

Temporary off peak fare discount 1 February 2021

When will the discounted fares apply?

- To be eligible for the automatic off-peak fare discount, passengers must:
 - touch off after 9.30am
 - touch on between 9.30am and 4pm; or
 - touch on after 7pm.
- Passengers must touch on and off on all forms of public transport, this includes on trams.
- The discount is only available on weekdays and will exclude weekend and public holidays.

Who qualifies for the discount?

- All passengers using myki money on the metropolitan public transport network can receive the discount.
- This discount is only valid for myki Money and for travel on metropolitan trains, trams and buses on weekdays within Zone 1 and Zone 1+2.

How will passengers claim the discount?

- Passengers using myki money will automatically receive a 30 per cent discount when touching off their myki after 9.30am, or touching on before 4pm, or after 7pm.
- Passengers must touch on and off to receive the discount.

Will this be in place for all forms of public transport?

- Yes, passengers using myki money will receive an off-peak discount travelling on all metropolitan train, tram and bus services.

Do I need to touch off on the trams?

- Yes, to receive the discount on the tram network, you must touch off your myki when getting off the tram.

When will the discount start?

- The discount will commence on Sunday, 31 January, with **customers eligible from 1 February** and be in place on the network for three months.

I thought I would be eligible from 31 January 2021?

- The temporary fare change will be in place from 31 January. However, the first time customers will receive the discount is 1 February. This is because the discount applies to **weekdays** only.

Will these changes become permanent?

- This off-peak fare discount is temporary and will be in place for three months. Information gathered during this period will be used to inform fares policy.

I am travelling on V/Line, do I receive the discount?

- V/Line already has an off-peak discount for passengers of 30 per cent.

Do Commuter Clubs receive a discount?

- No, this temporary offer is only available for myki money.

Fare Details

What will be the reduction for both full fare and concession passengers?

This discount will result in the below drops in fare prices:

Fare type (zones 1&2*)	Standard fare (current)	With 30% Off-peak discount	Saving
Full fare 2 hour	\$4.50	\$3.15	\$1.35 per trip
Concession 2 hour	\$2.25	\$1.58	\$0.65 per trip
Full fare daily cap	\$9.00	\$6.30 (if all paid trips occur during off-peak times)	\$2.70 per day (if all paid trips occur during off-peak times)
Concession daily cap	\$4.50	\$3.15 (if all paid trips occur during off-peak times)	\$1.35 per day (if all paid trips occur during off-peak times)

*off-peak discount won't apply to travel wholly within Zone 2 or weekend travel, which are already discounted.

What happens if you make multiple trips per day?

If you make several trips a day across both peak and off-peak times, what you pay will depend on the order of your journeys. Examples below are for full fare customers:

- If your first paid trip is an off-peak trip (\$3.15) and your next paid trip is an off-peak trip (\$3.15), you will pay \$6.30 for that day and all subsequent trips are free.
- If your first paid trip is an off-peak trip (\$3.15) and your next paid trip is a peak trip (\$4.50), you will pay \$7.65 for that day and all subsequent trips are free.
- If your first paid trip is a peak trip (\$4.50) and your next paid trip is a peak trip (\$4.50), you will pay \$9 for that day and all subsequent trips are free.
- If your first paid trip is a peak trip (\$4.50) and your next paid trip is an off-peak trip (\$3.15), you will pay \$7.65 for that day and all subsequent trips are free.

What is the maximum a passenger can pay in a single day?

- There is a daily cap, which is the maximum you'll pay for a day's unlimited travel – it's the same as two two-hour fares, for the zones and times you travel in.

- If you make several trips throughout the day and they are all in off-peak periods, the maximum you will pay is \$6.30 full fare (2 x \$3.15).
- If all your trips are taken during peak times, the maximum you will pay is \$9 full fare (2 x \$4.50).

Will customers who travel on V/Line in Zone 1+2 receive the discount? For example, a customer travels from Melton Station to Southern Cross Station, which is within Zone 1+2.

Yes customers travelling in Zone 1 or Zone 1+2 on VLine services will receive the metropolitan off-peak discount.

Noting that the existing off-peak discounts for V/Line and regional bus services are for travel in 3 zones or more.

General information

Why is this being done?

- As part of the government's return to work plans, this 30 per cent discount is being implemented for three months to encourage passengers to travel outside of peak times where possible as more people return to work in the COVID-normal environment.
- Staggering travel public transport will help reduce the number of passengers travelling during peak times, creating more space on trains, trams and buses.

Why is this discount only temporary?

- Fares for metropolitan public transport will be temporarily discounted from Sunday, 31 January to make it easier for passengers to travel during the quieter periods of the day.
- This is being done to support the gradual return to workplaces as part of the easing of coronavirus restrictions and will complement the introduction of the additional services as part of the new timetable, which begins on Sunday, 31 January.
- Given the degree of uncertainty surrounding how people will want to travel following the coronavirus pandemic, we've made this discount temporary and will monitor passenger behaviour throughout three months before making any ongoing decisions.
- Information gathered during this period will be used to inform longer-term fares policy.

Given the upcoming timetable change, will you change the times that the discount applies?

- The new timetable will introduce more services in the busy morning and afternoon periods, with trains will be arriving with increased frequency in metropolitan Melbourne between 6am – 10am and 3.30 pm – 7.30pm on weekdays.
- More services arriving through a longer period in the morning and afternoon gives passengers more options to plan their travel, and stagger travel times if they can do so.
- The times that the fare discount applies will remain the same throughout the three-month trial period to ensure consistency for passengers.

Why are higher frequency trains running into the period for off-peak fares?

- Combined with the off-peak fare discount, the improved service frequency will provide passengers with more options, at a cheaper price, to stagger their travel times and spread demand for public transport across the day.

What is the difference between myki money and myki pass?

- myki money is a dollar amount (e.g. \$20, \$50) that's stored on a myki. When you touch on and touch off as you travel, the system knows where you have travelled and deducts the best fare.
With myki money, you pay for what you use.
- Myki pass gives you the best value public transport fare for customers who frequently travel to and from the same destination.
- If you travel often, myki pass means you can travel as many times as you want in your chosen zones for the duration of the pass.

Is myki pass being discounted?

- This temporary offer is only available for myki money and will not be available to passengers travelling on a myki pass.

Why are you only offering this to myki money customers?

- The purpose of an off-peak discount is to encourage people to reconsider their time of travel and take less crowded services.
- myki Pass is valid for travel at all times of day and is paid in advance with a single set price per day, regardless of when travel occurs.
- As off-peak discounts are applied at the time of travel, a prepaid product cannot have discounts applied to it.

How will staggering travel times help keep people safe from coronavirus?

- Staggering travel on public transport will help reduce the number of passengers travelling during peak times, creating more space on trains, trams and buses.