

Safety

When travelling on our services, please ensure you are seated or hold onto the hand railing, as buses may be required to brake suddenly.



Don't place feet on seats and keep your school bag clear of the walkway or door, so people can easily move in and out of the bus. Avoid eating or drinking on the bus and take any rubbish with you. With your cooperation, we can ensure everyone has a safe and positive journey.

Lost Property

We will keep any property left behind on our buses (other than food) for one month. If you have left an item behind, you can contact us on 1800 718 121 (Monday – Friday, 9am – 5pm).

Customer Feedback

If you lodge formal feedback with us, we will provide you with an initial response within seven business days.

Phone

1800 800 007

Website

transdevmelbourne.com.au
(via webform)



Bus travel for school students



For more information visit
ptv.vic.gov.au or call 1800 800 007

Authorised by Public Transport Victoria,
750 Collins Street, Docklands



About Us

Transdev Melbourne operates one third of Melbourne's bus network, with 46 metropolitan route services and more than 120 school bus services.



School Services

Information about our school bus services can be found on our website at transdevmelbourne.com.au.

For further information, customers can contact us directly on **1800 718 121** (Mon to Fri 9am to 5pm).

In some cases, alternative public transport to schools may be available. Visit ptv.vic.gov.au and use the journey planner to view alternatives or contact Public Transport Victoria directly on **1800 800 007**.

Timetables

The latest school bus timetables can be downloaded from our website. Timetables show major stop times only.

Any stops in between the major stop times listed on our website are minor stops. This means the bus will arrive subject to traffic conditions. It's best to wait at the bus stop according to the previous major stop time shown on the timetable.

Bus stops

School buses will pick up and drop off students at any public bus stop along the route. Children should hail the bus so the driver knows they intend to board.

Please note: It is against our policy to pick up and drop off any customers outside of designated bus stops.



Ticketing

Students must have a valid myki to travel on public transport services in Victoria – this includes Transdev school bus services.



myki

myki is an easy to use, reusable travel card that is your ticket to travel on Melbourne's public transport network, and some regional train and bus services across Victoria.

To travel on public transport, customers need to buy a myki, top it up with credit and touch on and touch off at myki readers to pay their fare.

myki types

- > child (aged 4 – 16)
- > concession
- > full fare
- > seniors

Buying and topping up myki

You can buy and top up myki cards at all Premium Train Stations, the PTV Hubs (Southern Cross Station and 750 Collins Street, Docklands), and from around 800 retailers including all 7-Elevens.

You can also buy and top up a myki online, through the PTV Call Centre and onboard buses (max \$20 cash payment only). Allow up to 7 days for delivery of a new myki card and 24 hours for online top ups.

Touching on and off

You must **touch on** at the myki reader at the start of your journey and **touch off** at the myki reader at the end. This ensures you have a valid ticket and pay the correct fare for your journey. A \$229 penalty applies for travelling without a valid ticket.

Please note: Your bus driver may remind you to touch on.



myki credit

You can top up your myki with one of these products:

myki money

is for occasional travel on public transport. It allows you to top up your myki by paying as you go. 2 hour and Daily fares are automatically deducted when the card is used.



myki pass

is for travelling often on public transport. It allows you to top up your myki with consecutive days of travel. Simply choose the zone(s) you wish to travel in and the number of consecutive days of travel needed.



Victorian Student Pass

offers the greatest savings for primary and secondary students who regularly travel on public transport. There's no need to worry about having to top up because the Student Pass is a pre-paid ticket that covers travel across all of Victoria on any metropolitan or regional train, tram or bus. The Victorian Student Pass is loaded onto a myki, which must be touched on and off when travelling.

First half-year **\$296.00**
(Purchase date - 31 July 2016)

Second half-year **\$296.00**
(1 July 2016 - 28 February 2017)

Yearly **\$567.00**
(Purchase date - 28 February 2017)

Proof of Concession

If you are a student aged 16 and under, you can travel on concession fares. You do not need proof of concession

School students aged 17 and 18 must carry government issued proof of age identification (such as a Drivers Licence, Learners Permit, Proof of Age card or passport), or proof of another concession entitlement (such as a PTV School Student ID or Health Care Card).