

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

Contents

Key messages:	2
Metropolitan Melbourne.....	2
Regional Victoria	3
Curfew service changes	3
Face Masks	7
Interstate border closures	8
Latest Transport Advice	11
Information to Passengers	12
PTV hubs	13
Hand sanitiser	13
Coronavirus (COVID-19) cases on the public transport network.....	14
School Buses	16
Myki, Ticketing and cash payments	16
Key Messages	17
Myki Refunds for International visitors.....	18
Collecting myki dormant actions	18
V/line paper tickets.....	18
Prepay on bus.....	19
More about myki auto top up	20
All Door Boarding	21
Authorised Officers.....	23
Protective Service Officers	23
ADF (Australian Defence Force).....	23
Staff	24
Cleaning.....	24
Physical Distancing.....	25
Extra services – train and tram	26
Planned Disruptions.....	26
Automatic functions.....	28
Additional Information.....	28
Southern Cross Station waiting rooms.....	28

Travellers Aid	28
Travelling to the Airport	28
Helpful links	29

Key messages:

Metropolitan Melbourne

- From 11.59pm on 27 September 2020, metropolitan Melbourne moved to the Second Step in line with Victoria's Roadmap for reopening.
- This includes the 9pm to 5am curfew being lifted.
- Under the Second Step there are still only four reasons to leave home. That is shopping for food or other essential items, permitted work or education, caregiving and for compassionate reasons or to seek medical treatment and exercise.
- In Term 4, from 12 October 2020 there will be a staged return for onsite learning for Prep to Grade 6, VCE (Years 11-12 or those doing VCE or VCAL subjects) and specialist schools. Remote and flexible learning will continue for Years 7 to 10.
- A normal frequency on public transport services has now resumed between 8pm and 9pm each night.
- With the curfew lifted, the Department of Transport working with transport operators, are targeting a full service resumption from Monday 12 October 2020. The Night Network is expected to resume Friday 16 October 2020.
- 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.
- You are only allowed to travel to regional Victoria for permitted work, medical care, care giving or to shop for essential items and food if it is the nearest location to your home.
- Victoria Police is out in full force with increased patrols monitoring exit and entry points to regional Victoria including train carriages, train stations and ferry terminals, as well as public transport departing from Southern Cross Station.
- A new offence carrying a fine of \$4957 has been introduced for any person from metropolitan Melbourne found in regional Victoria without a valid reason.
- 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 only travel for a permitted purpose, wear a mask for your entire journey, practise good hygiene and if you're unwell, stay home and get tested.

Travelling out of metropolitan Melbourne

If you live in metropolitan Melbourne the reasons to travel into regional areas are:

- Medical care and caregiving
- Work if you can't do it from home.
- To shop for food and essential items if it is the nearest location to your home.

In metropolitan Melbourne you must shop for food and supplies and exercise within 5km of your home. Victoria Police is monitoring people leaving and entering Melbourne to ensure everyone is travelling for one of the permitted reasons.

List of restricted Melbourne Local Government Areas

Banyule, Bayside, Boroondara, Brimbank, Cardinia, Casey, Darebin, Frankston, Glen Eira, Greater Dandenong, Hobsons Bay, Hume, Kingston, Knox, Manningham, Maribyrnong, Maroondah, Melbourne, Melton, Monash, Moonee Valley, Mitchell Shire, Moreland, Mornington Peninsula, Nillumbik, Port Phillip, Stonnington, Whitehorse, Whittlesea, Wyndham, Yarra and Yarra Ranges.

Regional Victoria

- The Third Step for regional Victoria's roadmap for reopening commenced at 11:59pm on Wednesday 16 September.
- Regional public transport timetables will continue to run as normal.
- There are no restrictions on the reasons to leave home or how far you can travel within Regional Victoria. Regional Victorians are not permitted to travel to metropolitan Melbourne except for permitted work, medical care and care giving or to buy goods and services if this is the closest location to your house. Visit the [Department of Health and Human Services](#) for more information on travel restrictions.
- Schools will begin a staged return to onsite learning from Term 4 with safety measures in place.
- If you can work from home, you must work from home.
- You are still required to wear a fitted face mask, practise good hand hygiene and observe physical distancing by keeping at least 1.5 metres from others whilst outside. Everyone must wear a fitted face mask when they leave home, unless an exception applies.
- Restrictions are in place to help slow the spread of coronavirus (COVID-19) and save lives. For the latest advice on coronavirus (COVID-19) visit the [Department of Health and Human Services](#) website and the [vic.gov.au](#) website to find out more about Victoria's roadmap to reopening.

Can I travel to metropolitan Melbourne from regional Victoria?

- If you live outside of metropolitan Melbourne you can only travel into this area for work, medical care and care giving or to buy goods and services if this is the closest location to your house. Visit the [Department of Health and Human Services](#) for more information.

Can I still travel into metropolitan Melbourne for work and stay overnight?

- Yes, however you must be a permitted worker and carry your permit to travel. Second Step restrictions apply to people from metropolitan Melbourne when they travel to regional Victoria for permitted work.

Can I expect to see the Victoria Police patrolling V/Line trains and stations to check the reason people are travelling to regional Victoria?

- Yes. Victoria Police will be monitoring travelers leaving Melbourne to ensure everyone travelling has a valid reason.
- Victoria Police is patrolling checkpoints right around the state to ensure people are complying with the Chief Health Officer's directives and only travelling for one of the permitted reasons.
- Victoria Police is out in full force, with increased patrols monitoring exit and entry points to regional Victoria including train carriages, train stations across Melbourne and ferry terminals, as well as public transport departing Southern Cross Station.
- A new offence carrying a fine of \$4957 may be issued to people from metropolitan Melbourne who are found in regional Victoria without a valid reason.
- We're asking everyone to play their part in keeping Victoria safe by only travelling when you have a valid reason to travel

Curfew service changes

Key Messages

- From 5am on Monday 28 September, there is no longer a curfew in place for metropolitan Melbourne. You can leave home at any time for one of the four reasons.
- Melbourne's train, tram and bus services continue to run at a reduced level from 9pm to the last service.
- The first and last services on every line and route will remain in place to ensure all essential workers can get to and from work.
- Now that curfew restrictions have been lifted, The Department of Transport is working closely with public transport operators, targeting a full service resumption after 9pm from Monday 12 October 2020.
- All Night Network services, which run after midnight on Friday and Saturday nights, is expected to resume Friday 16 October 2020.
- If you can stay at home, you must stay at home. Don't travel unless it's for one of the essential reasons to leave home and keep within the 5km travel distance from home.
- There are still only four reasons to leave home. That is shopping for food or other essential items, permitted work or education, caregiving and for compassionate reasons or to seek medical treatment and exercise or social activity.
- These changes are all being made based on the latest advice from the Chief Health Officer to limit movement across Melbourne and slow the spread of coronavirus (Covid-19).

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.

How will my public transport journey be affected under the Second Step of the roadmap?

- Public transport measures to support the Second Step of the Roadmap to reopening metropolitan Melbourne are expected Monday 12 October 2020. This means services after 9pm remain reduced temporarily as we work with transport operators.
- We are targeting a full service resumption from Monday 12 October 2020, with the Night Network expected to resume Friday 16 October.
- The only reasons to leave home under the Second Step of the roadmap are for permitted work or education, shopping for food or essential items exercise or social activity, medical care or compassionate reasons and caregiving
- We will continue to keep you informed of any changes to timetables as they arise
- Travel on regional trains will continue to run to the normal timetable for people who need to make essential journeys in line with the permitted reasons to travel between metropolitan Melbourne and regional Victoria.
- Those without a valid reason for travelling into regional Victoria could be fined \$4,957.

Why aren't full public transport services resuming now?

- Changes to public transport timetables require significant operational planning, including managing staff rosters.
- The Department of Transport is working closely with transport operators to accommodate the curfew being lifted.
- Transport operators are targeting a full service resumption Monday 12 October 2020, with the Night Network expected to resume Friday 16 October.
- For the time being, public transport services will run to a normal frequency between 5am and 9pm, with reduced services outside of those hours.

When will the Night Network resume?

- We are targeting a full resumption of the Night Network from Friday 16 October 2020.
- This includes the resumption of Night Coaches to regional Victoria.
- For the time being, public transport services will run to a normal frequency between 5am and 9pm, with reduced services outside of those hours.

What are the specific changes?

Metro Trains

- Trains in metropolitan Melbourne will run approximately every 40 to 60 minutes between 9pm and 5am, with normal nightly services expected to resume Monday 12 October 2020.
- The first and last timetabled services will continue to run.
- Operators are targeting a full resumption of the Night Network from Friday 16 October 2020.
- This means that the last train services during weekends remain the same. With the last service available at approximately 1am on Saturday and Sunday mornings, and the first services will be available at approximately 5am on Saturday and 6am on Sunday, as we work to bring back the Night Network.
- Work will continue to ensure bus connections to trains are maintained in line with these changes.
- Changes will be published on the PTV website, PTV app and MetroNotify. Station posters have been developed and will be displayed at all stations where possible, taking into account the number of poster cases in each station and consideration for hygiene and traveler tips posters. Information will also be included on passenger information displays and other electronic boards in stations where they are available.

Train line	Normal timetable – average wait time for a train after 9pm	Curfew timetable – average wait time for a train after 9pm
Mernda	30 minutes	60 minutes
Hurstbridge	30 minutes	60 minutes
Lilydale	30 minutes	60 minutes
Belgrave	30 minutes	60 minutes
Alamein	30 minutes	60 minutes
Glen Waverley	30 minutes	60 minutes
Pakenham	20-30 minutes	40-60 minutes
Cranbourne	20-30 minutes	40-60 minutes
Frankston	20-30 minutes	40-60 minutes
Sandringham	20 minutes	40 minutes
Williamstown	20-30 minutes	40-60 minutes
Werribee	20-30 minutes	40-60 minutes
Sunbury	30 minutes	60 minutes
Craigieburn	30 minutes	60 minutes
Upfield	30 minutes	60 minutes

Yarra Trams

- Trams will run approximately once every 40 minutes, meaning every second tram will not run.
- We are targeting a full service resumption from Monday 12 October 2020.
- The first and last tram services on all routes will continue to run.
- Night Network services are targeted to resume Friday 16 October 2020.
- This means that the last services on weekends will remain the same. With the last service available at approximately 1am on Saturday and Sunday mornings, and the first service will be available at approximately 5am on Saturday and 6am on Sunday, as we work to bring back the Night Network.
- Changes will be published on the PTV website, PTV app, TramTracker and on passenger information displays at tram stops.
- Advise customers to check [disruptions information](#) on the PTV website before travel.

V/Line

- Regional trains will continue to run to the normal timetable to support essential trips by permitted workers.
- The first and last timetabled services will continue to run on all regional lines.

- On Friday and Saturday nights, Night Coaches remain suspended, meaning services from Melbourne will cease with the last train on each line.
- We are targeting a full resumption of Night Coach services from Monday 12 October 2020.
- The Mildura overnight coach service will run as a train between Southern Cross and Ballarat, connecting with a coach between Ballarat and Mildura. This is to support restrictions in metropolitan Melbourne.
- Changes will be published on the PTV website, PTV app, V/Line website and V/Line app. Information will also be included on passenger information displays and other electronic boards in stations where they are available.

Melbourne's buses

- We are targeting for full bus services after 9pm to resume Monday 12 October 2020. With night buses expected to resume Friday 16 October 2020.
- This means that services in metropolitan Melbourne will continue to run to a normal frequency with reduced services between 9pm and 5am, as we work to bring back full services. Night Buses will also remain suspended on Friday and Saturday nights, meaning the last service will be at approximately 1am on Saturday and Sunday mornings.
- The first and last timetabled services on all routes will continue to run.
- Changes will be published on the PTV website, PTV app and on passenger information displays at bus stops.

For detailed changes on Transdev services:

- There will be service reductions on Smartbus Routes 901, 902, 903.

For detailed changes on CDC services:

- There will be service reductions on Route 601 Huntingdale - Monash University.

For detailed changes on CDC services:

- There will be service reductions on Route 401 North Melbourne – Melbourne University.

Will the reduced service changes remain the same?

- Yes, the reduction in services will be the same each day so passengers who must travel can plan their journey with confidence. We are targeting for full services after 9pm to resume Monday 12 October 2020 with the Night Network expected to resume Friday 16 October 2020.

Will the first and last services still run?

- Yes, the first and last service for every line and route will continue to run, except for the Night Network, which is targeted to resume Friday 16 October 2020.

Why are these changes still in place?

- Public transport services were reduced following the declaration of the State of Disaster and the associated restrictions were introduced across Melbourne to slow the spread of coronavirus (COVID-19).
- As restrictions have eased, the Department of Transport is working closely with our transport operators to ensure full services resume as soon as possible.

Services after 9pm are targeted to resume Monday 12 October 2020 with the Night Network expected to resume Friday 16 October 2020.

How best can I stay safe whilst travelling on public transport?

- Passengers must wear fitted face masks at all times, practise good hand hygiene, cough and sneeze into a tissue or your elbow and keep 1.5 metres away from other passengers where possible.
- If you feel unwell, stay home and get tested.

Are there any changes being made to replacement services e.g. Upfield line disruption?

- Train replacement buses will continue to operate at the same frequency as timetabled services.

Face Masks

Key messages

- All Victorians must wear a fitted face mask when leaving home – including when travelling on public transport.
- Victoria Police will be enforcing the wearing of face masks in public and can issue \$200 fines for those not wearing a fitted face mask without a valid exemption.
- Victoria Police will be conducting regular patrols across the network including on public transport.
- Face masks are mandatory when leaving your home in Victoria.
- A fitted face mask needs to cover both your nose and mouth. It cannot be a shield or bandana reflecting the change in policy announced on 27 September, noting there is a one-week transition period before face shields, bandanas and the like become unacceptable.
- 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.
- All Victorians are being asked to do their part to stay safe on public transport. That means keep your physical distance from others where you can, practice good hygiene and never travel if you're unwell.
- Victoria Police will be conducting regular patrols across the network including on public transport.

Should I wear a face mask on public transport?

- Yes, wearing a face mask whenever you leave your home is now mandatory for anyone 12 years or older in Victoria. This includes regional Victoria, as well as metropolitan Melbourne.
- Victoria's Chief Health Officer has advised that wearing a face mask provides an additional physical barrier to coronavirus (COVID-19) and protects those around you.
- Please make sure you travel with your own face mask wear it for the full journey and follow the health advice on how to wear it correctly.
- Please be patient and kind to each other and our staff – we're all in this together.

Will public transport staff have to wear face masks?

- Yes, all Victorians are required to wear a face mask when they leave their home, this includes all PTV 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 you be enforcing face masks on public transport?

- Victoria Police are enforcing the use of face masks people found leaving their home without wearing a face mask can be fined \$200, unless an exemption applies.

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.

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.
- You cannot only wear a shield or bandana to reflect the change in policy announced on 27 September, noting there is a one-week transition period before face shields, bandanas and the like become unacceptable.
- A face mask needs to cover both your nose and mouth.

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

- Yes. From 11.59pm Sunday 2 August, everyone in Victoria must wear a face covering when they leave home, wherever they live. This includes when travelling on public transport.

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](#).

Interstate border closures

NSW border closure - Key Messages

- NSW has temporarily shut its border with Victoria to contain the spread of coronavirus (COVID-19).
- If you need to travel into New South Wales, you can apply for a permit through the Service New South Wales website <https://www.service.nsw.gov.au/transaction/apply-covid-19-nsw-border-entry-permit> or by calling 13 77 88.
- There will be provisions in place for residents of border regions, such as Albury-Wodonga and Echuca-Moama.
- Due to the border closure, there will be changes to public transport services as many services will stop at the Victorian border. Service changes as a result of the border closures are available on the PTV Website ptv.vic.gov.au/coronavirus (direct link <https://www.ptv.vic.gov.au/disruptions/disruptions-information/article/victorian-and-new-south-wales-border-closure-effective-from-wednesday-8-july>)

Will V/Line trains or coaches be able to travel across the NSW border?

- V/Line train and coach services will no longer travel across the Victorian-NSW border.
- In most cases, coach services will run to the scheduled timetable within Victoria but will begin or end their journey at the last Victorian stop before the NSW border.

- All Albury line train services will run as coaches for all or part of the journey between Melbourne and Wodonga – they will not continue to Albury.
- Coach services from both Albury/Wodonga and Bairnsdale travelling to Canberra are cancelled.
- V/Line will continue to run coaches on the Batemans Bay route will between Bairnsdale and Genoa for East Gippsland passengers.
- Coaches between Bendigo/Swan Hill and Mildura will run on an altered route to avoid crossing the border – these coaches will no longer stop in Euston, NSW. We ask passengers to allow an additional 30-60 minutes for their journey.
- A special shuttle service will be available for Robinvale passengers travelling to and from Bendigo/Swan Hill.
- V/Line coaches from Melbourne to Deniliquin, stopping via Echuca Moama, are cancelled.
- V/Line will communicate these and any future service changes with passengers via its website, app and twitter feed

Will train services between Albury/Wodonga and Melbourne continue to run?

- All Albury line train services are running as coaches for all or part of the journey between Melbourne and Wodonga – they will not continue to Albury.
- Coach services from Albury/Wodonga to Canberra are cancelled.

Will coach services in East Gippsland continue to run?

- Coach services from Bairnsdale to Canberra are cancelled.
- V/Line will continue to run coaches on the Batemans Bay route will between Bairnsdale and Genoa for East Gippsland passengers.

What is happening to coach services running between Bendigo/Swan Hill and Mildura?

- Coaches between Bendigo/Swan Hill and Mildura will run on an altered route to avoid crossing the border – these coaches will no longer stop in Euston, NSW. We ask passengers to allow an additional 30-60 minutes for their journey.
- A special shuttle service will be available for Robinvale passengers travelling to and from Bendigo/Swan Hill.

Are coach services between Melbourne and Deniliquin, stopping at Echuca and Moama, continuing to run?

V/Line coaches from Melbourne to Deniliquin, stopping via Echuca Moama, are cancelled.

How will passengers travelling into NSW (with a permit) be able to get across the border and catch connecting services to Albury for example? What arrangements are being put in place to address this issue?

- There are currently no services that will connect passengers from the last stop of a V/Line service in Victoria to destinations in NSW.
- At this stage passengers with an entry permit will need to access local transport options, such as taxis or rideshare services, to cross the border.

Will you offer refunds to passengers for upcoming travel to NSW on public transport?

- Passengers can contact the PTV call centre on 1800 800 007 to apply for a refund for any upcoming travel to NSW they have planned.

What about V/Line staff like train and bus drivers who cross the border? Will they have to self-isolate?

- V/Line train and coach services are not crossing the Victorian-NSW border.
- V/Line staff will not be required to cross the border as part of their work duties.

Will cross-border community bus services continue to run?

- Local town bus services in border communities will continue to run.
- Some services may be re-routed or shortened.
- More information on changes to local bus services is available on the PTV website or by calling the PTV hotline on 1800 800 007.
- Bus drivers and all passengers will be required to have entry permits.
- In the interim while the entry permit system is being finalised, drivers and passengers must have their ID on them to prove local residency.

Will passengers be screened before boarding public transport that crosses the border? Will they have to provide contact information?

- No. If you don't have to travel, please don't.
- If you are sick, it is vital that you do not use public transport.

Will bus companies require permits if their services cross the border?

- Bus companies and bus drivers will be required to hold a valid permit to cross the border.
- V/Line coaches will no longer cross the Victorian-NSW border.

Will school bus services in border communities be exempt from the closure?

- School bus services will continue to run across the border.
- Some re-routing may occur due to bridge or road closures.
- Bus drivers and all students onboard will be required to have a permit.

Will the XPT service continue to run?

- The XPT train service is run by Transport NSW.
- The NSW TrainLink Melbourne to Sydney XPT service will cease travelling across the NSW/Victoria border.
- This XPT service will only operate between Albury and Central Station.

SA border closure - Key Messages

- The border between Victoria and South Australia (SA) is closed. For most people currently in Victoria this means entering South Australia will not be possible.
- All shared border roads with Victoria will be closed to non-essential travel into South Australia, with checkpoints and detours in place.
- For more information visit the South Australian Government website.
- Service changes as a result of the border closures are available on the V/line and PTV website.

Will V/Line coaches be able to travel across the SA border?

- V/Line coaches will continue to run up to the border, however passengers wishing to travel further will need to make alternative arrangements.
- Passengers are encouraged to plan ahead by visiting the V/Line website.
- Please ensure you check the latest border restriction information and have a cross border travel pre-approval in place if you plan to travel into SA.

Will the Overland train continue to run between Melbourne and Adelaide?

- Services on the Overland between Southern Cross Station and Adelaide are currently suspended due to Government enforced border restrictions.

Will you offer refunds to passengers for upcoming travel to SA on public transport?

- Passengers can contact the PTV call centre on 1800 800 007 to apply for a refund for any upcoming travel to SA they have planned.

What about V/Line staff like train and bus drivers who cross the border? Will they have to self-isolate?

- V/Line train and coach services are not crossing the Victorian-SA border.
- V/Line staff will not be required to cross the border as part of their work duties.

Latest Transport Advice

Service delivery

- 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're exploring every option to keep people safe based on the expert advice of the Chief Health Officer and to give everyone who needs to travel an option for making that journey.
- We are targeting for a full resumption of public transport services from Monday 12 October 2020, with the Night Network expected to resume Friday 16 October 2020.
- For the time being, public transport services will run to a normal frequency between 5am and 9pm, with reduced services outside of those hours.
- We have additional daily cleaning measures in place and have scheduled additional services on some busy lines, giving Victorians who are travelling for essential reasons options to practice better physical distancing.
- Our role is to provide all Victorians with safe, clean trains, trams and buses for their essential journeys.
- We ask everyone to plan their best journey and to recognise their responsibility to other people on public transport.
- Plan your journey before you travel. Use our Journey planner or visit our Disruptions page for the most up-to-date information on service changes.

Hygiene

- If you feel unwell, get tested and stay at home.
- Wear a fitted face mask for your entire journey. Practice good hand hygiene, cough into your elbow and keep your distance from other passengers if you can.
- We're installing touchless hand sanitising stations at our busiest train stations, tram stops and bus terminals.
- We are installing more than 300 touchless hand sanitising stations across the network, starting with major inner-city stations including Flinders Street, Southern Cross, Melbourne Central, Parliament and Flagstaff.

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
- 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

What has the Department of Transport done to inform passengers of how to slow the spread of coronavirus (COVID-19)?

- The Department of Transport and operators will continue to provide clear travel advice and helpful information to keep everyone safe as we travel.
- Including:
 - Metro Trains:
 - In July and August, Metro Trains installed updated posters and floor decals about hygiene and fitted face masks.
 - Metro trains also have posters, floor and window decals at select stations and on some services reminding passengers to keep a safe distance when travelling, where possible.
 - Yarra Trams
 - In June Yarra Trams installed decals, posters and corflutes at Metropolitan tram stops to remind passengers to travel at a safe distance, where possible.
 - In August posters were added to the tram network encouraging passengers to practice good hygiene and wear fitted face masks.
 - V/Line
 - At the beginning of August posters reminding passengers to wear fitted face masks were installed on V/Line services.
 - Also, in August, V/Line stations started displaying information about masks on digital screens

Buses

- At the beginning of August double sided bus hangers about cashless transactions and the importance of wearing a fitted face mask were installed on regional buses

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)

PTV hubs

Are the PTV Hubs closed?

- No, our regional PTV Hubs in Geelong Westfield Shopping Centre and Bendigo Marketplace reopened on Monday 21 September.
- Our Southern Cross PTV Hub remains open, however we encourage customers to use our online platforms and call center where possible.

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.

Hand sanitiser

Will hand sanitiser be made available to public transport users?

- Yes, we're installing touchless 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.
- Customers are advised to wash their hands before their journey and are encouraged to carry personal hand sanitiser if possible.

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 and slowing the spread of coronavirus (COVID-19).

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.

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

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

- We have well established protocols in place if someone who has travelled on any of our services tests positive.
- These protocols are based on the guidelines issued by the Department of Health and Human Services (DHHS) and 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.
- The operator will immediately contact the staff members who were in immediate contact with the ill passenger and advise them to seek urgent medical advice 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.
- Anyone travelling on the public transport network is encouraged to download the CovidSafe
- 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.

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

- 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).
- If you have visited any of the locations listed in the table on the DHHS website during the date indicated you should:
 - Watch for coronavirus (COVID-19) [symptoms](#).
 - If symptoms occur, immediately [get tested](#) and [stay at home while you wait for your results](#).

Why aren't you communicating high risk locations to customers travelling on the public transport?

- DHHS is authorised to provide information about case locations and outbreaks.
- The PTV website provides an alert to customers through the [Coronavirus \(COVID-19\) information page](#), advising customer to visit the [DHHS Website](#) or call the 24-hr dedicated hotline on 1800 675 398 for coronavirus information and details on high risk locations and outbreaks.

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 in place if someone who has travelled on, or works on, any of our services tests positive.
- These protocols are based on the guidelines issued by the Department of Health and Human Services and are in place for the safety of passengers and staff.
- As per the Department of Health and Human Services guidelines, any driver that tests positive for coronavirus will self-isolate.
- Any other drivers or workers who have come into close contact 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.

School Buses

Key messages

- School buses will continue to operate as normal during the day to support essential journeys and students who will resume onsite schooling.
- Prep to Grade 6 as well as VCE (Y11-12, those taking a VCE subject, VCAL) and specialist schools will resume onsite schooling in Term 4.
- School speeding zones and crossing supervision will resume on Monday 5 October 2020 in time for students to return to the classroom.
- We encourage everyone travelling on school buses to practise good hygiene, wear a face mask (if over 12 years old), maintain physical distance where you can and stay home if you are sick.
- Schools in regional Victoria will begin a staged return to onsite learning from Term 4 with safety measures in place.

How are you keeping students safe on school buses?

- School buses and public transport are essential services for those students who need to travel to school.
- Extra extensive cleaning is being carried out on all school buses, and a 1.5m exclusion area is marked around the driver's seat to restrict passenger access to the first few rows of seats.
- We encourage everyone travelling to school – whether on dedicated school buses or on wider public transport - to take a common-sense approach, look out for other passengers and be guided by their own personal health circumstances.
- Parents are encouraged to talk to their children about travelling safely by practicing good hand hygiene and cough etiquette, keeping their distance when they can, respecting the clearance zone around bus drivers and not travelling if they're unwell.

What physical distancing rules apply on Victorian Government contracted school bus services?

- School buses and public transport are essential services for those students who need to travel to school.
- We won't be limiting the number of passengers on board buses, or the wider public transport network.
- We encourage students and parents to practice physical distancing where possible on buses, at bus stops and interchanges.
- Parents are encouraged to talk to their children about travelling safely by practicing good hand hygiene and cough etiquette, keeping their distance when they can, respecting the clearance zone around bus drivers and not travelling if they're unwell.

Will there be additional cleaning on school buses? If so, what are the increased measures?

- As with all Victorian public transport services, school bus operators have increased extensive cleaning practices to help slow the spread of coronavirus (COVID-19)
- Additional school bus cleaning measures have been put in place
 - Vehicles are cleaned after each run
 - High touch points will be regularly cleaned
 - Vehicles are subject to nightly cleaning.

Are extra school bus services being included on some routes to allow for physical distancing

- The school bus services will continue to run to as normal where possible.
- No additional buses or services are being added to Victoria's school bus network at this time.

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 were permanently removed from on board buses from 13 July, with all passengers required to travel with a valid myki that has been 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.

Will passengers continue to be able to use cash at myki vending machines?

- Passengers will still be able to use cash when topping up at myki machines at stations.

You say you are ceasing the use of cash to protect staff – will Authorised Officers and conductors still check tickets?

- Authorised Officers will continue to provide a presence on the network and must operate in line with physical distancing requirements where possible.
- Passengers are expected to travel with a valid ticket.

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: [COVID-19: myki pass refund options](#)

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

- 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, once you travel, your online top up will be re-activated and can be collected at any myki reader on the following day.

Additional information

- 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.
- 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. This will immediately load the dormant value to your myki without having to wait up to 24 hours
- 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.

V/line paper tickets

During coronavirus restrictions please advise the customer of the following:

- Please remember that if you live in Melbourne there are only two reasons to travel into regional areas. These reasons are for medical care or caregiving, and for work if you can't do it from home.
- Victoria Police along with PSOs are enforcing these rules in the community including on public transport services. If you must travel, you must wear a fitted face mask for your entire journey. More information is available at vic.gov.au/coronavirus.

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?

- 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>)

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?

- When 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.

Authorised Officers

Will Authorised Officers still be operating on the network?

- Authorised officers are still on the transport network, focusing on customer service and providing information for passengers.
- Passengers are expected to travel with a valid ticket

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

- Authorised Officers will continue to provide a presence on the network and must operate in line with physical distancing requirements, where possible.
- Passengers are expected to travel with a valid ticket.

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?

- These reforms increase the range of 'designated places' where PSOs can exercise powers, allowing PSOs to work across the greater metro Melbourne area and large regional centres including Geelong, Ballarat and Bendigo, as well as the transport network.
- 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 will continue to work at 83 train stations and will maintain a mobile presence across the transport network with 25 mobile patrols.

ADF (Australian Defence Force)

What are the ADF doing on the public transport network?

DoT COVID-19 Q&A's

- The ADF are now working to support Victoria Police while patrolling public spaces, including public transport. They will be supporting the police with messaging and enforcement of the 4 reasons to travel and the wearing of fitted face masks.

Are the ADF and the Victoria Police checking tickets?

- No, the ADF and Victoria Police will not be checking tickets. Their focus will be on enforcing the 4 reasons for travel and wearing of fitted face masks.

With the ADF be fining people for not complying to coronavirus measures?

- Victoria Police are responsible for issuing fines for non-compliance, with the ADF supporting these activities.

Staff

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 on 13 July, with all passengers required to travel with a valid myki that has been topped up ahead of time.
- 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.
- We will also be introducing boarding through all doors on buses over the next 18 months.

Do restrictions extend to transport staff?

- The transport staff you see out and about are there because their role can't be done from home.
- Transport staff are encouraged to keep group interactions to two people where possible.
- When staff need to gather in groups larger than two people, we encourage all employees to practice physical distancing, maintaining a safe distance from others when possible and ensuring good hand hygiene.
- Face masks are provided to public transport staff, particularly to those working in situations where physical distancing is difficult.

Cleaning

What cleaning is happening on public transport?

- 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 have been introduced to slow the spread of coronavirus (COVID-19) and 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?

- 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.

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 are targeted to resume from Monday 12 October 2020, with the Night Network expected to resume Friday 16 October 2020.
- For the time being, public transport services will run to a normal frequency between 5am and 9pm, with reduced services outside of those hours.
- 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.
- Vulnerable people are encouraged to avoid using the public transport network.

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

- We're encouraging passengers to board trams via the rear doors, where possible to allow enough space between passengers and the driver.
- 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?

- We're encouraging passengers to board buses via rear doors, where possible.
- 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.

Extra services – train and tram

What public transport services have been added?

- The Department of Transport is working closely with our transport operators on the timetable changes. , and we are targeting to resume full services from Monday 12 October 2020. Night Network services are expected to resume Friday 16 October 2020.
- For the time being, we will continue to run a normal timetable between 5am and 9pm to support essential journeys.
- In July, we added extra train and tram services to give passengers greater choice about when they travel, allow for physical distancing and add extra capacity.
- On the metropolitan train network, 95 extra services were added every week either side of morning and afternoon peak hours across 10 different train lines.

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 more longer-term options for adding extra services to the network.

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.

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.

What work will continue during Stage 4 restrictions?

- Critical infrastructure projects will continue during Stage Four restrictions.
- This includes safety and maintenance works on roads and public transport, and road safety projects that maintain critical safe operations on the road network.
- 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 only travel for a permitted purpose, 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?

- Coronavirus restrictions have meant significant reductions in traffic on the roads and on public transport. While those quieter conditions continue, we are getting as much done on Victoria's Big Build as possible.
- 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.

Travelling to the Airport

How do you get from the airport without transport?

- 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.
- If a passenger does need to use a commercial passenger vehicle to travel to a location for isolation, the Federal Department of Health has advised them to take the following precautions:
 - avoid direct contact with other passengers, drivers and transport staff

- practice good hand hygiene and cough/sneeze hygiene:
 - wash their hands frequently with soap and water, before and after eating, and after going to the toilet
 - cover their cough and sneeze, dispose of tissues, and use alcohol-based hand sanitiser

Helpful links

[PTV website article](#)

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

[About coronavirus \(COVID-19\) - Including multiple Fact Sheets \(DHHS\)](#)

[Information in other languages - Coronavirus disease \(COVID-19\)](#)

[Service NSW Information and how to apply for a COVID-19 border entry permit](#)

[To find out more about Victoria's roadmap to reopening \(vic.gov.au\)](#)