

Gold Coast Light Rail Stage 4 (GCLR4) Burleigh Heads to Coolangatta

Community Consultation Summary – December 2021

Burleigh Heads to Tugun section



Consultation
at a glance

10 weeks

43 sessions

4181 visits

1005

telephone surveys

530

online submissions



Community
sentiment research

63 percent of overall residents interviewed, support the project.

Respondents reported light rail as the most popular public transport mode used.

1 in 3 residents interviewed believe GCLR4 will improve access and connectivity.

In GCLR4 corridor suburbs, **47 percent** of residents interviewed are supportive and 37 percent are not supportive.



Key issues
raised

1. Parking and reduction in traffic lanes on the Gold Coast Highway.
2. Environmental and cultural heritage impacts of the project.
3. Support for and opposition to GCLR4.
4. Alternative routes and modes.
5. Oceanway.
6. Community and connectivity.
7. Current stage and project timeframe.

Introduction

The Department of Transport and Main Roads (TMR) completed the *Gold Coast Highway (Burleigh Heads to Tugun) Multi-modal Corridor Study* in 2020. The aim of the study was to review all previous planning and develop an updated transport strategy for this corridor that considers all modes of transport including walking, cycling, public transport and private vehicles.

The study identified that the Gold Coast Highway route from Burleigh Heads to Tugun has the greatest potential for a shift to public transport. The identified route is close to where people already live and provides the potential to transform the Gold Coast Highway into the Gold Coast Boulevard through careful design and treatment. The study investigated alternate routes finding a light rail extension down the Gold Coast Highway was the most direct and efficient route.

The *Gold Coast Highway (Tugun to Coolangatta) Multi-modal Corridor Study* is now underway and expected to be complete by mid-2022. The study will build on the work completed for the Burleigh Heads to Tugun section and will consider all transport modes to determine the preferred function of the corridor for the next 20 years.



About Gold Coast Light Rail

Since the Gold Coast Light Rail started operations in 2014, it has provided more than 58 million passengers (as at September 2021) with an alternative way to move around the Gold Coast. High-capacity public transport, such as light rail, allows the Gold Coast to respond to population growth and preserve the attractiveness and liveability of the southern Gold Coast.

The light rail system is designed to be delivered in stages to respond to population growth. Stage 3 will expand the tram network to 27 kilometres from Helensvale to Burleigh Heads, connecting communities to jobs, businesses, hospitals, education and coastal precincts. As the network expands and patronage increases, light rail will continue to help reduce demand on local roads and improve the liveability and urban amenity of the city.

Planning for the future of the transport network is critical to achieving local, state and federal planning targets and policies as set out in:

- City of Gold Coast's [Gold Coast City Transport Strategy 2031](#)
- The Queensland Government's [ShapingSEQ Regional Plan](#) and [Regional Transport Plan](#)
- The Australian Government's Smart Cities Plan

The Queensland Government has committed \$1.5 million to undertake the *Gold Coast Highway (Tugun to Coolangatta) Multi-modal Corridor Study* and \$5 million (joint state and council funding) has been committed to undertake a preliminary business case for the Gold Coast Light Rail Stage 4 (Burleigh Heads to Coolangatta). Any funding decision to implement the findings of this preliminary business case will be the subject of a detailed business case.

Previous consultation

Following the completion of the corridor study in March 2020, TMR conducted community consultation on the study findings. Consultation was undertaken between 7 March and 30 April 2020. A series of community information sessions were planned for late March 2020, however had to be cancelled due to COVID-19.

Community sentiment research found that 68 percent of residents and business operators supported the solutions presented in the corridor study report.



Consultation Activities

Consultation tools



Project newsletter distributed to 43,000 households and businesses in July 2021



Project webpage



Dedicated project email address and phone number



Project factsheets



Flythrough video of concept design, 360-degree panorama views and artist impressions of concept designs



Media statements



Online engagement platform



Electronic Direct Mail to stakeholder database and subscribing stakeholders to project updates

Feedback received from the community



4181 interactions at 43 face to face community drop-in sessions



1005 telephone surveys conducted by independent market research firm

- online engagement platform
- hardcopy feedback forms
- ministerial correspondence
- emails
- phone calls.



Face to face meetings and briefings

- elected representatives
- key stakeholder groups
- directly impacted property owners
- Indigenous groups and Traditional Owner groups
- corridor businesses – on request
- adjacent property owners – on request.

Research undertaken

The GCLR4 community consultation program is using a combination of statistical and anecdotal research to gain a comprehensive understanding of community sentiment and potential issues. To gauge overall community sentiment, independent market research firm Kantar was engaged by TMR to undertake statistical research including a quantitative telephone survey of 1005 residents and businesses in the GCLR4 project corridor suburbs (Burleigh Heads, Palm Beach, Elanora, Currumbin, Tugun, Coolangatta and Bilinga) and existing light rail corridor suburbs (Miami, Mermaid Beach, Broadbeach, Surfers Paradise, Main Beach, Southport, Parkwood, Helensvale and Paradise Waters).

To gain a deeper understanding of potential issues of concern, in particular for local residents who live close to the GCLR4 corridor, TMR undertook an extensive community consultation program (anecdotal research), providing community members with the opportunity to meet the project team, ask questions about the project and provide their feedback.

<h2>1. Statistical Research</h2> <p>Quantitative telephone survey – 1005 participants</p>	<h2>2. Anecdotal Research</h2> <p>Community drop-in sessions, online feedback platform, dedicated project email address and telephone number</p>
<ul style="list-style-type: none">• Randomly selected, broadly representative and statistically robust sample size.• Field work is closely monitored to ensure broad representation across demographics.• Results are statistically weighted so they can be generalised to understand overall community sentiment of representative population. <p>KANTAR PUBLIC</p>	<ul style="list-style-type: none">• Allows participants to share detailed information about potential issues of concern, to find out more information about the project and to ask questions.• Provides opportunities for those with a strong and vested interest to express their opinions in a variety of ways.• May not include views and potential responses of the majority of the community.. <p>Department of Transport and Main Roads</p>

1. Statistical research – community sentiment research

- Research process
- Summary of research findings

2. Anecdotal research – TMR community consultation

- Promotion of the consultation process
- Overview
- Community drop-in sessions
- Project collateral
- Consultation with key stakeholders
- Who provided feedback online?
- Key issues raised

1. Statistical research process

TMR commissioned Kantar Public, an independent social research organisation, to conduct quantitative research on a large and representative sample of the Gold Coast community directly and indirectly affected by GCLR4.

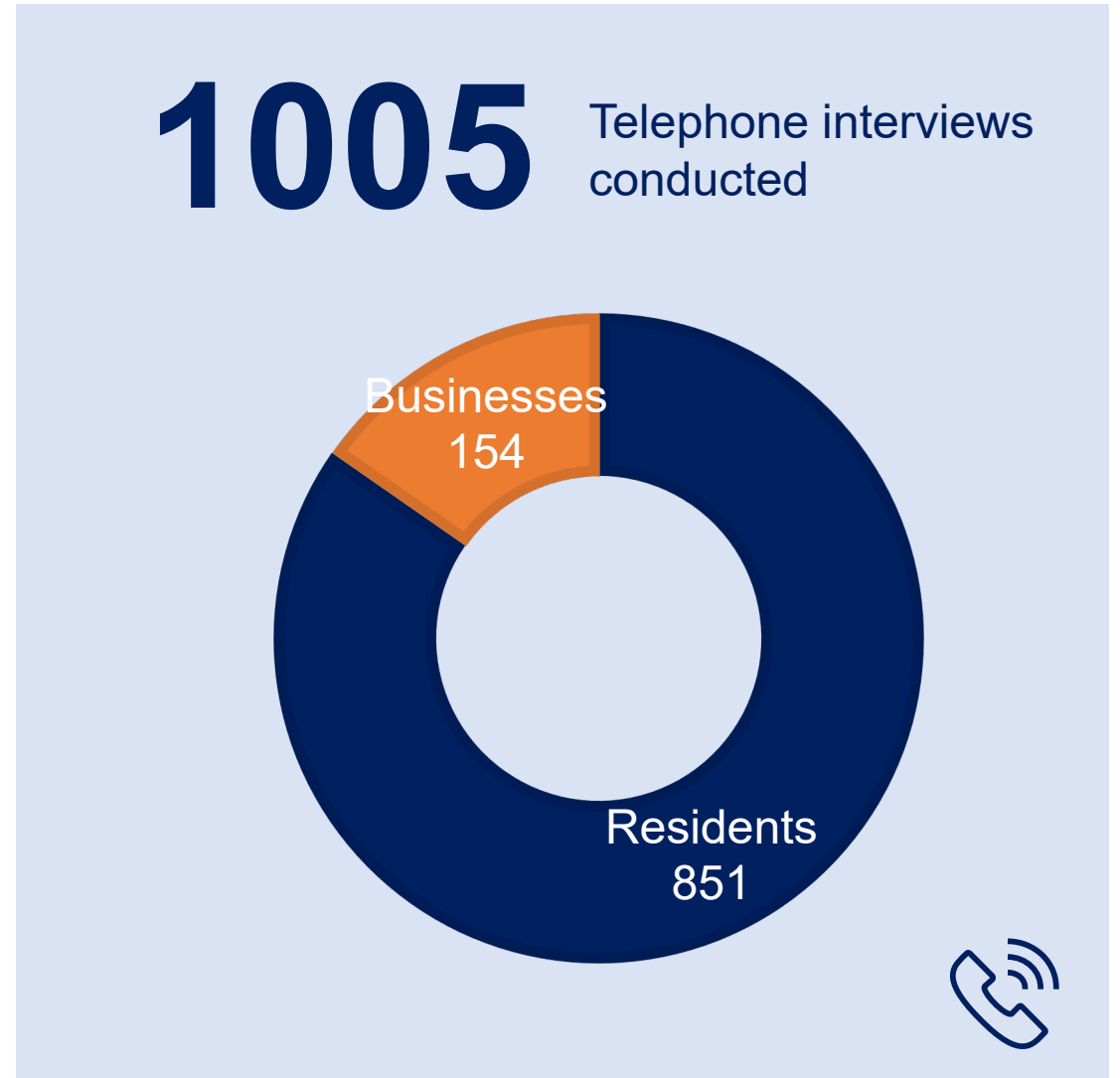
The purpose of this research was to quantify community sentiment about GCLR4 and validate common themes of importance and concern raised by the public during consultation as part of planning in the preliminary business case stage of the project.

The research provides quantitative data as a holistic overview of how the community is feeling about GCLR4. It identifies:

- the level of community awareness about the project
- the level of support for and understanding about the project
- what the community is most interested in and concerned about
- insights to current and perceived future public transport use.

A 10 to 15 minute computer assisted telephone interview questionnaire was carried out from 9 October to 24 October 2021, with households randomly selected to participate. Interviews were conducted at different times of the day and days of the week/weekend with call-back appointments available if required by the respondent. A total of 1005 respondents (851 residents and 154 business decision makers) were interviewed with the sample size selected to ensure a robust sample across the target locations (margin of error is +/- 3 percent).

Kantar Public's *Gold Coast Light Rail Stage 4 Community Sentiment Report* (Appendix A) provides a comprehensive and holistic analysis of the research results, including key findings.



Summary of research findings



91 percent of residents and 94 percent of businesses are aware of the project

There is a very high level of awareness of the project overall among respondents, with 'news' reported as the main channel of awareness, followed by word of mouth.



63 percent of residents overall are supportive of the project

A majority of residents interviewed (63 percent) are supportive of the project, with support significantly higher in residents of existing light rail corridor suburbs (77 percent) and among public transport users (71 percent). More residents in GCLR4 corridor suburbs reported that they are supportive (46 percent) than not (37 percent) with the remainder (17 percent) reporting a neutral response.



78 percent of businesses in light rail corridors and 50 percent of businesses in GCLR4 corridor are supportive of the project

Overall, 59% of business decision makers interviewed reported that they support the project, with support higher in existing light rail corridor suburbs than in GCLR4 corridor suburbs.



Light rail is reported as the most used mode of public transport by those interviewed.



The residents and business decision makers interviewed, perceive improved access and connectivity for the Gold Coast, followed by reduced traffic congestion as the top major benefits of the project. Those interviewed also believe the project will be favourable for tourists.

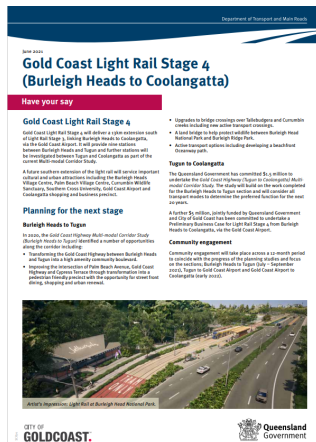


Residents are most concerned about traffic management and would prefer the number of traffic lanes to be maintained. While business decision makers are most concerned about the impacts to their business during construction (and most would prefer parking to be maintained).

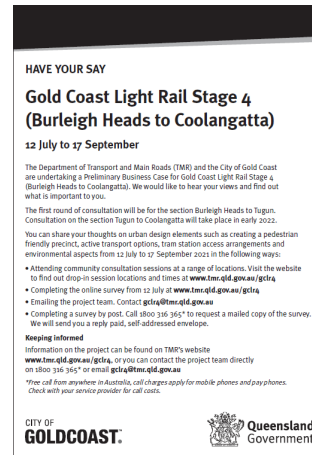
Full details on the community sentiment research can be found in Kantar's Community Sentiment Research Report at Appendix A.

Promotion of the consultation process

To promote the opportunity for the community to have their say on planning for Gold Coast Light Rail Stage 4, TMR advertised the consultation program via a number of channels.



Project newsletter was distributed to 43,000 households and businesses in Burleigh, Palm Beach, Elanora, Currumbin and Tugun in July 2021



Newspaper advertisements were featured in the Gold Coast Bulletin. Facebook advertisements were also used to promote the consultation program online.

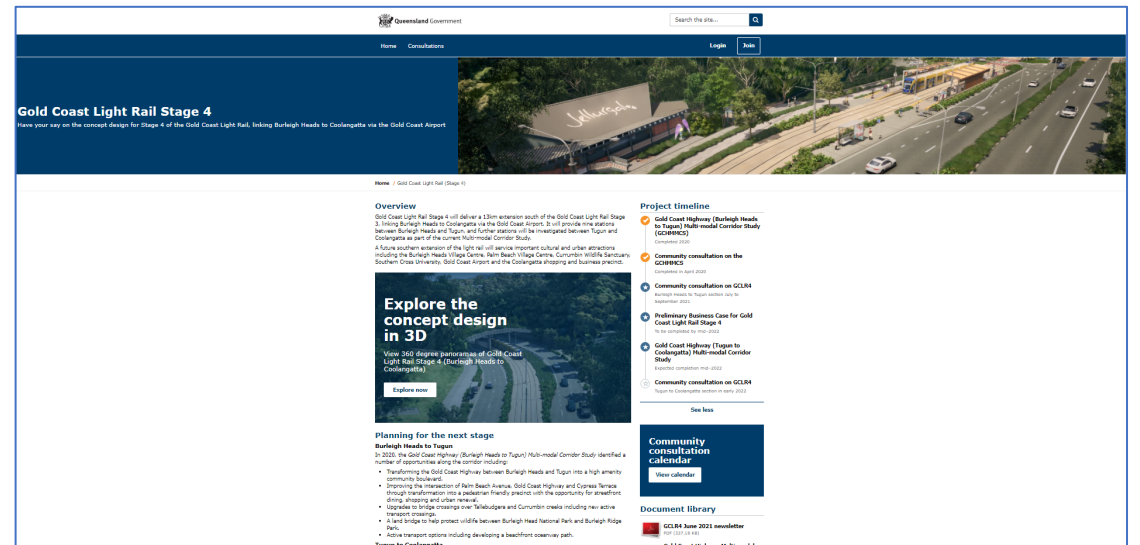


Radio advertisements ran throughout July, August and September 2021 on Triple M 92.5 and Hot Tomato 102.9 stations, across the breakfast, morning, afternoon and drive time slots.

2. Anecdotal research overview

Between July and September 2021, TMR undertook community consultation via face-to-face drop-in sessions, online engagement, key stakeholder meetings and received feedback via online and hardcopy submissions, emails and telephone calls.

- Almost 7500 visits to the online project engagement website
- over 9500 views of collateral on the online project engagement website
- 5507 visitors to the online project engagement website
- 530 online feedback forms submitted
- 261 hardcopy feedback forms submitted
- 4181 visits to community drop-in sessions
- over 900 emails to the project inbox
- 10 telephone calls to project team.



Examples of consultation collateral

Community drop-in sessions

Community consultation on the Burleigh Heads to Tugun section of Gold Coast Light Rail Stage 4 (GCLR4) ran for ten weeks at seven southern Gold Coast locations, from July to September 2021.

Sessions were held on various days and times of the week from Monday to Sunday during morning, afternoon and evening at various venues from Burleigh Heads to Tugun.

The purpose of the consultation was to provide the broader community with the opportunity to ask questions and provide face-to-face feedback on the concept design plans.

In line with the Queensland Chief Health Officer's Public Health Direction on 31 July 2021, five (of a total planned 46) face-to-face consultation sessions were unable to proceed as planned. Once South East Queensland's lockdown was lifted on 8 August 2021, there were 26 sessions remaining over six weeks, for stakeholders to attend and be involved in this project.

Despite these five sessions being cancelled, community consultation and staff from TMR remained accessible to all members of the community during the lockdown period via the online engagement website with the opportunity to provide feedback online, by telephone and email.

The GCLR4 project team undertook **223 hours** of face to face community consultation, across **43 sessions** in **10 weeks**, with more than **4,100 visits** by community members.

Department of Transport and Main Roads

Gold Coast Light Rail Stage 4 (Burleigh Heads to Coolangatta)
Community consultation drop in sessions

Have your say – JULY

For more information about how you can participate and have your say, visit www.tmr.qld.gov.au/gclr4

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
15 TLC 10:00-4:00pm GCL not attending	15 TLC 10:00-4:00pm GCL not attending	16 SPACE 10 10:00-4:00pm GCL not attending	16 SPACE 10 12:00-5:00pm GCL not attending	16 SPACE 10 12:00-3:00pm GCL not attending	16 SPACE 10 1:30PM-3:30PM GCL not attending	16 SPACE 10 12:00-3:00pm GCL not attending
17 PINES 9:00-5:00pm GCL not attending	17 PINES 9:00-5:00pm GCL not attending	18 SPACE 10 10:00-4:00pm GCL not attending	18 SPACE 10 12:00-3:00pm GCL not attending	18 SPACE 10 12:00-3:00pm GCL not attending	18 SPACE 10 1:30PM-3:30PM GCL not attending	18 SPACE 10 12:00-3:00pm GCL not attending
19 TUGUN 12:00-3:00pm GCL not attending	19 PINES 9:00-5:00pm GCL not attending	20 PINES 9:00-5:00pm GCL not attending	20 PINES 9:00-5:00pm GCL not attending	20 PINES 9:00-5:00pm GCL not attending	20 PINES 9:00-5:00pm GCL not attending	20 DUNE 8:00-11:00am GCL not attending

Drop in locations

Suburb	Location Code	Address
Burleigh Heads	STOCK	Stocklands Burleigh Shopping Centre – 149 West Burleigh Road, Burleigh Heads QLD 4220
Burleigh Heads	TLC	Tullaghan Leisure Centre – 155 Gold Coast Highway, Palm Beach QLD 4221
Palm Beach	SPACE 10	Palm Beach Tennis Club – 1198 Berrimah Avenue, Palm Beach QLD 4221
Palm Beach	DUNE	Dune Golf Plaza Park – 345 Gold Coast Highway, Palm Beach QLD 4221
Palm Beach	PB FARM	Palm Beach Farmers Markets – Caranville High School Throsson Drive, Palm Beach QLD 4221
Tugun	PINES	The Pines Shopping Centre – 646 Gulliver's Creek Road and 49 McCulloch Drive, Tugun QLD 4225
Tugun	TUGUN	Tugun Community Centre – 414 Colingongia Road, Tugun QLD 4225

It is not necessary to RSVP for these sessions however please note that you will be required to check in using the venue's QR CODE check in process. Most venues have maximum allowed numbers within venue under their COVID-19 plan and this may mean there is, at times, a short wait to enter a drop in session. Your patience is appreciated.

City of Gold Coast (COGC) responsibilities and development, City Plan, parking can only be discussed at sessions with COC attendance.

CITY OF GOLD COAST Queensland Government

Department of Transport and Main Roads

Gold Coast Light Rail Stage 4 (Burleigh Heads to Coolangatta)
Community consultation drop in sessions

Have your say – AUGUST

For more information about how you can participate and have your say, visit www.tmr.qld.gov.au/gclr4

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
15 TLC 10:00-4:00pm GCL not attending	15 TLC 12:00-4:00pm GCL not attending	16 PINES 9:00-5:00pm GCL not attending	16 PINES 9:00-5:00pm GCL not attending	16 PINES 9:00-5:00pm GCL not attending	16 PINES 9:00-5:00pm GCL not attending	16 PINES 9:00-5:00pm GCL not attending
17 PINES 9:00-5:00pm GCL not attending	17 TUGUN 12:00-3:00pm GCL not attending	18 TUGUN 12:00-3:00pm GCL not attending	18 TUGUN 12:00-3:00pm GCL not attending	18 TUGUN 12:00-3:00pm GCL not attending	18 TUGUN 12:00-3:00pm GCL not attending	18 TUGUN 12:00-3:00pm GCL not attending
19 PINES 9:00-5:00pm GCL not attending	19 PINES 9:00-5:00pm GCL not attending	19 PINES 9:00-5:00pm GCL not attending	19 PINES 9:00-5:00pm GCL not attending	19 PINES 9:00-5:00pm GCL not attending	19 PINES 9:00-5:00pm GCL not attending	19 PINES 9:00-5:00pm GCL not attending
20 PINES 9:00-5:00pm GCL not attending	20 PINES 9:00-5:00pm GCL not attending	20 PINES 9:00-5:00pm GCL not attending	20 PINES 9:00-5:00pm GCL not attending	20 PINES 9:00-5:00pm GCL not attending	20 PINES 9:00-5:00pm GCL not attending	20 PINES 9:00-5:00pm GCL not attending

Drop in locations

Suburb	Location Code	Address
Burleigh Heads	STOCK	Stocklands Burleigh Shopping Centre – 149 West Burleigh Road, Burleigh Heads QLD 4220
Burleigh Heads	TLC	Tullaghan Leisure Centre – 155 Gold Coast Highway, Palm Beach QLD 4221
Palm Beach	SPACE 10	Palm Beach Tennis Club – 1198 Berrimah Avenue, Palm Beach QLD 4221
Palm Beach	DUNE	Dune Golf Plaza Park – 345 Gold Coast Highway, Palm Beach QLD 4221
Palm Beach	PB FARM	Palm Beach Farmers Markets – Caranville High School Throsson Drive, Palm Beach QLD 4221
Tugun	PINES	The Pines Shopping Centre – 646 Gulliver's Creek Road and 49 McCulloch Drive, Tugun QLD 4225
Tugun	TUGUN	Tugun Community Centre – 414 Colingongia Road, Tugun QLD 4225

It is not necessary to RSVP for these sessions however please note that you will be required to check in using the venue's QR CODE check in process. Most venues have maximum allowed numbers within venue under their COVID-19 plan and this may mean there is, at times, a short wait to enter a drop in session. Your patience is appreciated.

City of Gold Coast (COGC) responsibilities and development, City Plan, parking can only be discussed at sessions with COC attendance.

CITY OF GOLD COAST Queensland Government

Department of Transport and Main Roads

Gold Coast Light Rail Stage 4 (Burleigh Heads to Coolangatta)
Community consultation drop in sessions

Have your say – SEPTEMBER

For more information about how you can participate and have your say, visit www.tmr.qld.gov.au/gclr4

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
15 TLC 10:00-4:00pm GCL not attending	15 TLC 10:00-4:00pm GCL not attending	16 SPACE 10 10:00-4:00pm GCL not attending	16 SPACE 10 12:00-5:00pm GCL not attending	16 SPACE 10 12:00-3:00pm GCL not attending	16 SPACE 10 1:30PM-3:30PM GCL not attending	16 SPACE 10 12:00-3:00pm GCL not attending
17 PINES 9:00-5:00pm GCL not attending	17 PINES 9:00-5:00pm GCL not attending	18 SPACE 10 10:00-4:00pm GCL not attending	18 SPACE 10 12:00-3:00pm GCL not attending	18 SPACE 10 12:00-3:00pm GCL not attending	18 SPACE 10 1:30PM-3:30PM GCL not attending	18 SPACE 10 12:00-3:00pm GCL not attending
19 PINES 9:00-5:00pm GCL not attending	19 PINES 9:00-5:00pm GCL not attending	20 PINES 9:00-5:00pm GCL not attending	20 PINES 9:00-5:00pm GCL not attending	20 PINES 9:00-5:00pm GCL not attending	20 PINES 9:00-5:00pm GCL not attending	20 PINES 9:00-5:00pm GCL not attending
21 PINES 9:00-5:00pm GCL not attending	21 PINES 9:00-5:00pm GCL not attending	21 PINES 9:00-5:00pm GCL not attending	21 PINES 9:00-5:00pm GCL not attending	21 PINES 9:00-5:00pm GCL not attending	21 PINES 9:00-5:00pm GCL not attending	21 PINES 9:00-5:00pm GCL not attending

Drop in locations

Suburb	Location Code	Address
Burleigh Heads	STOCK	Stocklands Burleigh Shopping Centre – 149 West Burleigh Road, Burleigh Heads QLD 4220
Burleigh Heads	TLC	Tullaghan Leisure Centre – 155 Gold Coast Highway, Palm Beach QLD 4221
Palm Beach	SPACE 10	Palm Beach Tennis Club – 1198 Berrimah Avenue, Palm Beach QLD 4221
Palm Beach	DUNE	Dune Golf Plaza Park – 345 Gold Coast Highway, Palm Beach QLD 4221
Palm Beach	PB FARM	Palm Beach Farmers Markets – Caranville High School Throsson Drive, Palm Beach QLD 4221
Tugun	PINES	The Pines Shopping Centre – 646 Gulliver's Creek Road and 49 McCulloch Drive, Tugun QLD 4225
Tugun	TUGUN	Tugun Community Centre – 414 Colingongia Road, Tugun QLD 4225

It is not necessary to RSVP for these sessions however please note that you will be required to check in using the venue's QR CODE check in process. Most venues have maximum allowed numbers within venue under their COVID-19 plan and this may mean there is, at times, a short wait to enter a drop in session. Your patience is appreciated.

City of Gold Coast (COGC) responsibilities and development, City Plan, parking can only be discussed at sessions with COC attendance.

CITY OF GOLD COAST Queensland Government

Examples of consultation collateral

Community drop-in sessions (continued)

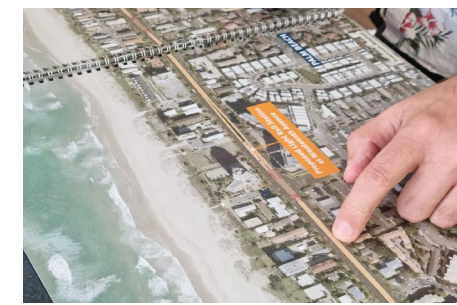
All project collateral was available at these sessions. Hardcopy feedback forms were available for community members to complete and submit at a session or to submit via email or post.

Officers from City of Gold Coast attended six consultation sessions to address City specific enquiries and to take feedback on these issues.

Members of the project team took notes of the key issues and themes that were raised by community members during conversations. All feedback received at the drop-in sessions, as well as throughout the overall consultation period has formed part of this consultation report and will be considered by the project team as planning progresses.

In order to provide the community with the opportunity to participate in consultation and to ask questions and provide face to face feedback, concept design plans for the Burleigh Heads to Tugun section of the project were prepared based on the outcomes of the corridor study. The concept plans prepared are a reflection of the strategic planning undertaken to date for the project. The plans are a concept design for the purposes of consultation and subject to change based on the outcomes of the consultation and further detailed investigations. Investigations will occur as the preliminary business case phase of the project progresses.

Venue	Sessions held	Total Attendees
Stocklands Burleigh Shopping Centre	3	867
Tallebudgera Leisure Centre	7	171
Palm Beach Farmers Market	2	390
Space 10 at Palm Beach	15	265
Dune Café Palm Beach	2	126
The Pines Elanora	9	2217
Tugun Community Centre	5	145
TOTAL	43	4181



Examples of consultation collateral

Project collateral

All collateral is available on the GCLR4 project webpage at www.tmr.qld.gov.au/gclr4

Artist's impressions



Concept design plans



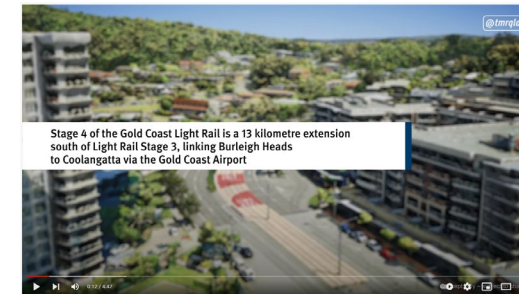
Project newsletter



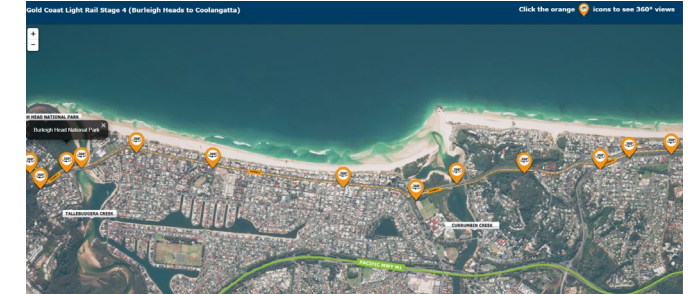
Project factsheets



Flythrough video



360 degree panorama views



Consultation with key stakeholders

In addition to consulting directly with the community, TMR also consulted with a variety of key stakeholders leading up to and during the consultation period including:

- all directly impacted property owners
- relevant federal, state and local elected representatives
- environmental groups including Gecko Environment Council
- community groups including the Business Advisory Group, Greater Southern Gold Coast Chamber of Commerce, Tugun Progress Association, Friends of Currumbin, Southern Transport Alternative Routes and Save Our Southern Gold Coast.

A submission was also received from RACQ and the Property Council of Australia.

TMR recognises the cultural significance of Jelluralg and Tallebudgera Creek, and continues to work closely and meet with members of the local Indigenous community and Traditional Owners to carefully identify and protect valued and unique cultural heritage sites along the GCLR4 corridor alignment.

In collaboration with the Jelluralg Aboriginal Cultural Centre and Kalwun Development Corporation, TMR held two additional face-to-face consultation sessions in September 2021 which included Indigenous individuals with an interest in the project. These sessions were promoted on the Jelluralg Aboriginal Cultural Centre and Kalwun Development Corporation Facebook pages.

Further consultation about the project will take place with local Indigenous groups and Traditional Owner groups as planning progresses.

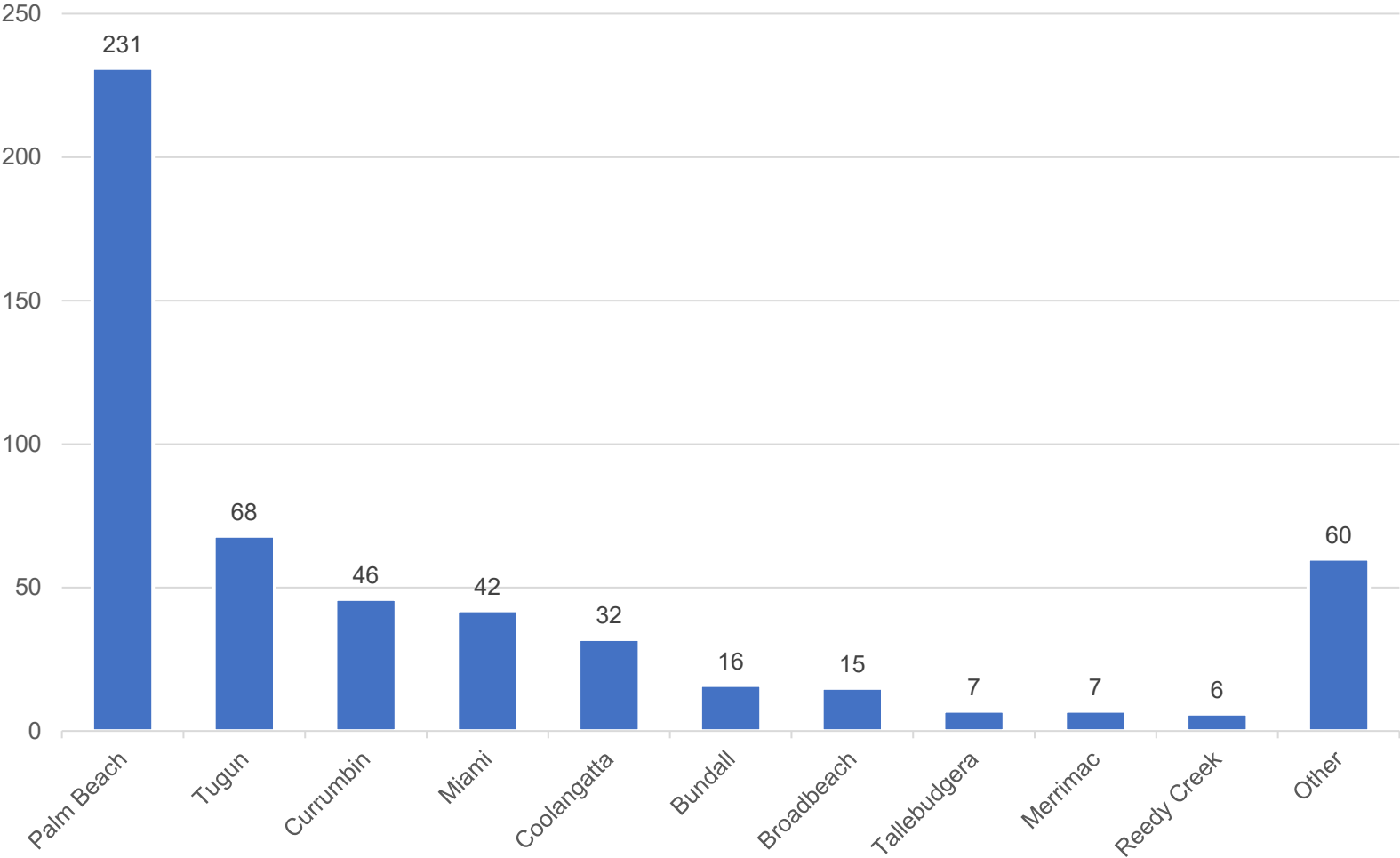
As the preliminary business case is jointly funded by Gold Coast City Council (GCCC), TMR continues to work closely with officers from GCCC as planning for the project progresses.



Artist's impression of Currumbin

Who provided feedback online?

A total of 530 online submissions were made from the following residential suburbs in the graph below.



Key issues raised



Artist's impression of Tugun

Face to face and online feedback

A wide variety of questions were asked by the community throughout community consultation. Feedback was provided on several aspects of the project, from very high level topics such as overall support for or opposition to the project, through to station location, access and design features.

The most common issues raised at the community drop-in sessions and via feedback forms (both online and hardcopy) were:

1. parking and reduction in traffic lanes on the Gold Coast Highway
2. environmental and cultural heritage impacts of the project
3. support for and opposition to GCLR4
4. alternative routes and modes
5. Oceanway
6. community and connectivity
7. current stage and project timeframe.

Stakeholders often raised issues that fell under the responsibility of City of Gold Coast (including development, City Plan and parking). Officers from City of Gold Coast attended some consultation sessions to address City specific enquiries and to take feedback on these issues. TMR is committed to working closely with officers from City of Gold Coast to address these matters as planning for the project progresses.

1. Parking and reduction in traffic lanes on the Gold Coast Highway

What the community told us

Many community members expressed concerns about any removal of parking and reduction in traffic lanes along the GCLR4 corridor, and particularly on the Gold Coast Highway through Palm Beach, with community members noting that in places there is already a perceived shortage of parking.

'The removal of parking along the highway will be unmanageable, there is already an issue with inadequate parking'

'The reduction of the Gold Coast Highway to one lane will result in traffic chaos in the area.'

'Also of note is the lack of right turn options across the highway through Palm Beach, which will really inconvenience residents, making them have to turn into side streets and perform dangerous U-turns to access where they need.'

However, other community members expressed support for the proposal to reduce traffic lanes and re-think the function of the Gold Coast Highway through this area.

'It will provide a valuable public transport option and help break the nexus of the Gold Coast Highway being simply used as a thoroughfare for motorists travelling north/south and vice versa by reduced speed limits, lane reductions and traffic calming measures.'

'Reducing Palm Beach traffic to one lane in each direction will provide better outcomes for business. This is due to the improved walkability of the retail precinct and the opportunity of expanding outdoor hospitality areas, through modern street scaping and targeted urban renewal.'

TMR response

As part of the Corridor Study, a detailed traffic analysis process was undertaken to determine the number of traffic lanes, intersection configuration and performance of the Gold Coast Highway now and into the future. The analysis confirmed that the nearby M1 (Varsity Lakes to Tugun) upgrade will perform a critical transport function on the southern Gold Coast providing the opportunity to:

- Accommodate a significant increase in vehicle demands including both local demands on service roads and regional demands on the motorway.
- Improve local connections to the M1 and service roads including a new connection between the M1 and 19th Avenue.

This significant increase in capacity will provide through traffic with a viable alternative, reducing demand on the Gold Coast Highway. This provides an opportunity to redesign the Gold Coast Highway as a more multi-modal and pedestrian friendly corridor. Through careful analysis of travel demands and traffic movements throughout the wider southern Gold Coast network, this study has identified the opportunity for some sections of the Gold Coast Highway to be reduced from four to two through lanes in parts of Palm Beach and Currumbin without detrimental impacts on travel time and traffic capacity. This will involve the rationalisation of intersections and relocation of some right turns to ensure traffic flow and property access is maintained without significant additional property resumptions.

Since the completion of that work, TMR continues to work with the City of Gold Coast to understand the impacts and opportunities the proposed changes to the Gold Coast Highway will have on adjacent local roads and parking in the area. This process involves additional comprehensive traffic modelling and transport planning investigations. Any proposed changes will be further explored through consultation with the local community.

Investigations will include consideration of retaining as many car parking spaces on the Gold Coast Highway as possible and retention of four through lanes for as much of the corridor as possible.

TMR acknowledges the community's concerns about this issue and will consider these concerns as planning for the project progresses.

2. Environmental and cultural heritage impacts of the project

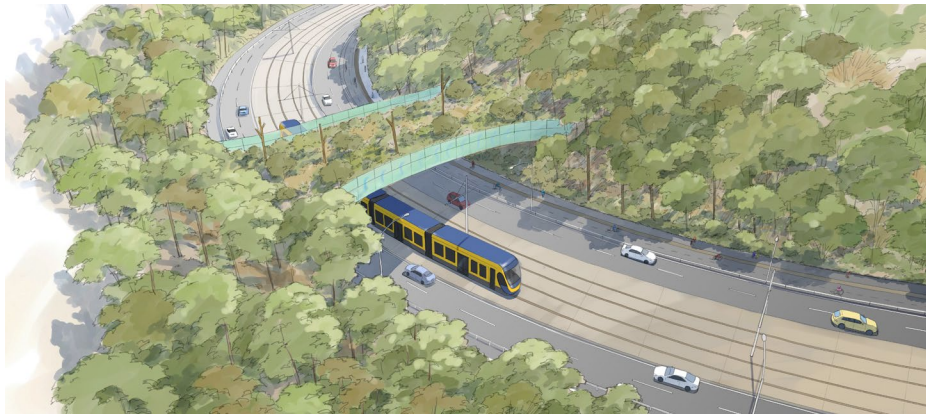
What the community told us

Some community members expressed concern about potential impacts on wildlife, the environment and important cultural heritage sites along the GCLR4 corridor. Reports of frequent koala sightings at Burleigh Head National Park and Jellurgal Aboriginal Cultural Centre and Tallebudgera and Currumbin Creeks were highlighted as areas of significance to local communities.

Other community members provided feedback on suggestions for making sure the project recognised and responded to important environmental factors.

'I hope that Stage 4 uses grass on the tram tracks for as much as feasibly possible, as not only is it better for the environment and reduces the heat-island effect (lowering temperatures near the tracks) but also it is more attractive to residents and tourists.'

'Please consider ways to maximise the number of trees along the corridor, and keep our koalas and all other wildlife safe. The environmental land bridge is a great inclusion to this project.'



Artist's impression of Burleigh

TMR response

An Environment Assessment was undertaken as part of the *Gold Coast Highway (Burleigh Heads to Tugun) Multi-modal Corridor Study* and further environmental studies and investigations will be undertaken in later project stages.

To help protect wildlife, the study identified the opportunity to establish a land bridge between Burleigh Head National Park and Burleigh Ridge Park to reconnect ecological corridors for local fauna, including koalas. Opportunities to improve fauna connectivity at other locations, including Currumbin, will also be explored during the project planning stages.

Throughout all phases of the project, detailed environmental investigations and studies will be undertaken to ensure all potential impacts and environmentally significant areas are identified and appropriately managed. This includes ensuring that all Australian and Queensland governments' statutory requirements related to the environment are satisfied.

TMR recognises the cultural significance of Jellurgal and Tallebudgera Creek and continue to meet with Traditional Owner groups. Preliminary cultural heritage assessments have been carried out and further detailed investigations and studies will be undertaken to ensure all culturally significant areas are identified and appropriately managed. As planning progresses, we will continue to work closely with members of the local Indigenous community and Traditional Owners to carefully identify and protect valued and unique cultural heritage sites along the alignment.

3. Support for and opposition to GCLR4

What the community told us

Community views on the project are mixed. Some community members expressed strong opposition to the proposed extension of light rail.

'NO LIGHT RAIL IN PALM BEACH'

Others conveyed their support and intention to utilise the light rail once available.

'As a Palm Beach resident with family residing in Tugun, my partner and I will get significant use out of the extension for work and recreation, which will reduce our car reliance for many trips.'



Artist's impression of Tugun

TMR response

TMR acknowledges that not everyone can or will use light rail for every trip. While some may use light rail frequently to travel to work, school or appointments, others may choose light rail to replace some of their trips normally taken in a car.

The Gold Coast Light Rail has proven to be a public transport system that has transformed the Gold Coast into a modern, accessible city. With the success of Stages 1 and 2 and construction on Stage 3 about to begin, the tram network will connect Helensvale to Burleigh Heads. The key to ensuring an integrated and sustainable transport network now and into the future, is to connect communities to jobs, businesses, hospitals, medical facilities, education, shopping, dining, entertainment and sporting centres. Extending light rail is an essential link in the network, will further connect communities to essential services and avoid passengers having to shift modes.

Investment in the first two stages of the light rail has demonstrated that locals and visitors to the Gold Coast will choose an alternative to using the car. TransLink ticketing data shows there have been more than 58 million (as at September 2021) paid passenger trips on G:link trams since July 2014. Importantly, pre-COVID-19 overall public transport use on the Gold Coast has increased 50.1 percent since 2014 and after Stage 2 opened in 2017, light rail patronage has increased by 33 percent. Results from G:link's passenger satisfaction survey in November and December 2019 found 74 percent of passengers were Gold Coast residents with 14 percent visitors from Australia and 12 percent international visitors.

4. Alternative routes and modes

What the community told us

Feedback was received on the proposed route of GCLR4 following the Gold Coast Highway.

'I disagree with the route of the light rail. I'd like to see it take a route further back from the beach or along the Gold Coast's M1.'

'Spur lines, or even a circuit, could be included at some time in the future if more services are needed to the west.'

'It just makes the most sense for light rail to continue down the highway as that is where everyone wants to go.'

Comments were also received about the proposed mode being light rail.

'Electric buses are a more energy efficient mode of transport connecting people to the airport and surrounds of the GC.'

'We need Heavy Rail instead.'

TMR response

The *Gold Coast Highway (Burleigh Heads to Tugun) Multi-modal Corridor Study* identified that the Gold Coast Highway route from Burleigh Heads to Tugun has the greatest potential for a shift to public transport as it is close to where people already live, and provides the potential to transform the Gold Coast Highway into the Gold Coast Boulevard through careful design and treatment. The study investigated alternate routes finding a light rail extension down the Gold Coast Highway was the most direct and efficient route.

Unlike buses, trams travel down their own dedicated corridor and carry 300 people compared to buses which can carry 65 people. In 2012, the Gold Coast Southern and Central Area Transport Strategy assessed the specific transport benefits of light rail on the Gold Coast Highway relative to continuing frequent bus services and found:

- Light rail between Broadbeach and Coolangatta was shown to increase daily public transport trips by 22 percent relative to buses.
- Light rail between Broadbeach and Burleigh Heads was shown to increase daily public transport trips by 12 percent relative to buses.

Buses will continue to play a very important role in the movement of people along and beyond the Gold Coast Highway corridor to a wide range of destinations. Consistent with the approach adopted in the previous stages of the light rail, some bus routes would be changed or replaced (such as the current route 700 and 777 buses along the Gold Coast Highway), while other services would be maintained and potentially enhanced to offer better connectivity.

The *Gold Coast Highway (Burleigh Heads to Tugun) Multi-modal Corridor Study* identified the need for buses to continue to connect communities to the west of the Gold Coast Highway with light rail. Bus services would be designed to ensure the community maintains access to existing heavy rail services and other key attractors such as The Pines Shopping Centre. Connections between bus and light rail will be designed to be safe, convenient and accessible.

The *C Gold Coast Highway (Burleigh Heads to Tugun) Multi-modal Corridor Study* considered a future heavy rail extension and a key conclusion of the study was to continue to protect the corridor for heavy rail along the Pacific Motorway (M1). Providing a light rail extension down the Gold Coast Highway means the heavy rail corridor adjacent to the M1 will remain protected for a future extension of the Gold Coast line passenger railway which is intended to fulfil a longer distance regional transport function.

5. Oceanway

What the community told us

There was some opposition to the proposed extension of the Oceanway.

'The alignment of an ocean way through Palm Beach does not practically or environmentally fit within the constraints of what has already been built.'

However, many stakeholders expressed a desire to see this facility built at the same time as GCLR4.

'I do believe that an Oceanway also needs to be constructed along the entire beachfront of Palm Beach to encourage more active transport.'

Currently the Oceanway is sectioned with a large portion being a shared road on Jefferson Lane which is very dangerous for pedestrians, especially those with young children and infants in prams. I hope that the Oceanway is constructed at the same time as the light rail so there is better active, and green transport options for the entire Southern Gold Coast community.'



Artist's impression of Oceanway

TMR response

Making local neighbourhoods easier to get around includes providing a world class transport system and improving walking and bike riding connections.

Any decision to proceed with light rail in the Gold Coast Highway corridor will also require a viable active transport path to be built adjacent and along the corridor, and an extension of the Oceanway would complement existing sections of this popular facility.

TMR has allocated \$1.5 million of funding to complete a business case for a new section of the Oceanway through Currumbin, which includes a new bike and pedestrian bridge over Currumbin Creek.

Planning for the Oceanway and the Currumbin Creek Bridge has commenced, and the community has the opportunity to provide feedback as the project progresses. Feedback from the community will be considered by the project team in the development of the business case.

Consultation on the Oceanway and Currumbin Creek Bridge projects will be conducted separately to GCLR4 consultation and further information will be provided once available.

6. Community and connectivity

What the community told us

Some community members raised concerns about potential impacts that the project may have on the local amenity and village feel of the southern Gold Coast.

'The tram way disconnects the feel and beach town vibe, and so [as] far as I am concerned its just an eyesore to look at.'

'The light rail is ugly, it's a fair bit of an eye-sore.. it has essentially zero charm, doesn't fit the beach-side village vibe or aesthetic at all. It's sterile, the colours and style of the light rail looks like some sort of spork cross between a train and tram, and unlike Melbourne's trams it doesn't fit into the style of the community and area at all. They look like a kind of monstrosity.'

While others believe the project will provide greater connectivity and opportunities for future generations.

'This project is essential for the southern Gold Coast coastal communities. I want my 3 and 4 year old daughters to grow up in Palm Beach, to have access to great schools, great beaches and great services and public transport.'

'Support the proposed 'Gold Coast Boulevard' idea — extensive landscaping and shade trees the entire length of project, reduced traffic speeds, reduced traffic lanes, traffic calming and creation of a more pedestrian friendly environment. This will be great for the whole corridor but in particular the business and retail precincts of Palm Beach and Tugun.'

TMR response

Community identity is an important aspect to the overall feel of a suburb and the local community who live there. Planning for future transport demands includes identifying opportunities to innovate and improve community spaces through urban design.

The *Gold Coast Highway (Burleigh Heads to Tugun) Multi-modal Corridor Study* identified opportunities to transform the Gold Coast Highway between Burleigh Heads and Tugun into a high amenity, community focused and pedestrian friendly boulevard. This could be achieved by creating:

- New connection roads and traffic redistribution so the intersection of Palm Beach Avenue, Gold Coast Highway and Cypress Avenue can be transformed into a pedestrian friendly precinct.
- A precinct that increases the opportunity for street front dining, shopping and urban revitalisation.
- On-street parking designed to support and enliven commercial activity.
- Creating new employment opportunities within comfortable walking distance to stations.
- Urban design and landscaping features that celebrate community spaces and local character.

TMR acknowledges the community's concerns and feedback about this issue and these will be considered in planning as the project progresses.

7. Current stage and timeline of project

What the community told us

Many community members were unsure about the status and timing of the project.

'The project is a 'done deal'

Some questions were asked about the materials being used for consultation.

'This can't be genuine consultation if you've already drawn up plans for the project'

While others expressed a desire for this project to be fast tracked.

'Get Stage 4 built as soon as possible'



Artist's impression of Tugun

TMR response

The project is currently in the preliminary business case phase and any funding decision to implement the findings of the preliminary business case would be the subject of a detailed business case.

The preliminary business case phase includes:

- defining the project options to be evaluated in the preliminary business case
- community consultation on concept plans for the project
- conducting a preliminary evaluation of the costs, risks and benefits associated with the project options
- developing a detailed plan and budget for progressing to the next stage in the project (business case stage)
- reassessing the prioritisation of the project (based on relevant government policy) and alignment with strategic government priorities
- seeking approval and funding to progress to the business case stage.

The *Gold Coast Highway (Tugun to Coolangatta) Multi-modal Corridor Study* is currently underway, and along with outcomes from the next stage of community consultation on the Tugun to Coolangatta section of the project, will also inform the completion of the preliminary business case. TMR will communicate the outcomes of the preliminary business case to the community once this stage of the project has been completed. Currently, there is no committed funding for the project to move to detailed business case.

It is important to note that the concept plans are a reflection of the strategic planning undertaken to date for the project. The plans are a concept design for the purposes of consultation and subject to change based on the outcomes of the consultation and further detailed investigations. Further detailed investigations will occur in the preliminary business case phase of the project.

Summary

This report is a summary of the feedback provided by the community to Kantar Public and the Department of Transport and Main Roads from July 2021 to October 2021 about planning for Gold Coast Light Rail Stage 4 – Burleigh Heads to Tugun section.

Community consultation on the Tugun to Coolangatta section of the project is being planned for 2022 and further information will be provided to the community on how to participate in the next stage of consultation once available.

The *Gold Coast Highway (Tugun to Coolangatta) Multi-modal Corridor Study* is currently underway, and along with outcomes from the next stage of community consultation on the Tugun to Coolangatta section of the project, will also inform the completion of the preliminary business case. TMR will communicate the outcomes of the preliminary business case to the community once this stage of the project has been completed.

Next steps

All feedback received will be considered in the development of the preliminary business case for Gold Coast Light Rail Stage 4. More detail about planning for the project will be published as it becomes available.

The Gold Coast Light Rail Stage 4 project team is available to talk to community members and answer questions about the project. The project team can be contacted by:

Email: gclr4@tmr.qld.gov.au

Phone: 1800 316 365* | 8:30am – 5:30pm, Monday to Friday

**Check with your service provider for call costs.*

Keep up to date on the project by visiting the project webpage at www.tmr.qld.gov.au/gclr4

Appendix A - *Gold Coast Light Rail Stage 4 Community Sentiment Report*

A yellow and blue G:link light rail train is shown at a station platform. The train is modern with large windows and a sleek design. The front of the train is blue with the G:link logo and the TRANSLink logo. The side of the train is yellow with a large white 'G' logo. The train is stopped at a platform with a red and white striped pattern on the ground. The background shows a building and some trees.

KANTAR PUBLIC

***Gold Coast Light Rail Stage 4
Community Sentiment***
Department of Transport and Main Roads

Research Report

Kantar Contact: Richard Bishop

263406994

November 2021

Contents

1	Executive Summary	3
2	Methodology	6
3	Research Findings	10
3.1	Level of Awareness of Gold Coast Light Rail Stage 4	11
3.2	Level of Support and Suggestions to Improve Gold Coast Light Rail Stage 4	15
3.3	Perceived Benefits of Gold Coast Light Rail Stage 4	24
3.4	Main Concerns about the Project and What is Important to the Community	33
3.5	Transport and Public Transport Use – Residents only	38
3.6	Likelihood of Using Gold Coast Light Rail Stage 4	42
3.7	Preference for Maintaining Traffic Lanes – Priority Suburbs only	49
3.8	Other: Significant Similarities and Differences Between Residents and Businesses	52
4	Sample Profile	54

1 Executive Summary



Summary of Research

Rationale for Research Approach:

The purpose of this research was to quantify community sentiment about Gold Coast Light Rail Stage 4 (Burleigh Heads to Coolangatta) (GCLR4) and validate common themes of importance and concern raised by the public during consultation as part of planning in the preliminary business case stage of the project life cycle.

This research provides quantitative data as a holistic overview of how the community is feeling about GCLR4. From a total research sample of 1005 respondents including residents and business decision makers living in and operating from suburbs adjacent to the existing light rail and GCLR4 corridors, it identifies:

- The level of community awareness about the project and main channels for hearing about it
- The level of support for and understanding about the project across key groups – residents and business decision makers from suburbs along the existing and potential future light rail corridor
- What the community is most interested in and concerned about
- Insights to current and perceived future public transport use

Research Methodology:

The Department of Transport and Main Roads commissioned Kantar Public, an independent social research organisation, to conduct quantitative research on a large and representative sample of the Gold Coast community directly and indirectly affected by GCLR4.

A 10-15 minute Computer Assisted Telephone Interview (CATI) was used to capture the quantitative data. A total of n=1005 interviews were completed (n=851 residents and n=154 business decision makers) with respondents either living or operating a business in suburbs along the existing and potential future light rail corridor – from Helensvale to Coolangatta. The data was weighted to provide a statistically representative reflection of the population and gender distribution amongst these suburbs.

Key Insights

AWARENESS	SENTIMENT	BENEFITS	CONCERNS	TRANSPORT SITUATION	OPPORTUNITIES
<p>Awareness of the project is very high.</p> <p>Most of the residents and business decision makers interviewed recalled GCLR4 when prompted.</p> <p>They also reported news is their main source for information about the project, followed by word of mouth.</p> <p>These findings are consistent across sub-groups of interest including priority suburbs, non-priority suburbs, public transport users and non-public transport users.</p>	<p>There are more supporters of GCLR4 than not.</p> <p>63% of the residents and 59% of the business decision makers interviewed reported that they support the project.</p> <p>Support for GCLR4 is highest amongst residents and business decision makers from non-priority suburbs and public transport users. In priority suburbs, there is a similar number of supporters of the project to non-supporters, however support is slightly greater.</p> <p>The residents and business decision makers interviewed are alike in that their main reasons for supporting GCLR4 is its ease of use, less congestion and increasing public transport options.</p> <p>The main reason for the residents interviewed to not support GCLR4 are congestion concerns. For business decision makers, ongoing access issues once the project is constructed is the main reason for not supporting the project.</p>	<p>The perceived benefits of the project are the same for residents and business decision makers.</p> <p>The residents and business decision makers interviewed perceive improved access and connectivity for the Gold Coast and businesses to be a major benefit of the project, followed by reduced traffic congestion.</p> <p>The residents and business decision makers interviewed perceive GCLR4 to cater mainly for tourists, with the project seen by those interviewed as least favourable for the local community and themselves/their business.</p>	<p>Concerns about GCLR4 vary from residents to business decision makers but their feelings about project opportunities are consistent.</p> <p>The residents interviewed are most concerned about traffic management (and most would prefer the number of traffic lanes be maintained). Whereas, the business decision makers interviewed are most concerned about impacts to their business during construction (and would prefer parking be maintained).</p> <p>According to the residents and business decision makers interviewed, the environment is the most important component of the project and the opportunity to transform Palm Beach Avenue into a pedestrian friendly precinct is the least important.</p>	<p>Car is the predominate mode of transport used to travel around the Gold Coast.</p> <p>For the residents interviewed, car is the predominant mode of transport and light rail the most used mode of public transport for travelling around the Gold Coast.</p> <p>Although infrequently used, light rail is mostly used for travelling to recreational activities, with most users getting to it by walking, driving or bus respectively.</p> <p>Most of the residents and business decision makers interviewed from priority suburbs reported they are unlikely to use GCLR4. However, likely use significantly increases amongst the priority suburb residents who use public transport.</p>	<p>Current likelihood to use GCLR4 is low, however improving the convenience of the service is a key suggestion put forward to increase potential usage.</p> <p>Although most reported it would make no difference –</p> <ul style="list-style-type: none"> for residents, addressing congestion concerns, environmental impact and loss of amenity may increase their level of support for the project for business decision makers, addressing impacts during construction, ongoing access issues and loss of/reduced parking once constructed may change their opinion. <p>Although the perceived likelihood of using GCLR4 among the residents and business decision makers interviewed from the priority suburbs is low, the top suggestion provided by them to increase their likely usage is to make it more convenient, including easier to use, faster and not having to park.</p>

2 Methodology



Research Background and Objectives

In October 2021, the Department of Transport and Main Roads (TMR) undertook a study to gain an understanding of the general community sentiment towards GCLR4 and validate common themes of importance and concerns raised by the public during consultation.

Research objectives:

Overall Aim: to measure community sentiment about the GCLR4 between Burleigh Heads and Tugun.

Specific objectives:

- Awareness of GCLR4 and communication channel effectiveness
- Sentiment towards GCLR4 across key groups
- Understanding concerns about GCLR4 and what is important to the community
- Understanding current transport use and likely GCLR4 use

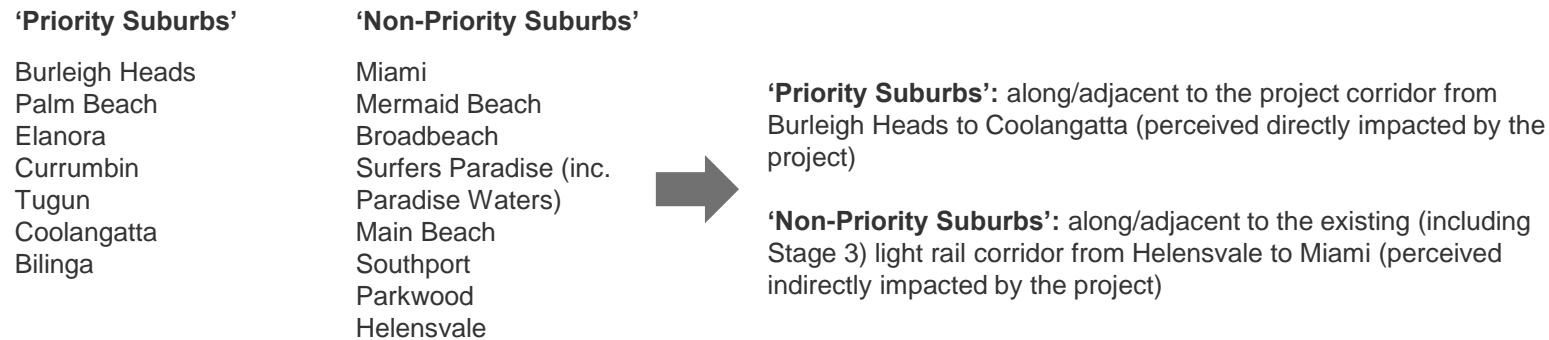
This report provides a comprehensive and holistic analysis of the social research results, including key findings.

Research Methodology

Methodology:

A 10-15 minute Computer Assisted Telephone Interview (CATI) questionnaire was deployed from the 9th October to 24th October, with households randomly selected to participate using a sophisticated geo-sampling approach to ensure respondents lived in the area to which they were assigned (as many of the calls were made to mobile contacts). Interviews were conducted at different times of the day and days of the week/weekend to ensure a good representation of residents was achieved. Call-back appointments were available if a selected respondent wanted to participate but was not able to do so at the time that they were contacted. Please note that care was taken to deliver the survey blind – that is respondents were unaware of the topics when asked to participate. Respondents were also **not able** to participate unless they were contacted and invited to do so.

A total of n=1005 respondents (n=851 residents and n=154 business decision makers) were interviewed. This sample size was selected to ensure a robust sample across the target locations (margin of error is +/- 3%). In order to qualify for the survey, respondents had to live/operate a business in one of the following suburbs:



The sample selected is representative of the Gold Coast suburbs that are adjacent to the existing light rail and GCLR4 corridors and is based on Australian Bureau of Statistics Census 2016. The suburbs were categorised into 'Priority' and 'Non-Priority' based on their vicinity and expected level of interest for GCLR4 investigations. There were more respondents from Priority Suburbs than Non-Priority Suburbs due to a particular interest in further understanding Priority Suburb's opinions. As such, when analysing the data set responses were weighted to be representative of the suburb population and gender incidences as a proportion of the total based on Australian Bureau of Statistics Census 2016. Meaning, although 13.3% of the respondents were from Palm Beach (a priority suburb), when analysing the data Palm Beach responses only attributed to 6.3% of the overall findings, which is representative of the population in Palm Beach and relative to the total population across all suburbs. This ensured that no particular suburb was over-represented when discussing total level results.

Overall, this research report is a reliable and valid reflection of community sentiment based on best practice social research measures.

How to Interpret this Report

The following points should be taken into consideration when reading and interpreting this report.

- This report combines all key findings from the quantitative data to provide holistic insight into the perceptions, attitudes and behaviours of residents and businesses.
- In some charts and tables figures may add up to more than 100%. This is either because of rounding effects or a question allowing multiple responses (MR) rather than just a single response (SR).
- Responses shown in bar charts are ordered from the highest mentioned response (%) to lowest mentioned response (%).
- Where scale questions are reported, results are ordered from the least positive responses at the bottom (e.g. lowest % strongly disagree) to the highest positive responses at the top (e.g. highest % strongly agree).
- Due to oversampling of some suburbs (such as Palm Beach) resident data has been weighted to reflect the actual population incidences of suburbs, as a proportion of the total, based on Australian Bureau of Statistics Census 2016 (gender and location).
- Tests for statistically significant differences at a 95% confidence level have been conducted on key respondent groups (Priority Suburbs, Non-Priority Suburbs, Public Transport Users and Non-Public Transport Users) against the total sample.
- Where a statistically significant difference in the results for any of these key respondent groups compared with the total sample has been found, this is mentioned in the report and marked with an upwards arrow (significantly higher result) or downwards (significantly lower result) text in the charts or data tables. Where there is no difference for the question being examined (or the difference is not noteworthy), this has generally not been mentioned.
- Please note, when interpreting scale responses, residents and business decision makers interviewed that reported feeling neutral about the question have not been added to the 'supportive' or 'not supportive' net results.

3 Research Findings



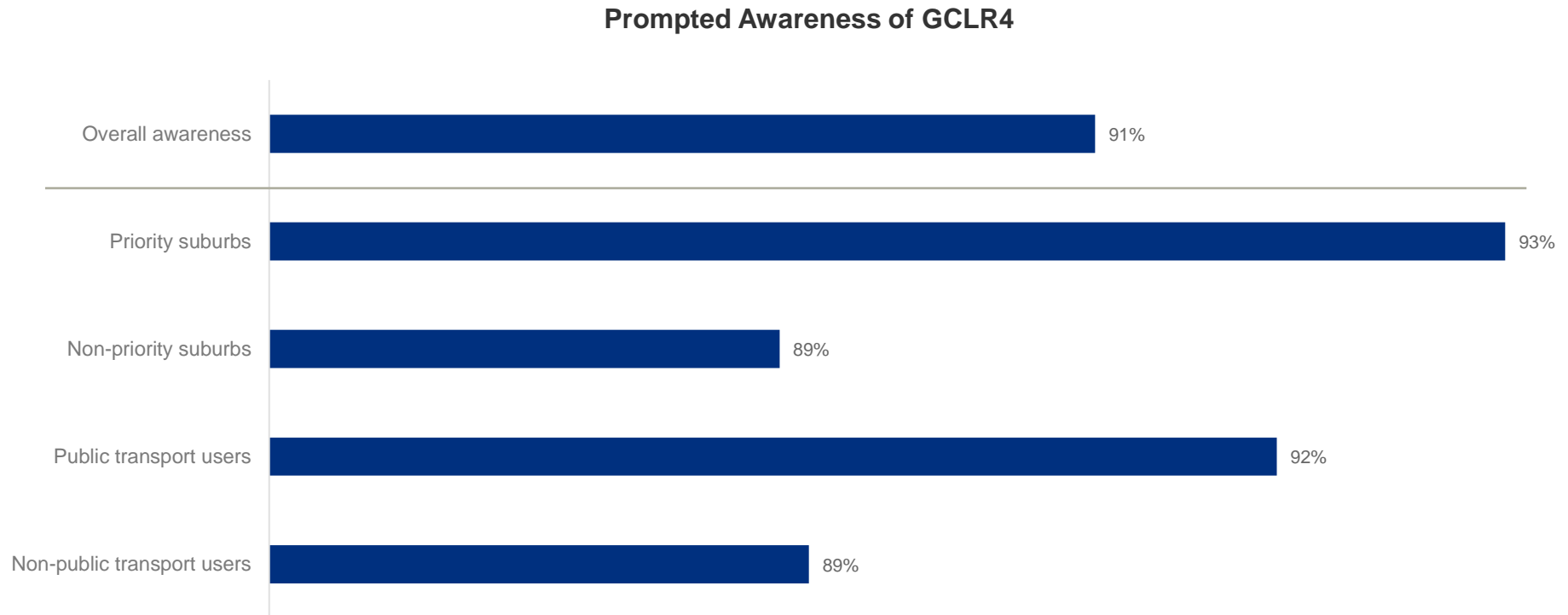
3.1

Level of Awareness of Gold Coast Light Rail

Stage 4

Overall awareness of GCLR4 is very high with 93% of the residents interviewed from Priority Suburbs and 89% of the residents interviewed from the Non-Priority Suburbs reporting that they had heard about the project.

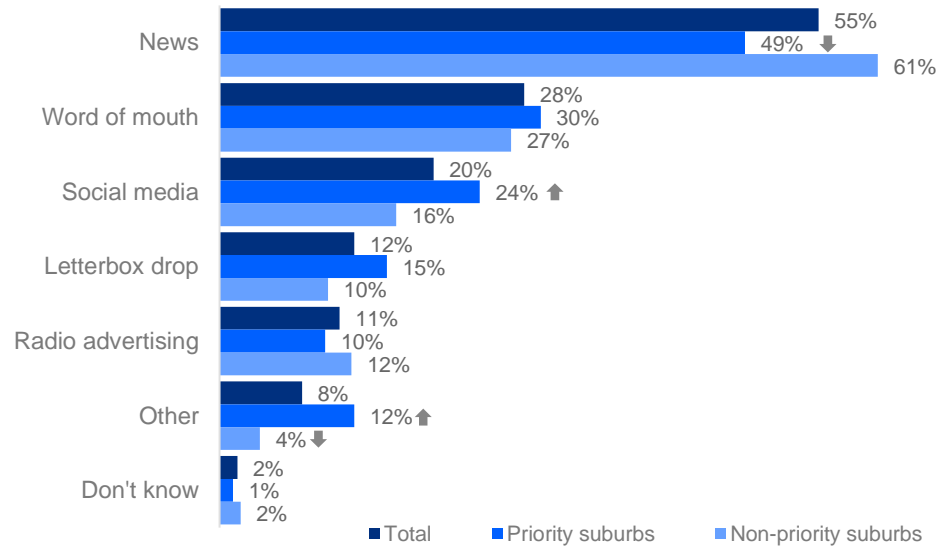
Residents



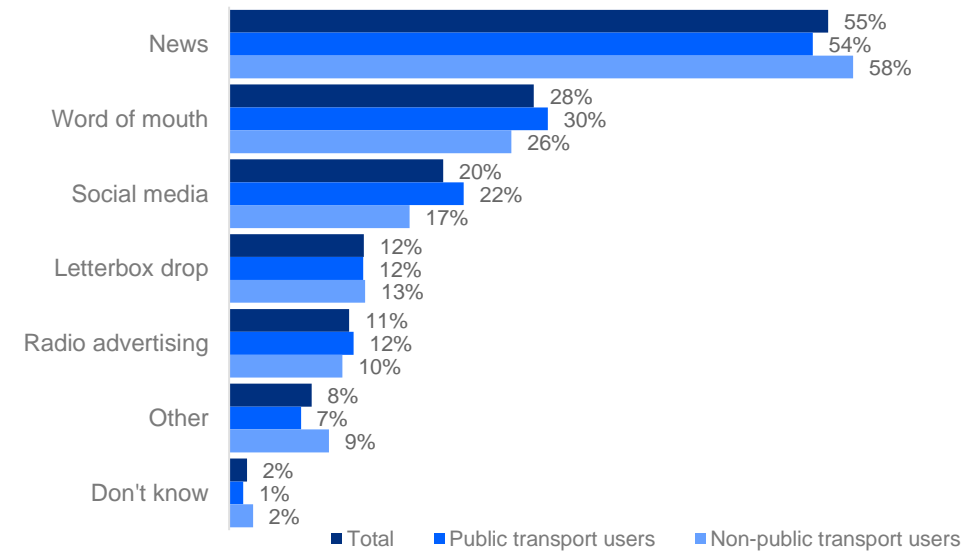
'News' (55%) was consistently reported as the main source of information across all residents and sub-groups interviewed, followed by word of mouth (28%).

Residents

GCLR4 Source of Information by Suburb Area



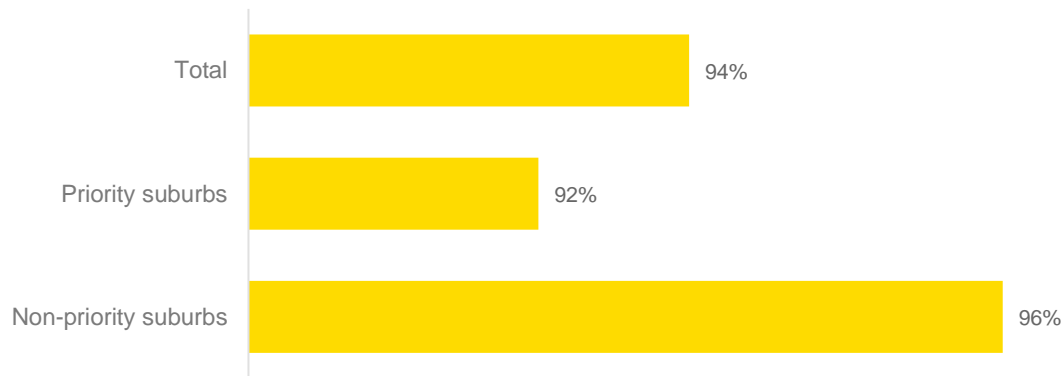
GCLR4 Source of Information by Public Transport Users



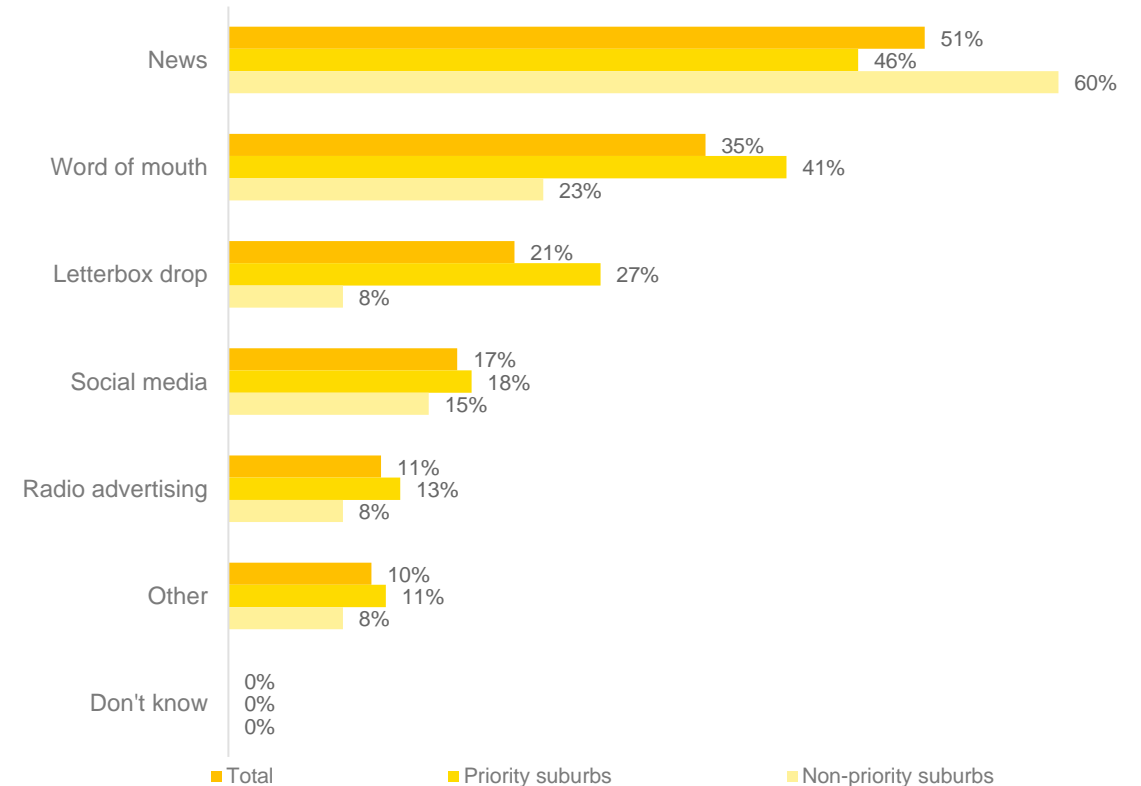
Overall awareness of the project is very high amongst the business decision makers interviewed, with 92% from Priority Suburbs and 96% from Non-Priority Suburbs reporting that they had heard about the project. Similar to residents, the business decision makers interviewed reported ‘news’ (51%) as the main channel of awareness across Priority and Non-Priority Suburbs, followed by word of mouth (35%).

Business Decision Makers

Prompted Awareness of GCLR4



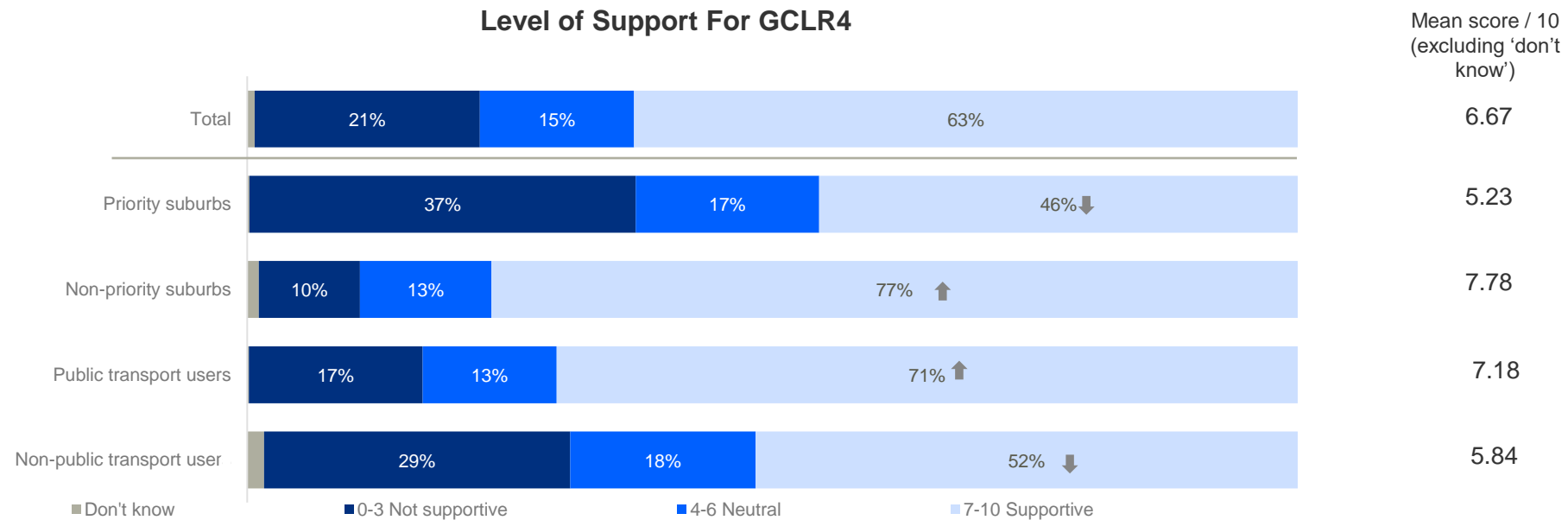
GCLR4 Source of Information



3.2 Level of Support and Suggestions to Improve Gold Coast Light Rail Stage 4

63% of the residents interviewed are supportive of GCLR4, with support significantly higher in Non-Priority Suburbs (77%) and among Public Transport Users (71%). That said, more residents in Priority Suburbs reported that they are supportive (46%) of the project than not (37%).

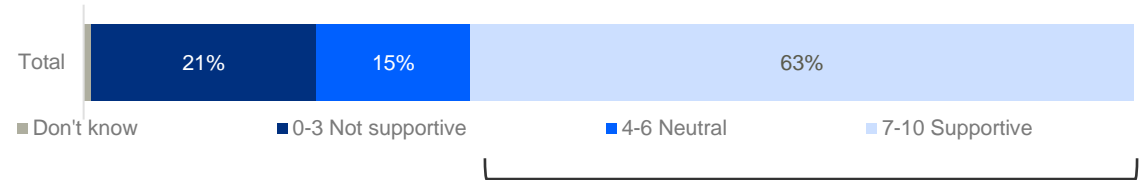
Residents



Note. Residents that reported feeling neutral about the project have not been added to the 'supportive' or 'not supportive' net results.

Ease of use (29%) is a key reason for supporting the project.

Residents



“ Easy to get to the Southern end of the coast. I can socialise and I don't have to get an Uber. ”

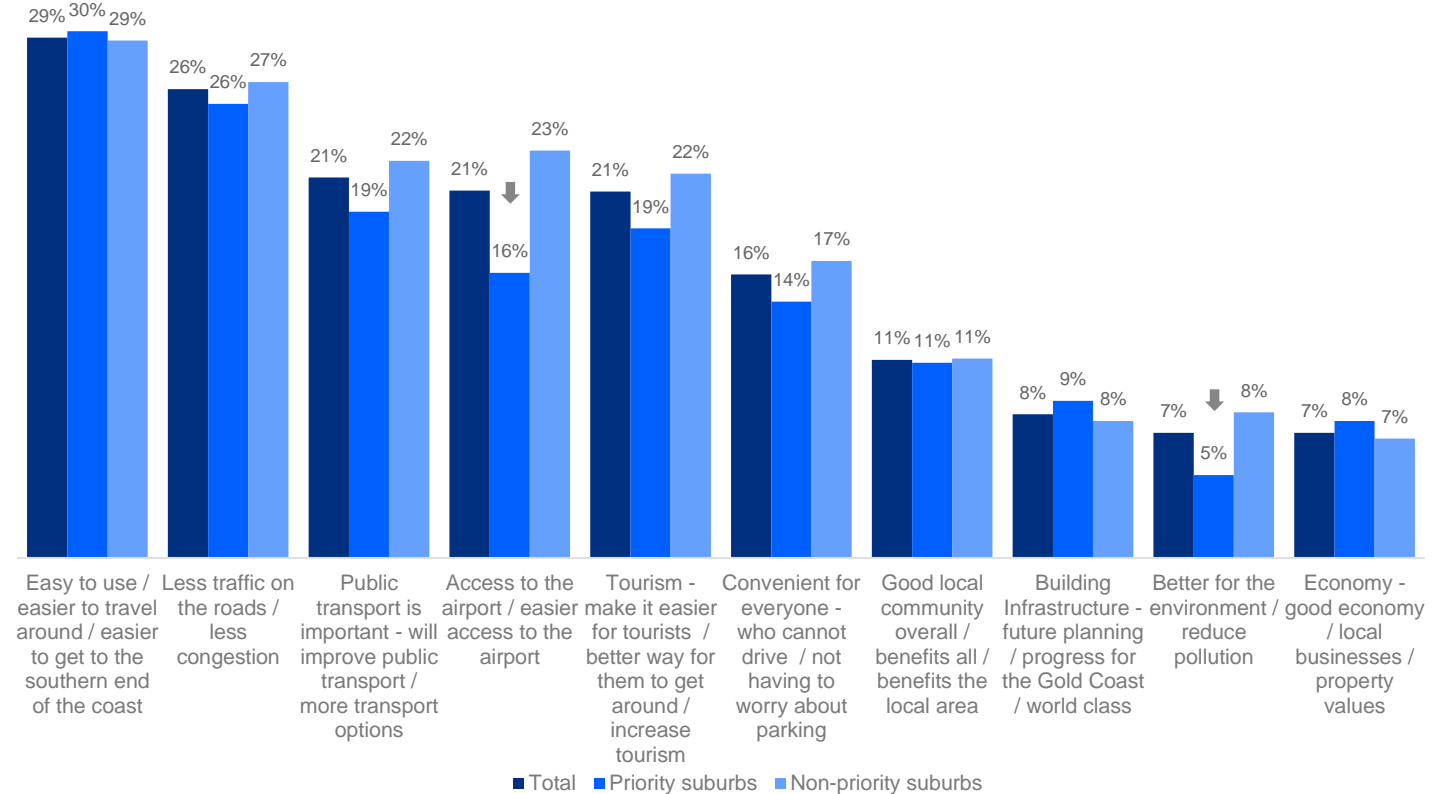
“ It's good for tourists as they can go to the main attractions of the Gold Coast without having to get on a lot of difference buses. ”

“ Increase connectivity and ability to go to the airport. ”

“ Less fumes which is cleaner and better for the environment. Less pollution in the air. ”

“ Through the construction stage it will provide many jobs, boosting the economy in the local community. Tourism will boost due to the link the Airport, boosting local business. ”

Top 10 Reasons for Supporting GCLR4



Residents from Priority Suburbs interviewed who don't support the project (37%) reported general congestion (47%), number of traffic lanes (35%) and loss of parking (24%) as their top reasons for not supporting the project.

Residents

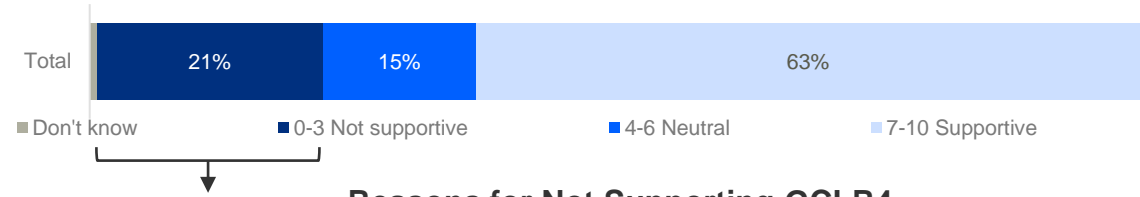
“ It will create congestion for locals and restrict access to the beach. ”

“ I presume it will destroy our front yards. Create worse traffic and the locals will not use it, only tourists. Perfectly good bus service no one uses. The fact they are taking the car park away, you can't find a car park now, it will be a nightmare. ”

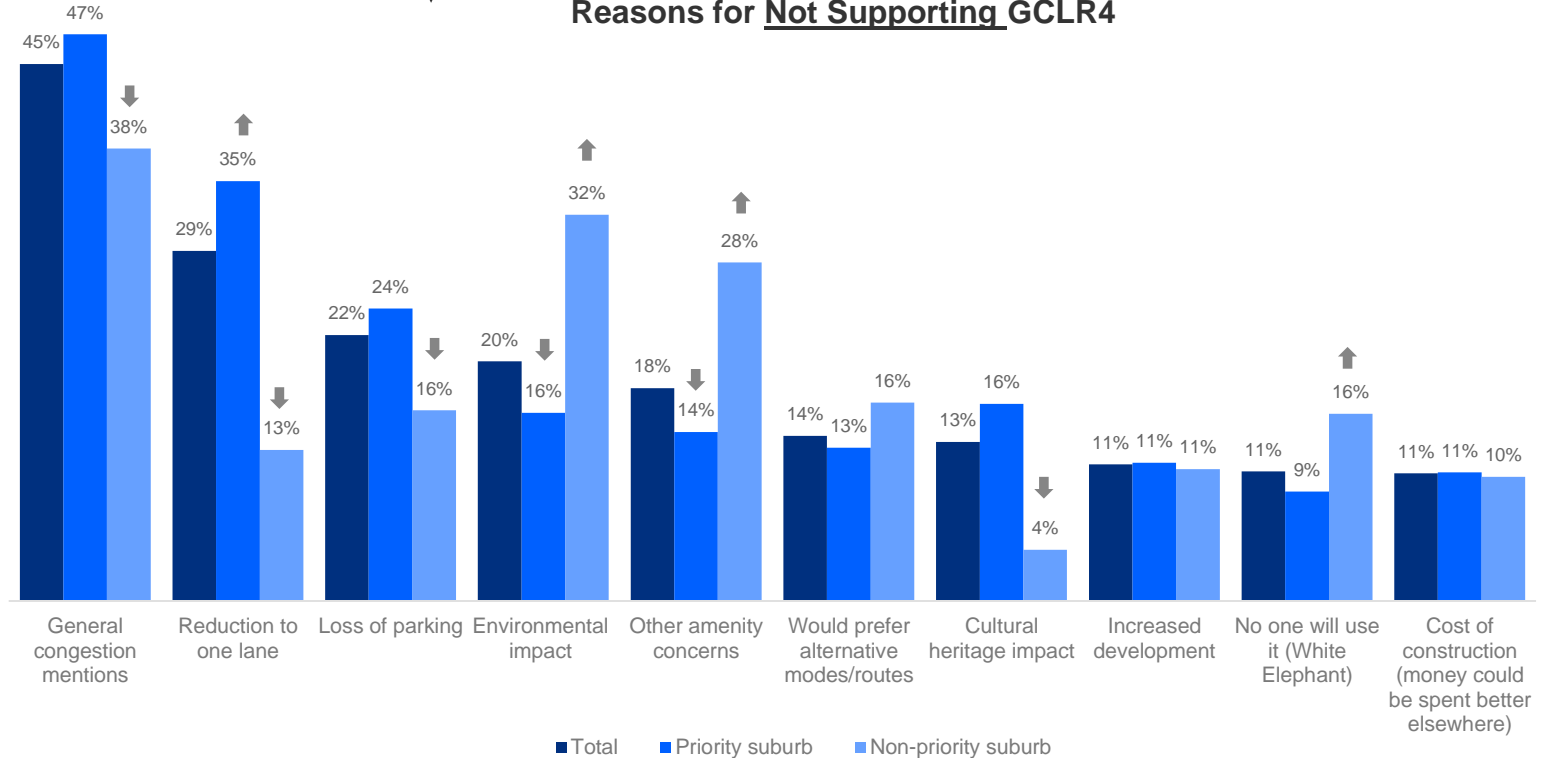
“ Going through natural areas that will effect the native wildlife. ”

“ Because it will destroy local business. No parking for people who are customers for a business. ”

“ It will cut through Aboriginal land and ruin sacred Aboriginal land. It will reduce the lanes on the lanes on the Gold Coast Highway which is already congested. ”



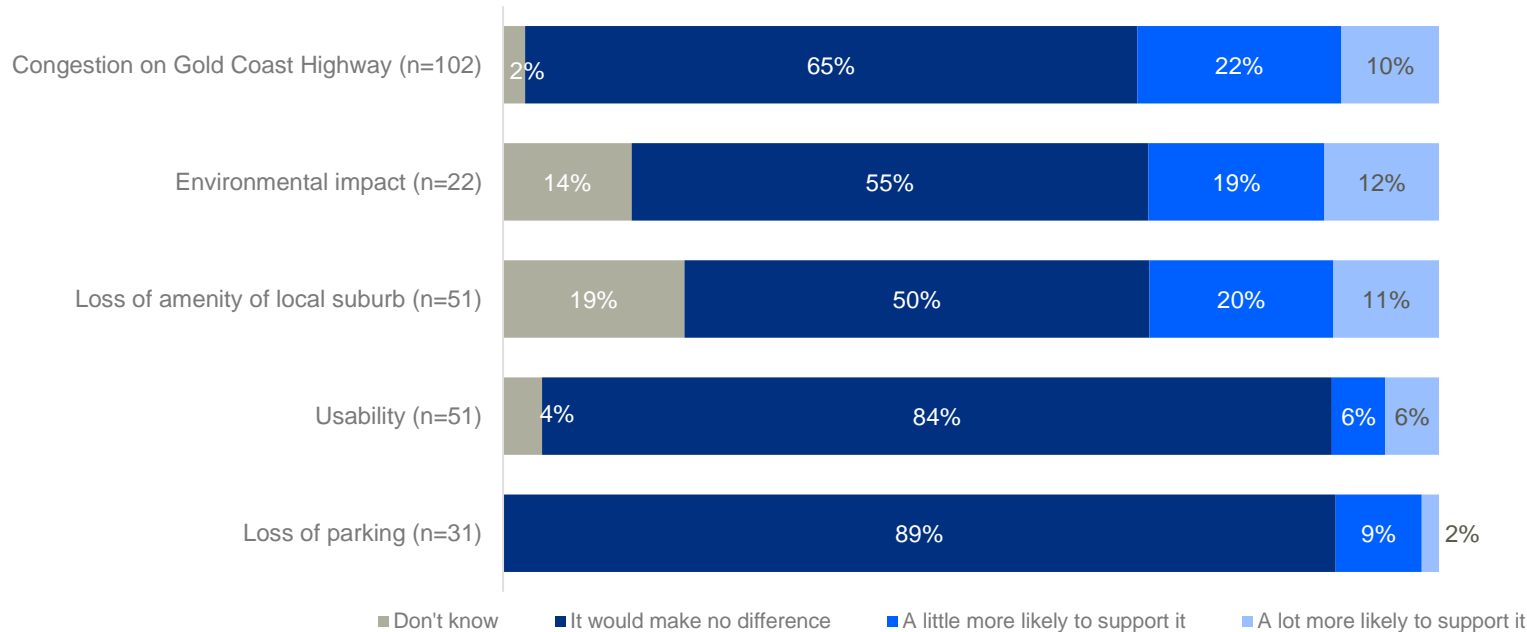
Reasons for Not Supporting GCLR4



While most reported it would make no difference, addressing congestion (32%), environmental impact (31%) and loss of amenity of local suburb (21%) concerns were the main factors likely to increase levels of support of the residents interviewed.

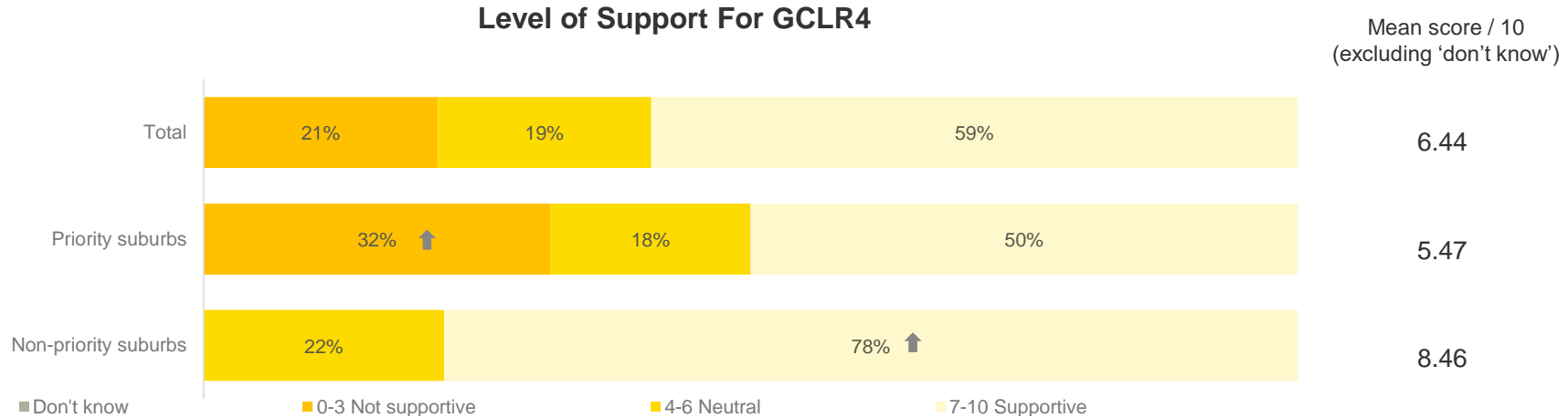
Residents

Improving Support from Residents' with Lower Support for GCLR4
"If [concern] was no longer an issue with the project, how would this change your support?"



78% of the business decision makers interviewed in Non-Priority Suburbs and 50% of the business decision makers interviewed in Priority Suburbs reported that they support the project.

Business Decision Makers



Ease of use is the top reason provided by the business decision makers interviewed for supporting GCLR4.

Business Decision Makers

“ I am supportive in that it will hopefully make travel easier from the airport, we have the bus but it doesn't go further than Broadbeach. ”

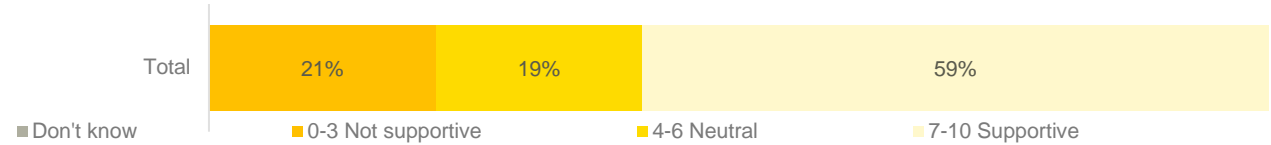
“ It's good for tourism, good for the people that use public transport and an improvement and hopefully takes some cars off the road. ”

“ It will be easier for people to travel and bring more business to the community. ”

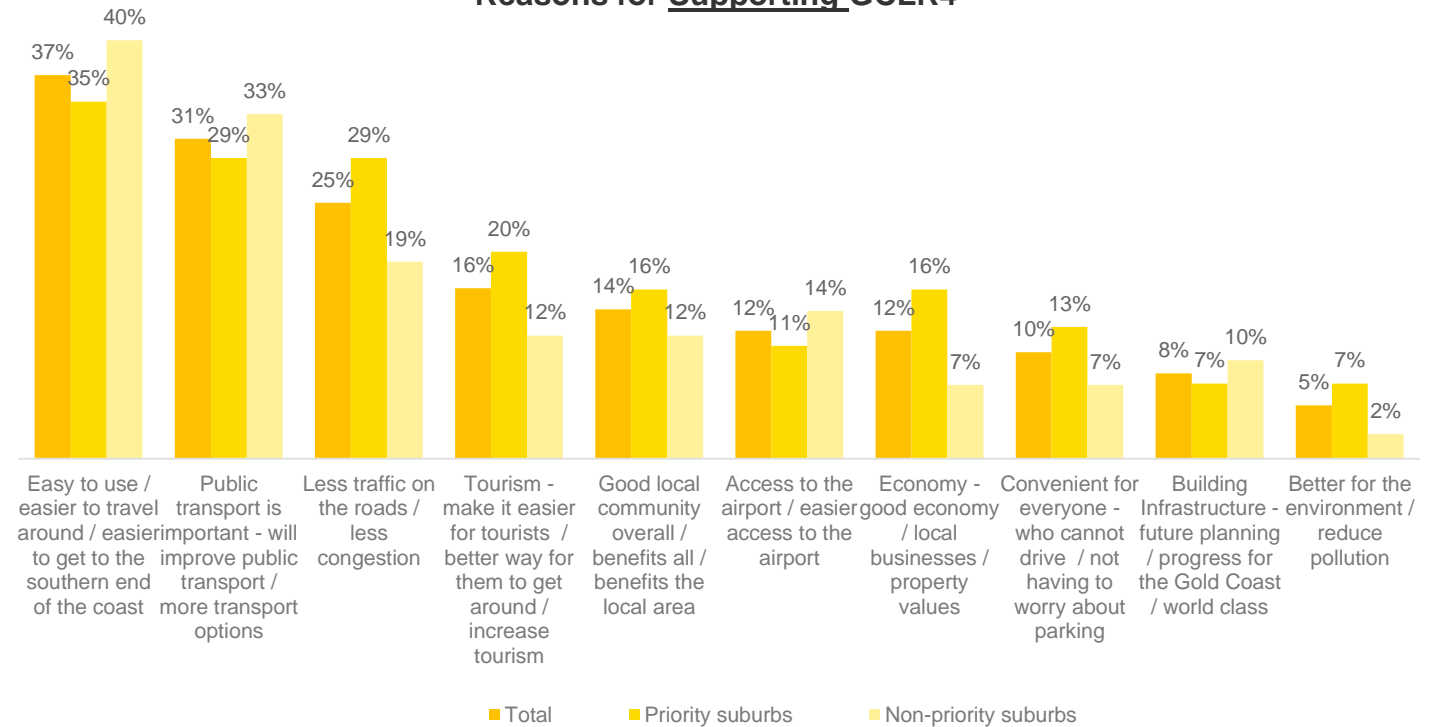
“ I just think any improvements with anything to do with transport is a benefit for the community. ”

“ It will help Coolangatta link to the rest of the Gold Coast. Good for the environment as it will help reduce the cars on the roads and good for public transport. ”

“ We need more people around, more tourists and it will bring more activity around from the businesses. We can do better if there is better infrastructure around. ”



Reasons for Supporting GCLR4



Business decision makers interviewed from Priority Suburbs who don't support the project (32%) reported ongoing access issues as a result of changes to the road network once constructed (58%) and loss of and reduced parking for customers once constructed (56%) as their top reasons for not supporting the project.

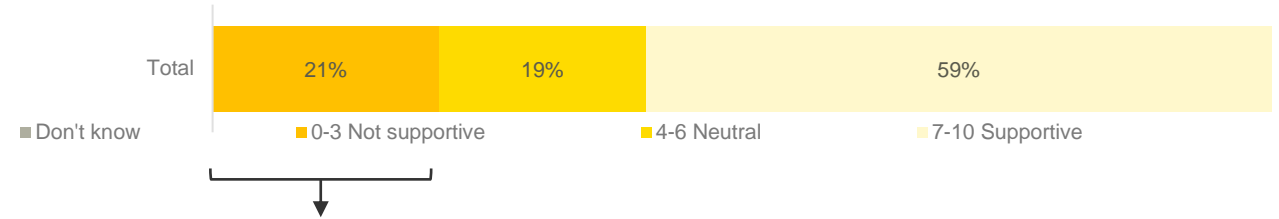
Business Decision Makers

“ It's a huge waste of money. You can't park anywhere to get on it, it wrecks the whole Gold Coast Highway. Extending the train down from Varsity Lakes would be better. ”

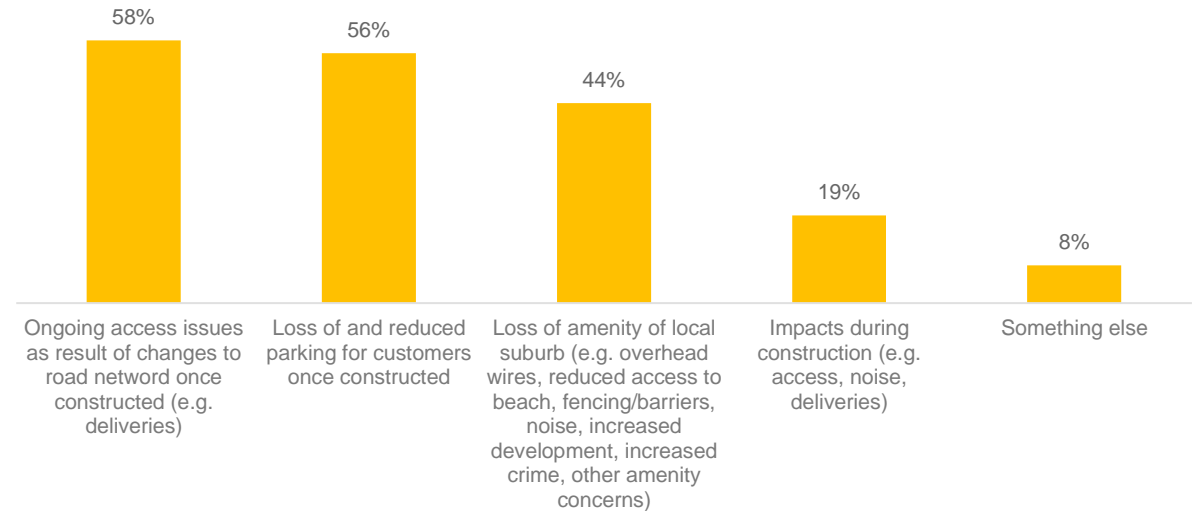
“ The traffic being reduced to one lane, there's already no parking, the unsightly infrastructure and the noise. ”

“ I think it will be disruptive for local traffic. Palm Beach has a lot of local crime, you hear about car theft, and often public transport brings more crime to the area. ”

“ It is a very poorly conceived proposal. Burleigh is already a heavily congested area and the light rail will bring undesirable elements and issues to traffic and congestion and has been poorly designed to go through residential areas... It only goes North and South with no other routes available, bypassing a lot of tourist areas that desperately need it. ”



Priority Suburbs' Reasons for Not Supporting GCLR4

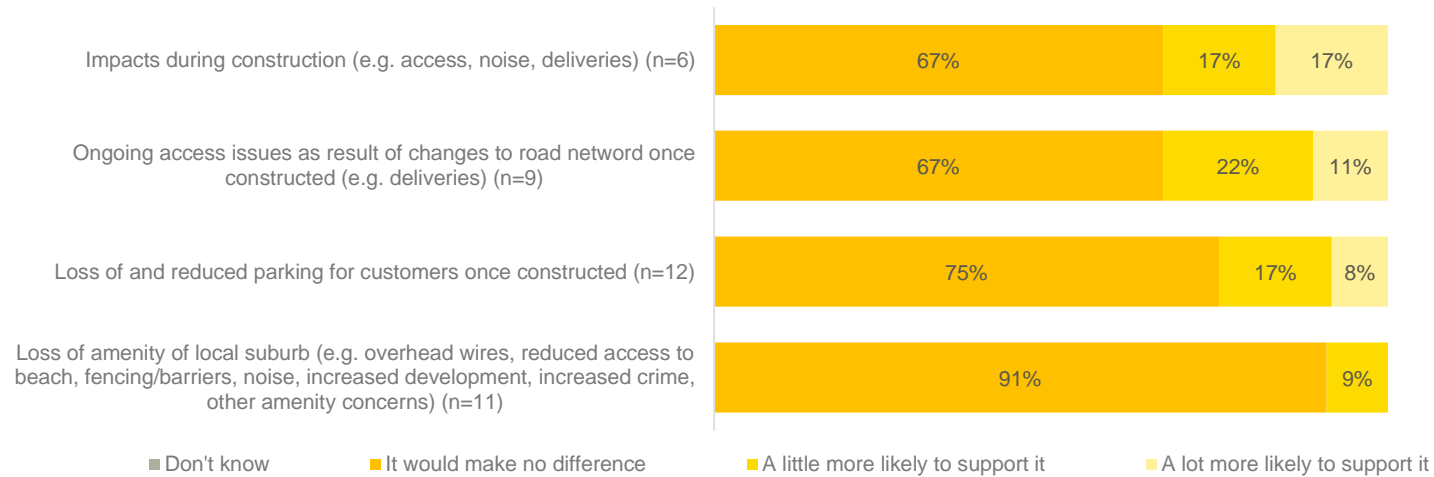


Whilst base sizes are small, similar to the residents interviewed, the majority of business decision makers interviewed indicatively reported addressing specific concerns would not change their opinion.

Business Decision Makers

Improving Business Decision Makers' Support for GCLR4

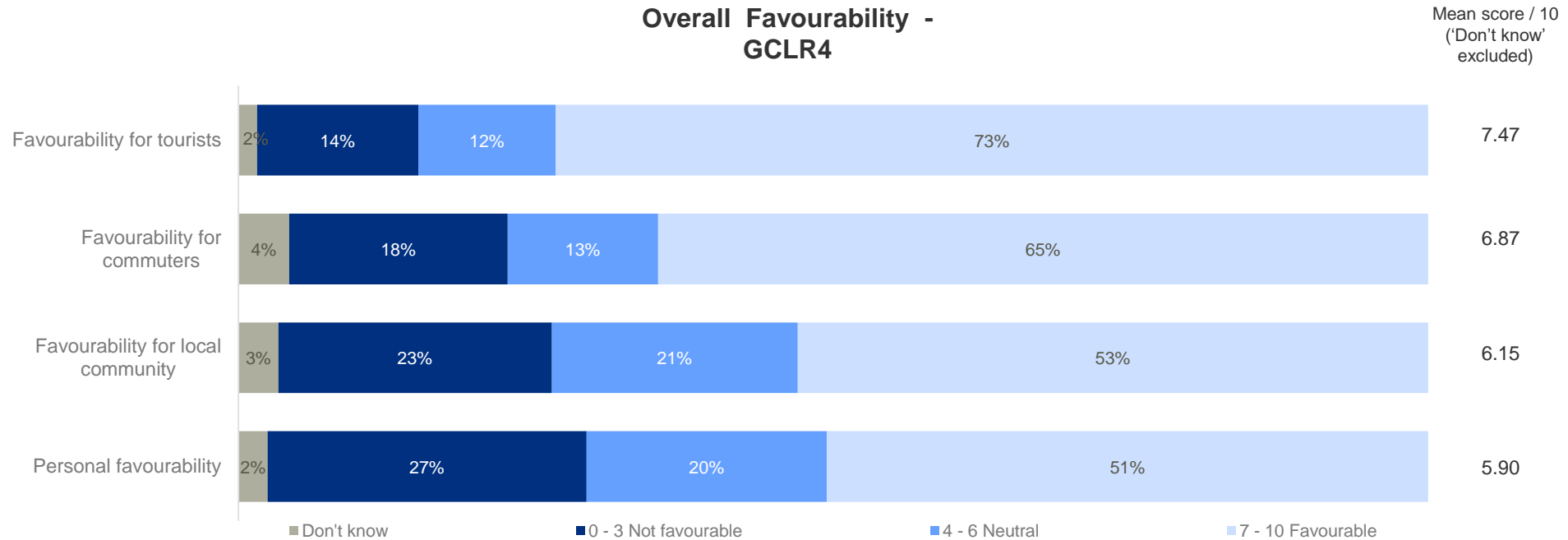
"If [concern] was no longer an issue with the project, how would this change your support?"



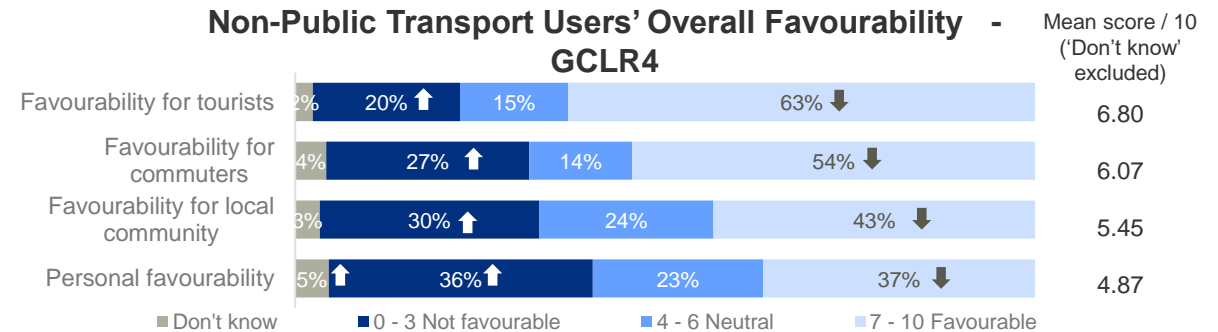
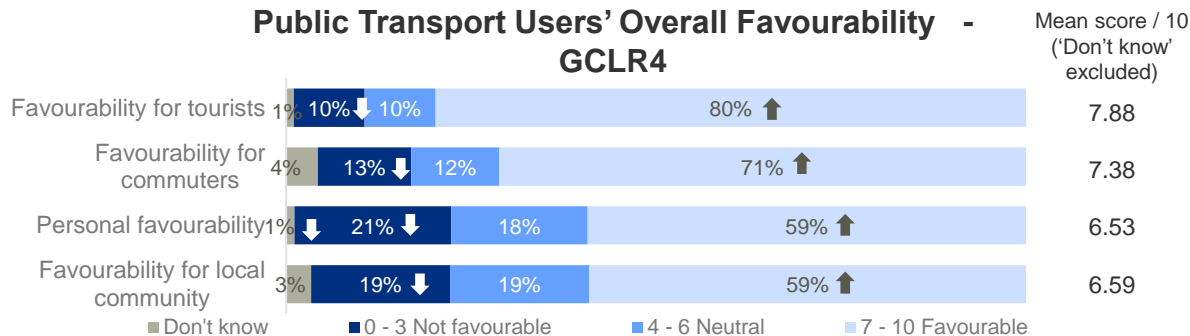
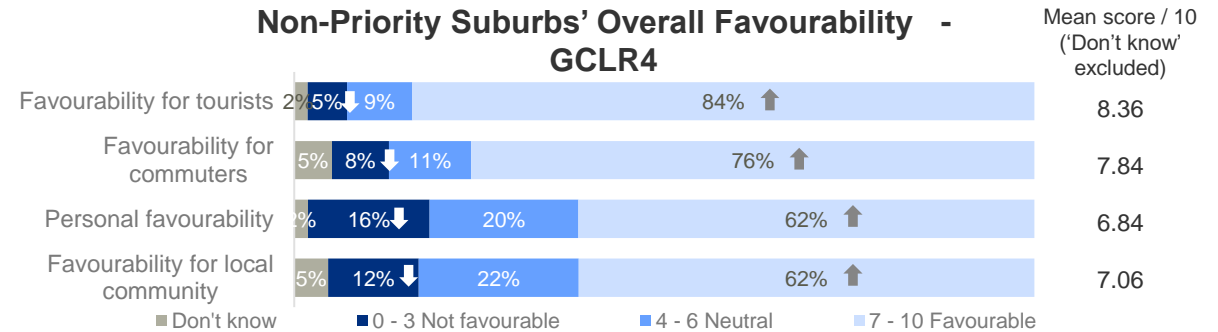
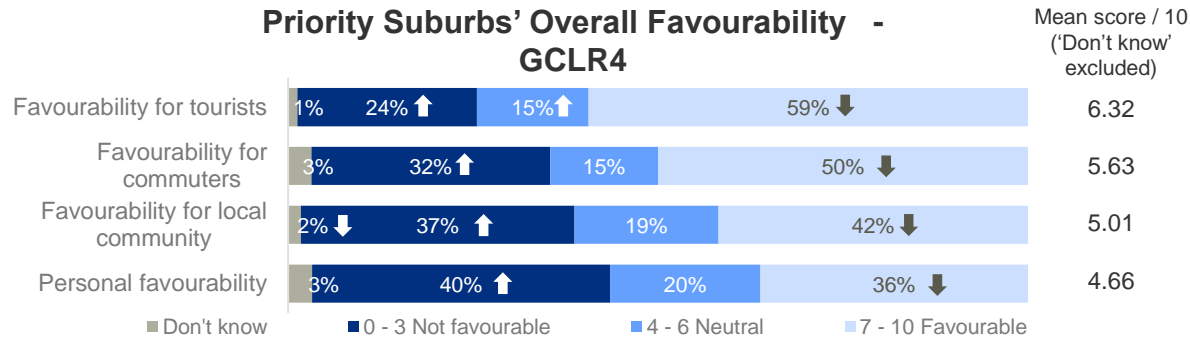
3.3 Perceived Benefits of Gold Coast Light Rail Stage 4

The residents interviewed feel the most favourable in terms of the upgrade in relation to tourists (73%) and commuters (65%), however favourability declines slightly when considering the local community (53%) or themselves (51%).

Residents

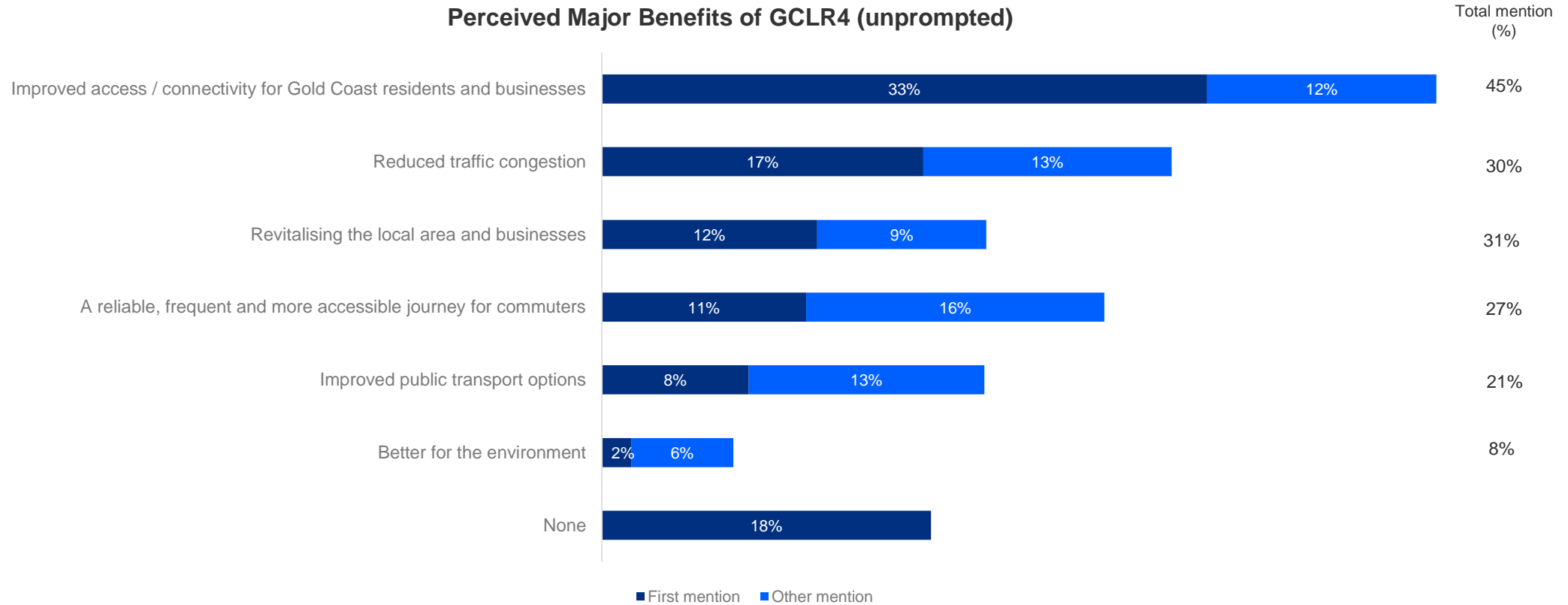


Across all options, favourability is significantly higher among those from Non-Priority Suburbs and among Public Transport Users. In terms of personal favourability in Priority Suburbs, results are highly polarising, with a similar proportion not favourable (40%) as favourable (36%).
Residents



When asked about the benefits of the project, 33% of the residents interviewed mentioned improved access / connectivity before any other benefit.

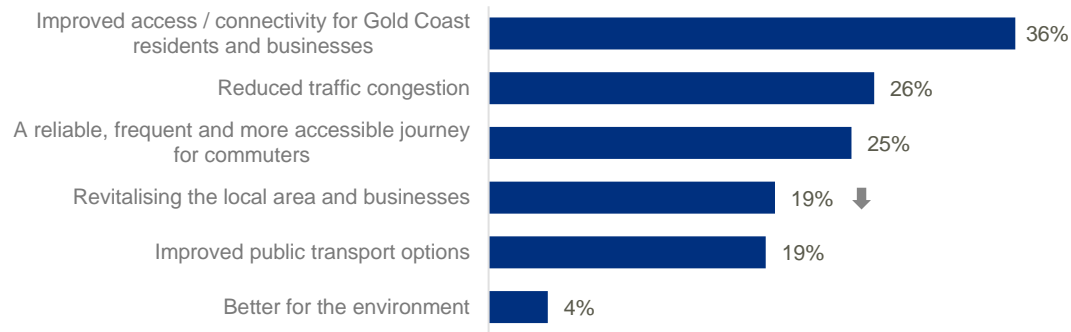
Residents



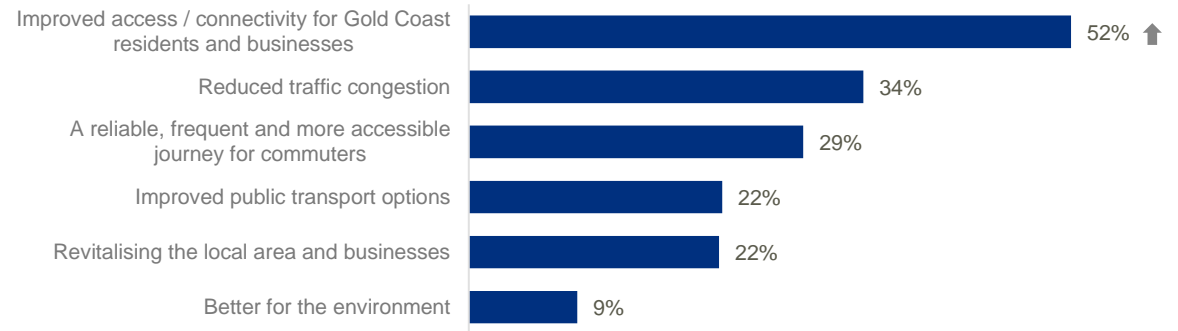
52% of residents interviewed in Non-Priority Suburbs see the improved access and connectivity as a major benefit of the project. Priority Suburb residents are less likely to cite revitalisation of the local area and businesses as a benefit (19%).

Residents

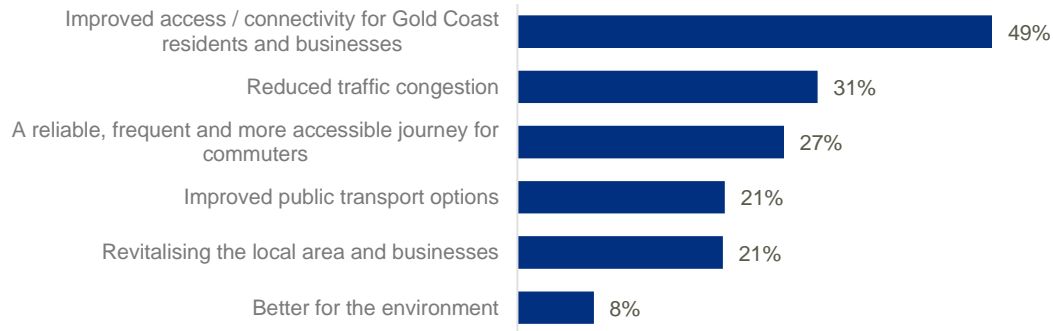
Priority Suburbs' Perceived Major Benefits of GCLR4 – Total mention



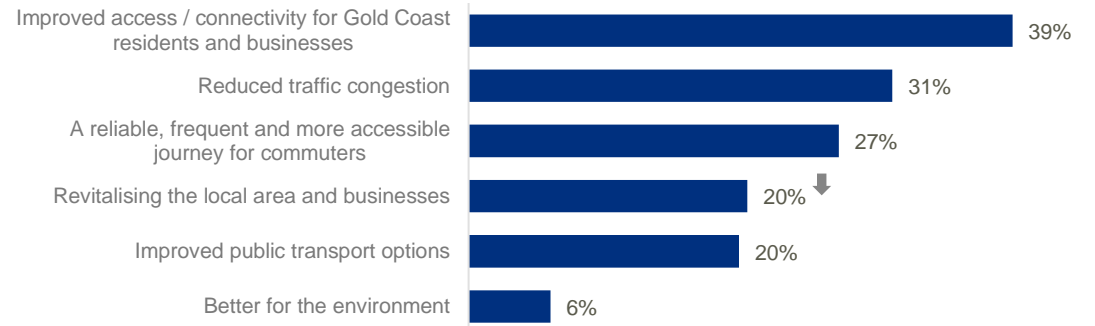
Non-Priority Suburbs' Perceived Major Benefits of GCLR4 – Total mention



Public Transport Users' Perceived Major Benefits of GCLR4 – Total mention

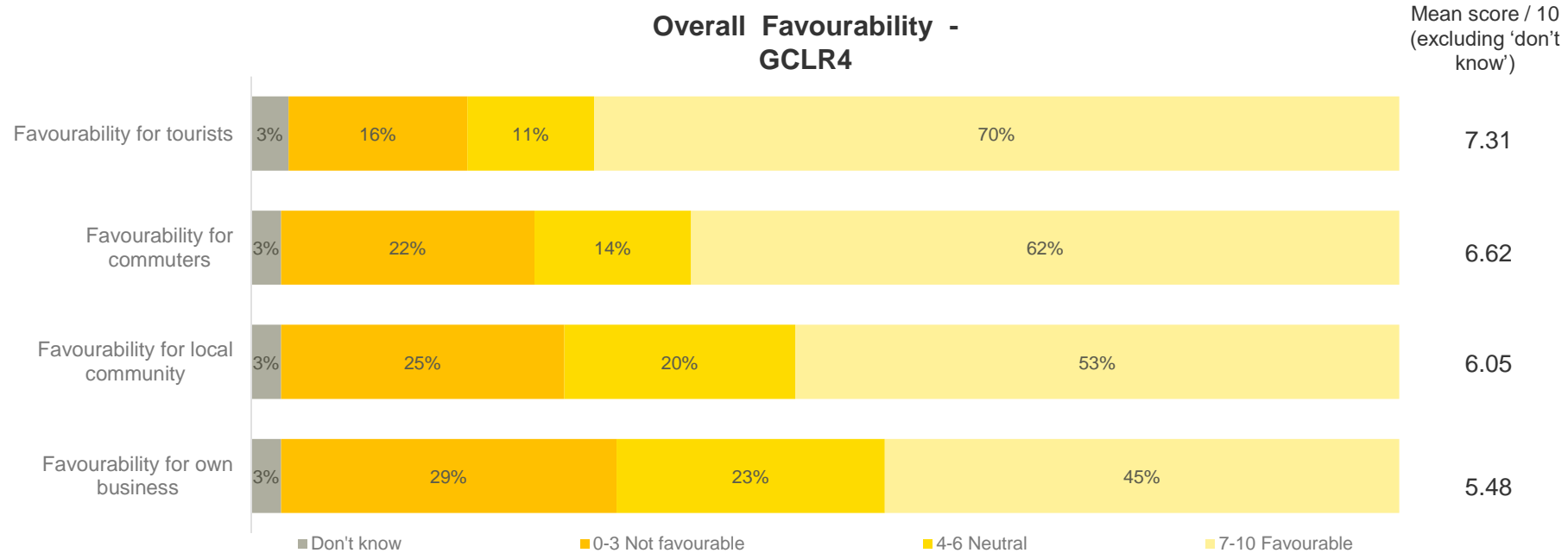


Non-Public Transport Users' Perceived Major Benefits of GCLR4 – Total mention



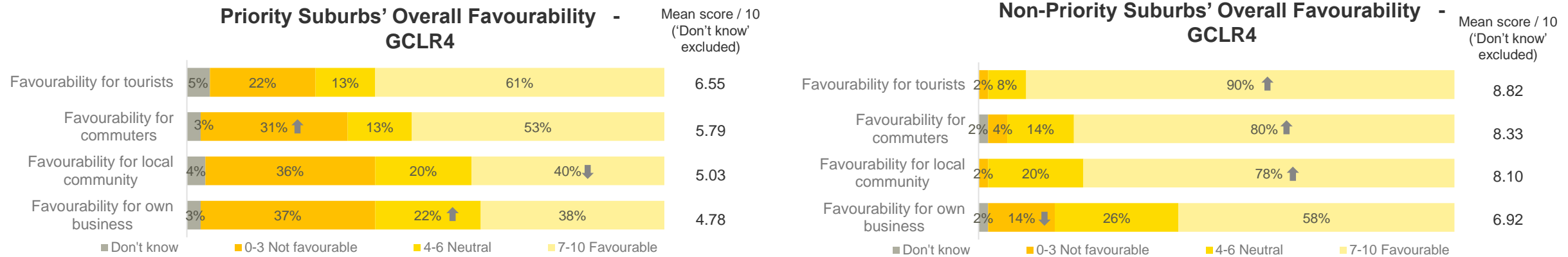
Business decision makers interviewed are most likely to hold a favourable opinion of GCLR4 in terms of its favourability for tourists and commuters, and less so for their own community or business.

Business Decision Makers



Business decision makers interviewed in Non-Priority Suburbs are significantly more likely to see the project as favourable, except for their own business.

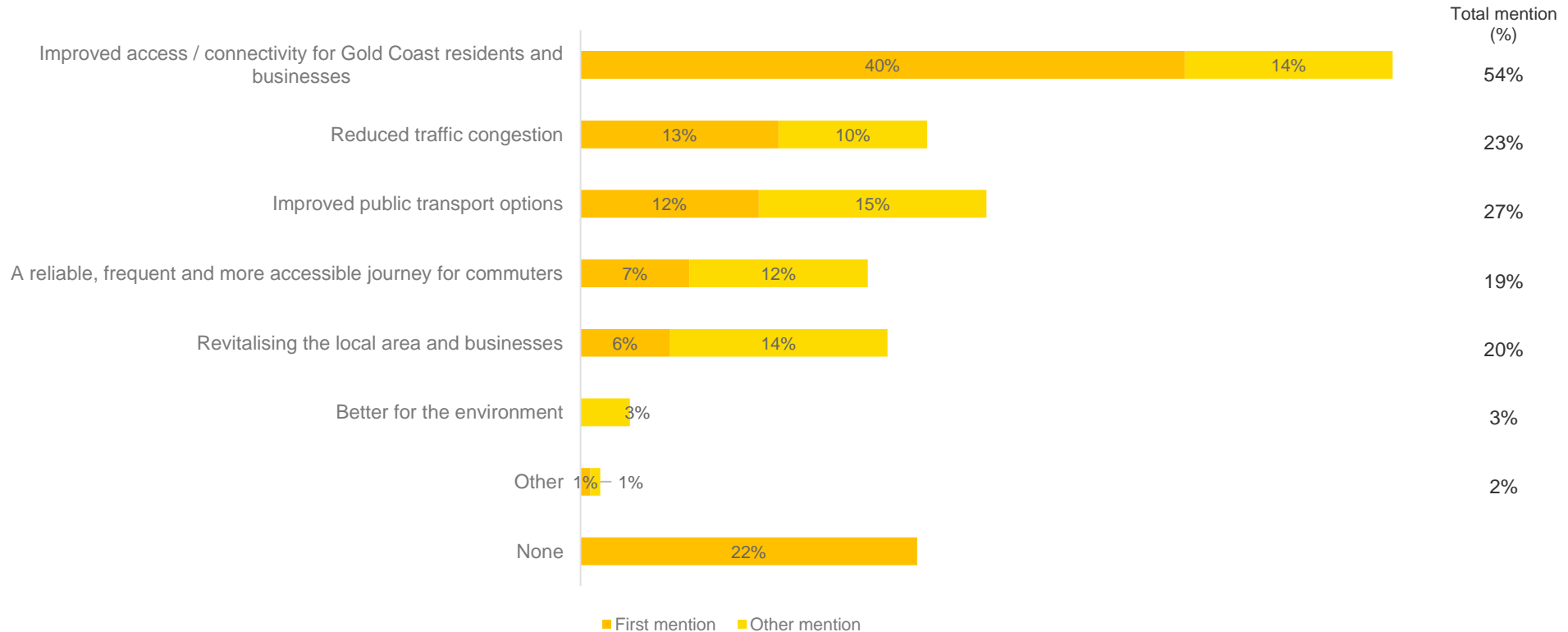
Business Decision Makers



Top of mind, business decision makers interviewed cite improved access and connectivity as a major benefit of the project.

Business Decision Makers

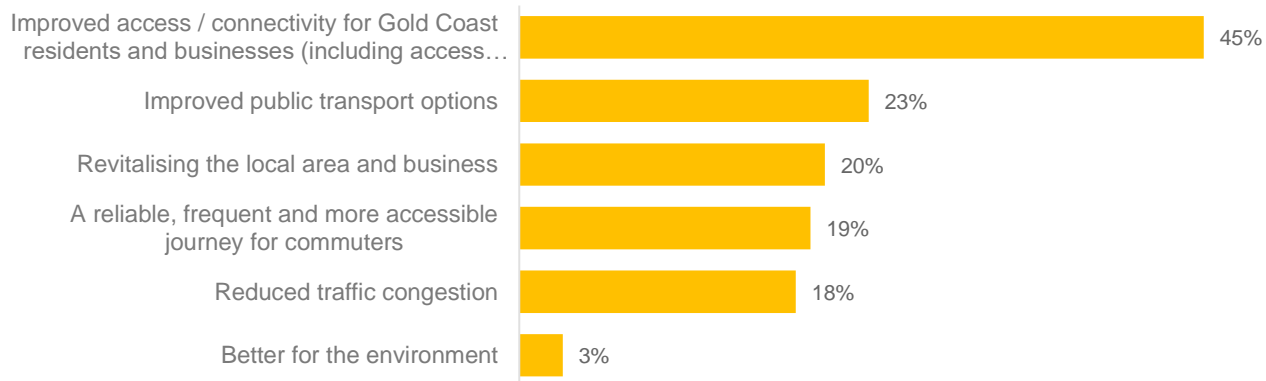
Perceived Major Benefits of GCLR4 (Unprompted)



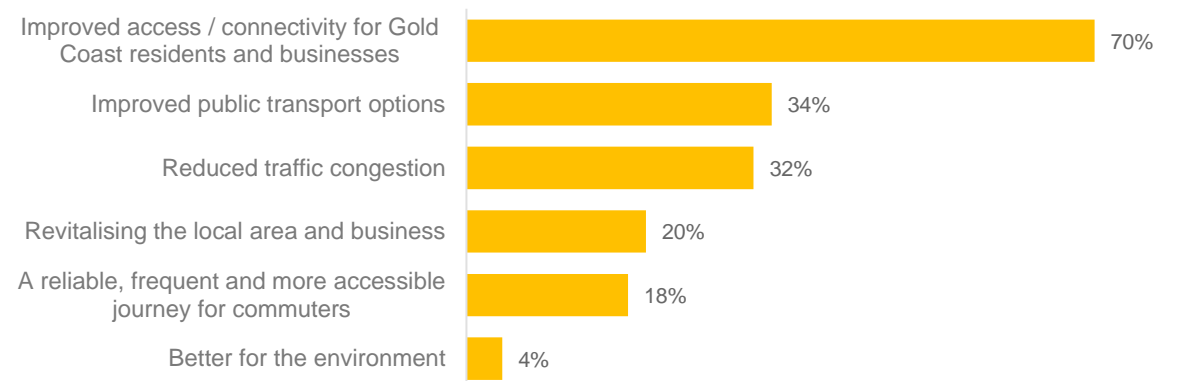
Improved access and connectivity is more likely to be seen as a major benefit for business decision makers interviewed in Non-Priority Suburbs.

Business Decision Makers

Priority Suburbs' Perceived Major Benefits of GCLR4 – Total mention



Non-Priority Suburbs' Perceived Major Benefits of GCLR4 – Total mention



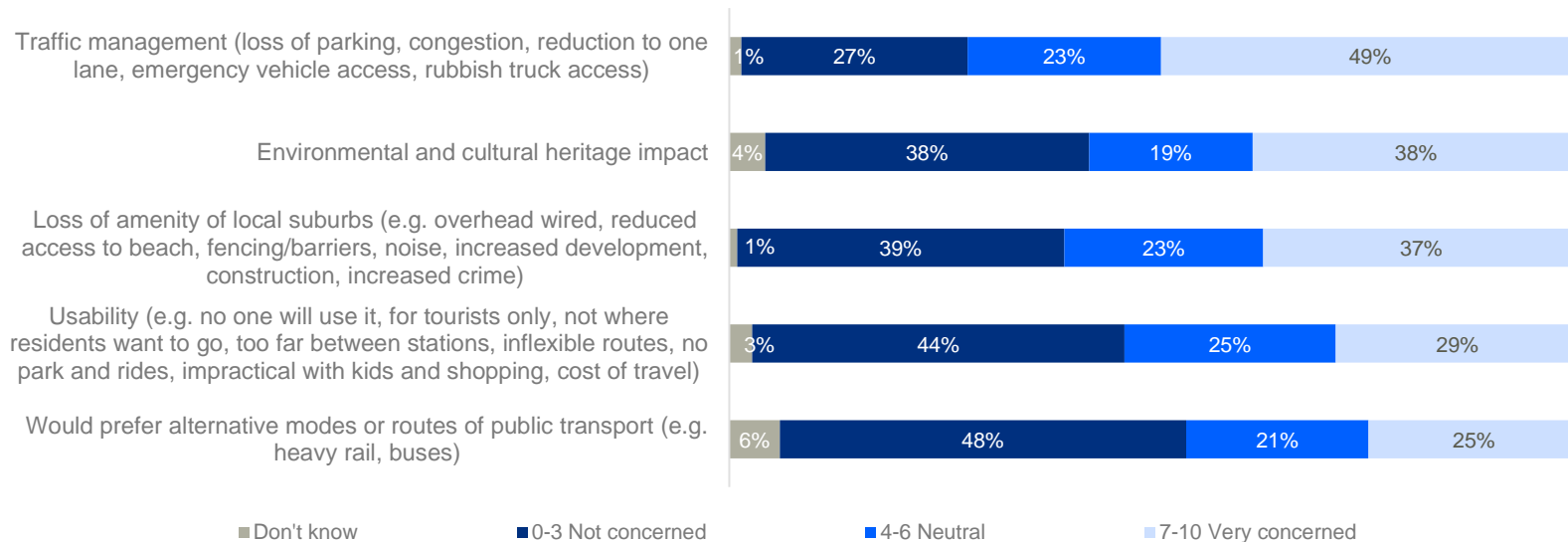
3.4

Main Concerns about the Project and What is Important to the Community

Amongst the residents interviewed, traffic management (49%) such as loss of parking, congestion, number of lanes, emergency vehicle access and waste services access, was reported as the issue of most concern followed by impacts to the environment and cultural heritage impact (38%) and loss of amenity (37%). Those in Priority Suburbs are more likely to state they are very concerned across all of the issues listed.

Residents

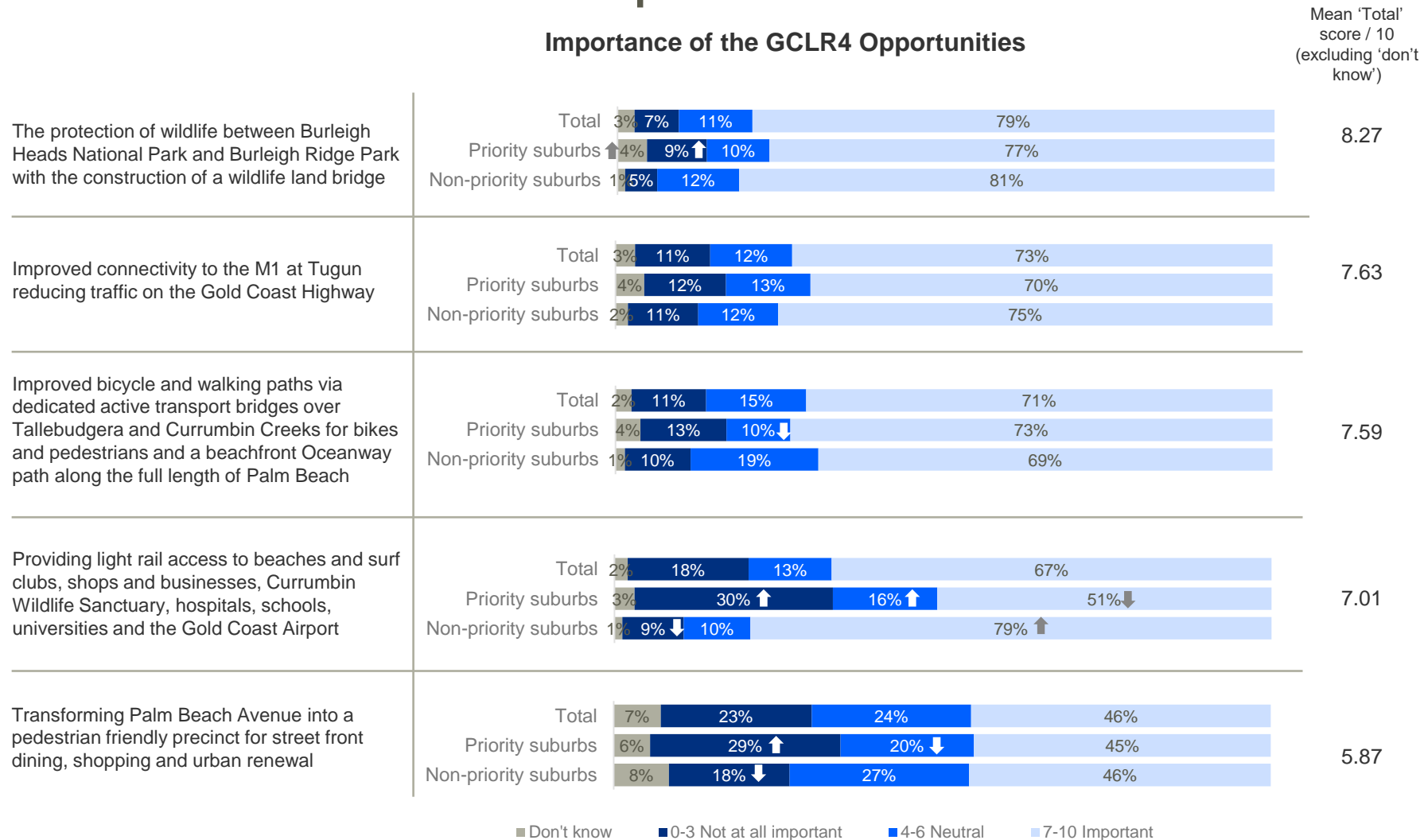
Common Major Concerns for Residents



Total	Mean score / 10 (excluding 'don't know')			
	Priority Suburbs	Non-Priority Suburbs	Public Transport Users	Non-Public Transport Users
6.00	7.14↑	5.12↓	5.59↓	6.65↑
4.94	6.00↑	4.12↓	4.75	5.26
5.05	6.28↑	4.11↓	4.61↓	5.74↑
4.30	5.32↑	3.55↓	3.59	4.87↑
3.91	4.79↑	3.24↓	3.68	4.29

All components tested are seen as important by the majority of residents interviewed, with the protection of wildlife seen as the most important.

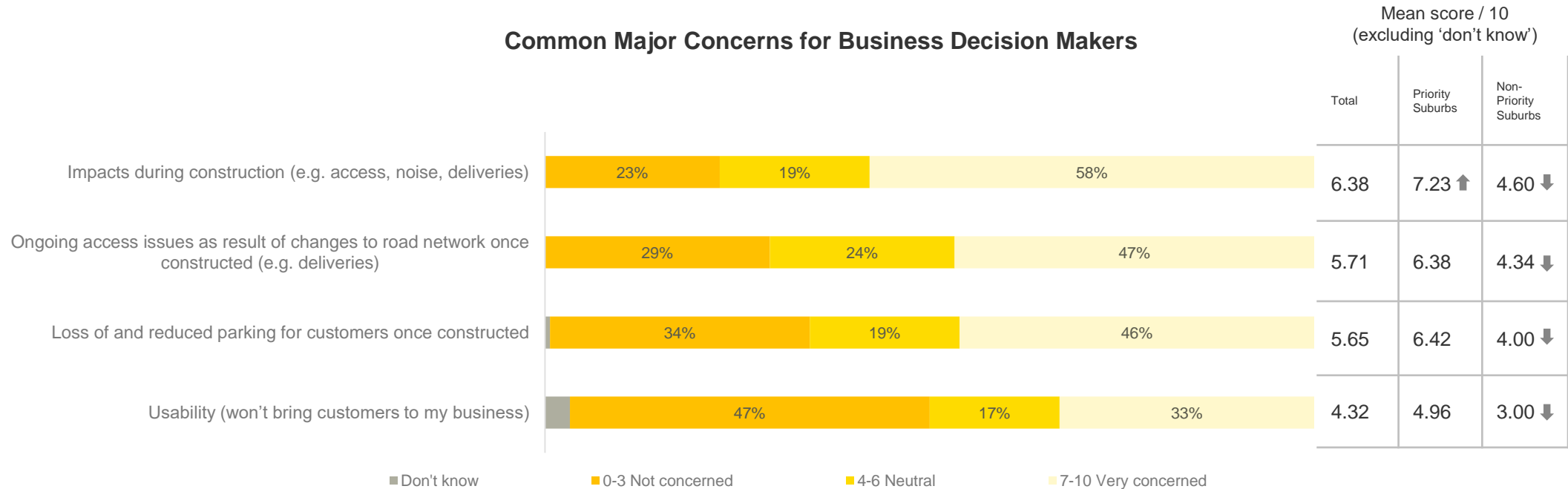
Residents



58% of the business decision makers interviewed reported impacts during construction (access, noise, deliveries) as their main concern.

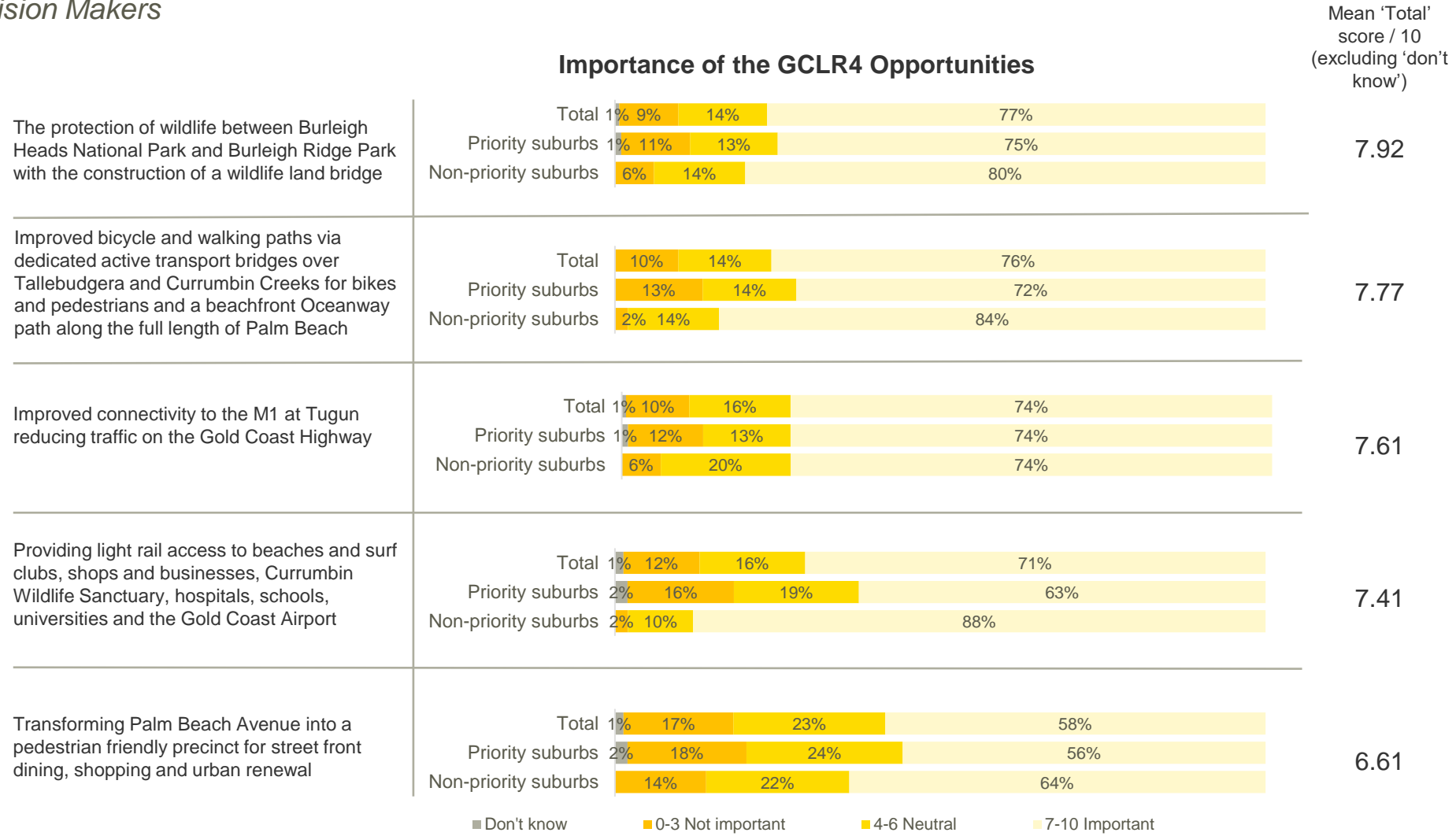
Business Decision Makers

Common Major Concerns for Business Decision Makers



As with the residents interviewed, for the business decision makers interviewed the protection of wildlife is seen as the most important components of the project.

Business Decision Makers



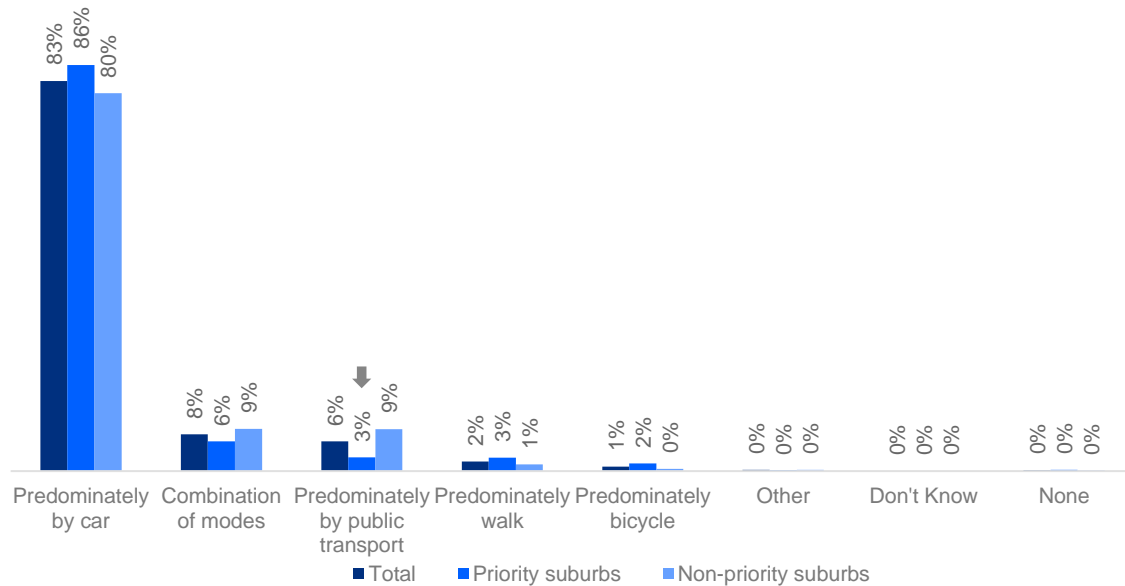
3.5

Transport and Public Transport Use

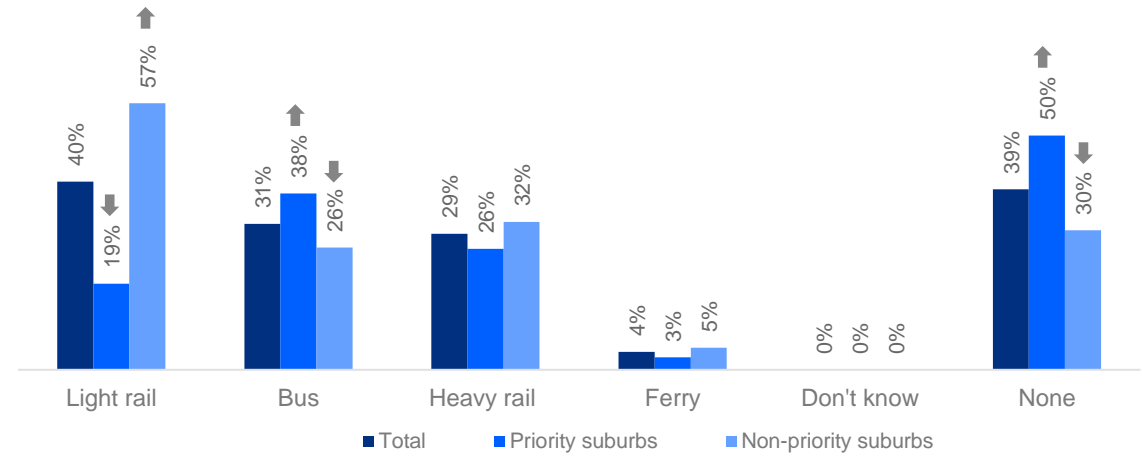
Residents only

Whilst 83% of the residents interviewed reported that they predominately travel around the Gold Coast by car, 40% also reported that they had travelled on light rail in the last 12 months compared to 31%, 29% and 4% who had used the bus, heavy rail and/or ferry respectively.
Residents

Predominant Forms of (Any) Transport Around the Gold Coast



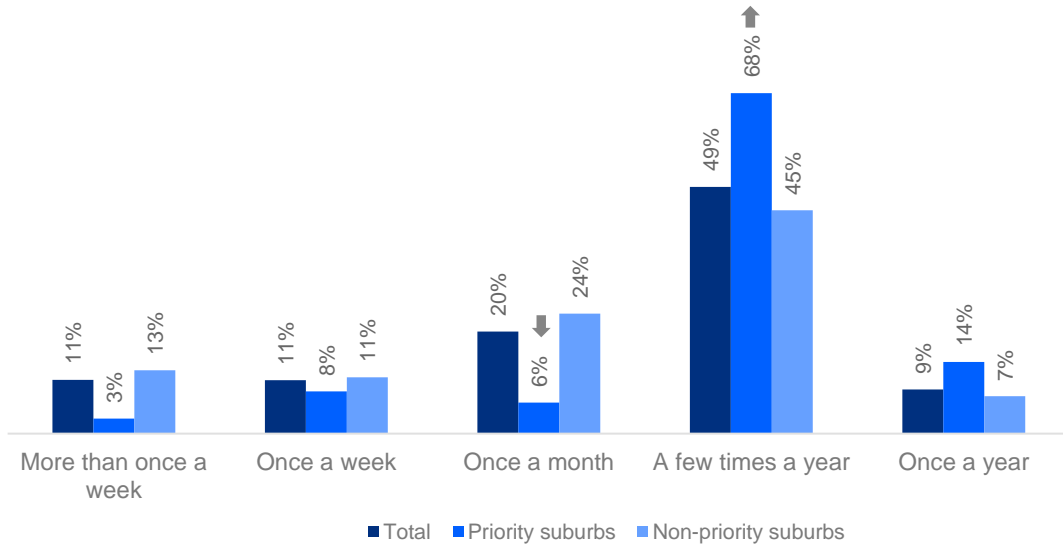
Modes of Public Transport Used around the Gold Coast (Last 12 Months)



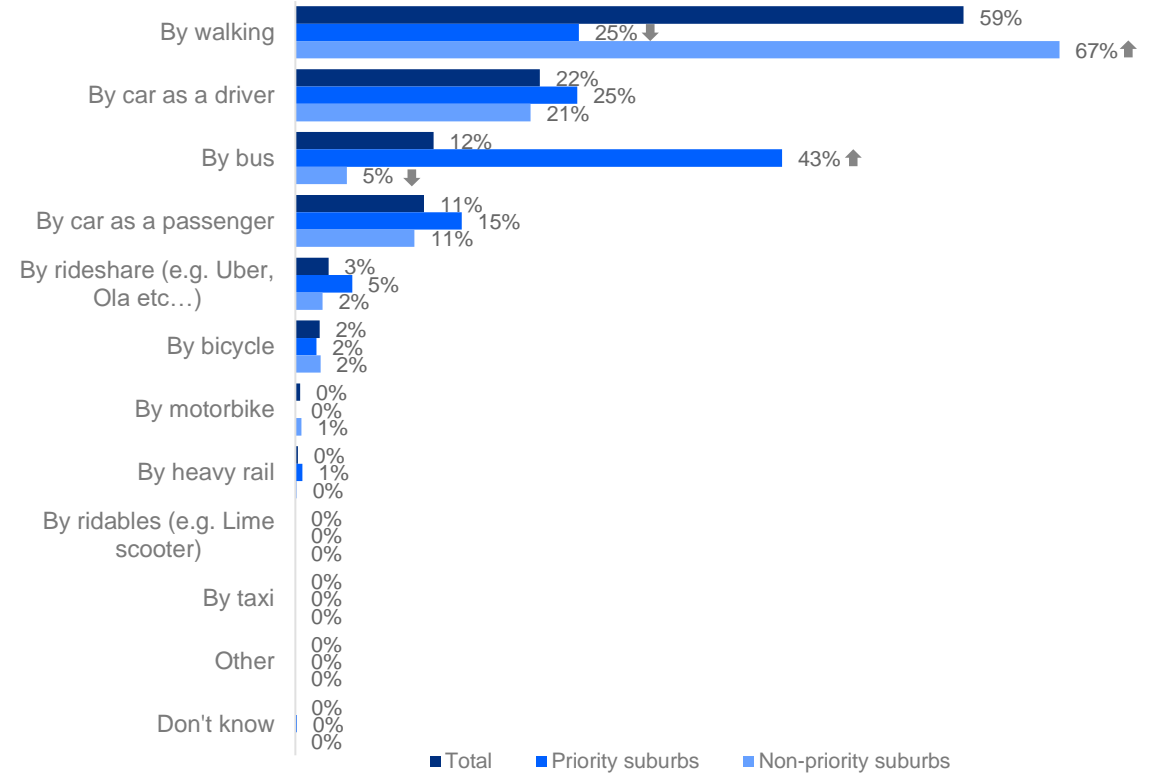
Most of the residents interviewed reported their use of light rail as infrequent with 49% reporting to have used it a few times a year compared to 11% who reported they used it more than once a week. Whilst walking (59%) was reported to be the main method of getting to light rail, 43% of the residents interviewed from Priority Suburbs reported they catch the bus to get to the light rail.

Residents

Frequency of Light Rail Usage

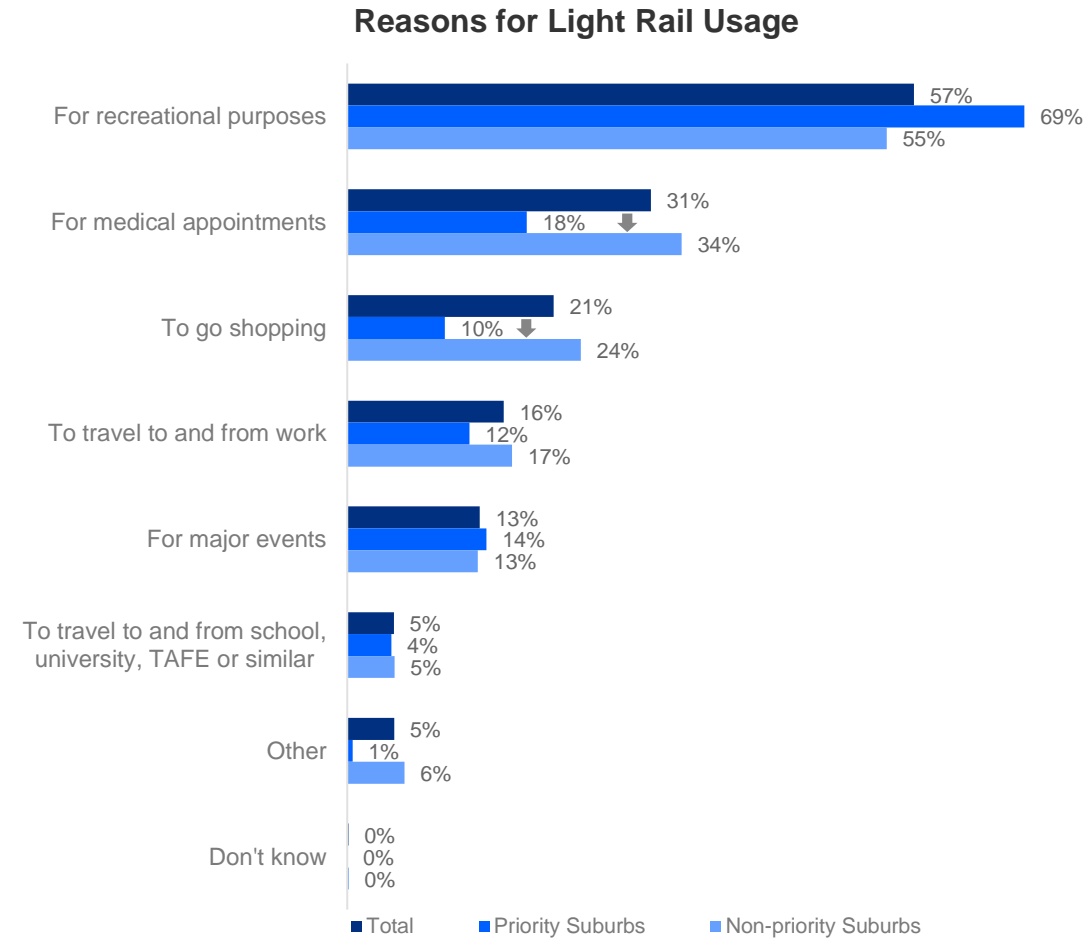


Mode of Transport Used to Get to Light Rail



57% of the residents interviewed who use light rail reported that they use it for recreational purposes followed by 31% who use it for medical appointments and 21% who use it to go shopping.

Residents

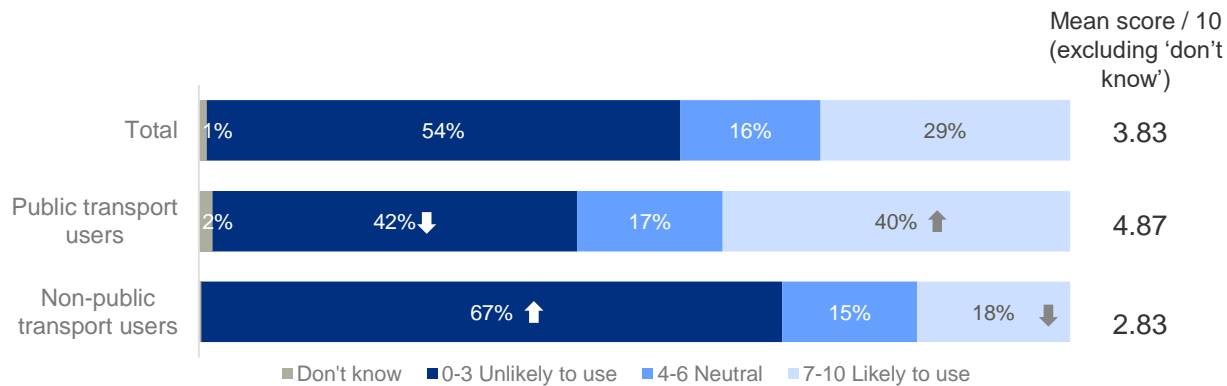


3.6 Likelihood of Using Gold Coast Light Rail Stage 4 *Priority Suburbs only*

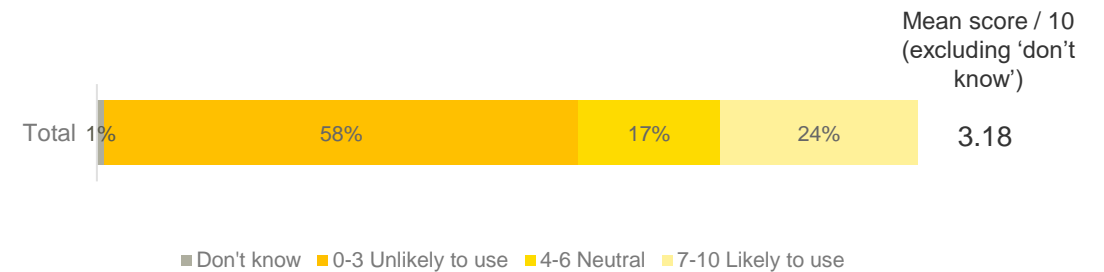
Overall, the perceived likelihood of using the project once operational among the Priority Suburb residents (29%) and business decision makers (24%) interviewed is low. From the residents interviewed, current Public Transport Users reported as significantly more likely to use GCLR4 (40%) than Non-Public Transport Users (18%).

Residents and Business Decision Makers

Priority Suburb Residents' Likelihood of Using GCLR4



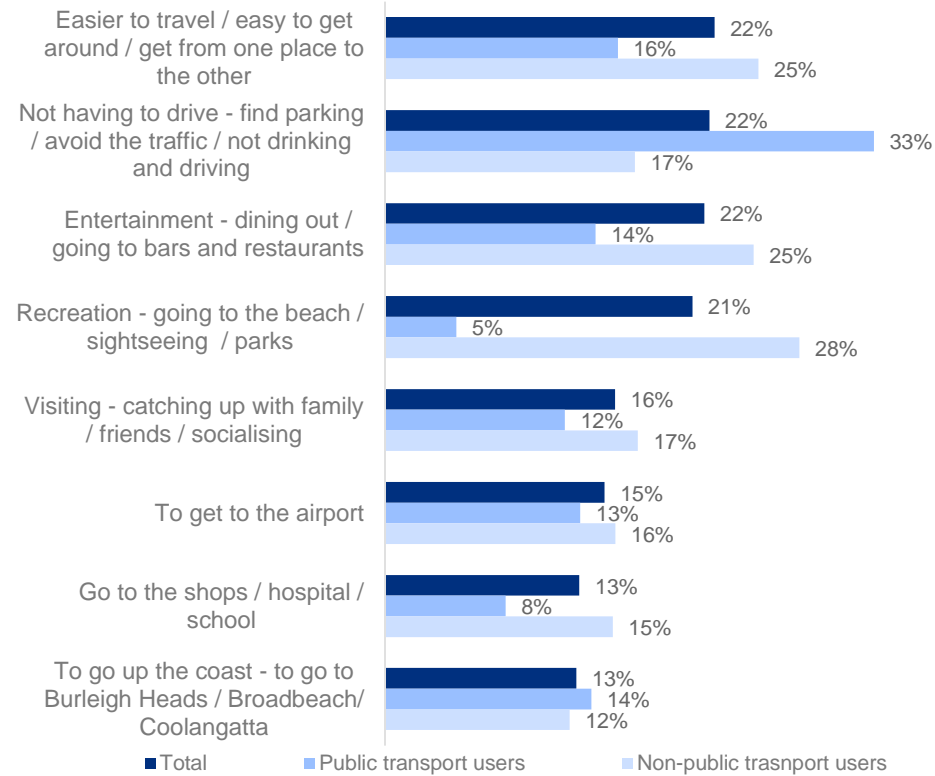
Priority Suburb Businesses' Likelihood of Using GCLR4



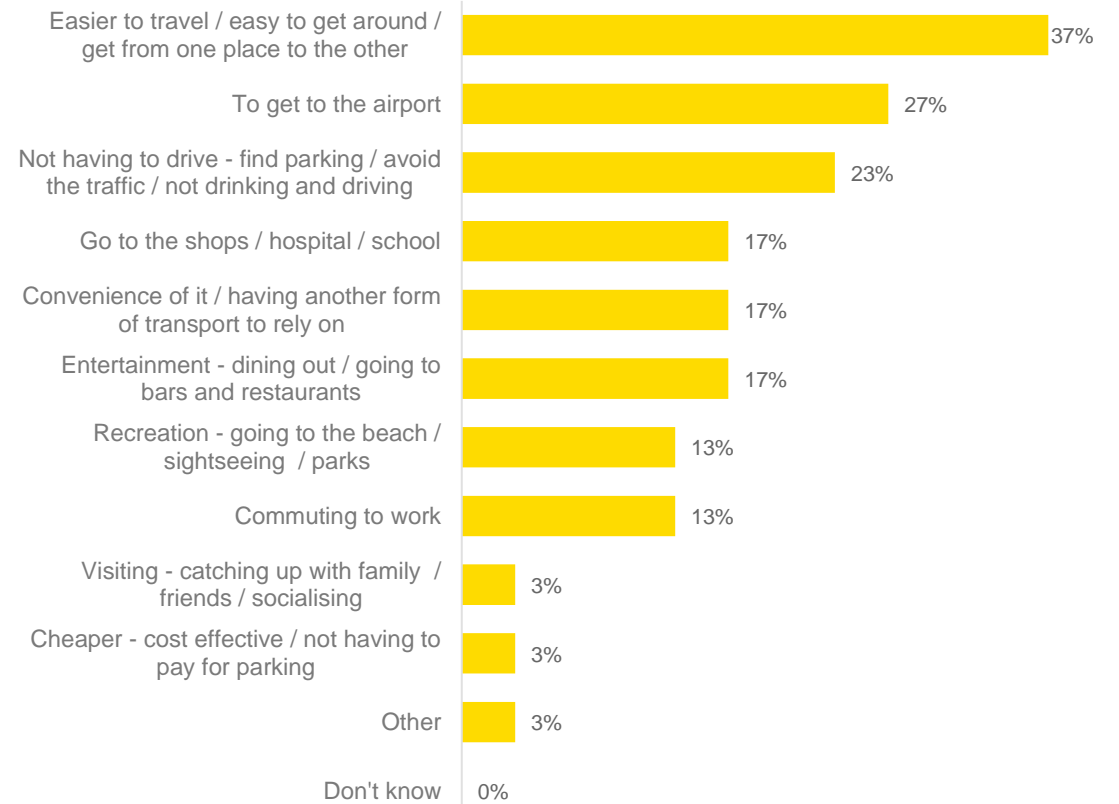
Despite low likelihood of usage reported, easier to travel / easy to get around / get from one place to the other (22% residents, 37% businesses) reported as the key reason as to why residents and business decision makers interviewed would potentially use GCLR4.

Residents and Business Decision Makers

Residents' Reasons for Using GCLR4



Business Decision Makers' Reasons for Using GCLR4



Selection of verbatim comments as to why the Priority Suburb residents interviewed will use GCLR4.

Residents

“ For recreational outings and to go to Burleigh and not have to pay for parking etc...”

“ Parking is hard around Southern Gold Coast, so it is easier and cheaper. I can go to the hospital for work from my home.”

“ To get from one place to another. Easy mode of transport from Palm Beach to Airport etc...”

“ To get to dinners and lunches it would be more cost effective than an Uber.”

“ Makes it easier to see family and friends. You can jump on the tram and not have to worry about the traffic on the highway.”

“ I'd say for recreation, because it's convenient if you are going out for dinner.”

Selection of verbatim comments as to why the Priority Suburb business decision makers interviewed will use GCLR4.

Business Decision Makers

“ Ease of access, better for environmental impact and reduced traffic volumes. ”

“ Nightlife, going out to dinner and access to Surf Clubs. ”

“ I'm old and it's a lot more convenient. I won't have to worry about parking. ”

“ Ease of getting to work and school. ”

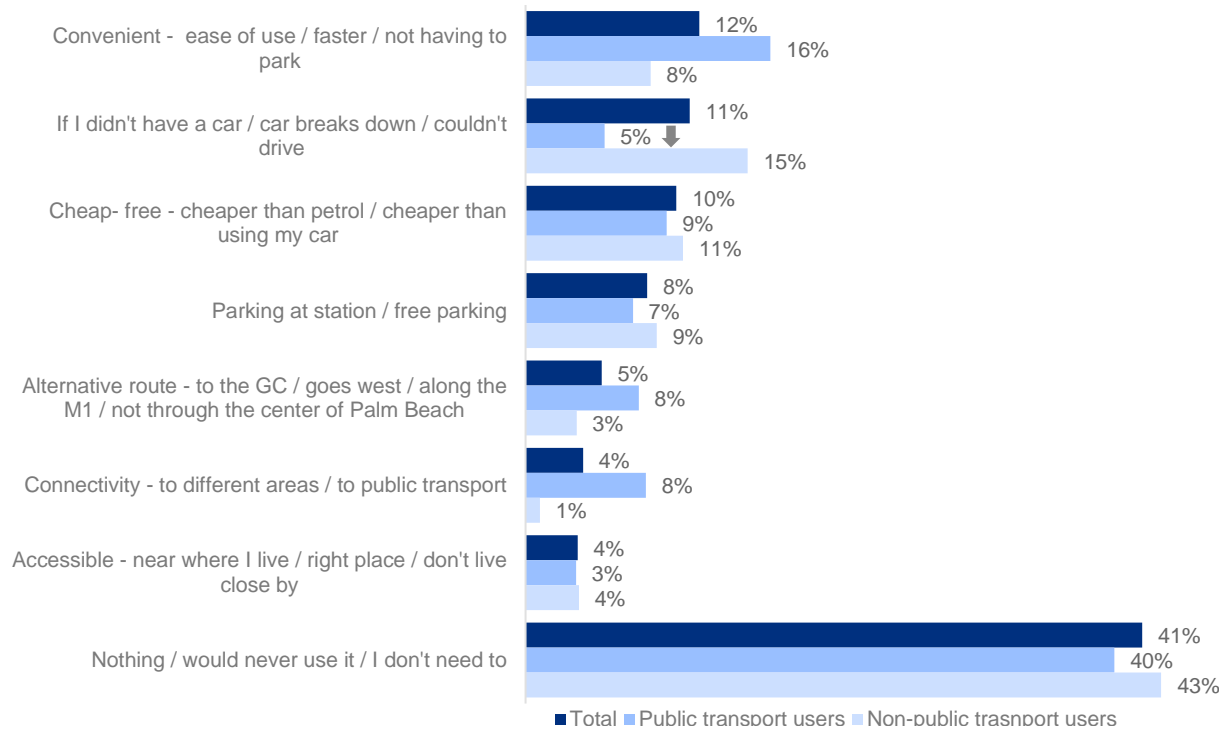
“ I don't like traffic jams, and I don't like to have to find car parks. ”

“ To get around, tourist areas, accommodation and shopping. ”

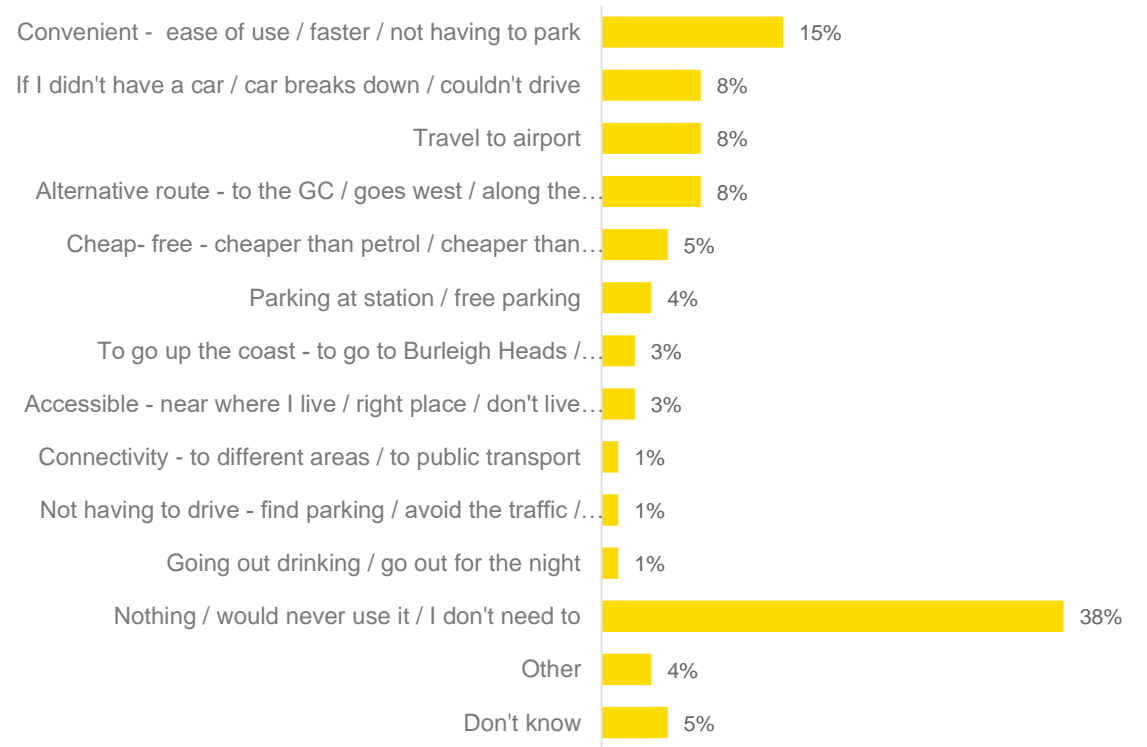
Whilst most (41% residents and 38% businesses) interviewed reported it would make no difference, improving the project's convenience, including ease of use / faster / not having to park, was the main suggestion offered by the residents (12%) and business decision makers (15%) interviewed from Priority Suburbs to increase their use.

Residents and Business Decision Makers

Residents' Increasing Use of GCLR4 Suggestions



Business Decision Makers' Increasing use of GCLR4 Suggestions



Selection of verbatim comments as to what would make Priority Suburb residents and business decision makers more likely to use GCLR4.

Residents and Business Decision Makers

Residents' Increasing Use of GCLR4 Suggestions

“ Making the parking more convenient and making the stops more convenient, more regular and frequent. Six bus stops where I live, it's ridiculous, I will have to walk so far. ”

“ More park and ride facilities and bus connectivity from outer areas. ”

“ If it was cheaper and faster. ”

“ If I did not have a car, we do not live close by so we would need a car anyways to get down to public transport. ”

“ Nothing, I will never use the light rail at all. ”

“ Connections to the West rather than just going up the strip. ”

Business Decision Makers' Increasing use of GCLR4 Suggestions

“ If it was cheaper and how easy it would be to get on and off. ”

“ How direct the access was to the main areas and how easy it would be to park at the stations to make it a better option. ”

“ If it was more convenient for where I had to go. ”

“ Would only use it to be going to airport and work if a car was unavailable. ”

“ If there was more parking available and speed. ”

“ With a promise that it would actually expand to be used by the community further and far and not just the Gold Coast Highway. ”

3.7

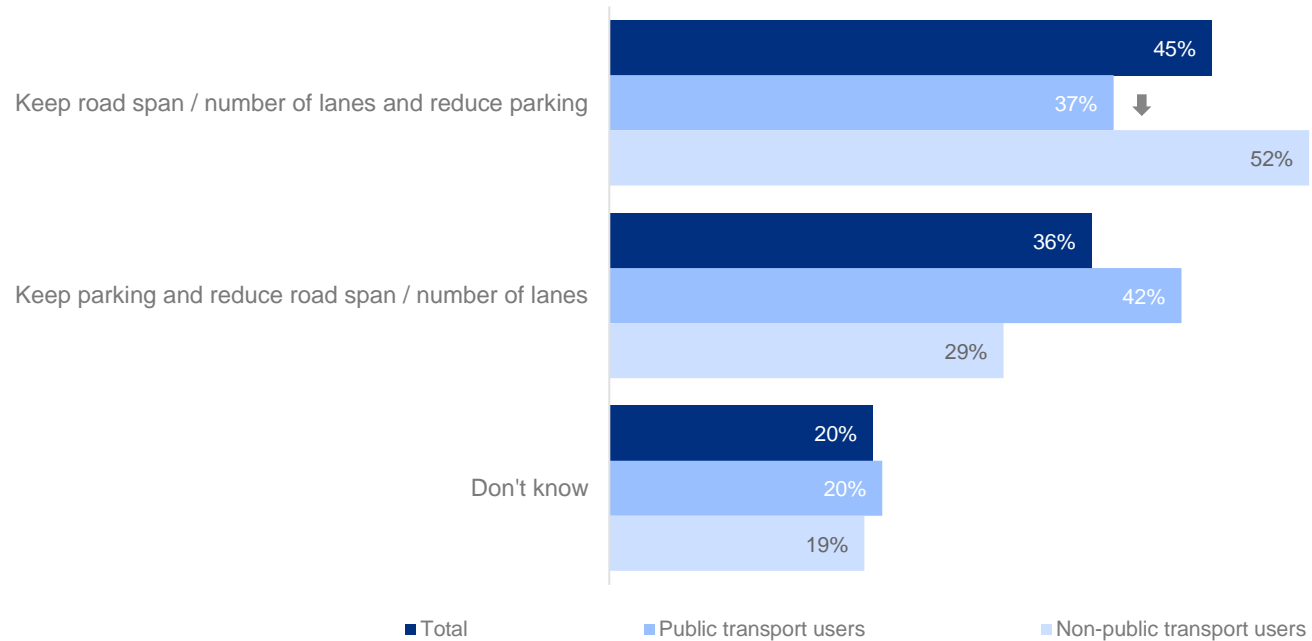
Preference for Maintaining Traffic Lanes

Priority Suburbs only

Residents interviewed from Priority Suburbs reported a preference for maintaining the number of traffic lanes (45%) over keeping parking (36%). The residents interviewed who are Public Transport Users had a significantly lower preference for keeping the number of traffic lanes and reducing the parking (37%) on the Gold Coast Highway.

Residents

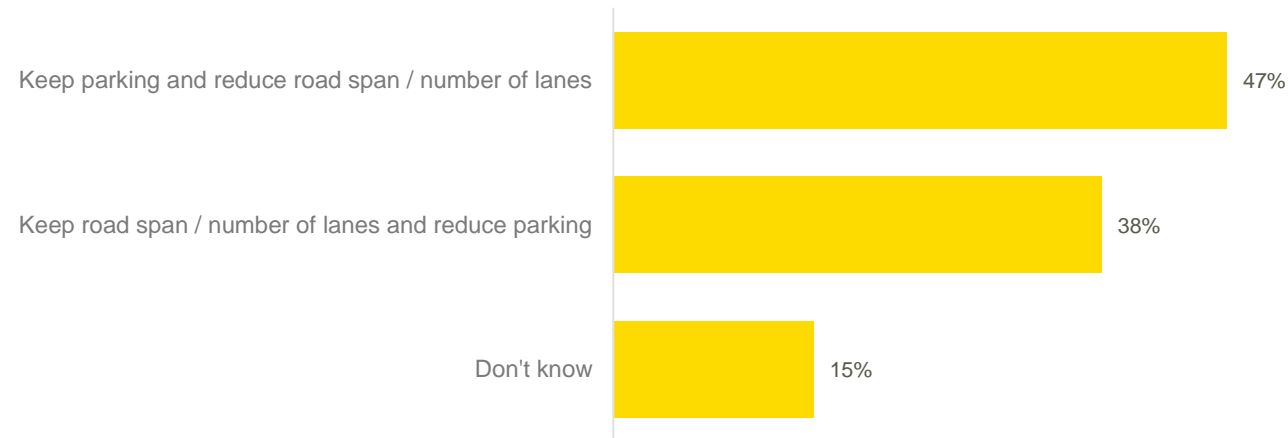
Residents' Alternative Solutions for GCLR4 Improvement



Conversely, business decision makers interviewed from Priority Suburbs reported a preference for keeping parking (47%) over maintaining the number of traffic lanes (38%) on the Gold Coast Highway.

Business Decision Makers

Businesses' Alternative Solutions for GCLR4 Improvement



3.8

Other: Significant Similarities and Differences
Between Residents and Businesses

Comparisons between the residents and business decision makers interviewed.

- Prompted awareness of GCLR4 is similar amongst interviewed residents (91%) and business decision makers (94%), with no significant differences amongst Priority Suburbs and Non-Priority Suburbs. The top two GCLR4 information sources are the same for residents and businesses interviewed, news followed by word of mouth.
- Level of support towards the project is similar amongst residents interviewed (63%) and business decision makers interviewed (59%), with both groups varying similarly with Priority Suburbs being less supportive and Non-Priority Suburbs being more supportive towards the project.
- Overall favourability towards the project is distributed similarly with residents and business decision makers interviewed reporting that the project is most favourable for tourists (73% and 70% respectively). Likewise, residents and business decision makers interviewed reported that the project was least favourable towards themselves / their business (51% and 45%, respectively). Residents interviewed from the Priority Suburbs reported significantly lower favourability to all categories, tourists, commuters, local community and themselves, compared to the overall residents' findings. Despite this, amongst business decision makers interviewed from Priority Suburbs, they reported significantly lower favourability towards the local community compared to business decision makers' overall findings.
- The top major benefit of the project mentioned for both residents and business decision makers interviewed were improved access / connectivity for Gold Coast residents and businesses (45% and 54%, respectively). Residents interviewed mentioned revitalising the local area and business as a major benefit of the project (31%) significantly more than business decision makers interviewed (20%). Additionally, residents interviewed mentioned a reliable, frequent and more accessible journey for commuters as a major benefit of the project (27%) significantly more than business decision makers interviewed (19%). Finally, residents interviewed reported better for the environment as being a major benefit of the project (8%) significantly more than business decision makers interviewed (3%).
- The importance of the GCLR4 opportunity of 'transforming Palm Beach Avenue into a pedestrian friendly precinct for street front dining, shopping and urban renewal' was reported the least important opportunity the project offers from both residents and business decision makers interviewed. Although it is the least important opportunity for both groups interviewed, residents' mean score of importance of this was significantly lower than business decision makers (5.87 and 6.61, respectively).
- The likelihood of Priority Suburb residents and business decision makers interviewed to use GCLR4 is low and similar amongst the two groups (29% and 24%, respectively). For those who reported unlikely to use GCLR4, residents and business decision makers interviewed had the same top two suggestions for improvement that would potentially increase their usage being, 'improving convenience including ease of use, faster and not having to park' and 'if they didn't have a car, if their car breaks down or couldn't drive'.
- In terms of alternative solutions to improvements, there is a slight preference amongst Priority Suburb residents interviewed to keep the number of traffic lanes and reduce parking (45%). However, this opinion is reversed amongst Priority Suburb business decision makers interviewed who have a slight preference to keep parking (47%).

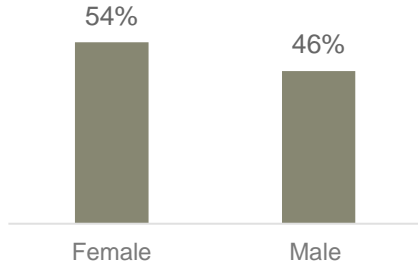
4 Sample Profile



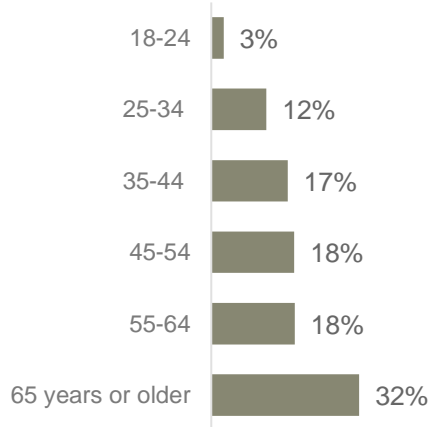
Sample Profile

Residents

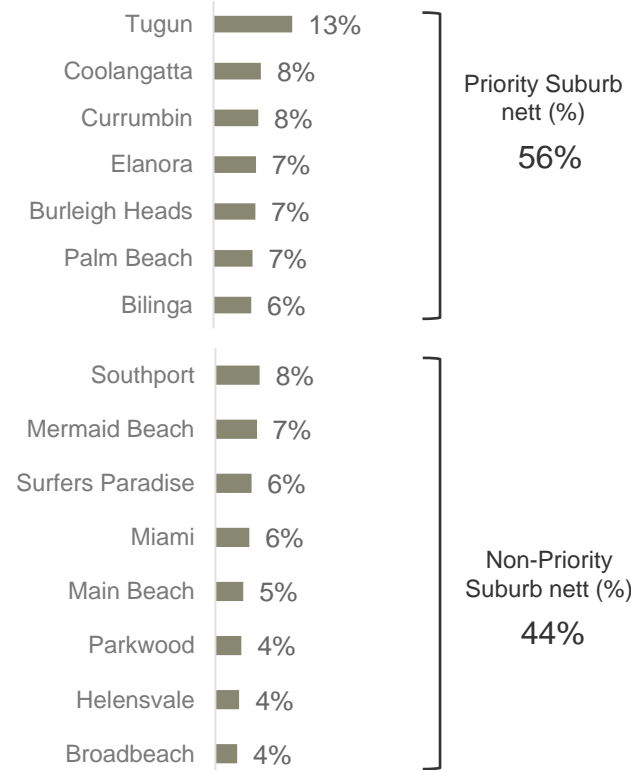
Gender



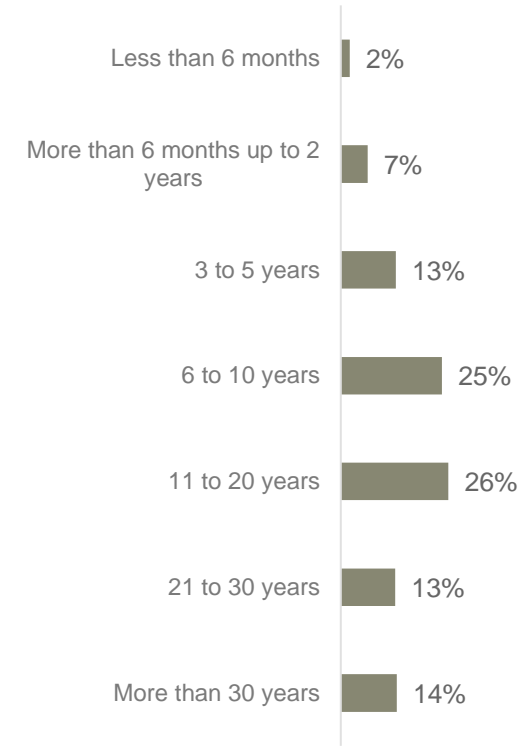
Age



Suburb



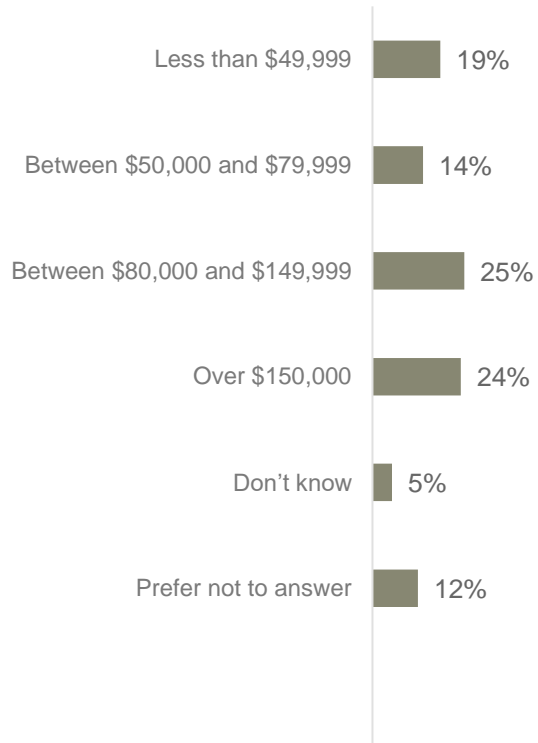
Length of Time Living in the Suburb



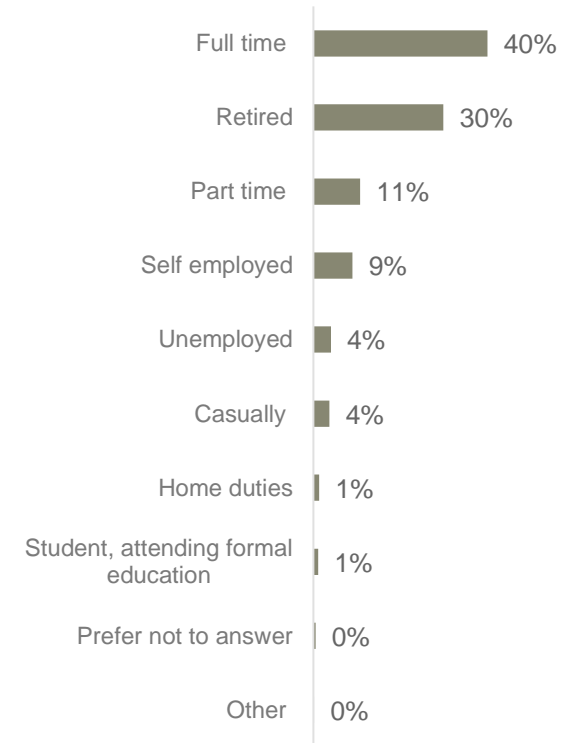
Sample Profile

Residents

Household Income



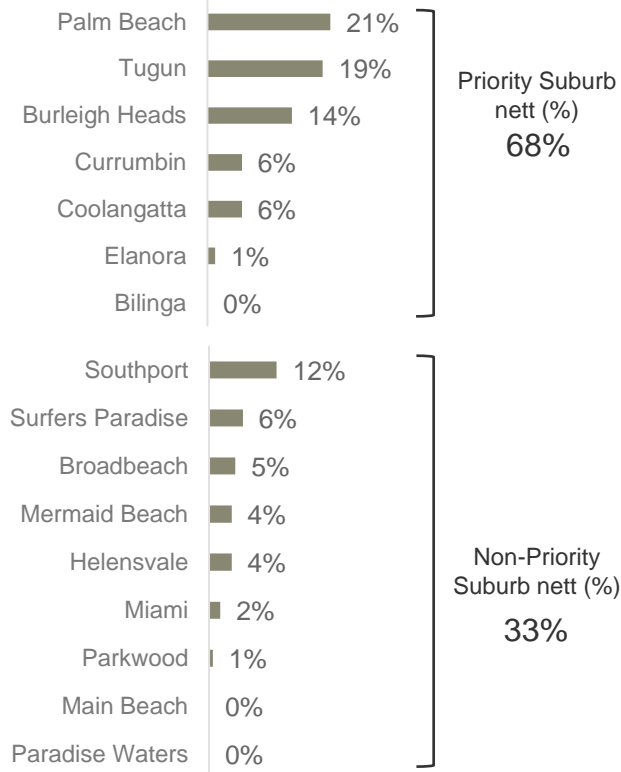
Employment Status



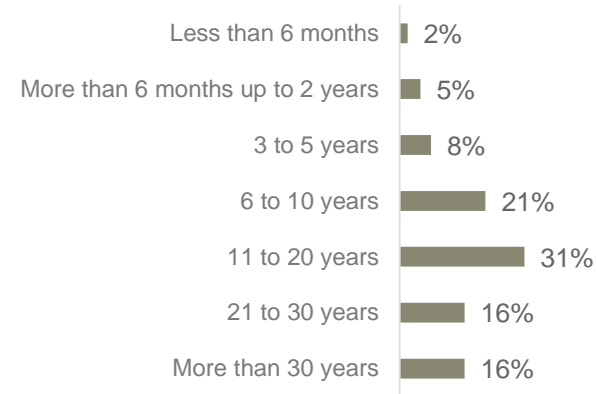
Sample Profile

Business Decision Makers

Suburb



Length of Time Operating in Area



Business Size

