

# Catching a Metlink bus



## Contact Metlink



### Website:

[www.metlink.org.nz](http://www.metlink.org.nz)



### Contact Centre:

0800 801 700

Monday to Friday, 6am-10pm,

Saturday 7am-9pm,

Sunday 8am-8pm



### Email:

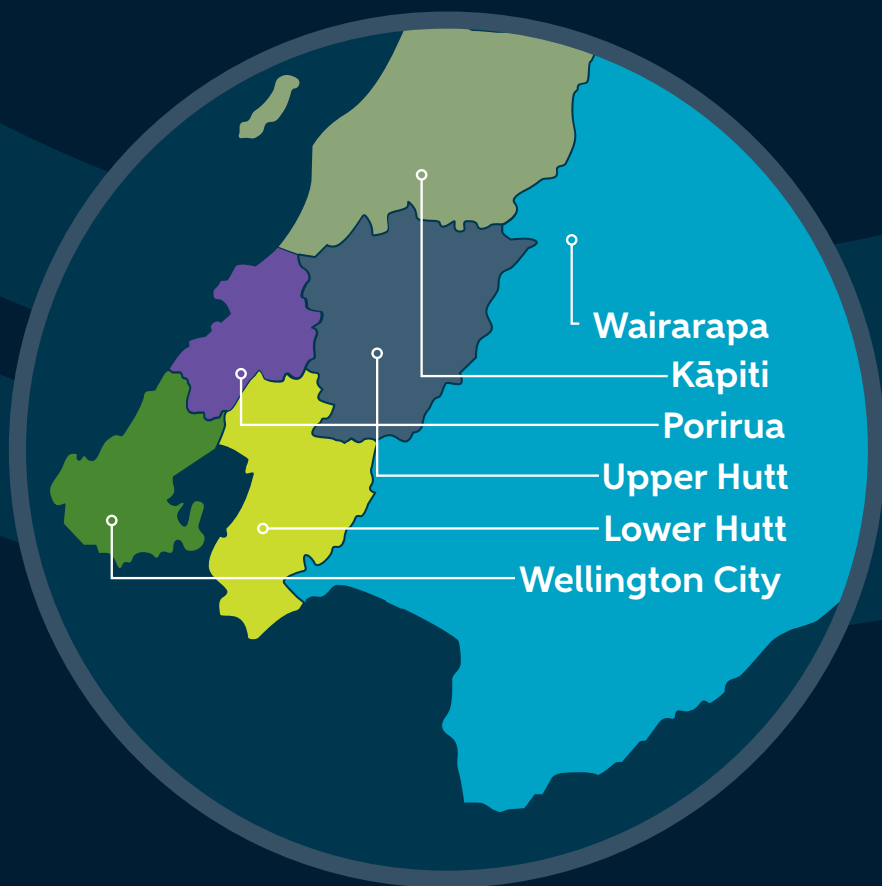
[info@metlink.org.nz](mailto:info@metlink.org.nz)



### In Person:

Customer Information  
Kiosk at Wellington  
Station

# Metlink run public buses in the Wellington region



# Paying for a bus trip

There are three ways to pay on a Metlink bus.

## A Snapper card



A Snapper card stores money to pay the bus fare.

Use a Snapper card to:

- Access a concession
- Load a 30-day pass
- Tag on more than one person
- Transfer for free between buses
- Access detailed trip information in the Snapper app

## Cash



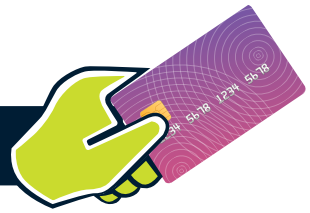
Cash can be used to pay an adult or child fare at the higher cash fare rate.

Use cash to:

- Pay without a Snapper card or contactless payment method
- Buy a Metlink Explorer day pass or Kāpiti Combo ticket
- Pay on the Airport Express but not on other express services

Pay with coins or small bank notes please.

# Contactless Payment with VISA or Mastercard



The fare can be paid with contactless payments including your phone, smartwatch or a VISA or Mastercard.

Use contactless payment to:

- Pay a single full adult fare
- Pay the same full adult fare as a Snapper card user\*

\*A small surcharge is added to fares paid by contactless payment. Most Snapper card users pay a similar surcharge or fee when they top up.

**For more information on fares, see the Bus Fares section of this guide or visit [www.metlink.org.nz/fares](http://www.metlink.org.nz/fares)**



# Snapper card

Adults must use a Red Snapper card or a Te Hunga Whaikaha Total Mobility card. School students use a Green Snapper card.

Many local shops sell Snapper cards. They are listed on the Snapper website.



A Snapper card costs around \$10 and has no money on it.

Snapper cards stop working when the balance goes below \$0.00.



## Surcharges and fees

A small surcharge applies to payments made:

- In the Snapper app
- By credit card at a Snapper kiosk

Retailers collect a 25c top up fee and their usual transaction fees apply.

# Topping up a Snapper card

**Topping up means putting money on a Snapper card.**

## Contact Snapper



**Website:**  
[www.snapper.co.nz](http://www.snapper.co.nz)



**Helpdesk hotline:**  
0800 555 34



**In Person:**  
The Metlink Customer Information Kiosk in Wellington Station can help with most Snapper issues. They sell and top up Snapper cards.

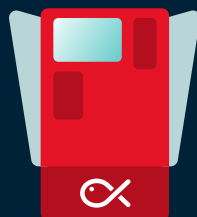
## Ways to top up.



Shops that sell Snapper cards. Ask to top up at the counter.



The Snapper app.  
Most phones can top up Snapper cards using a credit or debit card number.



Snapper kiosks.  
Top up using ETFPOS, credit or debit cards.



# Planning a bus trip

Having a plan means knowing:

- Where to get on the bus
- Which bus to catch
- Where to get off the bus

Metlink has tools and people to help you plan your trip.

## Ways to plan a trip



Use Journey planner on:

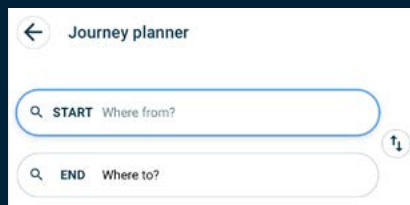


Metlink app



Metlink website

Journey planner asks where the trip will start and where it will end. It makes plans with up-to-date information from Metlink.



Journey planner can make a plan for a future date and time.



Journey planner can be set to better meet people's needs.



## Other online tools

Online maps on a phone or computer can give directions in 'transit' mode.



There are apps for the buses that are not the Metlink app. Some people prefer these.

## Contact Metlink



The Contact Centre can help plan a trip.

People can call the Contact Centre **if their bus ride is not going to plan and they need help.**



## In Person

The Metlink Customer Information Kiosk is at Wellington Station. The people at the kiosk can help plan a trip.

## Paper Timetables

Paper timetables have the time the bus plans to arrive at each stop and a map of the bus route. **The Network Map & Guide** is a paper map that shows all the bus routes.

Timetables can be picked up at **libraries, community centres, and major railway stations. Metlink can send timetables in the mail on request.** Timetables can be requested on the Metlink website or by calling the Contact Centre.



## Digital Timetables use these codes:

**MINS** – the bus is coming in about this many minutes

**DUE** – the bus is less than 1 minute away

**SCHED** or **scheduled** – the bus should arrive near this time

**CAN** or **cancelled** – the bus is not coming

# Catching a bus

Be at the bus stop before the bus gets there.

Sometimes buses are a few minutes early or late.

The driver stops the bus when they see someone at the bus stop. If you can, wave to the bus driver to help them see you.

People getting on the bus must use the **front door**. If needed, let people get off the bus before trying to get on.

People **paying with cash** need to tell the driver where they are catching the bus to.

The driver will tell them the fare, then when it is paid, they will get a paper ticket.





## Paying with a Snapper card or contactless payment

Stop at the card reader at the front of the bus to **tag on** with your card, phone or smartwatch.



# TAG ON

Hold the card, phone or smartwatch close to the reader until the reader beeps and shows a green tick.

Snapper users please tell the driver before tagging on if:

- You are paying for more than one person.
- Your support person is travelling with you on your Accessible Concession.

# On the bus

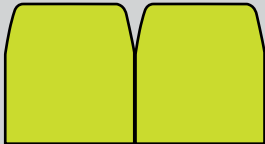
There are two types of seats on the bus:

## Blue seats.



The blue seats are for all passengers.

## Green seats.



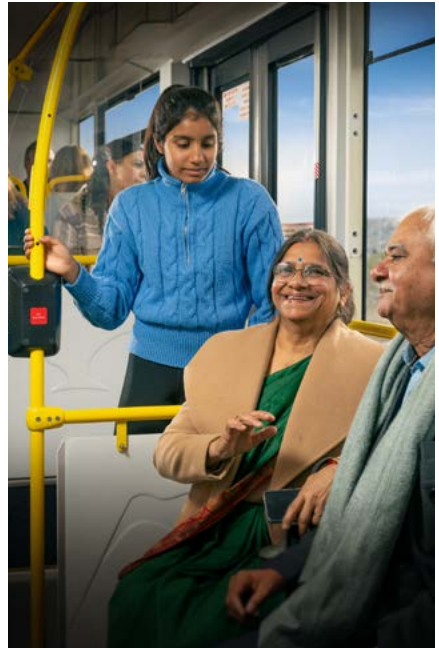
The green seats are priority seats.

**Priority seats are seats for people who need to sit down to feel safe and well on the bus.**

Anyone can sit in a green seat **but there is an extra rule:**

**Anyone who needs to sit down should be given a green seat when they ask for one.**

It is safer to sit, than to stand on a bus. If standing, please hold onto the bars and railings.



## Coming to the end of a bus trip.

The bus has **stop buttons** by the windows and on the poles.



Push the stop button to tell the driver to stop at the next bus stop.

When the bus has stopped use the front or back door to get off the bus.

Everyone who has tagged on must tag off.



**TAG OFF**

Hold the same card, phone or smartwatch you used to tag on close to the reader until the reader beeps and shows a green tick.

Tagging off charges the right fare for the trip.

Not tagging off charges the maximum fare for the bus route.

This is called the **default fare**. It is taken from a Snapper card the next time it is used.

Contactless payments are processed at the end of each day. If the payment fails, the card will stop working on bus and train card readers until the issue is resolved.

# Bus Fares

The bus fare depends on the time of day, how the fare is paid, and the length of the trip.

The fare costs the most when a trip starts in **peak time**.

**The peak times are:**

**Weekday mornings  
from 7am until 9am**

**Weekday afternoons  
from 3pm until 6.30pm**

All other times are **off-peak**.

**Public holidays** are off-peak.

The cash fare is not discounted at off-peak times.

The Snapper fare is always less than the cash fare, especially at off-peak times.

The bus trip is measured in **fare zones**.

**Fare zones are when a large area is split into smaller areas to decide how much a trip will cost**

The more **fare zones** there are in a bus trip, the more the trip will cost.

The fare zones can be seen on the Metlink website and in the Metlink app.



# Concessions

**Concessions are lower fares for people who can have them.**

The driver may ask to see an ID card to check a concession is being used correctly.

These concessions do not need to be applied for:

- Children under 5 years old travel for free.
- School children including secondary school students use a **Green Snapper card** and pay half the adult fare.
- SuperGold cardholders travel for **free at off-peak times**.

These people can apply for a concession on the Snapper website:

- Community Services cardholders
- Tertiary students
- Blind Low Vision NZ members

The concession is added to a Red Snapper card.

Only one concession can be added to each card.

**Te Hunga Whaikaha Total Mobility** cards are Snapper cards with the Accessible Concession already loaded onto them.





# Accessibility Information

## Wheelchairs and Mobility Aids

All Metlink buses are accessible for wheelchairs up to: **70cm wide x 90cm long with a 300kg weight limit.**

Mobility aids and disability assist dogs are welcome on the bus. Mobility scooters are not allowed on the bus.

Everyone must be able to get on and off the bus without help from the driver.

## Priority Seats

All Metlink buses have priority seats. The priority seats are the green seats at the front of the bus.

If the bus is full you may need to ask for a seat.

## Waiting at busy Bus Stops

Wait for the bus at the bus stop sign.

Bus drivers check at the sign even when they have needed to stop behind another bus. If you can, wave to the driver to help them see you.

## Getting on the Bus

All Metlink buses are low floor and can be lowered more by the driver to make stepping on and off easier. If the step is too big, ask the driver to lower the bus for you.



