



TRAVEL ADVICE FOR YOUR HOSPITAL

OCTOBER 2017





The \$11 billion Metro Tunnel Project will transform the way people move around Melbourne by freeing up space in the City Loop to run more trains, more often, across the network.

Building the massive 9km twin rail tunnels and five new underground stations will cause some unavoidable road impacts for several years.

A city shaping project for Melbourne

The Metro Tunnel Project will create a new end-to-end rail line from Sunbury in the west to Cranbourne / Pakenham in the south-east with high capacity trains and five new underground stations at Arden, Parkville, CBD North, CBD South and Domain.

The Metro Tunnel is the first step towards a metro-style rail network for Melbourne, with the 'turn up and go' train services that are the hallmark of the world's great cities such as London, New York, Hong Kong and Singapore.

Each of Melbourne's train lines will either benefit from more frequent, reliable services and/or rail access to new destinations such as Domain, Parkville and Arden.

Keeping Melbourne moving during Metro Tunnel construction

Metro Tunnel's future stations are located in the inner city where the transport network is at its busiest. This includes arterial roads, the metropolitan rail network, the city's busiest tram corridor, high frequency bus services and popular cycling routes.

Some temporary but extended changes to the road network are needed from 2017 to enable the project to be built safely. This includes road closures at Franklin Street, A'Beckett Street, Flinders Street, Domain Road and Grattan Street.

From early 2018, St Kilda Road will be temporarily reconfigured to one traffic lane in each direction between Dorcas Street and Toorak Road with tram, pedestrian and bicycle access maintained as a new underground station is built under the roadway.

There will also be changes to local roads along the project alignment, including in South Kensington, North Melbourne and South Yarra to help facilitate construction.

Building the Metro Tunnel may mean hospitals need to change the way their staff, patients, visitors and suppliers travel to avoid and minimise delays. This guide focuses on the ways we can help keep your hospital moving while major construction is underway.

Key transport impacts during Metro Tunnel construction

Parkville

- Grattan Street **1** closed for up to five years from early 2018
- Bus routes 401, 402, 403, 505, & 545 diverted around Metro Tunnel construction

CBD North

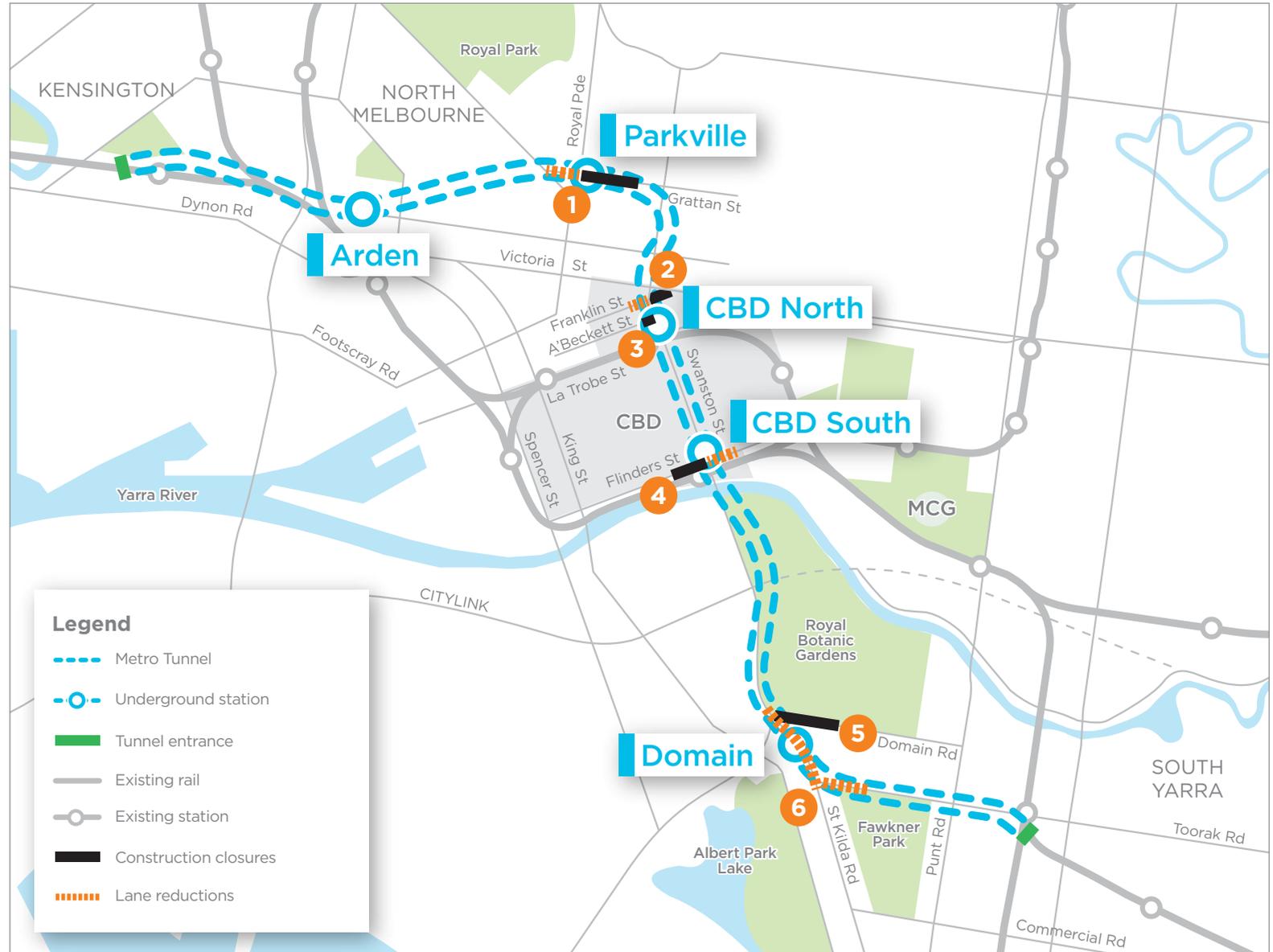
- Franklin Street **2** closed for five years from January 2017
- A'Beckett Street **3** closed for five years from January 2017

CBD South

- Sections of Flinders Street **4** temporarily closed from 2018
- Temporary tram disruptions from 2018

Domain

- Domain Road **5** closed at St Kilda Road for five years from mid 2017
- St Kilda Road **6** reduced to one traffic lane in each direction for up to three years from early 2018 (tram, pedestrian and bicycle access maintained)
- Tram routes 8 and 55 merged into route 58 and diverted along Toorak Road West
- Bus route 605 diverted along Anderson Street and Birdwood Avenue



Developing a Travel Action Plan

Every workplace is unique, and may be affected by Metro Tunnel construction in different ways.

While the new tunnels and stations are built, road and public transport networks will be busier than normal and that could have an impact on four key areas of your hospital:

- Staff travel to and from the hospital
- Business travel
- Travel for your patients and visitors
- Deliveries, collections and supplier access

There are a range of options your hospital can adopt to make travel easier during this time, and developing a tailored Travel Action Plan will help you plan ahead for transport impacts.

Senior management leadership and support for your Travel Action Plan is important and will allow your workplace to better deliver travel solutions.

The following examples are designed to prompt you to think about adapting your existing arrangements or implementing new solutions that suit how your hospital operates. You are best placed to know what will work most effectively.

Employee travel

Some transport routes will be busier than usual, and some journeys will take longer during Metro Tunnel construction. To minimise the impact on your employees travelling to and from work, think about how you can support and encourage them to change their journeys:

- What end of trip facilities can you provide to encourage employees to walk or cycle to work (bicycle parking, changing rooms, showers and lockers)?
- Do you offer electric bike novated leases? The ATO allows employees to pay the full lease rate from their pre-tax salary as long as the e-bike is predominantly used for commuting.
- Do you offer your employees discounted myki passes through the myki Commuter Club?
- Can you convert parking spaces to other uses such as carpooling / sharing or bicycle parking?
- Do you have a company carpool scheme that can provide incentives for employees who car share?

Consider what information you want to provide to employees and how to communicate this:

- Can you provide real time travel information to employees in the office (including public transport and traffic updates?)
- What internal communications channels can you use to inform employees about Metro Tunnel transport disruptions and suggest suitable travel alternatives?
- Could you organise lunchtime briefing sessions to inform employees of the changes and how they can adapt their journeys?
- Can you nominate local champions to distribute the latest information on transport changes and provide personalised advice on alternative transport options?
- Do you participate in organised corporate events that encourage physical activity such as Ride2Work Day or Steptember, or do you have a Bicycle User Group?



Business travel

To reduce the impact of Metro Tunnel construction on your hospital, try to minimise the number of journeys your employees need to make during the working day. There are a number of initiatives you could consider:

- Do you use technology such as conference calling or video conferencing?
 - Can your employees use public transport, walk or cycle to meetings and avoid driving where possible?
 - Can you organise meetings at locations that require less travel, or travel outside peak times?
- Do you provide myki cards for employees to use for work-related travel?
 - Could you set up a pool bike scheme for business trips?
 - Does your workplace have shared fleet cars, or could you use car share schemes for business travel?
 - How will you communicate business travel options to employees via your internal communications channels?

Patients and visitors

Some patients and visitors may not be confident they can reach your location easily, and some may prefer to avoid the busiest areas while Metro Tunnel is under construction.

Different solutions could apply depending on the needs of your patients and visitors. There are a number of initiatives you could consider:

- How will you communicate transport changes near your hospital, including the need to allow for extra travel time?
 - Is information about how to access your hospital up to date? Does it include a range of travel options? How do you share information with your patients and visitors?
- Could patient appointment notifications contain information on the transport changes near your locality?
 - Are patient visiting hours flexible to allow travel to and from the hospital outside of peak times?
 - Can you communicate with patient transport providers to ensure they can continue to access the hospital in a timely and safe manner?





Deliveries and suppliers

At times, there may be some disruption to goods deliveries. Different solutions could apply depending on the needs of your hospital and your suppliers. There are a number of initiatives you could consider:

- Do you keep a diary of your hospital's deliveries and collections during a typical week? This can help you plan a delivery strategy.
- Can your hospital receive and deliver goods outside of peak times when the road network is less congested?
- Are you aware of changes to parking and loading bays near your hospital?
- Can you communicate regularly to your suppliers about changes to the surrounding transport network, and how you plan to manage those changes?
- Where appropriate, can you receive and make fewer deliveries by consolidating deliveries or coordinating delivery drops with other workplaces?
- Where appropriate for local trips, can you consider using alternative delivery modes such as bicycle couriers?

How we can help your hospital?

The Melbourne Metro Rail Authority (MMRA) has a team of transport advisors to help keep your hospital moving while major construction is underway. MMRA can help you prepare for upcoming changes by:

- Providing up to date information about changes to transport networks during Metro Tunnel construction.
- Undertaking a travel survey with your employees and analysing the results.
- Assisting in the development of a Travel Action Plan.
- Offering ongoing support to help you implement your Travel Action Plan.
- Presenting at briefings and drop-in sessions for your employees, executive team and building managers.

Your journey

For assistance in developing a Travel Action Plan please contact MMRA:

E yourjourney@metrotunnel.vic.gov.au

W www.metrotunnel.vic.gov.au/yourjourney

T 1800 551 927
(24 hours a day, 7 days a week)

TW @metrotunnelvic

IN Melbourne Metro Rail Authority

F facebook.com/metrotunnel

IG @metrotunnelvic

ENVELOPE Melbourne Metro Rail Authority,
PO Box 4509, Melbourne, VIC 3001



Interpreter
Service

(03) 9280 0700

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