

Level Crossing Rail Authority (LXRA)

COMMUNITY SENTIMENT TOWARDS THE
CAULFIELD TO DANDENONG LEVEL
CROSSING REMOVALS

(EY Sweeney Ref No. 25842) – March 2016

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18th March 2016

Level Crossing Removal Authority
Manager – Communications and Stakeholder Engagement

**COMMUNITY SENTIMENT TOWARDS THE CAULFIELD TO DANDENONG LEVEL CROSSING
REMOVALS [EYS ref. 25842]**

Enclosed is market research report on community sentiment towards the Caulfield to Dandenong level crossing removal plans.

This report has been prepared in accordance with the terms and conditions of the proposal accepted dated 4TH March 2016.

We acknowledge and appreciate the assistance provided by The Level Crossing Removal Authority in the performance of our work with regards to this project.

Please contact _____ or _____ on 03 9288 8651 if you have any questions regarding this report.

Yours sincerely



EY Sweeney

EY Sweeney

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Report disclaimer

Our Report may be relied upon by Level Crossing Removal Authority for the purpose set out in the scope section/proposal only pursuant to the terms of our engagement letter dated 4th March 2016. We disclaim all responsibility to any other party for any loss or liability that the other party may suffer or incur arising from or relating to or in any way connected with the contents of our report, the provision of our report to the other party or the reliance upon our report by the other party.

Summary

Level Crossing Removal Authority commissioned EY Sweeney to conduct urgent market research work in March 2016 to capture feedback from three groups within the community along the Caulfield-Dandenong corridor in relation to the plans for level crossing removal on that train line. The three groups in question were:

- Residents in their homes – to be surveyed by means of telephone and face to face interviews
- Train users at ten train stations on the line
- ▶ Traders – businesses in relatively close proximity to the planned removals

Awareness of the plans was high among all groups with over 9 in 10 residents saying that they had heard about the plans.

All three groups believed that reduced road congestion was going to be the biggest benefit with the proportion of people saying it would be the biggest benefit being:

- Residents - 84%
- Train Users - 63%
- ▶ Traders - 85%

On balance, all three groups in the community were in favour of the planned removal of the level crossings via an elevated rail solution:

- Residents – 82% in favour vs. 9% opposed
- Train Users - 77% in favour vs. 5% opposed
- ▶ Traders - 73% in favour vs. 15% opposed

Over half the residents (51%) were **strongly** in favour of the planned removal of the level crossings via an elevated rail solution with the greatest levels of positive impact expected in reduced road congestion and increased road user and pedestrian safety.

Where there are potential concerns, the most nominated issues are around disruption during the construction phase and the potential visual impact of the elevated train line.

However, when prompted, the removal of the level crossings is thought to have significant positive impact on a wide range of aspects:

- The amount of road congestion
- Safety of road users and pedestrians
- Local community safety
- Reliability and frequency of trains
- Available land for parks, paths and community use
- Parking availability
- The local economy

The local residents were also asked about their preferences for what might fill the community space beneath the train lines and the most frequently suggested ideas were commuter parking, a green park or a community garden.

Background and objectives

The Level Crossing Removal Authority (LXRA) is removing 50 dangerous and congested level crossings across Melbourne. The Caulfield to Dandenong package of works will remove nine level crossings along the Caulfield to Pakenham rail corridor and will also rebuild stations at Carnegie, Murrumbeena, Clayton Hughesdale and Noble Park and upgrade power and signaling.

The plans for the Caulfield to Dandenong corridor involve the construction of sections of elevated rail line, with the areas beneath and adjacent to the train line opening up for other land use (such as gardens, parks, running tracks and other community facilities).

LXRA has been conducting a range of community consultation activities, including direct 1:1 meetings with residents along the corridor and a series of consultation sessions for local residents to attend and put forward their views about the proposed development. This study will contribute to this consultation exercise being conducted by LXRA.

Objectives

A key objective of the broader stakeholder engagement activities conducted by LXRA is ‘to allow the greatest number of community members and stakeholders the opportunity to provide feedback about the level Crossing Removal Project: Caulfield to Dandenong’. The purpose of this research is to gather an independent, representative picture of the broader community sentiment towards the nine level crossing removals, considering the proposed elevated rail designs. The research will feed into the project’s broader consultation exercise and be considered in the planning submission.

The overarching aim of the research is:

To assess community sentiment towards the proposed Caulfield to Dandenong elevated train line project that will result in the removal of nine level crossings.







The research was required to include three audiences:

- Traders in the vicinity of the proposed elevated train line
- Commuters who use the Pakenham train line
- ▶ The general public in the Caulfield to Dandenong corridor

Methodology

The research programme comprised of four survey components, conducted across the Caulfield to Dandenong geographical corridor, as follows:

Community Sentiment Research Programme			
Audience	Methodology	Sample Size	Geographical Coverage
Residents	Telephone survey 	2,200 interviews	Caulfield to Dandenong corridor (Areas 1-4) (Areas 1-3)
	Door-to-door survey 	440 interviews	
Train users	Intercept survey 	663 interviews	10 stations within Caulfield to Dandenong corridor
Traders	Face-to-face survey 	144 interviews	Shopping strips in the vicinity of proposed level crossing removals

The research programme was conducted over a two week period from 1-15 March, 2016. The research was conducted towards the end of the public consultation period for the planned removal of the level crossings in the Caulfield to Dandenong corridor.

Detailed descriptions of each research methodology are provided in the appendices.

All survey instruments were developed in conjunction with LXRA and were carefully designed to collect a range of community feedback about the level crossing removal plans without influencing views through the research design.

The survey instruments were similar for all audiences with minor amendments made to ensure suitability of questions for each audience.

Development of the survey instruments was informed by community consultation work already performed by LXRA which had identified the scope of issues raised by the community in relation to the planned removal of the level crossings.

All of the research was conducted by the fully trained interviewing field-force of EY Sweeney, in accordance with our ISO 20252 accredited quality management system.

Introduction

At the outset of the interviews, respondents were read a description of the planned removal of the level crossings along the Caulfield to Dandenong corridor. The description was tweaked for each geographical area to ensure relevance for respondents in that particular area. The train users received a single generic description of the project.

The descriptions were developed to provide a factual overview of the plans, without influencing respondents' reactions.

An example of the description used for the householders is provided below. This was the description used for Area 1.

For Area 1

I am going to read out some information about the planned removal of the level crossings and then ask you some questions.

The nine level crossings to be removed on the Cranbourne / Pakenham rail line are located from Caulfield to Dandenong and include:

- Grange Rd and Koornang Rd
- Murrumbeena Rd
- Poath Rd
- Two in Clayton
- Three in Noble Park

To enable the removal of these level crossings, the proposal involves the construction of an elevated train line along the course of the existing train line, with the area underneath the elevated train line made available for other uses such as parks, gardens, running tracks and other community facilities.

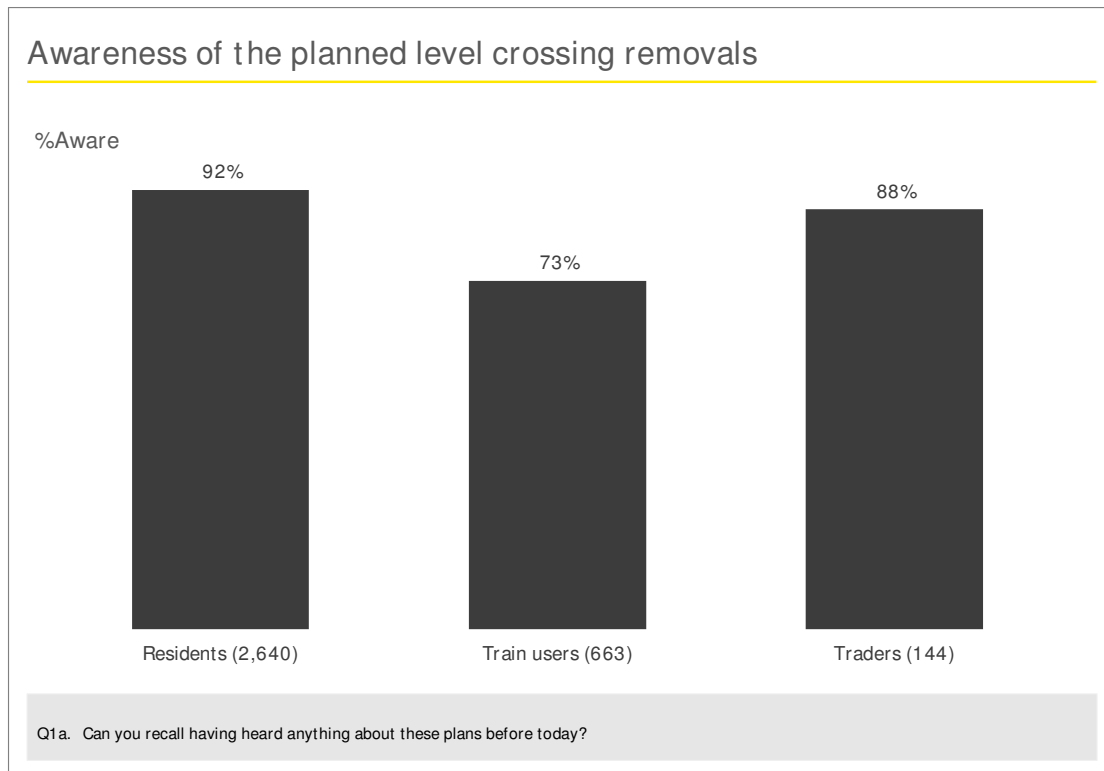
As part of the works, the train stations at Carnegie, Murrumbeena, Noble Park, Clayton and Hughesdale will be rebuilt.

Following this description, the survey assessed:

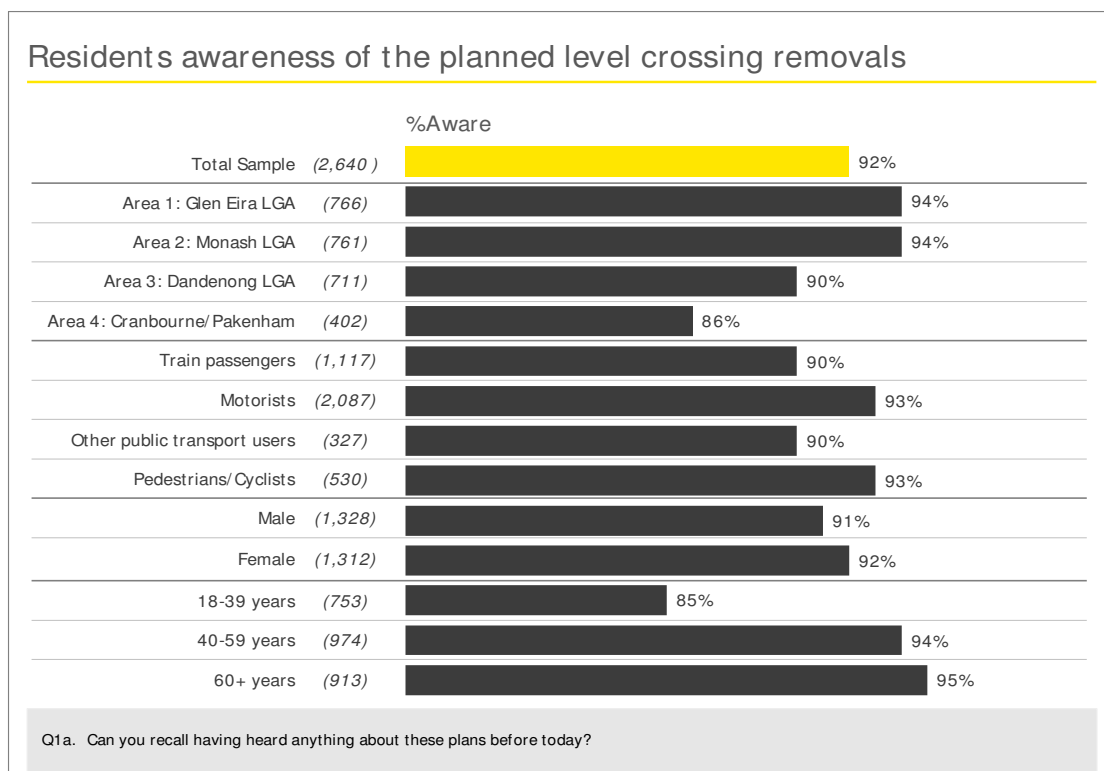
- Awareness of the plans (prior to interview)
- Awareness of any communications from LXRA about the plans
- Perceived benefits and concerns about the plans
- Overall stance towards the plans (in favour/opposed)
- Perceived impacts of the changes
- ▶ Preferences for the usage of the land under the elevated train line once it is completed.

Awareness of the planned level crossing removals

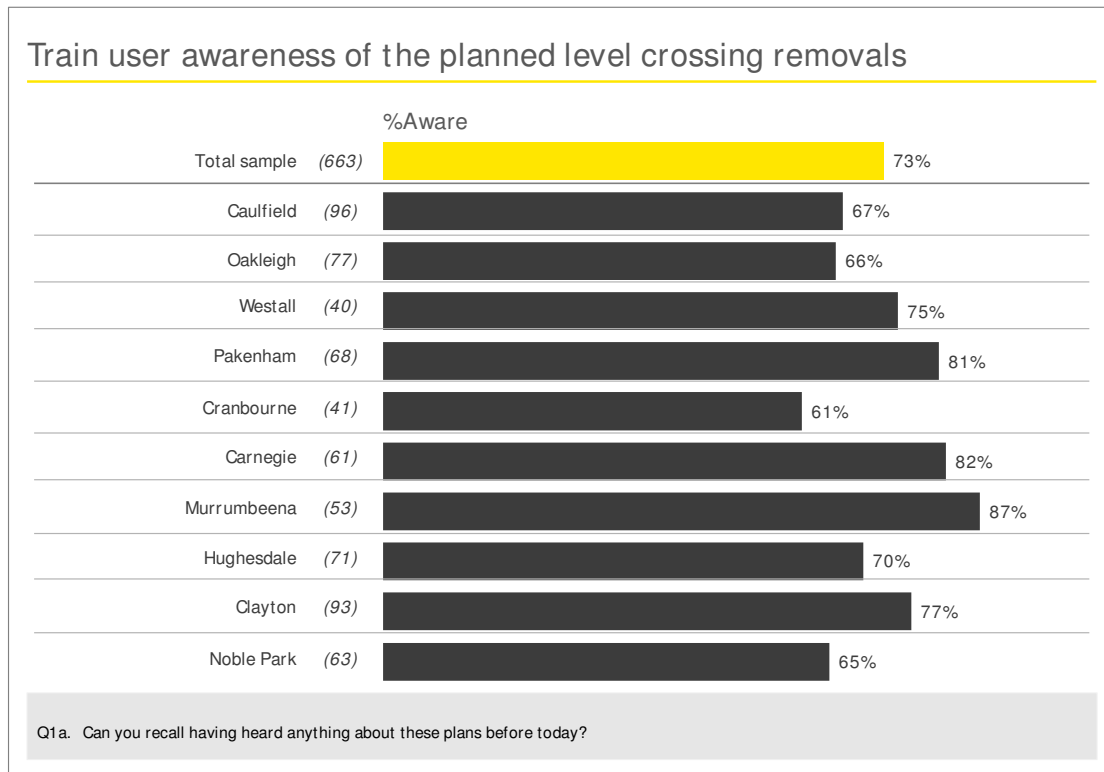
Awareness of the planned level crossing removals in the Caulfield to Dandenong corridor is very high among residents (92%), train users (73%) and traders (88%) in the corridor.



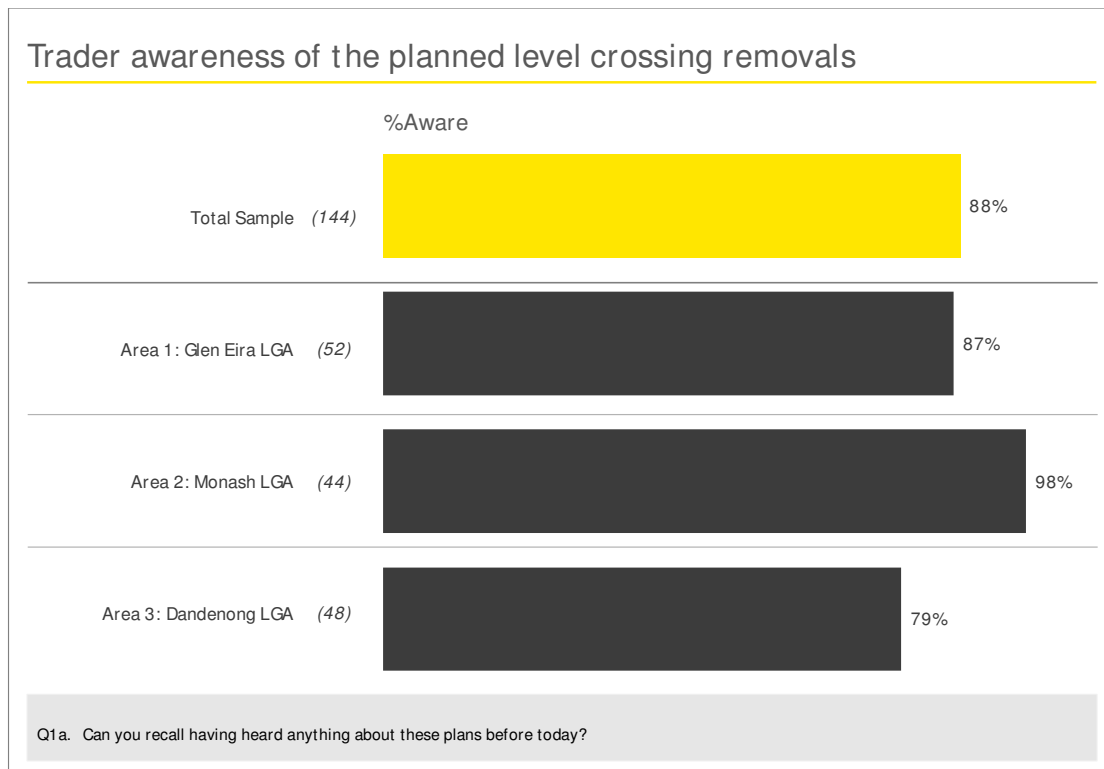
Among residents, awareness of the plans is high in most areas and segments with it being slightly lower in Area 4 and among the younger members of the population.



Among train users at the train stations, awareness of the proposed planning is highest among the users of Murrumbeena and Carnegie stations. It was lowest at Cranbourne.

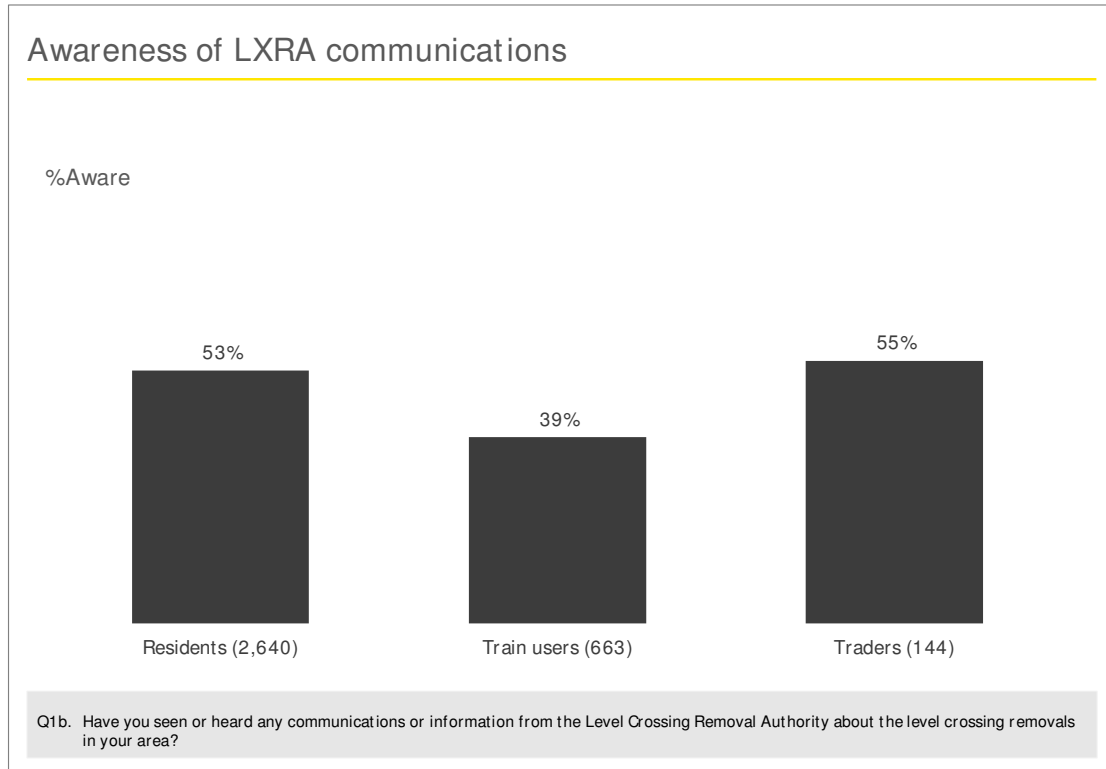


Traders' awareness of the proposed plans was also universally high and highest in Area 2 (Monash).

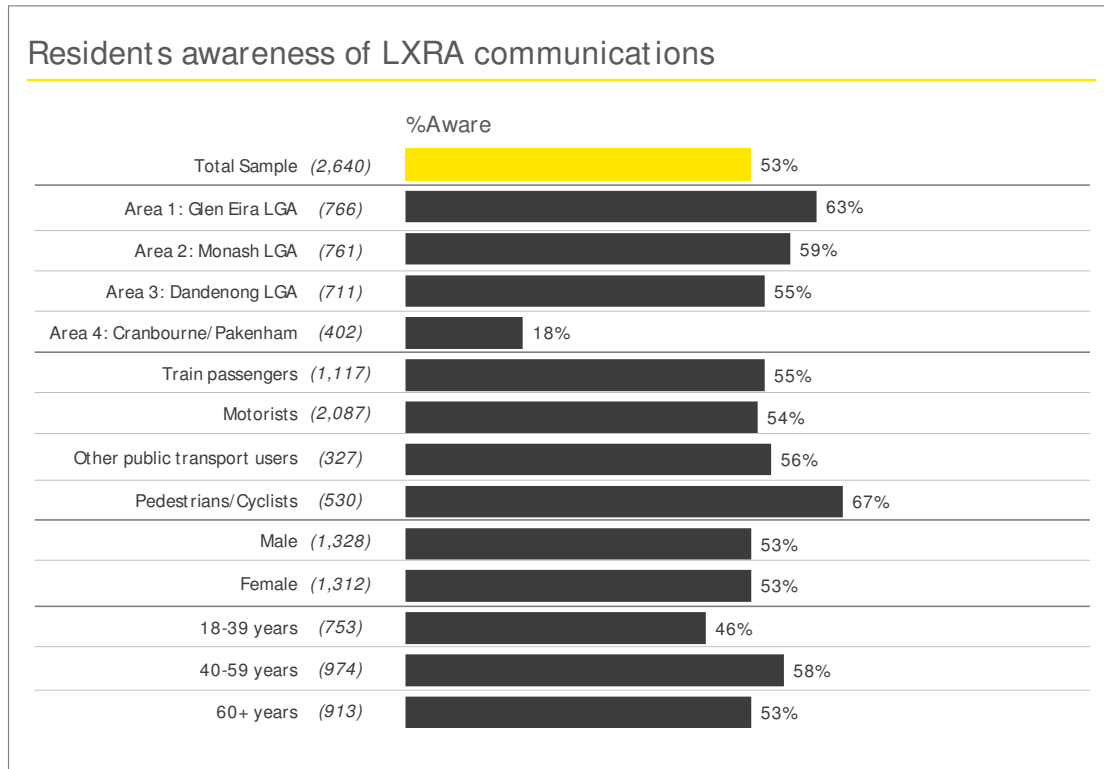


Awareness of LXRA communications

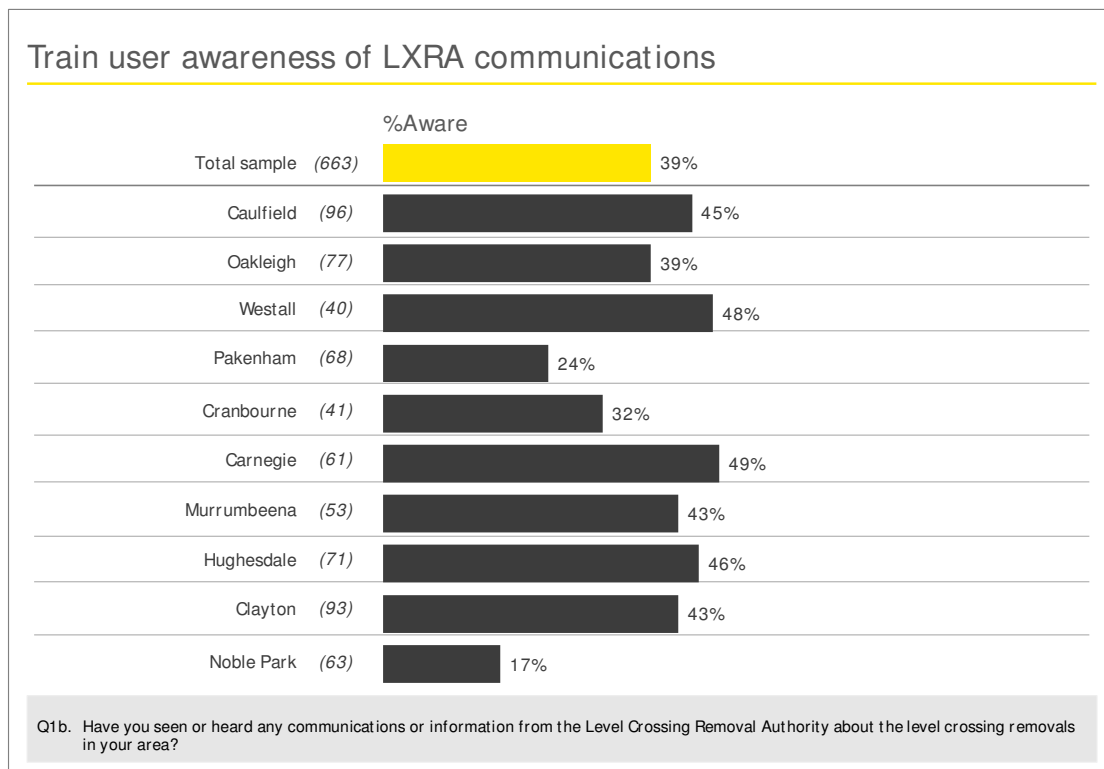
Awareness of the communications is lower than awareness of the plans themselves. The traders had the highest (55%) level of awareness about LXRA communications.



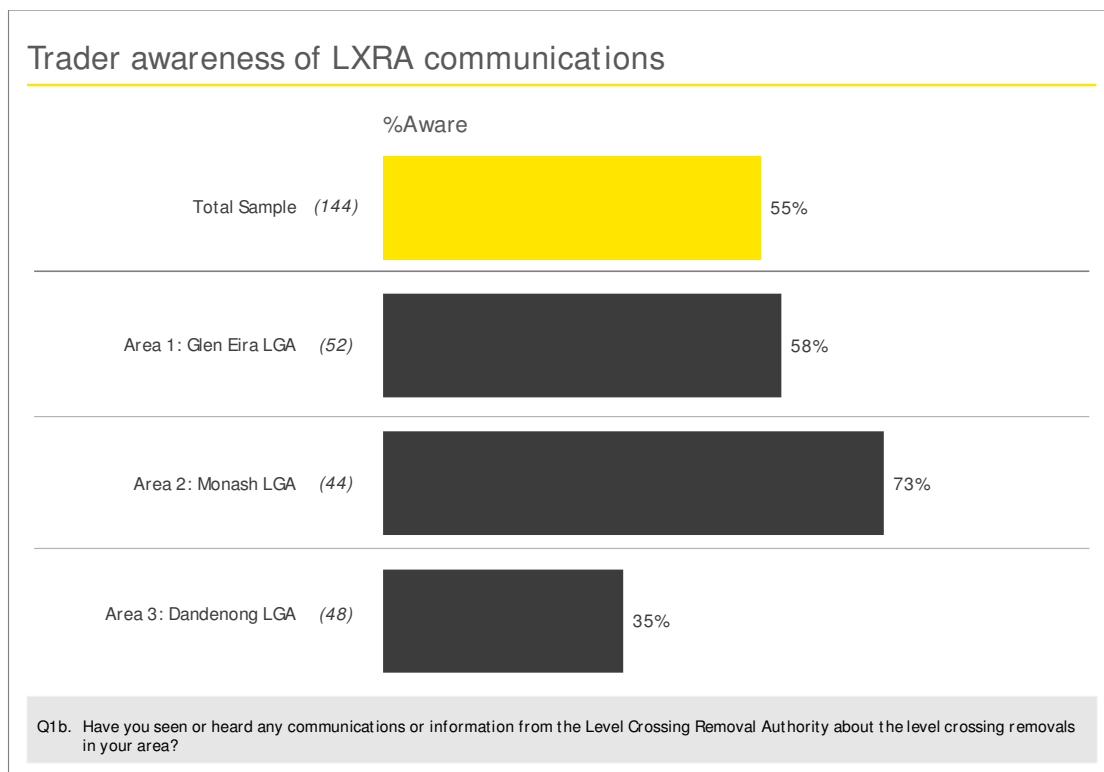
A lower proportion of individuals (18%) in Area 4 Cranbourne/Pakenham are aware of the LXRA communications about level crossing removals. The highest proportion of resident awareness was among the group who use the level crossing as pedestrians or cyclists.



Less than half of the individuals using the train stations were aware of communications. The highest levels of awareness were at Carnegie, Westall, Hughesdale and Caulfield. The lowest levels were at Noble Park, Pakenham and Cranbourne.

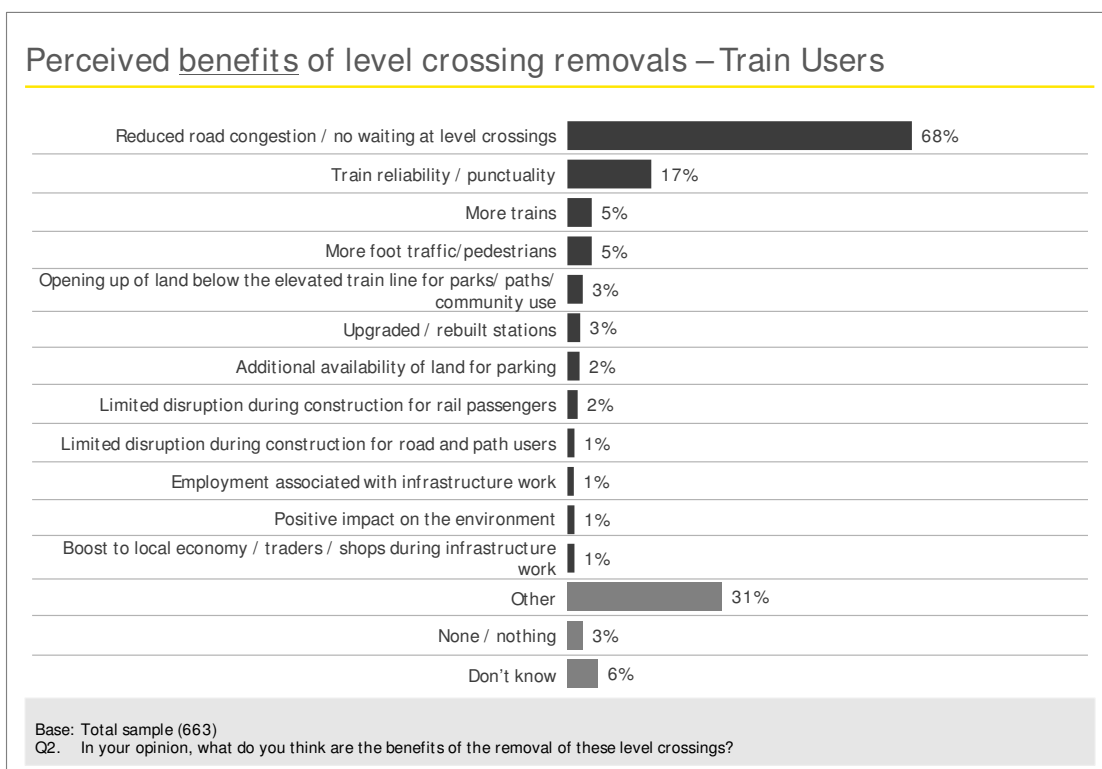
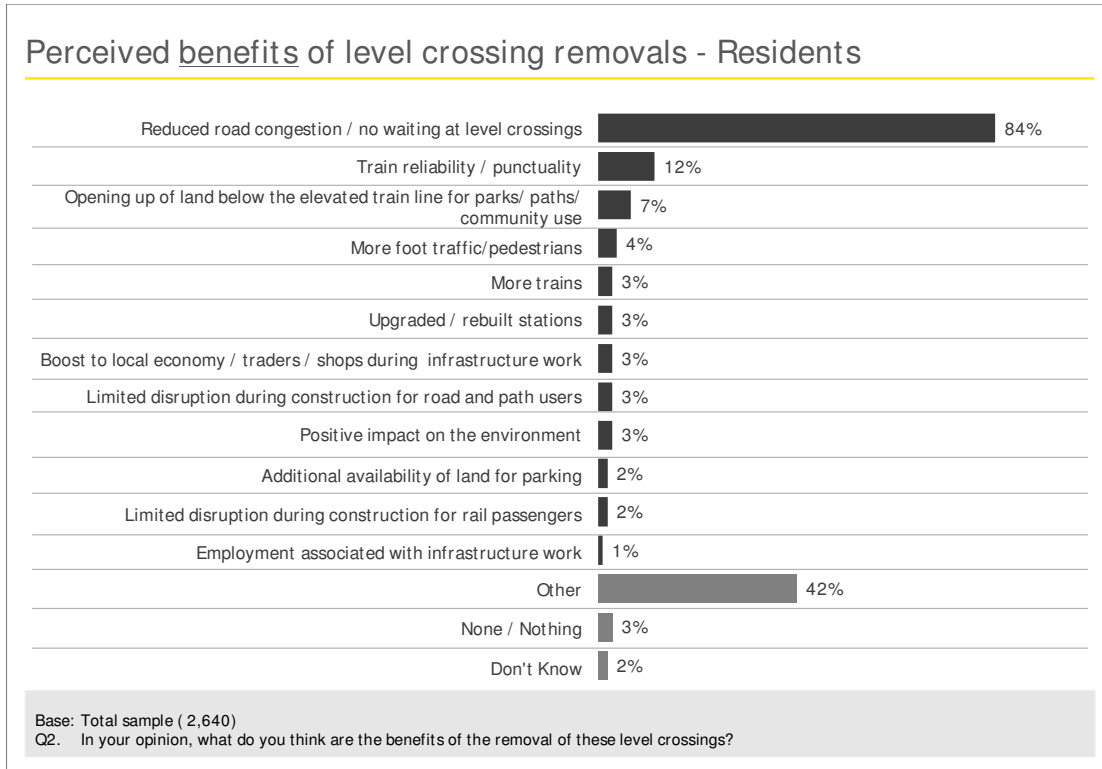


Trader awareness of LXRA communications was highest in Monash and lowest in Dandenong.

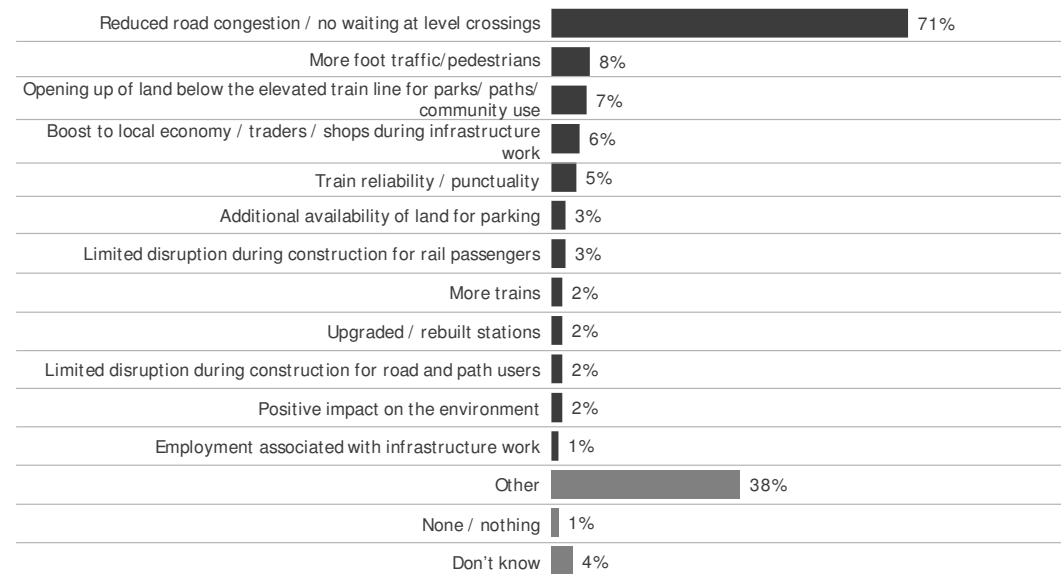


Perceived benefits of the removal of the level crossings

When asked to think of benefits of the removal of the level crossings, the reduction in traffic congestion is by a considerable margin, the most frequently stated benefit by the local residents, train users and traders.



Perceived benefits of level crossing removals – Traders



Base: Total sample (144)

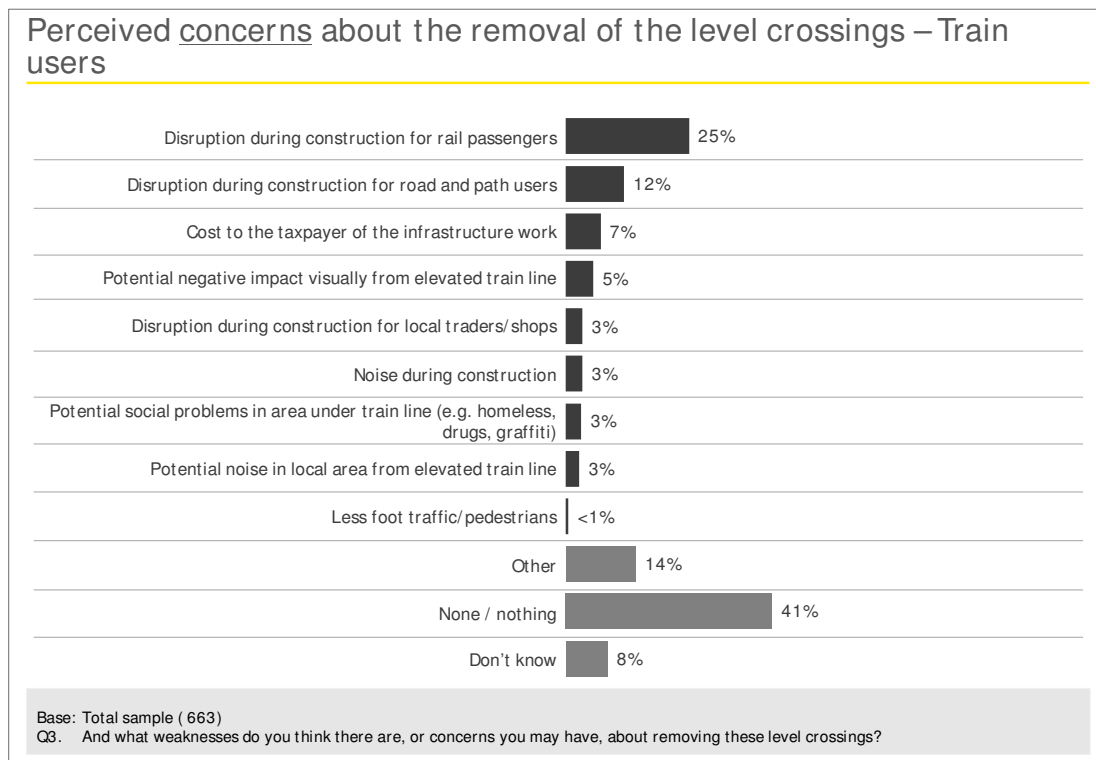
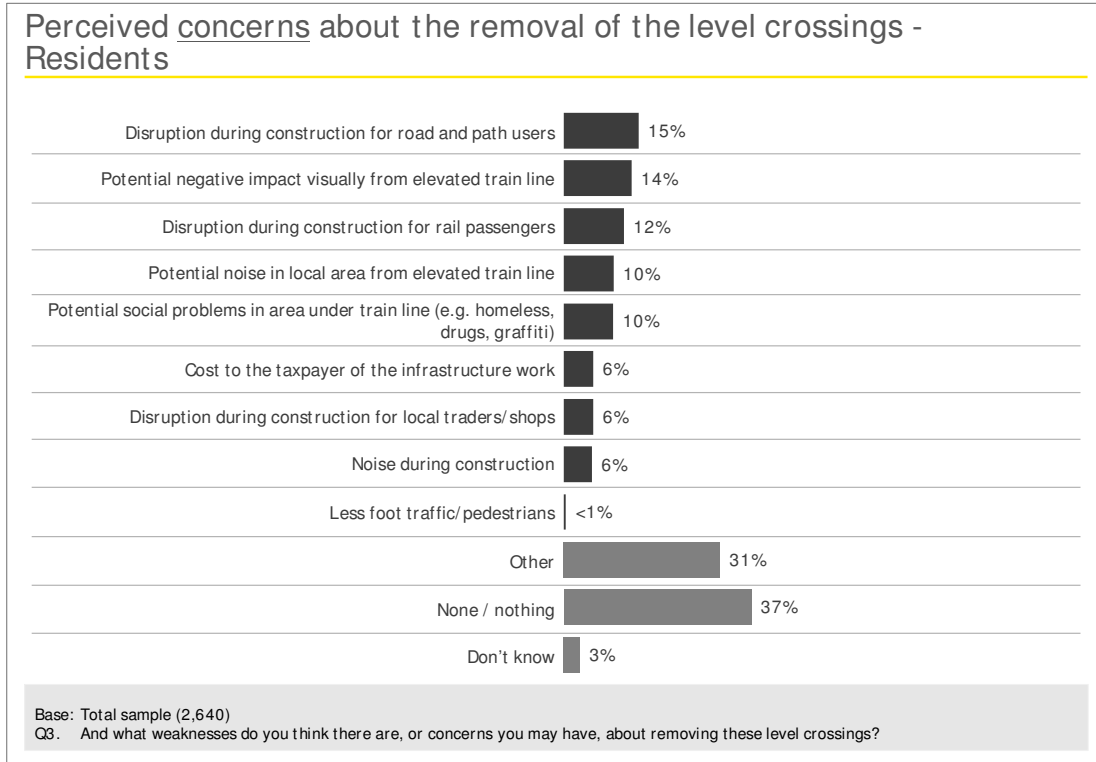
Q2. In your opinion, what do you think are the benefits of the removal of these level crossings?

For this question respondents were not prompted with a list of possible benefits. Interviewers categorised responses into a pre-determined list of possible responses with an 'other specify' option provided for responses not fitting with any of the pre-determined responses.

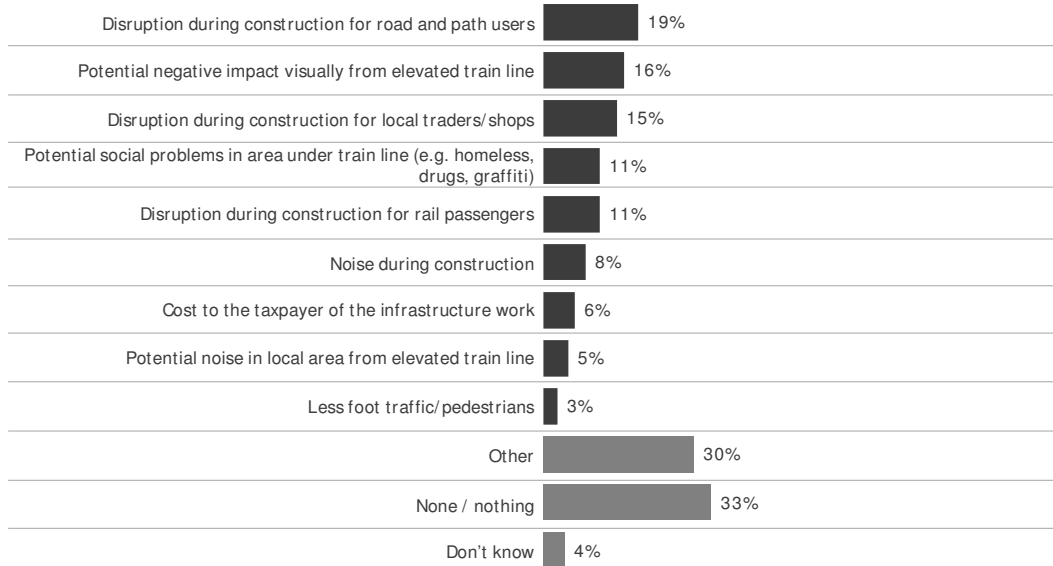
Perceived concerns about the removal of the level crossings

In all the groups surveyed, the response most given when asked about concerns was that they did not have any specific concerns.

Disruption during the construction period is the leading nominated concern. There is also a degree of concern evident about the visual impact of the elevated train line.



Perceived concerns about the removal of the level crossings - Traders



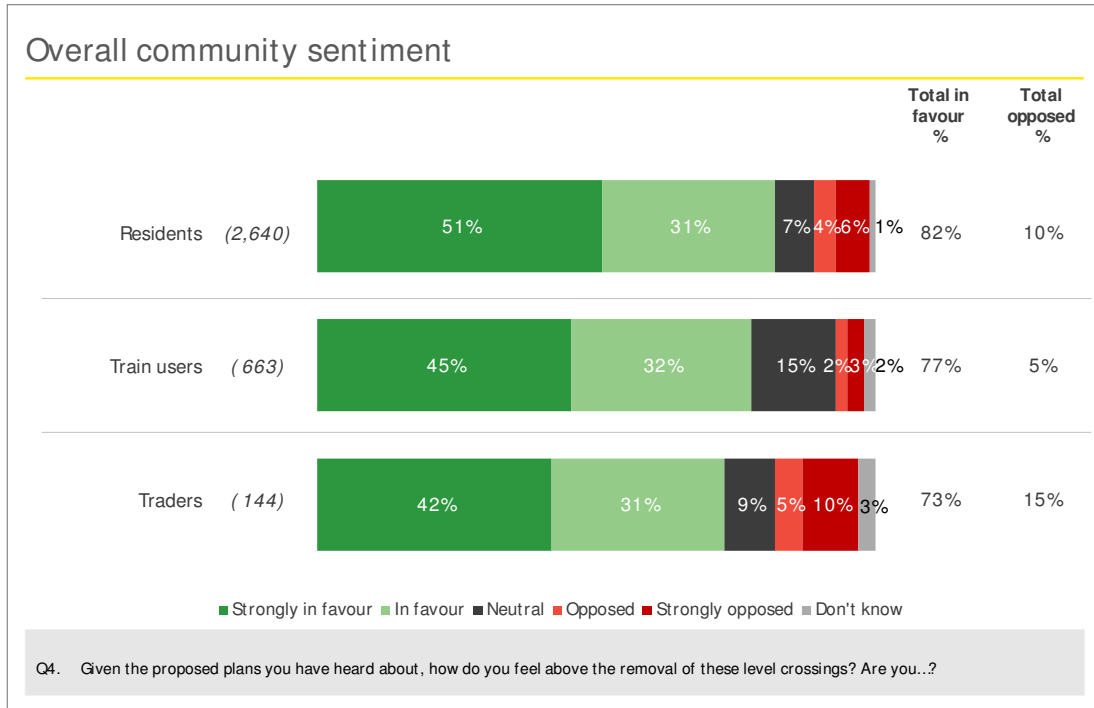
Base: Total sample (144)

Q3. And what weaknesses do you think there are, or concerns you may have, about removing these level crossings?

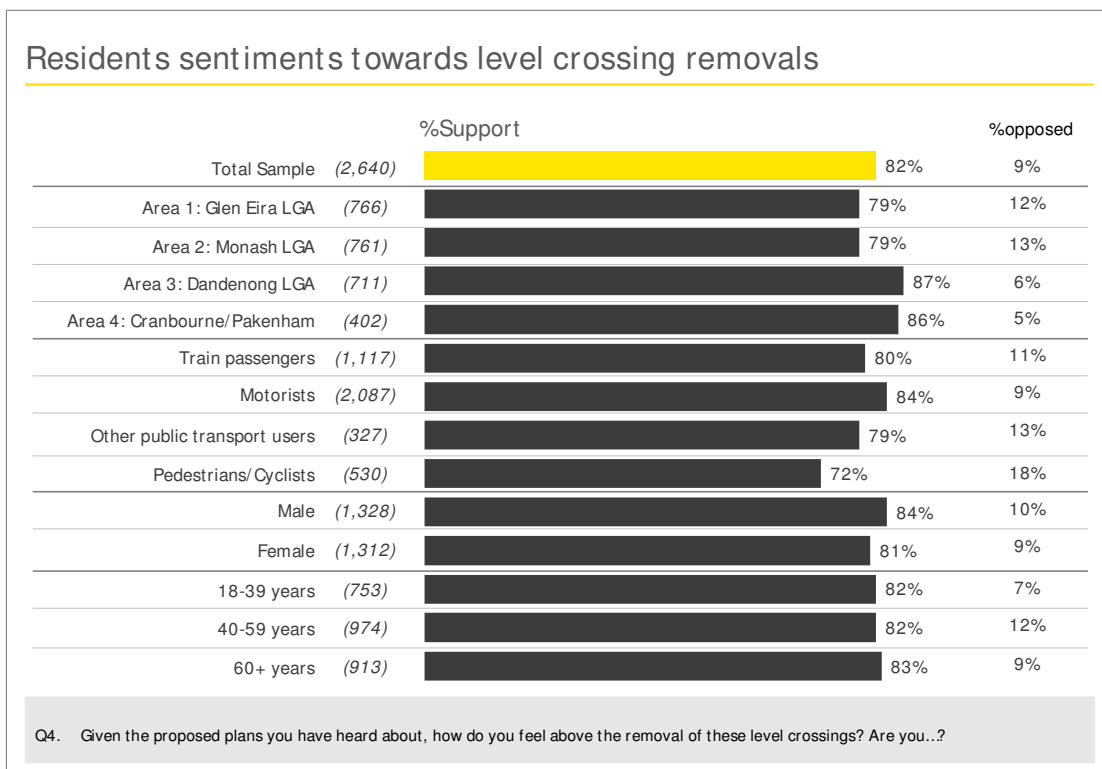
Overall community sentiment

Having considered the proposed designs for the project, and assessing the perceived benefits and concerns about the proposed removal via an elevated rail solution, respondents were then asked their overall disposition towards these level crossing removals.

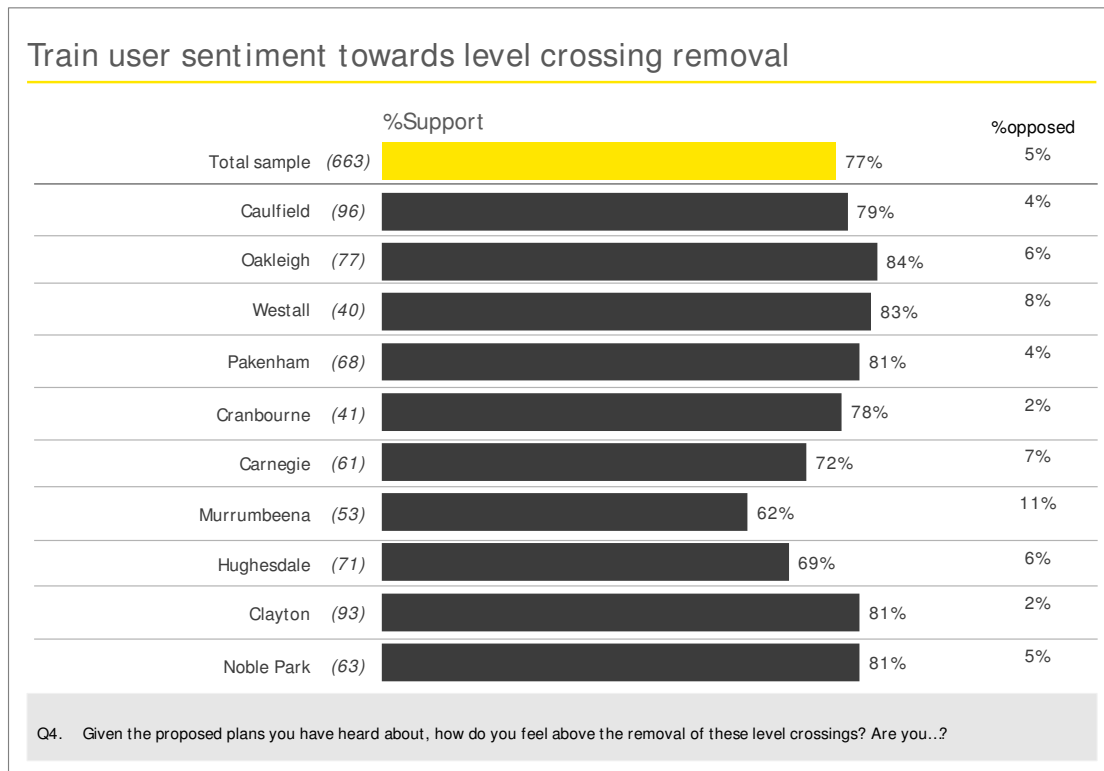
Community sentiment is overwhelmingly in favour of the plans, with 82% of householders, 77% of train users and 73% of traders in favour:



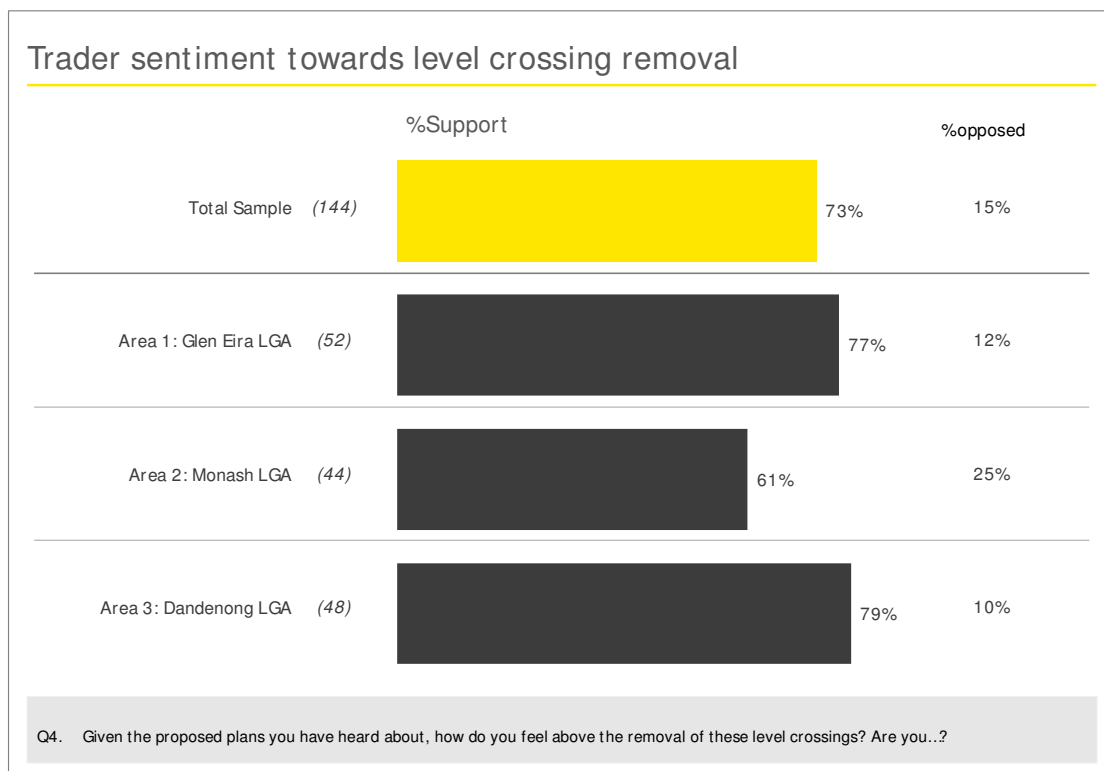
Among residents there was relatively little difference in the levels of support between the locations, transport modes, gender and ages.



Among the train users there was a consistency in the responses in favour of the planned removal of the level crossings via an elevated rail solution. Only at Murrumbeena and Hughesdale were less than 70% favourable towards the idea of removing the level crossings.



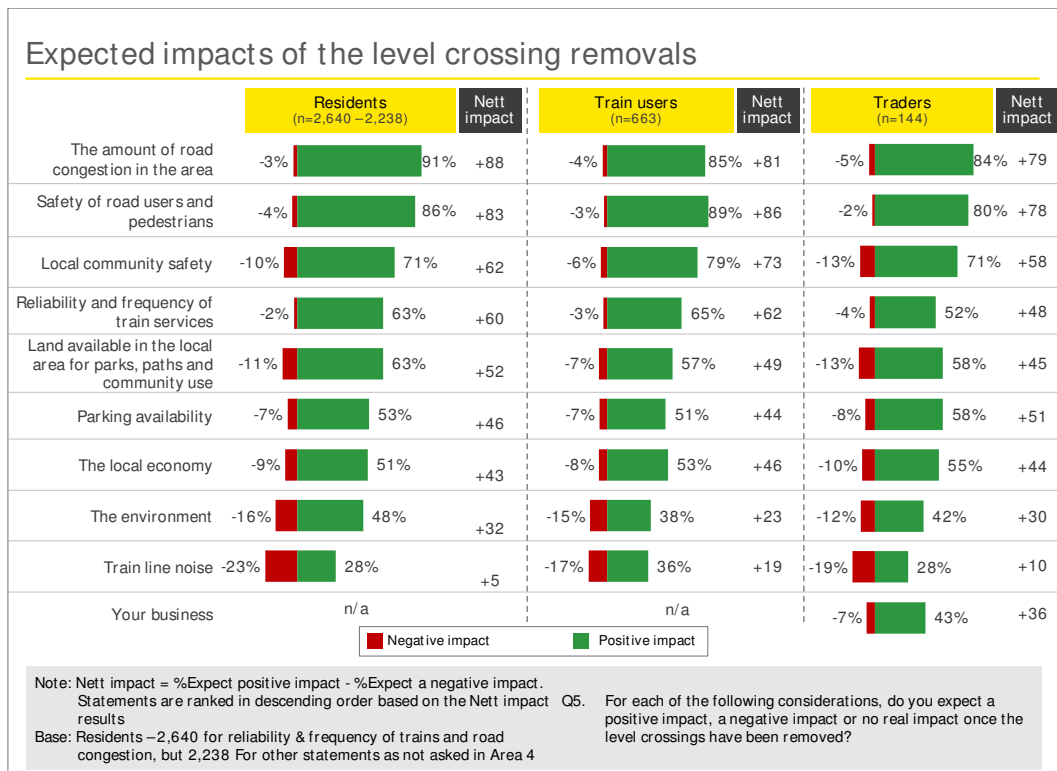
Nearly three-quarters (73%) of the traders were in favour of the proposed removal of the level crossings via an elevated rail solution.



Impacts of level crossing removals

Respondents were asked their opinion of the impact of the level crossing removals on a series of aspects. The results below reveal the positive impact that the community expects the removals to have. More people in the community surveyed believe that the removal of the level crossings will have a positive impact on all the topics considered, than believe that there will be a negative impact.

The two aspects where the greatest proportion of people believed there would be a positive impact were in the reduction of road congestion and the improvements in road user and pedestrian safety. The two areas where the lowest proportion believed there would be a positive impact were in relation to the environment and train line noise.



Expected impact of the level crossing removals - Residents

	TOTAL	Area 1 Glen Eira LGA	Area 2 Monash LGA	Area 3 Dandenong LGA	Area 4 Cranbourne e/ Pakenham	Train passengers	Motorists	Other public transport users	Pedestrians / Cyclists
* Nett impact	(2,238- 2,640)	(766)	(761)	(711)	(402)	(1,117 - 930)	(2,087 - 1,765)	(327 - 313)	(530 - 523)
The amount of road congestion in the area	+88	+87	+87	+88	+90	+87	+90	+85	+88
Safety of road users and pedestrians	+83	+83	+80	+85	_	+82	+84	+76	+76
Local community safety	+62	+58	+59	+69	_	+60	+61	+60	+49
Reliability and frequency of train services	+60	+58	+59	+60	+68	+62	+61	+61	+55
Land available in the local area for parks, paths and community use	+52	+49	+48	+60	_	+50	+52	+48	+44
Parking availability	+46	+38	+46	+53	_	+44	+47	+43	+38
The local economy	+43	+38	+40	+50	_	+44	+42	+41	+31
The environment	+32	+23	+27	+47	_	+30	+32	+33	+15
Train line noise	+5	-1	-1	+18	_	+6	+4	+4	-7

Base: Residents –2,640 for reliability & frequency of trains and road congestion, but 2,238 For other statements as not asked in Area 4
 * Nett impact = %Expect positive impact - %Expect a negative impact

Q5. For each of the following considerations, do you expect a positive impact, a negative impact or no real impact once the level crossings have been removed?

Expected impact of the level crossing removals – Train users

	TOTAL	Noble Park	Clayton	Hughesdale	Murrumbeena	Carnegie	Cranbourne
* Nett impact	(663)	(63)	(93)	(71)	(53)	(61)	(41)
The amount of road congestion in the area	+81	+90	+77	+83	+85	+79	+83
Safety of road users and pedestrians	+86	+94	+89	+86	+85	+74	+73
Local community safety	+73	+87	+78	+52	+66	+64	+78
Reliability and frequency of train services	+62	+81	+61	+54	+49	+66	+44
Land available in the local area for parks, paths and community use	+49	+71	+47	+39	+45	+52	+54
Parking availability	+44	+63	+46	+41	+45	+28	+51
The local economy	+46	+73	+49	+31	+38	+34	+27
The environment	+23	+38	+32	+23	+9	+16	+22
Train line noise	+19	+37	+19	+14	-11	0	+20

Q5. For each of the following considerations, do you expect a positive impact, a negative impact or no real impact once the level crossings have been removed?

* Nett impact = %Expect positive impact - %Expect a negative impact

Expected impact of the level crossing removals – Train users

	TOTAL	Pakenham	Westall	Oakleigh	Caulfield
* Nett impact	(663)	(68)	(40)	(77)	(96)
The amount of road congestion in the area	+81	+72	+93	+84	+74
Safety of road users and pedestrians	+86	+90	+93	+82	+87
Local community safety	+73	+84	+75	+77	+69
Reliability and frequency of train services	+62	+68	+65	+62	+60
Land available in the local area for parks, paths and community use	+49	+56	+45	+48	+41
Parking availability	+44	+44	+35	+51	+36
The local economy	+46	+44	+38	+64	+44
The environment	+23	+16	-5	+43	+15
Train line noise	+19	+26	+15	+36	+21

Q5. For each of the following considerations, do you expect a positive impact, a negative impact or no real impact once the level crossings have been removed?

* Nett impact = %Expect positive impact - %Expect a negative impact

Expected impact of the level crossing removals – Traders

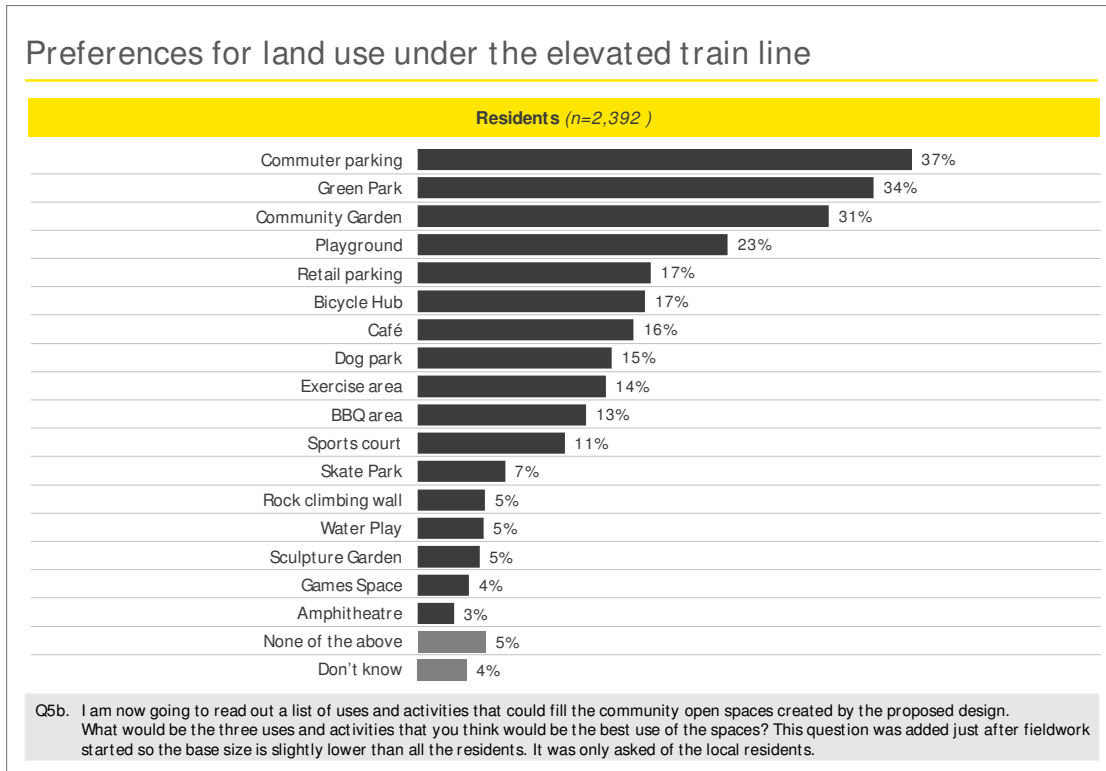
	TOTAL	Area 1 Glen Eira	Area 2 Monash	Area 3 Dandenong
* Nett impact	(144)	(52)	(44)	(48)
The amount of road congestion in the area	+79	+79	+73	+85
Safety of road users and pedestrians	+78	+83	+57	+92
Local community safety	+58	+71	+27	+73
Reliability and frequency of train services	+48	+54	+25	+62
Land available in the local area for parks, paths and community use	+45	+46	+30	+58
Parking availability	+51	+58	+36	+56
The local economy	+44	+46	+25	+60
The environment	+30	+31	+14	+44
Train line noise	+10	+17	-5	+15
Your business	+36	+44	+20	+42

Q5. For each of the following considerations, do you expect a positive impact, a negative impact or no real impact once the level crossings have been removed?

* Nett impact = %Expect positive impact - %Expect a negative impact

Preferences for land use under the elevated train line

When asked to nominate their top three preferences from a list of potential uses for the land under the proposed elevated train line, the most popular choices for the local residents are commuter parking, green park, community garden and a playground.



Preferences for land use under the elevated train line - Residents

	TOTAL	Area 1 Glen Eira LGA	Area 2 Monash LGA	Area 3 Dandenong LGA	Area 4 Cranbourne / Pakenham	Train passengers	Motorists	Other public transport users	Pedestrians / Cyclists
	(2,392)	(757)	(761)	(711)	(163)	(998)	(1,889)	(318)	(525)
Commuter parking	37%	34%	39%	36%	44%	34%	39%	31%	26%
Green Park	34%	39%	31%	32%	33%	34%	34%	39%	34%
Community Garden	31%	34%	29%	31%	23%	33%	31%	36%	39%
Playground	23%	21%	23%	24%	27%	22%	24%	22%	20%
Retail parking	17%	16%	17%	18%	25%	17%	18%	17%	14%
Bicycle Hub	17%	21%	18%	13%	13%	19%	17%	15%	24%
Café	16%	14%	17%	17%	17%	16%	16%	14%	14%
Dog park	15%	15%	14%	15%	15%	13%	15%	14%	13%
Exercise area	14%	13%	14%	14%	14%	15%	13%	18%	16%
BBQ area	13%	9%	11%	17%	16%	12%	13%	13%	9%
Sports court	11%	13%	9%	10%	14%	12%	11%	13%	10%
Skate Park	7%	6%	6%	7%	9%	7%	7%	8%	7%
Rock climbing wall	5%	5%	5%	5%	4%	5%	5%	4%	7%
Water Play	5%	5%	5%	4%	9%	6%	4%	7%	6%
Sculpture Garden	5%	5%	5%	5%	4%	5%	5%	5%	6%
Games Space	4%	4%	4%	3%	4%	4%	4%	2%	5%
Amphitheatre	3%	3%	2%	3%	4%	3%	3%	3%	2%
None of the above	5%	6%	6%	3%	3%	6%	5%	3%	7%
Don't know	4%	3%	4%	5%	2%	3%	3%	4%	3%





Q5b. I am now going to read out a list of uses and activities that could fill the community open spaces created by the proposed design. What would be the three uses and activities that you think would be the best use of the spaces?

APPENDIX 1: Detailed Methodology

Detailed Methodology

This appendix describes in detail the methodology employed for each of the surveys and includes the survey instruments themselves.

The research programme comprised of four survey components, conducted across the Caulfield to Dandenong geographical corridor, as follows:

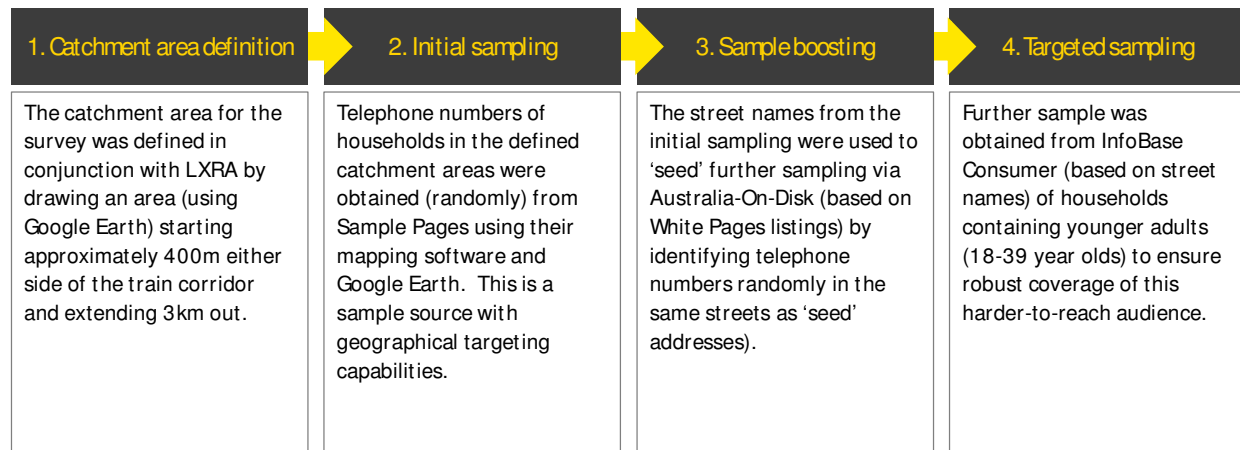
Community Sentiment Research Programme			
Audience	Methodology	Sample Size	Geographical Coverage
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	Door-to-door survey 	440 interviews	
Train users	Intercept survey 	663 interviews	10 stations within Caulfield to Dandenong corridor
Traders	Face-to-face survey 	144 interviews	Shopping strips in the vicinity of proposed level crossing removals

1. Residents Telephone Survey

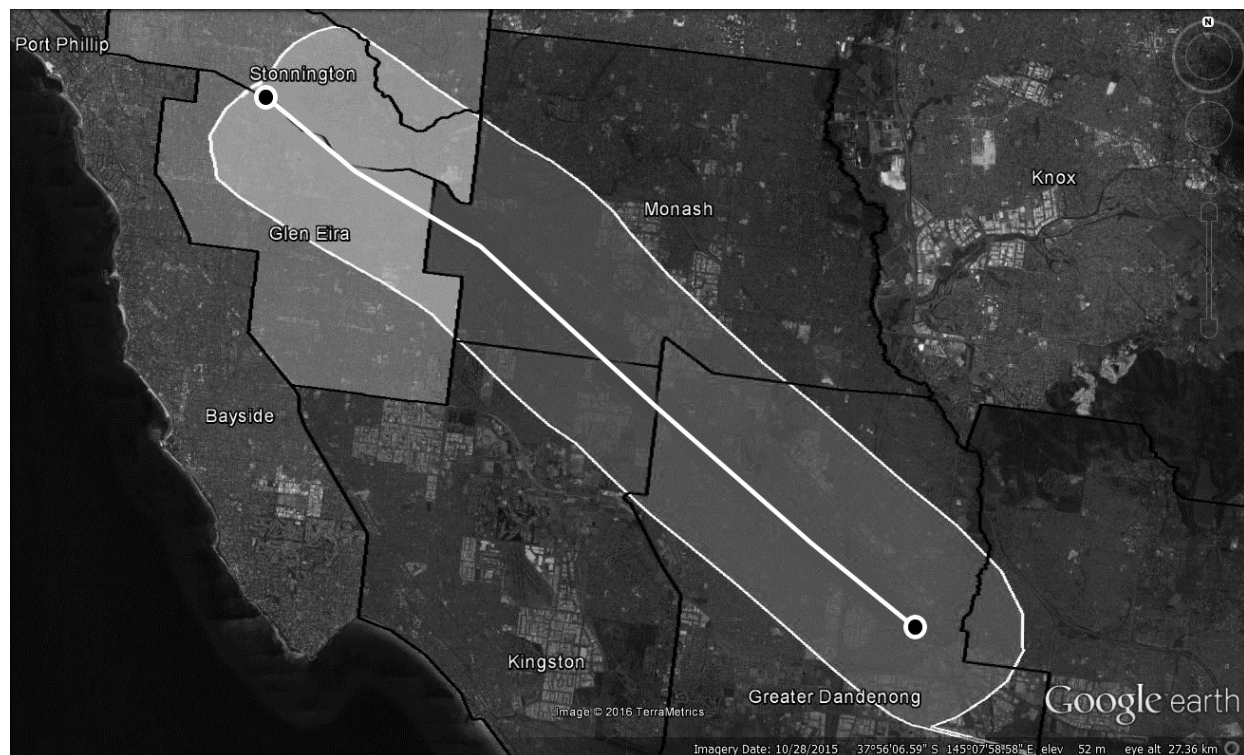
A telephone survey was conducted of residents in the catchment area of the Caulfield to Dandenong section of the Pakenham/Cranbourne rail line.

A telephone survey methodology provides the most representative coverage of residents, based on accessibility to a high quality sample frame and a good anticipated response rate within the available fieldwork period.

A four pronged approach was used to develop the sampling approach for the survey as follows:



The map below is the catchment area for areas 1, 2 and 3 defined for the purpose of the survey sampling. Area 1 contains residents from the LGAs of Stonnington and Glen Eira, Area 2 contains residents from Monash and Kingston LGAs and Area 3 contains residents from Greater Dandenong and Casey. Area 4, off this map, contained residents from Cranbourne and Pakenham at the end of the branches of the train line.



The catchment area has been defined to capture the views of the broader community consistent with the objectives of this study to contribute to the wider consultation exercise conducted by the Level crossing removal Authority.

Interviewing was conducted from the EY Sweeney interviewing facility in South Melbourne via Computer Assisted Telephone Interviewing (CATI).

Interviews lasted an average of 9.25 minutes and the fieldwork was completed between 9th and 12th March 2016. In total, 2,200 interviews were achieved as follows:

Residents telephone survey – sample profile			
	Sample size # (2,200)	Proportion of sample % (100)	Maximum margin of error* +/-
Total sample	2,200	100	2.1
Area 1: Glen Eira / Stonington	602	27.4	4.0
Area 2: Monash / Kingston	600	27.3	4.0
Area 3: Greater Dandenong / Casey	596	27.1	4.0
Area 4: Cranbourne/Pakenham	402	18.2	4.9
Train passengers	799	36.3	3.5
Motorists	1,799	81.8	2.3
Other public transport users	196	8.9	7.0
Pedestrians/Cyclists	275	12.5	5.9
Male	1,099	50.0	3.0
Female	1,101	50.0	3.0
18-39 years	551	25.0	4.2
40-59 years	824	37.5	3.4
60+ years	825	37.5	3.4

* Maximum margin of error at the 95% confidence interval.

To be eligible for interview, residents in Area 4 had to ever use the Cranbourne/Pakenham rail line, or travel by any mode of transport through areas that the rail line goes through, such as Carnegie, Murrumbeena, Clayton, Noble Park, Hughesdale or Caulfield.

Household telephone survey provided in Appendix 2.

2. Residents door-to-door survey

A door-to-door survey was conducted in three of the areas of the Caulfield to Dandenong catchment area (with the geographical boundaries in line with the telephone survey).

This survey would extend the coverage of the telephone survey and serve as validation of the telephone survey findings.

Sampling of households, for the door-to-door survey involved the following steps:

Maps were created with a 3km radius out from the level crossings and provided to interviewers. They were briefed to interview people who lived within the area on their maps by way of both knocking on doors and intercepting people in the street.

Interviews lasted approximately 8-10 minutes and the fieldwork was completed between 7th and 15th March 2016.

In total, 440 interviews were achieved as follows:

Residents door-to-door survey – sample profile			
	Sample size # (440)	Proportion of sample % (100)	Maximum margin of error* +/-
Total sample	440	100	4.7
Area 1: Glen Eira LGA	164	37.3	7.0
Area 2: Monash LGA	161	36.6	7.7
Area 3: Dandenong LGA	115	26.1	9.1
Train passengers	318	72.3	5.5
Motorists	288	65.5	5.8
Public transport users	131	29.8	8.6
Pedestrians/Cyclists	255	58.0	6.1
Male	229	52.0	6.5
Female	211	48.0	6.7
18-39 years	202	45.9	6.9
40-59 years	150	34.1	8.0
60+ years	88	20.0	10.4
<i>* Maximum margin of error at the 95% confidence interval.</i>			

As there are not marked differences in the survey results of the two residents surveys (telephone and door-to-door), we can be confident that the findings of each survey are not influenced by methodological differences. Therefore, at the analysis stage results from the telephone and door-to-door resident surveys were combined to provide a more comprehensive set of data. The phone survey did have a higher proportion of car users than the face to face interviews.

This resulted in the following sample profile for the residents' surveys:

Residents surveys – sample profile			
	Sample size # (2,640)	Proportion of sample % (100)	Maximum margin of error* +/-
Total sample	2,640	100	1.9
Area 1: Glen Eira LGA	766	29.0	3.5
Area 2: Monash LGA	761	28.8	3.6
Area 3: Dandenong LGA	711	26.9	3.7
Area 4: Cranbourne/Pakenham	402	15.3	4.9
Train passengers	1,117	42.3	2.9
Motorists	2,087	79.1	2.1
Public transport users	327	12.4	5.4
Pedestrians/Cyclists	530	20.1	4.3
Male	1,328	50.3	2.7
Female	1,312	49.7	2.7
18-39 years	753	28.5	3.6
40-59 years	974	36.9	3.1
60+ years	913	34.5	3.2
<i>* Maximum margin of error at the 95% confidence interval.</i>			

The survey instrument for the door-to-door survey of residents is provided in Appendix 2.

Train users survey

A face-to-face intercept survey was conducted with 600 train users across ten train stations, as follows:

Train station survey – sample profile				
	Date & time of interviewing	Sample size # (600)	Proportion of sample % (100)	Maximum margin of error +/-
Total sample	7 th – 15 th March	663	100	3.8
Station 1 – Noble Park	06:30 – 11:00 11 th March	63	9.5	12.3
Station 2 – Clayton	06:30 – 11:00 11:00 – 15:00 7 th March 06:30 – 11:00 8 th March	93	14.0	10.2
Station 3 – Hughesdale	11:00 – 15:00 8 th March	71	10.7	11.6
Station 4 – Murrumbeena	06:30 – 11:00 10 th March	53	8.0	13.5
Station 5 – Carnegie	15:00 – 19:00 7 th March 11:00 – 15:00 12 th March	61	9.2	12.5
Station 6 – Cranbourne	15:00 – 19:00 8 th March	41	6.2	15.3
Station 7 – Pakenham	15:00 – 19:00 9 th March 15:00 – 19:00 11 th March	68	10.3	11.9
Station 8 – Westall	06:30 – 11:00 9 th March	40	6.0	15.5
Station 9 – Oakleigh	11:00 – 15:00 9 th March 11:00 – 15:00 10 th March	77	11.6	11.2
Station 10 - Caulfield	15:00 – 19:00 10 th March 11:00 – 15:00 12 th March	96	14.5	10.0

** Maximum margin of error at the 95% confidence interval.*

Train passengers were intercepted randomly as they were waiting for a train in or after departing a train. As these interviews were conducted on train stations, more frequent train users have greater propensity to be interviewed. Interviews were conducted using Computer Assisted Personal Interviewing (CAPI) with survey responses captured via digital computer tablets.

Interviews lasted approximately 8-10 minutes and the fieldwork was completed between 7th and 12th March 2016.

The train users survey instrument is provided in Appendix 2.

Traders survey

A survey of traders in key trading precincts along the Caulfield to Dandenong corridor was conducted via a face-to-face survey methodology. To be eligible for the survey, respondents were owners or managers of retail outlets in the trading strips selected by LXRA for coverage.

In total, we conducted 144 interviews with traders between 7th and 11th March 2016, as follows:

Traders survey – sample profile			
	Sample size # (144)	Proportion of sample % (100)	Maximum margin of error +/-
Total sample	144	100	8.2
Area 1	52	36.1	13.6
Area 2	44	30.6	14.8
Area 3	48	33.3	14.1

Interviewers were instructed to survey business owners in the vicinity of the existing level crossings on seven streets.

Those streets were:

- Clayton Rd
- Koornang Rd
- Murrumbeena Rd
- Heatherton Rd
- Poath Rd
- Corrigan Rd
- ▶ Grange Rd

The traders' survey instrument is provided in Appendix 2.

APPENDIX 2: Fieldwork instruments

1. HOUSEHOLD TELEPHONE SURVEY
2. DOOR-TO-DOOR / FACE-TO-FACE SURVEY
3. TRAIN USERS SURVEY
4. TRADERS SURVEY

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APPENDIX 2: Fieldwork instruments

1. HOUSEHOLD TELEPHONE SURVEY
2. DOOR-TO-DOOR / FACE-TO-FACE SURVEY
3. TRAIN USERS SURVEY
4. TRADERS SURVEY

Caulfield to Dandenong Corridor LXRA

Telephone Survey of Residents

Study No.	25842
Client	LXRA
Version	Version 5 – 2 nd March 2016
Research Consultants	Lewis Jones /David Primrose

INTRODUCTION

Good morning/afternoon/evening. My name is (... ..) from EY Sweeney. We are conducting a survey for the Level Crossing Removal Authority about the planned removal of level crossings (AREAS 1 TO 3 in your area) (AREA 4: on the Cranbourne/Pakenham rail line into the city) and would love to get your views.

Your views and feedback will form part of a wider consultation report presented to the government to inform decision making around the project.

The survey will take only 7-8 minutes and is completely confidential and anonymous – would you be able to help us now?

CATI ONLY

If not now, arrange call back or thank and close.

This call will be monitored for quality control purposes.

IF ASKED, INFORM RESPONDENT THAT:

Your contact details have been OBTAINED FROM AUSTRALIA-ON-DISK WHICH IS BASED ON WHITE PAGES LISTINGS.

The Australian Market and Social Research Society has a phone line that you can call if you wish to confirm our credentials. The number is 1300 364 830 or you can email them on amsrs@amsrs.com.au.

As a market & social research organisation, we are exempt from the Do Not Call Register. We are not trying to sell or market anything to you and your decision to participate in this survey is voluntary.

QUOTAS

	Area 1: Glen Eira LGA	Area 2: Monash LGA	Area 3: Dandenong LGA	Area 4: Cranbourne /Pakenham	Total
Males 18 - 39 years	100	100	100	66	366
Males 40 – 59 years	100	100	100	67	367
Males 60+ years	100	100	100	67	367
Females 18 - 39 years	100	100	100	66	366
Females 40 – 59 years	100	100	100	67	367

Females 60+ years	100	100	100	67	367
Total	600	600	600	400	2,200

SECTION 1: SCREENER

I firstly just need to ask a couple of questions to establish your eligibility to take part.

S1. RECORD CATCHMENT AREA	Area 1	Glen Eira LGA	1				
	Area 2	Monash LGA	2				
	Area 3	Dandenong LGA	3				
	Area 4	Cranbourne/Pakenham	4				
S2. Are you...? SINGLE RESPONSE ONLY	Male	1					
	Female	2					
S3. Which of the following age groups do you fall into? SINGLE RESPONSE ONLY	Under 18 years	Terminate	1				
	18-24 years		2				
	25-29 years		3				
	30-34 years		4				
	35-39 years		5				
	40-44 years		6				
	45-49 years		7				
	50-54 years		8				
	55-59 years		9				
	60-64 years		10				
	65-69 years		11				
70 years or older		15					
S4. What is your home postcode? (WRITE IN – no exclusions)	<table border="1" style="width: 100%; height: 40px;"> <tr> <td style="width: 25%;"></td> <td style="width: 25%;"></td> <td style="width: 25%;"></td> <td style="width: 25%;"></td> </tr> </table>						
S5. AREA 4 ONLY Do you ever use the Cranbourne/Pakenham rail line, or travel by any mode of transport through the areas that this train line goes through, such as Carnegie, Murrumbeena, Clayton, Noble Park, Hughesdale and Caulfield? SINGLE RESPONSE ONLY	Yes	Continue	1				
	No	Terminate	2				

SECTION 2: AWARENESS AND ATTITUDES

For Area 1

I am going to read out some information about the planned removal of the level crossings and then ask you some questions.

The nine level crossings to be removed on the Cranbourne / Pakenham rail line are located from Caulfield to Dandenong and include:

- ▶ Grange Rd and Koornang Rd
- ▶ Murrumbeena Rd
- ▶ Poath Rd
- ▶ Two in Clayton
- ▶ Three in Noble Park

To enable the removal of these level crossings, the proposal involves the construction of an elevated train line along the course of the existing train line, with the area underneath the elevated train line made available for other uses such as parks, gardens, running tracks and other community facilities.

As part of the works, the train stations at Carnegie, Murrumbeena, Noble Park, Clayton and Hughesdale will be rebuilt.

For Area 2

I am going to read out some information about the planned removal of the level crossings and then ask you some questions.

The nine level crossings to be removed on the Cranbourne / Pakenham rail line are located from Caulfield to Dandenong and include:

- ▶ Two at Clayton Rd and Centre Rd
- ▶ Two in Carnegie
- ▶ One in Murrumbeena
- ▶ One in Hughesdale
- ▶ Three in Noble Park

To enable the removal of these level crossings, the proposal involves the construction of an elevated train line along the course of the existing train line, with the area underneath the elevated train line made available for other uses such as parks, gardens, running tracks and other community facilities.

As part of the works, the train stations at Carnegie, Murrumbeena, Noble Park, Clayton and Hughesdale will be rebuilt.

For Area 3

I am going to read out some information about the planned removal of the level crossings and then ask you some questions.

The nine level crossings to be removed on the Cranbourne / Pakenham rail line are located from Caulfield to Dandenong and include:

- ▶ Corrigan Rd, Heatherton Rd and Chandler Rd
- ▶ One in Murrumbeena
- ▶ One in Hughesdale
- ▶ Two in Clayton
- ▶ Two in Carnegie

To enable the removal of these level crossings, the proposal involves the construction of an elevated train line along the course of the existing train line, with the area underneath the elevated train line made available for other uses such as parks, gardens, running tracks and other community facilities.

As part of the works, the train stations at Carnegie, Murrumbeena, Noble Park, Clayton and Hughesdale will be rebuilt.

For Area 4

I am going to read out some information about the planned removal of the level crossings and then ask you some questions about these plans.

The nine level crossings to be removed on the Cranbourne / Pakenham rail line are located from Caulfield to Dandenong and include:

- ▶ Two in Carnegie
- ▶ One in Murrumbeena
- ▶ One in Hughesdale
- ▶ Two in Clayton
- ▶ And three in Noble Park

The proposed design solution involves the construction of an elevated rail line which will be built over the existing train tracks. This means train services can continue to run during the construction period, limiting the frequency of rail closures and subsequent rail replacement busses that may otherwise be required.

As part of the works, the train stations at Carnegie, Murrumbeena, Noble Park, Clayton and Hughesdale will be rebuilt.

<p>Q1a. Can you recall having heard anything about these plans before today?</p> <p>SINGLE RESPONSE</p>	Yes	1
	No	2
<p>Q1b. Have you seen or heard any communications or information from the Level Crossing Removal Authority about the level crossing removals in your area?</p> <p>SINGLE RESPONSE</p>	Yes	1
	No	2
<p>Q2. In your opinion, what do you think are the benefits of the removal of these level crossings?</p> <p>MULTIPLE RESPONSE</p> <p>DO NOT PROMPT</p> <p>PROBE: Anything else?</p>	More trains	01
	Train reliability / punctuality	02
	Upgraded / rebuilt stations	03
	Employment associated with infrastructure work	04
	Boost to local economy / traders / shops during infrastructure work	05
	Reduced road congestion / no waiting at level crossings	06
	Opening up of land below the elevated train line for parks/ paths/ community use	07
	Additional availability of land for parking	08
	Limited disruption during construction for rail passengers	09
	Limited disruption during construction for road and path users	10
	Positive impact on the environment	11
	More foot traffic/pedestrians	12
Other (please specify)	13	
None / nothing	14	
Don't know	15	

<p>Q3. And what weaknesses do you think there are, or concerns you may have, about removing these level crossings?</p> <p>MULTIPLE RESPONSE</p> <p>DO NOT PROMPT</p> <p>PROBE: Anything else?</p>	Disruption during construction for rail passengers	01
	Disruption during construction for road and path users	02
	Disruption during construction for local traders/shops	03
	Cost to the taxpayer of the infrastructure work	04
	Noise during construction	05
	Potential noise in local area from elevated train line	06
	Potential social problems in area under train line (e.g. homeless, drugs, graffiti)	07
	Potential negative impact visually from elevated train line	08
	Less foot traffic/pedestrians	09
	Other (please specify)	10
	None / nothing	11
	Don't know	12

<p>Q4. Given the proposed plans you have heard about, how do you feel about the removal of these level crossings? Are you...?</p> <p>SINGLE RESPONSE</p> <p>READ OUT – RANDOMISE START POINT</p>	Strongly in favour	1
	In favour	2
	Neutral	3
	Opposed	4
	Strongly opposed	5
	Don't know (DO NOT READ OUT)	6

<p>Q5a. For each of the following considerations, do you expect a positive impact, a negative impact or no real impact once the level crossings have been removed?</p> <p>READ OUT - RANDOM ORDER</p>				
	Positive impact	No real impact	Negative impact	Don't know
ASK ALL				
1. Reliability and frequency of train services	1	2	3	4
2. The amount of road congestion in the area	1	2	3	4
ASK 3 TO 9 FOR AREAS 1-3 ONLY				
3. The local economy	1	2	3	4
4. Land available in the local area for parks, paths and community use	1	2	3	4
5. Parking availability	1	2	3	4
6. The environment	1	2	3	4
7. Safety of road users and pedestrians	1	2	3	4
8. Local community safety	1	2	3	4
9. Train line noise	1	2	3	4

<p>Q5b. I am now going to read out a list of uses and activities that could fill the community open spaces created by the proposed design.</p> <p>What would be the three uses and activities that you think would be the best use of the spaces?</p> <p>MULTIPLE RESPONSE – 3 MAX</p> <p>RANDOMISE LIST</p> <p>READ OUT</p>	Sculpture Garden	01
	Playground	02
	Café	03
	Sports court	04
	BBQ area	05
	Bicycle Hub	06
	Retail parking)	07
	Community Garden	08
	Games Space	09
	Dog park	10
	Rock climbing wall	11
	Water Play	12
	Amphitheatre	13
	Green Park	14
	Commuter parking	15
	Skate Park	16
	Exercise area	17
	Don't know	18
	None of the above	19

SECTION 3: USE OF THE AREA AND CLASSIFICATION

<p>Q6. By what modes of transport do you travel in the vicinity of any of the level crossings?</p> <p>MULTIPLE RESPONSE</p> <p>DO NOT READ OUT</p>	As a train passenger using a station there	1
	As a train passenger passing through on the Cranbourne / Pakenham line	2
	As a pedestrian	3
	As a car driver or passenger passing through	4
	As a car driver or passenger stopping / parking	5
	As a bus passenger	6
	As a tram passenger	7
	As cyclist	8
	I never visit any of the areas there	98

<p>Q7. Which of the following best describes your family status?</p> <p>SINGLE RESPONSE ONLY</p> <p>READ OUT</p>	Young person living at home with parents	1
	Young person living alone or sharing	2
	One of a couple living together – no children	3
	One of a couple with children at home	4
	Single parent with children at home	5
	Older person – living alone or sharing	6
	(Refused)	7

<p>Q8. What best describes your current work status?</p> <p>SINGLE RESPONSE ONLY</p> <p>READ OUT</p>	Working full-time (30+ hours a week)	1
	Working part-time	2
	Looking after the home	3
	Study full-time/part-time	4
	Currently looking for work	5

	Retired	6
	(Refused) (DO NOT READ OUT)	7
Q9. Do you own your property (outright or on a mortgage) or are you renting?	Own	1
	Renting	2
SINGLE RESPONSE ONLY	Other	3
Q10. What is your household income before tax?	Under \$30,000	1
	\$30,000 to \$60,000	2
SINGLE RESPONSE ONLY	\$60,001 to \$90,000	3
	\$90,001 to \$150,000	4
	Above \$150,000	5
	Prefer not to say	6

<p>Q11. What is the main language you speak at home?</p> <p>SINGLE RESPONSE ONLY</p>	English	1
	Arabic	2
	Cantonese	3
	Greek	4
	Italian	5
	Khmer	6
	Mandarin	7
	Serbian	8
	Spanish	9
	Vietnamese	10
	Other (please specify)	11

End of interview.

Thank you. That is the end of the interview. Once again my name is (... ..) from EY Sweeney. Should you need to contact us again please call us on 1800 35 77 39.

The study has been conducted on behalf of The Level Crossing Removal Authority

As part of quality control procedures, someone from our project team may wish to re-contact you to ask a couple of questions, validating the information we have collected.

As a market research company, we comply with the requirements of the Privacy Act. The information you have provided will be used only for market research purposes.

Would you like me to give you any more details about how we comply?

If yes then say:

As I mentioned we may contact you to verify some of the information you gave us. Once we have completed our validation and processing of information, please be assured that your name and contact details will be removed from your responses to this survey. After that time, we will no longer be able to identify the responses provided by you. However for the period of time that your name and contact details remain with your survey responses, which will be approximately (one month) you can contact us to request access to your information and/or ask us to delete some or all of your information.

Once again, thank you for your time. My name is and I'm calling from EY Sweeney. If you have any queries, you can call the Australian Market & Social Research Society's Survey Line on 1300 364 830 (for the cost of a local call).

If no:

Thank and close.

Date of interview:	
Respondent's name:	
Phone number:	
Address (if applicable):	
"I certify that this is a true, accurate and complete interview, conducted in accordance with international standards (ISO 20252) and the AMSRS Code of Professional Behaviour (ICC/ESOMAR). I will not disclose to any other person the content of this questionnaire or any other information relating to this project."	
Signed:	Interviewer:

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Caulfield to Dandenong Corridor LXRA

Household Face to Face Survey of Residents

Study No.	25842
Client	LXRA
Version	Version 1 – 2 nd March 2016
Research Consultants	Lewis Jones /David Primrose

INTRODUCTION

Good morning/afternoon/evening. My name is (... ..) from EY Sweeney. We are conducting a survey for the Level Crossing Removal Authority about the planned removal of level crossings in your area and would love to get your views.

Your views and feedback will form part of a wider consultation report presented to the government to inform decision making around the project.

The survey will take only 7-8 minutes and is completely confidential and anonymous – would you be able to help us now?

QUOTAS

	Area 1: Glen Eira LGA	Area 2: Monash LGA	Area 3: Dandenong LGA	Total
Total	135	135	135	402

SECTION 1: CLASSIFICATION

I firstly just need to ask a couple of questions to establish your eligibility to take part.

S6. Have you recently completed a survey by telephone on this subject?	Yes	Terminate	1
	No	Continue	2
SINGLE RESPONSE ONLY			

S3. Which of the following age groups do you fall into?	Under 18 years	Terminate	1
	18-24 years		2
	25-29 years		3
	30-34 years		4
	35-39 years		5
	40-44 years		6
	45-49 years		7
	50-54 years		8
SINGLE RESPONSE ONLY			

	55-59 years	9
	60-64 years	10
	65-69 years	11
	70 years or older	15

S1. RECORD CATCHMENT AREA	Area 1	Glen Eira LGA	1
	Area 2	Monash LGA	2
	Area 3	Dandenong LGA	3

<p>S4. Can you please just confirm your home postcode?</p> <p>(WRITE IN – no exclusions)</p>	<table border="1" style="width: 100%; height: 50px;"> <tr> <td style="width: 25%;"></td> <td style="width: 25%;"></td> <td style="width: 25%;"></td> <td style="width: 25%;"></td> </tr> </table>				

SECTION 2: AWARENESS AND ATTITUDES

For Area 1

I am going to read out some information about the planned removal of the level crossings and then ask you some questions.

The nine level crossings to be removed on the Cranbourne / Pakenham rail line are located from Caulfield to Dandenong and include:

- ▶ Grange Rd and Koornang Rd
- ▶ Murrumbeena Rd
- ▶ Poath Rd
- ▶ Two in Clayton
- ▶ Three in Noble Park

To enable the removal of these level crossings, the proposal involves the construction of an elevated train line along the course of the existing train line, with the area underneath the elevated train line made available for other uses such as parks, gardens, running tracks and other community facilities.

As part of the works, the train stations at Carnegie, Murrumbeena, Noble Park, Clayton and Hughesdale will be rebuilt.

For Area 2

I am going to read out some information about the planned removal of the level crossings and then ask you some questions.

The nine level crossings to be removed on the Cranbourne / Pakenham rail line are located from Caulfield to Dandenong and include:

- ▶ Two at Clayton Rd and Centre Rd
- ▶ Two in Carnegie
- ▶ One in Murrumbeena
- ▶ One in Hughesdale
- ▶ Three in Noble Park

To enable the removal of these level crossings, the proposal involves the construction of an elevated train line along the course of the existing train line, with the area underneath the elevated train line made available for other uses such as parks, gardens, running tracks and other community facilities.

As part of the works, the train stations at Carnegie, Murrumbeena, Noble Park, Clayton and Hughesdale will be rebuilt.

For Area 3

I am going to read out some information about the planned removal of the level crossings and then ask you some questions.

The nine level crossings to be removed on the Cranbourne / Pakenham rail line are located from Caulfield to Dandenong and include:

- ▶ Corrigan Rd, Heatherton Rd and Chandler Rd
- ▶ One in Murrumbeena
- ▶ One in Hughesdale
- ▶ Two in Clayton
- ▶ Two in Carnegie

To enable the removal of these level crossings, the proposal involves the construction of an elevated train line along the course of the existing train line, with the area underneath the elevated train line made available for other uses such as parks, gardens, running tracks and other community facilities.

As part of the works, the train stations at Carnegie, Murrumbeena, Noble Park, Clayton and Hughesdale will be rebuilt.

<p>Q1a. Can you recall having heard anything about these plans before today?</p> <p>SINGLE RESPONSE</p>	Yes	1
	No	2
<p>Q1b. Have you seen or heard any communications or information from the Level Crossing Removal Authority about the level crossing removals in your area?</p> <p>SINGLE RESPONSE</p>	Yes	1
	No	2
<p>Q2. In your opinion, what do you think are the benefits of the removal of these level crossings?</p> <p>MULTIPLE RESPONSE</p> <p>DO NOT PROMPT</p> <p>PROBE: Anything else?</p>	More trains	01
	Train reliability / punctuality	02
	Upgraded / rebuilt stations	03
	Employment associated with infrastructure work	04
	Boost to local economy / traders / shops during infrastructure work	05
	Reduced road congestion / no waiting at level crossings	06
	Opening up of land below the elevated train line for parks/ paths/ community use	07
	Additional availability of land for parking	08
	Limited disruption during construction for rail passengers	09
	Limited disruption during construction for road and path users	10
	Positive impact on the environment	11
	More foot traffic/pedestrians	12
	Other (please specify)	13
None / nothing	14	
Don't know	15	

<p>Q3. And what weaknesses do you think there are, or concerns you may have, about removing these level crossings?</p> <p>MULTIPLE RESPONSE</p> <p>DO NOT PROMPT</p> <p>PROBE: Anything else?</p>	Disruption during construction for rail passengers	01
	Disruption during construction for road and path users	02
	Disruption during construction for local traders/shops	03
	Cost to the taxpayer of the infrastructure work	04
	Noise during construction	05
	Potential noise in local area from elevated train line	06
	Potential social problems in area under train line (e.g. homeless, drugs, graffiti)	07
	Potential negative impact visually from elevated train line	08
	Less foot traffic/pedestrians	09
	Other (please specify)	10
	None / nothing	11
	Don't know	12

<p>Q4. Given the plans you have heard about, how do you feel about the removal of these level crossings? Are you...?</p> <p>SINGLE RESPONSE</p> <p>READ OUT – RANDOMISE START POINT</p>	Strongly in favour	1
	In favour	2
	Neutral	3
	Opposed	4
	Strongly opposed	5
	Don't know (DO NOT READ OUT)	6

<p>Q5a. For each of the following considerations, do you expect a positive impact, a negative impact or no real impact once the level crossings have been removed?</p> <p>READ OUT - RANDOM ORDER</p>				
	Positive impact	No real impact	Negative impact	Don't know
ASK ALL				
1. Reliability and frequency of train services	1	2	3	4
2. The amount of road congestion in the area	1	2	3	4
ASK 3 TO 9 FOR AREAS 1-3 ONLY				
3. The local economy	1	2	3	4
4. Land available in the local area for parks, paths and community use	1	2	3	4
5. Parking availability	1	2	3	4
6. The environment	1	2	3	4
7. Safety of road users and pedestrians	1	2	3	4
8. Local community safety	1	2	3	4
9. Train line noise	1	2	3	4

<p>Q5b. I am now going to read out a list of uses and activities that could fill the community open spaces created by the proposed design.</p> <p>What would be the three uses and activities that you think would be the best use of the spaces?</p> <p>MULTIPLE RESPONSE – 3 MAX</p> <p>RANDOMISE LIST</p> <p>READ OUT</p>	Sculpture Garden	01
	Playground	02
	Café	03
	Sports court	04
	BBQ area	05
	Bicycle Hub	06
	Retail parking)	07
	Community Garden	08
	Games Space	09
	Dog park	10
	Rock climbing wall	11
	Water Play	12
	Amphitheatre	13
	Green Park	14
	Commuter parking	15
	Skate Park	16
	Exercise area	17
	Don't know	18
	None of the above	19

SECTION 3: USE OF THE AREA AND CLASSIFICATION

<p>Q6. By what modes of transport do you travel in the vicinity of any of the level crossings?</p> <p>MULTIPLE RESPONSE</p> <p>DO NOT READ OUT</p>	As a train passenger using a station there	1
	As a train passenger passing through on the Cranbourne / Pakenham line	2
	As a pedestrian	3
	As a car driver or passenger passing through	4
	As a car driver or passenger stopping / parking	5
	As a bus passenger	6
	As a tram passenger	7
	As cyclist	8
	I never visit any of the areas there	98

<p>S2. Are you...?</p> <p>SINGLE RESPONSE ONLY</p>	Male	1
	Female	2

<p>Q7. Which of the following best describes your family status?</p> <p>SINGLE RESPONSE ONLY</p> <p>READ OUT</p>	Young person living at home with parents	1
	Young person living alone or sharing	2
	One of a couple living together – no children	3
	One of a couple with children at home	4
	Single parent with children at home	5
	Older person – living alone or sharing	6
	(Refused)	7

<p>Q8. What best describes your current work status?</p> <p>SINGLE RESPONSE ONLY</p> <p>READ OUT</p>	<p>Working full-time (30+ hours a week) 1</p> <p>Working part-time 2</p> <p>Looking after the home 3</p> <p>Study full-time/part-time 4</p> <p>Currently looking for work 5</p> <p>Retired 6</p> <p>(Refused) (DO NOT READ OUT) 7</p>
<p>Q9. Do you own your property (outright or on a mortgage) or are you renting?</p> <p>SINGLE RESPONSE ONLY</p>	<p>Own 1</p> <p>Renting 2</p> <p>Other 3</p>
<p>Q10. What is your household income before tax?</p> <p>SINGLE RESPONSE ONLY</p>	<p>Under \$30,000 1</p> <p>\$30,000 to \$60,000 2</p> <p>\$60,001 to \$90,000 3</p> <p>\$90,001 to \$150,000 4</p> <p>Above \$150,000 5</p> <p>Prefer not to say 6</p>
<p>Q11. What is the main language you speak at home?</p> <p>SINGLE RESPONSE ONLY</p>	<p>English 1</p> <p>Arabic 2</p> <p>Cantonese 3</p> <p>Greek 4</p> <p>Italian 5</p> <p>Khmer 6</p> <p>Mandarin 7</p> <p>Serbian 8</p> <p>Spanish 9</p> <p>Vietnamese 10</p> <p>Other (please specify) 11</p>

End of interview.

Thank you. That is the end of the interview. Once again my name is (... ..) from EY Sweeney. Should you need to contact us again please call us on 1800 35 77 39.

The study has been conducted on behalf of The Level Crossing Removal Authority

As part of quality control procedures, someone from our project team may wish to re-contact you to ask a couple of questions, validating the information we have collected.

As a market research company, we comply with the requirements of the Privacy Act. The information you have provided will be used only for market research purposes.

Would you like me to give you any more details about how we comply?

If yes then say:

As I mentioned we may contact you to verify some of the information you gave us. Once we have completed our validation and processing of information, please be assured that your name and contact details will be removed from your responses to this survey. After that time, we will no longer be able to identify the responses provided by you. However for the period of time that your name and contact details remain with your survey responses, which will be approximately (one month) you can contact us to request access to your information and/or ask us to delete some or all of your information.

Once again, thank you for your time. My name is and I'm calling from EY Sweeney. If you have any queries, you can call the Australian Market & Social Research Society's Survey Line on 1300 364 830 (for the cost of a local call).

If no:

Thank and close.

Date of interview:	
Respondent's name:	
Phone number:	
Address (if applicable):	
"I certify that this is a true, accurate and complete interview, conducted in accordance with international standards (ISO 20252) and the AMSRS Code of Professional Behaviour (ICC/ESOMAR). I will not disclose to any other person the content of this questionnaire or any other information relating to this project."	
Signed:	Interviewer:

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ED None

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Caulfield to Dandenong Corridor LXRA

Face to face survey of train users

Study No.	25842
Client	LXRA
Version	Version 4 – 4 th March 2016
Research Consultants	Lewis Jones /David Primrose

INTRODUCTION

Good morning/afternoon/evening. My name is (... ..) from EY Sweeney. We are conducting a survey for the Level Crossing Removal Authority about the planned removal of level crossings on the Cranbourne/Pakenham rail line into the city and would love to get your views.

Your views and feedback will form part of a wider consultation report presented to the government to inform decision making around the project.

The survey will take only 5 minutes and is completely confidential and anonymous – would you be able to help us now?

Station Name	
1. Caulfield	60
2. Oakleigh	60
3. Westall	60
4. Pakenham	60
5. Cranbourne	60
6. Carnegie	60
7. Murrumbeena	60
8. Hughesdale	60
9. Clayton	60
10. Noble Park	60
Total	600

SECTION 2: AWARENESS AND ATTITUDES

For Train Users

I am going to read out some information about the planned removal of the level crossings and then ask you some questions about these plans.

The nine level crossings to be removed on the Cranbourne / Pakenham rail line are located from Caulfield to Dandenong and include:

- ▶ Two in Carnegie
- ▶ One in Murrumbeena
- ▶ One in Hughesdale
- ▶ Two in Clayton
- ▶ And three in Noble Park

The proposed design solution involves the construction of an elevated rail line which will be built over the existing train tracks. This means train services can continue to run during the construction period, limiting the frequency of rail closures and subsequent rail replacement busses that may otherwise be required.

As part of the works, the train stations at Carnegie, Murrumbeena, Noble Park, Clayton and Hughesdale will be rebuilt.

<p>S3. Which of the following age groups do you fall into?</p> <p style="text-align: center;">SINGLE RESPONSE ONLY</p>	Under 18 years	Terminate	1
	18-24 years		2
	25-29 years		3
	30-34 years		4
	35-39 years		5
	40-44 years		6
	45-49 years		7
	50-54 years		8
	55-59 years		9
	60-64 years		10
	65-69 years		11
70 years or older		15	

<p>Q1a. Can you recall having heard anything about these plans before today?</p> <p style="text-align: center;">SINGLE RESPONSE</p>	Yes	1
	No	2

<p>Q1b. Have you seen or heard any communications or information from the Level Crossing Removal Authority about the level crossing removals in your area?</p> <p style="text-align: center;">SINGLE RESPONSE</p>	Yes	1
	No	2

<p>Q2. In your opinion, what do you think are the benefits of the removal of these level crossings?</p> <p style="text-align: center;">MULTIPLE RESPONSE</p> <p style="text-align: center;">DO NOT PROMPT</p> <p style="text-align: center;">PROBE: Anything else?</p>	More trains	01
	Train reliability / punctuality	02
	Upgraded / rebuilt stations	03
	Employment associated with infrastructure work	04
	Boost to local economy / traders / shops during infrastructure work	05

	Reduced road congestion / no waiting at level crossings	06
	Opening up of land below the elevated train line for parks/ paths/ community use	07
	Additional availability of land for parking	08
	Limited disruption during construction for rail passengers	09
	Limited disruption during construction for road and path users	10
	Positive impact on the environment	11
	More foot traffic/pedestrians	12
	Other (please specify)	13
	None / nothing	14
	Don't know	15

<p>Q3. And what weaknesses do you think there are, or concerns you may have, about removing these level crossings?</p> <p>MULTIPLE RESPONSE</p> <p>DO NOT PROMPT</p> <p>PROBE: Anything else?</p>	Disruption during construction for rail passengers	01
	Disruption during construction for road and path users	02
	Disruption during construction for local traders/shops	03
	Cost to the taxpayer of the infrastructure work	04
	Noise during construction	05
	Potential noise in local area from elevated train line	06
	Potential social problems in area under train line (e.g. homeless, drugs, graffiti)	07
	Potential negative impact visually from elevated train line	08
	Less foot traffic/pedestrians	09
	Other (please specify)	10
	None / nothing	11
	Don't know	12

<p>Q4. Given the proposed plans you have heard about, how do you feel about the removal of these level crossings? Are you...?</p> <p>SINGLE RESPONSE</p> <p>READ OUT – RANDOMISE START POINT</p>	Strongly in favour	1
	In favour	2
	Neutral	3
	Opposed	4
	Strongly opposed	5
	Don't know (DO NOT READ OUT)	6

<p>Q5. For each of the following considerations, do you expect a positive impact, a negative impact or no real impact once the level crossings have been removed?</p> <p>READ OUT - RANDOM ORDER</p>				
	Positive impact	No real impact	Negative impact	Don't know
ASK ALL				
1. Reliability and frequency of train services	1	2	3	4
2. The amount of road congestion in the area	1	2	3	4
3. The local economy	1	2	3	4
4. Land available in the local area for parks, paths and community use	1	2	3	4
5. Parking availability	1	2	3	4
6. The environment	1	2	3	4
7. Safety of road users and pedestrians	1	2	3	4
8. Local community safety	1	2	3	4
9. Train line noise	1	2	3	4

SECTION 3: USE OF THE SERVICE AND CLASSIFICATION

<p>Q12. Are you travelling today on a Metro or a V/Line service?</p> <p style="text-align: center;">SINGLE RESPONSE ONLY</p>	<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="border-bottom: 1px solid black; width: 80%;">Metro</td> <td style="text-align: right; width: 20%;">1</td> </tr> <tr> <td style="border-bottom: 1px solid black;">V/Line</td> <td style="text-align: right;">2</td> </tr> </table>	Metro	1	V/Line	2										
Metro	1														
V/Line	2														
<p>Q13. How regularly do you use this station?</p> <p style="text-align: center;">(PLEASE SELECT ONE RESPONSE ONLY)</p>	<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="border-bottom: 1px solid black; width: 80%;">At least 4 or more days a week</td> <td style="text-align: right; width: 20%;">○ 1</td> </tr> <tr> <td style="border-bottom: 1px solid black;">1 – 3 days a week</td> <td style="text-align: right;">○ 2</td> </tr> <tr> <td style="border-bottom: 1px solid black;">1 – 3 days a month</td> <td style="text-align: right;">○ 3</td> </tr> <tr> <td style="border-bottom: 1px solid black;">2 – 11 days a year</td> <td style="text-align: right;">○ 4</td> </tr> <tr> <td style="border-bottom: 1px solid black;">Once a year or less</td> <td style="text-align: right;">○ 5</td> </tr> <tr> <td style="border-bottom: 1px solid black;">First time</td> <td style="text-align: right;">○ 6</td> </tr> </table>	At least 4 or more days a week	○ 1	1 – 3 days a week	○ 2	1 – 3 days a month	○ 3	2 – 11 days a year	○ 4	Once a year or less	○ 5	First time	○ 6		
At least 4 or more days a week	○ 1														
1 – 3 days a week	○ 2														
1 – 3 days a month	○ 3														
2 – 11 days a year	○ 4														
Once a year or less	○ 5														
First time	○ 6														
<p>S2. Are you...?</p> <p style="text-align: center;">SINGLE RESPONSE ONLY</p>	<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="border-bottom: 1px solid black; width: 80%;">Male</td> <td style="text-align: right; width: 20%;">1</td> </tr> <tr> <td style="border-bottom: 1px solid black;">Female</td> <td style="text-align: right;">2</td> </tr> </table>	Male	1	Female	2										
Male	1														
Female	2														
<p>S4. What is your home postcode?</p> <p style="text-align: center;">(WRITE IN – no exclusions)</p>	<table border="1" style="width: 100%; height: 40px; border-collapse: collapse;"> <tr> <td style="width: 25%;"></td> <td style="width: 25%;"></td> <td style="width: 25%;"></td> <td style="width: 25%;"></td> </tr> </table>														
<p>Q7. Which of the following best describes your family status?</p> <p style="text-align: center;">SINGLE RESPONSE ONLY READ OUT</p>	<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="border-bottom: 1px solid black; width: 80%;">Young person living at home with parents</td> <td style="text-align: right; width: 20%;">1</td> </tr> <tr> <td style="border-bottom: 1px solid black;">Young person living alone or sharing</td> <td style="text-align: right;">2</td> </tr> <tr> <td style="border-bottom: 1px solid black;">One of a couple living together – no children</td> <td style="text-align: right;">3</td> </tr> <tr> <td style="border-bottom: 1px solid black;">One of a couple with children at home</td> <td style="text-align: right;">4</td> </tr> <tr> <td style="border-bottom: 1px solid black;">Single parent with children at home</td> <td style="text-align: right;">5</td> </tr> <tr> <td style="border-bottom: 1px solid black;">Older person – living alone or sharing</td> <td style="text-align: right;">6</td> </tr> <tr> <td style="border-bottom: 1px solid black;">(Refused)</td> <td style="text-align: right;">7</td> </tr> </table>	Young person living at home with parents	1	Young person living alone or sharing	2	One of a couple living together – no children	3	One of a couple with children at home	4	Single parent with children at home	5	Older person – living alone or sharing	6	(Refused)	7
Young person living at home with parents	1														
Young person living alone or sharing	2														
One of a couple living together – no children	3														
One of a couple with children at home	4														
Single parent with children at home	5														
Older person – living alone or sharing	6														
(Refused)	7														
<p>Q8. What best describes your current work status?</p> <p style="text-align: center;">SINGLE RESPONSE ONLY READ OUT</p>	<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="border-bottom: 1px solid black; width: 80%;">Working full-time (30+ hours a week)</td> <td style="text-align: right; width: 20%;">1</td> </tr> <tr> <td style="border-bottom: 1px solid black;">Working part-time</td> <td style="text-align: right;">2</td> </tr> <tr> <td style="border-bottom: 1px solid black;">Looking after the home</td> <td style="text-align: right;">3</td> </tr> <tr> <td style="border-bottom: 1px solid black;">Study full-time/part-time</td> <td style="text-align: right;">4</td> </tr> <tr> <td style="border-bottom: 1px solid black;">Currently looking for work</td> <td style="text-align: right;">5</td> </tr> <tr> <td style="border-bottom: 1px solid black;">Retired</td> <td style="text-align: right;">6</td> </tr> <tr> <td style="border-bottom: 1px solid black;">(Refused) (DO NOT READ OUT)</td> <td style="text-align: right;">7</td> </tr> </table>	Working full-time (30+ hours a week)	1	Working part-time	2	Looking after the home	3	Study full-time/part-time	4	Currently looking for work	5	Retired	6	(Refused) (DO NOT READ OUT)	7
Working full-time (30+ hours a week)	1														
Working part-time	2														
Looking after the home	3														
Study full-time/part-time	4														
Currently looking for work	5														
Retired	6														
(Refused) (DO NOT READ OUT)	7														
<p>Q10. What is your household income before tax?</p> <p style="text-align: center;">SINGLE RESPONSE ONLY</p>	<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="border-bottom: 1px solid black; width: 80%;">Under \$30,000</td> <td style="text-align: right; width: 20%;">1</td> </tr> <tr> <td style="border-bottom: 1px solid black;">\$30,000 to \$60,000</td> <td style="text-align: right;">2</td> </tr> <tr> <td style="border-bottom: 1px solid black;">\$60,001 to \$90,000</td> <td style="text-align: right;">3</td> </tr> <tr> <td style="border-bottom: 1px solid black;">\$90,001 to \$150,000</td> <td style="text-align: right;">4</td> </tr> <tr> <td style="border-bottom: 1px solid black;">Above \$150,000</td> <td style="text-align: right;">5</td> </tr> </table>	Under \$30,000	1	\$30,000 to \$60,000	2	\$60,001 to \$90,000	3	\$90,001 to \$150,000	4	Above \$150,000	5				
Under \$30,000	1														
\$30,000 to \$60,000	2														
\$60,001 to \$90,000	3														
\$90,001 to \$150,000	4														
Above \$150,000	5														

	Prefer not to say	6
<p>Q11. What is the main language you speak at home?</p> <p>SINGLE RESPONSE ONLY</p>	English	1
	Arabic	2
	Cantonese	3
	Greek	4
	Italian	5
	Khmer	6
	Mandarin	7
	Serbian	8
	Spanish	9
	Vietnamese	10
	Other (please specify)	11

End of interview.

Thank you. That is the end of the interview. Once again my name is (... ..) from EY Sweeney. The study has been conducted on behalf of The Level Crossing Removal Authority

As part of quality control procedures, someone from our project team may wish to re-contact you to ask a couple of questions, validating the information we have collected.

As a market research company, we comply with the requirements of the Privacy Act. The information you have provided will be used only for market research purposes.

Would you like me to give you any more details about how we comply?

If yes then say:

As I mentioned we may contact you to verify some of the information you gave us. Once we have completed our validation and processing of information, please be assured that your name and contact details will be removed from your responses to this survey. After that time, we will no longer be able to identify the responses provided by you. However for the period of time that your name and contact details remain with your survey responses, which will be approximately (one month) you can contact us to request access to your information and/or ask us to delete some or all of your information.

Once again, thank you for your time. My name is and I'm calling from EY Sweeney. If you have any queries, you can call the Australian Market & Social Research Society's Survey Line on 1300 364 830 (for the cost of a local call).

If no:

Thank and close.

Date of interview:	
Respondent's name:	
Phone number:	
Address (if applicable):	
"I certify that this is a true, accurate and complete interview, conducted in accordance with international standards (ISO 20252) and the AMSRS Code of Professional Behaviour (ICC/ESOMAR). I will not disclose to any other person the content of this questionnaire or any other information relating to this project."	
Signed:	Interviewer:

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ED None

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Caulfield to Dandenong Corridor LXRA

Face to Face Survey of Traders

Study No.	25842
Client	LXRA
Version	Version 6 – 3rd March 2016
Research Consultants	Lewis Jones /David Primrose

INTRODUCTION

Good morning/afternoon/evening. My name is (... ..) from EY Sweeney. We are conducting a survey for the Level Crossing Removal Authority about the planned removal of level crossings in your area and would love to get your views.

Your views and feedback will form part of a wider consultation report presented to the government to inform decision making around the project.

Are you the owner or the manager of this establishment?

The survey will take only 7-8 minutes and is completely confidential and anonymous – would you be able to help us now?

Your views and feedback will form part of a wider consultation report presented to the government to inform decision making around the project.

Make appointment if required.

IF ASKED, INFORM RESPONDENT THAT:

The Australian Market and Social Research Society has a phone line that you can call if you wish to confirm our credentials. The number is 1300 364 830 or you can email them on amsrs@amsrs.com.au.

As a market & social research organisation, we are exempt from the Do Not Call Register. We are not trying to sell or market anything to you and your decision to participate in this survey is voluntary.

QUOTAS

Area 1	20
Area 2	20
Area 3	20
Area 4	20
Total	80

SCREENER

S1. Are you the owner or manager of this establishment?	Yes	Continue	1
	No	Seek referral	2
S2. RECORD CATCHMENT AREA	Area 1		1
	Area 2		2
	Area 3		3

SECTION 1: AWARENESS AND ATTITUDES**For Area 1**

I am going to read out some information about the planned removal of the level crossings and then ask you some questions about these plans.

The nine level crossings to be removed on the Cranbourne / Pakenham rail line are located from Caulfield to Dandenong and include:

- ▶ Grange Rd and Koornang Rd
- ▶ Murrumbeena Rd
- ▶ Poath Rd
- ▶ Two in Clayton
- ▶ Three in Noble Park

To enable the removal of these level crossings, the proposal involves the construction of an elevated train line along the course of the existing train line, with the area underneath the elevated train line made available for other uses such as parks, gardens, running tracks and other community facilities.

As part of the works, the train stations at Carnegie, Murrumbeena, Noble Park, Clayton and Hughesdale will be rebuilt.

For Area 2

I am going to read out some information about the planned removal of the level crossings and then ask you some questions.

The nine level crossings to be removed on the Cranbourne / Pakenham rail line are located from Caulfield to Dandenong and include:

- ▶ Two at Clayton Rd and Centre Rd
- ▶ Two in Carnegie
- ▶ One in Murrumbeena
- ▶ One in Hughesdale
- ▶ Three in Noble Park

To enable the removal of these level crossings, the proposal involves the construction of an elevated train line along the course of the existing train line, with the area underneath the elevated train line made available for other uses such as parks, gardens, running tracks and other community facilities.

As part of the works, the train stations at Carnegie, Murrumbeena, Noble Park, Clayton and Hughesdale will be rebuilt.

For Area 3

I am going to read out some information about the planned removal of the level crossings and then ask you some questions.

The nine level crossings to be removed on the Cranbourne / Pakenham rail line are located from Caulfield to Dandenong and include:

Corrigan Rd, Heatherton Rd and Chandler Rd

One in Murrumbeena

One in Hughesdale

Two in Clayton

Two in Carnegie

To enable the removal of these level crossings, the proposal involves the construction of an elevated train line along the course of the existing train line, with the area underneath the elevated train line made available for other uses such as parks, gardens, running tracks and other community facilities.

As part of the works, the train stations at Carnegie, Murrumbeena, Noble Park, Clayton and Hughesdale will be rebuilt.

<p>Q1a. Can you recall having heard anything about these plans before today?</p> <p>SINGLE RESPONSE</p>	<table border="1"> <tr> <td>Yes</td> <td>1</td> </tr> <tr> <td>No</td> <td>2</td> </tr> </table>	Yes	1	No	2																										
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<p>Q1b. Have you seen or heard any communications or information from the Level Crossing Removal Authority about the level crossing removals in your area?</p> <p>SINGLE RESPONSE</p>	<table border="1"> <tr> <td>Yes</td> <td>1</td> </tr> <tr> <td>No</td> <td>2</td> </tr> </table>	Yes	1	No	2																										
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<p>Q2. In your opinion, what do you think are the benefits of the removal of these level crossings?</p> <p>MULTIPLE RESPONSE</p> <p>DO NOT PROMPT</p> <p>PROBE: Anything else?</p>	<table border="1"> <tr> <td>More trains</td> <td>01</td> </tr> <tr> <td>Train reliability / punctuality</td> <td>02</td> </tr> <tr> <td>Upgraded / rebuilt stations</td> <td>03</td> </tr> <tr> <td>Employment associated with infrastructure work</td> <td>04</td> </tr> <tr> <td>Boost to local economy / traders / shops during infrastructure work</td> <td>05</td> </tr> <tr> <td>Reduced road congestion / no waiting at level crossings</td> <td>06</td> </tr> <tr> <td>Opening up of land below the elevated train line for parks/ paths/ community use</td> <td>07</td> </tr> <tr> <td>Additional availability of land for parking</td> <td>08</td> </tr> <tr> <td>Limited disruption during construction for rail passengers</td> <td>09</td> </tr> <tr> <td>Limited disruption during construction for road and path users</td> <td>10</td> </tr> <tr> <td>Positive impact on the environment</td> <td>11</td> </tr> <tr> <td>More foot traffic/pedestrians</td> <td>12</td> </tr> <tr> <td>Other (please specify)</td> <td>13</td> </tr> <tr> <td>None / nothing</td> <td>14</td> </tr> <tr> <td>Don't know</td> <td>15</td> </tr> </table>	More trains	01	Train reliability / punctuality	02	Upgraded / rebuilt stations	03	Employment associated with infrastructure work	04	Boost to local economy / traders / shops during infrastructure work	05	Reduced road congestion / no waiting at level crossings	06	Opening up of land below the elevated train line for parks/ paths/ community use	07	Additional availability of land for parking	08	Limited disruption during construction for rail passengers	09	Limited disruption during construction for road and path users	10	Positive impact on the environment	11	More foot traffic/pedestrians	12	Other (please specify)	13	None / nothing	14	Don't know	15
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<p>Q3. And what weaknesses do you think there are, or concerns you may have, about removing these level crossings?</p> <p>MULTIPLE RESPONSE</p> <p>DO NOT PROMPT</p> <p>PROBE: Anything else?</p>	<table border="1"> <tr> <td>Disruption during construction for rail passengers</td> <td>01</td> </tr> <tr> <td>Disruption during construction for road and path users</td> <td>02</td> </tr> <tr> <td>Disruption during construction for local traders/shops</td> <td>03</td> </tr> <tr> <td>Cost to the taxpayer of the infrastructure work</td> <td>04</td> </tr> <tr> <td>Noise during construction</td> <td>05</td> </tr> <tr> <td>Potential noise in local area from elevated train line</td> <td>06</td> </tr> <tr> <td>Potential social problems in area under train line (e.g. homeless, drugs, graffiti)</td> <td>07</td> </tr> <tr> <td>Potential negative impact visually from elevated train line</td> <td>08</td> </tr> <tr> <td>Less foot traffic/pedestrians</td> <td>09</td> </tr> <tr> <td>Other (please specify)</td> <td>10</td> </tr> <tr> <td>None / nothing</td> <td>11</td> </tr> <tr> <td>Don't know</td> <td>12</td> </tr> </table>	Disruption during construction for rail passengers	01	Disruption during construction for road and path users	02	Disruption during construction for local traders/shops	03	Cost to the taxpayer of the infrastructure work	04	Noise during construction	05	Potential noise in local area from elevated train line	06	Potential social problems in area under train line (e.g. homeless, drugs, graffiti)	07	Potential negative impact visually from elevated train line	08	Less foot traffic/pedestrians	09	Other (please specify)	10	None / nothing	11	Don't know	12						
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<p>Q4. Given the proposed plans you have heard about, how do you feel about the removal of these level crossings? Are you...?</p> <p>SINGLE RESPONSE</p> <p>READ OUT – RANDOMISE START POINT</p>	<table border="1"> <tr> <td>Strongly in favour</td> <td>1</td> </tr> <tr> <td>In favour</td> <td>2</td> </tr> <tr> <td>Neutral</td> <td>3</td> </tr> <tr> <td>Opposed</td> <td>4</td> </tr> <tr> <td>Strongly opposed</td> <td>5</td> </tr> <tr> <td>Don't know (DO NOT READ OUT)</td> <td>6</td> </tr> </table>	Strongly in favour	1	In favour	2	Neutral	3	Opposed	4	Strongly opposed	5	Don't know (DO NOT READ OUT)	6																		
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Q5. For each of the following considerations, do you expect a positive impact, a negative impact or no real impact once the level crossings have been removed?

READ OUT - RANDOM ORDER

	Positive impact	No real impact	Negative impact	Don't know
1. Reliability and frequency of train services	1	2	3	4
2. The amount of road congestion in the area	1	2	3	4
3. The local economy	1	2	3	4
4. Land available in the local area for parks, paths and community use	1	2	3	4
5. Parking availability	1	2	3	4
6. The environment	1	2	3	4
7. Safety of road users and pedestrians	1	2	3	4
8. Local community safety	1	2	3	4
9. Train line noise	1	2	3	4
10. Your business	1	2	3	4

SECTION 2: USE OF THE AREA AND CLASSIFICATION

<p>Q6. By what modes of transport do you travel in the vicinity of any of the level crossings?</p> <p>MULTIPLE RESPONSE DO NOT READ OUT</p>	<table style="width: 100%; border-collapse: collapse;"> <tr><td style="border-bottom: 1px solid black;">As a train passenger using a station there</td><td style="text-align: right; border-bottom: 1px solid black;">1</td></tr> <tr><td style="border-bottom: 1px solid black;">As a train passenger passing through on the Cranbourne / Pakenham line</td><td style="text-align: right; border-bottom: 1px solid black;">2</td></tr> <tr><td style="border-bottom: 1px solid black;">As a pedestrian</td><td style="text-align: right; border-bottom: 1px solid black;">3</td></tr> <tr><td style="border-bottom: 1px solid black;">As a car driver or passenger passing through</td><td style="text-align: right; border-bottom: 1px solid black;">4</td></tr> <tr><td style="border-bottom: 1px solid black;">As a car driver or passenger stopping / parking</td><td style="text-align: right; border-bottom: 1px solid black;">5</td></tr> <tr><td style="border-bottom: 1px solid black;">As a bus passenger</td><td style="text-align: right; border-bottom: 1px solid black;">6</td></tr> <tr><td style="border-bottom: 1px solid black;">As a tram passenger</td><td style="text-align: right; border-bottom: 1px solid black;">7</td></tr> <tr><td style="border-bottom: 1px solid black;">As cyclist</td><td style="text-align: right; border-bottom: 1px solid black;">8</td></tr> <tr><td style="border-bottom: 1px solid black;">I never visit any of the areas there</td><td style="text-align: right; border-bottom: 1px solid black;">98</td></tr> </table>	As a train passenger using a station there	1	As a train passenger passing through on the Cranbourne / Pakenham line	2	As a pedestrian	3	As a car driver or passenger passing through	4	As a car driver or passenger stopping / parking	5	As a bus passenger	6	As a tram passenger	7	As cyclist	8	I never visit any of the areas there	98
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<p>Q7. How long has this business operated from these premises?</p> <p>SINGLE RESPONSE</p>	<table style="width: 100%; border-collapse: collapse;"> <tr><td style="border-bottom: 1px solid black;">Less than 6 months</td><td style="text-align: right; border-bottom: 1px solid black;">1</td></tr> <tr><td style="border-bottom: 1px solid black;">6 – 12 months</td><td style="text-align: right; border-bottom: 1px solid black;">2</td></tr> <tr><td style="border-bottom: 1px solid black;">1 – 2 years</td><td style="text-align: right; border-bottom: 1px solid black;">3</td></tr> <tr><td style="border-bottom: 1px solid black;">3 – 5 years</td><td style="text-align: right; border-bottom: 1px solid black;">4</td></tr> <tr><td style="border-bottom: 1px solid black;">6 – 10 years</td><td style="text-align: right; border-bottom: 1px solid black;">5</td></tr> <tr><td style="border-bottom: 1px solid black;">11 – 20 years</td><td style="text-align: right; border-bottom: 1px solid black;">6</td></tr> <tr><td style="border-bottom: 1px solid black;">Over 20 years</td><td style="text-align: right; border-bottom: 1px solid black;">7</td></tr> </table>	Less than 6 months	1	6 – 12 months	2	1 – 2 years	3	3 – 5 years	4	6 – 10 years	5	11 – 20 years	6	Over 20 years	7				
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<p>Q8. Which of the following do you think best describes the type of premises that the business is in?</p> <p>READ OUT SINGLE RESPONSE</p>	<table style="width: 100%; border-collapse: collapse;"> <tr><td style="border-bottom: 1px solid black;">A retail shop</td><td style="text-align: right; border-bottom: 1px solid black;">1</td></tr> <tr><td style="border-bottom: 1px solid black;">A café, bar or restaurant</td><td style="text-align: right; border-bottom: 1px solid black;">2</td></tr> <tr><td style="border-bottom: 1px solid black;">A professional service with a public shop front</td><td style="text-align: right; border-bottom: 1px solid black;">3</td></tr> <tr><td style="border-bottom: 1px solid black;">An office</td><td style="text-align: right; border-bottom: 1px solid black;">4</td></tr> <tr><td style="border-bottom: 1px solid black;">A factory / warehouse or other type of commercial premise</td><td style="text-align: right; border-bottom: 1px solid black;">5</td></tr> <tr><td style="border-bottom: 1px solid black;">Other</td><td style="text-align: right; border-bottom: 1px solid black;">98</td></tr> </table>	A retail shop	1	A café, bar or restaurant	2	A professional service with a public shop front	3	An office	4	A factory / warehouse or other type of commercial premise	5	Other	98						
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<p>Q9. How many people work at this location during a typical working day?</p> <p>SINGLE RESPONSE ONLY</p>	<table style="width: 100%; border-collapse: collapse;"> <tr><td style="border-bottom: 1px solid black;">One</td><td style="text-align: right; border-bottom: 1px solid black;">1</td></tr> <tr><td style="border-bottom: 1px solid black;">Two to five</td><td style="text-align: right; border-bottom: 1px solid black;">2</td></tr> <tr><td style="border-bottom: 1px solid black;">Six to ten</td><td style="text-align: right; border-bottom: 1px solid black;">3</td></tr> <tr><td style="border-bottom: 1px solid black;">Eleven to twenty</td><td style="text-align: right; border-bottom: 1px solid black;">4</td></tr> <tr><td style="border-bottom: 1px solid black;">Twenty-one to fifty</td><td style="text-align: right; border-bottom: 1px solid black;">5</td></tr> <tr><td style="border-bottom: 1px solid black;">More than fifty</td><td style="text-align: right; border-bottom: 1px solid black;">6</td></tr> </table>	One	1	Two to five	2	Six to ten	3	Eleven to twenty	4	Twenty-one to fifty	5	More than fifty	6						
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<p>Q10. What is the postcode of this business?</p> <p>(WRITE IN – no exclusions)</p>	<table border="1" style="width: 100%; height: 40px; border-collapse: collapse;"> <tr> <td style="width: 25%;"></td> <td style="width: 25%;"></td> <td style="width: 25%;"></td> <td style="width: 25%;"></td> </tr> </table>																		

<p>Q11. What is the main language you speak at home?</p> <p>SINGLE RESPONSE ONLY</p>	English	1
	Arabic	2
	Cantonese	3
	Greek	4
	Italian	5
	Khmer	6
	Mandarin	7
	Serbian	8
	Spanish	9
	Vietnamese	10
Other (please specify)	11	

End of interview.

Thank you. That is the end of the interview. Once again my name is (... ..) from EY Sweeney. Should you need to contact us again please call us on 1800 35 77 39.

The study has been conducted on behalf of The Level Crossing Removal Authority

As part of quality control procedures, someone from our project team may wish to re-contact you to ask a couple of questions, validating the information we have collected.

As a market research company, we comply with the requirements of the Privacy Act. The information you have provided will be used only for market research purposes.

Would you like me to give you any more details about how we comply?

If yes then say:

As I mentioned we may contact you to verify some of the information you gave us. Once we have completed our validation and processing of information, please be assured that your name and contact details will be removed from your responses to this survey. After that time, we will no longer be able to identify the responses provided by you. However for the period of time that your name and contact details remain with your survey responses, which will be approximately (one month) you can contact us to request access to your information and/or ask us to delete some or all of your information.

Once again, thank you for your time. My name is and I'm calling from EY Sweeney. If you have any queries, you can call the Australian Market & Social Research Society's Survey Line on 1300 364 830 (for the cost of a local call).

If no:

Thank and close.

Date of interview:	
Respondent's name:	
Phone number:	
Address (if applicable):	
"I certify that this is a true, accurate and complete interview, conducted in accordance with international standards (ISO 20252) and the AMSRS Code of Professional Behaviour (ICC/ESOMAR). I will not disclose to any other person the content of this questionnaire or any other information relating to this project."	
Signed:	Interviewer:

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