

Travelling on Sydney Metro Visual Story



transport.nsw.gov.au

What is a Visual Story?



Visual stories are used to prepare a person for a new environment or situation.



This helps bring familiarity to a process and reduce anxiety and stress.



Visual stories are written in an easy-to-read format and use pictures to provide greater accessibility for everyone.

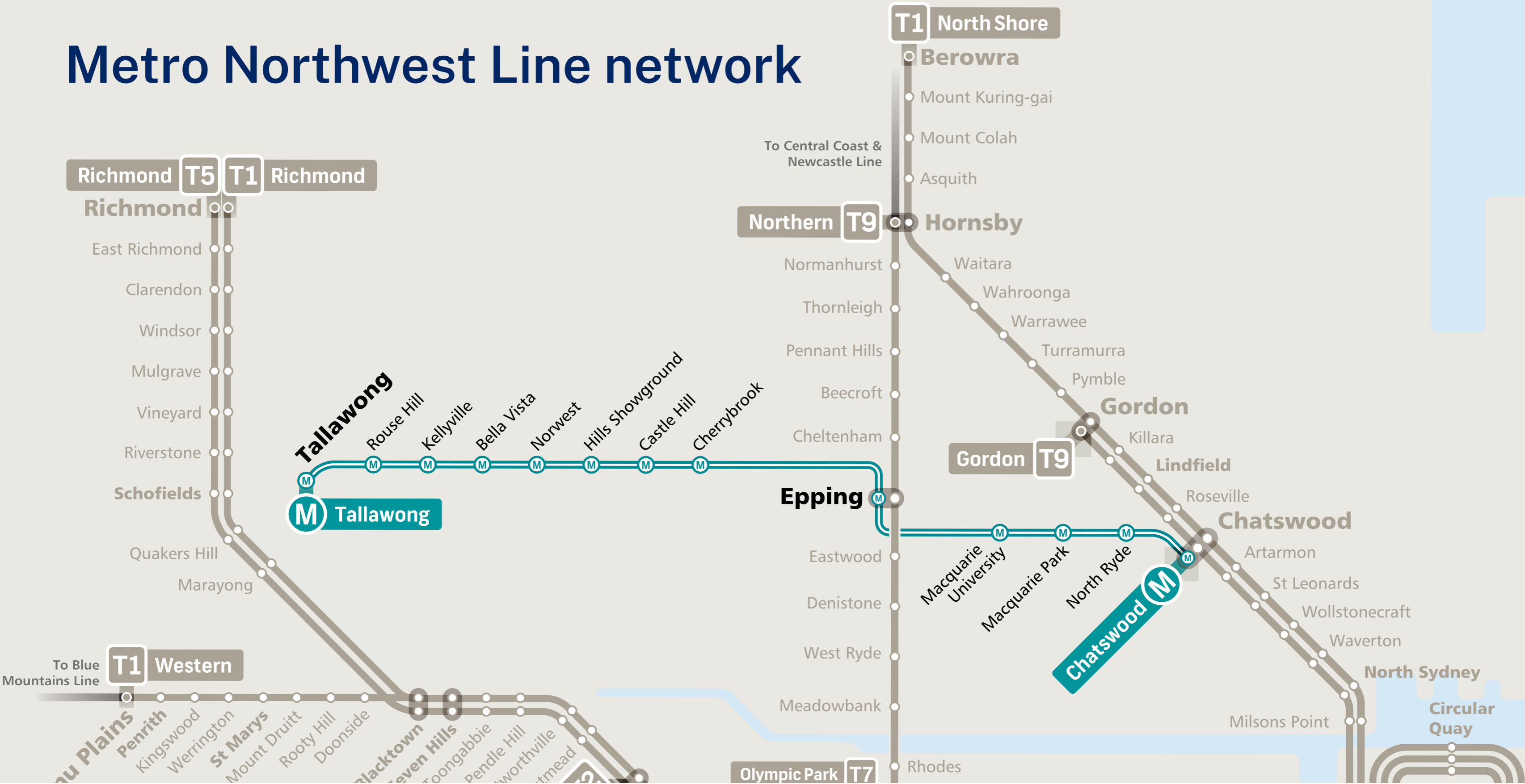
Who are we?

Sydney Metro operate metro services seven days a week with 1 line and 13 stations.

Our mission is to keep Sydney moving by delivering safe, clean, reliable, customer-focused and efficient rail services.



Metro Northwest Line network



Planning my journey

I can plan the best way to get to where I am going.

I can use the Trip Planner to plan my journey.

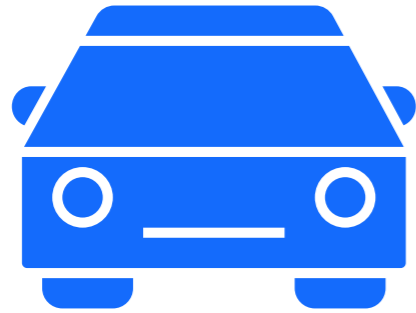
I can access trip planner by clicking on this link www.transportnsw.info/trip

I can enter the address of where I am starting from, and where I want to go to.
Then the Trip Planner will tell me which station to go to and how to get there.

I can also look at a train network map to find my closest station.

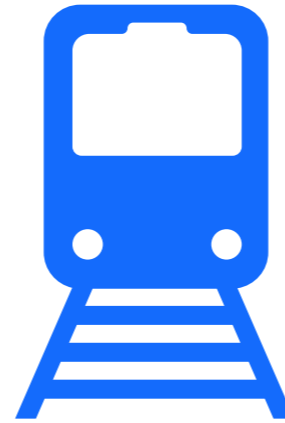
If I need help planning my trip, I can call customer service on **131 500**

Planning my journey

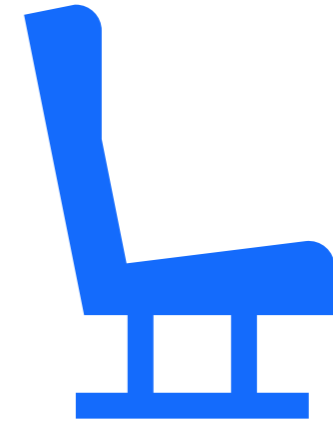


Sometimes there will be car parking available at the station, but sometimes it might be hard to find parking, especially in the city.

I may need to be patient or give myself extra time to find parking.



I might choose to travel at less busy times, enter the carriages closest to the guard, or use priority seating to make my trip easier.



Sometimes I might be able to find a seat to sit on, but sometimes I might have to stand.

Planning my journey

The metro station and train can sometimes be busy, crowded and noisy.

I can bring items to help me stay calm and relaxed. Those items can be:

- headphones
- an activity (like an iPad or a book)
- sensory items (like slinkies, fidget spinners or stress balls).

If I wear headphones, I need to be extra careful at level crossings, streets and on the platform so that I can stay safe.

I can take them off or turn the music down to make sure that I hear cars, trains and announcements.



Buying a ticket

To travel on the metro I need an Opal card or a valid debit or credit card or device.

There are different types of Opal cards. If I am using an Opal card I need to make sure that I am using the correct type.

Children under the age of three do not need an Opal card, they travel for free.



Opal card type: Green



The Green Opal card is for children aged between 4 and 15, and full-time NSW/ACT high school students aged 16 years or older who have a student concession card with them.

Opal card type: Gold



The Gold Opal card is for seniors, aged pensioners, asylum seekers and DVA Veteran Gold card holders. I must also carry my concession card with me.

Opal card type: Silver



The Silver Opal card is for Centrelink concession card holders, disability concession card holders, TAFE or university students and apprentices or trainees. I must also carry my concession card with me.

Opal card type: Black



The Black Opal card is for people who are 16 years old or older without a concession/pension card and who don't fit into another category.

Buying an Opal card

1

If I need a Black (adult) or Green (child/youth) Opal card, I can buy it at an Opal retailer. [Find an Opal retailer.](#)

2

If I need a Gold or Silver Opal card, I will find them on the [Opal website.](#)

‘Topping up’ an Opal card

To use an Opal card, I must have available credit loaded onto it. Loading credit is called ‘topping up’. To ‘top up’ my Opal card I can:

1. Use an Opal machine at any station.
2. Use the Opal app on my smartphone.
3. Visit an Opal retailer. I can find Opal retailers by clicking this link [Opal retailers](#).

If I use the Opal app, I can set my Opal card to automatically ‘top up’ when I am running out of credit.



Using my credit/debit card



I can use my credit or debit card or device to tap on instead of an opal card.

If I use my credit or debit card or device I will pay full fare.



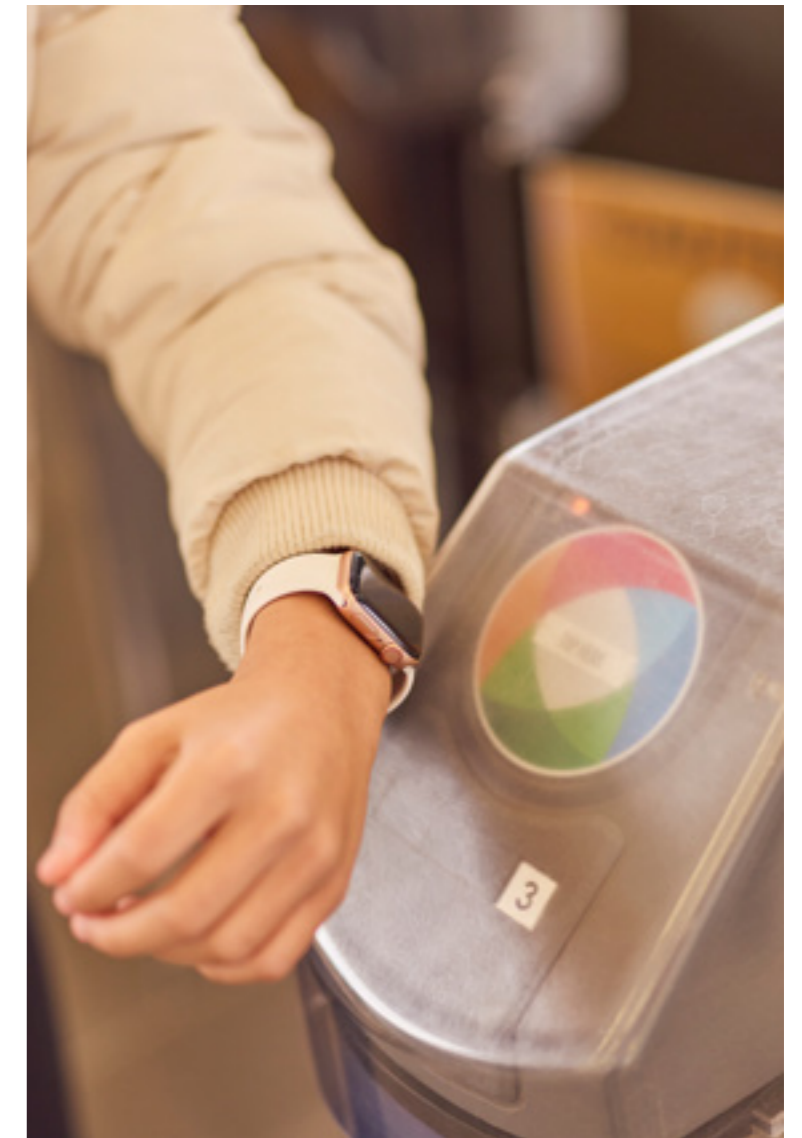
If I am entitled to a discount fare I should order a concession Opal card.

Tapping on

When I get to the station, I must 'tap on' with my Opal card or my credit or debit card or device.

I do this by placing it onto the card reader at the barriers, or on a stand-alone Opal reader.

This records where I am getting on the train. I will also 'tap off' at the end of my trip so that my Opal will automatically pay for my trip.



Tapping on

I can tap on or tap off at barriers with a **green arrow**, like the one in the photograph.

When I tap on, the gates should open so I can walk through.

If the gates do not open when I've tapped on, I should stay calm and talk to metro staff.



Tapping on

I won't be able to tap on or off at barriers that display a **red symbol** like an 'x' or 'Gate closed'.

This is because that gate is used for people entering the station from the other side to where I am currently standing.

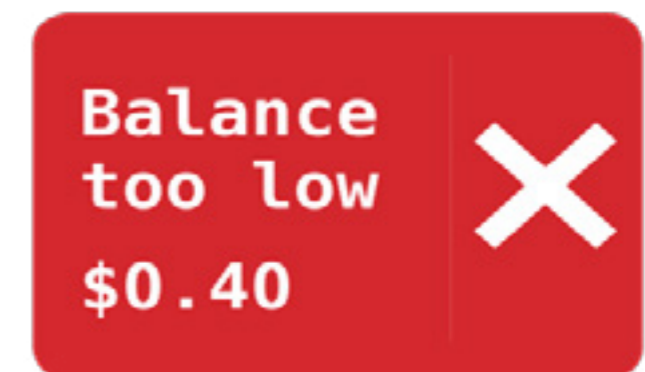
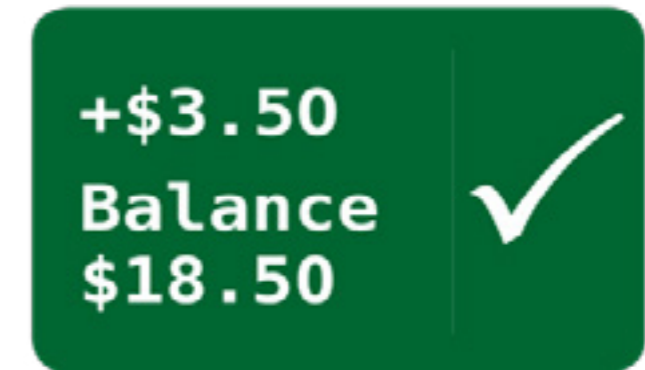


Tapping on

If I have enough money on my Opal, debit or credit card the reader will light up **green**.

If it lights up **red**, I should stay calm and top up my Opal with more money or use a different card before continuing.

If I need help, I can talk to Metro staff.



Escalators and lifts

When I am at the station, I will see escalators and lifts to access the platforms.

It is important when I'm stepping onto the escalators, I hold on to the railing to guide my step on.

It is also important that I put phones and other devices away so I can concentrate better.



Information and announcements

When I am on the platform, I will hear announcements telling me when the next metro will arrive at the station.

If I am wearing headphones, I might want to turn them down or take them off so I can hear the announcements.

Most stations also have screens (which are called indicator screens) that tell me when the next train will arrive.

Red lights will flash on the metro doors when they are opening and closing.



People I might see: Metro staff

A Customer Journey Coordinator's job is to make sure that passengers are able to get on and off the metro safely. They can also give information or answer questions when needed.

If I have questions about general travel information (i.e. next metro) and I can't find any staff at the station, I can call **131 500** or using the Help Points .

I can also push the two top **grey** buttons on the Help Point to speak to a staff member if I:

- need boarding assistance (i.e. ramp)
- feel unsafe

I can also push the bottom **green** button for emergencies only if I need to speak to a staff member if I'm feeling:

- unsafe
- incident occurred on the platform



People I might see: Police Transport Command

I might see the Police Transport Command at the station or on the train. This is a group of police, dedicated to the Metro network..

They wear the same uniform as regular police.

The Police Transport Command patrols the metro to make sure everyone is safe.

The Police Transport Command may check that customers have the correct Opal, debit or credit card and have tapped on or off. They may also check that I have the relevant concession card.



Information Help Point

I can press the Information Help Point if I need help and there are no station staff members around.

When I press the either button, it will alert the Operational Control Centre.

The cameras in the area will focus on me so that the people in the control centre who answers the call can see me.

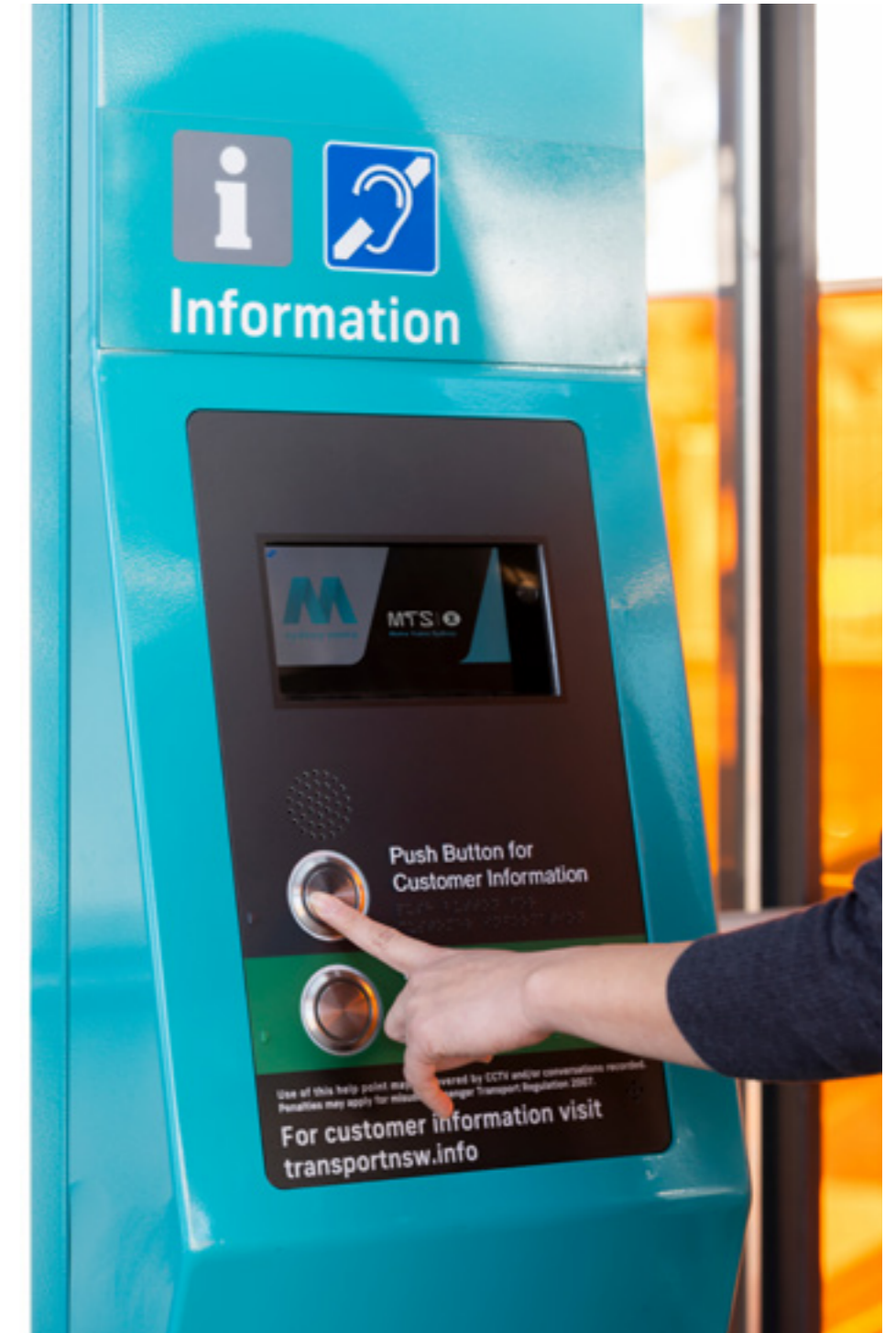
I will speak into the speaker and the people in the security room will reply.

The Control Centre will contact staff to get help and can also send police and an ambulance if needed.

There are also Emergency Help Points on the metro. These go to the Operational Control Centre as well, but they are for emergencies only.

Some examples of when I can use the Information Help Point are if:

- there's an unmanned station and I need boarding assistance
- I feel unsafe because of something such as a fight happening near me
- I or someone near me is injured or sick and needs help quickly



Rules for travelling

Rules that I need to follow when in stations and on trains are:

- tap on and travel with a valid Opal card or credit/debit card
- keep my feet off the seats
- be polite and respectful
- let someone else use my seat if they need it more. For example, a person who is injured, a pregnant person, or an older person
- do not smoke, or drink alcohol
- take my rubbish with me, or put it in a bin
- do not intentionally break, destroy or deface Metro property. This includes doing graffiti, putting chewing gum under seats or drawing on posters
- tap off at the end of my journey.

On the metro

There are reserved spaces for passengers with mobility devices (like wheelchairs and motorised scooters) or prams. I will see blue seats, with a wheelchair symbol on the floor which is the International Symbol of Access.

If I don't have a mobility device (like a wheelchair or motorised scooter) or a pram, I should leave this space for people who do.

It is okay to move to other carriages when the metro is moving.



On the metro: courtesy seating

Courtesy seats are for people with accessibility or mobility needs. If I don't have accessibility needs, then I should sit in one of the other seats or stand up in the metro.

If I do have accessibility needs, including a hidden disability, I should feel safe and free to use courtesy seating.

Courtesy seats are located near doors in all carriages, and I will see signs that let me know where the courtesy seating is.

Some people who do need to use these seats may be nervous or anxious to ask people to move. I can look around the train and see if there is someone who might need the courtesy seat more than me.

If I see someone who I think needs my seat more than I do, I can ask them if they would like to take my seat. This is a nice, friendly thing to do.



On the metro: standing

Sometimes there might not be any seats available. This is usually during the busy times of the day.

If there are no seats available, I will have to stand up in the metro. If I need to stand, I should hold onto a pole, handhold or handle so that I don't get hurt.

I should try to stand away from the doors so that I don't block people trying to get on or off the metro.

If I am wearing a backpack I should place it on the ground between my feet, so that it isn't in the way of other people.



What if something goes wrong:



Emergencies

If I see something dangerous or scary while on the Metro, I can push the Emergency Help Point button to speak to the Operational Control Centre, or I can call 000.



Delays

If I see something dangerous or scary while on the Metro, I can push the Emergency Help Point button to speak to the Operational Control Centre, or I can call 000.

Arriving at my destination

When I am on the metro, I will hear announcements that tell me which station is coming up next. This will help me to know when I should get off the metro.

Most trains have electronic signs that tell me which station is coming up next.

I can also look at the network map on the metro to find the station I want to get off at. If I have used Trip Planner it will tell me which stop to get off at.

When I see or hear that my station is next, I should make sure I have all my belongings with me, and move closer to the doors, so that I am ready to exit the metro.

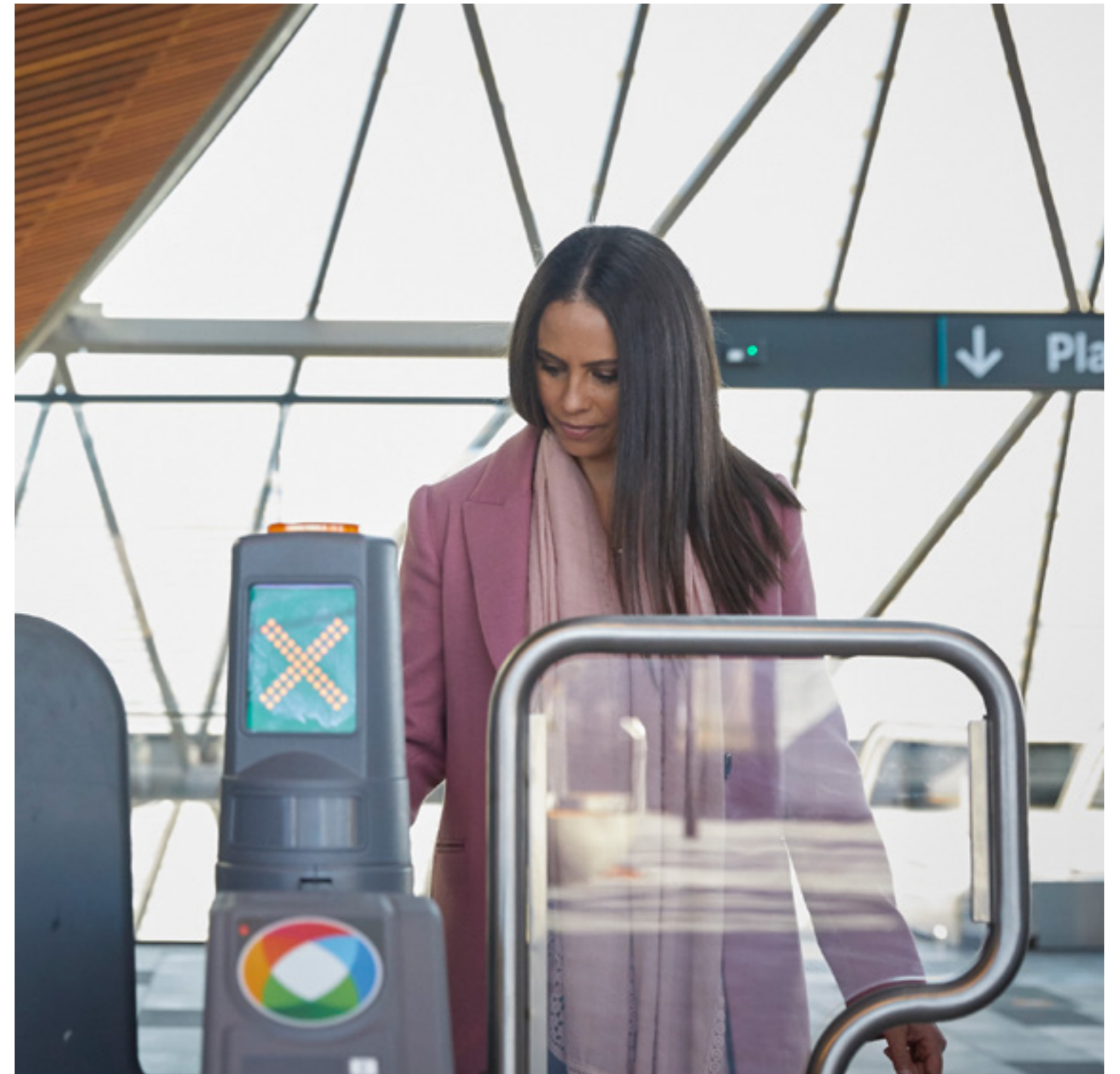
Arriving at my destination

Before I leave the station, I need to tap off my Opal, debit or credit card.

I must use the same card to tap on at the start of my trip, and tap off at the end of my trip.

I do this by placing it onto a card reader on the barriers, or on a stand-alone Opal reader.

This records where I am getting off the metro, so that my card will automatically pay for my trip.



Disruptions

Sometimes the metro service may be delayed or cancelled. This is called a 'disruption'.

A disruption might mean that I have to stop at a different metro station and go onto a replacement bus instead.

If a disruption happens, I need to be patient, stay calm and listen to staff, emergency services and announcements.

Sometimes disruptions, like maintenance, will be planned. I can find out about planned disruptions before I travel by calling 131 500 or visiting the [Transport info webpage](#).



What can I do if I am lost, sick, anxious or unsafe?

If I am lost, sick, anxious or unsafe I can:

- try to remain calm
- talk to a Metro staff member
- push the intercom button on the train or push the Information Help Point button on the platform to talk to a staff member
- call 131 500.

If I am on the train and feel unsafe, I can move to another carriage and press the Emergency Help button located either near a door, or allocated spaces.

All staffed stations have first aid facilities.

What if I need support to communicate?

I can try to communicate the way that works best for me, and Metro staff will do their best to recognise and support the way I communicate.

If I don't feel able to talk, I can:

- use a pen and paper
- use an AAC app (for example Proloquo2Go)
- use the notes app on my smartphone to write messages to staff.



Other helpful information

Toilets

There are no toilets available on metro trains. I can use the toilet at stations. The bathrooms might be busy and loud (i.e. hand dryers).

Food and drink

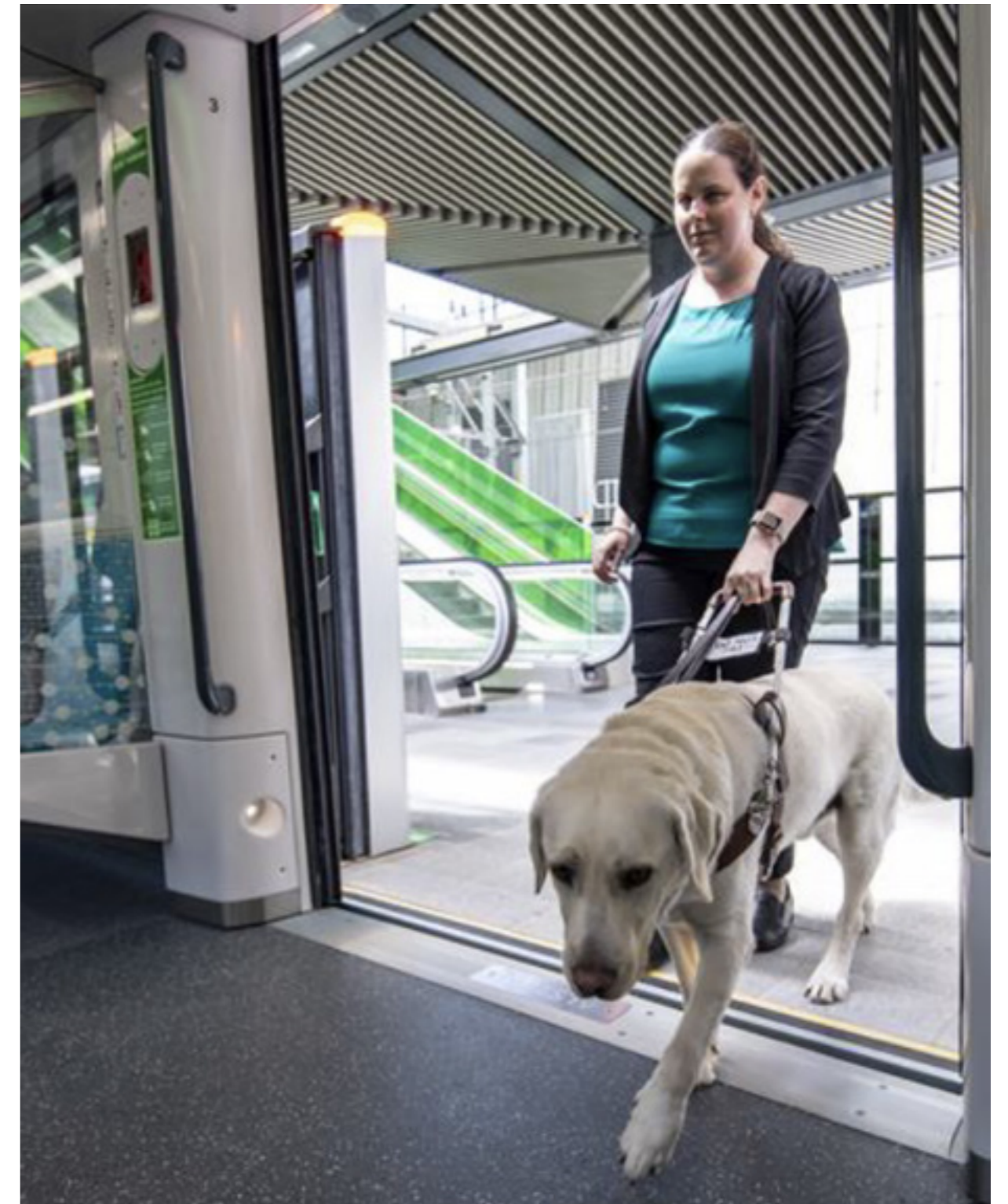
I can eat and drink on metro. I must put my rubbish in the bin to keep the metro clean. I am not allowed to drink alcohol on the metro or at the station.

Travelling with assistance animals

If I have an assistance animal, we can travel together on metro trains and bus replacement services at any time.

I am not allowed to bring any pets on the metro.

If I need any more information about travelling with animals, I can [click here](#).



Travelling with a bicycle

I can take my bicycle onto the metro with me.

When I take my bicycle on the metro, I should try to leave space for people with accessibility needs.

If I take my bicycle with me, I should stand or sit next to it, to keep my bicycle and other passengers safe.

I can place at the bicycle shed located at the station entrance.

If I store my bike in the shed, it is in enclosed shared shelters free of charge. CCTV footage is also around and the bike to ensure safety of my bike.



