

Northern Busway: Kedron to Bracken Ridge

Consultation report – project launch and
investigation areas
November 2009 – January 2010

1. Introduction

Community consultation on the preliminary investigation areas for the Northern Busway: Kedron to Bracken Ridge occurred over a nine week period between Monday 23 November 2009 and Friday 22 January 2010, although the project team continued to accept feedback forms, emails, phone calls and submissions after this date.

The purpose of this report is to summarise the communication and consultation process undertaken for the first round of consultation for the Northern Busway: Kedron to Bracken Ridge, outline the key stakeholder groups who were engaged with during the consultation process, summarise the feedback received and analyse the type of feedback received in relation to the suburbs within the project investigation areas.

2. Project launch and consultation on preliminary investigation areas

The purpose of the first round of community consultation for the Northern Busway: Kedron to Bracken Ridge was to:

- launch the project
- gather information on local values and issues, including key sites the community want to be preserved
- consult on the investigation areas, key considerations, scope of technical investigations and project objectives
- raise community and stakeholder awareness of the project
- register people for participation in further consultation.

During this consultation period, the Northern Busway: Kedron to Bracken Ridge planning team undertook the following community engagement activities:

- establishment of a project hotline, website, email and reply paid mailing service
- two information sessions and six static displays which were staffed at prescribed times outlined in the project newsletter and advertisements
- various stakeholder and elected representative briefings
- distribution of printed and electronic communications materials: newsletters, project guides, advertisement in local papers, feedback forms
- letters sent to stakeholders and property owners within investigation areas informing them of the project launch
- team walk around to businesses within the study corridor distributing the newsletter and answering any immediate questions.

More detail on these activities is presented in Section 2.2 Communication and consultation activities.

2.1 Stakeholder groups

Four main stakeholder groups were identified for engagement by the Northern Busway: Kedron to Bracken Ridge project team. These included:

- state and local government stakeholders
- elected representatives
- general community in the suburbs surrounding the investigation areas
- property owners and business within the investigation areas.

2.1.1 State and local government stakeholders

The following state and local government agencies have been, and will continue to be consulted throughout the preparation of the concept design and impact management plan:

- Department of Main Roads (which has now merged with Queensland Transport to become the Department of Transport and Main Roads)
- TransLink Transit Authority
- Queensland Health
- Department of Infrastructure and Planning
- Department of Community Safety (Ambulance)
- Department of Communities
- Urban Land Development Authority
- Brisbane City Council.

2.1.2 Elected representatives

All relevant federal, state and local elected representatives, as identified below, were provided with information about the project and contact details to request a briefing from the project team.

Federal	Arch Bevis, Federal Member for Brisbane
	Yvette D’Ath, Federal Member for Petrie
	Wayne Swan, Federal Member for Lilley
State	Tracy Davis, State Member for Aspley
	Vicky Darling, State Member for Sandgate
	Stirling Hinchliffe, State Member for Stafford
	Neil Roberts, State Member for Nudgee
Local	Amanda Cooper, Councillor for Bracken Ridge ward
	Kim Flessler, Councillor for Northgate ward
	Norm Wyndham, Councillor for McDowall ward

	Fiona King, Councillor for Marchant ward
	Victoria Newton, Councillor for Deagon ward

2.1.3 General community

The general community, as a stakeholder group, includes residents, property owners, bus users, businesses, community groups, and industry groups in those suburbs closest to the project study area. The general community was informed through the distribution of project newsletters and print advertisements. Information sessions and staffed displays were also held to inform these stakeholders about the project.

A number of industry and community groups were identified as having an interest in the project. These groups were sent letters informing them of the project and how they could contact the project team. The groups engaged with included: environmental groups, cycling advocates, schools, seniors' groups, chambers of commerce, community action groups, and sporting groups.

2.1.4 Property owners and business operators within the investigation areas

The team sought to engage with as many property owners and business operators within the investigation areas as possible, by sending letters to property owners and personally visiting businesses.

Once a draft concept design is developed and potential land requirements are identified, all property owners whose land may be required will be contacted directly and invited to meet with the project team to discuss their circumstances.

2.2 Communication and consultation activities

Community consultation activities for the project launch and investigation areas included:

Project hotline, email, reply paid and website

A free-call project hotline, project email address and reply paid mailing service were established to provide the community with various avenues for information exchange.

The project website provided a project summary, contact information, details of consultation events, on-line feedback form and electronic copies of the project materials.

Details of the project hotline, email, reply paid address and website were included in print advertisements.

Advertisements

Half page advertisements announcing the project launch and consultation on investigation areas and outlining opportunities to provide feedback were placed in *The Courier-Mail* (black and white) and the four suburban newspapers (full colour) listed below. The advertisements were printed during the first week of community consultation with the suburban newspaper advertisements appearing on 18 November 2009 and *The Courier-Mail* advertisements appearing on 21 November 2009.

Newspaper	Date
Northside Chronicle	18 November 2009
City North News	
Bayside Star	
North West News	
Pine Rivers	
The Courier-Mail	21 November 2009

Newsletter 1

More than 80,000 project newsletters were published and delivered to residents and businesses within the study area. The study area was defined as suburbs that would likely use and benefit from the busway once it is operational. The newsletter was also enclosed in the mail out to property owners and residents.

Project guide

A project guide was developed to provide more detail about the project than newsletter 1. The project guide included information about the scope of the project and details about the planning process and investigation areas. It was made available at the information sessions and displays and on the website. A number of community members called the project hotline to request they be sent a copy of the guide.

Property letter

Approximately 4,000 personalised and ‘dear resident’ letters were delivered to property owners within the investigation areas. The letter informed them of the planning process and invited people to call the project hotline to find out more information.

Contact flyers

General project contact flyers were created and distributed at project displays, information sessions and property meetings.

Feedback forms

Feedback forms were developed and made available at information sessions, displays and on-line. They included the following questions:

- Where do you think we should locate stations?
- What are the most important things in your area of interest that we should protect?
- Are there any constraints in your area of interest that you think we should know about (flooding, flora and fauna, heritage)?
- Do you have any comments or preferences regarding possible alignment options for the busway?

Information sessions and displays

The community consultation period involved two information sessions and a number of staffed displays (see the table below for details). Details of these displays were advertised through newsletter 1, the project website, print advertising and direct mail.

Display material included information posters showing the investigation areas and potential busway station locations, copies of newsletter 1, project guides, feedback forms and contact flyers.

Technical experts were available to answer questions and participants had the opportunity to speak one on one with a member for the project team.

The five staffed displays were attended by two to six members of the project team (see table below for details). Project information was also available at the offices of councillors and members of parliament within the study area.

Information Sessions

Wednesday 25 November 2009 5-8pm	Aspley State High School 651 Zillmere Road, Aspley	84 attendees
Saturday 28 November 2009 9am-12pm	Chermside Community Health Centre 490 Hamilton Road, Chermside	84 attendees

Staffed displays

Tuesday 24 November 2009 9-11am	The Prince Charles Hospital	14 attendees
Tuesday 1 December 2009 2-4pm	Bracken Ridge Library Cnr Barrett and Bracken Streets, Bracken Ridge	12 attendees
Thursday 3 December 2009 5-7pm	Aspley Hypermarket 59 Albany Creek Road, Aspley	Approx. 40 attendees
Wednesday 9 December 2009 2-4pm	Chermside Library 375 Hamilton Road, Chermside	Approx. 60 attendees
Thursday 10 December 2009 2-4pm	The Prince Charles Hospital	8 attendees

2.3 Communication statistics

A total of 761 contacts were made with the project team during the consultation period. As illustrated in Figure 2.1, this was made up of:

- 140 project hotline calls
- 253 feedback forms
- 302 participants attending information sessions/ staffed displays
- 56 emails
- 14 submissions

Figure 2-1 - General community method of feedback

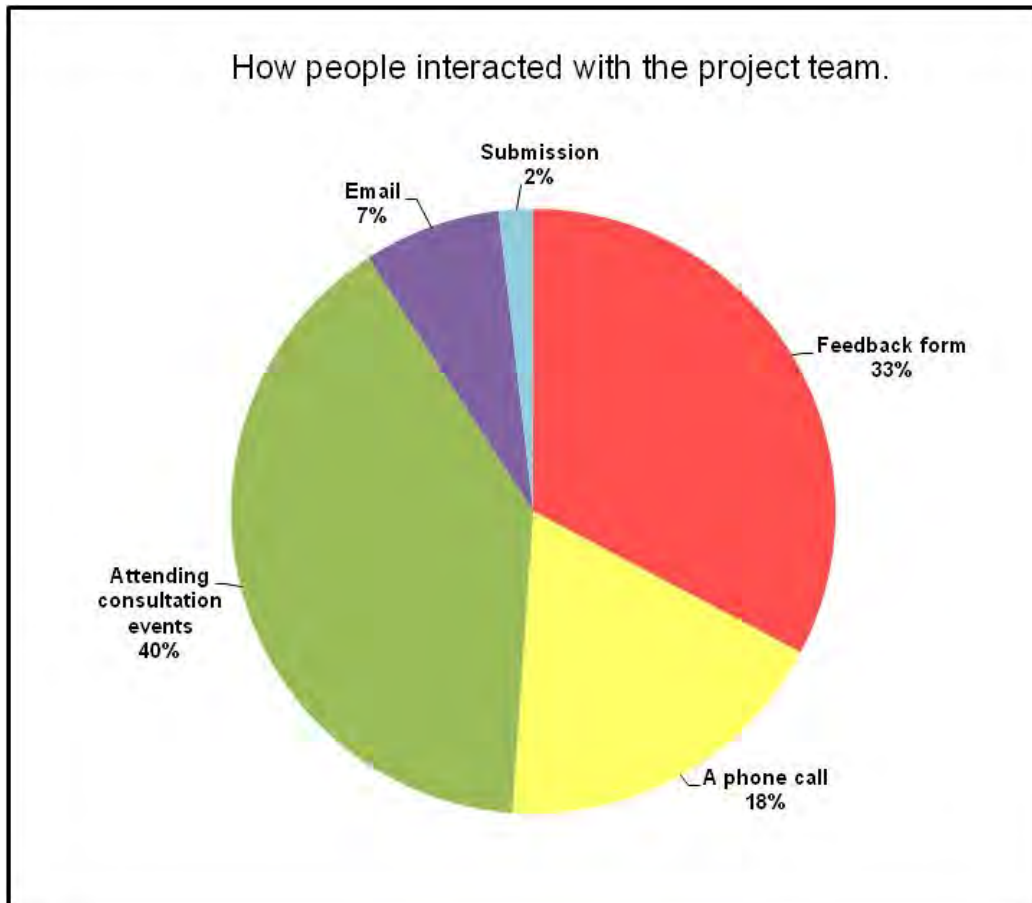
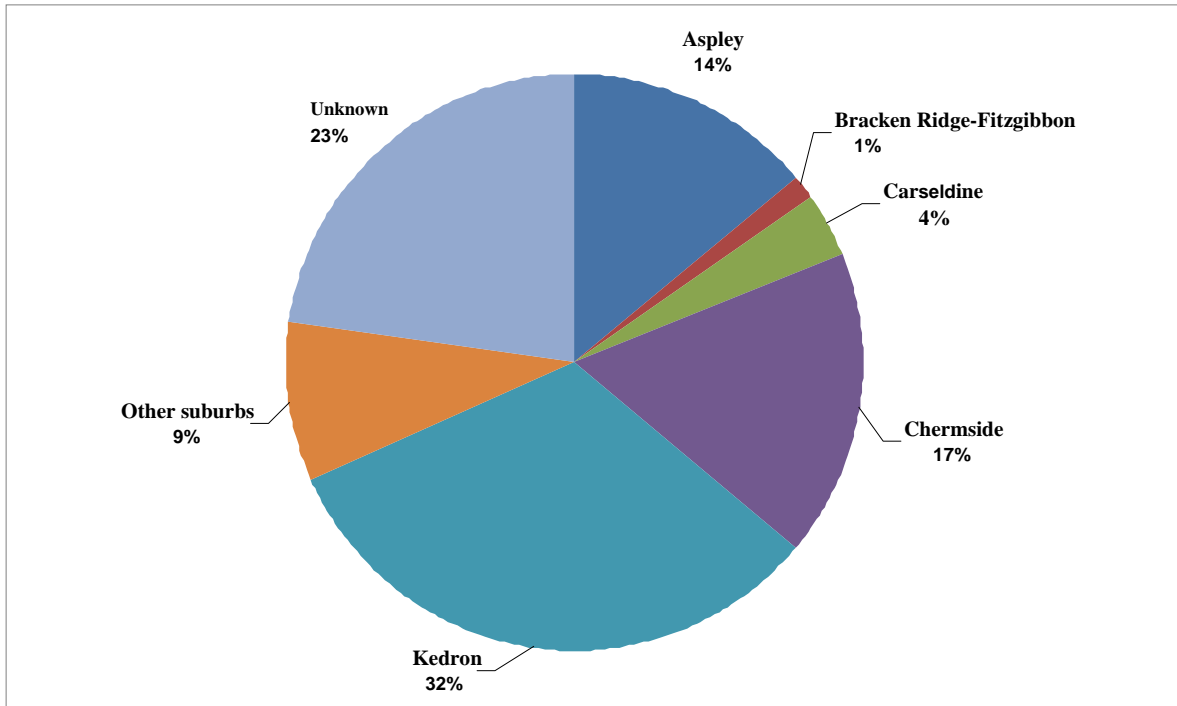


Figure 2-2 - Response by suburb



As illustrated in Figure 3-2, the feedback was broadly spread across the study area and beyond, with the strongest response received from Kedron and Chermside (cumulatively 49%). Other suburbs which were represented in the feedback were: Wavell Heights, Gordon Park, Geebung, Taigum, McDowall, Albany Creek, Zillmere, Kallangur, Newstead, Arana Hills, Milton, Sandgate, Spring Hill, Boondall, Stafford, Windsor, Wilston, Cashmere, Brendale, Moorooka, Wellington Point, Annerley, Ashgrove, Mt Gravatt and Fairfield, plus two submissions from interstate. Suburbs that received the newsletter in a letterbox delivery but did not submit any feedback include: Nundah, Bald Hills and Brighton. There was also a large proportion (23%) of responses that did not identify their suburb of residence.

The project team undertook “business walk arounds” along the length of the study area and visited approximately 290 businesses in Kedron, Chermside and Aspley. The walk around involved members of the project team visiting businesses, informing them that consultation had commenced and providing them with a project newsletter.

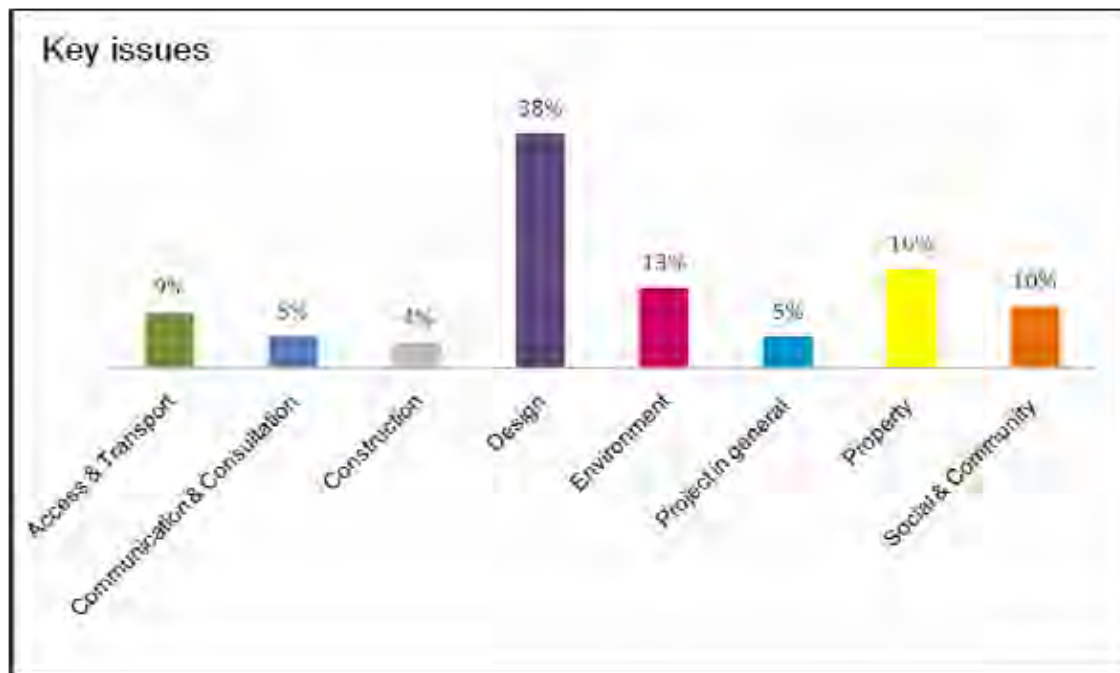
3. Summary of community feedback

The following is a summary of the feedback received.

3.1 Issues raised during consultation

Some of the broad issues raised by the community included the concept design (alignment), pedestrian access and safety, busway station locations, land requirements and environmental impacts. All feedback received during the consultation period has been forwarded to the design team for consideration. Figure 3-1 shows the frequency of issues raised.

Figure 3-1 Frequency of issues raised



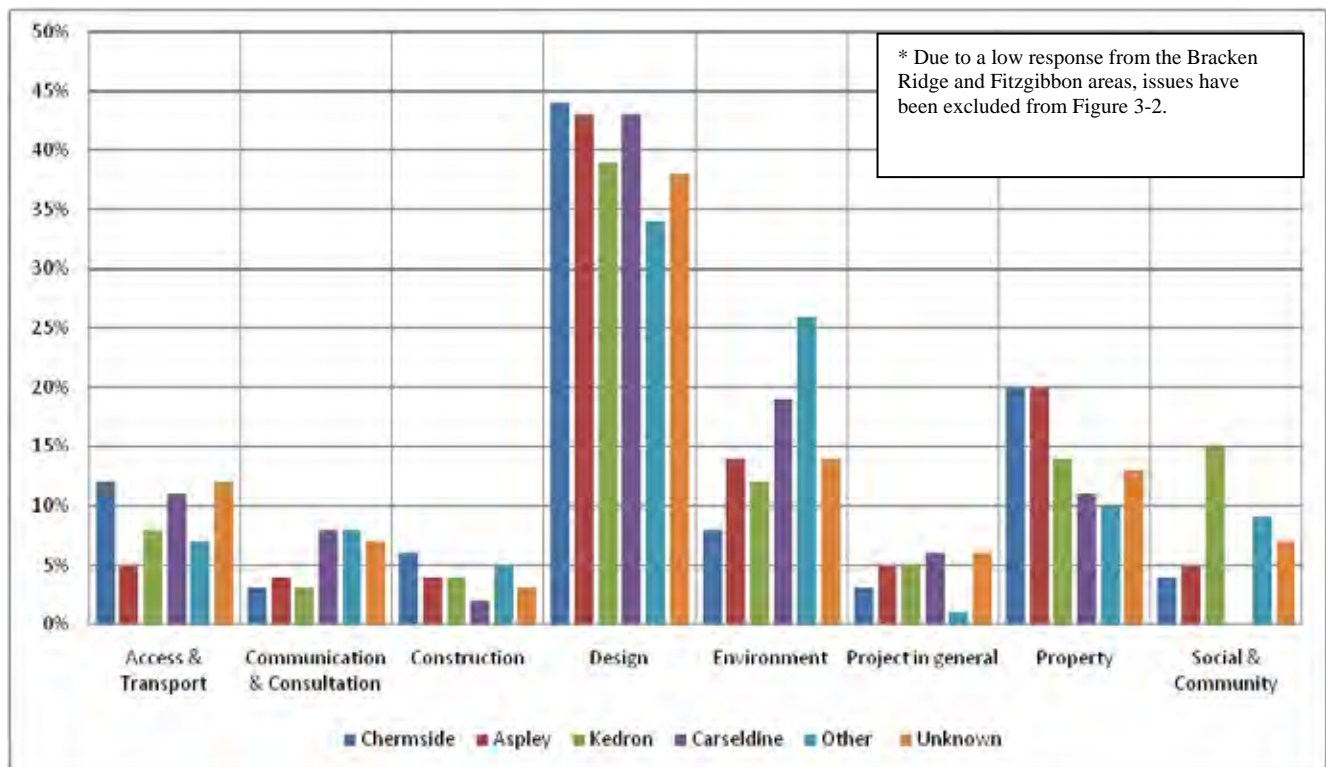
The issues most commonly raised related to design, mostly querying where the busway will go, or suggesting where it should go. Queries and feedback relating to potential property impacts were the second most common subject for feedback. Environmental (including open space and parklands), social and community issues (such as displacement and disruption) and access and transport (such as street access and bus services) were also commonly raised.

3.2 Comparison of key issues by suburb

Figure 3-2 provides a comparison of key issues raised by suburb. It shows that:

- design was a key issue across all suburbs, in particular, Chermside, Aspley and Carseldine
- Kedron residents expressed a greater concern surrounding social and community issues than other suburbs. This is primarily due to their concern regarding potential impacts on the Lutwyche Cemetery.
- Chermside and Aspley residents recorded the most concern about property matters
- a low level of feedback was received on construction matters.

Figure 3-2 - Comparison of key issues by suburb*



3.3 Detailed feedback

All statements below represent common suggestions and questions that emerged from consultation. The project team has attempted to convey the intent of the comments and queries related to them.

3.3.1 General / whole of corridor

Key issues and feedback identified for the length of the corridor included:

Alignment

- There was a preference for tunnels to be used to minimise impacts on property and local neighbourhoods.
- There was a general preference for the busway alignment to be within or close to existing road corridors.
- Support was received for proposed busway station locations servicing West Chermiside and Aspley Hypermarket.
- There was broad support for a busway station servicing The Prince Charles Hospital.
- Some respondents questioned the need for a direct busway connection to the hospital, while others supported this connection.

Property

- There was general concern over potential property requirements, particularly residential properties. Other issues raised relating to property included:
 - perceived impacts on property values
 - a desire to avoid “expensive”, “high value” and/or “character” properties
 - a preference by residents for the alignment to impact businesses/commercial properties rather than residential homes
 - when the community will know about impacts and how will they be able to input into the process?
 - the acquisition and valuation process.

Community impacts

- There was a strong desire to protect the quality/amenity of life for residents, particularly sub-groups perceived as being vulnerable such as long term elderly residents and school children.
- There was a strong preference to avoid:
 - severance of communities
 - changed access to local streets
 - increased traffic on local streets
 - dislocation of community members
 - changed amenity, in particular, noise and access to the hospital

- impacts on air quality/health
- impacts on road safety.
- There was some support for improved access to public transport at The Prince Charles Hospital and Westfield Chermside.

Bus network

- Concerns were raised regarding the potential impact on current bus services.
- Suggestions were received for improvements (frequency/route) to bus services.
- Some complaints were made regarding buses travelling along local streets.

Planning and project process (including consultation)

- Questions were received regarding project decision processes and community consultation timeframes.
- Questions regarding the busway planning process were received, particularly about what will be considered when developing the alignment.
- Complaints were received regarding the timing for community consultation (too close to Christmas) and not receiving the project newsletter.
- Queries were received regarding future opportunities to provide further feedback.

Impact mitigation

- There were concerns around the level of noise that may be generated during construction and once the project is completed.
- There was support for noise mitigation measures to be implemented. In addition, the community wanted to know what noise mitigation strategies would be used (there was some aversion to wooden noise barriers).

Pedestrian and cycle access

- Many comments were received regarding the provision of cycle and pedestrian facilities.

3.3.2 Kedron

General

- There was a desire to keep the busway alignment to existing major road corridors (Gympie Road and Rode Road).
- Access to residential areas is important.
- There was a high concern for potential land requirements and property values.
- There was considerable rumour and intra-community interaction generated by the busway proposal. Many callers reported being told that their house “was definitely going to be impacted by the busway”.
- There was negative feedback related to experience of planning and construction of the AirportLink-Northern Busway project to Kedron, particularly the loss of Farmer Joe’s.

Bradbury Park

- There was a preference among the community for Bradbury Park not to be impacted. There was a minority who expressed the opinion that some of Bradbury Park could be used to avoid impacting surrounding residential properties.
- If Bradbury Park was impacted, it should be restricted to:
 - the Rode Road frontage
 - the southern end of Bradbury Park, which is less used and could be impacted or used for relocation of facilities.
- The kindergarten/childcare centre near the south western corner of the park is considered valuable by some.

Lutwyche Cemetery

- There was a strong preference among the community for Lutwyche Cemetery to not be impacted.
 - The war graves area of the cemetery is particularly valued and is considered sacred by many.
 - Some respondents expressed a preference acquiring some cemetery land over residential properties.
 - Some support was indicated for tunnelling under cemetery.

Busway station locations:

- The Farmer Joe's site was identified by a number of respondents as a suitable busway station location, as the land has already been acquired by the State Government and impacted upon and provides a positive outcome for a site that was considered important to the local community.
- Numerous potential busway station locations were identified along Gympie Road through Kedron including the car yards and KFC/Hungry Jacks.
- There was some opposition to a busway station between Somerset Road and Lutwyche cemetery if it creates amenity and/or access impacts on residential areas to the immediate west.

3.3.3 Chermside

General

- There was a preference among community members to use the existing road corridors for the busway alignment (Rode Road and Wallace Street).
- Most people recognised that the busway should avoid the Hamilton Road/Gympie Road intersection.

Busway station locations:

- There was broad support for a busway station at The Prince Charles Hospital and within the Chermside commercial precinct.
- Questions were received regarding the future of the existing bus interchange at Westfield Chermside.

- There was support for a busway station at or near Chermside Markets.
- Many people provided feedback on preferences for possible busway station locations throughout Chermside.

3.3.4 Aspley

General

- There was a preference to keep the busway alignment along the Gympie Road corridor.
- There was a preference to minimise impacts on Riordan / Darwin Street.
- There was concern that the busway would have impacts near Aspley State High School / Aspley Special School.
- The community indicated an awareness of flooding constraints in the Aspley area.
- There is concern about the potential loss of amenity and impacts for residents along Little Cabbage Tree Creek.

Busway station locations:

- Many suggested that a busway station be located along one side of Gayford Street.
- Many suggested that a busway station be located at the Aspley Hypermarket site.
- There were some suggestions that a busway station be located near the Aspley State High School / Aspley Special School sites.

3.3.5 Carseldine, Fitzgibbon, Bracken Ridge

- Support was received for the co-location of a busway station with the Carseldine rail station.
- There is concern from residents in Carseldine regarding the location of the busway alignment.
- There is concern regarding impacts on the Carseldine QUT site and its environmental values.

3.4 Ongoing consultation

Community consultation on the Northern Busway: Kedron to Bracken Ridge will continue as the project moves into future detailed design and construction phases. Any decisions about design, alignment and future staging priorities will involve working with key stakeholder and property and business owners to ensure opportunities continue.