

## Appendix G: Engagement Summary

**METRONET Byford Rail Extension**  
Engagement Outcomes Report

# Engagement Outcomes Report

## Armadale Enabling Works

# November 2022

Document details	
<b>Title</b>	Engagement Outcomes Report November 2022
<b>Project</b>	Byford Rail Extension (BRE) Design and Construction Project
<b>Laing O'Rourke Project No.</b>	R30
<b>Client</b>	Public Transport Authority of Western Australia
<b>Client contract No.</b>	PTA200142
<b>MetCONNX Document No.</b>	R30-MET-PLN-SM-000-00002-2207

Note: This document has been produced as a summary report during the Project Alliance Reference Design Stage to inform the Alliance Project Team (APT) personnel and supply chain partners as required. Engagement herein arises from the implementation of BRE Stakeholder Interface Management Plan and BRE Community and Stakeholder Engagement Management Plan.

## Document revision history and sign-off

Rev	Date	Revision Description	Prepared by	Reviewed by	Approved by
A	July 2022	Issued for Reference Design		CAatoms	
B	Sept 2022	Issued for Reference Design	CAzar	CAatoms	
C	Nov 2022	Issued for Eleventh Road DA page turn review	CGalvez	CAatoms	
D	Nov 2022	Issued for Armadale enabling works DA	CGalvez	CAzar	CAatoms

This summary outcomes report has been prepared by the Engagement Team during the Project Alliance Reference Design Stage. It is additional to the requirements arising from the Alliance Development Agreement (ADA).

### Distribution

The report will be held within the Project Alliance document management system, where it can be accessed by Alliance Project Team (APT) personnel and supply chain partners as required.

### Issue, revision and re-issue

The report may be revised periodically throughout the duration of the Project. The Engagement Lead may issue or refer versions of this report to the Alliance Management Team (AMT) for information purposes.

## Table of contents

<b>1. Project overview</b> .....	<b>5</b>
1.1 METRONET vision and objectives .....	5
1.2 Byford Rail Extension overview .....	5
1.2.1 BRE Project stages.....	6
1.3 Engagement objectives and critical success factors .....	6
<b>2. Purpose of this summary report</b> .....	<b>6</b>
2.1 Reference Design Stage.....	6
2.2 Terms and definitions.....	6
<b>3. Engagement strategy</b> .....	<b>7</b>
3.1 A framework for good engagement.....	7
3.1.1 What level of engagement for the BRE Project? .....	7
3.2 Demographic analysis .....	7
<b>4. Project milestones for 2022</b> .....	<b>8</b>
<b>5. Activities to date</b> .....	<b>8</b>
5.1.1 Stakeholder briefings, meetings, workshops .....	8
5.1.2 Stakeholder design feedback .....	8
5.1.3 Resident letters .....	9
5.1.4 Community notifications .....	9
5.1.5 Elected member briefings.....	9
5.1.6 Project contact channels .....	9
<b>6. Engagement outcomes</b> .....	<b>9</b>
6.1 Project benefits.....	11
<b>Appendix A: Terms and definitions</b> .....	<b>12</b>

## Figures

<b>Figure 1: METRONET Byford Rail Extension Project</b> .....	<b>5</b>
---	----------



### Acknowledgment of Country

MetCONNx acknowledges the Whadjuk People and the Gnala Karla Booja People as the Traditional Custodians of the land and waters on which Byford Rail Extension Project is located. We pay our respects to Elders, past, present and emerging, and thank them for their continuing connection to country, culture and community.



## 1. Project overview



### 1.1 METRONET vision and objectives

As one of the largest single investments in Perth’s public transport, METRONET will transform the way the people of Perth commute and connect. It will create jobs and business opportunities and stimulate local communities and economic development to assist communities to thrive. The METRONET vision is for a well-connected Perth with more transport, housing and employment choices. In delivering the Byford Rail Extension, METRONET has considered the community’s current and future needs for work, living and recreation within future urban centres, with two new modern train stations at the heart.

The objectives are to:

- Support economic growth with better-connected businesses and greater access to jobs.
- Deliver infrastructure that promotes easy and accessible travel and lifestyle options.
- Create communities that have a sense of belonging and support Perth’s growth and prosperity.
- Plan for Perth’s future growth by making the best use of our resources and funding.
- Lead a cultural shift in the way government, private sector and industry work together to achieve integrated land use and transport solutions for the future of Perth.

### 1.2 Byford Rail Extension overview

The Byford Rail Extension (BRE) Project has been identified as an essential component of the METRONET program. The Project will extend the electrified passenger rail service from Armadale to Byford, providing a strong transport connection between these two centres, supporting economic growth and providing greater access to jobs. The Project has been developed in line with policy objectives for highly integrated transport and land use planning.



QR code for animated Project video

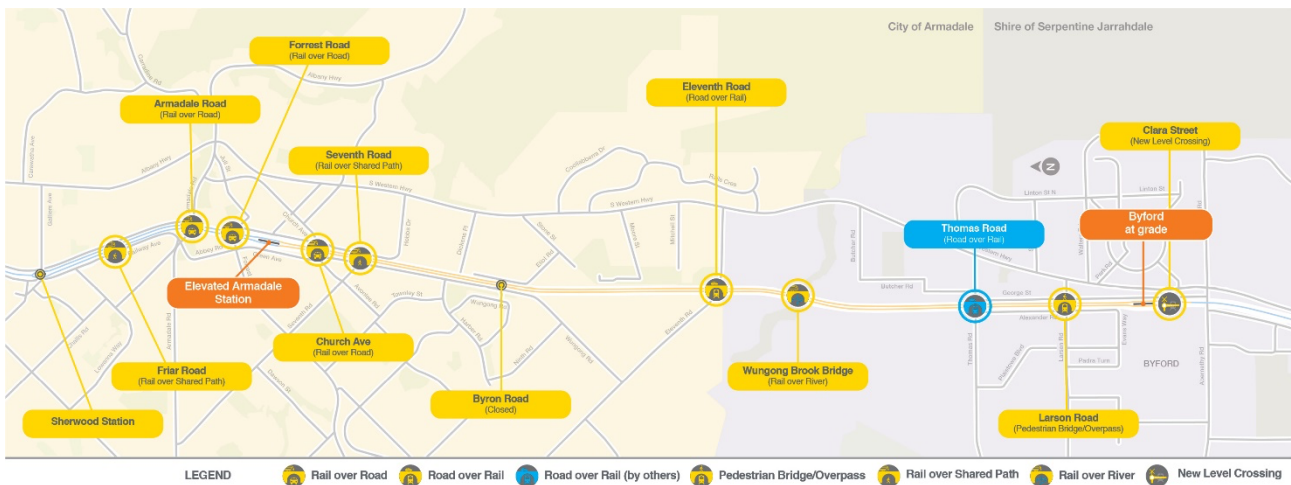


Figure 1: METRONET Byford Rail Extension Project

### 1.2.1 BRE Project stages

The design and delivery of the main works package for BRE Project are broken into the following distinct stages:

- Project Alliance Development Stage
- Project Alliance Reference Design Stage
- Project Alliance Detailed Design Stage
  - Interim Detailed Design
  - Final Detailed Design
- Project Alliance Issued for Construction
- Project Alliance Delivery Stage (construction)
- Commissioning and Entry into Service.



QR code for animated scope flythrough

### 1.3 Engagement objectives and critical success factors

MetCONNx and the PTA have formed an integrated, collaborative Project Alliance to deliver rail infrastructure, which reflects our absolute commitment to achieving project objectives and delivering positive outcomes for the State.

The following demonstrates how we have mapped our engagement objective against the critical success factors for engagement to achieve best-for-project outcomes. These are to be read in the context of all project objectives in the Project Alliance Agreement (PAA) and the corresponding critical success factors and key compliance objectives.

Engagement objective:

- Ensure appropriate consultation and integration with community and stakeholders.

Critical success factors for engagement:

- Engage with all relevant third-party asset owners and stakeholders, including, but not limited to, the City of Armadale, Shire of Serpentine Jarrahdale, Main Roads WA, residents' associations, land developers and relevant trade unions.
- Engage with all relevant third-party asset owners to ensure the effective management of impacted utilities and services.
- Effective management of internal PTA interfaces and PTA contractors with technical and operational personnel.
- Constant and effective engagement with PTA in design meetings, work planning and executing shutdowns.

## 2. Purpose of this summary report

### 2.1 Reference Design Stage

This report describes engagement of community and stakeholders for the proposed enabling works undertaken in the Project Alliance Reference Design Stage. It summarises engagement activities and outcomes to date specific to enabling works including the temporary bus interchange and site office.

### 2.2 Terms and definitions

Terms and acronyms used herein are defined in Appendix A: [Terms and definitions](#).



### 3. Engagement strategy

The overall Byford Rail Extension project is of a high profile in the community, and of a particularly high profile in communities surrounding and adjacent to the site of project works. Pro-active, values based, honest and transparent engagement is a defining factor to project success. Good engagement will help shape the most sustainable outcome.

It is essential to recognise, early works will be constructed in the central business district of Armadale around key transport infrastructure. Businesses and residents will be engaged through a number of strategies to ensure an appreciation for the long term benefits of the project, identify opportunities and mitigate impacts where possible.

#### 3.1 A framework for good engagement

Underpinning our good engagement, International Association for Public Participation (IAP2) spectrum helps to describe the allowance provided for (community and stakeholder) engagement in decision making. Levels on the spectrum being: inform > consult > involve > collaborate > empower.

Determining a specific 'level of engagement' will have an influence on the time frames, resources, tools and opportunities to impact in decision making. Helpfully, the spectrum sets out at each 'level' the degree to which engagement (community and stakeholder input) will impact decision making.

Importantly, establishing an appropriate level of impact for specific communities and stakeholders will support the realisation of opportunities and deliver a more sustainable outcome. Aligned with this framework, engagement and communication will express the important areas of negotiable and non-negotiable elements.

##### 3.1.1 What level of engagement for the BRE Project?

BRE will prioritise proactive, honest engagement with the community and stakeholders to improve understanding of the project, ensure buy-in and mitigate risks. Ideal engagement for this project will be to:

- **INFORM** the public about planned works and progress of current works.
- **CONSULT and INVOLVE** the public and stakeholders in project design wherever possible, such as public art and public realm.
- **INVOLVE** and work directly with the public to resolve issues that arise through construction.
- **COLLABORATE** with stakeholders to identify and realise opportunities or mitigate impacts.

#### 3.2 Demographic analysis

This demographic analysis informs engagement with our local community.

The area around central Armadale is slightly older than the state average, 39 and 37 respectively. There are fewer children per household in central Armadale. There is also a significantly higher proportion of Aboriginal and Torres Strait Islander residents.

In terms of financial and housing security, residents of Armadale are almost twice as likely to live in rented accommodation and twice as likely to live in a household with a weekly income of less than \$650 per week. In addition, both primary and secondary public schools in the area are more likely to indicate disadvantage.

The City of Armadale has a population of around 94,000 residents, which is expected to grow to over 151,000 by 2041.



## 4. Project milestones for 2022

Milestones	Date	Activity
Project alliance award	May 2022	Kick off meeting
Project alliance award announcement	August 2022	Website update, local media coverage
Line-wide corridor design	May-Sept 2022	Stakeholder briefings, meetings, workshops
External to precincts non-rail design	May 2022-May 2023	Stakeholder briefings, meetings, workshops
Armadale Station and precinct non-rail design	July 2022-April 2023	Stakeholder briefings, meetings, workshops
Construction team mobilisation	June 2022	Community notification distributed to residents close to mobilisation sites
Community Reference Groups	Nov 2022	CRG to represent a mix of business and residents

## 5. Activities to date

The range of activities undertaken to date are aimed to involve stakeholders in problem solving to improve place outcomes, provide accessible, clear and timely information, create meaningful, two-way discussion and mitigate impacts.

### 5.1.1 Stakeholder briefings, meetings, workshops

What	Who	When
<b>Stakeholder engagement in the form of briefings, presentations, meetings and workshops.</b>	METRONET, PTA WA and Transperth State Design Review Panel, Office of the Government Architect WA City of Armadale Shire of Serpentine Jarrahdale Main Roads WA Development WA Utility providers including Western Power, Telstra, Optus, Water Corporation, ATCO Gas Community, business and special interest groups	Ongoing meetings with residents, businesses and key stakeholder groups to discuss the impact and opportunities for consultation.

### 5.1.2 Stakeholder design feedback

What	Who	When
<b>Stakeholder engagement in the form of briefings, presentations, meetings and workshops.</b>	PTA Main Roads WA City of Armadale	May-Nov 2022

### 5.1.3 Resident letters

What	Who	When
Personalised letters to adjoining neighbours, with detailed information on works, their nature and risk, expected timelines, complaint channels.	Properties sharing boundaries with Eleventh Road and properties within 100m of construction sites	Letters on an ongoing basis from July 2022 in line with key project milestones and developments. Project flyer distributed to all residents in Armadale in Oct 2022.

### 5.1.4 Community notifications

What	Who	When
Notifications providing information on project works, timing and progress.	Notifications have been distributed to residents and properties within a 200m radius of site	Ongoing from June 2022 in line with key project milestones and developments.

### 5.1.5 Elected member briefings

What	Who	When
Personalised briefings using presentations and opportunity for questions and answers.	Elected representatives and key stakeholders	Initial briefing held in October 2021 prior to Alliance contract award.  Briefings on an ongoing basis from June 2022 and as required/requested throughout the project lifespan.

### 5.1.6 Project contact channels

What	Who	When
Dedicated project contact channels: The METRONET website ( <a href="http://www.metronet.wa.gov.au">www.metronet.wa.gov.au</a> ) email ( <a href="mailto:info@metronet.wa.gov.au">info@metronet.wa.gov.au</a> ) and phone (9326 3666) is the first point of call for all project enquiries.	Details provided on all external communications material	Project team are available to respond within 24 hours to requests received through these channels as required throughout the project lifespan.

## 6. Engagement outcomes

Sentiment	Issues raised	Stakeholders (who)	Solutions
Frequent and open communication	There has been an appreciation for early communication on the outlook of the project in 2021. Going forward residents and stakeholders have indicated a preference for open, clear and frequent communication.	Residents and stakeholders Community Reference Group	The project will continue to engage with residents regularly, including providing visual representations of designs, intended works and equipment used where possible. The project has provided contact details to residents should they wish to seek information at any time.
Tree retention and landscaping	Throughout a number of streams of engagement various stakeholders have expressed	Residents, businesses, City	Our objective is to prioritise the retention of native vegetation. We have a sustainability target for "no net loss of

	their desire for tree retention and appropriate landscaping. There is an appreciation in Armadale of the country feel and unique location at the foot of the scarp.	of Armadale and stakeholders.	biodiversity". This will be achieved through offset management and tree retention planning, developed in collaboration with key stakeholders. Where impacts are unavoidable, we will minimise and offset impacts. Our design and construction methods are being carefully considered to achieve optimum environmental and social outcomes.
<b>Access and amenity during construction</b>	Residents and stakeholders have expressed a desire to maintain access and amenity during construction. This is particularly important to local businesses.	Businesses, stakeholders and residents.	The project will work closely with those businesses and amenities most affected to minimise impacts to access and amenity during construction.  Traffic management plans will also be implemented to ensure all vehicle movements are facilitated in a safely while maintaining access where possible.
<b>Noise</b>	Residents and stakeholders have expressed concerns about the noise impacts during construction	Residents Community reference group	During construction the project will provide regular updates on upcoming construction works to mitigate impact on the amenity of residents. All vehicles will be fitted with croakers rather than beepers. Efforts have been made to avoid after hours works where possible to reduce the impact on residents.
<b>Adequate parking during construction</b>	City of Armadale have expressed concerns about the abolition of car bays.	City of Armadale	Additional parking will be developed to mitigate the parking overflow.
<b>Drainage</b>	City of Armadale has raised need for drainage consideration and compliance as part of the temporary bus interchange.	City of Armadale	Drainage has been surveyed to ensure compliance.
<b>Safety and accessibility of temporary bus interchange</b>	PTA has raised a need for consideration of a number of aspects relating to safety and accessibility of the temporary bus interchange. This includes fencing, adequate paths, disability access, smoke alarms, generator power, bus shelters.	PTA	Comments not closed out.
<b>Fit for purpose temporary bus interchange</b>	PTA has raised the need for a fit for purpose temporary bus interchange. This includes adequate turning circles in all necessary locations, adequate layover bays, appropriate number and location of car bays and electrical outlets.	PTA	Comments not closed out.
<b>Specific requirements and clarity in drawings</b>	PTA has requested clarity in the designs to ensure a number of technical requirements and obligations are met and represented adequately in the final design.	PTA	Comments not closed out.

## 6.1 Project benefits

The below messages regard the project benefits have been developed side by side with our key stakeholders and are being used to describe the benefits.

- The project will service the growing population of the City of Armadale with a new, elevated Armadale Station. It also means three busy level crossings at Armadale Road, Forrest Road and Church Avenue will be removed and replaced with elevated rail, easing road congestion and creating opportunities and connections in this growing area.
- The Byford Rail Extension will give current and future residents in the Serpentine-Jarrahdale area improved access to jobs, services and amenities thanks to high-capacity, high-frequency rail, which will play an important role in the growth of the local economy.



## Appendix A: Terms and definitions

The terms, abbreviations and acronyms used in this report are defined in [Table 1](#).

Table 1: Terms and definitions

Term	Definition
AD	Alliance Development
ADA	Alliance Development Agreement
ALT	Alliance Leadership Team
AMT	Alliance Management Team
APT	Alliance Project Team, comprising Laing O'Rourke, KBR, Pritchard Francis and the PTA
BRE	Byford Rail Extension
KRA	Key Result Area
LGA	Local Government Authority
MRWA	Main Roads Western Australia
Project	METRONET Byford Rail Extension Project
PTA	Public Transport Authority
SWTC	Scope of Works and Technical Criteria

