



Economic Development,
Jobs, Transport
and Resources

Ministerial Advisory Group
Box Hill Transit Interchange
February 2017

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File name of this digital file: Box Hill Transit Interchange Ministerial Advisory Group - Final Report

Queries about this report should be directed to the Department of Economic Development, Jobs, Transport and Resources (DEDJTR) Transport Network Development (Stephen Fitch) on 8392 6511.

Prepared by Box Hill Transit Interchange Ministerial Advisory Group with the assistance of DEDJTR.
1 Spring Street Melbourne Victoria 3000 Telephone (03)9651 9999

Foreword

As Chair of the Box Hill Transit Interchange Ministerial Advisory Group (Advisory Group), I am pleased to present this report to the Minister for Public Transport that sets out the actions the Minister may consider to improve the function and amenity of the Box Hill Transit Interchange.

The Advisory Group first met in October 2015 with the aim to improve facilities, connect public transport services and grow local jobs.

Box Hill is a major activity centre that provides transport, health, education, business, retail and community services to a growing population. The transit interchange plays a central role by providing connectivity to the Box Hill centre, education, health, retail and local businesses.

This report builds on the Advisory Group's July 2016 Interim Report into the Box Hill Transit Interchange and contains a framework designed to improve the transit interchange, encourage investment and respond to the needs of commuters, residents and businesses.

This report identifies the key issues raised by the Advisory Group and the community that should be addressed to support a booming Central Business District and key employment centre.

Box Hill Transit Interchange has played an important role in Box Hill's development and will continue to respond to the demands placed upon it as the area continues to grow.

I would like to thank the members of the Advisory Group and the support they provided in developing this report. I would also like to thank Anna Burke former Federal Member for Chisholm who retired prior to the 2016 federal election and those members of the community who have engaged in this process.

Shaun Leane

Member for Eastern Metropolitan Region

Ministerial Advisory Group Chair

21/02/2017

Executive Summary

Box Hill, located 14 kilometres east of Melbourne's Central Business District (CBD), has long been identified as a centre for development. In 1954, Box Hill was recognised as a first-tier centre under the Melbourne Metropolitan Planning Strategy. Since that time, Box Hill has continued to retain its status as an important area for growth, employment and business.

Box Hill is best known for its cultural diversity, with strong specialisations in Asian cuisines and retail. It is a bustling centre with a range of shops, offices, housing, hospitals, education, transport and community services. It is also a popular destination for business in Melbourne's east and includes a mixed use commercial centre, comprising of approximately 146,000 square metres of office space.

Today, it is Melbourne's fastest growing activity centre outside of Melbourne's CBD, with thousands of new apartments under construction and a population growth rate of 26 per cent over five years.

This growth is evidenced by the 2300 new dwellings that have gained building approval in the last four years, the creation of 26,000 new jobs and more than 60,000 students who have chosen to study in the local area.

The Box Hill Transit Interchange was developed in 1985 as part of the Box Hill Central shopping centre (Box Hill Central). Reports commissioned by Public Transport Victoria (PTV) identify the bus interchange has not reached capacity but there are a number of function and amenity issues that could be addressed to improve passenger comfort, wayfinding and integration with train, tram and buses.

The Whitehorse City Council considers the main challenges for the interchange to be the age of the facility and the limited amount of subsequent upgrades. A report recently commissioned by the Whitehorse City Council considers that future sustained growth in Box Hill will depend on improved public transport services and facilities.

In preparing this report, the Advisory Group explored a wide range of matters, including:

- train, tram and bus interchanges;
- commuter car parking;
- the surrounding road network; and
- the relationship with Box Hill Central.

This report sets out a way forward that addresses the community's immediate needs by identifying a range of suggested initiatives. In addition, it sets out a coordination approach to improve the management of the transit interchange and surrounding road network to improve bus reliability.

In the medium term the key stakeholders for Box Hill may need to fund the development of a master plan for Box Hill retail precinct to guide the investment and redevelopment of the retail precinct including the transit interchange.

1 Introduction

1.1 Context of this report

This report has been prepared by the Advisory Group to provide recommendations for the Minister for Public Transport to consider pursuant to the Box Hill Transit Interchange Ministerial Advisory Group Terms of Reference.

The Department of Economic Development, Jobs, Transport and Resources' (DEDJTR) Asset and Network Development Division has coordinated the production of this report.

In preparing this report, The Box Hill Transit Interchange Advisory Group has:

- considered the previous work undertaken by the Department of Economic Development, Jobs, Transport and Resources and the Whitehorse City Council;
- undertaken an analysis of the problems, issues and opportunities facing the transit interchange;
- provided priority initiatives for short- and long-term implementation;
- identified the basis of the priorities, covering the problem or opportunities being addressed;
- considered short- and long-term strategic transport requirements; and
- identified opportunities for integration with private sector investment.

1.2 Background

On 25 August 2014 the Andrews Labor Party announced that, if elected, it would form a ministerial advisory group for the Box Hill Transit Interchange with the aim to improve facilities, connect public transport services and grow local jobs.

The Box Hill Transit Interchange relates to the transit hub incorporating the bus interchange, train station and tram terminus.

On 21 June 2015, the Minister for Public Transport established the Terms of Reference for the Advisory Group and appointed Shaun Leane MP Member Metropolitan Eastern Region as Chair of the Advisory Group.

In summary, the Terms of Reference ask the Advisory Group to do the following:

Terms of Reference (summary)

Work together to:

- produce a clear direction for the future of the Box Hill Transit Interchange
- improve and link public transport
- explore the potential of commercial development and job creation for the local area.

Provide recommendations to the Minister for Public Transport on options that produce a clear direction for the future of the Box Hill Transit Interchange

Produce a written report for the Minister for Public Transport on:

- priority initiatives for short- and long-term implementation
- the basis of the priorities, covering the problem or opportunities being addressed
- short- and long-term strategic transport requirements
- opportunities for integration with private sector investment
- consideration of the previous work undertaken by DEDJTR and Whitehorse City Council.

The Terms of Reference appointed senior representatives from the following organisations to join the Advisory Group.

- Victoria Police
- Box Hill TAFE
- Deakin University
- Box Hill Hospital
- Box Hill Central Shopping Centre
- Asian Business Association of Whitehorse
- Whitehorse Business Group
- Whitehorse City Council
- Public Transport Victoria (PTV)
- VicTrack
- VicRoads
- Relevant State government departments

2 Work Program

The Advisory Group’s first meeting was held on 16 October 2015 to confirm the Terms of Reference and the Advisory Group program. Subsequent meetings were held in February, May and July 2016. The final Advisory Group meeting was held in December 2016.

The Advisory Group meetings have been well attended throughout by all members. The Advisory Group has also been well supported by its secretariat, with twelve separate studies prepared and presented by PTV, VicRoads, Vicinity (manager of Box Hill Central Shopping Centre), Whitehorse Council, and DEDJTR.

The Advisory Group’s program of works is set out in the following diagram.



3.2 Alternate locations for a bus interchange

The following aerial photo identifies eight locations that were investigated.



Each location had its own advantages and disadvantages but all required a lot more work to determine the feasibility of relocating the Transit Interchange away from its current location.

3.3 Transit Interchange capacity

The Box Hill Transit Interchange is the second busiest train-bus interchange in the metropolitan network and the train station is the tenth busiest overall. Patronage is expected to grow by more than 45% by 2031.

There are 17 bus routes that service the bus interchange, with recent service improvements including the introduction of a new, high frequency bus service to Deakin University (Route 201) and weekend train services that run every ten minutes to Ringwood. The increased bus services have resulted in a bus along Station Street every minute and along Whitehorse Road every two minutes in peak hour.

Public Transport Victoria undertook an access audit of the bus interchange in July 2016 and found:

- the after-hours access at the bus interchange was not considered 'equitable and dignified';
- pedestrian crossings within the bus interchange have visibility and safety issues;
- the location of the kiosk blocks the view of overhead signs and narrows the pathway;
- the wayfinding signs directing to the lift are not obvious; and
- lift users are required to travel further from the bus interchange to the railway station compared to non-lift users.

The current bus interchange layout comprises thirteen bus bays and ten layover bays (where buses park and wait for their next service).

All buses enter the bus interchange from Station Street and move in an anti-clockwise direction. Buses travelling south (Routes 732, 733, 735, 765, 768 and 903 to Mordialloc) exit via Carrington Road. The remaining 12 routes (including the 903 to Altona) travel north and exit via Station Street.

During the morning peak (7am-9am) there are 202 bus services through the interchange per hour, equating to approximately 1.6 buses entering and leaving the bus interchange each minute. PTV expect the number of bus movements will remain at current levels until 2022 and notes the bus interchange could have the capacity to handle up to 312 bus services through the interchange during a morning peak depending on the capacity and efficiency of the local road network. This means there is adequate capacity within the bus interchange to meet the future demand of bus services. However, the effective operation of the bus interchange is heavily influenced by the surrounding road networks and developments.

3.4 Road network and access and mobility

The road network within and surrounding Box Hill is characterised by a number of arterial roads that form north-south and east-west routes through the area. Speed limits on this arterial road network are generally 60 kilometres per hour, apart from a short section of Station Street between Whitehorse Road and Carrington Road that is 40 kilometres per hour. The arterial roads carry high volumes of traffic and create physical barriers between communities for pedestrians and cyclists. Local collector roads feed into this arterial road network.

Commercial vehicles servicing retail and industrial units surrounding the Box Hill Transit Interchange gain access via the arterial road network with Hopetoun Parade and Thurston Street being used to access the service area for Box Hill Central Shopping Centre.

The Box Hill area is now experiencing high volumes of traffic, seven days a week, in the roads surrounding the Box Hill Transit Interchange which is impacting on the reliability of bus operations.

Box Hill is experiencing a boom in building activity with a number of major projects under construction. These building activities contribute to the traffic congestion. During the construction projects, it would be beneficial for the City of Whitehorse, VicRoads and PTV to regularly review construction programs to ensure building impacts on the road network are kept to a minimum.

The issues identified as impacting on public transport were:

- delays for buses on the approaches to the bus interchange during peak periods and at weekends;
- traffic circulating around the Box Hill Shopping Centre while searching for on-street car parks;
- traffic turning right from Station Street into Whitehorse Road;
- traffic turning left into Station Street from Carrington Road;
- traffic heading north along Station Street turning left into Whitehorse Road;
- multiple construction vehicles queuing adjacent to construction sites; and
- road lanes closed adjacent to construction sites.

VicRoads recommends that an extended traffic microsimulation study of central Box Hill be undertaken to help identify opportunities to improve the traffic flow, bus operations and reliability.

3.5 City of Whitehorse structure plan

Under Plan Melbourne 2014, the Victorian Government has identified Box Hill as a Metropolitan Activity Centre (MAC), noting its significance with respect to the range of existing uses, access to public transport and potential for major development. It is expected that Box Hill will continue to grow in the future.

In 2007, the City of Whitehorse prepared a Structure Plan for Box Hill to guide development, improvement and investment. The City of Whitehorse considers that this plan remains relevant and does not see a need for it to be refreshed at this time.

The City of Whitehorse has identified the redevelopment of the Box Hill Transport Interchange and town centre as Council's highest priority and have identified that urgent investment in the Transit Interchange is required to cope with the increased population, demand on the public transport facilities, and to free up opportunities for further private sector investment.

3.6 Passenger experience assessment

In 2016, PTV undertook a passenger assessment to understand whether the Box Hill Transit Interchange is meeting passenger needs and to identify possible improvements.

The passenger assessment focused on three main areas:

3.6.1 Bus interchange results

Overall there were five key areas that rated poorly from the assessment. Some of the most obvious issues are:

- **Facilities and amenity** (elevator difficult to locate)
- **Ticketing** (no top up facility)
- **Wayfinding** (unclear or lack of signage, lack of information for all modes)
- **Cleanliness** (interchange is dirty, unpleasant and gloomy with insufficient lighting)
- **Safety and security** (no red emergency button or 'safe zone', kiosk obstructing walkway)

3.6.2 Tram Terminus results

Overall the terminus rated reasonably well from a passenger experience assessment. The areas that could be improved are:

- **Wayfinding** (unclear/missing wayfinding signage to key destinations train station, Box Hill Hospital, TAFE, real-time information is not provided for other modes)
- **Ticketing** (Myki machine is not readable in daylight, no fare information at the stop)
- **Safety and security** (no emergency button facility at stop)
- **Cleanliness** (minor damage to shelter glass)

3.6.3 Train station results

- **Wayfinding** (real-time displays do not provide information for all modes)
- **Safety and Security** (no PSOs or staff members visible on station platforms)
- **Facilities and amenities** (unable to locate toilets in station area)
- **Cleanliness** (platforms are a bit dark, old and dirty)

3.7 Accessibility assessment

In 2016, PTV conducted an accessibility audit of the Transit Interchange.

The main findings from the accessibility assessment were:

- The after-hours access in the bus interchange are not considered 'equitable and dignified';
- The pedestrian crossings within bus interchange provide limited visibility and accordingly created safety issues;
- The location of the kiosk obstructs the vision of overhead signs and creates a bottle neck pathway;
- There are no obvious wayfinding signs to direct people to the lift from the interchange;
- The distance for lift users between bus interchange and train station is much longer compared to non-lift users; and
- There are no staircases to the bus interchange and this results in more people being reliant on the lift and escalator.

3.8 Pedestrian capacity assessment

PTV undertook a study to determine whether the bus interchange has the capacity to handle current and future pedestrian demands. The critical area examined was the escalators.

The study identified that in the busiest period was between 8am – 9am, Monday to Wednesday, During this time 6,000 patrons used the interchange and the escalators met the pedestrian demand.

The other issue identified was the location of the kiosk adjacent to bus bay 3.

3.9 Cleaning and maintenance assessment

PTV advised that bird fouling is a major problem at the bus interchange and, to a lesser degree, in the train station. A noise deterrent was used at the bus interchange for a period of time but resulted in complaints from younger commuters who reported hearing a high pitched noise, making it unpleasant to remain at the bus interchange. As a result, PTV disconnected the noise deterrent and installed bird nets instead. The nets continually require repair and it is unclear whether or not the nets actually address the problem of bird fouling.

PTV advised that the bus bays are cleaned for two hours every morning and evening but the amount of bird fouling makes the area look dirty. PTV may need to review the cleaning specifications to determine whether it is achieving value for money.

3.10 Community engagement

Community engagement was undertaken in June 2016. Flyers were distributed at the Transit Interchange and retail and business premises within Box Hill Central, neighbourhood houses, service providers and local community radio station. The flyer was printed in English and Mandarin and referred people to an online survey. There were 136 completed and 31 incomplete surveys received.

The key issues identified from the survey were:

- People are feeling unsafe at the bus interchange during the night and they do not believe there are adequate security arrangements on the bus interchange;
- There needs to be more ways to access the bus interchange;
- Accessibility between the station and bus interchange is very poor;
- The level of information about tram, bus and train needs to be improved; and
- There is insufficient waiting area between the walkways and incoming buses.

3.11 Box Hill Central Shopping Centre

The owner of the Box Hill Central Shopping Centre advised that it does not have any investment plans to redevelop the shopping centre at this time. Vicinity advised that a timeframe of three to five years would be a realistic estimate to develop a plan ready for Vicinity Board approval and gaining the necessary external approvals.

3.12 Land development

Over the past four years Box Hill has expanded at a rapid rate with the approval of 2,300 new dwellings. The amount of development in Box Hill has created increased road congestion resulting in bus reliability issues, particularly within Station Street. Managing the growth of Box Hill requires a

whole of government approach to manage the planning through to day to day activities. The City of Whitehorse, Public Transport Victoria and VicRoads will need to work together to manage the congestion challenges caused by its boom in building and population growth.

3.13 Commuter car parking

The Box Hill Shopping Centre and Transit Interchange provides paid car parking for shoppers and free car parking for commuters. The car parks are located on two separate levels under the shopping centre.

The commuter car park has in excess of 400 car spaces and is in high demand. Commuters regularly voice their frustration the commuter car park is full very early in the morning and is being used by non-public transport users.

An enforcement exercise was conducted on 28 January 2015 to determine the level of car parking compliance. The trial revealed a very high proportion of car parking non-compliance.

PTV has considered a number of options to enforce commuter car parking, ranging from infrastructure based intervention to ad hoc enforcement programs. Preliminary advice indicates that new parking controls may need to be developed to regulate use of railway station car parks by non-public transport users.

The Myki technology should now enable non-public transport user parking restrictions to be more easily enforced as the card would hold details which would enable authorised officers to ascertain if a card holder had made a public transport journey on a particular day.

Further work is required to establish the legal changes required and the cost to implement commuter car parking controls at Box Hill Transit Interchange.

4 Advisory Group insights

To build a common foundation of knowledge, the Advisory Group sought to form a consensus position on the issues at the Box Hill Transit Interchange and in the precinct more generally.

The Advisory Group summarised the results of its investigations into the following consensus statements:

- **Box Hill is experiencing development pressure:** Box Hill is referred to as a mini CBD by some, and has the potential to rank as Melbourne's second CBD. This success has been driven largely by an appetite for investment by the private sector, facilitated by parallel government investment in health, transport and other sectors, and by local planning policies. Box Hill has good employment density built on a diverse employer base in retail, commercial, health, education and other sectors. Box Hill's appeal is creating local growth pressures and these are likely to intensify in the near future.
- **The bus interchange is well located, but has poor amenity:** The bus interchange has issues with cleanliness, weather protection, perceptions of safety, disability access, wayfinding and access routes. Both transport managers and the community share this view.
- **The bus interchange has capacity for growth:** The bus interchange is currently operating at 65% of its designed bus movement capacity.
- **Bus operations are impacted by urban growth pressures:** Bus timetable reliability is impacted by congestion in the local streets and by other factors, and this congestion is likely to worsen.

The impact of current and planned construction projects on traffic circulation presents an immediate issue.

- **The railway station has design elements that could be improved:** In particular, disability access to the platforms is quite poor.
- **No better location for a bus interchange:** The Advisory Group considered a range of options to relocate the bus interchange, however found that the current location offers the best transport integration at present. The impacts of increasing congestion or unlocking other potential development opportunities were not considered.
- **Commuter car park:** In 2014 PTV conducted a utilisation and compliance audit that suggested the primary benefit of the commuter car park is going to unauthorised users to the exclusion of rail passengers. Car park management responsibility requires further investigation and clarification.
- **Box Hill property interests are unusually complex:** Owners, lease-holders, and managers include VicTrack, PTV, MTM, Ventura, VicRoads, Whitehorse City Council, Vicinity and others. Precinct and leasehold arrangements cause uncertainty and confusion. The precinct’s ownership/lease and various management responsibilities create complexity for all parties.
- **Box Hill’s precinct governance does not reflect its status:** The precinct does not have dedicated round table operations management, governance or planning coordination.
- **Vicinity – shopping centre redevelopment:** The shopping centre management reports its next major redevelopment would be some years into the future. Master planning would take three to five years, and any subsequent redevelopment could be up to 10 years away, which allows time for integrated planning. A refurbishment of the food court is currently being planned and this creates shorter term opportunities for transport interchange improvement.

5 Recommendations

5.1 Action Agenda

The Advisory Group has further considered it’s interim advice and confirmed the action agenda is relevant and should be implemented.

Action agenda work-stream	Description
Immediately available higher value works	This work-stream seeks to address the most immediately available higher value opportunities to improve the interchange. This work-stream will be delivered by the Transit Interchange Improvement Delivery Group.
Coordinate operational management	This work-stream seeks to improve day to day operation of the interchange, noting the unusual complexity of management responsibilities in the precinct. This work-stream will be delivered by the Shopping Centre and Transit Interchange Coordination Group.
Long term opportunities	This work-stream seeks to establish a framework by which the various parties can coordinate their planning for the long term improvement of the interchange and precinct.

Within these work-streams, a potential set of action agenda initiatives are listed below.

Work-stream	Action Agenda Item	Notes
Immediate actions	Working groups and timelines	A series of working groups will be established, as identified above, in order to address the actions and establish a timeline for the delivery of opportunities, as per the relevant work-stream items below.
Immediately available higher value works	Lift linking platform 2/3 to bus interchange	<p>Vicinity is planning a refurbishment of the food court in early 2017, which presents the opportunity to install a lift linking platform 2/3 to the food court and bus interchange.</p> <p>Vicinity is likely to seek government funding towards the lift's construction and ongoing operation, so the commercial arrangements need further investigation.</p> <p>A lift would mitigate the lack of disability access to buses and island platform 2/3 trains.</p> <p>Another option which should also be considered to address disability access issues may be to enable commuters to use the day elevator until the last train.</p>
Immediately available higher value works	Passenger information displays in food court	Passenger information displays would improve amenity and mitigate perception of safety risk by allowing commuters to wait in common areas until their bus or train is about to arrive.
Immediately available higher value works	Passenger amenity works package	<p>Passenger amenity works package would be a suite of works aimed at addressing the most pressing issues for commuters, tram, bus and train under PTV's passenger experience assessment categories;</p> <ul style="list-style-type: none"> • Facilities and amenities, i.e. functioning and accessible station/stop facilities that are well maintained and clean. • Timeliness and convenience, e.g. reliable replacement services, or providing short interchanges between modes • Ticket barriers, i.e. improved barriers to provided faster processing and reduce queuing • Wayfinding and information, e.g. real-time information, consistent and accurate information, accessible information • Cleanliness and presentation, e.g. review the cleaning specifications to ensure the bus and train interchange is cleaned appropriately • Comfort, e.g. available seats and standing room, shelter on and around stations/stops • Safety and security, e.g. visible presence of staff/PSOs, or provision of emergency buttons, dedicated safety areas and CCTV, and adequate lighting • Consistency, i.e. a predictable navigation experience, so you can find your way even if the stop is unfamiliar • Customer service, e.g. staff who are visible, available,

friendly and helpful		
Immediately available higher value works	PSO presence at bus interchange	A visiting PSO presence in the bus interchange may mitigate perceptions of safety risk. However PSO powers are limited to railway station areas so would require changes to PSO powers – the Advisory Group acknowledged this barrier.
Coordinate operational management	Establish Shopping Centre and Transit Interchange Coordination Group	<p>This initiative seeks to improve the coordination between all the government and private interests in the transport/shopping centre by establishing a Coordination Group which understands the roles and responsibilities for each area and ensures day to day property and asset issues are addressed as they arise.</p> <p>It will be a round-table Coordination Group of each asset manager in the precinct, including VicTrack, Vicinity, PTV, Ventura, MTM. City of Whitehorse and VicRoads may be invited as required.</p> <p>The Group’s brief will be to minimise the disruptive impact of approved growth activities on the precinct, and coordinate responsibility for any works and maintenance required.</p> <p>This includes maintenance of properties/assets and co-ordination and impacts of building works but not planning approvals presumably.</p>
Long term opportunities	Establish Steering Committee	<p>The Steering Committee will provide a governance forum for progressing the improvement of the Box Hill Transit Interchange in a coordinated manner.</p> <p>The proposed mandate of this Steering Committee will be to carry forward the work of the Advisory Group, to oversee the development of coordinated medium and long term plans to improve the Box Hill Transit Interchange, to improve and link public transport and explore the potential of commercial development and job creation for the local area.</p> <p>The Steering Committee will oversee four other groups responsible for the development of the Master Plan, delivery of the transit interchange improvements and traffic and transit interchange coordination. Please refer to section 5.2 Governance Structure.</p> <p>The Committee will be chaired by an independent person or Government MP and will be made up of all key stakeholders including community representatives.</p> <p>Activities of the Steering Committee will include:</p> <ul style="list-style-type: none"> • Prepare an integrated transport plan, considering also the regional context of transport movements through Box Hill • Consider the management and future of the commuter carpark in Box Hill; • Consider the opportunities to improve the value that the council owned laneways bring to Box Hill; • On-road priority for buses; and

- Developer contributions designed to fund the development of local infrastructure.

The Advisory Group recognised that there are potential opportunities to improve Box Hill Transit Interchange which require more time and more expert technical analysis, than its deadlines permit.

The Group notes that the expert reports the Steering Committee will need (designs, studies, advice) will amount to a material cost and anticipates it will need a budget allocation and secretariat to progress its work.

Long term opportunities	Establish Traffic Management Coordination Group	<p>This Group will be responsible for reviewing and approving all traffic management plans submitted to the City of Whitehorse by developers. The purpose of the Group will be to ensure the roads network operates efficiently during constructions within central Box Hill, thereby minimising the impact on traffic and bus reliability.</p> <p>It will be chaired by the City of Whitehorse and comprised of PTV Bus Operations, City of Whitehorse Traffic Engineering and VicRoads.</p>
Long term opportunities	Establish Master Planning Working Group	<p>This Group will be responsible for developing a Master Plan for the precinct that enables the Government and Vicinity to assess the viability of investing in the redevelopment of the precinct. The Group will deliver a coordinated Master Plan for consideration of Government and non-government stakeholders to identify possible redevelopment opportunities.</p> <p>The group will be chaired by Vicinity and will include representatives from PTV, DEDJTR, VicRoads and City of Whitehorse.</p>
Long term opportunities	Deliver coordinated Box Hill precinct renewal	<p>Subject to the outcome of the planning group, the Advisory Group anticipates that in the medium term the business case for a significant investment in precinct renewal, funded from various sources, may be viable, and at that time, would likely need a delivery coordination group.</p>

5.2 Governance Structure

Steering Committee

Chair: An independent person or Government MP.

Members: Key stakeholders including community representatives.

Role: To oversee the development of the Master Plan, delivery of the transit interchange improvements, and traffic and transit interchange coordination.

Traffic Management Coordination Group

Chair: City of Whitehorse

Members: PTV Bus Operations, City of Whitehorse Traffic Engineering and VicRoads.

Role: Review all traffic management plans submitted to Council by developers. The purpose of the committee is to review and approve traffic management plans to ensure traffic and roads network operate efficiently during constructions within central Box Hill.

Shopping Centre and Transit Interchange Coordination Group

Chair: VicTrack

Members: PTV, Vicinity, Ventura bus, Metro Trains. As required, Council and VicRoads may be invited.

Role:

- Ensure all clearly understand their roles and responsibilities
- Work together to address day to day maintenance and amenity issues impacting the building and address customers' needs
- Minimise the disruptive impact of growth activities on the precinct.

Transit Interchange Improvement Delivery Group

Chair: PTV

Members: PTV, Vicinity, Ventura bus, Metro Trains.


Role: Address the community's immediate needs for the transit interchange by making it safer, cleaner and easier to navigate.

Master Planning Working Group

Chair: Vicinity

Members: PTV, DEDJTR, VicRoads and City of Whitehorse.

Role: Develop a Master Plan for the precinct that enables the Government and Vicinity to assess the viability of investing in the redevelopment of the precinct.



Department of Economic Development, Jobs, Transport and Resources
1 Spring Street Melbourne Victoria 3000
Telephone (03) 9651 9999

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