

Ballarat 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 February we met customers on the 17.49 Ballarat service, and the 07:02 Ballarat to Southern Cross train on 17 February. 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. FLAGSHIP SERVICES

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| <ul style="list-style-type: none">• Can the flagship (express peak service) stop at Ballan in the future? | <ul style="list-style-type: none">• We have not ruled this out. We review the timetable twice a year and we will assess the flagship services and the option of an extra stop at Ballan later this year. |
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2. ANNOUNCEMENTS

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| <ul style="list-style-type: none">• Customers want better communication at non-V/Line stations. | <ul style="list-style-type: none">• 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. |
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3. SOUTHERN CROSS STATION

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| <ul style="list-style-type: none">• Better signage needed at Southern Cross Station. | <ul style="list-style-type: none">• Metlink continue to assess signage at Southern Cross Station and it is true that clearer signage is required in the bus depot.• New signage is being erected this year which will give clear information about bus destinations and routes. An announcement system in the coach terminal will also be added this year. |
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4. TICKETING & RESERVATIONS

- People would like a multi-trip ticket on V/Line. Also, are reservations being double-booked?
- V/Line, along with the rest of public transport operators in Victoria are waiting on the introduction of myki which will replace the current ticketing system.
- The TTA (Transport Ticketing Authority) is in charge of this Government funded project. The 'smart card' stores money, travel days or both and is designed to calculate the best fare
- It is incredibly rare for a seat to be double-booked. It is more likely that a passenger has inadvertently taken your seat without realizing they need to check their ticket number. Many of our services do not require bookings, so customers are used to sitting wherever they would like. If you're not comfortable letting the customer know that they are in your seat, please just ask the conductor to assist you.

5.COMPLIMENTS

- Customers also gave managers positive feedback during the consultation.
- Seats a in the new 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.
- V/Line Inform is our new train disruption notification service and has been well received by customers. When there's a problem with your train, we'll aim to send you a message as soon as we can via email and/or SMS - at no cost to you. For more information go to vline.com.au/inform.

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