

Communication survey results summary

August 2021

Project overview

The Mordialloc Freeway is a nine-kilometre project which will connect the Mornington Peninsula Freeway at Springvale Road to the Dingley Bypass, creating a continuous freeway from Frankston to Clayton.

The freeway will decrease travel times and ease congestion in Melbourne's south east, providing a safer, more reliable journey.

Major construction started in October 2019 and the freeway is scheduled for completion by the end of 2021.

Introduction

In October 2020, we asked for feedback on how we'd been communicating over the previous six months.

In March 2021 we asked for your feedback again to make sure that the changes we made following the first survey have improved your experience and that we're getting you the information that you need.

This report summarises the results of the survey from March and the key themes from the feedback we received then. This feedback will help us to make sure that we're providing you with the information you need, when you need it, and in the way you'd like to receive it.

What we heard

We received 273 responses to the survey, and you told us:

- overall, you're more satisfied with our communication compared to when we asked for your feedback in October 2020
- you still feel that our communications are easy to understand, provided in a timely manner and point you in the right direction to find out more information
- while we increased how often we're communicating, you'd still like to hear from us more frequently and with more information each time we get in touch
- you've generally been kept informed about the traffic disruptions early enough to plan ahead using detours and other options
- not many of you rely on road signs or electronic signage to learn about disruptions, instead you hear about them ahead of time through email, SMS or our printed communications
- only a small portion of people have needed to get in contact with the project team, and you felt we could improve how we handle your enquiries by resolving your issues more quickly.

What's next

Thank you to everyone who took the time to provide feedback. We'll use your insights make sure we're keeping you up to date with our progress as we work to open the Mordialloc Freeway later this year— making sure you're getting all the information you need from our communications more frequently and improving your experience when you contact the project team.

We'll be back out again in late 2021 to see how we're going, if the changes we make are helpful and to make sure we're getting you the information that you need.

Keeping you informed

To help keep you up to date on our current and planned works and disruptions, we encourage you to view our interactive map at roadprojects.vic.gov.au/projects/mordialloc-freeway

To sign up for email and SMS updates, please visit roadprojects.vic.gov.au/subscribe

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