

Fix My Station

Donnybrook Station Survey

Results, July 2019

Contents

- ▷ **Background**
- ▷ **Method**
- ▷ **What we heard**
- ▷ **What's happening**
- ▷ **Main takeaways**
- ▷ **Next steps**

Background



**Fix My
Station
surveys**



On Track Survey runs every two years.

Donnybrook Station was identified as the worst station in Victoria in 2017.

Fix My Station seeks to dig deeper and uncover specifics about how these stations can be improved.

Method

The Fix My Station survey was designed to explore headline topics identified in the 2017 On Track survey.

For Donnybrook Station, we focussed on access and infrastructure issues.

Specifically, we asked people who use Donnybrook Station how they would like it to be fixed, eg. 'what improvements would you like to see?'



Method

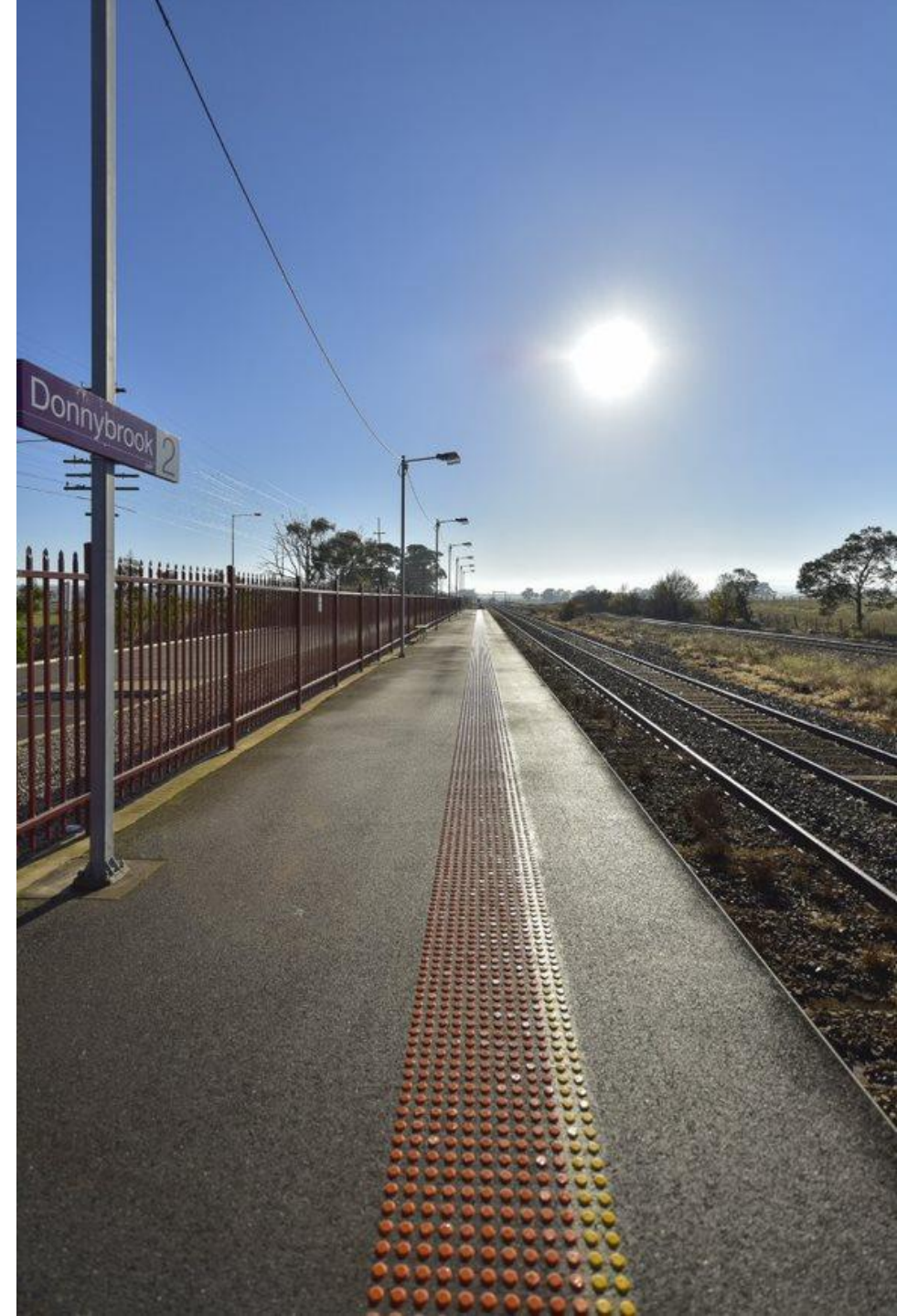
An online survey was open for 7 weeks in April-May 2019.

To drive participation, we:

- Reached out to RACV members through eNews.
- Engaged commuters on social media via Facebook and Twitter.

A story in the Northern StarWeekly was published on 11th of April 2019.

252 responses received.



What we heard

Difficult to access.

Respondents identified a lack of bus services and poor walking and cycling infrastructure that is limiting access to the station.

Survey respondents also highlighted that the station car parking is limited, feels isolated and is unsafe.

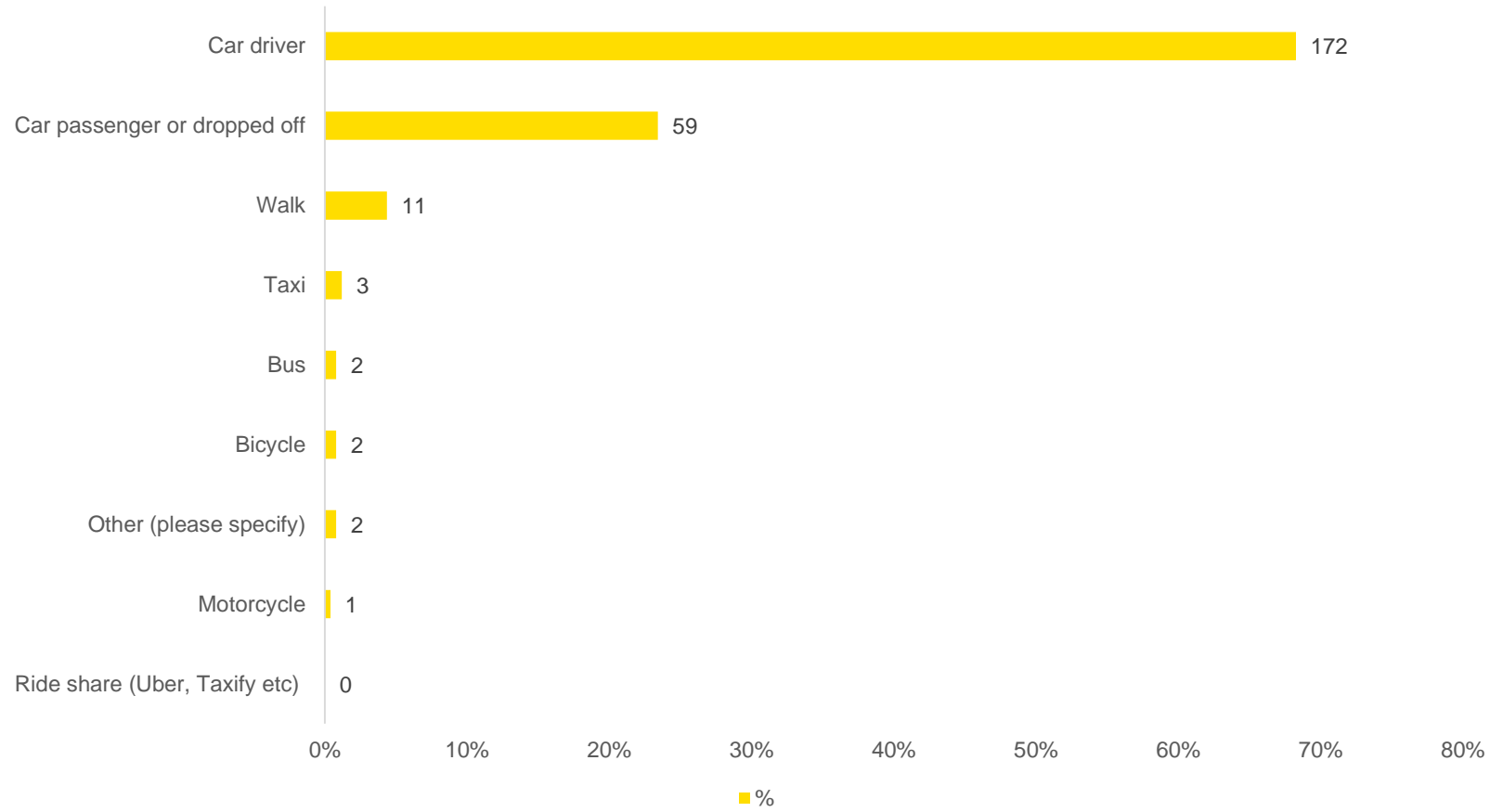
Poorly serviced.

Respondents told us that they often avoid the station due to the lack of station staff, infrequent train services, lack of shelter and toilet facilities.

Travel



How do you mainly travel to the station?

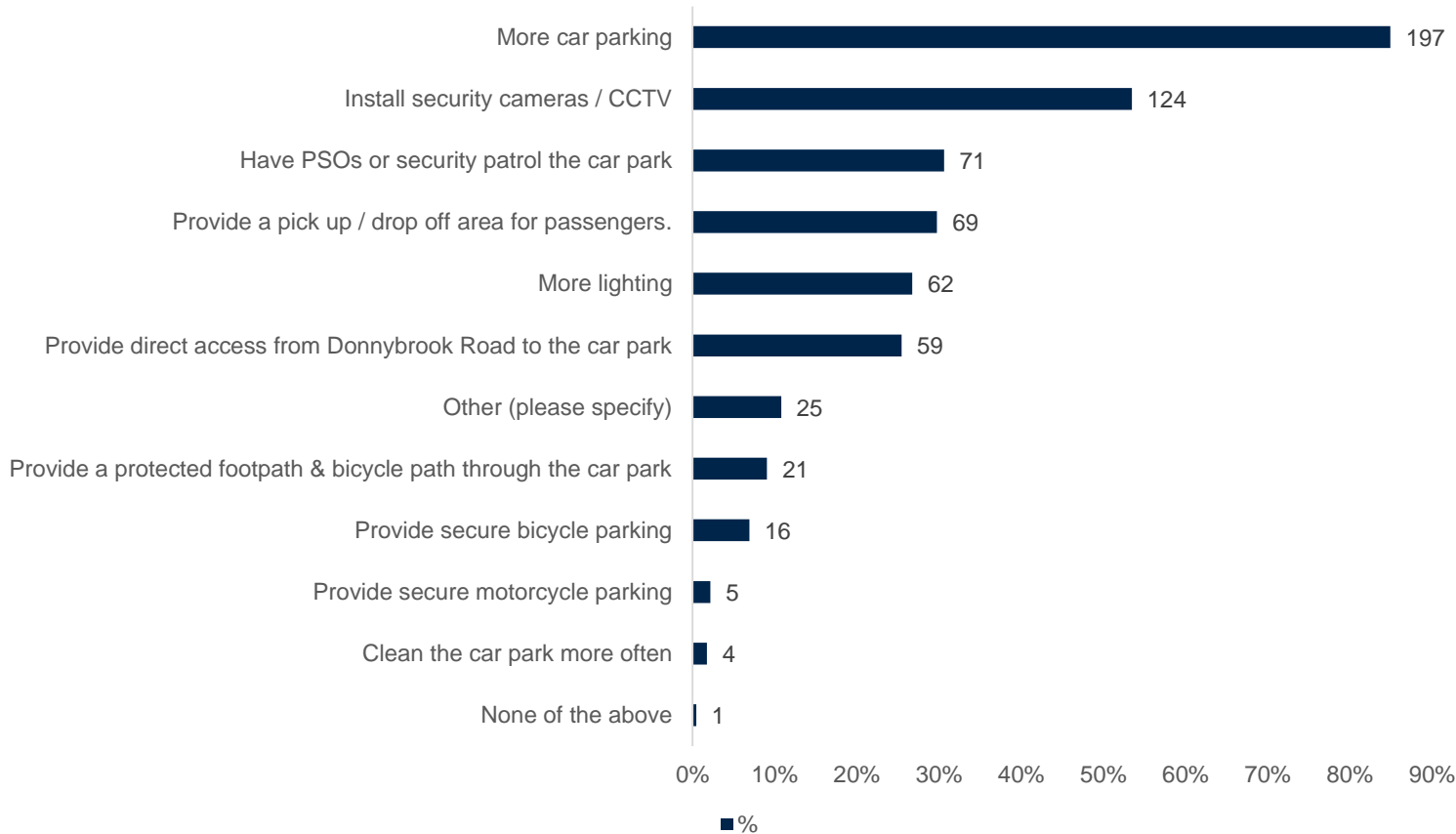


Survey participants overwhelmingly arrive to Donnybrook Station by car, as a driver or passenger.

Q: How do you mainly travel to the station?
Responses: 252

Car Park

What are the best ways to improve Donnybrook Station's car park?
(At most 3 answers)



96% of respondents wanted the car park to be improved.

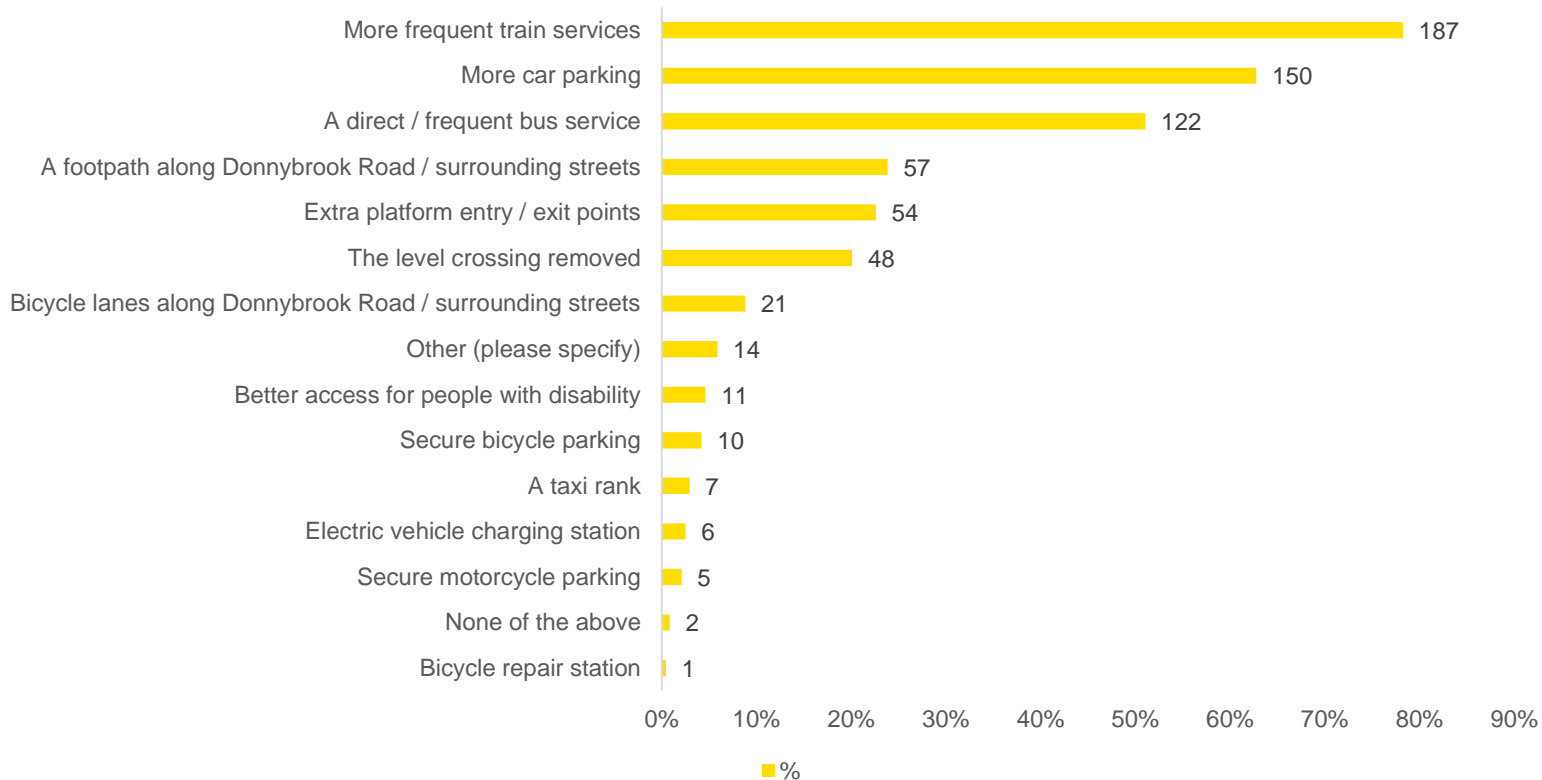
Of these, the majority told us that more car parking, and more security cameras / CCTV were a priority.

Under 'Other' participants raised concerns about there only being a single exit to Donnybrook Road. Concerns about the lack of station staff and the lack of footpaths leading up to the station were also highlighted.

Q What are the best ways to improve Donnybrook Stations car park? (At most 3 answers)
Responses:
Q: 232 responses.

Access

What access improvements would you like to see at Donnybrook Station? (At most 3 answers)



Participants told us that they want more frequent train services, more car parking and a frequent / direct bus service.

Under 'Other' participants called for electrification of the rail line to allow for a more frequent metro service.

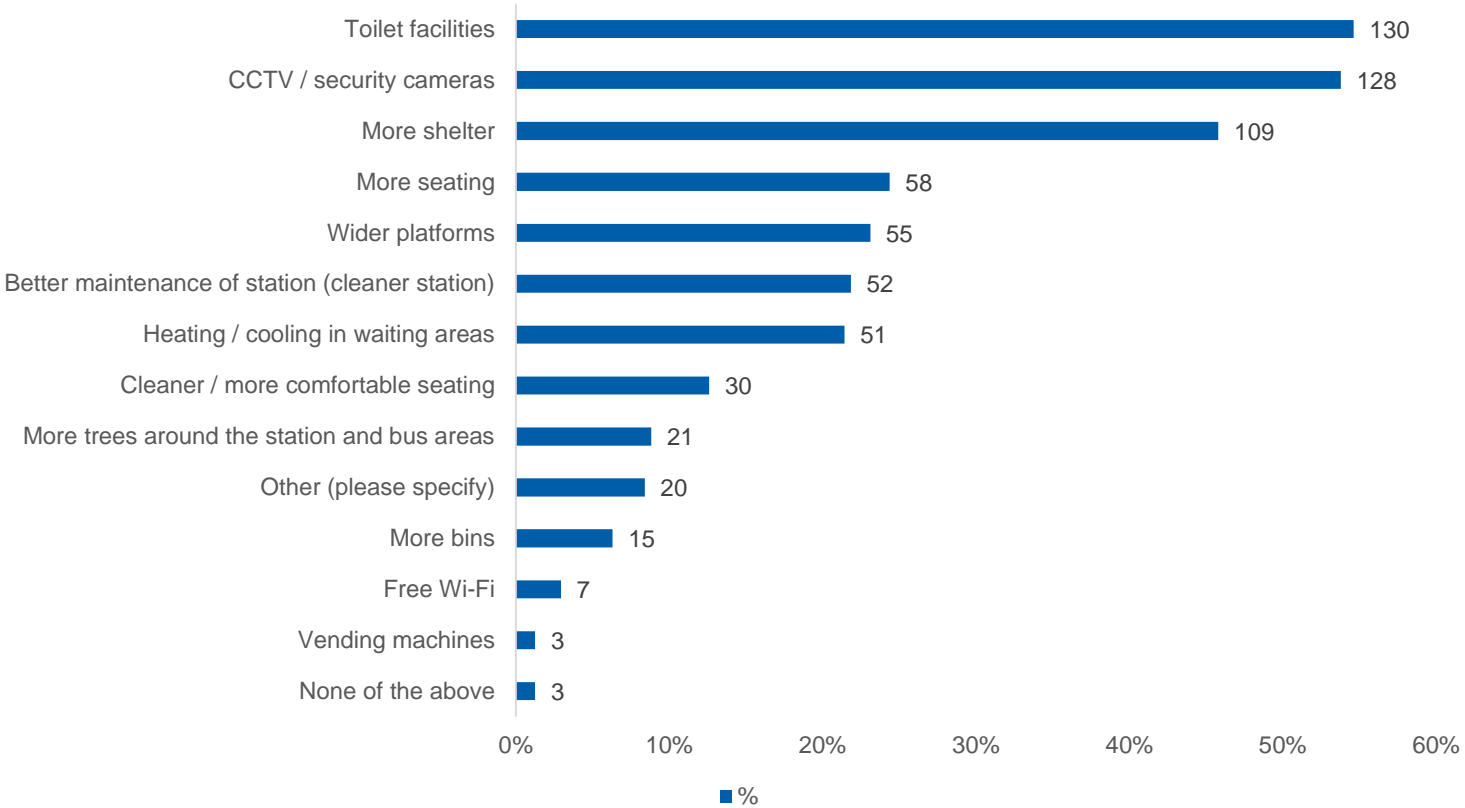
Q: What access improvements would you like to see at Donnybrook Station? (At most 3 answers)

Responses: 239 responses.

Infrastructure



What infrastructure improvements would you like to see at Donnybrook Station? (At most 3 answers)



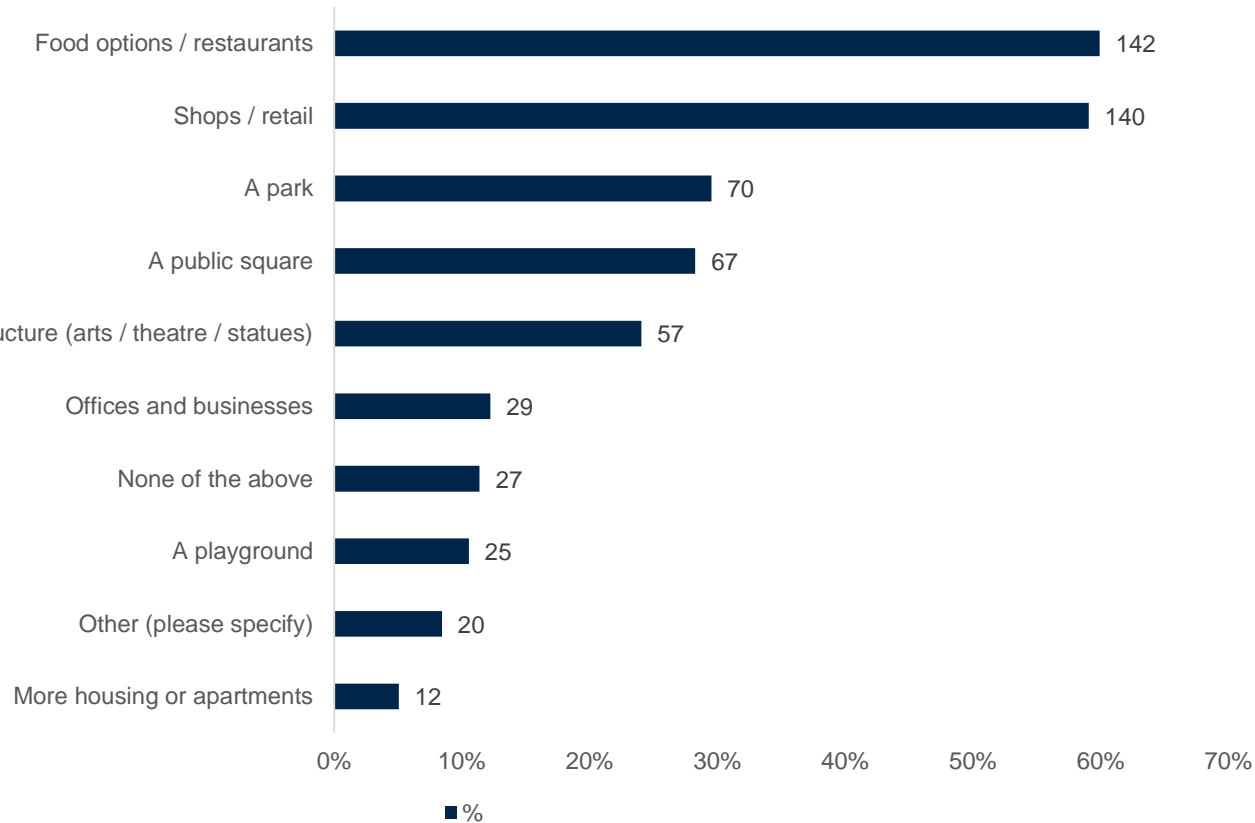
Participants told us they want toilet facilities, security cameras / CCTV to be installed and more shelter.

Under 'Other' participants raised the need for more shelter, an extension of the inbound platform and more station staff.

Q: What infrastructure improvements would you like to see at Donnybrook Station? (At most 3 answers)
Responses: 238 responses.

Wider precinct

How would you like to see the wider Donnybrook Station precinct improved? (At most 3 answers)



Survey participants told us that they would like to see more food options / restaurants, more shops / retail in the wider precinct.

Under 'Other' participants predominantly called for a bus service to the nearby estates, more car parking and better road connections.

Q: How would you like to see the wider Donnybrook Station precinct improved? (At most 3 answers)
Responses: 237 responses.

What's happening

Donnybrook Station upgrade as part of the Shepparton Regional Rail Revival Project.

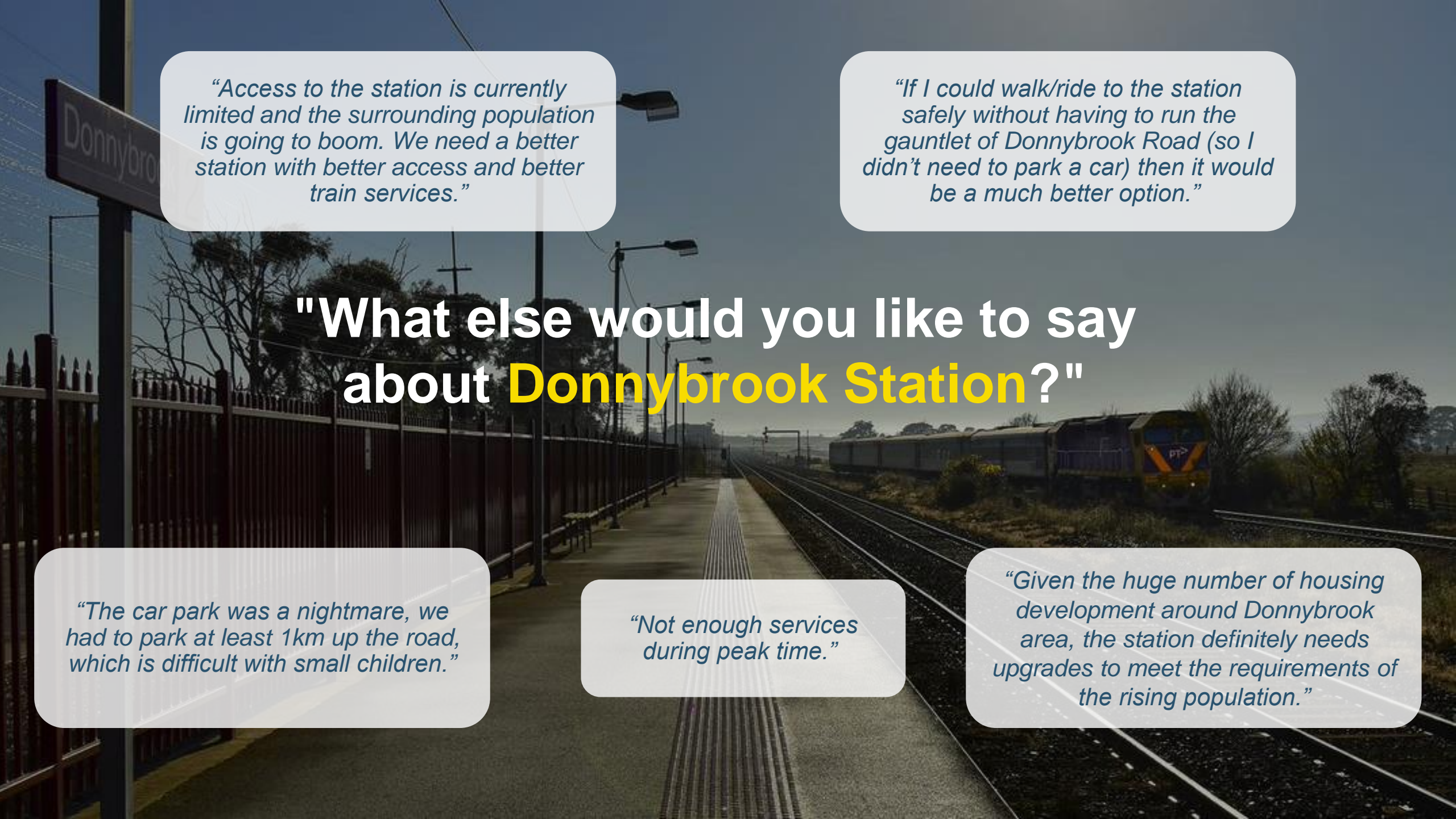
This includes:

- A city-bound platform extension.
- 150 new car parking spaces.
- New bus bays and shelter at the bus bays.
- New shelter on the platform.
- CCTV on the platforms and in the car park.
- Springs Road upgrades.
- Better lighting & information displays.

More needs to be done

Whilst these improvements are positive, a more holistic approach to improving access to Donnybrook Station is needed.



A photograph of a train station platform. On the left, a sign reads "Donnybrook". In the distance, a train is visible on the tracks. The platform has a tactile paving strip in the foreground. The sky is clear and blue.

“Access to the station is currently limited and the surrounding population is going to boom. We need a better station with better access and better train services.”

“If I could walk/ride to the station safely without having to run the gauntlet of Donnybrook Road (so I didn’t need to park a car) then it would be a much better option.”

“What else would you like to say about Donnybrook Station?”

“The car park was a nightmare, we had to park at least 1km up the road, which is difficult with small children.”

“Not enough services during peak time.”

“Given the huge number of housing development around Donnybrook area, the station definitely needs upgrades to meet the requirements of the rising population.”

The takeaways

Easier ways to get there.

Respondents want better ways to access Donnybrook Station from surrounding areas. Given the extent of urban growth in this area, basic infrastructure such as quality footpaths, safe bicycle infrastructure, and direct, frequent bus services are essential. Respondents' concerns regarding a lack of car parking may be addressed by providing alternative ways for people to access the station.

A premium metro station.

Survey respondents told us that they want Donnybrook to be a premium metro station, with more frequent train services, station staff, toilets, more shelter and the installation of security cameras/CCTV. Respondents consider these improvements to be urgently needed.



Next Steps

Ongoing advocacy

The results from the Donnybrook Fix My Station survey will underpin RACV's advocacy for improvements.

This will involve direct liaison with the State Government (Department of Transport) on how and when these issues can be addressed.

Measuring change over time

We will continue to run the On Track Survey every two years, enabling us to monitor how people's satisfaction in train stations and rail services changes over time. The next On Track survey will be held in late 2019.

www.racv.com.au/fixmystation

www.racv.com.au/ontracksurvey



