



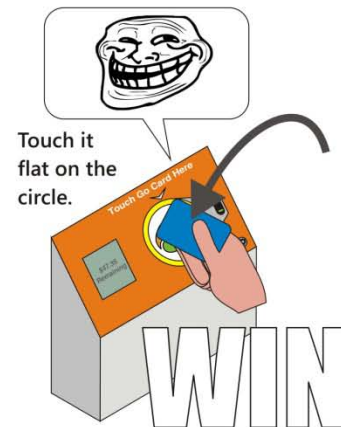
The Smart GO CARD USER GUIDE!

RAIL Back On Track <http://backontrack.org>

Version 3.1 30th June 2014

A useful adjunct to the official go card resources,
and with a lighter side to using a go card.

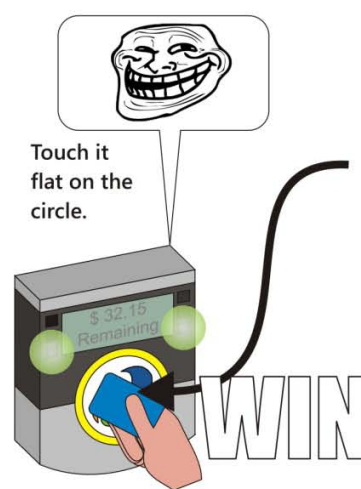
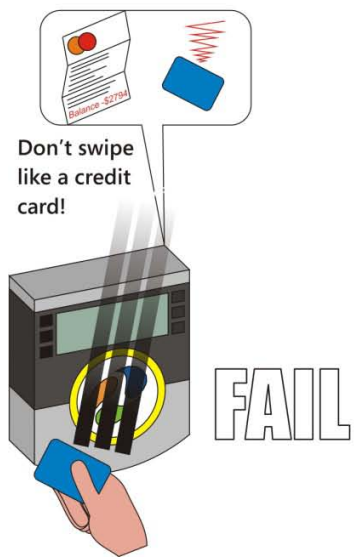
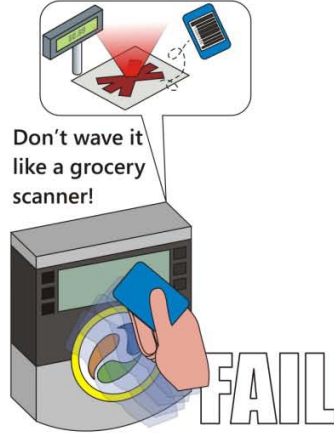
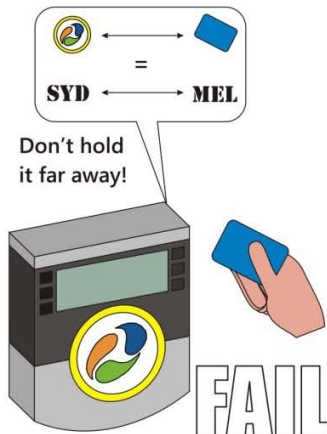
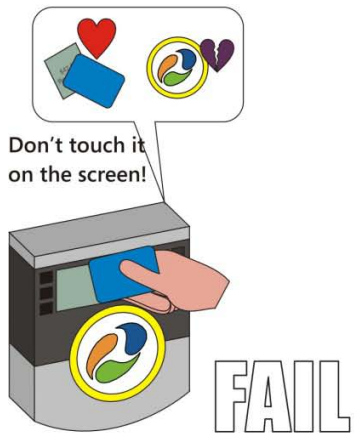
Go Card!



It's Easy!

Rail

Go Card!



It's Easy!

Bus and Ferry

1. *What if I can't touch on or touch off because the card reader is not working?*

"If all go card readers on your train platform, bus or ferry are not working and you are unable to touch on you can travel for free (this trip only) – do not touch off when you reach your destination."

<http://translink.com.au/sites/default/files/assets/resources/tickets-and-fares/go-card/130801-user-guide.pdf> page 7

Note: If you cannot touch on, don't touch off as you would normally or otherwise you will cop a fixed fare penalty. Also, it is reasonable to travel not touched on (free) if the card readers on your platform of departure or the station concourse (as appropriate) are not working. You cannot be expected to search every platform in a vain attempt to find a working reader.

2. If you forget to touch off (railway), you have 6 hours to do so from when you first touched on for your journey. So you can duck back to the station and touch off. Not bus/ferry.

3. Be alert when touching on and off, look and listen for all the signs when touching, beeps, screen, and light flashes. Sometimes the screens may have deteriorated, or have moisture on them (outside and inside) that can make it difficult. Sun glare can also be a problem. The light codes can generally be seen, the beeps don't always work. Yes, we know, it is hard with these issues but persist, you will get there in the end.

If you are booked for fare evasion as your go card is not touched on and you thought it was when you 'touched on', challenge it in court. There are plenty of examples on the RAIL Back On Track website and elsewhere of equipment that is not fit for purpose and under those circumstances it would be a reasonable defence in our opinion, particularly if you have credit on your go card of course, which is prima facie evidence of your good intents!

4. Where there are go card gates, go through the closed ones, as it is good reinforcement of successful touches. Avoid the open gates.



5. Register your go card. In case you lose it, the card can be cancelled and the credit transferred to a new card.

This also allows you to gain online account management access. This is useful as you can check your go card history, and also set up the auto top-up, which means you don't have to worry about regularly adding money to the go card.

The online side of the go card is good. By checking your go card history regularly it is possible to pick the fact that you may have been overcharged.

Errors do occur, don't assume it is infallible, it is not.

6. When touching off in the peaks, avoid running to go card readers as you might trip and fall. We know that many stations don't have enough readers, just be patient, and you will get through eventually.



7. You are allowed a maximum of three transfers on a journey, therefore you can have a maximum of 4 trips (different sequential modes) in one journey, providing you meet these conditions (from the go card user guide):

Transferring tips:

- A journey is the distance travelled from departure to destination. A journey might involve several trips using different transport modes or routes.
- A transfer is a change of transport mode or route to another service or route at the end of a trip to continue a journey.
- A trip is the distance travelled on one route. When you transfer to another route or service you're commencing a new trip. You can make up to 4 trips within the 1 journey.

Don't forget:

- Your journey must continue from the same zone or adjoining zone.
- There is a 1 hour time limit between transfers. That means you must touch on to your trip within 60 minutes of touching off at the end of your previous trip.
- You must touch on to your final trip within 3.5 hours of when you started your first trip. You have 6 hours to complete the journey.
- You can transfer up to 3 times across all zones.

<http://translink.com.au/sites/default/files/assets/resources/tickets-and-fares/go-card/130801-user-guide.pdf>



Example single journey with 4 trips:

(all transfers within the one hour transfer window)

Trip one - say bus

Transfer 1

Trip two - say train

Transfer 2

Trip three say bus

Transfer 3

Trip Four say ferry. Finish journey

Depending on your travel trips, you could actually do more than four if say you transferred at Roma St or Central between different rail services.

This is very handy and can be used for low cost travel. For example if you travel from Oxley (zone 3) to Central (zone 1), conduct some business and touch back on within one hour and travel back to Oxley you only pay one zone 3 to 1 fare overall.



8. *What does journey capping mean?*

From the 25th June 2012 travel is free after 9 go card paid journeys in a week (Mon-Sun) for all users.

There is a daily journey go card cap on fares for Seniors, Pension Concession Card holders and Repatriation Health Care Card (Gold Card) holders which means after two journeys are made in one day all additional journeys are free.

Remember a journey can be up to 4 trips on buses, trains and ferries in a row over a maximum 5 hour period, with no more than a 1 hour break between each trip. A trip on a particular mode begins when you touch on, and ends when you touch off. So, if more than 1 hour elapses after your last touch off, the journey is counted as finished, and your next touch on will initiate a new journey.

The free travel for those so entitled only occurs after two completed journeys are made in a particular day and only for that day!

The first two journeys next day of travel will be charged fares at the normal rates (unless 9 paid journeys already achieved for the week - Monday to Sunday).

9. All trips commenced after 8.30am, before 3.30pm, after 7pm to 3am and on weekends and gazetted public holidays will have a 20% discount (on or after 6th January 2014) relative to normal fares.

10. Many regular go card users have reported that they have sometimes forgotten to touch on and/or off when doing travel different from their normal daily go card commute. Be extra vigilant when doing travel that is not your normal routine, concentrate on your touches!

11. When using a go card present the go card flat to the readers. As soon as the touch is registered quickly remove the card. Personally I keep my go card in the plastic go card holder rather than in a wallet as some other cards could interfere. The go card is a [RFID](#) card, other RFID cards e.g. a corporate staff identity card, some student cards can interfere. Do not bend the go card!

12. A journey when a fixed fare is charged is not included in the total for determining the number of journeys completed.

13. During a track closure you are required to touch on the rail station prior to boarding the bus.

"TransLink is working towards providing you with more access to go card ready buses during planned works. We realise not all rail replacement buses enable you to use your go card as you normally would.

While you normally need to travel with a go card that has been touched on or with a paper ticket, there may be circumstances where you are unable to use your go card or purchase a paper ticket during a track closure and it's not always reasonable for you to access and use the fare machines or go card readers located on the platform.

For example, if you're a parent or caregiver travelling with small children or prams, a person with a disability, elderly or where the go card readers are situated on platforms that need to be accessed by stairs or overhead bridges.

If you're able to access station ticketing facilities during a track closure you should use your go card or purchase a paper ticket for travel."

<http://translink.com.au/travel-information/network-information/track-closures>

accessed 31st December 2013

14. Ways to save \$ ' optimise ' your travel see

--> <http://railbotforum.org/mbs/index.php?topic=10444.msg136853#msg136853>

15. Tertiary Transport Concession Card

--> <http://translink.com.au/tickets-and-fares/concessions/tertiary-transport-card>

From **1 July 2014**, all tertiary/post-secondary students in Queensland are required to have the new Tertiary Transport Concession Card (TTCC) as proof of eligibility to purchase and travel on a concession go card or concession paper ticket.

A lighter look at your Go card and its use - Go slang!



Go grief - where new users without a guide may find themselves

Go Christmas tree - the colourful light display that one sometimes sees on readers as multiple colour flashes ...

Go mess - serial fixed fares ...

Go silent - no beeps

Go broke - not paying attention to touches

Go fog - new user trying to peer at a moisture effected screen

Go glare - light, usually sun preventing screens to be read, complicated greatly if Go silent and/or Go fog is around at that time

Go back - you remember you didn't touch off at 9pm at the station, and when you wake up in a cold sweat at 1am and realise the fact you 'Go back' and touch off ..

Go slow - what happens at peak when you line up to touch off ...

Go fade - screens on the readers out in the sunlight have degraded and gone opaque and white ...

Go jump - quick backwards leap onto bus steps, performed when realising the lights flashed red as you tried to touch off on your way out the door

Go underground - the refusal to register one's Go Card due to privacy concerns

Go figure - when you can't work out what is happening (re touches, messages, etc)

Go between - what Translink does when you need to request a refund

Go out (or Go free) - when none of the touch machines are working

Go on - when everything is working (Most people won't have heard of this one)

Go shoulder - an injury sustained from repeatedly twisting backwards to complete the touch off, especially at train stations, whilst maintaining forward momentum through the barrier

Go crush - the situation at the barriers at Roma St station in the morning peak time

MyoGoCardial infarction - Heart attack triggered by rushing along a train platform in search of a working machine to touch on before your train leaves

Go rage ... 

Go cars - something people will return to if we don't eventually get something better

Happy go lucky - not bothering to claim back any excess charges, being satisfied that with free bus trips due to faulty equipment it all evens out

Go kardma - the universe's way of paying back those who are pushy and rude about touching on or off, and those who are kind and helpful to new users

Go vacuum - the feeling one gets when topping up a card yet again due to the fare increase

Go stop - when the fare gates glitch and don't open properly or at all

Go go stop - the dance when the fare gates open but glitch and stay open, only to close when another person walks up and attempts to exit

Go limbo - the period between after one tops up their card online, to when the top up successfully downloads onto ones card

Go away - when one is on hold and waiting, and waiting, and waiting to speak to someone at TransLink to get a fare fixed (caused by any combination of Go silent, Go fare, Go glare and/or Go figure. Potential to cause MyoGoCardial infarction)

Go mad - trying to understand the new fare structure

Go zonal - doing one zoners at lunch to reach the 9 journey cap sooner

No go - when your go card runs out of credit and you can't touch on

