

Fare Changes

FAQs

Why are my fares increasing?

All fares on the Horizons bus services are increasing due to a requirement from NZTA to decrease the amount of public spending required to operate a bus network.

Will my fares increase more?

Yes, in the 2026/27 FY, adult fares need to increase to \$2.75 to meet our targets set by NZTA. This change is a stepping stone to where we are heading.

Who sets the fares?

The fare structure is endorsed by the Passenger Transport Committee, consisting of elected regional and district councillors. Changes to fares can occur at any time, as long as they comply with the principles of the fare structure or the Regional Public Transport Plan.

How do you set fares?

In the Regional Public Transport Plan (2022-32), Objective 5 states, 'Provide a fares and ticketing system that is simple, affordable and attracts and retains customers while balancing user contribution with public funding.'

When setting fares, officers work towards this objective.

What are you doing to keep fares down?

We've kept our fares as low as possible for as long as possible. We collect revenue from other sources, not just fares, which helps to offset some of the cost. These include advertising on the buses and our commercial partnerships.

I'm a free user. Does this affect me?

As long as you are still travelling within your free area or times, then you will still be able to receive your free fares. You may have to pay the new fares when outside of your free time/area.

Are my fares increasing due to route changes?

No, fare changes are independent of route changes. Because we need to update our timetables for fares and route improvements, we may print both changes in the same batch to save time and cost.



How are bus services funded?

Bus services are 51% funded by the NZTA and 49% by the Horizons Regional Council. The Horizons Regional Council share is funded through a combination of ticketing revenue, third-party commercial contributions, advertising revenue, and rates.

Are there any changes to fare zones?

The Fare Structure sets the fare zone boundaries. Because this change is just the fare levels, there will be no changes to where the fare zone boundaries sit.

Are there any changes to transfer rules?

The Fare Structure sets the transfer rules. Since this change only affects fare levels, there will be no changes to transfer rules.

Why do children pay more with cash?

Because of how the 10% fare was applied to the Bee Card rate, it results in uneven denominations for cash users. We have a cash premium for adult fares due to the extra time and cost associated with it.

I am paying slightly more than I expected from this change. Why?

While we aimed to deliver a 10% increase in this change, this was not possible for all fare types. To keep fares simple and easy to understand, cash fares are rounded to 50c intervals to simplify the boarding process.

