

# DONCASTER RAIL STUDY

## Phase One Recommendations Report

February 2014



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## STUDY LEADER FOREWORD



Tim Gosbell

### CONTEXT

Melbourne's transport network is vast. Our metropolitan area currently extends nearly 100 kilometres from the north to south, and a similar distance from east to west. Despite a recent upturn in public transport patronage, we remain highly car dependent, with public transport accounting for only around 10 per cent of all trips in Melbourne. Average travel speeds on our road network are declining each year, with the current avoidable cost of congestion around Melbourne estimated by Government to be almost \$5 billion per year. Transport infrastructure projects are becoming increasingly expensive to build, as there is less space readily available for construction – requiring more tunnels and viaducts.

We value Melbourne's liveability, but as we grow, so must our transport infrastructure. We must take a broad 'network' approach when planning infrastructure, and plan our transport system expansion in an integrated and logical manner in order to meet our travel demands over a long-term horizon. Each individual project must fit within a network strategy, progressively adding capacity where it is required, when it is required and in the most cost effective way. Fundamentally, enhanced public transport services including trains, trams and buses, and their supporting infrastructure, are critical elements to ensuring Melbourne's liveability, sustainability and economic efficiency.

In my view, options that provide enhanced public transport to Doncaster can fit neatly within a transport network plan.

### DONCASTER RAIL STUDY

I am delighted to deliver this report for Phase One of the Doncaster Rail Study. From the work we have done, and with significant community and stakeholder assistance, we are pleased to provide our findings and recommendations on a preferred heavy rail alignment to Doncaster. This is the final report for Phase One of the study, and incorporates feedback on the draft report.

In brief, our work concludes that:

- a rail alignment commencing at the current Doncaster Park-and-Ride facility following the Eastern Freeway with a connection near Collingwood station is preferred.
- the preferred alignment forecasts around 56,000 average weekday boardings in 2031, would provide a journey time of 25 minutes and has an estimated construction cost of between \$3 billion to \$5 billion.
- to enable sufficient capacity on the Clifton Hill group for Doncaster trains, the South Morang line will first need to be de-coupled with a new dedicated route to the city.

It is my recommendation that Phase Two looks at how the benefits of a heavy rail connection to Doncaster can be provided at a lower cost, and includes consideration of other modes including bus. This report includes suggestions for further work, for consideration by government.

My thanks go to the community and stakeholders who have engaged with us so enthusiastically in sharing their ideas, concerns, aspirations and vision; a fundamental passion to 'make this happen' is undeniable. Thanks also to my team of professionals, for their technical work, analysis, ideas and thinking, covering a broad study area in a relatively short time.



**Tim Gosbell**  
*Doncaster Rail Study – Study Leader*



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# INTRODUCTION



## 1.0 INTRODUCTION

### 1.1 OVERVIEW OF THE DONCASTER RAIL STUDY

In May 2011, the Victorian Government announced it would obtain an independent assessment of the requirements of constructing a high quality heavy rail link from the Melbourne Central Business District (CBD) to Doncaster, and potentially beyond. Known as the Doncaster Rail Study, the assessment aims to:

- engage with key stakeholders and the community to assess travel needs and establish views on concept designs for a Doncaster rail line
- provide concepts for a proposed Doncaster rail line
- ensure that the interface to the rail proposal integrates with all operational and strategic plans for the existing and future rail, tram and road network
- identify key issues, constraints and opportunities relating to transport efficiency and reliability, land use planning and environmental, social and economic sustainability and
- develop a report that provides recommendations to government for a heavy rail solution, with an assessment of potential impacts and how to minimise them.

Once complete, the study will provide advice to government relating to the best way to:

- meet patronage demand in the medium and long-term
- provide a frequent, clean, reliable and higher capacity mode of public transport service for local communities
- improve integrated transport opportunities and land use and
- achieve broader social, economic and environmental outcomes.

The government has required that all assessments carried out as part of the Doncaster Rail Study be undertaken within the wider context of a broader network development strategies, considering other transport and planning policies, government initiatives and city-wide growth aspirations.

The Phase One Draft Recommendations Report was released by the Victorian Government on 14 March 2013 for a public comment period, which ended on 1 July 2013. Feedback was received from a total of 518 submitters including all social media and online forum comments. Overwhelmingly, the comments express strong support for a rail line to Doncaster. A separate consultation summary report has been prepared

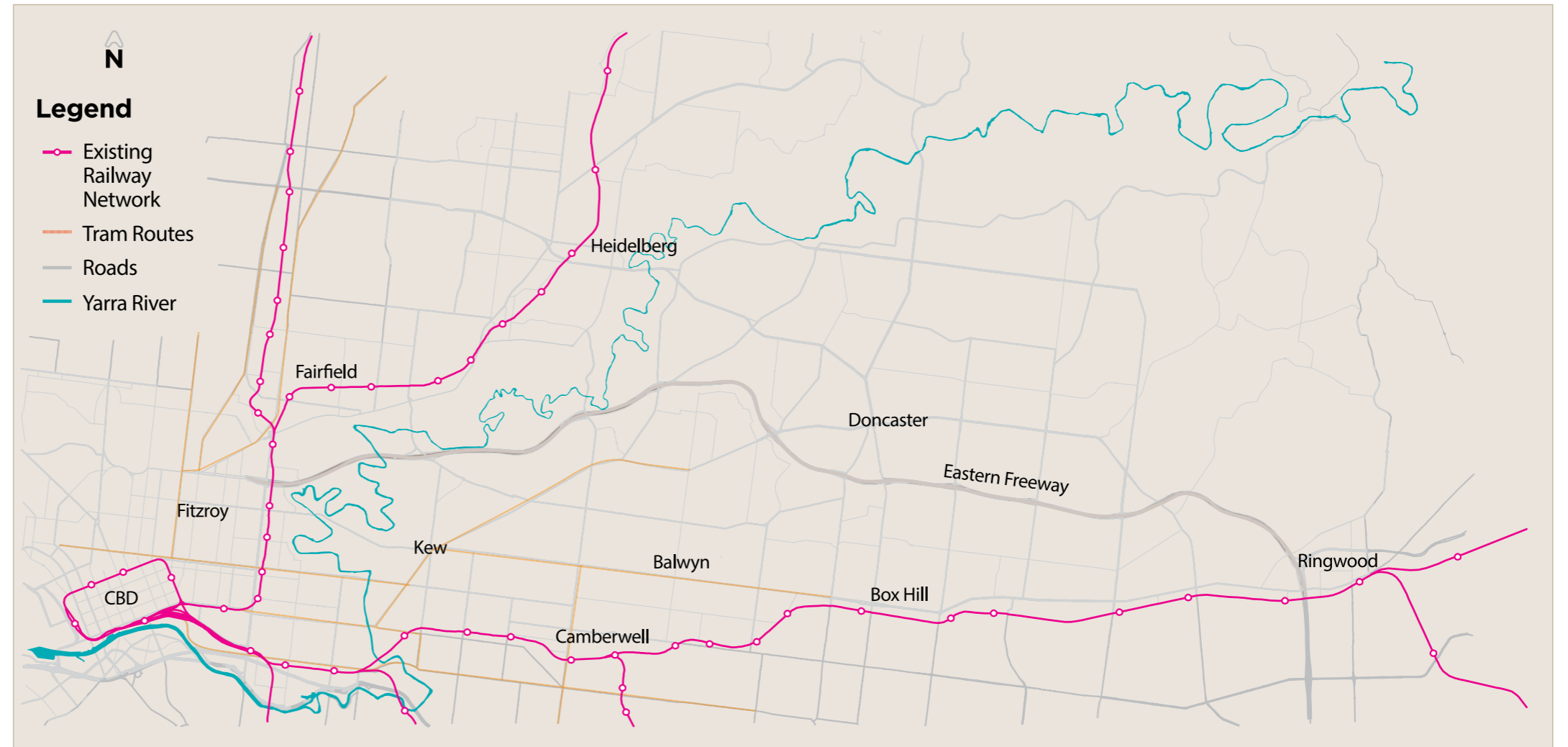


Figure 1-1: Study area

to summarise and present the issues raised by the community and stakeholders during the feedback period.

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The proposed rail link would potentially serve communities within the Manningham, Boroondara, Yarra, Banyule, Whitehorse, Maroondah and Melbourne Municipalities. The City of Manningham remains the only Metropolitan Melbourne Municipality without direct access to train or tram services.



## 1.2 STUDY SCOPE

The Doncaster Rail Study is to be undertaken in two phases, with the second phase developing and building upon the work undertaken during the first phase. The study duration is two years, with Phase One to be completed in 2012 and Phase Two to be delivered by 2013.

### 1.2.1 PHASE ONE

Phase One of the Doncaster Rail Study involved investigating potential route alignments for a Doncaster rail line and the production of a shortlist of preferred options. This phase concluded with the production of a Recommendations Report (this report) which describes a recommended shortlist of alignment and station options for government, along with recommendations for further study as part of Phase Two of the Doncaster Rail Study. Key aspects of Phase One included:

#### Route Alignment Identification and Short Listing

A broad range of route options and corridors were identified and considered, with options that had the greatest potential to satisfy the study aims shortlisted. All options were considered as connections to Doncaster, with consideration also given to potential future connections further east, towards Ringwood, in the context of potential future metropolitan growth.

#### Network and Engineering Implications

All possible alignment options were considered from the point of view of both engineering and environmental achievability, efficiency and impacts, with further network implications also assessed. These included: geographical coverage; potential land value uplift, potential patronage and public transport mode shift opportunities and other potential opportunities and constraints.

#### Station Locations

Key locations for potential stations were identified and opportunities for urban regeneration highlighted. Indicative station form and likely traffic and pedestrian interfaces/impacts were assessed.

#### Consultation and Communication

Community and stakeholder engagement is a key part of the study. During Phase One, early engagement allowed an assessment of the community's travel needs. Community and stakeholder views were obtained on the current and future transport requirements within the local area and surrounds. Once potential rail alignments were identified, local communities, councils and other key stakeholders were again engaged. This process allowed for a deeper understanding of their ideas, comments and concerns relating to the proposed alignments to be developed.

### 1.2.2 PHASE TWO

Phase Two of the Doncaster Rail Study is designed to build upon the work undertaken as part of Phase One, and reported within this Recommendations Report. The exact nature of Phase Two of the Doncaster Rail Study will be determined by the Victorian Government following consideration of this report.

## 1.3 PHASE ONE STUDY TEAM

In October 2011, the Victorian Government announced the appointment of our study team (comprising over 150 technical specialists from around 15 different engineering and transport-related companies) to undertake Phase One of the Doncaster Rail Study. The work was divided into three work packages, each led by a major international engineering company with significant skills and experience in undertaking similar studies.

### 1.3.1 WORK PACKAGE A: INDEPENDENT PROJECT OVERSIGHT AND LEADERSHIP

The first phase of the study was led by URS, with support from SKM and others. Tim Gosbell from URS was nominated as the Independent Study Leader. In carrying out this role, Tim was the single point of reference and key liaison with Public Transport Victoria (PTV) and the Victorian Government. Tim led the public consultation process and provided independent oversight and review to all technical work undertaken as part of the study. Tim was responsible for the production of this Recommendations Report, summarising the findings of the study's technical work, research and consultation and providing recommendations to government.



Figure 1-2: Doncaster Rail Study—Phase One delivery structure

### 1.3.2 WORK PACKAGE B: INTEGRATED TRANSPORT NETWORK PLANNING

The Integrated Transport Network Planning work package focussed on the development of route opportunities. The package also involved developing and managing the process of filtering these options from a long-list of potential solutions to the short-list recommendations presented later in this report. This package was led by AECOM, with support from Aurecon and others.

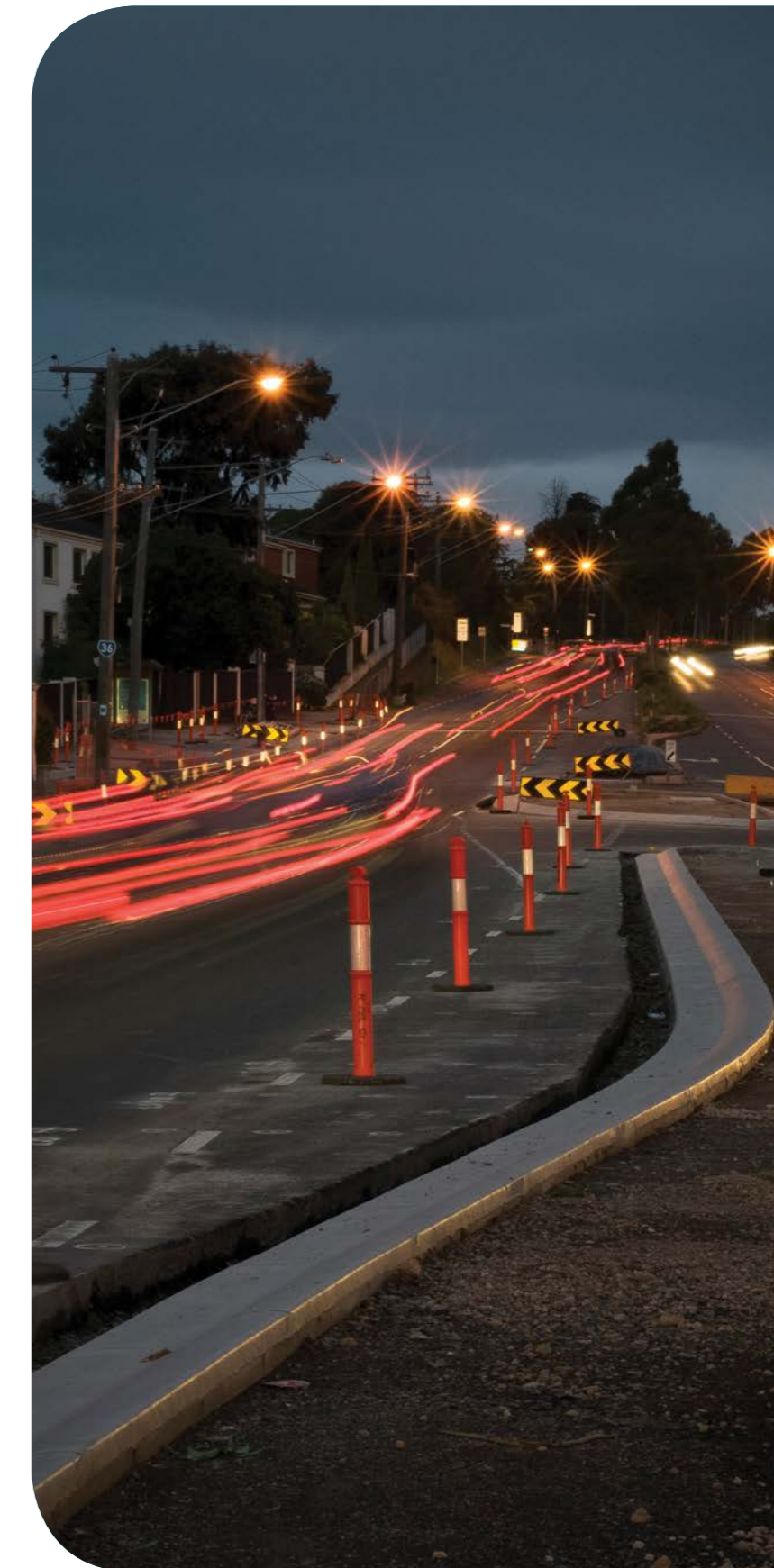
The Integrated Transport Network Planning team developed the route evaluation methodology (Multi-Criteria Analysis), considering the following key areas of analysis:

- demographic, social connections and community infrastructure analysis
- transport patronage demand analysis
- land use planning, including development feasibility (value capture) analysis
- rail operations analysis and
- transport network analysis, including the impact of a Doncaster rail line on other transport modes.

### 1.3.3 WORK PACKAGE C: ENGINEERING AND ENVIRONMENTAL INVESTIGATIONS

The Engineering and Environmental Investigations work package was led by Aurecon, with support from AECOM and others. This team was responsible for assessing the civil engineering and environmental implications of each of the proposed route options, developing and testing alignment options generated throughout the study process. The work of this package was divided into a number of key areas:

- engineering investigations, including geotechnical, hydrogeological, survey, service utility and rail assets
- concept option development, including rail alignments, station locations, tunnels, bridges and train stabling facilities
- design and architecture for concept options
- constructability assessment and
- high level cost estimates.



## WHICH COMPANIES COMPRISE THE STUDY TEAM?

### URS

URS is a leading provider of engineering, construction, technical and environmental services for public agencies and private sector companies around the world. With a global network of approximately 56,000 employees in 50 countries, URS offers a full range of program management; planning, design and engineering; systems engineering and technical assistance; construction and construction management, operations and maintenance and decommissioning and closure services. Headquartered in San Francisco, URS is a *Fortune 500* company with 2011/2012 revenues in excess of US\$9.5 billion.

### AECOM

AECOM is a global provider of professional technical and management support services to a broad range of markets, including transportation, facilities, environmental, energy, water and government. With approximately 45,000 employees around the world, AECOM is a leader in all of the key markets that it serves. AECOM provides a blend of global reach, local knowledge, innovation and technical excellence in delivering solutions that create, enhance and sustain the world's built, natural and social environments. A *Fortune 500* company, AECOM serves clients in approximately 130 countries and had revenue of US\$8.2 billion during the 12 months ended 31 March 2012.

### arecon

Aurecon provides engineering, management and specialist technical services for public and private sector clients globally. The group, with an office network extending across 23 countries, has been involved in projects in over 80 countries across Africa, Asia Pacific and the Middle East and employs around 7,000 people throughout 11 industry groups.

### SINCLAIR KNIGHT MERZ SKM

Sinclair Knight Merz (SKM) is a leading projects firm, with global capability in strategic consulting, engineering and project delivery. It operates in three regions: Asia Pacific, the Americas and EMEA (Europe, Middle East and Africa), deploying some 7,000 people from more than 40 offices while serving the Buildings and Infrastructure, Mining and Metals, Power and Energy and Water and Environment sectors. Formed in 1964 in Sydney as a private company, SKM has retained its independence through employee ownership, with fee income now greater than A\$1 billion.

## 1.4 REPORT STRUCTURE

This Phase One Recommendations Report presents a summary of the findings of the first phase of the Doncaster Rail Study and provides recommendations to government for consideration when developing the scope for Phase Two of the study. It builds upon reporting already provided through the technical analysis, as well as reporting completed to date as part of the study. Figure 1-3 below illustrates the relationship of this report to the Initial Options Evaluation Report, the Final Options Evaluation Report and the Engineering and Environmental Options Reports.

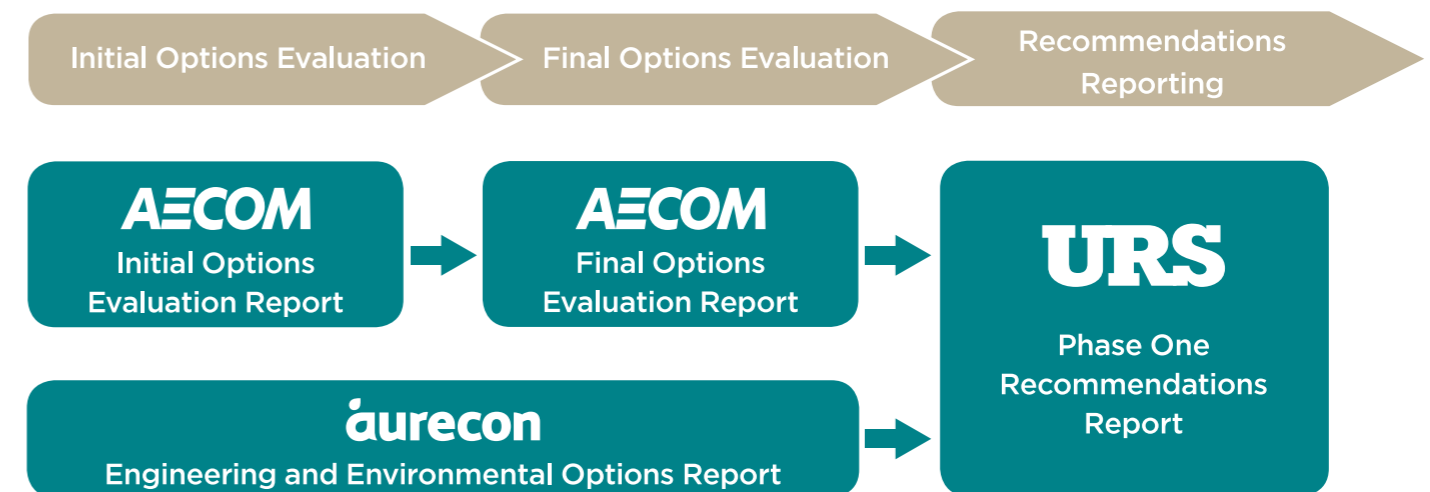


Figure 1-3: Doncaster Rail Study—Phase One reporting structure

## 1.5 STUDY VISION AND OBJECTIVES

Working with PTV, the study team developed the following vision for the Doncaster Rail Study:

“To independently study integrated and sustainable transport options for the Doncaster region that contribute to an inclusive, prosperous and environmentally sustainable state.”

Flowing from the study vision, a set of project objectives were developed to align with both that vision and the principles of the *Transport Integration Act 2010*, the legal framework enacted in Victoria to facilitate the provision of an integrated and sustainable transport system. These objectives describe the critical aspects that any potential rail alignment or solution would need to satisfy in order to successfully achieve the study vision. The study objectives are to:

- improve accessibility of public transport services for effective access to employment, markets, services and recreation
- improve travel efficiency by reducing the need for private motor vehicle transport and contribute to environmental sustainability
- integrate transport and land use, given current and future land use plans and metropolitan population growth aspirations
- support long-term, network-wide transport efficiency and have capacity, frequency, reliability, scalability and safety for current and long-term passenger needs
- deliver net benefits to Victoria through consideration of environmental, economic and social impacts and
- clearly consider community and stakeholder interests.

### 1.5.1 PHASE ONE STUDY GOAL

It is the role of Phase One of the Doncaster Rail Study to consider various heavy rail options alignments from Melbourne's CBD to Doncaster, in order to identify the alignments that best satisfy the study objectives described above.

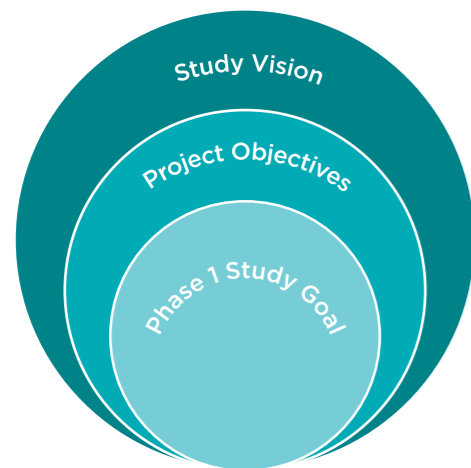


Figure 1-4: Doncaster Rail Study—Phase One study goal

## 1.6 STUDY PARAMETERS AND ASSUMPTIONS

Certain parameters and assumptions have been formed in order to satisfy the requirements of the study objectives and facilitate the development of the proposed options. These are explored below.

### 1.6.1 COMMENCEMENT OF OPERATIONS

For the purposes of carrying out this study, the study team have assumed the earliest date for commencement of a new Doncaster rail service would be 2021. This date is difficult to predict however, and further work should be undertaken in Phase Two of the study in order to validate this assumption.

### 1.6.2 ROLLING STOCK

A fundamental aspect of the study brief for Phase One of the Doncaster Rail Study is that all options under consideration must be capable of utilising rolling stock that would be fully compatible with the rest of Melbourne's metropolitan rail network. That is, all trains that are used to operate the proposed new line should be capable of running on existing rail lines. It has been assumed that any new rolling stock would be 155m in length (length of current six-car sets).

### 1.6.3 RAIL TRACK GEOMETRY

As explained above, the study brief requires that any proposals developed for a Doncaster rail line would be compatible with the rest of the existing rail network. For this reason, all route options have been designed to Victorian Rail Industry Operators Group (VRIOG) Standards, produced by VRIOG and published by PTV. These are the established rail standards which, when implemented across the Victorian Rail Industry Network, will facilitate the interoperability of rail infrastructure.

Opportunities may exist to further refine options using different technology that does not meet the existing VRIOG standards. Such changes could potentially allow benefits such as steeper track grades and smaller tunnels; however, as departure from the adopted VRIOG standards may reduce compatibility of the new railway to the existing rail network, departures from the existing standards would need full cost benefit evaluations before adoption.

The absolute maximum vertical grade utilised in the engineering designs is 3.5 per cent. This is greater than that currently encountered within the Melbourne metropolitan network, but well within the capability of both the current X'Trapolis trains (with current power restrictions removed) and new High Capacity Metro Trains (HCMT). This aligns with current assumptions made by PTV in planning other infrastructure improvements to the rail network (e.g. the Melbourne Metro Project).

As stated previously, the concept designs assessed as part of this study make provision for the use of rolling stock that is 155 metres in length (six-car sets). Possible future expansion to 220 metres (nine-car) trains has not been precluded, however, with track geometries provided to facilitate this.

### 1.6.4 TRANSPORT PATRONAGE MODELLING

The transport patronage modelling undertaken as part of the Phase One study utilised the Victorian Integrated Transport Model (VITM), which was supplied to the study team by PTV. This model uses industry standard techniques to mathematically model transport demand, transport mode choice, and route choice by analysing existing and predicted land use and population statistics. The model also involves comparing the road and public transport choices available to people in Melbourne and across Victoria.

The modelled year for the transport patronage assessment within the VITM model was 2031. This allows a reasonable period of time for any proposed alignment to be constructed and have reached a period of 'maturity', whereby changes in user behaviour would have had time to occur and travel patterns would have settled into equilibrium. While modelling beyond 2031 is possible, the margin for error in the analysis increases significantly beyond this point and the results are

considered less reliable. Therefore, longer-term analysis of this type is less valuable and has not been undertaken as part of this study.

### 1.6.5 OTHER INFRASTRUCTURE INVESTMENT PROGRAMS

There are a number of other infrastructure projects currently under consideration by government, which could have a significant effect upon the engineering and economic viability of any new heavy rail link to Doncaster. Though many of these projects are in a planning phase and are not currently funded for construction, measures have been taken where possible to ensure that any potential conflicts with these projects have been removed or mitigated as part of the assessment undertaken during this study.

#### Metro Rail Capacity Project (formerly Melbourne Metro)

The Metro Rail Capacity Project (MRCP) has been defined by PTV as a critical city-shaping project that will create the capacity needed to expand Melbourne's rail network, deliver major improvements in reliability and travel times and increase services to growth areas in the north, west and south-east.

The current proposal comprises the construction of a nine-kilometre rail tunnel through the heart of Melbourne that will link the Sunbury and Dandenong rail lines. It includes provision

of five new inner-city underground stations to be located at North Melbourne (Arden), Parkville, CBD North, CBD South and Domain. The rail tunnel would join the Dandenong lines south east of South Yarra station and the Sunbury line west of South Kensington station.

The project is the priority rail investment project for the Victorian Government and is planned for completion during Stage 2 (within 10 years) of the Network Development Plan. Following completion of the Melbourne Metro rail tunnel project and delivery of high capacity signalling on the network, the addition of a Doncaster rail line is proposed for Stage 3 (within 15 years) of the Network Development Plan.

While the MRCP does not directly impact on the capacity-constrained Clifton Hill group, it does indirectly provide relief to the City Loop and an effective interchange for a de-coupled South Morang line. The MRCP could provide additional interchange opportunities for passengers for any new Doncaster rail line.

For the purposes of patronage and operational modelling undertaken for the Doncaster Rail Study, it has been assumed that the MRCP will be completed prior to the opening of any new Doncaster rail line. However, should this not be the case, it is indeed possible to de-couple the Clifton Hill group and build the new Doncaster line without having the MRCP in place. This is discussed in greater detail later in this report.



Figure 1-5: Proposed Metro Rail Capacity Project

**Network Development Plan—Metropolitan Rail**

PTV's *Network Development Plan—Metropolitan Rail* (the plan), released in March 2013, is a whole of rail network staged plan for the development of Melbourne's rail network. The plan seeks to provide a responsive and efficient rail service that will deliver benefits in travel time, reliability, convenience and comfort for passengers over 20 years and beyond through four key stages.

The third stage of the plan—*Extending the network*—is proposed for implementation within 15 years and will focus on extending the network to places currently not served by the metropolitan rail network, including to Doncaster. Stage 3 includes addressing capacity constraints on the Clifton Hill group by constructing a second inner-city tunnel from Clifton Hill to the city. This would separate the Clifton Hill group into two independent groups and provide capacity to accommodate services from a heavy rail connection to the Doncaster area. A Doncaster rail extension would connect to the Hurstbridge line near Collingwood, and both Doncaster and Hurstbridge services would operate via the existing Clifton Hill rail loop. The South Morang line would be diverted to a new tunnel to Southern Cross Station via Parkville. This would create long-term capacity for more trains to operate to South Morang, Hurstbridge and Doncaster.

The plan is consistent with the work completed in Phase One of the Doncaster Rail Study. However, other projects that provide increased capacity to the whole metropolitan rail network, such as the Metro Rail Capacity Project and delivery of high capacity signalling on the network, are prioritised for delivery ahead of a rail line to Doncaster.

This is a critical step forward in planning for a rail line to Doncaster.

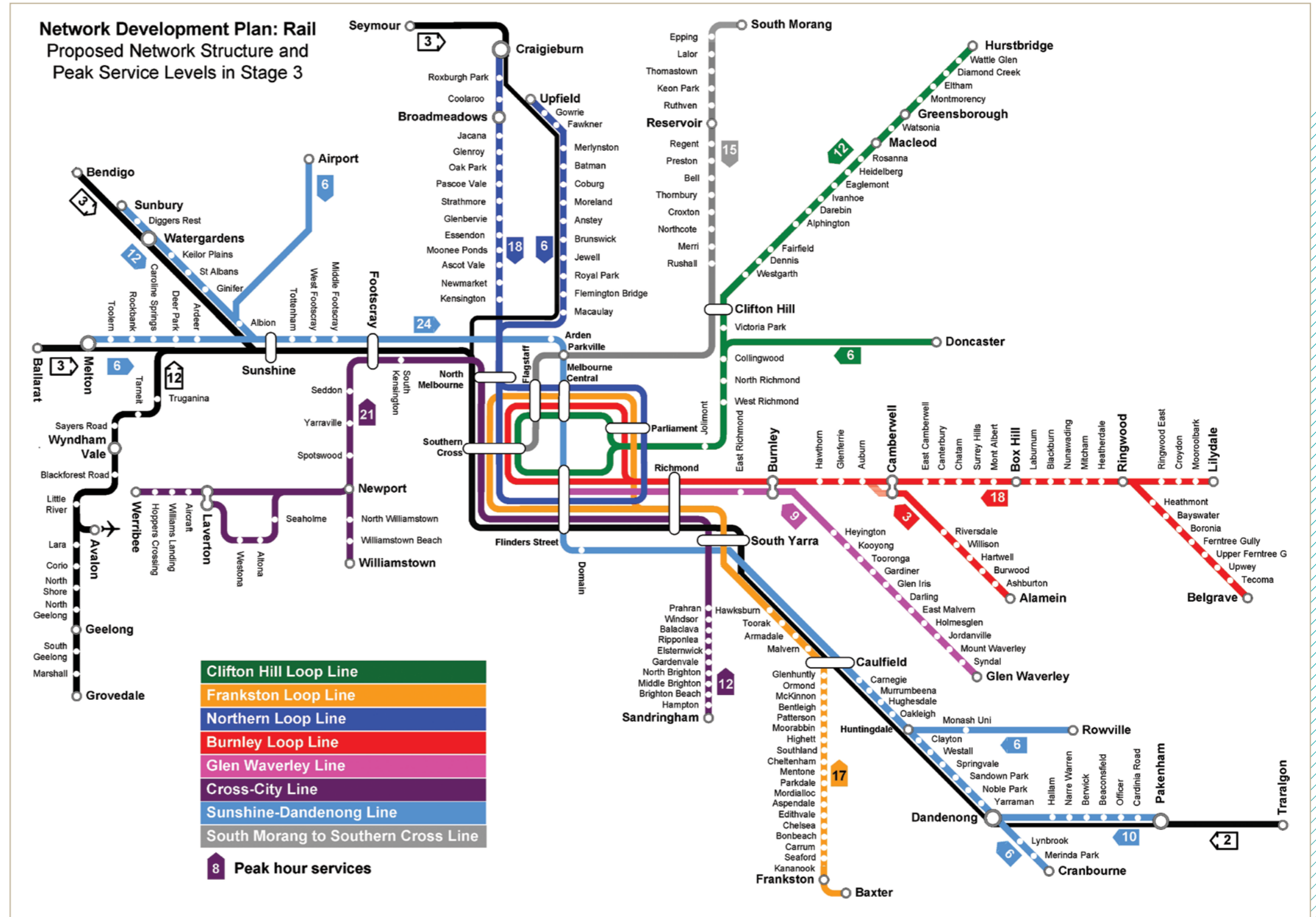


Figure 1-6: Proposed metropolitan rail network structure and peak service levels in Stage 3  
Source: *Network Development Plan—Metropolitan Rail*, PTV, 2012

## East West Link

The East West Link is an 18 kilometre freeway-standard road, cross city connection north of the Melbourne CBD. It is proposed to connect the Eastern Freeway with CityLink and the Port of Melbourne, ultimately extending to the Western Ring Road.

The Eastern Section of the project comprises a six-lane road in tunnel (three lanes in each direction) from the Eastern Freeway in Clifton Hill to CityLink in Parkville, and further to the Port of Melbourne via a separate elevated road on the western side of CityLink (refer Figure 1-7). From the Port area, the road continues to connect to the Metropolitan Ring Road in Sunshine West (which includes a tunnel under Footscray), forming the Western Section of East West Link.

The East West Link—Eastern Section is proposed to be built first in Stage One of the project. The Eastern Section comprises two parts. Part A extends from the Eastern Freeway to CityLink. Part B is a separate, direct southbound connection from Part A to the Port of Melbourne. Part B provides a link with the Western Section, forming the complete East West Link. The Western Section would be completed as a subsequent stage.

The main components of Part A of the East West Link—Eastern Section would be:

- additional traffic lanes along the Eastern Freeway between Hoddle Street and Yarra Bend Road
- a reconfigured interchange at Hoddle Street in Clifton Hill that incorporates a new elevated structure connecting Hoddle Street south to the Eastern Freeway, passing over Alexandra Parade, Hoddle Street and the South Morang/Hurstbridge railway line including provision for a dedicated lane for DART
- twin 4.4 kilometre three-lane tunnels between the Eastern Freeway and CityLink
- an interchange at Elliott Avenue, with easterly oriented ramps allowing access to/from Elliott Avenue
- a CityLink interchange, with new elevated structures connecting the tunnel portals in Manningham Reserve to CityLink in both northerly and southerly directions
- additional traffic lanes on the Tullamarine Freeway section of CityLink to accommodate project traffic movements
- an exit ramp from the East West Link—Eastern Section to Ormond Road and complementary upgrades to the Elliott Avenue/Flemington Road/Racecourse Road/Mount Alexander Road intersection.

The main components for Part B of the East West Link—Eastern Section would be:

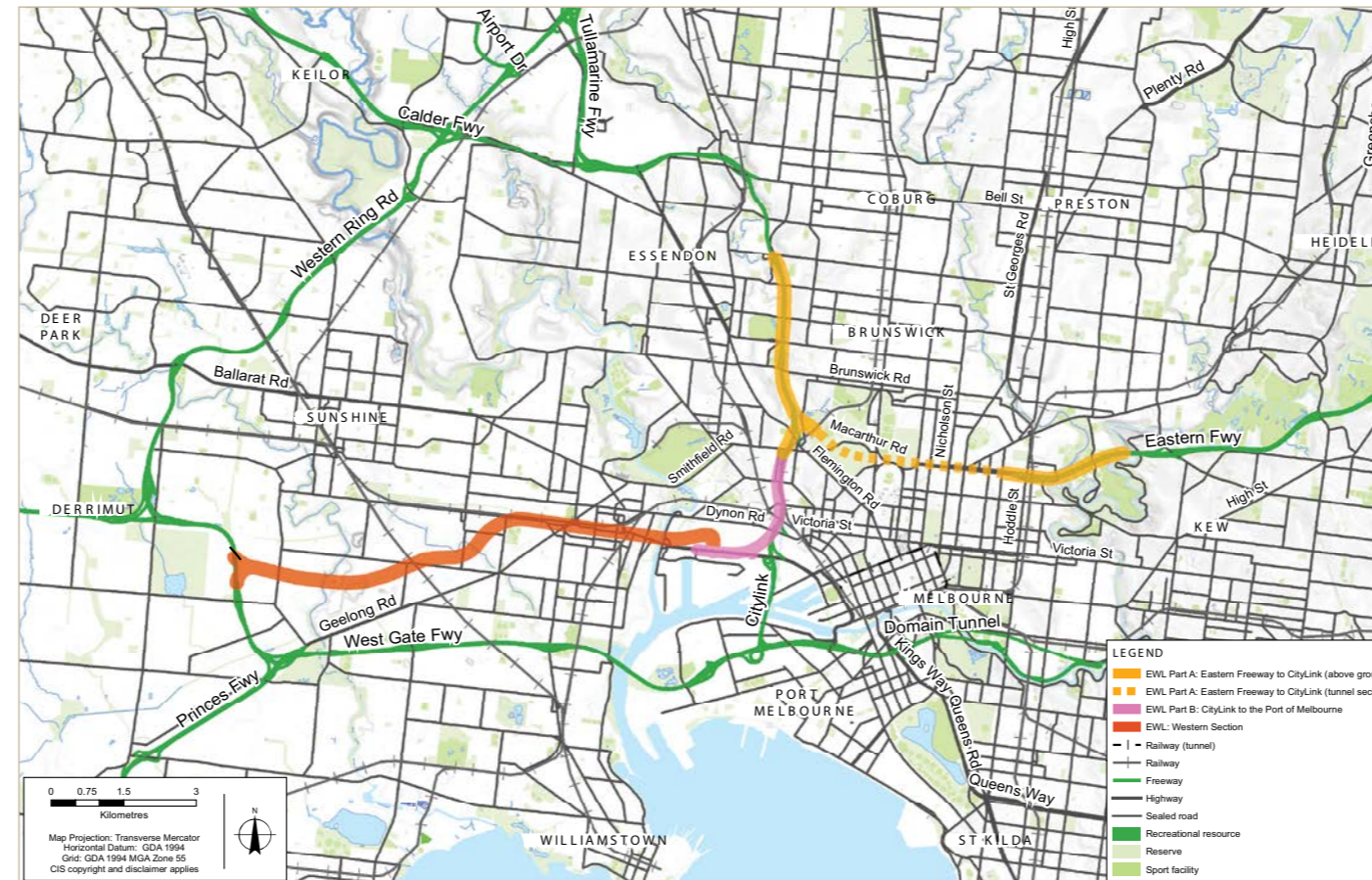


Figure 1-7: East West Link—Eastern Section  
Source: Comprehensive Impact Statement, Linking Melbourne Authority, 2013

- a three-kilometre viaduct parallel to and on the western side of CityLink from Mount Alexander Road to Footscray Road
- a viaduct generally along the Footscray Road alignment
- provision for Arden Street exit/entry ramps from the viaduct, allowing access to and from Arden Street
- Appleton Dock and Footscray Road interchange, incorporating north facing exit/entry ramps.

The statutory planning and environmental approvals process for the project is currently underway and construction is anticipated to commence before the end of 2014, taking five years to complete. Enabling and public transport works are planned to align with completion of construction of the link in 2019/2020.

The East West Link has not been included within the patronage modelling for the proposed Doncaster rail line as this project was announced in May 2012, after the completion of our modelling. We note that a Doncaster rail line will perform a different transport function providing public

transport CBD access, compared with East West Link which will form an alternative east-west city bypass for vehicular traffic. Provision has been made within the study's engineering analysis and design work to ensure that should either the Doncaster rail line or the East West Link be constructed in the forms currently envisaged, neither would preclude the later construction of the other.

### Eastern Freeway Widening

VicRoads is investigating upgrade options of the Eastern Freeway in relation to East West Link including Eastern Freeway widening between Hoddle Street and possibly to Tram Road. Any upgrade will not preclude future provision of a Doncaster rail line. It will also maintain provision for DART.

### North East Link

The North East Link is a new freeway connection proposed between the Metropolitan Ring Road at Greensborough and the Eastern Freeway at Bulleen, directly linking Melbourne's industrial areas in the south east, the Port of Hastings and Gippsland with the Hume Freeway to the north.

The Victorian Freight and Logistics Plan, *Victoria—The Freight State* that was released in August 2013 and *Plan Melbourne: Metropolitan Planning Strategy*, released in October 2013, indicates Victorian Government support for a North East Link project. These key strategic planning documents identify both the North East Link and the East West Link, as integral elements in the connection of Melbourne's transport and employment precincts.

The timing of delivery for the North East Link is identified in the medium to long-term. Short term actions outlined in *Plan Melbourne* include considerations for North East Link to connect the Metropolitan Ring Road and the Eastern Freeway/East Link.

As consideration for this project is still in the preliminary phase, it has not been included within the assessment of potential alignments for a Doncaster rail line. Like the East West Link, the alignments proposed for the Doncaster rail line would not preclude, or be precluded by, a North East Link.

### Hoddle Street Improvements

In 2010, VicRoads commissioned a planning study to investigate integrated transport options to improve the operation of Hoddle Street from the Eastern Freeway to just north of the M1 Freeway (Citylink). VicRoads has subsequently stated that the outcomes of the Doncaster Rail Study will influence the development of solutions for Hoddle Street and that any further investigations relating to the Hoddle Street Study will need to properly consider the long-term implications of a Doncaster rail line on the operation of this street.

Notwithstanding this, provision has been made within the alignment options considered in Phase One of this study to avoid conflict with any potential improvements to Hoddle Street.

### Doncaster Area Rapid Transit (DART) Smartbus Network

The DART Smartbus network has experienced significant growth since its introduction in 2010 and this growth is expected to continue in the short to medium-term. The DART system is scalable however, and the patronage modelling utilised in this study made the assumption that additional services would be provided to satisfy demand until such time as a Doncaster rail line is constructed. No other significant amendments to the current DART routes or infrastructure were assumed.

In the modelled situations where a proposed Doncaster rail line alignment conflicted with an existing DART service, it was assumed that the existing DART service would be curtailed upon the opening of the new rail line to prevent an overlap of service provision.

## 1.7 INTEGRATION OF COMMUNITY FEEDBACK INTO THE STUDY

The incorporation of community and stakeholder views was critical to Phase One of the Doncaster Rail Study and helped shape its form and direction. Throughout the study there were a range of opportunities for the community and key stakeholders to get involved and have their say. These included:

- community and stakeholder workshops
- targeted briefings with key government agencies, local councils and interest groups
- ideas booths with public displays
- feedback forms
- a specific study e-mail address
- a study website that included an online blog “Your Say”
- social media such as Facebook and Twitter and
- community information sessions.

In addition, a range of communication methods were used to publicly promote input into the Study and allow the community and stakeholders to stay connected with the Study progress. These included:

- a free call telephone hotline
- study bulletins
- FAQs
- coreflute posters, displayed at local council offices
- fliers
- local newspaper advertising and articles and
- media releases.

The feedback received throughout this engagement process has helped to shape the analysis and recommendations contained within this report.

ACTIVITY	DESCRIPTION	OUTCOMES
<b>Community Workshops</b>	Five Community Workshop events held across two rounds throughout the duration of the Phase One study. <ul style="list-style-type: none"> <li>• 2 x Issues and Ideas Workshops held in November 2011 at Doncaster and Box Hill</li> <li>• 3 x Options Workshops held in March 2012 at Doncaster, North Balwyn and Richmond.</li> </ul>	Participation levels were: <ul style="list-style-type: none"> <li>• Issues and Ideas Workshops 67 participants in total</li> <li>• Options Workshops 183 participants in total.</li> </ul> The community articulated a high demand for public transport improvements.
<b>Stakeholder Workshops</b>	Two Stakeholder Workshops were held throughout the duration of the Phase One study. <ul style="list-style-type: none"> <li>• Issues and Ideas Workshop held in November 2011</li> <li>• Options Workshop held in February 2012.</li> </ul>	There were approximately 25 participants involved in each of the Stakeholder Workshops that represented a range of interest groups, state government agencies and local councils. <p>Integration of land use and transport planning issues was central to all the input received.</p>
<b>Targeted Briefings</b>	22 individual meetings were held with Local Government Councillors and Officers including 4 workshops with the Local Government Group. <p>In addition 10 individual meetings were held with key stakeholders including VicRoads, Linking Melbourne Authority (LMA), the Department of Planning and Community Development (DPCD), Eastern Transport Coalition (ETC), the Metropolitan Transport Forum (MTF) and the Melbourne Metro project team.</p>	Key stakeholder input provided into development of needs and nodes assessment, key issues, opportunities and constraints and alignment themes and options development.
<b>Ideas Booths</b>	Five Ideas Booths events were held over two rounds throughout the duration of the Phase One study. <ul style="list-style-type: none"> <li>• Round 1 January 2012—Doncaster Westfield and The Pines Shopping Centres</li> <li>• Round 2 April/May 2012—Doncaster Westfield, Kew Junction and Bulleen Plaza.</li> </ul>	Provided opportunistic exposure to the Study for hundreds of shoppers who discussed issues with the study team, received Study Bulletins and notification of other engagement opportunities as well as completing feedback forms.
<b>Feedback Forms</b>	Over 150 completed feedback forms were received from the community throughout the duration of the study. Two feedback forms were created with separate questions to reflect the issues and ideas gathering stage (received until February 2012) and the corridor options stage (received until June 2012).	From analysis of quantitative information attained through the Round 2 feedback forms, the study team were able to determine the rapid transit option ranked as the first preference, the local access option was the second preference and the orbital network was ranked as the least preferred option.
<b>Online Engagement</b>	The study website provided a central information portal for the study including consultation activity summaries, options maps, presentation material and information in languages other than English. <ul style="list-style-type: none"> <li>• An active presence for online conversations was also facilitated on social media Facebook and Twitter</li> <li>• Refer to <a href="http://www.doncasterrailstudy.com">www.doncasterrailstudy.com</a></li> </ul>	<ul style="list-style-type: none"> <li>• Study website with active blog forum including 11,811 visitors to date</li> <li>• Facebook account includes 158 likes and 64 posts</li> <li>• Twitter account includes 211 followers with 156 posts.</li> </ul>
<b>Detailed Written Submissions</b>	Approximately 18 detailed written submissions and/or proposals for consideration were received via the study email or postal address throughout the study.	These submissions were considered in detail at the time of receipt for incorporation into the study direction and findings. Each submitter received a response from the study team acknowledging the considerable effort in preparing their comments.

Table 1-1: Key aspects of community and stakeholder engagement process

### 1.7.1 FEATURES OF A GOOD OUTCOME

The first community engagement activities undertaken by the study team had the aim of developing a framework of concepts known as the 'features of a good outcome'. This process sought to define what criteria the community would use to measure the effectiveness or otherwise of any future Doncaster rail line.

Once these measures of success were developed, the study team was then able to use these measures to assist with shaping the remainder of the study. The measures were also used to generate the criteria that rail alignment options were compared against. This process is described in more detail later in this report.

This initial engagement process comprised a series of targeted stakeholder meetings and two community workshops. At these meetings and workshops, members of the public could discuss the concept of a heavy rail connection to Doncaster with study team members and provide feedback in both an informal setting and through facilitated workshops. A wide range of views and perspectives were obtained as part of this process, however a number of key themes were seen to be common across all of the submissions received as can be seen in Figure 1-8.

Key messages arising from the Stakeholder 'issues and ideas' workshop included the opinions that:

- the study should be considered within the context of the wider metropolitan and regional transport strategy, not as an isolated project
- transport planning and land use planning should be integrated at the planning phase in order to maximise future social and economic opportunities for the community
- it is crucial to ensure any impact on residents and the environment is minimal
- existing public transport modes and services such as the DART should remain as an option for the community and
- efforts should be made not to fragment existing community networks.

These 'features of a good outcome' contributed to the development of assessment criteria which were used by the study team to compare the relative merits of different rail options. Further detail regarding this process and how community and stakeholder views regarding each option were used in the shortlisting process are described later in this report.

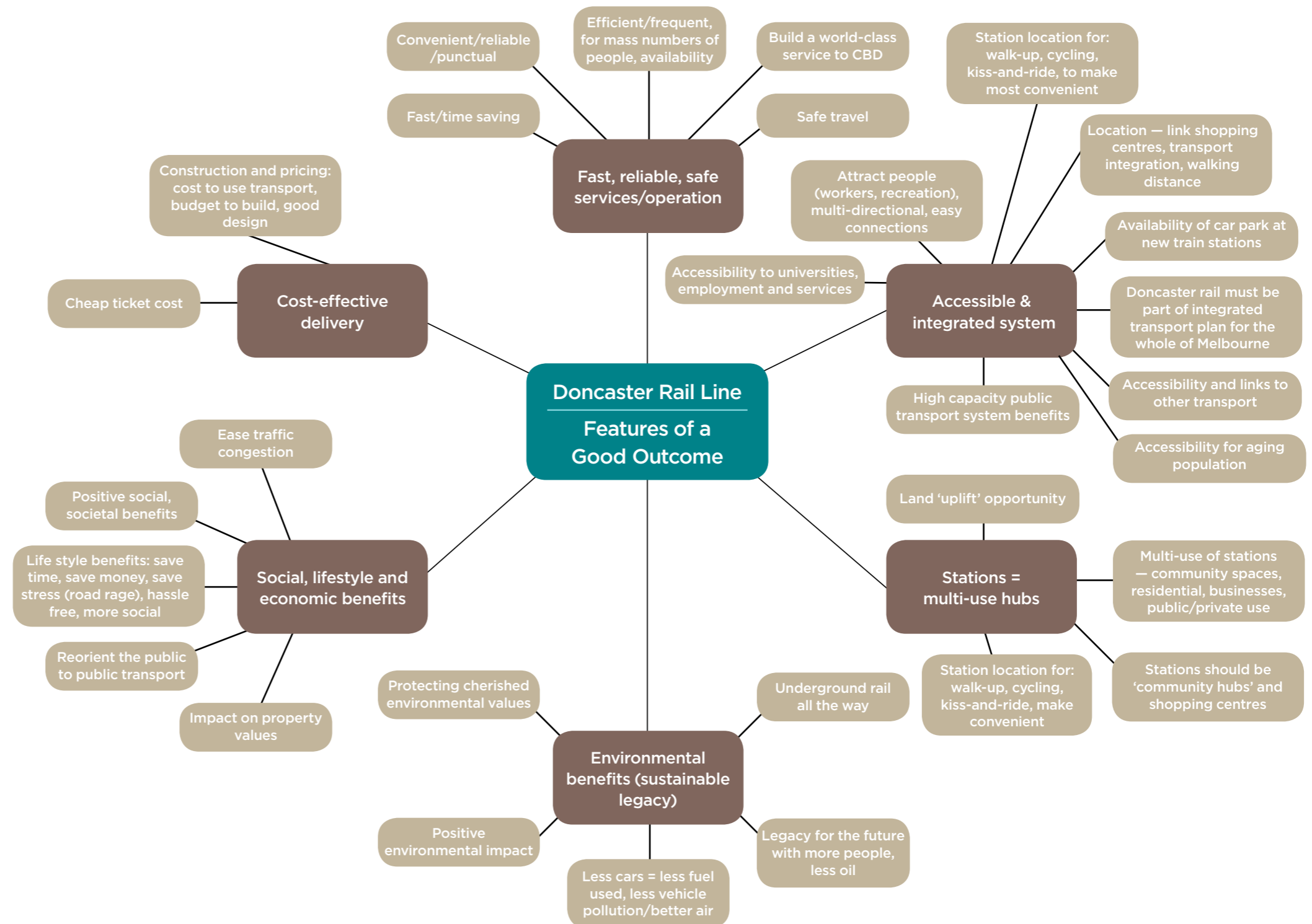


Figure 1-8: 'Features of a Good Outcome' developed from early community engagement

