Greater Wellington Regional Council Dispute Resolution Policy – Metlink Infringement Notices

Signed: Date: 28/10/2026

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Policy Owner	Manager Policy, Metlink
Effective Date	The day following Group Manager Approval
Review Date	As required

Document ID:

Legislation and Policies Applicable

- **Local Government Act 2002 (LGA)** – Sets the framework and powers for local authorities regarding the activities they are responsible for.
- **Land Transport Act 1998 (LTA)** – Provides the legal framework under which Transport Officers operate. Fare evasion offences are defined under this Act.
- **Land Transport (Offences and Penalties) Regulations 1999 (LTR)** – While the LTA establishes the offences, the LTR sets the infringement fees, which are fixed and not determined by Greater Wellington.
- **Land Transport Management Act 2003 (LTMA)** – Establishes planning powers for local government and sets up Waka Kotahi NZ Transport Agency as the national transport authority.
- **Greater Wellington Long-Term Plan** – Outlines how Greater Wellington will allocate funding across the organisation over a 10-year period.
- **Greater Wellington Regional Public Transport Plan (RPTP)** – A key policy and planning document that defines the strategy, policies, and actions to enforce fare payment and reduce fare evasion to protect revenue.
- **Metlink Conditions of Carriage** – The contract between passengers and Metlink for the use of services. It sets out the terms and conditions for travel on public transport services in Wellington, as well as Metlink's service obligations.
- **Health and Safety at Work Act 2015** – The cornerstone of health and safety legislation. It establishes the framework for ensuring workplace safety and outlines the responsibilities of various parties, including employers, employees and contractors.

Purpose

This document sets out GW policy for resolving disputes infringement notices issued on Wellington's public transport network (Metlink services). The purpose is to provide clarity to both Greater Wellington staff and the public regarding the infringement dispute process and the circumstances under which a notice may be reviewed or reversed.

Background

The **Wellington Regional Public Transport Plan (RPTP) 2021–2031** includes the following policies:

- "Ensure that all users pay the correct fares."
- "Implement ticket checks and enforcement action, where required."

The **RPTP 2025–2035** builds on this under **Objective P9: Balance user contribution with public funding**, with a policy to:

- "Ensure that all users pay the correct fares."

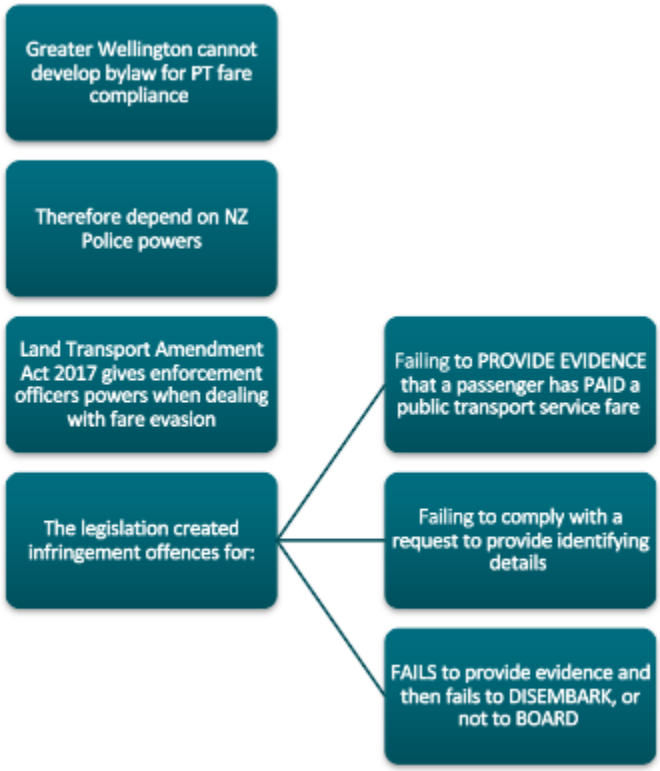
- **Action ii:** "Ensure fare compliance through effective fare revenue protection measures, including through ticket checks and enforcement action, where necessary."

To support these policies, Greater Wellington Regional Council has employed Warranted Transport Officers (Transport Officers). Their focus is both revenue protection and delivering a positive customer experience.

Transport Officers are appointed as enforcement officers and are issued Warranted Authority by the Commissioner of Police. This is formalised through a Letter of Agreement between Greater Wellington and the New Zealand Police. Each officer must meet specific requirements to be eligible for this authority.

Warranted Authority empowers Transport Officers to issue infringement notices. These notices are only able to be issued in certain circumstances.

The following chart outlines the **offences** that may result in an infringement notice.



If you receive an infringement notice for one of these offences, you may dispute it via the Metlink website here: [LINK].

Warranted Authority Powers

The powers of warranted officers employed by Wellington Regional Council are limited to the following functions:

a. Directing a person to **provide evidence** that they have **paid** the required fare – *s128F(1), LTA*
b. Requiring a person who fails to provide evidence to give their **identifying particulars** (full name, full address, telephone number, and date of birth) – *s128F(2)(a), LTA*
c. Directing a person who fails to provide evidence **not to board**, or to **disembark** the service – *s128F(2)(b), LTA*
d. **Issuing an infringement notice** to persons who fail to pay the fare or fail to provide evidence of payment – *s79M(2), LTA*
e. **Commencing proceedings** if a person fails to provide identifying particulars or refuses to comply with a direction to board or disembark – *s79M(3), LTA*

Dispute Process

All requests to review an infringement notice will be assessed by the **Manager, Network Operations, Metlink**.

Review criteria include but are not limited to:

- Was the person provided with a fair and reasonable opportunity to pay the applicable fare?
- Is this the first Metlink infringement notice the person has received?
- Based on the accounts of the Transport Officer and the person disputing the issuing of the notice, was the person actively attempting to avoid paying the fare?
- Did the person not board the service or disembark if and/or when requested?
- Was the person able to provide evidence of fare payment at the time? If not, can they now?
- Did the person willingly provide identifying particulars when asked by the Transport Officer?
- Were there other circumstances that should be considered (e.g., hostility, abuse, safety breaches)?
- Were there exceptional circumstances requiring further discretion?

CCTV footage, staff notes, and operational records may be used to inform the review decision.

Outcome

After considerations, the Manager, Network Operations will either uphold the Infringement Notice or cancel the Infringement Notice. In some cases, more information may be requested before a decision is made.

Appeals

If the person disagrees with the appeal outcome, they may pursue the matter by applying for a hearing at the District Court.

Refer to Ministry of Justice website for more information on starting a proceeding with the District Court: https://www.justice.govt.nz/courts/going-to-court/without-a-lawyer/representing-yourself-civil-district-court/starting-a-proceeding-in-the-district-court/#general-civil

Commencing Proceedings

Greater Wellington Regional Council reserves the right to apply to the District Court for a hearing if we believe the customer is intending not to pay the infringement after our final decision has been made. At this point Metlink also reserves the right to seek further reparations for any additional costs incurred such as staff time or legal costs for example. This step may also include the use of a debt collector to collect the monies owing on our behalf.

Decisions to Timeline

21 March 2018

- Metlink Revenue Protection Strategy - Report 2018.55 + Attachment 1 Revenue Protection Strategy 2018-2021 – Pages 8-29
- Confirmed Minutes – Sustainable Transport Committee 21/03/2018 - Pg 2

17 September 2020

- Metlink resilience and preparedness: preparing for National Ticketing solution – Report 20.233 + Attachment 1 Top 20 bus routes with highest and lowest percentage of cash fare payment – Pages 11-22
- Confirmed Minutes – Transport Committee 17/09/2020 - Pg 3

29 June 2021

- Report on the Regional Public Transport Plan hearing – Report 21.167 + Attachment 1 Confirmed Public Minutes of the Transport Committee – Wellington Regional Public Transport Plan 2021 Hearings 20-22 April 2021 - Pages 123-136