

7 Presentation of officer reports

7.7 Union Road level crossing removal: For community consultation - Draft urban design framework (a visioning document)

Abstract

The Level Crossing Removal Project (LXRP) released their latest designs for the new premium station between the existing Surrey Hills and Mont Albert stations in August 2021. The plans which show the station precinct include two areas of public open space between Union Road and the Surrey Hills Station carpark. (**Attachment 1**). The LXRP has not progressed designs for these area of open space.

To understand the potential urban design improvements and the community views on how to improve their local shopping centre, Council officers engaged multidisciplinary urban design firm Lat Studios to assist in the development of a design response. Lat Studios reviewed Council plans and other relevant contextual information and developed preliminary concept designs.

The community was consulted on the Lat Studios preliminary concept designs in September 2021 and their feedback is presented in a consultation report (**Attachment 2**). Based on the community's feedback and input from Council officers, Lat Studios have now prepared a further document, draft 'Union Road Surrey Hills Level Crossing Removal - Urban Design Advice' (**Attachment 3**).

This report discusses outcomes from the consultation process, presents the draft urban design advice and seeks approval to consult the community on the draft 'Union Road Surrey Hills Level Crossing Removal - Urban Design Advice'.

Following this consultation, the draft urban design advice will be amended in response to community comments and will be brought to a Council meeting in early 2022 for consideration and adoption. At that same meeting an advocacy plan based on the urban design advice will be presented for consideration and adoption.

Officers' recommendation

That Council:

1. Endorse the draft 'Union Road Surrey Hills Level Crossing Removal - Urban Design Advice' (**Attachment 3**) for the purpose of community consultation.
2. Receive a further report in early 2022 following community consultation considering the community feedback provided and adopting of the 'Union Road Surrey Hills Level Crossing Removal – Urban Design Advice'.
3. Prepare an advocacy plan on the 'Union Road Surrey Hills Level Crossing Removal – Urban Design Advice' and present it to Council for consideration and adoption in early 2022.

Responsible director: Daniel Freer, Director Places and Spaces

1. Purpose

This report seeks Council approval to consult the community on the draft 'Union Road Surrey Hills Level Crossing Removal - Urban Design Advice'.

2. Policy implications and relevance to community plan and council plan

This report is consistent with the Council Plan (2021-2025) and the Boroondara Community Plan (2021 - 2031), in particular:

- Your Community, Services and Facilities.
- Your Parks and Green Spaces.
- The Environment.
- Neighbourhood Character and Heritage.
- Getting Around Boroondara.

3. Background

In August 2021, the Level Crossing Removal Project (LXRP) released updated designs of the new station and surrounding areas, including Lorne Parade Reserve and Union Road, Surrey Hills. Included in these designs were two areas designated as open space to the north and south of the rail trench between Union Road and the station car parks.

Council officers advocated strongly for the open space areas having held concerns that the land on the north side of the rail trench may be used as a development site. The LXRP has agreed to remove this land from VicTrack's development program and make it available for community use.

The designs for the open space areas have not been finalised by the LXRP. The 'design' plan for the public open space shared publicly by the LXRP with the community and Council to date has been of a low standard (**Attachment 1**).

To understand the potential at Union Road and the community views of what they want to see designed for their local shopping centre, Council engaged multidisciplinary design firm Lat Studios to develop a community vision for the open space concept designs and prepare urban design advice. Key elements of the Lat Studios were:

1. Research context and issues for consideration.
2. Develop preliminary concept designs to include:
 - The two areas of open space including a potential 15 metre wide deck across the rail trench and cycling and pedestrian paths.
 - A section of the Box Hill to Hawthorn Strategic Cycling Corridor (SCC) along Sunbury Crescent, Surrey Hills.
 - Interfaces with the streetscape.
3. Consult the community on the preliminary concept designs.
4. Use community feedback from the consultation and Council officer feedback to prepare the draft 'Union Road Surrey Hills Level Crossing Removal - Urban Design Advice' report (**Attachment 3**).

The ultimate purpose of the draft 'Union Road Surrey Hills Level Crossing Removal - Urban Design Advice' is to provide a Council location specific urban design advice that has truly involved, engaged and listened to the community which can be used as an advocacy tool to improve the urban design outcomes delivered by the LXP for Union Road, Surrey Hills. The final draft advice, along with an advocacy plan, will be presented to a future Council meeting for consideration and endorsement.

Development of the urban design advice

Following the community consultation, Lat Studios prepared the draft 'Union Road Surrey Hills Level Crossing Removal - Urban Design Advice'. The document sets out the historic context, the community's vision for the open space based on feedback, refined concept designs and montages showing how the new open spaces might look like in the next 10-15 years. It details:

- Three key principles:
 - Connectivity and Legibility.
 - Vibrant Community.
 - Open Space and Sustainability.
- Eleven objectives and supporting guidelines that outline how the Community Vision and Principles translate into actions.

It also includes a high level timeline of works and projects to be undertaken by the LXP, Council and other stakeholders.

4. Outline of key issues/options

The Council run community consultation in September 2021 demonstrated the community is close-knit, well connected and proud of the amenity and character of the Union Road shopping centre and surrounding area. The development of new open space that complements and enhances the existing character is welcomed and strongly supported by the community.

Comments made during workshops and in follow-up emails from community members suggested that they felt as though they were not being listened to by the LXP and appreciated the opportunity to participate in the Council consultation. The community were willing and happy to contribute to developing the vision and urban design guidance for new open spaces along Union Road, pedestrian and cycling paths and interfaces with surrounding areas and community facilities.

The LXP's acceptance of the draft 'Union Road Surrey Hills Level Crossing Removal - Urban Design Advice' will be critical to achieving outcomes that will be supported by the Surrey Hills community. The report identifies how through urban design, the local area can be reinvigorated, connections improved, landscapes enhanced and the area future proofed.

As several workshop attendees and survey respondents pointed out, this is a once in a lifetime opportunity to create highly valued and well-used open space for Surrey Hills residents, traders, public transport users and visitors to the area.

Key Issues

Decking

The urban design advice report features the potential decking across the trench. Planning for the consultation was underway in August and at that time, there were preliminary discussions between Council officers and the LXP on decking the rail trench. The LXP has indicated that decking across the rail trench, despite two formal submissions from Council requesting decking and feedback from many community members and groups requesting the same, is not within the scope of the level crossing removal. Further that the cost of these works would need to be borne by Council for it to proceed.

Despite this position, many of the elements featured in the concept designs can be incorporated into the new open space(s) and surrounding streetscapes. The community has told us that any new open space needs to be thoughtfully designed incorporating canopy trees and garden beds, and among other things, providing safe, flexible and welcoming spaces and seating for meeting friends, relaxing and outdoor dining. The draft urban design advice report's three principles of Connectivity and Legibility, Open Space and Sustainability, and Vibrant Community, and their underpinning objectives and guidelines all provide the key directions and considerations for designing new open spaces that meet our community's vision.

Box Hill to Hawthorn Strategic Cycling Corridor

The concept designs for the section of the Box Hill to Hawthorn Strategic Cycling Corridor (SCC) along Sunbury Crescent, were included in the consultation to test how the community felt about the design and layout of cycling infrastructure including shared and on-road and off road cycling paths along this road. Council is an important stakeholder in the development of the Box Hill to Hawthorn SCC, but will not deliver the project.

The LXP will deliver a section of the SCC between Mont Albert Road and Union Road as part of their works. The Department of Transport (DoT) is expected to deliver the remaining sections of cycle route over the next 10-15 years.

There is a great deal of useful feedback from the community on the SCC in the community consultation report (**Attachment 2**) and important guidance contained in the draft 'Union Road Surrey Hills Level Crossing Removal - Urban Design Advice'.

Informing a refreshed Union Road Shopping Centre Improvement Plan

Council's plans to deliver the Surrey Hills Shopping Centre Improvement Plan (SCIP) were put on hold when the level crossing removal project was announced. The project will now commence when the level crossing removal project is complete. The urban design advice contained in **Attachment 3** will be used by Council officers to update the SCIP and ensure materials used, fixtures and landscaping features integrate with those in the new open spaces.

Next steps

Should Council approve the community consultation on the draft 'Union Road Surrey Hills Level Crossing Removal - Urban Design Advice', consultation will be undertaken in late 2021 and early 2022. Following this consultation, the final draft advice will be amended to reflect the community comments and will be brought to a Council meeting in early 2022 for consideration and adoption. At that same meeting an advocacy plan based on the urban design advice will be presented for consideration and adoption.

5. Consultation/communication

Community consultation on the preliminary concept designs was led by Council and ran from 8 to 28 September 2021. It included an online survey, three 90 minute online group workshops led by an independent facilitator and chaired by Maling Ward Councillor Jane Addis, and attended by other Councillors. The purpose of the consultation was to tap into local knowledge and insights, find out which concept design elements the community liked or disliked and how the community might use a new area of open space.

There were 203 contributions to the online survey and 25 attendees at the online workshops. The online workshops were run at various times to allow the community to participate. In one session a whole family took part, with the kids sharing their ideas with the group. The key feedback was:

- Overwhelming support for the development of new open space on Union Road that is accessible to all with well-designed and flexible spaces for community members to relax and meet friends, attend and host community events, and enjoy outdoor dining.
- Support for the provision of a 15 metre wide potential decking across the rail trench to connect the north and southern sections of the shopping centre and create more useable open space.
- Canopy trees for shade and landscaped garden beds including native plants.
- Urban design to complement the unique heritage elements and village style of Union Road.
- Provision of a public toilet, noting a 'Changing Places' facility was supported.
- Preference to slow traffic on Union Road and general traffic calming measures.
- Support for safe access along and crossing Union Road for pedestrians and cyclists.
- Preference for separated cycling and pedestrian paths.
- Strong support for planting of trees and vegetation adjacent to the rail trench along Sunbury Crescent.

The Community Consultation Report provides a detailed review of the community feedback (**Attachment 2**).

Officers from various departments including Environmental Sustainability and Open Space, Landscape Design, Strategic Planning, Traffic and Transport, Community Planning, and Local Economies participated in the community consultation and provided context and background information and reviewed the earlier iterations of the draft 'Union Road Surrey Hills Level Crossing Removal - Urban Design Advice'.

6. Financial and resource implications

Pending negotiations, the works to design and build the new open spaces should be met by the LXRP. Council will incur costs to maintain these open spaces to our usual high standard.

7. Governance issues

The implications of this report have been assessed in accordance with the requirements of the Victorian Charter of Human Rights and Responsibilities.

The officers responsible for this report have no direct or indirect interests requiring disclosure.

8. Social and environmental issues

An important aim of the draft 'Union Road Surrey Hills Level Crossing Removal - Urban Design Advice' is to align with Council's environmental sustainability plans and strategies as much as possible. A secondary but equally as important aim is to future proof the new open spaces and to encourage walking and cycling.

The draft urban design advice has incorporated information and targets from the recently adopted Boroondara Climate Action Plan around reuse of materials, tree canopy targets, integration of Water Sensitive Urban Design (WSUD) and sustainable lighting.

Manager: Jim Hondrakis, Manager Traffic and Transport

Report officer: Andrea Lomdahl, Senior Transport Planner
Clare Davey, Senior Coordinator Transport Advocacy

Project overview

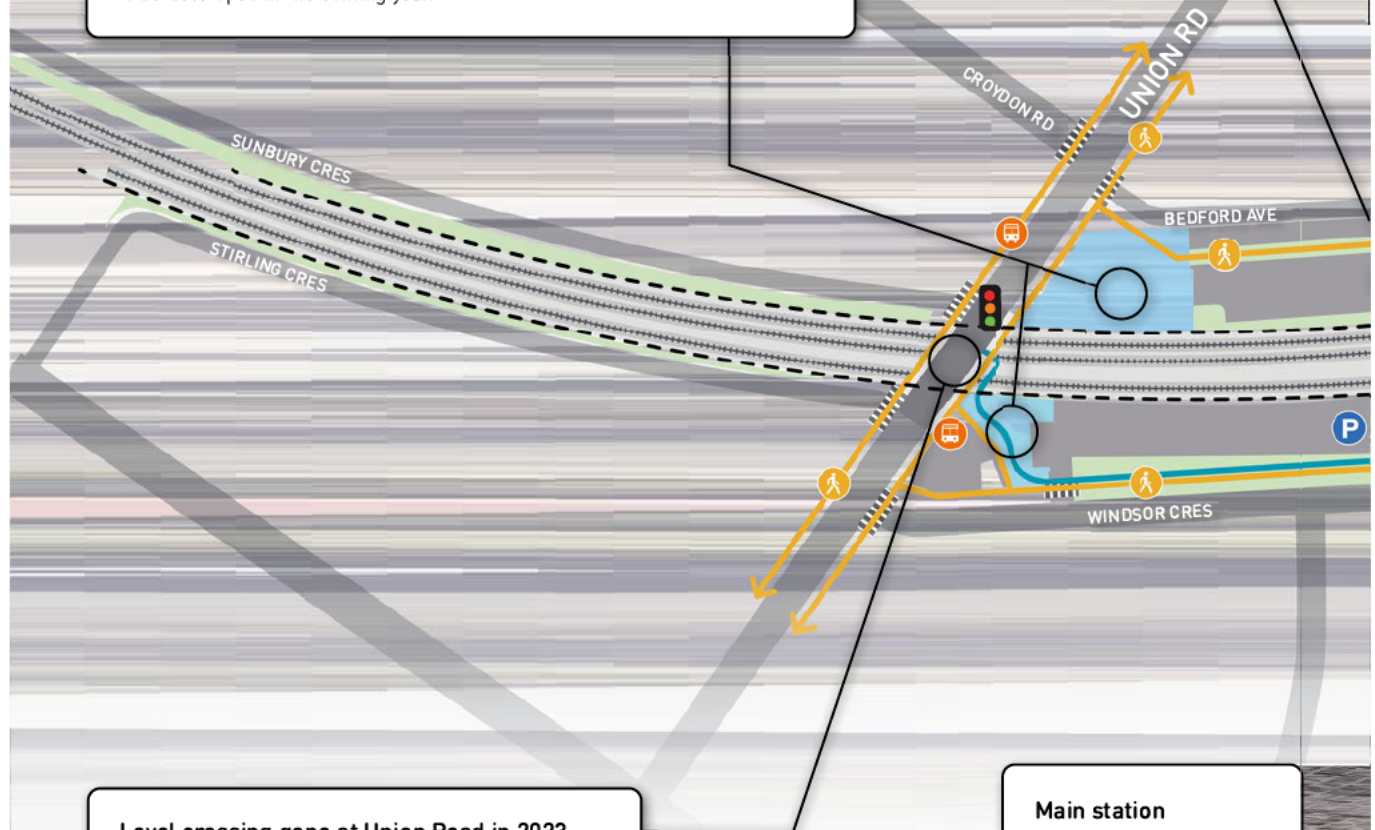
Safer, more accessible car park

We're rebuilding both car parks at Surrey Hills to modern standards with a better layout, improved lighting and CCTV, and, with stairs and ramps connecting commuters to the main station concourse.

New open space at Union Road

New open space will be created either side of the rail trench at Union Road. The space south of the rail trench will provide an arrival point into the station precinct and safely connect cyclists and pedestrians to Union Road.

Open space will be created north of the rail trench with landscaping designs to be developed in the coming year.



Level crossing gone at Union Road in 2023



Main station concourse

A unique perforated canopy will create a dappled light effect throughout the station concourse and soft muted colours will help the station to blend with its surrounds.

November 2021

Community Consultation Report

Feedback on concept designs for new open spaces, pedestrian, cycling and streetscape interfaces - Union Road Level Crossing Removal

1. Background

The Victorian Government Level Crossing Removal Project (LXRP) is finalising its designs for the Surrey Hills and Mont Albert level crossing removals. Its latest designs released in August 2021 identify new open spaces between Union Road and the Surrey Hills station carpark.

There is also an opportunity to build a 15 metre wide deck across the rail trench to join the north and south sides of the Union Road shopping Centre, and provide larger and more useable open space. To guide the design of the open spaces and potential decking, along with cycling and pedestrian connections and streetscape interfaces, Council engaged urban design consultants Lat Studios to:

- Review context and guiding documents;
- Consult the community to capture their views and ideas;
- Prepare a draft report providing urban design advice to inform future design work by the LXRP or Council.

A community consultation was launched in September 2021. This report captures the feedback from those consultation sessions.

2. About the community consultation

The community consultation ran from 8th September to 28 September 2021. Details of the consultation featured on the Engage Boroondara website and was promoted in the following ways.

1. Letter drop to residents within the LXRP project area;
2. Posters and flyers distributed to traders along Union Road and posted Union Road Level Crossing;
3. Email to traders, SHNC, schools, preschools, sporting groups and other stakeholders with content to be shared with their network;
4. Phone calls to traders;
5. Social media posts.

As guide the consultation and to provide a springboard for ideas, Urban Design Studio, Lat Studios prepared two concept designs for the Union Road plaza and two concept designs for Sunbury Crescent (see images 1a.1b, 2a and 2 b).

The community were offered three ways to contribute to the consultation:

November 2021

- a. Complete an online survey;
- b. Join one of three online workshop sessions;
- c. Upload images of what you love about Union Road Surrey Hills using the online platform 'Gather'.

Three workshop sessions were held to encourage more detailed discussion of the concept designs. They were held on:

- Saturday 11 September - 10am to 11:30am
- Tuesday 14 September - 12pm to 1:30pm
- Thursday 16 September - 6.30pm to 8:00pm

Registrations were completed on Eventbrite.

Workshops were facilitated by an independent facilitator using Zoom. Union Ward Councillor Jane Addis provided a welcome and introduction to participants. Activities included:

- Project overview - Clare Davey, Senior Coordinator Transport Advocacy;
- General discussion and reflection on public open space - all participants
- Presentation of concept designs for new open space;
- Presentation of concept designs showing a potential continuation of the Box Hill to Hawthorn Strategic Cycling corridor along Sunbury Crescent - (Lat Studios);
- Group discussion on concept designs.

3. Participation in the consultation

a) Online survey

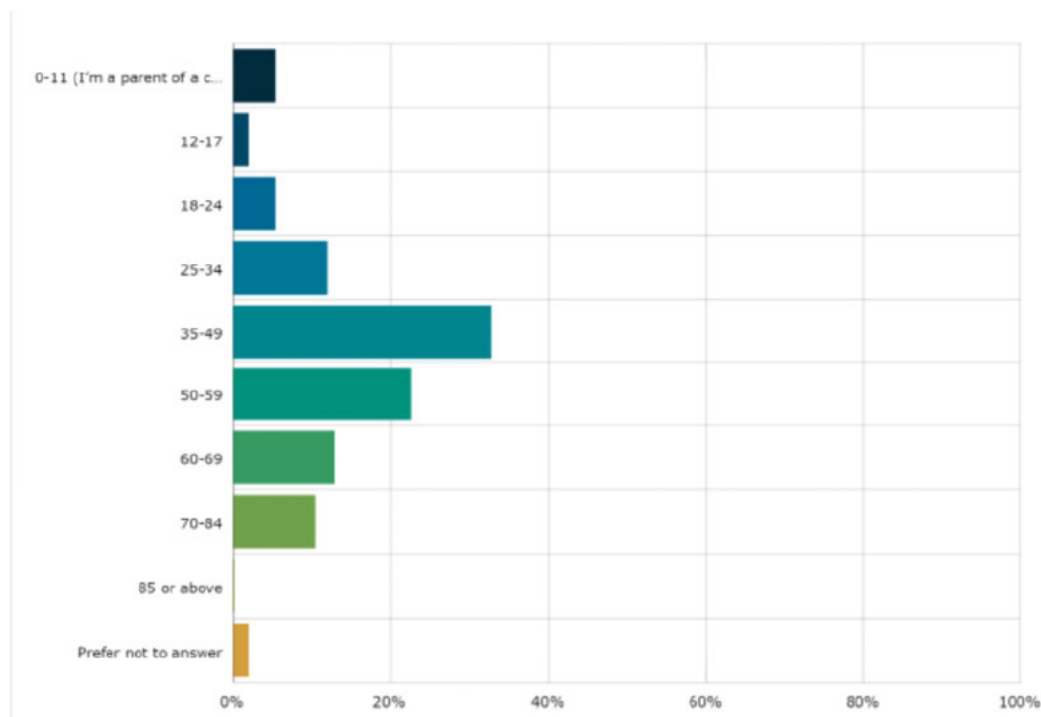
There were 203 responses to the online survey. Of these:

- 76% were from residents of Surrey Hills
- 17% were from residents of Mont Albert

There was a slightly higher number of female than male respondents (52% to 45%) with the remainder (3%) preferring to not self-describe.

The majority of respondents (55%) were aged between 35 and 59 years of age. It was good to see a range of ages of respondents (Graph 1) and especially pleasing to see that younger people responded to the survey.

November 2021



Graph 1: Age of respondents

Workshops

The three workshops were facilitated by an independent facilitator using Zoom on the following days and times:

- Saturday 11 September - 13 registrations
- Tuesday 14 September - 11 registrations
- Thursday 16th September - 18 registrations

4. Survey results

The following section captures responses to survey questions.

The first 11 questions were about how people used the area, what they would like to see in any new open space, and what they would like to see in the environs around the area.

Q1. Which of the following best describes your relationship to the area?

Respondents could nominate 2 options from a selection. (203 responses)

Responses	Percentages
Surrey Hills residents	76%
Mont Albert residents	17%

November 2021

Responses	Percentages
Shop or dine in the area	32%
Cyclists who use the area	7%
Local Business owners	2.5%
Local secondary students	2%
Not local but were interested in what occurs there	2%
Work in the area	2%
Attend specialist appointments in the area	2%
Local primary students	1.5%
Other	1.5%

Q2. What are your main reasons for visiting the area? *Respondents could select multiple options (203 responses).*

Responses	Percentages
Shop or dine in the area	92%
Walk in the area	66%
Go there to access the train station	63%
Passing through in car	42%
Go there to meet up with others	41%
Medical or other specialist appointments	34%
Passing through - transit on bike or foot	33%
Visiting the Surrey Hills Neighbourhood Centre	18%
Doesn't visit the shopping strip	0.5%

Q3. How often do you visit the area? *(203 responses)*

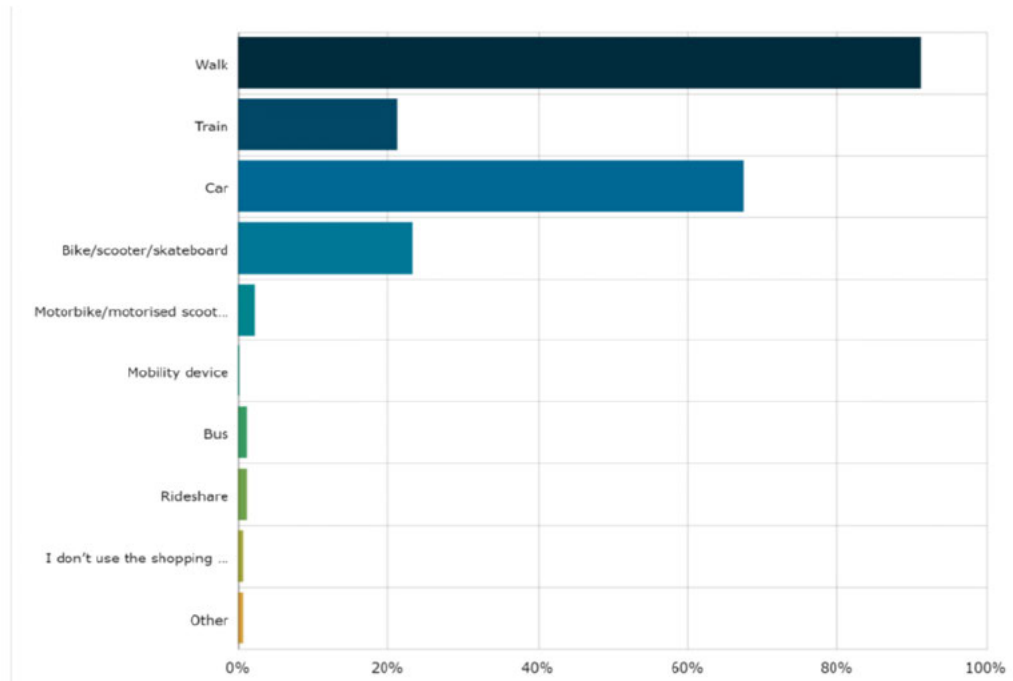
Responses	Percentages
Two to five time per week	38%
Once per day	28%
More than once per day	22%
Once per week	6%
Once per month	4%
Every few months	1.5%
Don't visit the shopping centre or station at all	0.5%
Rarely	0%

Q4. How do you currently travel to the area? *Respondents could select multiple answers (203 respondents)*

Responses	Percentages
Walk	91%
Car	28%
Bike, scooter/skateboard	23%
Train	21.8%

November 2021

Much smaller numbers of people use the bus, rideshare, motorbike or motorised scooter. Refer to the graph below (graph 2)



Graph 2 - mode of travel to the area

Q5. Thinking about the Union Road shopping strip and station area, what facilities would you most like to see in a new open space? Respondents could select up to 3 options. (203 responses)

Responses	Percentage
Gardens and greenery	56%
A range of comfortable seating and shade	53%
Outdoor dining spaces	42%
Green and grassed informal open space	42%
Public toilet (e.g. Changing Places facility)	20%
Outdoor space for community events or private hire	16%
Paved areas for easy access	13%
Play area for children	13%
Outdoor exercise or sporting facilities (basketball, table tennis)	12%
Bike parking	8%
An outdoor art trail/exhibit	8%

November 2021

Q6. Thinking about Union Road shopping strip and station area, which of the following would you most like to do in a new local open space? Respondents could select three options. (203 responses)

Responses/options	Percentage
Outdoor dining	44%
Visit a weekend market or host a community stall.	40%
Go for walk	34%
Sit on seats and take a break.	32%
Sit under a tree or lie down on the grass	29%
Use it as a meeting place or gather with friends/family/ neighbours for a picnic	29%
Attend a community event like a cultural or musical event	16 %
Ride a bike, scooter or skateboard in a safe place	14%
Visit a temporary activation with pop-up stalls or event	14%
Access the free public toilet/baby change space	12%
Using play equipment that appeals to all ages	9%
Using free outdoor fitness or sporting facilities (e.g. table tennis, basketball)	8%
Participating in fitness classes	3%
View local art	3%

7. What would you like to see most as part of a refreshed open space and streetscape design for Union Road? Respondents could select up to 3 options. (203 respondents)

Responses/options	Percentage
Canopy trees	44.8%
More greenery	44.8%
More space for on-street dining	37.4%
A traditional village style design	33.0%
Safe and safe locations for pedestrians to get around and cross the street	31.5%
Creative lighting to provide night time atmosphere(e.g. upward lighting of trees, under benches	31.5%
Street furniture to stop and rest or connect with others (e.g. seats, picnic areas).	25.6%
A stronger reflection of the history of the area	12.8%
Space for cyclists to pass through and park their bikes	11.8%
Revitalised laneways	8.4%
A contemporary style design	7.4%
Interesting paving materials (e.g. bluestone crazy paving)	6.9%
Interesting art features (murals and sculptures)	3.9%

November 2021

Q8. Landscaping - Which of the following landscape elements are important to you? *Respondents could select up to 3 options. (201 responses)*

Responses/Options	Percentage
A mix of canopy trees with low level planting and shrubs	71.6%
Canopy Trees	42.3%
Sustainable drainage systems to reduce stormwater pollution entering our waterways.	33.3%
Planting to support local biodiversity	28.4%
Using climate appropriate and drought tolerant species	27.4%
Naturalistic landscapes	21.9%
Colourful planting	18.9%
Formal landscapes	18.4%
Garden beds with low level planting and shrubs	12.9%

Q9. Walking and riding paths - If changes can be made to various pathways, which of the following options would you prefer to see? *Respondents were asked to rank what was most important to them. (192 responses)*

Responses/Options - from highest to lowest ranking	Total count
Canopy trees along paths	151
Seats, drinking fountains and other amenities to support pedestrians	144
Separate off-road cycle paths and footpaths	111
Off road shared paths - cyclists and pedestrians together	68
Shared roadways where bikes, pedestrians and cars all share a slow speed environment.	49
On cycle roads	28
No changes	19

Q10. What is most important to you when considering how we connect the pathways around the shopping and train station precinct. *Respondents were asked to choose up to 3 options. (202 responses)*

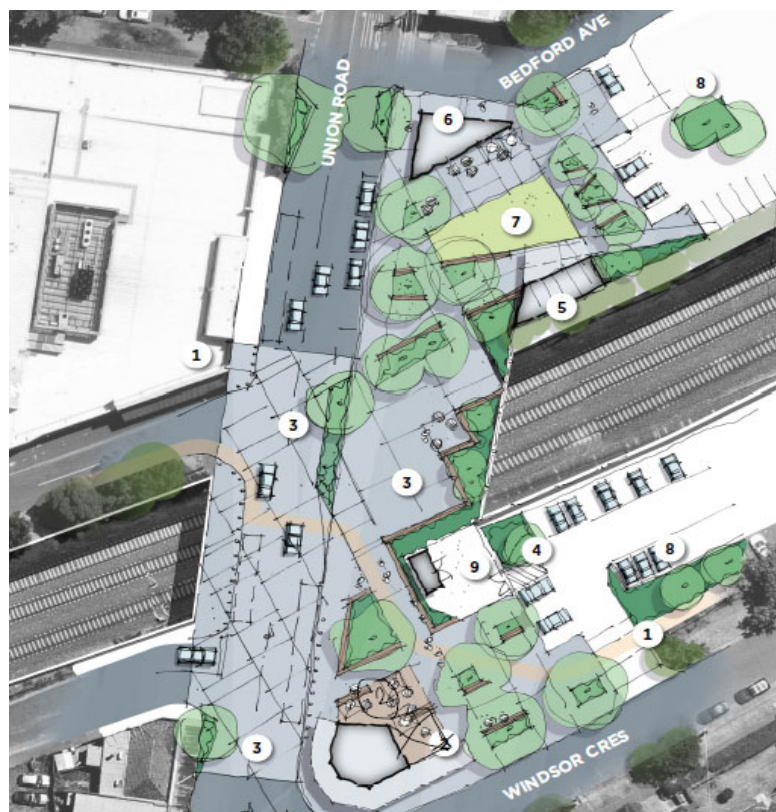
Response/Option	Percentage
Pedestrian priority and safety at intersections	53%
Lighting	44%
Seats, drinking fountains and other amenities to support pedestrians and cyclists	40%
Separation of pedestrians and cyclists	38%
Improved and smoother surface quality and/or appearance	36%
Width of pathways	34%
Accessibility for less mobile users	24%
Wayfinding signage	7%
Other	3%

November 2021

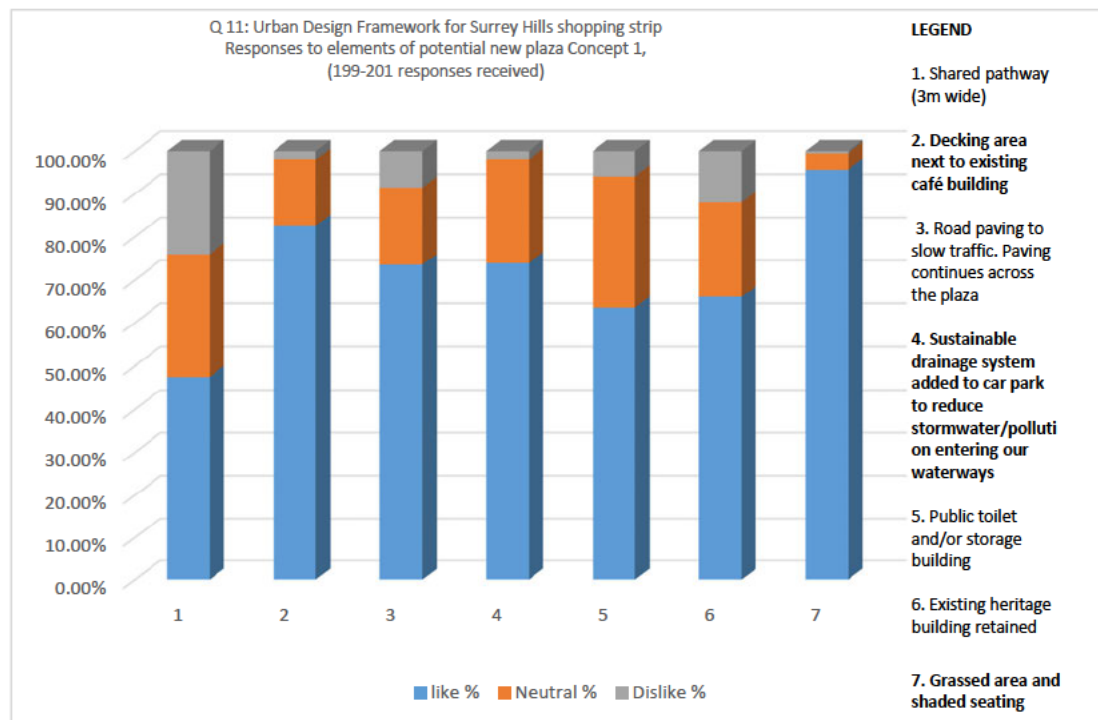
The next questions concerned two concept designs for potential new open space on Union Road - both concepts included a 15 m wide deck expansion covering the rail trench on the east side of the road

Q11. Open space concept 1

Concept 1 (below) was provided an example design for the new open space along Union Road. Respondents were asked to indicate if they liked, felt neutral or disliked the design elements shown on Concept 1. Note there are nine numbered features shown below, but only seven were included in this question. Number (9) the Digital Train Radio Signal (DTRS), is a permanent fixture and (8) refers to the car park. (203 responses)



November 2021



Graph 3 - Stacked bar chart showing responses for Q11: various potential design elements for Open Space - Concept 1.

Over 70% of respondents 'liked':

- Grassed area and shaded seating.
- Decking area next to the existing café.
- Sustainable drainage system added to car park to reduce stormwater/pollution entering our waterways.
- Road paving to slow traffic.

Elements with moderate support (60% to 70% 'likes') were

- The public toilet /storage area.
- Retention of the existing heritage building.

There were fewer than 47% 'likes' for a shared pathway.

Q12. Open Space Concept 2

Respondents were presented with Concept 2, another example design for the new open space along Union Road. Concept 2 differed from Concept 1 with the inclusion of a market space (10), timber seating/performance area (11), and a northern cycle path (1). Respondents were asked to indicate if they liked, felt neutral or disliked the various features shown on Concept 2 as listed below. (203 responses).

November 2021



Responses to elements of Concept 2 are shown over the page in Graph 4.

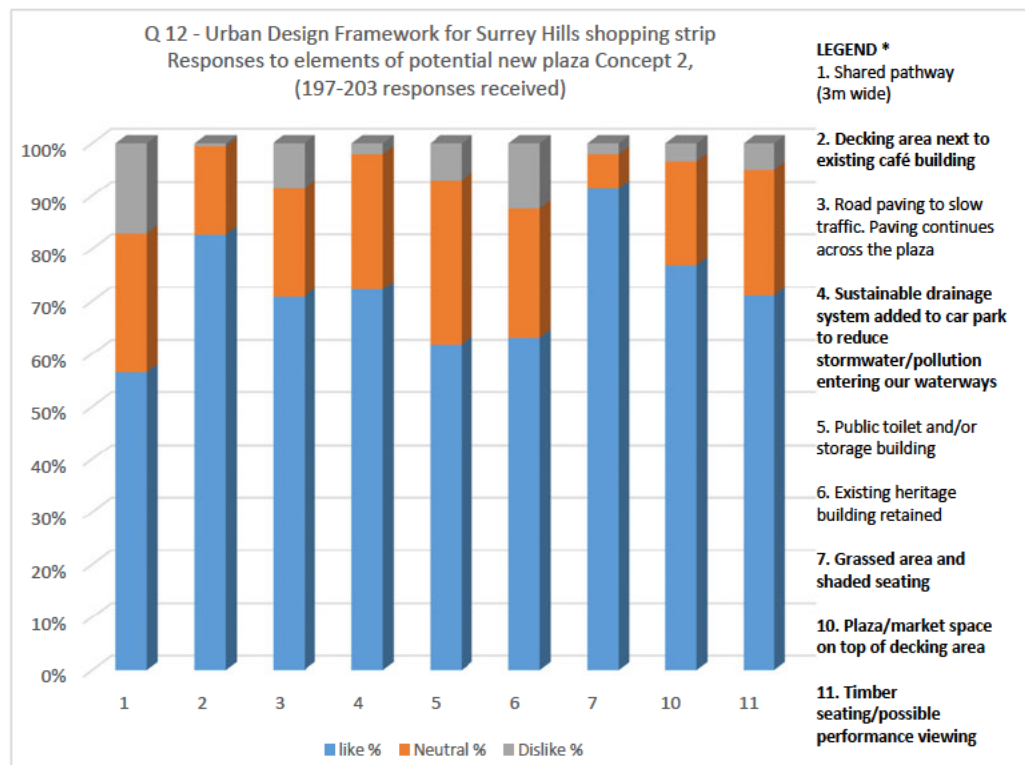
Grassed areas and shading (7) received the highest number of 'likes' (92%).

Also popular were:

- Decking area (2) next to the café (83% likes).
- Plaza market space (9) on top of the decking (77% likes).
- Sustainable drainage system added to car park (4) (72% likes).
- Timber seating (10) possible performance viewing area (71% likes).
- Road paving to slow traffic (3). Paving continues across plaza (71% likes).

While all elements scored more than 50% "likes", the shared pathway element attracted most "dislikes" (at 17.2%), with retention of the existing heritage building scoring 12.3% "dislikes". It is also noted that there was some "dislike" expressed for a public toilet/storage building (7.0%), and road paving to slow traffic (8.5%).

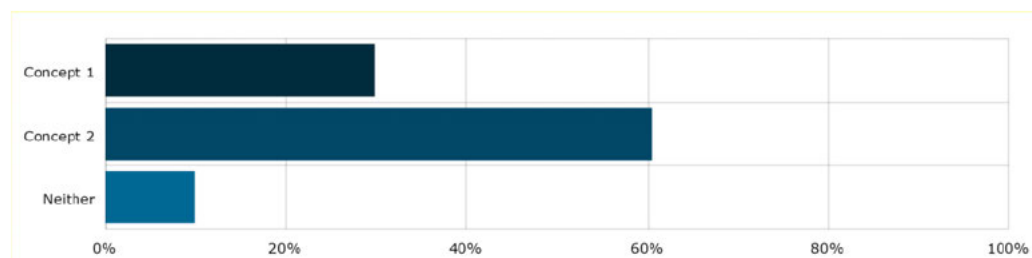
November 2021



Graph 4 - Stacked bar chart showing responses for Q12: various potential design elements for Open Space - Concept 2. *Note elements 8 & 9 denoted the car park and the communications tower, which must be incorporated into any design, and so are not included in this analysis.

Q13. Which option do you prefer?

Respondents were asked which concept they preferred. (195 responses)



Concept 2 was rated more highly (60%) than concept 1 (30%). Approximately 10% of the respondents chose not to select either of these options.

Q14. Respondents were asked if they had any other thoughts to share on the two concepts for the open space and decking.

There were 106 responses to this question. Please refer to Q 21 for a summary of all free text responses including responses to Q 14.

November 2021

The next questions concerned two concept designs for a section of the Box Hill to Hawthorn Strategic Cycling Corridor which could travel along Sunbury Crescent

The road reserve along Sunbury Crescent currently consists of a 1.8m footpath, 1.2m naturestrip, 6 metre two-way road with on-street car parking and a 3 metre wide vegetation buffer from the railway line.

The vegetation buffer will be removed as part of the Level Crossing Removal works.

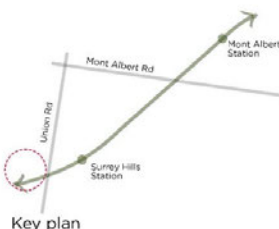
Q15. Sunbury Crescent Concept 1 - which elements do you like or dislike in Concept 1?

This concept shows:

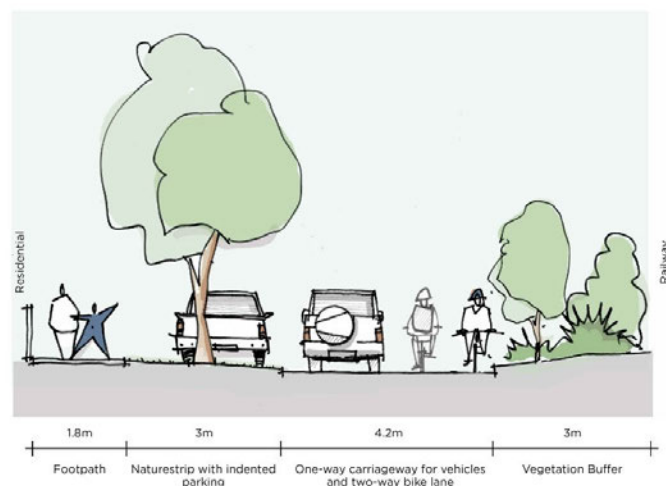
- One way vehicle traffic (east bound) between Robinsons Road and the lane way behind Coles.
- Parking spaces between trees.
- Cyclists riding on the road in both directions.
- A 3 m wide could be provided. Pedestrians would continue to be able to use the footpath (no change proposed).

BOROONDARA
Union Road

Sunbury Cres
Concept 1 - Section



Key plan



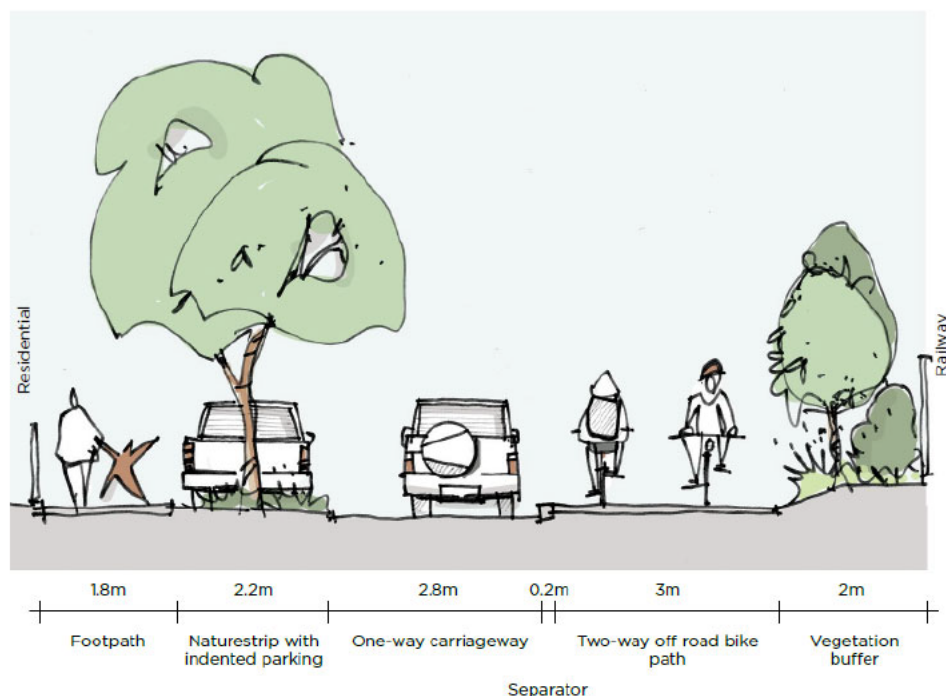
November 2021

Figure 5 - Concept 1 Sunbury Crescent

	Like	Neutral	Dislike
Vegetation buffer along railway line (3m wide)	87%	11%	2%
Footpath (1.8m wide)	74.98%	21.0%	5%
Naturestrip with indented car parking	65.77%	26.0%	9%
One-way road from the Coles laneway to Robinson Road (eastbound towards Union Road) shared by cars and bikes, with bikes allowed to travel in both directions	50%	21%	29%

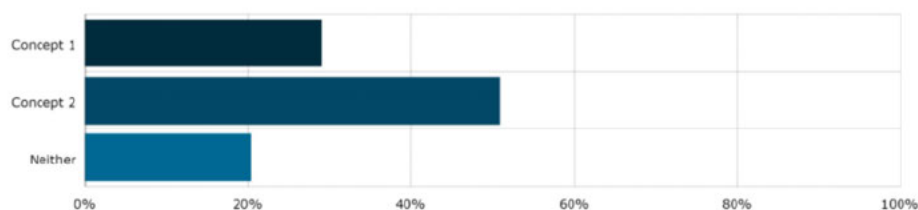
Q16. Sunbury Cres Concept 2 - which elements do you like or dislike in Concept 2?

This concept shows one way vehicle traffic (east bound) between Robinsons Road and the lane way behind Coles. Residents could park between trees (in a narrower space than that shown in concept 1). Cyclists could ride in both directions on a separated slightly elevated bicycle only path. A narrower vegetation buffer (2m) could be provided. Pedestrians would continue to be able to use the footpath (no change proposed).



November 2021

	Like	Neutral	Dislike
Footpath (1.8m wide)	77%	19%	4%
Vegetation buffer along railway line (2m wide)	72%	19%	9%
Naturestrip with indented car parking	65%	27%	8%
Two-way off road bike only path	60%	19%	21%
One-way road between the Coles laneway to Robinson Road (eastbound towards Union Road)	54%	26%	20%

Q17. Which concept do you prefer?*197 responses*

Concept 2 was preferred by 50.76% and Concept 1 by 28.93% of respondents. 20% of respondents did not select either concept.

- There was strong support (more than 70%) for a vegetation buffer in both concepts. The wider buffer in Concept 1 scored higher.
- There was strong support (more than 70%) for the 1.8 m wide footpath (as is currently provided) in both concepts.
- There was reasonable support (more than 64%) for indented parking in the naturestrip.
- There was divided support for making Sunbury Crescent one way - (50-54% support).
- There was moderate support (59.9%) for a two way off-road bicycle only path. There was less support (50.3%) for an on road (shared with cars) two way bicycle lane.

November 2021

Q18. Respondents were also asked if they had any other thoughts they would like to share about the two concepts of the Sunbury Crescent Strategic Cycling Corridor extension.

- There were 86 responses to this question. Please refer to Q 21 for a summary of all free text responses including responses to Q 18.

Q19. This question asked respondents to select which age range they fell into.

See section three (page 3) 'Participation' for responses.

Q20. This question asked respondents to describe their gender

See section three (page 2) under 'Participation' for responses.

Q21. Do you have any other feedback you would like to share?

125 respondents provided comments to this question. Given the similarities/overlap between responses to this and other free text questions (Q14 and Q18) the comments were combined and is set out below.

Shared user path: 47 people commented on the shared user path. This potential element generated the greatest number of comments.

- Many did not support the idea of a shared user path because of the potential for pedestrian and cyclist conflicts. Some considered that the low number of current cyclists did not warrant the development of the infrastructure.
- Many commented that they strongly preferred separated, not shared, cyclist / pedestrian facilities.
- Many commented that Sunbury Crescent would not make a good route due to their safety concerns (extremely poor sight lines) at Robinsons Road intersection.
- A number of comments supported the shared user path being relocated to the northern side, as it provided better links.
- There were three comments offering alternative suggestions - decking the trench and running cycling path along the top, and providing grade separated crossings for cyclists over Union Road and Mont Albert Road.

Decking: 14 people commented on decking:

- All thought it was a great idea and many wanted the width of the deck extended to maximise public use.
- It was suggested that the entire trench should be covered, and that decking should also be located on the west side of the road.
- This was referred to as a "once in a lifetime opportunity" to create usable space.

Safety and traffic: There were 33 comments concerning traffic management including safety aspects of crossing Union Road.

- People want a safe road crossing to reach shops and bus stops from the station.

November 2021

- Crossing facilities for pedestrians and cyclists were requested.
- Some supported slowing traffic speeds along Union Road.
- A small number did not want traffic slowed along Union Road.
- There were several comments about the undesirable potential for conflict between cyclists and pedestrians if the bicycle path required cyclists to cross over the rail tracks at the new bridge.
- There was divided opinion about the prospect that Sunbury Crescent could become a one way street.
- Two people proposed roundabouts at intersections with Union Road.

Design: There were 23 comments on the look and feel of the proposals, including comments on the retention of the heritage building.

- There were several supportive comments about the market place, performance space elements of the proposal.
- There was support for the village feel of the existing wider streetscape with low level buildings.
- There were mixed comments about whether the triangle building on the corner of Bedford Street was considered important to the heritage of the area. One person proposed it be acquired and repurposed.
- Some provided specific feedback such as the inclusion of village style lamps - like those in Surrey Gardens, and more use of the laneways for cafes and bars.
- A very small number were not supportive of an amphitheatre or public toilet facility.

Vegetation: There were 19 comments on vegetation.

- There was strong support for the replacement of vegetation removed during the construction of the project.
- Some proposed that edible and scented plants could be included.

Other comments included additional elements / ideas including:

- Electric vehicle charging in the new car park area.
- A proper coffee cup recycling bin.
- A community library box.
- Painted games (on the pavement).
- Undercover seating at bus stops.
- Accessible sheltered direct route connecting bus and trains.
- Zero carbon infrastructure.

b) Summary of Workshop discussions

Broad feedback

Workshop participants were supportive of concept of decking across and enthusiastic about the opportunity to create new open space.

November 2021

- 'Any of the design elements are an absolute gift'.
- 'It's not a great community space at the moment. It's a very social community and the space will be used'.
- 'Union Road village has more of a community feel but the development of more open spaces, traffic calming measures, more greenery and community spaces would be terrific'.
- 'We are losing green space at Lorne Parade Reserve so creating new space along open Union Road is a great idea'.

Open spaces and proposed decking

- *What people liked*
 - Connecting the north and south sides of Union Road and open space on the corner of Union Road and Windsor Crescent. 'The area south of the crossing has been tricky for retailers and attracting people'.
 - Provision of mixed use spaces as well as places for offices workers to eat their lunch.
 - Space for a pop-up market.
 - Public toilet is a must.
 - Trees and greenery.
 - Lawn areas to sit on.
- *Suggestions on look and feel*
 - Some thought the space should not be so organised.
 - Like the seating and paving materials used in Camberwell (near the market).
- *What we are missing or would like more of?*
 - Include a space for scooters (Uber or Lime).
 - BBQ would be great.
 - Support for access to Wi-Fi in the open space.
 - Nice spaces for those less mobile.
 - Spaces for young people (below).
- *Activating spaces (amphitheatre, market, dining, places for youth)*
 - There was general support for the design to include spaces for the many young people in the area - teenagers and primary schools children.
 - A number of participants supported the idea of including a half-court basketball court or down-ball court. Others raised safety concerns and suggested those activities could pose a risk to older people.
 - Could the decking be extended on the western side of the bridge to create a safer space for active play such as half-court basketball court?
 - Safe tactile space for little people would be great. Perhaps some water play.
 - There was a mixed response to a raised seating area (aka amphitheatre). Some said it would be too noisy for performances (due to traffic and train corridor), others thought it would be great as a performance space especially during the SH music festival.

November 2021

- Support for softened trench screens - e.g. vertical green walls with some discrete viewing spots so children can watch trains going past.
- **Safety/throw screens**
 - Concern about safety of pedestrians and other users in the southern precinct with the cycle path weaving through the open space.
 - Examples of successful shared use zones examples cited included in Little Collins Street and City of Yarra (where).
 - Any spaces for young people need to be open, no secret nooks.
- **Heritage building and existing assets**
 - Would prefer the tobacco shop was another use. Were surprised it is covered by a heritage overlay. The groups were supportive of it being used as a café or even part of the Surrey Hills Neighbourhood Centre as a teaching or play space.
 - If the DTRS tower has to remain, can it be camouflaged with screens?
- **Greenery - trees and vegetation**
 - Generally more trees and greenery.

Interfaces with streetscape

- **Road and open space pavement treatments**
 - Support for the extension of the 'go slow' paved area beyond Bedford Road. Some thought the changed road surface would help integrate the village.
- **Access and crossing**
 - There is the need for a signalised pedestrian crossing. Residents cross the road when the boom gates are down. Removal of the level crossing will make it much harder for pedestrians to cross the road.
 - Support for a wider signalised scramble crossing to reduce conflict between cyclists and pedestrians.
 - Many participants across three workshops suggested that locating the crossing near Bedford Road/Coles, would be ideal as most people cross at that point rather than using the current pedestrian operated signals.
 - A lot of children cross Union Road to get to the bus stops - so crossing should be located to facilitate that movement.
 - Bus stops should also be located near the supermarket.

Box Hill to Hawthorn Strategic Cycling Corridor

- **Northern (Concept 2b) or southern cycle route (Concept 2a)**
 - Support for northern cycle path (concept 2a):
 - Safer - there is already too much going on Windsor Cres with buses and pedestrians etc.
 - It's more direct and passes by Surrey Hills Neighbourhood Centre. Also closer to a pedestrian crossing if crossing is located near Coles as suggested.
 - Less impact on new areas of open space.

November 2021

- *General comments on the SCC*
 - Concern about a piecemeal approach to the cycle path.
 - A non-permanent solution (for the SCC) might be good.
 - Suggested that SCC could be relocated to Stirling Crescent.
- *Sunbury Crescent*
 - This is a local road and residents greatly value its current amenity levels.
 - The width of the street varies along its length, and it is not very wide.
 - The intersection with Robinsons Road is not safe.
 - Would like lots of vegetation, to screen the rail line and the industrial sites on Stirling Crescent.
 - One way traffic for cars (permitted travel direction from Robinsons Road to Union Road) was not opposed.
 - There is a concern about safety of all users of the road. Cars sometimes travel faster than the speed limit.
 - Two way access to Coles from Union Road was largely supported - but this could be a conflict point so careful design is required.
 - There was both support for a separated/discrete cycle path and also lack of support for a separated cycle path, especially with lots of concrete.

c) Written submissions

Three written submissions were received:

Submission 1: Surrey Hills Progress Association - emailed

This submission highlighted the unique opportunity offered by the project to unify the area and provide the area with a community space which is lacking.

1. Union Road open space - key points

- There is a risk of fitting too many conflicting activities into a small space
- The slope to the land between Bedford and Windsor Crescent needs to acknowledge.
- Council should consider acquiring the two privately owned buildings (cnr Bedford and Union Road) and (Windsor Cres and Union Road) so that they can be integrated into final plans.
- The existing cycle routes (both concept 1 and 2) conflict with broader community use of the space.
- **Other feedback**
 - Include a heritage trail and heritage interpretation
 - Green the space and providing shade. Complement existing species around Union Road. Use indigenous understorey plants.
 - Include a structure to provide shade, BBQ and seating.
 - SHPA support the performance area with flexible seating - both suited to the slope and even providing a venue for a movie screening.

November 2021

- Include a train viewing area.
- Include sporting activities e.g. water play equipment; flexible table for table tennis and other games, Outdoor gym equipment.

Submission 2 - received by email on 27 September.

This submitter highlighted the once in a lifetime opportunity to create an inviting, multipurpose, central community space which people of all ages can enjoy. Key points:

- Space should be sympathetic to the historical context and surroundings and materials such as bluestone curbing reused.
- Bike path should skirt the open space - not go through it.
- Use the space for markets and music festival.
- Create a viewing pane for children to watch trains below would be a good addition.
- Include public toilets/facilities such as changing places facility. Facilities at the new station will be a long way away.
- Enable Wi-Fi.

Submission 3 - received by email 14 September

This submission highlighted the importance of safety, connectedness and heritage. Some of their comments were beyond the scope of this consultation or were more suited for consideration by the LXP and Whitehorse Council.

They were not in favour of the bike path along Windsor Crescent.

They were in favour of:

- The bike path along Beresford Street and Bedford Road.
- Increased connectedness between the station entrance and the new open space.
- A multigenerational space - safe for young and old and families to mingle.
- Free Wi-Fi.
- Space for music performances and market.

They also provided ideas from their children (11-13 year olds) such as concert stage, next boxes, water play etc.

5. Discussion

There was good support from the local community for the consultation. All engagement processes provided rich content to draw on and inform the Urban Design report.

November 2021

Community pride

The community's strong loyalty to and identification with the area was apparent from the survey feedback, workshop discussion and submissions. The local community is close knit and is proud of the village feel of the shopping centre precinct and local area. Some want to preserve and enhance this aspect and were keen to see village style approach to design elements.

Support for a new open space and decking

'It's not a great community space at the moment. It's a very social community and the space will be used'.

There was a very positive response to the idea of creating new open space near the shopping centre that is convenient and accessible, and able to be integrated into daily activities. From the survey and workshop responses, the community indicated that they would use the space to walk through, relax in, meet with friends, and enjoy a meal. The idea of creating flexible spaces for a pop-up market or for use during the popular Surrey Hills Music Festival was generally supported.

There was clear support for a 15 metre wide decking across the trench to provide for more activation area and a greater range of activities. Some respondents proposed a bigger area of decking, extending on both sides of the future bridge.

Trees, greenery and sustainability

The community values the shade, character and amenity provided by the existing canopy trees around the station and along local streets. There was significant concern expressed about the impending removal by the LXRP of trees in Lorne Parade Reserve, station carparks, and removal of the vegetation buffer along the railway line which has been nurtured by Sunbury Crescent residents. There was very strong support for planting of suitable shade trees in open spaces and garden beds.

Sustainable elements such as integrating water sensitive urban design, use of native plants and ensuring there is provision of habitat for native species also rated highly.

Linking the north and south sides of Union Road

The desire to better connect the two sides of the railways trench with the proposed 15 metre wide deck was apparent in workshop conversations and survey responses. The opportunity to integrate the Surrey Hills business precinct is seen as vital to both business and residential communities. There is concern that while the current north-south (previously separated by the rail way and boom gates) divide can be removed by excellent urban design elements, care should be taken not to inadvertently create an east west divide (along Union Road). Many residents spoke about crossing the road while the boom gates are down and with their removal, this easy ability to cross the street will be removed.

November 2021

Safety is important to the community

It was clear from discussions in workshops and from survey results that safety is important to this community. Safety was mentioned in the context of:

- Open space and the arrangement of seating and garden beds to ensure sightlines are maintained.
- Ensuring there is a safe place to cross Union Road. Respondents suggested that crossing at Sunbury Crescent was preferred to further south at the rail trench (as nominated by the LXRP) because of more direct access to shops.
- Reducing speed on Union Road. The idea of creating a slow zone by using a different road surface between Stirling Crescent and the Surrey Hills Neighbourhood Centre was supported.
- Reducing conflicts between pedestrians and cyclists. For example creating a wider scramble crossing on Union Road so there is room and it is safer for all to cross together. Shared paths received high numbers of dislikes with a preference to separate pedestrians and cycling paths where possible.
- Use of clear electronic signage to advise of train arrival and departure times and discourage risky road crossing behaviour.

Open space to include spaces for people of all ages and abilities

The impression gained in workshop discussion was that the community is deeply interconnected. The community comprises a mix of life stages including singles, couples, families with pre-schoolers and school-aged children and empty nesters. Respondents to our survey, in particular, reflected this mix. There was support for creating safe and accessible spaces for older people and active spaces for younger people (for example a half-court basketball court). The idea of a public toilet/Changing Places facility integrated into the open space was well supported.

There was strong support for proposed elements that would encourage connectedness and interaction such as seating, potential market activities and seating around a performance space that could be used in the Surrey Hills Music Festival. The area is enjoyed as a place to linger rather than a place to pass through.

Feedback received on the Strategic Cycling Corridor (SCC) (Box Hill to Hawthorn)

The LXRP will deliver a section of the Strategic Cycling Corridor (SCC) from Mont Albert Road to Union Road along the southern side of the railway trench as part of the Union and Mont Albert Roads (UMA) Level Crossing Removal project. The Department of Transport (DoT) will deliver the remainder of the SCC. As part of this consultation we tested the idea of the SCC being routed along Sunbury Crescent.

The Sunbury Crescent Concepts received strong feedback - in particular around the importance of maintaining a wide vegetation buffer to hide the rail trench and rear of buildings along Stirling Crescent; wider footpaths and separating cyclists from cars.

November 2021

A number of Sunbury Crescent residents were represented at workshops and were very concerned about the SCC being routed along their road, especially loss of buffer vegetation and loss of parking spaces. Council officers explained that beyond the work being delivered by LXP, the SCC would be a long term project and require further discussion and consultation.

There was feedback (especially in the workshops) on the risks associated with the delivering only a small section of the SCC and a perceived lack of integration between DoT and the LXP. Respondents saw this as poor management with no clarity on the larger cycling project available to them.

The feedback from the Sunbury Crescent residents around the extension to the SCC along their road, will be important for the DoT to review and consider.

d) Next steps

Based on the community feedback in this report, and input from Council officers, Lat Studios has developed a draft report providing urban design advice.

Following approval by Council (29 November 2021), the draft report will be released for public consultation from the 1st December to 14th December 2021. Community feedback will be considered and the report updated where appropriate.

The final Urban Design Advice Report will be presented to Council for adoption in early February 2022 and provided to the LXP for their review and to guide the design of works, open spaces and decking. A copy of the report will also be sent to the relevant officers in the DoT. Within Boroondara, the advice provided in the report will contribute to a refreshed Union Road Shopping Centre Improvement Plan to be delivered by Council once the Level Crossing works have been completed.



Union Road, Surrey Hills Level Crossing Removal

URBAN DESIGN ADVICE

DRAFT

Prepared for City of Boroondara
Issued 16 November, 2021





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Lat37 Studio

Level 2, 358
Lonsdale Street
VIC 8009
Australia

03 9119 1519
lat37@latstudios.com.au
latstudios.com.au

Lat Studios
ABN 47 141 969 940



Contents

1.0	Introduction	4
1.1	Purpose of this Document.	5
1.2	About this Document	6
1.3	Strategic Context.	7
1.4	Historical Context	8
1.5	Community Engagement	10
2.0	Community Vision & Principles.	12
2.1	Community Vision	13
2.2	Urban Design Principles	16
2.3	Draft Plan - Vision for the Plaza.	17
3.0	Future Directions.	18
3.1	Introduction.	19
3.2	Connectivity & Legibility.	20
3.3	Open Space & Sustainability	26
3.4	Vibrant Community	30
4.0	Staging	34
4.1	Indicative Staging Strategy	35
	Appendix	36
	Glossary.	36



1.0 Introduction



Introduction

1.1 Purpose of this Document

This Urban Design Advice document (the document) has been prepared with feedback from the community to guide the design and development of new open space to be developed as part of the Union Road Level Crossing Removal Project (LXRP). The document sets out the community's vision for the new spaces, along with guiding principles, key objectives and guidelines to help achieve each of the objectives.

The document will:

- Inform any briefs created for the design and development of new open spaces.
- Provide important feedback from the community on the Strategic Cycling Corridor - Hawthorn to Box Hill to be delivered by the Department of Transport with local infrastructure to be delivered by the Level Crossing Removal Project.
- Contribute to a refreshed Surrey Hills Shopping Centre Improvement Plan (SCIP) to be implemented by Council.



Figure 01: Surrey Hills Neighbourhood Centre with Zeplins Lane entry

Introduction

1.2 About this Document

This document has been created to act as a visual guide and respond to the outstanding issues and opportunities. It defines preferred outcomes through objectives and guidelines to achieve the vision for the study area. The study area includes the new open spaces and the precinct surrounding the station including the shopping centre and local streets. It is arranged in four chapters which outline the best way to develop the new open spaces. This document is intended to be read with Council's urban design landscape plans.

1. INTRODUCTION

Outlines the background context, community engagement undertaken and overall purpose of the development of the Urban Design Advice.

2. COMMUNITY VISION & PRINCIPLES

Sets the Vision and introduces the principles for future design and planning of the study area. The three principles are:

- Connectivity & Legibility
- Vibrant Community
- Open Space & Sustainability

3. OBJECTIVES & GUIDELINES

Outlines how the Community Vision & Principles translate into design objectives, informed through a series of design guidelines. The key guideline themes include:

- Movement
- Access
- Public Transport
- Parking
- Streetscapes
- Open Space & Materiality
- Landscape
- Sustainability & Environment
- Community Infrastructure
- Temporary Activation
- Interfaces

4. STAGING

Reviews strategic partners and their roles in achieving the Urban Design Advice as well as providing suggested staging.

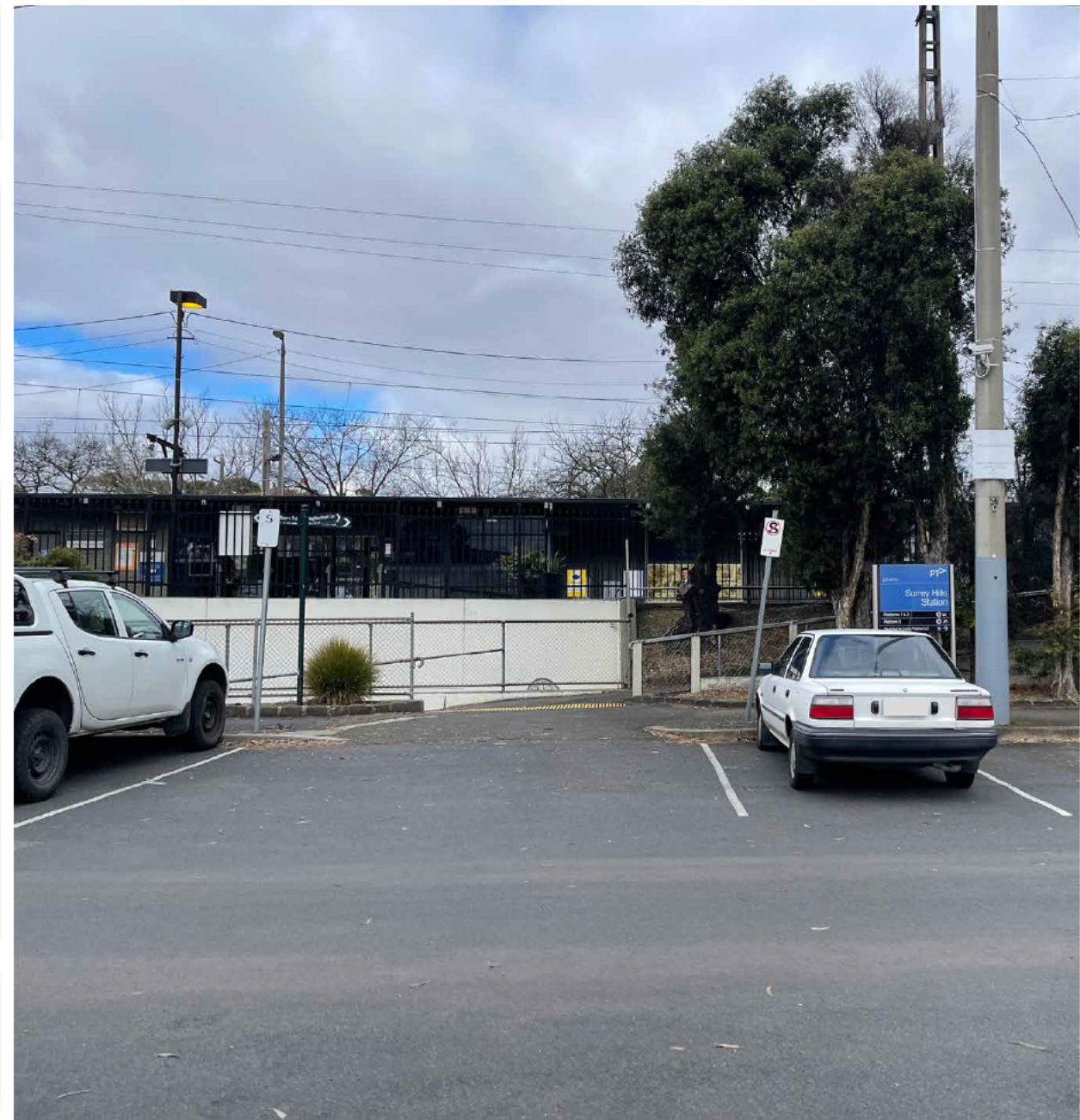


Figure 02: Current Surrey Hills station entry (Bedford Ave)



Introduction

1.3 Strategic Context

Surrey Hills is an eastern suburb of Melbourne located approximately 11km as the crow flies from Melbourne's CBD. On the eastern boundary of the City of Boroondara, the suburb is bisected by the Belgrave/Lilydale train line connecting to the city. The suburb is bound by Maroondah Highway to the north, Riversdale Road to the south and Highfield Road/Chatham Road to the west. The Guidelines focus on the Union Road Shopping Centre and adjacent open space opportunities which are north of Canterbury Road and adjacent the current Surrey Hills train station.

The Union Road Shopping Centre is identified as a Neighbourhood Activity Centre, intended as a 20 minute neighbourhood, providing access to local goods, services and employment in accordance with Plan Melbourne 2017-2050. A key principle of this strategy is providing for daily needs with access to safe walking, cycling and transport options in the local catchment. The document has been developed to strengthen the Shopping Centre's role as a Neighbourhood Activity Centre with the primary commercial spine located along Union Road and the creation of new public spaces.

As part of the Victorian Government's Level Crossing Removal Project (LXRP), the rail crossings at both Union Road, Surrey Hills, and Mont Albert Road, Mont Albert are to be removed by lowering the track. This work will improve safety and relieve traffic congestion. The Surrey Hills and the Mont Albert Train Stations will be replaced with a new combined facility located between the two current stations, adjacent to Lorne Parade Reserve. The creation of a connecting deck over the rail trench could open up the area for uses beyond transport giving Surrey Hills a rare opportunity to create more public space.

The LXRP is delivering a section of the Box Hill to Hawthorn Strategic Cycling Corridor (SCC). Potential connections to the east and west are included in this document.

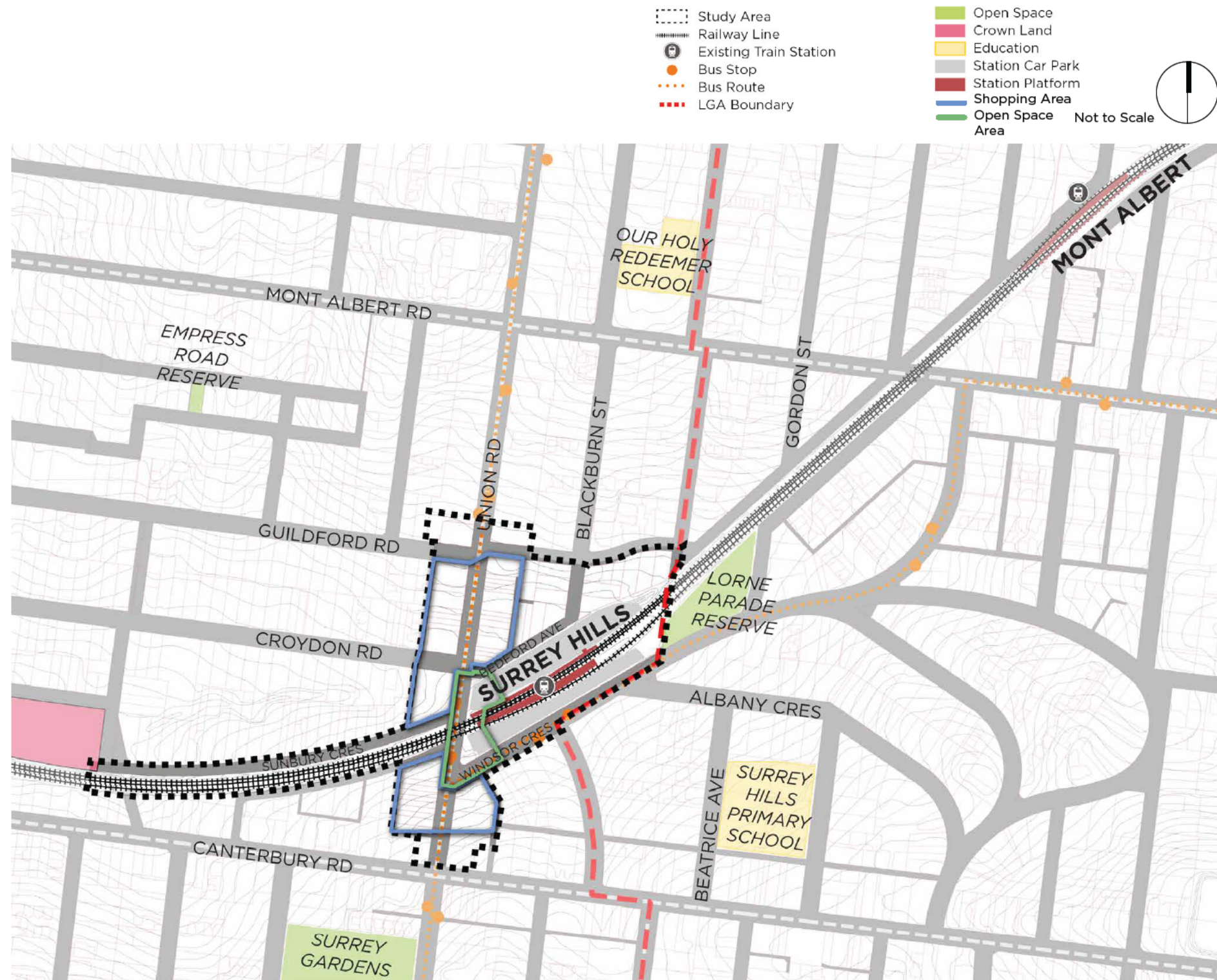


Figure 03: Context Plan

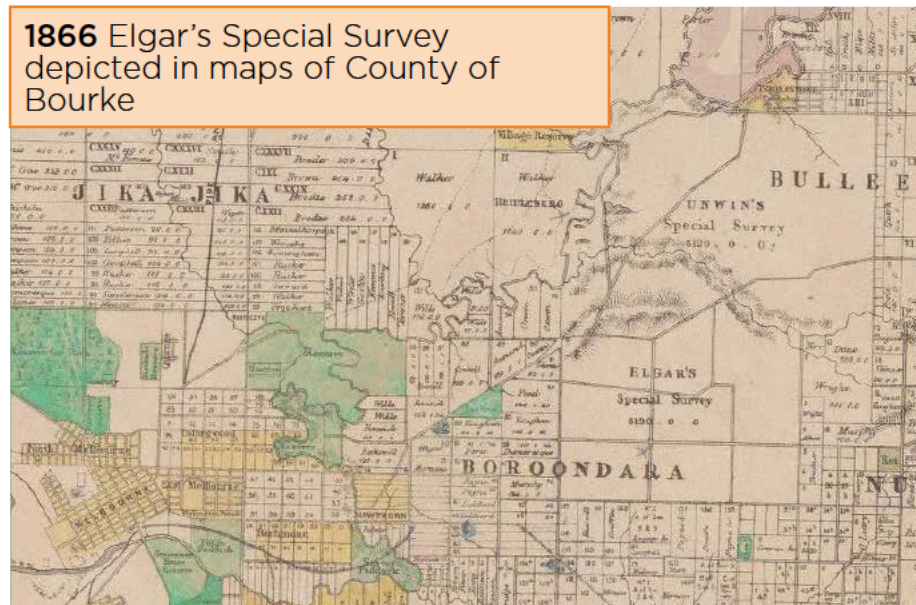
Introduction

1.4 Historical Context

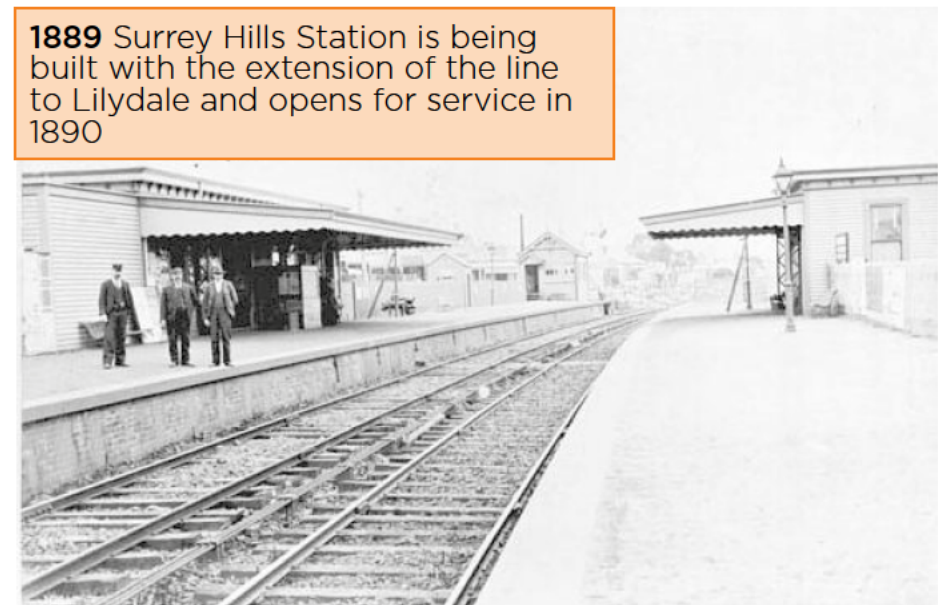
Surrey Hills is an area rich in history and the Advice has been developed to respond to this in the rejuvenation of the Centre.

Prior to European settlement, the land was home to the Wurundjeri Woi-wurrung people. During the 1830s, Wurundjeri and other Kulin tribes were forcefully displaced from their traditional lands. In 1841, 2,070 Hectares of the Crown land was purchased by Henry Elgar as part of the Port Phillip District Special Surveys. The land was then subdivided and sold off in allotments during the 1850s and slowly developed over the next 30 years. Historically, Surrey Hills has long been associated with the railway, being introduced with the extension of the Lilydale line in 1882. This spurred an increase in population and land boom due to its easy access, with the shopping precinct emerging soon after. Severe economic depression in the 1880s however meant that by 1909, the majority of Surrey Hills still remained vacant. A second wave of growth occurred after World War I and Surrey Hills was developed with homes for returning soldiers with new commercial development infilling the remaining lots. The advent of the motorcar brought many workers to the suburb and several garages were established, some of which are still seen today. A timeline of important events since European settlement follows.

1866 Elgar's Special Survey depicted in maps of County of Bourke



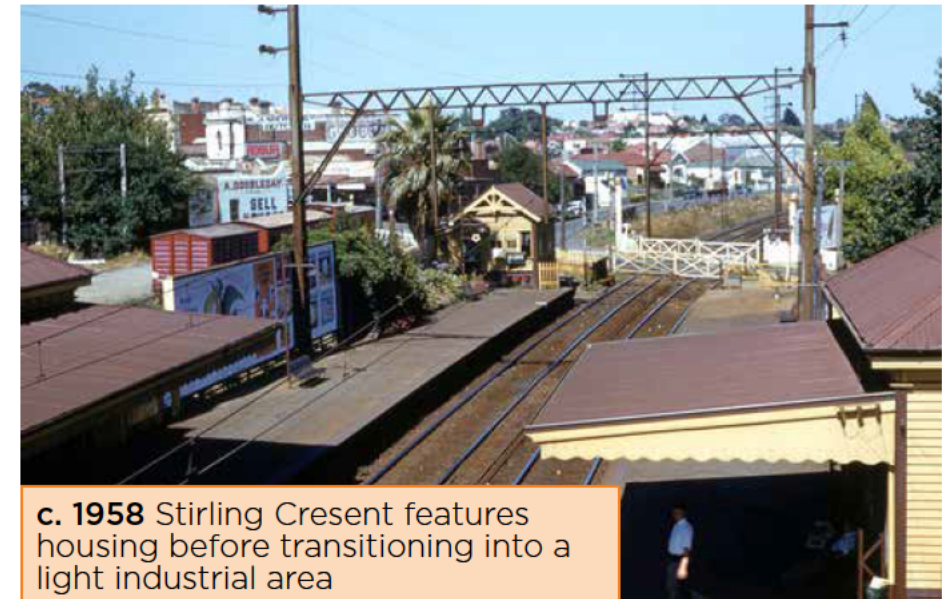
1889 Surrey Hills Station is being built with the extension of the line to Lilydale and opens for service in 1890



c. 1907 Union Road (facing south) with the first street trees just planted



c. 1910 Empire Day Celebrations on Union Road (facing north) with electrification of the trainline to come a decade later in 1922



c. 1958 Stirling Crescent features housing before transitioning into a light industrial area



Introduction

c. 1971 The railway depicting two tracks, with a third about to be introduced resulting in the demolition of the station buildings



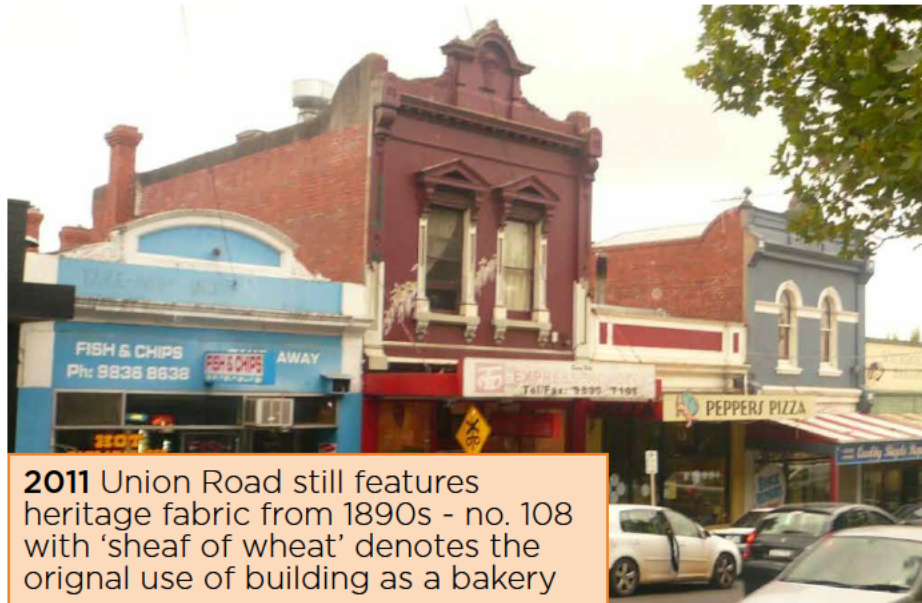
c. 1990 Station Master Jack Rutter plays an important role in the stations landscaping



1999 Hillside Trains take over as private owners with Surrey Hills set to be a 'Premier Station' in 2000



▲ Station Manager at Surrey Hills.



2011 Union Road still features heritage fabric from 1890s - no. 108 with 'sheaf of wheat' denotes the original use of building as a bakery



Present day (2021) Union Road (facing south) features newer apartment developments

Figure 04: Historical context timeline - Image credits
 Victoria Surveyor General's Office
 Supplied - Surrey Hills Progress Association
 Surrey Hills Neighbourhood Centre Heritage Collection
 Supplied - Surrey Hills Progress Association
 George Coop - Surrey Hills Neighbourhood Centre Heritage Collection
 Supplied - Surrey Hills Historical Society
 Supplied - Surrey Hills Progress Association
 Supplied - Surrey Hills Progress Association
 Lovell Chen
 Ella McDonald

Introduction

1.5 Community Engagement

Community consultation was launched in September 2021 and ran from the 8th - 28th to understand the community's views and collect ideas to input to the Urban Design Advice and overarching Vision. Details of the consultation featured on the 'Engage Boroondara' website and were promoted in several other ways.

The consultation was focused on discussion surrounding two concept designs prepared by Lat Studios for both the new Union Road Plaza spaces and Sunbury Crescent (4 concepts in total). The community was offered three ways to contribute to the consultation:

- Complete an online survey.
- Join one of three online workshop sessions (conducted via Zoom with an independent facilitator).
- Upload images of what you love about Union Road Surrey Hills using the online platform 'Gather'.

There were 203 contributions to the online survey and 42 total registrations for the online workshops. The workshops provided residents, local traders and other stakeholders the chance to review the concepts in detail, provide ideas and ask questions and contribute local knowledge to the discussion.

Overall, some key themes emerged through both the survey and workshop sessions. These included the desire for:

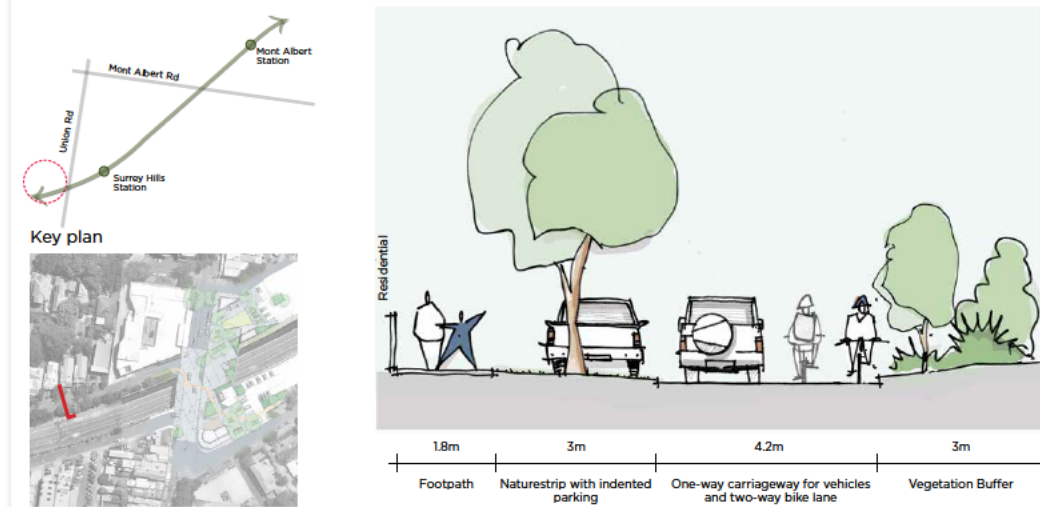
- More greenery and provision of shade.
- Informal open spaces with grass.
- Outdoor dining spaces.
- Ability to participate in community events.
- Gathering and meeting places.
- Places to sit and rest.
- Improved safety for pedestrians and cyclists.
- Lighting along key routes.

In terms of the survey responses:

- 76% of respondents said they were local Surrey Hills residents and 17% local residents of Mont Albert.
- Most respondents (92%) said their reason for visiting the Centre was for shopping or dining; two thirds (66%) said they walked in the area and more than half (63%) said they visited the Centre to access the train station.
- More than a third (38%) of respondents said they visited the area 2-5 times per week and 28% said they visited once a day.
- Most respondents walk to the area (91%), followed by car (67%), bike scooter/skateboard (23%) and train (22%).
- Of the Union Road Plaza concepts, Concept 2 was rated more highly (61%) overall than Concept 1 (30%). Approximately 10% of the respondents chose not to select either of these options.
- The top ideas respondents liked about Concept 2 were the grassed area and shaded seating, decking area next to existing café, sustainable drainage system within the car park and plaza/market space.
- Of the Sunbury Crescent concepts, Concept 2 was preferred by 51% and Concept 1 by 29% of respondents. 20% of respondents did not select either concept.
- The top ideas respondents liked about Concept 2 were the 1.8m footpath, vegetation buffer along the railway line, naturestrip with indented parking and two-way off road bike path.

BOROONDARA Union Road

Sunbury Cres Concept 1 - Section



BOROONDARA Union Road

Sunbury Cres Concept 2 - Section

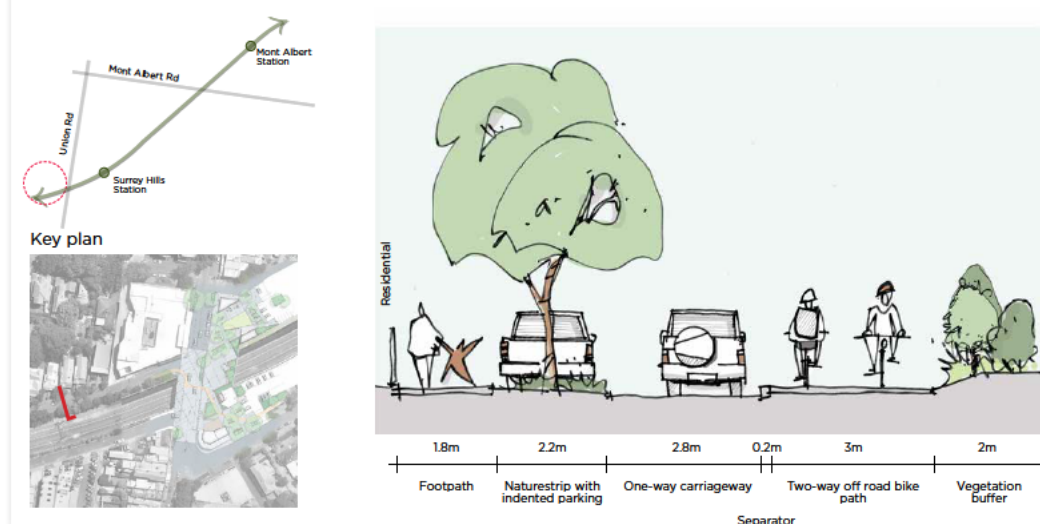


Figure 05: Concept Plans used in consultation for Sunbury Crescent (artist impression)



Introduction

From the workshop discussions, key ideas attendees liked included:

- Connecting the north and south sides of Union Road.
- Provision of mixed use spaces as well as places for workers to eat their lunch.
- Space for a pop-up market.
- Public toilet.
- Trees and greenery.
- Lawn areas.
- Softened trench screens.
- Slow go area/scramble crossing across Union Road.

Other ideas included:

- Space for scooters.
- BBQ areas.
- Wi-Fi in the open space.
- Accessible spaces.
- Spaces for young people - teenagers and primary school children eg. half basketball or down-ball court and safe tactile spaces.

Concerns were raised about:

- The safety of pedestrians and other users in the southern precinct with the cycle path through the open space.
- The need for a signalised pedestrian crossing across Union Road.
- The perceived fragmented approach to the delivery of the Strategic Cycling Corridor and it's route down Sunbury Crescent.
- The location of the amphitheatre.



Figure 06: Concept Plans used in consultation for Union Road Plaza (artist impression)

2.0 Community Vision & Principles



Community Vision & Principles

2.1 Community Vision

**“UNITES THE NORTH AND SOUTH
TOGETHER”**

**“ESTABLISHED CANOPY TREES AND
GARDEN BEDS CREATING GREEN LEAFY
AREAS”**

**“A DIVERSITY OF COMMUNITY
ACTIVITIES IN THE HEART OF THE
VILLAGE”**

**“ENHANCES ENVIRONMENTAL AND
SOCIAL WELLBEING”**

**“RESPONSIVE AND RESILIENT TO
CLIMATE CHANGE”**

**“REVITALISES THE SURREY
HILLS ECONOMY”**

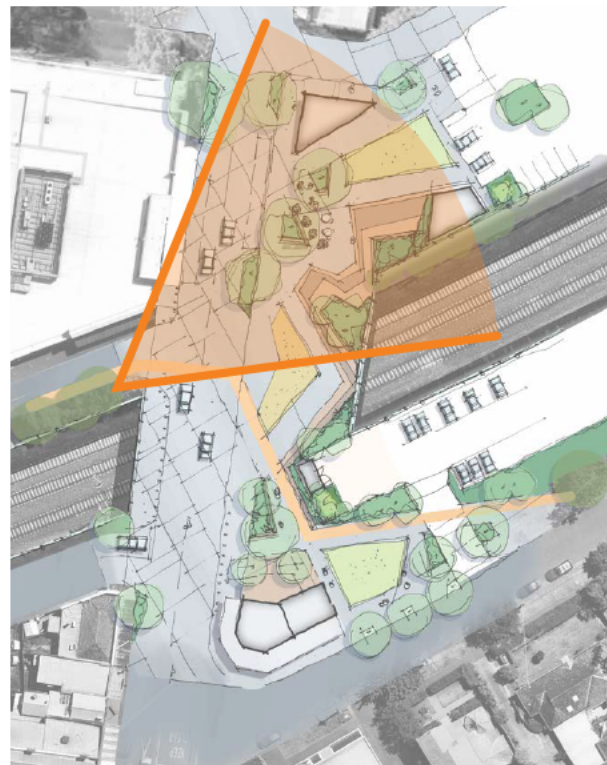


Community Vision & Principles

The following images show what the Union Road Plaza could look like. These images do not depict a final design but rather a high level Vision for the Precinct, with detailed design to come at a later stage in the process.

The images show a refreshed streetscape combining the leafy character of the wider area with the personality of Union Road. A contemporary open space design that provides a high quality, safe experience for all users. Pedestrians moving easily and safely throughout the centre with slow traffic speeds and ample pedestrian crossings.

Key plan



14 Union Road, Surrey Hills Level Crossing Removal

North East view of Union Road Plaza from Sunbury Crescent



Figure 07: Vision image of what Union Road Plaza could look like (view from Sunbury Crescent)



Community Vision & Principles

The images show how the new public spaces could unite the two sides of Union Road together providing a central heart and focal point for community events, recreation and social life. Providing a variety of adaptable spaces, the open spaces will cater for activities for all ages and provide plenty of shade under canopy trees with seating. Water sensitive urban design and tree species appropriate to the climate are suggested to ensure excellent environmental outcomes and a thriving landscape.

Key plan



North West view of Union Road Plaza from Windsor Crescent

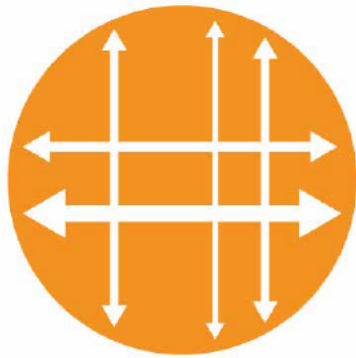


Figure 08: Vision image of what Union Road Plaza could look like (view from Windsor Crescent)



Community Vision & Principles

2.2 Urban Design Principles



Connectivity & Legibility

A community connected between the activity centre and residential areas. Seamlessly linked with the wider suburb through integrated public transport and facilities.



Open Space & Sustainability

A community that is connected to the natural environment, is environmentally sustainable, celebrates the areas natural assets and is well prepared for the impacts of climate change.



Vibrant Community

A connected and inclusive community that encourages diversity and interaction, with easy access to a wide range of activities, services and retail and a high quality public realm.



Community Vision & Principles

2.3 Draft Plan - Vision for the Plaza

The Draft Plan is based on urban design advice combining best practice approaches, Council strategies and input from stakeholder sessions and other community engagement. It reflects the preferred option presented through the engagement process.

The Plan responds to the urban design principles as follows:

- Maintain and strengthen the journey between the new station and Union Road Shopping Centre.
- Create new open spaces for gathering and community events adjacent Union Road.
- Make it safer, easier and accessible for all abilities to travel to and around the area.
- Improve the landscaping and provision of canopy trees.
- Consider and respond to Climate Change in the design.

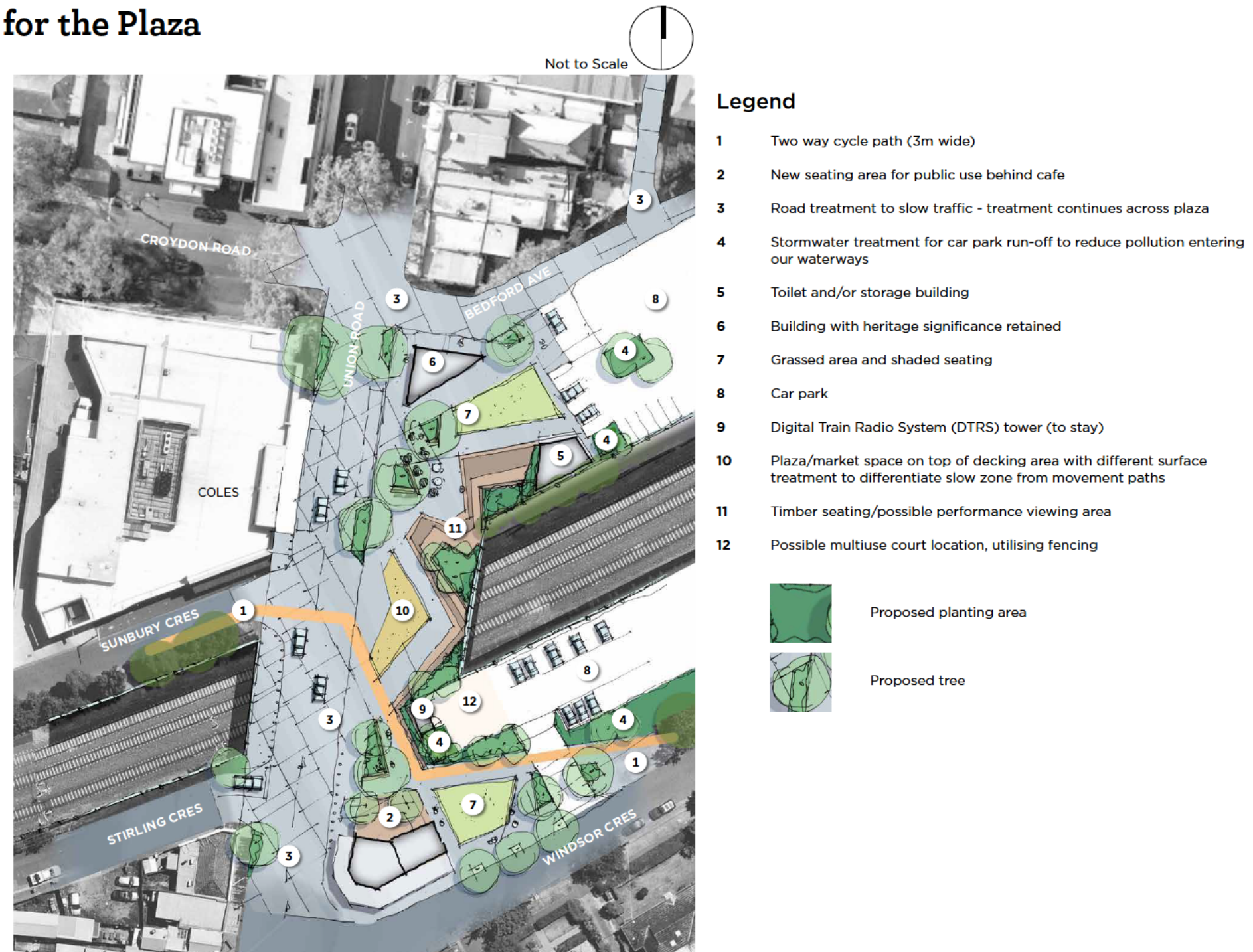


Figure 09: Draft Vision Plan

3.0 Future Directions



Future Directions

3.1 Introduction

This chapter outlines the objectives for each of the three urban design principles and the guidelines that help achieve those objectives. The guidelines are organised into themes addressing specific aspects of the public realm and have been designed in accordance with Council policies and community expectations.

The removal of the level crossing is a significant undertaking that will impact the Union Road Shopping Centre. The objectives and guidelines on the following pages should be considered in the design and construction of public spaces giving the community and Council confidence that any work will make the area a better place to live, work and play.

Key guideline themes per principle

CONNECTIVITY & LEGIBILITY

- Movement
- Access
- Public Transport
- Parking
- Streetscapes

OPEN SPACE & SUSTAINABILITY

- Open Spaces & Materiality
- Landscape
- Sustainability & Environment

VIBRANT & DIVERSE COMMUNITY

- Community Infrastructure
- Temporary Activation
- Interfaces

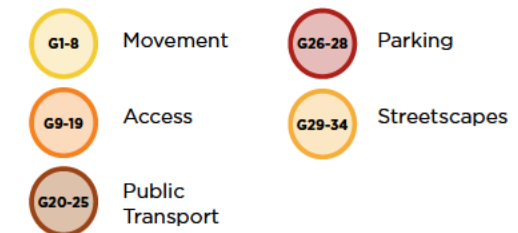
Future Directions - Connectivity & Legibility

3.2 Connectivity & Legibility

A community connected between the activity centre and residential areas. Seamlessly linked with the wider suburb through integrated public transport and facilities.

Objectives

- The area is well connected.
- The area is accessible for our diverse community.
- User friendly wayfinding helps the community to navigate areas and spaces.
- Cycling and pedestrian infrastructure are separated where possible.
- Key movement corridors are well lit and utilise Crime Prevention Through Environmental Design principles.
- Bus stops are thoughtfully located and clearly accessible.
- Streetscapes are inviting and encourage and facilitate recreation.
- The study area continues to be highly walkable.
- Pedestrian connectivity through the station precinct is prioritised through a well designed carpark and pedestrian path network.



Not to Scale



Figure 10: Connectivity & Legibility Aspirational Plan



Future Directions - Connectivity & Legibility



Guidelines

3.2.1 Movement

- G1. Improve east west and north south pedestrian movement by including a raised, signalised slow go area on Union Road for crossing between Bedford Road and Windsor Crescent.
- G2. Connect the off-road cycling network through new links, including improved crossing facilities across Union Road as a part of the Box Hill to Hawthorn Trail.
- G3. Separate cycling and pedestrian flows where possible.
- G4. Create and enhance walking routes to transport hubs.
- G5. Enhance shade on walking routes.
- G6. Lighting is to be installed along shared paths and paths to and from the station and Union Road to provide safe walking and cycling networks.
- G7. Lighting is to be incorporated within the plaza to assist wayfinding through the space.
- G8. A single lane of traffic in both directions on Union Road should be retained to keep the village feel of the shopping strip.

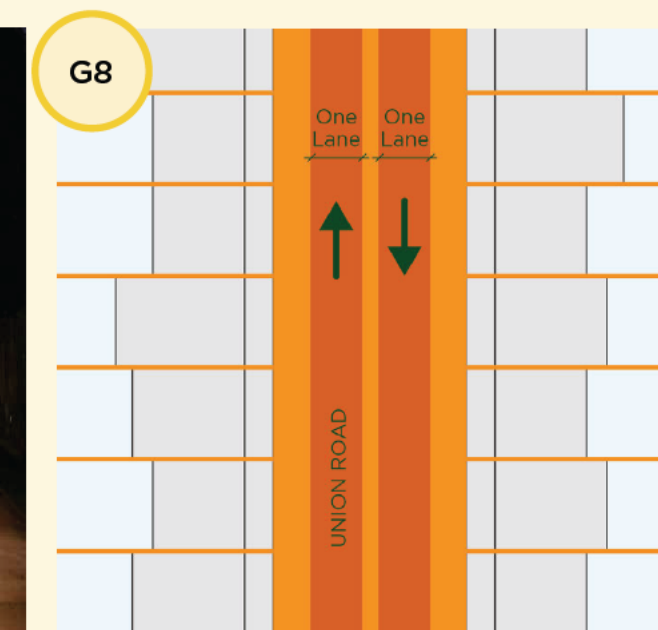
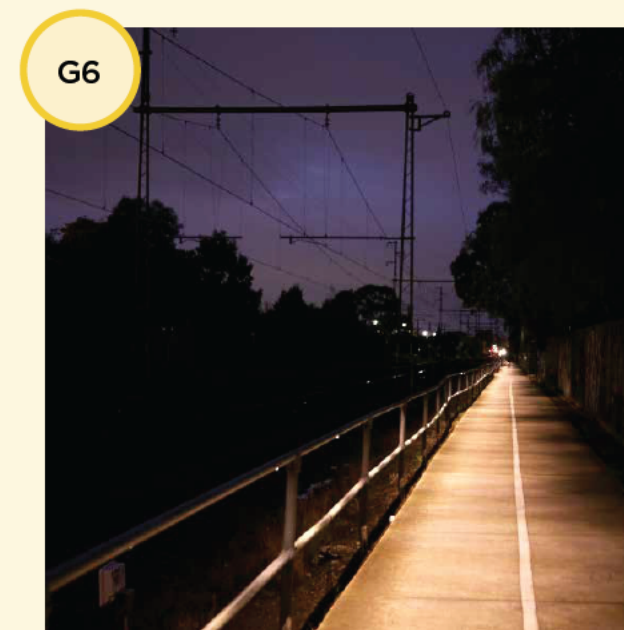
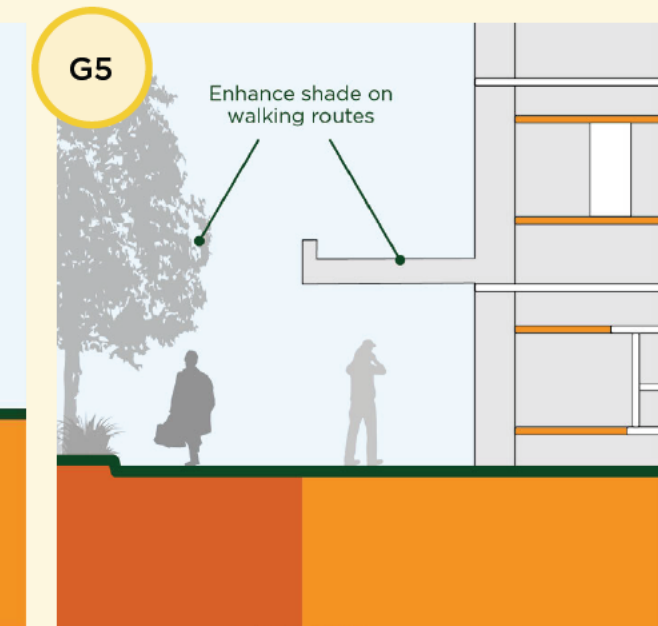
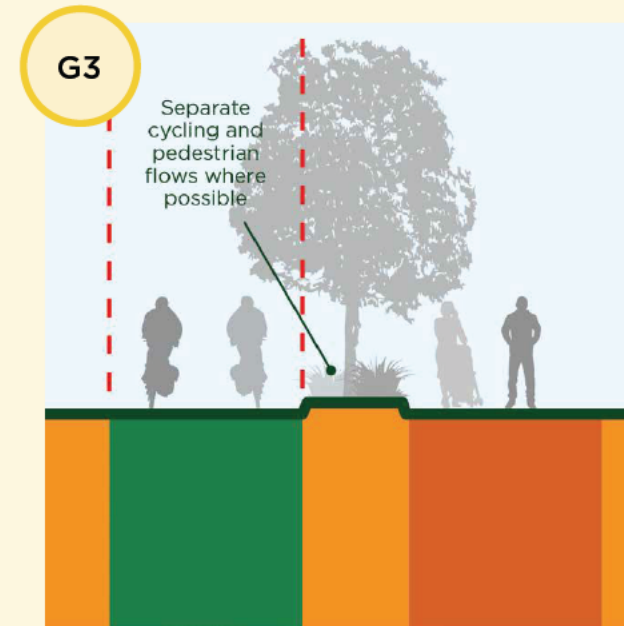
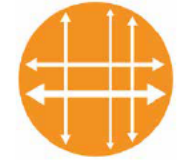


Figure 11: Lighting is to be installed along shared paths and paths to and from the station and Union Road - Upfield Bike Path, Brunswick (Lighting & Electrical Distributors)



Future Directions - Connectivity & Legibility



3.2.2 Access

- G9. Install raised pedestrian crossings at side streets and intersections to increase pedestrian access, safety and comfort and reduce the speed of vehicles.
- G10. Where possible, provide new footpaths at a minimum of 2m wide to improve accessibility.
- G11. Powerlines are to be undergrounded along Union Road and in open space to free up the public realm for people to move unrestricted.
- G12. Awnings and canopies provide protection to pedestrians along the Union Road shops.
- G13. Cantilevered structures provide weather protection in open spaces.
- G14. Cycling infrastructure supports cycle use through dedicated cycle routes, route signage, parking and maintenance stations.
- G15. A Changing Places facility is to be included within new open space, integrated into amphitheatre seating at the northern end of the space to encourage longer stays.
- G16. Improved surface treatments and lighting within Zeplins Lane encourages walking and better connections with the Neighbourhood Centre, open spaces and new station.
- G17. New development along Zeplins Lane is to be setback at ground level to align with existing setbacks and widen the laneway where possible.
- G18. Rear of access to shops fronting Union Road and interfacing with Zeplins Lane are to continue to allow vehicular access.
- G19. Future development of 171 Union Road is to incorporate a rear setback to facilitate vehicle and pedestrian access from Zeplins Lane to Montrose Street.

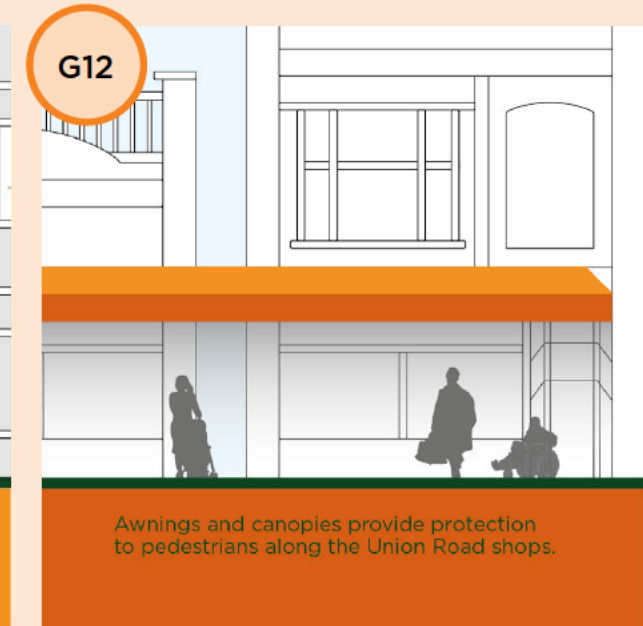
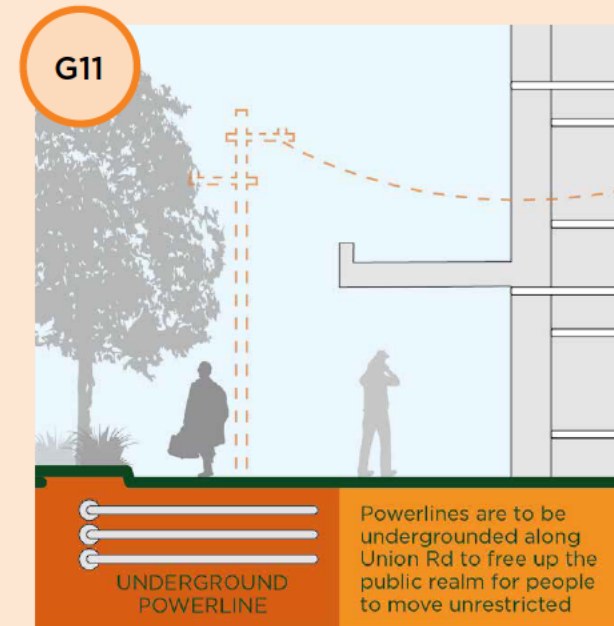


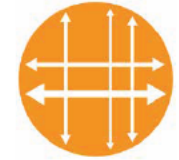
Figure 12: A Changing Places facility is to be included within the new open space (Changing Places design specifications)



Figure 13: Improved surface treatments such as sawn bluestone within Zeplins Lane encourages walking and better connections (Ella McDonald)



Future Directions - Connectivity & Legibility



3.2.3 Public Transport

- G20. Wayfinding signage that displays distance and directions connecting the station and to the Surrey Hills Shopping Centre is to be included.
- G21. Incorporate countdown for train and bus departure times into the plaza to clearly communicate wait times.
- G22. Provide an at-grade signalised crossing near bus stops on Union Road making them safe and easy to access for people of all ages and abilities.
- G23. Provide accessible bus stops on Union Road making them safe and easy to access for people of all ages and abilities.
- G24. All bus stops within the study area are to include integrated and equitable seating where possible, shelter and compliant lighting.
- G25. All bus stops are to be integrated into the streetscape with suitable space for loading/unloading passengers and providing access at grade for less mobile users where appropriate.

G20



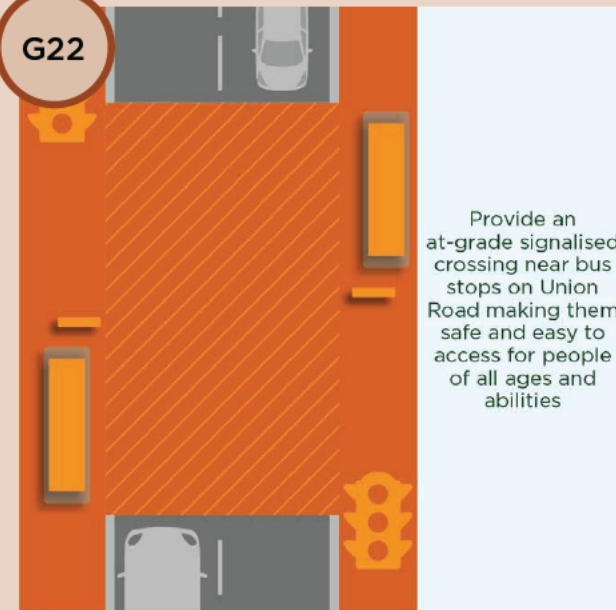
Figure 14: Wayfinding signage that displays distance and directions connecting the station and to the Surrey Hills Shopping Centre - Union Road (Amanda Roberts)

G21



Figure 15: Incorporate countdown for train and bus departure times into the plaza - outdoor digital totem, Adelaide CBD (Metrospec)

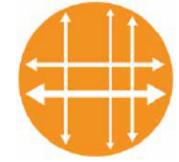
G22



G24



Future Directions - Connectivity & Legibility



3.2.4 Parking

- G26. Provide fast charging electric vehicle stations.
- G27. Incorporate spaces for car-sharing / ride sharing.
- G28. Retain the same number of dedicated off-street commuter car parking spaces as there were before the Union Road level crossing removal.

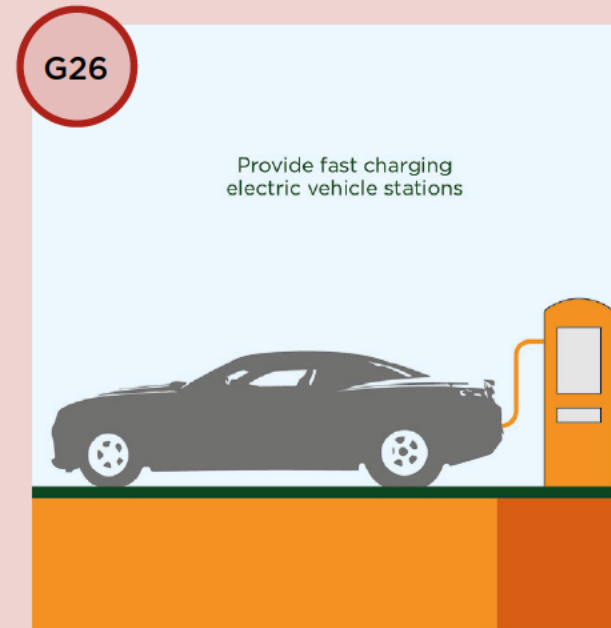


Figure 16: Incorporate spaces for car-sharing / ride-sharing (Ella McDonald)



Future Directions - Connectivity & Legibility



3.2.5 Streetscapes

- G29. Footpaths and pedestrian paths are shaded with canopy trees and/or built canopies for the majority of their length during summer.
- G30. Map based wayfinding signage to be incorporated into the streetscape and open spaces.
- G31. Identity signage at either end of the Union Road Shopping Centre should be provided.
- G32. A unified identity for Surrey Hills is to be curated through consistent quality materials, signage, landscaping and public lighting/furniture palette that considers the local context.
- G33. A curated art trail to be considered to connect the plaza, station, streetscapes and refresh the existing art of the village with new opportunities in the nature strip of Croydon Road.
- G34. Planted kerb outstands to be incorporated in the Union Road frontage and streets of the Surrey Hills Village.

G30

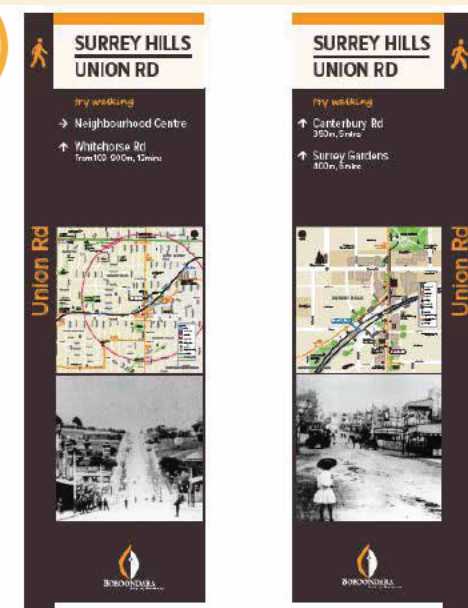


Figure 17: Map based wayfinding signage to be incorporated into the streetscape and open spaces (Wayfinding Strategy)

G31



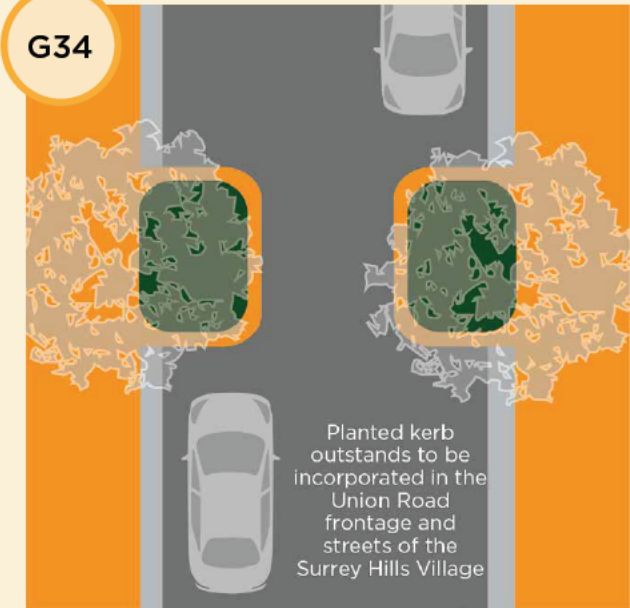
Figure 18: Identity signage at either end of the Union Road Shopping Centre should be provided - Union Road (Ella McDonald)

G33



Figure 19: A curated art trail to be considered to connect the plaza, station, streetscapes and refresh the existing art of the village - Sculpture Trail, Deloraine (Chris Riley)

G34



3.3

Open Space & Sustainability

A community that is connected to the natural environment, is environmentally sustainable, celebrates the areas natural assets and is well prepared for the impacts of climate change.

Objectives

- Open spaces allow for flexibility of use.
- Open spaces provide for simultaneous intergenerational use and engagement.
- Open spaces are well lit and safe for use beyond daylight hours.
- The design will respond to the challenges of climate change.
- The study area embeds a long-term vision for environmental sustainability.
- The study area has a green aesthetic and provides significant natural shade.
- The public areas including streets, plaza and footpaths can be maintained at a high standard.
- The look and feel complements the local village character.

- G35-53 Open Space & Materiality
- G54-66 Landscape
- G67-72 Sustainability & Environment

Not to Scale

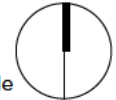


Figure 20: Open Space & Sustainability Aspirational Plan



Future Directions - Open Space & Sustainability

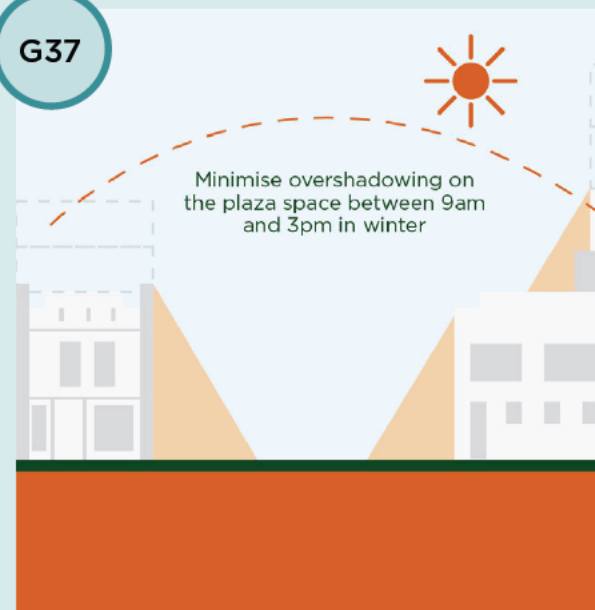


Guidelines

3.3.1 Open Space & Materiality

- G35. Designated areas of the plaza, such as the northern and southern green spaces are to be 'slow go activity zones' to allow both elderly people and young children to be comfortable sharing the space.
- G36. Consider a multipurpose half court for games such as basketball and downball that utilises the fencing required for the DTRS tower.
- G37. Minimise overshadowing on the plaza space between 9am and 3pm in winter.
- G38. Consider public furniture within the study area to be made of recycled material and or low embodied energy wherever appropriate.
- G39. Public seating is to incorporate compliant back and arm rests to 50% of all seating to improve equality and ease of use.
- G40. All public lighting within the study area should be energy efficient and use renewable energy sources.
- G41. Upward lighting is to be avoided. Ensure lighting does not impact on operation of the railway or cause nuisance to adjoining study area activities.
- G42. Consider catenary lighting (lighting suspended on overhead wires) to create a sense of enclosure over the northern lawn area.
- G43. Litter, recycling and food waste bins are included within the plaza for the collection of rubbish, recycling and FOGO.
- G44. A Container Deposit Scheme drop off network location is to be included within the plaza.
- G45. Where possible, surfaces within the study area should be permeable to allow water to be absorbed in place and contribute to urban cooling where appropriate.
- G46. Surface treatments within the study area are to use recycled materials wherever possible, including reusing materials displaced as part of the level crossing removal project.
- G47. Any new asphalt (road or paths) laid within the study area is to have a minimum of 20% recycled asphalt where appropriate.
- G48. The public realm aesthetic is to convey a contemporary feel, punctuated with elements of interest such as public art and historic artifacts that are distinctly 'Surrey Hills'.
- G49. Materials within the public realm are to draw from a naturally warm colour scheme that ties in the local context (eg. concrete, brick, bluestone, granite, stone).
- G50. Materials used within the public realm are to be of a high quality and easily maintainable by Council that will age well in place.
- G51. Pedestrian crossings are to include raised sawn bluestone paving to match other villages of Boroondara.
- G52. Sawn bluestone paving is to be reintroduced into Zeplins Lane to best reflect the history of the area.
- G53. Consider all new surface treatments to meet:
- AS 1428.1 Equitable Grade compliance.
 - AS 4586-2003 Slip Resistance classification of new pedestrian surface materials.
 - HB 198:2014 Guide to the specification and testing of slip resistance of pedestrian surfaces.

G37



G39



Figure 21: Public seating is to incorporate compliant back and arm rests to 50% of all seating to improve equality and ease of use (Lat27)

G43



Figure 22: Litter, recycling and food waste bins are included within the plaza for the collection of rubbish, recycling and FOGO (Ella McDonald)

G49



Figure 23: Materials within the public realm are to draw from a naturally warm colour scheme that ties in the local context (Lat27)

Union Road, Surrey Hills Level Crossing Removal 27

Future Directions - Open Space & Sustainability



3.3.2 Landscape

- G54. New open spaces are to include a range of small, medium and large canopy trees combined with seating to provide shade.
- G55. A feature tree species (for example, Brachychiton) is to be planted throughout the study area to give it a unique character, distinct from other Centres of Boroondara.
- G56. Where trees are not suitable, provide shade through the provision of structures. Any planting on structures is to consider safe access for maintenance and suitable soil volumes for species to thrive.
- G57. Additional trees are to be planted within open spaces and surrounding areas and must contribute to the target of 80,000 street trees across the municipality and to infill gaps along Union Road to enclose the street.
- G58. Street trees will continue to be provided in combination with low level planting and should include pollinator friendly species to support local insect and native bird populations.
- G59. Raised planters are to be incorporated into any new plaza deck where appropriate. Any planting on the deck structure is to consider safe access for maintenance, irrigation, structural weight and drainage as well as suitable soil volumes for the nominated species to thrive.
- G60. New open spaces should include suitable sub structure and soil media for natural turf. This surface treatment will encourage people to rest and relax within the space and lower the potential heat island impacts.
- G61. The study area should employ a landscape palette that predominately includes native species planted in a formal manner to suit the climate of the area and easy maintenance.
- G62. Consider the positioning of trees and planting to ensure species receive enough but not too much light.
- G63. Fence treatments along the railway are to be planted or screened with vegetation wherever possible.
- G64. Passive irrigation should be employed to irrigate all trees and plants within the public realm.
- G65. FOGO compost usage should be incorporated into the maintenance of public garden beds.

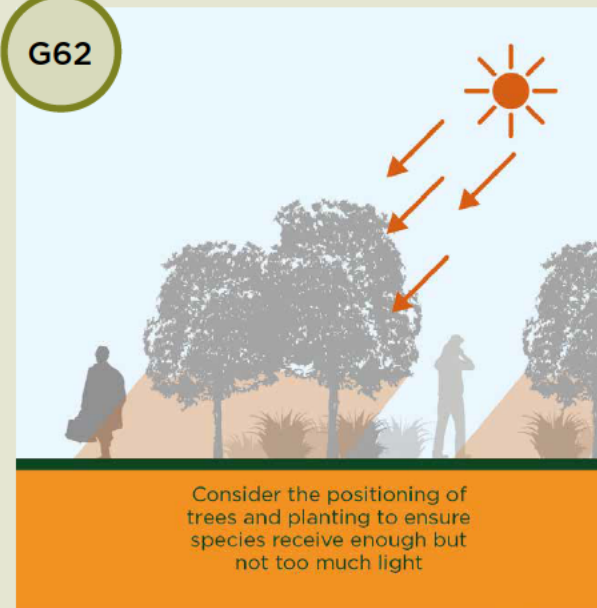
- G66. New garden beds and other landscaping features are to use recycled materials wherever possible (This may include but not be limited to recycled bluestone pitchers for garden edging).

G55



Figure 24: A feature tree species (for example, Brachychiton) is to be planted throughout the study area to give it a unique character (Bidgee)

G62



G56



Figure 25: Where trees are not suitable, provide shade through the provision of structures - Towers Road Residence (TCL)

G63



Figure 26: Fence treatments along the railway are to be planted or screened with vegetation wherever possible - Carroll Crescent, Glen Iris (Andrea Lomdahl)



Future Directions - Open Space & Sustainability



3.3.3 Sustainability & Environment

- G67. The public realm of the study area is to have a 30% minimum tree canopy coverage by the year 2030 including within the car parks where possible.
- G68. Ideally, the car parking areas north and south of the railway are to incorporate Water Sensitive Urban Design (WSUD) and tree planting to help mitigate the urban heat island effect.
- G69. Storm water runoff from carparks is to be collected, treated and redirected to passively irrigate trees where possible.
- G70. Plaza spaces are to incorporate WSUD to provide cool environments for people to gather.
- G71. Streetlights are to continue to be replaced with efficient globes/technology and powered with 100% renewable energy.
- G72. Prioritise the use of natural shade in open space over built shade to reduce long term costs and to maximise environmental and community health and well-being benefits.

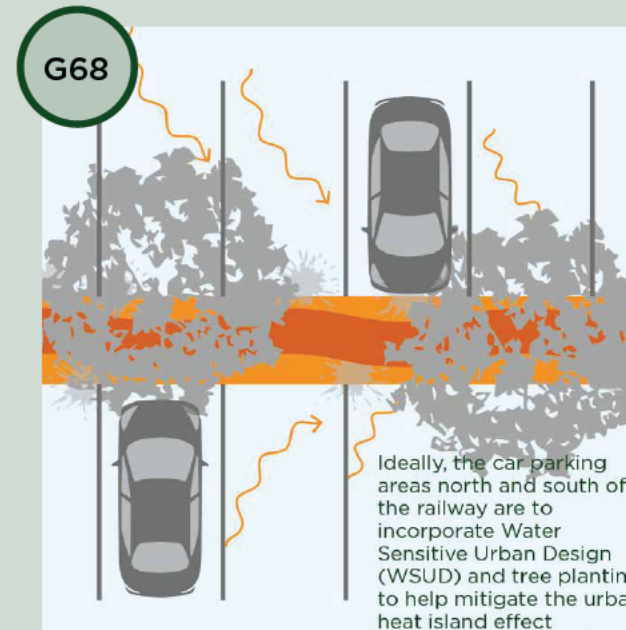
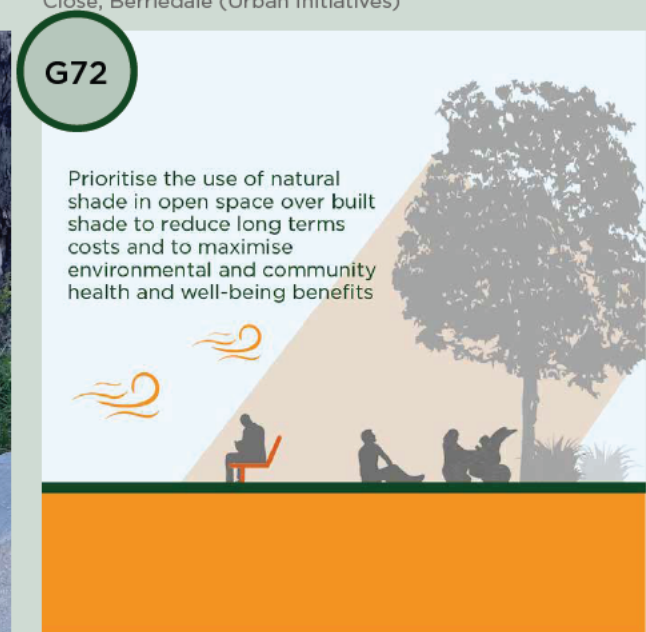


Figure 27: Storm water runoff from carparks is to be collected and redirected to passively irrigate trees - Maroni Close, Berriedale (Urban Initiatives)



Figure 28: Plaza spaces are to incorporate WSUD to provide cool environments for people to gather - Jewell Station Forecourt, Brunswick (Ella McDonald)



Future Directions - Vibrant Community

3.4 Vibrant Community

A connected and inclusive community that encourages diversity and interaction, with easy access to a wide range of activities, services and retail and a high-quality public realm.

Objectives

- Safe, active and welcoming day and night.
- Open spaces encourage community use and offer opportunities for a diversity of ages and abilities.
- Planning and design of the public realm is done with the community.
- The design of the study area reflects its history/place/community.
- The study area is designed to be socially and financially resilient.
- Built form adjacent to the plaza is to have its primary frontage interfacing with the public realm.
- Interfaces at ground level along Union Road encourage interaction with people on Union Road and add vibrancy to the street.

- G73-81 Community Infrastructure
- G82-85 Temporary Activation
- G86-91 Interfaces

Not to Scale

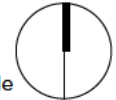


Figure 29: Vibrant Community Aspirational Plan



Future Directions - Vibrant Community



Guidelines

3.4.1 Community Infrastructure

- G73. Advocate for the change in use of 127 Union Road to complement the new plaza and contribute to the passive surveillance of the public realm.
- G74. Include integrated services (3-phase power, access to water etc.) for a range of events.
- G75. Free wi-fi is to be publicly available within the plaza to encourage occupation.
- G76. Integrate smart charging points into street furniture (for example).
- G77. The new open space is to include opportunities for outdoor dining that are not privatised.
- G78. An amphitheatre space is to be incorporated into the new plaza that is suitable for hosting community events (such as the music festival) whilst also useable for daily function.
- G79. A public screen may be considered within the plaza for community use where it does not affect the safe operation of the rail.
- G80. Interactive public elements could be incorporated into the plaza (such as a seed library or food pantry).
- G81. All new public spaces must consider Crime Prevention Through Environmental Design (CEPTED) in their design and function.



G74



Figure 30: Include integrated services (3-phase power, access to water etc.) for a range of events (Ella McDonald)

G75



G77

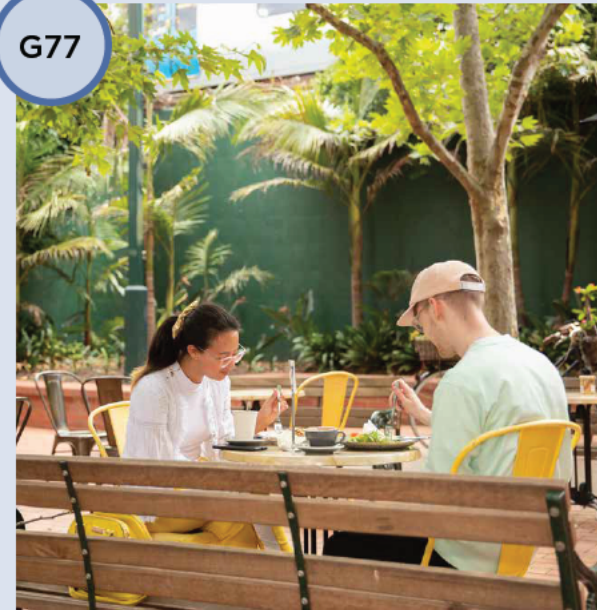
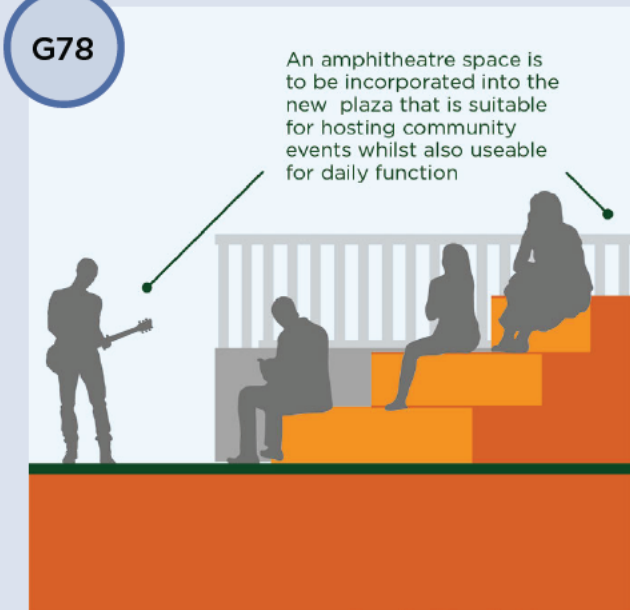


Figure 31: The new open space is to include opportunities for outdoor dining that are not privatised - Maling Road (BCC)

G78



Future Directions - Vibrant Community



3.4.2 Temporary Activation

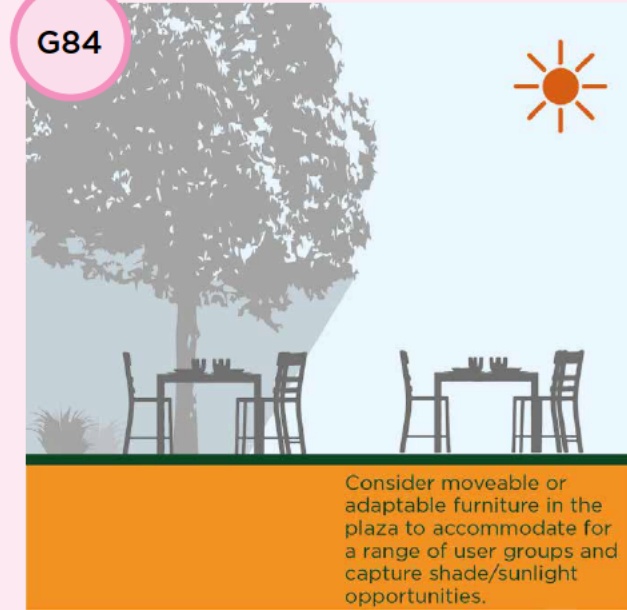
- G82. Provide suitable space for approved local businesses and community groups to showcase products or services within the public environment. This will likely require curated event management.
- G83. A weekly market to occur within the new plaza space. (Note unencumbered public access through the space is likely to be required during any event mode unless otherwise approved).
- G84. Consider moveable or adaptable furniture in the plaza to accommodate for a range of user groups and capture shade/sunlight opportunities. (Note moveable furniture may require additional storage or event management on site for when not in use).
- G85. Consider events within station car parks out of high peak parking times to encourage temporary activation.

G83



Figure 32: A weekly market to occur within the new plaza space (Lat27)

G84

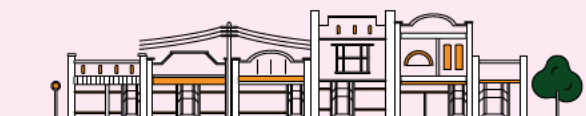


Consider moveable or adaptable furniture in the plaza to accommodate for a range of user groups and capture shade/sunlight opportunities.

G85



Figure 33: Consider events within station car parks out of high peak parking times to encourage temporary activation - Winter Village, Federation Square car park (Urban:List)



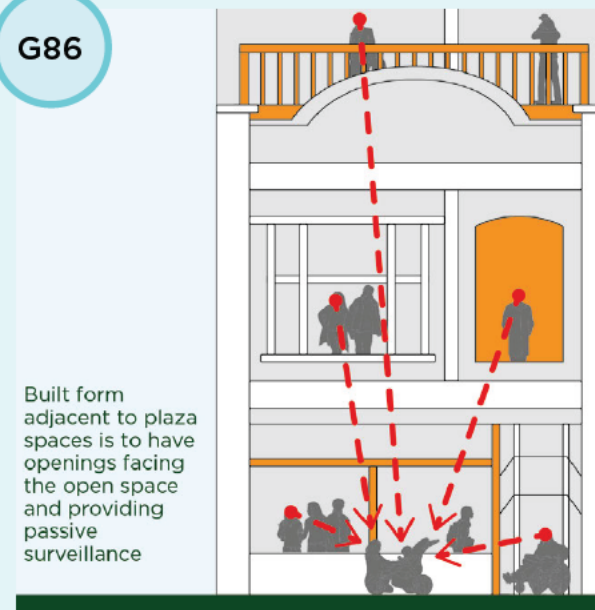
Future Directions - Vibrant Community



3.4.3 Interfaces

- G86. Built form adjacent to plaza spaces is to have openings facing the open space and providing passive surveillance.
- G87. Corner lots are to address both Union Road and the side street as a primary frontage except where built form is directly adjacent to the plaza space where the primary frontage will be the plaza interface.
- G88. Ground level frontages of development are to maintain a 75% transparency of materials to provide visual permeability.
- G89. Developments along Zeplins Lane are to incorporate space for waste collection and other services within the built form and concealed from view.
- G90. Upper levels of development along Zeplins Lane should be setback to maintain the intimate environment of the laneway.
- G91. Future redevelopment of the Neighbourhood Centre is to provide an active interface with Zeplins Lane and the Council carpark and continue to allow pedestrian access off the laneway.

G86



G87



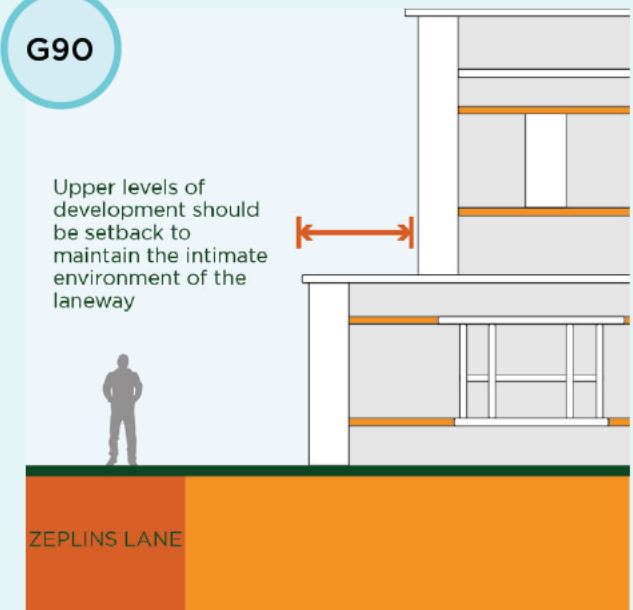
Figure 34: Corner lots are to address both Union Road and the side street as a primary frontage - Union Road (Ella McDonald)

G88



Figure 35: Ground level frontages of development are to maintain a 75% transparency of materials to provide visual permeability - Union Road (Ella McDonald)

G90



4.0 Staging



Staging

4.1 Indicative Staging Strategy

The adjacent plans show the suggested staging over a number of years with elements nominated as either short, mid or long term.

Stage 1 - Level Crossing Removal Project, 2021-2023 (short term)

- Lowering the train line into a trench under Union Road and delivery of the new station
- Provision of open space works to the north and south of the rail trench and additional decking (subject to funding)
- Upgrades to Bedford Avenue and both the northern and southern train station car parks
- Construction of Mont Albert Road to Union Road section of Box Hill to Hawthorn Strategic Cycling Corridor

Stage 2 - Department of Transport, mid 2020's (mid term)

- The delivery of the Box Hill to Hawthorn Strategic Cycling Corridor requires further discussions between the community, the Department of Transport, Boroondara and Whitehorse Councils to determine the best possible outcome for all stakeholders
- Provision of the Sunbury Crescent (or alternative) section of the Strategic Cycling Corridor
- Detailed design and delivery of the Surrey Hills Shopping Centre Improvement Plan (SCIP) (Boroondara City Council)

Stage three - City of Boroondara, mid to late 2020's (long term)

- Zeplins Lane and associated Council car park upgrades

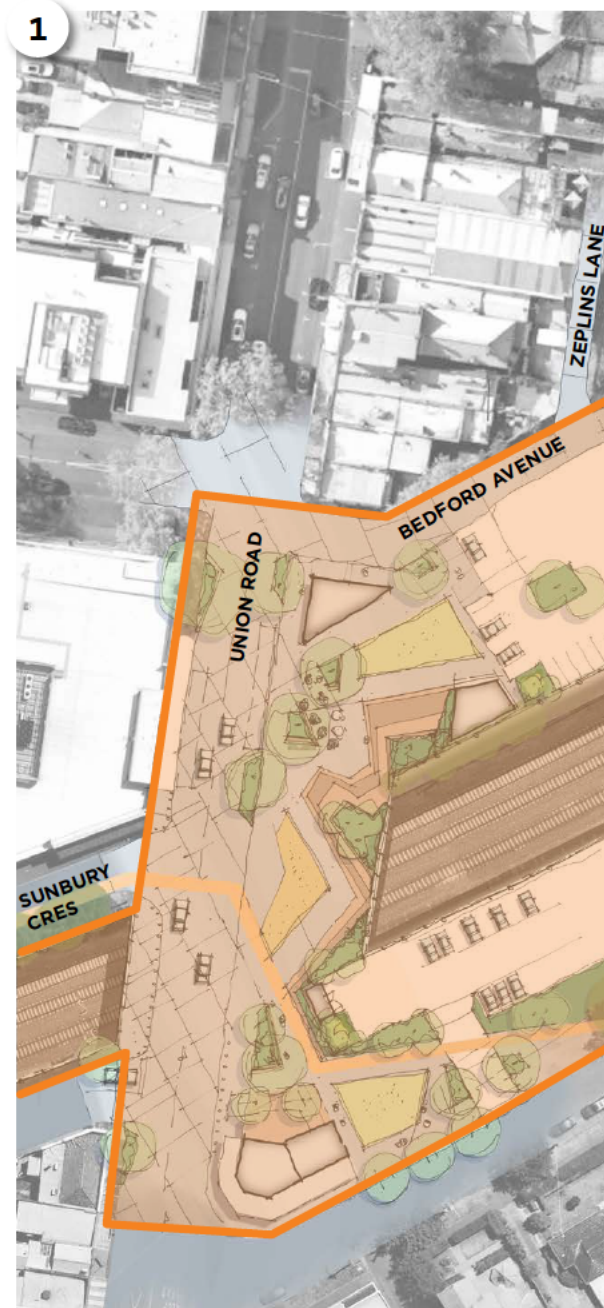


Figure 36: Short Term Staging Plan



Figure 37: Mid Term Staging Plan

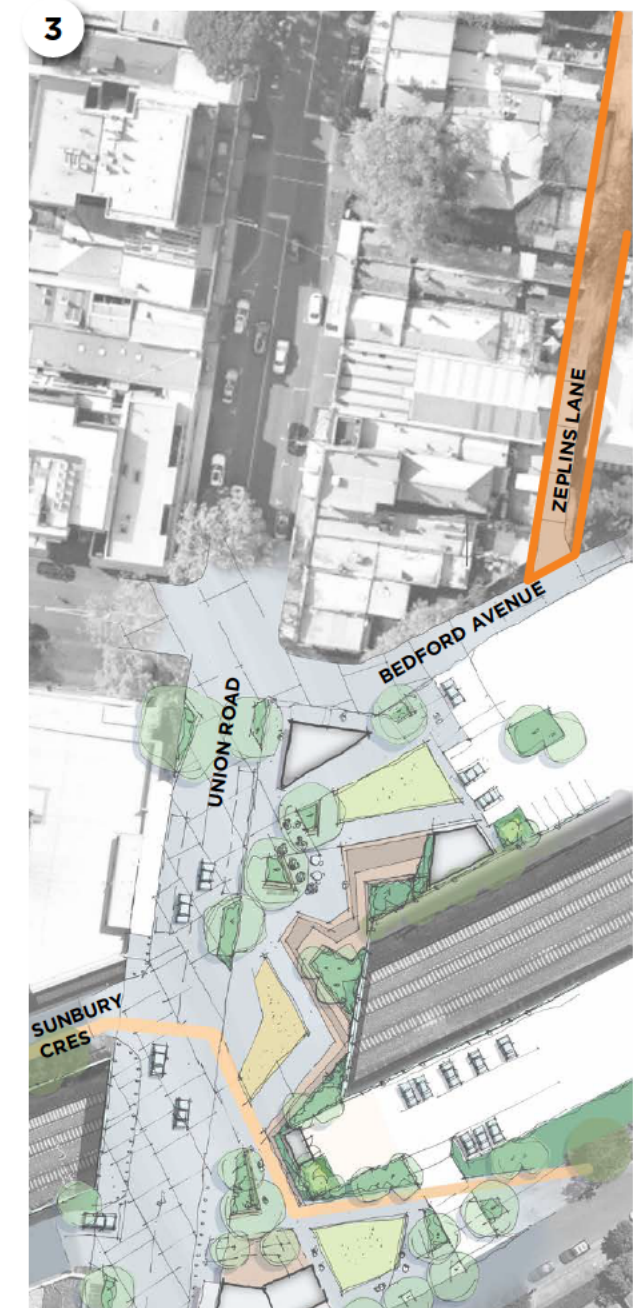


Figure 38: Long Term Staging Plan

Appendix

Glossary

Amphitheatre – an open-air venue used for entertainment and performances that provides casual seating.

Cantilevered structure – a rigid structural element that extends horizontally and is supported at only one end. Typically it extends from a flat vertical surface such as a wall, to which it must be firmly attached.

Car sharing – is a model of car rental where people rent cars for periods of time as needed, minimising the need for private vehicle ownership.

FOGO – food organics and garden organics waste that is re-used as compost in gardening.

Interface – The characteristic of the transition between a site and its adjacent spaces, land uses and structures. It may be 'active' when it creates significant engagement between the spaces, 'inactive' when it stifles it or a barrier edge, such as a fence.

Passive surveillance – The incidental overlooking or informal surveillance of an area often resulting in improvements to vitality and safety. This includes the interaction between activities within a building and out on the street through the provision of entrances, clear and operable windows, balconies, and active uses.

Permeability – The extent to which surfaces permit or restrict the movement of water into the earth – natural surfaces tend to be highly permeable whereas synthetic materials covering surfaces are more restrictive, sometimes causing water to flood in heavy rain events.

Primary frontage – The dominant side of a building where entries, windows and balconies should be prioritised. It is normally facing the main street, where visual or physical engagement between activity in the street and the ground and first few levels of the building should occur.

Ride sharing – an arrangement in which drivers of usually privately owned vehicles offer rides to passengers through a network and for a fee, minimising the need for private vehicle ownership.

Setback – The horizontal distance between a building line and the lot boundary, another building line or any other relevant marker.

Urban Heat Island Effect – The localised heating effect caused by elements in urban settings that retain and radiate heat from solar radiation. Surfaces such as darker pavements, walls and roofs, and unirrigated grass, retain heat and radiate it back into the environment, resulting in localised higher temperatures.

Water Sensitive Urban Design – Specific design measures that integrate and manage the Urban Water Cycle through collection, treatment and reuse, to reduce environmental impacts and improve recreational and aesthetic outcomes.

Wayfinding – The act of navigating an area within the built environment. Legibility, sightlines, sensory cues and signage all aid wayfinding.







Lat37 Studio
PO Box 400
Flinders Lane VIC 8009
03 9119 1519

