



SCHOOL BUS SERVICES

At Transdev we believe that public transport plays an important part in how cities come to life and we are focused on empowering your freedom to move every day including transporting thousands of school students to make their journeys safely, comfortably and reliably each year.

This guide is designed to provide you with some travel tips, to support your child to travel confidently to and from school.



Planning your journey

- Plan the journey in advance, confirming the route and stop locations.
- Download the PTV app and use it to identify other services your child can use in case they miss their regular service.
- Walk to and from the stop, so your child is familiar with their surroundings.
- Arrive a few minutes early - 5 minutes is best.
- Teach your child to stand at a safe distance to hail the bus as it approaches.
- Identify which stop to get off at and when to ring the bell.
- Make sure they have a valid ticket and appropriate identification.
- Practice touching on and off with their myki.



Tickets and timetables

- All students travelling on our buses are required to have a valid myki card. Cash is no longer accepted on bus services.
- Your child may be eligible for discounted travel. Visit www.ptv.vic.gov.au for information about concession fares and where to purchase and top up your myki.
- We recommend registering your child's myki so you can track their trips and protect the balance if they lose their card.
- Touch on when you get on the bus and touch off before you get off the bus. This ensures you have a valid ticket and pay the correct fare for your journey.
- Timetable information for all our services is available on our website: www.transdevmelbourne.com.au and www.ptv.vic.gov.au.



Travelling safely

- When waiting at the bus stop, do not stand in a place where you might endanger yourself or others.
- Hail the approaching bus so that the driver knows you want to board.
- Remain seated or hold on to a hand rail until the bus comes to a complete stop, as buses may be required to brake suddenly due to traffic.
- Notify the bus driver to stop well before reaching your destination.
- Be respectful and courteous towards other customers and our drivers by: not playing loud music or having loud mobile phone conversations;
 - Keeping your feet and bags off the seats;
 - Always offer seats to the elderly, pregnant customers and customers with disabilities.
 - Avoid eating or drinking on the bus (alcohol is prohibited) and take any rubbish with you.
- Please remember, passengers can only board and disembark at a bus stops.
- Once off the bus wait until the bus has gone, then choose a safe place to cross the road such as a pedestrian crossing, traffic lights, or a clear section of road where they are visible to all traffic



Accessibility

- We aim to make it as easy as possible for everyone to access our services
- All of our buses have low floors and are fully accessible.
- If your child uses a mobility aid you can check the specifications on our website.
- Guide dogs, hearing dogs and assistance animals are permitted on all buses at all times and travel free of charge.



Lost property

- Before getting off the bus check your seat and make sure you have all your valuables.
- We keep any property left behind on our buses (other than food items) for up to two months. After this time, it will be disposed of appropriately or donated to charity.
- If you have left an item behind, let us know. Call 1800 718 121 (Mon – Fri, 9am – 5pm) or visit our website www.transdevmelbourne.com.au. You can also call PTV on 1800 800 007.



Some final helpful tips

- Discuss with your child safety when travelling alone.
- Have a plan in case your child misses their service - plan for them to contact you or a guardian immediately.
- Memorise a phone number. Misplaced phones and dead batteries happen. Knowing a parent's number means your child can approach shop staff or a friendly passenger to help make a call.
- Never, under any circumstances, accept a ride from a stranger.
- If your child decides to board the next service, they should wait in a safe place.
- Ask for help. Teach your child to feel confident asking for assistance, for example from one of our drivers, a Protective Services Officer or public transport staff, if they're feeling uncomfortable or unsafe.
- If your child is concerned for their safety, call the police on 000.

We've implemented a number of COVID safe protocols to protect your child when travelling on our services.

Find our more at

www.transdevmelbourne.com.au