

# Flinders Street Station – Supporting information for virtual tours

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# Flinders Street 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

All lines terminate and start at Flinders Street Railway Station.

### Address

The main 'Under the Clocks' (stairs) entrance is on the southwest corner of Flinders Street and Swanston Street, Melbourne.

### Phone number

You can contact the Station on 03 9610 7476.

### 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. The Station is staffed from first until last train daily.

## Getting to Flinders Street Station:

- There is a tram stop outside the station on Flinders Street.
- There is a tram stop outside the station on Swanston Street.
- There is a taxi stand directly outside the station on Swanston Street.
- There are no station parking or drop off areas available.

## Wayfinding Beacons

Beacon technology is available throughout Flinders Street concourse areas. Beacon technology, when used in conjunction with orientation and mobility skills assists people

who are blind or have low vision by describing the environment. Beacons can be accessed by downloading the free [BlindSquare Event app](#).

## Station Entrances

- The main entrance is at the corner of Flinders Street and Swanston Street “under the clocks”. Access at this entrance is via stairs, and directional tactile indicators are available between this entrance and the pedestrian crossing over Flinders Street. As you enter there are barriers ahead and the Customer Service windows, including a V Line booking office are to the right.
- Entrances on Swanston Street provide level access to the station.
- The Degraves Street entrance on Flinders Street provides level access to platform 1 and stair access to the Degraves Street Subway.
- The Degraves Street entrance from Campbell Arcade is accessible by stairs only. This entrance is open from 4:30am until 7pm Monday to Friday, and from 9am until 5pm on Saturdays. The entrance is closed on Sundays
- The Elizabeth Street entrance on Flinders Street provides stair access up to platform 1. This entrance is open from 4:30am until 7pm Monday to Friday and is closed on weekends and public holidays.
- The Elizabeth Street entrance on Flinders Street can be used to access the Elizabeth Street Subway by stairs only.
- The entrance from Southbank onto platform 10 is accessible.
- The entrance from Southbank into the Elizabeth Street Subway is accessible.

## Station Subways

Elizabeth Street Subway is accessible by stairs and a ramp from Southbank and provides steep ramp access to all platforms except platform 1. The Elizabeth Street subway can be accessed by stairs only from Flinders Street.

Degraves Street Subway is accessible by stairs from Flinders Street and Degraves Street and provides stair access to all platforms.

## Toilets

There are toilet facilities available in 3 locations within this station:

- On the concourse between the lifts to platforms 2 and 3 and the ATMs there are toilet facilities for all passengers, which include accessible, ambulant and standard toilets.
- In the Elizabeth Street Subway there are toilets for all passengers including accessible, ambulant and standard toilets.
- At Travellers Aid, on the concourse near platform 10, there is an accessible toilet where Travellers Aid staff can provide personal care and many other services.

## Concourse

The station concourse is a large, open space that features many services and facilities. 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
2. from the myki barriers to the lifts, escalators, ramp or stairs to the platforms, is referred to as the **paid** concourse.

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

### **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

When entering the station from the main entrance on Flinders Street the Customer Service Windows and V Line booking office are on the right along the far wall. If entering the station from Swanston Street near the corner of Flinders Street the Customer Service window is ahead and to the right. Flinders Street Station features very large concourse areas. Staff are often available at barriers to assist with directions.

### **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](#).

### **V/Line Booking Office**

When at the Customer Service window, facing the window, the booking office is approximately 10 metres to the right along the adjacent wall.

### **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
- You can pay with cash, EFTPOS or credit card.

- buy a Full Fare myki card.

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

### **Wide barriers**

Wide barriers accommodate passengers with mobility aids, assistance animals, prams, luggage and shopping. A wide barrier is available at each entrance, including the concourse at Flinders Street Station and they are often attended by staff who can answer questions and provide directions and assistance. Locations of wide barriers are as follows:

#### **On the concourse:**

- The wide barrier nearest the corner of Swanston and Flinders Streets, on Swanston Street, features directional tactiles between the entrance and the barrier.
- The wide barrier at the Swanston Street entrance (on the Southbank end) features directional tactiles to help guide passengers into and out of the station.

#### **At other entrances:**

- Directional tactiles on the footpath outside the Elizabeth Street Subway entrance on Flinders Street guide users between the wide barrier and the pedestrian crossing to Elizabeth Street.
- Directional tactiles guide users through the wide barrier at the platform 10 entrance from Southbank.
- Directional tactiles are available within the Degraeves Street subway that guide users to the wide barriers at the exit to Campbell arcade.

### **Wayfinding signage**

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

### **Police Station**

There is a police station on the Swanston Street side of the unpaid concourse.

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

#### **Directional Tactile Indicators**

Directional tactiles to assist people who are blind or have low vision to find their way around this station. These are available as follows:

- From the wide barrier closest to the Flinders Street / Swanston Street entrance to all lifts to platforms; and also to stairs to platforms 12 and 13.
- From the wide barrier on the Swanston Street entrance nearest Southbank to all lifts to platforms; and also to stairs to platforms 12 and 13.

#### **Access to platforms**

- Escalators are available between the paid concourse and all platforms.
- There is stair access between the paid concourse and all platforms.

- Lift access is available between the concourse and all platforms.

### **Protective Services Officers**

Protective Services Officers patrol trains and stations nightly. They may be found on the concourse 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.

### **Kiosks**

Several kiosks are available on the paid concourse including two larger central kiosks that sell drinks, snacks and sandwiches. Other takeaway kiosks can be accessed from the concourse along the Swanston Street end.

### **Convenience store**

A convenience store is located near the escalator down to platforms 12 and 13.

### **Pharmacy**

A pharmacy is located near the escalator down to platforms 12 and 13.

### **InfoCentral**

Flinders Street Stations' information hub is located near the centre of the paid concourse. Services include:

- Train and planned works information
- Tram and bus information
- Journey planning and directions
- Feedback

### **Travellers Aid**

The Travellers Aid lounge is near the lift and escalators to platform 10. The lounge is open daily between 8am and 7pm and services include:

- Mobility equipment hire
- luggage storage
- companion service
- disability services

## **About Platforms at Flinders Street Station**

### **Number of platforms at this station**

- There are 14 platforms in total at Flinders Street.
- All platforms run parallel to Flinders Street.
- Platforms 11 no longer exists and platform 14 is unused.

## Layout and references

This document often refers to the ends of platforms as being either the 'Swanston Street' eastern end, or the 'Elizabeth Street' western end.

Please note some sections on platforms are narrow. Please use caution on platforms.

## Platform types at this station

- Platforms 2 and 3, 4 and 5, 6 and 7, 8 and 9, 12 and 13 are located on **island platforms**. Island platforms have platform edges and tracks on both sides. This means two platforms are available along each of the island platforms.
- Platforms 1 and 10 are **side facing platforms**. A side facing platform is one with a platform edge on one side only. Platform 10 extends from platforms 12 and 13 towards Elizabeth Street.

## All platforms include

### Platform edge tactile warning indicators

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

### 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 including express, all stations etc. and minutes to departure.

If Passenger Information Displays are not available you can speak to staff by pressing the button on the Customer Help Point.

### Announcements

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

### Customer Help Points

Customer Help Points at Flinders Street are identified by red and white signs. Please press the button on the console to speak to station staff. Flinders Street Station is staffed from the first until the last train every day. **Please see 'Hearing Loops' below for more information on Customer Help Point locations.**





### **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 on platforms where the Customer Help Points are.

- On island platforms they are located opposite the base of the escalators, as well as near the top of the ramps from the Elizabeth Street Subway.
- On platform 1 they are located near the barriers to the Degraves Street exit on Flinders Street, and near the Raised Boarding platform near the Elizabeth Street exit barriers.
- On Platform 10 the hearing loops are opposite the base of the escalators, but slightly further down the platform, and near the top of the Southbank entrance ramp.
- Platform 12 and 13 share a hearing loop which is located opposite the base of the stairs and escalator.



### **Priority seating**

Designated seating for passengers with accessibility needs is provided along all platforms.

### **Subway access**

- Stair Access to Degraves Street Subway is located approximately halfway down the island platforms and platform 10, towards the Elizabeth Street end. There is no direct access to Degraves Street Subway from platforms 12 and 13. On platform 1 there is a set of stairs to the subway slightly closer to the escalators.

- Steep ramp access to Elizabeth Street Subway (except for platform 1 which has stair only access near the Elizabeth Street end of the platform). Ramps are located near the Elizabeth Street ends of platforms. There is no direct access to the Elizabeth Street Subway from platforms 12 and 13.

### **Vending machines**

Drink and snack vending machines are located on each platform.

## **Platform 1 (side facing platform) – specific information**

### **Access to platform**

#### **Lift access to platform 1**

The lift is available near the northwestern corner of the concourse. Directional tactiles lead to this lift.

- When exiting the lift at platform level you are facing the Elizabeth Street end of the platform, with the platform edge to your left. The lift is situated closer to the Swanston Street end of the platform and you will need to proceed closer to the Elizabeth Street end of the platform to board the train.

#### **Escalator access to platform 1**

Escalators are available from the northwestern corner of the concourse.

- When reaching the base of the escalators at platform level, you are facing the Elizabeth Street end of the platform. The escalators are located closer to the Swanston Street end of the platform.

#### **Level access to platform 1**

Enter directly onto platform 1 via the Degraeves Street entrance on Flinders Street.

#### **Stair access to platform 1**

Stairs are available via the Elizabeth Street entrance on Flinders Street. Stairs between the concourse and platform can be found on the concourse to the right of the lift to platform 1.

## **Platform 1 features**

### **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.

### **Raised Boarding Platform**

A Raised Boarding Platform is available at the Elizabeth Street end 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 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.

Please note 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 button on the Customer Help Point.

### **Kiosk**

A Kiosk is located near the Degraeves Street exit to Flinders Street.

### **Subway / interchange**

Passengers can interchange to other platforms via stairs to the Degraeves Street and Elizabeth Street Subways.

## **Platform 2 and 3 (island platform) – specific information**

### **Access to platforms**

#### **Lift access to platform 2 and 3**

There is a lift from the concourse.

- When exiting the lift at platform level you will be facing the Elizabeth Street end of the platform. Directional tactiles and a handrail lead to platform 3 to the left, or platform 2 to the right. The lift is situated closer to the Swanston Street end of the platform.

#### **Escalator access to platforms 2 and 3**

Escalators are available from the concourse.

- When reaching the base of the escalators platform 3 is to the left and platform 2 is to the right. You will be facing the Elizabeth Street end of the platform. The escalators are closer to the Swanston Street end of the platform.

#### **Stair access to platforms 2 and 3**

Stairs are available from the concourse between the escalators down to platforms 2 and 3.

### **Features on platforms 2 and 3**

#### **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.

## **Subway / Interchange**

Passengers can interchange to other platforms via stairs to the Degraeves Street Subway and via steep ramp access to the Elizabeth Street Subway.

## **Raised Boarding Platforms**

There are no Raised Boarding Platforms on platform 2 or platform 3. 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 at both ends of both platforms. Please note 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 button on the Customer Help Point.

## **Platforms 4 and 5 (Island platform) – Specific information**

### **Access to platforms**

#### **Lift access to platforms 4 and 5**

A lift is available from the concourse.

- When exiting the lift at platform level, you are facing the Elizabeth Street end of the platform. Directional tactiles lead to platform 5 to the left, or platform 4 to the right. The lift is situated closer to the Swanston Street end of the platform.

#### **Escalator access to platforms 4 and 5**

Escalators are available from the concourse.

- When reaching the base of the escalators platform 5 is to the left and platform 4 is to the right. You will be facing the Elizabeth Street end of the platform. The escalators are closer to the Swanston Street end of the platform.

#### **Stair access to platforms 4 and 5**

Stairs are available from the concourse, between the escalators down to platforms 4 and 5.

### **Features on platforms 4 and 5**

#### **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.

## **Interchange / subways**

Passengers can interchange to other platforms via stairs to the Degraeves Street Subway and via steep ramp access to the Elizabeth Street Subway.

## **Accessible Boarding Points and Raised Boarding Platforms**

Accessible Boarding Points on Raised Boarding Platforms can be found at the Elizabeth Street end of both platforms. These accessible Boarding Points are marked by an International Symbol of Access decal. Wait here for assistance from the Driver to board the train. 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.

Platform 5 also has a Raised Boarding Platform and Accessible Boarding Point at the Swanston Street end of the platform.

Platform 4 has an Accessible Boarding Point indicated by a yellow platform line marker at the Swanston Street end of the platform.

Please note 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 button on the Customer Help Point.

## **Platforms 6 and 7 (Island Platform) – Specific information**

### **Access to platforms**

#### **Lift access to platforms 6 and 7**

A lift is available from the concourse.

- When exiting the lift at platform level, you are facing the Elizabeth Street end of the platform. Directional tactiles lead to platform 7 to the left, or platform 6 to the right. The lift is situated closer to the Swanston Street end of the platform.

#### **Escalator access to platforms 6 and 7**

Escalators are available from the concourse.

- When reaching the base of the escalators platform 7 is to the left and platform 6 is to the right. You will be facing the Elizabeth Street end of the platform. The escalators are closer to the Swanston Street end of the platform.

#### **Stair access to platforms 6 and 7**

Stairs are available from the concourse between the escalators to platforms 6 and 7.

## **Features on platforms 6 and 7**

### **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.

### **Subway / Interchange**

Passengers can interchange to other platforms via stairs to the Degraeves Street Subway and via steep ramp access to the Elizabeth Street Subway.

### **Raised Boarding Platforms and Accessible Boarding Points**

A Raised Boarding Platform with an Accessible Boarding Point decal is available on platform 6 at the Swanston Street end. 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 can be found at both the Swanston Street and Elizabeth Street ends of platforms 6 and 7. Please note 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 button on the Customer Help Point.

## **Platforms 8 and 9 (Island Platform) – Specific information**

### **Access to platforms**

#### **Lift access to platforms 8 and 9**

A lift is available from the concourse.

- When exiting the lift at platform level, you are facing the Elizabeth Street end of the platform. Directional tactiles lead to platform 9 to the left, or platform 8 to the right. The lift is situated closer to the Swanston Street end of the platform.

#### **Escalator access to platforms 8 and 9**

Escalators are available from the concourse.

- When reaching the base of the escalators platform 9 is to the left and platform 8 is to the right. You will be facing the Elizabeth Street end of the platform. The escalators are closer to the Swanston Street end of the platform.

#### **Stair access to platforms 8 and 9**

Stairs are available from the concourse between the escalators down to platforms 8 and 9.

## **Features on platforms 8 and 9**

### **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.

### **Subway / Interchange**

Passengers can interchange to other platforms via stairs to the Degraes Street Subway and via steep ramp access to the Elizabeth Street Subway.

### **Raised Boarding Platforms and Accessible Boarding Points**

Raised boarding platforms are not available on platforms 8 or 9. They 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 are at both the Swanston Street and Elizabeth Street ends of platforms 8 and 9. Please note 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 button on the Customer Help Point.

## **Platform 10 (Side Facing Platform) – Specific information**

### **Access to platform 10**

#### **Lift access to platform 10**

There is a lift from near the southwestern corner of the concourse, near Travellers Aid. Directional tactiles lead to the lift. Please note this is a shared lift for platforms 10, 12 and 13. Platform 10 extends to the west (towards the Elizabeth St. end of the platform)

- When exiting the lift at platform level, you are facing the Elizabeth Street end of the platform. Directional tactiles lead to platform 10 to the right. The lift is situated closer to the Swanston Street end of the platform and you will need to proceed closer to the Elizabeth Street end of the platform to board the train.

#### **Escalator access to platform 10**

An escalator is available at the southwestern corner of the concourse.

- When reaching the base of the escalators platform 10 is to the right. You will be facing the Elizabeth Street end of the platform. The escalators are closer to the Swanston Street end of the platform.

#### **Stair access to platform 10**

Stairs are available from the concourse between the escalators down to platform 10.

#### **Ramp access onto platform 10**

There is a ramp at the Southbank entrance near the entrance to the Elizabeth Street subway.

## **Platform 10 features**

### **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.

### **Subway / Interchange**

Passengers can interchange to other platforms via stairs to the Degraeves Street Subway and via steep ramp access to the Elizabeth Street Subway.

### **Raised Boarding Platform and Accessible Boarding Points**

A Raised Boarding Platform is not available on platform 10. 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 are at both the Swanston Street and Elizabeth Street ends of platform 10. Please note 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 button on the Customer Help Point.

## **Platforms 12 and 13 (Partial Island Platform) – Specific information**

- Platform 10 extends to the west (towards the Elizabeth Street end) from platforms 12 and 13. Platforms 12 and 13 are located at the Swanston Street end and can also be accessed via platform 10.
- Platforms 12 and 13 are located on an island platform but are divided by structures and walls further towards the east end of the platforms.

## **Access to platforms**

### **Lift access to platforms 10, 12 and 13**

A lift is available from the southwestern corner of the concourse, near Travellers Aid.

- When exiting the lift at platform level, you are facing the Elizabeth Street end of the platform. Platforms 12 and 13 are further down the platform in the opposite direction at the Swanston Street end. If you are unfamiliar with the route between the lift and platforms 12 and 13 we recommend you seek assistance from Metro staff.

### **Direct escalator access to platforms 12 and 13**

An escalator is available from the concourse. At concourse level this escalator is located near the southeast corner of the station. Please note: this is a single escalator that may change directions during the day.



- When reaching the base of the escalator or stairs that take you directly to platforms 12 and 13, platform 12 is to the left and platform 13 is to the right. You will be facing Swanston Street (east). The escalator, stairs and platforms are situated underneath the concourse and these platforms extend towards the Swanston Street (eastern) end.

### **Direct stair access to platforms 12 and 13**

Stairs are available from the concourse (next to and parallel with the escalator).

### **Ramp access onto platform 10 (which joins platforms 12 and 13)**

A ramp is available at the Southbank entrance near the entrance to the Elizabeth Street subway.

## **Features on platforms 12 and 13**

### **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.

### **Subway / Interchange**

Passengers can interchange to other platforms via the station concourse.

### **Raised Boarding Platforms and Accessible Boarding Points**

Raised Boarding Platforms are not available on platforms 12 or 13. Raised boarding platforms make it possible for passengers with wheelchairs and scooters to board without a ramp. Drivers are available to deploy a ramp if needed.

Accessible Boarding Points are at both ends of both platforms. If you require boarding assistance and are unsure where to wait for the train, please seek assistance from Metro staff or press the button on the Customer Help Point.