

**To help you and your fellow passengers have a safe and pleasant journey, please consider the following guidelines:**



- Always travel with a valid myki
- Do not run at stations or on platforms
- Stand behind the yellow line on platforms



- Hold the handrail on the escalators



- Be mindful of other passengers – keep music to a minimum, remove your backpack before boarding and take your litter with you



- Keep a firm hold of your pram at all times



- See a staff member if assistance is required
- All stations and trains are no smoking areas



- Assistance animals can travel on our services

- Pets may travel on trains, with all dogs to be muzzled and on leads

- Folding bikes only are welcome on replacement bus services

- Petrol powered skateboards and scooters are prohibited on all services



**Lost Property Office**

(03) 9610 7512

Open from 8am-5pm, except public holidays



**We welcome your feedback**

PTV Contact Centre  
1800 800 007

Mon-Fri: 6am-Midnight  
Sat-Sun: 24 hours

Please provide full contact details to enable our team to fully investigate your correspondence.

If you're not satisfied with our response, you can escalate your feedback to the PTV Customer Relations team – or the Public Transport Ombudsman, an independent office that investigates and provides fair, free and fast resolutions to public transport disputes.



**Helpful links and information**

**Metro Trains Melbourne**  
[metrotrains.com.au](http://metrotrains.com.au)

**Public Transport Victoria**  
[ptv.vic.gov.au](http://ptv.vic.gov.au)

**Ticketing**  
[ptv.vic.gov.au/tickets](http://ptv.vic.gov.au/tickets)

**Travellers Aid**  
[travellersaid.org.au](http://travellersaid.org.au)

**Public Transport Ombudsman**  
[ptovic.com.au](http://ptovic.com.au)  
[enquiries@ptovic.com.au](mailto:enquiries@ptovic.com.au)

**Customer service queries**  
SMS: 0428 789 329  
Weekdays: 7am-7pm  
Weekends and public holidays: 9am-5pm

**Interpreter Service**  
(03) 9321 5450



Our commitment to you

**Customer Charter**



## Operating Melbourne's metropolitan train network is our privilege, and we are committed to delivering you:

- Consistent and dependable services
- Safe, clean and accessible services
- Timely, accurate and personalised information
- Engaged and enabled team members

Metro's Customer Charter is our promise to you of how we will deliver on our commitments.



### We promise to provide consistent and dependable services

We are committed to providing a safe and reliable service for our passengers, that not only meets but exceeds our customer service and performance targets.

If our performance targets are not met, eligible passengers can request compensation. If we don't run at least 98% of trains each month with 90% or more of these services punctual, eligible customers can be compensated.

We provide related information via: [metrotrains.com.au/metro-performance](https://metrotrains.com.au/metro-performance)

Our network is always growing. This means new trains, line upgrades, cutting edge technology and playing a key role in the Victorian Government's Big Build.

We are committed to excellent passenger experience and always plan to minimise any unavoidable disruptions.

More information on planned works: [ptv.vic.gov.au](https://ptv.vic.gov.au)



### We promise to provide safe, clean and accessible services

We monitor your safety with CCTV cameras at our stations and on our trains and we work closely with Victoria Police, including having Protective Service Officers (PSOs) visible at stations and on services after 6PM. Emergency help buttons are available on all carriages and a vast majority of stations.

Abusive behavior towards our team members and passengers is not tolerated under any circumstances.




We strive to keep our environments clean from litter and graffiti and enhanced cleaning measures are implemented when circumstances require.

Our teams are trained and equipped to assist passengers with accessibility requirements. Metro was accredited with the Communication Access Symbol in 2019, meaning our Station Staff, Authorised Officers and Drivers have received the tools and strategies they need to support you, if you need help communicating.

Our stations have many different features to support your journey, including beacon technology, Assistance Animal Relief Areas and Wheelchair Movers. If you need assistance boarding, the Driver can deploy a ramp between the platform and the train

More information on accessibility: [metrotrains.com.au/accessibility](https://metrotrains.com.au/accessibility)

### Get to know Metro Trains Melbourne

-  Up to **800,000** daily journeys
-  **998** kilometers of track
-  **222** stations



### We promise to provide timely, accurate and personalised information

While we want your journey to run as smoothly as possible, sometimes essential maintenance, upgrade works or unexpected events cause us to make changes to the services we provide.

We provide real-time information through:

- station and train announcements,
- station information screens,
- Twitter ([@MetroTrains](https://twitter.com/MetroTrains)),
- [metrotrains.com.au](https://metrotrains.com.au)

We work in partnership with the Department of Transport to provide real-time travel information.



### We promise to engage and enable our staff to do the best for you

Our people are our greatest assets and we work hard to ensure they have the appropriate training and information to support our passengers.

You can clearly identify our Station staff and Authorised Officers through their Metro uniform, and they will be willing and able to help you with your enquiry or issue.

At our busiest stations we have additional first aid support on hand to help you when you need it most.

More information on Station facilities and hours: [www.metrotrains.com.au](https://www.metrotrains.com.au)