

Kenmore Bypass Planning Study - Stage 3 Consultation Report

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MainRoads

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Executive summary

Stage 3 of the Kenmore Bypass Planning Study commenced on 12 October 2009 with the goal of presenting the preferred planning option to the community, showing how their feedback had helped shape the planning option and to close-out the project.

The project team hosted four information displays over two weeks to present the preferred planning option to the community and answer questions. Feedback was not proactively sought, however was accepted if community members wished to provide it. For Stage 3, the project team received a total of 45 submissions.

The community remained highly involved throughout the planning study and the project team tailored the consultation process to suit this level of involvement. In addition to the planned consultation stages 1, 2 and 3, the team held two additional 'interim' consultation periods to address additional planning issues that arose during the study and to gather community feedback on those issues.

The first interim consultation was concerning the release of the Environmental Approvals Report (EAR). This type of report would not normally be released to the community as part of a consultation process, however due to the highly involved nature of the Kenmore community, the project team made a commitment to release the draft chapters of the EAR for comment, for a period of three weeks.

The second interim consultation was focused on the Gem Road planning options. Originally, the Kenmore Bypass planning showed Gem Road no longer being a through road. This option was not received well by local residents and the project team received a large amount of feedback opposing the severance of Gem Road.

In response to community feedback, the team prepared three Gem Road planning options to maintain local connectivity and held a three week comment period to collect feedback on the revised options.

For Stage 3, the team received a total of 45 submissions. The top ten issues raised during Stage 3 are as follows:

- Property impact – 15.05%
- Supportive of project – 7.53%
- Hardship – 7.53%
- Resumptions process – 5.38%
- Noise – 4.3%
- Opposed to project – 4.3%
- Funding – 4.3%
- General enquiry – 4.3%
- Existing congestion: Centenary Motorway – 3.231%
- Project timing – 3.23%

The project team received a total of 7,859 submissions throughout the entire planning study from 21 April 2008 – 9 November 2009.

The feedback source and quantum are outlined in the following table:

Source	Feedback form	Email	Public display	1800 number	Property Meetings	Post	Minister's office	Other	Total
Quantum	1277	2287	352	370	107	307	207	2952	7859

The top ten issues raised in feedback received throughout the entire planning study were:

- Supportive of project (Stage 1) – 12.65%*
- Opposed to project (Stage 1) – 12.17%*
- Existing traffic issues: congestion – 7.22%
- Alternatives: Bellbowrie Bridge – 3.02%
- Public transport – 3%
- Moggill Road – 2.8%
- Future traffic issues: congestion – 2.49%
- Moggill Road intersection: travel in direction of Brisbane City – 2.07%
- Existing traffic issues: Public transport – 1.92%
- Environment: Loss of greenspace – 1.87%

'Other' issues accounted for 50.8% of the feedback received, including issues such as noise, land value and fauna.

**Note: The 'supportive' and 'opposed' to project issues listed above were from feedback received during Stage 1, as much of the feedback received during that stage was simply expressions of support or opposition to the project. Following Stage 1, the team created new 'supportive' and 'opposed' issues categories for feedback recording. For the remainder of the project, there were 302 'supportive' submissions received and 213 'opposed'. Due to the sheer number of submissions received during Stage 1, the original Stage 1 supportive and opposed issues categories remain the top two issues raised throughout the planning study.*

Recommendations

General	<i>No recommendations</i>
Level of engagement	<p><i>The level of engagement used in Stage 3 was appropriate and successful.</i></p> <p><i>If not actively seeking feedback, do not include feedback forms in newsletters but still accept and record any feedback provided via other mechanisms (e.g. email, 1800 number).</i></p>
Scope	<p><i>A timely, cost-effective and well-received communication activity was the use of emails for communication updates. Over the course of the project, email became a key information source for more than 5,400 stakeholders and by Stage 3, had negated the need for advertising when communicating major project announcements. Real-time communication activities were by far the preferred way to receive information for this community.</i></p>
Community engagement goal	<p><i>It is important to convey to the community how their feedback has helped influence the planning process, however doing so must be done openly, it is also important to acknowledge how feedback that did not/could not influence the outcome was managed. For example, throughout all stages there were suggestions of building a bridge at Bellbowrie. As not directly related to the planning study, this feedback could not help influence the design however it was acknowledged in the newsletter by stating that the feedback was provided to Queensland Transport for consideration.</i></p>
Objectives	<p><i>For future consultation programs, it is recommended that feedback forms include questions specifically relating to the objectives, to ensure the consultation process can be evaluated effectively and accurately. While generalisations and assumptions can be drawn from the amount and nature of general feedback received, to ensure robustness of the evaluation process, specific questions relating to the objectives should be asked. Including such questions in a feedback form is a cost-effective means of evaluation.</i></p>
Research	<p><i>Consider the demographics of the study area when selecting the communication activities to be undertaken. Use online communication activities as standard for engagement with high internet-dependent communities.</i></p>
Projects in the area	<p><i>It is important for project teams to have a working knowledge of the impacts of other projects in the area, and be able to provide stakeholders with general information and contact details for those projects.</i></p>

Issues analysis *No recommendations*

Stakeholders *No recommendations*

Strategies *When consulting with an educated and technology-savvy community, emails and internet-based activities are invaluable and should form a standard requirement of the communication activities.*

If consulting with a sceptical community, proactively make as much information as possible publicly available, which will assist in building trust and transparency.

Key messages *No recommendations*

Community engagement activities *No recommendations*

Community involvement *Community emotions and feedback will be at their highest at the commencement of a project. A dedicated and proactive approach to engagement at the outset is essential and will reap significant benefits as the project progresses.*

Media review *No recommendations*

Community review *It is important to accept that there will be opposition to projects and not seem as though you are trying to 'sell' a concept to the community. Genuine consultation should acknowledge such opposition, however also explain that regardless of personal view on the project, this is the opportunity to have a say regarding how the ultimate project would look if it did proceed.*

Political review *Early engagement with local politicians is crucial, as they are often a 'go to' source of information for the local community.*

No recommendations

Timeline

Resources *No recommendations*

Communication protocols *No recommendations*

Evaluation plan *If using Consultation Manager, ensure issues categories are as thorough as possible at the beginning of each stage, as it is difficult and very time-consuming to add new issues. Issue categories should be developed with*

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the end reporting needs in mind.

Include questions relating to the objectives in feedback forms to ensure objectives can be accurately measured.

Level of engagement

- ✓ **Information engagement**
- Consultation engagement**
- Active participation engagement**

Effectiveness of the level of community engagement

The Stage 3 communication strategy involved presenting the preferred Kenmore Bypass planning option to stakeholders and the community. Extensive consultation engagement was undertaken in Stages 1 and 2 to gather feedback that could be used to help shape the development of the preferred option. Once the preferred option had been developed, it was important to present the option to the community to formally close-out the study and demonstrate how community feedback influenced the planning process.

Feedback was not proactively sought in Stage 3 however any feedback provided was recorded and noted.

This level of engagement was appropriate for Stage 3. No new information was provided to the community and hence no further consultation was required.

Recommendation

- *The level of engagement used in Stage 3 was appropriate and successful.*
- *If not actively seeking feedback, do not include feedback forms in newsletters but still accept and record any feedback provided via other mechanisms (e.g. email, 1800 number).*

Purpose/plan overview

The purpose of this document is to report on community and stakeholder engagement activities for Stage 3 of the Kenmore Bypass Planning Study. As the final stage of the three-stage study, it will also provide a brief overview of consultation outcomes throughout the 18 month study.

Background

Project background

The Kenmore Bypass Planning Study is investigating whether a preserved three-kilometre transport corridor between Moggill Road at Pullenvale and the Centenary Motorway at Fig Tree Pocket could provide a solution to existing congestion problems on Moggill Road in the Kenmore area.

The study involves undertaking technical and environmental investigations, as well as a high-level of community engagement, to determine a preferred planning option for a potential Kenmore Bypass. The study is being undertaken to plan for and manage growth in the Western Corridor, however there is currently no decision or funding to construct a bypass.

Stages 1 and 2

Stages 1 and 2 of the study have already occurred, as follows:

- Stage 1 – Gather information, 21 April 2008 – 16 June 2008
- Stage 2 – Develop planning options, 3 November 2008 – 16 February 2009

There has been significant local community interest in the study since it began. In Stage 1, the team received more than 6,150 submissions, met with 33 property owners, spoke to more than 1,000 people at public displays and established a Community Reference Group (CRG). Feedback received in Stage 1 primarily focused on whether people were supportive or opposed to the project, with strong opinions being held on both sides.

After the initial strong community reaction in Stage 1, the team worked hard to educate the community about the planning process and better communicate how feedback would be used – i.e. to help shape the development of a preferred option; not for a vote regarding whether or not the bypass should proceed. As a result, less feedback was received in Stage 2 and it was significantly more informed and focused on design-related outcomes, with 1,067 submissions received.

In both stages, the original consultation timeframe was extended as a direct result of community feedback and to ensure ample time for everyone to have their say. In Stage 1, the consultation period was extended by four weeks and in Stage 2 by nine weeks (which included the Christmas school holidays).

Local opinion leaders

Local opinion leaders, particularly State Member for Moggill Dr Bruce Flegg MP and local opposition group, Save Our Suburbs – Kenmore to Karalee, were vocal throughout Stages 1 and 2. Through online and email communication and regular media articles, these opinion leaders assisted in raising awareness and creating a high level of interest in the project.

Environmental Approvals Report

In Stage 2, the project team made a commitment to the public to release the draft Environmental Approvals Report (EAR) once complete. Making such a report publicly available is not standard practice, however due to the strong interest in the project, particularly in relation to potential environmental impacts, the project team made a decision to release the report to demonstrate transparency and build confidence in the robustness of the environmental investigations.

The report was made publicly available on 17 June 2009. The community comment period was initially two weeks, however due to technical issues with viewing the document on the website, the comment period was extended to 7 July 2009.

Gem Road

The planning options released in Stage 2 showed a proposed severance of Gem Road either side of the bypass. Following significant local community feedback relating to concerns about bus services and access for residents south of the bypass, three new planning options were developed to maintain the connectivity of Gem Road.

The new options were presented to the community on 27 July 2009 and property owners impacted by potential land requirements were notified.

The new options were developed as a direct result of local community feedback and residents surrounding Gem Road were asked to select their preferred option during a three week consultation period. Option C (Gem Road as an underpass under the bypass) was overwhelmingly the community's preferred option (55%) and was selected as the final planning option.

Stage 3

The preferred planning option was released on 12 October 2009. The option was developed based on extensive technical and environmental investigations, as well as the community feedback received in all study stages. Information displays were held for two weeks following the release of the preferred option.

Consultation overview

Stage	Comment period	Nature of engagement	Submissions received
Stage 1	21/04/08 – 16/06/08	Consultation	6,150
Stage 2	3/11/08 – 16/02/09	Consultation	1,067

Stage	Comment period	Nature of engagement	Submissions received
EAR	17/06/09 – 07/07/09	Information	51
Gem Rd	27/07/09 – 17/08/09	Consultation	168
Stage 3	12/10/09 – 9/11/09	Information	45
TOTAL			7,481*

**This number does not reflect the total number of submissions received over the life of the project as additional feedback was received between formal engagement periods. Total number of submissions received was 7,930.*

Project goal

The project goal for Stage 3 was to finalise the preferred option and close out community engagement for planning study. This goal was achieved.

Project need

Moggill Road through Kenmore is at capacity during peak times, causing congestion, safety concerns and delays for motorists. The project need is to determine a preferred planning option for a future Kenmore Bypass, using the preserved transport corridor, as a potential solution to alleviate existing traffic issues on Moggill Road through Kenmore.

Project drivers

The project drivers for the overall planning study were identified in the Stage 1 Consultation Report.

The specific project drivers for Stage 3 were as follows:

Driver	Explanation	Impact on engagement process
<p>Potentially affected property owners (property owners with a full or partial land requirement under the preferred planning option)</p>	<p>Uncertainty surrounding future land requirements was the biggest concern for impacted property owners.</p> <p>The presentation of the preferred planning option meant property owners had certainty regarding the potential impact on their properties and could</p>	<p>Consultation with property owners had to be managed with sensitivity. The team was responsive and discreet when dealing with property owners and offered individual briefings as required.</p>

Driver	Explanation	Impact on engagement process
	make informed decisions about their future.	Property owners were notified of the preferred option a day prior to the wider community to ensure they received information directly from the department, rather than a third party.
<p>Directly impacted community (residents living in the immediate vicinity of the Kenmore Bypass corridor)</p>	<p>The presence of the planning study caused uncertainty and stress for some local residents throughout the 18 month study process.</p> <p>The selection of the preferred option and conclusion of the study meant residents could start to move on with their lives, with more certainty regarding how a Kenmore Bypass would impact on the local area.</p>	<p>There was a strong desire to have the study completed by the end of 2009.</p> <p>The Stage 3 newsletter explained how community feedback influenced the development of the preferred option.</p>

Project benefits

The overarching project benefit is that a Kenmore Bypass would significantly reduce congestion on Moggill Road through Kenmore, which is currently at capacity during peak times.

Additional benefits of a Kenmore Bypass include:

- Reduce rat-running on local streets in Kenmore and Fig Tree Pocket
- Provide an opportunity for public transport improvements on Moggill Road
- Allow motorists to avoid various sets of lights, three schools and a busy shopping centre on Moggill Road.

The project benefits were communicated in the Stage 1 project newsletter and in proceeding communication, including email updates, website, information displays, advertisements and media releases.

Negotiable and non-negotiable

The draft planning options (i.e. the negotiables from Stage 2) were refined based on further technical investigations and community feedback resulting in the preferred planning option. No further changes will be made to the preferred option and as the purpose of Stage 3 was to present the final planning option, there were no negotiables for the final stage of the study.

Scope

Communication activities in Stage 3 mimicked those undertaken in Stages 1 and 2, with the exception of a community reference group meeting.

The full scope of communication activities undertaken included:

- Project newsletter
- Media releases
- Information displays (staffed and unstaffed)
- Project webpage
- Newspaper advertisement
- Community enquiry line
- Email responses
- Stakeholder letters
- Property owner letters
- Individual property owner meetings
- Stakeholder briefings
- Maps and other materials available for download on the project webpage
- Regular email 'blasts'.

The scope of activities undertaken meant community members had multiple opportunities to contact the project team.

Recommendation

- *A timely, cost-effective and well received communication activity was the use of emails for communication updates. Over the course of the project, email became a key information source for more than 5,400 stakeholders and by Stage 3, had negated the need for advertising when communicating major project announcements. Real-time communication activities were by far the preferred way to receive information for this community.*

Community engagement goal

A number of goals were identified in the Kenmore Bypass Planning Study Community Engagement Plan. These goals are outlined below, along with the initiatives used in Stage 3 to meet these goals.

Community engagement goals	Achieved / Not achieved	Stage 3 initiatives to meet the goal
To engage the directly impacted and wider community, businesses, elected representatives and other key stakeholders about the study, taking into account social, environmental and economic factors	<ul style="list-style-type: none"> Achieved 	<ul style="list-style-type: none"> Letters sent on 12 October 2009 advising of the release of the preferred option, offering individual briefings with project team Newsletter drop to the study area Staffed and static information displays Email update to database Updated project website with downloadable materials
To establish a cooperative relationship with relevant stakeholders, particularly directly impacted residents, businesses and elected representatives	<ul style="list-style-type: none"> Achieved 	<ul style="list-style-type: none"> Property owners and key stakeholders were notified of the preferred option via a personalised letter one day prior to the wider community Individual property meetings with 11 property owners
To obtain and collate community feedback about the study that builds understanding and knowledge of community issues and opportunities	<ul style="list-style-type: none"> N/A 	<ul style="list-style-type: none"> <i>Not applicable to Stage 3 as feedback was not being sought</i>
To enhance Main Roads' reputation in the engagement area	<ul style="list-style-type: none"> Achieved 	<ul style="list-style-type: none"> Tailored engagement to community's need for real-time information, using email updates and the website as key communication sources Consistent key messages in all materials Technical experts available at all enquiry points The project team was highly accessible to the community, conducting 11 individual property meetings, some being held outside of business hours with little prior notice

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Community engagement goals	Achieved / Not achieved	Stage 3 initiatives to meet the goal
		<ul style="list-style-type: none"> ▪ The 1800 line was always manned during the hours of 8:30am – 5:30pm
To manage issues raised by the community and stakeholders in a timely manner	<ul style="list-style-type: none"> ▪ Achieved 	<ul style="list-style-type: none"> ▪ Regular media monitoring ▪ Regular monitoring of local opinion leader websites/blogs ▪ Emails responded to within 24 hours, unless requiring further information and then responded to within seven working days
To create positive relationships through the management of such issues	<ul style="list-style-type: none"> ▪ Achieved 	<ul style="list-style-type: none"> ▪ Project team were friendly, responsive and accommodating to community and stakeholder needs ▪ The same project team members continued to liaise with the community throughout the life of the project
To differentiate the study from other projects in the area	<ul style="list-style-type: none"> ▪ Achieved 	<ul style="list-style-type: none"> ▪ Providing newsletters and contact details of other projects at public displays and explaining the difference ▪ Outlining how the project fits in with other projects in the area via the project website
To create a sense of project ownership among the community	<ul style="list-style-type: none"> ▪ Partly achieved 	<ul style="list-style-type: none"> ▪ Stage 3 newsletter featured a section outlining how the Stage 1 and 2 feedback helped shape development of the preferred planning option <p><i>Partially achieved because not all feedback could be used in developing the preferred option and therefore some people may not feel their concerns were considered</i></p>
To proactively work towards making public consultation on the study a 'best practice' scenario for future reference	<ul style="list-style-type: none"> ▪ Achieved 	<ul style="list-style-type: none"> ▪ Held information displays in Stage 3 to provide information about the preferred option even though not actively seeking feedback

Recommendation

- *It is important to convey to the community how their feedback has helped influence the planning process, however this must be done openly and also acknowledge how feedback that did not/could not influence the outcome was managed. For example, throughout all stages there were suggestions of building a bridge at Bellbowrie. As not directly related to the planning study, this feedback could not help influence the design however it was acknowledged in the newsletter by stating that the feedback was provided to Queensland Transport for consideration.*

Objectives

The overall communication objectives as outlined in the Community Engagement Plan provided in the table below, as well as the evaluation measures undertaken to determine whether the objectives were achieved.

Objective	Evaluation measure	Achieved/not achieved
To create awareness of the project among 80% percent of the community within the engagement area	<ul style="list-style-type: none"> ▪ Newsletters distributed to all households (19,732) and businesses (1,942) in the engagement area in Stages 1, 2 and 3 ▪ Gem Road newsletter distributed to 1,850 residents in the surrounding area ▪ Media releases at all project stages generating frequent coverage in local newspaper, <i>The Westside News</i> ▪ CRG established and 4 meetings held over project life ▪ Regular briefings with local elected representatives ▪ Letters sent to all potentially impacted property owners, no longer impacted property owners, adjacent residents and key stakeholders in all study stages ▪ Regular emails to a database of more than 5,000 stakeholders ▪ Through including local opinion leaders on email distribution list, they in turn 	Achieved

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Objective	Evaluation measure	Achieved/not achieved
	emailed their wider distribution lists <ul style="list-style-type: none"> ▪ Held 22 public displays in local shopping centres over life of project, speaking to more than 2,500 people ▪ Quantum of feedback received over life of project 	
To respond to 100% of all enquiries within seven working days and close out 100% of all telephone enquiries within 48 hours	<ul style="list-style-type: none"> ▪ Response times in email 'sent' items ▪ Responses recorded in Consultation Manager 	<p>Partly achieved</p> <p><i>All emails sent to the project email address received acknowledgement within 24 hours. Where a specific response was required, the team generally responded within 2 – 5 working days. Some enquiries required detailed responses where technical experts needed to provide information. Sometimes, additional work would need to be undertaken and hence, some enquiries were responded to beyond these timeframes.</i></p>
To ensure 60% of the community are satisfied with the engagement process and are aware of the preferred option	<ul style="list-style-type: none"> ▪ Feedback received decreased significantly from Stage 1 to Stage 3 (6,051 submissions vs. 45) demonstrating that over time the community began to trust the engagement process and information provided by the project team 	<p>Achieved</p> <p><i>As a result of the evaluation measures listed, it can be assumed that 60% of the community were satisfied with the engagement</i></p>

Objective	Evaluation measure	Achieved/not achieved
	<ul style="list-style-type: none"> ▪ The nature of feedback received also changed dramatically from mostly opinion-based in Stage 1 (supportive/opposed) to being more focused on specific design and technical comments/questions in Stages 2 and 3, demonstrating the engagement had been successful in encouraging people to meaningfully contribute to the project ▪ Received positive feedback from 13 of the 15 CRG members 	<p><i>process (this does not necessarily mean however that they supported the project)</i></p>
<p>To ensure 60% of key stakeholders are aware of and understand the preferred option and the reasons why it was chosen.</p>	<ul style="list-style-type: none"> ▪ All information relating to the preferred option clearly explained its key elements ▪ Newsletters, emails and the project web page clearly explained how community feedback helped shape the development of the preferred option in Stages 2 and 3 ▪ Minimal requests for further information/explanation in Stage 3 	<p>Achieved</p> <p><i>As a result of the evaluation measures listed, it can be assumed that 60% of the were aware of the preferred option and reasons why it was chosen</i></p>

Recommendations

- *For future consultation programs, it is recommended that feedback forms include questions specifically relating to the objectives, to ensure the consultation process can be evaluated effectively and accurately. While generalisations and assumptions can be drawn from the amount and nature of general feedback received, to ensure robustness of the evaluation process, specific questions relating to the objectives need to be asked. Including such questions in a feedback form is a cost-effective means of evaluation.*

Research

Prior to the commencement of the planning study, extensive research was undertaken to help shape the communication strategies and activities. Research was undertaken in the following areas:

- Media review
- Stakeholders
- Community profile
- Issues analysis
- Political environment
- Risk identification

Learnings

Australian Bureau of Statistics research demonstrated that Brisbane's western suburbs have a highly literate and IT-savvy community profile. The research indicated that activities such as a blog or moderated discussion forum would be well-received by the community and would be an effective way to discuss issues associated with the proposed bypass and gain meaningful feedback from the community on the preferred option for Stage 3.

Recommendations

- *Consider the demographics of the study area when selecting the communication activities to be undertaken.*
- *Use online communication activities as standard for engagement with high internet-dependent communities.*

Projects in the area

There were three other major transport projects being undertaken by DTMR in the local area throughout the planning study. These were:

- Centenary Motorway Upgrade Planning Study (planning)
- Moggill Road Upgrade from Kilkivan Avenue to Pullenvale Road (construction)
- Western Brisbane Transport Network Investigation (WBTNI) (planning).

Centenary Motorway Upgrade Planning Study

In August 2008, Main Roads announced funding for a planning study to investigate upgrading the Centenary Motorway between the Ipswich Motorway and Toowong Roundabout. The Centenary Motorway options could have a significant impact on the Kenmore Bypass options, particularly in relation to the Centenary Motorway interchange and land requirements. The Kenmore Bypass planning options assumed the Centenary Motorway would be upgraded to six lanes, and property requirements and letters were based on this. However, as the Centenary Motorway options have not yet been developed, it is possible they could recommend more lanes or suggest a straightening of the road curve near the Fig Tree Pocket interchange. This created uncertainty for a number of residents living close to the motorway, who were advised their property was no longer required under the Kenmore Bypass options but that there may be a requirement under the Centenary Motorway options.

Moggill Road Upgrade

The Moggill Road Upgrade project involved a widening of the road between Kilkivan Avenue (South) and Pullenvale Road, immediately north of the proposed Kenmore Bypass corridor. There had been significant delays in the delivery of the project, due to the original contractor going into receivership during the construction period. Main Roads managed the completion of the project, which occurred in December 2008.

Western Brisbane Transport Network Investigation (WBTNI)

The Western Brisbane Transport Network Investigation (WBTNI) was investigating options to guide the development of the transport system for the western areas of greater Brisbane for the future. During Stage 1 of the Kenmore Bypass Planning Study, a local community group distributed flyers to the community with misinformation about the Moggill Pocket Sub-Arterial being the guaranteed 'second stage' of a Kenmore Bypass. This information caused great confusion and concern for many residents. During Stage 2, the community group continued to report that the Kenmore Bypass was just the first stage of a Moggill Pocket Sub-Arterial and there continued to be confusion amongst the community regarding the differences between the two projects.

Just prior to the release of the Kenmore Bypass preferred option in Stage 3, the Western Brisbane Transport Network Strategy was released, which outlined the key recommendations of the WBTNI project. The Strategy stated that the Moggill Pocket Sub-Arterial Corridor is not required under land use projections in the South East Queensland Regional Plan 2005-26, but is an important future corridor and will continue to be protected by the State Government for a future role in the transport network.

Recommendations

- *It is important for project teams to have a working knowledge of the impacts of other projects in the area, and be able to provide stakeholders with general information and contact details for those projects.*

Issues analysis

The purpose of Stage 3 of the Kenmore Bypass Planning Study was to present the preferred option to the community and close-out the planning study. Community feedback was not actively sought, however was accepted if community members wanted to provide feedback.

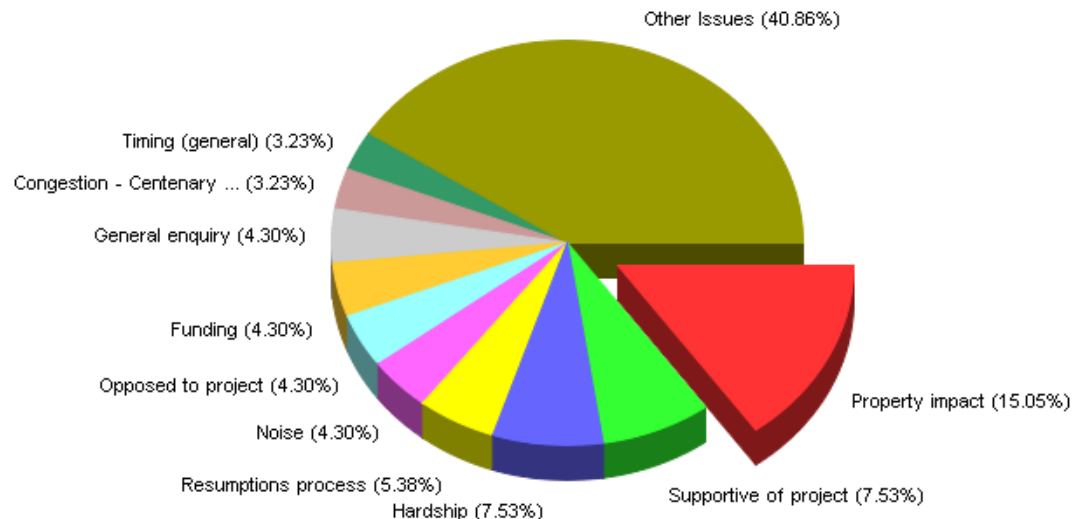
Following the release of the preferred option in the period from Monday 12 October - Monday 9 November 2009, the team received 45 submissions. A breakdown of how this feedback was received is provided below:

- Email – 16
- 1800 enquiry line – 15
- Via property meetings – 7
- Via feedback form completed at public display – 7
- Total number of submissions = 45

Top ten issues

An analysis of the top ten issues in all of the Stage 3 feedback received is provided below:

Issues Raised: 12 Oct 2009 - 9 Nov 2009



1. Property impact – 15.05%

As Stage 3 involved the presentation of the final preferred option, a number of stakeholders made contact with the project team to enquire about the potential impact on their property under the preferred option. This issue was also raised at all 11 property meetings conducted with potentially impacted property owners during Stage 3.

2. Supportive of project – 7.53%

Following the email blast to the project database a number of stakeholders responded expressing their support for the project, many expressing a desire for construction to commence as soon as possible. As demonstrated in the email excerpt below:

“Thanks for keeping us informed, and for the preferred option; I think it’s great! How does it get built as soon as possible?”

3. Hardship – 7.53%

During Stage 3, the majority of the events in which the department’s hardship policy was raised were during property meetings, mainly surrounding discussion of the requirements for hardship eligibility. Many property owners who had submitted hardship applications also called the project enquiry line to enquire about the progress of their applications.

4. Resumptions process – 5.38%

Enquiries received in relation to the resumptions process were raised during property meetings. The team providing an explanation of how the process would work should the bypass proceed to the construction stage.

5. Noise – 4.3%

The issue of potential noise impacts continued to be raised by stakeholders, particularly those in the immediate vicinity of the bypass corridor.

6. Opposed to project – 4.3%

Of the 45 submissions received during Stage 3, three stated their opposition to the project. The main reasons for this opposition included:

- The bypass would create additional traffic and congestion on the Centenary Motorway
- A Kenmore Bypass would destroy the quiet, leafy suburb of Kenmore.

7. Funding – 4.3%

Enquiries regarding funding for the project were regularly raised across all feedback mechanisms. Regardless of whether stakeholders were supportive or opposed to the project, they were interested in whether funding had been allocated to the project and whether it would proceed to construction.

8. General enquiry – 4.3%

The release of the preferred option prompted stakeholders to contact the team with general enquiries about the planning study and what the next step of the process will be.

9. Existing congestion: Centenary Motorway – 3.231%

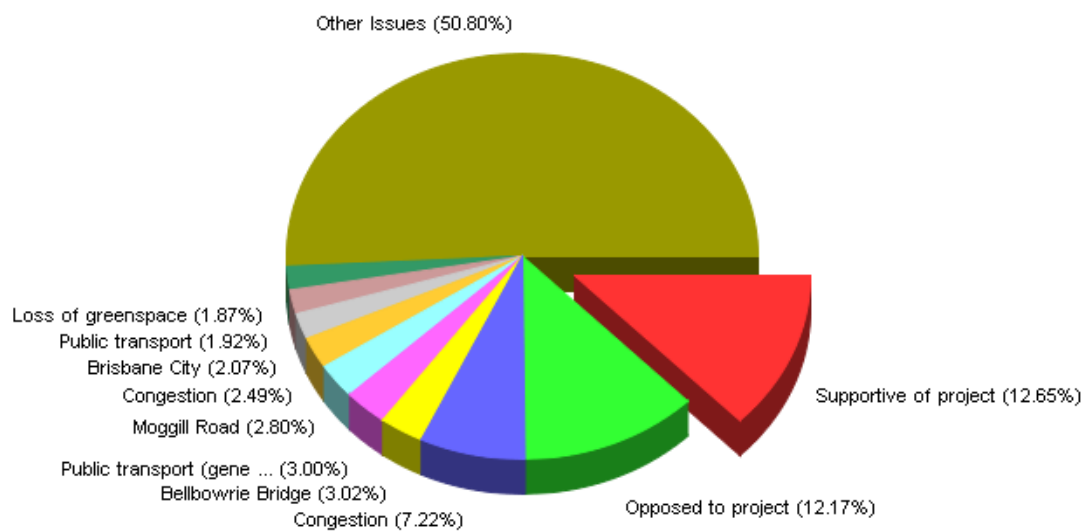
Some stakeholders who requested feedback forms to complete at the Kenmore Village information displays expressed a concern that the Kenmore Bypass would be ineffective due to current congestion issues on the Centenary Motorway.

10. Project timing – 3.23%

With the planning study coming to a close, the question of project timing was raised. Many people were asking how long a decision on the project might take, and if approved, how long it would be before construction would commence.

As this is the final consultation report, an analysis of the top ten issues for the entire planning study has been provided below:

Issues Raised: 21 Apr 2008 - 9 Nov 2009



Recommendation

- *No recommendations from Stage 3.*

Stakeholders

Following the extensive consultation undertaken throughout Stages 1 and 2, the team had a good understanding of the project stakeholders and their opinions on the planning options. Property owners were given a high priority for Stage 3 as the potential land requirements were finalised under the preferred option and this was a sensitive issue, causing emotional and/or financial stress for a number of people. There were also a number of property owners who were previously advised of a potential land requirement but were no longer required under the preferred option. Although their properties were no longer required, this remained a sensitive issue for those owners.

In addition to property owners, other stakeholder groups the team provided information regarding the preferred planning option to included:

- Elected representatives
- Local community and environmental organisations
- The wider community
- Real estate agents
- Local schools
- Other projects in the area (WBTNI, Centenary Motorway Upgrade Planning Study)
- Other government departments and agencies (e.g. Queensland Transport, EPA, Emergency Service, Brisbane City Council).

Throughout the project, interested stakeholders signed up for project email updates and the team established a database of over 5,400 stakeholders. This database proved highly useful in disseminating project information in a timely and cost-effective manner and was very well received by stakeholders.

Recommendation

- *No recommendations from Stage 3.*

Strategies

A range of strategies were implemented to assist the team in meeting the Stage 3 communication objectives. A brief overview of the strategy used to achieve each objective is provided below:

Objective	Strategy	Outcome
<p>Create awareness of the project amongst 80% of people within the study area</p>	<ul style="list-style-type: none"> ▪ Use multiple communication channels and activities to provide easily accessible information to all members in the study area ▪ Provide early and accurate information to local opinion leaders to encourage them to disseminate information to their wider networks ▪ Gain coverage of the project in local media outlets through distributing media releases regarding new project announcements 	<ul style="list-style-type: none"> ▪ All communication activities assisted in raising awareness of the project. Multiple activities were used, including online and email communication, which was shown through research to be the most effective means of providing information to this community ▪ Cooperative relationships were established with local opinion leaders, Save Our Suburbs – Kenmore to Karalee, local member Dr Bruce Flegg MP and the CRG ▪ Ministerial media releases were provided to the media at the commencement of each stage and for interim project announcements
<p>Respond to 100% of enquiries within seven working days and 100% of phone enquiries within 48 hours</p>	<ul style="list-style-type: none"> ▪ Ensure at least one team member was always available to staff the enquiry line during business hours ▪ Check the project email inbox daily and respond immediately to those requiring a simple response and flag those where more information is required and obtain information from the appropriate source 	<ul style="list-style-type: none"> ▪ There was always a dedicated person allocated to respond to stakeholder enquiries. If that person was away from their desk, a message bank was activated and calls were returned immediately
<p>To ensure 60% of the community are satisfied with the engagement process and are aware of the preferred option</p>	<ul style="list-style-type: none"> ▪ Provide regular, timely and transparent communication ▪ Tailor communication activities to the community's information needs ▪ Ensure consistent messaging in all 	<ul style="list-style-type: none"> ▪ Emails were adopted as a highly effective communication tool for this internet-savvy community which demanded real-time communication ▪ A high level of technical information was made

Objective	Strategy	Outcome
	<p>communication materials and interactions with members of the project team</p> <ul style="list-style-type: none"> ▪ Ensure the project team is highly accessible to the community ▪ Treat all stakeholders equally 	<p>publicly available for download on the project webpage, demonstrating transparency</p> <ul style="list-style-type: none"> ▪ Q&As were continually updated and distributed to the full project team ▪ The team was always available to meet with stakeholders in their own homes, answer emails and phone calls and attend public displays ▪ All stakeholders had access to the same information
<p>To ensure 60% of key stakeholders are aware of and understand the preferred option and the reasons why it was chosen</p>	<ul style="list-style-type: none"> ▪ Communicate how community feedback helped influence development of the preferred planning option ▪ Release the preferred option through a variety of channels to ensure all stakeholders in the study area are aware of the final option 	<ul style="list-style-type: none"> ▪ The Stage 3 communication materials clearly explained how community feedback influenced the final planning option ▪ Preferred option released via letterbox drop, email, website and public displays

Positioning

The positioning strategy for Stage 3 was to continue with the existing positioning strategy that commenced in Stage 2 – to establish the Department of Transport and Main Roads (DTMR) as the project leader and the best source for accurate information. The team continued with the use of email ‘blasts’ to communicate with the project database and also to direct stakeholders to the project webpage, which was frequently updated with project information. This approach continued to build trust in DTMR and provided the community with the confidence that they were being provided with the ‘full story’ at any given time.

Recommendation

- *When consulting with an educated and technology-savvy community, emails and internet-based activities are invaluable and should form a standard requirement of the communication activities.*
- *If consulting with a sceptical community, proactively make as much information as possible publicly available, which will assist in building trust and transparency.*

Key messages

The importance of key messages for the consultation process cannot be underestimated. The key messages for Stage 3 were extremely important in managing stakeholder expectations given that Stage 3 was an information stage and did not include a formal feedback period. Stage 3 also marked the conclusion of the planning study so it was essential to clearly communicate the 'next steps' for the Kenmore Bypass project to the community.

The project Q&As were updated to include the key messaging surrounding Stage 3 and the government approval process beyond the planning study.

These Q&As were then distributed to all project team members for their reference in any dealings with the community to ensure consistency in messaging.

Recommendation

- *No recommendations from Stage 3.*

Community engagement activities

Date	Activity	Outcome
Ongoing	<p>Toll free project enquiry line</p> <p>A toll free project enquiry line was made available to the community as a feedback mechanism.</p>	Made the project team easily accessible to the community, as it is always manned from 8:30am – 5:30pm for the entire study - not restricted to consultation periods.
Ongoing	<p>Project email address</p> <p>The project email address was publicised on all communication collateral for the community to use as an information source.</p>	Made the project team easily accessible to the community and was the second most popular contact point for Stage 3. The project team responds to email enquiries within 14 working days, with most enquiries being responded to within 1 - 5 working days.
12 October 2009	<p>Letters to property owners (see Appendix A)</p> <p>156 letters were sent to both potentially affected property owners and no longer affected property owners via Australia Post, with a copy of the newsletter enclosed. The letters were addressed to the property owner, based on RP data and the team's property owner database, established throughout the study.</p> <p>There were five different versions of the letter:</p> <ol style="list-style-type: none"> 1. Potentially affected property owners 	<p>Informed recipients of the potential impact to their properties. Key themes of the five letters were:</p> <ol style="list-style-type: none"> 1. The potential land requirement is confirmed under preferred planning option 2. There are land requirements which may affect access to property 3. The potential land requirement is confirmed under preferred planning option – for government land owners 4. The potential land requirement is

Date	Activity	Outcome
	<ol style="list-style-type: none"> 2. Potentially affected property owners (only access impacted) 3. Potentially affected government agencies 4. Potentially affected property owners (submitted hardship application / negotiating hardship) 5. Property owners no longer affected by Kenmore Bypass 	<p>confirmed under preferred planning option – acknowledging hardship negotiations or application submitted</p> <p>5. There is no longer a land requirement under the preferred Kenmore Bypass planning option</p> <p>The letters offered briefings with the project team and provided contact details.</p>
<p>12 October 2009</p>	<p>Letters to adjacent residents, key stakeholders and CRG members (see Appendix B)</p> <p>A total of 169 letters were sent to:</p> <ul style="list-style-type: none"> - Adjacent residents (94) - Key stakeholders (55) <p>The letters were sent via Australia Post with a copy of the newsletter enclosed</p> <ul style="list-style-type: none"> - Elected representatives (5) - Members of the Kenmore Bypass Community Reference Group (CRG) <p><i>Elected representative letters were coordinated directly by DTMR.</i></p>	<p>The letters to adjacent residents and key stakeholders announced the release of the preferred planning option and announced the completion of the planning study.</p> <p>The letter to the members of the CRG thanked them for their contribution to the study and included a certificate of recognition for their involvement.</p>
<p>13 October 2009</p>	<p>Project email update (see Appendix C)</p> <p>Newsletters distributed to database via project email to 3,342 recipients.</p>	<p>Announced release of preferred planning option.</p> <p>Provided dates for upcoming information displays and link to project webpage.</p> <p>Explained the next steps for the project.</p>
<p>13 October 2009</p>	<p>Project website live</p> <p>The project website was updated with details of the preferred planning option including a downloadable version of the newsletter and preferred option map.</p>	<p>Announced release preferred planning option.</p> <p>Provided reports and supporting information in downloadable format.</p> <p>Alternative distribution point for newsletter to make information more accessible.</p>
<p>16 February – 9 November 2009</p>	<p>Meetings with impacted property owners (see p 27- 28 for full list and dates)</p> <p>A total of 28 property meetings were held with property owners from the end of</p>	<p>Provided an opportunity for property owners to view the maps of the preferred planning option with property boundaries and get a detailed explanation from the project engineer of the specific impact on</p>

Date	Activity	Outcome
	<p>Stage 2 until the end of the project. This included the consultation with residents surrounding the revised Gem Road options (17 Gem Road meetings, 11 Stage 3 meetings).</p>	<p>their property. Also provided the opportunity ask questions face-to-face. The team travelled to the property owners' home in most instances.</p>
<p>12 October 2009</p>	<p>Ministerial media release – Stage 3 announcement (see Appendix D)</p> <p>A media release was distributed by the Minister for Main Roads, the Hon. Craig Wallace.</p>	<p>Officially launched Stage 3 of the study. Outlined the preferred planning option. Acknowledged the importance of community feedback in the planning study. Outlined the next steps for the project.</p>
<p>12 & 13 October 2009</p>	<p>Newsletter 3 (see Appendix E)</p> <p>21,674 newsletters were distributed via Salmat to households in the study area. (Businesses and PO Boxes received newsletters one week later due to Australia Post lead times).</p>	<p>Announced preferred planning option. Advertised information display locations. Included details of how feedback shaped the planning options. Included detailed maps of intersections and interchanges at either end of the bypass. Provided an overview of the next step in the process.</p>
<p>12 October – 9 November 2009</p>	<p>Static display</p> <p>A static display was held at the Indooroopilly public library and included:</p> <ul style="list-style-type: none"> ▪ An A1-sized project poster (Planning study process) ▪ An A0-sized poster with map of preferred planning option ▪ project newsletters 	<p>Provided the community with access to project information and large detailed map of preferred planning option.</p>
<p>22 – 31 October 2009</p>	<p>Information displays</p> <p>Information displays were held at Kenmore Village and Bellbowrie Shopping Plaza for a total of two weeks. The displays were manned by both communications and technical staff and ran for three hours on Thursday nights and Saturdays.</p> <p>Attendance numbers:</p> <p>Kenmore Village – 22 & 24 October</p> <p>Thu 22 October: 140 Sat 24 October: 185</p> <p>Bellbowrie – 29 & 31 October</p> <p>Thu 29 October: 160</p>	<p>Provided the community with face-to-face access to the project team, including technical and environmental experts. The displays were information displays to present the preferred planning option. The team were not proactively collecting feedback, however would accept it if someone wanted to complete a feedback form.</p> <p>Enabled the project team to answer people's questions on the spot and address concerns.</p> <p>Presented the community with detailed explanations of the intersection and interchange options, and traffic movements proposed in the preferred planning option.</p>

Date	Activity	Outcome
	<p>Sat 31 October: 142</p> <p>All displays included:</p> <ul style="list-style-type: none"> ▪ one A1-sized project posters (Have your say) ▪ two A0-sized study area maps ▪ project newsletters <p>There were also cross-sections and visualisations on hand for the team to refer to if required. These were for reference only and were not distributed to the community.</p> <p>There were feedback forms available upon request for those community members wanting to provide their feedback.</p>	

Property owner meetings

The following table lists the property meetings held since the close of Stage 2 in chronological order:

Date	Address
8 May 2009	Blanked out
11 May 2009	
9 July 2009	
3 August 2009	
3 August 2009	
4 August 2009	
5 August 2009	
5 August 2009	
5 August 2009	
7 August 2009	
7 August 2009	
13 August 2009	
24 August 2009	
28 August 2009	
28 August 2009	
28 August 2009	
22 September 2009	

Date	Address
15 October 2009	Blacked out
19 October 2009	
19 October 2009	
21 October 2009	
26 October 2009	
27 October 2009	
5 November 2009	
5 November 2009	
9 November 2009	
10 November 2009	
11 November 2009	

Recommendation

- *No recommendations from Stage 3.*

Outcomes

Community involvement

In Stage 3, the outcome of the community engagement undertaken was that key stakeholders and the community were informed of the preferred planning option, and provided with ample opportunities for more information.

As no consultation was undertaken in Stage 3, the feedback received was minimal. Feedback that was received primarily related to detailed questions about the preferred option, specific concerns about individual properties and general comments regarding people's opinions towards the project.

The fact that minimal feedback was received is a sign that the community was satisfied with the level of information provided and the consultation that had been undertaken prior to release of the preferred option. Given the local community has been highly active and involved in the study from the beginning, this is a great outcome for Stage 3 and demonstrates that the team has been able to build trust over the life of the project through being highly responsive and providing timely, transparent and tailored communication.

Recommendations

- *Community emotions and feedback will be at their highest at the commencement of a project. A dedicated and proactive approach to engagement at the outset is essential and will reap significant benefits as the project progresses.*

Media review

There was minimal media coverage of the project in Stage 3, with the Ministerial media release receiving coverage on *BrisbaneTimes.com*, *Seven News (Channel 7 – Brisbane)*, *ABC 612 (Brisbane)* and in the *Westside News* (21 October 2009). All coverage was balanced and communicated the facts.

Recommendation

- *No recommendations from Stage 3.*

Community review

There was a significant shift in how the community accepted the project in Stage 1 compared to Stage 3. In Stage 1, there was vocal opposition from a number of local residents. The reality of a bypass in the suburb caused widespread concern, stress and outrage for many residents, resulting in overwhelming feedback (more than 6,000 submissions) being provided to the project team. On the flip side, there was also strong support for the project from residents of the outer western suburbs who are frustrated with traffic conditions on Moggill Road.

As the project progressed, the project team were able to educate the community about the purpose of the planning study and communicate the message that there was no funding or decision to build a Kenmore Bypass, and that a detailed planning process needed to occur before a decision would be made.

Over time and through an intensive engagement program, the team were able to help the community to understand that, regardless of their personal views on a Kenmore Bypass, this was their opportunity to have a say on the bypass design. While there is no funding, if the project does receive approval in the future, the preferred option is the design that would be used and it was important that community feedback was captured and considered throughout the planning process.

By Stage 2, the occurrence of feedback indicating simply 'supportive/opposed' had reduced significantly, with feedback received being more focused on design-related outcomes (the use of a structured feedback form was instrumental in better communicating how feedback would be used and encouraging meaningful and relevant feedback).

By Stage 3, it could be said that a large majority of the community had accepted the purpose of the planning study and possibility of a Kenmore Bypass in the future. This did not mean people had changed their views on whether or not they supported a bypass, but they had been given ample opportunity to provide feedback throughout the study. Community consultation was an extremely important part of the planning process and changes to the original planning were made as a result of the feedback received.

The project team clearly demonstrated how feedback influenced the final outcome, ensuring the community could feel satisfied that their concerns had been listened to and their feedback had helped shape the development of the preferred option.

Recommendation

- *It is important to accept that there will be opposition to projects and not seem as though you are trying to 'sell' a concept to the community. Genuine consultation should acknowledge such opposition, however also explain that regardless of*

personal view on the project, this is the opportunity to have a say regarding how the ultimate project would look if it did proceed.

Political review

There were no significant political issues during Stage 3. State Member for Moggill, Dr Bruce Flegg MP, continued to support the project both on his website and in parliament. Local Member, Cr Margaret de Wit publicly supported the investigation, but remained neutral as to whether or not she supported construction of a Kenmore Bypass. The project team developed and maintained cooperative relationships with Dr Flegg and Cr de Wit throughout the project.

Recommendation

- *Early engagement with local politicians is crucial, as they are often a 'go to' source of information for the local community.*

Timeline

The community activities for Stage 3 were undertaken on time as planned in the communication strategy with the preferred option being presented before the end of 2009 as promised to the community.

Recommendation

- *No recommendations from Stage 3.*

Resources

Human, financial and time resourcing was adequate for Stage 3. The project team consisted of:

- Department of Transport and Main Roads Project Manager, Engineer and Communications Advisor
- Aecom engineering and environmental experts
- 2 x Phillips Group communications consultants
- External designers, printers and distributors were used for the production and distribution of collateral.

Although there were various agencies involved in the project, the project team worked well and shared information to ensure a coordinated and holistic approach to community consultation. The commitment of the technical team, and their willingness to go the extra mile, was fundamental to the success of the community consultation program.

Recommendation

- *No recommendations from Stage 3.*

Communication protocols

Communication protocols were effective in Stage 3. The formal Department of Transport and Main Roads protocols were followed and allowed flexibility when required to ensure timely approvals. The approvals protocols diagram is contained in Appendix F.

Recommendation

- *No recommendations from Stage 3.*

Evaluation plan

The evaluation undertaken comprised primarily of analysis of feedback received, which was recorded and tracked in Consultation Manager. Through Consultation Manager, the quantum and nature of feedback received could be easily analysed, allowing for identification of the key issues during each project stage. The feedback channels could also be analysed, which is how the team were able to confirm that email was a preferred information tool for this community.

Using an issues-tracking database such as Consultation Manager proved extremely effective in managing feedback in an efficient manner that allowed for easy analysis. The database can be tailored to individual requirements, allowing for project specific issues and stakeholder categories.

Some of the limitations of Consultation Manager include the inability to easily re-code or add new issues. For this reason, it is imperative that issues categories are carefully considered and as thorough as possible at the beginning of each stage.

The use of the structured feedback form in Stage 2 and for the Gem Road consultation was highly successful in ensuring easy and efficient data management. Issues categories were created to mirror the questions on the feedback form (e.g. would you use a pedestrian and cycle path at Gem Road?) so reports could easily be prepared surrounding key areas of interest.

If not undertaking formal third-part evaluation, such as a survey, it would be useful to include questions relating to the community engagement objectives (e.g. Are you satisfied with the engagement process to date?) in feedback forms, to ensure objectives can be accurately measured.

Recommendation

- *If using Consultation Manager, ensure issues categories are as thorough as possible at the beginning of each stage, as it is difficult and very time-consuming to add new issues. Issue categories should be developed with the end reporting needs in mind.*
- *Include questions relating to the objectives in feedback forms to ensure objectives can be accurately measured.*

Appendix

- Appendix A – Letters to property owners
- Appendix B – Letters to key stakeholders and adjacent residents
- Appendix C – Copy of project email update sent to database
- Appendix D – Ministerial media release – Stage 3 Announcement
- Appendix E – Stage 3 newsletter
- Appendix F – Communication protocols diagram

Appendix A – Letters to property owners

Potentially impacted property owners

Date

NAME
ADDRESS

Dear Resident,

Re: Your property at INSERT PROPERTY ADDRESS

Kenmore Bypass Planning Study – Preferred planning option released

You may be aware the Department of Transport and Main Roads (DTMR) is undertaking the Kenmore Bypass Planning Study.

During Stage 2 of the study, the department contacted you via letter to advise that one or more of the draft planning options showed a land requirement that could affect your property.

Further technical and environmental investigations have now been undertaken and the preferred planning option has been developed. Under the preferred option, there continues to be a possible land requirement from your property.

DTMR understands this is a sensitive issue and appreciates your patience throughout the planning process. As the Kenmore Bypass Planning Study is now complete, we can confirm a Kenmore Bypass is technically and environmentally feasible. The study has also identified possible property requirements which will be used to help assess any future development applications in the area.

Members of the project team are available to meet with you to discuss the potential impact of the preferred planning option on your property. Please call the project team on 1800 422 638 if you would like to arrange a meeting time.

DTMR will be hosting information displays at local shopping centres during October for the community to view the preferred bypass option and have any questions answered by the project team. Enclosed is a newsletter outlining the display dates and locations.

Also enclosed is a brochure called 'Your Property Your Rights' providing information on the department's land acquisition process.

The department will now assess the priority and affordability of the project. While it is necessary to plan for and manage growth in the Western Corridor, it is important to reiterate that there is currently no decision or funding to construct a Kenmore Bypass.

If you require any further information or would like to speak to someone in person, please contact the project team on any of the below details:

MainRoads

Phone: 1800 422 638
Email: kenmorebypass@mainroads.qld.gov.au
Visit: www.mainroads.qld.gov.au (search 'Kenmore Bypass')
Fax: 07 3137 8363
Post: Kenmore Bypass Study
Department of Main Roads
Reply Paid 70
Spring Hill Qld 4004

Yours sincerely,

David Hubner
Manager (Network Planning)
Enc (2)

Potentially impacted property owners – hardship acknowledgement

Date

NAME
ADDRESS

Dear Resident,

Re: Your property at INSERT PROPERTY ADDRESS

Kenmore Bypass Planning Study – Preferred planning option released

You may be aware the Department of Transport and Main Roads (DTMR) is undertaking the Kenmore Bypass Planning Study.

During Stage 2 of the study, the department contacted you via letter to advise that one or more of the draft planning options showed a land requirement that could affect your property.

Further technical and environmental investigations have now been undertaken and the preferred planning option has been developed. Under the preferred option, there continues to be a possible land requirement from your property.

The department understands you have either submitted a hardship application or are currently in the process of negotiating the sale of your property to the department. This notification will not affect any hardship process currently underway.

DTMR understands this is a sensitive issue and appreciates your patience throughout the planning process. As the Kenmore Bypass Planning Study is now complete, we can confirm a Kenmore Bypass is technically and environmentally feasible. The study has also identified possible property requirements which will be used to help assess any future development applications in the area.

DTMR will be hosting information displays at local shopping centres during October for the community to view the preferred bypass option and have any questions answered by the project team. Enclosed is a newsletter outlining the display dates and locations.

The department will now assess the priority and affordability of the project. While it is necessary to plan for and manage growth in the Western Corridor, it is important to reiterate that there is currently no decision or funding to construct a Kenmore Bypass.

If you require any further information or would like to speak to someone in person, please contact the project team on any of the below details:

MainRoads

Phone: 1800 422 638
Email: kenmorebypass@mainroads.qld.gov.au
Visit: www.mainroads.qld.gov.au (search 'Kenmore Bypass')
Fax: 07 3137 8363
Post: Kenmore Bypass Study
Department of Main Roads
Reply Paid 70
Spring Hill Qld 4004

Yours sincerely,

David Hubner
Manager (Network Planning)
Enc (1)

No longer affected property owners

Date

NAME
ADDRESS

Dear Resident,

Re: Your property at INSERT PROPERTY ADDRESS

Kenmore Bypass Planning Study – Preferred planning option released

You may be aware the Department of Transport and Main Roads (DTMR) is undertaking the Kenmore Bypass Planning Study.

During Stage 2 of the study, the department contacted you via letter to advise that one or more of the draft planning options showed a land requirement that could affect your property.

Further technical and environmental investigations have now been undertaken and the preferred planning option has been developed. Under the preferred option, there is no longer a possible land requirement from your property for a Kenmore Bypass. This will be reflected in our property records and for any future property searches undertaken.

DTMR understands this was a sensitive issue and appreciates your patience throughout the planning process. As the Kenmore Bypass Planning Study is now complete, we can confirm a Kenmore Bypass is technically and environmentally feasible. The study has also identified possible property requirements which will be used to help assess any future development applications in the area.

DTMR will be hosting information displays at local shopping centres during October for the community to view the preferred bypass option and have any questions answered by the project team. Enclosed is a newsletter outlining the display dates and locations.

The department will now assess the priority and affordability of the project. While it is necessary to plan for and manage growth in the Western Corridor, it is important to reiterate that there is currently no decision or funding to construct a Kenmore Bypass.

If you require any further information or would like to speak to someone in person, please contact the project team on any of the below details:

Phone: 1800 422 638
Email: kenmorebypass@mainroads.qld.gov.au
Visit: www.mainroads.qld.gov.au (search 'Kenmore Bypass')
Fax: 07 3137 8363
Post: Kenmore Bypass Study
Department of Main Roads
Reply Paid 70
Spring Hill Qld 4004

MainRoads

Yours sincerely,

David Hubner
Manager (Network Planning)
Enc (1)

Appendix B - Letters to key stakeholders and adjacent residents

Date

NAME

ADDRESS

Dear Stakeholder,

Re: Kenmore Bypass Planning Study – Preferred planning option released

You may be aware the Department of Transport and Main Roads (DTMR) is undertaking the Kenmore Bypass Planning Study.

DTMR wishes to advise you that a preferred planning option for a potential Kenmore Bypass has been developed and the Kenmore Bypass Planning Study is now complete.

The preferred option has been developed based on the outcome of extensive technical and environmental investigations, as well as community and stakeholder feedback received throughout all study stages. Community and stakeholder feedback is an important part of the planning process and the department would like to take this opportunity to thank you for your involvement in the study.

As the study is now complete, we can confirm a Kenmore Bypass is technically and environmentally feasible. The study has also enabled DTMR to identify possible property requirements that will be used to help assess any future development applications in the area.

The department will now assess the priority and affordability of the project. While it is necessary to plan for and manage growth in the Western Corridor, it is important to reiterate that there is currently no decision or funding to construct a Kenmore Bypass.

DTMR will be hosting information displays at local shopping centres during October for the community to view the preferred bypass option and have any questions answered by the project team. The enclosed newsletter contains more information about the preferred option and display dates and locations.

If you require any further information or would like to speak to someone in person, please contact the project team on any of the below details:

MainRoads

Phone: 1800 422 638
Email: kenmorebypass@mainroads.qld.gov.au
Visit: www.mainroads.qld.gov.au (search 'Kenmore Bypass')
Fax: 07 3137 8363
Post: Kenmore Bypass Study
Department of Main Roads
Reply Paid 70
Spring Hill Qld 4004

Yours sincerely,

David Hubner
Manager (Network Planning)
Enc (1)

Appendix C - Project update email – Stage 3 announcement

From: kenmorebypass@transportandmainroads.qld.gov.au
To: undisclosed-recipients;;
Date: 13/10/2009 09:34 AM
Subject: Kenmore Bypass Planning Study- Project Update #8
Sent by: James.W.Spence@transportandmainroads.qld.gov.au

Kenmore Bypass Planning Study

Project Update #8

October 2009

Dear Kenmore Bypass Stakeholder

Preferred Planning Option released

The Department of Transport and Main Roads (DTMR) has finalised the preferred planning option for a potential Kenmore Bypass.

The preferred planning option is a four-lane bypass (two lanes in each direction), linking Moggill Road and the Centenary Motorway.

Motorists travelling on the proposed bypass will link directly to Moggill Road to travel south, with a signalised T-intersection for those wishing to travel north on Moggill Road.

The bypass option includes connections to the Centenary Motorway, as well as a complete reconfiguration of the Centenary Motorway and Fig Tree Pocket interchange. Gem Road would also be reconfigured to pass under the bypass, connecting more directly to Sunset Road.

A shared off-road pedestrian and cyclist path would be provided along the entire bypass route with a connection to the Centenary Bikeway.

Please visit,
<http://www.mainroads.qld.gov.au/Projects/A-Z-Search/K-M/Kenmore-Bypass-Planning-Study.aspx>
(copy and paste this into your internet browser), for more information about the preferred planning option.

Staffed and Fixed Displays

Members of the project team will be available at the following times and locations to answer questions about the preferred planning option:

MainRoads

Location	Date	Time
Kenmore Village	Thursday 22 October 2009	4pm – 7pm
9 Brookfield Road, Kenmore	Saturday 24 October 2009	10am – 1pm
Bellbowrie Shopping Centre	Thursday 29 October 2009	4pm – 7pm
34 Birkin Road, Bellbowrie	Saturday 31 October 2009	10am – 1pm
Unstaffed fixed display		
Indooroopilly Library, Indooroopilly Shopping Centre	Monday 12 October – 9 November 2009	9am – 4.30pm
322 Moggill Road, Indooroopilly		

Key outcomes

The Kenmore Bypass Planning Study is now complete and the key outcomes are:

- § a preferred bypass option that considered community feedback
- § confirmation that a Kenmore Bypass is technically and environmentally feasible

Where to from here

The Kenmore Bypass Planning Study is now finalised. The project team has reviewed the results from technical and environmental investigations and community feedback to develop the preferred option.

The planning study has confirmed a Kenmore Bypass is technically and environmentally feasible, and has also identified potential property requirements which will be used to help assess any future development applications in the area.

The next step is for the Government to assess the priority and affordability of the project. Currently there is no decision or funding to build a Kenmore Bypass.

The department thanks the community for the input and feedback into the planning process, which has been invaluable in helping shape the preferred option.

For further information contact the project team on 1800 422 638 or email kenmorebypass@mainroads.qld.gov.au.

Regards

Kenmore Bypass Planning Study team

****If you wish to unsubscribe to this email please respond via reply email with unsubscribe in the subject box. Please do not email enquiries to this address. For any questions or comments please contact the project team on 1800 422 638 or email kenmorebypass@mainroads.qld.gov.au**

Appendix D - Ministerial media release – Stage 3 announcement

Minister for Main Roads
The Honourable Craig Wallace
12/10/2009

Preferred Kenmore Bypass option released

Main Roads Minister Craig Wallace today released the preferred planning option for a potential Kenmore Bypass, but said no decision had been made about whether it would proceed.

"The preferred planning option is a four-lane bypass (two lanes in each direction), linking Moggill Road and the Centenary Motorway," Mr Wallace said.

"This is part of the road corridor that has been preserved for years as a prospective future road and it is clearly marked as such in the UBD street directory.

"Following extensive consultation with the community, this route was chosen as the preferred option for a potential Kenmore Bypass in the future.

"I would like to emphasise that no decision has been made yet as to whether this bypass will proceed in the future."

Mr Wallace said motorists travelling on the proposed bypass would link directly to Moggill Road to travel south, with a signalised T-intersection for those wishing to travel north on Moggill Road.

The bypass option includes connections to the Centenary Motorway, as well as a reconfiguration of the Centenary Motorway and Fig Tree Pocket interchange.

Mr Wallace said cyclists would also benefit from the preferred planning option which would provide improved cycle facilities and connections.

"A shared off-road pedestrian and cyclist path would be provided along the entire bypass route with a connection to the Centenary Bikeway," Mr Wallace said.

"With the planning study now complete, it has been confirmed that a Kenmore Bypass is technically and environmentally feasible.

"It has also identified potential property requirements which will be used to preserve the corridor as development occurs around it.

"The next step is for the Government to assess affordability and priority of the project. Currently there is no decision or funding to build it."

Mr Wallace thanked the local community for their input and feedback into the planning process, which has been invaluable in helping shape the preferred option.

"Since the planning study began in April 2008, there has been a high level of community interest and the Department of Transport and Main Roads has received a significant amount of feedback throughout all study stages," he said.

"This feedback has provided the project team with valuable local knowledge, and I'd like to thank the community for their active participation and patience throughout the planning study.

"Consultation activities were planned by the project team to maximise the opportunity for members of the public to have a say throughout the planning process.

"The project team has used community feedback to help shape the preferred planning option."

Mr Wallace said as a direct result of significant Stage 2 community feedback regarding the planned separation of Gem Road, the department prepared three new planning options to keep Gem Road connected.

"Community feedback, together with further technical investigations, helped determine the preferred option for retaining Gem Road as a through-road that best suits the needs of the community," Mr Wallace said.

"Gem Road will now pass under the bypass, connecting more directly to Sunset Road, maintaining an alternative access route for residents south of the bypass, and enabling continuation of existing bus services.

"The new Gem Road underpass will also provide alternative entry for emergency vehicles needing to access surrounding streets."

Members of the public can view the preferred Kenmore Bypass planning option by visiting www.transportandmainroads.qld.gov.au (select Main Roads and search Kenmore Bypass), or attending one of the following information displays.

Information Displays

Staffed displays		
Kenmore Village 9 Brookfield Road, Kenmore	Thursday 22 October	4pm - 7pm
	Saturday 24 October	10am - 1pm
Bellbowrie Shopping Plaza 34 Birkin Road, Bellbowrie	Thursday 29 October	4pm - 7pm
	Saturday 31 October	10am - 1pm
Unstaffed display		
Indooroopilly Public Library Level 4, 322 Moggill Road, Indooroopilly	Monday 12 October - Monday 9 November	9am - 4.30pm

Media contact: Minister Wallace's office 3896 3689

MainRoads

Kenmore Bypass Consultation report

Appendix E – Stage 3 newsletter

Kenmore Bypass Planning Study

Kenmore Bypass Planning Study

How your feedback helped shape the planning options

Since the Kenmore Bypass Planning Study began in April 2008, there has been a high level of community interest and the department has received a significant amount of feedback throughout all study stages.

Feedback was received that was outside the scope of this planning study, however this feedback has been noted and will be considered in future road and transport planning in the area.

Whenever possible, the project team used this feedback to help shape the preferred planning option. An overview of how the feedback received helped shape the preferred planning option is provided below.

Area	Your feedback	How it influenced the options
General		
Maintain smooth traffic flow	<ul style="list-style-type: none"> Reduce congestion on Moggi Road in peak times is essential 	<ul style="list-style-type: none"> All options chosen for the bypass were the best in terms of attracting traffic away from Moggi Road
Property requirements	<ul style="list-style-type: none"> "I am concerned about the impact of property resumptions on the local community" 	<ul style="list-style-type: none"> Property requirements have been minimised wherever possible
Noise	<ul style="list-style-type: none"> "Design options should consider issues related to noise" "I'm concerned about the impact of noise on properties adjacent to the bypass" 	<ul style="list-style-type: none"> Noise barriers would be erected along sections of the bypass to mitigate noise impacts
Provision for pedestrians and cyclists	<ul style="list-style-type: none"> "It would be great to upgrade cycle facilities from Kenmore to the Centenary Motorway" "Look on and off road cycling facilities are needed to provide for cyclists wanting to access the M5 Bikeway in both a north and south direction, but particularly towards the City, University of Queensland and Mt Cootey - three major attractions for trips by bike." 	<ul style="list-style-type: none"> A shared off-road pedestrian and cyclist path has been provided along the entire bypass route There is provision for on-road commuter cyclists on the bypass shoulders A concrete footpath will be provided between the Kenmore Bypass shared path to the Centenary Bikeway
Flooding	<ul style="list-style-type: none"> "The proposed bypass passes over and along the extensive flood plain of Moggi Creek and would have to cover a large flood area - how will you guarantee that we won't be flooded by water backing up the creek?" 	<ul style="list-style-type: none"> Bridge over Moggi Creek has been extended in length to accommodate local flooding
Centenary Motorway interchange		
Most people would rather access the Centenary Motorway directly from the Kenmore Bypass, rather than having to first go through the Fig Tree Pocket interchange	<ul style="list-style-type: none"> Option A will cause significant delays to traffic flow" 	<ul style="list-style-type: none"> Option B precludes access between the Kenmore Bypass and Fig Tree Pocket interchange, enabling smoother traffic flow
Most people indicated they would only or never use a direct connection between the Kenmore Bypass and Fig Tree Pocket interchange		
Maintain existing bus stops along Centenary Motorway	<ul style="list-style-type: none"> "It is very important that these stops remain and that existing bus and pedestrian access to them is maintained or improved" 	<ul style="list-style-type: none"> Option B improves access to bus stops along the Centenary Motorway near the Fig Tree Pocket interchange
Moggi Road intersection		
Most daily travel on Moggi Road is through traffic that does not need to go through Central Kenmore	<ul style="list-style-type: none"> "Moggi Road traffic needs to be directed away from the shopping precinct and residential" 	<ul style="list-style-type: none"> Option B provides priority to the Kenmore Bypass, enabling smoother traffic flow for the large majority of peak-travel users
Gem Road		
Maintain local connectivity and public transport	<ul style="list-style-type: none"> "I want to see Gem Road remain as it is for access and bus access." 	<ul style="list-style-type: none"> New options designed to maintain an alternate access route for residents South of the bypass and ensure bus services could continue
Option C was the preferred option by the community		<ul style="list-style-type: none"> Option C has been selected



Where to from here?

The Kenmore Bypass Planning Study is now complete. The project team has incorporated the results from technical and environmental investigations and community feedback to develop the preferred option.

The planning study has confirmed a Kenmore Bypass is technically and environmentally feasible, and has also identified potential property requirements which will be used to help assess any future development applications in the area.

The next step is for the Government to assess the priority and affordability of the project. Currently there is no decision or funding to build a Kenmore Bypass.

Information displays

You are invited to visit one of our information displays to find out more about the preferred planning option.

Venue	Date	Time
Staffed displays		
Kenmore Village 9 Brookfield Road, Kenmore	Thursday 15 October	4pm – 7pm
	Saturday 17 October	10am – 1pm
Bellbowrie Shopping Centre 34 Birkin Road, Bellbowrie	Thursday 22 October	4pm – 7pm
	Saturday 24 October	10am – 1pm
Unstaffed display		
Indooroopilly Public Library Level 4, 322 Moggi Road, Indooroopilly	Monday 5 October – Monday 26 October	9am – 4.30pm

Project timeframe



Newsletter #

September 2009

Kenmore Bypass Planning Study

MainRoads



Preferred design option released!

Planning Study complete

The Department of Transport and Main Roads (DTMR) has finalised the preferred planning option for a potential Kenmore Bypass.

The preferred planning option is a four-lane bypass (two lanes in each direction), linking directly to Moggi Road to the south, with a signalised T-intersection to access Moggi Road to the north.

The bypass option includes a completely reconfigured interchange at Fig Tree Pocket, connections to the Centenary Motorway, Gem Road will now be an underpass under the bypass, connecting Gem Road more directly to Sunset Road.

A shared off-road pedestrian and cyclist path will be provided along the entire bypass route. There is also provision for on-road commuter cyclists on the bypass shoulders, and a connection between the bypass shared path and the Centenary Bikeway.

See inside for more information about the preferred planning option, including a map.

While it is necessary to plan for and manage growth in the Western Corridor, it is important to note there is currently no decision or funding to construct a Kenmore Bypass.

Background

The Kenmore Bypass Planning Study was undertaken to investigate whether the three-kilometre proposed corridor between Moggi Road at Pullenvale and the Centenary Motorway at Fig Tree Pocket could provide a solution to existing congestion and safety issues on Moggi Road through Kenmore.

The Kenmore Bypass corridor has been preserved by the State Government since the late 1970s.

The Kenmore Bypass Planning Study is now complete and the key outcomes are:

- A preferred bypass option that considered community feedback
- A Kenmore Bypass which is technically and environmentally feasible
- Footprint identified for a potential future Kenmore Bypass, including property requirements

The planning study has identified potential land requirements for a Kenmore Bypass which will be used to help assess any future development applications in the area. The government will now assess the priority and affordability of the project.

Community Engagement

The department would like to thank the community for their input and feedback into the planning process, which has been invaluable in helping shape the preferred option.

Community input is an important part of any planning process. DTMR also acknowledges and appreciates the community's patience throughout the planning study. Please see page 5 to see how your feedback helped shape the preferred option.



More information

Visit the project team at one of the staffed displays (see p. 6 for a list of information display dates and locations)

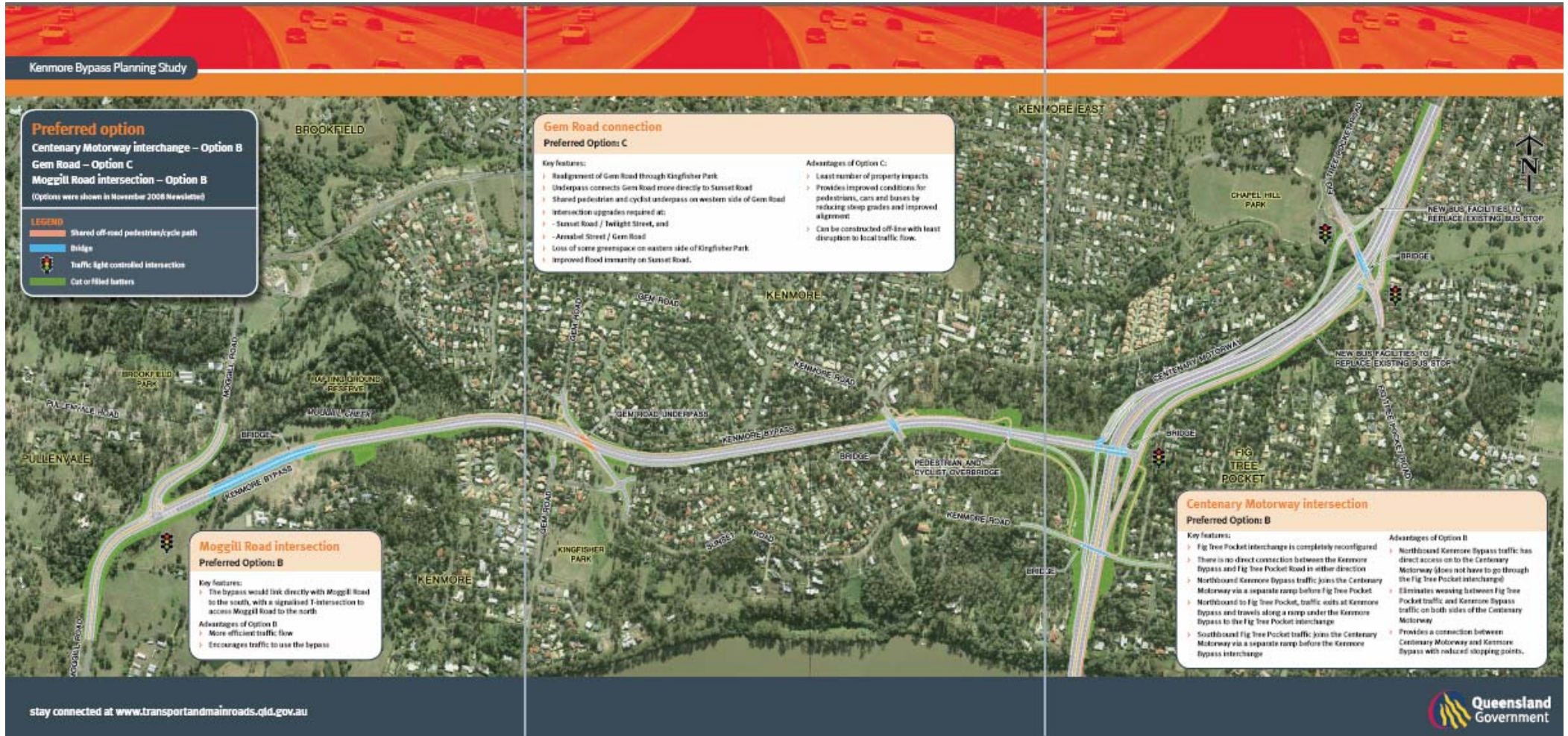
- Email: kenmorebypass@mainroads.qld.gov.au
- Call the community enquiry line: 1800 422 638
- Post: Kenmore Bypass Planning Study, Department of Main Roads, Reply Paid 70, Spring Hill QLD 4004 (no stamp required)
- Fax: 07 3137 8363

See inside for more information on:

- Preferred planning option 2 – 4
- How your feedback helped shape the options 5
- Where to from here 6

Main Roads – Connecting Queensland
www.transportandmainroads.qld.gov.au



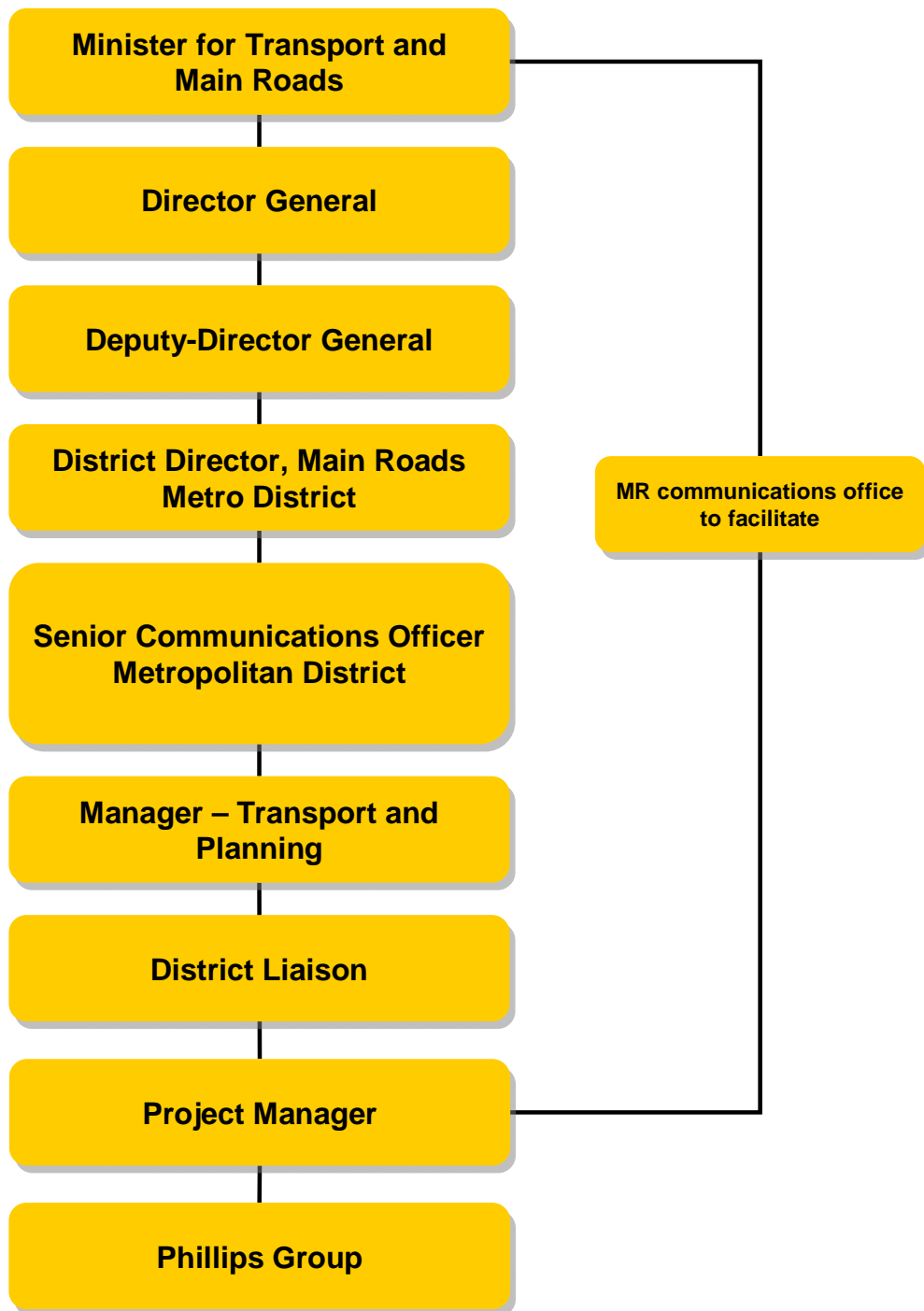




MainRoads

Kenmore Bypass Consultation report

Appendix F – Communication protocols diagram



Approval schedule

<p>Consultant company representative</p> <p>Signature</p> <p>Name</p> <p>Position</p>	
<p>Communications Team Metropolitan Region</p> <p>Signature</p> <p>Name</p> <p>Position</p>	
<p>Project manager</p> <p>Signature</p> <p>Name</p> <p>Position</p>	