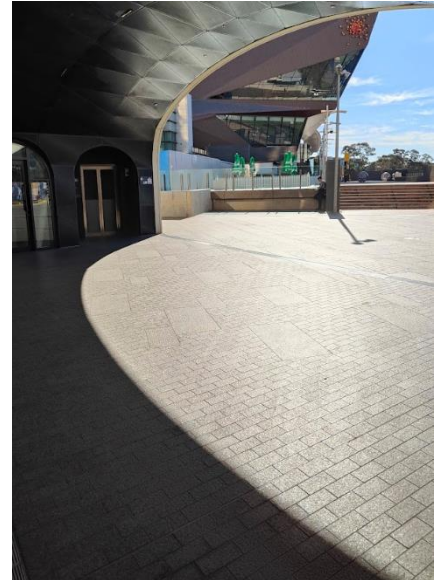


### Entry/Exit Festival Drive:

- Around 25m from the entrance the sun was very bright was reflecting strongly from:
  - Light coloured paving
  - Mirrored Glass from nearby buildings
- There was a significant difference between the light inside the and outside. At the entrance this created a high contrast shadow line on the floor. This type of lighting may affect those with:
  - Low vision
  - Dementia
  - Balance conditions
- There was a strong breeze coming from the direction of the river
- There were no strong noises before entering



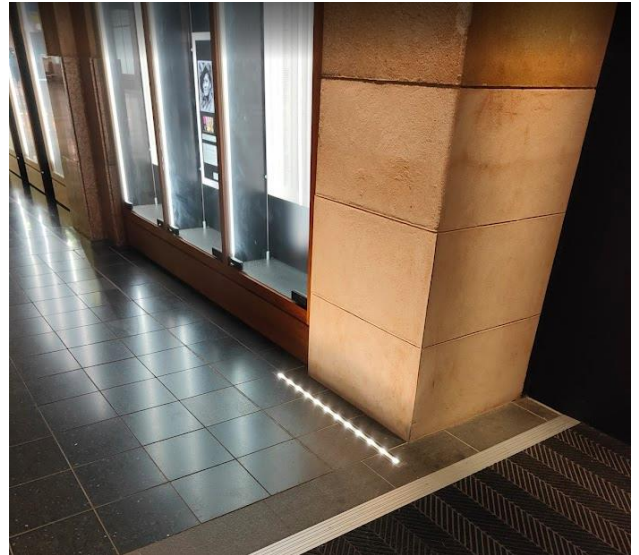
### Walkway from newer entrance to main concourse

- The ceiling cove lighting was ~3000k and solid with no perceivable flicker. It felt comfortable and gave us a sense of direction and flow.
- The uplighting on the ground near the pillar was uncovered at ~6500K. It felt uncomfortable and unavoidable to look at. Fortunately, the large space available meant we were able to walk closer to the centre, reducing the lights negative impact.



### North Entrance

- The pillar uplighting used in the entrance to the main building is the same previously discussed. Unlike the tunnel leading here, the entrance is much narrower which made the uplighting unavoidable. It felt very uncomfortable to have the light shine straight into my eyes.



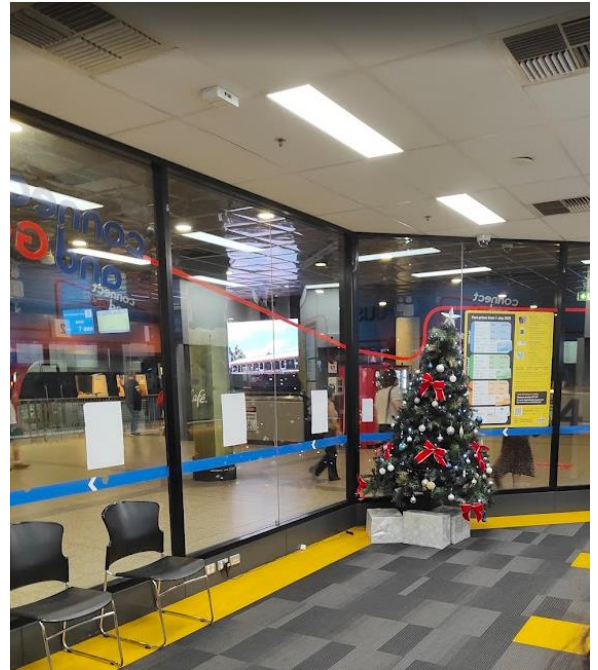
### **Northside concourse**

**Overview** – This space was comfortable when sitting, had headphones on, and was able to look at something of my choosing e.g. phone, book.

- On the western wall there was a collection of local artwork. The lighting was comfortable and made it easy to view the work. This could be an opportunity for positive visual sensory experience for visitors.
- There is a breeze still in this section of the building and is cooler than the rest of the building.
- The sound sources and volume begin and then continue to increase after entering.
- The material and large space of the environment allows the sound to reverberate. With the number of sound sources increasing, this became very uncomfortable over time.
- The space here was large and uncrowded
- There was seating available that did not force users to sit closely
- There are speakers here that seem good quality, but when an announcement (with announcement chime) occurred, the voice quickly became indistinguishable. It added to the overall level of sound in the space. The reverb of the building had a buildup of high frequencies that became extremely uncomfortable and I was forced to block my ears.

## Info centre

- Walls and doors reduce the level of sound coming from outside significantly
- Fewer sound sources which were also quieter.
- The air conditioning made the space noticeably cooler than the concourse.
- The lighting pointed down directly from the ceiling with not much diffusion. The light was bright and ~6000k.
- If there was an area with reduced lighting this could be an area that we could promote as a reset space because of the other positive factors.



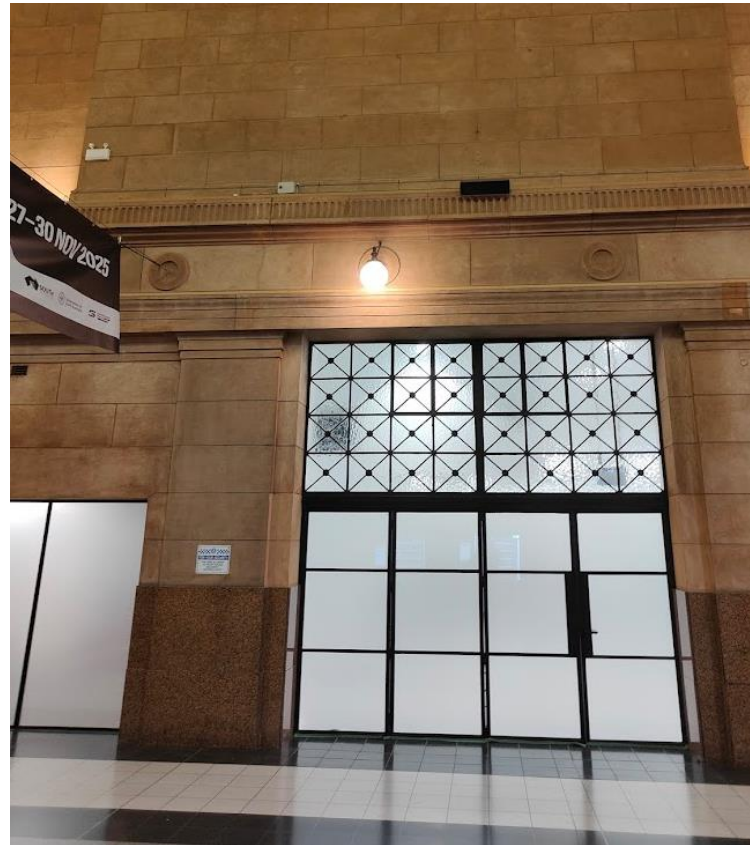
## The Guardsman

- The doors to 'The Guardsman' were closed and we were unable to smell any food etc coming from there.
- There was music playing direct to outside the venue. The sound was not very loud but added to the number of sources in the space.

## Main concourse:

- There are multiple sound sources coming from almost every direction, including outside on North Terrace.
  - At one time an emergency vehicle drove past and the sound travelled in and around the large concourse which became unbearable.
- The uplighting above the ball lighting in the archway were comfortable to see as they did not project the light to eyelevel.
- The ball lights high along each side of the concourse were warm ~3000k but were very bright. It was uncomfortable accidentally seeing them directly.

- The tiled floor gave a feeling of the direction of movement expected.
- The tiled floor was a highly reflective surface which increases the affect of lighting and reflected the surfaces around it.



- The combination of the hard tiles and the large space meant that certain types of shoes created loud footstep sounds that could be heard from very far away from the source.
- There were large windows high on the western side of the concourse that allowed natural light to come in which felt comfortable.
- Because of the time of the assessment, if standing in particular places on the eastern side of the concourse, the light coming from outside was very bright when in eyeline.
- We noted that Central Station Espresso would likely add smells, sounds from coffee grinding when operating in the mornings.

### **Toilet area**

- Outside the Male and Female toilets there was a very strong smell of ammonia. Inside it was unbearable for me and I had to exit quickly.



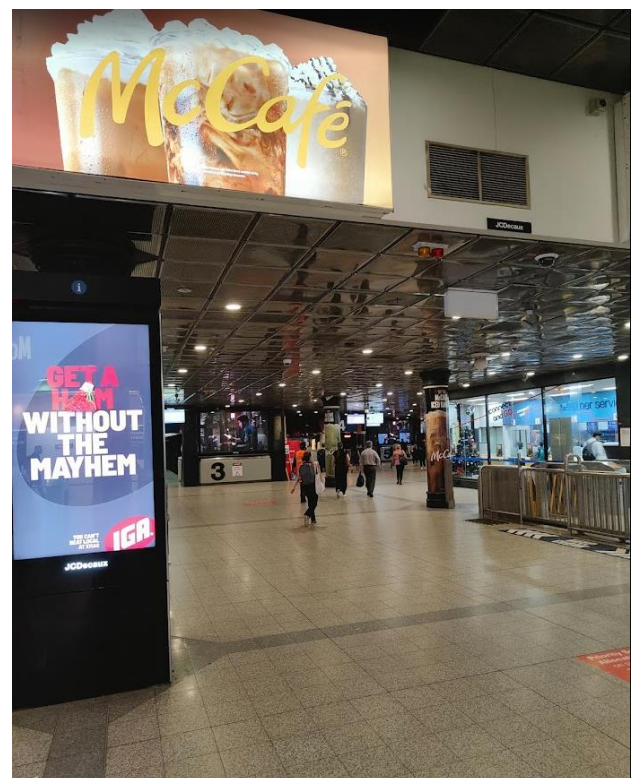
- The ceiling downlights were not diffused, very bright and had a noticeable flicker.
- From outside you could hear hand dryers loudly.
- The toilets were made of stainless steel and did not have seats on them.
- Outside the accessible toilet, there is a airconditioning vent in the ceiling. It did not make loud sound but created a narrow concentrated stream of moving air. It was an unexpected feeling while walking through toward the toilet.

## Turnstiles

- The turnstile makes a confirmation 'ding' sound when your ticket works. The sound for a ticket failure is a buzzing sound that is not very loud.
- The turnstile is a tight space to go through.
- To use the turnstile, you have to push your legs against the metal bars that have some resistance. They turn and at a certain point in the rotation the resistance stops and the bars move quicker.

## Paid Main concourse

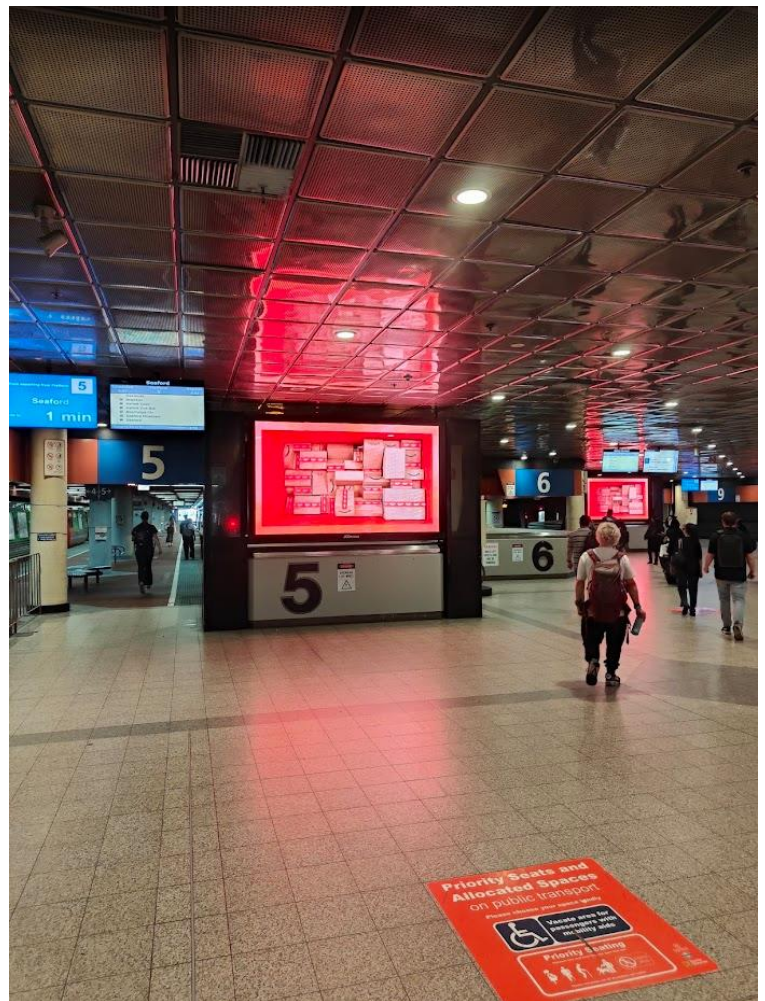
- There are multiple back-lit, rolling and moving advertising in almost every direction when facing toward the platforms.
- The clear glass windows to the information desk add to the load of visual information.
- The JCDecaux panel rotated slowly through it's advertising cycle. The backlight had noticeable flickering.
- The ceiling is made from a highly reflective material which reflects the bright signs and screens strongly.



- The ceiling downlights are bright ~2700k. The provided a constant light with no perceivable flicker.
- There were many people walking, sometimes running toward the platforms. We didn't observe any 'bottle necks' when people were arriving or leaving from trains.
- During peak hour the area became busy but never felt crowded.
- The space did not offer a strong sense of direction with lack of designed flow and the competing sensory information.
- The volume of footsteps were reduced when the ceiling height became lower and the material changed.
- There are many sources of sound e.g. beeping turnstiles, metal sound from turntiles, footsteps, train and advertisement sounds.

## Platforms

- Every odd platform of the 9 had a large led screen playing video. These 'rotated' and played a mix of public service/regulatory announcements and advertising. All screens these screens play identical and simulatiously.
- During the advertising videos (but not the others) audio is also playe. The audio is without unpexcted, not very loud, but adds to the overall number of sound sources in the area.
- Train doors make a repeated being when a button is pressed to be opened, then when closing.



- The beeping from the train doors lasts longer than expected.
- Each doors make their own sounds, which creates the same sound in multiple places at varying times simultaneously. This created a 'delay' effect of sounds that increased the tension and stress of the environment for me.
- There were two types of train on the day of our assessment on different platforms throughout the station. Each train type made a different set of engine noises, that varied in volume, pitch and length. These sounds were all unexpectedly occurring simultaneously.
- From the beginning to about halfway along the platform, the temperature increased significantly.
- Along the platforms (except 1) there was seating available.
- At the beginning of platform 1 there is free water available from a 'bubbler' (water fountain?).
- There are vending machines that make sound that is not very loud but add to number of sound sources.
- The red L.E.D type clocks on each platform had a noticeable flicker.

### **South side entrance** (from arcade)

- The lighting and design gave feeling of flow and direction.
- At both ends of the tunnel, the ceiling becomes angled. This makes the downlights point toward eyelevel. The light is bright and uncomfortable when this happens.
- While in the tunnel, the sound of trains travelling over head creates a deep rumble that reverberates strongly. The sound level is loud and also creates a feeling on unbalance.
- The escalator moves at an anticipated speed and does not feel too tight a space to stand. There is a loud metal clunk sound at the start of the escalator that rises up to ground level.