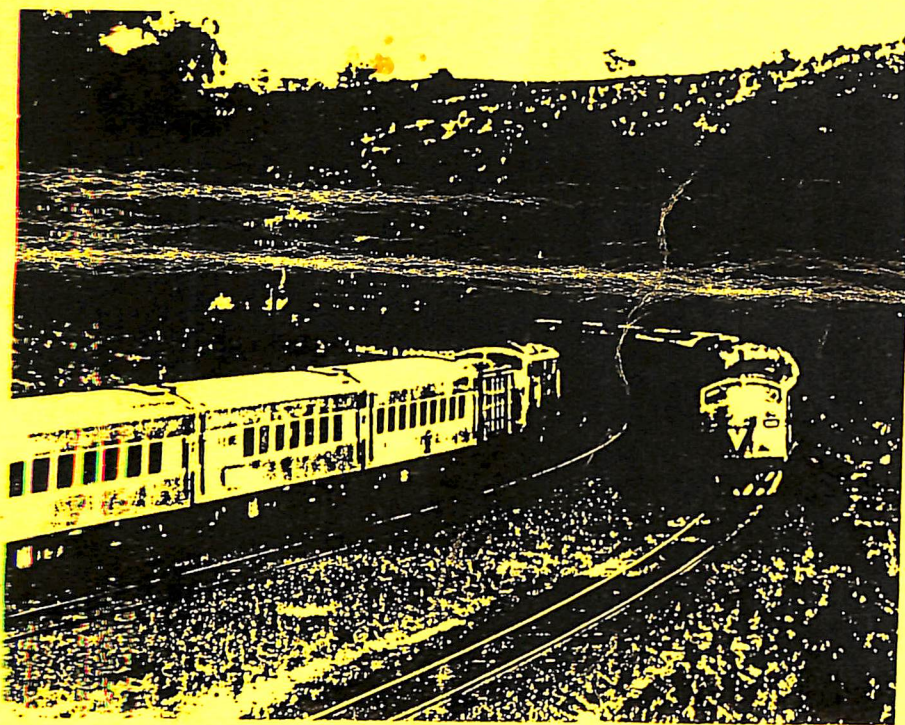


*Public Transport Corporation
Victoria*

Ticket Checkers' Manual



Prepared by

Training & Development

Level 12

Transport House

Section I

General Information

Ticket Checking Procedures

All passengers must be in possession of a valid ticket or pass.

When checking tickets the following points are to be observed:

Destination / Zone
Date
Time
Adult or Concession

Checking of Tickets

Tickets must be carefully examined.

Every ticket presented in a wallet or holder must be removed and examined where practicable.

Employees must courteously but firmly insist on sighting every ticket no matter how well known the passenger might be.

When passengers are approaching a barrier gate, staff should announce "Please have your tickets ready for inspection." The use of the Passenger Information board will assist also.

Passenger are not permitted to enter or leave a platform other than through the barrier gate, where provided.

Staff should also be aware of passengers using station waiting rooms and toilets to avoid presenting their ticket.

Problems with fare evasion should be referred to Stationmasters so that the appropriate action may be taken.

Concession Fares: The Met

Concession fares are available to the following people.

Children 4 years and under 15
(Children under 4 years free, but must be accompanied)

Pensioners holding valid T.C.1 cards. Cards from other states are also recognised.


Any person holding a valid Health Care Card (SS53) or a valid Health Benefits Card (SU90) which has an expiry date on it.

Students holding either a valid Primary/Secondary or a valid Statewide Tertiary Student Concession card.

Seniors Card holders.

Note

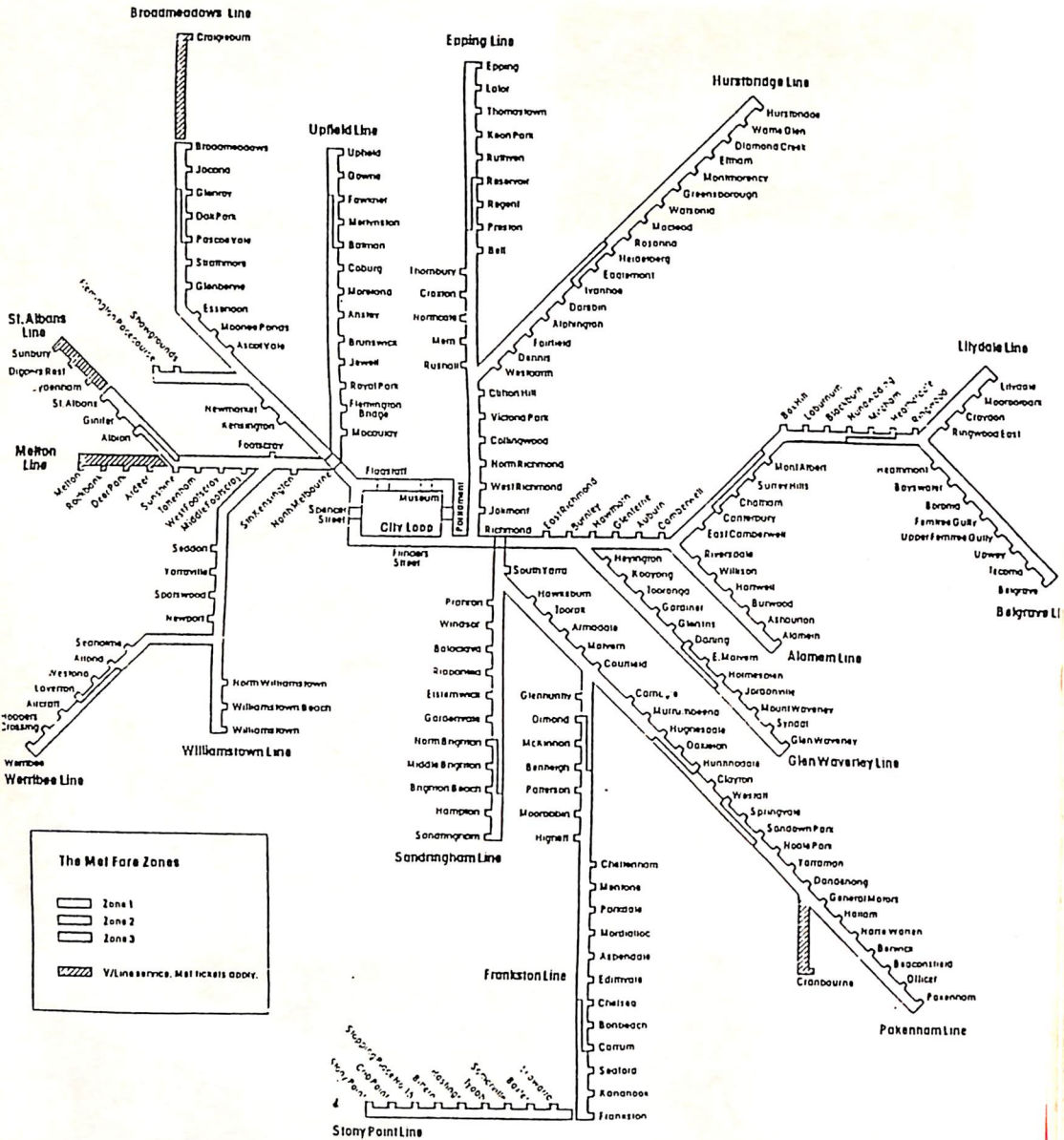
Met concession tickets are distinguished by a white diagonal bar across the face of the ticket.

Jan	31	30	29	28	27	26	25	24	23	22	21	20	19	18	17	Jul	
Feb	DAILY CONCESSION ZONE 1 Met Information 131638  Police 11444 BU 403513 Not Refundable														Aug		
Mar															Sep		
Apr															Oct		
May															Nov		
Jun															1	2	3

Section II

The Met

"The Met" Rail Network Map



Colour Coding of Tickets

The Met ticketing system is divided into three zones, each with their own colour for the coding of tickets.

- Zone 1 Yellow
- Zone 2 Blue
- Zone 3 Red




Rail Plus 2 Single


Available for journeys wholly within zone 1 only.

Available for one continuous single journey from the issuing station to a station not more than two stations away

Melbourne is regarded as one station for tickets for travel to or from Melbourne.

Jan	17	18	19	20	21	22	23	24	25	26	27	28	30	31	Jul	
Feb	 ZONE 1 DAILY ADULT														Aug	
Mar															5 7945429	Sep
Apr															Oct	
May															Dec	
Jun															1	2

Jul	17	18	19	20	21	22	23	25	26	27	28	29	30	31	Aug	
Aug	 ZONE 3 DAILY CONCESSION														Sep	
Sep															1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16	Oct
Oct															1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16	Nov
Nov															1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16	Dec
Dec															1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16	Jan

Jan	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	Jul
Feb	 ZONE 2 DAILY CONCESSION														Aug	
Mar															B 3139254	Sep
Apr															Oct	
May															Nov	
Jun															1	2

Daily Tickets

Availability

Available on day of issue only for unlimited travel on all Met services in the zone/s specified on of the ticket.

Note

Daily tickets must not be sold after 6.00 p.m. Two hour tickets are to be sold and are valid until the end of services for that day.

Validation

Day and month nipped (or scratched in the case of scratch tickets.)

ZONES 1+2+3
DAILY ADULT 1+2+3
 JAN FEB MAR APR MAY JUN
 JUL AUG SEP OCT NOV DEC
The Met
 DAY 1 2 3
 4 5 6 7 8 9 10
 11 12 13 14 15 16 17
 18 19 20 21 22 23 24
 25 26 27 28 29 30 31
 No. W00144591

ZONES 1+2+3
DAILY CONCESSION
 Jan 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31
 Feb 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16
The Met
 21E15515
 Jun

CONDITIONS

Available for use on all trams, trains, buses and light rail vehicles within Zones 1 and 2.
 Available on day of issue only.
 This ticket must be carried at all times on board the vehicle and must be produced on demand.
 Please check the date shown is correct.

Not Refundable
 The Met

MET INFORMATION
 131638

Off-Peak Saver

These tickets are not available from Zone 1.

Available

Issued at or after 09.30 AM until 4.00 PM from Monday - Friday inclusive, except designated public holidays, and may not be used for travel between 4.00 PM and 6.00PM.

Available for one continuous rail journey to Melbourne and return to the issuing zone shown on the ticket. (Not available for break of journey).

(Also available for unlimited tram and bus travel within the City Saver Area) except between 4.00PM and 6.00PM.

2 hour tickets are to be sold instead and are available till the end of services for that day.

Validation

Day and month nipped.

Note

When a breakdown in the Metropolitan Area occurs for a period of approximately 30 minutes or more, passenger with Off - Peak Saver tickets are permitted to travel from an adjacent station on another line.

Jan	31	30	29	28	27	26	25	24	23	22	21	20	19	18	17	Jul
Feb	28	27	26	25	24	23	22	21	20	19	18	17	16	15	14	Aug
Mar	31	30	29	28	27	26	25	24	23	22	21	20	19	18	17	Sep
Apr	30	29	28	27	26	25	24	23	22	21	20	19	18	17	16	Oct
May	31	30	29	28	27	26	25	24	23	22	21	20	19	18	17	Nov
Jun	30	29	28	27	26	25	24	23	22	21	20	19	18	17	16	Dec

The Met.

CANCELLED

ZONE 2 TO CITY LOOP

OFF PEAK SAVER CONCESSION

CANCELLED

Weekly Tickets

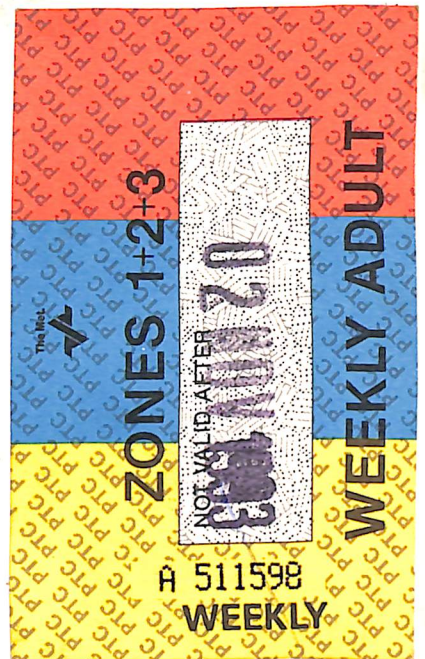
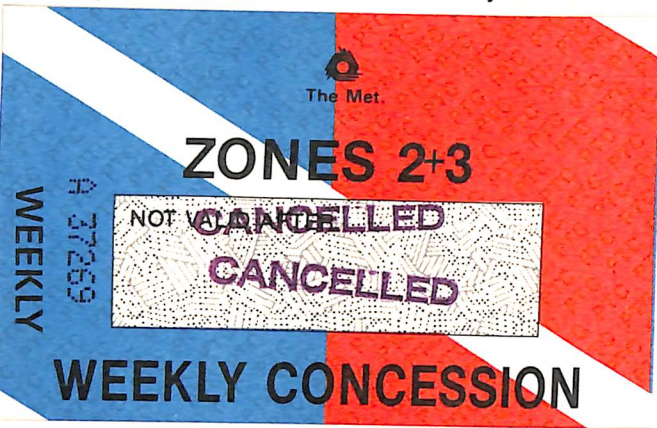
Availability

Weekly tickets are available for any 7 consecutive days for unlimited travel on all Met services within the zone/s specified on the ticket.

On Saturdays and Sundays this ticket will permit the holder to unlimited travel on all Met services irrespective of the zone/s shown on the ticket.

Expiry date is stamped on the ticket.

Tickets issued after 3.00 p.m. shall commence availability from the next day but can be used immediately.



Monthly Tickets

Availability



Monthly tickets are issued on any day and are for one calendar month's travel on all Met services within the Zone/s specified on the ticket.

On Saturdays and Sundays, any Monthly ticket will allow the holder to unlimited travel on all Met services in all Met zones irrespective of what is shown on the ticket.

The expiry date is stamped on the ticket.



Yearly Ticket

Yearly tickets are available for Adult travel only.

Photocard

The photocard number must match the number on the ticket.

Interim Card

Interim Cards are issued at rail stations when application is made for a Yearly ticket which needs to be ordered from the Sales Distribution Office. Interim Cards are available for 14 days unlimited travel on all Met Services in ALL zones irrespective of the zone/s the permanent Yearly ticket will be issued for.

Yearly Ticket

Yearly tickets are available for unlimited travel on all Met services in the zone/s specified on the ticket. On Saturdays and Sundays, a Yearly Ticket will permit the holder to unlimited travel on all Met services in all zones regardless of what is shown on of the ticket.

The expiry date is stamped on the ticket.



Student Pass

A Primary/Secondary Student Concession Card must be produced when purchasing a Student Pass, and both card and pass must be carried together. Student Passes are available to students attending full-time studies at all Primary and Secondary schools.

Types

- Students resident in zone 1
- Students resident in zones 2 or 3
- Zone 2 + Gisborne
- Zone 2 + Bacchus Marsh

Availability

The Metropolitan Student Pass allows the holder to travel anywhere in the Met area (zones 1+2+3) on all Met services at all times, including weekends and school holiday periods.

Public Transport Corporation 

**METROPOLITAN
STUDENT PASS
YEARLY
FOR ZONE 1 RESIDENT**

68251
15289

CANCELLED

CANCELLED

VALID UNTIL
28 FEBRUARY 1994

NAME

SIGNATURE

60 + Ticket

60 + tickets are issued to holders of the Seniors Card.

Availability

The 60 + ticket entitles the holder to unlimited travel on all Met services, for the day shown on the ticket.

Validation

Day and month nipped (or scratched in case of a scratch ticket.)

Jan	31	30	29	28	27	26	25	24	23	22	21	20	19	18	17	Jul		
Feb	<p style="text-align: center;">60 PLUS</p> <p style="text-align: center;"><i>CANCELLED</i></p>															Aug		
Mar																5	2829823	Sep
Apr																Nov		
May																Dec		
Jun																1	2	3

Available to persons 60 years of age and older who hold a Senior Card or 60 Plus Concession Card. Available for use on day of issue only, on all trams, trains, buses and light rail vehicles within Zones 1, 2 and 3. This ticket and the approved Concession Card must be carried at all times on board the vehicle and must be produced on demand. Please check the date shown is correct.

MET INFORMATION
131638



TRANSIT PATROL
629 2126

Section III

Concession Cards

Primary / Secondary Student Concession Card

The Primary/Secondary Student concession card may be issued to all Students attending Primary schools.

Where a student attends a secondary school, the school must be listed in the "Approved List of Schools and Tertiary Institutions" booklet.

Description

The Primary/Secondary Students concession Card is a laminated photocard with the details of the student's name, address and school endorsed on the card. The expiry date is pre-printed on the card.

Availability

The Primary/Secondary Student Concession Card entitles the holder to purchase concession tickets on all P.T.C. services and Inter-System services.

Statewide Tertiary Student Concession Card

This card is issued only to students attending Tertiary institutions. Concessions are available for either 6 months or for a year.

Description

The Statewide Tertiary Students Concession Card is a laminated photocard with the student's name, address, school and expiry date endorsed on the card.

Availability

The Statewide Tertiary Students Concession Card entitles the holder to purchase concession fares on all P.T.C. services and Inter-System services.

Health Benefits Card (S.U.90)

The Health Benefits Card is issued to all people receiving sickness benefits by the Department of Social Security.

The Concession Card is available for the period of the medical certificate for up to 13 weeks.

Availability

A current SU90 entitles the holder to purchase concession fare on all P.T.C. services within Victoria.

An expiry date **MUST** be printed on the card in order to be able to claim concession fares.

Weekly and Monthly (Met) tickets may be issued provided the concession card is valid for the full length of the ticket's life.

The cardholder only is permitted concession fares.
All other persons named on the card must pay the normal fare.

DEPARTMENT OF SOCIAL SECURITY CONCESSION CARD 1993		Region/Run Batch RINGWOOD
Includes TRANSPORT concession		
Your Reference Number	Pension Type	AGE PENSION
Your Signature		<ul style="list-style-type: none"> • For non-medical concessions available to you, show this card (Concession Card) and ask for 'concession'. • Please see over for details about transport concessions. • This card is for your personal use only and is valid from the day of issue.
TCI		
PUBLIC TRANSPORT CORPORATION		

Health Care Card (S.S.53)

The Health Care Card is issued to people receiving Unemployment Benefits, Special Benefits, Low Income Earners and various other similar recipients by the Department of Social security. for others.

Availability

Upon presentation of a SS53 card, the ELIGIBLE person will be entitled to purchase concession fares on all P.T.C. services.

To be valid for travel, the concession card must have an expiry date printed on the card.

Only the holder of the card may purchase concession tickets. Other persons listed on the card must purchase the normal fare.

Weekly and Monthly (Met) tickets may be purchase as long as the concession card is valid for the full life of the ticket.

The Seniors' Card is issued by the Victorian Government to permanent residents of Victoria aged 60 years and over and are not in the full-time work force (defined as working 35 or more hours per week).

The Seniors' Card is made of plastic and is the same size as a credit card.

Availability

The Seniors' Card entitles the holder to purchase normal concession fares on Met services, including the 60 + ticket and concession fares on recognised V/Line Off-Peak services.



SENIORS CARD

*The holder is a valued member
of our community. Please extend
every courtesy and assistance*

XXXXXX



THE GOVERNMENT OF VICTORIA



PTC

CUSTOMER SERVICES

REVENUE MAXIMISATION

1. STATION	2. DATE	3. TIME	4. NUMBER SEEN	5. TICKETS SOLD	6. TICKETS SCRATCHED	7. OTHER SALES	8. VALUE

COMMENTS

GUIDELINES

- 1 ENTER STATION NAME
- 2 ENTER THE DATE YOU ATTEND AT THE STATION.
- 3 ENTER THE TIMES YOU ATTEND.
- 4 ESTIMATE THE NUMBER OF PASSENGERS WHO BOARD TRAINS WHILE YOU ARE IN ATTENDANCE
- 5 ESTIMATE THE NUMBER OF PASSENGERS YOU DIRECT TO BUY A TICKET.
- 6 ESTIMATE THE NUMBER OF PASSENGERS WHO SCRATCH TICKETS DUE TO YOUR PRESENCE.
- 7 ESTIMATE THE NUMBER OF PASSENGERS WHO BUY TICKETS DUE TO YOUR PRESENCE.
- 8 ADD THE NUMBERS IN COLUMNS 5, 6 & 7 MULTIPLY THE TOTAL BY \$2.50 AND ENTER IN VALUE COLUMN.
- 9 ENTER ANY COMMENTS YOU BELIEVE ARE RELEVANT TO REVENUE MAXIMISATION

