

V/Line

Information, timetables and reservations

136 196 (6am – 10pm daily)

Customer feedback

1800 800 120 (6am – 10pm daily)

Website

vline.com.au

Metlink Melbourne

For details on public transport in metropolitan Melbourne, including timetable and service enquiries, phone **131 638** (6am – 10pm daily) or visit **metlinkmelbourne.com.au**

Travellers Aid

Assistance at Southern Cross Station

9670 2873 (7am – 11pm daily)



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V/Line Passenger Pty Ltd ABN 29 087 425 269 (Subject to Deed of Company Arrangement)
GPO Box 5343 Melbourne VIC 3001



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Call 136 196 vline.com.au

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Seniors travel

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V/Line is Victoria's largest regional transport operator, providing regional communities with rail and coach services. For country seniors, V/Line is the easy and enjoyable way to travel to Melbourne. For metropolitan seniors, V/Line is a great way to get out and see country Victoria.

Our trains and coaches take the stress and hassle out of driving, especially on long distances, and we have helpful staff at our stations and conductors on board to help you.

V/Line operates two kinds of train and coach services across Victoria: 'Interurban' (or short distance) services to Ballarat, Bendigo, Geelong, Seymour and Traralgon; and 'Intercity' (or long distance) services to Albury/Wodonga, Ararat, Bairnsdale, Echuca, Mildura, Shepparton, Swan Hill and Warrnambool.

This pamphlet explains some key aspects of travelling safely that will make your journey more enjoyable.



Before your journey

- Plan your journey well in advance and find out where your nearest station or retail outlet is by calling **136 196** or go to **vline.com.au**
- Purchase and collect your ticket before you travel on public transport.
- You will need to reserve your seat if travelling long-distance.
- Make arrangements for mobility aids, guide dogs and seating needs well in advance by calling us on **136 196**.
- Collect your tickets before your trip from your station. If you have purchased them from the call centre, they will most likely be posted to you. Confirm this with your booking agent.
- Pick up a timetable in advance from your V/Line station.

When to travel

- The best time for seniors to travel on V/Line's services is during Off-Peak.
- Off-Peak (to Melbourne*) is between 9am and last service.
- Off-Peak (out of Melbourne*) is from first service to 4pm then 6pm onwards until last service.
- * Melbourne is defined as Southern Cross Station, Flinders Street Station, North Melbourne Station and Richmond Station.
- Enjoy the benefit of free Sunday travel in metropolitan Zones 1 and 2 with your Seniors Sunday card.



Buying your ticket



- You can buy your ticket at:
 - V/Line stations
 - V/Line call centre by phoning **136 196**
 - accredited V/Line ticket agent
 - a Premium Connex station.
- You can reserve your seat by:
 - visiting a V/Line station
 - phoning V/Line Call centre on **136 196**.
- You can purchase your tickets up to three months in advance.
- When travelling from an unstaffed station you can purchase your tickets on board the train from the conductor. Only cash is accepted.
- Each year Centrelink issues seniors with a pensioner free voucher. This voucher can be exchanged for a V/Line ticket at the outlets above prior to travel.
- You can also travel for free on specified days during the Seniors Festival (usually held in October).
- You can travel into and around Melbourne all on one V/Line ticket at no extra cost. That includes metro trains, trams and buses.

Waiting for your train or coach

- Allow plenty of time before your service departure. Never run to meet your train.

- Safety starts before you get on your train or coach.
- Be aware of your surroundings – make sure you're on the correct platform and know from which direction your train will arrive.
- Always stand behind the yellow line marking at train stations and behind the kerb at coach stops.
- **NEVER lean or walk out into the path of oncoming trains and coaches.**



Do you have luggage?

- Checked luggage will now only be available on locomotive hauled long distance services. When travelling short journeys passengers now have the flexibility to be able to transfer their own luggage to the train. Luggage must be checked in at least 30 minutes before you leave. All items must be properly packed or they will not be accepted. You can only carry bicycles, surfboards etc, on nominated train and coach services where space permits. Call us on 136 196 before you travel to check your service.
- Each passenger is allowed to bring 2 x 20kg items of luggage on all train and coach services. Ask station staff for assistance with your luggage.
- Find more information on our website at **vline.com.au/luggage**

Travelling with mobility aids



- Mobility aids can be used on all trains, but can only be accepted on road coaches that are wheelchair equipped.
- If you travel with a mobility aid, 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
 - have a total weight of 300kg, which includes its user and any attendant.
- Wait in a prominent location on the platform so the train conductor may assist you by putting down the ramp.
- For coach travel book 24 hours in advance on **136 196**.

Getting there safely

- If you drive to the station, park as close to the station terminal as possible. Make sure you secure your vehicle and do not leave any valuable items in the car.
- Remove any valuables from vehicles, including mobile phones, cameras or clothing
- Stay in well lit areas or inside waiting areas so you don't trip or slip.
- Watch for slippery or uneven pavement and other hazards that could cause you to fall or twist an ankle.



During your journey

Getting on board safely

- Stand well back when a train or coach approaches the station platform or coach stop.
- Be sure to mind the gap. There is a gap between the edge of the station platform and the train door. There might also be a height difference so watch your step.
- Stand slightly to one side to let people exiting the train or coach get off first.
- Remember to watch your step when getting on board a train or coach.
- Find your seat quickly and use the seats to steady yourself as you are walking up the aisle.
- Do not carry too many packages; always leave one hand free to hold the railing. Ask a train conductor or station staff if you need help with bags.
- Book seats close to the buffet (long distance trains only) for convenience and ease on long distance services.

While travelling

- Check out the stopping pattern in your timetable and listen to train conductor and coach driver announcements.
- Try to get a seat near the door unless your reserved ticket indicates differently.
- If you are standing on a train, remain alert for when the train is slowing down.
- Toilets are available on all V/Line train and coach services.
- Buffet services are available on most long-distance services.

When seated

- Keep both feet on the floor. This will help you steady yourself in the event the driver has to brake or stop unexpectedly.
- Place handbags, shopping bags or briefcases on your lap or under your seat or alternatively ask for assistance from the train conductor to place them in the overhead racks.
- Long distance V/Line services allow you to 'check in luggage'. This can be transferred free of charge if you are connecting with other V/Line services. Ask when making your booking or picking up your ticket.



Getting off safely

- Listen to announcements; these are made prior to arriving at the next station. This means you need to gather your belongings and move to the door while the train is moving. This will ensure you get off the train at the right stop safely.
- Have your bags or luggage ready.
- Gather your belongings and be prepared early to leave the train so you are not taken beyond your stop.
- If you need assistance getting on and off – ask the conductor when you get your ticket checked.
- When getting off the train or coach always watch your step and check for traffic or other people on the platform.
- Never walk out behind a coach to cross the road.



Opening doors is slightly different for each of our train types:



VLOCITY trains – push the yellow button, when it illuminates green. The doors will then automatically slide open and automatically close on departure.



Sprinter trains – the doors slide open automatically and close automatically on departure.



N-Set trains – most N-Set trains have now been fitted with electronic doors. You need to pull the door toward you from inside the carriage. Please allow room for the door to swing toward you. The doors will automatically close when the train departs.



H-Set trains – you need to manually slide open the door. The doors will close automatically on departure.

- Never use your body, arms or hands to obstruct the train or coach doors while they are closing, otherwise you can hurt yourself. If you need the doors to be reopened, please alert the coach driver/train conductor.
- Never get out of a moving train – no matter how slow it is moving. Wait and get off at the next station.

After your journey

- For next time, make it easier, reserve your return trip at the time of booking your forward journey.
- Also make arrangements for any mobility aids, guide dogs and seating needs well in advance.
- For information and to book your tickets phone V/Line on **136 196**.



Quick guide

- By taking a few simple precautions, you can enjoy travelling with V/Line.
- Victorian Seniors Card holders are entitled to concession fares on public transport services within Victoria.
- Seniors have access to Seniors Sunday Pass which allows free Sunday metropolitan travel, two off-peak travel vouchers per year and V/Line concession fares at all times.
- Visit **vline.com.au** for more travel information.