MELBOURNE METRO RAIL
COMMUNITY AND STAKEHOLDER FEEDBACK REPORT

MAY 2016

MELBOURNE METRO RAIL

VICTORIA State Government

INTRODUCTION

Melbourne Metro is a project for all Victorians and will begin the transformation of Melbourne's rail network into an international-style underground metro system.

Melbourne Metro's twin nine-kilometre tunnels will create a new dedicated pathway through inner Melbourne for two of the busiest rail lines and provide space for more trains to run more often across Melbourne's rail network. The 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.

ABOUT THIS REPORT

Since the formal announcement of Melbourne Metro in February 2015, the Melbourne Metro Rail Authority (MMRA) has been engaging with stakeholders and the community, providing information about the project and having conversations about the future of Melbourne's rail network. This report provides a summary of engagement completed to date. In particular, it recognises the feedback gathered during the consultation period between October and December 2015 and responds to the issues raised.

Community and stakeholder feedback has played an important role in the project's planning and development, informing specialist studies and contributing to the preparation of the project's Environment Effects Statement (EES). These detailed planning and environmental documents are now available for further consultation. Throughout the formal EES exhibition and review process, the community will have the opportunity to comment on topics such as construction impacts, property requirements, noise and vibration, access, traffic and rail operations.

The different stages of the EES process are outlined in Figure 1.

Figure 1: Steps and timeframes for project planning and the EES process.

Sep-Oct 2015 **Scoping the EES**	Scoping requirements for matters to be investigated and documented in the EES issued by the Minister for Planning.
	Draft scoping requirements for the EES released for public comment.
	Baseline studies undertaken to determine environmental, social and economic conditions to inform impact assessments.
	Site investigations and environmental studies conducted for planning and to inform baseline studies.
Oct 2015 - Mid 2016 **Preparing the EES**	Further specialist studies and investigations undertaken to assess the potential impacts of the project.
	Impact assessments reviewed by the project's technical reference group with representation from government agencies.
	Consultation activities undertaken to engage the community in the development of the EES.
	EES prepared by the project team.
Mid 2016 **Exhibition and panel review**	**EES released for public exhibition and comment.** WE ARE HERE
	Independent inquiry to be appointed by the Minister for Planning to assess the project in line with EES studies and public submissions.
	A public hearing to be held by the inquiry at which MMRA and submitters can make presentations.
Late 2016 - Early 2017 **Minister's assessment**	Minister for Planning to consider the EES, submissions and the inquiry report and make his assessment.
	MMRA and other statutory decision-makers must consider the Minister's assessment in making decisions about approvals for the project.
	Compulsory property acquisition can commence following planning approvals in line with the *Land Acquisition and Compensation Act 1986*.
2017 - 2018 **Procurement, early works and construction**	Commence early works.
	Procurement for and award of major construction contract.
	Commence major construction works.

The planning and environmental assessment process

Melbourne Metro is being assessed through an Environment Effects Statement (EES) process. The EES is a description of the project and assessment of its potential environmental effects which provides a framework the community and decision-makers to understand the likely environmental effects of the proposed project and how they are proposed to be managed. The Department of Environment, Land, Water and Planning (DELWP) administers the statutory environmental impact assessment system for major projects in Victoria.

A key objective of the EES is to provide opportunities for participation by stakeholders and the broader community throughout the process as outlined in the Scoping Requirements. The Scoping Requirements set out obligations for establishing a Technical Reference Group for the project and expectations for stakeholder and public consultation during the preparation of the EES. Further information about each of these elements is provided below.

Scoping Requirements

The detailed scope for matters to be investigated and documented in the EES are set out in the 'Scoping Requirements' issued by the Minister for Planning. The draft scoping requirements for Melbourne Metro were exhibited for public comment in October and November 2015. The submissions received were used to inform the final Scoping Requirements, which were released in December 2015.

The EES Scoping Requirements for Melbourne Metro can be found on DELWP's website:

www.delwp.vic.gov.au/planning/environmental-assessment/melbourne-metro-rail-project

Role of the Technical Reference Group

The process for preparing the EES for Melbourne Metro included the establishment of a Technical Reference Group (TRG). The TRG for Melbourne Metro was established in August 2015 and comprises government agencies, regional authorities and municipal councils that have a statutory or policy interest in the project including DELWP, Cities of Melbourne, Port Phillip and Stonnington, EPA Victoria, Heritage Victoria, Melbourne Water, Office of Aboriginal Affairs Victoria and VicRoads.

The TRG has provided advice to MMRA on the design and adequacy of technical studies for Melbourne Metro, as well as facilitate interaction between MMRA and key stakeholders. The TRG has also provided advice on appropriate stakeholder and community engagement activities for the project, and reviewed the draft EES Community and Stakeholder Engagement Plan.

Engaging with stakeholders and the community

As part of the Scoping Requirements for Melbourne Metro, an engagement plan was prepared. The EES Community and Stakeholder Engagement Plan incorporates three phases of engagement, supplemented by ongoing communication channels that have been available during the EES process and will continue to be available.

The objectives and activities outlined in the plan are designed to inform individuals and groups who could be affected by Melbourne Metro, providing opportunities for input on options or potential mitigation measures. This report directly relates to the objectives and activities outlined in the plan. The plan for Melbourne Metro is available on DELWP's website:

www.delwp.vic.gov.au/planning/environmental-assessment/melbourne-metro-rail-project

For more information see Chapter 7 of the EES.

ABOUT MELBOURNE METRO

Melbourne is Australia's fastest growing city, and our public transport system needs to grow with it to maintain the liveability and prosperity of our city and state.

STRATEGIC CONTEXT

Melbourne Metro lays the foundation for expanding the capacity of Melbourne's rail network.

Traversing the heart of the city, Melbourne Metro will travel under some of Melbourne's most highly urbanised areas consisting of retail, industrial, residential, commercial and recreational land uses and significant open spaces. The project involves the construction of twin nine-kilometre rail tunnels running from Kensington to South Yarra, travelling underneath Swanston Street in the CBD, connecting the Sunbury and Cranbourne / Pakenham railway lines.

The need for a new rail tunnel linking the western and south-eastern suburbs was initially identified in 2008 as part of Sir Rod Eddington's *Investing in Transport* report, commissioned for the Victorian Government. Between 2009 and 2013, planning, investigations, design development and stakeholder engagement took place for Melbourne Metro and a range of consultation activities identified strong community support for the project. Following the Victorian Government's commitment to Melbourne Metro in February 2015, the newly established Melbourne Metro Rail Authority (MMRA) recommenced stakeholder and community engagement.

Key features

Melbourne Metro is one of the largest public transport infrastructure projects ever undertaken in Australia. This city-shaping project will increase the capacity, reliability and efficiency of train lines serving Melbourne's growth areas in the north, west and south-east, and connect the rail network to some of Melbourne's key education, commercial and health precincts for the first time.

Melbourne Metro includes:

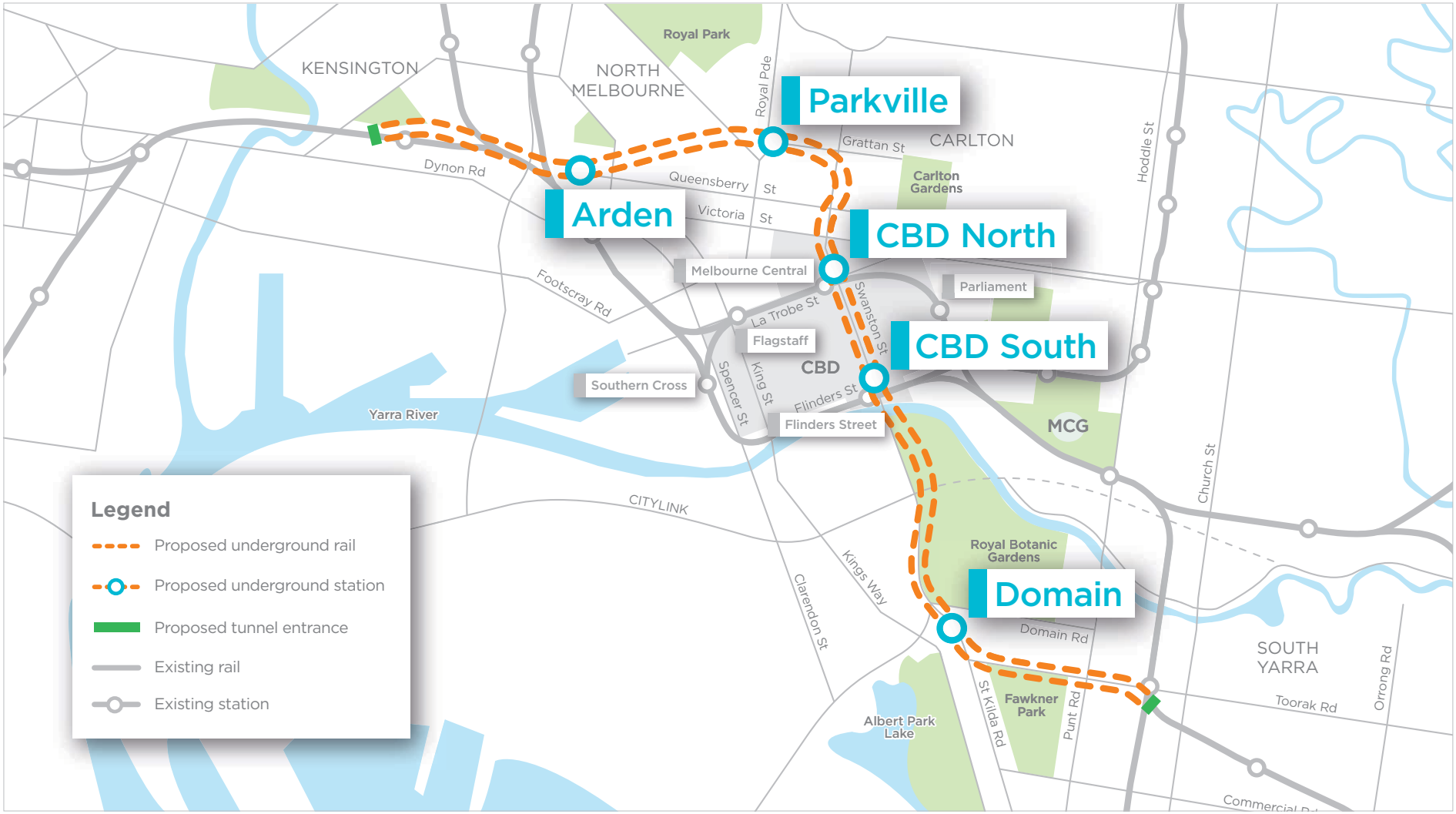
- Twin nine-kilometre rail tunnels from Kensington to South Yarra, running under Swanston Street in the CBD, linking the Sunbury and Cranbourne / Pakenham rail lines
- New underground stations at Arden, Parkville, CBD North, CBD South and Domain.
- Direct pedestrian connections to Melbourne Central station and Flinders Street Station.
- Tunnel entrances at Kensington and South Yarra.
- Train/tram interchange at Domain.

PROJECT BENEFITS

Melbourne Metro will deliver significant benefits for Melbourne and the wider transport network including:

+ Expanding the inner core of the rail network to **meet demand** in the **growth corridors** to the north, west and south-east of Melbourne.
+ **Upgrading** the **rail capacity** to and from existing and emerging national employment clusters (CBD, Parkville, Monash, Dandenong South, Sunshine, and East Werribee).
+ Reshaping travel demand to **enable** a **future restructure** of the tram network within the expanding CBD.
+ More evenly distributing passenger flow and **easing overcrowding** in the inner core of the network.
+ Creating education and **employment opportunities** in the city's inner west for Melbourne's key population growth corridor to the north-west.
+ **Relieving** tram **crowding** and **congestion** on St Kilda Road and Swanston Street.
+ **Increasing employment** opportunities by **improving access** to the CBD and Parkville to support Victoria's growing knowledge economy.
+ **Increasing frequency**, **reliability** and **punctuality** for train passengers.

Figure 2: Melbourne Metro alignment map.



ENGAGING ON MELBOURNE METRO

Drawing on the ideas, expertise and opinions of the community and stakeholders is a vital part of Melbourne Metro's planning, construction and operation.

MELBOURNE METRO'S ENGAGEMENT PHILOSOPHY

Effective, timely and meaningful community and stakeholder engagement is crucial to the development of Melbourne Metro.

+ **Engagement needs to take place over a period of time** – providing information to stakeholders about the project as it develops, listening to their feedback and responding to it.
+ **Engagement needs to take place in a timely manner** – coinciding with stages of the project's development where the feedback can be used to shape its final form.
+ **Engagement must be meaningful** – it must be made clear what elements of the project are fixed and why, and what elements are open to feedback.

Stakeholders and the community must also be told how their feedback has been used.

Engagement approach

A phased approach has been selected for engaging with the community and stakeholders about Melbourne Metro. This approach has been designed to facilitate input and feedback at key stages in the project's development.

Figure 3: Engagement phases.

Phase 1	Phase 2	Phase 3
February - September 2015	**October - December 2015**	**Early 2016 - Early 2017**
This phase sought to raise public awareness of Melbourne Metro, understand perceptions of it and identify how the community would like to be engaged. The aim was to encourage participation in the second and third phases in order to facilitate feedback. Conversations about the project started with stakeholder meetings, community pop-up sessions, a trader drop-in session and an online survey.	This phase presented the proposed alignment, station locations and construction planning to the community for feedback. Local communities were invited to drop-in information sessions across Melbourne or have their say online. The feedback received was considered as part of the design and formal planning processes and was fed into the preparation of the project's EES.	This phase supports the formal exhibition of Melbourne Metro's EES, presenting the assessment project to the community with the EES to facilitate informed feedback via the submissions process. Submissions will be reviewed by a planning panel allowing for independent consideration of issues and impacts. The panel's recommendations will inform the Minister's assessment and the project's approvals.

Engagement to date

Phase 1

(February – September 2015)

Phase 1 sought to raise public awareness of Melbourne Metro and engage key stakeholders during the early development of designs.

In February 2015, conversations commenced with key stakeholders including councils, government agencies, businesses, industry groups and major landowners such as hospitals and universities, as well as community and business groups. In June, a project website and Twitter channel were established and a newsletter was distributed to 100,000 properties across the proposed alignment.

A project information phone line and online enquiry form were established to provide information and updates and enable members of the public to contact MMRA. A series of pop-up displays were held and project postcards were handed out at transport and community hubs in the CBD. Letters and fact sheets were also distributed to 1,760 properties along the alignment to provide information about Melbourne Metro and localised planning and site investigations.

In July and August, a survey was released as part of the social impact assessment and community engagement program. The survey was promoted via a media announcement, advertising and a second series of pop-up displays at train stations along the Sunbury and Cranbourne / Pakenham lines and in the CBD, where project postcards were distributed to commuters to encourage participation in the survey. Overall, 2,979 people participated in the survey.

2,900+
SURVEY PARTICIPANTS

7,600
FEEDBACK RESPONSES

74,800+
WEBSITE VISITS

Phase 2

(October – December 2015)

Phase 2 presented the proposed project alignment, station locations and construction methods to the community. A range of activities took place to communicate this information, including drop-in information sessions and the launch of the 'Your Say' online engagement portal.

During this phase the following activities were undertaken to gather community and stakeholder feedback.

Information presented for feedback

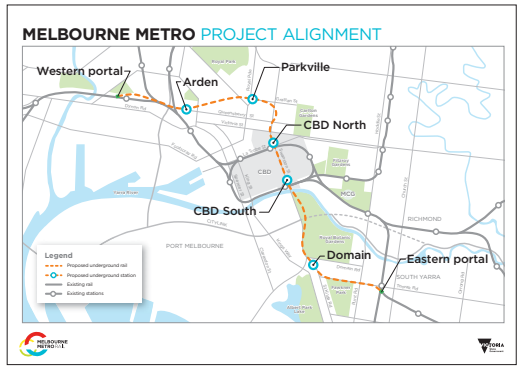
A range of materials were prepared to provide information to help facilitate feedback, including:

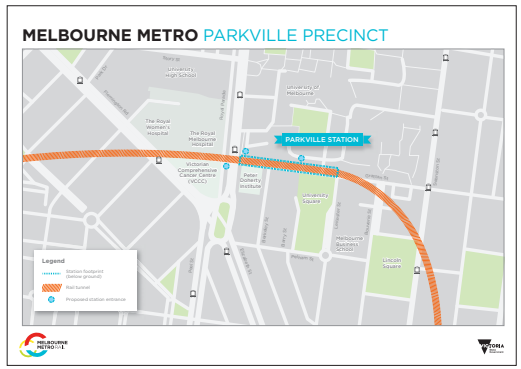
- Brochures providing an overview of each of the stations and tunnel entrances including their location, features, potential construction impacts and construction timeframes.
- A brochure describing the proposed construction techniques that may be used to build Melbourne Metro, and the construction sites that may be used to build the project.
- A range of fact sheets providing information about key aspects of the project including the planning and approvals process, specialist studies, property and strata acquisition process, and managing traffic and road changes.
- Display materials for use at drop-in sessions including large maps showing the proposed tunnel alignment and posters of each of the key elements including stations and tunnel entrances.
- An animation showing how the tunnels may be built.

Precinct brochures.

Construction brochure.

Fact sheets.





Project alignment & precinct maps.

230
MEETINGS AND PRESENTATIONS

1,500+
COMMUNITY SESSION ATTENDEES

13,500
POSTCARDS

Promotion of the engagement program

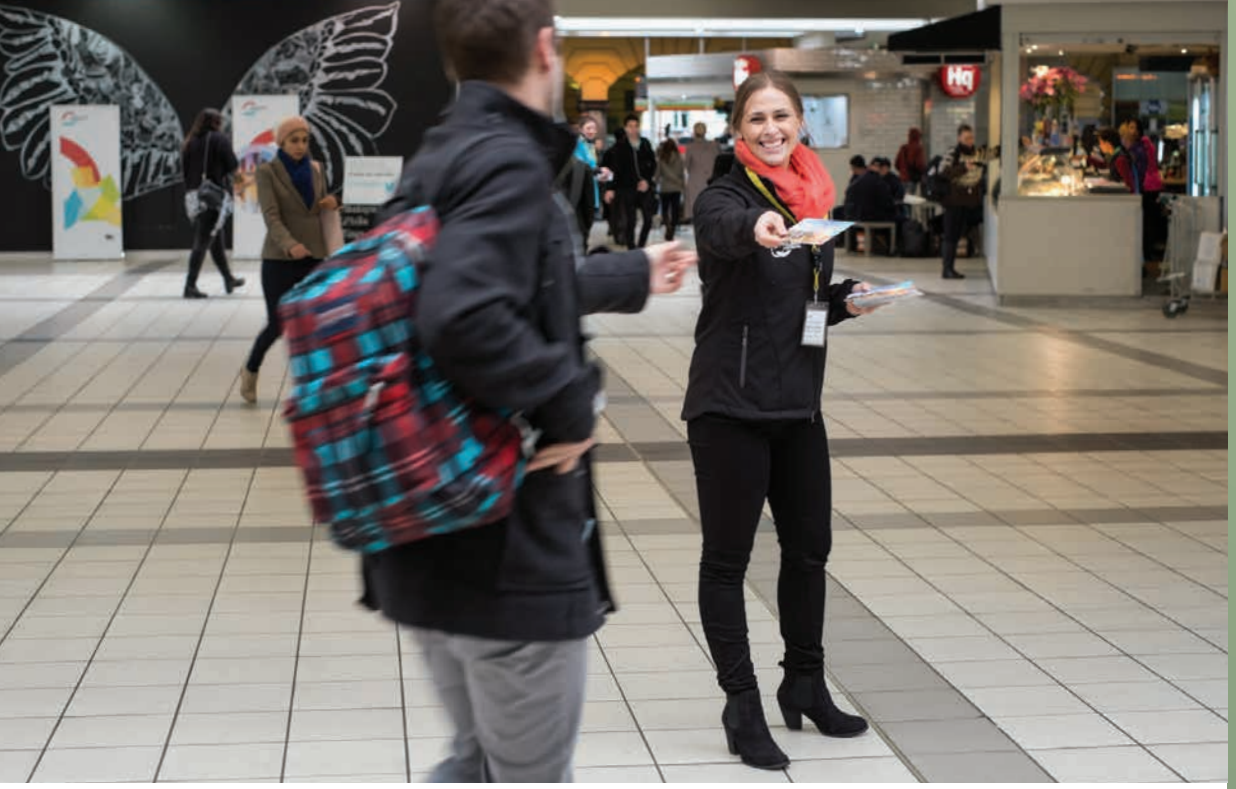
A number of activities were undertaken to raise awareness of the engagement program and encourage participation. These included pop-up stands at the University of Melbourne and the Spring Fling festival in North Melbourne as well as postcard handouts at major railway stations in the CBD and Sunbury to Cranbourne / Pakenham corridor. At these events, team members distributed postcards with information about the upcoming sessions and discussed the project with members of the community.

Drop-in community information sessions were also promoted via media announcements, eNewsletters, website and social media updates, online and print advertising, station posters and updates on relevant council websites.

Community drop-in sessions

During October to December 2015, 11 community drop-in sessions were held at key locations along the project alignment to enable members of the public to meet with the project team, including engineers, planners, traffic and transport and noise and vibration specialists. Two of these sessions were held for property owners potentially affected by strata acquisition.

Community members had the opportunity to discuss the project and provide feedback either verbally or via surveys. While the sessions generally focussed on the locations in which they were being held (i.e. Kensington, North Melbourne, South Yarra, etc.) they were also designed to cater for attendees from across the project alignment.



120+

PROPERTY OWNER CONVERSATIONS

1,700

LINKEDIN FOLLOWERS

19
POP-UP SESSIONS

8,100+
'YOUR SAY' VISITS

1,900+
EMAIL SUBSCRIBERS

Your Say portal

Melbourne Metro's Your Say portal was launched on 23 October 2015. The online engagement site provided another means for members of the community to engage with the project. In addition to providing project information, the site included several interactive elements designed to encourage feedback. These included discussion forums, surveys as well as an interactive map where people could drop pins identifying issues they felt should be considered in the project planning and design process.

Landowner and tenant engagement

Ahead of the broader engagement activities commencing, direct engagement with landowners and tenants whose properties may be required for Melbourne Metro took place. The key focus was to reach landowners and tenants first and work with them sensitively and respectfully to explain the project and potential impacts of land acquisition. Tailored materials were developed including planning and land acquisition fact sheets, and key points of contact were established including case managers, a business support services manager, and a dedicated information line for landowners and tenants. Ongoing one-on-one engagement continues with landowners and tenants.

400+

1800 CALLS ANSWERED

480

STATION POSTERS

800+

ONLINE ENQUIRIES

1,400
TWITTER FOLLOWERS

3,300+
BROCHURE DOWNLOADS

Stakeholder engagement

This phase of engagement included continued conversations with and feedback from key stakeholders like councils, government agencies, businesses, industry groups and major landowners such as hospitals and universities. The feedback obtained from these key stakeholders has been considered in the design process and has been used to develop Melbourne Metro's stakeholder requirements – key considerations that stakeholders request be considered during the design, construction and operation of the project.

Other activities

A range of other activities took place during the engagement program to raise awareness of Melbourne Metro, encourage feedback and generate support including presentations and meetings residents, community groups, business associations and stakeholder groups; and briefings with the media, peak bodies and advocacy groups.

A second newsletter was distributed to approximately 100,000 properties along the project alignment and eNews updates were regularly sent to over 1,900 subscribers.

Feedback was also gathered from members of the public telephoning the project information line or completing the online form.

Engagement snapshot

This table provides a snapshot of the engagement activities undertaken between February and December 2015 (Phases 1 and 2).

<table>
<tr><th>Information</th><th>Interactions</th><th>Online and social engagement</th></tr>
<tr><td>Over 13,500 information postcards distributed at 19 pop-up sessions at train stations, community events and locations across Melbourne.</td><td>Approximately 180 stakeholder meetings relating to technical issues and requirements were held, and around 50 presentations were delivered to peak bodies, business and community groups and at industry events.</td><td>Melbourne Metro videos on YouTube viewed over 30,000 times.

Over 1,400 people following on Twitter.</td></tr>
<tr><td>More than 200,000 newsletters distributed to residents and businesses along the proposed alignment.</td><td>More than 1,500 community attendees at 15 drop-in information sessions across Melbourne.</td><td>Almost 75,000 visits to the website – www.melbournemetro.vic.gov.au with eNews updates distributed regularly to approximately 2,000 email subscribers.</td></tr>
<tr><td>Over 30 advertisements in metro and local newspapers, in-train advertising on eight trains across the network, and a total of two months of online advertising.</td><td>Answered over 400 calls to the project information line (1800 551 927) and received more than 800 enquiries via the ‘contact us’ online feedback form.</td><td rowspan="2">Over 8,100 visits to the Your Say online engagement portal.

Over 3,300 downloads of brochures and information.

Over 5,500 visits to the interactive online map with more than 200 individual posts.

81 contributions across 9 discussion forums hosted on the Your Say site.</td></tr>
<tr><td>Displayed information about the project on 480 station posters across the rail network.</td><td>More than 120 phone and face-to-face conversations with property owners and tenants potentially impacted by land acquisition and over 50 follow-up meetings with affected parties.</td></tr>
<tr><td>More than 40 letterbox drops to over 12,000 homes and businesses to communicate geotechnical and site investigation activities for the project’s early planning works.</td><td colspan="2">2,979 people participated in social research between July and August 2015.
232 detailed surveys were submitted between October and November via community drop-in sessions and the Your Say site, generating more than 7,600 pieces of feedback.</td></tr>
</table>

WHAT WE HEARD

"Short term pain for huge long term gain. #MelbMetro a world-class solution for Melbourne"
- Tweet

Melbourne Metro is the biggest public transport infrastructure project in Victoria's history. For a project of this scale and complexity, there will be impacts during the construction phase which are unavoidable despite our best efforts to mitigate them.

For this reason, actively engaging with residents, businesses and other key stakeholders is a crucial element to inform decision-making on project design and construction methodology.

The Melbourne Metro Rail Authority is committed to capturing feedback from the community throughout the planning and building phases of this city-shaping project for Melbourne and Victoria.

Consultation is shaping Melbourne Metro

MMRA's ongoing engagement with key stakeholders and the community has already helped to shape the design and construction methodology for Melbourne Metro, well ahead of major works getting underway.

Swanston Street

MMRA re-visited a proposal to build Melbourne Metro's two CBD stations underneath Swanston Street from the surface down, due to the extended disruption to the heart of the CBD this would have created.

Excavating deep and lengthy pits would have forced the re-routing of trams from the world's busiest light rail corridor, caused impacts on cross streets such as Collins and La Trobe streets, and triggered the costly relocation of many critical underground services such as electricity, water and communications. CBD North and CBD South stations will now be built entirely from underground, with construction managed via shafts adjacent to the roadway where entrances were to have been built regardless.

Parkville station

The new underground station at Parkville was originally proposed to sit under the intersection of Grattan Street and Royal Parade. Following discussions with nearby hospitals and research facilities, along with assessment of potential impacts to tram and vehicle traffic, MMRA has moved the location of Parkville station further east underneath Grattan Street and out of Royal Parade to reduce the potential effects of construction.

Yarra River crossing

An option to use an immersed tube method to construct the tunnels under the Yarra River was ruled out in favour of using Tunnel Boring Machines because potential impacts on river users, as well as on recreational and retail facilities on the river banks, and possibly on the river itself were not acceptable. An immersed tube method would have involved dredging a channel in the river bed and the establishment of large work sites on both banks to lower the tunnel sections into place.

9

DISCUSSION FORUMS

30+

PRINT ADVERTS

200+

DETAILED SURVEYS

PROJECT-WIDE FEEDBACK

This section of the report outlines the key feedback we received across the whole project. It has been reported under the following categories:

+ Traffic and transport
+ Noise and vibration
+ Landscape and visual
+ Important places
+ Property and land acquisition
+ Project and station design
+ Planning process, community input and opportunities
+ Other issues

The feedback covers issues and questions about the construction phase of the project and the operational phase once trains are running through the new Melbourne Metro tunnels.

The section that follows outlines specific feedback received for each precinct and our response to the feedback.

Traffic and transport

The traffic and transport references in this report relate to cars, trucks, buses and trams on roads and access to trains across Melbourne. It also covers pedestrians and cyclists.

We heard a range of feedback about traffic and transport from local communities including:

- Concerns about the impacts of construction trucks and heavy vehicle movements on local streets. Issues included increased congestion, pedestrian safety, reduced or changed parking provisions and access to properties, driveways and businesses.
- Requests for curfews to be put in place to limit the times trucks and heavy vehicles can access some local roads.
- Questions about impacts on existing pedestrian, cycling and transport routes during construction. Request for disruptions to be scheduled outside peak travel periods where possible.
- Requests for better cycling connections, bike share and bike facilities at new stations to encourage cycling and improve connectivity.

Noise and vibration

Feedback about noise in this report refers to noise created during construction and noise from the operation of trains running along the new lines.

The vibration references in this report relate to potential impacts to buildings and infrastructure from tunnel boring machines and construction equipment as well as vibration impacts once trains start running.

We heard a range of feedback about noise and vibration from local communities including:

- Concerns about noise and vibration impacts from tunnelling near homes, especially where tunnels are situated under homes and properties.
- Questions about whether shallower parts of the alignment (10-15 metres) in some locations would potentially lead to greater impacts from noise and vibration during construction and operation.
- Requests for the project to provide noise walls in select locations and undertake pre- and post-construction property inspections in areas likely to be subject to vibration during tunnelling.
- Questions about anticipated construction noise from work sites, equipment and construction vehicles.
- Feedback to put tunnels under existing roads where possible to reduce impacts on local areas.

”PROTECTION OF HERITAGE TREES IN THIS AREA. ANY TREES THAT ARE REMOVED, PARTICULARLY HISTORIC ELM TREES SHOULD BE REPLACED WITH LIKE SPECIES TO MAINTAIN THE CURRENT STREETSCAPE ENVIRONMENT”

SOCIAL PINPOINT - PARKVILLE

Landscape and visual

The landscape and visual references in this report relate to how the new stations and infrastructure look and how well they are integrated into local areas.

We heard a range of feedback about landscape and visual matters from local communities including:

- Request for the look and feel of stations to complement the surrounding area and integrate well with the street level. Preference for station entrances not to detract from the existing character, landmarks and streetscape.
- Opportunity to use inspiring architecture and artwork that reflects the character of the surrounding area. Aesthetics of stations are important.
- Request to consider ways to reduce landscape and visual impact in areas where there will be extensive construction, and minimise impacts on existing public open spaces and trees.

Important places

References to important places in this report relate to heritage buildings, parks and open spaces. It also covers aspects relating to land use planning, community infrastructure and impacts on places that people value.

We heard a range of feedback about places that are important to local communities including:

- Concerns about impacts of construction and tunnelling on surrounding heritage buildings and monuments including Flinders Street Station, Melbourne City Baths, Young and Jackson Hotel and the South African War Memorial.
- Requests to reduce station footprints and minimise permanent impacts on existing public open spaces.
- Questions about impacts on public open space and sporting facilities during construction including JJ Holland Park, Fawkner Park and Edmund Herring Memorial Oval and University Square.
- Requests to incorporate retail spaces into new station designs and questions about property development once the project is finished.
- Opportunity to develop land around new stations to provide more shared open space.
- Opportunity to upgrade existing public spaces and facilities near new train stations and related infrastructure.
- Requests to minimise the potential impacts on heritage buildings during construction.

Property and land acquisition

Acquisition in this report refers to the acquisition of homes, businesses and land required for the project as well as land underground, known as strata acquisition.

- Questions about the extent of property acquisition and the process for compensation.
- Requests to further minimise property / land acquisition if possible to avoid impacting residential properties.
- Some property owners expressed concern that rail tunnels beneath their homes would negatively impact their property values and/or future development potential.

Project and station design

The design references in this report relate to the layout of stations, tunnel entrances, architecture and project alignment.

We heard a range of feedback about project and station design from local communities including:

- Opportunity to provide good interchanges and optimised connections with other modes of transport (trains, trams, bus, bicycle, pedestrian).
- Request to provide good disability access during and after construction. Disability access at stations, especially around the hospital precinct, is a key concern.
- Feedback that stations should have at least two entrances that optimise access to key places like universities, hospitals, public open spaces, tram stops and event spaces. These entrances should cater to current use of the area as well as future potential uses.
- Feedback that the local community strongly supports underground pedestrian links to connect stations and under major roads, particularly in Domain (under St Kilda Road), Parkville (under Royal Parade) and CBD (under Flinders/ Swanston Street and La Trobe/Swanston Street).
- There were requests to improve pedestrian crossings over roads and create more pedestrian friendly environments when Melbourne Metro is operational.
- Feedback that stations need to accommodate larger crowds to support major festivals and events like AFL Grand Final Day, Anzac Day and White Night.
- Request for safety measures to be integrated into the design of Melbourne Metro including platform screen doors at stations, security cameras, safety zones, lighting and provision for Protective Service Officers.
- Request for design to consider the most direct connection between new and existing stations in the CBD, ease of access and good way finding signage.
- Provision for bicycle parking at key stations outside the CBD such as Parkville and Domain.
- Request to consider state of the art technology including real time information provision and high capacity signalling.
- Over-site development above station entrances or underground retail development associated with stations was raised as a key project opportunity to be explored.

“JUST SAW PLANS (VIA #NWMA) FOR #ARDENSTATION FROM @MMRAILPROJECT. EXCELLENT PLANS! LOOKING FORWARD TO A VERY USEFUL OUTCOME! #RAILTRAVEL”

TWEET – ARDEN

Planning process, community input and opportunities

We received general feedback from local communities about the planning process, community input and various opportunities:

- Questions about the project planning, the EES process and how community feedback will be factored into this process.
- Suggestions that station names link with history (e.g. La Trobe station), existing places (e.g. University station) or linked stations (e.g. naming CBD South “Flinders Street Lower”).
- Requests for more detailed information about stations and portals including artist impressions and plans to show station layout.
- Suggestions that the public be engaged in the project by providing feedback on station designs and opportunities for university students to be involved in the design of stations.
- Opportunity to liaise with major service providers to coordinate their underground maintenance with underground construction of Melbourne Metro.


WHAT'S HAPPENING HERE?
vic.gov.au/mmrailproject
MELBOURNE METRO RAIL PROJECT
SITE INVESTIGATIONS
What's happening here?
From April 2015, the Melbourne Metro Rail Authority is undertaking site investigations for the Melbourne Metro Rail Project.
The information gathered from these investigations will inform the alignment, depth and design of the new rail tunnels, tunnel entrances and five underground stations.
More information
Call: 1800 551 927
Visit: www.vic.gov.au/mmrailproject
KENNARDS HIRE
KENNARDS HIRE

Other issues

Throughout the community engagement program, a number of issues were raised that are beyond the scope of the existing project description. These are highlighted below:

- Community interest in the provision of new platforms at South Yarra as part of Melbourne Metro. Feedback alternatively called for future proofing of the design to allow a metro station to be built at South Yarra later on.
- Requests for information about what a new South Yarra station would involve, e.g. scale of residential and business acquisition required, likely location of the station and scope of construction activities.
- Requests for upgrades to the existing South Yarra station and South Kensington stations.
- Requests for the alignment to include a connection to Melbourne Airport.
- Community feedback suggested that Melbourne Metro should have the Werribee / Williamstown and future Melton lines running through it from the west in addition to the Sunbury line.
- How the project interfaces with other planned or unplanned infrastructure projects, such as electrification of all rail lines across Melbourne, a rail line to Doncaster, provision for interchange onto the Clifton Hill group of train lines from Parkville station, provision of the bike share scheme across Melbourne, upgrading or modifying Haymarket Roundabout.
- With some properties in the area required for construction, there were some concerns raised that land made vacant by the project would be used for multi-storey housing that would overshadow or restrict views from existing properties.

30,000
YOUTUBE VIEWS

200,000
NEWSLETTERS

50
FOLLOW UP MEETINGS

PRECINCT FEEDBACK AND RESPONSES

"Accessibility is so important.
A good transport network should
encourage free flowing movement
of people between modes of transport –
including bike storage and disabled access."

Survey respondent - Parkville

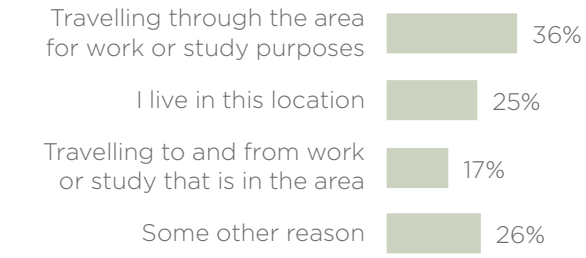

Swanston St
MELBOURNE.VIC.GOV.AU/SHUTTLE
FREE WI-FI
MELBOURNE VISITOR SHUTTLE
CITY OF MELBOURNE
#NO ROOM FOR RACISM
#NO ROOM FOR RACISM
#NO ROOM FOR RACISM


Kensington Community Recreation Centre
JJ Holland Park
Hobsons Rd
Kensington Rd
Childers St
Altona St
Derby St
Ormond St
Tennyson St
Arden St
Southey St
Bellair St
Tennyson St
McClure Rd
Bakehouse Rd
Bakehouse Rd
South Kensington Station
Lennon St
McLennan Dr
WESTERN PORTAL
Lloyd St
Dynon Rd
Legend
Rail connection (above ground)
Rail tunnel
Track work
Cut and cover
TBM Retrieval Box

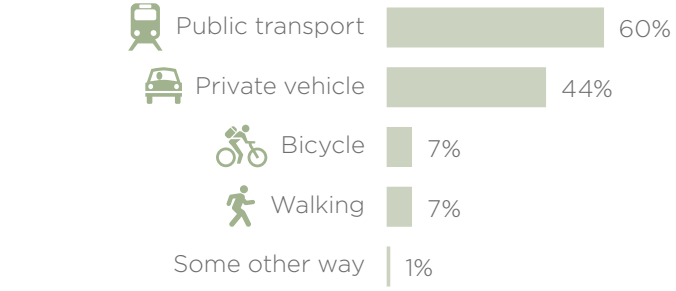
WESTERN TUNNEL ENTRANCE

Municipality City of Melbourne

Why people access Kensington



How people access Kensington



Social survey undertaken by Ipsos Australia for Melbourne Metro Rail Project in August 2015. Note respondents were able to select more than one answer for these questions.

The western tunnel entrance is proposed to be located alongside the existing rail corridor near South Kensington station, next to Childers Street. A cut and cover decline structure will be built so trains can enter the new Melbourne Metro tunnels. The tunnels will pass under Moonee Ponds Creek and CityLink before connecting to the proposed new underground station at Arden.

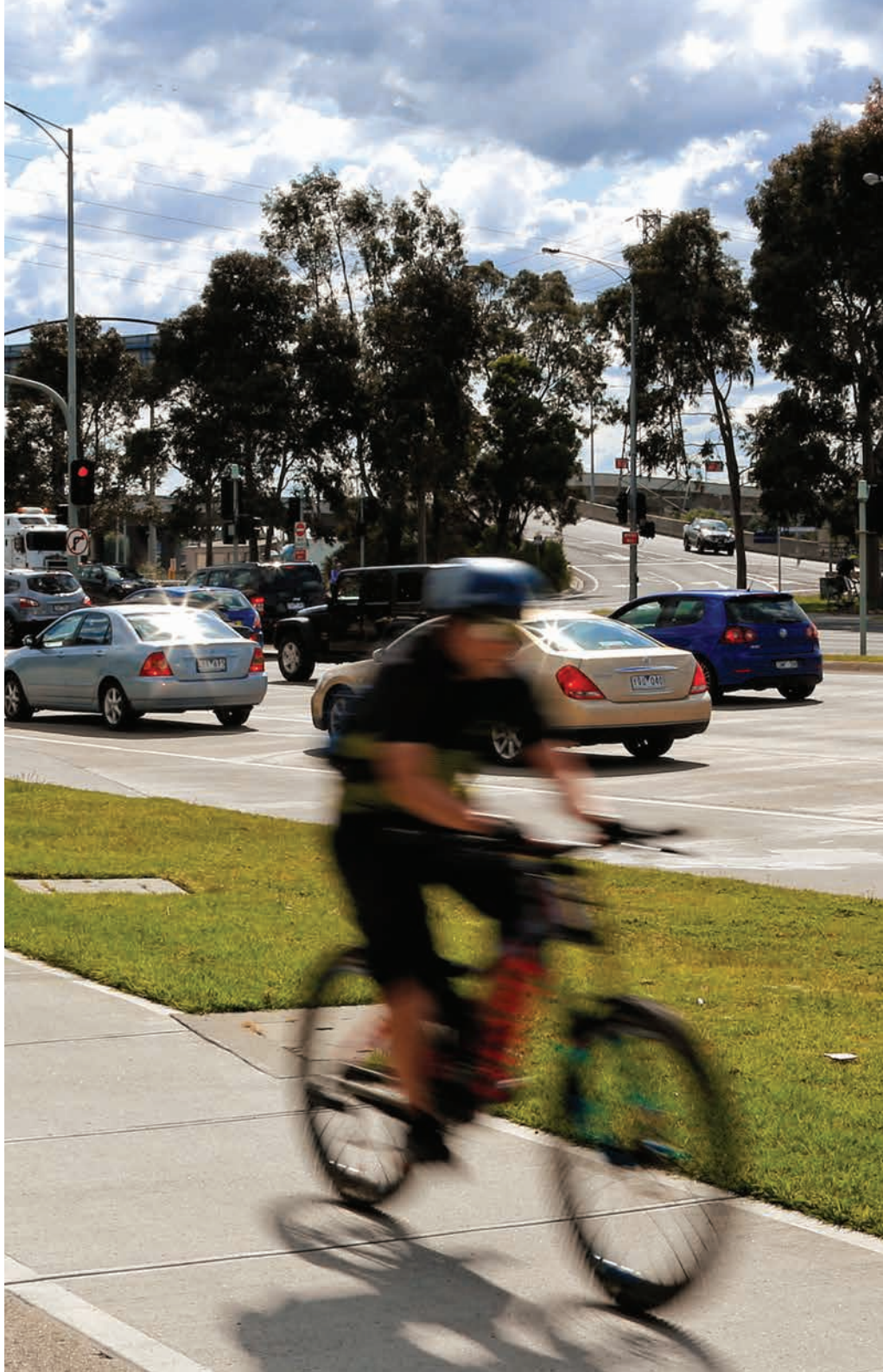
Overview of precinct feedback

There is overall support for investment in public transport improvements in the Kensington area. Construction traffic and its impact on local streets was the most commonly raised issue in the western tunnel entrance area, alongside minimising impacts on, and maintaining safe access to, JJ Holland Park and well utilised community facilities. Concerns were raised about impacts from construction including noise and vibration, loss of parking and work hours. The community also expressed an interest in understanding more about any lasting changes to the area as a result of project works.

Traffic and transport

Issues raised	Project responses
Concerns about impacts on local streets from construction traffic, including heavy vehicle routes and truck movements in quieter suburban streets (e.g. Ormond, Altona and Tennyson streets).	MMRA has undertaken traffic and transport studies including traffic counts (See Chapter 8 and Appendix D of the EES for more details). MMRA and its construction contractors would look to identify ways of getting excavated material away from the construction site and onto arterial roads as quickly and efficiently as possible. Appropriate management plans alongside contractor traffic and construction performance requirements would be used to manage impacts.
Concerns that changes to Childers Street, including reduced access, will impact truck and heavy vehicle access for local businesses in the Lloyd Street Business Estate (e.g. the Lloyd Street entrance on the eastern side of the Estate can only accommodate vehicles up to 3.4-metres high).	Detailed traffic management plans would be developed by the construction contractors to manage heavy vehicle movements and access. Local businesses in Kensington may be required to adopt alternative routes during the construction period.
Questions about the loss of parking along Childers Street near JJ Holland Park and concerns about general loss of parking in the area due to local road closures, diversions during construction of the project, and project vehicles parking on residential streets.	There would be no space to retain parking on Childers Street during construction and there would also be a permanent reduction in parking spaces on Childers Street as new infrastructure will take up more land along the rail corridor. As much parking as possible would be reinstated post-construction without taking any land from JJ Holland Park. Access will be maintained to other streets surrounding JJ Holland Park and alternative parking locations are being actively explored. Onsite construction car parking will be provided for as much as possible, with consideration also being given to the transport of workers to site (i.e. shuttle bus) to avoid impacts on parking.

Issues raised	Project responses
Questions about maintaining safe pedestrian and bicycle access to JJ Holland Park and community facilities during construction. Requests to maintain bicycle network connectivity through the area during construction, with Childers Street and Bakehouse Road a popular east-west connection for many cyclists (through the Lloyd Street Business Estate).	Pedestrian and bicycle access to community facilities at JJ Holland Park would be retained during construction, except from the Childers Street side. Consideration would be given to safe cycling detours around the excavation on Childers Street.



Noise and vibration

Issues raised	Project responses
Concerns about noise levels from construction activities, including tunnelling operations and heavy vehicle movements. Hours of operation, potential truck curfews and alternative routes to reduce impacts were the key issues raised.	MMRA and its construction contractors will seek to minimise and mitigate impacts on residents and the community, wherever possible. Appropriate management plans alongside contractor noise and vibration performance requirements would be used to manage impacts. Noise, vibration and traffic impact assessments have been carried out during the planning process to identify how these impacts could be reduced and best managed. (See Chapter 13 and Appendix I of the EES for more details).
Feedback noted concerns about the proposed tunnel entrance location being too close to local homes. Requests from some residents for noise walls to be installed along Childers Street to reduce noise from construction and operation of new rail lines (note: not all residents wish to see noise walls installed along Childers Street).	MMRA is assessing options for the western tunnel entrance and is considering ways to reduce potential impacts on the local community. Mitigation options would be considered in line with the Passenger Rail Infrastructure Noise Policy.

Landscape and visual

Issues raised	Project responses
Concerns about visual changes to the area during construction and operation. Specific concerns related to the look and height of the retaining wall – or noise walls (if required).	The Urban Design Strategy (See Appendix M of the EES for more details) provides guidance on appropriate design responses to urban landscape and any required noise treatment measures.

Important places

Issues raised	Project responses
Feedback that JJ Holland Park is very important to Kensington and surrounding communities. The feedback emphasised the importance of protecting the environmental and social value of the park during construction and operation. Some local community members have expressed a willingness to accept temporary impacts to the parklands if this were to reduce the overall number of properties required to construct the Western Portal.	The importance of JJ Holland Park as a well utilised community asset has been recognised throughout the planning and design of the project. MMRA and its construction contractors will seek to avoid impacts to the park wherever possible.

Property and land acquisition

Issues raised	Project responses
Concerns about lasting changes to the streetscape and neighbourhoods were raised, relating to the removal of homes within a heritage overlay along Childers Street. Concerns that these changes will affect the amenity of the local area.	There are some Edwardian properties in Kensington proposed to be removed for the project to be built. These properties are not listed as buildings of State significance. Consideration will be given to archival recording prior to demolition.
Queries about moving construction activities into JJ Holland Park to reduce property acquisition.	The importance of JJ Holland Park as a well utilised community asset has been recognised throughout the planning and design of the project. MMRA and its construction contractors will seek to avoid impacts to the park wherever possible. Consideration is being given to opportunities to reduce property acquisition and minimise potential impacts on the local community and businesses that also avoid impacts to the park.
Concerns about whether property acquisition compensation would be sufficient for impacted people to stay in the local area.	Compensation for permanently acquired properties will be provided in accordance with the *Land Acquisition and Compensation Act 1986*. Compensation includes market value of the acquired property as at the date of acquisition plus reasonable legal, valuation and other professional fees, as well as disturbance losses (such as stamp duty and conveyancing costs for a replacement property of equivalent value) and other allowances that are case-specific.

Project and station design

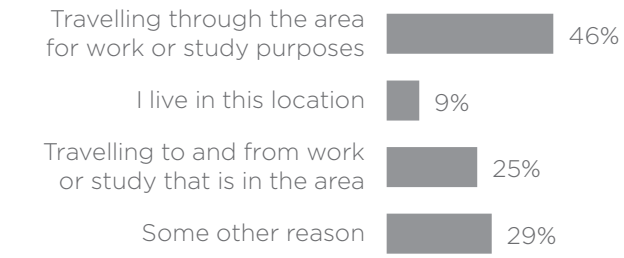
Issues raised	Project responses
Some feedback suggested alternative locations for the western tunnel entrance. These included moving the portal further west or to the southern side of the rail corridor to reduce impacts on residents and properties.	MMRA is assessing options for the location of the western tunnel entrance, with consideration being given to opportunities to reduce property acquisition and minimise potential impacts on the local community, businesses and park land.
Requests for upgrades and improvements to South Kensington station. Feedback also called for additional platforms to enable access from South Kensington to the Sunbury to Cranbourne / Pakenham line.	The Project does not include a new or upgraded station at South Kensington to connect to the new Melbourne Metro rail line. The reference design will consider impacts on the existing South Kensington station and opportunities to improve the station entrance from Childers Street.


ARDEN STATION
Legend
Station footprint (below ground)
Rail tunnel
Proposed station entrance
Potential station entrance
Moonee Ponds Creek
CityLink
Langford St
Fogarty St
Arden St
Barwise St
Macaulay Rd
Haines St
Gardiner Reserve
North Melbourne Football Club
Munster Tce
Dryburgh St
Laurens St
Stawell St
Victoria St
Queensbe

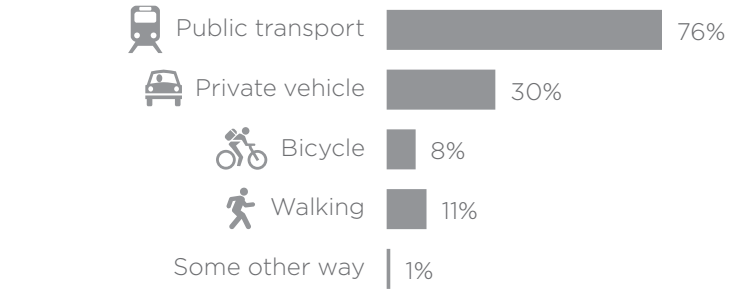
ARDEN STATION

Municipality City of Melbourne

Why people access North Melbourne / Arden



How people access North Melbourne / Arden



Social survey undertaken by Ipsos Australia for Melbourne Metro Rail Project in August 2015. Note respondents were able to select more than one answer for these questions.

Catering for this developing area, Arden station would be the most westerly underground station on the Melbourne Metro line and a catalyst for urban renewal on the doorstep of the CBD. Arden station will be located within easy walking distance to North Melbourne Recreation Centre and Pool, and Arden Street Oval.

Overview of precinct feedback

There is overall support for better access to public transport and reducing congestion on roads in the North Melbourne area. Construction traffic and its impact on local streets was the most commonly raised issue in the Arden area. Ensuring good pedestrian and bicycle connections to the existing North Melbourne station and nearby community facilities were emphasised. Key concerns raised were about construction impacts including dust, noise, vibration and hours of operation, and potential strata (underground) acquisition. The community also acknowledges the urban renewal planned for this precinct and is interested in the opportunities this presents once the new station is built.

Traffic and transport

Issues raised	Project responses
Concerns about impacts on local roads from heavy vehicle and truck movements. Requests to keep heavy vehicles off Queensberry and Abbotsford streets, as well as Munster Terrace. Concerns also raised about coordination of heavy vehicle movements with businesses in and around the Arden precinct.	MMRA has undertaken traffic and transport studies including traffic counts, and is actively discussing traffic management and coordination with local businesses and City of Melbourne (See Chapter 8 and Appendix D of the EES for more details). It identifies options for getting the excavated material away from the construction site and onto arterial roads as quickly and efficiently as possible. Construction contractors will be required to develop detailed traffic management plans.
Requests for good levels of connectivity from Arden station to other transport. Suggestions to install bike share facilities at Arden and North Melbourne stations and along the Route 57 tram line, together with creating pedestrian links between stations.	Melbourne Metro aims to provide good connections from Arden station to nearby walking and cycling routes, and public transport including North Melbourne station. Bike parking facilities would be provided at Arden station and consideration would also be given to bike share facilities in the area.

BIKE PARKING FACILITIES WOULD BE PROVIDED AT ARDEN STATION AND CONSIDERATION WOULD ALSO BE GIVEN TO BIKE SHARE FACILITIES IN THE AREA.

Noise and vibration

Issues raised	Project responses
Some residents living in close proximity to the proposed alignment expressed concern about the potential for property damage caused by vibration during construction and train operations or settlement associated with tunnelling activities near to or under their homes.	MMRA has undertaken vibration studies and modelling of tunnelling activities (See Chapter 13 and Appendix I of the EES for more details). The predicted levels of vibration show no property damage is expected as a result of the tunnelling activities. The Project will seek to minimise and mitigate impacts on residents and the community, wherever possible. Appropriate management plans alongside contractor noise and vibration performance requirements would also be used to manage impacts.
Feedback received that Dryburgh Street is already impacted by existing industrial and heavy vehicle noise. Questions about hours of operation, potential truck curfews and alternative routes.	The Project will seek to minimise noise impacts on residents and the community, wherever possible. Appropriate management plans alongside contractor noise and traffic performance requirements would be used to manage impacts from construction activities and vehicles. Noise and traffic impact assessments have been carried out during the planning process to help identify how these impacts could be reduced and best managed.
Concerns about noise and vibration from the construction staging area in Arden. Queries received about potential mitigation for neighbouring homes including double-glazing, acoustic plasterboard, respite etc.	Trucks would be required to get onto major arterial roads as soon as possible to limit noise impacts to the local area. The Project is considering ways to reduce potential noise and vibration impacts on the local community, including acoustic sheds at construction sites and temporary noise walls. Relocation may be considered for directly affected residents during works on a case-by-case basis.

“ARDEN STATION WILL BE THE MAIN STAGING POINT DURING CONSTRUCTION. I’M CONCERNED ABOUT THE IMPACT ON LOCAL RESIDENCES OF INCREASED HEAVY TRAFFIC OVER 8 YEARS OF CONSTRUCTION. IS THERE ANY WAY TO SHORTEN THE CONSTRUCTION PERIOD?”

SURVEY RESPONDENT – NORTH MELBOURNE

Landscape and visual

Issues raised	Project responses
This area should be designed to encourage high-quality, high-density development and Arden station should function as a key interchange for the area.	The Urban Design Strategy encourages land use change in the Arden precinct (See Appendix M of the EES for more details). This work will be delivered in partnership with the City of Melbourne and Metropolitan Planning Authority who have responsibility for the redevelopment of the precinct.

Important places

Issues raised	Project responses
Concerns about construction impacts on buildings nearby, including the North Melbourne Football Ground, the Recreation Centre and swimming pool, and the Weston Milling site.	The Project recognises the social and heritage value of the Arden precinct. There are no direct built heritage impacts on the buildings mentioned and care would be taken to manage vibration during construction in line with appropriate management plans.
Concerns about impacts to heritage homes or plans to demolish buildings of historical significance in the area (built mid 1800s to early 1900s). In particular, properties cited on Dryburgh Street and Queensberry Street.	There are no historic properties in Dryburgh or Queensberry streets required for acquisition or demolition for the project. Care would be taken to manage vibration during construction in line with appropriate management plans.
Concerns that current land use zoning will not generate passenger numbers for Arden station. Suggestion to rezone the Arden precinct to encourage high-density housing and business development, so the station can act as a major interchange.	Arden station is proposed to be located in the heart of North Melbourne's new urban development and renewal area, known as the Arden Macaulay precinct. The City of Melbourne and the Metropolitan Planning Authority are leading the urban renewal approach for Arden to accommodate significantly more residents and employment growth over the next 20 years. Demand is expected to grow rapidly as the area develops, with future patronage volumes at Arden station expected to match that of inner-city suburban stations across Melbourne.
Concerns from local residents about potential impacts from tunnelling on a former creek that runs underground in the vicinity of O'Shanassy Street.	Geotechnical drilling will help to determine the geological, hydrological and groundwater conditions in this area and help to inform the selection of appropriate construction methodologies.

Property and land acquisition

Issues raised	Project responses
Concerns about strata (underground) acquisition and the presence of rail tunnels under properties affecting property values and future development potential of properties (e.g. near Flemington Road where increasing numbers of new buildings have underground basements).	The planning and design phase will determine the depth of the tunnels and any future development potential that may be affected as a result of strata acquisition.

Project and station design

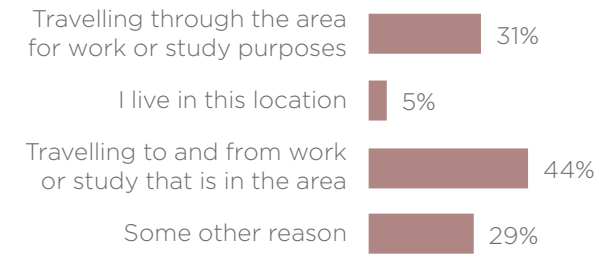
Issues raised	Project responses
Requests for the Melbourne Metro rail tunnels to be put under existing roads where possible to reduce impacts on properties. Suggested alternate routes for the tunnels include under Arden, Wreckyn and Haines streets. Concerns that tunnel depth may be too shallow between Arden and Parkville stations. Suggestions to tunnel deeper to mitigate construction and operational impacts on residential properties.	Where possible, the preferred tunnel alignment travels under roads. There are a range of factors that influence both the vertical and horizontal alignment of the tunnels, including ground conditions, existing subsurface infrastructure, rail operational requirements (i.e. train speed and trains per hour), and the location and depth of the stations with which the tunnels connect. The predicted levels of vibration indicate that no damage to properties is expected as a result of the tunnelling activities.
Suggestions to move the proposed Arden station location further north near Arden and Abbotsford streets to improve connectivity with other modes of transport (402 bus and 57 tram) and access to recreational areas.	Arden station will be located in the heart of North Melbourne's urban development and renewal area, known as the Arden Macaulay precinct. MMRA is working closely with City of Melbourne and Public Transport Victoria to identify opportunities to provide pedestrian links between Arden station and the other transport modes to improve connectivity.


PARKVILLE STATION
Story St
University High School
Park Dr
Flemington Rd
Royal Parade
University of Melbourne
Swanston St
The Royal Women's Hospital
The Royal Melbourne Hospital
Kernot Rd
Victorian Comprehensive Cancer Centre (VCCC)
Peter Doherty Institute
Grattan St
University Square
Berkeley St
Barry St
Leicester St
Bouverie St
Swanston St
Melbourne Business School
Pelham St
Lincoln Square
Peel St
Elizabeth St
Legend
Station footprint (below ground)
Rail tunnel
Proposed station entrance

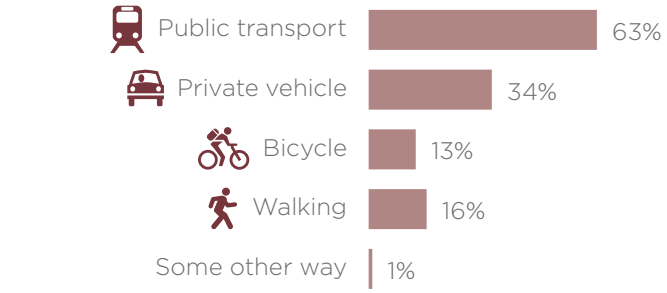
PARKVILLE STATION

Municipality City of Melbourne

Why people access Parkville



How people access Parkville



Social survey undertaken by Ipsos Australia for Melbourne Metro Rail Project in August 2015. Note respondents were able to select more than one answer for these questions.

Parkville station is proposed to be located under Grattan Street near Royal Parade, providing a direct rail connection to the world-renowned healthcare, research and education facilities in the area. The Royal Melbourne Hospital, the new Victorian Comprehensive Cancer Centre, the University of Melbourne and other important facilities will be served by this station.

Overview of precinct feedback

The community perceives reduced road congestion and better access to public transport as the key benefits of Melbourne Metro in the Parkville area. Concern about the impact of road closures and diversions during construction was the most commonly raised issue. Feedback emphasised the importance of maintaining access to hospitals and the University of Melbourne during construction. Creating links under roads to improve pedestrian connectivity was highly supported. Protection of heritage features, including trees on Royal Parade and Grattan Street is important for the area. Community members asked how the project will manage construction so close to sensitive hospital services and wanted to know more about noise and vibration once trains are running in the tunnels.

Traffic and transport

Issues raised	Project responses
Opportunity to improve pedestrian flow and safety around Royal Parade and Grattan Street by creating underground pedestrian links servicing both sides of Royal Parade and both sides of Grattan Street.	Pedestrians would be able to use the station underpasses to cross from one side of Royal Parade to the other and from one side of Grattan Street to the other 24 hours a day without needing to buy a train ticket. There will also be pedestrian crossings at surface level.
Feedback emphasised the importance of ensuring access to hospitals in the area during construction, particularly the Emergency Department at the Royal Melbourne Hospital.	MMRA understands the importance of maintaining 24 hour access 7 days a week for emergency vehicles to access local hospitals. Early engagement with key stakeholders provided invaluable feedback which has helped to refine the design and location of Parkville station to minimise impacts on emergency access to the hospitals during construction. Further, construction contractors would be required to develop detailed traffic management plans in consultation with local hospitals.
Concerns about the impacts of road closures and diversions during construction. Feedback indicated that Grattan Street, Royal Parade and Flemington Road are already congested and traffic management will be required.	The construction of Parkville station would require the temporary closure of Grattan Street between Royal Parade and Leicester Street for a period of up to 3 years. MMRA has undertaken traffic and transport studies including traffic counts (See Chapter 8 and Appendix D of the EES for more details). Construction contractors would be required to develop detailed traffic management plans for Grattan Street, Royal Parade and Flemington Road.

Issues raised	Project responses
Opportunity to improve pedestrian links along Grattan Street by closing it to traffic between Royal Parade and University Square after construction. Suggestions to consider creating a pedestrian and cycling thoroughfare.	MMRA is working with the City of Melbourne, VicRoads and Bicycle Network Victoria to identify opportunities for improving pedestrian and cycling connections and amenity in this area. Ultimately, closing a part of Grattan Street will be a decision for City of Melbourne and VicRoads.
Questions about changes to the local transport network once Melbourne Metro comes into service including changes to the 401 bus service, which travels between North Melbourne station and Parkville.	There would likely be temporary detours for the 401 and 402 bus service during construction. Longer term operational changes would be dependent on broader bus service planning and passenger demand, to be determined by Public Transport Victoria.

FEEDBACK EMPHASISED THE IMPORTANCE OF ENSURING ACCESS TO HOSPITALS IN THE AREA DURING CONSTRUCTION, PARTICULARLY THE EMERGENCY DEPARTMENT AT THE ROYAL MELBOURNE HOSPITAL.

Noise and vibration

Issues raised	Project responses
Concerns about noise and vibration between North Melbourne and Parkville. Queries about the project's ability to meet EPA Victoria requirements. Requests for the Project to adopt NSW standards for Melbourne Metro and to consider mitigation measures in areas where the tunnels pass under homes.	MMRA has undertaken vibration studies and modelling of tunnelling activities (See Chapter 13 and Appendix I of the EES for more details). The predicted levels of vibration indicate that no property damage is expected as a result of the tunnelling activities. MMRA and its construction contractors will seek to minimise and mitigate noise and vibration impacts on residents and the community, wherever possible. Appropriate management plans alongside contractor noise and vibration performance requirements would be used to manage impacts. Property condition assessments will be undertaken prior to construction works commencing to record the existing condition of all potentially impacted buildings, including older/ heritage homes.
Queries about depth of tunnelling through the Parkville area and impacts of vibration on sensitive hospital equipment during construction as well as once trains are running in the tunnels.	MMRA has undertaken vibration studies and modelling of tunnelling activities (See Chapter 13 and Appendix I of the EES for more details). We are is working with local hospitals to identify sensitive equipment and areas and undertake baseline noise and vibration modelling to help determine appropriate mitigation measures and construction methodology. Property condition assessments will be undertaken on hospitals and other major institutions prior to construction works commencing to record the existing condition of all potentially impacted buildings.
Queries about impacts of sustained noise and vibration so close to hospital services and patients during construction. Questions about how the project will mitigate or prevent this from becoming an issue.	MMRA has undertaken noise and vibration studies and modelling of tunnelling activities (See Chapter 13 and Appendix I of the EES for more details). We are is working with local hospitals to identify sensitive equipment and working areas and undertake baseline noise and vibration modelling to help determine appropriate mitigation measures and construction methodology. Appropriate management plans alongside contractor noise and vibration performance requirements would be used to manage impacts.


ROAD WORK AHEAD
PREPARE TO STOP
60

PROPERTY CONDITION ASSESSMENTS WILL BE UNDERTAKEN PRIOR TO CONSTRUCTION WORKS COMMENCING TO RECORD THE EXISTING CONDITION OF ALL POTENTIALLY IMPACTED BUILDINGS, INCLUDING OLDER/HERITAGE HOMES.

Landscape and visual

Issues raised	Project responses
Concerns about the removal of significant trees on Royal Parade and Grattan Street. Requests to replace any trees removed with similar trees to maintain landscape and visual appeal of the streetscape.	MMRA is working to minimise the number of trees that would need to be removed. Any trees to be removed would be replaced with similar trees. This approach is consistent with the City of Melbourne Urban Forest Strategy
Feedback for the design of the station entrances and access points to integrate well with the surrounding landscape (e.g. station entrances should complement Royal Parade's heritage boulevard streetscape).	The Urban Design Strategy (See Appendix M of the EES for more details) provides guidance on an appropriate design response to integrate new stations into the character of the local area.

Important places

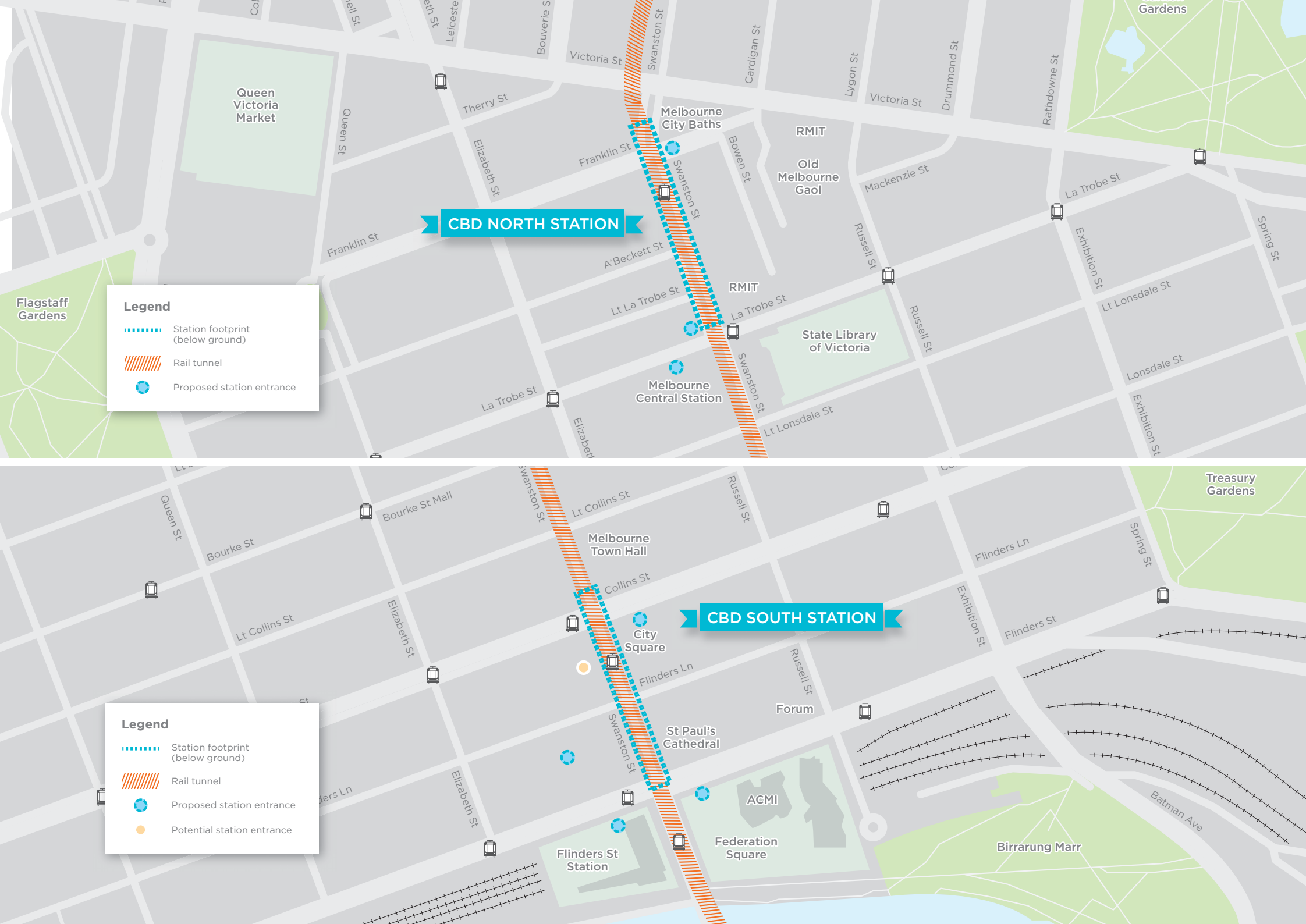
Issues raised	Project responses
Questions about the potential for structural damage to historic buildings (e.g. buildings at the University of Melbourne) and heritage homes in Parkville.	MMRA has undertaken vibration studies and modelling of tunnelling activities. The predicted levels of vibration indicate that no property damage is expected as a result of the tunnelling activities. MMRA and its construction contractors will seek to minimise and mitigate impacts on residents and the community, wherever possible. Appropriate management plans alongside contractor noise and vibration performance requirements would be used to manage impacts. Property condition assessments will be undertaken prior to construction works commencing to record the existing condition of all potentially impacted buildings, including older/heritage homes.

"THE INCORPORATION OF THE PARKVILLE, HOSPITAL AND UNIVERSITY CATCHMENTS INTO THE RAIL NETWORK WILL BE FANTASTIC. IT SHOULD ALSO REDUCE OVERCROWDING ON EXISTING PUBLIC TRANSPORT OPTIONS TO THOSE AREAS"

SURVEY RESPONDENT - PARKVILLE

Project and station design

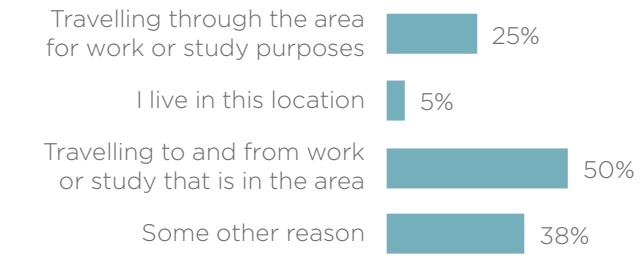
Issues raised	Project responses
Station design should facilitate easy access to key areas like Royal Melbourne Hospital, Victorian Comprehensive Cancer Centre and University Square. Feedback emphasised the importance of ensuring easy access for disabled and mobility impaired passengers.	The proposed Parkville station will significantly improve access to local hospitals, Melbourne University and other local landmarks (See Chapter 6 of EES for more details). The station would provide direct access to either side of Royal Parade via a station underpass and improve connectivity between key medical and educational facilities in the precinct. All Melbourne Metro stations will be fully Disability Discrimination Act (DDA) compliant, with specific consideration being given to disability access for Parkville station, including high capacity lifts at each station entrance.
Requests to move Parkville station under Haymarket roundabout to avoid impacts on Royal Parade/Grattan Street, or closer to Flemington Road to improve access to the Royal Children's Hospital and interchange with the number 55 and 59 tram lines.	Early engagement with key stakeholders provided invaluable feedback which has helped to refine the design and proposed location of Parkville station to minimise impacts on Royal Parade and the hospitals and emergency access to the hospitals during construction. It also means that trams can continue running along Royal Parade. Parkville station meets a key objective of providing improved connections to the Royal Melbourne Hospital, the Royal Women's Hospital, the new Victorian Comprehensive Cancer Centre, the University of Melbourne and the local area. Moving the station to Flemington Road would reduce the effectiveness of these connections.


CBD NORTH STATION
Legend
Station footprint (below ground)
Rail tunnel
Proposed station entrance
Queen Victoria Market
Flagstaff Gardens
Melbourne City Baths
RMIT
Old Melbourne Gaol
State Library of Victoria
Melbourne Central Station
Victoria St
Therry St
Franklin St
A'Beckett St
Lt La Trobe St
La Trobe St
Lt Lonsdale St
Lonsdale St
Swanston St
Elizabeth St
Queen St
Bowen St
Mackenzie St
Russell St
Exhibition St
Spring St
Cardigan St
Lygon St
Drummond St
Rathdowne St
Gardens
CBD SOUTH STATION
Legend
Station footprint (below ground)
Rail tunnel
Proposed station entrance
Potential station entrance
Bourke St Mall
Bourke St
Lt Collins St
Collins St
Melbourne Town Hall
City Square
Flinders Ln
Flinders St
St Paul's Cathedral
Forum
Federation Square
ACMI
Flinders St Station
Birrarung Marr
Batman Ave
Treasury Gardens

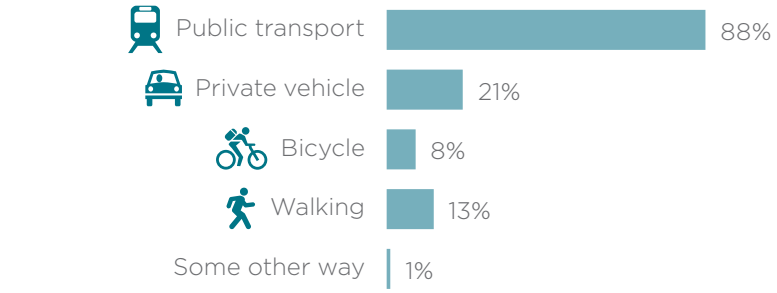
CBD STATIONS

Municipality City of Melbourne

Why people access the CBD



How people access the CBD



Social survey undertaken by Ipsos Australia for Melbourne Metro Rail Project in August 2015. Note respondents were able to select more than one answer for these questions.

CBD North station is proposed to be located directly beneath Swanston Street, generally between La Trobe Street and Franklin Street. The station would include two direct underground connections to Melbourne Central station, allowing commuters to interchange between Melbourne Metro and City Loop services. The station will improve access to RMIT University, the State Library and the northern CBD retail precinct.

CBD South station is proposed to be located directly beneath Swanston Street, generally between Flinders Street and Collins Street, and would include direct underground connections to Federation Square and Flinders Street Station, allowing commuters to interchange between Melbourne Metro and City Loop services. The station will improve access to Federation Square, Southbank, the Arts Centre, St Paul's Cathedral and Swanston Street shopping.

Overview of precinct feedback

Better access to public transport and more frequent and reliable trains were perceived as the key benefits in the CBD area. Key issues raised included changed traffic conditions and congestion in the city, access to car parking and residences. Traders expressed concern about loss of business during construction.

Community members would like to see improved traffic, bicycle and pedestrian flows on busy city streets created by underground links between the new stations and key places. Protecting important buildings including Melbourne City Baths, St Paul's Cathedral and Flinders Street Station was also highlighted.

Traffic and transport

Issues raised	Project responses
General	
Easy interchange between platforms is important for commuters. Request not to have separate ticketing barriers between CBD North and Melbourne Central station / CBD South and Flinders Street Station.	The proposed CBD stations would be designed to allow seamless connection for rail passengers between the existing City Loop stations and the future metro stations. Passengers would be able to change platforms without needing to pass through a ticket barrier.
Opportunity to improve pedestrian flows by creating underground links between stations and key places like Federation Square, Flinders Street Station, Melbourne Central and RMIT University.	Melbourne Metro is proposed to include underground pedestrian links to Federation Square, Flinders Street Station, Melbourne Central and at the doorstep of RMIT University.
Queries about truck routes and heavy vehicle movements in and around the CBD. General concerns about the safety of cyclists and traffic management for vehicles accessing residential apartments. Particular concerns about east-west traffic flows (e.g. Little Collins / Collins Street and La Trobe Street) and access for delivery vehicles.	MMRA has undertaken traffic and transport studies and traffic counts (See Chapter 8 and Appendix D of the EES for more details). This work has identified ways of getting excavated material away from construction sites and onto arterial roads as quickly and efficiently as possible. Construction contractors would be required to develop detailed traffic management plans.

Issues raised	Project responses
CBD South	
Concerns about impacts on city car parking, particularly City Square car park on Flinders Lane. Access to this car park was noted as important for guests and residents of the Westin Hotel as well as owners of nearby businesses.	Melbourne Metro will impact public and private parking underneath City Square. MMRA will work with permanent residents of the Westin Hotel to identify solutions to manage impacts on private car parking, and with City of Melbourne on arrangements for public car parking. Construction contractors would be required to develop detailed management plans.

THE PROPOSED CBD STATIONS WOULD BE DESIGNED TO ALLOW SEAMLESS CONNECTION FOR RAIL PASSENGERS BETWEEN THE EXISTING CITY LOOP STATIONS AND THE FUTURE METRO STATIONS.

Noise and vibration

Issues raised	Project responses
General	
Queries about depth of tunnels under Swanston Street and the impacts of vibration on the structural integrity of buildings during construction as well as once trains are running in the tunnels.	Engineering and ground investigation determined that both CBD stations could be built entirely underground instead of excavating down from street level. This solution significantly minimises surface disruption and enables trams to keep running on Swanston Street, greatly reducing impacts during the years of construction. MMRA has undertaken vibration studies and modelling of tunnelling activities (See Chapter 13 and Appendix I of the EES for more details). The predicted levels of vibration indicate that no property damage is expected as a result of the tunnelling activities. MMRA and its construction contractors would seek to minimise and mitigate impacts on residents and the community, wherever possible. Appropriate management plans, alongside contractor noise and vibration performance requirements would be used to manage impacts. Property condition assessments will be undertaken prior to construction works commencing to record the existing condition of all potentially impacted buildings, including older/heritage homes.
Concerns about impacts on amenity for CBD residents from noise and vibration. Particular concerns about impacts from night works on residents of apartment buildings.	MMRA and its construction contractors would seek to minimise impacts on residents and the community, wherever possible. Appropriate management plans alongside contractor noise and vibration performance requirements would be used to manage impacts. Noise and vibration impact assessments have been carried out during the planning process to identify how these impacts could be reduced and best managed (See Chapter 13 and Appendix I of the EES for more details).

Landscape and visual

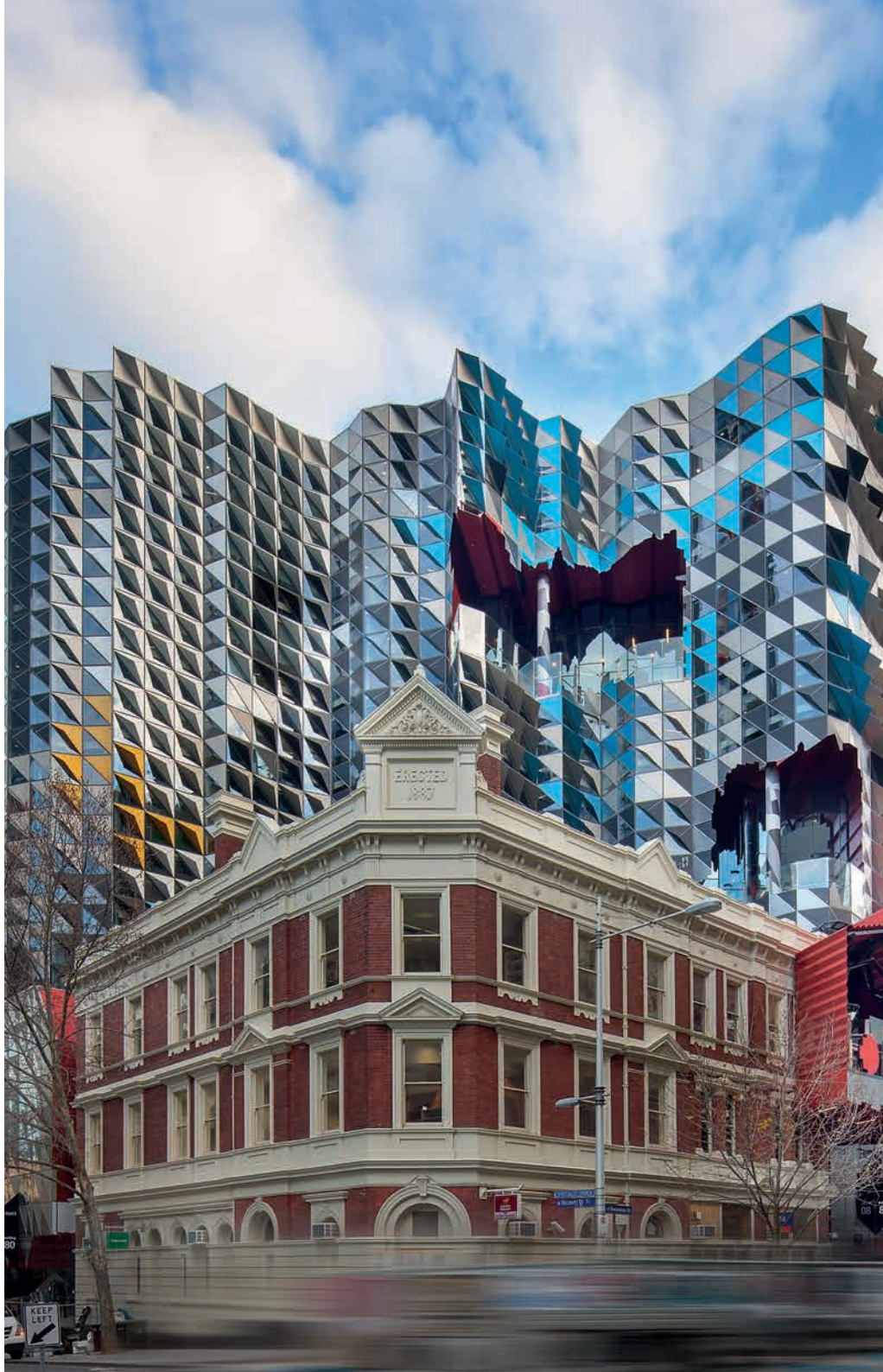
OPPORTUNITY TO MITIGATE VISUAL AND LANDSCAPE IMPACTS BY DEVELOPING MINI GREEN SPACES AND CREATING SHIPPING CONTAINER SHOPPING HUBS IN PLACE OF DISRUPTED BUILDINGS.

Issues raised	Project responses
General	
Suggestion to completely close Swanston Street to traffic. Opportunity to mitigate visual and landscape impacts by developing mini green spaces and creating shipping container shopping hubs in place of disrupted buildings.	To keep the city moving and Swanston Street open, further engineering and ground investigation work was undertaken which determined that both CBD stations could be built entirely underground from adjacent shafts instead of a cut and cover approach. This solution significantly minimises surface disruption and enables trams to keep running on Swanston Street, greatly reducing impacts during the years of construction.
Feedback shows desire to see CBD station entrances integrated with their surroundings and add in open space (e.g. in CBD North, the Franklin Street entrance should blend in with the heritage architecture of the Melbourne City Baths).	The Urban Design Strategy (See Appendix M of EES for more details) provides guidance on an appropriate design response to integrate new stations into the character of the local area.

Important places

Issues raised	Project responses
General	
Requests to maintain access to key places and spaces across the city during construction (e.g. Federation Square, Flinders Street Station, the State Library, Melbourne Central shops and RMIT University).	Contractors would be required to develop detailed construction management plans including maintaining access to important public spaces and buildings. With construction work at Swanston Street completed from underground, maintaining footpath access to key destinations along the street will be achievable.
Reduced foot traffic and restricted access to laneways (e.g. Scott Alley) cited as key issues for local traders. Concerns about loss of occupancy income for shop owners. Queries about mitigation and compensation.	Contractors would be required to develop detailed construction management plans including maintaining access to businesses. MMRA is working with businesses to understand how they operate and how to minimise impacts and disruptions that may occur during the construction of the project. MMRA is also working with traders and the City of Melbourne to identify ways to attract shoppers and other visitors to businesses in the vicinity of work sites. MMRA will engage respectfully and fairly with affected business owners to discuss the process and options. MMRA will operate in accordance with the *Land Acquisition and Compensation Act 1986* and the *Major Transport Projects Facilitation Act 2009*.

Issues raised	Project responses
CBD North	
Concerns about impacts on significant buildings near CBD North (e.g. Melbourne City Baths and the State Library of Victoria). Concerns relate to vibration during construction as well as once trains are running through the tunnels.	The proposed CBD North station includes an entrance on Franklin Street next to the City Baths. Vibration management plans would be put in place during construction. MMRA is seeking to minimise the amount of above ground infrastructure at this location and to keep the design unobtrusive. No direct heritage impacts are expected on the State Library and forecourt as it is a reasonable distance from construction worksites (See Chapter 14 and Appendix J of the EES for more details).



Important places

Issues raised	Project responses
CBD South	
Concerns about impacts on significant buildings near CBD South (e.g. St Paul's Cathedral, Flinders Street Station, the Young and Jackson Hotel and Melbourne Town Hall). Concerns relate to vibration during construction as well as once trains are running through the tunnels.	No direct heritage impacts are expected on St Paul's Cathedral, Young and Jackson Hotel, Princes Bridge or Melbourne Town Hall. Flinders Street Station would be impacted by the connection from the new CBD South station. A detailed management plan would be put in place to research, record and interpret the heritage aspects of the building. Heritage considerations would also be taken into account during detailed design to minimise the impact of external changes to the building (See Chapter 14 and Appendix J of the EES for more details). The Young and Jackson Hotel would be retained and a station entrance to CBD South station built next door. Construction management plans would be put in place to protect the building and manage the construction interface.
Questions about extent of impact at City Square during and after construction. Concerns about loss of public open space during construction and permanent changes after construction (i.e. atmosphere of City Square changed by station entrance).	City Square would be used during construction to build a station entrance and for construction purposes. MMRA is working with City of Melbourne to offset impacts during construction and ensure the amenity of the Square is maintained and where possible enhanced post project completion.

Property and land aquisition

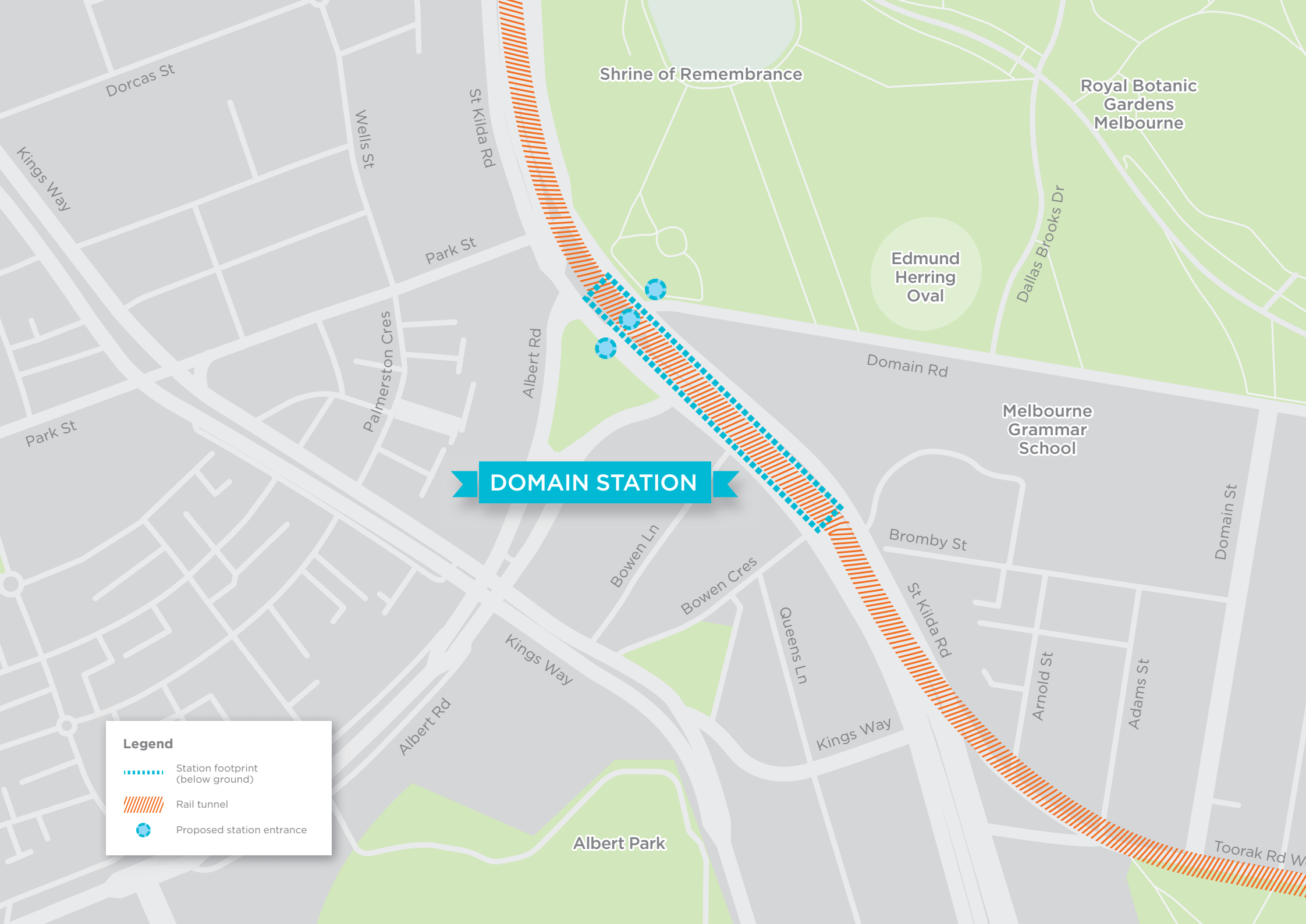
Issues raised	Project responses
General	
Concerns about strata (underground) acquisition affecting property values and future land development potential (e.g. near Victoria Street, which is seeing increasing numbers of high-rise apartment buildings.	The planning and design phase will determine the depth of the tunnels and any future development potential that may be affected as a result of strata acquisition.

FLINDERS STREET STATION WOULD BE IMPACTED BY THE CONNECTION FROM THE NEW CBD SOUTH STATION. A DETAILED MANAGEMENT PLAN WOULD BE PUT IN PLACE TO RESEARCH, RECORD AND INTERPRET THE HERITAGE ASPECTS OF THE BUILDING.

Project and station design

Issues raised	Project responses
General	
Questions about depth of CBD stations. Depth of CBD North station (approx. 37 metres) queried as too deep which may adversely impact access. Suggestion to keep the alignment shallow by running the tunnels over the top of the City Loop to make the new CBD stations easier to access.	Engineering and investigation work has confirmed that CBD North and South stations can be constructed entirely underground, rather than digging them out from the surface down. This will significantly minimise disruption and enable trams to keep running on Swanston Street. It also means cross-streets such as Collins Street and La Trobe Street would not be closed as often or as long. The CBD North station platforms are proposed to be a similar depth to platforms 3 and 4 at Parliament station. Efficient escalators and lifts will be installed at the stations to move passengers quickly from platform to surface. Transport modelling also shows that large numbers of passengers are expected to transfer between CBD North and Melbourne Central station, rather than travelling to surface level.

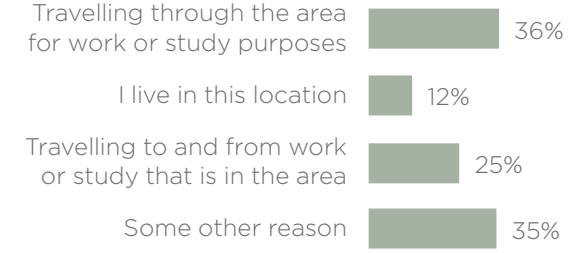
Issues raised	Project responses
CBD South	
Suggestion to move the alignment under Queen Street. CBD South access to integrate with platforms 10/11 at Flinders Street Station. This will allow for another entrance to be constructed on the Southbank side of the river to service the Arts precinct.	A number of options were examined to determine the best possible locations for the metro rail CBD stations with Swanston Street as the preferred alignment (See Chapter 6 of EES for more details). CBD South station would connect to the Flinders Street Station concourse. This would provide access to all rail lines through the station rather than one particular platform.
Request for entrance at Scott Alley off Flinders Lane to offset construction impacts. Need to integrate access with important city laneways. Laneways are an important part of Melbourne's culture and need to be protected.	CBD South station has been designed to provide good connections to local roads and laneways including Scott Alley.


DOMAIN STATION
Shrine of Remembrance
Royal Botanic Gardens Melbourne
Edmund Herring Oval
Melbourne Grammar School
Albert Park
Dorcas St
Wells St
St Kilda Rd
Kings Way
Park St
Palmerston Cres
Albert Rd
Dallas Brooks Dr
Domain Rd
Bowen Ln
Bowen Cres
Queens Ln
Bromby St
Arnold St
Adams St
Domain St
Toorak Rd W
Legend
Station footprint (below ground)
Rail tunnel
Proposed station entrance

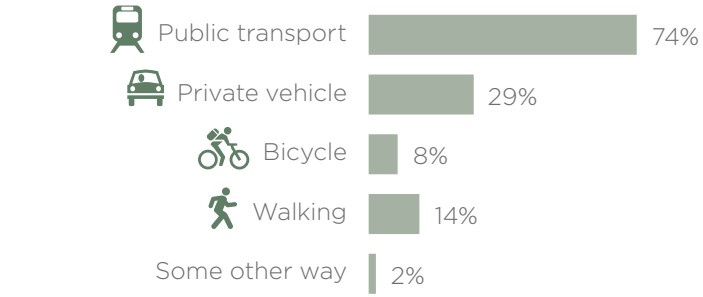
DOMAIN STATION

Municipality City of Port Phillip and City of Melbourne

Why people access Domain



How people access Domain



Social survey undertaken by Ipsos Australia for Melbourne Metro Rail Project in August 2015. Note respondents were able to select more than one answer for these questions.

The new Domain station would make it easier to visit some of Melbourne's most valued parks and attractions. The new Domain station is proposed to be located under St Kilda Road, near the intersection with Albert Road and Domain Road, significantly enhancing access to this important commercial, residential and recreational area. It will also be an important interchange point for trams.

Overview of precinct feedback

Concern about traffic congestion in St Kilda Road and Albert Road during construction was the most commonly raised issue. There is a strong community desire to keep trams, including the route 8 tram, running during construction with minimal disruption. Parks and memorials in the area are highly valued, with community members indicating they are concerned about potential impacts on access to the Shrine of Remembrance and the relocation of the South African Soldiers Memorial. The community also conveyed the importance of minimising impacts on local parks and sporting grounds such as Kings Domain, Fawkner Park and Edmund Herring Oval during construction and operation.

Traffic and transport

Issues raised	Project responses
Concerns about traffic congestion in St Kilda Road and Albert Road during construction. Queries about how lane closures would affect traffic flows as well as impacts on nearby roads and parking (e.g. Punt Road and Kings Way).	The construction of Domain station would be staged to reduce impacts on the road and tram network while protecting and maintaining access to nearby buildings and facilities. This is likely to involve temporary diversions for all road users including drivers, pedestrians and cyclists. MMRA has undertaken traffic and transport studies (See Chapter 8 and Appendix D of the EES for more details) and consulted with VicRoads and PTV to identify how road and traffic impacts can be reduced and best managed. These studies identify ways of transporting excavated material away from the construction site and onto arterial roads as quickly and efficiently as possible. Construction contractors would be required to develop detailed traffic management plans for St Kilda Road and other local roads.
Enquiries about disruptions to the tram network and services along St Kilda Road, including tram route 8. Requests to keep trams running during construction with minimal disruption.	Trams would keep running along St Kilda Road as much as possible while the new Domain station is constructed, however there will be some disruptions for short periods. Due to the temporary closure of Domain Road during Melbourne Metro's construction, Route 8 trams currently travelling along Domain Road and Park Street, South Yarra, would need to be rerouted via Toorak Road West. To facilitate this change, tram infrastructure would be installed along Toorak Road West between Park Street, South Yarra and St Kilda Road as part of Melbourne Metro early works. MMRA will work closely with PTV and Yarra Trams to minimise disruption as much as possible and ensure that any changes are communicated to tram users ahead of time.

Issues raised	Project responses
Opportunity to improve pedestrian flows and safety around St Kilda Road by creating underground pedestrian links between the station, Domain Interchange, Shrine of Remembrance and Albert Road.	Pedestrians would be able to use the Domain station underpass to cross from one side of St Kilda Road to the other without needing to buy a train ticket. There would also be pedestrian crossings at surface level.
Questions about maintaining access to Melbourne Grammar School, including ensuring safe pick-up and drop-off zones as well as safe pedestrian access for students, parents and carers.	Construction contractors would be required to develop detailed traffic management plans to manage access to nearby properties including Melbourne Grammar School.

MAINTAINING ACCESS TO MELBOURNE GRAMMAR SCHOOL, INCLUDING ENSURING SAFE PICK-UP AND DROP-OFF ZONES AS WELL AS SAFE PEDESTRIAN ACCESS FOR STUDENTS, PARENTS AND CARERS.

FEEDBACK THAT THE DESIGN OF THE STATION ENTRANCES AND ACCESS POINTS SHOULD INTEGRATE WELL WITH THE SURROUNDING LANDSCAPE.

Noise and vibration

Issues raised	Project responses
Concerns about impacts on amenity for local residents during construction, including dust, noise, vibration, and night works. Queries about whether residents would be entitled to relocation or compensation for impacts.	A social impact assessment (See Chapter 10 and Appendix F of EES for more details) was carried out during the planning process to identify how these amenity impacts on local residents could be reduced and best managed. Relocation may be considered for directly affected residents during works on a case-by-case basis.
Property owners raised concerns about the project reducing property values in the area due to construction impacts. Particular concerns about the loss of rental income due to noise, dust and vibration.	MMRA and its construction contractors would seek to minimise these impacts on residents and the community, wherever possible. Appropriate management plans alongside contractor noise and vibration performance requirements would be used to manage impacts. Noise and vibration impact assessments have been carried out during the planning process to identify how these impacts could be reduced and best managed (See Chapter 13 and Appendix I of the EES for more details).

Landscape and visual

Issues raised	Project responses
Feedback that the design of the station entrances and access points should integrate well with the surrounding landscape. Look of station entrances should not detract from landmarks and streetscape.	The Urban Design Strategy (See Appendix M of the EES for more details) provides guidance on an appropriate design response to integrate new stations into the character of the local area.
Questions about changes to amenity, including temporary and permanent changes to the landscape as a result of removing trees. Queries about how many trees will be removed near the station and across work sites.	The construction of the new underground station at Domain will require the protection, or in some areas, the removal of trees. MMRA is working to minimise the number of trees that would need to be removed. Any trees to be removed would be replaced with similar trees. This approach is consistent with City of Melbourne's Urban Forest Strategy, Domain Parklands Master Plan and City of Port Phillip's Urban Forest Strategy.

Important places

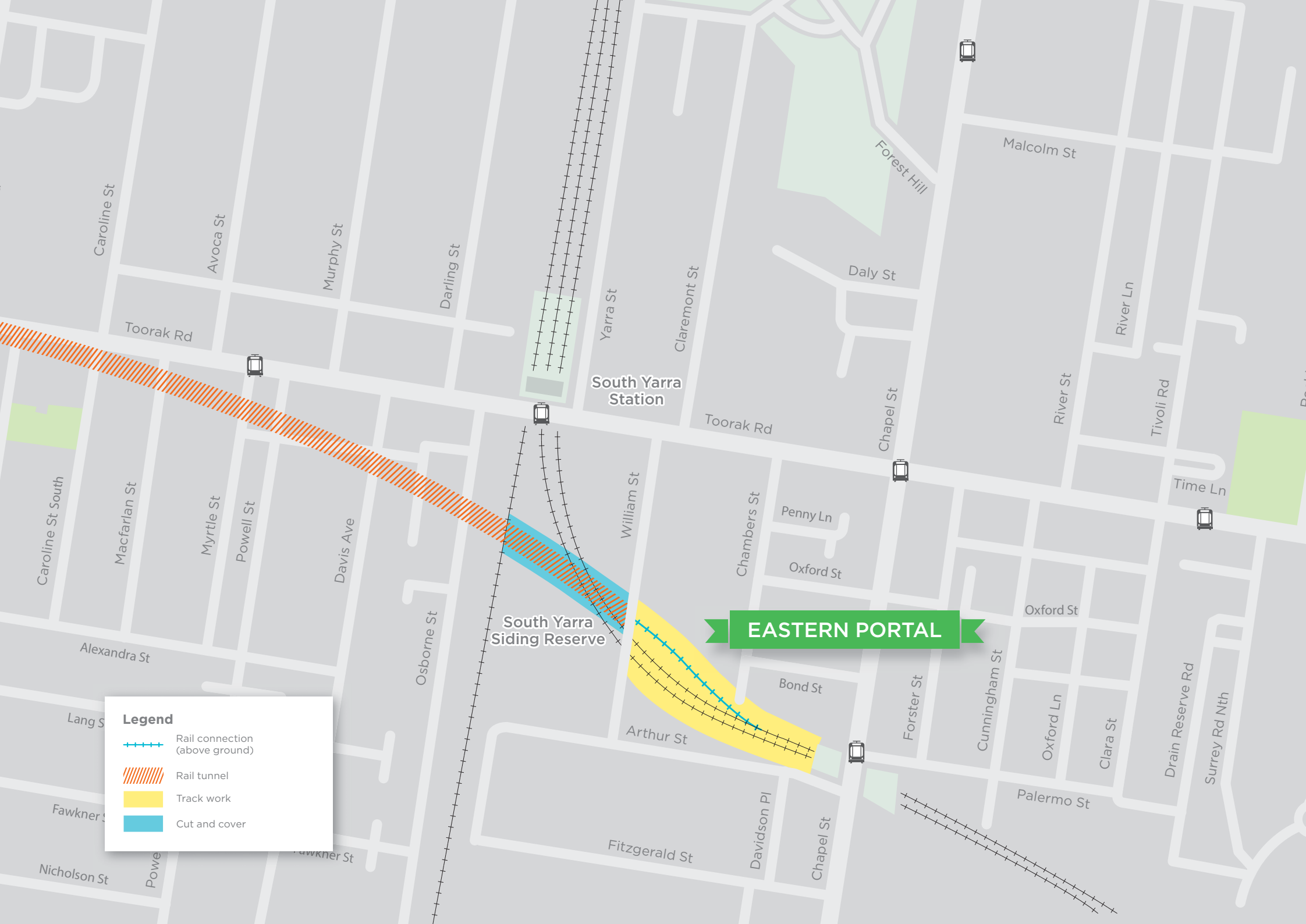
Issues raised	Project responses
Concerns about impacts on the Shrine of Remembrance Reserve including general access to monuments, as well as access for important commemorative events and ceremonies like ANZAC Day.	There would be no direct impacts anticipated to the Shrine of Remembrance vista from the final arrangement of the station and above ground infrastructure. MMRA and its construction contractors will work with relevant stakeholders about key events and services to minimise impacts and maintain access wherever possible.
Concerns about moving the South African Soldiers Memorial. Significant and fragile statues and monuments in the area should be protected and remain in their existing positions, if possible.	The South African Soldiers Memorial would need to be temporarily relocated from the triangular park on the corner of Albert and St Kilda roads to facilitate the construction of the Albert Road station entrance. Specialists would be appointed to manage recording, preservation and reinstatement of the statue. This would involve consultation with relevant groups to determine a new location and management plan (See Chapter 14 and Appendix J of the EES for more details). MMRA recognises the importance of this monument, and is working closely with the Boer War Memorial Association, the Shrine of Remembrance and the City of Port Phillip to determine an appropriate permanent location for the memorial.

Issues raised	Project responses
Questions about impacts on local parks and gardens (e.g. Kings Domain and Fawkner Park). Requests to reduce station footprint and construction areas to reduce or minimise impact on these important community spaces.	MMRA is working to reduce station footprints and construction areas wherever possible. Contractor performance requirements will be used to manage impacts.
Queries about the scale and timing of construction near Edmund Herring Oval. Oval regularly used by two sporting clubs and Melbourne Grammar School.	MMRA will work with City of Melbourne and relevant sporting groups about access to Edmund Herring Oval and alternative sporting grounds where required. The proposed use of the oval during construction would minimise potential impacts on other sites such as the Shrine of Remembrance and / or Fawkner Park.

MMRA WILL WORK WITH CITY OF MELBOURNE AND RELEVANT SPORTING GROUPS ABOUT ACCESS TO EDMUND HERRING OVAL AND ALTERNATIVE SPORTING GROUNDS WHERE REQUIRED.

Project and station design

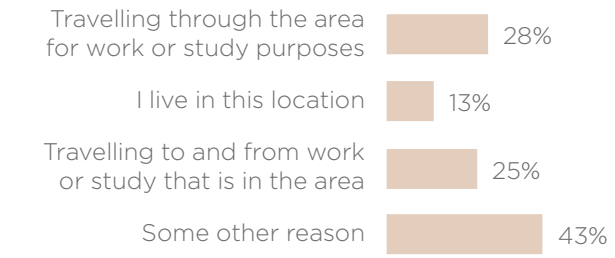
Issues raised	Project responses
Request to move Domain station to Fawkner Park, instead of current proposed location under St Kilda Road to reduce impacts on transport network and provide better access to the main St Kilda Road business hub located south of Toorak Road and near the Alfred Hospital.	Domain station would be at the heart of the St Kilda Road commercial precinct. The location of Domain station was chosen because it would be surrounded by a mix of high and low density office, educational and residential uses, which generates a significant volume of road, public transport, walking and cycling trips. This area is expected to continue growing with new commercial and residential developments along Kings Way, South Melbourne and along St Kilda Road south of the proposed station location. Connecting this precinct to the rail network for the first time provides connectivity benefits for thousands of people seeking to access St Kilda Road employment precinct and key civic and recreational facilities. Further, St Kilda Road is the busiest tram corridor in the world, with eight tram routes currently operating through the Domain tram interchange onto the St Kilda Road/Swanston Street corridor, which is currently experiencing significant congestion issues. Without Domain station, St Kilda Road will no longer cope with the increasing tram patronage and the extra tram services needed to meet demand. MMRA acknowledges the importance the community places on public open space and any impacts to Fawkner Park during construction would be temporary.


Caroline St
Avoca St
Murphy St
Darling St
Yarra St
Claremont St
Forest Hill
Malcolm St
Daly St
River Ln
River St
Tivoli Rd
Toorak Rd
South Yarra Station
Chapel St
Time Ln
Caroline St South
Macfarlan St
Myrtle St
Powell St
Davis Ave
William St
Chambers St
Penny Ln
Oxford St
South Yarra Siding Reserve
EASTERN PORTAL
Alexandra St
Osborne St
Bond St
Arthur St
Forster St
Cunningham St
Oxford Ln
Clara St
Drain Reserve Rd
Surrey Rd Nth
Palermo St
Fitzgerald St
Davidson Pl
Chapel St
Nicholson St
Legend
Rail connection (above ground)
Rail tunnel
Track work
Cut and cover

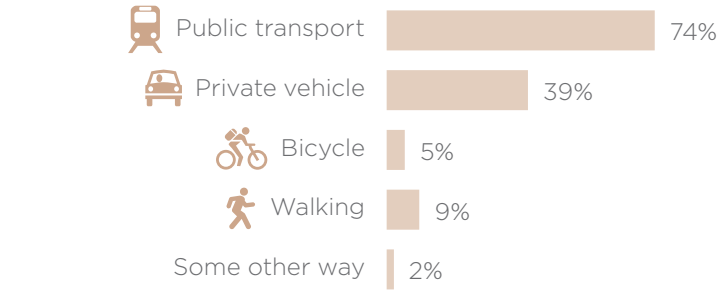
EASTERN TUNNEL ENTRANCE

Municipality City of Stonnington

Why people access South Yarra



How people access South Yarra



Social survey undertaken by Ipsos Australia for Melbourne Metro Rail Project in August 2015. Note respondents were able to select more than one answer for these questions.

The eastern tunnel entrance is proposed to be located adjacent to the South Yarra Siding Reserve. A decline structure would be built so trains can enter the new tunnels in the vicinity of William Street and pass underneath the Sandringham and Frankston lines. The eastern tunnel entrance would enable the Cranbourne / Pakenham line to peel off from the existing rail corridor south of Toorak Road near William Street and travel via the Melbourne Metro tunnels through the CBD and on to Sunbury.

Overview of precinct feedback

Increased heavy vehicle construction traffic and impacts on local streets was the most commonly raised issue alongside concerns about the loss of parking on surrounding residential streets. South Yarra Siding Reserve was noted as an important space with opportunities identified to improve the existing condition of the reserve. Residents living in proximity to the proposed tunnel entrance expressed concern about the impacts of vibration on the structural integrity of homes and noise levels from construction activities as well as operational rail noise. Queries about noise treatments, including changes to visual amenity impacts were also received.

Traffic and transport

Issues raised	Project responses
Concerns about increased traffic congestion in local streets from construction traffic, including trucks and heavy vehicles. Concerns about trucks using smaller suburban streets (e.g. Osborne, Arthur and William streets).	MMRA has undertaken traffic and transport studies including traffic counts (See Chapter 8 and Appendix D of the EES for more details) to identify how road and traffic impacts can be reduced and best managed. Construction contractors would be required to develop detailed traffic management plans to manage these impacts. This includes moving trucks carrying excavated material away from construction sites and onto the arterial road network as quickly and efficiently as possible.
Concerns about the loss of parking along William Street and surrounding residential streets. Feedback emphasised that parking is already constrained and would be further impacted by construction vehicles.	The William Street bridge would need to be demolished and rebuilt during the construction of Melbourne Metro to accommodate the wider rail corridor underneath. There would be no space to retain car parking on William Street during this time. MMRA has undertaken traffic and transport studies (See Chapter 8 and Appendix D of the EES for more details), to identify how road and traffic impacts in South Yarra can be reduced and best managed. Access to William Street would be provided via alternative local streets using detour signage and dedicated construction vehicle parking locations would be made available.

FEEDBACK EMPHASISED THAT PARKING IS ALREADY CONSTRAINED AND WOULD BE FURTHER IMPACTED BY CONSTRUCTION VEHICLES.

Noise and vibration

Issues raised	Project responses
Concerns about noise levels from construction activities, including tunnelling and heavy vehicle movements. Requests for noise walls to be installed to reduce impacts from construction and operational noise.	MMRA has undertaken noise and vibration studies and modelling of tunnelling activities (See Chapter 13 and Appendix I of the EES for more details). The predicted levels of vibration show no property damage is expected as a result of the tunnelling activities. MMRA and its construction contractors will seek to minimise construction noise impacts on residents and will investigate providing noise walls as part of a range of mitigation options and in line with the Passenger Rail Infrastructure Noise Policy. Appropriate management plans alongside contractor noise and vibration performance requirements would be used to manage impacts.
Residents living in close proximity to the proposed alignment and tunnel entrance expressed concerns about the impacts of vibration on the structural integrity of homes. Feedback queried protection for older and heritage homes.	MMRA has undertaken vibration studies and modelling of tunnelling activities (See Noise and Vibration chapter of the EES for more details). The predicted levels of vibration indicate that no property damage is expected as a result of the tunnelling activities. MMRA and its construction contractors will seek to minimise and mitigate impacts on residents and the community, wherever possible. Appropriate management plans alongside contractor noise and vibration performance requirements would be used to manage impacts. Property condition assessments will be undertaken prior to construction works commencing to record the existing condition of all potentially impacted buildings, including older/heritage homes.

CONCERNS PARTICULARLY RELATE TO DUST, NOISE, NIGHT WORKS, REVERSING BEEPERS AND THE SUSTAINED NATURE OF WORKS.

Noise and vibration

Issues raised	Project responses
Concerns about increased noise levels from the operation of the new rail line near the tunnel entrance. Feedback queried the impacts additional tracks will have on noise levels (e.g. tighter curve of tracks increases noise levels).	The potential increase in operational rail noise created from additional rail services would be managed in accordance with the Passenger Rail Infrastructure Noise Policy.
Concerns about impacts to local amenity and resident wellbeing during construction. Concerns particularly relate to dust, noise, night works, reversing beepers and the sustained nature of works.	A social impact assessment (See Chapter 10 and Appendix F of the EES for more details) was carried out during the planning process to identify how local amenity impacts on South Yarra residents could be reduced and best managed. Relocation may be considered for directly affected residents during works on a case-by-case basis.

Landscape and visual

Issues raised	Project responses
Concerns that temporary and permanent changes may affect the character of the area. Removal of homes with heritage value, changes to the William Street bridge and the installation of noise walls all cited as key concerns.	No heritage listed properties are required for the construction of Melbourne Metro in South Yarra. The Urban Design Strategy (See Appendix M of the EES for more details) provides guidance on an appropriate design response to noise treatment infrastructure to protect the character of the local area. The removal and reinstatement of the William Street bridge presents an opportunity to add value to the visual landscape of the local area.
Green space is highly valued. Feedback emphasised concerns about losing trees to make way for noise walls as well as losing access to South Yarra Siding Reserve and Lovers Walk as key landscape and visual impacts.	Access to the South Yarra Siding Reserve and Lovers Walk would be temporarily lost during construction. Both these assets would be reinstated for community use after project completion. The Urban Design Strategy (See Appendix M of the EES) seeks to improve the amount and quality of the open green space in this area in the long term.

Important places

Issues raised	Project responses
South Yarra Siding Reserve was noted as an important space to the community. Feedback raised concerns about the limited amount of alternative open space nearby and the loss of access to this space during construction. Requests called for reinstatement works to revitalise the park.	There is an opportunity to improve the existing condition of this park, working in partnership with the City of Stonnington, to create a well-used community asset that is safe, accessible and integrated. The Urban Design Strategy (See Appendix M of the EES) seeks to improve the amount and quality of the open green space in this area in the long term.
Lovers Walk was identified as a key pedestrian link to South Yarra station and South Yarra Siding Reserve. Feedback noted concerns about losing access to Lovers Walk during construction and called for reinstatement works to improve the Walk.	Lovers Walk provides an important pedestrian connection to key destinations for local residents and will be reinstated following construction. There is potential to improve the safety, width and visual appearance of the walk during reinstatement works and this is addressed in the Urban Design Strategy (See Appendix M of the EES). MMRA will continue to work with the City of Stonnington and other key stakeholders, including the local community, to discuss the longer term plans for this area.
Concerns about impact on property values during construction and operation, particularly related to the installation of noise walls. Noise walls may be seen as a dividing barrier that affects the social cohesion of the area.	The potential increase in operational rail noise created from additional rail services would be managed in accordance with the Passenger Rail Infrastructure Noise Policy. The Urban Design Strategy (See Appendix M of the EES) provides guidance on an appropriate design response to noise treatment infrastructure both during construction and operation.

Property and land acquisition

Issues raised	Project responses
Concerns about impacts to homes with heritage value or plans to demolish buildings of historical significance in the area (built mid 1800s to early 1900s).	No heritage listed properties are required for the construction of Melbourne Metro in South Yarra. MMRA recognises that some properties in the vicinity of the construction area have heritage and historical value, and as such, care would be taken to manage construction in the vicinity of these properties.
Concern about whether property acquisition compensation would be sufficient for impacted people to stay in the local area.	Compensation for permanently acquired properties will be provided in accordance with the *Land Acquisition and Compensation Act 1986*. Compensation includes market value of the acquired property as at the date of acquisition plus reasonable legal, valuation and other professional fees, as well as disturbance losses (such as stamp duty and conveyancing costs for a replacement property of equivalent value) and other allowances that are case-specific.

Project and station design

Issues raised	Project responses
Concerns about the reinstatement of William Street bridge, particularly the proposed height. Feedback emphasised the increased height may create a safety risk for cars reversing from homes, passing traffic, pedestrians and cyclists. Some feedback suggested truncating the road instead of reinstating the bridge.	The rebuilt William Street bridge would be higher than the current bridge in order to pass over the reconfigured tracks, which will sit 1–2 metres higher than their current level. This height increase is due to the Frankston line needing to pass over the top of the Cranbourne / Pakenham trains entering the Eastern Portal. Safety is MMRA's first priority, and the ultimate design for the rebuilt William Street bridge will respond to required safety standards.
Concerns about upgrades to South Yarra station not being included in the project scope. Feedback also called for a new underground station at South Yarra as part of Melbourne Metro.	A new station in South Yarra or upgrading the existing station are not in the scope of Melbourne Metro. The rail corridor near South Yarra station is a complex and constrained urban environment, making it a challenging place to build new platforms. Melbourne Metro allows for longer, high capacity trains. Longer trains need longer platforms, and it is difficult to accommodate lengthy platforms in South Yarra without causing significant impacts to the surrounding area during construction, including increased land acquisition and disruption. An additional connection at South Yarra as part of Melbourne Metro would cost close to a billion dollars, require more than a 100 extra properties to be acquired and deliver relatively low public transport benefits to South Yarra. Melbourne Metro removes the busiest line on the network (the Cranbourne / Pakenham line) from South Yarra station. This will reduce congestion at the station and enable more frequent and reliable trains from Sandringham and Frankston into Flinders Street Station and the City Loop. These high frequency, 'turn up and go' services will have direct connection to every line on the metropolitan network, including the new Melbourne Metro stations, via the new underground rail system.


AT FORT ROAD
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NEXT STEPS

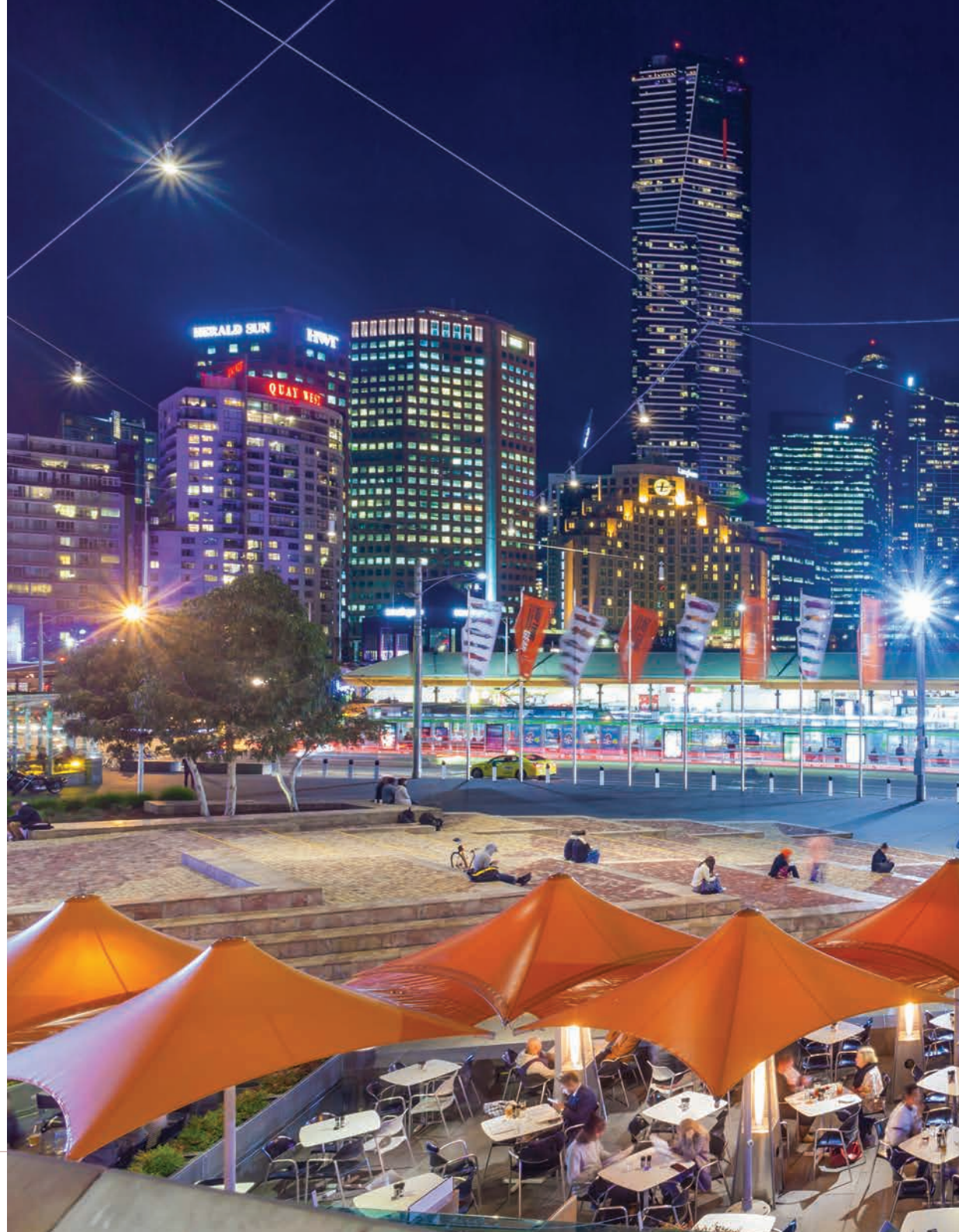
Continuing to engage

The Melbourne Metro Rail Authority thanks everyone who has contributed feedback on the proposed Melbourne Metro.

Consultation is an essential part of planning any major project. Feedback received over the past year has been used to refine the project and will help to inform government decision-making.

Project staff will be available at various locations during the public exhibition period to provide information related to the EES and project updates. Local communities, businesses and stakeholders can have their say on the EES via the formal submissions process.

At the conclusion of the EES process and throughout the early works and construction phases of the project, MMRA will continue to engage with the community and stakeholders, and regular project updates will be ongoing.



"INCREASINGLY GOOD, EFFICIENT PUBLIC TRANSPORT THAT IS UNDERGROUND IS NEEDED FOR MELBOURNE TO BE INVESTING IN THIS INFRASTRUCTURE FOR THE FUTURE IF WE ARE GOING TO STAY A WORLD-CLASS CITY AS MANY OTHER CITIES HAVE FABULOUS UNDERGROUND TRAIN SYSTEMS."

- SURVEY RESPONDENT