

# Road and Rail Minor Works Program

Summary of community feedback  
March 2018



**VicTrack**



## Overview

On behalf of the Victorian Government, VicTrack is delivering the \$22.5 million *Road and Rail Minor Works Program*, which will improve access to stations and transport assets, and enhance the customer experience across Victoria's regional public transport network.

The program will deliver additional commuter car park spaces, new bus shelters, upgraded coach and bus interchanges, new passenger information displays, as well as new bike hoops and Parkiteer cages for secure bike storage.

The program will also provide new infrastructure to improve access to transport facilities for people of all abilities including new ramps, footpaths, and tactile ground surface indicators (TGSIs).

To ensure the improvements meet the needs of local commuters and communities, VicTrack develops high level concepts and seeks feedback from communities early in the process. We use the insights learned from community feedback to inform the final design process.

Whilst VicTrack always seeks to reflect the preferences of local commuters and communities in the design phase, we need to balance mandated design standards and the ongoing requirements of the transport operator.

In June and July 2017, we held community information sessions to help inform the development of transport upgrades across the Barwon South West, Gippsland, Grampians, Hume and Loddon Mallee regions. Information session locations were chosen to ensure representation from each region and in areas where proposed works may have the most impact on communities.

### Who we heard from

A range of residents, commuters, local businesses, key stakeholders and representatives from special interest groups attended the sessions and provided valuable feedback on proposed improvements. Surveys were completed by attendees at each information session, and we also received feedback and suggestions from community members via email, and through the VicTrack call centre.

We engaged with various stakeholders including local government, water authorities, the Environment Protection Authority, Heritage Victoria and community organisations throughout the design phase of the program. This ensured the functional aspects and requirements of the project will deliver improved access, usability, and amenity, and importantly, fits with the existing character of local areas.

### What we heard

Participants were generally supportive of the improvements proposed under the *Road and Rail Minor Works Program*, and provided feedback and suggestions on specific elements. There were a number of consistent themes from the feedback, including:

- People want to use public transport but can be deterred by inadequate infrastructure
- Safety is a priority. Improvements to lighting and CCTV were welcomed across all stations where car park upgrades are proposed
- Improving access for people with a disability and limited mobility is critical
- Disruptions to existing commuter car parking should be minimised during construction
- Maintaining the natural environment and minimising vegetation removal was important.

### Next steps

Community feedback has helped inform the final designs. Construction is expected to begin in the first half of 2018.

## Wendouree Community Feedback

We will be upgrading the car park at Wendouree Station with 200 commuter parking spaces and improved accessible parking. These findings summarise discussions from participants at the community information session held on 6 June 2017, and what we are doing to address this feedback.

### What we heard: key themes

#### SAFETY

##### What we heard

Minimising the impact of additional vehicles on local roads and ensuring suitable traffic management is important.

##### What we're doing and why

Traffic management and safety are key considerations in the design of the car parks, and a safety review is a part of the design process.

#### AMENITIES

##### What we heard

There is a need for improved weather protection on the platform, and a sheltered walkway.

##### What we're doing and why

Upgrading the footpath and platform to include shelter is outside the scope of this project, however this feedback has been shared with our project partners for consideration.

An additional entry point to the platform would improve ease of access.

An additional entry to the platform is being considered by the Melbourne Metro Rail Authority (MMRA) as part of the Ballarat Line Upgrade Project.

#### FUTURE PROOFING

##### What we heard

Wendouree and Ballarat are growing, and the land beyond the new car park could be developed for more car parking in future.

##### What we're doing and why

The design of the car park takes into account the future growth of Wendouree and allows for the possibility of further development.

#### ENVIRONMENT

##### What we heard

There is potential to upgrade the land between the station and Storage King into a recycled water wetland or a flora/fauna corridor.

##### What we're doing and why

The development of the adjacent land is not part of this project, however this suggestion has been passed on to the relevant agency for consideration.

## Koo Wee Rup Community Feedback

We will be upgrading the bus and coach interchange and car park at Koo Wee Rup. These findings summarise discussions from participants at the community information session held on 15 June 2017, and what we are doing to address this feedback.

### What we heard: key themes

#### SAFETY

What we heard	What we're doing and why
The line marking in the current car park is old and faded, making it difficult to see.	We will be refreshing the line marking in the car park as part of this program, making it clearer and easier to see.
Participants wanted assurance that access to the interchange during construction would not interfere with current school bus movements.	We are working with PTV to ensure that the impacts of construction on current bus movements are minimised.
It was important that the coach interchange design was adequate to meet future growth in the area.	We are working to ensure the design of the coach interchange is adequate to meet the large volume of services using the interchange now and into the future.
It was often difficult for customers carrying additional luggage to get it off the bus.	Our plans will ensure there is levelled access between the bus and the footpath to accommodate customers with luggage.

#### AMENITIES

What we heard	What we're doing and why
There is a mobile library that uses the current parking area, and is valued by the local community.	We are working with the library to ensure that the mobile library truck can continue to use the area after the upgrade works. We will also assist the library in arranging temporary relocation if needed during the works.
Landscaping was important to participants.	The final design will incorporate landscaping in line with Council and operational requirements.
There were capacity issues with the current timetable and there were often long wait times for passengers which, in bad weather, raised the need for adequate shelter.	The bus shelters are designed to meet the requirements set by Cardinia Shire and will provide adequate shelter from the weather as much as possible.

## Marshall Community Feedback

We will be upgrading the car park at Marshall Station with 50 commuter parking spaces and improved accessible parking. These findings summarise discussions from participants at the community information session held on 6 July 2017, and what we are doing to address this feedback.

### What we heard: key themes

#### SAFETY

##### What we heard

Pedestrian safety and additional pedestrian access into the car park is a priority.

There is a high volume of traffic during peak periods at the station when parents drop off school children.

Sealing the remainder of Drews Road, and creating an additional entry/exit to the car park would be welcomed by the community.

The boom gates have a significant impact on the volume of traffic during peak periods on Marshalltown Road.

##### What we're doing and why

Pedestrian and passenger safety are key considerations of the design process. The new car park will include a pedestrian footpath to improve safety and accessibility for all users.

Traffic management and safety are key considerations in the design of the car park. An additional entry/exit point for the car park onto Drews Road is currently planned.

Requests to seal the remainder of Drews Road and feedback about the traffic on Marshalltown Road have been passed on to the relevant agency for consideration.

#### AMENITIES

##### What we heard

There is a need for better weather protection on the platform, and a sheltered walkway on footpaths.

##### What we're doing and why

Upgrading the platform is outside the current scope of this project. These requests have been passed on to the relevant agency for consideration.

#### HERITAGE

##### What we heard

There was some concern that the heritage listed drain parts are not being maintained.

##### What we're doing and why

This is an operational matter for V/Line, we have passed on this feedback for attention.



## Warrnambool Community Feedback

We will be upgrading the car park at Warrnambool Station to 175 unrestricted parking spaces and improved accessible parking. The coach interchange will also be upgraded. These findings summarise discussions from participants at the community information session held on 11 July 2017, and what we are doing to address this feedback.

### What we heard: key themes

#### SAFETY

What we heard	What we're doing and why
Pedestrian safety and access to the car park could be improved.	Improved pedestrian access is a key part of the design criteria. We are exploring options and working with local council to decide on the best possible approach to creating a pedestrian thoroughfare through the car park.
The security of cars parked at the station all day or overnight is important.	Lighting and CCTV will be installed in the new car park to meet industry standards and ensure the safety of all patrons. CCTV at the car park will be monitored by local police.
Changing the direction of traffic in the car park, including an entrance into the car park from Fairy Street and an exit on Gillies Street, could improve the design.	Traffic management and safety are key considerations in the design of the car park, and we have incorporated an entry / exit on Gillies St into the design.
Installation of variable electric speed boards could help reduce the speed of traffic on nearby roads and improve safety.	Suggestions around local speed limits and signage have been passed on to the relevant agency for consideration.

#### ACCESSIBILITY

What we heard	What we're doing and why
Accessibility should be addressed, particularly for the coach interchange. There are issues with getting wheelchairs on and off coaches, coaches not being able to pull up to the coach stops, and the shelter being too close to the coach stops.	<p>Improved accessibility is a key priority of the coach interchange upgrade. We will deliver improvements to meet requirements in the <i>Disability Discrimination Act</i> and <i>Disability Standards for Public Transport Accessibility</i>.</p> <p>We are also engaging with accessibility experts and key advocacy groups to review and refine the design.</p>

## Kangaroo Flat Community Feedback

We will be upgrading the car park at Kangaroo Flat Station with 50 commuter parking spaces and improved accessible parking. These findings summarise discussions from participants at the community information session held on 17 July 2017, and what we are doing to address this feedback.

### What we heard: key themes

#### LOCAL IMPACTS

What we heard	What we're doing and why
Access to homes on Short Street should be maintained during construction.	We will maintain access to homes during construction. Residents will be notified of all works in advance, and we will work to minimise the impacts of construction on nearby homes and residents.
Refurbishing the older buildings adjacent to the area would allow them to be used by the community.	Improvements at Kangaroo Flat will focus on improving access and amenity and increasing parking for commuters. Refurbishment of the buildings is not in the scope for this project.  We have noted this feedback and will retain it for future consideration.

#### SAFETY

What we heard	What we're doing and why
Safety is a priority, with strong support for CCTV and security in the car park, including the current car park.	Lighting and CCTV will be installed in the new car park to meet industry standards and ensure the safety of all patrons. The existing car park is already covered by CCTV.

## South Geelong Community Feedback

We will be upgrading the car park at South Geelong Station with 200 commuter parking spaces. These findings summarise discussions from participants at the community information session held on 24 July 2017, and what we are doing to address this feedback.

### What we heard: key themes

#### LOCAL IMPACTS

##### What we heard

The availability of commuter car parking during the upgrade is important.

##### What we're doing and why

We are working to minimise impacts to commuters during construction by staging the car park works at Marshall and South Geelong stations.

Car park works at Marshall Station will be completed prior to the start of construction at South Geelong. This will provide alternate parking when works at South Geelong are taking place.

#### SAFETY

##### What we heard

CCTV and security, such as patrols, to ensure safety in the car park is important.

##### What we're doing and why

Lighting and CCTV will be installed in the new car park to meet industry standards and ensure the safety of all patrons.

The possibility of security patrols is an operational matter. We have referred this feedback to the relevant agency for consideration.

There could be improvements to lighting in the nearby Yarra Street adjacent to the station.

Feedback about lighting on nearby streets has been passed on to the council for consideration.



## SAFETY

A high security fence could be installed on the Foster Street side of the car park to improve safety and security.

We understand that security and safety is important to the local community and will be considered.

The introduction of CCTV and lighting, in addition to the existing fence, will improve safety and security.

An additional entry and exit for the Swanston Street car park would improve traffic management.

Traffic management and safety are key considerations in the design of the car parks. We have considered this suggestion but unfortunately, a vehicle entry/exit onto Swanston Street did not meet the required road safety standards.

However, we have included pedestrian access through to Swanston Street in the designs.

Improved bicycle signs painted on the road to the end of the car park, and pedestrian/bicycle access opened to Swanston Street would create a continuous route through to the Bellarine Rail Trail.

A pedestrian/cyclist entry and exit at Swanston Street is included in the plans, as well as signage for the Bellarine Rail Trail for cyclists. We are working with relevant stakeholders and project partners to ensure the car park design is safe and functional for all.

## Woodend Community Feedback

We will be upgrading the car park at Woodend Station with 200 commuter parking spaces and improved accessible parking. These findings summarise discussions from participants at the community information session held on 25 July 2017, and what we are doing to address this feedback.

### What we heard: key themes

#### LOCAL IMPACTS

##### What we heard

The plans need to complement the Woodend Structure Plan.

This includes the importance of pedestrian footpath access to the rail crossing; noting the neighbourhood close to the station has been identified for greater development under the Woodend Structure Plan.

Increased traffic and traffic flow on Corinella Road is a concern and sealing Corinella Road would be welcomed by the community.

##### What we're doing and why

We have been working with the Macedon Ranges Shire Council during the consultation and design review process.

Improved pedestrian access is a part of the design. Pedestrian access will be maintained during construction, and the project will deliver improved pedestrian access through the car park to the existing pedestrian rail crossing.

Traffic management and safety are key considerations in the design of the car parks. Additional access into the car park and its impacts are being considered as a part of the design process.

Requests to seal the remainder of Corinella Road have been passed on to the relevant agency for consideration, and we are working with stakeholders to help ensure safe movement of traffic around the station and adjoining local roads.

#### ENVIRONMENT

##### What we heard

The large pine trees in parking area should be protected and improved landscaping would be welcomed by the community.

##### What we're doing and why

All attempts will be made to preserve all existing vegetation.

The final design will incorporate landscaping in line with Council and operational requirements.

## Macedon Community Feedback

We will be upgrading the car park at Macedon Station with 110 commuter parking spaces, improved accessible parking and a new shelter on the Melbourne bound platform. These findings summarise discussions from participants at the community information session held on 31 July 2017, and what we are doing to address this feedback.

### What we heard: key themes

#### LOCAL IMPACTS

What we heard	What we're doing and why
Maintaining access for the CFA station next to the proposed car park area is a requirement.	Access to the CFA building and garages will be maintained. We will ensure the CFA is advised of construction works and potential impacts.
Local school buses use the car park area to pick up students.	All local schools, with the exception of one, pick up and drop off on Smith Street.  The school that uses the car park area has been advised of the upcoming works. We will support the school in finding an alternative location for their service.

#### AMENITIES

What we heard	What we're doing and why
Requests were made for better protection on the platform.	We are building a new weatherproof shelter for Platform 2.