

16 December 2024

File Ref: OIAPR-1274023063-33219

By email: [REDACTED]@parliament.govt.nz

Tēnā koe [REDACTED]

Request for information 2024-300

I refer to your request for information dated 18 November 2024, which was received by Greater Wellington Regional Council (Greater Wellington) on 18 November 2024. You have requested the following:

“The recorded number of people caught not paying for public transport/evading fares from 2021 onwards.

The number of people who were given tickets or fines for not paying their fares from 2021 onwards.

The number of people employed to enforce fares.”

Greater Wellington’s response follows:

Revenue Protection is an important component of providing our Metlink services. Revenue protection is the responsibility of both Metlink and our operators. Under the Metlink Conditions of Carriage, operator onboard staff (drivers, train managers, passenger operators) are able to request that someone pays their fare if they cannot provide proof of payment, or to disembark, or not board a vehicle.

In addition to this Greater Wellington employs a small team of Transport Officers. The role of Transport Officers is predominantly customer experience. As part of this, the Transport Officers also ensure that customers adhere to the conditions of carriage, or they can request someone to pay, or to disembark, or not to board a vehicle. In addition, our Transport Officers have the delegated authority by Police under the Land Transport Amendment Act 2022 to issue infringement notices to people who are found to have not paid their fare. The infringement amount is set by legislation at \$150.

Please note, the Transport Officers commenced on the Metlink network in October 2023. As part of this introduction Transport Officers were only to engage with the public and have conversations with people about paying their fare with no formal information collection and no infringement action taken. As such Greater Wellington only has data available on failure to provide evidence of the correct fare payment on the full network from January 2024 onwards.

The number of people caught not paying for public transport/evading fares from 2021 onwards

Transport Officers have collected the details of 274 passengers who appeared to be actively evading fares.

Our rail operator provides monthly reports of the number of passengers found without a 'ticket' and issued with a payment notice. Passengers with a payment notice are expected to pay the fare amount on the ticket as soon as practicable.

In addition, discretionary travel tickets are issued on buses by drivers for those without a ticket or method of payment, and who are deemed at risk if left behind. This allows temporary travel on a Metlink service at no cost, there is no expectation to repay this ticket.

Please see **Attachment 1** for the number of people issued with a rail payment notice or bus discretionary travel ticket. Please note, the total number of rail notices issued has only been recorded since February 2023.

The number of people given tickets or fines for not paying their fares from 2021 onwards

Please see **Attachment 1** for the number of payment notices given. No fines have been issued.

The number of people employed to enforce fares

Passenger Operators and Train Managers on rail and drivers on the bus network are directly employed by respective operators and are required to enforce the conditions of carriage and fare collection. There are approximately 187 rail personnel and 707 bus drivers responsible for collecting fares or issuing payment notices or discretionary tickets and four Transport Officers who are employed full-time and hold Warranted Authority to issue infringements.

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 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

PROACTIVE RELEASE

Month	Rail payment notices issued	Bus discretionary travel concession trips
2021-Jan		611
2021-Feb		836
2021-Mar		807
2021-Apr		551
2021-May		732
2021-Jun		582
2021-Jul		730
2021-Aug		748
2021-Sep		690
2021-Oct		702
2021-Nov		937
2021-Dec		1,127
2022-Jan		645
2022-Feb		778
2022-Mar		833
2022-Apr		790
2022-May		734
2022-Jun		707
2022-Jul		747
2022-Aug		802
2022-Sep		785
2022-Oct		723
2022-Nov		89
2022-Dec		1,201
2023-Jan		759
2023-Feb	360	942
2023-Mar	519	1,197
2023-Apr	347	830
2023-May	500	1,135
2023-Jun	613	936
2023-Jul	706	1,083
2023-Aug	671	1,214
2023-Sep	659	1,228
2023-Oct	680	1,129
2023-Nov	812	1,903
2023-Dec	752	1,406
2024-Jan	660	1,400
2024-Feb	655	1,453
2024-Mar	897	1,668
2024-Apr	774	1,564
2024-May	877	2,929
2024-Jun	778	2,980
2024-Jul	1,056	3,098
2024-Aug	980	3,447
2024-Sep	935	3,658
2024-Oct	1,207	4,234