



Customer Charter 2021-2022

Metro Trains Melbourne

Get to know Metro Trains Melbourne



Up to 800,000 daily journeys



Over 1,000 kilometres of track



222 stations

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

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**



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 (PSO) visible at stations and on services after 6PM. Emergency help buttons are available on all carriages and a vast majority of stations.

Abusive behaviour 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 has been accredited with the Communication Access Symbol since 2019, meaning our Station Staff, Authorised Officers and Drivers have received ongoing 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, passenger information displays, Assistance Animal Relief Areas, Wheelchair Movers and online virtual tours. If you need assistance boarding, the Driver can deploy a ramp between the platform and the train.

More information on accessibility:

metrotrains.com.au/station-accessibility-features



We promise to provide timely and accurate 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
- **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 asset 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



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

- 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
- When travelling with a pram, keep a firm hold of your pram and apply the brakes when stationary at all times
- See a staff member if assistance is required, or at unstaffed stations press the red platform button
- 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
- Only folding bikes can be brought onto replacement bus services – the Parkiteer secure bike parking can be used to temporarily store bikes
- Petrol powered skateboards and scooters are prohibited on all services
- In a rapidly changing environment, it is important to follow the latest health advice and practise good hygiene when travelling on public transport.



Helpful links and information

Metro Trains Melbourne

metrotrains.com.au

Public Transport Victoria

ptv.vic.gov.au

Department of Transport

transport.vic.gov.au

Ticketing

ptv.vic.gov.au/tickets/myki

Travellers Aid

travellersaid.org.au

Public Transport Ombudsman

ptovic.com.au

enquiries@ptovic.com.au

Department of Transport Contact Centre

1800 800 007

Sun–Thu: 6am – Midnight, Fri–Sat: 24 hours

Interpreter Service

(03) 93215450

Lost Property

(03) 96107512

Trauma Support Service

1300 367 797

If you have been at the scene of a train incident as a passenger or pedestrian, or are affected as a family member, the Trauma Support Service is able to assist you.



We welcome your feedback

Department of Transport Contact Centre

1800 800 007

Sun–Thu: 6am–Midnight, Fri–Sat: 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.