



What we heard

Community Feedback

December 2019

We've been talking to the local community about our upgrades to the Shepparton Line.

Earlier this year we asked the community to provide feedback on Stage 2 of the Shepparton Line Upgrade.

Stage 2 will deliver more reliable services and allow modern VLocity trains to run to and from Shepparton for the first time.

The community provided feedback on the following aspects of the project:

- platform extensions and improvements at Mooroopna, Murchison East and Nagambie stations
- a crossing loop extension near Murchison East
- up to 59 level crossing upgrades between Donnybrook and Shepparton.

The Shepparton Line Upgrade is funded by the Victorian Government with \$356 million invested in the first two stages of the project.

Further upgrades to support the delivery of nine return services a day for Shepparton will be part of a future third stage of the project.

The Shepparton Line Upgrade is part of the \$1.75 billion Regional Rail Revival program which is upgrading every regional passenger rail line in Victoria.

Project progress

The project has already delivered benefits for passengers on the Shepparton Line, with Stage 1 delivering 10 extra train services a week between Melbourne and Shepparton, a stabling upgrade at Shepparton Station and 29 extra coach services between Shepparton and Seymour.

How we engaged

280

conversations at community information sessions and station pop-ups



669

subscribers received e-news updates



2,000+

visits to the Shepparton Line Upgrade web page during the consultation period



900

letters and fact sheets distributed



10,000+

people reached via Facebook posts



84

detailed survey responses received



We've also shortlisted contractors to deliver Stage 2 of the project, which will enable VLocity trains to run to and from Shepparton for the first time.

These works will provide passengers with more comfortable and reliable journeys, and boost the capacity of the Shepparton Line.

Work is continuing on the business case for Stage 3 of the project, to identify the additional upgrades required to support nine return services each day between Shepparton and Melbourne.

What we heard

We engaged with the Shepparton community at local information sessions, station pop-ups and through letterbox drops, providing information about station upgrades, planning and environmental matters, and potential construction impacts. Below is a summary of what we heard.

Station concept designs



We received positive feedback on the **platform extensions** at Mooroopna, Murchison East and Nagambie stations. People understand the need to accommodate the longer VLocity trains.



Sealed **car parking** at Murchison East, Mooroopna and Nagambie stations is welcomed.



Additional lighting and CCTV, accessibility, seating and shelter are priorities for the community.



The community is supportive of the proposed **crossing loop extension** at Murchison East, which will improve service reliability and boost capacity on the line.



There was positive feedback about the **level crossing upgrades** and people welcomed the associated safety benefits.

Safer and better stations



What we heard

Safety is a key priority for the community. Passengers want better lighting, CCTV, and safer pedestrian walkways.

The need for appropriate weather protection is also important to passengers.

Our response

Safety is our first priority, and we will work closely with our construction contractor and other key stakeholders to ensure the safety of workers and the community during the upgrade.

The platform extensions at Mooroopna, Murchison East and Nagambie will include lighting, CCTV, fencing and new platform shelters. Extending the platforms at these stations will also make it easier and safer for people to get on and off the train.

We're also upgrading footpaths connecting the platforms to the car parks to ensure they are accessible for all.

We're upgrading up to 59 level crossings between Donnybrook and Shepparton to improve safety for train passengers, road users and pedestrians.

Train service disruptions



What we heard

Minimising service disruptions during construction is important to people.

Passengers would like advance notice of disruptions and to be informed of any service changes.

During disruptions, an effective coach replacement service is important, with requests to minimise replacement services along the line.

Access to station parking throughout construction is also a priority.

Our response

We are committed to minimising disruptions to train services as much as possible during construction.

We'll make sure passengers are notified ahead of time about replacement services when these are needed, and the community is kept informed of any other disruptions such as traffic or access changes.

When trains are not running because of critical construction work, there will always be coach replacement services available.



Community engagement



What we heard

People highlighted the importance of community feedback and knowing how feedback has been taken into consideration through the different stages of the project. The community wants to be involved and receive regular updates.

Our response

We're committed to ongoing engagement with the community and using local knowledge to inform our project. Feedback has and will continue to play an important role in the planning and development of the upgrade.

Construction impacts



What we heard

The community is concerned about impacts relating to level crossing upgrades. The local community want to be given plenty of notice of works so they can plan ahead.

Our response

Level crossing upgrades are expected to have minimal impact on nearby residents.

We will always notify the community in advance of construction works or short-term road closures.

We'll use a range of measures to manage potential impacts during construction, such as using water sprays for dust suppression.

The project's Traffic Management Plan will ensure the safety of pedestrians and motorists during works.

Environment



What we heard

Minimising vegetation removal and ensuring revegetation is undertaken using local native plants is important to the community.

The community is interested in retaining, protecting and enhancing flora and fauna as well as local wildlife habitats along the Shepparton Line.

Our response

We'll manage construction in line with the relevant environmental and planning laws and guidelines to ensure we minimise any effects on flora and fauna.

We will minimise impacts to the environment in accordance with our Environmental Management Framework as well as offset any native vegetation removed.



Other feedback

Some of the feedback we received was related to other stages of the Shepparton Line Upgrade.

Questions focused on the infrastructure upgrades to enable more services and improving connections between rail and coach services.

Stage 1 of the Shepparton Line Upgrade has already delivered additional train and coach services, to provide improved transport connections and give passengers more travel options. Hundreds of passengers each week are enjoying the additional services introduced in April 2019 as part of Stage 1 of the project.

Upgrades to enable more services on the Shepparton Line will be part of Stage 3 of the Shepparton Line Upgrade.



Thank you

We'd like to thank everyone who provided feedback on the Shepparton Line Upgrade. Your feedback will be considered in the planning and design process and we look forward to consulting with the community throughout the project.

What's next on Stage 2

2020

Procurement and construction

The contract will be awarded for Stage 2 of the Shepparton Line Upgrade mid-2020 and construction will commence by the end of the year.

Work is continuing on the business case for Stage 3.

2022

Completion of Stage 2*

The target completion date for Stage 2 is late 2022.

*subject to planning and environmental approvals

To receive updates on the Shepparton Line Upgrade subscribe to the eNews at regionalrailrevival.vic.gov.au/Shepparton

More information

To find out more about Regional Rail Revival:

 regionalrailrevival.vic.gov.au

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