

# Flagstaff Station – Supporting Information for Virtual Tours

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# Flagstaff Station – Supporting information for virtual tours

## Disclaimer

The intent of this document is to provide passengers, particularly those who are blind or have low vision, with a descriptive journey planning supplement. Although we have made a concerted effort to ensure the content herein is complete and accurate, this document should not be relied upon as a wayfinding tool. Please take all necessary precautions to ensure your safety, particularly on platforms, stairs, escalators and ramps.

We encourage you to seek the assistance of Metro staff if you are unfamiliar with this station or if you require more information, by calling the station ahead of travel and by talking to staff at the station.

Works occur frequently across Metro Trains stations that impact or improve accessibility. This document may not always accurately reflect recent changes. For all up to date information please call the station or 1800 800 007.

## General Information

### Lines

The following lines run through Flagstaff Station: Alamein, Belgrave, Craigieburn, Cranbourne, Glen Waverley, Hurstbridge, Lilydale, Mernda, Pakenham, Sunbury, Upfield, Werribee, Williamstown.

### Additional information

Flagstaff Station is one of three underground stations within the City Loop. The station concourse is below street level. Platforms 1 and 2 are on the level below the concourse, and platforms 3 and 4 are on the level below platforms 1 and 2.

Flagstaff Station is staffed and open from first until last train daily.

### Station Address

The station can be found at William Street / Latrobe Street, Melbourne

### Phone number

You can contact the Station on 03 9610 5855

## Getting to Flagstaff

- **Bus Stops** are located on the corner of William and A 'Beckett Streets.
- **Tram stops** are located opposite the station's William Street entrance on William Street (lift access is available at this entrance). Additional tram stops are located on LaTrobe Street closer to the La Trobe Street entrance, which is accessed by stairs and escalators. These tram stops are not wheelchair accessible.
- There is a taxi stand near the corner of La Trobe and William Streets.

- Station staff can also help with this information.

## Wayfinding beacons

Beacon technology is available to help people who are blind or have low vision to navigate through the concourse areas at this station. Wayfinding Beacons can be used in conjunction with the free BlindSquare Event app.

## Assistance

Metro encourages passengers who have accessibility enquiries or need assistance to contact the station before they arrive, or approach staff at barriers or at the Customer Service windows when they arrive.

## Station Entrances

You can enter Flagstaff Station via

- William Street entrance by lift or escalator. Directional tactile indicators are available from William St to the lift entrance. This entrance is open from first to last service daily. Directional tactile indicators to assist people who are blind or have low vision to find their way around this station.
- La Trobe Street entrance by escalator between concourse and mezzanine, and by stairs between the mezzanine and street level. The La Trobe Street barriers are closed on weekends and there is one escalator at this entrance that changes directions during the day. The escalator goes up to the mezzanine from the concourse until 3:30pm and after 3:30pm the escalator goes down from the mezzanine level to the concourse. At times access is via stairs only between the concourse, mezzanine and street levels.

## Toilets

- On the paid concourse, when facing the door to the lift to platforms, an accessible toilet is located behind and to the left of the lift. The door to the accessible toilet is located between two advertising boards near the escalators down to platforms.
- Female and male toilets are available either side of the La Trobe Street barriers on the paid concourse. Staff can provide directions to toilets if required.

## Concourse

The station concourse is a large, open space that features many services and facilities. Including myki barriers. The myki barriers divide the concourse into two 'sides' and it's important to know services can differ on different sides of the concourse:

1. The space between the station entrance to the myki barriers is referred to as the **unpaid** concourse. In this document the unpaid concourse is at the William Street entrance.

2. From the myki barriers to the lift, stairs and escalators to platforms, is referred to as the **paid** concourse.

## **On the Unpaid Concourse features and services include:**

### **Directional Tactile Indicators**

Directional tactile indicators are available to assist people who are blind or have low vision to find their way around this station. They are located between the lift from William Street and the wide barrier. The Customer Service window is located on the right just before this wide barrier.

### **Customer Service window**

Metro staff at Customer Service windows assist passengers with

- myki sales and top up
- Metro service enquiries
- Lost property enquiries
- Directions and direct assistance for passengers with accessibility needs
- Feedback
- V/Line enquiries can be made at the Customer Service window.

### **Communication Access**

Metro has been accredited with Scope's Communication Access Symbol. This means that:

- Metro Staff have received training to communicate successfully with people with communication difficulties
- Communication tools are available to help people get their message across and understand what people are telling them.
- Learn more about [Communication Access and Metro's Communication Tools](#)

### **myki machines**

At myki machines passengers can

- [top up with myki Money](#)
- [top up with myki Pass](#)
- view myki status, balance and expiry date
- check when your 2 hour fare expires
- see your last 10 transactions
- buy a Full Fare myki card.

You can pay with cash, EFTPOS or credit card.

Staff at the Customer Service window can also assist with myki card enquiry, sales and top ups.

### **Wide barriers are located at the**

- far left and far right of the Williams St entrance barriers
- far left of the La Trobe St entrance barriers

They accommodate passengers with mobility aids, assistance animals, prams, luggage and shopping. A wide barrier is often attended by staff who can answer questions and provide directions and assistance.

When entering the wide barrier on the right from the unpaid concourse, directional tactiles are available between this barrier and the lift to platforms.

### **Wayfinding signage**

Signage is available throughout the station and Concourse Passenger Information Display screens show departure times and platform numbers for each train line.

## **On the Paid Concourse features and services include**

### **Directional Tactile Indicators**

Directional tactile indicators are available to assist people who are blind or have low vision to find their way around this station. These are available between the wide barrier and the lift to platforms.

### **Toilets**

Male, female and accessible toilets are available on the paid concourse.

### **Kiosks**

Jay's coffee kiosk is on the far right just past the wide barrier when approaching from the William Street entrance. Jay's donut kiosk is opposite the coffee kiosk. They also sell stationary and newspapers.

A drink vending machine is available between the female toilet and escalators down to platforms on the paid concourse.

### **Protective Services Officers**

Protective Services Officers patrol trains and stations nightly. They may be found here or on platforms or trains.

### **Network status boards**

Network status boards display the status of the train, tram and bus network. The information on the network status boards is also shown on the PTV website, with more detail for all modes, on the [Disruptions](#) page.

### **Lift to platforms**

When stepping out of the lift from William Street at concourse level, follow the directional tactile indicators through the wide barrier. The Customer Service window is on the right just before you pass through the barrier. Follow the directional tactile indicators straight ahead to the lift to platforms.

### **Escalators and stairs to platforms**

- When standing at the lift facing the doors, escalators down to platforms are available to your far right. Alternatively stairs down to platforms are located next to and parallel with these escalators.

- When standing at the lift facing the doors, additional escalators down to platforms are available to your far left.
- If you are unfamiliar with Flagstaff Station please seek assistance from staff or use caution as there are no tactile warning indicators at stairs or escalators within the paid concourse at Flagstaff station.

## **About Platforms at Flagstaff Station**

Number of platforms at this station: Four

### **Layout**

Platforms 1 and 2 are on the level below the concourse, and platforms 3 and 4 are on the level below platforms 1 and 2. The platform and concourse levels are linked by a lift, escalators and stairs.

### **Platform types at this station:**

- All platforms at Flagstaff Station are **side facing platforms** however at certain points along the platform, passengers can access both platforms on the same level. A side facing platform is one with a platform edge on one side only.
- Please note some sections on platforms are narrower than other sections. Please use caution on platforms.

### **Access to platforms**

- A single lift is shared between the concourse and platform levels.
- Escalators to platforms terminate at the platform 1 and 2 level. For platforms 3 and 4 continue straight ahead at the base of these escalators to separate escalators down to platforms 3 and 4.
- Stairs between the concourse and all platform levels are available at the eastern end of the platforms/side of the paid concourse next to the escalators. Staff are available to assist passengers with directions or escort passengers to their platform.

## **All platforms - General information**

### **Features available on all platforms**

#### **Platform edge warning tactiles**

Tactile warning indicators are on platform edges at this station to increase safety for passengers who are blind or have low vision.

#### **Directional tactile indicators**

Directional tactile indicators to assist people who are blind or have low vision to find their way around this station. They are located between the platforms and lift at both platform levels.

## **Passenger Information Display screens**

- Showing all stations the next service will stop at
- Minutes to departure
- Time of next departure
- Next 2 service information including time of departure, service running (express, all stations etc. and minutes to departure.

If Passenger Information Displays are not available you can hear next train information by pressing the green button on the right of the Customer Help Point, or speak to staff by pressing the red button on the left of the Customer Help Point.

Announcements are made prior to trains arriving on platforms and during delays or disruptions.

## **Hearing loops**

Hearing loops are installed where the symbol is displayed. Hearing loops are a type of audio system that can benefit people with hearing aids by providing sound directly to the hearing aid and by reducing background noise. Hearing loops are available closer to the centre of platforms at Flagstaff Station.



## **Priority Seating**

Designated seating for passengers with accessibility needs is provided along all platforms including near the Accessible Boarding Points

## **Vending machines**

Drink and snack vending machines are located near escalators.

## **Platform 1 – specific information**

### **Arriving on platform 1**

- By lift: At platform level the lift is located within a walkway between platform 1 and platform 2. This walkway is situated approximately halfway down the platforms, and is identified by directional tactiles on platforms. When exiting the lift you are facing platform 1. When you follow the directional tactiles around to the left, platform 1 is to the right.
- When using the escalators from the western concourse, platform 1 is ahead and to the left after you reach the base (If you continue straight ahead from

the base of the escalators you will find more escalators down to platforms 3 and 4).

- When using the escalators or stairs from the eastern concourse, platform 1 is ahead and to the right after you reach the base of the escalators. (If you continue straight ahead from the base of the escalators or stairs you will find more escalators and stairs down to platforms 3 and 4).

## **On the platform**

### **Platform edge warning tactiles**

Platform edge tactiles are available to increase safety for passengers who are blind or have low vision.

### **Vending machines**

A drink and snack vending machine is situated in both entrances to the platforms.

### **Raised Boarding Platform**

A Raised Boarding Platform is available at the far left / northeastern end of the platform when entering from the lifts or escalators. Raised boarding platforms make it possible for passengers with wheelchairs and scooters to board without a ramp. Drivers are still available to deploy a ramp if needed.

### **Accessible Boarding Point**

An Accessible Boarding Point is located on the Raised Boarding platform. The Accessible Boarding Point is marked by an International Symbol of Access decal. Wait here for assistance from the Driver to board the train.

Trains can travel in different directions from the same platform. If you need boarding assistance and are unsure where to wait, please ask our station staff or press the red button on the left of the Customer Help Point.

### **Customer Help Point**

A Customer Help Point is available on the right as you enter the platform from the lift. The green button on the right of the console provides audible real time train information and the red button on the left can be used to speak to station staff. Flagstaff Station is staffed from the first until the last train every day.

Announcements are made prior to trains arriving on platforms and during delays or disruptions.





## Platform 2 – specific information

### Arriving on platform 2

- When exiting the lift at platforms 1 and 2, you are facing platform 1. Follow the directional tactiles around to the left and then left again to platform 2. You will enter the platform approximately halfway down.
- When using the escalators from the western concourse, platform 2 is ahead and to the right as you reach the base. (If you continue straight ahead you will find more escalators to platforms 3 and 4).
- When using the escalators or stairs from the eastern concourse, platform 2 is ahead and to the left as you step off. (If you continue straight ahead you will find more escalators and stairs to platforms 3 and 4).

### On the platform

#### Platform edge warning tactiles

Platform edge tactiles are available to increase safety for passengers who are blind or have low vision.

#### Raised Boarding Platforms

Raised Boarding Platforms are available at both ends of this platform. Raised Boarding Platforms make it possible for passengers with wheelchairs and scooters to board without a ramp. Drivers are still available to deploy a ramp if needed.

#### Accessible Boarding Points and Raised Boarding Platforms

Accessible Boarding Points are available on Raised Boarding Platforms at both ends of this platform. Accessible Boarding Points are marked by an International Symbol of Access decal. Wait here for assistance from the Driver to board the train.

Trains can travel in different directions from the same platform. If you need boarding assistance and are unsure where to wait, please ask our station staff or press the red button on the left of the Customer Help Point.

#### Customer Help Point

A Customer Help Point is available on the left when entering the platform from the lift. The green button on the right of the console provides audible real time train

information and the red button on the left can be used to speak to station staff. Flagstaff Station is staffed from the first until the last train every day.

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## **Platform 3 – specific information**

### **Arriving on Platform 3**

- When exiting the lift at platforms 3 and 4, you are facing platform 3. Follow the directional tactiles around to the left and then to platform 3 on the right.
- When using the escalators from the western concourse, you will need to continue straight ahead at platform 1 and 2 level to escalators to access platforms 3 and 4. Platform 3 is ahead and to the left as you reach the base.
- When using the escalators or stairs from the eastern concourse, you will need to continue straight ahead at platform 1 and 2 level to escalators and stairs to platforms 3 and 4. Platform 3 is ahead and to the right as you reach the base of the escalators

### **On the platform**

#### **Platform edge warning tactiles**

Platform edge tactiles are available to increase safety for passengers who are blind or have low vision.

#### **Raised Boarding Platforms**

Raised Boarding Platforms are available at both ends of this platform. Raised boarding platforms make it possible for passengers with wheelchairs and scooters to board without a ramp. Drivers are still available to deploy a ramp if needed.

#### **Accessible Boarding Points**

Accessible Boarding Points are available on Raised Boarding Platforms at both ends of this platform. Accessible Boarding Points are marked by an International Symbol of Access decal. Wait here for assistance from the Driver to board the train.

Trains can travel in different directions from the same platform. If you need boarding assistance and are unsure where to wait, please ask our station staff or press the red button on the left of the Customer Help Point.

### **Customer Help Point**

A Customer Help Point is available on this platform on the right when entering from the lift. The green button on the right provides audible real-time timetable information and the red button on the left can be used to speak with station staff. Flagstaff station is staffed from first until last train daily.

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### **Passenger Information Display screens**

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- Next 2 service information including time of departure, service running (express, all stations etc. and minutes to departure.

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## **Platform 4 – specific information**

### **Arriving on Platform 4**

- When exiting the lift at platforms 3 and 4 level, you are facing platform 3. Follow the directional tactiles to the left, and then left again to access platform 4. The entrance to the platform is situated approximately halfway down the platform.
- When using the escalators from the western concourse, you will need to continue straight ahead at platforms 1 and 2 level to escalators or stairs to

platforms 3 and 4. (Stairs are on the left side running parallel with the escalators) Platform 4 is ahead and to the right as you reach the base.

- When using the escalators or stairs from the eastern concourse, you will need to continue straight ahead at platforms 1 and 2 level to escalators or stairs to platforms 3 and 4. (Stairs are on the right side running parallel with the escalators). Platform 4 is ahead and to the left as you reach the base of the escalators.

## On the platform

### Platform edge warning tactiles

Platform edge warning tactiles are available to increase safety for passengers who are blind or have low vision.

### Raised Boarding Platforms

Raised Boarding Platforms are available at both ends of this platform. Raised boarding platforms make it possible for passengers with wheelchairs and scooters to board without a ramp. Drivers are still available to deploy a ramp if needed.

### Accessible Boarding Points

Accessible Boarding Points are available on Raised Boarding Platforms at both ends of this platform. Accessible Boarding Points are marked by an International Symbol of Access decal. Wait here for assistance from the Driver to board the train.

Trains can travel in different directions from the same platform. If you need boarding assistance and are unsure where to wait, please ask our station staff or press the red button on the left of the Customer Help Point.

### Customer Help Point

A Customer Help Point is available on this platform on the left when entering the platform from the lift. The green button on the right of the console provides audible real time timetable information, and the red button on the left can be used to speak to station staff. Flagstaff Station is staffed from the first to the last train daily.

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### **Passenger Information Display screens**

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