



GETTING AROUND GREATER WELLINGTON: YOUR GUIDE TO PUBLIC TRANSPORT

Wellington has one of the best public transport networks in the country. Wherever you want to go – from Otaki and Masterton in the north to Island Bay in the south – chances are there's a Metlink bus, train or harbour ferry that will get you there.

Here's a brief introduction to the Metlink public transport network and services. You'll find more detailed information at www.metlink.org.nz or by calling Metlink on **0800 801 700**.

WHAT IS METLINK?

Metlink is the Greater Wellington Regional Council's public transport network. It consists of:

- four railway lines operating from Wellington Railway Station to the Hutt Valley, Johnsonville, Kāpiti and Wairarapa
- more than 100 bus routes that cover the region
- harbour ferry services between Wellington city and Days Bay, Matiu/Somes Island and Seatoun.

Greater Wellington Regional Council contracts private operators to provide most of these services.



PLANNING YOUR JOURNEY

When you're ready to plan your journey, Metlink has timetables and tools to make it easy.

Timetables

Timetable information on all Metlink services is available:

- online at www.metlink.org.nz
- on display at railway stations, bus stops and the harbour ferry office at Queens Wharf.

Timetable information on select Metlink services is available at authorised stockists - visit www.metlink.org.nz for a full list.

Real-time information

You can also get up-to-the minute travel updates:

- on real-time displays at most railway stations and key bus stops
- on our mobile site from your smartphone or mobile device at www.metlink.org.nz
- from one of our apps and widgets
- by using your smartphone or mobile device to scan QR codes at the bottom of bus stop timetables
- by following us on Twitter [@metlinkwgn](https://twitter.com/metlinkwgn).



Real-time displays

Journey planning tools

You can click your way around Wellington at www.metlink.org.nz. As well as having handy information to get from A to B, you'll be able to:

- plan your return journey
- choose your preferred travel mode (bus, train or harbour ferry)
- arrange to arrive at your destination by a specified time
- apps and widgets are also available for on-the-go information.



App available on



Taking your cycle? Check out the Wellington Walking & Cycling Journey Planner, which is available as an app (see www.journeyplanner.org.nz/app) and at www.journeyplanner.org.nz. You can use it to map your trips from start to finish, including stops along the way, and view elevation graphs, journey times and car-cost savings.

Getting to the airport, hospitals and cemeteries

Visit www.metlink.org.nz to find out how to get to:

- Wellington Airport
- Wellington, Hutt and Kenepuru Hospitals
- Whenua Tapu, Makara and Karori Cemeteries.

PAYING YOUR FARE

The fare you pay will depend on the transport service you're using, the distance you're travelling and the time of day. You can pay with:

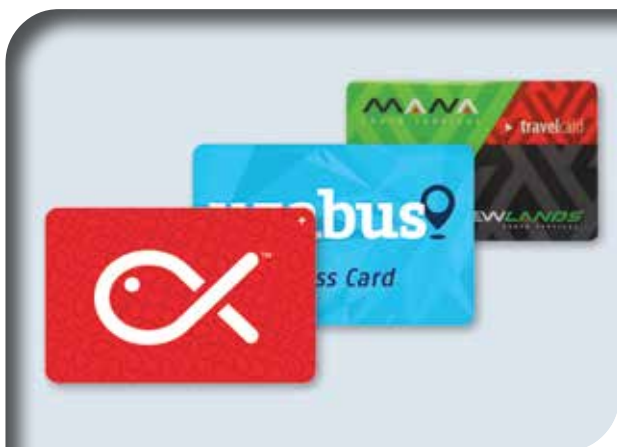
- cash on board buses, trains and ferries – note the correct amount is appreciated
- stored-value cards (such as Snapper cards) on buses
- cash, EFTPOS or credit card on board ferries and at Metlink train and harbour ferry ticket offices.

Metlink also offers discounted options, such as 10-trip tickets, day and monthly passes and 'transfer tickets' that you can use to travel by bus in a continuous direction on the next available service.

Note that special fares apply to after-midnight bus services and commercially operated services.

Find a fare

You'll find details of all Metlink's fare options at www.metlink.org.nz.



Stored-value cards

PARK & RIDE

Park & Ride facilities are available at, or near, most railway stations. When you catch the train you can park your car for free.



Park & Ride sign

PUBLIC TRANSPORT FOR PEOPLE WITH DISABILITIES

We're committed to making public transport an easy and enjoyable experience for all people with disabilities. Metlink's services range from priority seating and wheelchair-accessible buses, trains and ferries to services for people with visual and hearing impairments.

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

TRAVELLING WITH CHILDREN

Metlink makes it easy for parents, caregivers and children of all ages to travel on Wellington's buses, trains and ferries. All Metlink services have space for prams and buggies.

TRAVELLING WITH CYCLES AND SCOOTERS

All Metlink services have the capacity to take cycles and scooters. However, buses can only take folded cycles, and there are size, space and travelling time limits for buses, trains and ferries. Most railway stations have cycle parking options.

Please see www.metlink.org.nz for more information.

TRAVELLING WITH ANIMALS

In general, pets are not allowed to travel on public transport. The exception is disability assist dogs, which are permitted on all Metlink buses, trains and ferries.

LEFT SOMETHING BEHIND?



If you accidentally leave something behind on a Metlink train, you can find out if someone has handed it in by visiting the customer service desk at Wellington Railway Station or calling **04 498 3013**.



If you lose something on a bus or harbour ferry, contact the company that provided the service. If you don't have their number, visit www.metlink.org.nz or call Metlink on **0800 801 700**.





NEED MORE INFORMATION – OR WANT TO PROVIDE FEEDBACK?

For more information on Metlink's services, visit www.metlink.org.nz. If you can't find the information you need, just email info@metlink.org.nz or call us on **0800 801 700** any time from 7am to 9pm Monday to Saturday and 8am to 8pm on Sundays and Public Holidays.

If you'd like to provide feedback on your Metlink experience, please get in touch. You can do this by:

- completing a form at www.metlink.org.nz
- sending an email to info@metlink.org.nz
- calling us on **0800 801 700**
- following us on Twitter [@metlinkwgtn](https://twitter.com/metlinkwgtn)
- writing to us at: Metlink, Greater Wellington Regional Council, PO Box 11646, Wellington 6142.

Happy travelling!



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