

Appendix C

Summary of issues and responses –
consultation on draft concept designs

CoastConnect – Caloundra to Maroochydore

Round 2: Summary of feedback

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Draft concept design options

Consultation on the draft concept design options for the CoastConnect - Caloundra to Maroochydore Quality Bus Corridor was conducted between 8 September and 17 October 2008. A total of 472 people contacted the project team through various methods including submitting feedback forms and written submissions, calling the project hotline and attending consultation events.

Some of the key issues raised by the community included the draft concept design

options, the proposed loss of parking, pedestrian access and safety, bus stop locations, property impacts and cycling provisions.

*Please note this report is a summary of the feedback received on the draft concept design options for CoastConnect. In most instances, the summary of contents column reflects responses from more than one community member. Please refer to the Preview Concept Design and Impact Management Plan for further details of how the CoastConnect plans have been revised and community feedback responded to by the Department of Transport and Main Roads.

Issue type	Summary of contents	Frequency
Concept design	<p>Residents and business owners generally did not support widening of Alexandra Parade and Aerodrome Road and suggested reducing traffic through this area. In summary, feedback included:</p> <ul style="list-style-type: none"> • Opposed to six lanes along Alexandra Parade and Aerodrome Road, Maroochydore. • Alexandra Parade and Aerodrome Road should be for local traffic only. • Suggestion of a 'cul-de-sac approach' with access to and from the Sunshine Motorway rather than progressively along the beach front. • Alignments should be via the Sunshine Motorway and Maroochy Boulevard or Sugar/Maud Streets. Suggestions to create four lanes on Sugar/Maud Streets. • Convert an existing lane rather than add a lane along Alexandra Headland and Alexandra Parade. • Rather than six lanes on Alexandra Parade and Aerodrome Road consider creating bus lanes at the lights only. • Make Alexandra Headland, Alexandra Parade, Aerodrome Road a shared zone. Suggestions to beautify, boulevard, add traffic calming, speed bumps (flat plateau style) and slow traffic. Give people priority over cars. • Take buses off Alexandra Parade via Mari Street and along a two lane busway to the east of the Nelson Park Lake. • Reopen access to the Sunshine Motorway at the Wises Road roundabout. • Create a transport hub out of the Maroochydore Central Business District with feeder services. • Buses should continue to use Foote Street, Mooloolaba rather than adding a lane to Hancock Street. • Suggestion to change the signage on the Sunshine Motorway to help alleviate traffic congestion on Brisbane Road. • 'De-main' Alexandra Parade and allow the road to be managed by the Sunshine Coast Regional Council. 	18%

Response

All community feedback gained from the consultation held in September/October 2008 has been forwarded to the design team for consideration. The initial draft concept designs have been revised in response to community feedback and the results of ongoing technical studies.

The revised concept designs now show limited widening of Alexandra Parade. Generally the width of the road will remain the same as it is, with some widening at major intersections to give buses priority at traffic lights. Bus queue bypasses are proposed at the intersections of:

- Buderim Avenue
- Pacific Terrace
- Okinja Road and
- Sixth Avenue.

Continuous bus lanes along Aerodrome Road are now only proposed between Sunshine Plaza and near Third Avenue, Maroochydore.

Again, there will be some widening at major intersections to give local buses priority at traffic lights.

Requests to 'de-main' Alexandra Parade and Aerodrome Road and turn them into a slow speed environment managed by the local Council have been forwarded to the Sunshine Coast Regional Council and elevated within the Department of Transport and Main Roads for careful consideration. 'De-maining' has implications on the greater transport network and the ownership/management of the road, and needs to be further investigated. The underlying issues relate to improving pedestrian access to/from the beach and reducing land and road standards to discourage through traffic.

A community reference group was formed in November 2008 to act in an advisory capacity to the project team. This group of 14 local business operators and residents has provided advice on how to best design a public transport solution that fits with the look and feel of the area.

Issue type	Summary of contents	Frequency
Parking impacts	<p>Residents and business owners along the proposed corridor expressed concerns about the proposed loss of car parking and subsequent impacts on business and visitor parking. There was strong support to retain parking on Nicklin Way, Alexandra Parade and Aerodrome Road. In summary, feedback included:</p> <ul style="list-style-type: none"> • Support businesses by providing for passing traffic and accessible parking. • Add more parking along Alexandra Parade. • Keep current parking and add additional parking for safe beach and recreational access along Alexandra Parade. • Introduce clearways and temporary bus lanes during the holiday periods with 'no parking' signage. • Have no parking signs between 7 am–9 am and 3 pm-5 pm to give free flow for the buses. • Use cordon parking. • Narrow the median to retain parking. • Use Alex Surf Club site in Mari Street for car parking. • Convert the small green area on the beach side (adjacent to Sea Breeze Caravan Park) opposite Key Largo to a small car park. • Promote public transport through park 'n' ride facilities and services with frequent shuttle buses accessing Sunshine Motorway and Mooloolaba, Alexandra Parade and Maroochydore. • Reduce loss of parking on Brisbane Road by relocating car parking to green park/open space on Brisbane Road. • Maintain on-street parking on Alexandra Parade and Aerodrome Road. 	21%

Response

In the revised plans, the Department of Transport and Main Roads has reduced the number of on-street car park impacts, compared to the original draft plans. On-street parking for businesses and homes has been maintained wherever possible by narrowing the median between intersections and careful redesign.

Additional parking provision along Brisbane Road is being investigated. Please refer to Preview Concept Design and Impact Management Plan for further details.

The Department of Transport and Main Roads has investigated ways to retain and improve beachside parking along Alexandra Parade as much as possible. Replacement parking is being considered on part of the Boolarong Crescent memorial site, Alex Surf Club car park, Okinja Road and the area south of the Sea Breeze Caravan Park.

A preliminary economic analysis of potential parking impacts will be provided in the Concept Design and Impact Management Plan due for release in late 2009.

Issue type	Summary of contents	Frequency
Pedestrian access	<p>Pedestrian access and safety throughout the corridor was a key concern. In summary, feedback included:</p> <ul style="list-style-type: none"> • Raise pedestrian crossings/overhead crossings and add more pedestrian lights. • Need to ensure safety on Nicklin Way at Currimundi. • Don't create a greater physical barrier between the population and the water. • Promote enhanced safety along Alexandra Parade, Aerodrome Road and Mooloolaba. • Include raised pedestrian crossings every 300 m to 400 m along Alexandra Parade and Aerodrome Road. • Improve pedestrian access from the Mooloolaba station options to the Mooloolaba Esplanade. 	9%

Response

The revised concept designs have planned for a number of long-term pedestrian overpasses including Currimundi Market Place, Kawana Shoppingworld, Walan Street (Mooloolaba) and Horton Parade (Maroochydore).

Improved pedestrian connections are planned along the corridor including proposed safety improvements/signalisation of the school crossing at Thunderbird Drive (opposite Kawana Waters State College) and possible future signals at Jinang Street, Warana.

Improved pedestrian connections are proposed near the Alex Surf Club, Alexandra Parade. This includes signalising the Mari Street intersection and relocating the pedestrian crossing near the surf club.

The Department of Transport and Main Roads proposes pedestrian signals between Fifth Avenue and Wrigley Street as well as proposed pedestrian signals and traffic lights at Rose Street to provide safe crossing points along Aerodrome Road as this area redevelops.

Issue type	Summary of comments	Frequency
Safety	<p>Safety for pedestrians and motorists along the corridor was important. In summary, feedback included:</p> <ul style="list-style-type: none"> • Reduce the speed limit along Alexandra Headland, Alexandra Parade and Aerodrome Road. • Implement traffic calming to assist with alleviating ‘hooning’, particularly along Alexandra Parade and Aerodrome Road. • Promote pedestrian safety for those accessing the beach and crossing six lanes of traffic. 	3.5%

Response

Safety is of paramount importance to the Department of Transport and Main Roads and options to increase pedestrian crossing safety and reduce the speed environment are being investigated.

Improved pedestrian connections are planned along the corridor including proposed safety improvements/signalisation of the school crossing at Thunderbird Drive (opposite Kawana Waters State College) and possible future signals at Jinang Street, Warana.

Additional traffic controls in the form of a left in/out island at Bukatilla Street, Alexandra Headland are being investigated.

The Department of Transport and Main Roads no longer proposes widening Alexandra Parade to six lanes. Generally, the width of the road will remain as it is, with some widening at major intersections to give buses priority at traffic lights.

The department proposes pedestrian signals between Fifth Avenue and Wrigley Street as well as proposed pedestrian signals and traffic lights at Rose Street to provide safe crossing points along Aerodrome Road.

Issue type	Summary of contents	Frequency
Bus stops/ stations and design options	<p>Some comments were received regarding the proposed bus station options at Caloundra, Kawana, Mooloolaba and Sunshine Plaza. Requests were also made to relocate and ensure that local bus stops are safe and accessible and do not impact on access to local businesses and residential properties. In summary, feedback included:</p> <ul style="list-style-type: none"> • Keep the existing bus stop location on Rinaldi Street, Moffat Beach (instead of relocating the stop to Roderick Street). • Relocate the bus stop proposed for Buccleugh Street, Moffat Beach. • Move the bus stop proposed for the corner of Ann Street and Cooroy Street, Currimundi to south of Coochin Street. • Retain the bus stops at Dicky Beach shops. • Ensure that the proposed overpass/foot bridge connecting Nicklin Way bus station and Kawana Shoppingworld is safe and does not compromise the privacy of surrounding homes. • Locate a bus station in the Millwell Road area. Encourage buses to use the Maroochy Boulevard. • Improve efficiency and enhance safety at Sunshine Plaza station. • Consider a window space slot in the bus shelter walls so seated passengers can see approaching buses. 	4.5%

Response

The Department of Transport and Main Roads has undertaken a complete review of proposed bus stops along the full length of the corridor. A number of stops have been relocated or removed to minimise impacts on parking and private property. There are more than 100 stops and stations along the CoastConnect corridor. The CoastConnect team has aimed to situate stops:

- in pairs (where possible on opposite sides of the road) close to a safe pedestrian crossing points
- within 400 m walking distance of most residents
- close to existing and future activity and residential centres.

All stops will be safe, accessible and easy to see. As part of making public transport more attractive, the department aims to improve the quality and comfort of all stops throughout the network, not just the CoastConnect corridor.

The Maroochydhore bus station has been identified as a priority for potential short term delivery. This bus station is the heart of the Sunshine Coast public transport system, with scores of local bus routes delivering thousands of passengers into the centre of Maroochydhore each year. Building the Maroochydhore bus station that connects with Sunshine Plaza, Cotton Tree and Big Top is likely to be the critical first step to improving the Sunshine Coast public transport system.

Issue type	Summary of contents	Frequency
Bus services/connections	<p>A number of suggestions regarding the range of services available to meet the needs of Sunshine Coast residents and introducing tourist specific services such as rapid transit services and feeder services were received. In summary, feedback included:</p> <ul style="list-style-type: none"> • Provide better bus services and connections travelling to the southern end of the corridor, in particular, east Caloundra to Stockland and around Central Business District. • Keep express bus services along Nicklin Way, south of Currimundi. • Plan for bus services to allow for connections between the future Caloundra South development and possible aerodrome redevelopment. • Improve east/west services to the corridor. • Improve travel times and reliability of buses. • Reassess the need for a bus to access the beach. • Provide a free circular or figure eight shuttle bus route to ferry people from east Caloundra to Stockland and round the Caloundra Central Business District. 	5%

Response

TransLink currently operates a variety of bus services in the Caloundra to Maroochydore corridor, from limited-stops, express services to all-stops services. The revised plans cater for both express services between Caloundra and Maroochydore and for shorter, local bus trips (for example, Mooloolaba to Maroochydore).

Bus services are improved continually in response to demand and new growth areas. It is expected that in the immediate future, existing bus services in the Caloundra to Maroochydore corridor will continue to operate as usual. The CoastConnect - Caloundra to Maroochydore project is about providing infrastructure improvements for buses.

Bus services will continue to run their normal routes on other roads outside of the immediate CoastConnect corridor and connect with services that travel along this corridor.

As the CoastConnect improvements are introduced in stages, TransLink will introduce new routes to run in addition to existing routes.

More detailed planning closer to construction will be needed to accurately identify other changes to existing bus services. TransLink will engage in appropriate public participation with the local community during planning of new routes.

All comments and complaints relating to bus routes and services have been forwarded to the TransLink Transit Authority. TransLink reviews bus services annually and changes/additions to local services will be examined as stages of the CoastConnect project become operational.

Issue type	Summary of contents	Frequency
Property impacts	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.	9%

Response

Since September 2008, the CoastConnect team has been consulting with owners of properties and businesses that have a potential land requirement under the draft plans. The project team will continue to meet and talk with these property owners and businesses. These discussions will help gather local information to further refine the design and consider appropriate impact management strategies.

Issue type	Summary of contents	Frequency
Environment	<p>People were concerned about the effect the project would have on the environment including vehicle emissions, loss of memorial, climate change and noise pollution. In summary, feedback included:</p> <ul style="list-style-type: none"> • Retain green spaces and plant more trees along Alexandra Parade. • Include chairs, barbecues, viewing decks and walking paths. • Promote cycling and cycling infrastructure to reduce the carbon footprint and vehicle emissions. • Do not provide any extra lanes along Alexandra Parade as this may destroy the preserved parcel of forest at Alexandra Headland through carbon dioxide emissions. • Avoid the site bounded by Boolarong Crescent, with the Canary palm planted in memory of Reginald Charles Hooper, and the RSL memorial. • Make sure the project does not cause beach erosion and doesn't impact on rising sea levels or climate change. • Daily walks along Alexandra Parade will be polluted with car fumes and a broken sense of tranquillity. • Do not substitute our beautiful environment for more bitumen and concrete. • There will be increased noise and vehicle pollution. 	5%

Response

In the revised plans, the Department of Transport and Main Roads has proposed the introduction of additional coastal planting and landscaping in partnership with the Sunshine Coast Regional Council.

Environmental studies are underway to identify the location and quality of green spaces along the corridor. The department plans to minimise green space impacts as much as possible. Potential green space impacts and proposed mitigation measures will be highlighted in greater detail once the preferred alignment is identified in the Concept Design and Impact Management Plan.

On-street bus stops are now proposed in some areas of the corridor to avoid environmental and property impacts.

The project avoids the site of the Canary palm, planted in memory of Reginald Charles Hooper, and the RSL memorial.

The department wants more people to leave their cars at home and walk, cycle and use public transport instead. To encourage this, the CoastConnect plans have been revised to include cycle lanes along Nicklin Way and Brisbane Road.

Issue type	Summary of contents	Frequency
Cycling	<p>Several requests for improved cycle provisions including having dedicated cycle lanes that are separated by barriers or lane marking were received. In summary, feedback included:</p> <ul style="list-style-type: none"> • Construct protective cement walls between cyclists and cars. • Provide a 3 m wide shared pedestrian/bicycle lane and 0.4 m channel. • Ensure co-cyclists and bus/transit lanes are at least 5 m wide. • Currimundi bridge should have 1.8 m cycle lanes. • Provide efficient cycle storage with lock up facilities. 	4.5%

Response

Following a review of the concept options and submissions from cycling advocates, the design team and departmental planners met with the Sunshine Coast Regional Council to carefully review the proposed lane widths and users. As a result cycling provisions have now been incorporated throughout the CoastConnect corridor including

- planned 1.8 m wide cycle lanes along Nicklin Way between Buderim Street and the Mooloolah River. Separate cycle lanes are proposed to be separated by painted lanes on the outside of the proposed bus lanes.

- planned dedicated cycle lane along Brisbane Road between Amarina Avenue and Mayes Canal, after which cyclists can choose alternate routes to Mooloolaba Spit and the Esplanade. Three options are currently being considered including a 'Copenhagen' cycleway, dedicated cycle lanes adjacent to the footpath and dedicated cycle lanes adjacent to the bus/transit lane.

Please refer to the Preview Concept Design and Impact Management Plan for further details regarding cycling provisions.

Issue type	Summary of contents	Frequency
Mode choice	<p>Suggestions for the construction of alternative public transport modes were received. In summary, feedback included:</p> <ul style="list-style-type: none"> • Consider an aerial rail system or monorail. • Incorporate light rail between the major centres with connecting buses. Bring the railway forward with rails for train or light-rail, tram or paved for fast bus or trolley service. • Introduce an underground train system. • Introduce a public transport system that will attract tourists. 	3%

Response

At present, a bus-based system is considered the best solution for the Caloundra to Maroochydore corridor because it will serve the greatest number of surrounding suburbs and cause less disruption for local residents. The advantage of a bus system over other transport solutions is that they cater to a much broader catchment. A bus system is particularly suited to places like the Sunshine Coast that tend to feature homes with backyards on suburban streets, rather than high density apartments clustered together.

Bus systems are also more flexible and less expensive to build than rail lines, making them ideal for established neighbourhoods. Unlike rail, there's no need to build the entire system

before services can start. With a bus system, you can build the most important parts first to bypass congestion and in other parts of the region buses can operate on existing roads. Rail lines also require a lot more space and would have more impacts on private property.

Compared to either a light rail or monorail system, the CoastConnect - Caloundra to Maroochydore proposal would have minimal impacts on local property, local businesses and local on-street parking. A light rail or monorail system would be many times more expensive than a bus system.

An underground train system is not viable in the coastal areas due to the water table and the massive cost of such a system.

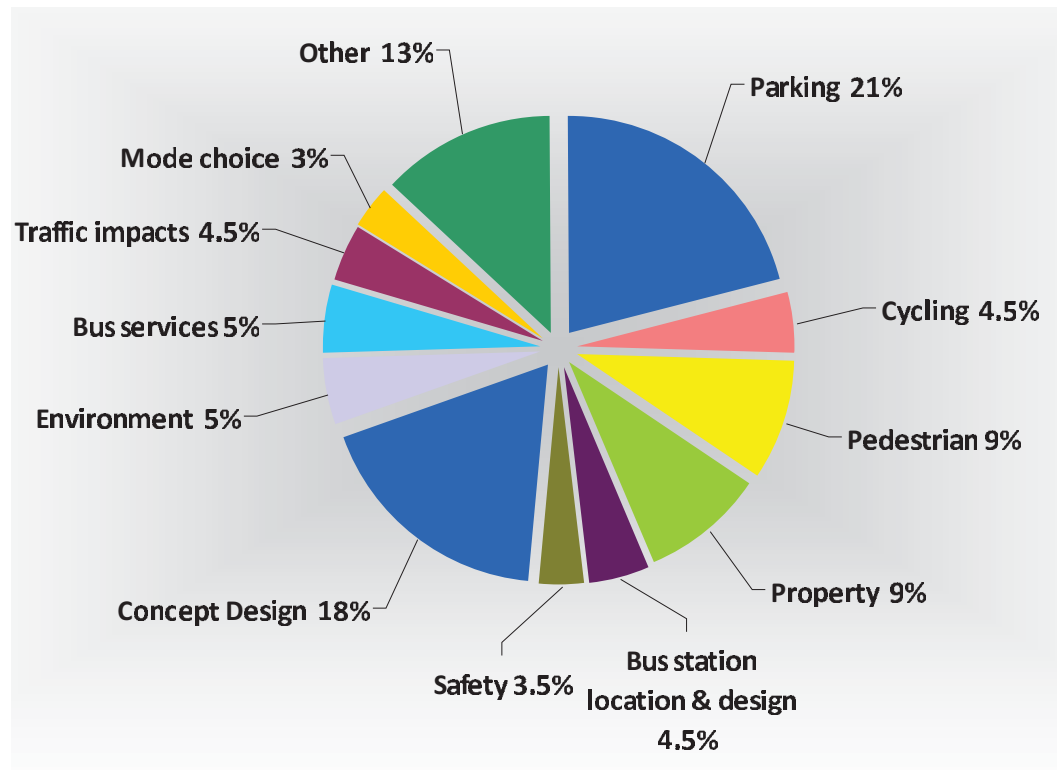
Issue type	Summary of contents	Frequency
Traffic	People thought that traffic congestion was not an issue for some parts of the Sunshine Coast. In summary, feedback included: <ul style="list-style-type: none"> <li data-bbox="395 510 1224 573">• Bottle necks and congestion on Alexandra Parade and Aerodrome Road only occur during peak holiday times. 	4.5%

Response

At present, many parts of the coast's road network operate freely except during holidays and long weekends. However, as the population is expected to almost double by 2026 and visitor numbers increase, these free flowing conditions will be lost unless the transport networks are upgraded and more people choose to use public transport for some trips.

Issue type	Summary of contents	Frequency
Other	<p>Other feedback related to construction, other projects, noise impacts, community impacts, fleet and communication and consultation. In summary, feedback included:</p> <p>Noise impacts There were some concerns around the level of noise that would be generated during construction and once the project was completed. Comments included:</p> <ul style="list-style-type: none"> • What measures will be used to reduce noise when the project is being built and once it is finished? • Update the road surface to be a noise control surface. <p>Community impacts Feedback on how the project would affect the way of life in the community was received. Comments included:</p> <ul style="list-style-type: none"> • The Sunshine Coast is unique and this project will affect our quality of life and our coastal lifestyle will be jeopardised. • Residents and visitors do not want infrastructure that would encourage over-development on the Sunshine Coast, affecting the unique coastal lifestyle. • Additional bus lanes on Alexandra Parade and Aerodrome Road will impact on sidewalk alfresco dining. <p>Fleet Suggestions were received on the type and frequency of buses that currently operate in the area. Comments included:</p> <ul style="list-style-type: none"> • Use smaller, more frequent shuttle bus services to service beach suburbs. • Larger buses should run along Nicklin Way and the Sunshine Motorway. • Improve the existing bus fleet. • Run a fleet of electric buses at 15 minute intervals. • Buses need to cater for shopping trolleys and surf boards. Suggest removing some seats to accommodate individual board racks. <p>Communication and consultation Many people who provided feedback requested more information and further opportunities for consultation. Comments included:</p> <ul style="list-style-type: none"> • Need to further consider the impact on social, economic and environmental aspects to ensure the benefits of the project outweigh the costs and impacts to properties and lifestyle. • Need more traffic modelling results. <p>Tourism Concerns were raised about how the project would affect tourism on the Sunshine Coast. These comments included:</p> <ul style="list-style-type: none"> • The Sunshine Coast is reliant on tourism. The beaches in Queensland are promoted as a tourist destination and therefore need safe and easy access. • Six lanes will make the area less attractive to holiday makers, especially families with small children. 	13%

Figure 1- Pie chart: Key issues - round 2- draft concept design options



Next steps

The project team has considered all the feedback received, undertaken further technical studies and consulted with stakeholder groups and transport and infrastructure providers to guide the development of the revised concept designs. The department is now seeking community feedback on the revised plans and the preliminary findings of the Concept Design and Impact Management Plan.

The complete Concept Design and Impact Management Plan will contain a detailed analysis of the project's anticipated benefits and potential impacts. It will take into account the community's comments and is due to be released in late 2009.