



PUBLIC TRANSPORT FOR PEOPLE WITH DISABILITIES

Metlink is committed to making public transport an easy and enjoyable experience for people with disabilities. This pamphlet is a brief summary of the services available on our buses, trains and ferries.

PRIORITY SEATING

All Metlink buses and trains have priority seating for people with disabilities. Note that:

- priority seating for seniors, young children, people with prams, and people with mobility problems, is available on Metlink trains and buses. It consists of four seats usually facing each other or facing the aisle, with a flat walkway that is close to the door
- this seating is not reserved; it is first come, first served. It is not the bus driver or train staff's responsibility to move people in or out of these seats. If you are sitting in the priority seats we request that you offer your seat to any of the people described above
- for safety and other reasons, drivers, conductors and other staff might not always be able to help you.



Priority seating for people with disabilities

TRAVELLING IN A WHEELCHAIR OR ON A MOBILITY SCOOTER



Metlink bus services are wheelchair accessible. However, dimension and weight conditions apply, and wheelchair users who can't board buses without help must have their own helpers.

Mobility scooters are not allowed on Metlink buses.

For further information go to www.metlink.org.nz



Most Metlink bus services are wheelchair accessible



All Metlink train services are accessible by wheelchairs and mobility scooters, with allocated parking areas and securing belts. Note that:

- in some situations wheelchair users need to have helpers
- peak-hour travel limits apply for mobility scooter users
- buses replacing trains can't always carry wheelchairs
- some stations may be challenging to access with wheelchairs and mobility scooters
- dimension, weight and manoeuvrability conditions apply
- visit www.metlink.org.nz or call **0800 801 700** for more information.



The Metlink harbour ferry has limited wheelchair access and no access for mobility scooters. However, the crew will make every effort to ensure that wheelchair users can travel on board.



All Metlink train services are accessible by wheelchairs and mobility scooters

SERVICES FOR PEOPLE WITH VISUAL AND HEARING IMPAIRMENTS

Metlink trains are fitted with:

- public address systems
- automated verbal 'next-station' announcements and passenger information displays
- hearing loops at areas allocated for wheelchairs and mobility scooters.

Note that the doors on newer trains don't open automatically; instead, passengers need to press a green button that lights up when it can be activated. Audio warnings sound when the doors are automatically closing.



Audio warnings sound when the doors are automatically closing

TRAVELLING WITH A DISABILITY ASSIST DOG

Disability assist dogs are welcome on all Metlink bus, train and harbour ferry services. However, passengers must carry appropriate identification cards from recognised organisations, such as the Hearing Dogs for Deaf People New Zealand and the Royal New Zealand Foundation of the Blind.

PARK & RIDE FOR PEOPLE WITH DISABILITIES

Park & Ride facilities are available at most Metlink train stations, enabling people with disabilities to park their cars for free then catch the train. Most Park & Ride car parks have at least two dedicated disability spaces.



Hearing Dogs for Deaf People New Zealand

CAN'T USE BUSES OR TRAINS?

If you have a permanent disability that prevents you using public transport, you may qualify for taxi discounts through the 'Total Mobility' scheme.

For further information go to www.metlink.org.nz



'Total Mobility' scheme



NEED MORE INFORMATION?

For more information on Metlink's transport options for people with disabilities, including a journey planner:



Online

www.metlink.org.nz



Metlink Apps and Widgets



Metlink Service Centre

0800 801 700

Monday – Saturday 7am – 9pm

Sunday and Public Holidays 8am – 8pm



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