

# Geelong 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 27 January we met customers on the 17.47 Marshall service, and the 08:05 Geelong to Southern Cross train on 28 January. 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. CAPACITY

- |   |   |
|---|---|
| <ul style="list-style-type: none"><li>• Crowding on peak services is still an issue for some commuters. What is V/Line doing?</li></ul> | <ul style="list-style-type: none"><li>• From August 2008 we started rolling out the first of 74 new carriages. As the new carriages roll off the production line they are deployed across the network and added to services most in need.</li><li>• In November 2008 the Geelong line received the first of two extra carriages, turning some existing six-carriage trains into seven-carriage trains (the biggest short distance passenger trains in the state).</li><li>• These extra carriages are being delivered at the rate of one per month until 2012. Six of these 74 carriages have been delivered across the network since August 2008.</li><li>• We know that the Geelong line is still busy and we constantly monitor capacity (via conductor tally sheets). At this stage we can not exceed seven-carriage VLocity trains due to infrastructure restraints, although we will continue to look at ways to decrease crowding on key services.</li><li>• Go to <a href="http://vline.com.au/expanding">vline.com.au/expanding</a> for the full overview.</li></ul> |
|---|---|

Continued...

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

**V/Line**

# Geelong Consultation

## 2. PERFORMANCE

- Trains still aren't meeting performance targets on the Geelong line. Why is this?
- There is substantial congestion within the metropolitan network due to more services to meet the demands of more people travelling by train as Melbourne and regional Victoria continue to grow.
- It is an integrated network, so V/Line trains share the same network as Connex trains. If there are delays to suburban trains (whether that is due to long loadings times, infrastructure difficulties) we can be delayed because we following behind the suburban service. It also works in reverse.
- Currently the capacity of the network is constrained, that's why we strongly support the Government's Victorian Transport Plan which is about increasing the capacity and efficiency of the network.
- In the regional network, V/Line almost always meets its on-time target to the metropolitan boundary.

## 3. TICKETING

- Queues at ticket offices. Can ticket machines be located at stations?
- myki is replacing the current ticketing system on Geelong buses, and soon it will be used on trains, trams and buses Victoria-wide.
- The TTA (Transport Ticketing Authority) is in charge of this Government funded project. As the project progresses, they will install equipment across the state to help customers with ticketing.

## 4. V/LINE INFORM

- Consultation in January revealed that many customers were unaware of V/Line's new Inform.
- V/Line Inform is our new train disruption notification service. 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.
- Create an account now at [vline.com.au/create](https://vline.com.au/create) or log into your account at [vline.com.au/login](https://vline.com.au/login)

Continued...

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



# Geelong Consultation

## 5. ANNOUNCEMENTS AND INFORMATION

- Customers want more announcements at North Melbourne and better signage at Southern Cross Station.
- A staff member now situated at North Melbourne will continue improve information getting to customers at this station.
- Because this is a Connex owned station, 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.
- Metlink continue to assess signage at Southern Cross Station and 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.

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

The V/Line logo consists of the text 'V/Line' in a white, sans-serif font, positioned on a red background that is part of a larger graphic element.

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

