

Group travel tips



Before travelling, check the **PTV Journey Planner** so you know the specific timetable information for your journey. This great tool will assist you in keeping to your schedule!

Boarding at a station

- We recommend groups travel between 8.30am and 2.30pm on weekdays to avoid peak hour congestion.
- Where possible, we recommend using the wide myki barriers when travelling with young children. Ask staff for assistance to safely pass through the myki barriers.
- Arrive at least 10 minutes before the scheduled departure time and position your group safely behind the yellow line. Trains cannot be held. If your entire group is not present, please wait for the next service.
- Prepare to board by assembling your group across the length of the number of carriages required, starting from the front carriage. The first door of the first carriage of the train is to be kept clear as it is used for mobility devices such as wheelchairs. Always ensure the area allocated to wheelchairs is not blocked at any time.
- We request that the group leader speak to Metro staff so the driver can be informed of the group size and travel destination.
- Allow other passengers to board the train before boarding your group.
- Platform gaps can be different at each station. We ask that the group leader should guide the group to step safely over the gap when boarding and exiting the train.
- Use all available doors (with the exception of the first door of the front carriage) and move promptly towards the centre of the carriage to enable other group members to board quickly.
- If seats are limited, we ask that the group leader remind the group to hold onto handles and railings provided. This is a precaution in case there is any sudden braking of the train.
- Make room for others by instructing your group to take off backpacks or school bags and have them placed between the owner's feet.
- Be aware of the station preceding the destination station. Prepare your group to disembark and check they have all belongings prior to arriving at the destination station. Use all available doors to disembark.

Arrival at destination station

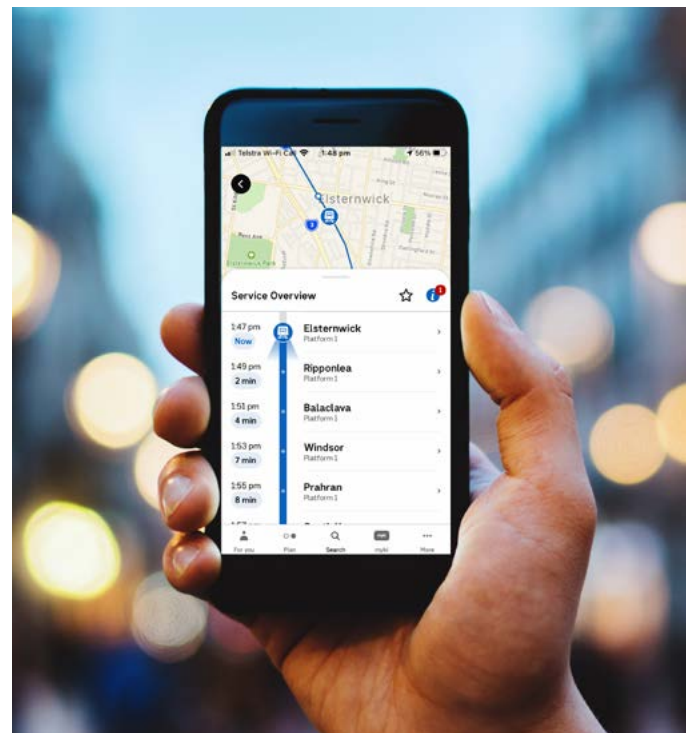
- After disembarking, move into a safe position behind the yellow line. Where possible, move your group towards a wall or fence to enable other passengers to use the platform safely.
- Once the platform clears and the train departs, move your group along the platform and out through the designated exits.
- Have your Group Travel Authority ready for inspection by Metro staff.

PTV App

Plan your journey, get real time travel alerts and more with the PTV App. The PTV mobile app is free to download on **iPhone** and **Android**.

The PTV App has some great features which may assist you when travelling in a group such as:

- View the location of a metropolitan train service on a map in real time
- View the location of a bus service on a map in real time
- Live track your location on the map
- Plan your journey with step by step navigation
- Search for destinations, stops, routes
- View next 5 departures and nearby stops via the search screen
- View route numbers and recently searched items
- Use your current location to search for nearby transport options
- Get real time departure information for upcoming services
- Stay informed with push notification alerts for disruptions to your journey, news and announcements
- Ability to call PTV directly from the app
- Fully accessible, with voice over capability and large font display options.



For more information about the PTV App, please visit the **[PTV website](#)**.

Passengers with specific needs

Travellers Aid

Travellers Aid provide a range of services to help people get around and take part in everyday life. Travellers Aid operate at Southern Cross and Flinders Street stations and Seymour Railway Station in regional Victoria.

A full list of services is available on the [Travellers Aid website](#). Many services are free, but not all services are available at all stations.

Metropolitan trains

There are screens with real time arrival information at most stations. Many stations also have hearing loops installed which are indicated by the universal symbol of hearing assistance:



There are information points on all metropolitan train platforms. To speak with a customer service officer, press the red button on the left of the console. To hear pre-recorded timetable information, press the green button on the right.

Screens and announcements on board trains provide next stop information. Every train has a passenger intercom, which is a button found inside the carriage close to the doors. If help is needed, press the button to speak to the driver.

To find out if a station has facilities, such as a hearing loop, search for the station name at the [PTV website](#). You can also find station information by clicking on the station name on a timetable or journey planner page.

Find more information about travelling on metropolitan trains on the [Metro Trains website](#).



Trams

Priority seating is seating that is set aside for people with differing needs. Priority seating can be found throughout low-floor trams. On high floor trams, priority seats are near the doors closest to the driver. This allows access to speak to the driver when getting on and off the tram. Remember to only speak to the driver when the tram is not moving.

There are screens and automated announcements on all low floor trams and some high floor trams.

There are tactile ground surface indicators at all tram stops in the city. To find out if a tram stop has tactile ground surface indicators, search for the stop name. You can also find stop information by clicking on the stop name on a timetable or journey planner page.

Most city stops have screens that show tram arrival information. Some city stops also have audio buttons that provide tram arrival information.

Find more information about travelling on trams on the [Yarra Trams website](#).

Buses

All local bus stops in Victoria have a tactile customer information panel. The panel includes a unique stop ID number in braille and raised lettering. Use the stop ID to access real time travel information by calling **1800 800 007**, or using the [PTV website](#) and [mobile app](#).

For information about travelling on buses, call **1800 800 007** or contact your local bus operator.

V/Line trains and coaches

If any member of your group need help getting on or off a V/Line train, speak to station staff or the conductor on the train. If you need help when travelling on a V/Line coach, speak to the driver.

Information about regional stations and coach stops can be found on the [V/Line website](#) by searching for the station or stop name. You can also find station information by clicking on the station or stop name on a timetable or journey planner page. You can also find out if a station is staffed, or whether the station or stop has facilities such as tactile paths and hearing loops.

Find more information about travelling on the regional train and coach network on the [V/Line website](#).

Vision or hearing impairment

Information and mobile apps

All the information on the [PTV website](#) is also available by calling **1800 800 007**.

If you're deaf, or have a hearing or speech impairment, you can use the **National Relay Service** to contact PTV. Once you contact the National Relay Service, ask to call PTV on **1800 800 007**. TTY users can also call PTV directly on **03 9619 2727**.

To plan your journey, use the fully accessible **PTV App**. It includes voice over capability and large font options. The [PTV website](#) and [mobile app](#) include real time information for trains, trams and buses.

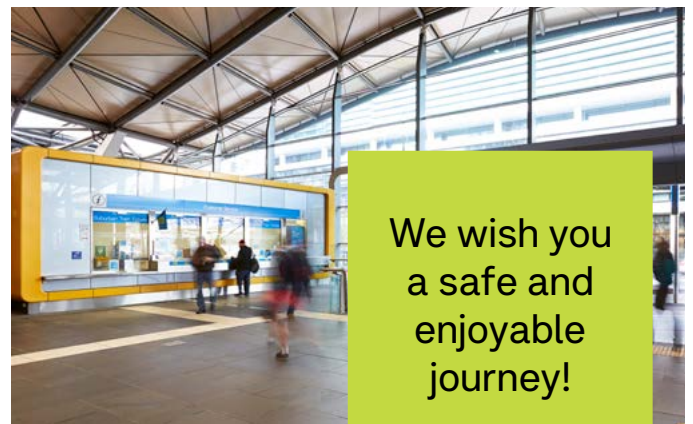
The [Stop Here](#) and [tramTRACKER@apps](#) can also notify you as you reach your train station or tram stop.

Information about disruptions on train, tram and bus networks is available on the [PTV app](#). The [MetroNotify app](#) also provides information about metropolitan train disruptions.

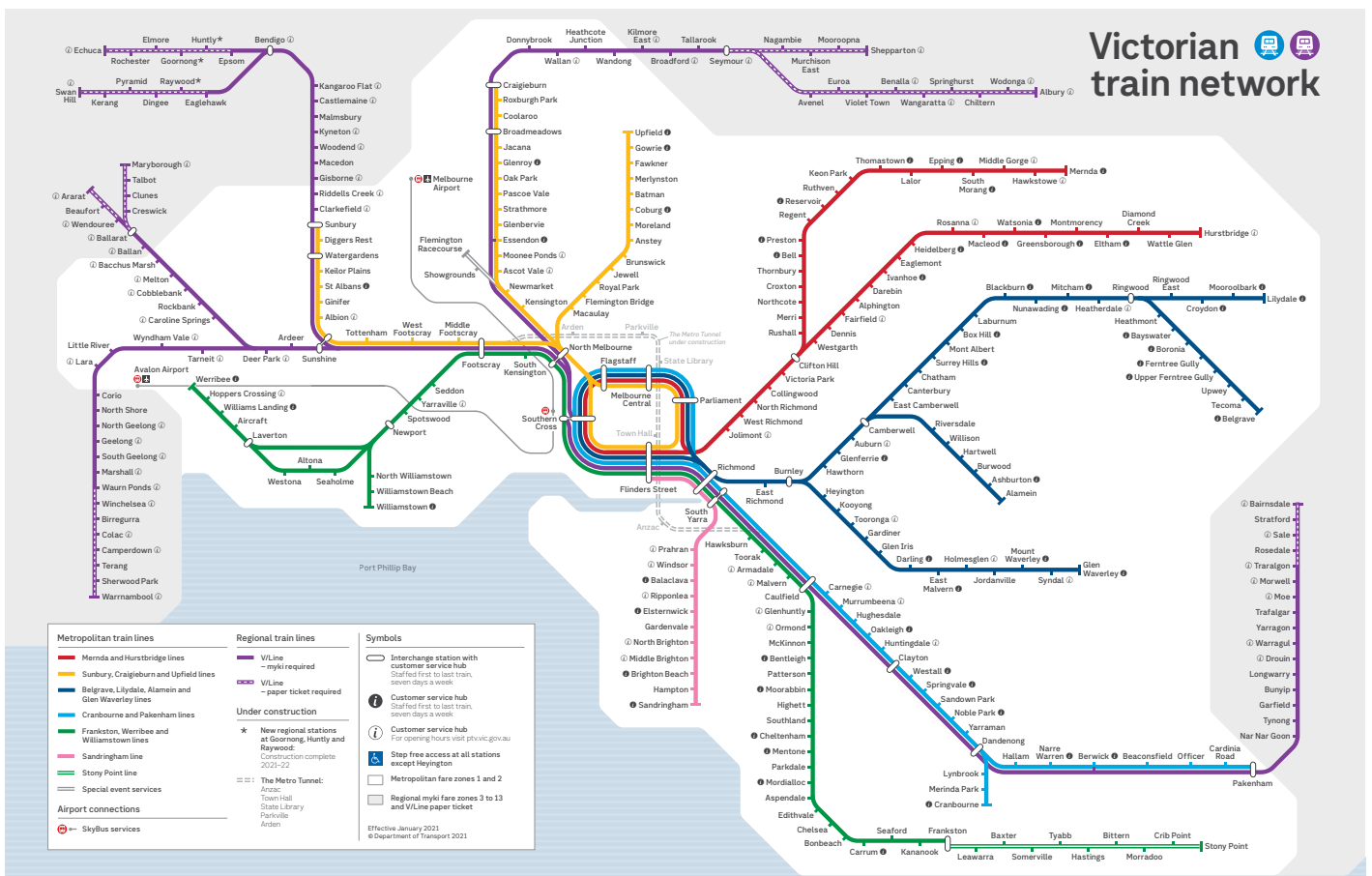
Beacon technology

Beacon technology is available at Flinders Street, Flagstaff, Parliament, Melbourne Central, Richmond, Footscray and Southern Cross stations for passengers with low vision or blindness.

Beacon technology gives passengers navigational information via the free **BlindSquare Event app** to assist with moving around the concourse of stations.



Victorian train network



Melbourne tram network

