



# Victoria Government Gazette

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## Transport Act 1983

### CONDITIONS UNDER SECTION 220D

I, Jim Betts, Director of Public Transport, pursuant to Section 220D of the **Transport Act 1983**, hereby determine and publish in the Government Gazette the conditions contained in the Victorian Fares and Ticketing Manual (effective 4 March 2007) to which entitlements to use the public transport services specified in that manual are to be subject (the March 2007 conditions).

The March 2007 conditions take effect from and including 4 March 2007 and replace the following conditions determined under section 220D of the **Transport Act 1983** –

- (a) the conditions contained in the Victorian Fares and Ticketing Manual 2006 (effective 1 August 2006), published in the Victoria Government Gazette No. S 190 Tuesday 1 August 2006;
- (b) the conditions published in the Victoria Government Gazette No. G 43 Thursday 26 October 2006 –

which are revoked on the March 2007 conditions taking effect.

Dated 19 February 2007

JIM BETTS  
Director of Public Transport

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**SPECIAL**

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**Transport Act 1983**VICTORIAN FARES AND TICKETING MANUAL 2007  
(effective 4 March 2007)**CHAPTER ONE – INTRODUCTION**

Late 2007 will see the start of the introduction of **myki**, the new ticketing solution for Victoria. Covering trains, trams and buses across the state, it will be one of the largest fully integrated ticketing systems in the world. For example, passengers will be able to catch a Geelong Transit bus, a train to Southern Cross, and a tram to St. Kilda, all on the one card.

The **myki** ticketing solution is about more than new ticketing equipment – it will deliver integrated fares that are easy to understand, flexible and affordable.

The inclusion of Zone 3 within Zone 2 in the metropolitan area and the 20 per cent average reduction in V/Line fares will make long distance public transport significantly more affordable from 4 March 2007. This initiative is expected to boost patronage, particularly at off-peak times, when public transport is significantly more price sensitive.

Changes to fares and concessions introduced over the last three years will ensure that when **myki** is introduced the vast majority of customers will pay the same fare as they do under the current ticketing systems. The new ticketing solution will offer customers significant benefits, including integrated sales channels (a customer using a vending machine at Glen Waverley will be able to purchase a ticket to Bendigo), the flexibility of stored value (ideal for all users), and more user-friendly ticketing equipment (including touch screens).

The introduction of **myki** is a major change for public transport users and operators. While the new system will offer a number of customer benefits, this is just the beginning.

When fully implemented, **myki** will provide the Victorian Government with the flexibility to introduce off-peak pricing. Initiatives such as the \$2.50 Sunday Saver and Seniors Sunday Pass have demonstrated that off-peak fares can boost patronage at times when surplus capacity is available. Off-peak fares also have the potential to encourage certain passengers to travel outside peak times and reduce congestion.

While the implementation of **myki** will be challenging, over the long term the new system will benefit customers, staff and operators alike.

JIM BETTS  
Director of Public Transport

**Legal status**

The contents of this manual set out conditions which have been determined and published in the Government Gazette pursuant to section 220D of the **Transport Act 1983**, except for –

- Any references to the **myki** ticketing solution
- Any references to the availability of tickets
- Any references to the processes associated with infringement notices
- Any references to contact information.

The conditions in this manual (the Conditions) take effect from, and including, 4 March 2007.

The Conditions apply to one or more of the following classes of tickets as set out throughout the manual and govern the entitlement to use the public transport services specified in the Conditions in respect of which those tickets are issued:

- Metropolitan tickets
- V/Line tickets
- Student Passes
- Regional Bus Tickets
- Free Passes and authorities

Only tickets within the above classes are valid for the public transport services specified in the Conditions.

Public transport operators must make a copy of this manual available for inspection at their principal office.

Copies are available for sale to the public for \$5 at the MetShop, located in the Melbourne Town Hall (corner of Swanston and Collins Streets).

The manual and updates may be downloaded from [metlinkmelbourne.com.au/ticketing](http://metlinkmelbourne.com.au/ticketing)

**CHAPTER TWO – METROPOLITAN TRAVEL**

Melbourne's public transport system is divided into two Zones, and most fares are based on the Zones in which travel occurs. The Zones for metropolitan trains are defined by the Melbourne Train Network Map. The Zones for trams are defined by the Melbourne Tram Network Map. These maps are shown in this chapter. The Zones for metropolitan buses are defined in this chapter under the heading "Melbourne bus zones".

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.

**Melbourne bus zones**

Maps showing the bus routes specified below are available for inspection at the Metshop at Melbourne Town Hall, on the Metlink website [metlinkmelbourne.com.au](http://metlinkmelbourne.com.au) and at the office of the Director of Public Transport. Further information is available by calling 131 638.

The following bus routes are entirely in Zone 1:

223, 232, 235, 237, 238, 251, 253, 402, 404, 406, 407, 409, 429, 430, 432, 465, 467, 468, 472, 475, 501, 503, 504, 506, 508, 509, 510, 512, 526, 527, 546, 549, 605, 606, 609.

The following bus routes are entirely in Zone 2:

218, 270, 271, 273, 279, 281, 283, 284, 286, 289, 293, 295, 364, 365, 366, 367, 400, 413, 416, 418, 419, 421, 422, 423, 424, 425, 436, 437, 438, 439, 440, 441, 442, 443, 444, 445, 454, 457, 458, 459, 481, 484, 485, 486, 487, 488, 500, 518, 520, 532, 533, 534, 536, 538, 540, 541, 542, 544, 554, 557, 558, 559, 560, 562, 564, 566, 569, 570, 571, 571a, 572, 575, 577, 578, 579, 580, 581, 582, 631, 663, 664, 665, 670, 671, 672, 673, 674, 675, 676, 677, 679, 680, 681, 682, 685, 686, 687, 688, 689, 690, 691, 693, 694, 695, 697, 698, 699, 701, 703, 704, 705, 708, 732, 733, 735, 736, 737, 738, 740, 745, 753, 754, 755, 757, 758, 765, 768, 769, 770, 771, 772, 773, 774, 775, 776, 777, 779, 780, 781, 783, 784, 785, 789, 790, 791, 794, 795, 796, 797, 798, 799, 811, 812, 813, 814, 815, 821, 823, 824, 825, 827, 828, 830, 831, 832, 836, 837, 838, 839, 840, 841, 842, 843, 844, 845, 848, 849, 850, 857, 861, 885, 888, 889, 892, 893, 894, 895, 896, 897, 926, 927, 928, 929, 943, 967, 969.

The following bus routes are included entirely in the overlap between Zones 1 and 2: 550, 551.

The following bus routes are included within Zone 1, but overlap with Zone 2 on the portion of the route indicated:

ROUTE	
220, 410	Shared zone 2 west from Duke St, Sunshine
219	Shared Zone 2 west from Sunshine Bus Interchange
246, 250, 340, 350	Shared Zone 2 north from Southern Rd, Heidelberg Hts
411, 412	Shared zone 2 west from Pier St, Altona
471	Shared zone 2 west from Grieve Pde, Brooklyn
548	Shared zone 2 north from Bell St, Heidelberg
567	Shared zone 2 west of Boldrewood Pde, Reservoir
630	Shared zone 2 east of Ormond Station

Part of the following bus routes are in Zone 2 as indicated. Travel on the full length of these routes require both a Zone 2 Metcard and a paper ticket.

ROUTE	
683*	Zone 2 west from Allsops Rd/Wickhams Rd. Paper tickets for trips east of this point
782*	Zone 2 south of Frankston—Flinders Rd/Pacific Dr. Paper tickets for trips south of this point
788*	Zone 2 north from Nepean Hwy/Bruce Rd. Paper tickets available for trips south of Craigie Rd Mt. Martha

\* Tips that cross the Zone 2 outer boundary require both a Metcard and a paper ticket issued by the driver. Travel on outer portions of these routes requires a paper ticket issued by the driver.

The following bus routes are included in Zone 2, but overlap with Zone 1 on the portion of the route indicated:

ROUTE	
530, 531	Shared zone 1 south of Lorne St, Fawkner
202	Shared zone 1 west from Balwyn Rd, Balwyn North
291	Shared zone 1 west from Heidelberg Rd, Heidelberg
451, 456	Shared zone 1 east from Sydney St, Albion
517	Shared zone 1 north and west from Lwr Plenty/Waiora Rd, Heidelberg Hts
553	Shared zone 1 south from Regent St, Preston
555	Shared zone 1 east from Plenty Rd, Preston
556	Shared zone 1 south from Plenty Rd, Reservoir
561	Shared zone 1 within Latrobe University, Bundoora
563	Shared zone 1 south from Dunne St, Kingsbury
700	Shared zone 1 between Elgar Rd Burwood and North Rd, Bentleigh East
734	Shared zone 1 west from Warrigal Rd, Ashwood
742	Shared zone 1 between Chadstone and Oakleigh
766	Shared zone 1 south from Mont Albert Rd, Mont Albert
767	Shared zone 1 between North Rd Bentleigh East and Warrigal/Waverley Rd Chadstone
800, 802, 804, 862	Shared zone 1 between Chadstone and Oakleigh

Parts of the following bus routes are included in Zone 1 and parts in Zone 2 as indicated. Note that most routes include Zone overlaps.

ROUTE	
200, 203, 205	Zone 1 south of Eastern Fwy, Zone 2 north of Eastern Fwy Balwyn North
201, 207, 302, 303, 304, 306, 307, 309, 313, 315, 316, 319	Zone 1 west from Balwyn Rd, Zone 2 east from Balwyn Rd Balwyn North
215	Zone 1 east from Sydney St Albion, Zone 2 west from Duke St Sunshine
216	Zone 1 east from Sydney St Albion, Zone 2 west from Sunshine Station
285	Zone 1 west of Wilburton Pde/Tannock St Balwyn North, Zone 2 north of Canterbury Rd Canterbury
301, 305, 308	Zone 1 west of Bulleen Rd, Zone 2 north of Eastern Fwy Balwyn North
408	Zone 1 east from Western Ring Road, Zone 2 west from Duke St, Sunshine
414	Zone 1 east from Bladin St/Maher Rd Laverton Zone 2 west from Princes Hwy/Grieve Pde Brooklyn
415	Zone 1 east from Laverton Bus interchange, Zone 2 west from Millers Rd Seaholme
476	Zone 1 east from Fullarton Rd/Fosters Rd Keilor Park, Zone 2 west from Matthews Ave Airport West
477, 478, 479	Zone 1 south from Westfield Dr Airport West, Zone 2 north from Keilor Rd/Matthews Ave Niddrie
483	Zone 1 east from Fosters Rd/Exchange Cl, Zone 2 west from Fosters Rd/Exchange Cl Keilor Park
513	Zone 1 south of Lower Plenty Rd Rosanna, Zone 2 from east of Heidelberg Station
525	Zone 1 south from Henty St Reservoir, Zone 2 north from Henty St Reservoir
552	Zone 1 south from Henry St Regent, Zone 2 north from Dundus St Thornbury
600, 922, 923	Zone 1 north and east from South Rd/railway line, Zone 2 south from Park St Brighton
612	Zone 1 south from Whitehorse Rd Surrey Hills, Zone 2 north from Riversdale Rd Camberwell
623	Zone 1 south from Waverley Rd, Zone 2 north from Warrigal/Middle Rd Chadstone
624	Zone 1 south and west of Power Ave Chadstone, Zone 2 north from Warrigal/Middle Rd Chadstone
627	Zone 1 west from Poath Rd Hughesdale & north from Oakleigh station, Zone 2 east from Poath Rd Hughesdale
684*	Zone 1 south from Union Rd, Zone 2 between Balwyn Rd and Maroondah Hwy/Goondah Ln Healesville
822	Zone 1 north from South Rd Moorabbin, Zone 2 south from North Rd, Bentleigh East
900	Zone 1 west from Monash Uni Clayton, Zone 2 east from Chadstone Shopping Centre Dandenong Rd
942	Zone 1 east from Sunshine Railway Station, Zone 2 west from Duke St, Sunshine
944	Zone 1 east from Shell Service Station Queen Street Altona Meadows, Zone 2 west of Millers Rd, Seaholme
954	From Melbourne Zone 1 south from Dromana Av/Matthews Av, Zone 2 north from Keilor Rd/Matthews Ave
954	To Melbourne Zone 1 south from Gaffney St/Pascoe Vale Rd, Zone 2 north from Gaffney St/Pascoe Vale Rd Pascoe Vale
956	Zone 1 south from Reservoir Railway Station, Zone 2 north from BP Service Station, Bell St, Preston
958	Zone 1 south of Plenty Rd/Kingsbury Dr, Zone 2 north from Ivanhoe Library, Upper Heidelberg Rd
966	Zone 1 west from Balwyn Rd, Zone 2 east from Harp Rd/High St, Kew East
968	Zone 1 west from Warrigal Rd, Zone 2 east from Burke Rd, Camberwell
970*	Zone 1 south to Centre Rd Zone 2 north to North Rd and south to Nepean Hwy/Bruce Rd Mt Martha
980	Zone 1 west from Warrigal Rd, Zone 2 west to Poath Rd, Hughesdale

\* Tips that cross the Zone 2 outer boundary require both a Metcard and a paper ticket issued by the driver. Travel on outer portions of these routes requires a paper ticket issued by the driver.

**Metcards**

Melbourne's ticketing system operates on train, tram and bus services in the metropolitan area, with electronically encoded tickets called Metcards. While most metropolitan journeys are undertaken with Metcards, on some bus services non-Metcard tickets are sold for single trips.

FARES					
Zones		1	2	1	2
2 hour	Full	\$3.20	\$2.40	\$5.20	
	Concession	\$1.90	\$1.30	\$2.80	
Daily	Full	\$6.10	\$4.30	\$9.70	
	Concession	\$3.20	\$2.30	\$5.00	
10 x 2 hour 5 x Daily Daily 5 Pack Weekly	Full	\$26.70	\$18.40	\$45.20	
	Concession	\$13.30	\$9.20	\$22.60	
Monthly	Full	\$98.90	\$66.30	\$152.60	
	Concession	\$49.80	\$33.10	\$76.40	
Yearly	Full	\$1058.00	\$709.00	\$1633.00	

	FULL	CONCESSION
City Saver (Within City Saver area)	\$2.30	\$1.30
City Saver x 10 (Within City Saver area)	\$19.60	\$9.80
Off-Peak Daily (Zones 1+2)	\$9.00	\$4.50
Sunday Saver (Zones 1+2)	\$2.50	-
Seniors Daily (Zones 1+2)	-	\$3.00
Group Traveller (Zones 1+2)	-	\$25.20
2 hour Bacchus Marsh Plus (Zone 2)*	\$2.40	\$1.30
Daily Bacchus Marsh Plus (Zone 2)*	\$4.30	\$2.30

\* Bacchus Marsh Plus fares are aligned to Zone 2 Metcard fares.

**Where to buy Metcards**

Passengers can pre-purchase Metcards from:

- More than 900 Metcard retail agents throughout Melbourne (for locations, visit [metlinkmelbourne.com.au](http://metlinkmelbourne.com.au) or phone Metlink on 131 638)
- Customer service centres at Premium train stations
- Metcard ticket machines at train stations
- The MetShop (Melbourne Town Hall, corner of Swanston and Little Collins Streets)
- The internet – [metlinkmelbourne.com.au](http://metlinkmelbourne.com.au) (\$10 minimum purchase applies and delivery is free)
- The Metcard Helpline – 1800 652 313 (\$10 minimum purchase applies and delivery is free)
- Commuter Clubs, which allow companies to purchase yearly tickets for their staff at a discounted rate (phone 9619 5200 for more information).

Passengers who have not pre-purchased tickets can buy City Saver, 2 hour, Daily and Seniors Daily Metcards on board buses or from coin-only ticket machines on trams.

Stations on the Stony Point line are not fitted with Metcard vending machines. Tickets may be purchased on board from a coin only machine.

The table on the following page lists where tickets can be purchased and what payment methods are accepted at each outlet.

**Validating your Metcard**

Validation is required to ensure that passengers travel with a valid ticket. It is an offence to travel without a valid ticket and passengers who do so risk being fined.

Validation also provides Metlink with useful information, such as the number of passengers using particular services.

**Pre-purchased Metcards**

Passengers must validate or re-validate their Metcard in accordance with the requirements stated in Chapter 11. Most train stations have black and steel validators at the entrance to the platform. Green validators are installed on board trams and buses.

To validate or re-validate a Metcard, insert it into the slot as shown on the unit. When the ticket is removed, one of the following tones will sound:

- 1 ‘beep’ for successful full-fare ticket validation
- 2 ‘beeps’ for successful concession ticket validation
- 5 ‘beeps’ if validation is unsuccessful

Some train stations (including those in the City) have electronic barriers, which are opened by inserting a Metcard into the slot above the green arrow and then removing it from another slot at the top of the barrier. If the validation is unsuccessful, the ticket will be returned through the input slot and the barrier will not open.

Even if station barriers have been left open, passengers must validate or re-validate their Metcard before travelling. If a passenger has not validated their Metcard at the start of a train journey, they will not be able to open the barriers at their destination.



Ticket/Card	TRAIN STATION TICKET WINDOW	TRAIN STATION LARGE TICKET MACHINE	TRAIN STATION SMALL TICKET MACHINE	METSHOP	INTERNET	METCARD HELPLINE	METCARD RETAIL AGENTS	TRAM	BUS	OTHER*
City Saver	✓ cs		✓ cs					✓ cs	✓ cs	
City Saver x 10	✓ cs			✓	✓	✓	✓ cs			
2-hour	✓	✓	✓	✓	✓	✓	✓	✓	✓	
10 x 2-hour	✓	✓		✓	✓	✓	✓			
Daily	✓	✓	✓	✓	✓	✓	✓	✓	✓	
Daily x 5	✓	✓		✓	✓	✓	✓			
Weekly	✓	✓		✓	✓	✓	✓			
Monthly	✓	✓		✓	✓	✓	✓			
Yearly	✓			✓						
Seniors Daily	✓	✓	✓	✓	✓	✓	✓	✓	✓	
Seniors Sunday Pass	✓									
Sunday Saver	✓			✓	✓	✓	✓			
Off-peak Daily #	✓	✓	✓							
Group Traveller	✓									
Prepaid Travel Authority	✓			✓						
Student Pass	✓			✓						✓
Student Concession Card	✓			✓						✓
Other Concession Cards										✓
Bacchus Marsh Area Tickets										✓
Payment methods										
Coins	✓	✓	✓	✓			✓	✓	✓	✓
Notes	✓	✓~		✓			✓		✓	✓
EFTPOS	✓	✓		✓			some			
Credit cards	✓			✓	✓	✓	some			some

# Only available in Zone 2.

\* This includes some bus depots and bus companies, and government departments.

cs Only available in the City Saver area.

~ Maximum change provided is \$10.

From 4 March, all Metcard retail agents are required to stock 2-hour, Daily, 10 x 2-hour, Daily x 5, Weekly, Monthly Metcards for Zones 1, 2 and 1+2. They are also required to stock Sunday Saver and Seniors Daily Metcards.

**Metcards purchased on trams and buses**

Tickets purchased on board trams and buses are already validated for that trip only and do not need to be validated again on that vehicle. However, if passengers transfer to another service, the ticket must be re-validated in accordance with the requirements stated in Chapter 11.

**Choosing the right Metcard**

Most Metcards can be used for an unlimited number of journeys on any metropolitan train, tram or bus for a set period. A passenger may board any train, tram or bus before their ticket expires, even if the journey extends beyond the ticket's expiry time.

If a train, tram or bus service is running late, the passenger may still use the ticket, provided the service was scheduled to leave before the ticket expired. Similarly if a scheduled train, tram or bus service that would have left before the ticket expired does not run, the passenger may travel on the next service.

**2 hour**

Allows unlimited train, tram and bus travel within the Zones shown on the ticket for at least two hours.

The ticket expires two hours from the next full hour after it was first validated. For example, a ticket validated at 8.55 am will expire at 11.00 am and a ticket validated at 9.05 am will expire at 12.00 noon. Tickets first validated after 6.00 pm are valid until 3.00 am the following day.

**10 x 2 hour**

A single ticket that can be used for ten 2 hour periods, but only by one person at a time.

No more than two 2 hour periods will be deducted per day. For example, a ticket validated at 9.05 am will expire at 12.00 noon. If the ticket is used again at 1.30 pm on the same day, it will then be valid until 3.00 am the following day.

Conditions of travel are the same as for 2 hour Metcards.

**Daily**

Allows unlimited train, tram and bus travel within the Zones shown on the ticket until 3.00 am after it was first validated. Tickets validated between midnight and 3.00 am are only valid until that 3.00 am.

**5 x Daily/Daily 5-Pack**

A 5 x Daily is one ticket that can be used for five days' travel, but only by one person at a time. A Daily 5-Pack is a booklet of five Daily Metcards that will be phased out in favour of the 5 x Daily during 2007.

Conditions of travel are the same as for individual Daily Metcards.

**Off-Peak Daily**

Off-Peak Daily Metcards have the same conditions as Zone 1+2 Daily Metcards but are only valid on weekdays (except public holidays) after 9.00 am.

**Sunday Saver**

Allows unlimited train, tram and bus travel in Zones 1 and 2 from 4.00 am on Sunday until the end of services for that day (3.00 am Monday morning).

**Seniors Daily**

This ticket allows unlimited train, tram and bus travel within Zones 1 and 2, as well as travel to Portsea, Healesville and Warburton, until 3.00 am after first being validated. This ticket is only available to holders of a Victorian Seniors Card.

**Seniors Sunday Pass**

Allows unlimited free train, tram and bus travel from 4.00 am on Sundays until 3.00 am Monday morning wholly within Zones 1 and 2; or travel wholly within the Ballarat Transit System, or Bendigo Transit System or Geelong Transit System; or the town bus services of Mildura, Moe, Morwell, Traralgon and Warrnambool.

This ticket is only available to holders of a Victorian Seniors Card. The ticket expires one full year from the day it was first validated.

**Weekly**

Allows unlimited train, tram and bus travel within the Zones shown on the ticket for seven consecutive days.

On Saturdays and Sundays, Weekly Zone 1 or Zone 2 Metcards can be used for travel in Zones 1 and 2, irrespective of the Zone shown on the ticket.

The ticket expires at the end of services seven days from the day it was first validated. For example a ticket validated on Tuesday will expire at the end of services for the following Monday (3.00 am on Tuesday).

A ticket first validated between midnight and 3.00 am is deemed to have been validated the previous day.

**Monthly**

Allows unlimited train, tram and bus travel within the Zones shown on the ticket for a month.

On Saturdays and Sundays, Monthly Zone 1 or Zone 2 Metcards can be used for travel in Zones 1 and 2, irrespective of the Zone shown on the ticket.

The ticket expires at the end of services one month from the day it was first validated. For example, a ticket first validated on 15 June will expire at the end of services for 14 July (3.00 am on 15 July). A ticket first validated on 30 or 31 January or on 1 February will expire on 29 February in a leap year or on 28 February otherwise.

A ticket first validated between midnight and 3.00 am is deemed to have been validated the previous day.

**Yearly**

Allows unlimited train, tram and bus travel within the Zones shown on the ticket for a full year.

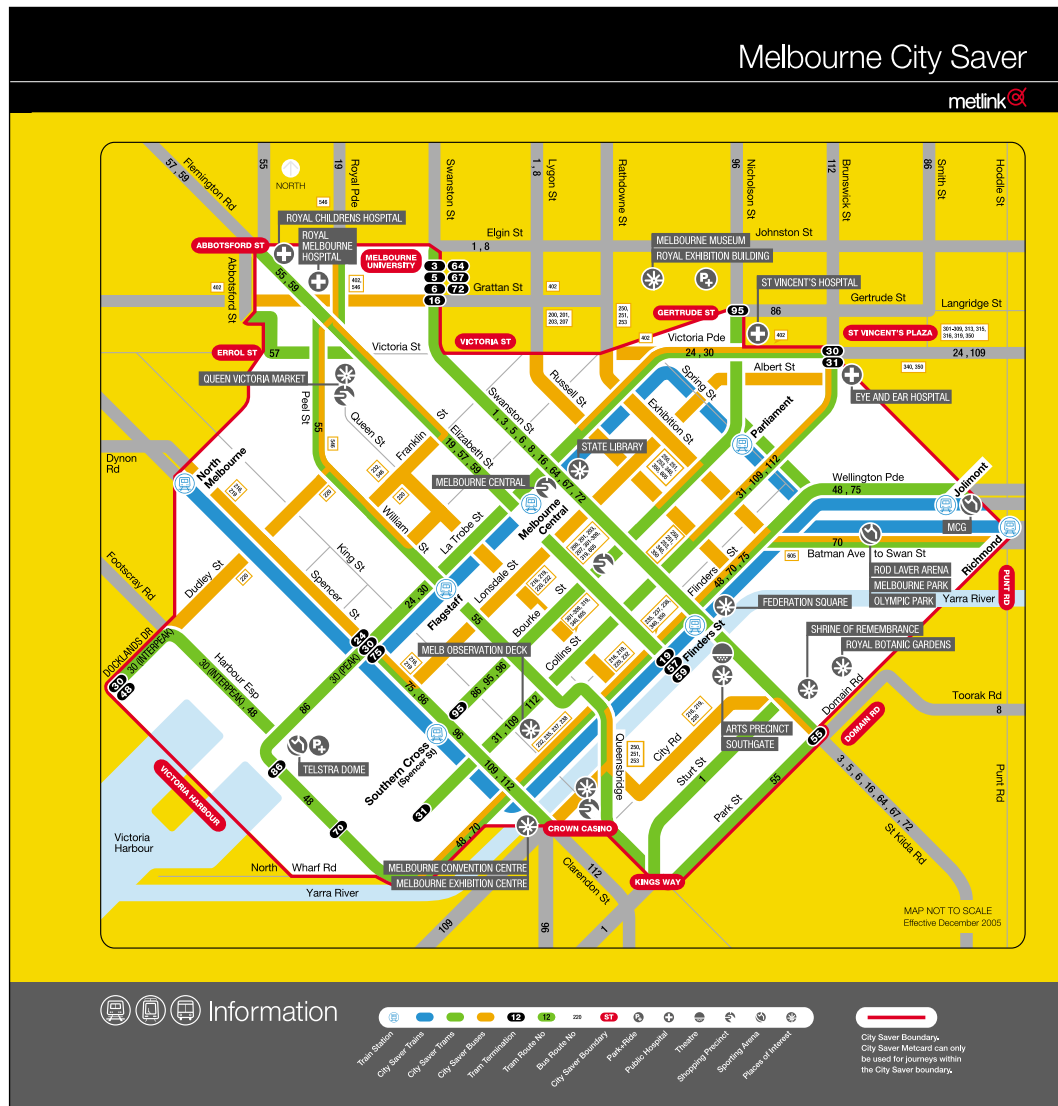
On Saturdays and Sundays, Yearly Zone 1 or Zone 2 Metcards can be used for travel in Zones 1 and 2, irrespective of the Zone shown on the ticket.

The ticket expires at the end of services one full year from the day it was first validated. A ticket first validated between midnight and 3.00 am is deemed to have been validated the previous day.

A Commuter Club scheme is available for employers to purchase yearly tickets for their staff at a discounted rate. For more information, phone 9619 5200.

**City Saver**

The City Saver Metcard is a ticket that allows a single trip within the City Saver area, as defined by the map below.



There are two types of City Saver tickets:

**City Saver**

**Trains:** Allows a single trip within the City Saver area between any two of the following stations – Flinders Street, Southern Cross, Flagstaff, Melbourne Central, Parliament, North Melbourne, Jolimont, Richmond.

**Trams and buses:** Allows a single trip within the City Saver area as marked on the map.

**City Saver x 10**

A single ticket that can be used as ten City Saver tickets, but only by one person at a time. Conditions of travel are the same as for individual City Saver tickets.

**Bus Routes extending outside the Metcard area**

The bus routes listed below extend beyond Metcard Zones 1 and 2. Within Zones 1 and 2 standard Metcard fares and ticketing conditions apply. Outside of Zones 1 and 2 special fares apply.

Passengers travelling in both Metcard and non-Metcard areas will be issued with a standard Metcard plus a paper ticket. Customers may use these special fares in conjunction with Metcard tickets. When the **myki** ticketing system is introduced, integrated fares will be available.

ROUTE	
683	Zone 2 west from Allsops Rd/Wickhams Rd. Zone C fares apply for local trips east of Allsops Rd/Wickhams Rd.
684	Zone 2 east to Maroondah Hwy/Goondah Lane Healesville. V/Line fares east from Maroondah Hwy/Goondah Lane Healesville.
782	Zone 2 south to Frankston – Flinders Rd/Pacific Dr. Zone C south from Frankston - Flinders Rd/Pacific Dr.
788	Zone C south of Craigie Rd Mt Martha, Zone 2 north from Nepean Hwy/Bruce Rd, Zone D west from Lonsdale St McCrae, Zone C east from Brendel St, Barragowa Dr, Allambi Ave, Colchester Rd, Boneo Rd.
787	Zone D west from Lonsdale St McCrae, Zone C east from Brendel St, Barragowa Dr, Allambi Ave, Colchester Rd, Boneo Rd.
970	NightRider: Frankston/Mornington/Rosebud Zone 1 south to Centre Rd, Zone 2 north to North Rd and south to Nepean Hwy/Bruce Rd. Zone C south from Nepean Hwy/Craigie Rd. Zone 4 west from Lonsdale St McCrae

**Fringe zone boundaries**

When **myki** is introduced in late 2007 Zones C and D will be replaced with Zones 3 and 4 as part of the new state-wide ticketing system. Passengers then will be able to travel with a single ticket, available from any ticket issue point.

ZONE	FULL FARE 2-HOUR	CONCESSION 2-HOUR
Zone C (future Zone 3)	\$1.80	\$0.90
Zone D (future Zone 4)	\$1.80	\$0.90
Zone C+D (future Zone 3+4)	\$3.20	\$1.60

**Other regional fares****Mornington Peninsula**

The Mornington Peninsula will be included in the state-wide fare structure when **myki** is introduced. Fares have been aligned with the new zones to be introduced.

**Fares and tickets required**

Passengers travelling (i) from south of Nepean Highway/Bruce Road, Mt Martha on services from Frankston or (ii) from north of Craigie Road, Mt Martha towards Portsea are to be issued with two tickets; a Metcard for the Metcard zone(s) and a paper ticket covering the part of the journey south of the Metcard area.



**Airport services****Skybus (Melbourne Airport – City)**

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 15 minutes between 6.00 am and 9.00 pm (less frequently at other times), and takes 20 minutes to get from the Airport to the City centre.

The Skybus stops at Melbourne Airport's South/Virgin Blue terminal and the Qantas domestic terminal and at Southern Cross Station in the City. Minibuses run between Southern Cross Station and 120 hotels in central Melbourne. Skybus tickets are available from the driver, at ticket kiosks in the airport terminals, The MetShop or online. V/Line tickets, free travel passes and concessions are not accepted by Skybus.

For more information, phone 9335 3066 or go to [www.skybus.com.au](http://www.skybus.com.au)

	AVAILABLE FROM	SINGLE	RETURN
<b>Ticket type</b>			
Full-fare	Skybus office & agencies/MetShop & Online	\$15.00	\$24.00
Child (4–14 years old)	Skybus office only	N/A	\$5.00
Family: 2 adults plus up to 4 children (4–14 years)	Skybus office & agencies/MetShop & Online	\$30.00	\$50.00
Family Flexi: 1 adult plus up to 4 children (4–14 years)	Skybus office & agencies/MetShop & Online	\$20.00	\$30.00
Adult plus 2 hour Zone 1 Metcard	Skybus office/MetShop only	\$18.00	N/A
Adult plus Daily Zone 1 Metcard	Skybus office/MetShop only	\$21.00	N/A

**Sunbus (Avalon Airport – City)**

Sunbus runs services between Avalon Airport and the Melbourne central business district via Werribee. City stops are at Southern Cross Station (Firefly Coaches Sales outlet) and outside Hotel Bakpak at 167 Franklin Street.

If booked 48 hours in advance, buses will also pick-up at hotel and accommodation venues in the CBD, Werribee RSL and suburbs up to six kilometres from the city (additional charges apply).

For more information, phone 9689 6888 or go to [www.sunbusaustralia.com.au](http://www.sunbusaustralia.com.au)

TICKET TYPE	WERRIBEE	SOUTHERN CROSS STATION/ 167 FRANKLIN ST	CBD AREA	SUBURBS
Adult	\$15.00	\$19.00	\$25.00	\$30.00
Adult Return	\$28.00	\$34.00	\$48.00	\$58.00
Child*	\$7.50	\$9.50	\$12.50	\$15.00

Fares are current between 1 July 2006 and 30 June 2007. Concession fares are not available except for children.

\* Child = 4 to 14 inclusive.

**Telebus service**

There are 12 Telebuses operating in the Mooroolbark, Lilydale, Croydon Hills, Chirnside Park and Rowville areas.

Passengers can use the service in two ways: they may board or leave the bus at one of the fixed stops in the area (and pay the normal Metcard fare), or they may be picked up or dropped off at home (and pay a small surcharge). Tickets are available from the driver.

Passengers can save by pre-purchasing surcharge tickets in bulk.

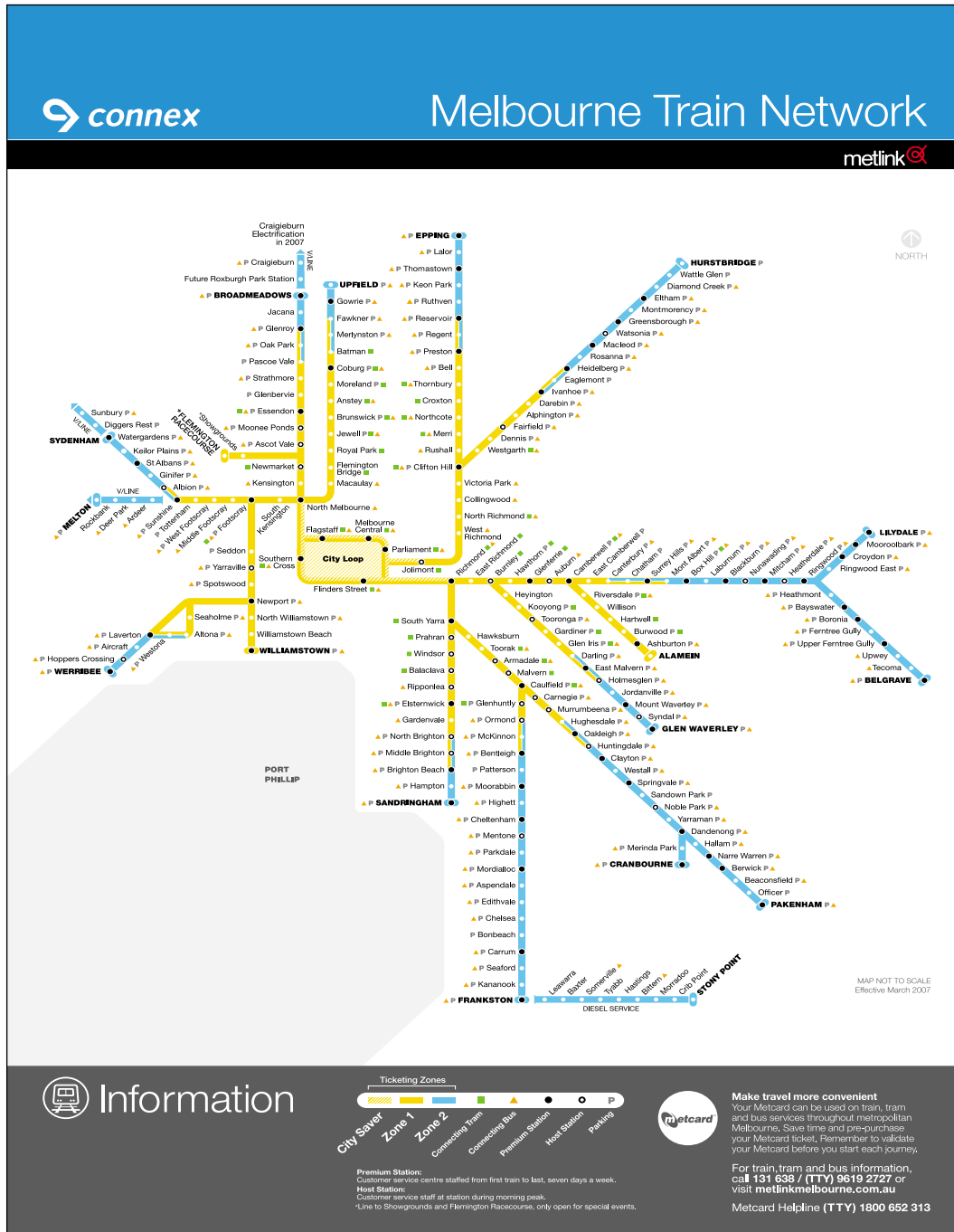
To book a home pickup or make a permanent booking, phone the Telebus dispatcher on 9735 3133. Bus drivers cannot accept bookings. Pickups at bus stops will be within 5 minutes of the time shown on the timetable (to allow for home pickups).

For more information, phone Invicta Bus Services 9735 3400 or go to [www.invictabus.com.au/telebus.html](http://www.invictabus.com.au/telebus.html)

	PICKUP/DROP OFF SURCHARGE	
	Single trip	10-trip
Full-fare	\$1.00	\$9.00
Concession	\$0.60	N/A

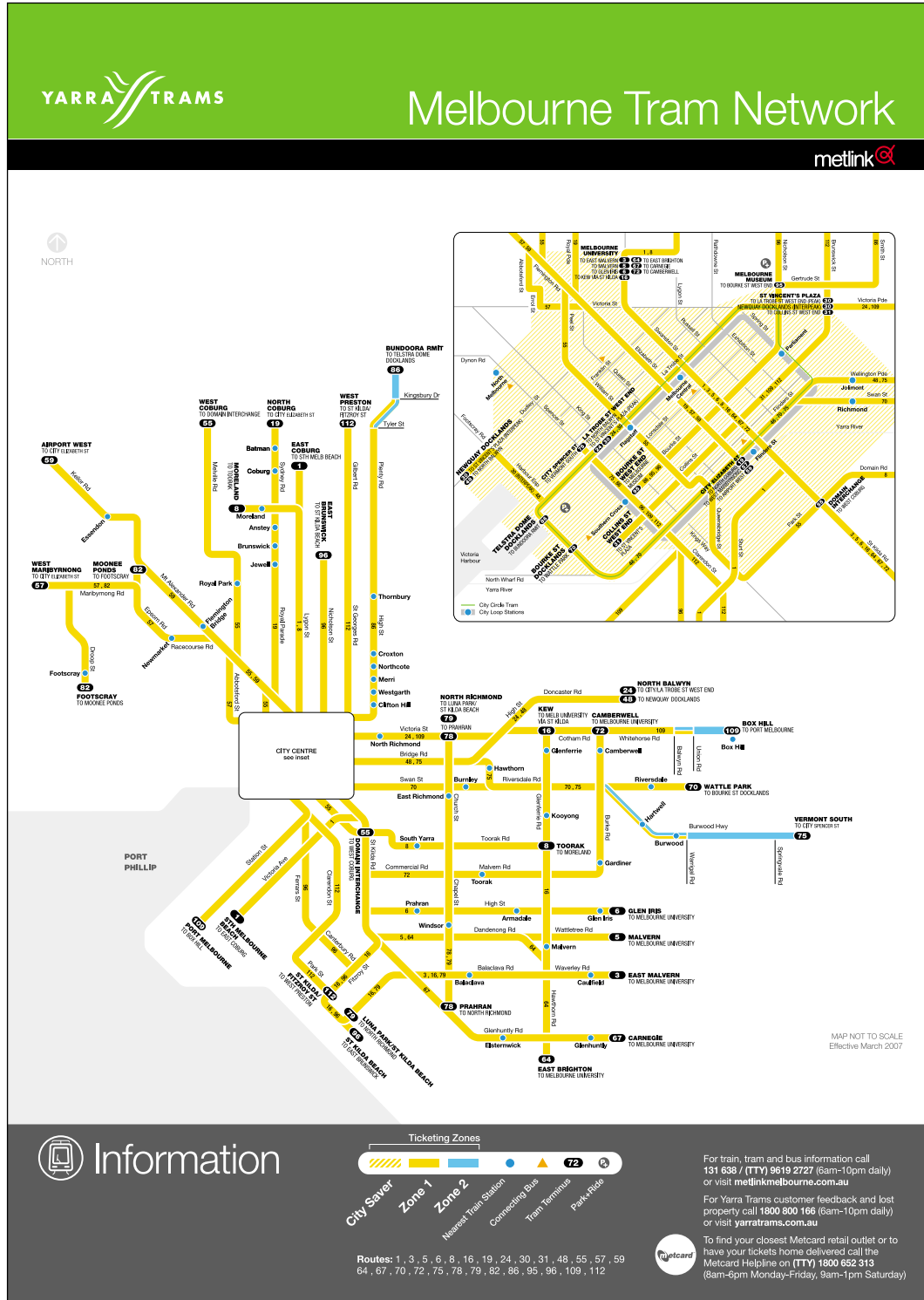


Melbourne train network map



There are 67 Premium stations in metropolitan Melbourne that are staffed from first to last train, seven days a week. Premium stations have a customer service centre, where passengers can get tickets, timetables, information and change for vending machines and pay phones. Most Premium stations have passenger facilities such as enclosed waiting areas and toilets.

Melbourne tram network map



**CHAPTER 3 – V/LINE TRAVEL**

V/Line is the leading provider of rail and road coach services in regional Victoria, with train services operating to the regional cities of Ballarat, Bendigo, Geelong, Seymour and Traralgon and serving other regional centres including Ararat, Echuca, Swan Hill, Albury/Wodonga, Sale, Bairnsdale, Warrnambool and Shepparton. V/Line road coaches connect with many rail services at major stations to provide an integrated and coordinated public transport service across Victoria.

**V/Line tickets**

V/Line's ticketing system operates on regional train and coach services as well as giving access to metropolitan trains, trams and buses and local bus services in some regional cities. Tickets are either machine-printed or hand-written by staff.

**Where to buy V/Line tickets**

Passengers can purchase V/Line tickets from:

- Staffed V/Line stations
- V/Line ticket agents
- Selected metropolitan premium stations
- By telephoning 136 196

V/Line customers must have a valid ticket before boarding a V/Line train. It is an offence to travel without a valid ticket and passengers who do so risk being fined.

If a customer boards at an unstaffed V/Line station or from a roadside coach stop, they may purchase a ticket from the train conductor or coach driver. V/Line tickets may be checked before, during or after the journey.

Passengers who travel on metropolitan or regional services to connect with a V/Line service and are unable to purchase their V/Line ticket at the origin of their journey must possess a valid ticket before travelling.

	STAFFED V/LINE STATION	V/LINE TICKET AGENT	TRAIN CONDUCTOR	COACH DRIVER	PHONE (136 196)
<b>Ticket</b>					
Single	✓	✓	✓	✓	✓
Daily	✓	✓	✓	✓	✓
Off-Peak Single	✓	✓	✓	✓	✓
Off-Peak Daily	✓	✓	✓	✓	✓
Weekly	✓				✓
Monthly	✓				✓
Date-to-Date	✓				✓
Family Saver	✓	✓	✓	✓	✓
<b>Payment methods</b>					
Coins	✓	✓	✓#	✓#	
Notes	✓	✓	✓#	✓#	
EFTPOS	✓	some			
Credit cards	✓	some			✓

# Conductors and coach drivers only carry limited amounts of cash

**Calculating V/Line fares**

To find out the price of a V/Line ticket the following steps normally apply:

- Choose a ticket type
- Calculate the number of charging units between the origin and destination
- Determine the fare based on the ticket type and the number of charging units
- Add an upgrade to First Class if required.

Note: Fares for V/Line Link services are now part of the regular V/Line fares structure.

**To calculate Charging Units**

Passengers are charged based on the shortest route between their origin and destination, unless they choose to take a less direct route.

**Regional Location to/from Zone 1**

For travel between a regional location and Zone 1, look up the letter code for the regional location and look up the fare in the fare table.

**Regional Location to/from Zone 2**

For travel between a regional location and a station in Zone 2 before Zone 1 on the same line, the number of charging units is the fare to Melbourne minus 50 charging units for stations in Zone 2.

**Regional Location to/from Regional Location (on same line)**

The number of charging units between regional locations on the same line can be calculated by subtracting their distances to Melbourne and rounding up to the next number of charging units in the table (10, 20 or 50 charging units):

Example 1 Castlemaine to Bendigo

Melbourne to Bendigo = 162 charging units

Melbourne to Castlemaine = 125 charging units

162 units minus 125 units = 37 charging units

Round up to nearest 10 = 40 charging units

Example 2 Albury to Seymour

Melbourne to Albury = 320 charging units

Melbourne to Seymour = 99 charging units

320 units minus 99 units = 221 charging units

Round up to nearest 20 = 240 charging units

**Regional Location to/from Regional Location (on different line)**

The number of charging units between regional locations on different lines can be calculated by adding their distances to Melbourne and rounding up to the next number of charging units in the table (10, 20 or 50 charging units):

Example 3 Geelong to Drouin

Melbourne to Geelong = 73 charging units

Melbourne to Drouin = 91 charging units.

73 units plus 91 units = 164 charging units.

Round up to nearest 10 = 170 charging units

Example 4 Ballarat to Dandenong

Melbourne to Ballarat = 119 charging units

Travel between Melbourne and Dandenong is included

**To/from Zone B to Melbourne**

Example 5 Lara to Southern Cross

Lara is in Zone B

Melbourne is in Zone 1

Zone B fares apply

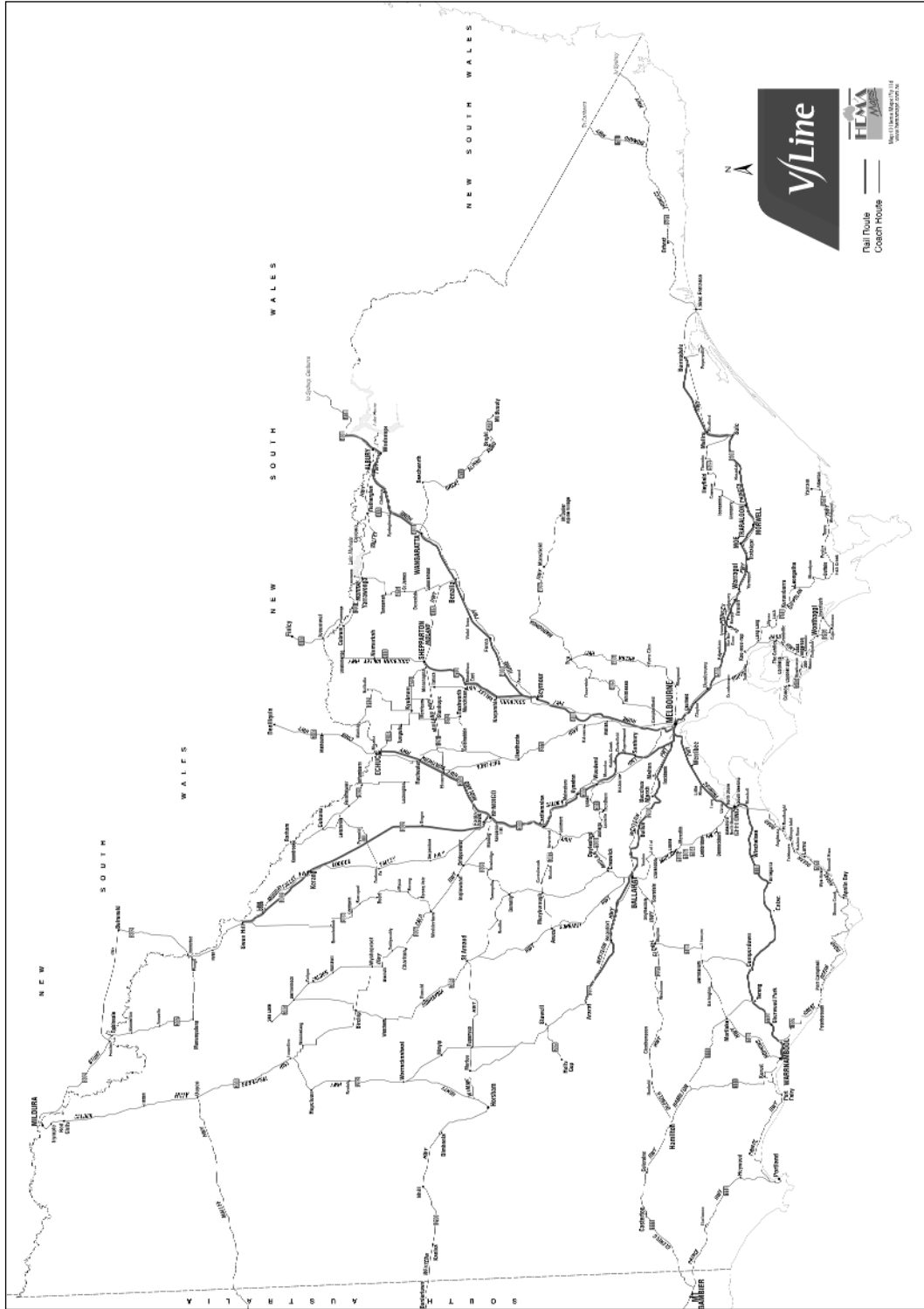
Example 6 Donnybrook to Southern Cross

Donnybrook is in Zone B

Melbourne is in Zone 1

Zone B fares apply

V/Line network map



**First class travel**

V/Line provides First class seating on selected rail services (see timetable for details), particularly on long distance services. First class seating is not available on coaches.

From 4 March 2007, it will be compulsory for customers to reserve First class seating on all long distance services that travel to and from Bairnsdale, Albury/Wodonga, Shepparton, Swan Hill, Echuca, Ararat and Warrnambool.

**Reserving First class**

Customers can reserve First class seats by booking in advance through V/Line stations, V/Line agent and selected Connex Premium stations, or through V/Line's Call Centre on 136 196.

Bookings on long distance services are opened 100 days in advance of the day of travel. Customers can book any time from this period right up to the time of departure. However, advance booking is encouraged to ensure a First class seat.

**First class fares**

From 4 March 2007, the First class fare will be based on an Economy fare and a First class upgrade fee. One ticket generally includes the Economy fare and the First class upgrade. First class tickets may be purchased wherever V/Line tickets are sold.

It is important that customer pays for First class fare before boarding. The upgrade can be bought along with the Economy ticket, or separately before travel. Conductors will only sell First class upgrades to customers boarding at unstaffed stations.

**The First class upgrade fee**

The First class upgrade fee is the same for all ticket types, and applies to full and concession fares.

The upgrade fee for journeys:

- up to 100 charging units is \$3 for each single journey;
- greater than 100 charging units is \$6 for each single journey.

The First class upgrade is available from stations, V/Line agents and from the Conductor onboard the train.

**First class upgrades for regular travellers (Multi Cards)**

Regular First class travellers, including people with periodical tickets, can purchase a First class upgrade Multi Card which includes:

- 10 First class upgrades for journeys that are less than 100 charging units or
- 5 First class upgrades for journey that are greater than 100 charging units

For customer convenience these upgrade cards are undated and are clipped by the conductor on board to validate the journey at the time.

Conductors will clip:

- ONE trip from the card for customers travelling less than 100 charging units,
- TWO trips for customers travelling more than 100 charging units.

**Refunds on First class upgrades**

Refunds on First class will be available when First class carriages are not available due to operational changes in trains or the First class carriage is full on short distance services.

Customers can receive refunds from all staffed V/Line stations, V/Line agents (if ticket was sold there) selected Connex Premium stations or by sending the First class upgrade refund slip to:

V/Line Customer Relations  
Reply Paid 5343  
Melbourne Victoria 3001

Please note: conductors do not provide refunds on board V/Line services.

**What is the best way to purchase First class?**

Long distance customers are encouraged to buy the \$6 upgrade as part of their ticket and make a booking at the time of the purchase. This way the upgrade is part of their ticket and a seat is guaranteed.

Short distance customers are encouraged to buy a Multi Card so they can choose to travel in First class when they want. This provides customers with the flexibility of using both First class and Economy services. It also removes the need for refunds if the service they are travelling on does not have a First class carriage.

**Reservations**

Reservations are compulsory on most coach services, all Link services, all Mildura coach services, and long distance trains travelling to/from Bairnsdale, Albury Wodonga, Shepparton, Swan Hill, Echuca, Ararat and Warrnambool. For more information, check timetables on the V/Line website ([vline.com.au](http://vline.com.au)) or call 136 196.

Reservations may be made wherever V/Line tickets are sold or by calling 136 196.

**Choosing the right ticket**

V/Line tickets can be used on any V/Line train or coach service operating between the origin and destination printed on the ticket. A reservation is compulsory on all long distance services.

V/Line ticket holders with Single and Off-Peak Single tickets to/from Melbourne or to/from some regional city stations have one hour of included travel before or after their journey in the metropolitan zone(s) or regional city network printed on their ticket. Customers must get their tickets endorsed for included travel at the Customer Service Centre of a Connex Premium Station or at a staffed V/Line station.

V/Line ticket holders with Day Return, Off-Peak Day Return, Weekly, Monthly, Date-to-Date and Yearly tickets to/from Melbourne or to/from some regional city stations have included all day travel before or after their V/Line journey within the zone(s) or regional city network printed on their ticket.

Codes printed on V/Line tickets denote the included metropolitan zones or regional city bus networks as follows: Z1+2 = Metcard Zone 1+2, Z2 = Metcard Zone 2; BTS = Ballarat Transit Service, Bendigo Transit, GTS = Geelong Transit, T/Bus = Town Bus (in Moe, Morwell or Traralgon).

**Single**

Allows one trip from the origin to the destination on the date printed on the ticket (until 3.00 am the following day). No stopovers are permitted.

**Off-Peak Single**

Allows one trip from the origin to the destination on the date printed on the ticket on off-peak services, (until 3.00 am the following day). No stopovers are permitted.

Concession Off-Peak Single tickets are not available on Weekends. For Off-Peak ticket rules see below.

**Daily**

Allows unlimited travel between the origin and destination on the date printed on the ticket (until 3.00 am the following day). For return travel on different days, purchase two Single tickets.

**Off-Peak Daily**

Allows unlimited travel between the origin and destination on the date printed on the ticket on off-peak services (until 3.00 am the following day). For return travel on different days, purchase two Off-Peak Single tickets.

Concession Off-Peak Daily tickets are not available on Weekends. For Off-Peak ticket rules, see below.



**Peak/Off-Peak ticket conditions**

Passengers with Off-Peak Single and Off-Peak Daily tickets may not travel on weekday services scheduled to arrive in Melbourne (Southern Cross, Flinders Street, Richmond or North Melbourne) before 9.00 am, or services scheduled to depart Melbourne between 4.00 pm and 6.00 pm.

Concession Off-Peak Single and Concession Off-Peak Daily tickets are not valid for travel on weekends. Concession passengers may purchase Concession Single or Concession Day Return tickets on weekends.

Full fare Off-Peak Single and Full Fare Off-Peak Daily tickets are valid (without time restrictions) on weekends.

On Public Holidays, Full Fare and Concession Off-Peak tickets are available without time restrictions.

Customers holding an Off-Peak ticket travelling on a Peak service must purchase an "Off-Peak to Peak Upgrade – Single Trip".

**Weekly**

Weekly tickets allow unlimited travel between the origin and destination printed on the ticket, for seven consecutive days.

The ticket expires seven days from the start date printed on the ticket. For example, a ticket valid from Tuesday will expire at the end of services for the following Monday (3.00 am on Tuesday). A weekly ticket used between midnight and 3.00 am must be valid for the previous day.

**Monthly**

Monthly tickets allow unlimited travel between the origin and destination printed on the ticket, for a month.

The ticket expires one month from the start date printed on the ticket. For example, a ticket valid for travel from 15 June will expire at the end of services for 14 July (3.00 am on 15 July). A ticket first valid for travel on 30 or 31 January or on 1 February will expire on 29 February in a leap year, or on 28 February otherwise. A monthly ticket used between midnight and 3 am must be valid for the previous day.

**Date-to-Date**

Date-to-Date tickets allow unlimited travel between the origin and destination printed on the ticket, for the number of weeks nominated by the passenger. The passenger may purchase tickets for the following durations:

- 10 to 52 weeks (Full Fare/Concession)
- 6 to 52 weeks (Student)

The price of the ticket is the Date-to-Date weekly rate multiplied by the number of weeks required. A date-to-date ticket used between midnight and 3.00 am must be valid for the previous day. The ticket expires at 3.00 am on the day following the expiration date on the ticket.

**Yearly**

Fares from nine V/Line rail stations (Little River, Donnybrook, Wallan, Lara, Bacchus Marsh, Clarkefield, Riddells Creek, Heathcote Junction and Wandong) and three V/Line coach stops (Tooradin, Kinglake West and Five Ways) to Melbourne are aligned with metropolitan fares. This has been done in preparation for the inclusion of these locations within Zone 2 when the new ticketing solution for Victoria is implemented during late 2007.

The V/Line Yearly Ticket allows unlimited travel between one of the above locations and Zone 1 until the expiry date printed on the ticket. The ticket expires at 3.00 am on the day following the expiry date on the ticket. First class and concession V/Line Yearly tickets are not available. The ticket costs \$1633.00.

**Family Saver**

Family Saver tickets can be used by children under 15 years of age travelling with someone over 15 years of age.

The Family Saver is only valid within Victoria.

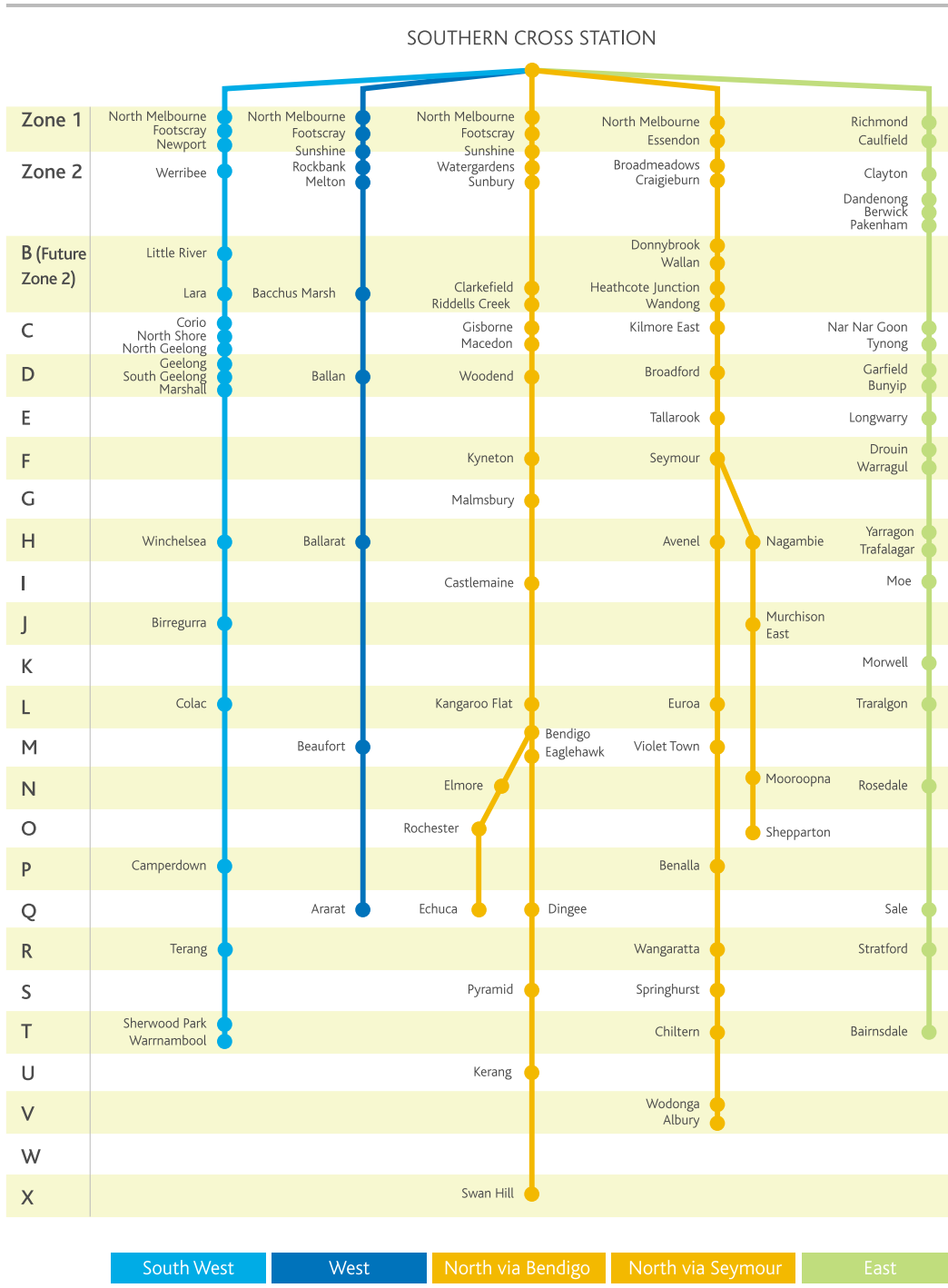
TICKET	SINGLE TRIP	RETURN TRIP
Child under 15 years	\$2.50	\$5.00

**Business Cards**

The V/Line Business Card is no longer available. Business Cards will remain valid for travel until 1 May 2007.

Refunds on unused trips on V/Line Business Cards will be available until 30 June 2007.

V/Line rail services – Zones to/from Zone 1



**V/Line Economy Fares Table**

ECONOMY FARES																	
CHARGING UNITS NOT EXCEEDING		SINGLE		DAILY		OFF-PEAK SINGLE		OFF-PEAK DAILY		OFF-PEAK TO PEAK UPGRADE		WEEKLY		MONTHLY		DATE TO DATE (PER WEEK)	
ZONE		ADULT	CONC	ADULT	CONC	ADULT	CONC	ADULT	CONC	ADULT	CONC	ADULT	CONC	ADULT	CONC	ADULT	CONC
ZB	B	5.20	2.80	9.70	5.00	N/A~	N/A~	9.00	4.50	N/A~	N/A~	45.20	22.60	152.60	76.40	N/A	N/A
10		1.80	0.90	3.60	1.80	1.80	0.90	3.60	1.80	0.00	0.00	18.00	9.00	72.00	36.00	18.00	9.00
20		3.20	1.60	6.40	3.20	2.50	1.20	5.00	2.40	0.70	0.40	30.00	15.00	120.00	60.00	30.00	15.00
30		3.40	1.70	6.80	3.40	2.80	1.40	5.60	2.80	0.60	0.30	31.00	15.50	124.00	62.00	31.00	15.50
40		4.30	2.10	8.60	4.30	3.00	1.50	6.00	3.00	1.30	0.60	31.60	15.80	126.40	63.20	31.60	15.80
50		4.90	2.40	9.80	4.90	3.40	1.70	6.80	3.40	1.50	0.70	35.50	17.70	141.90	70.90	34.70	17.30
60		6.20	3.10	12.40	6.20	4.30	2.10	8.60	4.30	1.90	1.00	42.50	21.20	163.10	81.50	40.50	20.20
70	C	7.50	3.70	15.00	7.50	5.30	2.60	10.60	5.30	2.20	1.10	49.90	24.90	179.60	89.80	44.50	22.20
80	D	8.60	4.30	17.20	8.60	6.10	3.00	12.20	6.10	2.50	1.30	57.10	28.50	205.50	102.70	46.90	23.40
90	E	9.90	4.90	19.80	9.90	7.00	3.50	14.00	7.00	2.90	1.40	60.60	30.30	218.20	109.10	48.60	24.30
100	F	11.20	5.60	22.40	11.20	7.90	3.90	15.80	7.90	3.30	1.70	65.00	32.50	234.00	117.00	50.30	25.10
110	G	12.30	6.10	24.60	12.30	8.60	4.30	17.20	8.60	3.70	1.80	71.80	35.90	258.30	129.10	52.10	26.00
120	H	13.90	6.90	27.80	13.90	9.80	4.90	19.60	9.80	4.10	2.00	76.30	38.10	274.70	137.30	54.50	27.20
130	I	15.30	7.60	30.60	15.30	10.70	5.30	21.40	10.70	4.60	2.30	82.60	41.30	296.90	148.40	55.30	27.60
140	J	16.60	8.30	33.20	16.60	11.70	5.80	23.40	11.70	4.90	2.50	88.10	44.00	317.70	158.80	58.20	29.10
150	K	18.20	9.10	36.40	18.20	12.70	6.30	25.40	12.70	5.50	2.80	93.20	46.60	335.50	167.70	59.90	29.90
160	L	19.70	9.80	39.40	19.70	13.80	6.90	27.60	13.80	5.90	2.90	99.50	49.70	357.80	178.90	61.20	30.60
170	M	21.00	10.50	42.00	21.00	14.70	7.30	29.40	14.70	6.30	3.20	104.60	52.30	377.10	188.50	62.90	31.40
180	N	22.10	11.00	44.20	22.10	15.50	7.70	31.00	15.50	6.60	3.30	110.50	55.20	397.90	198.90	64.90	32.40
190	O	23.50	11.70	47.00	23.50	16.50	8.20	33.00	16.50	7.00	3.50	117.20	58.60	421.60	210.80	65.60	32.80
200	P	24.80	12.40	49.60	24.80	17.40	8.70	34.80	17.40	7.40	3.70	122.30	61.10	440.90	220.40	66.60	33.30
220	Q	27.20	13.60	54.40	27.20	19.00	9.50	38.00	19.00	8.20	4.10	134.50	67.20	484.00	242.00	70.50	35.20
240	R	29.60	14.80	59.20	29.60	20.70	10.30	41.40	20.70	8.90	4.50	148.00	74.00	532.80	266.40	74.00	37.00
260	S	31.90	15.90	63.80	31.90	22.30	11.10	44.60	22.30	9.60	4.80	159.20	79.60	573.10	286.50	79.60	39.80
280	T	34.60	17.30	69.20	34.60	24.20	12.10	48.40	24.20	10.40	5.20	172.80	86.40	622.10	311.00	86.40	43.20
300	U	36.90	18.40	73.80	36.90	24.90	12.40	49.80	24.90	12.00	6.00	184.80	92.40	665.30	332.60	92.40	46.20
320	V	39.40	19.70	78.80	39.40	25.10	12.50	50.20	25.10	14.30	7.20	196.80	98.40	708.50	354.20	98.40	49.20
340	W	41.70	20.80	83.40	41.70	26.60	13.30	53.20	26.60	15.10	7.50	208.80	104.40	751.70	375.80	104.40	52.20
360	X	43.90	21.90	87.80	43.90	27.90	13.90	55.80	27.90	16.00	8.00	219.20	109.60	789.10	394.50	109.60	54.80
380	Y	44.60	22.30	89.20	44.60	28.40	14.20	56.80	28.40	16.20	8.10	223.20	111.60	803.50	401.70	111.60	55.80
400	Z	45.70	22.80	91.40	45.70	29.10	14.50	58.20	29.10	16.60	8.30	228.40	114.20	822.20	411.10	114.20	57.10
450	AA	47.40	23.70	94.80	47.40	30.20	15.10	60.40	30.20	17.20	8.60	236.80	118.40	852.50	426.20	118.40	59.20
500	BB	49.80	24.90	99.60	49.80	31.70	15.80	63.40	31.70	18.10	9.10	248.80	124.40	895.70	447.80	124.40	62.20
550	CC	52.10	26.00	104.20	52.10	33.20	16.60	66.40	33.20	18.90	9.40	260.40	130.20	937.40	468.70	130.20	65.10
600	DD	54.20	27.10	108.40	54.20	34.50	17.20	69.00	34.50	19.70	9.90	271.20	135.60	976.30	488.10	135.60	67.80
650	EE	55.70	27.80	111.40	55.70	35.40	17.70	70.80	35.40	20.30	10.10	278.40	139.20	1002.20	501.10	139.20	69.60
700	FF	60.00	30.00	120.00	60.00	38.30	19.10	76.60	38.30	21.70	10.90	300.40	150.20	1081.40	540.70	150.20	75.10
750	GG	63.40	31.70	126.80	63.40	40.40	20.20	80.80	40.40	23.00	11.50	317.20	158.60	1141.90	570.90	158.60	79.30
800	HH	65.80	32.90	131.60	65.80	41.90	20.90	83.80	41.90	23.90	12.00	328.80	164.40	1183.70	591.80	164.40	82.20
800+	II	65.80	32.90	131.60	65.80	41.90	20.90	83.80	41.90	23.90	12.00	328.80	164.40	1183.70	591.80	164.40	82.20

For travel between stations in Zone B on the same line, a V/Line ticket will be issued with a price consistent with a Zone 2 Metcard. For travel between stations in Zone B and Zone 2 on the same line, a V/Line ticket will be issued with a price consistent with a Zone 2 Metcard

~ As there is no Off-Peak 2hr ticket in the Metcard system, no Off-Peak Single tickets are available between the City and Zone B locations.

**Melbourne to' Charging Units and Fare Codes**

MELBOURNE TO	STOP CODE	CHARGING UNITS	FARE CODE	MELBOURNE TO	STOP CODE	CHARGING UNITS	FARE CODE
Adelaide City (SA)	ADC			Ballarat	BXT	119	H
(Via Wolsley)		774	HH	Balranald (NSW)	BZD	441	AA
(Via Murrayville)		804	II	Bannerton T/O	BNN	473	BB
Aircraft	ACF	50	ZONE 2	Bannockburn	BKN		
Aireys Inlet	ALL	148	K	(Via Geelong)		98	F
Alamein	ALM	0	ZONE 1	(Via Ballarat)		182	O
Alberton	AEN	214	Q	Barham (NSW)	BVM	285	U
Albion	ALB	0	ZONE 1	Barmah	BAV	210	Q
Albury (NSW)	ABX	320	V	Barrooga (NSW)	BAX	252	S
Alexandra	AXD	130	I	Barraport	BPO	285	U
Alphington	ALP	0	ZONE 1	Bass	BAS	107	G
Altona	ALT	0	ZONE 1	Batemans Bay (NSW)	BTY	826	II
Anderson	ANS	108	G	Batesford	BSD		
Anglesea	ALS	129	I	(Via Geelong)		83	E
Annuello T/O	ANU	455	BB	(Via Ballarat)		197	P
Anstey	ASY	0	ZONE 1	Batman	BAT	0	ZONE 1
Apollo Bay	APB	220	Q	Baxter	BXR	50	ZONE 2
Ararat	ARY	211	Q	Bayswater	BAY	50	ZONE 2
Armadale	ARM	0	ZONE 1	Beaconsfield	BCD	50	ZONE 2
Ardeer	ARR	50	ZONE 2	Bealiba	BEI	222	R
Ascot Vale	ASV	0	ZONE 1	Beaufort	BFR	165	M
Ashburton	ASH	0	ZONE 1	Beechworth	BHW	280	T
Aspendale	ASP	50	ZONE 2	Bega (NSW)	BGA	693	FF
Auburn	AUB	0	ZONE 1	Belgrave	BEG	50	ZONE 2
Avenel	AVN	116	H	Bell	BEL	0	ZONE 1
Avoca	AVC	180	N	Bells Beach T/O	BBV	114	H
Balaclava	BCV	0	ZONE 1	Bemm River T/O	BRT	459	BB
Bacchus Marsh	BAH	50	B	Benalla	BEN	195	P
Bairnsdale	BSJ	274	T	Bendigo	BXG	162	M
Ballan	BLN	80	D	Bentleigh	BEN	0	ZONE 1

MELBOURNE TO	STOP CODE	CHARGING UNITS	FARE CODE	MELBOURNE TO	STOP CODE	CHARGING UNITS	FARE CODE
Berrigan (NSW)	BGN	305	V	Camberwell	CAM	0	ZONE 1
Berrwillock	BWC	363	Y	Campbellfield	CMF	50	ZONE 2
Berwick	BEK	50	ZONE 2	Camperdown	CDN	198	P
Beulah	BLX	384	Z	Canberra (ACT)	CBR		
Birchip	BHP	346	X	(Via Bairnsdale)		824	II
Birregurra	BGU	134	J	(Via Albury)		760	HH
Bittern	BIT	50	ZONE 2	Cann River	CVV	521	CC
Blackburn	BBN	50	ZONE 2	VIC/NSW Border			
Blampied	BPD	164	M	Canterbury	CBY	0	ZONE 1
Bombala (NSW)	BOL	614	EE	Cape Paterson	CPP	140	J
Bonbeach	BON	50	ZONE 2	Caramut	CRU	276	T
Bonnie Doon	BDN	189	O	Carisbrook	CSK	173	N
Boort	BOT	272	T	Carnegie	CNE	0	ZONE 1
Bordertown (SA)	BOR	483	BB	Carrajung	CAR	187	O
Boronia	BOR	50	ZONE 2	Carrum	CAR	50	ZONE 2
Borong	BOU	251	S	Carwarp	CWP	533	CC
Boundary Bend	BYB	450	AA	Casterton	CST	381	Z
Box Hill	BXH	50	ZONE 2	Castlemaine	CME	125	I
Bridgewater	BWE	203	Q	Caulfield	CFL	0	ZONE 1
Bright	BIT	320	V	Charlton	CHN	279	T
Brighton Beach	BBH	0	ZONE 1	Chatham	CHM	0	ZONE 1
Brim	BRZ	368	Y	Chelsea	CSA	50	ZONE 2
Broadford	BRF	75	D	Cheltenham	CTM	50	ZONE 2
Broadmeadows	BRQ	50	ZONE 2	Chiltern	CLR	271	T
Brunswick	BWK	0	ZONE 1	Clarendon	CLX		
Buangor	BUR	188	O	(Via Geelong)		140	J
Buccleuch (SA)	BCH	664	FF	(Via Ballarat)		140	J
Buffalo T/o	BFO	153	L	Clarkefield	CFD	50	B
Bullarto	BTO	109	G	Clayton	CTO	50	ZONE 2
Buninyong	BIY			Clifton Hill	CHL	0	ZONE 1
(Via Geelong)		150	K	Clunes	CUE	156	L
(Via Ballarat)		130	I	Coalcreek	CLC	111	H
Bunyip	BYP	78	D	Cobargo (NSW)	CXB	733	GG
Burnley	BLY	0	ZONE 1	Cobram	CRM	250	S
Burwood	BWD	0	ZONE 1	Coburg	CBU	0	ZONE 1
Buxton	BST	110	G	Cohuna	COH	273	T
Cabbage Tree Creek	CBV	450	AA	Colac	XCO	153	L

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Colbinabbin	CIV	130	I	Dimboola	DIM	362	Y
Coleambally (NSW)	CML	400	Z	Dingee	DIG	211	Q
Coleraine	CRE	352	X	Donald	DLD	294	U
Collingwood	CWD	0	ZONE1	Donnybrook	DBK	50	B
Cooma (NSW)	OOM	704	GG	Drouin	DOU	91	F
Coonalpyn (SA)	CPY	594	DD	Dudley	DUD	127	I
Corinella	CRL	99	F	Dunach	DUH	169	M
Corio	COR	64	C	Dunkeld	DUK	287	U
Coronet Bay	CNY	99	F	Dunolly	DOY	217	Q
Corop	CRP	168	M	Durham Ox	DHX	260	S
Corowa (NSW)	CWW	283	U	Eaglehawk	EAG	170	M
Cowes	COE	120	H	Eaglemont	EAG	0	ZONE1
Cowwarr	CWV	183	O	Eaglepoint	EAP	320	V
Craigieburn	CRA	50	ZONE2	East Camberwell	ECM	0	ZONE1
Cranbourne	CQR	50	ZONE2	Eastern View	ESV	153	K
Creswick	CRK	130	I	East Malvern	EMV	0	ZONE1
Crib Point	CPT	50	ZONE2	East Richmond	ERM	0	ZONE1
Croxton	CXT	0	ZONE1	Echuca	ECA	220	Q
Croydon	CQQ	50	ZONE2	Echuca South	EAS	214	Q
Culgoa	CLG	349	X	Eden (NSW)	QDN	614	EE
Daisy Hill	DAI	179	N	Edithvale	EDI	50	ZONE2
Dalyston	DLN	122	I	Eildon	EIL	150	K
Dandenong	DNG	50	ZONE2	Elaine	EAI		
Darebin	DBN	0	ZONE1	(Via Geelong)		130	I
Darling	DAR	0	ZONE1	(Via Ballarat)		150	K
Darlington	DGT	221	R	Elmore	EMR	173	N
Darlington Point	DPT	435	AA	Elsternwick	ELS	0	ZONE1
Darnum	DRM	106	G	Eltham	ELT	50	ZONE2
Dartmoor	DTR	437	AA	Emu	EMU	234	R
Daylesford	DFD	109	G	Epping	EPP	50	ZONE2
Deer Park	DRP	50	ZONE2	Essendon	ESE	0	ZONE1
Deniliquin	DNQ	240	R	Euroa	EOA	151	L
Dennis	DEN	0	ZONE1	Euston	EUS	492	BB
Derrinallum	DLM	198	P	Fairfield	FFD	0	ZONE1
Devenish	DEV	222	R	Fairhaven	FHV	149	K
Diamond Creek	DCK	50	ZONE2	Fawkner	FAK	0	ZONE1
Diggers Rest	DIT	50	ZONE2	Ferntree Gully	FTG	50	ZONE2

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Finley (NSW)	FLY	282	U	Goornong	GNN	172	N
Fishcreek	FCK	160	L	Gordon	GDN	91	F
Fiveways	FIW	50	B	Gormandale	GOR	179	N
Flagstaff	FGS	0	ZONE1	Gowrie	GOW	50	ZONE2
Flemington Bridge	FBD	0	ZONE1	Grantville	GVV	94	F
Flemington R/C	FRC	0	ZONE1	Great Western	GTW	234	R
Flinders St	FSS	0	ZONE1	Gredgwin	GDW	291	U
Flowerdale	FLE	77	D	Greensborough	GRN	50	ZONE2
Footscray	FTY	0	ZONE1	Griffith (NSW)	GFF	475	BB
Foster	FOR	173	N	Guildford	GID		
Frankston	FKN	50	ZONE2	(Via Castlemaine)		136	J
Galaquil	GLQ	378	Y	(Via Ballarat)		219	Q
Gardenvale	GVE	0	ZONE1	Gunbower	GNR	263	T
Gardiner	GAR	0	ZONE1	Gundagai (NSW)	GGI	600	DD
Garfield	GAF	74	D	Hallam	HLA	50	ZONE2
Geelong	GEX	73	D	Halls Gap	HAG	311	V
Genoa	GEO	569	DD	Hamilton	HLT	318	V
Geranium (SA)	GNM	636	EE	Hampton	HAM	50	ZONE2
Gheringhap	GHP			Harcourt	HRC		
(Via Geelong)		92	F	(Via Castlemaine)		135	J
(Via Ballarat)		188	O	(Via Ballarat)		240	R
Ginifer	GIN	50	ZONE2	Hartwell	HWL	50	ZONE2
Girgarre	GIV	159	L	Hastings	HST	50	ZONE2
Cisborne	GSB	64	C	Hattah	HTT	499	BB
Glen Iris	GIR	0	ZONE1	Hawksburn	HKN	0	ZONE1
Glenthompson	GTN	269	T	Hawkesdale	HWE	300	U
Glenburn	GEN	116	H	Hawthorn	HAW	0	ZONE1
Glenbervie	GBV	0	ZONE1	Healesville	HVE	61	C
Glenferrie	GFE	0	ZONE1	Heathcote	HCE	100	F
Glengarry	GGR	167	M	Heathcote Junction	HJN	50	B
Glenhuntly	GHY	0	ZONE1	Heatherdale	HTD	50	ZONE2
Glenloth T/O	GNT	295	U	Heathmont	HMT	50	ZONE2
Glenorchy	GCY	262	T	Heidelberg	HDB	0	ZONE1
Glenrowan	GWN	219	Q	Hepburn Springs	HEP	116	H
Glenroy	GRY	0	ZONE1	Hexham	HXA	259	S
Glen Waverley	GWY	50	ZONE2	Heyfield	HEY	194	P
Goorambat	GBT	212	Q	Heyington	HEY	0	ZONE1



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Heywood	HWD	387	Z	Kiata	KIA	386	Z
Hihett	HIG	50	ZONE2	Kilcunda	KLD	116	H
Holbrook (NSW)	HLB	440	AA	Kilmore	KIL	63	C
Holmesglen	HOL	0	ZONE1	Kilmore East	KET	63	C
Hopetoun	HTU	410	AA	Kinglake West	KLW	50	B
Hoppers Crossing	HKG	50	ZONE2	Koo Wee Rup	KWE	66	C
Horsham	HSM	327	W	Koondrook	KOV	283	U
Hughesdale	HUG	0	ZONE1	Kooyong	KYG	0	ZONE1
Huntingdale	HUN	0	ZONE1	Koroit	KRO	278	T
Hurstbridge	HBE	50	ZONE2	Korong Vale	KVE	243	S
Illowa	ILW	273	T	Korumburra	KBA	111	H
Inglewood	ING	211	Q	Korweinguboon	KOR	101	9
Inverloch	IVK	143	K	Kyabram	KYB	180	N
Irymple	IRY	559	DD	Kyneton	KYN	92	F
Ivanhoe	IVA	0	ZONE1	Laburnum	LAB	50	ZONE2
Jabuk (SA)	JAB	647	EE	Lake Boga	LBG	330	W
Jacana	JAC	50	ZONE2	Lake Bolac	LBC	227	R
Jan Juc T/O	JJC	94	F	Lake Charm	LCH	305	V
Jerilderie (NSW)	JRD	341	X	Lake Tyers Beach	LTB	344	X
Jewell	JWL	0	ZONE1	Lake Tyers T/O	TYT	344	X
Johnsonville	JOH	305	V	Lakes Entrance	LKE	339	W
Jolimont	JLI	0	ZONE1	Lal Lal	LLV	140	J
Jordanville	JOR	50	ZONE2	Lalbert	LLB	331	W
Kalimna	KAL	337	W	Lalor	LAL	50	ZONE2
Kalimna West	KAW	335	W	Lameroo (SA)	LAM	603	EE
Kananook	KAN	50	ZONE2	Lancefield	LNI	89	E
Kangaroo Flat	KFT	157	L	Lang Lang	LAG	76	D
Kaniva	KAV	438	AA	Laverton	LAV	0	ZONE1
(VIC/SA Border)				Lara	LRA	50	B
Katunga	KAU	226	R	Lascelles	LAS	417	AA
Keilor Plains	KPL	50	ZONE2	Latrobe University	LUV	0	ZONE1
Keith (SA)	KTH	528	CC	Lavers Hill	LVH	269	T
Kennett River	KRV	197	P	Leawarra	LWA	50	ZONE2
Kensington	KEN	0	ZONE1	Leitchville	LEI	269	T
Keon Park	KPK	50	ZONE2	Leonards Hill	LHH	104	9
Kerang	KRA	289	U	Leongatha	LEG	126	I
Kew	KEW	0	ZONE1	Lethbridge	LBR		

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(Via Geelong)		104	G	Merimbula (NSW)	MIM	660	FF
(Via Ballarat)		176	N	Merinda Park	MPK	50	ZONE2
Lilydale	LYL	50	ZONE2	Merino	MER	373	Y
Lindenow T/O	LIW	257	S	Merlynston	MYN	0	ZONE1
Linton	LTO	159	L	Merri	MER	0	ZONE1
Lismore	LMO	196	P	Merrigum	MER	166	M
Little River	LTR	50	B	Merton	MTX	175	N
Loch	LOH	95	F	Middle Brighton	MBN	0	ZONE1
Lockington	LKN	204	Q	Middle Footscray	MFY	0	ZONE1
Longwarry	LWY	83	E	Mildura	MQL	566	DD
Lorne	LRN	171	N	Mineral Springs	MSH	96	F
Lyonville	LYV	109	G	Mingara Drive	MIN	84	E
Macaulay	MAC	0	ZONE1	Minyip	MYP	319	V
Macedon	MDN	70	C	Mitcham	MCH	50	ZONE2
Macleod	MCD	50	ZONE2	Mitiamo	MTI	229	R
Maffra	MFA	206	Q	Moama (NSW)	MAM	220	Q
Maiden Gully	MAI	170	M	Moe	MOE	129	I
Maindample	MDP	197	P	Molesworth	MSW	146	K
Maldon	MLD	141	K	Mont Albert	MAB	0	ZONE1
Malmsbury	MMS	102	G	Montmorency	MMY	50	ZONE2
Malvern	MAL	0	ZONE1	Moolort T/O	MVO	162	M
Manangatang	MGN	427	AA	Moonee Ponds	MPD	0	ZONE1
Mansfield	MFX	211	Q	Moorabbin	MRN	50	ZONE2
Marnoo	MAN	276	T	Moorlands (SA)	MLS	686	FF
Marong	MRN	181	O	Mooroolbark	MLK	50	ZONE2
Marshall	MAR	79	D	Mooroopna	MPA	177	N
Maryborough	MYB	180	N	Mordialloc	MOR	50	ZONE2
Marysville	MAZ	100	F	Moreland	MLD	0	ZONE1
Mathoura (NSW)	MTA	220	Q	Mortlake	MOT	245	S
McKinnon	MCK	0	ZONE1	Moruya (NSW)	MYA	805	II
Meeniyian	MEY	142	K	Morwell	MWE	143	K
Melbourne Central	MCE	0	ZONE1	Mt.Beauty	MBY	380	Y
Melton	MLT	50	ZONE2	Mt.Buller	MTB	SPECIAL	
Mentone	MEN	50	ZONE2	Mt.Ederton	ME1	94	F
Meredith	MEH			Mt.Gambier (SA)	MGB	468	BB
(Via Geelong)		118	H	Mt.Helen	MHV		
(Via Ballarat)		162	M	(Via Geelong)		154	L

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(Via Ballarat)		126	I	Nyora	NYA	90	E
Mount Waverley	MWY	50	ZONE2	Oakleigh	OAH	50	ZONE1/2
Muskuale	MUS	108	9	Oak Park	OKP	0	ZONE1
Narnargoon	NNG	65	C	Officer	OFR	50	ZONE2
Narbethong	NBO	85	E	Old Hepburn	OHE	118	H
Narooma (NSW)	NMA	774	HH	Orbost	OBT	420	AA
Narrawong	NRO	355	X	Ormond	OMD	0	ZONE1
Narrewarren	NRW	50	ZONE2	Ouyen	OYN	465	BB
Nathalia	NAH	201	Q	Pakenham	PAM	50	ZONE2
Navigators	NAV			Pambula (NSW)	PMA	643	EE
(Via Geelong)		150	K	Parilla (SA)	PRA	589	DD
(Via Ballarat)		130	I	Parkdale	PKD	50	ZONE2
Newborough	NWO	132	J	Parliament	PAR	0	ZONE1
Newbridge	NWB	199	P	Parrakie (SA)	PRK	630	EE
Newhaven T/O	NVN	110	G	Pascoe Vale	PVL	0	ZONE1
Newmarket	NKT	0	ZONE1	Patterson	PAT	50	ZONE2
Newmerella	NEW	410	AA	Paynesville	PAY	330	W
Newport	NWP	0	ZONE1	Peake (SA)	PKE	659	FF
Newstead	NEP	148	K	Penhurst	PSH	303	V
Nhill	NHL	400	Z	Peterborough	PBR	331	W
Nicholson	NIC	294	U	Piangil	PGL	388	Z
Nilma	NLM	102	G	Picola	PIA	205	Q
Noblepark	NBK	50	ZONE2	Pimpinio	PIM	342	X
Noorat	NAT	227	R	Pinnaroo (SA)	PNO	563	DD
North Brighton	NBN	0	ZONE1	Point Roadknight	PTN	130	I
Northcote	NCE	0	ZONE1	Porepunkah	PPK	314	V
North Geelong	NOG	70	C	Port Campbell	PTL	319	V
North Melbourne	NMB	0	ZONE1	Port Fairy	PFY	300	U
North Richmond	NRM	0	ZONE1	Portland	PTJ	373	Y
North Shore	NOS	67	C	Prahran	PRA	0	ZONE 1
North Williamstown	NWN	0	ZONE1	Prinetown T/O	PWN	301	V
Nowanowa	NWW	364	Y	Preston	PRE	0	ZONE 1
Nullawil	NWL	333	W	Puckapunyal	PUK	109	G
Numurkah	NUH	215	Q	Pyalong	PYG	87	E
Nunawading	NWG	50	ZONE2	Pyramid	PYD	249	S
Nyah	NYH	373	Y	Quambatook	QUK	307	V
Nyah West	NYT	371	Y	Raywood	ROD	193	P

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Redcliffs	RCF	551	DD	Serpentine	SPE	220	Q
Regent	REG	0	ZONE 1	Seymour	SEY	99	F
Reservoir	RES	0	ZONE 1	Sheep Hills T/O	SHS	332	W
Richmond	RCH	0	ZONE 1	Shepparton	SHT	182	O
Riddells Creek	RIK	50	B	Sherlock (SA)	SHK	672	FF
Ringwood	RWD	50	ZONE 2	Sherwood Park	SHP	267	T
Ringwood East	RWE	50	ZONE 2	Showgrounds	SGS	0	ZONE 1
Ripponlea	RIP	0	ZONE 1	Skenes Creek	SKK	206	Q
Riversdale	RIV	0	ZONE 1	Skipton	SKP	179	N
Robinvale	RBC	486	BB	Smythesdale	SMY	142	K
Rochester	ROR	188	O	Somerville	SVE	50	ZONE 2
Rockbank	RKB	50	ZONE 2	South Geelong	SGR	74	D
Romsey	RMY	79	D	South Kensington	SKN	0	ZONE 1
Rosanna	ROS	50	ZONE 2	Southland CP	SCP	82	E
Rosebery	RSR	396	Z	South Yarra	SYR	0	ZONE 1
Rosedale	ROE	179	N	Southern Cross Stn	MEL	0	ZONE 1
Royal Park	RPK	0	ZONE 1	Speed	SPD	426	AA
Rupanyup	RUP	297	U	Spotswood	SPT	0	ZONE 1
Rushall	RUS	0	ZONE 1	Springhurst	SPT	257	S
Rushworth	RTH	140	J	Springvale	SPG	50	ZONE 2
Rutherglen	RTG	272	T	Stanhope	SNP	148	K
Ruthven	RUT	50	ZONE 2	Stawell	SWC	241	S
St.Albans	SAB	50	ZONE 2	Stonehut Road	SRD	87	E
St.Arnaud	STA	255	S	Stoneyford	SOF	176	N
St.James	SNJ	228	R	Stony Point	STNY	50	ZONE 2
Sailors Falls	SAF	106	9	Stratford	STD	257	S
Sale	SXE	206	Q	Strathmerton	STN	235	R
San Remo	SNR	109	G	Strathmore	SME	0	ZONE 1
Sandford	SAN	380	Y	Streatham	SRM	206	Q
Sandown Park	SNP	50	ZONE 2	Sunbury	SUY	50	ZONE 2
Sandringham	SHM	50	ZONE 2	Sunshine	SSH	50	ZONE 1/2
Scarsdale	SCD	146	K	Surrey Hills	SHL	0	ZONE 1
Seaford	SEA	50	ZONE 2	Swan Hill	SWH	345	X
Seaholme	SHE	0	ZONE 1	Swan Reach	SAE	315	V
Sea Lake	SEK	383	Z	Sydenham	SYM	50	ZONE 2
Sebastapol	SEB	124	I	(Now named Watergardens)			
Seddon	SEN	0	ZONE 1	Syndal	SYN	50	ZONE 2

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Taggerty	TAG	120	H	Trentham	TNT	103	G
Tallem Bend (SA)	TBD			Tullamarine/Skybus	SKY	Private	N/A
(Via Wolsley)		657	FF	Tungamah	TGM	240	R
(Via Murrayville)		705	GG	Tuross (NSW)	TUS	805	II
Talbot	TAT	173	N	Turriff	TUR	424	AA
Tallarook	TOV	90	E	Tyabb	TAB	50	ZONE 2
Tallygaroopna	TNA	199	P	Tylden	TYL	96	F
Tarnagulla	TAL	207	Q	Tynong	TYN	70	C
Tarrington	TTN	316	V	Tyrendarra	TDA	347	X
Tatura	TTA	161	M	Ultima	ULA	356	X
Tecoma	TCM	50	ZONE 2	Underbool	UDB	476	BB
Tempy	TPY	433	AA	Upfield	UFD	50	ZONE 2
Terang	TEG	221	R	Upper Ferntree Gully	UFG	50	ZONE 2
The Gurdies	TGU	89	E	Upwey	UPW	50	ZONE 2
Thomastown	TSN	50	ZONE 2	Victoria Park	VPK	0	ZONE 1
Thornbury	TBY	0	ZONE 1	Violet Town	VOT	169	M
Thornton	THR	140	J	Wahgunyah	WGH	281	U
Tinamba	TNB	204	Q	Wallan	WLN	50	B
Tintinara (SA)	TTR	566	DD	Walpeup	WAP	496	BB
Tocumwal (NSW)	TCW	259	S	Wandong	WNG	50	B
Tongala	TGV	192	P	Wangaratta	WGT	234	R
Tooborac	TBE	95	F	Warracknabeal	WKB	349	X
Toolleen	TOE	121	I	Warragul	WGL	99	F
Tooleybuc (NSW)	TYU	390	Z	Warrenheip T/O	WIP		
Toongabbie	TGB	175	N	(Via Geelong)		154	L
Toora	TOO	183	O	(Via Ballarat)		126	I
Tooradin	TDN	50	B	Warrnambool	WMB	267	T
Toorak	TOR	0	ZONE 1	(Via Apollo Bay)		385	Z
Toorong	TGA	0	ZONE 1	Watchem	WCH	326	W
Torquay	TQA	94	F	Watergardens	SYM	50	ZONE 2
Torrumbarry	TOM	251	S	(Formerly known as Sydenham)			
Tottenham	TOT	0	ZONE 1	Watsonia	WAT	50	ZONE 2
Tostaree	TOS	374	Y	Wattle Glen	WTT	50	ZONE 2
Trafalgar	TFG	119	H	Waygara	WAY	390	Z
Trafalgar East	TFE	124	I	Wedderburn	WDD	243	S
Traralgon	TGN	157	L	Welshpool	WHL	193	P
Trawalla	TRQ	157	L	Werribee	WRB	50	ZONE 2

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Westall	WTL	50	ZONE 2	Woodside	WOD	194	P
West Footscray	WFS	0	ZONE 1	Woolsthorpe	WST	289	U
Westgarth	WTG	0	ZONE 1	Woomargama (NSW)	WOA	421	AA
Westmere	WME	216	Q	Woomelang	WMG	388	Z
Westona	WTO	0	ZONE 1	Woorinen South	WEN	356	X
West Richmond	WRM	0	ZONE 1	Wunghnu	WUU	208	Q
Whittlesea	WEA	50	ZONE 2	Wycheproof	WYF	306	V
Wickliffe	WCL	238	R	Wye River	WYV	187	O
Willaura	WOR	248	S	Wyuna	WYU	192	P
Williamstown	WIL	0	ZONE 1	Yambuk	YMB	317	V
Williamstown Beach	WBH	0	ZONE 1	Yarck	YRC	156	L
Willison	WSN	0	ZONE 1	Yarra Glen	YGL	50	ZONE 2
Wilkawatt (SA)	WKW	620	EE	Yarragon	YON	111	H
Winchelsea	WIA	114	H	Yarram	YRM	219	Q
Windsor	WIN	0	ZONE 1	Yarraman	YMN	50	ZONE 2
Wodonga	WDN	304	V	Yarraville	YVE	0	ZONE 1
Wolseley (SA)	WLS	470	BB	Yarrowonga	YRW	260	S
Wonboyn (NSW)	WBN	614	EE	Yarroweyah	YWA	242	S
Wongarra T/O	WOV	200	P	Yass Town (NSW)	YSN	671	FF
Wonthaggi	WTG	130	I	Yea	YEA	128	I
Won Wron	WOW	206	Q	Yendon	YDO		
Wood Wood	WOO	381	Z	(Via Geelong)		145	K
Woodend	WDV	78	D	(Via Ballarat)		135	J
Woodfield	WFD	184	O				

**Note:** When **myki** is introduced, some V/Line stations will be included in Zone overlaps. Lara will be included in Zones 3/4. Corio/North Shore/North Geelong will be in Zones 3/4 and Bacchus Marsh will be in Zones 2/3.

**CHAPTER 4 – GROUP TRAVEL AND STUDENT PASSES*****Group travel******V/Line***

A V/Line Group Travel voucher allows a group of 12 or more people to travel together at a reduced rate. All members of the group must travel together at all times, boarding and alighting at the same locations. Group travel discounts are available for Single, Day Return, Off-Peak Single, and Off-Peak Day Return tickets. The fare charged for the group is the concession fare of the selected ticket type multiplied by the number of passengers.

The conditions applicable to the voucher are the same as those for the selected ticket type.

Group travel must be arranged at least seven days in advance by telephoning 9619 2338. Groups may not be able to be accommodated on some services at times of peak demand.

***Metropolitan******Group Traveller***

Allows up to two full-fare passengers and up to six children (under 15 years old or holders of a Primary or Secondary Victorian Public Transport Concession Card) unlimited train, tram and bus travel in Zones 1+2 until 3.00 am after being first validated. Available from Premium stations for \$25.20.

***Prepaid Travel Authority***

Allows groups of 12 or more people (maximum of 35 on trams and 25 on buses) to travel together at a reduced rate. All members of the group must travel together at all times, boarding and alighting at the same locations. Available from Premium stations.

The Prepaid Travel Authority is available for 2 hour, Daily, City Saver and Off-Peak Daily tickets.

The fare charged for the group is the concession fare for the selected ticket multiplied by the number of passengers travelling.

***Conference and convention discounts***

Conference and convention organisers are encouraged to purchase discounted Metcard tickets for their delegates.

Discounts are available for purchases of 50 or more 2 hour, Daily or Weekly tickets. For more information, phone Metlink on 9619 5200.

***Special event ticketing***

In some circumstances, event organisers can include public transport in the cost of event tickets by prior arrangement with the Director of Public Transport:

- All event tickets must be valid on a specific date, which is to be clearly printed on the ticket (no opened ended tickets permitted).
- Tickets must be issued by an approved ticket issuer on approved ticket stock (eg. 'print your own' ticket systems are not permitted).
- The event must cater for more than 500 people per day.
- The event must be at an approved venue close to the CBD, including Melbourne and Olympic Parks, Victorian Arts Centre (including the Sidney Myer Music Bowl), Telstra Dome, the Melbourne Cricket Ground and theatres in the CBD.
- Events must not start on weekdays before 9.30 am or between 4 pm and 6 pm to avoid peak hour congestion.
- Events must finish one hour before the end of train/tram services to ensure customers are not stranded.
- If the event is cancelled or the date changed, free travel is provided on the original date printed on the tickets and the fee remains payable.

The cost to the event organiser is based on the number of tickets issued for the event (including complimentary tickets). The fee, available from Metlink, is common to all events, assumes events will be attended by a mixture of adult and concession ticket holders, and assumes that not all people will use public transport.

The fee includes unlimited travel within Zones 1+2 on the day of the event (until 3.00 am the next day). This fee only covers free travel, and does not include the cost of providing additional services. For more information, please contact Metlink on 9619 5200.

#### **Student passes**

Student passes are available to full-time Primary or Secondary students who possess a valid Victorian Public Transport Concession Card. Student passes are valid on weekdays and weekends (including school holidays and public holidays).

Prices and travel entitlements vary depending on the student's place of residence, as shown in the table below:

	HALF-YEARLY	YEARLY	TRAVEL ENTITLEMENTS	AVAILABLE FROM
<b>Metropolitan Student Pass (Zones 1, 2, B)</b>	\$199.00	\$383.00	Allows unlimited train, tram and bus travel in Zones 1 and 2, on all buses operated by the Bacchus Marsh Bus Services in the Bacchus Marsh area. This ticket is valid for V/Line travel beyond the suburban fare boundary to Lara, Bacchus Marsh, Clarkefield, Donnybrook, Wallan, Heathcote Junction, Little River, Riddells Creek, Wandong.	Premium Stations, staffed V/Line stations and the Metshop. The Student Pass is only valid when presented together with a Victorian Public Transport Primary/Secondary Student Concession Card which has been endorsed with a matching ticket number.
<b>Ballarat (Future Zone 8)</b>	\$161.40	\$308.40	Unlimited travel on all bus services in the Ballarat area and on V/Line trains between Ballarat and the proposed second station.	Ballarat Railway Station
<b>Bendigo (Future Zone 13)</b>	\$135.00	\$248.00	Unlimited travel on all bus services in the Bendigo area and on V/Line trains between Bendigo, Eaglehawk and Kangaroo Flat.	Bendigo Railway Station
<b>Geelong (Future Zone 4)</b>	\$161.40	\$308.40	Unlimited travel on all bus services in the Geelong area and on V/Line trains between Marshall, South Geelong, Geelong, North Geelong, North Shore, Corio and Lara stations.	Geelong Railway Station
<b>Southwest Transit (Warrnambool)</b>	\$108.00	\$203.00		Warrnambool Bus Lines



**CHAPTER 5 – REGIONAL BUSES**

This chapter covers tickets that are valid on local bus and some train services in Victorian regional towns and cities.

**2 Hour**

Regional local transport fares in most major towns and cities are based on 2 hour tickets. These allow unlimited travel for at least two hours on local bus and train services.

The ticket expires two hours from the next full hour after it was purchased. For example, a ticket purchased at 8.55 am will expire at 11.00 am and a ticket purchased at 9.05 am will expire at 12.00 noon. Tickets purchased after 6.00 pm are valid until 3.00 am.

A passenger may transfer to any local bus or train service before their ticket expires, even if the journey extends beyond the ticket's expiry time.

The scheduled departure of the service is relevant rather than the actual departure time. So if a service is running late, the passenger may still use the ticket, provided the service was scheduled to leave before the ticket expired.

Similarly if a scheduled service that would have left before the ticket expired does not run, the passenger may travel on the following service.

**Regional City & Town Service Fares – Category A**

	FARE	LOCATION
Full fare 2 hour	\$1.80	Bacchus Marsh~ Ballarat~ Bendigo (including V/Line trains between Eaglehawk and Kangaroo Flat)~ Colac Echuca/Moama Geelong (including V/Line trains between Marshall and Lara)~ Horsham Kilmore Mildura (Town service section 2 — Benetook Ave and Eleventh St) Moe~ Morwell~ Portland Rochester Seymour Town Service (including Telegraph Rd) Shepparton Mooroopna Strathfieldsaye Traralgon~ Wangaratta Wonthaggi
Concession 2 hour	\$0.90	

~ These cities will be included in myki

**Regional City & Town Service Fares – Category B**

	FARE	LOCATION
Full fare 2 hour	\$1.50	Bairnsdale Benalla Cobram Drouin Korumburra Hamilton Lakes Entrance
Concession 2 hour	\$0.90	Mildura (Town service section 1 — city side of Benetook Ave) Sale Seymour (not including Telegraph Rd) Swan Hill Warragul Warrnambool

**Regional City & Town Service Fares – Category C**

	FARE	LOCATION
Full fare 2 hour	\$1.10	Ararat
Concession 2 hour	\$0.90	Beaufort
Student Weekly	\$5.00	Stawell

***Albury–Wodonga***

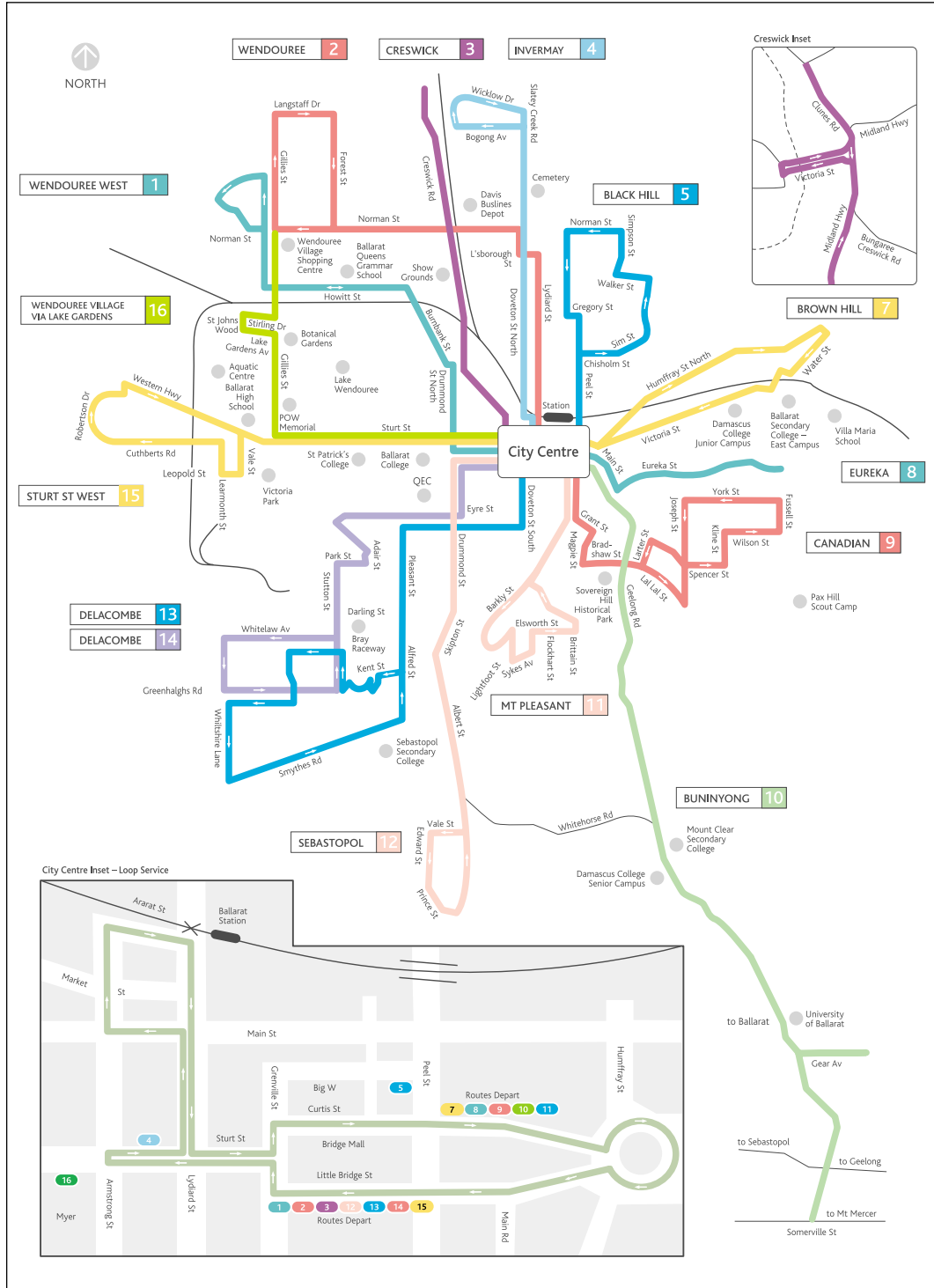
Albury–Wodonga operates its own section-based fare system with different conditions due to its border location.

Further details are available from Twin City Transit:

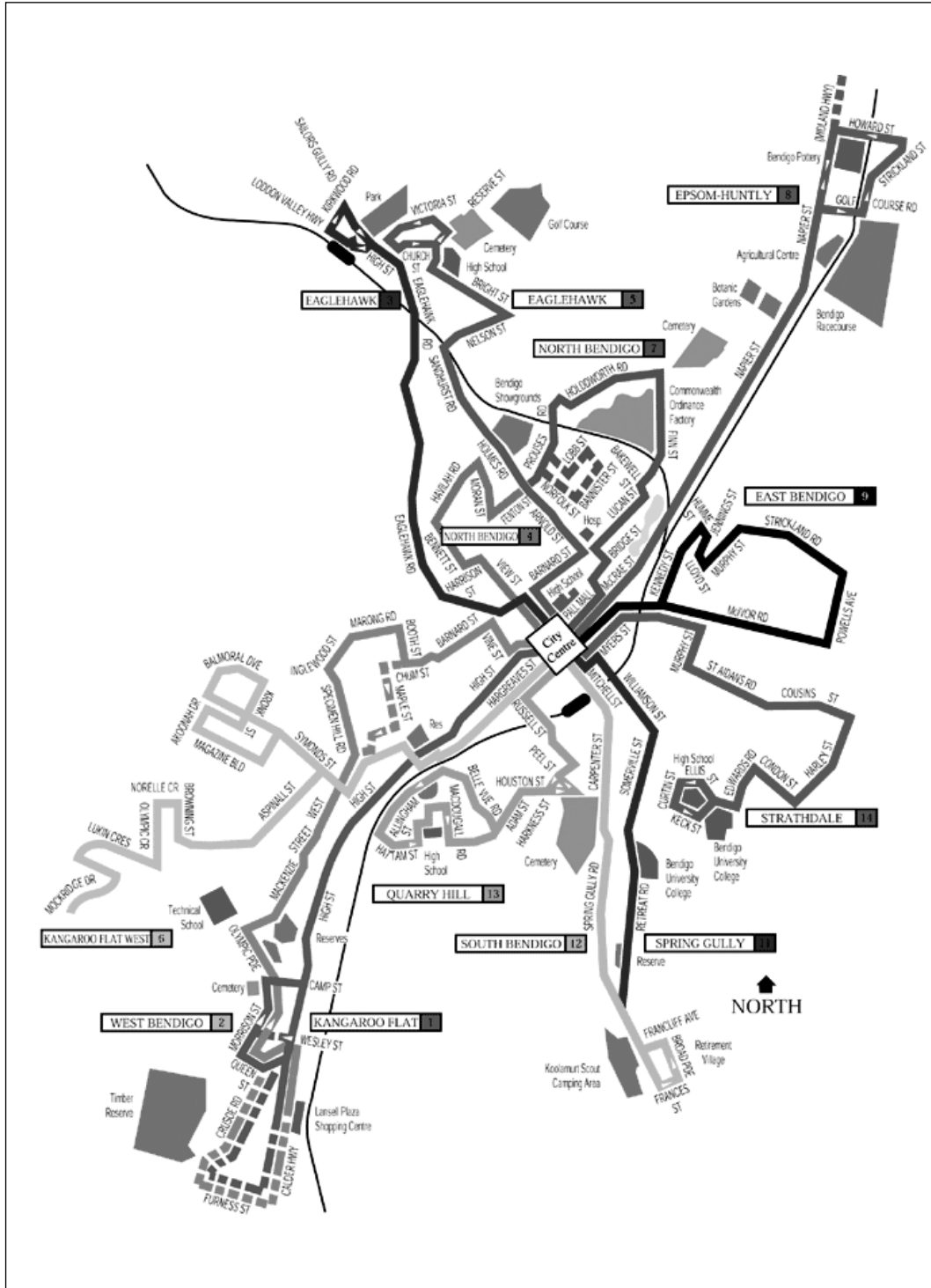
Web: [www.mylon.com.au](http://www.mylon.com.au)

Tel: (02) 6056 3100

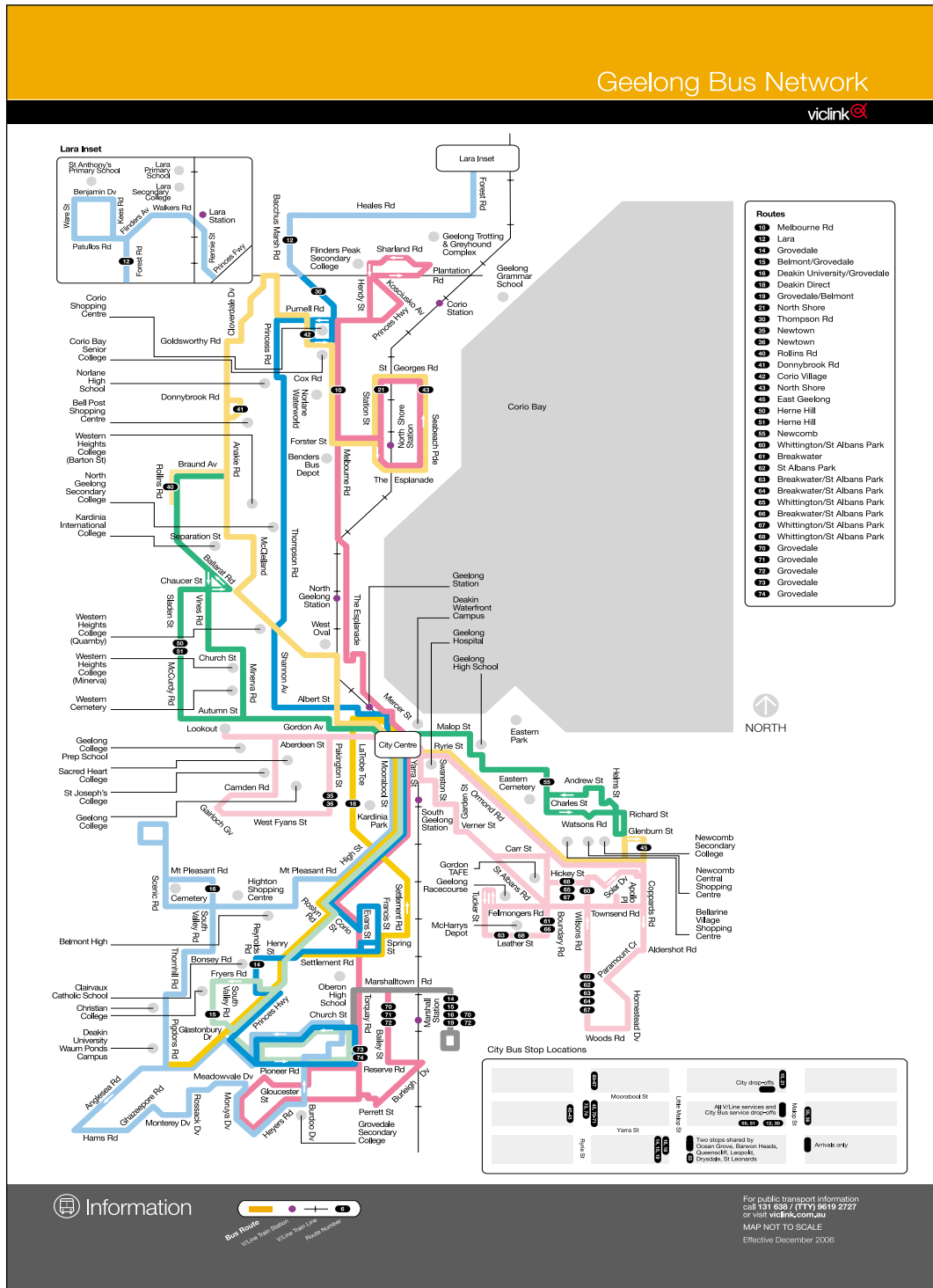
### Ballarat transit system map (including the Ballarat urban bus network)



**Bendigo transit system map  
(including the Bendigo urban bus network)**



**Geelong transit system map  
(including the Geelong urban bus network)**



**CHAPTER 6 – CONCESSIONS AND FREE TRAVEL PASSES**

The concessions and free travel passes described in this chapter apply to:

- Metropolitan services
- V/Line ticketed services (including V/Line Link services and interstate services)
- Urban bus services in the regional cities
- Regional services that have a contract or service agreement with the Department of Infrastructure.

Concessions and free travel passes do not necessarily apply to CountryLink, Great Southern Railway, airport services, tourist railways, privately run bus services and chartered trains, trams and buses except where these services are contracted to accept V/Line or Metcard tickets. Please check with the relevant operator before booking or travelling.

Concession cards and free travel passes are generally not transferable and must be carried at all times when travelling. They are not valid if they have been tampered with or damaged.

On V/Line reserved services, free pass holders and infants may reserve a seat free of charge.

For more information on concessions, phone Metlink on 131 638.

For more information on free travel passes, contact the Metlink Central Pass Office on 9619 1159 or 9619 1650.

***Concessions – no card required*****Infants**

Children under 4 years old travel free on public transport in Victoria, but they must be accompanied by a parent or guardian. On V/Line reserved services, seats for children under 4 years old may be reserved without charge.

**Children**

Children under 15 years of age are eligible for concession fares on public transport in Victoria.

On V/Line services, a child under 10 years of age must travel with a parent or guardian, except when travelling with other children to and from school.

V/Line reserves the right to decline travel to children aged between 10 and 15 years who are not accompanied by a parent or guardian.

Children aged between 10 and 15 may only travel alone on coach services between 10.00 pm and 5.00 am if V/Line is notified (by phoning 136 196) before the child's ticket is issued.

V/Line must be notified of:

- The child's name and age
- The date and time of travel
- The origin and destination, including any junction point where a change of service will occur
- The name, address and telephone number of the person placing the child on the service
- The name, address and telephone number of any person meeting the child at the destination or at any junction point.

V/Line will allocate an authorisation number, which is to be recorded on the ticket as proof that this information has been provided.

A parent or guardian must be present when the ticket is purchased.

**Concession cards****Victorian Public Transport Concession Card**

Concession cards and application forms (for codes P, S and T) are available from most staffed railway stations, The MetShop and some bus depots. Application forms are also available from Metlink by phoning 131 638 and from [metlinkmelbourne.com.au](http://metlinkmelbourne.com.au). War Veteran and War Widow/ers (code V) concession cards are issued by the Metlink Central Pass Office. Contact 9619 1159 or 9619 1650.

Student identification cards issued by schools and tertiary institutions are not accepted for concession travel on public transport.

Students must be Australian Citizens, permanent residents of Australia, overseas exchange students, students with refugee status or students in receipt of an Australian Development Scholarship. All other overseas students are not eligible for student concessions.

Holders of these cards will be posted a **myki** when the new ticketing solution is implemented.

**Primary students (code P)**

This card is available to full-time Victorian primary school students who attend a school listed in the Approved List of Schools.

**Secondary students (code S)**

This card is available to full-time Victorian secondary school students who attend a school listed in the Approved List of Schools and undertaking an approved full time course.

**Tertiary students (code T)**

This card is available to full-time Victorian tertiary students who attend a college or university listed in the Approved Courses in Tertiary Institutions Register and undertaking an approved full time course.

Victorian Tertiary Student Concession Cards are available for a half year or full year. Students enrolled in courses of between 10 and 20 weeks can only obtain a half-yearly card. Concession cards are not issued for courses of less than 10 weeks' duration.

**War Veterans/War Widows (code V)**

This card is available to war veterans who hold a Department of Veterans Affairs Gold Card or White Card and are not entitled to any other type of concession card (e.g. Victorian Seniors Card, Australian Pensioner Concession Card or Victorian Health Care Card).

This card is also available to persons previously entitled to a DVA Victorian War Widow/er Transport Concession Card who are not entitled to any other type of concession card (e.g. Victorian Seniors Card, Australian Pensioner Concession Card or Victorian Health Care Card).

**Victorian Seniors Card**

This card is available to permanent residents of Victoria aged 60 or over who work less than 35 hours a week. Victorian Seniors Cards are issued by the Department of Victorian Communities (1300 797 210 or [www.seniorscard.vic.gov.au](http://www.seniorscard.vic.gov.au)).

Victorian Seniors Card holders can also apply for a Seniors Sunday Pass. Victorian Seniors Card holders are the only people entitled to travel using a Seniors Daily Metcard.

Applicants for the Senior Sunday Pass will be mailed a **myki** in late 2007. Seniors who have not applied for a Seniors Sunday Pass will need to apply for a **myki**.

**Australian Pensioner Concession Cards**

These cards are issued by Centrelink and the Department of Veterans Affairs.

The concession applies only to the cardholder and does not extend to any dependants named on the card, even when they are travelling with the cardholder. Cards from all Australian States and Territories are accepted. This card will be replaced by **myki** in late 2007 – an application will be required.

**Victorian Health Care Card**

This card is issued by Centrelink. Only cards with a Victorian address are valid for concession travel.

The concession applies only to the cardholder and does not extend to any dependents named on the card, even when they are travelling with the cardholder.

Confirmation of Concession Card Entitlement Vouchers can be used while the Health Care Card application is being processed.

This card will be replaced by **myki** in late 2007 for use on public transport - an application will be required.

**Free Travel Passes**

The following Free Travel Passes entitle the holder to free travel on Victorian Public Transport, including First class, unless otherwise stated.

**Vision Impaired Travel Pass**

This pass is issued by the Metlink Central Pass Office to people who are legally blind (as defined in the **Social Security Act 1991**). Passes issued in other states are valid for free travel in Victoria.

Free travel is not available to accompanying attendants unless the vision impaired person holds a Companion Card.

Vision Impaired pass holders are encouraged to contact the Department of Human Services (1800 650 611) to apply for a Companion Card.

**Companion Card**

This card is issued by the Department of Human Services (1800 650 611) to people who require the assistance of a companion. It provides free travel for the carer/companion of the cardholder on all public transport services.

A Companion Card does not entitle the cardholder to concession fares or free travel - the cardholder must have a valid ticket or Free Travel Pass. The Companion Card holder may be accompanied by any number of carers/companions, but only one of these is entitled to free travel. The carer/companion and the Companion Card holder must travel together and the cardholder must show their Companion Card to staff on request and indicate who their carer/companion is for that trip.

To use the card on V/Line services, Companion Card holders must ask for a 'Companion Ticket' when buying or booking their own ticket and show their Companion Card.



**Victorian Public Transport Free Travel Pass**

Most free travel passes have been replaced with a common design, with a two-letter code indicating the pass category. The background colour of the pass may vary, according to category. The new passes will be issued by the Metlink Central Pass Office. **myki** cards will be posted to all free pass holders of this design in late 2007 when the new ticketing solution is implemented.

CODE	CATEGORY
VI	Vision Impaired Travel Pass
TT	Travel Trainer Pass
WV	War Veteran's Travel Pass
TV	TPI War Veteran's Travel Pass
W1	Widow of World War 1 Veteran
AE	Employee Travel Pass
AB	Bus Driver Travel Pass*
FT	Franchisee Travel Authority
FC	First Class Pass
FL	First Class Leave Pass
RE	Retired Employee Travel Pass
RA	Federal Police Travel Pass
VP	Victoria Police Travel Authority
TP	Transit Police Travel Pass
JP	Judges Travel Pass
BB	Victorian Black Book Pass
GP	Gold Pass — Elite
GT	Gold Pass Travel Card
RB	Red Book Travel Pass
FP	Federal Parliamentarian Travel Pass
SP	State Parliamentarian Travel Pass
GM	Governor's Travel Pass

\* AB passes are only valid on metropolitan services in Zones 1+2

**War Veteran's Travel Pass**

This pass is being replaced by the Victorian Public Transport Free Travel Pass. The current pass will not be accepted after *30 June 2007*. Pass holders can obtain a new pass at the Metlink Central Pass Office. Telephone 9619 1159 or 9619 1650.

**Franchisee Travel Authority**

This pass is being replaced with the First Class Pass. It is not valid for travel after *30 June 2007*.

**First Class Pass**

This pass is being replaced with a **myki** when the new ticketing solution is installed in the second half of 2007.

**First Class Leave Pass**

This pass is being replaced with the First Class Pass. It is not valid for travel after *30 June 2007*.

**Retired Employee Travel Pass**

This pass is being replaced by the Victorian Public Transport Free Travel Pass. The current pass will not be accepted after *30 June 2007*. Pass holders can obtain a new pass at the Metlink Central Pass Office. Telephone 9619 1159 or 9619 1650.

**Victoria Police Travel Authority**

This pass is being replaced with a **myki** when the new ticketing solution is installed in the second half of 2007.

***Free passes and concession cards no longer valid for travel***

Over the last three years the number of concession cards and passes has been progressively reduced as new card designs have been introduced. The following passes and concession cards are not valid for travel:

- All medallions (including WW1, State Parliamentarians, Federal Parliamentarians, Governors)
- Red/Black Book Passes
- Gold Passes
- DVA Victorian War Widow/er Transport Concession Card
- International Student Concession card
- Any cards/passes that are not included in this manual.

***Free Travel Vouchers***

In addition to transport concessions provided to Victorian Seniors Card holders and Pensioners, the Victorian Government provides the bonus of free travel on public transport within Victoria. This privilege is provided through the issue of free travel vouchers.

**Victorian Pensioner Free Travel Voucher**

Each year, Centrelink and the Department of Veteran's Affairs issue Victorian Pensioners with a Victorian Pensioner Free Travel Voucher. The voucher can be exchanged for the following types of tickets:

At any Premium station or The MetShop:

- A Seniors Daily Metcard (Victorian Seniors), or
- A Concession Daily ticket

At any V/Line staffed station or V/Line agent:

- An Economy class V/Line Daily ticket
- Two Economy class V/Line Single tickets (to return on a different day).

Pensioners can use their vouchers for interstate travel on CountryLink or Great Southern Railway services by paying the appropriate fare from the Victorian border to their interstate destination as well as for any change of class. The passenger must present the voucher when booking their ticket at a V/Line station or agent. Passengers travelling on V/Line-ticketed services where reservations are required must go to a staffed V/Line station or V/Line agent in advance of travelling.

Pensioner Free Travel Vouchers will be replaced if lost or stolen by contacting Centrelink on 132 300.

**Seniors Off-Peak Free Travel Vouchers**

Victorian Seniors Card holders are issued with two Seniors Off-Peak Free Travel Vouchers annually that can be exchanged for either:

- A Seniors Daily Metcard
- A V/Line Off-Peak Day Return ticket or;
- Two V/Line Off-Peak Single tickets (for return on a different day)

Vouchers can only be redeemed for Economy class V/Line tickets and cannot be upgraded to First class. Travel must be entirely within Victoria. Vouchers cannot be redeemed as part of an interstate journey. Vouchers can not be exchanged for CountryLink or GSR tickets.

Standard ticket conditions apply.

The passenger must present the voucher when booking their ticket at a V/Line station or agent. Passengers travelling on V/Line-ticketed services where reservations are required must go to a staffed V/Line station, selected Premium station or V/Line agent in advance of travelling.

Seniors Off-Peak Free Travel Vouchers will not be replaced if lost or stolen.

***Access passes*****Touchcards and Access Passes**

Touchcards and Access Passes are issued by the Metlink Central Pass Office. They do not entitle the holder to free public transport – a Free Travel Pass must be carried at all times when travelling on public transport.

Touchcards and Access Passes must be validated in the metropolitan area when entering a train station or boarding a tram or bus.

***Concession Codes under myki***

When **myki** is introduced, concession passengers will need to register their concession category to obtain a longlife card. The following categories are available. If a passenger is eligible for multiple categories then assistance will be provided to ensure they register for the concession that provides the greater benefits (e.g. if a Senior is also a Tertiary Student, they should register as a Senior). Some mixed categories are available where the combined benefits exceed the benefits of the individual concession categories (e.g. Australian Pensioners who are also Victorian Seniors).

CODE	CONCESSION ENTITLEMENT	PROPORTION OF FULL FARE PAYABLE ON MYKI STORED VALUE AND E-PASS	NOTES AND EXTRA BENEFITS
<b>C</b>	Child – under 15 years	50%	Also eligible to purchase discounted half-yearly and yearly student passes.
<b>P</b>	Student – Primary	50%	Also eligible to purchase discounted half-yearly and yearly student passes.
<b>S</b>	Student – Secondary	50%	Also eligible to purchase discounted half-yearly and yearly student passes.
<b>T</b>	Student – Tertiary	50%	
<b>V</b>	War Veterans/War Widows	50%	
<b>VS</b>	Victorian Seniors Card	50%	Seniors Daily fare cap when travelling one or two zones, Free travel on Sundays when travelling one or two zones, one off-peak Seniors Free Travel Vouchers every six months.
<b>AGE</b>	Australian Pension Concession Card – AGE – Age Pension	50%	Pensioner Free Travel Voucher provided annually.
<b>PVS</b>	Australian Pension Concession Card and Victorian Seniors Card	50%	Seniors Daily fare cap when travelling one or two zones, Free travel on Sundays when travelling one or two zones, one off-peak Seniors Free Travel Vouchers every six months, Pensioner Free Travel Voucher provided annually.
<b>AGE BLIND</b>	Australian Pension Concession Card – Age Pension (Blind)	N/A	Holders should obtain a Vision Impaired (VI) Travel Pass for free travel.
<b>CD</b>	Australian Pension Concession Card – CD – Carer Allowance (Child)	50%	Pensioner Free Travel Voucher provided annually.
<b>CAR</b>	Australian Pension Concession Card – CAR – Carer Payment	50%	Pensioner Free Travel Voucher provided annually.
<b>DSP</b>	Australian Pension Concession Card – DSP – Disability Support Pension	50%	Pensioner Free Travel Voucher provided annually.
<b>DSP BLIND</b>	Australian Pension Concession Card – Disability Support Pension (Blind)	N/A	Holders should obtain a Vision Impaired (VI) Travel Pass for free travel.
<b>MAA</b>	Australian Pension Concession Card – MAA – Mature Age Allowance	50%	Pensioner Free Travel Voucher provided annually.
<b>PP</b>	Australian Pension Concession Card – PP – Parenting Payment (Partnered)	50%	Pensioner Free Travel Voucher provided annually.

CODE	CONCESSION ENTITLEMENT	PROPORTION OF FULL FARE PAYABLE ON STORED VALUE MYKI OR E-PASS	NOTES AND EXTRA BENEFITS
<b>PPP</b>	Australian Pension Concession Card – PPP – Parenting Payment (Partnered)	50%	Pensioner Free Travel Voucher provided annually.
<b>WID</b>	Australian Pension Concession Card – WID – Widow B Pension	50%	Pensioner Free Travel Voucher provided annually.
<b>WFA, WFD, WFW</b>	Australian Pension Concession Card – Wife Pension	50%	Pensioner Free Travel Voucher provided annually.
<b>PPS</b>	Australian Pension/Health Concession Card – Parenting Payment Single	50%	Pensioner Free Travel Voucher provided annually.
<b>FA</b>	Victorian Health Care Card – FA – Family Tax Benefit A	50%	
<b>LI</b>	Victorian Health Care Card – Low Income (LI)	50%	
<b>NS</b>	Victorian Health Care Card – NS – Newstart Allowance	50%	
<b>NSA</b>	Victorian Health Care Card – NSA – Newstart Allowance	50%	
<b>PA</b>	Victorian Health Care Card – PA – Partner Allowance	50%	
<b>PTA</b>	Victorian Health Care Card – PTA – Partner Allowance	50%	
<b>SA</b>	Victorian Health Care Card – SA – Sickness Allowance	50%	
<b>SAL</b>	Victorian Health Care Card – SAL – Sickness Allowance	50%	
<b>SL</b>	Victorian Health Care Card – SL – Special Benefit	50%	
<b>SPL</b>	Victorian Health Care Card – SPL – Special Benefit	50%	
<b>WA</b>	Victorian Health Care Card – WA – Widow Allowance	50%	
<b>WDA</b>	Victorian Health Care Card – WDA – Widow Allowance	50%	
<b>YA</b>	Victorian Health Care Card – YA – Youth Allowance	50%	

**CHAPTER 7 – myki TICKETING SOLUTION**

The new ticketing solution for Victoria – **myki** – is fully integrated and is based on common zones, ticket types, fares and concessions across Victoria. The following chapter is provided for information only and is subject to change. Final ticket conditions will be gazetted prior to the implementation of **myki**.

***Concessions and free travel***

When **myki** is introduced there will be no change to who is eligible for concession fares or free travel. However, some concession/free passengers will need to obtain a **myki** to access concession fares. To reduce the potential for fraud, a concession entitlement may only be loaded onto a **myki** that has been personalised. Passengers with Victorian Public Transport Concession Cards (Codes P, S, T & V) and holders of the Seniors Sunday Pass will be mailed a personalised **myki** during 2007. Holders of most free travel passes will also be mailed a personalised **myki**. Some customers will need to apply for their **myki** card when the new ticketing solution is introduced and further information on this will be available in late 2007.

***Disposable cards***

Disposable cards will be available on board buses/trams and at railway stations. Passengers boarding at V/Line stations where tickets cannot be purchased prior to boarding the train (either from the ticket office or a vending machine) may purchase disposable cards from the conductor. The range of disposable cards available will reduce slightly as the take up of **myki** increases. Disposable cards will be valid from the time of issue – in the same way that Metcards issued on trams and buses are already validated with an expiry date and time. In the same way that 2 hour tickets are more expensive than 10x2 hour tickets, disposable tickets will be more expensive than using **myki**.

***myki stored value***

Customers with value stored on their **myki** card will need to scan at the start and end of their journey to have the correct fare calculated. This replaces the requirement for customers to purchase the correct ticket prior to travel (e.g. rather than selecting the zones and ticket required, the fare will be calculated automatically).

**2 hour/Single Fare Cap**

The cost of a 2 hour/Single fare is based on the number of zones used in a two hour period (two hours from the next full hour, with an additional hour of transfer time provided to customers travelling very long distances):

City Saver (no transfer permitted): \$2.03

Zone 1: \$2.76\*

Zone 2: \$1.90\*

Zone 1+2: \$4.66\*

*\*This fare is 10 per cent of the 10 x 2 hour Metcard*

Single Zone Fare (Geelong, Ballarat, Bendigo, Moe, Morwell, Traralgon): \$1.80\*

*\*This fare is the current adult price*

Other Zone Combination: The cost of 2 hour/Single will be lower than current fare levels on V/Line to provide customers with an incentive to obtain a **myki**.

**Daily Fare Cap**

The daily fare cap is based on the number of zones used during the day (from 3.00 am to 3.00 am the following day). If a customer makes an off-peak trip, then the peak price of that trip is counted towards their daily fare cap – providing an incentive for customers to avoid peak times where possible.

Zone 1: \$5.52\*

Zone 2: \$3.80\*

Zone 1+2: \$9.32\*

*\*This fare is 20% of the 5 x Daily Metcard*

Single Zone Fare (Geelong, Ballarat, Bendigo, Moe, Morwell, Traralgon): \$3.60\*

*\*This fare is the twice the current 2 hour adult price*

Other Zone Combination: The cost of Daily Cap will be 5% lower than current fare levels on V/Line (Daily/Off-Peak Daily).

**Weekly Fare Cap**

The weekly fare cap is based on the zones used during the week (from 3.00 am Monday to 3.00 am the following Monday). If a customer pays for an off-peak trip, then the peak price of that trip is counted towards their weekly fare cap. This provides an incentive for customers to avoid peak times. The weekly cap will be the same as Weekly Metcards or Weekly V/Line tickets.

Zone 1: \$27.60\*

Zone 2: \$19.00\*

Zone 1+2: \$46.60\*

*\*This fare is the Weekly Metcard*

Single Zone Fare (Geelong, Ballarat, Bendigo, Moe, Morwell, Traralgon): \$18.00\*

*\*This fare is the ten times the current 2 hour adult price*

Other Zone Combination: The cost of Weekly Cap will be equal to the V/Line Weekly ticket.

**Concession fares and discounts**

Concession stored value and e-pass fares are charged at a percentage of the adult fare (currently 50% for all concession categories).

Seniors Sunday Cap: Seniors with **myki** cards travelling one or two zones on Sundays will travel free (e.g. Frankston to Melbourne, Queenscliff to Geelong, Moe to Morwell). Customers travelling more than two zones will be charged standard fares for their entire journey.

Sunday Saver Cap: Passengers travelling one or two zones on Sundays will be charged a maximum fare cap of \$2.50 for both adult and concession travellers. (e.g. Frankston to Melbourne, Queenscliff to Geelong, Moe to Morwell). Customers travelling more than two zones will be charged for their entire journey at standard rates.

**Failure to scan off**

If customers fail to scan off then the system is unable to calculate the correct fare and a default fare is charged.

This fare is yet to be set and is not proposed to exceed the cost of a 2 hour, Zone 1+2 ticket.

The default fare may be increased by the conductor on V/Line services where a customer is making a journey that exceeds the above fare levels.

**myki pass**

Customers may purchase and load on their **myki** card a pass for any number of days between 28 and 365 days in duration. The price per day is equal to the current Monthly Metcard or Monthly V/Line ticket divided by 30.4 (the average number of days per month). Further discounts apply for longer duration passes so that customers will not pay more than current Metcard Yearly or V/Line Date-to-Date ticket prices.

Zone 1: \$3.37 per day (when 28–325\* days are purchased)

Zone 2: \$2.26 per day (when 28–325\* days are purchased)

Zone 1+2: \$5.19 per day (when 28–325\* days are purchased)

\* When 325 days are purchased 40 days are provided free.

Passes for regional areas are based on the current monthly ticket price for 28–69 days and the date-to-date ticket price for 70–325 days.

**Student passes**

Student passes will be made available as discounted **myki** passes. To receive the discounted price, students must purchase **myki** passes valid between the nominated dates (from 1 January 2007 to 28 February 2008). Fares for student passes will be matched with the student pass fares.



**CHAPTER 8 – ACCESSIBLE TRANSPORT**

Public transport services in Victoria are progressively being made accessible to people with disabilities, to comply with the provisions of the Commonwealth Government's **Disability Discrimination Act (1992)** and the Victorian Government's Disability Standards for Accessible Public Transport (2002).

All metropolitan and most V/Line trains are wheelchair accessible, along with most metropolitan and V/Line stations.

New trams and buses are being delivered with low floors for easy access, while an increasing number of tram stops in the Melbourne CBD and elsewhere on the tram network are being made into accessible stops.

***Access for people using wheelchairs and mobility aids*****Metropolitan*****Trains***

All metropolitan trains are wheelchair-accessible via a manual ramp deployed by the driver from the front carriage. Passengers who need assistance boarding trains should wait on the platform near the front of the train.

Most metropolitan train stations are wheelchair-accessible and Premium stations have wheelchair-accessible toilets. Passengers should phone Connex on 1800 700 105 to inquire about particular requirements such as obtaining assistance from station staff at Premium stations or travelling in large groups.

***Trams***

Low-floor trams have two allocated spaces for passengers using wheelchairs or mobility aids, directly inside the first set of double doors. They also have a call button so that passengers who need assistance getting off the tram can alert the driver to deploy a bridging plate at the door threshold.

People using wheelchairs and scooters can currently access low floor trams from platform stops on Routes 109, 96, 6, 8 and 72. At the time of this manual going to press, there are more than 100 accessible 'platform'-style tram stops on the Melbourne tram network.

The Department of Infrastructure's Public Transport Division in conjunction with Yarra Trams and local councils are undertaking programs to increase the number of accessible trams stops. During 2007, more accessible stops will be commissioned. Contact Yarra Trams on 1800 800 166 for more information on accessible routes and stop locations.

***Buses***

Over 50 per cent of bus services in Melbourne use wheelchair-accessible low-floor buses, including SkyBus and NightRider services. Additionally, certain regional city routes are operated with low-floor buses. The driver deploys a manual ramp from the door at the bus stop kerb.

Passengers should contact the relevant operators to find out which services are operated with low-floor buses.

Some bus companies' timetables also show which services are operated by low-floor buses.

A demand responsive wheelchair-accessible bus is available for travel between St Kilda, Port Melbourne, Flinders Street and Southern Cross stations. It can transport up to three passengers in wheelchairs and four other passengers.

Metcard fares apply to this service. For bookings, phone 1800 012 061.

**Regional*****V/Line trains and coaches***

All V/Line stations are wheelchair accessible. All trains are accessible via a portable wheelchair ramp deployed by the conductor on request. Space for passengers with disabilities on trains may be limited and passengers may be restricted to particular parts of the train.

Conductors and station staff are available on request to further assist passengers.

Wheelchair accessible toilets are available on all Sprinter and V/Locity railcars, while limited accessible toilet facilities are available on locomotive-hauled services. Some V/Line coach services are wheelchair accessible.

Passengers with disabilities should phone 136 196 for information on which services are most suitable for their needs. Bookings for passengers using wheelchairs or scooters on V/Line rail and coach services are required at least 24 hours in advance.

***Mobility aids***

Your mobility aid (wheelchair, scooter or motorised vehicle) needs to:

- Fit within an allocated space of 1300 mm (length) x 800 mm (width)
- Be no more than 750 mm wide at a height 300 mm above the ground to fit between the wheel axles of a bus.

Additionally, the total weight of the mobility aid, its user and any attendants must be less than 300 kg, as this is the maximum load for boarding devices such as ramps.

Mobility aids that exceed these standard wheelchair dimensions (800 mm wide x 1300 mm long) may not be able to be accommodated.

***Service animals***

Guide dogs, hearing guide dogs or guide dogs in training travel free on all Victorian public transport services.

**CHAPTER 9 – BICYCLES, SURFBOARDS AND OTHER ITEMS*****Bicycles and surfboards***

Bicycles and surfboards are not permitted onboard trams and buses.

Bicycles and surfboards can be carried for free on metropolitan and V/Line trains, but passengers are strongly advised to avoid weekday services that:

- arrive in the city between 7.00 am and 9.00 am
- depart the city between 4.00 pm and 7.00 pm.

Bicycles and surfboards must not obstruct passageways or doorways and must not inconvenience other passengers. On metropolitan trains, they must not be placed near the first door of the first carriage, as this space is reserved for passengers in wheelchairs. On V/Line trains, items should be stowed in the location(s) designated by the Conductor.

Surf skis, sailboards, canoes and similar items are not permitted.

Generally, V/Line coaches do not carry bicycles, surfboards, surf skis, sailboards, canoes and similar items. There is an exception for coach services along coastal routes where surfboards and boogie boards may be carried subject to available space on the day of travel. Passengers are to be aware that this applies to both the forward and return legs of the journey.

Call 136 196 for further information.

**Bicycle lockers**

Some train stations have bicycle lockers, which can be used to store bicycles, helmets and safety vests.

Passengers may obtain lockers for up to 3 months by paying a bond, which will be returned at the end of the period (provided the locker is clean and undamaged). This period can be extended beyond 3 months if renewal is applied for on or before the expiry date. Other stations such as Southern Cross have a self-storage locker system.

Bicycle lockers at unstaffed stations may be reserved at a nearby premium station.

Transport operators will not be liable for any loss of or damage to items stored in bicycle lockers.

***Luggage on V/Line services***

The luggage allowance on all V/Line services is 40 kg per passenger (two items of up to 20 kg each) plus one item of hand luggage.

Passengers do not have to check in their luggage – they can carry it with them on board trains or stow it in the luggage compartment under coaches.

Passengers are advised to carry personal medication, keys and valuables in their hand luggage.

**Checked luggage**

Luggage to be checked in must be packed in a suitcase, backpack or other travel bag. Tea chests, cardboard boxes or plastic bags will not be accepted.

Prams, pushers and strollers (weighing up to 20 kg), children's car seats, wheelchairs and small items of sporting and camping equipment can also be checked in. A set of golf clubs or snow skis, stocks and boots will be treated as one piece of luggage.

Passengers should clearly label all luggage with their name and address, their destination and the date and service they are travelling on, as well as removing all previous luggage tags.

Luggage can only be sent to the passenger's destination. If that location is unstaffed, the passenger must pick up the luggage as soon as it arrives. V/Line is not liable for lost luggage.

**Luggage checks and procedures**

Passengers must check in their luggage at least 30 minutes before their service is scheduled to depart. Where possible, the luggage will travel on the same service (wheelchairs, sporting equipment, prams and similar items must travel on the same service).

When checking in luggage, station or agency staff and coach drivers should give the passenger the receipt portion of the luggage tag. Passengers must present this tag to retrieve their luggage.

Passengers who lose their luggage tags must sign a declaration giving a description of the items and indemnifying V/Line against any loss or claim for wrong delivery. V/Line will only return the luggage if sufficient evidence of ownership is provided.

Tags are colour-coded to help staff sort luggage according to its destination.

At Southern Cross Station, checked luggage will be delivered on the platform beside the train or beside the road coach immediately on arrival. Luggage unclaimed on arrival will be transferred to the luggage hall.

**Transfers between V/Line services**

Allow at least 30 minutes between scheduled arrival and departure for transfer of luggage between V/Line services at Southern Cross Station.

Staff should endorse the luggage tag with the departure time of the service from Southern Cross Station. For example, a suitcase from Ballarat for transfer to the 12.10 pm service to Wodonga would be endorsed on the tag as 'Ballarat to Wodonga 12.10 pm transfer at MEL'.

On train-coach journeys, checked luggage will be automatically transferred between train and coach services (en-route) at the interchange stations. Luggage for en-route transfer should indicate on the luggage tag (in the TRANSFER AT section) the station at which the luggage is to be transferred.

Passengers who board a service at an unstaffed location can check in their luggage when they transfer to another service. It is the passenger's responsibility to check in their luggage at the transfer point.

**Liability and insurance**

V/Line may pay up to \$600 to any passenger whose checked luggage is lost, damaged or delayed as a result of negligence by V/Line's employees, agents or contractors, but only when:

- The items were in a suitcase, bag or other receptacle that was securely locked and clearly labelled with the passenger's name, address and destination
- The luggage was handed to an employee, agent or contractor of V/Line and a luggage tag was obtained for each item.

V/Line is not liable for any loss, damage or delay arising out of any other cause. Passengers who require additional cover should obtain appropriate travel insurance.

**Luggage lockers**

Luggage lockers are available at Southern Cross, Flinders Street, Ballarat, Bendigo, Geelong and Wodonga stations. Explosives, flammable liquids, corrosive and poisonous chemicals, liquefied and compressed gas or other dangerous goods must not be put in the lockers.

V/Line is not liable for any loss of or damage to items stored in luggage lockers.

**Cloakrooms**

Limited cloakroom space is available at Bendigo, Geelong and Wodonga stations for storage of items which will not fit in luggage lockers e.g. sporting equipment, wheelchairs and other items.

To store items in the cloakroom, passengers must pay \$2.60 per item per day and will be issued with a separate ticket for each item.

To retrieve an item, passengers must present their ticket at the cloakroom and pay any overtime charges due. Staff should ask for a description of the item.

If a passenger needs to access an item from the cloakroom, the ticket must be handed in and another ticket issued and paid for when the item is returned to the cloakroom.

Passengers who lose their ticket must sign a declaration giving a description of the item. They must pay any outstanding charges along with a \$1.20 search fee.

V/Line is not liable for any loss of or damage to items stored in cloakrooms.

#### ***Prams, shopping jeeps and golf buggies***

Prams, pushers, shopping jeeps, golf buggies and similar items can be carried for free on public transport services, as long as the comfort, access and safety of other passengers are not affected.

On V/Line trains, these items can be given to the conductor to stow in the train's luggage van if space is available. The items must be presented at the station at least 30 minutes before departure. These items can also be checked in as checked luggage.

#### ***Motorised vehicles***

Petrol-driven vehicles are not permitted on public transport services for safety reasons.

#### ***Animals***

Guide dogs, hearing guide dogs or guide dogs in training can travel for free on public transport services. Other animals can travel subject to the following conditions:

#### **Metropolitan services**

Dogs on leads are permitted on metropolitan trains, but only if they are muzzled.

It is strongly advised that passengers with dogs do not travel during weekdays between 7.00 am and 9.00 am and between 4.00 pm and 6.00 pm.

Dogs are not allowed on seats, are not allowed to block doorways or gangways and must be controlled by their owner at all times.

Owners must clean up any mess created by their dogs.

Small animals can travel on trains, trams and buses, but they must be in a suitable container.

#### **V/Line services**

Dogs and small animals can travel on locomotive-hauled trains, but must be in a suitable container. A \$16.70 fee applies.

Dogs and small animals are not permitted on Sprinter or V/Locity trains or on V/Line coaches.

FEES FOR LOST KEYS AND UNCOLLECTED ITEMS	
Luggage locker uncollected item fee (V/Line operated lockers)	\$7.40
lost locker key replacement fee (V/Line operated lockers)	\$24.50
Lost property storage fee (only if not collected within 24 hours)	\$3.70 (per item)

## CHAPTER 10 – REFUNDS AND REPLACEMENT TICKETS

### *General rules*

The following general rules apply to refunds and replacement tickets for Metcard and V/Line tickets. Refunds and replacements are generally not available for tickets issued by other operators – please check with the operator for details.

Most Metcard refunds or replacements require a completed Metcard Refund Form. Forms and a reply-paid postage envelope are available from Connex Premium stations, The MetShop, selected Metcard retail agents and from the Metcard Helpline (1800 652 313). The Metcard Refund Form can also be downloaded from the Metlink website. In some cases, an administration fee of \$9.80 on refunds will need to be paid.

A refund or replacement may apply in the following circumstances:

- Unused Tickets
- Surrendered Tickets
- Defective Tickets
- Ticket Equipment Faults
- Mutilated Tickets
- Medical Condition and Change of Travel Circumstances
- Industrial Stoppage and Severe Service Disruption
- Special Consideration
- Lost and Stolen tickets.

### *Unused tickets*

The ticket must not have been used or validated on any service.

### **Metcard**

For unused 2 hour, 10 x 2 hour, Daily, Weekly, Monthly, Seniors Daily, Daily 5 Pack, 5 x Daily, City Saver Ticket, City Saver x 10, Sunday Saver, Off-Peak Daily and Group Traveller tickets:

- If a refund is required, the refund amount is equal to the price paid for the ticket, minus the administration fee. A Metcard refund form should be completed and posted to Onelink, enclosing the ticket.
- If the passenger requires replacement tickets, passengers may obtain replacement tickets from The MetShop provided the magnetic stripe can be read by a ticket reading machine. No administration fee applies, but the passenger must use the value of the ticket towards the purchase of other tickets of equal or greater value.

Passengers may also obtain replacement tickets by mail from OneLink by completing and posting the Metcard Refund/Replacement Application Form (no refund fee applies).

### **V/Line (all tickets)**

Unused V/Line tickets may be exchanged for another date or refunded, provided they are presented to a V/Line booking office prior to the departure date printed on the ticket. No administration fee applies.

### *Surrendered tickets*

These conditions apply if a ticket is surrendered in compliance with a request made under regulation 19 of the Transport (Ticketing) Regulations 2006.

In these conditions, “**enforcement activity**” means the issue and enforcement of an infringement notice or the bringing and prosecuting of proceedings for an offence.

If the holder of a ticket surrenders the ticket to an authorised officer while travelling in a passenger vehicle, he or she will be issued with a travel permit for the balance of the travel authorised by the ticket up to a maximum of seven days travel.

A surrendered ticket will be retained by the authorised officer or the member of the police force to whom the ticket was surrendered, or by the Department of Infrastructure, at least until –

- (a) a decision is taken to not proceed with any enforcement activity to which the ticket is relevant; or
- (b) all enforcement activities to which the ticket is relevant are concluded.

When either of the events referred to in the immediately preceding paragraph occurs, the following conditions apply in respect of the surrendered ticket –

- If the ticket is a concession ticket which has been used by a person who has no entitlement to rely on the concession ticket for travel in a passenger vehicle or entry to a designated area –
  - (a) no replacement tickets will be issued and no refund will be made, to the extent of the whole or part of any unused value remaining on the ticket at the time of surrender; and
  - (b) the ticket will not be returned except as provided in the next succeeding dot point.
- If a person referred to in the immediately preceding dot point obtains an entitlement to rely on the concession ticket for travel in a passenger vehicle or entry to a designated area and –
  - (a) applies for the return of the ticket; and
  - (b) presents evidence of the relevant entitlement –to the Department of Infrastructure within 28 days of a decision to not proceed with any enforcement activity, or of the conclusion of all enforcement activities, to which the ticket is relevant, the ticket will be returned if it has any remaining unused value, but no replacement tickets will be issued, and no refund will be made, to the extent of the whole or part of any unused value remaining on the ticket at the time of surrender.
- If the ticket was fraudulently or, in some other way, dishonestly obtained or used –
  - (a) no replacement tickets will be issued and no refund will be made, to the extent of the whole or part of any unused value remaining on the ticket at the time of surrender; and
  - (b) the ticket will not be returned –except as provided in the next succeeding dot point.
- If the original holder of a fraudulently or dishonestly obtained or used ticket applies to the Department of Infrastructure for the return of that ticket within 28 days of the conclusion of all enforcement activities to which the ticket is relevant and satisfies the Department that he or she was not a party to the deception or dishonesty –
  - (a) if the ticket has any remaining unused value, it will be returned to the original holder; and
  - (b) whether or not the ticket is returned under paragraph (a), the original holder is entitled to a replacement ticket or tickets, or a refund, to the extent of the whole of any unused value remaining on the ticket at the time of surrender, less, if the ticket is returned, any remaining unused value as at the date the ticket is returned.
- If the enforcement activities culminated in a successful prosecution of the holder of the ticket, the informant may seek an order for the forfeiture of the ticket. If such an order is not made by the Court, the ticket will be returned to the person prosecuted if it has any remaining unused value, but no replacement tickets will be issued, and no refund will be made, to the extent of the whole or part of any unused value remaining on the ticket at the time of surrender.

- If the enforcement activities culminated in the prosecution of the holder of the ticket and that prosecution resulted in the acquittal of the holder of the ticket on the charge or charges and if the holder makes application to the Department of Infrastructure within 28 days of the Court's decision –
  - (a) if the ticket has any remaining unused value, it will be returned to the holder; and
  - (b) whether or not the ticket is returned under paragraph (a), the holder is entitled to a replacement ticket or tickets, or a refund, to the extent of the whole of any unused value remaining on the ticket at the time of surrender, less, if the ticket is returned, any remaining unused value as at the date the ticket is returned.
- If an infringement notice was issued and either –
  - (a) the penalty specified in the notice is paid before an enforcement order in respect of the notice is made; or
  - (b) if the notice becomes the subject of an enforcement order, the amount required to be paid under the order is paid –and if the holder of the ticket makes application to the Department of Infrastructure within 28 days of the payment of the penalty or amount (as the case may be), the ticket will be returned to the holder if it has any remaining unused value, but no replacement tickets will be issued, and no refund will be made, to the extent of the whole or part of any unused value remaining on the ticket at the time of surrender.
- If –
  - (a) an infringement notice was issued; and
  - (b) the notice was lodged with the Infringements Registrar; and
  - (c) the notice was subsequently revoked by a Court; and
  - (d) under section 69 of the **Infringements Act 2006**, the matter is not referred to the Court –and if the holder of the ticket makes application to the Department of Infrastructure within 28 days of receiving the notice under section 69(3) of the **Infringements Act 2006** from the Infringements Registrar that the matter will not be referred to the Court –
  - (e) if the ticket has any remaining unused value, it will be returned to the holder; and
  - (f) whether or not the ticket is returned under paragraph (e), the holder is entitled to a replacement ticket or tickets, or a refund, to the extent of the whole of any unused value remaining on the ticket at the time of surrender, less, if the ticket is returned, any remaining unused value as at the date the ticket is returned.
- If an infringement notice was issued, but later withdrawn and either –
  - (a) a decision was made to not undertake any other enforcement activity to which the ticket is relevant; or
  - (b) an official warning is given to the holder of the ticket –and if the holder of the ticket makes application to the Department of Infrastructure within 28 days of receiving the notice of withdrawal or warning letter (as the case may be) –
  - (c) if the ticket has any remaining unused value, it will be returned to the holder; and
  - (d) whether or not the ticket is returned under paragraph (c), the holder is entitled to a replacement ticket or tickets, or a refund, to the extent of the whole of any unused value remaining on the ticket at the time of surrender, less, if the ticket is returned, any remaining unused value as at the date the ticket is returned.
- Unless the ticket is a ticket referred to in the first dot point above, if a decision was taken to not proceed with any enforcement activity to which the ticket is relevant, and if the holder of the ticket makes application to the Department of Infrastructure –



- (a) if the ticket has any remaining unused value, it will be returned to the holder; and
  - (b) whether or not the ticket is returned under paragraph (a), the holder is entitled to a replacement ticket or tickets, or a refund, to the extent of the whole of any unused value remaining on the ticket at the time of surrender, less, if the ticket is returned, any remaining unused value as at the date the ticket is returned.
- An application under the last preceding dot point must be made no later than 28 days after the holder of the ticket receives advice from the Department of Infrastructure that no enforcement activity to which the ticket is relevant will proceed.

**Defective tickets (Metcard only)**

A ticket is defective if the magnetic stripe is unable to be electronically read, and the ticket has not been visibly damaged. If the ticket or magnetic stripe has been visibly corrupted or damaged, then please refer to the section on Mutilated/Damaged tickets. Defective tickets are exchanged for new tickets – no administration fee applies.

**Unused tickets that cannot be validated (excluding 10 x 2 hour/5 x Daily/City Saver x 10)**

Unused tickets that cannot be validated at all (and have no expiration date printed on them) will be replaced for an identical ticket at no charge. Tickets can be returned to Onelink using the Metcard Refund/Replacement Application Form. Most tickets may be exchanged for new tickets at The MetShop.

**10 x 2 hour, 5 x Daily or City Saver x 10**

If a 10 x 2 hour, 5 x Daily or City Saver x 10 ticket cannot be validated, it can be exchanged at the booking office of any Premium station or The MetShop. If no trips have been used, the ticket will be replaced. If the ticket has been used, then individual 2 hour, Daily or City Saver tickets will be provided for any unused periods on the ticket. For the 10 x 2 hour ticket, passengers will be issued a Daily ticket for the next 2 hour period and 2 hour tickets for the remaining unused periods on the ticket. City Saver x 10 tickets can only be exchanged at the MetShop or Premium stations in the City Saver area.

**Tickets unable to be validated with a visible expiration date within one month**

Public transport passengers are required to take all reasonable steps to validate their Metcard correctly.

However, if a defective Metcard was initially validated correctly and has a clearly visible expiration date less than one month away, then it remains valid for travel and may be presented to staff for visual inspection when travelling. Passengers may choose to exchange defective Metcards at The MetShop for replacement Metcards.

Weekly, Daily and Sunday Saver Metcards will be used to make up the remaining time on the Metcard (using the smallest number of Metcards possible). If the passenger wishes to travel in all zones on weekends they should not exchange their ticket.

**Yearly Metcards unable to be validated**

With Metcards purchased at a Station, the passenger must take the defective Metcard back to the station from which it was purchased and complete a declaration form. The station will issue two Weekly Zone 1+2 Full Fare Metcards to the passenger. Paperwork and the defective Metcard are forwarded to Onelink, c/o The Station Master's Office, Flinders Street Station. Replacement tickets are then mailed to the passenger – taking into account the two weekly Metcards already provided.

With Metcards purchased through a Commuter Club, the passenger should contact their Commuter Club coordinator or visit the Station master's office at Flinders Street Station to arrange replacement.

**Student Passes**

The passenger should return the student pass to the location it was purchased from for a replacement.

***Ticket equipment faults (Metcard only)***

In case of a Metcard equipment fault, passengers should complete a Metcard Refund/Replacement Application Form and post it to OneLink for processing. No refund fee applies for Metcard machine faults. Passengers are requested to provide as much information as possible to assist in processing their claim.

Metcard machine faults may include:

- Metcards not issued;
- No change or incorrect change provided;
- Metcard printed with wrong date;

Applications are cross referenced against the Metcard central computer system which continually monitors ticketing equipment and records faults.

***Mutilated/damaged tickets***

Tickets that are Mutilated/Damaged can become invalid through:

- Heat damage;
- Bent, punched through, torn or cut;
- Chewed;
- Water damaged;
- Covered in dirt or other foreign substance
- Damage that exceeds normal wear and tear.

**Metcard**

Refunds and replacements of mutilated and damaged Metcards can only be done via the Metcard Refund/Replacement Application Form and posted to OneLink. If the passenger requests replacement Metcards, passengers will receive a combination of Metcards that equals or exceeds the amount of the refund calculated.

An administration fee of \$9.80 is charged for mutilated and damaged Metcards and is deducted from the refund or the value of replacement tickets.

**V/Line**

Generally, a mutilated ticket will be replaced where it is possible to verify the issue of the original ticket with the issuing station and a Declaration Form is completed setting out the circumstances. An administration fee of \$5 must be paid to replace a mutilated ticket. The mutilated ticket must be retained and submitted with a ticket office/agent sales return to verify the replacement ticket.

***Medical conditions or change of travel circumstances***

In certain circumstances, refunds and replacement tickets may be available for passengers who have experienced medical problems or a change in circumstances.

**Medical**

Refunds due to medical conditions will only be allowed if the application meets the following requirements:

- the claim is accompanied by the ticket;
- the claim is accompanied by the doctor's certificate for the days claimed (statutory declarations are not accepted as proof);
- the passenger has missed at least three weekdays for weekly tickets, five weekdays for monthly, five days per month for date-to-date tickets or twenty weekdays for yearly tickets.

A refund based on a medical condition can be claimed for non-consecutive days of illness. However, a certificate must be produced for each of the days.

**Change of travel circumstances**

Only the following reasons are accepted for Change of Travel Circumstances.

- Change of home address;
- Change of place of employment/employer or school;
- Retrenchment.

Refund applications based on change of travel circumstances will only be allowed if the following conditions are met:

- the claim is accompanied by the ticket;
- only one change of circumstance is claimed.

The refund application must be supported by documentary evidence such as a letter from employer or school.

Statutory declarations are not accepted as proof.

**Metcard**

The ticket should be forwarded to Onelink accompanied by a Metlink Refund Application Form and supporting documentation. The passenger should indicate if they are seeking a refund or replacement tickets. When travel circumstances have changed, the passenger should indicate the new combination of zones their replacement tickets should be valid for. An administration fee of \$9.80 may apply.

**V/Line**

Application for V/Line refunds should be made at the ticket office of staffed V/Line stations. Passengers are requested to bring copies of any documentary evidence that supports their application for special consideration.

***Severe service disruption and Customer Compensation Codes***

In the event of prolonged severe service disruption or industrial action, special bulletins will advise refund arrangements. Severe service disruption is where regular services are unable to be provided, and replacement services are not available for an extended period of time. The following conditions will normally apply:

- The application must be accompanied by the ticket
- The ticket was valid for travel during the stoppage
- The ticket was not used on alternative or replacement services during the stoppage
- The application is submitted within 14 days of the expiry of the ticket.

Refunds that are based on industrial stoppage or severe service disruption do not attract an administration fee.

The special bulletin will detail how to apply for the refund.

**Metropolitan trains and trams**

Yarra Trams and Connex have developed special Compensation Codes under their Passenger Charters which allow passengers to be compensated when performance targets in relation to punctuality and reliability are not met.

The Yarra Trams and Connex Compensation Codes are available from their websites, [www.yarratrams.com.au](http://www.yarratrams.com.au) and [www.connexmelbourne.com.au](http://www.connexmelbourne.com.au). Connex Compensation Claim Forms are available from all Premium Stations or on the Connex website. Yarra Trams Compensation Forms are available by calling 131 638, writing to Yarra Trams or from the Yarra Trams website.

**V/Line**

In the event that V/Line fails to meet its monthly performance targets for punctuality and reliability, V/Line will provide compensation in the form of a complimentary travel ticket to any affected customer holding a valid periodical ticket with durations of one month or more.

V/Line's average performance against targets is published monthly and posted at V/Line stations within 10 working days of the end of most months. V/Line performance figures are also published in their customer magazine Go V/Line.

All compensation claims must be made in writing to Customer Relations, Reply Paid 5343, Melbourne, Vic. 3001. For further details contact V/Line's Customer Feedback line on 1800 800 120.

***Special consideration***

Refunds may be provided in a very limited number of circumstances not covered by the above.

**Metcard**

Applications for Metcard refunds should be made using the Metcard Refund Replacement Application Form.

Passengers are requested to include copies of any documentary evidence that supports their application for special consideration. An administration fee may apply.

**V/Line**

Application for V/Line refunds should be made at the ticket office of staffed V/Line stations. Passengers are requested to bring copies of any documentary evidence that supports their application for special consideration.

***Lost or stolen tickets***

No refunds or replacements are available for lost or stolen tickets, with the exception of Student Passes, Yearly Metcards, reserved V/Line tickets and Date-to-Date V/Line tickets for which a duplicate ticket (or tickets) may be issued.

**Metcard**

Lost or stolen Student Passes or Yearly Metcards may be replaced with a duplicate ticket (or tickets) upon completion of the declaration form 'Application for Replacement Periodical Ticket' which must be completed and signed, with the signature witnessed by a Police Officer.

Applications for a duplicate ticket (or tickets) must be made at the place of issue of the original ticket.

For Yearly Metcards issued through a Commuter Club, applications must be made at the Station Master's Office at Flinders Street Station. Declaration forms are available from any Premium station. A duplicate ticket fee of \$12.00 applies.

**V/Line**

Lost or stolen reserved seating tickets will be replaced if reported before the day of travel at any staffed V/Line station on completion of an application form.

A lost or stolen Date-to-Date ticket will be replaced with a duplicate ticket at any staffed V/Line station on completion of an application form. A duplicate ticket fee of \$12.00 applies.

**Refund procedures****Metcard**

The majority of Metcard refunds and replacements need to be made using the Metcard Refund/Replacement Application Form. A number of tickets can be submitted with a single refund form, but only one reason is allowed per claim. Refunds or replacements can only be considered if the following conditions are met:

- The refund form has been completed correctly, including signature
- A claim is submitted in writing no later than twelve (12) months after date of last validation of ticket (for used tickets)
- The sale of the ticket can be traced
- Ticket has not been reported lost, stolen or invalid
- If the calculated refund amount is a positive amount
- If specific criteria listed in the preceding sections are met
- Documentary proof of claim is included, if required (e.g. medical certificate).

An administration fee applies for refunds – with some exceptions. In circumstances where it is possible to get replacement tickets over the counter from The MetShop, photo identification is normally required for replacement tickets to be processed to protect against fraud. Any passenger who applies for a refund or replacement, and provides false or misleading information is subject to penalty, including an infringement notice and court action. The Metcard central computer system tracks ticket validations and equipment faults and is used in the assessment of refund applications to prevent fraud.

**V/Line**

Refunds are available from staffed V/Line stations. No application form is normally required, but a refund slip must be signed by the passenger.

No refund, allowance or compensation shall be granted for:

- Changes of timetable, reduction of services or reduction of fares during the availability of the ticket.
- Passengers paying full fare who produce a valid concession card after travel has commenced, or has been completed.
- Disruption of services where V/Line has provided alternative or substitute transport services.
- All metropolitan tickets (Metcards).
- Tickets marked 'departmental'
- Tickets within the following categories
  - (a) Tickets issued in exchange for a voucher
  - (b) Tickets issued free
  - (c) Tickets that were paid for by personal cheque where notification of clearance has not been received
  - (d) Any discounted ticket stipulated in the Fares and Conditions Manual or Associated Marketing News as non-refundable.

No refunds or adjustments will be made after travel has taken place on the ticket.

For information regarding the refund policy for specific fare types, refer to the relevant fare conditions page. For further assistance, phone the Chief Booking Clerk on 9619 2187.

**CHAPTER 11 – GENERAL AND SPECIAL TICKETING CONDITIONS*****Application of chapter***

The conditions in this Chapter apply to all classes of tickets and all services unless otherwise specified.

***V/Line and metropolitan tickets***

Passengers holding valid Metcards are permitted to use Economy class V/Line services within Zones 1+2, with the exception of city bound services between 7.00 am and 9.00 am (Monday–Friday) and outbound services between 3.00 pm and 7.00 pm (Monday–Friday). However, passengers may travel on V/Line services to or from Ardeer, Deer Park, Rockbank, Melton, Diggers Rest, Sunbury, Craigieburn, and Pakenham with a valid Metcard at any time. To ensure safety of passengers, the Conductor may deny Metcard customers access to V/Line services if it would result in overcrowding.

Valid V/Line tickets may be used on Latrobe Valley Busline services between Moe, Morwell and Traralgon.

***Extension tickets***

Passengers must have a single valid ticket for their entire journey.

Exceptions to this are Yearly, Date-to-Date, Monthly and Weekly ticket holders who may, for particular journeys, use that ticket beyond the zone, zones or locations for which the ticket is valid by purchasing a 2 hour, Daily or Single ticket for the additional zone, zones or locations.

The ‘extension ticket’ must be purchased before the journey. If this is not possible by taking all reasonable steps before the journey, the ticket must be purchased as soon as there is a reasonable opportunity during the journey or, if there is no reasonable opportunity during the journey, as soon as is achievable by taking all reasonable steps after the journey. If the extension ticket is a Metcard, then it must be validated as soon as there is a reasonable opportunity during the journey, or as soon as taking all reasonable steps will permit after the journey, in accordance with the conditions set out later in this chapter under the heading “Validation and Re-validation of Metcards”.

***Public holidays***

For the purpose of ticket conditions, a reference to Public Holidays refers to the following days in 2007:

- Monday 1 January (New Years Day)
- Friday 26 January (Australia Day)
- Monday 12 March (Labour Day)
- Friday 6 April (Good Friday)
- Saturday 7 April (Easter Saturday)
- Monday 9 April (Easter Monday)
- Wednesday 25 April (ANZAC Day)
- Monday 11 June (Queens Birthday)
- Tuesday 6 November (Melbourne Cup Day – Metropolitan only)
- Tuesday 25 December (Christmas Day)
- Wednesday 26 December (Boxing Day).

***Delayed/disrupted/replaced services***

Where a passenger arrives at a railway station or a bus or tram stop to board the last service scheduled to depart prior to the expiry of a ticket, and the service is delayed or does not run, the passenger is allowed to travel on the next available train, tram or bus; even if it departs after the ticket has expired. When replacement vehicles are provided, tickets are valid on the alternative services to the same extent as they applied on the original service.

***Overland and XPT services***

Where V/Line tickets are accepted on Overland and XPT services, normal V/Line fares and ticketing conditions apply. Reservations are required.

***Contract between passengers and operators***

A ticket issued by or on behalf of one or more operators is evidence of a contract between the passenger who holds the ticket and each operator whose passenger services the passenger is entitled by the ticket to use.

***Ownership of tickets***

A ticket issued by or on behalf of an operator remains the property of the operator at all times. A ticket issued by or on behalf of the Public Transport Ticketing Body remains the property of that Body at all times.

***Validity of tickets*****General**

A ticket is valid for a journey in a passenger service or an entry to a designated area if –

- (a) any fare for the ticket has been paid; and
- (b) either –
  - (i) in the case of a Metcard, the ticket has been correctly validated or re-validated in accordance with the conditions contained in this chapter and, except as specified in this chapter, the whole of the journey or the entry conforms with a journey or an entry electronically recorded on the ticket as being authorised by it; or
  - (ii) in all other cases, the whole of the journey or the entry is authorised on the face of the ticket; and
- (c) in the case of a concession ticket, it either itself constitutes, or is accompanied by, evidence of a current concession entitlement to rely on that ticket; and
- (d) it is used in accordance with all other conditions for its use applicable in respect of that class of ticket.

***Transfer of ticket***

A ticket is valid for use only by the person who first uses the ticket for a journey or an entry and must not be transferred to another person unless otherwise specified in another chapter of this manual.

***Defaced tickets and concessions***

A ticket is invalid if –

- (a) it has been altered, defaced or mutilated in any material particular; or
- (b) it becomes, or has been made, illegible in any material particular; or
- (c) information stored in or on the ticket in a magnetic stripe or electronic chip has been altered or destroyed or made inaccessible in any material particular.

Evidence of a concession entitlement is invalid if the card or other document which constitutes that evidence –

- (a) has been altered, defaced or mutilated in any material particular; or
- (b) becomes, or has been made, illegible in any material particular.

**Liability of operators**

An operator whose passenger services are entitled to be used by a passenger is not responsible to that passenger for any loss, damage or delay caused by any failure by another operator in the provision of passenger services.

An operator shall not, in respect of any passenger, be liable for any loss, damage or delay caused by or arising from an act of God or inevitable accident, riot, civil commotion, strike, lock-out, stoppage or restraint of labour, regardless of the cause and whether partial or general.

An operator may use any mode of transport to carry passengers and may substitute the mode of transport used at any time, including during a journey.

An operator is not liable to a passenger for –

- (a) any consequences arising from any variation in the time of arrival at or departure from any station or stop of any passenger vehicle; or
- (b) any loss or damage as a result of a cancellation of a passenger service or any variation of the time of arrival at or departure from any station or stop of any passenger vehicle.

An operator may cancel wholly or in part the scheduled passenger services shown in the operator's timetables or may vary the point at which passenger services will pick up and set down passengers.

An operator does not guarantee the time of arrival or departure of its passenger services at the times published in its timetable.

A ticket issued by or on behalf of an operator or which an operator is required to accept is subject to any alteration which the operator may make to any passenger service to which that ticket relates during the currency of the ticket and the holder of the ticket is not entitled to any allowance or compensation due to any change in the time of the service or any reduction in the service.

**New conditions for, and abolition of, ticket types**

If a type of ticket in a class specified in the conditions contained in this manual is included in a class of tickets specified in conditions (in this and the next succeeding paragraph called "replacement conditions") which are determined and published in accordance with the **Transport Act 1983** and which replace the conditions contained in this manual, any ticket of that type issued, but not used, before the replacement conditions take effect, may then be used subject to the replacement conditions.

If a type of ticket specified in the conditions contained in this manual is not included in a class of tickets specified in replacement conditions, any ticket of that type ceases to be valid in any way for travel or entry to a designated area when the replacement conditions take effect. Any refund in relation to any unused travel to which the holder of a ticket of that type would otherwise be entitled must be applied for in writing to the relevant operator, enclosing the relevant ticket, no later than three months after the replacement conditions take effect or such longer period as the Director may specify in a notice published in the Government Gazette in relation to that type of ticket.

**Encoded information**

If –

- (a) there is an inconsistency between the information electronically encoded on a Metcard and the information printed on that Metcard; or
- (b) the information printed on a Metcard becomes illegible as the result of fair wear and tear; or
- (c) no information or incomplete information is printed on a Metcard when the Metcard is issued or validated –

the information electronically encoded on the Metcard prevails or applies (as the case requires) unless other information available about the Metcard (for example, the place, date or time of purchase or the fare paid) indicates that the electronically encoded information is unreliable.



**Validation and re-validation of Metcards**

A Metcard must be –

- (a) validated for the first or only journey or entry to a designated area authorised by the Metcard; and
- (b) if the Metcard authorises more than one journey or entry to a designated area, re-validated for each subsequent journey or entry –

in accordance with the following paragraphs.

**Validation and re-validation off-vehicle**

For a journey on a train (other than a train on which a ticket validating machine is located) or for an entry to a designated area, a passenger must validate or re-validate a Metcard which authorises that journey or entry before –

- (a) boarding the train; or
- (b) entering the designated area.

However, if a passenger referred to in the last preceding paragraph is not able to validate or re-validate his or her Metcard as required by that paragraph because an operational ticket validating device is not available –

- (a) the requirements set out in that paragraph do not apply; and
- (b) the passenger must take all reasonable steps to validate or re-validate the Metcard –
  - (i) on leaving the train; or
  - (ii) either before leaving, or on leaving, a designated area.

An operational ticket validating device is to be taken as being not available only if –

- (a) the ticket validating device nearest to where the passenger is to board the train or enter the designated area is not able to be operated so as to properly validate or re-validate the Metcard and it would be unreasonable to require the person to validate or re-validate the Metcard at another ticket validating device which is able to be so operated; or
- (b) the passenger is unable to validate or re-validate the Metcard because of his or her physical or mental disability and is unable to have the ticket validated or re-validated on his or her behalf by a person accompanying him or her or by an authorised person.

**Validation and re-validation on-vehicle**

For a journey on a tram, a bus or a train on which a ticket validating machine is located, a passenger who is relying on a Metcard which –

- (a) requires validation after purchase and has not been validated; or
- (b) has already been validated –

and which authorises that journey, must, after boarding the vehicle, move without delay to a ticket validating machine and validate or re-validate the Metcard.

However, if a passenger referred to in the last preceding paragraph is not able to validate or re-validate his or her Metcard as required by that paragraph because an operational ticket validating machine is not available or because there is no reasonable opportunity to do so, the requirements set out in that paragraph do not apply and –

- (a) if the reason why the passenger was not able to validate or re-validate his or her Metcard as required was because an operational ticket validating machine was not available, the passenger must take all reasonable steps to validate or re-validate the Metcard on leaving the vehicle; or
- (b) if the reason why the passenger was not able to validate or re-validate his or her Metcard as required was because there was no reasonable opportunity to do so, the passenger must –
  - (i) validate or re-validate the Metcard as soon as a reasonable opportunity to do so arises while the passenger is on board the vehicle; or

- (ii) if no such reasonable opportunity arises, take all reasonable steps to validate or re-validate the Metcard on leaving the vehicle.

An operational ticket validating machine is to be taken as being not available only if the ticket validating machine nearest to where the passenger boards the tram, bus or train is not able to be operated so as to properly validate or re-validate the Metcard and it would be unreasonable to require the person to validate or re-validate the Metcard at another ticket validating machine which is able to be so operated.

#### **Examples**

Examples of where there is no reasonable opportunity to validate a Metcard on a tram, a bus or a train on which a ticket validating machine is located:

- (a) a ticket validating machine is inaccessible because there are so many people around the machine that the machine cannot be reached.
- (b) a person is unable to validate the Metcard because of his or her physical or mental disability and is unable to have the ticket validated on his or her behalf by a person accompanying him or her or by an authorised person.

Note: If a Metcard is purchased from a ticket vending machine located on a tram, bus or train, the Metcard is automatically validated and does not require further validation or re-validation for that journey.

#### **Validation and re-validation after journey or entry**

If a passenger validates or re-validates a Metcard on leaving a train, tram, or bus or a designated area in accordance with the preceding conditions, the Metcard is deemed to have been valid for the whole of the journey, or for the entry, which the passenger has just completed.

#### **References on Metcards**

A reference on a Metcard to “PTC Conditions of Use”, “Conditions of Use”, “Metcard Conditions” or “Metropolitan Ticket Conditions” is a reference to the conditions in this manual.

**CHAPTER 12 – TICKETING PROCEDURES AND INFRINGEMENT NOTICE PROCESS*****Passenger obligations***

A passenger must request a ticket for every fare paid. A passenger who pays a fare, but does not receive a ticket in return is travelling without a valid ticket. Passengers who observe or experience bus drivers, conductors or other staff accepting money without issuing tickets are requested to report this to Metlink on 131 638 for further investigation.

***Bus driver obligations***

Bus drivers are required to sign on and sign off from the ticketing system, if present, as they enter and leave the depot. Bus drivers on Metcard routes are also required to update their location on the ticketing system as they travel along the route to ensure validation occurs correctly. If it is not possible for a bus driver to issue a ticket due to equipment failure, then all passengers will travel free of charge.

Bus drivers are not permitted to accept money without issuing a ticket in return. If a passenger pays for their ticket and does not take it, the driver must call them back and give it to them. If the passenger declines to accept the ticket the driver must immediately rip it in half and leave it in their change tray until the passenger leaves the bus, when it can then be discarded.

***Tram driver obligations***

Tram drivers are responsible for signing onto the tram driver keypad when they enter the tram. This should occur prior to leaving the depot to ensure the ticketing equipment is operational. While bus drivers are required to update their location manually, this process is generally automated on trams. However, errors can occur and it is the responsibility of tram drivers to confirm the location shown on their driver keypad is correct to ensure that tickets are sold and validated correctly. If the ticketing system is not programmed with the correct location, it may result in passengers being unable to purchase or validate certain tickets.

***Authorised officers***

Public transport operators employ staff to perform the role of 'Authorised Officers' under the **Transport Act 1983** and Transport Regulations. These officers are authorised by the Victorian Government's Department of Infrastructure after they have been trained in the relevant law and procedures, and have passed a stringent security check and interview.

Where a person is detected by an Authorised Officer travelling on public transport without a valid ticket, and it is believed the person had a reasonable opportunity to purchase and/or validate a ticket, the authorised officer may inform the person in clear terms what offence he/she believes has been committed. This also applies where a person is detected/observed committing another offence under the **Transport Act 1983** or Regulations. The officer may inform the person that he/she intends to report the matter to the Department of Infrastructure and that they may receive an infringement notice in the mail. The person will then be requested by the Authorised Officer to state their name and address.

Authorised officers and police are empowered by section 218B of the **Transport Act 1983** to obtain the name and address of a person reasonably believed to have committed an offence against the Act or Regulations. This can be done orally, or in writing by producing identification.

Anybody who fails or refuses to give their name and address, or gives false details to an officer commits another offence.

The officer can also request the person to provide evidence of name and address.

**Report of non-compliance**

To report an offence an officer will compile a 'Report of Non-Compliance', which contains a summary of the non-compliance alleged, the name and address of the person being reported, the location of the occurrence, the time, date, etc. This document, along with any evidence such as a confiscated ticket, is forwarded to the Department of Infrastructure for processing. The documentation is checked for completeness and, if deemed appropriate, an infringement notice is generated and posted to the alleged offender.

**Infringement notice procedures**

Upon receiving an infringement notice a person has 42 days (from the notice date) to deal with the matter.

If the penalty amount is paid within 42 days, the matter is finalised and no further action is taken. If the penalty amount is not paid within 42 days, Penalty Reminder Notices are generated and sent to the same address to remind the alleged offender of the overdue payment. The Penalty Reminder Notice adds additional administration costs to the penalty. The matter can still be finalised by payment of the penalty (plus administrative costs) within 42 days from the date of the Penalty Reminder Notice. If a person wishes to pay the penalty but because of genuine financial hardship, cannot afford to pay it in one payment, they are encouraged to contact the Department of Infrastructure who may grant an extension of time to pay. The DOI system does not allow for part payments—the whole amount must be paid to finalise the matter. The telephone number for infringement payment enquiries is 1300 135 066.

Where no contact has been made with the DOI within either of the two 42 day periods mentioned above, and the infringement notice remains unpaid, the matter is transferred to the Infringements Court (a division of the Magistrates' Court), for enforcement. Once the matter has transferred to the Infringements Court, any enquiries about the matter must be directed to the Infringements Court, not the Department of Infrastructure. The Infringements Court telephone enquiry number is 9611 7600 or toll free 1800 150 410. Unpaid infringement notice matters for children are handled by the Children's Court 8601 6700.

**Objections to infringement notices**

If a person wishes to have an infringement notice reviewed, this may be done in writing by letter to GPO, Box 2797, Melbourne, Vic. 3000 or fax 9665 9400; or by email to [tia@doi.vic.gov.au](mailto:tia@doi.vic.gov.au). Upon receipt of a request for review, the infringement process is put on hold, which means the 42 day period is suspended until a decision is made whether to uphold or reject the appeal. If not satisfied with the decision, a person may elect to have the matter taken before a Magistrate. A person may also elect to have the matter dealt with in Court without the appeal process taking place, by notifying the DOI on receipt of the infringement notice.

**CHAPTER 13 – DEFINITIONS AND INTERPRETATIONS****Definitions**

In this manual, the following definitions apply:

**“authorised officer”** has the same meaning as in section 208 of the **Transport Act 1983**.

The relevant text of section 208 reads: **“authorised officer”** means a person authorised by the Secretary under section 221A or 221AB.

**“authorised person”** has the same meaning as “authorised person (ticketing)” in regulation 5 of the Transport (Ticketing) Regulations 2006.

The relevant text of regulation 5 reads: **“authorised person (ticketing)”** means –

- (a) an authorised officer; or
- (b) a member of the police force; or
- (c) a person employed by a passenger transport company or a bus company who has duties in relation to the issue, inspection or collection of tickets for travel in a passenger vehicle or for entry to a designated area; or
- (d) a person (other than a person referred to in paragraph (a) or (c)) appointed in writing by a passenger transport company or a bus company or the Secretary or the Director for the purposes of these Regulations; or
- (e) if a bus company is a natural person, that person.

**“bus”** means –

- (a) a motor vehicle having more than 12 seating positions, including the driver’s seating position; or
- (b) a public commercial passenger vehicle.

**“bus company”** has the same meaning as in section 2(1) of the **Transport Act 1983**.

The relevant text of section 2(1) reads: **“bus company”** means a person or body that has entered into a contract with the Crown, or the Secretary or the Director on behalf of the Crown, for the provision of any transport services (including a service contract within the meaning of the **Public Transport Competition Act 1995**) but does not include a person or body that is a passenger transport company.

**“concession entitlement”** means an entitlement to rely on a concession ticket for travel in a passenger vehicle or entry to a designated area set out in Chapter 6.

**“concession ticket”** has the same meaning as in regulation 5 of the Transport (Ticketing) Regulations 2006.

The relevant text of regulation 5 reads: **“concession ticket”** means a ticket that, in accordance with conditions determined and published under section 220D of the **Transport Act 1983** –

- (a) authorises a holder of the ticket to travel in a passenger vehicle, or to enter a designated area, at a price less than the full price to travel in the passenger vehicle or to enter the designated area; or
- (b) authorises a holder of the ticket, or a person accompanying the holder of the ticket, to free travel in a passenger vehicle or free entry to a designated area.

**“designated area”** has the same meaning as in regulation 5 of the Transport (Ticketing) Regulations 2006.

The relevant text of regulation 5 reads: **“designated area”** means –

- (a) an area of land or an area within premises owned or occupied by a passenger transport company that is designated by the passenger transport company by means of signs in or near the area as an area for entry to which a ticket valid for that entry is required; or

- (b) if a railway station is specified by the Director in a notice published in the Government Gazette as a station to which this paragraph applies –
- (i) a platform at that station;
  - (ii) a waiting room or area adjoining a platform from which the platform can be accessed without the need to pass a ticket validating machine or a ticket barrier;
  - (iii) an area between a platform and any ticket validating machine, or ticket barrier, that it is necessary to pass to gain access to the platform.

“**Director**” has the same meaning as in section 2(1) of the **Transport Act 1983**.

The relevant text of section 2(1) reads: “**Director**” means the Director of Public Transport under this Act.

“**electronic ticket barrier**” means a ticket barrier which includes the facility to electronically validate or re-validate Metcards when a Metcard is inserted into the barrier.

“**Government Gazette**” means the Victoria Government Gazette.

“**guardian**”, in relation to a child travelling on a passenger service, means a person travelling with, and responsible for supervising, that child during the relevant journey.

“**journey**” or “**trip**” means:

- (a) travel between two railway stations by train or any substitute mode of transport provided by the operator which must be continuous except for any breaks necessary for the sole purpose of changing trains or modes of transport; or
- (b) continuous travel on a single tram or bus to a scheduled destination for that tram or bus, but, if the travel to that destination is not able to be completed on that tram or bus, includes travel on a replacement tram or bus provided by the operator.

“**Metcard**” means a plastic or cardboard ticket with a magnetic stripe for storing data and which, on issue, has encoded travel and entry details for the ticket.

“**metropolitan ticket**” means a ticket specified in Chapter 2 and a ticket specified in chapter 4 under the heading “metropolitan”.

“**mode of transport**” means a tram, train or bus.

“**month**” means the period of time between the same dates in successive calendar months.

“**operator**” means:

- (a) Connex Melbourne Pty Ltd (ACN 087 516 210) and MetroLink Victoria Pty Ltd [trading as Yarra Trams] (ACN 085 719 053), each a passenger transport company under the **Transport Act 1983**;
- (b) V/Line;
- (c) a passenger transport company under the **Transport Act 1983** that has entered into a contract with the Secretary or the Director for the provision by that person of a service carrying passengers by tram or train;
- (d) a bus company.

“**passenger**” means a person who holds a ticket.

“**passenger service**” means a public transport service that is a tram, train or bus service provided by an operator.

“**passenger vehicle**” means a tram, train or bus operated by or on behalf of an operator.

“**public commercial passenger vehicle**” has the same meaning as in section 86(1) of the **Transport Act 1983**.

The relevant text of section 86(1) reads: “**public commercial passenger vehicle**” means a commercial passenger vehicle operated by or proposed to be operated by –

- (a) any person, to be used under contract with the Department of Education of Victoria, which contract is approved by the Director; or

- (b) any person for the carriage of members of the public along a fixed route on a regular basis, whether or not fares are charged, and the operation of which commercial passenger vehicle is approved by the Director.

“**public transport service**” has the same meaning as in section 208 of the **Transport Act 1983**.

The relevant text of section 208 reads: “**public transport service**” means a service provided by a bus company or a passenger transport company to transport members of the public, and includes any ancillary matters such as allowing entry to any place used in relation to the provision of such a service.

“**Public Transport Ticketing Body**” means the State body established for the purposes of the **State Owned Enterprises Act 1992** by an Order in Council dated 17 June 2003 and published in Victoria Government Gazette No. S 119 dated Tuesday 17 June 2003.

“**regional bus ticket**” means a ticket specified in Chapter 5.

“**re-validate**” in relation to a Metcard which authorises travel on more than one occasion and which has already been validated, means to insert the Metcard into a ticket validating machine or electronic ticket barrier so as to record the place where and the time when the Metcard was inserted.

“**stopover**” means any break of journey where a passenger has voluntarily elected to change services and delay the completion of his or her journey. It does not include situations where customers have to transfer to next available service, or scheduled breaks in individual services.

“**suitable container**”, in Chapter 9, means a container that is designed specifically for the carriage of pets and is suitable for the pet being carried in the particular case.

“**ticket**” has the same meaning as in regulation 5 of the Transport (Ticketing) Regulations 2006.

The relevant text of regulation 5 reads: “**ticket**” means a ticket, pass, card, permit, authority, device, symbol or other thing issued for travel in a passenger vehicle or entry to a designated area.

“**ticket barrier**” has the same meaning as in regulation 5 of the Transport (Ticketing) Regulations 2006.

The relevant text of regulation 5 reads: “**ticket barrier**” means a barrier which is intended to be used to regulate access to or egress from a part of a railway station that is a designated area.

“**ticket validating device**” means:

- (a) a ticket validating machine; or  
(b) an electronic ticket barrier.

“**ticket validating machine**” or “**validator**” has the same meaning as “ticket validating machine” in regulation 5 of the Transport (Ticketing) Regulations 2006.

The relevant text of regulation 5 reads: “**ticket validating machine**” means a machine which is designed and intended to be used to electronically record information about a ticket when the ticket is inserted into the machine, or presented to the machine for scanning, regardless of whether or not at any particular time the machine is in working order.

“**train**” has the same meaning as in regulation 5 of the Transport (Ticketing) Regulations 2006.

The relevant text of regulation 5 reads: “**train**” includes a single carriage (whether powered or not) which does not form part of a set or series of carriages.

“**validate**” in relation to a Metcard, means –

- (a) to insert the Metcard into a ticket validating machine or electronic ticket barrier so as to electronically record the place where the Metcard was inserted and either the expiry time for the Metcard or the time when the Metcard was inserted; or  
(b) to purchase the Metcard from a vending machine which automatically electronically records the place where the Metcard was purchased and either the expiry time for the Metcard or the time when the Metcard was purchased.

“**V/Line**” means V/Line Passenger Pty Ltd, (ACN 087 425 269), a passenger transport company under the **Transport Act 1983** or any passenger transport company under the **Transport Act 1983** that has entered into a contract with the Secretary or the Director for the provision of services carrying passengers by train and which operates predominantly country services under that contract.

“**V/Line ticket**” means a ticket specified in Chapter 3 and a ticket specified in Chapter 4 under the heading “V/Line.”

“**Zone**”, in relation to a metropolitan ticket, means either or both of Zone 1 and Zone 2.

“**Zone 1**” means –

- for train services, the railway lines depicted as Zone 1 on the Melbourne Train Network map in Chapter 2; and
- for tram services, the tramways depicted as Zone 1 on the Melbourne Tram Network map in Chapter 2; and
- for bus services, the bus routes, or parts of bus routes, specified as being in Zone 1 in the paragraphs under the heading “Melbourne Bus Zones” in Chapter 2.

“**Zone 2**” means –

- for train services, the railway lines depicted as Zone 2 on the Melbourne Train Network map in Chapter 2; and
- for tram services, the tramways depicted as Zone 2 on the Melbourne Tram Network map in Chapter 2; and
- for bus services, the bus routes, or parts of bus routes, specified as being in Zone 2 in the paragraphs under the heading “Melbourne Bus Zones” in Chapter 2.

For the purposes of this manual, the fact that a tramway is not laid entirely in public streets or roads does not prevent a vehicle running on that tramway from being characterised as a tram.

For the purposes of this manual –

- (a) if a ticket is valid for a person’s journey, the ticket authorises that journey; and
- (b) if a ticket is valid for a person’s entry to a designated area, the ticket authorises that entry to the designated area.

### Interpretation

In the conditions contained in this manual, unless the context otherwise requires:

- (a) words importing the singular include the plural and vice versa;
- (b) words importing a gender include any gender;
- (c) an expression importing a natural person includes any company, partnership, trust, joint venture, association, corporation or other body corporate and any governmental agency;
- (d) a reference to a chapter is to a chapter of this manual;
- (e) a reference to any statute, regulation, proclamation, order in council, ordinance, by-law or rule, includes all statutes, regulations, proclamations, orders in council, ordinances, by-laws or rules varying, consolidating, re-enacting, extending or replacing them and a reference to a statute includes all regulations, proclamations, orders in council, ordinances, by-laws or rules issued under that statute;
- (f) a reference to a document or a provision of a document includes an amendment or supplement to, or replacement or novation of, that document or that provision of that document;
- (g) a reference to a person includes that person’s executors, administrators, successors, substitutes (including, without limitation, persons taking by novation) and permitted assigns; and
- (h) a reference to an operator includes an operator’s officers, employees, contractors, agents or other representatives.



**Contact Information****Metlink**

Customer Information Line ..... 131 638

TTY ..... 9619 2727

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

The Metlink information line provides timetable, route and ticketing information on metropolitan bus, train and tram services.

**V/Line**

Customer Information ..... 136 196

Customer Feedback ..... 1800 800 120

Website: [www.vline.com.au](http://www.vline.com.au)

The V/Line customer information line provides timetable, route and fare information for regional trains and coaches. Reservations can be made. The V/Line feedback line allows passengers to provide compliments/complaints regarding any V/Line operated service.

**Connex**

Customer Feedback ..... 1800 800 705

Lost Property (9.00 am–4.30 pm: Monday – Friday) ..... 9610 7512

Emergencies and level crossing failures ..... 9619 2999

Website: [www.connexmelbourne.com.au](http://www.connexmelbourne.com.au)

The Connex feedback line allows passengers to provide compliments/complaints regarding any metropolitan train service.

**Yarra Trams**

Customer Feedback ..... 1800 800 166

Lost Property (8.30 am–5.00 pm: Monday – Friday) ..... 1800 800 166

Website: [www.yarratrams.com.au](http://www.yarratrams.com.au)

The Yarra Trams feedback line allows passengers to provide compliments/complaints regarding any tram service.

**OneLink**

Report Faults/Order Tickets ..... 1800 652 313

The Onelink line allows customers to report faults with the Metcard ticketing system or order tickets by telephone.

**Public Transport Infringement Enquiries**

Department of Infrastructure, Infringement Administration ..... 1300 135 066

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