

## **2. Community consultation**

### **2.1 Introduction**

Consultation and communication with various stakeholders, including members of the public is an important part of the Concept Design Study and protecting the corridor for the South East Busway extension from Rochedale to Springwood. The purpose of this chapter is to describe the process and results of consultation undertaken for the development of the Concept Design Study. It outlines the consultation approach, activities undertaken, issues raised during the consultation and how they were responded to. A description of the consultation activities undertaken to finalise the Concept Design Study is also provided.

### **2.2 Stakeholder groups**

Three main stakeholder groups were identified for the Concept Design Study:

- community in the suburbs surrounding the draft alignment
- property owners with a potential land requirement
- federal, state and local government.

These stakeholder groups are described in Sections 2.3 to 2.5. Details regarding the consultation methods used and outcomes of the consultation are also provided for each stakeholder group.

### **2.3 Consultation with the community**

The community as a stakeholder group includes residents, property owners, bus users and businesses in those suburbs closest to the study area of the busway extension. Suburbs targeted for receiving project newsletters included Underwood, Rochedale South and Springwood. It was anticipated that these suburbs would benefit from the South East Busway extension from Rochedale to Springwood.

#### **2.3.1 Consultation program**

Details of each consultation stage, including timing, purpose and activities are outlined in Table 2-1. More information on each consultation stage can be found in Sections 2.6 to 2.8.

**Table 2-1: Consultation program**

Consultation stage	Purpose	Activities
Project launch (completed September 2008)	<ul style="list-style-type: none"> <li>▪ Launch the South East Busway extension project</li> <li>▪ Raise community and stakeholder awareness of the busway extension and the Concept Design Study process</li> <li>▪ Provide information on the Concept Design Study process, including how it is undertaken and what it should investigate</li> <li>▪ Identify community issues and values for consideration by the project team in the development of concept options</li> <li>▪ Register people for participation in further consultation</li> <li>▪ Begin property owner consultation</li> </ul>	<ul style="list-style-type: none"> <li>▪ Project newsletters — distributed 5,000 as a letterbox drop</li> <li>▪ Static displays at a number of locations in the area</li> <li>▪ Community information session</li> <li>▪ Two staffed displays at Cento Springwood</li> <li>▪ 1800 project hotline</li> <li>▪ Project email address</li> <li>▪ Reply paid feedback form</li> <li>▪ Website information and online feedback form</li> <li>▪ Advertisements in <i>Southern Star</i> and <i>Albert and Logan News</i> of consultation events</li> <li>▪ Direct mail to key stakeholders, property owners and elected representatives</li> </ul>
Release of draft Concept Design Study (completed July 2009)	<ul style="list-style-type: none"> <li>▪ Provide information about the draft Concept Design Study report, including the process to finalisation</li> <li>▪ Seek feedback on draft alignment and draft concept design</li> <li>▪ Seek feedback on the outcomes of investigations undertaken as part of the draft Concept Design Study</li> </ul>	<ul style="list-style-type: none"> <li>▪ Project newsletters — distributed 9,000 as a letterbox drop</li> <li>▪ Static displays at a number of locations in the area</li> <li>▪ Two staffed displays at Cento Springwood</li> <li>▪ Three staffed displays at Logan North Library</li> <li>▪ 1800 project hotline</li> <li>▪ Project email address</li> <li>▪ Reply paid feedback form</li> <li>▪ Website information and online feedback form</li> <li>▪ Advertisements in <i>Southern Star</i> and <i>Albert and Logan News</i> of consultation events</li> <li>▪ Direct mail to key stakeholders, property owners and elected representatives</li> </ul>
Community update (Release of final Concept Design Study) (anticipated in late 2009)	<ul style="list-style-type: none"> <li>▪ Advise the community that the Concept Design Study has been finalised and approved by the Queensland Government</li> <li>▪ Notify the community of the changes to the Concept Design Study since last report</li> <li>▪ Close-out planning process</li> </ul>	<ul style="list-style-type: none"> <li>▪ 1800 project hotline</li> <li>▪ Project email address</li> <li>▪ Project newsletters</li> <li>▪ Website information</li> <li>▪ Advertisements in <i>Southern Star</i> and <i>Albert and Logan News</i> to advise of planning finalisation</li> <li>▪ Direct mail to key stakeholders, property owners and elected representatives</li> </ul>

## 2.4 Property owners with a potential land requirement

Property owners with a potential land requirement are those who own land that may be required for the busway extension. Once the Concept Design Study is finalised and a land requirement is confirmed through the gazettal of the busway alignment, a state government requirement will exist over their land. The majority of property owners within this group are immediately adjacent to the Pacific Motorway on the eastern side.

The certainty regarding property impacts gradually increased as technical investigations were completed as part of the Concept Design Study. Property requirements will be confirmed once the corridor is gazetted. Eventually some property owners will need to relocate to make way for future busway infrastructure.

Property owners that are potentially impacted by the busway planning receive the highest possible level of consultation and communication with the project team. Individual letters and meetings were organised to ensure that their issues could be dealt with privately and confidentially.

### 2.4.1 Consultation program

Consultation with property owners began with the public launch of the project in August 2008 where any property owner concerned about the potential impact of the project could request a meeting with the project team. Four property meetings were held during the first round of community consultation.

In September 2008, letters were sent to a number of property owners that owned property in close vicinity to the Pacific Motorway on the eastern side. This letter requested that they contact the project team to organise a meeting. Initial design work identified a potential impact on these properties and the meetings were to ensure these owners were aware of the project and for the project team to understand any issues or concerns they had with the project.

On release of the draft Concept Design Study report, the project team contacted property owners to discuss in more detail the potential impacts to their properties resulting from the future busway extension. This also included explanation of the property acquisition process.

Property owners that are impacted by the busway alignment will continue to receive updates on the project and will have access to the project team as the Concept Design Study is gazetted.

## 2.5 State and local and government departments

### 2.5.1 The Department of Transport and Main Roads — the Pacific Motorway Upgrade project

In 2007, the Department of Transport and Main Roads (previously the Department of Main Roads) completed the planning of approximately 16 kilometres of the Pacific Motorway between Eight Mile Plains and Loganholme as part of the (then named) Pacific Motorway Transit Project. The planning was completed in three sections:

- Section A — Gateway Motorway at Eight Mile Plains to Springwood South (6.3 kilometres)
- Section B — Springwood South to Daisy Hill including Loganlea Road Interchange (3 kilometres)
- Section C — Daisy Hill to Loganholme (6.4 kilometres).

Section A planned the South East Busway extension from Eight Mile Plains to Rochedale and bus lanes on the motorway to Springwood for the short to medium term (to provide bus priority until the South East Busway extension from Rochedale to Springwood can be built). A busway station and park 'n' ride facility was also planned at Rochedale.

During early planning phases of the South East Busway extension from Rochedale to Springwood it was identified that minor revisions to Pacific Motorway Transit Project could optimise the design and minimise impacts to local traffic and the community. Changes include the relocation of the Rochedale Road off-ramp which achieves a design with improved safety benefits over the planned upgrade of the existing off-ramp.

The Department of Transport and Main Roads recognises the benefits in integrating the delivery of the South East Busway extension and the Pacific Motorway Upgrade due to the close proximity of the busway extension to the motorway. Continuing discussion between the project teams will determine a delivery strategy that maximises benefits for both projects and minimises construction impacts to the community.

### **2.5.2 Logan City Council — Greater Springwood Master Plan**

Logan City Council have been developing a local plan for the Springwood town centre. They have recently broadened the study area to include a larger area and have renamed the project the Greater Springwood Master Plan.

The Department of Transport and Main Roads has been working with Logan City Council to ensure busway planning integrates with how the Springwood centre is expected to grow and develop. Meetings with Logan City Council have discussed issues such as the local road network, pedestrian linkages and future land uses.

### **2.5.3 TransLink Transit Authority**

The TransLink Transit Authority have been extensively consulted in the development of the Concept Design Study especially in relation to the development of the network integration strategy — see Chapter 20 of the Concept Design Study. The TransLink Transit Authority has worked with the project team to develop a reference network which demonstrates how the busway extension may operate in the future. The reference network identifies potential changes to existing bus routes, new bus routes for future introduction and predicted bus frequencies.

The TransLink Transit Authority were also consulted to ensure bus operational requirements were incorporated into the design of busway stations. This included identifying the number of layover bays required, platform lengths and connections between local and city-bound buses.

### **2.5.4 Other state government departments**

The project team briefed the following departments during the development of the Concept Design Study to ensure any issues or concerns could be addressed in the planning process:

- Department of Infrastructure and Planning
- Treasury
- Department of Environment and Resource Management
- Department of Transport and Main Roads — Portfolio Investment Division.

## 2.6 Project launch consultation

The South East Busway from Rochedale to Springwood project was launched on Monday 11 August 2008. Community consultation was conducted between Monday 11 August and Friday 5 September 2008. A communication and consultation program was implemented to:

- introduce the project to the community
- announce the start of concept planning
- invite comment on the scope of investigations.

### 2.6.1 Communication and consultation activities

Communication and consultation activities for the project launch consultation included:

#### **Project hotline, email address and reply paid address**

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. A South East Busway extension from Rochedale to Springwood web page provided a project summary, contact information, details of consultation events and an online feedback form. Details of the project hotline, email, reply paid address, website were advertised through consultation activities including project newsletters, website, public displays and advertisements.

#### **Newsletter 1**

Approximately 5,000 project newsletters were published and delivered to residents and businesses within the project catchment area.

#### **Project guide**

A project guide was developed to introduce the community to the project. The project guide included information about the scope of the project and details about the planning process. It was made available at the information sessions and displays.

#### **Information session and displays**

The four-week consultation period included an information session and two staffed displays as detailed below:

- Information session
  - Saturday 16 August 2008, 9 am to 12 pm — Springwood Bowls Club, Cinderella Drive, Springwood
- Staffed displays:
  - Tuesday 19 August 2008, 10 am to 12 pm — Centro Springwood, corner Rochedale Road & Fitzgerald Avenue, Springwood
  - Thursday 28 August 2008, 2 pm to 4 pm — Centro Springwood, corner Rochedale Road & Fitzgerald Avenue, Springwood

Details of these displays were advertised through Newsletter 1, the project website and print advertising. Display material included large scale information posters and aerial maps, copies of Newsletter 1, copies of the project guide and feedback forms. Technical experts were available to answer questions and participants had the opportunity to speak one on one with a member for the project team. Project information was also available at various displays at libraries and council offices. These static displays included a general information posters, newsletters, project guides and feedback forms.

## **Print advertisements**

Half page colour advertisements announcing the start of planning and details of consultation activities were placed in two local newspapers. The advertisement was placed in the paper the week before the consultation period began.

## **Feedback forms**

Feedback forms were distributed at display venues, at the information session and at staffed displays. An online feedback form was also made available on the project website.

## **Property letters**

A property letter was sent to a number of property owners in the study corridor. This letter invited property owners to contact the project team to find out more information or to schedule a meeting.

### **2.6.2 Communication statistics**

A total of 68 people contacted the project team during project launch consultation. This was made up of:

- 14 project hotline calls
- 2 submissions
- 52 feedback forms (including online feedback forms).

In addition, 21 people indicated on their feedback forms that they would like to be contacted by the project team.

## **Support for the busway**

Feedback forms were distributed to static display venues and handed out at the staffed display events. Respondents were asked to indicate their support for the busway extension to Springwood. Of the 44 responses to this question, 43 were in support (i.e. 98%).

Benefits identified by those who support the busway extension are included in Table B-1 in Appendix B. Comments included:

‘The bus will not get stuck on the freeway after Eight Mile Plains.’

‘Saves time for commuters - releases traffic congestion.’

‘Less cars on the freeway. Easy access to and from Garden City and Brisbane City.’

‘Just easier for a normal family and workers to get to the city without having to drive first.’

### **2.6.3 Issues raised**

Table 2-2 outlines the range of issues raised through feedback forms and interactions with the project team during the project launch consultation period. It also identifies how these issues have been responded to and where these issues have been addressed in the draft Concept Design Study report.

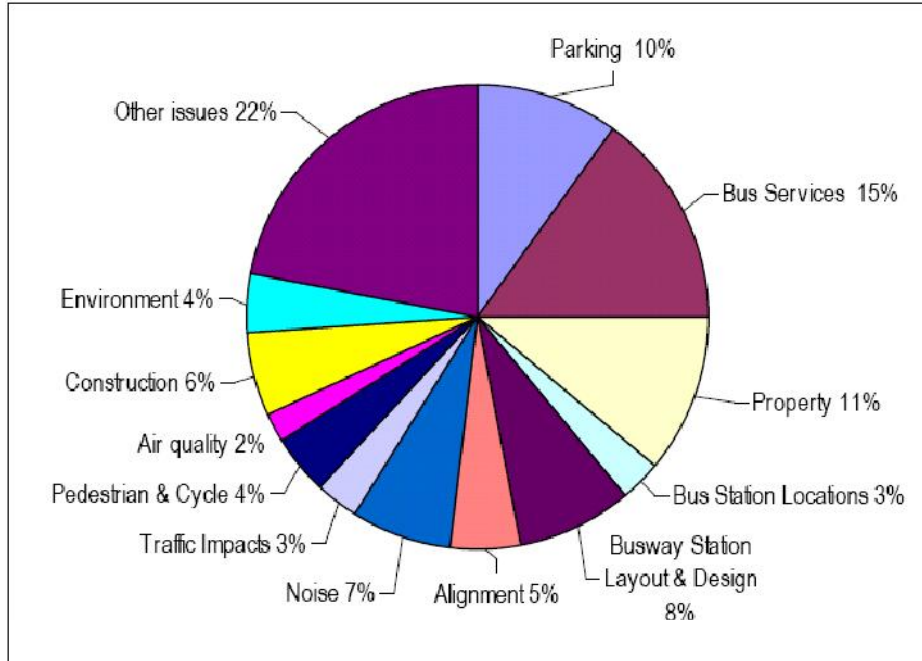
The need for additional parking, better bus services and concerns regarding property impacts were the most frequently raised issues (illustrated in Figure 2-1). Although additional parking and the planning of bus services will be investigated in future impact management planning phases, these issues were identified in the draft Concept Design Study report as important considerations. Property impacts were investigated in the draft Concept Design Study report through selection of an alignment for the busway extension. Consultation with potentially impacted property owners throughout the busway planning helped to determine the extent of property impacts.

**Table 2-2: Issues raised (project launch)**

Issue type	Summary of comments	Frequency	Response
Parking	<ul style="list-style-type: none"> <li>▪ Additional parking</li> <li>▪ Better security for cars</li> <li>▪ Parking in closer proximity to the station</li> <li>▪ Percentage of parking should be limited to 4 or 5 hours</li> <li>▪ Parking areas for the elderly</li> <li>▪ Multi-storey car-park needed</li> <li>▪ Better security for cars and individuals outside peak hours</li> <li>▪ Consider better arrangements with shops to increase parking available</li> <li>▪ Ability to kiss 'n' ride without disrupting traffic</li> <li>▪ Better access to Park 'n' Ride facilities</li> </ul>	22	Considered in network integration strategy and traffic and transport chapter
Bus services	<ul style="list-style-type: none"> <li>▪ Some buses from Meadowbrook should go to Springwood then onto City</li> <li>▪ Need more buses going to Springwood</li> <li>▪ Later running of services</li> <li>▪ Links to local bus services (feeder services)</li> <li>▪ Increased number of buses during peak hour</li> <li>▪ More direct buses from Garden City and Brisbane City through to inner Springwood</li> <li>▪ Not cancelling current routes</li> <li>▪ More buses in Rochedale South area</li> <li>▪ Could double-decker buses be used?</li> <li>▪ More buses Monday-Friday to city</li> <li>▪ More frequent feeder services</li> <li>▪ Should be smaller buses that travel through local streets</li> </ul>	31	Considered in network integration strategy Comments passed to TransLink Transit Authority Will be considered in future planning phases
Property	<ul style="list-style-type: none"> <li>▪ Provision is made for parking without too much resumption of residential properties</li> <li>▪ Minimal number of houses bought out to build the busway</li> <li>▪ Consider impact on surrounding residential areas</li> <li>▪ Reduced valuation of property</li> </ul>	24	Considered in engineering and economic chapter
Busway station locations	<ul style="list-style-type: none"> <li>▪ Connectivity to existing shopping precincts – current connection/interaction is non-existent</li> <li>▪ Area at the corner of Sports Drive &amp; Springwood could be potential location for busway station</li> <li>▪ Good linkages to surrounding development</li> </ul>	7	Considered in the engineering and land use chapters

Issue type	Summary of comments	Frequency	Response
Busway station layout & design	<ul style="list-style-type: none"> <li>▪ Stations should involve public art</li> <li>▪ Protection from weather</li> <li>▪ Need ticket machines at stations</li> <li>▪ Larger platforms to accommodate more buses</li> <li>▪ Include solar sensor lights in bus stops</li> <li>▪ Need Go Card recharge facilities at bus stops</li> <li>▪ Safety issues</li> </ul>	16	Will be considered in detailed design phase
Alignment	<ul style="list-style-type: none"> <li>▪ Emergency break-down bays needed to allow buses free access</li> <li>▪ Busway to bypass congestion</li> <li>▪ Where the busway will go</li> <li>▪ Demand for extension beyond Springwood               <ul style="list-style-type: none"> <li>▸ Should be extended to Logan Hyperdome</li> <li>▸ Busway should be covering the area to Beenleigh</li> <li>▸ Make sure it is continued to Hyperdome in the same manner</li> </ul> </li> </ul>	10	<p>Considered in the engineering chapter</p> <p>Not in the scope of this study. SEQIPP (2008) only identifies extending the South East Busway to Springwood</p>
Noise	<ul style="list-style-type: none"> <li>▪ Noise has increased considerably due to increased traffic density</li> <li>▪ Noise protection for houses along the busway</li> <li>▪ Consider traffic noise levels</li> <li>▪ Should be sound barriers at a reasonable height</li> </ul>	14	Considered in noise and vibration chapter
Traffic impacts	<ul style="list-style-type: none"> <li>▪ Minimise traffic disruptions during construction</li> <li>▪ Existing local traffic routes should be maintained</li> <li>▪ Reprogramming of traffic lights needed near Springwood bus station</li> <li>▪ Increased traffic in local streets around bus stations</li> <li>▪ Extra traffic congestion</li> </ul>	9	Considered in traffic and transport chapter
Pedestrian & cycle	<ul style="list-style-type: none"> <li>▪ Cycle access at bus stations</li> <li>▪ Cycle storage</li> <li>▪ More bike facilities</li> <li>▪ Paths to busway stations should be upgraded</li> </ul>	8	Considered in pedestrian and cycle chapter





**Figure 2-1: Most frequently raised issues**

### 2.6.4 Elected representatives

Table 2-3 overviews the consultation methods used to engage elected representatives in the area.

**Table 2-3: Consultation methods used to engage elected representatives**

	Name	Role	Consultation methods used
Federal	The Honourable Dr Craig Emerson	Member for Rankin	Letter
	Ms Kerry Rea	Member for Bonner	Letter
	Mr Graham Perrett	Member for Moreton	Letter
State	The Honourable Stephen Robertson	Member for Stretton, Minister for Health	Letter and display in office
	Mr Phil Reeves	Member for Mansfield, Parliamentary Secretary	Letter
	Ms Barbara Stone	Member for Springwood	Letter, briefing and display in office
	Mrs Desley Scott	Member for Woodridge	Letter
Local	Councillor Pam Parker	Mayor of Logan	Letter
	Councillor Lisa Bradley	Representative for Division One	Letter and briefing
	Councillor Aidan McLindon	Representative for Division Three	Briefing

## 2.7 Round 2 — Consultation on the draft Concept Design Study

Consultation on the draft Concept Design Study was undertaken over a five week period between Monday, 1 June 2009 and Friday, 3 July 2009. The activities held during this consultation period were well attended and generated a considerable volume of feedback from the general community, business owners and property owners with a potential land requirement.

### 2.7.1 Communication and consultation activities

#### **Project hotline, email address, reply paid address and website**

As per the project launch round, details of the project hotline, email, reply paid address and website were advertised through consultation activities including project newsletters, website, public displays and advertisements.

#### **Print advertisements**

Half-page colour advertisements, announcing the release of the draft Concept Design Study and outlining opportunities to provide feedback were placed in the following local newspapers:

- Albert & Logan News — Wednesday 3 June 2009
- Southern Star — Wednesday 3 June 2009.

The advertisements were placed in the papers the week before the consultation period began.

#### **Website update — June 2009**

The project website was updated to include information relating to the draft Concept Design Study with details of consultation events, an online feedback form and publications.

#### **Property letter**

##### ***Property owners with a potential land requirement***

On 29 May 2009 approximately 120 personalised letters were sent to property owners with a potential land requirement. The letter invited people to call the project hotline for more information and to request a property meeting at a time convenient to them. Some property owners (particularly investors) resolved their concerns over the phone or via emails rather than by scheduling a meeting.

In July 2009 an additional letter was sent to property owners who had not yet contacted the project team. This letter resulted in additional property enquiries and meetings.

#### **Newsletter 2**

A second project newsletter provided an update on the draft alignment and Springwood busway station and also advised on consultation activities. The newsletter was distributed to approximately 7,000 households and businesses along the project corridor, and was enclosed in direct mail to property owners with a potential land requirement.

#### **Property meetings**

Consultation with property owners with potential land requirements commenced in June 2009. A total of 95 property owners contacted the project team and subsequently 70 property meetings were held throughout June and July 2009. The purpose of these meetings was to inform property owners on any potential land requirements associated with the draft alignment and to discuss their concerns and options.

#### **Contact flyers**

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

### Feedback form

Feedback forms were developed and made available at project displays. Participants were given the opportunity to indicate whether they would like to receive a formal response to their feedback. The following questions were included on the feedback forms:

- Do you support the extension of the South East Busway to Springwood?
- Do you have comments on the proposed South East Busway extension from Rochedale to Springwood?
- Do you have comments on the proposed Springwood busway station?
- How did you hear about the busway extension?

### Staffed displays

The five week consultation period involved five staffed displays. These were staffed by three to six members of the project team. Details of these displays were advertised in Newsletter 2, the project website, print advertising and direct mail. Display material included large scale aerial maps showing the proposed layout with station locations, copies of Newsletter 2, feedback forms, contact flyers, fact sheets and various information posters. Details of the staffed displays are presented in Table 2-4.

**Table 2-4: Staffed displays summary for draft Concept Design Study**

Location	Date	No. of participants
Logan North Library, corner Sports Drive & Springwood Road, Underwood	Thursday 4 June, 2 pm to 4 pm	25 participants
	Tuesday 9 June, 10 am to 12 pm	26 participants
	Thursday 18 June, 5 pm to 7 pm	45 participants
Centro Springwood, corner Rochedale Road & Fitzgerald Avenue, Springwood	Tuesday 23 June, 2 pm to 4 pm	26 participants
	Saturday 27 June, 10 am to 12 pm	54 participants

Project information were also made available at various displays at libraries and council offices as detailed below:

- Monday 1 June to Friday 3 July:
  - Springwood Electorate Office
  - Stretton Electorate Office
  - Logan Central Library
  - Logan City Council
  - Logan North Library
- Monday 22 to Saturday 27 June:
  - Centro Springwood.

These static displays included a general information poster, newsletters, contact flyers, and feedback forms.

## 2.7.2 Communication statistics

A total of 304 people contacted the project team — this was made up of:

- 90 project hotline calls
- 38 submissions (including feedback forms)
- 176 people attending information sessions/staffed displays.

The 38 submissions were received from community members, property owners and government agencies. All submissions received were reviewed by the project team, summarised and distributed to technical specialists for response. Formal responses were sent to 33 submissions.

## 2.7.3 Issues raised

Some of the issues raised by the community included traffic impacts, noise and air quality, pedestrian access and safety, bus stop locations and property impacts. Table 2-5 details the range of issues raised through feedback forms, submissions and interactions with the project team during community consultation on the draft Concept Design Study. Please note not all responses have been included in this report. In most instances, comments have been summarised and reflect responses from more than one community member.

**Table 2-5: Issues raised during consultation on draft Concept Design Study**

Issue type	Summary of comments	Response
Concept design (draft alignment)	A considerable amount of feedback was received from property owners and community members regarding the draft alignment and proposed concept design.	<p>Movements at the Pindari Street intersection would be restricted as a result of the new Rochedale Road off-ramp. This is due to the close proximity of the intersections and possible safety implications. The busway concept design proposes to close Pindari Street and provide a new signalised intersection at Kumbari Street.</p> <p>The new intersection at Rochedale Road/Kumbari Street would function as a full T-intersection with left and right in/out movements as well as a U-turn movement for southbound traffic along Rochedale Road. The purpose of the new Kumbari Street intersection is to reduce the need for motorists to use Algona Street to access their properties. This new intersection retains access for local residents, the commercial shops and the church.</p> <p>Further investigation on impacts on the local street network will occur in a detailed design phase closer to construction. The local street network is owned and managed by Logan City Council, impacts on traffic in local streets will need to be investigated and managed through agreement between the local Council and the Department of Transport and Main Roads.</p> <p>The South East Busway extension concept design has only been developed to a preliminary level at this stage. Detailed planning will be undertaken closer to construction and will further investigate potential impacts to the local road network and associated management strategies. The Department of Transport and Main Roads will work with Logan City Council on the management of local traffic issues during future detailed planning phases. Common management strategies for minimising queuing impacts at intersections may include the coordination of signals and giving priority to the main flow of through traffic.</p>

Issue type	Summary of comments	Response
		<p>The draft alignment for the South East Busway extension to Springwood runs parallel to the Pacific Motorway and crosses the Rochedale Road off-ramp. The Department of Transport and Main Roads policy requires that any change or upgrade to state road infrastructure must meet current Australian design standards. As the construction of the busway would affect the existing off-ramp, the Department of Transport and Main Roads is obliged to ensure that the Rochedale Road off-ramp meets Australian standards.</p> <p>Minor local road changes are required to accommodate the new Rochedale Road off-ramp. These changes reduce potential safety issues due to the proximity of intersections on Rochedale Road. To accommodate the intersection between the new off-ramp and Rochedale Road, the intersection between Pindari Street and Rochedale Road would be closed. Access to local streets would be provided through a new signalised intersection at Kumbari Street. In addition, Moffit Court would be closed and a new connection would be provided via Karoonda Crescent.</p> <p>There are no plans to remove the off ramp from the Pacific Motorway to Vanessa Boulevard.</p> <p>A significant increase in vehicular traffic is not expected through Karoonda Crescent as a result of the closure of the Rochedale Road access to Moffit Court. This is due to the limited number of residential properties in Moffit Court.</p> <p>The Pacific Motorway Upgrade project currently has no plan to provide a motorway off-ramp or on-ramp to the Rochedale park 'n' ride. If you would like more information regarding the Pacific Motorway planning, visit <a href="http://www.mainroads.qld.gov.au">http://www.mainroads.qld.gov.au</a> or call 1800 024 288.</p>
<p>Busway stations</p>	<p>Comments were received regarding the proposed location and design of busway stations.</p>	<p>The South East Busway extension proposes a new busway station at Rochedale, on the corner of Underwood Rd and the Pacific Motorway. Future population growth is expected to warrant a station at this location, due to the development of the Rochedale Urban Community Local Plan. More information about this Local Plan can be found on the Brisbane City Council website.</p> <p>A new busway station is also proposed at Springwood. Regional planning designates Springwood as a Principal Activity Centre, indicating significant growth and development in this area. Logan City Council is preparing the Greater Springwood Local Plan which will set out how this future growth is to be accommodated. More information about this Local Plan can be found on the Logan City Council website.</p> <p>The Rochedale park 'n' ride was planned and approved as part of the Pacific Motorway Upgrade project in 2007. The park 'n' ride facility planned for Rochedale contains 750 spaces and has been designed to enable provision of multi-storey car parking and development in the future.</p> <p>The South East Busway extension has been designed to allow local buses to connect to the busway. This means that local services will be able to pick up passengers in local streets and then join the busway for a fast, congestion-free journey.</p> <p>As the South East Busway extension won't be delivered in the short-term, it is too early to identify the specific bus routes that will operate on the busway and in the surrounding streets. The Department of Transport and Main Roads will work closely with the TransLink Transit Authority to determine bus routes for the busway extension, closer to construction. This will involve consultation with the local community.</p>

Issue type	Summary of comments	Response
Urban and visual amenity	Feedback was received regarding the amenity and appearance of the local area.	<p>Getting the right look and feel for the South East Busway extension is an important part of the project. Busways are able to be custom designed to fit in with the communities they will serve. The following design measures have been identified for the South East Busway extension:</p> <ul style="list-style-type: none"> <li>▪ improved lighting at bus facilities and footpaths</li> <li>▪ the opportunity to improve footpaths and landscaping to maximise safety and enhance amenity</li> <li>▪ improved cycle and pedestrian facilities including wider footpaths, bike parking and clear signage.</li> </ul> <p>The implementation of these design measures will depend on community consultation and further detailed design work to occur closer to construction.</p>
Pedestrian access and safety	Safety for pedestrians and motorists throughout the corridor was a concern.	<p>All upgrades to infrastructure as part of the South East Busway extension project will consider pedestrian and cycle access and facilities. Where possible, specific measures will be applied to improve access, for example, implementing a pedestrian phase into the traffic light cycle. Detailed design will also consider minimising impacts to pedestrian access during construction and maintaining access to Rochedale High School and Eight Mile Plains school will be considered.</p> <p>The Department of Transport and Main Roads will work with Brisbane City Council and Logan City Council on the broader pedestrian and cycle access in the future.</p> <p>The Rochedale park 'n' ride was planned and approved as part of the Pacific Motorway Transit project in 2007. The park 'n' ride facility planned for Rochedale contains 750 spaces and has been designed to enable provision of multi-storey car parking and development in the future.</p> <p>A new signalised intersection is proposed where Underwood Road, School Road and Rothon Drive meet. This would improve safety and the efficiency of traffic movements. The approved concept design does not propose access to the park 'n' ride directly from Underwood Road. Detailed planning will further refine this design to ensure traffic movement into and around the site is adequate.</p>
Traffic impacts	Potential local traffic impacts were a issue of many, including increased traffic in streets and local streets being used for overflow car parking.	<p>The local street network is owned and managed by Logan City Council so increased traffic and parking in local streets will need to be investigated and managed through agreement between the local Council and the Department of Transport and Main Roads. Community feedback relating to traffic in local streets has been raised with Logan City Council. Logan City Council and the Department of Transport and Main Roads will work together in the resolution of these issues in future design phases of the project, closer to construction.</p> <p>A significant increase in vehicular traffic is not anticipated through Narrawong Street as a result of the closure of the Rochedale Road access to Moffit Court. This is due to the limited number of properties that would remain on Moffit Court.</p> <p>Previous busway projects have developed local parking strategies around busway stations in consultation with local residents and local councils. Strategies may include parking restrictions during peak periods and a communication plan to ensure bus users are informed of their parking options.</p>

Issue type	Summary of comments	Response
Community consultation	Residents raised the issue of not being notified about the busway planning between Rochedale and Springwood. There is perception that there has been a lack of consultation with residents.	<p>The Department of Transport and Main Roads have undertaken two rounds of community consultation to date to seek feedback from local residents and businesses regarding the busway planning. In August 2008, the former Queensland Transport launched planning for the future extension of the South East Busway from Rochedale to Springwood. This round of community consultation introduced the Concept Design Study process and focused on gathering information on local issues affecting the planning.</p> <p>Consultation activities included:</p> <ul style="list-style-type: none"> <li>▪ project newsletters delivered to Rochedale South and Springwood areas</li> <li>▪ advertisements in local newspapers</li> <li>▪ website information</li> <li>▪ displays in local libraries, council offices and Centro shopping centre.</li> </ul> <p>Consultation on the draft Concept Design Study and draft alignment occurred for a five week period between 1 June and 3 July 2009. Five staffed displays were held at Logan North Library and Centro shopping centre. Newsletters were delivered to residential properties in the suburbs of Rochedale South and Springwood during the first week of June 2009. Advertisements in local papers and a project website were also included in this round of consultation.</p>
Parking	A considerable amount of feedback was received from residents and community members along the proposed corridor expressing concerns about the need for additional parking.	<p>There is no additional parking proposed at the Springwood Busway Station for the following reasons:</p> <ul style="list-style-type: none"> <li>▪ It is not government policy to provide parking within a Principal Activity Centre in the form of a park 'n' ride. Springwood is designated as a Principal Activity Centre within the South East Queensland Regional Plan (2009-2031). Development within a Principal Activity Centre is to encourage the provision of quality public spaces and enhance and promote pedestrian/cycle friendly environments.</li> <li>▪ Dedicated park 'n' ride facilities are currently provided or planned at Eight Mile Plains (additional 400 spaces proposed, bringing the total number of spaces to 1200), Rochedale Busway Station (750 spaces), Logan Hyperdome (750 spaces), and Paradise Road (169 spaces).</li> </ul> <p>The TransLink Transit Authority local bus network will be designed to connect to the busway, so that passengers can access the busway via their local bus stop.</p> <p>The number of kiss 'n' ride spaces at the Springwood Busway Station will be increased. Kiss 'n' rides allow for private vehicles to conveniently drop off and pick up passengers close to public transport.</p>

Issue type	Summary of comments	Response
Bus services	A number of suggestions regarding the range of bus services available to residents were made.	<p>As the South East Busway extension isn't expected to be delivered in the short-term, it is too early to identify the specific bus routes that will operate on the busway and at what frequency. Once the busway to Springwood is in operation, it is expected that buses travelling on the busway may be as frequent as one bus every 30 seconds in peak times. New services would also be introduced once the busway is built, depending on demand.</p> <p>The TransLink Transit Authority is responsible for improving and expanding public transport services across the south east Queensland network. The Department of Transport and Main Roads will be working closely with the TransLink Transit Authority to determine the bus services that will operate on the busway extension closer to construction. Your suggestion regarding bus services between Springwood and Brisbane City has been forwarded to TransLink Transit Authority for consideration in future bus service reviews.</p> <p>The South East Busway extension has been designed to allow local buses to connect to the busway, so that passengers can access the busway via their local bus stop. This means that local services will be able to pick up passengers in local streets and then join the busway for a fast, congestion-free journey.</p>
Land requirements	Many comments were received from community members about how the project would affect property owners and tenants, specifically the loss of property. Please note, in order to maintain confidentiality, none of the responses from private property meetings have been reflected within this section of the report.	<p>Although minimising impacts to property is a key goal during busway planning, a number of properties would be required to deliver the South East Busway extension. Property owners with a potential land requirement will be compensated in accordance with the relevant Queensland Government legislation. Where possible, the Queensland Government will seek to acquire private properties by negotiated agreement with the affected property owner. The Department of Transport and Main Roads has held meetings with property owners with potential land requirements during August/September 2008 and June/July 2009.</p>
Noise and air quality impacts and mitigation measures	There were some concerns around the level of noise that would be generated during construction and once the project was completed.	<p>Noise and vibration from construction activities have the potential to affect sensitive locations along the busway extension. Management strategies for the reduction of construction noise may include:</p> <ul style="list-style-type: none"> <li>▪ the installation of noise screens at an early phase of construction</li> <li>▪ noise limiting devices on construction equipment</li> <li>▪ limiting construction hours particularly in the morning and night.</li> </ul> <p>Community consultation will be undertaken prior to, and during, the construction phase to ensure residents living nearby are aware of the timing and type of activities to occur.</p> <p>Noise and air quality mitigation is proposed for when the busway is operational. These may take the form of noise walls and vegetation planting, and will ensure that noise and pollutant emissions from both the busway and Pacific Motorway remain within standards. Specific noise and air quality mitigation measures will be investigated closer to construction.</p>



Issue type	Summary of comments	Response
		<p>It is likely that noise barriers will be constructed adjacent to the busway. The choice of noise barrier depends on many factors including acoustic and visual considerations, safety requirements, public amenity and maintenance requirements. Noise barriers discourage deliberate trespassing and keep people and animals away from roads. Noise mitigation would ensure that noise emissions from both the busway and Pacific Motorway remain within standards.</p>
Community impacts	<p>The potential for community severance was an issue for some community members.</p>	<p>The Concept Design Study acknowledges social impacts that may result from the busway. However, with the implementation of impact management strategies, the extension of the South East Busway is expected to make an overall positive contribution to equity and quality of life in the Rochedale and Springwood communities. The following benefits are expected as a result of the busway:</p> <ul style="list-style-type: none"> <li>▪ increased accessibility to key destinations (including Brisbane CBD and Springwood)</li> <li>▪ providing more convenient, efficient, direct and reliable public transport</li> <li>▪ raising the public profile of public transport as an attractive alternative to private car travel</li> <li>▪ improved connectivity to community facilities and public spaces</li> <li>▪ supporting the development of Springwood as a Principal Activity Centre</li> <li>▪ improved connections to the wider pedestrian and cycle network including the Brisbane to Gold Coast Veloway on the western side of the Pacific Motorway.</li> </ul>
Future development (re-zoning of land)	<p>Community members and property owners within the corridor were interested in the future development of land not required for the busway.</p>	<p>The draft Concept Design Study has identified different options that could be applied to the land not required for the busway. One option is the possibility of future redevelopment. The implementation of this option would depend on future Logan City Council land use planning and consultation with local residents.</p> <p>One of the main purposes of community consultation was to seek feedback from local residents on their preference for the future use of any land not required for the busway. Your suggestion, to convert the remnant land to a vegetated buffer/bushland area, will be considered by the Department of Transport and Main Roads and Logan City Council in future busway design phases closer to construction and land use reviews.</p>
Construction	<p>Some property owners were concerned about potential construction impacts.</p>	<p>The government is committed to ensuring that the effects of construction on surrounding properties are kept to a minimum. Generally, at a time closer to construction, condition surveys would be undertaken on properties adjacent to the busway. The purpose of a condition survey is to analyse and document the condition of the property prior to construction. In the unlikely event that the construction process has an impact on a property, the survey report would be used for comparison purposes to identify the extent of this impact. This would help speed the process of undertaking the necessary remedial actions to restore the property to the pre-construction condition.</p>

## **2.8 Ongoing consultation**

### **2.8.1 Communication and consultation activities**

The final Concept Design Study will be released for community information upon approval by the state government. Community consultation for the South East Busway extension from Rochedale to Springwood will continue as the project moves into future detailed design and construction phases. As decisions are made about potential future staging priorities, this will involve working with key stakeholders and property and business owners to ensure opportunities continue for two-way communication between the project team and the community.