

# Community Consultation Report

Doncaster Park and Ride

May 2025

**BIG BUILD**

**EASTERN BUSWAY**

**What we  
heard**

**Urban Design and  
Landscape Plan**





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About this report

We’re upgrading Doncaster Park and Ride to connect with the new Eastern Busway.

Buses will travel as fast as 100km/h, cutting trip times by up to 30% for more than 6 million passengers a year.

A new park and ride at Bulleen, together with upgrades to Doncaster Park and Ride, will double the number of car parking spaces for express bus services to and from the CBD. New and upgraded walking and cycling connections to both park and rides, including connections to Koonung Creek Trail, will also be built.

Bulleen Park and Ride opened to passengers in 2023, ready for Doncaster Park and Ride to close for upgrades from early 2025.

Before major construction starts at Doncaster Park and Ride, we asked the local community and bus passengers to help shape key elements of an Urban Design and Landscape Plan.

We asked for feedback on the building design, landscape design, walking and cycling connections, services for passengers and improved access for cars.

The plan also explained how the design meets strict requirements developed through community consultation for an Environment Effects Statement.

The plan was on exhibition from 4 to 24 September 2024, and we received 247 submissions.

This report includes a summary of what we heard, and how it helped refine the Urban Design and Landscape Plan, ready for major construction at Doncaster Park and Ride to start.

You can see the final Urban Design and Landscape Plan at: [bigbuild.vic.gov.au/doncaster-park-and-ride-udlp](http://bigbuild.vic.gov.au/doncaster-park-and-ride-udlp)

Community consultation timeline

North East Link will connect the M80 Ring Road in Greensborough to the Eastern Freeway in Bulleen, reducing congestion and slashing travel times. As part of this massive program of works, we're upgrading the Eastern Freeway including a new Eastern Busway to make travel in Melbourne's east quicker and easier.

2017

**Strategic planning**  
Understanding the traffic and transport problems North East Link needs to solve, including overhauling the Eastern Freeway and improving public transport, walking and cycling.

10,000+ pieces of feedback

2018/19

**Environment Effects Statement (EES)**  
Developing a reference design and setting requirements the final project designs must meet. These include an Urban Design Strategy and Environmental Performance Requirements.

3500+ pieces of feedback  
870+ submissions

2024

**Urban Design and Landscape Plan (UDLP)**  
Showing how the project design for the upgraded Doncaster Park and Ride meets the requirements community helped develop through the EES and refining key elements ready for major construction to start.

247 submissions

Other UDLPs

Designs for the Eastern Busway are being exhibited in stages.

- Designs for the new Bulleen Park and Ride were exhibited in 2021 and approved in 2022.
- Designs for the first stage of the busway lanes from Doncaster Road to Burke Road were exhibited in the Eastern Freeway Upgrades – Burke to Tram UDLP in 2023 and approved in 2024.
- Designs for the final stage of the busway lanes from Burke Road to Hoddle Street will be on exhibition in 2025.

Cover image: Artist's impression of upgraded Doncaster Park and Ride and new Eastern Busway connection under Doncaster Road  
This page: Artist's impression of new Eastern Busway lanes, Bulleen



# Engagement

## Communication

How we let people know the Doncaster Park and Ride UDLP was on exhibition

**1+ million**  
people reached through social media and online advertising

**22,300**  
postcards sent to residents and businesses in the local area

**11,355+**  
subscribers received email updates

**500+**  
information packs delivered to residents near the park and ride

**240+**  
residents visited at home

**6**  
pop-up information events at Doncaster and Bulleen park and rides

**3**  
information sessions at the Project Information Centre

## Engagement

Who was interested to know more about the project design and the UDLP

**39,640+**  
visits to the UDLP online at [engage.vic.gov.au](https://engage.vic.gov.au)

**4580+**  
visits to Big Build Roads web pages

**75+**  
people came to an information display and spoke with our team

## Feedback

Who made a submission

**242**  
community members and park and ride users

**3**  
local councils

**2**  
government agencies

# Key changes made

## In response to submissions received, the UDLP now includes

### Improved building designs

Architectural screens, patterned concrete and a more muted colour palette.

### Simpler Drop and Go zone

An easier to use layout for cars and pedestrians, improved traffic flow and more space for trees and plants.

### Extra facilities for passengers

A bicycle repair station, drinking fountain and seats near the Drop and Go zone where trees will provide shade.

### More trees and plants

To help screen the car park building, passenger services building and noise wall.



Artist's impression of exhibited design



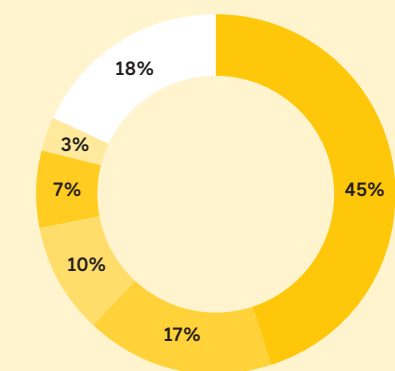
Artist's impression of updated design



# Who we heard from

## Where you live

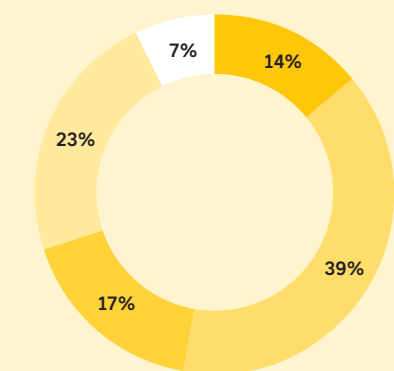
Most people live in the local area



- 45% - Doncaster
- 17% - Balwyn North
- 10% - Templestowe Lower
- 7% - Doncaster East
- 3% - Templestowe
- 18% - Other

## How often you use the park and ride

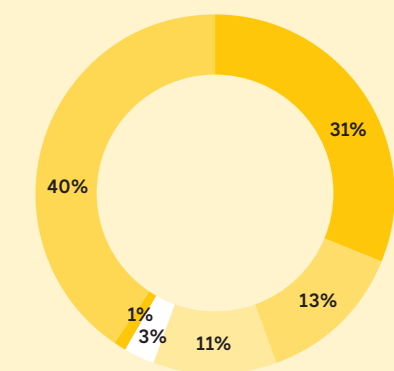
Most people use the park and ride regularly



- 14% - Daily
- 39% - A few times a week
- 17% - A few times a month
- 23% - A few times a year
- 7% - Never

## How you get there

Most people use a mix of ways to travel to the park and ride



- 31% - Drive a car and park
- 13% - Catch a bus
- 11% - Walk
- 3% - Get a lift in a car
- 1% - Ride a bicycle
- 40% - A mix of these ways

## How you gave us your feedback

People could give feedback on the Urban Design and Landscape Plan with a short survey or use their own format. Of the 242 community submissions, 229 (95%) used the short survey.

# Your feedback

Overall, people felt the upgrades would make the park and ride easier for cars to use.

People also felt the building designs, new trees and plants, upgraded facilities for passengers and new connections for pedestrians would improve the park and ride.

Although people were unsure if the upgrades would make the park and ride easier for cyclists to use, people who already ride a bike were much more likely to agree the upgrades would improve their trip.

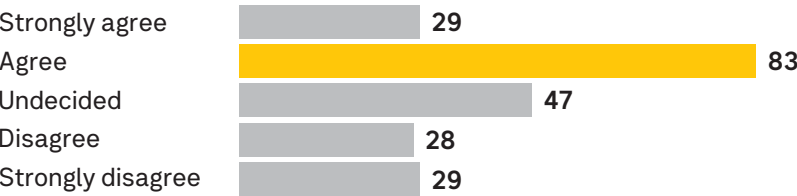
Many of the people who answered disagree or strongly disagree to the questions about the building design and facilities for passengers commented on the number of car parking spaces.

70% of people who ride a bike to the park and ride now agreed the upgrades would improve their trip.

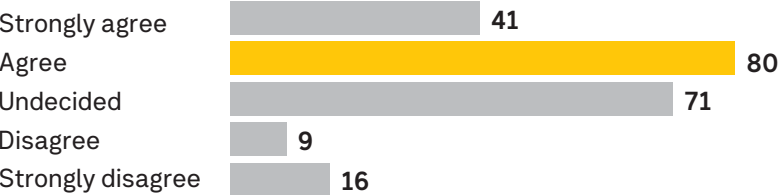
### A note about numbers

Not all survey questions were compulsory. Numbers shown are for responses received.

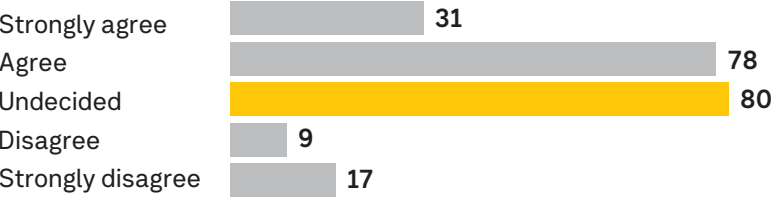
### The park and ride will be easier for cars to use



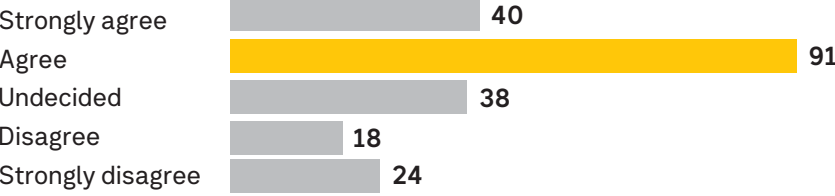
### The park and ride will be easier for pedestrians to use



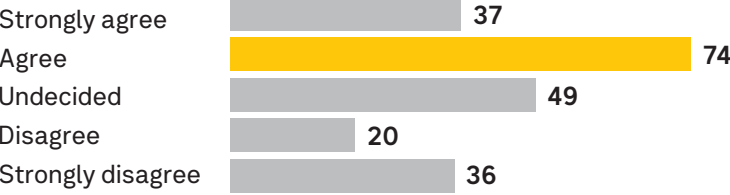
### The park and ride will be easier for cyclists to use



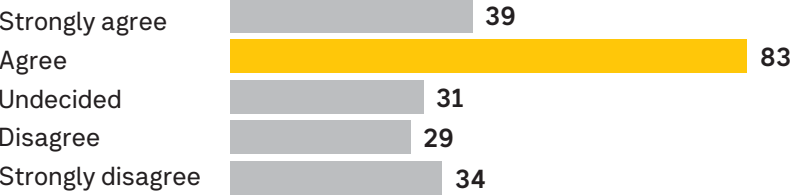
### The landscape design will make the park and ride more welcoming



### The building design will improve people's experience using the park and ride



### The new facilities for passengers will improve people's experience using the park and ride





# Access for cars

While many of you agreed the new car park exit and Drop and Go zone will make Doncaster Park and Ride easier to use, we heard you were concerned about congestion here.

The UDLP exhibited for feedback showed a new car park exit and Drop and Go Zone on Hender Street to keep cars away from the bus platforms.

One-way local road access at the corner of Hender Street and Finlayson Street was also proposed to keep traffic from the park and ride off local roads nearby.

In response to your feedback, we've simplified the Drop and Go zone with:



One exit lane instead of two, so cars don't need to stop and merge.



All passengers using the main kerb, so a traffic island and crossing isn't needed in the middle.

Both these changes will make the Drop and Go Zone easier for cars and pedestrians to use and improve traffic flow. The simpler layout also creates more room for trees and plants.



The drop-off zone is definitely a fantastic addition to the park & ride.

Doncaster resident



Artist's impression of new car park exit and Drop and Go zone

# Other things you asked us to consider

## Congestion on Doncaster Road, particularly at the High Street and Hender Street traffic lights

The upgrades to Doncaster Park and Ride are being delivered at the same time as upgrades to the Eastern Freeway. We'll:

- rebuild Doncaster Road bridge with new lanes and better traffic signalling so more cars can move through more quickly
- coordinate the lights at Doncaster Road bridge, High Street and Hender Street to improve traffic flow along Doncaster Road
- build new busway lanes for the park and ride under Doncaster Road to take city buses off Doncaster Road.

These changes will all work together to keep traffic moving on Doncaster Road.

## A car park entry on Hender Street and a car park exit at the High Street lights

We looked at these options, and a car park entry at the High Street lights with a separate exit on Hender Street is the best design solution.

Separating cars out over both intersections reduces reliance on the High Street lights and improves traffic flow on Doncaster Road.

It also means cars leaving the car park don't need to drive across the bus platforms, which would be difficult for drivers and delay buses.



I am concerned if the new traffic lights at Hender St will increase congestion at that very busy intersection.

Mitcham resident

## Congestion at the car park entry and exit

The upgrades consider the number of parking spaces in the multi-level car park, increases to bus services, and more people using the Drop and Go zone. Even with the extra parking spaces, and twice as many buses and drop and go trips as today, the park and ride entry, exit, and Drop and Go zone will all still work well.

## Congestion on other roads nearby from the new one-way access at Hender Street

We've looked closely at how traffic moves about the local area.

Many people already avoid using Hender Street to get to Doncaster Road and use the traffic lights at Pettys Lane for safer right turns instead. The small amount of local trips that will switch to using Harcourt Street or Pettys Lane to get to Doncaster Road is not enough to cause congestion.



Artist's impression of new Doncaster Road bridge and Eastern Busway

A wider Doncaster Road bridge, better traffic light signals, and new Eastern Busway lanes under Doncaster Road will improve traffic flow on Doncaster Road.










# Building and landscape design

We heard you wanted the buildings to better suit the local area, with softer colours and more trees and plants, particularly on Hender Street. We also heard you were concerned the green walls would take too long to grow or would not provide consistent or reliable cover over time. You also asked for some additional facilities.

The UDLP exhibited for feedback had a new multi-level car park and passenger services building with green walls for climbing plants, a bright yellow feature colour, a new 530m<sup>2</sup> forecourt and new trees and plants.

“Using bright yellow doesn’t blend this structure into the neighbourhood area. Don’t use bright colours, use textures and artwork.”  
Balwyn North resident

In response to your feedback, the final design now includes:

-  More trees and plants in front of the car park building for better green screening than climbing plants on the walls.
-  Architectural panels on the car park building for extra screening that will be instant, consistent and reliable over time.
-  Patterned concrete walls in a neutral tone on the sides of the car park building and passenger services building. The yellow colour has also been softened in other areas.
-  Trees planted closer to the passenger services building and more plants in garden beds.
-  Noise wall moved closer to the bus platforms for more space for more plants on the Hender Street side.
-  Seats for the Drop and Go zone close to where trees will provide shade.
-  A drinking fountain in the forecourt.



“Really appreciate having a staffed office and waiting area that makes waiting for a bus safer at night.”  
Mitcham resident



## Other things you asked us to consider

### More car parking spaces

The upgrades at Doncaster and the new park and ride in Bulleen double parking spaces for the new Eastern Busway.

As well as building new parking at Doncaster, we’re building new lanes to the busway and tripling platform space for express and connecting services. To create space for more parking at Doncaster we’d need to build up with extra levels or build out by acquiring land. Building up would be a poor visual outcome for the area. Building out would require homes.

Building the second park and ride in Bulleen with 370 parking spaces, and using the space available at Doncaster for 435 multi-level spaces, new busway lanes and platform space, is the best way to double car parking while also improving bus services.

### Cover to protect passengers from sun, rain and wind

Canopies will provide good protection from the weather and meet Australian standards. They will also meet specific standards for wind-driven rain.

### Keeping existing trees and planting new indigenous or native species

To upgrade Doncaster Park and Ride, around 100 trees need to be removed. These will be replaced with over 150 new native and indigenous trees. We’ll also plant more than 20,000 drought-tolerant plants and grasses.

To help the new trees and plants adapt to local conditions and establish well, they will be planted while they are still young.

### Adding a shop, café, library, playground or other facilities

The upgrades have been carefully designed to stay within the same area as the existing park and ride to avoid the need to acquire homes or impact Koonung Creek.

The space available has been used to connect the park and ride to the new Eastern Busway for faster trips, build extra bus platforms for future service improvements, increase parking for cars and bicycles, improve access for pedestrians and cyclists and provide essential services for passengers.

Adding extra facilities, such as a shop or café, would likely reduce car parking spaces for bus users, and also require other elements of the upgrades to be reduced.

“The green walls will take years to grow.”  
Doncaster resident



# Access for pedestrians and cyclists

The UDLP exhibited for feedback had new and upgraded connections for pedestrians and cyclists to the park and ride from Koonung Creek Trail, Doncaster Road and Hender Street. The existing Parkiteer was also moved to the new passenger services building.

We heard you wanted to encourage more people to walk or ride a bike to the park and ride, and for the park and ride to feel safe to use.

In response to your feedback, the project design now includes:

-  A bicycle repair station near the Parkiteer.
-  Bicycle hoops at each entry point located undercover for protection from the weather.
-  Large windows at the Parkiteer for safer views in and out.



Artist's impression of new forecourt, passenger services building and multi-level car park



Artist's impression of new Doncaster Road bridge and Koonung Creek Trail underpass

## Other things you asked us to consider

### More bicycle parking

The 26 Parkiteer spaces and the 28 new bicycle hoops more than double the number of existing bicycle parking spaces and will support a significant increase in people who ride a bicycle to the park and ride.

There is also space for more bicycle parking to be built in the future if needed.

“

More bicycle parking less cars, actually encourage active transport.

Doncaster resident

### Parkiteer spaces for different bicycle types, including heavier e-bikes and trailers

This level of design detail isn't part of the UDLP, but will come next.

We've taken this feedback on board and the Parkiteer will have wall and ground level parking spaces to suit different types of bicycles.

### More connections for pedestrians and cyclists

The upgraded park and ride will connect with 11 km of upgrades to Koonung Creek Trail for the first stage of the Eastern Freeway Upgrades – Burke to Tram. The new Doncaster Road bridge will also make it easier to walk or cycle to the park and ride. There will be shared use paths along both sides of the bridge and easy access from the new underpass to the park and ride.

### CCTV and lighting for safety

The upgraded park and ride will be staffed during operating hours and have CCTV 24/7 and lighting throughout that meets Australian standards.

The upgraded Doncaster Park and Ride will connect with upgrades to Koonung Creek Trail including a new connection under Doncaster Road.





## Construction

The Urban Design and Landscape Plan was approved by the Minister for Planning in May 2025, ready for major works to upgrade Doncaster Park and Ride to start.

### Find out more

For more information, or to sign up for updates, visit [bigbuild.vic.gov.au/projects/roads/eastern-freeway-upgrades](https://bigbuild.vic.gov.au/projects/roads/eastern-freeway-upgrades)

### To talk to us

Drop in to our Project Information Centre

284 Doncaster Road  
Balwyn North  
Tuesday, Wednesday  
and Thursday  
9am to 3pm

[contact@bigbuild.vic.gov.au](mailto:contact@bigbuild.vic.gov.au)

Call us on **1800 105 105**

Our phone line is open 24 hours a day, seven days a week.

Artist's impression of multi-level car park at Doncaster Park and Ride

[bigbuild.vic.gov.au/roads](https://bigbuild.vic.gov.au/roads)

1800 105 105 (call anytime)

[contact@bigbuild.vic.gov.au](mailto:contact@bigbuild.vic.gov.au)



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