

# Ticketing, Fares & Refunds

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## 1.0 POLICY STATEMENT

- 1.1 ACTION supports a ticketing and fares system that benefits passengers and supports effective ACTION operations.

## 2.0 BACKGROUND

- 2.1 Section 47 of the *Road Transport (Public Passenger Services) Regulation 2002* provides that a person must not travel on a bus unless they hold a valid ticket for the journey. In relation to ACTION buses, a valid ticket includes a cash ticket purchased from the driver on board the bus or the use of stored value on a MyWay card.
- 2.2 The current fares determination is the [Road Transport \(Public Passenger Services\) Regular Route Services Maximum Fares Determination 2013 \(No 3\)](#).

## 3.0 CONSULTATION

- 3.1 In developing this policy, Public Transport consulted with ACTION Buses, the Territory and Municipal Services Governance branch, and the Justice and Community Safety Transport Regulation branch.

## 4.0 CASH TICKETS

- 4.1 Cash tickets may only be purchased directly from the bus driver on board an ACTION bus.
- 4.2 All passengers purchasing cash tickets are advised to have the correct fare ready when boarding. Bus drivers have a limited cash float and may not be able to provide change for large notes. Bus drivers may refuse entry to passengers who attempt to pay with large notes.
- 4.3 Passengers who pay with a cash fare must retain their ticket for the duration of their trip and must produce their ticket if requested to do so by an authorised person.
- 4.4 All single trip cash tickets include a transfer period allowing passengers to board other ACTION services within 90 minutes from the time that the ticket was issued.

## 5.0 PREPAID MYWAY CARDS

- 5.1 Passengers can use the stored value on a MyWay card to travel on ACTION services. The passenger must 'tag on' with their MyWay card when boarding the bus and 'tag off' when disembarking. Passengers who fail to tag off correctly will be charged a default fare.
- 5.2 Passengers who hold a damaged, defaced, manipulated or faulty MyWay card are required to purchase a valid ticket for travel. This may be either a cash ticket or stored value on a new MyWay card.
- 5.3 If a passenger loses their registered MyWay card, it should be reported to Canberra Connect or to ACTION on 13 17 10. Registered MyWay cards can be 'hotlisted' with the remaining credit balance transferred (with no fee) to a new MyWay card purchased by the passenger. MyWay cards that are 'hotlisted' are invalid for use.
- 5.4 Unregistered MyWay cards cannot be 'hotlisted'. Any credit remaining on an unregistered MyWay card that is lost cannot be transferred to a new card.

## 6.0 CONCESSIONS

- 6.1 ACTION recognises entitlement to concessionary travel.
- 6.2 Passengers who request a concession cash ticket are required to present valid proof of concession entitlement to the bus driver when paying for their ticket. Failure to present valid proof of concession will result in a full fare being charged.
- 6.3 An authorised person may request to see valid proof of concession for a passenger at any time while the passenger is travelling on ACTION services. Failure to produce valid proof of concession may result in the full fare being charged, removal from the bus and/or an infringement.
- 6.4 Passengers can apply for a concession MyWay card at a Canberra Connect Shopfront. Valid proof of concession must be provided at the time of application and should be carried by the passenger at all times while travelling on ACTION services.
- 6.5 ACTION may confirm the validity of the concession card with the concession card issuer.
- 6.6 A concession expiry date will be attached to the concession MyWay card. Concession entitlements will automatically expire unless updated by the card holder.
- 6.7 ACTION accepts a range of concession cards for verifying concession travel entitlement. More information on concessions including student fares can be found on the ACTION website at [www.action.act.gov.au](http://www.action.act.gov.au).

## 7.0 TRANSFER PERIODS

- 7.1 All fares for travel on ACTION include a 90-minute transfer. This allows the passenger to board or transfer to other ACTION services to complete their journey.
- 7.2 The 90-minute transfer period begins at the time the person purchases their cash ticket or successfully 'tags on' with their MyWay card.
- 7.3 The MyWay card will automatically calculate the 90-minute transfer and will not charge additional fares during the period provided the MyWay card user 'tag's on' and 'tag's off' successfully on all services during the transfer period.
- 7.4 A cash ticket or MyWay fare cannot be transferred to another person.
- 7.5 Where services fail to arrive within the 90-minute transfer period, regardless of the scheduled arrival time, passengers will be required to pay additional fares.

## 8.0 OTHER TICKET TYPES

- 8.1 MyWay Single Ride Tickets – are purchased and distributed by community organisations. These tickets are available either as full fare adult tickets or concession tickets. The holder of a MyWay Single Ride Ticket must surrender the ticket to the driver when boarding an ACTION bus. In return, the driver will issue the passenger with a single trip transfer ticket, which enables the passenger to travel for 90-minutes on ACTION services. Passengers who hold a concession MyWay Single Ride Ticket must present valid proof of concession to the driver to use the ticket. MyWay Single Ride Tickets are non-refundable.
- 8.2 Student Transport Program (STP) – is managed by the Road Transport Authority and provides eligible primary school, high school and college students with free bus travel on school days. Applications for the STP must be submitted for each school term.
- 8.3 Oaks Estate Residents – Residents of Oaks Estate are able to travel on ACTION services upon presentation of bus tickets purchased on local private service providers. Ticket types and conditions of use are available on the ACTION website.

- 8.4 Exempt Persons –some ACTION passengers are exempt from paying a fare. Information on exempt persons can be found in the *Road Transport (Public Passenger Services) Regular Route Services Maximum Fares Determination 2013 (No 3)*. Exempt persons include:
- 8.4.1 Visually impaired passengers
  - 8.4.2 Department of Veterans Affairs TPI pensioners
  - 8.4.3 ACT residents over the age of 70

## 9.0 REFUNDS AND BALANCE TRANSFERS

### Stored value on MyWay cards

- 9.1 MyWay card users who no longer wish to use a registered MyWay card can transfer any stored value remaining on the card to another MyWay user or obtain a refund of the stored value.
- 9.2 Refunds and balance transfers may be subject to an administration fee. Applicable fees and charges will be published on the ACTION website.
- 9.3 A person is exempt from paying a refund fee if:
- 9.3.1 the person has become eligible for the STP; or
  - 9.3.2 the person is over 70 years of age.
- 9.4 A person is exempt from paying a balance transfer fee if:
- 9.4.1 the person has become eligible for the STP; or
  - 9.4.2 the person is over 70 years of age; or
  - 9.4.3 the person's card has been replaced because of a defect or fault in the manufacture of that MyWay Smart Card; or
  - 9.4.4 the person is replacing their registered MyWay Smart Card and requesting a balance transfer to a MyWay card registered to the same person; or
  - 9.4.5 a parent or guardian is transferring stored value between MyWay Smart Cards that are registered to their children where those MyWay Smart Cards apply to a school or tertiary student.
- 9.5 Refunds and balance transfers will only be made for the full credit amount of stored value on the original, registered MyWay card. Partial refunds and balance transfers of MyWay credit will not be approved.
- 9.6 Where a refund is approved, the refund will be provided either by direct credit to the applicant's nominated bank account or by cheque payable to the applicant. Cash refunds are not permitted in any circumstance.
- 9.7 A balance transfer can only be made from the original, registered MyWay card to another registered MyWay card.
- 9.8 A card with stored value that is to be refunded or transferred must be surrendered and will be 'hotlisted'. Should the user wish to continue using MyWay they will be required to purchase a new MyWay card.
- 9.9 Once an application for refund or balance transfer is received the following processing times apply:
- 9.9.1 28 days for processing of refunds; and
  - 9.9.2 five business days for processing of a balance transfer.

### Cash fares

- 9.10 ACTION does not generally provide refunds for cash fares, but will consider all requests for refunds of cash fares on a case by case basis, provided the application is made in writing.

- 9.11 Refunds will not be provided where the customer purchases the wrong fare type or fails to provide proof of concession when purchasing their ticket.
- 9.12 Where a refund of a cash fare is approved the refund can be provided by way of:
  - 9.12.1 MyWay stored value credit;
  - 9.12.2 Direct deposit into the applicant's nominated bank account; or
  - 9.12.3 Cheque.

## **10.0 COMPLIANCE**

- 10.1 ACTION staff may be appointed as *authorised persons* under the *Road Transport (Public Passenger Services) Regulation 2002 (ACT)*. Authorised persons have the power to enforce and issue infringement notices relation to ticketing, in accordance with road transport legislation.

## **11.0 LEGISLATIVE AND OTHER REFERENCES**

- 11.1 *Road Transport (Public Passenger Services) Regulation 2002 (ACT)*
- 11.2 *Road Transport (Public Passenger Services) Regular Route Services Maximum Fares Determination 2013 (No 3)*

## **12.0 FEEDBACK**

- 12.1 Feedback in relation to this policy may be made in accordance with ACTION's [Feedback and Complaints Handling Policy](#).