INLAND RAIL

CONSULTATION SUMMARY REPORT

Tottenham to Albury Project

2017 to September 2019

ARTC

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The Australian Government is delivering Inland Rail through the Australian Rail Track Corporation (ARTC), in partnership with the private sector.

Document Control

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Revision History

REVISION	DATE ISSUED	DESCRIPTION
1	16/10/2019	Consultation Summary Report to accompany the Referral Notice Draft Submission

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1 Introduction

This consultation summary report has been developed to provide a summary of the stakeholder engagement and communications activities undertaken by the Inland Rail Tottenham to Albury (T2A) project team between 2017 and September 2019 for Stage 1 of the T2A project (Beveridge to Albury/Wodonga).

1.1 Inland Rail Program Overview

Inland Rail is a once-in-a-generation project that will enhance supply chains and complete the backbone of the national freight network by providing for a transit time of 24 hours or less for freight trains between Melbourne and Brisbane via regional Victoria, New South Wales and Queensland.

Inland Rail will transform the way we move freight around the country, connect regional Australia to markets more efficiently, drive substantial cost savings for producers and consumers, and deliver significant economic benefits.

Comprising 13 individual projects and spanning more than 1,700 km, Inland Rail is the largest freight rail infrastructure project in Australia and one of the most significant infrastructure projects in the world.

Demand for freight is expected to double by 2040. Inland Rail will provide greater freight carrying capacity. Double-stacked trains up to 1,800m long will be able to carry the same volume of freight as 110 B-double trucks. More efficient rail freight will reduce road congestion on some of Australia's busiest highways.

Better infrastructure and an effective national freight operation are key to delivering efficient supply chains, improving Australia's global competitiveness and lifting our nation's wealth and prosperity. Inland Rail will make it easier to connect our farms, mines, cities and ports to domestic and international markets.

Building Inland Rail will reduce freight costs, create jobs, reduce greenhouse gas emissions relating to freight transportation, and make businesses and producers more competitive.

1.2 Tottenham to Albury Project Overview

The T2A project involves upgrades to existing infrastructure along the existing North East rail line to facilitate the transit of double stacked freight trains from Acacia Ridge in Queensland to Tottenham in Victoria.

Stage 1 of the T2A project extends from Beveridge to Albury/Wodonga and includes 13 discrete work locations along the existing North East rail line corridor where there is not sufficient horizontal or vertical clearance to allow for double stacked freight trains.

Travelling from North to South, the North-East rail line runs largely parallel to the Hume Highway from the Murray River at Wodonga to the outskirts of Melbourne. It then shares the metropolitan rail corridor from Seymour to Jacana, continues South-East on its own line to meet up with the Sunbury line at Albion. ARTC shares the rail corridor with V/Line's passenger operations, the Sydney-Melbourne XPT, and Metro trains closer to Melbourne.

There are 13 enhancement sites for T2A Stage 1 (Beveridge to Albury/Wodonga) where rail and road infrastructure require upgrades to provide sufficient clearance for double-stacked freight trains. At these sites there are ultimately three design solutions that could provide the required clearance:

- Track lowering and / or realigning the track
- raising andwidening the bridges
- replacing the bridges (road and pedestrian footbridges)

There are also signal structures and power poles that need to be modified or relocated primarily to provide clearance for the double-stacked freight trains.

1.3 Project Sites

As part of the Stage 1 of the T2A project there are 12 sites where enhancements of existing structures and increased clearances along the rail corridor is required. These sites currently do not have enough height or width to support the running of taller trains along the existing rail corridor. The enhancement sites are:

- Broadford-Wandong Road bridge, Wandong
- Hamilton Street bridge, Broadford
- Short Street bridge, Broadford
- Marchbanks Road bridge, Broadford
- Hume Highway bridge, Tallarook
- Seymour-Avenel Road bridge, Seymour
- Hume Highway bridge, Seymour
- Anderson Street bridge, Euroa
- Benalla Station Approach Road, Benalla
- Beaconsfield Parade bridge, Glenrowan
- Wangaratta Station precinct, Wangaratta
- Murray Valley Highway, Barnawartha North.

2 Key Stakeholders

Key stakeholders relevant to the project generally are detailed below.

CATEGORY	STAKEHOLDERS
INTERNAL	Interstate
	Inland Rail programme
	NERL Project
	A2I project
FEDERAL MINISTERS, SENATORS & MPS	Hon. Michael McCormack MP - Minister for Infrastructure, Transport and Regional Development, Deputy PM, Member for Riverina
	Hon. Sussan Ley – Minister of the Environment (Lib)
	Hon Dr Helen Haines, Member for Nati (Ind)
	Hon. Bridget McKenzie, Senator for Victoria (Nat)
	Janet Rice, Senator for Victoria (Greens)
	Hon. Damian Drum MP, Member for Murray (Nat)
FEDERAL GOVERNMENT DEPARTMENTS AND AGENCIES	Department of Infrastructure, Regional Development and Cities (DIRDC) Secretary: Dr Steven Kennedy
	Infrastructure Australia
	Infrastructure and Project Financing Agency
	Department of the Environment and Energy
VICTORIAN MINISTERS, MPS & SENATORS	Jacinta Allan, Minister for Transport Infrastructure
	Roma Britnell, Shadow Minister for Rural Roads, Ports and Freight
	Melissa Horne, Minister for Public Transport, Minister for Ports and Freight (ALP)
	David Davis, Shadow Minister for Public Transport, Transport Infrastructure
	Richard Wynne, Minister for Planning (ALP)
	Bill Tilley MP, Member for Benambra (Lib)
	Steph Ryan MP, Member for Euroa (Nat)
	Tim McCurdy, Member for Ovens Valley (Nat)
	Wendy Lovell MLC, Member for Northern Victoria Region (Lib)
	Jaclyn Symes MLC, Member for Northern Victoria Region, Minister for Agriculture, Minister for Regional Development, Minister for Resources (ALP)
	Tim Quilty MLC, Member for Northern Victoria Region (Lib Dem)
	Mark Gepp, Member for Northern Victoria Region (ALP)
	Tania Maxwell, Member for Northern Victoria Region
	Suzanna Sheed, Member for Shepparton (Nat)
	Justin Clancy, Member for Albury (Lib)
	Department of Environment, Land, Water and Planning (DELWP)

CATEGORY	STAKEHOLDERS
VICTORIAN GOVERNMENT DEPARTMENTS AND AGENCIES	Department of Transport
	Department of Jobs, Precincts and Regions
	Regional Development Victoria – Hume
	Victorian Planning Authority
	Transport for Victoria
	VicRoads
	Public Transport Victoria (PTV)
	VicTrack
	Major Transport Infrastructure Program
	Rail Projects Victoria
	EPA
	Parks Victoria
	Heritage Victoria
	OVGA
	Aboriginal Victoria
EMERGENCY SERVICES	Country Fire Authority
	Metropolitan Fire Brigade
	Police
	Ambulance Victoria
	SES
LOCAL GOVERNMENT	Mitchell Shire Council
	Strathbogie Shire Council
	Rural City of Benalla
	Rural City of Wangaratta
	City of Wodonga
LGA-LED INTEREST GROUPS	Municipal Association of Victoria (MAV)
	Melbourne to Brisbane Freight Alliance
	Rail Freight Alliance
	Ovens Murray Regional Partnership
	Goulburn Regional Partnership
	LeadWest
PUBLIC TRANSPORT OPERATORS	V/line
	Metro Trains Melbourne (MTM)
	Dysons Bus Lines
	Benalla Bus Lines
ARTC CUSTOMERS AND FREIGHT OPERATORS	Qube Logistics (Altona, Victoria Dock)
	Austrak (Somerton)

CATEGORY	STAKEHOLDERS
	Logic (Wodonga)
	Pacific National
	Port of Melbourne (and tenants)
	SCT Logistics
	Southern Shorthaul Railroad
	Specialised Bulk Rail
	Aurizon
	Freightliner Australia
PEAK BODIES	Freight and Trade Alliance
	Australasian Railway Association
	Victorian Chamber of Commerce and Industry
	Victorian Employers Chamber of Commerce and Industry (VECCI)
	Victorian Farmers Federation
	RACV
	VTA / VTA Wharf Carrier Group
	Container Transport Association
	Bicycle Network Victoria
	Victoria Walks
	Bus Association Victoria
TRANSPORT GROUPS AND USERS	Border Rail Action Group
	All Aboard
	Rail Futures Institute
	Vline Accessibility Reference Group
	Public Transport Users Association (PTUA)
	Vline passengers – Seymour/Albury/Shepparton lines
	Metro passengers – Craigieburn line, Sunbury line
	Hume Bicycle User Group
	Moreland Bicycle User Group
	Motorists
	Cyclists
	Pedestrians
UTILITIES	Electricity (SP Ausnet…)
	Gas
	Telecoms/NBN
	Water (NE Catchment Management Authority; Goulburn Broken CMA, Melbourne Water…)
TRADITIONAL OWNER GROUPS	Yorta Yorta Nation Aboriginal Corporation
	Wurundjeri Woi Wurrung Cultural Heritage Aboriginal Corporation

CATEGORY	STAKEHOLDERS
	Taungurung Land and Water Aboriginal Corporation
	Northern Basin Aboriginal Nations
UNIONS	Rail, Tram and Bus Union
	Australian Railways Union
	Tram and Locomotive Drivers Association
	CFMEU Electrical Trades Union
RESIDENTS	Direct neighbours
	Residents within 200m
	Residents within local municipalities
RESIDENT, PROGRESS AND TRADERS' ASSOCIATIONS	Euroa Bridge Alternatives Group (EBAG)
	Glenrowan Improvers
	Broadmeadows Progress Association
	Gowanbrae Residents Group
	Wandong-Heathcote Junction Community Group
LOCAL BUSINESSES, TRADER AND INDUSTRY GROUPS	Wodonga TAFE
	Goulburn Ovens TAFE
	Kangan Institute of TAFE
	Benalla Business Network
	Business Enterprise Euroa
	Business Wangaratta
	Barnawartha Development Association
	Wangaratta Chamber of Commerce Inc
	Northern Victoria Livestock (NVLX)
	Business Wodonga
	Wodonga Chamber of Commerce
	Go Seymour
HISTORICAL SOCIETIES	Keilor Historical Society
	Australian Railway Historical Society VIC
	Benalla Historical Society
	Euroa Historical Society
	Wangaratta Historical Society
FRIENDS OF / ENVIRONMENT GROUPS	Friends of Steel Creek
	Friends of Stony Creek
	Friends of Merri Creek
	Friends of Malcom Creek and Grasslands
	Friends of the Maribyrnong Valley
	Wangaratta Urban Landcare Group

CATEGORY	STAKEHOLDERS
	North East Ecological Farmers Landcare Group
	Benalla Sustainable Futures Group
	Wangaratta Sustainability Network
	Goulburn Valley Environment Group
	BEAM: Mitchell Environment Group
	Albury Conservation Company
SENSITIVE RECEPTORS (EDUCATION, AGED CARE, COMMUNITY FACILITIES)	Broadford PS
	Broadford Secondary School
	Wandong PS
	Glenrowan PS
CULTURALLY AND LINGUISTICALLY DIVERSE GROUPS	General along alignment
MEDIA	The Age
	Herald Sun
	Weekly Times
	Stock and Land
	What's on Wandong
	Seymour-Nagambie Advertiser
	Seymour Telegraph
	The Community Voice Nagambie
	North Central Review
	Benalla Ensign
	The Border Mail
	Euroa Gazette
	North by North-East Magazine
	Wangaratta Chronicle
	Glenrowan Gazette
	Riverine Herald
	Shepparton News
	The Senior
	North Central Review
	ABC Murray Goulburn
	2AY Albury
	Prime7 Albury
	WIN Albury
	WIN Shepparton
	9 News Border North East

3 Stakeholder Engagement and Communications Strategy

3.1 Stakeholder Engagement Approach

Our aim throughout design and delivery of the T2A project is to build long-term relationships and minimise disruption in order to generate support for the establishment and operation of Inland Rail. Engage early, often and genuinely has been the cornerstone of the approach taken to date, with reach progressively broadened beyond landowners and neighbours into the wider community with each round of engagement. The engagement approach focussed on the three areas:

- To support the design process
- Targeted engagement with key stakeholders
- Broader engagement to raise awareness of the project.

We tailored the engagement to bring the project to the communities, not rely on them coming to us, and to accommodate for the multiple diverse communities along the alignment. This included the use of plain English to ensure communications were easily understood by culturally and linguistically diverse stakeholders. We also shared communications through a range of traditional and digital platforms to maximise the reach as well as attending local community events, providing a 1800 number, email address and website to contact the project team.

Engagement with stakeholders commenced during the optioneering phase which informed early design thinking. The project team shared the design thinking with communities to gain feedback and insight into the local knowledge.

4 Stakeholder Engagement Activities

4.1 Reference Design Engagement Summary

Engagement undertaken on the reference design was targeted to engage the stakeholder on the progress of the design for sites relevant to them. The below sections summarise the consultation undertaken with stakeholders to progress design.

4.1.1 Broadford-Wandong Road bridge, Wandong

We are proposing to replace the Broadford-Wandong Road bridge with a newer, safer but higher bridge to the north of the existing structure. Building a new bridge adjacent to the existing structure will minimise the impacts on traffic during construction until we tie the new structure into the existing road alignment. While track lowering is preferred, it is considered challenging at this site due to constrained space between abutment walls and pier and major extensive works required to undertake track lowering.

Below is a summary if the engagement that took place:

Reference Design 30%

The engagement team met with stakeholders to provide information on the Inland Rail program, the T2A project and enhancement works required to the Broadford-Wandong Road bridge.

The aim of the sessions was to:

- Provide information on the Inland Rail Program and T2A project
- Meet the rail line's nearest neighbours, occupiers and/or owners of properties in close proximity to the Broadford-Wandong Road bridge where enhancement works will be undertaken

- Discuss ARTC's early thoughts and gather feedback on early design thinking about changes which may be required as part of the project.

Summary

- Road safety a key issue at this location
- Concern about height and visual impact of new bridge – view that it will be comparable to existing blue footbridge which is disliked by members of the Wandong community
- Desire for the look and feel of the new bridge to fit in with the colours and character of the area
- Existing operational noise and vibration a key issue – interest in understanding whether Inland Rail works will change this
- Vegetation loss (and existing maintenance along the corridor)

Key themes

Bridge visual impact and design	Increased height a concern; proximity to private properties, desire for new structure to be visually appealing	
Road safety	Safety issues at intersections on either side of bridge and surrounding area	
Noise and vibration	Existing issue; interest in understanding changes with IR and impacts in more detail	
Aesthetics	Desire for structure to integrate with town; interest in landscaping old bridge site	
Pedestrian access	Desire for pedestrian access to be incorporated into new bridge	
Vegetation	Future of Sheoaks planted by the community at the bridge – concerns re level of existing maintenance along the corridor	

	Theme raised by many
	Theme raised by some
	Theme raised by a few

Reference Design 70%

The engagement team met with stakeholders to provide another update on the Inland Rail program, the T2A project and to specifically provide an update on our design thinking for enhancement works required to the Broadford-Wandong Road bridge.

The aim of the sessions was to:

- Discuss the latest design and share how the design reflects the views expressed by the community at 30% design engagement

Road Safety:

-Wider bridge, improving the line of sight on the approach to the bridge

Pedestrian Access:

-Introduction of a footpath on the South side of the bridge

- Provide the community with visualisations in order to get a better understanding of how the new proposed bridge would sit in the existing environment.
- Discuss design options that have also been considered at this site – track lowering, new bridge at Boarder road
- Introduce our new online engagement portal – Community Feedback Panel, so we can continue the conversations and share information around the proposed enhancement works.
- Continue to gather feedback on our design thinking to assist with further refinement

Summary

- Understanding construction impacts – notably access during construction – is important to the community
- Road safety a key issue at this location – includes accessibility for school buses and parents at elevated and redesigned intersection, sight lines, treatment at intersection (currently islands)
- Desire to have existing elements i.e. post and rail fence, Sheoaks and 'Welcome to Wandong-Heathcote Junction sign', retained and preserve opportunity for train watching from the bridge
- Interest in understanding more about 'design elements' including materials, colours and landscaping
- Some concern about visual impact – higher bridge, impact on heritage property
- Vegetation loss - interest in understanding impact on existing vegetation around bridge

Key themes

Construction impacts	Concerns about access during construction – school / emergency services, impact on bus routes, removal / reinstatement of Wandong sign	
Road safety	Safety issues at intersections, concerns about sightlines of existing and new bridge, bus turning circles, interest in roundabout on eastern side	
Aesthetics	Interest in materials of screens on new bridge, interest in understanding more about landscaping plans and reinstatement of areas impacted by construction	
Bridge design and visual impact	Concern about height of new bridge	
Vegetation	Future of She Oaks planted by the community at the bridge raised, desire for existing gardens to be maintained	
Heritage	Visual impact on heritage property adjacent to bridge, noted archaeological deposits in the rail corridor	

	Theme raised by many
	Theme raised by some
	Theme raised by a few

4.1.2 Broadford

Given the close proximity of the three enhancement sites in Broadford, engagement was undertaken collectively on the proposed design.

A summary of the proposed design at each location is below:

- **Hamilton Street bridge** – We are proposing to replace the existing bridge with a new, safer but higher bridge along the same alignment, providing improved safety for motorists travelling through the area. This structure construction works will be undertaken in such a way to allow traffic to continue to flow during construction. Track lowering is not considered preferred at this site because of the constructability constraints, major extent of works due to challenging track grade lines narrow between the abutment walls or piers of the existing bridge for double stack freight trains to safely pass through.
- **Short Street bridge** – Our early design thinking was to lower the track under Short Street bridge but due to constructability requirements track lowering is considered challenging with constructing track lowering without significantly impacting train operations. We have investigated a hybrid i.e, a combination of track lowering and bridge replacement or also purely a bridge replacement.
- **Marchbanks Road bridge** – We are proposing to replace the existing bridge with a new, higher bridge slightly to the North of the existing structure. The new bridge would be built as close as possible to the existing bridge to minimise the need to remove native vegetation, which we know is important to the community. Retaining walls would be installed to support the new structure. Track lowering is not considered practical at this site because of the lack of space between the abutment walls or piers of the existing bridge for double stack freight trains to safely pass through.

Below is a summary if the engagement that took place in Broadford for the three sites:

Reference Design 30%

The engagement team met with stakeholders to provide information on the Inland Rail program, the Tottenham to Albury project and enhancement works required at our three sites in Broadford which are the Hamilton Street bridge, Short Street bridge and Marchbanks Road bridge.

The aim of the sessions was to:

- Provide information on the Inland Rail Program and T2A project
- Meet rail line's nearest neighbours, occupiers and/or owners of properties in close proximity to the Hamilton Street bridge, Short Street bridge and Marchbanks Road bridge.
- Discuss ARTC's early thoughts and gather feedback on early design thinking about changes which may be required as part of the project.

Summary

- Support for the two bridge replacements, track lowering and the project overall

- Strong interest in maintaining access across town during construction and ongoing – particularly concerned about emergency service access
- Desire for upgraded pedestrian access on all bridges
- Concern about grade of new Hamilton Street bridge and impact this will have on vehicles being able to stop safely and pedestrians, particularly the elderly
- Interest in understanding the noise and vibration monitoring process in further detail, and potential mitigation opportunities
- Desire for the look and feel of the new bridges to fit with the colours and character of the area
- Support for a new vehicular and pedestrian crossing in town – First Street viewed as most appropriate location

Key themes

Access	Maintaining vehicular and pedestrian access during construction – for emergency services and to schools most important; support for an additional crossing in town Ferguson Street north proposed closure is an issue for businesses	
Noise and vibration	Understanding potential changes to noise and vibration; desire for monitoring to take place; existing issues with steel train	
Pedestrian connectivity, safety and accessibility	Desire for safe pedestrian access on both sides of bridges; concern about grade of new Hamilton Street bridge - needs to be accessible for elderly; installation of seats for pedestrians	
Road safety	Concern about tying in raised Hamilton Street bridge with High Street; stopping safely an issue for drivers; ice hazard	
Aesthetics	Desire for structures to blend in with the town	
Traffic impacts	Improve traffic flow around Hamilton Street; mixed views on installation of roundabout - needs to cater for large vehicle turning movements; existing issues with speed - support for installation of speed bumps	

	Theme raised by many
	Theme raised by some
	Theme raised by a few

Reference Design 70%

The engagement team met with stakeholders to provide another update on the Inland Rail program, the Tottenham to Albury project and to specifically provide an update on our design thinking for enhancement works required to the Hamilton Street bridge, Short Street bridge and Marchbanks Road bridge.

The aim of the sessions was to:

- Discuss the latest designs for the three sites in Broadford and share how the designs reflect the views expressed by the community at 30% design engagement

Access and Connectivity:

- A shared user path on the South side of the bridge and a footpath on the North side of the bridge

Road Safety:

-The installation of a roundabout at the intersection of Hamilton Street and Ferguson Street to support traffic flow coming off the new bridge.

- A potential realignment of the service road off High Street to support safer turning movements at the intersection with Hamilton Street.

- The creation of a cul-de-sac at the intersection of Ferguson Street North and Hamilton Street.

- Provide the community with visualisations in order to get a better understanding of how the new proposed Hamilton Street bridge would sit in the existing environment.
- Introduce our new online engagement portal – Community Feedback Panel, so we can continue the conversations and share information around the proposed enhancement works.
- Continue to gather feedback on our design thinking to assist with further refinement

Summary

- Road safety a key issue – includes concerns about shortened sight lines and speed, and interest in potential treatments such as lighting, speed bumps, roundabouts and traffic lights
- Understanding construction impacts – notably access during construction – is important to the community
- Some concern about design of new bridges – particularly grade, height and tie into existing intersections
- Access is important in this community - desire for an additional crossing to be installed in town to provide access during construction and ongoing, interest in safe pedestrian access
- Some views that there are existing drainage issues in this area and the project poses an opportunity to resolve these
- Interest in understanding more about urban design, including colours and fencing

Key themes

Road safety	Concerns about shortened sightlines on new bridges, speed on existing bridges, desire for treatments to be incorporated into designs, e.g. roundabout, speed bumps	
Construction impacts	Concern about access during construction – emergency service / community, interest in construction staging, traffic management plans	
Bridge design	Grade of new bridges an issue, interest in understanding height of new bridges and impact on surrounding residents	
Access	Views that an additional/alternative crossing should be built in town – preference for First Street, safe pedestrian access across new bridges is important	

Drainage	Existing drainage issues highlighted, could project fix these?	
Aesthetics	Desire for new bridges to 'blend-in' with the town, interest in fencing opportunities	

	Theme raised by many
	Theme raised by some
	Theme raised by a few

4.1.3 Hume Highway bridge, Tallarook

We are proposing to lower the track under Hume Highway in Tallarook to create the space needed for the taller trains to pass through safely. We are planning to lower the tracks by up to two metres at the lowest point under the bridge.

Track lowering has remained our preferred design solutions for this site throughout reference design. Due to the nature of the these works and these locations we are expecting very minimal impacts to stakeholders outside the rail corridor.

Project letters have been sent to neighbours within 200 metres of the site and Seymour-Tallarook Precinct Fact Sheets have been displayed at the General Store, Tallarook and the Seymour Library and the Seymour Sports & Aquatic Centre. We have received very few enquiries on the site, however, will continue to provide details to key stakeholders and community in the form of fact sheets, letters and in person at local community events.

4.1.4 Seymour-Avenel Road bridge, Seymour

We are proposing to replace Seymour-Avenel Road bridge with a new bridge in the same location on the existing alignment. Retaining walls would be used, instead of embankments, to minimise impact on vegetation loss and adjacent landowners. Track lowering is not considered practical at this site because of the lack of space between the abutment walls or piers of the existing bridge for double stack freight trains to safely pass through.

We have been engaging with our immediate neighbours at Seymour-Avenel Road bridge throughout reference design of the project through meetings and letters with the landowners, followed by project newsletters to indirect neighbours within close proximity to the project area. Our team has attended the Seymour Alternative Farming Expo, Seymour Show and the Avenel Farmers Market this year to share our current design thinking with these communities, to gather feedback on our design thinking. There was very little interest in the proposed works at this site from the Seymour and Avenel locals who were in attendance and little to no concerns around the proposed detour as they were still able to get into town.

4.1.5 Hume Highway bridge, Seymour

We are proposing to lower the track under Hume Highway in Seymour to create the space needed for the taller trains to pass through safely. We are planning to lower the tracks by up to two metres at the lowest point under the bridge.

Track lowering has remained our preferred design solutions for this site throughout reference design. Due to the nature of the these works and these locations we are expecting very minimal impacts to stakeholders.

Project letters have been sent to neighbours within 200 metres of the site and Seymour-Tallarook Precinct Fact Sheets have been displayed at the General Store, Tallarook and the Seymour Library and the Seymour Sports & Aquatic Centre. We have received very few enquiries on the site, however, will continue to provide details to key stakeholders and community in the form of fact sheets, letters and in person at local community events.

4.1.6 Anderson Street Bridge, Euroa

From late 2018 to early 2019 we consulted the Euroa community on the reference design which proposed replacing the Anderson Street Bridge.

Following concerns raised by the community, ARTC has now made the decision to revisit the timeline and design process for Euroa. This means that all options for the design solution at Euroa are now being discussed.

As part of these discussions, from mid-2019 we have formed the Euroa Working Group (comprising Council, broader community and ARTC members) to work through the options in detail and help with the consultation process.

Below is a summary if the engagement that took place:

Reference Design 30%

The engagement team met with stakeholders to provide information on the Inland Rail program, the Tottenham to Albury project and enhancement works required to the Anderson Street Bridge.

The aim of the sessions was to:

- Provide information on the Inland Rail Program and T2A project
- Meet the rail line's nearest neighbours, occupiers and/or owners of properties in close proximity to the Anderson Street bridge where enhancement works will be undertaken
- Provide a touchpoint for stakeholders and the community for continuing the conversation
- Obtain feedback on early design thinking.

Summary

- There was appetite for removing the bridge completely
- Desire to see upgraded pedestrian access and better community connectivity
- High number of mobility scooter users in the town – key consideration in design
- Concern about visual impacts – and overshadowing for neighbours - from a higher bridge and desire to understand how it will look
- Strong interest in the look and feel of the bridge and rail corridor - view that the existing bridge, rail yards and local area are eyesores and a blight on the town and desire to see this improved
- Desire to see a place-based approach taken to improve the outcomes for community overall

Key themes

Bridge visual impact and design	Increased height a concern; desire for new structure to be visually appealing / of high-quality design; support for removing bridge	
Road safety	Acknowledgement existing is unsafe; existing ramps unsafe; existing sighting issues for drivers – looking to improvements from any new structure	

Pedestrian safety, accessibility and connectivity	Improve pedestrian access; consider path on bridge; upgrade underpass; grade; mobility scooter access	
Impact on neighbouring properties	Visual; operational noise and vibration; construction; concern about overshadowing and overlooking private property; maintenance	
Construction impacts	Maintaining access – school buses, emergency services; desire to understand timeframes and impacts; disruption to rail.	

	Theme raised by many
	Theme raised by some
	Theme raised by a few

Reference Design 70%

The engagement and communications methods used during the 70% phase aimed to be innovative and encourage a two-way collaborative approach with stakeholders.

The purpose of this engagement was to:

- Support the 70% Reference Design phase
- Broaden reach within site-specific communities in Euroa
- Encourage communities to have their say and provide feedback on the proposed technical design.

Summary

- Engagement involved a pop-up at the Euroa show, two Community Conversations and a station pop-up
- Strong support for open-span bridge design
- Concern about removing vehicle access to the platform – people want to retain current access where car parking is located on station island, next to tracks.
- Close to unanimous opposition to roundabouts in relation to the noise and traffic changes.
- Strong preference of underpass going all the way across
- Strong support for a positive urban design outcome – opportunity to collaborate with VicTrack to beautify the precinct

Key themes

Access to station platforms for the mobility constrained / impaired	Concern that the current convenience with vehicle access to station platforms would be lost under the preferred solution (ie. with the station access road to be removed) **This feedback theme should be considered in light of the strong support for the safer bridge configuration proposed*	

Roundabout at Anderson & Brock Street intersection	Concern that the introduction of a roundabout at this location would create significant impacts such as noise, traffic numbers, vibration and emissions, and compromise street parking	
Connectivity	Concern regarding the missed opportunity of not providing an underpass that services both sides of the rail corridor Concern that a shared-user and/or vehicle connection under the Anderson Street bridge (east) may not be supported	
Car parking	Concern that car parking may not be provided on both sides of the rail corridor	
Car parking	Opportunity for optimum urban design outcomes and improved town centre integration by moving the car park as close to Binney Street as possible	
Track configuration	Opportunity to move east track to create new west track (would shift high-point of the bridge and eastern tie-in location further west; would resolve vehicle-station access issue; and would maximise urban design opportunities by creating a wider station precinct approach/apron facing Railway Street)	
Property access	Concern that a new tie-in location for Anderson Street bridge (east) may constrain property access for some properties	
Aesthetics	Opportunity for the Inland Rail project to address legacy eyesore issues (eg. material stockpiling on VicTrack land)	
Alternate solution	Opportunity to create a ‘dry-weather vehicle underpass’ at Anderson Street and an ‘all-weather vehicle overpass’ at another location (eastern or western fringe of town)	

	Theme raised by many
	Theme raised by some
	Theme raised by one/few

4.1.7 Benalla Station Approach Road, Benalla

We are proposing to replace the station road bridge off Mackellar Street with a higher bridge built to the north of the current bridge. Traffic flow will be streamlined through better road geometry and one-way entry and exit from Mackellar Street. We are also looking at adding a turning bay for buses.

Due to the complex nature of the design for the Benalla location, the engagement on 30% reference design was delayed occurring in parallel with 70% reference design engagement.

The engagement with the Benalla community focused on landowners/neighbours rather than the broader Benalla community, aside from the Community Conversation at Benalla Farmers Market.

Below is a summary if the engagement that took place:

Reference Design 30% and 70%

Summary

- Engagement included a neighbourhood conversation with residents, a door-knock, two station pop-ups and attending the Benalla Farmers Market
- Most were aware that something was happening but did not have full details
- The news of the works was received positively
- Questions asked about construction impacts
- Some questions relating to whether ARTC were up to doing the work successfully.

Key themes

Positive interest in what changes will happen in Benalla	The majority of people were genuinely interested in hearing about Inland Rail and what changes they are going to see in Benalla. Most indicated they are supportive of Inland Rail and its benefits.	
Noise	Concern that noise may increase with new trains running through, as well as present noise with current loading and unloading at the siding	
Track reconfiguration	Concern that a track reconfiguration solution was being overlooked.	
Distrust in ARTC	There was a small number of people with continue to mistrust ARTC due to past work in the area – “I’ll believe it when I see it” attitude.	

	Theme raised by many
	Theme raised by some
	Theme raised by a few

4.1.8 Beaconsfield Parade Bridge, Glenrowan

From late 2018 to early 2019 we consulted the Glenrowan community on the reference design which proposed to lower the track under the Beaconsfield Parade bridge by 2.3 metres at the deepest point directly under the bridge.

Feedback from stakeholders, community members, heritage specialists and Heritage Victoria about the potential impacts on the community and Ned Kelly Heritage Precinct of lowering the track design led us to look at other options.

The proposed design being progressed is now an offline bridge replacement at Beaconsfield Parade. This solution has been assessed by technical specialists, while a historical heritage impact assessment also considered it the most sympathetic option for protecting the precinct’s heritage values.

Below is a summary if the engagement that took place:

Reference Design 30%

The engagement team met with stakeholders to provide information on the Inland Rail program, the Tottenham to Albury project and enhancement works required to the Beaconsfield Parade Bridge.

The aim of the sessions was to:

- Provide information on the Inland Rail Program and T2A project
- Meet the rail line's nearest neighbours, occupiers and/or owners of properties in close proximity to the Beaconsfield Parade Bridge where enhancement works will be undertaken
- Provide a touchpoint for stakeholders and the community for continuing the conversation
- Obtain feedback on early design thinking.

Summary

- Doubt that the solution can be achieved due to ground conditions and flooding
- Disagreement in community about preferred solution – some individuals support track lowering while Glenrowan Improvers group support removal/relocation of bridge
- Existing operational noise and vibration a key issue and concern IR will exacerbate

Key themes

Constructability of proposed solution	Is a track lowering possible given geological conditions and drainage/flooding issues? These issues have affected past projects, important to consider.	
Noise and vibration	Existing issue, concern about changes with IR, what assessment will be done	
New bridge	Desire for a new bridge rather than track lower	
Heritage	Belief that removing the bridge would enhance historic values	
Pedestrian access and accessibility	Elderly residents walk over bridge, needs to be accessible for them	
Quality of work	Prior work on railway has been of poor quality, desire to see future work managed well and of a high standard	

	Theme raised by many
	Theme raised by some
	Theme raised by a few

Reference Design 70%

The engagement team met with stakeholders to provide information on the Inland Rail program, the T2A project and enhancement works required to the Beaconsfield Parade Bridge. A Community Conversation event was held, as well as a door-knock of local residents.

The aims of the Community Conversation were to:

- Close the loop on alternative design options explored
- Continue the conversation around heritage and environmental impacts
- Provide information on the Inland Rail Program and T2A project.

The door-knock focused on meeting the rail line's nearest neighbours, occupiers and/or owners of properties in close proximity to the Beaconsfield Parade Bridge where enhancement works will be undertaken.

Summary

- Community, including local residents, generally accepting of the planned bridge replacement as preferred option
- Large attendance from CFA at Community Conversation – they were relieved to see that the bridge was in the same location and not out of town
- Approximately 20 attendees at the Community Conversation event

Key themes

Construction impacts	Interest in when construction would begin, and how vehicle access to homes on Beaconsfield Pde would be impacted. Interest in understanding more about impacts and what will be done to minimise disruptions.	
Vibration during construction and trains operating	Concerns as train vibrations can be felt and concerns of property damage during construction and once double stacked freight trains are operational	
New bridge location	Relief at the location of the new bridge being adjacent to the existing bridge	
Gladstone St intersection	Traffic impacts – diverting traffic away and reduce speeds. Ensure large vehicles like B-doubles can turn safely	
Heritage and perceived impact	Best option to optimise heritage precinct – community accepting of this decision	
Passenger services	Desire for passenger services to be restored at Glenrowan station by the Glenrowan Improvers	

	Theme raised by many
	Theme raised by some
	Theme raised by a few

4.1.9 Wangaratta Station, Wangaratta

At Wangaratta, there is not enough clearance under the two station foot bridges or under the Green Street Bridge for double stacked freight trains.

To increase clearance, we are proposing to:

- remove the two Wangaratta Station footbridges and replace them with a single pedestrian underpass
- track lower plus replace the Green Street road bridge in the same location at same alignment, built online
- relocate the existing track and platform from the eastern side of Wangaratta Station so it sits parallel to the proposed new track on the western side of the station.

ARTC commissioned Ipsos (an independent research organisation) to explore the connectivity experience of the local community around the station precinct in which several crossings are used to link one side of town to the other. Several groups were consulted, including: Rural City of Wangaratta representatives, local group representatives and the general population. The results of the Ipsos report guided the engagement process.

Below is a summary if the engagement that took place:

Reference Design 30%

The engagement team met with stakeholders to provide information on the Inland Rail program, the T2A project and enhancement works required to

The aim of the sessions was to:

- Provide information on the Inland Rail Program and T2A project
- Meet the rail line's nearest neighbours, occupiers and/or owners of properties in close proximity to Wangaratta Station where enhancement works will be undertaken
- Provide a touchpoint for stakeholders and the community for continuing the conversation
- Obtain feedback on early design thinking

Summary

- Support for the proposed treatments – removal of footbridges and installation of a new one, track lowering at the Green Street bridge and a new track on western side of precinct
- Desire to see improved safety and accessibility for pedestrians
- Interest in understanding what the new footbridge will look like – heritage aspects, steepness
- Desire for improved passenger services

Key themes

Pedestrian accessibility and safety	Existing bridges get slippery – safety issue; upgrade Rowan Street underpass instead of/along with footbridge; support for increased security i.e. lighting around Wangaratta Station	
Footbridge reinstatement/ placement	Mostly support for replacement of two footbridges with one; reinstatement of the Cusack footbridge was favoured option; maintaining access to hospital important	
Footbridge design	Desire for non-slippery surface; grade of bridge a key issue – needs to cater for bikes, mobility scooters, elderly pedestrians; interest in retaining heritage aspects of existing bridges	
Passenger service	Perceived problems with V-Line passenger service; strong desire for improved services – not majorly concerned with freight	

Construction impacts	Impact on property value; compensation	

	Theme raised by many
	Theme raised by some
	Theme raised by a few

Reference Design 70%

The engagement and communications methods used during the 70% phase aimed to be innovative and encourage a two-way collaborative approach with stakeholders.

The purpose of this engagement was to:

- Continue the conversation around connectivity opportunities and gather feedback and ideas
- Support the 70% Reference Design phase
- Broaden reach within site-specific communities in Wangaratta
- Encourage communities to have their say and provide feedback on the proposed technical design.

Summary

- Engagement included an Accessibility and Bicycle Reference Group Meeting, market research into the station precinct, attendance at the Twilight Christmas Market, two station pop-ups and two Community Conversations
- Generally positive experience and feedback received by community
- Station access and cross-corridor connectivity were raised regularly
- There was strong interest in station precinct heritage

Key themes

Connectivity	Overall a preference for a shared-user underpass/es rather than a new footbridge/s Strong interest in connection design and integration with surrounding streetscapes	
Connectivity	Curiosity around the rationale behind a single connection rather than two connections A growing view that two existing footbridges should be replaced by two connections (not one) Common feedback that the potential connection near the existing Cusack Street footbridge is not ‘centrally located’ per project messaging	
Track configuration / future of the	Unanimous support for removing the current east track and creating a new west track	

current East Track ('the dive')	Strong interest in contributing to the conversation about the future of 'the dive' – eg. filling the dive in, utilising the dive (either as is or partially filled in) as a cycling / shared-user path linked to the Mountain-to-Murray Trail	
Station platforms	Overall a strong preference for two passenger platforms to continue to be provided at Wangaratta Station into the future	
Precinct planning and urban design	Concern that infrastructure and urban planning work being progressed in parallel by ARTC and Rural City of Wangaratta may not be sufficiently aligned and could lead to suboptimal outcomes for the Wangaratta community. Suggestion that as a key stakeholder, VicTrack should be engaged as a key participant in such planning conversations	
Station platform access and customer service support	Curiosity around the potential need for ramps and stairs to be complemented by lifts Concern that current V/Line resourcing levels may be inadequate under the potential two-platform model	
Aesthetics	Opportunity for the Inland Rail project to address legacy eyesore issues (eg. material stockpiling on VicTrack land)	
Car parking	Suggestion that car parking should be provided on the western (Spearing) side of the station precinct to complement the potential new platform	
Car parking	Concern regarding the potential loss of station car parks to make way for the proposed connection/s	
Construction phase disruption	Curiosity around the outage duration required to support the Green/Roy Street bridge modifications	

	Theme raised by many
	Theme raised by some
	Theme raised by one/few

4.1.10 Murray Valley Highway, Barnawartha North

We are proposing to lower the track under the Murray Valley Highway bridge by up to approximately 1.4 metres at the lowest point under the bridge. The majority of the works will occur within the rail corridor with no impact to the road.

Broader 30% reference design engagement was deemed unnecessary for the Barnawartha North location given the relationship and open dialogue established with the single landowner at this site, the low impact nature of the likely solution (track lower) for this location, as well as its remoteness from urban communities.

A meeting with the landowner was held during the 30% reference design engagement period. The following themes were raised:

- Level crossing access needs to be considered – it facilitates stock movement and is the only access to other parts of the property after original access was severed by the establishment of new freight/industrial centre
- The landowner would like new access off Hume Highway
- The landowner's son raised the opportunity for compensation
- At the suggestion of an underpass solution, the landowner raised the issue of flooding.

Landowner engagement on the 70% reference design for the Barnawartha North location was initially scheduled for early 2019 however this was postponed, pending progression of design thinking around the landowner's private level crossing. No broader community engagement was proposed in support of the 70% reference design.

4.2 General Engagement

The communications and engagement team undertook a range of engagement activities that weren't focused on the design progression but to raise awareness of the project and enhancement sites. These are featured in the Stakeholder Engagement Activities.

4.3 Key Engagement Activities

Below is an overview of key engagement activities that have occurred in the past 12 months.

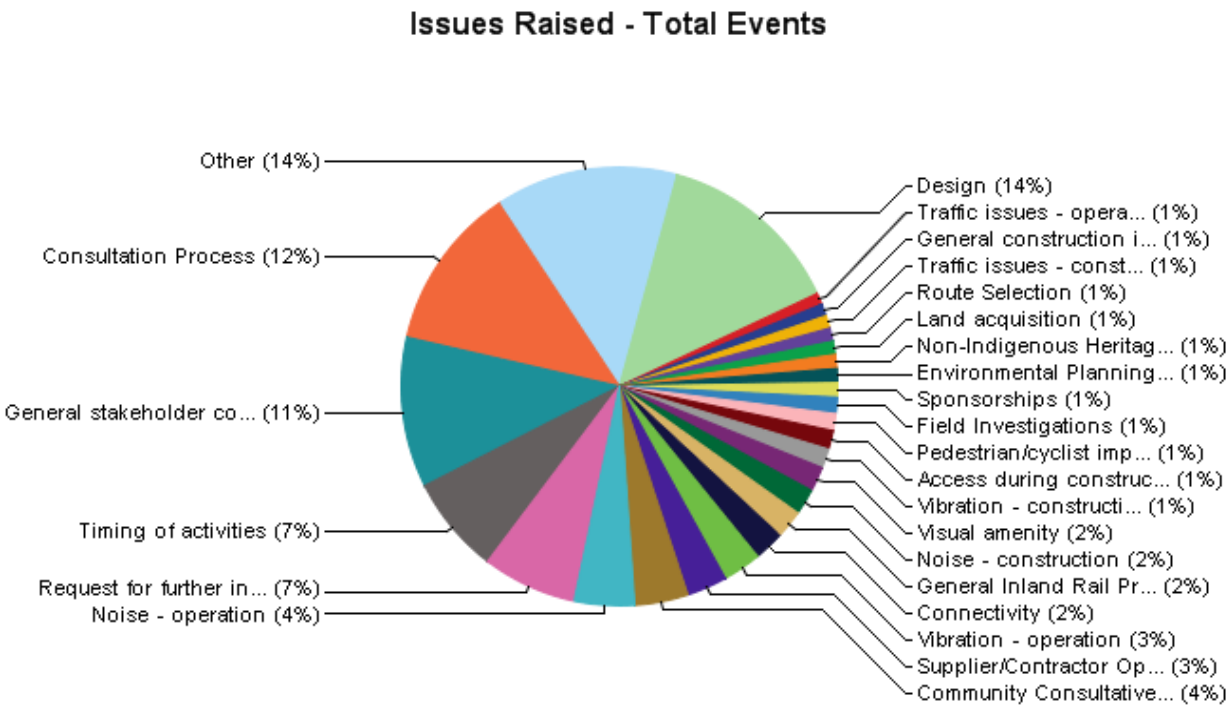
TIMING	ACTIVITY	KEY THEMES
OCTOBER 2018	Letter sent to Councils	Design progress and general update
	Council briefings	Design progress and general update
	Letter to Benalla, Wangaratta and Wodonga neighbouring properties	Design progress and general update
	Doorknock Benalla, Wangaratta and Wodonga neighbouring properties	Design progress and general update
	Community information sessions in Benalla, Wangaratta and Wodonga	Design progress and general update
	Euroa Show	Design progress and general update
	Letter to Broadford neighbouring properties	Design progress and general update
	Community information sessions in Broadford	Design progress and general update
NOVEMBER 2018	Hume Diwali Festival	General update
	Council briefings	Design progress and general update
	Community information sessions in Broadford	Design progress and general update
	Mailout to Broadford and Wandong community	Design progress and general update
DECEMBER 2018	Kilmore Agricultural Show	General update
JANUARY 2019	Glenrowan Improvers Meeting	Design progress and general update
FEBRUARY 2019	Seymour Farming Expo	Design progress and general update
	Community information sessions in Euroa	Design progress and general update
	Council briefings in Wangaratta	Design progress and general update
MARCH 2019	Community information sessions in Glenrowan, Wangaratta and Seymour	Design progress and general update
	Mitchell Shire Library Display	General update

TIMING	ACTIVITY	KEY THEMES
	Euroa Farmers Market	Design progress and general update
	Mailout to Benalla community	Design progress and general update
	Benalla Lakeside Craft and Farmers Market	Design progress and general update
	YEA Rotary Presentation	Design progress and general update
APRIL 2019	The Seymour and District University of the Third Age	Design progress and general update
	Avenel Farmers Market	Design progress and general update
	Euroa Working Group	Design progress and general update
MAY 2019	Community information sessions in Mitchell Shire	Design progress and general update
	Benalla Markets	Design progress and general update
	Doorknock Benalla neighbouring properties	Design progress and general update
	Council briefing in Mitchell Shire	Design progress and general update
JUNE 2019	Community information sessions in Benalla and Albury	Design progress and general update
	Emergency Services Briefing – Broadford (District 12) 8 May 2019	Design progress and general update
	Albury Library Display	General update
JULY 2019	Euroa Working Group	Design progress and general update
	Council briefing in Wangaratta	Design progress and general update
	Wodonga Farmers Market	Design progress and general update
	Community information sessions in Wangaratta and Albury	Design progress and general update
AUGUST 2019	Presentation to Benalla Lions Club	Design progress and general update
	Council briefing in Wangaratta and Euroa	Design progress and general update
	Doorknock Glenrowan neighbouring properties	Design progress and general update
	Presentation to Glenrowan Improvers	Design progress and general update
	Euroa Working Group	Design progress and general update
	Community information sessions in Glenrowan	Design progress and general update
SEPTEMBER 2019	Seymour Business Chambers meeting	General update
	Community information sessions in Wangaratta and Euroa	Design progress and general update
	Benalla BOBCAR meeting	Design progress and general update
	Euroa Working Group	Design progress and general update
	Community display in Seymour	General update

4.4 Engagement Statistics

Stakeholder engagement is recorded using Consultation Manager. Below is a summary of the number of times issues were raised in 'events' (conversations, emails, calls etc) and the distinct number of people who raised them between 2017 and September 2019.

Issues	**Events**	**Stakeholders**	
		distinct	**total**
Design	310	599	1009
Consultation Process	272	472	771
General stakeholder comment	249	181	282
Timing of activities	162	179	294
Request for further information	157	163	247
Noise - operation	100	152	209
Community Consultative Committee	89	45	185
Supplier/Contractor Opportunities	67	51	74
Vibration - operation	64	99	120
Connectivity	50	61	82
General Inland Rail Programme	47	56	71
Noise - construction	43	111	115
Visual amenity	41	36	52
Vibration - construction	32	81	83
Access during construction	31	31	45
Pedestrian/cyclist impacts	28	67	73
Field Investigations	27	101	121
Sponsorships	24	19	36
Non-Indigenous Heritage	23	19	25
Environmental Planning Approvals	23	21	37
Land acquisition	22	14	22
Route Selection	22	30	37
Traffic issues - construction	21	19	24
General construction impacts	20	66	69
Traffic issues - operation	19	19	22
Other	305	514	570
Total Event search	**1537**	**1307**	**3168**


Issues Raised - Total Events
Other (14%)
Consultation Process (12%)
General stakeholder co... (11%)
Timing of activities (7%)
Request for further in... (7%)
Noise - operation (4%)
Design (14%)
Traffic issues - opera... (1%)
General construction i... (1%)
Traffic issues - const... (1%)
Route Selection (1%)
Land acquisition (1%)
Non-Indigenous Heritag... (1%)
Environmental Planning... (1%)
Sponsorships (1%)
Field Investigations (1%)
Pedestrian/cyclist imp... (1%)
Access during construc... (1%)
Vibration - constructi... (1%)
Visual amenity (2%)
Noise - construction (2%)
General Inland Rail Pr... (2%)
Connectivity (2%)
Vibration - operation (3%)
Supplier/Contractor Op... (3%)
Community Consultative... (4%)