

SOUTH ROAD UPGRADE

Closing the loop

Summary of community feedback
on project designs

June 2021



Introduction

On 22 March 2021, the designs for the South Road Upgrade were published on the Engage Victoria website.

Project stakeholders, the local community and road users were invited to take a look and provide feedback over the course of a month.

Thank you to everyone who took the time to view the designs and provide us with feedback and suggestions.

We were pleased with the level of engagement: by 18 April 2021, we had almost 3,700 visits to the project's Engage Victoria web page, with 261 separate pieces of feedback on the interactive map, 165 feedback forms submitted and 15 questions asked of the project team.

Seeking feedback from those who regularly travel along or live near South Road is a critical part of finalising the designs for the project.

Understanding how local communities and road users – including motorists, pedestrians and cyclists – use the local road network helps to ensure that the project design meets the needs of all road users while also achieving the objectives of the upgrade.

Major Road Projects Victoria (MRPV) is responsible for delivering the South Road Upgrade on behalf of the Victorian Government.

MRPV is a dedicated government body charged with planning and delivering major road projects for Victoria. We are part of the Major Transport Infrastructure Authority responsible for delivering Victoria's Big Build.

About the South Road Upgrade

South Road is an east-west arterial road that links the Nepean Highway to the Dingley Bypass.



In 2018, the Victorian Government announced that it would upgrade South Road between Warrigal Road and Nepean Highway, with the Victorian and Australian governments approving funding for the project in late 2020.

The existing road provides three traffic lanes in each direction, with on-street parking in the left lane in some areas. Approximately 40,000 vehicles use the road each day.

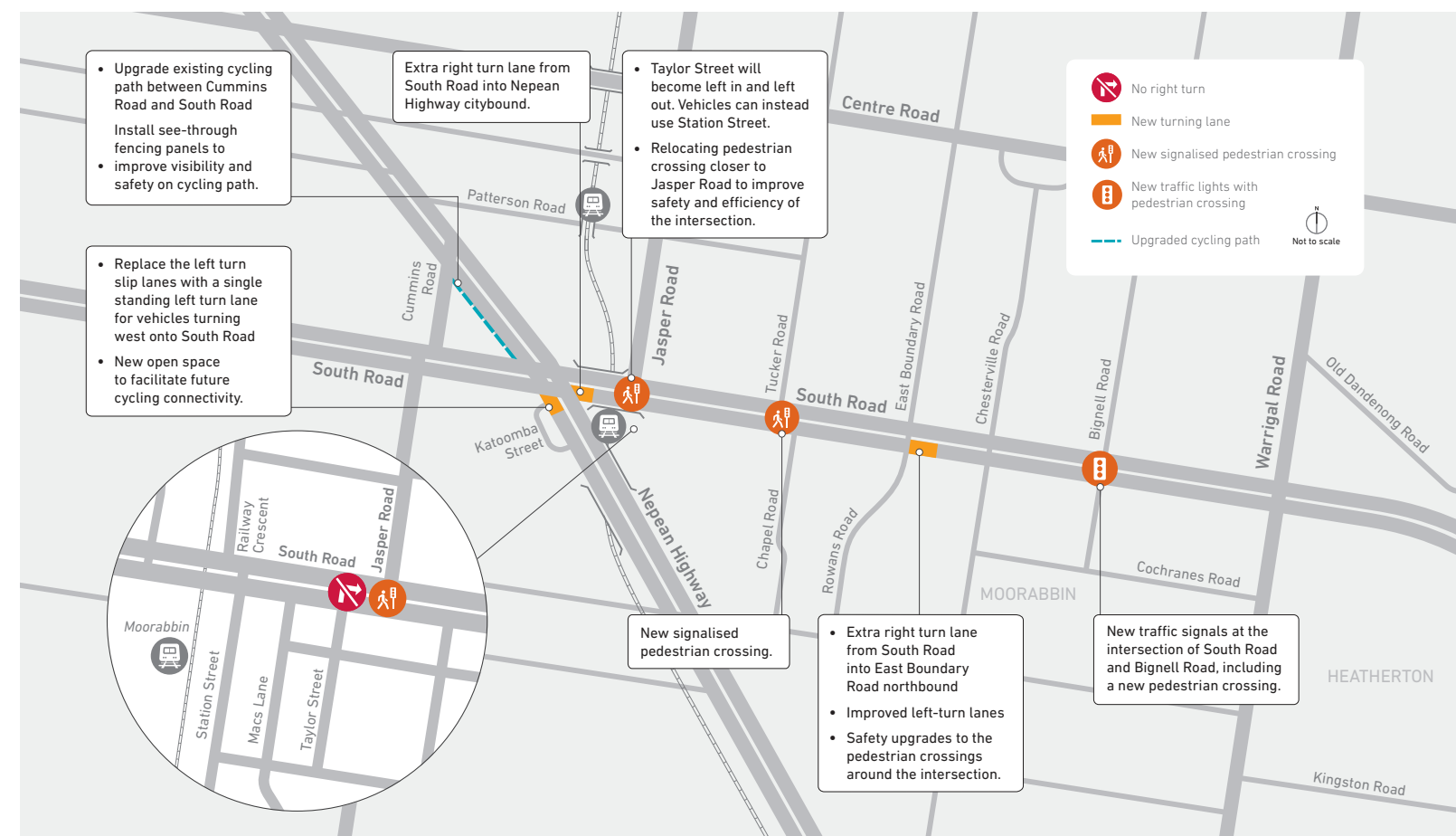
The South Road Upgrade aims to remove key bottle necks slowing traffic along South Road between Warrigal Road and Nepean Highway and improve safety for all road users.

It will do this by upgrading five key intersections including:

- New citybound right-turn lane from South Road to improve access to Nepean Highway
- Modifications to the South Road, Jasper Road and Taylor Street intersection
- New signalised pedestrian crossing at Tucker Road
- New right-turn lane from South Road to East Boundary Road, and upgrading the left turn slip lanes and pedestrian crossings at the intersection
- New traffic lights including a signalised pedestrian crossing at Bignell Road.

As part of the project, the off-road cycling path on Nepean Highway between Cummins Road and South Road will also be upgraded.

Once completed, the South Road Upgrade will make journey times more reliable.



Construction is scheduled to start in late 2021 and is expected to be completed by 2023.






How we consulted

On 22 March 2021, the designs for the South Road Upgrade were published on the Engage Victoria website.

We invited project stakeholders, the community and road users to provide feedback on the designs. Gaining feedback from people who live and regularly travel through the area helps us to test the designs' effectiveness and refine the designs before construction.

The key methods of engagement included an interactive website, letterbox drops, face to face meetings, advertisements, and three pop-up events. Activities took place between 22 March and the 18 April 2021.





Method	Tools	Outcome
 Online engagement To provide information and capture feedback	<p>Project webpage provided an overview of the project scope, timings and benefits including links to the engagement website</p> <p>Interactive map highlighted all aspects of the proposed design in detail and described any changes to road user movements. The map allowed community to zoom in and view the design in detail and provide location-specific feedback using pins.</p> <p>Road user survey allowed the community to share how they use the road by completing a brief survey which included two open-ended questions to allow general feedback.</p> <p>Ask a question allowed the community to post questions on the engagement website to be answered by the project team.</p>	We had almost 3,700 visits to the project's engagement site, with 261 pieces of feedback on the interactive map, 165 completed road user surveys, and 15 questions asked of the project team.
 Mail notifications To communicate with residents and businesses in and around the project area	<p>Community Update sent to approximately 4,500 properties in the area to promote the engagement campaign.</p> <p>Email to key stakeholders and project subscribers to inform them about the project and promote the proposed designs.</p>	One letter box drop reaching more than 4,500 properties and three emails to approx. 700 key stakeholders and project subscribers.
 Advertisements To inform the broader community and road users	<p>Geo-targeted digital advertising on Facebook from 22 March to 18 April aimed to raise awareness of the project and encourage people to click through to the engagement website.</p>	Social ads reached over 68,000 people with 439 click-throughs to the engagement website.
 Customer Contact Centre To enable a 24/7 opportunity to ask questions	<p>Phone and email enquiries received from the public were responded to by the Contact Centre using detailed question and answers. If required, enquiries were transferred to the project team.</p>	13 phone calls, seven emails, and one online submission were received during the consultation period.
 Community events To increase awareness and provide opportunity to meet the project team	<p>Shopping centre and Moorabbin train station pop-up information sessions hosted by the project engineers and communications staff. The Meet the Project Team events were promoted on the engagement website, via email and in the Community Update. The events also targeted foot traffic.</p> <p>Community members could view the proposed designs, ask questions, sign up for project updates, or take a factsheet or hardcopy survey with them and provide feedback in their own time.</p>	<p>We held three pop-ups in total: one at Hodgson Reserve a second one at Godfrey Street Community House, and the final one was after hours at Moorabbin train station.</p> <p>In total, we spoke to approx. 80 local residents.</p>


Community feedback on draft designs


Who participated and how they use the road


Almost 170 people completed the road user survey. Of these:


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More than half were aged between 45 and 64 years
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54% live in the area, with a further 21% who live and work in the area
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Almost 65% use the road daily, with two thirds saying they use it either during the morning or afternoon peak periods
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Whilst 95% said they normally drive down South Road, 35% of these people said they also cycle or walk it
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76% said they never use the parking on South Road, whilst 8% said they use it daily
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36% also said they never use the local shops along South Road, whilst 20% said they use them monthly.

There was a good level of awareness of the project prior to engagement, with more than 60% of people who submitted a road user survey saying they'd previously heard about the project.

What you told us

We received feedback through the road user survey, pins on the interactive map, questions asked of the project team both online, at our pop up community information sessions and through our Contact Centre.

Theme	Feedback
Nepean Highway – left turn lane westbound	Some expressed concern that the removal of the two left slip lanes from Nepean Highway into South Road westbound in favour of a single standing left turn lane would affect northbound traffic flow on the Nepean Highway.
Taylor Street	Those of you who provided feedback on the proposed access changes to Taylor Street were mostly unsupportive of the design. It was felt that the access changes were unnecessary, would make it difficult to get to the supermarket and would generally have a detrimental impact on Station Street. Some suggested that instead of changing access to Taylor Street, right turns in and out of Station Street should be banned as Station Street could also be accessed via Nepean Highway.
Jasper Road	We also heard that the right turn lane into Jasper Road needed to be longer to avoid queues spilling into the westbound through lane on South Road.
Tucker Road	<p>We heard mixed feedback on Tucker Road. Some felt that installing a signalised pedestrian crossing at Tucker Road would create further congestion on South Road and that a pedestrian overpass would be a better solution.</p> <p>However, there was the broad perception that access in and out of Tucker Road is dangerous and there was recognition that the signalised pedestrian crossing would facilitate right turns into Tucker Road from South Road.</p> <p>We also heard that providing access to Chapel Road and nearby shops was important.</p>
East Boundary Road	There was a broad call to extend the right turning lanes from South Road into Rowans Road and into East Boundary Road and the need to extend the traffic light signals to clear the backlog of vehicles during peak periods.
Bignell Road	<p>We heard views that adding a set of traffic lights at Bignell Road would cause further congestion. Some suggested that a “traffic lights ahead” sign should be installed on the approach to the new lights to alert drivers cresting the hill.</p> <p>As with Tucker Road, there was a general call for a pedestrian overpass to minimise impacts on South Road traffic flow.</p>

While clearways are not part of the project scope, around 20% of you mentioned them in your feedback on the project designs.

Most comments on clearways suggested they should be included in the scope of the project to improve traffic flow along South Road. However, there were some who didn't support clearways, citing the loss of street parking outside residential properties, the potential increase in traffic noise and safety concerns.

There were also calls to synchronise traffic lights along South Road to improve traffic flow.

We also received feedback on areas outside of the scope of our project, including Barry Street and Linton Avenue. We'll share this feedback with the road authority, the Department of Transport.

Project timeline

- Late 2020**
 - Funding approved for South Road Upgrade
- March 2021**
 - Draft designs released
- May/June 2021**
 - Closing the loop feedback report published
- July 2021**
 - Award construction contract
- Late 2021**
 - Project designs are finalised
 - Construction starts
- Early 2023**
 - Construction completed

Next steps

Over the coming months, the project team will work to refine and finalise the project designs, within the approved scope and budget for the upgrade.

The feedback and suggestions we've received from stakeholders and the local community will be an important part of this process.

We'll pass on any feedback we received during the engagement process that did not relate to the scope of the South Road Upgrade project to the relevant road authority for consideration.

As we refine the design, we may need to conduct additional site investigations, traffic and safety assessments as well

as environmental studies. If we do, we'll let you know when and where we're working so you know what to expect.

While online engagement on the project designs is now closed, we'll continue to engage with community groups and project stakeholders over the coming months. The project team is also available to discuss any feedback and concerns.

You can contact us on **1800 105 105** or at **contact@roadprojects.vic.gov.au**.

We expect to be able to share the final designs with you by late 2021.

Contact us

If you have questions regarding the South Road Upgrade, contact us on **1800 105 105** or send us an email at **contact@roadprojects.vic.gov.au**

For more information about the South Road Upgrade, visit our website **roadprojects.vic.gov.au/projects/south-road-upgrade**

You can also subscribe to receive email and SMS updates at **roadprojects.vic.gov.au/contact/email-updates**.





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Contact us

contact@roadprojects.vic.gov.au

1800 105 105

Major Road Projects Victoria
GPO Box 4509, Melbourne VIC 3001

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