



If you have any questions about the new system, there will be staff to assist you. **More than 300 Customer Service Employees** will be introduced to the Met network over the next 18 months, to help customers with the new system.

These staff have been fully trained to assist customers with travel enquiries. They will be a mobile force, able to move more freely across the system as they are needed.

Metcard – part of the Met's move from a system to a service.

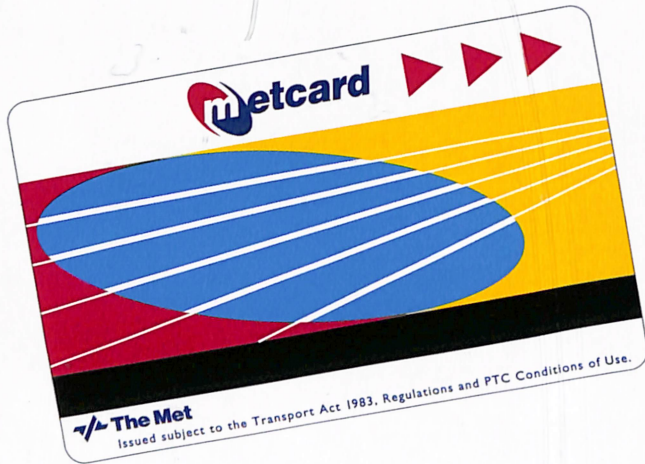


Everything you need to know about automated ticketing in three words.



What?

The Met is introducing a simpler, faster and smarter way to travel.



Automated ticketing will be easy to use, will make the Met more accessible to customers and will limit fare evasion.

Metcard is a credit card sized ticket with a magnetic stripe which is programmed with ticket information. Each time you travel you will quickly Check-In your Metcard at the Check-In point on trams, buses and at stations.

All current fare choices will be available using Metcard, as well as the new, money saving Metcard 10.



A Metcard using smartcard technology will provide faster access to the Met network, and will be available to customers with disabilities and eventually to other groups of frequent users. These cards will operate on radio transmissions and therefore will not have to be placed into slots like the magnetic Metcard, making them convenient for regular users.

When?

The gradual move to automated ticketing will occur over an 18 month period starting around the end of this year. Current tickets will still be used in areas which have not yet converted.

How?

You will be able to buy your Metcard from booking offices at train stations, retail agents, (around 1000 by the time the system is completed), and from Metcard Ticket Machines at station platforms and on board converted trams. On buses you will be able to buy a Metcard from the driver.



There will be Metcard Ticket Machines that will accept coins, plastic five, ten, (and soon twenty) dollar notes, and debit/credit cards at nearly all stations. On trams and at a few smaller stations you will be able to buy a limited range of tickets from coin operated Metcard machines. **All Metcard machines will give change.**

The Metcard using smartcard technology can only be purchased from station booking offices and central sales office.



To use your Metcard.

Check-In at **Metcard Check-In** points in stations and on board vehicles, when you begin your trip and when you change vehicles.

There are two ways to check-in depending on which type of Metcard you are using. Simply insert your magnetic Metcard in the clearly marked slot or place your Metcard that uses smartcard technology against the indicated areas when Checking-In and passing through gates.

Electronic gates or entry and exit points at some major train stations will open to let you through once you've Checked-In a valid Metcard.

