

CONSULTATION OUTCOMES AND SUBMISSIONS REPORT



Level Crossing Removal Project
Caulfield to Dandenong

April 2016

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Executive summary

This report describes the 2016 consultation program for the Level Crossing Removal Project: Caulfield to Dandenong, including the public submissions received and proposed response to issues raised.

About this report

This report has been prepared in response to the consultation program undertaken in 2016 for the Level Crossing Removal Project: Caulfield to Dandenong, and the feedback received from the community, businesses, stakeholders and government agencies during this consultation program. It describes the written public submissions received during the formal consultation period, from 8 February until 18 March 2016, and provides a response to the issues raised during the consultation period.

Structure of this report

This report has been structured into two parts:

- **Part A: consultation program and findings.**
This section provides a comprehensive description of the activities undertaken by the Level Crossing Removal Authority (LXRA) throughout February and March 2016 to consult with residents in the project corridor, traders in key business centres, a large group of stakeholders, including peak bodies and industry groups, the wider community and the four councils within the project corridor.
- **Part B: written submissions and responses.**
This section identifies, categorises and responds to the key issues raised during the consultation program including the 1,573 written submissions received during the formal consultation period.

Project overview

The Level Crossing Removal Project: Caulfield to Dandenong is part of the Victorian Government's project to remove 50 dangerous and congested level crossings across Melbourne by 2022. It forms part of the broader program of works to upgrade and improve capacity on the Cranbourne-Pakenham rail line.

Removing nine level crossings between Caulfield and Dandenong will improve safety and increase patronage on Melbourne's busiest rail line. It will reduce congestion making travel around our south-eastern suburbs quicker and easier, and enhance local community facilities with new stations to be built at Carnegie, Murrumbeena, Hughesdale, Clayton and Noble Park. The project includes signalling and power upgrades and will create over 2,000 jobs.

The nine level crossings are:

- Grange Road, Carnegie.
- Koornang Road, Carnegie.
- Murrumbeena Road, Murrumbeena.
- Poath Road, Hughesdale.
- Clayton Road, Clayton.
- Centre Road, Clayton.
- Corrigan Road, Noble Park.
- Heatherton Road, Noble Park.
- Chandler Road, Noble Park.

During early 2016, LXRA sought community feedback on the preferred design for the Caulfield to Dandenong project. The design proposed is a modern elevated railway that has many benefits including reduced rail noise, improved connectivity and access through local precincts as well as the creation of new public open space. Seven new dedicated community spaces along the corridor will be developed in partnership with councils, based on community feedback discussed in this report.

Key elements of this consultation phase

Although elevated rail is common in both Australia and around the world, this design is a new way of removing level crossings in this community and there are changes and impacts that need to be well communicated and managed.

The consultation program for the project was designed to ensure maximum stakeholder and community awareness of the project. Every opportunity was taken to provide access to information and enable discussions with LXRA on the proposed design and likely temporary construction impacts, including how previous feedback had informed the proposed design.

The proposed design presents an excellent opportunity to enhance public open spaces along the project corridor. The community's views were sought on preferences for uses in these spaces to ensure the spaces are well used for generations to come.

Additionally, the consultation program was designed to provide easily accessible information, including on how to make a written submission.

Importantly, the consultation process was an opportunity to gather feedback and responses that would then be considered to inform the best design solution for the project. Input from residents closest to the rail corridor was important in understanding the issues and impacts from this design; feedback from the wider community, rail passengers and key stakeholder groups was also important given the project's significance to the whole of Victoria. Other key considerations in the selection of the preferred design included the key project objectives; engineering constraints; impacts from construction (including road and rail disruption); and environmental concerns.

It's important to note that the purpose of this consultation stage was to ensure that the community could provide input and add value to the proposed design to ensure the best outcome for the broader community.

Our consultation program

The consultation program was split into four phases, based on the procurement stages for the project. Phases 1 to 3 started in August 2015 and over 1,500 pieces of feedback were received through social pinpoint (an online consultation tool), seven information sessions, feedback forms and emails. This included survey responses from 140 traders. The outcomes from this phase were summarised in a publicly available Consultation Report: Level Crossing Removal Project Caulfield to Dandenong (November 2015).

During this consultation process, it was clearly stated that LXRA was considering all options for removing the nine level crossings, including elevated rail and 'trenched or rail under' options. Examples from around the world were on display at the sessions.

Over February and March 2016, LXRA undertook an extensive consultation program on the proposed design for the project. This program has included door knocks and meetings with over 170 individual owners closest to the rail corridor, and meetings with over 80 local businesses. Over 2,200 individuals participated in the 10 interactive Your Suburb, Your Say consultation sessions across Carnegie, Murrumbeena, Hughesdale, Clayton and Noble Park, while thousands of people discussed the project with LXRA at 60 pop up information stands at train stations, libraries and shopping areas.

LXRA met with a large number of stakeholders, including all four councils across the project corridor to discuss the planning approval and submissions process.

Consultation with the wider community in the suburbs where the project will be delivered was also carried out. LXRA engaged EY Sweeney to consult on broader community views on the project in March 2016, which covered residents, train users and traders in the local areas. This included over 400 face-to-face interviews with residents, over 600 face-to-face commuter surveys at train stations along the corridor and over 140 face-to-face interviews with traders in the project area.

All of these activities have provided LXRA with a huge amount of valuable feedback, which is summarised below.

About the submissions process

LXRA sought written submissions on the proposed designs for the Level Crossing Removal Project: Caulfield to Dandenong during the formal consultation period, which was conducted from 8 February until 18 March 2016.

Part B of this report describes the issues raised by the written submissions and LXRA's response to key issues raised during the consultation program, including the formal written submissions.

In total 1,573 written submissions were received from a variety of sources including residents, owners, businesses, community and interest groups and councils. Submissions were made through:

- Submission forms (Appendix A) completed at public information sessions and other events.
- Online submission form on the LXRA website.
- Email to the LXRA email account where content was judged to comprise a written submission.

Written submissions were encouraged on any aspect of the project and its design.

What we heard

Table 1: Summary of all feedback received

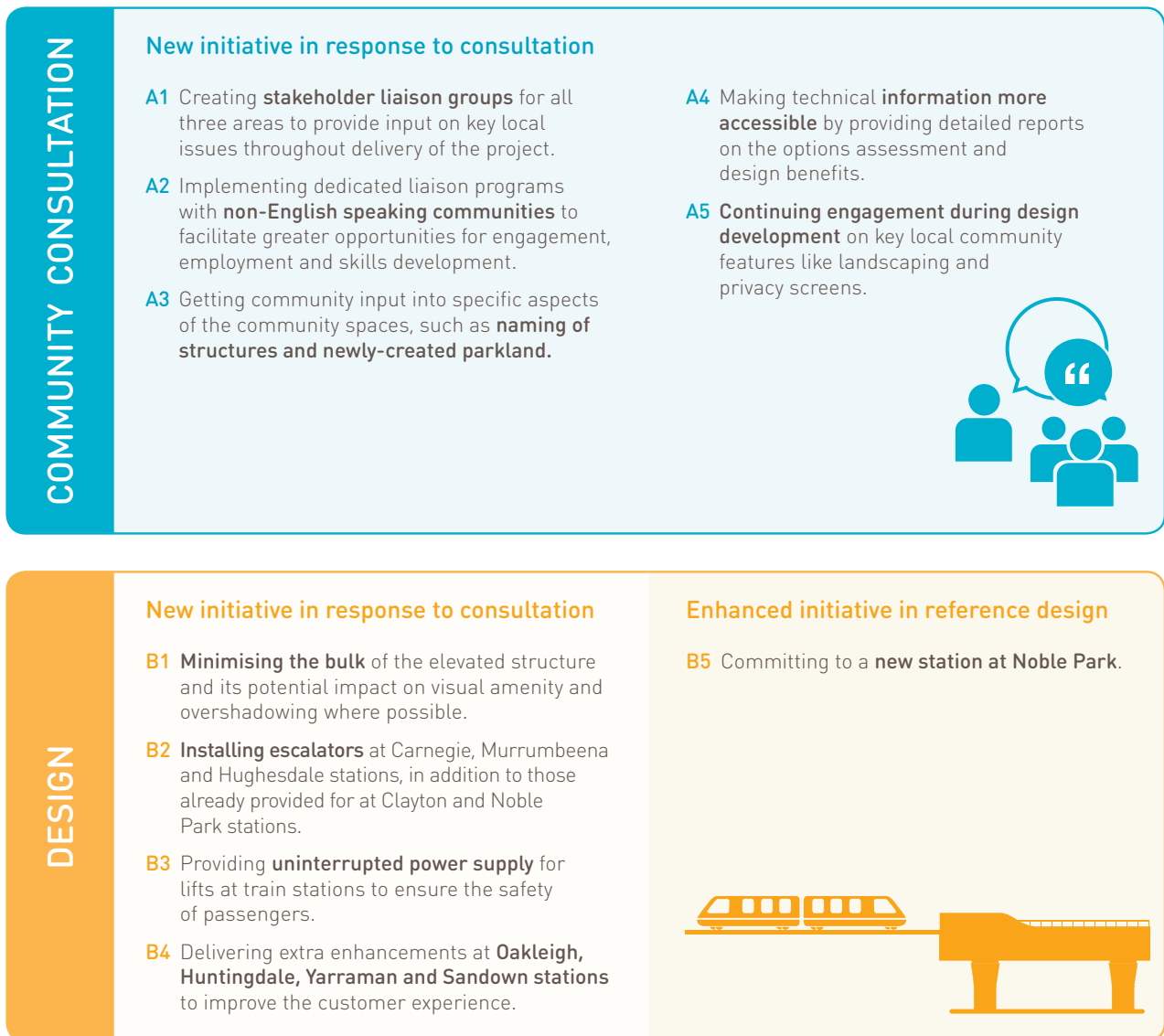
Activity	Statistics	Key findings										
Wider community consultation	2,200 telephone interviews. 440 face-to-face interviews. 663 train users interviews. 144 business interviews.	82 per cent of residents in favour of project and its design. Key benefits Reduction in road congestion and improvements in road user and pedestrian safety. Key concerns The majority of respondents did not raise any concerns, but the two mentioned most were changes to environment and rail noise.										
Suggestions for land use under the elevated rail	N/A	Local preferences (online and information sessions): Green parks were the preference in all locations except for Ross Reserve where a BBQ area was the first preference, followed by green parks. Wider community views (community consultation): Top three responses were community parking (37%), green parks (34%) and community gardens (31%)										
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Our responses

LXRA has analysed all of the feedback received through the recent consultation program, written submissions and comments received through social media. This community feedback is being used to further enhance the proposed design – the feedback and submissions we have received has helped identify some refinements to the design and construction methodology. It has guided decision making on a number of management measures for the project.

Below summarises the 40 initiatives that LXRA will implement on the project to address suggestions and comments received to date. As the project progresses into detailed design, LXRA will continue to consult with residents, traders, councils and other groups to ensure the project delivers the outcomes expected by our community and the Government.

Figure 1: How we are responding to community feedback



COMMUNITY FACILITIES

New initiative in response to consultation

C1 Working with the Clayton RSL and community to revive the **Clayton Avenue of Honour** as a major community facility.

Enhanced initiative in reference design

C2 Establishing of **partnership with Chisholm TAFE** to create long-term sustainable skills legacy for the region.



NOISE & VIBRATION

New initiative in response to consultation

D1 Individual liaison with residents on the **appearance, height and location of noise walls** will continue throughout detailed design.

Enhanced initiative in reference design

D2 Installing **noise walls along the elevated structure** to meet the Victorian Government's Passenger Rail Infrastructure Noise Policy.



AMENITY IMPACTS

New initiative in response to consultation

E1 Providing a **fencing and landscaping program** for residential properties that abut the rail corridor to reduce the visual impact of the rail structure and address the change in use of the rail reserve to public open space.

Enhanced initiative in reference design

E2 Providing **privacy screening along the elevated structure** to prevent overlooking into residential properties.



NEIGHBOURHOOD CHARACTER

New initiative in response to consultation

- F1 Relocating the **Noble Park substation** to provide greater open space in the station precinct.
- F2 Establishing **working groups with each council** to review station precinct designs and optimise integrated development opportunities.



NEW PUBLIC OPEN SPACE AREAS

New initiative in response to consultation

- G1** Establishing a **community open space expert panel** to provide oversight, governance and reassurance about the use and ongoing maintenance of the new public open spaces.
- G2** Committing to a **\$15 million funding trust** for the long term maintenance of the public open spaces.
- G3** Providing an **enhanced PSO facility** at Noble Park Station to improve security for train users.
- G4** Developing a plan for **optimised lighting on shared-user paths**.
- G5** Developing **seven community activation spaces** along the length of the linear park for green spaces, fitness stations, BBQ areas and playgrounds.
- G6** Implementing a **creative urban design program** with local schools, community groups and/or artists to develop solutions for the new open spaces and to tackle graffiti and vandalism

Enhanced initiative in reference design

- G7** Providing 225,000 square metres of **new community space**.



VEGETATION

New initiative in response to consultation

- H1** Consulting community groups on specific public spaces in the project corridor that could benefit from additional landscaping packages.
- H2** Modifying the construction approach and program to retain more existing and/or mature trees.

Enhanced initiative in reference design

- H3** Providing significant landscaping, including over **4,000 new trees**.



TRAFFIC & TRANSPORT

New initiative in response to consultation

- I1** Deliver **additional car parking** at key locations along the corridor, with the opportunity for an estimated 500 to 700 new car parks.
- I2** **Extending the off-road cycle path** further to complete the 'missing link' for a continuous path from Caulfield to the EastLink trail.
- I3** Improving connectivity with **bus services** through the location of drop-off and pick-up zones, proximity of bus stops to train stations and road connections.
- I4** Appointing a dedicated **customer experience manager** to the project delivery team to minimise disruption for rail passengers during construction.

Enhanced initiative in reference design

- I5** Providing **new cross-corridor connections** for vehicles, pedestrians and cyclists.
- I6** Building **12 kilometres** of new shared pedestrian and bicycle paths.



INDIVIDUAL PROPERTIES & BUSINESSES

New initiative in response to consultation

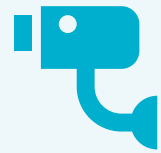
- J1** Offering a **voluntary purchase scheme** for owners of eligible residential properties along the rail corridor.
- J2** Providing a **trader support program** to provide ongoing, sustainable support to local businesses during construction, including a 'buy local' program and independent mentoring and training services.
- J3** Providing opportunities for **local job creation and employment** through formal training programs and incentives to employ local young people.



SAFETY ISSUES

Enhanced initiative in reference design

- K1** Ensuring barriers on the elevated rail structure will **protect against derailment**, to provide assurance on public safety.
- K2** Providing **station precinct lighting, CCTV and wayfinding** to ensure public safety at stations and surrounding public spaces.
- K3** Including **Victoria Police** in an expert panel to consider **design elements and public safety**.



CONSTRUCTION

Enhanced initiative in reference design

- L1** Creating **over 2,000 jobs during construction**, with benefits for local businesses.



Next steps

A contract will be awarded for delivery of the project, which will enable any changes or refinements to the design, including any specific commitments identified through the consultation process, to be developed.

Some of the key responses to community feedback identified in Figure 1, such as the voluntary purchase scheme and the establishment of the community open space expert panel, have already been delivered. Other key activities and commitments will be progressively implemented as the project is delivered, including those that require further consultation with community and stakeholder groups.

Construction activities are expected to begin towards the middle of 2016. Communication with community members including residents, traders and key stakeholders such as local councils will continue on an ongoing basis to address any specific individual issues or concerns, and to identify opportunities for enhanced project outcomes and benefits.

PART A

Engagement
program and findings



1 About the consultation program

1.1 Approach and objectives

The communications and consultation program for the Level Crossing Removal Project: Caulfield to Dandenong supports the development of the project during the procurement phase, early works and into delivery. This program aims to ensure stakeholder and community awareness and support for the project, facilitate appropriate opportunities for stakeholder participation in the procurement process, and explain the design process and temporary construction impacts.

1.2 Our previous engagement

Consultation activities were split into four phases, based on the procurement stages for the project. The project started its planning, procurement and consultation process with the release of the expression of interest for the design and construction of the project in June 2015. At this stage, all possible design options were considered for the removal of the nine level crossings.

Throughout the tender phase, the project team ran a series of interrelated events to allow community members to provide feedback on their local level crossing, focussing on what they valued in their local area and what could be improved. These events included pop up information stands and interactive community feedback sessions as well as an interactive online feedback tool, Social PinPoint. The feedback that was received was provided directly to bidders as they began the development of designs.

The project also established a Community Tender Advisory Panel (CTAP) to provide a local perspective during the design development process. The CTAP comprised of representatives from local businesses, community groups and residents and provided feedback on aspects of the tender designs. The fundamental purpose of the CTAP was not to validate or endorse the final design, but to provide feedback that would be considered and addressed during the tender process.

A series of community events followed for LXRA to communicate what had been heard, how the feedback was being used, and confirm if that the feedback was still relevant. The outcomes of this consultation were summarised in the previous consultation report, publicly available at levelcrossings.vic.gov.au.

Figure 2: 2015 consultation activities



2 Consultation activities

This report focusses on consultation phase four (November 2015 onwards), which involved working with the preferred bidder on the proposed design. The formal consultation period ran from 8 February until 18 March 2016. The consultation objectives for this phase were:

- To allow the greatest number of community members and stakeholders the opportunity to understand the project and provide feedback on the Level Crossing Removal Project: Caulfield to Dandenong by:
 - Explaining the project design and how community input has been incorporated to date.
 - Consulting on specific design elements.
 - Explaining the impacts expected during construction.
- To provide inputs into the process for seeking planning approval for the project.

The interactive component of this consultation phase was entitled ‘Your Suburb, Your Say’ and focussed on the opportunities created by the elevated rail design for new open space, local area connectivity and revitalisation of station precincts.

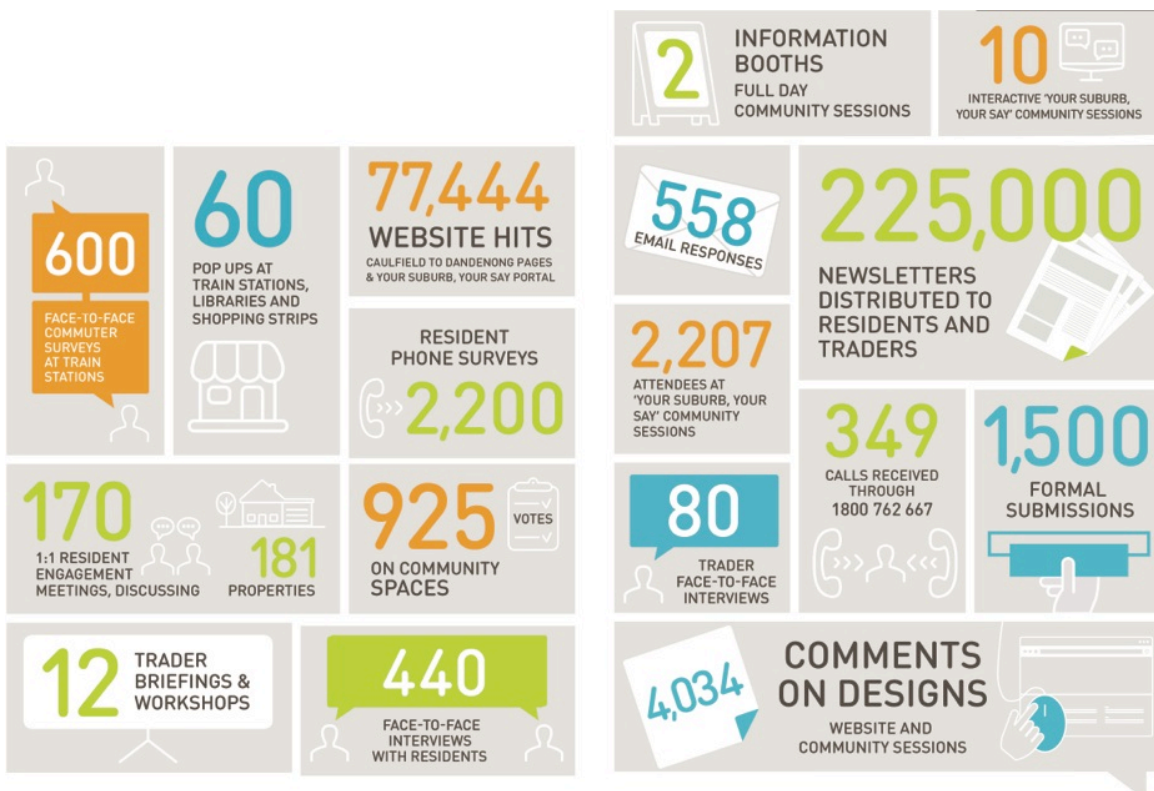
The design of the project was selected on the basis of a number of factors, including engineering constraints, environmental benefits, urban design outcomes and the feedback from the previous community sessions on what was important to people. As such, this consultation was not for people to ‘vote’ on the design solution, or select a design solution, but for LXRA to gather feedback and understand concerns to ensure that these could be addressed as much as possible.

2.1 Formal consultation

Formal consultation started in February 2016 on the proposed design and elements, including the open space opportunities. This extensive consultation program included the activities represented in Figure 3.

Information gathered through this consultation program is being used to refine the designs and develop appropriate response to key themes, issues and concerns that emerge from the process.

Figure 3: consultation activities since February 2016



2.2 Key activities

2.2.1 Community sessions

LXRA held 10 community sessions during the Your Suburb, Your Say consultation program, which were designed to encourage people to provide input on the designs as well as community open space opportunities. The events also provided access to key experts in noise, construction, trees and vegetation, and planning to answer questions about the project and its proposed design.

People were encouraged to provide a written submission at all events as well as via letterbox drops, online and at static displays.

The sessions attracted 2,207 participants over the following locations and dates.

The Your Suburb, Your Say consultation sessions were advertised through:

- Letters to all residents adjacent to the rail corridor.
- More than 300,000 newsletters distributed to homes and businesses along the corridor.
- Advertisements in local newspapers, including the Dandenong/Springvale Dandenong Leader; Waverley/Oakleigh Monash Leader; Caulfield Glen Eira Leader; Cranbourne Leader.
- Translated ads in the top six language publications, including An Nahar (Arabic); Sing Tao – Melbourne edition (Chinese); Ta Nea (Greek); Il Globo (Italian); Ti Vi Tuan San (Vietnamese); Horizon (Russian).
- Posters at train stations along the Cranbourne-Pakenham line, which were also provided to local traders.
- Footpath signs at level crossings and on station platforms at the five stations being rebuilt.
- Bookmarks provided at pop-ups at train stations, on shopping strips and in libraries.
- Static displays at libraries, council information/community centres and the Noble Park Aquatic Centre.
- Information on the LXRA website.
- Posts on LXRA's Facebook page and Twitter.
- Information on council websites.
- Letters to residents along the corridor.

2.2.2 Consulting with multicultural groups

Advertisements for the Your Suburb, Your Say community sessions were translated and advertised in the top six language publications, including An Nahar (Arabic), Sing Tao – Melbourne edition (Chinese), Ta Nea (Greek), Il Globo (Italian), Ti Vi Tuan San (Vietnamese) and Horizon (Russian).

LXRA contacted leaders of the top five cultural groups in the project area and provided key information on the project, including translated fact sheets, information on the project and submission process. LXRA also provided the Ethnic Communities Council of Victoria with a newsletter article to encourage groups to view translated materials, speak to the project team via translators and to provide a written submission on the project.

2.2.3 Online engagement

An online engagement portal at your.levelcrossings.vic.gov.au included key details on the project, before and after images on each level crossing removal precinct and proposed designs, as well as the potential community open spaces for community input. The online engagement portal included videos on the project and key areas of interest (for example noise, design, landscaping and construction), communication material and online feedback tools including submission forms and 'design your community space' forms.

2.2.4 Pop ups and information booths

LXRA hosted pop-up information stands along the project corridor throughout the duration of the consultation period. Staff were available at train stations and local shopping strips near the level crossing removal sites with information on the project and to gather feedback in person with locals and commuters. Between February and March 2015, LXRA held 60 pop ups along the corridor as well as trader drop-ins, speaking with hundreds of people at each session.

2.2.5 Fixed displays

Fixed or static displays were in place from 17 February until 18 March at the Carnegie, Clayton Community Centre and Dandenong libraries; and the Glen Waverley customer service centre and Noble Park aquatic centre.

2.2.6 Stakeholder briefings

Throughout the consultation period, LXRA held briefings with key stakeholders to discuss the proposed design and offer advice on how to provide a submission on the project.

LXRA has worked with the City of Monash, City of Glen Eira, City of Greater Dandenong and City of Kingston throughout 2015 and into 2016. All councils were briefed during the 2016 formal consultation period.

Briefings were offered to 21 schools and 12 sporting clubs within the project corridor, and all were provided with written submission forms. LXRA met with the following groups during the consultation period.

Table 2: Summary of stakeholder briefings

Group	Organisations
Organisations	<p>Detailed briefings included:</p> <ul style="list-style-type: none">Public Transport Users Association, 9 February.Bicycle Victoria, 10 February.Real Estate Institute of Victoria, 11 February – follow-up briefing given to Valuers Chapter on 16 February.Noble Park Community Action Forum, 24 February.Planning Institute of Australia on Thursday, 25 February.RACV, 8 March 2016. <p>Other organisations briefed included:</p> <ul style="list-style-type: none">Engineers Australia.VECCI.Urban Development Institute of Australia.Australian Institute of Landscape Architects.
Schools	<ul style="list-style-type: none">Sacred Heart Girls' School, 10 March.Noble Park Primary, 11 March.
Councils	<ul style="list-style-type: none">Combined meeting on planning controls and submissions with representatives from the City of Monash, Glen Eira, Greater Dandenong and Kingston, 1 April.City of Monash, 9 February.City of Glen Eira, 9 February.City of Greater Dandenong, 15 February.City of Kingston, 15 February.
Agencies	<ul style="list-style-type: none">Office of the Victorian Government Architect, 15 February.Victoria Police, 18 March.

2.2.7 Individual meetings with residents

Following the extensive community information sessions and pop-up events throughout the second half of 2015, LXRA started consulting with individual residents in December 2015, prior to release of the proposed designs in early February 2016. Over 1,400 residents were doorknocked and received letters during this time.

The project team doorknocked residents immediately adjacent to the project area prior to and in the days following the announcement on the preferred design. The purpose of the initial contact was to introduce the proposed designs and offer subsequent one-on-one meetings. These one-on-one meetings provided residents with the opportunity to view a 3D model of the proposed design in relation to their property and to ask questions about the design and construction. Members of the project team attended 170 separate one-on-one meetings with residents, where they provided technical information and advice on how to provide a formal feedback submission and how that feedback would help to inform decision making about how the project would progress.

Residents were offered the option of having a case manager assigned to them, to act as a single point of contact for residents immediately adjacent to the project area. The case manager role will be maintained through the life of the project.

2.2.8 Trader engagement

Four workshops were held with traders across the project corridor to provide information about the project, construction time frames and potential impacts to local businesses. The project team also briefed traders operating in premises immediately abutting the rail line, as well as local trader associations.

2.2.9 Wider community consultation

LXRA engaged EY Sweeney to undertake broader community consultation on the project in March 2016, with a focus on three groups along the project corridor:

- Residents in their homes, surveyed by means of telephone and face to face interviews.
- Train users at ten train stations on the line.
- Businesses in close proximity to the planned removals.

The aim of this research was to assess community priorities and sentiment towards the proposed project that will result in the removal of nine level crossings. Respondents to the survey were explicitly asked about their awareness of the proposed elevated rail solution and their attitudes towards the proposed design, as well as the option and priorities for the use of the new community space.

2.2.10 Additional consultation activities

Two additional sessions were held at the Carnegie and Clayton community centres in response to requests from local councils and were designed to give additional opportunities for local residents to provide feedback during the final week of the formal consultation process. The 3D model was available on a large TV screen, large maps, and all fact sheets were available along with submission forms.

3 Findings and feedback

3.1 Process for collating feedback

The following process was used to gather feedback throughout this consultation process.

- Written feedback received at community information sessions.
- Community space feedback forms, where people could select preferences for use of the new community space.
- Written submissions.
- Feedback submitted via the interactive online portal
- Community research with residents, traders and train passengers.

3.2 Summary of findings

Table 3: Summary of all feedback received

Activity	Statistics	Key findings										
Wider community consultation	2,200 telephone interviews. 440 face-to-face interviews. 663 train users interviews. 144 business interviews.	82 per cent in favour of project and its design. Key benefits Reduction in road congestion and improvements in road user and pedestrian safety. Key concerns Note that the majority of respondents did not have any concerns, but the two mentioned most were changes to environment and rail noise.										
Land use preferences under the elevated rail	N/A	Local preferences (online and information sessions): Green parks were the preference in all locations except for Ross Reserve where a BBQ area was the first preference, followed by green parks. Wider community views (community consultation): Top three responses were community parking (37%), green parks (34%) and community gardens (31%)										
Written submissions	1,573 written submissions.	<table border="1"> <tr> <td>Elevated rail</td> <td>67% of submissions</td> </tr> <tr> <td>Visual impact</td> <td>43% of submissions</td> </tr> <tr> <td>Train noise</td> <td>38% of submissions</td> </tr> <tr> <td>Consultation on design options</td> <td>32% of submissions</td> </tr> <tr> <td>Graffiti, vandalism and waste</td> <td>31% of submissions</td> </tr> </table>	Elevated rail	67% of submissions	Visual impact	43% of submissions	Train noise	38% of submissions	Consultation on design options	32% of submissions	Graffiti, vandalism and waste	31% of submissions
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3.3 Wider community views

LXRA engaged EY Sweeney to undertake broader community consultation on the project between 1 March and 15 March 2016, with a focus on three groups along the project corridor:

- Residents in their homes, with 2,200 telephone interviews and 440 face-to-face interviews.
- 663 interviews with train users at ten train stations on the line.
- 144 interviews with businesses in relatively close proximity to the planned removals.

Figure 4: Description for wider consultation (Grange Road to Poath Road)

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 Road
- Murrumbeena Road
- Poath Road
- 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.

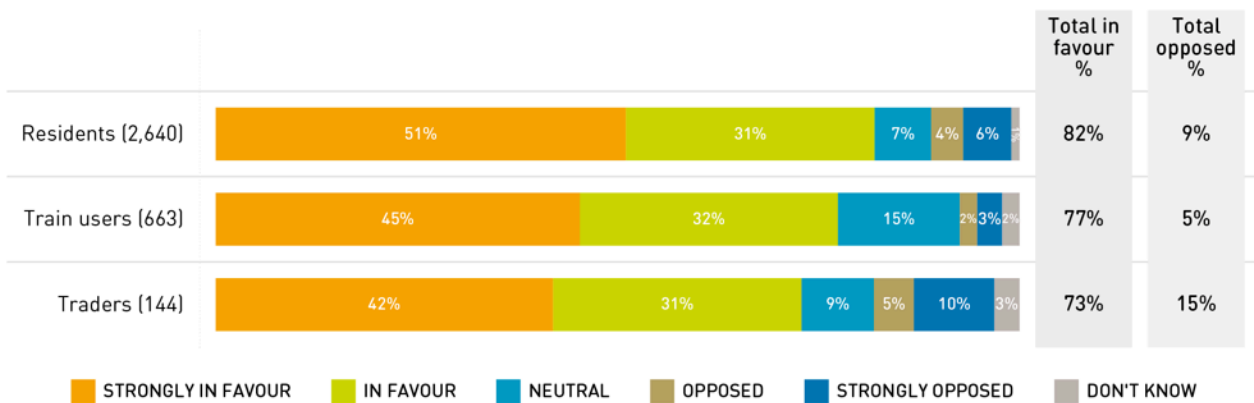
The consultation found 82 per cent of residents were in favour of the project and its design, with reduction of road congestion and the improvements in road user and pedestrian safety identified the two greatest benefits.

Respondents were asked their opinion on the impact of the level crossing removals on a series of aspects.

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 key areas of concern raised from survey participants were disruption during construction and the visual impacts of the elevated rail line.

Figure 5: Wider community views



Note: figures represented are subject to percentage rounding.

3.4 Feedback on community spaces

3.4.1 Feedback on open spaces from the wider community

As part of the wider community consultation in March 2016, community members were asked to nominate their top three responses from a list of potential uses for the land under the proposed elevated train line. The most popular responses for the local residents (not directly abutting the corridor) were:

- Commuter parking (37 per cent).
- Green parks (34 per cent).
- Community garden and a playground (31 per cent).

3.4.2 Local area feedback

At the community sessions, people were shown the seven community spaces available for facilities as part of the project, and shown a 3D model of where these could be provided. Participants could then select their top three responses for a community space.

On the website, people were also able to select their preferred community space facilities for their areas. In addition, people also provided comments in their formal submissions on the use of the community spaces.

The information in Table 4 includes the quantitative feedback, as well as the feedback received through the Your Suburb, Your Say information sessions and online consultation.

Table 4: Summary of responses for the seven community spaces

Community space	Responses and feedback		
Koornang Road community space			
Top three responses	Green park (16.2%).	Community garden (9.9%).	Dog park (8.1%).
Key feedback received	<ul style="list-style-type: none"> Positive response to creating green spaces in Carnegie, with suggestions included a nature park and recreation activities. Comments were made on improving accessibility and proximity to local shops and cafes, as well as encouraging food trucks in the park. Dog owners suggested more dog parks in the area. 		
Riley Reserve community space			
Top three responses	Green park (18.2%).	Playground (10.8%).	Dog park (10.4%).
Key feedback received	<ul style="list-style-type: none"> More green space for the area was requested, including planting and maintaining current neighbourhood characteristics. Suggestions included an area dedicated to the local Boyd Family who made a significant contribution to local art and culture. Playgrounds, BBQ areas and off-lease dog areas were also requested. 		
Clayton Road community space			
Top three responses	Green park (13.8%).	Commuter parking (11%).	Exercise area (10%).
Key feedback received	<ul style="list-style-type: none"> Green space was requested for families with activities for kids and places for parents to relax. Other suggestions included incorporating a farmers market into a green park, and active spaces for teenagers. Additional parking was a popular feedback response, for retailers and commuters. 		
Carnish-Haughton Road community space			
Top three responses	Green park (18.9%).	Playground (13.5%).	BBQ area (13.5%).
Key feedback received	<ul style="list-style-type: none"> Parks were requested with playground facilities for children. Family friendly areas for younger children were also requested. 		
Ross Reserve community space			
Top three responses	BBQ area (17.1%).	Green park (14.3%).	Equal: sports court and bicycle hub (8.6%)
Key feedback received	<ul style="list-style-type: none"> Comments were made on the need for more parkland with places to relax. Positive comments were received on a new skate park and aquatic centre in the area. Table tennis facilities were requested as the sports court. 		
Heatherton Road community space			
Top three responses	Green park (17%).	Community garden (11.7%).	Equal: dog park and BBQ area (9.6%).
Key feedback received	<ul style="list-style-type: none"> Requests were made for green space in the area, with bench seats suggested in shaded areas with mature canopy trees. Suggestions included a running track or facilities, or a double level gallery and art studio space under the tracks to be used by Noble Park community artists. Requests were made for restaurants and the ability to host food trucks in the open space. 		
Chandler Road community space			
Top three responses	Green park (20.8%).	Playground (14.6%).	BBQ area (12.5%).
Key feedback received	<ul style="list-style-type: none"> Positive feedback was raised about revitalising the area that is not currently well used. Suggestions included seating and planting for more visual interest. 		

3.5 Feedback from local areas

The nine level crossing removals and five new stations are split into three distinct geographical areas. The findings are grouped into the following areas:

- 1A: Carnegie (Grange Road and Koornang Road).
- 1B: Murrumbeena and Hughesdale (Murrumbeena Road and Poath Road).
- 2: Clayton (Centre Road and Clayton Road).
- 3: Noble Park (Corrigan Road, Heatherton Road and Chandler Road, Noble Park).

Figure 6: Map of key areas

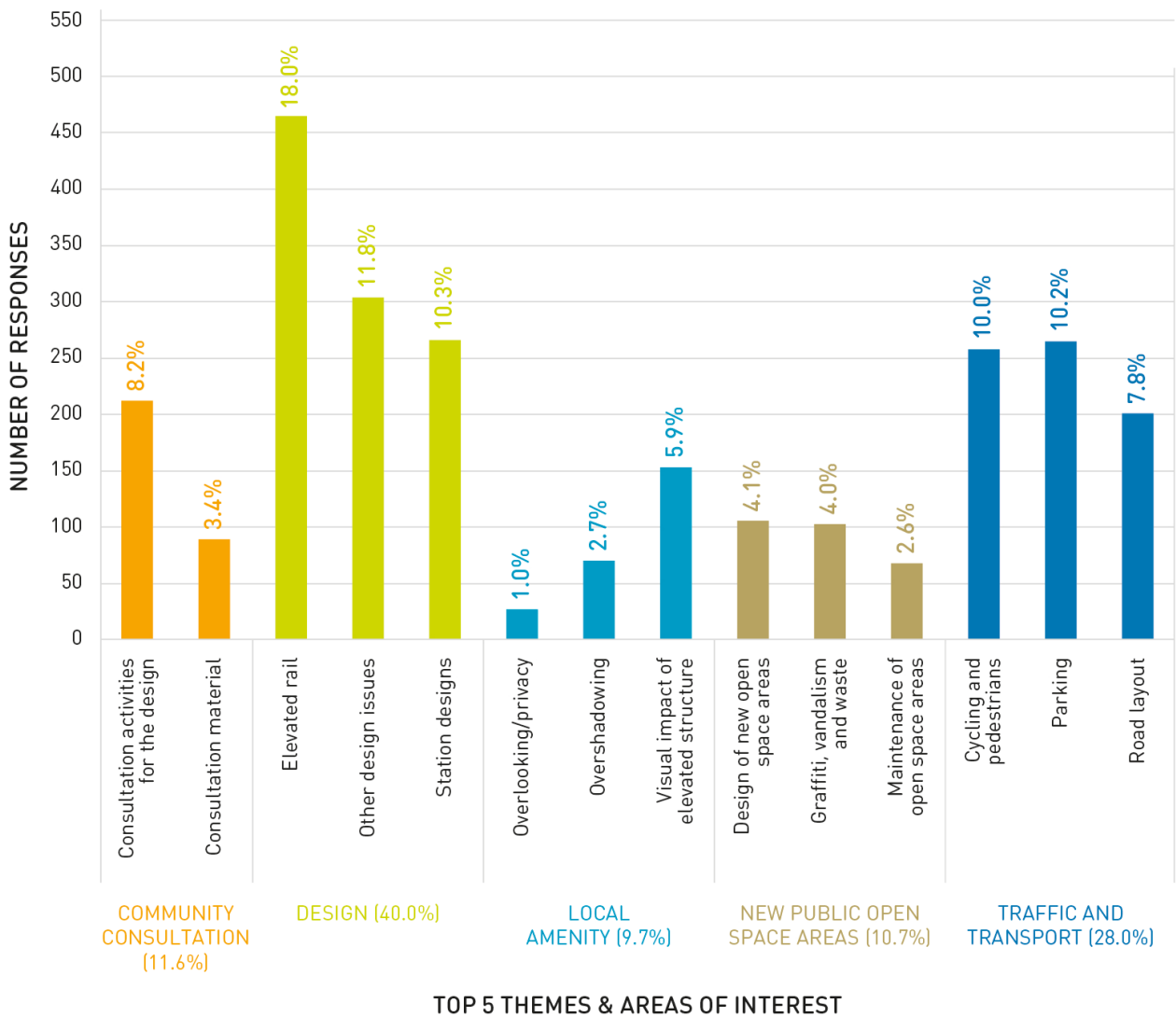


3.5.1 Overall feedback

Information provided here summarises the key responses and feedback received through the Your Suburb, Your Say consultation program.

Comments that related to individual properties have not been publicised to manage privacy considerations for individual property owners. The case managers appointed for the project will discuss these issues directly with individual property owners.

Figure 7: Key themes and areas of interest from the Your Suburb, Your Say consultation



Top five themes and areas of interest for the whole project area

Design – elevated rail and station design (40%)

Design was the issue most frequently raised during the consultation, particularly about the elevated rail design and the station designs. Some people expressed an understanding that this was the most efficient option for quickly addressing the level crossings, while many respondents immediately adjacent to the rail line were concerned about the design. Many individual property owners requested compensation or purchase of their properties. Feedback on the station designs mainly related to opportunities to improve accessibility to stations through escalators.

Traffic and transport (28%)

Traffic and transport was often raised, particularly regarding cycling and pedestrians, parking and road layout. Many people provided positive feedback on the opportunity for the cycling and pedestrian paths, with suggestions to separate cyclists and pedestrians, providing a safe and continuous path for them. There were mixed responses in terms of how many car parks should be provided, with Clayton requesting more parking and Murrumbena and Hughesdale providing mixed responses on the need for parking.

Community consultation (11.6%)

The community consultation process was a key issue for some respondents, who suggested that they would have liked to see design options prior to this phase of the project.

New public open space areas (10.7%)

Respondents provided positive feedback around the new public open space areas, providing feedback on the best way to use these spaces to fit in with their neighbourhoods. There was significant interest in the maintenance plans for these spaces, with requests for more information on how this will be managed and funded. Noble Park respondents had particular feedback on the potential for crime in the public open space areas, while other areas spoke more about managing graffiti.

Local amenity (9.7%)

Local amenity was another key theme across all areas of the project, with comments on the structure, its design and its relationship to the current look and feel of the neighbourhood. There were suggestions from communities to beautify the project through planting as well as community art projects.

3.5.2 Carnegie feedback (Area 1A)

Area 1A is made up of Grange Road and Koornang Road level crossings as well as Carnegie Station. This area attracted 993 pieces of feedback on the proposed design, with the most comments relating to the following three areas.

Other design issues (15.9 per cent)

This covered suggestions to improve the elevated rail design, general comments about the design, reducing the visual impacts of the substation, as well as catering for future growth (the third and fourth tracks).

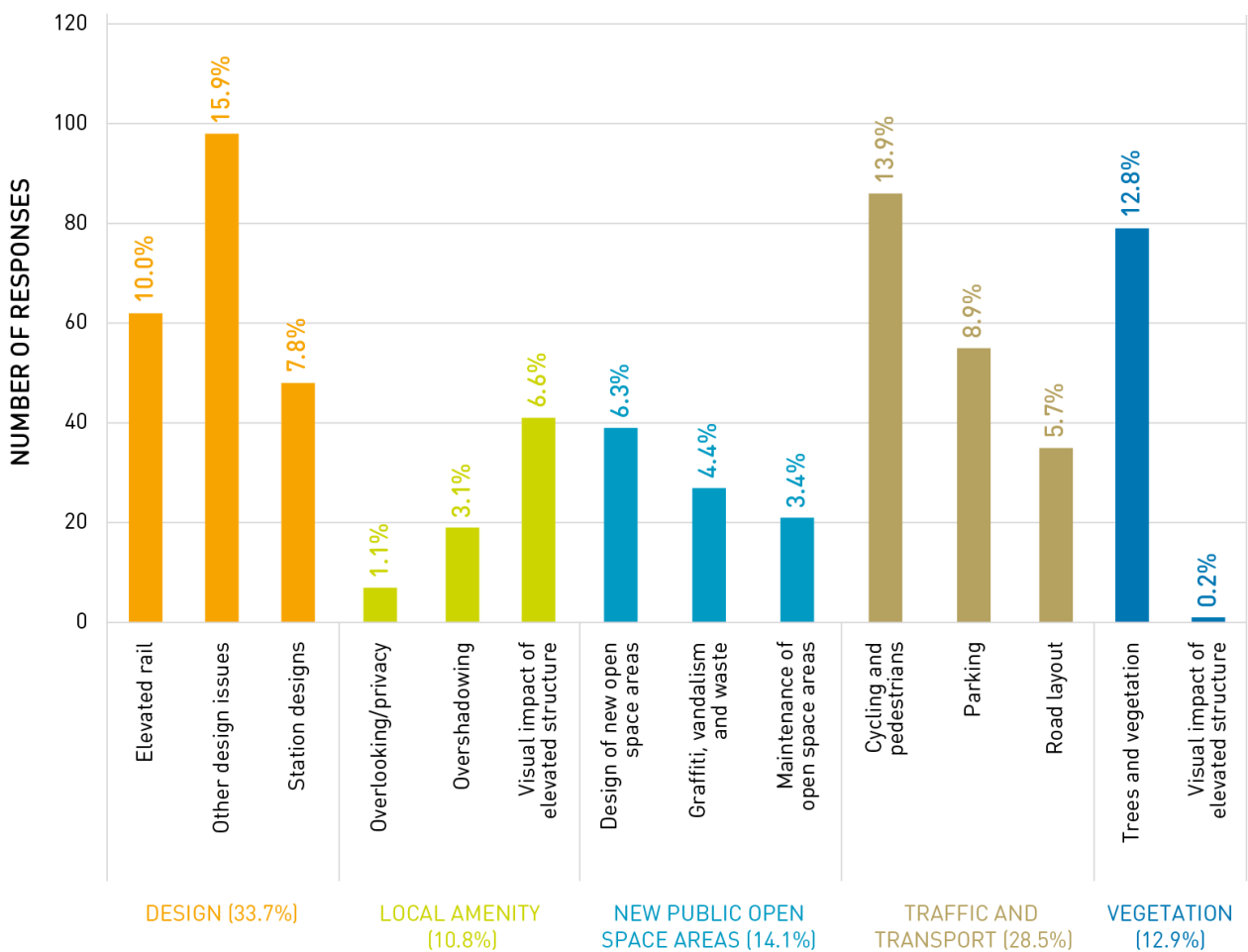
Cycling and pedestrians (13.9 per cent)

Positive comments were received on the new facilities, particularly the connection with Caulfield Monash University Campus. Other specific comments related to path design, including some suggestions about separating cycling and pedestrians.

Trees and vegetation (12.8 per cent)

Feedback was received on the proposed new plantings, including the importance of planting mature trees and protecting important mature vegetation like the River Red Gums and mature vegetation in areas like Lorne Street.

Figure 8: The top five themes and areas of interest in Carnegie



3.5.3 Murrumbeena and Hughesdale feedback (Area 1B)

Area 1B is made up of Murrumbeena Road and Poath Road level crossings as well as Murrumbeena Station and Hughesdale Station. This area attracted 2,470 pieces of feedback on the proposed design, with the most comments relating to the following three areas.

The two areas are summarised separately below.

3.5.3.1 Murrumbeena

Murrumbeena itself attracted 1,001 pieces of feedback on the proposed design, with the most comments relating to the following three areas.

Elevated rail (22.1 per cent)

Comments were made on the elevated rail solution, particularly the perceived visual and noise impacts for adjoining residents. Suggestions were received on the potential to use vegetation to screen the elevated structure, as well as requests for privacy screening and noise walls.

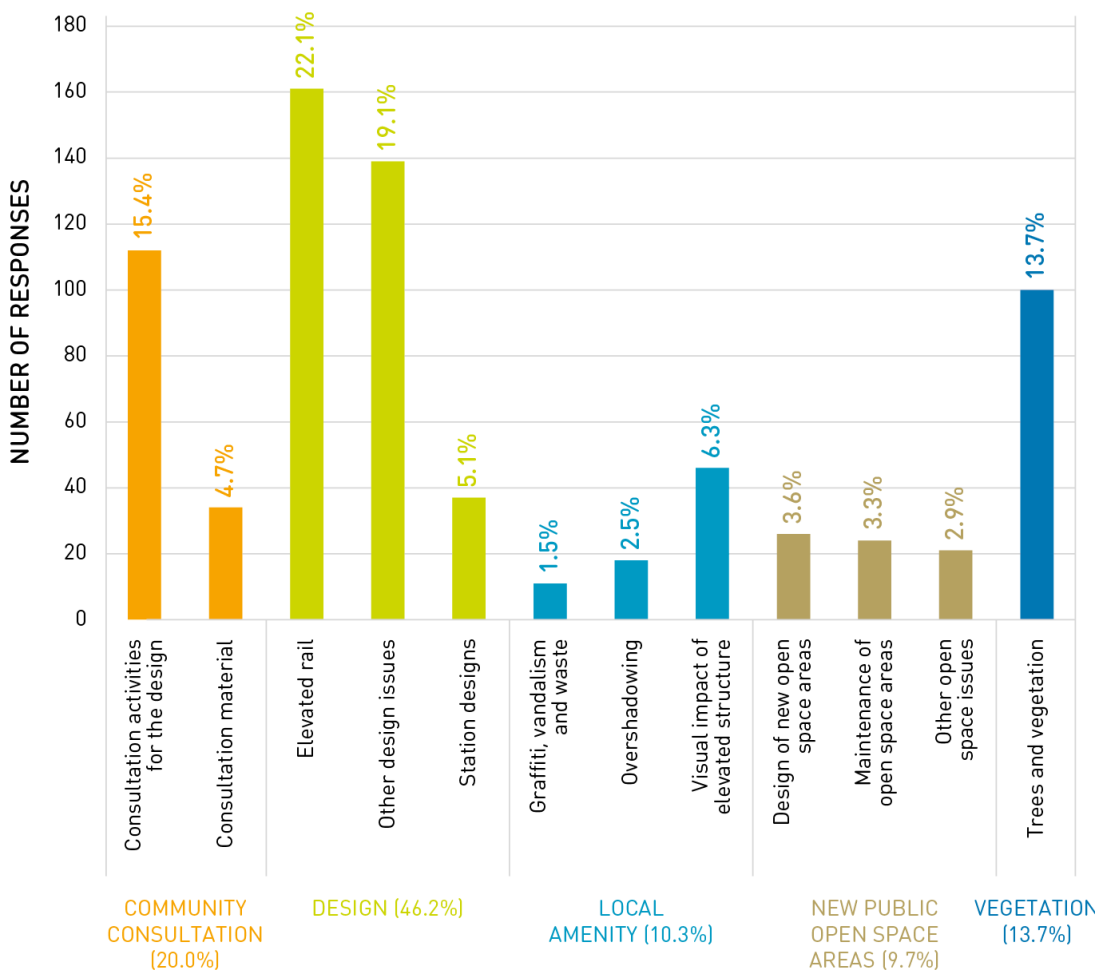
Other design issues (19.1 per cent)

Feedback was received that the State should begin planning for and/or building the third and fourth tracks as part of the level crossing removal project.

Trees and vegetation (13.7 per cent)

Comments were received about the need to maintain gardens, parks and vegetation throughout construction, with specific comments about vegetation in Murrumbeena Road, Railway Parade, Boyd Park and Riley Reserve.

Figure 9: Top five themes and areas of interest for Murrumbeena



3.5.3.2 Hughesdale

This area attracted 1,469 pieces of feedback on the proposed design, with the most comments relating to the following three areas.

Parking (15 per cent)

There were some suggestions for more parking to assist with future growth (25.8 per cent of respondents), while others said they would like less (19.2 per cent). Feedback was received on the need to retain parking in retail areas.

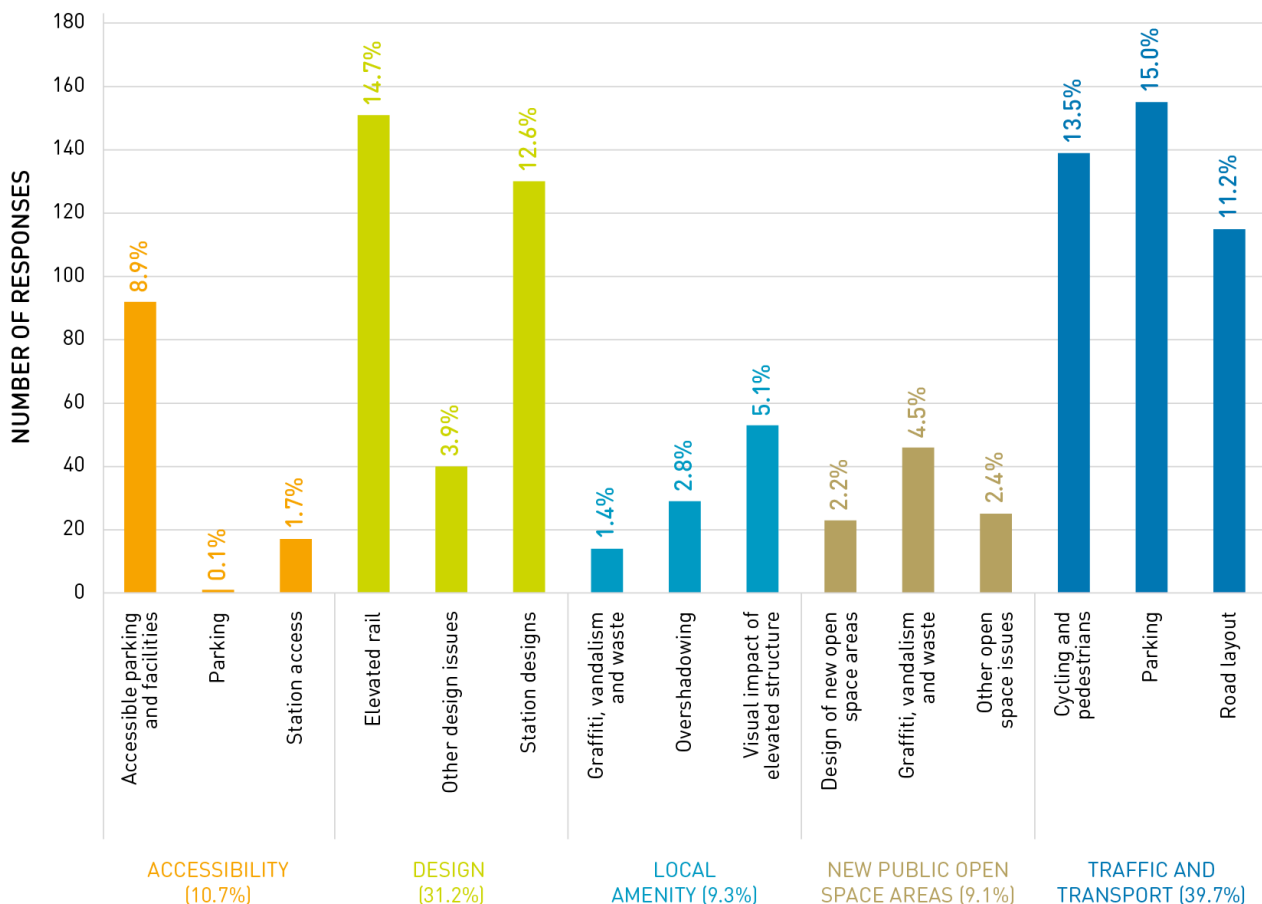
Elevated rail (14.7 per cent)

Comments were made about the proposed design, with more information requested about measures to manage the potential visual and noise impacts from the design. Assurance was sought that the new open spaces would be well maintained and public safety would be protected.

Cycling and pedestrians (13.5 per cent)

A number of suggestions were made for additional cycling and pedestrian connections, particularly around Boyd Park and the stations. Comments were also made about the proposed path design, with some suggestions to separate cyclists and pedestrians.

Figure 10: Top five themes and areas of interest for Hughesdale



3.5.4 Clayton feedback (Area 2)

Area 2 is made up of Clayton Road and Centre Road level crossings, as well as Clayton Station. This area attracted 281 pieces of feedback on the proposed design, with the most comments relating to the following three areas.

Elevated rail (26.9 per cent)

Feedback was received about the potential changes for properties near the corridor, with requests for more information on how noise would be managed, particularly to residential properties near the rail line. Requests were received for more information on the visual aspects of noise and privacy screens. Assurance was sought that the new open spaces would be well maintained and public safety would be protected.

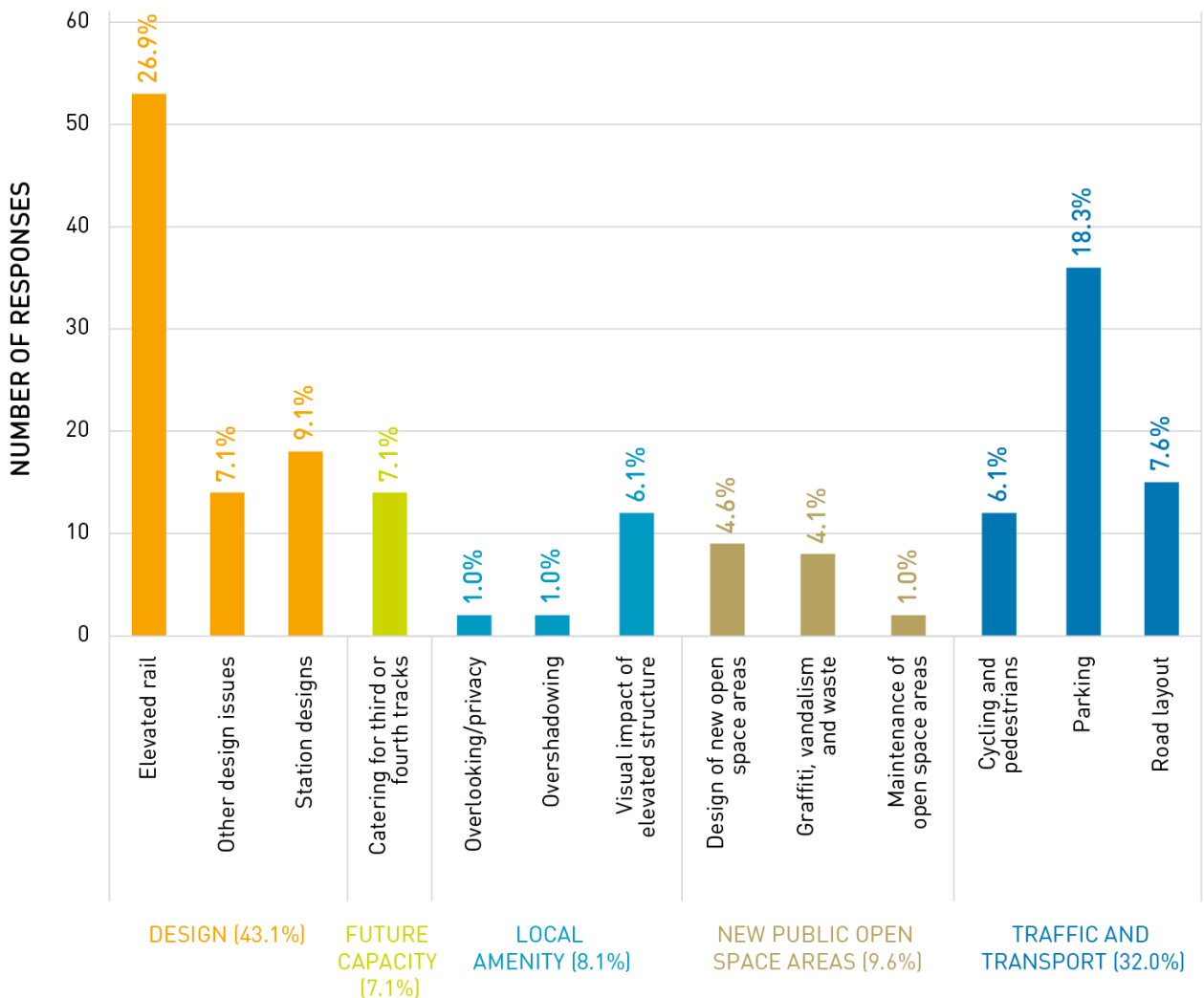
Parking (18.3 per cent)

Positive feedback was received on the additional car parking opportunities presented by the elevated rail design, with specific comments about additional parking on Clayton Road. Additional accessible parking and bike parking was requested.

Station designs (9.1 per cent)

Positive feedback was raised on the design being an improvement on the current station. In contrast, other comments were made that the design of the elevated station could be improved, particularly to avoid overshadowing. Requests were made for facilities for wheelchair users, including an alternative options if the lift breaks down.

Figure 11: Top five themes and areas of interest for Clayton



3.5.5 Noble Park feedback (Area 3)

Area 3 is made up of Corrigan Road, Heatherton Road and Chandler Road level crossings, as well as Noble Park Station. This area attracted 290 pieces of feedback on the proposed design, with the most comments relating to the following three areas.

Elevated rail (18.3 per cent)

Positive feedback was generally received on the structure’s appearance, although other comments suggested it could be streamlined to improve its visual appearance. More information was requested on treatments to reduce noise for people living in the area. Assurance was sought that there is a plan and budget to effectively maintain the community spaces near the elevated rail structure.

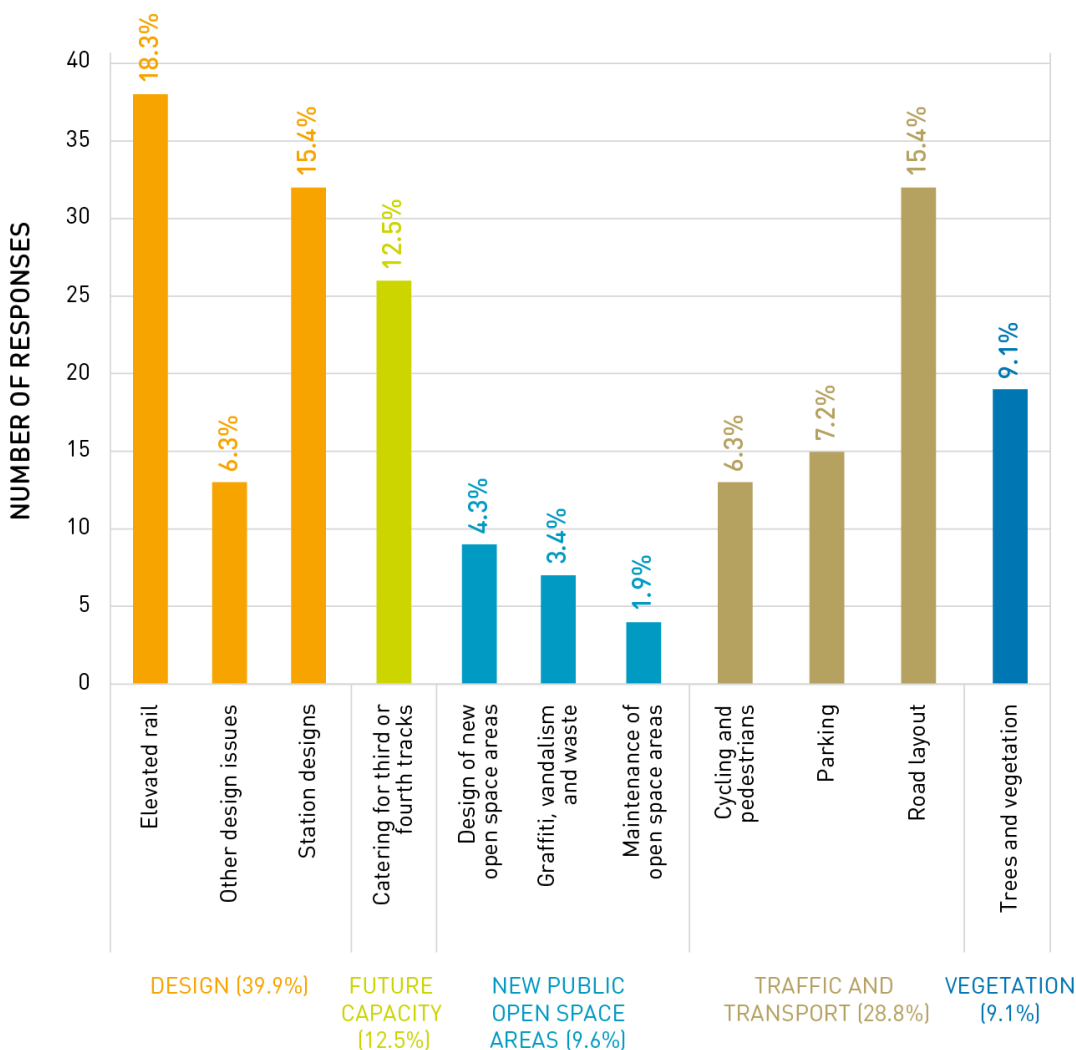
Station designs (15.4 per cent)

Positive feedback was received on the proposed appearance of the new station, with comments saying it will improve Noble Park. Requests were made for lifts and escalators to the stations (as well as stairs). Positive feedback was received on the proposed connections to the taxi rank and bus stops.

Road layout (15.4 per cent)

Suggestions were received to improve road layouts, with a number of specific comments about Heatherton Road, Douglas Street and Mons Parade.

Figure 12: Top five themes and areas of interest for Noble Park



PART B

Submissions and
detailed responses



4 About the written submissions process

The Level Crossing Removal Authority (LXRA) sought written submissions on the proposed designs for the Level Crossing Removal Project: Caulfield to Dandenong during the formal consultation period, which was conducted from 8 February until 18 March 2016.

The objectives of the formal written submission process were:

- To allow any person to make a written submission to LXRA on the proposed designs for the Level Crossing Removal Project: Caulfield to Dandenong.
- To formally seek the views of potentially affected land owners and occupiers, key stakeholders and the wider community on the proposed designs to inform further design development.
- To provide formal inputs into the process for seeking planning approval for the project.

4.1 Submissions process

In the period following the announcement of the proposed design, the community and stakeholders have been encouraged to make written submissions regarding their views on the Level Crossing Removal Project: Caulfield to Dandenong. Methods for making submissions were:

- Submission forms completed at public information sessions and other events.
- Submissions posted or hand-delivered to the LXRA.
- Online submission form on the LXRA website.
- Email to the LXRA requesting to be considered as a written submission.

In total 1,573 written submissions were received from a variety of sources including residents, owners, businesses, community and interest groups and councils. A number of peak bodies including the RACV, Public Transport Users Association, Bicycle Network Victoria, Royal Botanic Gardens Victoria and Planning Institute Australia provided written submissions that were supportive of the project and the proposed elevated rail design.

4.2 Categorising issues

Most submissions raised more than one issue. To capture and respond fully to each, topics were divided into the following broad themes:

- Community consultation.
- Elevated design.
- Impact on community facilities.
- Operational noise.
- Amenity impacts.
- Neighbourhood character.
- New public open space areas.
- Vegetation.
- Traffic and transport.
- Property values.
- Legal process.
- Safety issues.
- Construction impacts.
- Three or four tracking.

The themes were further categorised into more specific issues.

4.3 Summary of submissions

The following table outlines the number of times an issue was raised in a written submission received on the project.

Table 5: Summary of submissions received

Area of submission	Percentage of total submissions
Elevated rail	67%
Visual impact of elevated structure	43%
Train noise	38%
Consultation activities for the design	32%
Graffiti, vandalism and waste	31%
Security in new public spaces	28%
Compensation, property values and voluntary purchase	27%
Urban design and neighbourhood character	23%
Cost of design	20%
Consultation material	19%
Maintenance of open space areas	19%
Design of new open space areas	19%
Future capacity	18%
Overshadowing	17%
Overlooking/privacy	14%
Station design	13%
Impact on traffic	12%
Parking	11%
Disruption during the construction phase	9%
Impact on vegetation	8%
Impact on bicycle or pedestrian paths	7%
Derailment	7%
Heritage values	6%
Other health and safety impacts	5%
Vibration	5%
Light spill	4%
Other design issues	4%
Other open space issues	4%
Operation of public transport after construction	4%
Impact on community facilities	3%
Environmental assessment	2%
Station noise	2%
Project approvals	1%

4.4 Responses

The key responses to themes raised in written submissions and throughout the consultation process are described in each subsequent section. In addition to these specific responses, the LXRA will continue to work closely with the community and stakeholders to address any other issues, themes, opportunities and concerns that arise during the construction process.

5 Community consultation

5.1 Previous consultation on design

Feedback was received on the consultation process that took place throughout 2015 and the design options that were presented during that process.

Summary of submissions received

Theme	Percentage of total submissions
Consultation activities for the design	32%

5.2 Consultation material

Submissions received on this issue related to the design options development and selection process, financial analysis and business cases, and specialist technical studies such as noise impact assessments.

Summary of submissions received


Theme	Percentage of total submissions
Consultation material	19%

5.3 How we are responding to feedback on community consultation

COMMUNITY CONSULTATION

New initiative in response to consultation

- A1** Creating **stakeholder liaison groups** for all three areas to provide input on key local issues throughout delivery of the project.
- A2** Implementing dedicated liaison programs with **non-English speaking communities** to facilitate greater opportunities for engagement, employment and skills development.
- A3** Getting community input into specific aspects of the community spaces, such as **naming of structures and newly-created parkland**.
- A4** Making technical **information more accessible** by providing detailed reports on the options assessment and design benefits.
- A5** **Continuing engagement during design development** on key local community features like landscaping and privacy screens.



6 Design

6.1 Elevated rail

Submissions were received that presented both positive and negative feedback on the proposed elevated rail design. Submissions that expressed support for the elevated rail design focussed on the contemporary nature of the design and the opportunities it presents for increased local area connectivity and revitalisation around the new stations and new public open spaces.

Submissions containing negative feedback on the elevated design generally focussed on the visual appearance of the structure and contended that a ‘trenched or rail under’ design should have been selected.

Summary of submissions received

Theme	Percentage of total submissions
Elevated rail	67%

6.2 Cost of design

Submissions discussed the cost comparison between design options. These submissions included recommendations to select the ‘trenched or rail under’ option, and if it was more expensive, to stage the crossing removals over a longer period or reduce the number of level crossings being removed.

Summary of submissions received

Theme	Percentage of total submissions
Cost of design	20%

6.3 Station design

A number of submissions expressed views on the station designs presented during the community consultation. There was feedback that the designs were too contemporary or contrasted too greatly with the local setting. Other feedback included praise for the architectural concepts.

Summary of submissions received

Theme	Percentage of total submissions
Station design	13%

6.4 Other design issues

Submissions included a range of other miscellaneous suggestions and comment about the designs. Topics ranged from the suitability of the viaducts for freight to the potential for attaching solar panels to the viaducts and stations.

Summary of submissions received

Theme	Percentage of total submissions
Other design issues	4%

6.5 How we are responding to feedback on elevated rail

DESIGN

New initiative in response to consultation

- B1 Minimising the bulk** of the elevated structure and its potential impact on visual amenity and overshadowing where possible.
- B2 Installing escalators** at Carnegie, Murrumbeena and Hughesdale stations, in addition to those already provided for at Clayton and Noble Park stations.
- B3 Providing uninterrupted power supply** for lifts at train stations to ensure the safety of passengers.
- B4 Delivering extra enhancements at Oakleigh, Huntingdale, Yarraman and Sandown stations** to improve the customer experience.

Enhanced initiative in reference design

- B5 Committing to a new station at Noble Park.**



7 Community facilities

7.1 Impact on community facilities

Submitters raised questions around construction impacts on a range of local community facilities, including parks and open spaces, community buildings, and specific facilities such as nearby schools and hospitals. There were specific comments about the impacts on, and opportunities for the Clayton Avenue of Honour.

Summary of submissions received

Theme	Percentage of total submissions
Impact on community facilities	3%

7.2 How we are responding to feedback on community facilities

COMMUNITY FACILITIES

New initiative in response to consultation

C1 Working with the Clayton RSL and community to revive the **Clayton Avenue of Honour** as a major community facility.

Enhanced initiative in reference design

C2 Establishing of **partnership with Chisholm TAFE** to create long-term sustainable skills legacy for the region.



8 Noise and vibration

8.1 Train noise

A common issue raised in submissions was the potential for operational noise impacts from trains to be increased by the elevation of the proposed structures.

Summary of submissions received

Theme	Percentage of total submissions
Train noise	38%

8.2 Vibration

This issue relates to operational ground borne noise and vibration and concerns that these might cause amenity impacts or property damage. It was most raised by those properties closest to the rail line but was rarely raised as a separate issue from operational noise.

Summary of submissions received

Theme	Percentage of total submissions
Vibration	5%

8.3 Station noise


Submissions raised the potential for additional noise resulting from stations, for example from the use of public address (PA) systems.

Summary of submissions received

Theme	Percentage of total submissions
Station noise	2%

8.4 How we are responding to feedback on noise and vibration

NOISE & VIBRATION	New initiative in response to consultation	Enhanced initiative in reference design
	D1 Individual liaison with residents on the appearance, height and location of noisewalls will continue throughout detailed design.	D2 Installing noise walls along the elevated structure to meet the Victorian Government's Passenger Rail Infrastructure Noise Policy.



9 Amenity impacts

9.1 Visual impact of elevated structure

Submissions made comments about the visual design of the elevated rail line and changes for the visual outlook from nearby properties and public open space. The majority of submissions on this issue were received from the area between Grange Road, Carnegie and Poath Road, Hughesdale.

Summary of submissions received

Theme	Percentage of total submissions
Visual impact of elevated structures	43%

9.2 Overshadowing

Feedback was received on the potential for overshadowing from the viaducts on nearby residents and on vegetation along the corridor.

Summary of submissions received

Theme	Percentage of total submissions
Overshadowing	17%

9.3 Light spill

Submissions commented on illumination and glare from a variety of light sources created by the project.

Lighting in the new public open spaces and protection of public safety is considered in Section 11.

Summary of submissions received

Theme	Percentage of total submissions
Light spill	4%

9.4 Overlooking and privacy

Comments were made that passengers on elevated trains or users of new public spaces within the linear park would be able to see into houses and gardens along the line.

Summary of submissions received

Theme	Percentage of total submissions
Overlooking/privacy	14%

9.5 How we are responding to feedback on amenity

AMENITY IMPACTS

New initiative in response to consultation

- E1** Providing a **fencing and landscaping program** for residential properties that abut the rail corridor to reduce the visual impact of the rail structure and address the change in use of the rail reserve to public open space.

Enhanced initiative in reference design

- E2** Providing **privacy screening along the elevated structure** to prevent overlooking into residential properties.



10 Neighbourhood character

10.1 Urban design and neighbourhood character

Feedback was received that the design of the viaducts and stations need to be in keeping with the character of the suburban neighbourhoods along the Caulfield to Dandenong corridor. Comments were received relating to the visual and aesthetic aspects of the proposed station designs. These comments also relate to statements made on station design (Section 6), visual impact (Section 9) and heritage (Section 10).

Summary of submissions received

Theme	Percentage of total submissions
Urban design and neighbourhood character	23%

10.2 Heritage values

Submissions discussed the need to protect heritage items in the local area. While some submissions provided specific comments on the listing and value of heritage places (particularly Murrumbeena, Carnegie and Clayton stations), most discussed their value as local landmarks and their contribution to the historic character of their respective neighbourhoods.

Summary of submissions received

Theme	Percentage of total submissions
Heritage values	6%

10.3 How we are responding to feedback on neighbourhood character

NEIGHBOURHOOD CHARACTER

New initiative in response to consultation

- F1** Relocating the **Noble Park** substation to provide greater open space in the station precinct.
- F2** Establishing **working groups with each council** to review station precinct designs and optimise integrated development opportunities.



11 New public open space areas

11.1 Design of new open space areas

Submissions on this issue contained comments and suggestions for uses of the linear park created within the Caulfield to Dandenong corridor. More information on this is provided in Section 3.4.

Summary of submissions received

Theme	Percentage of total submissions
Design of new open spaces	19%

11.2 Development and maintenance of open space areas

Submitters were interested in the long-term maintenance of the new public open spaces, and confirmation of funding for the development and maintenance of the linear park.

Summary of submissions received

Theme	Percentage of total submissions
Development and maintenance of open space areas	19%

11.3 Security

Submissions on this issue discussed the need for security of travellers accessing or using the stations, and initiatives to ensure the new public spaces would be active spaces with surveillance and security.

Summary of submissions received

Theme	Percentage of total submissions
Security in public open spaces	31%

11.4 Graffiti, vandalism and waste

Many submissions commented on the need to ensure that areas beneath the viaducts would not be subject to vandalism, graffiti and littering.

Summary of submissions received

Theme	Percentage of total submissions
Graffiti, vandalism and waste	31%

11.5 Other open space issues

A small number of submissions raised other general issues relating to open space.

Summary of submissions received

Theme	Percentage of total submissions
Other open space issues	4%

11.6 How we are responding to feedback on public open space

NEW PUBLIC OPEN SPACE AREAS

New initiative in response to consultation

- G1** Establishing a **community open space expert panel** to provide oversight, governance and reassurance about the use and ongoing maintenance of the new public open spaces.
- G2** Committing to a **\$15 million funding trust** for the long term maintenance of the public open spaces.
- G3** Providing an **enhanced PSO facility** at Noble Park Station to improve security for train users.
- G4** Developing a plan for **optimised lighting on shared-user paths**.
- G5** Developing **seven community activation spaces** along the length of the linear park for green spaces, fitness stations, BBQ areas and playgrounds.
- G6** Implementing a **creative urban design program** with local schools, community groups and/or artists to develop solutions for the new open spaces and to tackle graffiti and vandalism

Enhanced initiative in reference design

- G7** Providing 225,000 square metres of **new community space**.



12 Vegetation

12.1 Impact on vegetation

Many submitters wanted more information on the potential impacts on vegetation and wildlife, especially mature trees within or adjacent to the project corridor. Specific comments were made about the possible impact on river red gums at various locations along the corridor and their contribution to the aesthetic character of the area.

Summary of submissions received

Theme	Percentage of total submissions
Impact on vegetation	8%

12.2 How we are responding to feedback on vegetation

VEGETATION

New initiative in response to consultation

H1 Consulting community groups on specific public spaces in the project corridor that could benefit from additional landscaping packages.

H2 Modifying the construction approach and program to retain more existing and/or mature trees.

Enhanced initiative in reference design

H3 Providing significant landscaping, including over **4,000 new trees**.



13 Traffic and transport

13.1 Impact on traffic

Support was received for the primary purpose of the project to reduce congestion and improve traffic conditions.

Submissions received on this issue raised many detailed observations and concerns about changes to local traffic conditions that may result from the project. These included changes in flows due new road links across the corridor, access to main roads from local roads, road noise and pedestrian safety.

Summary of submissions received

Theme	Percentage of total submissions
Impact on traffic	12%

13.2 Operation of public transport after construction

Most submissions discussing train operation on the new line were in support of the project. Although a small number of submitters made comments about the nature of future rail services, the majority of comments on public transport related to bus services.

Many comments were received on the broader program of works to improve frequency of services on the Cranbourne-Pakenham rail line, known as the Cranbourne-Pakenham line upgrade project.

Summary of submissions received

Theme	Percentage of total submissions
Operation of public transport after construction	4%

13.3 Impact on bicycle or pedestrian paths

Many submissions supported the introduction of a shared user path. Specific comments were made about the continuity of the path at both ends of the corridor and through the stations.

Summary of submissions received

Theme	Percentage of total submissions
Impact on bicycle or pedestrian paths	7%

13.4 Parking

A large number of submissions discussed local parking arrangements, with comments covering a wide range of issues including:

- Parking provision at the new stations, with some recommending it be increased and others stating that local public space provision should be given priority.
- Requests that proposed new parking take into account local pedestrian access and vehicle movements.
- Suggestions for removal of on-street parking on particular routes to reduce current congestion problems.

Summary of submissions received

Theme	Percentage of total submissions
Parking	11%

13.5 How we are responding to feedback on traffic and transport


TRAFFIC & TRANSPORT

New initiative in response to consultation

- I1** Deliver **additional car parking** at key locations along the corridor, with the opportunity for an estimated 500 to 700 new car parks.
- I2** Extending the **off-road cycle path** further to complete the 'missing link' for a continuous path from Caulfield to the EastLink trail.
- I3** Improving connectivity with **bus services** through the location of drop-off and pick-up zones, proximity of bus stops to train stations and road connections.
- I4** Appointing a dedicated **customer experience manager** to the project delivery team to minimise disruption for rail passengers during construction.

Enhanced initiative in reference design

- I5** Providing **new cross-corridor connections** for vehicles, pedestrians and cyclists.
- I6** Building **12 kilometres** of new shared pedestrian and bicycle paths.



14 Property and business

14.1 Compensation, property values and voluntary purchase

Numerous submissions requested some compensation for the potential loss of property value due to changes in noise, overshadowing or visual outlook. Others suggested a voluntary purchase scheme should be established.

Summary of submissions received

Theme	Percentage of total submissions
Compensation, property values and voluntary purchase	27%

14.2 Impacts on business

Feedback was received on the need to ensure there was no adverse impact on businesses in the local area. Comments covered a broad range of issues from specific issues about the siting of bus stops to the wider potential socioeconomic effects of the project on local centres.

14.3 How we are responding to feedback on property and business

INDIVIDUAL PROPERTIES & BUSINESSES

New initiative in response to consultation

J1 Offering a **voluntary purchase scheme** for owners of eligible residential properties along the rail corridor.

J2 Providing a **trader support program** to provide ongoing, sustainable support to local businesses during construction, including a 'buy local' program and independent mentoring and training services.

J3 Providing opportunities for **local job creation and employment** through formal training programs and incentives to employ local young people.



15 Legal process

15.1 Environmental assessment

Submissions on this issue queried the level of environmental assessment being undertaken as part of the current approval process and, specifically, why other forms of environmental assessment weren't being undertaken.

Summary of submissions received

Theme	Percentage of total submissions
Environmental assessment	2%

Response

The project requires approvals under the *Planning and Environment Act 1987*. There is no requirement to prepare an environment effects statement for this project.

15.2 Project approvals

Some submissions questioned the process by which the project would be approved and whether it was in accordance with the local planning schemes of the respective councils along the Caulfield to Dandenong corridor.

Summary of submissions received

Theme	Percentage of total submissions
Project approvals	1%

Response

Most of the project will occur within the existing rail reserve, which is already zoned for transport purposes. Under this zone, use and development of the land in association with transport does not require a planning permit. Some permits will be required, for example where it passes through a flood inundation area, or where a heritage overlay applies.

LXRA intends to request the Minister for Planning to apply a site specific provision within the relevant planning schemes. This is the same planning process that has facilitated other level crossing removals.

16 Safety issues

16.1 Derailment

Comments were received about the potential for derailment of freight and passenger trains on the elevated rail structure and the potential impact on surrounding homes. Questions were also raised on how passengers would be evacuated safely from a train that had derailed or broken down on the elevated rail structure.

Summary of submissions received

Theme	Percentage of total submissions
Derailment	7%

16.2 Other health and safety impacts

The submissions raised a variety of other comments related to health and safety, mainly specific to the operation of the elevated rail and utilities such as the Longford gas pipeline.

Summary of submissions received

Theme	Percentage of total submissions
Other health and safety impacts	5%

16.3 How we are responding to feedback on safety

SAFETY ISSUES

Enhanced initiative in reference design

- K1** Ensuring barriers on the elevated rail structure will **protect against derailment**, to provide assurance on public safety.
- K2** Providing **station precinct lighting, CCTV and wayfinding** to ensure public safety at stations and surrounding public spaces.
- K3** Including **Victoria Police** in an expert panel to consider **design elements and public safety**.



17 Construction impacts

17.1 Disruption during the construction phase

Comments were received about the need to minimise disruption during the construction phase, particularly in areas like noise and vibration, dust and traffic.

Submissions raised questions about impacts on local businesses and the need to ensure that adequate measures were put in place to maintain support for businesses while construction was being carried out (see also Section 14).

Summary of submissions received

Theme	Percentage of total submissions
Disruption during the construction phase	9%

17.2 How we are responding to feedback on construction impacts

CONSTRUCTION

Enhanced initiative in reference design

L1 Creating **over 2,000 jobs during construction**, with benefits for local businesses.



18 Future capacity

18.1 Catering for third or fourth tracks

Feedback was received on the proposed designs and the need to not cater future third and/or fourth tracks on the Cranbourne Pakenham line. These submissions generally fell into one of three areas:

- Questions about whether the design would preclude a third and fourth track in the future.
- Questions on why the third and fourth tracks were not being delivered as part of this project.
- Comments on the additional impacts of a third and fourth track and why these were not part of the current consultation program.

Summary of submissions received

Theme	Percentage of total submissions
Future capacity	18%

Response

The scope of the Cranbourne-Pakenham line upgrade project relates to the existing two tracks, however the design specifically does not preclude future expansion of the rail line should the decision be made to expand the capacity.

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Authorised and published by the Victorian Government, 1 Treasury Place, Melbourne

