

Customer Compensation Code



Customer Compensation Code

At Metro, we closely monitor the performance of 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 occasion 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 4 minutes and 59 seconds late.
- Reliability, measured as a proportion of the timetabled train services run.

If we do not achieve our performance threshold levels of punctuality and/or reliability, eligible customers can request compensation.

Compensation is assessed in each calendar month, and on the 10th day of each month we publish our monthly network-wide performance data on posters at all stations and on our website. We also advise customers of their eligibility for compensation at this time.

The Victorian Government also produces monthly and quarterly reports called *Track Record*. These reports provide information about each public transport operator's performance. You can access this report at ptv.vic.gov.au

What are Metro's compensation thresholds?

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 compensation thresholds are:

- 90 per cent of trains run within 4 minutes 59 seconds of their published time schedule; or
- 98 per cent of the timetable is 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 at least 10 days of the month on the metropolitan train network |
| 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 | Submit an online compensation form from metrotrains.com.au ; or see a staff member in any Metro premium station to request the Customer Compensation Code brochure to be printed. Complete the form in the back and return by mail |
| Application deadline | The month in which the results are notified |

When is compensation paid?

| Compensation trigger | myki Compensation Value |
|---|--------------------------|
| Reliability | |
| 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 90% of Metro services are on-time in a calendar month | 1 daily myki money fare |
| If less than 86% 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:

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

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.

Concession fare claimants will be compensated with myki credit to the value of the applicable fare.

To lodge a claim for any of the above circumstances, eligible customers can either submit their request online or by calling PTV Customer Service team on 1800 800 007 (6am – midnight daily). For online claims complete the Customer Feedback form accessed on the Contact Us page of metrotrains.com.au.

Our service commitments are outlined in more detail in our Customer Service Charter available at metrotrains.com.au.



Contact information

Metro

For metropolitan train information

| | |
|---------|--|
| Call | 1800 800 007 (6am – midnight daily) |
| TTY | (03) 9619 2727 |
| Mail | Passenger Feedback, Metro Trains Melbourne 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

myki is a reusable travel card for trains, trams, and buses in Melbourne and regional Victorian centres

| | |
|---------|--|
| Call | 1800 800 007 (6am – midnight daily) |
| TTY | (03) 9619 2727 |
| Mail | myki GPO Box 4318, Melbourne VIC 3001 |
| Website | myki.com.au |

Lost Property (Trains)

| | |
|------|---|
| Call | (03) 9610 7512 (8am – 5pm daily excluding public holidays) |
|------|---|

Interpreter Service

| | |
|------|--------------------------|
| Call | 131 450 (24 hours daily) |
|------|--------------------------|

Public Transport Ombudsman

You can escalate your feedback to the 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

For tram information

| | |
|---------|---|
| Call | 1800 800 007 (6am – midnight daily) |
| Mail | Customer Service, Yarra Trams GPO Box 5231, Melbourne VIC 8007 |
| Website | yarratrams.com.au |

V/Line

For regional train information

| | |
|---------|---|
| Call | 1800 800 007 (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

Aims to create a public transport system that is inclusive and accessible to all Victorians

| | |
|---------|--|
| Call | 1800 800 007 (9am – 5pm Monday to Friday) |
| Mail | GPO Box 2797, Melbourne VIC 3001 |
| Website | transport.vic.gov.au ptv.vic.gov.au/getting-around/accessible-transport/public-transport-access-committee/ |
| Email | ptac@ptv.vic.gov.au |

Customer Compensation claim form

Claim details

| | |
|------------|------------|
| Title | First name |
| | |
| Surname | |
| | |
| Address | |
| | |
| Postcode | |
| | |
| Phone (BH) | Mobile |
| | |
| Email | |
| | |

myki card details

myki card number

This 15 digit card number can be found on your myki

| | | | | | | | | | | | | | | |
|----------------------|----------------------|----------------------|----------------------|----------------------|----------------------|----------------------|----------------------|----------------------|----------------------|----------------------|----------------------|----------------------|----------------------|----------------------|
| <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> |
|----------------------|----------------------|----------------------|----------------------|----------------------|----------------------|----------------------|----------------------|----------------------|----------------------|----------------------|----------------------|----------------------|----------------------|----------------------|

28–364 day pass

365 day pass

Credit another myki number

(*Only available to student half-yearly and yearly passes and annual pass holders)

Alternative myki card number

| | | | | | | | | | | | | | | |
|----------------------|----------------------|----------------------|----------------------|----------------------|----------------------|----------------------|----------------------|----------------------|----------------------|----------------------|----------------------|----------------------|----------------------|----------------------|
| <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> |
|----------------------|----------------------|----------------------|----------------------|----------------------|----------------------|----------------------|----------------------|----------------------|----------------------|----------------------|----------------------|----------------------|----------------------|----------------------|

Metro customer feedback

| | |
|---------|--|
| Call | 1800 800 007 (6am – midnight daily) |
| TTY | (03) 9619 2727 |
| Mail | Passenger Feedback, Metro Trains Melbourne GPO Box 1880, Melbourne 3001 |
| Website | metrotrains.com.au |

This claim is being made in response to an official Compensation Notice being issued by Metro.

Claim details

Month Year

Journey from

Journey to

Train line

Comments you wish to make
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.....
.....
.....
.....
.....
.....
.....

Signature

Today's date

Case Number
Office use only
.....

For more information visit ptv.vic.gov.au
or call **1800 800 007**.

If you're deaf, or have a hearing or speech
impairment, contact us through the National
Relay Service. TTY users can call **9619 2727**.



For other languages visit [ptv.vic.gov.au/
languages](https://ptv.vic.gov.au/languages) or call **9321 5450**.

Authorised by Transport for Victoria, 1 Spring Street, Melbourne.