



Public Transport Travel Guide

metlink 



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Travelling conditions for trains, trams and buses

To ensure a safe and comfortable journey on public transport, there are a number of conditions that apply in Victoria.

The information in this guide will help you get around safely and easily when travelling with shopping jeeps, golf buggies, bikes, surfboards and pets.

When travelling on public transport you must always have a valid ticket. If you do not have a valid ticket when travelling on public transport 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.

Passengers may incur infringements for the following behaviours on public transport:

- placing feet on seats
- consuming alcohol
- indecent language
- forcing doors
- littering
- smoking.

Please note: no smoking is allowed on trains, trams, buses or under covered areas of train platforms, tram shelters or bus shelters.

Travelling with shopping jeeps and golf buggies

Shopping jeeps can be carried free on public transport services at all times. Supermarket trolleys are not permitted. Golf buggies and similar items can be carried for free on trains, trams and buses provided the comfort, access and safety of other passengers is not affected.

Bikes and surfboards

Bikes (except folding bikes – see next page) and surfboards are not permitted on trams, buses or regional town services.

Bikes and surfboards can be carried free on metropolitan trains, but passengers are requested to avoid heavily congested carriages or services. Bikes and surfboards must not obstruct passageways or doorways, or inconvenience passengers. Passengers with bikes and surfboards must not board at the first door of the first carriage at any time, as this area is reserved for passengers with wheelchairs.

Some train stations and major transport interchanges have bike lockers or bike cages which can be used to store bikes and related equipment such as helmets and safety vests. For more information, visit metlinkmelbourne.com.au

Folding bikes

Passengers can carry folding bikes free on all trains, trams and buses in Victoria under certain conditions.

Folding bikes can be carried on public transport provided they are folded and stowed in a bag that does not exceed the dimensions of 82cm long x 69cm high x 39cm wide, 51cm rims. They should not be placed on seats.

Folding bikes must not obstruct doorways or inconvenience other passengers. On buses, folding bikes cannot be stored in parcel racks. On V/Line trains and coaches, folding bikes cannot be stored in overhead luggage racks or parcel racks and must not obstruct walkways.

Travelling with pets

Guide dogs, hearing guide dogs, guide dogs in training and animals with an Assistance Animal Pass can travel for free on all public transport services.

Dogs on leads are permitted on metropolitan trains, but only if they are muzzled. Small animals can travel on metropolitan trains, trams and buses, but they must be in a closed container.

Small animals, including cats and dogs, are allowed on V/Line trains. The following conditions apply:

- Small animals must be carried in an approved animal container that is suitable for cats and small dogs, within the size specifications (56cm long x 30cm wide x 38cm high) and a maximum weight of 15kg (including pet).
- Small animals must be able to stand up straight, lie down without being cramped and turn around within the approved container.
- Only one approved container is allowed per adult ticket.
- Small animals in approved animal containers can be carried on loco-hauled services (in the luggage van), VLocity fleet (inside the passenger cabin, in the designated bike / luggage storage area) and Sprinters (inside the passenger cabin, in the designated luggage storage area).
- Owners must clean up any mess created by their animal.
- Owners are advised to travel outside peak times.
- Dangerous dogs are not permitted to travel on V/Line services.
- V/Line conductors will determine whether there is enough space for small animals.

Assistance Animal Pass

The Assistance Animal Pass has been developed to help people with an ongoing disability (including issues relating to ageing and psychiatric illness) who are unable to use public transport without an approved assistance animal. For more information or to apply for the pass visit metlinkmelbourne.com.au or call **131 638**.

Accessibility

Public transport services in Victoria are progressively being made accessible to people with special needs, so all members of the community can access train, tram and bus services. A number of programs and initiatives are underway to achieve this goal.

For the dimensions of mobility aids that can be accommodated on public transport and for travelling information visit metlinkmelbourne.com.au or pick up a copy of the Using mobility aids on public transport from the MetShop, Premium Stations or call **131 638**.

Authorised Officers

Authorised Officers are employed by public transport operators to improve customer safety, provide customer information, help during special events and ensure passengers are travelling with a valid ticket.

Authorised Officers have the authority to*:

- see your ticket and concession identification where appropriate, even when you have left the vehicle or a paid area of a station

If an Authorised Officer believes an offence has occurred, they can*:

- ask for your name and address
- ask to see evidence which confirms your identity
- lawfully arrest you until satisfied your name and address are verified
- lawfully arrest you until the police arrive if you refuse to comply
- tickets must be surrendered to officers for use as evidence when requested otherwise a further offence is committed.

* The above represents just some of the powers of Authorised Officers. The powers are exercised under and subject to the Transport (Compliance and Miscellaneous) Act 1983. Any information obtained in the exercise of these powers is collated, retained and used in accordance with the Information Privacy Act 2000 and the Transport (Compliance and Miscellaneous) Act 1983.

It is important to note that Authorised Officers do not issue infringement notices or fines to passengers. Instead, they provide a report of the situation to the Department of Transport. The Department of Transport then determines whether the matter should be progressed and an infringement notice (fine) issued. The money from the fine goes directly to the Victorian Government except for a small administration fee which is paid to the operator to help offset the costs of enforcement.

Customer feedback lines are in place to accept your feedback. If you feel you have been treated unfairly by an Authorised Officer you can contact Metlink or the public transport operator with your feedback. However, please understand that reported matters will not be withdrawn simply because you are annoyed or angry about being reported.



Customer feedback

Feedback is an important tool that Victoria's public transport operators use to improve the public transport network. Every enquiry, suggestion, complaint and compliment helps to create a better public transport network.

If you have any feedback about public transport, please contact Metlink customer feedback online at metlinkmelbourne.com.au, call **131 638** 6am – midnight daily (TTY 9619 2727), or by mail at GPO Box 4693, Melbourne VIC 3001.

You can also contact public transport operator feedback lines on:

Metro Trains **1800 MY METRO (1800 69 63876)**
(6am – midnight daily)

Yarra Trams **1800 800 166** (6am – midnight daily)

Buses Contact the relevant bus company. If you are unsure who the operator is call Metlink on **131 638** (6am – midnight daily)

V/Line **1800 800 120** (6am – midnight daily)

Public transport organisations

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 tools, brochures, advertising campaigns and signs that help you find your way.

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

Viclink

Viclink is your one-stop-shop for public transport information in regional Victoria. For information about travelling on trains, coaches and buses in regional Victoria, call **136 196** or visit viclink.com.au

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.

Platform 1 offers train travel information via SMS and email. Visit metrotrains.com.au for details.

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



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