

Appendix I: Engagement Outcomes



METRONET Byford Rail Extension
Engagement Summary Report - Armadale Station

Engagement Summary Report Armadale Station

May 2023



Document details	
Title	Engagement Summary Report Armadale Station
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Note: This document has been produced as a summary report during the Project Alliance Reference Design Stage to inform the Alliance Project Team (APT) personnel and supply chain partners as required. Engagement herein arises from the implementation of BRE Stakeholder Interface Management Plan and BRE Community and Stakeholder Engagement Management Plan.



Document revision history and sign-off

Rev	Date	Revision Description	Prepared by	Reviewed by	Approved by
A	May 2023	Issued for review	Christina Azar	Tania Anglin	Tania Anglin

Distribution

The summary report will be held within the Project Alliance document management system, where it can be accessed by Alliance Project Team (APT) personnel and supply chain partners as required.

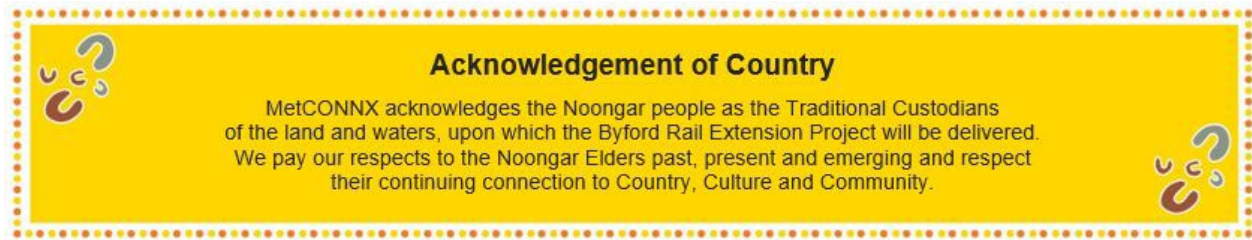
Issue, revision and re-issue

The summary report may be revised periodically throughout the duration of the Project. The Engagement Lead may issue or refer versions of this summary report to the Alliance Management Team (AMT) for information purposes.



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1. Purpose of this summary report

This report describes engagement of community and stakeholders undertaken by the MetCONNX Alliance in relation to the design of the new elevated Armadale Station. It summarises engagement activities and outcomes to date, and outlines future engagement across the life of the project.

2. Engagement

All community and stakeholder engagement and communication activities undertaken by the Alliance will be:

- guided by the International Association for Public Participation (IAP2) Quality Assurance Standard for Community and Stakeholder Engagement
- undertaken in accordance with the IAP2 Public Participation Spectrum (IAP2 International Federation 2014).

The IAP2 spectrum identifies the level of participation that defines the public role in any engagement program. It shows that differing levels of participation are legitimate depending on the goals, resources, interests and levels of concern that stakeholders hold in the decision to be made.

2.1 Engagement objectives

Engagement objectives are as follows:

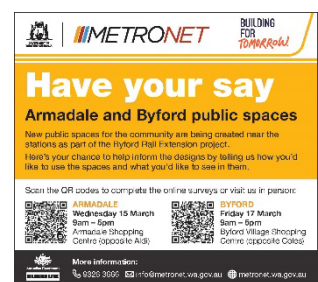
- Generate awareness of and support for the project, including its rationale, objectives and benefits.
- Ensure the community and stakeholders are kept well informed about project design and construction including all works or activities that may impact on them; and they have an opportunity to have their feedback and concerns considered.
- Understand stakeholder and community aspirations, opportunities, issues and concerns associated with the project.
- Obtain community input to, buy-in and acceptance of the project development and design and construction methodology, ensuring that where practical, project delivery reflects the wishes of the community.
- Deliver the project with minimal complaints and ensure that concerns raised are managed in a proactive, timely, transparent and empathetic manner.
- Build strong, open and honest relationships with the local community, improving levels of trust and confidence in METRONET and their vision for a well-connected Perth with more transport, housing and employment choices.

3. Engagement activities to date

Engagement activities undertaken to date have involved key stakeholders in planning and reviews to improve place outcomes; provide accessible, clear and timely information; create meaningful, two-way discussion; and identify and mitigate risks.

Engagement activities included:

- A presentation and workshop with the METRONET Access and Inclusion Reference Group on 30 January 2023 focussing on how access and inclusion has been built into early station design concepts, and to hear feedback on how these elements can be maximised. Points of discussion included access, materials, other universal design considerations, safety and welcoming spaces.
- An online survey was launched in early March 2023 to understand community thoughts and ideas for the public spaces near the new elevated train station. Consultation was open for a five-week period and received 236 responses. The survey was widely promoted including:
 - Distribution of a flyer to over 30,000 residents and businesses.
 - An advertisement in the local Examiner Newspaper circulated to over 50,000 residents in Armadale, Beckenham, Bedforddale, Brookdale, Byford, Camillo, Canning Vale (part), Darling Downs, Forrestdale, Gosnells, Harrisdale, Huntingdale, Jarrahdale, Kelmscott, Kenwick, Keysbrook, Langford, Maddington, Mt Nasura, Mt Richon, Mundijong, Oakford, Orange Grove, Piara Waters, Roleystone, Serpentine, Thornlie, Westfield, Whitby and Wungong.
 - Via the METRONET website and social media channels. The survey was also promoted via local industry and community organisations.
- A shopping centre display was held at Armadale Shopping City on 15 March 2023 to share the vision for the proposed public spaces within the project and test and validate initial public space concepts and activity zones around Armadale Station. The display was promoted via an advertisement in the local newspaper and 206 people attended.



- A meeting was held with the Byford Rail Extension Armadale Community Reference Group (CRG) on 29 March 2023 focussing on the viaduct and public spaces, concepts and activity zones around Armadale Station. A workshop discussion was held focussing on the public spaces around the station.
- Businesses in close proximity to Armadale Station were doorknocked to ensure awareness of the project, including the new elevated station and public spaces. An information session was held with members of Business Armadale on 31 March 2023, focussing on public spaces. This session

enabled businesses to view plans and ask questions about the elevated station and public spaces including timing of works and expected impacts.

- Residents in close proximity to Armadale Station were doorknocked to ensure awareness of the project, including the new elevated station and public spaces. Property precondition surveys were also encouraged for properties within 100 metres of project works.
- An information session was held with the residents of Dale Cottages on 4 April 2023 to provide information on the project, share the vision for the proposed public spaces and seek to understand resident's thoughts and ideas. The information session included a presentation and workshop on station public space areas under and surrounding the station and viaduct.
- A presentation and workshop with the Armadale Access and Inclusion Reference Group on 6 April 2023 focussing on how access and inclusion has been built into early station design concepts, and to hear feedback on how these elements can be maximised.
- A workshop held with students at Armadale Senior High School on 9 May 2023 to provide information on the new station, share the vision for the proposed public spaces and seek to understand student's thoughts and ideas.
- Engagement with community and service organisations immediately adjacent to the project site has been ongoing in the form of meetings, briefings, presentations and workshops including Armadale RSL and Armadale Fire Station.
- Ongoing engagement with the METRONET Noongar Reference Group for advice on planning for specific meetings, training sessions and ceremonies.
- Ongoing engagement with City of Armadale including presentations to Officers and Councillors.
- Community works notifications delivered via letterbox drop and email to residents, businesses and community groups within close proximity of project works. These notifications will be ongoing throughout the life of the project.
- Fact Sheets detailing the station and viaduct design distributed to the local community and available for viewing and download on the project website.
- Engagement in the form of meetings, briefings, presentations and workshops will be ongoing with the City of Armadale and elected representatives.

4. Stakeholder and community sentiment

4.1 Stakeholder solutions

Engagement with stakeholders has contributed to more sustainable solutions for the project including:

- Alignment of shared pathways and principle shared pathways to provide better connectivity along the corridor.
- Re-working designs to achieve the least impact to significant trees and improved tree retention across the project.
- Incorporating input from multiple stakeholders with sometimes competing values to enable good design according to movement hierarchies.
- Using place audits and local knowledge of existing desire lines in and around the Station to improve cross corridor connectivity.
- Identifying significant areas as opportunities for public open space or public realm, with feedback from stakeholders and local community incorporated into design.
- Activation opportunities recognised, to be consolidated in future engagement with key stakeholders.

4.2 Stakeholder and community sentiment

The following key themes have been identified and will provide a strong focus for further information and consultation:

Key Theme	Description	Alliance/Project Response
Tree retention	Tree retention is a priority for stakeholders and the community. Where impacts are unavoidable, community expectations are for the project to minimise and offset impacts.	In recognition of the high importance of tree retention, a working group has been established within the Alliance to develop strategies and plans to achieve maximum tree retention, in collaboration with key stakeholders. The project will ensure design and construction is carefully considered to achieve optimum environmental and social outcomes.
Security, safety and surveillance	Stakeholders have expressed a desire to understand how safety mechanisms and Crime Prevention Through Environmental Design (CPTED) principles are incorporated into station designs.	CPTED principles have been applied throughout design including: <ul style="list-style-type: none"> - Providing open activated areas with clear sightlines that support passive surveillance, implementing ample, well-designed lighting. - Installation of active CCTV cameras in the station areas. - Clear signage and wayfinding. - Using materials that minimise opportunities for vandalism. A security risk assessment for the project has underway to identify and prioritise security risks which will then inform the station design process. This process includes consultation with the local Council. The outcomes of this assessment will be shared with stakeholders and the community.
Universal access	Universal access is very important to the local community. Stakeholders have expressed concern that provision of a single station entrance does not best achieve universal access outcomes.	Universal access has been a key consideration in design, with applications including: <ul style="list-style-type: none"> - Level access between platforms and trains. - Stairs, ramps, lift and escalator, providing access to the elevated platforms at Armadale Station. - Paths designed to accommodate pedestrians, recreational and commuter cyclists, and people with mobility disabilities. - Seating for people to rest within the station and in public space areas. Communication with local and METRONET facilitated Access and Inclusion Reference Groups will be ongoing to ensure feedback is incorporated into design.
Ease of access to public and multi-modal transport	Local community feedback has indicated that ensuring easy access to the train and bus, as well as multi-modal transport options is important.	Community feedback has been incorporated into design through: <ul style="list-style-type: none"> - Safe, accessible paths that connect stations with local destinations and facilitate wheelchair access. This includes a new Principle Shared Path between Armadale and Byford. - A new bus interchange to facilitate bus services that connect stations with local destinations. - Plenty of parking including ACROD parking. - Kiss n Ride/drop off areas.

<p>Placemaking and public spaces</p>	<p>Stakeholder feedback has identified a desire to contribute to place-making. Early positive sentiment has been expressed in relation to opportunities for public spaces at Armadale Station. Specific feedback indicated that the local community would like to use the station public space areas to play sport and games, exercise, use play areas, have a picnic or a meal, and connect with nature, friends and family.</p> <p>Local community feedback also indicates native and waterwise landscaping is a high priority.</p>	<p>- Secure bicycle storage near station entry.</p> <p>Our collaborative process with key stakeholders in development of place plans maximises shared value in collaboration with our community engagement approach.</p> <p>Targeted consultation around placemaking in the Armadale Station Precinct included shopping centre displays, on-line surveys, small group forums and engagement with local schools, reference and community groups to promote discussion and seek feedback on proposed public space uses.</p> <p>Feedback received through this targeted consultation will be incorporated into design.</p>
<p>Connectivity</p>	<p>Local community feedback has indicated that pedestrian connectivity and universal access in public spaces is important.</p>	<p>Community feedback has been incorporated into design through:</p> <ul style="list-style-type: none"> - The provision of new public spaces with extensive landscaping, places to rest and meet, universal access design and pedestrian pathways. - Pedestrian crossings opposite stations to allow safe access to the town centre east and west of the station to the adjoining neighbourhood. - Acknowledgement of local and cultural history through interpretive signage, materials, flora and art.
<p>Sustainability</p>	<p>Sustainable design outcomes are important to stakeholders and the local community.</p>	<p>Environmental, social and economic principles and practices will be embedded in project planning and delivery. The Alliance has formed a Sustainability Leadership Committee that meets monthly to discuss sustainability risks, opportunities and initiatives. Any community and stakeholder feedback received regarding sustainability is shared with this Committee for consideration.</p>
<p>Indigenous heritage</p>	<p>Recognition of Indigenous cultural heritage is important to the local community.</p>	<p>Our stakeholder and community engagement approach has foregrounding respect for Indigenous heritage to ensure Aboriginal voices are involved and consulted through the course of the project.</p> <p>It is integral for the project to be culturally informed, and engagement is seeking to form partnerships and have in depth conversations with the local Aboriginal community in the City of Armadale.</p> <p>The project is also regularly engaging with the METRONET Noongar Reference Group.</p>
<p>Urban aesthetics and public art</p>	<p>Visual amenity, station and public realm aesthetics are important to stakeholders. Feedback indicates public art is important to the local community.</p>	<p>The landscaping and aesthetics of the station and public realm areas are currently being finalised. Public consultation and input have been sought for public space areas and incorporated into design. Feedback and input will continue to be sought from the local community as opportunities arise.</p>
<p>Construction impacts</p>	<p>Residents and stakeholders have expressed a desire to maintain access and amenity</p>	<p>The project will work closely with local businesses, residents and community groups to</p>

during construction. This is particularly important to local businesses.

minimise impacts to access and amenity during construction.

Traffic management plans will also be implemented to ensure all vehicle movements are facilitated safely while maintaining access where possible.

5. Next steps

In line with the engagement aims and objectives outlined in section two, stakeholder and community engagement will be ongoing throughout the life of the project with a focus on ensuring:

- Early and ongoing engagement with the community through multiple channels, ensuring a tailored, customer-centred approach.
- A proactive approach to community engagement – identifying areas of community interest and reaching out to interested parties including a level of engagement that is proportionate to the nature of the issues, level of risk, and their context.
- Clear parameters and expectations are set around areas of community influence.
- Undertaking clear and consistent communication based on approved messages that reflect the objectives of the State Government, METRONET, PTA and other key stakeholders.
- Communicating and engaging in an open, inclusive, and transparent manner.
- Respecting and valuing the expression of different perspectives.

5.1 Further information

If you have any questions or feedback, please contact info@metronet.com.au.