s and the decision itself to delay [NTS] for at least a year

C) Impact assessment of the decision adopted”

Further correspondence on this part of your request will therefore come to you directly from NZTA. In this regard the 20 working-day time-limit for providing you with a substantive response to this request will begin from the day after NZTA receives this transfer.

Greater Wellington will respond to the remaining parts of your request within the timeframe specified in the Act.

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.

Nāku iti noa, nā



Samantha Gain

Kaiwhakahaere Matua Waka-ā-atea | Group Manager Metlink