

Warrego Highway – Mount Crosby Road interchange upgrade Consultation Summary Report

July 2021



Australian Government

BUILDING OUR FUTURE



Queensland Government

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Project overview

The Warrego Highway between Brisbane and Toowoomba is part of the National Land Transport Network and Queensland's principal east-west route, connecting people and freight from South East Queensland to interstate and western Queensland destinations.

The highway connects to Mount Crosby Road via an interchange at the boundary of Chuwar, Karalee and North Tivoli. The on and off-ramps of the interchange are controlled by two roundabouts on either side of a two lane bridge over the Warrego Highway. Traffic demand at the interchange has exceeded the capacities of the two roundabouts, causing vehicles exiting the highway via the off-ramps to queue back onto the highway and queuing along Mount Crosby Road, at both sides of the interchange.

Mount Crosby Road provides a direct crossing point between the Brisbane and Ipswich local government areas, providing a connection to the Ipswich CBD, from the north.

In 2017, the Department of Transport and Main Roads (TMR) completed a planning study into the traffic congestion, safety and active travel issues at the Warrego Highway – Mount Crosby Road interchange and identified an option to reduce queuing along Mount Crosby Road and improve traffic flow at the interchange. The proposed upgrade option comprised the following:

- increasing capacity on the southern (North Tivoli) roundabout with an additional circulating lane
- reconfiguring and simplifying movements on the northern (Chuwar) roundabout. This includes the addition of a slip lane for through traffic travelling north (from the Warrego Highway towards Karalee) and restricting access to and from Coal Road
- a dedicated pedestrian and bicycle bridge over the Warrego Highway to the west of the Mount Crosby Road overpass.

Proposed Warrego Highway – Mount Crosby Road Interchange Upgrade



Evaluation summary

Community consultation for the proposed Warrego Highway – Mount Crosby Road interchange upgrade took place between **6 July 2020 and 9 August 2020**. The community and key stakeholders were asked to provide input on the proposed upgrade design.

The consultation utilised a variety of online and traditional communication platforms to enable widespread engagement amongst a diverse community. The consultation also took into account the health guidelines and restrictions relating to COVID-19 and enabled participants to nominate their preferred form of engagement.

In addition to consultation with impacted, directly or indirectly, stakeholders and the wider community, consultation was undertaken with elected representatives at all levels of government, as well as with officers from Ipswich City Council's (ICC) Department of Infrastructure and Environment.

Key feedback from the consultation:

TMR received **602** responses to the community consultation for the Warrego Highway – Mount Crosby Road interchange upgrade.

Of the responses received, the majority (approximately 70 per cent) were not satisfied that the proposed design adequately addresses the primary issues of safety and congestion.

The most significant areas of concern with the proposed design were:

- The lack of additional capacity at the interchange and the need for additional lanes or an extra bridge across the Warrego Highway in order to enable a reduction of conflict points on the southern roundabout (North Tivoli).
- The proposed design's addition of an extra circulating lane on the southern roundabout would do little to reduce congestion and increase safety at peak times.
- Heavy vehicle usage on the southern roundabout, both as a result of industry at that location and heavy vehicle traffic exiting the Warrego Highway and coming from Ipswich at that location, was identified as a further contributor to congestion and reduced safety at peak times.
- Insufficient design and capacity of all Warrego Highway on and off-ramps. The primary concern relating to this issue concentrated on the Warrego Highway off-ramp westbound due to the congestion caused at the southern roundabout and poor visibility on the approach. However, merge lane design and capacity at all on and off-ramps were identified as a cause for safety concern not adequately addressed by the proposed design.
- There was some conditional support for the design's proposed through lane at the northern roundabout due to the fact that it may reduce queuing at the northern roundabout for traffic exiting the highway at this point. However, it was also felt that the through lane may lead to further congestion for traffic travelling over the interchange bridge from the southern roundabout.
- The closure of the entry and exit point at the Mount Crosby Road service road leading to Coal Road, would put additional pressure on the roundabout located at the Brodzig Road, Junction Road and Mount Crosby Road intersection.
- Concern the design had not taken into account the significant growth in the area since the planning study was undertaken in 2017.
- The design's inclusion of a pedestrian and bicycle bridge was deemed the least important element of the proposed design.

Other issues raised included:

- Questions regarding the engagement process and the fact that no engagement had been undertaken to arrive at the proposed design, as well as the lack of face-to-face meetings and community events.
- A view that the community needs something now and that something may be better than nothing, especially due to safety concerns.
- The need for direct connection to and from Karalee and the Warrego Highway as another access point for the communities of Karalee and Barellan Point.
- Sustainability – both in terms of the environment and other future transport projects.

Next steps

Following analysis of the community's feedback on the proposed design, TMR is undertaking an analysis of additional designs for the interchange upgrade. This is being undertaken as part of the Warrego Highway funding commitment, in order to progress the planning and delivery of an upgrade which appropriately addresses community concerns and better meets the needs of all road users.

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Introduction

This community consultation report provides a summary of the feedback from community and stakeholder consultation carried out to inform the future scope and delivery of the upgrade at the Warrego Highway – Mount Crosby Road interchange.

Project methodology

TMR undertook formal community consultation on the proposed upgrade at the Warrego Highway – Mount Crosby Road interchange between Monday 6 July 2020 and Sunday 9 August 2020. This consultation consisted of the following:

- Letters and emails to selected residents and businesses as well as community and industry groups. This comprised of individuals and organisations who were directly impacted by the proposed upgrade or businesses and community and industry groups.
- A letterbox drop, which consisted of a postcard with the proposed design, the link for the TMR project web page and online survey as well as contact details for the project team. This was distributed to approximately 10,500 households and business premises in the surrounding vicinity and took in the following suburbs: Barellan Point, Chuwar, Karalee, Karana Downs, Mount Crosby, North Tivoli and Tivoli.
- Online meetings as well as ‘in person’, were offered as part of the consultation process.
- ‘Get Involved’ online participation survey.
- Online advertising in the Queensland Times.
- A dedicated TMR project web page hosting the online survey and outlining other ways for members of the public to participate in the consultation process.
- A sponsored social media post to promote the project and highlight the TMR project page and online survey.

Timeline





Consultation outcomes

The community provided their input to the community consultation via the following methods:



Key consultation activities scheduled included:

TMR project page



The project web page went live on 6 July 2020, including a link to the online survey. A shortened link for the TMR project web page was utilised in all communication collateral – tmr.qld.gov.au/MountCrosbyRoadInterchangeUpgrade

There were 3153 unique page views and the average time spent on the page was 6 minutes and 50 seconds.

Social media coverage



A sponsored Facebook social media post with information about the project and a link to the project's web page and online survey, was published on TMR's Facebook page on 6 July 2020 and ran throughout the consultation period. The post was amended with a call to action 'closing soon' added for the final week.

This reached 25,648 individuals with 1008 unique clicks, 85 reactions, 66 comments and 21 shares.

Media statement



A media statement was released.

'Get Involved' online survey



The 'Get Involved' online survey went live on 6 July 2020 to gather community feedback. This survey was published directly on www.getinvolved.qld.gov.au and TMR's project web page. **The results from this survey are detailed in the chart below.**

Online advertisement



An online advertisement, which appeared on the front page of the Queensland Times' website, ran for the final weekend (Thursday 3 August – Sunday 9 August) of the consultation.

It resulted in 55,133 individuals seeing the advertisement and 171 click-throughs to the TMR web page.

'Get Involved' online survey summary:

564

COMPLETED
RESPONSES

6324

SURVEY VIEWS



310

Respondents who
provided contact details
for project updates

838*

Total number of
comments left

*Survey respondents were able to leave comments in two fields:

- 1) General comments, which was a mandatory field for the purposes of survey validity received 436 valid comments. These excluded comments such as N/A, and 'as above')
- 2) Comments left specifically due to dissatisfaction with the proposed upgrade design. This was an optional field and received 402 comments.

There were 564 responses to the online survey. The data is detailed overleaf in 'Get Involved online survey results'. For some questions multiple responses could be selected, meaning that some answers are greater than 100 per cent. A snapshot of responses is outlined below:



The responses show that almost all who responded to the online survey (**99.5 per cent**) use a car as their primary mode of transport. The next highest was motorcycles (**9 per cent**).



Most people who responded to the survey travel along the interchange during morning peak times (**77 per cent**) followed by the middle of the day (**46 per cent**) and school drop or pick up (**43 per cent**).



Most respondents said that their primary route of travel (**75 per cent**) is eastbound on the Warrego Highway (towards Brisbane) with **53 per cent** travelling westbound (towards Toowoomba). Of those travelling through the interchange along Mount Crosby Road, **30 per cent** are travelling southbound and **33 per cent** northbound. **75 per cent** of respondents said they utilise the interchange at least twice per day, with **39 per cent** stating they utilise it more than twice per day.



The majority of those who responded to the online survey (**68 per cent**) were not satisfied with the proposed design (this included those who were neutral regarding the proposal). Of those who responded, **33 per cent** were extremely not satisfied and **22 per cent** somewhat not satisfied. This majority was increased when respondents were asked to provide further feedback if not satisfied with the proposed design with **71 per cent** of respondents providing comments and feedback to this effect.

Of those who responded, **30 per cent** said that they were somewhat (**24 per cent**) or extremely (**6 per cent**) satisfied with the proposed design.



When asked their main concerns regarding the existing interchange:

- **84 per cent** stated it was queuing at the southern roundabout
- **79 per cent** stated it was exiting the Warrego Highway westbound towards Toowoomba
- **20 per cent** stated the lack of active travel provisions as their priority.



When asked to rank the four elements of the proposed design in priority order:

- **90 per cent** of respondents ranked the inclusion of a slip lane for traffic exiting the Warrego Highway (towards Karalee) as either their first or second priority
- **84 per cent** of respondents ranked the extra circulating lane at the southern roundabout as either their first or second priority
- **13 per cent** ranked the pedestrian and bicycle bridge as their first or second priority.

‘Get Involved’ online survey results

Question	Answer	% of responses	Total responses
Do you currently use the Warrego Highway – Mount Crosby Road interchange as identified in the project location map?	Yes	99.65%	562 participants
	No	0.35%	2 participants
What suburb do you live in?	Chuwar	16.13%	91 participants
	North Tivoli	.53%	3 participants
	Tivoli	2.84%	16 participants
	Karana Downs	17.73%	100 participants
	Karalee	33.33%	188 participants
	Other	29.43%	166 participants
What method of transport do you use when accessing the interchange? (respondents could select multiple responses)	Car (driver or passenger)	99.47%	561 participants
	Motorcycle	8.87%	50 participants
	Bicycle	7.62%	43 participants
	Taxi or ride booking	4.26%	24 participants
	Truck	3.72%	21 participants
	Bus/Coach	3.01%	17 participants
	Walk	2.66%	15 participants
	Wheelchair/Mobility scooter	-	-
When do you use the interchange? (respondents could select multiple responses)	Morning peak period (7am–9am)	74.48%	437 participants
	Afternoon peak period (4pm–7pm)	35.64%	201 participants
	School pick-up or drop-off times (7–8.30am or 2.30–4pm)	42.91%	242 participants
	Middle of the day (9am–2.30pm)	46.28%	261 participants
	Evening (7pm–10pm)	32.98%	186 participants
	Overnight (10pm–7am)	12.77%	72 participants

‘Get Involved’ online survey results continued...

Question	Answer	% of responses	Total responses
Where do you most commonly travel to when using the interchange? (respondents could select multiple responses)	The Warrego Highway eastbound (towards Brisbane)	74.65%	421 participants
	The Warrego Highway westbound (towards Toowoomba)	52.84%	298 participants
	Mount Crosby Road southbound towards Tivoli/Ipswich	30.14%	170 participants
	Mount Crosby Road southbound towards Karalee	33.16%	187 participants
	Other	2.66%	15 participants
How often do you travel through the interchange?	More than twice per day	38.65%	218 participants
	Twice per day	37.06%	209 participants
	Once per day	2.48%	14 participants
	Two to four times per week	13.65%	77 participants
	Once per week	3.55%	20 participants
	Occasionally	4.61%	26 participants
What are your main concerns regarding the existing interchange? (respondents could select multiple responses)	Safety concerns when exiting the Warrego Highway westbound (from Brisbane)	78.72%	444 participants
	Safety concerns when exiting the Warrego Highway westbound (from Toowoomba)	51.60%	291 participants
	Safety concerns when entering the Warrego Highway eastbound (towards Brisbane)	43.26%	244 participants
	Safety concerns when entering the Warrego Highway westbound (towards Toowoomba)	31.38%	177 participants
	Queuing at south roundabout (North Tivoli)	83.51%	471 participants
	Queuing at north roundabout (Chuwar)	67.38%	380 participants
	Lack of provisions for pedestrians and people riding bikes	20.20%	114 participants
	Safety on the northern roundabout (Chuwar) due to people entering/exiting at Coal Road	28.72%	162 participants
	Other	7.62%	43 participants

‘Get Involved’ online survey results continued...

Question		1st	2nd	3rd	4th
Please rank the different elements of the proposed upgrade in order of importance (1 being most important and 4 being least important)	Dedicated bridge for pedestrians and people riding bikes	39	34	183	308
	Removing access to/from Coal Road on the northern roundabout	15	53	275	221
	Adding an extra circulating lane to the southern roundabout	228	248	71	17
	Adding a slip lane for traffic exiting the Warrego Highway eastbound and travelling north (towards Karalee).	282	229	35	18

Question	Answer	% of responses	Total responses
To what extent are you satisfied that the proposed upgrade meets community needs?	Extremely satisfied	9.74%	38 participants
	Somewhat satisfied	24.82%	140 participants
	Neutral	13.12%%	74 participants
	Somewhat dissatisfied	21.99%	124 participants
	Extremely dissatisfied	33.33%	188 participants

Question	% of responses	Total responses
If you are not satisfied, what would you like to see in the proposed project design? Comment section.	71.28%	402 participants
If you would like to receive updates and news about this project, please leave your name, email or phone number below.	54.96%	310 participants

Issues raised

In addition to the statistical feedback gained through the survey questions, there were a considerable amount of comments received through two comment sections within the survey.

- 1) Reasons why dissatisfied by the proposed design: 402 respondents, which equates to 71 per cent of respondents, provided comments in this section.
- 2) General comments: 436 comments, which equates to 77 per cent of respondents left valid* comments in this section.

* Invalid comments included comments such as N/A or 'as above'. Due to the fact that this was a mandatory field, a comment had to be left in this section to validate the respondent's input.

Total comments 838.

The resulting analysis identified the following issues, which have been placed in descending order of perceived importance or prevalence.

- **Bad design – doesn't solve the problem – band aid approach – waste of money**

This was the most common theme. There were a significant number of alternative suggestions and proposals provided via both the survey comments and direct submissions, which were sent via email. This category of comment also included sentiment that the current proposed design was completely inadequate and did not meet the needs of the interchange or the community.

- **The need for extra bridges – lanes to improve capacity**

This was the second most common, single issue that appeared in survey feedback. In addition to the increased capacity, there was a perceived need to separate the Warrego Highway (westbound) off-ramp traffic and traffic coming from Ipswich.

- **Warrego Highway on and off-ramps were too short – needed greater capacity**

The overwhelming feedback in relation to this theme is related to safety concerns due to the capacity of the Warrego Highway off-ramp towards Karalee and Mt Crosby. There was also significant concern with all the other ramps. In relation to the Warrego Highway on-ramp towards Toowoomba, this was seen as a safety hazard, particularly due to the prevalence of heavy vehicles along this section of the Warrego Highway and that the merging lane needed to be longer. Merge lane length and capacity together with poor visibility were raised in relation to the on-ramp towards Brisbane and off-ramp (from Toowoomba) towards Karalee.

- **Growth in the area**

There was significant feedback indicating that the proposed concept design did not take into account the current population and traffic needs, nor allow for future growth. This theme also included concerns about the design being based on a 2017 planning study, which was perceived as being substantially out of date, and the increase in heavy vehicle usage on the Warrego Highway as a result of developments such as the Citiswich Industrial Park at Bundamba.

- **Congestion at the southern roundabout**

This was raised as a significant issue, which respondents felt was not adequately addressed by the proposed design. Additionally, concern about the number of heavy vehicles utilising the southern roundabout was mentioned in relation to both congestion and safety.

- **Cutting off access to Coal Road**

There was concern from residents on or close to the northern roundabout regarding their own access, as well as traffic impacts as a result of vehicles using the Karalee roundabout (intersection of Brodzig Road, Junction Road and Mount Crosby Road). This roundabout is already seen as under considerable stress at peak times.

Representations were made by a number of residents impacted by the closure who requested some level of access be maintained. This feedback was reinforced by the local member, who stated that he had also received such representation and requested that some level of access be maintained.

- **Other issues raised included:**

- Querying the engagement process and the fact that no engagement had been undertaken to arrive at the proposed design, as well as the lack of face-to-face and community events.
- A view that the community needs something now and something may be better than nothing, especially due to safety concerns. There were a number of comments left with concerns regarding their own safety and that of their passengers at the interchange. One in particular, was left by a school bus driver who stated that she fears for the children in her charge when she uses the interchange.
- While the pedestrian and bicycle bridge was not seen as a priority, there were a number of respondents who did welcome it but questioned its connectivity and suggested that any future plans should look at accessibility and active transport within the design. A number of respondents questioned the budget allocation for this specific inclusion when the proposed design was deemed inadequate, as well as the lack of connectivity. This feedback was mirrored by that received directly by an Ipswich City Council councillor.
- The need for a direct connection to and from Karalee to the Warrego Highway as another access point for the communities of Karalee and Barellan Point.
- Sustainability, both in terms of the environment and other future transport projects. There were a number of respondents who questioned why TMR was proposing this design instead of implementing projects like the Moggill Pocket Arterial Road.

Next steps

Following analysis of the community's feedback on the proposed design, TMR is undertaking an analysis of additional designs for the interchange upgrade. This is being undertaken as part of the Warrego Highway funding commitment, in order to progress the planning and delivery of an upgrade, which appropriately addresses community concerns and better meets the needs of all road users.

Stay informed

TMR will keep the community up to date with the Warrego Highway – Mount Crosby Road interchange upgrade, as the project progresses. To stay informed about the project outlined in this report, you can email the project team at metropolitanregion@tmr.qld.gov.au or call **3066 4338** during business hours.