

# Video title: What ticket do I need?

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Link to video: <https://www.youtube.com/watch?v=xIE-iueujTI>

**Video description: An introduction to the ticket types passengers need to use for travel on public transport in Victoria. Video designed for the culturally and linguistically diverse {CALD} community.**

[Music]

What ticket do I need?

[A group of people stands together, including Authorised Officers and Protective Service Officers in uniform, an elderly man with a cane, a visually impaired woman with a guide dog and cane, and a mother carrying a small child. Transport for Victoria [TFV] and Public Transport Victoria [PTV] landmarks.]

>>Voiceover: What ticket do I need?

[Three tickets shown: a myki, regional bus ticket and off-peak saver]

[Sound of popping as each ticket type appears]

>>Voiceover: Three are three types of tickets for travel on public transport in Victoria.

[Map of metropolitan train network. Hand in foreground holds a myki.]

>>Voiceover: myki is a reusable travel card.

[Boy wearing backpack touches on myki at station entrance. In background a V/Line train and metropolitan train arrive at platforms.]

[Sound of trains arriving at platform. Sound of myki reader beeping as card touched on.]

>>Voiceover: You need a myki card if you're travelling on trains, trams and buses in Melbourne.

[Tram arrives at accessible platform stop. In background a young man wearing headphones stands at stop. Sound of tram bell ringing.]

[Interior tram. Young man with headphones touches on myki against card reader. Sound of myki reader beeping as card touched on.]

[Boy waits at bus stop under shelter. Bus arrives and stops. Sound of bus engine]

[Interior bus. Boy touches on myki against card reader near driver's front door. Sound of myki reader beeping as card touched on.]

Top up myki money

+\$\$

[Sound of popping as myki card appears. Sound of coins jingling as dollar signs swipe towards myki card.]

Top up myki pass

+\$\$

Sun Mon Tues Wed Thu Fri Sat

[Sound of popping as myki card appears. Sound of coins jingling as dollars signs appear. Sound of chimes playing as weekly calendar appears.]

Check myki

myki Balance: -\$2.00

[Sound of popping as myki card appears. Sound of buzzer failing as negative myki balance is highlighted in red text.]

Buy myki (full fare only)

[Hand holding gleaming myki card. Sound of chimes as myki is touched on.]

>>Voiceover: You can buy your reusable myki wherever you see the myki sign. You can top up here too, or online.

[Woman at railway station walks towards myki machine.]

>>Voiceover: You can buy your myki and top up at lots of places including myki machines, ticket offices, at around 800 shops, or online.

{Woman holding small child stands at railway station ticket window. Sign above window says: 'Customer Service.' A poster attached to window says: 'myki – Buy and top up here.' Woman talks with staff member behind ticket window.]

>>Woman [nodding and understanding] with small child: Hmm, uh huh, uh huh.

[Interior convenience store. Woman walks towards sign that says: 'myki – Buy and top up here.']

[Woman stands at convenience store payment counter. Attendant holds myki card.]

[Sound of cash register opening.]

[Woman sits at desk facing desktop computer. Monitor displays website with PTV and myki brandmarks. Text on monitor reads 'Top up.']

[Exterior. V/Line train runs along railway tracks. Sound of train passing.]

>>Voiceover: You can travel on many regional trains and coaches with a V/Line paper ticket.

[Exterior. Small town with typical regional buildings. Man wheeling luggage stands at ticket window, speaking with V/Line staff member. Signs above ticket window display 'BUS TICKETS' and 'V/LINE TICKETS'. V/Line coach drives past along road. Sound of bus engine.]

[Map of Victorian regional train and coach network. Hand in foreground raises Off-peak Saver paper ticket.]

[Exterior. Small town. Man wheeling luggage at ticket window, speaking with V/Line staff member.]

>>Voiceover: You can buy a V/Line paper ticket at all V/Line stations, premium Metro stations and online.

[Elderly man with walking stick stands near ticket window alongside small boy wearing backpack. A large sign above ticket window reads 'Customer Service.' A V/Line employee stands behind ticket window counter, beneath sign reading 'V/Line Regional Tickets.']

[Desk with computer monitor and keyboard. Monitor displays V/Line website.]

Bendigo

Shepparton

[Map shows two points marked 'Bendigo' and 'Shepparton', connected by a line. Bus with PTV brandmark drives along line. Sound of kookaburra laughing.]

>>Voiceover: If you're travelling on a regional bus that operates between towns, you need a regional bus paper ticket.

[Map of Albury/Wodonga bus network. Dysons Bus and PTV brandmarks. Hand in foreground raises regional bus paper ticket.]

[Elderly man with walking stick waits beneath shelter at bus stop. Farmland and horses in background. Bus pulls up at bus stop. Sound of bus driving and stopping.]

>>Voiceover: You buy these on board the bus.

[Interior bus. Elderly man hands cash to bus driver. Driver hands paper ticket to elderly man. Sound of cash register ringing.]

[Gold coin and downward-pointing arrow. Three people appear below them. Man sitting in mobility scooter. Schoolgirl in uniform wearing backpack. Elderly man with walking stick.]

>>Voiceover: You might be able to travel on a concession fare, which is less than a full fare.

[Coin breaks apart, with half the coin disappearing. Arrow moves downward.]

[Music]

[A group of people stands together, including Authorised Officers and Protective Service Officers in uniform, including an elderly man with a cane, a visually impaired woman with a guide dog and cane, and a mother carrying a small child. TFV and PTV brandmarks.]

Visit [ptv.vic.gov.au](http://ptv.vic.gov.au) to find out more.

Authorised by Transport for Victoria, 1 Spring Street, Melbourne

>>Voiceover