Catching a Metlink bus

Metlink run the public buses in the Wellington Region.

The Wellington Region includes:

* Wellington City
* Lower Hutt
* Upper Hutt
* Porirua
* Kāpiti
* Wairarapa

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## How to contact Metlink

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

Call the Contact Centre: **0800 801 700**

The Contact Centre hours are:

Monday to Friday, 6am to 10pm

Saturday 7am to 9pm

Sunday 8am to 8pm

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

In Person: Customer Information Kiosk in the Wellington Railway Station

## Paying for a bus trip

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

1. with a Snapper card
2. with cash

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

Please pay cash fares in coins and small banknotes.

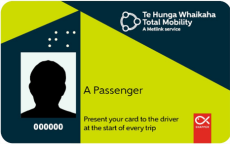
For more information on fares, see the Bus Fares section of this guide. Snapper cards

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.



Red Snapper card



Te Hunga Whaikaha Total Mobility card



Green Snapper card

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

A Snapper 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.

### Ways to top up:

1. At Shops that sell Snapper cards. Ask to top up at the counter
2. Use the Snapper app. Most phones can top up Snapper cards using a credit or debit card number.

The Snapper app icon for Android phones. A red square with rounded corners with a white fish logo in the centre. 


Snapper app icon

1. At a Snapper kiosk. Top up using EFTPOS, credit or debit cards.

## How to contact Snapper

The Snapper website:[www.snapper.co.nz](http://www.snapper.co.nz)

Call the Helpdesk hotline:0800 555 34

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

### Metlink Journey Planner

Use Journey Planner on:

* The Metlink App



Metlink app icon

* The Metlink [website](https://greaterwellington.sharepoint.com/sites/TravelChoice/Shared%20Documents/Work%20in%20progress/Disability%20and%20Accessibility%20Projects/Social%20Scripts/metlink.org.nz)

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. The user can set the walking speed, maximum walking distance and the number of transfers they are able to make.

### Other online resources

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.

**Call 0800 801 700,**

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

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 Timetable Codes

Digital timetables use these codes:

* MINS – the bus is coming in about this many minutes
* DUE – the bus is less than a 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 busmust use the front door. If needed, let people to 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.

### People 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.

To “Tag on” means to hold the Snapper card close to the card reader until the reader beeps and goes green.

Please tell the driver before tagging on if:

* You are paying for more than 1 person.
* Your support person is travelling with you on your Accessible Concession.

## On the bus

There are 2 types of seats on the bus:

* Blue seats. The blue seats are for all passengers.
* Green seats. The green seats are thepriority 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 seatbut there is an extra rule:

* Anyone who needs to sit down to feel safe and well 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.



Stop button

Push the stop button to ask 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.

To “Tag off” means to hold the Snapper card close to the card reader until the reader beeps and goes green.

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 infare zones.

Fare zonesare 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 Aides

All Metlink buses are wheelchair accessible.

Mobility aides 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.