



The Met.

Tickets

Instructions to staff

The New Ticketing System

replacement document

The New Ticketing System

A new ticketing system called MetTicket will be introduced on Friday 1 December 1989

For the first time customers will be able to purchase:

3 hour,
daily, and
60 Plus tickets

from over 800 "Off System" retail outlets including authorised newsagents, Amcal Chemists, selected mixed businesses and 7-Eleven Stores, in addition to Met Shops. These outlets will also sell weekly and monthly tickets.

MetTicket will retain the existing three zone multi-modal fare system and ticket prices remain unchanged.

Introduction of Scratch Tickets

Another feature of the new ticketing system is the introduction of "scratch off" tickets for 3 Hour, Daily and 60 Plus tickets.

They work like scratch-off lottery tickets, where surface material on a card is removed by scratching with a coin or a finger nail to reveal the number underneath.

The customer purchases a ticket, and locates the month, date and time spots for the intended travel.

The customer then validates the ticket by scratching off the appropriate spots.

The tickets which will be sold as "scratch tickets" will be:

3 Hour	Zone 1	Adult and Concession
	Zone 2	Adult and Concession
	Zone 3	Adult and Concession
	Zones 1 + 2	Adult and Concession
	Zones 2 + 3	Adult and Concession
	Zones 1 + 2 + 3	Adult and Concession

Daily	Zone 1	Adult and Concession
	Zone 2	Adult and Concession
	Zone 3	Adult and Concession
	Zones 1 + 2	Adult
	Zones 2 + 3	Adult
	Zones 1 + 2 + 3	Adult and Concession

60 Plus

Examples of the new tickets are shown below. Note that the samples illustrated have not been validated.

Daily Tickets



No.

Zone 1
Adult



No.

Zone 2
Adult



No.

Zone 3
Adult



No.

Zones 1 + 2 + 3
Concession



No.

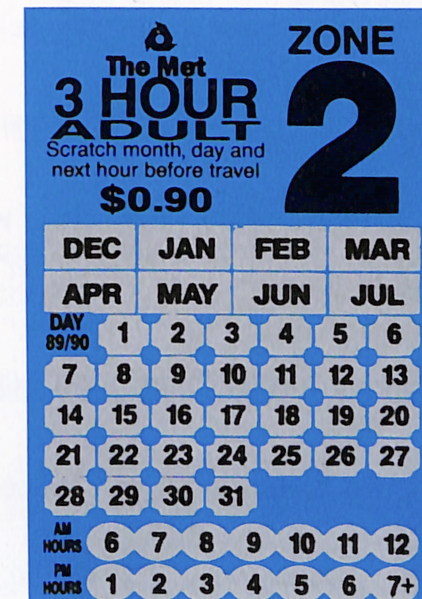
60 Plus

3 Hour Tickets



No.

Zone 1
Adult



No.

Zone 2
Adult



No.

Zones 1 + 2
Adult



No.

Zones 1 + 2 + 3
Adult



No.

Zones 1 + 2
Concession



No.

Zones 2 + 3
Concession

The new scratch tickets will be available for travel from 1 December 1989.

- Only Retail Outlets and Met Shops will issue these tickets during December.
- Railway stations will commence issuing scratch tickets from January 1990.

During December Daily, 3 Hour and 60 Plus tickets will be available in their current form and in the new scratch ticket format. Passengers will be able to use either type of ticket.

Instructions to staff concerning further information will be issued prior to January 1990.

Scratch Tickets - Validation by the Customer

It will be the holder's responsibility to validate (scratch) the ticket in situations other than when station staff validate single tickets.

Some passengers may need assistance until they become familiar with the new system.

As PTC employees, you can play an important part by helping them to make the system work.

You can start by making yourself familiar with the new tickets.

You can learn the correct way to validate the new tickets.

You can train yourself to spot invalid tickets.

And you can encourage the right customer response to the new system.

Remember that:

Any ticket scratched incorrectly will be invalid.

There will be an on-the-spot fine for any passenger caught travelling with an invalid ticket, including tickets which have not been validated.

Tickets must be scratched prior to entering barrier gates at stations or prior to boarding trams and buses.

With your assistance

- Customers will learn the system more quickly.
- Public acceptance of the new scheme will be more easily achieved.
- PTC revenue will be protected.

Samples of Non-Validated Tickets

Daily ticket



No.

Fig 1. Non-validated Daily ticket.

3 Hour ticket



No.

Fig 2. Non-validated 3 Hour ticket.

60 Plus ticket



No.

Fig 3. Non-validated 60 Plus ticket.

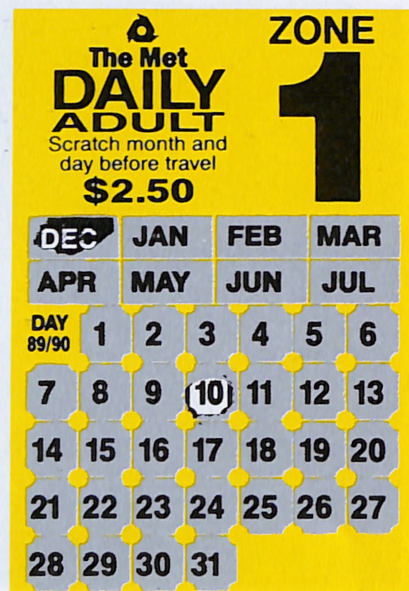
Samples of Correctly Validated Tickets

Tickets are validated by scratching out the appropriate time/date information as follows:

Daily ticket

3 Hour ticket

60 Plus ticket



No.

Fig 4. Daily ticket scratched to indicate travel on December 10.



No.

Fig 5. 3 Hour ticket scratched to indicate travel on December 10. with time shown for 1.00 pm.



No.

Fig 6. 60 Plus ticket scratched to indicate travel on December 10.

Invalid Tickets

It will be the passenger's responsibility to validate "scratch" tickets. Should an invalid scratch ticket be presented on boarding a vehicle, it should be pointed out to the passenger that the ticket is not valid for travel and another scratch ticket, if held, must be validated by the passenger or a ticket purchased. Passengers holding invalid tickets must be reminded that, once they board a vehicle or enter barrier gates at a station, they are liable to receive on-the-spot fines from ticket checking staff. Staff must be alert to passengers presenting invalid tickets.

Invalid tickets may be recognised by:

- the wrong date
- the wrong time
- two or more dates
- two or more times
- no time or dates scratched (unvalidated).

Passengers with Disabilities

When dealing with passengers with disabilities, the following procedures should be followed by station staff, conductors and bus drivers:

If requested, assistance should be provided.

Ask if they have a ticket.

Validate the ticket if the ticket has not been validated.

Disabled passengers presenting invalid tickets should be treated with discretion.

These disabilities will include many different forms and will vary in degree.

Some will be obvious while others will be more difficult to recognise.

Duties of Tram Conductors, Bus Drivers, Station Staff and V/Line Conductors (metropolitan travel)

1. Tram Conductors

Tram Conductors will be responsible for ensuring that every passenger has a valid ticket for travel.

Passengers who do not present a valid ticket must be sold a ticket for the journey being undertaken.

2. Bus Drivers (Including Contract Buses)

Bus Drivers will be responsible for ensuring that each boarding passenger has a valid ticket for travel.

Passengers who do not present a valid ticket must be sold a ticket for the journey being undertaken.

3. Station Staff (or barrier checks)

Station Staff will be responsible for ensuring that every passenger passing through the barrier has a valid ticket for the time and location.

Passengers entering a station with an invalid ticket are to be directed to validate a scratch ticket or purchase a ticket from the booking office.

Passengers leaving a station with an invalid ticket (including an unvalidated ticket) should be dealt with in accordance with current procedures for fare evasion.

4. V/Line Conductors

V/Line Conductors will be responsible for ensuring that every customer has a valid ticket for travel.

Customers who do not have a valid ticket must be sold a 3 Hour or 60 Plus ticket for their journey.