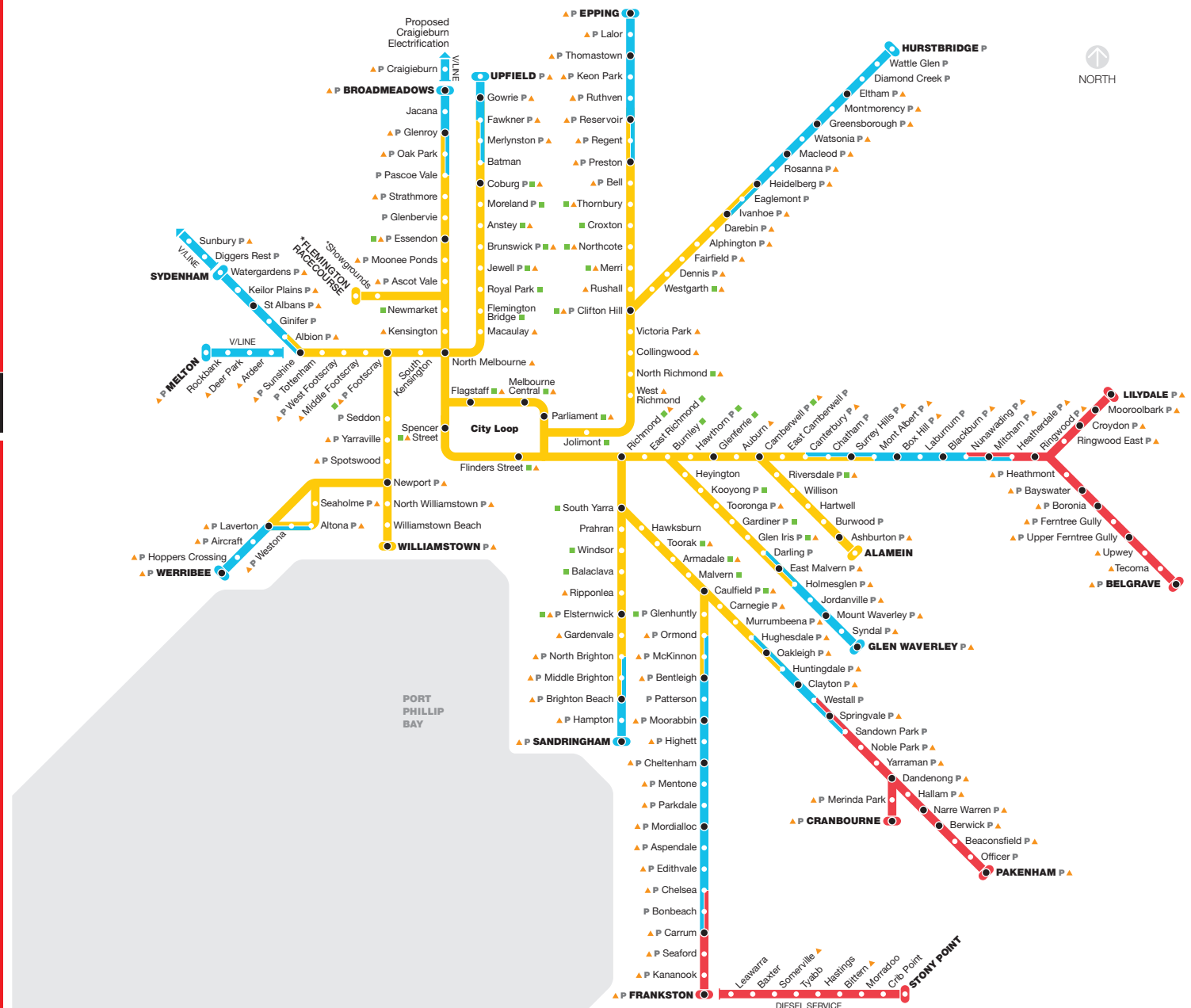


# Melbourne Train Network



NORTH



**Connex Trains**  
1800 800 705  
1800 001 050  
9610 7512

Customer Feedback Line (6am – 10pm daily).  
Emergency and level crossing failure.  
Lost property (8am – 5pm Monday to Friday).  
Visit: [www.connexmelbourne.com.au](http://www.connexmelbourne.com.au)

**Yarra Trams**  
1800 800 166

Customer Feedback Line and lost property enquiries  
(6am – 10pm daily).  
Visit: [www.yarratrams.com.au](http://www.yarratrams.com.au)

**M>Tram**  
1800 800 120

Customer Feedback Line (6am – 10pm daily).  
Lost property enquiries (8am – 5pm Monday to Friday)  
Call 131 638 to find out which depot covers the tram you  
were on then ring:  
Brunswick depot 9610 3342  
Essendon depot 9619 3725  
Glenhuntly depot 9619 3125  
Malvern depot 9619 3929  
Visit: [www.movingmelbourne.com.au](http://www.movingmelbourne.com.au)

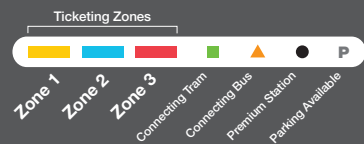
**M>Train**  
1800 001 050  
1800 800 120  
9610 5854

Emergency and level crossing failure.  
Customer Feedback Line (6am – 10pm daily).  
Lost property enquiries (10am – 5.45pm Monday to Friday).  
Visit: [www.movingmelbourne.com.au](http://www.movingmelbourne.com.au)

**Metropolitan  
Bus Operators**  
131 638

Local bus timetable and service enquiries  
(6am – 10pm daily).  
Visit: [www.metlinkmelbourne.com.au](http://www.metlinkmelbourne.com.au)

## Information

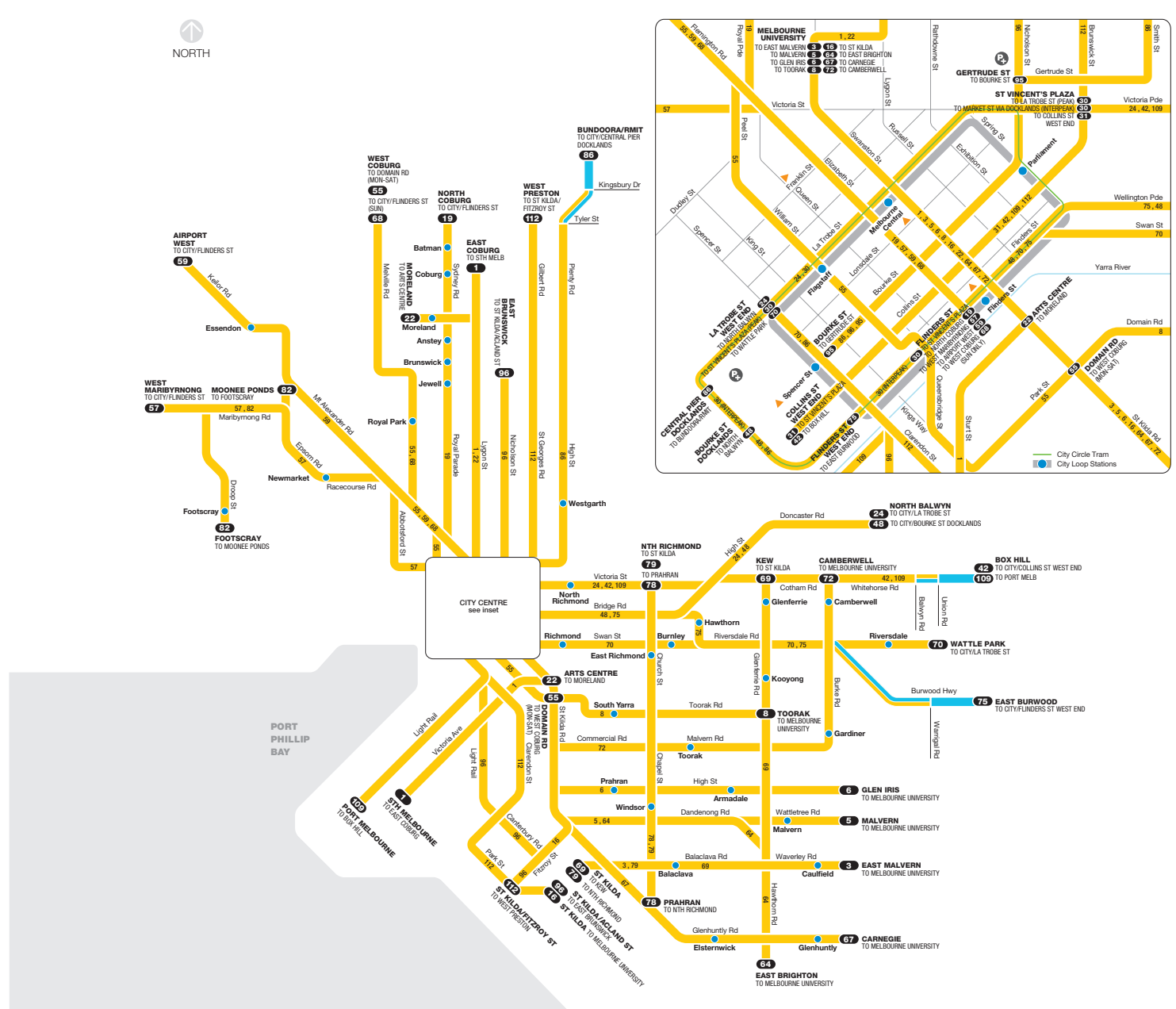


**connex** Lines: Alamein, Belgrave, Epping, Glen Waverley, Hurstbridge, Lilydale

**M>Train** Lines: Broadmeadows, Cranbourne, Frankston, Melton, Sydenham, Pakenham, Sandringham, Upfield, Werribee, Williamstown

**Premium Station:**  
Staffed customer service centre.  
\*Line to Showgrounds and Flemington Racecourse, only open for special events.

# Melbourne Tram Network



NORTH



**WEST COBURG**  
1800 800 166

Customer Feedback Line (6am – 10pm daily).  
Emergency and level crossing failure.  
Lost property (8am – 5pm Monday to Friday).  
Visit: [www.connexmelbourne.com.au](http://www.connexmelbourne.com.au)

**Yarra Trams**  
1800 800 166

Customer Feedback Line and lost property enquiries  
(6am – 10pm daily).  
Visit: [www.yarratrams.com.au](http://www.yarratrams.com.au)

**M>Tram**  
1800 800 120

Customer Feedback Line (6am – 10pm daily).  
Lost property enquiries (8am – 5pm Monday to Friday)  
Call 131 638 to find out which depot covers the tram you  
were on then ring:  
Brunswick depot 9610 3342  
Essendon depot 9619 3725  
Glenhuntly depot 9619 3125  
Malvern depot 9619 3929  
Visit: [www.movingmelbourne.com.au](http://www.movingmelbourne.com.au)

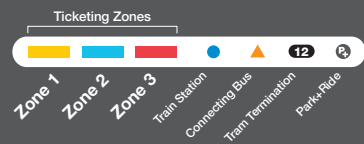
**M>Train**  
1800 001 050  
1800 800 120  
9610 5854

Emergency and level crossing failure.  
Customer Feedback Line (6am – 10pm daily).  
Lost property enquiries (10am – 5.45pm Monday to Friday).  
Visit: [www.movingmelbourne.com.au](http://www.movingmelbourne.com.au)

**Metropolitan  
Bus Operators**  
131 638

Local bus timetable and service enquiries  
(6am – 10pm daily).  
Visit: [www.metlinkmelbourne.com.au](http://www.metlinkmelbourne.com.au)

## Information



**YARRA TRAMS** Routes: 24, 30, 31, 48, 70, 75, 86, 95, 96, 109, 112

**M>Tram** Routes: 1, 3, 5, 6, 8, 16, 19, 22, 55, 57, 59, 64, 67, 68, 69, 72, 78, 79, 82

# Fares and Travel Guide 2004



It's easy to travel on Melbourne's extensive transport network. One ticket can give you flexible travel between trains, trams and buses. Just buy a ticket, validate it and travel.

Standard Fares							
Zones		1	2	3	1 2	2 3	1 2 3
2 Hour	Full	3.00	2.20	2.20	5.00	4.00	7.00
	Concession	1.70	1.20	1.20	2.60	2.20	3.50
2 Hour x 10	Full	26.00	18.00	18.00	44.00	36.00	58.50
	Concession	13.50	9.50	9.50	22.50	18.50	25.50
Daily	Full	5.80	4.00	4.00	9.40	7.80	12.30
	Concession	3.00	2.20	2.20	4.80	4.00	5.40
Daily 5 Pack	Full	26.00	18.00	18.00	44.00	36.00	58.50
	Concession	13.50	9.50	9.50	22.50	18.50	25.50
Weekly	Full	25.00	17.20	17.20	42.60	34.70	52.00
	Concession	12.40	8.50	8.50	21.20	17.20	24.00
Monthly	Full	93.80	62.90	62.90	144.90	127.10	177.30
	Concession	47.20	31.40	31.40	72.50	63.30	83.70
Yearly	Full	990.00	690.00	690.00	1,620.00	1,360.00	1,990.00

Other Metcards and Products		
	Full	Concession
60 Plus ticket (Zones 1+2+3)		2.80
City Saver (Zone 1)	2.20	1.20
City Saver x 10 (Zone 1)	19.00	9.00
Group Traveller (Zone 1+2+3)		24.60
NightRider (2 hour)	6.00	
NightRider (2 Hour) City – Melton/Bacchus Marsh	8.20	
NightRider (2 hour) Frankston	2.20	
Off-Peak Saver (Zone 2)	8.20	4.00
Off-Peak Saver (Zone 3)	11.00	5.20
Public Transport Map	2.20	

## Hours of operation.

Train and tram services normally operate between 5am and midnight, Monday to Saturday, and 8am to 11pm Sundays. For train, tram and bus timetable or service enquiries, call Metlink on **131 638**.

Effective 1 Jan 2004. Price inclusive of Commonwealth Government GST.

## Metcard. Your ticket to Melbourne.

Melbourne's automated ticketing system operates on all train, tram and bus services in the metropolitan area, with electronically-encoded tickets called Metcards.

You can pre-purchase Metcards from Customer Service Centres at Premium Stations<sup>1</sup> or from more than 900 retail agents displaying Metcard signs, the MetShop at the Melbourne Town Hall, on the corner of Swanston and Little Collins Streets, Melbourne Visitor Centre at Federation Square and Metcard ticket machines at train stations.

A limited selection of Metcards is available on buses and from **coin-only** ticket machines on trams, for passengers who have not pre-purchased tickets.

You can also buy Metcards over the phone. Just ring the Metcard Helpline on **1800 652 313** and quote your Bankcard, Visa or MasterCard number. A minimum \$10 purchase applies.

And in 2004 you will also be able to purchase Metcards via the Internet. Visit [www.metlinkmelbourne.com.au](http://www.metlinkmelbourne.com.au) for more information.

**Please note: failure to travel with a validated ticket could lead to a fine.**

## Buying the right Metcard.

Most fares are based on three zones, which can be seen on the network maps. For your journey, simply select the zone/s you will be travelling in. For example, travelling from Frankston to the city requires a Zone 1+2+3 Metcard, while St Albans to Prahran requires a Zone 1+2 Metcard.

The City Saver Metcard is also available for use in the City Saver area and is designed for travel within the central business district for one single journey only.

Concession fares for most tickets are available for holders of appropriate concession card entitlements (see 'Concession Cards' in this brochure for more information about concession entitlements).

## Validating your Metcard.

Metcards must be validated before entering a train platform or each time you board a tram or bus. However, when purchasing your Metcard from a ticket machine on a tram, it is automatically validated for that journey only. Remember to always check the expiry details printed on the back of your Metcard after validation.

<sup>1</sup> Premium Stations are train stations with a customer service centre staffed for all trains seven days a week. See over for a map locating premium stations across the network.

For all train, tram and bus information and timetables call **131 638** (6am – 10pm daily) or visit [www.metlinkmelbourne.com.au](http://www.metlinkmelbourne.com.au).

## Metcards for multiple journeys.

**2 hour Metcards** allow unlimited tram, train and bus travel for at least 2 hours within selected zones and are available from all outlets.

**10 x 2 hour Metcards** allow ten 2 hour trips and are available from retail outlets displaying the Metcard sign, the MetShop and Metcard Helpline.

**Daily Metcards** allow unlimited train, tram and bus travel for a whole day within selected zones and are available from retail outlets displaying the Metcard sign, on board trams or buses, train stations, the MetShop and Metcard Helpline.

**Daily 5 Packs** include five Daily Metcards in one booklet at a discounted price and are available from retail outlets displaying the Metcard sign, the MetShop and Metcard Helpline.

**Weekly Metcards** allow for seven days of unlimited train, tram and bus travel within selected zones and are available from retail outlets displaying the Metcard sign, train stations, the MetShop and Metcard Helpline. Weekly Metcards can be used for weekend travel across all zones irrespective of selected zones on tickets.

**Monthly or Yearly Metcards** allow for unlimited train, tram and bus travel for an entire calendar month or year within selected zones. Monthly Metcards are available from retail outlets, train stations, the MetShop and Metcard Helpline. Yearly Metcards are available from the MetShop and Premium Stations<sup>1</sup>. Monthly and Yearly Metcards can be used for weekend travel across all zones irrespective of selected zones on tickets.

**60 Plus Metcards** are only available to Victorian Seniors Card holders and can be used for travel all day on trains, trams and buses across all zones. 60 Plus Metcards are available on board trams and buses or from train stations, the MetShop, the Metcard Helpline and retail outlets displaying the Metcard sign.

## Metcards for single journeys.

**City Saver Metcards** allow for one single trip on 2 of the 8 designated stations, trams or buses travelling entirely within the City Saver area (see [www.metlinkmelbourne.com.au](http://www.metlinkmelbourne.com.au) for details of boundaries and conditions). The City Saver is designed for travel in and around the central business district as well as to key Melbourne landmarks and is available on board trams and buses, and from train stations located within the City Saver area.

**City Saver x 10 Metcards** allow for ten trips for less than the price of nine and are available from retail outlets displaying the Metcard sign in close proximity to the City Saver area, the MetShop, Melbourne Visitor Centre at Federation Square and the Metcard Helpline.

Save time by pre-purchasing your Metcard.

## Metcards for off-peak travel.

**Off-Peak Saver Metcards** purchased in Zone 2 are valid on all trains, trams and buses in Zones 1+2 after 9am on weekdays (not valid on public holidays). Off-Peak Saver tickets purchased in Zone 3 are valid on all trains, trams and buses in Zones 1+2+3 after 9am on weekdays (not valid on public holidays). Off-Peak Saver Metcards are available from Premium Stations<sup>1</sup> and Metcard ticket machines in Zones 2+3. This type of Metcard is not valid on Saturdays or Sundays.

## Metcards for groups.

**Group Traveller Metcards** allow for up to two adults and up to six children to travel on the one ticket at a discounted price. Children must be under 15 or hold a Victorian Public Transport Primary/Secondary Student Concession Card which must be produced on request. Group Traveller Metcards are available from Premium Stations<sup>1</sup>.

**Pre-Paid Group Travel** allows groups of 12 or more, travelling together, to travel at concession fares on train, tram and bus services on any day of the week. Details and bookings can be made at Premium Stations<sup>1</sup> and the MetShop.

**The Melbourne Delegate Card** provides all-day travel within Zone 1 on trains, trams and buses for conference and seminar visitors. Call (03) 9616 6000 for further information.

## Concession Cards.

Concession tickets priced at around half the full fare for most ticket types are available for children under 15 years and holders of the following approved Victorian concession cards. You can only travel on a concession ticket if you hold one of the following concession cards, which must be carried at all times and produced on request. Failure to do so could result in a fine. Children under four years travel free on all services.

**Student Concession Cards:** Available for primary, secondary or tertiary students. Call Metlink on 131 638 for details.

**Accepted Health Care Cards:** Available to Victorian Health Care card holders only with the payment type code SA, NS, YA, SL, or WA printed in the Payment Type code box.

**Pensioner Concession Cards:** Holders of a current Pensioner Concession Card from any State are entitled to concession fares on metropolitan trains, trams and buses.

**Victorian Seniors Cards:** Issued to Victorian residents aged 60 years and over, who work less than 35 hours per week.

Passengers travelling on concession tickets must carry their concession entitlement card at all times.

## Fare refunds and replacements.

Under certain conditions, refunds are available for tickets valid for one week or longer. Only lost yearly tickets or student passes may be replaced. A statutory declaration is required and a fee is charged for replacements. All other tickets are the responsibility of the purchaser and no refunds or replacements will be given.

- For refund application forms and information, enquire at Premium Stations<sup>1</sup>, the MetShop at the Melbourne Town Hall on the corner of Swanston and Little Collins Streets, or call the Metcard Helpline on **1800 652 313**.
- For ticket and equipment malfunctions call the Metcard Helpline on **1800 652 313** or notify customer service staff.

## Travelling with prams, bicycles and surfboards.

Prams, pushers or baby carriages may be carried free of charge at all times.

Bicycles and surfboards may be carried free on trains but are not permitted on buses and trams. Passengers travelling with bicycles or surfboards are requested to avoid using peak hour trains where possible.

## Travelling with pets.

Pets can travel free of charge on trains, trams and buses. On trams and buses, pets must travel in a suitable container. On trains, pets must be on a lead or in a suitable container and large dogs must be muzzled.

## City Circle Tram.

The free City Circle Trams travel the perimeter of the central business district every day between 10am and 6pm, except Christmas Day and Good Friday. Extended hours of operation between 10am and 9pm occur on Thursday, Friday and Saturday during daylight saving time.

## NightRider buses.

The NightRider buses travel from the city to the suburbs in the early hours, departing Swanston Street (between Collins and Flinders Streets) hourly from 12.30am to 4.30am on Saturday and Sunday mornings, with connecting services to the Crown Casino. Buses go to Bayswater, Belgrave, Craigieburn, Croydon, Lilydale, Dandenong, Eltham, Epping, Frankston, Melton, St Albans and

Werribee. Onboard mobile phones are available for taxi bookings (freecall) or to call a friend to meet you for \$1.

For more information call Metlink on **131 638** between 6am – 10pm daily.

## General information.

Timetables, maps and brochures are available at the MetShop, located at the Melbourne Town Hall on the corner of Swanston and Little Collins Street, the Melbourne Visitor Centre at Federation Square, on-line at [www.metlinkmelbourne.com.au](http://www.metlinkmelbourne.com.au) or call Metlink on **131 638**. Service-specific timetables are also available at Premium Stations<sup>1</sup>, on board trams and at bus depots.

Metcard Helpline (TTY) **1800 652 313**.

Transport Infringement enquiries  
Level 6, 80 Collins Street Melbourne **1300 135 066**.

School and Community Safety Education Programs  
(8.30am – 5pm Monday to Friday) **9655 6695**.  
Visit [www.doi.vic.gov.au/transport](http://www.doi.vic.gov.au/transport)

**Passengers with special needs.**

Contact Metlink on **131 638** or V/Line on **136 196**.

To book the St Kilda/Port Melbourne wheelchair accessible minibus call toll-free **1800 012 061**.

Disability services: for assistance at Spencer Street Station and country stations **9619 2300**.

Travellers Aid **9654 2600** (8am – 5pm Mon – Fri)  
or Spencer Street **9670 2873** (7.30am – 7.30pm Mon – Fri and 7.30am – 11.30am Sat & Sun).

## V/Line services.

V/Line operates trains and coaches throughout Victoria and interstate. Inter-City services link major provincial cities, while high frequency Inter-Urban services operate to Geelong, Ballarat, Kyneton, Seymour and Traralgon.

**Timetable information and reservations.**

Visit [www.vlinepassenger.com.au](http://www.vlinepassenger.com.au) or call **136 196**.

**9619 2727** TTY callers.

**1800 800 120** Customer Feedback Line (6am – 10pm daily).

