

**FUTURE MELBOURNE (CONNECTED CITY)
COMMITTEE REPORT**

Agenda Item 5.3

SWANSTON STREET NORTH PROPOSED TRAM PLATFORMS

5 April 2011

Presenter: Geoff Robinson, Manager Engineering Services

Purpose and background

1. The purpose of this report is to seek endorsement of a Department of Transport (DoT)/ VicRoads *Think Tram* proposal for the installation of tram platforms, compliant with the Commonwealth *Disability Discrimination Act (DDA) 1992*, in Swanston Street, between Victoria Street and Grattan Streets as shown on the functional layout plans and associated works annexed to this report as Attachment 2.

Key issues

2. VicRoads conducted an extensive consultation process on the proposed works which is discussed in more detail in *Key Issues Attachment* (refer to Attachment 3). The consultation process elicited strong objections from the owners of Arrow on Swanston serviced apartments, to the proposed platform tram stop between Victoria and Queensberry Streets.
3. Negotiations between VicRoads and Arrow on Swanston are at an impasse with Arrow's management continuing to oppose the tram platform installation. The opposition to the proposal is primarily due to the need to change Arrow's waste collection point from their building's Swanston Street frontage, between Cardigan Terrace and Cornell Place, to Cardigan Terrace. This issue is discussed in more detail in Attachment 3.
4. Apart from the Arrow on Swanston apartments, there is a high level of support for the platform stops and tram improvements in Swanston Street between Franklin and Grattan Streets as evidenced in VicRoads' *Swanston Street Proposed Tram Improvements-Franklin Street to Grattan Streets Community Consultation Outcomes Report* annexed to this report as Attachment 4.
5. The design and location of these stops will have no impact on the City of Melbourne's proposed four new platform stops south of Franklin Street.
6. The proposal has been assessed by management and it aligns with Section 3 of Council's *Transport Strategy 2020: Moving People & Freight*, which supports improvements to pedestrian amenity and safety and access to public transport.
7. Overall revenue losses from the removal of 30 metered parking spaces necessary to facilitate the installation of the widened DDA compliant platform tram stops is estimated to be \$87,000 per annum.

Recommendation from management

8. That the Future Melbourne Committee:
 - 8.1. note the consultation outcomes undertaken by VicRoads; and
 - 8.2. endorse the construction of the proposed paired tram platform stops in Swanston Street, between Victoria Street and Queensberry Street and between Lincoln Square North and South, and associated infrastructure as detailed in the attachments to the report.

Attachments:

1. Supporting Attachment
2. Functional layout plans
3. Detailed Key Issues
4. VicRoads Community Consultation Outcomes Report

SUPPORTING ATTACHMENT

Legal

1. Legal advice will be provided as required in respect to the proposed tram platforms.

Finance

2. The installation of tram priority works including the construction of the platform tram stops will be carried out at no cost to Council.

Conflict of interest

3. No member of Council staff, or other person engaged under contract, involved in advising on or preparing this report has declared a direct or indirect interest in relation to the matter of the report.

Stakeholder consultation

4. Consultation was conducted entirely by VicRoads. Full details of the consultation process are shown in Attachment 4.

Relation to Council policy

5. The tram priority works in Swanston Street, including the construction of DDA compliant platform stops between Franklin and Grattan Streets, as proposed by DoT/ VicRoads accord with:
 - 5.1. Section 3 of the *City of Melbourne Transport Strategy 2020: Moving People & Freight*. The policies in this section include:

“Council supports the construction of (platform) tram Superstops, avoiding any further loss of tram stops in the CBD and a strong preference for intersection stops where possible; and

“Council will partner transport providers and the Victoria Government agencies to improve amenity, safety and access around transport stops....”

Environmental sustainability

6. The implementation of the tram priority measures and the construction of the DDA compliant platform tram stops will extend universal access to and further promote sustainable forms of transport such as walking, cycling and the use of public transport, as well as improving pedestrian amenity and safety in areas of high pedestrian and tram passenger usage.



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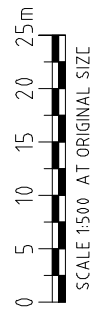
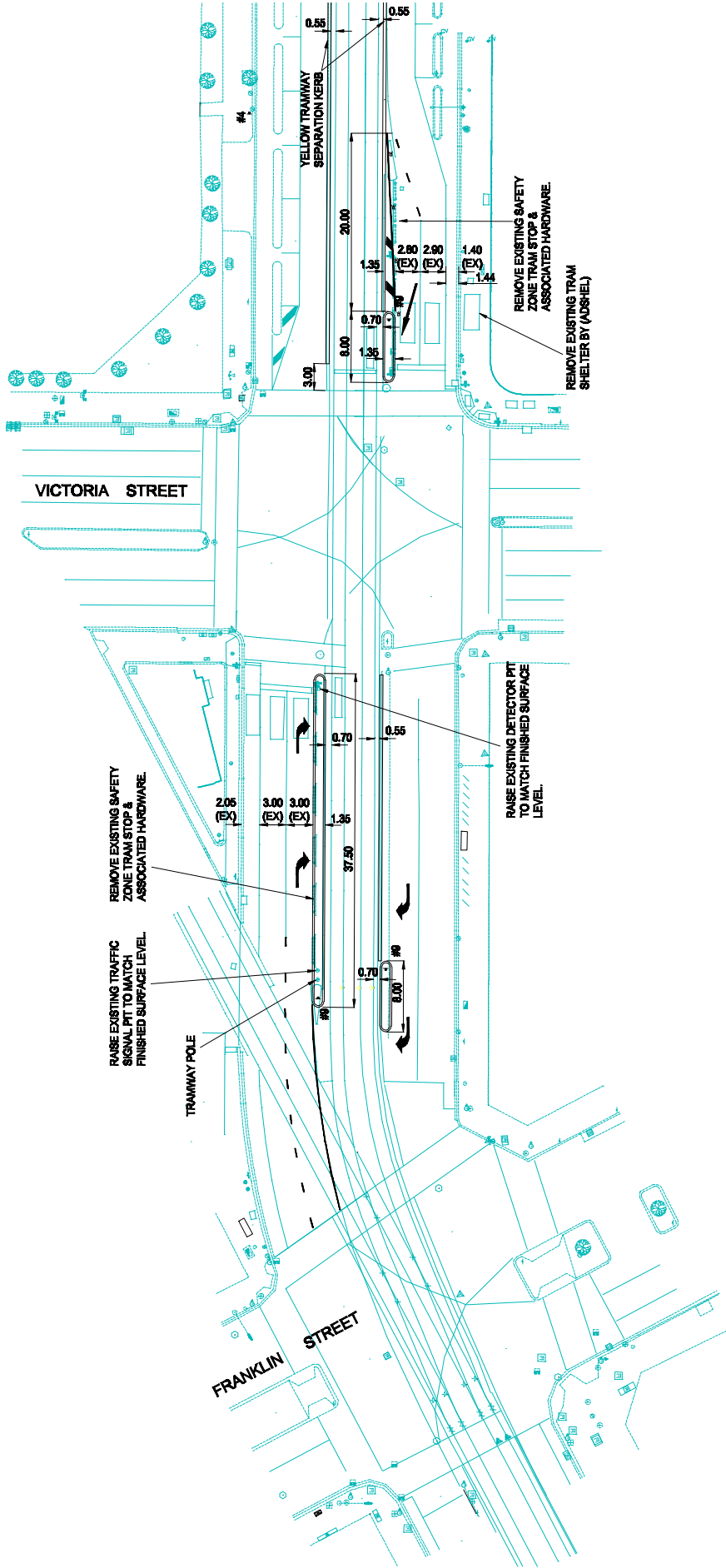
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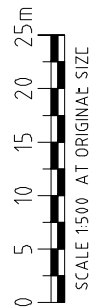
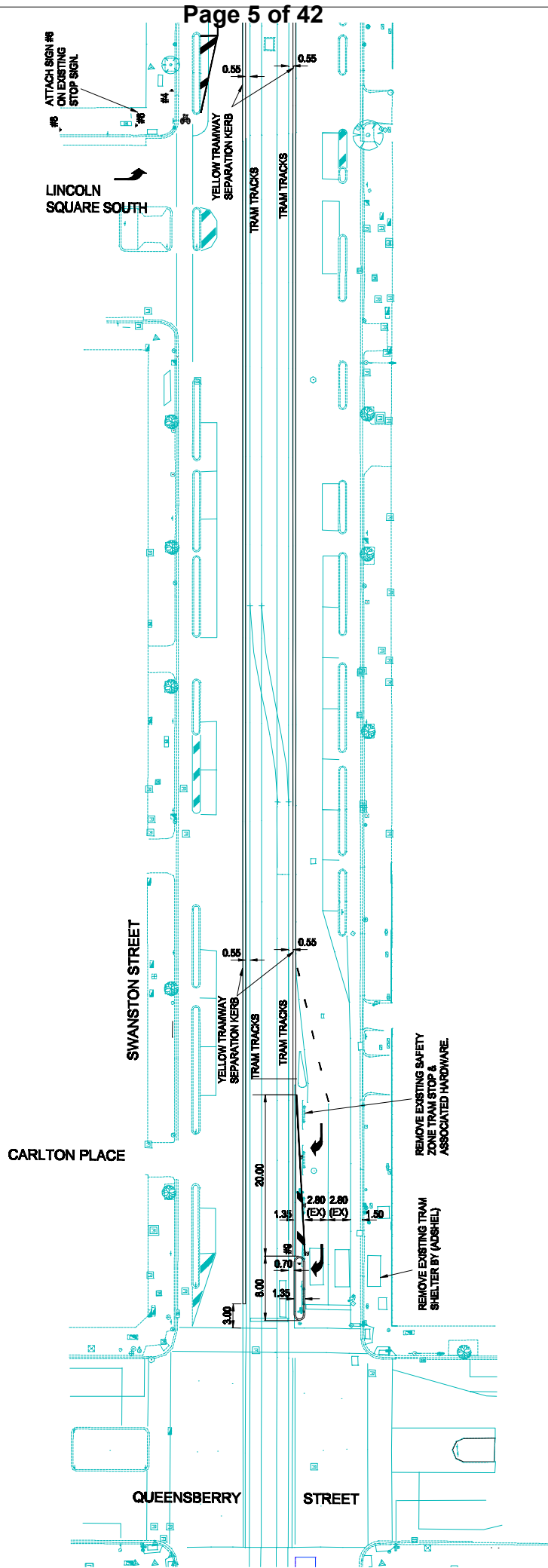
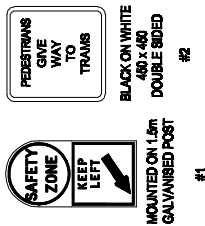
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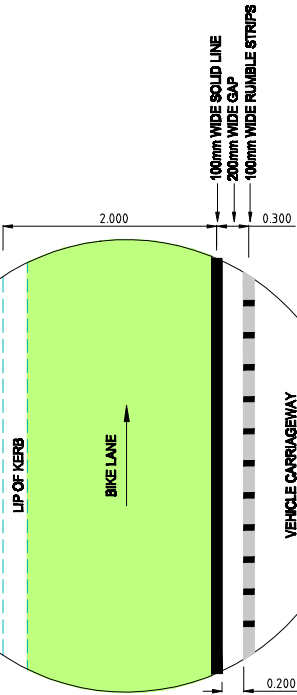
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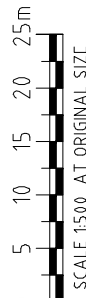
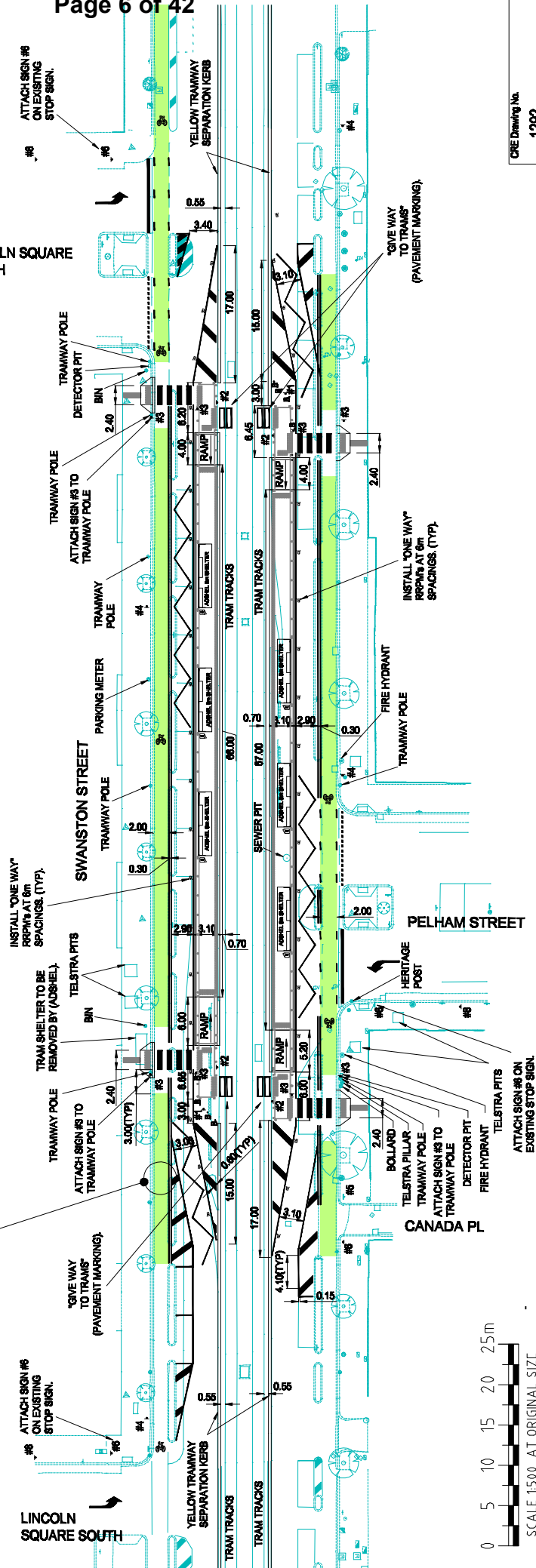
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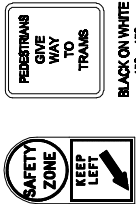
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TRAM INFRASTRUCTURE SWANSTON STREET NORTHERN TRAM STOPS OVERALL LAYOUT								
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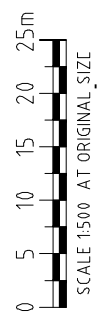
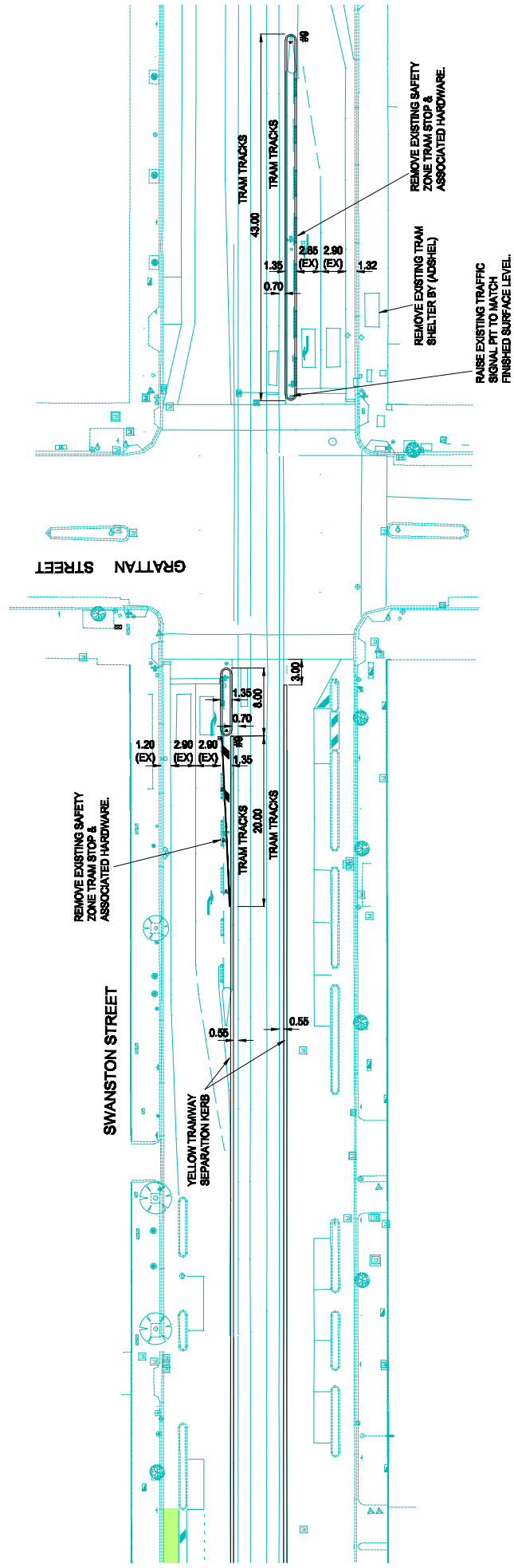
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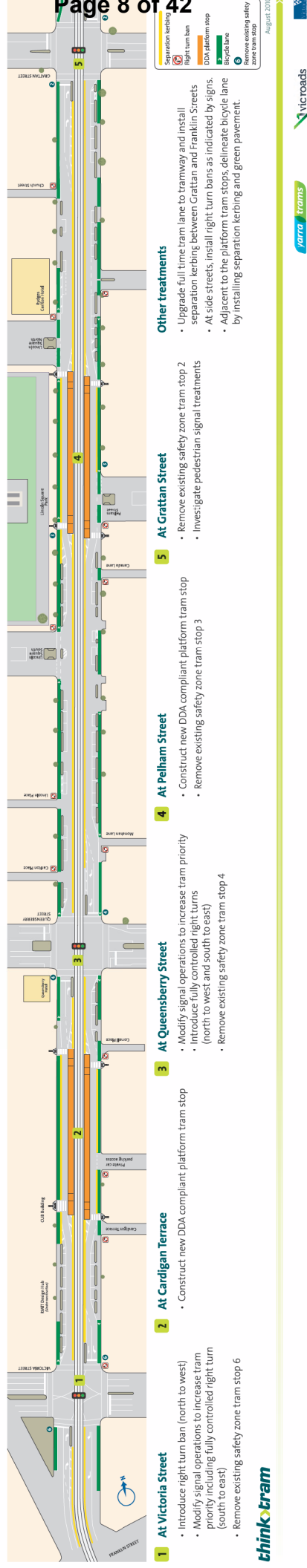


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Swanston Street Proposed Tram Project – Franklin Street to Grattan Street, Carlton Tram Route 1, 3, 5, 8, 16, 64, 67 & 72



KEY ISSUES

Detailed Design Treatments

1. The treatment adopted by DoT/ VicRoads for this section of Swanston Street, includes:
 - 1.1. Construction of two paired platform tram stop arrangements, one between Victoria and Queensberry Streets, and the other between Lincoln Square North and South;
 - 1.2. Removal of four existing standard tram safety zones;
 - 1.3. Installation of a Tramway from Franklin to Grattan Streets (to improve tram travel time and reliability by keeping vehicles off the tram tracks and prohibiting right turns and U-turns across the tram reserve);
 - 1.4. Restrictions on access at side streets (turns will be limited to left in and left out);
 - 1.5. A right turn ban from Swanston Street into Victoria Street (north to west); and
 - 1.6. A right turn ban from Swanston Street into Franklin Street, (south to east).

Detailed Stakeholder consultation

2. VicRoads has advised that its community consultation process on the Swanston Street north tram priority and DDA platform works commenced on 23 August 2010 and concluded in October 2010. The process included:
 - 2.1. mass distribution of information bulletins with feedback forms to residences and commercial properties along Swanston Street and surrounding properties,
 - 2.2. three local community information sessions,
 - 2.3. meetings with more than 50 businesses along the section of Swanston Street in question,
 - 2.4. newspaper advertisements, and
 - 2.5. information about the Swanston Street tram improvements was also outlined on VicRoads' *Think Tram* website.
3. VicRoads received 110 responses with 83 supportive of the project, 14 supportive to a degree and 13 not supportive of the project. The responses included seven from businesses expressing concern about the loss of parking for customers/ clients between Victoria and Queensberry Streets and eight comments about the removal of the physically separated bicycle lanes adjacent to the proposed platform tram stops.

4. In response to the public consultation and feedback, and following discussions with the Engineering Services branch, VicRoads made modifications to the initial design as follows:

Stakeholder	Comments	Design Response
Arrow on Swanston Serviced Apartments 478-488 Swanston Street. The building is located on east side of Swanston Street in the block between Queensberry and Victoria Streets. Arrow's frontage extends between Cardigan Terrace and Cornell Place.	<p>Arrow's management does not support the platform tram stop proposal due to its effect on:</p> <ul style="list-style-type: none"> The building's existing waste collection arrangements. The current approved location for the bin pick up area are the on-street parking bays adjacent to the building's Swanston Street frontage. These parking bays are located alongside the traffic islands that form part of the Swanston Street Copenhagen treatment that extends past Arrow's frontage. The Swanston Street North tram platform project will see these parking bays and traffic islands removed. The bicycle lane past the proposed platform tram stops will be retained with separation (from traffic) achieved by linemarking including the use of Vibraline. Parking loss, specifically the loss of pick up/ set down area for guests arriving at the building's (Swanston Street) entrance. 	<p>To address these issues, it is proposed to:</p> <ul style="list-style-type: none"> Relocate Arrow's bin storage from Swanston Street to a designated area along the building's side boundary on the north side of Cardigan Terrace. These works would also include the grinding of an area of the bluestone pitchers (which form the lane's surface) in order to more easily wheel the bins into this storage area. The designated bin storage area will be kept clear of Arrow's fire emergency door on Cardigan Terrace, in accordance with Building Code requirements. <p>It is also proposed to designate the south side of Cardigan Terrace as a No Stopping area to prevent parked vehicles interfering with both waste collection vehicle access and also traffic accessing the RMIT parking garage located off the north-south leg of Cardigan Terrace. Currently this location is unrestricted and attracts long term parkers. It is proposed to install a No parking area in Swanston Street, immediately south of Cardigan Terrace, to cater for the pick up/ set down needs of both Arrow and adjacent businesses.</p> <p>Notwithstanding the above, the management of Arrow on Swanston continue to oppose the proposed changes to the building's current servicing arrangements.</p>
Construction Forestry Mining and Energy Union (CFMEU) Head Office 500 Swanston Street (between Victoria and	The CFMEU's premises are located on the corner of Swanston Street and Cornell Place. In its response, the CFMEU were concerned about the loss of two	It is proposed to establish three quarter hour spaces in Cornell Place, opposite the northern frontage of the CFMEU's premises. The CFMEU has offered

Queensberry Streets	quarter hour parking spaces outside their premises that are regularly used by visitors.	no objections to this alternative.
Rydges on Swanston Hotel 701 Swanston Street (cnr Lincoln Square North).	The hotel's management is concerned that the proposed Tramway in Swanston Street will prevent customers from performing U-turns to access the hotel's front entrance.	It is proposed to install turn restriction traffic information signage at the Swanston/ Grattan and Swanston/ Bouverie Streets intersections to assist motorist access to the hotel. Rydges management are supportive of the signage proposal.

Detailed Background

5. Swanston Street is a major public transport spine within the central city, catering for nine tram routes. Information from Yarra Trams indicates that:
 - 5.1. With average peak hour frequencies for trams ranging from 50 seconds during the AM peak and 90 seconds in the PM peak and patronage generating 55 million passenger trips annually on Swanston Street North, (between Melbourne Central and the University of Melbourne) it is the busiest tram route in the world;
 - 5.2. With an estimated 9,330 driver/ passenger daily motor vehicle trips on Swanston Street North, (equating to 3.4 million annual driver/ passenger motor vehicle trips) tram passenger trips outnumbers motor vehicle trips by a ratio of 16:1. During the AM peak hour this section of Swanston Street carries 579 cars and 331 bicycles.
 - 5.3. An average of 11,700 passengers board and alight trams in Swanston Street, at Victoria and Queensberry Streets on a daily basis, which equates to almost 2 million passenger loading movements annually. Therefore the proposed platform stop between Victoria and Queensberry Streets, which will cater for two trams in each direction, will significantly improve tram passenger safety and amenity, as well as improving the efficiency of tram operations by reducing tram dwell times at the stop.
 - 5.4. The location of the proposed platform stop between Victoria and Queensberry Streets was also selected on the basis of studies indicating that the optimal spacing between tram stops in the central city is 200 metres and outside the central city it is 400 metres. Therefore a spacing of 300 metres was adopted for the proposed Swanston Street stops. The location of this stop is also integrated with the City of Melbourne's proposed new platform stop between Franklin and A'Beckett Streets, as part of it's redevelopment of Swanston Street and the existing University stop between Grattan and Faraday Streets. The distance between these two tram stops is approximately 920 metres, requiring two platforms to be built to achieve the desired 300 metre spacing between stops.
 - 5.5. The proposed platform stop between Victoria and Queensberry Streets will cater for the surrounding high-rise residential developments and the substantial demand expected to be generated by the redevelopment of the former CUB site to residential, commercial offices, educational and retail use. It should also be noted that a significant proportion of the 412 apartments at Arrow on Swanston are occupied by foreign university students.
 - 5.6. The platform stop between Lincoln Square North and South will cater for growing student/residential patronage generated by the expansion of the Melbourne University campus and multi-storey residential developments in the Lincoln Square Precinct;

6. The Swanston Street proposal is one of a number of future tram priority projects aimed at making tram travel the preferred mode travel around the City of Melbourne and the inner suburbs.
7. DoT and VicRoads considered various treatments for this section of Swanston Street, including the installation of island platforms similar to the University Stop in Swanston Street between Grattan and Faraday Streets and in Flinders Street at Swanston Street. This option was discarded due to the cost of the necessary track relocation (approximately \$500,000) and the fact that the tram tracks in this location were in very good condition.
8. The proposed platform tram stops, which will replace four existing standard tram safety zones, will significantly improve passenger storage capacity and safety, as well as general amenity through the provision of tram shelters and lighting. The platforms will also serve to calm traffic flow in Swanston Street in the vicinity of the stops. Experience with platforms installed within and on the outskirts of the Central city is that traffic speed in the vicinity of the tram stops is reduced to approximately 30km/h. The lower speeds have led to a reduction of pedestrian collisions at sites where platforms have replaced standard tram safety zones. A study undertaken by the Institute of Transport Studies in 2010 found that platform tram stops resulted in a reduction of 53% in accidents when compared with standard tram safety zones. The main three accident types that were reduced (in frequency) were motor vehicles/tram passengers, trams/ tram passengers and motor vehicles with tram stops.
9. It should also be noted that the proposed platform stop between Lincoln Square North and South will replace a standard tram safety zone near Pelham Street which has uncontrolled access for tram passengers. Council has, in recent years, received numerous complaints about the safety of pedestrians at this stop, following the recent construction of many nearby multi-storey residential developments.
10. The installation of the proposed tram platforms will require the removal of some existing traffic islands used to create the physically separated bicycle lane treatments at the nominated locations. It is proposed to maintain bicycle lane separation past these platforms using a combination of a 'Vibra-line' roadmarking alongside a solid white line. A green asphalt overlay will also be applied on the bicycle lane at the proposed tram stop locations, as shown on the functional layout plans in Attachment 2. This type of treatment which has been developed by the City of Melbourne has proven very successful in ensuring cars keep out of bicycle lanes where physical separation is not possible due to site constraints.
11. The traffic signals at the intersection of Swanston Street with Franklin Street, Victoria Street, Queensberry Street and Grattan Street will be modified to improve tram and pedestrian movements

Detailed Key Issues

12. In developing the Swanston Street North platform tram stop proposal, DoT/ VicRoads *Think Tram* considered the impact of various tram stop configurations have on:
 - 12.1. road safety,
 - 12.2. achieving improved tram travel times across the network,
 - 12.3. passenger walking distances,
 - 12.4. overall tram travel and walking time for tram passengers,
 - 12.5. motor vehicle circulation and access,
 - 12.6. loss of on-street parking spaces and meter parking revenue,
 - 12.7. DDA requirements (eg gradient of road pavement),
 - 12.8. passenger amenity,
 - 12.9. vehicular access to abutting properties,

12.10.impact on cyclists;

12.11.urban design, and

12.12.cost benefit ratio.

13. The paired platform tram stop arrangement has been chosen by Yarra Trams for the two proposed stops in order to minimise the impact of their 'footprint' in the street. To cater for high tram volumes on Swanston Street, the stops will have an overall length of 80 metres which is made up of 66 metre platforms and the necessary DDA compliant ramps. Therefore the paired stop arrangement minimises the footprint to 80 metres. A staggered arrangement would result in a significantly longer footprint and a greater parking loss. The proposed paired arrangement also allows for the installation of two linked Zebra Pedestrian crossings at each site which provide multiple access/ egress points for tram passengers as well additional controlled crossing points for the general public wanting to cross the full width of Swanston Street. As stated previously the construction of island platform stops was discarded due to the additional \$500,000 cost associated with track relocation works.
14. VicRoads has advised that consultation with the emergency services was included in its communications strategy for this project and that they offered no objections to the proposed platform tram stop arrangements.

Impact of tram priority works and construction of platform stops on parking

15. The installation of the proposed platform tram stops will result in the following parking changes:

15.1. Swanston Street between Victoria and Queensberry Streets

A net parking loss of 25 spaces, comprising 22 metered parking spaces and 3 short term pick up/ set downs spaces. The pick up/ set down space losses have been mitigated by converting metered parking to short term parking to cater for the pick up/ set down needs of Arrow on Swanston and other businesses in the immediate area. An additional pick up/ set down parking space has also been created in Cornell Place, opposite the CFMEU's office.

15.2. Swanston Street between Lincoln Square North and South

A net loss of 16 parking spaces, comprising 8 metered spaces, 6 resident priority spaces and 2 pick up/ set down spaces.

Swanston Street proposed tram improvements

Franklin Street to Grattan Street

Community consultation outcomes report

21 January 2011



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1. Executive Summary

This report provides a summary of consultation and community feedback received in response to the proposed tram priority treatments on Swanston Street between Franklin and Grattan Streets, Carlton.

Consultation with key stakeholders and the local community was undertaken over a period of six weeks from 23 August to 4 October 2010.

110 individuals or organisations submitted feedback regarding this proposal.

Community opinion is mainly supportive of the proposal.

Key issues raised through consultation are outlined in Sections 7-9 of this report.

2. Introduction

The Swanston Street North tram improvements proposal is one of a number of future tram priority projects aimed at transforming Melbourne's tram network into a modern light rail service, making tram travel the preferred way to move around the inner suburbs and the City of Melbourne.

3. Proposal Details

This project aims to improve safety and tram travel times along the Swanston Street with benefits extending through to the St Kilda Road tram corridor.

Swanston Street is a major public transport spine within the central business district of the City of Melbourne. There are nine tram routes (routes 1, 3, 5, 6, 8, 16, 64, 67 & 72) which currently travel along Swanston Street, servicing some 55 million passenger trips annually.

Average tram frequencies are as high as one every 50 seconds in the AM peak hour and 1 per 1 ½ minutes in the PM peak hour.

Various tram priority treatments have been considered for this location by the Department of Transport (DOT) and VicRoads, with the following proposed treatments being consulted upon with the Swanston Street community:

- Construction of two pairs of platform tram stops.
- Removal of four existing safety zone access tram stops.
- Installation of a Tramway.
- Access at side streets restricted to left in – left out movements.
- A right turn ban at Victoria Street and at Franklin Street when travelling south.

4. Consultation Objectives

- To provide identified stakeholders and the local community with information about the proposal throughout the consultation period.
- To gather and monitor community perceptions and opinions.
- To manage enquiries and concerns and respond to queries as they arise throughout the consultation period (and beyond if required).

5. Rationale for project development

This proposal is part of the plan to improve safety and tram travel times along the Swanston Street tram corridor. It compliments the Melbourne City Council redevelopment plan for Swanston Street between Flinders Street and Franklin Street.

The proposal presented to the community outlined a number of benefits to local traders, passengers and other road users. These are outlined below:

5.1 Improving safety

Platform tram stops significantly improve safety for passengers and motorists. The proposed new stops will replace four safety zone access stops, providing more space, shelter and improved lighting for passengers. They also improve accessibility for people of all abilities and bring the stops in line with the Commonwealth Disability Discrimination Act (1992).

5.2 Improving tram travel times

Investigations of tram travel time along Swanston Street indicate improvements with quicker passenger pick up and drop off and fewer right turning vehicles.

5.3 Removing tram stops

The proposed works include the removal of four safety zone access tram stops (tram stops 2, 3, 4, 6) merging them into platform stops (tram stops 3 and 4) with improved passenger facilities, information and safety.

5.4 Bicycle Lanes

The bicycle lane will not be impacted by the construction of platform tram stops. To maintain car/bicycle separation, *Think Tram* will install profiled linemarking/rumble strips along the length of the platform stop.

5.5 Improvements to traffic signals

It is proposed that the traffic signals at Franklin Street, Victoria Street, Queensberry Street and Grattan Street will be modified to improve the tram/pedestrian movement. A right turn ban is proposed for Swanston Street north to Victoria Street west and Swanston Street South to Franklin Street East. Traffic signals with right turn arrows will be installed at some locations.

5.6 Installation of a tramway

A tramway is proposed from Grattan Street to Franklin Street. Tramways assist trams to keep moving by keeping vehicles off the tracks, banning right turns and u-turns across

the tram tracks. A tramway will improve tram travel time and reliability on Swanston Street.

6. Consultation and engagement activities

Community consultation on the Swanston Street proposal commenced 23 August 2010 and concluded in October 2010. Ongoing communications continue with the Arrow Group. Communication tools used to inform stakeholders included:

- **Mass distribution of information bulletin and feedback form**
Information bulletins containing information about the proposal. On 3 September 2010, 10,000 brochures were dropped into residential and business letterboxes along Swanston Street and surrounding area
- **Communicating with tram users**
3000 brochures were also distributed per week to three tram depots (the Brunswick, Glenhuntly and Malvern Tram Depots). This took place over a four week period. Posters inviting feedback were put up on Swanston Street trams.
- **Community information session**
Three information display sessions were held at the State Library of Victoria.
Monday 6 September, 11.30 - 2pm.
Monday 6 September, 4.30 - 7pm.
Wednesday 15 September 3pm – 7pm.
Engineers were available from *Think Tram*, Yarra Trams, City of Melbourne and DOT to answer questions and explain the details of the proposal.
- **Meetings with Traders**
Think Tram staff visited more than 50 businesses along Swanston Street over a three day period from 8-10 September. These visits involved meeting the traders to distribute the brochure, feedback forms, and large scale maps. It also provided an opportunity to explain the project and to answer questions directly. Many businesses were already aware of the proposal and had received the brochure on the weekend prior to visits. Several businesses were closed, however *Think Tram* staff delivered the brochure, under the door or in the letterbox of businesses. Large A3 maps and brochures were left with business owners. All business owners and managers were invited to contact *Think Tram* if they had any further questions regarding the proposal.

Some traders also wanted to discuss the commencement of construction (Jim Cosar KFC franchise owner, 743-751 Swanston St).
- **Information Packs**
Personalised letters/emails and copies of the information brochure, feedback forms were sent to the following recipients:

University of Melbourne

Rydges

Carlton United Brewery

Michael Tracey,
General Manager
Asset Planning
Tony Scrivener
David Waldren, Grocon

Department of Planning and Community Development	Adrian Salmon	On behalf of the Royal Women's Hospital site on Grattan Street (designers of RMIT Design Hub)
Sean Godsell Architecture	Hayley Franklin	
RMIT	Paul Mees	
	Darren McKee	
	Kevin McCarthy	
Department of Treasury and Finance, Land and Property group	Joe Rossello	DTF are currently preparing tender documents for the sake of the Royal Women's Hospital site on Grattan Street Manager
	Karen Frost	
	Scott Fennell	
Trinity College Foundation	Mark Jon	
City Baths	Chris Loader	
Bus Association Victoria	Jason Den Hollander	
Bicycle Victoria		

- Individual Meetings**
 Meetings with local stakeholders to explain the proposal in more depth took place with the following businesses at their request:
 - Rydges Hotel, Tony Scrivener, Hotel Manager, 701 Swanston Street.
 - Arrow on Swanston, 488 Swanston Street.
- Newspaper advertisements**
 Community advisory advertisements were placed in the Melbourne Times and Melbourne Leader over a three week period on the 23 August, 30 August and 6 September.
- VicRoads website**
 The proposal for Swanston Street Tram Improvements was outlined on the VicRoads website at www.thinktram.vic.gov.au. This landing page was connected to the VicRoads Road Projects and also the *Have Your Say* consultation pages. The page contained up-to-date information relating to the proposal. Maps were available electronically for download. Feedback forms were available and could be completed online via an external host page on Survey Monkey. All email correspondence was acknowledged by a return email.
- Social Media Monitoring** A
 Google alert was set up for Swanston Street trams. The proposal was discussed on 'Skyscraper City' – Melbourne Public Transport.

7. Consultation Outcomes

7.1. Submissions.

As at Friday 1 October 2010, there were 32 electronic submissions and 78 hard copy submissions received. (See Table 1: Submissions).

The responses included wide ranging feedback and comments from traders, organisations and individuals. See Appendix B: Community Comments.

Table 1: Submissions

	Completely Support	Mostly Support	Support to a limited degree	Not at all Support	Total
Electronic	13	14	5	0	32
Hardcopy	36	20	9	13	78
Total	49	34	14	13	110
Support	83				
	75.4%				

7.2. Website results

Between 15 August and 10 October 2010, there were:

-234 website visits, with an average 1.74 min spent on the page.

-53 down loads of the map.

It is worth noting that 64% of people who went to the page left without interacting (clicking link to download or survey).

7.3. Feedback Summary

Feedback indicates that 83 responses or (75%) feedback are supportive of the project.

Fourteen responses were supportive to a degree, and 13 are not at all supportive.

However, it needs to be noted that despite very wide circulation of information the relative number of responses is low. Only ten members of the community provided input at the three community consultation events.

7.4. Formal written submission

Arrow Group's formal submission was detailed about the impact of the Swanston Street Tram Improvements Proposal on their business. Consultants, O'Brien Traffic, prepared their submission. A summary of ongoing consultation with Arrow Group is included in Appendix C of this report. To date no final agreement has been reached with this stakeholder, however discussions continue with VicRoads, Melbourne City Council and Arrow Group to find an agreeable outcome.

8. Types of responses

83 respondents support or mostly support the proposal. Comments received from businesses, local traders and the community relate to specific aspects of the consultation and have been divided into 10 categories. (see Table 2 below).

8.1. Table 2: Comment Categories

Comment categories	Number of times issue highlighted
Reduced Access and right turn bans	20
Removal of car parking	7
Bicycle Lanes(reduced separation)	8
No need or benefit	10
Need for easy bus interchange	3
Elizabeth Street/Melbourne	4
Central/Swanston Street tram issues	
Need to improve tram terminus at Melb University	4
Traffic signals at Victoria Street need to be improved for better tram priority	4
Removal of Tram Stops (including City baths) Positive and Negative	13
Other – not part of this project.	6

8.3. Analysis of Comment Categories:

Reduced ease of access due to separation kerbing and right turn bans.

There were 20 responses disagreeing with the proposal as they were concerned about priority to trams being viewed as more important than easy access for car drivers.

Comments included:

- *"Our clients wouldn't be able to turn directly into our business."*
- *Loss of amenity from separation kerbing and having to drive around the block. "It will be inconvenient."*

Right and U-Turn manoeuvres across a wide and heavily trafficked street are complicated driving tasks. Banning these traffic movements improves safety for all road users on Swanston Street.

Removal of car parking.

There were seven comments about the removal of car parking. These were mainly centred near the proposed treatments between Victoria Street and Queensberry Street.

Comments included:

- "Most of our clients come from a long distance and car parking is important."
- Not enough car parking now and this won't help.

Parking surveys indicate that even with the proposed parking removal there is enough supply to accommodate the current peak parking demand.

Bicycle Lanes.

There were eight comments about bicycle lanes and the reduced separation of cars and bicycles. There was some concern about the decreased car/bicycle separation adjacent to the proposed platform stops to be replaced with a new form of physical separation. Comments included:

"The plans show a decrease in separation between the car lane and bicycle lane adjacent to the platform stops. This is bad. Please don't create anything similar to the situation for cycles at trams stops in the CBD where the bike lane disappears to a 15cm wide green strip. This is very bad. Reduce the level of service for cars increase it for cyclists."

Where the Copenhagen style separation treatment is being removed adjacent to proposed platform stops, it is being replaced with a 400mm wide treatment consisting of vibra-line and line marking. This form of bicycle/vehicle separation is already used throughout Melbourne City Council and has the support of Bicycle Victoria.

The introduction of a new Tramway as part of this proposal will improve safety and amenity for cyclists and pedestrians. The installation of a Tramway will prohibit right turning vehicle movements and will remove the potential conflict between cyclists and pedestrians and right turning vehicles.

The project will also investigate the possibility of providing pedestrians and cyclists with an advanced start at signalised intersections. This improves safety for these vulnerable road users by allowing them to establish themselves at the intersection ahead of turning traffic.

Cyclists favour the existing Copenhagen style treatments. The two cyclists who attended the information session made it clear that they didn't want decreased separation. Safety at these busy intersections is paramount.

No need or benefit.

10 comments were received suggesting that nothing needed to be done. Comments included:

- *"No benefit to tram users - no need to fix anything"*
- *"Nothing is wrong with the current setting and doesn't need fixing."*
- *"Platform stops don't benefit anyone".*
- *"Waste of my rates for little added value".*
- *"I can't see how the proposed changes can improve the tram travel time."*

Need for a bus Interchange.

There were three comments about the need for ease of bus interchange at Grattan Street. It should be noted that Department of Transport is investigating a modification of bus routes in order to facilitate easy tram/bus user interchange at the Pelham Street platform tram stop.

Elizabeth Street / Melbourne Central.

There were four comments relating to the need to 'fix' this area with an improved platform tram stop. These comments do not form part of this project.

Need to improve tram terminus at Melbourne University.

There were also four comments relating to the need to 'fix' this area with an improved platform tram stop. These comments do not form part of this project.

Traffic signals at Victoria Street.

There were four comments about the need to improve the traffic signals for trams and pedestrians at Victoria Street.

Removal of tram stops on Swanston Street North.

Mixed feedback was provided regarding the removal of stops and the distance between the proposed new stops. There may be a lack of understanding regarding the length of the proposed platform stops and a perception that the stops will be much further apart. One response assumes that the stops will be a distance that takes 10-15 minutes to walk.

Other community responses.

There were several misunderstandings and confusion of this project with the proposed City of Melbourne redevelopment of Swanston Street. There was also mention of the need for a platform stop at Franklin Street to support the increasing numbers of passengers accessing the City Baths, Aldi and the Queen Victoria Markets and the perception was that this location was part of this project proposal.

Comments included:

"There will be no tram stop for people coming from Aldi/market and we will have to get across Victoria Street to catch a tram (when in fact there will be a new platform tram stop as part of the City of Melbourne's redevelopment of Swanston Street at Franklin Street from July 2010."

"With the removal of tram stops we will lose the stops to go to the hospital." (The Royal Women's Hospital is a site managed by Department of Health and Department of Treasury and Finance.) These departments are currently developing plans for the future of the site, however it will no longer be a "health site". The closest tram stop for the Dental Hospital is tram stop 1.

9. Specific issues/further considerations

9.1. Further study:

There has been some modification to the initial design in response to public consultation and feedback. All modifications have been developed in close consultation with the Melbourne City Council. These are outlined below:

- Stakeholder:** **Arrow on Swanston** (student and other accommodation).
Location: 488 Swanston St.

Arrow advised that their daily bin collection and part of their guest drop off/pick up takes place from the parking bays located on Swanston Street immediately in front of their building.

The proposed Swanston Street tram project would see these parking bays removed and converted into a traffic lane adjacent to the proposed platform stop located between Cornell Place and Cardigan Terrace.

To address this issue it is proposed to establish Arrow's bin collection area in Cardigan Terrace and to establish a NO PARKING area on Swanston Street immediately south of Cardigan Terrace for guest drop off/pick-up.

Further discussion with three adjacent shop owners regarding the NO PARKING area. is pending resolution with Arrow. Consultation with Arrow to date has not resolved their issues.

- **Stakeholder:** **CFMEU**
Location: Corner Swanston St and Cornell Place

CFMEU advised that the two ¼ P parking bays on Swanston Street outside their building are used regularly by CFMEU members and visitors.

The proposed Swanston Street tram project would see these parking bays removed and converted into a traffic lane adjacent to the proposed platform stop located between Cornell Place and Cardigan Terrace.

To address this issue it is proposed to establish three ¼ P parking bays in Cornell Place right next to the CFMEU front entrance.

CFMEU have not objected to this proposed solution. Consultation still needs to be had with one local shop owner.

- **Stakeholder:** **RYDGES – hotel accommodation**
Location: Corner of Swanston St and Lincoln Square North

Rydges advised that some guests arriving by car do so by making a U-TURN across Swanston Street to arrive at Rydges' front entrance.

The proposed Swanston Street tram project proposes a Tramway to be established on Swanston Street disallowing U-TURN movements.

Rydges are concerned that this may make access to their hotel difficult for some of their guests and requested hotel directional signage to be placed at the intersections of Swanston Street/Grattan Street and Swanston Street/Bouverie Street.

To address this issue it is proposed to erect traffic directional signage at the above two intersections. Rydges have not objected to this proposed solution.

10. Conclusion

A total of 110 responses to this proposal were received over the 45 day consultation period. Stakeholder and community opinion about the proposal is mostly supportive with the exception of Arrow on Swanston. Two main areas of concern emerged through the consultation process:

- **Parking and unloading** -there are specific issues as they relate to Arrow on Swanston.
- **Limited access**-there is some concern that the installation of a Tramway and right turn bans will limit ability to turn across Swanston Street.

11. Recommendations

The following actions are recommended:

- That the outcomes of consultation outlined in this report be considered by City of Melbourne in recommending a preferred course of action; and
- That *Swanston Street Proposed Tram Improvements - Community Consultation Outcomes Report*, January 2011, is provided to the Minister for Roads and Public Transport for noting by VicRoads.

Appendix A: Swanston Street North Tram Improvements Proposal

Swanston Street Proposed Tram Project – Franklin Street to Grattan Street, Carlton Tram Route 1, 3, 5, 6, 8, 16, 64, 67 & 72



Appendix B: Community Comments

Comments (in order of receiving)

* Great plan

* Against removal of Stop 7 in front of the City Baths (but really means stop 6) due to 1. Heavy use by RMIT; 2. Students, shoppers from local premises - Aldi and Victoria Market; 3. Hotel IBIS

Danger to pedestrians trying to cross Victoria Street from the Super Stop (CUB Building Site) to RMIT, shops, market, hotel.

* The current signal sequence and timing to cross Victoria St is barely sufficient for able bodied persons. For those with disabilities (such as myself) and those with baggage or shopping jeeps. Crossing will take longer and therefore impossible during the current "walk signal".

* Against removing tram stop 2. see email

* That's great.

* No. I live in 538 Swanston St, new stop is too far from my home. Off street parking will be removed, causing huge inconvenience. Not only parking, there will be no more space for cars to load. Should not build such tram stop on the narrow Swanston Street. Please do not build the tram Stop 4

* It's safer for passengers, pedestrians (crossing the road) and even drivers.

Improves the time taken to travel on tram and also other vehicles. However, from the proposed, drivers driving along Swanston street will not be able to turn right to Victoria Street. It's not convenient as its a major intersection and many users turn there.

* How are the platform stops accessed from the footpath? Will lights, pedestrian or full traffic lights be placed at each end of the platform stops?

* How is movement from one side of the platform stop to the footpaths on the opposite side provided for? Will there be access through the new development on the old CUB site?

* A lane or an alleyway to provide easy access to the platform stop between Victoria and Queensberry Streets. If not, moving the stop close either end would be more convenient. Victoria Street would be better as it appears that the next stop to the south along Swanston Street is at La Trobe Street.

* I think less tram stops will be more efficient. I am concerned about getting out my driveway and competing or being watchful of all the pressure in Swanston Street i.e. pedestrians, bikes, cars and trams. However, I don't think this proposal will improve or worsen the current situation.

* It will increase the walking distance of one place to another. The platform could be longer since it is a busy tram line or improve the platform on the original tram stop.

* Do not support the "No Right Turn" at Swanston & Queensberry Streets

* Good intention to improve on tram travel time, safety and accessibility. Unfortunately the new platform stops are not adequate. For instance, if I were to buy a trolley full of groceries from the QV Market, I'll have to walk much further to get to the tram stop (very inconvenient), especially as I see a lot of elderly people dragging their trolleys to the stops. Now that you're making them walk further, some businesses ie food outlets on Grattan St will probably receive lesser patronage because it is annoying and frustrating to be dropped off as close to the shops as possible.

* On the urban planning scale, the scheme looks wonderfully efficient. However, on a personal one-on-one level, it is a pain and frustrating to have to walk further lengths to our destination especially on wet, rainy days. It would probably put people off using trams because it is not convenient. Tram fares are not cheap so I do expect to be dropped off as close as possible to where I need to go.

* Good intentions does not always provide good, humane solution. Think about the demographic of people using the tram services, usually the elderly who need convenience and on a very low income or trying to save and make ends meet. The plan does not provide a very worthwhile trip for the price we are paying for, nor does it provide adequate service to the residents nearby.

* Strongly oppose to the separation kerbing between Grattan Street and the proposed superstop adjacent to Lincoln Square. There are three large apartment buildings on the east side of Swanston St, all of which have their sole ingress/egress access ways directly off Swanston St. The separation kerbing means that residents who have a car - and there's many of us, will not be able to travel west unless we drive some distance south to do so.

* Being limited to left in left only will generate additional vehicle traffic in local side streets such as Pelham St, Cardigan St and Grattan St for me and others to return home or leave for work. It is more appropriate to put openings in the separation kerbing opposite those three access ways to these large apartment developments.

* To date we have had the Copenhagen bike path imposed on us WITHOUT ANY CONSULTATION and is proving to be dangerous to drivers entering and leaving our apartment building at 668 Swanston St. The addition of the separation kerbing will be a major restriction on our right to access our homes on a daily basis.

* Have witnessed many vehicles (taxis and light passenger vehicles mostly), making wide u-turns across the tram rails, even in the vicinity of side streets from which vehicles might turn out at any moment (eg side streets around Lincoln Square).

Furthermore, pedestrians around Lincoln Square have to watch out for traffic from at least FOUR directions when crossing the road to the southbound tram stop (bicycles and cars from right, cars from Pelham St, cars turning right into Pelham St etc). There is simply too many criss-crossing of traffic flows at the side streets and tram stops. The separation kerbing is an excellent idea to enforce unidirectional traffic.

* It was a nerve-wrecking experience for me to sometimes not know whether turns are allowed across tram rails, when I rented a car and drove for a day. Even as an international student from a country with driving on the left (like Australia), the rules for turning at busy junction with tram rails make driving an anxiety-inducing affair, not to mention its danger. I would suggest extending the tram project to parts of Elizabeth St as well.

* My loading bays will be removed. Can you put another two to replace on the other side of the lane at Cardigan Terrace?

* Improved safety

* Help the disabled

* Easy access for customers and safer stops

- * Improve tram speed
- * Improve pedestrian safety
- * Preserve bike lanes
- * It would be helpful to extend the bike lane further down Swanston St, to Franklin St and beyond
- * Do not support the removal of Stop 3, this is my stop and I don't support this change as it adds an additional 500 metres each way to the next stop & time - not pleasant in the rain or walking in heels
- * Waste of my rates for little added value
- * This would be a change for the sake of change, rather than any additional benefit
- * Personally, I don't feel that the current tram stops (in the areas proposed for future improvements) are unsafe or inconvenient. I cannot see how the proposed changes can improve the tram travel time either.
- * While I do not drive a car, I feel that the proposed changes may only inconvenience drivers further. These new platform stops are also very close to the Melbourne University one and I am inclined to think that the changes may increase traffic and congestion rather than the intended decrease.
- * The proposed includes a right hand turn ban at Victoria St when travelling south. The map suggests a left hand turn being banned.
- * The distance between the tram stops are too far and it is inconvenient for people living in the area.
- * It defeats purchasing a travel ticket if passengers are still required to walk a 10-15 minute distance
- * Do not support the separation kerbing - will affect our business
- * Can you put in the break in the kerbing for u-turners. Many customers come from Queensberry St and wouldn't be able to turn in
- * Not much room at the old tram stops to deal with number of passengers
- * Concerns about bicycle lane
- * With the construction of a platform tram stop in front of *Arrow on Swanston* where I work, it may cause massive traffic in front of the building. It may render entry/exit from building impossible before/after office hours
- * Trams can be noisy and disrupt hotel patrons at night

- * Worried about turning into street
- * Worry about barriers, right turns, waiting for people to park ie obstacle, bicycle lane issues
- * They all drive rather than transport
- * Taking away the gateway to Lygon St - I lose exposure
- * Using the stops to go to the hospital (second reply)

Leaving the tram or crossing the street in the area is hard and dangerous. The proposal reduces a number of stops, but makes significant improvements in the remaining ones.

- * I encourage all things that lessen our reliance on motor cars
- * That would make getting on and off easier and it would definitely be a lot safer for us to get across to the tram stop. With the elevated platforms, it would prevent us from getting too close to the tram and tram tracks, reducing the probability of trams hitting passengers.
- * Hopefully these changes can be carried out promptly
- * Consolidating the tram stops is a good idea. There are too many stops that are very close together
- * Most of our clients come from long distances to attend appointments and are mostly elderly or have young children, thus car parking in the area is very important
- * The testing that we provide can also make the clients feel dizzy and unwell therefore tram travelling is not recommended

The current journey from Flinders St to North Carlton is painfully slow. Any way of improving the speed by reducing stops has to be good eg Stop 2 on the provided map is simply not needed.

- * There must also be more priority at traffic lights
- * Faster trams, prioritising public transport over cars
- * Still bike friendly
- * Good to be consulted and informed

- * Tram from the university going to the suburbs - what's the load of passengers?
- * There is no load ON and OFF till Franklin St, there is a load ON and OFF of passengers only from La Trobe St to Flinders St.
- * The light rail system sounds good but the turn around of trams from the Melbourne University should be taken into consideration
- * Tram Stop 7 needs to be retained. I live up Victoria St on that side and work up St Kilda Rd. There should be a tram stop near the City Baths, ALDI, RMIT etc
- * Great Idea
- * The entire track from Queensberry St to the Arts Centre should be elevated L.R, it would avoid delays associated with all roads. Open up the entire of Swanston St
- * Super Stations are a waste of money. I have already advised Melbourne City Council of this proposal and due benefits but as usual unlike Hong Kong and other progressive governments, nothing meaningful will happen in Melbourne with public transport
- * It is going to improve safety. All for it
- * Road will become narrow
- * Not enough room to manoeuvre cars
- * Buses unloading with luggage need to be accommodated
- * Garbage bins - where are they going to be moved to?
- * Bicycle lane is dangerous, can you move the tram stop
- * Put the tram stop closer to Victoria St, so we can still drive into the garage

* Somewhat - there are other areas on Swanston St that need uplifting ie Swanston & Bourke St

* High climbing up onto tram heading bothways at RMIT - needs platform there

* Yes Carlton area is a great idea to upgrade

* Tram stop exchange platform needs darker cover top protection from summer sun and winter rain (not a see through top), more seating, a water fountain for drinking

* Public phones

* Tram drivers to look before driving off - in many cases, closing the door on people whilst getting on

* Change the tone on new trams - pitch too annoying

* Disagree with tram stop removal

1. each current tram stop is very convenient and very valuable, especially for university students who are rushing from campus to campus within the short span of 5 minutes

2. the proposed removed tram stop is located at the traffic light. This removal is not going to improve travel time much because tram will stop at traffic light anyway

3. as trams at Swanston St are running at pretty adequate service at the moment, I would regret to see any of the current tram stops be removed

* Platform tram stops

1. While platform tram stops are good, I don't see much benefit when placed at Swanston St as the trams are frequent.

2. I would hope to see the tram tracker being installed in each tram stop instead

* I hope all funds that would be needed to carry this project be channelled to improving and adding the timetable of running trams instead, as there seem to be less and less running trams on Swanston St. The fact that a lot of trams suddenly terminated at Queensberry St is causing a lot of inconvenience as well. Thanks for enthusiasm in trying to improve Victoria Trams

* Sri Lanka born to become Australian Citizen - highly encouraged by the progress made by Australia. Australia stands very high in the list having worked in Qatar, Maldives, London and Dubai.

* Tram system in force is very good compared to Sri Lanka and most other countries. If VicRoads can improve this system further, it is to be congratulated. If further improved bike riders may opt to travel by tram

* Removing the tram stops will greatly improve travel time along Swanston St and is something real. Should have been done a long time ago

* Please let this plan not be watered down by people who complain about the removal of tram stops. This would just mean they have to walk an extra 50m to their closest tram stop

* Makes no sense to have so many more restrictions that car drivers have to comply with - adds no extra benefit but will cause more road congestion

* Proposed platforms - waste of money and cause more traffic congestion, bring little benefit to commuters

* Improved Safety

* Improved traffic flow

* Priority for traffic/public transport

* Since tickets can be used on any mode of Metropolitan Transport Service, the stops should be as close as possible for transfer. It is not logical to bring Grattan St tram stop "blocks away" as it will be utterly impossible to change to the bus (402 to Footscray) if one comes from St Kilda Rd or City

* Queensberry St stop should also be left where it is. A stop in the little triangle (Turkish Bath) should be built as it could serve Franklin/Victoria St and - if a Swanston St - Vic Market - or further down to either North Melbourne or zoo, a tram service will be established (or needed in the very near future). That stop will be very handy at the Turkish Bath to either transfer or if required, terminate (cut back) late running trams

* Have come to realised there are many stops close to each other

* Please plan properly to avoid traffic congestion

* Victoria St is one of the main arteries and so is Swanston St. I think the ban of no right turn from Swanston into Victoria is to be reconsidered. Provision should be made to be able to turn right there

* Can the tramway in front of CUB be situated a little closer to Victoria St as that is where the crowds are rather than Queensberry St

* Sounds like a great proposition, increased separation between tram and car traffic will vastly boost efficiency or traffic flow. More often than not, flow is held up by vehicles making left/right turns along Swanston St. Improvements in tram movement would reduce congestion on roads and entice more use of sustainable transport options

* Curious if there would be some provision for those passengers on one side of the platform to the other. Beside that everything else sounds good.

* Modernisation of our city improvement - well done

* Will improve travelling time

* Wheel chair access, easy loading pram etc

* It may be a semi-compulsory stop, no one will miss their tram

* It may avoid tram piling up

* Passenger safety and security

* Separating kerbing may avoid car accident and reckless u-turns etc

* Consider Queen Vic Market Patron, local/interstate and overseas access, new stop may be shifted near Victoria Street

* Consider providing "coloured" u-turns for taxi, emergency vehicles etc at Lincoln Sq north and south

* Replacing the stop at Grattan St with one at Lincoln Square would mean I had to walk a significantly greater distance to get to work.

* The convenience of trams (with regular stops) is that you can always get off right near your destination. Replacing these with super stops takes that away. Trams would then become just like buses or trains

* I generally support the proposal. My only concern is the prohibition of right hand turns from Swanston St into Victoria St

* With the proposed closure of Swanston St to cars at Franklin St, the option available to cars will be very limited. Turning right into Franklin St leads only as far as Queen St and then to more turns

* Has considerations been given to allowing hook turns from Swanston St into Victoria St? That will give cars an extra option while not impeding the trams.

* Time taken to travel between Melbourne Central and Melbourne Uni is made unnecessarily long through the proximity of stops to on another. These improvements should improve travel times along Swanston St.

* There seems to be no consideration to installing fencing between platform stops to prevent passengers from crossing the tracks. This should be mandatory from passenger safety

* Separation curbing at the moment for bicycles is great, but this needs to extend along Swanston St for most part, especially at the Melbourne University tram terminals

* At the moment, there are considerable delays for trams terminating at Melbourne University in peak. This may turn out to be resolved by increasing ground staff and clearing trams more quickly but it may be worth considering extending the length of the platforms

* I particularly endorse the idea of removing the tram stops at Swanston St/Grattan St. Since the super stop was built outside the university, this stop is unnecessary stopping here to let people on/off just slows the tram down.

* A platform stop at Lincoln Square is a great idea, and improves the access and safety for those using the stop

Construction of a new super platform stop, will mean the loss of short term parking spaces outside 500 Swanston St. All parking in the area is currently 2 hour parking. If this project goes ahead, based on the figures above, it is essential that alternative short term parking (maximum 30 minutes) be provided in Cornell Place. This is a great idea and will streamline the time it takes to get up to Melbourne University.

In theory improving public transport seems fine, but let's not forget that trams and their users are not the only considerations here. The spacing of the proposed tram stops maybe within specifications, but replacing four stops with two creates a much greater distance for commuters to walk. It is quite a heavily used tram route, and not all users are able to walk that extra distance. The removal of tram stop no. 2 is a major cause for concern. Not only is it heavily used by the Melbourne staff/students that utilise all the uni facilities, not on the main site, but it is also the "gateway to Lygon Street". Many people visiting Carlton by public transport use this tram stop to access Lygon Street (via Grattan). With my restaurant being located at this intersection. The impact on business would be significant. A large percentage of our guests are people who discover us as they're passing by. This is the case not only on Friday and Saturday nights, but even more so when there are major events happening in and around the city. Removing this access point takes away lots of passing traffic. They would cut through Pelham Street or Faraday Street instead. This tram stop also provides access to the hospital a couple of blocks west along Grattan Street. The proposal also includes restricting access at side streets to left in - left out. I'm hoping that this does not apply to all the residential car parks located between Grattan and Pelham Streets and beyond. It would create an almighty inconvenience if you could not head out in your desired direction.

see letter - also included in survey monkey

I do not support this project because the available information does not present a need for the proposed alterations. While it is true that removing stops will improve tram travel time, this is a general statement this is always true (for example removing all tram stops will greatly improve tram travel time, but will very much impact tram usability). To assess the merit of this proposal one would need to know.....

I... use the tram stop at Lincoln Square and find waiting for trams and alighting from trams very dangerous. Traffic keeps flowing and there often isn't enough space so passengers are jammed between the tram and traffic. I hold my breath many days watching accidents almost happen. Platform stops will make a huge difference to passenger comfort and safety and ability to quickly get on and off without being worried about traffic.

I live right above the said area and cross Swanston Street at Lincoln Square daily. I don't want a "superstop" with raised platforms that delays both vehicle and pedestrian traffic outside my home. Nothing is wrong the current setting, doesn't need fixing. Spend money on something else.

Further to our conversation I would like to advise that should the works scheduled go ahead, the hotel access will be compromised from private drivers. Taxi's VHA vehicles and buses. To that end I request signage to be placed at Cnr Grattan and Swanston heading south, Cnr Grattan & Bouverie St in both directions and Cnr Bouverie & Lincoln Square North directing hotel access. In regards to the removal of car spaces along Swanston, we too request this be reviewed given the shortage of on street car parking located in this area and the disruption this would cause for guests frequenting our hotel. I too would like to confirm that the car spaces located at the front of Rydges on Swanston along Swanston St are to remain as per advice from you.

Anything that improves the city's transit can only be a good thing. My main query is with the turning right proposal now not a lot of cars turn right? If so, where will they be able to now? The purpose of this is clearly to improve transit around Melbourne, the trams may benefit but will the cars pay the price?

Some of the distances of the existing tram stops are too short (esp City Baths stops is virtually redundant (tram stop 6 and 7). But also would like the signals at intersection to be adjusted to allow at least on tram on a otherwise red signal (tram signal) traffic green signal - turn filter signals - traffic ... signal tram green. T. All signals. This applies to all major roads. There wasn't enough information on bike lanes

So that tram travel becomes the best way to move around the inner suburbs. I largely support this, however, it would be a better, more environmentally, economic and socially sustainable....sentiment to state that walking and cycling should be the best way to move ...etc. Due to the short distances usually involved. Think bigger.

Reduce car/tram conflict, improve traffic flow by reducing turning options, consolidating tram stops and speeding up tram movement. I would like to see the section of Swanston Street between Victoria and Franklin in front of the baths closed to vehicular traffic. Due to the impending closure between Franklin and La Trobe streets of Swanston street, I believe that you would be better to force traffic elsewhere at Victoria Street than Franklin Street, reducing traffic in and around RMIT.

What you fail to realise again and again is that the problem with public transport cannot be solved by engineers. Infrastructure of trams, stops, ticketing systems are only one part of an integrated transport system. Coordination, timetabling, linking are in line with another - these are more crucial than the type of wheels we are travelling on. Ask Toronto and plan accordingly. Bring back conductors. The Myki system has already proven itself an expensive failure. Read a very Public solution by Paul Mees

It does as states in your brochures "improves passenger safety, improve tram travel time and makes it safer for bicycle users and vehicles."

Appendix C: Communication with Arrow Group.

The following is a summary of communication with the Arrow Group and their consultant O' Briens Engineering.

Think Tram has taken the following steps to address issues with them:

- | | |
|----------|---|
| 8/9/10 | As part of the 'trader visits', <i>Think Tram</i> visited Arrow on Swanston's premises to advise of the proposed project and upcoming public information session. |
| 15/9/10 | Arrow on Swanston attended the public information session with Deborah Donald from <i>O'Brien Traffic</i> (OT) who they have engaged to assist them. |
| 28/9/10 | <i>Think Tram</i> set up and hold a meeting with Arrow on Swanston at their premises to obtain further information and better understand their issues. |
| 30/9/10 | OT email Arrow's submission to <i>Think Tram</i> detailing their issues. Arrow on Swanston's issues in summary - <ul style="list-style-type: none"> • Waste bin collection; • Drop-off and pick-up of guests; • Pumping of fluids from grease traps; • Fire Brigade access/parking; and • Delivery of goods. |
| 1/10/10 | Closing date for public feedback. |
| 4/10/10 | <i>Think Tram</i> email OT to request further information about Arrow on Swanston's issues. OT email this information on 11/10/10. |
| 18/10/10 | <i>Think Tram</i> meet with Council to work on solutions in response to Arrow's issues. Priority issues include waste bin collection and guest drop-off and pick-up area. |
| 22/10/10 | <i>Think Tram</i> email OT with a modified proposal to address their priority issues. It is proposed that a new waste bin collection area be established in the adjacent Cardigan Terrace (a bluestone laneway) and a NO PARKING area be established immediately south of Cardigan Terrace for guest drop-off and pick-up. |
| 3/11/10 | OT email their response to the modified proposal and consider it to be 'unworkable'. Arrow is concerned with potential OH&S issues with wheeling bins over a bluestone surface and have safety concerns with garbage trucks reversing into Cardigan Terrace. No response is provided to the proposed new guest drop-off and pick-up area. |
| 22/11/10 | <i>Think Tram</i> meet with Council again to work on a solution to Arrow's issues. Council advise that garbage trucks reversing is not untypical, however a |

safety audit will be organised by *Think Tram*; a possible solution to any OH&S issues may be to make the bluestone surface smoother.

- 5/11/10 OT email *Think Tram* advising that grease pumping from Cardigan Terrace is not possible.
- 19/11/10 *ThinkTram* phone Arrow on Swanston's General Manager, Properties and Facilities. He advises that Arrow on Swanston's primary issue is the wheeling of bins by staff over a bluestone surface and that grease pumping from Cardigan Terrace is possible but not preferred.
- 19/11/10 & 22/11/10 *Think Tram* ask Arrow on Swanston for the contact details of their grease pumping contractor to better understand the pumping operation. The contact details have yet to be provided.
- 7/12/10 *Think Tram* draft a response and have asked Council for their approval before sending it to Arrow on Swanston. The response proposes the solutions as outline below:
- Waste bin collection – new collection area to be established in Cardigan Terrace and bluestone surface to be made smoother;
 - Drop-off and pick-up of guests – new better equipped, larger NO PARKING area to be established on Swanston St immediately south of Cardigan Tce;
 - Pumping of fluids from grease traps – to take place from Cardigan Terrace;
 - Fire Brigade access/parking – MFB advise there are no unusual issues; and
 - Delivery of goods – to take place from Cardigan Terrace.

Once Melbourne City Council approves this letter, it will be sent to Arrow on Swanston. Two weeks will be allowed for a response (the letter invites further feedback from Arrow). This response will be forwarded for Council's final consideration.