



for everyone, everyday

Customer Compensation Code

UPFIELD
WERRIBEE
ALAMEIN
BUNBURY
CRANBOURNE
FRANKSTON
LILYDALE
HURSTBRIDGE
SYDENHAM
CRAIGIEBURN
WILLIAMSTOWN



Customer Compensation Code

At Metro, we closely monitor the performance of all our train services.

We are committed to ensuring our train service is reliable and we work closely with the Government and Public Transport Victoria to, not only meet our customer service and performance targets, but to exceed them.

Our partnership with the Victorian Government emphasises the importance of delivering services in line with the agreed timetable. While we endeavour at all times to meet and exceed all our performance thresholds, on occasions circumstances may mean we fall short.

The performance thresholds relate to:

- Punctuality, measured as a percentage of services arriving on time at a destination. Train services are deemed as being on time if they are delivered between 59 seconds early and four minutes and 59 seconds late.
- Reliability, measured as a proportion of the timetabled train services run.

If we do not achieve our designated threshold levels of punctuality and/or reliability, then we will compensate eligible customers.

We publish our monthly network-wide performance data at all stations and on our website on the 10th day of each month, including any eligibility for compensation. In addition, we publish monthly line by line service delivery information on our website, including information about any issue that has affected our performance. Compensation is assessed in each calendar month and customers are also advised of their eligibility for compensation at this time, both on the Metro website and on posters at all stations.

Public Transport Victoria also produces a monthly and a more detailed quarterly report called 'Track Record', which provides information about each public transport operator's performance.

These reports are available on Public Transport Victoria's website ptv.vic.gov.au/trackrecord

What are Metro's performance standards?

Metro seeks to not only meet but exceed its performance thresholds. In the event Metro does not meet either or both performance thresholds, customer compensation must be paid.

Metro's performance thresholds are:

- If less than 88 per cent of trains run within four minutes 59 seconds (approximately, 92 per cent of trains run within five minutes 59 seconds) of their published time schedule; or
- If more than 2 per cent of the timetable is not delivered.

Who is eligible for compensation?

The following table provides guidance for claiming compensation.

Description	myki
Customer eligibility	All holders of myki passes valid for 28 days or more
Validity of claim	myki must have been touched on and off at least 10 days of the month on Metro trains
Nature of compensation	The value of a daily ticket (or other value as defined) to be uploaded onto the customer's myki. The value loaded will reflect the same fare/zone mix as the myki pass being compensated
Applying for compensation	Download a compensation form from metrotrains.com.au
Application deadline	Up to the end of the month in which the results are notified

When is compensation paid?

Compensation trigger	myki compensation value
Service Delivery	
If Metro delivers less than 98% of its scheduled services in a calendar month	1 daily myki money fare
If Metro delivers less than 95% of its scheduled services in a calendar month	2 daily myki money fares
Punctuality	
If less than 88% of Metro services are on-time in a calendar month	1 daily myki money fare
If less than 84% of Metro services are on-time in a calendar month	2 daily myki money fares

Other Metro Service Commitments

We will also provide complimentary tickets to eligible customers who have experienced major inconvenience during their journey with us.

In addition, Metro makes the following commitments to our customers:

If a particular advertised train service is cancelled more than three times in a week (and is not replaced by a bus), all eligible weekly and periodical myki holders who touched on their cards within a half hour of these services on each of the relevant days will receive a myki credit for the applicable zones.

If train services on a line are suspended for a period of over two hours and a bus replacement service is not provided, all eligible myki holders who used the line on that day will receive a myki credit for the applicable zones.

If buses replace all trains for more than a week on a particular line or line section due to matters within Metro's control, all eligible monthly and periodical myki holders will receive myki credit equivalent to a free daily fare for applicable zones. If buses replace trains for more than a week on a particular line or line section due to the actions or infrastructure of other agencies, Metro will seek customer compensation from this agency and pass the benefits on to customers on these lines. Under this service commitment, concession fare claimants will be compensated with myki credit to the value of the applicable fare. All claims must be made in writing using the attached form which can also be downloaded at metrotrains.com.au

Customers are required to include their 15 digit myki number in the application form to enable eligibility criteria to be assessed before their claim will be considered. All claims must be made up to the end of the month in which results are notified.

Our service commitments are outlined in more detail in our Customer Service Charter. This brochure is available at all Metro Premium Stations, on our website and may be requested through our Metro Customer Service line.



How to Contact Us - Public Transport Contacts

Metro

We are available between 6am and midnight daily for any question you may have.

Call: 1800 800 007

TTY: (03) 9619 2727

Mail: Metro Customer Service
GPO Box 1880
MELBOURNE 3001

Website: metrotrains.com.au

Public Transport Victoria

For train, tram, bus and ticketing information

Call: 1800 800 007 (6am – midnight daily)

TTY: (03) 9619 2727

Mail: Public Transport Victoria
PO Box 4724
MELBOURNE VIC 3001

Website: ptv.vic.gov.au

myki

Call: 1800 800 007

TTY: (03) 9619 2727

Mail: myki
GPO Box 4318
MELBOURNE VIC 3001

Website: myki.com.au

Lost Property (Trains)

Call: 1800 800 007
(6am – midnight daily)

Interpreter Service

Call: 131 638 (6am – midnight daily)

Public Transport Ombudsman

Call:	1800 466 865 or 8623 2111 (9am – 5pm Monday to Friday)
TTY:	1800 809 623
Fax:	(03) 8623 2100
Mail:	P.O. Box 538 Collins Street West MELBOURNE VIC 8007
Website:	ptovic.com.au

Yarra Trams

Call:	1800 800 007 (6am – midnight daily)
Website:	yarratrams.com.au
Mail:	Customer Service Yarra Trams GPO Box 5231 MELBOURNE VIC 3001

V/Line

Customer Feedback

Call:	1800 800 007
	13 61 96 Information and Reservations (6am – midnight daily)
TTY:	(03) 9619 2727
Mail:	Customer Relations V/Line Reply Paid 5343 MELBOURNE VIC 3001
Website:	vline.com.au

Public Transport Access Committee

Call:	1800 800 007 (9am – 5pm Monday to Friday)
Mail:	GPO Box 2797 MELBOURNE VIC 3001
Website:	transport.vic.gov.au

