

Public Transport Committee Workshop, 19 March 2026

Information considered in the public part of the workshop.

Metlink Accessibility Action Plan

19 MARCH 2026 -PUBLIC TRANSPORT COMMITTEE WORKSHOP

David Boyd, Manager Customer Experience

Leigh-Ann Harris, Lead Advisor Accessibility



Purpose

- Introducing the Public Transport Committee to the commitment Council have made to the Accessibility Charter and Accessibility Action Plan.
- Providing an update on initiatives in the Accessibility Action Plan and how they are progressing
- Providing initial advice on accessibility improvements that are to be considered as part of the 2027 LTP.

AGENDA

1. Accessibility Charter and Accessibility Action Plan overview
2. Initiatives in the 2024 Accessibility Action Plan
3. Considerations for the 2027 Long-term Plan

The case for change

2005

Human Rights Commission Inquiry

- Mandatory provision for the **participation of disabled people** in all public land transport planning, funding and implementation processes.
- Industry wide **training in disability awareness and disability competency** is required for all public land transport personnel. Training requirements must be **included in driver licensing and contract service delivery**.
- Make immediate **improvements to visual and audible information** at staffed stations, timetabling display and on-board announcements.
- Territorial authorities review the **number and location of set down and pick up places for disabled** passengers using taxis and rigorously enforce clear bus stops.

We have delivered a range of accessibility initiatives:

New fully accessible trains

New fully accessible buses

Stop & station improvements

Web and app upgrade 2020

On-bus announcements

but this is perceived by many in the sector to be ad-hoc, slow to deliver and non-consultative.

2022

Transport experiences of disabled people in Aotearoa New Zealand, Waka Kotahi

- The persistent challenges faced by disabled people using transport in Aotearoa New Zealand **have not changed in any measurable way** since the Human Rights Commission's inquiry almost two decades ago.
- There is **no accountability for disabled people's journeys in the transport sector**, and no evaluation of the ways that investments in transport improve those journeys.
- There is **poor flow of information and feedback** between the transport sector and disabled people, and vice versa, limiting potential for meaningful improvements to make transport more accessible to more people.

Accessibility Charter

In 2021 a commitment was made through Council to the Metlink Public Transport Accessibility Charter.

On the advice from the disability sector that such a commitment was required as a first step.

Acknowledgement of the UN Convention on the Rights of Persons with Disabilities 2006 (ratified by NZ Government in 2008) was a fundamental part of that commitment.

The Vision:

The Metlink public transport network is accessible for all with ease and dignity.

The Action:

Delivered through an Accessibility Action Plan.



Metlink Public Transport Accessibility Charter 2021

To be reviewed annually over the next triennium

This Charter provides a pathway to achieving Metlink's commitments to increase accessibility for disabled people to our public transport network from 2021 to 2031. Metlink public transport includes bus, rail, ferry, Total Mobility, the services and facilities that support these, as well as any future modes Metlink adds to its network, for example, on-demand public transport.

This statement has been prepared in accordance with the following national and international documents:

- United Nations Convention on the Rights of Persons with Disabilities 2006 (ratified by New Zealand Government in 2008)
- New Zealand Human Rights Act 1993
- New Zealand Disability Strategy 2016-2026
- Te Tiriti o Waitangi

Vision

The Metlink public transport network is accessible for all with ease and dignity.

Actions

Metlink is committed to:

An Action Plan

- Embed the concept of the accessible journey
- Co-design and consult through public transport disability advisory networks, and ensure that disabled people and disability service providers are consulted, either through these groups, or directly when planning public transport infrastructure and services, and work with them to identify and resolve accessibility and safety issues
- Develop an Action Plan and review it annually for the first triennium. The Accessibility Action Plan will inform Metlink's approach to plan and co-fund accessibility actions and initiatives in the Regional Land Transport Plan and Greater Wellington's Long Term Plan

Accessible network design

- Identify areas where network and infrastructure planning can support disabled people
- Continue to recognise and develop Total Mobility as a core part of the public transport network

Accessible infrastructure

- Where Metlink has control over infrastructure design and maintenance, we will put accessibility at the heart of our decision making to ensure that all transport users have equal opportunities to travel
- Where Metlink does not have control over infrastructure design and maintenance, we will work to influence our strategic partners to consider accessibility in decision making to ensure all transport users have equal opportunities to travel
- Work in partnership with the relevant Territorial Authority when public transport services are reviewed or redesigned to ensure a seamless journey. Include infrastructure and walking access in audits to identify any accessibility shortfalls
- Ensure that public transport vehicles meet required standards for disability access in compliance with Waka Kotahi's Requirements for Urban Buses and Rail Safety Licence requirements as set out in the Regional Public Transport Plan

Accessible information

- Specifically consider the information needs of disabled people when network changes are proposed and implemented and when new infrastructure is provided or when improvements or changes to existing infrastructure are proposed
- Ensure that services information is accessible and widely available by using appropriate formats and media including both visual and audio channels
- Ensure that all Metlink public consultation documents are provided in accessible formats to enable disabled people to participate fully

Education and training

- Work with operators to ensure that training for all staff across the public transport network includes appropriate assistance for disabled people, and continue to require such training as a condition of contract
- Ensure that all drivers on Total Mobility services have specialist training in order to provide adequate and appropriate assistance to disabled people
- Empower our people with information and awareness about accessibility and Universal Design to ensure that the public transport system provides for the needs of disabled people

Accessibility Action Plan

- Sets clear expectations with GWRC and the disability sector of priorities and what is achievable.
- Established a **fundable package** of activities for inclusion in 2024 LTP.
- **Success measures included in the:**

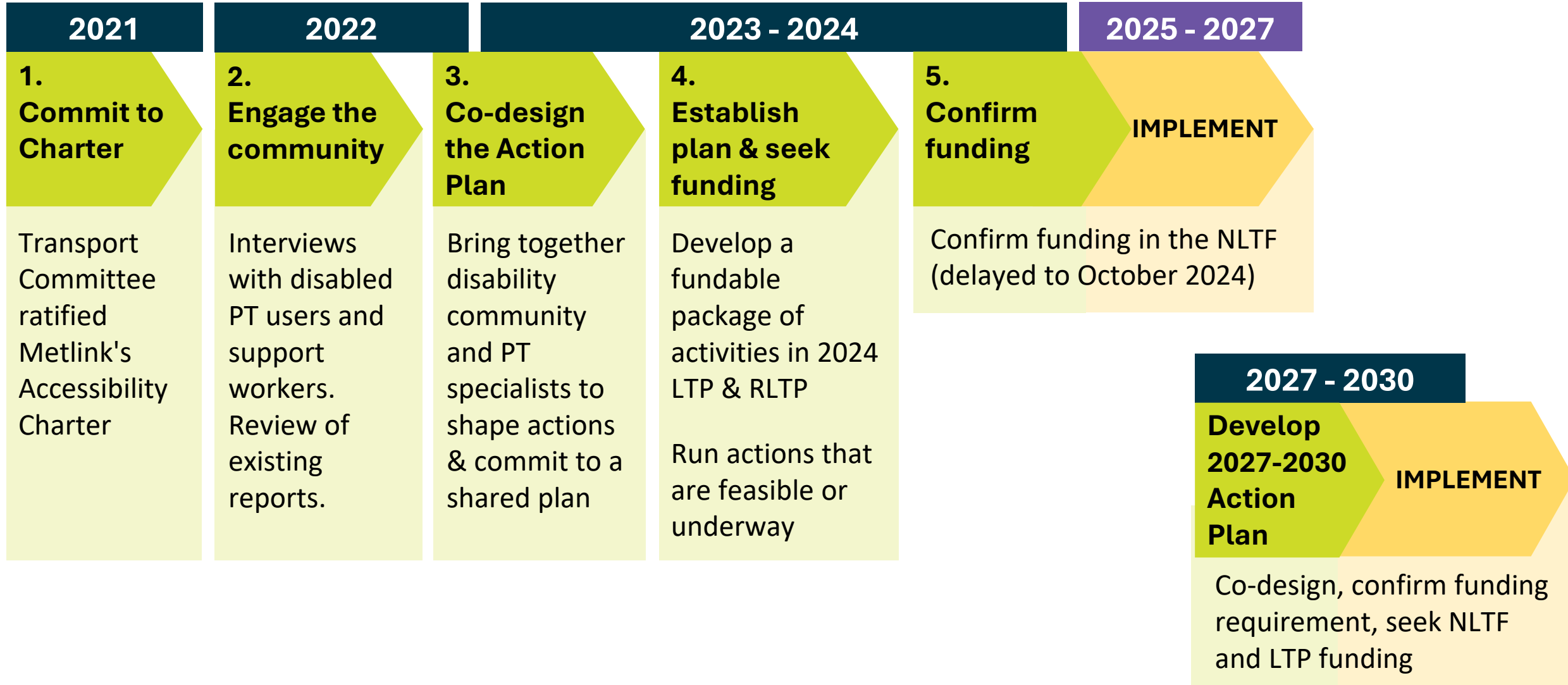
LTP	<ul style="list-style-type: none">• Increased patronage of PT by disabled people (people with an activity limitation)
CE KPI's	<ul style="list-style-type: none">• Metlink's accessibility metrics• Developing a plan for a network of fully accessible public transport routes and accessible public transport hubs, aligned with the goals of the Accessibility Action Plan.
RPTP	<ul style="list-style-type: none">• Increased patronage of PT by disabled people (people with an activity limitation)

- **Commitment to develop a new action plan each triennium.**

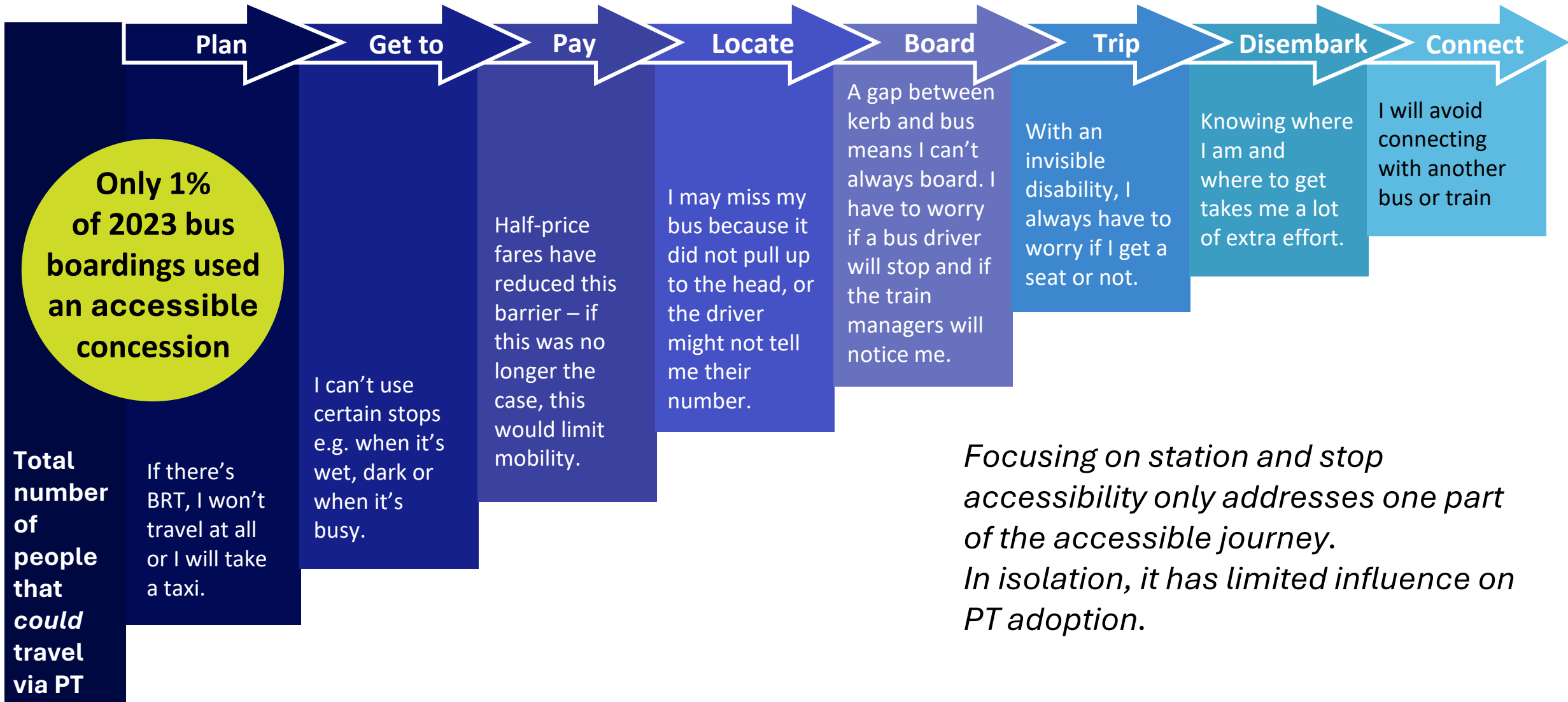
Accessibility Action Plan

August 2023

Our approach



Disability sector engagement learnings



Every step in the journey influences confidence.

2024 – 2027 Accessibility Action Plan

HOW WE WORK

- A strategic framework for improvement
- Co-design and testing with the disability sector as BAU
- Training, awareness and support within Metlink.

WHAT'S BEING DELIVERED

- \$9.5m (rates funded only) budget commitment from Council
- Guides, standards, tools
- Prioritised list of initiatives.

Co-design and testing now part of BAU: 'Nothing about us without us'

EXAMPLES OF CO-DESIGN WITH DISABLED CUSTOMERS:

- Harbour Quays and Eastern bus corridor bus stop placement and design
- LNIRIM: Design of Tūhono trains and Manawatu Line stations
- Design of new Melling Station
- Bus design e.g. new articulated bus layout
- Matangi train ramp re-design
- RTI2.0: testing of digital screens and text-to-speech button
- EMV: requirements for customers with access needs
- New priority seating signage
- New assistive listening Bluetooth technology
- Accessibility improvements at Wellington Station and bus interchange



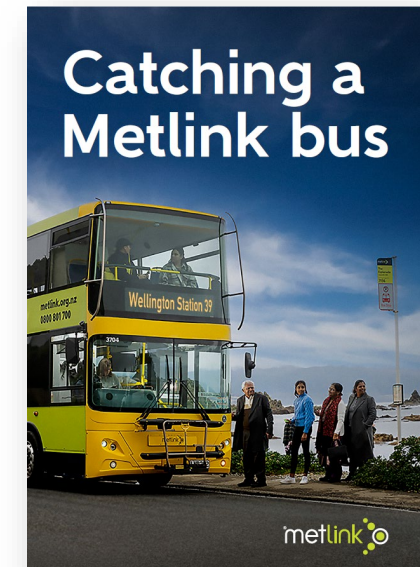
2024 - 2027 AAP initiatives: Developing an accessibility audit framework



- There is no national legislation governing the design of accessible public transport infrastructure.
- NZTA has guidelines for the design of accessible bus stops.
- There are no national guidelines for the design of accessible stations, but we can use ‘proxy’ guidelines to enable accessible design (e.g. ramps, lifts, stairs).
- Metlink has undertaken its own extensive audits and community engagement to develop its own framework. We also need to help from Barrier Free.
- We are working with Barrier Free to develop an accessibility audit framework for our public transport infrastructure. They will test this by applying it to some of our stations and developing recommendations on actions needed to improve accessibility.

2024 - 2027 AAP initiatives: Tactical improvements

INITIATIVE	STATUS	DELIVERY
On-bus announcement system delivery	Delivered	2024-2025
Seat availability on real-time information	Delivered	2024
'Catching a Metlink bus' guide for neurodiverse people	Delivered	2025
Improved priority seating awareness on buses	In pilot	March 2026



Did you notice the new priority seating stickers we're trialling?

You can give us feedback on them here.

metlink.org.nz/priority
info@metlink.org.nz
0800 801 700



Priority Seating Area

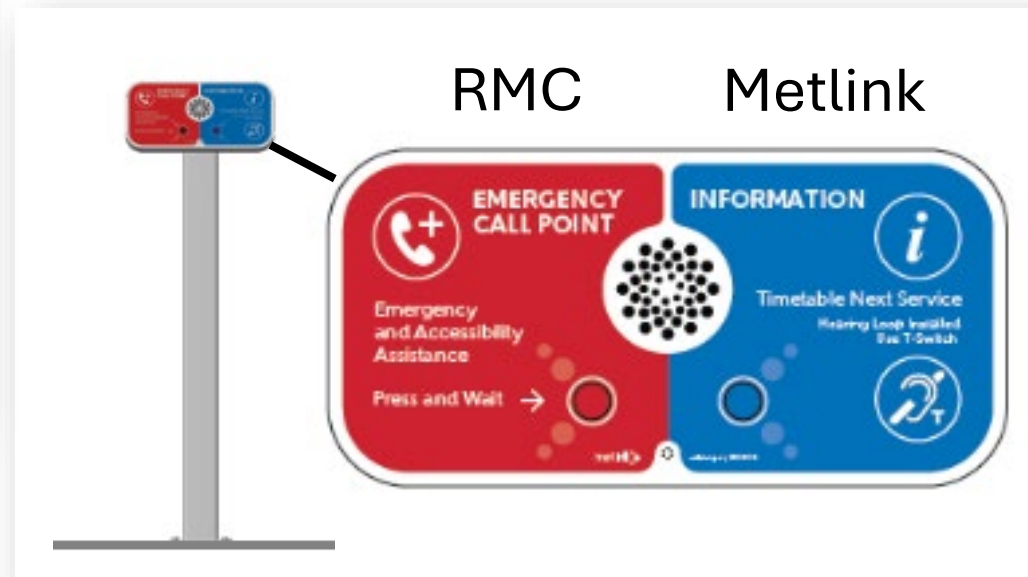
Please give up your seat to those who need it more

Respond with kindness when asked for your seat.
Remember that not all needs are visible.

Willis Street at Grand Arcade		8:06 AM	
	Stop 5008		
52	Johnsonville		Due
32x	Molesworth St		Due
AX	Wgtn Station		Due
25	Khandallah		8:08am
30x	Wgtn Station		Due
1	Grenada Vlg		3 mins
3	Wgtn Station		4 mins
36	Wgtn Station		5 mins

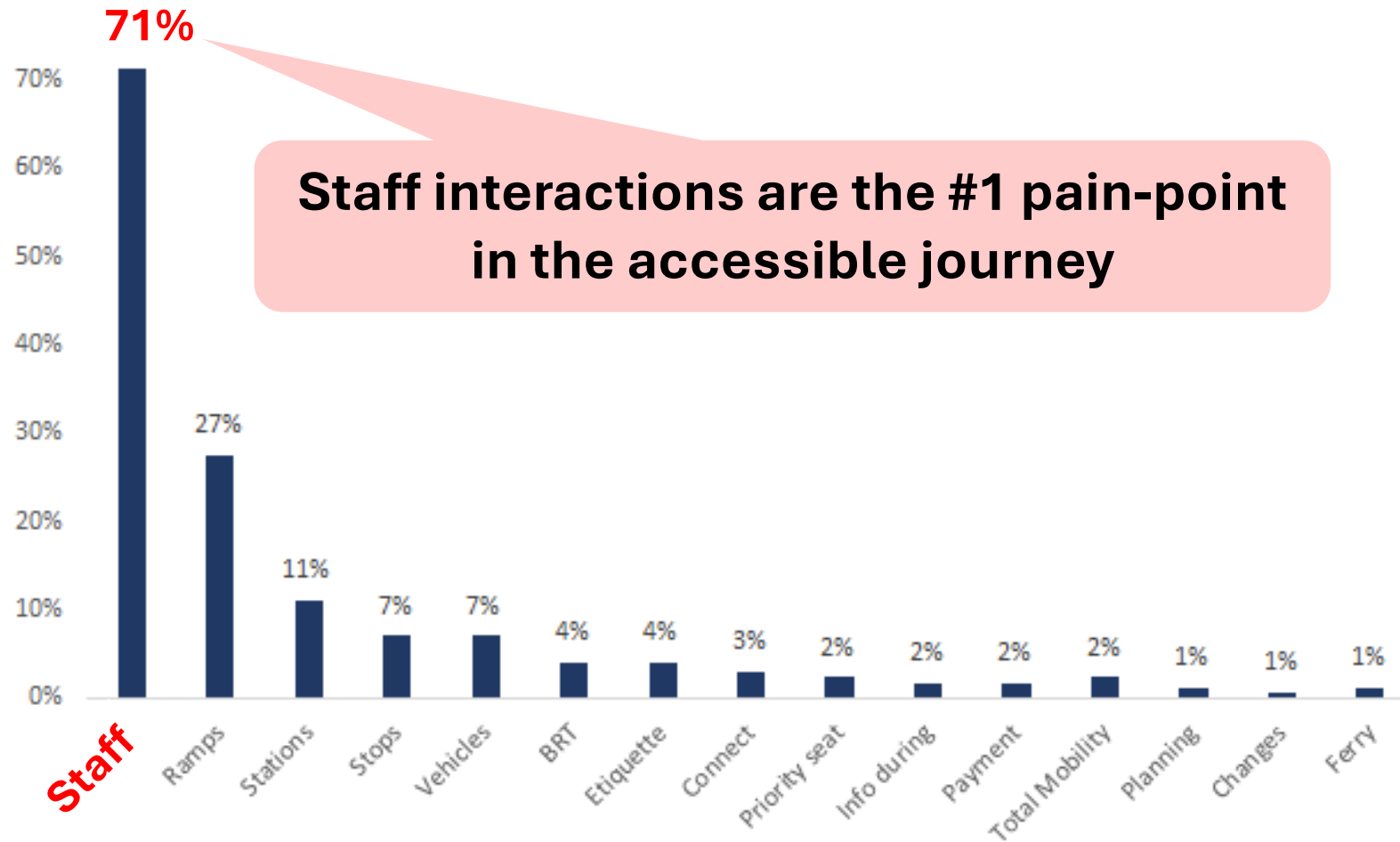
2024 - 2027 AAP initiatives: Tactical improvements

INITIATIVE	STATUS	INDICATIVE DELIVERY
Audio real-time information at stops	In development	Dec 2026
Audio real-time information at key station hubs	In development	June 2027
Auracast Bluetooth assistive hearing at key station hubs	In development	June 2027
Contact Centre call points at key station hubs	In development	June 2027
Website & app accessible journey planning	Planned	June 2027



AAP strategic priority: Operator training for accessibility

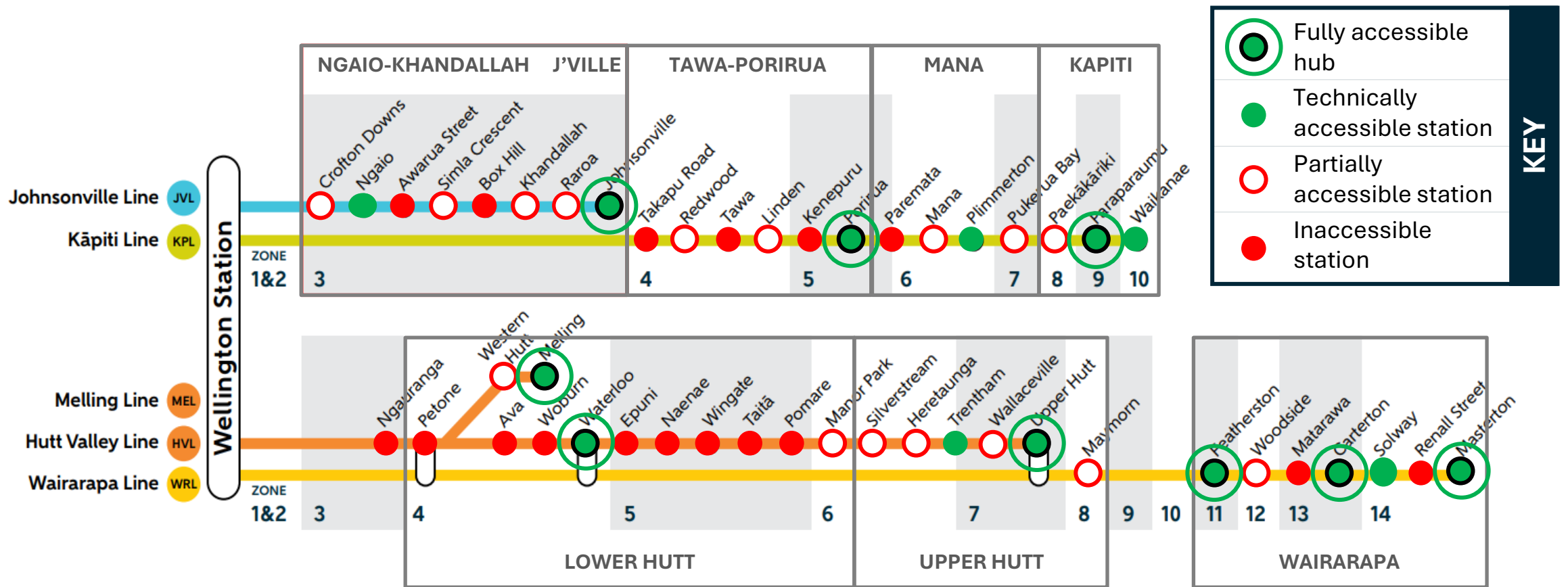
% OF TOTAL ACCESSIBILITY COMPLAINTS – 2022/2023 FY



Staff interactions are the #1 pain-point in the accessible journey

- Development of training modules for bus, rail and Total Mobility front-line staff.
- Contract awarded to CCS Disability Action August 2025
- Pilot with a major bus operator from April 2026
- Roll-out across all operators from late 2026
- ***A contractual requirement under new bus operation contracts from 2027.***





AAP strategic priority: Fully accessible hubs: 2030 objective



An incremental roll-out focusing limited funding on establishing a network of fully accessible PT hubs across the region – that ensure an accessible path to the regions hospitals, central city and the airport.

AAP strategic priority: Accessible station categories

Inaccessible	Partially accessible	Technically accessible	Fully accessible
<ul style="list-style-type: none"> Barriers to accessing all platforms: Access too steep Unsafe accessible path (inc. level crossings) Uneven surfaces Insufficient tactile coverage Large platform gap/height differential 	<ul style="list-style-type: none"> Wheelchair access to platforms (within NZ standard) Partial tactile coverage 	<ul style="list-style-type: none"> Wheelchair access to all platforms Safe/accessible level crossings Tactile pavers correct Wheelchair accessible shelter Accessible pick-up/drop-off areas & carparks 	<ul style="list-style-type: none"> Tactile signage Connection with frequent bus services Accessible toilet Close access to accessible BRT Audio RTI

	Fully accessible hub
	Technically accessible station
	Partially accessible station
	Inaccessible station

2024 - 2027 AAP strategic initiative: Fully accessible hubs

INITIATIVE	STATUS	INDICATIVE DELIVERY
Station accessibility improvements: Tranche 1 accessible hubs		
Includes improvements to tactiles, safe access and road crossings, BRT stops, audio announcements, assistive hearing, call points		
• Develop accessibility standard for stations	In development	June 2026
• Wellington Station (excluding Platform 10)	In development	June 2027
• HVL: Upper Hutt, Trentham	In development	June 2027
• KPL: Paraparaumu, Plimmerton	In development	June 2027
• WRL: Masterton, Carterton, Featherston	In development	June 2027
• JVL: Johnsonville (Ngaio dep. Kiwirail)	In development	June 2027
Other BRT stop accessible improvements	In development	June 2027

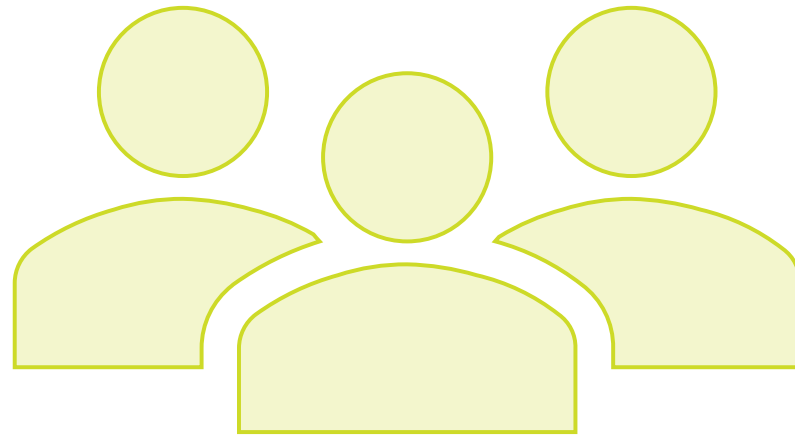
2027-2030 Accessibility Action Plan considerations

Key considerations for accessibility in the 2027 - 2030 LTP and plugging the gaps in Lower Hutt and Tawa/Porirua, where there is currently poor accessibility to the rail network

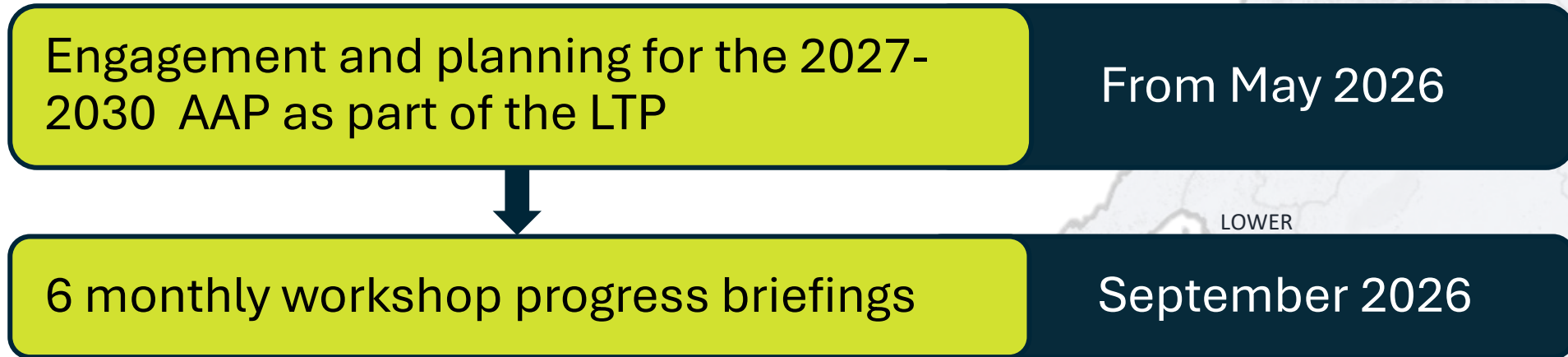
KEY CONSIDERATIONS	STATUS	INDICATIVE DELIVERY
Station improvements: Tranche 2 Accessible station hubs		
Melling Station upgrade to fully accessible	Delivered through RiverLink	2029
Wellington Station Platform 10 BRT stop	Dependent on Kiwirail	TBC
Porirua Station upgrade to fully accessible	Funding TBC	TBC
Waterloo Station upgrade to fully accessible	Funding TBC	TBC
Otaki / Levin / Shannon / Palmerston Nth station	Delivered through Tūhono	2030
Auracast Bluetooth assistive hearing full roll-out	Funding TBC	TBC
Contact Centre call points full roll-out	Funding TBC	TBC
Audio RTI station announcements full roll-out	Funding TBC	TBC

Questions?

Do Councillors have any feedback or queries regarding this presentation?



Next Steps



EMV Payment with Snapper

Customer engagement plan

19 MARCH 2026 - PUBLIC TRANSPORT COMMITTEE WORKSHOP

David Boyd – Manager, Customer Experience

Andrew Tobin – Senior Customer Experience Advisor

Hannah McGuire – Senior Marcomms Advisor



Purpose

Provide an update on how EMV payment with Snapper will be introduced to staff and promoted to customers.

AGENDA

1. Background
2. Customer insights and value proposition
3. Customer engagement plan

Objective

Promote and enable the adoption of EMV payment as an alternative to Snapper payment for 50% of all adult only fares on bus and rail services by April 2027, to support the transition from the Snapper payment to the National Ticketing System / Motu Move.

- From 12 April 2026 passengers will be able to use VISA and Mastercard contactless payment on Metlink buses and trains for single adult fares.
- Credit and debit card payment for fares with Snapper – using a VISA card or Mastercard, or a mobile phone or smart watch with these loaded can use it - is the first step toward Metlink introducing the MotuMove national ticketing system in 2027.
- You can tag on and tag off on the existing Snapper card readers the same way they do when they use a Snapper card.
- Prior to the introduction of MotuMove, you will still need to pay with a Snapper card to get a child, tertiary, accessible or Community Services Card concession, use a day pass or 30-daypass, or tag multiple travellers on at the same time

Proposition development – what customers told us

In November 2025 Metlink conducted eight focus groups across various demographics to explore attitudes towards paying for fares using debit and credit cards.

EARLIER ADOPTERS

BEHAVIOURS

- Financially stable
- Willing to pay for convenience:
 - Top up with Snapper app
 - Use tap-to-pay
 - May use a device to pay
- Comfortable/familiar with digital payment

DEMOGRAPHICS

- Under 70, skew towards 30-50 yrs; some users with accessibility needs

LATER OR NON-ADOPTERS

BEHAVIOURS

- Budget conscious:
 - Top up at kiosk (no transaction fee)
 - Not tap-to-pay users (no transaction fee)
 - Budget their household using debit card and/or cash
- Security conscious (card and/or device)
 - Anxious about card theft, digital scamming or digital identity theft

KEY RISK AREA

Fare checking on rail was an area of sensitivity across all groups:

- Credentials of fare checkers and their devices are important – uniformed staff, Snapper branding on devices.
- Being able to ‘see what the checker can see’
- Explanation of how the scan works technically, & whether personal data is stored on the checker’s device.

Use as
primary


Use as
alternative/backup

Won't use for now

Won't use


Customer proposition


‘The easiest journeys are the ones that let you get on with your day’



**Phone?
Get on with it.**


You can now use VISA or Mastercard contactless payment for an adult fare on any Metlink service.


metlink 



**Smart watch?
Get on with it.**


You can now use VISA or Mastercard contactless payment for an adult fare on any Metlink service.


metlink 



**Debit card?
Get on with it.**


You can now use VISA or Mastercard contactless payment for an adult fare on any Metlink service.

metlink 



Get on with it.

You can now use VISA or Mastercard contactless payment for an adult fare on any Metlink service.

metlink 

‘You can use Visa or MasterCard card, smartwatch, or phone payment on any Metlink service’.

Customer engagement plan: Comms

ANNOUNCEMENT

ACTIVITY	CHANNELS/TACTICS USED	DEPLOYMENT DATE
Chair announces to public	<ul style="list-style-type: none">• Media story picked up by RNZ and The Post	September 2025
GWRC contact centre briefing	<ul style="list-style-type: none">• FAQ's	Week of 23 Feb
Internal comms at GWRC	<ul style="list-style-type: none">• Story in Kainga	Week of 2 March
High-level customer comms	<ul style="list-style-type: none">• News story on the Metlink website	Week of 2 March
Councillor updates	<ul style="list-style-type: none">• On the Radar• Public Transport Committee workshop	Week of 2 March 19 March

Customer engagement plan: Front-line staff training

On-board and on-platform rail staff and bus drivers will play a key role in answering passenger questions and giving them comfort that EMV payment is easy and secure.

We are working in collaboration with operators so they can advise the best approach to educating their diverse work force.

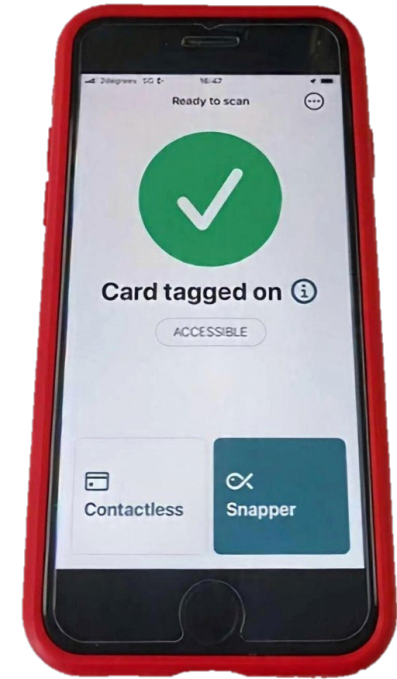
TRAINING

ACTIVITY	CHANNELS/TACTICS USED	DEPLOYMENT DATE
Operator briefings	<ul style="list-style-type: none">• Bus and rail operators briefed in person with follow up email and FAQ's	Rail: 17 Feb 2026 Bus: Week of 23 Feb
Detailed training collateral for rail and bus	<ul style="list-style-type: none">• FAQs, brochures, staff room posters – TBC with operators	11 March
Support equipment for rail	<ul style="list-style-type: none">• Phone cases, ambassador t-shirts & buttons• Wallet cards for staff with support contact details	16 March

Customer engagement plan: Rail fare checking

Reassuring rail customers about fare checking

- Before and during launch a leaflet will inform customers about new ways of paying. This will include a visual guide for rail passengers about how fare checking works and the cyber-security measures in place.
- Prelaunch from mid-March leaflets will be placed on train seats at origin and handed to passengers at key stations and interchanges.
- For the week of launch teams of Metlink staff and Transdev customer service ambassadors with 'Ask Me about new ways of paying' branding will answer passenger questions and demonstrate fare checking.



A Snapper branded cover will be fitted to all train fare checking devices to reassure customers that they are official.

Customer engagement plan: Launch campaign

LAUNCH

ACTIVITY	CHANNELS/TACTICS USED	DEPLOYMENT DATE
Pre-launch advertising campaign	<ul style="list-style-type: none">• Owned channels: Metlink website, app, rail platform displays and bus displays• Paid channels: Bus shelter digital displays, Social media (Facebook & Instagram), Metservice app, radio• Wallet cards for staff with support contact details	26 March to 10 April (13 March sign-off)
'How to' and 'where to get help' comms	<ul style="list-style-type: none">• Metlink website• Snapper website• Signage on rail validators and bus stops• Information posters on trains and buses	From 12 April
Launch advertising campaign	<ul style="list-style-type: none">• Owned channels: Metlink website, app, rail and bus displays + recorded announcements + onboard posters• Paid channels: Bus shelter digital displays, social media (FB & Instagram), Metservice app, radio• Point of sale: 'payment types accepted' decals on buses, bus shelters, trains, platform validators	12 April to 10 May (27 March sign-off)
On the ground customer support	<ul style="list-style-type: none">• Leaflet distribution teams• Rostered 'Ask me' ambassadors at key stations and bus hub	13 April to 17 April

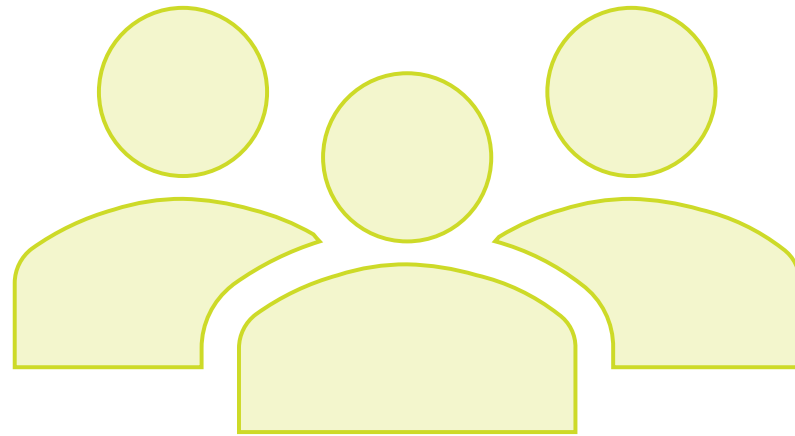
Customer engagement plan: Post-launch

POST-LAUNCH

ACTIVITY	CHANNELS/TACTICS USED	DEPLOYMENT DATE
Continual monitoring of uptake and the customer experience	<ul style="list-style-type: none">• Weekly fare pay data for the first 3 months (then monthly)• Field observations and intercept interviews with customers• Satisfaction research (as part of the May annual passenger survey)	From 20 April
On-going targeted campaigns to reach niche customer groups	<ul style="list-style-type: none">• Community engagement with cash payers in high deprivation communities• Advertising to visitors and tourists• Advertising during big events to drive PT patronage	From May 2026

Questions?

Do Councillors have any feedback or queries regarding this presentation?



Next Steps



Appendices – Supplementary information

EMV payment with Snapper FAQ's

Get on with it! Credit and debit card payment for Metlink services is coming soon.

From 12 April 2026 passengers will be able to use VISA and Mastercard contactless payment on Metlink buses and trains. They will simply tag on and tag off on the existing Snapper card readers the same way they do when they use a Snapper card.

Credit and debit card payment for fares with Snapper is the first step toward Metlink introducing the Motu Move national ticketing system in 2027.

Here's all the information you need to know about making your journey easier.

Information will also be available via the Metlink website – currently this is:

<https://www.metlink.org.nz/news-and-updates/news/get-on-with-it-credit-and-debit-card-payment-for-metlink-services-is-coming-soon>

Who can use it?

Anyone with a VISA card or Mastercard, or a mobile phone or smart watch with these loaded. You do not need to buy a Snapper card or have a Snapper account.

This new technology will only allow you to pay single trip adult fares. That means you will still need to pay with a Snapper card to get a child, tertiary, accessible or Community Services Card concession, use a day pass or 30-day pass, or tag multiple travellers on at the same time.

Can I still use a Snapper card?

Yes. Snapper will continue to be available until Metlink has fully transitioned to Motu Move in 2027, so you can still use a Snapper card to travel if you want to or can't use a debit or credit card.

Will I be able to see what I've paid?

The transaction is processed by your bank overnight, so you won't see the payment until the following day.

EMV payment with Snapper FAQ's

Are there any fees?

VISA card or Mastercard payments will incur a 1.5% fee for each fare, which is the same fee customers pay when they top up a Snapper card on the Snapper mobile app or by using credit or debit payment at a Snapper self-service kiosk.

Is it safe?

Snapper technology ensures that tagging on, tagging off and having your fare payment checked by staff is safe. The Snapper ticketing equipment has been certified to EMVCo standards which ensure payment transactions are secure, interoperable, and reliable across different networks and regions. By adhering to these standards, payment devices (such as credit card readers, mobile wallets, and contactless terminals) can combat fraud, protect sensitive cardholder data, and work seamlessly with financial systems globally.

Fare checking

On the train, you will still need to show Metlink staff you have paid on your card, phone, or smartwatch - the same way you do with your Snapper card. Staff simply see a tick confirming that you have tagged on. They can't access any of your personal information, data or banking details.

Are there any penalties?

As with paying by Snapper card, passengers must tag on and tag off using the same payment method. Penalties will apply if you do not tag on and off with the same payment method and/or device. As with Snapper, no refund is given for forgetting to tag off.

What can't it do?

The payment is for a single trip adult fare only.

This means, you won't be able to get a free transfer between services until Motu Move is introduced in 2027. You will need to tag on and tag off for each of your journeys.

You also can't tag on someone else on your credit or debit card. They will need to pay their own fare.

Unlike when you use a Snapper card, when you use the debit or credit payment method you will not see the fare amount when you tag off on the bus validator or platform card readers.

The Metlink Airport Express (AX) bus service already accepts credit and debit cards via a different payment system, and this will continue.

What if it doesn't work or I need help?

You can still use your Snapper card to make payment, or you can pay with cash for your journey. If something goes wrong with your payment you will be able to contact Snapper within their business hours for help, whether you used a Snapper card, VISA card or Mastercard payment.

What should I do with my Snapper card balance?

If you want to switch to paying with your Visa card or Mastercard, you are still able to use up the balance on your Snapper card at any time up until Metlink has fully transitioned to Motu Move in 2027.

Removal of onboard cash payment

19 MARCH 2026 - PUBLIC TRANSPORT COMMITTEE WORKSHOP

David Boyd – Manager Customer Experience

Tim Shackleton – Senior Manager Strategy and Investments



Purpose

To provide the Council with current cash usage trends and engagement approach to the removal of cash from onboard Metlink services

AGENDA

1. Policy context / why now
2. Cash usage trends and demographics
3. Value proposition
4. Engagement approach



Policy Context

COUNCIL DIRECTION

RPTP 2025-2035

The following RPTP 2025-2035 Actions are set to enable the phase out of cash payment on board the Metlink services:

Actively target areas of high cash use to help facilitate adoptions of electronic alternatives including the NTS;

Maximise use of electronic ticketing and minimise use of cash fares to prevent revenue loss.

NATIONAL DIRECTION

The phasing out of cash payments has been signalled at a national level in the NZTA's Development Guidelines for Regional Public Transport Plans 2024: Use of cash PTAs should seek to minimise the use of cash over time and include their position for the use of cash in their fares and pricing policy.

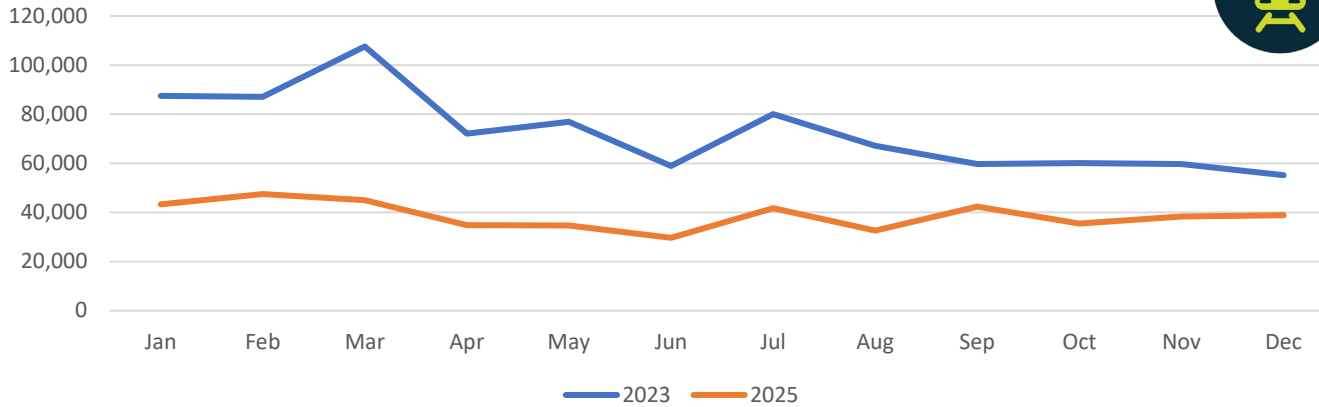
It's important to note that cash is only being removed on board buses and trains. Cash can still be used at retailers to top up Snapper cards and, in the future, Motu Move cards.

Why Go Cashless?

- **EMV payment:** will provide a pathway for adult cash users to avoid the upfront costs and logistics of buying and then topping up a Snapper card.
- **Usage is already in rapid decline** (see slides): The Introduction of EMV from April will further accelerate this (as observed in Canterbury)
- **Metlink Express Buses:** are already cashless and these have recorded little customer friction to date
- **Operator Safety concerns:** despite value, cashbox thefts are still a regular occurrence
- **Operational Complexity:** customer payments onboard, floats, tickets for various prices, reconciliation and banking all adds time, cost and complexity to an Operator's operations
- **Rail revenue protection:** Train cash collection is often inconsistent and particularly difficult during peak periods with staff needing to move through the whole train and enquire if "anyone intends to pay by cash". With removal of cash, it can be assumed that everyone on the train must have tagged on to be there (either with EMV or Snapper). This creates a much simpler ticketing system and revenue protection model to police.

Current cash use

RAIL - CASH TICKETS SOLD 2023 VS 2025

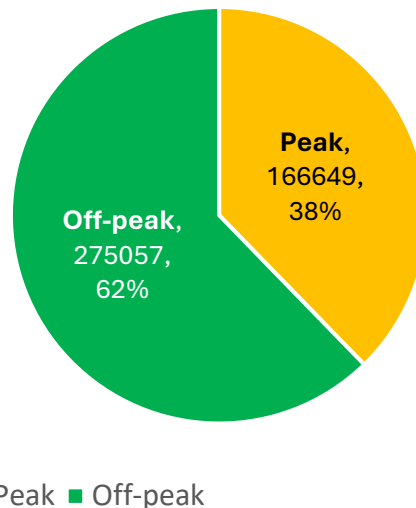
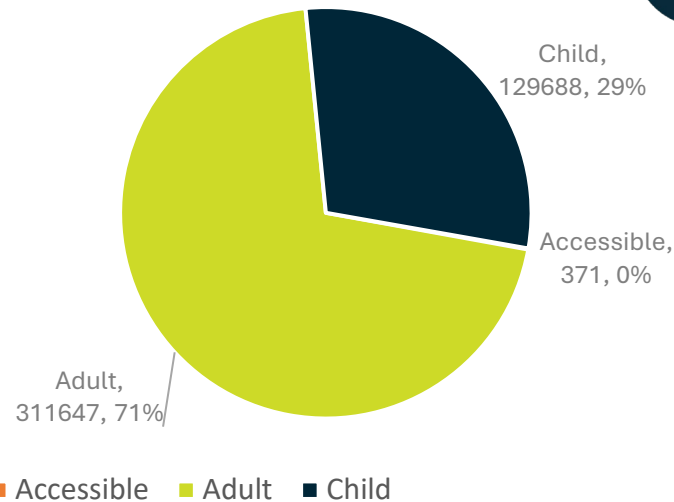


- The use of cash has decreased significantly since our last assessment in 2023:
 - **Bus** est. decrease from 5% to 2%
 - **Rail** est. decrease from 8% to 5%
- The introduction of EMV will significantly reduce the need for cash payment.
- However, cash use continues to vary significantly within different parts of the region for socio-economic and cultural reasons.
- Targeted engagement in some communities will be required to change embedded payment behaviour.

BUS CASH USER BREAKDOWN FULL CALENDAR YEAR 2025

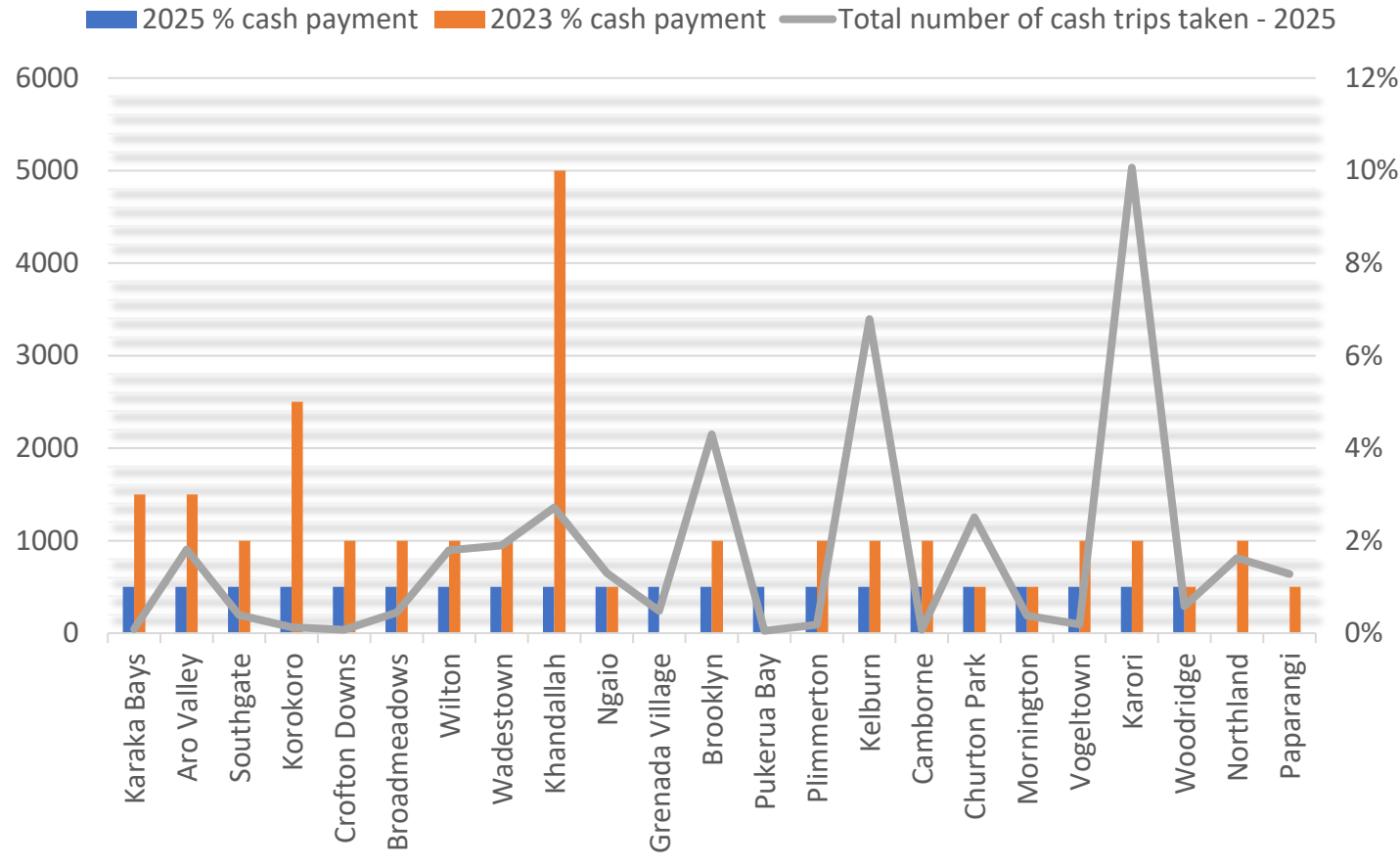


BUS PEAK Vs OFF-PEAK FULL CALENDAR YEAR 2025



Low-cash use communities

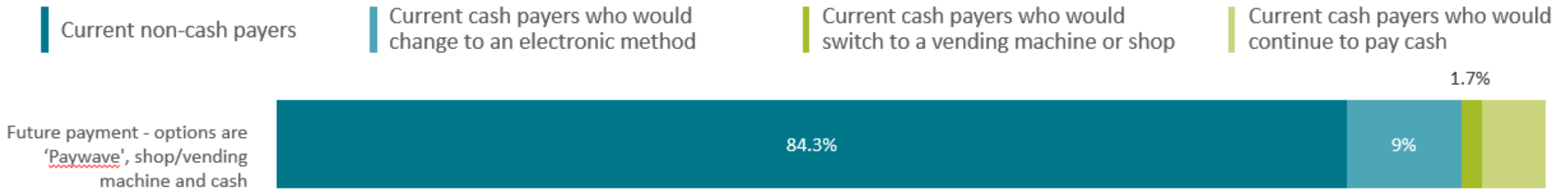
LOW-CASH USE COMMUNITIES



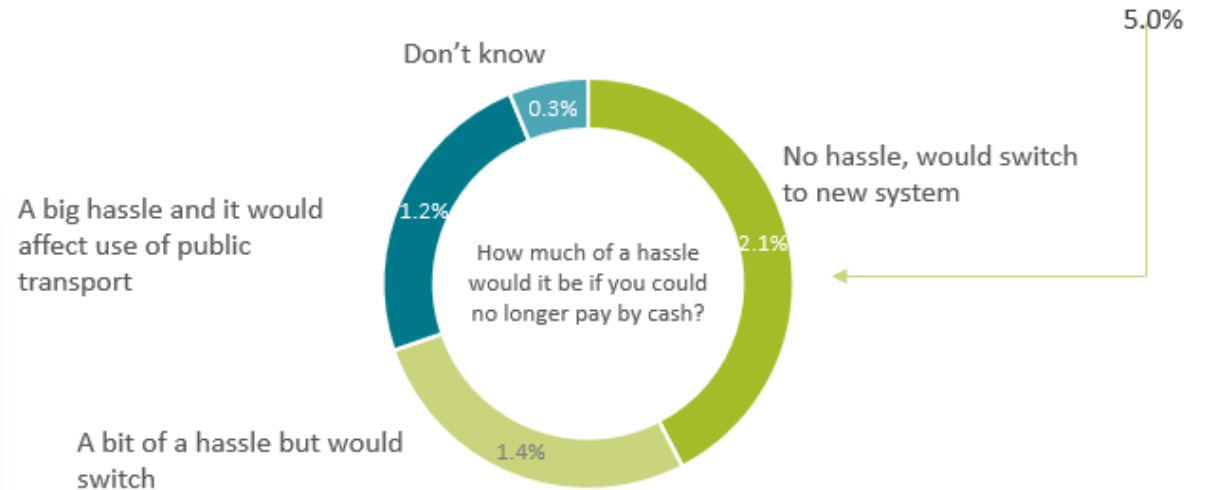
- The proportion of cash paying regionwide and in many parts of the region is now 3% or below.
- Most cash payment in these areas is likely attributed to infrequent travellers.
- The convenience of Visa and MasterCard payment will likely reduce nearly all cash payment for these travellers.
- Cash use has already been removed with ease from Express bus services in 2021 where cash payment was at similarly low levels.
- We expect a negligible negative impact on passengers' use of PT.

What would people do if cash is removed

New Zealand-wide research on fare payment preference demonstrates the influence EMV Visa and MasterCard payment would have on reducing cash use.

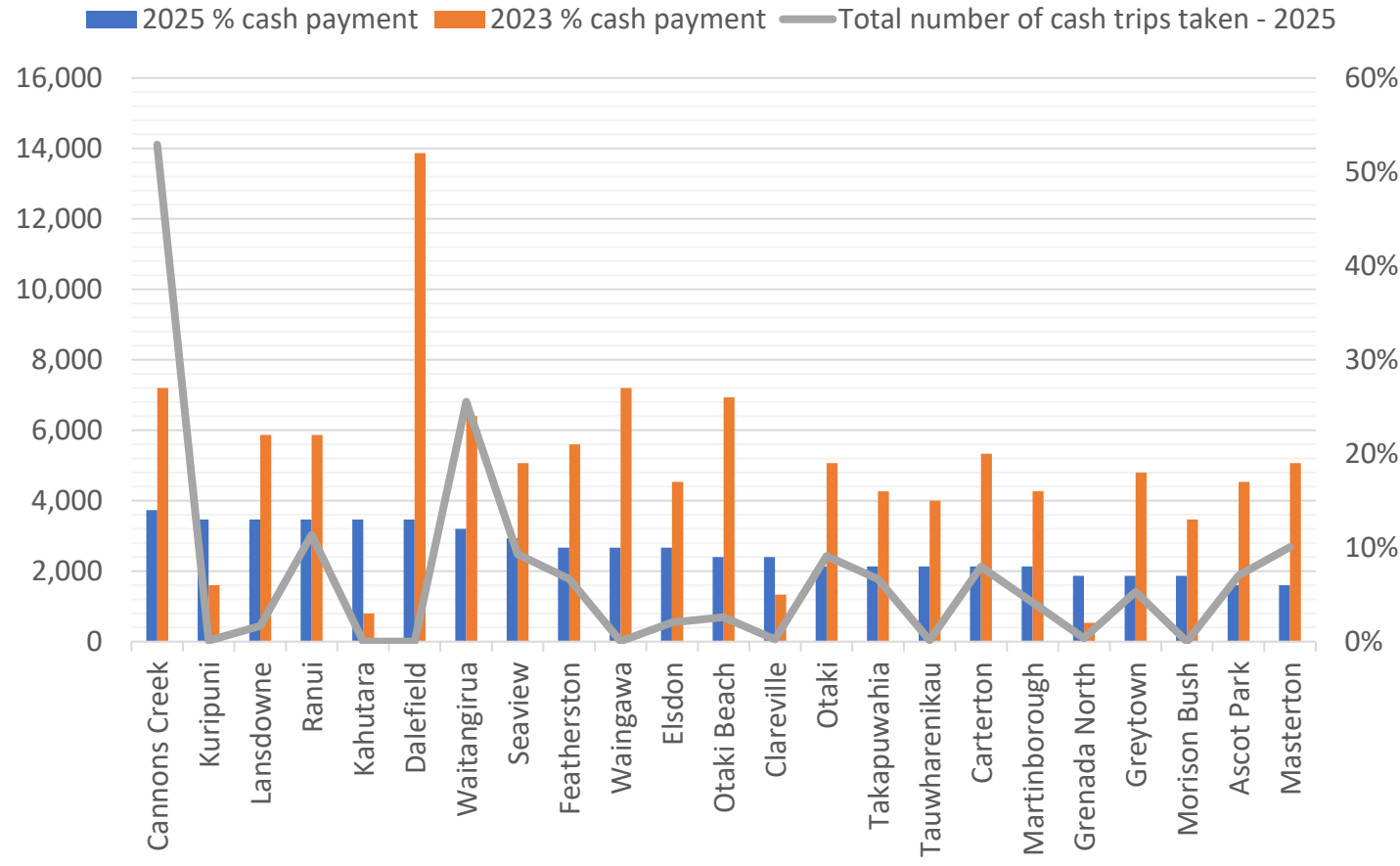


'If a 'Paywave' system was introduced and people could no longer pay by cash at all, 1.2% of all current passengers said it would be a hassle that would affect their usage of public transport.'



High-cash use communities

HIGH-CASH USE COMMUNITIES



- Very high (10%+) cash payment remains in Eastern Porirua.
- High cash payment (4%-9%) remains in: Kenepuru, Titahi Bay, Paraparaumu, Ōtaki, Naenae/Waiwhetu, Brown Owl and the Wairarapa.
- In low-income households cash use is influenced by the use of cash to tangibly balance the household budget.
- The cost of purchasing a Snapper is also a perceived barrier by some.
- We expect 1-2% of this population's use of PT could be negatively impacted.

Engagement learnings

- In 2019 and 2020 Metlink undertook a community engagement programme to distribute Snapper cards to communities with high cash use.
- This included Porirua East, Taita, Naenae and Strathmore Park.
- Hundreds of free Snapper cards with \$5 pre-loaded on them were handed out by Metlink staff and through community agencies.
- Despite initial high use, within 3 months of cards being distributed, less than 40% of Snapper cards remained in use.
- This highlighted the entrenched nature of cash payment and the need for prolonged engagement and education to change payment behaviour.



 **Do You Need a Snapper Card?** 

Metlink will be hosting a drop-in session at the **Raukawa Community Centre on Wednesday 12 June**, distributing free Snapper cards to public transport users in Strathmore and Strathmore Park.

If you would like access to cheaper bus fares and concessions, stop in and collect a Snapper card; Metlink staff will also be on hand to answer your questions about Snapper and how to use it.

- Wednesday 12 June
- 11am – 2pm
- Raukawa Community Centre

metlink on our way
metlink.org.nz | 0800 801 700 | @metlinkwgn | /metlinkonourway

 **FREE!** with \$5 credit

Just the thing to get you hooked on Snapper.



Value Proposition

1 ZONE Cannons Creek to Porirua CBD by bus

5 ZONES Porirua to Wellington CBD by Train

JUST USE



INSTEAD OF



TO SAVE UP TO \$700 A YEAR!

TRIP LENGTH	SINGLE TRIP COST		POTENTIAL SAVINGS		
	CASH	SNAPPER / EMV	SINGLE TRIP	PER WEEK (8 TRIPS/WK)	PER YEAR (8 TRIPS/WK)
1 zone	\$3.00	\$2.09	\$0.91	\$7.28	\$378.56
5 zones	\$8.00	\$6.29	\$1.71	\$13.68	\$711.36

JUST USE



INSTEAD OF



TO SAVE UP TO \$2k A YEAR!

TRIP LENGTH	SINGLE TRIP COST		POTENTIAL SAVINGS		
	CASH	CONNECT CONCESSION	SINGLE TRIP	PER WEEK (8 TRIPS/WK)	PER YEAR (8 TRIPS/WK)
1 zone	\$3.00	1.05	\$1.95	\$15.60	\$811.20
5 zones	\$8.00	3.15	\$4.85	\$38.80	\$2,017.60

Note: all include 1.5% surcharge for EMV use or Snapper top-up

Engagement approach for changing cash payment

TARGET	CHALLENGE	LOCATION	ENGAGEMENT	TACTICS
Children	Must get to school. Do not have debit/credit cards. Will need to adopt Snapper in the interim.	<ul style="list-style-type: none"> • Eastern Porirua / Titahi Bay • Naenae / Taita / Moera 	1 month engagement through schools and parents (see 'Low-income cash budgeters' engagement below).	<ul style="list-style-type: none"> • Schools' comms channels and assemblies • Outreach at schools, school bus intercepts • Youth oriented social media • Snapper give-aways
Low-income cash households	Cash use part of a wider household budgeting preference. Low levels of digital engagement.	<ul style="list-style-type: none"> • Otaki • Wairarapa 	2 to 3 month engagement through trusted community agents.	<ul style="list-style-type: none"> • Multi-lingual comms (esp. Pasifika and Asian languages) • Provide promotional info through trusted community agents (churches, ethnic associations, marae, immigrant and refugee groups, budgeting services, retirement communities) • Outreach at local sport / market events • Ethnic media (papers, radio) • Advertising on buses and bus stops and stations
Elderly (75+)	Conservative adopters / laggards. Low levels of digital engagement. Have the option of off-peak travel with SuperGold.	Regionwide: <ul style="list-style-type: none"> • Retirement communities and associations • Refugee resettlement 		
Digital sceptics	Very small numbers, but active influencers on social media. Suspicious of digital engagement.	Regionwide	Provide credible information about digital payment and the use of customer data.	<ul style="list-style-type: none"> • Social media • Metlink website • LGOIMAs

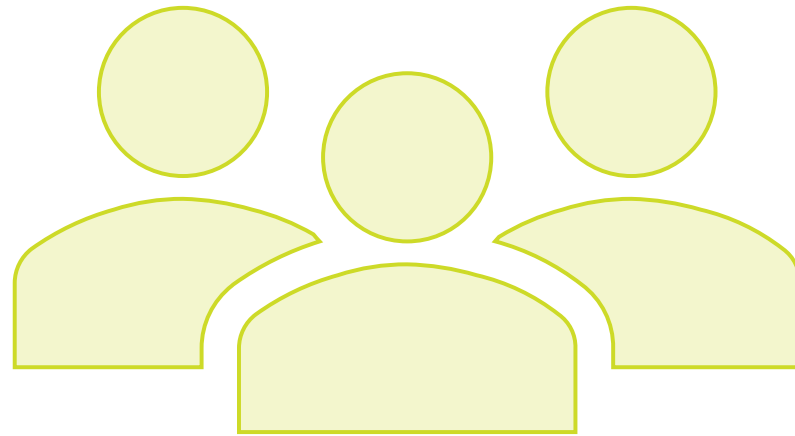
Engagement approach for changing cash payment

- EMV Snapper will provide a new payment option, which will encourage the reduction of cash payment in the region.
- NTS transition is a complicating factor because there will be duplicate operating ticketing systems for a period.
- Ideally, removing cash ahead of this is one less change for customers.
- We will observe the impact EMV payments makes on high cash communities to inform when best to remove cash. Prior to December 2026 or early in 2027 are considerations

	ACTIVITY	DATE
1	Promotional launch of Snapper EMV payment to customers	12 April 2026
2	Observe EMV uptake in communities with high cash use	April - July 2026
3	Targeted community engagement activity to reduce cash use	Q2 2026
4	Regionwide campaign to remove cash	End of Year
5	Cash removed network-wide	Pre-NTS

Questions?

Do Councillors have any feedback or queries regarding this presentation?



Rail and Bus Patronage

RECENT TRENDS, DRIVERS AND POTENTIAL MITIGATIONS

19 MARCH 2026 – PUBLIC TRANSPORT COMMITTEE WORKSHOP

Tim Shackleton – Senior Manager Strategy and Investments

David Boyd – Manager Customer Experience

Tamsin Evans – Senior Manager Network and Customer



Purpose

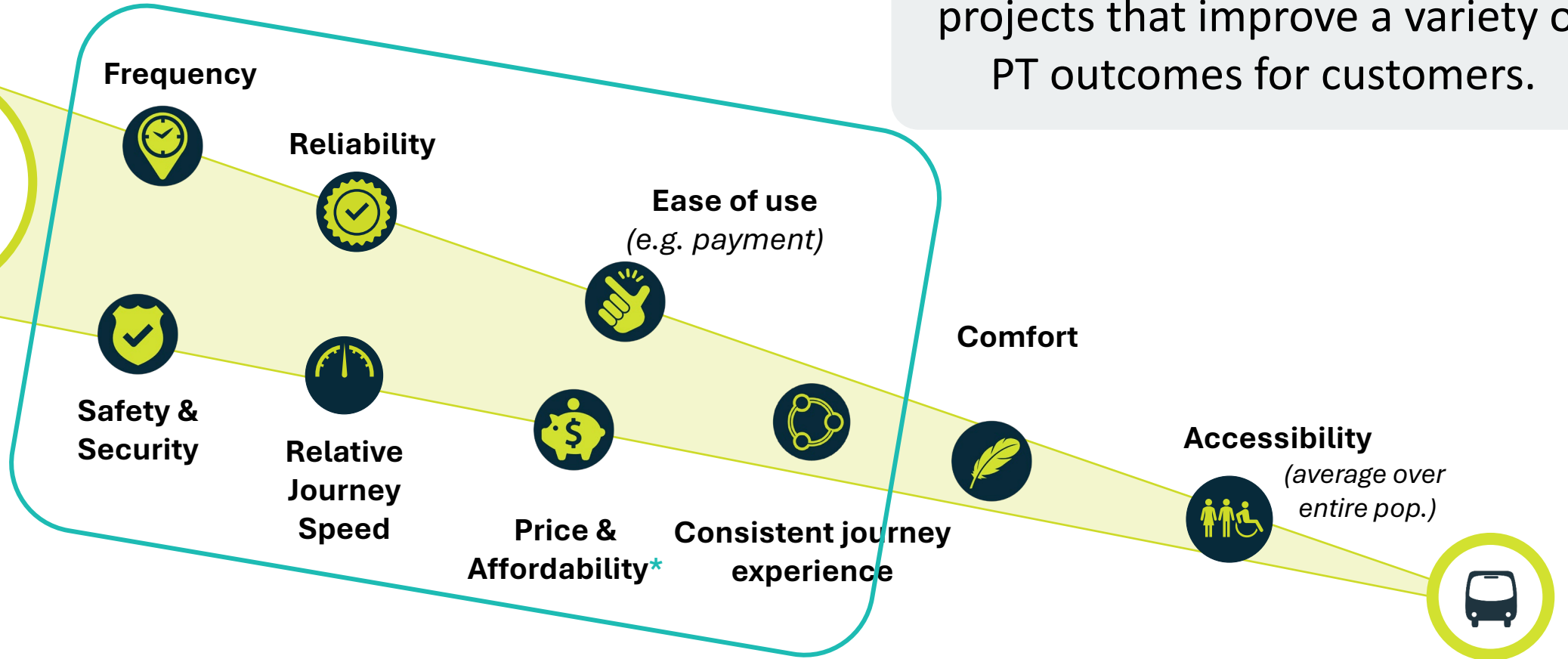
To provide an update on the recent rail and bus patronage declines, the key drivers and mitigation options

AGENDA

1. Drivers of public transport demand
2. Customer research and network analysis
3. Conclusions around declines
4. Current and future mitigation projects
5. Operational and Comms approaches
6. Next Steps

What influences public transport use?

**BIGGER
DRIVER**























A successful Public Transport strategy will balance investments in projects that improve a variety of PT outcomes for customers.



**SMALLER
DRIVER**

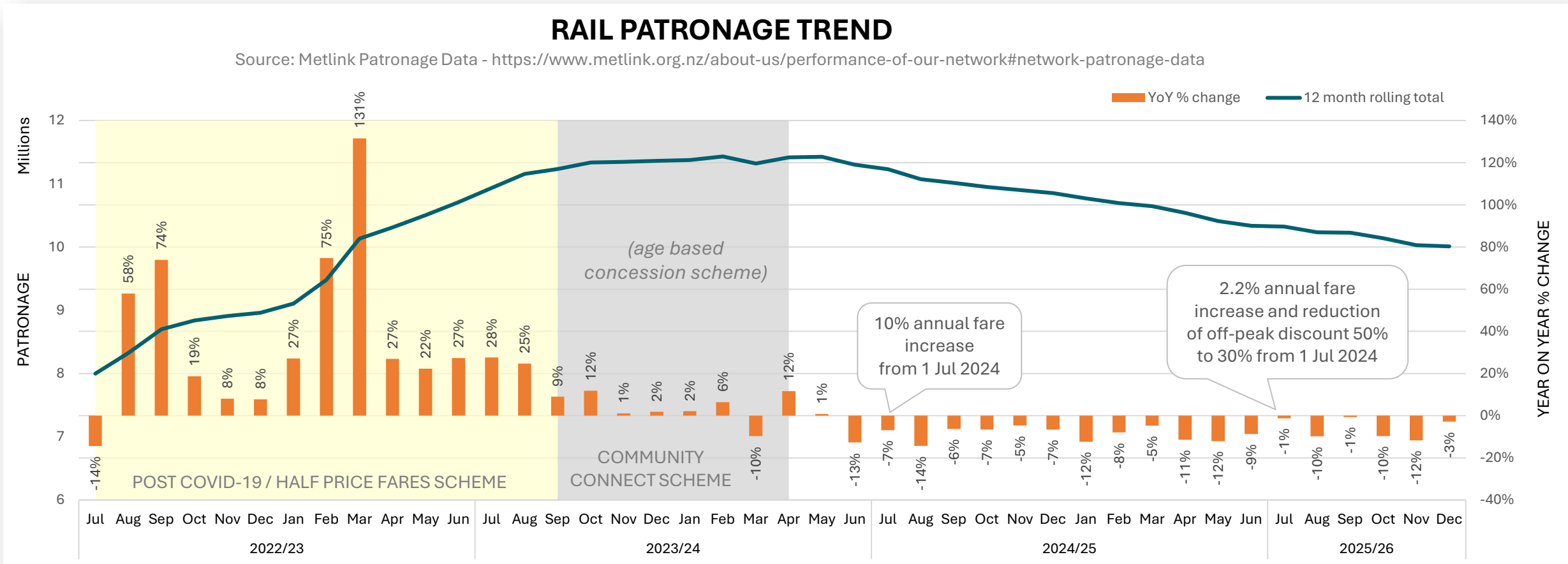
Current Indicative Metlink Scorecard

Renewed focus area  Being addressed  Acceptable performance  **KEY**





			
IMPORTANT TO MOST	RELIABILITY / CHANCE OF DISRUPTION		
	SPEED OF JOURNEY (RELATIVE TO ALTERNATE MODES)		
	FEELING SAFE & SECURE		
IMPORTANT TO MANY	FREQUENCY OF SERVICE / WAIT TIME		
	RELATIVE AFFORDABILITY		
	EASE OF USE (e.g. RTI / TICKETING)		
	COMFORT & AMENITY		
IMPORTANT TO SOME	ACCESSIBILITY		
	CUSTOMER SERVICE		





Recent rail patronage trends

- After a period of recovering year on year patronage, growth reversed in 2024. The Annual Plan did not expect same levels of historical growth but did not predict the declines which are currently seeing.
- Current FY 25/26 forecast to be around 5% to 6% below FY 24/25 and around 30% below pre-COVID patronage levels.
- Bus is currently 6% above pre-COVID levels but 2% lower than the year before (*see next slide*)











Patronage trends

TRIPS (millions)	ACTUAL			BUDGET	LATEST EST
	FY 22/23	FY 23/24	FY 24/25	FY 25/26	FY 25/26
 Bus	22.3	26.1	26.2	26.7	25.7
 Rail	10.7	11.3	10.3	10.4	9.8
 Ferry	0.2	0.2	0.1	0.2	0.1
 Network	33.2	37.6	36.7	37.2	35.6

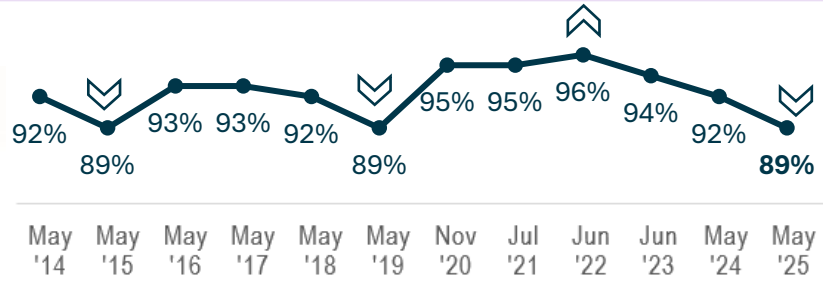
% ANNUAL CHANGE	ACTUAL			BUDGET	LATEST EST
	FY 22/23	FY 23/24	FY 24/25	FY 25/26	FY 25/26
 Bus	26.2%	17.3%	0.3%	0.5%	-2.1%
 Rail	31.7%	5.5%	-8.5%	1.6%	-5.3%
 Ferry	41.6%	-3.4%	-24.9%	33.4%	-0.9%
 Network	28.1%	13.4%	-2.5%	0.9%	-3.0%

Revenue trends

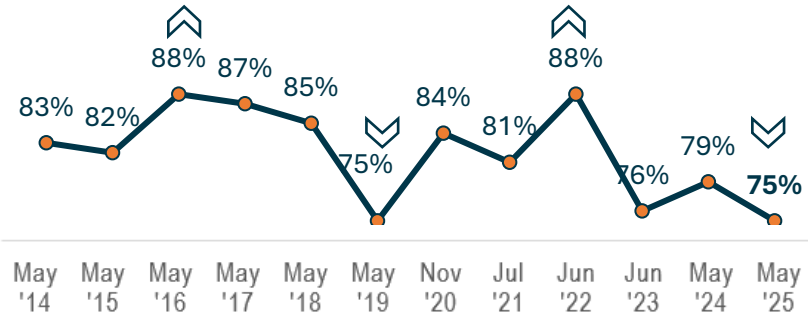
REVENUE (millions)	ACTUAL			BUDGET	LATEST EST
	FY 22/23	FY 23/24	FY 24/25	FY 25/26	FY 25/26
 Bus	\$37.2	\$37.8	\$43.7	\$50.7	\$49.6
 Rail	\$36.8	\$35.5	\$37.2	\$40.7	\$38.7
 Ferry	\$1.5	\$1.0	\$1.2	\$1.3	\$1.2
 Network	\$75.6	\$74.4	\$82.1	\$92.6	\$89.5

% ANNUAL CHANGE	ACTUAL			BUDGET	LATEST EST
	FY 22/23	FY 23/24	FY 24/25	FY 25/26	FY 25/26
 Bus	26.2%	1.6%	15.5%	16.0%	13.4%
 Rail	31.7%	-3.5%	4.6%	9.5%	4.1%
 Ferry	41.6%	-33.5%	16.9%	5.3%	2.1%
 Network	28.1%	-1.6%	10.3%	12.9%	9.0%

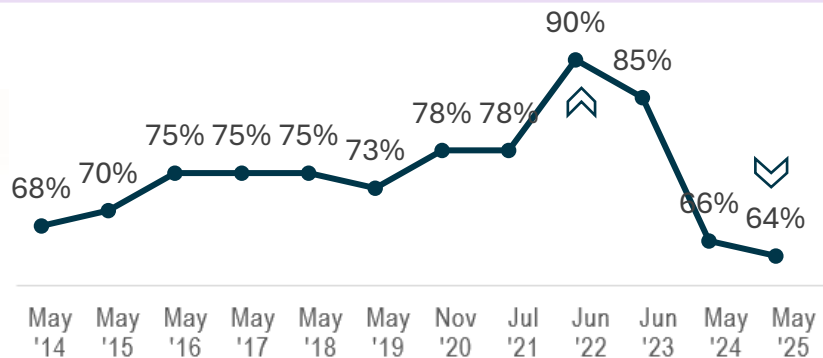
Passenger satisfaction indicators 2025 – Rail overall



Satisfaction with 'the trip' (*how satisfied are you with your trip today*) shows a strong downward trend over the since 2022, from a record high score.



Satisfaction with 'the PT system' (*how satisfied are you with the over-all network*) shows a very significant ongoing drop from a previous high-score in 2022. This is not reflected in the bus scores.



'Value for money of the fare' shows a very significant ongoing drop since 2022 (when youth fares were removed and general fare increases).

Lapsed users and bringing people back to rail

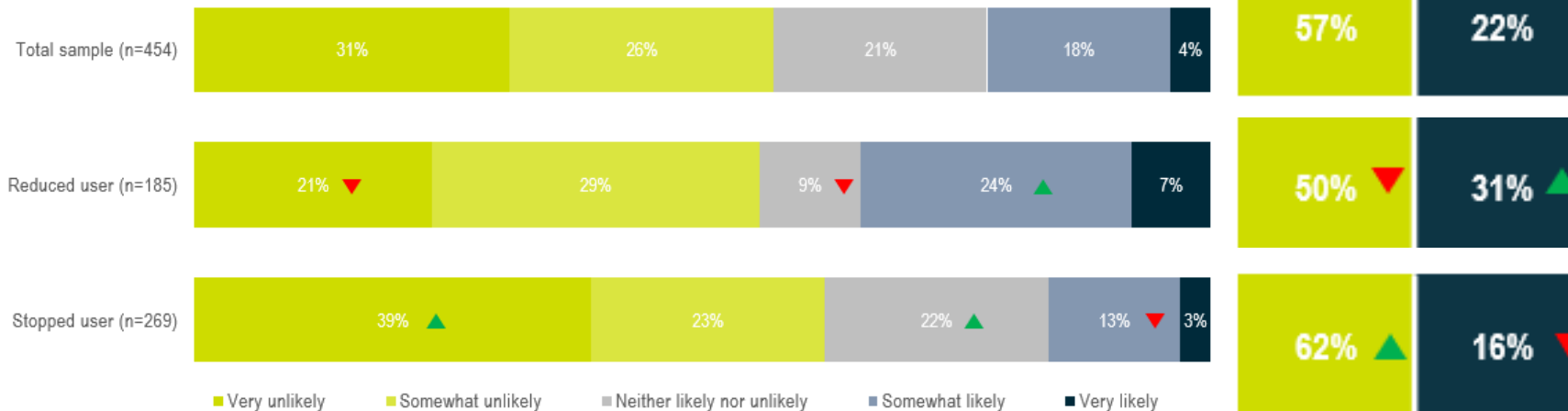
In July 2025, Metlink commissioned independent customer research to help us to better understand the reasons for rail patronage decline and their thoughts on future rail use.

OVER HALF LAPSED USERS ARE UNLIKELY TO INCREASE THEIR USE OF TRAINS IN THE NEXT 6-12 MONTHS

Q4.1 How likely are you to consider using/increase your use of Metlink rail services again in the next 6-12 months?

Significantly higher for...

- Never use public transport now – 59%
- Previously using train every weekday – 46%
- Train use started declining over a year ago – 43%



Base n=454; All respondents excluding 'don't know' responses (n=20 – n=143)

▲ Significantly higher than Total Percentage ▼ Significantly lower than Total Percentage

gravitasOPG

A combined 57% of lapsed users report being unlikely to increase their use of Metlink rail services again in the next 6-12 months, including 31% who are *very unlikely*. This figure was significantly lower for reduced users (50%) than for stopped users (62%). Thirty-one percent of reduced users are likely to consider increasing their use of train in the next 6-12 months, significantly higher than for stopped users (16%).

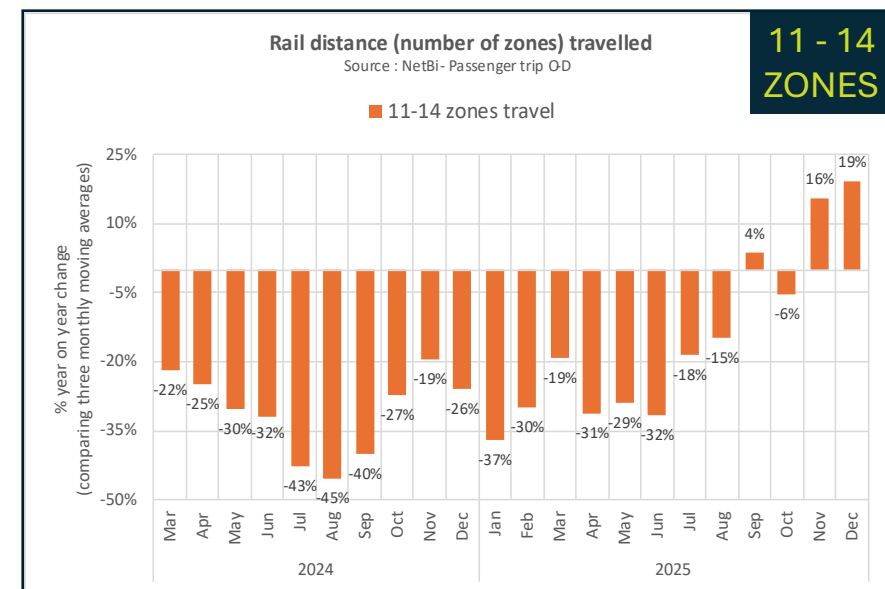
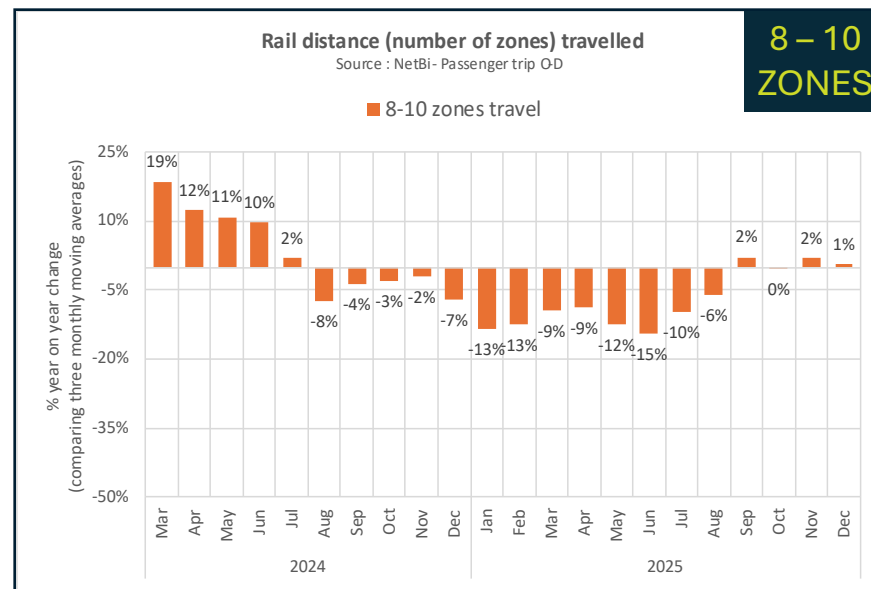
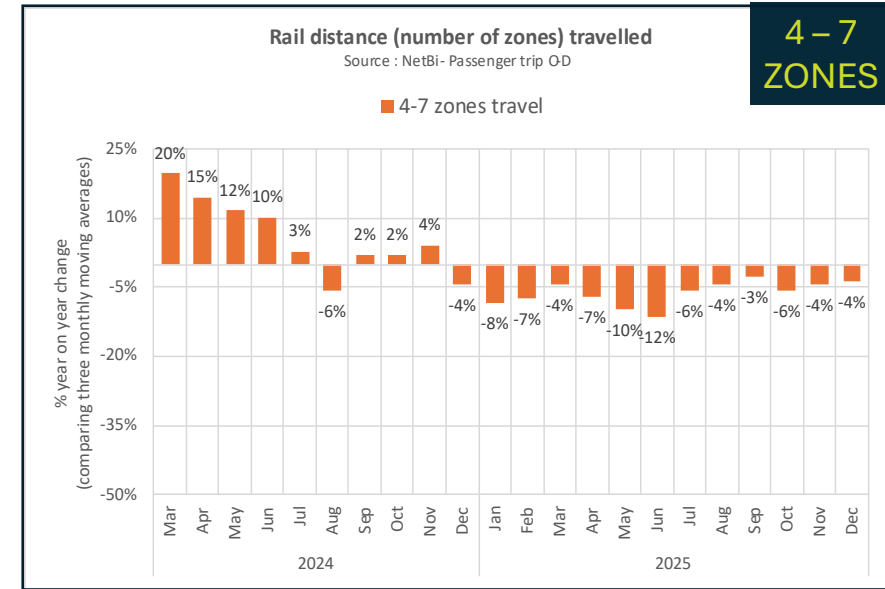
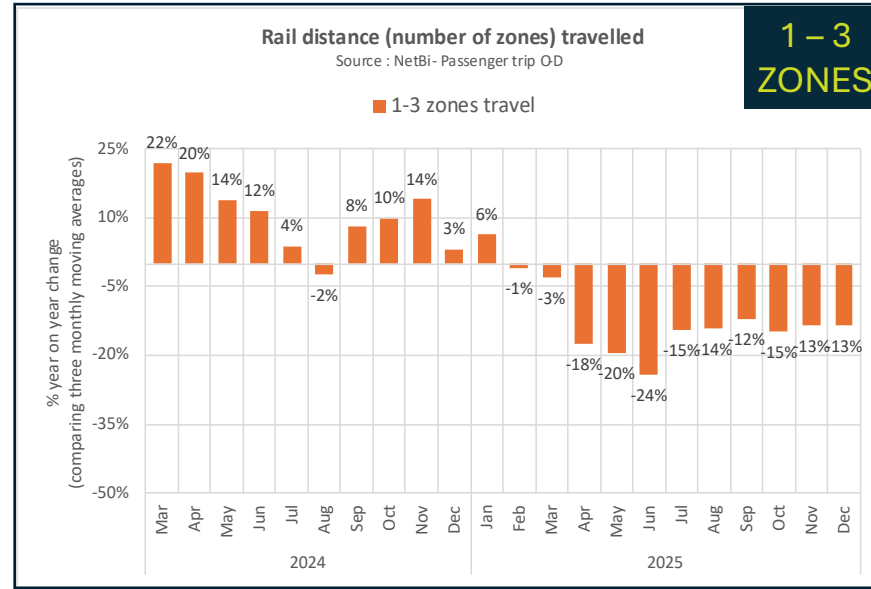
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Rail Trips that are longer... are in more decline

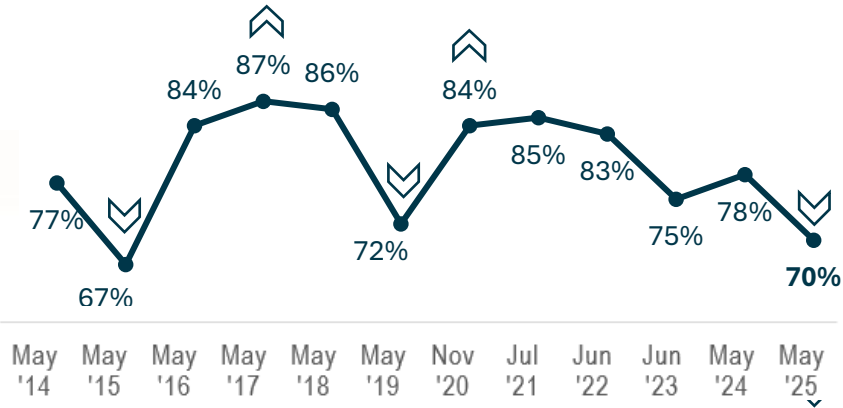
Graphs based on a quarterly moving average

TRENDS OF NOTE:

- Longer distance rail trips (11 to 14 zones - Wairarapa) are recovering after a very significant drop from Aug 2024 (-45%)
- Shorter distance trips (1-3 zones) relate to Jville line where people have parallel bus services are showing continued decline
- 4-7 zones (largely commuter trips) are still in decline
- 8-10 zones declines have levelled off
- Some of these trends may be related to revenue protection measures started in Sep 2025

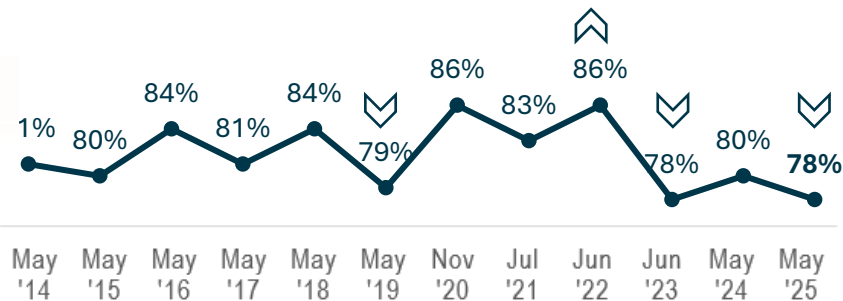


Passenger satisfaction indicators 2025 - Reliability



Satisfaction with 'the service being on time'

scores peaked when Matangi trains were introduced in 2017. Scores have dropped significantly since 2022.



Satisfaction with 'how often the service runs'

shows a significant downward trend from 2022. Increased BRT is likely to have influenced this.

Working from home and affordability are likely to be key drivers of patronage decline. Perceptions of poor reliability are likely to be adding to this, disincentivising a return to rail.

Relative Speed vs Private Car

While there are some exceptions, car travel is generally faster than the same journey via Public Transport. Modeshift tends to become more pronounced when the gap in travel times become significant (as is the case for Transmission Gully)

1. Upper Hutt to Wellington: **35 min (2022) --> 34 min (2024)** *Noting this will be different now*
2. Kapiti to Wellington: **65 min (2019) --> 50 min (2024)**

RELATIVE TRAVEL TIME PT VS CAR*

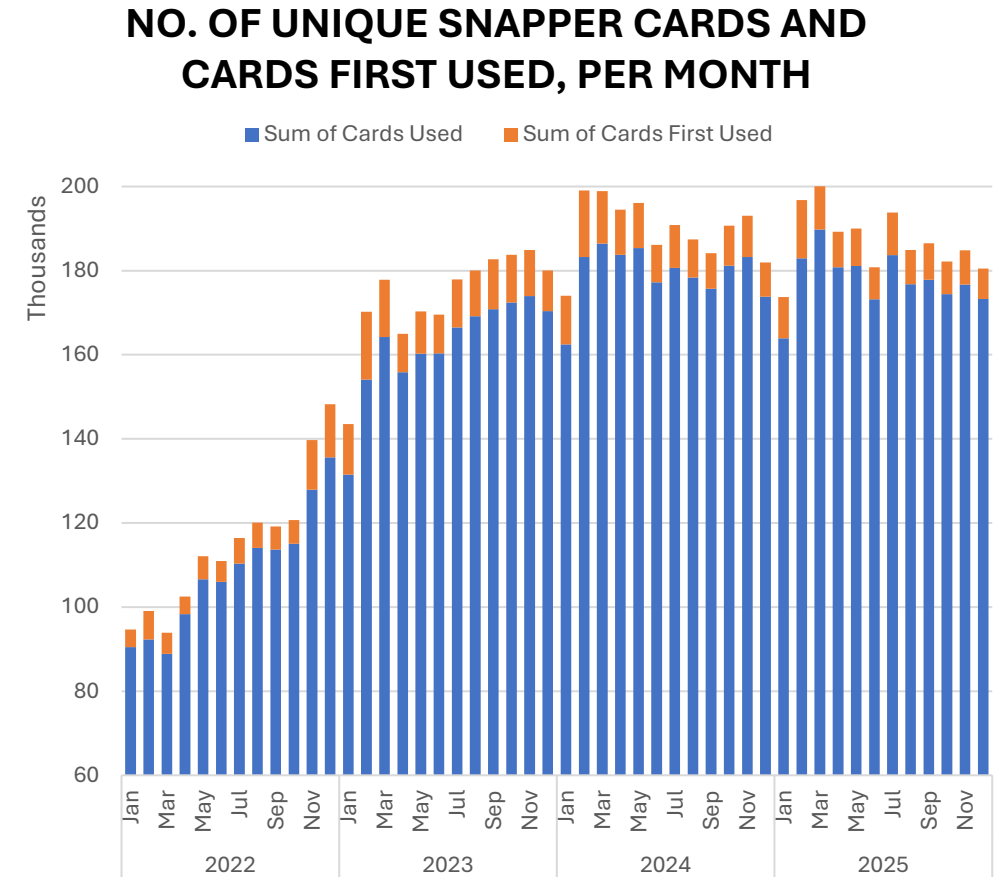
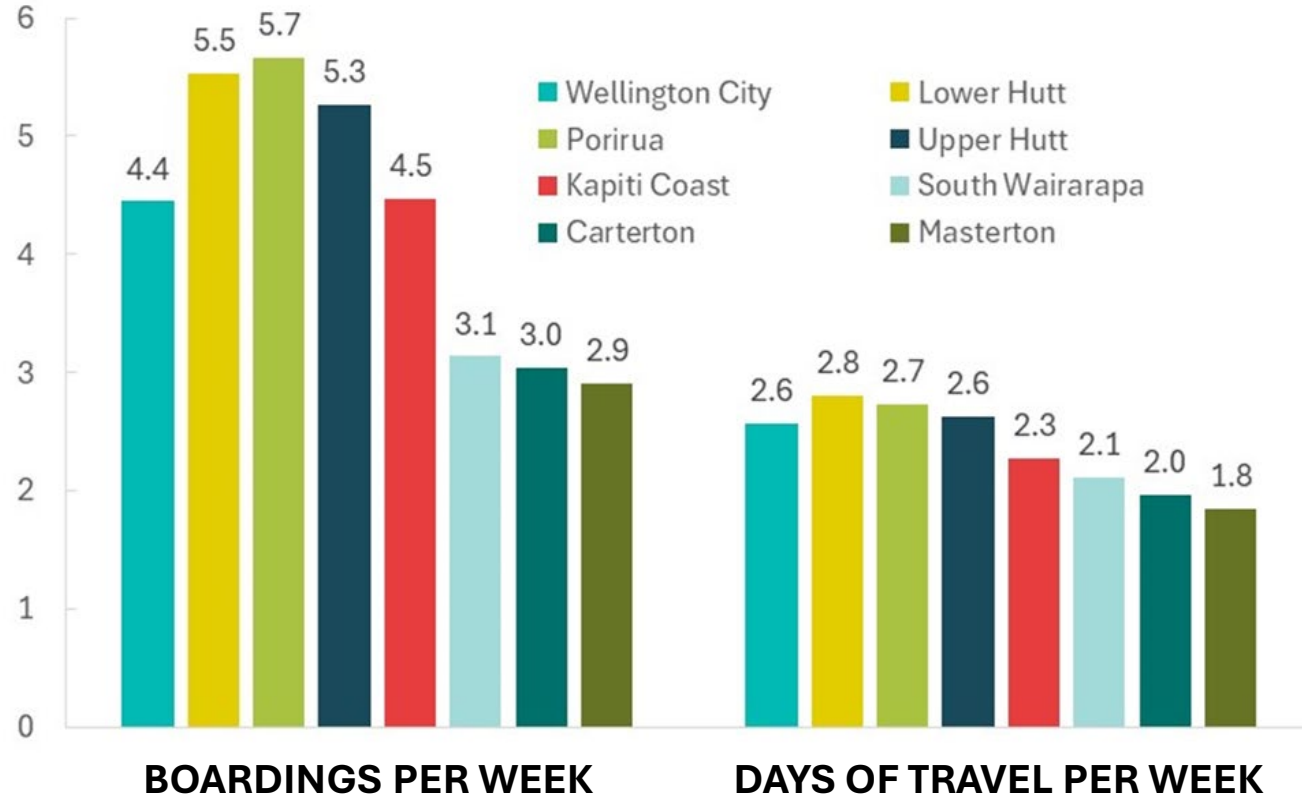
*Less than 1 is where public transport is faster, greater than 1 is where car is faster. Include first and last mile considerations for PT

TOWARDS CBD	AM PEAK	
	7:00:00 AM	8:00:00 AM
Island Bay to CBD	1.48	1.36
Johnsonville to CBD	1.48	1.25
Karori to CBD	1.42	1.16
Miramar to CBD	1.33	1.02
Paremata to CBD	0.96	0.80
Upper Hutt to CBD	0.93	1.02
Waikanae to CBD	1.22	1.14
Wainuiomata to Lower Hutt	1.27	1.06

AWAY FROM CBD	PM PEAK	
	4:00:00 PM	5:00:00 PM
CBD to Island Bay	1.45	1.38
CBD to Johnsonville	1.73	1.46
CBD to Karori	1.26	1.20
CBD to Miramar	1.33	1.27
CBD to Paremata	1.15	1.11
CBD to Upper Hutt	1.05	1.04
CBD to Waikanae	1.33	1.37
Lower Hutt to Wainuiomata	1.14	1.10

* Excludes first and last mile connection

Less people, or travelling less frequently?



- Clear pattern showing less frequent longer distances journeys
- New snapper cards and number of active users has flattened (on both bus and rail) which indicates the decline is combination of both less customers and existing people travelling less frequently

Latest Emerging Rail Trends - patronage

YEAR TO DATE (FEBRUARY 2026): PATRONAGE BY LINE

ROUTE	JUL 24 – FEB 25	JUL 25 – FEB 26	% CHANGE
HVL – Hutt Valley Line	2,022,338	1,884,238	-6.8%
MEL – Melling Line	188,897	172,681	-8.6%
JVL – Johnsonville Line	514,088	473,083	-8.0%
KPL – Kāpiti Line	1,820,090	1,787,927	-1.8%
WRL – Wairarapa Line	190,241	191,844	0.8%
Other (passes, cash and default fares)	125,281	151,358	20.8%
All Buses Replacing Trains (BRT) routes	212,828	176,906	-16.9%
Total	5,073,763	4,838,037	-4.6%

- HVL and JVL both have high levels of Buses Replacing Trains (BRT)
- WRL patronage is trending slightly upwards

HVL – FEBRUARY AVERAGE WEEKDAY PATRONAGE*

STATION	2025-FEB	2026-FEB	% CHANGE
PETO: Petone Station	876	935	6.7%
AVA: Ava Station	397	439	10.6%
WOBU: Woburn Station	652	668	2.6%
WATE: Waterloo Station	2291	2462	7.4%
UPPE: Upper Hutt Station	817	784	-4.1%
ALL HVL	14721	15025	2.1%

There are some modest emerging green shoots on the HVL for stations around Lower Hutt, and is expected to grow as behavioural patterns form

* Excludes public holidays and 16th Feb 2026 due to full weather cancellations

Conclusions: Recent trends

- Both Bus and Rail are currently experiencing a year on year decline in patronage
- Bus reliability remain near record high levels suggesting that recent trends are in part socio-economic and not service performance related. This is reinforced by trends being observed by other NZ public transport agencies
- Emerging trends report are showing a significant uptick in unemployment and surveys indicate growing concerns around affordability... however
- The Hutt Valley traffic disruptions are starting to show modest reversal in patronage at some stations - however it will take time to confirm the exact impact... and
- Oil / petrol prices have historically shown a strong correlation with PT patronage.
- Service reliability and relative performance is the predominant factor in rail decline i.e.:
 - Increasing levels bus replacing trains
 - KiwiRail temporary speed restriction
 - Private car being significantly faster for some corridors e.g. transmission gully
 - Daily operator and network performance (e.g. labour shortages, signal failures etc)



Mitigations

Key Mitigations: Patronage Decline

RELATIVE AFFORDABILITY

NOW

Extraordinary 30% FBT Savings
Oil Fuel Prices vs Cost of Public transport
EMV (see cashless presentation)
Community Connect "Play your cards right"

SOON

1-2 yrs

Integrated Fares
Fare Capping

LATER

2 yrs +

Congestion Charging

PERFORMANCE / EASE OF USE

NOW

HVL disruption and relative speed of journey
EMV Fare Payment

SOON

1-2 yrs

BRT / RTI Improvements
Harbour Quays Bus Priority

LATER

2 yrs +

15 min rail timetable (RS1)
Transit Oriented Development
Wider Rapid Transit Bus Corridors Programme
Tūhono trains

Key patronage projects

KEY



Primary benefit



Secondary benefit

Several projects were caught up in the NLTF funding round and these project delays / cancellation have factored into the forward forecasting resulting in modest reductions to longer term patronage. Future investment opportunities will be presented to Council around July this year

	PATRONAGE IMPACT	SAFETY	RELATIVE SPEED	FREQ.	COMFORT	EASE OF USE	ACCESSIBILITY	RELATIVE COST
Improved bus network coverage and frequency (<i>growth buses</i>)	V. High	+	★	★	★	+	+	
Rapid Transit Bus Corridor	V. High	+	★	★	+	+	+	+
Rail capacity step change (RS1) (<i>15-minute timetable</i>)	V. High	+	★	★	+	+	★	
BRT Improvements	V. High	★	★	★	+	★	★	
Longer-Distance Rolling Stock and Service Improvement	V. High	+	★	★	★	+	+	
Rail and Bus fare integration and capping with NTS	High	+	+		+	★	+	★
RTI 2.0	High	+	+		★	★	★	

Extraordinary Pay Limited

Value proposition

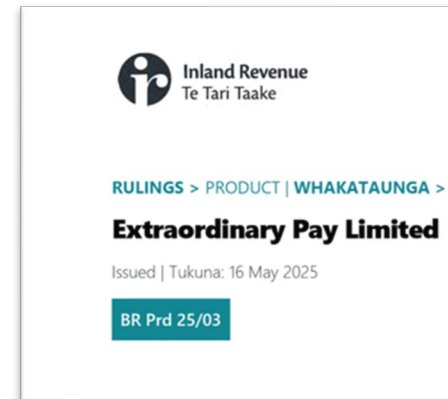
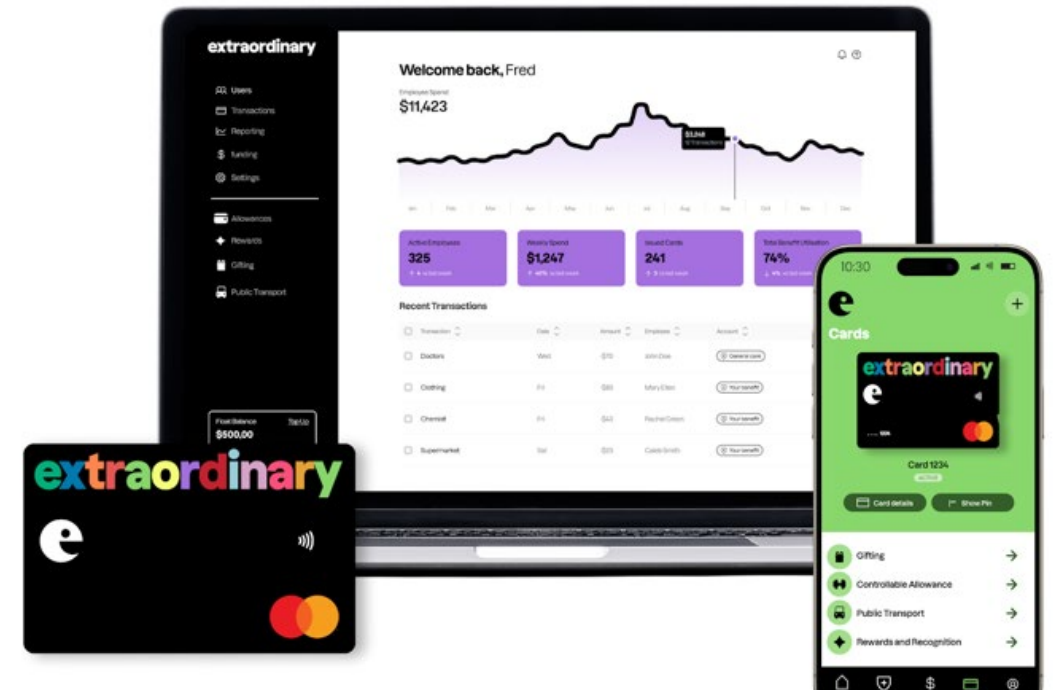
- Effectively reduces the cost of public transport by 30% for employees who sign up to scheme
- Employers become active promoters / channels for public transport usage
- Allows targeting of potential PT users during times of behavioural change (e.g. changing jobs)

What the research shows *(US and Canada)*

- 10 - 30% Modeshift in organisations where the scheme is actively promoted (1-3 'non-PT users' out of 10 will start using PT)
- 5 – 15% Increase in usage of existing PT users

EMV Synergies

- Extraordinary card can be used direct (otherwise will need to use the card to top up Snapper)



**Greater Wellington Launch
Scheme internally
May 2026**

**Network Wide Campaign
and Launch Event Planned
for June 2026**

Rail: Service Performance

Significant improvements to current operational performance are difficult to enable while the rail network is fragile. For instance, speed restrictions across the network mean that most services will be arriving late and this is the main factor affecting service delivery.

At the moment working with Transdev, we are:

- Improving staffing levels of the WRL
- Promoting public transport as a solution to rising fuel costs and Hutt Valley congestion.
- Implementing a new priority rules plan to ease the congestion into Wellington station
- Staff training and implementation of EMV (pay wave) on rail.
- Enhanced focus on reliability, supported by a reliability incentive.
- Improving staff processes - for example to reduce time when trains are dwelling at stations
- Improving passenger communications – Disruption comms
- The dynamic nature of speed restrictions makes timetable changes difficult to introduce at this stage.

PAST LEARNING

In 2009 a major infrastructure project at Waikanae had a significant effect on KPL service reliability.

It took 3 years after the work was completed to regain patronage to the levels seen before the work began.

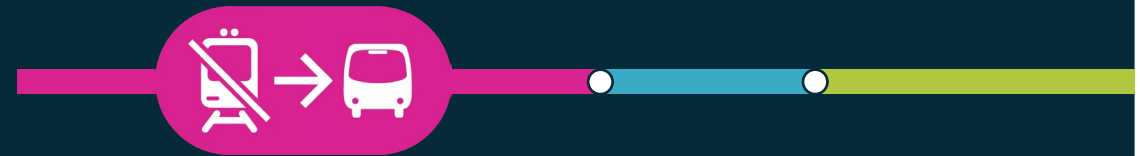
Stabilising perceptions of rail reliability: Operational improvement

Disruption – planned or unplanned - is inevitable on the rail PT network.

In its current state it can feel reactive, unplanned and systemic, undermining perceptions of over-all reliability.

We have created a BRT Action Plan, which aims to make blocks-of-line proactive and planned around passengers, rather than reactive, by providing:

- Consistency – ‘*a proper service*’
- Improved online timetable
- Bus route optimisation
- BRT stop improvements
- RTI for BRT
- Staffing at hubs



Bringing people back to rail: Comms Messaging

CONSTRAINTS

- Off-peak services will continue to be disrupted by maintenance and replaced by buses into the foreseeable future
- Inconsistent punctuality during the peak creates perceptions of unreliability
- Increasing fares will further disincentivise longer journeys

OPPORTUNITIES

- At least 21% of lapsed users will consider returning to rail - especially commuters, 25 to 34 years old
- Shift perceptions of rail reliability – focus on improving punctuality of peak services
- Petrol price rises and Lower Hutt road congestion may drive a shift back to rail

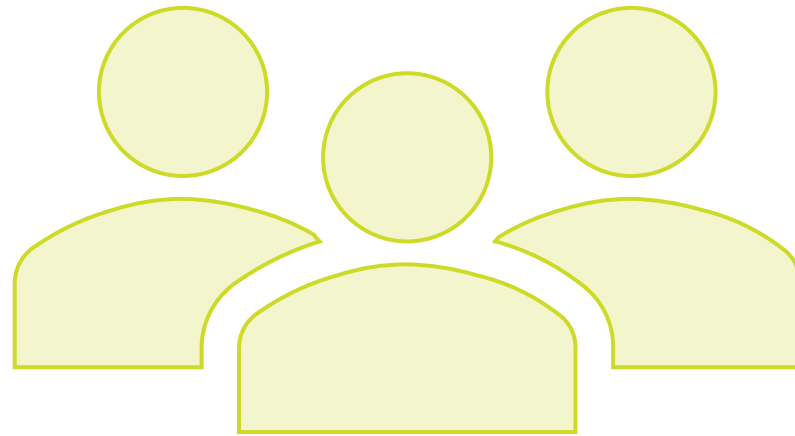
Proactive marketing of public transport

A broad customer / marketing / communications plan is currently in development. A variety of messages or campaigns could be weaved together, for example:

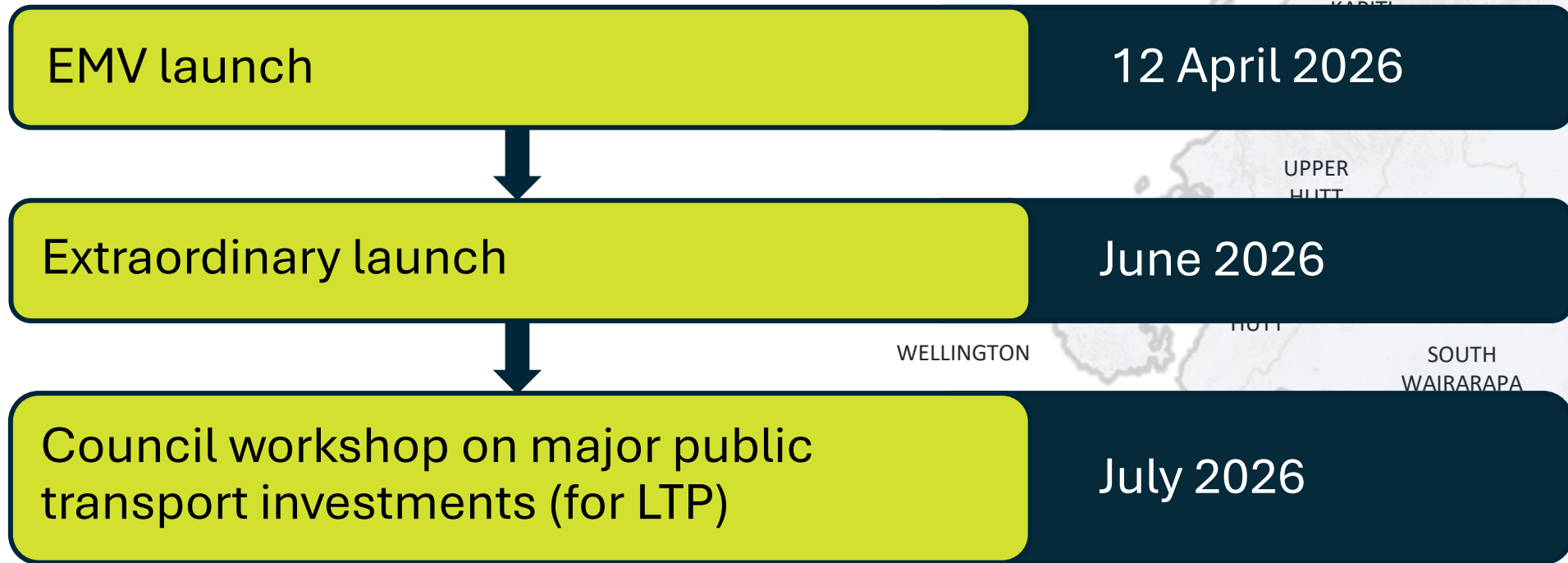
- **AFFORDABILITY:** Unstable petrol prices vs fixed fares, Extraordinary opportunity, Community Connect, off-peak discount
- **PERFORMANCE:** Riverlink disruption - targeted information on bus/train options, highlighting peak reliability and punctuality
- **SUSTAINABILITY:** Continue investment in electric bus depots, articulated EV buses and trains not reliant on diesel (equating to fewer cars on the road)

Question for Councillors

Are there any other initiatives that we should be considering (noting that the impact might be higher if we focus on doing a handful of projects well)?



Next steps



Appendices – Supplementary information

Where is travel declining?

RAIL LINE	2018/19		2024/25		PATRONAGE DECLINE	
	PATRONAGE <i>(actual)</i>	% OF TOTAL RAIL PATRONAGE	PATRONAGE <i>(forecast)</i>	% OF TOTAL RAIL PATRONAGE	PATRONAGE	% DECLINE
Hutt Valley Line	6.1 m	42.4%	4.6 m	43.9%	-1.5 m	-24.8%
Kapiti Line	6.0 m	41.9%	4.2 m	40.6%	-1.8 m	-29.7%
Johnsonville Line	1.5 m	10.2%	1.1 m	10.5%	-0.4 m	-25.5%
Wairarapa Line	0.8 m	5.4%	0.5 m	5.0%	-0.3 m	-33.1%
TOTAL	14.3 m		10.4 m		-3.9 m	-27.4%

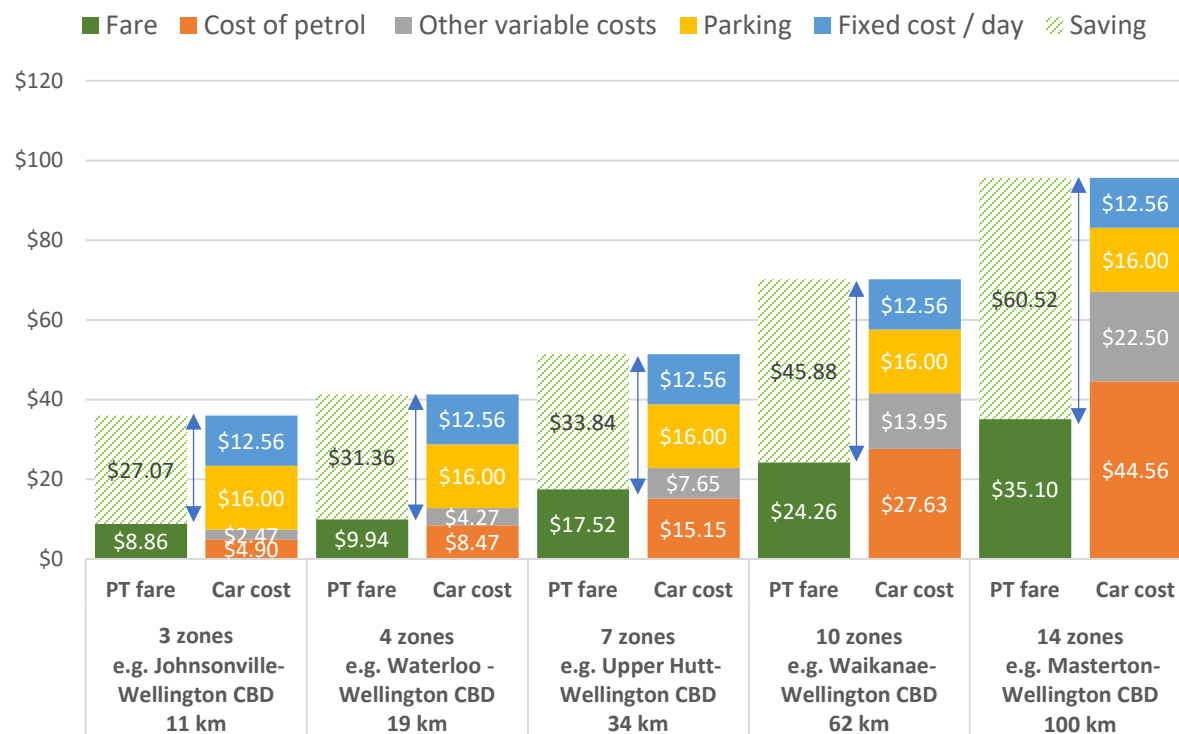
Kapiti Line and Wairarapa line are seeing proportionally higher declines, potentially linked to the opening of Transmission Gully

Cost of driving vs PT fares

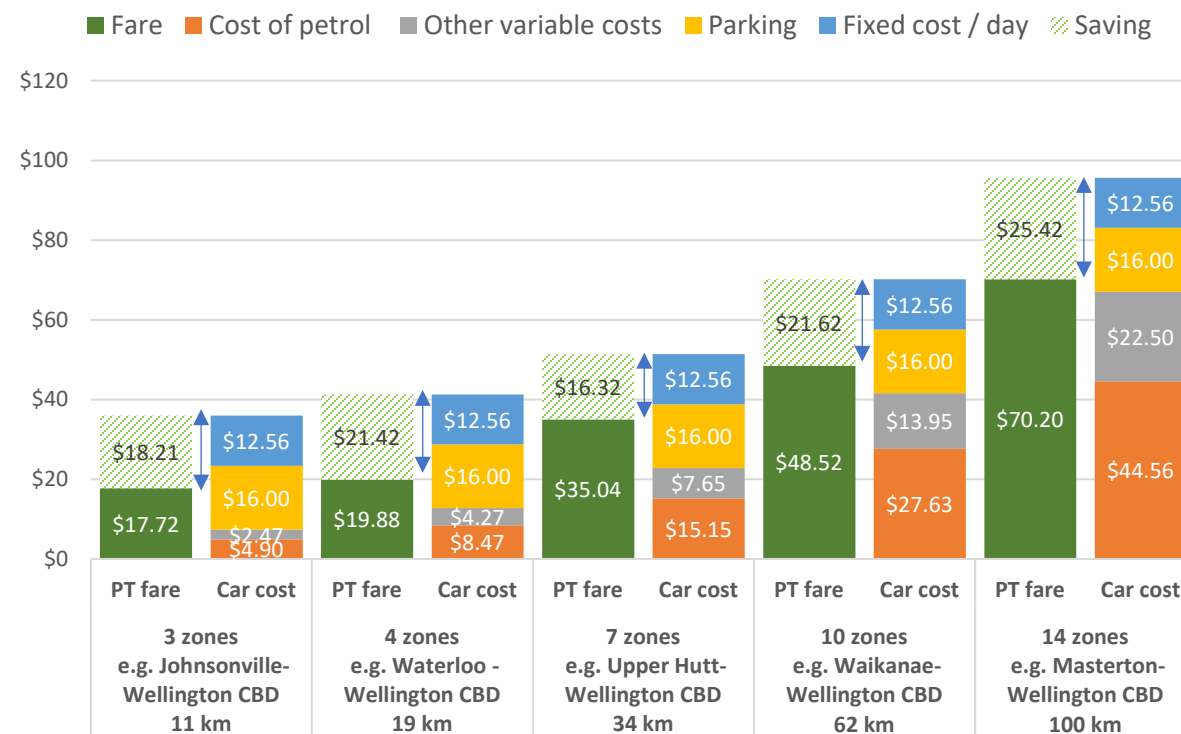
Slide from June 2025 workshop item

- Car ownership includes costs such as fuel, registration, relicensing, maintenance, insurance and depreciation.
- In general, if all the hidden costs of owning a private car are considered, public transport is significantly cheaper than driving a petrol car for a peak commuter even for those who have access to free parking spaces
- However, as the car occupancy increases, driving a car may become more economical than using public transport. In most instances the cross over in affordability is around 3 people in a car will be cheaper than paying for 3 PT return fares.

ONE ADULT TRAVELLING DURING PEAK (RETURN)



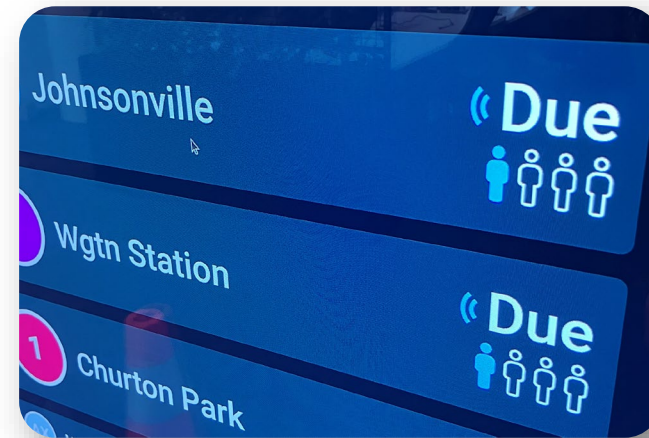
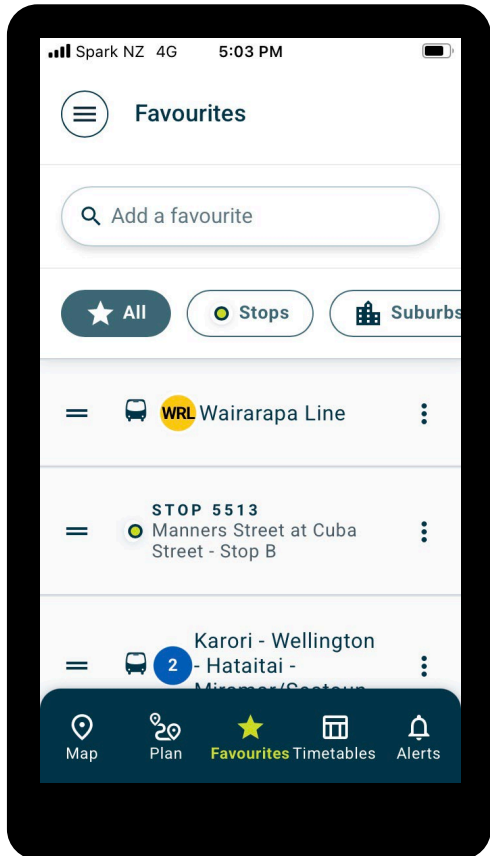
TWO ADULTS TRAVELLING TOGETHER DURING PEAK (RETURN)



Stabilising perceptions of rail reliability: Changing the narrative

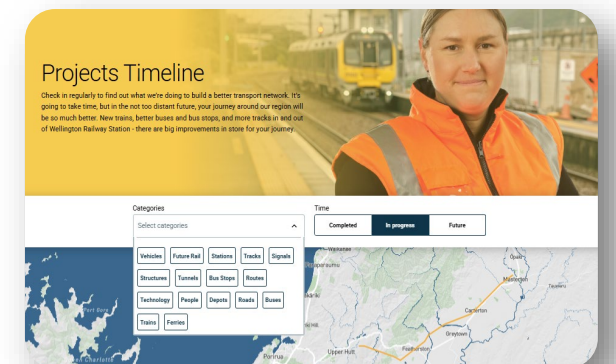
Continual improvements and more awareness of current customer information, to reassure passengers and help them plan.

Promoting ‘Favourites’ for notifications on the app so passengers can get relevant updates direct to their phone, to help them make informed decisions about their travel



Upgrading RTI screens at stations, with added notification information and on platform next arrival RTI announcements.

Projects Timeline
Telling the positive story of *why* planned disruptions are required and *how* the investment will improve service.



For further information

EXTRAORDINARY:

Council workshop – 11 September 2025

Item 2 - Tax-Free Public Transport Opportunity

CASH OFFBOARD / EMV:

Email sent from Metlink Councillor Liaison (ptcrs@gw.govt.nz) on 2 February 2026, 9:00am

Subject: Metlink - Fares 101 information pack

Contained an attachment PDF 'Item 3- Fares 101 information pack - Jan 2026'

Council workshop – 3 February 2026

Item 3- Metlink Annual Fares Review

Council workshop – 19 March 2026

Removal of onboard cash payment

Snapper EMV rollout