

# Frequently Asked Questions

## Free tram zone

### What area does the Free Tram Zone cover?

The new Free Tram Zone includes the area from Queen Victoria Market, across to Victoria Harbour in Docklands, up to Spring Street and over to Flinders Street Station and Federation Square.

Travel on trams within this zone is free, however if your journey starts or finishes outside the boundaries of the Free Tram Zone, you must touch on your myki at the reader in the normal way to make sure you have a valid ticket.

If you travel outside the Free Tram Zone without touching on, you are not travelling with a valid ticket and risk receiving a \$75 on-the-spot penalty fare or a \$217 fine for adults (\$74 for children aged under 18).

The Free Tram Zone signs at tram stops will identify the boundaries of the zone.

The Free Tram Zone is on the PTV website and will be marked on maps throughout the tram network when it comes into effect in January.

### How will I know when I'm in the Free Tram Zone?

There will be clear signage at the boundaries and inside the Free Tram Zone. Route maps will also show the Free Tram Zone.

Tram drivers will be making announcements when trams are approaching the boundary of the Free Tram Zone to let you know you must have a valid myki pass and have touched on to continue travelling beyond the zone.

There will also be signage at stops immediately outside the boundary to alert people that they need to touch on their myki to avoid travelling without a valid ticket.

### If I'm travelling only in the Free Tram Zone, should I touch on?

No, there is no need to touch on your myki if you are travelling exclusively in the Free Tram Zone.

### Do I need to carry a myki when travelling on trams in the Free Tram Zone?

No, you do not need to carry a myki when travelling on a tram in the Free Tram Zone.

However, it's always a good idea to keep your myki topped up, if you need to travel outside the Free Tram Zone on a tram, or need to take a train or bus to reach your destination.

**If I'm travelling from the Free Tram Zone to the fare paying zone outside the Free Tram Zone, should I touch on a tram?**

Yes, you must touch on before you leave the Free Tram Zone to pay for your journey.

We recommend you touch on as you board to avoid congestion at myki readers as the tram reaches perimeter stops.

If you travel outside the Free Tram Zone without touching on, you are not travelling with a valid ticket and risk receiving a \$75 on-the-spot penalty fare or a \$217 fine for adults and \$74 for under 18s.

There will be no leniency for passengers travelling outside the free tram zone without a valid myki.

**Do I get free train and bus travel in this zone?**

No, free travel only applies on trams in the Free Tram Zone.

You must touch on and off your myki when travelling at all times using the train and bus network, to ensure you are travelling with a valid ticket.

**What happens if I touch on in the Free Tram Zone – will I be charged for the trip?**

Yes, you will be charged. The myki system will still charge a 2 hour Zone 1 default fare if a passenger touches on. That's why we will be clearly marking the zone so people know that they don't need to touch on unless they are travelling outside this area.

**What will happen if I accidentally travel outside the free zone and have not touched on because I'm not aware of the changes?**

Travelling outside the free tram travel zone without a ticket is an offence.

You need to have a valid ticket for the journey you are making and if you don't, you risk being fined if caught by an Authorised Officer.

**If I'm using myki money or a myki pass and I touched on in the Free Tram Zone when I shouldn't have, can I get a reimbursement?**

No. There will be clear signage to indicate that a passenger is in the Free Tram Zone and they only need to touch on their myki if they are travelling outside the zone.

To ensure you receive free travel, do not touch on when travelling exclusively within the Free Tram Zone.

### **What are the last tram stops in the Free Tram Zone?**

<u>Stop number</u>	<u>Stop name</u>	<u>Route/s</u>
124	Batman Park	96, 109, 12
1	Flinders Street & Queens Bridge	55
13	Federation Square	1-8, 16, 64, 67, 72
7	Flinders Street & Batman Avenue / Exhibition Street	70
8	Spring Street & Flinders Street	75
8	Spring Street & Collins Street	11, 31, 48, 109, 12
9	Spring Street & Bourke Street	86, 96
11	Victoria Parade & Nicholson Street	86, 96
10	Nicholson Street & Victoria Parade	30
8	Melbourne Central Station	1-8, 16, 64, 67, 72
7	Queen Victoria Market	19, 59
8	Peel Street & Victoria Street	57
10	Victoria Street & Peel Street	55

### **What key tourist attractions are in the Free Tram Zone boundary?**

- Docklands
- CBD shopping
- Melbourne Star Observation Wheel
- Medibank Icehouse
- Queen Victoria Market
- Melbourne Aquarium
- Old Melbourne Gaol
- Immigration Museum
- St. Paul's Cathedral
- Australian Centre for Moving Image (ACMI)
- Parliament House
- Federation Square

### **What key tourist attractions are outside the Free Tram Zone boundary, but within walking distance or take a short tram ride and use your myki?**

The following tourist attractions are outside the Free Tram Zone boundary, but within a five to 10 minute walk from the last stop inside the Free Tram Zone:

- Melbourne Museum and the Royal Exhibition Building
- National Gallery of Victoria
- Crown Casino
- Melbourne Convention and Exhibition Centre
- MCG
- National Sports Museum
- Eureka Skydeck 88
- Lygon Street
- AAMI Park

- Bridge Road, Richmond
- Brunswick and Smith streets
- Royal Botanic Gardens

## **Zone 1 and 2 fare change**

**Why do I need to buy a Zone 1 and 2 myki pass if I'm only being charged a Zone 1 fare?**

Zones across Melbourne are not changing – what is changing is that travel across Zones 1 and 2 will be charged a Zone 1 fare from 1 January 2015.

Not everyone travels across Zones 1 and 2 and people who travel only within Zone 2 will continue to get access to the cheaper Zone 2 fare.