



**SUBURBAN
RAIL LOOP**

Raising awareness: Phase One engagement

Mid 2019 to late 2019



**VICTORIA'S
BIG BUILD**



Suburban Rail Loop

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Suburban Rail Loop will transform Victoria's public transport system, connecting our suburbs and making travel easier and more convenient.



Legend

SRL East and SRL North

■ SRL East (Cheltenham - Box Hill)

■ SRL North (Box Hill - Melbourne Airport)

■ SRL West (Melbourne Airport - Werribee)

— Melbourne Airport Rail

— Metropolitan rail network

— Regional rail network

○ Transport super hub

● NEIC (National Employment and Innovation Cluster)

● Major health/education precinct

It will link with every major train line from the Frankston line to the Werribee line via Melbourne Airport, improving access to housing, jobs, schools, universities and hospitals in Melbourne's middle suburbs.



Figure 1: Suburban Rail Loop alignment and stations

Suburban Rail Loop East (SRL East), with construction starting from 2022, will connect our growing health, education, retail and employment precincts in Melbourne’s east and south east between Cheltenham and Box Hill.

It will include:

- Twin 26-kilometre rail tunnels
- Four new underground stations with connections to existing stations at Cheltenham, Clayton, Glen Waverley and Box Hill
- Two new stations at Monash and Burwood



- A train stabling facility at Heatherton
- Supporting infrastructure for the safe operation of the new tunnels and stations
- A dedicated fleet of high-tech trains to transform how Melbourne moves.

Engagement program

To support the successful planning, development and delivery of Suburban Rail Loop, a diverse range of stakeholders including residents, businesses, community and interest groups, local government, institutions, utility providers, government departments, commercial landholders and developers are being engaged with.

The engagement program by Suburban Rail Loop Authority includes several engagement phases, each with a different focus.

Table 1: SRL East engagement phases

 Engagement phase	 Engagement focus
Phase One: Mid-2019 to late-2019	Raise awareness <ul style="list-style-type: none"> – Introduce Suburban Rail Loop and raise awareness about its scope – Understand how people would like to be engaged
Phase Two: Late 2019 to mid 2020	Build understanding and seek early input <ul style="list-style-type: none"> – Understand people’s values and aspirations for their local neighbourhoods – Understand people’s interests and concerns about SRL East
Phase Three: Mid 2020 to mid-2021	Support SRL East development and rail design and planning <ul style="list-style-type: none"> – Detail the planning approval process – Seek feedback about impacts to inform assessments and design
Phase Four: Mid 2021 to early-2022	Environment Effects Statement (EES) exhibition and public hearings <ul style="list-style-type: none"> – Present the SRL East design and impact assessments – Encourage formal feedback via the submissions process
Phase Five: 2021 to 2024	Deliver Initial and Early Works and support precinct structure planning <ul style="list-style-type: none"> – Engage with communities to deliver Initial and Early Works for SRL East – Seek feedback on the structure plans and the precincts planning process
Phase Six: 2024 to onwards	Deliver Main Works for SRL East and implement precinct structure plans <ul style="list-style-type: none"> – Work with communities to deliver Main Works for SRL East – Implement precinct structure plans with stakeholders and communities

Phase One engagement:

Raising awareness about Suburban Rail Loop

This initial phase of engagement focussed on raising general awareness about Suburban Rail Loop, including providing information to people about the project's significant economic and social benefits and gaining an understanding of people's initial thoughts and what they would like to hear more about.

This report provides a summary of key findings and feedback received from community and stakeholders as part of Phase One engagement from mid-2019 to late-2019. Activities commencing in Phase One continue across multiple phases and have been summarised to provide an overview of key themes and feedback.

Overview of engagement activities and participation

Have Your Say community survey

An online 'Have your say' survey was undertaken from June 2019 to June 2020 via the Suburban Rail Loop website. The survey was designed to gather general feedback from people about the project and understand how they would like to be engaged.

This community survey generated strong interest, receiving a total of 4,429 responses.

Social research

Social research was also undertaken by an external market research company in late 2019 to understand community awareness and attitudes towards the project in general.

Research canvassed the views of 3,097 people living in the south east (Cheltenham to Box Hill), north east (Doncaster to Broadmeadows), broader metropolitan Melbourne, and towns along the regional rail corridors including Ballarat, Bendigo, Geelong, Gippsland and the North East line.

This included intercept and online surveys, as well as a survey targeted at people who speak a language other than English.

Pop up information sessions

From July to August 2019 the project team interacted with more than 7,000 community members during eight pop-up information sessions held at train stations, shopping centres, and other locations and events across SRL East communities.

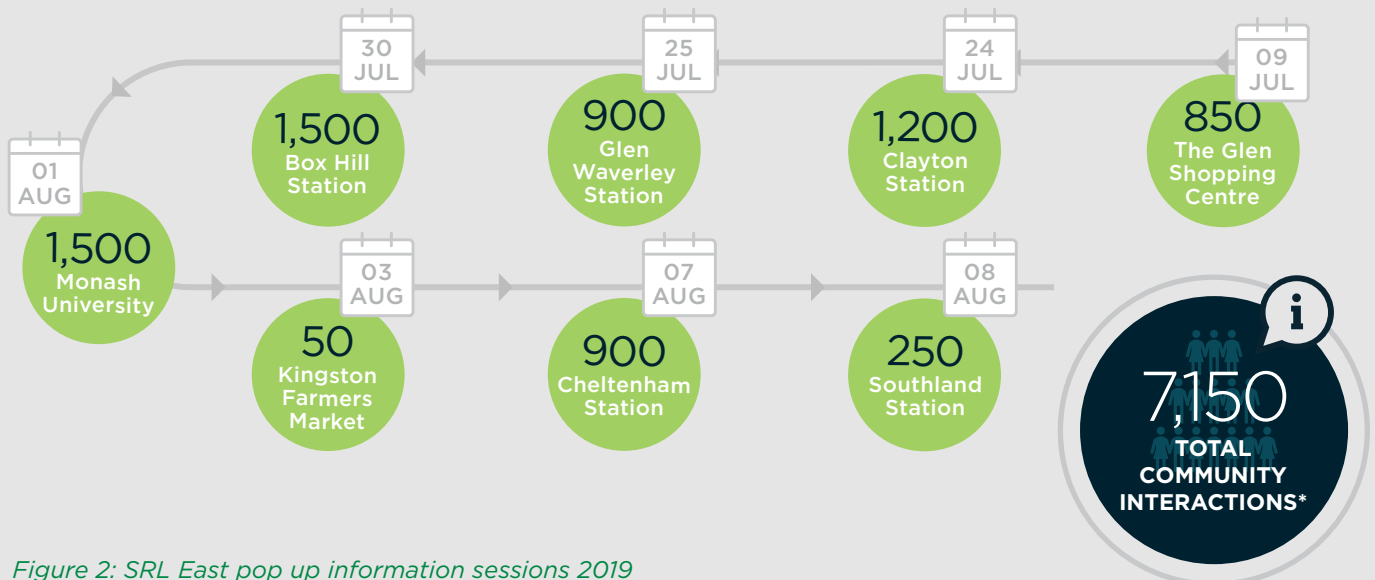


Figure 2: SRL East pop up information sessions 2019

* Approximate in-person individual interactions at pop-ups – does not include enquiries or meetings.

What we heard

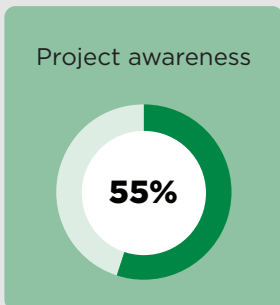
This phase of engagement showed strong interest in the project. Stakeholders and community members provided valuable feedback on their initial perceptions and identified elements of the program that are of interest, as well as how they want to be engaged.

Key areas of interest from the community included route and station locations, connections and access, project timelines and staging, cost and benefit realisation, environment and impacts, and community input and engagement.

Some of the key benefits identified by community and stakeholders included less congestion and traffic, easier and faster travel, more job opportunities and easier access to shopping, dining and leisure.

Knowledge and awareness

Have your say community survey

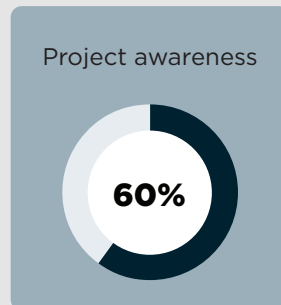


Around 55 per cent had some awareness of project.



Just under 75 per cent believe their local community would benefit from Suburban Rail Loop

Social research



Around 60 per cent had some awareness of project.

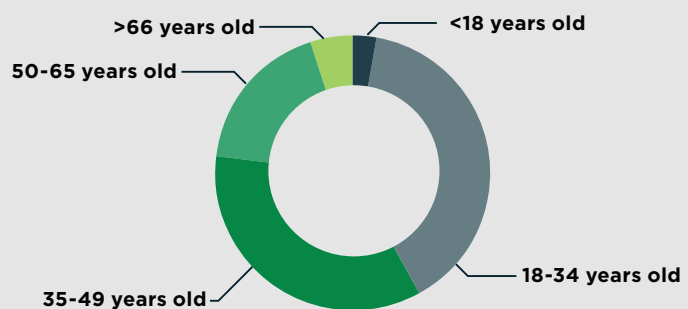


More than 75 per cent believe their local community would benefit from Suburban Rail Loop

Community survey fast facts

We heard from a range of age groups:

- <18 years old 3%
- 18-34 years old 39%
- 35-49 years old 35%
- 50-65 years old 18%
- >66 years old 5%



Most people want to hear more about Suburban Rail Loop with the top five preferred methods being:



* Some survey questions allowed people to choose more than one answer, so the percentage values relate to the responses received.

Benefits and concerns

Have your say community survey



Key benefits

- Easier and more convenient travel
- Improved access to jobs, education and services
- Less congestion on roads

Key concerns

- Construction timeline
- When it will be delivered
- Suburban Rail Loop funding

Social research



Key benefits

- Less congestion and traffic
- Easier travel and commutes
- Faster travel times

Key concerns

- Impacts and transport disruption
- Timeframes/timeliness and delays
- Suburban Rail Loop funding

Social research fast facts

We heard from diverse communities with 1,503 responses:



* Even though the survey was targeted to people who prefer to speak another language, 486 of these surveys were completed in English.

People told us the top five values that make somewhere a good place to live:



Feeling safe



Reliable and efficient public transport



Affordable decent housing



Access to the natural environment



Ease of access to work, education and healthcare

What people want from Suburban Rail Loop

During Phase One engagement, we asked communities to tell us what they would like to see Suburban Rail Loop deliver. This is a snapshot of what we heard in people's own words:

'Less congestion on roads, easier train travel between outer suburbs, less crowding on existing rail links and alternatives to road travel'
- social research participant

'Make the rail system more user-friendly for those who travel between suburbs, like between Doncaster, Box Hill and Glen Waverley'
- community survey respondent

'A better café culture in my local neighbourhood. Improved night life and places for young people to meet and socialise'
- social research participant

'Opportunities for improved active transport connections to stations and facilities at stations as well as on trains'
- community survey respondent

'Allow people to gain access to sports and entertainment that isn't necessarily within inner Melbourne and open up other areas'
- community survey respondent

What people asked us about

During Phase One, Suburban Rail Loop Authority heard from thousands of people about their early thoughts and questions. These have been summarised into key themes.

Theme	Questions and comments
Alignment and stations 	<ul style="list-style-type: none"> – Questions about the rail tunnel alignment and station design, integration with existing areas, as well as station interchanges and potential upgrades – Interest about when information will be available about expected travel times between stations and frequency of Suburban Rail Loop services – Questions about the number of new stations and concerns that some areas had been left out or overlooked (e.g. connection to Sandringham line).
Connections and access 	<ul style="list-style-type: none"> – Feedback highlighted the benefits of renewing areas along the corridor and improving access to jobs and services outside the city centre – Feedback also emphasised the importance of providing better connections and more choice in transport options – Positive feedback about the connection to Melbourne Airport including questions about timelines for delivering the airport stage and travel times.
Project timelines and funding 	<ul style="list-style-type: none"> – Interest in project timelines including concerns about the long construction timeline and questions about the potential for earlier delivery of stages – Requests to see more information about how project benefits will be realised and funding sources – Interest in delivery costs and how the project compares to other potential public transport projects (e.g. extensions to existing rail lines).
Environment and impacts 	<ul style="list-style-type: none"> – Concerns about property acquisition and displacement, environmental impacts as well as noise, dust and vibration during construction – Questions about how disruptions to the existing transport network, including train and bus services, would be managed while the project is being built – Positive feedback for improved environmental outcomes by encouraging more sustainable transport and reducing emissions.
Community input and engagement 	<ul style="list-style-type: none"> – Requests for the community to have input on station design and connections, and opportunities for further involvement in the project.

How feedback is helping shape Suburban Rail Loop

The community has an important part to play in the development and delivery of Suburban Rail Loop and it is our priority to consult widely, ensuring Victorians are kept updated and can have their say.

Feedback from this phase has been used to make sure early work on Suburban Rail Loop considers the outcomes stakeholders and community want to see achieved. The objectives of Suburban Rail Loop are to enhance Connectivity, Liveability and Productivity.

Productivity

Support population growth and a focus on jobs and investment closer to where people live; strengthen access to and investment in regional Victoria.



Connectivity

Support the development of an integrated transport network that increases travel options and access to places, and enhances the passenger experience

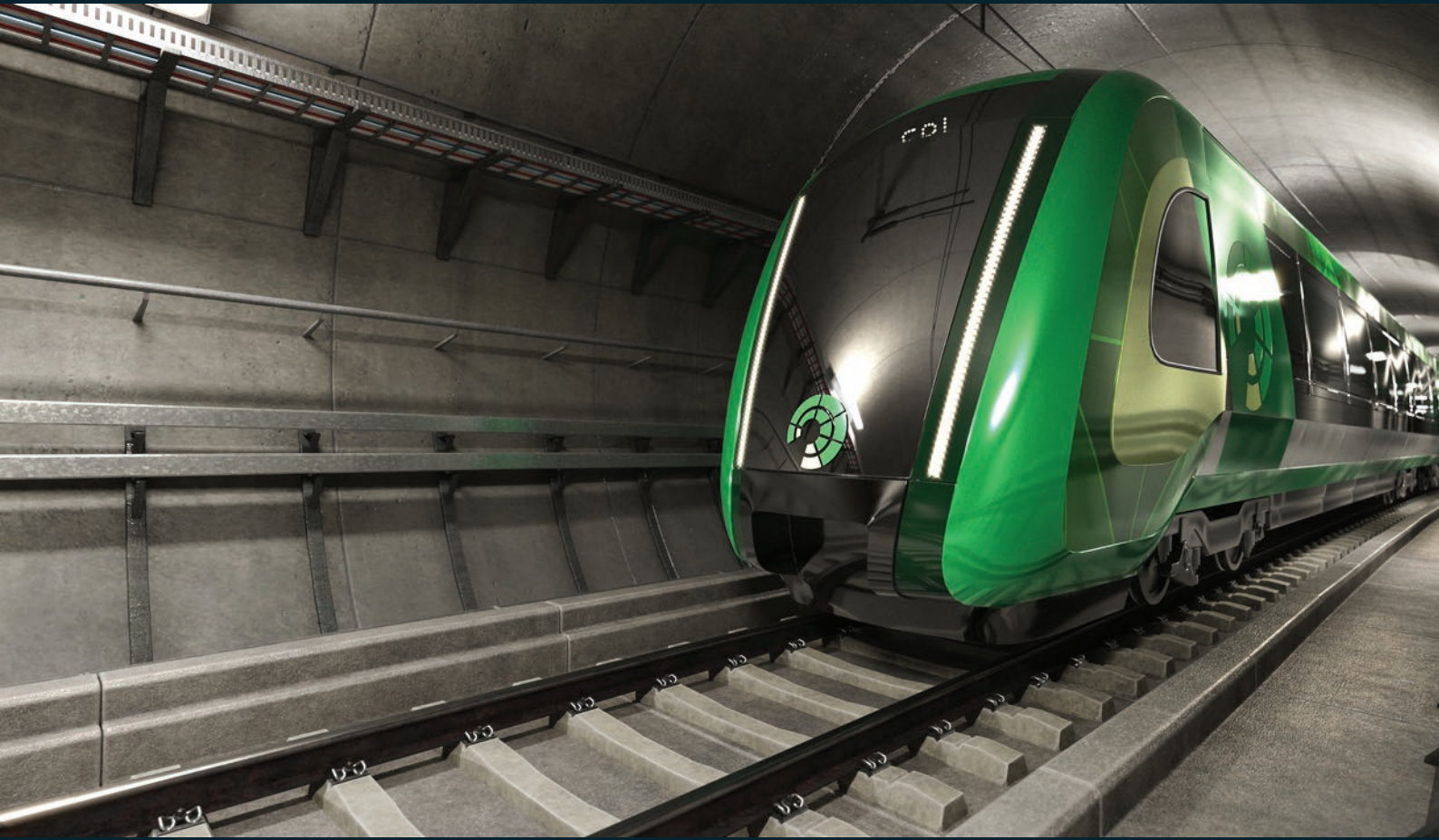


Liveability

Create more sustainable and resilient precincts in Melbourne's suburbs to generate new social and economic opportunities and to make people's lives better.






There will be many more opportunities for people to get involved and have their say about Suburban Rail Loop. We would like to thank everyone who has contributed feedback to date.



More information

To find out more about Suburban Rail Loop:

-  suburbanrailloop.vic.gov.au
-  contact@srla.vic.gov.au
-  1800 105 105 (24 hours a day, 7 days a week)

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It should be noted that this information is current at the time of printing, however changes may occur. Please visit suburbanrailloop.vic.gov.au for the latest updates.