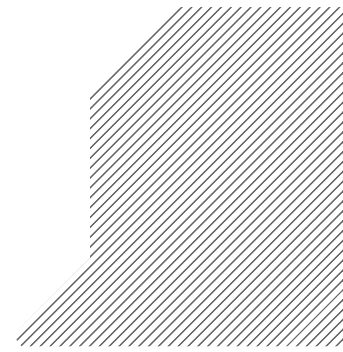


# 06

**Short term tickets**

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# Short term tickets



## Short term tickets

Victoria's ticketing system operates on train, tram and bus services. While using a myki is the cheapest and easiest way to travel, short term tickets are also available. They are more expensive than the equivalent myki fare.

Short term ticket fares for metropolitan Melbourne are given in the table below. A complete list of fares for all zones across Victoria is shown in the table on pages 59-60.

### MELBOURNE SHORT TERM TICKET FARES

		Zone 1	Zone 2	Zone 1-2
2 hour	Full	\$3.70	\$2.80	\$5.80
	Concession	\$2.30	\$1.70	\$3.30
Daily	Full	\$6.80	\$4.80	\$10.60
	Concession	\$3.70	\$2.70	\$5.60

## Choosing the right short term ticket

Although short term tickets are not as economical nor as flexible as myki money, they can still be used for an unlimited number of journeys on any train, tram or bus for a set period. Within the nominated zone(s) a customer may board any train, tram or 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 3.00pm and they touch on to a tram at 2.55pm, the ticket will be valid for their entire trip on that tram even if they touch off after 3.00pm

Note that a reference to a day means the period commencing at 3.00am and ending at the following 3.00am, and a reference to a particular day (eg, Sunday) means the period commencing at 3.00am on that day and ending at 3.00am on the following day.

## 2 hour ticket

Allows unlimited train, tram and bus 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 11.00 am and a ticket activated at 9.05 am will expire at 12.00 noon.

Tickets first activated between 6.01pm and 11.59pm are valid until the end of the day.

To ensure customers are able to complete long journeys on V/Line services, where a customer purchases a 2 hour ticket for a journey of at least 6 zones, the ticket will be valid for an additional hour for every multiple of 6 zones travelled. For example, a Ballarat to Melbourne (zone 1-8) short term ticket activated at 9.30am would be valid until 1.00pm. This enables regional customers travelling to Melbourne to use metropolitan public transport until the expiry of their ticket.

## Daily ticket

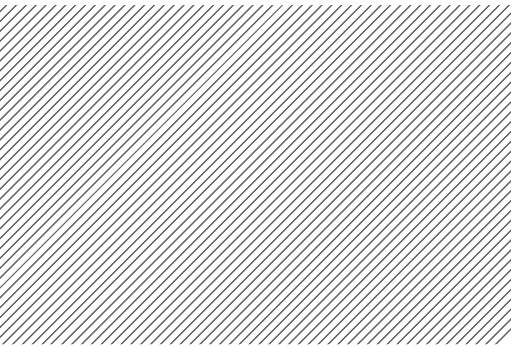
Allows unlimited train, tram and bus travel within the zone(s) programmed on the ticket until the end of the day on which it was activated.

## Off-peak tickets

For customers travelling in three or more zones, Off-peak 2 hour and Off-peak Daily short term tickets are available. Validity and conditions are identical to 2 hour and Daily short term tickets as described above, except as limited below.

Off-peak 2 hour and Off-peak Daily short term tickets are not valid for travel on business days on services arriving in zone 1 before 9.00am or departing zone 1 between 4.00pm and 6.00pm.

Concession Off-peak 2 hour and concession Off-peak Daily short term tickets are not valid for travel on Saturdays or Sundays.



## Where to buy short term tickets

When the new ticketing system is fully implemented, customers will be able to purchase short term tickets from:

- Staffed railway stations
- Myki machines at most railway stations, selected bus interchanges and tram stops
- On board buses\* and coaches
- Myki machines on board trams
- V/Line ticket agents and some regional myki retailers (for V/Line travel only)
- The MetShop
- From the conductor on board V/Line trains (where there is no reasonable opportunity to purchase before travel)

\* Customers who board a bus at the Doncaster Park and Ride are not permitted to purchase a short term ticket on board the bus. Short term tickets are not available for sale on board buses operating on metropolitan bus route number 401.

	RAILWAY STATION CUSTOMER SERVICE CENTRE AND THE METSHOP	MYKI MACHINES AT RAILWAY STATIONS AND SELECTED BUS/ TRAM STOPS ◊	ON BOARD TRAM * ◊	ON BOARD BUS AND COACH ◊	V/LINE TRAIN CONDUCTOR ◊	V/LINE TICKET AGENTS
<b>SHORT TERM TICKET</b>						
2 hour	✓	✓	✓	✓	✓	✓
Daily	✓	✓	✓	✓	✓	✓
<b>PAYMENT METHODS</b>						
Coins	✓	✓ ~	✓ ~	✓	✓	✓
Notes	✓	✓	✓	✓	✓	✓
EFTPOS#	✓	✓				✓†
Credit cards	✓ ^	✓ ^#				✓†
Myki money	✓	✓	✓	✓		✓

◊ Maximum change provided is \$10.

\* Only zone 1,2 and 1-2 short term tickets available.

~ 5 cent coins not accepted.

† Where facilities available.

^ Visa and Mastercard only.

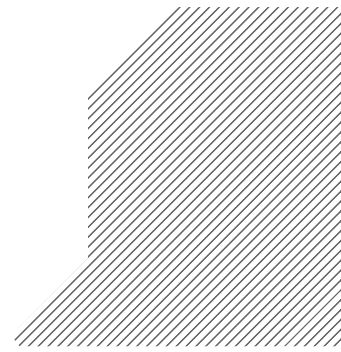
# PIN required.

## V/Line services

Customers **must** purchase a ticket before travel where a reasonable opportunity exists to do so.

Not all regional stations are fitted with myki machines. If there is no reasonable opportunity to purchase a short term ticket prior to travel, it must be purchased on V/Line trains from the conductor or from the driver on V/Line coaches.

# Short term tickets



## Using short term tickets

Short term tickets are issued as disposable smartcards and have the validity details electronically encoded on the ticket.

### On-vehicle

Short term tickets purchased on board trams and buses and V/Line train (and coach) services are automatically touched on for that trip only and need to be touched off upon exiting the vehicle or station paid area. If the customer transfers to another service, the ticket must be touched on again upon entering the vehicle or station paid area and touched off again upon exiting the vehicle or station paid area.

### Off-vehicle

Short term tickets purchased from myki machines at stations, tram or bus stops, the MetShop, customer service centres at railway stations and V/Line ticket agents are not active at the time of purchase. The ticket will be activated when touched on by the customer upon entry to a vehicle or station paid area and must be touched off upon exit. Tickets must be used within one year of purchase.

## Touching on/off short term tickets

Customers are required to ensure that they travel with a valid myki or short term ticket. It is an offence to travel without a valid ticket for the entire journey and customers who do so risk being fined.

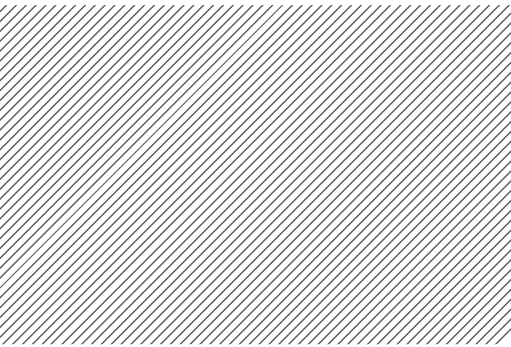
The customer must touch on and touch off their short term ticket in accordance with the requirements stated in chapter 8.

Most train stations have myki readers at the entrance to the platform. Readers are installed adjacent to doorways on trams and buses.

To touch on/touch off a short term ticket, a customer must present it to the reader. A message on the screen and an audible tone will indicate if the ticket is valid for travel.

Some train stations have electronic barriers which are opened by presenting the short term ticket to the reader. If the touch is unsuccessful, the barrier will not open and customers should seek assistance from staff. Even if station barriers are open, customers must touch on before travelling.

Short term tickets which are unable to be touched on (for example, because they are damaged) are not valid for travel. (See page 74 for details of reimbursement procedures.)



## Concession short term tickets

### Infants

Infants under 4 years of age travel free on public transport services in Victoria and do not require a ticket. They must be accompanied by a responsible person. On V/Line reserved services, seats for children under 4 years old may be reserved without charge.

### Concession

Children 16 years and under, and customers with the following valid concession cards, are permitted to travel using concession short term tickets:

- Victorian Public Transport Concession Card
- Victorian or interstate Seniors Card
- Australian Pensioner Concession Card
- Health Care Card (with a Victorian address)
- War Veterans/War Widows

Concession customers (except children) must carry valid concession identification to prove eligibility for concession entitlement (see pages 43-45).

Only one concession short term ticket fare exists for each ticket type (2 hour and Daily) for all concession holders (ie, tickets are not priced separately for each concession type).

## Other services

### Group travel permit

A group travel permit allows a group of 12 or more people (maximum of 35 people on trams, 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. The fare charged for the group is the concession fare of the selected short term ticket type multiplied by the number of customers. The conditions applicable to the permit are the same as those for the selected ticket type.

Group travel permits must be purchased in advance to allow accommodation requirements to be confirmed where necessary by calling 9619 2338. Groups may not be able to be accommodated on some services at times of peak demand.

At some locations, group travel permits may be issued as multiple individual concession short term tickets.

### Telebus

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). Surcharges are available from the driver.

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)

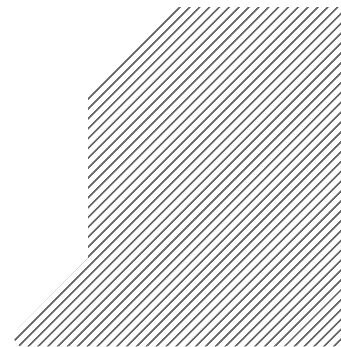
PICKUP/DROP OFF SURCHARGE	FULL FARE	CONC.
Single trip	\$0.90	\$0.60

### First class travel

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

A first class fare must be paid to travel in first class. The first class fare is an upgrade fee paid in addition to the normal fare. First class upgrades are sold by conductors on board the train, or can be pre-purchased at staffed railway stations, V/Line ticket agents or the MetShop.

# Short term tickets



## Off-Peak to Peak Upgrade

Customers holding an off-peak ticket making a journey for which an off-peak ticket is not valid must purchase an Off-Peak to Peak Upgrade (or purchase a valid peak ticket for their whole journey).

The Off-peak to Peak Upgrade is available from staffed V/Line stations, V/Line ticket agents and the conductor on board the train.

## 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 the Director of Public Transport, subject to meeting the following conditions:

- All event tickets or delegate passes must be valid on a specific date or dates, which are to be 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 (eg. 'print your own' ticket systems 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, including Melbourne Park, Olympic Park, Victorian Arts Centre (including the Sidney Myer Music Bowl), Etihad Stadium, the Melbourne Cricket Ground and theatres in the CBD.
- Events and conferences must not start on business days before 9.30am or finish between 4.00 pm and 6.00 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 holders, and assumes that not all people will use public transport.

The fee includes unlimited travel within zones 1-2 on the day(s) of the event. This fee only covers free travel, and does not include the cost of providing additional services. For more information, please contact the Department of Transport on 9655 3333 or email [event.notification@transport.vic.gov.au](mailto:event.notification@transport.vic.gov.au).