

2. Community consultation

2.1 Introduction

This chapter describes the process and results of community consultation undertaken for the development of the CoastConnect — Caloundra to Maroochydore Concept Design and Impact Management Plan (CDIMP).

Community consultation was integral to the development of the CDIMP. Local knowledge is essential to getting the planning right and ensuring that it meets the needs of existing and future residents and public transport users. Throughout the consultation process, a range of opportunities were offered for the community, businesses and property owners to provide feedback and help refine the plans.

2.2 Objectives

The objectives for community consultation for the CDIMP included:

- creating stakeholder and community awareness about the need for the project through the provision of correct, current and relevant information
- ascertaining and managing key stakeholder and community concerns and issues relating to the project
- managing stakeholder and community expectations of the project
- providing inclusive and regular opportunities for community members and stakeholders to participate in consultation
- providing stakeholders and community with feedback on how their views have impacted upon the project and related outcomes
- responding to all stakeholder and community inquiries within the timeframes specified in the correspondence protocols
- seeking community feedback on the Terms of Reference, draft concept designs and revised concept designs to inform the development of the CDIMP.

2.3 Stakeholder groups

Three main stakeholder groups were identified for the CoastConnect — Caloundra to Maroochydore project:

- general community
- property owners and business operators with potential land requirements
- state and local government.

Each of these stakeholder groups is described in the following section, including information on consultation methods and outcomes.

2.3.1 First group — General community

The general community as a stakeholder group includes residents, property owners, bus users, businesses and community facilities in those suburbs closest to the bus corridor and station locations. General community stakeholders were targeted through the distribution of project newsletters and print advertisements. Information sessions were also held in localities impacted upon by the proposal.

Industry and community groups

A number of industry and community groups were identified. These groups were sent letters informing them of the project. Interests/bodies targeted included:

- Chambers of Commerce
- citizens and ratepayers
- cycling
- education
- environment
- industry
- people with disabilities
- seniors
- tourism
- Urban Development Institute of Australia
- youth.

2.3.2 Second group — Potentially impacted property owners, business operators and business tenants

Property owners and business operators with potential land requirements are those people who own land or business that may be partially or fully required for the bus corridor. Once the CDIMP is approved and a land requirement is confirmed through the gazettal of the bus corridor, a state government requirement will potentially exist over their land. Closer to construction, there will be a requirement for some of these owners/business operators to relocate to make way for the future infrastructure.

Property owners and business operators who were impacted by the planning received 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 in privacy and with confidentiality.

A number of business tenants were identified as being indirectly impacted as a result of the potential removal of on-street parking. Throughout the planning and consultation, business tenants were delivered letters and project information by the project team and had the opportunity to provide feedback.

2.3.3 Third group — Local and state government departments

The following departments have been consulted throughout the preparation of the CDIMP:

- former Department of Main Roads (which has now merged with Queensland Transport to become the Department of Transport and Main Roads)
- Department of Infrastructure and Planning
- former Environmental Protection Agency (which is now within the Department of Environment and Resource Management)
- Sunshine Coast Regional Council
- TransLink Transit Authority
- Queensland Health
- former Department of Natural Resources and Water (which is now within the Department of Environment and Resource Management)
- Queensland Police Service
- Department of Education and Training.

All elected representatives have been consulted regarding the CoastConnect — Caloundra to Maroochydore project. Table 2-1 details the elected representatives that have been kept up to date as the project planning progressed.

Table 2-1: Details of the elected representatives consulted

	Name	Role
Federal	Peter Slipper	Member for Fisher
State	Fiona Simpson	Member for Maroochydore, LNP Shadow Infrastructure, Main Roads and Transport Minister
	Mark McArdle	Member for Caloundra
	Jarrod Bleijie	Member for Kawana
Local	Councillor Bob Abbott	Mayor, Sunshine Coast Regional Council
	Councillor Anna Grosskreutz	Representative for division 1
	Councillor Tim Dwyer	Representative for division 2
	Councillor Keryn Jones	Representative for division 3
	Councillor Chris Thompson	Representative for division 4
	Councillor Vivien Griffin	Representative for division 9

2.4 Consultation program

The community consultation program for the project consists of four different phases, as described in Table 2-2.

Table 2-2: Consultation program

Consultation stage	Purpose	Activities
Terms of Reference	<ul style="list-style-type: none"> ▪ obtain feedback from community on draft Terms of Reference. <p>Completed December 2007</p>	<ul style="list-style-type: none"> ▪ media release ▪ advertisements ▪ project newsletters — 50,000 distributed as a letterbox drop and at displays ▪ property letter to owners situated directly on the corridor ▪ information kits ▪ static displays at libraries and Department of Transport and Main Roads Customer Service Centres ▪ 1800 project hotline ▪ project email address ▪ reply paid mailing service established ▪ website created.
Consultation on initial concept designs	<ul style="list-style-type: none"> ▪ introduce CoastConnect to the community ▪ inform and educate the community about the project and its benefits and potential impacts ▪ seek feedback on the proposed infrastructure. <p>Undertaken 8 September to 17 October 2008</p>	<ul style="list-style-type: none"> ▪ briefings with stakeholders ▪ media release ▪ advertisements — print and radio ▪ project newsletter — 50,000 distributed as a letterbox drop and at displays ▪ property letters to owners potentially directly affected ▪ property letters to owners along the corridor but not potentially directly affected ▪ meetings with property owners ▪ project displays at libraries in the area which were staffed for three sessions ▪ four staffed displays at various locations in the area ▪ 1800 project hotline ▪ project email address ▪ feedback form ▪ reply paid mailing service ▪ website and online feedback form.

Consultation stage	Purpose	Activities
<p>Consultation on revised concept designs and preview of the CDIMP</p>	<ul style="list-style-type: none"> ▪ build understanding and acceptance of Coast Connect ▪ update community on changes proposed as a result of community feedback ▪ provide opportunities for genuine two-way communication ▪ promote the larger transport network and how all projects and benefits are interrelated. <p>Undertaken 29 June to 7 August 2009</p>	<ul style="list-style-type: none"> ▪ letters and meetings with elected representatives ▪ letters to potentially impacted property owners ▪ letters to indirectly impacted property owners and tenants ▪ email to stakeholder database contacts ▪ meetings with potentially affected property owners ▪ media release ▪ advertisements ▪ preview of CDIMP ▪ briefings with stakeholders ▪ project displays ▪ information sessions ▪ fact sheets ▪ posters ▪ information packs ▪ website information ▪ 1800 project hotline ▪ project email address ▪ feedback form ▪ reply paid mailing service.
<p>Release of CDIMP</p>	<ul style="list-style-type: none"> ▪ to close out the consultation process ▪ to release the final CDIMP ▪ the CDIMP will summarise the consultation, feedback and process which took place to finalise the designs ▪ this is an information-only round and will signify the end of the concept planning process for CoastConnect <p>Expected completion late 2010</p>	<ul style="list-style-type: none"> ▪ release CDIMP ▪ CDIMP In Brief ▪ media release ▪ advertisements ▪ letters to impacted property owners ▪ meetings with affected property owners ▪ website information ▪ 1800 project hotline ▪ project email address ▪ email to stakeholder database contacts.

Between late 2007 and August 2009, the project team received 512 formal written submissions and had one-on-one discussions with more than 1,000 community members and stakeholders.

Consultation statistics:

- 330 submissions
- 188 project and property hotline calls
- 182 feedback forms
- 385 attendees at information sessions and displays
- 267 property meetings
- 197 calls to property owners.

2.5 Consultation on draft Terms of Reference

The CoastConnect project was launched on 12 November 2007. Consultation on the draft Terms of Reference for the CDIMP was conducted between 19 November and 16 December 2007. A communication and consultation program was implemented to:

- introduce the project to the Sunshine Coast community and peak interest groups
- announce the start of concept planning
- invite comment on the project's draft Terms of Reference.

2.5.1 Communication and consultation activities

Community consultation activities for the draft Terms of Reference are outlined below:

Project hotline, email, reply paid and website

A free-call project hotline, CoastConnect email address, and reply paid mailing service were established to provide the community with various avenues for information exchange. A CoastConnect webpage provided a project summary, contact information, a link to the draft Terms of Reference, and an online feedback form. Details of the project hotline, email, reply paid address, and website were advertised through consultation activities including project newsletters, website, public displays and advertisements.

Advertisements

Half-page colour advertisements announcing the display of the draft Terms of Reference and outlining opportunities to provide feedback were placed in four local newspapers: the *Sunshine Coast Daily*, *Caloundra Weekly*, *The Weekly* (Maroochydore) and *Caloundra City News*. The first advertisement was printed the week before consultation began and a second reminder advertisement was printed 3 weeks later.

Newsletter 1

More than 50,000 project newsletters were published and delivered to residents, businesses and PO Boxes within the project catchment area. The catchment area was defined as 2 km either side of the proposed corridor.

Property letter

Approximately 3,000 personalised letters were delivered to property owners situated directly along the corridor including Nicklin Way, Brisbane Road, Aerodrome Road, Beerburrum Street, Buderim Street, Walan Street, Venning Street, Alexandra Parade, Horton Parade and Plaza Parade.

Information kits

Over 75 project information kits were mailed to various government agencies, property developers and community groups on the Sunshine Coast.

The kits included copies of:

- media release
- newsletter 1
- advertisement
- Terms of Reference information poster.

Library and customer service displays

Posters promoting the availability of the draft Terms of Reference and copies of the newsletter were displayed at various libraries and customer service centres across the Sunshine Coast including Caloundra City Library, Kawana Library, Maroochydore Library, Noosa Library, Queensland Transport Customer Service Centres (Caloundra, Maroochydore and Nambour), Caloundra City Council, Maroochy Shire Council and Noosa Shire Council. Although available, no feedback forms were completed.

2.5.2 Stakeholder liaison group

Nominations to be part of the stakeholder liaison group closed on 26 November 2007. Nominations were received from 15 peak interest groups. Through the stakeholder liaison group, the project team facilitated and encouraged open channels of communication between the project team and a range of Sunshine Coast peak community, business and special interest organisations. The forum allowed the opportunity for discussion and exchange of information on all aspects relating to CoastConnect — Caloundra to Maroochydore.

Members of the stakeholder liaison group included:

- Caloundra Chamber of Commerce and Industry
- Caloundra City Enterprises
- Commerce Queensland Sunshine Coast
- Education Queensland, Sunshine Coast North District Office
- Maroochydore Chamber of Commerce
- National Seniors Association, Caloundra Branch
- Passenger Transport, Queensland Transport
- Suncoast Cabs
- Suncoast Cycling Alliance
- Sunshine Coast Disability Agencies Network
- Sunshine Coast Environment Council
- Sunshine Coast Ratepayers and Residents Association
- Sunshine Coast Youth Partnership Inc.
- Tourism Sunshine Coast
- Urban Development Institute of Australia.

The stakeholder liaison group met twice and discussed a range of issues as identified in Table 2-3.

Table 2-3: Stakeholder liaison group meetings

Meeting	Topics covered
22 April 2008	Introductions, overview of the project, timeframes and future milestones, consultation and communication activities.
2 September 2008	Presentation of concept designs and options, benefits, bus priority measures, stop and station design, communication and consultation activities.

2.5.3 Communication statistics

Of the 155 members of the public who contacted the project team during consultation on the draft Terms of Reference, the vast majority used the project hotline and email address. A large majority of contact from the community and property owners during the Terms of Reference round was to register their interest or to be added to the mailing list and be kept informed.

Methods used to contact the project team included:

- 73 project hotline calls
- 66 emails
- 16 written submissions.

2.5.4 Issues raised

A summary of comments received during the consultation period, relevance to the Terms of Reference and associated project team responses is available in Appendix B. This summary was available on the project website along with the final Terms of Reference. Figure 2-1 provides a summary and frequency of issues raised.

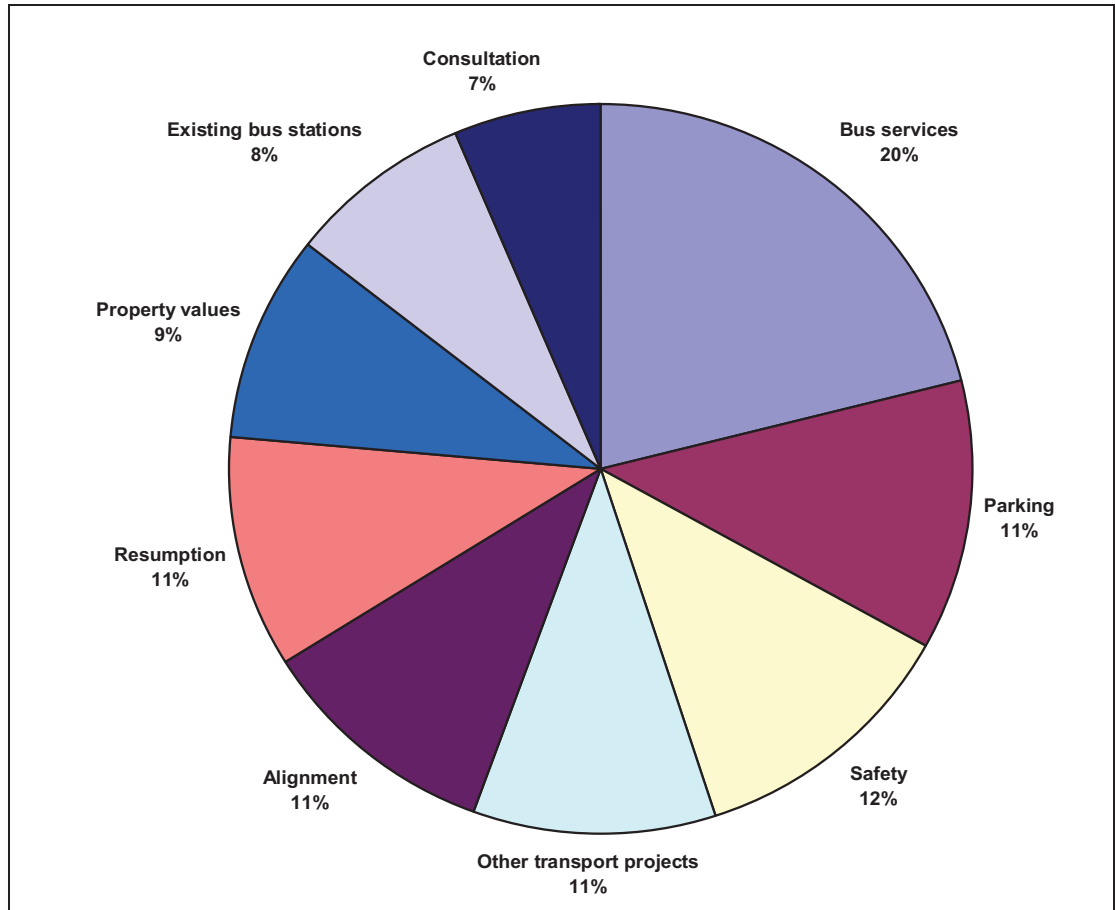


Figure 2-1: Frequency of issues raised — Terms of Reference

2.6 Consultation on draft concept designs

Consultation on the draft concept designs occurred for a 6-week period between 8 September 2008 and 17 October 2008. The activities held during the draft concept designs consultation were well attended and generated large volumes of feedback from the general community, government departments, business owners, affected property owners and interest and lobby groups.

2.6.1 Communication and consultation activities

Property hotline

In addition to the project hotline, email address and reply paid address; an extra project hotline was created for calls specifically relating to property.

Print advertisements

Half-page colour advertisements announcing the release of the draft concept designs and outlining opportunities to provide feedback were placed in three local newspapers (see Table 2-4 below). The advertisement was placed in the paper the week before the consultation period began.

Table 2-4: Display advertisement media schedule (draft concept designs)

Newspaper	Date
Sunshine Coast Daily	Wednesday, 3 September 2008
The Weekly(Maroochydore)	Wednesday, 3 September 2008
Caloundra City News	Friday, 5 September 2008

Radio advertisement

A 30-second radio advertisement was developed and aired on three different Sunshine Coast radio stations. Details of the media schedule are outlined in Table 2-5.

Table 2-5: Radio advertisement media schedule

Station	Date
Hot 91.1 FM Maroochydore	Sunday 31 August 2008
92.7 Mix FM Sunshine Coast	Sunday 31 August 2008
91.9 SEA FM Sunshine Coast	Sunday 31 August 2008

Website update — September 2008

A website update included information relating to the draft concept designs and proposed bus stop and station locations.

Property letters

Property owners and tenants — potentially impacted

On 28 August 2008 approximately 485 personalised letters were sent to property owners and business tenants potentially affected by the proposed concept designs. The letter invited people to call the property hotline to find out more information either over the phone or at a property meeting scheduled at a time convenient for them. Some owners resolved their concerns over the phone or via emails rather than a meeting.

On 16 October 2008 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.

Property owners and tenants — no longer impacted

As a result of more detailed design work, there were some properties that were no longer impacted by the CoastConnect — Caloundra to Maroochydore project. A property letter was sent to these owners and tenants advising that there was no longer a potential land requirement on their property.

Business tenants — potential parking impacts

Business tenants potentially affected by a reduction in on-street car parking were hand delivered a letter by the members of the project team. Property owners were notified by mail.

Newsletter 2

A second project newsletter was developed that provided an update on the proposed concept designs and advised consultation dates. The newsletter was distributed to approximately 50,000 households and businesses along the project corridor, and was enclosed in direct mail to the potentially affected property owners and business tenants.

Property meetings

Consultation with property owners potentially affected by the draft concept designs commenced in September 2008. A total of 244 property meetings were held. The purpose of the meetings was to inform property owners on any potential land requirements associated with the draft concept designs including proposed bus stop and station locations.

Contact flyers

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

Fact sheets

Two information fact sheets were produced — ‘Getting the balance right’ and ‘How could CoastConnect affect car parking?’ These fact sheets provided information on potential parking impacts associated with the draft concept designs and the importance of providing a balanced transport system for the Sunshine Coast.

Feedback form

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

- do you have comments on the bus station and stop options?
- do you have comments on the proposed bus/transit lanes?
- do you have any other comments on the CoastConnect project?
- how did you hear about CoastConnect consultation?
- would you like to be contacted by a member of the project team?

Community reference group

During the consultation period for the draft concept designs, a community reference group was formed. The purpose of setting up the community reference group was to provide a forum for representatives of the community and project officers to discuss preferred approaches to achieving an integrated transport and land use outcome for Alexandra Parade and Aerodrome Road. The community reference group comprised of 14 local business owners, operators and residents and was chaired by an independent facilitator.

The community reference group acted in an advisory capacity to the project team and provided advice on how to best design a public transport solution that fits in with the look and feel of the local area. Details of dates of community reference group meetings are in Table 2-6.

Key issues raised by community reference group members included:

- the importance of on-street parking
- pedestrian access and safety along Alexandra Parade
- Maroochydore bus and rail interchange proximity
- impacts on the environment
- coastal/urban amenity.

Table 2-6: Details of community reference group meetings

Meeting	Topics covered
19 November 2008	Introductions, purpose of group, timeframes, community concerns
3 December 2008	Design options
17 December 2008	Design revisions
4 February 2009	Design revisions, comments from group

Information sessions and displays

The 6-week consultation period involved a number of information sessions and project displays. Details of these displays were advertised through Newsletter 2, the project website, radio and print advertising, and direct mail.

Four information sessions were held at various locations throughout the 6-week consultation period (see Table 2-7 for details). Display material included large-scale aerial maps with the proposed concept designs and station locations, copies of Newsletter 2, feedback forms, contact flyers, fact sheets and various information posters.

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

Three staffed displays were held at various locations throughout the corridor. They were staffed by two to four members of the project team (see Table 2-8 for details). Project information was also available at various displays at libraries and council offices. These static displays included a general information poster, newsletters, contact flyers, fact sheets and feedback forms. Details of locations of displays can be found in Table 2-9.

Table 2-7: Information sessions for draft concept designs

Information sessions		
Thursday 11 September 2008 5 pm to 8 pm	Lake Kawana Community Centre Sportmans Parade, Bokarina	31 participants
Saturday 13 September 2008 9 am to 12 pm	Millwell Road Community Centre Millwell Road, Maroochydore	13 participants
Thursday 18 September 2008 5 pm to 8 pm	The Events Centre 20 Michinton Street, Caloundra	21 participants
Thursday 25 September 2008 5 pm to 8 pm	Millwell Road Community Centre Millwell Road, Maroochydore	90 participants

Table 2-8: Staffed displays for draft concept designs

Staffed displays		
Tuesday 9 September 2008 10 am to 12 pm	Caloundra Library Omrah Avenue, Caloundra	13 participants
Tuesday 16 September 2008 10 am to 12 pm	Kawana Library Nanyima Street, Buddina	19 participants
Tuesday 23 September 2008 10 am to 12 pm	Maroochydore Library 44 Sixth Avenue, Cotton Tree	19 participants

Table 2-9: Unstaffed displays for draft concept designs

Unstaffed displays	
Monday 8 September to Friday 17 October 2008	Caloundra Library
	Kawana Library
	Maroochydore Library
	Sunshine Coast Regional Council (Caloundra, Maroochydore and Nambour Customer Service Centres)

2.6.2 Communication statistics

A total of 760 people contacted the project team and included:

- 85 project and property hotline calls
- 422 submissions (including feedback forms)
- 206 attending information sessions/staffed displays
- 47 emails (N.B. this figure is not all emails received, as many were categorised as submissions).

In addition, there were 145 outgoing calls made to people who requested to be contacted by the project team to discuss their concern and issues. The 273 written submissions were received from individuals, community groups and government agencies.

All submissions received were reviewed by the project team, summarised and distributed to technical specialists for response. A summary of key issues raised during the draft concept designs stage is provided in Appendix C.

2.6.3 Issues raised

Appendix C also details the range of issues raised through feedback forms, submissions and interactions with the project team during the consultation period for the draft concept designs. It identifies how these issues were responded to and where these issues were addressed in the revised concept designs. Figure 2-2 shows the frequency of the issues raised.

The key issues identified included:

- lack of support for widening Alexandra Parade and Aerodrome Road to incorporate four and six lanes
- requests for a reduction in traffic and increased traffic-calming measures including lower speed limits particularly in the Alexandra Headland area. It was suggested that traffic be diverted to the Sunshine Motorway and other roads
- there was a lack of understanding that express buses would continue to operate along the Nicklin Way and the Sunshine Motorway and not be directed along a widened coastal route
- commercial acquisition
- potential reduction in on-street car parking for businesses
- potential reduction in on-street car parking for recreational purpose such as going to the beach
- perceived impacts on property values
- lack of cycling provisions including no separate cycle lanes
- concerns about pedestrian safety including suggestions for overpasses, underpasses and increased pedestrian crossings
- potential for after hours 'hooning' along any widened roads
- impacts on recreational beach amenity (access to beach)
- integration with Multi Modal Transport Corridor, Maroochy Station Corridor, Beerwah to Maroochydore rail line (also known as CAMCOS), Sunshine Motorway, Maroochy Boulevard, Caloundra Road and Bulcock Street
- difficulty accessing businesses on Aerodrome Road
- issues with existing public transport system
- shuttle bus/feeder services suggested rather than bus lanes
- bus stop locations
- noise impacts
- travel time and frequency of services
- no bus service through to the Caloundra roundabout along Nicklin Way.

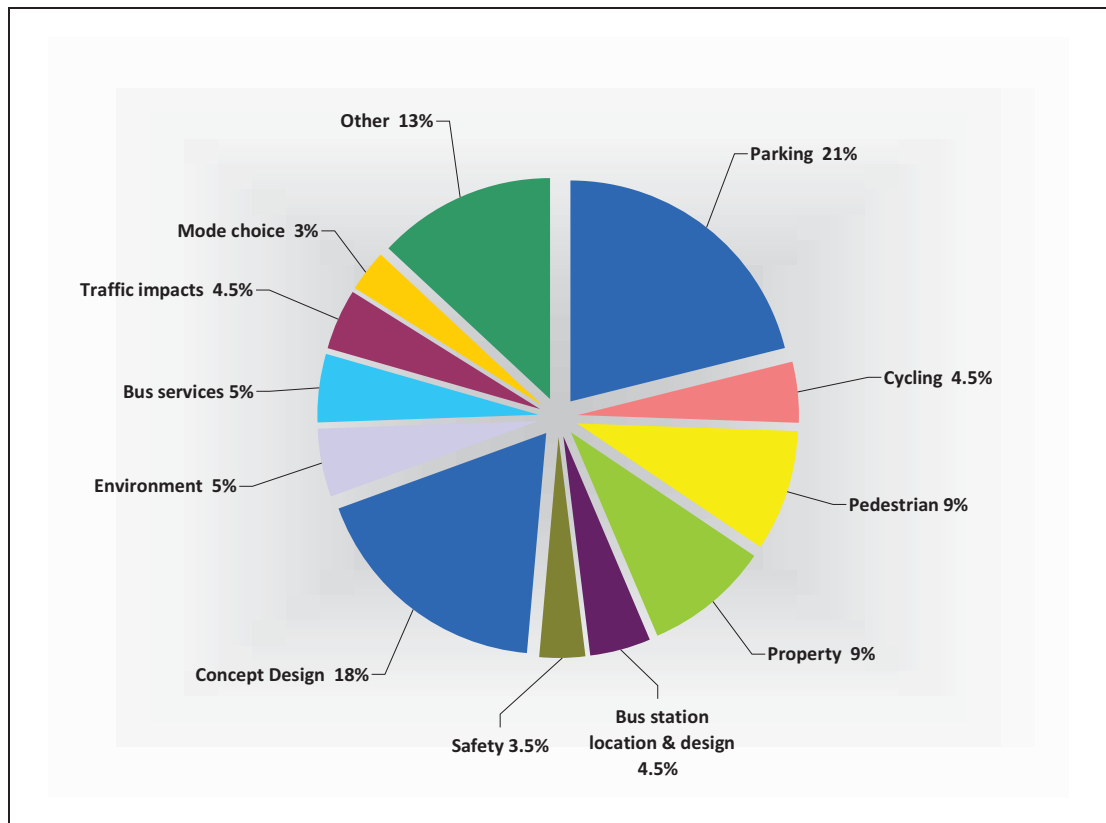


Figure 2-2: Key issues raised — draft concept designs

2.6.4 Tabled petitions

Since the initial concept designs were released in September 2008, 11 petitions including one e-petition have been tabled in Queensland Parliament. The e-petition registered 722 signatures from 26 November 2008 to 28 February 2009. Ten paper petitions registered between October 2008 and February 2009 received a total of 4,280 signatures.

2.7 Consultation on revised concept designs

Community consultation on the revised concept designs commenced on Monday, 29 June 2009 and concluded on Friday, 7 August 2009. The purpose of this round of community consultation was to present and invite feedback on the revised concept designs, station options and a preview of the CDIMP.

2.7.1 Communication and consultation activities

Print advertisements

Half-page colour advertisements announcing the release of the revised concept designs and outlining opportunities to provide feedback were placed in three local newspapers (see Table 2-10 on the following page).

Table 2-10: Display advertisement media schedule (revised concept designs)

Newspaper	Date
Sunshine Coast Daily	<ul style="list-style-type: none"> ▪ week commencing 2 June 2009 ▪ week commencing 29 June 2009 ▪ Friday 17 July 2009.
The Weekly (Maroochydore)	<ul style="list-style-type: none"> ▪ week commencing 22 June 2009 ▪ week commencing 29 June 2009 ▪ Wednesday 22 July 2009.
Caloundra City News	<ul style="list-style-type: none"> ▪ week commencing 22 June 2009 ▪ week commencing 29 June 2009 ▪ Saturday 25 July 2009.

Website update — June 2009

A website update provided information on the revised concept designs, contact details and details of community consultation activities. A preview of the CDIMP was also available on the website.

Property letter

During late August and early September, approximately 600 letters were sent to property owners and business tenants potentially affected by the revised concept designs. This letter updated property owners and business tenants on the planning progress, advised potential land requirements as a result of more detailed design work and sought a property meeting.

Preview of the CDIMP

The preview contained the revised concept designs and a selection of the preliminary findings of the CDIMP.

The preview was prepared to:

- show how the plans had been revised in response to community feedback gained from the consultation held in September/October 2008 and the results of ongoing technical studies
- provide more information about the project, including why it is needed, how it might look and when it could be built.

Property meetings

Consultation with property owners potentially impacted by the revised concept designs commenced in July 2009. A total of 23 property meetings were held. The purpose of the meetings was to update property owners on any potential land requirements associated with the revised concept designs. The number of property meetings held during the revised concept designs round was considerably less than the number held at the draft concept designs round. Some property owners requested to be contacted by a member of the project team by phone so 52 outgoing calls were made to address their concerns.

Information sessions and displays

Three information sessions were held throughout the 4-week consultation period. Display material included large-scale aerial maps with the revised concept designs and preferred station options, copies of the preview document, feedback forms, fact sheets and various information posters. Technical experts were available to answer questions and participants had the opportunity to speak with a member for the project team. Table 2-11 provides details of dates, location and number of participants for the sessions.

Table 2-11: Information sessions for the revised concept designs

Information sessions		
Wednesday, 1 July 2009 5 pm to 8 pm	Millwell Road Community Centre Millwell Road, Maroochydore	23 participants
Wednesday, 8 July 2009 6 pm to 9 pm	Mooloolaba Surf Club The Esplanade, Mooloolaba	54 participants
Tuesday, 14 July 2009 noon to 2 pm	Sunshine Plaza (near Coles) Plaza Parade, Maroochydore	33 participants
Saturday, 18 July 2009 9 am to noon		23 participants
Wednesday, 22 July 2009 5 pm to 8 pm	Lake Kawana Community Centre Sportmans Parade, Bokarina	30 participants
Thursday, 30 July 2009 5 pm to 8 pm	The Events Centre 20 Minchinton Street, Caloundra	16 participants

Table 2-12: Unstaffed displays

Unstaffed displays	
29 June to 7 August 2009	Caloundra Library
	Kawana Library
	Maroochydore Library
	Sunshine Coast Regional Council (Caloundra, Maroochydore and Nambour Customer Service Centres)
	Department of Transport and Main Roads Customer Service Centres (Caloundra, Maroochydore and Nambour)

Feedback forms

Feedback forms were developed and made available at information sessions and displays. The feedback form was divided into sections to allow people to provide their comments on each sections revised concept designs.

Fact sheets

Eight fact sheets were developed and included information about the revised concept designs and, where relevant, car parking and cycle options. Topics included:

- Section 1 and 2 — Caloundra and Currimundi
- Section 3 and 4 — Nicklin Way and Kawana Town Centre
- Section 5 — Mooloolaba
- Section 6 — Alexandra Parade
- Section 7 — Maroochydore
- getting the balance right
- general information including details of information sessions, staffed displays and contact details.

These fact sheets were available at project displays and information sessions. All fact sheets included project team contact details.

2.7.2 Communication statistics

A total of 283 people contacted the project team and included:

- 30 project and property hotline calls
- 74 submissions (including feedback forms)
- 179 attending information sessions.

2.7.3 Issues raised

Appendix D details the range of issues raised through feedback forms, submissions and interactions with the project team during the consultation period for the revised concept designs. Figure 2-3 shows the frequency of the issues raised.

The key issues identified included:

- support for the revised concept designs for Alexandra Parade
- preferences for proposed bus stop and station locations
- requests for a reduction in traffic and increased traffic calming measures including lower speed limits
- location and frequency of bus services/routes
- preferences for proposed cycle options
- concerns over reduced parking
- concerns over potential impacts on environment and green spaces.

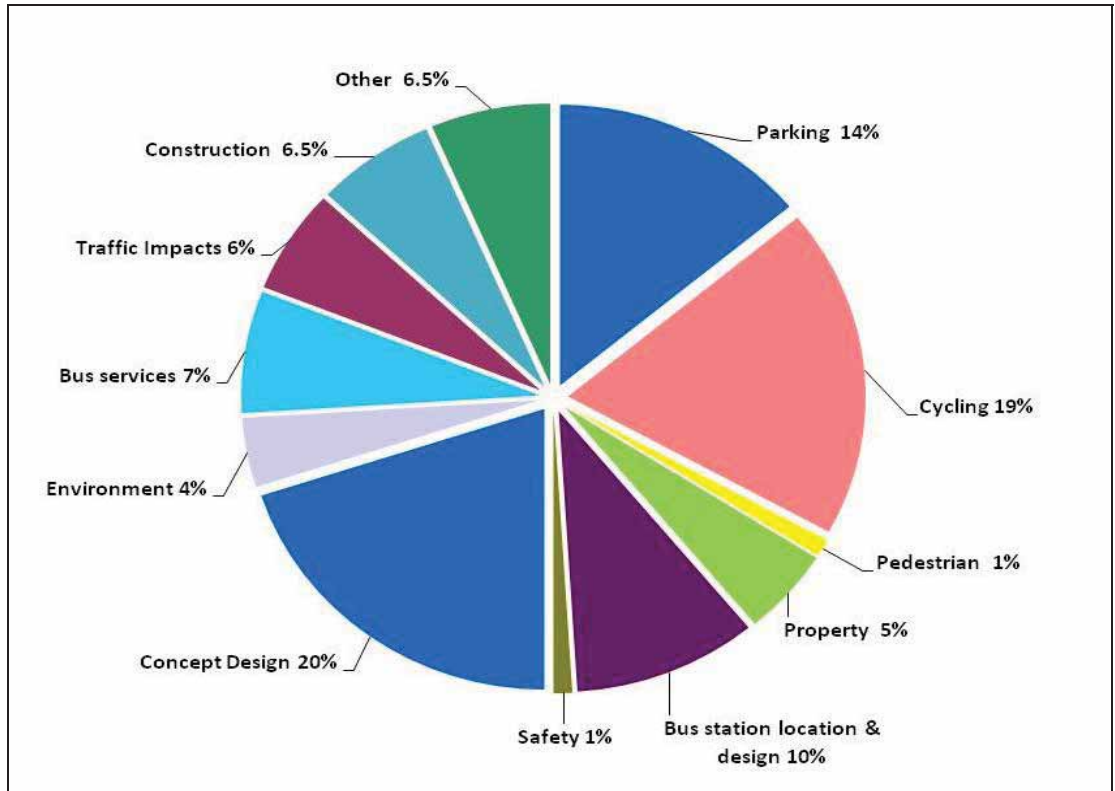


Figure 2-3: Key issues raised — revised concept designs

2.8 Ongoing communication

2.8.1 Communication and consultation activities

The CDIMP will be released for community information upon approval by the state government. If the planning is approved, community consultation on the CoastConnect — Caloundra to Maroochydore project will continue as the project moves into future detailed design and construction phases.

