

# How to contact us

V/Line information, reservations and sales ..... 136 196

## To comment on our service:

- Call V/Line Customer Feedback on ..... 1800 800 120
- Provide comments via email from our website at [vline.com.au/contactus](http://vline.com.au/contactus)
- Write to us at:  
**Customer Relations**  
**Reply Paid 5343**  
**Melbourne Vic 8060**  
Alternatively, reply paid customer comment forms are readily available from our staffed stations

**Special needs** ..... 1800 800 120

To arrange assistance when travelling on V/Line

**Vision and hearing impaired** ..... 1800 800 120

Copies of this charter in large font, audio and languages other than English are available on request

**Public Transport Access Committee** ..... (03) 9655 3333

**Interpreter service** ..... 131 638

**TTY facility** ..... (03) 9619 2727

For people with speech or hearing impairment

**Lost property** ..... 1800 800 120

To report items lost on our trains, coaches and stations

## Other useful contacts

**Metlink/Viclink** ..... 131 638

[metlinkmelbourne@vline.com.au](mailto:metlinkmelbourne@vline.com.au)

For information on metropolitan services, timetables and fares

**Metro trains feedback** ..... 1800 MY METRO (69 63876)

**Myki** ..... 13 69 54

**Yarra Trams feedback** ..... 1800 800 166

# Customer Service Charter



V/Line Pty Ltd  
ABN 29 087 425 269  
GPO Box 5343  
Melbourne VIC 3001

All information correct at time of printing November 2011

V/Line

Call 136 196 [vline.com.au](http://vline.com.au)

V/Line

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# Welcome to V/Line

V/Line provides high quality transport services to people travelling to and from Victorian regional communities.

Our aim is to ensure our customers travel safely, comfortably and conveniently to their destination of choice, at the times they want to travel.

In 2010–11 an unprecedented 14.7 million passenger trips were made on V/Line trains and coaches – a massive endorsement of recent years of investment in regional rail.

V/Line's challenge is to ensure we manage this boom in passenger numbers and continue to provide comfortable and efficient travel throughout this time of growth.

This charter provides an overview of the services we provide, the standards of service you should expect when travelling with V/Line, how those standards will be measured, and what you can do if we don't live up to your expectations.

We genuinely want to hear your views on how we perform – both good and bad – so that we can continue to improve. This charter explains how to get your message through to us, and what to do if you're not satisfied with our response.

V/Line is proud to be an integral part of the Victorian regional community and we look forward to welcoming you the next time you choose to travel with us.



**Rob Barnett**  
Chief Executive Officer



# Our services

V/Line is Australia's largest regional public transport operator, serving Victoria with more than 1400 train and 600 coach services per week.

As a not-for-profit operator, V/Line is fully owned by the State of Victoria, with train services running between Melbourne and the following townships:

- Geelong, South Geelong, Marshall and Warrnambool
- Melton, Bacchus Marsh, Ballarat, Wendouree, Ararat and Maryborough
- Sunbury, Kyneton, Bendigo, Swan Hill and Echuca
- Seymour, Albury / Wodonga and Shepparton
- Traralgon, Sale and Bairnsdale.

Coach services connect with the rail network and serve regional Victorian communities where trains do not operate. Some coach services run interstate, to South Australia, New South Wales and Canberra. These coaches are operated by the private sector under contract to the Department of Transport.

Since upgrading the regional network in 2006, V/Line has seen more than 134 VLocity carriages added to its fleet, complimenting the existing 41 locomotives, 133 carriages and 21 Sprinter trains.



## Performance

V/Line reports publicly on the performance of our rail services every month. Performance is measured in two ways – reliability and punctuality.

Reliability is the percentage of scheduled services that actually run. **Our reliability target is 96 per cent.**

Punctuality of commuter (short distance) services is measured by the percentage of trains that arrive no more than 59 seconds before, and no more than 5 minutes 59 seconds after, the scheduled time. Punctuality of outer regional (long distance) services is measured by the percentage of trains that arrive no more than 10 minutes 59 seconds after the scheduled time. **Our punctuality target is 92 per cent.**

We keep you informed about how we are performing against these targets each month in V/Lines customer newsletter and on the V/Line website within 10 working days of the start of each month. Go to [vline.com.au/performance](http://vline.com.au/performance) for more information.

Every quarter, V/Line's train performance information is also published by the Director of Public Transport in Track Record, which can be found at [transport.vic.gov.au/trackrecord](http://transport.vic.gov.au/trackrecord)

## Passenger Information

### Keeping you informed

We know that accurate and timely information is important to our customers.

We strive to keep you informed through:

- the V/Line information, sales and reservations centre on **136 196** (6am – midnight, seven days)
- our website at [vline.com.au](http://vline.com.au)
- the Inform train disruption service via email, SMS or Twitter
- the public transport information website at [metlinkmelbourne.com.au](http://metlinkmelbourne.com.au)
- posters, leaflets and announcements at stations
- announcements on board our trains and coaches.

We co-operate with other public transport providers to ensure people can easily change between trams, trains and coaches. Should you wish to plan a journey using different modes of transport please visit either of the websites above or call us on **136 196**.

If we need to make changes to our timetable, we will advise our customers 14 days in advance through notices at stations and in local newspapers wherever possible.

If we experience unplanned disruptions, we aim to keep you up to date on the reason for the delay, how long it is likely to last or advise on alternative travel arrangements.



## Encouraging feedback

We aim to provide a safe, punctual, reliable, high-quality service. If we let you down, we want you to tell us so we can put things right.

We encourage feedback by making pre-paid comment forms available from V/Line staffed stations.

Call us on **1800 800 120** or write to us at:

**Customer Relations**  
**Reply Paid 5343**  
**Melbourne Vic 8060**

For details of our complaints handling process please visit [vline.com.au](http://vline.com.au)

V/Line may collect your personal information when you submit feedback and may provide it to the Director of Public Transport or nominee. See our privacy notice at [vline.com.au/privacy](http://vline.com.au/privacy)

## On-train consultation

To hear what customers think about our services at the time they are using them, V/Line management take part in on-train consultation programs every month, covering each line at least twice a year.

We travel on scheduled services and encourage customers to provide direct feedback. Whenever possible, V/Line managers provide an immediate response.

We also summarise the issues raised, our responses and planned actions on the V/Line website.



## Accessibility

V/Line recognises and respects the rights of all our customers. We consult regularly with advocate groups and our customers to understand how we can provide a better service for customers with special needs.

In accordance with the Disability Discrimination Act (DDA) we have a plan to improve access, information and facilities for people with special needs.

If you travel with a mobility aid or wheelchair, it needs to:

- Fit within an allocated space of 1300mm (length) and 800mm (width)
- Be no more than 750mm wide at a height of 300mm above the ground

The total weight of the mobility aid, its user and any attendant must be less than 300kg.

A copy of the public transport DDA Action Plan is available at [transport.vic.gov.au](http://transport.vic.gov.au)

## Luggage and pets

Customers are entitled to carry two items of luggage, not exceeding a total of 30kg. No one item should weigh more than 20kg. Luggage should be no more than 80cm long, 20cm wide and 60cm high.

Checked luggage is only accepted on long-distance, locomotive-hauled services, arriving in or departing from Bairnsdale, Albury/Wodonga, Shepparton, Swan Hill or Warrnambool. Luggage must be checked in at least 30 minutes before you leave.

Bicycles, surfboards etc, can be carried on V/Line trains, subject to availability. V/Line coaches can only carry folding bicycles. More information is available at [vline.com.au/luggage](http://vline.com.au/luggage)

Guide dogs, hearing guide dogs, guide dogs in training and approved assistance animals can travel on all V/Line train and coach services.

Small domestic animals can be carried in an approved animal container weighing no more than 15kg, 56cm long/30cm wide/38cm high. Pets are not allowed on V/Line coaches. Go to [vline.com.au/pets](http://vline.com.au/pets) for more information.

## Our compensation code

V/Line operates around 8000 services every month covering more than one million kilometres and that means delays and disruptions can occur from time to time. For example, extreme weather or power failures can affect our services.

We will fix unplanned disruptions as quickly as possible. However, if our average monthly performance falls below the thresholds, we will provide compensation in the form of complimentary travel tickets to affected customers. You are eligible for compensation if you hold a valid periodical ticket of four weeks or more, or you have used your myki on at least 10 days of the month.

Compensation in the form of complimentary tickets may also be available to V/Line customers who experience severe delays. Each case will be judged on its merits and all claims will be considered promptly and fairly.

Claims for compensation must be made up to 60 days from the issue of the V/Line performance results which are available within 10 working days of the start of each month at [vline.com.au/performance](http://vline.com.au/performance)

All compensation claims must be made in writing to:

**Customer Relations**  
**Reply Paid 5343**  
**Melbourne Vic 8060**

Use a pre-paid comment form available from V/Line staffed stations or download a form from our website. Customers are required to show proof of travel by submitting their valid V/Line ticket.

## Public Transport Ombudsman

The Public Transport Ombudsman deals with complaints about Victorian public transport that members of the community have been unable to resolve directly with the public transport operators.

Customers who are not satisfied with the outcome of a complaint can contact the Ombudsman by writing to:

Public Transport Industry Ombudsman (Victoria)

**PO Box 538**  
**Collins Street West**  
**Melbourne Vic 3001**

Call: 1800 466 865 or 8623 2111  
(8.30am – 5pm Monday – Friday)

TTY: 1800 809 623

Fax: 8623 2100

Email: [enquiries@ptovic.com.au](mailto:enquiries@ptovic.com.au)

Website: [ptovic.com.au](http://ptovic.com.au)

