

# Mandurah Station Multi-Storey Car Park

## Passenger insights survey results

We'd like to thank the **772 people** from **67 suburbs** across Perth who took the time to complete our recent survey and provide their thoughts on the Mandurah Station Multi-Storey Car Park project. While feedback on the project was overwhelmingly positive, several recurring questions and concerns emerged.

### Your feelings towards the project

Community sentiment towards the Mandurah Station Multi-Storey Car Park project was shown to be **overwhelmingly positive**.

**89%** of respondents are **supportive of the project**



**84%** of respondents believe **parking at Mandurah Station is currently an issue**



**57%** of respondents say they will be **more likely to use Transperth services** as a result of the project



**87%** of respondents believe the **project will benefit the community**



**66%** of respondents believe the **project will make their commute more convenient**



### Your key questions and concerns

#### Security of the multi-storey car park once operational

Eleven per cent of all respondents raised concerns about the multi-storey car park having adequate security measures. Passive security will be incorporated into the car park's design, including CCTV at entry and exit points, effective lighting, and clear sightlines for pedestrian movement. The car park will have an open top level and open staircases, and semi-transparent façade screening on the outside of the structure.

Once operational, the Public Transport Authority (PTA) will monitor the car park to determine whether additional security measures may be required.

#### Temporary loss of existing parking during construction of the new multi-storey facility

A number of respondents raised concerns about a temporary loss of parking during construction and how this would be managed. The PTA has secured the vacant block of land bordered by Morfitt Street and Galgoyl Road for use as a temporary car park during construction; however, the temporary car park will not offset all of the car bays lost. Passengers may need to consider alternative ways to access the station during construction, for example by bus, cycling, carpooling, or getting dropped off.

#### Need for the project with new stations being built at Lakelands and Karnup

While new stations will be constructed at Lakelands and Karnup in coming years, boardings at Mandurah Station are still projected to grow by around 50 per cent by 2031, making an increase to the station's parking capacity necessary.

#### Calls for additional provisions for passengers with accessibility issues

A number of respondents suggested the project scope should incorporate additional provisions for passengers with accessibility issues. This included creating additional accessible car bays within the multi-storey car park (i.e. in addition to what is legally required), as well as relocating most accessible bays to the southern end of the car park, close to the station. The new multi-storey car park will meet all accessibility requirements, however at this stage the project team does not intend to implement additional accessibility provisions at the station.

#### Cost of parking once the multi-storey car park is operational

Cost to park in the new multi-storey car park at Mandurah Station will be in line with the current fee, which is \$2 a day for Transperth passengers.

### What's next?

Your feedback is being shared with the project team to consider as the project progresses. The main contract to design and construct the multi-storey car park is expected to be awarded in February. Construction is set to begin in the first quarter of 2020.

Further information will be communicated to passengers and other stakeholders (including neighbouring residents) in 2020 as the start of construction approaches.

In the meantime, we're here to answer your questions; just email us at [info@metronet.wa.gov.au](mailto:info@metronet.wa.gov.au) or call **(08) 9326 3666**.

Looking north from Galgoyl Road (concept image only; subject to change).