

# Northgate station park 'n' ride upgrade project

Consultation Summary Report

May 2022



# Contents

<b>Project overview</b>	1
Project background	1
Project overview	1
<b>Consultation background</b>	3
<b>Consultation results</b>	4
Feedback and results	4
Recommendations	5
<b>Thank-you</b>	5
<b>Next steps</b>	5
<b>Stay informed</b>	5
<b>Appendix A</b>	6
Fact sheet and survey	6
<b>Appendix B</b>	7
Combined raw data responses	7
<b>Appendix C</b>	8
Key recommendations and concerns	8

## Copyright

This publication is protected by the *Copyright Act 1968*.

© The State of Queensland, May 2022.

Compiled and published by the Queensland Department of Transport and Main Roads.

## Licence



The material in this work is licensed by the Department of Transport and Main Roads under a Creative Commons Attribution 4.0 International licence (CC BY 4.0), with the exception of:

- the Queensland Coat of Arms
- this department's logo
- any third party material
- any material protected by a trademark, and
- any images and/or photographs.

More information on the CC BY licence is set out as follows:

- Creative Commons website—[www.creativecommons.org](http://www.creativecommons.org)
- Attribution 4.0 international (CC BY 4.0)—<https://creativecommons.org/licenses/by/4.0/>

## Third party copyright

Third party material that is not licensed under a Creative Commons licence is referenced within this document:

- all photographs, graphics, images and maps

Wherever a third party holds copyright in this material, the copyright remains with that party. Their permission may be required to use the material. Please contact them directly.

## Attribution

The CC BY licence is a standard form licence agreement that allows you to copy and redistribute the material in any medium or format, as well as remix, transform, and build upon the material, on the condition that you provide a link to the licence, you indicate if changes were made, and you attribute the material as follows:

© State of Queensland (Department of Transport and Main Roads), *Northgate station park 'n' ride upgrade project, Consultation Summary Report, May 2022*, is licensed under CC BY 4.0

Enquiries about the use of any material in this publication can be sent to the department at: [copyright@tmr.qld.gov.au](mailto:copyright@tmr.qld.gov.au)

## Disclaimer

While every care has been taken in preparing this publication, to the extent permitted by law, the State of Queensland accepts no responsibility and disclaims all liability (including without limitation, liability in negligence) for all expenses, losses (including direct and indirect loss), damages and costs incurred as a result of decisions or actions taken as a result of any data, information, statement or advice, expressed or implied, contained within. To the best of our knowledge, the content was correct at the time of publishing.



## Interpreter and accessibility services

If you need an interpreter, call the Translating and Interpreting Service on **13 14 50**<sup>v</sup> and have them contact Transport and Main Roads on 13 23 80.

If you are deaf, hard of hearing or have difficulty speaking, contact us through the [National Relay Service](#):

- TTY users phone **13 36 77**, then ask for 13 23 80.
- Speak-and-listen users phone **1300 555 727**, then ask for 13 23 80.
- [Internet relay users](#) connect to the National Relay Service and then ask for 13 23 80.

# Project overview

## Project background

The Queensland Government is working toward providing a connected, integrated and accessible public transport network as outlined in TMR's Park 'n' Ride Strategy.

In line with the Park 'n' Ride Strategy, Northgate station park 'n' ride has been selected as a priority site for expansion to address existing capacity issues. Northgate station is located approximately 12 kilometres north of Brisbane CBD in the suburb of Northgate. The station is supported by four existing park 'n' ride facilities, three of which are located on the western side of the rail line and the fourth site is on the eastern side.

Northgate station is a major junction for the Caboolture, Shorncliffe and Redcliffe Peninsula lines with high numbers of passengers using the facility on a daily basis. Currently, there are around 380 dedicated car parks across the four existing car parks for customers to use. As a key location for customers accessing the public transport network, there is a very high demand for commuter parking which exceeds the current provision, resulting in significant on-road parking occurring on the surrounding streets.

## Project overview

The Department of Transport and Main Roads (TMR) is planning for the expansion of parking at Northgate station in response to the very high demand for commuter parking in the local area.

TMR investigated a number of options and site configurations that would produce the best outcome, and yield the maximum number of spaces to address demand. TMR selected a preferred option to replace the existing park 'n' ride located on Ridge Street and Holland Street on the eastern side of the station with a multi-storey car park (site D in Figure 1).

This solution will provide:

- around 350 additional car spaces
- new bike storage facilities
- improved passenger amenities
- enhanced lighting and Closed-Circuit Television (CCTV)
- additional parking spaces for Persons with Disability (PWD).

The expansion will offer the following benefits:

- increase commuter parking spaces and access to Northgate station
- reduce overflow parking and congestion on surrounding streets
- enhance safety for customers with new lighting and CCTV
- achieve a more integrated public transport network, allowing customers to connect with high frequency public transport.

The preferred site (site D) was chosen for the multi-storey car park, due to its:

- large, rectangular shape (which is more space efficient and reduces construction costs)
- separate vehicle and pedestrian entry and exit points, minimising potential for localised congestion and traffic delays
- close proximity with good access to the train station, local bus stops and major roads
- surrounding land use is mostly commercial, which would have less impact to the community.

The three park 'n' ride facilities on the western side of Northgate station (sites A, B and C) are considered to be less suitable due to their location in a low-medium density residential area. Additionally, options B and C are considerably smaller and irregular in shape, resulting in a complex design with an inefficient use of the space and higher construction costs.

The project is currently in the planning stages and further funding will required to progress the project.



Figure 1 – Location of preferred site.

# Consultation background

TMR undertook formal community consultation on the proposed Northgate station park 'n' ride upgrade from **18 October 2021** to **18 November 2021**. During the consultation process, a variety of activities were undertaken to engage and inform the community.

The consultation process was promoted via:

- a media statement announcing the commencement of community consultation
- a project fact sheet and survey form
- a dedicated TMR project web page, linked to an online survey
- an email to elected representatives and secondary stakeholders including:
  - State member: Hon Leanne Linard, (Member for Nudgee)
  - Federal member: Ms Anika Wells MP, (Federal Member for Lilley)
  - Local member: Cr Adam Allan (Northgate Ward, Brisbane City Council)
  - local businesses, community groups and interest groups including Brisbane City Council, Bicycle User Groups, Clubs Queensland, Grand Ideas, The Aboriginal and Torres Strait Islander Community Health Service (ATSICHS), Northgate Medical Clinic and a Centacare lodge.
- a letterbox drop to more than 15,000 residents and businesses. This included the fact sheet and survey in hard copy form
- four corflute signs erected at each entrance / exit at Northgate station
- a digital information display at Northgate station
- a social media post on the TransLink Facebook page
- multiple social media posts by elected representatives and local Facebook community pages which included a link to the TMR project web page
- a targeted doorknock to residents in Holland Street, Ridge Street and Melton Road whose properties border the proposed car park site
- two face-to-face information sessions were held at Northgate station on Wednesday 27 October (4–6pm) and Tuesday 2 November 2021 (7–9am)
- 800 hard copies of fact sheet, project map and survey form hand delivered to the Nudgee electorate office at the commencement of consultation.

Since the consultation, TMR has continued to maintain the dedicated project web page, with project details, map of the proposed upgrade in two formats to aid with accessibility, a telephone number, Metropolitan Region postal address and email address.

As originally communicated to the public, TMR will advise the community about the outcomes of the community feedback received in mid-2022.

# Consultation results

## Feedback and results

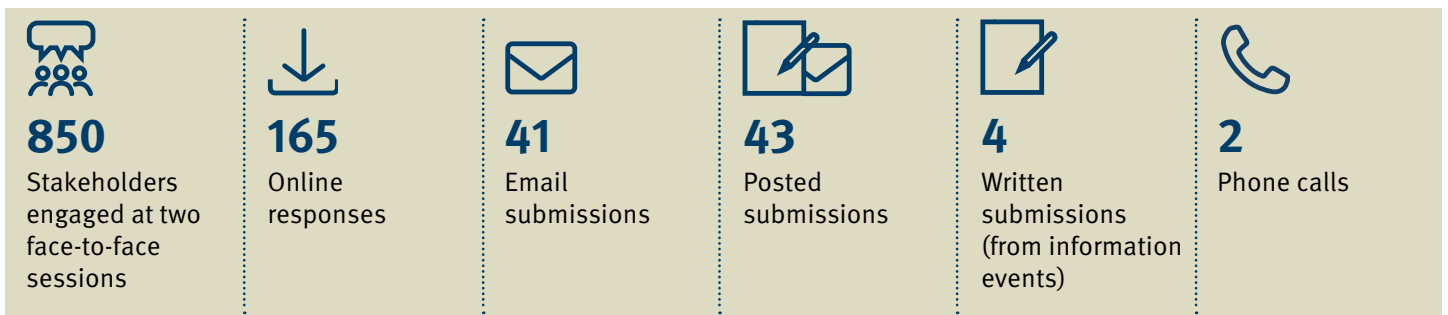
The project received over 250 individual pieces of feedback during the consultation period. Community feedback was received by email, phone calls and in-person during the targeted door-knock.

Overall, the feedback indicates strong support to progress the Northgate station park ‘n’ ride upgrade proposal (Appendix B).

- **92 per cent** of respondents **supported the proposed upgrade:**
  - 79 per cent of respondents said “I support this upgrade”
  - 13 per cent of respondents said “I support this expansion but with amendments”
- **Six per cent** of respondents said “I **oppose** this upgrade”
- **Two per cent** said “it **doesn’t bother me**”

## Feedback by communication channel

Total feedback responses received by TMR during community consultation:



## Key feedback themes raised during consultation:

Some of the most frequently mentioned themes and issues raised during the consultation are highlighted below. Individual respondents were able to raise multiple issues and provide a variety of feedback.

Respondents frequently mentioned the following themes during the consultation:

- the importance of easy access in and out of the car park in the final design
- ensuring a modern and attractive façade to complement the local area
- ensuring that the car park capacity was future proofed
- security measures required for commuters and vehicles
- traffic control requirements to prevent congestion
- landscaping and streetscaping.

Respondents raised a number of concerns with the proposal during the community consultation, including:

- the proposed car park entrance on Melton Road would impede traffic flow, and that the design in general would cause general congestion and rat running
- pedestrian and cyclist safety – greater consideration required in the final design
- vehicle and personal safety in the car park
- impacts to business, commuters and parking during construction.

## Recommendations

Recommendations	Mentions
Easy access / exit	58
Modern, attractive façade	55
Future proofing and maximising extra car spaces and capacity	51
Safety / security / CCTV requirements	38
Removing cars / congestion from local streets	23
Implementing traffic speed management to ensure traffic flow is not impeded into Melton Road and surrounding streets	18
Open and easy to manoeuvre / caters to larger vehicles	16
Prioritising landscaping and streetscape	15
An overpass and / or covered walkway	15
Secure bike facilities	12
Cyclist / pedestrian safety	12

Concerns	Mentions
Traffic flow due to proposed car park access / Melton Road congestion / accidents	28
Increased congestion / rat running	21
Not enough parking / not future proofed	12
Reduced parking options during construction	11
Pedestrian safety at crossing (concern that entry to car park will make worse)	7
General safety / security	7
Proposal encourages driving rather than public transport / walking / cycling	5

A comprehensive list of themes and concerns raised can be viewed in Appendix C.

## Thank-you

We would like to thank everyone who participated in this community consultation process. Everyone's contributions – written and verbal – have been considered in this report.

## Next steps

All participants have received an acknowledgement and have been thanked for their input.

Consultation participants and the wider community will be notified about the consultation outcomes in mid-2022. This will include all key stakeholders who formed part of the consultation process. TMR will ensure that the community is updated as the project progresses.

## Stay informed

TMR will continue to update the community about the Northgate station park 'n' ride upgrade project via distributing notifications to stakeholders and businesses via email, letterbox notifications and updating the web page.

To stay informed about the Northgate station park 'n' ride upgrade project, please email the Project Team at [metropolitanregion@tmr.qld.gov.au](mailto:metropolitanregion@tmr.qld.gov.au) or call (07) 3066 4338 during business hours.

# Appendix A:

## Fact sheet and survey



Department of Transport and Main Roads

### Northgate station park 'n' ride upgrade

Proposed expansion of car park facilities October 2021

The Department of Transport and Main Roads (TMR) is planning to expand parking facilities at Northgate station in response to high demand for commuter parking in the local area.

TMR has investigated a range of options to increase parking for customers, with four existing park 'n' ride sites at Northgate station considered for expansion.

Following preliminary investigations, TMR's current preferred option is to replace the existing carpark on Ridge Street and Holland Street with a multi-storey parking facility to provide additional capacity.

This upgrade will provide:

- around 350 additional car spaces
- new bike storage facilities
- improved passenger amenities
- improved security through enhanced lighting and CCTV
- additional Persons with a Disability (PWD) parking spaces.

A summary of each of the four sites, and their suitability for expansion is provided on the next page.

#### Benefits

The Northgate station park 'n' ride expansion will:

- increase commuter parking spaces and access to Northgate station
- reduce overflow parking on surrounding streets
- enhance safety for customers with new lighting and CCTV
- help to achieve an integrated public transport network, allowing customers to connect with high frequency public transport where walking, bike riding and public transport options are limited.

**Have your say**

Community consultation is underway from 18 October to 18 November 2021.

To have your say, visit [tmr.qld.gov.au](http://tmr.qld.gov.au) and search 'Northgate station' to complete the online survey. Feedback can also be provided by completing the hard copy feedback form overleaf and returning it to TMR by 18 November 2021.

Feedback will help TMR to better understand the priorities and what is important to the community and commuters.

Email: [metropolitanregion@tmr.qld.gov.au](mailto:metropolitanregion@tmr.qld.gov.au)  
Phone: 07 3066 4338 (during business hours)  
Post: Northgate station park 'n' ride upgrade project team, Metropolitan Region, Department of Transport and Main Roads, Reply Paid 70, Spring Hill, Queensland 4004

TMR are holding the following community information sessions:

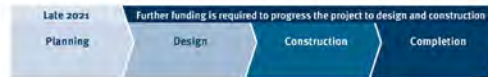
**Wednesday 27 October 2021, 4pm–6pm**  
Northgate station, Holland and Ridge Street entrance

**Tuesday 2 November 2021, 7am–9am**  
Northgate station, Holland and Ridge Street entrance



#### Timeline

The project is currently in the planning phase, with a business case being developed based on a preferred solution for upgrading the parking facilities. It is anticipated that the business case will be completed in late 2021.



#### Background

As a key location for customers accessing the public transport network, Northgate station experiences high demand for commuter parking, resulting in significant overflow into surrounding streets. Currently, there are four existing park 'n' ride facilities at Northgate station with more than 380 dedicated car parks.

TMR has investigated a range of options to expand parking for customers accessing the station.

Of the four sites reviewed, site D is recommended as the preferred site for a multi-storey carpark, due to its:

- large, rectangular shape (which is more efficient and reduces construction costs)
- separated entry and exit points, minimising localised congestion and traffic delays
- close proximity and good access to the train station, local bus stops and major roads
- existing surrounding land use (mostly light commercial), which would have less impact to the community.

The three park 'n' ride sites on the western side of Northgate station (sites A, B and C) are considered to be less desirable sites. These sites on the western side are located in a low-medium density residential area and two (B and C) are considerably smaller and irregular in shape, leading to higher construction costs. Site A offers a large shape in contrast to site D. However, its shape is irregular and would result in a complex, less efficient design and higher construction costs.



#### Contact us

For more information or to provide your feedback on the project:  
Phone: 07 3066 4338 (during business hours)  
Email: [metropolitanregion@tmr.qld.gov.au](mailto:metropolitanregion@tmr.qld.gov.au)  
Web: [tmr.qld.gov.au](http://tmr.qld.gov.au) and search 'Northgate station'

### Feedback form

Have your say by completing the online feedback survey below. Feedback is open from 18 October to 18 November 2021. The following questions will help TMR better understand the issues faced by the community regarding the expansion of park 'n' ride parking facilities at Northgate station.

#### Privacy statement

The Department of Transport and Main Roads (TMR) collects your information below for the purposes of seeking feedback/comments about the expansion of park 'n' ride parking facilities at Northgate station. You may elect to submit your comments anonymously by leaving the contact details section below blank. Any personal information you do provide will be used by TMR to contact you regarding your feedback where necessary and will not be disclosed to a third party without your consent unless authorised or required to by law.

I would like to receive project updates.

#### Contact details

First name \_\_\_\_\_ Last name \_\_\_\_\_

Preferred contact method  Email  Post  Phone \_\_\_\_\_

Postal address \_\_\_\_\_

Email \_\_\_\_\_ Phone \_\_\_\_\_

How do you feel about the proposed expansion of parking facilities at Northgate station?

I support this upgrade  
 I oppose this upgrade  
 I support this expansion but with amendments  
 It doesn't bother me  
 Other (please specify) \_\_\_\_\_

Do you have any concerns about expanding parking at Northgate station?

\_\_\_\_\_

If there was more parking at this station, would you be more likely to catch the train?

Yes  
 No  
 Other (please specify) \_\_\_\_\_

Do you support the preferred site of the proposed expansion for Northgate station park 'n' ride?

Yes  
 No  
 It doesn't bother me  
 Other (please specify) \_\_\_\_\_

What is most important to you about the final design?

\_\_\_\_\_

Questions continue on back

### Feedback form

How do you normally travel to Northgate station?

Walk  
 Bicycle  
 Dropped off/pickup  
 Drive  
 Catch the bus  
 Don't access Northgate station  
 Other (please specify) \_\_\_\_\_

What is your age range?

Under 18  
 18–24 years  
 25–34 years  
 35–44 years  
 45–54 years  
 55–64 years  
 65–74 years  
 Over 75  
 Prefer not to answer

What is your home suburb?

\_\_\_\_\_

What is your work suburb?

\_\_\_\_\_

List local destinations that you visit regularly when using Northgate station parking facilities.

\_\_\_\_\_

Is there any other feedback you would like to provide about the project?

\_\_\_\_\_

Please return your feedback by 18 November 2021

Email: [metropolitanregion@tmr.qld.gov.au](mailto:metropolitanregion@tmr.qld.gov.au)

Post: Northgate station park 'n' ride upgrade project team  
Metropolitan Region  
Department of Transport and Main Roads  
Reply Paid 70  
Spring Hill, Queensland 4004

13 QGOV (13 74 68)  
[www.tmr.qld.gov.au](http://www.tmr.qld.gov.au) | [www.tid.qld.gov.au](http://www.tid.qld.gov.au)

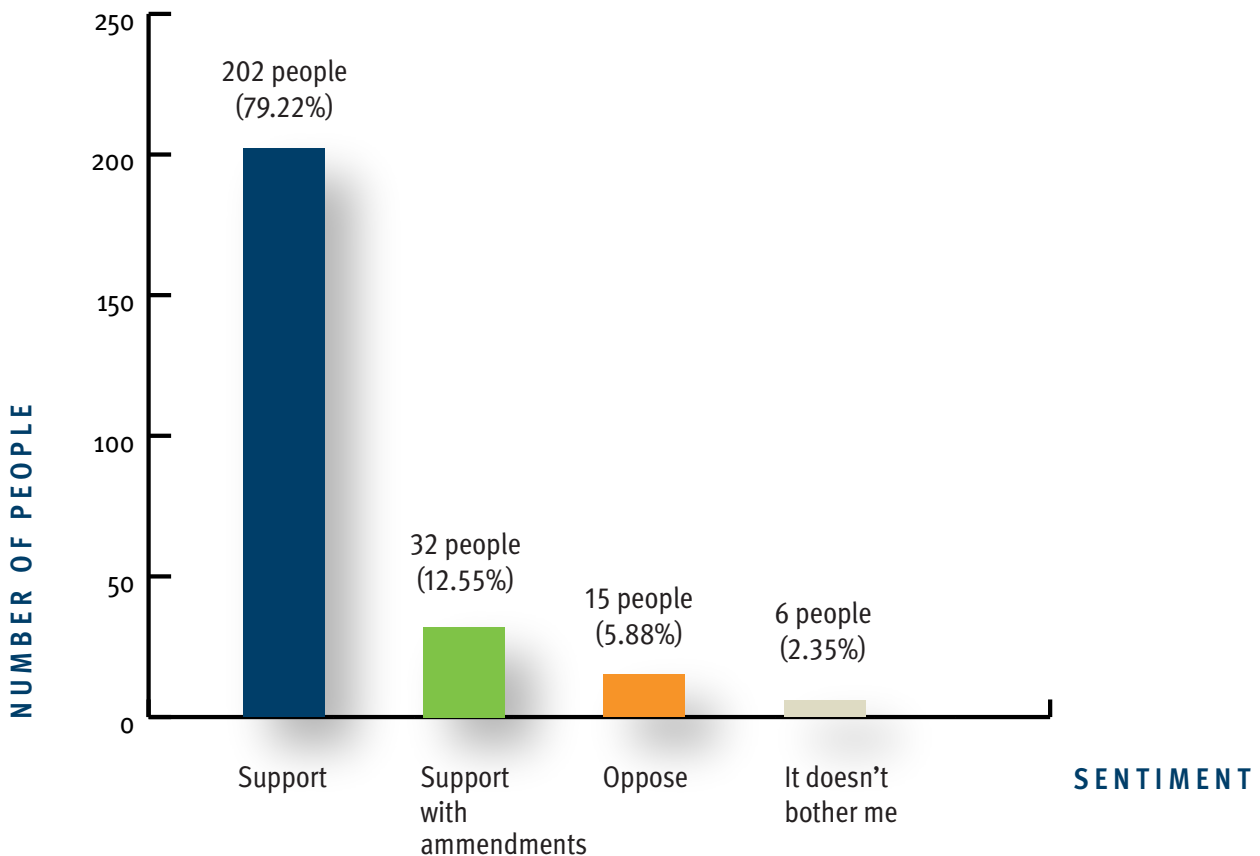


# Appendix B:

## Combined raw data responses

### How do you feel about the proposed expansion of parking facilities at Northgate station?

#### Support for Northgate station park 'n' ride



Sentiment	Description
I support this upgrade	Happy with the project and scope as presented in fact sheet
I support this expansion but with amendments	Happy project is happening but would like to see some amendments / improvements to the proposed design
I oppose this upgrade	Would prefer it not to go ahead at all in current location and / or format
It doesn't bother me	Asked additional questions / clarification on design, had no real opinion or asked questions for scope outside the current project footprint

# Appendix C:

## Key recommendations and concerns

### Feedback recommendations

Key recommendations from the Northgate station park 'n' ride community consultation. Each respondent was able to raise multiple key recommendations.

Recommendations	Mentions
Easy access / exit	58
Modern, attractive façade	55
Future proofing and maximising extra car spaces and capacity	51
Safety / security / CCTV requirements	38
Removing cars / congestion from local streets	23
Implementing traffic speed management to ensure traffic flow is not impeded into Melton Road and surrounding streets	18
Open and easy to manoeuvre / caters to larger vehicles	16
Prioritising landscaping and streetscape	15
An overpass and / or covered walkway	15
Secure bike facilities	12
Cyclist / pedestrian safety	12
Free / cost effective parking	11
Sustainable	10
Accessibility (Disabled parks)	8
Lighting	7
Located in commercial district	7
Reduce light and noise pollution	4
Proximity to station	4
Bus stop close to station	4
2-minute drop off zone	3
Electric vehicle charging	3
Inobtrusive / lower-level car park	3
Swap entry and exit locations	2
Lift (access)	2
Solar charging	2
Low-cost build	2
Undercover parking	2
Site to include commercial tenants (e.g., supermarket, takeaways, cafes)	2
Safe public toilets	2
Clear signage	2
Change to western side of station	2
Bike lanes	1
Designated motorcycle spaces	1
1/2hr–1hr parking in Holland Street	1
Impact to business	1
Improve utility of entire Northgate train station area	1
Does not increase heat in local area	1

## Feedback concerns

Key concerns raised during the Northgate station park 'n' ride community consultation. Each respondent was able to raise multiple key recommendations.

Concerns	Mentions
Traffic flow due to proposed car park access / Melton Road congestion / accidents	28
Increased congestion / rat running	21
Not enough parking / not future proof	12
Reduced parking options during construction	11
Pedestrian safety at crossing (concern that entry to car park will make worse)	7
General safety / security	7
Proposal encourages driving rather than public transport / walking / cycling	5
Noise pollution	4
Speeding vehicles	4
Timed street parking (30min–1hr parking / 4-hour street parks)	4
Pedestrian / cycling amenities streetscape (wider paths) not well considered / increased vehicle traffic may decrease walkability or cyclability	4
Cost of parking	3
Crime	3
Cost of build	3
Difficult access from the A-B-C sides to use site D	3
Narrow car spaces	2
Duration of construction	2
Insufficient lighting	2
Impact to local business during construction	2
Concern will lose western parking / or sites A, B and C sites will be timed	2
Visibility issues	2
During construction – poor access / losing bike rack / sites A, B and C will be more congested	2
Accessibility issues (disable)	1
Too high and condensed	1
Impact on local properties and environment	1
Shadow from carpark / reduced sunlight	1
Loss of privacy	1
Ease of access	1
Poor design	1
Failure to include any space / facilities for commercial tenants	1
People will park at park 'n' ride to shop at local business	1
No rail buses in Holland Street	1
Concern is that it is on the wrong side of the railway line	1
Carbon emissions	1
Concern that site D won't be chosen	1
Taking time and effort away from building new railway lines across SEQ	1
Failure to include any space / facilities for commercial tenants	1