

Request for Project Change

Targeted Consultation Report Roma Street Parklands Residents

June 2018



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Executive Summary

This report, prepared for the Coordinator-General, outlines targeted consultation carried out by the Cross River Rail Delivery Authority with residents of Parklands Apartments. This consultation addressed the relocation of the Roma Street Coach Terminal to a temporary location on Parkland Crescent, to allow for the demolition of the Brisbane Transit Centre as part of the Cross River Rail Project.

This consultation was undertaken between 18 June and 22 June 2018, using a range of traditional engagement methods, including:

- Meeting with Parklands Apartments on-site Building Manager, Principal Body Corporate Committee Chairperson, and Chairperson from Building Three Body Corporate Committee;
- Letter delivered to all properties within Parklands Apartments;
- Flyers affixed to notice boards and elevators within each building;
- Four staffed information sessions held at Parklands Apartments; and
- 24/7 project hotline and monitored email.

A detailed summary of feedback received during the consultation period, along with responses from the Cross River Rail Delivery Authority, is contained in this report. Key areas of enquiry are listed below:

- Project design
- Land tenure and property impacts
- Construction impacts
- Pedestrian and cyclist safety
- Change in amenity
- Traffic and transport impacts
- Timing and funding

Consultation activities undertaken meet the best practice principles of the Queensland Government Engaging Queenslanders guide and the International Association of Public Participation (IAP2) spectrum of engagement.

1. Introduction

The Cross River Rail (CRR) Project was declared a significant project (now a coordinated project) for which an Environmental Impact Statement (EIS) was required. The EIS relating to the CRR Project was evaluated by the Coordinator-General (CG) in a report dated 20 December 2012. The Coordinator-General Evaluation Report (CGER) recommended that the Project could proceed, subject to conditions for the minimisation and management of the environmental impacts of the Project in its delivery and implementation.

A Request for Project Change (RfPC) was made on the 5 December 2016. This RfPC was evaluated by the CG in a Coordinator-General Change Report (CGCR) on 9 June 2017. As part of this RfPC, it was identified that the Roma Street Coach Terminal would need to be relocated from the Brisbane Transit Centre (BTC) west tower to allow for the demolition of the BTC west tower for the CRR Project. A proposed temporary solution for the relocation has been developed in consultation with key stakeholders including the coach operators. This relocation is required to be progressed early in the works program to allow for demolition of the BTC to facilitate construction of the broader CRR Project.

As part of the design development, it was determined that the Parklands residents are the key impacted stakeholders and that additional targeted consultation with these residents should occur.

1.1 Purpose

This report sets out details of the Roma Street Parklands community engagement and stakeholder consultation that has been undertaken with residents. It supports the submission of a RfPC to the CG for the temporary coach terminal relocation work.

Consultation activities undertaken meet the best practice principles of the Queensland Government Engaging Queenslanders guide and the International Association of Public Participation (IAP2) spectrum of engagement.

1.2 Consultation Objectives

A range of consultation methods were utilised throughout the consultation period which aimed to:

- Inform the community and key stakeholders about the proposed temporary coach terminal solution;
- Inform the community about key design changes from the previously-approved RfPC, specifically relating to the temporary relocation of the Roma Street Coach Terminal and change in land use on Parkland Crescent;
- Provide stakeholders with an opportunity to raise concerns relating to the Roma Street Coach Terminal;
- Provide an avenue for those concerns raised by key stakeholders to be duly considered by the Authority and for timely responses to be provided to those stakeholders; and
- Communicate the RfPC process, including how the community can provide feedback to the Authority and/or the CG.

2. Engagement Approach

Consultation about the temporary relocation of the Roma Street Coach Terminal was undertaken between 18 June and 22 June 2018. This engagement was focused on one key stakeholder group - the residents of Parklands Apartments.

The engagement approach was developed in consultation with the Parklands Apartments On-Site Building Manager on Monday 11 June. The Delivery Authority's Stakeholder Engagement team met with the Building Manager, Chairperson of the Principal Body Corporate and the Chairperson of the Body Corporate Committee for Building Three (primary affected building). In this meeting, the following engagement approach was agreed:

- Letter to be delivered to all 400 units of Parklands Apartments;
- Four drop-in information sessions to be hosted;
- 5pm-7pm as the ideal time to reach most residents (after standard working hours);
- Information sessions to be staffed by technical and engagement representatives; and
- Further updates to be provided via email to Body Corporate Managers (Archers Strata Management), for distribution to all residents and absentee owners.

2.1 Written notifications

A letter (**Section 5.1**) was hand delivered to 400 letterboxes at Parklands Apartments. This letter provided a brief summary of the Temporary Coach Terminal relocation, and encouraged residents to attend information sessions between Monday 18 June and Thursday 21 June each night from 5pm – 7pm. It also provided the Project team's contact details for further information.

An electronic version of the same letter was provided to the On-site Building Manager on Monday 18 June, for provision to absentee owners via Archers Strata Management company.

On Monday 18 June, a flyer (**Section 5.2**) was affixed to the notice boards and lifts within each individual building. This flyer provided a map illustrating the location of the temporarily relocated coach terminal and details regarding location of information sessions.

2.2 Information sessions

The information displayed at the community consultation sessions included:

- Architectural renders of the proposed Temporary Coach Terminal;
- Map of proposed Temporary Coach Terminal location;
- Engineering drawings and general arrangements of Temporary Coach Terminal;
- Roma Street Coach Terminal FAQ document; and
- CRR full alignment pull up banner.

The information sessions were staffed by Delivery Authority employees and consultants, including:

- Stakeholder Engagement Manager;
- Stakeholder Engagement Coordinator(s);
- Environmental and Approvals Coordinator;
- Early Works Project Manager;
- Design Manager;
- Technical Delivery Manager; and
- Lead Architect.

3. Consultation Outcomes

Approximately 110 residents were engaged throughout the four information sessions. Twenty-three residents requested that their comments be noted, and seven individuals requested responses to their comments/questions.

3.1 Comments Received

Specific concerns raised by residents and the Delivery Authority’s responses, are detailed in Table 1 below.

Table 1: Comments and associated responses

Theme	Time raised	Specific concerns	Delivery Authority response
Pedestrian safety	8	<ul style="list-style-type: none"> - Increased traffic movements may cause safety risks for pedestrians who move through the Parklands. Specifically, hundreds of students from the schools on College Road and Gregory Terrace traffic this area before and after school each day. 	<ul style="list-style-type: none"> - The Delivery Authority is aware that this is a thoroughfare for students of schools on College Road and Gregory Terrace. - The Delivery Authority will undertake a pedestrian count at peak times before and after school in early-mid July. - Should the results of these pedestrian counts suggest that current crossing widths/designs are not adequate, this will be addressed as a matter of priority.
Cyclist safety	6	<ul style="list-style-type: none"> - A significant number of cyclists use Parkland Boulevard daily. These cyclists travel at high speeds, already causing issues with existing traffic and pedestrians. An increase in traffic, caused by the coaches, could result in injuries or fatalities if this cyclist population is not considered. 	<ul style="list-style-type: none"> - The Delivery Authority is aware, through discussions with Brisbane City Council and Parklands Management, that numerous cyclists travel through the Parklands each day. - The Delivery Authority has amended the pavement type on Parkland Boulevard to force a significant reduction in cyclist’s speed. - The Delivery Authority has committed to engaging with the local Bicycle User Groups to provide them with clarity around key changes, construction timelines, and personal safety considerations.
Traffic impacts	12	<ul style="list-style-type: none"> - There are significant existing issues with the intersection of Roma Street and Parkland Crescent. The signal timing generally only allows for one vehicle to exit and turn right, due to the priority given to crossing pedestrians. The addition of 70+ coaches per day will exacerbate this issue and cause significant queueing through that intersection and back to the Parkland Boulevard ramp. 	<ul style="list-style-type: none"> - The Delivery Authority notes that this is a key issue, and is working closely with Brisbane City Council (BCC) to investigate the alteration of traffic signal phasing for this intersection.

Theme	Time raised	Specific concerns	Delivery Authority response
	9	<ul style="list-style-type: none"> - With the increased congestion on Parkland Crescent, is there potential for the intersection of Parkland Boulevard and College Road to be changed? Currently it only allows for traffic to turn left. If it was amended to allow left turns, right turns and continuation straight along Gregory Terrace, residents would be more likely to use that exit, reducing congestion on Parkland Crescent. 	<ul style="list-style-type: none"> - The Delivery Authority stated that the intersection and associated roads are controlled by BCC, however stated that The Authority will table this as a suggestion at the next meeting with BCC. The Authority acknowledged however, that altering this intersection could cause Parkland Boulevard to be used as a key thoroughfare for local traffic.
	2	<ul style="list-style-type: none"> - With the drop off on Parkland Boulevard, and the new signals at the bottom of the ramp, taxis are likely to use Parkland Boulevard as a “rat-run” rather than using the roundabout to turn back onto Roma Street. 	<ul style="list-style-type: none"> - The Delivery Authority suggested that an increase in taxi traffic along Parkland Boulevard would be likely, however also stated that there would still be drop-off facilities on Parkland Crescent.
	3	<ul style="list-style-type: none"> - Increased pressure on the intersection of Roma Street and Parkland Crescent could be avoided by forcing coaches to go underneath the residential buildings and exit via the College Road intersection. 	<ul style="list-style-type: none"> - The Delivery Authority investigated this during the options analysis phase, however discounted it due to a number of reasons including; feedback from Parklands Management that this would harm visual amenity of the Parklands, and feedback from coach operators which suggested a direct Roma Street exit provides the most efficient outcome.
Disabled access	2	<ul style="list-style-type: none"> - The design drawings illustrate changed traffic conditions on Parkland Boulevard, to facilitate a new roundabout near the café. This requires the removal of two disabled parking bays. 	<ul style="list-style-type: none"> - The Delivery Authority committed to working with BCC to reallocate two other nearby carparks for disabled use. - The Delivery Authority noted that this was of significant concern as there are a number of mobility-impaired residents living in Building Three, and that the café-end of the Parklands is a key access point for mobility-impaired visitors.
	2	<ul style="list-style-type: none"> - The single elevator is not sufficient as an access for disabled passengers to travel down from the drop-off zone on Parkland Boulevard to the Coach Terminal on Parkland Crescent. This elevator regularly fails. 	<ul style="list-style-type: none"> - The Delivery Authority is aware that this elevator is not reliable and is in discussions with BCC and Parklands Management to discuss the potential of installing a new lift. - Further, there is a small drop-off zone located adjacent to the Coach Terminal, on Parkland Crescent. Mobility impaired passengers will be encouraged to utilise this drop-off zone.
Environmental impacts	3	<ul style="list-style-type: none"> - Concerns that waiting passengers will make excessive noise and that noise will carry to above apartments due to the open roof design. Residents would prefer if the roof was enclosed to limit this. 	<ul style="list-style-type: none"> - The Delivery Authority showed residents the graph which illustrates expected noise levels compared to existing noise levels and explained the design of the roof structure. Residents did not request further clarification or evidence. The technical representative explained the design of the roof structure.
	1	<ul style="list-style-type: none"> - Lighting concerns impacting residents. 	<ul style="list-style-type: none"> - The Delivery Authority stated that this design would not cause any increase in

Theme	Time raised	Specific concerns	Delivery Authority response
			light spillage compared to the current carpark infrastructure.
	2	- Concerned that idling coaches will cause pollution and that fumes will travel up to apartments on the southern end of Building 3.	- The Delivery Authority will install air quality monitors, to get baseline data readings and compare this to the operational air quality modelling. - The Authority stated that as a highly managed facility, with a very small number of bays, it is unlikely that coaches will idle in this location for longer than standard loading/unloading times.
Construction impacts	2	- Concerned that during construction of the Temporary Coach Terminal, workers will take up parking within the Parklands.	- The Authority is to provide alternative parking areas for construction contractors and to stipulate in the construction contract that workers must not utilise carparking bays within Roma Street Parklands.

3.2 Resulting Actions

Whilst all comments, concerns and questions have been noted, there were a small number of concerns raised which require further investigation or consideration by the Authority. The following actions or investigations are being undertaken by the Authority following this consultation period:

- Pedestrian count at peak school times, in mid-July (after school returns from holiday period);
- Seek commitment from BCC that the phasing of traffic signals at intersection of Roma Street and Parkland Crescent will be altered to allow for increased traffic movements;
- Install air quality monitoring equipment above the existing carpark facilities, to gather baseline data; and
- Designate alternative parking areas for construction contractors and set expectations that workers will not utilise on-street parking within Roma Street Parklands where possible.

4. Conclusion

The Delivery Authority has contacted all residents within the Parklands Apartments, informed them of the Temporary Coach Terminal solution, and provided a number of avenues for residents to comment, ask questions or raise concerns.

Of the 400 units contacted, residents, owners and tenants from 110 units were engaged during information sessions, 23 provided formal comment, and seven requested further contact. Of the comments made during consultation and detailed in Section 3.1, all have been sufficiently considered by the Delivery Authority. Four concerns raised require further investigation or action by the Delivery Authority as detailed in Section 3.2. These actions will be closed out by late-July, with findings incorporated into final design where necessary.

The concerns raised throughout this consultation period are able to be managed by the Delivery Authority through a combination of design solutions and on-site management. Timely construction of the Temporary Coach Terminal would therefore be able to commence pending CG approval of this RfPC.

5. Communication Collateral

5.1 Letter to Residents

The following letter to residents was hand delivered by the Delivery Authority to all resident mailboxes.



X June 2018

Cross River Rail Delivery Authority
123 Albert Street, Brisbane, QLD 4000

ABN: 21 542 690 798

☎ 1800 010 875

✉ info@crossriverrail.qld.gov.au

🌐 www.crossriverrail.qld.gov.au

Dear Resident / Owner
Parkland Apartments

Cross River Rail – proposed change in land use

The Queensland Government has recently announced the companies that have been shortlisted to build Queensland's highest priority infrastructure project, Cross River Rail (the CRR Project). The CRR Project is a 10.2 kilometre dual track rail from Dutton Park to Bowen Hills, including 5.9 kilometres of tunnel.

The CRR Project is designed to remove a bottleneck at the core of our transport network where a single river crossing with capacity for 24 trains per hour already carries as many as 21. As our population grows, Cross River Rail will allow more trains to run more often and will integrate with new busways and new roads to help enable a turn-up-and-go transport network, that will benefit all of South East Queensland.

The Cross River Rail Delivery Authority (the Delivery Authority) is the statutory entity responsible for the delivery of the CRR Project on behalf of the Queensland Government.

In 2017, the CRR Project was approved by the Coordinator-General and received a full funding commitment from the Queensland Government. This approval included the acquisition and use of a parcel of land off Parkland Crescent (behind Roma Street Station), for construction laydown facilities (general site area) throughout the duration of the Project (refer to enclosed map).

The Delivery Authority is now working through a Request for Project Change for an amendment to this land use. The new proposed use will include construction of a temporary coach terminal facility, enabling relocation of the coach services currently utilising the Brisbane Transit Centre that will be demolished as part of the Project.

Information sessions

Given the proximity to the proposed temporary coach terminal, the Delivery Authority would like to engage with residents of Parkland Boulevard to discuss the change in land use, provide further detail about expected impacts and answer any questions residents may have.

The Delivery Authority has contacted the Body Corporate of your building and will be hosting information stands in the foyer of your buildings between Monday 18 June and Friday 22 June. Specific dates and times will be displayed on your building notice board in the coming days.

If you would like additional information or have any enquiries, please contact the Cross River Rail project team on 1800 010 875 or info@crossriverrail.qld.gov.au.

We look forward to keeping you informed as the project progresses.

Yours sincerely

Stakeholder Engagement
Cross River Rail Delivery Authority

5.2 Flyer

The below flyer was displayed on notice boards from 18 June 2018 for the week of consultation.



June 2018

Roma Street Coach Terminal Relocation

The Cross River Rail Delivery Authority would like to invite you to an information session regarding the relocation of the existing Roma Street Coach Terminal (Coach Terminal).

The Coach Terminal is currently located within the Brisbane Transit Centre (BTC) West Tower which is due for demolition as part of the Cross River Rail Project.

A proposed temporary relocation solution for the Coach Terminal has been developed in consultation with coach operators, Queensland Rail and Department of Transport and Main Roads.



 Proposed new Roma Street Coach Terminal

Information Sessions

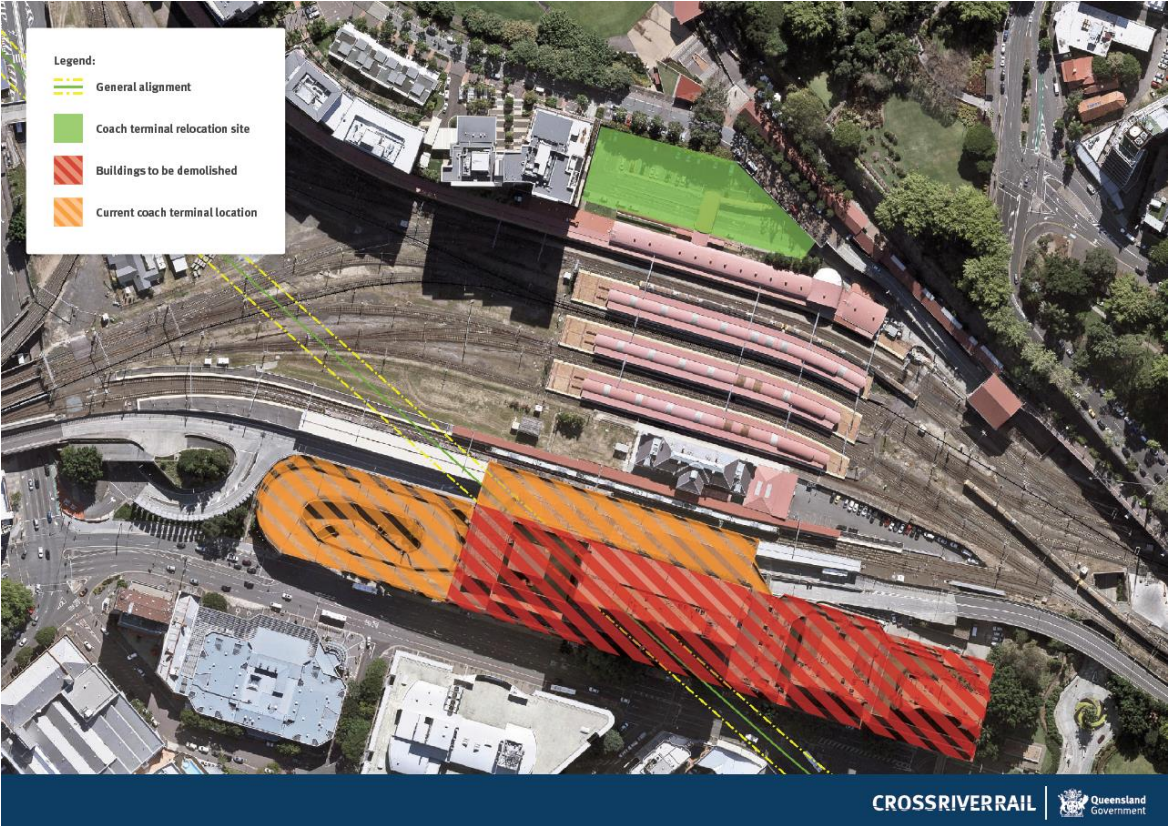
Come meet the Cross River Rail Project Team to better understand the Coach Terminal relocation and overall project scope:

When	Where	Time
Monday 18th June	Building 3, West foyer	5pm – 7pm
Tuesday 19th June	Building 3, Recreation Room	5pm – 7pm
Wednesday 20th June	Building 3, Recreation Room	5pm – 7pm
Thursday 21st June	Building 3, West foyer	briefings available upon request
Friday 22nd June	Building 3, Recreation Room	briefings available upon request

☎ 1800 010 875
 ✉ info@crossriversrail.qld.gov.au
 🌐 crossriversrail.qld.gov.au

5.3 Map

The below map was displayed at information sessions.



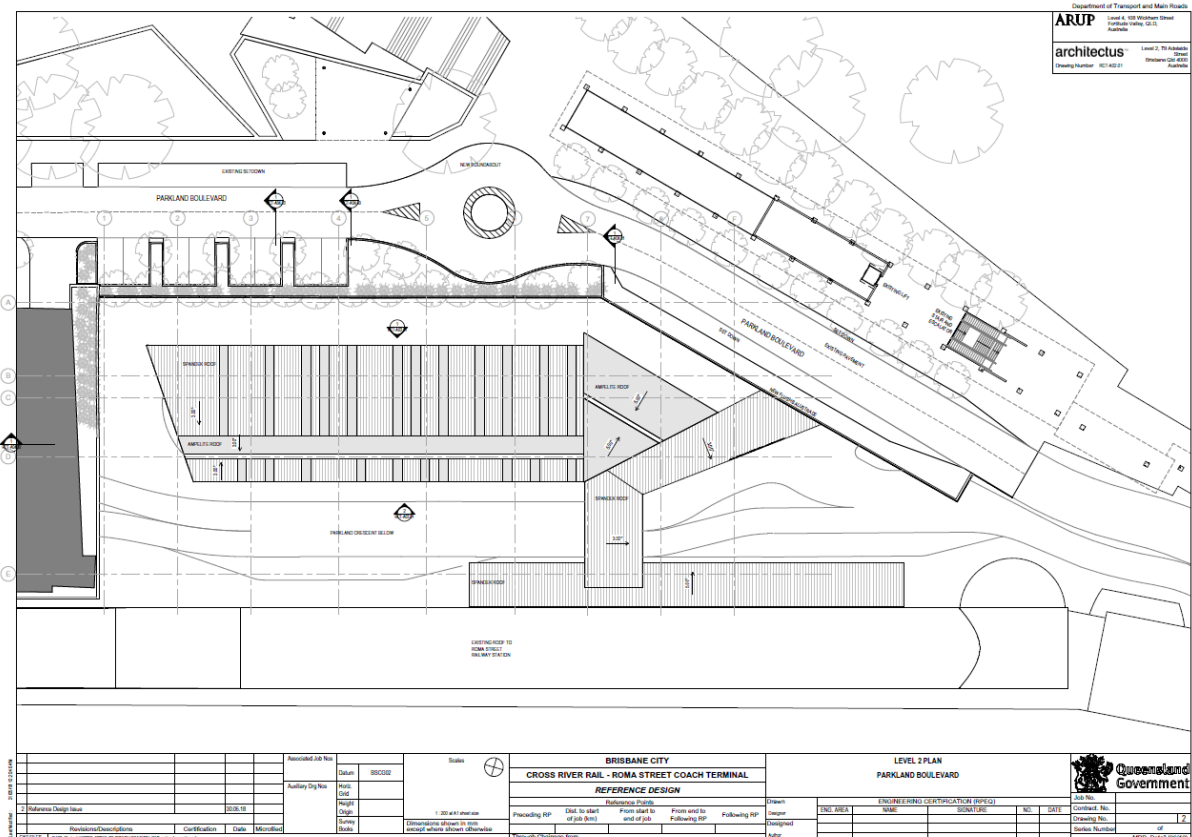
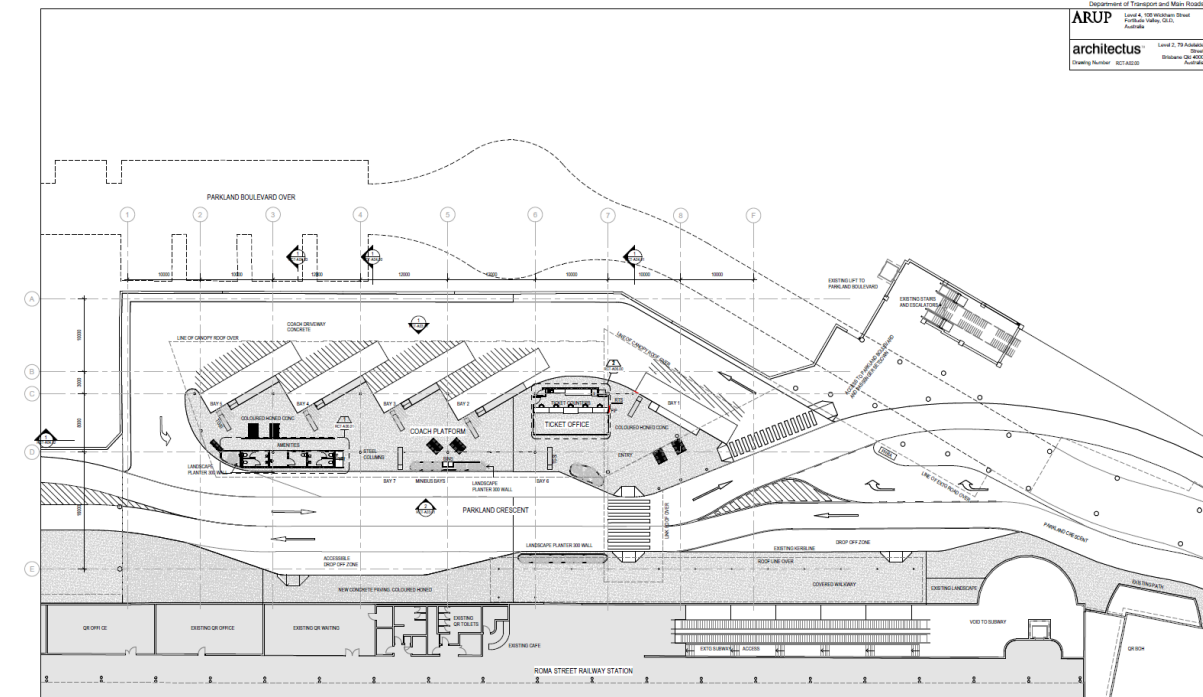
5.4 Architectural Renders

The following architectural renders were displayed at information sessions.



5.5 Engineering Drawings

The following engineering drawings were displayed at information sessions.



5.6 Cross River Rail Alignment

The following Cross River Rail alignment map was displayed at information sessions.

