



GLENROY ROAD, GLENROY

# COMMUNITY FEEDBACK REPORT

JANUARY 2020



[levelcrossings.vic.gov.au](http://levelcrossings.vic.gov.au)

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# EXECUTIVE SUMMARY

## Project overview

The Victorian Government is getting rid of the dangerous and congested level crossing at Glenroy Road and building a new Glenroy Station. The level crossing will be removed by lowering the rail line under the road.

About 19,000 vehicles travel through the level crossing on Glenroy Road each day. The boom gates are down for up to 52 minutes of the two-hour morning peak.

Removing this level crossing will improve safety and travel times for pedestrians, cyclists and drivers and keep traffic moving. It will also make it easier for people to visit local shops, cafes and schools in the area.

A new Glenroy Station will help to revitalise the station precinct and provide modern and safe facilities, improving the journey for more than 3500 people who use the station each day.

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The project is currently in the planning phase. Construction will start in 2020 with the project complete in 2022.



*Current level crossing at Glenroy Road*

## Introduction

In October and November 2019, the Level Crossing Removal Project asked Glenroy locals what is important to them in the local area and what they want to see as part of the Glenroy Road Level Crossing Removal Project.

This report details the key themes raised in feedback from the community, local businesses and stakeholders during the early planning phase. These themes will help identify important issues for the project to consider as the design is developed.

### **The key themes that emerged from the feedback are:**

- Traffic flow
- Safety
- Pedestrian and cycling connections
- Glenroy Station Precinct
- Car parking



# Urban Design Principles

The Level Crossing Removal Project (LXRP) has an Urban Design Framework outlining a series of principles to guide and evaluate design considerations for each level crossing removal project.

Community feedback will help define how these principles are applied to the Glenroy Road Level Crossing Removal Project.



## Identity

Ensure the project fits with the local identity of Glenroy and helps achieve a sense of place for the local community.



## Urban Integration

Provide a design that aligns with the needs of the community and other key stakeholders.



## Connectivity

Improve connections and ease of movement for all transport users in and around the Glenroy Station precinct.



## Accessibility

Promote active transport through design, encourage walking, cycling and public transport use within and beyond the Glenroy Station precinct.



## Safety

Apply design principles that promote and improve safety, such as passive surveillance and activated spaces.



## Amenity

Improve the look and feel of the Glenroy Station precinct with a design that facilitates a range of activities and uses.



## Vibrancy

Design inclusive and welcoming public spaces that encourage positive engagement and interactions for the community.



## Environmental sustainability

Design and build places that promote sustainability and consider environmental impacts for future generations.



# Online engagement

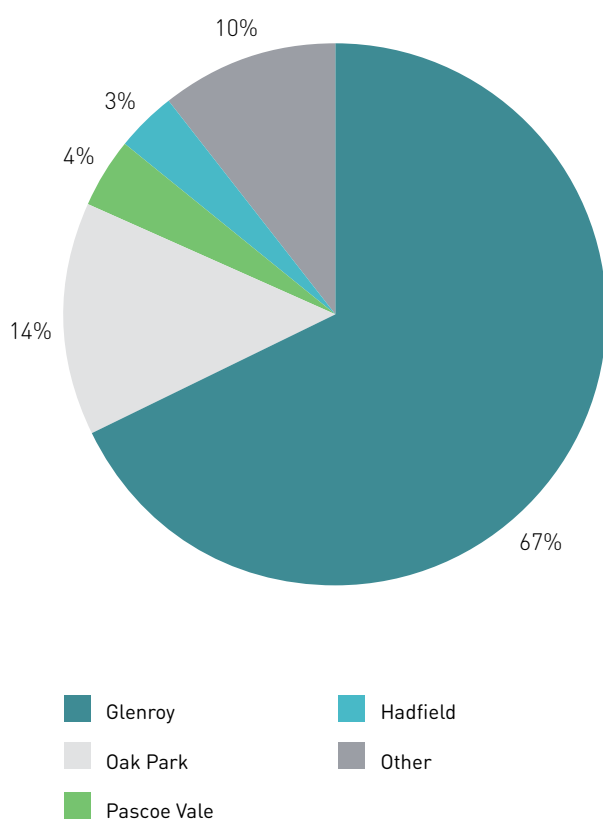
Between 14 October and 1 November 2019, 175 people completed the online survey providing information about what they value in the local area. People were also asked how the area could be improved once the level crossing was removed.



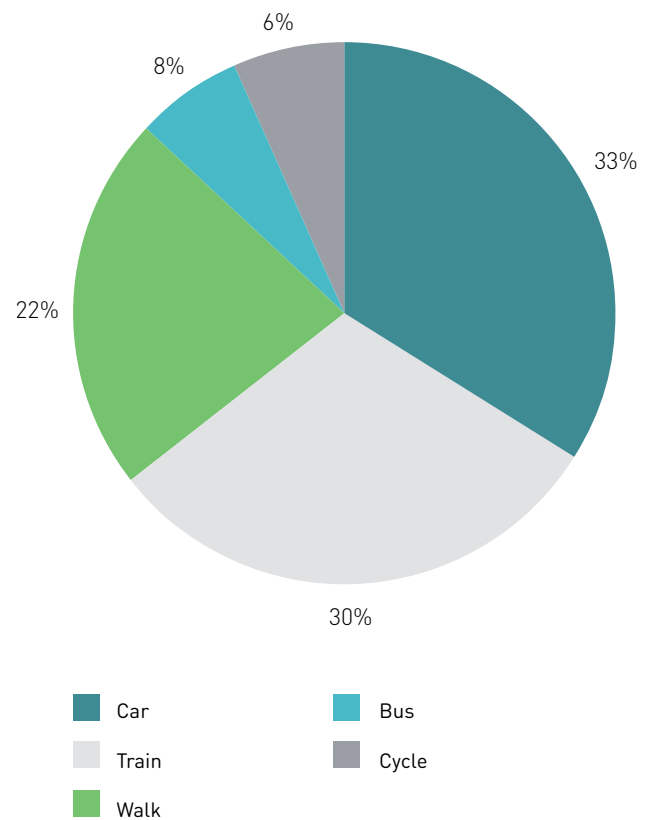
## Profile of respondents

Two-thirds of people who completed the survey were residents of Glenroy. Residents from neighbouring suburbs Oak Park, Pascoe Vale and Hadfield were also represented among the responses.

What suburb do you live in?



What best describes the way you move around the area?



People used a variety of ways to move about the area, including walking, driving or catching the train.



## Key themes

- Traffic flow
- Safety
- Car parking
- Pedestrian and cycling connectivity
- Glenroy Station Precinct

## Traffic flow

One-third of people told us they chose to drive when moving around the local area. Improving traffic flow was highlighted with more than 66 per cent of people rating it the most important fact to be addressed by the project.

Three issues were repeatedly highlighted when people were asked about specific traffic problems in the area:

- Traffic entering and leaving the area around the station car park, Morgan Crescent, Dowd Place and the Coles supermarket (30 per cent of responses)
- Traffic light sequencing, especially for east-west traffic when turning to or from Pascoe Vale Road (10 per cent of responses)
- Access to Wheatsheaf Road from Glenroy Road (8 per cent of responses)

Most people said accessing local shops was the most important reason for moving through the area. However, people also responded that at times traffic was so bad it made it difficult to access local shops, with some people choosing to travel to neighbouring suburbs instead.

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'Right turn out of Dowd Place onto Glenroy Rd is often only possible when the gates are down.'

*Survey respondent*

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'Traffic lights at Wheatsheaf Rd and at railway crossing (eastbound) are very confusing. Too many cars turn right illegally from Glenroy Rd into Waterloo Rd.'

*Survey respondent*





## Safety

Apart from traffic related concerns, safety in the area around the level crossing was the second most important issue for people.

Among the more specific responses, the safety of the area at night was a common response, with people highlighting the need for more lighting,

and better visibility around the area. People also wanted the project to incorporate measures to deter antisocial behaviour in the area.

Many respondents said the current traffic conditions contributed to people feeling unsafe in the area, with responses often citing dangerous behaviour from both drivers and pedestrians trying to avoid the level crossing.

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'The area around the station is old and dated and unsafe.'

*Survey respondent*

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'I don't feel safe walking at night.'

*Survey respondent*

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## Pedestrian and cycling connectivity

One-third of people responded that they like to walk or cycle around the area, and many mentioned the lack of cycling facilities around the station. Almost 33 per cent of people commented on the lack of cycling lanes and paths in the area. People also mentioned the lack of safe dedicated pedestrian access through the station car parks.

Many people commented on pedestrian connectivity in the area, with many commenting that there isn't enough safe pedestrian access across Glenroy Road, with crossings limited to Wheatsheaf or Pascoe Vale Road.

Some people highlighted the poor state of footpaths in the area as well as them being too narrow for families or people with prams.

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'Nothing is good for cyclists. There's narrow paths for pedestrians and cars just do what they want.'

*Survey respondent*

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'Getting out of the Coles shopping centre is horrible. Pedestrians spill out of the train station and cross Dowd Place to either walk through the Coles car park or Post Office Place. Better separation of pedestrians and cars would be nice.'

*Survey respondent*

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'I like Post Office Place and the access it provides to the station from Pascoe Vale Road.'

*Survey respondent*

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## Glenroy Station Precinct

Overall, people said the station was in need of an overhaul, saying it felt 'dated' and 'unsafe'. However, the station location, in the heart of the central shopping precinct, was a benefit highlighted by 40 per cent of people.

Many people commented on the importance of the vegetation in the station car park, with some asking for more greenery and plants in the area.

Station access via Post Office Place was highlighted as an important feature of the local area. People saw the removal of the level crossing as an opportunity to improve and revitalise the area.

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'I like Post Office Place and the access it provides to the station from Pascoe Vale Road.'

*Survey respondent*



Glenroy Road level crossing



## Car parking

Twenty nine per cent of people highlighted the need to improve car parking at the station and in the station precinct.

People commented that the current station car park layout could be improved, with better access for pedestrians when entering or exiting the station.

Safety in the station car park was also a common concern, with poor lighting and security measures making these areas undesirable at night.

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'Better parking layout and access on both sides of the station.'

*Survey respondent*

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'Traffic flow out of the parking area needs looking at. There are terrible wait times to get out of the eastern side of the station.'

*Survey respondent*



## Conclusion and next steps

Thank you to everyone who took the time to complete the online survey and leave feedback on the Glenroy Road Level Crossing Removal Project.

You told us that the community is excited to see the level crossing removed and is looking forward to a new train station.

We heard removing the level crossing will go a long way to helping improve connectivity and the amenity of the centre of Glenroy.

The feedback we received will play an important role in helping us understand what is valued by the community in the local area. Community feedback, along with technical investigations, will help deliver a project that benefits the community.

In 2020, we'll come back out to the community with preliminary designs for the project. The community will have the opportunity to see how feedback has been incorporated into the design, with further opportunities to provide feedback on elements of the design.

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'The sooner this level crossing is removed the better off everyone using it will be.'

*Survey respondent*

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'The crossing removal is a big transformation for Glenroy. It is not just to allow cars to pass faster. But opening up many opportunities to improve the area.'

*Survey respondent*

## CONTACT US

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