

CASE STUDY

Customer Experience Improvement Project – Platform 10 New Entry

LOCATION: Flinders Street Station
CLIENT: Metro Trains Melbourne (MTM)
DATE COMMISSIONED: May 2018



Introduction

As part of Metro Trains Melbourne (MTM) on-going programme to improve the customer experience at Flinders Street Station, Global Rail Australia was awarded the contract to deliver the installation of a new entry ramp linking the existing platform 10 and the Southbank district of Melbourne's Central Business District.

The scope involved the various complexities with working around a live railway environment, accentuated further by integrating these works around Victoria's largest train station. Flinders Street Station is widely acknowledged as the preeminent landmark on Victoria's rail network and welcomes in excess of 110,000 patrons daily. A key challenge was mitigating any impact on passengers and services throughout the project.

Global Rail Australia undertook to provide a new public access ramp with a modern overhead canopy designed to complement the existing heritage listed canopies. In addition, improved back of house facilities such as drivers huts and storage compounds also formed part of the scope.

Having a multi-disciplinary workforce with rail, civil and structural installation expertise, Mechanical and Electrical plus general construction capabilities, along with in house construction management, allowed Global Rail Australia to provide a compelling bid and ultimately deliver a high-profile scope of works in the heart of Melbourne's Central Business District.

The Deliverables

Global Rail Australia was tasked with providing a fully managed programme of works, effectively coordinating with station staff and all other stakeholders to achieve full compliance with all relevant quality, safety and railway standards, based on the following scope of activities.

- ① Full project risk management including coordination of relevant risk workshops at pre-commencement stage and undertaking reviews of control measures throughout the programmed works.
- ① Preparation of a detailed programme of works taking into account phasing required to deliver the scope whilst mitigating impact to patrons and stakeholders. Stating of programs throughout the contract was a valuable communication tool to ensure all effected parties were given due consideration.
- ① Management and co-ordination of key statutory requirements, for example Building Permits and Occupation Certificates.
- ① Site mobilisation including the erection of all delineation and access provisions outlined in traffic management plans developed and approved in conjunction with local authority guidelines.
- ① Dilapidation surveys, service location and detailed site investigation works.
- ① Demolition of existing redundant buildings including engagement of licensed asbestos accredited contractor and temporary works engineer.
- ① Installation of the specialised screw pile foundations and associated structural capping beams and slabs.
- ① Shop drawing development for structural steel components to the main canopy.
- ① Installation of combined service runs, with power, communications, water and gas.
- ① Installation of all roofing, gutters and downpipes.
- ① Installation of state of the art ceiling and wall claddings.
- ① Installation of all paving and related tactile indicators.
- ① Service provision for way finding and patron control measures, such as Passenger Information Displays and Myki Gates.
- ① Provision of all quality and as built documentation.

Challenges and Solutions

One of the major challenges of this project centred around maintaining live operation to the existing platform whilst performing significant structural additions and improvements. Interface with the public, station staff and stakeholders was of paramount importance throughout the build.

In consultation and agreement with MTM a bespoke methodology and works staging plan was developed for the project including all relevant site access management arrangements.

To this end an engineered hoarding solution was developed to maintain separation between the work face and adjoining personnel and infrastructure. Once in place, a clear line of segregation was maintained throughout the works. This could then be used in conjunction with crane studies and lifting plans to further mitigate any potential for accidents or damage.

Flinders Street Station originally opened in 1910 and is noted by Heritage Victoria as having major cultural significance, it is widely considered as one of the main landmarks across Australia. Any building from this era presents specific challenges, particularly when integrating a

new structure around the existing layout. Such an example was implementing a screw pile design around the Elizabeth Street drainage tunnel running through the work zone. To avoid damage to this structure and potential environmental impacts, detailed ground penetrating radar and non-destructive digging techniques were employed.

The new platform 10 works aligned with the southern boundary of the station complex and between this boundary and the Yarra river some of Melbourne's key service infrastructure routes are located. Throughout the site investigation works, it became apparent that these services came across the station boundary. As-constructed surveys were actioned to plot these services and action re-design of structure to avoid any clash. This process prevented any damage to critical infrastructure or major programme delay with re alignment of services.

Attention to detail is something Global Rail Australia prides itself on. This project has been no exception, seeing quality control of the highest level. All works have been delivered to the highest standard. This was critical to the success of the project and the continuation of the relationship between MTM and Global Rail Australia.

The Benefits

By appointing Global Rail Australia as a single point of contact for the project, MTM was again provided with the surety of a contracting organisation that would fully manage the project and the complex interfaces on its behalf.

Employing a contracting organisation deep rooted in the railway industry aided the planning and understanding of the unique complexities of working in a live rail environment in one of Australia's most famous railway stations.

The completed project will leave a lasting legacy in the Flinders Street Station precinct, reducing patron travel time and providing a convenient access point to the ever expanding Southbank area of Melbourne's Central Business district.