

13 May 2024

File Ref: OIAPR-1274023063-26458

[REDACTED]

Tēnā koe [REDACTED]

Request for information 2024-082

I refer to your request for information dated 22 April 2024, which was received by Greater Wellington Regional Council (Greater Wellington) on 22 April 2024. You have requested the following:

“Would you please provide me with information about whether there will be any public transport fare discounts or subsidies funded by your Council from 1 May 2024? Your council may not have made a decision yet on this.

I’m aware that the Government-funded ‘Community Connect’ will continue to provide half price fares for Community Services Card holders and half price fares on total mobility services.”

Greater Wellington’s response follows:

Central government has made the decision to withdraw the government funding for the age-based concessions that have been in place since 1 September 2023. As a result, fares for children aged 5-12 and young adults under 25 years old have automatically returned to the standard price fares from 1 May 2024. The age-based concessions were funded by central government.

Please refer to Report 24.45 on the Council’s decision to withdraw the Community Connect Concessions following the Government termination of age-based concessions (<https://www.gw.govt.nz/document/22218/council-29-february-2024-order-paper/>)

What are the changes to the age-based concession?

Under 13 Free Pass (5-12 years) - Free travel ended, and **50% off adult fare** applies on all Metlink services.

- **Child Fare (13-16 years or still in secondary school)** - 75% discount off adult fare ended, and 50% off adult fare on travel applies on all Metlink services for children aged between **13 to 16 years old** (or older if still at secondary school).
- Children **over 16** who are no longer in secondary school **no longer qualify** for this concession.
- **Young Adult (Connect) (19-24 years)** - Half price fare ended, and full adult fare price applies. Young adults might qualify for the Tertiary Concession if they are a full-time tertiary student or Community Connect Concessions if they have a Community Services Card.

What happened to the rest of the fares and concessions?

Metlink's other concessions and fares remain the same as follows:

- Under 5 (0-4 years) – 100% free travel – no Snapper card required
- Adults (25 years or older or those who are not eligible for concessions) – Full adult fares
- Community Connect Concession for Community Services Card holders – 50% off adult Snapper fares
- Tertiary Concession – 25% off adult Snapper fares
- Accessible Concession (including Te Hunga Whaikaha Total Mobility card holders) – 50% off adult fares
- Super Gold Concession – Free off-peak travel

Snapper fares are 50% off when travelling during off-peak hours. This 50% includes concessions (e.g. a 50% discount on the already discounted fare).

If you have any concerns with the decision(s) referred to in this letter, you have the right to request an investigation and review by the Ombudsman under section 27(3) of the Local Government Official Information and Meetings Act 1987.

Please note that it is our policy to proactively release our responses to official information requests where possible. Our response to your request will be published shortly on Greater Wellington's website with your personal information removed.

Nāku iti noa, nā



Samantha Gain

Kaiwhakahaere Matua Waka-ā-atea | Group Manager Metlink

PROACTIVE RELEASE