

Catching a Metlink bus



Contact Metlink

**Website:**

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

**In Person:**

Customer Information
Kiosk in the Wellington
Railway Station

Metlink run public buses in the Wellington region



Paying for a bus trip

On a Metlink bus there are two main ways to pay the bus fare.

With a

**Snapper
card**

Or,

with cash





Paying with a Snapper card gives a discount on the fare.

Please pay cash fares in coins and small banknotes.

See page 16 for more about fares.

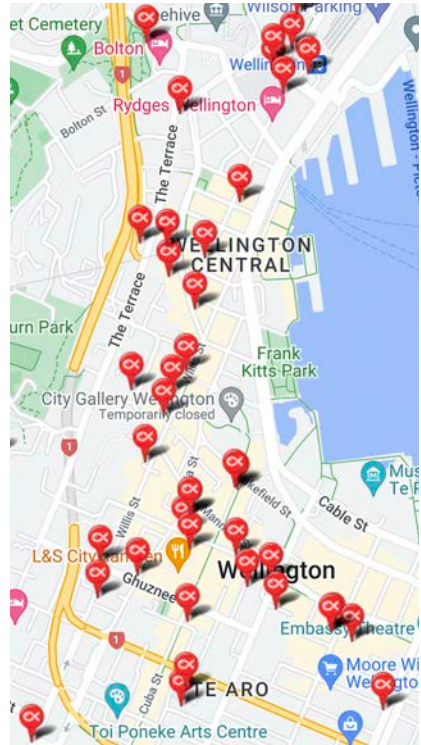
Snapper card

A Snapper card stores money to pay the bus fare.

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. When you add money to the card an additional fee may apply.

A Snapper card with less than \$0 on it will not work.

Topping up a Snapper card

Topping up means putting money on a Snapper card.

Contact Snapper



Website:
www.snapper.co.nz



Helpdesk hotline:
0800 555 34



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

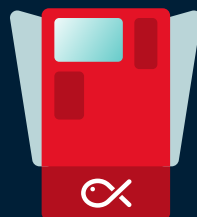
Ways to top up.



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

Q START Where from?

Q END Where to?

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

Departure time ▼ Options

05:11 PM Today

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

Accessibility

All Metlink vehicles are wheelchair accessible

Walk speed

Walking speed: 4 kph (set between Slow and Average)

Filter results by

Max Walking distance: 2 km (set between 0 and 2 km)

Max transfers: 2 transfers (set between 0 and 2 transfers)

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



0800 801 700



info@metlink.org.nz

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 Railway 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 the driver does not see anyone waiting, they may not stop. Wave to the bus driver so they 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

People **paying with a Snapper card** need to stop at the card reader at the front of the bus to **tag on**.



TAG ON

Hold the Snapper card close to the card reader until the reader beeps and shows a green tick.

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

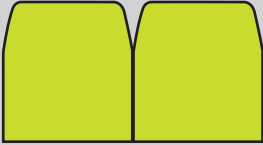
There are two types of seats on the bus:

Blue seats.



The blue seats are for all passengers.

Green seats.



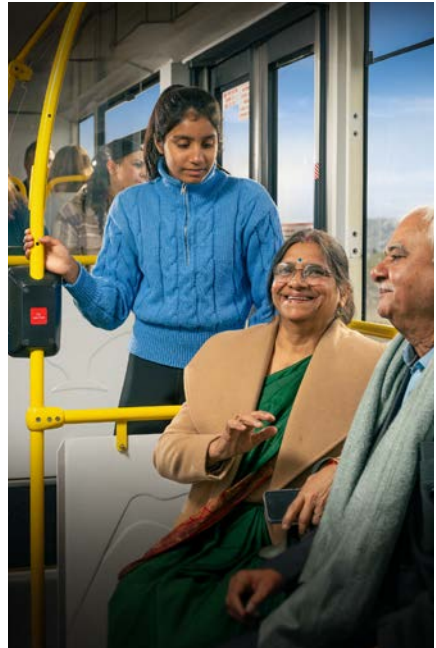
The green seats are priority seats.

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.

Snapper card users must tag off before they get off the bus.



TAG OFF

Hold the Snapper card close to the card reader until the reader beeps and shows a green tick.

Tagging off at the card reader **takes the right fare** from the Snapper card.

If a card is **not tagged off** the next time it is used the fare for **taking the bus all the way to the end of the route will be taken off** the card.



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 always the same.

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 Service 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 wheelchair accessible. 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 for people who need to sit down to feel safe and well. 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 bus stop sign even when they have needed to stop behind another bus. If you can, wave to the driver to let them know you need them to stop.

Getting on the Bus

All Metlink buses can be lowered 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.

