



2011:16

1 January 2012 Fares Adjustment

This document outlines the recently announced fares adjustment for 2012 and provides information relating to reporting maintenance issues with myki and Metcard equipment

2012 fares adjustment

The Victorian Government has determined that public transport fares will be increased on 1 January 2012. This represents an average increase across myki and Metcard fares of 8.6%. This figure is comprised of a 3.6% CPI adjustment plus an additional 5% increase to support further network service improvements and public transport infrastructure investment.

The Zone 1 and 2 fares for both Metcard and myki ticketing systems and fares for town bus services that take effect from 1 January 2012 have been determined and are attached at Annexe One to this advisory.

Reporting unserviceable ticketing equipment

It is important that all ticketing equipment such as card/ticket vending machines and devices/validators maintain as high a level of availability as possible to ensure that passengers have every opportunity to purchase and validate Metcards and to top up and touch on and touch off mykis while using the public transport network.

If a myki or Metcard vending machine is out of service in any way (e.g. not accepting notes, coins, cards or not issuing receipts) then please report it. While most faults are reported automatically prompt reporting of problems will ensure that all issues can be tracked and monitored.

myki

To report defective myki ticketing equipment, operator staff only should telephone **1800 687 000**. If members of the public are reporting defective myki equipment, they can call the myki call centre on **136 954 (13myki)**.

Metcard

To report defective Metcard ticketing equipment, operator staff only should call **(03) 9286 0899**. If members of the public are reporting defective Metcard equipment, they can call the Metcard helpline on **1800 652 313**.

Metropolitan Fares 2012

Zones	2012 Fares	2 Hour Metcard		2 hour myki cap		10x2hr, 5xDaily & Weekly 7 day myki pass		Daily myki cap		Daily Metcard		Monthly Metcard		myki Pass per day (28 - 325 days)		Yearly/myki pass 365 Day Adult
		Adult	Conc	Adult	Conc	Adult	Conc	Adult	Conc	Adult	Conc	Adult	Conc	Adult	Conc	
1		\$4.00	\$2.60	\$3.28	\$1.64	\$32.80	\$16.40	\$6.56	\$3.28	\$7.60	\$4.00	\$122.80	\$61.40	\$4.02	\$2.01	\$1,306.50
2		\$3.00	\$2.00	\$2.26	\$1.13	\$22.60	\$11.30	\$4.52	\$2.26	\$5.40	\$3.00	\$82.20	\$41.10	\$2.68	\$1.34	\$871.00
1 2		\$6.50	\$3.70	\$5.54	\$2.77	\$55.40	\$27.70	\$11.08	\$5.54	\$11.90	\$6.30	\$189.20	\$94.60	\$6.22	\$3.11	\$2,021.50

Seniors Daily myki cap	\$3.60
5xSeniors Daily Metcard	\$18.00
Seniors Daily Metcard	\$3.80
Weekend and Holiday myki cap	\$3.30
5xWeekend Daily Metcard	\$16.50
Sunday Saver Metcard	\$3.50
Off-Peak Daily Metcard (adult)	\$11.00
Off-Peak Daily Metcard (conc)	\$5.50
City Saver Metcard (adult)	\$3.10
City Saver Metcard (conc)	\$1.80
10xCity Saver Metcard (adult)	\$24.40
10xCity Saver Metcard (conc)	\$12.20
Victorian Student Pass (1/2 year)	\$239.00
Victorian Student Pass (year)	\$458.00

Town Bus Fares - myki enabled services 2012

2012 Fares	2 hour cash fare		2 hour myki		Daily cash fare		Daily myki		7 day myki pass		myki Pass Daily Rate	
	Adult	Conc	Adult	Conc	Adult	Conc	Adult	Conc	Adult	Conc	Adult	Conc
One Zone	\$2.20	\$1.10	\$1.96	\$0.98	\$3.70	\$1.80	\$3.48	\$1.74	\$18.40	\$9.20	\$2.62	\$1.31
Two Zone	\$3.50	\$1.70	\$3.26	\$1.63	\$7.00	\$3.50	\$6.52	\$3.26	\$34.80	\$17.40	\$4.56	\$2.28
Three Zone	\$4.00	\$2.00	\$3.82	\$1.91	\$8.00	\$3.90	\$7.64	\$3.82	\$37.00	\$18.50	\$4.86	\$2.43

Town Bus Fares - non-myki services 2012

2012 Fares	2 hour cash fare		Daily cash fare		Weekly cash fare		Monthly cash fare	
	Adult	Conc	Adult	Conc	Adult	Conc	Adult	Conc
One Zone	\$2.20	\$1.10	\$3.70	\$1.80	\$18.40	\$9.20	\$80.00	\$40.00
Two Zone	\$3.50	\$1.70	\$7.00	\$3.50	\$34.80	\$17.40	\$138.60	\$69.30
Three Zone	\$4.00	\$2.00	\$8.00	\$3.90	\$37.00	\$18.50	\$148.00	\$74.00