



Customer Charter 2023 - 2024 Metro Trains Melbourne



Department
of Transport
and Planning



Authorised by the Department of Transport and Planning, 1 Spring Street, Melbourne

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Get to know Metro Trains Melbourne



Up to 800,000 daily journeys (pre-COVID)



Over 1,000 kilometres of track



221 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



Engaging and approachable 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 consistent and dependable service for our passengers, that exceeds our performance targets.

If our performance targets are not met, eligible passengers can request compensation. If we don't run at least 98% of timetabled services each month or if less than 90% of these services are on time, customers are eligible for compensation.

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 will minimise any unavoidable disruptions. To support us with network expansion and modernisation towards a world-class railway, disruptions are necessary. We will always go out of our way to minimise the impact to you and make the experience as pleasant and easy to navigate as possible.

More information on planned works:
ptv.vic.gov.au



We promise to provide safe, clean and accessible services:

When you are in our stations and trains, we monitor your safety with CCTV cameras. We work closely with Victoria Police, and have Protective Service Officers (PSO) visible at stations and on services after 6PM and at 83 premium stations overnight on Fridays and Saturdays. Emergency help buttons are available on all carriages and the vast majority of stations.

Abusive behaviour towards our team members and passengers is not tolerated.

We strive to keep our station precincts and trains clean from litter and graffiti. If you alert us to any areas that require attention, we will attend to those as soon as possible.

Our teams are trained and equipped to assist passengers with accessibility needs. Metro is accredited with the Communication Access Symbol, and our staff have received specific training. This means that our Station Staff, Authorised Officers and Drivers have the tools and strategies they need to support you if you need help communicating.

To improve accessibility at our stations, in 2023, we introduced Language Badges for our staff and Sunflower lanyards and wristbands free of charge as part of our Hidden Disabilities Program.

Our stations have many different features to support your journey including, passenger information displays, Assistance Animal Relief Areas at some premium stations, Wheelchair Movers, ramps, lifts and online virtual tours. If you need assistance boarding, Station Staff can deploy a ramp between the platform and the train – please let them know upon arrival at the station and they will assist you or alert the Driver.

More information on accessibility:

metrotrains.com.au/station-accessibility-features



We promise to provide timely and accurate information:

We have many tools available to assist you in planning your journey. Sometimes we need to undertake 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
- passenger information displays
- X (Twitter) @Metro Trains
- **Metrotrains.com.au**

We work in partnership with the Department of Transport and Planning to provide real-time travel information, such as through the Department of Transport and Planning's PTV app.



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

Our people have all the training and information necessary to support our passengers should this be required.

You can clearly identify our Station Staff and Authorised Officers through their Metro uniform.

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

More information on Stations facilities and hours:
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
- Stand behind the yellow line on platforms
- Hold the handrail on the escalators and keep to your left
- Be mindful of other passengers - keep music and audio from mobile devices to a minimum, remove your backpack before boarding and take your litter with you
- When travelling with a pram, board near the front of the train, keep a firm hold of your pram and apply the brakes when stationary at all time. When disembarking with a pram, do so backwards.
- Bike users cannot board at the first door of the first carriage, as this is a priority area for mobility impaired passengers. Please Make sure you keep passageways and doorways clear and try to avoid travelling during peak hour and busy carriages when travelling with your bike.
- Approach a Station Staff member if assistance is required, or at unstaffed stations press the red assistance button at Customer Help Points on the platform.
- All stations and trains are non-smoking areas
- Assistance animals can travel on our services
- Pets may travel on trains, but on leads
- Only folding bikes can be brought onto replacement bus services - the Parkiteer secure bike parking can be used to temporarily store bikes
- Fuel powered mobility devices are prohibited on all services
- In a rapidly changing environment, it is important to follow the latest health advice and practice good hygiene when travelling on public transport.
- All trains are wheelchair accessible and have allocated spaces for passengers using mobility devices. Please keep accessible spaces free or made available on request.



Helpful links and information

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

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

[Ticketing](https://ptv.vic.gov.au/tickets/myki)
ptv.vic.gov.au/tickets/myki

[Department of Transport and Planning](https://dtp.vic.gov.au)
dtp.vic.gov.au

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

[Public Transport Ombudsman](https://ptovic.com.au)
ptovic.com.au
Inquiries@ptovic.com.au

[Department of Transport and Planning Contact Centre](https://1800800007.com.au)
1800 800 007
Sun-Thu: 6am - Midnight, Fri-Sat: 24 hours

[Interpreter Service](https://93215450.com.au)
(03) 93215450

[Lost Property](https://96107512.com.au)
(03) 96107512

The Lost Property Office at Flinders Street Station outside the platform 1 gates is open between 8am to 5pm, Monday to Friday (except public holidays).

[Trauma Support Service](https://1300367797.com.au)
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.

[metroNotify App](https://metrotrains.com.au/metronotify/)
metrotrains.com.au/metronotify/

Available for iOS and Android

This app allows you to personalise Metro's live service updates to receive the information you want at the times that you need it.



We welcome your feedback

Department of Transport and Planning 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 feedback.

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