

Consultation Report

Route 96 Nicholson Street Tram Stop Upgrades Project

May 2018



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1 Executive Summary

The investment in and improvement of Melbourne's iconic tram network requires delivering against the commitment to upgrade all public transport stops across the network to be DDA compliant by 2022. As part of the continuing improvement process, this project proposes to construct upgrades to six tram stops along Nicholson Street on Route 96.

In 2013 PTV undertook an extensive community consultation and engagement program to help shape and inform the development of early design concepts regarding proposed tram stop upgrades along the route.

Following the review of feedback and amendments to designs, PTV revisited the project and launched the next phase of consultation in 2018. The public consultation period ran from 7 May to 20 May 2018, during which the project team sought to capture community feedback on the proposed infrastructure upgrades, tram stop designs and accessibility needs, via face to face community drop in sessions, as well as via an online and hard copy feedback survey.

Over 1,800 people visited the TfV Get Involved project website with 849 informed visitors. Of these visitors to the website, 295 visitors engaged with the project and completed the online survey feedback form.

Feedback demonstrated that there was genuine and overarching support for the tram stop renewal upgrade program, with the understanding of the need to upgrade tram stops to improve accessibility and safety for all people. There was a general consensus that accessible tram stops would be a positive step forward and a welcome initiative for Melbournians.

Feedback from the public covered topics such as Route 96 tram services, frequency and capacity, tram stop by tram stop specifics, and identified a range of on road concerns along Nicholson Street from Fitzroy through to Brunswick. Feedback predominately focussed on the following key themes:

- Road and Traffic
- Parking
- Safety
- Access
- Amenity
- Other

2 Project background

As part of the continuing improvement and investment in Melbourne's iconic tram network, this project proposes to construct upgrades to six tram stops along Nicholson Street on Route 96.

There are currently 1,755 tram stops on the Melbourne tram network. Of these, 420 are level access tram stops (24%). This has improved accessibility for passengers of all abilities, while contributing to the State's compliance with the *Disability Discrimination Act 1992* (DDA).

Under the Federal Legislation and Disability Standards for Accessible Public Transport, all public transport stops across the network must be upgraded to be DDA compliant by 2022.

Compliance with DDA requirements represents an opportunity to improve the existing tram network including consideration of stop optimisation and changes to traffic conditions leading to improved capacity and efficiency of the new and current tram fleet.

The *Disability Standards for Accessible Public Transport 2002* set out the minimum accessibility requirements that providers and operators of public transport must comply with to ensure that access to transport is consistently improved.

Platform stops provide greater ease of access for all public transport users including the elderly, people with prams or luggage and people with mobility impairments. This is achieved by creating a safe area for passengers to wait and alight trams.

Route 96 is Melbourne's busiest tram route, with more than 345,000 passengers using the route in a typical week. To allow for more passengers to catch the tram, Route 96 was the first route in Melbourne to be serviced entirely by low-floor E-Class trams. Paired with the E-Class trams, the upgrades will make Route 96 fully accessible and further improve the route's safety, comfort, capacity and reliability.

Timing

Nicholson Street between Kerr Street and Brunswick Road, is subject to water upgrade works at the same time as the planned works for the tram stop upgrades. To avoid having multiple major works happening at the same time, upgrade works will only take place for the six tram stops outside this works zone in September 2018.

The remaining tram stops between Kerr Street and Brunswick Road will be the next priority stops to receive an accessibility upgrade. There is no confirmed delivery time frame, and these stops are out of scope for this phase of the project.

Design

There will be two types of stops:

1. Centre island platform stops

Stops 11 to 15 (near the corner of Gertrude and Nicholson streets, King William and Nicholson Streets, and Johnston and Nicholson Streets) will be centre island platform stops. These stops are accessible to people with mobility issues including people using wheelchairs, parents with prams and the elderly. They separate waiting passengers from cars and trams and provide safe crossing points to the kerb.

2. Easy access stops

Stops 23 to 26 (near the corner of Miller and Nicholson Streets, Glenlyon Road and Nicholson Street and Kirkdale and Nicholson Streets) will be Easy access stops. These stops provide safe access to trams for people with mobility issues. At these stops, the road is raised like an extended speed hump to give passengers access to the tram from the kerb. Because motorists can drive over these stops, they take up less of the roadway. The section of Nicholson Street between Clausen Street and Kirkdale Street is much narrower, so the easy access stop design has been chosen for these stops to maintain traffic flow.

3 Key facts / project benefits

- All Route 96 trams are now accessible (low-floor), however the tram stops are not. The aim is to make Route 96 Melbourne's first fully accessible tram route.
- One of the key objectives of the Route 96 project is improving the tram journey time. A key element of this is improving the spacing between stops.
- The optimal stop spacing for service reliability and journey time is 400 metres. Historically however, average spacing on Route 96 has been 260 metres along Nicholson Street. This results in trams stopping again very quickly after leaving the last stop. PTV has tried to position the upgraded stops as close to 400 metres as possible, within the confines of the existing infrastructure and services.
- The length of the stops will make it easier to board/alight, which will mean less dwell time. Integration with traffic light sequences will also help with decreasing passenger travel duration. These tram stops will result in up to 5 minute end-to-end saving on the route, dependent on final project scope.
- Each new platform stop will be at least 33 metres long and a minimum of 2.8 metres wide, which provides significantly more space for commuters to wait for trams compared to current road level stops. This will facilitate more efficient boarding and alighting of trams.
- The E-Class trams will also increase on-tram capacity along the route to accommodate any increases in passenger numbers.
- Research by Monash University shows that platform tram stops improve passenger safety by up to 86 per cent compared to older-style tram stops. Greater separation from traffic increases safety for motorists and tram passengers. Better lighting and improved pedestrian crossings will also improve safety for tram users.

4 Consultation approach

While the level of engagement will vary depending on the community's ability to influence project outcomes, the primary focus of this approach is to inform the community about the project and its impacts. More highly impacted community members, such as local traders and residents will be engaged at the inform-consult level. These community members will be contacted consistently during planning for construction and during construction in an effort to minimise the impact.

Traders, residents and community in the City of Moreland area has an opportunity to consult with TFV, Public Transport Victoria (PTV) and council to inform the tram stop designs and layout in that area.

The principles that will guide how TFV and PTV will engage the community in partnership with its stakeholders to achieve the communication and engagement objectives are:

- Engage the community early to provide plenty of notice of potential impacts and, where possible, opportunity to provide input.
- Develop tailored, relevant and practical communication and engagement activities to suit the needs of the community.
- Provide a minimum of two weeks' advance notice for any disruptions to the local community, residents, traders and commuters.
- Draw upon local insights, values and knowledge to inform the engagement approach.
- Ensure communities and stakeholders have multiple opportunities to understand and ask questions of the project.
- Monitor communication activities and adjust the approach where needed.

4.1 Previous Consultation

From June to August 2013 PTV sought feedback on proposed upgrades and concept designs along the route. This information, in conjunction with a series of technical investigations, helped inform the development of early design concepts.

The engagement process involved a series of 18 community and local business / trader drop-in sessions, meetings with adjacent land users, and distribution of project information and feedback forms to more than 25,000 residents along the route.

The participation rate in the consultation process was:

- 1,333 feedback forms completed and returned to PTV
- 17 submissions from key stakeholders, land users and community groups were received
- more than 400 people attended the 18 community drop-in sessions
- 169 separate pieces of correspondence were received by PTV
- approximately 5,000 page views of the project website per month (June-August).
- 40 meetings and information sessions along the entire route, including meetings with groups like schools, St. Vincent's Hospital, advocacy and representative groups, and councils
- 665 responses to public survey in Nicholson Street section
- 7 sessions open to the public for Nicholson Street section
- 2 sessions specifically for local businesses on Nicholson Street
- 38 local business surveys received from Nicholson Street.

Key findings

The feedback results demonstrated overall public support for the proposed designs along the route.

There was also support for the key project objective and principles, particularly those which aim to improve access, safety and tram service reliability.

PTV received 665 feedback forms for the Nicholson Street part of Route 96. This feedback indicated that the community overwhelmingly supported the proposed upgrades to Nicholson Street. 56% of respondents fully supported the options due to improvements to access, safety and tram stop locations. A further 31.9% of respondents indicated they supported the upgrades with changes.

Major concerns captured for the Nicholson Street tram stop upgrades were loss of parking, stop spacing, and access to local facilities.

Since community consultation in 2013, PTV, Yarra Trams and VicRoads have continued working together and with local councils to work through and incorporate the community's feedback into the tram stop designs and prepare and deliver construction works.

Upgrade works have since been completed for the following tram stops along Route 96:

- Blyth Street terminus stop 27
- Batman Park stop 124
- Port Junction stop 125
- Acland Street terminus stop 140.

The Nicholson Street tram stops are the next set of priority tram stops along the route to be upgraded.

4.2 Current Consultation

The consultation goal for this project was to ensure that those potentially affected by the project were aware of the scope of the project, the key benefits and the potential impacts. Key objectives were identified for the successful delivery of the project. These objectives are outlined below:

- Re-introduce the project to the community and generate renewed interest following previous consultation in 2014;
- Educate the community about the benefits of the project to help build understanding, and increased awareness;
- Communicate with key stakeholders, local communities and route 96 passengers to ensure they are aware of the project and any impact the project may have on them;

Public Transport Victoria (PTV) together with TfV developed a consultation program to guide stakeholder activities. The consultation program sought to maximise awareness for the project and the involvement and input from potentially affected traders, commuters, workers and businesses in the area. Key elements of the consultation approach included:

- Communication activities to raise awareness.
- Community Information sessions for the general public.

The formal consultation period ran from 7 May to 20 May 2018, with community information sessions held on 16 and 19 May 2018.

4.3 Communication activities

MECHANISM	ACTIVITY	AUDIENCE REACHED
Social Media	Transport for Victoria - Twitter	459
	PTV Night Network - Facebook	9,325
	PTV - Twitter	34,200
	Yarra Trams - Facebook	13,432
	Yarra Trams - Twitter	124,000
	Yarra City Council - Facebook	8,655
	SUB TOTAL	190,071
Print	Advertisement in the Moreland Leader Newspaper on 07 May informing people of the project and inviting them to the community information sessions	49,000 Readership
Signage	Signage at affected tram stops (pole bubbles x 16) inviting people to the information sessions or to visit the website	
Letter Box Drop	Project brochure drop to local properties outlining project benefits, rationale, and schematic designs of tram stops	8,883
Direct Marketing	Targeted e-newsletter to registered Myki card holders in the nearby area inviting people to the information sessions or to visit the website	27,933
Website	TfV Get Involved page – number of visits	1,8000
Online Survey Feedback Form – TfV project page	Informed participants Engaged participants	849 295
Community Information Sessions	Wednesday 16 May - 5:30pm to 8.00pm Melbourne Museum, Melbourne	20
	Saturday 19 May - 12.30 to 3.00pm Velo Cycles, Carlton North Representatives from the project team including TfV, PTV, Yarra Trams and VicRoads were present at both sessions to answer questions, talk through schematic tram stop designs, and assist with completing survey feedback forms.	35

5 Key Findings - Community Information Sessions

Two community information sessions were held, one on Wednesday 16 May from 5:30pm to 8.00pm attracting approximately 20 members of the public and one on Saturday 19 May from 12.30 - 3.00pm attracting approximately 35 people. Overall, majority of people were supportive of the initiative to upgrade the existing tram stops to enable accessible stops for all.

Topics of interest and issues that were consistently raised by the public focussed on:

- the impact to local parking;
- the negative effect on and perceived increase to local traffic congestion with the proposed larger tram stop designs;
- seeking clarity that bicycles were still able to cross over Nicholson Street to access the many cycle paths and routes on either side of the street; and
- the additional distance passengers would have to walk to the proposed relocated tram stops. This concern was mainly focussed around the relocation of tram stop 11 currently located directly outside St Vincents Hospital.

Representatives from the project team including transport agencies TfV, PTV, Yarra Trams and VicRoads were able to answer questions, talk through schematic tram stop designs with the community, and assist with completing survey feedback forms.

Specific feedback has been captured for each stop in Section 5.

6 Key Findings - Feedback Survey

6.1 Summary

An online and hard copy feedback survey (Appendix 7.5) was developed to capture community feedback on the proposed infrastructure upgrades, tram stop designs and accessibility needs. Over 1,800 people visited the project website with 849 informed visitors, and 295 engaged visitors – ie visitors who completed the online survey.

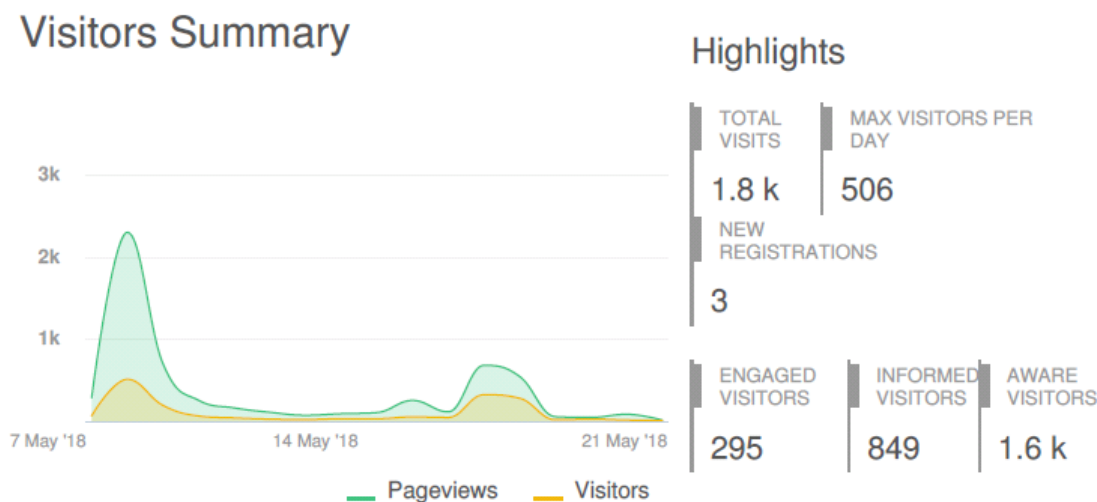
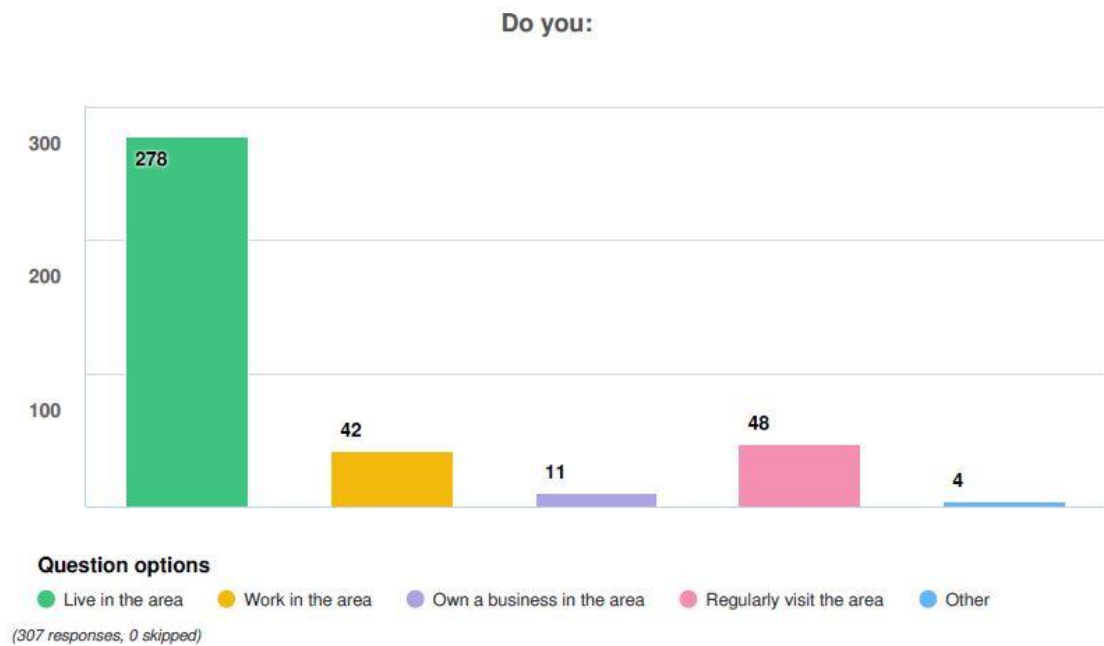


Figure 1: Overall website statistics – TfV Get Involved page

The following graphs outline the survey findings for questions 1 to 7.

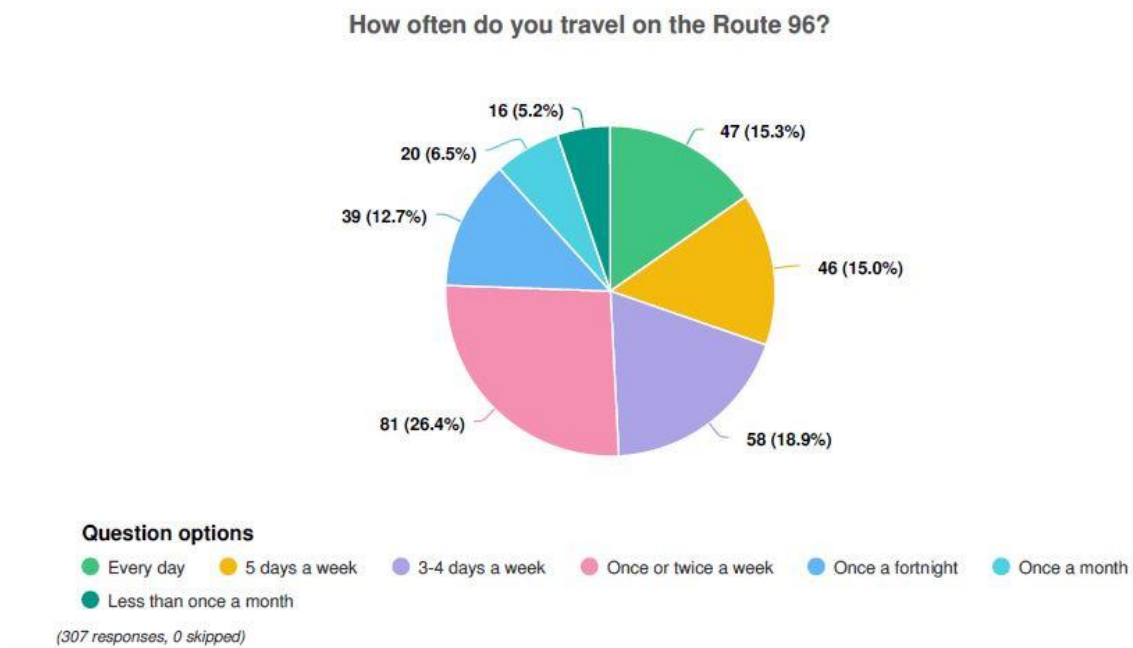
Question 1 - Information about respondents

Question: Do you?



Question 2 - Frequency of travel

Question: How often do you travel on the Route 96?



Question 3 - Respondent's locality or tram stop

Question: What is the number and / or name of your local tram stop? (No graph produced)

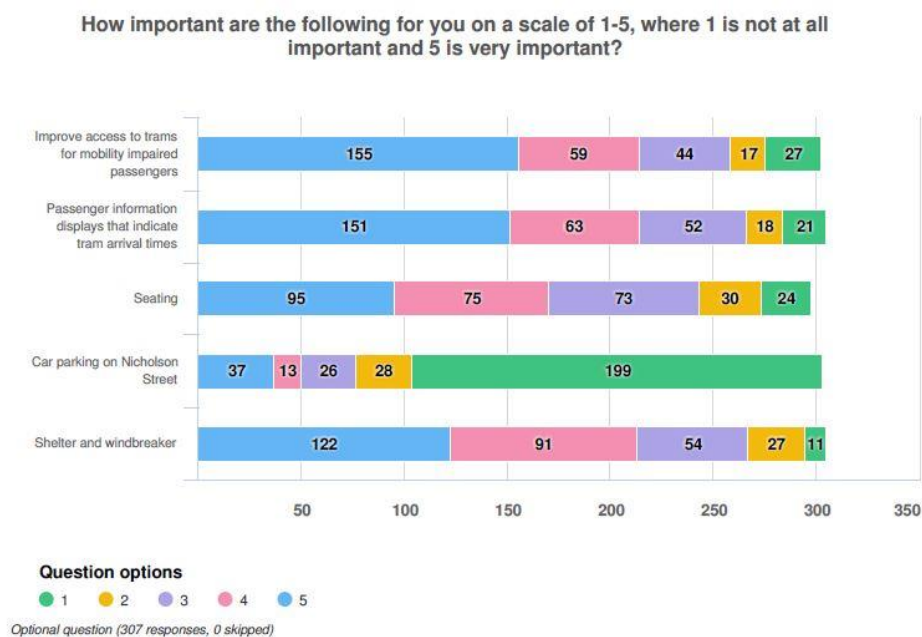
Question 4 - Mode of travel

Question: How do you travel to your local stop?



Question 5 – Respondent's perception of amenity

Question: how important are the following for you on a scale of 1-5, where 1 is not at all important and 5 is the most important?



Question 6 – Respondent's perception of improvements

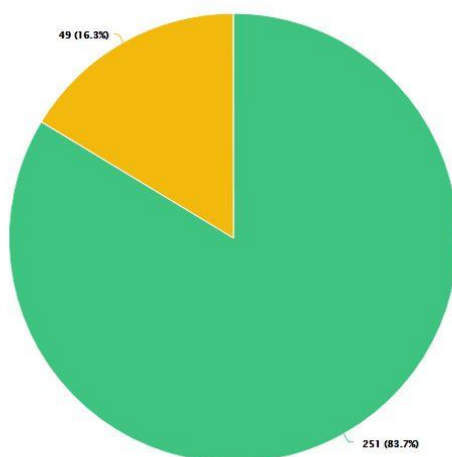
Question: As part of the Nicholson Street tram stop upgrades, tram stops 11-15 and 23-26 will become fully accessible to passengers using wheelchairs, prams and other mobility aids. Improvements also include the installation of passenger information displays, shelter, seating and lighting.

In thinking about these improvements to your local tram stop, do you agree or disagree with the following?



Question 7 - Respondent's perception of facilities

Question: Does the tram stop upgrades provide you with adequate passenger facilities for you to travel?



Question options

(Click items to hide)

Yes No

Question 8 – Respondent's perception of accessibility

Question 8 - Does the tram stop upgrades meet you and your family's accessibility needs?

Question 9 – Additional feedback

Question 9 - Do you have any other feedback for the tram stop upgrades?

Both questions 8 and 9 were open ended questions. Feedback has been summarised for each question and tram stop, under the following key themes:

- Road and Traffic
- Parking
- Safety
- Access
- Amenity
- Other

There was genuine and overarching support for the tram stop renewal upgrade program, with the understanding of the need to upgrade tram stops to improve accessibility and safety for all people.

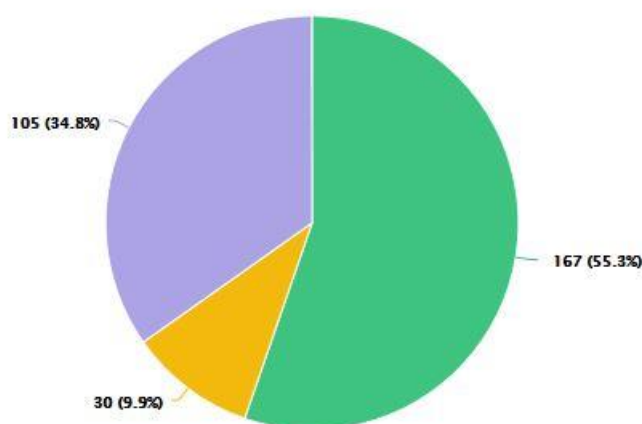
There was a general consensus that accessible tram stops would be a positive step forward and a welcome initiative, however feedback highlighted that there is limited disabled seating on trams with very few people offering up seats, unless asked. Extremely busy trams make it a struggle for mobility impaired passengers travelling at peak times, who will face difficulty in boarding the tram even after the upgrades as trams are completely over crowded during peak times.

Consideration should also be given to people with mobility aids, prams and small children, as children have low visibility and need additional time and a safe way to board / alight trams.

Suggestion for improved education / information about etiquette on giving up a seat for people who have a genuine need to sit down would assist in improving accessibility for passengers.

Feedback highlighted the impact of the project from many different user perspectives - pedestrians, tram passengers, cars and drivers, cyclists, traders and residents, and covered specifics around each tram stop, and also highlighted the importance of ensuring that a holistic approach is applied to the project – ensuring each stop, section and the system works as a whole.

Question 8: Does the tram stop upgrades meet your and your families accessibility needs?



Question options

(Click items to hide)

Yes No Not applicable

Road and Traffic

Concerns repeatedly focussed on the impact on loss of parking and local traffic changes, specifically increased traffic congestion that would result from the proposed relocation of, or changes to existing tram stop designs. This was understood to be due to the increased road space required to accommodate the larger tram stops. Respondents were in favour of upgrading the tram stops to make them safer and more accessible, but often not supportive if it meant a reduction in road lanes and the knock on effect of increased traffic congestion.

Overwhelming number of respondents commented on the high volumes of traffic Nicholson Street currently faces and many are concerned this will only get worse with the introduction of changes around upgraded tram stops. Several people also mentioned many of the stops were spaced too closely and welcomed the consideration of better spacing between stops.

Parking

There were mixed reviews on the topic of parking. Majority of respondents were concerned about the loss of car parking, in particular the impact to short term parking required outside schools during pick up and drop off times, and outside of local businesses which would impact on customer parking and delivery vehicle access. In contrast, several respondents indicated the upgrades should go ahead, regardless of the impact to parking.

Overall, feedback indicated that Nicholson Street needs to maintain 2 lanes of traffic where possible to allow traffic to move freely and mitigate traffic congestion as much as possible, at the expense of removing or restricting parking in areas deemed appropriate.

Safety

Several safety issues were identified across the six tram stops and along Route 96 more broadly. In general, respondents indicated that the proposed changes would bring about improvements to safety, in particular at tram stop pedestrian crossing points, many of which are currently deemed dangerous or unsafe due to poor crossings, unsynchronised lights, or speeding cars.

Access

Maintaining access across Nicholson Street e.g. east-west access for pedestrians, cars and bicycles was also of high importance.

Cyclists needs should be considered as part of tram stop design (eg the stop should be narrow enough so there is room for a dedicated cycle lane, safe stopping and waiting areas near traffic or pedestrian lights, safe spaces to cross over the tram tracks).

Amenity

Several respondents raised concerns about the spacing between the proposed stops, citing increased distance between stops will mean people have to walk further to the relocated tram stop. This was of particular concern at Stop 11 and 12 between Gertrude Street and St Vincent's Hospital / Parliament Train Station, especially given the access requirements of the elderly, ill or frail people who currently access St Vincent's hospital by tram.

Several respondents were unsure what facilities each upgraded tram stop would have (eg seating, shelter, PIDS, Myki machines). The majority of respondents all identified the need for increased passenger information displays and Myki facilities. Issue raised that as you move out of the CBD, there is a marked decrease in the availability of myki top up facilities in the suburbs and along Nicholson Street, making Myki machines on platforms very important to Route 96 passengers.

Other suggestions for amenity improvements included shelter, bike racks, cameras and no smoking signs.

Other:**Route 96**

A significant proportion of feedback received was targeted towards raising awareness of the need for improvements to tram service, frequency, timetabling and capacity along route 96, as many trams are at capacity, especially during peak hours. The extensive development of residential building occurring along Nicholson Street is adding to the congestion of an already heavily used tram service.

Tram Stop Platform Design and Spacing

Mixed reviews were received about tram stop platform design. Recently upgraded platforms at Blyth Street Brunswick and at Westgarth Street Northcote were raised by multiple respondents as both poor and high quality design. These views were due to the associated impacts to pedestrians, parking and traffic resulting from the road configuration required to accommodate these particular tram stop designs.

Construction Impacts

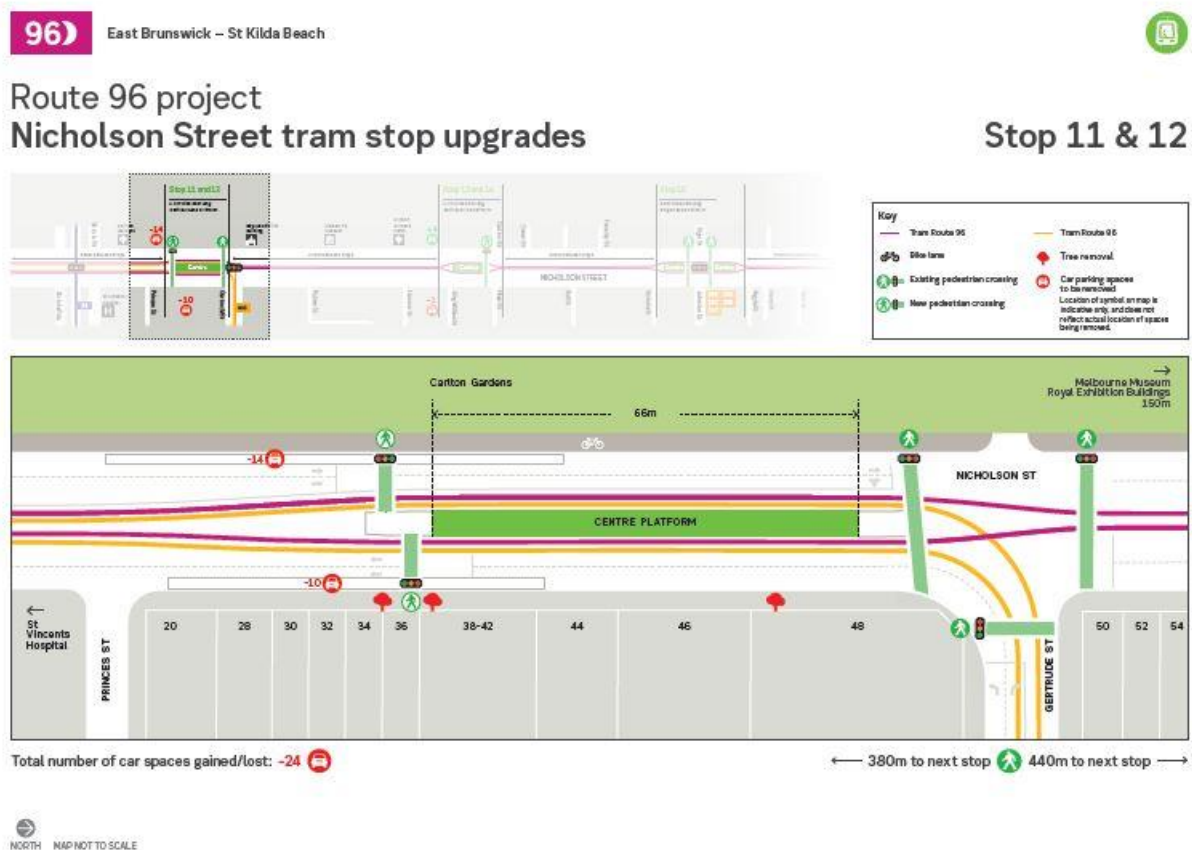
Concerns raised around coordinating the construction of the tram stops with the construction of the residential developments along Nicholson Street to minimise impacts to local community and to traffic along Nicholson Street.

Out of Scope Upgrades

A large proportion of feedback received was targeted towards stops 16 to 22, and stop 26 which were out of scope for this particular phase of the project. The feedback from this consultation process will be kept on record and used to inform thinking around any future tram stop upgrades that may occur along the Nicholson Street section of Route 96.

The complete data source is located at Appendix 7.6.2

6.1.1 Tram Stop 11 and 12 – Section of Princes (St Vincents) & Gertrude Streets



The community was consulted on the location of this tram stop during the last community engagement, with 49.9% supporting Gertrude Street and 50.1% supporting Victoria Parade. The final decision was made to upgrade the tram stop at Gertrude Street as it provides an important connection to the Melbourne Museum and Exhibition precinct and St Vincent's Hospital.

Road and Traffic

- Unsupportive if the tram works result in a reduction in vehicle lanes as there is already a huge bottle neck at the intersection
- Creating a cycling space / lights at the Gertrude Street intersection as it's currently dangerous to cross.

Access

- Concerns of increased distance between stops in particular between Gertrude Street and St Vincents Hospital and Parliament Train Station, means it will be more difficult to access. Passengers will also need to travel between two intersections of heavily trafficked roads in between.

Safety

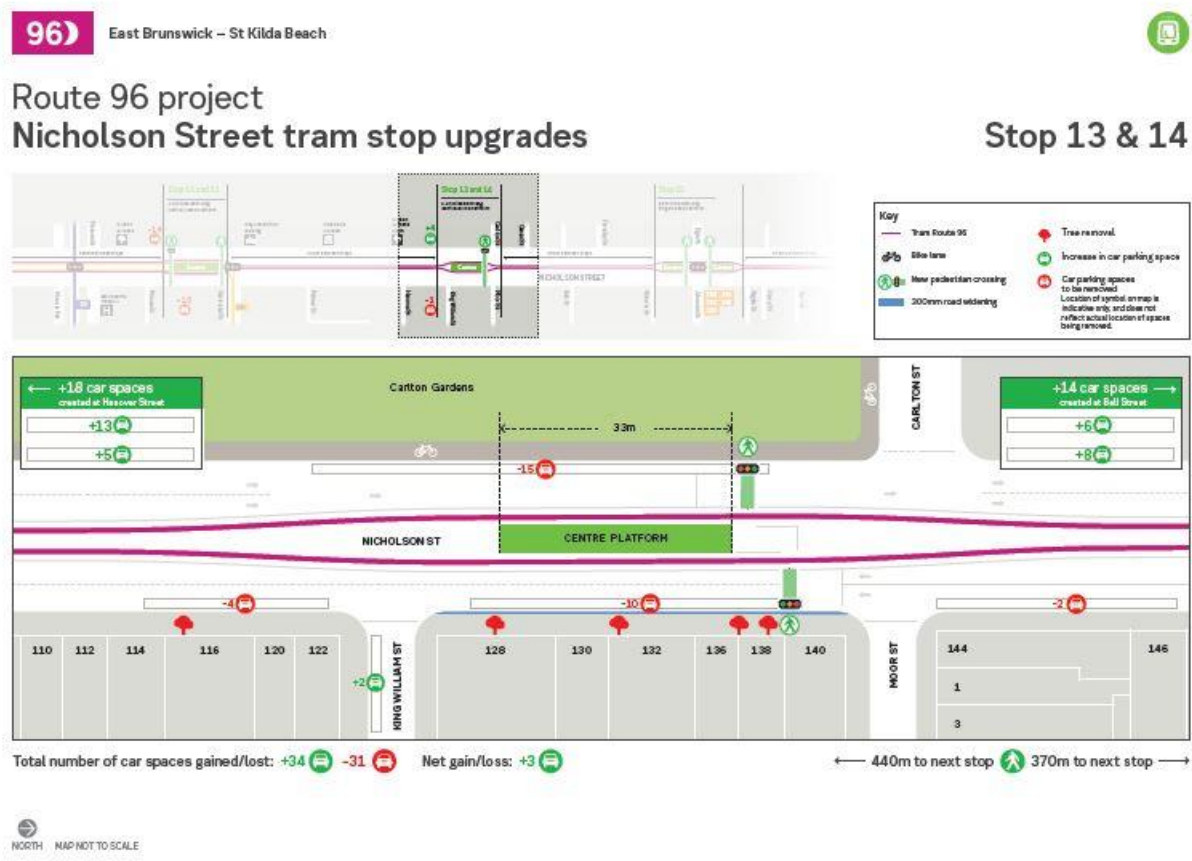
The tram stop at the corner of Gertrude St and Nicholson St is quite dangerous for passengers waiting for trams. It is often crowded due to because people have been visiting Melbourne Museum or Royal Melbourne Exhibition Building. This should be a flagship tram stop as it stops at two important Melbourne tourist locations.

Amenity

Myki machines are needed at this stop due to its prime location at a major tourist attraction, heritage gardens and St Vincent's hospital and lack of on street facilities nearby.

Query received as to whether the Free Tram Zone would be expanded to cover the proposed stop.

6.1.2 Stop 13 and 14 – Section of King William to Moor Streets



It was raised during the community engagement sessions that nearby residents are concerned about access across the tramway to make U turns, and in particular, access from Moor Street to Carlton Street, and right turn access from Moor Street to Nicholson Street. The current access point is situated between Moor Street and King William Street, where the new tram stop will be built. We've advised concerned residents that a new access point will be created just south of King William Street.

Road and Traffic

-Proposed centre island tram stop will remove the ability for vehicles on Moor Street (one-way street) to continue to perform a legal U-Turn in Nicholson St at the break, across the tram tracks in order to turn left into Carlton St, or continue North along Nicholson Street. The removal of this movement will mean vehicles will need to take alternative routes adding approx. 20 minutes to each journey, which is of concern to the community.

The U-turn which is currently located in the section where the new stop is proposed is very heavily used by cars and cyclists throughout the day.

-Vehicles turning left from Moor Street into Nicholson Street will have to wait at the proposed pedestrian traffic light immediately after turning left into Nicholson Street which is dangerous for fear cars may not see the traffic light turn red.

- Community is concerned about a reduction of parking spaces in general as it drives people into the already choked surrounding streets. Specific concerns that the proposed removal of car parking along Nicholson Street outside the Pumphouse Hotel and Nunnery Backpackers will lead to increased reliance by patrons on parking in nearby residential streets.

The removal of parking options in this area needs to be considered as currently both venues rely on use of car parking spaces for vehicle drop off and pickup (taxis, ubers, tour buses and airport shuttle buses). Given the nature of the business, these services will either continue illegally and dangerously - on Nicholson St, or vehicles will need to travel down King William St and/or Hanover St which are currently residential streets.

- Many Northside cyclists use the Canning Street, Carlton Street, Nicholson Street route into the CBD, as well as crossing over Nicholson Street. It is of importance to cyclists to keep the cycle connection joining Moore and Carlton Streets over Nicholson open to ensure ongoing access.

- Reducing Nicholson St to one lane outbound is likely to cause traffic issues at peak hour as the street is busy from 4pm onwards.

Access

- Concerns of increased distance between stops in particular between Gertrude Street and St Vincents Hospital and Parliament Train Station, means it will be more difficult to access the tram stop, with people having a longer walk. Passengers will also need to travel through two intersections of heavily trafficked roads in between.

- The removal of current stop 13 diminishes access to Melbourne Museum, Carlton Gardens and the nearby school Academy of Mary Immaculate Secondary Girls College.

- Queries whether there is capacity to increase the shared pedestrian/cycle path on Nicholson Street along Exhibition Gardens, or upgrade the ground surface treatment to improve safety and public amenity.

- Carlton Street access should be north of Carlton Street. Turning vehicles often do not give way to pedestrians and there is a poorly designed bike path south of Carlton Street on Nicholson Street.

Safety

- Fear for passenger safety as passengers will need to alight to the west onto shared bike and pedestrian footpath.

- Relocation of Stop 13 further away from the high school could lead to increased safety risks where students (and/or backpackers and other tram users) may choose to cross Nicholson St outside the Pumphouse rather than walking past the stop to Moor Street where the pedestrian crossing will be.

6.1.3 Stop15 – Either side of intersection of Nicholson & Johnston / Elgin Streets



Safety

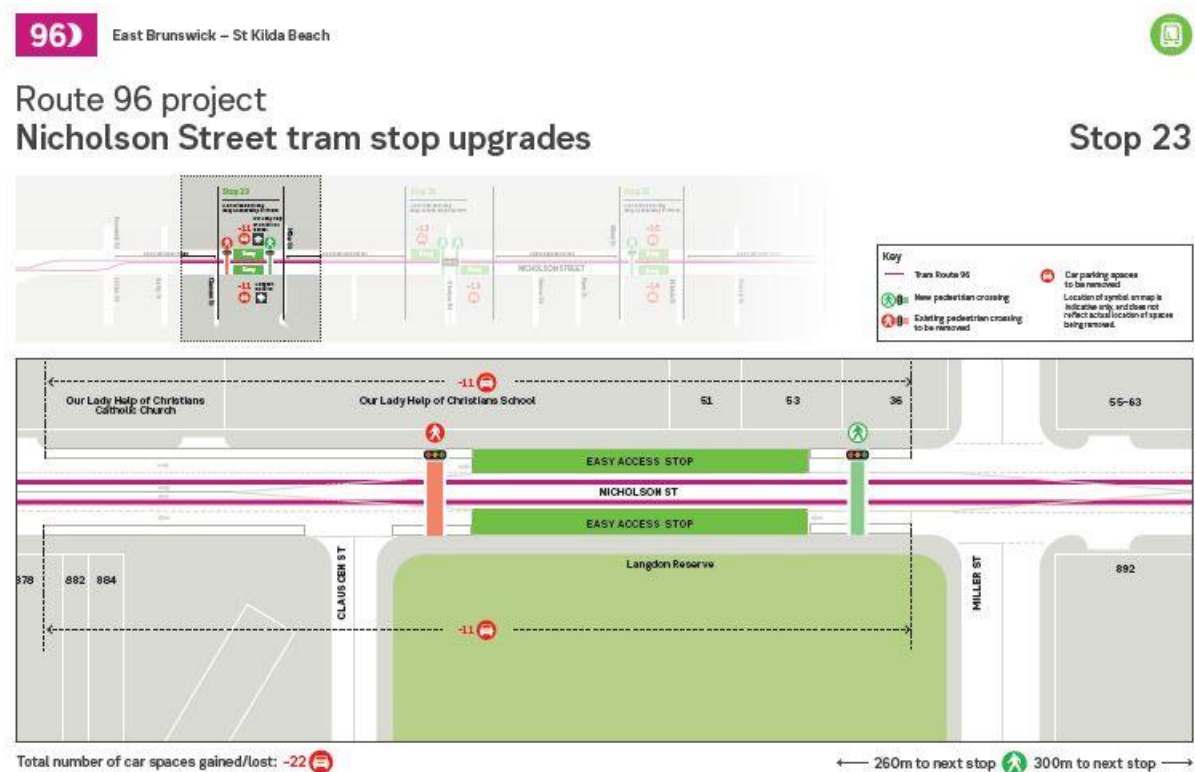
-Concerns around crossing over Nicholson Street at both of these stops exists as current road conditions are dangerous.

Amenity

-The increase of high density development in the area has led to an increase in passenger numbers accessing the service and the tram stops. During peak hours trams are often full, preventing passengers from boarding at stops 11-15.

-Myki machines are needed at these stops due to the high volume of passenger numbers.

6.1.4 Stop 23 – Section between Clausen & Miller Streets



The community expressed concern about the removal of car parking in front of Our Lady Help of Christians School. PTV and VicRoads have investigated changing the short-term parking on Miller Street to allow for drop off and pick up during at either ends of the school day. Official approval from the council is required on this point.

Road and Traffic

-Concern that while the upgrades improve the issue of assisting mobility impaired passengers, the upgrades will also create increased amount of congestion for drivers as reduction in lanes create bottlenecks and traffic build-up.

-Recommendation for the speed limit along Nicholson Street to be reduced, specifically around the Nicholson Village shopping area as its unsafe.

-The cycle time for the current pedestrian crossing at this stop is rather long.

-Concerned about loss of parking on Nicholson Street north of Holden St/Brunswick Rd.

-Specific concerns raised by parents around the impacts of removing the parking outside the school Our Lady Help of Christian's, which is currently used for student drop off and pick up. The school currently has very limited parking and drop off / pickup areas. A solution (eg short term parking) to this issue is being sought by the community to enable children to get to school safely.

Access

-Concern that access to apartment complex at 16 Nicholson Street will be made illegal by restricting right hand turns crossing over the tram tracks and into the complex car park. Concerns that residents will have to do a u-turn at the lights which is going to increase traffic in side streets.

-Crossing from the western side of Nicholson Street to the eastern side in order to catch the tram at the Miller Street stop has been identified as an issue. The creation of a new residential development on the corner of Miller and Nicholson Streets presents an opportunity to integrate the streetscape, the new residential development as well as traffic management infrastructure to ensure safe passage from one side of the road to the other, which could be explored.

Safety

-Safety around parked cars on the western side of Nicholson street in this area is a particular issue for the two lanes vehicles travelling north. On several occasions cars travelling north in the left lane have needed to brake suddenly due to parked cars not sufficiently fitting into the car space on the left. This is impacting the safety and amenity of the pedestrian friendly environment that is trying to be encouraged within the local community strip shopping areas.

-There is strong support for the upgrade of stop 23 due the current dangerous conditions at the intersection. Its currently very difficult for all road users (cars, cyclists and pedestrians) to cross. The reduction of road use to one lane, the reduction of parking spaces, and the relocation of the pedestrian signals near Miller Street to align with the tram stop are supported. There is the perception that the upgraded accessible stop will be more visible to drivers and will slow down the traffic to a safer speed. There is also a desire to reduce the speed limit on Nicholson Street to improve the level of safety for all.

Amenity

-An opportunity has been identified to improve public amenity of the local area in the instance that car parking or traffic lanes were to be reduced / removed to accommodate tram stop upgrades. This involves widening the footpaths along Nicholson Street, installing bicycle lanes, creating a more walkable environment for pedestrians and revitalising the tired village centre improving the safety and amenity of the local community, however this may not be within scope of the project.

Other

-Many users of this stop have repeatedly raised the need for more or larger trams along this route, running more frequently during peak travel times, especially given the increase in residential development in the area and along the Nicholson Street corridor. Often the trams are at capacity, uncomfortable to travel on, with no space for passengers to board during peak times.

-Inclusion of a Myki machine at this stop has been requested.

6.1.5 Stop 24 – Either side of intersection of Glenlyon / Brunswick Roads & Nicholson Street



Road and Traffic

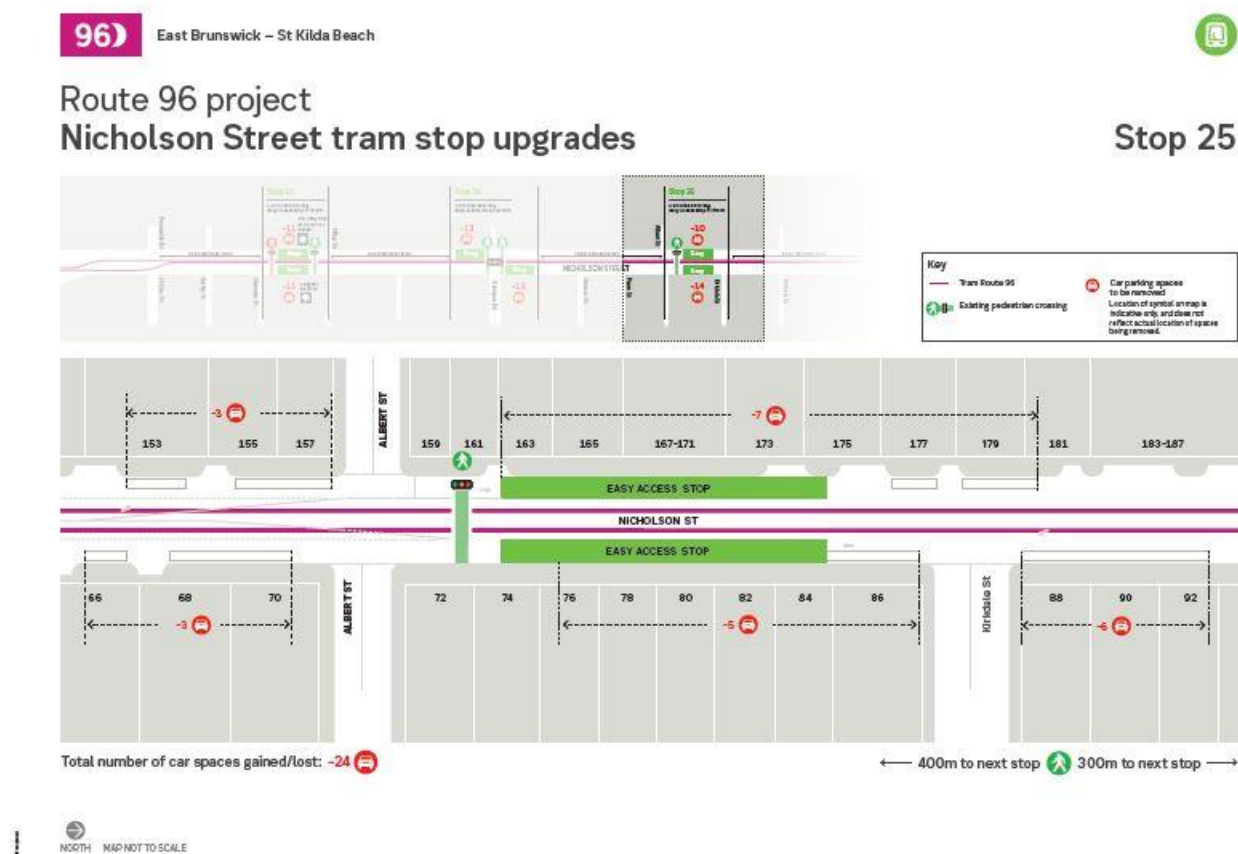
-There is a desired to separate tram lines from road traffic wherever possible to allow both to move more freely. The tram should have it's own lane without cars between Blyth Street and Brunswick Road

Other

-Feedback states that the tram often passes through the current tram stop leaving passengers waiting at the stop for the next tram. It is unclear why this occurs however respondent suggests there should be a system where people are able to notify the tram driver that there is someone waiting at the stop to be picked up.

-With the development of new town houses and apartments in the area trams are increasingly becoming overcrowded, hence there is a need for additional services

6.1.6 Stop 25 – Section between Albert & Kirkdale Streets



Road and Traffic

-The pedestrian traffic lights at the Albert Street tram stop do not turn green when the tram arrives, leaving people waiting on the opposite side of Nicholson St, resulting in people missing the tram. This is a safety concern as people cross the road on a red light, causing a potential traffic hazard.

-There is a desire to see two lanes of traffic maintained on Nicholson Street during peak periods. The concern is that restricting traffic to one lane before Kirkdale will increase traffic which is seeking to avoid delays and make it difficult to exit from Victoria Street onto Nicholson. Tram works with a narrow focus that ignore traffic will cause a reduction in amenity for residents and users of Nicholson St.

-Concerns raised around potential impacts to the local community and Nicholson Street traffic resulting from construction works – from both new building developments and tram stop upgrade works. There is a desire to ensure construction works are coordinated as current extensive building along Nicholson Street often restricts vehicle traffic to one lane, and the impact of not coordinating construction would be problematic.

6.1.7 Out of Scope – Stops 16 to 22 and Stop 26

Detailed feedback was also received about stops 16 to 22 and stop 26 which are currently out of scope for this component of the project.

Queries were raised as to why several of the tram stops along the route were not chosen for an upgrade. On the stops in between yet to be upgraded: some residents have raised concern about these tram stop upgrades and want to be consulted on them, others are concerned that the wait has been too long and still these tram stops have not been delivered.

Stop 26

Residents who are opposed to the removal of Stop 26 have started a petition. They have put up posters around the neighbourhood and also started a petition page online. It is unclear how many people have signed the petition. The reason for the removal of Stop 26 is because it is located only 137 metres from Stop 25, whereas the ideal stop spacing should be 400 metres.

7 Next steps

7.1 Construction communications

Subject to necessary approvals, Yarra Trams will manage and issue communication notifications at the 6, 4 and 1 week prior to construction to ensure the community, local traders, businesses and tram passengers are aware of changes occurring along the tram route and likely construction impacts. In addition, Yarra Trams will manage all passenger communication requirements as part of their business as usual process.

8

8.1 Website Presence – PTV Project Page

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 [Next 5 departures](#)
 [Live travel updates](#)
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[Home](#) : [Projects](#) : [Tram projects](#) : Route 96 Upgrade

- > Rail projects
- > Railway stations
- > Railway crossings
- > Tram projects**
- > Bus projects

Route 96 Upgrade

Route 96 is being upgraded so everyone can catch the tram.

Stops at each end of Route 96 in East Brunswick and St Kilda are already fully accessible to passengers using wheelchairs, prams and other mobility aids.

Nicholson Street tram stop upgrades

In September 2018, six more tram stops along two 1.3km sections on Nicholson Street will be upgraded to platform and easy access style tram stops. This will improve safety, accessibility and journey times for all passengers.

Building new tram stops along Nicholson Street from Carlton to Brunswick helps to provide public transport that is accessible to all tram users.


Benefits of this project include:

- quicker tram travel times with a dedicated tram lane and evenly spaced stops
- more efficient use of road to improve traffic flow
- improved safety and passenger amenities at tram stops.


Find out more

Local residents and businesses are invited to attend a community drop-in session during May 2018 to find out more about the changes to their local tram stop and provide feedback.

8.2 Website Presence – TfV Get Involved Page





 [Plan your journey](#) [Our projects](#) [Data and research](#) [Get Involved](#) [About](#) [Register](#) [Sign In](#)


Get Involved



[Home](#) > [Route 96 Nicholson Street tram stop upgrades](#)

Route 96 Nicholson Street tram stop upgrades





Route 96 is being upgraded so everyone can catch the tram.

Stops at each end of Route 96 in East Brunswick and St Kilda are already fully accessible to passengers using wheelchairs, prams and other mobility aids. In September 2018, six more tram stops will be upgraded to improve safety, accessibility and journey times for all passengers.

Building new tram stops along Nicholson Street from Carlton to Brunswick helps to provide public transport that is accessible to all tram users.

Benefits of this project include:

- quicker tram travel times with a dedicated tram lane and evenly spaced stops
- more efficient use of road to improve traffic flow

FAQ

What is the Nicholson Street Route 96 upgrade?

Why was Route 96 chosen for the upgrade?

What are the details of the new stops? Will they be central island stops?

Will the new stops be in the same location as the existing stops?

Will there be a reduction in parking or changed traffic conditions once the stops are built?

Why do level access platform stops need

8.3 Social Media Posts



Yarra Trams shared Night Network's photo.
11 May at 00:11 · 🌐



Night Network
6 May at 22:40 · 🌐

We're making Route 96 more accessible for all.

Later this year, six stops along Nicholson Street will be upgraded to improve safety and accessibility for all passengers.

Visit one of our drop-in sessions to learn more and provide your feedback.

Find out more on our website here: <http://ow.ly/prt530jRvdk>

21 Likes · 1 Comment · 1 Share

Find out more about the Route 96 tram stop upgrades



Night Network

Like This Page · 6 May · 🌐

We're making Route 96 more accessible for all.

Later this year, six stops along Nicholson Street will be upgraded to improve safety and accessibility for all passengers.

Visit one of our drop-in sessions to learn more and provide your feedback.

Find out more on our website here: <http://ow.ly/prt530jRvdk>

Tavleen Makkar, Belinda Lord, Floyd Bromley and 11 others like this.

3 shares · 1 comment



Lina Marinelli Caitlyn Hammond this is finally happening!

2d

1 Reply

Nicholson Street tram stop upgrades

Page 27 of 35



Transport for Victoria @TransportforVIC · May 6

Six #tram stops on Route 96 Nicholson Street will be upgraded to accessible #tram stops in September. Find out more and provide your feedback at: go.vic.gov.au/7WJJ3t @ptv_official @yarratrams

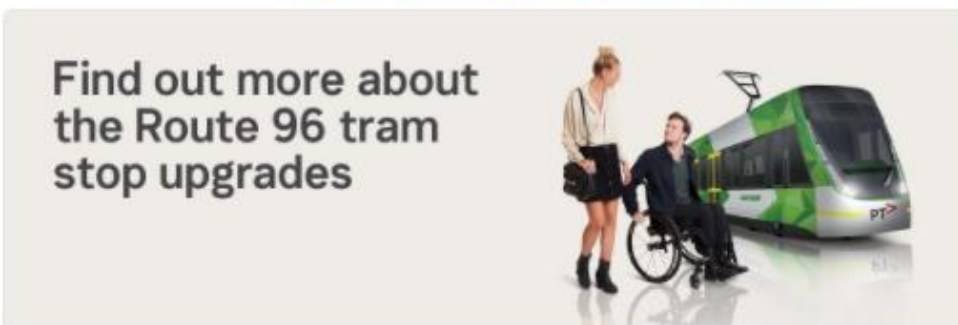


💬 4 ❤️ 9



Transport for Victoria @TransportforVIC · May 15

Six Route 96 Nicholson Street stops will be upgraded into #accessible #tram stops in September. Attend a drop-in session @melbournmuseum from 6pm to 8pm tonight to get involved. go.vic.gov.au/7WJJ3t @ptv_official @yarratrams



PTV and Yarra Trams

💬 2 ↻ 1 ❤️ 2



PTV @ptv_official · May 6

We're making Route 96 more accessible for all. Six stops along Nicholson Street will be upgraded to improve safety & accessibility for all passengers. Visit one of our drop-in sessions to learn more and provide your feedback. Find out more at: ow.ly/bn3W30jRuUU @yarratrams



3

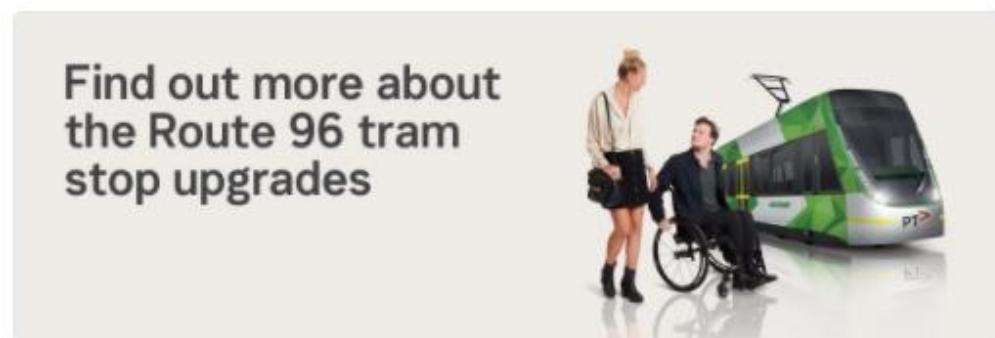
7

Yarra Trams Retweeted



PTV @ptv_official · May 6

We're making Route 96 more accessible for all. Six stops along Nicholson Street will be upgraded to improve safety & accessibility for all passengers. Visit one of our drop-in sessions to learn more and provide your feedback. Find out more at: ow.ly/bn3W30jRuUU @yarratrams

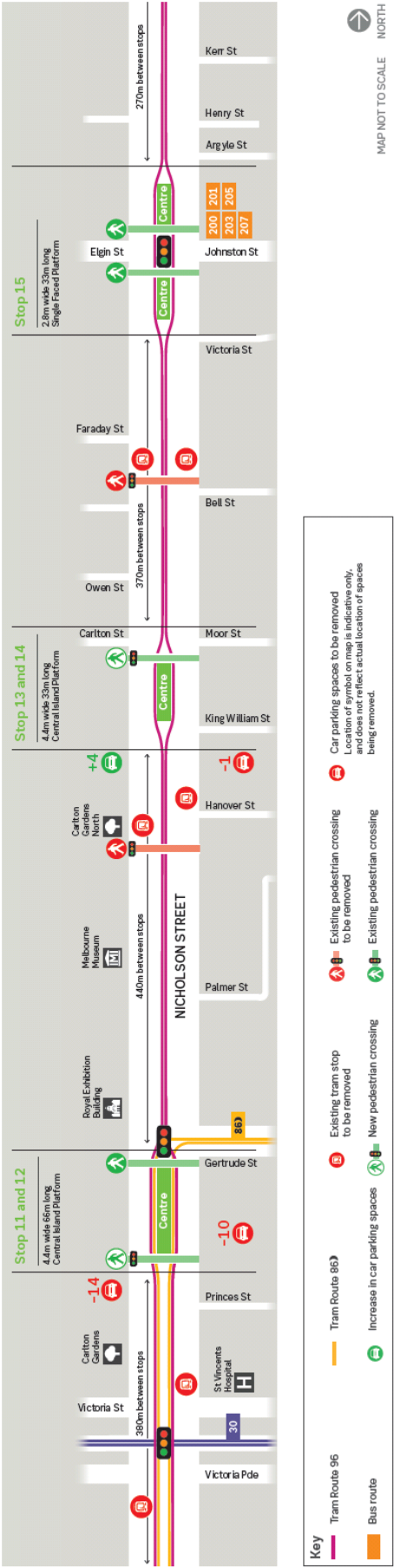


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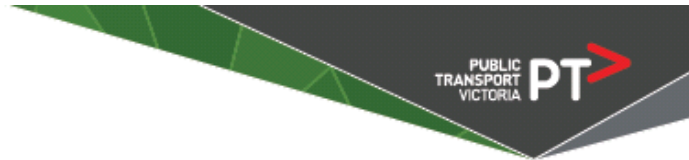
10

8.4 Route 96 Tramline Map

Section one: Stops 11 – 15, Victoria Parade to Kerr Street (1.3km)



8.5 Community Survey Feedback Form



Route 96 project Nicholson Street tram stop upgrades feedback form

We'd like your feedback so we can make improvements to your journey.

1. Do you (select all that apply):

<input type="checkbox"/> Live in the area	<input type="checkbox"/> Own a business in the area	<input type="checkbox"/> Work in the area
<input type="checkbox"/> Regularly visit the area	<input type="checkbox"/> Other	

2. How often do you travel on Route 96?

<input type="checkbox"/> Every day	<input type="checkbox"/> 5 days a week	<input type="checkbox"/> 3-4 days a week
<input type="checkbox"/> Once or twice a week	<input type="checkbox"/> Once a fortnight	<input type="checkbox"/> Once a month
<input type="checkbox"/> Less than once a month		

3. What is the number and / or name of your local tram stop (if known)?

4. How do you travel to your local tram stop? (select all that apply)

<input type="checkbox"/> Driving	<input type="checkbox"/> Cycling	<input type="checkbox"/> Walking	<input type="checkbox"/> Bus	<input type="checkbox"/> Other
----------------------------------	----------------------------------	----------------------------------	------------------------------	--------------------------------

5. How Important are the following for you on a scale of 5 - 1, where 5 is very important and 1 is not at all important:

	5	4	3	2	1
Improve access to trams for mobility impaired passengers					
Passenger information displays that indicate tram arrival times					
Seating					
Car parking on Nicholson Street					
Shelter and windbreaker					

6. As part of the Nicholson Street tram stop upgrades, tram stops 11 - 15 and 23 - 25 will become fully accessible to passengers using wheelchairs, prams and other mobility aids. Improvements also include the installation of passenger information displays, shelter, seating and lighting.

In thinking about these improvements to your local tram stop, do you agree or disagree with the following?

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
I would feel safer waiting for trams in the upgraded tram stop.					
I would feel safer boarding and alighting trams from the upgraded tram stop.					
The tram stop upgrade would improve the quality of my travel experience.					
The tram stop upgrade would make it easier for me to travel to and from where I need to go.					

7. Does the tram stop upgrades provide you with adequate passenger facilities for your travel?

☐ Yes ☐ No

- 7a. If "no", what other passenger facilities do you think should be provided at the tram stop?

8. Does the tram stop upgrades meet you and your family's accessibility needs?

☐ Yes ☐ No

- 8a. If "no", why not?

9. Do you have any other feedback for the tram stop upgrades?



For more information visit
ptv.vic.gov.au or call 1800 800 007.

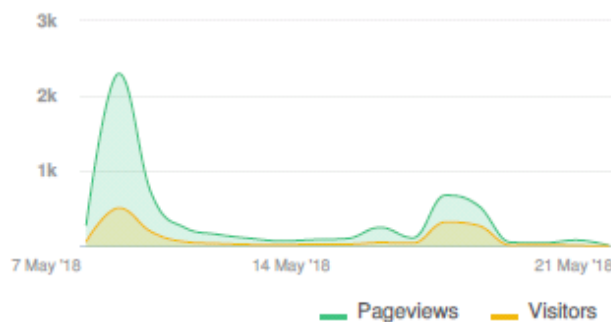
Authorised by Transport for Victoria, 1 Spring Street, Melbourne.

8.6 Survey Results

8.6.1 Project Report Summary - Snippet



Visitors Summary

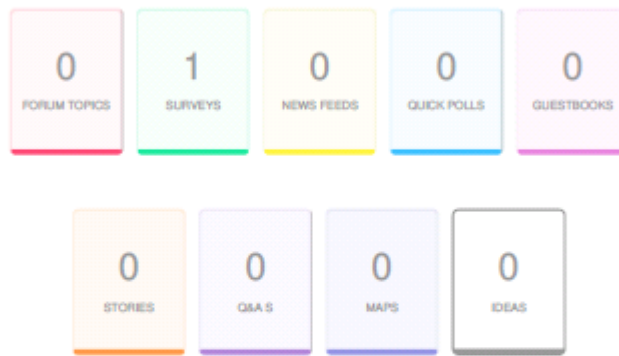


Highlights

TOTAL VISITS	MAX VISITORS PER DAY	
1.8 k	506	
NEW REGISTRATIONS		
3		
ENGAGED VISITORS	INFORMED VISITORS	AWARE VISITORS
295	849	1.6 k

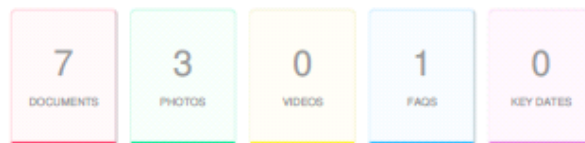
Aware Participants	1,592	Engaged Participants	295		
Aware Actions Performed	Participants	Engaged Actions Performed	Registered	Unverified	Anonymous
Visited a Project or Tool Page	1,592				
Informed Participants	849	Contributed on Forums	0	0	0
Informed Actions Performed	Participants	Participated in Surveys	2	0	293
Viewed a video	0	Contributed to Newsfeeds	0	0	0
Viewed a photo	59	Participated in Quick Polls	0	0	0
Downloaded a document	337	Posted on Guestbooks	0	0	0
Visited the Key Dates page	0	Contributed to Stories	0	0	0
Visited an FAQ list Page	443	Asked Questions	0	0	0
Visited Instagram Page	0	Placed Pins on Maps	0	0	0
Visited Multiple Project Pages	566	Contributed to Ideas	0	0	0
Contributed to a tool (engaged)	295				

ENGAGEMENT TOOLS SUMMARY



Tool Type	Engagement Tool Name	Tool Status	Visitors	Contributors		
				Registered	Unverified	Anonymous
Survey Tool	Provide your feedback on the Route 96 tram stop upgrades	Archived	401	2	0	293

INFORMATION WIDGET SUMMARY



Widget Type	Engagement Tool Name	Visitors	Views/Downloads
Faqs	faqs	443	483
Document	Nicholson Street near Gertrude stop11-12.jpg	176	190
Document	Nicholson Street near Miller stop 23	155	162
Document	Nicholson Street near Johnston stop15	145	153
Document	Nicholson Street near Glenlyon stop24	136	146
Document	Nicholson Street near near King William stop13-14	119	126
Document	Nicholson Street near Kirkdale _stop25	102	109
Document	Nicholson Street tram stop upgrades overview	38	42
Photo	Family Route 96.jpg	55	57
Photo	Route 96 Nicholson Street Guide Dog	28	29
Photo	Nicholson Street Upgrade Wheelchair	20	21
Key Dates	Key Date	0	0

8.6.2 Raw Data

To be provided as a separate attachment