



Fares and Travel Guide 2006

metlink 

February 2006

metlink 

Connex Melbourne

1800 800 705 Customer Feedback Line (6am – 10pm daily).
 1800 001 050 Emergency and level crossing failure.
 9610 7512 Lost property (8am – 5pm Monday to Friday).
 Visit: connexmelbourne.com.au

Yarra Trams

1800 800 166 Customer Feedback Line
 and lost property enquiries
 (6am – 10pm daily).
 Visit: yarratrams.com.au

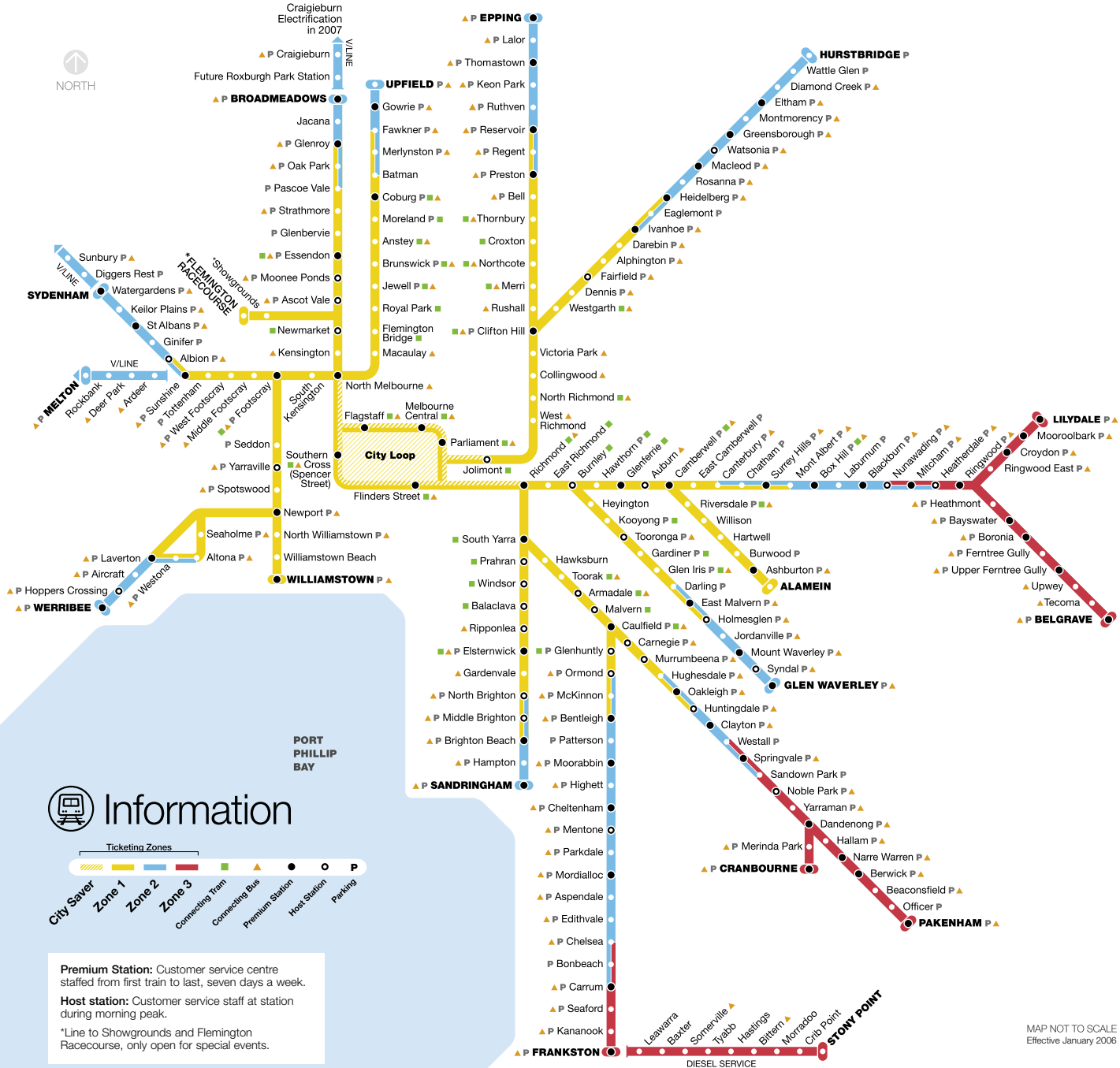
Bus Operators

131 638 Local bus timetable and service enquiries
 (6am – 10pm daily).
 Visit: metlinkmelbourne.com.au

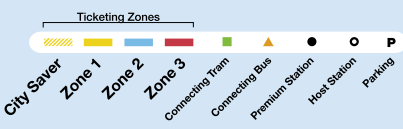
For translated information

Arabic	9321 5440
Cantonese	9321 5441
Croatian	9321 5442
Dinka	9321 5452
Greek	9321 5443
Italian	9321 5444
Macedonian	9321 5445
Mandarin	9321 5454
Somali	9321 5446
Spanish	9321 5447
Sudanese	9321 5453
Turkish	9321 5448
Vietnamese	9321 5449
All other foreign languages	9321 5450





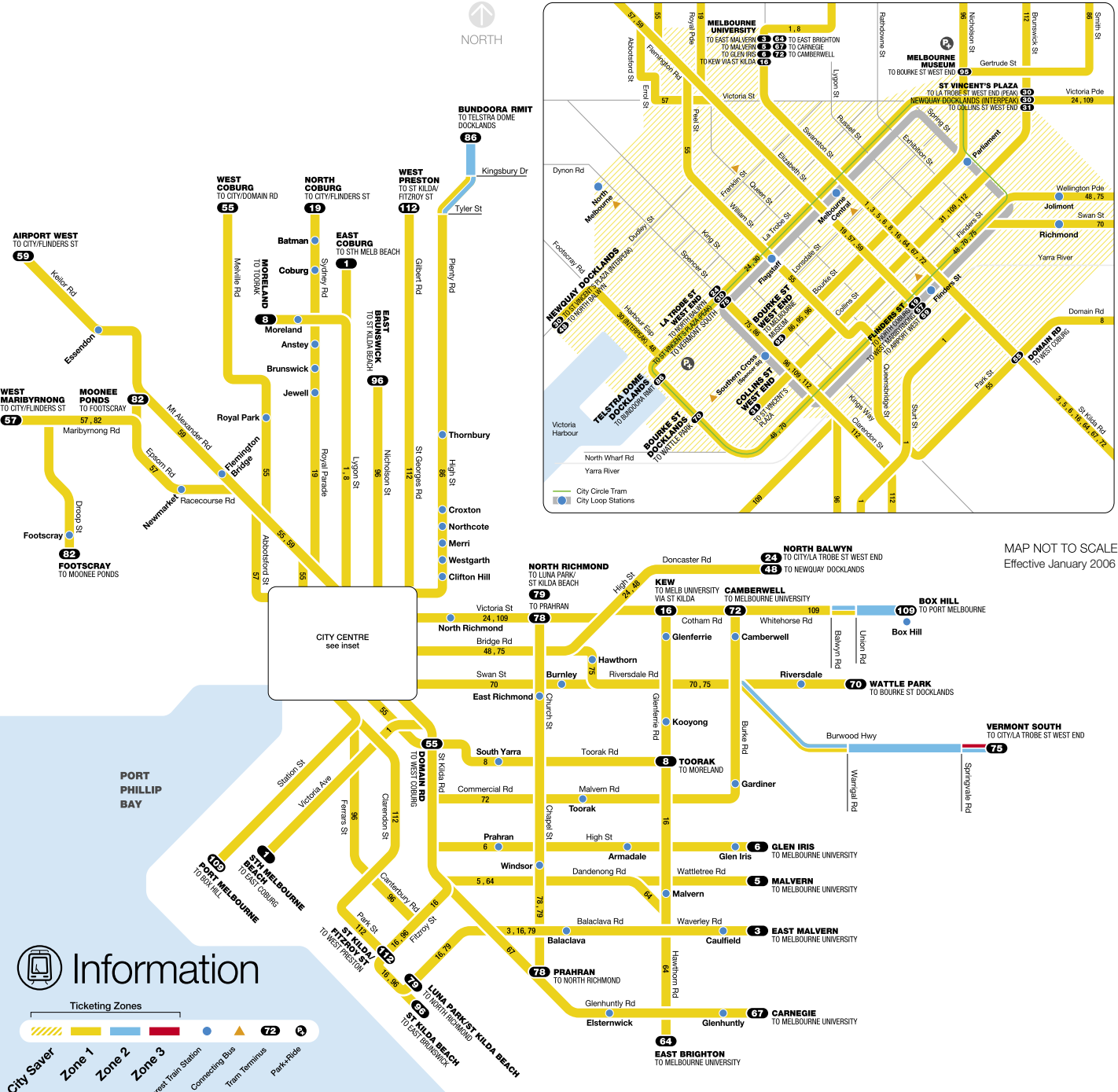
Information



Premium Station: Customer service centre staffed from first train to last, seven days a week.

Host station: Customer service staff at station during morning peak.

*Line to Showgrounds and Flemington Racecourse, only open for special events.





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Your ticket to Melbourne

Melbourne's automated ticketing system operates on all train, tram and bus services in the metropolitan area, with electronically-encoded tickets called Metcards. One ticket can give you flexible travel between trains, trams and buses.

Save time and always be prepared for travel on public transport. Buy Metcards from:

- Customer Service Centres at Premium Stations¹
- more than 900 retail outlets displaying blue Metcard signs
- the MetShop at the Melbourne Town Hall, corner Swanston and Little Collins Streets
- the Melbourne Visitor Centre at Federation Square
- Metcard ticket machines at train stations, on trams and buses (limited selection)
(See page 4 for more information on ticket machines)
- the Metcard Helpline on **1800 652 313***
- the Internet at **metlinkmelbourne.com.au***

¹ Premium Stations are train stations with a Customer Service Centre staffed for all trains seven days a week. See back cover for a map locating Premium Stations across the network.

* Accepts Bankcard, Visa or Mastercard (min \$10 purchase applies)
Includes free delivery in two business days.

Ticket guide for trains, trams and buses

It's easy to travel on Melbourne's extensive transport network. One ticket can give you flexible travel between trains, trams and buses. Just buy a ticket, validate it and travel.

Standard Fares											
Zones		1	2	3	1	2	2	3	1	2	3
2 hour	Full	3.20	2.40	2.40	5.20	4.20	7.20				
	Concession	1.90	1.30	1.30	2.80	2.40	3.60				
Daily	Full	6.10	4.30	4.30	9.70	8.10	12.60				
	Concession	3.20	2.30	2.30	5.00	4.10	5.50				
10 x 2 hour	Full	26.70	18.40	18.40	45.20	36.80	52.20				
5 x Daily	Concession	13.30	9.20	9.20	22.60	18.40	26.10				
Daily 5 Pack	Concession	13.30	9.20	9.20	22.60	18.40	26.10				
Weekly	Full	98.90	66.30	66.30	152.60	134.00	186.80				
	Concession	49.80	33.10	33.10	76.40	66.70	88.20				
Monthly	Full	1058.00	709.00	709.00	1633.00	1434.00	1999.00				
	Concession	49.80	33.10	33.10	76.40	66.70	88.20				
Yearly	Full	1058.00	709.00	709.00	1633.00	1434.00	1999.00				
	Concession	49.80	33.10	33.10	76.40	66.70	88.20				

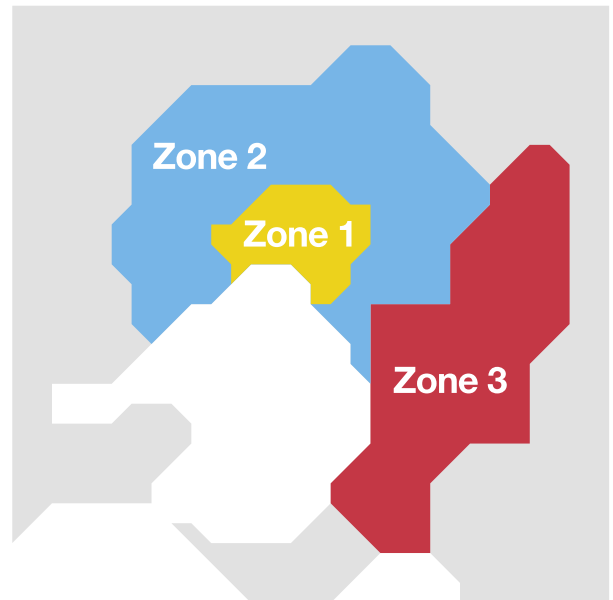
Other Metcards and Products		
	Full	Concession
Seniors Daily (Zones 1+2+3)	-	3.00
Sunday Saver (Zones 1+2+3)	2.50	-
City Saver (within City Saver area)	2.30	1.30
City Saver x 10 (within City Saver area)	19.60	9.80
Group Traveller (Zone 1+2+3)	-	25.20
NightRider (2 hour)	6.00	-
NightRider (2 hour) City - Melton/Bacchus Marsh	8.20	-
Off-Peak Daily (Zone 1+2)	9.00	4.50
Off-Peak Daily (Zone 1+2+3)	10.40	5.20
Public Transport Map	2.00	-

Effective 1 January 2006. Price inclusive of Commonwealth Government GST.

Buying the right Metcard

Most fares are based on three zones, which can be seen on the network maps (see back cover). For your journey, simply select the zone/s you will be travelling in. For example, travelling from Frankston to the city requires a Zone 1+2+3 Metcard, while St Albans to Prahran requires a Zone 1+2 Metcard.

Concession fares for most tickets are available for holders of valid concession card entitlements (see pages 10 and 11 for more information).



Zone 1

Melbourne and surrounding inner suburbs, including Carlton, Footscray, Prahran, Preston, Richmond, South Melbourne, St Kilda and North Melbourne.

Zone 2

The area immediately surrounding Zone 1, including Box Hill, Broadmeadows, Cheltenham, Clayton, Greensborough, Hurstbridge, Melton, St Albans, Sunbury, Warrandyte and Werribee.

Zone 3

The outer area to the east and south-east, including Cranbourne, Dandenong, Ferntree Gully, Frankston, Hastings, Lilydale and Ringwood.

Tickets need to be valid for each zone that a passenger travels in. However, when travelling in a zone boundary overlap, the ticket only needs to be valid for one of the overlapping zones.

Using Metcards



Ticket machines

When buying a Metcard from a ticket machine follow these steps.

Step 1 Select the type of Metcard you require.

Step 2 Select the zone(s) in which you are travelling.

Step 3 Select fare – either full fare or concession (you must be eligible to purchase a concession fare – see pages 10 and 11 for more information)

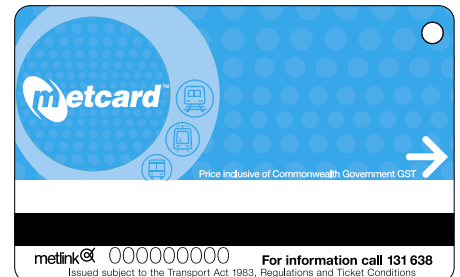
Select 4 Insert money. Please note, machines on trams only accept coins. The larger machines at train stations do accept notes but will only give change up to \$10. EFTPOS facilities are available at the larger machines at train stations.



Validating your Metcard

You are required by law to always validate your Metcard before entering a train platform and each time you board a tram or bus. However, when purchasing your Metcard from a ticket machine on a tram, it is automatically validated for that journey only. Remember to always check the expiry details printed on the back of your Metcard after validation.

Tip: The arrow on your Metcard shows which way to insert it into the validator.



Ticket purchasing

For passengers who have not pre-purchased tickets, a limited selection of Metcards can be bought on board buses or from coin-only ticket machines on trams.

Please note: Failure to travel with a validated Metcard could lead to a fine.

Available From	Train station ticket window	Train station – large ticket machine	Train station – small ticket machine	MetShop	Internet	Metcard Helpline	Metcard retail agents	Tram	Bus	Other*
Ticket/Card										
City Saver	✓cs		✓cs					✓cs	✓cs	
City Saver x 10	✓cs			✓	✓	✓	✓cs			
2-hour	✓	✓	✓	✓	✓	✓	✓	✓	✓	
10 x 2-hour	✓	✓		✓	✓	✓	✓			
Daily	✓	✓	✓	✓	✓	✓	✓	✓	✓	
5 x Daily	✓	✓								
Daily 5 pack				✓	✓	✓	✓			
Weekly	✓	✓		✓	✓	✓	✓			
Monthly	✓	✓		✓	✓	✓	✓			
Yearly	✓			✓						
Seniors Daily	✓	✓	✓	✓	✓	✓	✓	✓	✓	
Sunday Saver	✓			✓	✓	✓	✓			
Off-peak Daily#	✓	✓	✓							
Group Traveller	✓									
Prepaid Travel Authority	✓			✓						
Student Pass	✓			✓						✓
Student Concession Card	✓			✓						✓
Other concession cards										✓
Gisborne and Bacchus Marsh area tickets										✓
Payment methods										
Coins	✓	✓	✓	✓			✓	✓	✓	✓
Notes	✓	✓		✓			✓		✓	✓
EFTPOS	✓	✓		✓			some			
Credit cards	✓			✓	✓	✓	some			some

cs Only available in the City Saver area
Only available in zones 2 and 3

* This includes some bus depots and bus companies, and government departments. See ticket description for details.

Types of Metcards

2 hour Metcards allow unlimited train, tram and bus travel for at least two hours within selected zones. 2 hour Metcards first validated after 6pm are valid until 2am.

Daily Metcards allow unlimited train, tram and bus travel for a whole day within selected zones.

To help choose the Metcard that best suits your travel needs, the price of the 10 x 2 hour Metcard, Daily 5 Pack, 5 x Daily Metcard and Weekly Metcard is the same.

10 x 2 hour Metcards allow ten 2 hour trips at a discounted price, but can only be used by one person at a time.

Daily 5 Packs are five Daily Metcards in a single booklet at a discounted price.

5 x Daily Metcards include five Daily Metcards in a single ticket. They are available from Premium Stations and can only be used by one person at a time.

Weekly Metcards allow for seven consecutive days of unlimited train, tram and bus travel within selected zones. Weekly Metcards can be used for weekend travel across Zones 1, 2 and 3 irrespective of selected zones on tickets.

Monthly or Yearly Metcards allow for unlimited train, tram and bus travel for one month or one year within selected zones. Monthly and Yearly Metcards can be used for weekend travel across Zones 1, 2 and 3 irrespective of selected zones on tickets.

Seniors Daily Metcards are only available to Victorian Seniors Card holders and can be used for travel all day on trains, trams and buses across Zones 1, 2 and 3.

Sunday Saver Metcards allow unlimited train, tram and bus travel across Zones 1, 2 and 3 on Sundays for only \$2.50.

City Saver Metcards are designed for travel around the city centre as well as to key Melbourne landmarks. You can use a City Saver Metcard for a single journey on a tram, bus or for train travel between any two stations within the City Saver area.

Please note: The City Saver Metcard is not transferable between trains, trams and buses.

City Saver x 10 Metcards allow for ten trips for less than the price of nine.



Travel after 9am and save with these Metcards

Off-Peak Daily (Zone 1+2) Metcards purchased in Zone 2 are valid on all trains, tram and buses in Zones 1 and 2 after 9am on weekdays (not valid on Saturday, Sunday or public holidays).

Off-Peak Daily (Zone 1+2+3) Metcards purchased in Zone 3 are valid on all trains, trams and buses in Zones 1, 2 and 3 after 9am on weekdays (not valid on Saturday, Sunday or public holidays).

Group Travel

Group Traveller Metcards allow for up to two adults and up to six children to travel on the one ticket in Zones 1, 2 and 3 at a discounted price. Children must be under 15 years or hold a Victorian Public Transport Primary/Secondary Student Concession Card, which must be produced on request.

Pre-paid Group or Excursion Travel allows groups of 12 or more, travelling together, to travel at concession fares on train, tram and bus services on any day of the week. Details and bookings can be made at Premium Stations and the MetShop.

The Melbourne Delegate Card provides all-day travel within Zone 1 on trains, trams and buses for conference and seminar visitors. Call (03) 9619 5200 for further information.

Airport Services

Skybus Metcard

The Skybus Super Shuttle runs between Melbourne Airport and the CBD, 24 hours a day, seven days a week. The service runs every 15 minutes between 6am and 9pm (less frequently at other times) and takes around 20 minutes to get from the airport to the city centre.

The Skybus stops at the south / Virgin Blue and Qantas domestic terminals of Melbourne Airport and at Southern Cross Station (formerly Spencer Street) in the city.

The Skybus Metcard is available as either an Adult one-way Skybus ticket with a 2 hour Full Fare Zone 1 Metcard for \$18 or an Adult one-way Skybus ticket with a Daily Full Fare Zone 1 Metcard for \$21.

The Skybus Metcard is available at the MetShop on the corner of Little Collins and Swanston Streets, and from the Skybus ticket booths at Melbourne Airport and Southern Cross Station (Spencer Street). It can also be purchased online at metlinkmelbourne.com.au

Concession Cards

Concession Metcards priced at around half the full fare for most ticket types are available for children under 15 years and holders of the following approved Victorian concession cards. You can travel on a concession ticket if you hold one of the following concession cards:

Victorian Health Care Cards: All holders of Victorian Health Care Cards, except where a card is held by an adult in the name of a minor (eg. foster children or children with disabilities).

Australian Pensioner Concession Cards:

Holders of a current Pensioner Concession Card from any State are entitled to concession fares on trains, trams and buses.

Victorian Seniors Cards: Issued to Victorian residents aged 60 years and over, who work less than 35 hours per week.



Victorian Public Transport Student Concession Card:

Available for primary, secondary or tertiary students. Application forms are available from metlinkmelbourne.com.au, Premium Stations and selected retail outlets. Call Metlink on **131 638** for details. Please note that a school identification card does not entitle a student to purchase concession fares.

Children under four years travel free on all services.

Concession cards must be carried at all times when travelling on a concession ticket and must be produced on request. Failure to do so could result in a fine.

Companion Cards

Free travel on Victorian public transport services is available for a companion of eligible Companion Cardholders. A Companion Cardholder is required to purchase a correct/valid ticket for their travel on any Victorian public transport service. The companion travels free and is not required to carry a ticket on metropolitan public transport services.

For Companion Card information visit companioncard.org.au or phone **1800 650 611** or for terms and conditions of travel visit metlinkmelbourne.com.au



Fare refunds and replacements

Under certain conditions, refunds or replacements are available for damaged or defective tickets. A Metcard Refund/Replacement Application Form will need to be submitted and an administration fee may be charged. With the exception of yearly tickets or student passes, lost tickets will not be replaced. All other tickets are the responsibility of the purchaser and no refunds or replacements will be given.

- For refund application forms and information, enquire at Premium Stations, the MetShop, the Metcard Helpline on **1800 652 313** or download the form from metlinkmelbourne.com.au
- For ticket and equipment malfunctions call the Metcard Helpline on **1800 652 313** or notify customer service staff.

Authorised Officers

More than 500 Authorised Officers are employed to work across Melbourne's public transport network. Authorised Officers are responsible for checking tickets, reporting ticketing and behavioural offences, improving passenger safety, providing customer information and assisting at special events.

Accredited by the Secretary to the Department of Infrastructure, Authorised Officers undergo extensive training and must abide by a strict code of conduct.

You are required by law to have a valid Metcard ticket with you while travelling on trains, trams and buses.

Authorised Officers on public transport have the power to:

- Ask to see your ticket, even after you have just left the vehicle or paid area of a station
- Ask for your name and address if you do not show a valid ticket
- Ask to see evidence which confirms your identity
- Arrest you until satisfied such evidence confirms your identity
- Arrest you until the police arrive if you refuse to comply
- Confiscate tickets for use as evidence if they believe an offence has occurred².

Please note, Authorised Officers do not issue infringement notices or fines to passengers; they complete a report and submit it to the Department of Infrastructure which then determines whether the matter should proceed further.

Customer feedback lines are in place to accept complaints; however, please understand that reported matters will not be withdrawn simply because you are annoyed or angry about being reported. For contact details please see back cover.

For more information about travelling with the correct ticket or your rights and responsibilities, please visit metlinkmelbourne.com.au

² This list represents just some of the powers of Authorised Officers. The powers are exercised under and subject to the Transport Act 1983. Any information obtained in the exercise of these powers is collated, retained and used in accordance with the Information Privacy Act 2000.

Melbourne's public transport network

Hours of operation

Train and tram services normally operate between 5am and midnight, Monday to Saturday, and 8am to 11pm Sundays.

For train, tram and bus information call Metlink on **131 638** or visit metlinkmelbourne.com.au

Metlink

Metlink is a partnership of Melbourne's public transport operators. As the face of public transport in Melbourne, Metlink's a one-stop-shop for customer information.

It is Metlink's job to make train, tram and bus travel easier by providing clear and concise information, introducing new way-finding signage and working with the operators and State Government to improve the public transport network.

For train, tram and bus information, contact **131 638** or visit metlinkmelbourne.com.au

Connex

Connex operates Melbourne's metropolitan train network with 15 train lines radiating out from the city centre.

At the centre of the network sits the historic Flinders Street Station, opposite the attractions of Federation Square and close to Melbourne's arts and sports precincts.

Yarra Trams

Yarra Trams (jointly owned by Transdev and Transfield Services) operates the entire Melbourne tram network – one of the biggest in the world, with 248 kilometres of double track and 29 major routes.

The Yarra Trams fleet includes 500 trams available for regular service, ranging from the historic W-class trams right through to the recently acquired low-floor trams.

Bus

The Melbourne bus network comprises 24 bus operators which run 285 routes servicing commuters, school students, major shopping centres, and leisure and sporting activities across Melbourne.

Melbourne's bus network has a combined fleet of over 4000 vehicles that travel around 70 million kilometres.

City Circle Tram

The free City Circle Trams travel the perimeter of the central business district every day between 10am and 6pm, except Christmas Day and Good Friday. Extended hours of operation between 10am and 9pm occur on Thursday, Friday and Saturday during daylight saving time.

NightRider buses

NightRider buses travel from the city to the suburbs in the early hours, departing Swanston Street (between Collins and Flinders Streets) hourly from 12.30am to 4.30am on Saturday and Sunday mornings, with connecting services to the Crown Casino. Buses go to Bayswater, Belgrave, Craigieburn, Croydon, Lilydale, Dandenong, Eltham, Epping, Frankston, Melton, Mornington, St Albans and Werribee. Onboard mobile phones are available for taxi bookings (freecall). NightRider fares range between \$6 and \$8.20.

For more information call Metlink on **131 638** between 6am – 10pm daily.

V/Line

V/Line is Victoria's largest regional transport operator and provides regional communities with rail and coach services. Every week V/Line operates over 1000 rail services and almost 600 coach services throughout Victoria and interstate.

Inter-City services link major provincial cities, while high frequency Inter-Urban services operate to Geelong, Ballarat, Kyneton, Seymour and Traralgon.

For timetable information or reservations, visit vline.com.au or call **136 196** or **03 9619 2727** TTY callers.

1800 800 120 Customer Feedback Line (6am – 10pm daily).

Travelling with prams, shopping jeeps and golf buggies

Prams, shopping jeeps, golf buggies and similar items may be carried for free on all train, tram and bus services provided the comfort, access and safety of other passengers is not affected.

Bicycles and surfboards

Bicycles and surfboards can be carried free on metropolitan trains, but passengers are requested to avoid weekday services that:

- arrive in the city between 7.30am and 9.30am
- depart the city between 4pm and 6.30pm

Bicycles and surfboards must not obstruct passageways or doorways and must not inconvenience other passengers. They must not be placed near the first door of the first carriage, as this space is reserved for passengers in wheelchairs.

Some train stations have bicycle lockers which can be used to store bicycles and related equipment such as helmets and safety vests.

Bicycles and surfboards are not permitted on trams and buses.

Travelling with pets

Guide dogs, hearing guide dogs and guide dogs in training can travel for free on all public transport services.

Pets can also travel free of charge on trains, trams and buses at all times. On trams and buses, pets must travel in a suitable container. On trains, pets must also be in a suitable container. However, dogs may be carried on a lead or harness. Dangerous dogs (as declared under legislation) must be muzzled.

Accessibility

Public transport services in Victoria are progressively being made more accessible to people with disabilities. All metropolitan trains are wheelchair accessible from the front carriage, along with low-floor trams and buses being steadily introduced across the system. Most train stations are wheelchair accessible and platform stops are improving access along the tram network. For more information visit metlinkmelbourne.com.au

Other useful information

Timetables, maps and brochures are available at the MetShop, located at the Melbourne Town Hall on the corner of Swanston and Little Collins Streets, the Melbourne Visitor Centre at Federation Square, online at metlinkmelbourne.com.au or by calling Metlink on **131 638**. Service-specific timetables are also available at Premium Stations, on board trams and at bus depots.

Metcard Helpline (TTY) **1800 652 313**

Transport Infringement enquiries **1300 135 066**
Level 6, 80 Collins Street Melbourne

Metlink Education Services **9619 5241**
metlinkmelbourne.com.au

Passengers with special needs.
Contact Metlink on **131 638**
or V/Line on **136 196**

To book the St Kilda/Port Melbourne
wheelchair accessible minibus
call toll-free **1800 012 061**

Disability services:
For assistance at Southern Cross Station
and country stations **9619 2300**

Travellers Aid **9654 2600**
(8am – 5pm Mon – Fri)

or Spencer Street **9670 2873**
(7.30am – 7.30pm Mon – Fri
and 7.30am – 11.30am Sat & Sun).

From 1 March 2006, covered areas of train platforms, tram stops and bus shelters are smoke-free.

