



# Fares and Travel Guide 2007

June 2007

metlink 







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# Using Metcards



## 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 gives you flexible travel between trains, trams and buses.

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

- customer service centres at Premium Stations<sup>^</sup>
- 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**\*

<sup>^</sup> 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 Visa or MasterCard (min \$10 purchase applies). Includes free delivery.

## 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	1	2
2 hour	Full	3.30	2.50	5.30	
	Concession	2.00	1.40	2.90	
Daily	Full	6.30	4.40	9.90	
	Concession	3.30	2.40	5.10	
10 x 2 hour	Full	27.60	19.00	46.60	
5 x Daily	Concession				
Weekly		13.80	9.50	23.30	
Monthly	Full	102.40	68.60	157.80	
	Concession	51.20	34.30	78.90	
Yearly	Full	1094.00	733.00	1689.00	

Other Metcards and Products		
	Full	Concession
Seniors Daily (Zones 1+2)	-	3.10
Sunday Saver (Zones 1+2)	2.50	-
City Saver (within City Saver area)	2.40	1.30
City Saver x 10 (within City Saver area)	20.30	10.10
Group Traveller (Zone 1+2)	-	25.20
Off-Peak Daily (Zone 1+2)	9.30	4.70

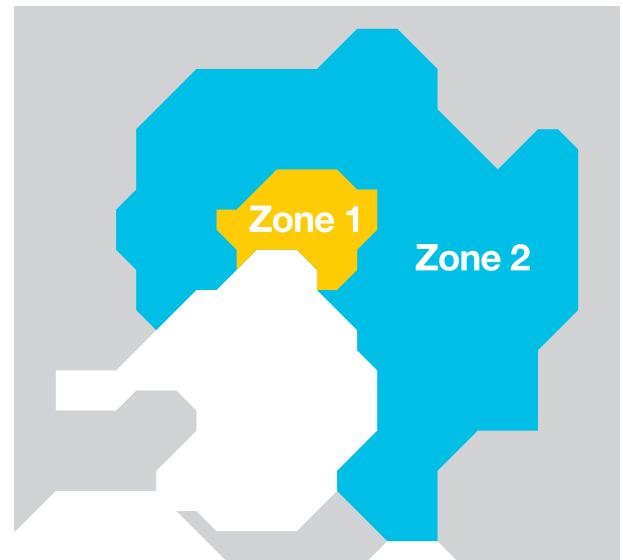
Effective from 3 June 2007. Price inclusive of Commonwealth Government GST.

## Buying the right Metcard

Most fares are based on two 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 Metcard, Clayton to Cranbourne requires a Zone 2 Metcard and Prahran to Melbourne requires a Zone 1 Metcard.

Concession fares for most tickets are available for holders of valid concession cards (see page 11 for more information).

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



### Zone 1

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

### Zone 2

The area surrounding Zone 1 and extending out in all directions including Box Hill, Broadmeadows, Cranbourne, Clayton, Dandenong, Frankston, Greensborough, Hastings, Hurstbridge, Lilydale, Melton, St Albans, Sunbury, Warrandyte and Werribee.

## 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 page 11 for more information).

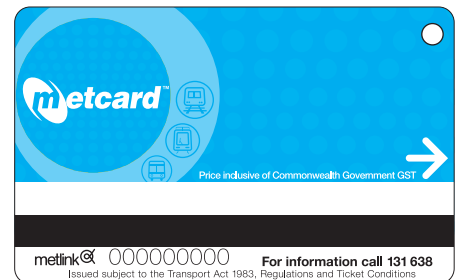
**Step 4** Insert money. Please note, machines on trams only accept coins. The larger machines at train stations do accept notes but will only give change up to \$10. EFTPOS facilities are available at the larger machines at train stations.



## Validating your Metcard

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 into the validator.



## Ticket availability

For customers 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*
<b>Ticket/Card</b>										
City Saver	✓ CS		✓ CS					✓ CS	✓ CS	
City Saver x 10	✓ CS			✓	✓	✓	✓ CS			
2 hour	✓	✓	✓	✓	✓	✓	✓	✓	✓	
10 x 2 hour	✓	✓		✓	✓	✓	✓			
Daily	✓	✓	✓	✓	✓	✓	✓	✓	✓	
5 x Daily	✓	✓		✓	✓	✓	✓			
Weekly	✓	✓		✓	✓	✓	✓			
Monthly	✓	✓		✓	✓	✓	✓			
Yearly	✓			✓						
Seniors Daily	✓	✓	✓	✓	✓	✓	✓	✓	✓	
Sunday Saver	✓			✓	✓	✓	✓			
Off-peak Daily #	✓	✓	✓							
Group Traveller	✓									
Prepaid Travel Authority	✓			✓						
Student Pass	✓			✓						✓
Student concession cards	✓			✓						✓
Other concession cards										✓
Bacchus Marsh area tickets										✓
<b>Payment methods</b>										
Coins	✓	✓	✓	✓			✓	✓	✓	✓
Notes	✓	✓~		✓			✓		✓	✓
EFTPOS	✓	✓		✓			some			
Credit cards				✓	✓	✓	some			some

cs Only available in the City Saver area  
# Only available in Zone 2

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

~ Maximum change provided is \$10.

# Types of Metcards



**2 hour Metcards** allow unlimited train, tram and bus travel for at least 2 hours within selected zones. 2 hour Metcards first validated after 6pm are valid until 3am the next day.

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

**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).

**To help choose the Metcard that best suits your travel needs, the price of the 10 x 2 hour Metcard, 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.

**5 x Daily Metcards** include five Daily Metcards in a single ticket at a discounted price, but 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 and 2 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 and 2 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 and 2. By applying for a Seniors Sunday Pass at any Connex Premium Station or the MetShop, Victorian Seniors Card holders may travel free of charge on Sunday within Zone 1 and 2.

**Sunday Saver Metcards** allow unlimited train, tram and bus travel across Zones 1 and 2 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 10 trips for less than the price of nine.

# Types of Metcards



## 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 and 2. 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 Travel Authority** 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.

## 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 or Territory 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. By applying for a Seniors Sunday Pass at any Connex Premium Station or the MetShop, Victorian Seniors Card holders may travel free of charge on Sunday within Zone 1 and 2.

**Victorian Public Transport Student Concession Card:** Available for primary, secondary or tertiary students. Application forms are available from [metlinkmelbourne.com.au](http://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.

**A valid concession card 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.**

## Airport services

### Melbourne Airport – City

#### Skybus Metcard

The Skybus Super Shuttle runs between Melbourne Airport and the Melbourne central business district, 24 hours a day, seven days a week. The service runs every 10 minutes between 7:30am and 5pm Monday to Saturday (less frequent at other times) and takes around 20 minutes to get from the airport to the city centre.

At Melbourne Airport, the Skybus stops at Terminal T1 (serving Qantas Domestic, QantasLink and Jetstar Domestic) and Terminal T3 (serving Virgin Domestic, Rex and all international flights). In the city, the Skybus Terminal is located at Southern Cross Station near the corner of Little Bourke and Spencer streets.

Skybus offers a selection of tickets including the Skybus Metcard. It is available as either an Adult one-way Skybus ticket with a 2 hour Full Fare Zone 1 Metcard or an Adult one-way Skybus ticket with a Daily Full Fare Zone 1 Metcard.

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. It can also be purchased online at [metlinkmelbourne.com.au](http://metlinkmelbourne.com.au)

### Avalon Airport – City

#### Sunbus

Sunbus runs services between Avalon Airport and the Melbourne central business district. City stops are at Southern Cross Station Transit Centre (Firefly Coaches sales booth) and outside Hotel Bakpak at 167 Franklin Street. If pre-booked at least 48 hours in advance, buses will pick up at CBD hotels.

Services also operate to hotel and accommodation venues up to 6kms from Melbourne's CBD, and from Werribee RSL in Synott Street. Metcards are not valid on Sunbus services.



## 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](http://companioncard.org.au) or phone **1800 650 611**

For terms and conditions of travel:

Visit [metlinkmelbourne.com.au](http://metlinkmelbourne.com.au)

## tramTRACKER

**tramTRACKER** is a telephone service that provides Yarra Trams' customers with tram arrival information (either real-time or scheduled) by voice or SMS.

To use this service you will need a Tracker Stop ID. This four digit number is clearly displayed at your tram stop, online at [yarratrams.com.au](http://yarratrams.com.au) or call Metlink on **131 638**.

Then from landline or mobile phones, call **1300 MY TRAM (1300 69 8726)** or SMS the Tracker Stop ID to **199YARRA (199 92772)**.

**For more tramTRACKER information including call/SMS charges, please visit [yarratrams.com.au](http://yarratrams.com.au)**



## Connex SMS Updates

From Monday to Friday, 6am to 8pm SMS Updates is a service that lets you know when metropolitan train services have been disrupted, cancelled or delayed by more than 15 minutes, all via text message to your mobile phone. To receive SMS Updates register at [connexmelbourne.com.au](http://connexmelbourne.com.au)

## Connex SMS Timetables

Connex's SMS timetable service allows specific up-to-date train timetables to be sent to your mobile. You can find out what time a train is coming, no matter where you are or where you're going. The service is available for all 15 suburban train lines, and best of all, the maximum you'll pay is 55 cents (incl. GST) per SMS.

For instructions on how to use SMS Timetable visit [connexmelbourne.com.au](http://connexmelbourne.com.au) or SMS the word **CONNEX** to **197 26669**, to have basic instructions delivered to your mobile.

## 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](http://metlinkmelbourne.com.au)
- For ticket and equipment malfunctions call the Metcard Helpline on **1800 652 313** or notify customer service staff.

## Authorised Officers

Authorised Officers are employed by public transport operators to check tickets, improve customer safety, provide customer information and assist during special events.

Authorised by the State Government, Authorised Officers undergo extensive training and must abide by a strict code of conduct.

If you are approached by an Authorised Officer, he or she has the power to ask to see your ticket, even after you have just left a vehicle or the paid area of a station. If you do not produce a valid ticket (and concession identification where appropriate), the Authorised Officer has the power to:

- ask for your name and address
- 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 he or she believes an offence has occurred\*

It is important to note that Authorised Officers **do not** issue infringement notices or fines to passengers. Instead, they provide a report of the situation to the Department of Infrastructure (DOI). The DOI then determines whether the matter should be progressed and an infringement notice (fine) issued. The money from the fine goes directly to the Government except for a small administration fee which is paid to the operator to help offset the costs of enforcement. 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 ensuring you are travelling with the correct ticket, please visit [metlinkmelbourne.com.au](http://metlinkmelbourne.com.au)



## Melbourne's public transport network

### Hours of operation

Train and tram services normally operate between 5am and midnight, Monday to Thursday, with extended hours to around 1am on Friday and Saturday nights. On Sunday, trains and trams operate between 8am and 11pm. For bus operating hours, please call Metlink on **131 638** or visit [metlinkmelbourne.com.au](http://metlinkmelbourne.com.au)

The MetShop located on the corner of Swanston and Little Collins streets is open between 9am and 5.30pm, Monday to Friday and 9am to 1pm on Saturday.

### 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 on public transport services, fares and ticketing via its call centre, website, brochures, advertising campaigns and way-finding signage.

For train, tram and bus information, contact **131 638** or visit [metlinkmelbourne.com.au](http://metlinkmelbourne.com.au)

\* These represent 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.

# General Information

## Connex

Connex operates Melbourne's metropolitan train network. With 15 train lines radiating out from the city centre, the metropolitan train network covers 372 kilometres and carries more than 165.3 million customers annually.

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

## Yarra Trams

Yarra Trams operates the entire Melbourne tram network – one of the biggest in the world, with 249 kilometres of double track and 27 major routes.

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

## Bus

The Melbourne bus network comprises 39 bus operators which run 290 routes servicing commuters, school students, major shopping centres and leisure and sporting activities across Melbourne.

## 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. Buses go to Bayswater, Belgrave, Craigieburn, Croydon, Lilydale, Dandenong, Eltham, Epping, Frankston, Melton, Mornington, Rosebud, St Albans, Sunbury and Werribee. Normal Metcard fares apply.

For more information call Metlink on **131 638** between 6am and 10pm daily or visit [metlinkmelbourne.com.au](http://metlinkmelbourne.com.au)



## 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.

High frequency services operate to Geelong, Ballarat, Bendigo, Kyneton, Seymour and Traralgon.

For timetable information, visit [vline.com.au](http://vline.com.au) or call **136 196** or **9619 2727** TTY callers. Reservations can only be made over the phone.

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

**Please note: There is NO SMOKING on trains, trams, buses and under covered areas of train platforms, tram shelters and bus shelters.**

# General Information

## **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 customers is not affected.

## **Bicycles and surfboards**

Bicycles and surfboards can be carried free on metropolitan trains, but customers 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 customers. They must not be placed near the first door of the first carriage, as this space is reserved for customers 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 travel free of charge on trains, trams and buses at all times. On trams and buses, small pets must travel in a suitable container. On trams, large dogs or other pets not in a suitable container may not be carried and drivers have the right to refuse the carriage of any animal. 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. All train stations are wheelchair accessible and platform stops are improving access along the tram network. For more information visit [metlinkmelbourne.com.au](http://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**

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

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

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

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

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

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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)

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### 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](http://connexmelbourne.com.au)

### Yarra Trams

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

### Metropolitan Bus Operators

- 131 638** Local bus timetable and service enquiries  
(6am – 10pm daily)  
Visit: [metlinkmelbourne.com.au](http://metlinkmelbourne.com.au)

### For translated information

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