

Artist's impression of Bulleen Park & Ride



Bulleen Park & Ride

Urban Design and Landscape Plan

Consultation Report



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Project overview

As part of the North East Link Project’s massive overhaul of the Eastern Freeway, we’re building Melbourne’s first dedicated busway.

The new busway will cut commute times by up to 30 per cent and deliver a new park and ride in Bulleen and an upgraded park and ride in Doncaster.

We’ve identified a better solution and location for Bulleen Park & Ride than the one originally shown in North East Link Project’s Environment Effects Statement (EES). Building the Bulleen Park & Ride to the east of Thompsons Road four years earlier will ensure it’s finished before major works start on North East Link, avoiding disruptions for residents and businesses, passengers and motorists. A temporary park and ride at Doncaster is no longer needed, further reducing disruption in the north east. There are also more opportunities to look at how the space initially considered for Bulleen Park & Ride, where Boroondara Tennis Centre is now, can be used once North East Link opens.

In late 2020, an Urban Design and Landscape Plan (UDLP) for Bulleen Park & Ride was on public exhibition. This report outlines engagement with the community and key stakeholders, feedback and suggestions raised through the UDLP submission process and changes made to the design and UDLP as a result.

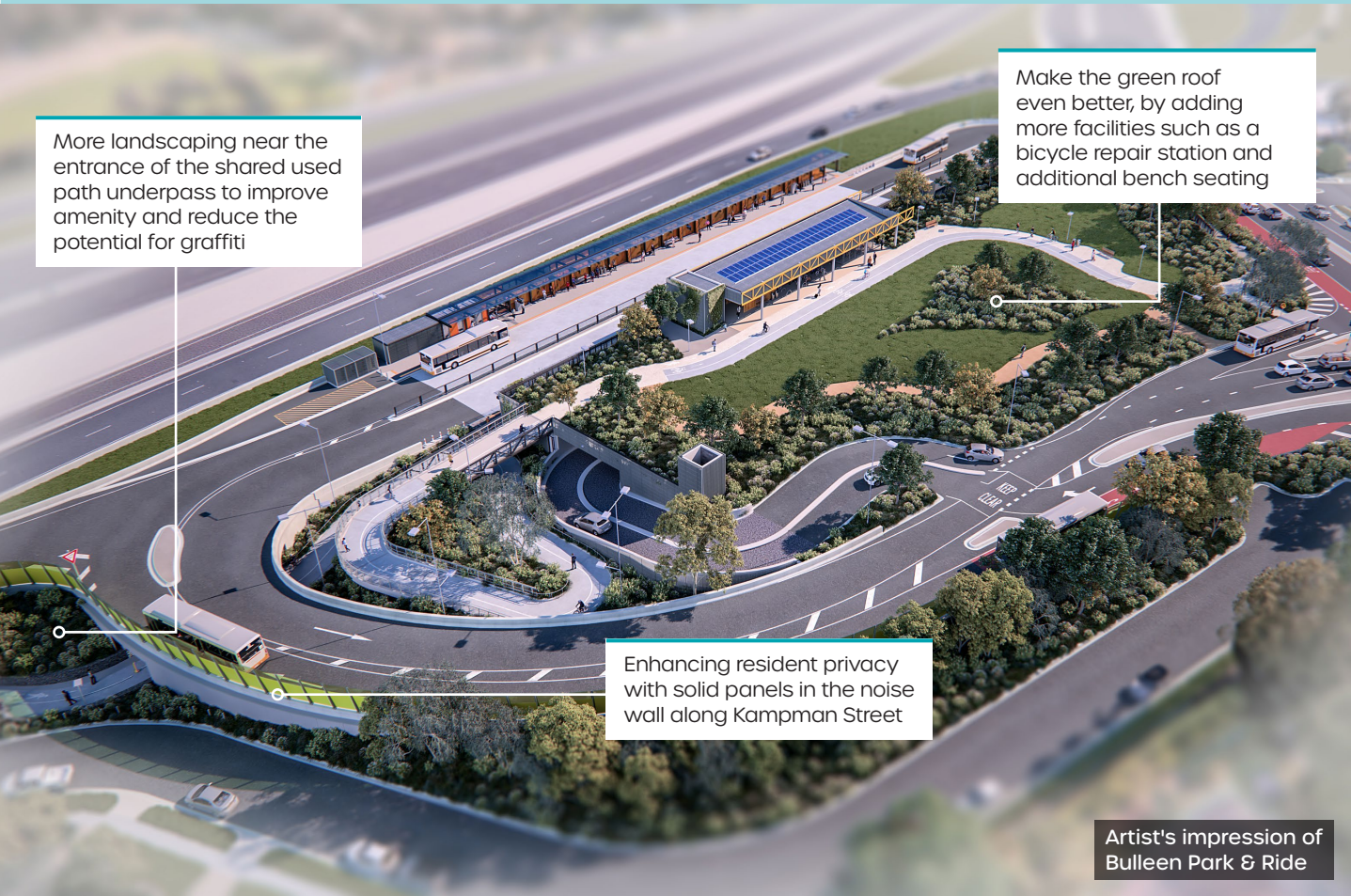
Premium facilities

The new Bulleen Park & Ride will be a premium public transport option for Melbourne’s east, featuring:

-  A state-first green roof for a public transport hub
-  Up to 370 car parking spaces
-  Walking and cycling paths connecting to the Koonung Creek Trail
-  Bike storage
-  Sheltered waiting areas, myki facilities and toilets

What's new

We’ve listened to feedback through the UDLP process and have made some improvements to the design of the new Bulleen Park & Ride.



How we engaged with the community about Bulleen Park & Ride

The UDLP for Bulleen Park & Ride was on public exhibition for 36 days from 2 November to 7 December. This was 15 days longer than required to give people enough time to request and read the information, ask questions and make an informed submission. Over 550 people accessed the UDLP online and 28 people asked for and received a hard copy.

The public exhibition was widely promoted, including in major newspapers, postcards delivered to over 36,000 homes in Bulleen, Doncaster and North Balwyn, emails to key stakeholders and over 10,000 North East Link Project subscribers, as well as social media posts that reached over 120,000 people. We received 35 submissions in total, mostly from nearby residents and members of the wider community.

Due to the ongoing uncertainty of COVID-19 restrictions, there were some limitations on what face-to-face engagement we could do. In line with public health advice, we directly contacted residents living close to the new facility to provide information on the project and offered meetings to discuss the proposed design.

Information and online engagement channels were available on the Engage Victoria website. People could also talk to our team online and over the phone.

Three online information sessions were held with presentations from the project team and time for people to ask questions about the project and the design.



What is an Urban Design and Landscape Plan?

As part of the project's planning and approvals, and before any permanent above ground buildings can be constructed for North East Link, an Urban Design and Landscape Plan (UDLP) must be developed and exhibited for public comment.

The Bulleen Park & Ride UDLP included site layout plans, architectural drawings, landscape plans and a report outlining how the design meets the North East Link's approved Urban Design Strategy (UDS) and Environmental Performance Requirements (EPRs).



26 homes visited



36,700+ postcards delivered



2 adverts in major newspapers



128,000+ people reached on social media



10,400+ project subscribers emailed



7700 visits to online materials



32 people came to 3 online information sessions



5 resident meetings



8 stakeholder meetings



2 CLG briefings



16 contact centre calls



23 emails



114 online questions

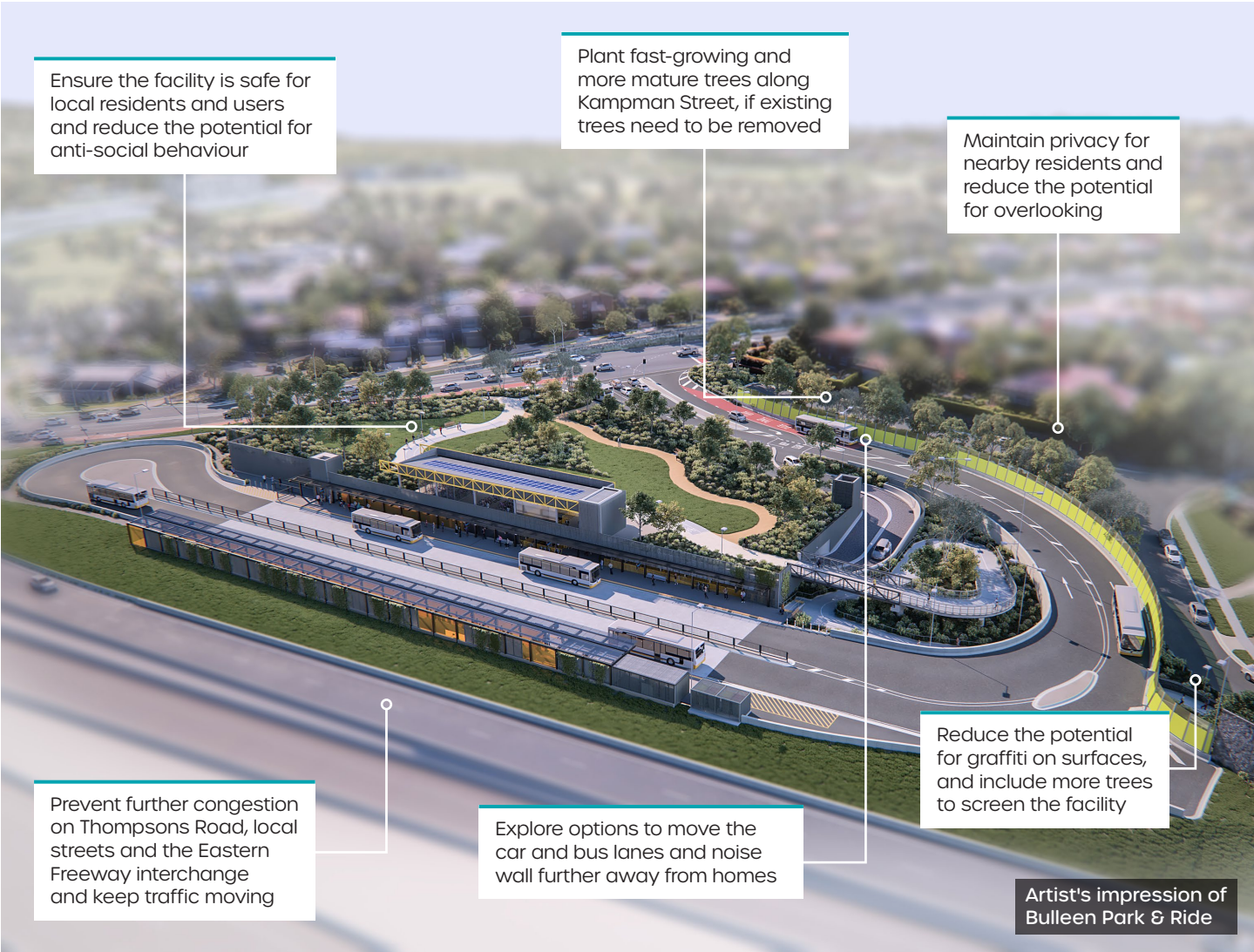


35 submissions received

What we heard

Key themes

A number of themes emerged across our engagement. These themes focused on how the facility should be designed in a way that minimises impacts on locals and commuters.



Feedback raised in submissions

Submissions highlighted that there was support for the project generally. In particular, the benefits unlocked by moving the location and fast-tracking the delivery of the facility were understood and supported by many submitters. Further, the inclusion of the green roof in the design was seen as an innovative way to integrate the park and ride into the site and reduce its visual impact.

Other feedback raised in submissions focused on suggestions to improve the design, as well as highlighted some elements that NEL should consider to reduce potential impacts on locals, drivers, commuters and pedestrians.

The top things raised in submissions and how NEL has considered or responded to these is outlined in the following table.

Who made submissions



Three state government agencies



Three local councils



Two community interest groups



27 community members including 11 nearby residents

Key themes raised	Summary of key issues raised	How we have considered these
Traffic impacts	Potential noise from increased traffic travelling to and from the park and ride. People also wanted to know whether there will be more traffic at the Thompsons Road intersection and if this will lead to queuing and impact people accessing the freeway.	<p>North East Link will redistribute traffic across north east Melbourne, reducing traffic volumes on a number of roads including Thompsons Road. Even with additional bus movements in and around the new park and ride, traffic assessments suggest that there will be less traffic in the area compared to if NEL wasn't constructed.</p> <p>Strict noise requirements for the busway are in place as part of the North East Link's Environmental Performance Requirements (EPRs), which were set during the Environment Effects Statement (EES). The North East Link day-time noise standard is in line with the toughest in the state and additional noise requirements also apply at night.</p> <p>New noise walls along Kampman Street will help protect nearby properties from noise during construction and operation.</p>
Bus operations	People wanted more detail about which bus services will use the park and ride and how it will tie in with existing bus stops and routes, particularly the bus stop on the Eastern Freeway on-ramp.	<p>The buses that use the Eastern Freeway today are among the busiest in Melbourne, with 6 million passenger trips per year and a bus on average every minute in the peak. NELP has worked closely with the Department of Transport (DoT) to design Bulleen Park & Ride so it can cater for additional bus services.</p> <p>DoT – with support from NELP – is leading work to plan improvements to bus services, which would be staged as the North East Link Busway infrastructure is put in place. This includes looking at passenger numbers, service frequency and routes as well as broader network connections. Feedback and questions about bus services during exhibition of the design for Bulleen Park & Ride is being considered as part of this work. More information will be available before the new park and ride opens.</p>
Pedestrian and cycling access from North Balwyn	Residents of North Balwyn felt that the new location for the park and ride will deter them from walking to the facility and proposed an additional pedestrian bridge crossing from North Balwyn, connecting directly to the green roof.	<p>The new site for the Bulleen Park & Ride is approximately 100 metres from the original location proposed in the EES and will not substantially change the walking distance.</p> <p>Upgrades to the Eastern Freeway being delivered as part of North East Link will include a new separated walking and cycling path across the freeway at Bulleen Road which will improve north-south connections between North Balwyn, Bulleen and the greater shared use path network. The community will be able to comment on designs for these walking and cycling paths when detailed designs for the Eastern Freeway upgrades are released.</p> <p>Suggestions for an additional bridge over the freeway around 450 metres to the east between North Balwyn and the Bulleen Park & Ride green roof is not possible. The bridge would need to cross over the Bulleen Road interchange ramps as well as the busway, requiring it to be very long and very high. An area of Koonung Creek parkland would also be required to build it.</p>
Commuter parking overflow	Maintain parking restrictions to stop potential parking overflow.	NELP will continue to engage with Manningham City Council regarding resident concerns about car parking.
Privacy	Some residents on Kampman Street feel the proximity of the facility and transparent noise wall would reduce their privacy.	The design of the permanent noise wall has been changed to improve privacy for residents. A solid section of three metres will prevent overlooking. A section of transparent acrylic along the top one metre of the noise wall has been kept to allow for natural light.
Trees onsite	Retain as many trees as possible along Kampman Street, and plant fast-growing mature tree stock to screen the facility.	NEL will work closely with the construction contractor to determine if any existing trees can be retained, especially along Kampman Street. However, due to the temporary noise wall that will be built along Kampman Street to reduce construction related noise, it is unlikely we'll be able to retain existing trees. Established native trees will be planted along Kampman Street to screen the permanent noise wall that will be built as part of the facility. These trees will be approximately 2.5 metres tall when planted and could be expected to grow up to one metre per year.

Key themes raised	Summary of key issues raised	How we have considered these
Car parking numbers	The proposed 370 car parking spaces is not enough for the amount of people who would use the facility to commute to the CBD and elsewhere.	<p>The new Bulleen Park & Ride, and upgrades to the existing Doncaster Park & Ride, will double the number of car parking spaces for express bus services along the Eastern Freeway and will be a premium facility for all users.</p> <p>Bulleen Park & Ride has been carefully designed to include as much car parking as possible while providing connections to shared use paths and safe storage of bikes, as well as quick drop-off spots for those not parking. People will also be able to catch local buses to the park and ride, and then travel on to their destination.</p> <p>Parking spaces have been laid out to make the most efficient use of all the space available and the slope of the site has been used to include a green roof, with two levels of parking underneath. This maintains a small surface footprint and sits the park and ride within the existing landscape.</p>
Air quality impacts	Increased air pollution due to more traffic in the area and how residents and local schools will be protected, prior to any works commencing. People want to know how the project has assessed this and how impacts will be managed during operation.	<p>Air quality modelling done as part of NEL's EES process found that overall air quality is expected to improve along most surface roads due to a reduction in heavy commercial vehicles and traffic volumes along these roads once the project is complete.</p> <p>At a more local level, the air quality impacts from vehicles using the Bulleen Park & Ride are not anticipated to have a high impact on the local environment.</p> <p>NEL's responsibilities in relation to EPRs for air quality will be verified by an Independent Environmental Auditor for compliance, in consultation with EPA Victoria.</p> <p>The Victorian Government are investing \$20 million to investigate solutions to achieve a zero-emission bus fleet that will deliver clean, sustainable public transport for bus passengers and residents, including those living in Melbourne's eastern suburbs.</p>
Security and safety impacts	Safety of the site at night. People wanted to know what security measures have been considered and will be in place and if this includes 24/7 CCTV and security to ensure the facility is safe.	The design of Bulleen Park & Ride has placed particular emphasis on safety and security. The facility will be staffed by Protective Service Officers and include CCTV. By bringing the Koonung Creek Trail shared use path up and through the green roof, this will provide casual surveillance from users when either walking or cycling.
Graffiti	Potential for graffiti on surfaces.	<p>The finishes and materials for the Bulleen Park & Ride have been designed to be resistant to graffiti as much as is possible. The design includes climbing plants to not only provide a nicer looking facility, but these plants will also reduce surface areas that would be targets for graffiti.</p> <p>Changes have been made since the UDLP was exhibited to reduce the amount of concrete panel near the pedestrian underpass to reduce the risk of graffiti and improve visual amenity. Sections of the concrete panel retaining wall will be replaced with a landscaped area that includes trees and shrubs to further reduce the potential for graffiti.</p>
Communication and engagement	Consultation period perceived as too short, has not given consideration to residents and community expectations have not been supported.	<p>The proposed design for Bulleen Park & Ride was informed by the outcomes of the EES process, which included more than two years of consultation with the community to prepare the strict requirements that must be met for design, construction and operation of NEL, as well as a detailed Urban Design Strategy.</p> <p>The UDLP for the Bulleen Park & Ride was on exhibition for 36-days - 15 days longer than required to allow time for people to view the proposed design and make a submission.</p> <p>NEL offered a number of engagement options to the community, including meetings with the project team where suggestions to refine the design were discussed.</p> <p>Comments received during the UDLP's public exhibition period have been considered by NEL and some design changes have been made based on these comments.</p>

Key themes raised	Summary of key issues raised	How we have considered these
Planning and approvals	A different location for Bulleen Park & Ride than was explained in the EES.	<p>Through the EES process, the previous plans for Bulleen Park & Ride at the original location prevented drivers from turning right onto Thompsons Road and was highlighted as a concern by multiple expert witnesses. The need for a temporary Doncaster Park & Ride to upgrade the existing facility was also considered a significant issue for the project.</p> <p>To address these issues, the alternate location for the Bulleen Park & Ride was proposed and will improve access from all directions. It will also be built in late 2022, four years earlier than originally planned, removing the need for a temporary Doncaster Park & Ride.</p>
Local benefits	Requests for more local facilities including playground upgrades, BBQs and seating on the green roof to benefit the community.	<p>Additional bench seating and a bicycle repair station have been added to the Bulleen Park & Ride green roof design.</p> <p>The type and range of facilities on the green roof have been carefully selected to create a space the community and commuters can use, while not encouraging anti-social behaviour, which was a concern for local residents.</p>
Design of the facility	<p>Requested NEL explore options to redesign the facility, including:</p> <ul style="list-style-type: none"> alter the bus and vehicle access point to be opposite Sandra Street moving the access road through a single access corridor with Thompsons Road that goes underground and leads to the intermediate level of the car park lower Buslink Road and possibly covering it with the green roof in part move the whole facility towards the south-west corner of the site to increase distance from housing. 	<p>During the design development process, a number of options raised by the community were explored and found not to be possible, including these suggestions.</p> <ul style="list-style-type: none"> More than one new signalised intersection: (one for cars and one for buses) within a relatively short distance along Thompsons Road would not meet DoT's performance requirements as queues of vehicles would spill into the adjacent intersection. Placing a vehicle entrance at Sandra Street: It is not possible to locate a vehicle entrance opposite Sandra Street due to operational requirements for Thompsons Road, as well as safety issues caused by close spacing of the three signalised intersections where drivers may incorrectly interpret which set of traffic signals they should obey. Creating an entrance for buses closer that leads to the intermediate level of the car park: Bus vertical clearance is 5.4 metres, while car park vertical clearance is only 2.3 metres. To achieve this clearance and allow buses to enter the intermediate level, the roof of the facility level would need to be significantly higher and would not sit within the landscape as originally designed. There would also be potential flooding impacts from Koonung Creek if the bus access road was lower. Lowering the level of Buslink Road: It is not possible as the level of the green roof would no longer match the height of Kampman Street and fit within the natural slope of the site. It would also result in a loss of car parking space due to requiring more space to accommodate turning buses. Move the facility further south-west: The site is heavily constrained and not large enough to increase the facility's distance from the local residences. The design also had to avoid locating permanent infrastructure over the Melbourne Water sewer easement which runs across the southern part of the site. The park and ride has been designed to sit mostly within the steep slope of the site to lessen its visual impact to nearby residences.
Individual requests	A small number of nearby residents made requests for specific items to reduce potential impacts. These included double or triple glazing of windows, air-conditioning, window cleaning, noise monitoring, security cameras and a security door.	<p>Strict EPRs are in place to manage impacts and disruptions well and without needing to make alterations to nearby properties. Comprehensive noise modelling will be done before works start to inform management and monitoring approaches, including where noise monitoring devices need to be located.</p>

Key design changes





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Project approval

The Minister for Planning approved the Urban Design and Landscape Plan (UDLP) for Bulleen Park & Ride in March 2021.

CPB Contractors have been appointed to build Bulleen Park & Ride.

What's next

Works to build Bulleen Park & Ride will start in the coming months.

We will continue to keep the community informed and reduce the impact of construction of Bulleen Park & Ride as much as possible.

During construction, CPB Contractors will be on the ground speaking with nearby residents and businesses. We'll be holding a number of 'meet the contractor' drop-in sessions in April, to give locals an opportunity to learn more about construction and how works will be managed.

To find out more about the 'meet the contractor' drop-in sessions and to sign up for project updates, head to our website: northeastlink.vic.gov.au

Project timeline



2018 – 2019
Environment Effects Statement (EES) process

Outcomes from EES process led to Bulleen Park & Ride being moved to a better location



November 2020
Bulleen Park & Ride UDLP exhibited

People could view the proposed design and have their say



March 2021
Bulleen Park & Ride UDLP approved

The Minister for Planning assessed and approved the Bulleen Park & Ride UDLP, including changes made in response to submissions



Late April/Early May 2021
Site preparation starts

Work to prepare the site for construction will include building a temporary noise wall along Kampman Street



Late June/Early July 2021
Construction starts

Work to start building the new park and ride is expected to begin



Late 2022
Bulleen Park & Ride opens

Passengers will be catching buses from the brand-new Bulleen Park & Ride before the dedicated busway is complete



Late 2027
North East Link and dedicated busway is complete

North East Link and Eastern Freeway upgrades will be complete, with Victoria's first dedicated busway fully integrated with the Bulleen Park & Ride.

It should be noted that this information is current at the time of publication, however changes may occur. Please visit our website for the latest updates.

Contact us

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