



Public Transport Fares Guide

metlink 

metlink 

For metropolitan train, tram and bus information call
Metlink on **131 638** (TTY 9619 2727) 6am – midnight daily
or visit metlinkmelbourne.com.au



Contents

Fares guide for trains, trams and buses	1
Travelling with myki	2
myki fares	3
Travelling with Metcard	4
Metcard fares	5
Melbourne's fares and zones	6
Refunds and replacements	7
Concession, Companion and Carer cards	8
About Metlink	9
Passenger information	10
Hours of operation	11
Translated information	12

Maps

City Saver map	<i>inside back cover</i>
Tram network map	<i>inside back cover</i>
Train network map	<i>inside back cover</i>

Fares guide for trains, trams and buses.

Melbourne is progressively making the switch to a new ticketing system called myki. While this is happening you will notice two types of ticketing equipment on the public transport network.

During this time the number of myki sales and top up outlets will gradually increase.

You can choose to use either myki or Metcard to travel on Melbourne's trains, trams and buses, including V/Line services in Zone 1 + 2 to Melton and Sunbury. The existing Metcard ticketing system can still be used and will run alongside myki until December 2012. You can continue using Metcards until advised otherwise, or you can make the switch to myki when you feel ready.

Public transport is easy to use in Melbourne as one ticket gives you flexible travel between the three modes of transport. All Daily, multi-day and 2 hour tickets validated after 6pm, can be used until 3am.

When travelling on public transport you must always have a valid ticket. If you do not have a valid ticket or refuse to show your ticket on request to an Authorised Officer, you may have committed an offence under the Transport (Compliance & Miscellaneous) Act 1983 or its Regulations.

For information about travelling with a valid ticket, see pages 2 and 4, visit metlinkmelbourne.com.au or call **131 638** 6am – midnight daily.

For information about getting started with myki, see page 2, visit myki.com.au or call **13 6954 (13 myki)**.

Travelling with myki

myki is a durable, plastic smart card which stores value and can be used over and over again.

myki can store either a myki pass (consecutive travel days – seven days or between 28 and 365 days) or myki money (dollar value – for example \$20, \$50) and these are used to pay for your journey. When your myki money balance gets low or when your pass runs out, you just top up your card to keep travelling.

You can store both myki pass and myki money on your myki at the same time. That's because myki money can be used to pay for any travel outside of your myki pass zone/s.

Each time you enter a train station, a tram or a bus, you must touch on at a myki reader. Train and bus users need to touch off at the end of each trip for the lowest myki money fare. When travelling on a tram, you only need to touch off to get the lowest myki money fare if your whole trip is in Zone 2.

You can buy a myki:

- online at **myki.com.au**
- by calling **13 6954 (13 myki)**
- at the customer service centre or ticket window at Premium Stations[§]
- at the myki Discovery Centre at Southern Cross Station
- at the MetShop (Melbourne Town Hall, corner of Swanston and Little Collins streets).

You can top up your myki:

- at myki machines at metropolitan train stations and selected accessible tram stops and bus interchanges
- at more than 400 retailers where you see the myki sign
- online at **myki.com.au**
- by calling **13 6954 (13 myki)**
- at the MetShop (Melbourne Town Hall, corner of Swanston and Little Collins streets).

Please note: If you top up via the website or call centre allow at least 24 hours for processing. The money will appear on your card when you next touch on or use a myki machine.

[§] Premium Stations are train stations with a customer service centre staffed from first to last service seven days a week. See the inside back cover for a map locating Premium Stations across the network.

myki fares

myki money

		Zone 1	Zone 2	Zone 1 + 2
2 hour	Full	3.28	2.26	5.54
	Concession	1.64	1.13	2.77
Daily cap	Full	6.56	4.52	11.08
	Concession	3.28	2.26	5.54
Weekend cap – Saturday, Sunday or Public Holidays		—	—	3.30
Seniors Daily cap		—	—	3.60

myki pass

		Zone 1	Zone 2	Zone 1 + 2
7 day	Full	32.80	22.60	55.40
	Concession	16.40	11.30	27.70
Daily rate for 28 to 325* days	Full	4.02	2.68	6.22
	Concession	2.01	1.34	3.11

City Saver fares are not available on a myki.

* When you buy a myki pass for 365 days, you receive the equivalent of 40 days free travel.

myki fares effective from 1 January 2012.

Prices inclusive of Commonwealth Government GST.

Travelling with Metcard

Always validate your Metcard before entering and leaving the paid area of a train station and each time you board a tram or bus.

You can buy Metcards from:

- Metcard ticket machines at train stations, on trams (coins only) and most buses (limited selection)
- customer service centres at Premium Stations[§]
- retail outlets displaying the blue Metcard sign
- the MetShop at the Melbourne Town Hall (corner Swanston and Little Collins streets)
- the Melbourne Visitor Centre at Federation Square.

[§] Premium Stations are train stations with a customer service centre staffed from first to last service seven days a week. See the inside back cover for a map locating Premium Stations across the network.

For more information about Metcard visit metlinkmelbourne.com.au or call **131 638** 6am – midnight daily.



Metcard fares

Short term Metcards

		City Saver		
City Saver	Full	3.10		
	Concession	1.80		
		Zone 1	Zone 2	Zone 1 + 2
2 hour	Full	4.00	3.00	6.50
	Concession	2.60	2.00	3.70
Daily	Full	7.60	5.40	11.90
	Concession	4.00	3.00	6.30
Off-Peak Daily	Full	—	—	11.00
	Concession	—	—	5.50
Sunday Saver	Full	—	—	3.50
Seniors Daily	Concession	—	—	3.80

Value Metcards

		City Saver		
City Saver × 10	Full	24.40		
	Concession	12.20		
		Zone 1	Zone 2	Zone 1 + 2
10 × 2 hour 5 × Daily Weekly	Full	32.80	22.60	55.40
	Concession	16.40	11.30	27.70
Monthly	Full	122.80	82.20	189.20
	Concession	61.40	41.10	94.60
5 × Weekend Daily	Full	—	—	16.50
5 × Seniors Daily	Concession	—	—	18.00
10 × Early Bird (this is a no cost ticket)		—	—	—

Metcard fares effective from 1 January 2012. Metcards will be progressively withdrawn from sale in 2012. Types of tickets available and fares were correct at the time of printing.

Prices inclusive of Commonwealth Government GST.

Melbourne's fares and zones

Zones

Most fares are based on two zones, which can be seen on the network maps (see the inside back cover). Your ticket needs to be valid for the zone/s you will be travelling in.

For example, travelling from Frankston to the city requires a Zone 1 + 2 ticket, Clayton to Cranbourne requires a Zone 2 ticket and Prahran to the city requires a Zone 1 ticket.

When travelling in a zone where boundaries overlap, the ticket only needs to be valid for one of the zones. Check the network or bus route maps to see what zone/s you are travelling in.

Tram zone boundary

Tram passengers travelling across Zone 1 and 2 pay only a Zone 1 fare as the Zone 1 and 2 overlap extends to the end of routes 75, 86 and 109. This means you can travel all the way to the end of every tram route with a Zone 1 ticket. You should continue using a Zone 2 ticket for trips taken entirely within the Zone 1 + 2 overlap.

City Saver

You can use a City Saver Metcard for a single trip (one boarding) on a train, tram or bus travelling within the City Saver area, as shown on the map at the back of this guide. The City Saver Metcard is not transferable between trains, trams and buses. The City Saver fare is not available for myki customers.

NightRider buses

Normal fares apply. A daily or a 2 hour ticket first validated after 6pm can be used until 3am.

City Circle Tram

City Circle trams are free, so no ticket is required.

Refunds and replacements

Under certain conditions, refunds or replacements are available for damaged or defective myki cards or Metcards. A refund application form needs to be completed and an administration fee of \$9.80 may be charged.

For myki refund application forms and information, enquire at Premium Stations, staffed V/Line stations, the myki Discovery Centre at Southern Cross Station, the MetShop, by calling **13 6954 (13 myki)** or download a form from **myki.com.au**

For Metcard refund application forms and information, enquire at Premium Stations, the MetShop, call **131 638** or download a form from **metlinkmelbourne.com.au**



Concession, Companion and Carer cards

Children aged three years and under travel free. Concession fares are available for children aged four to 16 years or holders of an approved concession card. It is a condition of concession travel that your concession card be produced on request. Failure to do so may result in a fine.

Holders of the following cards are eligible to travel on concession fares:

- Victorian Health Care Card
- Australian Pensioner Concession Card*
- Victorian Public Transport Student Concession Card
- Victorian Seniors Card*
- Interstate Seniors Card
- Victorian Public Transport War Widow/War Veteran Concession Card
- Asylum Seeker Concession Card.

* Victorian Seniors Card holders, Disability Support Pensioners and Carer Payment recipients are eligible for free myki which contains a free weekend travel entitlement.

Companion Cards

This card is issued by the Victorian 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 cardholder on all public transport services when they are travelling with the cardholder.

Carer Cards

This card is issued by the Victorian Department of Human Services to eligible Victorian residents who are carers. Carer Card holders can apply for a Sunday Pass and travel for free on Sundays in Zone 1 and 2, on town buses within the Ballarat, Bendigo and Geelong transit systems and town bus services in Mildura and Warrnambool. Carer Card holders also receive two free travel vouchers a year to travel on metropolitan or regional services in off-peak times.

For more information on companion and carer cards, and concession entitlements, visit metlinkmelbourne.com.au or call **131 638** 6am – midnight daily.

About Metlink

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

It is Metlink's job to make train, tram and bus travel easier by providing clear and concise information on public transport services, fares and ticketing, via our call centre, website, mobile phone applications, brochures, advertising campaigns and signs that help you find your way.

For train, tram and bus information, visit metlinkmelbourne.com.au or call **131 638** 6am – midnight daily.



Passenger information

The MetShop

The MetShop on the corner of Swanston and Little Collins streets provides face-to-face contact with friendly staff to help with your public transport travel needs. You can also use the journey planner, buy public transport tickets and pick up timetables, maps and public transport brochures. Open Monday to Friday 9am – 5.30pm, Saturday 9am – 1pm. Closed Sundays and public holidays.

Southern Cross Station Information Centre

The Southern Cross Station Information Centre provides face-to-face public transport and visitor information for Melbourne and Victoria. Here you can pick up timetables, maps and brochures for public transport, plus receive information about what to do on your visit. The Centre is located on the ground floor at the Collins Street end of Southern Cross Station underneath the escalators. Open daily 6.30am – 8.30pm, with the exception of Christmas Day.

Metlink journey planner

Metlink's online journey planner helps you plan a journey on public transport between any two locations in Melbourne or Victoria. Simply enter your origin and destination and receive a customised trip plan detailing all services and connections. You can use the journey planner at metlinkmelbourne.com.au to plan your next trip.

Mobile phone tools

There are a number of mobile phone tools available to help you plan your journey. Metlink's free Android, iPhone and Nokia applications give you train, tram, bus and coach timetables. The applications also feature the Metlink journey planner, live tram information and maps.

To download an app for your phone, visit the Android Market, iTunes store (iPhone) or the Nokia Ovi store. Visit metlink.mobi from any internet enabled mobile phone to use the mobile departure board.

Metro's website has live updates for every train line. Visit metrotrains.com.au or m.metrotrains.com.au from your mobile.

For real-time tram arrival information, tramTRACKER® is available by phone, SMS, online or via the free iPhone application. Visit yarratrams.com.au for details.

V/Line Inform notifies passengers of any problems with their train via SMS and email. For more information visit vline.com.au/inform

Melbourne Visitor Centre

The Melbourne Visitor Centre at Federation Square is a one-stop shop for all your information needs about the city and other regions of Victoria including brochures, maps, event listings and travel booking service. Open 9am to 6pm every day except Christmas Day.

Hours of operation

Train and tram services normally operate 5am – midnight Monday to Saturday, with extended hours to around 1.30am on Friday and Saturday nights. On Sunday, trains and trams operate 7am – 11pm.

Many of Melbourne's bus routes have been upgraded and run 6am – 9pm Monday to Friday, 8am – 9pm Saturday and 9am – 9pm Sunday.

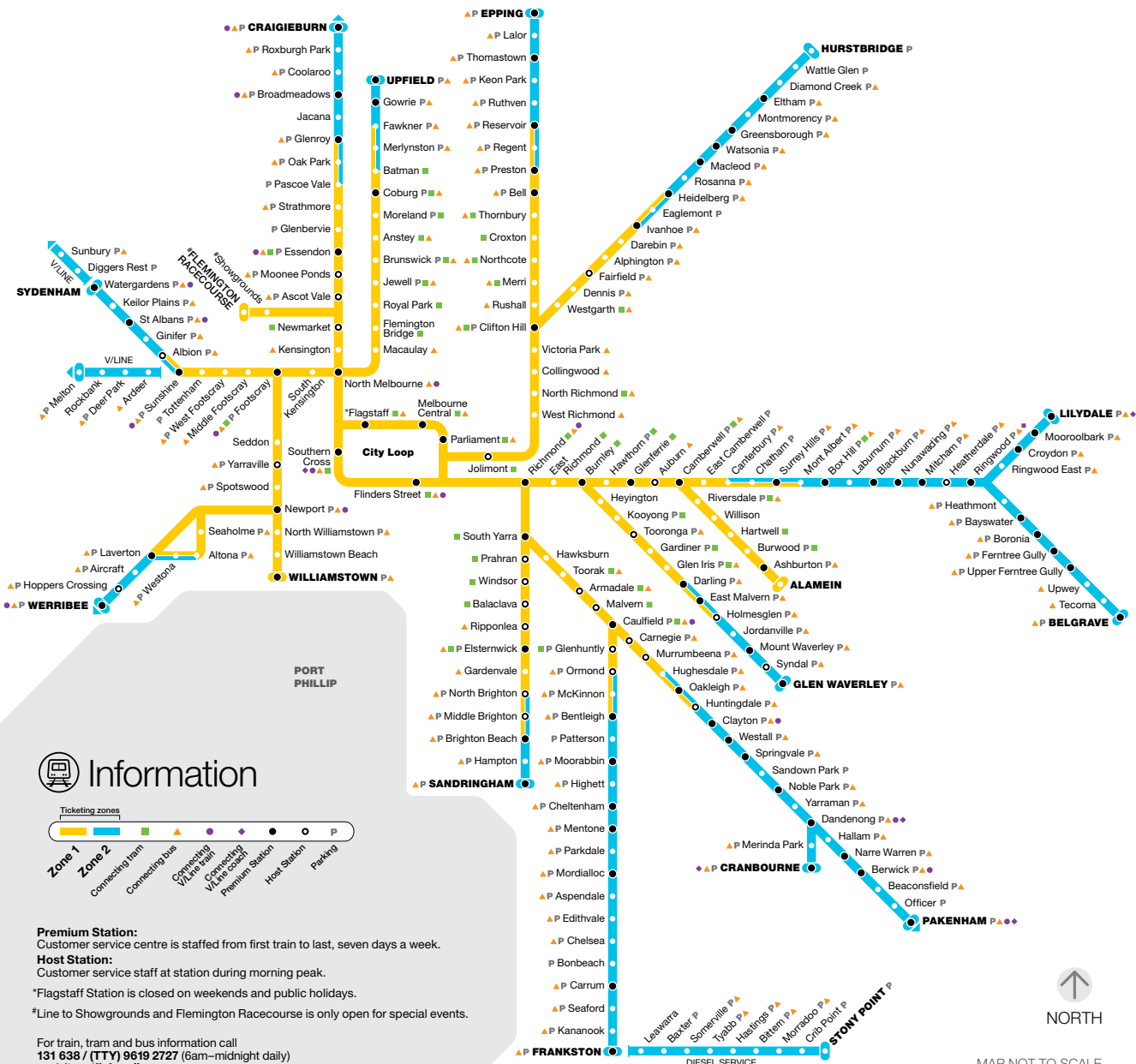
NightRider buses mostly run 1.30am – 4.30am on Saturday and between 1.30am – 5.30am on Sunday mornings.

For train, tram and bus timetables, visit metlinkmelbourne.com.au or call **131 638** 6am – midnight daily.

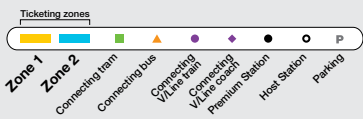
Translated information

For translated information

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



Information



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

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

*Flagstaff Station is closed on weekends and public holidays.

†Line to Showgrounds and Flemington Racecourse is only open for special events.

For train, tram and bus information call
131 638 / (TTY) 9619 2727 (6am–midnight daily)
or visit metlinkmelbourne.com.au



NORTH

