

# Bendigo Consultation

Each month, V/Line management representatives meet with customers to get useful feedback on how we're performing and what we can do to improve the service. On 16 March we met customers on the 16:53 Bendigo service, and the 06:35 Bendigo to Southern Cross train on 17 March. A wide range of feedback was received. The top five issues raised are summarised below. If you have any other comments, please contact our V/Line feedback line on **1800 800 120**.

## Customer issues

## V/Line's response

### 1. MISSED STOP

- Why has the train sometimes neglected to stop at Macedon?
- A few instances earlier in the year found that the driver had neglected to stop at Macedon. This was found to be driver error and, although this is very rare, V/Line is looking into any incidents where this has happened.

### 2. ANNOUNCEMENTS

- Customers want better communication at non-V/Line stations.
- A staff member now situated at North Melbourne will continue improve information getting to customers at this station.
- Our services do need to stop at Connex owned stations and we constantly talk with the metropolitan train operator about ways to improve announcements for our customers. Customer feedback is useful and is passed onto Connex.

### 3. CUSTOMER COMPLAINTS

- Some customers want another avenue for complaint.
- Customer feedback and complaints are an important way to improve public transport services, information and training.
- The Public Transport Ombudsman office investigates complaints about public transport operators, including V/Line, where the complaints cannot be resolved by the public transport operator.
- The Public Transport Ombudsman is independent of operators, government and consumer organisations. Their services are free of charge for complainants, simple to access and confidential.
- For more information about the Public Transport Ombudsman, please contact V/Line Customer Relations, or visit the PTO website, [www.ptovic.com.au](http://www.ptovic.com.au)

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## 4. SOUTHERN CROSS STATION

- Communication at Southern Cross
  - V/Line currently has a disruption project at Southern Cross Station which is looking at ways to improve: announcements; regular and reliable information when there are disruptions; better communication between station staff and conductors; and also better information from the control room to station staff.
  - Improvements to communications at Southern Cross Station have begun with new way-finding signage with more improvements will be rolled out progressively as the year progresses.

## 5. COMPLIMENTS

- Customers also gave managers positive feedback during the consultation.
  - Seats in the new VLocity carriages have received positive feedback because they are more upright (as a result of customer feedback). Customers also appreciate the addition of tray tables in the new carriages.
  - The addition of extra carriages to busy Bendigo services have also been well received as crowding on peak services is eased. A new carriage will be rolled off the production line every month until 2012 and deployed across the network to services most in need.

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