

*Public Transport Corporation
Victoria*

Ticket Checkers' Manual



Public Transport
Corporation



Prepared by:

Training & Development
Level 12
Transport House

Ticket Checkers' Manual

Met Ticket System

Revenue Maximisation

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.

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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.

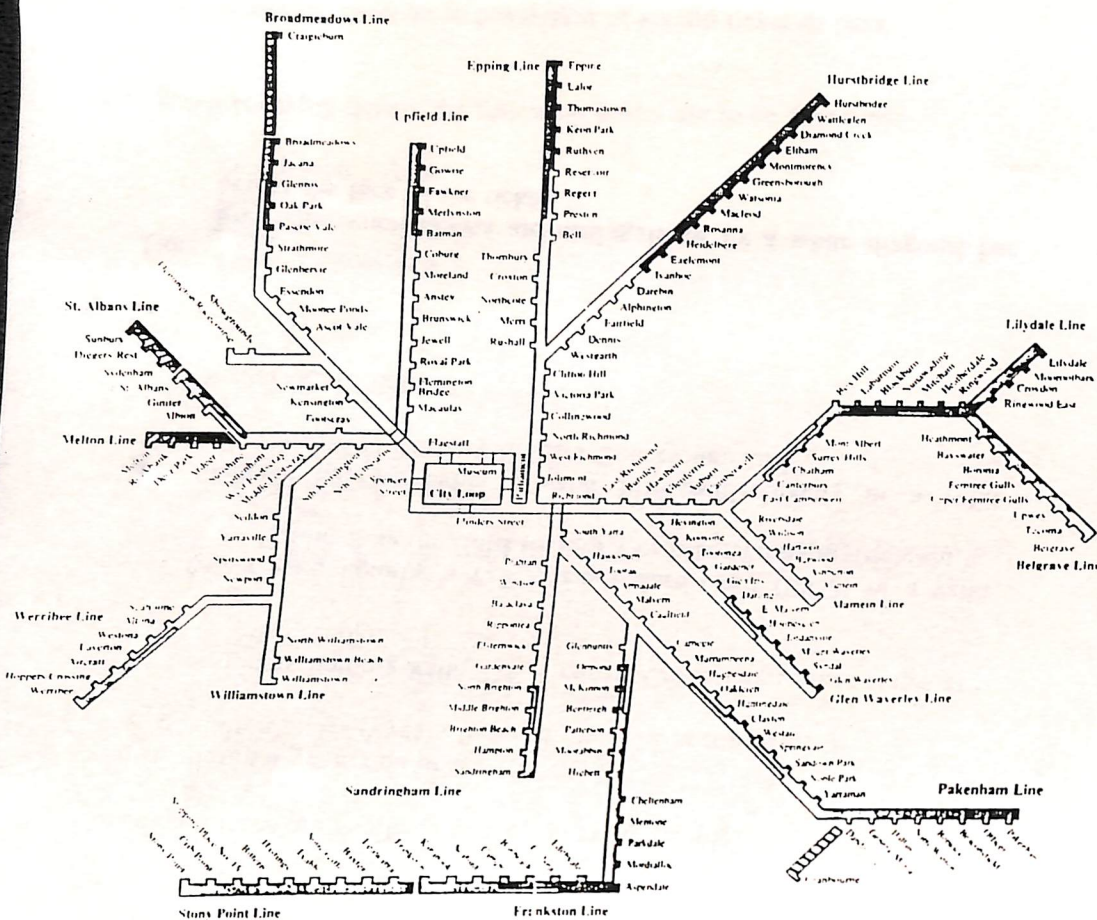
Seniors Card holders.

Note

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

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"The Met" Rail Network Map



The Met fare zones

| | |
|--|-----------------------------------|
| | Zone 1 |
| | Zone 2 |
| | Zone 3 |
| | V/Line service: Met tickets apply |

Colour Coding of Tickets

The Met ticketing system is divided into three zones, each with their own colour.

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

Rail Plus 2 Single

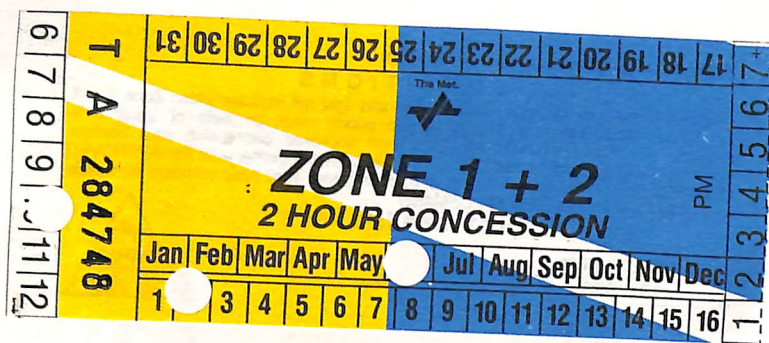
Available for journeys wholly within zone 1 only.

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.

Tickets are not available for travel through or via Melbourne.





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Two Hour Tickets

Availability

Available for the hour of issue and the following two hours for unlimited travel on all Met services within the zone/s specified on the ticket.

Tickets issued after 6.00 p.m. are valid until the end of services for that day.

Validation

Time at next full hour + date must be nipped (or scratched in the case of scratch tickets.)

e.g. tickets purchased at.. validated at.. expire at..

| | | |
|------------|------------|----------------|
| 9.05 a.m. | 10.00 a.m. | 12.00 noon |
| 12.30 p.m. | 1.00 p.m. | 3.00 p.m. |
| 2.00 p.m. | 3.00 p.m. | 5.00 p.m. |
| 6.45 p.m. | 7 + | end of service |

Expiry time

If a ticket is due to expire at 2.00 p.m., and the passenger enters the platform at 1.55 p.m., with the next scheduled service not due until 2.05 p.m., the passenger must purchase another ticket.

However, late running of services must be taken into account. If the above service was due at 1.56 p.m. and did not arrive until 2.10 p.m., travel will still be allowed on that ticket.

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.)

DAILY CONCESSION ZONE **3**

| | | | | | |
|-----|-----|-----|-----|------------|-----|
| JAN | FEB | MAR | APR | MAY | JUN |
| JUL | AUG | SEP | OCT | NOV | DEC |

The Met DAY 1 2 3

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Off-Peak Saver

These tickets are not available from Zone 1.

Available

Issued at or after 09.30 PM 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.

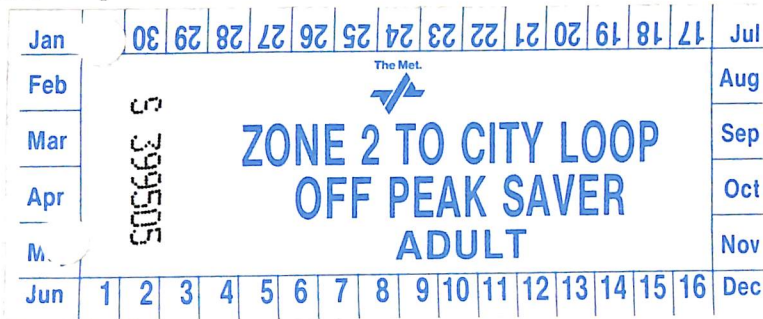
2 hour tickets are to be sold instead and are available till the end of services for that day.

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.



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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.



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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.

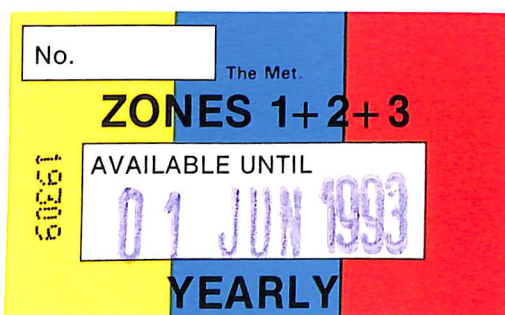
Interim Card

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

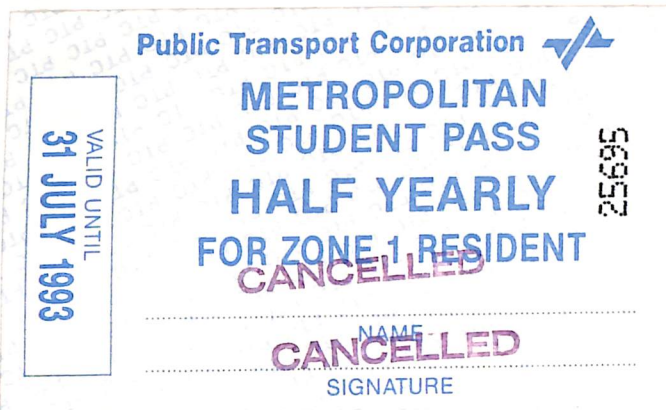
A Primary/Secondary Student Concession Card must be produced when purchasing a Student Pass, and both card and pass must be carried together. Student Passes are available to students attending full-time studies at all Primary and Secondary schools.

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.



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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

Laminated photocard with student's name, address and school endorsed on the card. The expiry date is pre-printed on the card.

Availability

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

Laminated photocard with student's name, address, school and the expiry date printed on the card.

Availability

Entitles the holder to purchase concession fares on all P.T.C. services and Inter-System services.

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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 COMMUNITY SERVICES AND HEALTH | | | | | | | | | | | | | | | |
|--|---|--------------------|--|------------|----|--|--|--------------------|--|--|--|--------------------|--|--|--|
| HEALTH BENEFITS CARD | | | | | | | | | | | | | | | |
| SU90 8003 | | | | | | | | | | | | | | | |
| | Specimen Signature | | | | | | | | | | | | | | |
| Card Expiry Date | DSS Reference Number | | | | | | | | | | | | | | |
| INSERT FULL NAMES OF DEPENDANTS PHARMACEUTICAL BENEFITS AND HEARING SERVICES ENTITLEMENT NUMBER | | | | | | | | | | | | | | | |
| NAMES OF BENEFICIARY AND DEPENDANTS | <table border="1"> <tr> <td colspan="2">ELIGIBILITY PERIOD</td> </tr> <tr> <td>VALID FROM</td> <td>TO</td> </tr> <tr> <td colspan="2"> </td> </tr> <tr> <td colspan="2">NUMBER OF CHILDREN</td> </tr> <tr> <td colspan="2"> </td> </tr> <tr> <td colspan="2">NUMBER OF STUDENTS</td> </tr> <tr> <td colspan="2"> </td> </tr> </table> | ELIGIBILITY PERIOD | | VALID FROM | TO | | | NUMBER OF CHILDREN | | | | NUMBER OF STUDENTS | | | |
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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.

| DEPARTMENT OF COMMUNITY SERVICES AND HEALTH | | | | | | | | | | | | | |
|---|--|---------------|--|--|--|--------------------|--|--|--|------------------------|--|--|--|
| HEALTH CARE CARD | | | | | | | | | | | | | |
| SS53 8012 | | | | | | | | | | | | | |
| | Specimen Signature | | | | | | | | | | | | |
| Card Expiry Date | DSS Reference Number | | | | | | | | | | | | |
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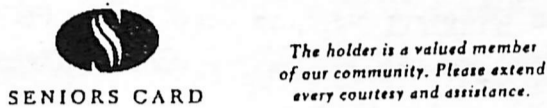
Seniors' Card

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.



XXXXXX



THE GOVERNMENT OF VICTORIA

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Police in uniform

Police are entitled to free travel on all Met services. Police are considered to be on duty should an incident occur that requires them to respond.

Bicycles

Are permitted on rail only, not tram and bus. Free in off-peak periods. Concession tickets are required during the designated peak times*7.00am till 9.30am*4.00pm till 6.00pm

Surfboards

Are permitted on rail only, not tram and bus. Concession tickets are required at all times.

Prams, pushers, baby carriages, shopping jeeps, golf buggies etc.

Free at all times on rail network, certain restrictions apply for tram and bus.

Seeing eye and hearing guide dogs.

Free at all times on all Met services.

Pets

Concession tickets must be held for each pet. However for a number of small pets ie. kittens carried in one container, only one ticket is required. No pet is permitted before 9.30am or before 4.00pm and 6.00pm Monday to Friday. (Other conditions apply, see page 50 of the "Met fares and ticketing manual."

V/Line tickets to or from Melbourne.

V/Line tickets for travel to or from Melbourne are available at all city loop stations as well as Nth. Melbourne, Jolimont, and Richmond.

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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 |
|---------------|------------|------------|----------------------|-----------------------|----------------------------|----------------------|-------------|
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COMMENTS

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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
- 10 COMPLETE EACH DAY
- 11 END OF WEEK REMOVE SHEET AND HAND TO STATION MASTER

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