



Canterbury Road Upgrade

Community Feedback Report

August 2018

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1. Background

1.1.1. Current conditions

Canterbury Road provides an important commuter, freight, tourism and recreational link between the eastern suburbs of metropolitan Melbourne and the semi-urban and regional areas of the Yarra Valley and Yarra Ranges. Canterbury Road enables local access to Montrose and surrounding communities, access to the Yarra Ranges areas of significance including Mt Dandenong, and the Yarra Valley.

The western end of Canterbury Road within the study area is largely an industrial/business precinct that will need to accommodate access for varying sized vehicles. The eastern end abuts residential properties and includes local road connections.

At the eastern end of the study area sits the township of Montrose and the gateway to Mt Dandenong via Mt Dandenong Tourist Road. The landscape in this location, whilst including an arterial road and a roundabout, includes a significant amount of vegetation including large trees. It also includes the business and retail centre for the area and includes several essential community services.

The traffic volume using the two east bound lanes of Canterbury Road between Dorset Road in Bayswater and Mt Dandenong Tourist Road in Montrose varies between 11,000 and 18,000 vehicles per day, which is comprised of a mix of light and heavy vehicles. The volume of traffic results in substantial congestion along this portion of Canterbury Road, which causes delays for commuters, commercial vehicles and tourists visiting the area. The afternoon (PM) peak period has been identified as the time of greatest congestion, due to commuters travelling from work in the eastern suburbs to Mt Dandenong and the Yarra Valley.

1.1.2. Project aims

This project aims to improve journey times and safety for all road users through the area, with a focus on improving traffic flow for eastbound traffic (particularly in the PM peak) on Canterbury Road between Dorset Road and Mt Dandenong Tourist Road, and between Mt Dandenong Road and Mt Dandenong Tourist Road. Arterial road access to areas of the Yarra Ranges and Yarra Valley such as Lilydale, Mt Evelyn and Seville for both residents and visitors will also be improved.

The project will also enhance accessibility and connectivity of public transport, as journey times will be improved, and will also improve conditions for pedestrians within the area.

1.1.3. Proposed improvement

The Australian Government has committed \$20 million to the project that includes addition of a third lane in the outbound direction along Canterbury Road from Dorset Road to Montrose and the replacement of the roundabout at the intersection of Canterbury Road and Mt Dandenong Tourist Road with traffic signals.

As part of the design process VicRoads has engaged a number of specialist consultants and met with key stakeholders to inform the design and decision-making process. Consultants engaged have assessed existing local conditions and modelled future use of the road to ensure all potential impacts and issues were identified.

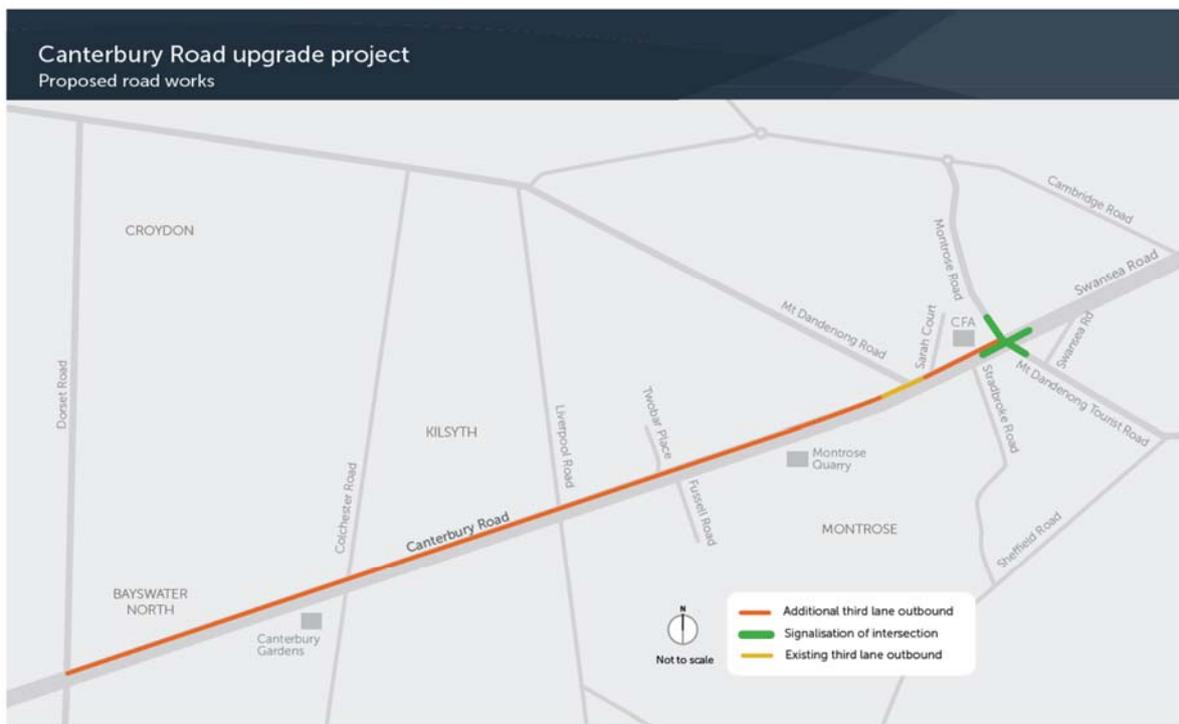
VicRoads has undertaken a range of activities to advance the planning of this project and to inform the design including:

- Feature survey of the project area
- Concept and functional design work

- Pavement investigations
- Flora and fauna studies
- Cultural heritage assessments
- Arboriculture assessments
- Traffic data collection
- Traffic modelling
- Pedestrian surveys
- Services investigation
- Engagement with key stakeholders and the local community

The benefits of the upgrade will include:

- Reduced congestion for commuters, the local community and commercial operators
- Increased capacity at key intersections, including the new traffic lights in Montrose being linked to key signal sites along Canterbury Road
- More reliable journey times
- Improved accessibility and safety for pedestrians moving around the Montrose intersection area.



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2. Stakeholder Engagement

Thank you to everyone who participated in consultation by completing surveys, attending meetings and attending the community information session in December 2017. We received a significant amount of feedback from the community information session which is summarised in the following sections of this report. Feedback was varied and was both positive and negative towards the proposed treatment.

2.1. Key stakeholder meetings

Over the past 12 months there have been numerous meetings with key stakeholders including local council (Maroondah Council and Yarra Ranges Shire), Montrose Township Group, the CFA, as well as traders, industry and residents within the immediate vicinity of the project.

2.2. Community Information Session

The Community Information Session was held on Thursday 7 December 2017 from 1pm to 7pm at the Montrose Town Centre.

The session was promoted using social media, letter box drops, email and the VicRoads website. Local Montrose traders also assisted in promoting the session amongst its networks.

The community were informed of the proposed upgrade including adding an additional lane and removing the roundabout to install traffic signals.

Around 165 community members registered at the information session to view the plans and have their say before the designs are finalised.

The comments and feedback received from the community are based on the design of the project as of December 2017. The project team will continue to refine the design throughout the project as new information becomes available and more feedback from stakeholders is received.

2.3. Information collected from Community Information Session

2.3.1. Current community experience with Canterbury Road

VicRoads want to ensure that, where possible, the proposed upgrade doesn't exacerbate an existing issue or create a new area of concern. Roll plots featuring the local road network were on display and attendees were encouraged to identify areas of concern and note why they are of concern for them.

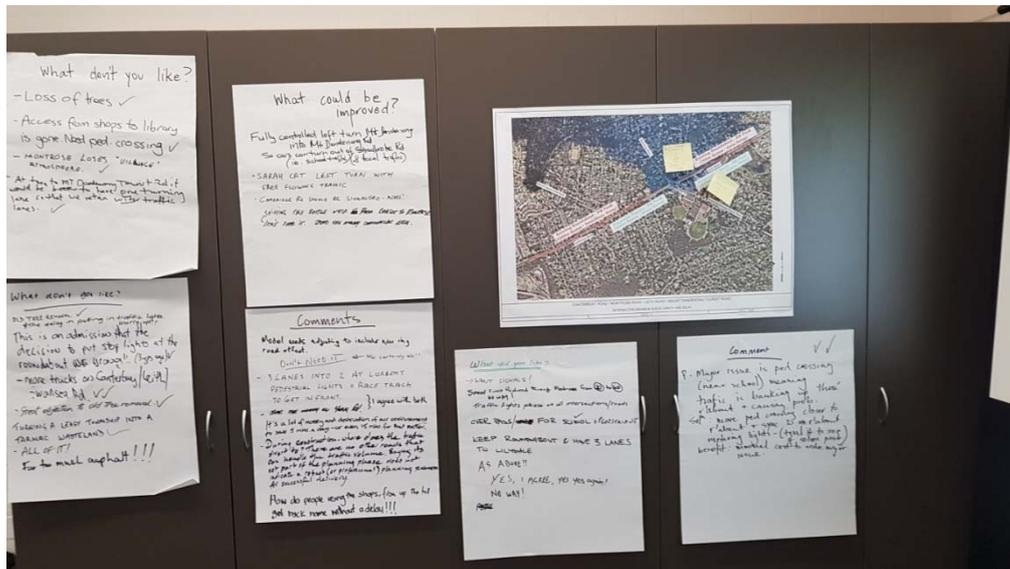


2.3.2. Community view of the proposed design

To ascertain the community's views on the proposed design, attendees were asked to record on butchers paper their thoughts on the proposed upgrade and in particular comment on:

- What do you like about the design?
- What don't you like about the design?

- What could be improved about the design?
- Comments
- Other ideas



3. Outcomes from Community Information Session

The feedback received from the Community Information Session relating to their experiences travelling in the local area and their view on the proposed treatment has been collated and is summarised below.

3.1.1. Intersection upgrade at Canterbury Road and Mount Dandenong Tourist Road, Montrose

Positive aspects of the design

Attendees commented that there were aspects of the design they liked, including:

- The changes would significantly improve safety at the intersection.
- Pedestrian movements around the intersection are important especially in connection to the local school and existing pedestrian crossings and these have been addressed in the design.

Design improvements identified

Attendees suggested improvements that could be made to the design, including:

- Traffic signals installed at the Stradbroke Road/Canterbury Road intersection that can also be utilised by the CFA.
- Additional pedestrian crossings and/or pedestrian overpasses':
 - At Stradbroke Road.
 - On Mt Dandenong Tourist Road near Devenish Road to enable access between the shops and library.
 - To the west of the CFA as there is a nearby bus stop.
 - To assist with access to the school, with the possible location for an overpass identified as near the park area on Leith Road.
- Needs of the CFA, including access and crew parking when there is an emergency to attend.

- Celebrating the 'Gateway to the Dandenong's', with the redevelopment marking this.
- Replanting strategy on Canterbury Road to offset removal of trees.
- There is no provision to turn right out of the shops and head up the mountain without going back through the intersection.
- Provision of easy access to the shops when coming from the new signals.
- Parking – improved parking at the rear of the shops, as well as an additional short term parking space in front of the post office.
- Improve access to and from the rear of the shops for delivery vehicles.

Other comments on the design

Some members of the community flagged the desire to retain the existing roundabout in Montrose, for the following reasons:

- Volume of vegetation that would need to be removed to change the intersection.
- Impact the change would have on the village feel of Montrose with some feeling that the town will become unappealing for the sake of through traffic.
- The overall size (number of lanes) of the intersection and whether two turning lanes into Mt Dandenong Tourist Road are really needed.
- The funds could be better spent adding a third lane inbound instead.

Suggestions were made on how to improve the effectiveness of the existing roundabout including:

- Improving sights line by clearing some vegetation.
- Education for drivers so that they don't hesitate at the roundabout.
- Installation of flashing safety sign from Swansea Road alerting drivers that there is a roundabout ahead as at present drivers don't read or heed the 40km/h sign.
- Signal sequencing/timing - lengthen the green light timing on Canterbury Road at Dorset and Colchester Roads during peak periods to lessen congestion.

There was also the suggestion of installing peak time metering traffic signals at the roundabout as well as relocating the pedestrian crossing on Leith Road closer to the roundabout and syncing it with the metering may improve the functionality of the roundabout.

Attendees also took the opportunity to raise general questions related to the removal of the roundabout, including:

- Why extra traffic lanes and turning lanes are needed?
- Won't signals just worsen congestion and create new problems?

3.1.2. Addition of a third outbound lane on Canterbury Road between Dorset Road and Montrose Road

Design improvements identified

Attendees identified improvements that could be made to the design, including:

- Continue the three lanes further down the hill towards Lilydale.
- Lane configuration – one lane for turning traffic and two lanes for through traffic.
- The third lane should be a bus lane only which would also cater for cyclists.

- Drivers utilise right turn lanes into local streets to perform u-turns as there are limited right turn opportunities. Local residents requested 'Keep Clear' areas to be marked on Canterbury Road and 'No U-turn' signs be installed at the turning lanes.
- Right hand turn signals installed at the intersection of Canterbury Road/Mt Dandenong Road to control the right turns into Grattan Road and allow people to perform u-turns at the intersection rather than turn lanes into local streets.
- Construction of additional right hand turn lanes for local streets.

Other comments on the design

Attendees took the opportunity to raise general concerns related to the addition of the third lane, including:

- Proximity of the additional lane to residential properties along Canterbury Road.
- Safety for pedestrians with an emphasis on school children using the footpath along Canterbury Road. The additional third lane will bring traffic closer to the footpath and there was concern that safety barriers may be needed should a car accidentally mount the footpath.
- Loss of parking for residential and commercial properties.
- Increased traffic noise.
- The additional lane will simply shift the bottle neck from Dorset Road to Montrose.
- Questions regarding the value of the additional third lane if Canterbury Road returns to two lanes east of Montrose.

3.1.3. General community comments on the design

Concerns were raised about whether the proposed treatment is the best long term option for traffic movement in the area. It was indicated that other future road projects may reduce traffic in the area, for instance North East Link and Healesville Freeway.

In response to the proposed treatment some members of the community raised concerns centred around:

- Environment – the loss of vegetation required.
- Funding - it's a lot of money to spend.
- Traffic modelling – needs to include impact of new ring road.
- Where traffic will be diverted to during construction – there are no other roads to take the traffic flow.
- Compensation for Montrose residents such as underground power, nbn, beautification projects.

3.1.4. Other suggestions

Community members took the opportunity to suggest alternative/additional treatments that could be considered, including:

- Installation of traffic signals at all intersections along Canterbury Road.
- Alternative route as the main arterial road, such as Sheffield Road.
- Tunnel under Montrose or a bypass around it.
- Improved public transport and increase parking areas at train stations.
- Cycle lane up the mountain.
- A solution to the 'one-road-out' problem during bushfire season.

3.1.5. Other areas of concern raised

Community members utilised the local road network roll plots to raise other areas of concern. The recurring themes raised were:

- Signage – requests for different signs to be installed, including:
 - ‘Keep clear’ and ‘no standing’ signs near local street intersections.
 - ‘No u-turn’ signs at right hand turn lanes into local streets along Canterbury Road.
 - ‘Local traffic only’ or ‘no through road’ signs at the entry to local streets.
 - Heavy vehicles – concerns related to parking on the road shoulder along Canterbury Road near Liverpool Road and the use of local narrow residential streets 24/7.
- Speed – installation of fixed speed cameras and a speed limit reduction on Canterbury Road to 60 km/h through Montrose.
- Noisy vehicles.
- Public transport – location and safety of bus stops.
- Pedestrian crossings – additional pedestrian crossings needed.
- Access to and from local streets
 - Line of sight concerns caused by vegetation and hills.
 - Vehicles performing u-turns in right hand turn lanes.
 - Additional right hand turn lanes.
- Rat running through local streets – request for ‘local traffic only’ or ‘no through road’ signs as well as the installation of barriers to restrict access.
- Safety concern entering and exiting businesses along Canterbury Road.
- Improvements needed on other roads including York Road and Clegg Road.
- Traffic signal sequencing and timing
- Signalisation of other intersections, for instance Cambridge Road/Canterbury Road.
- Lengthen left hand turn lanes at all major intersections (i.e.: Colchester Road/ Canterbury Road, Dorset Road/Canterbury Road) to improve traffic flow.
- Request for shared use paths along Canterbury Road.
- The shoulder of Canterbury Road westbound between Liverpool Road and Colchester Road needs to be sealed.

An area of concern with mixed views related to right hand turns. Numerous community members urged the introduction of peak time right turn bans at some intersections including Colchester Road/Canterbury Road as well as into local streets. Others requested right hand turn lanes and associated median breaks be constructed to enable easier access to local streets and right turn signals be installed at intersections (i.e.: Canterbury Road/Mt Dandenong Road) and allowing u-turns at these intersections.

4. Next Steps

The feedback gathered from the community is being used to refine and develop the design and will be incorporated into the decision-making process. While we are not able to accommodate everyone’s comments we are working to find a balance that addresses as many of these issues as is practicable. Finding a balance between local community needs and those of the function of Canterbury Road as part of the arterial road network has been a major focus.

Further design and assessments are being undertaken to refine a treatment to be presented to the community in 2018.