

Road and Rail Minor Works Program

Shepparton waiting area upgrade
Summary of community feedback
June 2018



Overview

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

Under this program, Shepparton Station is set for a much needed make over, with a new and modernised customer service and waiting area, to support the growing number of people using more frequent train and road coach services at the station.

To ensure the improvements meet the needs of commuters and the community, VicTrack developed a high level concept design and sought feedback from the community and those impacted by the changes.

VicTrack invited the Shepparton community to a drop in session on 20 March 2018 at Shepparton Station to view the designs for the waiting room and have a say on the look, feel and function of the new space.

We are using the insights and feedback from the community to inform the final design process.

Who we heard from

Residents, commuters, key stakeholders and community members attended the drop in session and provided valuable feedback on the proposed improvements.

Surveys were completed by attendees at the session, and we also received feedback and suggestions by email and through the VicTrack website.

Survey results indicate that more than half of attendees were commuters – both regular (travelled more than twice a week) and occasional (travelled every 2 weeks or more).

It also showed almost half (43%) of survey respondents used the drop off zone, and 30% used the carpark at the station.

We also engaged with various stakeholders including the Greater Shepparton City Council and its Heritage Advisory Committee, Heritage Victoria and community organisations throughout the design phase.

What we heard

Participants were 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:

- Better access and connectivity of the station to the Shepparton CBD was important to all, but the number and quality of train services to Shepparton was the main priority.
- The design and layout of the new waiting area was well received,
- Improvements to the toilets would be welcome, however these are outside the scope of this project. This feedback has been relayed to V/Line.
- Safety is a priority. Attendees wanted CCTV in the new waiting area.

Next steps

Community feedback has helped inform the final designs. We will continue to engage and consult with the Greater Shepparton City Council's Heritage Advisory Committee through the planning permit process. Construction is expected to begin in August 2018.

Shepparton Community Feedback

The following findings summarise discussions with participants at the community information session held on 20 March 2018, and what we are doing to address this feedback.

What we heard: key themes

SAFETY

What we heard	What we're doing and why
Safety and security for those using the waiting area was important.	Our plans include additional CCTV in the waiting area to enhance the safety of people using the station.
Pedestrian safety was considered a priority for users at the station. There were suggestions for a formal drop off zone to make pedestrians safer.	Pedestrian safety is a key consideration of the design process. We are currently reviewing options to improve pedestrian safety. A formal drop off zone was considered as part of the design process. It was unable to be accommodated within the scope of the project due to safety requirements and available space.
The security of cars parked at the station all day or overnight is important.	While the car park is outside the scope of this project, we have passed on concerns to the relevant agency for consideration.

AMENITIES

What we heard	What we're doing and why
The station building is in need of a refurbishment.	The priority is to provide an additional waiting area to meet the growing demand at Shepparton Station and between connecting services. We have passed on feedback regarding the existing building to the relevant agency for consideration.
The toilets at the station are inadequate and old.	We will be installing a new sliding door to the accessible toilet and are considering improvements to the existing toilets. We will also provide this feedback to the relevant agency for consideration.
After-hours toilet access to be made available, in particular, when public transport services are operating at the station.	Toilets are an operational matter for the Accredited Rail Transport Operator, in this case, V/Line. The suggestion has been passed on for consideration.
The new waiting area needs to be accessible.	Accessibility is an important consideration in the design. Government bodies are required to ensure that any new community infrastructure is consistent with requirements under the <i>Disability Discrimination Act</i> and accessible to people of all abilities.

AMENITIES

Additional car parking at the station would be welcomed.

Unfortunately, additional parking is outside the scope of this project. However this suggestion has been passed on to the relevant agency for consideration.

Improve accessibility through the station, to relieve bottlenecks caused by the location of the ticket counter and toilet facilities.

The ticket counter will be relocated to improve access by freeing up entry to the station and removing the current bottlenecks at peak times.

Improving amenities, including the provision of power points, water fountains, storage facilities and luggage racks, as well as ensuring the station could cater for future growth and external providers at the station such as coffee vendors/food vans.

We are currently considering which amenities can be included in the design.

SERVICES

What we heard

The lack of connectivity between the station precinct and the CBD was raised as an opportunity.

What we're doing and why

We will continue to work with the Greater Shepparton City Council and our transport partners to ensure our plans align with the Shepparton Railway Precinct Master Plan and contribute to this important community project.

The number, frequency, reliability and quality of services to Shepparton was a high priority. Some suggested that more people would travel on public transport if the services were more frequent and reliable.

The Victorian Government has announced an additional \$313 million to fund the second stage of the Shepparton Line Upgrade, which will allow faster, modern VLocity trains to travel to Shepparton for the first time. For more information, visit: <http://regionalrailrevival.vic.gov.au/shepparton>

There is a need to improve the interface between rail connections with the bus and coach stops, including visibility of passenger displays.

Improving the passenger experience is an important part of the design process, and key consideration will be given to the visibility of displays. We have referred this to the relevant agency for their consideration.

Additionally, the new waiting room will connect seamlessly to the existing building, providing a clear visual path between connecting services.

HERITAGE

What we heard

Interest in how heritage will be considered in the design.

What we're doing and why

The proposed transparent nature of the structure preserves view lines to the existing heritage building.

We will continue to work with the Greater Shepparton City Council's Heritage Advisory Committee to ensure the design is consistent with and respects the local heritage overlay of the precinct.