

Travel on Metro Trains Visual Story

Visual stories are used to prepare a person for, and increase the predictability of a new environment. This helps bring familiarity to a process and to reduce anxiety and stress.



Who are Metro Trains?

Metro Trains Melbourne operates the metropolitan rail service seven days a week, with 15 lines and 222 stations.



I can also look at a [Network Map](#) and [train line maps](#) to find my closest station. If I want to know about accessibility at stations I can look at [Metro's Accessibility webpage](#). If I need help planning my trip I can call 1800 800 007.



Sometimes there will be car parking available at the station, but sometimes it might be hard to find parking. I may need to be patient, or give myself extra time to find parking.

I can park in an accessible parking space if I have a valid disability parking permit from my local council.

There is usually a place near the station where cars, including taxis can quickly stop to drop me off or pick me up.



The train station and train can be busy and crowded. It can be noisy and there may be smells that are new to me.

I can bring headphones, an activity (like an ipad or a book) and sensory items (like slinkies, fidget spinners or stress balls) to help me stay calm and relaxed.

If I wear headphones, I need to be extra careful at level crossings, streets and on the platform so that I can stay safe. I can take them off or turn the music down to make sure that I hear cars, trains and announcements.



Buy a Ticket

To travel on Metro Trains I need the correct myki card and it must be topped up and touched on at the station.

Types of myki include:

- Full fare
- Concession
- Child
- Senior
- Some people may be eligible for a free travel pass if they are a war veteran, disability travel trainer or have a disability.

I can learn about how to buy a myki or other types of passes by visiting [Public Transport Victoria](#) or calling 1800 800 007.

If I have questions or need help, I can ask Metro Trains team member, and they will do their best to help me.

myki machines, like the photos on the right, are at most stations to top up before I get on the train.



Rules for Travelling

There are rules that I need to follow when in stations and on trains. I must:

- travel with a valid myki
- keep my feet off of the seats
- be polite and respectful
- not smoke, or drink alcohol
- take my rubbish with me, or put it in a bin
- respect railway property (no graffiti or vandalism)



Metro Trains Team Members

Some stations have team members available all day. Some stations only have team members in the morning when it is busy. Some stations do not have team members.

Metro Trains Station team members wear a Metro-branded uniform. Sometimes they also wear an orange Metro-branded vest.



If I have questions or need help, I can ask Metro Trains team members, and they will do their best to help me.

If I have questions or need help, and I can't find any Metro team members at the station, I can call 1800 800 007 for help, or push the red button on the left of the Customer Help Point console (not available on the Stony Point Line) on the platform to speak to a team member.



Authorised Officers

I might see an Authorised Officer at the station or on the train.

An Authorised Officer's main job is to help keep passengers safe at stations and on trains. They are friendly. If I have any questions or need help, I can ask an Authorised Officer.

Authorised Officers wear a grey and black branded uniform, sometimes with a jacket or vest with the words 'Authorised Officer' on the front and back.



An Authorised Officer might ask to check my myki, to make sure that:

- it is the correct one
- that it is topped up
- that I have touched on.

It is important that I follow these rules, so that I don't get a fine.

If an Authorised Officer does ask for my myki, I must give it to them. If there are any problems with the myki when they check it, the Authorised Officer might ask me for my details.

I must give details, like my name, address and personal identification if the Authorised Officer asks for them.

I can also tell the Authorised Officer if I need extra time or support, or do not understand what they are asking. It is important that I stay calm and polite.

Authorised Officers carry a badge in a brown wallet when they are working. This is called their 'authority'.



Protective Services Officers

If I am at a station at night, I might see a Protective Services Officer.

Protective Services Officers wear uniforms similar to Victoria Police.

Their role is to keep people safe, particularly after dark.

If I have any questions, need help or feel unsafe I can ask the Protective Services Officers for help.



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Arriving at the station

When I get to the station, I must touch on my myki.

I do this by placing it onto a card reader.

This records where I am getting on the train. I will also touch off at the end of my trip so that my myki will automatically pay for my trip.

I can touch on or off at myki readers like the two pictured on the right. If my myki is valid and I have enough money on it, the reader will light up green.

If it lights up red I should stay calm and remember to check my myki balance before I travel next time. I might need to top up my myki with more money. If it doesn't work and I need help I can talk to a Metro team member.



Touching on at barriers:

I can touch on or off at barriers with a green arrow like the one on the right. When I touch on the gates should open so I can walk through. If the gates do not open when I've touched on I should stay calm and talk to a Metro team member.

I won't be able to touch on or off at barriers that display a red symbol like an 'x' or a 'do not enter' sign. I can only touch on or off at barriers with a green arrow, or if I need help I can talk to a Metro team member.



On the platform

When waiting for the train, I must keep safely away from the platform edge by standing behind the yellow line.

I must hold on to all of my belongings tightly so I that I don't drop them near the tracks.



Information/Next Train Announcements:

When I am on the platform, I will hear announcements telling me when the next train will arrive at the station.

If I am wearing headphones, I might want to turn them down or take them off so I can hear the announcements.

Some platforms also have screens (which are called Passenger Information Displays) that tell me when the next train will arrive.



I can also press the green button on the right side of the Customer Help Point console. Customer Help Point consoles are on every platform except for the Stony Point line. They are usually in the Safety Zone, which is painted yellow.

Pressing the green button will tell me when the next train arrives, and how many minutes it is away.

If I need to speak to a team member, I can press the red button on the left side of the Customer Help Point console.

When I am on the platform, I should walk, and not run, so that everyone stays safe.

If there is an emergency on the platform I should press the red button on the left side of the Customer Help Point console, or call 000.



Boarding the train

Assistance to board the train

I can let a Metro team member know I need assistance by waiting at the platform boarding point. Most platforms have a blue and white sign like the one below at the boarding point near the front of the train.



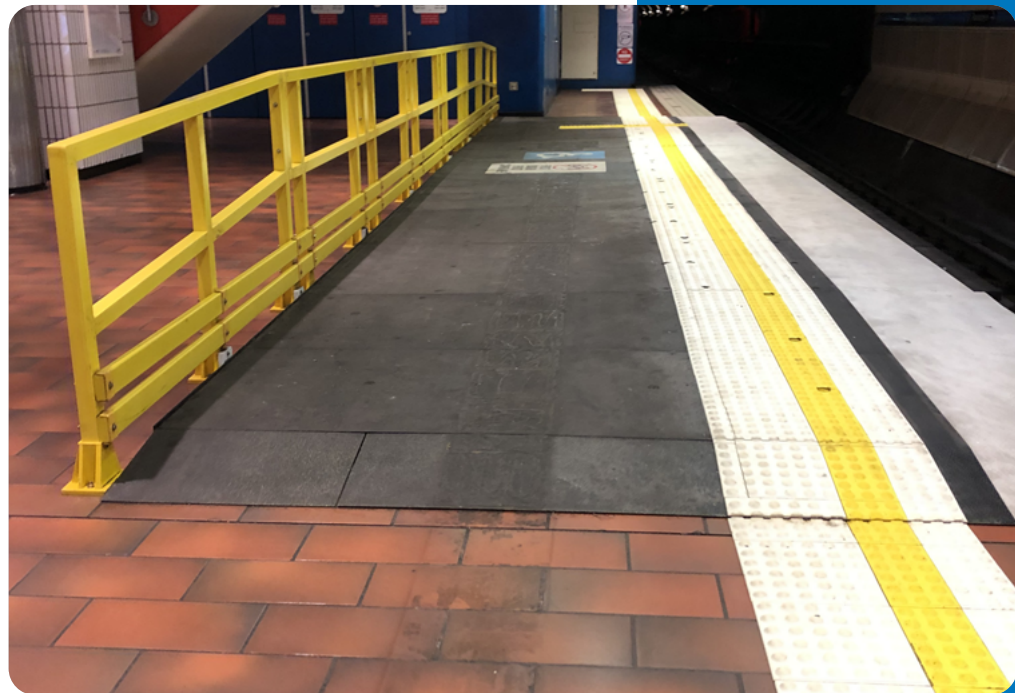
If I need help to enter the train carriage a Metro team member might need to set up a ramp. The Driver will come out of the train, or a team member will be on the platform to help me.



Raised Boarding Platforms

Raised Boarding Platforms

Some stations have a raised boarding platform to make it easier to enter the train without a ramp.



Trains can travel in different directions from the same platform. If I need help and am unsure where to wait, I can ask a team member or press the red button on the left of the Customer Help Point to speak to a team member.

The first door should be kept clear for people who need assistance to board the train.

If I would like extra time to board the train, and don't need the Driver's help, I should enter and exit the second or third doors of the first carriage.





On my journey

When my train arrives at the platform, I will need to open the doors.

I can do this by pressing the green button that will be lit up on the door, or by sliding the door open using the handle.



When I am on the train, the Driver will close the doors automatically.

The doors make a beeping noise before they start to close. I must not try to enter the train if the doors are already closing. I must not try to block the doors or try to force the doors to open. This is to keep everyone safe and to make sure the train isn't delayed.

I should be careful of the gap between the train and the platform when I enter the train.



Allocated Spaces

In some carriages there are reserved spaces for passengers with mobility devices (like wheelchairs and motorised scooters) or prams.

I will see a wheelchair symbol sign on the floor which is the International Symbol of Access.

If I don't have a mobility device, I should leave this space for people who do.



Priority Seating

There is 'Priority Seating' available for people who have accessibility requirements.

This means people that:

- are unable to stand for long periods of time
- need to sit close to the doors
- need extra space
- need extra time to enter and exit

These seats can be used by customers with hidden disabilities, which are disabilities that are not obvious to other people.

The priority seats are located near doors in all carriages, and I will see signs to let me know where the priority seating is. In some trains the priority seats are orange.

Priority Seats



On request these seats must be vacated for use by passengers with special needs.* Penalties apply.

Special needs means a person who, because of age, disability, illness or pregnancy has a special requirement to travel in a seat. *Transport (Compliance and Misc) (Conduct on Public Transport) Regulations, 2015*



Priority seat

On request these seats must be vacated for use by passengers with special needs.* Penalties apply.

These seats should be used by people who need them the most. If I don't have accessibility needs, then I should sit in one of the other seats, or stand up in the train.

If I do have accessibility needs, including a hidden disability, I should feel safe and free to use priority seating.

Some people who need to use these seats may be nervous or anxious to ask people to move. I can look around the train and see if there is someone who might need the priority seat more than me. If I see someone who I think needs my seat more than I do, I can ask them if they would like to take my seat. This is a nice, friendly thing to do.



Standing

Sometimes there might not be any seats available. This is usually during the busy times of the day.

If there are no seats available, I will have to stand up in the train. If I need to stand, I should hold onto a pole, handhold or handle so that I don't get hurt.

I should try to stand in the aisle, away from the doors so that I don't block people trying to enter or exit.

If I am wearing a backpack I should place it on the ground between my feet, so that it isn't in the way of other people.



Moving through carriages

When the train is moving, I must stay in the train carriage, and not try to move to another carriage, unless I feel unsafe or see something dangerous.

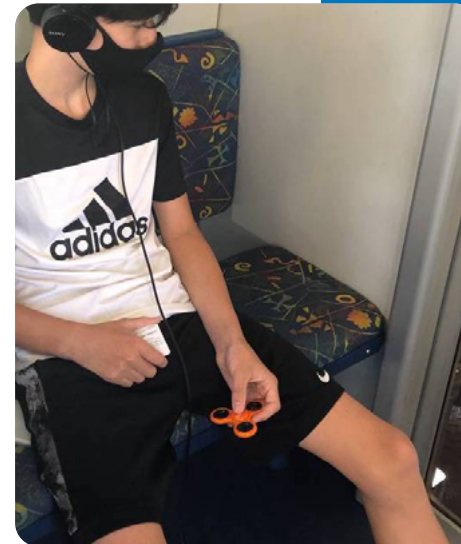
Delays

Sometimes a train stops at or between stations for several minutes. An announcement will be made about the reason for the delay and when the train is expected to continue. I should listen to the announcements, stay calm and follow instructions if they are provided.

Emergencies

If I see something dangerous or scary while on the train I can push the intercom button to speak to the Driver, or I can call 000.

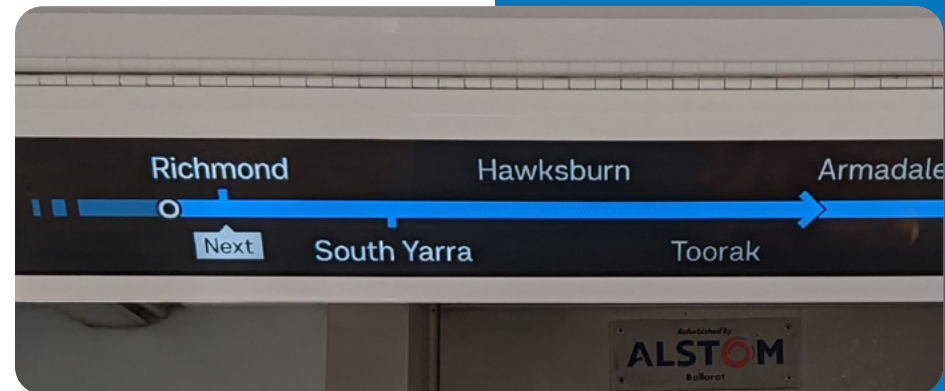
Intercoms can be found near doors, and near allocated spaces. I can follow the instructions on the intercom, or push the button and wait for the Driver to respond.



Arriving at my destination

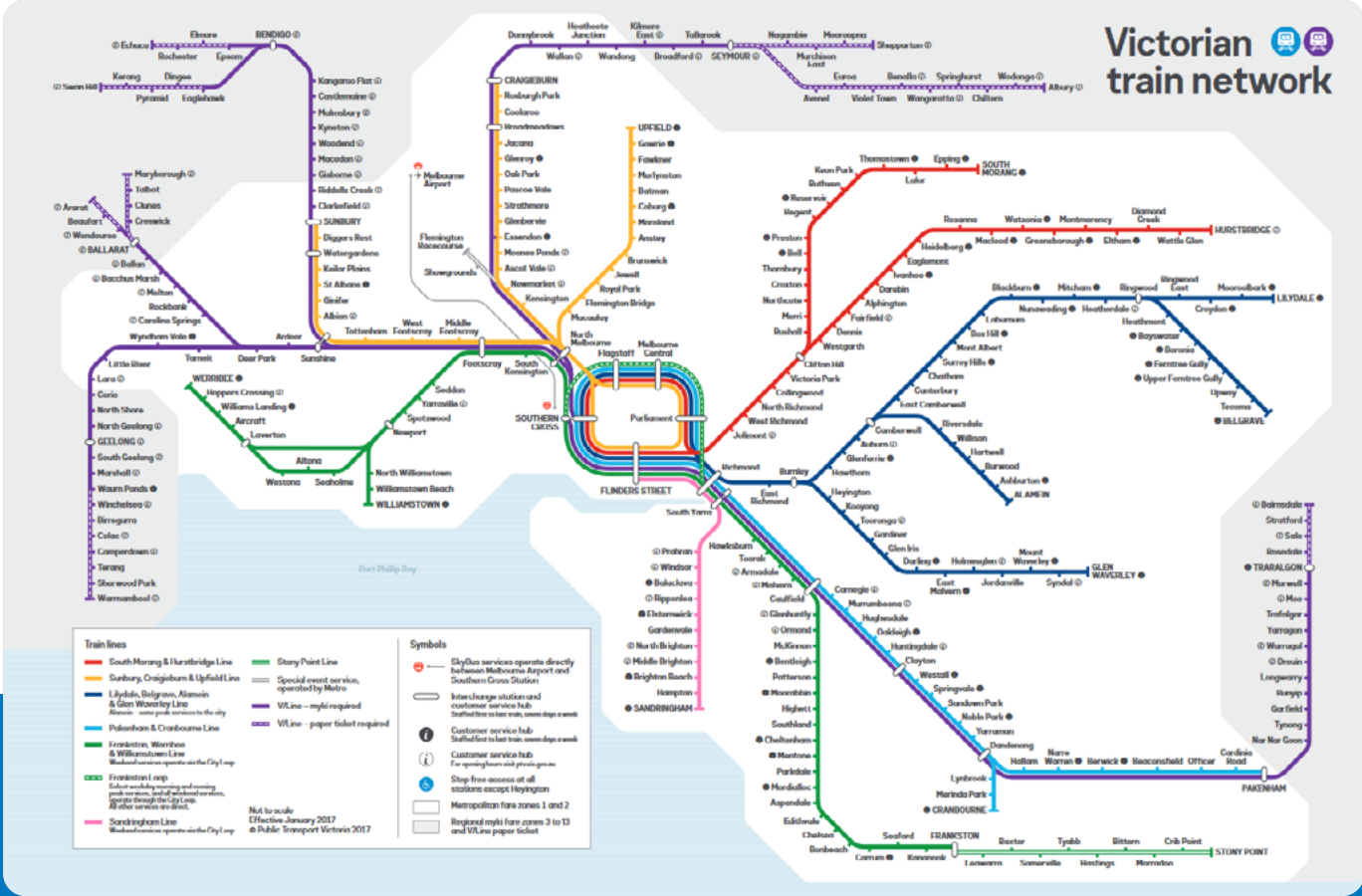
When I am on the train, I will hear announcements that tell me which station is coming up next. This will help me to know when I should get off the train.

All trains have electronic signs that tell me which station is coming up next.



Stop Here app, which can alert me when I am almost at my stop.

carefully move closer to the doors, so that I am ready to exit the train.



Exiting the train

Door Opening

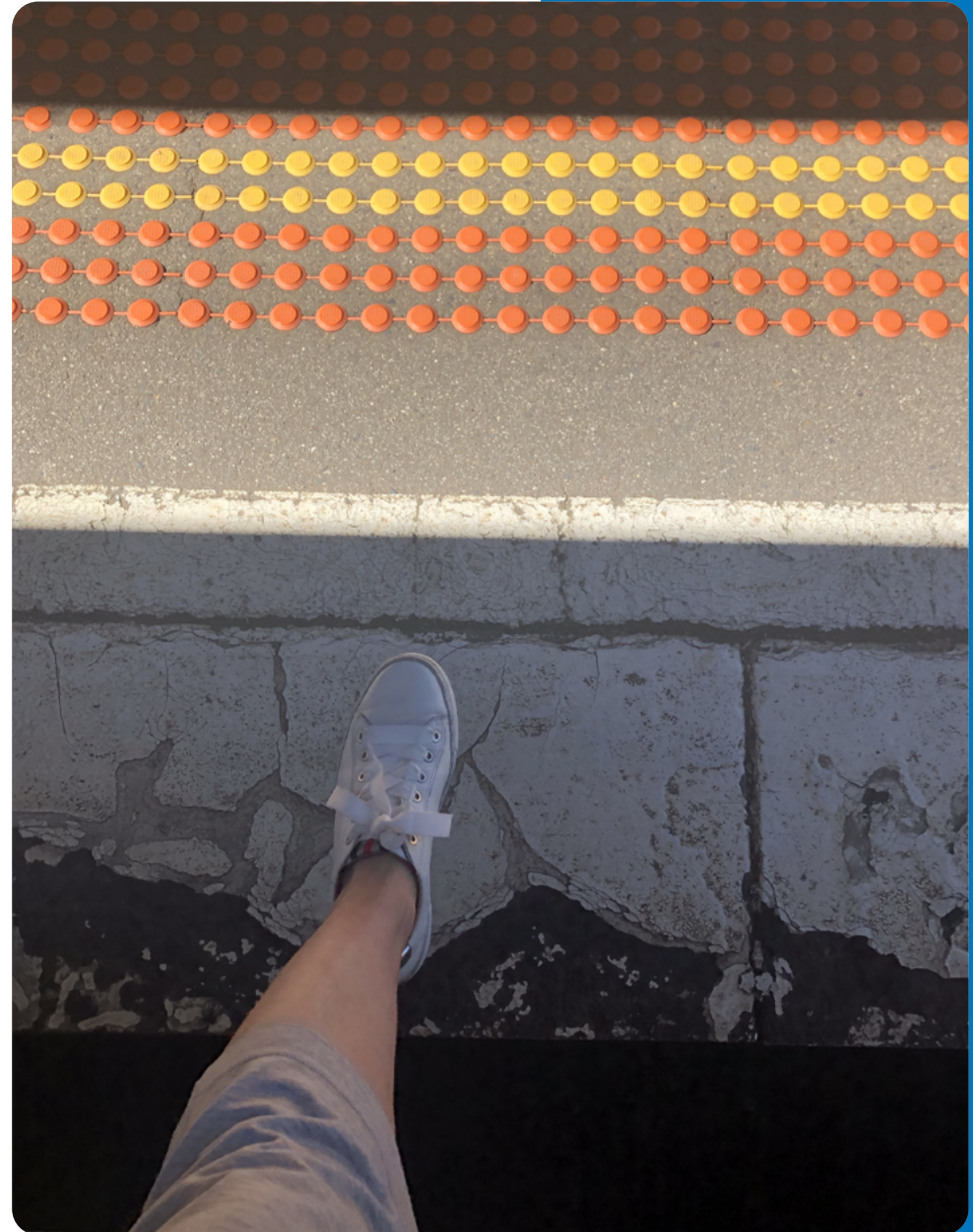
When my train has stopped at my station, I will need to open the doors. The doors make a beeping noise when they can be opened.

I can open the doors by pressing the button that will be lit up on the door, or by sliding the door open using the handle.



I should be careful of the gap between the train and the platform when I exit the train.

When I have safely exited the train, the Driver will close the doors automatically.



Leaving the station

Before I leave the station, I need to touch off my myki card.

I do this by placing it onto a myki reader.

This records where I am getting off the train, so that the right fare will be deducted for my trip.



Other helpful information

Disruptions and Service Changes

Disruptions and changes to my train service can happen sometimes. This may mean delays, or that buses replace trains temporarily.

If this happens, I need to be patient, stay calm and listen to Metro team members, emergency services and announcements.

Sometimes disruptions, like maintenance, can be planned. I can find out about planned disruptions before I travel by calling Public Transport Victoria on 1800 800 007 or by visiting [Metro's Planned Works page](#).



Problem Solving

What can I do if I am lost, unwell or anxious?

If I am lost, unwell or anxious I can:

- talk to a Metro team member, Authorised Officer or Protective Services Officer
- push the intercom button on the train or the red customer help point button on the platform to talk to a team member
- call Public Transport Victoria on 1800 800 007

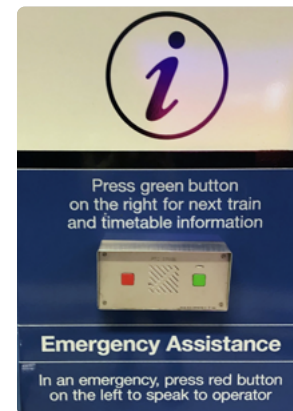
Metro team members can provide first aid if needed.



What if I feel unsafe? (i.e. if there might be aggression, drunk people etc.)

If I am at the station, the safety zone provides the most direct link to get help. It is well lit, has a customer help point console and is covered by security cameras.

If I am on the train and feel unsafe, I can move to another carriage and press the intercom button to talk to the Driver. The intercom button is located near doors or allocated spaces.

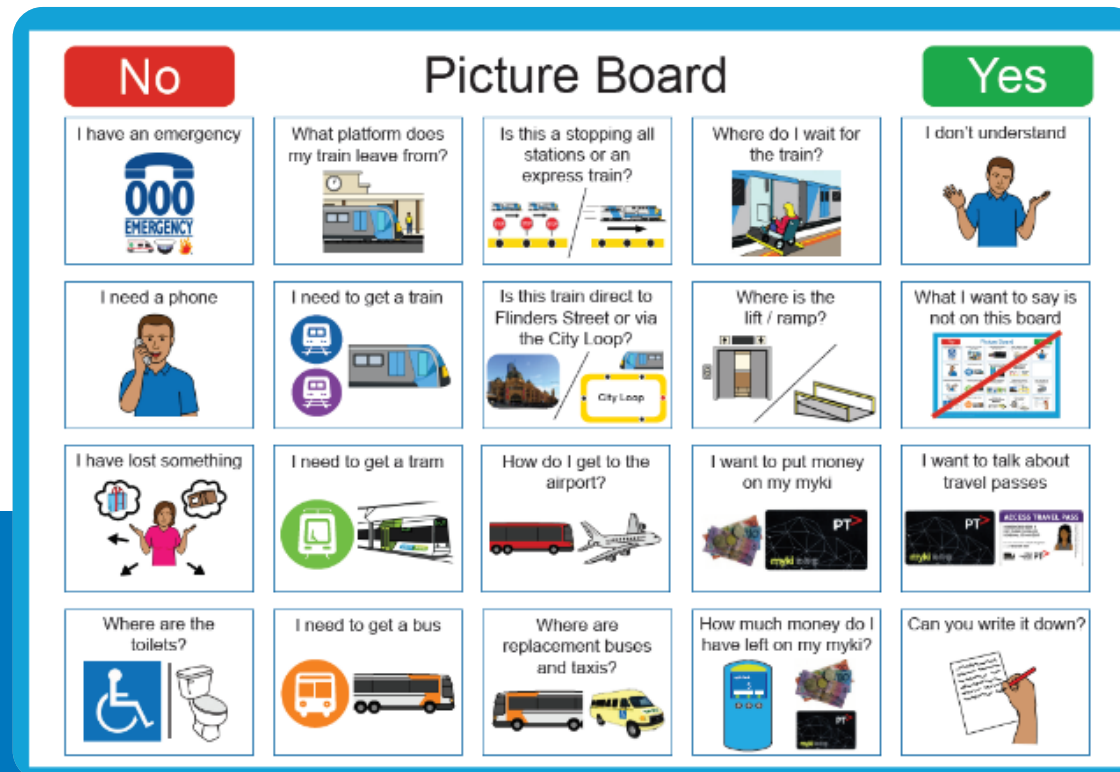


What if I need support to communicate?

Metro Trains team members have training in Communication Access through Scope, including a communication board specific for train travel.

Communication tools including the communication board are available on [Metro's Accessibility webpage](#).

I can try to communicate the way that works best for me, and Metro Trains team members will do their best to recognise and support the way I communicate.



Amenities

Toilets

There are no toilets available on trains but many Metro stations have toilets that are clearly identified.

Food and Drink

There are no rubbish bins on trains. I can eat and drink on trains, but I must take my rubbish with me when I leave the train. I am not allowed to drink alcohol on the train or at the station.



Travelling with an animal

If I have an Assistance animal, like a hearing dog or a guide dog, we can travel together on Metro trains and bus replacement services at any time.

If I have a pet dog, we can travel on metropolitan trains if my dog has a lead and a muzzle. It can get crowded on the train, especially at busy times, so I should try to travel with my dog in less busy times. Pet dogs are not permitted in train replacement buses.

I must look after my dog at all times, and make sure that my dog sits on the ground, not on the seats.

If my dog makes any mess, I must clean it up so that the train stays safe and clean for everyone.

There are assistance animal relief areas for assistance dogs at Caulfield, Footscray, Parliament, Flemington Racecourse and Showgrounds stations. I can ask a team member how to find them.

If I need any more information about travelling with animals, I can visit ptv.vic.gov.au



Travelling with a bike

I can take my bicycle onto the train with me, but I should not use the first door of the first carriage to enter. This is to make sure that people with accessibility needs can get on and off the train easily.

If you leave your belongings in the train or in a station

Please contact lost.found@metrotrains.com.au or call (03) 9610 7512.

Do you need more information?

If I need any more information, I can talk to a Metro employee where Metro team members are available or call 1800 800 007.

Enjoy your journey!

