



METRO

for everyone, everyday

Customer Service Charter

UPFIELD
WERRIBEE
ALAMEIN
BELGRAVE
CRANBOURNE
FRANKSTON
LILYDALE
HURSTBRIDGE
SYDENHAM
CRAIGIEBURN
WILLIAMSTOWN



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Welcome to Metro

Our vision is

'a proud railway for everyone, everyday'

Welcome to the Metro experience and thank you for taking the time to read our Customer Service Charter. This Charter explains in clear and simple terms what you can expect from us in relation to service and reliability and what we expect from you in return. Throughout the following pages we articulate our commitment to provide you with an unparalleled service that meets your travelling needs by delivering you to your destination safely, comfortably and on time.

Melbourne is a growing metropolis and as a result, mobility needs are also growing. Transforming the train system into a 'Metro' style operation is essential to ensure quality services are provided to support Melbourne's growth now and into the future. We aim to achieve this with minimal disruption and will do all we can to make your travel experience as comfortable as possible.

The operator of Metro, Metro Trains Melbourne, has extensive local and international experience, including the expertise of Hong Kong's MTR, one of the world's leading railways renowned for its safety, efficiency, reliability and customer service and satisfaction. We understand the importance of reliability and of listening to what you, our customers, want from your Metro service.

How to Contact Us

We are available between 6am and midnight daily for any question you may have.

Call:	1800 800 007
TTY:	(03) 9619 2727
Mail:	Metro Customer Service GPO Box 1880 Melbourne 3001
Website:	metrotrains.com.au

The Metro Promise

What you can expect from Metro:

Clean, comfortable, safe and punctual rail travel

Clear signage and increasing levels of real-time information updates

Proactive plans and actions to ensure your safety

We will bring stations to life for everyone, everyday

We actively encourage feedback, listen to customer views and act on them

We collaborate with other public transport operators to deliver seamless tram, bus and train service links

Regular sweeping and cleaning of stations and convenience facilities

Reconfigured train carriages to make peak travel more comfortable

We stand behind our promises.

What we expect from you:

Pay your way – buy a myki card and touch on/touch off.

Treat fellow customers, our employees, trains and station facilities with respect.

Safety and Security

Safety is our highest priority. The safety and security of our customers is paramount, therefore we do not cut corners – anywhere.

At Metro, this includes the safety of the trains on our network, the personal safety of our customers and staff on trains, at stations and between intermodal connections at stations and car parks. We recognise that safety, in all its forms, is a key issue for our customers.

At Metro we have a ‘no tolerance’ policy when it comes to crime and criminal activity and will work closely with the Victorian Police Transit Safety Division to assist with the development of Protective Services Officers (PSO’s) and to ensure our stations and trains are safe environments.

Our ‘Bringing Stations to Life’ program will increase the amount of activity at stations and this too will provide an added sense of security and a corresponding welcoming atmosphere. Visit our website to learn more about our ‘Bringing Stations to Life’ program.

At all Premium stations you will experience an increased staff presence, particularly at night. Our customer service staff are also deployed on trains, platforms and within station precincts after 8pm to provide an added safety net for customers. Our staff are fully trained in customer service and safety and are your first point of contact should you feel threatened by the unruly, aggressive or anti-social behaviour of another customer.

Most platforms are fitted with a red emergency intercom button, which allows customers to speak to staff to gain immediate assistance in an emergency situation. Our drivers also play an important role in communicating any major on-board issues to Metrol (the train control centre), while new and refurbished trains also feature CCTV and emergency help buttons to enable an appropriate emergency response.

We also work with the Victorian Police Transit Safety Division and local police units to further reduce crime on the network. The Transit Safety Division has an increasing number of uniformed and plain-clothes officers travelling on the network throughout the day and evening.



Customer Service

Metro customers will enjoy clean, comfortable, safe and punctual rail travel – it's that simple.

Metro has 79 Premium Stations (refer to network map on Page 26), with a total of 215 stations on the network. Premium Stations are staffed from the first to the last train, seven days a week. Premium stations have staff on hand to assist customers with their travel requirements as well as having waiting rooms and toilets.

Metro also has an employee presence at a number of additional host stations meaning more than 80 percent of our customers will start or end their journey at a staffed station.

Metro's station staff are our interface with customers and they provide face-to-face customer service. They assist customers with ticket and validating machines, myki (electronic ticketing system) and provide information about services. Our staff also enhance safety and security at our stations and reinforce our safety messages.



On some lines, we are conducting a Customer Assistance trial where the red button on the station's information console, previously used for emergencies, can now be used for general travel and customer information.

We make every effort to maintain high standards of cleanliness, both on trains and in stations, working to ensure stations and trains remain clean and graffiti-free. However, if an area or facility requires specific attention, for example due to graffiti, damage or dumped rubbish, please bring this matter to our attention by reporting it to 1800 800 007 so it can be attended to promptly. Metro will remove offensive internal and external graffiti from trains within 24 hours of notification or, where not reported, within 72 hours of occurrence.

Customer Feedback

We actively encourage feedback and provide opportunities to hear the views of our customers. We utilise many different mediums to make it easy for our customers to provide feedback on any aspect of our service or facilities. We actively seek the opinions of regular users, occasional users, event only and non-rail users to ensure we are constantly evaluating, benchmarking and improving our system and service for everyone, everyday.

Call: Customer Feedback
1800 800 007

Mail: Customer Feedback
Metro Trains Melbourne
GPO Box 1880
MELBOURNE 3001

Website: metrotrains.com.au

Services

Under our partnership with the State Government, Metro operates the entire metropolitan train network. We are committed to ensuring our train service is reliable and are working hard to not only meet our customer service and performance targets but to exceed them.

On weekdays, Metro will operate over 2,300 services throughout metropolitan Melbourne, which equates to around 750,000 services per year. We will also review our train schedules at regular intervals to ensure that they continue to meet your needs. In addition, we will look at new and innovative ways to improve our scheduling. Customers will be notified 10 weekdays in advance of all proposed scheduling changes through poster promotions displayed at stations, the Metro and Public Transport Victoria websites and Public Transport Victoria call centre.

From time to time, planned essential infrastructure maintenance works will disrupt our services. When this occurs, we will ensure that alternative bus transport is available. We will endeavour to notify you at least seven days in advance of any planned works through the media, on our website and via notices and announcements at stations.

Where unplanned and unexpected disruptions due to accidents or other unforeseen circumstances occur, we will provide alternative bus services as quickly as possible. In the event of bus replacement services, buses are unable to accommodate customers with bikes. We will, of course, keep you informed about the nature of the disruption, the anticipated delay time and any alternative transportation that has been arranged through audio announcements at stations, on trains and via our customer service staff.

As the sporting and cultural capital of Australia, Melbourne is host to many major events. These include the Spring Racing Carnival, the AFL football season, the F1 Grand Prix, the Australian Tennis Open and social and cultural experiences such as concerts, theatre and a range of community based activities. Metro will play an integral role in supporting these events by running additional and special services to cater for the needs of participants.

Additional services will be promoted through media, poster promotions at stations, the Metro and Public Transport Victoria websites and Public Transport Victoria call centre.



Performance

We are determined that Melbourne's Metro will take its place as one of the world's leading railways. Our proven operational systems and commitment to continuous improvement will make this goal a reality. Our all-embracing approach to innovation also means we will continue to introduce new technology aimed at improving your travel experience.


Metro understands what it takes to run a world-class train system and we make the following commitments to our customers:

We will provide a reliable and punctual train service

Our target is for 88% of trains to arrive within five minutes of their published arrival schedule and to deliver 98% of all scheduled services. We aim to exceed and continuously better these targets

We will work with the State Government to introduce new trains and services

We will continue to improve safety and security on trains, in stations and in station car parks as part of our 'Bringing Stations to Life' program and the continued deployment of Protected Service Officers

A blurred photograph of train doors with 'METRO' written on them in blue. The image is out of focus, showing the repetitive pattern of the doors and a yellow handle.

We will introduce brighter, more environmentally friendly lighting at stations

We will continue to focus on cleanliness and graffiti removal on trains

We will maintain the highest level of safety standards in and around our network.

Metro operates under a strict Operational Performance Regime, which provides incentives and penalties related to the punctuality and reliability of our services.

You can be confident that Metro has the experience to get you to your destination on time. Whether your reason for travel by train is to commute to and from work, for social or recreational purposes or as a convenient way to travel to Melbourne's sporting and cultural events, Metro will get you there.

Publication of Performance Statistics

Metro will publish monthly network-wide performance data at all stations, on our website and through our dedicated customer feedback service within 10 days of the end of each month. This will include any eligibility for compensation during the period. Monthly service delivery information, including information about any issue that has affected our performance, is available on our website. Detailed information about our service commitment and our compensation code is available in brochure form at all stations, from our website or by calling our customer feedback line.

The Victorian Government also produces a monthly and more detailed quarterly on-line report called *Track Record*, which provides detailed information about each public transport operator's performance. Copies of *Track Record* can be accessed from the Public Transport Victoria website at ptv.vic.gov.au/trackrecord

Customer Information

Our customers can find out everything they need to know about travelling on the Metro network by visiting InfoCentral - our customer service centre on the main concourse of Flinders Street Station. At important times during the day, we have Metro customer service employees at railway stations across Melbourne with 79 of these railway stations having a Metro presence from first train to last everyday.

If a Metro employee is unavailable, our smart phone-optimised website (m.metrotrains.com.au) provides up-to-the-minute information on how your train line is performing. Plus, visit metrotrains.com.au to access all timetables, journey planning information and network maps. If you're on a station platform, look for the green button on the information console to be provided with information regarding your next departing service.

We are committed to continuing to develop new and innovative ways to communicate with our customers. With the ever-increasing popularity of 'smart devices' like smart phones and smart tablet devices, we are

actively developing smart applications which will provide our customers with even more reliable and convenient methods to access information before and during their journey.

Ticketing

myki is your key to Melbourne and has been designed to make your travel easier. It is a durable, reusable smartcard with an embedded computer chip which automatically calculates and deducts the correct fare for your journey.

Your myki smartcard is easy to use; you simply touch it on the myki scanner as you pass through the ticket gates and again when you leave the system at the end of your journey with the correct fare being deducted from your card. Remember to touch on at the beginning and touch off at the end of every journey.

myki is available from a large network of retail outlets including 7-Eleven stores, myki machines at train stations, tram super stops and bus interchanges, myki service centres, on-line at myki.com.au and by phone on 13 6954 (13 myki).

Travel on the City Circle Tram route will continue to be a free service for all Victorians and visitors to Melbourne.

Fares

The setting and changing of fares is undertaken by the Victorian State Government. When changes to the existing fare structure are planned, we will notify you at least 10 weekdays in advance via our website, the Public Transport Victoria website, through newspaper advertisements and on posters at all stations.

For more information on fares, refer to the Victorian Fares & Ticketing Manual (General) available for download from Public Transport Victoria website at ptv.vic.gov.au



Concessions

The Government, in conjunction with Metro, is committed to providing concession fares. Concession travel is available for children 16 years and under and for individuals who are holders of approved Victorian concession cards. This includes pensioners, senior citizens, and students with a public transport concession card and people with special needs. Children 3 years and under can travel free on all services but must be accompanied by a parent or guardian.

A companion or carer holding a Companion Card is entitled to free travel on Victorian public transport services when travelling with an authorised cardholder.

Seniors carrying a myki card are eligible for free travel on weekends.

Further information on fares, concessions and the myki ticketing system can be found at Premium Stations, on-line at ptv.vic.gov.au or myki.com.au or by calling 13 6954 (13 myki).



Ticket Refunds

If your myki card fails when you use it, first check that you have touched on/touched off your myki card correctly. Your myki is scanned against a myki reader. Your myki is a valuable item and should be treated and stored carefully.

Faulty myki cards will be replaced, however those damaged through misuse will not. The cards must not show any sign of physical or magnetic damage.

If you believe you are entitled to a myki replacement a form and reply-paid envelope can be obtained from:

- Premium Stations
- PTV Hub at the Melbourne Town Hall, (corner of Swanston and Little Collins Streets, Melbourne)
- The myki Discovery Centre at Southern Cross Station
- By downloading a myki refund form from the Public Transport Victoria website ptv.vic.gov.au or the myki website myki.com.au

Ticket Checking

Our Customer Service Officers on the public transport network have been accredited by the Department of Transport as Authorised Officers. They are responsible for ensuring that customers comply with ticketing and behavioural requirements, when travelling on Metro services and using our facilities. Under the Transport Act, customers are required to produce a validated myki (and concession identification where appropriate) upon request. If a customer refuses to show their card, Authorised Officers have the authority to:

- Ask a customer for his or her name and address if they believe an offence has occurred
- Ask a customer to produce documents verifying the information given is correct
- Detain a customer for the length of time it takes to verify their details
- Detain a customer who refuses to give their name and address, or gives a false name and address, until the police arrive

Once a report of an offence has been issued, it is lodged with the Department of Transport, which will issue an infringement notice, if applicable. If you disagree with an infringement notice, or have any queries about the process, you can call the Department of Transport on 1300 135 066.

Please understand that our Authorised Officers are doing the jobs they are required to do and Metro does not tolerate abuse of our staff.

Compensation

We have promised to make Melbourne's train service run the way it was always intended and will stay true to that promise. It is our aim to deliver improved levels of punctuality, but if we do not achieve our designated threshold levels of punctuality (88% of services arrive within 4 minutes and 59 seconds) and reliability (98% of services are delivered), then we will compensate eligible

customers holding myki passes valid for 28 days or more.

We will provide compensation by way of myki credits to eligible customers who have experienced major inconvenience. Refer to the Metro Customer Compensation Code for more information.

To determine whether compensation is payable, please check the service performance notices on posters at stations, on the Metro website metrotrains.com.au or the Public Transport Victoria website at ptv.vic.gov.au

If you wish to make a claim, please refer to the Metro Customer Compensation Code.

Complaints Handling

We can only deal with and address those problems or issues we know about, therefore we encourage you to share your comments about the system with us. Our customer service staff are here to assist you. As your opinion matters to us, if you make a formal complaint or provide formal feedback, we will respond to you within seven business days. In more complex cases our response will consist of an acknowledgement with a commitment to a complete response within a specified timeframe. Customer feedback is essential to improving our services.

If you're not satisfied with our response, please let us know and our Customer Relations Manager will review it.

If this review doesn't meet your expectations, you can refer your concern to the Public Transport Ombudsman (Victoria) at:

Call: 1800 466 865 or 8623 2111
(9am–5pm Monday – Friday)

Fax: 8623 2100

Mail: Public Transport Ombudsman (Victoria)
P.O. Box 538
Collins Street West
MELBOURNE VIC 3001

Website: ptovic.com.au



Accessibility

We recognise and respect the rights of all our customers and we consult with the Public Transport Access Committee to ensure that Metro's rail service is accessible for everyone, everyday.

All Metro trains are wheelchair-accessible. The driver will help you board the train by placing a ramp between the platform and the first door of the front carriage.

Customers who need help boarding trains should wait on the platform near the front of the train. On a metropolitan platform, this is marked with a yellow or white rectangle on the pavement.



When you reach your destination station, the driver will use a ramp to help you off the train. It is best to write your destination on a note, which you can collect from a station office before you travel. If you require an Accessible Travel Message pad, please call 1800 800 007 for one to be mailed to you.

Metropolitan stations have ramps to enter the station and platforms. There are lifts at Southern Cross, Flinders Street, Box Hill, Dandenong, Boronia, North Melbourne, Footscray, Laverton, Coolaroo, Epping, South Mornag, Thomastown, Westall, Watergardens and all underground City Loop stations.

Customer Obligations

Pay your way and treat your fellow travellers with respect.

Metro, as part of Melbourne's public transport system, requires all customers to have a current, appropriate, myki card or Metcard in their possession prior to boarding a train on any part of the network.

myki cards are available to purchase or top-up from machines at all stations, retail agencies, the PTV Hub, as well as from Customer Service Centres at Premium Stations and online at myki.com.au

All customers must touch on their myki card at the start of each journey and touch off at the end of each journey and whenever they change from one mode of public transport to another (for example from tram to train). Customers must also touch on their myki cards before entering a designated station area. Transport operators rely on appropriate myki usage as confirmation of your right to travel under the Transport Act, as well as determining travelling patterns for future planning needs.

Proof of concession entitlement must be carried when travelling on a concession fare, i.e. Pensioner Concession card, Seniors card, Student Concession card, Companion card, Healthcare card or other proof of entitlement. This concession entitlement card must be produced by the customer when requested by an Authorised Officer. Note that School Student Identity cards do not entitle the holder to travel on a concession fare. Concession cards are not transferable.

Tickets must not be transferred to another person and all lost cards should be reported to myki.

Rules and regulations in place across the network have been created to ensure the safety and security of customers and staff whilst travelling. These rules relate to such matters as offensive behaviour, consumption of alcohol, smoking, damage to property, litter and putting feet on seats. Compliance with all requirements of the Transport Act and regulations is expected. It is also an offence to attempt to board or leave a moving train, to cross tracks where there is no designated crossing, or to cross tracks when warning bells or lights are operating. We also remind customers to stand behind the yellow line, on all platforms and adhere to the directions of platform attendants.

Treating your fellow customers with respect is an important element of safe and comfortable travel. Using public transport is more difficult for the elderly and the disabled and we ask our customers to be mindful of their needs and, when trains are crowded, to offer your seat.

Carriage of Items and Luggage

Customers may take hand luggage and small articles on trains without charge. However, any article that is offensive or causes discomfort or inconvenience to other passengers is not permitted.

Prams, strollers and walking aids can be carried free of charge at all times. We recommend these customers travel in the front carriages to ensure that they can be clearly seen by the driver when entering or exiting the train.

Bicycles and surfboards can also be carried free on trains, but passengers are requested to avoid carrying these items during peak times. As a courtesy, we also ask that customers travelling with bicycles do not use the front door of the first carriage on the train as this area is used by wheelchair dependant passengers. In the event of bus replacement services during times of planned network improvements, buses are unable to accommodate customers with bikes.

A considerable number of Melbourne's train stations have bike racks, lockers and cages available for public use. Visit the Metro website at metrotrains.com.au for details of station bike facilities and hiring conditions.

Explosives and flammable liquids are not permitted in any rail premises or vehicles. Petrol driven devices such as powered skateboards and scooters are also prohibited.

Please contact the Customer Feedback line on 1800 800 007 for more information.

Carrying of Pets

Guide and hearing dogs are permitted on all trains at all times and travel free of charge.

Other animals may travel on our trains subject to conditions designed to ensure that they do not make other passengers uncomfortable. For example, pets need to be on a lead or in a suitable container and large dogs must be muzzled. Any customer who travels with an animal must also clean up any mess it creates.

Lost Property

If you believe an item of your property has been left on a train or at one of our stations, please call 1800 800 007 between 6am and midnight daily, as it may have been handed in.

Overcrowding

We are making a concerted effort to minimise overcrowding in peak times by adding more services and reconfiguring timetables.

Crowding will always be an issue of varying degrees during peak periods, as passenger numbers are expected to continue to increase. Metro is committed to the ongoing review and refinement of all aspects of train travel and introducing measures to make travel comfortable.

Connection with other modes of Public Transport

Our customers can experience seamless linkages between tram, bus and train services.

Our unified and committed partnership with Public Transport Victoria and other public transport operators is aimed at improving communications between the different modes of transport so that the whole public transport system operates as a seamless network. Together we work hard to promote greater coordination in timetabling, signage and information between the different modes of public transport.

Charter Formats and Languages

Metro provides copies of this charter to existing and potential customers upon request (see 'How to Contact Us' on the following page). It is available in large print, Braille and in audio format as well as in a number of other languages.

The Public Transport Victoria website (ptv.vic.gov.au) provides contact numbers to obtain public transport information in other languages.

Thank you

Thank you for taking the time to read our Customer Service Charter. We hope you understand our commitment to making Metro the safest, most reliable, comfortable and efficient way to get around Melbourne. So come aboard and enjoy the experience.

How to Contact Us - Public Transport Contacts

Metro

Call:	1800 800 007 (6am – midnight daily)
TTY:	(03) 9619 2727
Mail:	Metro Customer Service GPO Box 1880 MELBOURNE VIC 3001
Website:	metrotrains.com.au

Public Transport Victoria

For metropolitan train, tram, bus and ticketing information

Call:	1800 800 007 (6am – midnight daily)
TTY:	(03) 9619 2727
Mail:	Public Transport Victoria PO Box 4724 MELBOURNE VIC 3001
Website:	ptv.vic.gov.au

VicLink

For regional train, coach and ticketing information

Call:	136 196 (6am – midnight daily)
Website:	viclink.com.au

myki

Call:	1800 800 007
TTY:	(03) 9619 2727
Mail:	myki GPO Box 4318 MELBOURNE VIC 3001
Website:	myki.com.au

Lost Property (Trains)

Call:	1800 800 007 6am – midnight daily
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Interpreter Service

Call:	131 638 (6am – midnight daily)
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Public Transport Ombudsman

Call:	1800 466 865 or 8623 2111 (9am – 5pm Monday to Friday)
TTY:	1800 809 623
Fax:	(03) 8623 2100
Mail:	P.O. Box 538 Collins Street West MELBOURNE VIC 8007
Website:	ptovic.com.au

Yarra Trams

Call:	1800 800 007 (6am – midnight daily)
Website:	yarratrams.com.au
	131 638 Train, Tram and Bus information (6am – midnight daily)
Mail:	Customer Service Yarra Trams GPO Box 5231 MELBOURNE VIC 3001

V/Line

Call:	1800 800 007 (6am – 10pm daily)
	136 196 Information and Reservations (6am – midnight daily)
TTY:	(03) 9619 2727
Mail:	Customer Relations V/Line Reply Paid 5343 MELBOURNE VIC 3001
Website:	vline.com.au

How to Contact Us - Public Transport Contacts

Public Transport Access Committee

Call:	(03) 9655 3333 (9am – 5pm Monday to Friday)
Website:	transport.vic.gov.au
Mail:	GPO Box 2797 MELBOURNE VIC 3001

Traveller's Aid

Call:	(03) 9654 2600 (9am – 5pm Monday to Friday)
Website:	travellersaid.org.au
Mail:	225 Bourke St MELBOURNE VIC 3000
Email:	info@travellersaid.org.au

