



WHAT WE HEARD

COMMUNITY FEEDBACK ON THE RAIL INFRASTRUCTURE ALLIANCE WESTERN PORTAL DEVELOPMENT PLAN



ENGAGING WITH COMMUNITIES

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 western tunnel entrance in Kensington will enable Sunbury line trains to travel via the new Metro Tunnel and connect with the Cranbourne and Pakenham lines.

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 Kensington to prepare the area for construction of the western 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 in 1 October 2018.

RIA has since prepared a draft RIA Western Portal Development Plan, which set out required surface works to construct the western 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 Western Portal Development Plan include:

- A widened rail corridor, including retaining walls and lineside fencing
- A tunnel entrance to the west of South Kensington station
- A flood wall along Childers Street and embankments
- Reinstatement and enhancement of Childers Street including footpaths, pavement and car parking
- Upgrades to traction power and overhead infrastructure
- An improved forecourt including a canopy at the entrance to South Kensington station, and
- Landscaping and a new pocket park at 135 Ormond Street.

The draft RIA Western 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 Western Portal Development Plan. An updated plan was submitted to the Minister for Planning for consideration and was approved on 22 May 2019.

PURPOSE

This report provides a summary of the feedback received as part of our community consultation which informed completion of the RIA Western 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. 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 with community group representatives in addition to formal display and consultation on its Western 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.

As part of this approach, RIA facilitated two workshops on 23 October and 10 December 2018 with invited community representatives.

Representatives from the Kensington Association, Kensington Community Children's Co-operative, Unison Housing, Last Man Standing Cricket Association, Bicycle Network Victoria, Lloyd Street Business Estate, Kensington-Flemington Junior Sports Club, The Venny and City of Melbourne participated in the workshops.

The first community 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.

The second community workshop provided an opportunity to provide further developed urban design concepts for feedback.

RIA arranged a briefing for these previous workshop participants on 30 January 2019 to provide an update on the urban design concepts and the Development Plan prior to public display.

HOW WE ENGAGED DURING PUBLIC DISPLAY

The draft Development Plan was released for public display from 4 February to 22 February 2019 via the Metro Tunnel website and City of Melbourne offices. 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
Doorknocks to over 120 residences and businesses located in proximity to the proposed works.	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 Kensington station during morning peak on 6 February 2019 and during afternoon peak on Thursday 7 February 2019 to raise awareness of the 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.
Letterbox drop to 3,950 dwellings surrounding South Kensington station advising of the public display of the draft Plan. Residents received a postcard containing information about the proposed works and information sessions. The letter also invited the community to participate in an online survey seeking feedback on their views.	Social media posts on Metro Tunnel Project Twitter and Facebook accounts featuring links to draft Plan and the online survey, as well as times and locations of community drop-in session and information pop-ups.	Briefing provided to Kensington Community Reference Group on 7 February 2019.
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 Bill Vanina Pavilion 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.

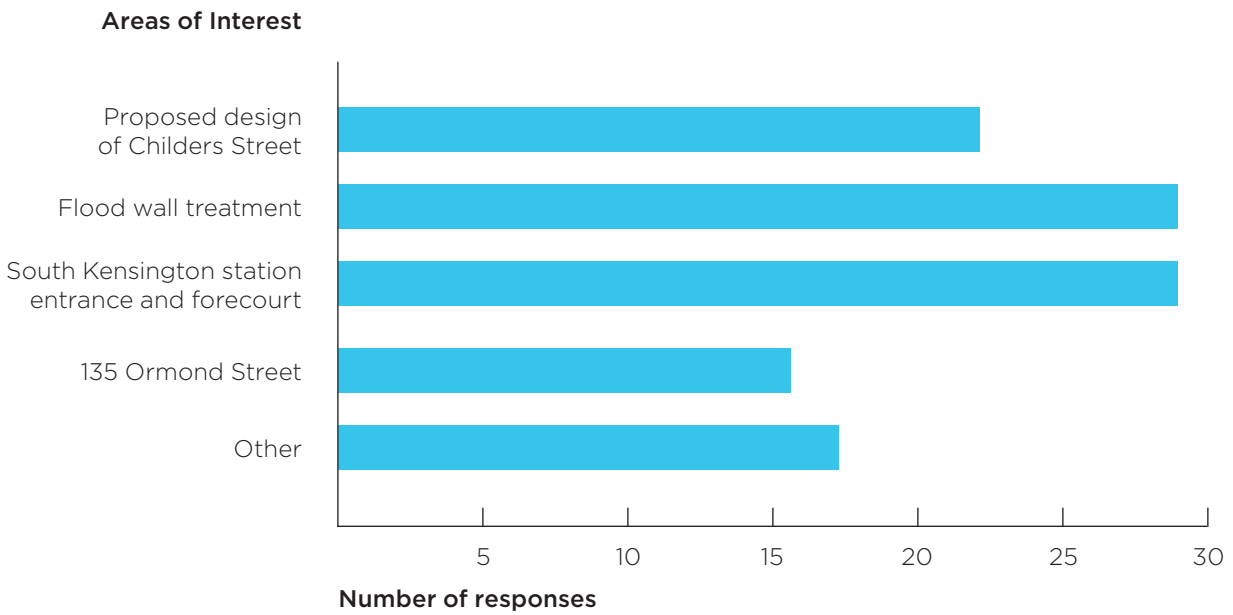
ENGAGEMENT SNAPSHOT

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

61 Responses to the online surveys	106 Interactions at pop-ups and drop-in information sessions	1,125 Postcards and factsheets distributed to landowners and residents
3,950 Letterbox drop to dwellings surrounding South Kensington station advising of the public display of the draft Plan	120 Properties doorknocked	2,123 Visits to draft RIA Development Plan webpage
537 Downloads of the draft RIA Development Plan	11,751 RIA Development Plan related content views on Facebook and Twitter	597 Social media likes, comments, shares and post clicks
20,370 Total interactions with the community and key stakeholders		

AREAS OF INTEREST

Flood wall treatment and the South Kensington station entrance and forecourt design were of greatest interest to online survey respondents, followed by the proposed design of Childers Street. Respondents also noted the importance of landscaping, parking, cycling and pedestrian access and safety, requested upgrades to South Kensington station and an integrated design that could provide a future connection with the Maribyrnong River.



COMMUNITY FEEDBACK

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

Comments	Project team response
<p>Childers Street</p> <ul style="list-style-type: none"> • Reopen to all traffic and ensure street is wide enough to let two trucks pass • Consider additional canopy tree planting. Request for more information about landscaping • Ensure safety for cyclists along Childers Street • Consider installing additional pedestrian crossing 	<ul style="list-style-type: none"> • Childers Street will be reopened to all traffic at the completion of the project and will be wide enough to let two trucks pass • The Western Portal has been designed to maximise landscape opportunities and canopy tree planting • Childers Street will be shared by bikes and cars with shared-lane marking on the street to indicate this • The design solution has been reviewed and it is considered that no further crossings are required.
<p>Flood wall treatment</p> <ul style="list-style-type: none"> • Greening of the southern side of Childers Street (through either green walls or additional landscaping) • Concerns with the proposed grey concrete wall and its lack of aesthetic • Ensure wall has anti-graffiti treatment 	<ul style="list-style-type: none"> • To 'green' the southern side of Childers Street, additional landscaping has been located along the southern side of Childers Street to help filter views towards the flood wall and minimise urban heat capture within the precinct • RIA is investigating planting opportunities to provide a green canopy in front of the flood wall • The design solution incorporates textured concrete to create visual interest, break up the visual bulk of the surface and reduce flat surfaces that are susceptible to graffiti.
<p>Station entrance</p> <ul style="list-style-type: none"> • General support for proposed station entrance and forecourt design • Requests for seating/edge designs to deter skateboarders • Consider additional trees and shelter 	<ul style="list-style-type: none"> • The design of the station entrance has focused on soft, rather than hard landscaping (e.g. focus on more planting and minimising use of hard surfaces where possible). The Western Portal has been designed to maximise landscape opportunities and canopy tree planting.

Comments	Project team response
<p>Redevelopment of 135 Ormond Street</p> <ul style="list-style-type: none"> • General support for proposed 'pocket park' design • Consider additional canopy tree planting and reduce use of hard surfaces • Consider extending truncation of Ormond Street to enable vehicles to turn around • Consider use of rock baskets in retaining walls 	<ul style="list-style-type: none"> • The design of the redeveloped 135 Ormond Street area has focused on soft, rather than hard, landscaping and has sought to maximise landscape opportunities and canopy tree planting • The space has been designed to ensure a turning circle which still enables on-street parking in front of 133 Ormond Street
<p>Other</p> <ul style="list-style-type: none"> • Requests for South Kensington station upgrade • Requests for 1-39 Hobsons Road to be returned as public space 	<ul style="list-style-type: none"> • A station upgrade is outside the scope of RIA works • Future use of 1-39 Hobsons Road is outside the scope of this development plan.

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 Melbourne
- 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)
- Bicycle Network Victoria
- Kensington 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 Western Portal Development Plan.

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

The project team will also continue to engage with its key project and government stakeholders, including Melbourne 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:

-  metrotunnel.vic.gov.au
-  1800 105 105 (24 hours a day, 7 days a week)
Press 2 and follow the prompts
-  facebook.com/metrotunnel
-  Subscribe to eNews or construction notification emails: metrotunnel.vic.gov.au/subscribe



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It should be noted that this information is current at the time of printing, however due to unforeseen circumstances, changes may occur. Please visit metrotunnel.vic.gov.au for the latest updates.