



METROPOLITAN TRANSIT AUTHORITY OF VICTORIA

A NEW FARE SYSTEM FOR MELBOURNE

STAFF TRAINING INSTRUCTIONS

Commencing 13 NOVEMBER, 1983



METROPOLITAN TRANSIT AUTHORITY
OF VICTORIA

NEIGHBOURHOOD TICKETING SYSTEM

On Sunday 13th November a new ticket system will commence based on a multimodal flat fare concept. The new system is an expansion of the old Travelcard and Neighbourhood Ticket Systems.

Studies carried out by the Ministry of Transport reveal that metropolitan public transport journeys are mostly 2 types.

- A. Short local trips.
- B. Long corridor trips (e.g. home to city or other major centres).

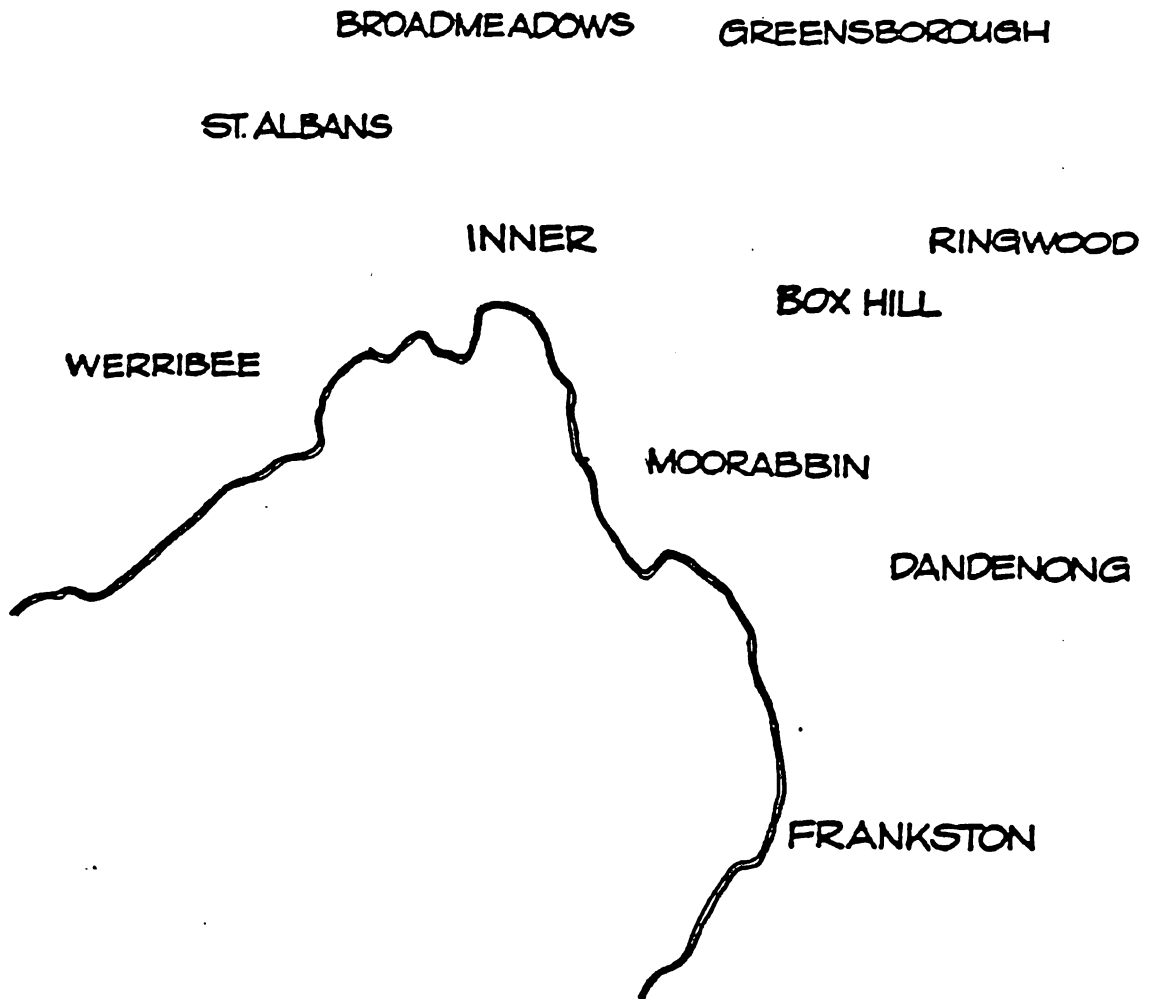
To cater for these needs the current fare zones are abolished and will be replaced with 10 Neighbourhoods, the boundaries of which have been determined by the plotting of established travel patterns.

Flexibility and Discounts are an important part of the new transport fare structure. They will be used to promote patronage by offering long and short term incentives to public transport customers. Any fare may be varied at the commencement of each accounting period.

It is important for all Metropolitan staff to become more conversant with all M.T.A. Train, Tram and Bus services, especially those within our own Neighbourhood.

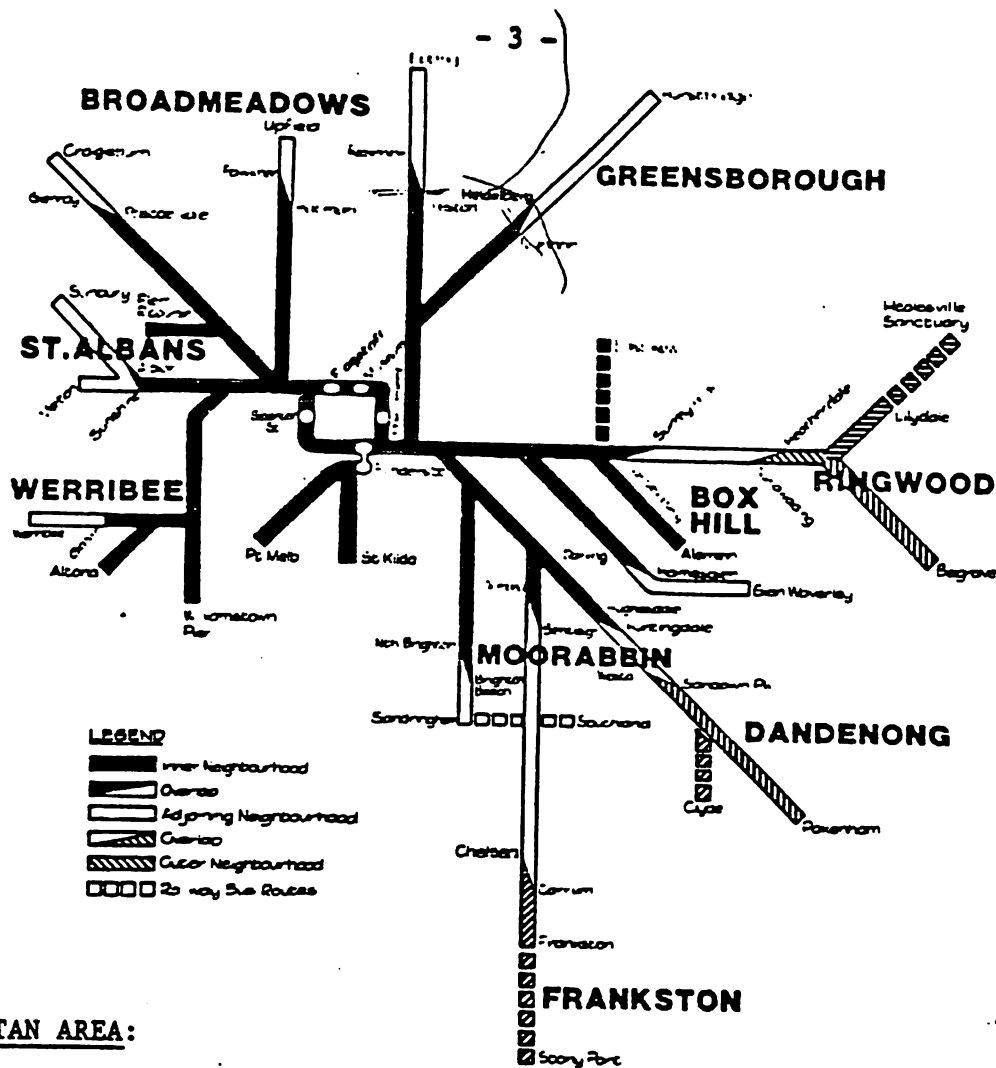
Stationmasters are responsible for ensuring that all advertising material relating to the Zonal System is removed prior to 13th November and replaced with appropriate new material. (Stationmasters may have advertising signs, diagrams etc. made to their requirements by Commercial Drafting Section, 2nd Floor, S.S.B. Building, Collins Street, via Area Stations Manager).

All current Metropolitan tickets on sale will be withdrawn from the end of the days service on 12.11.83. The new tickets (as illustrated in this booklet) will be supplied in time for sale from 13.11.83 onwards.



The ten (10) Neighbourhoods are named as follows:-

- INNER
- ADJOINING NEIGHBOURHOODS
 - WERRIBEE
 - ST. ALBANS
 - BROADMEADOWS
 - GREENSBOROUGH
 - BOX HILL
 - MOORABBIN
- OUTER NEIGHBOURHOODS
 - RINGWOOD
 - DANDENONG
 - FRANKSTON



METROPOLITAN AREA:

The existing Rail Metropolitan Boundaries will continue:-

Williamstown Pier, Altona, Werribee, Melton, Sunbury, Craigieburn, Upfield, Epping, Hurstbridge, East Kew, Healesville Sanctuary, Belgrave, Alamein, Glen Waverley, Pakenham, Clyde, Stony Point, Southland, St. Kilda and Port Melbourne.

The Rail Boundaries between Neighbourhoods will be:-

- 1) **FIXED:-** Galvin, Sunshine for travel towards or from Melton. These stations will be considered to be astride the boundary and the applicable fare(s) will depend on the direction of travel.
- 2) **OVERLAPPING:-** Sunshine - Albion, Pascoe Vale - Glenroy, Batman - Fawkner, Preston - Reservoir, Ivanhoe - Heidelberg, Canterbury - Surrey Hills, Nunawading - Heatherdale, Darling - Holmesglen, Hughesdale - Huntingdale, Westall - Sandown Park, Ormond - Bentleigh, Chelsea - Carrum, North Brighton - Brighton Beach.

Every station within these sections of line will be considered to be astride the boundary and the applicable fare(s) will depend on the direction of travel.

Overlaps will also apply to bus routes.

NEIGHBOURHOOD TICKET

6	Ba 100001	10	6	8	7	9	5	4	3	2	1	30	29	28	27	+
7		NOVEMBER														9
8		RINGWOOD														PM
9		NEIGHBOURHOOD														
10		NOVEMBER														7
11		13	14	15	16	17	18	19	20	21	22	23	24	25	26	5
12															1	

From the time of issue for a minimum of 2 hours unlimited travel on all M.T.A. Services in the Neighbourhood or Neighbourhoods specified on the ticket. Tickets issued at or after 6.00pm are valid until the end of services for that day.

Expiry Time:

When issuing, time at next full hour to be nipped. A ticket will then expire 2 hours from that time.

E.G. Ticket issued at 3.30pm nip out 4.00pm - This ticket will then expire at 6.00pm.

If ticket is issued at 3.05pm nip 4.00pm this ticket - this ticket will expire at 6.00pm.

At 4.00pm nip the next hour i.e. 5.00pm. This ticket will expire at 7.00pm.

As above the availability may vary between 2 and 3 hours, depending of time after full hour purchased. (Except those issued at or after 6.00pm which shall be available to end of day's service. In which case nip 7+).

The passenger must be on the vehicle (Train, Tram or Bus) which has a schedule departure time before the expiry time of the ticket. The passenger may then complete the journey even after the expiry time, but a further change of vehicle is not permitted.

This does not mean that entrance to the platform can be made prior to the expiry time of the ticket to allow travel on a train which departs after the expiry time.

E.G. if ticket is due to expire at 2.00pm and passenger enters the platform at 1.55pm, but next train is in not schedule to depart until 2.05pm. The passenger will have to purchase another ticket for the journey.

However late running must be taken into account:

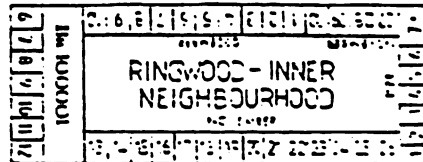
E.G. ticket is due to expire at 2.00pm, a train is due at 1.55pm, but does not arrive until 2.05pm, the passenger must be permitted to travel by that train.

Same conditions apply for cancellations.

Where a Neighbourhood ticket is requested from a station to another Neighbourhood through or via the Inner Neighbourhood, the passenger is to be given the Neighbourhood ticket to the Inner Neighbourhood and the individual Neighbourhood ticket(s) for the additional Neighbourhoods travelled through.

EXAMPLE:

Neighbourhood Ticket Ringwood to Broadmeadows



Neighbourhood ticket Outer + Inner \$2.50

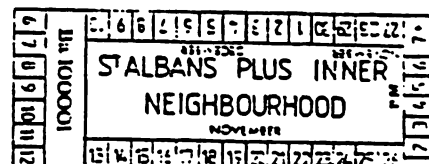
Broadmeadows Neighbourhood tickets 70c



Total Fare \$3.20 Passenger would be given two tickets

EXAMPLE

Neighbourhood ticket St. Albans to Frankston



Neighbourhood - Inner Ticket \$1.80



Moorabbin Neighbourhood ticket 80c

Frankston Neighbourhood Ticket 80c



Total Fare \$3.40 Passenger would be handed 3 tickets.

For any fare \$4.00 or over the passenger is to be given the Anywhere travelcard. This will apply as a maximum for any daily fare.



TRAVELCARD TICKET (NOT AVAILABLE WHOLLY WITHIN ONE NEIGHBOURHOOD EXCEPT INNER)

Ba 100001	01	06	08	07	05	04	03	02	01	00	06	02	07	02
	NOVEMBER										DECEMBER			
	G' BOROUGH PLUS INNER TRAVELCARD NOVEMBER													
	13	14	15	16	17	18	19	20	21	22	23	24	25	26

ON DAY OF ISSUE FOR UNLIMITED TRAVEL ON ALL M.T.A. SERVICES WITHIN THE NEIGHBOURHOODS SPECIFIED ON THE TICKETS.

TRAVEL CARD OFF-PEAK (NOT AVAILABLE FROM INNER NEIGHBOURHOOD).

Ba 100001	01	06	08	07	09	05	04	03	02	01	00	06	02	07	
	NOVEMBER											DECEMBER			
	MOORABBIN - CITY TRAVELCARD NOVEMBER														
	13	14	15	16	17	18	19	20	21	22	23	24	25	26	

Issued at or after 9.30am from Monday to Friday inclusive (Except Public Holidays).

Available for one continuous rail journey to Melbourne and return to a station in the Neighbourhood shown on the tickets. (Not available for break of journey).

Also available for unlimited tram and bus travel within the Central Area.

This ticket now services an expanded area of the Central Business District which includes some hospitals, etc., (map will be provided).

Tickets may be issued after departure of last train before 9.30am.

FAMILY TICKETS

Not on sale at present. (To be introduced on 11.12.83). Details will be issued later.

CONCESSION FARE:

- 1) Children 4 years and under 15 years of age.
- 2) Pensioners holding T.C.1 cards. Cards also recognised from NSW, TAS, ACT, S.A. and W.A. for metropolitan journeys only.
- 3) Unemployed persons holding a M.O.T. concession card.

Daily concession tickets will be distinguished by a white diagonal bar across the face of the ticket.

Concessions are not available for Travelcard Weekly and Rail Weekly tickets.

TRAVELCARD WEEKLY (Not available wholly within one Neighbourhood except Inner).

AVAILABLE UNTIL 21 NOV 1983	FRANKSTON PLUS ONE		Ba 100001
	WEEKLY TRAVEL CARD		
	MOORABBIN	DANDENONG	
	A	H	

REVERSE

Available for use on all Trains and Buses within the Frankston Neighbourhood, and the Neighbourhood shown by the punch mark.

Not valid after date shown on face of card.

This card must be carried when travelling and produced on demand - Failure may result in a fine of \$50.

Please check the date shown is correct.

For any 7 consecutive days for unlimited travel on all M.T.A. Services in the Inner Neighbourhood or Neighbourhoods specified on the ticket. On Saturdays and Sundays this ticket will permit up to 2 Adults and 6 Children (u/15) to unlimited travel on all M.T.A. Services in the Metropolitan Area, irrespective of Neighbourhoods shown on the ticket.

Expiry date is to be stamped on the face of the ticket with the large hand stamp. Tickets to be made available for 7 days inclusive.

E.G.

A Ticket issued on Tuesday 15.11.83 is stamped to expire the following Monday 21.11.83.

EXCEPTION: Weekly tickets issued after 3.00pm shall commence availability from the next day, but may be used from time of issue.

RAIL WEEKLY

RAIL WEEKLY 21 NOV 1983	G' BOROUGH - CITY LOOP RAIL ONLY WEEKLY	No
----------------------------	---	----

REVERSE

Available for use on trains only between Dandenong Neighbourhood Stations and the City Loop.

Not valid after date shown on face of ticket.

This card must be carried when travelling and produced on demand - Failure may result in a fine of \$50.00.

Please check the date shown is correct.

For any 7 consecutive days for Unlimited Rail Travel between issuing Neighbourhood and City Loop Stations only.

Tickets issued from Inner Neighbourhood stations are available on line of issue only.

Also available from stations on the Clyde, Healsville Sanctuary, Stony Point, East Kew and Altona Buslines to Melbourne.

Expiry date is to be stamped on the face of the ticket with the large hand stamp. Tickets to be made available for 7 days inclusive.

E.G.

A ticket issued on Tuesday 15.11.83 is stamped to expire the following Monday 21.11.83.

EXCEPTION: Weekly tickets issued after 3.00pm shall commence availability from the next day, but may be used from time of issue.

	NEIGHBOURHOOD TICKETS		TRAVELCARD		TRAVELCARD	RAIL
	ADULT	CONC.	ADULT	CONC.	WEEKLY	WEEKLY
	\$	\$	\$	\$	\$	\$
INNER	1.00	0.50	2.40	1.20	12.00	10.00
BROADMEADOWS	0.70	0.35				
ST. ALBANS	0.70	0.35			NOT AVAILABLE	
WERRIBEE	0.70	0.35			" "	
GREENSBOROUGH	0.60	0.30			" "	
BOX HILL	0.80	0.40			" "	
MOORABBIN	0.80	0.40			" "	
RINGWOOD	0.70	0.35			" "	
FRANKSTON	0.80	0.40			" "	
DANDENONG	0.80	0.40			" "	

The Neighbourhood Ticket fares vary for each Neighbourhood, depending on geographical size and volume of public transport available.

Daily Travelcard, and Travelcard Weekly tickets are not available wholly within one Neighbourhood (except Inner).

BETWEEN BEIGHBOURHOODS:

N'HOOD + 1	NEIGHBOURHOOD TICKETS		TRAVELCARD		T/CARD OFF PEAK		TRAVELCARD	RAIL
	ADULT	CONC.	ADULT	CONC.	ADULT	CONC.	WEEKLY	WEEKLY
	1.60	0.80	3.20	1.70		N/A	16.00	N/A
		DISCOUNT					14.00	
N'HOOD + INNER	1.80	0.90	3.50	1.75	2.50	1.25	17.50	14.00
		DISCOUNT		1.70			14.00	12.00
OUTER - INNER	2.50	1.25	N/A		3.00	1.50		23.00
		DISCOUNT						14.00
ANYWHERE	N/A		5.00	2.50		N/A	25.00	N/A
		DISCOUNT	4.00	1.70			16.00	

WHERE A DISCOUNT FARE IS SHOWN, THAT FARE IS TO BE CHARGED FOR ACCOUNTING PERIOD NO.6 COMMENCING 13.11.83 AND UNTIL FURTHER NOTICE.

The fare from the Inner Neighbourhood and an adjoining Neighbourhood shall be the "Neighbourhood + Inner" fare.

Similarly a fare between any two adjoining neighbourhoods other than inner shall be the "Neighbourhood + 1" fare.

THE FARE SHALL NOT BE CALCULATED AT THE SUM OF THE TWO INDIVIDUAL NEIGHBOURHOOD FARES.

E.G.

A Neighbourhood Ticket from Greensborough to Museum would be "Neighbourhood + Inner" (\$1.80 adult). Not the sum of the (60c) Greensborough Neighbourhood + (\$1.00) Inner Neighbourhood.

If however, a passenger wishes to purchase only a Greensborough Neighbourhood ticket (60c) then alight at a boundary station (e.g. Ivanhoe) and purchase an Inner Neighbourhood ticket (\$1.00), then travel by the next train, this is permissible.

DATE TO DATE TICKETS:

Adult:

No longer issued, but tickets issued prior to 13th November, 1983 will be honoured until expiry, within the old zonal (or R+2 and R+4) boundaries only.

New type adult periodicals may be issued from the start of 1984. Details will be issued later.

Concession;

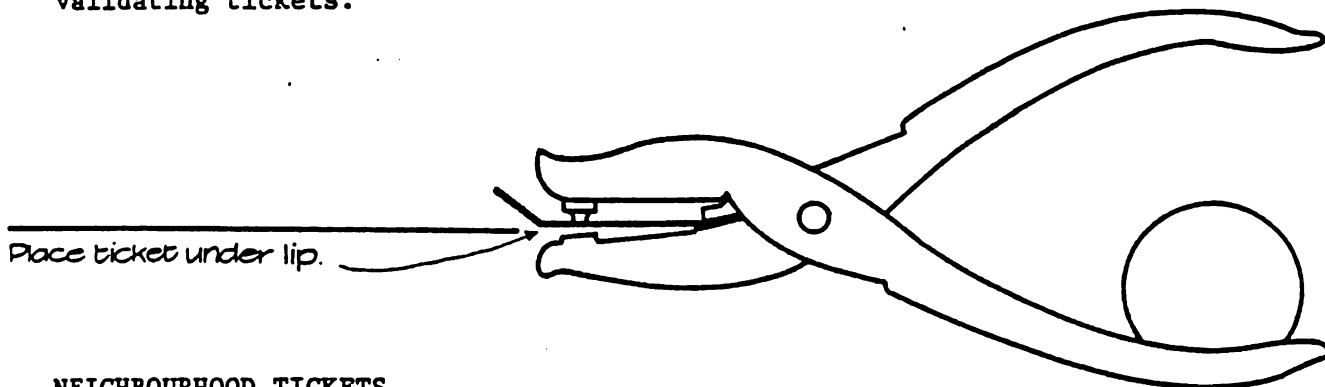
Current tickets are to be honoured until expiry within the old zonal (or R+2 and R+4) boundaries only.

Tickets will continue to be issued from the start of the 1984 school year but will be available for Multi-Modal Travel and include other benefits. Instructions will be issued later.

TICKET VALIDATING

Large stations will be supplied with electric validating machines, similar to those presently used on trams. (Operating instructions will be forwarded with machines, which will be supplied prior to 13/11/83).

Other stations will initially be supplied with hand nippers as shown below. The ticket nippers currently used when checking tickets may also be used for validating tickets.



NEIGHBOURHOOD TICKETS

Neighbourhood tickets must have the day of the month and the time at the next full hour nipped (see page 4).



Where Neighbourhood tickets are purchased for a journey of more than 1 Neighbourhood all tickets are to be validated for the same time.

EXAMPLE

- 1) Neighbourhood ticket journey Broadmeadows to Frankston.



Moorabbin and Frankston Neighbourhood tickets are validated at the same time as the Broadmeadows plus Inner Neighbourhood ticket.

TRAVELCARDS:

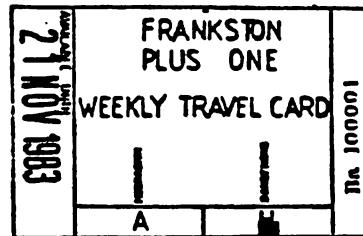
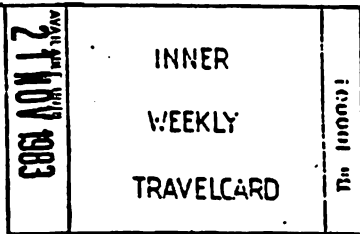
All Travelcard tickets have the day of the month nipped. "Plus one" tickets also have the Neighbourhood that the passenger is travelling into nipped.

TRAVELCARD OFF-PEAK



Travelcard Off-Peak tickets have the day of month nipped.

TRAVELCARD WEEKLY



Expiry date is stamped with the large hand stamp (see page 9) "Plus one" tickets also have the Neighbourhood that the passenger is travelling into nipped.

RAIL WEEKLY

21 NOV 1983	DANBENONG-CITY LOOP RAIL ONLY WEEKLY	76
-------------	--	----

Expiry date is stamped with the large hand stamp (see page 10).

EXTENSION OF JOURNEY

Neighbourhood tickets cannot be extended.

When a passenger holding a Travelcard, Travelcard Off-Peak, Travelcard Weekly, Rail Weekly or the current Rail Date to Date ticket wishes to travel to a Neighbourhood beyond which the ticket is available, a Neighbourhood ticket for the journey must be issued.

Stocks of tickets from other Neighbourhoods are supplied for this purpose.

Extension tickets are validated at the next full hour after issue.

EXAMPLE:

An extension ticket, for travel in another Neighbourhood, issued at 2.40pm is validated to commence availability at 3.00pm.

Travelcard extensions are not available. Passengers may however, if they wish alight at a boundary station and purchase a Travelcard for the Neighbourhoods required.

DUPLICATE PERIODICAL TICKETS:

Not issued for lost or stolen Rail Weekly and Travelcard Weekly Tickets.

The current instructions for duplicate rail Date to Date Periodical Tickets will continue to apply. However the cost will now be \$10.00.

MUTILATED TICKETS:

Mutilated Rail Weekly or Travelcard Weekly tickets will be replaced at the Station or depot of issue for a charge of \$2.00.

A Statutory Declaration shall be obtained if the availability details on the ticket cannot be read.

REFUNDS:

Will not be granted on daily tickets.

A refund may be allowed on Rail Weekly or Travelcard Weekly tickets provided the ticket is lodged at the Station or Depot where it was issued before expiry. (Must be accompanied by refund application form).

The amount for refund on both Rail Weekly and Travelcard Weekly Tickets shall be computed by deducting from the amount paid for the ticket, the value of one Travelcard fare for each day the ticket is in possession of the passenger and a \$2.00 refund fee.

EXAMPLE:

N'hood & Inner T'card weekly ticket issued Monday morning and lodged for refund Tuesday Night.

Amount Paid	\$ 14.00
Less 2 Days T'card fare	\$ 3.60
Less Refund Fee	\$ 2.00
TOTAL REFUND:	\$ 8.40

BANKCARD FACILITIES

M.T.A. proposes to offer short and long term incentives to commuters during 1984 and it is envisaged that our bankcard transactions will increase. Stationmasters must ensure that all booking staff are conversant with the operation of Bankcard machines.

DOGS BICYCLES AND SURFBOARDS

Accompanied dogs, bicycles and surfboards will continue to be accepted for RAIL ONLY Metropolitan journeys, subject to the conditions in the Parcels Rates book.

Full adult fares to be charged.

Adult Neighbourhood, Travelcard or Travelcard Off-Peak tickets to be used and endorsed RAIL ONLY.

BARRIER CHECKS

Ticket checking at barriers is to continue as normal, but tickets must not be nipped.

ACCOUNTING PROCEDURES

Will be supplied by the Passenger Accounting Office.

Important Changes:

Tickets will be returned each accounting period and new tickets supplied.

Closing of the Day's work will be on the "Midnight" Balance.

FURTHER INFORMATION

Fares and Conditions:

Station Accounts Class - Auto 2256. (02.11.83 until 11.11.83 from 6.00am till 10.00pm Mondays to Fridays).

Accounting Procedures:

Passenger Accounting Officer - Auto 1276. (After instructions have been supplied).