

Integrated Fares and Ticketing (IFT)

Fare Media Transition Plan – Bus

Bus fare products and media

Amended with the fare changes to be implemented from 2018

21 February 2018

Disclaimer

This document is current as at the date on its cover and may be updated from time to time jointly by GWRC and operators of Metlink services, as required.

CHANGE HISTORY AND APPROVAL

The following Change History log contains a record of changes made to this document.

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Contents

- 1 Introduction..... 1
 - Purpose..... 1
 - Context..... 1
 - Scope..... 1
- 2 Changes to fare policies and fares..... 2
 - Variation to Regional Public Transport Plan..... 2
 - Fare initiatives from the PT Fares Review..... 2
 - Fare schedule and prices of fare products..... 3
- 3 Approach to transition..... 4
 - Transition phases and milestones..... 4
 - Transition pathways for bus fare products..... 4
- 4 Changes at start of PTOM bus contracts and IBTS..... 6
 - Changes to ticketing systems and fare media..... 6
 - Changes to fare products and concessions..... 6
- 5 Changes at start of IFT electronic ticketing – in 2020..... 8
 - Changes to ticketing system and fare media..... 8
 - Changes to fare products and concessions..... 8
- 6 Staggered implementation of PTOM bus units..... 9
 - Transition issues..... 9
 - Managing the transition of bus fares, media and products..... 10
- 7 Rules and conditions for fare products..... 15
- 8 Transition activities..... 16
 - Smartcard swap and exchange..... 16
 - Staff training requirements..... 16
 - Communication, marketing and customer service..... 16
 - Branding of paper tickets issued by ticketing system and on-board devices..... 17
 - Refund, balance transfer and fare media exchange..... 17
 - Data recording and reporting..... 17
 - Sales and validation..... 17
 - Revenue protection..... 17
- Appendix A. Current vs proposed fares for bus products..... 18
- Appendix B. Metlink Fare Rules Manual (including Conditions of Carriage)..... 20
- Appendix C. Product transition from incumbent operators to PTOM units..... 21
- Appendix D. Metlink refund and exchange policy..... 26
- Appendix E. Revenue Protection Strategy..... 26

1 Introduction

Purpose

This Fare Media Transition Plan (FMTP) – Bus sets out requirements for changes to bus fares and ticketing under the partnering contracts between Greater Wellington Regional Council (GWRC) and the operators of bus services under the Public Transport Operating Model (PTOM).

The document provides the basis for GWRC to work with the incumbent and PTOM operators through the transition to an Integrated Fares and Ticketing (IFT) system over the next several years.

Context

GWRC endorsed an IFT Fares and Products Transition Strategy on 24 February 2016. The transition strategy sets out high level guidance on how to move from the existing set of fares and ticketing products to a simpler and more equitable system. The objective is to gradually reduce the number of fares and ticketing products to enable delivery of an IFT system across all modes (rail, bus and ferry). The transition strategy identifies three main phases for the work, as described further below.

As IFT will not be in place at the start of the new PTOM bus services, GWRC has been working with Snapper Ltd to provide an Interim Bus Ticketing Solution (IBTS) across the bus network between the start of PTOM bus services in 2018 and the start of IFT in about 2020. The interim ticketing solution is also required to avoid penalising customers who will be forced by the new bus network in Wellington city to transfer between buses due to the design of the new bus routes. Snapper Ltd is extending its domain to cover the entire Metlink bus network and will cater for PTOM bus services as they roll out with the new PTOM bus contracts.

Under the PTOM bus contracts, GWRC is committed to set out details of the bus fares and ticketing (including media) transition and to develop a “Fare Media Transition Plan” (FMTP) in partnership with affected bus operators before the start of PTOM bus services. The bus operators will need to comply with the FMTP for bus and its appendices including the Metlink fare schedule, Metlink Fare Rules Manual and Conditions of Carriage.

GWRC has recently completed the Public Transport Fares review, resulting in some changes to the policy basis for fares transition for both bus and rail. The proposed fare changes are outlined in Section 2 of this plan.

The various changes to fares and products involving media, retail and ticketing systems and processes will be implemented jointly by GWRC, Snapper Ltd and PTOM bus operators from end of April to mid-2018, as detailed in this document. Further changes will be required over time.

This FMTP for bus has been developed taking account of the new fares environment scheduled to come into effect in July 2018. GWRC will work with the incumbent and incoming operators of public transport services and other partners to finalise an operational plan to implement the fare changes from start of the PTOM bus contracts in 2018.

Scope

Guided by the PTOM partnering contract, this Fare Media Transition Plan covers the following key matters:

- The transition approach, phases and milestones
- Fare products to be sold and accepted by the operators at the start of PTOM bus services
- Fare rules and conditions applying to Metlink products
- Fare schedule and prices of fare products
- Sales, validation, refund and revenue protection requirements
- Changes to fares information including conditions of carriage

- Changes to ticketing systems and media
- Branding of paper tickets issued by the ticketing system and on-board devices
- Communication, marketing and customer service requirements
- Data recording and reporting requirements.

GWRC will also work with the incoming PTOM operators through business planning arrangements under the partnering contracts to implement the fares and ticketing transition plan as set out in this document.

This plan is a “living document” and will be updated from time to time jointly by GWRC, Snapper Ltd and bus operators, as required. Additional minor operational matters of concern to the operators not included in this plan can be covered in other operational documents, through the business planning process or in the next amendments to this plan and its appendices.

This plan does not cover the transitional arrangements for rail and ferry fare products, which are addressed in separate documents.

2 Changes to fare policies and fares

Variation to Regional Public Transport Plan

A variation to the fares policies in the Regional Public Transport Plan (PT Plan) was proposed following the fares review in 2016/17. The PT Plan variation is intended to retain a policy for off-peak fares, but also to provide a concession fare to improve access to affordable public transport for those most dependent on public transport. To do so, the PT Plan will be varied to include the following two new policies:

- A new concession fares policy to provide concession fares to improve access to affordable public transport for those most dependent on public transport; and
- A new policy to encourage more frequent use of public transport, more off-peak travel and greater use of electronic ticketing.

The new concession fare is proposed for full-time tertiary students and customers with special accessibility needs (blind and disabled).

The new policy to reward target behaviours includes a fare capping in the future to encourage greater use by frequent users, off-peak fares to encourage travel when there is spare capacity and propose to ensure that cash fares are priced at a premium over other fares to encourage greater use of electronic ticketing.

The variation in the agenda was adopted by Council on 31 October 2017, and is required to enable implementation of the fare changes from the start of bus PTOM contracts and IBTS in 2018.

Fare initiatives from the PT Fares Review

A new package of fare initiatives was endorsed by Council on 31 October 2017. The package includes the following key fare changes:

- Base fares will be increased by 3 percent resulting in variable fare increases for all other fares
- Transfers between Metlink buses will be free i.e. there will be no additional cost for journeys requiring one or more transfers, up to three transfers each within 30 minutes of the last tag-off
- The existing maximum 3 zones fare will be removed to enable free bus-to-bus transfers
- Child discounts and cash premiums will be standardised across the number of zones travelled
- A 25% off-peak discount off the base fares (adult smartcard fares) will be introduced
- Off-peak times will be aligned with SuperGold off-peak periods
- An all-time 25% discount off the base fares will be provided to full-time tertiary students
- An all-time 50% discount off the base fares will be provided to blind and disabled customers

- Bona fide carers accompanying the disabled and blind customers will be entitled for free travel
- All legacy day passes will be replaced with four new zone-based Metlink Explorer day passes
- Rail monthly passes with an origin or destination in Wellington will allow bus connections to trains within zones 4 to 14 – rail monthly passes will change from station-based to zone-based
- Fare zone boundaries will be adjusted in Porirua and at Ngauranga Station
- A Wellington 30 Day bus pass will be available on all Metlink buses within zones 1 to 3
- An Eastbourne 30 Day bus pass will be available on all Metlink buses within zones 1 to 3 and on direct bus routes between Eastbourne and Wellington (i.e. routes 81, 83, 84, 85, N88)
- All other operator-specific products will be discontinued (including GO Wellington, GetAbout and Hutt Commuter 30-day passes, school term passes and bus special event fares)

The aim of the fare package is to simplify and standardise fare products and to pave the way for network-wide integration of fares and ticketing.

IFT is expected to enable introduction of more innovative ticketing and fare products such as daily and weekly fare capping and an open multi-modal payment method such as credit cards, debit cards and smart phones. Making the suite of reduced fares and cash premiums available on a multi-modal payment method under IFT is expected to result in a higher proportion of electronic fare payment transactions, potentially phasing out cash payments over time.

Fare schedule and prices of fare products

GWRC sets and regulates fares through its annual fare review process and other mechanisms. Current and new fares (from July 2018) and prices of bus products are provided in Appendix A.

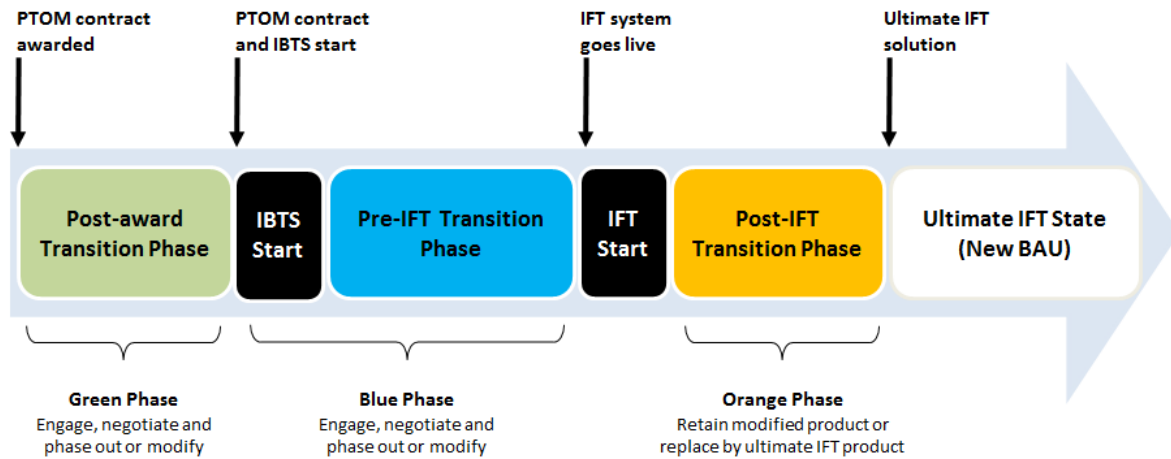
The new fares were endorsed by the Council on 31 October 2017. Any further changes to fares and fare products will be communicated early with operators. GWRC will work with the operators of new PTOM bus services and other partners to manage communications and marketing matters.

3 Approach to transition

Transition phases and milestones

Figure 1 illustrates the overall approach to transition that identifies the key phases and milestones.

Figure 1. Overall approach to transition of fare fares products and media



The green, blue and orange phases are distinguished by key events. The green phase starts with the award of the PTOM bus contracts; followed by the blue phase starting with the commencement of PTOM bus services (and IBTS) in 2018; and will continue until the orange phase will start with IFT electronic ticketing under the National Ticketing Programme (NTP) in about 2020. There are thus two key milestones when fare products will undergo a major change (shown as black boxes above):

- IBTS (and PTOM) start
- IFT start

There will be some overlapping across phases, as implementation of a ticketing change in the blue phase is likely to require some work during the green phase, for example.

The date for IFT electronic ticketing (and thus the start of the orange phase) has not yet been confirmed. It is likely to be several years away.

In August 2017, GWRC and the incoming operators have agreed to start the contracted PTOM units in three tranches. The PTOM bus units in Wairarapa, Upper Hutt, Lower Hutt, Wainuiomata and Eastbourne are scheduled to commence in the first half of 2018, followed by all other PTOM bus units in July 2018. Staggering the start dates of PTOM units is expected to introduce some challenges for fares and ticketing transition. The likely impacts and measures to mitigate these impacts are further discussed in Section 6 of this document. To ensure consistency between bus and rail network, the changes to rail fare products will be aligned, where possible, with the changes to bus fare products through the three tranches of transition to PTOM bus units.

Transition pathways for bus fare products

Figure 2 outlines how existing bus products will transition to their ultimate states. Changes to the existing products start in the green phase and progress incrementally as needed. In practice, a product will either be discontinued by the end of the green phase or will be replaced with an alternative product or scheme during the blue phase or at the start of IFT electronic ticketing.

The following sections set out the major changes to fare products at the start of the key milestones.

Figure 2: Transition pathways for bus products

Colours in this diagram identify the green, blue and orange transition phases.

11/12/2017		PTOM and IBTS start 29 April to 15 July 2018			IFT/NTP start 2020
%	Boardings (2014/15)	Fare Product or Concession	Transition Phase		
60.5%	14,800,000	Single trip smartcard fare	Plan to extend Snapper across all bus network, including free transfers	Snapper extended across all bus network, including free transfers	Available on IFT
1.1%	270,000	Transfer products	Plan to replaced with free IBTS transfers	Plan to integrate fares across modes for IFT (move away from closed loop ticketing system)	
0.0%	200	Child under 5	Continue accepting child under 5	Free transfer on IBTS	
8.6%	2,100,000	SuperGold	Continue accepting SuperGold on-board. Prepare to extend Snapper BDC recording to all buses	Plan to incorporate on IFT	
0.1%	20,000	Metlink Explorer	Plan to discontinue from mid-2018 and replace with new Metlink Explorer passes (1-3, 1-7, 1-10 and 1-14 zones)	Metlink Explorer replaced all other day passes	Daily cap
1.3%	330,000	BusAbout Day pass		Plan to replace new Metlink Explorer passes with daily cap	
0.0%	400	Waikanae combo ticket		Included on IBTS - Continue until IFT provides for intermodal transfers	Daily cap
0.0%	200	Otaki combo ticket	Continue and plan to include on IBTS		
0.4%	90,000	Bus school term passes (Paper)		Discontinued Plan to replace with weekly cap	Weekly cap
0.5%	120,000	Bus school term passes (Snapper)	Plan to discontinue all bus and rail term passes.		
0.5%	120,000	Rail monthly passes with bus connection	Plan to change to zone to zone and extend Wellington-anchored monthly passes to include free bus connections within zones 4 to 14	Wellington anchored rail monthly passes include bus connections within zones 4- 14 Continue and standardise discounts to accommodate capping	Weekly cap
2.4%	590,000	GO Wellington 30 Day pass	Plan to extend to all PTOM bus services within zones 1 to 3 and include on IBTS		
1.1%	280,000	GetAbout 30 Day pass	Plan to provide a 30 Day pass for Eastbourne within zones 1 to 3 and Eastbourne routes		
0.1%	20,000	Hutt Commuter 30 Day Pass	Plan to discontinue with free transfers under IBTS as alternatives	Discontinued Plan to introduce weekly cap	Metlink targeted concessions and Off-peak discount included in IFT system
0.1%	20,000	Legacy targeted concessions (blind, IHC, beneficiary, war veterans etc.)	Plan to replace with standard set of targeted concessions (including for tertiary student) and off-peak discount from mid-2018 Plan to include the tertiary and accessible concessions and off-peak discount on IBTS	Replaced with Metlink targeted concessions (tertiary student, blind and disabled) and off-peak discount Plan to include on IFT	
0.1%	30,000	Vic Uni intercampus free travel	Plan to discontinue on Metlink services, and retain functionality on Snaper system for Vic Uni	Continue on IBTS (if required) and plan to replace with a Metlink concession on IFT	IFT includes functionality to provide for staff passes
0.2%	40,000	Vic Uni and Airport staff travel passes	and Airport to utilise if required; subject to negotiation with GWRC	Continue on IBTS (if required) and plan to accommodate on IFT	
0.8%	190,000	Operator staff travel passes	Plan to discontinue except for staff travel in the course of work	Free bus operator staff travel in the course of work. Plan to include on IFT	Free bus staff travel in the course of work included in IFT system
19.2%	4,700,000	Single trip cash ticket	Continue accepting cash on-board. Plan to extend Snapper BDC to all buses	Continue accepting cash on-board using Snapper BDC across the bus network	On-board cash use to be decided
No data	No data	GOW stadium event tickets	Plan to discontinue and introduce Metlink event tickets	Commercial fares discontinued on Metlink network - Offer special fares on event services	Replace with an integrated event and PT ticketing arrangement
No data	No data	Multiple people riding on one smartcard		IBTS provides for multi-passenger travel on one card - Plan to discontinue at IFT	Discontinued
0.1%	20,000	After midnight fares	Extend Snapper functionality to all bus network under IBTS		
0.0%	10,000	Family BusAbout		Discontinued (commercial fares and tickets offered by operators of exempt services are not accepted on Metlink buses, while Snapper cards will be accepted both on Metlink and exempt bus services without free transfer)	
0.3%	65,000	Maximum 3 zone fare			
No data	No data	Minimum fares	Plan to discontinue		
0.4%	110,000	10 trip tickets			
0.9%	210,000	Airport smartcard single trip		Plan to discontinue subject to negotiation with operators (the products will not be accepted on Metlink buses from start of PTOM services)	
1.1%	280,000	Airport cash single trip			
0.0%	5,000	Other airport products			
0.2%	40,000	Other miscellaneous tickets/products			

4 Changes at start of PTOM bus contracts and IBTS

Changes to ticketing systems and fare media

An interim bus ticketing solution (IBTS) will be introduced for all PTOM bus operators and across the entire bus network at the commencement of the new PTOM bus contracts from late April 2018. All Metlink buses will be equipped with Snapper devices and systems configured to accommodate the new package of fare products.

Customers with a valid existing Snapper card will be able to continue using their cards on the Snapper devices installed on new Metlink buses and on exempt services with Snapper devices (such as Airport Flyer buses). However, other smartcards i.e. Mana and Newlands Travel Cards, Uzabus Express cards or Transit a.to.b cards will not function on Snapper devices and will need to be replaced with Snapper cards. GWRC, Snapper Ltd and operators will need to work with customers with legacy smartcards to provide them with new Snapper cards and identify options to manage balances from old legacy cards to Snapper cards in time for start of PTOM bus contracts and with minimum disruption.

The arrangements required for a smooth transition from legacy smartcards to Snapper cards prior to start of PTOM are set out in Section 8.1.

Changes to fare products and concessions

The following fare products and special ticketing arrangements will either be completely discontinued or replaced with new Metlink products at the start of PTOM services:

Legacy fare products to be discontinued

- BusAbout Family day pass
- Minimum, maximum and adult only fares (the latter is already discontinued in 2017)
- Cash transfer products
- Stadium event tickets
- Hutt Commuter 30 Day Pass
- School term passes (paper-based and electronic)
- 10 trip tickets and other miscellaneous products
- Cash legacy targeted concessions (blind, IHC, beneficiaries and veterans)
- All other operator-specific products, including products available on exempt services will be managed subject to negotiation with operators, as noted below
- Victoria University and Wellington Airport staff travel passes (subject to negotiation with operators, as noted below)

For the products that will be discontinued, the new package of fares and fare products will provide alternative offerings with benefits similar to the discontinued legacy products. For example, the free transfer and off-peak discount will provide users of the existing Hutt Commuter 30 day passes with similar benefits. The benefits will depend on the distance travelled; and the time and number of trips made within an equivalent period of 30 days. Nevertheless, some current users may be disadvantaged by the new fares package.

Under the PTOM, the operators of exempt services may continue offering their own fare products or concessions on their commercial services; however those products will not be valid for use on Metlink services. The GetAbout and Hutt Commuter 30 Day passes are examples of the existing products that are largely being used on Airport Flyer and other commercial (deemed to be exempt) bus services.

Legacy fare products to be replaced with alternative Metlink products

- Transfer products (to be replaced with free bus to bus transfer functionality)
- BusAbout Day pass (to be replaced with four new zone-based Metlink Explorer passes)
- Metlink Explorer (to be replaced with four new zone-based Metlink Explorer passes)
- GO Wellington 30 Day Pass (to be replaced with a Metlink 30 Day pass within zones 1 to 3)
- GetAbout 30 Day Pass (to be replaced with a Metlink 30 Day pass within zones 1 to 3 and Eastbourne routes 81, 83, 84, 85 and N88)
- Current rail Monthly Plus passes with bus connection (to be replaced with standard Wellington-anchored monthly passes with bus connections within zones 4 to 14)
- Staff pass products (if required and funded by operators, as noted below)
- Legacy targeted concessions available on Snapper and as 10-trip tickets (blind, IHC, beneficiaries and veterans) will be replaced with a standard Snapper concession for blind and disabled (including IHC) on bus plus 10-trip concession paper tickets on rail. Off-peak fares will be provided for all other groups not entitled for a Metlink targeted concession
- Bona fide carers who will be accompanying the eligible disabled and blind customers will be entitled for free travel
- Victoria University intercampus free travel (if required and funded by the university)
- A new concession fare will be provided to full-time tertiary students on Snapper cards
- The zone boundary changes in Porirua and Ngauranga Station will change fares
- Complimentary tickets or vouchers (GWRC will set the procedures for managing refund and ticket exchange, and administering revenue protection and conditions of carriage)

GWRC will engage with the operators of PTOM and exempt bus services to manage the fares and products set and administered by operators such as Airport Flyer fares and staff travel passes. Should the operators be willing to use the Metlink fares and ticketing systems, products and equipment, any costs associated with such use would be borne by the operators, with the exception of free travel for operator staff in Metlink uniforms travelling in the course of work. The reporting requirements for operator staff travel are set out in the partnering contracts.

Metlink fare products and concessions to be sold and validated at start of PTOM/IBTS

The bus fare products and concessions that need to be sold and administered by the incoming PTOM operators from the start of PTOM bus services are listed in Table 1. Rules for each product are defined in Appendix B.

Table 1 Bus fare products to be administered by incoming PTOM operators

Fares		Media	Eligible groups	Valid time of day	Valid services
Single journey fares					
1	Adult smartcard fares	Snapper card only	All fare paying passengers	All times	All Metlink bus services excluding after midnight services
2	Child smartcard fares		School children ^(a)		
3	Accessible smartcard fares ^(b)		Blind, people with a permanent disability, IHC (eligibility to be determined)		
4	Tertiary student smartcard fares		Full time tertiary students (eligibility to be determined)		
5	Free bus to bus transfers		All fare paying passengers		
6	Off-peak smartcard fares	BDC paper tickets	Adults	Off-peak period ^(a)	(school services only valid for child fares)
7	Adult cash fares		All fare paying passengers	All times	
8	Child cash fares		School children		

Fares		Media	Eligible groups	Valid time of day	Valid services
9	Otaihanga and Paekakariki shopper service		All fare paying passengers	On demand services Tuesday, Thursday or Friday only	Routes 251 and 263
10	After midnight fares	Snapper card or BDC paper tickets		After mid-night until end of last valid service	Metlink after mid-night services only as applicable
11	Special event fares			As per service time table (to be set)	Designated special event services to be allocated as required
Multi-trip pass products^(c)					
12	Wellington 30 Day pass	Snapper card only	All fare paying passengers	All times	Designated routes within the zones of validity
13	Eastbourne 30 Day pass				
14	Metlink Explorer Zones 1-3	Cardboard ticket			
15	Metlink Explorer Zones 1-7				
16	Metlink Explorer Zones 1-10				
17	Metlink Explorer Zones 1-14			After 9.00am on weekdays and all day on weekends and public holidays	
19	Kapiti Combo tickets	Waikanae		BDC issued paper ticket	All times
20		Otaki	Route 290		
21	Adult monthly passes with regional bus connections	Cardboard ticket	School children		Designated routes within the zones of validity
22	Child monthly passes with regional bus connections				
Free travel concessions					
23	Free travel for child under five years	No media required	Children under five years of age	All times	All Metlink bus services including after midnight services
24	Free travel for carers		Bona fide carers accompanying eligible disabled and blind people		
25	Free travel for SuperGold card holders	SuperGold card	Holders of SuperGold card including Veteran SG card	Off-peak period ^(d)	

^(a) Children aged 5 to 18 (or older if still at school) must be in school uniform or present a valid secondary school photo identification

^(b) Bona fide carers who will be accompanying the eligible disabled and blind customers will be entitled for free travel

^(c) Existing pass products may temporarily continue on PTOM buses, if required due to e.g. staggered deployment of PTOM units

^(d) Times identified as off-peak are aligned with off-peak times for SuperGold scheme covering a period from 9:00am to 3:00pm and 6.30pm to 4:00am the following day on Monday to Friday; and all day on Saturday, Sunday and public holidays

5 Changes at start of IFT electronic ticketing – in 2020

Changes to ticketing system and fare media

Phased delivery of a fully integrated national electronic fares and ticketing system (IFT) is currently planned for 2020 commencing with rail followed by bus services.

Changes to fare products and concessions

GWRC will continue working with operators to further simplify and standardise the fares and ticketing system in the lead-up to IFT. The primary purpose of simplification is to:

- Integrate fares across all Metlink bus, rail and ferry services
- Significantly reduce on-board cash payments over time; and
- Replace all multi-trip and period pass products with daily and weekly capped fares at the start of IFT or in stages within a few years after start of IFT.

The product transitions, as shown in Figure 2, are grouped by the trajectory of changes from their existing form to an end state.

GWRC will review the Metlink fares and fare policies prior to start of IFT. The review may result in further changes to the fare structure or fare levels. It is envisaged that the ultimate package of fare products and concessions at the start of IFT will have the following make up:

- **Single journey fares using IFT payment method** – base fares with various concessions:
 - Adult (base fares)
 - Child (50% concession off the adult fares)
 - Tertiary student (25% concession off the adult fares)
 - Accessible (50% concession off the adult fares)
 - Off-peak (25% concession off the adult fares)
- **Free travel concessions** – for the following groups:
 - Accompanied child under 5 on all Metlink services at all times
 - SuperGold card holders during SuperGold off-peak periods
 - Bona fide carers who will be accompanying the eligible disabled and blind customers will be entitled for free travel
- **Capping scheme** – to reward frequent and regular users
 - Daily caps
 - Weekly caps
- **Integrated public transport and event fares** – to encourage PT use during special events
- **Penalty fares** – to discourage fare evasion and protect revenue

6 Staggered implementation of PTOM bus units

Transition issues

Transitioning into the new bus network and PTOM units involves a complex set of changes to current systems, processes, products and information and requires some critical tasks to be completed in time for commencement of PTOM contracts. The key changes include:

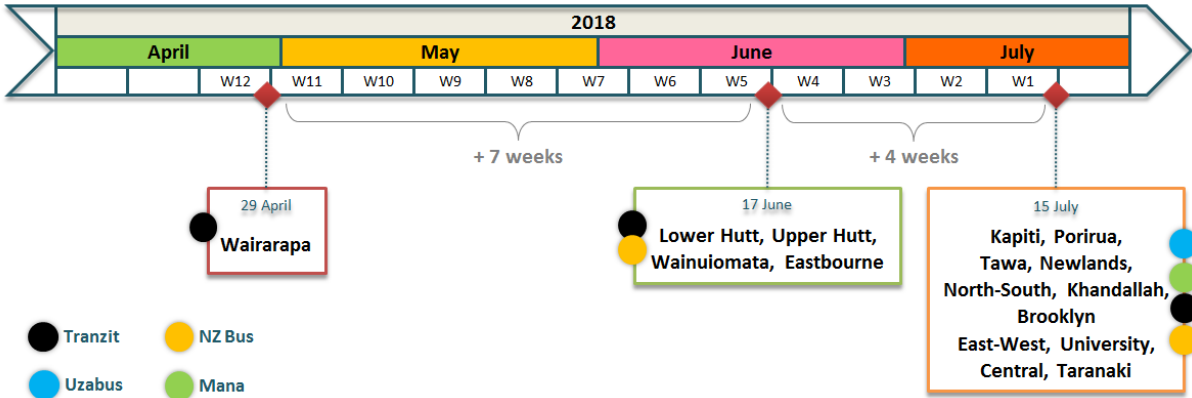
- Integration of systems (including real-time information, business intelligence, financial and performance management and customer relations, communications and marketing)
- Securing fleet, infrastructure and facilities and allocation of resources
- Recruiting, reallocation and training of staff
- Establishing and change-over of ticketing equipment and operations
- Implementing fare initiatives and fare product transition
- Roll out and/or reconfiguration of the third party retail network; and
- Updating Metlink service information (on-line, signage, timetables, audio-visual aid etc.)

Given the extent of the changes, commencing all PTOM contracts at the same time in July 2018 is expected to increase the risk of “teething issues” and a flow-on effect across the network. To enable a smooth transition with minimal disruptions to customers, business operations and service delivery, some PTOM bus units are scheduled to commence in three tranches between late-April and mid-July 2018.

The phased transition of PTOM units is expected to mitigate the risks by (a) spreading the workload and enabling more effective utilisation of resources; and (b) providing contingency to identify likelihood, severity and extent of potential risks and make necessary adjustments to mitigate the risks by progressive transition from earlier to later PTOM units.

The decision to bring in some of the PTOM units earlier requires that GWRC, Snapper Ltd and the incumbent and incoming operators to collectively develop appropriate business readiness plans with a set of agreed measures to mitigate the potential risks. The start dates of PTOM units will be spread over three tranches to mid-July 2018 as shown in Figure 3.

Figure 3: Staggered commencements of PTOM units in three tranches by mid-July 2018



Managing the transition of bus fares, media and products

The new set of fares and ticketing initiatives is designed to be delivered as an integrated package, primarily to maintain customer experience through the transition to the PTOM environment. This approach seeks to simplify the product set using alternatives with benefits similar to the products that are planned to be discontinued.

Bringing in the fare initiatives with PTOM units will partially disaggregate the fares package – creating a situation where some fare products will be discontinued or changed without proper replacements or alternatives in place. The effect will be more pronounced for the fare products that are currently available on bus services operated by more than one operator or subsidiaries of them or will transition to more than one PTOM unit as identified in Appendix C.

To mitigate the impacts on customers, GWRC and incumbent operators would therefore require to delay the start of some product until the last bus services are replaced with PTOM units and the rest of the fare package is implemented in areas where the products are currently available. The changes to the following fare products and concessions would need to be deferred until mid-2018:

- Period passes (as listed in Appendix C) that are available on more than one operator service or on services that will transition to more than one operator unit
- Transfer products (cash and smartcard as listed in Appendix C)
- Existing targeted concessions (blind, IHC and beneficiary as listed in Appendix C)

Some services within the directly appointed PTOM units in Eastbourne are scheduled to start at the same time with the units in Hutt Valley and Wainuiomata to enable free transfers between buses. However, the four weeks gap between start of the PTOM services in Hutt Valley/Eastbourne and Wellington may require revenue to be apportioned between NZ Bus and Metlink as the GetAbout and Hut Commuter 30 day passes are being used on Eastbourne, Hutt Valley and Go Wellington routes. Special ticketing arrangements may be required on some of the existing and new PTOM buses to maintain consistent customer experience where the multi-opertaor products provide free transfers between buses that will transition into more than one unit at different stages.

The units in Porirua and northwest Wellington (including Newlands, Tawa) and part of the North-South spine are scheduled to start at the same time to enable free bus to bus transfers.

Some trade-offs may be needed to identify when and how the fare initiatives should take place. The transition arrangements for fare products and media in each area are further discussed below, taking into account the following key considerations to the extent possible:

- To deliver the benefits, the fare initiatives need to be implemented as a package in July 2018.

- Transition arrangements should maintain network-wide consistency and avoid disproportionate distribution of benefits across areas.
- For any product that is planned to be discontinued, replacements or alternative products of similar convenience and value need to be made available.
- Revenue risks should be minimised and the need for contract variations and revenue apportionment should be avoided.
- Transition of fares and products should be feasible from the ticketing perspective and within Snapper's existing capabilities.

The following tables outline the key changes to fare products as the PTOM bus units will phase in and IBTS starts in three tranches in .

Wairarapa (to commence on 29 April 2018)

Services are currently operated by Tranzit Wairarapa.

The unit will be operated by Tranzit under PTOM.

Product/initiative	April 2018	May 2018	June 2018	July 2018	
Legacy products in Wairarapa					
a.to.b card	Replace with Snapper card and manage card swap, balance transfer and refund	Discontinued; Snapper card in use Monitoring and trouble-shooting as required			
Cash fares	Apply current fare schedule Standardise cash tickets with Metlink brand on Snapper devices			Apply new fare schedule	
Free transfers (smartcard only)	Replace with free transfer using Snapper	Free transfer available in Wairarapa and Hutt Valley/Eastbourne		Free transfer across bus network	
School term passes	Retain and accept products on PTOM services subject to negotiation with Tranzit	Prepare to discontinue across the network in mid-July when the new fare schedule will take effect		Discontinue and apply new fare schedule	
WairarapaPlus Monthly passes	GWRC and Transdev to standardise rail monthly passes		Plan to replace with new monthly passes with bus connections	New monthly passes available	
SuperGold concession	Continue accepting free travel for children under 5 and SuperGold card holders on PTOM services				
Child under 5					
New fare initiatives in Wairarapa					
3% fare increase	Defer until mid-July 2018 Plan to introduce on IBTS			Apply new fare schedule and bring in tertiary and accessible concessions and off-peak discounts on IBTS	
Off-peak discount					
Tertiary student concession					
Accessible concession					
Free transfer	Extend to all PTOM services in Wairarapa only	Free transfer available in Wairarapa and Hutt Valley/Eastbourne		Free transfer across bus network	
Rail monthly with bus connections	Defer until mid-June		Plan to introduce the new monthly passes	New monthly passes available	
New Metlink Explorers			Plan to introduce Metlink Explorer 1-14	New Metlink Explorers available	
Standardise child discounts			Defer until mid-July to come in with new fare schedule		Apply new fare schedule
Standardise cash premium					

Upper Hutt, Lower Hutt, Wainuiomata and Eastbourne (to commence on 17 June 2018)

Services are currently operated by Classic Coaches, Valley Flyer, Runcimans and Airport Flyer.

Hutt Valley and Wainuiomata units will be operated by Transit under PTOM.

Eastbourne unit will be operated by NZ Bus as a directly appointed unit.

Product/initiative	April 2018	May 2018	June 2018	July 2018
Legacy products in Upper Hutt, Lower Hutt, Wainuiomata and Eastbourne				
Snapper cards	NA		No change to cards in circulation Deploy new Snapper devices on PTOM buses	Snapper card in use Monitoring and trouble-shooting as required
Cash fares	NA		Apply current fare schedule Standardise cash tickets with Metlink brand	Apply new fare schedule
Free transfers (smartcard only)	NA		Replace with free transfer using Snapper	Free transfer available on Snapper
After midnight fares	NA		No change - apply current fare schedule	Apply new fare schedule
GetAbout and Hutt Commuter 30 Day passes	NA		Plan to discontinue GetAbout and Hutt Commuter 30 Day passes and replace with the Eastbourne 30 Day Pass	GetAbout and Hutt Commuter 30 Day passes discontinued; Eastbourne 30 Day pass available
School term passes (Electronic and paper)	NA		Retain and accept products on PTOM services subject to negotiation with NZ Bus until the end of school term	Discontinue across the network and apply new fare schedule
HuttPlus Monthly passes	NA		Plan to replace with new monthly passes with bus connections	New monthly passes available
Metlink Explorer	NA		Plan to replace with the new Metlink Explorer 1-3 and 1 - 7	New Metlink Explorer available
BusAbout Day pass	NA		Plan to replace with the new Metlink Explorer 1-3 and 1-7	New Metlink Explorer available; tickets and functionality administered by drivers using Snapper devices
Family BusAbout Day pass	NA		Transfers and Multi-passenger tag-on as alternative for family pass	
SuperGold concession Child under 5	NA		Continue accepting free travel for children under 5 and SuperGold card holders on PTOM services	
Staff passes and other operator product (including Airport Flyer transfers)	NA		Discontinue subject to negotiation with operators	Discontinued except for free staff travel for staff in Metlink attire and in the course of work
New fare initiatives in Upper Hutt, Lower Hutt, Wainuiomata and Eastbourne				
3% fare increase	NA		Defer until mid-July	Apply new fare schedule And bring in tertiary and accessible concessions and off-peak discount on IBTS
Off-peak discount			Defer until mid-July 2018 Plan to introduce on IBTS	
Tertiary student concession				
Accessible concession				
Free transfer	NA		Extend to all PTOM services in Hutt Valley and Wainuiomata	Free transfer available on Snapper
Rail monthly with bus connections	NA		Plan to introduce the new monthly passes	New monthly passes available
New Metlink Explorers			Plan to introduce the new Metlink Explorer 1-3 and 1 - 7	New Metlink Explorers available

Product/initiative	April 2018	May 2018	June 2018	July 2018
Standardise child discounts			Defer until mid-July to come in with new fare schedule	Apply new fare schedule
Standardise cash premium				

Kapiti Coast and Porirua (to commence on 15 July 2018)

Services are currently operated by Mana and Uzabus. Under PTOM, the Kapiti unit will be operated by Uzabus and the Porirua unit by Tranzit.

Product/initiative	April 2018	May 2018	June 2018	July 2018
Legacy products in Kapiti Coast				
Mana and Uzabus Express cards		NA		Replace with Snapper card and manage card swap, balance transfer and refund Monitoring and trouble-shooting as required
Cash fares		NA		Apply new fare schedule
Free transfers (smartcard only)		NA		Replace with free transfer using Snapper
Free transfers (cash only)		NA		Discontinued
After midnight fares		NA		Apply new fare schedule
School term passes		NA		Discontinue and apply new fare schedule
KapitiPlus Monthly passes		NA		Replace with new monthly passes with bus connections
Otaki return		NA		Tickets set up to be issued by Snapper devices
Waikanae return				
Metlink Explorer		NA		Replace with the new Metlink Explorer 1-10
SuperGold concession		NA		Continue accepting free travel for children under 5 and SuperGold card holders on PTOM services
Child under 5				
Staff passes and other operator product		NA		Discontinued except for free staff travel for staff in Metlink attire and in the course of work
New fare initiatives in Kapiti Coast				
3% fare increase		NA		Apply new fare schedule and bring in tertiary and accessible concessions and off-peak discount on IBTS
Off-peak discount				
Tertiary student concession				
Accessible concession				
Free transfer		NA		Extend free transfer to all PTOM services in Kapiti Coast
Rail monthly with bus connections		NA		Introduce the new monthly passes with bus connections within zones 4-14 across the network
New Metlink Explorers		NA		Introduce the new Metlink Explorer 1-10
New Eastbourne 30 Day pass		NA		A new Eastbourne 30 Day pass valid within zones 1-3 and Eastbourne direct routes replaced GetAbout 30 Day pass
Standardise child discounts		NA		Apply new fare schedule
Standardise cash premium				
Porirua fare zone boundary change		NA		Change zone boundary in Porirua and the timetable/journey planner/Metlink fares information

Wellington units and Tawa (to commence on 15 July 2018)

Services are currently operated by GO Wellington, Valley Flyer, Airport Flyer, Mana and Newlands.

Wellington units will be operated by Tranzit, Mana and NZ Bus under PTOM.

Tawa unit will be operated by Mana.

Product/initiative	April 2018	May 2018	June 2018	July 2018
Legacy products in Wellington and Tawa				
Snapper cards		NA		No change to cards in circulation Deploy new Snapper devices on PTOM buses
Cash fares		NA		Apply new fare schedule
Free transfers (smartcard only)		NA		Replace with free transfer using Snapper
After midnight fares		NA		Apply new fare schedule
GO Wellington 30 Day passes		NA		Discontinue and replace with Wellington 30 Day Pass
BusAbout Day pass		NA		Already discontinued and replaced with new Metlink Explorers Tickets and functionality administered by drivers using Snapper devices
Family BusAbout Day pass				
Metlink Explorer		NA		Replace with the new Metlink Explorer 1-3 and 1-17
SuperGold concession		NA		Continue accepting free travel for children under 5 and SuperGold card holders on PTOM services
Child under 5				
Staff passes and other operator product (including Airport Flyer transfers)		NA		Discontinued except for free staff travel for staff in Metlink attire and in the course of work
Beneficiary discount GO Wellington services		Continue issuing Blue Cards with validity by end of 2018 – accept and inform customers of the change from 15 July		Inform beneficiaries of the benefits of the new 25% off-peak discount and the change to off-peak times (currently 9am – 4pm and after 6pm) – accept the blue card on PTOM services until the cards run down by end of 2018.
New fare initiatives in Wellington and Tawa				
3% fare increase		NA		Apply new fare schedule and bring in tertiary and accessible concessions and off-peak discount on IBTS
Off-peak discount				
Tertiary student concession				
Accessible concession				
Free transfer		NA		Extend free transfer to all PTOM services in Wellington and Tawa Free transfer available on Snapper
Rail monthly with bus connections		NA		Introduce the new monthly passes with bus connections within zones 4-14 across the network
New Metlink Explorers		NA		Replace with the new Metlink Explorer 1-3 and 1-7 New Metlink Explorers available
New Wellington 30 Day pass		NA		A new Wellington 30 Day pass valid within zones 1-3 including northwest Wellington replaced GO Wellington 30 Day pass
Standardise child discounts		NA		Apply new fare schedule
Standardise cash premium				

7 Rules and conditions for fare products

Rules and conditions applying to each type of fare product and associated processes and procedures are provided in the attached documents including the Metlink 'Fare Rules Manual' and 'Refund and Exchange Policy'. Any remaining minor operational issues will be managed on an ad hoc basis by direct communication and agreement with bus operators. The Metlink fare rules manual will define the eligibility and rules for the following fare products and concessions:

- Single journey smartcard fares (base fares)
- Free transfer (rules and conditions)
- Single journey cash tickets (25% premium over smartcard fares rounded to 50c)
- 50% child concession
- 25% discount on adult smartcard fares for tertiary student
- 50% discount on adult smartcard fares for blind and disabled (including IHC)
- Free travel for accompanied child under 5 on all Metlink services
- Free travel for SuperGold card holders during SuperGold off-peak periods
- Waikanae and Otaki combo return tickets
- Metlink Explorer tickets (1-3, 1-7, 1-10 and 1-14)
- Rail monthly passes with regional bus connections
- Bus 30 Day passes
- After midnight fares
- Fares during special events
- On demand and cemetery shuttle bus service fares
- Complimentary tickets or vouchers (procedures for managing refund and ticket exchange, and administering revenue protection and conditions of carriage)

In addition, the following rules will apply when using Snapper cards or paying in cash for a single journey:

Multi passenger tag-on

- Five passengers of each concession type will be able to tag-on using a single Snapper card.
- All passengers travelling on a multi-passenger tag-on will be eligible for free transfers, assuming their journey meets transfer conditions
- Each passenger will be issued with a paper ticket in cases of a single cash payment being made for multiple passengers
- Multi passenger tag-on or paper ticket purchase will be allowed on all Metlink services including after midnight, school bus and special event services

Penalty fares

- The value of cash fare from point of tag on to end of service will apply upon failure to tag off.
- Penalty fares for children will be child cash fares.
- All other concessions will be charged adult cash fares.
- Penalty fares will be the same in peak and off-peak times.
- A penalty fare will invalidate eligibility for free transfer.
- Different penalty fares may be applied for other infringements.

Negative balance on Snapper card

- Negative balance will be allowed for passengers to complete a journey
- Zero or positive card balance at next tag-on will be required for free transfer, subject to all other transfer parameters to enable continuous journey

8 Transition activities

Smartcard swap and exchange

Currently, Uzabus Express cards, Tranzit a.to.b cards and Mana/Newlands Travel Cards are only available on services being operated by the corresponding operator. These cards will not be accepted on PTOM bus services.

Closer to the start of IBTS, customers holding current smartcards other than Snapper card will hence need to swap their cards with Snapper cards or buy a new Snapper card. The transition from legacy to Snapper cards will need to be managed in a manner that minimises inconvenience to users and loss in revenue to GWRC. The following key activities will be required to achieve a smooth transition from legacy smartcards to Snapper:

- **Snapper system change** (system readiness, customer info, etc.)
- **Smartcard swap and ticket change management**
- **Refund, balance transfer and ticket exchange**
- **Communications** (multiple channels, possible ambassadors)
- **Website information and timetables** (update)
- **Fare rules and conditions of carriage for new tickets/products** (Fare Rules Manual)
- **Processes for registration, authentication and administration** (largely of new concessions)
- **Sales and validation of tickets and media** (timing, online-sale, retail network)
- **Customer service** (call centre, enquiries/complaints/OIAs)
- **Staff training**

Staff training requirements

The operators of bus services are currently responsible for providing and administering their own fare collection and ticketing systems, and have therefore developed various types of training, sales and operating manuals to administer sales, validation and refund processes and to train and guide their staff on day-to-day operations.

Under the new PTOM contracts, GWRC will set and regulate all fares for contracted services, with the incoming PTOM operators being responsible for administering the Metlink fares and fare products.

GWRC will work closely with the incoming bus operators and Snapper to develop and implement a fares and ticketing communication plan to ensure that customers will be informed of the changes in a timely manner prior to and through the course of the new fares initiatives such as new peak/off-peak, and concession fares, and changes to fare products and current ticketing systems.

Communication, marketing and customer service

Communication is a critical element of the transition. All customers should be appropriately informed of the changes to products and fares prior to and in time for the changes. Appropriate timing for communication and the information content will vary depending on the product and availability of the substitutes or alternatives, the audience (market segment that will benefit or be disadvantaged by the changes), and their dependency on the affected products.

GWRC, in partnership with the PTOM operators will develop an implementation plan that identifies requirements and actions for communication and marketing activities, including timing, resources, deliverables, roles and responsibilities, risks and mitigation measures.

New fares, concessions and products will generally require more time and resources to effectively communicate to customers. GWRC may use marketing ambassadors in some areas or on some services to provide assistance to customers where needed. Customers may take some time to be fully accustomed to the new fares and products and accept the changes.

As the transition to new PTOM bus services will progress, all information on existing fares and conditions of carriage available to customers will change to Metlink and will be provided through Metlink Channels. GWRC will publish the Metlink Conditions of Carriage for all Metlink bus services.

Branding of paper tickets issued by ticketing system and on-board devices

All paper tickets issued by the Snapper ticketing system for Metlink services should be Metlink branded and standardised.

The Snapper brand will be retained on Snapper cards and their website during IBTS. To enable a consistent customer experience, the Metlink brand will appear on all Metlink buses, front-line operator uniforms, signage, timetables and any other customer information material.

Refund, balance transfer and fare media exchange

GWRC's refund and fare media exchange policy is provided in Appendix D. The PTOM operators will administer the policy as appropriate and will need to make sure their staff will be sufficiently trained to apply the policies.

Data recording and reporting

Operators have obligations under the new PTOM bus contracts to collect and report a variety of data, including patronage and revenue and fare evasions. GWRC is currently developing requirements for data reporting under PTOM contract through the interim bus ticketing solution and other Business Information Management Platforms. Any requirements as a result of the current developments and further changes to data collection, management and reporting will be communicated to all PTOM operators in due course.

Sales and validation

Sales includes on-board sale of cash tickets, recording SuperGold on BDC and configuring multi-passenger tag-on.

Validation includes sighting and recording combined rail and bus tickets including sighting colour coded tickets, issuing and (possible) clipping of Metlink Explorer tickets, inspection of proof of entitlement and eligibilities.

The change to products are expected to affect the sales and validation processes and will therefore require retraining of the drivers and communication of the changes to retail agents and bus depots. Operators will need to make sure the changes are updated in their ticketing sales and operational guidelines/procedures and the staff are trained to apply the new tickets.

GWRC will work with operators to plan for the management of changes, especially for transition from current to new period passes and the sales and validation processes to facilitate the changes from the old to new products.

GWRC needs to ensure network-wide consistency under the PTOM contracting environment. This consistency is expected to be partly achieved by standardisation of business rules and processes as well as operational tools. It is therefore important that the ticketing guides and manuals developed by PTOM operators under the partnering contracts conform to the industry best practice and business standards.

Revenue protection

GWRC is currently developing a Revenue Protection Strategy – to help guide revenue protection activities for all modes. This will be appended to the FMTP once completed.

Appendix A. Current vs proposed fares for bus products

(to be applied from July 2018 approved by Council on 31 October 2017)

Number of zones	Current fares			Fares applicable from mid-2018				
	Adult	Child	Off-peak	Adult	Child	Off-peak	Tertiary student concession ^(a)	Accessible concession ^(b)
Smartcard and 10-trip fares (per trip)								
1	\$1.66	\$1.24	NA	\$1.71	\$0.86	\$1.28	\$1.28	\$0.86
2	\$2.73	\$1.59	NA	\$2.81	\$1.41	\$2.11	\$2.11	\$1.41
3	\$3.63	\$1.90	NA	\$3.74	\$1.87	\$2.81	\$2.81	\$1.87
4	\$4.08	\$2.33	NA	\$4.20	\$2.10	\$3.15	\$3.15	\$2.10
5	\$4.98	\$2.75	NA	\$5.13	\$2.57	\$3.85	\$3.85	\$2.57
6	\$6.33	\$3.17	NA	\$6.52	\$3.26	\$4.89	\$4.89	\$3.26
7	\$7.18	\$3.64	NA	\$7.40	\$3.70	\$5.55	\$5.55	\$3.70
8	\$8.03	\$4.08	NA	\$8.27	\$4.14	\$6.20	\$6.20	\$4.14
9	\$9.06	\$4.53	NA	\$9.33	\$4.67	\$7.00	\$7.00	\$4.67
10	\$9.96	\$4.98	NA	\$10.26	\$5.13	\$7.70	\$7.70	\$5.13
11	\$11.40	\$5.75	NA	\$11.74	\$5.87	\$8.81	\$8.81	\$5.87
12	\$12.25	\$6.15	NA	\$12.62	\$6.31	\$9.47	\$9.47	\$6.31
13	\$13.51	\$6.75	NA	\$13.92	\$6.96	\$10.44	\$10.44	\$6.96
14	\$14.40	\$7.20	NA	\$14.83	\$7.42	\$11.12	\$11.12	\$7.42
Cash fares								
1	\$2.00	\$1.50	\$2.00	\$2.50	\$1.50	NA	NA	NA
2	\$3.50	\$2.00	\$3.00	\$4.00	\$2.00	NA	NA	NA
3	\$5.00	\$2.50	\$4.00	\$5.00	\$2.50	NA	NA	NA
4	\$5.50	\$3.00	\$4.50	\$5.50	\$3.00	NA	NA	NA
5	\$6.50	\$3.50	\$5.00	\$6.50	\$3.50	NA	NA	NA
6	\$8.00	\$4.00	\$6.50	\$8.50	\$4.50	NA	NA	NA
7	\$9.00	\$5.00	\$7.50	\$9.50	\$5.00	NA	NA	NA
8	\$10.50	\$5.50	\$8.50	\$10.50	\$5.50	NA	NA	NA
9	\$11.50	\$6.00	\$9.50	\$12.00	\$6.00	NA	NA	NA
10	\$12.50	\$6.50	\$10.00	\$13.00	\$6.50	NA	NA	NA
11	\$14.50	\$7.50	\$14.50	\$15.00	\$7.50	NA	NA	NA
12	\$15.50	\$8.00	\$15.50	\$16.00	\$8.00	NA	NA	NA
13	\$17.00	\$9.00	\$17.00	\$17.50	\$9.00	NA	NA	NA
14	\$18.00	\$9.50	\$18.00	\$19.00	\$9.50	NA	NA	NA

^(a) No current concession fare for tertiary student

^(b) Current concession fares for blind and IHC on bus network are variable as shown in the following table:

Current targeted concession fares (Bus) (GOW, VLVF, RUNC)	Number of zones													
	1	2	3	4	5	6	7	8	9	10	11	12	13	14
Blind person (cash single)														
Blind person travelling alone or accompanied by guide dog	\$1.50	\$2.00	\$2.50	\$3.00	\$3.50	\$4.00	\$5.00	\$5.50	\$6.00	\$6.50	\$7.50	\$8.00	\$9.00	\$9.50
Blind person with an accompanying attendant (adult or child)	\$3.00	\$4.00	\$5.00	\$6.00	\$7.00	\$8.00	\$10.00	\$11.00	\$12.00	\$13.00	\$15.00	\$16.00	\$18.00	\$19.00
Blind person with an accompanying adult and guide dog	\$3.50	\$5.50	\$7.50	\$8.50	\$10.00	\$12.00	\$14.00	\$16.00	\$17.50	\$19.00	\$22.00	\$23.50	\$26.00	\$27.50
Blind person with an accompanying adult and guide dog (off-peak)	\$3.50	\$5.00	\$6.50	\$7.50	\$8.50	\$10.50	\$12.50	\$14.00	\$15.50	\$16.50	\$22.00	\$23.50	\$26.00	\$27.50
Blind person (Snapper card single)														
Blind person travelling alone or accompanied by a guide dog	\$1.24	\$1.59	\$1.90	\$2.33	\$2.75	\$3.17	\$3.64	\$4.08	\$4.53	\$4.98	\$5.75	\$6.15	\$6.75	\$7.20
Blind person with an accompanying attendant (adult or child)	\$2.48	\$3.18	\$3.80	\$4.66	\$5.50	\$6.34	\$7.28	\$8.16	\$9.06	\$9.96	\$11.50	\$12.30	\$13.50	\$14.40
Blind person with an accompanying adult and a guide dog	\$2.90	\$4.32	\$5.53	\$6.41	\$7.73	\$9.50	\$10.82	\$12.11	\$13.59	\$14.94	\$17.15	\$18.40	\$20.26	\$21.60
IHC person (cash single)														
IHC person (cash single)	\$1.50	\$2.00	\$2.50	\$3.00	\$3.50	\$4.00	\$5.00	\$5.50	\$6.00	\$6.50	\$7.50	\$8.00	\$9.00	\$9.50
IHC person (Snapper card single)														
IHC person (Snapper card single)	\$1.24	\$1.59	\$1.90	\$2.33	\$2.75	\$3.17	\$3.64	\$4.08	\$4.53	\$4.98	\$5.75	\$6.15	\$6.75	\$7.20

After midnight fares

Fare product	Current fare	Fares from mid-2018
After Midnight N1, N2, N3 and N4 (Wellington)	\$6.50	\$7.00
After Midnight N5 (Wellington - Newlands)	\$6.50	\$7.00
After Midnight N6 (Within Tawa/Porirua)	\$6.50	\$7.00
After Midnight N6 (Wellington - Tawa/Porirua)	\$13.00	\$14.00
After Midnight N8, N22, N66, N88 (Within Hutt Valley)	\$6.50	\$7.00
After Midnight N8, N22, N66, N88 (Wellington - Hutt Valley)	\$13.00	\$14.00

Bus 30 day passes

Fare product	Fare
Current products	
GO Wellington 30 Day Pass	\$150.00
GetAbout 30 Day Pass	\$200.00
Hutt Commuter 30 Day Pass	\$230.00
Products to replace the current day passes form start of IBTS or mid-2018	
Wellington 30-day bus pass (valid zones 1-3) ^(b)	\$150.00
Eastbourne 30-day bus pass (valid zones 1-3 and routes 81, 83, 84, 85, N88) ^(c)	\$200.00

^(b) The Wellington 30 Day pass allows travel on all Metlink bus services (including after midnight services) within Wellington city (zones 1 to 3).

^(c) The Eastbourne 30 Day pass allows travel on all Metlink bus services (including after midnight services) within Wellington city (zones 1 to 3) plus the selected direct bus routes between Eastbourne and Wellington (routes 81, 83, 84 and 85, N88).

Day passes

Fare product	Fare
Current products	
Day Rover	\$14.00
Adult Wairarapa Day Excursion	\$22.00
Child Wairarapa Day Excursion	\$11.00
3 Day Weekend Rover	\$21.00
Metlink Explorer	\$21.00
Products to replace the current day passes form start of IBTS or mid-2018	
Metlink Explorer day pass - zones 1-3	\$10.00
Metlink Explorer day pass - zones 1-7	\$15.00
Metlink Explorer day pass - zones 1-10	\$20.00
Metlink Explorer day pass - zones 1-14	\$25.00

Kapiti combo tickets

Fare product	Current fare	Fares from mid-2018
Waikanae bus/train combo – 2 zones	\$7.00	\$7.00
Otaki bus/train combo – 5 zones	\$12.00	\$12.00

Otaihanga and Paekakariki shopper services

Fare product	Current fare	Fares from mid-2018
Paekakariki – Paekakariki station (one zone)	\$2.00	\$2.50
Otaihanga – Paraparaumu (one zone cash adult + \$1)	\$3.00	\$3.50
Leinster Ave – Paraparaumu (one zone + \$1)	\$3.00	\$3.50
Paekakariki – Paraparaumu (two zone + \$1)	\$4.50	\$5.00

Appendix B. Metlink Fare Rules Manual (including Conditions of Carriage)

To be finalised, endorsed and attached

Appendix C. Product transition from incumbent operators to PTOM units

Fare products and concessions currently available on more than one operator service

ID	Fare product	Existing multi operator products ^(a)									
		GOW	VLYF	ARPF	RUNC	MANA	NLDS	UZAB	TZWA	CLSC	TSDV
1	Transfers between Airport Flyer and Valley Flyer (smartcard only)		✓	✓							
2	Transfers between Mana and Newlands buses (cash and smartcard)					✓	✓				
3	BusAbout and Family BusAbout	✓	✓								
4	GetAbout 30 Day Pass	✓	✓	✓							
5	Hutt Commuter 30 Day Pass	✓	✓	✓	✓						
6	Metlink Explorer	✓	✓	✓	✓	✓	✓				✓
7	Waikanae combo					✓					✓
8	Otaki combo							✓			✓
9	HuttPlus		✓								✓
10	WairarapaPlus								✓		✓
11	KapitiPlus					✓		✓			✓
12	Blind and IHC concessions (smartcard and cash)	✓	✓	✓							

^(a) **GOW** = GO Wellington, **VLYF** = Valley Flyer, **ARPF** = Airport Flyer, **RUNC** = Runcimans (NZ Bus subsidiaries)

MANA = Mana, **NLDS** = Newlands, **UZAB** = Uzabus, **TZWA** = Transit Wairarapa, **TSDV** = Transdev Wellington

Transfer products

Product	Existing operator	Operating area	PTOM unit	
Bus transfer products (smartcard and cash) <i>The split is unknown</i>	MANA	Kapiti	Kapiti	
		Porirua	Exempt	
		Porirua	Porirua	
		Tawa	Exempt	
		Tawa	Tawa	
	NLDS	Wellington	Wellington	Khandallah and Aro Valley
			Wellington	Newlands
			Wellington	North - South Spine
	RUNC	Lower Hutt	Lower Hutt	Exempt
			Lower Hutt	Lower Hutt
		Porirua	Porirua	Exempt
	VLYF	Upper Hutt	Upper Hutt	Upper Hutt
		Eastbourne	Eastbourne	Eastbourne
		Lower Hutt	Lower Hutt	Lower Hutt
Upper Hutt		Upper Hutt	Upper Hutt	
Wainuiomata		Wainuiomata	Wainuiomata	
Wellington	Wellington	Exempt		

30 day passes

Product	Existing operator	Operating area	PTOM unit
GetAbout 30 Day pass	GOW	Wellington	Brooklyn and Owhiro Bay
			Central
			East - West Spine
			Khandallah and Aro Valley
			North - South Spine
			Taranaki
	RUNC	Upper Hutt	Upper Hutt
	VLYF	Eastbourne	Eastbourne
			Lower Hutt
		Upper Hutt	Lower Hutt
			Upper Hutt
Wainuiomata			Exempt
Wellington	Exempt		
GO Wellington 30 Day pass	GOW	Wellington	Brooklyn and Owhiro Bay
			Central
			East - West Spine
			Khandallah and Aro Valley
			North - South Spine
			Taranaki
Hutt Commuter 30 Day Pass	GOW	Wellington	Brooklyn and Owhiro Bay
			Central
			East - West Spine
			Khandallah and Aro Valley
			North - South Spine
			Taranaki
	RUNC	Upper Hutt	Exempt
	VLYF	Eastbourne	Eastbourne
			Lower Hutt
		Upper Hutt	Lower Hutt
			Upper Hutt
Wainuiomata			Exempt
Wellington	Exempt		

Bus day passes

Product	Existing operator	Operating area	PTOM unit
BusAbout Day pass	GOW	Wellington	Brooklyn and Owhiro Bay
			Central
			East - West Spine
			Khandallah and Aro Valley
			North - South Spine
			Taranaki
	VLYF	Wellington	University
			Eastbourne
			Lower Hutt
			Upper Hutt
			Wainuiomata
Family BusAbout	GOW	Wellington	Brooklyn and Owhiro Bay
			Central
			East - West Spine
			Khandallah and Aro Valley
			North - South Spine
			Taranaki
	VLYF	Wellington	University
			Eastbourne
			Lower Hutt
			Upper Hutt
			Wainuiomata

Combined rail and bus passes

Product	Existing operator	Operating area	PTOM unit
Otaki combo ticket	UZAB	Kapiti	Kapiti
Waikanae combo ticket	MANA	Kapiti	Kapiti
Combined rail and bus monthly passes	GOW	Wellington	East - West Spine
	MANA	Kapiti	Kapiti
	TZWA	Wairarapa	Wairarapa
	VLYF	Wellington	Eastbourne
			Lower Hutt
			Upper Hutt
			Wainuiomata
		Wellington	Exempt

Metlink Explorer (integrated bus and rail day pass)

Product	Existing operator	Operating area	PTOM unit
Metlink Explorer	GOW	Wellington	Brooklyn and Owhiro Bay
			Central
			East - West Spine
			Khandallah and Aro Valley
			North - South Spine
			Taranaki
	University		
	MANA	Kapiti	Kapiti
			Exempt
		Porirua	Porirua
			Exempt
	Tawa	Exempt	
		Tawa	
	NLDS	Wellington	Newlands
			North - South Spine
	VLYF	Eastbourne	Eastbourne
		Lower Hutt	Exempt
			Lower Hutt
Upper Hutt		Upper Hutt	
Wainuiomata		Exempt	
		Wainuiomata	
Wellington	Exempt		

Bus school term passes

Product	Existing operator	Operating area	PTOM unit
Bus school term passes (paper-based)	CLSC	Eastbourne	Eastbourne
		Wainuiomata	Wainuiomata
	MANA	Kapiti	Kapiti
		Porirua	Exempt
			Porirua
		Tawa	Exempt
	Tawa		
	Wellington	Exempt	
NLDS	Wellington	Newlands	
		North - South Spine	
Bus school term passes (Snapper)	RUNC	Lower Hutt	Exempt
			Lower Hutt
	Porirua	Exempt	
	Upper Hutt	Upper Hutt	

Legacy targeted concessions

Product	Existing operator	Operating area	PTOM unit
Cash and smartcard Targeted concessions e.g. blind and IHC <i>The split is unknown</i>	GOW	Wellington	Brooklyn and Owhiro Bay
			Central
			East - West Spine
			Khandallah and Aro Valley
			North - South Spine
			Taranaki
			University
	MANA	Kapiti	Kapiti
		Porirua	Porirua
		Tawa	Exempt Tawa
	NLDS	Wellington	Khandallah and Aro Valley
			Newlands
			North - South Spine
	RUNC	Upper Hutt	Exempt
			Upper Hutt
	VLYF	Eastbourne	Eastbourne
		Lower Hutt	Exempt
			Lower Hutt
		Upper Hutt	Upper Hutt
		Wainuiomata	Exempt Wainuiomata
Vic Uni intercampus free travel	GOW	Wellington	Brooklyn and Owhiro Bay
			East - West Spine
			Khandallah and Aro Valley
			North - South Spine
			University

Appendix D. Metlink refund and exchange policy

To be finalised, endorsed and attached

Appendix E. Revenue Protection Strategy

To be finalised, endorsed and attached