

# **Appendix B**

Summary of comments and  
responses to consultation on ToR



## Summary of Feedback – CoastConnect: Caloundra to Maroochydore Quality Bus Corridor

Consultation on the draft Terms of Reference for the CoastConnect Concept Design and Impact Management Plan was conducted between November 19 and December 16, 2007. A total of 158 people contacted the project team by phone, mail, email or via the project website. The majority of enquiries were received from stakeholders in close proximity to Nicklin Way (42.8%) followed by stakeholders in Mooloolaba (17.86%).

Nearly half of all respondents (45.13%) registered their interest in the project and requested to be kept informed. Key issues for the community included: existing and future bus services; the loss of parking; safety; the proposed alignment; and property impacts. The table below summarises the feedback received during the consultation period.

ISSUE	TERMS OF REFERENCE	COMMUNITY FEEDBACK	RESPONSE
Bus stops and stations	<p>5.2 <u>Network Integration Strategy:</u></p> <p>5.2.3 Bus stations</p>	<p>Requests for bus stops to be relocated and/or introduced were received. Particular requests were made regarding bus stop additions along Alexandra Parade and Aerodrome Road.</p>	<p>Site specific requests for bus stops have been forwarded to the design team for consideration.</p> <p>A complete review of bus stop locations is part of the project's scope. Crime Prevention Through Environmental Design (CPTED) and safety will be key factors in the design and location of stations.</p> <p>More information will be available when corridor options are developed in 2008.</p>
5.2.1 Quality bus corridor station and stop location criteria	5.2.1 Quality bus corridor station and stop location criteria	It was suggested the project consider park and ride facilities at major bus stations.	Ease of access to the corridor and parking will be considered as part of the Concept Design and Impact Management Plan.

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Bus stops and stations cont.	5.2.1 Quality bus corridor station and stop location criteria	The improvement of the Caloundra bus station (design and operation) was considered an important feature of the project. The main issues were finding the bus station and safety of the facility.	The upgrade of existing bus stations is included in the scope of the project and design options will be consulted on in 2008. The focus of bus station upgrades will be on improving operating efficiency, passenger access, safety and legibility.
Bus services	5.2 <u>Network Integration Strategy:</u> 5.2.5 Bus operations and route planning	Several requests for service improvements were received. The need for East/West services, services in new growth areas and Hinterland-Coast connections, were considered by some residents as a higher priority than the improvement of existing bus services along an already well serviced corridor.	Requests and comments about new and existing services outside of the proposed corridor have been redirected to the TransLink for consideration.  The <i>TransLink Network Plan</i> considers and plans for future public transport needs and service demand. The plan is available on TransLink's website ( <a href="http://www.translink.com">www.translink.com</a> )
	5.2.5 Bus operations and route planning	The provision of quality bus services from the Coastal towns to Nambour Hospital was also mentioned as a high need.	As above
Parking	5.1 <u>Traffic and Transport:</u> 5.1.3 Existing and future parking demand 5.1.4 Potential transport impacts 4.5.1 Quality bus corridor planning layouts	Residents and property owners along Nicklin Way, Brisbane and Aerodrome Roads expressed concern for loss of parking. There were also concerns that businesses would fail without the provision of on-street parking.	Parking impacts will not be known until the design options are developed.  One-on-one meetings between the technical team and property owners will be scheduled to discuss potential impacts as they become known.

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Safety	<p>5.4 <u>Concept Design and Engineering:</u></p> <p>5.4.6 Safety</p>	<p>Some residents along the proposed corridor expressed concerns for their safety when crossing the bus priority corridor to get in and out of their driveways.</p>	<p>Safety is of paramount importance to the project team and community, commuter and road user safety will be considered in developing options for the corridor.</p>
Proposed alignment	<p><u>1. What is CoastConnect?</u></p> <p>1.1.2 Planning so far</p>	<p>The alignment was criticised as running parallel to the proposed CAMCOS rail line and in effect duplicating the ‘spine’ service.</p>	<p>The CoastConnect corridor will provide a high level of access for local trips to population and employment centres on the Sunshine Coast. It will connect to the CAMCOS rail network at key stations in Caloundra, Kawana and Maroochydore.</p> <p>CoastConnect, unlike heavy rail, allows buses to cater to a broad catchment, not just the suburbs adjacent to the bus corridor.</p>
<p>1.1.2 Planning so far</p> <p>5.3 Corridor alignment selection</p> <p>5.2.5 Bus operations and route planning</p>		<p>It was suggested the alignment extend to Kawana Forest area and possibly use the proposed Multi-Modal Transport Corridor at Creekside.</p>	<p>The scope of CoastConnect planning does not include investigations for an alignment to the Kawana Forest area. TransLink is continually investigating the need for services and infrastructure in growth areas. This feedback has been forwarded to TransLink for consideration.</p>

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Property impacts	<p>5.8 <u>Land Use and Planning:</u></p> <p>5.8.1 Description of existing environment</p> <p>5.8.2 Potential benefits, impacts and mitigation measures</p> <p>5.17 <u>Legislative and policy requirements</u></p>	<p>A mix of concerns were expressed relating to property including the impact on sale and rent values (before, during and after construction), resumptions of property (land or entire buildings).</p>	<p>The nature and extent of property impacts is not yet known. More information will be available when design options have been developed.</p> <p>One-on-one meetings between the technical team and property owners will be scheduled to discuss potential impacts as they become known.</p>
Priority treatments	<p>2 <u>Quality Bus Corridors</u></p> <p>2.1 What is a quality bus corridor?</p> <p>5.1 <u>Traffic and Transport</u></p> <p>5.1.2 Transport demand and traffic forecasting</p>	<p>It was suggested Brisbane Road and Walan Street be converted to one-way at peak hour so as to force traffic onto the Sunshine Motorway.</p>	<p>Brisbane Road and Walan Street are under the control of Maroochy Shire Council and any change in the management of traffic along these roads is a decision for council.</p> <p>TransLink is working with local government and Main Roads to develop bus priority options that do not compromise the function of key roads in the corridor.</p>
5.1.2 Transport demand and traffic forecasting	5.1.2 Transport demand and traffic forecasting	Bus only lanes would not work as traffic congestion will force them to be reopened to all traffic in time.	Strategies to increase the use of public transport and reduce traffic congestion are important tools in managing the pressures of population growth. The inclusion of transit lanes will be assessed as one of the possible priority measures in the corridor. To make public transport an attractive option for commuters the reliability and running times of buses must improve to compete with those of private vehicles.

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Priority treatments cont.	<p>5.4 <u>Concept Design and Engineering:</u></p> <p>5.4.5 Operational issues</p> <p>5.4.6 Safety</p>	The use of high occupancy vehicle lanes raised safety concerns.	A range of priority treatments will be considered as part of the design process and may include the use of T2 and T3 (transit) lanes and dedicated bus lanes. Rigorous design criteria will ensure the application of safe and effective treatments throughout the corridor.
Project timing	<p>5.2 <u>Network Integration Strategy</u></p> <p>5.2.5 Bus operations and route planning</p> <p>5.2.6 Bus priority staging</p>	The project should be delivered earlier and bus services revised to accommodate early morning travellers.	<p>The economic, social and cultural benefits of an efficient and attractive public transport system are far reaching. The planning, design and construction process for CoastConnect is thorough to ensure maximum benefits and minimum impacts to community.</p> <p>Subject to funding availability, TransLink will roll-out improvements to the bus network in the CoastConnect corridor as early as 2009/10.</p>
	5.2.6 Bus priority staging	Fuel prices (Peak Oil) are skyrocketing and the need for this project to be fast tracked is clear.	<p>TransLink has accelerated the planning and design of this corridor.</p> <p>The business case for the project will identify the optimum staging for infrastructure improvements. TransLink may consider reprioritising its projects to allow for the early delivery of project outcomes.</p>

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Mode choice	<p><u>2 Quality Bus Corridor</u></p> <p>2.1 What is a quality bus corridor?</p>	<p>Light rail would be more effective than buses in increasing public transport mode share and generating less pollution.</p>	<p>The State Government, through the <i>South East Queensland Infrastructure Plan and Program</i> (SEQIPP) has determined that bus is the appropriate mode for the CoastConnect project.</p> <p>While light rail is not being considered in current planning, the bus corridor will be planned and designed to a standard that will make it possible to be converted to an alternative mode or technology in the future.</p>
		<p>The use of articulated, bi-articulated or guided buses should be considered to decrease vehicle emissions, improve riding quality, increase capacity and reduce operating costs.</p>	<p>The specific bus fleet for the corridor is not in the scope of this project; however TransLink's bus fleet will be upgraded over time to meet a range of quality standards, including environmental criteria.</p> <p>The potential use of articulated or bi-articulated vehicles will be dependant on the required capacity of the corridor. Bus stations will be designed to accommodate both rigid and articulated vehicles.</p>
		<p>The use of carbon neutral gas buses would produce less emissions and noise than diesel buses, and investigation into hybrid buses may also be warranted.</p>	<p>The specific bus fleet for the corridor is not in the scope of this project, however TransLink's bus fleet will be upgraded over time to meet a range of quality standards, including environmental criteria.</p>



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Environment		<p>The project will play a large role in reducing car dependence and the associated environmental and social problems.</p>	Noted.
	<p><u>5.14 Air Quality</u>            5.14.1 Description of existing environment            5.14.3 Potential benefits, impacts and mitigation measures - operational</p>	<p>The project should address air pollution from vehicle emissions and avoid visual pollution from billboards.</p>	<p>The scope of this project is limited to the provision of infrastructure. The suggestion has been forwarded to TransLink for consideration.</p>
Ecology	<p><u>5.10 Ecology – Flora and Fauna</u></p>	<p>Efforts should be made to minimise possible impacts on environmentally sensitive areas especially where the existing transport corridor is close to and/or traverses Ben Bennett Botanical Park, Currimundi Creek, and Mooloolah River.</p>	<p>A complete environmental impact assessment and management plan will be conducted as part of the study.</p>
Vegetation	<p><u>5.10 Ecology – Flora and Fauna</u>            5.16.2 Potential benefits, impacts and mitigation measures - climate</p>	<p>The Terms of Reference at 5.10, 5.16 mentions revegetation without adequate detail. Recommend both vegetation salvage and revegetation be given high priority and carried out to the maximum possible.</p>	<p>Any potential vegetation impacts will be assessed and mitigation plans developed, including condition surveys and replacement/transplanting strategies.</p>

<b>ISSUE</b>	<b>TERMS OF REFERENCE</b>	<b>COMMUNITY FEEDBACK</b>	<b>RESPONSE</b>
Noise	5.13 <u>Noise and vibration</u>	Noise barriers may interrupt views	A noise assessment will be conducted throughout the corridor and site specific mitigation measures will be addressed where required.
	5.13 <u>Noise and vibration</u>	Without noise barriers the potential noise from extra traffic will make life near the corridor uncomfortable.	Land owners and residents will have an opportunity to discuss noise concerns and mitigation measures with the project team when options are developed in 2008.
Greenspace	5.9 <u>Urban design, landscape and visual</u>	Concerns that greenspaces along the corridor will be resumed.	Impacts on significant greenspaces along the corridor will be avoided where possible.  The community will have an opportunity to provide input on benefits and impacts when options are developed in 2008.
Wildlife	5.10 <u>Ecology – Flora and Fauna</u>	Concern for flora and fauna, terrestrial and aquatic, loss and disturbance to habitat and connectivity, destruction of vegetation classified as endangered regional ecosystems and water quality.  Suggestion to include fauna underpasses or cross overs along the route for the safe movement between habitats.	The CoastConnect project is generally contained within existing major road corridors and any impacts to wildlife will be investigated as part of the Concept Design and Impact Management Plan.  The Concept Design and Impact Management Plan will identify and make recommendations about a range of environmental issues.

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Hydrology	<p>5.11 <u>Hydrology/hydraulics</u></p> <p>5.15 Soils, <u>topography</u> and <u>geo-morphology</u></p>	<p>Concerns were raised about flooding due to hydrological regimes, containment and treatment of storm water run off, erosion, acid sulphate soils.</p>	<p>The Concept Design and Impact Management Plan will identify and make recommendations about a range of environmental issues, including impacts on waters systems and soils within the corridor.</p>
Cycling and Pedestrian	<p>5.2 <u>Network Integration Strategy</u></p> <p>5.2.4 Pedestrian and cycling access and associated facilities</p>	<p>Consider cycling and pedestrian networks along the corridor.</p>	<p>Enhancements to cycle and pedestrian networks are included within the scope of the CoastConnect project. Where possible, improvements will be delivered as part of the project implementation.</p>
		<p>The Terms of Reference (5.2.4) neglects the provision of a cycle network along the corridor</p>	<p>The inclusion of cycle network improvements will be in accordance with the Queensland Transport <i>South East Queensland Principal Cycle Network Plan</i>.</p>
	<p>5.2.4 Pedestrian and cycling access and associated facilities</p>	<p>Cycling routes should be established ASAP as the present network does not support commuters or sporting cyclists. End of trip facilities will be important.</p>	<p>A copy of the plan can be downloaded from Queensland Transport's website (<a href="http://www.transport.qld.gov.au">www.transport.qld.gov.au</a>).</p> <p>The project scope includes the provision of supporting infrastructure required for promoting cycling and walking as preferred modes of access.</p>

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Cycling and Pedestrian cont.		Buses could have front-mounted racks to carry bicycles like Brisbane City Council buses.	This suggestion has been forwarded to TransLink for consideration.