Report to the Future Melbourne (Transport) Committee

Agenda item 6.2

Elizabeth Street Strategic Opportunities Plan

21 May 2019

Presenter: Emma Appleton, Manager Urban Strategy

Purpose and background

- 1. The purpose of this report is to seek endorsement for the Elizabeth Street Strategic Opportunities Plan (the Plan) (Attachment 2), an exciting framework and vision to extend Melbourne's retail precinct and significantly transform the safety and amenity of the street to support economic prosperity.
- 2. The Draft Transport Strategy 2030 endorsed by the Future Melbourne Committee on 7 May 2019 outlines the City of Melbourne's policy directions for the next ten years with a vision for a city that is safe, liveable and prosperous for all Victorians.
- 3. Elizabeth Street is one of Melbourne's most significant city streets and plays an important role as the entrance to the central retail area, a key transport route with two interchanges and a popular pedestrian thoroughfare. The vision is to enhance its economic, social, transport and civic position within Melbourne's central city by improving the quality and safety of its' public realm and efficiency of transport interchanges. It provides a robust framework for streetscape improvements to enhance the pedestrian experience, achieve environmental resilience, and increase the economic prosperity of the street.
- 4. The Plan focuses on the area of Elizabeth Street between Flinders and La Trobe streets. Targeted stakeholder engagement sought feedback on the Plan and independent traffic modelling was completed to address key concerns raised. The traffic modelling confirmed the robustness of the Plan in balancing outcomes for street users. In addition, a 'pop-up' space at Elizabeth Street South over the 2017–18 summer season piloted some of the ideas included in the Plan.

Key issues

- 5. Elizabeth Street has a very active street environment accommodating an array of functions, activities and transport modes. With significant pedestrian volumes, the street is currently characterised by poor amenity and constrained walking space. Pedestrian flow is vital to the city economy with a 10 per cent increase in walking connectivity in the Hoddle Grid being equivalent to \$2.1 billion economic uplift.
- 6. The Plan outlines streetscape improvements that will enhance safety, amenity, resilience and accessibility with increased street tree canopy, feature planting, new places to linger and gather, dedicated cycle lanes and seamless public transport accessibility.
- 7. The plan proposes to reconfigure the street for pedestrian, bicycle and public transport priority as follows:
 - 7.1. In the blocks where there are tram stops, extend footpaths on both sides to create additional space for safer more accessible transport interchange and remove vehicular traffic.
 - 7.2. In non-tram stop blocks, extend footpaths to the tram tracks on the eastern side and remove all southbound vehicular traffic.
- 8. The traffic modelling results indicate traffic redistribution from the proposed vehicular closures will have an insignificant impact on the network. The current supply of on-street disabled and loading parking spaces will be retained in alternate locations on Elizabeth Street, ensuring private vehicle access to the city for efficient deliveries, servicing and for people who need to use a car is maintained.
- 9. Streetscape improvements are proposed be delivered in stages, commencing with Stage 1 in 2019–20, endorsed by Council in May 2017, with a capital budget of \$2.1 million. Delivery of Stage 2 is scheduled for 2021–22, with Stage 3 in 2026+. Project delivery will be co-ordinated, managed and communicated in respect to other major projects and private development in the area.

Recommendation from management

- 10. That Future Melbourne Committee:
 - 10.1. Endorse the Elizabeth Street Strategic Opportunities Plan.
 - 10.2. Authorises the Director City Strategy and Place to make any further minor editorial changes to the Elizabeth Street Strategic Opportunities Plan if required, prior to publication.

Attachments:

- 1. Supporting Attachment (Page 2 of 23)
- 2. Elizabeth Street Opportunities Plan (Page 4 of 23)

Supporting Attachment

Legal

1. Any permanent street closures proposed in the Plan will be subject to a public notice and submission process under section 207 and 223 and clause 9 of schedule 11 of the *Local Government Act 1989*.

Finance

- 1. There will be no costs incurred in FY18-19.
- 2. Delivery of Stage 1 is scheduled for early 2020. Pending Council endorsement of \$2.1 million draft capital budget late June 2019.

Delivery of Stage 2 is indicatively scheduled to start FY20–21, with Stage 3 post FY25-26. Both Stages 2 and 3 will be subject to Council Approval via the annual budgeting process.

Conflict of interest

3. No member of Council staff, or other person engaged under a 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. Targeted stakeholder engagement of the draft Plan has been undertaken with individuals, groups and government agencies. This has included transport agencies (Transport for Victoria, MMRA, VicRoads, Yarra Trams), emergency services (Victoria Police, MFB, Ambulance Victoria), RACV, Bicycle Network Victoria and residents, businesses and building owners who have an address to Elizabeth Street (Flinders Street to LaTrobe Street). The Draft Plan received positive responses for the footpath widening, tree planting and bicycle paths together with concerns about potential traffic impacts. In response, an updated traffic assessment of the proposed reconfiguration of Elizabeth Street including detailed SIDRA modelling was completed by consultants to address concerns raised. The assessment confirmed that the Plan will have insignificant traffic impact – Refer Attachment 3.

Relation to Council policy

- 5. The following Council plans and policies are relevant:
 - 5.1. Draft Transport Strategy 2030.
 - 5.2. Council Plan 2017–21 Goal 6 A Connected City specifically; 'An expanded pedestrian network, including wider footpaths to make the city more walkable and accessible.' and 'Safer on-and-off-street routes for cyclists to support Melbourne as a cycling city.'
 - 5.3. Council Plan 2017–21 Goal 8 A City Planning for Growth specifically; 'Champions design in buildings, streets and public spaces, as the basis of a healthy, safe and people-friendly environment.'
 - 5.4. Melbourne Planning Scheme's Municipal Strategic Statement (MSS), specifically clause 21.06-1 Urban Design:
 - Objective 5: To increase the vitality, amenity, comfort, safety and distinctive City experience of the public realm.
 - Objective 6: To improve public realm permeability, legibility and flexibility.
 - Objective 7: To create a safe and comfortable public realm.

Environmental sustainability

- 6. Increasing environmental resilience is a key objective of the Plan. Recognising Elizabeth Street is at risk of flooding during heavy rainfall events, a range of initiatives are included in the Plan that will upgrade resilience of our drainage infrastructure.
- 7. In addition the Plan will have positive environmental effects by providing additional landscape including trees and undergrowth planting on Elizabeth Street, alongside improving infrastructure of sustainable transport modes such as upgraded and expanding footpaths, dedicated cycle lanes and safer tram stops.

Health and Safety

- 8. This strategy seeks to have a positive effect on community health and safety with the following benefits:
 - 8.1. Wide footpaths that will expand pedestrian areas to accommodate the substantially increased pedestrian volumes.
 - 8.2. Increased space around tram stops to significantly improve passenger safety and accessibility, so it will be easier and safer to board and alight trams.
 - 8.3. Safe and well-illuminated zones through new street lighting and considered placement of street furniture and outdoor café seating.
 - 8.4. Dedicated bicycle lanes that support cyclist safety and better network connectivity.





A CONNECTED CITY

In a connected city, all people and goods can move to, from and within the city efficiently. Catering for growth and safeguarding prosperity will require planning for an efficient and sustainable transport network.

Acknowledgement of Traditional Owners

The City of Melbourne respectfully acknowledges the Traditional Owners of the land, the Boon Wurrung and Woiwurrung (Wurundjeri) people of the Kulin Nation and pays respect to their Elders, past and present.

CONTENTS

Introduction	04
Elizabeth Street today	06
The future vision	08
Achieving the vision	10
Streetscape opportunities	12
Preparing for change	18

Issue for Future Melbourne Committee - MAY 2019

Disclaimer

This report is provided for information and it does not purport to be complete. While care has been taken to ensure the content in the report is accurate, we cannot guarantee is without flaw of any kind. There may be errors and omissions or it may not be wholly appropriate for your particular purposes. In addition, the publication is a snapshot in time based on historic information which is liable to change. The City of Melbourne accepts no responsibility and disclaims all liability for any error, loss or other consequence which may arise from you relying on any information contained in this report.

To find out how you can participate in the decision-making process for City of Melbourne's current and future initiatives, visit **melbourne.vic.gov.au/participate**

A SIGNIFICANT STREET IN MELBOURNE'S RETAIL CORE

Elizabeth Street is one of Melbourne's most significant city streets. It is an entrance to the central retail area, a primary pedestrian thoroughfare, a key transport route and hosts a number of landmarks. This Plan provides a robust framework for streetscape improvements to enhance both the experience and economic viability of the street.

Introduction

The City of Melbourne is one of Australia's fastest growing cities, with the daily population in the municipality currently expected to increase from 911,000 today to 1.4 million by 2036. In parallel, there has been significant retail growth since 1985. Located in the retail core, the design and functionality of Elizabeth Street is critical to ensuring that Melbourne's retail and business centre continues to thrive.

This Strategic Opportunities Plan is focused on restoring Elizabeth Street's integral position as a central city retail street. It outlines a future plan for streetscape improvements that will enhance both the civic experience and economic viability of the street by improving amenity, safety and accessibility.

To establish this Plan we have engaged with key stakeholders, including residents and businesses who address Elizabeth Street. Traffic modelling has confirmed the robustness of the Plan and a summer pop-up space at Elizabeth Street South, between Flinders Street and Flinders Lane, piloted some of the key ideas.

This Plan provides a strategic framework for streetscape improvements. Detailed streetscape designs and further engagement will be undertaken during subsequent delivery phases.

Area of focus

The Plan focuses on the area of Elizabeth Street between Little Collins and La Trobe Streets. Implementation of streetscape improvement works to the southern end have been endorsed by Council in May 2017 and so we are now focusing on the northern end.



Image 1. Elizabeth Street is a significant civic and transport spine in the Central City.

Area of focus

Historical significance of Elizabeth Street

Elizabeth Street has played an important role in the history and evolution of the city. Over the past two centuries, the site of Elizabeth Street has gone through a marked transformation from a natural creek, at the low point of the central city, to a bustling city street in the retail core. Today it offers important transport connections to the north and hosts a number of landmarks and significant heritage buildings, including Flinders Street Station and the GPO.



Central axis to the 'Grid'

At the time of early settlement, Governor Bourke, accompanied by the surveyor Robert Hoddle, traced out the streets of the new township of Melbourne to a design known as the Hoddle Grid. Elizabeth Street was located along the central axis of the grid, right in the middle of the eastern and western parts of the township.



Key transport route

Into the twentieth century, Elizabeth Street became an important strategic transport connection, like Swanston Street. Today, Elizabeth Street continues to have an important multi-modal function allowing people to connect from Flinders Street and Melbourne Central stations to other areas by tram and on foot.



A natural creek line

Melbourne was settled on the land of the Kulin Nations, which continues to be a deeply significant place to it's Traditional Owners. Prior to British settlement, there was a natural water course named William's Creek that flowed into the Yarra. This is now known as Elizabeth Street.



Street of landmarks

As further european settlement continued, the central location of Elizabeth Street ensured a social and civic prominence with many historically important buildings and landmarks adorning its edges, many of these remain today, and include the GPO and St Francis Catholic church, one of Melbourne's oldest surviving buildings.



A retail destination

Elizabeth Street has long been an important commercial district. In the middle of the nineteenth century, it featured a variety and volume of hotels and shops with a notoriety akin to London's Oxford Street. Today it continues to be at the heart of the ever increasing central city, retail core.

ELIZABETH STREET TODAY

Elizabeth Street is an intensely active street environment, accommodating an array of activities and transport modes. However, it is currently characterised by poor amenity and constrained walking space, despite significant pedestrian volumes and public space needs in the area.

The Challenges

Congested access to trams and stations

The tram stops and transit interchanges at Flinders Street and Melbourne Central are some of the most congested parts in the city. New accessible tram stops were installed in 2013, however ever increasing user numbers have led to overcrowding, safety issues and also impact network efficiency.

Limited pedestrian space

The City of Melbourne's daily population has vastly increased over the past two decades, and many of the city's streets are unable to meet pedestrian demand. Pedestrian flow is key to the functioning of the city and vital to the economy. Current footpaths along Elizabeth Street are not wide enough for the number of pedestrians, resulting in overcrowding and poor pedestrian safety and circulation.

Lack of street trees and places to sit

There are currently a lack of spaces to pause or casually sit and take in the surrounds along Elizabeth Street. There are also entire city blocks, along its length that are absent of any street trees or other landscape. This has created a largely sealed, impervious setting, offering little environmental value or visual amenity to the city.



Image 2. Central City precinct of Elizabeth Street is Melbourne's retail and commercial heart.

Cluttered street environment

Tourism and retail are vital components of the City of Melbourne's economy. Welcoming streets attract people and economic activity to the city. Currently, Elizabeth Street is not as attractive as it could be, nor is it easy to navigate due to an abundance of physical elements and clutter in the street. The footpaths are muddled by signage, tram and light poles, services infrastructure and low quality street furniture.

Social and safety issues

There is a perceived safety issue along the southern portion of Elizabeth Street, near Flinders Street, particularly at night. There have also been numerous collisions along Elizabeth Street, with over 95 incidents recorded over a five year period, and around 45% of crashes involving either a cyclist or a pedestrian.

Dominance of vehicle roadway

Elizabeth Street is primarily configured as a vehicle thoroughfare, with almost half the street space being allocated to traffic and parking. Walking has been identified as the way the vast majority of people travel along Elizabeth Street, yet pedestrians have the least amount of space.

Flooding risk and substantial infrastructure

A large proportion of Elizabeth Street is at risk of flooding during heavy rain events. During Elizabeth Street's construction, the original creek was piped underground taking the form of substantial stormwater drains. The drains constrain where street trees and vegetation can be located along the street.

Obstructed landmarks and vistas

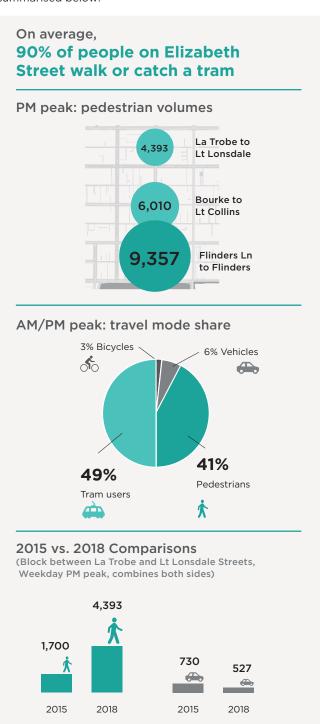
As a key entrance to the central city's retail area, Elizabeth Street is underwhelming. Important views to landmark buildings and vistas along this major street are obscured by narrow, crowded footpaths and street elements.



Image 3. In the 1970s, record rainfall flooded Elizabeth Street. Source: Herald Sun Image Library (1972).

Transport findings

Traffic analysis indicates walking and tram users are the primary transport modes and these modes are growing, while vehicle numbers are declining. Key findings are summarised below:



^{**} All diagrams are based on the findings in the Traffic Analysis Elizabeth St Report, Movendo, 2018.

THE FUTURE VISION

To celebrate and enhance Elizabeth Street as the core retail precinct in the central city by creating a greener, safer, people friendly street. Elizabeth Street will be a great city street, successfully meeting the many needs of the community, delivering economic, social and public health benefits. This strategic aspiration aims to achieve a balance in the movement and place function of the street and so is framed around three key themes:



People

Support social, creative, recreational and economic activity.



Transport

Create an efficient and safe public realm for walking, cycling and public transport.



Environment

Introduce more nature and foster healthy urban environments.



Image 4. Provide high quality public spaces and amenities such as new street furniture and lighting.



Image 6. Increase tree canopy cover where possible whilst integrating Water-Sensitive Urban Design measures.



Image 5. Complement the existing cycling network in the Central City with dedicated bicycle lanes for local connectivity.



Image 7. Ensure safe and efficient connections between trains and trams.

Streetscape objectives

These streetscape objectives draw inspiration from the historical significance of Elizabeth Street and respond to the various site challenges and future needs of our rapidly changing city. Distilled into a set of five objectives, their intent is to guide future planning and design.

People



Character

Elizabeth Street has a strong history, a distinct local character and a diverse mix of land uses and activities. This objective recognises the rich geographical and cultural heritage of the street over time and supports the diversity of people who use Elizabeth Street today and in the future.

Amenity

A high quality public realm will in the long term contribute to the social and economic vitality of the greater municipality. This objective aims to improve pedestrian safety and amenity through a well designed streetscape that provides upgraded paving, street furniture, planting and lighting.

01 Character

Create a unique, welcoming gateway to the retail core.

02 Amenity

Improve and expand public amenity through a high quality streetscape.

Transport



Safety

Much of the potential success of Elizabeth Street will depend on a shift in the way the street is currently utilised. This objective addresses the ease of movement along Elizabeth Street and the adequate apportionment of space to sustainable and efficient transport modes, such as walking, cycling and trams.

Accessibility

As a key transport route, featuring increasing user numbers, Elizabeth Street must improve the safety and accessibility of tram stops, provide network efficiencies, clear tram loading, maintain or enhance levels of service and facilitate better inter-modal connectivity between trams and train stations to support business operation and growth.

03 Safety

Prioritise pedestrians and sustainable modes.

04 Accessibility

Optimise tram efficiency and inter-modal connectivity.

Environment



Environmental benefit

This objective highlights the City of Melbourne's commitment to incorporating as much landscape infrastructure as possible throughout the municipality: to provide shade through increased tree canopy cover; increase biodiversity; and to implement a range of initiatives to minimise flooding risk during heavy rainfall events.

05 Environmental benefit

Increase environmental resilience.

ACHIEVING THE VISION

To achieve the vision, streetscape improvements are proposed including increased street tree canopy, feature planting, new places to gather and dedicated cycle lanes to improve the overall amenity and character of the streetscape.

Key actions

To simply portray how we can achieve an improved streetscape we suggest six strategic actions:

• De-clutter and rationalise infrastructure.

Remove obsolete cabinets, bins. Offer views to key buildings. Minimise commercial signage.

Enable pedestrian priority by limiting traffic in portions.

Maintain local access and servicing. Support place activation.

• Extend and upgrade footpaths.

New plazas, paving, lighting, street furniture. Creative elements to celebrate the former creek

• Increase trees and planting.

Provide more street trees and feature planting. Integrate flood mitigation measures.

· Provide bicycle lanes for local connectivity

Improve public transport access and efficiency. Improve pedestrian safety and tram stop access In the longer term, consolidate tram stops.

Streetscape opportunities

Streetscape improvements that will enhance the safety, amenity and accessibility of Elizabeth Street include increased street tree canopy, feature planting, new places to gather and dedicated cycle lanes to improve the overall amenity and character of the streetscape.

This Plan proposes to reconfigure the street for pedestrian and public transport priority, suggesting the following changes across two typical street conditions:

Tram stop blocks

In the blocks where there are tram stops, remove all vehicular traffic and extend footpaths on both sides to enable safe and efficient access to tram stops.

City blocks

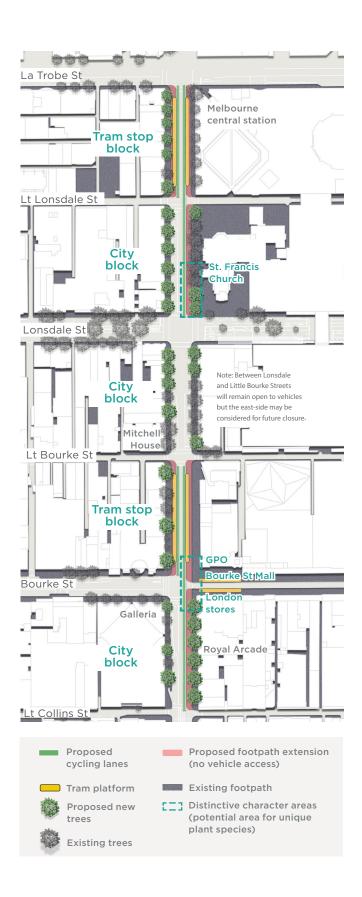
In remaining blocks, extend footpaths out to the tram tracks on the eastern side, removing all south lane vehicular traffic, to extend the pedestrianised areas along the edge of the retail core.



Image 8. Existing conditions on a typical tram stop block.



Image 9. Existing conditions on a typical city block.



Key benefits

The opportunities outlined in this Plan would deliver the following key benefits:

Character

 An enhanced streetscape appearance with less services/signage clutter, additional trees, new bluestone paving, street furniture and well integrated public art.

Amenity

- Additional places to sit and appreciate landmarks and an increased capacity for street activation.
- Widened footpaths that expand pedestrian areas of the retail core, accommodate substantially increased pedestrian volumes and allow for clearer views of key buildings.

Safety

- Increased space around tram stop to significantly improve passenger safety, provide conditions under which it will be easier and safer to board and alight trams and more direct intermodal connectivity.
- Safe and well-illuminated zones through new street lighting and considered placement of street furniture and outdoor café seating.

Accessibility

- Dedicated bicycle lanes that support local cyclist connectivity and attract more people to ride
- Continuity of the on-street disabled/loading parking supply and emergency service vehicle access.

Environmental Benefits

- Further planting to increase water infiltration and species variety in key locations to improve resilience of the urban ecosystem.
- Mitigation of overflow impacts upstream through the Elizabeth Street Integrated Water Management Plan to minimise flooding risk during heavy rainfall events.

Economic benefits

- Improved reputation and image of the area.
- Increased footfall, longers stays and more retail expenditure.

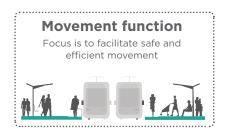
STREETSCAPE OPPORTUNITIES

Elizabeth Street tram stop blocks

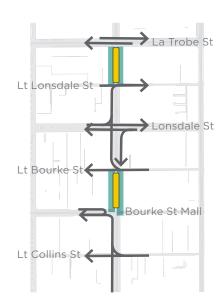
Tram stop blocks along Elizabeth Street will be enhanced by removing all vehicle lanes and extending footpaths on both sides to create additional space for safer transport interchanges.

Located between:

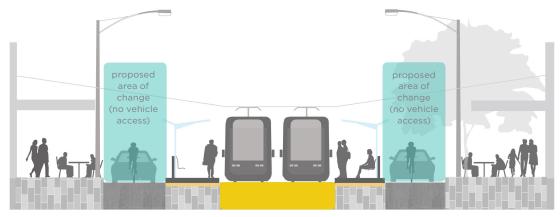
- La Trobe and Little Lonsdale Streets; and
- Little Bourke and Bourke Streets.





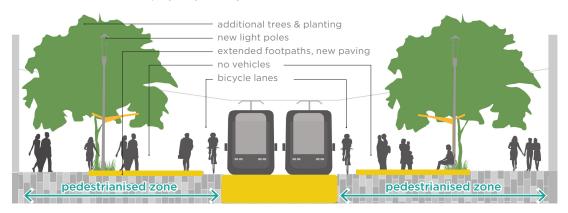


Existing streetscape cross-section



Proposed streetscape cross-section

Pedestrianise the tram stop by fully closing these blocks to vehicular traffic.



Note: These sections are indicative only, for the purposes of discussion. The final profile of the street will be determined following further engagement and full agreement with the State on overland flow modelling of capacities, best approach to design of the bicycle lane, accessibility for pedestrians and public transport users and integration with the streetscape.

Elizabeth Street city blocks

The remaining city blocks along Elizabeth Street have the potential to become great spaces for people that effectively expand the activity of the retail core. Pedestrianising the eastern side of the street by extending footpaths out to the tram tracks, removing all south lane vehicular traffic, will increase connectivity and provide opportunities for street trading and social interaction.

Located between:

- Little Lonsdale and Lonsdale Streets; and
- Bourke and Little Collins Streets.

Note: Between Lonsdale and Little Bourke Streets will remain open to vehicles but the east-side may be considered for future closure.

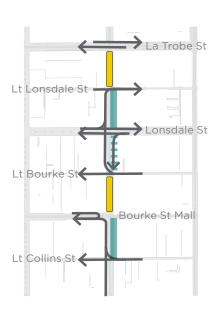


Legend Tram platform

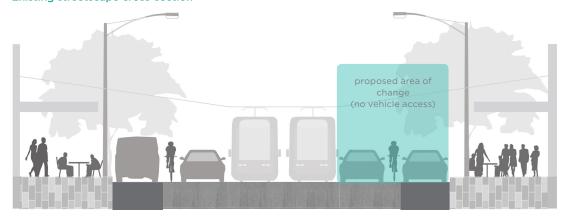
Proposed footpath extension (no vehicle access)

Future footpath extension

Maintained vehicle access

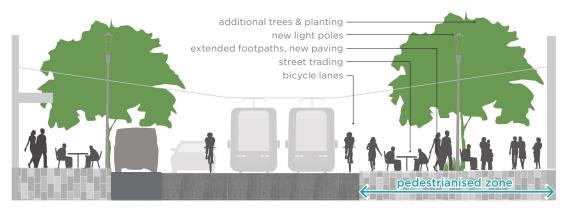


Existing streetscape cross-section



Proposed streetscape cross-section

Pedestrianise one side of the street by restricting vehicular traffic to the west lane.



Note: These sections are indicative only, for the purposes of discussion. The final profile of the street will be determined following further engagement and full agreement with the State on overland flow modelling of capacities, best approach to design of the bicycle lane, accessibility for pedestrians and public transport users and integration with the streetscape.

STREETSCAPE OPPORTUNITIES TRAM STOP BLOCKS

In the tram stop blocks, there is an opportunity to improve how people access trams to make it much easier and safer for the thousands of people who use this space daily.

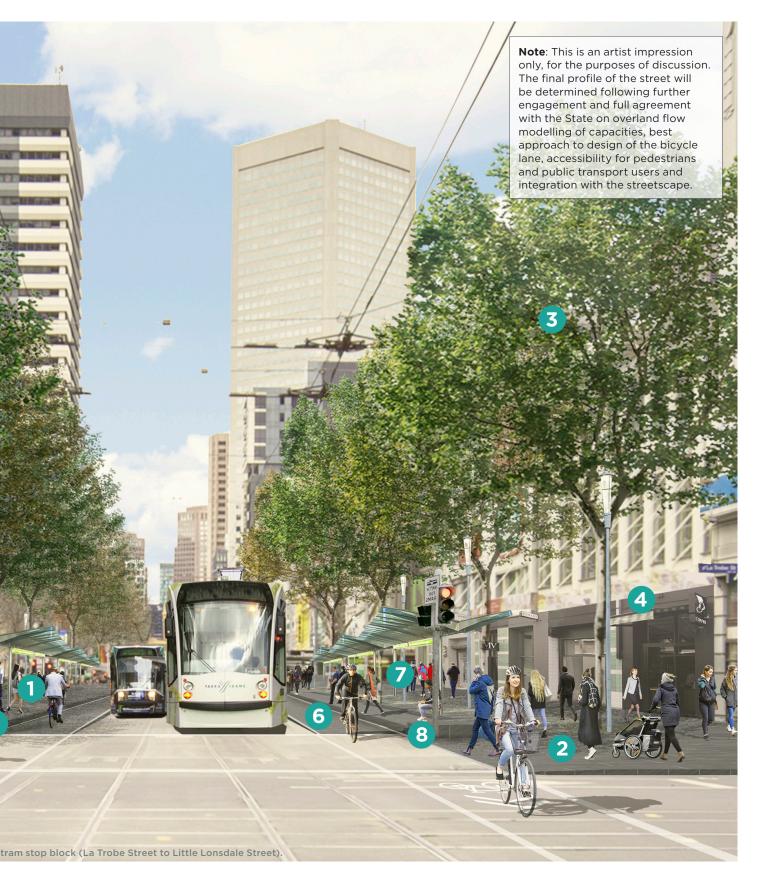
Existing streetscape



The artist's impression opposite illustrates some of the streetscape improvements that we want to investigate further.

- 1 Expand the pedestrian space to meet the tram stops by closing the eastern and western side of Elizabeth Street to traffic.
- 2 Introduce new bluestone paving to both the eastern and western footpaths.
- Plant street trees where possible.
- 4 Reduce the extent of shop canopies to enable tree planting (private owner's discretion).
- 5 Install new street furniture and lighting.
- 6 Provide dedicated bicycle lanes for local access.
- Dimit street trading in these highly populated zones (similar to Swanston Street).
- 8 Provide for integrated security measures.





STREETSCAPE OPPORTUNITIES CITY BLOCKS

In the city blocks, there is the opportunity to extend the footpath on the eastern side with additional space for 'streetlife' - places to sit, enjoy outdoor dining and cultural activities.

Existing streetscape



The artist's impression opposite illustrates some of the streetscape improvements that we want to investigate further.

- 1 Expand the pedestrian space on the eastern side with new bluestone paving.
- 2 Retain one northbound vehicular lane to allow local access and servicing.
- 3 Plant street trees where possible.
- 4 Reduce the extent of shop canopies to enable tree planting (private owner's discretion).
- 5 Install new street furniture and lighting.
- 6 Provide dedicated bicycle lanes for local access.
- 7 Encourage street activation.
- 8 Provide for integrated security measures.





PREPARING FOR CHANGE

Traffic impact assessment

Detailed traffic modelling using an advanced software package known as Sidra Intersection (SIDRA) has been undertaken to test both "single-intersection" as well as "network-wide" impact analysis of capacity, level of service and other traffic performance parameters associated with simultaneous closures occurring at the following locations between La Trobe Street and Little Collins Street.

Full closure of Elizabeth Street in the blocks between:

- · La Trobe and Little Lonsdale Streets; and
- Little Bourke and Bourke Streets

East-side closure of Elizabeth Street in the blocks between:

- Little Lonsdale and Lonsdale Streets;
- Bourke and Little Collins Streets: and
- Lonsdale and Little Bourke Streets *Future closure

The results revealed that the proposed closures and redistribution of traffic will have an insignificant impact on the surrounding road network.

Loading and disabled access

Whilst this plan for streetscape improvements does propose restricted areas for vehicle access, a large extent of the western side of Elizabeth Street is proposed to remain open. Vehicles will still be able to move between two city blocks maintaining local access, business servicing and delivery requirements. The current supply of on-street disabled and loading parking spaces could also be retained in alternate locations on Elizabeth Street, ensuring accessibility and continuity of business servicing.

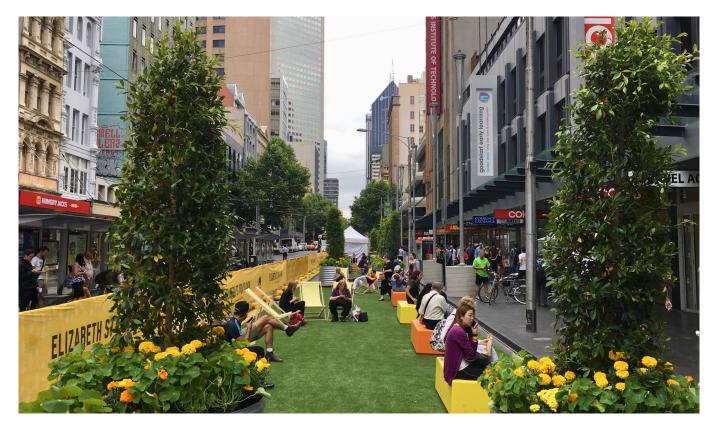


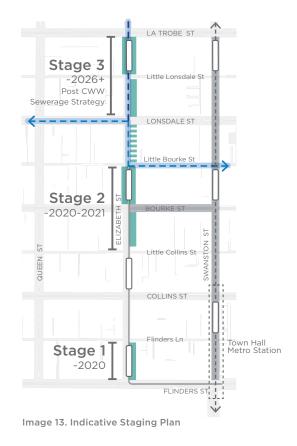
Image 12. Elizabeth Street pop-up park over 2017/18 summer.

Implementation

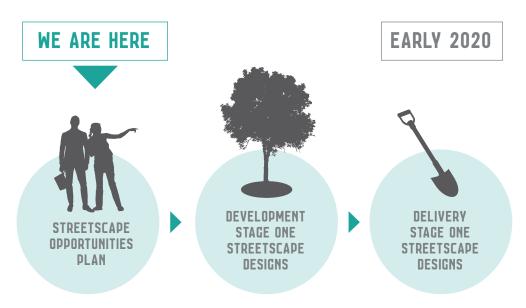
Streetscape improvement works along Elizabeth Street are expected to be delivered through multiple phases of implementation, commencing with the southern end (Flinders Street to Flinders Lane) followed by phased delivery of the portion between Little Collins Street and La Trobe Street.

Timing and delivery of these streetscape improvement works will, however, require further testing, detailed design and engagement which will form part of next steps in delivering the opportunities outlined in this Plan. Future construction will be subject to funding and appropriate timing in relation to other major projects and works occurring around the city.





To sign up for future updates, visit **participate.melbourne. vic.gov.au/elizabethstreet** or call 9658 9658.



How to contact us

Online:

melbourne.vic.gov.au

In person:

Melbourne Town Hall - Administration Building 120 Swanston Street, Melbourne 7.30am to 5pm, Monday to Friday (Public holidays excluded)

Telephone:

03 9658 9658 7.30am to 6pm, Monday to Friday (Public holidays excluded)

Fax:

03 9654 4854

In writing:

City of Melbourne GPO Box 1603 Melbourne VIC 3001 Australia



Interpreter services

We cater for people of all backgrounds Please call 03 9280 0726

03 9280 0717 廣東話

03 9280 0720 Italiano

03 9280 0719 Bahasa Indonesia

03 9280 0721 普通话 03 9280 0722 Soomaali 03 9280 0723 Español 03 9280 0725 Việt Ngữ

03 9280 0726 03 9280 0726 한국어 03 9280 0726 **हिंदी**

03 9280 0726 All other languages

National Relay Service:

If you are deaf, hearing impaired or speech-impaired, call us via the National Relay Service: Teletypewriter (TTY) users phone 1300 555 727 then ask for 03 9658 9658 9am to 5pm, Monday to Friday (Public holidays excluded)

