

SOUTHERN CROSS STATION

Honeywell assists Southern Cross Station by minimising downtime and faults, ensuring quick rectification to issues and reducing the overall costs through complex asset lifecycle modelling as part of a 30 year performance-based Facility Management agreement.

Case Study

Honeywell

BUSINESS DRIVERS

Southern Cross Station in Melbourne, Australia, is a world class Transport Interchange and multi-use development safe and accessible for passengers and visitors 24 hours a day, 7 days a week.

The redevelopment of Spencer Street Station into the centrepiece modern Southern Cross Station (SCS) has been a resounding success for infrastructure investment in Victoria. SCS is the most important rail terminal in Victoria and has been developed by The Department of Transport (DoT) and Civic Nexus into a world-class public transport interchange. The embrace and utilization of this facility by the traveling public has been beyond any forecast contemplated at project conception.

To continue to provide a seamless passenger experience, better transparency of building operation such as real-time view of escalator performance was required alongside customised stakeholders dashboards.

THE SOLUTION

Since 2006 Honeywell, as the Facility Management Services provider, has ensured that all assets are maintained in an efficient and effective manner, enabling in excess of 75 million users per year to travel through the station. The facility management service scope includes:

- Lifecycle Management (Capital Replacement Planning and Delivery).
- Performance Management System, Help Desk 24/7, KPI reporting.
- Essential Services Management and Maintenance incl. Fire Detection and Suppression; Emergency Warning Intercommunication Systems.
- Repairs and Maintenance including Engineering Services: Elevators / Escalators / Public Address / Technical Services / Electrical / Hydraulic/ Passenger Information Display and Signage Systems.
- Building Security Services (CCTV, Access Control, Building Automation).
- Emergency and Standby Power Supplies.

BUSINESS OUTCOMES

Together Honeywell and Civic Nexus have:

- Modeled complex asset lifecycle to ensure those were maintained in an efficient and effective manner - minimizing downtime and faults, ensuring quick rectification and reducing overall costs.
- Reduced financial and operational risks by providing continuous technical coverage of the site to maintain a stringent 24/7 uptime.
- Demonstrated strong compliance with the contracted Key Performance Indicators (KPIs).
- Provided service performance resulting in minimal abatements over the contract term.
- Enabled third-party system integration for smarter insights to create a safer, secure, and more efficient station.
- Increased the overall transparency of service effectiveness via automated workflows to all service issues, providing app-based notifications for promoting timely issue resolution.
- Yielded no significant public safety events despite the strain on capacity.
- Managed a tripling in passenger patronage with minimal disruption and unplanned outages.
- Positioned SCS as the transport gateway to Victoria.
- Continuously supported SCS to proactively deal with capacity constraints and future challenges.



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FUTURE
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WHAT
WE
MAKE IT

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