

## CONTACT US

### PLANNING YOUR JOURNEY

We are here to help you travel during major construction and to get you to and from your destination as quickly and easily as possible. We will continue to keep you updated of all the changes to your station and advise you of the best way to travel.

To plan your journey visit [ptv.vic.gov.au](http://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.

**Do you know of a neighbour or nearby resident who has special needs when taking public transport?**

They may be vision or hearing impaired and need this information in another format, or have a mobility aid and require additional assistance. Please contact PTV and they will be able to assist you.

### FOR INFORMATION ON THE PROJECT

Please contact the Level Crossing Removal Authority by:

**Email:** [contact@levelcrossings.vic.gov.au](mailto:contact@levelcrossings.vic.gov.au)

**Call:** 1800 762 667

**Web:** [levelcrossings.vic.gov.au](http://levelcrossings.vic.gov.au)



For languages other than English, please call **9280 0780**.

Please contact us via these details to register for SMS or email updates.



## DISRUPTIONS TO LOCAL BUS ROUTES

Local route bus services will be diverted at times due to road closures at Blackburn Road and South Parade in Blackburn, and Heatherdale Road and Forster Street in Mitcham. For details visit [ptv.vic.gov.au](http://ptv.vic.gov.au) or call **1800 800 007**.



### TICKETING

Where possible, customers should touch on and off at the beginning and end of their journey. When catching train replacement buses, customers can touch on and off at their connecting train station.

### EARLY BIRD TRAIN TRAVEL

Travel is free before 7.15am on a weekday, if you touch on and off. To receive free travel you need a myki balance of \$0.00 or above to touch on.



## BIKES, PETS AND SURFBOARDS

Unfortunately, bicycles, surfboards and animals are not allowed on train replacement buses.

In accordance with the Victorian Fares & Ticketing Manual 2016. Bicycles (except folding bicycles), surfboards and dogs and other pets are not permitted to travel on buses, with the exception of guide dogs, hearing guide dogs, guide dogs in training, animals identified by an Assistance Animal Pass and small animals if they are suitably contained.

Follow us on social media @levelcrossings



**Planned service disruptions on the Belgrave/Lilydale line from Tuesday 27 December 2016 – Sunday 5 February 2017.** Normal train services will resume Monday 6 February 2017. For journey planning and service information, please call **1800 800 007**. For more information about the project, please call **1800 762 667**.

Cantonese

**2016年12月27日周二至2017年2月5日周日Belgrave/Lilydale 火車綫服務受阻資訊。**

2017年2月6日周一火車恢復正常運行。要計劃出行、瞭解服務資訊，請撥**1800 800 007**。要進一步瞭解項目資訊，請撥**1800 762 667**。

Greek

**Προγραμματισμένες διακοπές στις υπηρεσίες της γραμμής Belgrave/Lilydale από την Τρίτη 27 Δεκεμβρίου 2017 έως την Κυριακή 5 Φεβρουαρίου 2017.**

Οι κανονικές διαδρομές θα ξαναρχίσουν τη Δευτέρα 6 Φεβρουαρίου 2017. Για τον προγραμματισμό διαδρομών και πληροφορίες σχετικά με τις υπηρεσίες παρακαλούμε καλέστε **1800 800 007**. Για περισσότερες πληροφορίες σχετικά με το έργο παρακαλούμε καλέστε **1800 762 667**.

Italian

**Interruzioni programmate ai servizi sulla linea ferroviaria di Belgrave/Lilydale da martedì 27 dicembre 2016 a domenica 5 febbraio 2017.**

I normali servizi ferroviari riprenderanno lunedì 6 febbraio 2017. Per avere assistenza nel pianificare i tuoi viaggi e per informazioni sul servizio, chiama il **1800 800 007**. Per avere informazioni relative al progetto chiama il **1800 762 667**.

Mandarin

**2016年12月27日周二至2017年2月5日周日Belgrave/Lilydale 火车线服务受阻信息。**

2017年2月6日周一火车恢复正常运行。要计划出行、了解服务资讯，请拨**1800 800 007**。要进一步了解项目信息，请拨**1800 762 667**。

Vietnamese

**Dịch vụ xe lửa bị gián đoạn theo kế hoạch trên tuyến Belgrave/Lilydale từ Thứ Ba, ngày 27 tháng 12, 2016 đến Chúa Nhật, ngày 5 tháng 2, 2017.**

Các dịch vụ xe lửa sẽ trở lại bình thường vào Thứ Hai, ngày 6, tháng 2, 2017. Để hoạch định lộ trình và nhận thông tin về dịch vụ, xin gọi **1800 800 007**. Để biết thêm thông tin về dự án, xin gọi **1800 762 667**.

### Translation Service



For languages other than English, please call **9280 0780**.

Please contact us via these details to register for email updates



# CHANGES TO THE WAY YOU TRAVEL

## BELGRAVE/LILYDALE LINE

### Planned disruptions to train services

Tuesday 27 December 2016 – Sunday 5 February 2017\*

\*Normal train services resume Monday 6 February 2017



Major construction is well underway to remove the level crossings at Blackburn Road, Blackburn and Heatherdale Road, Mitcham as part of the Victorian Government’s commitment to remove 50 of the most dangerous and congested level crossings across Melbourne.

The removal of these level crossings will improve safety and reduce congestion.

Over six weeks, large scale construction will be undertaken to lower the rail line below Blackburn and Heatherdale roads and build the new Heatherdale Station. Works include:

- > Bulk earthworks to excavate the rail corridor
- > Building the new Heatherdale Station to be operational for rail customers on Monday 6 February 2017
- > Constructing the new rail line
- > Completing the installation of overhead structures and wiring
- > Installing new signalling equipment and removing redundant equipment
- > Improving the Blackburn Station precinct with enhancements to the station underpass and entrances.

To allow these works to be carried out safely, disruptions to train services on sections of the Belgrave/Lilydale line are planned from **Tuesday 27 December 2016** to the last service on **Sunday 5 February 2017**. Normal train services will resume on **Monday 6 February 2017**.

Works will continue around the stations after the rail line re-opens while we complete their transformations.

Local businesses will remain OPEN during the works and we encourage you to shop local.

NIGHT NETWORK

During these works, buses will replace Night Network trains on the Belgrave/Lilydale line every hour from 1am on Saturdays and Sundays.

To find out more about Night Network, please visit [ptv.vic.gov.au/nightnetwork](http://ptv.vic.gov.au/nightnetwork) or call 1800 800 007.

CHANGES TO YOUR BELGRAVE/LILYDALE LINE SERVICE



TUESDAY 27 DECEMBER 2016 – SUNDAY 5 FEBRUARY 2017

BUSES WILL REPLACE TRAINS BETWEEN BOX HILL/BLACKBURN AND RINGWOOD

A range of different buses will be operating, including express and stopping all stations services, to help make your journey as direct as possible. Customers should allow an extra 40 minutes travel time.



Before you travel, please familiarise yourself with your local train replacement bus stop. Bus stop location information is available at your station.

Normal train services will resume on Monday 6 February 2017.

Note: works may be carried out on the Belgrave/Lilydale line by other projects, unplanned works, or as part of regular maintenance and renewal programs.

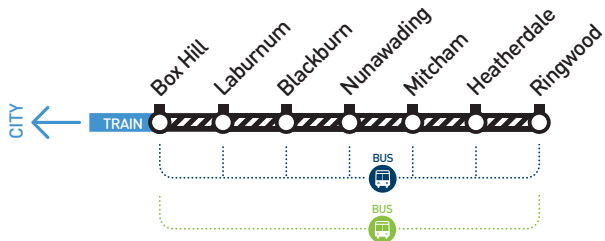
TRAIN REPLACEMENT BUS SERVICES

Train replacement bus service		Travel on the Belgrave/Lilydale line
Stopping all stations		Box Hill/Blackburn – Ringwood
Express		Box Hill – Ringwood
*Bussing extended from Blackburn to Box Hill		Box Hill – Ringwood

PHASE 1

TUESDAY 27 DECEMBER 2016 – SUNDAY 15 JANUARY 2017

Buses will replace all trains between **Box Hill** and Ringwood stations.



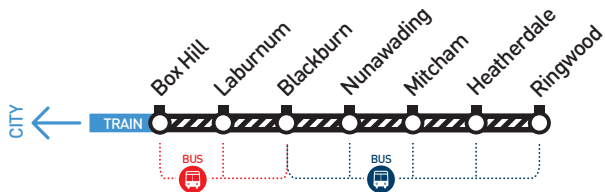
PHASE 2

MONDAY 16 JANUARY – SUNDAY 5 FEBRUARY 2017

Buses will replace trains between **Blackburn\*** and Ringwood stations.

\*Buses will replace trains between Box Hill and Ringwood stations on the following dates:

- > from 8.45pm Wednesday 25 January until Friday 27 January
- > after 8.45pm each night from Monday 30 January until Friday 3 February
- > weekends



Q. Why do trains change termination points during the rail closure?

Normal train services to and from the City will terminate at either Blackburn or Box Hill stations at different times throughout the rail disruption. This will allow for critical works to be undertaken around the Blackburn Station precinct, as well as reduce the operational impact on train services.

Q. What is the most direct way for me to travel on the train replacement buses during the disruption?

Information will be displayed at your station, at train replacement bus stops and will be available online. To plan your journey visit [ptv.vic.gov.au](http://ptv.vic.gov.au) or call 1800 800 007.

Q. Why is the rail line closed for an extended period?

The rail line will be closed for 41 days to allow for a major program of works to be completed. These works must be carried out while trains are not running to ensure the safety of our workers and train users.

Q. When will the project be complete?

The level crossings at Blackburn Road, Blackburn and Heatherdale Road, Mitcham will be removed by Monday 6 February 2017. Full project completion is scheduled for mid-2017.

Q. Will there be more rail disruptions as part of the Blackburn and Heatherdale Level Crossing Removal Project?

Further closures are planned in early–mid 2017. Customers will be notified in advance of planned disruptions to train services.

TRAVEL TIP

- > **Customers travelling from stations beyond Ringwood:** for the most direct train replacement service to the city board the express bus at Ringwood into Box Hill.
- > **Weekends:** buses will replace all trains between Box Hill and Ringwood stations.