



# Victoria Government Gazette

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## **Transport (Compliance and Miscellaneous) Act 1983** CONDITIONS UNDER SECTION 220D

I, Jim Betts, Secretary to the Department of Transport, pursuant to section 220D of the **Transport (Compliance and Miscellaneous) Act 1983**, hereby determine and publish in the Government Gazette the conditions contained in the Victorian Fares and Ticketing Manual (myki) (effective 1 January 2013) to which entitlements to use the public transport services specified in that manual are to be subject (the January 2013 Myki Ticketing System Conditions).

The January 2013 Myki Ticketing System Conditions take effect in accordance with the conditions contained in Chapter 1 of that manual from and including 1 January 2013 and replace the following conditions determined under section 220D of the **Transport (Compliance and Miscellaneous) Act 1983** –

- (a) the conditions contained in the Victorian Fares and Ticketing Manual (myki) (effective 7 September 2010), published in the Victoria Government Gazette No. S 364 dated Tuesday 7 September 2010;
- (b) the conditions published in the Victoria Government Gazette No. S 521 dated Thursday 30 December 2010;
- (c) the conditions published in the Victoria Government Gazette No. S 78 dated Thursday 10 March 2011;
- (d) the conditions published in the Victoria Government Gazette No. S 132 dated Wednesday 20 April 2011;
- (e) the conditions published in the Victoria Government Gazette No. S 211 dated Thursday 30 June 2011;
- (f) the conditions published in the Victoria Government Gazette No. S 243 dated Monday 25 July 2011;
- (g) the conditions published in the Victoria Government Gazette No. S 431 dated Friday 23 December 2011;
- (h) the conditions published in the Victoria Government Gazette No. S 376 dated Monday 12 November 2012 –

which, except for the conditions referred to in paragraph (g), are revoked on the January 2013 Myki Ticketing System Conditions taking effect.

Dated 21 December 2012

JIM BETTS  
Secretary to the Department of Transport

**SPECIAL**

**Transport (Compliance and Miscellaneous) Act 1983**  
**VICTORIAN FARES AND TICKETING MANUAL (MYKI)**  
(effective 1 January 2013)

**CHAPTER 1 – LEGAL STATUS**

**Legal status and application**

The contents of this manual set out conditions that have been determined under section 220D(1) of the **Transport (Compliance and Miscellaneous) Act 1983**, except for:

- the contents of Chapters 1 to 11, 13 and 14 that are in green text;
- the contents of Chapter 12.

The conditions in this manual, as in force from time to time, apply to the classes of tickets referred to in the manual and govern the entitlement to use the public transport services specified in the manual in respect of which those tickets are issued, subject to the remaining paragraphs and the schedule under this heading.

In the immediately preceding paragraph, ‘**entitlements**’ means entitlements that are able to be exercised on or after the commencement of the conditions in this manual, including entitlements that existed, but had not been exercised, before the conditions in this manual were published in the Government Gazette.

If:

- (a) a class of ticket is specified in the Victorian Fares and Ticketing Manual (General) (effective 1 January 2013) published in the Victoria Government Gazette (as in force from time to time) (the General Manual); and
  - (b) such a ticket has been issued in respect of a public transport service referred to in the previous paragraph and continues to be able to be used in relation to such a service; and
  - (c) a person uses or purports to use one of those tickets in relation to such a service –
- the conditions contained in this manual do not apply. The conditions contained in the General Manual apply to that ticket and govern any entitlement to use the service.

The conditions in this manual take effect in respect of a public transport service only if the service is specified in the Schedule below.

Additional public transport services and dates of effect may be added to the Schedule by amendments made by conditions determined under section 220D(1) of the **Transport (Compliance and Miscellaneous) Act 1983** and published in the Government Gazette.

The conditions in this manual apply in respect to the bus service operating on route 684 only within Zone 1 or Zone 2. If a journey in a bus operating on bus route 684 consists of travel in Zone 2, or Zone 1 and Zone 2, and travel beyond Zone 2, the conditions in this manual apply as if the journey begins or ends (as the case requires) at the place where the route ceases to be in Zone 2. Other conditions and fares apply in respect of that part of the journey that is not in Zone 1 or Zone 2.

The conditions in this manual apply in respect of the train services provided by V/Line referred to in the Schedule below only in respect of journeys:

- (a) wholly within Zone 2 or Zones 1 and 2 that begin or end at one of the following railway stations: Ardeer, Deer Park, Rockbank, Melton or Pakenham;
- (b) that begin and end at any of the railway stations between Lara and Marshall inclusive; or
- (c) between Ballarat railway station and Wendouree railway station; or
- (d) that begin and end at one of the following railway stations: Bendigo, Eaglehawk or Kangaroo Flat.

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**Schedule**

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**Public transport service**

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The train services provided by Metro Trains Melbourne Pty Ltd [trading as Metro] (ACN 136 429 948) operating on the railway lines depicted as Zone 1 or Zone 2 on the Melbourne train network map in Chapter 11.

The tram services provided by KDR Victoria Pty Ltd [trading as Yarra Trams] (ACN 138 066 074) operating on the tramways depicted as Zone 1 or Zone 2 on the Melbourne tram network map in Chapter 11.

The bus services operating on the bus routes specified in the paragraphs and tables under the headings 'Melbourne bus zones' and 'Metropolitan bus routes extending outside the Melbourne metropolitan area' and 'Other bus routes' in Chapter 11.

The train services provided by V/Line operating on the railway lines depicted as Zone 1 or Zone 2 on the Melbourne train network map in Chapter 11.

The train services provided by V/Line operating on the railway lines between and including the following railway stations: Lara and Marshall; Ballarat and Wendouree; Kangaroo Flat and Eaglehawk.

The bus services operating on the bus routes depicted on the Ballarat transit system map in Chapter 11.

The bus services operating on the bus routes depicted on the Bendigo transit system map in Chapter 11.

The bus services operating on the bus routes depicted on the Geelong transit system map in Chapter 11.

The bus services operating on the bus routes depicted on the Bellarine transit system map in Chapter 11.

The bus services operating on the bus routes depicted on the Latrobe Valley map in Chapter 11.

The bus services operating on the bus routes depicted on the Seymour map in Chapter 11.

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**Privacy and the myki ticketing system**

The State Government understands and respects customers' right to privacy and is committed to privacy protection. Public Transport Authorities are subject to the **Information Privacy Act 2000**.

The myki ticketing system is managed and operated by Public Transport Victoria (PTV). PTV has developed a Privacy Policy to regulate the way that it collects, uses and handles personal information. A summarised privacy statement, and the full policy, may be obtained on request by calling the PTV call centre on **1800 800 007** or viewed at [ptv.vic.gov.au](http://ptv.vic.gov.au).

**Role of the Secretary of the Department of Transport and Public Transport Victoria**

The role of the Secretary of the Department of Transport is to determine and publish the conditions set out in this manual and undertake enforcement-related functions.

Public Transport Victoria is a statutory authority whose role is to administer Victoria's train, tram and bus services and provide a single point of contact and information for customers on public transport services, fares, tickets and initiatives.

## CHAPTER 2 – INTRODUCING MYKI

### What is myki?

myki is a smartcard that works like an electronic purse, which can be used to pay for travel on public transport.

The myki smartcard technology enables a money value and/or a travel pass to be stored on the card.

myki money (see Chapter 3) is suitable for daily or occasional travellers. Customers simply need to top up their myki with money before traveling and then touch on and off for each trip so that myki can automatically calculate the correct fare. The fare will then be deducted from the card balance at the end of each trip.

A myki pass (see Chapter 4) can be purchased for 7 or between 28 and 365 consecutive days to make travel easier and cheaper for regular travellers. Customers still need to touch on and off for each trip.

myki can store both myki money and myki passes. The myki pass covers travel in the zone(s) for which it is valid, and myki money is charged to pay for any travel outside of the myki pass zone(s).

### Where to buy a myki

Full fare and concession mykis are available from the following locations:

- staffed railway stations;
- 7-Eleven and other myki retailers;
- V/Line myki agents (when myki is fully implemented on V/Line interurban trains);
- myki machines at most railway stations, selected tram stops and bus interchanges and the PTV Hub (full fare mykis only);
- online from **myki.com.au**;
- by calling **1800 800 007**;
- by post (application forms are available from stations and online);
- on-board buses (full fare and general concession only).

When obtaining a myki, customers can generally choose to have their myki registered or leave it unregistered.

A myki card purchased from a staffed railway station, a myki machine, 7-Eleven, other myki retailer or V/Line myki agent must be topped up with at least \$1 or a myki pass at purchase.

### myki Visitor Pack

A myki Visitor Pack is primarily designed to suit tourists and visitors to Melbourne and Victoria. The pack comprises a myki card, an amount of pre-loaded myki money (providing one day's travel in Zone 1), instructions on how to use and manage the myki, an inner Melbourne map, a protective wallet, and discount vouchers for popular visitor attractions. It is available from selected hotels and visitor accommodation, and the PTV Hub at Southern Cross Station.

### myki Starter Pack

For a short time, full fare and general concession mykis sold on board buses will be sold as starter packs. A Starter Pack comprises a myki card, an amount of pre-loaded myki money, and information on how to use and manage the myki.

When myki sales and top up functionality is fully implemented on buses, myki Starter Packs will be phased out.

**myki purchase price**

The price of a myki is shown below.

	<b>Price</b>
Full fare myki	\$6.00
Concession myki	\$3.00

**myki Visitor Pack**

	Card	Pre-loaded myki money	<b>Total price</b>
Full fare	\$6.00	\$8.00	\$14.00
Concession myki (Child, Senior, General Concession)	\$3.00	\$4.00	\$7.00

**myki Starter Pack**

	Card	Pre-loaded myki money	<b>Total price</b>
Full fare	\$6.00	\$4.00	\$10.00
Concession myki (Senior, General Concession)	\$3.00	\$2.00	\$5.00

**Where to top up a myki**

For maximum convenience, customers are encouraged to use auto top up for myki money. mykis can also be topped up:

- at the ticket office at staffed railway stations;
- at 7-Eleven stores, other myki retailers and V/Line myki agents;
- at myki machines at all railway stations, selected tram and bus stops and the PTV Hub;
- online at [myki.com.au](http://myki.com.au);
- by calling **1800 800 007**;
- on-board buses (when facilities become available).

For more information about topping up, see Chapters 3 and 4.

**Auto top up**

Registered account holders can choose to set an automatic top up of any amount between \$10 and \$250 onto their myki from a nominated bank account or credit card when the myki money balance falls to or below a minimum threshold.

The minimum threshold is selectable, and can be any amount from \$10 to \$250. Auto top up cannot be used to top up a myki pass.

Auto top up is only available for registered mykis and must be set up online at [myki.com.au](http://myki.com.au), through the PTV call centre on **1800 800 007** or by completing an application form.

When an auto top up is initially set up, the auto top up amount will be deducted from the customer's bank account or credit card and credited to the myki money balance regardless of the balance on the myki. After this time the myki is topped up by the chosen amount as soon as the myki money balance falls to or below the specified level and is generally deducted from the customer's bank account or credit card overnight.

If sufficient funds are not available in the bank account or credit card to cover the auto top up, the myki will be temporarily blocked. Customers must contact the PTV call centre to manually pay the top up amount owing before the myki can be unblocked and used again for travel. This may take up to 24 hours or longer.

Customers are advised to update their auto top up settings in the event their bank account or credit card details change.

Once the top up amount has been paid and the myki unblocked, it may take 24 hours or longer for the myki to be able to be used for travel.

If the customer needs to travel in that time another myki with sufficient balance must be used.

If a myki has a negative myki balance and an auto top up does not take the balance up to the applicable minimum balance required for travel (see Chapter 8), the myki is not valid for travel or entry to a designated area until the balance has been topped up to at least that level.

### **Time taken to credit myki balance**

#### **Instant top up**

When customers top up myki money or load a myki pass at a myki machine, staffed railway station, 7-Eleven or other myki retailer, V/Line myki agent or on-board a bus, the value or pass is recorded on the myki immediately.

#### **Website and call centre**

When customers top up myki money or load a myki pass via the myki website or PTV call centre, the amount to be topped up or pass to be loaded is downloaded to myki equipment so it can be recorded on the customer's myki when it is next presented to a myki machine or myki reader.

For this reason, customers are advised this may take 24 hours or longer for online and call centre top ups to process and be downloaded to equipment. The value will be added to the customer's card when they next touch on or use a myki machine.

If the myki is not presented to a myki reader within 90 days after top up via the website or PTV call centre, the top up is sent to archive and will take a further 24 hours to re-activate when the myki is presented to a myki machine or myki reader.

#### **BPay**

Top ups via BPay must first be processed by the customer's bank and may take up to five days for the value to be recorded on the myki.

An auto top up amount is credited to a customer's myki immediately the first time a customer touches on or uses a myki machine after the myki money balance falls to or below the specified threshold level.

#### **myki balance**

Unless the value of a top up is recorded on the myki, it does not form part of the card's myki money balance. Unless a myki pass is recorded on the myki, the pass cannot be used for travel.

If a customer finds there is insufficient myki money balance to travel, or that a myki pass has not been recorded, they must top up at a myki machine, staffed railway station, retail agent or on-board a bus.

**Registered myki**

Customers may apply to register their myki at any time. Customers can register immediately at **ptv.vic.gov.au** or by phoning the PTV call centre on **1800 800 007** or can apply for registration by submitting a registration form to:

myki mailbox

PO Box 4318

Melbourne Vic. 3001

Registration provides balance protection (for myki money and myki pass) in the event that the myki is reported as lost or stolen. A lost/stolen myki should be reported to the PTV call centre on **1800 800 007** as soon as possible.

In addition, customers with a registered myki can establish an online account and set up auto top up for added convenience.

Some personal details are required for the registration process.

Registration is recommended for all myki customers, particularly customers who use a myki pass, so that the value on the myki is protected if lost or stolen.

Registration is free.

**Personalisation with name**

When applying for a registered myki via the website or PTV call centre, a customer may choose to have their name printed on their myki. This option is free and is only available at the time of purchase.

**Unregistered myki**

Customers do not need to supply any details to obtain and use an unregistered myki except to allow the card to be posted if purchased via the website or call centre – personal details will then be removed.

An unregistered myki is not covered for balance protection if lost or stolen. An unregistered myki can be registered at any time.

**Managing a myki for someone else**

A person may manage a myki on behalf of someone else – for example, a parent/guardian may manage a child's account. This should be set up at the time of applying for a myki.

The account holder can manage up to eight active myki cards (including their own) online and through the PTV call centre.

### myki card designs and customer categories

Most mykis have one of four card designs which indicate the type of fare category applicable to the customer.

All mykis are electronically encoded with a customer category which reflects eligibility for full fare, concession fare or free travel and any other applicable benefits. Only one category can be stored on the myki at any one time and this is used by the system to calculate the correct fare.

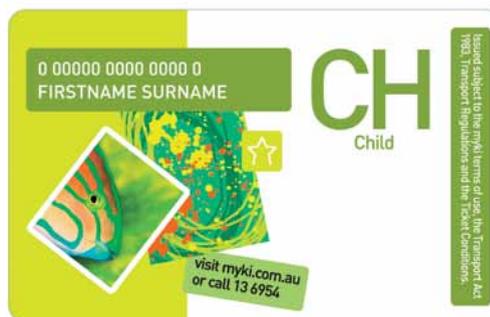
myki card designs are shown below. Customer categories which can be loaded are detailed in Chapter 5.

#### Full fare



For customer categories CC, F, FFS and most free travel pass categories.

#### Child concession



For customer category CH.

#### Seniors concession



For customer category VS.

#### General concession



For customer categories A, AS, CAR, CFS, DSP, GC, HC, PC, S and T.

## CHAPTER 3 – MYKI MONEY

### What is myki money?

myki money is a dollar amount paid into the account associated with a customer's myki and recorded as value on the myki. In this manual this process is called 'topping up' or 'loading' myki money.

The value recorded on the myki forms the myki money balance and can be used to pay for travel on public transport services.

With myki money, the correct fare for any journey is automatically calculated after the customer has touched on and touched off public transport.

Fares are calculated according to where and when the customer travels, and are automatically deducted from the myki money balance when the customer touches off. In addition, Daily caps apply for travel.

In order to guarantee automatic correct fare calculation for a trip, the customer must use the correct touch on and touch off behaviour, otherwise a default fare may be charged.

The myki money balance can be checked at any time on any 7-Eleven and other myki retailers, myki machine, myki check, at the PTV Hub and staffed railway stations.

The remaining balance is displayed whenever a customer touches on or off. Customers can also check balances at [myki.com.au](http://myki.com.au) or by calling the PTV call centre on **1800 800 007**.

It is the customer's responsibility to maintain sufficient balance to cover all travel made.

### Where to top up myki money

myki money can be topped up at the following locations, using the payment methods shown:

Payment methods:							
Location	Minimum top up amount	Maximum top up amount	Notes	Coins	EFTPOS~	Credit card	Auto top up
Staffed railway stations	\$1	\$250	Yes	Yes	Yes	Yes <sup>◇</sup>	No
myki machines at railway stations, selected tram stops and bus interchanges, and the PTV Hub	\$1	\$250	Yes <sup>§</sup>	Yes <sup>§</sup>	Yes	Yes <sup>◇~</sup>	No
7-Eleven and other myki retailers and V/Line myki agents (when available)	\$1	\$250	Yes	Yes	Yes*	Yes*	No
Online at <a href="http://myki.com.au">myki.com.au</a> <sup>^</sup>	\$10	\$250	No	No	No	Yes <sup>◇</sup>	Yes
By telephone – PTV call centre on <b>1800 800 007</b> <sup>^</sup>	\$10	\$250	No	No	No	Yes <sup>◇</sup>	Yes
On-board buses (when available)	\$1	\$20	Yes	Yes	No	No	No

§ No change provided when topping up myki money at a myki machine. 5 cent coins not accepted.

\* Where facilities available.

◇ Visa and Mastercard only.

~ PIN may be required.

^ myki money will not be credited to the card immediately. See Chapter 2.

To avoid delaying buses, customers are encouraged to top up before boarding at a 7-Eleven or other myki retailer, railway station, or bus interchange where top up facilities are available.

Customers who board a bus at the Doncaster Park and Ride are not permitted to top up on board the bus. myki money is not permitted to be topped up on board buses operating on metropolitan bus route number 401 or metropolitan bus route number 601.

Customers travelling on interurban V/Line train services must top up prior to boarding as there will be no top up facilities offered by the conductor.

The maximum myki money balance a customer is permitted to have on their myki is \$999.99.

BPay is available through the customer's bank account.

Auto top up is available for registered mykis only, providing extra convenience and security.

### Calculating myki money fares

myki money fares are calculated automatically when the customer touches on and touches off their myki for each trip. However, should a customer wish to calculate the price to be paid when using myki money for a single trip, the following steps apply:

- determine the zones required for travel (see Chapter 11);
- determine the full fare based on the 2 hour fare for the zone(s) within which the travel takes place;
- apply any concession discounts (see Chapter 5);
- apply any off-peak discounts (in this chapter);
- modify the fare for any existing products (in this chapter).

Daily travel is capped at a fixed daily price. Once a Daily cap has been reached, a customer can make unlimited journeys across all modes of public transport within the applicable zone(s) until the end of the day and pay no more than the daily fare.

For some customers, or on certain days, additional caps may exist which will cap the fare at a lower daily rate than the standard Daily cap (in this chapter).

Note that a reference to a day means the period commencing at 3am and ending at the following 3 am, and a reference to a particular day (e.g. Sunday) means the period commencing at 3 am on that day and ending at 3 am on the following day.

### Fare table

The following table shows myki money, myki pass and short term ticket fares.

		myki money		myki pass			Short term tickets			
				7 day pass	28–70 day pass	71–365 day pass				
		2 HOUR	DAILY	(7 DAYS)	(DAILY RATE)	(DAILY RATE)	2 HOUR		DAILY	
		Full	Full	Full	Full	Full	Full	Conc	Full	Conc
<b>METROPOLITAN FARES</b>										
Zone 1		\$3.50	\$7.00	\$35.00	\$4.30	\$4.30	—	—	—	—
Zone 2		\$2.42	\$4.84	\$24.20	\$2.86	\$2.86	—	—	—	—
Zone 1 and 2		\$5.92	\$11.84	\$59.20	\$6.64	\$6.64	—	—	—	—
<b>REGIONAL FARES</b>										
Travel including Zone 1	N° zones crossed excluding Zone 1	MYKI CONCESSION FARES ARE 50 PER CENT OF THE EQUIVALENT FULL FARE								
		OFF-PEAK DISCOUNTS MAY ALSO APPLY								
	1	2.10	3.82	19.60	2.80	2.80	2.20	1.10	4.00	2.00
	2	3.48	6.96	34.80	4.88	4.88	3.60	1.80	7.20	3.60
	3	4.08	8.16	38.80	5.20	5.20	4.20	2.10	8.40	4.20
	4	5.60	11.20	42.00	5.52	5.52	—	—	—	—
	5	6.20	12.40	44.00	5.78	5.78	—	—	—	—
	6	7.80	15.60	54.40	6.88	6.88	—	—	—	—
3	7	9.60	19.20	64.00	7.58	7.58	—	—	—	—
4	8	11.00	22.00	73.20	8.66	8.60	—	—	—	—
5	9	12.60	25.20	77.80	9.20	8.88	—	—	—	—
6	10	14.40	28.80	83.40	9.86	9.20	—	—	—	—
7	11	15.80	31.60	92.00	10.90	9.54	—	—	—	—
8	12	17.80	35.60	97.80	11.58	9.98	—	—	—	—
9		19.60	39.20	105.80	12.52	10.14	—	—	—	—
10		21.20	42.40	113.00	13.40	10.66	—	—	—	—
11		23.40	46.80	119.40	14.16	10.98	—	—	—	—
12		25.20	50.40	127.60	15.08	11.20	—	—	—	—
13		27.00	54.00	134.00	15.90	11.52	—	—	—	—

myki money fares may be modified in accordance with any concession and/or off-peak discounts which apply. See Chapter 4 for information on myki passes, and Chapter 5 for information on concessions.

To find a fare for regional travel, work out the number of zones travelled in. For travel which includes Zone 1, read across from the first (red) column. For travel which does not include Zone 1, read across from the second (blue) column. See Chapter 11 to find the zone(s) of a location.

**Automatic fare calculation**

Fares are calculated automatically as a customer travels, and the appropriate deductions from the myki money balance take place each time a customer touches off.

Where a discount (for example, for concession or off-peak travel) would result in a fare which includes a fraction of a cent, the fare will be rounded to the nearest whole cent.

When customers using myki money have a valid 2 hour or Daily product for their zone(s) of travel, no further fares are deducted for travel in the relevant zone(s) while the product is valid.

If the deduction of a fare results in a customer's myki money balance falling below \$0.01, the customer will not be permitted to use myki money to touch on again until they have topped up the myki to at least \$0.01 (even if they are within a zone for which a current product exists on the myki).

**Single trip**

The maximum fare for a single trip is the 2 hour fare for the zone(s) travelled in. When a myki is touched off, a 2 hour 'product' is created on the myki. A 2 hour product authorises unlimited travel in the zone(s) travelled in until two hours after the start of the next full hour after the myki was first touched on, except where the first touch on is made between 6pm and 11.59 pm, in which case the product expires at the end of the day.

Where a trip is entirely within a zone overlap, the fare charged and product created will be for the zone for which the fare is lowest. Where fares are the same, the fare charged and product created will be for the lower numbered zone.

To ensure customers are able to complete long journeys on V/Line services, where touch off indicates that a journey consisting of travel in at least 6 zones has been made (since the last touch on), the expiry time of the product will be extended by an additional hour for every multiple of 6 zones travelled in. For example, travel within 6–11 zones gives one extra hour, 12–17 zones gives two extra hours. Customers may continue to travel within the zones covered by the product until the expiry time at no extra cost.

Within the zone(s) covered by the product a customer may board any train, tram or bus before the expiry of the product even if the customer's journey ends after the product's expiry.

**Daily capping**

This is the maximum fare charged for unlimited travel in the zone(s) in which travel takes place on a single day.

The Daily cap for concession mykis is 50 per cent of the full fare Daily cap.

A myki keeps track of fares paid, and zones travelled in, during a day. When the total paid on a day reaches the Daily cap for the zone(s) travelled in on that day, a Daily product for the zone(s) is created on the myki.

A Daily product is also created after a 2 hour fare is paid for a zone(s) in which a customer has previously travelled that day and for which the Daily cap has been reached.

Within the zone(s) covered by the product a customer may board any train, tram or bus before the expiry of the product even if the journey extends beyond the product's expiry.

In addition to the normal Daily cap, the following caps apply when using myki money for certain customers or certain days of the week. Where more than one type of cap is applicable on a day, the lowest cap will apply.

**Weekend and Public Holiday Daily Cap**

Customers using myki to travel entirely within Zones 1 and 2 on a Saturday, Sunday or public holiday will pay no more than \$3.50 per day. No concession discount applies.

**Seniors Daily Cap**

Customers using mykis with customer category VS (Victorian Seniors Card holders) to travel entirely within Zones 1 and 2 on Monday to Friday will pay no more than \$3.80 per day. (Travel in these zones on Saturday and Sunday is free).

### Off-peak discounts

Fares for all journeys in more than two zones on V/Line services receive an off-peak discount, except where touch off occurs within Zone 1 before 9am on a business day or touch on occurs within Zone 1 between 4pm and 6pm on a business day.

The discount for off-peak travel is 30 per cent (this is applied after any concession discount). Customers who do not touch on and off correctly will be charged a peak fare.

For customers travelling off-peak, the equivalent peak fare contributes toward the Daily cap, even though they are paying a reduced fare. For example when a full fare customer travels three zones off-peak, 100 per cent of the standard fare will be counted towards the Daily cap even though only 70 per cent of the standard fare has been paid.

### Free travel

The free travel listed below is applied automatically when a customer touches on and touches off:

- early bird travel – all mykis provide free travel on electrified Melbourne train services when touch on and touch off both occur before 7.15am on a weekday (Monday to Friday). No product is created on the myki as a result of this travel;
- free Saturday and Sunday travel – customers travelling using concession mykis coded VS (Victorian Seniors Card holders), DSP or CAR (Disability Support Pensioners and Carer Payment recipients) receive free travel on Saturdays and Sundays for journeys in only one or two consecutive zones. For travel in more than two zones the fare for the entire journey will be charged;
- free Sunday travel – customers travelling using mykis coded FFS or CFS (DHS Carer Card holders) receive free travel on Sundays for journeys in only one or two consecutive zones. For travel in more than two zones the fare for the entire journey will be charged.

### Existing products

Where a product already exists on a customer's myki (a 2 hour product, Daily product or a myki pass – see Chapter 4) that is valid for a zone(s) and the customer makes a journey that consists of, or includes, travel in a zone(s) for which the existing product is not valid, the fare for the journey is the 2 hour fare for all zones for which the existing product is valid combined with the zone(s) for which the existing product is not valid minus the 2 hour fare for all zones for which the existing product is valid. Where this occurs and the existing product is a 2 hour product, the product on the myki is changed to include the additional zone(s).

For example: a customer makes a trip in Zone 1 (fare \$3.50) followed (before the expiry of the Zone 1 product) by a trip from Zone 1 to Zone 2. The fare for the second trip is equal to the fare for the whole trip (\$ 5.92) minus the Zone 1 portion (\$3.50), ie \$2.42. This amount is deducted from the myki money balance and the Zone 1 product on the myki is upgraded to a Zone 1 and 2 (with the same expiry time). (Note that this fare would be the same if the existing Zone 1 product had been a Zone 1 Daily product (created as a result of reaching the Zone 1 Daily cap) or a Zone 1 myki pass.)

**Full fare example**

A full fare customer takes the train from Nunawading to Parliament, touches on in Zone 2 and travels towards the city, touching off in Zone 1. A fare of \$5.92 is deducted from the customer's myki at touch off, and a 2 hour Zone 1 and 2 product created.

Later in the day (after the 2 hour product has expired), the customer makes a short journey by tram, correctly touching on and off. The journey is within Zone 1, so \$3.50 is deducted from myki money.

After work, the customer repeats their morning commute, in reverse, touching on at Parliament in Zone 1 and off at Nunawading in Zone 2.

The 2 hour fare for this journey is \$5.92; however, the Daily cap for Zone 1 and 2 travel is \$11.84. The customer has already paid \$9.42 (\$5.92 + \$3.50), so only \$2.42 is deducted for the final journey. No further charges would apply for any further journeys that the customer makes that day within Zones 1 and 2.

**Concession example**

A concession customer takes a Bellarine Transit bus from Geelong (Zone 4) to Queenscliff (Zone 5). When they complete their bus trip (touching on and off) a 2 hour Zone 4 and 5 product is created and \$1.74 concession fare is deducted from the myki money balance. They connect to the Torquay coach a short time later (while the Zone 4 and 5 product is still valid).

When they touch off at the end of the coach trip in Torquay, the myki product remains the same as Torquay is also in Zone 5. When they return to Geelong at the end of the day a 2 hour Zone 4 and 5 product is created and \$1.74 concession fare is deducted from the myki money balance. A total of \$3.48 myki money has been deducted for travel that day. Therefore the Daily cap has been reached.

**Telebus surcharge**

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

Customers 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 fare), or they may be picked up or dropped off at home (and pay a small surcharge).

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 [invictabus.com.au/telebus.html](http://invictabus.com.au/telebus.html)

	<b>Full fare</b>	<b>Concession</b>
Telebus surcharge	\$1.00	\$0.50

**CHAPTER 4 – MYKI PASS****What is a myki pass?**

A myki pass is an authority to travel within a zone or range of zones for a specified number of consecutive days. A myki pass for 7 days or any number of days between 28 to 365 can be purchased.

A myki pass can only be used if the myki money balance is \$0.00 or greater.

Once purchased, a myki pass will be activated the first time the customer uses the myki to travel, or to enter a designated area, within a zone for which the pass is valid and for which there is no other existing product (such as another myki pass or where travel has been paid for by myki money) on the myki. The myki pass will be valid for the number of days authorised by it, commencing the day of activation.

Note that a public transport day begins at 3am and ends at the following 3am. For example, a 28 day myki pass that is activated on 1 May will expire at 3 am on 29 May. A myki with a myki pass loaded on it must be touched on and off in the usual way to travel.

A myki pass must be activated within 12 months of purchase, or the pass will cease to be able to be activated and will expire. However, if it is activated within that period, the pass remains valid as set out in the preceding paragraph.

Only one pass may be active at a time, although two passes may be stored at any one time on a single myki. For example, a new pass can be purchased before the expiry of an existing pass, which will be activated when the customer touches on and off (in a zone for which the pass is valid) after the expiry of the existing pass.

**Important Note:** No refunds will be given if an unregistered myki is lost or stolen, even if the myki was paid for by credit card or EFTPOS.

Customers using myki passes are encouraged to register their myki to protect against loss. Registering a myki is free and can be done by visiting [myki.com.au](http://myki.com.au), calling the PTV call centre on **1800 800 007** or completing a registration form available from any staffed railway station or the PTV Hub Southern Cross and posting to the myki mailbox.

**Where to purchase a myki pass**

A myki pass can be loaded at the following locations using the payment methods shown:

Location	Payment methods:				
	Notes	Coins	EFTPOS~	Credit card	myki money
Staffed railway stations	Yes	Yes	Yes	Yes†	Yes
myki machines at railway stations, selected tram stops and bus interchanges, and the PTV Hub	Yes§	Yes§	Yes	Yes†~	Yes
7-Eleven and other myki retailers and V/Line myki agents (when available)	Yes	Yes	Yes*	Yes*	Yes
Online at <a href="http://myki.com.au">myki.com.au</a> ^	No	No	No	Yes†	No
By telephone – PTV call centre on <b>1800 800 007</b> ^	No	No	No	Yes†	No

§ 5 cent coins not accepted. Maximum change provided is \$10.

† Visa and Mastercard only.

\* Where facilities available.

~ PIN may be required.

^ myki pass will not be loaded onto the card immediately. See Chapter 2.

**Rounding**

If a myki pass fare is shown as, or is calculated to be, an amount ending in a multiple of one cent, that amount may be rounded up to the next 10 cents at the point of sale. In that case, the rounded amount is deemed to be the fare.

**7 day myki pass**

The 7 day myki pass is valid within the zone(s) programmed on the pass from the day of activation until the end of the day six days after the day it was activated. For example, if a pass is first activated on a Tuesday, it expires at the end of the following Monday (3am Tuesday).

Concession myki pass fares are 50 per cent of the full fare.

**28–365 day myki pass**

The fare for a 28–325 day myki pass can be calculated by multiplying the number of days required by the myki pass daily rate.

When calculating a fare for more than 70 days, use the 71–325 daily rate for all days purchased. In some cases it may be cheaper to purchase 71 days rather than fewer days.

When a myki pass for 325–365 days is purchased, the fare will be the cost of a 325 day pass (the equivalent of up to 40 days free).

The cost of a myki pass for the Melbourne zones is shown below.

Concession myki pass fares are 50 per cent of the full fare.

**myki pass fares****7 day pass rate**

	<b>Zone 1</b>	<b>Zone 2</b>	<b>Zone 1 + 2</b>
Full	35.00	24.20	59.20
Concession	17.50	12.10	29.60

**Daily rate for 28 to 325 day pass**

	<b>Zone 1</b>	<b>Zone 2</b>	<b>Zone 1 + 2</b>
Full	4.30	2.86	6.64
Concession	2.15	1.43	3.32

**Commuter Club**

A Commuter Club scheme is available for employers or other organisations to purchase 365-day myki passes on behalf of the organisation's employees/members/volunteers at a discount rate of 10 per cent. 365-day myki passes purchased through the Commuter Club are valid for use on metropolitan trains, trams and buses.

It is up to the organisation how they choose to offer employees a Commuter Club myki, for example, salary package, one-off payment etc. It is also at the discretion of the organisation whether they pass on all or part of the discount to their employees; for example, some organisations may choose to deduct a handling fee.

The myki Commuter Club is available to organisations. It is not open to individuals. An organisation requires a minimum of 10 people to sign up.

For more information on how the myki Commuter Club works or to sign up an organisation, email [commuterclub@transport.vic.gov.au](mailto:commuterclub@transport.vic.gov.au).

**Travel beyond myki pass zone(s)**

If a myki pass holder wishes to travel outside the zone(s) for which the pass is valid, they should have sufficient myki money on their myki, prior to travel, to pay for the additional travel.

The cost of the trip is the 2 hour fare for all zones for which the pass is valid combined with the additional zone(s), minus the 2 hour fare for all zones for which the pass is valid.

Daily capping will continue to apply for travel outside the zone(s) for which a myki pass is valid in the usual way.

**Student passes**

Student passes are available for primary and secondary students with an appropriate Victorian Public Transport Concession Card.

Yearly and first half-yearly student passes start on 1 January.

Second half-yearly passes start on 1 July.

First half-yearly passes expire 31 July.

Yearly and second half-yearly passes expire on the last day of February the following year.

Student passes are available from staffed railway stations. A student pass is valid for unlimited travel on all train, tram and bus services within the zone(s) of validity until the expiry of the pass. The pass is valid for economy class travel only on V/Line train and coach services.

Student passes are loaded onto a concession myki electronically coded 'S' and are only valid when used in conjunction with the Victorian Public Transport Concession Card with which they are purchased.

When travelling on a service with myki equipment, the customer must touch on and touch off the student pass in the usual way. **When travelling on other services, both the student pass and the associated concession card must be carried and shown on request to an authorised person.**

	<b>Half-yearly</b>	<b>Yearly</b>
Victorian Student Pass (statewide)	\$255.00	\$489.00
Ballarat Transit Pass (Zone 8)	\$200.70	\$383.40
Bendigo Transit Pass (Zone 13)	\$176.60	\$317.80
Geelong Transit Pass (Zone 4)	\$200.70	\$383.40

**CHAPTER 5 – CONCESSIONS AND FREE TRAVEL****Concession fares**

Only a customer who is eligible for concession may use a concession myki, which must be encoded with a customer category that reflects the customer's eligibility. myki automatically calculates fares at the concession rate when customers touch on and off.

Children under 4 travel free on all public transport services in Victoria, but they must be accompanied by a responsible person.

The following customers are eligible to travel using a concession myki:

- children 16 years and under;
- Victorian and interstate Seniors Card holders;
- Australian Pensioner Concession Card holders;
- Health Care Card holders with a Victorian address;
- eligible primary, secondary and tertiary students;
- war veterans/war widows;
- asylum seekers.

Customers aged 17 years and over must carry appropriate proof of concession entitlement in order to travel on a concession myki.

The table on the following pages lists the concession category, the benefits and the documentation required to be eligible for a concession fare. Forms, if required, can be downloaded from the PTV website or collected from the PTV Hub at Southern Cross Station.

**Customer categories and codes**

<b>Customer category (electronic code)</b>	<b>Benefits</b>	<b>Eligibility criteria summary</b>
Asylum Seeker (Code A)	50 per cent of full fare.	Customer must: <ul style="list-style-type: none"> <li>● hold a VPTCC printed with Code A;</li> <li>● be aged 17 and over;</li> <li>● hold or be applying for a bridging visa under the <b>Migration Act 1958</b> (Cth);</li> <li>● be receiving aid from a PTV recognised asylum seeker assistance provider;</li> <li>● hold no other form of valid public transport concession entitlement.</li> </ul>
Commuter Club (Code CC)	Eligible to purchase a 365-day myki pass via employer if registered to participate.	Full fare myki issued to customers who purchased a 365-day myki pass through a Commuter Club.
Full Fare (Code F)		All customers may use this myki.

Customer category (electronic code)	Benefits	Eligibility criteria summary
Australian Pensioner Concession Card (Code PC or GC)	50 per cent of full fare. One Pensioner Free Travel Voucher annually to Victorian residents.	Customer must hold an Australian Pensioner Concession Card issued by Centrelink or the Department of Veterans Affairs. This concession applies only to the cardholder and does not extend to any dependants named on the card.
		
DHS Carer Card – full fare (Code FFS)	Two Pensioner/Carer Off-peak Free Travel vouchers annually for Victorian residents.  Free travel on Sundays for trips wholly in one or two adjacent zones.	Customer must hold a Victorian Carer Card issued through the Department of Human Services Carer Card program. For more information contact <b>1800 901 958.</b>
DHS Carer Card – concession (Code CFS)	50 per cent of full fare. Two Pensioner/Carer Off-peak Free Travel Vouchers annually to Victorian residents.  Free travel on Sundays for trips wholly in one or two adjacent zones.	Customer must hold a Victorian Carer Card issued through the Department of Human Services Carer Card program. For more information contact <b>1800 901 958.</b> Must also separately hold an entitlement to public transport concession travel.
Child (Code CH)	50 per cent of full fare.	Customer must be aged 4–16 years inclusive. Children who wish to purchase a student pass must obtain a customer category ‘S’ myki.

Customer category (electronic code)	Benefits	Eligibility criteria summary
Disability Support Pension Carer Payment recipient (Code DSP or CAR)	50 per cent of full fare. Free travel on Saturdays and Sundays for trips wholly in one or two adjacent zones. Two Pensioner/Carer Off-peak Free Travel Vouchers provided annually to Victorian residents.	<p>Customer must:</p> <ul style="list-style-type: none"> <li>● hold an Australian Pensioner Concession Card printed with Code DSP or CAR;</li> <li>● be aged less than 60 years</li> <li>● be a resident of Victoria.</li> </ul> <p>Holders of Disability Support Pensioner (Blind) Concession Cards should apply for a Vision Impaired (VI) free travel pass from PTV.</p> 
Victorian Health Care Card (Code HC or GC)	50 per cent of full fare.	<p>Customer must hold a Health Card Card issued by Centrelink with a Victorian address.</p>  <p>The concession applies only to the cardholder and does not extend to any dependents named on the card. Dependents listed on the card aged 17 years or older and without any other valid concession card may be eligible to apply to Centrelink to have a Health Care Card issued in their own name.</p> <p>Confirmation of Concession Card Entitlement Vouchers can be used while a Health Care Card application is being processed.</p>

<b>Customer category (electronic code)</b>	<b>Benefits</b>	<b>Eligibility criteria summary</b>
Primary or Secondary Student (Code S)	50 per cent of full fare. Eligible to purchase a student pass (see Chapter 4).	<p>Customer must hold a VPTCC printed with Code P or S. To be eligible for a VPTCC (Code P or S) the customer must:</p> <ul style="list-style-type: none"> <li>● be a full-time Victorian primary or secondary school student who attends a school listed in the Approved List of Schools;</li> <li>● be an Australian Citizen or a permanent resident of Australia or have proof that they are an overseas exchange student, student with refugee status or student in receipt of an Australian Development Scholarship;</li> <li>● be undertaking an approved full time course (secondary students).</li> </ul> <p>Except as described above, international students (including Special Category visa holders) are not eligible for student concessions.</p> <p>Student identification cards issued by schools are <i>not</i> accepted as entitlement to concession travel on public transport.</p>

<b>Customer category (electronic code)</b>	<b>Benefits</b>	<b>Eligibility criteria summary</b>
Tertiary Student (Code T)	50 per cent of full fare.	<p>Customer must hold a VPTCC printed with Code T or T½. To be eligible for a VPTCC (Code T or T½) the customer must:</p> <ul style="list-style-type: none"> <li>• be full-time Victorian tertiary student who attends a college, TAFE or university listed in the Approved courses in Tertiary Institutions Register;</li> <li>• be undertaking an approved full time course that is delivered on campus;</li> <li>• be an Australian Citizen or a permanent resident of Australia or have proof that they are an overseas exchange student, student with refugee status or student in receipt of an Australian Development Scholarship.</li> </ul> <p>Except as described above, international students (including Special Category Visa holders) are not eligible for student concessions.</p> <p>Student identification cards issued by tertiary institutions are <i>not</i> accepted as entitlement to concession travel on public transport.</p> <p>Students enrolled in courses of between 10 and 20 weeks can only obtain a half-yearly card (VPTCC Code T½).</p> <p>Concession cards are not issued for courses of less than 10 weeks duration.</p>
Interstate Seniors (Code AS or GC)	50 per cent of full fare.	<p>Customer must hold an interstate Seniors Card.</p> <ul style="list-style-type: none"> <li>• international seniors are not eligible for concession.</li> </ul>

Customer category (electronic code)	Benefits	Eligibility criteria summary
Victorian Seniors (Code VS)	50 per cent of full fare. Free travel on Saturdays and Sundays for trips wholly in one or two adjacent zones. Two or four Seniors Off-peak Free Travel Vouchers annually. Seniors Daily cap for travel in Zones 1 and 2.	<p>Customers must hold a Victorian Seniors Card.</p>  <p>To be eligible for a Victorian Seniors Card the customer must:</p> <ul style="list-style-type: none"> <li>● be a Victorian resident;</li> <li>● be aged 60 years or over;</li> <li>● work less than 35 hours per week.</li> </ul> <p>Victorian Seniors Cards are issued by the Department of Health – contact <b>1300 797 210</b> for more information.</p>
War Veterans/ War Widows (Code V)	50 per cent of full fare. Concession card.	<p>Customer must:</p> <ul style="list-style-type: none"> <li>● hold a Department of Veterans Affairs Gold or White Card or previously be entitled to a DVA Victorian War Widow/er Transport Concession Card;</li> <li>● not be entitled to any other type of concession card.</li> </ul> <p>The VPTCC (Code V) is produced on a myki to give a combined myki card and concession card. The only person who may use this myki for a journey or an entry to a designated area is the person whose name and photograph appear on the myki.</p>

### The Victorian Public Transport Concession Card (VPTCC)

#### Victorian Public Transport Concession Cards for students (VPTCC Codes P, S, T and T½)

Application forms are available from most staffed railway stations, online at [ptv.vic.gov.au](http://ptv.vic.gov.au), by phoning **1800 800 007** or from the PTV Hub at Southern Cross Station. Forms can be processed and concession cards issued at most staffed railway stations and the PTV Hub.

#### Other Victorian Public Transport Concession Cards (VPTCC Codes A and V)

Application forms are available online at [ptv.vic.gov.au](http://ptv.vic.gov.au), by phoning **1800 800 007** and from the PTV Hub at Southern Cross Station. Application forms for the Asylum Seeker Concession Card are also available from asylum seeker assistance providers. Forms must be submitted by post to PTV at PO Box 4724, Melbourne 3001.

### Expiry/change of concession

If a customer's entitlement to concession expires they will no longer be allowed to travel using a concession myki and must obtain a full fare myki to travel. For this reason it is recommended that customers do not purchase a myki pass with an expiry date beyond the expiry date of their concession entitlement.

Where a change in a customer's circumstance results in a requirement to carry a different myki card type (for example, a child changes to a Health Care Card holder, or a Health Care Card holder changes to a Victorian senior), the customer must obtain a new myki. A refund of any remaining balance on the old myki is available at no charge (see Chapter 7). The customer will be required to purchase a new myki.

### Companion Card

The Companion Card is issued by the Department of Planning and Community Development to people who require the assistance of a companion. It provides free travel for the carer/companion of the card holder on all public transport services.

A Companion Card does not entitle the card holder to concession fares or free travel – the card holder must have a valid ticket or free travel pass. Only one carer/companion accompanying the Companion Card holder is entitled to free travel. The carer/companion and the Companion Card holder must travel together and the card holder must show their Companion Card to staff on request and indicate who their carer/companion is for that trip.

The carer/companion to the Companion Card holder must be able to provide all necessary assistance to the card holder (including personal hygiene tasks). Companions who are not capable of assisting the card holder must pay the appropriate fare for the journey.

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

Companion Cards issued in other states are accepted in Victoria.

For more information, contact the Department of Planning and Community Development on **1800 650 611**.

#### Companion card



**Free travel passes**

The Victorian Government provides free travel passes to specific categories of public transport customers. These are described in the table below.

Unless otherwise indicated free travel passes are loaded onto a myki with a full fare card design and personalised with the customer's name and photograph. A personalised myki with a free travel pass or a yellow plastic photo travel pass may only be used for a journey, or an entry to a designated area, by the person whose name and photograph appear on it.

<b>Free travel categories (CODE)</b>	<b>Eligibility</b>
Bus Driver Travel Pass (AB)	For eligibility criteria contact PTV on <b>(03) 9619 1159</b> .
Re-deployee Travel Pass (AE)	No new applications being accepted.
Access Travel Pass (ATP)	The customer must: <ul style="list-style-type: none"> <li>• be able to travel independently on Victoria's public transport network;</li> <li>• be unable to use the ticketing system due to a disability;</li> <li>• have their application certified by an appropriate medical professional;</li> <li>• be a Victorian resident.</li> </ul> Customers using an Access Travel Pass are not required to touch on and touch off but are encouraged to if able.
Victorian Black Book Travel Pass (BB)	For eligibility criteria contact PTV on <b>(03) 9619 1159</b> .
Charitable Organisations Travel Pass (CO)	No new applications being accepted.
Employee Travel Pass (FE)	For eligibility criteria contact PTV on <b>(03) 9619 1159</b> . The Employee Travel Pass is issued on a myki with a grey card design.
Federal Parliamentarian Travel Pass (FP)	For eligibility criteria contact PTV on <b>(03) 9619 1159</b> . This free travel pass is issued as a yellow plastic photo travel pass.
Governor's Travel Pass (GM)	For eligibility criteria contact PTV on <b>(03) 9619 1159</b> . This free travel pass is issued as a yellow plastic photo travel pass.
Gold Pass Elite (GP)	No new applications being accepted.
Gold Pass Travel Card (GT)	No new applications being accepted.
Federal Police Travel Pass (RA)	For eligibility criteria contact PTV on <b>(03) 9619 1159</b> .
Red Book Travel Pass (RB)	No new applications being accepted.
Retired Employee Dependent Travel Pass (RD)	For eligibility criteria contact PTV on <b>(03) 9619 1159</b> .

<b>Free travel categories (CODE)</b>	<b>Eligibility</b>
Retired Employee Travel Pass (RE)	For eligibility criteria contact PTV on <b>(03) 9619 1159</b> .
State Parliamentarian Travel Pass (SP)	For eligibility criteria contact PTV on <b>(03) 9619 1159</b> . This free travel pass is issued as a yellow plastic photo travel pass.
Scooter/Wheelchair Travel Pass (SW)	The customer must: <ul style="list-style-type: none"> <li>● have a permanent and severe disability;</li> <li>● depend of a scooter or wheelchair for mobility outside the home;</li> <li>● have their disability certified by an appropriate medical professional;</li> <li>● be a Victorian resident.</li> </ul>
Transit Police Travel Pass (TP)	For eligibility criteria contact PTV on <b>(03) 9619 1159</b> .
Travel Trainer Pass (TT)	<p>The Travel Trainer Pass is issued to an organisation and is transferrable between employees or agents of that organisation. It is only valid for travel on a journey during which the employee or agent of the organisation is engaged in training a client of the organisation to use public transport.</p> <p>The Travel Trainer Pass is issued on a myki which is not personalised with a name and photograph.</p> <p>The organisation must:</p> <ul style="list-style-type: none"> <li>● be a registered not-for profit organisation;</li> <li>● have a primary focus of providing rehabilitation, education or employment programs for people with a disability;</li> <li>● provide and deliver travel training to persons with a disability;</li> <li>● service multiple clients.</li> </ul>
TPI War Veterans' Travel Pass (TV)	For eligibility criteria contact PTV on <b>(03) 9619 1159</b> .
Victoria Police Travel Pass	There is no myki for this free travel pass. Officers show their current Victoria Police Identification Authority to access free travel. This is also available to Protective Service Officers.

<b>Free travel categories (CODE)</b>	<b>Eligibility</b>
Vision Impaired Travel Pass (VI)	<p>The customer must:</p> <ul style="list-style-type: none"> <li>● be assessed as legally blind by an ophthalmologist or optometrist;</li> <li>● have less than 6/60 correction vision in the better eye or &gt; 80 per cent field of vision loss;</li> <li>● be a Victorian resident.</li> </ul> <p>The Vision Impaired Travel Pass is issued on a myki with a separate card design.</p> <p>Customers using a Vision Impaired Travel Pass are not required to touch on and touch off, but must show the card to public transport staff when requested.</p> <ul style="list-style-type: none"> <li>● Other states' cards are accepted.</li> </ul>
War Veteran's Travel Pass (WV)	<p>The customer must:</p> <ul style="list-style-type: none"> <li>● hold a Department of Veteran Affairs Gold card with EDA or TPI embossed;</li> </ul> <p>Or;</p> <ul style="list-style-type: none"> <li>● evidence of ongoing compensation or lump sum payment from DVA for injury/illness related to this service;</li> <li>● provide documentary evidence of participation in overseas war/peacekeeping/peacemaking services in conflicts: <ul style="list-style-type: none"> <li>– World War II      03/09/1939 – 28/04/1952</li> <li>– Korea              27/06/1950 – 19/04/1956</li> <li>– Malaya            29/06/1950 – 30/09/1967</li> <li>– Vietnam          31/07/1962 – 29/04/1975</li> </ul> </li> </ul> <p>Or hold:</p> <ul style="list-style-type: none"> <li>● Australian Defence Force/Peacemakers Association papers as evidence of conflicts such as but not limited to: <ul style="list-style-type: none"> <li>– Afghanistan (War on Terror and UNMCTT);</li> <li>– Africa (Sierra Leone, Namibia, Somalia, Rwanda etc);</li> <li>– Cambodia;</li> <li>– East Timor;</li> <li>– Gulf War 1 and 2;</li> <li>– Iraq.</li> </ul> </li> </ul>

Free travel categories (CODE)	Eligibility
War Widow/er	<p>Documentary evidence includes:</p> <ul style="list-style-type: none"> <li>● certified Australian Defence Force Human Resources;</li> <li>● system printout;</li> <li>● record of service extract from the Defence Force records office;</li> <li>● original medals with applicants name engraved;</li> <li>● letter of overseas service confirmed by Department of Veteran Affairs;</li> </ul> <p>The customer must:</p> <ul style="list-style-type: none"> <li>● provide documented evidence of ongoing compensation or a lump sum payment from DVA for injury/illness related to DVA service;</li> <li>● have their illness/injury confirmed by the treating doctor;</li> <li>● be a Victorian resident.</li> </ul> <p>The customer's partner/spouse must have a DVA Gold Card embossed 'War Widow' and:</p> <ul style="list-style-type: none"> <li>● have documentary evidence of their partner/spouse's overseas war service from one of the above theatres of war;</li> <li>● be a Victorian resident.</li> </ul>

### Benefits

The free travel passes apply to:

- metropolitan services;
- V/Line services;
- urban bus services in regional cities;
- regional services that have a contract or service agreement with Public Transport Victoria.

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. Customers should check with the relevant operator before booking or travelling.

In order to travel on a V/Line service for which a reservation is required, the free travel pass passenger should phone **1800 800 007** to reserve a seat prior to travel.

### Application process

Customers who do not currently have a free travel pass and who may be eligible should contact PTV on **(03) 9619 1159**.

A summary of the eligibility criteria and documentation/verification required for some common free travel passes is shown in the table earlier in this chapter.

A customer who is eligible for a free travel pass will have their first myki provided at no charge; charges may apply for obtaining subsequent (replacement) mykis.

If a myki with a free travel pass becomes defective or is lost or stolen, the customer should contact PTV on **(03) 9619 1159** to obtain a new myki and have a new free travel pass issued.

### How to use a free travel pass

A customer using a myki with a free travel pass must touch on and touch off to travel in the usual way (except for Vision Impaired Travel Pass and Access Travel Pass mykis, which may be used as a flash pass to receive free travel and do not need to be touched on and off).

If a myki loaded with a free travel pass stops working, the customer should contact PTV as soon as possible to obtain a replacement myki.

Lost or stolen free travel passes should be reported immediately to PTV on **(03) 9619 1159**.

### Free travel pass expiry

If entitlement to a free travel pass expires, the myki will be blocked and is no longer valid for travel.

In many cases, free travel entitlement does not expire. However, customers will still be required to obtain a new myki when the card expires. PTV will contact pass holders before the expiry date to advise of the free travel pass renewal process

### Free travel vouchers

The Victorian Government provides free travel vouchers each year as listed in the table below.

Concession category	Annual free travel vouchers
Victorian Pensioners	1 x Victorian Pensioner Free Travel Voucher
Victorian Seniors Card holders	
<ul style="list-style-type: none"> <li>• Melbourne metropolitan area;</li> <li>• Regional Victoria.</li> </ul>	2 x Seniors Off-peak Free Travel Vouchers 4 x Seniors Off-peak Free Travel Vouchers
DHS Carer Card holders, Disability Support Pensioners and Carer Payment recipients	2 x Pensioner/Carer Off-peak Free Travel Vouchers

### Free travel voucher redemption

Free travel vouchers can be exchanged for a Day Pass at metropolitan Premium Stations and the PTV Hub at Southern Cross Station. For more information on Day Pass, see Chapter 6. [Vouchers can also be exchanged for V/Line tickets in accordance with the Victorian Fares and Ticketing Manual \(General\)](#).

### Metropolitan travel

A Day pass gives unlimited travel on public transport services in Zones 1 and 2 for the nominated day punched on the ticket.

Customers will need to nominate a date of travel at the time of redeeming the Free Travel Voucher (in the same way as for V/Line travel). The day, month and year of travel will be punched on the Day Pass by the station attendant. A future date can be nominated.

Day Pass is not valid on V/Line services beyond Zone 2.

Victorian Pensioner Free Travel Vouchers will be replaced if lost or stolen by contacting Centrelink on **132 300**. Other free travel vouchers will not be replaced if lost or stolen.

Free travel vouchers are **only** redeemable as set out above. Customers cannot obtain free travel using myki money or a myki pass in conjunction with a free travel voucher, and no reimbursements are available.

**CHAPTER 6 – OTHER TICKETS****Regional bus short term tickets**

Short term tickets can only be purchased on board regional town bus services where myki operates. *These will be phased out during 2013.*

Short term tickets are issued as disposable smartcards and have the validity details electronically encoded on the ticket. A short term ticket must be activated for use by being touched on within a zone for which it is valid.

Although short term tickets are not as economical or flexible as myki money, they can still be used for an unlimited number of journeys on any bus for a set period. Within the nominated zone(s) a customer may board any bus before their ticket expires, even if the journey extends beyond the ticket's expiry time.

For example, if a customer's ticket expires at 3 pm and they touch on to a bus at 2.55 pm, the ticket will be valid for their entire trip on that bus even if they touch off after 3 pm.

Customers using short term tickets must have a single valid ticket for their entire journey. They are not permitted to use two short term tickets or combine a myki with a short term ticket to make a single journey. If a customer holds a short term ticket which does not cover the entire journey they intend to make, they must purchase a new short term ticket which does cover the entire journey. The original ticket cannot be refunded or used to offset the cost of the new ticket.

*Customers who believe they may need to change their travel plans are encouraged to use myki money, which offers maximum flexibility.*

**2 hour ticket**

Allows unlimited travel within the zone(s) programmed on the ticket for at least two hours. The ticket expires two hours from the start of the next full hour after it was activated.

For example, a ticket activated at 8.55 am will expire at 11 am and a ticket activated at 9.05 am will expire at 12 noon.

Tickets activated between 6 pm and 11.59 pm are valid until the end of the day.

**Daily ticket**

Allows unlimited travel within the zone(s) programmed on the ticket until the end of the day on which it was activated.

**Using short term tickets**

Short term tickets purchased on board buses are automatically touched on for that trip only and need to be touched off upon exiting the vehicle.

If the customer transfers to another service, the ticket must be touched on again upon entering the vehicle and touched off again upon exiting the vehicle.

Short term tickets which are unable to be touched on (for example, because they are damaged) are not valid for travel.

Only one concession fare applies, regardless of the customer's concession category.

Short term ticket fares				
		Single zone	2 zones	3 zones
2 hour	Full fare	\$2.20	\$3.60	\$4.20
	Concession	\$1.10	\$1.80	\$2.10
Daily	Full fare	\$4.00	\$7.20	\$8.40
	Concession	\$2.00	\$3.60	\$4.20

### **Day Pass**

A Day Pass is a paper ticket issued:

- (a) on behalf of PTV by a community service organisation or charity authorised to do so by PTV through an employee or volunteer of, or a person engaged by, that organisation or charity; or
- (b) to a person to whom a free travel voucher has been issued (for eligibility see Chapter 5), in exchange for that voucher.

A Day Pass entitles the holder to unlimited travel during the day for which the Day Pass is valid on any service specified in the Schedule in Chapter 1 except the train services provided by V/Line operating on the railway lines between and including the following railway stations; Lara and Marshall; Ballarat and Wendouree; Kangaroo Flat and Eaglehawk.

A Day Pass is valid for the day the date of which is hole punched on the Day Pass. The relevant day, month and year must be punched by the issuer of the Day Pass. If the day, month and year are not all punched by the issuer of the Day Pass, the Day Pass is not valid. The day for which a Day Pass is valid can be later than the day on which it is issued.

If a Day Pass has more than one day, month or year hole punched, the Day Pass is not valid for any journey or entry to a designated area at any time.

The holder of a Day Pass who is entering or leaving a designated area through a staffed ticket barrier must produce the Day Pass for inspection by a barrier attendant before entering or leaving that designated area.

The holder of a Day Pass who is relying on the Day Pass for a journey in a bus must, on entering the bus, produce the Day Pass for inspection by the driver of the bus.

The holder of a Day Pass must carry the Day Pass at all times when relying on the Day Pass for a journey or an entry to a designated area.

### **Group travel – 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 staffed railway stations.

No refund is permitted should the trip be cancelled or the number of travellers be less than paid for.

The Prepaid Travel Authority is available for 2 hour and Daily fares. The fare charged for the group is the concession fare for the selected zone(s) multiplied by the number of people travelling.

For more information, please email Public Transport Victoria at [ticketingservices@ptv.vic.gov.au](mailto:ticketingservices@ptv.vic.gov.au)

### **Regional – V/Line**

Group travel must be arranged at least seven days in advance by telephoning **(03) 9619 2338**. Groups may not be able to be accommodated on the same services at peak times.

### **Special event and conference ticketing**

In some circumstances, special event and conference organisers can include public transport in the cost of event tickets by prior arrangement with Public Transport Victoria, subject to meeting the following conditions:

- all event tickets or delegate passes must be valid on a specific date or dates, which is clearly printed on the ticket (no open ended tickets or passes permitted);
- tickets must be issued by an approved ticket issuer on approved ticket stock (for example, 'print your own' tickets are not permitted);
- the event must cater for more than 500 people per day;
- delegate passes must be issued by conference organisers;

- 
- the event must be at an approved venue close to the CBD, such as Melbourne Park, Olympic Park, Victorian Arts Centre (including the Sidney Myer Music Bowl), Etihad Stadium, Melbourne Convention and Exhibition Centre, Melbourne Cricket Ground, and theatres in the CBD;
  - events and conferences must not start on business days before 9.30 am or finish 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 or conference is cancelled or the date changed, travel is provided on the original date printed on the tickets and the fee remains payable by the event or conference organiser.

The cost to the event organiser is based on the number of tickets issued for the event (including complimentary tickets). The fee of \$2.60 per ticket, is common to all events, assumes events will be attended by a mixture of full fare and concession ticket customers, and assumes that not all people will use public transport.

The fee includes unlimited travel within Zones 1 and 2 on the day(s) of the event. This fee does not include the cost of providing any additional services.

For more information, please email Public Transport Victoria at [event.notification@ptv.vic.gov.au](mailto:event.notification@ptv.vic.gov.au)

## CHAPTER 7 – REFUNDS, REIMBURSEMENTS AND REPLACEMENTS

### General rules

Most refunds, reimbursements or replacement mykis will require an appropriate application form to be completed. Forms are available from staffed railways stations, the PTV Hub at Southern Cross Station, online at [myki.com.au](http://myki.com.au) or [ptv.vic.gov.au](http://ptv.vic.gov.au), and by calling the PTV call centre on **1800 800 007**.

A customer can apply to have the value on their myki refunded with the exception of cards that are lost, stolen or surrendered to enforcement staff. Reimbursements may also be available for ticketing equipment faults, occasions of severe service disruption or where special circumstances affect the customer.

A replacement myki will be required where a myki is lost, stolen, or becomes non-operational. A myki will also need to be replaced when the card expires. A myki card will last for at least four years from the day of purchase.

### Non-operational mykis

mykis which are not able to be touched on **are not valid for travel or entry to a station paid area**. A customer with a myki which is not operational must use another myki to travel or enter a station paid area until they obtain a replacement myki.

A myki is defective if it is unable to be electronically read, or if it processes fares incorrectly, and the ticket has not been visibly damaged or electronically interfered with. mykis are warranted against operational defects when correctly used and looked after by the customer. If a myki becomes defective, it will be replaced free of charge.

Defective mykis are exchanged for new mykis – see Replacement mykis on the following page.

### Damaged tickets

Damaged tickets include those that have become non-operational and/or unreadable as a result of:

- heat damage;
- water damage;
- being bent, punched through, torn, cut or chewed;
- damage that exceeds normal wear and tear.

Damaged mykis will be replaced in the same way as defective mykis.

### Lost or stolen tickets

Only registered mykis are eligible for replacement in the event that the ticket is lost or stolen. Unregistered mykis or other tickets which are lost or stolen will not be replaced under any circumstances.

A holder (or account holder) of a registered myki whose myki has been lost or stolen should report this as soon as possible:

- online at [myki.com.au](http://myki.com.au) (available 24 hours a day);
- by calling the PTV call centre on **1800 800 007** (6 am – midnight).

The myki will then be blocked and can no longer be used. Any value remaining on the myki is protected from the moment the customer or account holder reports it as lost/stolen, and can be transferred to a replacement card. The account holder remains liable for all transactions that occur on the myki until the time it is reported lost or stolen online or via the call centre as above.

If the customer requires a new myki, lost or stolen registered mykis may be replaced through the PTV call centre when the customer or account holder phones to report their myki lost/stolen, or using the replacement process detailed below. The customer will be required to use another myki until a replacement myki is posted to them.

### Other tickets

No replacements are available for other tickets that are lost or stolen.

### Replacement mykis

When a myki is damaged, defective or expired, or a registered myki is lost or stolen, the customer can apply for their myki to be replaced.

All applications for replacement mykis require the customer to complete and submit a replacement myki application form (including their name and address), along with the myki that needs replacing (except for lost or stolen mykis). Replacement myki application forms are available at staffed railway stations, the PTV Hub at Southern Cross Station, from **myki.com.au** or by calling the PTV call centre on **1800 800 007**.

Completed forms, together with the myki to be replaced (where relevant), can be posted to the myki mailbox or submitted at the PTV Hub at Southern Cross Station or any staffed station.

### Replacement process

When a customer lodges a replacement myki form, a replacement myki will be issued and posted to the customer (account holder) including the remaining balance transferred from the old myki.

While awaiting replacement of the myki, the customer will need to purchase another myki and top up to travel. In the case of a defective myki, where the customer has purchased another myki to continue travelling, the customer can contact the PTV call centre on **1800 800 007** to receive reimbursement of the card fee when the replacement process is complete.

Where a replacement form is lodged at the PTV Hub at Southern Cross Station, the customer will receive a courtesy myki and will need to top up to continue travelling.

Customers with a valid myki pass will have the remaining days 'frozen' from the time they submit the application form until they touch on again after receipt of the replacement myki.

Student Pass mykis are able to be replaced on the spot, but may only be replaced at the original place of purchase.

### Refunds of unused value

A customer can apply to have the remaining value (myki money balance and any unused myki pass days) on their myki refunded. The value of the myki card itself is non-refundable.

### Application for refund

Customers requiring myki refunds should complete a myki refund and reimbursement form and submit this by post to the myki mailbox. The myki that the value to be refunded is on must be submitted with the form at the time of application and will be blocked from further use. All customers (including unregistered cardholders) will be required to provide adequate personal details on the application form.

### Refund process

All value on the myki will be refunded including myki money and the value of the remaining days of any myki pass.

If a myki pass has already been activated, the refund amount is calculated based on the difference between the full purchase price and the amount the customer would have had to pay to purchase other fares for the time the myki pass was active.

There are no refunds on expired myki passes.

The refund amount is calculated based on the day the refund application was submitted, not the day the pass was last used.

Refunds are provided by cheque posted to the customer (account holder) or by myki money to the myki account nominated on the application form.

### Other tickets

Refunds and reimbursements are not available on other tickets that are lost or stolen.

In circumstances of major disruption where services are cancelled and alternative services are not provided within a reasonable time, or where special consideration may apply, customers should apply for a reimbursement as described in this Chapter.

## Reimbursements

In the following cases, a customer can apply for a reimbursement for value which has been used.

### Severe service disruption

In the event of prolonged severe service disruption or industrial action, PTV and/or transport operators will produce special bulletins to advise reimbursement 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.

Eligibility criteria will be determined and published for each event. Affected and eligible customers on these occasions will be identified and compensation amounts will be paid to the accounts of nominated and/or approved mykis. No action is required by affected customers unless specifically advised (per event).

In some cases, customers may be advised to seek a reimbursement by completing a myki refund and reimbursement form, and submitting this together with a myki card number which:

- was valid for travel during the stoppage;
- was not used on alternative or replacement services during the stoppage.

Customers affected by service disruptions who use other tickets should apply to the operator under Compensation Code and Customer Charter.

### myki ticketing equipment faults

In case of a myki ticketing system equipment fault, customers should contact the PTV call centre on **1800 800 007** to seek a reimbursement. Customers may also complete a myki website feedback form or a myki refund and reimbursement form and post it to the myki mailbox. Customers are requested to provide as much information as possible to assist in processing their claim.

Payment of a reimbursement will be subject to verification by myki customer care staff. Applications are cross referenced against the central computer system which continually monitors ticketing equipment and records faults.

If a customer is charged a default fare as a result of no operational myki reader being available to touch off, they may contact the PTV call centre on **1800 800 007** to be reimbursed any amount greater than the correct fare.

### Medical conditions

In certain circumstances, reimbursements of all or some of the value of myki passes may be available for customers who have experienced medical problems.

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

- The claim is accompanied by a doctor's certificate for the days claimed (statutory declarations are not accepted as proof).
- The customer has been unable to travel owing to illness for a minimum number of days:
  - for 7-day pass, at least three business days;
  - for 28–70 day pass, at least seven days;
  - for 71–365 day pass, at least seven days plus two days for each 30 days or part thereof in excess of 70.

A reimbursement 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.

### Special consideration

Reimbursements may be provided in unusual circumstances not covered by the above. Applications for reimbursements should be made using the myki refund and reimbursement form.

Customers are requested to include copies of any documentary evidence that supports their application for special consideration.

### Refund and reimbursement procedures

Most refunds and reimbursements need to be made using the myki refund and reimbursement form. Where a myki is managed by a separate account holder, a refund or reimbursement may be provided to the account holder.

Refunds and reimbursements can only be considered if the following conditions are met:

- the application form has been completed correctly, including signature;
- a claim is submitted in writing no later than 12 months after date the ticket was last used (for reimbursements) or five years after the ticket was last used (for refunds);
- the sale of the ticket can be traced;
- the ticket has not been reported lost, stolen or invalid;
- all criteria listed in the preceding sections are met;
- documentary proof of claim is included, if required (e.g. medical certificate);
- (for refunds) the myki concerned is included with the application form.

Any customer who applies for a refund, reimbursement or replacement, and provides false or misleading information may commit an offence and be subject to penalty.

### myki pass transfers

A customer can have the value of the remaining days of a myki pass on a myki converted to myki money, provided the value of the myki money credited does not exceed \$250 and the total myki money balance on the myki following the conversion does not exceed \$999.99.

Customers must complete a myki refund and reimbursement form and lodge this at the PTV Hub, or post it directly to the myki mailbox, together with the myki.

If the value of the myki money to be credited exceeds \$250 or the total myki money balance on the myki following the conversion would exceed \$999.99, the full amount of the balance will be paid to the customer by cheque and the myki will not be returned.

Customers must use another myki to travel while waiting for the transfer of value to occur.

### Customer compensation

Customers holding a myki pass valid for at least 28 days may be eligible for compensation if an operator falls below service performance thresholds under their Customer Charters. In this case customers can apply to the operator for compensation. For further details contact the relevant operator (contact information is given on the last page of this manual).

### Surrendered tickets

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

In the conditions under this heading:

‘enforcement activity’ means:

- (a) the serving of an official warning; or
- (b) the issue and enforcement of an infringement notice; or
- (c) the bringing and prosecuting of proceedings for an offence; and

‘surrendered ticket’ means a ticket referred to in the immediately preceding paragraph.

### Receipts

If the holder of a ticket surrenders their ticket in compliance with a request made under regulation 19 of the Transport (Ticketing) Regulations 2006, the passenger will be issued with a receipt for that ticket in accordance with that regulation.

### Travel permits

If the holder of a ticket surrenders the ticket to an Authorised Officer while travelling in a passenger vehicle, the holder will be issued with a travel permit for, if the ticket is:

- a registered myki that has been deactivated following notification that it has been lost or stolen, the balance of the journey being undertaken by the holder of the ticket;
- a myki that has only myki money loaded on it, the balance of the journey being undertaken by the holder of the ticket;
- a myki that has a myki pass loaded on it and the remaining travel authorised by the pass can be ascertained, that travel up to a maximum of seven days travel;
- a myki that has a myki pass loaded on it and the remaining travel authorised by the pass cannot be ascertained, up to a maximum of seven days travel at the discretion of the authorised officer;
- a non-myki ticket, the balance of the travel authorised by the ticket.

### Refunds and replacements

Despite anything else in the conditions in this manual, the refund of any unused value remaining on a surrendered ticket will only be made and a surrendered ticket will only be replaced:

- (a) if making the refund or replacing the ticket would not hinder investigating or considering the need to undertake, or undertaking, any enforcement activity to which the ticket is relevant; and
- (b) if the person who has applied for the refund or replacement satisfies the person considering the application that he or she was lawfully in possession of the ticket at the time it was surrendered or is otherwise entitled to the refund or replacement.

If a surrendered ticket is defective, any replacement of the ticket or refund to the extent of any unused value remaining on the ticket at the time of surrender will be made in accordance with the conditions under the heading '**Non-operational mykis**' earlier in this chapter.

Except as provided in the immediately preceding paragraph, if a surrendered ticket is a non-myki ticket, the ticket will not be replaced 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 surrendered ticket is a myki that has been damaged, the ticket will be replaced in accordance with the conditions under the heading '**Damaged tickets**' earlier in this chapter. If the whole of any unused value remaining on the ticket at the time of surrender is not transferred to the replacement myki, that value will be refunded.

If the surrendered ticket is a myki that has been lost or stolen, any replacement of the ticket or refund to the extent of any unused value remaining on the ticket at the time of surrender will be made in accordance with the conditions under the heading '**Lost or stolen tickets**' earlier in this chapter.

If the surrendered ticket is a concession myki which has been used by a person who has no entitlement to rely on the concession myki for travel in a passenger vehicle or entry to a designated area, the amount of any myki money balance remaining on the ticket will be refunded on application, but that ticket will not be replaced and no refund will be made, to the extent of the whole or part of any unused value that is not myki money remaining on the ticket at the time of surrender, except as provided in the next succeeding paragraph.

If a person referred to in the immediately preceding paragraph 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 replacement of the ticket and a refund to the extent of the whole of any unused value that is not myki money remaining on the ticket at the time of surrender; and
- (b) presents evidence of the relevant entitlement –

to the Department of Transport within 28 days of obtaining the entitlement, the ticket will be replaced and a refund made to the extent of the whole of any unused value that is not myki money remaining on the ticket at the time of surrender.

If the surrendered ticket is a myki that was fraudulently or, in some other way, dishonestly obtained or used, the ticket will not be replaced 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, except as provided in the next succeeding paragraph.

If the original holder of a fraudulently or dishonestly obtained or used ticket applies to the Department of Transport for the return of that ticket within 28 days of becoming aware that the ticket has been surrendered and satisfies the Department of Transport that they are not a party to the deception or dishonesty, the ticket will be replaced and a refund made to the extent of the whole of any unused value remaining on the ticket at the time of surrender.

**CHAPTER 8 – GENERAL AND SPECIAL TICKETING CONDITIONS****Fares**

A person who undertakes a journey in a passenger vehicle, or makes an entry to a designated area, for which a fare is required, must pay at least the correct fare in accordance with the conditions contained in this manual for the travel in a passenger vehicle that consists of or includes the journey or for the entry.

If a customer uses myki money to pay the fare for the whole or part of a journey or for an entry to a designated area, but does not correctly touch off the myki in accordance with the conditions contained in this chapter, the default fare referred to in this chapter is deemed to be the correct fare for the journey or part or for the entry, subject to any applicable concession entitlements or Daily caps.

**Designated areas**

The correct fare for travel in a passenger vehicle in a zone at a particular time is deemed to be the correct fare for an entry to a designated area in that zone at that time.

If a ticket is valid for travel in a passenger vehicle in a zone at a particular time, the ticket is valid for an entry to a designated area in that zone at that time.

**Touch on/touch off**

A myki must be touched on and touched off for each journey in a passenger vehicle or entry to a designated area for which the myki is used, in accordance with the following paragraphs.

However, if a customer is not able to touch on or touch off the myki as required in those paragraphs because an operational myki reader is not available, the requirements set out in those paragraphs do not apply.

An operational myki reader is to be taken as being not available only if:

- (a) no myki reader near where the customer boards or leaves the vehicle or enters or leaves the designated area (as is applicable) is able to be operated so as to enable the myki to be touched on or touched off and it would be unreasonable to require the customer to touch on or touch off the myki at a myki reader which is able to be so operated; or
- (b) the customer is unable to touch on or touch off the myki because of a physical or intellectual disability and is unable to have the myki touched on or touched off on their behalf by an accompanying person or an authorised person.

**Touch on/touch off – train**

For a journey on a train that commences from a platform which is not, or is not part of, a designated area, a customer must touch on the myki before boarding the train.

For a journey on a train that ends at a platform which is not, or is not part of, a designated area, a customer must touch off the myki as soon as there is a reasonable opportunity to do so after leaving the train.

For an entry to a designated area and for a journey on a train that commences from a platform which is, or is part of, that designated area, a customer must touch on the myki before, while or immediately upon entering, the designated area.

For a journey on a train that ends at a platform which is, or is part of, a designated area and for the entry to the designated area that is made when a customer leaves the train, the customer must touch off the myki immediately before leaving, or while leaving, the designated area.

For an entry to a designated area if a customer leaves the designated area without undertaking any travel, the customer must touch off the myki immediately before leaving, or while leaving, the designated area.

**Touch on/touch off – bus**

For a journey on a bus:

- (a) unless subparagraph (b) applies, a customer must touch on the myki immediately upon boarding the bus;
- (b) if it is necessary for a myki to be purchased or for value to be loaded on a myki on board the bus in order for the myki to be able to be touched on, the customer must touch on the myki as soon as possible after the myki has been purchased or value has been loaded;
- (c) a customer must touch off the myki before leaving the bus, but not before the bus leaves the second-last bus stop in that journey.

**Touch on/touch off – tram**

For a journey on a tram:

- (a) a customer must touch on the myki immediately upon boarding the tram;
- (b) the customer is not required to touch off, but if the customer chooses to touch off, they must not do so before the tram leaves the second-last tram stop in that journey.

For a journey entirely within the Zone 1/2 overlap, if the customer does not touch off, the default fare they may subsequently pay may be higher than the fare they would have paid if they had touched off.

**Minimum requirements for travel****Travel in one or two zones**

In order to touch on and commence travel, customers travelling in only one or two zones must have on their myki:

- a myki money balance of at least \$0.01; or
- a myki pass valid for at least the zone in which they board and a myki money balance of at least \$0.00.

**Travel in three or more zones**

Customers travelling in more than two zones must have on their myki prior to travel:

- a myki pass for their entire journey and a myki money balance of at least \$0.00; or
- a sufficient myki money balance to pay for the entire journey; or
- a myki pass for part of the journey and a sufficient myki money balance to pay for the remainder of the journey.

**Negative myki money balances**

If a customer's myki has a valid myki pass and a negative myki money balance, the myki is not valid for travel or entry to designated areas in zones for which the pass is valid until the myki money balance has been topped up to at least \$0.00.

**myki reader indicators****Touch on**

When a customer touches on at a myki reader, lights on the reader and an audible tone will alert them to the status of the touch as set out in the table below.

When a myki is presented to a myki reader and no light or tone occurs, the ticket has not been read and is not valid for travel.

Light(s)	Tone	Outcome	Reason
Green	Single positive beep (full fare and free travel) Two positive beeps (concession and commuter club)	Successful touch on	<ul style="list-style-type: none"> <li>myki money balance at least \$0.01; or</li> <li>Valid myki pass and myki money balance at least \$0.00.</li> </ul>
Red	Three negative beeps	Touch on failed	<ul style="list-style-type: none"> <li>myki money balance less than \$0.00; or</li> <li>No valid myki pass for current zone and myki money balance less than \$0.01; or</li> <li>Blocked myki; or</li> <li>Defective myki; or</li> <li>Another reason (see “myki reader messages” below).</li> </ul>
Green and orange together	Single positive beep (full fare and free travel) Two positive beeps (concession and commuter club)	Successful touch on	<ul style="list-style-type: none"> <li>myki money balance at least \$0.01; or</li> <li>Valid myki pass and myki money balance at least \$0.00; and</li> <li>Low balance – myki pass has 3 or fewer days remaining or myki money balance below \$10; and/or</li> <li>Action processed against the card since last touch on (e.g. auto top up).</li> </ul>
Green and red together	Single positive beep (full fare and free travel) Two positive beeps (concession and commuter club)	Successful touch on	<ul style="list-style-type: none"> <li>myki money balance at least \$0.01; or</li> <li>Valid myki pass and myki money balance at least \$0.00; and</li> <li>Default fare applied for previous trip (this will occur where a customer failed to touch off at the end of their last trip).</li> </ul>

Note that if a customer is travelling three or more zones they must have a myki pass and/or sufficient myki money balance for their journey prior to travel. In this case a successful touch on does not necessarily indicate that a customer has a valid ticket (see ‘Minimum requirements for travel’ in this chapter).

#### Touch off

A successful touch off is indicated by a green light and one or two positive beeps.

A red light and three negative beeps indicates the touch off failed, and a message on the screen will indicate the reason (see ‘myki reader messages’ below).

**myki reader messages**

Where a touch is unsuccessful, the following messages may be displayed by the myki reader:

Message	Description	Customer action
Already touched on Already touched off	The myki has been touched on/off already within the passback period.	No action necessary.
Declined – contact myki call centre	The myki has been blocked from use or has a fault.	Use another myki. Contact the PTV call centre on <b>1800 800 007</b> .
Multiple cards detected – try again	More than one myki has been presented to the reader at the same time. Readers can only read a single card at a time.	Present a single ticket to the reader.
Please touch again	The myki has been removed from the reader too quickly and has not been read	Re-present the ticket to the reader.
Expired – time to get another myki	The myki has reached the end of its lifespan and must be replaced.	Use another myki. Complete replacement myki form or purchase a new myki.

**Failure to touch on and touch off correctly****Default fares – myki money**

In order for the myki ticketing system to calculate the correct fare, customers must touch on and touch off correctly. If a customer using myki money does not touch off correctly, then a default fare may be charged to protect against fare evasion. The concession discount (50 per cent) for customers using a concession myki is applied.

On V/Line train services the conductor may reset the default fare up to the 2 hour fare for the zones of the entire route of the service in which the customer is travelling.

Customers who fail to touch off will not receive the benefit of any off-peak discounts applicable.

The system will recognise a failure to touch off by the next touch immediately following a touch on being:

- on a different mode of transport from the touch on;
- on a different vehicle (tram or bus) from the touch on;
- more than two hours after the start of the next full hour after the touch on (modified or extended in accordance with the rules in Chapter 3).

Where a customer fails to touch off and a default fare is payable, it will be deducted from the myki money balance at the next touch on. If this results in a negative balance, the customer will be unable to successfully touch on and must top up their myki money to a positive balance to travel.

Where no product existed for the trip to which the default fare applies, the default fare will create one for the appropriate zone(s) based on the time of the touch on to which the default fare applies, and permit travel until the expiry of this product.

The amount of any default fare deducted will count towards a Daily cap for the day on which the touch on took place.

Notwithstanding anything in the above paragraphs under this heading, if:

- (a) a customer touches on at a railway station and fails to touch off; and

(b) the customer touches on again on a tram or a bus less than two hours after the start of the next full hour after the original touch on (modified or extended in accordance with the rules in Chapter 3); and

(c) either touch on occurs in Zone 1 –

a default fare will not be charged for the first journey and the system will perform a normal touch off for that journey based on the location of the second touch on and charge a normal fare for that journey.

In the event that no operational myki reader is available for a customer to touch off at the end of the journey, the customer should contact the PTV call centre for a reimbursement of any amount charged in excess of the correct myki money fare.

#### Default fares

Service	Full fare	Concession	Product created on myki
<b>Train*</b>			
Railway stations in Zones 1 or 2	\$5.92	\$2.96	Zone 1 – 2
Railway stations in Zone 3	\$9.60	\$4.80	Zone 1 – 3
Railway stations in Zone 4	\$11.00	\$5.50	Zone 1 – 4
All other railway stations	\$5.60	\$2.80	4 zones (zone in which the station is situated and the next 3 zones towards Zone 1)
<b>Tram</b>			
All trams	\$3.50	\$1.75	Zone 1
<b>Bus and coach</b>			
All buses and coaches	2 hour myki money fare between where a customer boards and the zone at the end of the service**		

\* The default fare for V/Line services may be reset by the conductor as indicated above.

\*\*The default fare on bus services within Zones 1 and 2 is currently the 2 hour fare for the zone in which the customer touches on (within the Zone 1/2 overlap, this will be deemed to be Zone 2).

#### Default fares – myki pass

Customers using a myki with a myki pass will not be charged a default fare unless they are commencing their journey outside the zone(s) for which their pass is valid.

Normal myki money rules apply for travel outside the zone(s) covered by the pass (including default fares).

If the customer wants to travel beyond the zone(s) covered by the myki pass, they should ensure there is a sufficient myki money balance recorded on their card to cover the additional travel.

#### Failure to touch on

Where a customer attempts to touch off but did not touch on at the start of their journey, the touch will be processed by the system as a touch on. In this case a default fare may subsequently be charged.

A customer who has not touched on at the start of their journey will not be able to exit via the ticket barriers at railway stations and must see a member of staff for assistance. A customer who did not touch on as required by the conditions earlier in this chapter must, at the request of an authorised person, touch on at the ticket barrier and may subsequently be charged a default fare.

### **Passback and change of mind**

**Passback** is a time period following touch on or touch off, during which time a myki presented at a myki reader will be rejected. This will prevent a customer inadvertently touching off (or on again) immediately.

- Onboard trams passback is 5 seconds.
- Onboard buses passback is 30 seconds.
- At railway stations without ticket barriers passback is 30 seconds.
- At railway stations with ticket barriers passback is 5 seconds.

At a railway station with ticket barriers, a ticket may only be touched off at the paid area side of the barrier. If a customer touches on at a ticket barrier and does not pass through the barrier at the time the ticket is touched on, the customer will not be able to use the myki to touch on or enter through the barrier.

**Change of mind** is a second time period beginning immediately after the end of the passback period (after touch on only). This allows customers using a myki at a railway station to change their mind and touch off within the change of mind period without paying a myki money fare if they have not actually used a service.

At all railway stations change of mind ends 15 minutes after touch on.

There is no change of mind period on buses and trams.

### **Validity of tickets**

#### **General**

A myki is valid for a journey in a passenger vehicle or an entry to a designated area:

- (a) if the myki has been touched on and touched off in accordance the conditions contained in this chapter; and
- (b) if the myki is being used for a journey in more than two zones, there is recorded on the myki a myki pass, or a myki money balance, or a combination of these, in accordance with the applicable conditions set out under the heading “Minimum requirements for travel” in this chapter; and
- (c) if the myki is a concession ticket, it either itself constitutes, or is accompanied by, evidence of a current concession entitlement to rely on that ticket; and
- (d) if the myki is used in accordance with all other conditions for its use.

Despite subparagraph (a) above, if a myki has been touched on but has not yet been touched off, and if the myki otherwise complies with the requirements of that paragraph, the myki is to be treated as valid for the relevant journey or entry until such time as the obligation to touch off the myki arises.

Despite the immediately preceding two paragraphs, a myki is not invalid for a journey in a passenger vehicle or an entry to a designated area solely because the myki was not touched off in accordance with the conditions contained in this chapter if:

- (a) the myki was touched on for that journey or entry in accordance with those conditions; and
- (b) after the myki was touched on, there was recorded on the myki either:
  - (i) a myki pass or other product that authorised that journey or entry; or
  - (ii) a default fare at least equal to the correct fare for that journey or entry.

A short term ticket is valid for a journey in a passenger vehicle or an entry to a designated area if:

- (a) any fare for the journey or entry has been paid; and
- (b) the ticket has been touched on in accordance with the conditions contained in Chapter 6; and
- (c) in the case of a concession ticket, it 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 other than the condition that it must be touched off.

Only the person who first uses a short term ticket for a journey or an entry to a designated area is entitled to use that ticket for that journey or entry to a designated area and any subsequent journey or entry to a designated area authorised by the ticket.

A Day Pass is valid for a journey in a passenger vehicle or an entry to a designated area if:

- (a) the Day Pass has been hole punched in accordance with the conditions contained in Chapter 6 under the heading 'Day Pass'; and
- (b) the journey or entry is on the day the date of which has been hole punched on the Day Pass; and
- (c) the Day Pass is used in accordance with all other conditions for its use.

#### Use of ticket

The conditions in the paragraphs under this heading set out who, subject to compliance with all other applicable conditions in this manual, is entitled to use a myki or a Day Pass for a journey or an entry to a designated area. A ticket that is used for a journey or an entry to a designated area in contravention of those conditions is invalid for that journey or entry.

If a myki has been issued with a free travel pass loaded on it, only the person in respect of whom the myki was issued is entitled to use it for a journey or an entry to a designated area.

If a registered myki (other than a myki issued with a free pass loaded on it) does not have a myki pass loaded on it, only:

- (a) the person who is registered as the cardholder in respect of the myki; and
- (b) any other person who has the consent of the person registered as the account holder in respect of the myki –

is entitled to use the myki for a journey or an entry to a designated area.

If a registered myki (other than a myki issued with a free pass loaded on it) does have a myki pass loaded, only whichever of:

- (a) the person who is registered as the cardholder in respect of the myki; or
- (b) another person who has the consent of the person registered as the account holder in respect of the myki –

who first uses the myki for a journey or an entry to a designated area after the myki pass was loaded on it is entitled to use the myki for that journey or entry to a designated area and any subsequent journey or entry to a designated area authorised by the myki while the myki pass is loaded on it.

If a myki that is not registered and has a myki pass loaded on it, only the person who first uses the myki for a journey or an entry to a designated area after the myki pass was loaded is entitled to use the myki for that journey or entry to a designated area and any subsequent journey or entry to a designated area authorised by the myki while the myki pass is loaded on it.

If a myki that is not registered does not have a myki pass loaded, any person lawfully in possession of the myki may use it for a journey or an entry to a designated area.

A myki may be used by more than one person but must be used by only one such person for the whole of any journey and any related entries to a designated area or for the whole of any other entry to a designated area.

A Day Pass may only be used by the person to whom it is issued.

### Damaged 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 an 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 (other than a ticket):

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

### V/Line and regional rail travel

#### V/Line and metropolitan tickets

Passengers holding a valid myki are permitted to use Economy class (not First class) V/Line services within Zones 1 and 2 when travelling to or from Ardeer, Deer Park, Rockbank, Melton, Sunbury and Pakenham Stations at any time.

#### Reservations

Reservations are compulsory on most V/Line coach services (including all Link services and Mildura coach services) and long-distance train services travelling to/from Bairnsdale, Albury/Wodonga, Shepparton, Swan Hill, Echuca, Ararat and Warrnambool. For more information, check timetables at [ptv.vic.gov.au](http://ptv.vic.gov.au) or call **1800 800 007**.

Reservations may be made at most staffed railway stations, V/Line myki agents or by calling **1800 800 007**.

#### Pick up and set down restrictions

Where V/Line train services stop at railway stations in the metropolitan area, pick up and set down restrictions may apply. These restrictions are set out in V/Line timetables which may be viewed or obtained at V/Line railway stations and viewed online at [ptv.vic.gov.au](http://ptv.vic.gov.au). The tickets of customers boarding or alighting at stations in contravention of these restrictions are not, or cease to be, valid for travel on the relevant V/Line train service.

#### Unaccompanied children

Parents and guardians are responsible for the safety of children travelling alone on metropolitan and regional services. Public transport staff cannot accept responsibility for unaccompanied children.

On V/Line services, children under 10 years old cannot travel alone. They must travel with a responsible person, except when travelling with other children to and from school. In circumstances where a child under 10 years of age is found travelling alone, V/Line staff or coach drivers will escort the child to the next staffed V/Line station and transfer them to station staff who will contact the police to have the child returned to their parent or guardian.

Children aged 10–15 years may travel alone on V/Line services but the sole responsibility for the safety of the child remains with the parent or guardian who has care of the child.

#### Ownership of tickets

A ticket issued by or on behalf of the Public Transport Ticketing Body or Public Transport Victoria is and remains the property of Public Transport Victoria.

#### References on tickets

A reference on a ticket to 'Ticketing Conditions' is a reference to the conditions in this manual.

#### Liability of operators

An operator whose passenger services are entitled to be used by a customer is not responsible to that customer 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 customer, 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 customers and may substitute the mode of transport used at any time, including during a journey.

An operator is not liable to a customer 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 customers.

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

A ticket 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 passenger 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 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 section 220D of the **Transport (Compliance and Miscellaneous) Act 1983** and which replace the conditions contained in this manual, any ticket of that type that, immediately before the replacement conditions take effect:

- a) has been issued but not used; or
- b) has been used and is still able to be validly used –

may be used or continue to be used (as the case requires) after the replacement conditions take effect, 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 passenger 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 Public Transport Victoria may specify in a notice published in the Government Gazette in relation to that type of ticket.

## CHAPTER 9 – 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 renovated 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. Customers 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. Customers should phone the PTV call centre on **1800 800 007** to enquire 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 customers using wheelchairs or mobility aids, directly inside the first set of double doors. They also have a call button so that customers 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 5, 6, 8, 16, 48, 72, 96 and 109. Depending on operational availability, every tram on routes 96 and 109 is a low-floor tram. Routes 5, 6, 8, 16, 48 and 72 are partly serviced by low-floor trams. There are more than 320 accessible platform stops on the Melbourne tram network.

Public Transport Victoria in conjunction with Yarra Trams and local councils are undertaking programs to increase the number of accessible trams stops. Contact PTV on **1800 800 007** 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. The driver deploys a manual ramp from the door at the bus stop kerb.

Customers 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 customers in wheelchairs and four other customers. 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 customers with disabilities on trains may be limited and customers may be restricted to particular parts of the train.

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

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.

Customers with disabilities should phone **1800 800 007** for information on which services are most suitable for their needs. Bookings for customers using wheelchairs or scooters on V/Line rail and coach services are required at least 24 hours in advance.

#### *Regional town buses*

Certain regional town bus routes are operated with low-floor buses. The driver deploys a manual ramp from the door at the bus stop kerb.

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

#### **Mobility aids**

A 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.

#### **Animals**

Guide dogs, guide dogs in training, hearing guide dogs and animals identified by an Assistance Animal Pass are permitted to travel on all public transport services. All other animals travel subject to the conditions below.

#### **Metropolitan services**

Dogs that are muzzled and on leads are permitted on metropolitan trains.

*It is strongly advised that customers with dogs do not travel on weekdays between 7 am and 9 am or between 4 pm and 6 pm.*

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

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

Owners must clean up any mess created by their animals.

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

Other animals are not permitted to travel on V/Line coach services (including rail replacement coach services).

Small animals (including cats and dogs) are permitted to travel on all V/Line train services, but they must be carried in a suitable container that meets the following guidelines:

- suitable for cats and small dogs – up to a small terrier size;
- maximum size – 56 cm long / 30 cm wide / 38 cm high;
- maximum weight (including pet) – up to 15 kg.

Suitable containers must be stored in the assigned storage locations on board each train and are not allowed on seats or to block doorways or passageways.

*It is strongly advised that customers with small animals in suitable containers do not travel on weekdays between 7 am and 9 am or between 4 pm and 6 pm.*

Owners must clean up any mess created by their animals.

### Assistance Animal Pass

The Assistance Animal Pass has been developed to assist people with an ongoing disability (including issues relating to ageing and psychiatric illness) who are unable to use public transport without an assistance animal.

The Assistance Animal Pass is only issued to people who can demonstrate that their assistance animal alleviates the effects of their disability.

Animals that only provide companionship and support at home will not qualify for the pass.

The Assistance Animal Pass is separate from the Companion Card. If an applicant requires both an assistance animal and a companion to travel on public transport, they must apply for both an Assistance Animal Pass and Companion Card.

Types of assistance animals covered by the Assistance Animal Pass include:

- Mobility Support Animals: trained to help people with physical disabilities who use wheelchairs or have difficulty moving;
- Medical Alert Animals: trained to assist their handlers before and during a medical emergency;
- Psychiatric service animals: trained to provide support to people with psychiatric disabilities.

For more information on the Assistance Animal Pass, contact the PTV call centre on **1800 008 007**.

## CHAPTER 10 – BICYCLES AND OTHER LUGGAGE

### Folding bicycles

Folding bicycles can be carried free on metropolitan trains, trams and buses, V/Line trains and coaches, and regional town bus services at any time. Folding bicycles must not exceed the dimensions of 82 cm long x 69 cm high x 39 cm wide, have wheel rims no more than 20 inches (51 cm) in diameter and be folded up and stored inside a bag or cover before boarding.

A folding bicycle means a bicycle that has small wheels and frame latches allowing the frame to be collapsed. Regular bicycles of any size, with or without wheels, are not considered folding bicycles and are subject to the conditions below regarding bicycles on public transport.

On metropolitan buses folding bicycles cannot be stored in parcel racks. On V/Line trains and coaches, folding bicycles cannot be stored in overhead luggage racks.

### Bicycles

#### Metropolitan trains

Bicycles can be carried free on metropolitan trains at any time. Cyclists must not, at any time, board at the first door of the first carriage, or store a bicycle in the area adjacent to this door, as this area is reserved for customers in wheelchairs.

*As a courtesy to fellow customers, cyclists are requested to avoid heavily congested carriages.*

#### V/Line trains

Bicycles can be carried free on V/Line trains at any time. On V/Line trains, bicycles must be stowed in the location(s) designated by the conductor. V/Line has several different train types and V/Locity and Sprinter trains in particular have limited space for bicycles. If a V/Line conductor determines that there is not sufficient room to carry a bicycle on a V/Line train, it will not be able to be carried on that train. Bicycles must not obstruct passageways or doorways and must not inconvenience other customers.

*As a courtesy to fellow customers, cyclists are requested to avoid heavily congested carriages.*

#### V/Line coaches

V/Line coaches are only able to transport bicycles if space is available in the luggage compartment under the bus.

#### Trams, metropolitan buses, regional town buses, V/Line coaches

Bicycles are not permitted on these services, including buses used to replace train services, at any time, with the exception of folding bicycles (see above).

#### Bicycle lockers

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

Customers 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, undamaged and that the locker key is returned in a serviceable condition). This period can be extended beyond 3 months if renewal is applied for on or before the expiry date. Some Premium Stations such as Southern Cross have a self-storage locker system.

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

Items are stored in bicycle lockers at the customer's risk. Operators will not be liable for any loss of or damage to items stored in bicycle lockers.

#### Bicycle cages

*Bicycle cages have been installed at a number of metropolitan and V/Line stations. A bicycle cage allows the storage of over 20 bicycles in a cage secured by a locked door that is opened with an electronic swipe card.*

Customers can obtain a parking place in a bicycle cage by contacting Bicycle Victoria and by paying a refundable deposit for a swipe card that provides access to the cage.

For further information on bike cage locations and use contact Bicycle Victoria on **1800 639 634** or visit **bv.com.au**.

Transport operators and Bicycle Victoria will not be liable for any loss or damage to items stored in bicycle cages.

### **Surfboards**

#### **Metropolitan and regional town services**

Surfboards can be carried for free on metropolitan trains. Surfboards must not obstruct passageways or doorways and must not inconvenience other customers.

On metropolitan trains, surfboards must not be placed near the first door of the first carriage, as this space is reserved for customers in wheelchairs.

Customers with surfboards are requested to avoid travelling during peak periods.

Surfboards are not permitted onboard metropolitan trams and buses or regional town bus services at any time.

#### **V/Line**

Surf skis, sailboards, canoes and similar items are not permitted on V/Line trains.

Generally, V/Line coaches do not carry bicycles, surfboards, surf skis, sailboards, canoes and similar items.

However, surfboards and boogie boards may be carried on coach services along coastal routes subject to available space on the day of travel. Customers are to be aware that this applies to both the forward and return journeys.

Call **1800 800 007** for further information.

#### **Bicycles and surfboards on other public transport services**

Customers travelling with bicycles or surfboards on CountryLink or Great Southern Railway services must contact these companies directly to arrange carriage of bicycles and surfboards. Customers who are travelling on these services must comply with the conditions of carriage set by these operators.

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

On V/Line trains, customers' luggage can be stowed in overhead racks above the seats and in the vestibules at the end of each carriage. On V/Line coaches, luggage can be stowed in overhead racks above the seats or in the luggage space underneath the coach.

The luggage allowance on V/Line train and coach services is 30 kg per customer (one item up to 20 kg) plus one item of hand luggage.

Prams, pushers and strollers (weighing up to 20 kg), children's car seats, wheelchairs and small items of sporting and camping equipment (a set of golf clubs or snow skis, stocks and boots will be treated as one piece of luggage) will also be carried as luggage. Surf skis, sailboards, canoes and similar items will not be carried as luggage.

Customers are advised to keep their luggage with them at all times when travelling and to carry all personal medication, keys and valuables in their hand luggage.

Customers with special needs can seek assistance with luggage from station staff, train conductors and coach drivers when boarding, alighting or transferring between services.

#### **Checked luggage**

A checked luggage service is available onboard locomotive-hauled V/Line train services. Locomotive-hauled trains operate on the Albury, Bairnsdale, Shepparton, Swan Hill and Warrnambool lines. Checked luggage will only be carried to stations beyond Seymour (Shepparton services), Traralgon (Bairnsdale services), Eaglehawk (Swan Hill services) and Marshall (Warrnambool services).

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

Customers must 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.

When checking in luggage, station or agency staff and coach drivers must give the customer the receipt portion of the luggage tag. Customers must present this tag to retrieve their luggage. Tags are colour-coded to help staff sort luggage according to its destination.

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

Customers 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.

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

### Liability and insurance

V/Line may pay up to \$600 to any customer 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 customer'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 to checked luggage. Customers who require additional cover should obtain private travel insurance.

### Dangerous goods

Items likely to injure or endanger other persons are not permitted to be carried on passenger vehicles in Victoria.

Examples of such items prohibited from carriage on passenger vehicles include:

- flammable liquids and gases (petrol, kerosene, LPG, propane);
- firearms;
- explosives;
- corrosive or acidic chemicals.

### Cloakrooms

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

To store items in the cloakroom, customers must pay \$3.20 per item per day and will be issued with a separate ticket for each item.

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

If a customer 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.

Customers who lose their ticket must sign a declaration giving a description of the item. They must pay any outstanding charges.

V/Line is not liable for any loss 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 customers are not affected.

**Motorised vehicles**

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

Electrically-driven mobility aids (such as wheelchairs and scooters) are permitted on public transport, but must conform to the dimensions given in Chapter 9 of this manual.

**CHAPTER 11 – ZONES****Zones**

For the purposes of the conditions contained in this manual, Victoria's public transport system is divided into zones, and fares are based on the zones in which travel occurs.

The zones for Melbourne trains are defined by the Melbourne train network map. [The zones for trams are indicated by the Melbourne tram network map.](#) These maps are shown in this chapter.

The zones for Melbourne buses are defined in this chapter under the heading 'Melbourne bus zones'.

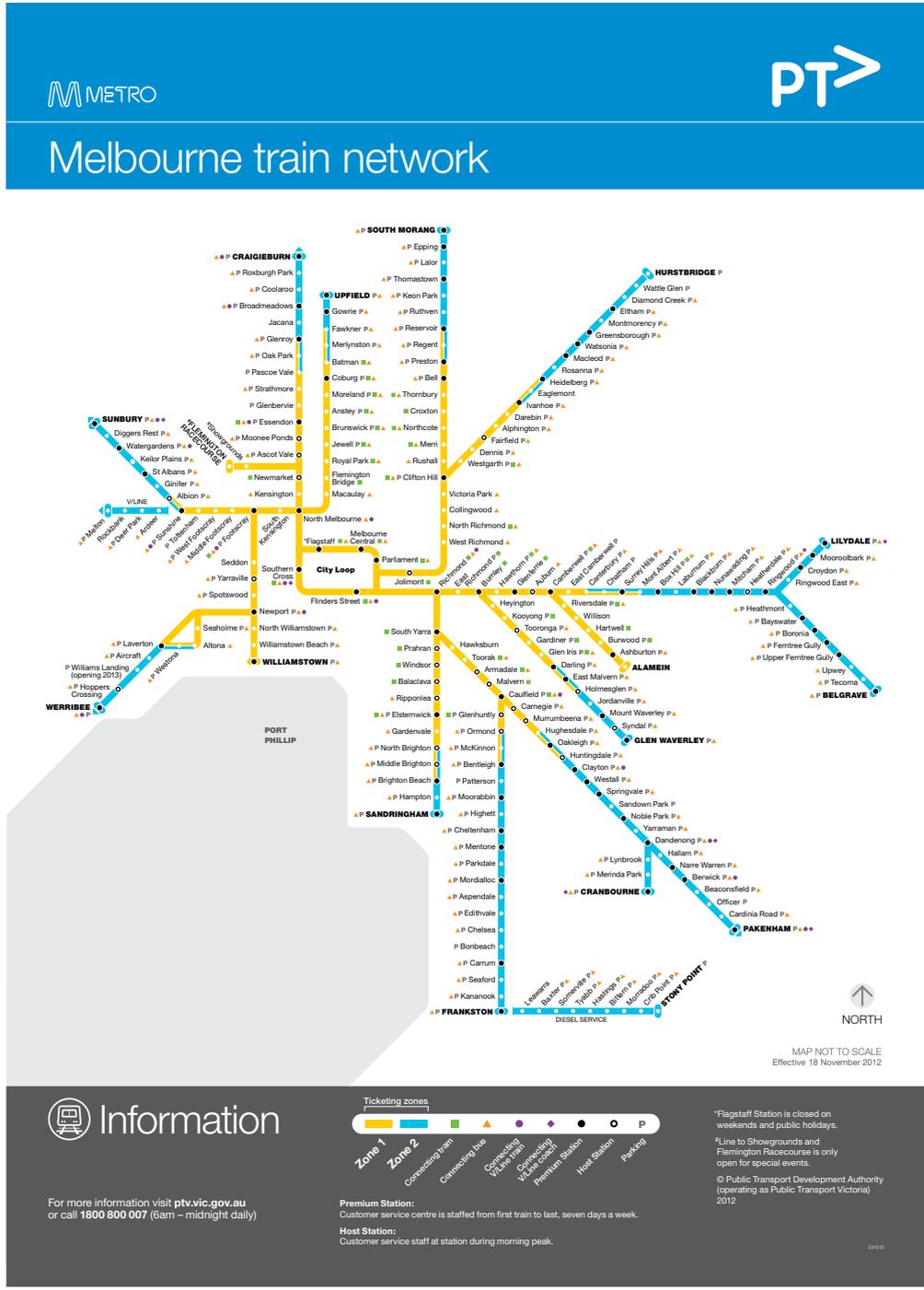
The zones in regional areas are based on the table under the heading 'Metropolitan bus routes extending outside the Melbourne metropolitan area' and 'Other bus routes' and the regional city bus maps shown in this chapter.

When a customer uses myki money, zones will automatically be taken into account and the correct fare calculated.

If a customer uses a myki pass, the pass must be valid for travel in the relevant zone(s).

### Melbourne train network map

Currently there are 80 Premium Stations in Melbourne that are staffed from first to last train, seven days a week. Premium stations have a customer service centre, where customers can obtain tickets, timetables, information and change for vending machines. Most Premium Stations have customer facilities such as enclosed waiting areas and toilets.





**Melbourne bus zones**

Maps showing the bus routes specified below are available for inspection at the PTV Hub at Southern Cross Station, on the PTV website [ptv.vic.gov.au](http://ptv.vic.gov.au) and at the Office of the Secretary, the office of Public Transport Victoria or by calling PTV on **1800 800 007**. To find the locations of zone boundaries refer to the map or list below.

**The following bus routes are entirely within Zone 1:**

223, 232, 235, 237, 238, 251, 253, 401, 402, 404, 406, 407, 409, 431, 432, 467, 468, 472, 475, 503, 504, 505, 506, 508, 510, 512, 526, 605, 606, 609.

**The following bus routes are entirely within Zone 2:**

232, 251, 270, 271, 273, 279, 280, 281, 282, 284, 286, 293, 295, 364, 366, 367, 418, 419, 421, 422, 423, 424, 425, 436, 437, 439, 441, 442, 443, 444, 445, 447, 448, 449, 453, 455, 457, 458, 459, 460, 461, 462, 481, 484, 485, 486, 487, 488, 489, 500, 518, 520, 528, 529, 532, 533, 535, 538, 540, 544, 554, 557, 558, 559, 564, 565, 569, 570, 572, 573, 575, 577, 578, 579, 580, 582, 631, 663, 664, 670, 671, 672, 673, 675, 676, 677, 679, 680, 681, 682, 685, 686, 687, 688, 689, 690, 691, 694, 695, 696, 697, 699, 705, 706, 708, 709, 732, 735, 736, 737, 738, 740, 745, 753, 754, 755, 757, 758, 765, 768, 770, 771, 772, 773, 774, 775, 776, 777, 778, 779, 780, 783, 789, 790, 791, 795, 796, 797, 799, 813, 814, 815, 821, 824, 825, 828, 831, 832, 833, 834, 835, 836, 837, 838, 839, 840, 841, 842, 843, 844, 845, 846, 847, 848, 849, 850, 857, 858, 861, 885, 891, 892, 893, 894, 895, 896, 897, 898, 901, 902, 924, 925, 926, 927, 928, 929, 943, 965, 981.

**The following bus routes are entirely within the overlap between Zones 1 and 2:**

490, 550, 551, 553, 601.

**The following bus routes are within Zone 1 and overlap with Zone 2 on the portions of the route indicated:**

Route	
219	Overlaps with Zone 2 for all stops along route west of and including Duke Street (Sunshine). Overlaps with Zone 2 for all stops between Asling Street (Brighton) and Warriston Street (Brighton).
220	Overlaps with Zone 2 for all stops along route west of and including Duke Street (Sunshine).
246	Overlaps with Zone 2 for all stops along route north of and including Bell Street (Heidelberg West).
250	Overlaps with Zone 2 for all stops along route north of and including Bell Street (Heidelberg West).
340	Overlaps with Zone 2 for all stops along route north of and including Bell Street (Heidelberg West).
410	Overlaps with Zone 2 for all stops along route west of and including Duke Street (Sunshine). Zone 2 applies for all stops west of Darnley Street (Braybrook).
411	Overlaps with Zone 2 for all stops along route west of and including Pier Street (Altona).
412	Overlaps with Zone 2 for all stops along route west of and including Pier Street (Altona).
414	Overlaps with Zone 2 for all stops along route west of and including Grieve Parade (Brooklyn).

<b>Route</b>	
415	Overlaps with Zone 2 for all stops along route west of and including Bent Street (Altona).
465	Overlaps with zone 1 for all stops west of Knighton Avenue.
471	Overlaps with Zone 2 for all stops along route west of and including Grieve Parade (Altona North).
501	Overlaps with Zone 2 for all stops along route between Airport West Shoppingtown and Niddrie terminus.
527	Overlaps with Zone 2 for all stops along route north of and including Gaffney Street (Pascoe Vale).
534	Overlaps with Zone 2 for all stops along route west of Ross Street (Coburg North).
548	Overlaps with Zone 2 for all stops along route north of and including Bell Street (Heidelberg Heights).
549	Overlaps with Zone 2 for all stops along route north of and including Bell Street (Heidelberg West).
567	Overlaps with Zone 2 for all stops along route north of Murray Road (Preston).
625	Overlaps with Zone 2 for all stops along route between Chadstone Shopping Centre and Poath Road (Hughesdale).
626	Overlaps with Zone 2 for all stops along route south of and including North Road (Ormond).
630	Overlaps with Zone 2 for all stops along route east of and including Katandra Avenue (Ormond).

**The following bus routes are within Zone 2 and overlap with Zone 1 on the portion of the route indicated:**

<b>Route</b>	
202	Overlaps with Zone 1 for all stops along route west of and including Balwyn Road (Balwyn).
285	Overlaps with Zone 1 for all stops along route west of Doncaster Road/Walnut Road intersection (Balwyn North).
400	Overlaps with Zone 1 for all stops along route south of Dohertys Road (Laverton North) and east of Sydney Street (Sunshine).
413	Overlaps with zone 1 for all stops east of Lunn Court (Altona Meadows).
416	Overlaps with Zone 1 for all stops along route east of Lunn Court (Altona Meadows)
417	From Laverton – overlaps with Zone 1 for all stops along route between Laverton Station Cherry Lane.
417	To Laverton – overlaps with Zone 1 for all stops along route between Dohertys Road/Cherry Lane (Laverton North) and Laverton Station.

<b>Route</b>	
446	Overlaps with Zone 1 for all stops along route east of and including Wackett Street (Laverton).
451	Overlaps with Zone 1 for all stops along route east of Sydney Street (Sunshine).
454	Overlaps with Zone 1 for all stops along route east of Mernda Street (Sunshine West)
456	Overlaps with Zone 1 for all stops along route east of Sydney Street (Sunshine).
517	Overlaps with Zone 1 for all stops along route north west of Lower Plenty Road/Waiora Road (Heidelberg Heights).
531	Overlaps with Zone 1 for all stops along route south of and including Lorne Street/Sydney Road (Fawkner).
536	Overlaps with Zone 1 for all stops along route west of Widford Street (Glenroy).
542	Overlaps with Zone 1 for all stops along route south of and including Lytton Street (Glenroy).
546	Overlaps with zone 2 for all stops north west of Banksia Street.
555	Overlaps with Zone 1 for all stops along route south of and including Reservoir Railway Station.
556	Overlaps with Zone 1 for all stops along route south of White Street and McMahon Road (Reservoir).
562	Overlaps with Zone 1 for all stops along route south of O'Connell Street (Kingsbury).
566	Overlaps with Zone 1 for all stops along route south of O'Connell Street (Kingsbury).
693	Overlaps with zone 1 for all stops west of Hanover Street.
701	Overlaps with Zone 1 for all stops along route north of and including North Road (Hughesdale) and all stops west of and including Jasper Road/Centre Road (Bentleigh).
703	Overlaps with Zone 1 for all stops along route west from and including Monash Medical Centre/Centre Road (Bentleigh East). Overlaps with Zone 1 for all stops between Clayton Road/North Road (Clayton North) and Monash University Interchange (Clayton North).
704	Overlaps with Zone 1 for all stops along route north of and including North Road (Huntingdale).
733	Overlaps with Zone 1 for all stops along route north of North Road (Oakleigh). Also overlaps with Zone 1 for all stops between Clayton Road/North Road (Clayton North) and Monash University Interchange (Clayton North).
734	Overlaps with Zone 1 for all stops along route west of and including Warrigal Road (Ashwood).
742	Overlaps with Zone 1 for all stops along route south of and including Garnett Street/Huntingdale Road (Huntingdale).

<b>Route</b>	
766	Overlaps with Zone 1 for all stops along route west of and including Hamilton Street (Mont Albert).
767	Overlaps with Zone 1 for all stops along route between Warrigal Road/Waverley Road (Chadstone) and North Road (Hughesdale).
800	Overlaps with Zone 1 for all stops along route west of and including North Road/Princes Highway. (Clayton)
802	Overlaps with Zone 1 for all stops along route west of and including Monash University (Clayton)
804	Overlaps with Zone 1 for all stops along route west of and including Monash University (Clayton)
811	Overlaps with Zone 1 for all stops along route west of and including Halifax Street (Brighton).
812	Overlaps with Zone 1 for all stops along route west of and including Halifax Street (Brighton).
862	Overlaps with Zone 1 for all stops along route west of and including Monash University (Clayton).

**Parts of the following bus routes are within Zone 1 and parts are within Zone 2 as indicated. Note that most of the following routes include zone overlaps of Zones 1 and 2:**

<b>Route</b>	
200	Zone 1 applies for all stops along route west of Kampman Street (Bulleen). Zone 2 applies for all stops along route north of Doncaster Road (Balwyn North).
201	Zone 1 applies for all stops along route west of and including Balwyn Road (Balwyn). Zone 2 applies for all stops along route east of Belford Road (Kew East).
203	Zone 1 applies for all stops along route west of Kampman Street (Bulleen). Zone 2 applies for all stops along route north of Doncaster Road (Balwyn North).
205	Zone 1 applies for all stops along route west of Kampman Street (Bulleen). Zone 2 applies for all stops along route north of Doncaster Road (Balwyn North).
207	Zone 1 applies for all stops along route west of and including Balwyn Road (Balwyn). Zone 2 applies for all stops along route east of and including Balwyn Road (Balwyn).
215	Zone 1 applies for all stops along route east of and including Sydney Street (Albion). Zone 2 applies for all stops along route west of and including Duke Street (Sunshine).
216	Zone 1 applies for all stops along route east of and including Sydney Road (Albion). Zone 2 applies for all stops along route west of and including Duke Street (Sunshine) and south of Bay Street (Brighton).
302	Zone 1 applies for all stops along route west of and including Balwyn Road (Balwyn). Zone 2 applies for all stops along route east of Belford Road (Kew East).

<b>Route</b>	
303	Zone 1 applies for all stops along route west of Balwyn Road (Balwyn North). Zone 2 applies for all stops along route east of Balwyn Road (Balwyn North).
305	Zone 1 applies for all stops along route west of Kampman Street (Bulleen). Zone 2 applies for all stops along route east of Columba Street overbridge/ Eastern Freeway (Balwyn North).
309	Zone 1 applies for all stops along route west of Balwyn Road (Balwyn North). Zone 2 applies for all stops along route east of Balwyn Road (Balwyn North).
313	Zone 1 applies for all stops along route west of and including Balwyn Road (Balwyn). Zone 2 applies for all stops along route east of and including Balwyn Road (Balwyn).
315	Zone 1 applies for all stops along route west of and including Balwyn Road (Balwyn). Zone 2 applies for all stops along route east of and including Balwyn Road (Balwyn).
318	Zone 1 applies for all stops along route west of Balwyn Road (Balwyn North). Zone 2 applies for all stops along route east of Balwyn Road (Balwyn North).
408	Zone 1 applies for all stops along route east of St Albans Road (St Albans). Zone 2 applies for all stops along route west of Darnley Street (Braybrook).
476	Zone 1 applies for all stops along route east of Keilor Park Drive (Keilor Park). Zone 2 applies for all stops along route west of and including Matthews Road/ Keilor Road (Niddrie)
477	Zone 1 applies for all stops along route south of Malvern Avenue (Tullamarine). Zone 2 applies for all stops north of and including Keilor Road/Matthews Avenue (Niddrie).
478	Zone 1 applies for all stops along route south of Malvern Avenue (Tullamarine). Zone 2 applies for all stops north of and including Keilor Road/Matthews Avenue (Niddrie).
479	Zone 1 applies for all stops along route south of Malvern Avenue (Tullamarine). Zone 2 applies for all stops north of and including Keilor Road/Matthews Avenue (Niddrie).
483	Zone 1 applies for all stops along route east of Keilor Park Drive (Keilor Park). Zone 2 applies for all stops along route west of and including Matthews Road/ Keilor Road (Niddrie)
513	Zone 1 applies for all stops along route west of Cape Street/Burgundy Street (Heidelberg). Zone 2 applies for all stops along route east of and including Oriol Road (Heidelberg West) and north of Gaffney Street (Pascoe Vale).
530	Zone 1 applies for all stops along route south of and including Lorne Street/ Sydney Road (Fawkner). Zone 2 applies for all stops along route north of and including Bakers Road (Coburg North).

<b>Route</b>	
546	Overlaps with zone 2 for all stops north-west of Banksia Street.
552	Zone 1 applies for all stops along route south of McMahon Road (Reservoir). Zone 2 applies for all stops along route north of Dundas Street (Thornbury).
561	Zone 1 applies for all stops along route west of Grieve Street (Macleod West). Zone 2 applies for all stops along route north-east of Carawa Drive (Coburg North).
600	Zone 1 applies for all stops along route north of and including South Road (Brighton). Zone 2 applies for all stops along route south of and including Bay Street (Brighton).
612	Zone 1 applies for all stops along route south of and including Whitehorse Road (Surrey Hills). Zone 2 applies for all stops along route north of and including Camberwell Road/ Bowen Street (Camberwell).
623	Zone 1 applies for all stops along route west of and including Warrigal Road (Chadstone). Zone 2 applies for all stops along route east of and including Chadstone Shopping Centre (Malvern East).
624	Zone 1 applies for all stops along route south of Atkinson Street/Atherton Road (Oakleigh) and south of Power Avenue/Warrigal Road (Ashwood). Zone 2 applies for all stops along route east of and including Chadstone Shopping Centre.
822	Zone 1 applies for all stops along route north of South Road (Bentleigh East). Zone 2 applies for all stops along route south of and including North Road (Murrumbeena).
900	Zone 1 applies for all stops along route west of and including Monash University Bus interchange (Clayton North). Zone 2 applies for all stops along route east of and including Chadstone Shopping Centre.
903	Zone 1 applies for all stops along route west of and including Dora Street (Heidelberg). Zone 2 applies for all stops along route east of and including Hannah Street (Preston). Overlaps with Zone 1 for all stops between Elgar Road (Surrey Hills) and North Road (Bentleigh East) inclusive. Overlaps with Zone 2 for all stops between Western Ring Road/McIntyre Road (Sunshine North) and Somerville Road/McDonald Road (Brooklyn) inclusive.
905	Zone 1 applies for all stops along route west of Kampman Street (Bulleen). Zone 2 applies for all stops along route east of Columba Street overbridge/ Eastern Freeway (Balwyn North).
906	Zone 1 applies for all stops along route west of Balwyn Road (Balwyn North). Zone 2 applies for all stops along route east of Balwyn Road (Balwyn North).
907	Zone 1 applies for all stops along route west of Balwyn Road (Balwyn North). Zone 2 applies for all stops along route east of Balwyn Road (Balwyn North).
908	Zone 1 applies for all stops along route west of Balwyn Road (Balwyn North). Zone 2 applies for all stops along route east of Balwyn Road (Balwyn North).

<b>Route</b>	
922	Zone 1 applies for all stops along route north of and including South Road (Brighton). Zone 2 applies for all stops along route south of and including Bay Street (Brighton).
923	Zone 1 applies for all stops along route north of and including South Road (Brighton). Zone 2 applies for all stops along route south of and including Bay Street (Brighton).
942	Zone 1 applies for all stops along route east of Mernda Street (Sunshine West). Zone 2 applies for all stops along route west of Duke Street (Sunshine).
944	Zone 1 applies for all stops along route east of and including Point Cook Road (Altona Meadows). Zone 2 applies for all stops along route west of and including Civic Parade (Altona).
954	To Craigieburn: Zone 1 applies for all stops along route south of and including Malvern Avenue (Tullamarine). Zone 2 applies for all stops north of and including Keilor Road/Matthews Avenue (Niddrie).
954	To Melbourne: Zone 1 applies for all stops along route south of and including Belair Avenue/Pascoe Vale Road (Glenroy). Zone 2 applies for all stops along route north of and including Gaffney Street (Pascoe Vale).
956	Zone 1 applies for all stops along route south of and including Reservoir Railway Station. Zone 2 applies for all stops along route north of and including Bell Street/High Street (Preston).
958	Zone 1 applies for all stops along route south of and including Kingsbury Drive/Plenty Road (Bundoora). Zone 2 applies for all stops along route north of and including Bell Street/Upper Heidelberg Road (Heidelberg).
961	Zone 1 applies for all stops along route west of Kampman Street (Bulleen). Zone 2 applies for all stops along route east of Columba Street overbridge/Eastern Freeway (Balwyn North).
966	Zone 1 applies for all stops along route west of and including Balwyn Road (Balwyn North). Zone 2 applies for all stops along route east of and including Balwyn Road (Balwyn North).
968	Zone 1 applies for all stops along route west of and including Warrigal Road (Burwood). Zone 2 applies for all stops east of and including Burke Road (Camberwell).
980	Zone 1 applies for all stops along route west of and including Warrigal Road (Oakleigh). Zone 2 applies for all stops along route east of Poath Road (Hughesdale).

**Metropolitan bus routes extending outside the Melbourne metropolitan area**

The routes listed below extend beyond Zones 1 and 2. Most of these routes include zone overlaps.

<b>Route</b>	
683	Zone 2 applies along the entire route. Zone 3 applies east of Allsops Road/Wickham Road (Woori Yallock).
782	Zone 2 applies north of Flinders Road/Pacific Drive (Frankston). Zone 3 applies south of Flinders Road/Pacific Drive (Frankston).
788	Zone 2 applies north of Nepean Highway/Bruce Road (Mount Martha). Zone 3 applies south of Main Street (Mornington) and east of Brendel Street/Nepean Highway (Rosebud West). Zone 4 applies west of Lonsdale Street (McCrae).
970	Zone 1 applies north of Centre Road (Brighton). Zone 2 applies south of North Road (Gardenvale) to north of Nepean Highway/Bruce Road (Mt Martha). Zone 3 applies south of Main Street (Mornington) and east of Brendel Street/Nepean Highway (Rosebud West). Zone 4 applies west of Lonsdale Street (McCrae).

**Part of the following bus route is within Zone 3 and part is within Zone 4 as indicated:**

<b>Route</b>	
787	Zone 3 applies east of Brendel Street (Rosebud). Zone 4 applies west of Lonsdale Street (McCrae).

**The following bus route is entirely in the overlap between Zones 3 and 4:**

886

**The following bus route is entirely within Zone 4:**

786

**Other bus routes**

<b>Route</b>	
684	Zone 1 applies west of Eastern Freeway/Bulleen Road. Zone 2 applies west of Maroondah Highway/Goondah Lane (Healesville). For zones of stops on this route east of Maroondah Highway/Goondah Lane (Healesville), see the table headed 'Stops and fare zones'.

**Stops and fare zones**

The table on the next few pages shows the public transport zone for stations (via train) and V/Line coach stops.

Stops beyond Zone 13 are included for information only.

<b>Location</b>	<b>Zone</b>	<b>Location</b>	<b>Zone</b>
Adelaide City (SA)	73	Ballan	4/5
Adelaide Hills (SA)	73	Ballarat	8
Aircraft	2	Ballendella	16/17
Aireys Inlet	11	Balranald (NSW)	41
Alamein	1	Bannerton T/O	43/44
Alberton	18	Bannockburn	5/6
Albion	1/2	Barham (NSW)	25
Albury (NSW)	28	Barmah	17
Alexandra	9/10	Barooga (NSW)	21/22
Allendale	10	Barraport	25
Alphington	1	Bass	7/8
Altona	1/2	Batemans Bay (NSW)	78
Anderson	7/8	Batesford	4
Anglesea	9/10	Batman	1/2
Annuello T/O	41/42	Baxter	2
Anstey	1	Bay of Islands	28
Apollo Bay	18/19	Bayswater	2
Ararat	17/18	Beaconsfield	2
Ardeer	2	Bealiba	18/19
Armadale	1	Bears Lagoon	19
Ascot	11	Beaufort	12/13
Ascot Vale	1	Beechworth	24/25
Ashburton	1	Bega (NSW)	65
Aspendale	2	Belgrave	2
Auburn	1	Bell	1
Avenel	8/9	Bell Park	4
Avoca	14	Bellbrae	7/8
Bacchus Marsh	2/3	Bells Beach T/O	5/6
Bairnsdale	24	Belmont	4
Balaclava	1	Bemm River T/O	41/42

<b>Location</b>	<b>Zone</b>	<b>Location</b>	<b>Zone</b>
Benalla	16/17	Buffalo T/O	12/13
Bendigo	13	Bullarto	7
Bentleigh	1/2	Bunbartha	17
Berrigan (NSW)	27	Buninyong	8
Berriwillock	32/33	Bunyip	4/5
Berwick	2	Burnley	1
Beulah	34/35	Burrumbeet	10
Birchip	30/31	Burwood	1
Birregurra	10	Buxton	7/8
Bittern	2	Byaduk	30
Blackburn	2	Byaduk North	29/30
Blampied	8	Cabbage Tree Creek	40/41
Bodalla (NSW)	76	Camberwell	1
Bombala (NSW)	57/58	Campbellfield	2
Bonbeach	2	Campbelltown	11
Bonnie Doon	16	Camperdown	16/17
Boolarra	10	Canberra (ACT)	71
Boort	23/24	Canberra City (ACT)	71
Bordertown (SA)	44/45	Cann River	48
Boronia	2	Cannie	28
Borong	21/22	Canterbury	1/2
Boundary Bend	40/41	Cape Paterson	10
Box Hill	2	Caramut	23/24
Bridgewater	17	Cardigan Village	9
Bright	28/29	Carisbrook	14
Brighton Beach	1/2	Carnegie	1
Brim	32/33	Carrajung	15
Broadford	4/5	Carrum	2
Broadmeadows	2	Carwarp	50
Broomfield	10	Casterton	34
Brunswick	1	Castlemaine	9/10
Buangor	15/16	Caulfield	1
Buccleuch (SA)	60	Charlton	24/25

<b>Location</b>	<b>Zone</b>	<b>Location</b>	<b>Zone</b>
Chatham	1/2	Crib Point	2
Chelsea	2	Croxton	1
Cheltenham	2	Croydon	2
Chiltern	23/24	Culgoa	31
Churchill	11	Dadswells Bridge	23/24
Clarendon	8	Daisy Hill	14
Clarkefield	2	Dalyston	9
Clayton	2	Dandenong	2
Clifton Hill	1	Darebin	1
Clunes	11/12	Darling	1/2
Coal Creek	8	Darlington	18/19
Cobargo (NSW)	69	Darlington Point	39/40
Cobram	21/22	Darnum	7/8
Coburg	1	Dartmoor	39/40
Cohuna	23/24	Daylesford	7/8
Colac	11/12	Deer Park	2
Colbinabbin	9/10	Deniliquin (NSW)	20
Coleambally (NSW)	36	Dennis	1
Coleraine	31/32	Derrinallum	15/16
Collingwood	1	Devenish	19
Cooma (NSW)	66	Diamond Creek	2
Coombah	65	Diggers Rest	2
Coonalpyn (SA)	55/56	Dimboola	32/33
Corinella	6/7	Dingee	17/18
Corio	3/4	Donald	25/26
Coronet Bay	6/7	Donnybrook	2
Corop	12/13	Drouin	6
Corowa (NSW)	24	Dudley	9
Cowes	8	Dunach	13
Cowwarr	15	Dunkeld	24/25
Craigieburn	2	Dunolly	17/18
Cranbourne	2	Durham Ox	22/23
Creswick	9	Eagle Point	28

<b>Location</b>	<b>Zone</b>	<b>Location</b>	<b>Zone</b>
Eaglehawk	13/14	Flemington R/C	1
Eaglemont	1/2	Flinders St	1
East Camberwell	1	Flowerdale	4/5
East Malvern	1/2	Footscray	1
East Richmond	1	Foster	14/15
East Trentham	7	Frankston	2
Eastern View	11/12	Fyansford	4
Echuca	18	Galaquil	33/34
Echuca Roadhouse	18	Gardenvale	1
Echuca South	18	Gardiner	1
Echuca	18	Garfield	4/5
Eden (NSW)	57/58	Geelong	4
Edithvale	2	Genoa	52/53
Eildon	11	Geranium (SA)	59
Elaine	8	Gheringhap	4/5
Elmore	14	Ginifer	2
Elsternwick	1	Gipsy Point (NSW)	53/54
Eltham	2	Girgarre	12
Emu	19/20	Gisborne	3/4
Epping	2	Glen Iris	1
Essendon	1	Glen Waverley	2
Euroa	12	Glenbervie	1
Euston	45/46	Glenburn	8/9
Everton	22	Glenferrie	1
Fairfield	1	Glengarry	13/14
Fairhaven	11/12	Glenhuntly	1
Fawkner	1/2	Glenloth T/O	25/26
Ferntree Gully	2	Glenorchy	22/23
Finley (NSW)	24/25	Glenrowan	18
Fish Creek	12/13	Glenroy	1/2
Five Ways	2	Glenthompson	22/23
Flagstaff	1	Goorambat	18
Flemington Bridge	1	Goornong	13/14

<b>Location</b>	<b>Zone</b>	<b>Location</b>	<b>Zone</b>
Gordon	6	Heyington	1
Gormandale	14	Heywood	34/35
Gowrie	2	Highett	2
Grantville	6	Holbrook (NSW)	39/40
Great Western	19/20	Holmesglen	1/2
Gredgwin	25/26	Hopetoun	37
Greensborough	2	Hoppers Crossing	2
Griffith (NSW)	43	Horsham	28/29
Grovedale	4	Hughesdale	1/2
Guildford	10	Huntingdale	1/2
Gunbower	22/23	Hurstbridge	2
Gundagai (NSW)	55/56	Illowa	23/24
Haddon	8/9	Inglewood	17/18
Hallam	2	Inverleigh	6/7
Halls Gap	22	Inverloch	11
Hamilton	27/28	Irymple	52
Hampton	2	Ivanhoe	1/2
Harcourt	10/11	Jabuk (SA)	59
Hartwell	2	Jacana	2
Hastings	2	Jan Juc T/O	5/6
Hattah	46/47	Jerilderie (NSW)	30/31
Hawkesdale	26	Jewell	1
Hawksburn	1	Johnsonville	27/28
Hawthorn	1	Jolimont	1
Healesville	2	Jordanville	2
Heathcote	6/7	Kaarimba	17
Heathcote Junction	2	Kalimna	30
Heatherdale	2	Kalimna West	30
Heathmont	2	Kananook	2
Heidelberg	1/2	Kangaroo Flat	12/13
Hepburn Springs	7/8	Kaniva	39/40
Hexham	22	Katunga	19
Heyfield	16/17	Keilor Plains	2

<b>Location</b>	<b>Zone</b>	<b>Location</b>	<b>Zone</b>
Keith (SA)	48/49	Lancaster	14
Kennett River	16	Lancefield	5/6
Kensington	1	Lang Lang	4/5
Keon Park	2	Langi Kal Kal	12
Kerang	25/26	Lara	2/3/4
Kew	1	Lascelles	37/38
Kiata	34/35	Latrobe Hospital	11/12
Kilcunda	8	La Trobe University	1
Kilmore	3	Lavers Hill	23
Kilmore East	3/4	Laverton	1/2
Kinglake Central	2	Learmonth	11
Kinglake West	2	Leawarra	2
Koo Wee Rup	3/4	Leitchville	23/24
Koondrook	24/25	Leonards Hill H	7
Koonoomoo	21/22	Leongatha	9/10
Kooyong	1	Lethbridge	6
Koroit	24	Lexton	14
Korong Vale	21	Lillimur	40/41
Korumburra	8	Lilydale	2
Korweinguboora	6/7	Lindenow T/O	22/23
Kyabram	14/15	Linton	11/12
Kyneton	6/7	Lismore	15/16
Laburnum	2	Little River	2
Lake Boga	29/30	Loch	6/7
Lake Bolac	18/19	Loch-ard Gorge	26
Lake Charm	27/28	Lockington	17
Lake Tyers Beach	30	Lockwood	11
Lake Tyers T/O	30	London Bridge	27
Lakes Entrance	30	Longwarry	5/6
Lal Lal	8	Lorne	13/14
Lalbert	29	Lynbrook	2
Lalor	2	Lyonville	7
Lameroo (SA)	56	Macarthur	29

<b>Location</b>	<b>Zone</b>	<b>Location</b>	<b>Zone</b>
Macaulay	1	Middle Brighton	1/2
Macedon	3/4	Middle Footscray	1
Macleod	2	Mildura	52/53
Maffra	17	Mid Valley Shopping Cntr	11
Maiden Gully	13/14	Mineral Springs	6/7
Maindample	16/17	Miner's Rest	9
Maldon	11	Mingara Drive	5
Mallacoota	54	Minyip	28
Malmsbury	7/8	Mirboo North	9
Malvern	1	Mitcham	2
Manangatang	39/40	Mitiamo	19/20
Mansfield	18/19	Moama (NSW)	18
Marlo	39	Moe	9/10
Marnoo	23/24	Mogo (NSW)	78
Marong	14/15	Molesworth	11/12
Marshall	4/5	Monegeeta	3/4
Maryborough	14	Mont Albert	1/2
Marysville	6/7	Montmorency	2
Mathoura (NSW)	18	Moolort T/O	12/13
Mckinnon	1/2	Moonee Ponds	1
Meatian	30	Moorabbin	2
Meeniyan	11	Moorlands (SA)	61
Melbourne Central	1	Mooroolbark	2
Melton	2	Mooroopna	14/15
Mentone	2	Mordialloc	2
Meredith	7	Moreland	1
Merimbula (NSW)	62	Mortlake	20/21
Merinda Park	2	Moruya (NSW)	76
Merino	33/34	Morwell	11
Merlynston	1/2	Mount Waverley	2
Merri	1	Moyston	19
Merrigum	14	Mt. Barker	73
Merton	14/15	Mt. Beauty	34

<b>Location</b>	<b>Zone</b>	<b>Location</b>	<b>Zone</b>
Mt. Buller	23	Newstead	11
Mt. Egerton	6	Nhill	36
Mt. Gambier (SA)	43	Nicholson	25/26
Mt. Helen	8	Nilma	7
Mulwala (NSW)	22	Nimmitabel	66
Murchison	11/12	Noble Park	2
Murchison East	11/12	Noorat	19
Murgheboluc	5/6	North Brighton	1/2
Murray Bridge (SA)	64	North Geelong	3/4
Murrayville	51	North Melbourne	1
Murrumbateman (NSW)	71	North Richmond	1
Murrumbeena	1	North Shore	3/4
Murtoa	26	North Williamstown	1
Musk	7	Northcote	1
Muskvale	7	Nowa Nowa	32/33
Myola	9	Nullawil	29/30
Myrtleford	25/26	Numurkah	18/19
Mysia	22	Nunawading	2
Nagambie	9/10	Nyah	33/34
Nar Nar Goon	3/4	Nyah West	34
Narbethong	5	Nyora	5/6
Narooma (NSW)	73	Oak Park	1/2
Narrawong	31/32	Oakleigh	1/2
Narre Warren	2	Officer	2
Nathalia	17	Old Hepburn	8
Navigators	8	Orbost	37/38
Newborough	10	Ormond	1/2
Newbridge	16	Ouyen	42/43
Newhaven T/O	7/8	Pakenham	2
Newlyn	8	Pambula (NSW)	60/61
Newmarket	1	Parilla (SA)	55
Newmerella	36/37	Parkdale	2
Newport	1	Parkville	1

<b>Location</b>	<b>Zone</b>	<b>Location</b>	<b>Zone</b>
Parliament	1	Ringwood East	2
Parrakie (SA)	59	Ripponlea	1
Pascoe Vale	1/2	Riversdale	1
Patterson	2	Robinvale	45
Paynesville	29	Rochester	15/16
Peake (SA)	60	Rockbank	2
Penshurst	26/27	Romsey	4/5
Peterborough	28	Rosanna	2
Piangle	35/36	Rosebery	35/36
Picola	17	Rosedale	14/15
Pimpinio	30/31	Roxburgh Park	2
Pinnaroo (SA)	53	Royal Park	1
Pirron Yallock	14	Rupanyup	26
Point Roadknight	9/10	Rushall	1
Pomonal	21	Rushworth	10/11
Porepunkah	27/28	Rutherglen	23/24
Port Campbell	27	Ruthven	2
Port Fairy	26	Sailors Falls	7
Portland	33/34	Sale	17/18
Prahran	1	San Remo	7/8
Preston	1/2	Sandford	34
Princetown T/O	26	Sandown Park	2
Puckapunyal	6	Sandringham	2
Pyalong	5/6	Scarsdale	10/11
Pyramid	21/22	Sea Lake	34
Quambatook	27/28	Seaford	2
Raywood	16	Seaholme	1
Redcliffs	51/52	Sebastapol	8/9
Regent	1/2	Sebastian	15
Reservoir	1/2	Seddon	1
Richmond	1	Serpentine	18/19
Riddells Creek	2/3	Seymour	6/7
Ringwood	2	Sheep Hills T/O	29/30

<b>Location</b>	<b>Zone</b>	<b>Location</b>	<b>Zone</b>
Shepparton	15	Strathmerton	20
Sherlock (SA)	60	Strathmore	1
Sherwood Park	23	Streatham	16/17
Showgrounds	1	Sunbury	2
Skenes Creek	16/17	Sunshine	1/2
Skipton	13/14	Surrey Hills	1/2
Smeaton	11	Swan Hill	31
Smythes Creek	8	Swan Reach	28/29
Smythesdale	10/11	Syndal	2
Somerville	2	Taggerty	8/9
South Geelong	4	Tailem Bend (SA)	61/62
South Kensington	1	Talbot	13/14
South Morang	2	Tallarook	5/6
South Yarra	1	Tallygaroopna	16/17
Southern Cross	1	Tarcutta	46/47
Southland CP	5	Tarnagulla	16/17
Sovereign Hill	8	Tarrington	27/28
Speed	38/39	Tatura	13
Spotswood	1	Tecoma	2
Spring Creek	11	Teddywaddy	25
Springhurst	22	Tempy	40/41
Springvale	2	Tenby Point	6/7
St. Albans	2	Terang	18/19
St. Arnaud	21/22	The Gurdies	5/6
St. James	19	Thomastown	2
Stanhope	11	Thornbury	1
Stawell	20/21	Thornton	10/11
Stonehaven	4/5	Tinamba	17
Stonehut Road	5/6	Tintinara (SA)	52/53
Stoneyford	14	Tocumwal (NSW)	22
Stony point	2	Tongala	16
Strangeways	11	Tooborac	6/7
Stratford	18/19	Tooleybuc (NSW)	36

<b>Location</b>	<b>Zone</b>	<b>Location</b>	<b>Zone</b>
Toolleen	9	Wallan	2
Toongabbie	14/15	Walpeup	45
Toora	15	Wandong	2
Tooradin	2	Wangaratta	20
Toorak	1	Warburton	2/3
Tooronga	1	Warracknabeal	31
Torquay	5/6	Warragul	6/7
Torrumbarry	21/22	Warrenheip T/O	8
Tostaree	33/34	Warrnambool	23
Tottenham	1	Watchem	28/29
Trafalgar	8/9	Watergardens	2
Trafalgar East	8/9	Watsonia	2
Traralgon	12/13	Wattle Glen	2
Trawalla	11/12	Waubra	13
Trentham	6/7	Waygara	35
Tullamarine Airport	2	Wedderburn	21
Tungamah	20/21	Welshmans Reef	11
Tuross (NSW)	76	Welshpool	16
Turriff	38/39	Wendouree	8
Twelve Apostles	26	Werribee	2
Tyabb	2	West Footscray	1
Tyers	13	West Richmond	1
Tylden	5/6	Westall	2
Tynong	3/4	Westgarth	1
Tyrendarra	30/31	Westmere	17/18
Ultima	31	Westona	1/2
Underbool	46	Whittlesea	2
Upfield	2	Wickliffe	19/20
Upper Ferntree Gully	2	Wilkawatt (SA)	57/58
Upwey	2	Willaura	21
Victoria Park	1	Williams Landing	2
Violet Town	13/14	Williamstown	1
Wahgunyah	24	Williamstown Beach	1

<b>Location</b>	<b>Zone</b>	<b>Location</b>	<b>Zone</b>
Willison	1	Wycheproof	27
Winchelsea	8	Wye River	15/16
Windsor	1	Wyuna	16
Wodonga	26/27	Yallourn North	11
Wolseley (SA)	43	Yallourn TAFE (Newborough)	10
Wonboyn (NSW)	57/58	Yambuk	27/28
Wongarra T/O	16/17	Yarck	12/13
Wonthaggi	9	Yarra Glen	2
Won-wron	17	Yarra Junction	3
Wood Wood	34/35	Yarragon	8
Woodend	4/5	Yarram	18
Woodfield	15/16	Yarraman	2
Woodside	17	Yarraville	1
Woodvale	14	Yarrowonga	22
Woolsthorpe	25	Yarroweyah	20/21
Woomargama (NSW)	38/39	Yass Town (NSW)	63
Woomelang	35	Yea	9/10
Woorinen South	31	Yendon	8
Woori Yallock	2	Yinnar	10/11
Wunghnu	17/18	Zeerust	15/16

### **myki on the regional town bus network**

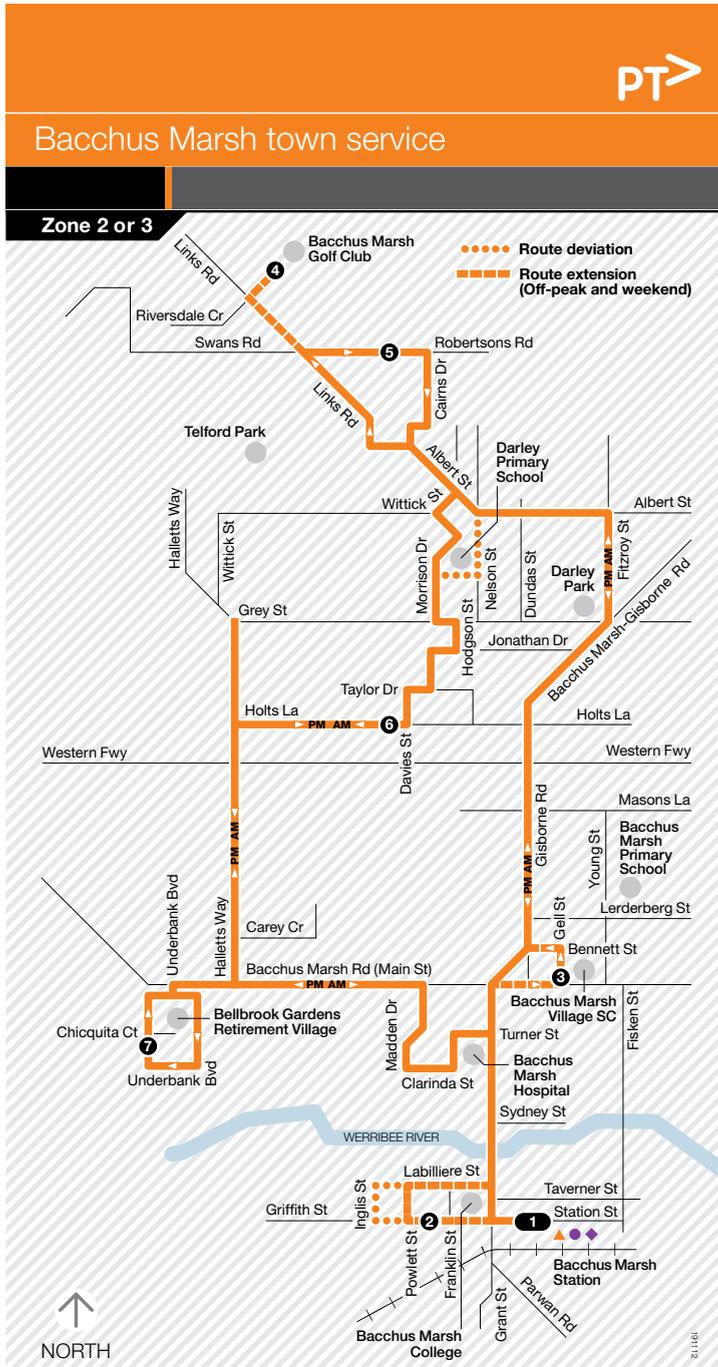
The following regional town bus networks are included in the myki ticketing system and located in the zones listed below. Zone overlaps are present in some towns. For further information on other regional town bus networks contact PTV on **1800 800 007**.

<b>Regional town</b>	<b>Zone(s)</b>	<b>Regional town</b>	<b>Zone(s)</b>
Bacchus Marsh	2/3	Moe	10
Ballarat	8	Morwell	11
Bellarine	5	Seymour	6
Bendigo	13	Traralgon	12/13
Geelong	4	Wallan	2
Kilmore	3	Warragul	6/7

The following pages show zone maps for regional town bus services on which myki is enabled.

For fares for bus services not included in the myki ticketing system please refer to the separate Regional Bus Fares Supplement.

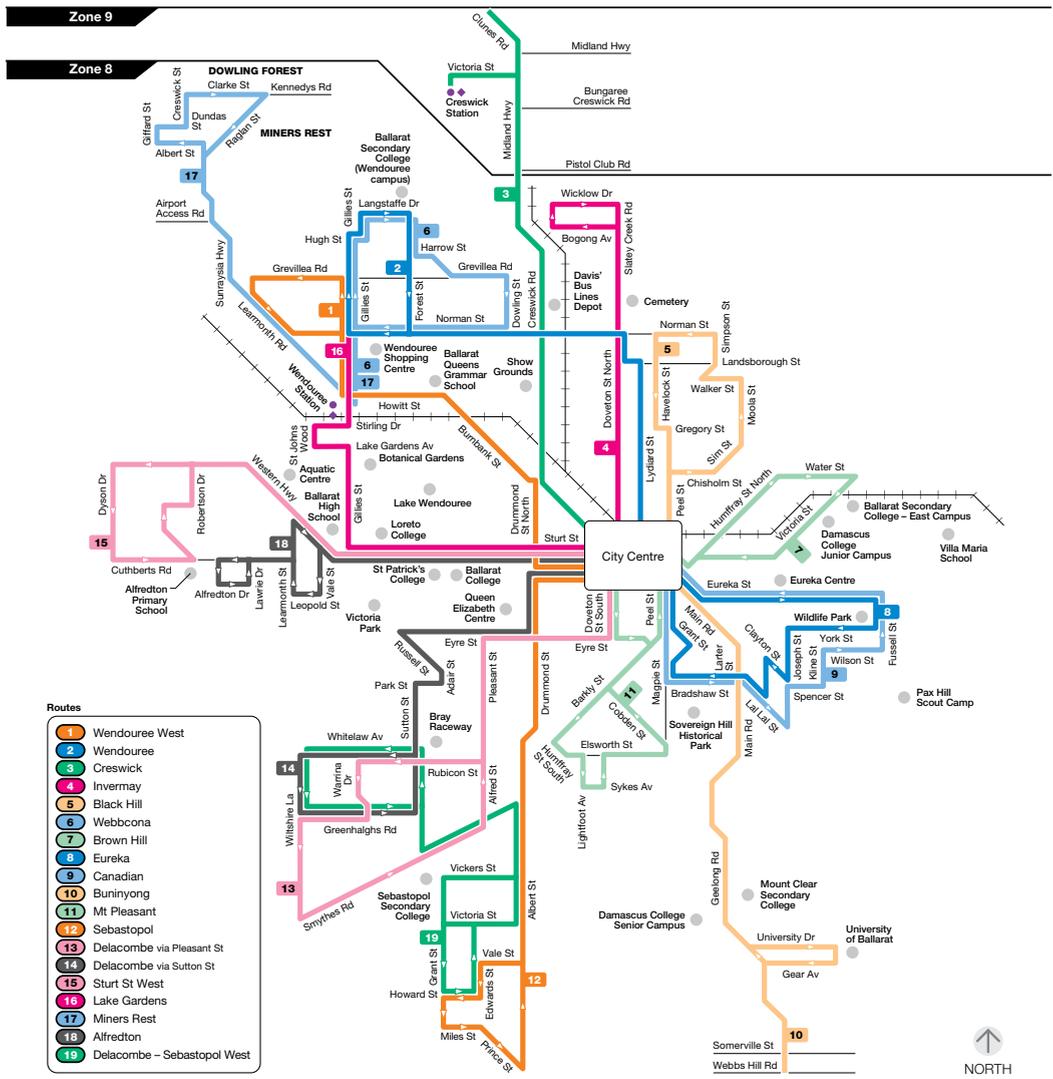
**Bacchus Marsh transit system**



For more information visit [ptv.vic.gov.au](http://ptv.vic.gov.au) or call **1800 800 007** (6am – midnight daily)

MAP NOT TO SCALE

**Ballarat transit system**



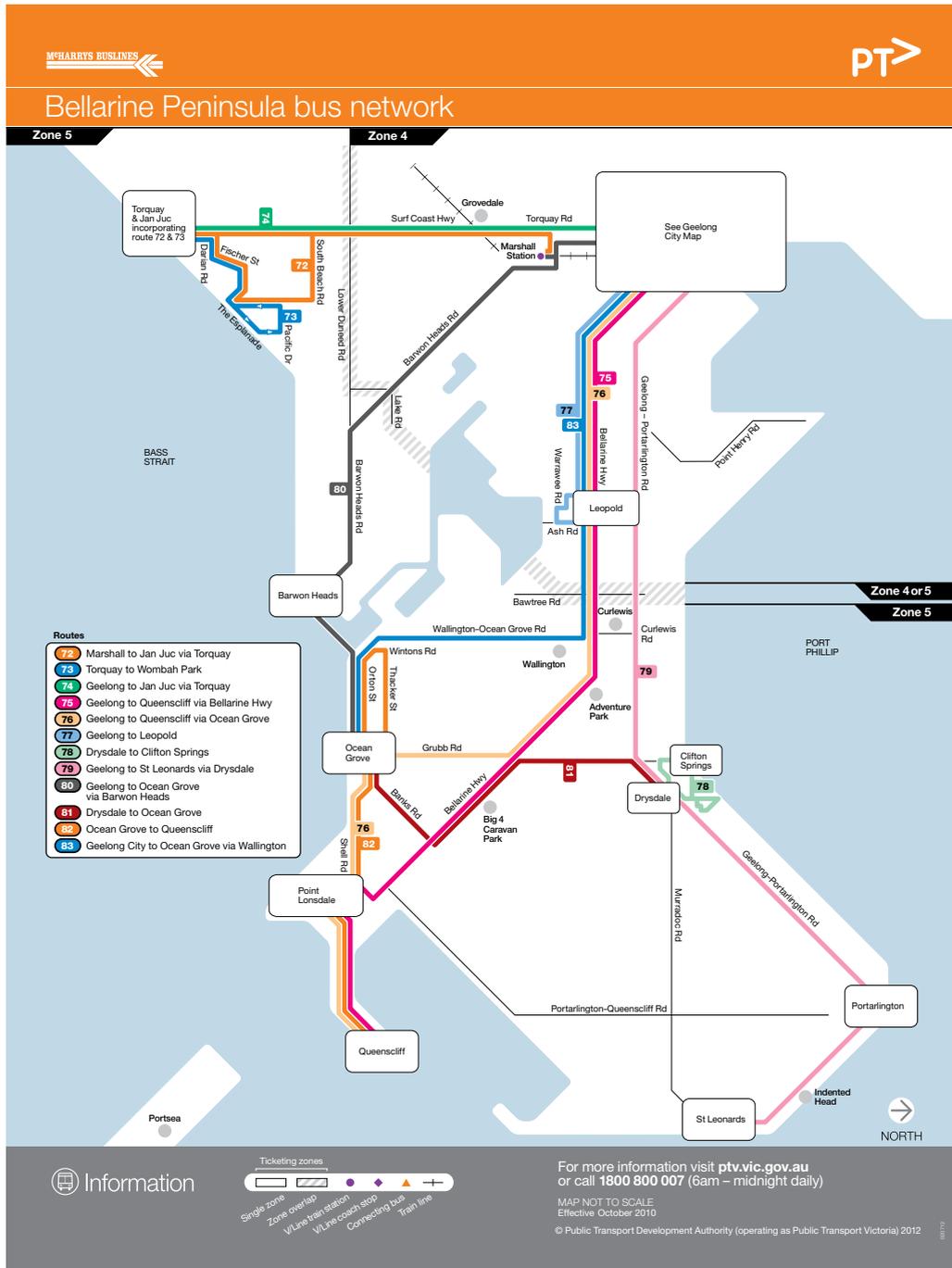
**Information**

For more information visit [ptv.vic.gov.au](http://ptv.vic.gov.au) or call 1800 800 007 (6am – midnight daily)

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Effective April 2011

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**Bellarine transit system**

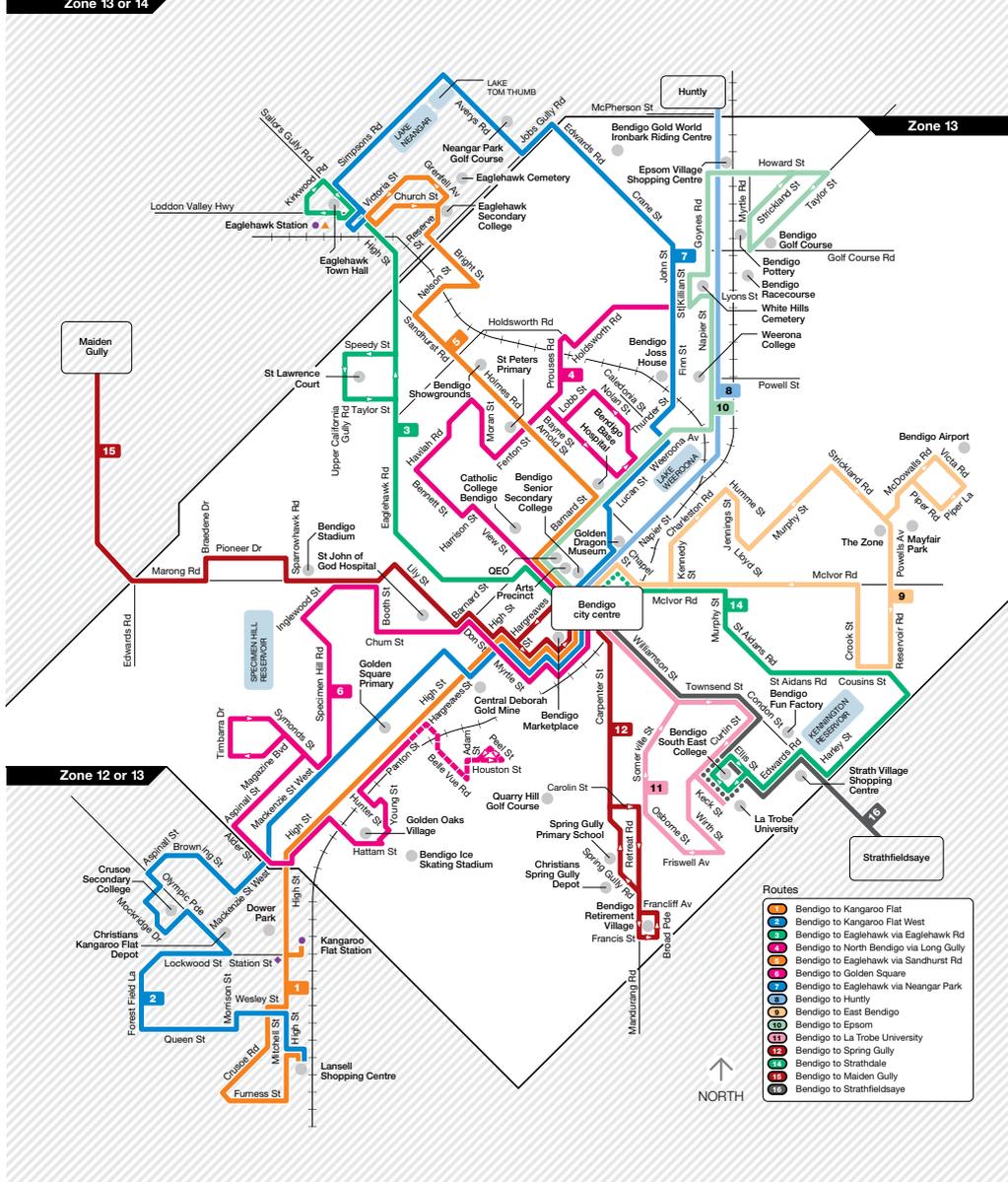


**Bendigo transit system**

Christian's Bus Co. PT >

**Bendigo bus network**

Zone 13 or 14



Information Ticketing zones

Single zone Zone overlap

V/Line train station V/Line coach stop

Connecting bus Train line

For more information visit [ptv.vic.gov.au](http://ptv.vic.gov.au) or call 1800 800 007 (6am – midnight daily)

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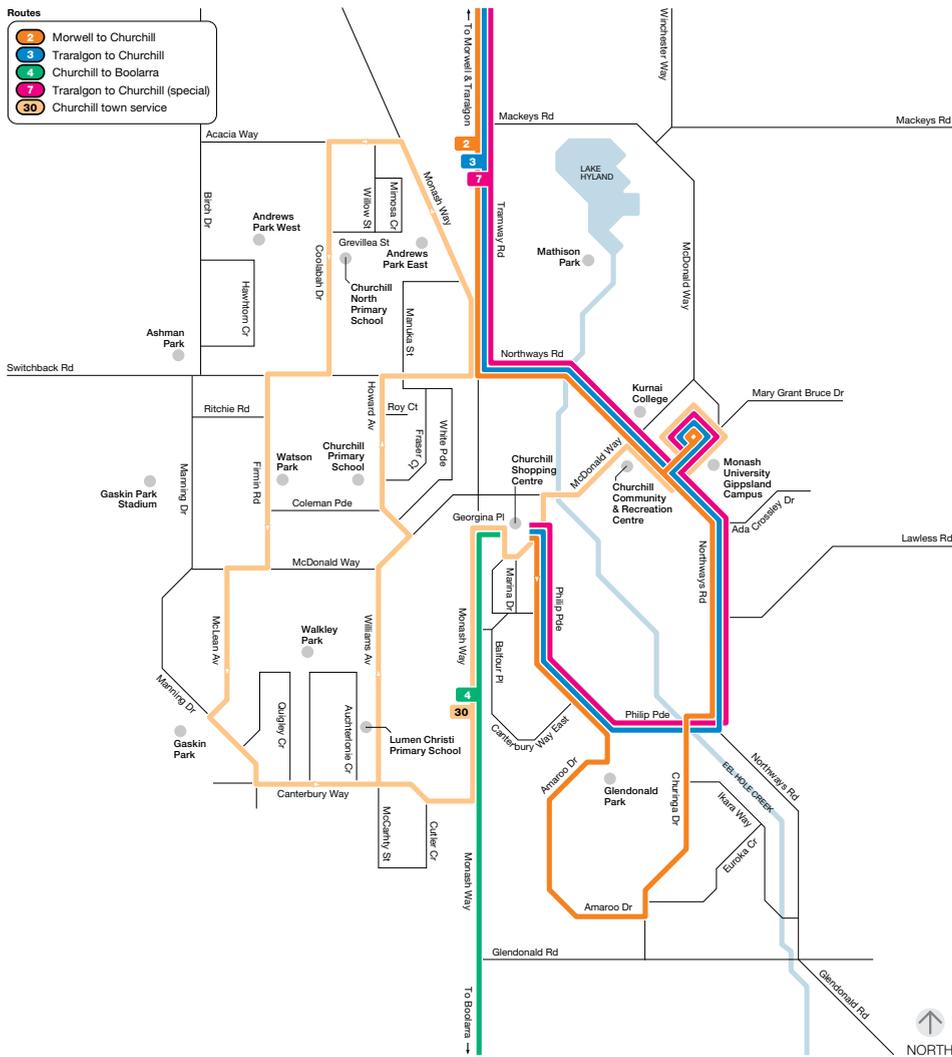
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**Churchill transit system**

LATROBE VALLEY BUSINESS PT >

**Churchill bus network**

Zone 11



**Information**

Ticketing zone:

For more information visit [ptv.vic.gov.au](http://ptv.vic.gov.au) or call 1800 800 007 (6am – midnight daily)

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Effective January 2012

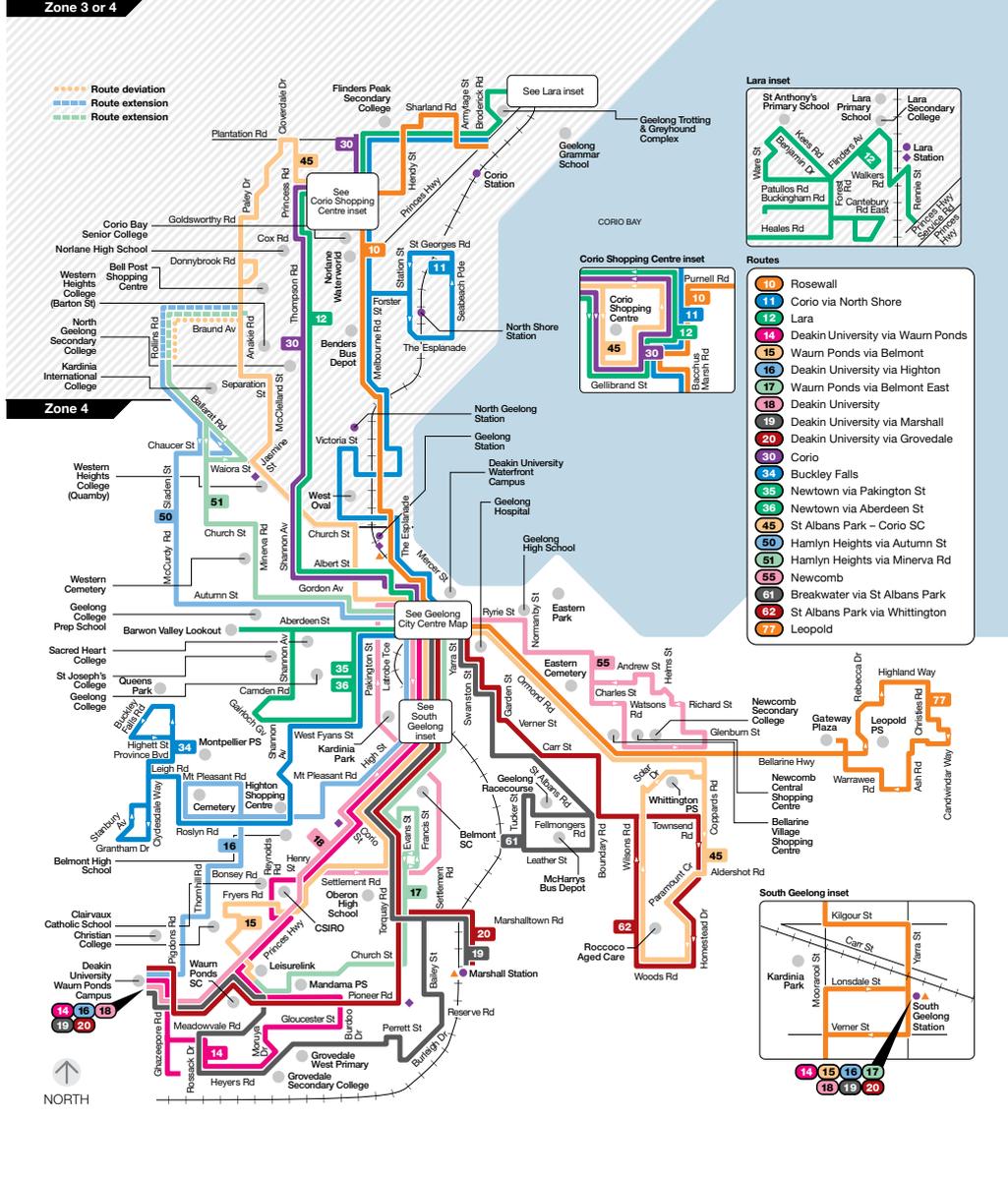
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Geelong transit system





Geelong bus network



Information 

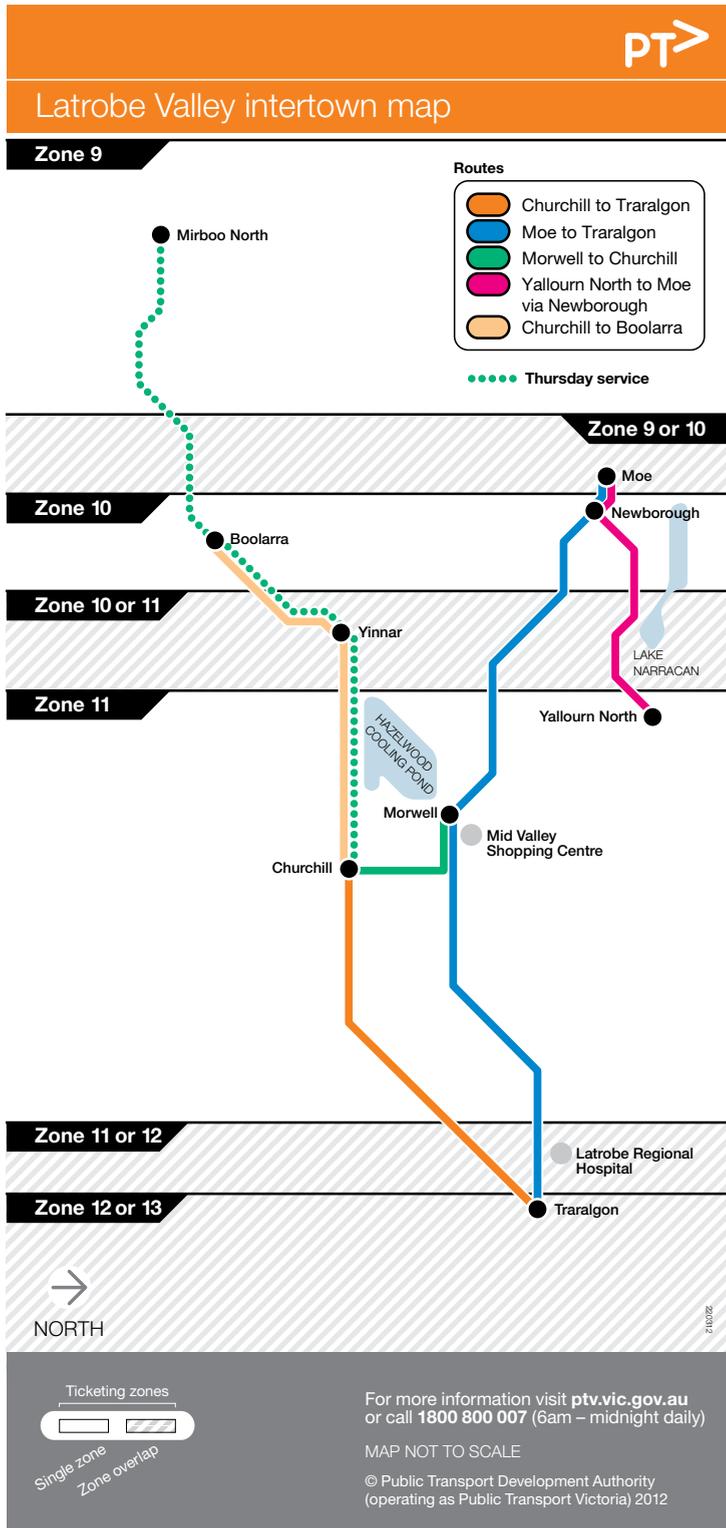
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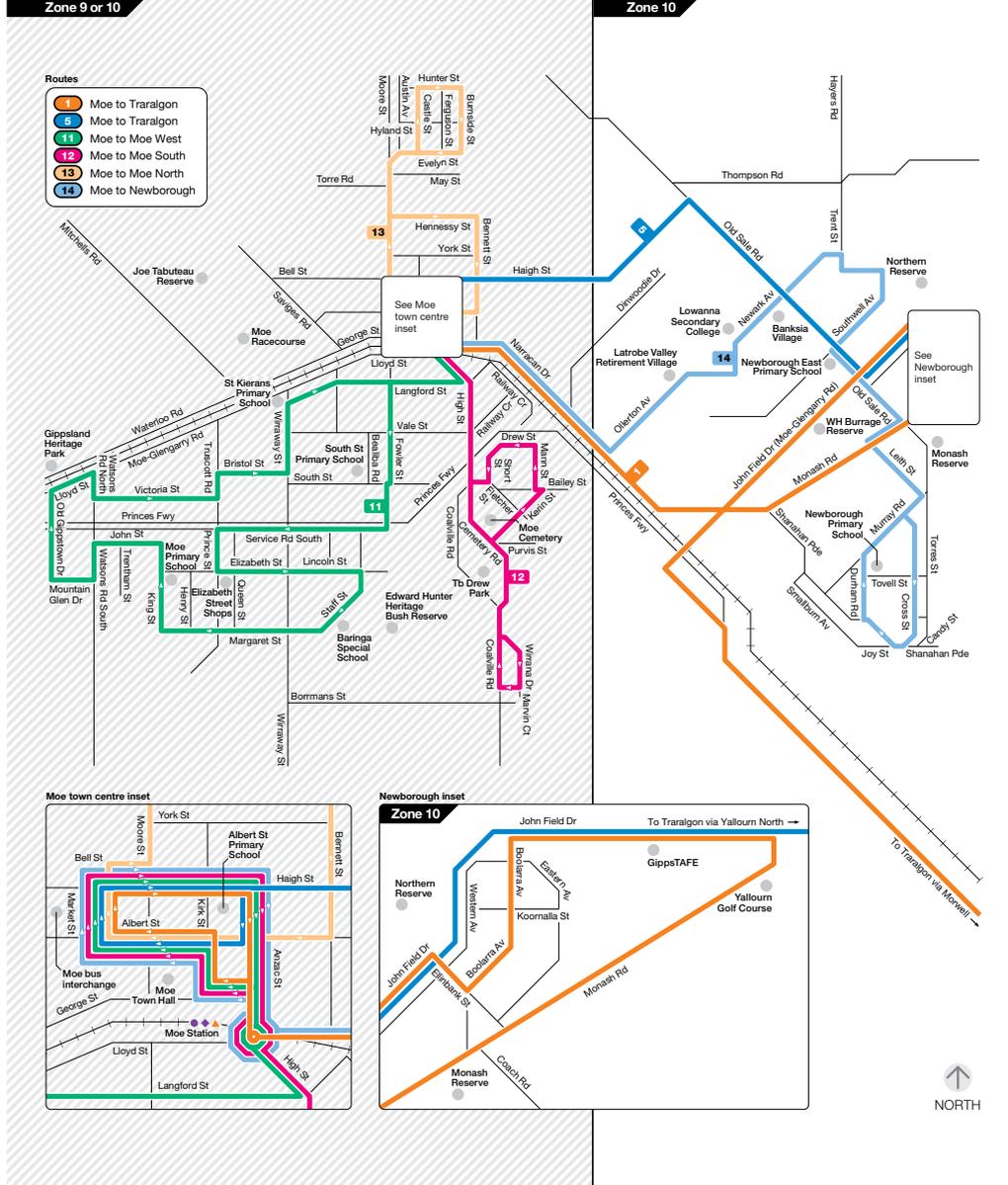
### Latrobe Valley transit system



Moe transit system

LATROBE VALLEY BUSINESS PT >

Moe bus network



Information

Ticketing zones

- Single zone
- Zone overlap
- V/Lane train station
- V/Lane coach stop
- Connecting bus
- Train line

For more information visit [ptv.vic.gov.au](http://ptv.vic.gov.au) or call 1800 800 007 (6am – midnight daily)

MAP NOT TO SCALE  
Effective January 2012

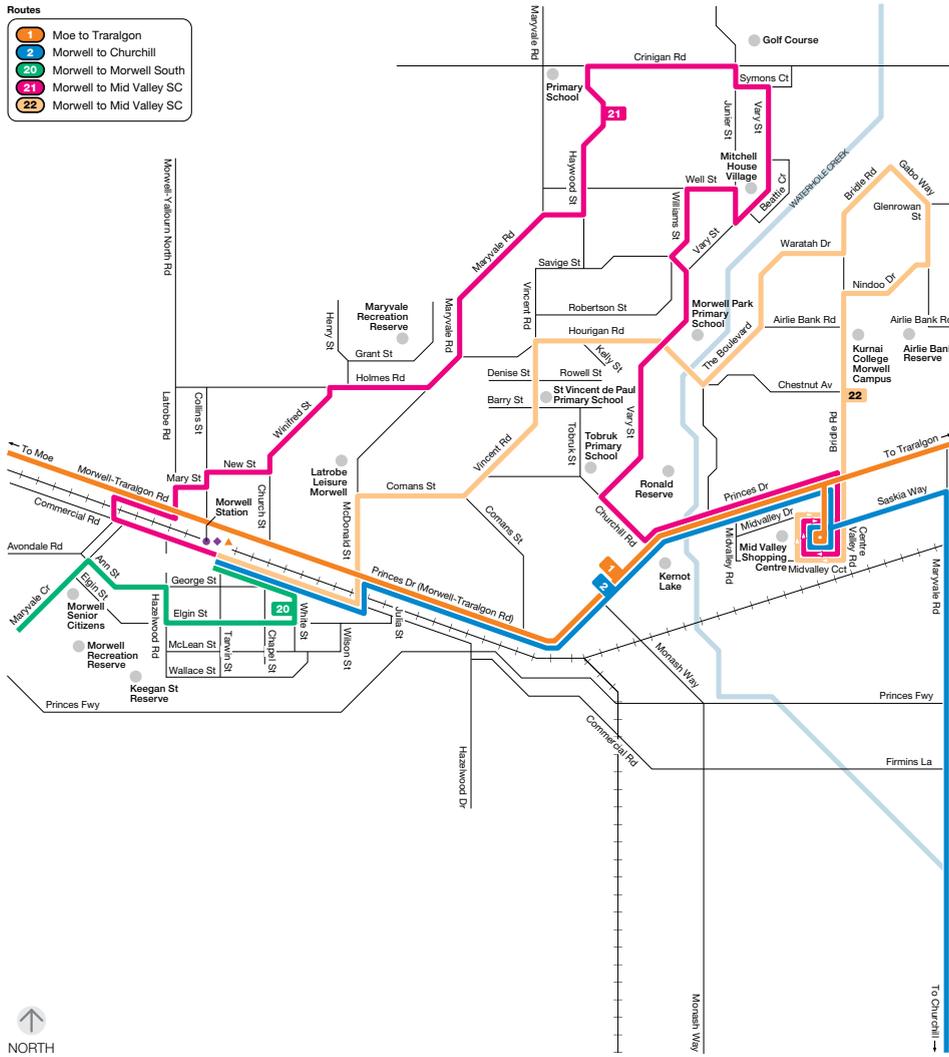
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**Morwell transit system**

LATROBE VALLEY BUSINESS PT >

**Morwell bus network**

**Zone 11**



Information Ticketing zone

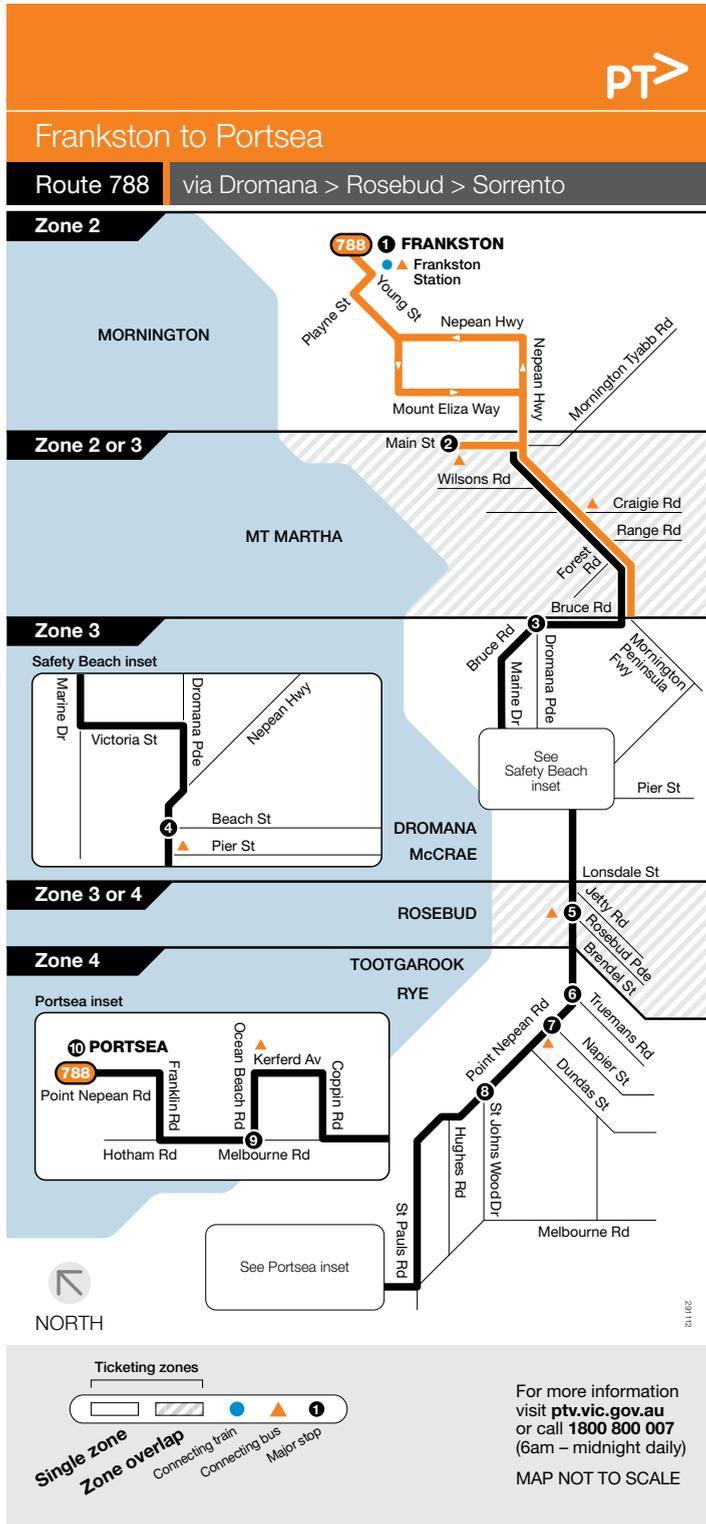
Single zone VLine train station VLine coach stop Connecting bus Train line

For more information visit [ptv.vic.gov.au](http://ptv.vic.gov.au) or call 1800 800 007 (6am – midnight daily)

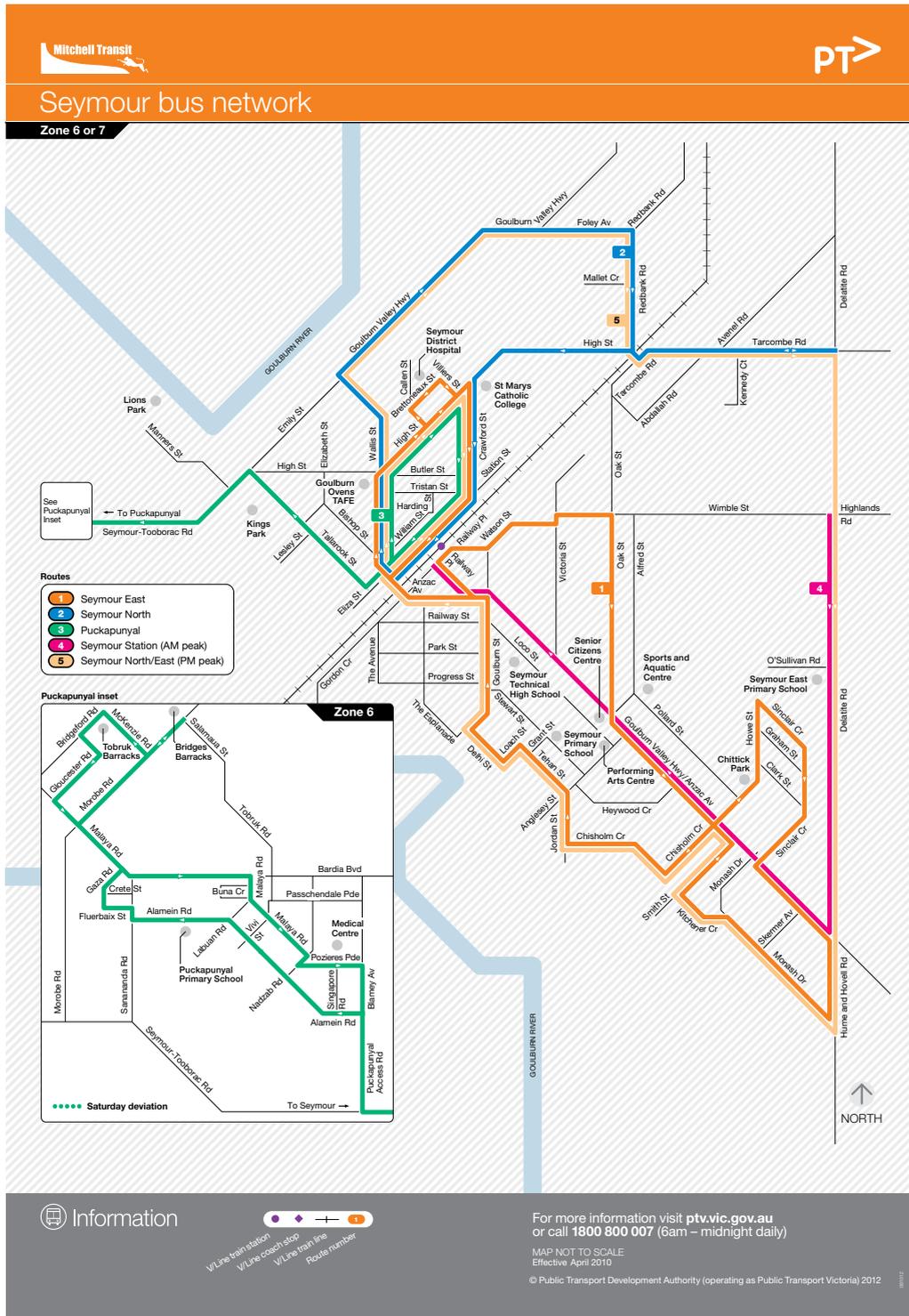
MAP NOT TO SCALE  
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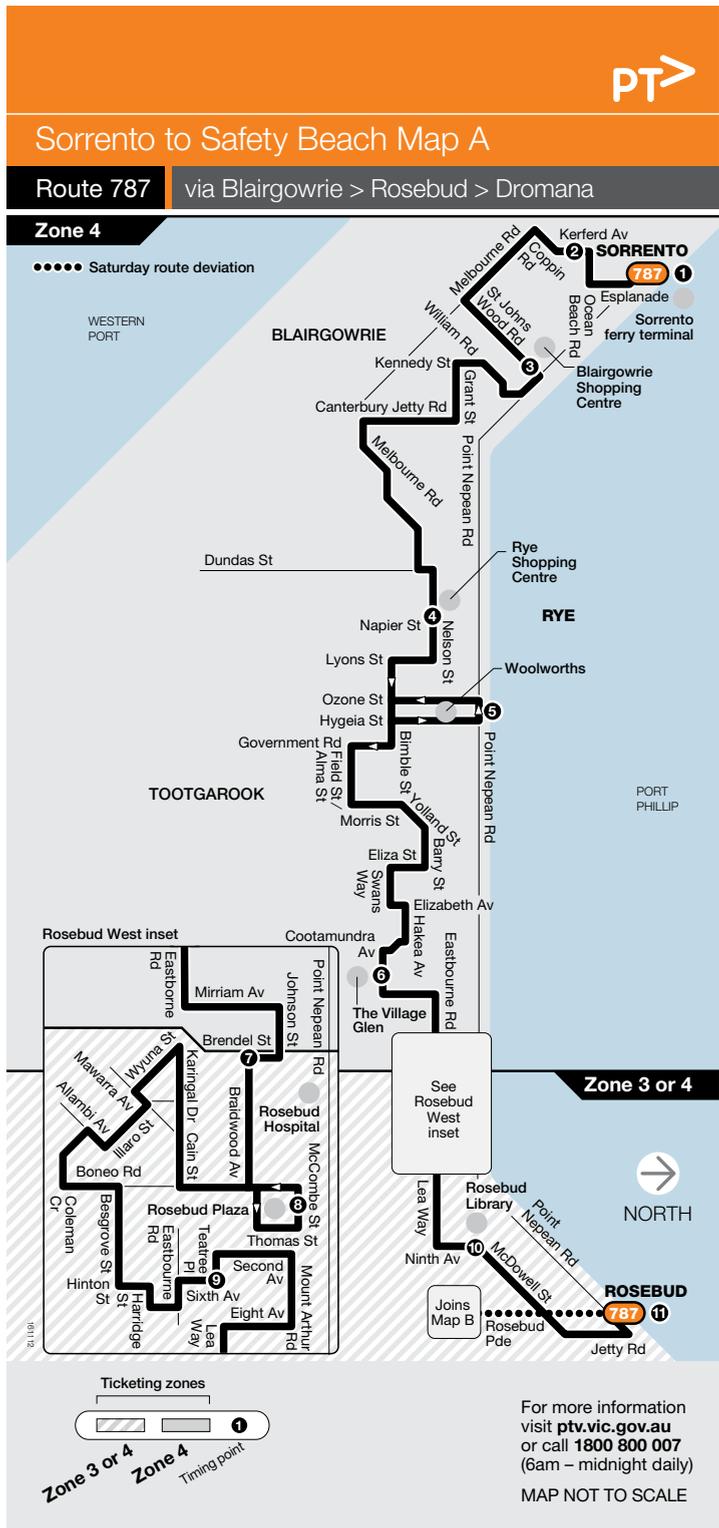
**Mornington Peninsula**



Seymour transit system



**Sorrento transit system**





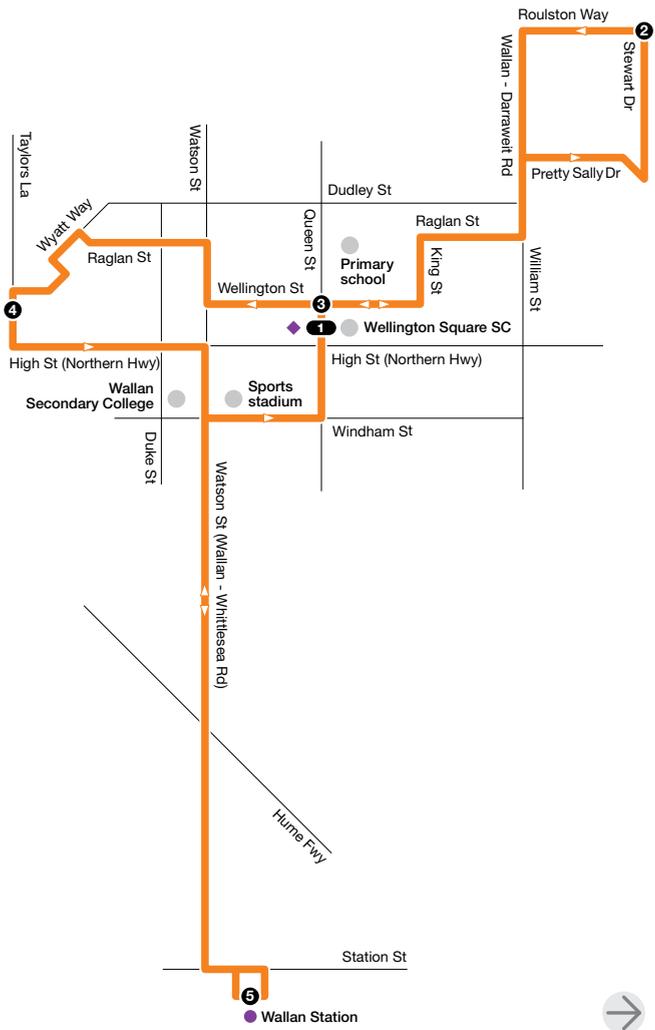
**Wallan town service**

PT
>

Wallan town service

via Wallan-Darraweit Rd > Wallan Station

**Zone 2**



21/01/12



**Ticketing zone**

●
◆
+
1
3

Single zone

V/Line train station

V/Line coach stop

Train line

Terminus

Major stop

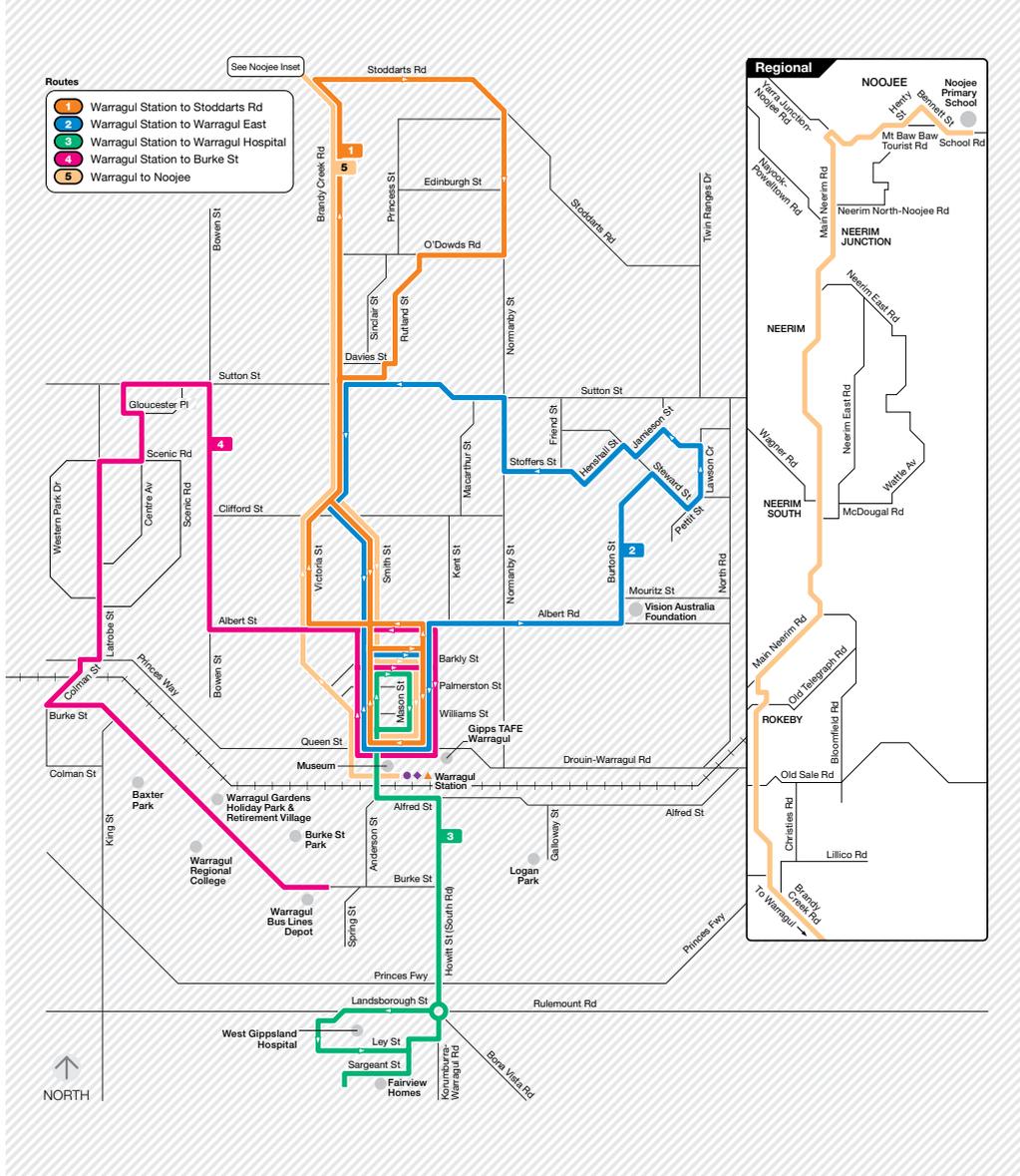
For more information visit [ptv.vic.gov.au](http://ptv.vic.gov.au) or call **1800 800 007** (6am – midnight daily)

MAP NOT TO SCALE

**Warragul transit system**



**Zone 6 or 7**



**Information**

Regional
Zone overlap
V-Line main station
V-Line coach stop
Connecting bus
Train line

For more information visit [ptv.vic.gov.au](http://ptv.vic.gov.au) or call 1800 800 007 (6am – midnight daily)

MAP NOT TO SCALE  
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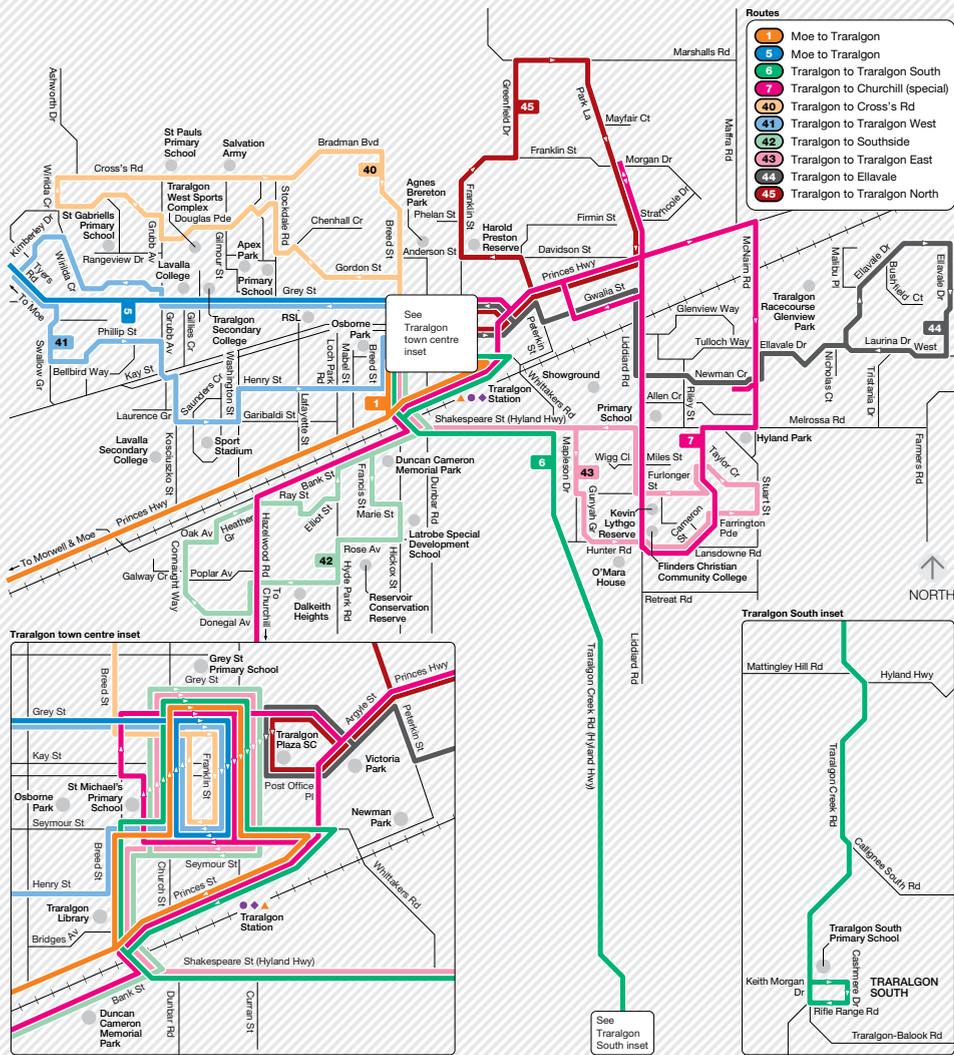
Traralgon transit system

LATROBE VALLEY BUSINESS



Traralgon bus network

Zone 12 or 13



Information

Ticketing zone



For more information visit [ptv.vic.gov.au](http://ptv.vic.gov.au) or call 1800 800 007 (6am – midnight daily)

MAP NOT TO SCALE  
Effective January 2012

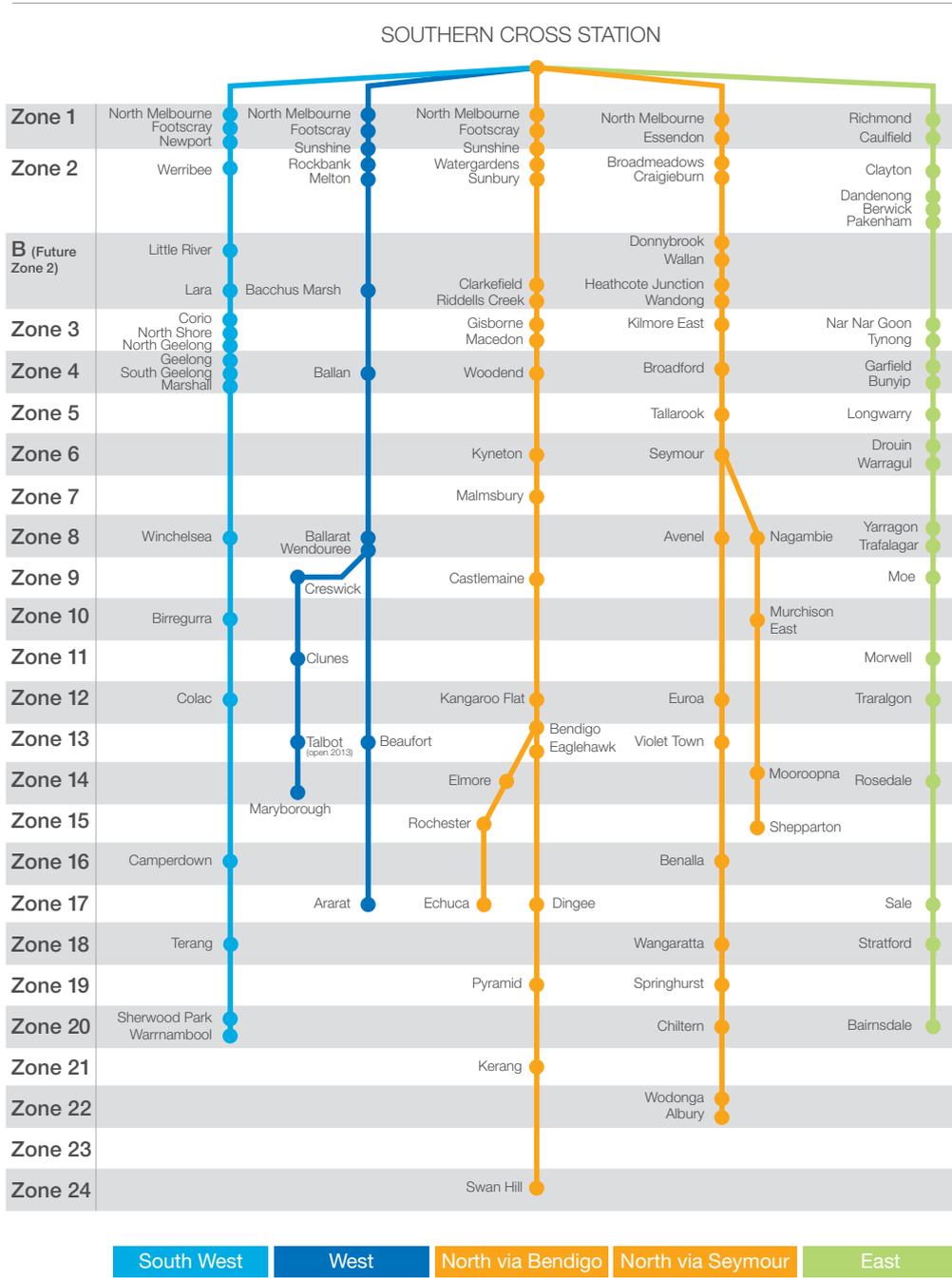
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**V/Line train services – zones to/from Zone 1**

The following diagram can be used to determine the fare from Zone 1 to any station on the V/Line train network.

For example: Castlemaine = Zone 9, so the fare from Southern Cross to Castlemaine is a Zone 1 – 9 fare. Look up the fare for Zone 1 to Zone 9 from the fare table in Chapter 3.

The diagram **cannot** be used for determination of fares to and from locations outside Zone 1.



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

Customers who observe or experience bus drivers, conductors or other staff accepting money without issuing a ticket or topping up a myki are requested to report this to the PTV call centre on **1800 800 007** for further investigation.

**Bus driver obligations**

Bus drivers are required to sign on with their shift details to the ticketing system, if present, as they leave the depot and sign off at the end of their shift.

**Bus drivers are not permitted to accept money without issuing a valid ticket or issuing or topping up a myki.** If a customer pays for their ticket and does not take it, the driver must call them back and give it to them. If the customer declines to accept the ticket the driver must leave it in their change tray until the customer leaves the bus, when it can then be discarded.

**Tram driver obligations**

Tram drivers are responsible for signing onto the ticketing system when they enter the tram. This should occur prior to leaving the depot to ensure the ticketing equipment is operational. Drivers must not sign off prior to arriving at their final destination or depot.

**Authorised Officers**

Authorised officers are persons who have been employed or engaged by an operator to perform statutory duties and functions under the **Transport (Compliance and Miscellaneous) Act 1983** (the Act).

Authorised officers are trained in relevant law and procedures, must pass a stringent probity check and satisfy the qualification requirement prior to being authorised by the Secretary.

Where a person is detected by an authorised officer travelling on public transport without a valid ticket, and the person has had a reasonable opportunity to purchase a ticket and/or top up a myki and/or touch on, the authorised officer may inform the person that they intend to report the matter to the Department of Transport and, if so, that the person may receive an infringement notice in the mail.

Where a person is reported for a ticketing and/or a behavioural offence, the authorised officer must inform the person in clear terms what offence the officer believes the person has committed.

Authorised officers are empowered under section 218B of the Act to request and verify the name and address given by a person who the officer reasonably believes to have committed an offence.

If a person is requested to state their name and address, and the person fails or refuses to give their name and address or gives false details, that person is committing another offence.

The authorised officer may also request the person to provide evidence of the correctness of the name and address provided.

**Report of non-compliance**

To report an offence an Authorised 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 surrendered myki, is forwarded to the Department of Transport 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, a Penalty Reminder Notice is generated and sent to the same address to remind the alleged offender of the options available for 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 Transport who may grant an extension of time to pay. The Department of Transport 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 Department of Transport 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 Transport. The Infringements Court telephone enquiry number is **9094 2000**, or visit **www.fines.vic.gov.au**. Unpaid infringement notice matters for children are handled by the Children's Court. Please call **8638 3300** for enquiries.

### **Paying a fine**

Customers can pay the fine in full:

- in person at any post office;
- by phone on **131 816**;
- online;
- by mail: detach the payment section of the fine. Send it with a non-negotiable cheque or a money order (do not send cash) to:

Department of Transport  
GPO Box 2797  
Melbourne, Victoria 3001.

### **Objections to infringement notices**

If a person wishes to have an infringement notice reviewed, this may be done in writing by letter to:

Department of Transport  
GPO Box 2797  
Melbourne, Victoria 3001

or fax **9665 9400**; or by email to **tia@transport.vic.gov.au** and should include:

- infringement number;
- customer's name;
- customer's address (if changed since the infringement);
- reason for review;
- contact telephone number.

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 Department of Transport on receipt of the infringement notice.

## CHAPTER 13 – MYKI TERMS OF USE

### General Conditions

A myki ('the Card') is issued and must be used subject to the conditions contained in this manual as amended, replaced, consolidated or re-enacted from time to time.

The Card may only be used to obtain or prove an entitlement to use a public transport service to which the conditions in this manual apply ('Public Transport Service'). Subject to all applicable conditions contained in this manual and in the regulations under the **Transport (Compliance and Miscellaneous) Act 1983**, the Card may be used for these purposes by:

- (a) doing one or more of the following:
  - (i) paying money into the account associated with the Card ('Card Account') and having that amount recorded as stored value ('Value') on the Card for the purpose of using Value to pay for Public Transport Services;
  - (ii) paying directly for a Public Transport Service and having the authority to use the relevant service ('Product') recorded on the Card;
  - (iii) having a free travel pass to which the cardholder is entitled recorded on the Card; and
- (b) touching on and touching off the card if required by, and in accordance with, the conditions contained in this manual.

Where a cardholder makes a payment from Value on the Card in accordance with the conditions contained in this manual, the amount of the payment will be deducted from that Value. Value and Product may only be added to the Card by such means as are specified in this manual.

The Card is and remains the property of PTV. PTV or its authorised representatives may inspect, deactivate, suspend or take possession of the Card or require its return at any time in their discretion without notice to the cardholder or any account holder and the cardholder and any account holder must comply with any directions of PTV or its representatives in this regard. The cardholder and any account holder must not alter, tamper or interfere with the Card or knowingly use a defective Card.

Transactions which would result in the Value on the Card exceeding the maximum amount specified in this manual will be rejected. The Card may not be able to be used if the Value falls below the relevant minimum amount specified in chapter eight of this manual.

If PTV, in its absolute discretion, allows the Card to operate with a debit (negative) Value balance, the cardholder or, in the case of a registered myki, the account holder, must pay PTV any debit (negative) balance on the Card upon request by PTV and any Value subsequently added to the Card will be applied first by PTV to any debit (negative) balance.

The cardholder or any account holder, as is applicable, is liable to pay the fees and charges as published in this manual from time to time. The applicable fees and charges may be deducted from the Value on the Card.

Unless the Card is a registered myki, any person presenting the Card may redeem Value on the Card for money (less any amounts owed by the cardholder or any account holder to PTV), subject to complying with any applicable conditions specified in this manual. PTV is entitled to reject an application to redeem Value on a Card if there has been a material breach of the conditions contained in this manual.

Until five years after the last use of the Card or the last activity on the Card Account not initiated by PTV, PTV will hold all money representing Value on the Card unless, prior to that time, the Value is redeemed in accordance with the conditions contained in this manual. After that time, such money, other than amounts the value of which is less than \$20 (or any higher amount prescribed under the **Unclaimed Money Act 2008**) will be 'unclaimed money' for the purposes of that Act and will only be able to be claimed from the Registrar of Unclaimed Money.

Apart from the right to redeem Value in accordance with the conditions contained in this manual, neither the cardholder nor any account holder has any legal, equitable or other right or interest in relation to money representing Value on the Card. No trust or other fiduciary relationship exists between PTV and the cardholder or PTV and any account holder. PTV owns all data and expressions of that data resulting from, or in respect of, transactions generated or processed in relation to use or operation of the Card.

Any complaint about a public transport service must be raised directly with the operator. A complaint in relation to the Card or Card Account may be made by contacting PTV at **myki.com.au** or by calling the PTV call centre on **1800 800 007**. If a complaint in relation to the Card is not resolved by contacting PTV, the Public Transport Ombudsman provides a cost-free, independent and accessible dispute resolution scheme. Further information about the Public Transport Ombudsman is available at **ptovic.com.au** or by calling **1800 466 865**.

PTV's records are, in the absence of manifest error, conclusive of the amount of Value on the Card and any other matter in relation to the Card Account or the Card. PTV may adjust the Card Account or Card balance retrospectively if PTV reasonably believes that either of them is incorrect.

If any part of the conditions in this Chapter is invalid, the conditions are invalid only to the extent of such part without invalidating the remaining conditions.

#### **Additional Conditions for Registration and Registered Cards**

Upon request in the manner required by PTV, PTV will register a Card ('the Registered Card') subject to these Additional Conditions for Registration and Registered Cards.

If there is any inconsistency between these Additional Conditions for Registration and Registered Cards and the conditions in this chapter under the heading 'General Conditions', these Additional Conditions for Registration and Registered Cards will prevail to the extent of that inconsistency.

Each Registered Card must also have a person registered with PTV as an account holder ('the Account Holder'). The Account Holder will manage, and the cardholder will use, the Registered Card in accordance with the rights and obligations given to each of them under the conditions contained in this manual. An Account Holder may manage multiple Card Accounts. PTV is entitled to rely upon any instructions given by the Account Holder in relation to the Registered Card.

The cardholder or Account Holder must advise PTV as soon as possible if a Registered Card is lost or stolen. PTV will deactivate the Registered Card following notification by either the cardholder or the Account Holder that it is lost or stolen. If a Registered Card is lost or stolen, the cardholder or Account Holder has no liability in respect of that Card, or for any costs incurred using that Card, after the time the loss or theft of the Card is notified to PTV, other than any fees which apply.

Where a Registered Card has been lost or stolen, the cardholder or Account Holder may obtain a replacement Registered Card subject to complying with PTV's requirements, which, at PTV's discretion, may involve payment of a fee as specified in this manual.

Where a Registered Card has been replaced, PTV will, after deducting any amounts owed to PTV, transfer the Value and/or Product from the Registered Card which is being replaced to the new Registered Card. Any money payable by PTV in respect of the redemption of Value on a Registered Card will only be payable to the Account Holder.

## CHAPTER 14 – DEFINITIONS AND INTERPRETATION

### Definitions

In this manual, the following definitions apply:

**‘account holder’** means the person in whose name an account associated with a myki is registered and who has authority to manage that account.

**‘authorised officer’** has the same meaning as in section 208 of the **Transport (Compliance and Miscellaneous) 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 Public Transport Development Authority for the purposes of these Regulations; or
  - (e) if a bus company is a natural person, that person.

**‘bus’** has the same meaning as in section 3(1) of the **Bus Safety Act 2009**.

The relevant text of section 3(1) reads:

- **‘bus’** means:
  - (a) a motor vehicle that has been built:
    - (i) with seating positions for 10 or more adults (including the driver); and
    - (ii) to comply with the requirements specified in the Australian Design Rules for a passenger omnibus (within the meaning of those Rules);
  - (b) a motor vehicle prescribed to be a bus;
  - (c) a motor vehicle which the Safety Director has declared to be a bus under section 7(1) – but does not include:
    - (d) subject to section 23, a vehicle which is a taxi-cab in respect of which a taxi-cab licence is granted under the **Transport (Compliance and Miscellaneous) Act 1983**;
    - (e) a motor vehicle prescribed not to be a bus;
    - (f) a motor vehicle which the Safety Director has declared not to be a bus;
    - (g) a vehicle known as a Hummer.
    - (h) a motor vehicle built overseas as a bus is a bus unless it is a motor vehicle built to be a Hummer.

#### Examples

1. A passenger car modified to have more than nine seats (for example, a stretch limousine) is not a bus.
2. A motor vehicle that is built as a bus but which has had seats removed so that it seats less than 10 adults is still a bus.

**‘bus company’** has the same meaning as in section 2(1) of the **Transport (Compliance and Miscellaneous) Act 1983**.

The relevant text of section 2(1) reads:

- **‘bus company’** means a person or body that is a party to a contract with the Crown or the Secretary on behalf of the Crown or the Public Transport Development Authority, for the provision of any transport services (including a service contract within the meaning of the **Bus Services Act 1995**) but does not include a person or body that is a passenger transport company.

**‘bus route’** means the route of operation of a bus.

**‘bus stop’** means a place designated by means of a sign and forming part of a bus route where a bus stops for persons to board and leave the bus.

**‘business day’** has the same meaning as in section 2(1) of the **Transport (Compliance and Miscellaneous) Act 1983**.

The relevant text of section 2(1) reads:

- **‘business day’** means a day that is not:
  - (a) a Saturday or a Sunday; or
  - (b) a day that is wholly or partly observed as a public holiday throughout Victoria.

**‘cardholder’** means a person who uses a myki for travel or an entry to a designated area or for any related purpose.

**‘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 5.

**‘concession myki’** means a myki that is a concession ticket within the meaning of paragraph (a) of the definition of that expression.

**‘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 (Compliance and Miscellaneous) 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.

**‘customer’** means a person who holds a ticket. In the case of a myki, the customer is the cardholder; where the account holder is the relevant party, this is indicated in the text.

**‘Day Pass’** means the paper ticket of that name specified in Chapter 6.

**‘designated area’** or **‘station paid area’** has the same meaning as ‘designated area’ 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 Secretary 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, a smartcard reader or a ticket barrier;
  - (iii) an area between a platform and any ticket validating machine, smartcard reader or ticket barrier that it is necessary to pass to gain access to the platform.

**‘Doncaster Park and Ride’** means the bus stop at the site bounded by Doncaster Road, Hender Street and the Eastern Freeway known as the Doncaster Park and Ride and forming part of metropolitan bus routes numbers 207, 280, 282, 284, 285, 309, 313, 907 and 908.

**‘entitlement to use a public transport service’** has the same meaning as in section 2(1) of the **Transport (Compliance and Miscellaneous) Act 1983**.

The relevant text of section 2(1) reads:

- **‘entitlement to use a public transport service’** includes an entitlement to use a public transport service arising under a contract or arrangement with, or under a licence or permission given by the Public Transport Development Authority or a bus company or passenger transport company.

**‘fare’** means the price for travel in a passenger vehicle or entry to a designated area.

**‘free travel pass’** means a product that authorises travel in a passenger vehicle and entry to a designated area without charge.

**‘Government Gazette’** means the Victoria Government Gazette.

**‘guardian’**, means a person, other than a parent of a child, who has the care of the child.

**‘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.

**‘mode of transport’** means a tram, train or bus.

**‘month’** means the period of time between the same dates in successive calendar months.

**‘myki’** or **‘myki card’** has the same meaning as ‘myki’ in regulation 5 of the Transport (Ticketing) Regulations 2006.

The relevant text of Regulation 5 reads:

- **‘myki’** means a ticket that is a smartcard capable of:
  - (a) recording the details of travel in a passenger vehicle or entry to a designated area for which payment has been made; and
  - (b) when money has been paid into an account associated with the smartcard:
    - (i) recording the value of that money; and
    - (ii) transferring information to other electronic devices so as to effect modifications to that value to reflect payment for travel in a passenger vehicle or entry to a designated area; and
    - (iii) recording that value as so modified.

**‘myki check’** means a machine which enables a customer to view the contents of their myki, including myki money balance, myki pass, transactions and travel history.

‘**myki machine**’ means a vending machine which sells full fare mykis and permits the topping up of any myki with myki money or a myki pass.

‘**myki money**’ means a dollar amount paid into the account associated with a customer’s myki and recorded as value on the myki.

‘**myki money balance**’ means the value, recorded on a myki, of the dollar amount in the account associated with the myki and includes a negative amount.

‘**myki pass**’ means a pre-purchased product.

‘**myki reader**’ means an electronic device capable of:

- (a) transferring information from and to a myki and recording that information; and
- (b) modifying the myki money balance on a myki –

when the myki is touched on or touched off using the device.

‘**myki retailer**’ means the place of business of a retail agent equipped to sell and top up mykis.

‘**operator**’ means:

- (a) Metro Trains Melbourne Pty Ltd [trading as Metro] (ACN 136 429 948) and KDR Victoria Pty Ltd [trading as Yarra Trams] (ACN 138 066 074), each a passenger transport company under the **Transport (Compliance and Miscellaneous) Act 1983**;
- (b) V/Line;
- (c) a passenger transport company under the **Transport (Compliance and Miscellaneous) Act 1983** that has entered into a contract with the Secretary or PTV for the provision by that person of a service carrying customers by tram or train;
- (d) a bus company.

‘**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.

‘**product**’ means an authority, electronically recorded on a myki, to travel in a passenger vehicle and enter designated areas within the zone or zones, and during the period of time, specified, subject to compliance with all other applicable conditions contained in this manual.

‘**Public Transport Authorities**’ means TTA, PTV and any agent, contractor or delegate of TTA or PTV including public transport operators.

‘**public transport service**’ has the same meaning as in section 208 of the **Transport (Compliance and Miscellaneous) 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 Order in Council made on 17 June 2003 and published in Special Government Gazette S119 on 17 June 2003.

‘**Public Transport Victoria**’ or ‘**PTV**’ means the Public Transport Development Authority established under section 79A of the **Transport Integration Act 2010**.

‘**regional bus zone**’ means the bus routes, or parts of bus routes, depicted as being in a zone with a zone number between 2 and 13 inclusive on a map under the heading ‘myki on regional town bus network’ in chapter 11.

‘**responsible person**’, 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.

‘**retail agent**’ means a person (other than an operator) engaged as an agent of PTV in relation to the sale of mykis and loading myki money or myki passes on mykis.

‘**secretary**’ means the Secretary to the Department of Transport.

**‘short term ticket’** means a ticket that is a smartcard which is capable of authorising travel for a nominated zone or range of zones until the expiry of the ticket.

**‘smartcard’** has the same meaning as section 208 of the **Transport (Compliance and Miscellaneous) Act 1983**.

The relevant text of section 208 reads:

- **‘smartcard’** means a plastic card or other thing that:
  - (a) contains an imbedded computer microchip capable of receiving, storing, processing and transferring information; and
  - (b) may lawfully be used for the purpose of obtaining or proving an entitlement to use a public transport service.

**‘staffed railway station’** means a railway station during the time when that railway station is open for business and has staff in the ticket office to provide service to customers.

**‘statewide zone’** means all locations specified in the Stops and Fares Table opposite the same zone number between 3 and 78 inclusive in the next column of that table.

**‘Stops and Fares Table’** means the table headed ‘Stops and fare zones’ in Chapter 11.

**‘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, or which may be used, for the purpose of authorising 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.

**‘touch on’** means to place a myki or a short term ticket on or near a myki reader so as to enable information to be transferred between the myki or the short term ticket and the myki reader and, as required, processed so that:

- (a) in the case of a myki, the following are recorded on both the myki and the myki reader:
  - (i) the time when and the place where the myki is so placed; and
  - (ii) if the myki reader is situated on a bus or a tram, the bus route or tram route and the vehicle concerned; and
  - (iii) that:
    - (A) there is on the myki a minimum myki money balance of at least \$0.01; or
    - (B) the time when and the place where the myki is so placed are consistent with a journey in a passenger vehicle or an entry to a designated area that is authorised by a myki pass or free travel pass loaded on the myki and that there is on the myki a minimum myki money balance of at least \$0.00; or
- (b) in the case of a myki, if the myki reader is situated on a bus or a tram and the myki reader is, because of a defect in or failure of other equipment on the bus or tram, unable to record the place where the myki is so placed or the bus route or tram route concerned, the following is recorded on both the myki and the myki reader:
  - (i) the time when the myki is so placed; and
  - (ii) that there is on the myki:

- (A) a minimum myki money balance of \$0.01; or
  - (B) a myki pass or a free travel pass that is able to authorise a journey in the bus or tram and a minimum myki money balance of at least \$0.00; or
- (c) in the case of a short term ticket, the following are recorded on both the short term ticket and the myki reader:
- (i) the time when and the place where the short term ticket is so placed; and
  - (ii) that the time when and place where the short term ticket is so placed are consistent with a journey in a passenger vehicle or an entry to a designated area that is able to be authorised by the short term ticket; or
- (d) in the case of a short term ticket, if the myki reader is situated on a bus and the myki reader is, because of a defect in or failure of other equipment on the bus, unable to record the place where the myki is so placed or the bus route concerned, the following is recorded on both the short term ticket and the myki reader:
- (i) the time when the short term ticket is so placed; and
  - (ii) that the short term ticket is able to authorise a journey in the bus.

**‘touch off’** means to place a myki or a short term ticket on or near a myki reader so as to enable information to be transferred between the myki or a short term ticket and the myki reader and, as required, processed so that:

- (a) in the case of a myki, the following are recorded on both the myki and the myki reader:
- (i) the time when and the place where the myki is so placed; and
  - (ii) if the myki reader is situated on a bus or a tram, the bus route or tram route and the vehicle concerned; and
  - (iii) if payment for the journey in a passenger vehicle, or part of that journey, or for the entry to a designated area, indicated by the time and place has been, or is to be, made by myki money:
    - (A) confirmation that such payment has been previously made; or
    - (B) a modification of the myki money balance recorded on the myki to reflect the making of such a payment or to create a negative balance; and
  - (iv) if the journey in a passenger vehicle, or part of that journey, or the entry to a designated area, indicated by the time and place, is consistent with a journey in a passenger vehicle or an entry to a designated area that is authorised by a myki pass or free travel pass loaded on the myki, that fact; or
- (b) in the case of a myki, if the myki reader is situated on a bus or a tram and the myki reader is, because of a defect in or failure of other equipment on the bus or tram, unable to record the place where the myki is so placed or the bus route or tram route concerned, the following is recorded on both the myki and the myki reader:
- (i) the time when the myki is so placed; and
  - (ii) if payment for the journey in a passenger vehicle, or part of that journey, or for the entry to a designated area, indicated by the time has been, or is to be, made by myki money:
    - (A) confirmation that such payment has been previously made; or
    - (B) a modification of the myki money balance recorded on the myki to reflect the making of such a payment or to create a negative balance; and
  - (iii) if the journey in a passenger vehicle, or part of that journey, or the entry to a designated area, indicated by the time, is consistent with a journey in a passenger vehicle or an entry to a designated area that is authorised by a myki pass or free travel pass loaded on the myki, that fact; or

- (c) in the case of a short term ticket, the following are recorded on both the short term ticket and the myki reader:
- (i) the time when and the place where the short term ticket is so placed; and
  - (ii) that the time when and place where the short term ticket is so placed are consistent with a journey in a passenger vehicle or an entry to a designated area that is able to be authorised by the short term ticket; or
- (d) in the case of a short term ticket, if the myki reader is situated on a bus and the myki reader is, because of a defect in or failure of other equipment on the bus, unable to record the place where the myki is so placed or the bus route concerned, the following is recorded on both the short term ticket and the myki reader:
- (i) the time when the short term ticket is so placed; and
  - (ii) that the short term ticket was able to authorise a journey in the bus.

**‘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.

**‘tram stop’** means a part of a tramway designated by means of a sign where a tram stops for people to board and leave the tram.

**‘Transport Ticketing Authority’** or **‘TTA’** means the Public Transport Ticketing Body.

**‘Victorian Public Transport Concession Card’** or **‘VPTCC’** means a card entitling the holder to rely on a concession ticket, described in Chapter 5.

**‘Victorian resident’** means a person who lives at a Victorian address and is an Australian citizen or permanent resident of Australia.

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

**‘V/Line myki agent’** means the place of business of a retail agent in regional Victoria (ie, outside metropolitan Melbourne) equipped to sell and top up mykis, and make seat reservations on V/Line services.

**‘zone’** means:

- (a) Zone 1; and
- (b) Zone 2; and
- (c) a regional bus zone; and
- (d) a statewide zone.

**‘Zone 1’** means:

- for train services, the railway lines depicted as Zone 1 on the Melbourne Train Network map in Chapter 11; and
- for tram services, all of the tramways depicted on the Melbourne Tram Network map in Chapter 11; and
- for bus services, the bus routes, or parts of bus routes, specified as being in Zone 1 in the paragraphs and tables under the heading ‘Melbourne Bus Zones’ in Chapter 11.

**‘Zone 2’** means:

- for train services, the railway lines depicted as Zone 2 on the Melbourne Train Network map in Chapter 11; and

- for tram services, the parts of the following tramways depicted on the Melbourne Tram Network map in Chapter 11 –
  - Route 75 to Vermont South – Camberwell Road south-east of Bourke Road (Camberwell Junction) and Burwood Highway to the end of the route;
  - Route 86 to Bundoora – Plenty Road north-east of Tyler Street, Preston to the end of the route;
  - Route 109 to Box Hill – Whitehorse Road east of Balwyn Road, Balwyn, to the end of the route; and
- for bus services, the bus routes, or parts of bus routes, specified as being in Zone 2 in the paragraphs and tables under the heading ‘Melbourne bus zones’, ‘Melbourne bus routes extending outside the Melbourne metropolitan area’ and ‘Other bus routes’ in Chapter 11.

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.

#### Public transport day

For the purposes of this manual, in any condition specifying the period of an entitlement to travel in a passenger vehicle or to enter a designated area:

- (a) a reference to a day means the period commencing at 3am and ending at the following 3 am; and
- (b) a reference to a particular day means the period commencing at 3 am on that day and ending at 3 am on the following day.

#### Travelling within a zone or zones

For the purposes of this manual, to ‘**travel in a zone**’ or ‘**travel within a zone**’:

- (a) in relation to zone 1 or zone 2, means to travel in a passenger vehicle along a railway line or tramway depicted, or a bus route or part of a bus route specified, as being in, respectively, zone 1 or zone 2 and includes any entry to a designated area in the relevant zone; or
- (b) in relation to a regional bus zone, means to travel in a bus along a bus route, or part of a bus route, depicted as being in that zone; or
- (c) in relation to a statewide zone, means to undertake a journey in a V/Line train or a coach or a bus (other than a bus the route of which is in either or both of zone 1 or zone 2 or is referred to in subparagraph (b)) from, to or through a location that is part of such a zone and includes any entry to a designated area associated with that journey; and
- (d) in relation to a statewide zone, also includes an entry to a designated area in such a zone, other than an entry to a designated area referred to in subparagraph (c).

For the purposes of this manual, the number of statewide zones in which a customer travels is deemed to be the number derived by subtracting the zone number of the lowest numbered location that forms part of the relevant journey from the zone number of the highest numbered location that forms part of the journey and adding one.

#### Zone overlaps

For the purposes of this manual, a zone overlap is where the same part of a railway line, tramway or bus route, or a location, is depicted or specified as being in two consecutively numbered zones.

For the purposes of a customer’s travel, which zone applies depends on whether the customer is travelling to, or from, or entirely within, the zone overlap.

If the customer has travelled to the zone overlap from, or is travelling from the zone overlap to, the lower numbered zone or zones with a lower number than that zone, the lower numbered zone applies.

If the customer has travelled to the zone overlap from, or is travelling from the zone overlap to, the higher numbered zone or zones with a higher number than that zone, the higher numbered zone applies.

If the customer is travelling entirely within a zone overlap the customer must have a ticket that is valid for at least one of the zones.

### References to chapters

For the avoidance of doubt, for the purposes of this manual, a reference in a condition contained in this manual to a chapter with a number is a reference to the chapter of this manual designated by that number regardless of whether the number in the reference or the number in the relevant chapter heading is expressed in words or figures.

### Public holidays

For the purposes of this manual a reference to public holidays refers to the following days:

Tuesday	1 January	2013	New Year's Day
Monday	28 January	2013	Australia Day (day in lieu)
Monday	11 March	2013	Labour Day
Friday	29 March	2013	Good Friday
Saturday	30 March	2013	Saturday before Easter Sunday
Monday	1 April	2013	Easter Monday
Thursday	25 April	2013	ANZAC Day
Monday	10 June	2013	Queen's Birthday
Tuesday	5 November	2013	Melbourne Cup Day
Wednesday	25 December	2013	Christmas Day
Thursday	26 December	2013	Boxing Day

### 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**

**Public Transport Victoria (PTV)**

Customer feedback **1800 800 007**

Lost property (9 am–4.30 pm Mon–Fri) **9610 7512**

Emergencies and level crossing failures **9619 2999**

TTY **9619 2727**

Website **www.ptv.vic.gov.au**

Public Transport Victoria

PO Box 4724

Melbourne, Victoria 3001

**PTV Hub**

**Southern Cross Station**

Spencer Street

**Public Transport Infringement enquiries**

**Department of Transport**

Infringement Administration

Telephone payments **1300 303 505**

For a payment extension email **tia@transport.vic.gov.au** and include:

- infringement number;
- name;
- address (only if changed since offence);
- reason for extension;
- contact number.

Lost fines **1300 135 066**

**V/Line**

Customer information **1800 800 007**

Website **www.vline.com.au**

**Metro**

Customer feedback **1800 800 007**

**Yarra Trams**

Customer feedback **1800 800 007**

**Public Transport Ombudsman**

Telephone **1800 466 865**

TTY **1800 809 623**

Website **www.ptovic.com.au**

**myki mailbox**

myki Mailbox

PO Box 4318

Melbourne, Victoria 3001

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