



Accessibility Action Plan 2013-2015

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CEO Foreword

At Metro, we strive hard to deliver our vision of a proud railway for everyone, everyday.

To achieve this vision we endeavour to run Melbourne's growing railway with continuous improvement in safety, punctuality, reliability and customer service. Above and beyond the efficient running of the railway, we consider the customer experience to be paramount in our pursuit of excellence. That's why we are investing heavily in a highly focused and sustainable approach to customer service as we seek to stabilise and professionalise every aspect of our operation.

Melbourne is a city on the rise, we are seeing significant population growth along the outer rail corridors and we are preparing for future patronage growth. However, the transformation of the railway must be all-inclusive to ensure the city's public transport system serves its users to maximum effect. This means seeking out continuous improvement in railway accessibility and building highly effective communication tools that really do engage our specific needs customers.

Metro has robust mechanisms for registering and responding to customer feedback, so as we make advances in accessibility we can track the reaction of our customers. This document provides a valuable insight into our compliance, but also our ongoing determination to deliver a hassle free journey for all Melbournians.



Andrew Lezala
Chief Executive Officer



1. Introduction and Background

1. Introduction and Background

Metro Trains Melbourne (Metro) currently has 218 stations on the metropolitan train network consisting of 80 premium stations and 26 host stations. In the last year, three additional stations have been included into the network at Sunbury, Diggers Rest and Williams Landing; they are all wheelchair/mobility aid accessible.

Premium stations are staffed from the first to last train, seven days a week and have waiting rooms and wheelchair/mobility aid accessible toilets. Host stations have staff to provide customer assistance when required, which is usually in the AM peak during weekdays. Metro provides over 1,400 services per week or more than 230 million passenger journeys per annum.

1.1. Metro's Commitment

Metro is committed to improving accessibility and communication to customers via new and improved initiatives to enhance the public transport experience. Metro has formed a dedicated team to lead our commitment to improving accessibility for all customers, including the newly formed role 'Head of Customer Service'. The new team is investigating both short and long term initiatives to improve the service provided to customers.

Metro is continuing its close collaboration with Public Transport Victoria (PTV) to develop and deliver station works to improve accessibility for PTV to achieve its targets under the Disability Standards for Accessible Public Transport (DSAPT) 2002.



1.2 Mission Statement and Values

Metro's mission is to run Melbourne's growing railway with continuous improvement in safety, punctuality, reliability, and customer service.

Metro's company values are:

- Safety
- Teamwork
- Excellence
- Passion
- Honesty



1.3 Legislation and Franchise Compliance

This Action Plan was designed to establish a framework for Disability Access actions that Metro will undertake on the Melbourne metropolitan train network from 01 July 2013 to 30 June 2015. This is compliant with its obligations under the Franchise Agreement, the Disability Discrimination Act 1992, Disability Standard for Accessible Public Transport 2002 and other applicable Australian Standards as referenced by DSAPT.

The Franchise Agreement outlines the activities for which Metro is responsible in complying with the Disability Discrimination Act and the Transport Standards:

1. Customer Service
2. Providing information
3. Direct assistance
4. Equivalent access
5. Staff training
6. Staff disability awareness
7. Emergency access requirements
8. Provision of onboard announcements and other information
9. Complaints handling

This Action Plan primarily focuses on those activities and actions Metro is undertaking on a self-funded basis to achieve improvements in accessibility and use of train services by customers and staff with specific needs.

2. Progress and Initiatives

2.1. The Journey – Prior to Commencing the Journey

2.1.1. Telephone

Station Staff Assistance

Metro is an active participant in making transport accessible to all people. We make ongoing efforts to meet the access needs of all of our customers. Customers with specific needs who wish to arrange staff assistance prior to their journey or organise group travel can call 1800 800 007. Note that capacity constraints may apply especially during peak periods.

PTV Interpreter Service

PTV encourages public transport users who are not proficient in English to use the interpreter service on 131 638 (6am - midnight daily).

PTV Teletypewriter (TTY)

All Metro Premium Stations provide telephone typewriter (TTY) services. Hearing and speech-impaired travellers can call 131 638 (voice) or 9619 2727 (TTY) for more information including the location of their nearest Premium Station.



2.1.2. Metro Website

Metro's website is available at www.metrotrains.com.au

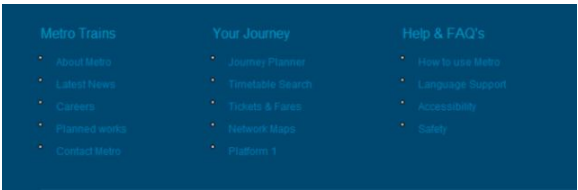
The site contains a wealth of information for the traveller including a journey planner, links to PTV, timetable search, network maps and information about planned works. The website also contains a live service feed through its 'Health board' so customers can see real-time updates for their line.

Up to date information tiles link out to content covering Metro's overall performance, new stations and train services to special events such as AFL matches, the Spring Racing Carnival and other popular cultural activities.

Over time, it is expected that traffic will shift away to more mobile options such as *metroNotify*, Twitter and the mobile website. Social media outlets and tools that are optimised for smart devices have become powerful communication channels and Metro is leveraging this as much as possible to improve the overall customer experience.

Metro's Website:

- Has information for wheelchair/mobility aid customers, including platform and station access, boarding and alighting trains, travel groups and staff assistance
- Contains travel advice for vision impaired customers including details about the customer information consoles located near the entrance of train stations
- Caters for hearing and speech impaired customers with details about information display boards used on the train network, access to TTY services, hearing loop and T switch services.



The screenshot shows the Metro Trains website's Accessibility page. At the top, there is a navigation menu with three main categories: 'Metro Trains', 'Your Journey', and 'Help & FAQ's'. Below this, the 'Accessibility' section is highlighted. The page content includes a general statement about Metro's commitment to accessibility, followed by three main sections: 'Wheelchair customer information', 'Vision impaired customer information', and 'Hearing and speech impaired customer information'. Each section contains detailed information about services, access points, and assistance available to customers.

Accessibility

Metro is an active participant in making transport accessible to all people. We make ongoing efforts to meet the access needs of all of our customers.

Wheelchair customer information

Access to trains

All of our trains provide wheelchair access. You can board trains from our dedicated access points marked on platforms with a white or yellow rectangle. Drivers will provide a ramp for boarding and departing. Ensure the driver is aware of the station at which you need to stop.

Platform and station access

Most stations have ramps for access to platforms. Lift access is available at all of our underground city loop stations and at Southern Cross, Flinders Street, Box Hill, Dandenong, Boronia, North Melbourne, Nunawading, Laverton, Footscray and Watergardens.

In the event of a lift outage at stations without platform ramp access, special needs customers can seek assistance either through approaching Metro staff or through using the red emergency button.

Groups and staff assistance

If you are travelling in a large group or need help from Metro, please call us on 1800 MY METRO (1800 69 63876) to make arrangements.

Station facilities

All Premium Stations provide toilet facilities for customers in wheelchairs.

Vision impaired customer information

Platform and station access

Tactile paths guide you through our stations and platforms to street level via lifts.

Train information and help

We announce the time and destination of all train services before they arrive at the platform. Our new and upgraded trains also announce the next station and where to change for connecting services. Customer information consoles are installed near all station entrances (except Stony Point line), with a large green button for automated train information broadcasts and a red button for help in an emergency.

Travelling with guide dogs

All public transport services throughout Victoria provide free travel for guide dogs.

Hearing and speech impaired customer information

Information display boards

Real-time information about train times and destinations is displayed on boards at all Premium Stations and 21 other stations across Melbourne. Information displays can also be viewed within each carriage of our new and upgraded trains.

TTY services

All of our Premium Stations provide telephone typewriter (TTY) services. Call 131 638 (voice) or 9619 2727 (TTY) for more information, including the location of your closest Premium Station.

Hearing loop

Look for the internationally recognised 'hearing loop' symbol at our city loop stations and at Box Hill for this service.

T switch services

Stand within three metres of our T switch signs to receive all train information announcements.

Travelling with a hearing dog

All public transport services throughout Victoria provide free travel for hearing dogs.

www.metrotrains.com.au

search
function

The screenshot shows the Metro Trains Melbourne website interface. At the top, there's a navigation bar with the Metro logo, links for Journey Planner, Timetable Search, Line Information, Tickets & Fares, Network Maps, and Service Updates. The current time is 19:14:26 on Monday, 24th June, in Melbourne, with a temperature of 8°C. A search bar for Accessibility is also present.

The main content area features a 'Plan your next Metro journey' section with a 'FROM' and 'TO' input field, a 'Leave now' button, and a 'More options' link. A photo of a man in a suit holding a phone is also visible.

On the right, there's a 'Live Service Updates' section with a 'Refresh' button. It includes a 'Box Hill escalator' update stating that the escalator for Platforms 2 & 3 is currently out of service for repairs. Below this is a table of station status updates:

Station	Status
Alamein	Good Service
Belgrave	Minor Delays
Craigieburn	Good Service
Cranbourne	Good Service
Frankston	Good Service
Glen Waverley	Good Service
Hurstbridge	Good Service
Lilydale	Minor Delays
Pakenham	Good Service
Sandringham	Good Service
South Morang	Good Service
Stony Point	Good Service
Sunbury	Good Service
Upfield	Good Service
Werribee	Good Service
Williamstown	Good Service

Below the service updates, there's a 'LEGEND' section. The bottom of the page features a footer with links for Metro Trains, Your Journey, Help & FAQ's, and Performance Results. The Performance Results section shows 98.9% Delivery and 91.6% Punctuality as of 24th June 2013 @ 9AM.

Annotations on the page include:

- search function**: Points to the search bar at the top right.
- journey planner**: Points to the 'Plan your next Metro journey' section.
- update on facilities**: Points to the 'Box Hill escalator' update.
- live service updates**: Points to the 'Live Service Updates' section.
- latest news from Metro**: Points to the 'Coffee and a chat?' article.
- accessibility information**: Points to the 'Accessibility' link in the footer.

2.1.3. metroNotify

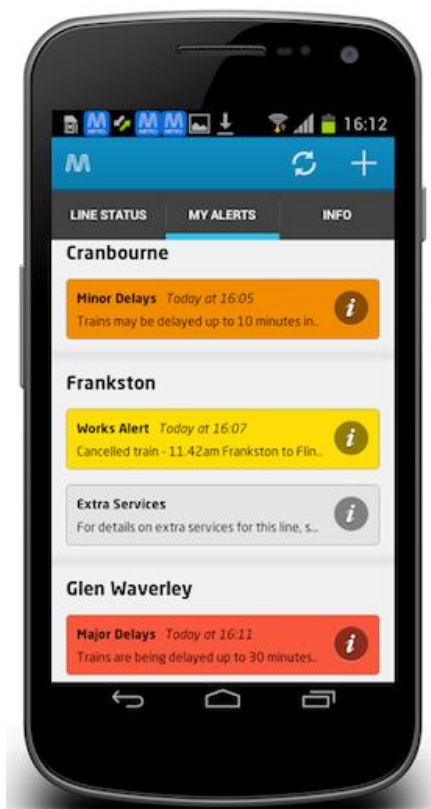
metroNotify is a free iPhone and Android compatible app designed to keep customers in touch with live service updates. The app works by pushing information gathered from the Metro website Healthboard directly to customers.

Most customers now carry a smart device with accessibility settings, making it easier to access 'just in time' information through new applications like *metroNotify*. The content displayed can be personalised to cover specific lines and travel times.

The simplicity of *metroNotify* will be appreciated by customers who can set up the app to deliver the information needed in just two easy steps:

Step 1: Choose the lines for which you'd like to get information.

Step 2: Select the time of day you'd like to receive notifications.



The app was introduced with a soft launch in March 2013. Once satisfied that the app is providing customers with the right information with high efficiency, it is intended to release an awareness campaign to build awareness among customers.

The app works by providing new information about the selected train lines, sent directly from Metro's Control Centre, which will arrive on the phone device as a push notification. The notifications are defined by the various travel categories which advise on the best action for the customer to take.

Each category will be accompanied by information explaining why there is a delay/change to your service. As new information comes to hand, it will arrive on your device through a push notification service. You can also link to the Metro mobile site for news, journey planning and timetables.

- Good Service - trains are running on time to five minutes
- Minor delays - journey time may be increased with trains delayed by between five and 15 minutes; suggest you stay with your planned travel
- Major delays - significantly longer journey time expected with trains delayed by over 15 minutes; consider alternative transport while we work to fix the problem
- Suspended - a section of the line has been suspended due to an unplanned disruption. Replacement buses will be used where possible, but alternative modes of transport should also be considered
- Works alert - planned improvement works will affect scheduled services. Replacement buses are likely to be made available
- Travel alert - there will be special instructions or information for your line.

2.1.4. Twitter

Customers are reaping the rewards of having real time information in the palm of their hand as the number of Twitter followers steadily increases.

Twitter provides Metro with an additional means to deliver real-time updates to customers, media and stakeholders alike during major disruptions.

With more than 26,000 twitter followers, the popularity of this medium underlines the desire of customers, including those with mobility issues, to receive travel information fast and electronically.



2.1.5. Mobile Website

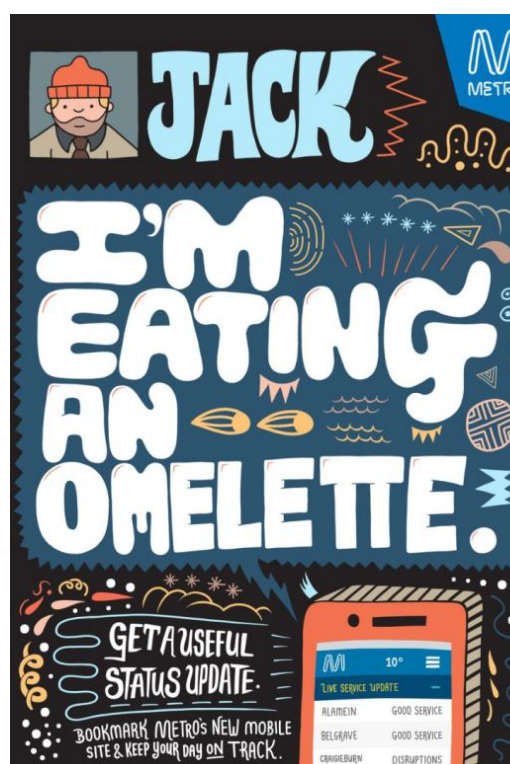
The mobile website contains travel information, links to timetables and status updates on all lines on the train network.

Metro registers around 120,000 visits to its mobile website every month.

It's a handy, take-anywhere service that continues to find a strong audience with our customers.

Recent research indicates that smartphone ownership has grown significantly and may be as high as 84% in Australia.

Source: AIMIA. The Australian Mobile Phone Lifestyle Index





2.1.6. Newspaper and Radio

Metro uses the mass media to reach a broad spectrum of train users across Greater Melbourne.

Depending on the size and nature of planned works, notifications will appear across different media to inform travellers of variations to normal activity on the train network. This includes station posters, radio, newspapers, our website and email alerts.

Notices of bus replacements on specific sections of the line will be of particular interest to various disability groups.

Pardon Our Progress

Thursday 20 June - Thursday 27 June
As we continue improving and upgrading the train network you may experience some changes to how you travel.

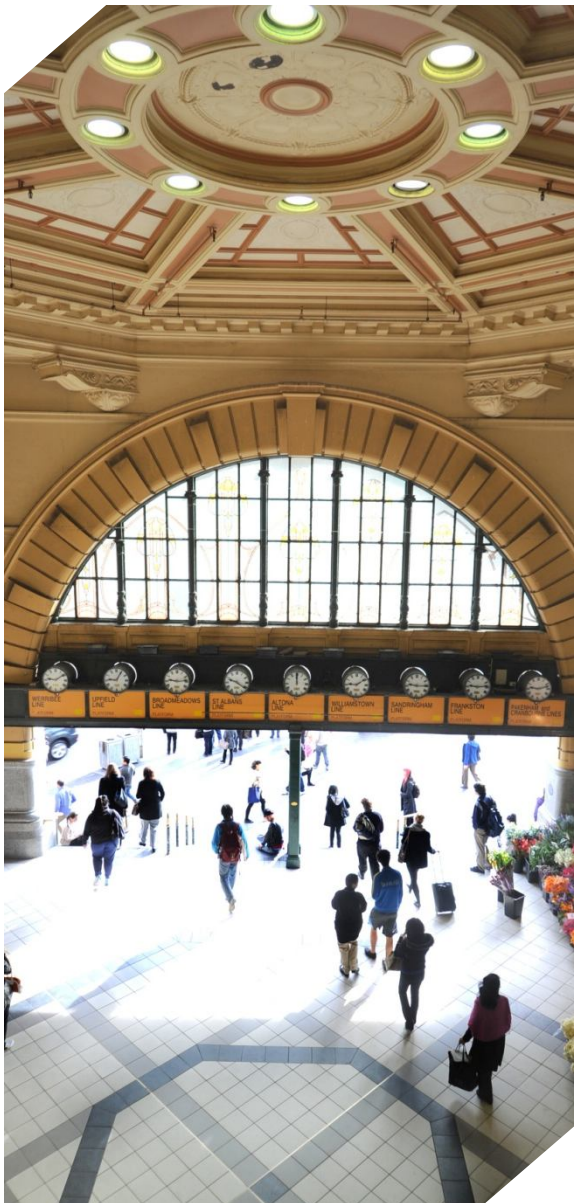
Belgrave & Lilydale lines
Saturday 22 June & Sunday 23 June

Due to electrical upgrade works taking place along the line, buses will replace trains between Camberwell and Box Hill all day on Saturday & Sunday.

- CAMBERWELL
- East Camberwell
- Canterbury
- Chatham
- Surrey Hills
- Mont Albert
- BOX HILL

For further details please call 1800 800 007 or visit metrotrains.com.au

for everyone, everyday



2.1.7. Customer Service Charter

The Customer Service Charter is the flagship document in respect to customer information relating to the Metro service. The document is provided in the following formats:

- Hard copy DL booklet available at all premium stations
- Hard copy A5 booklet in large print for vision impaired customers
- Braille copy for vision impaired customers, available from *infoCentral* on the Flinders Street station concourse by request
- Audio edition on CD available from *infoCentral* by request
- PDF copy available for download from metrotrains.com.au

The Metro Customer Service Charter can be downloaded in 14 languages by visiting metrotrains.com.au

Arabic	Maltese
Croatian	Chinese
French	Polish
Greek	Serbian
Italian	Spanish
Japanese	Turkish
Macedonian	Vietnamese

Metro values all customer feedback as an important tool in monitoring and improving service levels. Metro's Corporate Relations team responds to a wide range of issues, applying appropriate actions and resolutions as required, enabling emerging trends to be promptly identified. Customers can lodge feedback via multiple channels including:

- (1) In person at any staffed station or at *infoCentral* in the Flinders Street Station concourse
- (2) By phone 1800 800 007 or
- (3) By email via the Contact Us section of the Metro website at www.metrotrains.com.au

2.1.8. Be Safe Around Trains

Metro has developed the award winning, highly innovative safety campaign 'Be Safe Around Trains'.

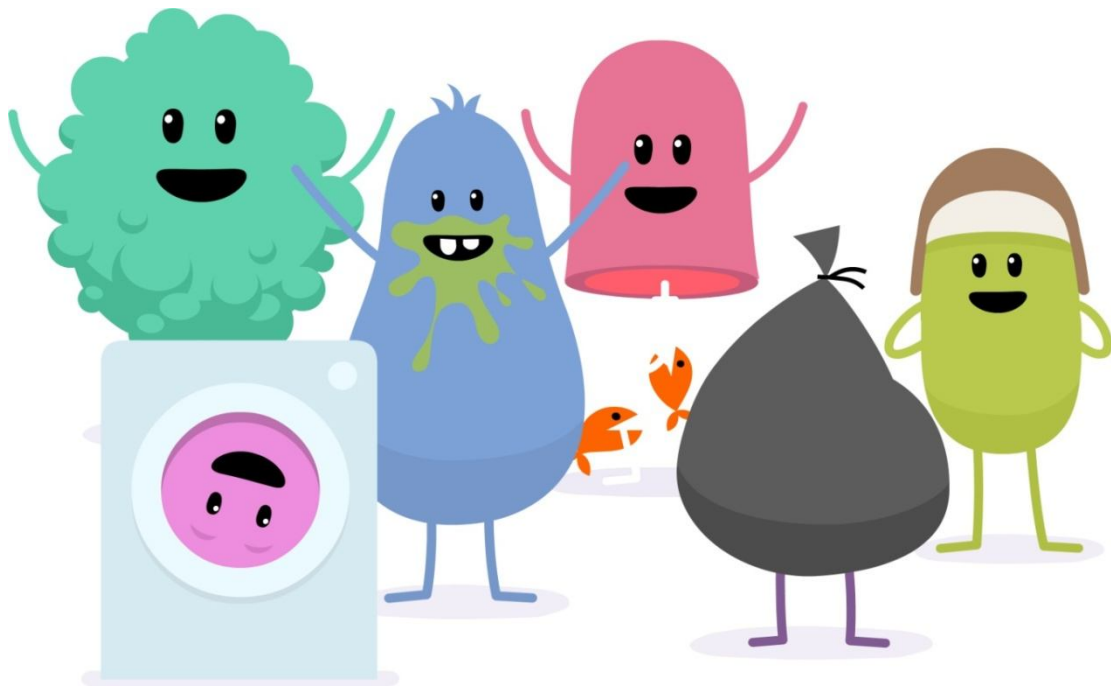
The campaign centrepiece is an engaging three minute animated clip titled "Dumb Ways to Die".

The popular clip features 21 cartoon characters who meet their fate in really silly ways (including train related accidents).

The clip is accompanied by a catchy upbeat song that has reached the iTunes charts in dozens of countries.

The clip has become a global online phenomenon registering in excess of 50 million YouTube views and inspiring over 44,000 personal pledges to 'Be Safe Around Trains'.

The campaign has won over thirty domestic and international awards, has generated unprecedented press coverage and has become a powerful education tool for Metro.





2.1.9. Community Education Unit

Metro's Community Education Unit (CEU) proactively engages with schools and community groups to teach and promote safe train travel. The CEU's objective is to advise on safe utilisation of the train network and expected standards of behaviour.

The CEU is comprised of Metro Customer Service Officers who have undergone specialised training to enable them to facilitate engagement with a variety of audiences including customers with specific needs, mature age and school age groups.

The program seeks to raise awareness about train travel and safety aspects of boarding and travelling on trains.

The program includes:

- Platform and train safety
- Safe use of level crossings
- Journey planning
- Tickets and concessions
- Laws and behaviours
- Roles of an Authorised Officer

The CEU has the capacity to attend schools, community groups and disability groups prior to large outings to discuss travelling on the train network. The CEU can tailor its presentations to cover the concerns of customers with specific needs.

The CEU provides this service free of charge and has visited Yooralla, Willara, Naranga, Peninsula Access, Kildara, Vision Australia, Noble Park Special School and many other organisations seeking to travel by train.

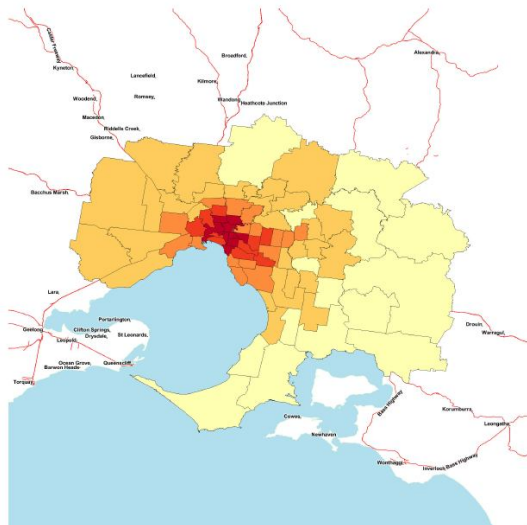


2.1.10. Transport Forums

Metro is an active participant in a number of transport focused community groups and public transport forums including the Metropolitan Transport Forum (MTF), Eastern Transport Coalition (ETC) and Western Transport Alliance (WeTAI).

Metro also has ties with the Dandenong Community Safety Committee and has sent representation to several community based transport groups.

Metro believes that strong community engagement builds awareness across key issues and helps to maintain a strong customer focus. Having a presence at community groups and public transport forums gives disability organisations the opportunity to engage directly with Metro.



2.1.11. Internal Communications

Internal communications are used to highlight any issues and raise awareness on an ad hoc basis, for example the drivers' Catch Points newsletter recently carried a timely reminder to always look out for and assist customers with specific needs.

Each month representatives from various departments across the business participate in a monthly Passenger Safety Committee. The purpose of this meeting is to review safety matters pertaining to public incidents on Metro property, near misses, assaults, DDA and Accessibility, as well as customer perceptions about safety.

From this meeting, recommendations are made to the Corporate Safety Management Committee on how to manage these customer incidents within our business and initiate internal safety improvements.

2.2. The Journey – At the Station and on the Train

Wheelchair and mobility aid customers can access ramps at compliant stations on the train network. Lift access is also available at all of the underground city loop stations, Flinders Street, Southern Cross, North Melbourne, Box Hill, Dandenong, Boronia, Nunawading, Laverton, Footscray, Watergardens, Thomastown, South Morang, Epping, Coolaroo Williams Landing, Boronia and Westall.

All Premium Stations provide toilet facilities for customers, with some being fully DDA compliant including facilities at South Morang, Thomastown, Sunbury, Williams Landing and other locations.

At stations with tactile paths, vision impaired customers can make use of this feature to navigate their way to and from train services.

During disruptions, Metro requests DDA compliant buses. Where there are insufficient DDA compliant buses available, Metro staff are empowered to assist specific needs customers by arranging alternative transport.

Metro provides a red button emergency service on platforms and trains, giving extra comfort to customers travelling on the train network. Specific needs customers can use this service to contact Metro staff when they require immediate assistance.



2.2.1. Specific Needs Services on the Platform

Hearing Loop

Look for the internationally recognised 'hearing loop' symbol in the city loop and various other stations located around the network. Stand within three metres of our T switch signs to receive all train information announcements.

Travelling with Assistance Animals

The Assistance Animal Pass has been developed to help people who are unable to use public transport without an assistance animal. This caters for mobility support animals, medical alert animals and psychiatric service animals.

2.2.2. Posters and Brochures

Metro is very mindful of providing sufficient travel information at stations across the train network. Posters and brochures are used to establish a visual presence, particularly in respect to planned works and bus replacements.

Metro is proactive in this regard, working with the internal projects division, network operations and external contractors such as those engaged during the rollout of Regional Rail Link (RRL).

At most stations, Metro makes available various brochures and handouts including 'Using Mobility Aids on Public Transport' as well as guidelines for customers with prams, pets and bicycles. The brochures can either be found in the public area or upon request from station staff.



2.2.3. Public Address Systems at Stations

Where Metro has a Public Address System, Metro is able to advise customers of delays and disruptions on the train network, in addition to playing pre-recorded announcements informing customers of upcoming planned works.

Metro uses 'long line' PA announcements to cover large sections of track and targeted announcements at individual stations to keep visually-impaired travellers informed.





2.2.4. infoCentral

infoCentral, located on the Flinders Street Station concourse, is a complete one-stop shop for all customers when it comes to timetabling, wayfinding and train service information. The wall-sized Metro Network Map provides metropolitan line and station details at a glance, while the Passenger Information Display System (PIDS) displays real time information about scheduled services.

The Online Service Wall offers touch screen access to a journey planner and the Metro website, while the highly knowledgeable team at *infoCentral* offers a vibrant and personalised face-to-face experience for all customers seeking travel advice.

Access to infoCentral has been designed for all customers and includes a ramp for wheelchair and mobility aid travellers. The facility is a great resource for customers and continues to attract a steady flow of people seeking informed travel advice.

2.2.5. The Metro Panel

The Metro Panel is a new initiative that seeks to tap into the travel experiences of customers on the train network.

Station staff invite a broad cross section of regular train travellers to participate in a series of focus groups to help Metro better understand customer needs.

Moving forward, the panel will use the insights gathered throughout these interactions to build a comprehensive strategy for enhancing the customer experience. This direct consultation is a pillar of Metro's ongoing commitment to improving its service and delivering a hassle-free journey to all customers.



2.2.6. Travellers Aid

Travellers Aid Australia (TAA) is a not-for-profit organisation that seeks to make public transport possible for all people, helping them to travel independently and confidently, no matter what their background/needs. TAA offers a range of services including free personal care for customers with specific needs, travel companions for medical appointments, low cost mobility equipment hire, no interest loans for school travellers from low income families, as well as hygienic wheelchair/mobility aid accessible facilities for nursing mothers, the elderly, frail and sick travellers.



TAA also runs a special Emergency Relief Program, where travel assistance is provided to disadvantaged/vulnerable people who need medical attention or are fleeing from violence.

TAA is located on the Flinders Street Station Concourse above platforms 9 and 10. TAA has additional facilities located at Southern Cross, where a free buggy service can be booked by any traveller who experiences limited mobility or requires special assistance to navigate around the station.

TAA is guided by a philosophy of inclusion, seeking social and economic participation for everyone. Metro has an ongoing relationship with TAA, providing concourse floor space free of charge at Flinders Street Station. This close proximity to travelling customers enables TAA to effectively deliver their range of services within the busy station environment.

2.2.7. Salvo's Metro Transit Teams

Metro is partnering with the Salvation Army to provide on-the-ground support for vulnerable travellers. Specially trained volunteers have been incorporated into the Salvos' Metro Transit Teams, who travel around the metropolitan train network to lend a helping hand to travellers who are at risk, feeling threatened or simply need someone to help them make it home safely.



The Salvo's Metro Transit Teams are strategically deployed during late afternoon and evening periods when vulnerable people are most likely to need help to complete their journey.

Metro supports the program through direct funding and other support such as uniforms and travel passes.

The presence of these teams is raising public confidence in the safety of the train network, making it more appealing for customers with specific needs to enjoy the wide range of cultural, leisure and dining events available in Melbourne city.

2.2.8. Protective Services Officers

Metro and VicPolice are working together to increase safety across the train network. The first Protective Services Officers were deployed at Flinders Street Station in March 2012 and their presence has been steadily built up since that time.

Safety is of paramount concern to our customers and those who hesitate to use the train system. By forging ongoing partnerships to help improve safety, we aspire to encourage more people to use the train and greater participation of customers with specific needs.

Through the deployment of Protective Services Officers and the visible presence of Authorised Officers and strategic Closed Circuit Television (CCTV) placements we are sending a message that it's getting safer every day to ride the train system.



2.2.9. Passenger Information Display System (PIDS)

City loop stations and a number of major interchanges such as Richmond and North Melbourne, have monitor-type PIDS that list the next three scheduled train services and arrival times. These PIDS provide visual information for customers with hearing impairments rather than displaying the “Listen for Announcements” message.



Other locations where the dot-matrix-type PIDS are installed provide next train information including time to departure, destination and type of service (express or stopping all stations).

2.2.10. Raised Platforms

All Metro trains are wheelchair-accessible. The driver currently assists boarding and alighting by placing a ramp between the platform and the first door of the front carriage. Metro is trialling improved boarding and alighting means by installing raised platforms at some locations. These raised platforms take into account fleet door height and fill the gap between the platform and the train using an innovative combination of solid rubber and rubber bristles. The latest installations have occurred at Flinders Street Station platforms 4 & 5 (both east & west ends).

The trial has proven successful at Flinders Street and Box Hill. Metro, with funding assistance from PTV, is proposing additional locations for the installation of raised platforms to assist customer access and egress.



2.2.11. Allocated and Priority Space on Trains

To improve access for our specific needs customers on-board trains, allocated and priority seating spaces have been provided directly behind the driver's cabin.



3. Metro's Challenges

3.1 Train Fleet

There are four train types in use on the metropolitan rail network and all are wheelchair and mobility aid accessible. The oldest fleet is the Hitachi, followed by the Comeng, with the Siemens and X'Trapolis fleets having been purchased over the past ten years. Each train type has unique access challenges, as the designs vary from fleet to fleet.

Some areas of concern for accessibility include carriage floor height vs platform height, the distance from the train to the platform and the turning circle within the actual train. Metro continues to provide PTV with proposals in regard to new trains, helping to ensure that final specifications meet the requirements of DSAPT.



3.2 Train Stations

Many station buildings are over 100 years old and some are heritage listed. This can produce a range of impacts such as increased costs, longer timeframes and legislation compliance challenges when it comes to upgrading, maintaining and renewing assets. This directly affects Metro's ability to ensure accessibility compliance at older stations.

Metro as the asset maintainer, works in conjunction with PTV to scope and develop new station works to meet the requirements of DSAPT. Where new stations or substantial reconstructions to stations are proposed, the DSAPT requirements form an integral part of the design.



4. Training

4.1 Metro Academy

Metro considers the appropriate training of staff to be an essential component in the pursuit of continuous improvement in respect to accessibility on the train network.

The primary focus is on station staff, authorised officers and train drivers. These frontline employees manage our face-to-face relationships every day on the train network.

The Metro Academy is a Registered Training Organisation that delivers both nationally recognised units of competence and purpose-built non-accredited training programs. The Metro Academy is well positioned to provide the industry with fit-for-purpose training solutions.



Rail Industry Course Guide

4.1.1. Driver Training

Driver training includes instructions relating to identifying, assisting and communicating with customers who have specific needs, such as deployment of wheelchair and mobility aid ramps and communication.

Training includes correctly positioning wheelchair and mobility aid ramps at the first carriage to assist customers who are boarding and alighting from trains.

Refresher courses are required every six months to maintain the highest level of competency and knowledge across the suburban network.

4.1.2. Customer Services Training

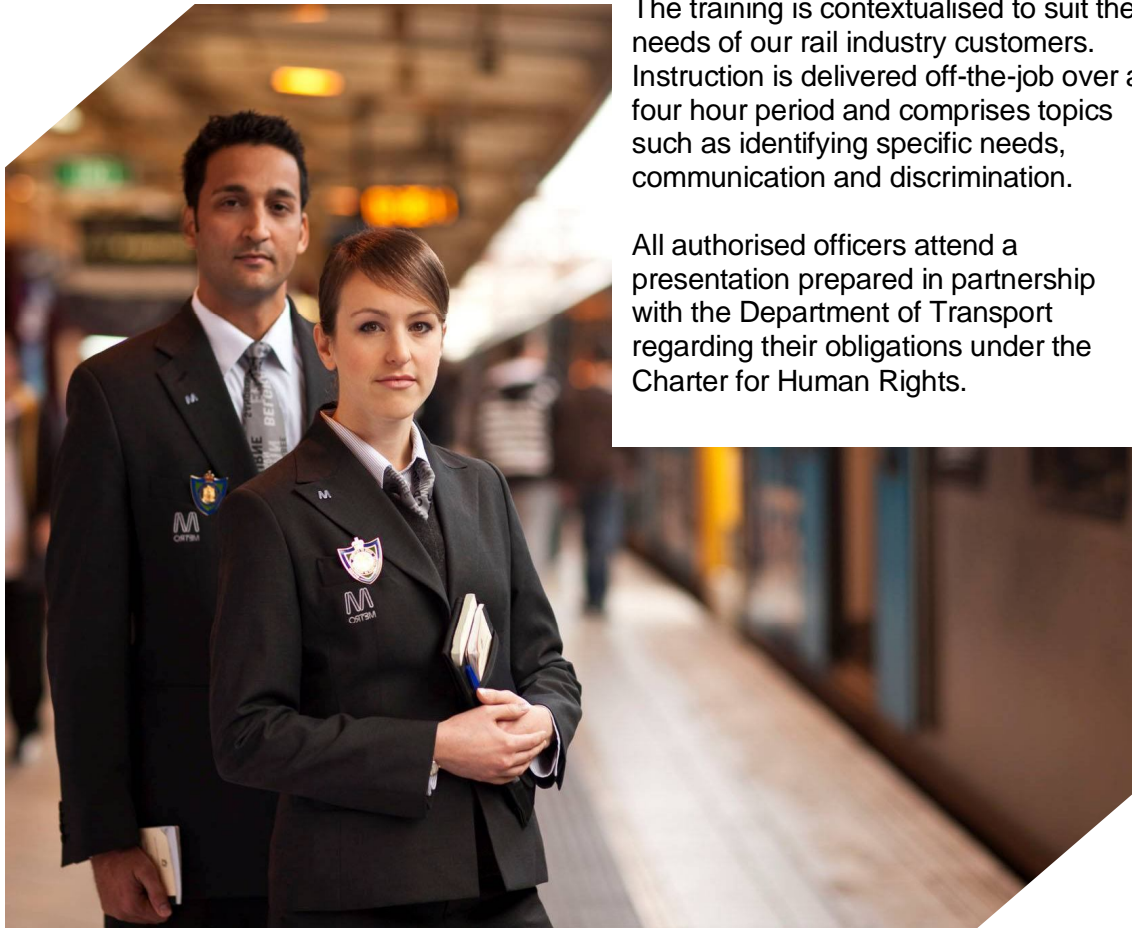
Through the Metro Training Academy, station staff and authorised officers undertake training and assessment in assisting customers with specific needs.

A number of key platform staff have undertaken manual handling training to support the deployment of wheelchair ramps to assist wheelchair and mobility aid customers boarding and alighting

This training is aligned to a nationally recognised unit of competence (TLI3020A - providing assistance to customers with/without specific needs).

The training is contextualised to suit the needs of our rail industry customers. Instruction is delivered off-the-job over a four hour period and comprises topics such as identifying specific needs, communication and discrimination.

All authorised officers attend a presentation prepared in partnership with the Department of Transport regarding their obligations under the Charter for Human Rights.



4.1.3. Announcement Training

All Station Operations staff undergo training and assessment in making public announcements, which is of particular importance to customers with a vision or reading impairment.

This training is aligned to two nationally recognised units of competence: (TLIE1003A - participate in workplace communication and TLIG1001A - work effectively with others).

The training is delivered through a blended approach incorporating both classroom and in-field instruction.

The training covers topics such as message delivery, terminology and communication methodology.



5. Action Plan: Key Priorities

Metro is aligned with PTV to improve accessibility on the metropolitan rail network. As such PTV's four priorities defined in their draft document 'Accessible Public Transport in Victoria' are Metro priorities. Metro's objective is to improve the experience for customers travelling with specific requirements.

5.1 Priority One: Customer Service

Objective	Action	Measure	Expected Completion
Enhance the customer experience	'Accessible Travel' pads to be available at all Premium and Host stations (Appendix A) to help wheelchair and mobility aid customers notify drivers about their travel destinations	All Premium and Host station platform staff to hold a supply of 'Accessible Travel' pads for wheelchair and mobility aid customers	Within 12 months
Improve signage during disruptions	Increase number of signs around stations during service disruptions to better inform customers of alternative services and their location (e.g. bus replacements)	Commence the rollout of additional, temporary and/or permanent signage at stations to provide information about alternative transport	Within 12 to 18 months
Improve our communication to wheelchair and mobility aid customers when boarding and alighting at stations	Train drivers to trial notifying METROL Line controller of wheelchair and mobility aid boarding and anticipated travel destination	Enhance the customer's travel experience and minimise stationary train timeframes	Within 12 to 18 months

5.2 Priority Two: Consultation and Community Engagement

Objective	Action	Measure	Expected Completion
Consultation with non-government organisations (NGO)s	Collaborate with organisations to improve Metro's interaction with customers, especially customers with specific needs	Integrate knowledge from the NGOs into Metro's training syllabus	Ongoing
Consultation with VicPol	VicPol to assist Metro by providing training syllabus information regarding recognising observable behaviours, e.g. self harm	Integrate knowledge from VicPol into the Metro training syllabus	Within 12 to 18 months
Increase Metro's interaction with local councils via the MetroAccess program (led by Vic Dept of Human Services & Local Govt)	Increase interaction with local councils to improve customer knowledge of the features that can assist travellers with specific needs	Engage with local councils and provide a summary of our customer focused features	Within 12 months
Improve customer experience through feedback	Metro to commence discussions with customer focus groups in order to obtain feedback on our current services and identify areas for improvement	Commence customer feedback sessions and integrate learning into revised policies and procedures	Within 12 months

5.3 Priority Three: Access to Public Transport Services


Objective	Action	Measure	Expected Completion
Improving customer signage during wet weather	Supply station staff with 'Caution Wet Floor' or similar signage to alert customers	Reduction in slips, trips and falls attributed to wet surfaces	Within 12 to 18 months
Review tiled surfaces at our high patronage stations (CBD)	Apply non slip treatment to worn tiles within the station area	Reduction in slips, trips and fall incidents	Within 12 to 18 months
Improve signage during disruptions	Increase number of signs around stations during service disruptions to better inform customers of alternative services and their location (e.g. bus replacements)	Customer feedback	Within 12 to 18 months
Provision of First Aid to customers	Metro to appoint a dedicated first aid provider during the AM peak at Flinders Street, Richmond, Flagstaff and Parliament stations (and other times as required)	Customer feedback	Ongoing
Improve current platform-to-train accessibility	Metro is proposing a new platform height standard to reduce the step up to the train floor. The platform height will be raised for new and reconstructed station platforms.	Better accessibility for all customers, gauged through ongoing customer feedback	Within 12 months

5.4 Priority Four: Access to Facilities

Provide motorised wheelchair and mobility aid charging points at all premium station platforms	Install power points for motorised wheelchair and mobility aid users, with each power point signed as a priority charging point for electric vehicles	Commence installation of charging points and signage	Within 12 to 18 months
Improve escalator safety	Install floor decal signage to encourage customers to hold handrails and travel safely when riding at Parliament station (Appendix B)	Signage has been installed and the number of incidents to be monitored	Ongoing
Improve night time station accessibility	Conduct at least two night time OH&S inspection audits per year at outer stations including platforms, car parks, lighting and surrounds	Improved customer safety and feedback.	Within 12 to 18 months

Appendix A

'Accessible Travel' pads to be available at all Premium and Host stations

 <p>Accessible travel for everyone, everyday</p>	<p>All of our trains are accessible for customers using a mobility aid.</p> <p>Follow these steps when travelling on our network:</p> <ol style="list-style-type: none">1. Prepare to board your train from the dedicated access point on the platform, marked with either a white or yellow rectangle.2. Using one of these notes, write down your destination and give it to your driver.3. The driver will provide you with a ramp and help you board the train.4. At your destination the driver will again provide you with a ramp and help you off the train.
<p>At our stations</p> <p>Most of our stations are wheelchair accessible and premium stations have wheelchair accessible toilets. If you require assistance from station staff or are travelling in a large group, please call on 1800 My Metro (1800 69 63876) in advance.</p> <p>Lifts are provided at Southern Cross, Flinders Street, Box Hill, Dandenong, Boronia, Watergardens and all underground city loop stations.</p> <p>For further information visit www.metrotrains.com.au</p>	<p>Reminder</p> <p>Please stop at: _____</p> <p>Other assistance required: _____</p> <p>Date: / /</p>

Appendix B

Improve escalator safety through introduction of floor decal signage

