

V/Line CO-VOID-19 Update

As the COVID-19 (coronavirus) situation evolves, V/Line is implementing additional measures to ensure the safety of both our customers and staff. We are working closely with the Department of Transport and Department of Health and Human Services on these.

These measures will mean that your journey with V/Line may look and feel different. Below are some questions we are being asked by customers and the ways in which your journey may change.

Is it still safe to catch public transport?

Yes. But like all other health advice if you are unwell or required to isolate please do not catch public transport for the safety of other customers and our staff. However, long distance bus or train services should be reconsidered if it is not essential.

Are trains being cleaned more frequently?

Yes. V/Line have implemented an increased cleaning regime.

Will conductors still be travelling on my train?

Yes, conductors will continue to travel on all V/Line trains to make announcements, perform essential operational tasks and provide assistance to anyone who need help. Conductors and station staff will also be visible to customers at station stops for any assistance.

Customers can wait in the Boarding Assistance Zones on all regional platforms and platforms 3A and 15A at Southern Cross Station to alert conductors that they need help with their journey.

If you do need a conductor while on your journey, please press the emergency button in your carriage and they will be able to assist.

Conductors and station staff will also be visible to customers at station stops for any assistance.

Will refreshments still be available to purchase on board?

No. Our café/bar service will not be open until further notice. We encourage you to bring your own food and non-alcoholic beverages on board. Please ensure your drink containers have a secure, fastening or spill proof lid.

Water will still be available on all V/Line train services.

Any change to ticketing?

No. You still require a myki or paper ticket valid for your journey and can still purchase tickets and top-up myki cards at stations and ticket agents as usual.

Please ensure you touch on and touch off with your myki to ensure you pay the correct fare

Remember if you are feeling unwell, do not travel.

For the latest information on COVID-19 visit the Department of Health and Human Services [website](#).