

# V/Line Accessibility Update

Edition one of V/Line Accessibility Update, dated February 2016

## Welcome to the V/Line Accessibility Update

This newsletter is an update about some of the things V/Line is doing to improve accessibility across the network.

As you may be aware, V/Line has been experiencing service disruptions in the last couple of weeks.

We would like to sincerely apologise for any inconvenience this has caused and we are working to return services to normal as quickly as possible.

Theo Taifalos has resigned from his position as Chief Executive Officer and Gary Liddle is currently acting in this position.

Keep reading to find out about our recent activities including the new V/Line Accessibility Reference Group.

## V/Line service changes

There are currently service changes across the V/Line network due to additional maintenance requirements and a safety investigation in the metropolitan area.

Some trains are being replaced by coaches, most of which are accessible. In the case where a coach is not accessible, alternative transport will be arranged for customers with mobility aids.

We sincerely apologise for any inconvenience this may cause.

[Visit the V/Line website for more information about service changes](#)<sup>1</sup>.

## Forum feedback

More than 30 customers and advocates came together to discuss accessibility at the third annual V/Line Community Accessibility Forum late last year.

Participants provided feedback on how V/Line can implement the 2015-18 Accessibility Action Plan including:

- improving customer communication during disruptions
- changing the way customers provide feedback
- disability awareness training for coach drivers.

Participants also celebrated International Day of People with Disability, which was held on the same day as the forum.

## VLocity door handrail trial

To improve accessibility on the V/Line VLocity fleet, customers gave their feedback about different handrail options.

Customers with varying mobility, ability and access requirements tested the handrails on a life-size model of the VLocity door at Southern Cross Station.

Once a preferred option has been determined, it will be applied to the doorway that is nearby to the train's accessible facilities.

## Improving communications

Following customer feedback, V/Line has made improvements to customer communication during planned and unplanned disruptions.

The rollout of Passenger Information Display screens (PIDs) at 33 V/Line stations gives customers up-to-date information including train arrival times, stopping patterns and service changes. The PIDs can also make automated announcements about V/Line services.

V/Line has also made improvements by:

- revising its customer communication processes
- installing customer digital screens
- providing customers with more travel information.

## Accessibility Reference Group

V/Line is creating an Accessibility Reference Group to provide feedback on short and long term accessibility improvement projects.

The group will:

- identify accessibility issues across the V/Line network
- provide insights into customer service and infrastructure issues
- provide a customer perspective on the implementation of the V/Line Accessibility Action Plan.

Find out [how to apply to be part of the V/Line Accessibility Reference Group on the V/Line website<sup>2</sup>](#).

Applications close at 5pm on Friday 19 February 2016.

## Easy ways to get service updates

You can receive service updates on your computer, tablet or smartphone.

- Visit [the V/Line website](#)<sup>3</sup> for live updates about your service.
- Download the V/Line app on your smartphone 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 at V/Line Customer Relations, Reply Paid 5343, Melbourne VIC 3001
- [contact V/Line online](#)<sup>4</sup>
- over the phone on 1800 800 007 (TTY 9619 2727).

[View V/Line's Privacy Policy](#)<sup>5</sup>.

[Unsubscribe from this newsletter](#)<sup>6</sup>.

## Footnotes

1. [https://www.vline.com.au/News-Alerts/News-Articles/VLine\\_service\\_changes\\_2016](https://www.vline.com.au/News-Alerts/News-Articles/VLine_service_changes_2016)
2. <https://www.vline.com.au/Accessibility>
3. [www.vline.com.au](http://www.vline.com.au)
4. [www.vline.com.au/Contact-us](http://www.vline.com.au/Contact-us)
5. <https://www.vline.com.au/Privacy-policy>
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