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Appendix K: Engagement Summary



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METRONET Byford Rail Extension
Engagement Outcomes Report

Engagement Outcomes Report Eleventh Road

February 2023



Document details	
Title	Engagement Outcomes Report Eleventh Road February 2023
Project	Byford Rail Extension (BRE) Design and Construction Project
Laing O'Rourke Project No.	R30
Client	Public Transport Authority of Western Australia
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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	July 2022	Issued for Reference Design	Cara Galvez	Catherine Atoms	
B	Sept 2022	Issued for Reference Design	Cara Galvez	Catherine Atoms	
C	Feb 2023	Issued for Eleventh Road DA	Cara Galvez	Christina Azar	Tania Anglin

This summary report has been prepared by the Engagement Team during the Project Alliance Reference Design Stage. It is additional to the requirements arising from the Alliance Development Agreement (ADA).

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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Acknowledgment of Country

MetCONNX acknowledges the Whadjuk People and the Gnala Karla Booja People as the Traditional Custodians of the land and waters on which Byford Rail Extension Project is located. We pay our respects to Elders, past, present and emerging, and thank them for their continuing connection to country, culture and community.



1. Purpose of this summary report

1.1 Reference Design Stage

This report describes engagement of community and stakeholders undertaken by the Project Alliance. It summarises engagement activities and outcomes to date. Terms and definitions

2. Engagement strategy

Our engagement aims for this project are to:

- INFORM the public about planned works and progress of current works.
- CONSULT and INVOLVE the public and stakeholders in project design wherever possible, such as public art, public spaces, changes to current amenity.
- INVOLVE and work directly with the public to resolve issues that arise through construction.
- COLLABORATE with key stakeholders to identify and realise opportunities or mitigate impacts.

At each stage of project development and for different stakeholders, there will be differing levels of engagement required. A bespoke approach is essential and will allow the project team to constantly seek out opportunities to involve community and stakeholders, encouraging a deeper contribution to the project where appropriate. A framework for good engagement

2.1 Engagement objectives and critical success factors

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. Activities to date

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

3.1.1 Stakeholder briefings, meetings, workshops

What	Who	When
Stakeholder engagement in the form of briefings, presentations, meetings, community information sessions and workshops.	METRONET, PTA WA and Transperth State Design Review Panel, Office of the Government Architect WA City of Armadale Shire of Serpentine Jarrahdale Main Roads WA Development WA Utility providers including Western Power, Telstra, Optus, Water Corporation, ATCO Gas Community, residents, businesses and special interest groups	Ongoing from October 2021

3.1.2 Community information sessions

What	Who	When
Community information sessions to share designs and hear community feedback. A summary of feedback received and responses will be circulated to all attendees via email (refer Appendix A).	Community, residents and landowners	14th and 17th January 2023

3.1.3 Stakeholder design review and feedback

What	Who	When
Stakeholder engagement in the form of briefings, presentations, meetings and workshops.	PTA Main Roads WA City of Armadale	Ongoing from November 2022

3.1.4 Resident correspondence

What	Who	When
Letters to adjoining neighbours with detailed information on works, their nature and potential impacts, expected timelines, complaint and communication channels.	Properties sharing boundaries with Eleventh Road and properties within 100m of construction sites.	Initial doorknocking in the Eleventh Road area in October 2021 prior to the Alliance contract award. Further doorknocking will occur in March 2023. Letters on an ongoing basis from May 2022 in line with key project milestones and developments.

3.1.5 Community notifications

What	Who	When
Notifications providing information on project works, potential impacts, timing and progress.	Notifications have been distributed to residents and properties within a 100m radius of construction sites.	Ongoing from June 2022 in line with key project milestones and developments.

3.1.6 Digital communications

What	Who	When
Information delivered via social media and eDM distribution to raise awareness of the project, provide information and encourage the community to engage with project activities.	Community	Ongoing from August 2022.

3.1.7 Project webpage

What	Who	When
Information on the project website providing information on project works, key areas of interest and progress.	Community, businesses and residents	Ongoing from June 2022.

3.1.8 Elected member briefings

What	Who	When
Personalised briefings using presentations and opportunity for questions and answers.	Elected representatives and key stakeholders.	Initial briefing held in October 2021 prior to Alliance contract award. Briefings on an ongoing basis from June 2022 and as required/requested throughout the project lifespan.

3.1.9 Project contact channels

What	Who	When
Dedicated project contact channels: The METRONET website (www.metronet.wa.gov.au) email (info@metronet.wa.gov.au) and phone (9326 3666) is the first point of call for all project enquiries.	Details provided on all external communications material.	Project team are available to respond within 24 hours to requests received through these channels as required throughout the project lifespan.

4. Engagement outcomes

Through engagement with stakeholders during the reference design stage there have been numerous outcomes which represent more sustainable solutions for the project including:

- Alignment of shared pathways and principle shared pathways to provide better connectivity along the corridor with known desire lines.
- Re-working designs to arrive at the least impact to significant trees and reduce impact of clearing in the corridor.

- Incorporating input from multiple stakeholders with sometimes competing values to enable good design according to movement hierarchies.

4.1 Stakeholder sentiment

Important stakeholder sentiment to date can be summarised in the following themes.

Sentiment	Description	Alliance/Project Response
Bridge design	Residents have expressed a desire to understand why a road-over-rail solution was chosen over a rail-over-road solution. Residents have expressed sentiment that a rail-over-road solution will be less disruptive to amenity.	Information has been provided to residents explaining why a road over rail solution has been chosen.
Privacy	Residents and stakeholders have identified privacy mitigations as an area to be addressed both during construction and in the final design.	Different types of screening on the road bridge will be investigated as part of the detailed designs, which will help prevent overlooking into nearby properties.
Visual treatment on bridge	Stakeholders have expressed a desire for input on the visual treatments of the bridge.	The landscaping and aesthetics of the bridge and noise walls are currently being finalised. Where there are opportunities for public consultation and input in this area stakeholders will be engaged.
Lighting	Stakeholders have shared mixed views on lighting the bridge in terms of both safety and the amenity for surrounding properties.	The road approaching the bridge from either direction is lit. This road lighting provides that further lighting is not required to be directly attached to the bridge structure due to the short length of the bridge.
Drainage	City of Armadale has raised need for drainage consideration and compliance.	Drainage has been surveyed to ensure compliance. The water table in the area is very high and a significant consideration in the design. The hydrology/drainage concept for the project is that existing outflow rates/volumes will not be increased beyond current values to prevent impacts. Any additional stormwater caused by increased impermeable areas will be captured and stored within the project footprint in drainage swales or storage basins.
Bushfire risk	With the addition of grade separation and potential for cul-de-sacs to be used to ensure property access, some existing fire evacuation routes may be impacted. Stakeholders have expressed a need to consider bush fire risk and ensure a bush fire safety assessment is undertaken.	A bushfire consultant is advising the team on entry and exit points for the project and the subdivisions will remain compliant.
Access and amenity during construction	Residents and stakeholders have expressed a desire to maintain access and amenity during construction. This is particularly important to local businesses and includes access for domestic vehicles, horse floats and commercial trucks from both directions on Eleventh Road. Residents and stakeholders expect the project will continue to engage to optimise access and amenity during construction. Residents have further expressed a desire to understand construction timelines and impacts, particularly relating to dust and noise management.	The project will work closely with those residents and stakeholders most affected to 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.
Noise (construction)	Residents have expressed concerns about noise impacts during construction.	During construction the project will provide regular updates on upcoming construction works to

		mitigate impact on the amenity of residents. All vehicles will be fitted with croakers rather than beepers. The project will provide contact details to residents seeking information at any time. Efforts have been made to avoid after hours works where possible to reduce the impact on residents.
Noise (increased train frequency upon commissioning)	Residents have expressed concerns about the noise levels of metropolitan electric trains and the increased frequency of trains.	With consideration for the increased frequency of trains once the BRE project is completed, there will be significant positive impact from the removal of Eleventh Road level crossing. Currently residents have 4 diesel trains (2 in each direction) travel past their properties, this will increase to 8-10 electric trains. While the frequency will increase, electric trains are quieter and with the level crossing removed there will be no noise generated from trains passing through a level crossing.
Tree retention and landscaping	Throughout a number of streams of engagement various stakeholders have expressed their desire for tree retention and appropriate landscaping. There is broad support for the sustainability target for "no net loss of biodiversity" to be achieved through offset management and tree retention planning, developed in collaboration with key stakeholders. Where impacts are unavoidable, community expectations are for the project to minimise and offset impacts and ensure design and construction methods are carefully considered to achieve optimum environmental and social outcomes.	We have a sustainability target for "no net loss of biodiversity". This will be achieved through offset management and tree retention planning, developed in collaboration with key stakeholders. Where impacts are unavoidable, we will minimise and offset impacts. Our design and construction methods are being carefully considered to achieve optimum environmental and social outcomes. Where clearing is necessary, tree replacement will occur in accordance with a Landscaping Plan approved by PTA (and the local government where planning approval is required). Timber, seeds and other parts of the plants can be repurposed or donated to organisations such as Landcare.
Sustainability	Sustainable design outcomes are important to stakeholders and the local community.	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.
Indigenous heritage	Recognition of Indigenous cultural heritage is important to the local community.	Our stakeholders and community engagement approach has foregrounding respect for Indigenous heritage to ensure Aboriginal voices are involved and consulted through the course of the project. 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 both City of Armadale and Shire of Serpentine Jarrahdale. The project is also regularly engaging with the METRONET Noongar Reference Group.
Traffic	Residents have expressed a desire to understand if there will be an increase in traffic and heavy vehicle traffic on Eleventh Road due to the level crossing removal at Byron Road. Further, residents have expressed a need to consider upgrades to South Western Highway to improve safety with consideration for surface, lighting and traffic treatments.	The project is aware of resident concerns around heavy vehicles accessing surrounding roads when the Byron Road level crossing is removed. The project team is currently working through those concerns and more information will be available in the coming months. Upgrades to South Western Highway are not currently included in the scope of the Byford Rail Extension project, The project team are sharing feedback received from residents with relevant authorities.

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 and continue to provide;

- 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.

Based on feedback from the community engagement on specific issues will include;

- Factsheet to be distributed to the local area which will address key community questions and provide detailed renders of the bridge design. This will include doorknocking the residents in the immediate proximity of the bridge.
- Tailored outreach for those most affected by construction to mitigate impacts, held regularly as construction progresses and each resident group is affected.
- Providing updated information to residents on bushfire safety planning.
- Where possible, providing residents with an opportunity for input on aesthetic aspects of design such as landscaping and colour schemes.

Appendix A: Response to community feedback

Eleventh Road Over Rail Bridge

Community feedback - what we heard!

In January two public information sessions were held in Byford to hear community feedback on the Eleventh Road bridge.

We heard from a diverse cross section of the community who shared their feedback and questions. The feedback received was substantial in detail, describing concerns and ideas for consideration by the project team.

Top five themes

The feedback identified five key themes as being priority considerations for the local community. These themes, along with our response are as follows:

Consideration for rail over road as an alternative:

- The decision for road over rail solution has been confirmed. This decision reflects a combination of factors that provide the most suitable outcome for the location. In this instance road over rail is the preferred option due to the high groundwater level, maintenance challenges, noise impacts as well as the significantly higher cost of alternatives.

Managing increased traffic on Eleventh Road and the intersection of South Western Highway:

- Upgrades to South Western Highway are not currently part of this project. We understand your concerns and will feed your comments back to Main Roads WA.
- Noise concerns due to the increased frequency of trains upon completion:
- Noise walls will be installed where noise levels are expected to exceed prescribed limits for residential properties adjacent to existing rail lines. The new metropolitan trains are also electric making them much quieter than the current Australind services which are diesel.

Impacts on access during construction:

- Construction schedules are still being finalised. As construction milestones approach, Works Notifications will be sent to potentially impacted residences and businesses. We will endeavour to keep road impacts and closures to a minimum, but due to spatial constraints some temporary closures of Eleventh Road will be unavoidable.

Bush fire safety:

- A bushfire consultant is advising the team on entry and exit points for the project and the subdivisions will remain compliant.

Further information

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