



North Shore Station car park upgrade

Summary of community engagement on concept plan

October 2021

Overview

About the project

As part of the Victorian Government's Car Parks for Commuters Program, VicTrack is delivering new and upgraded car parking at North Shore Station.

In total 140 new car parking spaces are being built and the existing car park is being upgraded. Once the project is complete there will be a total of 200 new and upgraded parking spaces at the station.

In addition to extra car parking spaces, the project will deliver:

- 10 bicycle hoops at the station
- upgrades to safety and security with CCTV and lighting
- more accessible parking for people of all abilities.

In August 2021, we presented the concept design to the local community and interested stakeholders seeking their input to inform the next stage of design.

An online survey was hosted on the Victorian Government's Engage Victoria website from Wednesday 11 August to Wednesday 25 August 2021. The survey was promoted through social media, signage at the station, and via a letter distributed to more than 450 local properties and community groups.

Between these methods of engagement, we had input from 30 individuals via our online survey and five additional pieces of feedback were emailed directly to VicTrack.

What we asked

The survey was designed to generate insights from local residents, station users, or those with an interest in the project to help inform the final design.

The concept design broadly outlines the location of key facilities and components being delivered as part the expansion.

The survey sought to better understand the local community and commuter insights into the proposed functioning of the site, including what facilities would best be utilised.

Additionally, we wanted to understand the community concerns about the construction phase to help us manage any impacts.

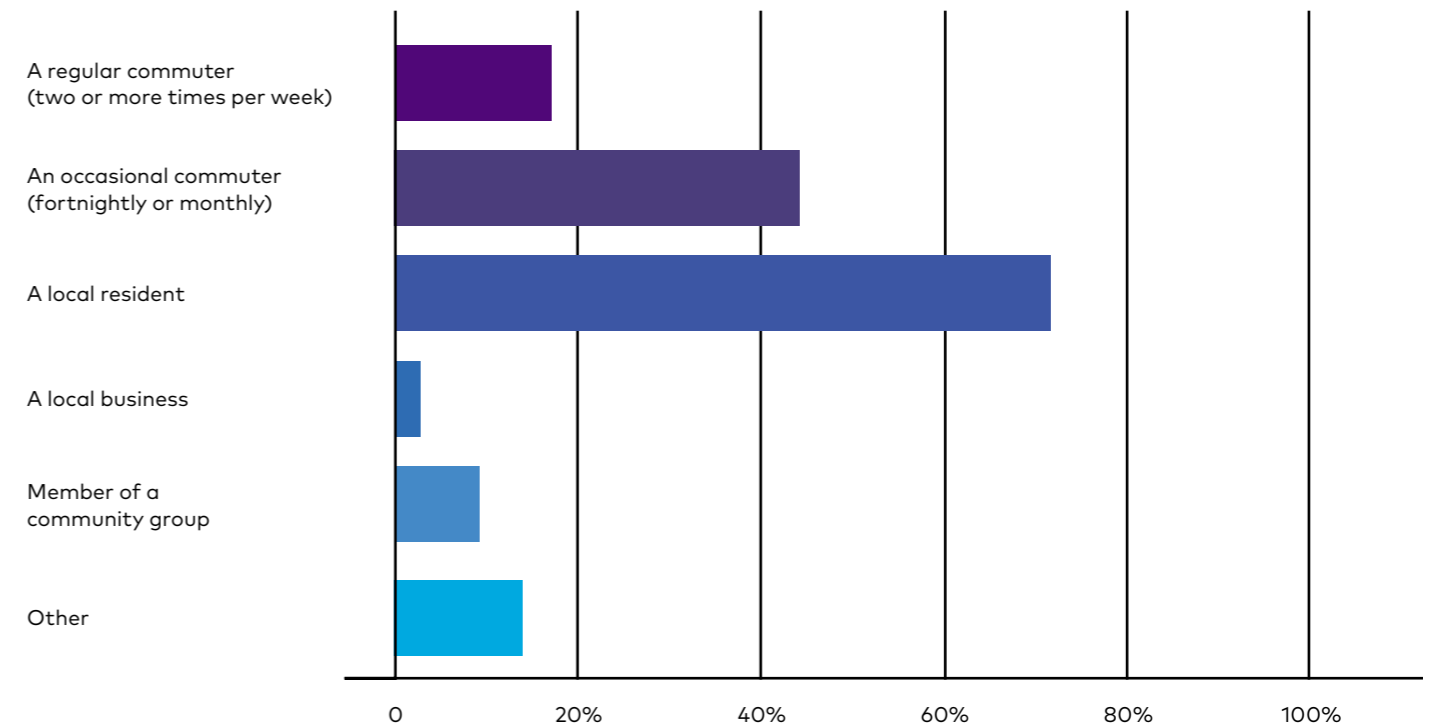
Who we heard from

More than 370 people visited the Engage Victoria site to look at the car park design. Thirty people responded to the online survey and five responses were received via email.

Most respondents (70 per cent) were local residents, followed by the occasional commuter catching the train either fortnightly or monthly. More than three quarters of the contributions were made from individuals who lived within five kilometres of the railway station.

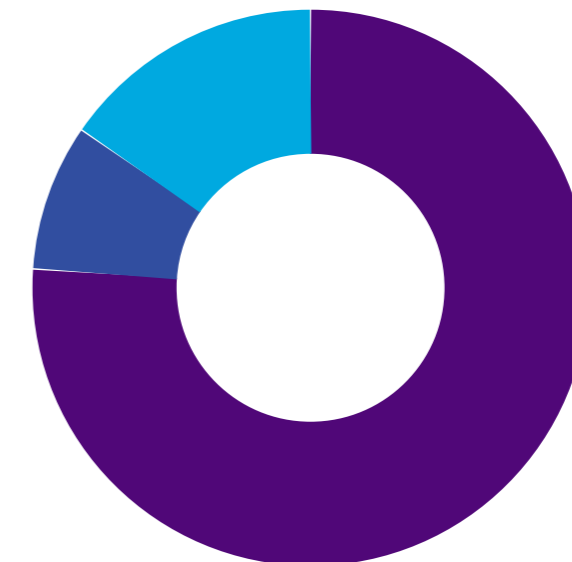
Please note, survey comments have not been changed to correct spelling or grammar.

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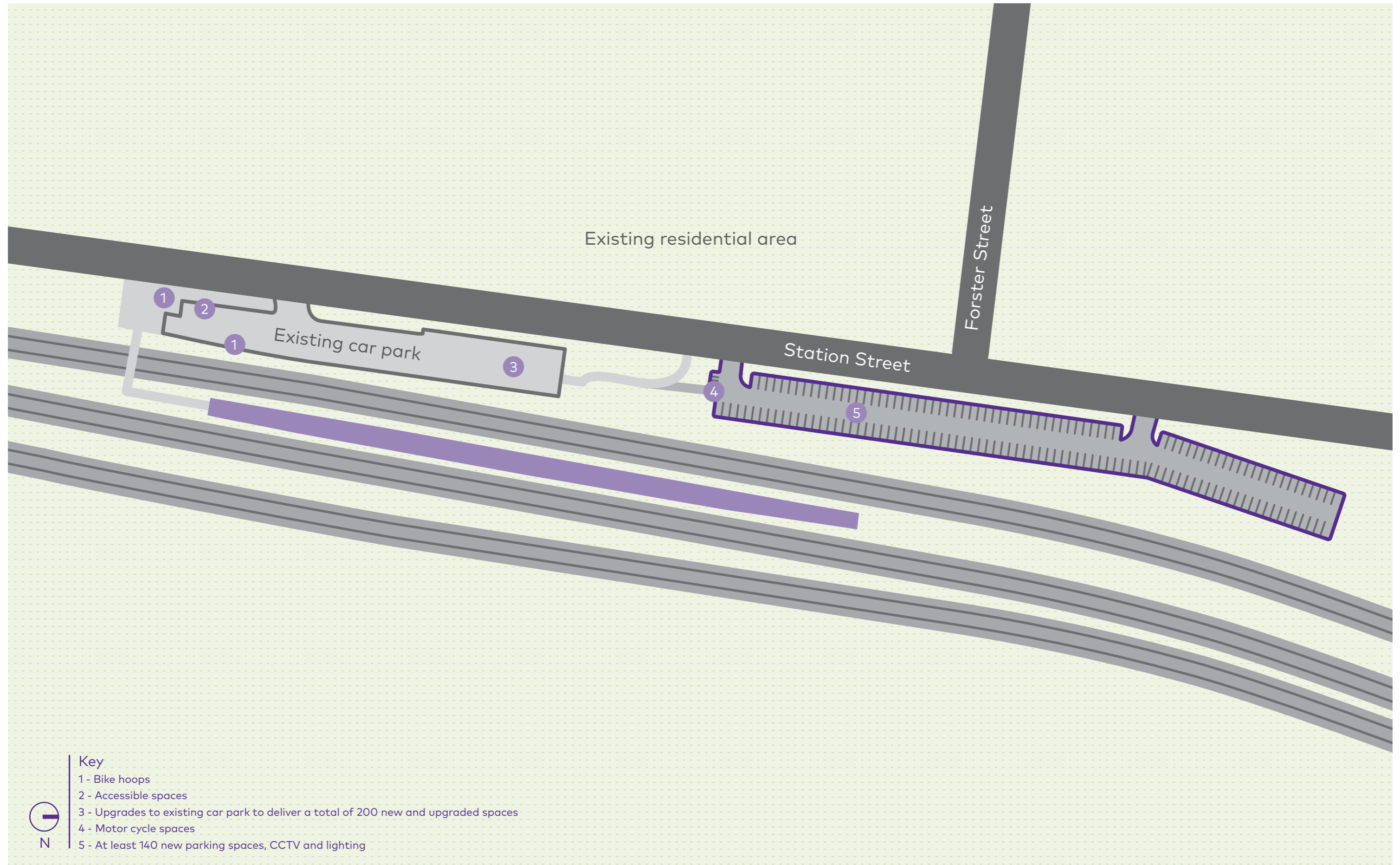


How far do you travel to get to the station?

- Up to 5km
- 5-15km
- 15km or more



Site plan



What we heard

What is most important to respondents about the station car park upgrades?

Safety upgrades were rated as very important by respondents. More than half of respondents rated safe pedestrian access directly to the station as 'very important', and more than two thirds said improving CCTV and lighting was a 'very important' aspect of the car park upgrade.

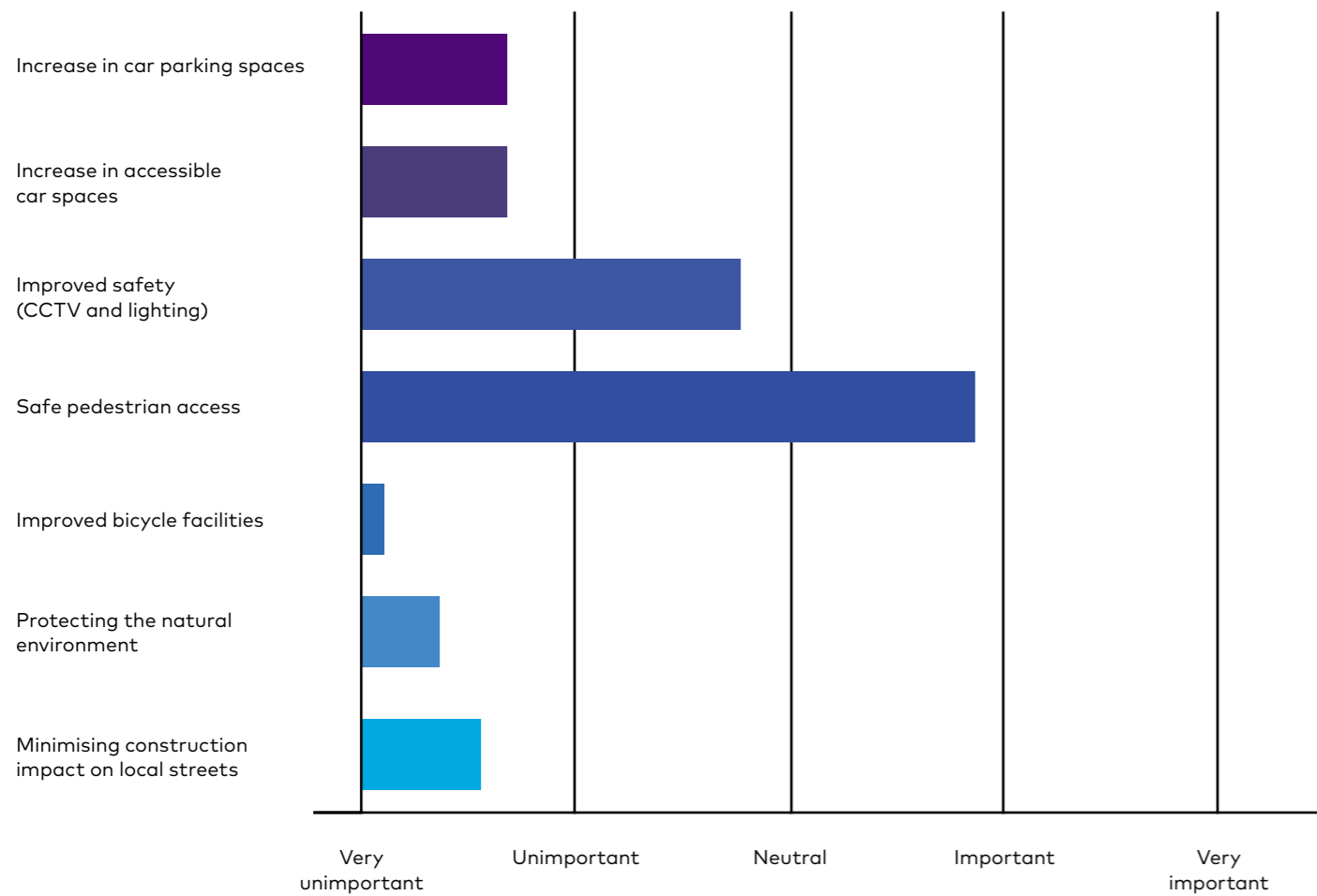
Respondents indicated that the following were all roughly equally important:

- increase in accessible car spaces
- improved bicycle facilities
- protecting the natural environment
- minimising the construction impacts on the local streets.

Some direct feedback received noted that an increase in car parking spaces was not important at North Shore Station but agreed the associated upgrades would be beneficial. This feedback indicated that many commuters choose to take the bus, walk or cycle to North Shore Station rather than drive their car and park.

This feedback is reflected in the results from the online survey. While the results show that around a third of respondents believe increasing car parking at the station is 'very important', half of respondents rated it as 'unimportant' or 'very unimportant'.

When considering the station car park upgrade, what is most important to you?



Some of the comments people made in particular include:

“No problem with the other proposed passenger improvements at North Shore, REAL passengers shelter, passenger information.”

“There is a perception that the environs of North Shore station are unsafe. Therefore, it would be far preferable, and much cheaper, to deal with that, by providing better lighting and CCTV cameras on the existing approaches and existing car park, for example.”

“Also need more shelter from weather including on platforms while waiting for trains that will encourage more use”

What we are doing:

To ensure that commuters can walk safely from the new car park to the platform and avoid traffic, a dedicated footpath will be provided between the new car park and the station entrance.

There will be CCTV and lighting in the new car park and the existing car park, which will be planned carefully to maximise coverage and improve commuter safety.

Working within the V/Line guidelines, we will be landscaping the area, which will include the addition of native low-risk, low maintenance and drought tolerant plants.

The impacts of construction are yet to be finalised, but every effort will be made to keep disruption to local residents and rail passengers to a minimum. There will be no impact to train services as a result of the works.

What we heard

What changes did people suggest to the car park concepts?

Suggested improvements to the proposed concept layout and current car parking include:

- increasing the number of CCTV cameras and lighting
- beautification
- including a Parkiteer cage
- installing a footbridge to access the platform
- building the new car park closer to the station
- installing toilet facilities.

Many of the respondents indicated that the need for a large Parkiteer cage was very important. These individuals suggested that many commuters ride to the station before catching the train, so the ability to secure their bicycle was preferred.

The inclusion and upgrade of the station facilities such as adding toilets was also a common theme from respondents.

Some of the comments also reinforced the feedback that additional car parking is not required at North Shore Station.

Some of the comments people made in particular include:

“Needs a unisex toilet for people near the footpath with lighting and cameras. Also needs better shelter on the station.”

“PTV has shown that it has very little understanding of how people access this Station. Most users either walk or use buses to access the Station. An additional 140 car parking spaces is simply not needed.”

“Include Parkiteer cage in design.”

“More cctv and regular security patrols”

“Please include native vegetation landscaping in the plan. A mix of ground covers, shrubs and trees. Particularly given the area being developed is already green space about to be concreted.”

“The trees. Since we look out of our window everyday at this location it would be great to keep as many trees as possible.”

“Yes, less car parks. The station hardly has any cars there as it is, so this will only promote an empty concrete area that is under-utilised. The area would be better off with plantings, natural vegetation, green open spaces, waiting spaces for bus/trains.”

What we are doing:

The project includes installing 10 bicycle hoops, however due to the limited space in the area we are unable to consider installing a Parkiteer cage for cyclists at this time.

We will pass on the feedback about installing toilet facilities at the station for commuters to the Department of Transport and rail operator V/Line, who manage the station facilities.

The car park will be maintained by V/Line, who has strict guidelines around the planting of trees over car spaces to ensure they do not drop branches onto cars. We will work to ensure any plantings are low-risk and low-maintenance while enhancing the visual appeal of the area.

What concerns do people have about the construction of the new car park?

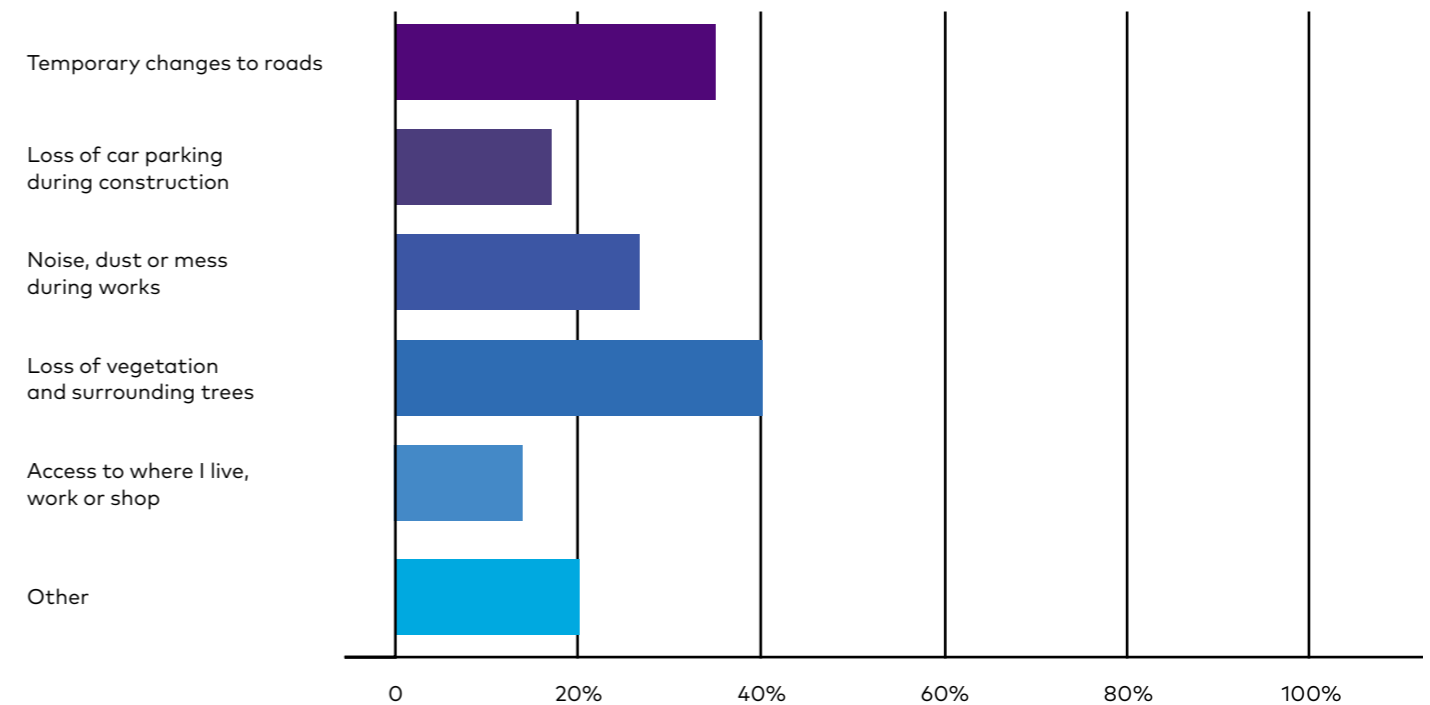
When asked about the construction of the new car park and what respondents were most concerned about, a significant number of respondents, 40 per cent, were concerned about the loss of vegetation and surrounding trees.

A third were also concerned about temporary changes to roads in the area.

Respondents also indicated that construction noise, dust and potential mess were also key concerns.

Loss of car parking at the station during construction was not rated as a particular concern.

What are your key concerns relating to construction of the new car park?



Some of the comments people made in particular include:

“Expanding the car park at North Shore unnecessarily when only at 30% of current capacity, when the real need for extra car parking spaces is at Marshall and Waurm Ponds to serve Armstrong Creek, albeit Rail Projects are putting extra spaces at both stations currently.”

“Even pre-covid there were always more car spaces vacant than occupied. So why increase the amount of parking unless you plan to upgrade the station?”

“Road closures, no parking”

What we are doing:

Impacts on trees and vegetation will be kept to a minimum, and landscaping will be included as part of the project.

The impacts of construction are yet to be finalised, but every effort will be made to keep disruption to local residents and rail passengers to a minimum by reducing noise, dust and traffic changes.

What we heard

What could we consider doing to reduce construction impacts?

When considering what could be done to reduce the impacts of construction, most responses requested that all works take place during the day during normal construction hours.

Additionally, that the works remain on time through good planning with little to no night works. Keeping the area safe and secure from the public was also of high importance.

Some of the comments people made in particular include:

“Minimise truck entry & exit onto station st during peak traffic times. It’s already a busy intersection at the rail crossing”

“Manage construction during regular working hours”

“Work done during daylight hours”

“Get it done on time”

What we are doing:

The schedule for construction is yet to be finalised, however we expect works to take place during normal construction hours and any night works will be kept to a minimum.

Other feedback

Generally, feedback received in response to this question reflected feedback provided elsewhere in the survey. Common themes emerged around the request for improved security, more facilities such as toilets, and drop off zones for commuters.

Respondents continually identified the need for beautification and reducing any impact to the existing vegetation.

There were once again concerns about whether North Shore Station requires additional car parking, but there was general support for the associated upgrades that the project will bring.

Some of the comments people made in particular include:

“I think it’s great and will be good to have more surveillance on the street. “

“Needs a toilet, shelter on the station could be better, security alarm”

“As mentioned before would like the station manned and have available toilets”

“Make sure there are heaps of trees planted.”

“Spending money on improving pedestrian and bicycle infrastructure in the surrounding area could be a better way to reduce demand for parking, rather than just providing more (without any other benefits to the community)”

“Provide passenger shelter both at the bus top and on the platforms that provides actual shelter from the elements.”

“Put the lighting and Security on the platform and run buses from the station to meet the last train each day rather than waste money on car parking.”

“While new car parking spaces are great, commuters need to know before they leave home about the number of vacant spaces. The installation of parking technology is a must to help reduce congestion in the area.”

“Increased number of car parking spaces for future proofing the area.”

“As a local resident for 3 years I don’t think there has ever been a time that the current carpark had been full or close to. It could definitely do with a upgrade to the garden area around the current carpark and CCTV and lights.”

What we are doing:

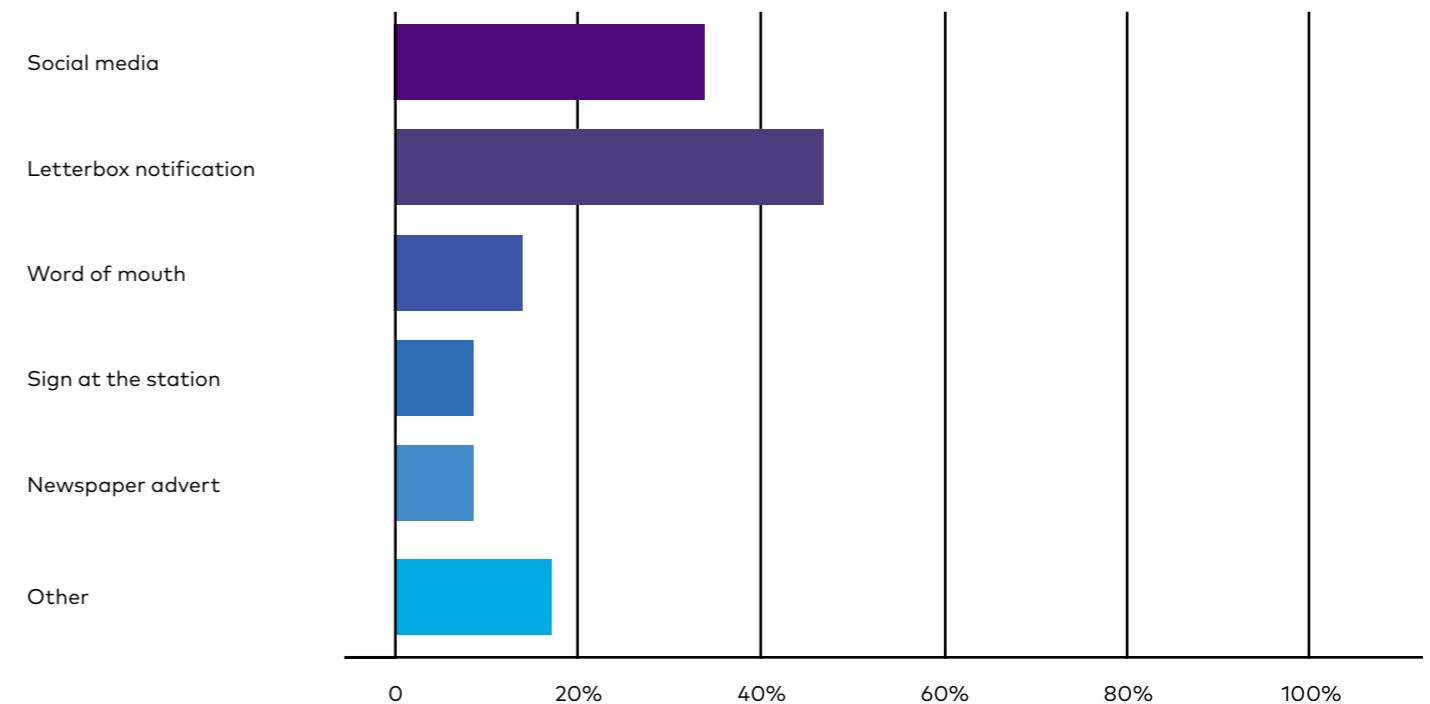
Any matters relating to platform facilities, such as shelters and toilets, are outside the scope of the car park project.

The feedback requesting additional facilities at the station will be passed on to the Department of Transport and V/Line.

How did respondents hear about the car park upgrade?

The respondents were asked to confirm how they had heard about the North Shore Station car park upgrade, with 47 per cent identifying that they heard about it through VicTrack’s letterbox drop. This was followed by a third noting that they had heard about the upgrade through social media.

An additional 17 per cent said that they found out about the project through the Engage Victoria email update they had subscribed to.



Summary and next steps

Overall, the survey results show people are supportive of upgrades being made at North Shore Station. Particular emphasis was put on the need to improve safety and security at the station.

Local residents and community stakeholders want to see improvements made at the station and in particular the area enhanced with new vegetation and facilities for passengers.

There were a number of concerns that the significant increase in parking spaces is not needed at North Shore Station as the current car park is often not full, and that resources could be better used elsewhere.

People want to be kept engaged and informed as the project progresses and for efforts to be made to manage impacts through the construction phase.

Following this consultative phase, the concept plan will be further refined into a detailed design.

Stay up to date on the project

For more information visit the VicTrack website victrack.com.au/northshore or email projects@victrack.com.au

