# CARRUM STATION CLOSURE QAs

**When will Carrum Station close?**

Carrum Station will close from 1.15am Saturday 6 July to early 2020.

**When will Carrum Station reopen?**

The new modern Carrum Station will open in early 2020.

**Why is the station closing?**

Carrum Station needs to be closed to allow for the removal of the existing station building and train storage area, and build Carrum’s new rail bridge and station.

**What arrangements will be in place for passengers during the station closure?**

During the closure, Frankston line trains will run express through Carrum. A shuttle bus will operate from Carrum Station to Bonbeach and Seaford stations to connect passengers to train services.

Passengers should allow 15 minutes additional travel time.

**How do I travel during this time?**

During the Carrum Station closure from 1.15am Saturday 6 July to early 2020, a shuttle bus will operate from Carrum Station to Bonbeach and Seaford stations to connect passengers to train services.

Passengers travelling from Carrum Station are advised to catch the shuttle bus service to Bonbeach

or Seaford stations from the shuttle bus stops on Station St (to Seaford) and McLeod Rd (to Bonbeach).

Passengers travelling to Carrum Station are advised to catch a shuttle bus from Bonbeach Station

(Station St) or Seaford Station (Railway Pde) to the Carrum shuttle bus stops on McLeod Rd and Station St.

**What assistance is there for mobility impaired passengers during the station closure?**

During the station closure, we will have customer service staff on site to help any mobility impaired passengers. The majority of train replacement buses are Disability Discrimination Act (DDA) compliant and we have DDA compliant bus stops for easy access.

A taxi will be provided if passengers with mobility impairment who cannot travel on train replacement bus services. If you require further assistance when travelling, it’s best to call 1800 800 007 the day before you travel to discuss your travel needs.

Passengers requiring accessible parking are advised to use Chelsea and Seaford stations.

**Where do I board a train replacement bus from during the station closure?**

|  |  |  |
| --- | --- | --- |
| Station | From City | To City |
| Bonbeach | Metro Designated Bus Stop | Metro Designated Bus Stop |
| Station Street | Station Street, Bonbeach Station Entrance |
| Exit Bonbeach Station on to Station Street, turn right and proceed to pedestrian crossing. Cross Station Street and turn left, proceed approx. 75m to Metro designated bus stop. | Exit Platform 1, Bonbeach Station, on to Nepean Highway, turn left and proceed to Bondi Road. Turn left and cross level crossing with caution. Turn left at Station Street and proceed to Metro designated bus stop, located in front of station entrance. |
| Carrum | Metro Designated Bus Stop | Bus stop |
| Station Street | Mcleod Road |
| Exit Carrum Station on to Station Street. Cross Station Street and proceed to Mcleod Road intersection. Cross Mcleod Road intersection with caution and proceed to bus stop, located in front of Aldi on Station Street. | Exit Carrum Station on to Station Street. Cross Station Street and proceed to Mcleod Road intersection. Cross Mcleod Road intersection with caution and turn left.Proceed to bus stop, located in front of Carrum Uniting Church on Mcleod Road. |
| Seaford | Bus stop | Bus stop |
| Railway Parade and McRae Street | Railway Parade |
| Exit Seaford Station on to Railway Parade. Cross Railway Parade with caution and turn right. Proceed to Metro designated bus stop, located on the corner of McRae Street. | Exit Platform 1, Seaford Station, on to Station Street. Turn right and cross level crossing with caution. Turn right on to Railway Parade and proceed to Metro designated bus stop, located in front of station entrance. |

Way-finding signage to direct customers to train replacement bus stop locations will be displayed around the station precincts. Customer service staff will also be available at stations to assist customers.

**How can I find the train replacement bus stops?**

During train replacement bus services, signage will be in place to inform customers of the alternative bus stop locations at affected station entry points, which are away from the station to enable construction works to safely take place. In addition, Metro will have customer service representatives on site to assist with enquiries and direct customers to where they need to go.

Please look out for the train replacement bus signs and way-finding signage. If you need assistance, please call 1800 800 007 6am – midnight (all night Friday and Saturday) and you will be provided with directions on getting to the train replacement bus stops.

**Will trains continue to run during the closure?**

Frankston line trains will continue to operate throughout the Carrum Station closure however trains will run express through Carrum Station and will not stop at the station to pick up and drop off passengers.

**Will the Frankston line be closed for these works?**

Construction of the temporary track at Carrum will enable trains to keep running throughout most of construction. A few short rail closures are planned during the first half of 2019 and a slightly longer rail closure will be required when we transition trains to the temporary track in mid-2019.

**How will ticketing work on the replacement buses?**

All passengers must have a valid ticket to travel. Customers should touch on when entering a station for the first time in their journey, and then when exiting a station at the last point of their journey. People planning on using the bus replacement services are advised to plan their trips early and top up their myki in advance.

**How can I travel with a valid ticket and touch on for my journey if there is no myki at the bus stop?**

Customers will be able to touch on at Bonbeach and Seaford stations before catching the train towards the city or Frankston.

**How do I top up while there is no myki machine available with the station closed?**

During this time, the myki machines at Carrum Station will be unavailable. To avoid delay, top up your myki instantly at:

Over 800 myki retail outlets including all 7-Eleven stores – find your most convenient retailer at ptv.vic.gov.au/retail or download the PTV App

Train stations unaffected by this disruption, including Seaford, Bonbeach and City stations.

Alternatively, you can top up online at ptv.vic.gov.au if you’re planning ahead or set auto top up for set and forget convenience.

**Can I take my pet on the bus?**

Pets are not allowed on buses, however an exception exists for guide dogs, hearing guide dogs and guide dogs in training, or animals identified by an Assistance Animal Pass and small animals if they are suitably contained.

**Are bikes allowed on replacement buses?**

No, bikes are not permitted on bus services with the exception of folding bikes. Only folding bikes that meet the size criteria can be carried on buses. A folding bike has small wheels and frame latches that allow the frame to collapse. To travel on buses with a folding bike, your bike must not exceed 82 cm long x 69 cm high x 39 cm wide or have wheel rims of more than 51 cm in diameter.

This is ratified by the Victorian Fares and Ticketing Manual 2015 which sets out the ticket conditions set by the State Government; these also include the items which can be carried on public transport – which makes reference to carrying bikes on board buses.

**I really need my bike to travel though?**

Rail customers traveling with a bike are encouraged to ride to Bonbeach and Seaford stations where you can connect with train services. The bicycle hoops at Carrum Station have been relocated to Bonbeach Station.

Alternatively, passengers can also register to use the Parkiteer facilities at nearby Seaford and Chelsea stations by contacting the Bicycle Network office on 1300 546 526 or by visiting www.bicyclenetwork.com.au.

**Is there bicycle parking at Carrum Station?**

Bicycle hoops have been relocated to Bonbeach Station and the bicycle lockers have been removed. Rail passengers traveling with a bike are encouraged to ride to Bonbeach and Seaford stations where you can connect with train services.

Alternatively, passengers can also register to use the Parkiteer facilities at nearby Seaford and Chelsea stations by contacting the Bicycle Network office on 1300 546 526 or by visiting www.bicyclenetwork.com.au.

**Where can I get the information to plan my journey?**

We’re here to help you travel during major construction and get you to and from your destination as quickly and easily as possible. We’ll continue to keep you updated on works and advise you of the best way to travel. To plan your journey visit ptv.vic.gov.au or call 1800 800 007.

You can also download the PTV app for journey planning or metroNotify for live updates pushed to your device directly from Metro’s control room.

**Will alternative passenger parking be provided during this time?**

During the full closure of Carrum Station car park (Saturday 9 March to early 2020), alternative passenger parking is provided at Seaford North Reserve (100 spaces), Bonbeach Foreshore (32 spaces) and Chelsea Library (26 spaces).

Passengers requiring accessible parking are advised to use Chelsea and Seaford stations.

**Where do I look for my lost property if I leave something on a Metro replacement bus?**

Property lost on Metro replacement buses will be directed to the bus operators. Items left on Metro trains will be directed to Flinders Street Station Lost Property Office. Please call 1800 800 007 6am – midnight (all night Friday & Saturday) for assistance with recovering your lost property.

**Will there continue to be PSOs at Carrum Station during the closure?**

No, PSOs will not be at Carrum Station during the station closure. Victoria Police has been consulted throughout this process.

**Who can I contact about lodging feedback about public transport?**

You can contact Public Transport Victoria with feedback and complaints about the public transport network.

Website: [www.ptv.vic.gov.au](http://www.ptv.vic.gov.au)

Phone: 1800 800 007 6am – midnight (all night Friday & Saturday)