



WHAT WE HEARD

COMMUNITY FEEDBACK
ON PROPOSED UPGRADES
TO THE METROPOLITAN
RAIL NETWORK

JULY 2018

UPGRADES TO THE METRO RAIL NETWORK

A range of rail network upgrades are required to take full advantage of the extra capacity on the rail network created by the Metro Tunnel and the new High Capacity Metro Trains.

Proposed upgrades include:

- Signalling, track and civil works, platform modifications, stabling works and traction power upgrades on over 95 kilometres of rail corridor across the Sunbury, Cranbourne and Pakenham lines and the inner-city section of the Sandringham line
- Installation of temporary infrastructure along the South Morang line from Epping to South Morang stations to enable initial testing of high capacity signalling
- Civil works at Newell's Paddock, Footscray to support flood offset requirements.

PURPOSE

This report provides a summary of the feedback received as part of Rail Projects Victoria's (RPV) engagement with the community and key stakeholders on proposed upgrades to the metropolitan rail network and proposed Planning Scheme Amendments (PSA) GC96 and C152.

The works at Newell's Paddock were originally included under PSA GC96 and consultation on these works was undertaken as part of the GC96 process.

A new amendment to the Maribyrnong Planning Scheme (C152) is proposed specifically to facilitate the delivery of the works at Newell's Paddock.

PLANNING AND APPROVALS

To secure approval to deliver these upgrades to the rail network, we are requesting the Minister for Planning prepare, adopt and approve an amendment to the following planning schemes:

- City of Melton
- City of Brimbank
- City of Maribyrnong
- City of Yarra
- City of Hume
- City of Stonnington
- City of Glen Eira
- City of Monash
- City of Kingston
- City of Greater Dandenong
- City of Casey
- City of Cardinia
- City of Whittlesea

To support the PSA application, potential environmental effects of delivering the proposed network upgrades have been considered through a range of targeted investigations including flora and fauna, historical heritage, cultural heritage and noise.

To view the proposed planning documentation visit metrotunnel.vic.gov.au/planning.

PROPOSED UPGRADES

The proposed upgrades to the rail network are shown in figures 1 and 2.

HIGH CAPACITY SIGNALLING

As part of the Metro Tunnel Project, 58 kilometres of high capacity signalling will be installed from just west of Watergardens to Dandenong. High capacity signalling will enable Victoria's new fleet of High Capacity Metro Trains to run efficiently on the Sunbury, Cranbourne and Pakenham lines and through the Metro Tunnel.

High capacity signalling will enable trains to run every two to three minutes – creating a true 'turn-up-and-go' train network for Melbourne that requires no timetable. It will be the first roll-out of this type of signalling on an existing network anywhere in Australia.

Works are proposed in the rail corridor between Epping and South Morang stations to prepare for initial testing of the new high capacity signalling. This allows the technology to be tested and drivers, operators and maintenance crews to be trained. The proposed works include the installation of signalling, cables, track side radio equipment and associated infrastructure.

TRAIN STABLING AND TRACK WORKS

Stabling facilities are used to maintain and store trains when they are not in service. The existing Calder Park stabling facility is proposed to be expanded to store and maintain the new High Capacity Metro Trains. Changes may also be required to existing train stabling at Watergardens and Sunbury to accommodate the new trains.

Track works are proposed across the network to support the extra capacity the Metro Tunnel will provide. These works will increase the number of trains that can run on the network and enable the system to better manage minor disruptions that can impact services.

PLATFORM MODIFICATIONS

Some existing stations on the Sunbury line may require platform modifications and ancillary works to support Victoria's new fleet of High Capacity Metro Trains.

POWER UPGRADES

Electricity upgrades are proposed to power the new trains and systems that are part of the Metro Tunnel. This may include upgrading some existing substations and potentially building new power facilities along the rail corridor.

WORKS ON OTHER LINES

To support the network upgrades, signalling and track work may also be required along the rail corridor within inner city areas and along the Sandringham line between South Yarra station and Windsor station.

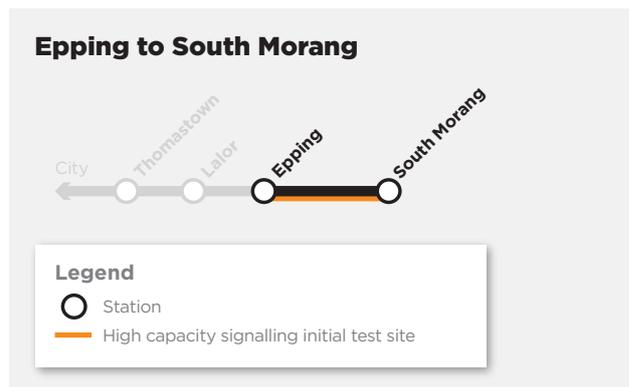


Figure 2

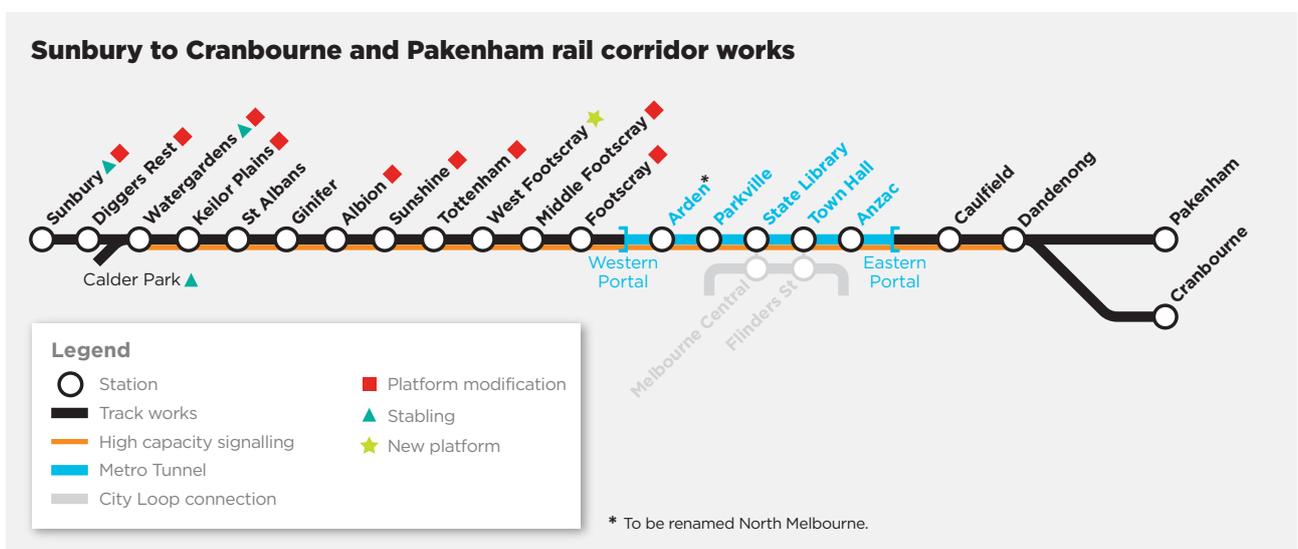


Figure 1

OUR ENGAGEMENT FRAMEWORK

RPV's engagement framework guides all engagement activities for RPV projects. This framework captures RPV's commitment to meaningful consultation with stakeholders and communities during the planning and delivery of the projects.

The following core principles guide engagement on all RPV projects:

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.

This framework has underpinned the consultation approach for the proposed upgrades to the network and proposed PSA GC96.



Footscray station pop up

ENGAGING WITH COMMUNITIES

Between February and May 2018, we asked the community and a range of other stakeholders to give us feedback on the proposed upgrades to the network and proposed PSA GC96.

HOW WE ENGAGED

Information	Online	Interactions
A letter was sent to all residents and businesses along the Sunbury, Cranbourne and Pakenham lines. The letter contained information about the proposed work on the corridor, timing and the planning process. The letter also invited the community to participate in an online survey seeking feedback on their views.	Information about the upgrade works, planning process and the results of the initial environmental investigations were made available on the Metro Tunnel website. The proposed PSA GC96 documents were on public display on the Metro Tunnel website from 23 March to 21 April 2018.	Six pop-up sessions were held at train stations on the Sunbury and South Morang lines: <ul style="list-style-type: none"> • Albion station • Footscray station • Sunshine station • Sunbury station • South Morang station • Epping station
A letter was sent to all residents and businesses along the Sandringham line between South Yarra station and Windsor station. The letter contained information about the proposed work on the corridor, timing and the planning process. The letter also invited the community to participate in an online survey seeking feedback on their views.	Two online surveys gathered feedback: <ul style="list-style-type: none"> • The first survey focused on feedback about the areas of interest and communication preferences. This survey was open from 16 March to 21 April 2018. • The second survey was for stakeholders and the community to provide direct feedback on the proposed upgrade works and the proposed PSA GC96 documentation. This survey was open from 21 March to 21 April 2018. 	Five pop-up sessions were held in shopping centres at key locations on the Cranbourne, Pakenham and Sunbury lines, including: <ul style="list-style-type: none"> • Sunshine Plaza Shopping Centre • Oakleigh Central Shopping Centre • Malvern Central • Watergardens Town Centre • Dandenong Plaza
A letter was sent to all residents and businesses along the South Morang line between Epping and South Morang stations. The letter contained information about the proposed work on the corridor, timing and the planning process. The letter also invited the community to participate in an online survey seeking feedback on their views.	Information about proposed PSA GC96 was posted on Facebook, Twitter and LinkedIn.	Stakeholder meetings were held with: <ul style="list-style-type: none"> • Metro Tunnel South Yarra Community Reference Group • Metro Tunnel Kensington/Arden Community Reference Group • Friends of Newell's Paddock
A letter was sent to 14 councils along the Sunbury, Cranbourne, Pakenham and South Morang lines. The letter contained an offer of a briefing, information about the proposed work on the corridor, timing and the planning process. The letter also invited councils to provide feedback on their views about proposed PSA GC96.	Information about proposed PSA GC96 was emailed directly to stakeholders and contained in e-newsletters.	

ENGAGEMENT SNAPSHOT

<p>3,775 interactions at station and shopping centre pop-ups</p>	<p>35,000+ letters mailed to residents, businesses and key stakeholders</p>	<p>1,300+ visits to the network upgrades web page on the Metro Tunnel website during the consultation period</p>
<p>1,309 people visited the planning web page of the Metro Tunnel website for proposed PSA GC96</p>	<p>457 downloads of the proposed PSA GC96 documents</p>	<p>9,216 e-newsletters distributed to subscribers</p>
<p>21,000+ people viewed proposed PSA GC96 related content on Facebook, Twitter and LinkedIn</p>	<p>114 responses to the online surveys</p>	<p>71,700+ total interactions with the community and key stakeholders</p>



Dandenong Plaza pop up

ONGOING ENGAGEMENT

Feedback on the proposed upgrades to the network and proposed PSA GC96 has also been sought via ongoing consultation with key stakeholders including councils and government agencies via meetings, briefings and presentations.

Key stakeholders we continue to engage with include:

- City of Melton
- City of Brimbank
- City of Maribyrnong
- City of Yarra
- City of Hume
- City of Stonnington
- City of Glen Eira
- City of Monash
- City of Kingston
- City of Greater Dandenong
- City of Casey
- City of Cardinia
- City of Whittlesea
- City of Melbourne
- VicTrack
- Level Crossing Removal Authority
- Transport for Victoria
- Metro Tunnel South Yarra Community Reference Group
- Metro Tunnel Arden/Kensington Community Reference Group
- Friends of Newell's Paddock

WHAT WE HEARD

We had a high level of contact with the community and key stakeholders through the consultation phase, receiving 114 responses to the online surveys and 3,775 interactions at station and shopping centre pop ups. A small number of online survey responses received were specifically on the proposed upgrades and the proposed PSA GC96.

In general, there was a high level of acceptance of the need for the works once people understood the scope of proposed works and that work will largely take place within the rail corridor. Most of the feedback received at pop ups focused on delivery timing or management of potential construction impacts from work in the rail corridor.

FEEDBACK ON AREAS OF INTEREST AND COMMUNICATION PREFERENCES

Respondents were most interested in receiving information about works on the Cranbourne and Pakenham lines (43%) followed by the Sunbury line (38%), with a further 19% interested in works on the Craigieburn and Upfield lines.

Survey respondents identified their preferred communication methods as project email (68%), followed by the Metro Tunnel website (59%) and information at train stations (46%). Over 40% of respondents also identified social media as a preferred channel to receive information. See figure 4 for more information.

These preferences align closely with the methods used to date to engage on the proposed upgrades to the network and proposed PSA GC96.

Communication preferences

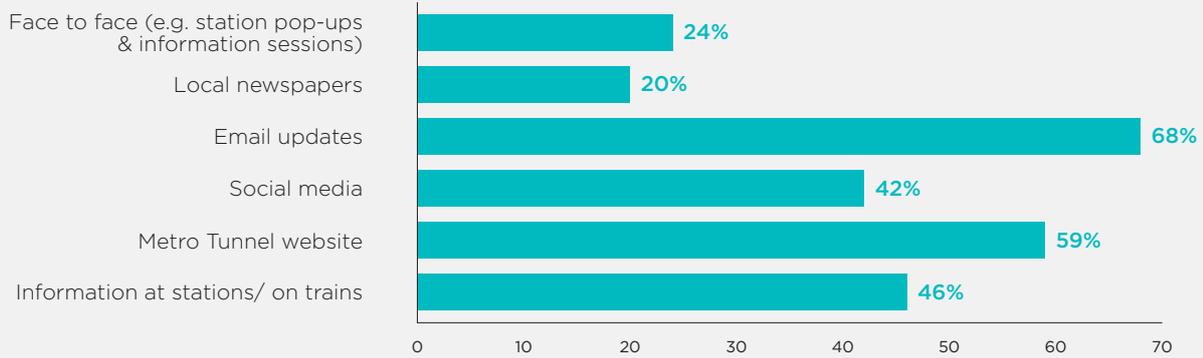


Figure 4

Respondents are interested in receiving information related to construction, with key areas of interest being train service disruption (85%), construction timeframes (80%) and progress updates (77%).

Respondents also expressed interest in receiving information about changes at stations, including changes to pedestrian access and car parking (62%).

What information are you most interested in?

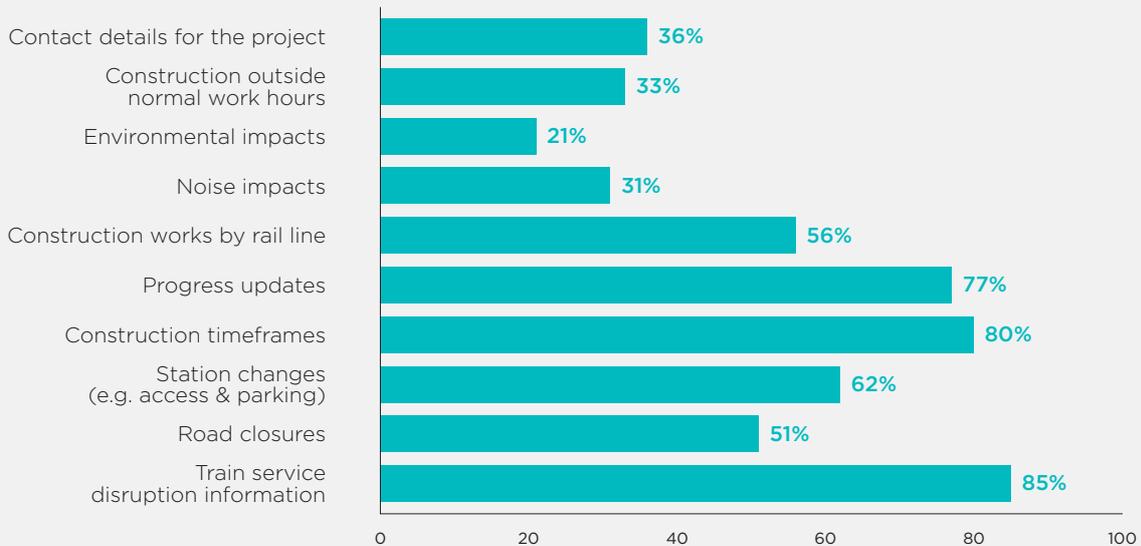


Figure 5

FEEDBACK ON PROPOSED UPGRADES TO THE NETWORK AND PLANNING APPROVALS PROCESS

While only a small number of survey responses were received on the proposed upgrades and proposed PSA GC96, feedback received was largely supportive with no objections to the works or proposed PSA. A summary of specific issues raised and the project's response is outlined below.

CONSTRUCTION IMPACTS

Issues raised	Project response
People asked for more information about the construction process, particularly truck movements	The Rail Systems Alliance and Rail Infrastructure Alliance will provide this information to the community once the required construction activities, including truck movements, are better understood.
The impacts that construction will have on V/Line services using the Gippsland line need to be considered and disruption minimised.	These works will cause some unavoidable transport disruption for rail users. We will work with Public Transport Victoria and V/Line to manage these impacts for both metropolitan and regional rail users.
Requests to avoid or minimise impacts on the community adjoining the rail corridor, especially during night works	The Rail Systems Alliance and Rail Infrastructure Alliance will seek to minimise the impact of construction on the adjoining community. There will be times, such as during rail line closures, where night works will be required. In advance of these activities, advance notice will be provided to residents in the vicinity of the works to advise of impacts and mitigation measures.
Avoid impacts on environmentally significant sites within and adjacent to the rail corridor	The draft Environmental Management Framework requires the avoidance of bio sites and any removal of native vegetation, including scattered trees, will be offset.

OTHER FEEDBACK

Although all feedback is valued, some of the feedback received was considered out of scope for the proposed network upgrades and PSA GC96. This feedback will be provided to the appropriate authorities for consideration in future integrated transport planning for the metropolitan rail network.

Feedback	Project response
The works should be completed quicker to deliver benefits to passengers sooner	The Metro Tunnel will serve some of the fastest growing areas of Melbourne along the Sunbury, Cranbourne and Pakenham lines. Recognising the need to provide additional capacity on these lines, and free up space in the City Loop for the benefit of other lines, the Metro Tunnel will be delivered by 2025, a year earlier than originally planned.
Ensure that the entire length of the platform is level with the train doors	A series of platform modifications are proposed to provide access to the new High Capacity Metro Trains, which are longer than the current train fleet.
Consider the construction of a new railway station in Clyde	The construction of a new railway station in Clyde is not within the scope of the network upgrades.

Feedback	Project response
Consider the provision of sound barriers between West Footscray and Tottenham	RPV undertook noise assessments to understand the potential operational noise generated by the network upgrades. These assessments found the level of noise generated by the works would largely be consistent with existing rail operations. In areas where there could be an increase in operational noise, it was found to be below the level requiring further mitigation under the Passenger Rail Infrastructure Noise Policy.
Requests to reduce the operational noise of rolling stock	This is not within the scope of the network upgrades. Metro Trains Melbourne, Public Transport Victoria and V/Line are responsible for the rolling stock that travel through the project area.
Requests to change the timetable and introduce express services on other parts of the Cranbourne and Pakenham lines	This is not within the project scope. Service patterns and timetabling for trains using the Metro Tunnel will be confirmed before commencement of operations in 2025.
Consider installing high capacity signalling on other rail lines	The implementation of high capacity signalling on other lines is not part of the scope of this project.
Improve Newell's Paddock during reinstatement with improved planting, design, weed and pest control. Also consider the provision of a new basketball court and interpretive signage for users	RPV will continue to engage with key stakeholders about Newell's Paddock as design development occurs. As part of this process, RPV will investigate improvements that could be incorporated as part of the reinstatement of the park.

WHAT'S NEXT?

Feedback from stakeholders and communities has been integrated with the planning and design process to help inform the development of the proposed network upgrades.

Subject to relevant approvals, works will be progressively delivered from late 2018 to 2025.

We want to thank everyone who has contributed feedback on the proposed upgrades to the network and the proposed PSA GC96 and we look forward to providing updates as works progress.

More information

To find out more about the network upgrades 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



Interpreter Service
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Arabic	العربية	Russian	Русский
Cantonese	廣東話	Serbian	Српски
Greek	Ελληνικά	Sinhalese	සිංහල
Italian	Italiano	Spanish	Español
Korean	한국어	Turkish	Türkçe
Macedonian	Македонски	Vietnamese	Tiếng Việt
Mandarin	普通话		

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.