

V/Line Accessibility Update

September 2017

New VLocity grab rails

V/Line has designed and installed new grab rails on its newest VLocity trains, improving accessibility for customers.

Customers with varying mobility, ability and access requirements tested different height and location options for grab rails and provided feedback.

The new grab rails are in allocated spaces on the newest VLocity trains and have been in service since July.

Kevin's London train journey

V/Line Accessibility Reference Group member, Kevin Birkett travelled to London recently to visit family.

Kevin said he took a number of trains while travelling from London to Guildford and wanted to share some of his experiences.

He said station staff helped with pushing his wheelchair on board a train and if there weren't any staff available, the conductor would assist.

"Knowing that I always had someone there to assist with boarding the service, whether that was at the station or on the train, was very comforting," Kevin said.

"Staff would ring ahead so that I would be met with a staff member at my destination, who would also help me with getting to a taxi.

It's not too dissimilar to V/Line's service other than staff pushing the wheelchair," he said.

Kevin said there were ramps at each station and on board trains, and trains were usually up to 10 carriages long.

"It was very easy to use," he said.

New Boarding Assistance Zone locations

V/Line has installed another Boarding Assistance Zone area on departure platforms at Footscray, Sunshine and Broadmeadows stations.

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

Boarding Assistance Zones are located on all V/Line platforms across the network, including Southern Cross Station.

Try Before You Ride

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

The event was held at Traralgon and Morwell stations and people could practice boarding and alighting the various modes, to help boost their confidence when using public transport.

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

The next Try Before Your Ride event will be held at the Box Hill interchange on Wednesday 11 October.

For more information and to register your interest please [visit the PTV website](#)¹.

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)².

V/Line works update

Due to improvement works across the state, there are changes to services on some lines.

From Saturday 23 September to Sunday 8 October coaches will replace Gippsland trains. For more information on what this means for you, please [visit the V/Line website](#)³.

From Monday 18 September until Friday 3 November customers will be unable to use the lifts at Watergardens Station while Metro Trains Melbourne completes lift upgrade works.

If you need access to the lifts, please let the PTV call centre or station staff know when booking your travel on Swan Hill services.

For more information on these works, please [visit the V/Line website](#)⁴.

V/Line is upgrading the toilets at Woodend Station from Monday 4 September until Monday 30 October.

The station toilets will be unavailable for use and construction noise may be present during the works.

Temporary toilets will be available on Platform 1.

Please speak to a staff member or call 1800 800 007 for more information.

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](#)⁵ 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](#)⁶
- over the phone on 1800 800 007 (TTY 9619 2727).

[View V/Line's Privacy Policy](#)⁷.

[Unsubscribe from this newsletter](#)⁸.

Footnotes

1. [https://www.ptv.vic.gov.au/getting-around/accessible-transport/try-before-you-ride/
community.relations@vline.com.au](https://www.ptv.vic.gov.au/getting-around/accessible-transport/try-before-you-ride/community.relations@vline.com.au)
2. [https://www.vline.com.au/Service-Changes/Planned-Disruptions/Coaches-replace-Gippsland-trains-23-08-October\(1\)](https://www.vline.com.au/Service-Changes/Planned-Disruptions/Coaches-replace-Gippsland-trains-23-08-October(1))
3. [https://www.vline.com.au/Service-Changes/Community-Notifications/Watergardens-Station-lift-works-\(1\)](https://www.vline.com.au/Service-Changes/Community-Notifications/Watergardens-Station-lift-works-(1))
4. www.vline.com.au
5. www.vline.com.au/Contact-us
6. <https://www.vline.com.au/Privacy-policy>
7. <http://email.theorchardagency.com.au/t/r-u-vildttt-l-y/>
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