



# Box Hill Tram Terminus Urban Design and Landscape Plan

## Community Engagement Report

November 2023



## Acknowledgement of Country

Suburban Rail Loop East is located on the traditional lands of the Wurundjeri Woi Wurrung People to the north and the Bunurong People to the south. We proudly acknowledge all First Peoples as the Traditional Owners and custodians of the land on which we live and work, and we pay our respect to Elders, past and present.

Suburban Rail Loop Authority celebrates the world's oldest living cultures, and we acknowledge that Traditional Owners have lived sustainably in the region for tens of thousands of years. We respect their connection to Country as ongoing custodians, and their spiritual connection to the land, waterways and stories of this Country.

As we work to transform our public transport network, better connect our suburbs, and reshape how our city grows for future generations, we recognise the rich history and cultural significance of these communities. We acknowledge the traditional trade routes and ceremonial paths that First Peoples have used for millennia to connect and journey across the land we now call Victoria.



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# Introduction

Suburban Rail Loop (SRL) will transform our public transport system and help shape Melbourne into a city of centres. Construction of SRL East is powering ahead, with trains running by 2035 – slashing travel times, easing congestion and creating thousands of local jobs.

SRL East from Cheltenham to Box Hill will deliver six brand new underground stations, opening up access to health, education and employment destinations across Melbourne's east and south east.

The new underground SRL East station at Box Hill will be one of the busiest and most connected stations in Melbourne, located in the heart of Box Hill with two station entrances at Market Street and north of Whitehorse Road.

The SRL East station at Box Hill will be below Whitehorse Road, extending between the Main Street pedestrian mall and the north side of Whitehorse Road.

We are realigning Whitehorse Road to the northern side of the existing road reserve between Nelson Road and Linsley Street. This will create space for us to build a new east-west linear open space reserve, with new pedestrian and bicycling links, in what is currently westbound Whitehorse Road.

SRL provides a major opportunity for the growing hub of Box Hill by making it easier and faster to access the area's thriving retail, education and health services.

Building SRL East is creating up to 8000 direct jobs.





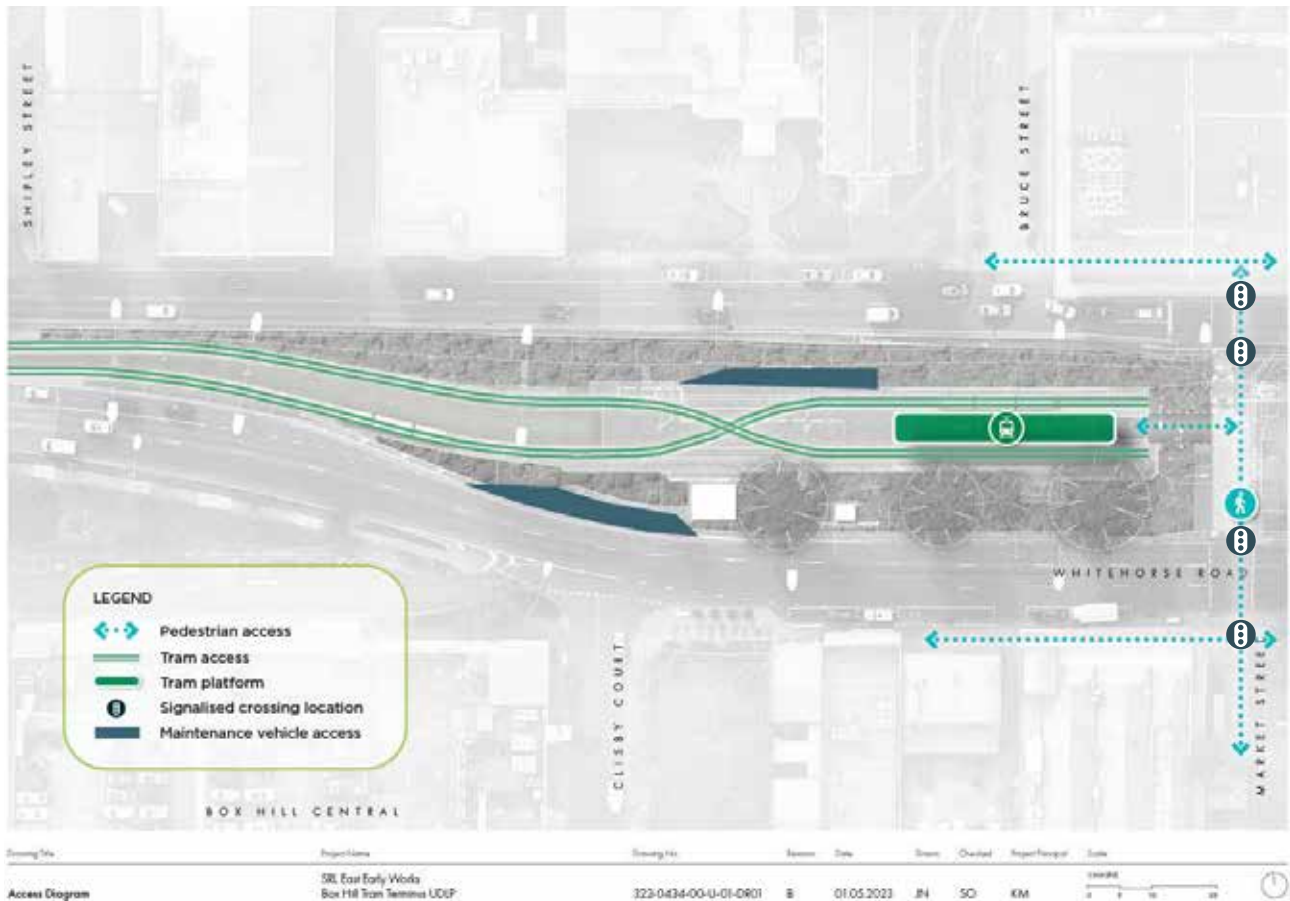


Figure 1: Location of new tram terminus in Box Hill.

## Relocation of the Box Hill tram terminus

We are relocating the existing 109 tram terminus to allow for continuous operations of the tram service during construction of the SRL East station in Box Hill. The terminus will be 40 metres west of its current position - to opposite Bruce Street. When the SRL station is built, the new location of the tram terminus will remove the need for pedestrians to cross the tram tracks to access the north side of Whitehorse Road. This will improve pedestrian and bicycling links between the train, tram and bus services within central Box Hill.

### Urban Design and Landscape Plan

As part of the planning process an Urban Design and Landscape Plan (UDLP) is required to be prepared to the satisfaction of the Minister for Planning in accordance with the SRL East Incorporated Document August 2022 (Incorporated Document) before construction of permanent above ground buildings can begin.

The UDLP presents the proposed design of landscaping, buildings and structures, including the new tram platform and shelter, and strategies to improve the safety and accessibility of the tram terminus for passengers and pedestrians. Feedback from the community consultation was considered in the final Box Hill Tram Terminus UDLP submitted to the Minister for Planning in accordance with the requirements. The UDLP has now been approved.

# Have your say - Box Hill Tram Terminus

From 24 May to 25 June 2023, we collected feedback from the community to inform the design of the new tram terminus.

We asked for feedback on a range of topics, including accessibility, landscaping, weather protection, design and creative elements, amenities, and integration with other nearby transport.

Community feedback was collected via a survey on Engage Victoria.

To support this engagement, we provided information on the Box Hill tram terminus relocation consultation via:

- An advertisement in the Herald Sun
- Social media posts in English, Simplified and Traditional Chinese on Facebook, Twitter (now X) and Multicultural Partner Network
- A community information session at Box Hill Town Hall.

## Community engagement snapshot



— 76 survey responses



— Social media posts reaching more than 35,000 people



— More than 192 registered letters delivered



— More than half of respondents live nearby

## We heard from a range of age groups

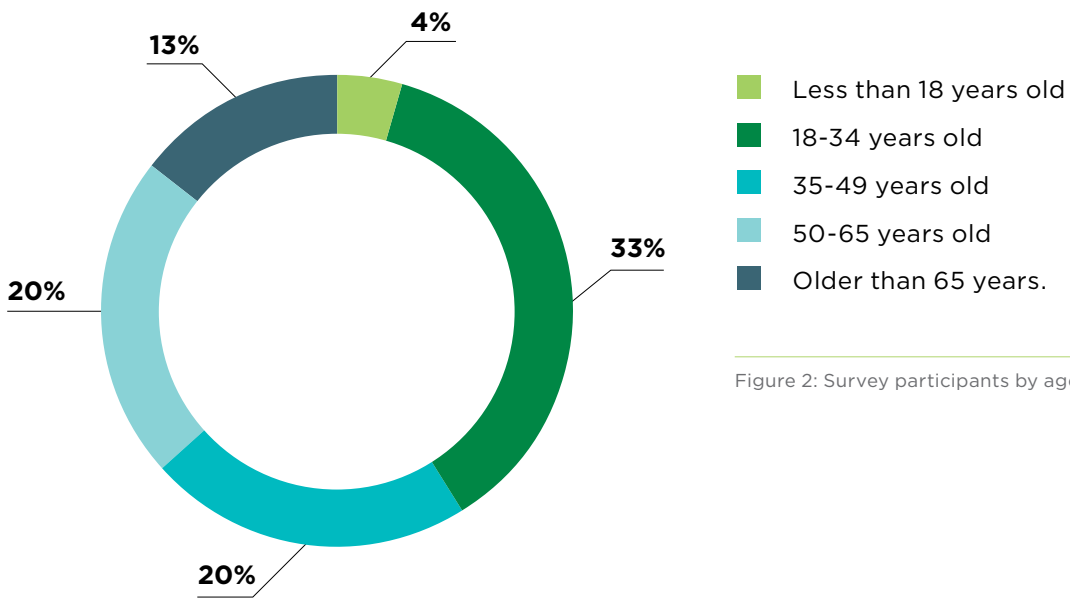


Figure 2: Survey participants by age group.

# Community feedback

We'd like to thank the community for providing their feedback to help inform the final plan for the tram terminus.

## Areas of interest

Following is a summary of key feedback themes identified in responses to the Engage Victoria survey, and direct engagement with community members at a community information session.

The community told us about their design and landscaping ideas for the tram terminus, including the amenities they'd like to see. Concerns were raised about the accessibility and safety of the platform. We heard better weather protection on the platform is needed and respondents want better walking and bicycling connections from the terminus.

Feedback not directly related to the UDLP was collated and will inform future considerations, as relevant.

## Design and landscaping of the tram terminus

### What we heard

Respondents told us	Our response
<ul style="list-style-type: none"><li>— They would like design elements to reflect Box Hill's population and history, including Chinese culture and Indigenous and European heritage</li><li>— They value green space and would like more canopy trees in the area.</li></ul>	<ul style="list-style-type: none"><li>— A separate UDLP will be developed at a later stage for the new SRL station and surrounding public realm, as such the tram terminus design was intentionally kept simple to not pre-empt or contradict the future designs strategy.</li><li>— The new tram terminus will integrate into the current landscape of Box Hill and includes materials that can be easily customised for the future designs.</li><li>— We've kept as many trees as possible, including two mature peppercorns and one elm located south of the new tram terminus due to the value they provide to the streetscape.</li></ul>



## Additional weather protection on the platform

### What we heard

#### Respondents told us

- Longer shelter canopies would provide better protection from wind and rain
- They would like weather protection for connections between the tram terminus and other nearby public transport.

#### Our response

- We have worked closely with Yarra Trams to design the largest shelter canopy possible that allows accessibility and safe tram operations
- The new tram terminus will feature double-sided canopies to protect passengers from wind and rain to both the north and south - improving on the existing tram terminus, which only protects from the north
- Weather protection outside the tram terminus platform is beyond the scope of this plan but can be considered in the design process for the new SRL station and public realm and the future UDLP will take this into account.

## Connectivity with other services

### What we heard

#### Respondents told us

- They are concerned by the distance between the new tram terminus and existing public transport
- They would like additional connections to nearby walking and cycling trails, public transport and retail services.

#### Our response

- The location of the tram terminus was considered as part of the Environment Effects Statement that assessed the SRL East project and was approved by the Minister for Planning prior to this consultation
- Future works will realign Whitehorse Road to the north, creating an east-west linear open space reserve in what is currently westbound Whitehorse Road
- This open reserve will connect the tram terminus and the future SRL station, improving connectivity across central Box Hill
- The new location will mean pedestrians no longer need to cross the tram tracks to get to the north side of Whitehorse Road.

## Ensuring a safe tram user experience

### What we heard

#### Respondents told us

- They are concerned about the potential for antisocial behaviour on the platform.

#### Our response

- The tram terminus will include 24-hour CCTV coverage and lighting, with the design ensuring visibility of the platform and surrounds to avoid hidden/dark spaces
- The need for Police and Protective Services Officer presence on the platform will be determined by Yarra Trams as an operational matter.

## Suggestions for additional amenities

### What we heard

#### Respondents told us

- Facilities including extra seating, digital departure boards, bike hoops, Myki machines, and extra bins will improve the amenity of the new tram terminus
- They want public toilets and drinking fountains added to the design.

#### Our response

- We have added additional seating and bike hoops next to the pedestrian ramp
- Passenger information displays, Myki machines and rubbish bins will be installed according to Yarra Trams' requirements
- Public toilets can't be included due to limited space but may be considered in the design for the future open space south of the new tram terminus.

## Inclusive access to the tram terminus

### What we heard

#### Respondents told us

- They value accessibility, so all tram patrons, including those with disabilities, can use the new tram terminus
- They are concerned about the lack of disabled parking in the tram terminus design.

#### Our response

- The tram platform and connections were designed to meet Universal Access standards, with extra width and a very low grade (2.5%) to enable wheelchair access alongside pedestrian movements
- All tram patrons will board safely from the platform, with roll-on access to low floor trams
- Accessible pick-up/drop-off spaces for the SRL station and tram terminus are indicatively shown on the SRL East Surface and Tunnel Plans approximately 150m east of the relocated tram terminus on the north side of Whitehorse Road.

## Next steps

All feedback provided as part of the UDLP consultation was considered and informed the final UDLP, which was endorsed by the Minister for Planning on 21 August 2023. The new tram terminus commenced operating from its new location in early November 2023.

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