

17 January 2023

File Ref: OIAP-7-26811

Tēnā koe [REDACTED]

### Request for information

I refer to your request for information dated 12 December 2022, which was received by Greater Wellington Regional Council (Greater Wellington) on 12 December 2022. You have requested the following:

“Can you please provide the list of complaints related to the implementation of TickIT on all train lines, the date the complaint was made, the status of these complaints and the resolution if there was one.”

### Greater Wellington’s response follows:

Please see **Attachment 1** which contains a spreadsheet of complaints received by Metlink to date (as of 12 December 2022) relating to Snapper on Rail since it was fully implemented as of 27 November 2022. The spreadsheet contains:

- The sub-code that the complaint relates to in our system (Card reader location, Crowding at card readers, Snapper card issues, Snapper payment system/process, Snapper Reader damaged/vandalism/cleanliness, Snapper Reader fault (mechanical), Transport officers)
- A complete or brief description of the complaint
- Status (resolved, response proposed, referred, FCR - first call resolution meaning the Contact Centre resolved the case at point of contact)
- Date and time the feedback was created on

We have deleted personal and identifying information in the complaints data under section 7(2)(a) of the Local Government Official Information and Meetings Act 1987 to protect the privacy of natural persons, including that of deceased natural persons.

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

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.

Please note that it is our policy to proactively release our responses to official information requests where possible. Our response to your request will be published shortly on Greater Wellington's website with your personal information removed.

Nāku iti noa, nā



Tim Shackleton  
Kaiwhakahaere Matua Waka-ā-atea | Acting General Manager Metlink