



WHAT WE HEARD

COMMUNITY FEEDBACK ON THE RAIL INFRASTRUCTURE ALLIANCE WESTERN TURNBACK DEVELOPMENT PLANS



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 a new passenger platform and additional track at West Footscray, known as the Western Turnback, will allow services to start and finish at West Footscray station. Providing an additional platform for Sunbury line trains will allow for an increase in the number of services and help ease overcrowding at West Footscray, Middle Footscray and Footscray stations during the morning and afternoon peaks.

The Rail Infrastructure Alliance (RIA), a partnership between John Holland, CPB Contractors, AECOM, Metro Trains Melbourne and Rail Projects Victoria (RPV), is currently delivering the Western Turnback.

The Western Turnback will be delivered in two stages, Stage 1 (Rail Works) and Stage 2 (Station Works). The Western Turnback Development Plan - Stage 1 (Rail Works) went through the planning approval process between August and December 2018.

Key works set out in the Stage 1 (Rail Works) Development Plan included:

- Rail infrastructure such as signalling and overhead wiring
- Preparation for access to the site such as temporary piling pads and rail crossings, and
- Initial modifications to the existing pedestrian and bicycle overpass.

The draft RIA Western Turnback Development Plan - Stage 1 was on public display from 26 November 2018 to 14 December 2018.

The Stage 1 Development Plan was approved by the Minister for Planning on 23 February 2019. A copy of the approved Stage 1 plan can be found on the Metro Tunnel website at metrotunnel.vic.gov.au.

RIA also prepared the Western Turnback Development Plan - Stage 2 (Station Works). This plan set out required surface works to construct

the new passenger platform and additional track. It also outlined the functional layout and urban design proposed for the area at the end of construction.

Key works set out in the Stage 2 (Station Works) Development Plan include:

- New tracks, including turnouts and realigned tracks to allow outbound trains to change direction
- A new third passenger platform at West Footscray station, including a canopy, ramp, stair and lift access
- Extension and alterations to the existing platform, including CCTV, lights and outdoor furniture
- A new concourse connecting the existing pedestrian and bicycle overpass to the new third platform
- Structural modifications to the existing station overpass, and
- Earthworks and drainage to facilitate new track for the new platform.

The draft RIA Western Turnback Development Plan - Stage 2 (Station Works) 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 Turnback Development Plan - Stage 2 (Station Works). An updated plan was submitted to the Minister for Planning for consideration and was approved on 7 May 2019.

PURPOSE

This report provides a summary of the feedback which informed completion of the RIA Western Turnback Development Plan – Stage 1 (Rail Works) and Stage 2 (Station Works).

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 THE COMMUNITY – STAGE 1 PUBLIC DISPLAY

RIA implemented a pre-public display engagement program in October 2018 with community members and commuters in West Footscray to raise awareness of the Metro Tunnel Project and advise of the public display of the draft RIA Western Turnback Development Plan – Stage 1 (Rail Works). Awareness building activities included:

- Distribution of an email update to Metro Tunnel Project subscribers
- Letter drop of information postcards to 450 dwellings
- Two pop-ups at West Footscray station during the morning and afternoon peaks on 17 October 2018
- Community drop in session at Barkers Café on 20 October 2018.

RIA released the Western Turnback Development Plan – Stage 1 (Rail Works) for public display from 26 November 2018 to 14 December 2018.

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 450 dwellings surrounding West Footscray 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.	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 26 November 2018 to 14 December 2018.	Two pop-ups at West Footscray station during the morning and afternoon peaks on 5 and 6 December 2018 to raise awareness of public display period, encourage community members to attend the drop-in session and drive traffic to the online display of the draft RIA Development Plan.
Public notice advertisements published in The Age and Herald Sun on 26 November 2018.	Social media posts on Metro Tunnel Project Twitter and Facebook accounts featuring links to the draft Plan and the online survey.	One drop-in community information session at Barkers Café, Footscray on 8 December 2018. Attendees met with project team members, were provided with copies of the draft Plan and display boards and fact sheets were made available.
	E-news update sent to Metro Tunnel Project subscribers.	

ENGAGING WITH THE COMMUNITY – STAGE 2 PUBLIC DISPLAY

The draft RIA Western Turnback Development Plan – Stage 2 (Station Works) was released for public display from 4 to 22 February 2019 via the Metro Tunnel Project website and was also advertised in The Age and Herald Sun newspapers, providing 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 69 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 West Footscray 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 drive traffic to the online display of the draft RIA Development Plan.
Letterbox drop to 550 dwellings surrounding West Footscray station 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.	Social media posts on Metro Tunnel Project 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 Barkers Café, Footscray 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.

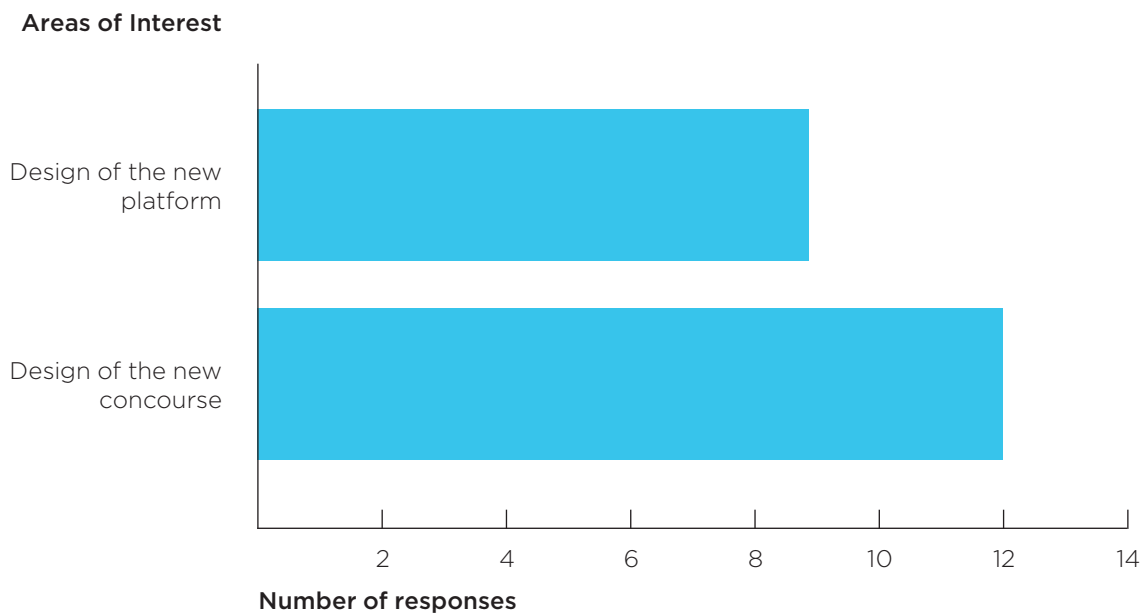
ENGAGEMENT SNAPSHOT

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

<p>25 stage 1</p> <p>Responses to the online surveys</p>	<p>32 stage 2</p>	<p>300 stage 1</p> <p>Interactions at pop-ups and drop-in information and pop-up sessions</p>	<p>109 stage 2</p>	<p>900 stage 1</p> <p>Postcards and factsheets distributed to landowners and residents</p>	<p>1,023 stage 2</p>
<p>450 stage 1</p> <p>Letterbox drop to dwellings surrounding West Footscray station advising of the public display of the draft Plan*</p>	<p>550 stage 2</p>	<p>0 stage 1</p> <p>Properties doorknocked</p>	<p>69 stage 2</p>	<p>1,298 stage 1</p> <p>Visits to draft RIA Development Plan webpage</p>	<p>2,123 stage 2</p>
<p>460 stage 1</p> <p>Downloads of the draft RIA Development Plan</p>	<p>339 stage 2</p>	<p>11,368 stage 1</p> <p>RIA Development Plan related content views on Facebook and Twitter</p>	<p>11,751 stage 2</p>	<p>1,106 stage 1</p> <p>Social media likes, comments, shares and post clicks</p>	<p>597 stage 2</p>
<p>* Note: Stage 2 letterbox drop was broader than Stage 1 due to its larger works area. These broader works outside the rail corridor prompted the team to complete a doorknock as part of Stage 2 engagement activities.</p>				<p>15,907 stage 1</p> <p>Total interactions with the community and key stakeholders</p>	<p>16,593 stage 2</p>

AREAS OF INTEREST

Design of the new concourse prompted more responses than design of the new platform. However, feedback generally focussed on the provision of weather protection for station users, importance of station signage and additional car parking. Concerns were raised about commuter comfort and safety at the station and in the surrounding precinct and there were queries regarding the function of the station.



COMMUNITY FEEDBACK

Key interests identified during Stage 1 and Stage 2 public display and associated community engagement activities are outlined in the table below.

Feedback	Project team response
<ul style="list-style-type: none"> • Improve weather protection on the station platform 	<ul style="list-style-type: none"> • The project will provide weather protection on the new station platforms and will ensure the new station platform provides an appropriate level of weather protection.
<ul style="list-style-type: none"> • Improve station way-finding signs and public information displays 	<ul style="list-style-type: none"> • The project will provide appropriate wayfinding solutions to the new station platform and across the station overpass as part of ongoing detailed design.
<ul style="list-style-type: none"> • Improve access to the station and the need for extra car parking within the station precinct • The station needs extra car parking. 	<ul style="list-style-type: none"> • The works associated with the Western Turnback Stage 2 concentrate on a new station platform and no additional parking will be provided as part of these works. Feedback regarding the broader station precinct and car parking has been provided to relevant government stakeholders.
<ul style="list-style-type: none"> • Manage ongoing access to public transport during construction 	<ul style="list-style-type: none"> • The project will ensure ongoing access to public transport during construction works. Works notifications will advise of any potential changes to station access as required.

ONGOING ENGAGEMENT

RIA undertook extensive stakeholder consultation to guide preparation of the Development Plans 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 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:

- Maribyrnong City Council
- 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
- Bicycle Network Victoria
- Metro Trains Melbourne (MTM)
- Western Bulldogs Football Club
- Victoria University
- Our interface delivery partners, Cross Yarra Partnership (CYP) and Rail Systems Alliance (RSA).

NEXT STEPS

The Minister for Planning has approved the Western Turnback Development Plan – Stage 1 (Rail Works) and Western Turnback Development Plan – Stage 2 (Station Works).

RIA is now progressing detailed designs for the Western Turnback.

The project team will continue to engage with its key project and government stakeholders, including Maribyrnong City Council, as we seek 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



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.