

TONSLEY LINE REVIEW

COMMUNITY PRIORITIES

FINAL REPORT
JUNE 2019



EXECUTIVE SUMMARY

PURPOSE AND OBJECTIVES

This report summarises the key issues, concerns and priorities raised by a diverse range of local community members and public transport users during the Tonsley Line Review community engagement process.

**PURPOSE &
OBJECTIVES**



ENGAGEMENT APPROACH

We engaged with participants and identified community issues through a tailored program of activities comprising:

- Letterbox drop to 5,189 residents
- 111 online surveys
- Stakeholder interviews and meetings
- 12 listening posts with over 250 interactions
- 38 residences door knocked
- Two community workshops attended by 22 and 28 participants

**ENGAGEMENT
APPROACH**



COMMUNITY PRIORITIES

The key community priorities we heard during the process were:

- Increased rail services – longer operating hours and weekends (highest and most frequently raised priority)
- Station location – locate station as far south as possible to ensure new and existing residents have equitable access to services*
- Better station access – enhanced connectivity and quality of footpaths (that considers people with a disability and older people with mobility concerns)
- Early and genuine engagement with communities
- Community involvement during the construction phase
- Car parking provision at stations

**COMMUNITY
PRIORITIES**



NEXT STEPS

- Incorporating priorities into design solutions
- Communicating how priorities have been incorporated into design solutions
- Ongoing community engagement

NEXT STEPS



*Note: the furthest south possible location for this station is at the mid-point between Flinders Station and Mitchell Park Station and also the mid-point between the existing Clovelly Park and Tonsley Stations being consolidated.



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1 INTRODUCTION

1.1 PURPOSE

In late May 2019, Gould Thorpe Planning (GTP) was engaged by the Department of Planning, Transport and Infrastructure (DPTI), to undertake a community engagement process as part of the Tonsley Line Review. GTP consulted with residents from Mitchell Park, Tonsley and Clovelly Park, as well as public transport users, about the future of the Tonsley Line. The intent of the engagement process was to identify key community concerns and priorities for the future of the Tonsley Line, in light of the upcoming closure of Tonsley Station.

1.2 BACKGROUND

1.2.1 Tonsley Line Review

The Tonsley Line Review is a planning study currently being undertaken by DPTI. The review is considering options to improve the existing services and facilities along the Tonsley Line. This review does not encompass the Flinders Link Project - a design and construction project that is focused on the extension of the Tonsley Line.

To date, DPTI has undertaken the following actions under this review:

- Analysis of accessibility and performance of stations along the Tonsley Line for nearby residents
- Transport modelling of service frequency along both the Seaford and Tonsley Lines to determine infrastructure requirements to enable potential changes to service frequency
- Consultation with the Tonsley Line public transport users and local residents via an online survey
- Identified potential station designs and locations to enhance public transport access and facilities for the surrounding community
- Consultation with the Flinders Link Project team and key stakeholders on local area plans, possible station locations and the risks and opportunities for enhancing access to Tonsley Line stations.

1.2.2 Flinders Link Project

The Flinders Link Project is a joint initiative between the Australian Government and the South Australian Government, to extend the Tonsley Line to create new connections to the surrounding health, innovation and education precincts.

The project will improve public transport services and provide better connectivity via a reliable, convenient and accessible elevated rail line.

Specifically, the project proposes:

- A 650-metre long rail line extension of the current Tonsley Line that will link Flinders Medical Centre and Flinders University to the metropolitan rail network. This is achieved via an elevated track that will cross over Sturt Road, Laffers Triangle and Main South Road
- Construction of a new station adjacent Flinders Private Hospital and removal of the existing Tonsley Station
- An integrated shared pedestrian/cycle path adjacent the rail line from the new ramp located at the corner of Sturt Road and Birch Crescent to the new Flinders Station.

1.2.3 Previous Community Engagement

Market research company Square Holes Pty Ltd was engaged by DPTI in January 2019 to conduct an online survey to seek community feedback on user experience of, and expectations for, train services along the Tonsley Line. This survey was active between 11 and 22 February 2019 and a total of 976 responses were received during this period. The key areas of improvement that were recorded in the survey included: longer operational hours that include weekend and evening train services, safe and easy access to stations, improved shelters, and clean and well-maintained stations and amenities.

1.3 STUDY AREA

The study area primarily encompasses the section of Tonsley Line shown overleaf in **Figure 1: Study Area**. The extent of the Tonsley Line stretches between its junction with the Seaford Line to the current Tonsley Station located just before Sturt Road. The study area also includes the suburbs of Mitchell Park, Tonsley and Clovelly Park, which are respectively situated to the east and west of the Tonsley Line.

Tonsley, Clovelly Park and Mitchell Park area map Existing situation



Figure 1: Study Area

(Source: DPTI)

1.4 REPORT STRUCTURE

The remaining sections of this report comprise the following:

- **Chapter 2 – Methods** outlines the purpose, objectives and scope of this study, as well as identifying some risks
- **Chapter 3 – Community Engagement Activities** presents the engagement methods and data collection applied for this study, including: online surveys, email submissions, listening posts, residential door-knocking, phone line calls, website registration, key stakeholders identified and engaged and community workshops
- **Chapter 4 – Community Priorities** documents priority issues and possible mitigation strategies, as well as opportunities, that emerged from the community workshops
- **Chapter 5 – Next Steps** discusses options for ongoing communication and engagement activities
- **Appendices** include a summary table of all items raised and workshop 2 prioritisation activity results.

2 METHOD

2.1 PURPOSE AND OBJECTIVES

The purpose of this report is to summarise the key issues, concerns and priorities for local community members and public transport users for the Tonsley Line Review.

As a result, the following objectives were adopted:

- Engage with a wide range of local community members and public transport users (participants).
- Invite participants to identify their issues and concerns.
- Assist community members to summarise and prioritise their issues and actions for the Tonsley Line.

2.2 COMMUNITY ENGAGEMENT PROCESS

A qualitative research approach was used to implement the engagement process, to capture, analyse and prioritise a wide range of community issues with the assistance of community members.

To support this holistic approach to data collection, we adopted a ‘funnel approach’. This involved the collection of a broad range of community issues and concerns through a variety of techniques, including online surveys, stakeholder interviews, listening posts and door-knocking. The breadth of research helped to inform two community workshops, where these general ideas and concerns were explored and prioritised at a deeper level. Starting wide and distilling down within the engagement framework enabled a more extensive array of community issues and ideas to be identified and a better chance of capturing representative data. A visual representation of the research design is provided in **Figure 2: Engagement Process**.



Figure 2: Engagement Process

2.3 ENGAGEMENT SCOPE

The Tonsley Line Review exists in the context of the closure of the Tonsley Station as part of the Flinders Link Project. The planned station closure has been communicated by DPTI since mid-2017.

Following the announcement of the station closure, there has been some community opposition to the loss of the station and advocacy for it to remain. Mounting community frustration towards the loss of the station created the possibility that the community engagement process would be dominated by this issue. To avoid this occurring and to ensure even and balanced feedback on the Tonsley Line Review, an engagement process was developed that involved a wide range of community members and key stakeholders via a funnel approach to data collection, as outlined above. This approach meant that the scope of the study was widened and therefore was more representative of the different communities adjacent the Tonsley Line.

The scope of the study did not include in-depth engagement with stakeholders such as the City of Marion and Renewal SA, as these institutions had been engaged previously by DPTI for the Tonsley Line Review. Given their direct connection with the local communities, we briefed City of Marion staff on the scope of the engagement process for the Tonsley Line Review. The parameters of the study exclusively included engaging the community within the vicinity of the Tonsley Line and public transport patrons for this section of rail line.

2.4 PROJECT RISKS

The main risk for the engagement process was that it would be perceived by the local community as tokenistic, based on community perceptions that all decisions concerning the Tonsley Line had already been made. During the engagement process, the Government responded to this issue by providing two media releases advising that community preferences for the final location and design of the new station would be heard. If community members perceive there is no consideration or change to the Tonsley Line following their feedback provided in this report, then levels of community trust towards DPTI may decline. It is also important that timely and comprehensive feedback is provided to community members about what is and is not incorporated and why.

The suburbs of Mitchell Park, Clovelly Park and Tonsley present some demographics that indicate social disadvantage levels at higher rates compared to the City of Marion as a whole, which can create specific risks. Tonsley and Mitchell Park are identified as the highest and second highest for levels of social disadvantage in the City of Marion Council Area when applying the Australian Bureau of Statistics' measurement tool, Socio-Economic Indexes for Areas (SEIFA). SEIFA defines its measurement as relative socio-economic advantage and disadvantage related to "people's access to material and social resources, and their ability to participate in society" (SEIFA 2016). Clovelly Park measures as a middle-level of social disadvantage when measuring against the SEIFA Index. This social disadvantage identified, especially regarding Tonsley and Mitchell Park, presented certain risks to the study such as effectively engaging with *all* community members. Due to financial disadvantage, these suburbs have relatively lower levels of internet access (Id.Community Demographic Resources 2016). For our study to be as inclusive as possible and to avoid the risk of excluding some community members, we did not rely on online engagement tools, but instead implemented door knocking, information flyers, workshops and listening posts.

The Mitchell Park area presents slightly higher rates of people living with a disability compared to the City of Marion (Id.Community Demographic Resources 2016), which presented an access risk to the study. To mitigate this risk, community workshops were held in a venue that could accommodate mobility aids such as wheelchairs.

3 COMMUNITY ENGAGEMENT ACTIVITIES

A range of data collection methods were used to ensure a higher level of research validity. This section is broken into a series of sub-sections that will outline the methods used and a summary of key findings and themes, from: online surveys, email submissions, listening posts, residential door knocking, phone calls, key stakeholder engagement meetings and community workshops. A summary of all items identified through the engagement process and the activity where they were raised is included in Appendix A.

3.1 LETTERBOX DROP

A flyer was distributed to 5,189 homes and businesses within the area bound by Daws, Marion, South and Sturt roads advising the public about the consultation and ways they could participate including online, phone call, email listening posts and workshops.

3.2 ONLINE SURVEY

The online survey was completed by 111 participants during the consultation period. It contained 15 questions, including seven open-ended questions (e.g. free text answers). The aim of the survey was to identify which issues would be nominated by respondents unprompted and to test if the same themes emerged as recorded in the previous DPTI survey. The previous survey was structured in a different way, where respondents rated their level of agreement with predetermined statements.

Both surveys presented similar levels of public transport utilisation. In the first survey group, 60% of respondents utilised the service daily or few times a week, compared to 75% of respondents in the second survey.

One of the main differences between the both surveys, was the proportion of the respondents from the neighbourhoods adjacent Tonsley Line. The second survey was more representative of Mitchell Park local residents, with 57% (63) living in the Mitchell Park postcode area, compared with 30% from the first survey. However, both surveys included 20% of respondents who resided in the Clovelly Park and Tonsley (combined) areas.

The operating hours and frequency of train services was the most commonly identified issue and opportunity for improvement in both surveys.

The previous survey found that easier, safer access to stations was an important area for improvement by 30% of respondents; notably, this survey did not further specify what 'easy and safe access' meant to the community. The second survey identified that proximity is the biggest factor impacting on ease of access, and a secondary factor is footpath connectivity and condition.

3.3 EMAIL SUBMISSIONS

An email address was established for the project to create another avenue for residents and public transport users to participate in the study and provide feedback. A total of eleven emails were received, from nine different individuals (in addition to several received from stakeholders), during the four-week duration of the study.

Importantly, the email account gave the community a chance to provide the team feedback that was not limited to the survey question topics, or an opportunity to be heard if people could not attend engagement activities such as listening posts.

Issues that were raised in these email submissions were consistent with those raised in other engagement mechanisms.

3.4 LISTENING POSTS

One of the primary methods of data collection was via 12 listening posts that were held at Tonsley, Clovelly Park and Mitchell Park stations and other public places, over a series of two weeks. During this time, over 250 people were spoken with. Listening posts enabled the team to actively seek out local community members and understand some of their key concerns, give invitations to the community workshops and provide these commuters with details about the online survey and Tonsley Line Review website. Additionally, these listening posts enabled us to receive location-specific feedback and suggestions for the Tonsley Line.

The information gathered during these listening posts generated similar themes, issues and opportunities identified in other engagement strategies of the study. Although this method did enable a greater level of location-specific comments more so than some of our other methods of engagement.

3.5 RESIDENTIAL DOOR KNOCKING

Door knocking was undertaken as an engagement measure to actively draw out feedback from community members. Door knocking was undertaken on 26 houses on Lynton Avenue, and 12 houses that the team could access on Birch Crescent. While many people were not home, flyers were left advising that the team had tried to engage on a face-to-face level. These flyers also provided contact information and outlined the upcoming listening posts at the Tonsley Station, where there would be another opportunity for the door knocked residents to speak with the team in person.

Residents who do not use the Tonsley Line to commute to work advised this was primarily due to the limited frequency of services and operating hours that do not accommodate certain working hours (e.g. shift work, late in the evening or early morning).

A resident in Lynton Avenue was 'excited' for the Tonsley Station closure, as she does not use the train line and experiences issues with commuters who park on her street. Sometimes her driveway is blocked by vehicles or her bins cannot be collected due to vehicles blocking access to them.

3.6 PHONE LINE

A project hotline was established to enable community members and other interested parties to contact our team directly. This was provided to enable people who may not have access to the Internet or the ability to attend a listening post to provide feedback to the process.

A total of seven phone calls were received from seven different people regarding the Tonsley Line Review.

3.7 REGISTRATION OF INTEREST

An option was provided for interested parties to register for project updates. A total of 65 people registered online and a further 15 people registered at listening posts.

3.8 KEY STAKEHOLDER ENGAGEMENT

The objective of this report is to document community concerns around the Tonsley Line Review. To better meet this objective, some key stakeholders with a particular interest in the Tonsley Line were identified and engaged with, to help create a better understanding of the study area and community priorities. Stakeholders were contacted by phone, email and where requested, face-to-face meetings.

Significant feedback was received from two key stakeholder groups and is summarised below.

3.8.1 Save Tonsley Station (STS) Group

A key stakeholder identified for this study was the Save Tonsley Station group, a strong advocate within the community for the retention of the Tonsley Station. A Facebook Page is also maintained - Tonsley Station Friends, specifically for advocacy. The group's main concern about the removal of the Tonsley Station is how it will impact access to the Tonsley Line for people with a disability.

We met with a representative of the group to discuss key issues and possible opportunities regarding the Tonsley Line.

The meeting highlighted how important the existing Tonsley Station is to the group and wider community, with residents choosing housing specifically for its proximity to the Tonsley Station, a distance that allows safe and reliable access to a dependable mode of transport without having to seek outside mobility-assistance. It was highlighted that this is the case for 'many people' living in the area. With the closure of the Tonsley Station, the group is concerned that the longer distance to the new Tonsley, Clovelly or Flinders stations will prevent people with disabilities within the area from accessing the train line.

The group also sent through several emails to the team, participated in Workshop 1, and sent through detailed follow-up submissions after attending the workshop.

3.8.2 People for Public Transport

The advocacy group, People for Public Transport, sent an email submission on the Tonsley Line Review and was followed up with a telephone interview. The group supports the extension of the train line to Flinders University campus; however, it is concerned about the impact of the closure of the former Tonsley Station on existing users, especially elderly people and people with a disability.

The key concerns raised by People for Public Transport were:

- With the closure of Tonsley Station, some current residents may find it too far to walk/wheel to Clovelly Park Station. There are concerns that a large neighbourhood area will be left with more than an 800-metre distance to access a station. In addition, bus stops have been removed from Sturt Road, Mitchell Park, and Marion Road, Marion, further compounding difficulties of transport access within the area.
- Clovelly Park Station has inadequate parking and to rectify this would likely mean the removal of a pedestrian footpath link to the station.
- There are concerns that Clovelly Park Station lacks access for people with disabilities.

3.9 COMMUNITY WORKSHOPS

The two community workshops played an important role in the engagement process. The workshops provided an opportunity for to provide feedback to participants about issues, concerns and opportunities raised during the engagement, as well a chance to investigate issues and opportunities with participants regarding the Tonsley Line.

Two community workshops were held over two consecutive weeks on Thursday 13 June 2019 and Thursday 20 June 2019 at the Mitchell Park Sports and Community Centre. Holding both workshops on the same weekday and time and in the same venue was important to encourage continuity of participation. The venue was chosen because it was accessible and located centrally within the study area.

The first workshop explored key issues and opportunities. After this first workshop, the project team synthesised the data with the preceding data collected (surveys, listening posts etc) and then displayed this dataset as key themes, with associated sub-themes, for the community to prioritise, endorse and fill in any gaps at the second workshop.

There were 22 and 28 participants at the first and second workshops. Ten participants from the first workshop also attended the second. This continuity was valuable, as it allowed a trust to be built between the team and participants as well as a transparency – because the participants were able to see that the team was listening to the participants and capturing and reporting the data accurately.

There was a disproportionate number of residents within both workshops from the southern end of the Tonsley Line. This was likely due to the Flinders Link Project and consequent closure of the Tonsley Station, providing more impetus for the residents in this area to be more actively engaged in discussions about the future of the Tonsley Line.

3.9.1 Workshop 1: Key Issues for the Tonsley Line

Workshop 1 was attended by 22 community members, the local State Member of Parliament, a City of Marion Councillor, and two DPTI staff.

The workshop commenced with the project team introducing the Tonsley Line Review and the engagement process. Participants then worked in small groups to discuss their concerns and ideas about the Tonsley Line. Participants were provided with an aerial image of the study area, a map of the Tonsley Line outlining the technical constraints for train station locations, and comments displayed from the online survey that were separated into four main themes of accessibility, frequency of service, amenity/infrastructure and 'other'. Each group was given one of these themes to commence the discussion, with talk soon flowing organically to incorporate the key issues and ideas specific for each group. These issues and opportunities were explored in a variety of ways, with participants scribing, writing on notes and adding to the survey themes, as well as marking key areas of interest on the aerial maps. Project team members also recorded discussions observed at their tables and added these to the issues already captured from previous engagement activities.

Any technical questions about the broader Tonsley Line Review were captured by the project team, to seek a response from DPTI. The DPTI responses to questions raised at workshop 1 were presented at workshop 2.

3.9.1 Workshop 2: Setting Community Priorities

Workshop 2 was attended by 28 community members, the local State Member of Parliament, a City of Marion Councillor, and a City of Marion staff member. Of the 28 community members, 10 had also attended Workshop 1.

The room was set up into four separate tables to facilitate small group discussion. On each table was a detailed drawing showing the vertical slope of the new train line and topographical constraints, an aerial image of the project area and the key themes with their associated sub-themes (that were extracted from engagement outcomes up to that point). There were also rendered images of an indicative new Tonsley Station design for participants to view that had just been released by the Minister.

The workshop commenced with the project team summarising the key themes that had been identified in the study so far. The project team then reported back DPTI's answers to participants' technical questions generated and collected from the previous workshop. It soon became apparent that the room was ready to start discussing in their groups, so the complete list of DPTI's responses was not reported back to the room but were available for individuals to discuss with team members at any stage throughout the workshop.

Each of the four groups was asked to review the key themes generated from the study that were displayed on each table - Access/Amenity/Service (see next chapter) and their associated sub-themes. Each group member was given the opportunity to state if they agreed or disagreed with these themes, and whether they felt if anything was missed that needed to be included. The key themes and associated sub-sections identified seemed to be comprehensive, as the feedback was positive, with one participant (when asked to identify his priorities) stating, "you don't need me! You have got everything covered!".

After reviewing each theme and their sub-themes, participants were given five stickers that they could place next to their most important issue/s. The data captured here, used in conjunction with responses from the survey, has helped inform the prioritisation of issues in this report. The outcomes from this activity are contained in Appendix B.

Participants were then asked to discuss, 'what needs to be addressed to make an alternative station location something you can live with?' and 'what do you need to maintain your quality of life during the construction period after the Tonsley Station is removed and before the new station is operational?' The responses to these questions are summarised below under the suggested actions for each theme.

4 COMMUNITY PRIORITIES

The key priorities identified by the community during our engagement process are outlined below. Where potential actions are raised, they should be subject to further community engagement before any decisions are made, as the development of detailed design solutions is beyond the scope of this report.

Some of the key priorities are divided into subsections of principles, issues and actions:

- **Principles** are value statements that could be applied to multiple situations/ designs. Principles can also be used to help develop a prioritisation matrix
- **Issues** are problems that the community has identified within the local area. Issues can be linked to broader principles, but are not necessarily categorised as such
- **Actions** are suggested solutions or potential solutions identified by the community to help assist mitigating issues or implementing principles.

Where there have been conflicting opinions about issues raised, we have included our assessment of the more widely accepted position and annotated it with an asterix (*).

4.1 ACCESS

The biggest issue for respondents from across all sources of the engagement process can be classified under the theme of access and sub-themes of increased number of train services and equity of access.

4.1.1 Increased Number of Train Services: Very High Priority

Increased number of train services was identified as a very high priority by the community and the most frequent sub-theme related to access that the Tonsley Line Review received.

“People cannot access services that are not there.”

Specific **actions** the community have raised to help with this include:

- **Provide weekend train services**
- **Extend hours of train service operation**
- **Increase frequency of train services during peak periods.**

Some people felt that a duplicate track would be required to achieve increased service frequency.

4.1.2 Equity and Access: High Priority

Community members highlighted that it is important that people who rely on train services are able to access them. Through our community engagement, it emerged that the existing Tonsley Station services a high number of people with mobility impairment; many of these people moved into the area so they could specifically access train services to enable them to maintain independence.

It was heard from community members of all mobility levels that it is important that access for people with disabilities and older people is considered when new catchment areas and station designs are decided.

A general sentiment from the community was that the new station should be located at the mid-point between Mitchell Park Station and Flinders Station, which is also the mid-point between Clovelly Park and the former Tonsley Station.

Some **principles** endorsed by the community to ensure good access:

- **Locate stations in a reasonable walking/wheeling distance for all local users**
- **Acceptable walking distance will vary depending on a person's level of mobility – consider this when determining acceptable distances for station access**
- Access to stations for people with a disability (or other mobility impairment) is a high priority, as they have reduced capability to travel long distances and less transport alternatives than able-bodied passengers
- When locating the new station, ensure that the footpaths and road networks provide access to the station as planned
- Avoid residential roads when providing vehicular access to the station
- Consider safety of pedestrian networks connecting to the train station (e.g. lighting, sight lines, footpath quality, vegetation overgrowth)
- Provide access for the southern portion of Tonsley to the Tonsley Innovation district (car and pedestrian) and maintain access for this suburb to Mitchell Park (pedestrian).

A summary of frequently identified existing **issues**:

- **The quality of footpaths in the area is insufficient for people who require mobility assistance. Paths are uneven and overgrown by vegetation. The low quality of footpaths will mean that some residents will not be able to access train services**
- Clovelly Park station and Flinders University station are both too far to feasibly be accessible for residents living at the southern end of the existing Tonsley Line
- Bus services are not a viable alternative to the train service. This is due to physical constraints (e.g. people with disabilities can find buses jerkier and struggle to get on the bus), stop locations and bus timetabling
- Residents in the southern portion of Tonsley have very few options for access in and out of the area, which causes accessibility issues.

Specific **actions** the community have raised to help with this:

- **Locate consolidated (new) station at the mid-point between the existing Clovelly Park and Tonsley stations (also expressed as the mid-point between Flinders University Station and Mitchell Park Station)***
- Build new station at location of existing railway station
- Develop the Greenways as soon as possible.

4.2 MANAGEMENT DURING CONSTRUCTION PHASE: HIGH PRIORITY

There was a strong community sentiment that access and quality of life during construction needs to be given due consideration. Especially considering that this community has experienced consequences of a number of significant infrastructure projects within close proximity over the past several years.

The **principle** endorsed by the community for management of impacts and disruption during construction was:

- **Assist the community to maintain quality of life during construction.**

A summary of frequently identified existing **issues**:

- ‘How are we meant to access the train service once Tonsley Station is closed?’
- The current footpath network does not enable safe access between the existing Tonsley Station and Clovelly Park Station
- Connectivity.

Specific **actions** the community have raised to help with this:

- Maintaining pedestrian access across the train line between the suburbs Tonsley and Mitchell Park, between Sturt Road and Alawoona Ave
- Provide pedestrian access from southern Tonsley to Clovelly Park Station.

4.3 ENGAGE WITH THE COMMUNITY AND LISTEN TO WHAT IS IMPORTANT TO US: HIGH PRIORITY

During the engagement process it became apparent the community within the study area valued genuine engagement and opportunities for their views and opinions to be expressed and implemented.

Some **principles** endorsed by the community to ensure good access:

- **Would like more active engagement from decision makers to help solve problems the community faces, not just define parameters for improvements**
- Early engagement is very important, and it should have happened two years ago when Flinders Link was first announced.

A summary of frequently identified existing issues:

- Limited engagement to date has left the community feeling dismissed and unheard
- Low levels of trust within the community towards DPTI
- There is a feeling that concerns about construction impacts associated with the Tonsley Line have been dismissed as a short-term inconvenience, when realistically the community has been affected by impacts of construction for several years (Marion Intersection Upgrade, Darlington Upgrade, Rail Electrification and Oakland’s Grade Separation)
- Residents want their needs to be considered more than they have been so far.

Specific **actions** the community have raised to help with this:

- Provide feedback to the community about how their input has influenced decisions
- Work with the community to identify options to manage construction impacts
- Engage early with the community in the planning stage, so that issues of importance to the community can be identified and considered before it is too late to incorporate them.

4.4 AMENITY AND INFRASTRUCTURE: MEDIUM PRIORITY

While opportunities for improvements to the amenity and consequent function of the station were raised, there was a strong feeling that the access (train service provision and level of accessibility) is a higher priority than appearance.

Some **principles** endorsed by the community to ensure good access:

- **Adequate off street carparking should be provided**
- Safe access from the station to the train.

A summary of frequently identified existing **issues**:

- **There are already localised congestion issues associated with on-street parking by train passengers who drive to the station**
- The difference in height between the station platform and train carriage floor at Mitchell Park causes a tripping hazard
- Overflow of carparking on residential streets is an existing and potential future issue.

Specific **actions** the community have raised to help with this:

- **Provide off-street carparking (Park 'n' Ride) facilities**
- Provide shelter at stations
- Adequate lighting
- Install CCTV cameras at stations
- Provide 'kiss and ride' facilities at stations
- Provide electronic signage at stations
- Incorporate public art in the station.

5 NEXT STEPS

5.1 INCORPORATING PRIORITIES INTO DESIGN SOLUTIONS

The community have clearly articulated their key priorities for the Tonsley Line Review. DPTI can now consider these and assess how they can be addressed and inform design solutions that meet the needs of all stakeholders, including the existing community.

5.2 COMMUNICATING HOW PRIORITIES HAVE BEEN INCORPORATED INTO DESIGN SOLUTIONS

Once the Tonsley Line Review has been finalised, the outcomes should be communicated to the community to close the feedback loop. When providing feedback to the community, it will be important to maintain open and transparent communication by clearly explaining the rationale if community priorities cannot be incorporated – especially for high priority themes.

5.3 ONGOING COMMUNITY ENGAGEMENT

From the start of this process, strong concerns were recorded from the local community about the process being tokenistic. Over the course of this process a shift in morale has been observed with some community members involved. Participants who were initially defensive have become engaged in the process and defended it in discussions with other community members.

There is an opportunity and strong desire within the community for continued engagement in designing solutions and mitigating issues for the Tonsley Line.

6 APPENDICES

To be inserted.