

Getting to know Automated Ticketing



Welcome to Automated Ticketing

Automated Ticketing (AT) is a new system that is easy to use, makes the Met more accessible, and reduces fare evasion. AT uses leading technology and is designed to operate on all Met trains, trams, and buses, both public and private. It allows customers to purchase and pre-purchase Metcards from a wide range of Outlets - over 2,500 when the system is fully implemented!

Metcards are the key to Melbourne's new AT System. They are stiff cards with a magnetic stripe which stores all the information required for you to travel everywhere on Melbourne's public transport, using the same Metcard™.



Metcards replace traditional paper tickets, and they are being progressively introduced to Melbourne's bus, rail and tram network. During the introduction, Metcards will also be accepted on transport that does not yet have the new system installed, as long as your Metcard has been **validated** in a Metcard area.

As well as allowing you to travel across all modes of transport, Metcards offer you a variety of travel options for different times of the day and zone configurations.

Metcards cost the same as the Met's current tickets and are available in the current range.

Later, we will be introducing Metcard Xpress. This card looks and feels like a credit card and is particularly useful for regular Met users and some special needs travellers.

This information will help you get to know the AT system, Metcards, the equipment and how it all works together.



The Automated Ticketing System at a Glance

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A Multi-Modal System

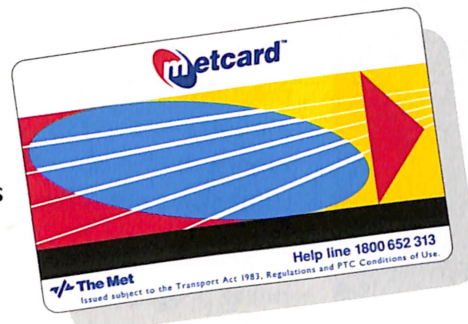
Like our present ticketing system, the new AT system is multi-modal. This means that Metcards can be used for travel on all modes - rail, tram or bus - of the metropolitan transport system.

The exception is the short trip ticket on trams and buses which can only be used for a single, one-way trip.

The Metcard

The key to the new AT system is the Metcard.

This replaces traditional paper tickets on Melbourne's bus, rail and tram network.



How and when can a ticket be used? Has it been validated?

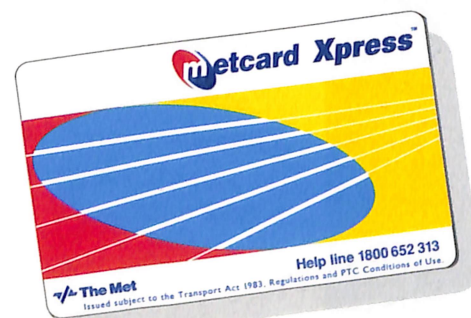
All the information you need to know is stored in the Metcard's magnetic stripe. Some of this information is printed on the back of the Metcard when it is validated.

Validated Metcard



Metcard Xpress

This is a special Metcard that looks and feels like a credit card and can store information about more than one journey. To validate the card, the customer simply touches the edge of the card to the yellow target area on the validator.



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Welcome to Automated Ticketing

Travelling with Metcard

It's a simple three-step process. First, buy your Metcard. Second, validate it. Then you can travel.

- 1 Buy
- 2 Validate
- 3 Travel ...

... it's as simple as that!

Buying a Metcard?

If you're a regular user of the Met, or you're planning to travel, you'll save time and avoid queues by pre-purchasing your Metcards before you travel.

Metcards are available from:

- Conveniently located Retail Outlets displaying the Metcard signs shown here
- Metcard vending machines on trams (**these accept coins only**) and at train stations (here you can use EFTPOS, notes and coins)
- Station booking offices at Premium Stations and other staffed stations
- Bus Drivers
- The Metcard Help line, **1800 652 313** (TTY), by quoting your credit card number



Which Metcard from where?

Not all types of Metcard are available from all outlets.*

This table shows the different major Metcards that are usually available from popular outlets, and types of payments accepted.

| Metcard Type | Station Small Machine | Station Large Machine | Retail Outlet | Tram (Coins only) | Bus | Metcard Help Line | Station Booking Offices |
|------------------|-----------------------|-----------------------|---------------|-------------------|-----|-------------------|-------------------------|
| | Rail +2 | ✓ | ✓ | X | X | X | ✓ |
| Short Trip | X | X | X | ✓ | ✓ | ✓ | X |
| Short Trip 10 | X | X | ✓ | X | X | ✓ | X |
| 2 Hour | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| Daily | ✓ | ✓ | ✓ | X | ✓ | ✓ | ✓ |
| Weekly | X | ✓ | ✓ | X | X | ✓ | ✓ |
| Monthly | X | ✓ | ✓ | X | X | ✓ | ✓ |
| 60 + | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| Off Peak Saver | ✓ | ✓ | X | X | X | ✓ | ✓ |
| Group Get-a-bout | X | X | X | X | X | ✓ | ✓ |
| Family | X | X | X | X | X | ✓ | ✓ |

| Payment Type | | | | | | | |
|-------------------------|---|---|------|---|---|---|---|
| Coins | ✓ | ✓ | ✓ | ✓ | ✓ | X | ✓ |
| Notes | X | ✓ | ✓ | X | ✓ | X | ✓ |
| Credit Cards | X | X | X | X | X | ✓ | ✓ |
| EFTPOS debit cards only | X | ✓ | Some | X | X | X | ✓ |

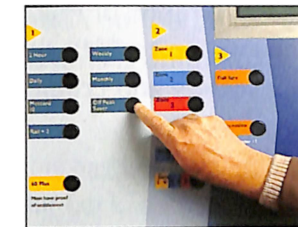
*The range of Metcards carried by Individual Retail Outlets will vary according to customer demand in the area.

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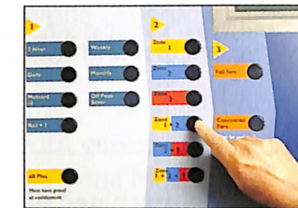
How do you buy a Metcard from a Vending Machine

If you choose to buy a Metcard from a Metcard Vending Machine, follow these simple steps and the instructions on the machine display:

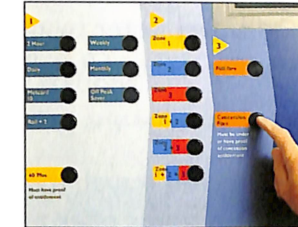
Choose the type of Metcard you want



Select the Zone



Select your fare type



Insert your money and collect your Metcard and change



Whoops! If you make a mistake before you've put in your money, simply press Cancel and start again.



Metcard Vending Machines

There are three types of vending machines, as listed in the table.

You'll find this larger machines at railway stations. It offers an extensive range of Metcards and accept coins, notes (give change up to \$10) and EFTPOS with popular bank, building society and credit union debit cards, not credit cards.



To pay with EFTPOS, instead of inserting your money in the Metcard machine (as shown in Step 4) you simply insert and remove your card and follow the instructions shown on the display.



These smaller machines on stations offer a smaller range of Metcards and accept coins only. Remember, you can save time and travel faster by pre-purchasing Metcards from conveniently located Retail Outlets.



For unexpected travel, these **coin-only** Metcard Vending Machines on trams offer a limited range of Metcards. A more extensive range of Metcards is available from conveniently located Retail Outlets.



Validating your Metcard

Whenever you buy a Metcard, you **must validate** it before you start your journey. To validate a Metcard, simply put it into the Metcard Validator located on the station platform, bus or tram. **(The only exceptions are Metcards purchased from vending machines on trams. These are automatically validated for that journey only.)** The validator will read the information on the Metcard's magnetic stripe and print validation details on the back. Your Metcard is then valid for travel.



Validated Metcard

You cannot use your Metcard until it has been validated and the expiry details are printed on the back, as shown here.

Remember, you must validate your Metcard each time you travel or when transferring to another vehicle.

Railway Station Gates

Larger railway stations are fitted with gates. These have an in-built validator and so you can use your Metcard to enter or leave the station via the gates.



Validator gates

Railway Station Validators

You'll find this validator on railway stations.

There are three simple steps to using any validator with a standard Metcard:

1. Insert your Metcard into the validator as shown on the machine.
2. The validator will read the information on the Metcard's magnetic stripe.
3. The validator then prints details of the particular trip on the back. Now it is valid for travel.



Tram Validator

Tram and Bus Validators

This validator is fitted to trams and in buses. It works in the same way as the Station validators described above.

Metcard Xpress

If you have a Metcard Xpress then all you have to do to validate it, is to touch the yellow target area on the validator.



Station Validator

Travelling with Metcard

The Automated Ticketing System will be introduced in stages across all the Met's rail lines, bus and tram routes. Watch your local newspaper and letterbox for regular announcements that will keep you informed about what's happening in your area.

While Metcard is being gradually introduced, it's simple to travel in or out of an Automated Ticketing area. As long as it has been *validated*, your Metcard can still be used even if you're travelling into a non-Metcard area. And if you buy an old-style Met paper ticket in a non-Metcard area, it can be used in Metcard areas too - the only exception is the old-style Short Trip 10 ticket which can only be used in non-Metcard areas.

Metcard security

When you are travelling, your Metcard may be checked by Met staff using a portable ticket reader. This can read the information stored on Metcards and Metcard Xpress cards to ensure that you have a valid ticket for the journey.

Should you lose a Metcard or Metcard Xpress you simply advise the Help Line (indicated below). Because the AT system is computer controlled, lost Metcards can be invalidated so that they will no longer be accepted by a validator and so cannot be used to travel on the Met.

Any questions?

We're sure you'll find that Metcard makes travelling easier and more convenient. Metcard will help us to provide Melbourne's residents and visitors with a simpler, quicker, more efficient and better planned service.

If you have any questions please call the free Metcard Help Line on **1800 652 313** (TTY), or speak to any of our many Customer Service Officers.

Metcard Help Line **1800 652 313 (TTY)**

ARABIC

إذا كنت ترغب في معرفة المزيد عن النظام الآلي الجديد، يرجى الإتصال بخط بطاقة الميت (Metcard) للمساعدة على الرقم ٣١٣ ٦٥٢ ١٨٠٠ لطلب الكتيب التالي.

CROATIAN

Ako želite saznati više o novom automatiziranom sistemu, nazovite Metcard na broj 1800 652 313 da vam besplatno pošalju brošuru.

CHINESE

如果您想知道更多的自動系統，請打電話到 1800 652 313 Metcard 詢問並索取免費小冊子。

GERMAN

Falls Sie mehr über unser neues automatisiertes System erfahren möchten, fordern Sie bitte bei der Metcard Helpline unter der Rufnummer 1800 652 313 eine kostenlose Broschüre an.

GREEK

Εάν θέλετε να μάθετε περισσότερα για το νέο αυτόματο σύστημα, σας παρακαλούμε τηλεφωνείτε στη γραμμή βοήθειας του Metcard, στον αριθμό 1800 652 313 και ζητείστε ένα δωρεάν φυλλάδιο.

ITALIAN

Se desiderate maggiori informazioni in merito al nuovo sistema automatico, siete pregati di chiamare la linea Metcard al numero 1800 652 313 per un opuscolo gratuito.

MACEDONIAN (SLAVONIC)

Ako sakate da doznaete poveke za noviot avtomatski sistem, ve molime da se javite do pomošната telefonска линија на Metcard (Metcard) на 1800 652 313. Ke vi биде доставена бесплатна брошура.

MALTESE

Jekk trid aktar tagħrif dwar is-sistema awtomatika għida, jekk jogħgbok, cempel in-numru ta' l-għajjnuna tal-Metcard li huwa 1800 652 313 għal kopja tal-fuljett b'xejn.

POLISH

Jeśli cheliby Państwo dowiedzieć się więcej o nowym zautomatyzowanym systemie, prosimy zadzwonić pod specjalny numer (The Metcard Helpline) gdzie można poprosić o bezpłatną broszurkę.
Tel. 1800 652 313

SPANISH

Si usted desea saber más acerca del nuevo sistema automatizado, por favor, llame por teléfono a la "Metcard Helpline", al número 1800 652 313, para que le envíen un folleto gratuito.

TURKISH

Yeni otomatik sistem hakkında daha fazla bilgi almak isterseniz, lütfen Metcard danışma hattının 1800 652 313 numaralı telefonunu arayarak, ücretsiz broşürümüze isteyiniz.

VIETNAMESE

Nếu quý muốn biết thêm về hệ thống tự động hoá mới, xin hãy gọi điện thoại qua đường dây trợ giúp Metcard, số 1800 652 313 để hỏi được một tập chỉ dẫn miễn phí.

