

REPORT



Abbotts Road Industry Forum 2

Level Crossing Removal Authority

Draft report

capire

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Capire staff and associates take great care while transcribing participant feedback but unfortunately cannot guarantee the accuracy of all notes. We are however confident that we capture the full range of ideas, concerns and views expressed during our consultation activities.

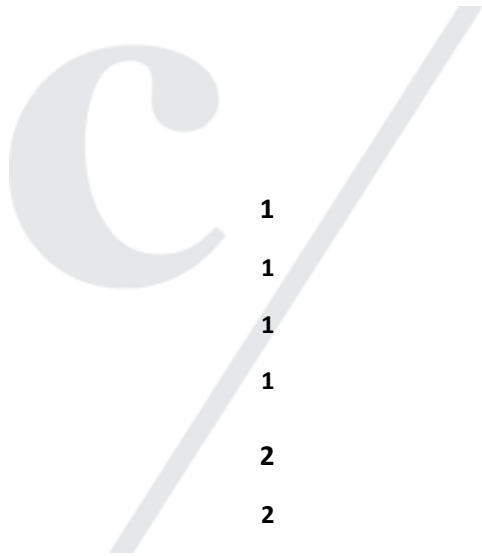
Unless otherwise noted, the views expressed in our work represent those of the participants and not necessarily those of our consultants or our clients.

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1 Overview

1.1 Introduction

The Level Crossing Removal Authority (LXRA) has been engaging on the Abbots Road level crossing removal project since February this year through a phased engagement approach. Local business owners, property owners and employees have had opportunities to inform the project through an industry forum, drop in sessions, door knocking, one on one meetings and the establishment of the Business Liaison Group (BLG) in Phases 1 and 2 of the engagement.

Phase 3 of the engagement recently commenced when LXRA announced a rail bridge over the road as the preferred design that will be put out to tender for construction. The focus of the engagement activities was to seek feedback on the two bridge structure design options of a viaduct or retained earth wall. This feedback will be provided to the proponents to inform their design bid. Feedback is also being sought on the potential construction impacts to assist the proponents in developing their construction management plans.

This report is a summary and analysis of the second Abbott's Road Industry Forum held from 12 – 2pm, Friday 21, October 2016 at the Punt Hill Hotel, Dandenong facilitated by Capire Consulting Group (Capire).

1.2 Purpose

The second Industry Forum was an opportunity for the project team to update their stakeholders on the project including the preferred design option for the crossing removal, Phase 1 and 2 engagement findings and to share insights about the BLG from a member's perspective. The project team also sought feedback from the attendees about two potential bridge structure designs and construction impacts. This feedback will be provided to prospective proponents to inform their bidding documentation to construct the project. A copy of the workshop agenda is at **Appendix 1**.

1.3 Attendees

The session was attended by 13 local business owners, employees and a council representative as well as the Local Member for Dandenong Gabrielle Williams. **Table 1** below is a list of organisations present during the session.

Table 1 Attending organisations

Aryzta	Pitcher Partners
CBRE	PowerPlant
City of Casey	Reece
Dulux	Suez
Jet Couriers	Salta
Linfox	Wilson Transformer Co

2 Participant feedback

Eight of the thirteen participants completed a worksheet. The following section of this report is an analysis of the completed worksheets. A copy of the participant worksheet is at **Appendix 2**.

2.1 Discussion 1: *“What are your initial reactions to the rail bridge?”*

Participants were asked to provide written feedback in response to this question as well as provide specific comments about the viaduct and retained earth wall bridge structures that were presented. The viaduct option received the most comments, followed by general comments and the retained earth wall structure received the least amount of comments.

There was a commonly held view amongst participants to combine both types of structures to create a hybrid bridge structure that has sections of retained earth walls and viaduct. Some participants asserted that the viaduct structure is more visually appealing as there are more open spaces beneath the structure and it decreases the opportunity for graffiti. One participant noted there would be more truck haulage required to build retained earth wall in comparison to the viaduct structure.

When discussing the retained earth walls it was noted that this has a cheaper construction cost than the viaduct and could assist in noise attenuation by one participant. Another participant commented that it was not as visually imposing as they had originally thought.

When providing general comments, one participant advised that they did not have a preference for either structure. Another participant commented on the required bridge height suggesting it would need to be 5.4 metres high to accommodate oversized vehicles.

2.2 Discussion 2: “What should the alliance consider in the design and construction of the rail bridge?”

Participants were asked to provide answers in response to a series of prompts as well as rank its level of importance using a five point Likert scale. The analysis has been provided for each prompt.

2.2.1 Truck Haulage routes

Six participants responded to this prompt with four out the six recording ‘very’ in terms of levels of important and the remaining two recording ‘somewhat’. One participant suggested the use of Pound Road West. Another participant asserted there may be a potential impact to traffic flows during peak periods and that industrial vehicles should have priority to ensure deliveries are not affected. One participant advised that the truck haulage routes may create congestion and another advised that this is a high use area for trucks.

2.2.2 Site facilities

Six participants responded to this prompt with three of the six recording ‘neutral’. The remaining three answers were ‘not at all’, ‘low’ and ‘somewhat’. Only two participants provided written comments with one suggesting the site facilities be located near Pound Road West and the other comment requesting that it not be located near their facilities.

2.2.3 Noise

Six participants provided responses and they were equally split between ‘low’ and ‘neutral’. Only one participant provided a comment advising noise was not an issue and dust was more likely to be a concern.

2.2.4 Lighting

Five participants provided feedback with two participants indicating it was ‘somewhat’ important and the remaining three were ‘low’, ‘neutral’ and ‘very’. Two participants provided comments with one advising lighting was not an issue and the other suggesting the bridge structure would need good lighting at night.

2.2.5 Design treatments

Three participants responded to this prompt with rankings of ‘very’, ‘neutral’ and ‘low’. Two comments were provided with one participant suggesting the hybrid option that combines both types of bridge structure as it would be visually more appealing. The other comment asserted that the design is a very important opportunity for Abbott’s Road particularly for future off road cycling connections along Abbott’s Road.

2.2.6 Vegetation

Four participants provided feedback on the level of importance of vegetation with two indicating 'neutral' and the other responses 'very' and 'low'.

3 Facilitator observations

Overall there was a high level of support for the project and the final design option. In particular, the lead facilitator and table hosts observed the following:

- Participants feel there has been a genuine engagement process since the project changed its consultation approach in March 2016. There are greater levels of trust between the project team and the stakeholders in comparison to the first Industry Forum because of the extensive engagement undertaken by LXRA.
- None of the initial concerns discussed during the first Industry Forum such as distrust in the process or lack of engagement were raised in the second Industry Forum.
- The BLG has been a useful connection between the project team and the broader stakeholders in the project area. The BLG would like to continue as a group beyond the Abbots Road project.
- Unlike the first Industry Forum where participants expressed dissatisfaction with LXRA's approach, the nature of the discussions between the project team and participants were collaborative and focussed on improving the final solution. The atmosphere in the room was friendly and there were many two-way discussions between the project team and participants.

4 Key considerations for a future Alliance

A positive working relationship has been established between the LXRA and the local stakeholders who are impacted by the project. It is important that a future Alliance:

- Keeps the two-way communication channels open and provides advance warning of any planned disruptions.
- Continues to work with impacted stakeholders during the construction to ensure property access and car parking are not impacted.

- Considers designing a hybrid viaduct and reinforced earth walls bridge structure.
- In deciding the location for haulage and construction access routes, be mindful of the number of industrial vehicles and trucks making deliveries in the area.
- In determining where to locate site offices or lay down areas, consider using the green fields area between Pound Road West and Remington Drive.
- Consider ways to minimise dust during construction, as it could cause issues for some businesses close to the construction area.
- In finalising its proposal to deliver the project, maintains the trust with the community by providing an opportunity to obtain feedback on the final design and construction approach.

5 Session evaluation

To evaluate the success of the forum and to improve future sessions, participants were invited to complete an evaluation form. In total seven participants completed the evaluation. Participants circled the most appropriate response:

<i>Poor</i>	<i>Fair</i>	<i>Satisfactory</i>	<i>Good</i>	<i>Excellent</i>
Quality of information: How well did we describe what we needed to?				
			3	4
			43%	57%
Use of time: How well did we use our time?				
			5	2
			71%	29%
Participation: How well did we do on making sure everyone was involved?				
	1	2		4
	14%	29%		57%
Facilitation: How well was the workshop run on the day?				
			3	4
			43%	57%
Organisation: How well was the workshop advertised and managed?				
			2	5
			29%	71%

Appendices

Appendix A: Agenda

Abbotts Road Industry Briefing 2

12.00 – 2.00pm

Friday, 21 October 2016

The Rosewood Room, Punt Hill Hotel,
153 – 167 Lonsdale Street, Dandenong

TIME	AGENDA ITEM	WHO
11.45 – 12.00pm	Arrival and registration	All
12.00 – 12.10pm	Welcome and introductions	Gabrielle Williams, MP
12.10 – 12.20pm	Project overview and update	Bernhard Held, <i>Senior Project Manager</i> , LXRA
12.20 – 12.30pm	Phase 1 and 2 Consultation Findings	Erin Tainsh, Stakeholder Relations and Communications Manager, LXRA
12.30 – 12.35pm	BLG member reflection on project	Paul Harding BLG member
12.35 – 1.00pm	Abbotts Road design solution and construction methodology	Bernhard Held, <i>Senior Project Manager</i> , LXRA
1.00 – 1.20pm	Small Group Discussion 1 (~20 min) <i>“What are your initial reactions to the rail bridge?”</i>	Niamh Moynihan, Capire Consulting Group / ALL
1.20 – 1.45pm	Small Group Discussion 2 (~25 min) <i>“What should the Alliance consider in its design and construction of the rail bridge?”</i>	
1.45 – 1.55pm	Next Steps Project stages, approvals and works time frame Phase 3 Consultation	Bernhard Held, <i>Senior Project Manager</i> , LXRA Erin Tainsh, Stakeholder Relations and Communications Manager, LXRA

1.55 – 2.00pm	Wrap up, thank you and close	Gabrielle Williams, MP
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Appendix B: Participant worksheet

FEEDBACK FORM

The Abbotts Road level crossing will be removed as part of the Victorian Government’s commitment to remove 50 dangerous and congested crossings across Melbourne.

Through-out this year we have been engaging with local community members, business owners, employers and employees to determine a preferred solution for this project.

You are invited to use this feedback form to make notes and provide feedback on the two bridge structure options for the elevated rail solution. We would also like to know what you think the construction impacts are that need to be considered by a future alliance when planning for the construction of the process.

This feedback is really important and will be provided to the successful proponent to inform their detailed design process for the project.

Please leave your completed Feedback Form with one of the team.

About you

(Tick as many that apply)

-
- Landowner
 - Business owner (please provide business name)
 - Local Government representative
 - Resident (tenant or owner)

- Commuter (road / rail)
- Other

Discussion 1: What are your initial reactions to the rail bridge?

Viaduct

Reinforced earth walls

General comments

Discussion 2: What should the Alliance consider in the design and construction of the rail bridge?

1. Truck haulage routes

How important is this to you?

<i>Not at all</i>	<i>Low</i>	<i>Neutral</i>	<i>Somewhat</i>	<i>Very</i>
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2. Site facilities

How important is this to you?

<i>Not at all</i>	<i>Low</i>	<i>Neutral</i>	<i>Somewhat</i>	<i>Very</i>
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3. Noise

How important is this to you?

<i>Not at all</i>	<i>Low</i>	<i>Neutral</i>	<i>Somewhat</i>	<i>Very</i>
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4. Lighting

How important is this to you?

Not at all	Low	Neutral	Somewhat	Very
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5. Design treatments

How important is this to you?

Not at all	Low	Neutral	Somewhat	Very
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6. Vegetation

How important is this to you?

Not at all	Low	Neutral	Somewhat	Very
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7.

How important is this to you?

Not at all	Low	Neutral	Somewhat	Very
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8.

How important is this to you?

<i>Not at all</i>	<i>Low</i>	<i>Neutral</i>	<i>Somewhat</i>	<i>Very</i>
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Appendix C: Feedback form

Meeting evaluation

To evaluate the success of this workshop and to improve future sessions, we invite you to complete this evaluation form. Please use the following ratings and **circle the most appropriate response**:

1 = Poor 2 = Fair 3 = Satisfactory 4 = Good 5 = Excellent

Quality of information: How well did we describe what we needed to?

1	2	3	4	5
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Use of time: How well did we use our time?

1	2	3	4	5
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Participation: How well did we do on making sure everyone was involved?

1	2	3	4	5
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Facilitation: How well was the workshop run on the day?

1	2	3	4	5
---	---	---	---	---

Organisation: How well was the workshop advertised and managed?

1	2	3	4	5
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LXRA Abbots Road Community engagement

Please indicate how you feel about the following:

	Strongly agree	Agree	Neutral	Disagree	Strongly Disagree
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Do you think we have successfully reached the relevant people?

Do you feel that the community is better informed now than at the start of the project?

Do you feel LXRA is listening to the community and responding?

Please provide your contact email if you would like to receive further information about the project:

Name:

Organisation:.....

Best contact method / Email

.....