



RAIL Back On Track

[www.backontrack.org](http://www.backontrack.org)

# Going with your go card!



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**RAIL Back On Track**

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# What is a go card?

- A go card is an electronic ticket or smart card
- It is used to travel on the TransLink public transport network
- It has a *chip* that interacts with the computer ticketing system via readers – stations, onboard buses and ferries, and ticket machines (also called AVVMs).

# Types of go cards?

- Adult - blue
- Child - orange
- Seniors - red
- Seniors +go
- Concession
  1. secondary school students
  2. tertiary students (full time)
  3. pensioners
  4. Defence force veterans (gold card holders)



# Where do you get a go card?

- At a retailer – QR stations, some busway stations, some newsagents, and 7-Eleven stores
- Online
- Onboard ferries
- By phone 13 12 30

<http://translink.com.au/tickets-and-fares/go-card/buy-a-go-card>



# How do you put money on a go card?

Known as a *top up*

- Online
- Phone
- At a retailer
- Onboard ferries
- Onboard buses other than Brisbane Transport
- Ticket machines



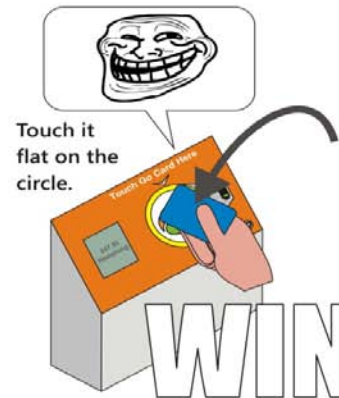
# Register or not to register a go card?

- Registering a go card allows you to protect the money on your card
- It allows you to top up your card online or on the phone
- It allows you to check your transaction history online
- It allows you to set up *auto top up*

# What is auto top up?

- Setting up auto top up means that you authorise the go card system to add money to your go card automatically when the balance on your card falls below \$5
- The money comes out of a credit account you specify
- This is without doubt the best way to go!

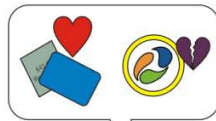
# Go Card!



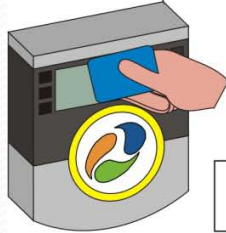
# It's Easy!



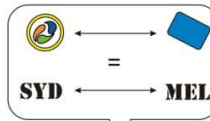
# Go Card!



Don't touch it on the screen!



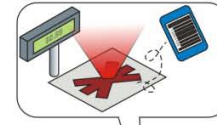
FAIL



Don't hold it far away!



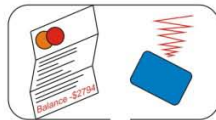
FAIL



Don't wave it like a grocery scanner!



FAIL



Don't swipe like a credit card!



FAIL

Already Touched  
Not Properly Touched  
Insufficient Credit  
Interference from other smart cards.  
Card Damage  
Etc..

Don't ignore a red light.



FAIL



Touch it flat on the circle.



WIN

# It's Easy!

# Railway stations – stand alone reader



# Bus



# Fare gates – major railway stations





# TransLink movie



go-card.webm

# Online demonstration

<https://gocard.translink.com.au/webtix/>

Go card registered users' login page

# What are fixed fares?

- Amount charged if you don't or not able to touch off

Mode of transport	<i>Adult</i>	<i>Child</i>	<i>Senior</i>	<i>Concession</i>
Train	\$10	\$5	\$5	\$5
Bus and ferry	\$5	\$2.50	\$2.50	\$2.50
Airtrain	\$30	\$12.50	\$30	\$25

Adjustments by phone or online if registered



# Benefits of go card

- Saves money – paper tickets are a ripoff!
- Makes travel easier, no preplanning needed
- Is convenient
- Journey caps – free travel
- Improves journey times on buses
- More accurate load data

# References:

TransLink – go card

<http://translink.com.au/tickets-and-fares/go-card>

The Smart GO CARD User Guide

<http://railbotforum.org/mbs/>