



**REGIONAL  
RAIL  
REVIVAL**



# WHAT WE HEARD

COMMUNITY FEEDBACK ON THE PROPOSED  
DONNYBROOK AND WALLAN STATION UPGRADES

October 2018



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# DONNYBROOK AND WALLAN STATION UPGRADES

The Victorian Government is upgrading Donnybrook and Wallan stations to provide better facilities for the community's growing population.

There will be more car parking, improved security and better access for people, buses and cars.

Improvements to Donnybrook Station include:

- adding 150 new car parking spaces
- new platform shelters
- two new bus bays in the station precinct, including shelters
- improved pedestrian, car and bus access
- improved security with CCTV on platforms and in car parks
- upgrades to Springs Road to improve access for cars and buses.

The Wallan Station upgrade includes:

- adding toilets in the waiting room
- additional bus bays, including shelters
- new platform shelters
- additional bicycle parking.

The city-bound platforms will be extended at each station to accommodate five-carriage loco-hauled trains and six-carriage VLocity trains. This will make it quicker for passengers to get on and off the trains.

Construction at Donnybrook and Wallan stations is scheduled to commence in early 2019 and is expected to be completed in early 2020.

The upgrades to Donnybrook and Wallan stations will be delivered by VicTrack on behalf of Rail Projects Victoria as part of the Shepparton Corridor Upgrade.

## PURPOSE

This report provides a summary of the feedback received as part of our community consultation to support the planning and design of Donnybrook and Wallan station upgrades.

## PLANNING AND APPROVALS

A Planning Scheme Amendment (PSA) is required to secure approval to extend the car park at Donnybrook Station.

A copy of the proposed Planning Scheme Amendment will be available for public comment in October 2018, visit [regionalrailrevival.vic.gov.au/Shepparton/donnybrookwallan](http://regionalrailrevival.vic.gov.au/Shepparton/donnybrookwallan) to view the draft PSA.



# ENGAGING WITH COMMUNITIES

We have developed a detailed engagement framework that outlines activities over the life of the Regional Rail Revival program. This framework captures our commitment to meaningful consultation with stakeholders and communities during the planning, design and delivery phases.

The following core principles guide engagement on all projects, including the Shepparton Corridor Upgrade:

**Early involvement** – initiating community and stakeholder involvement as early as possible so they can help shape elements of each project, including the communication and community engagement processes.

**Transparency and clarity** – informing the community and stakeholders where and to what extent they can influence a decision and where they cannot.

**Adequate time** – to provide the community and stakeholders with the opportunity to participate as fully as possible within the timeframe established.

**Genuine approach** – valuing the knowledge, skills and experience of community and stakeholder contributions to the development of the various Regional Rail Revival projects.

**Flexibility** – acknowledging the right of the community and stakeholders to access and receive information in a way that suits their individual needs.

**Inclusiveness** – the promotion of a two-way dialogue process.

**Mutual respect** – acknowledging the right of each stakeholder and community member to have a say and to be heard.

This framework and its core principles have been applied to consultation on the proposed Donnybrook and Wallan station upgrades.

## HOW WE ENGAGED

During August 2018, we asked the community, passengers and a range of stakeholders to give us feedback on our early plans to upgrade Donnybrook and Wallan stations.

Reflecting Rail Project Victoria's commitment to informing project planning, design and delivery through local knowledge, the consultation incorporated a range of activities to encourage participation and gather feedback about these proposed works.

We shared and gathered information via the Regional Rail Revival website, launched two separate Donnybrook and Wallan online surveys, delivered letters and fact sheets to residents and businesses, interacted with passengers at station pop-ups, and had in-depth conversations at two community pop-ups.

Consultation also involved continued conversations with key stakeholders including councils, government agencies and community groups via meetings, briefings and presentations.

Further information about who we engaged and how we engaged them is provided in Table 1.

An overview of the proposed works and detailed summaries of what we heard about the Donnybrook and Wallan station upgrades is provided in separate sections to follow.





DONNYBROOK AND WALLAN STATION UPGRADE ENGAGEMENT	
ONLINE	<ul style="list-style-type: none"> <li>Two online surveys were launched on the Regional Rail Revival website, one for Donnybrook and one for Wallan. The surveys asked questions about design elements, aspects of planning, environmental considerations and construction impacts.</li> <li>The Donnybrook and Wallan page of the Regional Rail Revival website attracted 789 visits during the consultation period.</li> <li>Four Facebook posts about the proposed works reached 5251 people and 242 subscribers received an e-newsletter update.</li> <li>In total, 120 detailed surveys were submitted, including 88 on Donnybrook and 32 on Wallan.</li> </ul>
INFORMATION	<ul style="list-style-type: none"> <li>Advertising was placed in the <i>Northern Star Weekly</i>, <i>North Central &amp; Whittlesea Review</i> and <i>Whittlesea Leader</i> to promote consultation and encourage online survey submissions.</li> <li>We doorknocked more than 25 properties in Donnybrook to talk about the upgrade.</li> <li>We doorknocked more than 40 properties in Wallan to talk about the upgrade.</li> <li>We also spoke with sales representatives at new housing estates in Mickleham and Kalkallo.</li> </ul>
INTERACTIONS	<ul style="list-style-type: none"> <li>We held four station pop-ups at Donnybrook and Wallan. The project team distributed information and interacted with more than 550 morning and evening passengers in total.</li> <li>We doorknocked and engaged face-to-face with directly affected landowners about the station upgrades and proposed works.</li> <li>We followed-up on doorknocks with letters, fact sheets, phone conversations and face-to-face meetings.</li> <li>We hosted drop-in information sessions at Wallan Olde Time Market and Wellington Square Shopping Centre and spoke to over 160 community members.</li> </ul>
STAKEHOLDERS	<p>We have and will continue to engage with the following government and external stakeholders:</p> <ul style="list-style-type: none"> <li>Transport for Victoria</li> <li>Public Transport Victoria</li> <li>V/Line</li> <li>VicRoads</li> <li>Department of Environment, Land, Water and Planning</li> <li>VicTrack</li> <li>Whittlesea City Council</li> <li>Mitchell Shire Council</li> <li>Victorian Planning Authority</li> </ul>

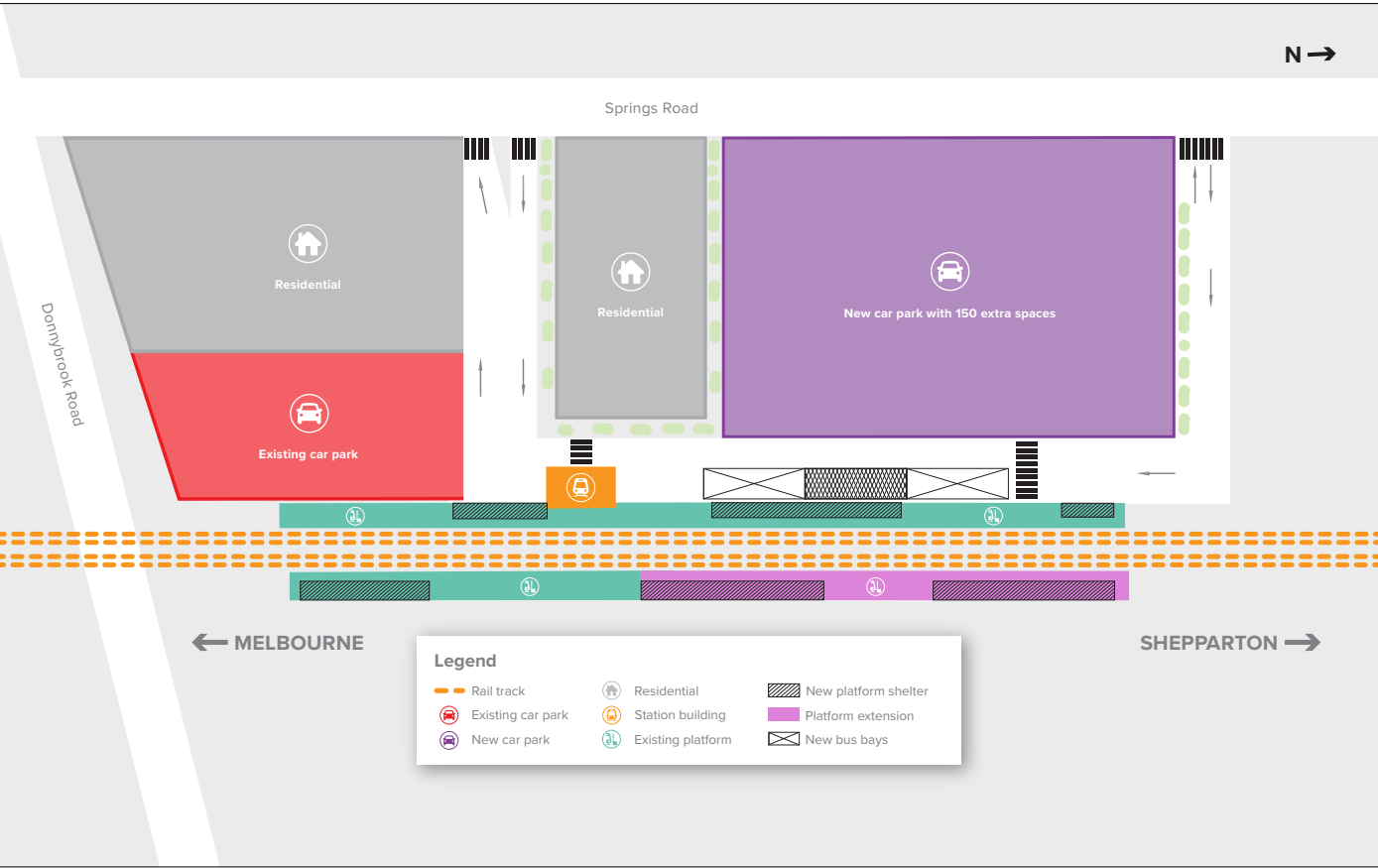
Table 1

## ENGAGEMENT SNAPSHOT

<b>700+</b> conversations at station pop-ups and drop-in information sessions	<b>100+</b> conversations at events including Wallan Olde Time Market	<b>780+</b> visits to the Donnybrook and Wallan webpage during the consultation period
<b>5,250</b> people reached via four Facebook posts	<b>240+</b> subscribers received the e-newsletter	<b>120</b> detailed survey responses received

# DONNYBROOK STATION UPGRADE

BENEFITS	WORKS WILL INCLUDE:
<p>Upgrading Donnybrook Station will more than double the existing number of car parking spaces at the station.</p> <p>The upgrade will boost security, as well as improve comfort by building new passenger shelters. Accessibility will also be improved through the inclusion of two new bus bays, and modification of Springs Road to improve car and bus access.</p> <p>The city-bound platform will be extended to accommodate five-carriage loco-hauled and six-carriage VLocity trains. The platform extension will also allow passengers to get on and off the train more quickly, reducing the amount of time trains will need to stop at the station.</p>	<ul style="list-style-type: none"> <li>• adding 150 new car parking spaces</li> <li>• extending the length of the city-bound platform to fit all train carriages and make it faster for passengers to get on and off the train</li> <li>• new platform shelters</li> <li>• two new bus bays in the station precinct, including shelters</li> <li>• safer pedestrian crossings and pathways</li> <li>• modifying Springs Road to improve vehicle access</li> <li>• a drop-off zone and taxi spaces</li> <li>• improving security with CCTV on platforms and in the car park, better station lighting and passenger information displays.</li> </ul>



# WHAT WE HEARD

We received 88 survey responses relating to the proposed Donnybrook Station upgrade.

In the survey, we asked people what they thought was important in the planning and environmental aspects of the upgrade, as well as in the station layout design.

In addition, we asked people to provide feedback on the three most important aspects to them.

## PLANNING AND ENVIRONMENTAL FEEDBACK

Figure 1 shows the planning and environmental aspects that respondents ranked as most important to them. A summary of specific issues raised on each of these aspects, and the project’s response to each, is outlined below.

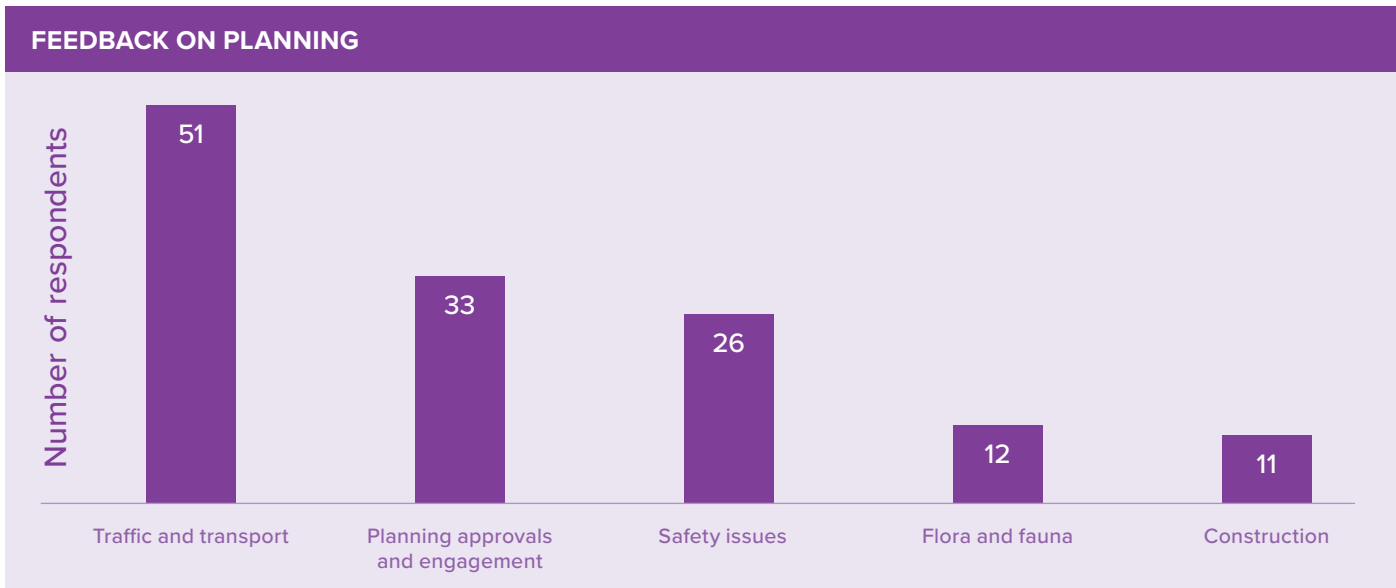


Figure 1

## TRAFFIC AND TRANSPORT

WHAT TRAFFIC AND TRANSPORT CONSIDERATIONS SHOULD WE TAKE INTO ACCOUNT WHEN PLANNING AND DELIVERING THE PROJECT?	
<div><div>58%</div><div>of respondents provided feedback relating to traffic and transport</div></div> <div><div>Issues raised</div><p>Feedback showed that receiving advanced notice of service and traffic disruptions is important to respondents, so they can plan ahead and make other travel arrangements where required.</p><p>Feedback emphasised the need for frequent coach replacement services during construction and alternative parking options if parking is affected during construction.</p><p>Some concerns were raised about vehicle traffic and congestion outside the station precinct.</p></div>	<div><div>Project response</div><p>We will work closely with VicTrack to minimise adverse construction impacts on the surrounding residents and the broader community.</p><p>Timely notification of changes to traffic or train services will be provided to local community and passengers well in advance.</p><p>Road traffic during construction, including traffic generated by construction vehicles, is expected to be typical of a transport infrastructure project and will occur over a period of around 12 months.</p><p>As with other rail line closures, appropriate alternative arrangements will be provided to reduce impacts on passengers.</p><p>Temporary road diversions, parking or closures and moving heavy equipment to and from site will be managed under a Traffic Management Plan (TMP).</p></div>

## COMMUNITY ENGAGEMENT

### HOW WOULD YOU LIKE US TO SEEK FEEDBACK FROM THE COMMUNITY WHEN PLANNING AND DELIVERING THE PROJECT?

38%

of respondents provided feedback relating to planning approvals and engagement

#### Issues raised

Respondents would like to see regular updates on the project's progress and information on any disruption to services or station access via postal mail-outs and social media updates.

We heard that genuine engagement with the community during all stages of the project is important, particularly for those who regularly use the V/Line service. Respondents appreciated being able to provide their feedback via the survey, and would like to continue seeing detailed plans and visual representations of the station upgrade.

#### Project response

Rail Projects Victoria is committed to ongoing engagement and informing the project through local knowledge. Community and stakeholder feedback has and will continue to play an important role in the project's planning and development.

Engagement is taking place via a range of channels including face-to-face and online engagement to ensure all interested parties have the opportunity to participate.

The project will continue to report back to stakeholders and the community about engagement activities and how feedback is being used in the development of the project.

Rail Projects Victoria will continue to work closely with V/Line to ensure passengers are made aware well in advance of any service and station changes.

## SAFETY ISSUES

### WHAT SAFETY CONSIDERATIONS SHOULD WE TAKE INTO ACCOUNT WHEN PLANNING AND DELIVERING THE PROJECT?

30%

of respondents provided feedback relating to safety

#### Issues raised

We heard that safe speed limits should be in place, as well as increased lighting in the area. Respondents were concerned about how road traffic will be managed around construction areas.

We heard people are eager to see appropriate traffic management in place during construction, and an emphasis on the need for increased pedestrian and cyclist safety, particularly near work areas.

#### Project response

Road traffic during construction, including traffic generated by construction vehicles, is expected to be typical of a transport infrastructure project and will occur over a period of around 12 months.

Work on new car parking is scheduled to start in late 2019. Rail Projects Victoria and its contractors will design the work program to minimise impacts on parking, where possible.

As with other rail line closures, appropriate alternative arrangements will be provided to minimise passenger impacts. Temporary road diversions or closures and mobilisation of heavy equipment to and from site will be managed under a Traffic Management Plan (TMP).

## FLORA AND FAUNA

### WHAT FLORA AND FAUNA CONSIDERATIONS SHOULD WE TAKE INTO ACCOUNT WHEN PLANNING AND DELIVERING THE PROJECT?

**13%** of respondents provided feedback relating to flora and fauna

#### Issues raised

Feedback highlighted the importance of retaining existing plants where possible. We heard that planting trees and native vegetation in the area following construction is important to local residents, with suggestions included that landscaping should be incorporated into station surroundings.

Feedback suggested special care be taken to protect animals that are regularly seen in the area, especially with the construction of new housing estates in the area which may force native fauna to become displaced.

#### Project response

To ensure there will not be any significant adverse effects to flora and fauna, construction will be managed in accordance with applicable planning and environmental policies and legislative requirements.

Impacts on native flora and fauna will be avoided as much as practicable. Where impacts cannot be avoided, Rail Projects Victoria must ensure appropriate measures are implemented, including offsets for removing native vegetation in accordance with state requirements.

## CONSTRUCTION IMPACTS

### WHAT ARE YOUR CONCERNS AROUND POTENTIAL IMPACTS OF CONSTRUCTION?

**12%** of respondents provided feedback relating to construction impacts

#### Issues raised

Concern about increased dust during construction was raised.

Minimising disruption to the station precinct and pedestrian crossing is also important to respondents, as this area is prone to traffic congestion.

It was suggested that neighboring estates directly affected by construction should be kept up to date about upcoming construction activities.

#### Project response

Rail Projects Victoria will be responsible for providing clear communication in a timely manner about construction impacts and timeframes.

We will give notice to potentially affected property owners about the nature and duration of the works. In addition, Rail Projects Victoria will notify rail users of replacement services.

Potential noise impacts and air quality (such as increased dust during the construction) will be managed in accordance with applicable planning and environmental policies and legislative requirements.

The safety of pedestrians and motorists will be managed under the Traffic Management Plan.



# STATION DESIGN FEEDBACK

In addition to feedback on planning and environmental matters, we also asked people to tell us what they thought was important to see in the design when upgrading Donnybrook Station.

Figure 2 shows the design aspects that people ranked as most important to them. A summary of feedback on each of these aspects is outlined below.

This feedback will be used by Rail Projects Victoria and our contractor to inform the design development phase and manage construction impacts of the Donnybrook Station upgrade.

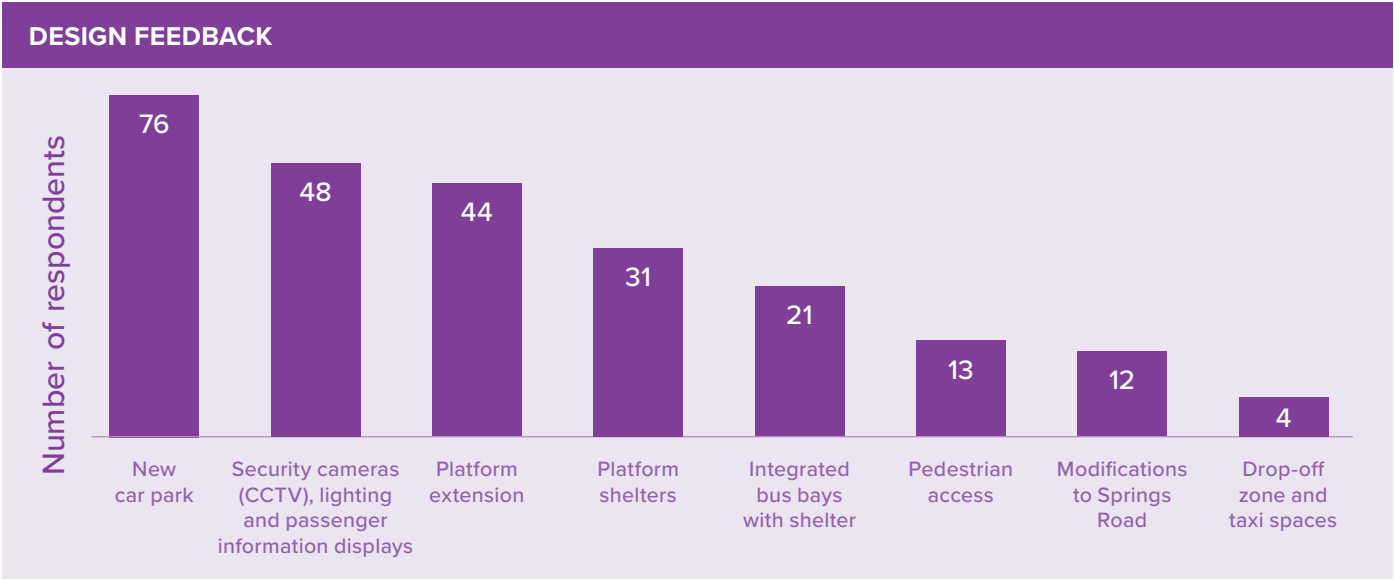


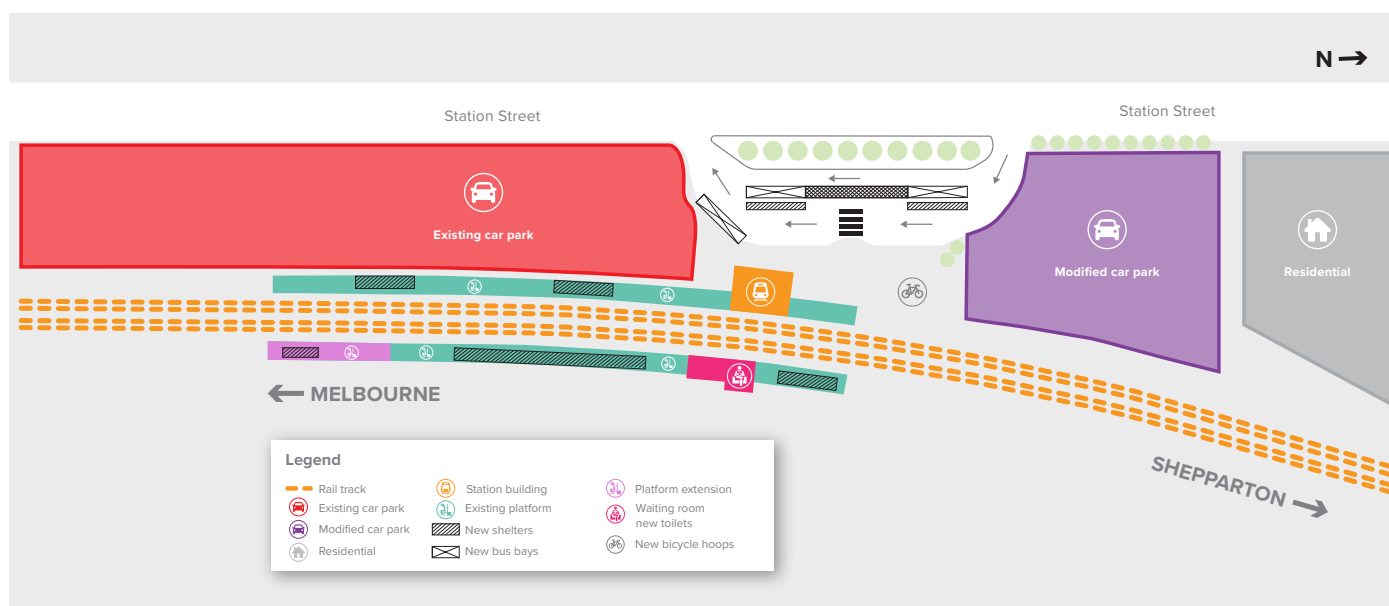
Figure 2

PARKING AND TRANSPORT LINKS	SAFETY AND SECURITY
New car park	We heard the new car park is strongly supported and will help ease congestion on Springs Road. Respondents highlighted that due to the fast-growing community, 150 new car spaces may not be enough to allow for the anticipated growth in the area.
Security cameras (CCTV), lighting and passenger information displays	Feedback highlighted the need for ample CCTV cameras in and around the station, including the car park, to help passengers feel safe and deter criminal activity. Respondents suggested that clearly lit pedestrian pathways, platforms and waiting areas are important to make people feel safe and secure.
Platform extension	We heard the platform extension will improve the reliability of services by decreasing the time it takes passengers to get on and off the train. We also heard the platform should be accessible and safe for other wheeled devices such as prams and mobility aids. Suggestions considered out of scope for the project included requests for more train carriages on the V/Line service.
Platform shelters	Feedback emphasised the need for adequate shelter from the weather including covered waiting areas to provide protection from the wind and rain.
Integrated bus bays with shelter	We heard integrated bus bays would improve accessibility to and from the station. Suggestions considered out of scope for the project included requests for more frequent and integrated bus services in the area. This feedback will be referred to Transport for Victoria
Pedestrian access	Respondents highlighted the need for safer pedestrian access to the station, with suggestions to build an under or overpass in future.
Modifications to Springs Road	We heard new traffic lights would help ease traffic flow and allow drivers to access Donnybrook Road more safely. Respondents also suggested that Springs Road should be widened to accommodate extra cars due to the growing population.
Drop-off zone and taxi spaces	We heard that the drop-off zone and taxi spaces will help to relieve congestion at the station, ensuring safety and ease of access for all.

# WALLAN STATION UPGRADE

## OVERVIEW

BENEFITS	WORKS WILL INCLUDE:
<p>The upgrade to Wallan Station will improve passenger comfort by building new bathrooms and shelters. Additional bus bays and bicycle facilities will help improve safety and security for passengers.</p> <p>The city-bound platform will be extended to accommodate five-carriage loco-hauled and six-carriage VLocity trains and make it faster for passengers to get on and off the train, reducing the amount of time trains will need to stop at the station.</p>	<ul style="list-style-type: none"> <li>• extending the length of the city-bound platform to fit all carriages, making it faster for passengers to get on and off the train</li> <li>• adding toilets in the waiting room</li> <li>• installing two additional bus bays, including shelters</li> <li>• adding new platform shelters</li> <li>• upgrading pedestrian access to the car park</li> <li>• additional bicycle parking</li> <li>• new passenger information displays.</li> </ul>



# WHAT WE HEARD

We asked people to provide feedback on the three most important aspects to them. In the survey we asked people to tell us what they thought was important to see in the planning and environmental aspects of the upgrade, as well as in the station layout design when upgrading Wallan Station. We received 32 survey responses related to the proposed Wallan Station upgrade.

This section provides a summary of planning and environmental feedback.

## PLANNING AND ENVIRONMENTAL FEEDBACK

Figure 3 shows the individual planning and environmental aspects that people ranked as most important to them. A summary of specific issues raised on each of these aspects, and the project’s response to each, is outlined below.

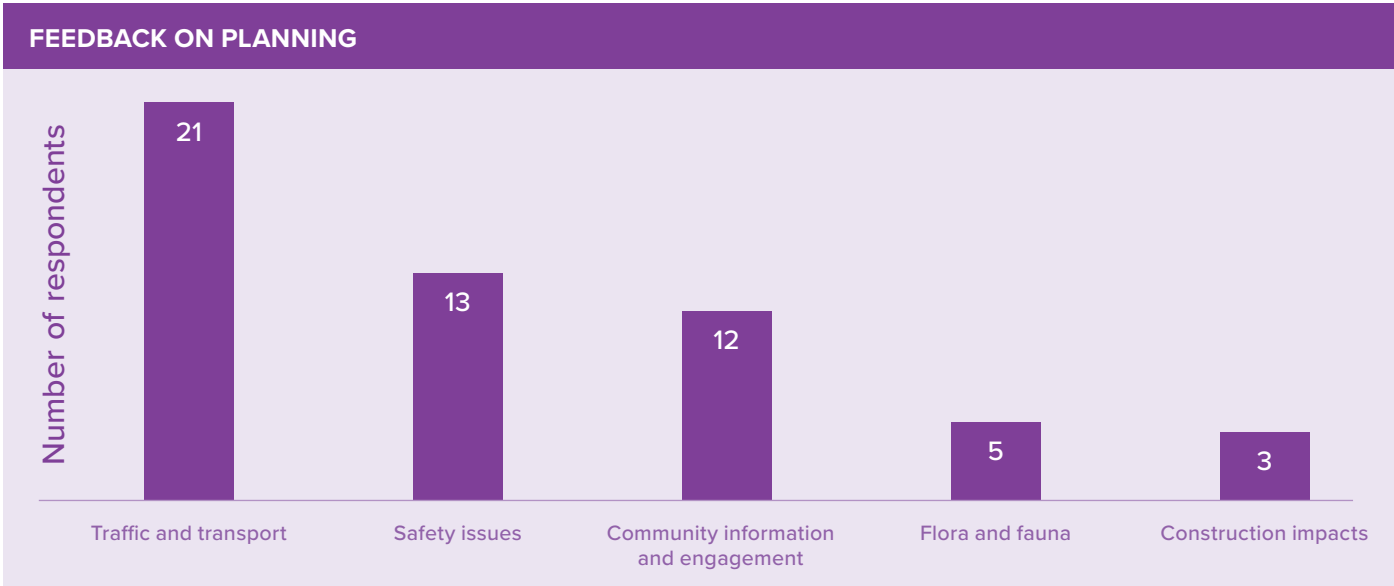


Figure 3

## TRAFFIC AND TRANSPORT

### WHAT TRAFFIC AND TRANSPORT CONSIDERATIONS SHOULD WE TAKE INTO ACCOUNT WHEN PLANNING AND DELIVERING THE PROJECT?

66%

of respondents provided feedback relating to traffic and transport

We heard that any impacts to train services should be kept to a minimum, with respondents highlighting the need for advanced notice of any works which may cause disruptions.

Some concerns were raised about vehicle traffic and congestion, as well as loss of car parking during construction.

Questions included whether station access for cyclists would be maintained during disruptions.

#### Project response

Rail Projects Victoria will work closely with V/Line to ensure passengers are made aware well in advance of any service changes.

As with other rail line closures, appropriate alternative arrangements will be provided to reduce impacts on passengers.

Temporary road diversions and moving heavy equipment to and from site will be managed under a Traffic Management Plan (TMP) to keep pedestrians, cyclists and motorists safe.

There will be no overall loss of car parking due to the project and bicycle access and facilities will be maintained.

A small number of car spaces may become unavailable during construction. We will aim to minimise the number of car spaces and duration.



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## SAFETY ISSUES

### WHAT SAFETY CONSIDERATIONS SHOULD WE TAKE INTO ACCOUNT WHEN PLANNING AND DELIVERING THE PROJECT?

**41%** of respondents provided feedback relating to safety issues

#### Issues raised

We heard people are eager to see appropriate traffic management in place during construction, as well as an emphasis on the need for increased pedestrian and cyclist safety, particularly near work areas.

Respondents highlighted the need to keep locals informed of changes to the station and its surroundings, to ensure safety for all.

#### Project response

There will be adequate signage to inform of any temporary changed traffic conditions and station access. This will be included as part of the traffic management plan (TMP) for pedestrians, cyclists and motorists.

The local community will be kept informed in a timely manner of changes to traffic conditions in the area.

## COMMUNITY ENGAGEMENT

### HOW WOULD YOU LIKE US TO SEEK FEEDBACK FROM THE COMMUNITY WHEN PLANNING AND DELIVERING THE PROJECT?

**38%** of respondents provided feedback relating to community information and engagement

#### Issues raised

Feedback highlighted the need for regular updates on the project timeline and progress.

Respondents would also like to be informed of any disruptions to road traffic and access to the station in advance.

#### Project response

Rail Projects Victoria will be responsible for providing clear communication of construction timeframes and giving timely notice to potentially affected local community, motorists and passengers.

Regular updates will be provided through our online and social media channels, station pop ups as well as our regular community updates.

## FLORA AND FAUNA

### WHAT FLORA AND FAUNA CONSIDERATIONS SHOULD WE TAKE INTO ACCOUNT WHEN PLANNING AND DELIVERING THE PROJECT?

16%

of respondents provided feedback relating to flora and fauna

#### Issues raised

We heard that planting trees and native vegetation in the area is important to local residents.

Suggestions included that any vegetation removed as part of the project should be replaced at the end of the project to ensure the regional feel of the station precinct is restored.

#### Project response

To minimise and mitigate adverse effects to flora and fauna, construction will be managed in accordance with applicable planning and environmental policies and legislative requirements.

Impacts on native flora and fauna will be avoided as much as practicable. Where impacts cannot be avoided, Rail Projects Victoria must ensure appropriate measures are implemented, including offsets for removing native vegetation in accordance with state requirements.

Community feedback will be considered when developing the landscape plan.

## CONSTRUCTION IMPACTS

### WHAT ARE YOUR CONCERNS AROUND POTENTIAL IMPACTS OF CONSTRUCTION?

9%

of respondents provided feedback relating to construction impacts

#### Issues raised

We heard that potential construction impacts should be kept to a minimum where possible.

Suggestions included that any impact on the existing car park during construction will need to be carefully managed.

#### Project response

Potential noise impacts and air quality (such as increased dust during construction) will be managed in accordance with applicable planning and environmental policies and legislative requirements.

The safety of pedestrians and motorists will be managed under the Traffic Management Plan.

There will be no loss of car parking overall during the project and any disruptions to available car parking will be carefully managed.

# STATION DESIGN FEEDBACK

In addition to feedback on planning and environmental matters, we also asked people to tell us what they thought was important to see in the design when upgrading Wallan Station.

Figure 4 shows the design aspects that people ranked as most important to them. A summary of feedback on each of these aspects is outlined below.

This feedback will be used by Rail Projects Victoria and our project delivery partner who is yet to be appointed, to inform the design development phase and manage construction impacts of the Wallan Station upgrade.

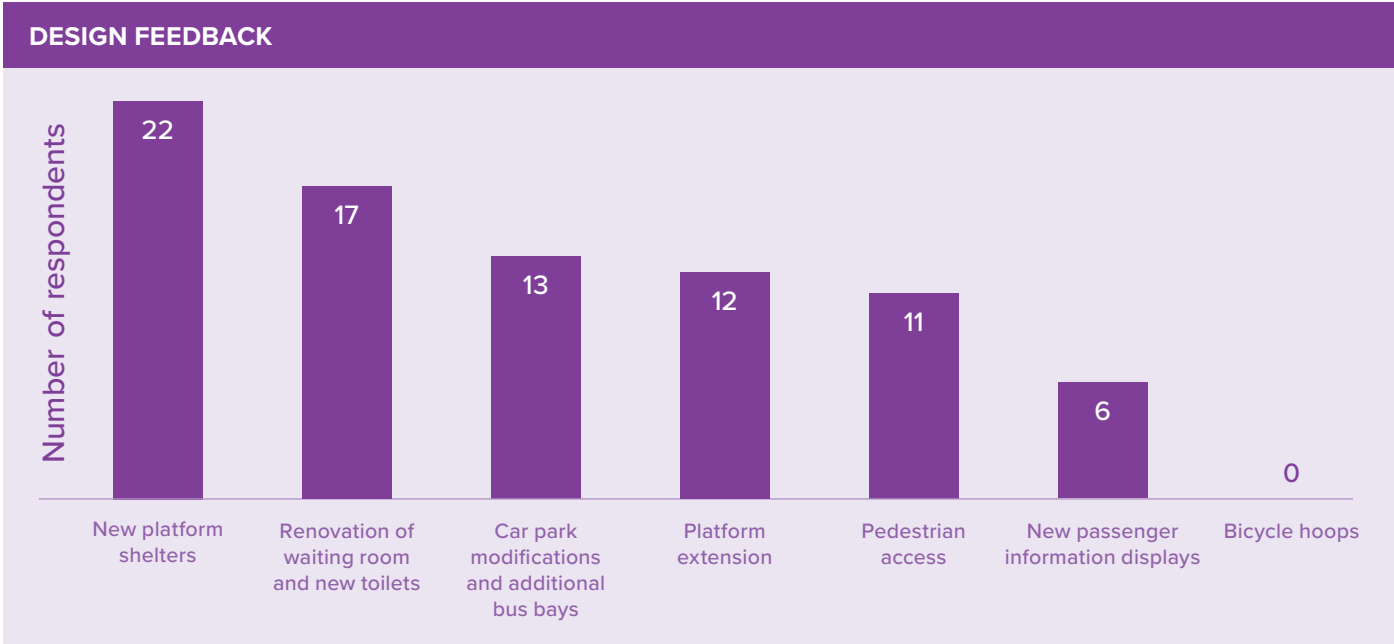


Figure 4

New platform shelters	We heard it is important to people that the new platform shelters provide adequate protection from the weather. Respondents would like to see enclosed shelters with solid walls that protect against wind and rain.
Renovation of waiting room and new toilets	Respondents would like to see more space in the waiting room and an increased number of toilets to accommodate the growing number of people using the station. One respondent suggested references to the history of the waiting room location be included in the renovation.
Car park modifications and additional bus bays	We heard the car park should provide clear signage to ease navigation. Respondents also highlighted the need for safer pedestrian access to and from the bus bays and the station.
Platform extension	Feedback highlighted the platform extension is an important aspect of the station design and will provide a safer and more efficient entry and exit for passengers using the V/Line service.
Pedestrian access	We heard clear pathways for pedestrians and cyclists will provide safer accessibility to the station. Some respondents suggested that installation of a pedestrian overpass would increase safety and that multiple access points from each end of the carpark would provide more efficient access for station users.
New passenger information displays	Respondents suggested that passenger information displays should be clearly visible and would be an efficient way to inform station users of any unexpected delays.



# OTHER FEEDBACK

Although all feedback is valued, some of the comments received were considered out of scope for the Donnybrook and Wallan station upgrades including:

- changes to V/Line timetable, including a request to increase the number of services and a request to change current train stopping patterns
- a request to increase the number of V/Line carriages on Seymour line services
- a suggestion to improve traffic flow from Station Street to Whittlesea Road in Wallan through installation of traffic lights or a roundabout
- a request for future electrification of the train line to Wallan
- one respondent suggested building a road overpass to replace the boom gates would make the station safer
- requests for improvements to Donnybrook Road.

This feedback will be provided to the appropriate authorities for consideration in future integrated transport planning for the Donnybrook and Wallan areas.

# WHAT'S NEXT

Feedback gathered from consultation has been integrated with the planning and design process to help inform the development of the project.





Subject to planning approval, construction on the Donnybrook and Wallan station upgrades will start early 2019 with the project targeted for completion in early 2020.

We would like to thank everyone who has contributed feedback and we look forward to providing updates on the project as it progresses.



## CONTACT US

For more information about the Shepparton Corridor Upgrade:

	<a href="http://regionalrailrevival.vic.gov.au/shepparton">regionalrailrevival.vic.gov.au/shepparton</a>
	<a href="mailto:regionalrailrevival@railprojects.vic.gov.au">regionalrailrevival@railprojects.vic.gov.au</a>
	<b>1800 105 105</b> (24 hours a day, 7 days a week)
	<a href="https://facebook.com/regionalrailrevival">facebook.com/regionalrailrevival</a>



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Arabic	العربية	Russian	Русский
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