



# Public Transport response to coronavirus

## Customer Questions and Answers

### Timetable Change – additional services

#### **What was announced?**

As the coronavirus pandemic continues, everyone in metropolitan Melbourne and Mitchell Shire is being asked to stay at home.

But if you have to travel, we're adding extra train services and tram capacity to the busiest lines on the public transport network to help people to spread out and stay safe on public transport.

The introduction of:

- 95 extra train services will be added every week either side of morning and afternoon peak hours across 10 different train lines.
- additional capacity through the Melbourne CBD with two new shuttle routes to run along Collins St enabling passenger to spread out.

#### **How is peak hour and peak period defined?**

- The AM peak period is typically defined as services arriving at the city between 7am and 9am.
- The PM peak period is typically defined as services departing the city from between 4:30pm and 6:30pm.
- The extra train services will run during the shoulder peak period, which is around an hour before peak period and an hour after.

#### **Why are you introducing these changes to public transport?**

- We're introducing these extra services outside of the peak to give people additional options if they have to travel, allowing them to avoid the busiest part of the day.
- These changes are part of our plan to keep everyone safe on trains, trams and buses.

#### **When will the changes be introduced?**

- The extra train services on the Craigieburn, Dandenong, Glen Waverley, Hurstbridge, Mernda, Ringwood, Sunbury and Werribee lines as well as the extra trams along Collins and La Trobe streets will be introduced on Monday, 13 July 2020.
- The extra train services on the Frankston and Sandringham lines will be introduced on Monday, 27 July 2020.

#### **How will the community know when the extra train and tram services are available?**

- Updated Journey Planner information will be available from 11 July 2020 at [ptv.vic.gov.au](http://ptv.vic.gov.au).

## Why are you introducing these new services in the middle of a lockdown?

- We are adding new services to give passengers that need to travel greater choice about when to do so.
- There are only four reasons to leave home – for work, education, food shopping and care duties.
- Public transport services will continue to run as normal to support those who need to make essential journeys in line with the four reasons to travel.

## Train

### What extra services are being added to the train network?

- We're introducing 19 extra services each day either side of morning and afternoon peak hours to give people who have to travel options for when to travel and avoid the busiest part of the day.
- That's 95 extra services each week.

### What train lines will get extra services?

- The Sunbury, Craigieburn, Werribee, Mernda, Dandenong, Ringwood, Glen Waverley, Frankston and Sandringham lines will each get an extra 10 services per week and five extra new services each week will be added to the Hurstbridge line.

### What time will the extra services be scheduled?

- The extra services will be added either side of morning and afternoon peak hours so people can have more options to avoid the busier peak hours.
- In the morning, extra services will be added between 6am and 7am or 9am and 10am.
- In the afternoon, extra services will be added between 3pm and 4pm or after 6pm.
- Throughout the coronavirus crisis we've run our full timetable to ensure people who have to travel can get to work, education or perform care duties. These extra services will build on the existing high frequency across our train network.

### **Internal background: Indicative CBD arrival and departure times for extra services**

Train line	Time of AM shoulder peak service	Time of PM shoulder peak service	Cumulative	Date of introduction
Craigieburn	9:55	6:42	2	Monday, 13 July
Dandenong	9:37	7:10	4	Monday, 13 July
Frankston	9:48	6:53	6	Monday, 27 July
Glen Waverley	9.56	6.57	8	Monday, 13 July
Hurstbridge	9.37	-	9	Monday, 13 July
Mernda	6.47	3.46	11	Monday, 13 July
Ringwood	6.03	6.52	13	Monday, 13 July
Sandringham	9.36	6.57	15	Monday, 27 July
Sunbury	6.31	3.41	17	Monday, 13 July

<b>Werribee</b>	6.48	3.53	19	<b>Monday, 13 July</b>
	<b>Total per day</b>		19	
	<b>Total per week</b>		95	

#### **Why aren't you adding extra services to peak hours?**

- Trains on Melbourne's train network already run at very high frequency during peak times, due to our investment in building new infrastructure, removing level crossings and adding extra services over the past five years.
- The extra services being announced are being introduced to give people more options to travel outside the peak periods.
- We are running as many train, tram and bus services as we can in the regions, the city and the suburbs.

#### **Are the extra train services permanent?**

- The extra services are an interim solution to give people who have to travel more options.
- We will continue to monitor passenger numbers on the new services to inform longer-term timetabling decisions.
- We are running as many train, tram and bus services as we can in the regions, the city and the suburbs.

#### **Why are the extra train services on the Frankston and Sandringham lines being introduced later than train services on other lines?**

- There are level crossing removal works at Cheltenham and Mentone on the Frankston line.
- At the end of July, when these works are complete, we can introduce new services on the Frankston and Sandringham lines.

#### **Will the extra services be available in journey planner and on timetables?**

- Yes, the extra services have been added to the timetable and people will be able to see the new services when planning their journey, however printed timetables will not be updated.

#### **Will any journey times be increased through these changes?**

- We will work with the operators to ensure journey time changes are kept to a minimum. Passengers will be notified of any changes.
- V/Line services will not be affected by the additional metropolitan services.

#### **Why not add more services during the middle of the day and earlier in the morning?**

- We are running as many train, tram and bus services as we can in the regions, the city and the suburbs.
- We have run our full timetable throughout the coronavirus (COVID-19) pandemic and will continue to, so that people have choices when they travel.
- We will continue to monitor how many people are travelling on the network across the day to see if additional daytime or earlier services could be usefully added.

#### **Will there be any extra services on weekends?**

- No weekend services will be added at this time. The extra services are for weekday commuters.

### **Why aren't the Alamein, Upfield and Williamstown lines getting any extra services?**

- The extra services have been added to the busiest lines with minimal change to the network. Frequencies on the Alamein, Upfield and Williamstown lines outside of peak hours are similar to their peak frequencies.

### **Are any extra services being introduced on the regional lines, particularly at Melton and Wyndham Vale?**

- No extra train services are being introduced to regional lines at this time.
- We will continue to monitor passenger numbers on the regional network and will explore where additional services can be added.

### **When is a more comprehensive timetable change expected to happen?**

- The Department of Transport is continually looking at ways to deliver more services to passengers across Victoria and unlock the benefits our major transport projects, and work continues on more longer-term options for adding extra services to the network.

### **Will there be limiting the number of people on board trains?**

- We will not be limiting the number of people on board trains or any other part of the public transport network as this is likely to cause crowding in other areas such as platforms and tram stops and enforcement is difficult.
- As more people return to public transport, physical distancing will not always be possible. That's why we need Victorians to travel responsibly.

### **Will there be more timetable changes in the future because of the coronavirus pandemic?**

- We will continue to monitor passenger numbers on the network and make changes if needed, to ensure public transport is safe, clean and reliable.

### **Will buses be re-coordinated to meet trains?**

- . Current coordination between buses and trains will be retained.

### **How is physical distancing possible at stations and on platforms?**

- All Victorians are being asked to play their part to keep each other safe.
- There are things passengers can do to make their trip easier:
  - Plan ahead and travel outside of traditional peak hours if you can.
  - Keep your distance, where possible.
  - Spread out along platforms and at bus and tram stops to use all the space available.
  - Maintain a four-step distance from each other on escalators.
  - If a service or lift is busy consider waiting for the next one.

## **Tram**

### **What's changing for trams?**

- Two shorter shuttle services are being introduced on the Route 11.
- The "long shuttle" (Route 11A) will provide up to three additional tram services per hour from the new depot at Preston to Victoria Harbour via St Georges Road, Brunswick Street and Collins Street.
- The "short shuttle" (Route 11B) will provide three additional tram services per hour and operate between from 6am to midnight to maintain frequency and capacity on Collins Street.
- The new tram services will give people additional options for travelling throughout the day and help to ease crowding on trams travelling along St Georges Road, Brunswick Street and through the CBD.

- To reduce congestion on Collins Street, the Route 30 will be suspended, and the Route 12 will be diverted to La Trobe Street, providing alternative travel options within the CBD and additional capacity on La Trobe Street.
- Route 30 passengers will be served by Route 86 and Route 12.

#### **What are the passenger benefits for this change?**

- The extra trams services will give people who have to travel additional options for travelling throughout the day and enable people to better spread out on trams travelling along St Georges Road, Brunswick Street and through the CBD.

#### **When will the new services run?**

- The “long shuttle” (Route 11A) will run between 7am and 10.30am then 3pm and 7.30pm on weekdays, which is about three trams in each direction per hour, with a few fewer services in the evening.
- The “short shuttle” (Route 11B) will run between 6am and midnight on Monday to Thursday, 6am and 1am on Friday to Saturday and 7.30am and midnight on Sunday. This is about three trams in each direction per hour.

#### **Why aren't you adding more services to other routes or parts of the tram network?**

- The new tram services will give people who have to travel additional options for travelling throughout the day and enable people to better spread out on trams travelling along St Georges Road, Brunswick Street and through the CBD.
- The Swanston Street tram corridor is one of the world's busiest, with a tram everyone to two minutes throughout the day.
- We will continue to monitor passenger numbers across the public transport network and explore where further additional services can be usefully added.
- We are also exploring opportunities to improve the operations, connectivity and capacity of other services through the CBD.

#### **Are the changes to tram services permanent?**

- These new services are a short-term response to changing travel patterns.
- We will continue to monitor passenger numbers on the new services to inform longer-term decisions.

#### **Which type of trams will be used for the extra services?**

- The “long shuttle” (Route 11A) will operate with low floor E-Class trams, making them accessible to passengers with mobility issues or prams and providing more room for people to travel at a safe distance.
- The “short shuttle” (Route 11B) will operate high floor A-Class trams.

#### **How will passengers know the difference between the new “shuttle” services and the usual Route 11 trams?**

- The “long shuttle” service (Route 11A) will be numbered 11A, and the destination board will be Preston Depot or Victoria Harbour.
- The “short shuttle” service (Route 11B) will be numbered 11B, and the destination board will be St Vincent's Plaza or Victoria Harbour.

#### **Will you be limiting the number of people on board trams?**

- We will not be limiting the number of people on board trams, or any other part of the public transport network as this is likely to cause crowding in other areas such as tram stops and enforcement is difficult.
- Physical distancing will not always be possible. That's why we need Victorians to travel responsibly.

#### **How will Route 12 passengers get to Collins Street?**

- Interchanges with frequent services are available at:
  - St Vincent's Plaza (to route 11, the new 11A and 11B shuttles or route 109)
  - Batman Park (to route 109)
  - Southern Cross Station (to route 11, 48 or 109, or to route 96 for Bourke Street trams).
- Some passengers will benefit from a more direct connection to destinations on La Trobe Street.

#### **Will these shuttle trams cause congestion on the wider tram network?**

- The proposed changes to the Route 12 will reduce congestion on the tram network, while increasing capacity on all corridors.

#### **How will La Trobe Street passengers get to Docklands?**

- The Route 12 will operate on La Trobe Street, providing a more frequent service than the existing Route 30. Passengers can interchange at Spencer Street to the Route 86 for a frequent connecting service.

#### **How much capacity are you adding to the network?**

- The changes we're making will increase the capacity of the network by using bigger E-class trams in peak times to allow passengers to physically distance.
- By suspending the Route 30 and diverting the Route 12 services to La Trobe Street, we will increase the capacity on that route, allowing passengers more opportunity to physically distance.
- For the "long shuttle" (Route 11A) there will be up to 230 services per week (115 in each direction).
- For the "short shuttle" (Route 11B) there will be up to 706 services per week (353 in each direction).

#### **Will the free tram zone still be in operation?**

- Yes, the Free Tram Zone will still operate.

## **Bus**

#### **What's changing for buses?**

- We're making bus journeys safer for passengers and drivers by making pre-paid travel permanent from 13 July 2020.
- We are also looking to roll out all door boarding over the next 18 months. This means that, just like on trams, passengers can enter from any door, provided they have a valid ticket.

#### **Haven't you already removed cash from the public transport network?**

- In response to coronavirus, cash is currently not accepted across the public transport network.

- This will become permanent on buses from 13 July 2020.
- This will bring buses into line with trams – customers will be able to board and touch on at any door.

## Prepay

### What is a Prepay bus?

- A Prepay bus means cash is not accepted to top up myki cards on board.
- Passengers need to top up their myki before they travel and won't be able to top up on board buses.
- Passengers have various options to choose from to top up before they travel.

### What's the benefit for introducing Prepay bus travel now?

- As more people return to public transport, prepay bus travel will reduce contact between drivers and passengers by removing cash payments.
- No cash and no ticketing requirements mean driver safety is improved and drivers can focus on the safe operation of the vehicle.

### Does Melbourne already have any Prepay buses?

- Yes. Bus route 401 (North Melbourne to Melbourne University) has been Prepay since it was introduced in 2008. Bus route 601 (Huntingdale to Monash) has been Prepay since it was introduced in 2011.

### Will Prepay apply to myki town buses as well as those in Melbourne?

- Yes. This change will apply to all myki buses – including Melbourne, Geelong, Ballarat, Bendigo, La Trobe Valley and other bus services where myki is accepted.
- If myki isn't accepted on your bus this change won't apply to you.

### If cash is no longer accepted, what options do passengers have to pay?

- Customers have a range of options available.
  - **Mobile myki:** If you have an android phone you may be able to download the mobile myki app. When you top up with mobile myki using a credit or debit card your balance is available instantly.
  - **Online:** You don't need to register in order to top up a myki online at [ptv.vic.gov.au](http://ptv.vic.gov.au) Please top up 90 minutes prior to travel.
  - **Auto top up:** If you link your myki with your credit or debit card you can have your myki automatically top up when your balance reaches a nominated amount.
  - **Retail Agent:** You can top up at a range of retail agents across Melbourne, including 7-Eleven stores.
  - **Railway Stations:** Myki machines are available at railway stations.
  - **Major Interchanges:** Many major bus interchanges have myki machines.
  - **By Telephone:** Call 1800 800 007 to top up by telephone. Please top up 90 minutes prior to travel.
  - If you travel frequently, a **myki Pass** may be the best option.

### What happens if I board a bus and don't have money on my myki?

- All passengers must top up their myki cards before they travel.
- If you don't have enough balance on your myki when boarding a bus, you will be travelling without a valid ticket and could face a fine.

- There are a range of options available including topping up your myki online or by calling 1800 800 007.
- All passengers are required to travel with a valid ticket.

#### **My bus route still has paper tickets how is prepay possible?**

- Permanent Prepay bus travel is being introduced to routes that are myki enabled only.
- If your service doesn't have myki, then these changes won't apply.
- To slow the spread of coronavirus (COVID-19) our public transport staff are not handling cash.
- If you live in an area that isn't myki enabled, we recommend speaking to the bus driver on boarding, who will be able to advise you of the current process.

#### **Will Authorised Officers check buses?**

- All passengers are required to travel with a valid ticket.
- The presence of Authorised Officers on the network, including buses, continues to be important to help improve safety, assist passengers to travel with a valid ticket and provide support during disruptions.

#### **Has Prepay bus been introduced in other states?**

- Yes, Perth, Canberra, Adelaide, Sydney and Brisbane have prepay travel options for some bus routes.

## All door boarding

#### **What is all door boarding?**

- All door boarding means drivers open forward, middle and rear doors on the bus to allow passengers to board from any door, provided passengers have a valid ticket.

#### **Does Melbourne have any buses with all door boarding?**

- Route 601 started an all door boarding trial in early 2020.

#### **What benefits will be provided by all door boarding?**

- As more people return to public transport, all door boarding will make it easier for passengers to keep a safe distance while travelling.
- All door boarding gives passengers a more convenient way to board. If one door is crowded, passengers can go to the next door.
- This makes it easier, safer and faster for passengers to board.

#### **How long will it take to roll out all door boarding across the network?**

- All Door Boarding will be rolled out over eighteen months in consultation with our bus operators.
- It will be completed by 31 December 2021.

#### **Will all stops have all door boarding?**

- No. Some bus stops will remain as front door boarding only where this is needed for passenger safety.
- Drivers will not open the rear door at locations where only front door boarding is operating.
- The change to all door boarding will be communicated to passengers before it starts.



### **How do I know if I can board through all doors at my bus stop?**

- Information will be provided at stops and on board buses to notify people of the new arrangements. If you aren't sure, you can continue to use the front door.
- Customers will be notified in advance if their stop now accepts all door boarding. Currently, Route 601 is an all door boarding service,
- Due to coronavirus , some bus operators are encouraging rear door boarding to help passengers keep a safe distance from others while travelling.

### **What about regional areas?**

- All door boarding will be introduced in regional areas, where possible.
- Some regional bus routes use single door buses. These will remain front door only.
- The change to all door boarding will be communicated to passengers before it starts.

### **Has consultation with stakeholders taken place for the rollout of all door boarding?**

- Yes, a number of stakeholders were invited to take part in a testing day for Prepay All Door Boarding.
- The testing was held at Monash University in January 2020.
- The key stakeholders we consulted with were:
  - Transport Safety Victoria,
  - Transport Workers Union
  - Bus Association Victoria
  - Public Transport Users Association
  - Volgren and major bus companies.
- Prior to the coronavirus pandemic, we intended to roll out Prepay All Door Boarding slowly, but the move to prepay provides an opportunity to accelerate the program.
- Stakeholders have been supportive, and we will work with them on customer information, driver training and transition arrangements.

### **How will all door boarding help accessible travel?**

- Accessible travel will be easier with all door boarding because it encourages passengers to spread out at the stop and use more than one door to board.
- This will help reduce pressure on people travelling with prams, mobility devices, an injury or people who need more time to board.
- Other passengers can continue to board from a different door.

### **Will the rear door be made accessible?**

- No. Access through the front door will be the designated accessible point.

### **Are all buses in Melbourne wheelchair accessible?**

- Most buses in Melbourne are now wheelchair accessible (excluding selected school buses).

### **Has all door boarding started because of the coronavirus pandemic?**

- As more people return to public transport, all door boarding will mean passengers can use any door to board. This makes it easier for passengers to keep a safe distance from others, where possible.

### **Will the driver shut the door on passengers trying to board if they can't see them at the back doors?**

- Drivers already need to make sure that the rear door is clear of passengers before taking off.
- The rear doors of buses are fitted with pressure sensitive edges to allow passengers to board and depart safely.
- Drivers will have more time to focus on customers boarding and alighting because they won't be topping up myki cards or tending to cash transactions.

### **Will bus drivers require additional training for boarding from both doors?**

- We will work with bus drivers and bus operators to implement new procedures for all door boarding.

## **myki – auto top up**

### **What is auto top up?**

- Auto top up is the most convenient way to travel for myki Money customers.
- All you need to do is set a minimum balance, top up amount and payment details (e.g. credit card).
- Your myki will automatically top up with the top up amount you choose when the myki balance falls below the set minimum balance.

### **What are the benefits to using auto top up?**

- No physical contact with any ticketing equipment or customer service staff to be travel ready
- You don't need to queue for a myki machine or ticket office again.
- You won't accidentally travel without a valid ticket.
- Control your myki Money balance, and account monitoring.
- Set and forget to make topping up easier.
- Save time on your journey.

### **How do I set up auto top up?**

- Setting it up is easy, follow these steps:
  - Visit: <https://www.ptv.vic.gov.au/tickets/myki/register-your-myki/auto-top-up/>
  - Make sure your myki is registered.
  - Login to your account.
  - Choose a minimum balance.
  - Select your auto top up amount.
  - Nominate your payment details
  - Auto top up (Auto-load) for Android Mobile myki, can be done directly from your Mobile myki within Google Pay).
- For example, when your myki Money balance reaches \$10, you could top up with \$25.

### **Can I use auto top up on a myki Pass?**

- No. You can have auto top up and a myki Pass on the same myki. Auto top up won't change the balance of your myki Pass, it simply tops up your myki Money.

### **Is there a delay between the day I top up and the day my credit card/bank account was debited?**

- Auto top up adds myki Money to your myki card and requests payment later. This ensures that any delays in the banking process do not affect your ability to travel on your myki straight away.

### **What happens after I set up my auto top up?**

- When auto top up is set up or changed, \$1 is debited to confirm the details provided are valid. When you next touch on or check your balance at a myki machine the \$1 will be added to your myki Money.

### **What happens if I don't have enough money in my bank account or credit card when my auto top up is triggered?**

- If we need to reverse an auto top up added to your card because of a failed payment, the auto top up details linked to your card are cancelled.
- This means that if you want to continue travelling using auto top up to add value to your myki, you will need to set up your auto top up service again.
- You will need to wait 24 – 48 hours after your payment is reversed to be able to do this.

## **Impact of coronavirus on public transport**

### **Will you be enforcing physical distancing on public transport?**

- As more people return to public transport, physical distancing will not always be possible. That's why we need Victorians to travel responsibly.
- We will not be limiting the number of people on board trains, trams and buses because this is likely to cause crowding in other areas such as platforms and stops and enforcement is difficult.

### **What advice do you have for people travelling on public transport?**

- Everyone has a role to play to keep our network safe – stay home if you're unwell, practise good hand hygiene, travel outside the peak and keep your distance where you can.
- For those who live in metropolitan Melbourne and Mitchell Shire the advice is to stay home.
- We encourage everyone to download the COVIDSafe App and have it active while you travel.

### **What cleaning is taking place on public transport?**

- We're making sure all public transport is cleaned deeply and regularly.
- We've increased cleaning across the network, with a particular focus on the places passengers spend the most time, including tram and train carriages and buses, and under the Working for Victoria program we have employed hundreds of additional workers to further intensify the cleaning on trams and at regional train stations.
- We're cleaning high-touch surfaces like next-stop buttons, door handles, myki touch points, handrails and grab straps regularly and deep-cleaning trains, trams and buses, stations and stops every night.
- The increased cleaning regime will be in place for as long as needed.

### **Will you change air-conditioning or heating to prevent the transmission of coronavirus?**

- The advice from the Chief Health Officer is that there is no evidence that air-conditioning or heating increases the risk of transmission.