



# WHAT WE HEARD

## COMMUNITY FEEDBACK ON THE RAIL INFRASTRUCTURE ALLIANCE EASTERN PORTAL DEVELOPMENT PLAN



# ENGAGING WITH COMMUNITIES

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## INTRODUCTION

The Metro Tunnel will create a new end-to-end rail line from Sunbury to Cranbourne / Pakenham, with high capacity trains and five new underground stations.

Construction of the eastern tunnel entrance in South Yarra will enable Cranbourne and Pakenham line trains to travel via the new Metro Tunnel and connect with the Sunbury line.

The Rail Infrastructure Alliance (RIA), a partnership between John Holland, CPB Contractors, AECOM, Metro Trains Melbourne and Rail Projects Victoria (RPV), is completing early works in South Yarra to prepare the area for construction of the eastern tunnel entrance.

These works have already undergone a planning approval process through the RIA Early Works Plan, which was on public display from 23 July to 10 August 2018 and was approved by the Minister for Planning on 1 October 2018.

RIA then prepared a draft RIA Eastern Portal Development Plan, which set out required surface works to construct the eastern tunnel entrance and described the response to the Urban Design Strategy and relevant Environmental Performance Requirements, as defined in the Metro Tunnel Environmental Management Framework.

Key works set out in the Eastern Portal Development Plan include:

- Construction of a tunnel entrance connecting the Metro Tunnel to the surface level rail network east of William Street
- Realignment of the Cranbourne / Pakenham line and the Frankston line
- Reinstatement and enhancement of South Yarra Siding Reserve
- A replacement bridge at William Street
- A new pedestrian and cycling bridge at Osborne Street connecting to the South Yarra Siding Reserve
- Reinstated roads and walkways
- Retaining walls, embankments and emergency egress areas
- Construction of a detention tank under South Yarra Siding Reserve, and
- A new promenade connecting South Yarra Siding Reserve to Chapel Street.

The draft RIA Eastern Portal Development Plan was on public display from Monday 4 February 2019 to Friday 22 February 2019.

Feedback received during public display was considered in the finalisation of the RIA Eastern Portal Development Plan. An updated plan was submitted to the Minister for Planning for consideration and was approved on 15 May 2019.

## PURPOSE

This report provides a summary of the feedback received as part of our community consultation which informed completion of the RIA Eastern Portal Development Plan.

## OUR ENGAGEMENT FRAMEWORK

RIA delivered its community engagement activities in line with RPV's engagement framework, which can be found on the Metro Tunnel website at [metrotunnel.vic.gov.au](http://metrotunnel.vic.gov.au). This framework guides all engagement activities for the Metro Tunnel and captures the project's commitment to meaningful consultation with stakeholders and communities during the planning and delivery of the project.

The following core principles guide our engagement:

- **Direct:** Direct engagement is the preferred means of communicating major issues to affected stakeholders and communities
- **Open:** Communication will be open, transparent, inclusive, accessible, accurate and consistent in its content, and will be planned, coordinated and timely in its delivery to all audiences
- **Proactive:** Proactive communications and early engagement are integral parts of all project and operational planning processes to ensure a "no surprises" approach
- **Tailored:** Messages and delivery channels must be tailored to the communication and information needs of their intended audiences.

## ENGAGING WITH COMMUNITIES PRIOR TO PUBLIC DISPLAY

RIA implemented a pre-engagement program in addition to formal display and consultation on its Eastern Portal Development Plan. This provided the opportunity to seek and test ideas to inform preparation of design concepts, seek early feedback on key community interests and concerns, outline which design elements are fixed and why, deliver a transparent process and build trust with the community prior to the display period.

The project team set up five pop-up sites around South Yarra, which included the corner of Chambers Street and Toorak Road, South Yarra station, Arthur Street, Osborne Street and Yarra Street, on Saturday 27 October 2018. These pop ups were set up to raise awareness of the project, seek feedback on what community members valued about their public spaces, and recruit participants for a design workshop in South Yarra held in December 2018.

Community members who indicated their interest (via feedback forms) in participating further were invited to a design workshop at RIA's eastern project office on 11 December 2018. This workshop helped to set the context for the Development Plan process and obtain local insights, views and preferences for consideration as part of design development.

On 31 January 2019, RIA provided a follow up briefing for workshop participants to report back on the Development Plan and design concepts prior to public display.

This approach enabled the team to reach a broader representation from the local community while also helping to:

- Identify community ideas and feedback in relation to the development of the design
- Enhance community understanding of the design process
- Produce urban design outcomes that consider and reflect community ideas and feedback
- Identify participants for future project engagement activities such as design workshops and the South Yarra Community Reference Group (CRG).

## HOW WE ENGAGED DURING PUBLIC DISPLAY

The draft Development Plan was released for public display from 4 February 2019 to 22 February via the Metro Tunnel website. This 15-business day public display period provided the community and stakeholders with the opportunity to formally comment on the Development Plan.

The project team implemented a combination of written, online and face-to-face communications to engage with community members. Our approach is outlined in the table below.

Information	Online	Interactions
Letterbox drop to 1500 dwellings advising of the public display of the draft Plan. Residents received a postcard containing information about the proposed works and information sessions. The postcard also invited the community to participate in an online survey seeking feedback on their views.	Public display of the draft RIA Development Plan on the Metro Tunnel website, including the opportunity to complete an online survey and provide feedback, from 4-22 February 2019.	Two pop-ups at South Yarra station during morning peak on 6 February 2019 and during afternoon peak on Thursday 7 February 2019 to raise awareness of public display period, encourage community members to attend the drop-in session and encourage people to view the online display of the draft RIA Development Plan.
	Social media posts on Metro Tunnel Twitter and Facebook accounts featuring links to the draft Plan and the online survey, as well as times and locations of community drop-in session and information pop-ups.	
Public notice advertisements published in The Age and Herald Sun on 4 February 2019.	E-news update sent to Metro Tunnel Project subscribers.	One drop-in community information session at Café Republic, South Yarra on 9 February 2019. Attendees met with project team members, were provided with copies of the draft Plan and display boards and fact sheets were made available.
		Briefing provided to South Yarra Community Reference Group on 12 February 2019.

## ENGAGEMENT SNAPSHOT

The table below provides a breakdown of key interactions with the community.

<p><b>53</b></p> <p>Responses to the online surveys</p>	<p><b>98</b></p> <p>Interactions at pop-ups and drop-in information sessions</p>	<p><b>1,000</b></p> <p>Postcards and factsheets distributed to landowners and residents</p>
<p><b>1,500</b></p> <p>Letterbox drop to dwellings surrounding South Yarra station advising of the public display of the draft Plan</p>	<p><b>2,123</b></p> <p>Visits to draft RIA Development Plan webpage</p>	<p><b>654</b></p> <p>Downloads of the draft RIA Development Plan</p>
<p><b>11,751</b></p> <p>RIA Development Plan related content views on Facebook and Twitter</p>	<p><b>596</b></p> <p>Social media likes, comments, shares and post clicks</p>	<p><b>17,775</b></p> <p>Total interactions with the community and key stakeholders</p>



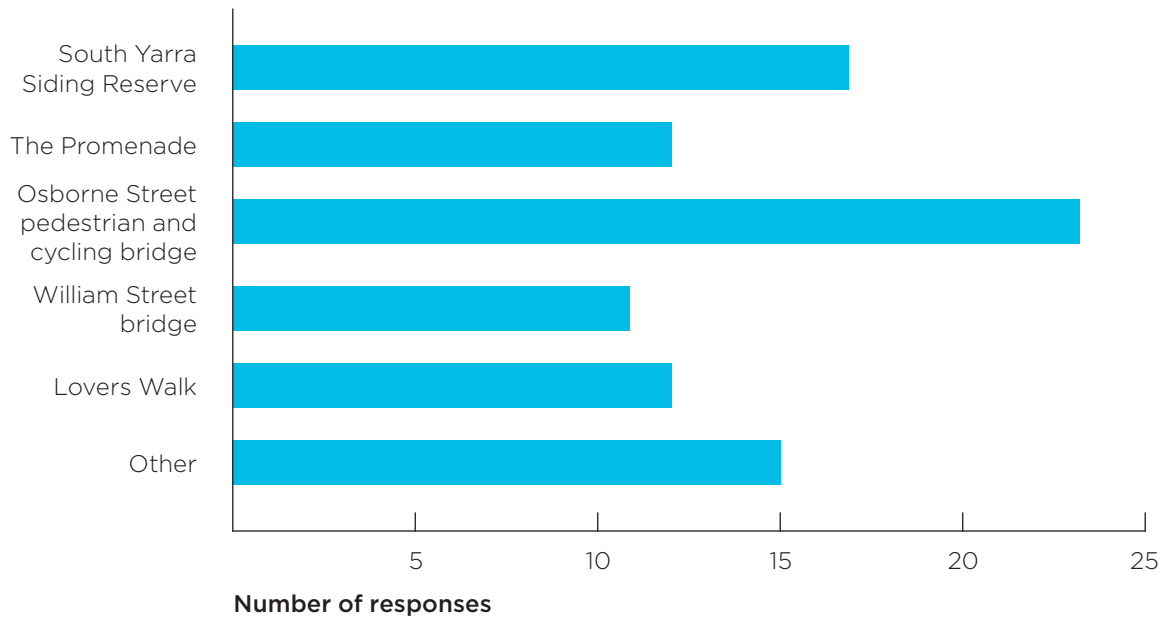


## AREAS OF INTEREST

Proposed construction of a new pedestrian and cycling bridge in Osborne Street was of greatest interest to online survey respondents, followed by the reinstatement and enhancement of South Yarra Siding Reserve.

Other comments related to construction management, requests for additional information regarding the design solution, noise mitigation, traffic calming measures and car parking.

### Areas of Interest



## COMMUNITY FEEDBACK

A summary of the specific issues raised about the eastern tunnel entrance is outlined in the table below.

Comments	Project team response
<p><b>South Yarra Siding Reserve</b></p> <ul style="list-style-type: none"> <li>• General support for the proposed design</li> <li>• Feedback regarding the provision of a dog park, passive recreation and a shared user path</li> <li>• Request for softer materials and landscaping</li> </ul>	<ul style="list-style-type: none"> <li>• South Yarra Siding Reserve has been designed to provide passive recreational areas, dog off-leash areas and an important pedestrian and cyclist connection from Osborne Street to William Street, Arthur Street, Toorak Road and Chapel Street (via the proposed Osborne Street bridge). The design solution seeks to informally delineate the different areas through landscaping</li> <li>• The landscaping strategy for South Yarra Siding Reserve will use a combination of native and exotic species selected to achieve optimum performance, appearance and longevity for public open space environments.</li> </ul>
<p><b>Promenade design</b></p> <ul style="list-style-type: none"> <li>• Request for softer materials and landscaping</li> <li>• Request for separation between cyclists and pedestrians, as well as smoother paths for the elderly and wheelchair users</li> <li>• Request to minimise artificial light spill</li> </ul>	<ul style="list-style-type: none"> <li>• Softer materials and landscaping is provided through feature planting along the Promenade and soft landscaping within the South Yarra Siding Reserve, which is directly accessible from the Promenade</li> <li>• The design of the Promenade minimises conflicts between pedestrians and cyclists</li> <li>• All lighting will be designed accordingly to reduce light spill into adjoining properties and the rail corridor.</li> </ul>
<p><b>Osborne Street pedestrian and cycling bridge</b></p> <ul style="list-style-type: none"> <li>• Concerns raised in relation to inclusion of new bridge, with suggestion to upgrade the existing Arthur Street bridge instead</li> <li>• Concerns raised regarding loss of landscape amenity due to bike ramp</li> </ul>	<ul style="list-style-type: none"> <li>• The new Osborne Street bridge is in the project scope because it provides an important and safe shared use connection in the South Yarra precinct</li> <li>• The Osborne Street bridge will create two access points in and out of the South Yarra Siding Reserve providing additional passive and community surveillance opportunities</li> <li>• The bridge will be a DDA compliant design, providing an accessible option in the South Yarra precinct</li> <li>• The design of the Osborne Street bridge seeks to minimise impacts to landscaping in Osborne Street Reserve.</li> </ul>

Comments	Project team response
<p><b>William Street bridge</b></p> <ul style="list-style-type: none"> <li>• Support for widened pedestrian pavement</li> <li>• Requests for graffiti deterrent design and visual permeability</li> </ul>	<ul style="list-style-type: none"> <li>• The proposed bridge design incorporates a number of design treatments that seek to maximise opportunities to visually maintain connections to the surrounding environment and reflect the character of the precinct</li> <li>• All materials and finishes will be robust and resistant to vandalism. Measures such as anti-graffiti paints and finishes, and minimising surfaces that attract graffiti will be employed.</li> </ul>
<p><b>Lovers Walk</b></p> <ul style="list-style-type: none"> <li>• Feedback regarding the use of hard surfaces, including walls</li> <li>• Support for wall mounted lights and design to make the walkway feel safe</li> </ul>	<ul style="list-style-type: none"> <li>• Public green space near the corner of William Street and Lovers Walk will include a mix of low planting and feature planting in garden beds</li> <li>• Greenery is not possible along the walkway as a result of rail safety requirements of the rail corridor and width requirements to achieve safety along the walkway</li> <li>• Design of proposed screens and fences along the walkway will provide maximum visibility. Lighting and CCTV will be installed.</li> </ul>
<p><b>Requests for:</b></p> <ul style="list-style-type: none"> <li>• Details about potential parking impacts</li> <li>• Further details about land marked for future rail purposes</li> <li>• Additional traffic calming measures</li> </ul>	<ul style="list-style-type: none"> <li>• Space for two car parks will be removed from the eastern side of Osborne Street near the new pedestrian bridge</li> <li>• Two car parks will be removed from the northern side of Arthur Street between William Street and Chapel Street</li> <li>• Approximately 20 – 25 car parks will be removed along William Street, predominantly on the reinstated William Street bridge to allow for improved pedestrian amenity and movement</li> <li>• No car parking spaces will be permanently removed outside residential properties on Osborne, Arthur or William Street</li> <li>• The requirements for land designated as “Land Reserved for Future Rail Purposes” is not yet known</li> <li>• Local traffic treatments are not within the scope of RIA works.</li> </ul>

## ONGOING ENGAGEMENT

RIA undertook extensive stakeholder consultation to guide preparation of the Development Plan prior to and following the public display and submission process. This involved consultation with the Metro Tunnel Project Development Plan Review Committee (DPRC) and the Urban Design and Architectural Advice Panel. We have also sought feedback from Local Government, services providers and stakeholder groups.

As part of our ongoing engagement, we will continue to engage with key stakeholders including:

- City of Stonnington
- Department of Environment, Land, Water and Planning (DELWP)
- Department of Transport (DoT), including Transport for Victoria (TfV)
- Environment Protection Authority (EPA)
- Heritage Victoria (HV)
- Melbourne Water
- Metro Tunnel Urban Design and Architectural Advice Panel (UDAAP) including the Office of the Victorian Government Architect (OVGA)
- Public Transport Victoria
- Metro Tunnel Traffic and Transport Working Group
- VicRoads
- VicTrack
- Metro Trains Melbourne (MTM)
- South Yarra Community Reference Group, and
- Our interface delivery partners, Cross Yarra Partnership (CYP) and Rail Systems Alliance (RSA).

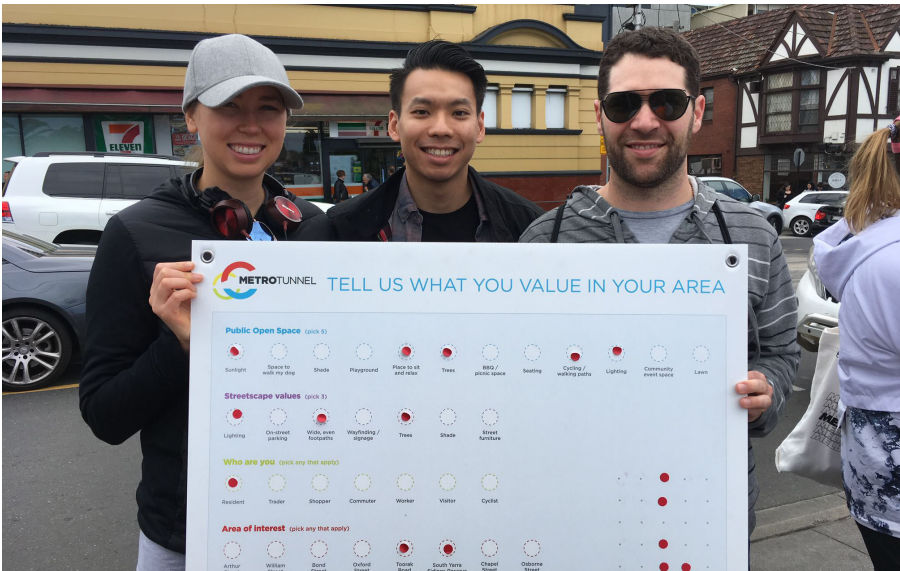


# NEXT STEPS

The Minister for Planning has approved the RIA Eastern Portal Development Plan.

RIA is now progressing detailed designs for the Eastern Portal precinct. We will continue to engage with the local community on the development of detailed designs and will seek feedback where possible throughout this process.

The project team will also continue to engage with its key project and government stakeholders, including Stonnington City Council, as it seeks to finalise detailed designs.



## More information

To find out more about the Metro Tunnel Project and register for future email updates:

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