

## Appendix I: Engagement Outcomes

**METRONET Byford Rail Extension**  
Engagement Outcomes Report

# Engagement Outcomes Report

## Viaduct

**April 2023**

Document details	
<b>Title</b>	Engagement Outcomes Report Viaduct April 2023
<b>Project</b>	Byford Rail Extension (BRE) Design and Construction Project
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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	March 2023	Issued for Viaduct DA	Christina Azar	Cara Galvez	Tania Anglin
B	April 2023	Issued for Viaduct DA	Christina Azar	Tania Anglin	Tania Anglin

This summary 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

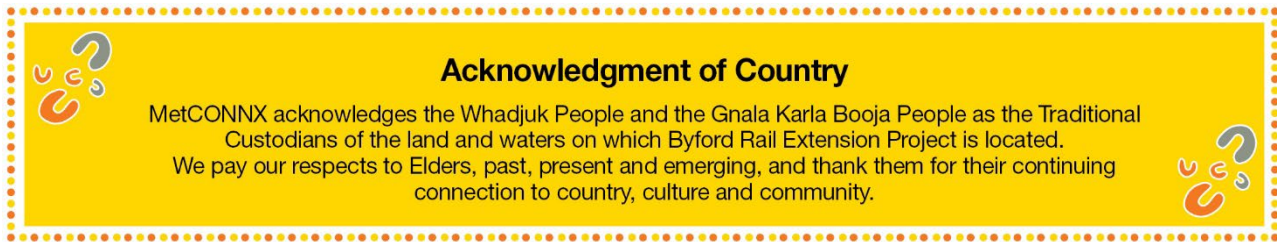
The summary report will be held within the Project Alliance document management system, where it can be accessed by Alliance Project Team (APT) personnel and supply chain partners as required.

### Issue, revision and re-issue

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

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## 1. Purpose of this summary report

This report describes engagement of community and stakeholders undertaken by the MetCONNX Alliance. It summarises engagement activities and outcomes to date.

## 2. Engagement approach

All community and stakeholder engagement and communication activities undertaken by the Alliance will be:

- guided by the International Association for Public Participation (IAP2) Quality Assurance Standard for Community and Stakeholder Engagement
- undertaken in accordance with the IAP2 Public Participation Spectrum (IAP2 International Federation 2014).

The IAP2 spectrum identifies the level of participation that defines the public role in any engagement program. It shows that differing levels of participation are legitimate depending on the goals, resources, interests and levels of concern that stakeholders hold in the decision to be made.

### 2.1 Engagement objectives

Engagement objectives are as follows:

- Generate awareness of and support for the project, including its rationale, objectives and benefits.
- Ensure the community and stakeholders are kept well informed about project design and construction including all works or activities that may impact on them; and they have an opportunity to have their feedback and concerns considered.
- Understand stakeholder and community aspirations, opportunities, issues and concerns associated with the project.
- Obtain community input to, buy-in and acceptance of the project development and design and construction methodology, ensuring that where practical, project delivery reflects the wishes of the community.
- Deliver the project with minimal complaints and ensure that concerns raised are managed in a proactive, timely, transparent and empathetic manner.
- Build strong, open and honest relationships with the local community, improving levels of trust and confidence in METRONET and their vision for a well-connected Perth with more transport, housing and employment choices.

### 3. Engagement activities to date

Engagement activities undertaken to date have involved key stakeholders in planning and reviews to improve place outcomes and identify and mitigate risks.

Engagement activities included:

- An online survey was launched in early March 2023 to understand community thoughts and ideas for the public spaces near the new elevated train station and under the viaduct. This consultation is open for a five-week period until 12 April 2023. The survey was widely promoted including:
  - distribution of a flyer to over 30,000 residents and businesses,
  - an advertisement in the local Examiner Newspaper circulated to over 50,000 residents in Armadale, Beckenham, Bedforddale, Brookdale, Byford, Camillo, Canning Vale (part), Darling Downs, Forrestdale, Gosnells, Harrisdale, Huntingdale, Jarrahdale, Kelmscott, Kenwick, Keysbrook, Langford, Maddington, Mt Nasura, Mt Richon, Mundijong, Oakford, Orange Grove, Piara Waters, Roleystone, Serpentine, Thornlie, Westfield, Whitby and Wungong, and
  - and via the METRONET website and social media channels. The survey was also provided via local industry organisations and local Council social media channels.
- A shopping centre display was held at Armadale Village Shopping Centre on 15 March to share the vision for the proposed public spaces within the project and test and validate initial public space concepts and activity zones around the Armadale Station and viaduct. The displays were promoted via an advertisement in the local newspaper and local Council social media channels.



- A meeting was held with the Byford Rail Extension Armadale Community Reference Group (CRG) on 29 March focussing on the viaduct and public spaces, concepts and activity zones around Armadale Station and viaduct area. Images of the Viaduct were shared with the group and discussions held around the dimensions and aesthetics of the structure.

- An information session was held with the residents of Dale Cottages on 4 April to provide information on the viaduct, share the vision for the proposed public spaces and seek to understand resident's thoughts and ideas. The information session included a presentation and workshop on station public space areas under and surrounding the station and viaduct.
- Businesses in close the vicinity of the viaduct were doorknocked to ensure awareness of the project, including the new elevated station and viaduct, and an information session held with members of Business Armadale on 31 March. This session enabled businesses to view plans and ask questions about the elevated station and viaduct including timing of works and expected impacts.
- Engagement with community service organisations immediately adjacent to the project site has been ongoing in the form of meetings, briefings, presentations and workshops including Armadale RSL and Armadale Fire Station.
- Ongoing engagement in the form of meetings, briefings, presentations, workshops and distribution of an informative Fact Sheet on the viaduct structure will be ongoing including meetings and workshops with the City of Armadale and elected representatives.

#### 4. Upcoming engagement activities

- A Fact Sheet about the Viaduct will provide information to the community about the key design features and benefits of the viaduct and an overview of how it will be constructed. Preparation of the Fact Sheet was guided by the key messages below and includes an image of the viaduct structure:
  - 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.
  - As part of the project, Armadale Station will be rebuilt as a new elevated station passing through the town centre. The elevated rail will start from approximately 450m north of Armadale Road and continue along a viaduct structure to Church Avenue before returning to grade approximately 420m south of Church Avenue.
  - The elevated rail (viaduct) will cross over Armadale Road, Forrest Road and Church Avenue. The existing level crossings at these roads will be removed.
  - Removal of the level crossings will provide easier connection for pedestrians, cyclists, public transport and road users, and improves safety by eliminating the interface between road and rail.
  - The increased safety due to crossing removal allows for better access and greater usage of the new spaces that will present themselves below the viaduct. This increases community engagement, activity and passive surveillance within the public open spaces.
  - The creation of newly activated public open spaces under the viaduct will strengthen movement east/west through the site for the local community and provide opportunities to engage with the site whether it be for play, to get fit, hold an event or simply rest and relax.
  - The elevated rail design includes slim line piers and the space between the piers has been maximised in order to minimise the impact on visual amenity and overshadowing. It allows for more natural light, air and rainwater to reach ground that helps to sustain vegetation along the line.
  - The viaduct design includes measures for noise reduction throughout the corridor and surrounding area. Measures include embedding the operating rail lower, use of track dampeners, and inclusion of barriers and screening of varying heights to reduce noise generated from trains and provide privacy for residents that about the rail corridor.



- Landscaping and public art will be present throughout, including treatments to soften views of the viaduct retaining walls.
- The Fact Sheet will be hand delivered via a doorknock to residents abutting the viaduct. It will also be shared with project Community Reference Group Members, local businesses, schools and community groups and made available on the project website.
- Feedback received via the Shopping Centre Displays, Information Sessions and Surveys will be analysed and used to further inform design.
- A summary of the feedback will be prepared and circulated to the community.
- There will be ongoing engagement with the local Council, local business organisations and the Armadale Community Reference Group (CRG) which has been established to help inform the design concepts for the project. The CRG comprises representatives from local residents, business owners and community group representatives.

## 5. Stakeholder and community sentiment

Stakeholder engagement undertaken to date has identified strong support for the removal of level crossings and the associated potential to activate the spaces under the viaduct for public use. There is strong support for improved safety through removal of the interface between road and rail and a strong desire for new public spaces and activation of public spaces nearby Armadale Station and under the viaduct.

The following key areas of interest have also been identified and will provide a strong focus for further information and consultation:

- The visual impact of the viaduct
- Potential noise impacts from an elevated rail structure
- Security, safety and surveillance
- Construction impacts

## 6. Next steps

In line with the engagement objectives outlined in section 2.1, stakeholder and community engagement will be ongoing throughout the life of the project with a focus on ensuring:

- Ongoing engagement with the community through multiple channels, ensuring a tailored, customer-centred approach.
- A proactive approach to community engagement – identifying areas of community interest and reaching out to interested parties including a level of engagement that is proportionate to the nature of the issues, level of risk, and their context.
- Clear parameters and expectations are set around areas of community influence.
- Undertaking clear and consistent communication based on approved messages that reflect the objectives of the State Government, METRONET, PTA and other key stakeholders.
- Communicating and engaging in an open, inclusive, and transparent manner.
- Respecting and valuing the expression of different perspectives.

### 6.1 Further information

If you have any questions or feedback, please contact [info@metronet.com.au](mailto:info@metronet.com.au)