



Streetscape Framework

Great streets make great cities

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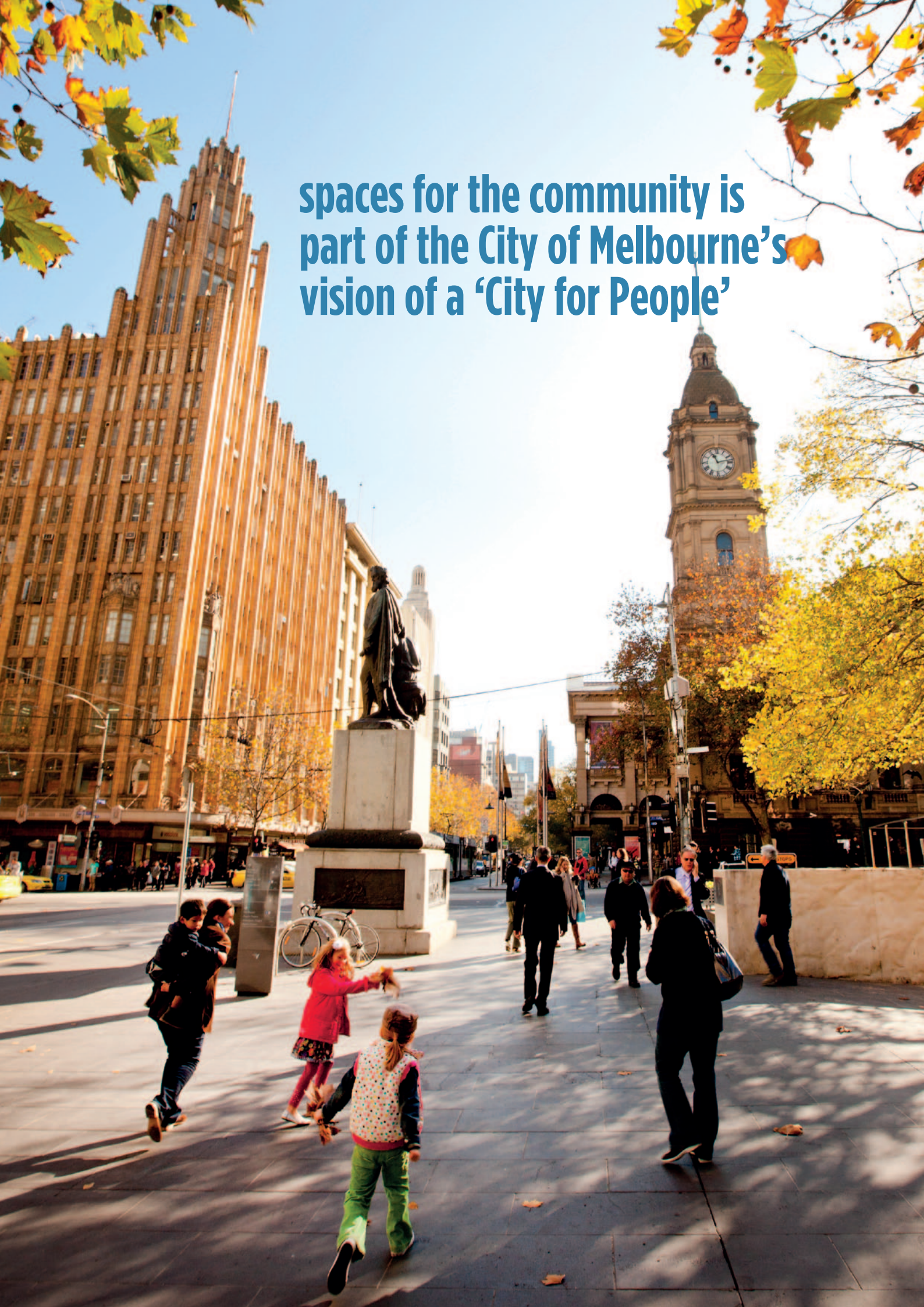
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spaces for the community is part of the City of Melbourne's vision of a 'City for People'



Streetscape Framework Process flow chart

The following diagrams are linked as follows:

- **Fig 1.1** represents the overall approach to setting the strategic direction, gathering and analysing the data, and undertaking a three stage change process
- **Fig 1.2** illustrates the link between the Melbourne Strategic Statement, important and relevant policies and the streetscape improvement program
- **Fig 1.3** illustrates the sources for gathering data before analysis
- **Fig 1.4, 1.5 and 1.6** illustrate the change process.

Figure 1.1
Diagrammatic overview of Streetscape Framework process

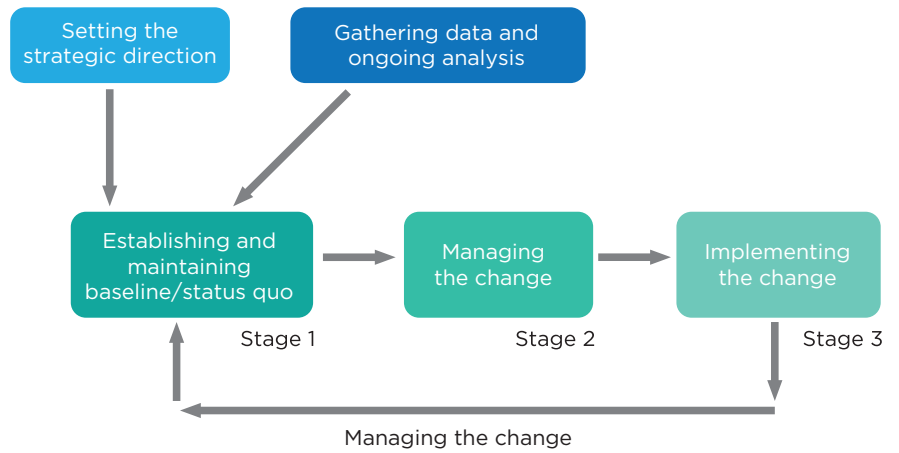


Figure 1.2
Setting the strategic direction

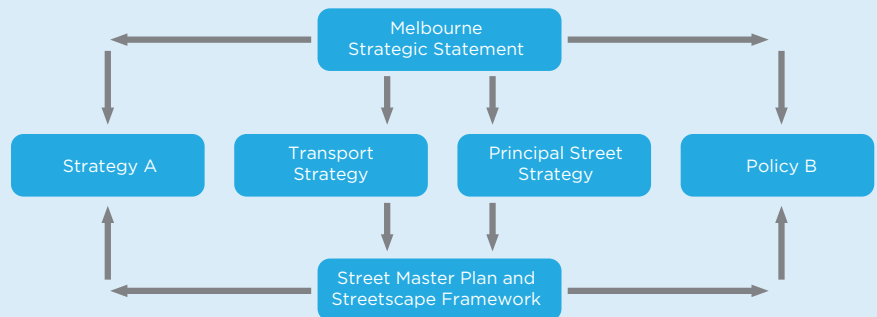


Figure 1.3
Gathering data and ongoing analysis

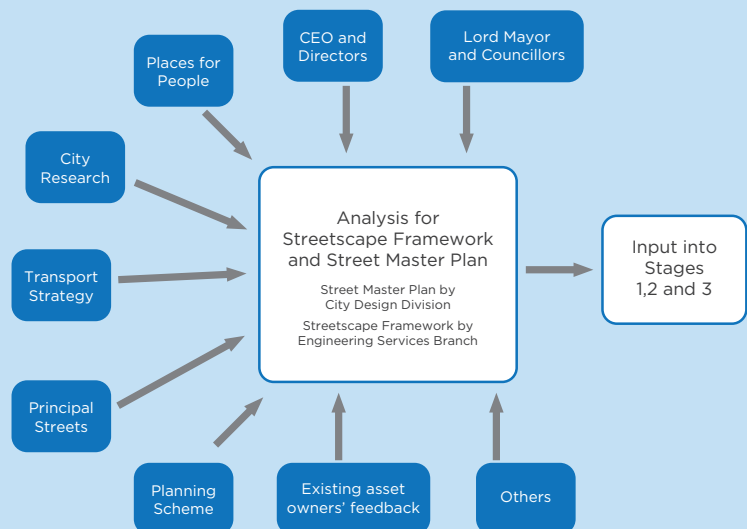


Figure 1.4

Stage 1: Establishing and maintaining the baseline / status quo

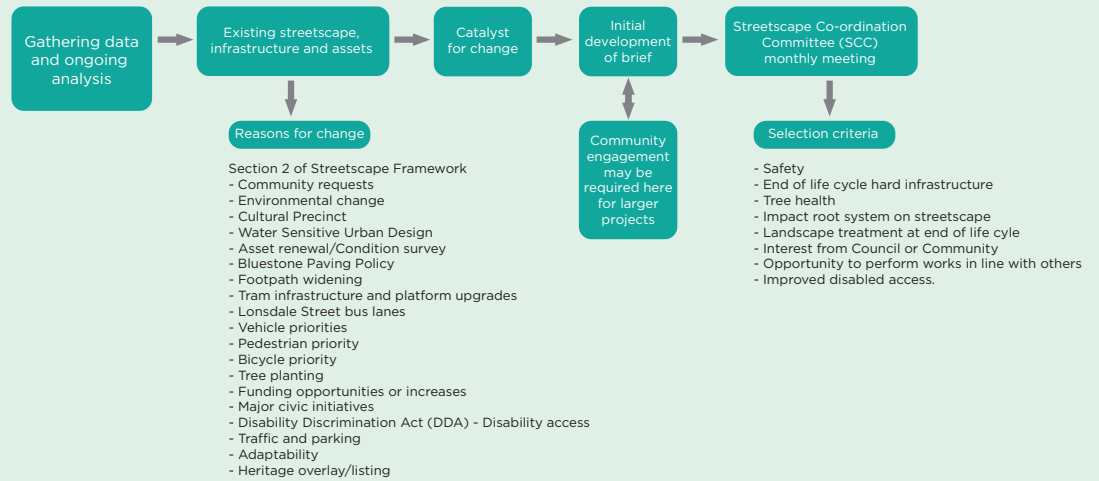


Figure 1.5

Stage 2 - Managing the change

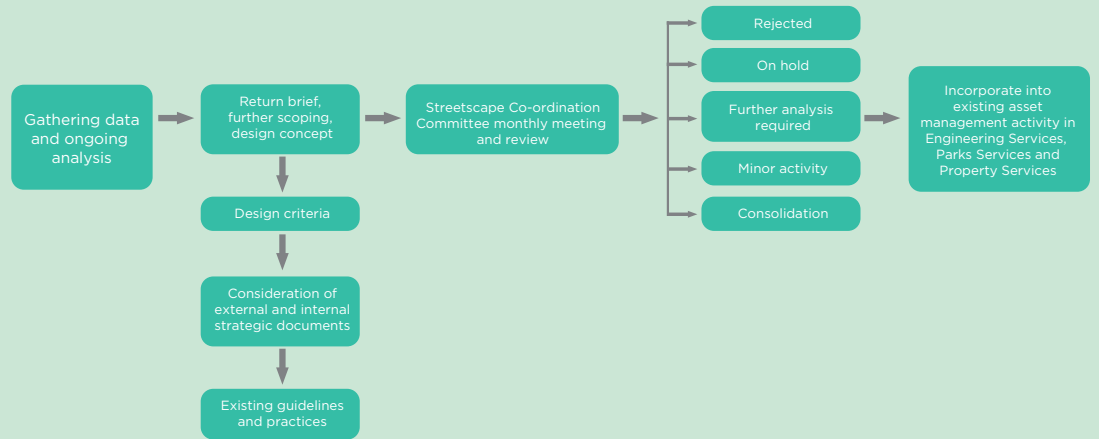
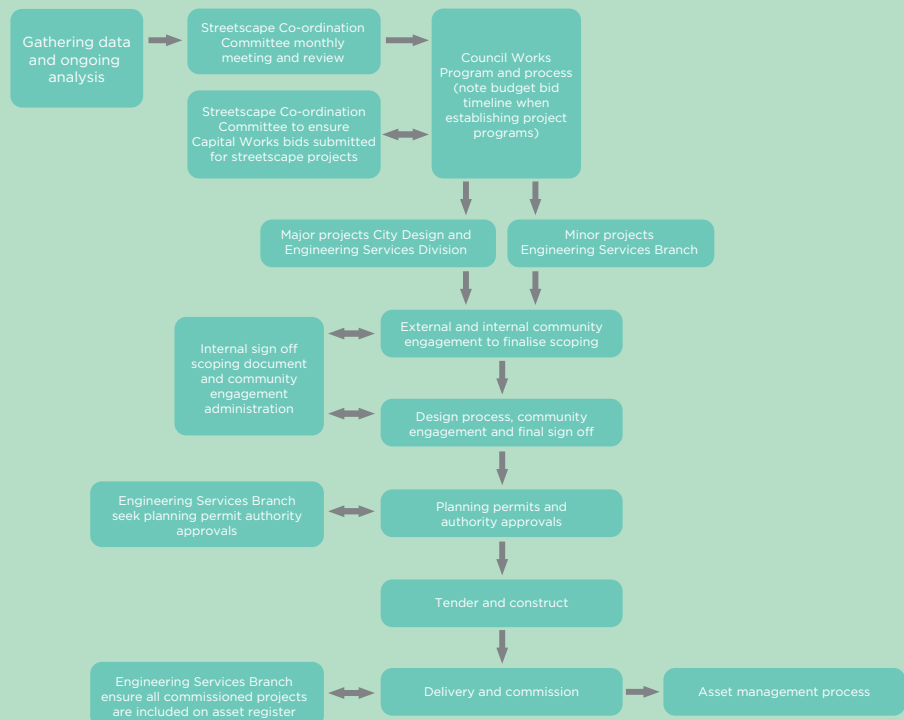


Figure 1.6

Stage 3 - Implementing the change



Development of a Streetscape Framework

The provision of a range of high quality and welcoming spaces for the community is part of the City of Melbourne's vision of a 'City for People' as outlined in the Council's Future Melbourne Strategy.

To achieve this goal, a streetscape framework has been developed called 'Great streets make great cities'. It is a suite of documents that encapsulate the resource and guidance material necessary for the City of Melbourne to plan and implement new streetscape capital works projects and to improve the maintenance of existing streets and assets. In addition, it enables the current and future amenity of all streetscapes to be assessed and prioritised against agreed criteria.

Figure 2 illustrates the concept of a streetscape within the extent of an entire street in the City of Melbourne, and in conjunction with a structure plan and a precinct plan.

The overall goals of the Streetscape Framework are to:

- establish a documented approach for improvements to future streetscapes
- monitor the condition and usefulness of all streets, whether large and complex, or small and simple
- assess, grade and prioritise all streetscapes
- provide a process to follow when developing streetscape projects
- provide a plan to indicate what is to be done, when it will be done at significant stages of the process and how to seek approvals and sign-off from appropriate parties as needed

- provide information on the streetscape design and development processes
- provide a guide for community engagement
- provide a guide for internal and external stakeholder action and consultation which allows participation and contribution in areas that can be changed
- institute a rolling programme of improvement, and
- ensure that future streetscapes are 'fit for purpose' and meet community and Council desires and aspirations for planned timescales of 10, 20 or more years.

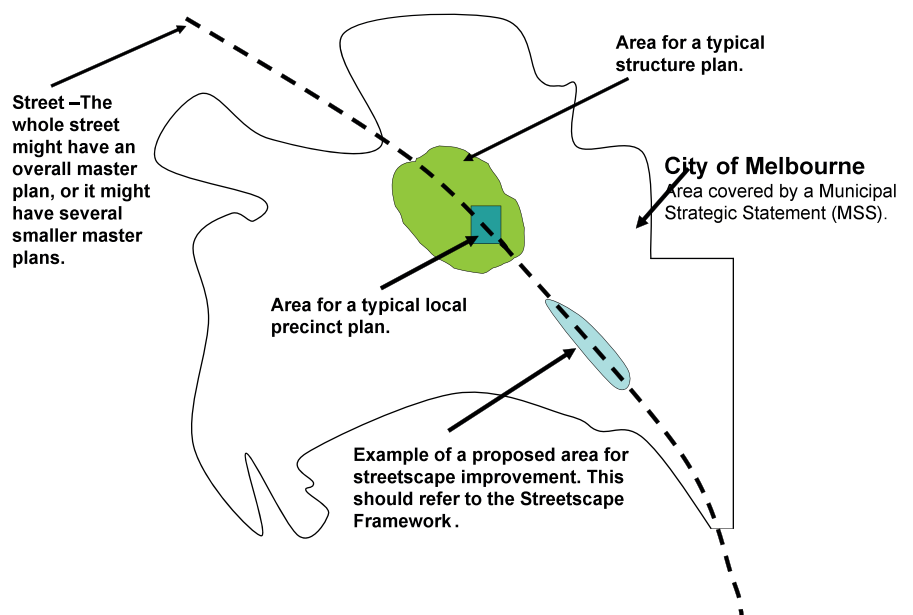
The Streetscape Framework has been developed to meet the requirements of the City of Melbourne 2010-11 Annual Plan & Budget, nominally Key Strategic Activity 5 (KSA 5).

Assurance and confidence that the developed Streetscape Framework is realistic and achievable are to be demonstrated under KSA5 through implementation of a number of tasks summarised at Appendix A.

The Swanston Street redevelopment, started in 2008 and due for completion in 2013, is a major project, which includes several sub project phases. As such, it provided a significant reference study and a potential source of material in the development of the Streetscape Framework.

Additional reference material, guidelines and acknowledgements are summarised at Appendix B.

Figure 2 - Streetscape diagram



Overall approach to streetscape development

The Streetscape Framework is principally a guidance document developed to address the following questions:

- How does the City of Melbourne undertake streetscape projects viz: case studies of Swanston Street and other smaller streets?
- What is the process from inception through to funding?
- What are the drivers and catalysts for commencing a streetscape project?
- What are the current assets, uses, amenities and services of a streetscape?
- What are the reasons for changing the existing streetscape?
- Where are the boundaries for each streetscape change proposal?
- What is the process for achieving the desired outcomes?
- What are the criteria for assessing and prioritising the upgrade of streetscapes?

All streets and streetscapes change over time to meet the vision and purposes of the city. This Streetscape Framework has been developed to address this need for change in a rational and objective manner by providing a process to logically and realistically evaluate streetscapes while considering the following points:

1. Setting a strategic direction for the City of Melbourne's streetscapes.
2. Understanding existing streetscapes in their current form.
3. Gathering and analysing information and data from all available sources.
4. Documenting the reasons why an existing streetscape needs to be changed.
5. Establishing the project brief to outline what needs to be changed in each individual streetscape.
6. Establishing the desired outcome required for each streetscape proposal.
7. Summarising and listing all streetscape proposals by location and type of change.
8. Assessing and ranking all streetscape proposals in order of importance, and
9. Documenting the processes for achieving the desired outcomes.

A flowchart in several parts indicating the processes in place is shown at Figure 1.

1. Strategic direction

Setting the strategic direction for streetscapes overall is summarised in Figure 3. The intention is to consolidate the data and information from all relevant studies and research activities in a manner that allows a master plan to be developed for each street. The Streetscape Framework can then be implemented for nominated elements or sections of a street.

This process is intended to ensure that the vision and directions included in each street master plan and the Streetscape Framework overall are firstly understood and secondly to allow for concept definition and implementation to be started.

(Please Note: the Transport Strategy and Principal Street Strategy are two high level documents which have been used for illustrative purposes in the flow chart in **Figure 3**. However, there may be more or less such documents included in the development of a street master plan depending on the Streetscape under review.

2. The existing streetscape

Understanding the existing streetscape status requires substantial information to be available. This will include reports such as:

- an existing feature survey and plan indicating all services above and below the ground
- details on existing uses of the street and areas adjacent to the street
- details of use of adjacent buildings
- context and surrounds of the streetscape
- a current asset condition survey
- photographs, and
- circulation patterns of cars, deliveries, people and emergency vehicles.

Additional information required might include:

- the type of street
- any dedicated precincts
- noted special constraints
- service level requirements
- asset quality, performance, material characteristics

- equipment types
- maintenance levels, and
- useful life requirements (replacement, renewed, or upgrade).

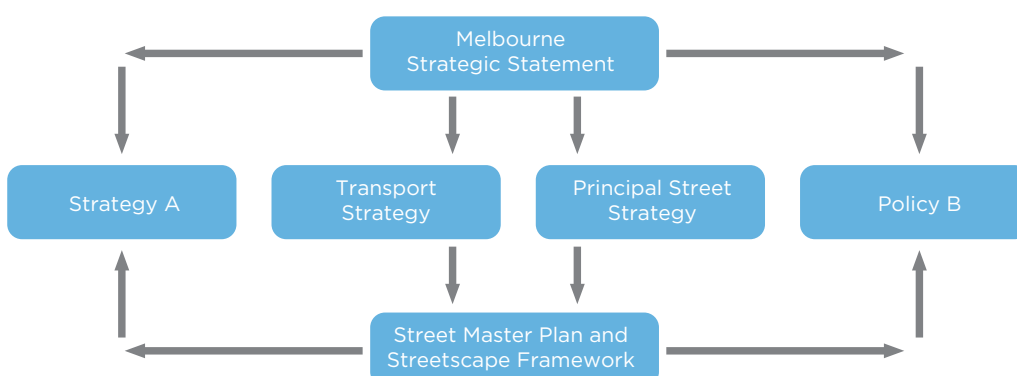
3. Research

Gathering and analysing information and data in this context is intended to draw on all available resources existing within the City of Melbourne. This is depicted in the flow chart at Figure 1 in a number of distinct areas. In practice, this analytical consideration is continuous and ongoing throughout development.

Important contributory areas and associated studies include

- *Places for People (2004)*
- *Transport Strategy (2009-13)*
- *Principal Street Strategy (2011)*
- *City Research and Street Activity Data*
- *Development of street master plans consistent with the Streetscape Framework*
- *Melbourne Planning Scheme Inputs*
- *Information from existing asset owners: Engineering Services, Parks Services and Property Services Branches.*

Figure 3 - Strategic direction



The objectives of this process are to establish an initial statement of significance and suitability for the selected future streetscape as well as to ensure that new or updated policy and guidance documents are appropriately and practically considered in a timely manner.

By their very nature, policy and strategy documents often provide overall direction across the municipality while implementable capital works projects within the City

of Melbourne must focus purely on a well defined section of a street or an area.

The gathering and analysis of information at this stage is intended to include specific study of the requirements of all high level documents that are relevant for each streetscape project as well as indicate the necessary interface requirements between streetscapes, precincts and surrounding geographic areas.

Figure 4 - Reason to change a streetscape

No.	Reason for change	Urgency/Importance
1	Changing community expectations	
2	Changing environmental requirements	
3	Request for improvements by the community and / or State Government (in the case of a cultural precinct upgrade) in areas such as cafes, greenery, etc	
4	Street tree replacement and additions under the Water Sensitive Urban Design (WSUD) policy to ameliorate heat absorption, wind and improve visual amenity	
5	Planned upgrade for infrastructure assets such as footpaths, road pavement, drainage, lighting services or street trees	
6	Ongoing bluestone paving program as part of the City of Melbourne's policy and improvement programs	
7	Provision of additional pedestrian space in high use areas in retail centres or near stations - footpath width extensions, bluestone paving upgrades	
8	Improvements to tram infrastructure and platform stops	
9	Designated and approved transport initiatives such as bus lanes in Lonsdale Street and vehicle priority routes in Lonsdale and King streets	
10	Building development proposals that provide opportunities for streetscape improvements such as bluestone paving and tree planting	
11	Funding opportunities such as the car park levy opportunity to improve pedestrian access near stations such as footpath width extensions, bluestone paving	
12	Major civic streetscape initiatives - Swanston Street and KSA5	
13	Availability of funding by Council or other means	
14	Disability access	
15	Impact on traffic and parking	
16	Arts, culture and heritage	

4. Why change?

The reasons to change a current streetscape need to be documented for each streetscape proposal. Possible reasons for change are included in Figure 4 along with a measure of the urgency or importance of the change.

Levels of urgency and importance are categorised as follows:

- high - very urgent or very important
- medium - urgent and important, and
- low - little or no demand for change.

5. Deciding what to change

Any decision requiring a change from an existing streetscape will require justification. Selection criteria are provided in Figure 5 to enable such a justification for the decision to be made.

Further project consideration will include the different sizes of streets. Localised conditions will also be a consideration as there is a no one-size-fits-all approach to any street.

Street types are categorised as follows:

- laneways – variable width
- little streets – narrow streets, approximately 20 metres wide
- main Streets – wide streets, approximately 30 metres wide,
- boulevards – extra wide streets, approximately 60 metres wide.

Any specific requirements/zones to be included in a streetscape design will be considered and could include:

- public and taxi transportation
- pedestrian encouragement
- restaurant trends
- commercial needs
- residential growth, and
- bicycle policy.

Special issues and constraints such as heritage overlays and precinct listings as well as special site features may also affect any streetscape developments.

Figure 5 - Selection criteria for changing a streetscape

No.	Selection criteria and priority matrix	% Overall weighting
1	Safety risk to pedestrians and/or traffic	
2	Hard infrastructure at end of its life cycle	
3	Tree health	
4	Impact of root system on streetscape	
5	Landscape treatment at end of its life cycle	
6	Community/Council interest	
7	Opportunity to undertake works in conjunction with service provider or developer	
8	Requirement to improve disabled access	

6. Establishing a project brief

Once the initial reasons for changing an existing streetscape are understood and documented, selection criteria are noted, the street type is understood and any special streetscape design requirements are included, an initial scope of work (project brief) can be prepared and agreed within the City of Melbourne. This is a necessary step to establish the extent, importance and initial priority for each proposed streetscape project.

By summarising within the project brief for each streetscape proposal the selection criteria, reasons for change, street size particulars and zone/precinct overlays, each proposal can be assessed overall, graded and subsequently prioritised in conjunction with all other proposals.

As part of the decision making process in establishing each streetscape project, it is important to identify and agree on the boundaries for the streetscape project. This will include identifying which branch within the City of Melbourne has responsibility for each project (project owner, asset owner, client, etc), indicative scope, budget and cost estimates for each project, geographic boundaries, input required from other branches and external third party consultation and input to the City of Melbourne.

7. Prioritising the streetscape proposals

A summary of existing and new streetscape proposals is called the Streetscape Design Program and is currently maintained by the Urban Landscapes Branch within the City Design Division.

This Streetscape Design Program will be considered and discussed at each Streetscape Co-ordination Committee monthly meeting which is chaired by the Principal Engineer Infrastructure from the Engineering Services Branch. This forum provides a comprehensive overview of all streetscape proposals in priority order.

8. Assessing and prioritising streetscapes

There will be a number of outcomes from each Streetscape Co-ordination Committee monthly meeting. As each proposal is considered, it will be placed into one of six categories:

1. identified as a suitable candidate for the Council Works Program
2. confirmed as a minor activity which can be completed as a normal inclusion under existing policy guidance and within existing branch service arrangements
3. nominated for further analysis or feasibility studies before any further project work is undertaken
4. consolidated with other projects
5. placed on hold for a number of reasons including future funding, or
6. rejected.

9. Required/desired outcome

With each streetscape project endorsement at the Streetscape Co-ordination Committee monthly meetings, the required outcome for each streetscape project will be established and documented. The decisions taken for each proposal at monthly meetings will determine the necessary processes for achieving the desired outcomes.

An important function of the monthly meetings will be to streamline the submission process should several different proposals to change, modify or renew the one area be submitted by different departments. The meetings will be used to identify and consolidate multiple 'same area' proposals into one combined proposal before endorsement is sought through the Council Works Program.

With efficiency improvements and savings, there will be more complex management systems needed. There are currently a number of management information systems such as Geographic Information Systems (GIS) and Asset Master in use across the different departments within the City of Melbourne. In order to achieve improved efficiencies and savings, it will be necessary to review and adapt these systems to meet the needs of the processes that are formalised and become embedded with the introduction of this Streetscape Framework.

Appropriate use of existing management information systems will enable central co-ordination of the work of all different departments as well as allow all master plans, structure plans and precinct plans to be managed in a consistent manner.

The previously described principles, reasons for change and selection criteria are used together with existing and practised City of Melbourne procedures and guidelines to establish new plans and options for future streetscape design activities and projects.

The systematic processes described here for assessing and prioritising each streetscape enables a life cycle approach to maintenance of existing assets and implementation of new capital works.

Stakeholder engagement

Community engagement will be undertaken during the detailed design and implementation stages. Provision for adequate lead times is to be made that allows for proper participation and review of proposals by members of the public and other stakeholders.

A community engagement (CE) plan for Streetscape Framework activities can be developed using eight steps. As each streetscape is unique, each project will require a review of the steps summarised below to create an appropriate plan.

In accordance with the City of Melbourne's Community Engagement Framework, the process for planning community engagement can be seen as:

Step 1: Confirming internal commitment

It is important to ensure that the 'internal community' is fully consulted when developing the CE plan, therefore all community engagement plans must have internal commitment before proceeding. The CE planning process should only proceed after approval has been given by the relevant director and/or manager.

Step 2: Defining the issue

Sufficient time should be allowed to develop a statement that clearly defines the issue requiring engagement. It will normally be a strategic statement that can be easily conveyed to and understood by others and includes consideration of different perspectives and provision of feedback from all appropriate people before settling on the final statement. The effort made at this stage to clearly define the community engagement needs will simplify all other stages of the process.

Step 3: History/values/impact and controversy

At this stage of the planning process for each streetscape development, it is important that the following questions be considered:

- What is your engagement history with the community and other stakeholders in relation to the proposed change?
- What is it that people care about with the proposed change? Might this issue clash with personal or community values?
- What is the likely impact of the proposed change? (noise, disruption, dust)
- How controversial is the issue? (is there anger or outrage)
- Are there constraints (negotiable and non-negotiable) that will impact on the community engagement plan? (time, legislation, resources)

Step 4: Identify stakeholders

Stakeholders are those people or groups of people who have an impact on the project or are impacted by the project. Some stakeholders will be more crucial to the plan than others. It is therefore helpful to think of stakeholders as high, medium or low impact.

Step 5: Level of engagement

Once a stakeholder analysis has been carried out, it is possible to determine the desired level of community influence in the decision making process. The International Association of Public Participation (IAP2) Spectrum will help determine the correct level of engagement for each stakeholder group.

Step 6: Develop the community engagement plan

Start to complete the template for community engagement planning. This template will determine the target stakeholders for each stage of the project, the level on the IAP2 Spectrum, the objectives for community engagement and the technique or method that will be used. It will also identify resources and a measure for each stage.

Step 7: Engagement techniques

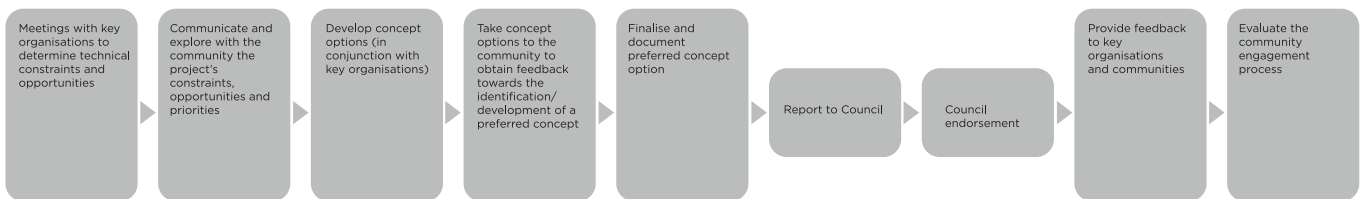
It is important that the engagement technique selected matches the overall program objectives and helps to meet anticipated outcomes.

The following resource provides guidance in selecting appropriate engagement techniques: Department of Sustainability and Environment's; 'Book 3 - The Engagement Toolkit'.

Step 8: Implement, monitor and evaluate

The following diagram illustrates how the model community engagement process is intended to operate.

Figure 6 - KSA5 Streetscape Framework : model community engagement process



Note: the 'community' should be read as synonymous with 'stakeholders' so it is any individual, group of individuals or organisations that have an interest in and /or could affect or be affected by the project.

The life cycle of the street and its improvement

In providing a framework for future development and management of streets in the City of Melbourne, it is necessary to address the life cycle of the street, its streetscape and its assets.

Street life cycle evolution will address the following stages:

- research into the relevant history of the street
- development of a project brief including a vision for the street
- approval or sign-off of the project brief by internal stakeholders (and necessary external stakeholders if external funding is sought)
- nomination of the present status of the street and its existing assets including an existing condition plan, and
- development of the future design for the street either in the form of a streetscape improvements concept plan or street master plan as held and controlled by the City Design Division.

Dividing the life cycle of a streetscape into the five life cycle stages will enable the framework to be developed, discussed, agreed and managed in a manner that includes the participation by all relevant branches within the City of Melbourne in consultation with relevant external stakeholders.

This staged approach to the life cycle for a streetscape will help facilitate the development of concepts and designs for each street in its entirety while allowing for each part of the street to be individually project - managed during the implementation stages. Where streetscapes meet or intersect with adjacent streetscapes

that deliver natural impressions with a sense of belonging and identity, the impact of the intersection will also be addressed.

As indicated in section 2 on the overall approach of the Streetscape Framework, there will be a number of outcomes from the Streetscape Co-ordination Committee and its monthly meetings.

As each proposal is considered, it will be placed into one of six categories. These categories are briefly described below:

1. identified as a suitable candidate for the Council Works Program, and if so, it will be submitted to the Capital Works Panel for inclusion in the Council Works Program and processed using existing project management processes within the City of Melbourne as follows:
 - a. Council Works Program
 - b. City of Melbourne Sustainability Checklist
 - c. Project Management Checklist
2. confirmed as a minor activity which can be completed as part of normal operations of the branch with responsibility under existing policy guidance and within existing branch service arrangements
3. nominated for review by further analysis or feasibility studies before any decision is taken to escalate their status, consolidate or reject
4. consolidated with other projects as decided at monthly meetings
5. placed on hold and to be reviewed at a later date, or
6. rejected.

The proposal list reviewed monthly by the Streetscape Co-ordination Committee is a dynamic list and is maintained in a priority order to enhance decision making, facilitate approvals and gain access to funding allocations by Council.

These monthly meetings also allow responsibilities across City of Melbourne branches to be determined. Previously, large projects encompassing more than a city block have generally been designed and project-managed by the Capital Works Branch within the City Design Division. Where projects are smaller and generally less than a city block, the Engineering Services Branch has been the project manager.

The Streetscape Co-ordination Committee meetings represent the point at which all streetscape concepts are initially started as projects. Any decision to include a streetscape design or redesign on this list will either determine whether it will be subjected to a feasibility study or be subjected immediately to a change that will then be managed as a project.

As well as the gathering and analysis of data at the preliminary stages, it is important to note that ongoing scoping of the design concept in Stage 2 - Managing the Change is dependant on consideration of internal and external strategic documents as well as existing guidelines and practices.

An annual rolling programme is developed by the Streetscape Co-ordination Committee to form the basis for the approved Council Works Program for the next financial year. The format of the rolling program is attached at *Appendix C*.

Roles and responsibilities

Management and co-ordination of activities covered by the Streetscape Framework within the City of Melbourne presently resides within the City Design Division and the Engineering Services Branch within the City Planning and Infrastructure Division.

Additionally, considerable community and stakeholder data, information and statistics are available within the following divisions:

- Community Development
- City Design, and
- City Planning and Infrastructure.

For effective co-ordination of the Streetscape Framework, a three tier management structure is proposed.

Steering Group:

The Streetscape Steering Group will meet as required (roughly 6 monthly intervals) to authorise and gain proper approval for the allocation of funds for long and complex projects which may take several years. Members of the Steering Group include:

- Director City Planning and Infrastructure
- Director City Design
- Manager Engineering Services, and
- Manager Urban Design.

Streetscape Co-Ordination Committee:

The Streetscape Co-ordination Committee meets monthly and takes direction from the Streetscape Steering Group as required. It seeks efficiencies in works proposals that are allocated to the Council Works Program, and identifies large scale complex projects that will take more than 12 months and will need capital estimating and funding across more than one financial year. Members of the Streetscape Co-ordination Committee include:

- Principal Engineer Infrastructure (Engineering Services Branch) - Chair
- Principal Engineer Traffic (Engineering Services Branch)
- Manager Urban Landscape (City Design Division)
- Manager Design (City Design Division)
- Manager Capital Works (City Design Division)
- Team Leader Infrastructure Design (Engineering Services Branch)
- Community Engagement Officer (Corporate Affairs and Strategic Marketing Branch)
- Team Leader Landscape Architecture (Design Branch)
- Team Leader Asset Management (Engineering Services Branch), and
- Senior Land scape Architect (Design Branch).

Reference Group:

A Reference Group of external and internal executives has been established in the development and preparation of this Streetscape Framework. It may be called on from time to time to review implementation aspects of the processes.

Consolidation and collaboration

For all the staged activities identified in Sections 2, 3 and 4 to be completed, a consolidated approach to information management and a commitment to collaborative behaviour amongst participants will be required.

An annual review of existing practice with the aim of optimising levels of available information and collaborative behaviour in the context of the Streetscape Framework will be beneficial to all executives and staff responsible for streetscape improvements.

Relevant aspects are as follows:

- Gathering data and information – this is undertaken by all staff involved in the business of designing, renewing, maintaining and servicing streets and assets. Existing procedures are mature with extensive data bases available
- Using that data and information – all available data and information applicable for a nominated streetscape project is available to all participants, and
- Storing and controlling data and information – current systems used within the City of Melbourne include:
 - ArcGIS as the main data and information database
 - Compass - geospatial presentation tool widely used by all staff
 - design software used for concept design, context designs & other plans, and
 - Asset Master for detailed asset information across 37 categories of assets.

The annual review should cover both internal collaboration between and across divisions and branches within the City of Melbourne as well as external collaboration with external agencies such as VicRoads, Victorian Government, Metropolitan Fire Brigade, Victoria Police, VicUrban, Department of Transport, Yarra Trams, utilities and service providers, relevant peak bodies and associations.

The project brief is a fundamental element of the process within the City Design Division. The project brief is identified by or presented to the Design Branch which then assesses

and analyses design options, seeks approvals, applies and implements design direction, and may project-manage the tendering, construction, and completion of approved capital works.

The Engineering Services Branch within the City Planning and Infrastructure Division oversees the management of all assets and services, monitors life cycles and takes action to maintain or renew assets as they are worn out or need replacement.

The Community Engagement Team is responsible for necessary community engagement activities, liaising with and advising the City Design and Engineering Services Branches on approved streetscape projects.

In order to achieve improved efficiencies and savings, it will be necessary to review and adapt these systems to meet the needs of the processes that are formalised and become embedded with the introduction of this Streetscape Framework.

Appropriate use of existing management information systems will enable central co-ordination of work from different departments and will allow all master plans, structure plans and precinct plans to be managed in a consistent manner.

Key Strategic Activity 5 (KSA5) deliverables for 2010-11

- Conduct and complete separate condition surveys and improvement proposals for Elizabeth Street and Flinders Lane.
- Test the Streetscape Framework through the proposed Elizabeth Street and Flinders Lane streetscape improvement projects.
- Prepare concept alternatives to improve pedestrian amenity in King Street and to support east-west public transport movements across King Street.
- Prepare and develop an Asset Management Policy and an Asset Management Strategy for the City of Melbourne including evaluation criteria.
- Develop a rolling programme of improvements.

Reference material, guidelines and acknowledgements

The following City of Melbourne strategies, business practices, policies, plans, and procedures are summarised and acknowledged as reference guidelines in the development and analysis of this Streetscape Framework document.

1 Strategies and business practices

- a. Future Melbourne
- b. Melbourne Strategic Statement
- c. Transport Strategy
- d. Places for People – 1994 and 2004
- e. Grids and Greenery, City of Melbourne 1987; provides an overall urban design strategy including major streets
- f. Principal Streets Strategy
- g. 24 Hour City Strategy
- h. Melbourne Planning Scheme Heritage Overlay, and
- i. City research and street activity data.

2 Policies

- a. Bluestone Paving Policy
- b. Landscape Treatment Policy for Nature Strips and Medians in Streets, Avenues and Boulevards
- c. Asset Management Policy and Asset Management Strategy, and
- d. Sustainability check lists.

3 Plans

- a. Road Safety Plan
- b. Melbourne Planning Scheme
- c. Bicycle Plan and principal bicycle network
- d. Precinct Plans – Trees
- e. Disability Action Plan
- f. Street Furniture Plan
- g. Drainage Plan and flood mitigation plans
- h. Street Lighting Strategy
- i. Structure Plans, and
- j. Footpath widening.

4. Procedures

- a. Water Sensitive Urban Design (WSUD) Guidelines – City as a Catchment
- b. Grid and Greenery Case Studies, City of Melbourne 2000
- c. City of Melbourne – All Technical Notes
- d. Outdoor Café Guide
- e. Nature Strip and Median Design Guidelines
- f. Engineering Services Branch standard drawings and specifications
- g. Applicable Australian Standards, and
- h. Asset Master Model Catalogue.

Streetscape design program listing

No.	Location	Description	Comment
1			
2			
3			
4			
5			
6			
7			
8			
9			
10			
11			
Reason for change			
		1. Streetscape design program listing	
		2. Changing environmental requirements	
		3. Community group request	
		4. Street tree replacement and WSUD	
		5. Council policy, statutory planning; zone controls, structure plans	
		6. Planned upgrade for infrastructure assets	
		7. Additional pedestrian space in high use areas	
		8. Improvements to tram infrastructure	
		9. Designated and approved transport initiatives	
		10. Building development that provide opportunities for streetscape improvements	
		11. External funding opportunities	
		12. Council funding availability	
		13. Disability Access	
		14. Impact on traffic and parking	
		15. Arts and Culture; Heritage	

How to contact us

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(public holidays excluded)

Translation services

03 9280 0716	አማርኛ
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03 9280 0723	Español
03 9280 0724	Türkçe
03 9280 0725	Việt Ngữ
03 9280 0726	All other languages

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In person:

Melbourne Town Hall - Administration Building

120 Swanston Street, Melbourne

7.30am to 5pm, Monday to Friday

(Public holidays excluded)

In writing:

City of Melbourne

GPO Box 1603

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CITY OF MELBOURNE