

# V/Line Accessibility Update

June 2017

## Book your long-distance travel online

Following an upgrade to the booking system on the V/Line website travel pass and companion card holders can now book their long-distance travel on the [V/Line website](#)<sup>1</sup>.

Customers can also request boarding assistance during the booking process.

The upgrade to the booking system makes it easier for customers with accessibility needs to book their travel and provides more peace of mind.

V/Line Accessibility Reference Group member, Rosalie O'Neil commented on the benefits of having online bookings available stating,

'I have been using the online bookings with my Vision Impaired group and it has been fantastic. Being able to choose our seats and knowing exactly where we will sit, has made travel so much easier and makes us feel more independent.'

You can access the online booking system through the Journey Planner under the [Plan trip/buy tickets](#)<sup>2</sup> tool on the V/Line website.

## Southern Cross platform information available online

You can now check the departure and arrival platforms of V/Line trains at Southern Cross Station in real time on the V/Line website and app.

The platform information is available from the Arrivals & departures section on the home page of the V/Line website.

It is also accessible on the V/Line app by using the Next 5 feature or by selecting Arrivals & departures from the dropdown menu.

The information will be available 30 minutes before a train's departure allowing you to find out which platform number your service is leaving from before arriving at Southern Cross Station.

The feature will also display the Southern Cross Station platform number that a train is scheduled to arrive into, making it easier to plan your interchange with other services.

Platforms may still change at short notice so please check the departure board at the station and to listen for announcements prior to boarding.

You can download the V/Line app from the App Store or Google Play.

## Accessibility Reference Group travel to Caroline Springs

V/Line's Accessibility Reference Group visited Caroline Springs in early March to assess the accessibility features at the new station.

The group put forward some suggestions about further improvements that could enhance the customer experience at the station.

The group identified an improvement to the allocated spaces for mobility aids in the waiting room which has since been resolved.

They also identified an improvement to accessing the accessible toilets which an interim solution has been implemented.

## New Boarding Assistance Zone location

V/Line has installed another Boarding Assistance Zone area at Southern Cross Station on platform 2B, near the Bourke Street myki barriers. The other zones have also been re-installed with permanent signage and decals. These are located near the myki barriers across from platform 3A and on platform 15A.

Customers who require assistance to board a V/Line service, can approach V/Line staff or wait in the Boarding Assistance Zone for help.

As well as Southern Cross Station, Boarding Assistance Zones are located on all platforms at V/Line stations across the network.

## Try Before You Ride

Maryborough Station hosted its first *Try Before You Ride* event in March, giving people of all abilities the opportunity to familiarise themselves with different modes of public transport.

People practiced boarding and alighting the various modes, to help boost their confidence when travelling on public transport.

A VLocity train, V/Line coach and low-floor bus were among the options for people to try.

If you would like more information about familiarising yourself with V/Line services, please [email community.relations@vline.com.au](mailto:community.relations@vline.com.au)<sup>3</sup>.

## Easy ways to get service updates

You can get instant access to V/Line service updates on your computer, tablet or smartphone.

- Visit [the V/Line website](#)<sup>4</sup> for live line status updates and planned service changes.
- Download the V/Line app on your smart device for:
  - live service updates
  - timetables
  - planning your journey.
- Follow us on Twitter for:
  - live service updates
  - alerts and advice about disruptions.
  - V/Line's Twitter handles are:
    - @vline
    - @vline\_ballarat
    - @vline\_bendigo

- @vline\_geelong
- @vline\_gippsland
- @vline\_seymour.

## Tell us what you think

Your feedback is important to us. Please get in touch if you would like to have your say about V/Line services.

You can contact us:

- in writing to V/Line Customer Relations, Reply Paid 5343, Melbourne VIC 3001
- contact V/Line online<sup>5</sup>
- over the phone on 1800 800 007 (TTY 9619 2727).

[View V/Line's Privacy Policy](#)<sup>6</sup>.

[Unsubscribe from this newsletter](#)<sup>7</sup>.

## Footnotes

1. <https://www.vline.com.au/>
2. <https://www.vline.com.au/?tab=plan-trip#plan-trip>
3. [community.relations@vline.com.au](mailto:community.relations@vline.com.au)
4. [www.vline.com.au](http://www.vline.com.au)
5. [www.vline.com.au/Contact-us](http://www.vline.com.au/Contact-us)
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