

# Attachment – Community Engagement and Responding to Feedback

## Consultation Approach

There has been some commentary in the local community that there was no notification process prior to works being delivered and that the material issued was not in multiple languages to reflect the local community.

Engagement (prior to work starting and in first month):

- Consultation with Office of Housing re needs of Elizabeth housing estate residents
- Materials provided in foyers and lifts – all housing estate towers (4 languages translated)
- All households/ dwellings provided with A4 flyer providing background information about the trial, link to Your Say Yarra site inviting feedback and contact details for more information (includes translated panel into 4 top languages)
- All households in Elizabeth Street door knocked to check if they received information and if they require more information or have any concerns
- Corflute signs advising changed conditions on site and promoting YSY site for feedback
- Posters provided to local service providers and organisations for their front doors/foyers (translated materials offered)
- Organisations on Lennox street (school, MSIF etc) provided materials in different languages
- Social media promotion (including paid boosting to target Richmond residents)
- Yarra Life ENews promotion
- Direct emails to local organisations and Interest groups e.g. cycling advocacy groups, advisory committee
- Meetings in person with residents who raised concerns about parking access

A copy of the issued material is provided below.

## Trialling a safer Elizabeth Street



### 試行更安全的伊麗莎白街

我們正在伊麗莎白街 (Elizabeth Street) 上修建臨時試行的專用自行車道, 並在尋求其他改進措施以使其更安全、更宜居。

該試行為期12個月, 其中包括專用自行車道, 將騎行者與行進中的車輛和停放的車輛分開。為此, 一些路邊停車位將被取消, 但所有居民許可證停車位將保持不變。

臨時試行專用自行車道的施工將於6月22日 (星期一) 開始。

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### Thử nghiệm Đường Elizabeth an toàn hơn

Chúng tôi đang thử nghiệm xây dựng tạm thời một làn đường dành riêng cho người đi xe đạp trên Đường Elizabeth và đang tìm những cải tiến khác để làm cho con đường trở nên an toàn và đáng sống hơn.

Cuộc thử nghiệm sẽ kéo dài trong 12 tháng và bao gồm những làn đường dành riêng cho xe đạp, tách riêng người cưỡi xe đạp khỏi dòng xe cộ lưu thông và các xe đang đậu. Để làm chuyện này một số chỗ đậu xe trên đường sẽ phải bị dẹp bỏ thể nhưng tất cả những giấy phép đậu xe cho các cư dân vẫn sẽ y như cũ.

Việc xây dựng làn đường thử nghiệm sẽ bắt đầu từ ngày thứ Hai 22 tháng Sáu.

### Elizabeth lam cungah a him deuhmi hneksaknak

Elizabeth Lam cung ah a fekmi sehbing citnak lam kha chikhat hneksak ah kan vun ser lai i a him deuhmi le tlawnlennak a tha deuhmi siter dingah a dang thanchonak pawl zong kan kaw cuahmah.

Hneksaknak cu thia 12 a rau lai i a fekmi sehbing kalnak lam pawl, lam mei cawlnak le a dirmi mawlawka pawl sinin sehbing aa citmi pawl kha a dang tein umnak aa tel. Hihi tuahnak dingah lam cung i mawlawka dirnak cheukhat kha hrawh a si lai, asinain pampaak cu nih dirternak nawl ngeihmi hmun cu amah ning in a si ko lai.

Chikhat hneksaknak cu Cacawn Nikhat 22 Pur (June) in thawk a si lai.

## Trialling a safer Elizabeth Street



Sketch impression of potential improvements to Elizabeth Street depending on trial outcomes

### We're improving the safe and sustainable travel options for our community with a trial of dedicated bike lanes in Elizabeth Street.

Did you know more than 1,000 cyclists and 10,000 motorists travel on Elizabeth Street every day? We want to create a safer, more liveable street for the people who live and travel along Elizabeth Street.

#### What are we creating?

We're constructing a temporary trial of dedicated bike lanes in Elizabeth Street, separating cyclists from moving traffic and parked cars. This will include other improvements, such as shade canopy street trees to make the area safer and more liveable.

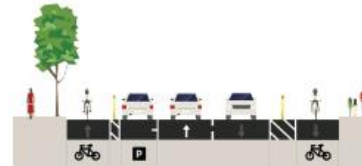
This will also mean there are more safe transport options for people, which will be particularly important as people start returning to work.

#### What will the street look like?

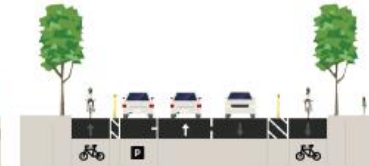
This 12-month trial will include parking spaces along one side of Elizabeth Street and protected bike lanes with buffer zones on both sides. Pedestrian paths will continue along both sides of Elizabeth Street and will be slightly wider on the south side between Hoddle and Lennox streets and on the North side between Lennox and Church streets.

#### A greener Elizabeth Street

We've already planted more than 40 new trees in Elizabeth Street, providing shady green canopy cover over the longer term. If the trial is successful the final design will include a further 30 shade trees planted within the safety buffer zones.



Church Street to Lennox Street



Lennox Street to Hoddle Street

### While the trial is underway

The trial will use temporary infrastructure for 12 months.

This allows for easy changes or removal and the chance to try it out before any long term decisions are made. At the end of the 12 month trial a full evaluation will be undertaken to determine next steps.

### Building the trial area

The build is due to start on Monday 22 June and expected to take four weeks.

To maintain all access for residents and businesses, construction will happen in stages along sections of the road.

Works will happen 7am to 5pm on weekdays. There is unlikely to be noise and disruption will be kept to a minimum.

For this short period cyclists should use an alternative route.

### Some parking won't change

Residents with permits will still be able to park on the street, and the same number of permit parking bays will still be available.

Off-street, disability and emergency parking will remain unchanged.

### Some parking will change

We will need to make some changes to other parking. Some unrestricted and 2-hour parking bays will be removed.

Traffic studies, conducted early this year, show that up to 26% of parking on Elizabeth Street is generally available and these removals represent just 3% of currently available neighbourhood parking.

### Pedestrian access and waste collection

This will remain unchanged.

### Other changes

We'll be monitoring your feedback and conducting regular traffic studies to determine if any other changes are needed during the trial.

## Working with you

Over the next 12 months you will have the opportunity to try it out before any permanent decisions are made. Throughout the year we'll be listening carefully to your feedback as well as conducting regular traffic studies.

### Get involved

When the trial area has been built, you'll be able to provide real-time feedback and let us know how you think the trial is going.

We want to know what you like about this new road design, and what might improve it. Your input will help us evaluate the trial and, if all goes well, influence the final design.

### Visit our dedicated web page

[yoursayyarra.com.au/elizabethstreet](http://yoursayyarra.com.au/elizabethstreet)

Here you can:

- Provide feedback on our interactive map
- See more information and designs
- Sign up for our newsletter and receive regular updates

You can also email us directly

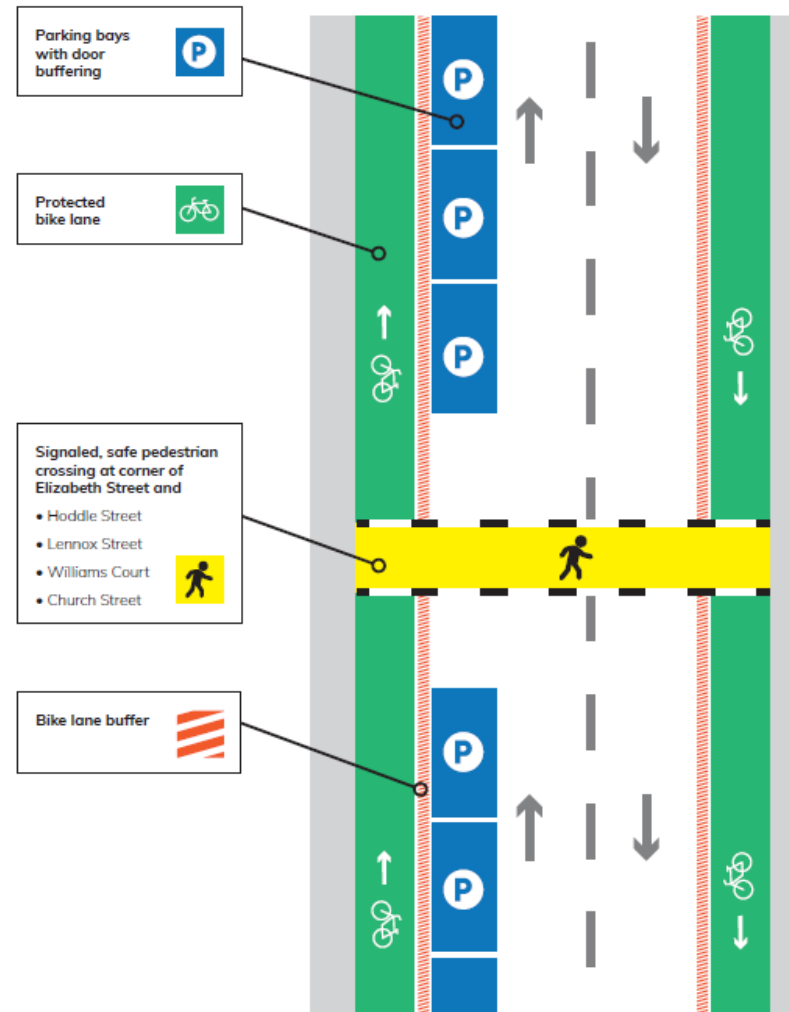
[info@yarracity.vic.gov.au](mailto:info@yarracity.vic.gov.au) or call us on 9205 5555.

### More information

If you would like more information on the construction of this project, contact Evan Psaros, Project Manager, Yarra City Council, on 9205 5555.

## Changes to Elizabeth Street

We're making some changes to Elizabeth Street, but existing pedestrian crossings will remain the same. Please use these to cross the road safely.



# Responding to Feedback

## Refinements and possible changes to the current design

The tables below summarise issues raised in the *Your Say Yarra* page and meetings with residents, and if these can be responded to via:

1. a minor change,
2. a significant operation change, or
3. only as fundamental design change.

### Minor changes in action

Table 1 below highlights minor changes that have already been implemented (or will be implemented very soon) in response to feedback.

ISSUE RAISED	CHANGE MADE / IMMINENT CHANGE
1. Lack of disabled parking bays	One bay installed on Elizabeth Street
2. Passengers unaware of protected bike lanes getting out of the car	Additional signage to be installed
3. Passengers opening car doors to on-coming traffic	Additional signage installed
4. Pedestrians stepping out in front of bikes	Additional stencils on footpath installed
5. Bollards are too garish/too much visual clutter	Middle bollard removed from all base plates
6. Parking availability	New signage installed to direct drivers to large private car parking facility on Butler Street
	Interim and comprehensive parking surveys scheduled
7. Some street lights not working	Lights bulbs scheduled for replacement with CitiWide
8. Jonas Street is dark which increases parking demand on Elizabeth Street	Advocacy to local MP about lighting upgrades on Jonas Street
9. The off street parking in the Public Housing Estate is not safe which increases parking demand on Elizabeth Street	Advocacy to the Minister about the need for Public Housing Estate parking block to be made safer
10. Safety	Police attended the residents meeting to listen to concerns re community safety.
11. Access for building materials to be dropped off on northern side	As per standard permit and traffic management processes for allowing this type of activity anywhere in Yarra where parking does not exist directly outside a property.

Minor changes actively being considered

Table 2 below highlights other minor changes that are actively **being considered** in response to feedback. In these cases further engagement work is occurring with the community to determine exactly what is required, why it is required and where.

ISSUE RAISED	MINOR CHANGE BEING ACTIVELY CONSIDERED (yet tbd)
1.Lack of parking for deliveries	Install further loading bays. Requires a consultation process to inform decision making if directly outside a property. Engagement with local community occurring
2.Taxi/Uber Drop offs and Pick Ups	Install some Taxi Zones. Requires a consultation process to inform decision making if directly outside a property. Engagement with local community occurring
3.Disability access	Install some 'accessible bays' at corner of Shelley and Lennox streets
4.Difficulty turning from westbound bike lane into Jonas Street to access to/from North Richmond train station	Additional signage asking cyclists to u-turn at Regent Street intersection
5.Sightlines for drivers exiting Regent Street	Removal of parking bay
6.Traffic lanes too narrow	Change bollard alignment on the northern side
7.Lack of space for vehicles to pull over	Change bollard alignment on the northern side
9.Passengers opening car doors to on-coming traffic	Issue stickers for placement inside vehicles for behaviour change
8.Passengers unaware of protected bike lanes getting out of the car	Provide stickers for placement inside vehicles for behaviour change

Example of a significant operational change needing process considerations

Table 3 highlights community requests for change that are not a *fundamental design* departure, but require a Council resolution as they are possibly contentious and go beyond the delegation as set out in the Council resolution.

ISSUE RAISED	POTENTIAL OPERATIONAL CHANGE
1.No parking for the Bakehouse Studio in the evening	Reallocate 16 bays from permit only after 7pm to 4p from 7pm to 11pm and permit only from 11 am.
2. Changes to parking on the southern side of Elizabeth Street	Reinstate pre-trial parking restrictions in this area approx. 30 spaces

**Note:**

It is important to note that some minor changes may suit some persons, but disadvantage others – such as changed parking restrictions.

For example, a loading bay or taxi zone might assist some but would effectively remove an additional car spaces in the street for parking for the local community.