



**SUBURBAN
RAIL LOOP
EAST**

Supporting development, design and planning of SRL East rail infrastructure: **Phase Three Engagement**

Mid 2020 to mid 2021



**SUBURBAN
RAIL LOOP
AUTHORITY**

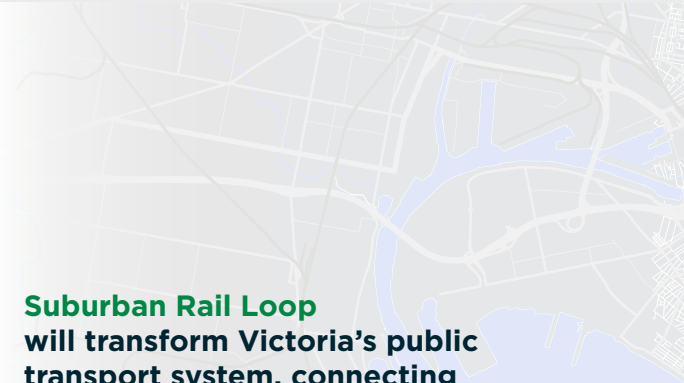
**VICTORIA'S
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Suburban Rail Loop East

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Suburban Rail Loop will transform Victoria's public transport system, connecting our suburbs and making travel easier and more convenient. It will link with every major train line from the Frankston line to the Werribee line via Melbourne Airport, improving access to housing, jobs, schools, universities and hospitals in Melbourne's middle suburbs.

Suburban Rail Loop East: Cheltenham to Box Hill (SRL East) with construction starting from 2022, will connect our growing health, education, retail and employment precincts in Melbourne's east and south east.

It will include:

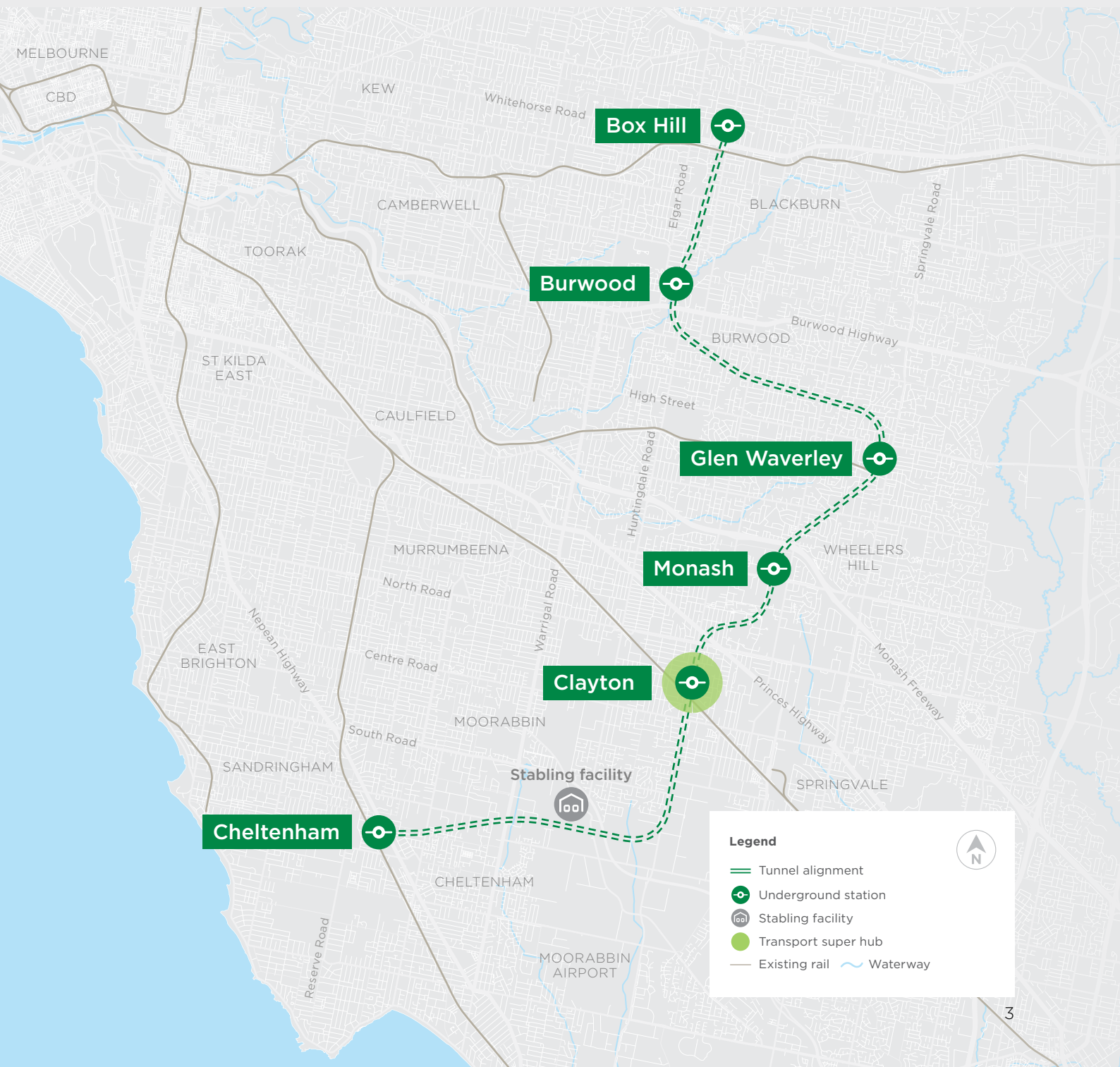
- Twin 26-kilometre rail tunnels
- Four new stations with links to existing stations at Cheltenham, Clayton, Glen Waverley and Box Hill
- Two new stations at Monash and Burwood
- A train stabling facility at Heatherton
- Supporting infrastructure for the operation of the new tunnels and stations
- A dedicated fleet of high-tech trains.

What we're up to now

Technical, planning and design work is well advanced, and community and stakeholder engagement is continuing along the SRL East corridor.

Geotechnical drilling and engineering assessments are helping to refine critical elements including tunnel alignment and station footprints and entrances.

These on-the-ground activities, along with expert technical assessments and stakeholder and community engagement, will inform planning and design work and preparation of the Environment Effects Statement (EES).





Engagement program

To support the successful planning, development and delivery of SRL East (Cheltenham to Box Hill), Suburban Rail Loop Authority is engaging a diverse range of stakeholders. These include residents, businesses, community and interest groups,

local government, institutions, utility providers, government departments, commercial landholders and developers.

The engagement program includes several engagement phases, each with a different focus.

Table 1: SRL East engagement phases

 Engagement phase	 Engagement focus
Phase One: Mid 2019 to late 2019	Raise awareness <ul style="list-style-type: none"> – Introduce Suburban Rail Loop and raise awareness about its scope – Understand how people would like to be engaged
Phase Two: Late 2019 to mid 2020	Build understanding and seek early input <ul style="list-style-type: none"> – Understand people’s values and aspirations for their local neighbourhoods – Understand people’s interests and concerns about SRL East
Phase Three: Mid 2020 to mid 2021	Support development, design and planning of SRL East rail infrastructure <ul style="list-style-type: none"> – Detail the planning approval process – Seek feedback about impacts to inform assessments and design
Phase Four: Mid 2021 to early 2022	Environment Effects Statement (EES) exhibition and public hearings <ul style="list-style-type: none"> – Present the SRL East design and impact assessments – Encourage formal feedback via the submissions process
Phase Five: 2021 to 2024	Deliver Initial and Early Works and support precinct structure planning <ul style="list-style-type: none"> – Engage with communities to deliver Initial and Early Works for SRL East – Seek feedback on the structure plans and the precincts planning process
Phase Six: 2024 to onwards	Deliver Main Works for SRL East and implement precinct structure plans <ul style="list-style-type: none"> – Work with communities to deliver Main Works for SRL East – Implement precinct structure plans with stakeholders and communities

Phase Three engagement

Supporting development, design and planning of SRL East rail infrastructure

Engagement during this phase focused on raising awareness about Suburban Rail Loop, while building understanding of the planning approval process and capturing feedback about impacts to help inform planning assessments and SRL East design. Engagement with stakeholders continued, updating them on broader scope items including supporting infrastructure required for SRL East.

During this time the coronavirus (COVID-19) pandemic had a big and unavoidable impact on the lives of individuals and communities.

Due to ongoing public health restrictions during 2020 and 2021, online tools were the primary method of engaging with local communities in SRL East areas. Some community drop-in information sessions were able to be held from June to July 2021.

This report provides a summary of key findings and feedback received as part of Phase Three engagement for SRL East from mid-2020 to mid-2021. Activities commencing in Phase Three go across multiple phases and have been summarised in this report to provide an overview of key themes and feedback.



Overview of engagement activities and participation

Engagement activities included a variety of online platforms as well as some face-to-face engagement including:

- Station and shopping centre pop-ups
- Drop-in community information sessions
- Virtual information room
- Doorknock of impacted properties
- Station surveys
- Supporting infrastructure surveys
- Tunnel alignment Q&A activity
- Property enquiries form

Pop-ups and drop-in information sessions

From June to July 2021, the project team interacted with more than 2,400 community members during nine pop-up information sessions held at train stations and shopping centres, and 10 drop-in information sessions at venues along the SRL East alignment. Two further drop-in information sessions were planned — one in Burwood and one in Glen Waverley — but had to be cancelled due to reimposed public health restrictions.



Figure 2: SRL East station and shopping centre pop-ups 2021

*Approximate in-person individual interactions at pop-ups – does not include enquiries or meetings

Drop-in information sessions



Figure 3: SRL East drop-in information sessions 2021

*Approximate in-person individual interactions at pop-ups – does not include enquiries or meetings

Online engagement

SRL East (Cheltenham to Box Hill) stations and supporting infrastructure engagement ran from 15 February to 31 August 2021. It included a series of activities on the Engage Victoria online engagement platform.

Participation from communities in and around the SRL East areas was achieved via the following activities:

- Surveys regarding the underground stations for each of the six SRL East precinct areas. Through these surveys we sought feedback on what is important to consider when designing the station and the impacts that concern people most.
- Surveys regarding supporting infrastructure including the stabling facility, intervention and ventilation facility and power supply substation. We sought feedback on what is important to consider in planning and design of these facilities and the impacts that concern people most.
- A moderated Q&A activity regarding the tunnel alignment. We sought feedback on the construction of the SRL East tunnels, including what is important to consider in planning and design of the tunnels and the impacts that concern people most.

We also enabled people to ask questions about their individual residential or business properties via a property enquiry form in our virtual information room.

This report provides a summary of key findings of the feedback received via both the face-to-face engagement and online engagement activities for each of the six SRL East precincts.

In total, **more than 11,000** people have visited our virtual information room and around **10,500** people have visited the Engage Victoria page. This has resulted in **691** contributions to the underground station surveys, **923** contributions to the supporting infrastructure surveys and **29** questions submitted to the tunnel alignment Q&A activity. We have also received **97** property enquiries via our virtual information room.

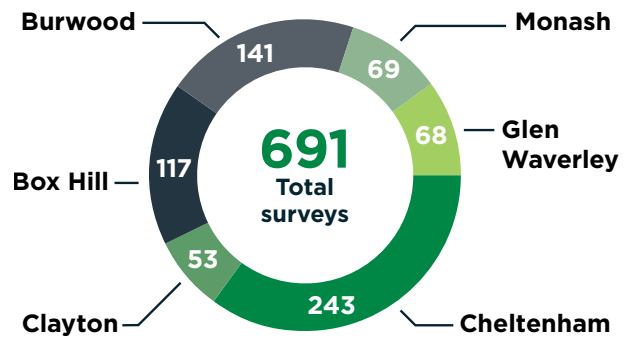


Figure 4: SRL East station engagement survey results

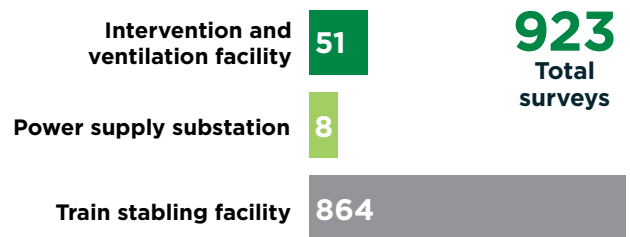


Figure 5: SRL East supporting infrastructure survey results



Impacted landowner and tenant engagement

Engagement with directly affected landowners and tenants was also undertaken during this phase. It involved letters to landowners and tenants of around 300 potentially impacted properties from March 2021 to advise that they are within an area of interest for SRL East.

In addition, landowners and tenants whose properties are likely to be required to enable construction of the stations were door-knocked, including 152 residential properties and 151 commercial properties, to allow for face to face conversations.



ENTRANCE

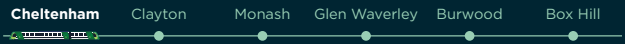
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What we heard

SRL East station engagement

Cheltenham



KEY THEMES

243
PARTICIPANTS

In total 243 participants completed the Cheltenham survey.



Protection and enhancement of natural environment and open space, particularly at Sir William Fry Reserve.

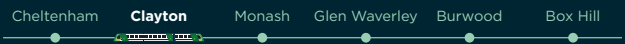


Maintaining traffic flow, on Nepean Highway, Highett Road and Bay Road as much as possible during construction.



Easy access and connectivity, between different modes of public transport and local facilities, including Southland Station and Southland Shopping Centre.

Clayton



KEY THEMES

53
PARTICIPANTS

In total 53 participants completed the Clayton survey.



Seamless connections between different modes of transport, making it easy for commuters to access the new SRL station, the existing Clayton station and local bus services.



Improved pedestrian and cyclist connections, with a strong focus on access to local facilities including Heart Hospital, Monash University, Monash Health and CSIRO.



Mitigating construction impacts to the surrounding community, including roads and businesses as much as possible, with a desire for early notification of works.

Monash



KEY THEMES

69
PARTICIPANTS

In total 69 participants completed the Monash survey.



Need for **easy access**, between the SRL station and local facilities such as Monash University and CSIRO.



Mitigating construction impacts, and providing advanced notice to local businesses, residents and Monash University students and staff.



Improved pedestrian and cyclist connections, around the area to encourage active transport in the community.

Glen Waverley



KEY THEMES

68
PARTICIPANTS

In total 68 participants completed the Glen Waverley survey.



Need for easy and efficient connectivity, between the new SRL station and existing Glen Waverley Station and bus interchange.



Seamless integration, with the local character of the area.



Mitigating construction impacts to the community, including local residents and businesses, with a desire for early notification of works.

Burwood

Cheltenham Clayton Monash Glen Waverley **Burwood** Box Hill

142
PARTICIPANTS

In total 142 participants completed the Burwood survey.

KEY THEMES



Protection and enhancement of natural environment and open space, particularly around Gardiners Creek, is highly desired.



Improved pedestrian and cyclist connections, with a strong focus on better access and connectivity to the education precinct, particularly Deakin University and local schools.



Maintaining traffic flow along Burwood Highway and access to Deakin University and local side streets during construction is highly desired.

Box Hill

Cheltenham Clayton Monash Glen Waverley Burwood **Box Hill**

117
PARTICIPANTS

In total 117 participants completed the Box Hill survey.

KEY THEMES



Seamless connections between different modes of transport, making it easy for commuters to access the new SRL station existing Box Hill Station, and local bus and tram services.



Mitigating construction impacts to the community, including local residents and businesses, with a desire for early notification of works.



Maintaining traffic flow along Whitehorse Road and providing detours and early notification of major traffic changes during construction is highly desired.

SRL East supporting infrastructure engagement

Intervention and ventilation facility



KEY THEMES

51
PARTICIPANTS

In total 51 participants completed the intervention and ventilation facility survey.



Visually appealing design so the facility blends into the local residential area.



Mitigating construction and operational impacts, especially noise, given the proximity to residents is highly desired.



Managing potential environmental impacts to the surrounding environment including wildlife, pollution, air quality and vegetation.

Power supply substation



KEY THEMES

8
PARTICIPANTS

In total 8 participants completed the power supply substation survey.



Mitigating environmental impacts to parks, local vegetation and the surrounding area and implementing renewable energy sources for operation is highly desired.



Providing information about the **operation of the substation,** including energy and power requirements.



Designs should **reflect the character of the area,** with landscaping and urban design elements to be in keeping with the local park feel is highly valued.



KEY THEMES

864
SURVEYS

In total 864 train stabling facility surveys were completed.*

*Note: some individuals completed the survey multiple times.



Questioned whether the train stabling facility could be **located at an alternative site.**



Disappointment that the site may preclude the delivery of a proposed Chain of Parks concept in the area and a **strong focus on mitigating potential environmental impacts.**



Designs should **reflect the character of the area**, with landscaping, urban design elements and visual screening to ensure visual amenity is maintained for local residents.

SRL East tunnel alignment engagement



KEY THEMES

29
PARTICIPANTS

In total we received 29 questions through the SRL East tunnel alignment moderated Q&A activity.



Impacts the tunnels may have on properties above, including potential construction damage and mitigation measures, property values and compensation eligibility.



Tunnel locations, with questions over why the alignment is underneath residential properties rather than main roads.



Operational impacts, with questions on what the ongoing noise and vibration may be and what mitigation measures will be in place.



How feedback is helping shape Suburban Rail Loop



The community has an important part to play in the development and delivery of Suburban Rail Loop and it is our priority to consult widely, ensuring Victorians are informed of updates and can have their say.

Community and stakeholder feedback plays an important role in helping us to understand what is valued by communities and what improvement opportunities could be considered as part of Suburban Rail Loop.

We have used feedback from this phase to inform development and planning of SRL East. Feedback captured also continued to inform the rail and infrastructure design, and impact assessments to prepare for planning approvals.

There will be many more opportunities for people to get involved and have their say on Suburban Rail Loop. We would like to thank everyone who has contributed feedback to date.



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More information

To find out more about Suburban Rail Loop:

 suburbanrailloop.vic.gov.au

 contact@srla.vic.gov.au

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