

Public Transport Q&A's – Customer Facing – coronavirus (COVID-19)

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Key messages (updated):

- To help stop the spread of coronavirus (COVID-19), all residents and travellers from anywhere in Australia wishing to enter Victoria must apply for a permit.
- Areas will be designated green, orange or red zones by the Chief Health Officer based on public health advice. Restrictions will apply for different zones.
- You will be able to apply for a permit online at <http://service.vic.gov.au> or by calling the Coronavirus hotline on [1800 675 398](tel:1800675398).
- Regular updates on NSW and the impact to our borders will be provided at coronavirus.vic.gov.au.
- Public transport services are running to the normal timetable. There are changes to services at the Victoria and New South Wales border.
- Face masks are mandatory in public indoor spaces.
- On public transport you **must** wear a fitted face mask covering your nose and mouth for your entire journey.
- For a full and up to date list of public exposure sites, please visit coronavirus.vic.gov.au. If you think you may have been exposed, please get tested immediately and follow DHHS instructions.
- We strongly encourage you to register your myki so that we can contact you if you have been exposed to coronavirus (COVID-19) on a public transport service.
- Please plan ahead using our [Journey Planner](#) and check [disruptions information](#) before you travel. If you need help with journey planning, please call us on 1800 800 007.
- There will be higher on the spot fines for breaching rules about visitors to your home and outdoor gatherings.
- We ask all our passengers to stay safe while travelling, wear a mask whilst on public transport and where physical distancing can't be maintained outdoors, as well as continuing to practise good hygiene and if you're unwell, stay home and get tested.

Face Masks (updated)

Key messages

- From 5pm on 31 December 2020 you must wear a fitted face mask when you are in public indoor spaces unless you have a lawful reason not to.
- Face masks are mandatory on public transport and when in taxis or ride share vehicles.
- You must continue to wear a fitted face mask covering your nose and mouth for your entire journey.
- Remember to put on your face mask before getting in trains, trams and buses.
- It is strongly recommended that you wear a fitted face mask on stops and platforms where a safe distance (1.5m) can't be maintained.
- Wearing a face mask helps keep you and others safe.
- The Department of Transport is working closely with our public transport operators to make sure that customers are aware of the requirement to wear a mask when travelling on the network.
- Victoria Police and Protective Service Officers (PSOs) will be enforcing the wearing of face masks in indoor settings and can issue \$200 fines for those not wearing a fitted face mask without a valid exemption. This includes when travelling on public transport. Victoria Police and PSOs will be conducting regular patrols across the network to ensure everyone is wearing a fitted mask. A fitted face mask needs to cover both your nose and mouth. Face shields, bandanas, or scarves or loose snoods, loose buffs or loose gaiters on their own are not considered a sufficient face covering.
- There are exemptions for children under 12 years, individuals with breathing difficulties, and those who have physical conditions that make it difficult to wear a fitted face mask. These conditions may not be visibly obvious to others and we urge all our public transport customers to be kind and respect each other.

- Please note that only Victoria Police and Protective Service Officers (PSOs) are authorised to enforce the public health directions regarding wearing face masks on public transport.
- If you wish to raise concerns about compliance with the public health directions, please contact the Police Assistance Line (PAL) on 131 444 and press #2 to report a confirmed breach of government-mandated coronavirus (COVID-19) restrictions. For more information on mask requirements and exemptions visit the [DHHS website](#).

Should I wear a face mask on public transport?

- Yes, wearing a fitted face mask on trams, trains and buses is mandatory unless you have a valid exemption. Face masks should also be worn on platforms and stops where physical distancing cannot be maintained.

Will public transport and operator staff have to wear face masks?

- Yes, all Victorians are required to wear a fitted face mask in indoor settings, this includes all PTV operators and staff.
- This will include wearing it while working on our trains, trams and buses.

Will you be providing face masks for passengers?

- Masks are not being provided to passengers at train stations or on-board trams and buses. You need to have your own face mask and put it on before you leave your house.

Will bus drivers or other public transport staff deny access to people who are not wearing a mask?

- Our public transport staff will not deny entry to services as some Victorians are exempt from wearing a face mask.
- However, those without a lawful exemption who do not wear a face mask risk getting fined by Victoria Police.
- Victoria Police are patrolling the community including public transport.

What do I do if I see people on public transport not wearing a face mask?

- The Department of Transport is working closely with our public transport operators to make sure that customers are aware of the requirement to wear a mask when traveling on the network. Posters, decals and corflutes are on display at train stations, tram and bus stops across the public transport network and recorded voice announcements are being played on trains, trams and buses to provide customers with the latest transport advice regarding safe travel, including the requirement to wear a fitted face mask when travelling.
- Please do not approach fellow passengers who are not wearing face masks. Only Victoria Police and Protective Service Officers (PSOs) are authorised to enforce the public health directions regarding wearing face masks on public transport services.

If you wish to raise concerns about compliance with the public health directions, please contact the Police Assistance Line (PAL) on 131 444 and press #2 to report a confirmed breach of government-mandated coronavirus (COVID-19) restrictions.

Can I enter a Hub or Customer Service Centre if I don't have a mask?

- To ensure the safety of all Victorians, unless you have an exemption you must wear a face mask when you enter one of our service centres. You will see all our staff complying with the rules. We're all in this together.

What kind of face coverings can I wear?

- There are two types of face masks suitable for community use: cloth masks and surgical masks. A face mask needs to cover both your nose and mouth.

- You must wear a fitted face mask that covers the nose and mouth. This means that face shields, bandanas, or scarves or loose snoods, loose Buffs or loose neck gaiters on their own are not considered sufficient face covering.

Do I have to wear a face mask if I am travelling on a V/Line service within regional Victoria?

- Yes. Everyone in Victoria must wear a fitted face mask on all trams, trains and buses, wherever they live.

What are the lawful excuses or exceptions for not wearing a face mask?

- The recommendation to wear a face mask does not apply to children (people aged under 12 years), individuals with breathing difficulties, and those who have physical conditions that make it difficult to wear a face mask.
- For information on lawful excuses or exceptions for not wearing a fitted face mask please visit the [Department of Health and Human Services website](#).

Arriving from Interstate (updated)

Key Messages

New Permit System in place from 6pm 11 January

- To help stop the spread of coronavirus (COVID-19), all residents and travellers from anywhere in Australia wishing to enter Victoria from 6pm 11 January 2021 must apply for a permit.
- Areas will be designated green, orange or red zones by the Chief Health Officer based on public health advice. Restrictions will apply for different zones.
- You will be able to apply for a permit online at <http://service.vic.gov.au> or by calling the Coronavirus hotline on [1800 675 398](tel:1800675398).
- Based on current health advice, here are the different zones: <http://coronavirus.vic.gov.au/travelpermits>.
- Each adult needs their own permit.
- If you reach the border without a valid Victorian Border Crossing Permit, you will be turned away at the border and face a possible fine.
- Victorian border communities in New South Wales will continue to be able to access the 'border bubble' using their driver's license or other photo ID to prove their residential address.
- There is currently no similar border exception proposed for residents living on the South Australian border.
- Regular updates on NSW and the impact to our borders will be provided at coronavirus.vic.gov.au.

Interstate Q&A's – General

Will Victorians be required to obtain a permit to go to another state or territory?

No not unless that State or Territory themselves requires a permit for travel.

Will there be a bubble with South Australia similar to the border bubble with New South Wales?

No currently there is not a border bubble established with SA

Will Victorians living on the border of SA be able to travel into SA border community to buy supplies?

Yes, however they will be required to apply and obtain a permit to return to Victoria.

Will the NSW border bubble remain and is there proposal to change it?

Those living in NSW/VIC border communities will continue to be able to access the 'border bubble'— using their driver's license or photo ID to prove their residential address. Please check coronavirus.vic.gov.au for updates.

Is there a permit system available for essential travel?

There are exemptions in place for some travellers such as in a medical emergency. More information on restrictions and exemptions to travel is available at coronavirus.vic.gov.au.

How is the border closure being enforced?

Authorised Officers will continue to monitor arrivals at our airports, and Victoria Police officers will continue to guard our state's borders.

NSW Border – V/line services

Albury V/line train services

V/Line trains are no longer operating **from** Albury until further notice.

All Albury train services towards Melbourne will originate at Wodonga. Passengers who are permitted to travel from Albury should make their way to Wodonga Station to board the train.

The shuttle coach between Albury and Wodonga will no longer operate.

Services running from Melbourne to Albury will continue through to Albury for passengers to disembark.

V/line Coach services

V/Line coach services are no longer operating across the NSW border until further notice.

This applies to all coach services **except** for the Mildura to Bendigo and Mildura to Swan Hill routes which will continue to travel via Euston NSW, however, will **NOT** stop to pick up or drop off passengers.

Passengers travelling on these services must present either a photo ID showing an address in a border community or a valid Victorian Border Permit [link: <https://www.coronavirus.vic.gov.au/victorian-border-crossing-permit>]

The coach services between Canberra and both Albury/Wodonga and Bairnsdale will not run.

Coaches on the Batemans Bay route will still run between Bairnsdale and Genoa for East Gippsland passengers.

All other scheduled coach services will operate to the normal timetable within Victoria but start or finish their journey at the last Victorian stop before the NSW border.

More information is available on the [Disruptions](#) page and the [V/line website](#).

XPT services

All XPT services travelling from New South Wales will be stopped at the border (Albury). This will continue until further notice.

Information on XPT services will continue to be updated at Transport for NSW
[link <https://transportnsw.info/covid-19/covid-19-safer-travel-guidance#covid-regional>]

Are V/Line services travelling across the border?

V/Line train services including the temporary shuttle bus service between Albury and Wodonga are no longer running. Passengers who are permitted to travel from Albury on 1 January, should make their way to Wodonga Station to board the train.

For all other V/Line interstate services, passengers are advised to make their own way across the border to connect with scheduled services within Victoria.

*****Contact centre instruction: Please do not book any travel to or from a NSW location*****

How long will this be in place for?

It is unknown at this time how long this will be in place for and we will continue to follow the advice provided by DHHS.

Latest advice when using public transport

Hygiene

- If you feel unwell, get tested and stay at home.
- Wear a fitted face mask for your entire journey. Practise good hand hygiene, cough into your elbow and keep your distance from other passengers if you can.
- We have installed over 300 touchless and manual hand sanitising stations across the network.

Cash handling

- Public transport service desks will not accept cash for payment to purchase or top up your Myki. You must either pay online, on the phone or use contactless payment methods.
- If you need to use cash, it is still accepted at myki card vending machines located across the network.

Will there be limits on passenger numbers on public transport?

- 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 tram stops.

What steps can I take to keep myself safe when travelling by public transport?

- Everyone has a role to play to keep our network safe – stay home if you're unwell, practice good hand hygiene, travel outside the peak and keep your distance where you can.
- We'll continue to provide clear travel advice and helpful information to keep everyone safe as we travel.
- Follow this advice:
 - Never travel if you are unwell
 - Travel outside peak times if you can (7am – 9am and 4pm – 6pm), as this can help with physical distancing
 - Wear a face covering for your entire journey
 - Practise good hand hygiene and cover your mouth and nose with a tissue when you cough, or otherwise into your elbow
 - Keep your distance, where you can
 - Respect the clearance zone around our drivers
 - Use every fourth step on the escalator and don't pass others
 - Spread out along the platform
 - Keep doorways clear

- Plan ahead. If it's raining, carry an umbrella so you don't need to gather under shelters at stops
- Check listed exposure sites and follow the health advice provided.
- [Register your myki](#) so that we can contact you if you have been exposed to coronavirus (COVID-19) on a public transport service. Download the COVIDSafe app and have it active while you travel

Should I use public transport system if I am unwell?

- If you feel unwell, get tested and stay at home.
- If you do become unwell while travelling, please speak to a member of staff or press the emergency intercom button on your tram, train or at the station.
- Passengers who feel ill are advised to get off their service and speak to a member of staff, press the emergency button or if appropriate call Triple Zero (000).
- On Metropolitan trains there are emergency buttons at every station and medics based at the following stations during the morning peak:
 - North Melbourne
 - Flinders Street
 - Richmond
- Emergency buttons on board trams alert the driver, who has a direct link to the Yarra Trams operations centre, who can then contact emergency services if needed.
- On V/Line trains emergency buttons are located on board each VLocity train, which alerts the conductor who can make contact with emergency services if appropriate.

Information to Passengers (updated)

What has the Department of Transport done to inform passengers of how to travel safely?

From 23 November 2020, updated posters, decals, corflutes and recorded voice announcements have been utilised across the network as part of the Stay Safe, Stay Open campaign

Our visual communications and voice announcements encourage passengers to wash their hands before they travel, cough and sneeze into their elbow and wear a fitted face mask for their entire journey.

The collective cooperation of our passengers we can keep on top of this virus.

Communication material across the network includes:

Metro Trains:

- In July and August 2020, Metro Trains installed updated posters and floor decals on board trains encouraging people to practise good hygiene and to wear of fitted face masks.
- There are also posters, and floor and window decals at select stations and on some services reminding passengers to keep a safe distance when travelling, advising customers to hold on and reminding passengers that all high touch surfaces are regularly cleaned.

Yarra Trams

- In June 2020 Yarra Trams installed updated decals, posters and corflutes at metropolitan tram stops to remind passengers to maintain physical distancing where possible, to wear a fitted face mask and practise passenger safety on board trams.

- In August 2020, extra posters were added across the tram network encouraging customers to practise good hand hygiene and to wear a fitted face mask.
- Customers are also reminded that all high touch surfaces on trams are regularly cleaned.

V/Line

- In August 2020, posters reminding passengers to wear face masks and instructing passenger safety have been installed on V/Line services.
- For example, passengers are reminded to hold on and take a seat where possible. All high touch surfaces are regularly cleaned.
- V/Line displays digital information regarding mask wearing.
- Customers must wear a fitted face mask that covers both your nose and mouth for the duration of your journey all V/Line services.

Buses

- At the beginning of August 2020, double sided bus hangers were installed providing information about cashless transactions and reminders to wear face masks on board.

Coronavirus (COVID-19) cases on the public transport network (updated)

What plans do you have in place if someone diagnosed with coronavirus (COVID-19) travelled on public transport while contagious?

- There are well established protocols based on the guidelines issued by the Department of Health and Human Services (DHHS), which are in place for the safety of passengers and staff.
- DHHS will advise Department of Transport and the relevant operator/operators of confirmed cases where there is a risk of further transmission because of their travel on public transport, or to assist in identifying close contacts. This will only occur for confirmed cases.
- All staff who were in immediate contact with the ill passenger will be contacted and advised to seek urgent medical care as well as provide them with support services.
- As soon as possible, the operator will remove the train, tram or bus from service for decontamination and cleaning before it can return to service.
- 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.

Is there any information available about confirmed cases on public transport?

- We strongly encourage you to register your myki so that we can contact you if you have been exposed to coronavirus (COVID-19) on a public transport service.
- The [DHHS website](#) provides details on high risk locations and outbreaks, including public transport services where there is a higher risk that you may have been exposed to coronavirus (COVID-19).
- Please continue to check regularly for [public exposure sites](#), including exposure date and time and advice on testing and isolation. If you have travelled on a PTV service that has been identified as a public exposure site for coronavirus (COVID-19) you must get tested immediately and quarantine until you receive a negative result.

How can passengers register their myki?

You can [register your myki online](#) on the PTV website or by calling [1800 800 007](#). You'll need your 15-digit myki number to register.

If you buy a myki from a retailer, ticket office window or myki machine or buy a Mobile myki, it's unregistered.

To register your myki go to www.ptv.vic.gov.au/myki

If you don't have an email or digital access you can register your myki by calling 1800 800 007.

How are you protecting people's privacy?

- PTV handles passenger information in line with the appropriate privacy standards and in line with the State of Emergency Declaration.
- Myki travel data is protected by the Privacy & Data Protection Act 2014 (PDP) and also by section 221(7)(a) of the Transport (Compliance & Miscellaneous) Act 1983 (TCMA).
- The Department of Transport is able to send push notifications while the State of Emergency remains in force.
- For more information please visit <https://www.ptv.vic.gov.au/footer/legal-and-policies/myki-privacy-policy/> or email privacy@transport.vic.gov.au

Should passengers be concerned?

The health and safety of passengers and staff is our top priority. We are working around the clock to provide safe travel for Victorians – our vehicles and stations have never been cleaner.

With the continued use of face masks providing additional protection – Victorians should have every confidence to use public transport. Wearing a face mask is mandatory on public transport, while in taxis or ride share vehicles. Our health, safety and cleaning protocols are stringent and in line with the expert health advice.

Having an account and registering your myki is just another added measure to provide people with the latest health advice. Passengers should continually check the DHHS website for the latest list of exposure sites.

If there is an outbreak of coronavirus within train, tram or bus drivers or with train or tram controllers how will you keep services running?

- A driver, like any other member of the community, will need to follow medical advice if diagnosed with coronavirus (COVID-19).
- We have well established protocols based on the guidelines issued by the Department of Health and Human Services, in any instance of a positive case across the network.
- As per the Department of Health and Human Services guidelines, any driver or staff that tests positive for coronavirus will self-isolate. Staff who have come into close contact with a worker who has tested positive, will be tested and asked to self-isolate.
- As soon as possible, the operator will remove the rolling stock from service for decontamination and cleaning before it can return to service. Depots and common areas such as meal rooms will also be cleaned and decontaminated.
- As a general rule, train and tram drivers do not have close contact with passengers and so there would be minimal risk to passengers who have been travelling on the network.

Hand sanitiser

Will hand sanitiser be made available to public transport users?

- Yes, we've installed touchless and manual hand sanitising stations across our busiest train stations, tram stops and bus terminals Victoria-wide.

Why are you installing these touchless hand sanitising stations?

- Good hand hygiene is one of our best defences in slowing the spread of coronavirus (COVID-19). Providing hand sanitiser to our passengers will help reduce chances of transmission for those who rely on public transport.

- Passengers should still wash hands before and after their journey and carry their own hand sanitiser, while also keeping a safe distance from other passengers when they can.

How many touchless hand sanitising stations are you installing across the network?

- There are 300 touchless hand sanitising stations across the network, both in metropolitan and regional Victorian public transport.
- There are 149 dispensers across metropolitan train stations, with 17 dispensers at Southern Cross Station alone. There are also 39 dispensers across the VLine train network.
- There are 40 dispensers at major tram stops with 55 dispensers across the metropolitan and regional bus networks.

Will touchless hand sanitising stations be made available at regional stations?

- Yes, the hand sanitisers will be rolled out at both metropolitan and regional locations.
- That includes key regional stations, including at Traralgon, Ballarat, Seymour, Bendigo and Geelong.

Why don't you have them at all stations?

- The priority for the roll-out is our busiest stations, tram stops and bus terminals across Victoria. These hand sanitisers will be found across the network in metropolitan Melbourne and regional Victoria.
- To keep passengers safe, we're continuing to regularly clean high-touch surfaces across the network, as well as nightly deep-cleaning on trains, trams and buses.

How often will the hand sanitiser stations be topped up?

- The hand sanitising stations will be monitored regularly and topped up as needed.

Who do I contact if the hand sanitiser at the station / stop I use is not working / empty?

- Either speak to one of our staff at the station or phone our call centre on 1800 800 007 and select option 2. The call centre is open from 6am to midnight daily (all night Friday and Saturday).

Will there be hand sanitiser on board trains, trams and buses?

- No, hand sanitiser stations will only be installed at stations, stops and terminals.
- We're continuing to regularly clean high-touch surfaces across the network, as well as nightly deep-cleaning on trains, trams and buses.

What kind of hand sanitiser is being used?

- Hand sanitiser with 70 per cent alcohol content is being rolled out across the network. A hand sanitiser must have a minimum 60 per cent alcohol content to be effective in killing microbes.

How long will the hand sanitising stations be available across the public transport network?

- As coronavirus restrictions begin to ease, we will continue to monitor our response and follow the advice of Victoria's Chief Health Officer.
- We will monitor the need for the hand sanitising stations over the coming months.

PTV hubs

Are the PTV Hubs open?

- Yes. Our Southern Cross, Geelong Westfield Shopping Centre and Bendigo Marketplace Hubs are all open.

What does coronavirus (COVID-19) mean for PTV Hubs?

- We have changed the way our PTV Hubs operate to help protect staff and customers.
- For the duration of the pandemic and until further notice, all PTV Hubs will remain cashless in order to help stop the spread of coronavirus.
- All staff have been provided with personal protective equipment (PPE) to protect them and the health and safety of our customers.

- Our PTV Hubs have been equipped with hand sanitiser dispensers for customer use at point of entry as well as physical distancing measures being in place.
- There is regular cleaning of all high touch surfaces within the hubs and protective screens have been put in place to minimize staff to customer contact.
- All staff and customers are required to wear face masks within the hub, unless a lawful exemption applies.

Can I still get help without having to visit my local PTV Hub?

- Most transactions performed at a PTV Hub can be performed online.
- For assistance please go online ptv.vic.gov.au or call 1800 800 007.
- To top up your myki you can use the myki machines at stations or by following the [links](#) on the PTV website.

Myki, Ticketing and cash payments

Key Messages

- To slow the spread of coronavirus (COVID-19) our public transport staff will no longer be handling cash payments.
- Public transport service desks will not accept cash for payment to purchase or top up your myki. You must either pay online, on the phone or use contactless payment methods.
- Cash can still be used at myki card vending machines located across the public transport network.
- You can top up your myki by using myki card vending machines located at all stations, by using a credit or debit card with our staff or through the PTV website ptv.vic.gov.au/myki or by phone at 1800 800 007.
- Cash transactions have been permanently removed on board buses from 13 July. All Myki's must be topped up ahead of time.
- Regional customers on trains or buses can purchase tickets using a credit or debit card with staff at any station or by visiting vline.com.au
- Victorians are still required to hold a valid ticket to travel on the public transport network.

How long will this be in place for?

- We will continue to take the advice of experts and update passengers on any changes to payment methods as they occur.

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

- Public transport passengers must travel with a valid ticket. If you need to travel on public transport, there are still plenty of ways to top up your myki or purchase a train or bus ticket.
- You can top up your myki by:
 - using a myki ticket machine located at all stations
 - by using a credit or debit card with staff at stations
 - set up myki auto top up
 - through the PTV website at ptv.vic.gov.au/myki, or
 - by phone on 1800 800 007.

What proportion of transactions are completed using cash?

- Less than 20 per cent of transactions on the public transport network are normally completed using cash.

Will this lead to greater fare evasion?

- There is no reason it should – passengers are still required to carry a valid ticket and it's still simple to top up your myki.

Is travel on public transport free given staff have been given the option to not handle cash or check tickets?

- No travel is not free. Passengers are still required to carry a valid myki.

Will passengers who purchased monthly or yearly myki passes and no longer wish to use them receive a refund?

- The Department of Transport is considering all refunds for passengers who no longer wish to use their myki pass.
- If a passenger elects to request a refund for their myki pass, they will be refunded the pro-rata balance of remaining days and the pass will be rendered unusable for travel on the network.

Can monthly or yearly myki passes be paused, so they don't expire?

- During this time, passengers can request to put their myki pass on hold. They will be issued a new card loaded with their existing balance, which will be activated the next time they touch on the network.
- Please see: [Changes to myki due to coronavirus \(COVID-19\)](#)

Myki Refunds for International visitors.

- Customers should visit the PTV Hub at Southern Cross Station to obtain a refund of their myki.

Collecting myki dormant actions

Customers can now collect their dormant actions at the following locations:

- myki machines
- Ticket Office Terminals (at the ticket windows at manned stations) myki retailers
- Customers can also call the contact centre to have dormant actions re-activated, ready for collection from a myki reader.
- If you haven't used your myki in more than 30 days, present your myki at a myki machine before you touch on for your next trip. This will ensure that any pending balance top ups are applied to your card.
- If you don't have access to a myki machine and you simply touch on, your online top up will be re-activated and can be collected at any myki reader on the following day.

Additional myki dormant FAQs

Why can't I see my top up on my myki card?

- If it has been more than 30 days since a passenger last used their myki card, any top ups they've added since may not show when they first touch on.
- These funds are in the myki system, but the information is 'dormant' waiting to be uploaded to the readers once the card is first used (after 30 days). This can take up to 24 hours.

How can I activate my dormant top ups?

- If you had a negative myki balance (less than \$0) when you last travelled, and have top-ups sitting dormant in the system, please go to any myki machine and present your card.
- If you had a positive balance (more than \$0) you can still touch on your card and travel as normal and the dormant payments will be added within 24 hours.
- If you can't present your card on a myki machine, it may take up to 24 hours for dormant top ups to be activated on your myki.

For additional support collecting dormant myki actions, please call our PTV Call Centre on **1800 800 007**.

V/line paper tickets

V/Line paper tickets can be purchased by:

- card at staffed V/Line stations and most ticket agents
- online at www.vline.com.au, or
- by calling 1800 800 007 from 6am to midnight, seven days a week (all night Saturday and Sunday).
- Please note: people who purchase V/Line tickets online can use their email confirmation as proof of purchase.

What if I don't live near a station or V/Agent to purchase a ticket?

- If you are unable to collect your ticket at a station or outlet after booking online, your email confirmation printed out or displayed on a smartphone or device will be accepted for travel

Can tickets purchased online still be posted to me?

- Yes, we're still posting V/Line tickets purchased online as normal.
- For customers wishing to have their tickets posted, please allow the following time to receive your tickets.
 - Ordinary and Registered postage: seven (7) business days prior to travel
 - Express postage: five (5) business days prior to travel.

What if I don't have a smart phone/device or printer, how can I prove that I've paid for my ticket? ****only to be used if customer has no other option****

- If you can't print the confirmation, or you do not have a smartphone capable of displaying it please provide your reservation number to the conductor/coach driver

Why can't I show the conductor/coach driver my email receipt normally?

- This is a temporary measure to ensure customers can still travel during the coronavirus pandemic. We're continuing to explore a longer-term solution to print at home and digital ticketing.

Prepay on bus

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.

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, LaTrobe 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 <https://www.ptv.vic.gov.au/myki> 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
- If you travel frequently, a myki Pass may be the best option.

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.

More about myki auto top up

What is auto top up?

DoT COVID-19 Customer Q&A's

- 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?

Visit: <https://www.ptv.vic.gov.au/myki>

- Login to your account.
- Make sure your myki is registered.
- 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.
- For more information on myki auto top up visit the PTV website (<https://www.ptv.vic.gov.au/myki>)

Safety and staff

What features exist to keep passengers safe on the network?

- We want to assure Victorians that there are more personal safety and security initiatives in place across the network than ever before.
- Your safety and wellbeing remain our priority.
- There are other things in place to keep you safe while travelling, including:

- mobile PSO units
- CCTV cameras
- Emergency Assistance Buttons
- safety zones and drivers connected to the emergency response centre, and
- Authorised Officers
- Protective Services Officers
- If you feel unsafe at any time you can call Triple Zero (000)

How are you protecting public transport staff from coronavirus (COVID-19)?

- We are working closely with all transport operators to help keep staff well and safe, based on the expert medical advice from the Department of Health and Human Services.
- Face masks are provided to public transport staff.
- Additional measures are in place to protect critical workforces such as train drivers and control centre staff including reducing access to key facilities, increased separation of teams and enhanced cleaning regimes.
- Yarra Trams is implementing several measures including additional cleaning and covering some driver cabin door holes and Yarra Trams and some bus operators are asking passengers to keep the first row free.
- Drivers' cabins on Metro trains are fully separated from passenger carriages, unlike on trams and buses.

How are bus drivers being protected, given that they are more exposed than train and tram drivers?

- Cash transactions were permanently removed from on board buses from 13 July, with the aim of limiting potential transmission risks to our drivers and passengers.
- Buses, including drivers' cabs, are undergoing nightly deep cleans as part of the increased cleaning protocol we've introduced.
- A number of bus operators have introduced 1.5m exclusion areas around the drivers' seat by restricting access to the first few rows of seats and implementing rear door boarding.

Do restrictions extend to transport staff?

- Yes, the same way they do to all Victorians.
- Transport staff are encouraged to keep group interactions to two people where possible.
- When this isn't possible, we encourage all employees to practice physical distancing where possible and ensure good hand hygiene.
- Face masks are provided to all public transport staff.

Authorised Officers

Key Messages

- The presence of Authorised Officers and Conductors on the public transport network continues to be important as more customers begin travelling in line with the easing of some coronavirus (COVID-19) restrictions.
- Authorised Officers and Conductors can deliver their full range of duties in line with COVIDSafe Plans including ticket checking.
- Training and support in line with Department of Health and Human Services (DHHS) guidelines have been provided to ensure they can deliver their activities in COVIDSafe ways.
- Passengers must have a valid ticket to travel on the public transport network.

Will Authorised Officers still be operating on the network?

- Authorised Officers and Conductors can deliver their full range of duties in line with COVIDSafe Plans, including ticket checking.

- Training and support in line with Department of Health and Human Services (DHHS) guidelines has been provided to Authorised Officers to ensure they can deliver their activities in COVID safe ways.
- Passengers are expected to travel with a valid ticket.

Is it safe for Authorised Officers to be checking tickets on the network during coronavirus (COVID-19)?

- It is a condition of travel that passengers must travel with a valid ticket
- For both staff and passenger safety, training and support in line with DHHS guidelines has been provided to Authorised Officers and Conductors to ensure they can undertake their duties in COVIDSafe ways.
- This includes:
 - Wearing a fitted face mask
 - Maintaining physical distance and contactless ticket checking where possible, with passengers encouraged to hold on to and present their myki for inspection
 - Regular cleaning of equipment with disinfectant wipes and use of hand sanitiser

What does the redeployment of Protective Services Officers on the public transport network mean for Authorised Officers (AOs)?

- AOs continue to have a customer service focused presence across the transport network, including in the evenings (after 6pm).
- In addition to our AOs, there are other measures in place to keep you safe while travelling, including:
 - Station based and mobile PSO units (mobile PSOs have a flexible work model which means they can get on and off trains and go to other train stations as required)
 - CCTV cameras
 - Emergency Assistance Buttons
 - Safety Zones and drivers connected to the emergency response centre.

Protective Service Officers

What's changing for Protective Services Officers (PSOs) because of coronavirus (COVID-19)?

- The Victorian Government has increased the range of 'designated places' where PSOs can exercise their powers so PSOs can be redeployed from the public transport network and into communities, boosting police resources to help slow the spread of coronavirus.

Why is the Victorian Government changing where PSOs are stationed?

- Throughout the different restriction levels, PSOs have been stationed at a number of premium stations supported by mobile units to continue to ensure passenger safety on the public transport network. This will also boost police resources to ensure coronavirus restrictions are followed. It ensures PSOs can be redeployed to where they are needed most. These are responsible changes as fewer people use public transport because of coronavirus restrictions.
- PSOs can exercise power across the greater metro Melbourne area and large regional centres including Geelong, Ballarat and Bendigo, as well as the transport network.
- PSOs will continue to work at 50 train stations and will maintain a mobile presence across the transport network with 25 mobile patrols to ensure passenger safety on public transport.

Cleaning

Since March there has been extensive, deep cleaning of our tram's trains and buses as well as regular sanitation of all high touch surfaces on and off board.

To ensure passenger safety, independent auditors continue to conduct thorough assessments and inspections of the cleaning taking place across our entire public transport network to ensure our high standards are met. We are also working closely with the operators to ensure action is taken to address any areas identified for improvement.

What cleaning is happening on public transport?

- With increased funding under the Working for Victoria initiative, there is increased cleaning of high touch surfaces on V/Line trains and Yarra Trams.
- We're making sure all public transport is cleaned deeply and regularly.
- We've increased cleaning, with a focus on the places passengers spend the most time.
- 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.
- These measures are in place to protect all passengers on Victoria's public transport based on advice from the Department of Health and Human Services.

What are the increased cleaning measures?

- On Metro Trains, in addition to the current cleaning arrangements, all carriages will undergo nightly sanitation, with all touch surfaces wiped down and entire carriages sprayed with disinfectant.
- Melbourne's trams undergo a deep clean every night, which involves wiping of high touch areas like next stop buttons, handrails and grab straps. This is in addition to the current cleaning arrangements.
- On V/Line trains, in addition to the current cleaning arrangements, all carriages will undergo nightly sanitation, with all touch surfaces wiped down.
- There will also be increased cleaning across Melbourne's buses, including nightly sanitisation of touch surfaces and increased daily cleaning and fumigation every three days.
- "Touch point" cleaning at stations, is also taking place meaning that infrastructure such as escalator handrails, myki machines, lift buttons and ticket office counters and windows will be cleaned regularly.

Will myki and ticketing equipment be cleaned more often?

- Yes. We've increased cleaning, with a focus on high-touch surfaces and places with high passenger volume.

What can passengers do to keep the network clean?

- Practise good hand hygiene and cover your mouth and nose with a tissue when you cough, or otherwise into your elbow.

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.

Physical Distancing

Key messages

- 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.

- Public transport services have resumed to a full timetable as of Monday 12 October 2020, to support the higher volume of people travelling as restrictions ease.
- 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 tram stops.
- If you feel unwell, stay at home and get tested.

Can I still board a tram using the front door given physical distancing measures?

- Passengers can only board trams via the rear doors to ensure passenger- driver distance.
- If you are vision impaired or have another reason to board via the front door, the driver will:
 - see you waiting at the front of the platform.
 - exit the tram, open the middle door and ask you what stop you're going to.
 - direct you to board via the middle door.
 - allow enough time to arrive safely at your seat.
 - notify you of your stop.
 - give you enough time to exit the tram safely before leaving.

Can I still board a bus using the front door given physical distancing measures?

- Passengers can only board buses via the rear doors, to protect our drivers.
- Most buses have accessible seats closer to the rear door so you'll be able to sit easily.
- If you are vision impaired or have another reason to board via front the door, you can.
- Please remember that some seats directly behind the driver will be unavailable because of physical distancing measures.
- Please ask the driver if you need help.

Planned Disruptions

- Works across all Big Build projects continue as all projects adhere to the advice from Department of Health and Human Services to protect worker safety and jobs.
- Physical distancing practices and increased personal hygiene measures are in place across all of our sites.
- We've seen a reduction in the number of people travelling on public transport as people stay home, which means fewer people are using replacement buses.
- Despite significantly fewer passengers than normal, we're maintaining a high number of replacement buses and coaches.
- The increased cleaning being carried out across the network includes rail replacement buses.

Can planned disruption works continue during coronavirus restrictions?

- Works continue with workers safety the top priority and we are following advice of DHHS to ensure this can continue.
- To ensure the safety of all workers and the community, all construction and maintenance work undertaken will operate under a High Risk COVIDSafe plan.

What are considered critical infrastructure projects?

- Works that are considered critical infrastructure projects include:
 - Level Crossing Removal Project works – Hurstbridge, Frankston, Pakenham, Cranbourne, Werribee, Upfield, Craigieburn, Lilydale and Ballarat lines
 - Road Projects - M80 Ring Road Upgrade, Plenty Road, Mordialloc Freeway and Western Roads Upgrade
 - Monash Freeway Upgrade
 - Metro Tunnel Project and associated works
 - West Gate Tunnel works

Are you putting lives at risk by continuing to work?

- No. Work on our sites is exempt under current advice from DHHS. The project sites are implementing strict health and safety protocols to slow the spread of coronavirus.
- Our construction partners are also implementing physical distancing practices and increased personal hygiene.
- This includes the provision of personal protective equipment and measures to reduce staff contact, including staggering shifts.

How are passengers using replacement buses being kept safe?

- All Victorians are being asked to play their part to keep each other safe including making responsible choices about using our public transport network.
- We have seen a reduction in the number of people travelling on public transport as people stay home, which means less people using replacement buses.
- Despite significantly less passengers than normal travelling, we've maintained a high number of replacement buses and coaches to help with physical distancing.
- We are encouraging passengers to travel at a safe distance, where they can.
- The seats directly behind the drivers have been closed to passengers.
- We will continue to monitor passenger numbers and ensure appropriate resources are allocated for passengers on replacement buses and coaches.
- The increased cleaning being carried out across the network includes rail replacement buses. This includes additional cleaning crews being called in to undertake nightly sanitation of all touch surfaces and enhanced cleaning during bus layovers at major interchanges.

How will you direct people during disruptions? Will there be staff to help passengers?

- There will be still be staff at stations to direct passengers to replacement buses.
- We ask all our passengers to stay safe while travelling, wear a mask for your entire journey, practice good hygiene and if you're unwell, stay home and get tested. To slow the spread of coronavirus (COVID-19), staff will not be handing out food or drinks to the public and will practice physical distancing.

Will there be enough drivers for replacement buses to continue to operate?

- We have the resources we need to proceed with replacement buses for our upcoming occupations.
- We work proactively with the bus operators and continue to monitor the situation, while taking advice from the Department of Health and Human Services.

Why are you disrupting people so much during a pandemic?

- Works are scheduled well in advance and work on many major projects has continued throughout the restrictions with safety measures in place. Where restrictions allow it, work is continuing as planned.

Automatic functions

What are automatic functions?

- Automatic functions are machine-based functions that don't need to be carried out by an operator.
- For example, a door that opens without having to press a button or turn a handle.

Have transport operators activated all possible automatic functions on the network to limit how many surfaces we need to touch?

- Yes, where possible, all transport operators have activated automatic options to help slow the spread of coronavirus (COVID-19)
- This includes some road signals, limited tram, bus and coach services.
- We've also increased the hygiene and commercial cleaning procedures on all trains, trams and buses to help keep you safe.

- Victoria's metropolitan and regional trains don't currently have an automatic open function so we've increased our cleaning and hygiene measures across the network to help keep you safe and slow the spread of coronavirus (COVID-19).

Additional Information

Southern Cross Station waiting rooms

- To ensure customers are practicing social distancing, our waiting rooms at Southern Cross station will be closed until further notice.
- If customers need travel assistance, please speak to station staff or call Travellers Aid on (03) 9670 2072.

Travellers Aid

Travellers Aid opening hours have changed to 6.30am – 7.00pm Monday to Sunday.

Tour and Charter buses

Are there any caps on Tourism and Charter Bus Operators?

There is no patron cap on Tour and Charter Bus operations. Physical distancing will not be enforced, but passengers are asked to maintain physical distance where possible.

Do I need still have to wear a mask on Tour and Bus Charters?

- Yes. Masks must continue to be worn on Tour and Bus Charters as per the Chief Health Officer's directions.
- While masks are no longer mandated in most circumstances, the evidence is clear, wearing a face covering makes a real difference in slowing the spread of the virus – so masks continue to be recommended indoors or outdoors when distancing can't be maintained.
- We are working closely with all transport operators, the Department of Health and Human Services and Victoria Police to ensure our services are safe for everyone to use. Victoria Police are responsible for enforcing the Chief Health Officer's directions.

Travelling from the Airport

- All international arrivals to Australia will be transferred to a hotel and placed in quarantine for 14 days.
- All international passengers will be picked up by dedicated Skybus services and taken directly and securely to hotels. This means that there will be no international passenger pickups until further notice.

Helpful links

[PTV website coronavirus \(COVID-19\) page](#)

[Department of Health and Human Services \(DHHS\) Coronavirus \(COVID-19\) updates](#)

[Translated resources coronavirus \(COVID-19\)](#)

[Information for people with disability - coronavirus \(COVID-19\) To find out more about current restrictions](#)