



**MAJOR ROAD
PROJECTS**
VICTORIA



NARRE WARREN NORTH ROAD UPGRADE

Closing the loop

**Summary of community feedback
on project designs**

May 2021



Introduction

On 1 March 2021, the designs for the Narre Warren North Road Upgrade were published on the Engage Victoria website, with project stakeholders, the local community and road users invited to take a look and provide feedback throughout the course of the month.

Thank you to everyone who took the time to view the designs and provide us with feedback and suggestions.

We were pleased with the level of engagement: by 31 March 2021, more than 5,000 people had visited the project's Engage Victoria web page, with 83 providing feedback on the interactive map, 65 people asking questions of the project team and 247 feedback forms submitted.

Seeking feedback from those who regularly travel along or live near Narre Warren North Road is a critical part of finalising the designs for the project.

Understanding how local communities and road users – including motorists, pedestrians and cyclists – use the local road network helps to ensure that the project design caters for the needs of all road users while also achieving the objectives of the project.

Major Road Projects Victoria (MRPV) is responsible for delivering the Narre Warren North Road Upgrade on behalf of the Victorian government. MRPV is a dedicated government body charged with planning and delivering major road projects for Victoria.

We are part of the Major Transport Infrastructure Authority responsible for delivering Victoria's Big Build.

About the Narre Warren North Road Upgrade

Narre Warren North Road provides vital north-south connectivity in Melbourne's growing south-eastern suburbs.

While most of Narre Warren North Road is two lanes in each direction, it narrows to one lane in each direction between Fox Road and Belgrave-Hallam Road. More than 19,000 vehicles travel along this section of the road each day.

Improving safety is a key project priority. The frequency of crashes on this section of Narre Warren North Road is twice the average of the entire outer south east metropolitan road network.

In 2018, the Victorian Government announced that it would upgrade Narre Warren North Road between Fox Road and Belgrave-Hallam Road, with the Victorian and Australian governments approving funding for the project in late 2020.

The project aims to improve safety for all road users and improve traffic flow along the entire road corridor by:

- building an extra lane in each direction between Fox Road and Belgrave-Hallam Road
- adding a dedicated right turn lane from Heatherton Road to Narre Warren North Road northbound
- installing traffic lights at the Memorial Drive intersection
- adding an extra through lane in each direction on Narre Warren North Road at the Ernst Wanke Road intersection and extending the right and left turn lanes
- modifying access to and from Crawley Road to make it safer to enter and exit once the upgrade is complete
- banning right turns from Brundrett Road to improve safety.



The project will also improve active transport options by upgrading existing and building new walking and cycling paths and providing better public transport connections.

The Narre Warren North Road Upgrade will build on the State Government's investment into Melbourne's arterial road network, which includes widening Narre Warren-Cranbourne Road between Thompsons Road and the South Gippsland Highway. When both projects are complete, the communities of Narre Warren and Cranbourne will be connected by four lanes all the way from Heatherton Road to South Gippsland Highway.

Construction on the Narre Warren North Road Upgrade is scheduled to start in late 2021 and is expected to be completed by 2023.

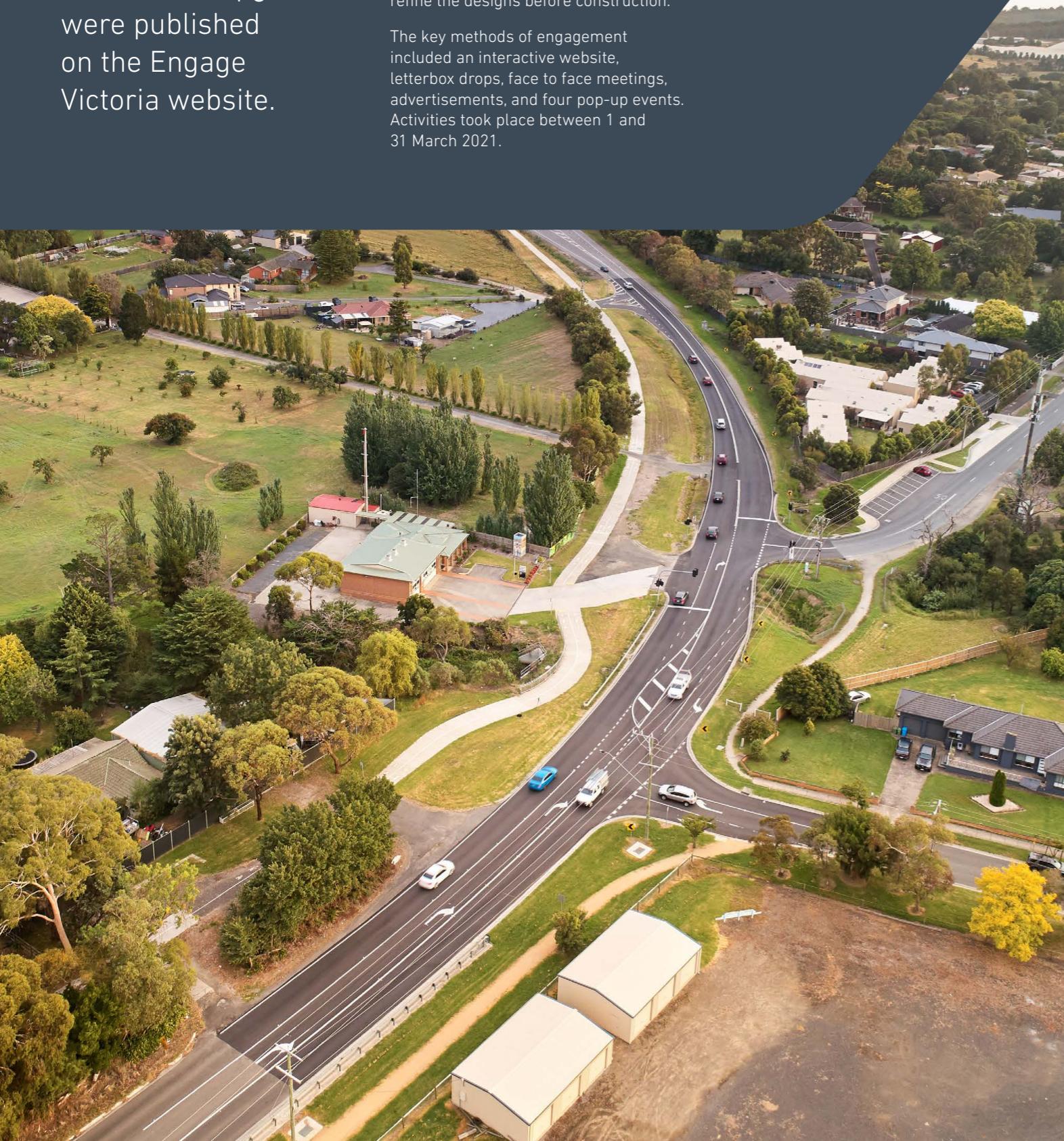


How we consulted

On 1 March 2021, the draft designs for the Narre Warren North Road Upgrade were published on the Engage Victoria website.

We invited project stakeholders, the community and road users to provide feedback on the draft designs. Gaining feedback from people who live and regularly travel through the area helps us to test the designs' effectiveness and refine the designs before construction.

The key methods of engagement included an interactive website, letterbox drops, face to face meetings, advertisements, and four pop-up events. Activities took place between 1 and 31 March 2021.



Method	Tools	Outcome
 Online engagement To provide information and capture feedback	Project webpage provided an overview of the project scope, timings and benefits including links to the engagement website Interactive map highlighted all aspects of the proposed design in detail and described any changes to road user movements. The map allowed community to zoom in and view the design in detail and provide location-specific feedback using pins. Road user survey allowed the community to share how they use the road by completing a brief survey which included two open-ended questions to allow general feedback. Ask a question allowed the community to post questions on the engagement website to be answered by the project team.	More than 5,000 people visited the project's engagement site, with 83 providing feedback on the interactive map, 247 completing the road user survey and 65 people asking questions of the project team.
 Mail notifications To communicate with residents and businesses in and around the project area	Community Update sent to approximately 3,000 properties in the Narre Warren North area to promote the online engagement and the Have Your Say campaign. Access Changes Fact Sheet sent to approximately 600 residential properties located on Brundrett and Crawley roads to inform property owners and tenants of the proposed access changes. Email to key stakeholders and project subscribers to inform them about the project and seek feedback on the proposed designs.	One letter box drop reaching more than 3,000 properties and three emails to approx. 1000 key stakeholders and project subscribers
 Advertisements To inform the broader community and road users	Geo-targeted digital advertising on Facebook from 1 to 31 March aimed to raise awareness of the project and encourage people to click through to the engagement website.	Social ads reached over 100,000 people with 2,957 click-throughs to the engagement website.
 Customer Contact Centre To enable a 24/7 opportunity to ask questions	Phone and email enquiries received from the public were responded to by the Contact Centre using detailed question and answers. If required, enquiries were transferred to the project team.	16 phone calls, four emails, and three online submissions were received during the consultation period.
 Community events To increase awareness and provide opportunity to meet the project team	Shopping centre and Berwick Farmers Market pop-up information sessions hosted by the project engineers and communications staff. The Meet the Project Team events were promoted on the engagement website, via email and in the Community Update. The events also targeted foot traffic. Community members could view the proposed designs, ask questions, sign up for project updates, or take a factsheet or hardcopy survey with them and provide feedback in their own time.	We held three pop-ups at the Narre Warren North Village Centre, including one after-hours during the consultation period. We held a fourth pop-up at the Berwick Farmers market. In total, we spoke to approx. 200 local residents

Community feedback on draft designs



Who participated and how they use the road

Almost 250 people completed the survey (either online or hardcopy). Of these:



Almost 90% use the road daily, with half using the road at all times of the day and night, not just peak travel periods



Almost 30% never use the shared walking or cycling path. Of those that do, 18% use it up to three days per week with 20% using it once a week



90% of respondents either live and work in the area



The paths are mostly used by pedestrians, with a small number using the paths for cycling and horse-riding

There was a good level of awareness of the project prior to engagement, with half of those who submitted a road user survey saying they'd previously heard about the project.

What you told us

Of all the feedback we received, about 90% was concerned with the proposed access changes to Crawley and Brundrett roads. This is what we heard.

- While Memorial Drive carries three times more vehicles each day than Crawley Road, there are fewer homes on Memorial Drive and many of you felt that Memorial Drive is primarily used as a rat-run. We also heard that most vehicles exiting Memorial Drive turn left onto Narre Warren North Road towards Westfield Fountain Gate Shopping Centre.
- You told us that Narre Warren North Road is the primary access point in and out of Crawley Road, which caters for many residential properties.
- For those living on Crawley and Brundrett roads, it was felt that removing the right turns onto Narre Warren North Road would make travelling to Narre Warren North Primary School and the Narre Warren North Village Centre (Marco's IGA) inconvenient.
- You also told us that during Pony Club events at Ivens Reserve, there are lots of vehicles towing horse-floats that would need to perform U-turns to enter and exit Crawley Road. We responded to lots of questions about whether vehicles towing horse floats could perform U-turns (they can) and there was the view that this may cause congestion on Narre Warren North Road during event days.
- Finally, there was the view that Fox Road was not a suitable detour route for heavy vehicles exiting Brundrett and Crawley roads.



Next steps

Over the coming months, the project team will work to refine and finalise the project designs within the approved scope and budget for the upgrade.

The feedback and suggestions we've received from stakeholders and the local community will be part of this process.

We're exploring several options to address the feedback we've heard around the access changes to Crawley and Brundrett roads. Our priority is ensuring that our final designs provide the safest outcome for all road users, while minimising the impact on the environment and avoiding the need to compulsorily acquire land.

Over the coming months, we'll conduct additional site investigations, traffic studies, environmental and cultural studies as we work to finalise the designs. We'll engage with City of Casey to ensure our designs support local planning strategies. We'll also work with the Department of Transport to ensure our designs meet the necessary regulations.

While online engagement on the project designs is now closed, we'll continue to engage with community groups and project stakeholders over the coming months.

The project team is also available to discuss any feedback and concerns. You can contact us on **1800 105 105** or at contact@roadprojects.vic.gov.au.

We expect to be able to share the final designs with you later this year.



Alternative suggestions

Alternative suggestions we received included:

- Reinstating access to Crawley and Brundrett roads
- Moving the traffic lights to Crawley Road to facilitate the greater number of right turn movements
- Closing off Memorial Drive to prevent rat-running
- Building a three-way intersection at Memorial Drive, Crawley Road and Narre Warren North Road with either traffic lights or a roundabout.
- Synchronising traffic lights along Narre Warren North Road once the upgrade is completed to improve traffic flow.
- Suggestions to build an extra through lane on Ernst Wanke Road between Narre Warren North Road and Mary McKillop Primary School to eliminate congestion heading west towards the Monash Freeway entrance during peak periods
- Request for traffic lights to be installed at the intersection of Kurrajong Road and Narre Warren North Road to improve safety and traffic flow.

Some of the feedback you provided concerned matters that are outside the Narre Warren North Road Upgrade project scope. This included:

- Concerns around the high incidence of speeding vehicles in the area
- Requests for a footpath to be built on both sides of Fox Road to connect with Kalora Park, as well as cyclist facilities to reduce the reliance on cars to access the netball club

While these matters are outside the scope of the project, we'll refer this feedback to the relevant road authority, in this case City of Casey Council and/or the Department of Transport. We'll also flag concerns around speeding with the local Police.

Project timeline

Late 2020

- Funding approved for Narre Warren North Road Upgrade

March 2021

- Draft designs released for community feedback

May/June 2021

- Closing the loop feedback report published

July 2021

- Award construction contract

Late 2021

- Project designs finalised
- Construction starts

Early 2023

- Construction completed

Contact us

If you have questions regarding the Narre Warren North Road Upgrade, contact us on **1800 105 105** or send us an email at contact@roadprojects.vic.gov.au

For more information about the Narre Warren North Road Upgrade, visit our website roadprojects.vic.gov.au/projects/narre-warren-north-road-upgrade

You can also subscribe to receive email and SMS updates at roadprojects.vic.gov.au/contact/email-updates.





Contact us

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