



# BaT project

## Appendix D Community consultation report



# **BaT (Bus and Train) project Communication and Consultation Report November 2013 – June 2014**





## Executive summary

The Department of Transport and Main Roads (the department) is planning the BaT (Bus and Train) project on behalf of the Queensland Government.

The BaT project is a proposed new 5.7 kilometre north-south tunnel that will deliver rail and bus together in a world-first design. It combines a railway and a busway in a single, double-decked, 15-metre-wide tunnel beneath the Brisbane River and Central Business District (CBD). When completed, the project will provide a critical new link in South East Queensland's public transport network.

Given the scope, significance and complexity of the BaT project, a far-reaching information and engagement program was planned to keep the community and other stakeholders informed about the project, its benefits and design elements, and to provide opportunities for stakeholders to have input into the development of the Reference Design and Environmental Impact Statement (EIS).

This Communication and Consultation Report outlines the consultation strategy, activities and outcomes between November 2013 and June 2014.

To date, three rounds of community consultation have been planned, and of these, two rounds have been completed. The first round of information (Round 1 consultation) was released in November 2013 with the launch of the project's Concept Design. During this round of consultation, stakeholders and the community had an opportunity to comment on the project with the release of the *Draft Terms of Reference for the Environmental Impact Statement*.

The second round of information (Round 2 consultation) was released in March 2014 with the launch of the project's Draft Reference Design. This step in the planning process outlined the key elements of the project including the preferred alignment, the location of stations and portals, and how the project might be constructed and operated.

Part of the department's decision to release a Draft Reference Design was to seek community feedback to inform the development of the Reference Design. This was an important part of planning for the BaT project and ensured that the community and other stakeholders had direct input into the development of the project in the early stages, where they could help shape the direction of the project going forward.

The overall communication approach for Round 2 consultation involved a mix of mass communication activities to raise general awareness of the project and a range of more targeted, local-area-specific activities to ensure residents and stakeholders most directly affected were aware of the project and had opportunities for feedback.

Affected property owners received a letter personally signed by the department's Director-General advising them of the project's progress and potential impact, and more than 350,000 Brisbane households and businesses, across 70 suburbs, received the BaT newsletter.

A range of engagement activities were undertaken including six community information sessions, an online chat, online survey, briefings, presentations, meetings, public displays, visits to stations to distribute project materials, an awareness and media campaign as well as launching a project website and providing social media updates.

Over nearly five weeks, more than 3,000 people participated in the Round 2 community consultation program. Community feedback was gathered about the benefits and potential impacts of the design, with many comments relating to the project's northern and southern portals.

While community feedback identified that the BaT project is in the public interest with most stakeholders generally supportive of the project and the long-term benefits it would provide, some concerns were raised about:

- the location of the northern tunnel portal and impacts to Victoria Park
- the location of the southern tunnel portal and the decommissioning of Dutton Park Station
- construction impacts, including noise, dust, vibration, construction traffic, spoil extraction and haulage as well as worker parking and access
- property impacts, including volumetric acquisition, impact on property values and underground property development opportunities.

Community and stakeholder feedback on the Draft Reference Design was considered and further technical investigations were undertaken.

As a result, on 24 June 2014, the Queensland Government announced significant design refinements to the BaT project to address community and stakeholder concerns.

The refined design included a significant decrease in the permanent impacts to Victoria Park at the northern portal, with the majority of infrastructure to be contained within the existing transport corridor and the bus alignment being stacked over the BaT rail infrastructure instead of running through the park adjacent to the rail line. The refined design also allowed Dutton Park Station to remain open at the southern portal.

Overall, between November 2013 and June 2014 (rounds 1 and 2 consultation), the project engaged with a variety of stakeholders including government agencies, industry groups, potentially affected property owners, local residents and businesses, advisory groups, commuters and the general public.

Approximately 4,000 people participated in the consultation program with more than 2,200 pieces of feedback received by the project.

Community feedback gathered has greatly assisted the project team to understand community values and local issues, and has significantly helped refine and shape the project design. Feedback also informed the development of mitigation measures to reduce, or where possible eliminate, construction impacts. These measures are outlined in the project's EIS and Draft Outline Environmental Management Plan.

The third round (Round 3 consultation) of community consultation for the project would be undertaken with the release of the Reference Design and EIS. This would include the opportunity for agencies and the public to make submissions about the project and the EIS in accordance with the statutory requirements of the *State Development and Public Works Organisation Act 1971*. This consultation will be supported by the distribution of the project's second newsletter and numerous engagement activities, similar to the activities implemented for the release of the Draft Reference Design.

Beyond the third round of consultation, communication and consultation activities will be ongoing for future phases of the project including during the procurement, detailed design, construction and operational phases of the project. Consultation during these phases will rely on and build upon the strong relationships established during earlier rounds of consultation and will employ a range of communication and engagement tools.

The community consultation program for the BaT project has been undertaken in accordance with the *Terms of Reference for an environmental impact statement – Underground Bus and Train project (January 2014)* and the document: *Preparing an environmental impact statement: Guideline for proponents*.

## Table of contents

|           |  |           |
|-----------|--|-----------|
| <b>1</b>  | <b>Introduction.....</b>   | <b>1</b>  |
| <b>2</b>  | <b>Background.....</b>   | <b>2</b>  |
| 2.1       | About the project .....  | 2         |
| 2.2       | Project phases .....   | 2         |
| 2.3       | Proponent .....  | 3         |
| 2.4       | Project team .....   | 3         |
| 2.5       | Project history .....  | 3         |
| <b>3</b>  | <b>Study corridor.....</b>   | <b>4</b>  |
| 3.1       | Consultation catchment .....   | 4         |
| <b>4</b>  | <b>Consultation purpose .....</b>  | <b>6</b>  |
| <b>5</b>  | <b>Stakeholders .....</b>  | <b>7</b>  |
| 5.1       | Stakeholder identification .....   | 7         |
| 5.2       | Stakeholder segmentation .....   | 7         |
| <b>6</b>  | <b>Consultation program .....</b>  | <b>10</b> |
| <b>7</b>  | <b>Community consultation .....</b>  | <b>12</b> |
| 7.1       | Project materials .....  | 12        |
| 7.1.1     | Printed and interactive materials .....  | 12        |
| 7.1.2     | Other communication channels .....   | 15        |
| 7.1.3     | Website .....  | 15        |
| 7.2       | Media and advertising .....  | 16        |
| 7.2.1     | Media announcements .....  | 16        |
| 7.2.2     | Print advertisements .....   | 16        |
| 7.2.3     | Awareness campaign .....   | 17        |
| 7.2.4     | Social media .....   | 17        |
| 7.2.5     | Email updates .....  | 17        |
| 7.3       | Community and stakeholder consultation activities .....                              | 18        |
| 7.3.1     | Display of the Draft Terms of Reference for the Environmental Impact Statement ..... | 18        |
| 7.3.2     | Naming competition .....   | 19        |
| 7.3.3     | Community information sessions .....   | 19        |
| 7.3.4     | Near neighbour briefings .....   | 19        |
| 7.3.5     | Public displays .....  | 20        |
| 7.3.6     | Station visits .....   | 21        |
| 7.3.7     | Online surveys .....   | 21        |
| 7.3.8     | Online live chat – ‘BaT Chat’ .....  | 22        |
| 7.3.9     | Key stakeholder meetings .....   | 23        |
| 7.3.10    | Local Advisory Groups .....  | 23        |
| 7.4       | Managing feedback .....  | 25        |
| 7.4.1     | Feedback mechanisms .....  | 25        |
| 7.4.2     | Data management .....  | 25        |
| <b>8</b>  | <b>Industry consultation .....</b>   | <b>26</b> |
| 8.1       | Industry briefings .....   | 26        |
| 8.2       | Industry meetings .....  | 26        |
| <b>9</b>  | <b>Government consultation .....</b>   | <b>27</b> |
| 9.1       | Government agency briefings .....  | 27        |
| 9.1.1     | Whole-of-government agency briefings .....   | 27        |
| 9.1.2     | Brisbane City Council briefing .....   | 27        |
| 9.1.3     | Agency meetings and workshops .....  | 27        |
| 9.2       | Elected representative briefings .....   | 29        |
| <b>10</b> | <b>Property owner consultation .....</b>   | <b>30</b> |
| 10.1      | Property owner meetings .....  | 30        |
| 10.2      | Property owner notifications .....   | 30        |
| 10.3      | Notifications of technical investigations .....                                      | 31        |

|           |   |           |
|-----------|---|-----------|
| <b>11</b> | <b>Community participation statistics.....</b>  | <b>32</b> |
| <b>12</b> | <b>Community and stakeholder feedback.....</b>  | <b>36</b> |
| 12.1      | Key issues.....   | 36        |
| 12.2      | Round 1 online survey feedback .....  | 42        |
| 12.3      | Round 2 online survey feedback .....  | 43        |
| 12.4      | Comparison between surveys 1 and 2 .....  | 44        |
| <b>13</b> | <b>Consultation outcomes.....</b>   | <b>50</b> |
| 13.1      | Design refinements.....   | 50        |
| 13.2      | Input to Reference Design .....   | 51        |
| 13.2.1    | Northern portal and Victoria Park .....   | 51        |
| 13.2.2    | Southern portal and Dutton Park Station.....  | 51        |
| 13.2.3    | Dutton Park bus connection at Kent Street .....   | 51        |
| 13.2.4    | Dutton Park pedestrian and cyclist access.....  | 52        |
| 13.2.5    | Reduced impacts on residential areas .....  | 52        |
| 13.3      | Input to environmental assessment.....  | 52        |
| 13.4      | Input to future consultation .....  | 53        |
| <b>14</b> | <b>Future communication and consultation .....</b>                                      | <b>55</b> |
| 14.1      | Planning.....   | 55        |
| 14.1.1    | Release of the Environmental Impact Statement .....                                     | 55        |
| 14.2      | Procurement .....   | 56        |
| 14.3      | Detailed design and construction .....  | 57        |
| 14.4      | Operation .....   | 58        |
| <b>15</b> | <b>Conclusion .....</b>   | <b>59</b> |
| <b>16</b> | <b>Attachment A – Project newsletter</b>  |           |
| <b>17</b> | <b>Attachment B – Print advertising schedule and example</b>                            |           |
| <b>18</b> | <b>Attachment C – Online advertising example</b>  |           |
| <b>19</b> | <b>Attachment D – Social media posts</b>  |           |
| <b>20</b> | <b>Attachment E – Sample email update</b>   |           |
| <b>21</b> | <b>Attachment F – Key stakeholder meetings</b>  |           |
| <b>22</b> | <b>Attachment G – Industry meetings</b>   |           |
| <b>23</b> | <b>Attachment H – Agency meetings</b>   |           |
| <b>24</b> | <b>Attachment I – Affected properties, near neighbours and other community meetings</b> |           |
| <b>25</b> | <b>Attachment J – Detailed list of issues raised</b>                                    |           |

# 1 Introduction

The BaT (Bus and Train) project is a proposed new 5.7 kilometre north-south tunnel that will deliver rail and bus together in a world-first design. It combines a railway and a busway in a single, double-decked, 15-metre-wide tunnel beneath the Brisbane River and CBD. The project will be a critical new link in South East Queensland's public transport network.

The Department of Transport and Main Roads is the responsible agency for planning, developing and delivering the project on behalf of the Queensland Government. The department is working closely with Brisbane City Council and other state government agencies to develop the project.

An extensive communication and engagement program has been planned for the BaT project. The program included three rounds of consultation:

- Round 1: Sought feedback on the Concept Design and the Draft Terms of Reference (ToR) for the EIS.
- Round 2: Sought feedback on the Draft Reference Design.
- Round 3: Will seek feedback on the EIS and Reference Design.

This report was prepared prior to the public release of the project's EIS, and therefore includes the details of the first two rounds of community information and consultation. Details of activities, results and outcomes of the final stage of consultation (Round 3) will be addressed following the public exhibition of the EIS later in 2014.

The BaT consultation program has been undertaken in accordance with the *Terms of Reference for an environmental impact statement – Underground Bus and Train project (January 2014)* and the document: *Preparing an environmental impact statement: Guideline for proponents*.

This Communication and Consultation Report outlines the approach and activities undertaken to ensure property owners, key stakeholders and the broader community were informed about the BaT project and had opportunities to input into the planning of the project. It also provides a summary of community participation, the key issues raised and how feedback has influenced the design and EIS investigations.

## 2 Background

### 2.1 About the project

The BaT project extends from Dutton Park in the south (of Brisbane) to Victoria Park at Spring Hill in the north. Three new underground stations are proposed at Woolloongabba, George Street and Roma Street.

The project is a critical new link in South East Queensland's public transport network, and will:

- double the public transport capacity across the Brisbane River
- offer faster, more frequent, direct and reliable bus and train trips to the CBD
- help manage congestion by reducing private vehicle travel by 310,000 km per day, making public transport more attractive
- provide a world-class transit experience
- deliver better transport for a strong economy
- lay the foundation for a sophisticated, international-standard 'turn up and go' transit system for Brisbane and will greatly expand the regional network, paving the way for future growth
- allow faster, more direct access to key destinations including universities, hospitals, sports stadiums, event areas, parklands and workplaces
- keep Brisbane powering ahead by ensuring public transport infrastructure keeps pace with growth.

### 2.2 Project phases

The project is being delivered in four phases.

**Table 1: Project phases**

| Phase                       | Key activities   | Timing                     | Status                               |
|-----------------------------|--|----------------------------|--------------------------------------|
| Phase A:<br>Concept Design  | <ul style="list-style-type: none"><li>• Concept Design</li><li>• Concept Design Business Case</li></ul>  | Late 2013                  | Completed                            |
| Phase B:<br>Pre Procurement | <ul style="list-style-type: none"><li>• Technical investigations</li><li>• Reference Design</li><li>• EIS</li><li>• Business Case</li><li>• Community/stakeholder consultation</li><li>• Preparation for procurement</li></ul> | January 2014<br>– Mid 2014 | Current phase<br>of works            |
| Phase C:<br>Procurement     | <ul style="list-style-type: none"><li>• Procurement</li></ul>  | Mid 2014 –<br>Late 2015    | Future phase,<br>pending<br>approval |
| Phase D<br>Delivery         | <ul style="list-style-type: none"><li>• Detailed design</li><li>• Early works</li><li>• Construction</li><li>• Commissioning</li></ul>   | Late 2015 –<br>2020        | Future phase,<br>pending<br>approval |

## 2.3 Proponent

The proponent for the project is the Queensland Government, represented by the department of Transport and Main Roads. The Queensland Government is working closely with Brisbane City Council to develop the project.

## 2.4 Project team

The department has established an integrated project team to deliver the project. The project team includes departmental officers, representatives from Brisbane City Council, Queensland Rail, TransLink and Projects Queensland and leading private sector advisors and specialist contractors.

## 2.5 Project history

The BaT project has evolved as a solution to the needs identified in a number of transport studies over the years.

In 2007-08, the Queensland Government undertook the Inner City Rail Capacity Study (ICRCS), a prefeasibility study to identify possible solutions to capacity issues in Brisbane's inner city rail network. The study found that an additional north-south river crossing for rail would be needed by 2016 to cope with the increasing demand for transport services in South East Queensland.

While demand for rail has softened slightly since the ICRCS was completed, forecasts still show that the inner city rail network will now reach capacity by around 2020, highlighting the continued need to cater for the city's growth. During the ICRCS prefeasibility study, key stakeholders were consulted however no formal public consultation was conducted. As an outcome of the ICRCS, three route options were shortlisted for further detailed investigation. These route options were released publicly on the department's website.

Following this prefeasibility study, Cross River Rail emerged as the solution for the region's transport network. In 2009, the Australian and Queensland governments committed funding to advance planning for Cross River Rail. In 2010-11, the department led the development of a Business Case, Reference Design and EIS for Cross River Rail. During this time, a significant public information and stakeholder and community engagement program was undertaken. In March 2012, an independent review of Cross River Rail was commissioned to assess whether investment in Cross River Rail was the best option to provide additional inner city rail capacity and the best value for money.

With regard to the bus network, the 2008 Bus Access Capacity Inner City Study (BACICS) investigated how existing bus infrastructure in the inner city would meet the future expected public transport task. BACICS estimated a doubling of bus capacity across the river would be required and significantly more bus bays and layover space would be needed in the city to meet forecast bus demand to 2026, particularly in the absence of Cross River Rail.

In response, Brisbane City Council released a prefeasibility report for its \$2.2 billion Suburbs 2 City project in September 2013. Suburbs 2 City proposed a new bus-only river crossing and tunnel connection through the Brisbane CBD to improve bus passenger travel through the busiest parts of the inner city.

In late 2013, as part of further planning and with a renewed focus on affordability and innovation, the Underground Bus and Train project concept was developed. It combined the previous Cross River Rail proposal with Brisbane City Council's Suburbs 2 City project. A Concept Design was released in November 2013. The project's name was changed to BaT (Bus and Train) project in March 2014 after a statewide naming competition was conducted.

### 3 Study corridor

The BaT project study corridor is shown in Figure 1. This study corridor was released in November 2013 as part of the Concept Design phase. The study corridor was included as part of the Initial Advice Statement which was submitted to the Coordinator-General.

The study corridor is located across sections of seven suburbs and seven electorates/wards:

- Annerley
- Fairfield
- Dutton Park
- Woolloongabba
- Kangaroo Point
- Brisbane City
- Spring Hill.

**Table 2: Study corridor electorates and wards**

| Government            | Electorates/Wards  |
|-----------------------|--|
| Federal Government    | <ul style="list-style-type: none"><li>• Griffith</li><li>• Brisbane</li></ul>                |
| State Government      | <ul style="list-style-type: none"><li>• South Brisbane</li><li>• Brisbane Central</li></ul>  |
| Brisbane City Council | <ul style="list-style-type: none"><li>• Tennyson</li><li>• Gabba</li><li>• Central</li></ul> |

#### 3.1 Consultation catchment

Consultation focussed on communities closest to the project who were most likely affected by construction and operation. Activities were also undertaken to ensure others with an interest in the project were also informed.

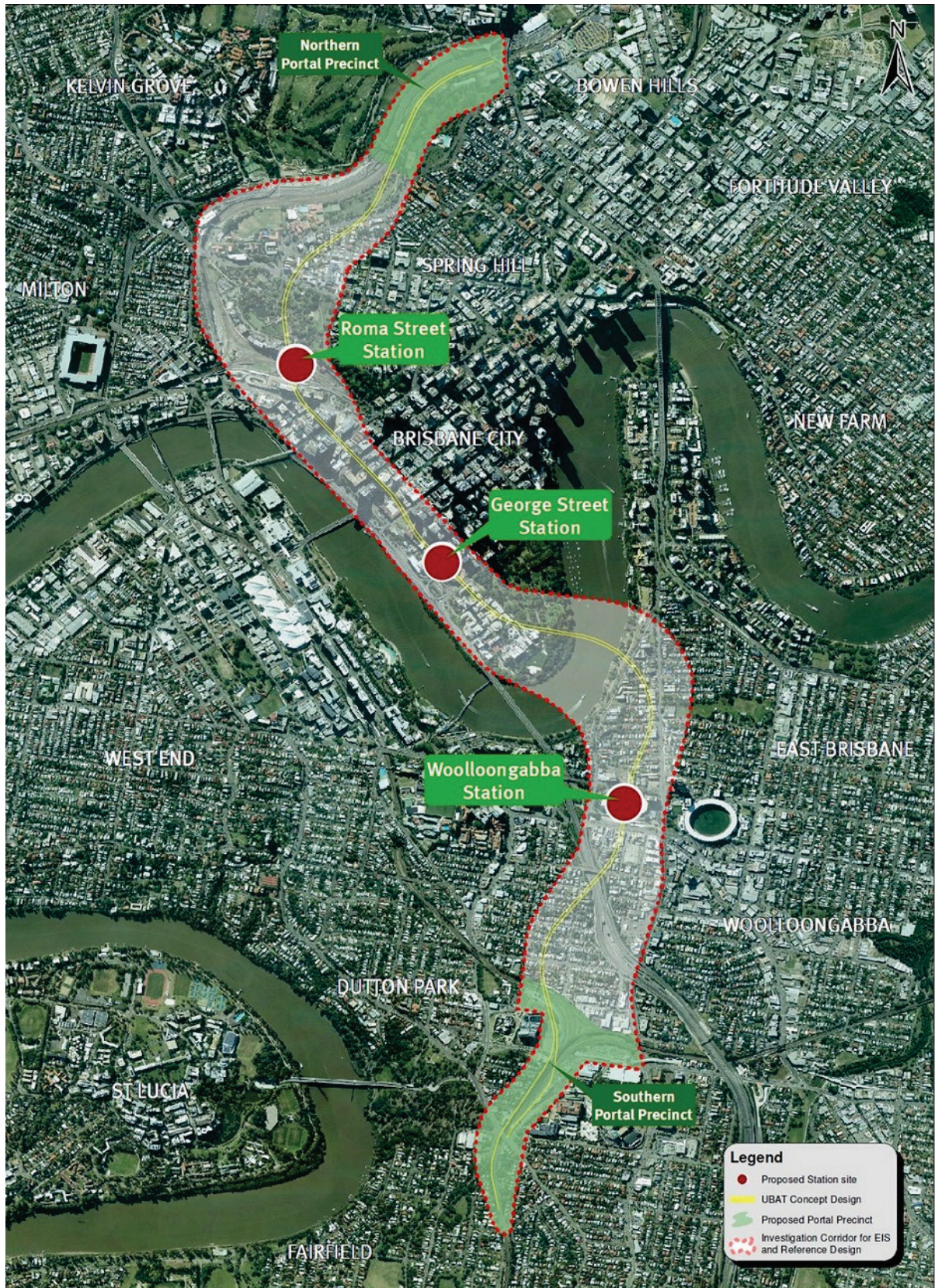
The most far-reaching communication activities undertaken included advertising and distribution of the first project newsletter.

Advertising was placed in high-profile newspapers, with the total potential readership of 2.6 million people.

Project newsletter #1 was distributed to approximately 350,000 households and businesses in 70 suburbs across Brisbane from as far north as Brighton and as far south as Beenleigh.



Figure 1: BaT project study corridor





## 4 Consultation purpose

When planning the BaT consultation program, the department's aim was to release project information at regular intervals – as key project milestones were achieved – to ensure key stakeholders and local communities had opportunities to input into the development of the project.

The purpose of the stakeholder and community engagement program was to:

- raise awareness about the project, including the purpose, need, and benefits of the project
- inform stakeholders, property owners and potentially impacted local communities about the process to develop the project and assess the environmental impacts of the project
- provide all stakeholders with opportunities to comment on the project and input into the development process
- seek out, and understand, stakeholder and community issues and where possible, address issues prior to the release of the EIS
- meet the statutory requirements for consultation under the *State Development and Public Works Organisation Act 1971*.

## 5 Stakeholders

### 5.1 Stakeholder identification

A stakeholder database was used to register stakeholders with an interest in the project and to manage communications with individual stakeholders.

A stakeholder analysis was undertaken to identify stakeholders who may have an interest in the BaT project. These included:

- Commonwealth, State and local government agencies with an interest in the project as either a decision maker or with a regulatory or advisory role in relation to the design, assessment and/or operation
- property owners potentially directly affected by the Draft Reference Design
- residents, business owners and community members within the study corridor
- community facilities and groups within the study corridor, such as schools and universities, hospitals, community groups and business groups
- representatives of industry, including those relating to engineering and construction, transport, planning, property development, investment/finance and urban design
- interested members of the broader Brisbane community and public transport users.

Stakeholders were invited to register their interest in the project through consultation materials, events and the 1800 phone and email enquiry lines.

The stakeholder list continued to grow and evolve as stakeholders were either self-nominated through consultation activities or were made known to the project team through project contacts.

### 5.2 Stakeholder segmentation

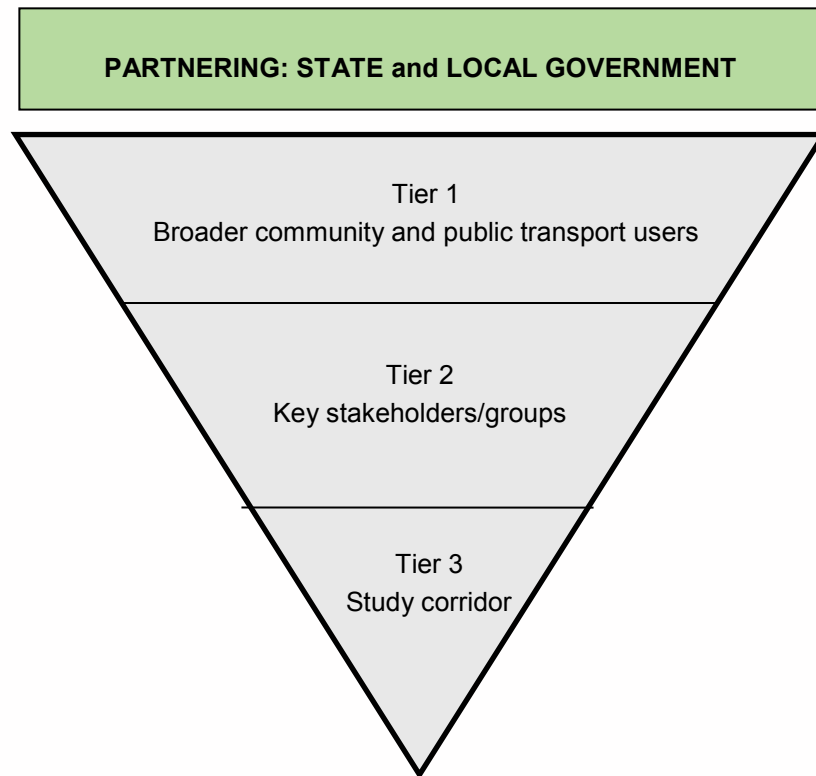
As per Figure 2, a tiered approach was taken when engaging with BaT project stakeholders. This was done to:

- segment stakeholder groups
- target specific stakeholders with the right level of detail
- communicate clearly and accurately through the right channels.

By adopting this strategy, the project aimed to:

- keep the broader community informed
- target and engage with key stakeholder groups
- proactively identify and manage issues
- provide specific project information and consultation opportunities to areas within the study corridor.

**Figure 2: Stakeholder tiers**



### **Partnering across levels of government**

The BaT project is being delivered collaboratively with Brisbane City Council. Key stakeholders including other state government agencies have been directly involved in the development of the project.

### **Tier 1 – Broad community and public transport users**

Tier 1 stakeholders included wider community member who were likely to have an interest in the project, as well as public transport users across South East Queensland. Engagement with Tier 1 stakeholders focused on informing and building support for the project across greater Brisbane and South East Queensland. It included:

- broad outgoing information about the project coinciding with key milestones in the planning phase
- high level messages about the project – why it is needed, its benefits and how to provide feedback
- an awareness campaign using mass communication tools such as a website, print and online advertising, newsletters and metropolitan press
- a range of accessible and simple feedback mechanisms to encourage input and demonstrate support
- the ongoing management of the project's social media channels including Facebook and Twitter.

## **Tier 2 – Key stakeholders**

Tier 2 stakeholders were those internal (e.g. state and local government) and external (e.g. industry associations, subject-matter experts) stakeholders with high levels of interest, knowledge and influence relevant to the project. These stakeholders were actively engaged throughout the project's planning phase to share knowledge on specific topics and offer expert advice.

Engagement with Tier 2 stakeholders included:

- tapping into established industry and stakeholder networks and contacts
- identifying project challenges and determining mitigation strategies
- applying learnings from similar projects locally and in other cities
- a range of forums including advisory and working groups, industry presentations, meetings and a roadshow program.

## **Tier 3 – Study corridor**

Tier 3 stakeholders were those who resided or worked within the project study corridor and may have had an interest in project impacts, such as property owners. Engagement with this stakeholder segment focused on timely communication to ensure local knowledge was shared and issues were understood early in the planning and included:

- two-way communication around key project milestones
- local events within project study corridor
- corridor-based advisory groups: local residents and community, business and public transport user groups
- mass communication tools, briefings and events (e.g. newsletters, website, letters, flyers, social media updates, displays and community information sessions).

Communicating with this group of stakeholders involved:

- building relationships through regular, open, two-way communication
- providing timely and accurate information to alleviate potential concern and confusion
- mass-distributed communication materials, personalised and one-on-one meetings and other milestone-based communication.

## 6 Consultation program

Given the size and significance of the BaT project, a far-reaching information and engagement program was planned. The consultation approach involved regularly informing stakeholders about the project, its benefits, design elements and provided opportunities for the community and key stakeholders to have input into the development of the project.

This iterative approach meant the project team released information as design milestones were reached. It also meant that stakeholders and the community had opportunities for involvement at various stages of the project.

Three key rounds of information and engagement were planned for Phase B of the project (to be conducted between November 2013 and mid-2014).

Table 3 below outlines the timing and purpose for each round of communication and consultation.

**Table 3: Consultation program, timing and purpose**

| Consultation round   | Timing                        | Consultation purpose   |
|--|-------------------------------|--|
| <b>Round 1</b><br><br>Concept Design and Draft ToR for the EIS | November 2013 – January 2014  | The purpose of this round of consultation was to: <ul style="list-style-type: none"> <li>• raise awareness about the project and its need within the community</li> <li>• announce the project alignment and key station locations</li> <li>• announce the decommissioning of Dutton Park Station (a key project impact)</li> <li>• advise property owners about potential property impacts</li> <li>• display the Draft ToR for the EIS and support the Coordinator-General's call for public comment</li> <li>• commence engagement with key stakeholders and industry about the project</li> <li>• gain an insight into community and stakeholder values and concerns</li> <li>• promote communication channels including project email, telephone enquiry line, website, and Facebook page.</li> </ul> |
| <b>Round 2</b><br><br>Draft Reference Design                   | 19 March 2014 – 17 April 2014 | The purpose of this round of consultation was to: <ul style="list-style-type: none"> <li>• announce the Draft Reference Design, which provides greater detail about the project alignment, portals and surface connections, station locations and other associated infrastructure (such as electrical feeder stations)</li> <li>• provide detail about the proposed construction methodology and construction worksites</li> <li>• provide detail about the proposed bus and rail operating strategy</li> </ul>  |

| Consultation round                             | Timing                                  | Consultation purpose   |
|--|---|--|
|  |   | <ul style="list-style-type: none"> <li>confirm likely property impacts</li> <li>seek community feedback on the Draft Reference Design and potential property and community impacts</li> <li>continue to advise key stakeholders and industry about the development of the project.</li> </ul>  |
| <b>Round 3</b><br><br>Reference Design and EIS | Timing to be determined – later in 2014 | The purpose of this round of consultation will be to: <ul style="list-style-type: none"> <li>release the Reference Design, showing the location of all proposed infrastructure including the tunnel, dive structures, stations, and ventilation outlets</li> <li>provide detail about the proposed construction methodology including worksite locations</li> <li>present the key findings of the EIS including the potential benefits and impacts of the project and the proposed impact mitigation measures</li> <li>release proposed precinct plans for the five key areas (portals and stations)</li> <li>outline the bus and rail operating strategy for the project</li> <li>confirm property owner requirements (including surface and volumetric impacts)</li> <li>invite community members and agencies to make written submissions on the EIS, in accordance with the requirements of the <i>State Development and Public Works Organisation Act 1971</i></li> <li>inform stakeholders about the potential project timeline (including the timing of government decisions)</li> <li>continue to raise general awareness about the project, including promoting network-wide benefits.</li> </ul> |

As a direct result of community feedback received during Round 2 consultation on the Draft Reference Design, design refinements were made which significantly changed the project. These changes were announced to the public on 24 June 2014 and addressed community concerns that were raised at the northern and southern portals. A range of communication activities was undertaken to communicate these changes to the community and key stakeholders.

## 7 Community consultation

A range of communication and consultation activities were undertaken to inform people about the project and to provide feedback into the development of the Reference Design and EIS.

This section provides an overview of activities undertaken between November 2013 and June 2014 under the following categories:

- project information
- media and advertising
- community and stakeholder consultation
- managing feedback.

### 7.1 Project materials

#### 7.1.1 Printed and interactive materials

Project information materials were developed to support communication and consultation activities. Table 4 below provides details of the purpose, distribution and timing of materials. Copies of printed materials are available on the website. A copy of the project newsletter is provided in Attachment A.

**Table 4: Project information materials**

| Title   | Purpose/description   | Distribution   | Timing   |
|---|---|--|--|
| Project overview information flyer: The Underground Bus and Train project – a new way to travel | Four-page A4 project overview information flyer to: <ul style="list-style-type: none"><li>• inform community members about the project, process and timing</li><li>• provide information on the Concept Design and station locations</li><li>• provide information on how to find out more about the project.</li></ul> | Flyers distributed through the following channels: <ul style="list-style-type: none"><li>• website</li><li>• mail on request</li><li>• libraries</li><li>• at various events and stakeholder meetings.</li></ul> | Released in November 2013<br><br>Remained in use until March 2014    |
| Animated fly-through  | An animated fly-through was developed to: <ul style="list-style-type: none"><li>• show the design of the tunnel at the Concept Design stage</li><li>• show the proposed alignment and station locations.</li></ul>  | The fly-through was available on the website and promoted at consultation events.<br><br>The fly-through received 10,670 views on YouTube.   | Released on 17 November 2013<br><br>Remained in use until March 2014 |
| Information flyer: Catch a ride to the future   | Two-page A4 flyer to: <ul style="list-style-type: none"><li>• raise awareness of the project</li><li>• seek commuters' feedback on the project and on public transport in general</li></ul>   | 10,000 flyers distributed through the following channels: <ul style="list-style-type: none"><li>• elected representatives offices</li><li>• libraries</li></ul>  | Released in December 2013<br><br>Remained in use until March 2014    |



| Title                                       | Purpose/description   | Distribution   | Timing                                   |
|---|---|--|--|
|   | <ul style="list-style-type: none"> <li>encourage commuters to have their say on the Draft ToR for the EIS</li> <li>provide information on how to find out more about the project.</li> </ul>  | <ul style="list-style-type: none"> <li>train and bus stations</li> <li>website.</li> </ul>   |  |
| Dutton Park flyer                           | <p>Two-page A4 flyer to:</p> <ul style="list-style-type: none"> <li>inform businesses and residents of the decommissioning of Dutton Park Station</li> <li>provide information on how to find out more about the project.</li> </ul>  | <p>2,800 flyers distributed to:</p> <ul style="list-style-type: none"> <li>businesses and residents in Dutton Park.</li> </ul>   | Distributed between 7 – 13 December 2013 |
| Project newsletter #1<br>March – April 2014 | <p>Six-page A4 newsletter to:</p> <ul style="list-style-type: none"> <li>inform the community about the BaT project and Draft Reference Design including the tunnel alignment, station locations and key features of the design at each of the stations and portals</li> <li>announce the new project name and naming competition winner</li> <li>detail the project's benefits for the public transport network, and how the project is future-proofing the region</li> <li>provide information about technical and EIS investigations</li> <li>provide information on the community information sessions and consultation opportunities.</li> </ul> | <p>350,000 newsletters were distributed to households and businesses through the following channels:</p> <ul style="list-style-type: none"> <li>341,500 x Brisbane*</li> <li>6,400 x commuters at CBD bus and train stations</li> <li>1,000 x unstaffed displays</li> <li>1,100 x various events and stakeholder meetings.</li> </ul> <p>* Note: Dutton Park, Fairfield and Spring Hill received two newsletter drops.</p> | 25 March – 17 April 2014                 |
| Volumetric fact sheet                       | Two-page A4 flyer to provide information about the detail and process of a volumetric requirement.  | <p>Fact sheet distributed as relevant through the following channels:</p> <ul style="list-style-type: none"> <li>website</li> <li>mail on request</li> <li>at various events and stakeholder meetings.</li> </ul>  | Released on 19 March 2014                |
| Consultation posters                        | 25 x A0 size posters to provide community members with detailed information about key elements of the project.  | <p>Posters were on display at:</p> <ul style="list-style-type: none"> <li>community information sessions</li> <li>website.</li> </ul>  | 19 March – 17 April 2014                 |

| Title                                  | Purpose/description  | Distribution   | Timing  |
|--|--|--|---|
| Unstaffed display poster               | A poster was developed to provide the community with an overview of the Draft Reference Design.  | Poster was on display at: <ul style="list-style-type: none"> <li>• elected representative offices</li> <li>• libraries.</li> </ul>   | 19 March – 17 April 2014  |
| Local Area Update (LAU)                | Two x four-page A4, updates to provide a localised update to Spring Hill/Herston and Dutton Park/Annerley/Fairfield communities about the design refinements. Included information such as: <ul style="list-style-type: none"> <li>• an overview of the project</li> <li>• details of design refinements</li> <li>• how changes were influenced by feedback</li> <li>• key facts and figures, including time travel savings and benefits</li> <li>• maps</li> <li>• next steps.</li> </ul>                 | Distributed via letterbox drop to approximately 4,000 Spring Hill/Herston and 8,000 Dutton Park/Annerley/Fairfield residents and businesses.   | 21-27 July 2014<br><br>While distribution happened outside the dates for this report, the LAUs were a key element of Round 2 communications and as such have been included. |
| Draft Reference Design Overview Report | The report provided an overview of detailed technical information produced as part of the development of the Draft Reference Design and included: <ul style="list-style-type: none"> <li>• project history and need</li> <li>• overview of the design – station design and precinct planning</li> <li>• geology and tunnelling</li> <li>• structural design</li> <li>• systems and operations overview of construction</li> <li>• commissioning and testing</li> <li>• bus and rail operations.</li> </ul> | Report was available at: <ul style="list-style-type: none"> <li>• community information sessions</li> <li>• website</li> <li>• unstaffed public displays</li> <li>• stakeholder meetings.</li> </ul>               | 19 March – 17 April 2014  |
| Architectural 3D model                 | A large scale model of Woolloongabba Station provided a 1:100 scale interpretation of the station to: <ul style="list-style-type: none"> <li>• provide a realistic view of the station's design</li> <li>• demonstrate the station's integration between bus and rail.</li> </ul>  | Model was available at: <ul style="list-style-type: none"> <li>• community information sessions</li> <li>• media events</li> <li>• other significant events as part of Round 2 consultation activities.</li> </ul> | 19 March – 17 April 2014  |

### 7.1.2 Other communication channels

BaT project information was also included in the following communication materials distributed by state and local governments.

- **Queen's Wharf Brisbane newsletter** – Information regarding the BaT project was included in monthly updates distributed by the Department of State Development, Infrastructure and Planning's Queen's Wharf Brisbane project. Information regarding the project's George Street Station, naming competition, launch of the Draft Reference Design and geotechnical drilling investigations were included as relevant in the November 2013 and February, March and April 2014 monthly updates.
- **Brisbane City Council newsletter** – Information regarding the project was included in the April 2014 edition of Brisbane City Council's *Living in Brisbane* newsletter. The article provided a general overview of the project and directed people to the project website where they could find more information. This newsletter was provided to all residents in the Brisbane City Council catchment area.
- **My Queensland newsletter** – Articles regarding the BaT project appeared in the February and April 2014 editions of the Queensland Government's *My Queensland* newsletter. The articles focused on the project's announcement and the naming competition.

### 7.1.3 Website

When the project was launched in November 2013, information was placed on the department's website ([www.tmr.qld.gov.au](http://www.tmr.qld.gov.au)) under the 'Projects' section.

With the launch of Round 2 consultation on 19 March 2014, a new project website was developed on the Queensland Government website under the Transport and Motoring Franchise ([www.qld.gov.au/batproject](http://www.qld.gov.au/batproject)).

The new site allowed greater flexibility for the project's information to be presented. The website included information about:

- the project, its need, benefits, timeframes and project history
- design objectives and challenges, new stations, accommodating future buses and trains, and the closure of Dutton Park Station
- information regarding the project's EIS and links to the Coordinator-General's website which included the Draft ToR and Initial Advice Statement
- information about current works, project construction and project impacts
- consultation activities, including details of consultation events
- the Draft Reference Design including key elements of the design and maps showing the tunnel alignment, station locations and construction worksites
- project resources including newsletter, materials from consultation including posters, maps and the Draft Reference Design overview report, fly-through video, fact sheets and media releases.

Between November 2013 and June 2014, there were more than 49,000 unique page views of the project's website. During the official Round 2 consultation period from 19 March to 17 April 2014, there were approximately 9,800 unique page views of the project's website.

## 7.2 Media and advertising

### 7.2.1 Media announcements

Media announcements were held at key project milestones. These included the distribution of media statements and coordination of media events. A list of media announcements is outlined in Table 5. Copies of the media announcements are available on the project website.

**Table 5: Media announcements**

| Date             | Announcement  |
|------------------|---|
| 17 November 2013 | LNP delivers transport solution                                   |
| 19 November 2013 | Underground's Legacy connection                                   |
| 22 November 2013 | Have your say on Brisbane Underground                             |
| 5 December 2013  | Industry prepares for underground project                         |
| 16 January 2014  | River drilling starts on Underground Bus and Train project        |
| 11 February 2014 | Underground needs a name  |
| 11 March 2014    | Queensland's transport network modelled on the best               |
| 19 March 2014    | George Street Station crosses the road                            |
| 19 March 2014    | Brisbane's BaT tunnel named                                       |
| 2 April 2014     | Innovative BaT project briefing                                   |
| 8 May 2014       | Community gets involved with BaT tunnel                           |
| 24 June 2014     | BaT changes to include Dutton Park Rail Station and Victoria Park |

### 7.2.2 Print advertisements

In November 2013, the Coordinator-General placed an advertisement in The Courier-Mail calling for public submissions on the draft ToR for the EIS.

In March 2014, public advertisements were placed in local and state newspapers as part of Round 2 consultation activities to inform the community about the project and details of consultation activities.

Following the launch of the Draft Reference Design, advertisements were placed in both the Saturday Courier-Mail and The Sunday Mail.

Throughout the Round 2 consultation period, 16 advertisements were placed in the following newspapers with a potential readership of 2,696,000 people:

- The Courier-Mail
- mX
- South East Advertiser
- City South News
- City North News.

A schedule and example of advertisements from Round 2 consultation are included in Attachment B.

### 7.2.3 Awareness campaign

An online awareness campaign was undertaken during the Round 2 consultation period. The objective of the campaign was to raise awareness of the project and its benefits, as well as creating interest in the project among public transport users in both South East Queensland and across the state.

This approach was undertaken because, even though the project study corridor runs from Dutton Park in the south to Victoria Park at Spring Hill in the north, the project's benefits will support the South East Queensland public transport network and people far beyond the study corridor. The emphasis therefore was on broadly promoting the public transport benefits of more services, more frequency and travel time savings.

The online advertising campaign ran between 24 March and 17 April 2014. A selection of 'home page buyouts' and 'roadblocks' were purchased on both the Brisbane Times and Courier-Mail websites.

During the consultation period, the campaign delivered more than 4.4 million impressions on both websites while the advertisements were 'live'. This included more than 1.8 million unique users who saw the advertisements an average of 3.33 times each. Almost 3,900 people clicked through to the project website's 'Have your say' page and consultation information from the online advertisements.

A screen shot of the advertisement on the Brisbane Times website is provided in Attachment C.

### 7.2.4 Social media

Project specific social media channels (Facebook, Twitter, YouTube) were established and used to support the project's communication objectives.

Social media was used to promote consultation events and key project milestones. Statistics are provided in Table 6.

**Table 6: Social media statistics**

| Medium   | Likes/followers | Comments  | Views         |
|--|-----------------|-----------|---------------|
| Facebook<br>( <a href="http://www.facebook.com/BATProjectBrisbane">www.facebook.com/BATProjectBrisbane</a> ) | 495             | 78        | NA            |
| Twitter (@BATprojectBRIS)  | 157             | 20        | NA            |
| YouTube  | NA              | NA        | 10,670        |
|  | <b>652</b>      | <b>98</b> | <b>10,670</b> |

A list of the social media posts are included in Attachment D.

### 7.2.5 Email updates

Throughout consultation rounds project updates and invitations to events were emailed to an extensive stakeholder database.

Two, opt-in email lists were established to keep stakeholders informed: community and industry. These email lists were open to anyone to join and were promoted through project communication materials. Table 7 provides details of the bulk email updates including timing, purpose and number of recipients.

A sample email update is included in Attachment E.

**Table 7: Email updates**

| Date             | Purpose  | Distribution  |
|------------------|--|---|
| 28 November 2013 | Invitation to Industry briefing #1   | 200 industry stakeholders                               |
| 4 December 2014  | Confirmation of RSVP to Industry briefing #1   | 307 industry stakeholders                               |
| 6 December 2013  | Copy of presentation from Industry briefing presentation #1                          | 307 industry stakeholders                               |
| 17 January 2014  | Industry update  | 308 industry stakeholders                               |
| 20 March 2014    | Announcing start of Draft Reference Design consultation period                       | 373 community stakeholders<br>534 industry stakeholders |
| 24 March 2014    | Invitation to Industry briefing #2   | 384 industry stakeholders                               |
| 26 March 2014    | Confirmation of RSVP to Industry briefing #2   | 87 industry stakeholders                                |
| 31 March 2014    | Reminder to RSVP to Industry briefing #2   | 482 industry stakeholders                               |
| 4 April 2014     | Copy of presentation from Industry briefing #2                                       | 515 industry stakeholders                               |
| 10 April 2014    | Thank you for attendance at an event, and promoting the 'BaT Chat' and online survey | 181 community information session attendees             |
| 25 June 2014     | Announcing design refinements  | 850 community stakeholders<br>858 industry stakeholders |

## 7.3 Community and stakeholder consultation activities

### 7.3.1 Display of the Draft Terms of Reference for the Environmental Impact Statement

The Coordinator-General released the Draft ToR for the EIS on 25 November 2013. Public comments were invited between 25 November and 20 December 2013.

The ToR were featured on the project's website and hard copies were on display at the following libraries:

- State Library of Queensland
- Brisbane Square Library
- Fairfield Library
- Grange Library
- Stones Corner Library.

A four-page project information flyer was also made available at the libraries.

The Draft ToR were promoted through the project's social media channels, website, and through two media statements and subsequently included in mainstream media.

The Draft ToR for the EIS can be viewed on the Coordinator-General's website (<http://www.dsdip.qld.gov.au/assessments-and-approvals/underground-bus-and-train-project.html>).

### 7.3.2 Naming competition

In Round 1 consultation, the project used a working title: Underground Bus and Train project. A naming competition was launched on 11 February 2014, and ran over a two-week period seeking a new name for the project.

With more than 1,000 entries received by the community, and short-listing by an independent judging panel, a new name – BaT (Bus and Train) project – was announced on 17 April 2014.

The competition received significant media coverage and helped promote awareness of the project around the state.

### 7.3.3 Community information sessions

Six community information sessions were held during Round 2 consultation at various locations across the study corridor.

Community information sessions were designed as ‘drop-in’ events, which provided opportunities for community members to find out more about the project and to speak with members of the project team.

In total, 281 people attended the sessions.

Community information sessions were advertised through the project newsletter, newspaper advertisements, the project website, 1800 information line and through social media.

The community information sessions including timing, location and number of attendees is provided in Table 8.

**Table 8: Community information sessions**

| Date          | Time       | Location                            | Attendees  |
|---------------|------------|-------------------------------------|------------|
| 27 March 2014 | 3 – 5pm    | Brisbane Square Library             | 49         |
| 29 March 2014 | 10am – 1pm | Dutton Park State School            | 51         |
| 1 April 2014  | 5 – 7pm    | Brisbane Girls Grammar School       | 36         |
| 3 April 2014  | 11am – 2pm | 111 George Street, Brisbane         | 57         |
| 5 April 2014  | 11am – 2pm | Centenary Pool, Spring Hill         | 46         |
| 9 April 2014  | 4 – 7pm    | Brisbane German Club, Woolloongabba | 42         |
|               |            |                                     | <b>281</b> |

### 7.3.4 Near neighbour briefings

Near neighbour briefings were held to inform and engage properties (body corporate, owners and tenants) immediately adjacent to proposed surface works, where stakeholders would likely have exposure to impacts of construction and/or operation.

Table 9 provides a summary of the near neighbour briefings including timing, location and number of attendees.

**Table 9: Near neighbour briefings**

| Date          | Time          | Location  | Attendees |
|---------------|---------------|---|-----------|
| 7 April 2014  | 3 – 4.30pm    | Spring Hill Residents Community Group                 | 4         |
| 14 April 2014 | 6 – 7pm       | Parkland Boulevard Apartments (Roma Street Parklands) | 31        |
| 7 May 2014    | 7.30 – 8.30am | Spring Hill Residents Community Group                 | 2         |
| 8 May 2014    | 5 – 6pm       | Club Lodge (29 George Street, Brisbane)               | 16        |
| 13 May 2014   | 6 – 7pm       | Metro 21 (21 Mary Street, Brisbane)                   | 21        |
| 21 May 2014   | 7.30 – 8.30am | Spring Hill Residents Community Group                 | 2         |
| 16 June 2014  | 3 – 3.30pm    | Spring Hill Residents Community Group                 | 2         |
|               |               |   | <b>78</b> |

### 7.3.5 Public displays

During Round 1, a public display was established at the Queen's Wharf Brisbane Visitor Centre.

During Round 2, display material for unstaffed, static public displays was distributed to 18 locations.

These displays presented high level information about the Draft Reference Design, advised details of consultation opportunities and how to contact the project team.

Displays included a project poster, newsletters for members of the community to take away and a copy of the Draft Reference Design Overview Report for reviewing at the display location.

A list of the locations of the public displays is included in Figure 10.

**Table 10: Public display locations**

| Type                                  | Location  |
|---------------------------------------|---|
| <b>Libraries</b>                      | <ul style="list-style-type: none"> <li>Annerley Library</li> <li>Fairfield Library</li> <li>Stones Corner Library</li> <li>State Library of Queensland</li> <li>Brisbane Square Library</li> <li>Hamilton Library</li> <li>Grange Library</li> </ul>  |
| <b>Elected representative offices</b> | <p><b>Federal</b></p> <ul style="list-style-type: none"> <li>Griffith electorate office</li> <li>Brisbane electorate office</li> </ul> <p><b>State</b></p> <ul style="list-style-type: none"> <li>South Brisbane electorate office</li> <li>Central electorate office</li> <li>Clayfield electorate office</li> </ul> |



| Type                   | Location  |
|------------------------|---|
|                        | <b>Local</b> <ul style="list-style-type: none"> <li>• Tennyson Ward office</li> <li>• Gabba Ward office</li> <li>• Central Ward office</li> <li>• Hamilton Ward office</li> </ul> |
| <b>Other locations</b> | <ul style="list-style-type: none"> <li>• TransLink office</li> <li>• Queen's Wharf Brisbane Visitor Centre</li> </ul>   |

### 7.3.6 Station visits

To raise awareness of the project during rounds 1 and 2, the project newsletter was distributed during morning and afternoon peak times at key rail and busway stations in the study corridor.

The aim was to inform commuters of community consultation activities, with a particular focus on increasing attendance at community information sessions.

During rounds 1 and 2, 12,380 project flyers and newsletters were distributed at 31 station visits at the following locations:

- Adelaide Street Bus Station
- Buranda Busway Station
- Cannon Hill Station
- Central Station
- Coorparoo Station
- Cultural Centre Busway Station
- Fortitude Valley Station
- King George Square Busway Station
- Morningside Station
- Myer Centre Busway Station
- Norman Park Station
- Queen Street Busway Station
- Royal Brisbane and Women's Hospital Busway Station
- Roma Street Station
- South Bank Busway Station
- Woolloongabba Busway Station.

### 7.3.7 Online surveys

As part of consultation activities in both rounds 1 and 2, online surveys were created and made available on the government's 'Get Involved' website.

The surveys were designed for anyone who had an interest in the project and wanted to submit feedback on the project.

The surveys were promoted through the following channels:

- a news story and icon on the department's homepage
- the project's social media channels
- in prominent text boxes on the project's website
- emails to the project database
- word-of-mouth recommendations to attendees at both consultation events
- to people who contacted the project hotline to provide feedback.

The survey undertaken as part of Round 2 activities asked similar questions to the Round 1 survey to allow for patterns in awareness and attitudes to be observed.

A summary of the surveys is available in Table 11.

**Table 11: Online surveys**

| Survey #  | Purpose  | Timing                              | Respondents |
|---|--|-------------------------------------|-------------|
| #1 – 'Catch a Ride to the Future' information flyer | Undertaken as part of Round 1 consultation activities.<br>Asked 23 questions regarding the Underground Bus and Train project and public transport in South East Queensland in general.<br>Hosted on <a href="http://www.getinvolved.qld.gov.au">www.getinvolved.qld.gov.au</a> . | Mid-December 2013 – 24 January 2014 | 72          |
| #2 – Draft Reference Design feedback                | Undertaken as part of Round 2 consultation activities.<br>Asked 22 questions regarding the BaT project and the Draft Reference Design.<br>Hosted on <a href="http://www.getinvolved.qld.gov.au">www.getinvolved.qld.gov.au</a> .   | 19 March – 17 April 2014            | 130         |
|   |  |                                     | <b>202</b>  |

A detailed analysis of survey results can be found in Section 12 of this report.

#### 7.3.8 Online live chat – 'BaT Chat'

In an effort to continue the project's commitment to innovation, the project team held the department's inaugural online chat session on Monday 14 April 2014, between 12-2pm.

The 'BaT Chat' provided an additional opportunity for people to have their say on the Draft Reference Design and was staffed in much the same way as the in-person community information sessions. Subject matter experts from the project were on-hand to answer questions from the public.

The session was particularly useful for people who:

- had questions regarding the project but may not have been able to attend a consultation event in person due to time, work or family constraints
- may not have been able to do so for medical or disability reasons
- who attended a consultation session but had follow-up questions

- wanted to know what others were saying about the project.

With the support of 10 laptops, project team members ‘chatted’ in real time to members of the public for two hours. During the two hour period more than 100 questions were asked.

Overall, the feedback from the session was positive, with people commenting that they appreciated this new and innovative channel for providing feedback and connecting directly with the project team.

### 7.3.9 Key stakeholder meetings

A total of 36 face-to-face meetings with key stakeholders were conducted during rounds 1 and 2 consultation. The purpose of the meetings was to provide information on the project, invite feedback and to identify any specific issues or concerns for consideration on the project.

A detailed list of these meetings is provided in Attachment F.

### 7.3.10 Local Advisory Groups

Two Local Advisory Groups were established to provide feedback on the Draft Reference Design and EIS investigations in a structured consultative forum.

The groups were made up of representatives from the community and community organisations within the study corridor and comprised a cross section of local residents, property owners, community groups, community organisations, business owners and special interest groups. The groups included:

- **Southern Community Advisory Group:** This group consisted of seven members from the southern study corridor community, and focused on the section of the project located between Woolloongabba and Dutton Park.
- **Business and Special Interest Advisory Group:** This group consisted of nine members representing local business, organisations and special interest groups.

It was originally intended to establish a northern community advisory group however the Spring Hill Residents Community Group had recently reformed and began engaging with the project team about the northern portal and impacts to Victoria Park. Interactions with this group are included in Section 10.1.

The purpose of the advisory groups was to:

- provide a conduit between communities and the project team
- provide a consultative forum for highly active stakeholders to communicate directly with the project team about area-specific issues and concerns
- provide the project team with input into specific community values, concerns and how the community operates (e.g. socially, traffic, current problems)
- provide information to interested stakeholders about the project and the planning process with the expectation that they would share this information within their networks
- obtain feedback and/or suggestions from the community about proposed project elements and mitigation measures.

A list of the meetings with the Local Advisory Groups including date, time and topics covered is included in Table 12.

**Table 12: Local Advisory Group meetings**

| Meeting number and date                             | Topics addressed   |
|---|--|
| <b>Southern Community Advisory Group</b>            |  |
| Meeting 1: 15 April 2014                            | <ul style="list-style-type: none"> <li>• Project background and need</li> <li>• Consultation program and overview</li> <li>• Draft Reference Design overview</li> <li>• EIS overview</li> </ul>  |
| Meeting 2: 6 May 2014                               | <ul style="list-style-type: none"> <li>• Design overview</li> <li>• Pedestrian link</li> <li>• Network planning and integration</li> <li>• Bus and rail connections</li> <li>• Alternative transport options around the southern portal</li> </ul> |
| Meeting 3: 3 June 2014                              | <ul style="list-style-type: none"> <li>• Environmental Impact Statement overview</li> <li>• Precinct planning and local pedestrian/cyclist access</li> <li>• Future development and Brisbane City Plan 2014 (draft)</li> </ul>                     |
| Meeting 4: 14 July 2014                             | <ul style="list-style-type: none"> <li>• Design refinements</li> <li>• Dutton Park Station network integration</li> <li>• Proposed construction methodology</li> </ul>   |
| <b>Business and Special Interest Advisory Group</b> |  |
| Meeting 1: 30 April 2014                            | <ul style="list-style-type: none"> <li>• Welcome and introductions</li> <li>• Project background and need</li> <li>• Consultation program overview</li> <li>• Draft Reference Design overview</li> <li>• EIS overview</li> </ul>                   |
| Meeting 2: 28 May 2014                              | <ul style="list-style-type: none"> <li>• Transport planning and operations</li> <li>• Accessibility and functionality</li> <li>• Precinct planning</li> </ul>  |

While the fourth meeting for the Southern Community Advisory Group happened outside the dates for this report, it was a key element of communicating the design refinements based on Round 2 consultation and as such has been included.

Ongoing meetings with these two groups are planned for future consultation.

## 7.4 Managing feedback

### 7.4.1 Feedback mechanisms

A range of feedback mechanisms were established for the project:

- a freecall community information line: 1800 010 875
- project email address: [batproject@tmr.qld.gov.au](mailto:batproject@tmr.qld.gov.au) (previously [ubat@tmr.qld.gov.au](mailto:ubat@tmr.qld.gov.au))
- postal address: PO Box 673, Fortitude Valley Qld 4006
- Facebook: [www.facebook.com/BATProjectBrisbane](http://www.facebook.com/BATProjectBrisbane) (previously [www.facebook.com/UBATBrisbane](http://www.facebook.com/UBATBrisbane))
- Twitter: @BATprojectBris (previously @UBATBrisbane).

These information and feedback channels were promoted through all of the project's communication materials and consultation activities including the project newsletter, website, static displays, media releases, community information sessions and advertisements.

Feedback forms were also available at each of the community information sessions.

### 7.4.2 Data management

The project established an online data management account with Consultation Manager to record all stakeholder contact details, interactions and issues raised.

Following initial stakeholder identification activities the database was populated with the contact details of potentially interested agencies and community and industry stakeholders, as well as other key stakeholders. The database is continuously updated and currently has more than 3,400 stakeholders and more than 2,400 stakeholder interactions recorded.

Consultation Manager was used to:

- record stakeholder contact details
- record all interactions with each stakeholder (e.g. attended a meeting, called the 1800 enquiry line, participated in online chat, etc.)
- record meeting minutes and outcomes associated with all interactions
- record key issues associated with all interactions
- manage follow up actions required for stakeholders
- provide statistical and qualitative reporting on key issues, communication channels and number of enquiries.

## 8 Industry consultation

Industry stakeholders are defined as individuals or companies with a potential interest in providing services to, or bidding for, the project.

Industry stakeholders were consulted during rounds 1 and 2 through whole-of-industry briefings and individual meetings as part of market sounding to inform the project's Business Case.

### 8.1 Industry briefings

Industry stakeholders from various sectors (engineering, finance, construction and development) were invited to attend two industry briefings held at TransLink Centre for Excellence, Kelvin Grove.

The first briefing, held on 5 December 2013, was attended by more than 200 representatives. The briefing focused on the Concept Design, project timeframes and procurement opportunities for industry.

The second briefing, held on 2 April 2014 was also attended by more than 200 representatives. The purpose of the briefing was to provide an update on the project including the Draft Reference Design, station locations and proposed construction methodology.

### 8.2 Industry meetings

An additional 36 meetings were held with industry stakeholders as part of the market sounding process and other general industry stakeholder consultations.

A detailed list of these industry stakeholder meetings is available in Attachment G.

## 9 Government consultation

Government stakeholders, representing a variety of agencies were briefed during rounds 1 and 2 of consultation.

### 9.1 Government agency briefings

Three briefings and 75 meetings were held during rounds 1 and 2 with government agencies.

#### 9.1.1 Whole-of-government agency briefings

Two briefings were held for government agencies on 12 December 2013 and 24 March 2014.

More than 50 Queensland Government staff, represented by approximately 20 departments attended each briefing.

The briefings provided an overview on the Draft Reference Design including tunnel alignment, station locations and proposed construction methodology.

#### 9.1.2 Brisbane City Council briefing

More than 50 Brisbane City Council staff from a range of divisions attended a briefing on 24 March 2014 to hear about the Draft Reference Design. The briefing covered tunnel alignment, station locations and proposed construction methodology.

#### 9.1.3 Agency meetings and workshops

A total of 75 meetings were held with a range of government agencies/groups.

Workshops have been held with various state government agencies to provide input into the development of the EIS. These sessions were coordinated by the Department of Infrastructure and Planning, Significant Project Unit. The purpose of the workshops was to seek early input and feedback from various agencies on the EIS investigations.

Numerous state government agencies with a regulatory or advisory role on the EIS or the project were represented. Officers from Brisbane City Council also participated in a number of the workshops.

Table 13 identifies the workshops held that focussed on:

- study methodology and study area relevant to individual disciplines
- outcomes of existing environment investigations
- Draft Reference Design, including potential impacts
- findings from the impact assessment and possible mitigation measures.

**Table 13: Agency workshops**

| Discipline                         | Agencies   | Round 1   | Round 2  |
|------------------------------------|--|---|--|
|                                    |  | Methodology, study area, assessment measures and Concept Design | Draft Reference Design update, existing environment findings |
| Soils and topography               | Department of Transport and Main Roads<br>Department of Environment and Heritage Protection  | ✓   |  |
| Construction traffic and transport | Department of Transport and Main Roads<br>Brisbane City Council<br>TransLink   | ✓   | ✓  |
| Land use and tenure                | Brisbane City Council<br>Department of State Development, Infrastructure and Planning  | ✓   |  |
| Water quality and quantity         | Brisbane City Council<br>Department of State Development, Infrastructure and Planning  | ✓   |  |
| Air quality                        | Brisbane City Council<br>Department of Environment and Heritage Protection   | ✓   |  |
| Noise and vibration                | Department of Transport and Main Roads<br>Department of Environment and Heritage Protection<br>Brisbane City Council                       | ✓   | ✓  |
| Cultural heritage                  | Department of Environment and Heritage Protection<br>Brisbane City Council<br>Department of State Development, Infrastructure and Planning | ✓   | ✓  |
| Social impacts                     | Department of State Development, Infrastructure and Planning   | ✓   |  |

A detailed list of agency meetings is available in Attachment H.



## 9.2 Elected representative briefings

Briefings were held with local, state and federal government elected representatives within and near to the study corridor at key project milestones. The purpose of the briefings was to provide an update on the project relevant to their local area.

Table 14 identifies the meetings held between November 2013 and June 2014.

**Table 14: Elected representative briefings**

| Date             | Elected representative   |
|------------------|--|
| 31 January 2014  | Mr Steve Minnikin, Assistant Minister for Public Transport and State Member for Chatsworth |
| 31 January 2014  | Ms Jackie Trad, State Member for South Brisbane  |
| 20 February 2014 | Mr Scott Emerson, Minister for Transport and Main Roads and Member for Indooroopilly       |
| 18 March 2014    | Ms Vicki Howard, Councillor for Central Ward   |
| 2 April 2014     | Mr Robert Cavalluci, State Member for Brisbane Central                                     |
| 15 April 2014    | Mr Graham Perrett, Federal Member for Moreton  |
| 17 April 2014    | Ms Theresa Gambaro, Federal Member for Brisbane  |
| 8 May 2014       | Mr Scott Emerson, Minister for Transport and Main Roads and Member for Indooroopilly       |
| 10 June 2014     | Ms Terri Butler, Federal Member for Griffith   |

In addition to these formal meetings with elected representatives, a number of informal engagements took place and are identified in Table 15.

**Table 15: Informal elected representative engagements**

| Date          | Details   |
|---------------|---|
| 29 March 2014 | Cr Nicole Johnston, Councillor for Tennyson Ward attended a community information session at Dutton Park State School   |
| 5 April 2014  | Cr Vicki Howard, Councillor for Central Ward attended a community information session at Centenary Pool   |
| 7 April 2014  | Mr Robert Cavallucci, State Member for Brisbane Central attended a meeting with the Spring Hill Residents Community Group   |
| 9 April 2014  | Cr Helen Abrahams, Councillor for The Gabba Ward attended a community information session at the Brisbane German Club   |
| 7 May 2014    | Mr Robert Cavallucci, State Member for Brisbane Central and Mr Steve Minnikin, Assistant Minister for Public Transport attended a meeting with the Spring Hill Residents Community Group  |
| 16 June 2014  | Mr Scott Emerson, Minister for Transport and Main Roads, Mr Robert Cavallucci, State Member for Brisbane Central and Mr Steve Minnikin, Assistant Minister for Public Transport attended a meeting with the Spring Hill Residents Community Group |

## 10 Property owner consultation

### 10.1 Property owner meetings

A total of 26 one-on-one meetings were held with property owners, near neighbours and other community members along the alignment to discuss the project, its potential impacts and investigative works.

A detailed list of these meetings is included in Attachment I.

### 10.2 Property owner notifications

Communication with property owners was targeted and included personalised letters, which were sent in both rounds 1 and 2 to keep property owners up-to-date with the project's progress.

Round 1 letters advised property owners about their property impact in line with the BaT Concept Design. For almost 2,000 property owners affected by the previous Cross River Rail proposal, these letters advised that they were no longer impacted.

Round 2 letters advised property owners about their property impact in line with the BaT Draft Reference Design.

Table 16 provides a summary of the property owner notifications sent during rounds 1 and 2 of consultation.

**Table 16: Property owner notifications**

| Consultation round   | Timing           | Purpose  |
|--|------------------|--|
| <b>Round 1</b><br><br>Concept Design and Draft ToR for the EIS | 26 November 2013 | <p>Approximately 2,500 letters were sent advising property owners on property impacts:</p> <ul style="list-style-type: none"><li>• 514 letters were sent to properties with a volumetric impact:<ul style="list-style-type: none"><li>➢ 255 of these properties were previously impacted by Cross River Rail and were still impacted under the BaT Concept Design</li><li>➢ 259 of these properties were not previously impacted by Cross River Rail but were impacted under the BaT Concept Design.</li></ul></li><li>• 1,946 letters were sent to properties that were previously impacted by Cross River Rail but were not impacted by the BaT Concept Design</li><li>• 16 letters were sent to properties no longer impacted by Cross River Rail and were not impacted by the BaT Concept Design but are near strategic rail land</li><li>• 7 letters were sent to property owners previously impacted by Cross River Rail about their claim for hardship acquisition, but were not impacted by the BaT Concept Design</li><li>• 8 letters were sent to government agencies regarding government-owned land that will be required.</li></ul> |

| Consultation round                           | Timing        | Purpose  |
|--|---------------|--|
| <b>Round 2</b><br><br>Draft Reference Design | 19 March 2014 | <p>Approximately 900 letters were sent advising property owners on property impacts:</p> <ul style="list-style-type: none"> <li>• 418 letters were sent to property owners with new volumetric impacts due to a change in alignment of the BaT Draft Reference Design</li> <li>• 441 letters were sent to property owners with a volumetric impact from the BaT Concept Design and also still had a volumetric impact from the BaT Draft Reference Design</li> <li>• 38 letters were sent to properties no longer impacted by the BaT Draft Reference Design</li> <li>• 8 letters were sent to government agencies regarding government-owned land that will be required.</li> </ul> |

### 10.3 Notifications of technical investigations

Property owners and occupants were notified by phone and letter of geotechnical investigations and noise and vibration monitoring on their property.

About 150 notifications were delivered for geotechnical works and seven notifications were delivered for the noise and vibration monitoring works.

Regular updates were also provided to the department and Brisbane City Council call centres for the geotechnical works. Given the high traffic location of some George Street Station drilling works, some letters were also required to be provided to the local councillor and fire, ambulance and taxi representatives.

In some cases, permission from property owners was required to allow project representatives to enter their property to undertake this work.

## 11 Community participation statistics

Table 17 identifies the consultation participation statistics for rounds 1 and 2.

**Table 17: Consultation statistics for rounds 1 and 2**

| Consultation activity  | Rounds 1 and 2<br>(1 November 2013 – 30 June 2014)  |                    |
|--|---|--------------------|
|  | Interactions  | Feedback received  |
| Community information sessions   | 6 sessions<br>281 attendees   | 156 feedback forms |
| Online chat (BaT chat)   | 1 session<br>20 chatters  | 102 enquiries      |
| Online surveys/feedback forms  | 2 surveys<br>202 responses  | 202 responses      |
| Meetings with agencies   | 78  | 78 meeting minutes |
| Meetings with elected representatives  | 9 formal meetings<br>+ 6 informal engagements   | 15 meeting minutes |
| Meetings with industry groups  | 38  | NA                 |
| Meetings with key stakeholders   | 36  | 36 meeting minutes |
| Meetings with affected residents, near neighbours and other stakeholders   | 26  | 26 meeting minutes |
| Meetings with Local Advisory Groups  | 5 meetings<br>16 members  | 5 meeting minutes  |
| Public displays  | 19 displays   | NA                 |
| Station visits (to distribute project materials)   | 31 station visits   | NA                 |
| Website unique page views  | 49,279  | NA                 |
| Number of calls to the project enquiry line (1800 010 875)   | 222 (community)<br>50 (industry)*<br>272 TOTAL  | 222                |
| Number of emails received via <a href="mailto:batproject@tmr.qld.gov.au">batproject@tmr.qld.gov.au</a>                               | 452 (community)<br>526 (industry)*<br>978 TOTAL   | 452                |
| Number of letters/submissions received <ul style="list-style-type: none"> <li>ToR for EIS</li> <li>Draft Reference Design</li> </ul> | 128<br>(66 in Round 1 and 62 in Round 2)<br>32 x agency<br>7 x business/organisation<br>4 x elected rep<br>85 x community | 128                |

| Consultation activity  | Rounds 1 and 2<br>(1 November 2013 – 30 June 2014)  |                   |
|--|---|-------------------|
|  | Interactions  | Feedback received |
| Number of form letter submissions received (individual signatures)   | 2 form letters<br>659 signatures (Victoria Park/<br>Spring Hill)<br>3 signatures (Dutton Park)  | 662               |
| Number of letters to the Minister/Department (directed to the BaT project team)                            | 55  | 55                |
| Facebook   | 495 likes   | 78 comments       |
| Twitter  | 157 followers   | 20 comments       |
| Number of community members registered to receive project updates  | 842   | NA                |
| Number of industry representatives registered to receive project updates                                   | 828   | NA                |
| Mass mailouts/distribution   | 2 x property letters = 3,400 letters<br>31 station visits = 12,380 flyers<br>1 newsletter = 350,000 copies<br>1 Dutton Park fact sheet = 2,500 copies<br>2 Local Area Updates = 12,000 copies | NA                |
| <b>Number of people who provided feedback</b>  | <b>NA</b>   | <b>2,237</b>      |
| <b>Number of people who participated in consultation activities (excluding mass mailouts/distribution)</b> | <b>4,000</b>  | <b>NA</b>         |

*\* Industry enquiries mainly consisted of enquiries and RSVPs to industry briefing sessions.*

Figure 3 and Figure 4, over the page, show the key locations and issues raised during the consultation period.

Figure 3: Locations raised

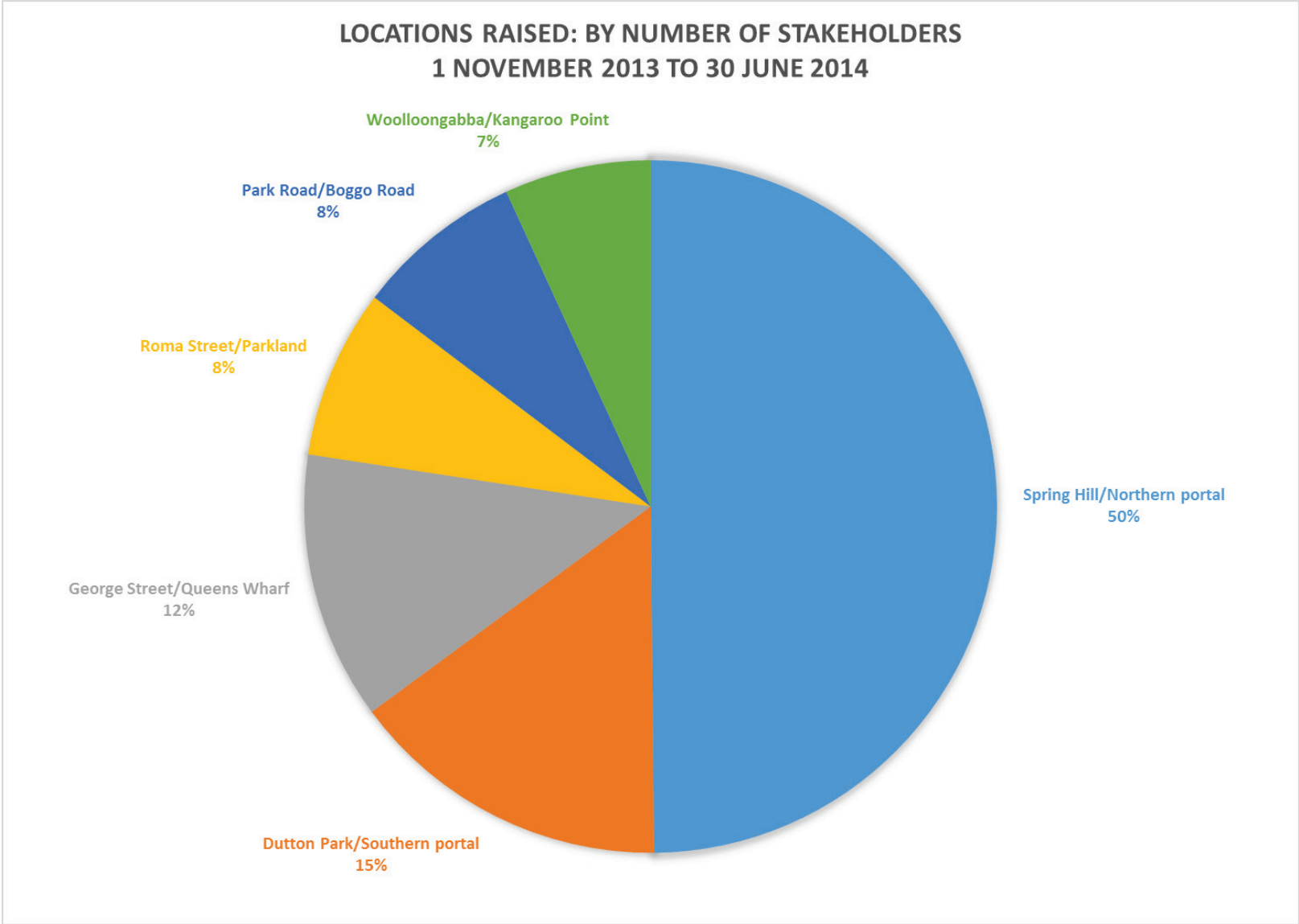
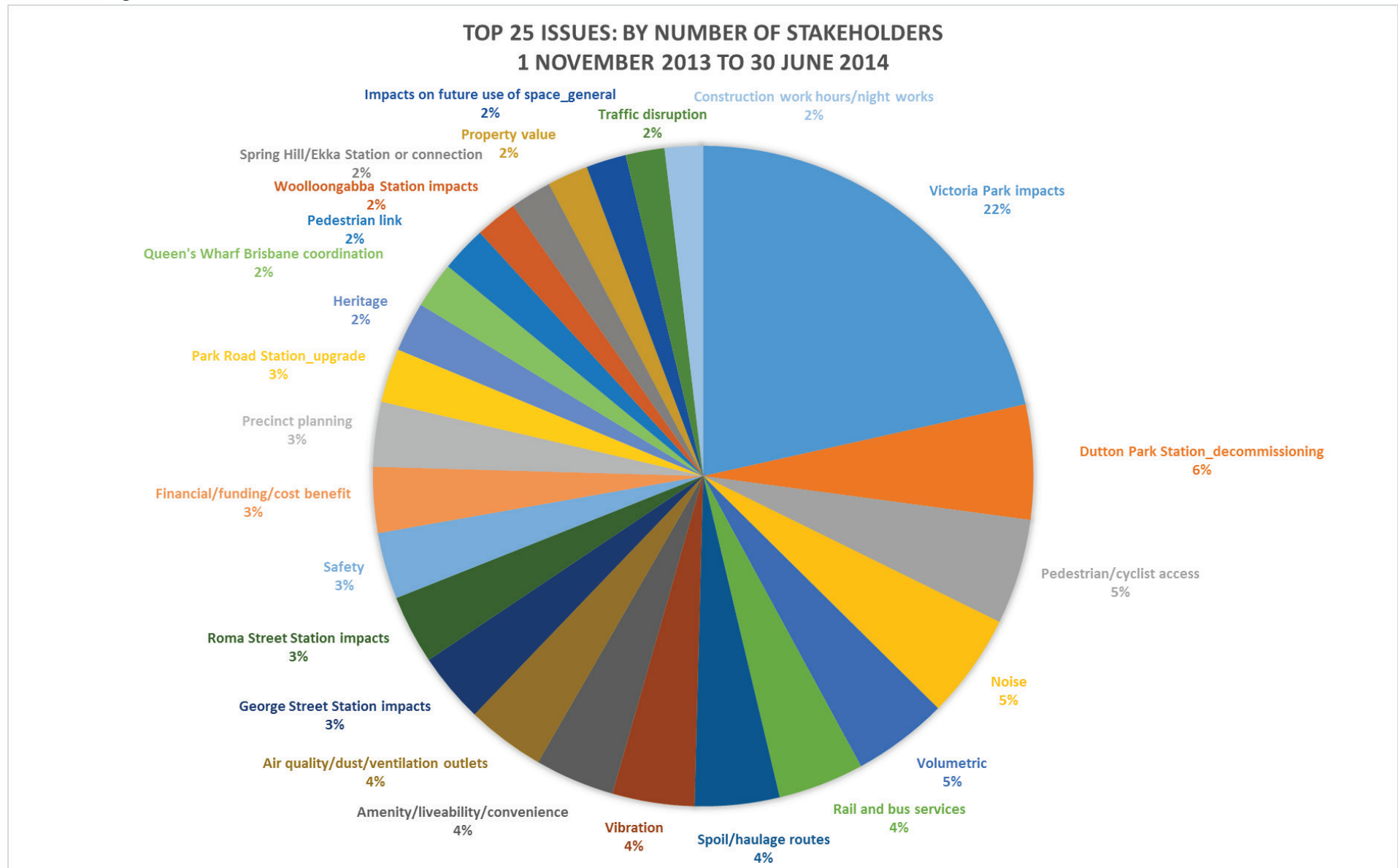


Figure 4: Issues raised





## 12 Community and stakeholder feedback

The community and stakeholder consultation process was designed to provide community members and other interested stakeholders with opportunities ranging from one-off participation to ongoing involvement and to address a variety of topics including design, construction methods, and environmental assessment and management.

Between November 2013 and June 2014, approximately 4,000 people participated in consultation activities with more than 2,200 pieces of feedback received by the project.

This section provides a summary of key issues gathered from community and stakeholder consultation activities, including community information sessions, stakeholder meetings, advisory group meetings, feedback forms, an online chat, online surveys as well as feedback received via the phone and email enquiry lines.

A more detailed list of feedback and issues raised is included in Attachment J.

### 12.1 Key issues

The key issues raised during consultation related to:

- the location of the northern tunnel portal and impacts to Victoria Park
- the location of the southern tunnel portal including the decommissioning of Dutton Park Station, including associated issues such as the proposed pedestrian link and the need for an upgraded Park Road Station/interchange
- construction impacts, particularly the intense nature of construction at CBD stations, noise, vibration, dust, construction traffic, spoil extraction and haulage as well as worker parking and access
- improving local access and connectivity
- the need for better public transport services
- property impacts, including volumetric property acquisition, impact on property values and underground property development opportunities post construction
- project need, justification and cost
- operations.

#### **Northern tunnel portal location in Victoria Park**

The location of the northern tunnel portal in Victoria Park was raised as a key concern. Community feedback identified a range of issues relating to the temporary (construction) and permanent (infrastructure) impacts on Victoria Park.

Community members felt strongly that there would be significant visual, recreational and social impacts to Victoria Park, with little or no perceived benefits for the area.

The key issues raised included:

- importance of Victoria Park's heritage listing is highly valuable to the community and they do not want to see it impacted in any way
- loss of valuable recreational space
- green space and large trees in the inner-city should be protected, not destroyed

- permanent visual impact from the elevated busway flyover
- cumulative impacts on the area – a number of previous projects have already impacted on, or encroached into the park
- concern about impacts to amenity and pedestrian and cycle access, particularly the Land Bridge.

Many community members suggested that Victoria Park should be avoided completely. To support this, a range of design alternatives were raised including:

- moving the portal to within the existing rail corridor and emerging at Herston or Exhibition Station
- splitting the bus and rail tunnel to have buses entering the Inner Northern Busway from Roma Street or at Gilchrist Avenue.

### **Southern tunnel portal location – decommissioning Dutton Park Station**

The location of the southern tunnel portal was a key concern for the local community, with strong objections to the proposed decommissioning of Dutton Park Station.

The key issues relating to the decommissioning of the station included:

- loss of rail services for the local community without an adequate replacement level of service
- reduced access to the CBD, Princess Alexandra Hospital, University of Queensland and the Gold Coast line
- safety and security concerns for hospital patients and workers, and school children having to walk additional distances to access alternative public transport options, particularly at night
- changes to local amenity, convenience and pedestrian and cycle access
- impacts to local property values due to the closure of the station.

Some local residents questioned the government's commitment to avoid surface level private residential property acquisition, and questioned the number of property resumptions required to keep Dutton Park Station. They felt that the loss of a train station that services potentially thousands of people far outweighs the loss of a few private properties, given that those property owners would be compensated.

Many community members suggested that Dutton Park Station should be retained in the final design of the BaT project. To support this, a range of design alternatives were raised including:

- relocating the station south or north of its current location
- moving the southern portal further north
- using a smaller tunnel boring machine to reduce worksite size
- shortening the existing platforms.

### **Park Road interchange/upgrade/station**

There was also strong support for investment in a Park Road interchange or BaT station to allow for transfer between the wider rail and bus network, and reduce the impacts of closing Dutton Park Station.

There was concern that the lack of an interchange at Park Road would cause major dislocation in the public transport network, as it impacts connectivity between Gold Coast, Beenleigh and Cleveland lines.

### **Pedestrian link**

The community was somewhat supportive of the proposed pedestrian link to access alternative services at Park Road and Boggo Road Urban Village and enable connectivity to the Princess Alexandra Hospital and its supporting services. However the community indicated a preference for the link to be above-ground to maximise amenity, accessibility and safety, especially at night.

Some members of the community suggested removing the pedestrian link from the project scope and investing the money in alternatives to better mitigate the loss of Dutton Park Station including:

- widening the footpath on Annerley Road Bridge to include an integrated pedestrian/cycle path for improved safety
- providing a busway connection at Kent Street, with the option of having a bus turn-around facility for buses connecting to the BaT tunnel.

### **Construction impacts**

Consultation with local communities across the project area identified a number of concerns relating to construction impacts from worksites and tunnelling activities.

Residents and local businesses in close proximity to the three stations, two portals and above the tunnel alignment were concerned about how their local amenity and lifestyle would be negatively impacted during construction of the project.

The key issues raised about construction impacts included concern about:

- noise from general construction activities, including regenerated noise, and impacts to residents businesses and community facilities
- the duration of construction and prolonged noise impacts during excavation, particularly at the George Street and Roma Street station locations
- impacts to lifestyle and amenity for residential properties particularly at George Street and Roma Street, including residents' ability to spend time on their balconies and impacts from night works
- vibration impacts from construction for properties above the tunnel alignment or within close proximity to worksites and potential disturbance during night-time tunnelling
- impacts relating to spoil extraction and removal, including dust, noise and haulage routes, with the community suggesting spoil be removed by rail, major freeways (not local streets) and the Brisbane River via barge
- dust from construction works, particularly excavation at stations and tunnel portals
- impacts of workers parking in local streets and accessing construction worksites, and loss of public car parking, particularly at Roma Street Parkland and Boggo Road Urban Village
- the loss of parkland for the construction worksite at Victoria Park including loss of trees, dog park, and pedestrian and cycle pathways, particularly the land bridge, and cumulative impacts from other projects
- changes to traffic, particularly closing CBD streets and maintaining access to George Street and Roma Street Parkland for residents, businesses and visitors

- impacts to local businesses, including loss of office worker custom during lunch hours due to closure of 63 George Street
- maintaining safe pedestrian and cycle access around construction sites.

Some stakeholders also raised the importance of managing any potential vibration impacts to buildings that may contain sensitive equipment such as the Transmission Electron Microscope located at the EcoSciences Precinct.

### **Managing construction impacts**

Generally the community and stakeholders were concerned that limited information was available on construction impacts and proposed mitigation measures. They supported initial suggestions that mitigation may include measures such as barriers and work sheds to manage noise and dust from construction activities.

Some members of the community were also concerned about the government's EIS approvals process and implementation of the Coordinator-General's conditions, including enforcing proposed conditions on a construction contractor. Some members stated that conditions have not been appropriately enforced on other major projects, such as Legacy Way, resulting in impacts to Spring Hill.

Concerns were also raised about the cumulative impacts of noise, dust and traffic disruptions from the project and other nearby developments to be constructed at a similar time, such as Queen's Wharf Brisbane and Boggo Road Urban Village.

### **Ventilation outlets**

People raised concern about the need for, size and location of proposed ventilation outlets, particularly at Spring Hill (Victoria Park), George Street and Roma Street and voiced concerns that further information on ventilation outlets was not available during the Draft Reference Design consultation phase.

### **Property impacts**

Property owners raised concern about the potential for direct and indirect impacts to property.

The key issues raised included:

- volumetric property impacts from the tunnel and station caverns
- uncertainty about what volumetric property acquisition means and the process including how compensation is calculated and who it is paid to, particularly under a body corporate arrangement
- concern about the structural integrity of buildings due to underground works, particularly at the Queensland Club (George Street), Club Lodge (George Street) and Metro 21 Apartments (Mary Street)
- requests for property condition surveys before and after construction to ensure damage due to construction is measurable and can be rectified if necessary
- potential implications for future redevelopment of properties due to tunnel construction i.e. basement car parking and underground structures/foundations
- adverse impacts to property values, particularly in the Dutton Park and Annerley areas, due to the decommissioning of Dutton Park Station

- concerns that disruption to amenity is leading potential investors to reconsider buying apartments at Roma Street Parkland
- requests to refine the alignment to avoid volumetric property impacts at Gregory Terrace and George Street.

Consultation also highlighted the importance of working with key stakeholders to coordinate the BaT project with existing and future property developments at the Boggo Road Urban Village, particularly for Lot 2 which is scheduled for long-term redevelopment, and Queen's Wharf Brisbane.

### **Access and connectivity**

Changes to local access and connectivity from the construction and operation of the project were identified during consultation.

Overall, there was general support for the project and recognition of the need to improve public transport services in the inner city now and in the future, with particular support for the improved rail and bus access provided by the new stations.

In the south, the need to retain Dutton Park Station and/or including a BaT station at Park Road or upgrading the existing station to become a major interchange were identified by some community members. There was also support for the BaT project to connect with the Cleveland Line and enhance accessibility across the southern and eastern rail network.

There was some concern that there is insufficient car parking in the area of the existing Park Road Station which will become more constrained once Dutton Park Station is decommissioned.

At Woolloongabba, the community was supportive about the benefits the new station would bring to the area, especially improved access to existing businesses and encouraging future developments. Key suggestions for the area included:

- support for building a commercial and residential complex over the station to guarantee the economic viability of the project and station
- improve pedestrian connections to the station via Ipswich Road, Stanley Street and Vulture Street
- install a scramble crossing at the 'Gabba Fiveways' intersection to support pedestrian movements, particularly on game days at the Gabba.

Some concerns were raised regarding the proposed single entry point for the station. Other feedback suggested that planning should allow adequate public space at the station entry points, with integrated pedestrian walkways to improve passenger flow.

In the CBD, the community generally supported the George Street Station location, noting it would provide quality public transport access to a previously under-served area of the city. However some feedback also suggested that the corner of George Street and Alice Street, Albert Street or Queen Street would be preferable locations.

Connectivity with the Queen's Wharf Brisbane development and QUT was well-supported as was linking George Street Station with Albert Street. There was also support for linking Roma Street Station with George and Albert streets through enhancing existing pedestrian and cycle walkways. Some suggested underground linkages would be suitable.

At Roma Street Parkland it was suggested a multi-storey car park be built to support both residential and visitor parking needs, particularly given the Draft Reference Design's requirement for the existing council car park.

In the north, there was support for rail and bus services to be able to connect to existing and future bus and rail infrastructure. Community members suggested:

- upgrading the northern lines to improve northern connections and increase future capacity
- undertaking works at Mayne Junction to maximise access for passengers in the north
- including tunnel stubs to support a future Trouts Road/Alderley/Strathpine connection to the north-west
- including a Spring Hill station as part of the BaT project
- allowing for future development, upgrade or inclusion (in BaT) of the Exhibition Station.

Across the project area, the community was pleased about the increased amenity, convenience and benefits offered by the project. There was also strong support for the project improving pedestrian and cyclist safety and access.

### **Project need and improved public transport services**

Overall, there was general support for the project and recognition of the need to improve bus and rail services in the inner-city now and in the future. In particular, people acknowledged the need for:

- better public transport services
- better integration between public transport modes
- increased and more frequent services
- a long-term transport solution that is cost-effective and value-for-money.

The community was generally supportive of the increased and improved rail and bus public transport services offered by the BaT project, and would like the project to ensure:

- disruptions to rail and bus services are minimised during construction
- services are replaced/improved after construction
- easy interchange opportunities between modes and lines at BaT stations are provided to help people reach their destinations
- the project considers upgrading/integrating Park Road/Boggo Road with BaT
- allowance for future development/inclusion of Exhibition Station on the BaT network
- clear communication on service commencement.

There was some confusion about how the project would integrate with the wider South East Queensland public transport system.

There were also some key concerns relating to the delivery of the project. People were interested in understanding how the project would be funded and its delivery method. Some people also raised concerns that Queensland cannot afford the project.

Some community members suggested that a more economical approach would be to upgrade existing rail tracks and stations to accommodate 9-car trains, rather than build a new project.

Feedback also showed support for labour and manufacturing services to be sourced locally to maximise the broader economic benefits of the project.

## **Operations**

Varied feedback was received regarding the future operation of the project.

Some people were interested in reviewing detailed bus flow network plans so they could evaluate the project's benefits. They were also interested in hearing about bus fleet options.

Special interest groups outlined the importance of testing accessibility and functionality of the stations and station entry points to achieve high patronage and ensure the best possible passenger experience.

There was support for BaT stations being gated to improve ticketing and passenger flow. It was also suggested that a guided busway system be used (similar to a successful system in the United Kingdom where buses travel on a dedicated 'track' or 'roll way').

There was some concern that the project design is vulnerable to incident, attack and natural disaster. People were interested in:

- understanding emergency management and incident plans
- safety and evacuation measures planned for the tunnel
- potential for claustrophobic reactions to the tunnel environment (drivers and passengers)
- management of passenger vehicles accidentally entering the tunnel
- flooding at George Street Station.

Some people were also interested in how the project would impact freight operations.

A more detailed list of issues raised is included in Attachment J.

## **12.2 Round 1 online survey feedback**

The total number of people who responded to the online survey as part of Round 1 consultation in December 2013/January 2104 was 72.

In this survey, 92% of respondents had heard about the Underground Bus and Train project.

Also in this survey, 49% agreed and 31% strongly agreed (80% total) that the project would improve public transport in South East Queensland.

This survey also asked respondents to respond to the statement 'The project will have minimal impacts on the environment'. The results for this statement were 51% agreed and 18% strongly agreed (69% total), and 25% of respondents disagreed.



### 12.3 Round 2 online survey feedback

The total number of people who responded to the online survey as part of Round 2 consultation in March/April 2014 was 130.

Of these 130 people, 61 (47%) indicated they had attended a community information session.

Of the people who had attended a community information session, 88% found the session informative.

Respondents were asked how they heard about the project's consultation opportunities. The responses were:

- media reports (28%)
- newsletter (25%)
- website (23%)
- newspaper advertising (20%)
- online advertising (15%)
- social media (10%)
- Brisbane City Council's 'Your City, Your Say' channels (5%).

Some of the 'other' channels identified by respondents were:

- local council members
- word of mouth
- friend
- work colleagues
- volumetric impact letter
- industry
- media statements.

In terms of respondents' concerns about the project, some of the most commonly identified concerns were:

- design (alignment, station locations, etc.) (42%)
- decommissioning of Dutton Park Station (26%)
- access (26%)
- property impacts (24%)
- general construction impacts (22%)
- general operational impacts (20%)
- noise (20%)
- air quality (17%)
- vibration (15%)
- general amenity and liveability (14%).

In terms of the project area of most interest to respondents, the results were:

- Dutton Park (30%)
- Roma Street/Parkland (28%)
- George Street/CBD (27%)
- Woolloongabba (24%)
- Victoria Park/Spring Hill (21%)
- Park Road/Boggo Road (21%).

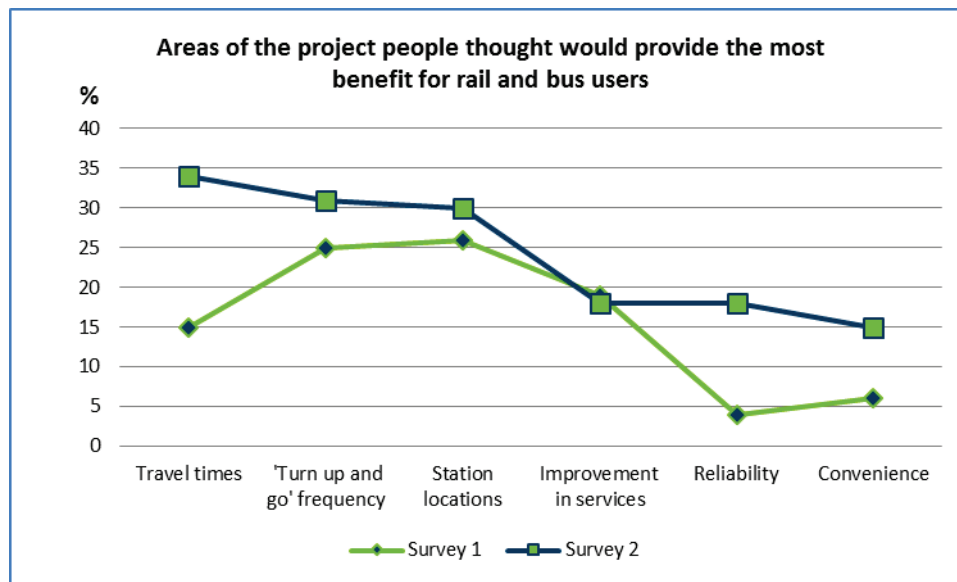
This survey also asked respondents to respond to the statement 'The project will reduce travel times'. The results for this statement were 35% agreed and 11% strongly agreed (46% total), 13% of respondents were neutral, and 18% either disagreed or strongly disagreed with the statement.

In terms of overall levels of support for the project, 53% of respondents were either 'very supportive' or 'supportive' of the project, 18% were 'neutral', and 29% were either 'unsupportive' or 'very unsupportive'.

## 12.4 Comparison between surveys 1 and 2

Figure 5 depicts the key areas of the project respondents thought would provide the most benefit for rail and bus users.

**Figure 5: Areas of the project that would provide most benefit for rail and bus users**



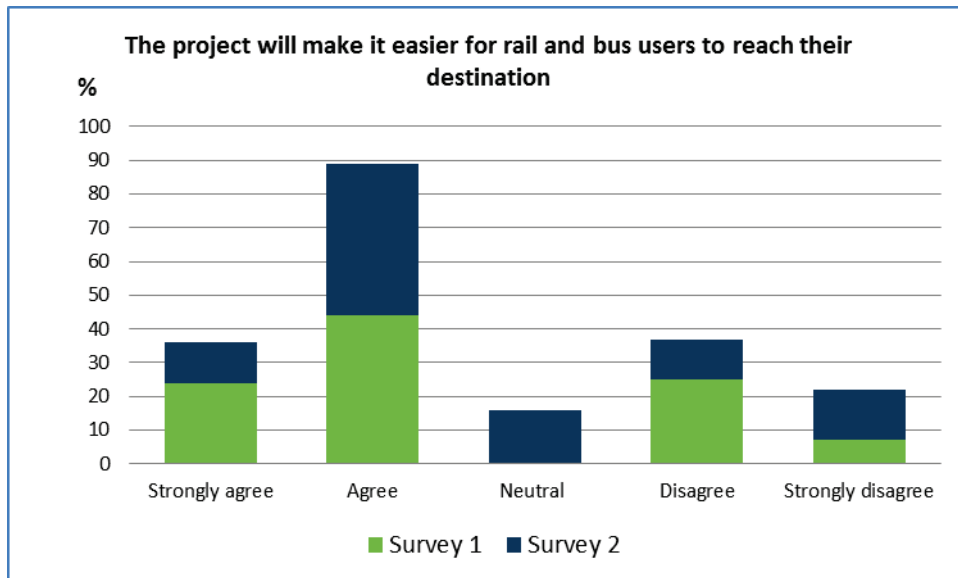
Some of the 'other' parts of the project identified by respondents as providing the most benefit for rail and bus users in Survey 2 were:

- lower fares
- alternative to congested Merivale Bridge
- integration into the existing network
- capacity for new lines in the future

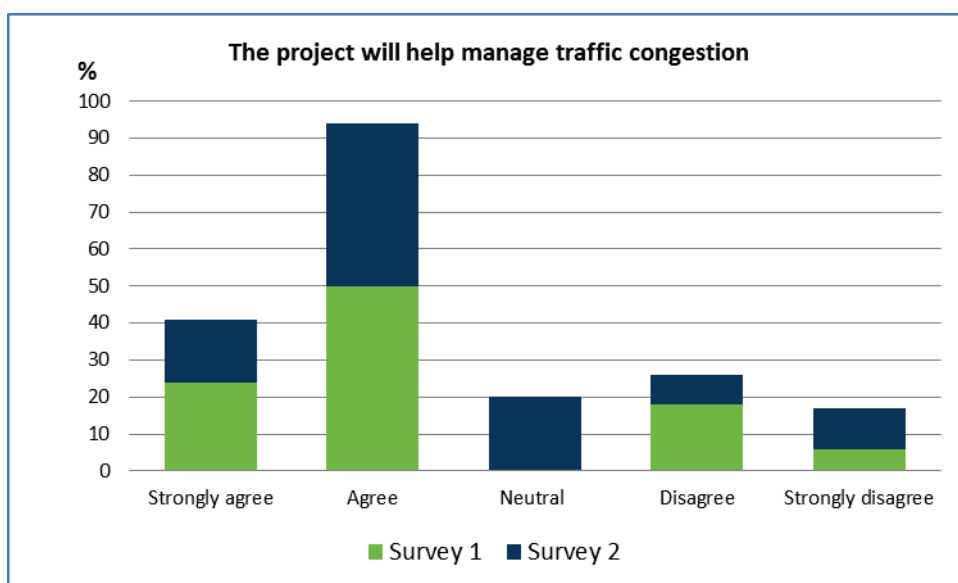
- relieve bus congestion at Cultural Centre
- congestion reduction.

Both surveys also asked respondents to what extent they believed the project would benefit them with regard to a range of areas. Responses are depicted in Figures 6-15.

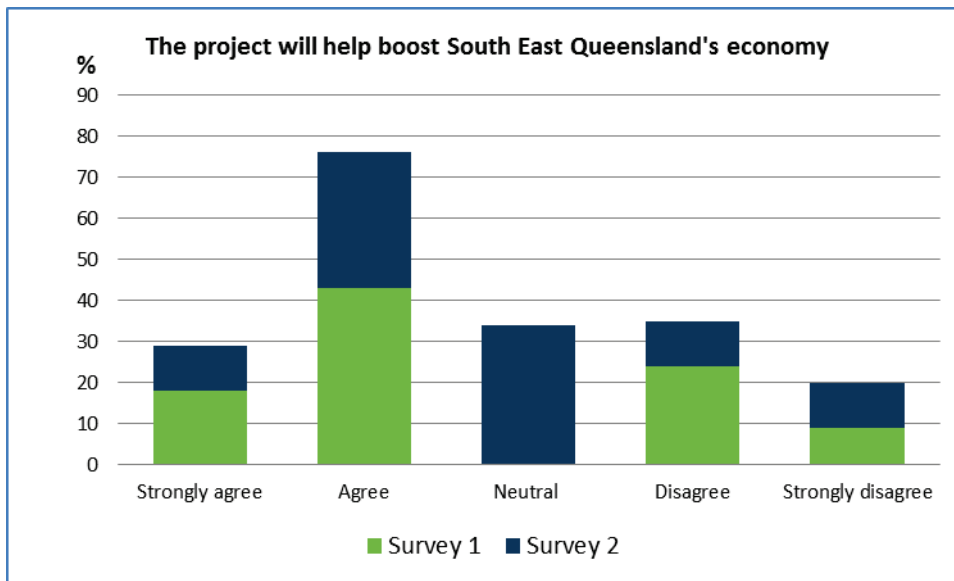
**Figure 6: The project will make it easier for rail and bus users to reach their destination**



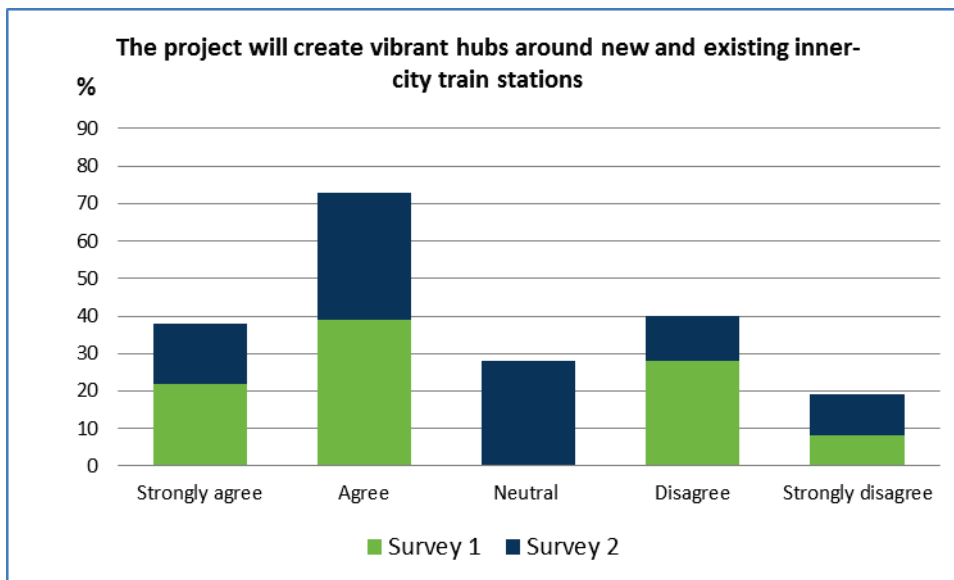
**Figure 7: The project will help manage traffic congestion**



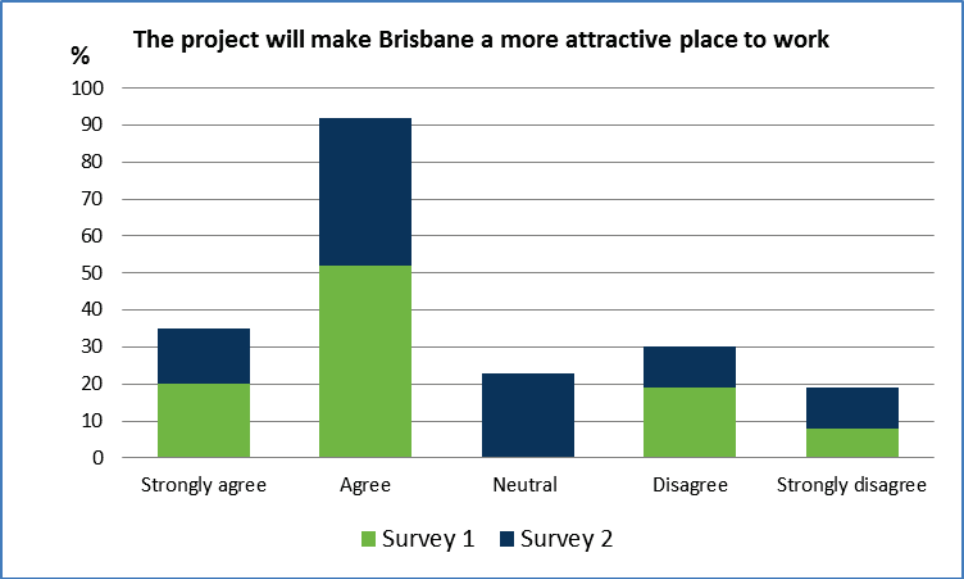
**Figure 8: The project will help boost South East Queensland's economy**



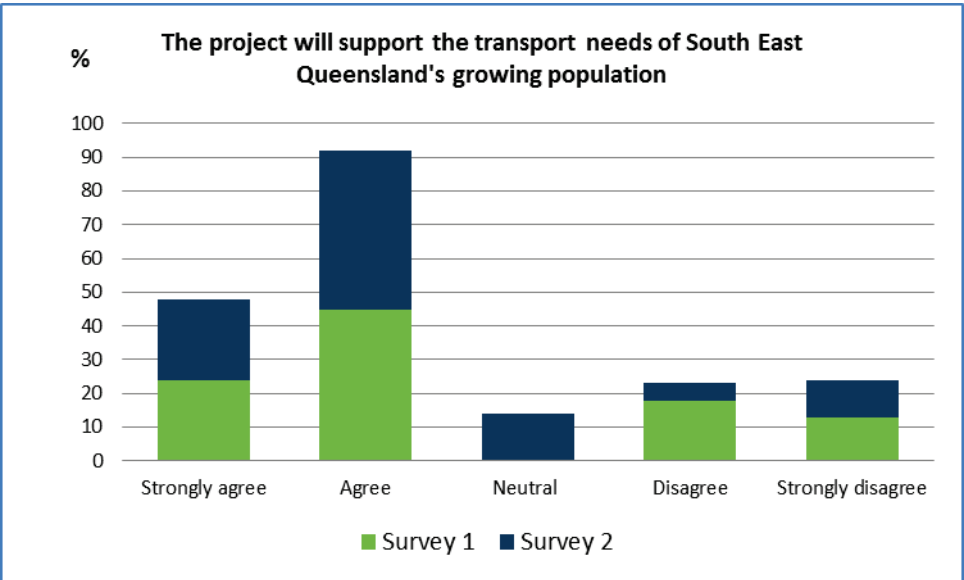
**Figure 9: The project will create vibrant hubs around new and existing inner-city train stations**



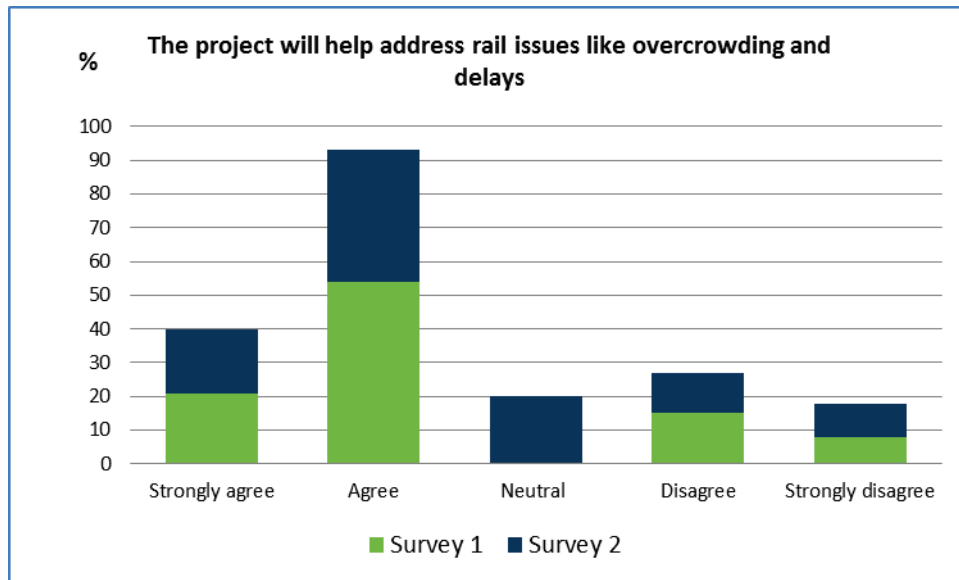
**Figure 10: The project will make Brisbane a more attractive place to work**



**Figure 11: The project will support the transport needs of South East Queensland's growing population**



**Figure 12: The project will help address rail issues like overcrowding and delays**



**Figure 13: The project will help to increase property values around new and improved stations in the long term**

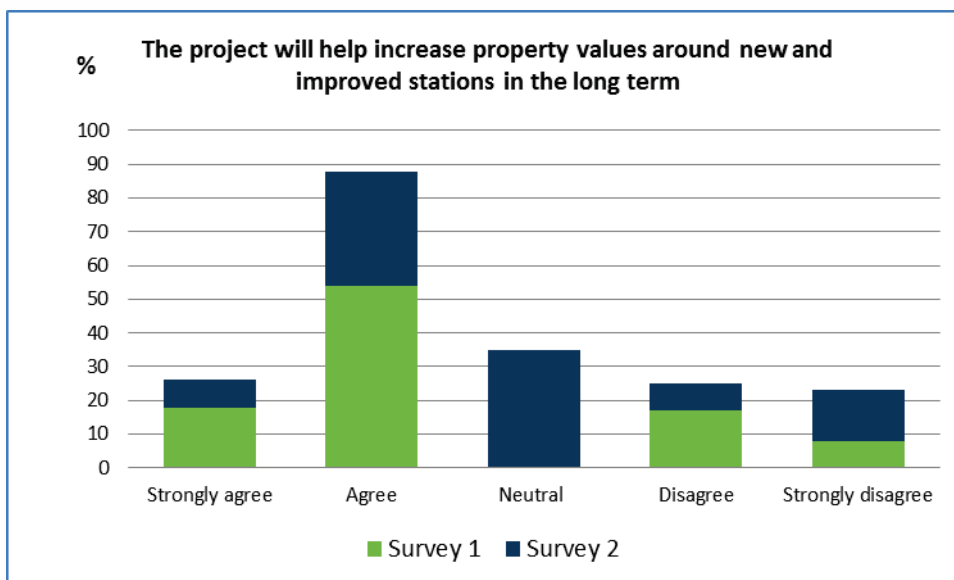


Figure 14: The project will be a worthwhile investment

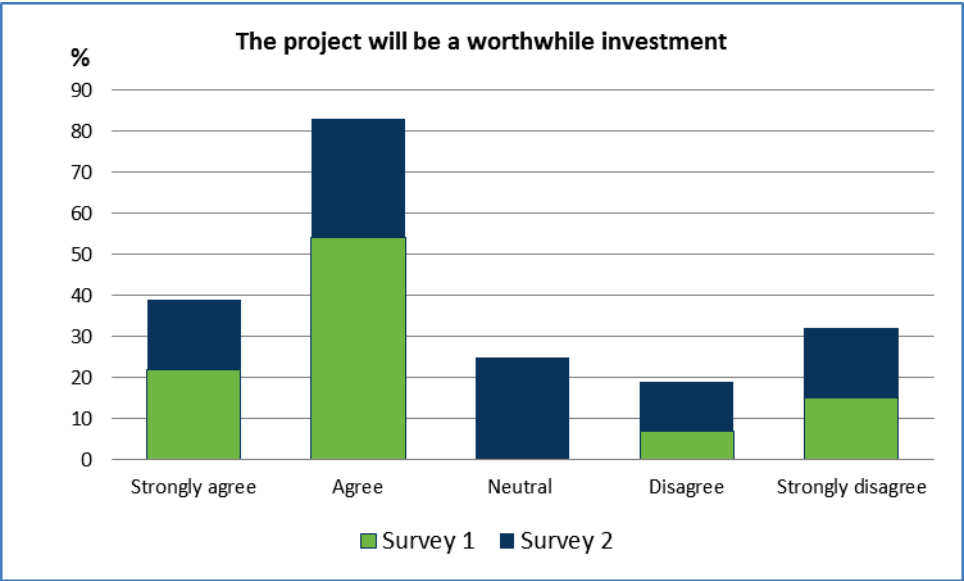
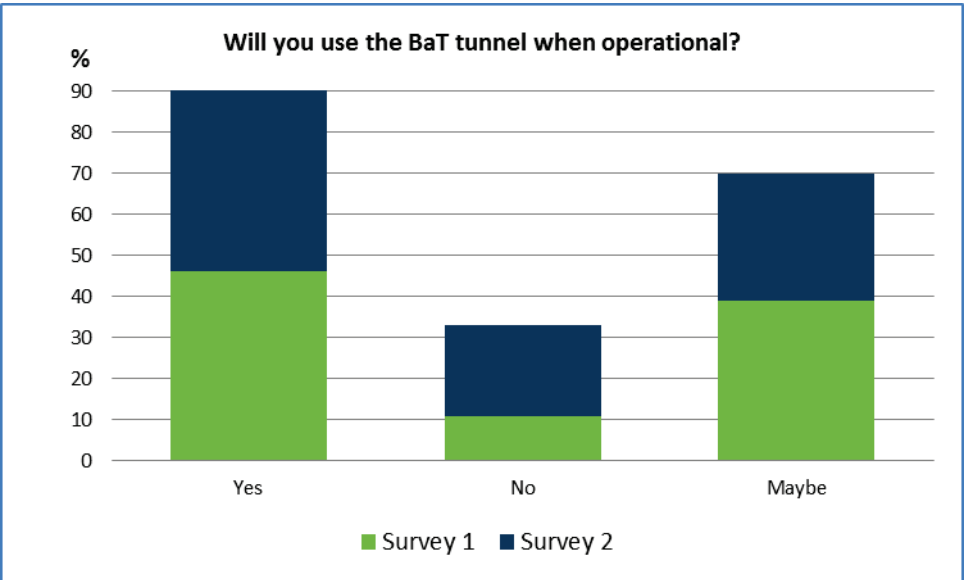


Figure 15: Will you use the BaT Tunnel when it's operational?





## 13 Consultation outcomes

Community and stakeholder feedback gathered between November 2013 and June 2014 has directly influenced the development of the project, resulting in significant design refinements and informing the Reference Design and EIS.

This section provides a summary of how feedback has shaped the project design, proposed mitigation strategies and future consultation.

### 13.1 Design refinements

Following the release of the project's Draft Reference Design on 19 March 2014 (Round 2 consultation), more than 3,000 people participated in an extensive community consultation program. Over nearly five weeks, community members and key stakeholders provided valuable feedback about the benefits and potential impacts of the project's Draft Reference Design.

The two key concerns raised during consultation, as outlined in section 12 of this report, related to the project's northern and southern portals, particularly impacts to Victoria Park in the north and the decommissioning of Dutton Park Station in the south.

Once community feedback was considered and further technical investigations completed, the Queensland Government released a refined design for the BaT project that included significant design refinements to address community concerns.

Key refinements included a significant decrease to the permanent impacts to Victoria Park at the northern portal and Dutton Park Station to remain open at the southern portal.

#### **Design refinements at a glance – Northern portal (Victoria Park)**

- The majority of the BaT infrastructure would be contained within the existing transport corridor within Victoria Park.
- The bus alignment would be stacked over the BaT rail infrastructure instead of running through the park, adjacent to the rail alignment.
- The bus layover and turnaround facility, which was previously contained in the eastern side of the park, has been removed from parkland surface to the northern edge of Gilchrist Avenue.
- Buses will now use the existing road network on Gilchrist Avenue to connect to the Inner Northern Busway.

#### **Design refinements at a glance – Southern portal (Dutton Park)**

- Dutton Park Station would remain open with a significant increase in services once BaT is operational.
- Dutton Park Station will be upgraded to become disability and mobility impaired accessible.
- As an alternative to the previously proposed underground pedestrian link, a new pedestrian and cycle bridge will be constructed on the northern edge of the existing Annerley Road Bridge.
- A new bus connection at the back of the Princess Alexandra Hospital along Kent Street will be delivered to allow buses using the BaT tunnel to turn around close to the tunnel entrance and connect to the local road network.

## 13.2 Input to Reference Design

In addition to the interim design refinements, community and stakeholder feedback has contributed to a greater understanding of potential local impacts, and helped shape the Reference Design and construction methodology. Where possible, potential impacts have been mitigated through modifications or refinements to the Reference Design, including construction methods and operations.

The following provides an overview of some modifications or refinements made during the development of the Reference Design in response to community and stakeholder feedback.

### 13.2.1 Northern portal and Victoria Park

Community members expressed concern that a large portion of Victoria Park would be required for construction. They felt there would be significant visual, recreational and social impacts to Victoria Park, with little or no perceived benefits for the area. In response to this feedback, the Reference Design has been revised to ensure permanent impacts on Victoria Park are minimised. Additionally, during construction:

- pedestrian and cyclist access will be maintained through the park
- access to the Land Bridge will be maintained (the BaT project infrastructure will be located underneath the bridge)
- access to the dog park along Gregory Terrace will be maintained.

Additionally, the Environmental Management Plan outlines that any temporary construction impacts on Victoria Park must be reinstated as soon as practicable.

### 13.2.2 Southern portal and Dutton Park Station

The location of the southern tunnel portal was a key concern for the local community, with strong objections to the proposed decommissioning of Dutton Park Station. The community felt the loss of rail services for the local community and access to local destinations was not adequately compensated in the Draft Reference Design.

In response to community and stakeholder feedback, further technical investigations and confirmation that the New Generation Rollingstock trains can operate on steeper grades than originally planned, Dutton Park Station can be retained and will remain open. As a result of this change, the length of transition from the tunnel to the existing tracks will be shorter and slightly steeper.

As a further enhancement, Dutton Park Station will be upgraded to be disability and mobility impaired accessible, and another platform face will be added on the western side.

### 13.2.3 Dutton Park bus connection at Kent Street

During consultation with the Southern Community Advisory Group, and in response to the Draft Reference Design, impacts on the Dutton Park area (such as the decommissioning of Dutton Park Station), the group proposed a bus connection along Kent Street to offset the impact of losing the train station.

Even though design refinements result in Dutton Park Station remaining open, the Kent Street bus option was considered a viable addition to improve operational efficiencies, allowing buses using the BaT tunnel to turn around close to the tunnel entrance.

The Kent Street bus option will also provide access to bus layover holding bays and driver facilities, and allow future opportunity for new connections to the BaT tunnel and the wider public transport network.

#### **13.2.4 Dutton Park pedestrian and cyclist access**

Given that the Dutton Park Station will now remain open, the proposed pedestrian and cyclist underpass is no longer required. As an alternative to the pedestrian underpass, a new pedestrian and cycle bridge will be constructed on the northern edge of the existing Annerley Road Bridge, providing improved access to Dutton Park Station.

It is proposed that the new bridge will also include construction of a lift and stairs for direct access down to the Dutton Park Station platforms.

#### **13.2.5 Reduced impacts on residential areas**

Residents and local businesses in close proximity to the two portals, three stations and above the tunnel alignment were concerned about how their local amenity and lifestyle would be negatively impacted during construction of the project, including excavation, tunnelling and spoil removal.

Issues included impacts from noise, dust, vibration, the duration of works and its impacts on lifestyle and amenity as well as changes to local road and parking.

In response to this feedback, the Reference Design has been revised, and the EIS will be structured, to ensure:

- the location of ventilation outlets does not directly impact residents
- spoil removal is appropriately managed
- appropriate construction techniques and mitigation measures will be selected to manage noise and vibration impacts
- appropriate mitigation measures are clearly outlined in the EIS.

### **13.3 Input to environmental assessment**

Preparation of the EIS involved a comprehensive investigation of the local conditions, existing environment, potential benefits and impacts resulting from the project, as well as issues of community concerns relating to the construction and operation of the project.

Community consultation contributed to the preparation of the EIS by helping to identify impacts and ways to minimise impacts and maximise potential benefits of the project.

In particular, consultation outcomes informed the preparation of the socio-economic assessment, including identification of community values, assessment of potential impacts on local communities, facilities and organisations and identification of mitigation measures.

Some of the mitigation measures identified in response to issues raised by community members and key stakeholders in community consultation are outlined below. A full list of mitigation measures for construction and operation are specified in the Environmental Management Plan.

Some of the proposed mitigation strategies include:

- implementing traffic management measures near construction works such as:
  - where possible, providing direct access from construction worksites to major roads to avoid or minimise truck traffic in residential streets
  - providing car parking for the construction workforce and implementing traffic control measures in areas surrounding worksites to minimise workers parking in residential streets
  - maintaining safe pedestrian and cycle access near construction works, including to community facilities such as schools, child care facilities, Land Bridge (Victoria Park) and public transport facilities.
- minimising disturbance to significant vegetation in Victoria Park and prior to vegetation clearing, remove and repair (where necessary) or replace the existing fauna boxes present in the northern section of Victoria Park
- using enclosed, acoustic-lined sheds at construction worksites as required for driven tunnelling works, involving extensive spoil handling and haulage
- ensuring trucks carrying spoil or other loose material are covered prior to leaving the construction worksite
- conducting pre- and post-construction building condition surveys for buildings and structures potentially affected by settlement or vibration effects
- using barriers and/or acoustic enclosures where residential uses are in close proximity to construction worksites
- establishing a 24-hour complaints management system during construction to receive and respond to community complaints
- implementing a comprehensive community information process to inform residents, businesses, community facilities and organisations, and commuters about construction activities, likely impacts and proposed mitigation measures.

### 13.4 Input to future consultation

During rounds 1 and 2 consultation, feedback was received from residents and stakeholders about future consultation strategies that they would like to see incorporated to maximise engagement.

Suggestions included:

- engaging directly with Princess Alexandra Hospital staff, patients and visitors rather than via management
- ensuring the project newsletter is distributed in a more timely manner, especially if it advertises upcoming consultation events
- considering alternative distribution methods for the project newsletter to avoid potential confusion with junk mail
- providing more information about expected changes to rail and bus services as a result of the project
- ensuring messaging in communication materials about the project benefits is clear and details how the project will:
  - facilitate Brisbane becoming an international city with world-class public transport

- interact with other existing and planned infrastructure to maximise benefits.
- providing greater clarity in project maps/plans to help denote the difference between portals, stations and feeder stations (electrical substations)
- considering using sms alerts to advise the community and stakeholders when new information is available or project milestones have been achieved
- considering increasing the public display locations to include locations outside the study corridor (this would be especially beneficial if the messaging in communication materials focuses on how the project will interact with other existing and planned infrastructure to maximise cumulative benefits).

## 14 Future communication and consultation

Given the scope, significance and complexity of the BaT project, a far-reaching communication and engagement program would need to be undertaken during the following future phases of the project.

- planning
- procurement
- detailed design and construction
- operation.

Future communication and consultation activities would be designed to keep the community and other stakeholders informed about the project, its benefits and design elements, and to provide opportunities for stakeholders to stay engaged with the project. The following sections provide an overview of ongoing consultation activities to be undertaken for the future phases of the project

### 14.1 Planning

During the remainder of Phase B, there are a number of communication and consultation activities still to be undertaken. These activities are identified in the following sections.

#### 14.1.1 Release of the Environmental Impact Statement

Round 3 consultation will be undertaken later in 2014 and will involve the exhibition of the EIS for public review and comment. This round will be statutory consultation and will:

- present the findings of the EIS investigations, including potential benefits and impacts and mitigation measures
- invite community members and agencies to make written submissions on the EIS, in accordance with the requirements of the *State Development and Public Works Organisation Act 1971* (SDPWO Act)
- release the Reference Design, including refinements made in response to community and stakeholder feedback received during rounds 1 and 2
- confirm volumetric requirements for property owners due to refinements to the Reference Design
- update stakeholders and the community about the project, including potential timing of government decisions about the project.

The EIS will be available for public review and comment in accordance with the SDPWO Act. As part of the public exhibition, the following activities are planned:

- publication of a notice in The Courier-Mail and The Australian newspapers informing community members of the availability of the EIS for public review, including invitation for community members and agencies to make written submissions to the Coordinator-General
- public display of the EIS at relevant locations within or near to the study corridor including, but not limited to:
  - Brisbane Square Library
  - State Library of Queensland
  - Annerley Library
  - Fairfield Library

- Grange Library
- Stones Corner Library
- Hamilton Library
- electorate and ward offices.
- display of the EIS on the project website.

Following public consultation, written submissions received on the EIS will be considered by the Coordinator-General when making a decision on the project.

Communication and consultation activities planned as part of Round 3 include, but are not limited to:

- holding a media event to announce release of the EIS
- distributing newsletter #2 to households and businesses in the consultation catchment area, providing details of the Reference Design, EIS and consultation opportunities
- displaying the EIS at various locations within the study corridor including libraries and electorate offices
- updating the project website, including availability of the EIS
- holding community information sessions at various locations within or near to the study corridor
- visiting stations to distribute communication materials
- holding meetings with the two Local Advisory Groups
- holding meetings and briefings for state agency and Brisbane City Council stakeholders
- holding meetings with community and industry stakeholders, as well as near neighbours, elected representatives and other key stakeholders
- hosting an online chat
- sending email updates to the community and industry email lists at key project milestones
- staffing the 1800 telephone and email enquiry lines
- undertaking ongoing communication and consultation with directly affected property owners and near neighbours, including distributing letters to property owners advising owners of the release of the Reference Design and EIS
- promoting the release of the EIS through social media channels
- presenting the project at a range of professional forums
- undertaking an online and print advertising and awareness campaign.

## 14.2 Procurement

Communication and consultation would be undertaken during the procurement phase (Phase C) to ensure that the community, property owners and other stakeholders are informed about the progress of the project, including timing of project decisions.

Communication and consultation activities to be undertaken would be determined during the procurement phase, but may include such activities as:

- updates to the project website
- ongoing meetings with property owners potentially directly affected by the project



- meetings with industry and other key stakeholders
- project announcements such as the preferred contractor or final design
- an advertising and media campaign.

### 14.3 Detailed design and construction

A Stakeholder and Community Engagement Management Plan (SCEMP) would be developed for the construction phase of the project (Phase D) to ensure local residents, communities and other stakeholders are well informed about construction timing, duration, likely impacts and measures to mitigate or manage potential construction impacts.

The SCEMP would be prepared during the procurement phase of the project (Phase C) and would be approved prior to the commencement of construction.

It is expected that the SCEMP would be developed in accordance with the Queensland Government's Engaging Queenslanders guidelines and other current best-practice community engagement principles as outlined by the *International Association of Public Participation*.

The SCEMP would demonstrate how the construction contractor would engage and build effective relationships with key stakeholders, including local residents, businesses and communities located near surface construction activities, above the tunnel alignment or within close proximity to construction works.

It would also outline how the contractor would provide timely and regular advice to the community about construction activities including managing construction impacts (such as site establishment, traffic and transport changes, construction hours, service relocations, noise and vibration, and dust issues).

The department would evaluate the effectiveness of the contractor's SCEMP every six months. It is then expected that the contractor would update the SCEMP incorporating client feedback and resubmit the management plan for review and approval.

Additionally, the department would expect that as a minimum the SCEMP would:

- incorporate the recommendations, and achieve the outcomes, for communication and engagement as outlined in the Draft Outline Environmental Management Plan (which is included as part of the project's Environmental Impact Statement (See Chapter 18))
- ensure local residents living in close proximity of any construction activity are well informed and engaged about construction activities prior to any work occurring
- ensure public transport users, motorists, pedestrians and cyclists are notified about construction activity and any potential or planned effects to the local traffic network (which includes footpaths, cycle paths, rail and bus operations)
- outline the process for how residents, community members and stakeholders could make enquiries or complaints
- outline the process to manage community issues and complaints including an effective complaints resolution, handling and escalation process
- ensure community notifications and local newsletters are well presented, written in plain English, are consistent with the department's corporate and visual style and are delivered in a timely manner
- ensure information is accessible and available in various forms (consistent with government requirements).

During construction, it is expected that as a minimum, the following communication and engagement activities would be implemented:

- establish a project website that includes up-to-date construction information
- maintain a 24-hour, seven-day-a-week community enquiry and telephone information line
- maintain a database register of community interactions
- use advertisements, emails, SMS alerts, and social media (Facebook and Twitter) to notify people of traffic changes and construction activities
- produce regular newsletters and local area updates
- provide early notification to owners and occupants of premises adjacent to the proposed works, or above tunnelling activities
- establish community advisory groups to provide timely advice on community issues and concerns relating to the construction of the project
- host community meetings and regular site tours to keep the community and key stakeholders will informed about construction progress.

## 14.4 Operation

The project is expected to be operational in 2021. In preparation for this operational phase, it is expected that, in the 12 months leading up to commissioning of the tunnel, a Community Liaison Plan, or similar document, would be prepared.

This document would identify the communication and engagement activities expected to be undertaken leading up to commissioning and in the first few years of operation. This may include activities such as:

- updates to the project website
- meetings with residents, industry and other key stakeholders
- a final project newsletter
- a media announcement to launch the completed project
- a social media campaign
- an advertising and media campaign to raise awareness of the tunnel completion and encourage patronage of the new services.

## 15 Conclusion

Between November 2013 and June 2014, the project has undertaken an extensive stakeholder and community consultation program.

Approximately 4,000 people participated in consultation activities with more than 2,200 pieces of feedback received by the project.

During consultation, the project engaged with the community and stakeholders through a variety of means including:

- distributing a project newsletter to 350,000 households and businesses across 70 Brisbane suburbs
- distributing 2,500 Dutton Park fact sheets
- distributing 3,400 letters to property owners
- holding six community information sessions with 281 attendees
- hosting one online chat and two online surveys with 222 participants
- holding 187 briefings, presentations and meetings
- establishing 19 unstaffed public displays at key locations along the study corridor
- visiting 31 stations to distribute 12,380 project flyers and newsletters
- holding a naming competition which received more than 1,000 suggestions
- establishing Local Advisory Groups and holding five meetings
- establishing Facebook and Twitter profiles which received 98 comments
- receiving more than 1,240 phone and email interactions
- establishing a project website which attracted more than 49,000 unique visits
- undertaking an advertising and media campaign
- announcing design refinements
- distributing Local Area Updates.

Stakeholder and community feedback has identified that the BaT project is in the public interest with most stakeholders generally supportive of the project and the long-term benefits it will provide.

The key issues raised during consultation related to:

- the location of the northern tunnel portal and impacts to Victoria Park
- the location of the southern tunnel portal and the decommissioning of Dutton Park Station
- construction impacts, including noise, dust, vibration, construction traffic, spoil extraction and haulage as well as worker parking and access
- property impacts, including volumetric acquisition, impact on property values and underground property development opportunities.

On 24 June 2014, the Queensland Government released a refined design for the BaT project that addressed community concerns received on the Draft Reference Design. Key changes included Dutton Park Station remaining open at the southern portal and a significant decrease in the permanent impacts to Victoria Park at the northern portal.

Feedback gathered throughout rounds 1 and 2 assisted the project team to more thoroughly understand community values and concerns across the study corridor.

This feedback has been reviewed in detail and has had a significant influence on the Reference Design, with the two major refinements resulting directly from community feedback.

Feedback has also been instrumental in refining the strategy for future rounds of community consultation so as to ensure greater community engagement and understanding of the project.

Feedback about the EIS and the community's concerns about construction impacts has helped inform the development of environmental mitigation measures, and as such will play a significant role in the delivery of the project (Phase D).

The next round of community consultation is expected later in 2014 and will seek feedback on the EIS.

The BaT project is committed to keeping the community, industry, agency and other key stakeholders informed about the project and its progress and will continue to seek input and feedback from them throughout the project's lifespan.

## **16 Attachment A – Project newsletter**





# BaT project

March – April 2014

## Next generation in public transport



Get set for a transport revolution. The Queensland Government has a plan to revolutionise public transport through the heart of Brisbane's CBD by significantly increasing the number of buses and trains able to cross the Brisbane River during peak hour.

Thousands of commuters across South East Queensland will enjoy faster, more frequent, direct and reliable trips into the CBD every day. The BaT (Bus and Train) project has been designed for passengers, making public transport the best way to travel to the CBD, freeing up existing capacity to serve key growth areas and saving valuable time for passengers across the region every day.

The BaT project is an affordable, efficient solution that brings together separate cross-river projects to expand the rail and bus network.

Projected to cost about \$5 billion, around \$3 billion less than the combined former proposals, it will be delivered using government-owned land and will have no direct surface-level private residential property requirements.

An early concept design for the project was released in November 2013. Following further engineering

and technical investigations, a Draft Reference Design is now available for public comment.

The Draft Reference Design is an important step in the planning process. It outlines the key elements of the project including the preferred alignment, the location of stations and associated infrastructure, how the project will be constructed and how it will operate.

Community feedback on the Draft Reference Design is being sought until 17 April 2014. The next step will be to finalise a Reference Design and prepare an Environmental Impact Statement.

The Queensland Government has begun discussions with the private sector about innovative ways to deliver the project. Early construction work could begin in 2015 with major construction activity ramping up in 2016. The current plan has construction finishing in 2020, with the tunnel operational in 2021.



### Ride the BaT

Brisbane's double-decked tunnel has a new name, following a statewide competition held earlier this year. BaT replaces the previous working title, Underground Bus and Train project.

A competition was hosted through the Get Involved website seeking an original name to reflect one of the most innovative public transport solutions in the world.

With almost 1000 creative entries received, an independent judging panel helped short-list the winning name.

**Lynne from Capalaba won a TransLink go card valid for up to \$3000 travel or six months usage.**

### Draft Reference Design is available for comment

Go to the back page of this newsletter to see how you can get involved and have your say.

**Great state. Great opportunity.**





## About the project

The BaT project is a proposed new five kilometre north-south tunnel that will deliver rail and bus together in a world-first design.

It combines a railway and a busway in a single, double-decked, 15-metre-wide tunnel beneath the Brisbane River and Brisbane's CBD.

The BaT project will run from Dutton Park in the south to Victoria Park at Spring Hill in the north with new underground stations at Woolloongabba, George Street and Roma Street.

It will be a critical new link in South East Queensland's public transport network, delivering the combined benefits of previous rail proposals and Brisbane City Council's Suburbs 2 City bus project.

The project will lay the foundation for a sophisticated, international-standard, 'turn up and go' transit system for South East Queensland.

It is expected to cost about \$5 billion.

The Queensland Government is working in partnership with Brisbane City Council to deliver the project.



## Faster, reliable, connected

The BaT project has been designed for commuters, making public transport the best way to travel to the CBD.

The new tunnel will provide a faster, more direct route to and through the CBD complementing existing rail connections and busways, saving valuable time for passengers across the region every day.

The new river crossing will enable the rail and bus networks to be streamlined across the CBD, taking pressure off the network at key locations such as the Cultural Centre and Central Rail Station.

This will result in faster, more reliable and direct services, giving passengers

the confidence that they will make it to their destination on time.

Simultaneously expanding the region's two core transport networks will achieve unprecedented connectivity between train and bus travel. Roma Street and Woolloongabba stations will become major interchanges, each servicing a different side of the river. Local services will run from these hubs, giving commuters more direct, frequent links to hospitals, sports stadiums, universities, shops, parklands and workplaces.

## Geotechnical drilling to unearth rock quality

Early technical investigations to help inform the project's Reference Design are well progressed.

Earlier this year, the Sea Lift 7 barge (pictured) began geotechnical drilling in the Brisbane River. Core samples from up to 23 different locations are being gathered from up to 65 metres deep into the river bed.

Land-based drilling is also underway, with about 60 boreholes to be drilled at various locations along the proposed tunnel alignment.

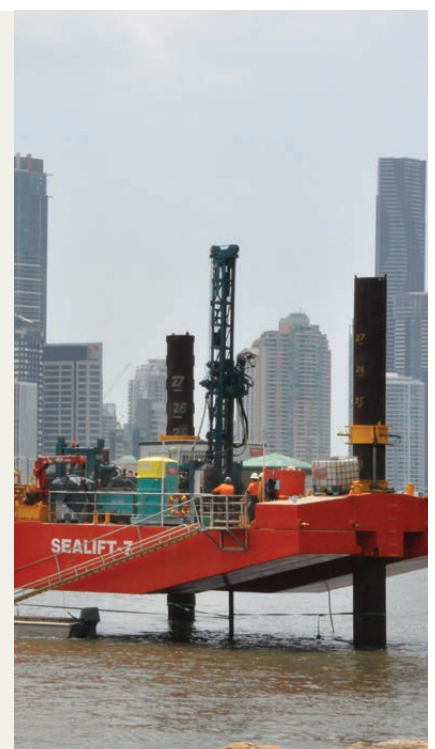
Geotechnical drilling investigations will provide geological core samples to help better understand rock and groundwater conditions. The core samples collected will give an indication of rock quality and will

ultimately inform optimised tunnel and station construction methods.

Results to date suggest rock quality is ideal for tunnelling and includes hard rock types such as Neranleigh-Fernvale beds, one of the rock types the Clem 7 and Legacy Way tunnels have encountered, and Aspley Formation.

Drilling investigations are undertaken by a range of specialised drilling rigs that draws up tubular core samples of rock. Both river and land boreholes are drilled to varying depths depending on the information required, with each borehole 100mm in diameter.

For more information about works as they happen, visit [www.qld.gov.au/batproject](http://www.qld.gov.au/batproject).







The Draft Reference Design for the BaT project is now available for community feedback. The current design includes details of where the tunnel will be located, how deep it will be, where the stations will be located and how the project could be constructed.

### Key features include:

- a single, double-decked 15-metre-wide tunnel (two bus lanes stacked over two rail lines)
- five kilometre tunnel from Dutton Park in the south to Victoria Park at Spring Hill in the north
- alignment runs under the Brisbane River and CBD
- three new underground stations to be located at Woolloongabba, George Street and Roma Street
- modern, comfortable underground stations that include platform screen doors and ventilation
- state-of-the-art transport systems including European Train Control Systems (signals)
- surface connections to existing busway and rail networks.

### Southern Portal

Key features include:

- tunnel begins beside Boggo Road Urban Village
- the rail link gradually connects at surface level just north of Annerley Road Bridge to join the southern rail lines
- the busway link connects with the Eastern Busway between the Boggo Road and PA Hospital busway stations
- bus layovers are situated adjacent to the tunnel portal
- construction is likely to start here and move north.

### Dutton Park Rail Station

As part of the project, Dutton Park Rail Station will be decommissioned to allow new and existing infrastructure to fit within the rail corridor.

Containing the tunnel infrastructure in this area minimises the need for any private residential property surface-level requirements.

Dutton Park Rail Station is one of the least patronised inner city stations in the network.

The station is proposed to be decommissioned after 2016.

### New Princess Alexandra Hospital pedestrian and cycle link

A new direct pedestrian link under the rail line is proposed to link the Princess Alexandra (PA) Hospital to Boggo Road Urban Village.

The underpass will connect public spaces on either side of the rail corridor, giving workers, patients and nearby residents improved transport access to Park Road Rail Station and Boggo Road Busway Station. It will also allow cyclists to transfer from the existing





bikeway at the PA Hospital to Railway Terrace and on toward the bikeway at Annerley Road and the Eleanor Schonell Bridge to the University of Queensland.

### Woolloongabba Station

Woolloongabba Station will become a key interchange for regional commuters, with one main entrance connecting directly to the existing Woolloongabba Busway Station.

This station will aid the planned renewal of this growing area. Sports fans will love its location, right next to the iconic 'Gabbba'.

It will also be a primary connection for direct bus services to the University of Queensland.

### George Street Station

George Street Station will take train travel into new parts of Brisbane's CBD, easing peak-hour congestion in other CBD stations.

Its prime location at the corner of George and Mary streets, close to the Queensland University of Technology

Gardens Point Campus, means students will enjoy a short walk to and from the station.

Workers at the new Queen's Wharf Brisbane development will also enjoy high-frequency bus and train travel on their doorstep, with the station also serving the government precinct and 1 William Street building.

Opportunities to create additional entry points will be investigated as part of the Queen's Wharf Brisbane development planning process.

### Roma Street Station

Roma Street Station will greatly expand South East Queensland's primary transport hub at Roma Street.

Located beneath the north-east corner of the existing Roma Street Rail Station, the underground station will connect directly into the existing station.

Long-distance travellers, city residents, visitors and workers will find it easy to transition between rail and bus services using this connection. A major, new entry into the underground station from

Upper Albert Street and new boulevard links to Roma Street Parkland will greatly improve access into the station from the parklands, Spring Hill and northern parts of the CBD via Albert Street.

### Northern Portal

Key features include:

- the double-decked tunnel begins within the rail corridor at Victoria Park, just west of Centenary Pool
- an 800 metre, street-level busway link connects the tunnel to the Northern Busway, near the Royal Brisbane and Women's Hospital, and the Inner City Bypass (heading west)
- trains emerging from the tunnel will connect to the Exhibition Line, immediately west of Bowen Bridge Road.

Detailed maps of the Draft Reference Design are available online at [www.qld.gov.au/batproject](http://www.qld.gov.au/batproject) and at upcoming community information sessions.



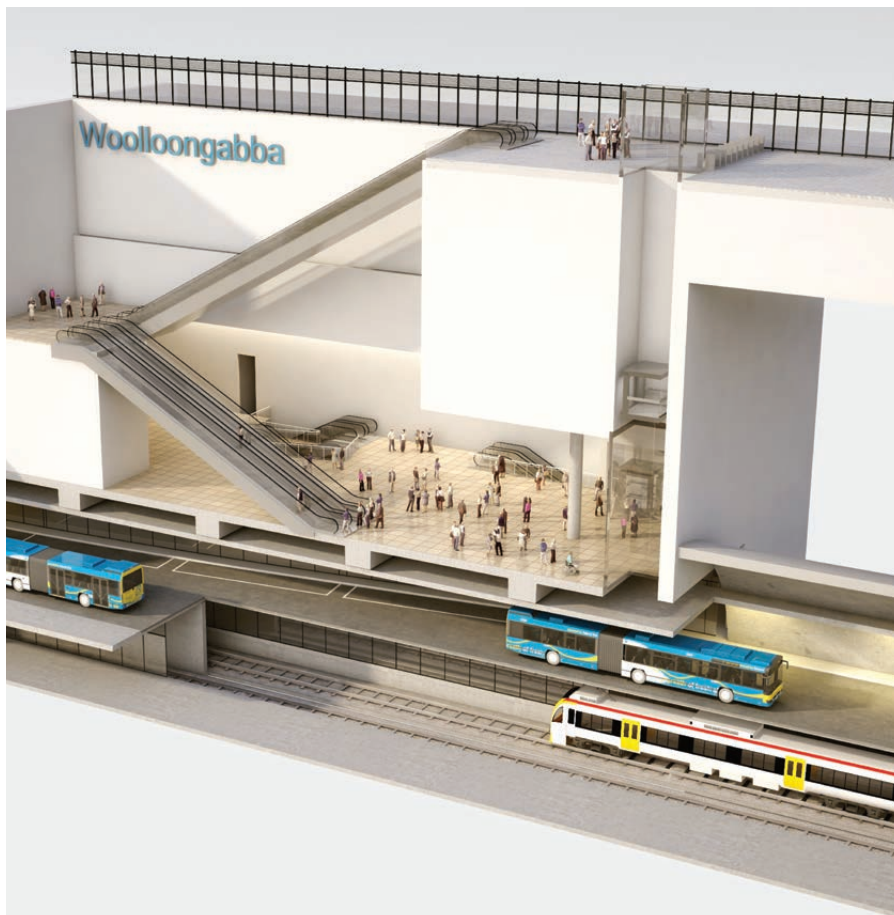
## Improving the customer experience

BaT stations are being planned so that customers have an improved public transport experience. Stations will aim to blend seamlessly into the existing urban fabric, with street-level entries to the platforms below.

While the platforms will sit about 35 to 50 metres underground, lifts and escalators will take passengers directly from street-level to a main underground concourse and then down to the platforms. Swapping between rail and bus services will be as simple as moving between platforms.

Full-length, automatic glass doors will separate passengers on platforms from the bus and rail tracks, providing a fully ventilated, air-conditioned waiting area.

Proposed station entries aim to integrate with surrounding buildings and public spaces, supporting redevelopment opportunities. Better walking and cycling connections to the stations will also be a focus of urban renewal activities.



Woolloongabba Station artist's impression



**Kenmore to CBD  
BY BUS**



**Beenleigh to CBD  
BY TRAIN**



**UQ to CBD  
BY BUS**

**FASTER**  
MORE DIRECT TRIPS TO



**JOB**



**UNIVERSITIES**



**HOSPITALS**

## Future proofing the region

The BaT project is a once-in-a-generation project that will provide a critical new link in South East Queensland's public transport network. Giving trains and buses an additional Brisbane River crossing will unlock congestion hotspots, take pressure off existing infrastructure and pave the way for future network growth.

Cross-river trips will be faster and more direct. There will be extra Gold Coast and new Beenleigh express rail services. New Kuraby services will travel via the Merivale Bridge to create continued direct access to South Brisbane from the south.

The BaT project is the first step in enabling peak services on the Cleveland Line to increase and the possibility of linking new regional centres such as Flagstone to the CBD.

The project aims to plug a critical gap in the busway network by providing a congestion-free journey through the heart of the CBD. Frequent bus services will cater for both BaT and existing busway stations.

The design of the public transport network will continue to evolve as

the project progresses through to opening. It will focus on improving connectivity to better access the inner city and CBD fringe. Ongoing planning will improve integration between bus, rail, ferry and active transport modes, as well as taking advantage of the significant increase in capacity that the BaT project offers.

**Stations less than a  
10-MINUTE  
WALK**  
from almost anywhere  
in the CBD



## Environmental studies underway

Environmental investigations for the BaT project are well underway with a draft Environmental Impact Statement (EIS) expected to be released for public consultation later this year.

The draft EIS will present a detailed assessment of impacts and benefits related to the construction and operation of the project, especially for nearby communities.

Some of the key areas of investigation include addressing potential construction impacts such as changes to road access, noise and vibration, air quality and local amenity.

Ways to manage construction activities will also be considered through the EIS process. This will include preparing guidelines to monitor on-site construction to ensure activities maintain reasonable environmental amenity.

Later this year, the community will have an opportunity to comment on the draft EIS and make a

formal, written submission to the Coordinator-General.

The Coordinator-General will take into account all properly made, written submissions and any other relevant material when preparing a report evaluating the EIS.

For more information about the EIS process visit [www.dsdiq.qld.gov.au](http://www.dsdiq.qld.gov.au).

## Have your say

Community consultation is an important part of planning for the BaT project. During this round of consultation, the project team wants your feedback on the Draft Reference Design.

Find out more about the project at a community information session. You can speak directly with the project team at these events. There is no need to RSVP for these sessions. Just turn up on the day at any time between the scheduled hours.

Have your say on the Draft Reference Design by **17 April 2014**.

| Date              | Time     | Location  |
|-------------------|----------|---|
| Thursday 27 March | 3–5pm    | Brisbane Square Library, Community Meeting Room – 266 George Street, Brisbane                   |
| Saturday 29 March | 10am–1pm | Dutton Park State School, Assembly Hall – 112 Annerley Road, Dutton Park                        |
| Tuesday 1 April   | 5–7pm    | Brisbane Girls Grammar School – Gregory Terrace, Spring Hill                                    |
| Thursday 3 April  | 11am–2pm | 111 George Street, Auditorium on lower plaza level – Cnr George and Charlotte streets, Brisbane |
| Saturday 5 April  | 11am–2pm | Centenary Pool, Community Room – 400 Gregory Terrace, Spring Hill                               |
| Wednesday 9 April | 4–7pm    | Brisbane German Club, Hall – 416 Vulture Street, Woolloongabba                                  |

## Online chat session

If you are unable to attend one of the planned community information sessions, you may like to join an online chat session. The online session will be held on Monday 14 April 2014 from 12–2pm.

## Contact the team

For further information about the BaT project, please contact the project team:

- Phone: **1800 010 875\*** during business hours
- Email: [batproject@tmr.qld.gov.au](mailto:batproject@tmr.qld.gov.au)
- Web: [www.qld.gov.au/batproject](http://www.qld.gov.au/batproject)
- Facebook: [www.facebook.com/BATProjectBrisbane](http://www.facebook.com/BATProjectBrisbane)
- Twitter: [@BATProjectBris](https://twitter.com/BATProjectBris)
- Post: BaT project  
Department of Transport and Main Roads  
GPO Box 673, Fortitude Valley Qld 4006



\* Free call from anywhere in Australia, call charges apply for calls from mobile phones and payphones. Check with your service provider for call costs. If you require a language interpreter, please contact **13 14 50** (from within Australia) and quote **1800 010 875**. If you have a hearing or speech impairment, please call the TTY service on **13 36 77** and quote **1800 010 875**.

## **17 Attachment B – Print advertising schedule and example**



| Date                     | Type and size of advertisement           | Publication           |
|--------------------------|--|-----------------------|
| Saturday, 22 March 2014  | Consultation advertisement, ¼ page, mono | The Courier-Mail      |
| Sunday, 23 March 2014    | Consultation advertisement, ¼ page, mono | The Sunday Mail       |
| Monday, 24 March 2014    | Consultation advertisement, ¼ page, mono | mX News               |
| Wednesday, 26 March 2014 | Consultation advertisement, ¼ page, mono | mX News               |
| Wednesday, 26 March 2014 | Consultation advertisement, ¼ page, mono | South-East Advertiser |
| Thursday, 27 March 2014  | Consultation advertisement, ¼ page, mono | City South News       |
| Thursday, 27 March 2014  | Consultation advertisement, ¼ page, mono | City North News       |
| Saturday, 29 March 2014  | Consultation advertisement, ¼ page, mono | The Courier-Mail      |
| Monday, 31 March 2014    | Consultation advertisement, ¼ page, mono | mX News               |
| Wednesday, 2 April 2014  | Consultation advertisement, ¼ page, mono | South-East Advertiser |
| Wednesday, 2 April 2014  | Consultation advertisement, ¼ page, mono | mX News               |
| Thursday, 3 April 2014   | Consultation advertisement, ¼ page, mono | City North News       |
| Thursday, 3 April 2014   | Consultation advertisement, ¼ page, mono | City South News       |
| Wednesday, 9 April 2014  | Consultation advertisement, ¼ page, mono | South-East Advertiser |
| Thursday, 10 April 2014  | Consultation advertisement, ¼ page, mono | City South News       |
| Thursday, 10 April 2014  | Consultation advertisement, ¼ page, mono | City North News       |

# Have your say about the BaT project

The Department of Transport and Main Roads has released the Draft Reference Design for the BaT (Bus and Train) project – the critical new link in South East Queensland's public transport network.

In a world-first design, the BaT project will combine a railway and a busway in a single, double-decked, 15-metre-wide tunnel beneath the Brisbane River and Central Business District.

The five kilometre tunnel will stretch from Dutton Park in the south to

Victoria Park at Spring Hill in the north, with new underground stations at Woolloongabba, George Street and Roma Street.

Consultation on the Draft Reference Design is now underway. Have your say by Thursday 17 April 2014.

Attending an information session is a great way to find out more about this exciting project and see how planning is progressing.

## Attend an information session to find out more

| Date                     | Time     | Location  |
|--------------------------|----------|---|
| <b>Tuesday 1 April</b>   | 5–7pm    | Brisbane Girls Grammar School<br>Gregory Terrace, Spring Hill   |
| <b>Thursday 3 April</b>  | 11am–2pm | 111 George Street, Auditorium on lower plaza level<br>Cnr George and Charlotte streets, Brisbane                                      |
| <b>Saturday 5 April</b>  | 11am–2pm | Centenary Pool, Community Room<br>400 Gregory Terrace, Spring Hill  |
| <b>Wednesday 9 April</b> | 4–7pm    | Brisbane German Club, Hall<br>416 Vulture Street, Woolloongabba   |
| <b>Monday 14 April</b>   | 12–2pm   | Online virtual information session<br>For more details visit <a href="http://www.qld.gov.au/batproject">www.qld.gov.au/batproject</a> |

For more information about the Draft Reference Design visit [www.qld.gov.au/batproject](http://www.qld.gov.au/batproject) or call **1800 010 875\*** during business hours.

*\* Free call from anywhere in Australia, call charges apply for calls from mobile phones and payphones. Check with your service provider for call costs.*

**Great state. Great opportunity.**



**Queensland  
Government**



## **18 Attachment C – Online advertising example**



[News](#)
[Sport](#)
[Business](#)
[Politics](#)
[Comment](#)
[Tech](#)
[Entertainment](#)
[Life & Style](#)
[Travel](#)
[Cars](#)
[Property](#)

Brisbane Live

Brisbane

21° 28°

NOW MAX

Showers increasing

Traffic Conditions

brisbanetimes.com.au

INDEPENDENT. ALWAYS.

Are you the next Jeremy Clarkson?

Click here for more...

MY NEWS

MY CLIPPINGS

MY COMMENTS

MY HISTORY

HI THERE!

LOGOUT

BaT project

Community consultation on now – get involved!

Catch

A RIDE TO THE FUTURE

Hopes dashed for Flight MH370

Missing plane crashed in the southern Indian Ocean, says Malaysian Prime Minister, citing new satellite data. All 239 passengers presumed dead.

Official statement

Families informed of fate

As it happened

'Shot in the dark': How MH370 was tracked

A new, unprecedented satellite tracking technique ruled out the northern corridor.

'Impossible' for lawyers to trust Bleijie, says ex-solicitor-general

AMY REMEKIS | 7:32am

Attorney-General accused of embarrassing senior judge to score political points.

Woman dead in suspected stabbing

KRISTIAN SILVA | 6:31am

Man in stable condition in hospital after incident at hotel near Garden City.

School guidelines 'could lock kids out'

AMY REMEKIS

Education staff fear discipline guidelines could rob children of an education.

TV games kids 'lose more weight'

I'm scared of u': Reeva's message to Pistorius

Live music 'not dead' in Brisbane - but support is needed

Beer for breakfast at the Brewsvegas beer festival

Crowd silent after Knights back-rower stretchered off

Supersonic jet to

MH370 debris-search flight 'has been successful'

RAAF Orion search crew drops smoking markers after spotting up to four items of debris in the ocean that could be from missing Malaysian flight MH370.

3 NEW UNDERGROUND STATIONS

COMBINING BUS AND RAIL

Lovers find their place in Buderim

Reader Offer Reg Mombassa art.

Great state. Great opportunity.

Authorised by the Queensland Government, George Street, Brisbane.

UNIVERSITIES

HOSPITALS

JOBS

Communication and Consultation Report, BaT (Bus and Train) project, November 2013 – June 2014



## **19 Attachment D – Social media posts**



| Date             | Facebook post  |
|------------------|--|
| 18 November 2013 | <p>Welcome to the official Underground Bus and Train project.</p> <p>This page is operated by the Queensland Government Department of Transport and Main Roads and will be operated from 8am – 5pm, Monday to Friday.</p> <p>We'll use this page to keep you updated on the project and community consultation events. Get on board this amazing project for South East Queensland!</p>  |
| 16 January 2014  | <p>Premier Campbell Newman, Acting Transport and Main Roads Minister Lawrence Springborg and Lord Mayor Graham Quirk visited the SeaLift 7 jack up barge today to inspect the start of geotechnical drilling investigations in the Brisbane River.</p>   |
| 19 March 2014    | <p>The Draft Reference Design has been released and can be found on our new look site visit <a href="http://www.qld.gov.au/batproject">www.qld.gov.au/batproject</a>.</p>  |
| 10 April 2014    | <p>Have you got any questions you'd like to ask our BaT project team? On Monday April 14, we'll be hosting the very first BaT Chat between 12pm and 2pm.</p> <p>We'll have the project director, transport specialists and technical director there answering your questions in real time. People can access the chat through our Facebook page on the day, or via this link: <a href="http://www.rumbletalk.com/client/chat.php?LtpbY1e3">http://www.rumbletalk.com/client/chat.php?LtpbY1e3</a>.</p> |
| 21 May 2014      | <p>The new underground George Street BaT station will be ideally placed at the front door of Queen's Wharf Brisbane. Check out their flyover video.</p> <p>Queen's Wharf Brisbane is a nine hectare site area with 700m river frontage. It will be a unique and vibrant new world city development that attracts visitors and investment, reconnects the activity of the Brisbane city centre to the river, preserves and celebrates Brisbane's heritage, and delivers high quality public spaces.</p> |
| 24 June 2014     | <p>Design refinements announced to the BaT Draft Reference Design. Permanent impacts significantly decreased in Victoria Park. Dutton Park Station remains open</p> <p><a href="http://www.qld.gov.au/transport/projects/bat/design/refinements/index.html">http://www.qld.gov.au/transport/projects/bat/design/refinements/index.html</a>.</p>  |

| Date             | Twitter post  |
|------------------|---|
| 17 November 2013 | In a world first, we are combining a railway and busway in a single, 15-metre-wide tunnel stretching from Dutton Park to Victoria Park.   |
| 21 November 2013 | Provide your feedback on the Coordinator-General's draft terms of reference for an EIS. Comments close Dec 20 at 5pm.   |
| 20 February 2014 | Don't miss your chance win a \$3000 TransLink go card by naming this project! Entries close noon on Sunday. Good luck!  |
| 25 March 2014    | Have your say on the Draft Reference Design tomorrow at Brisbane Square Library, 3-5pm. See you there!  |
| 8 April 2014     | Join us tonight at the Brisbane German Club, 416 Vulture Street, opposite the Gabba from 4 to 7pm for another community information session.  |
| 24 June 2014     | Design refinements to BaT project. Permanent impacts significantly decreased in Vic Pk. Dutton Pk Stn remains open. <a href="http://www.qld.gov.au/batproject">http://www.qld.gov.au/batproject</a> . |



## **20 Attachment E – Sample email update**



## BaT

---

**From:** BAT Project  
**Sent:** Thursday, 10 April 2014 5:33 PM  
**To:** BaT  
**Subject:** Bus and Train project - Thank you for attending

[View Online](#)



[Like us on Facebook](#) - [Forward to a friend](#) - [Unsubscribe](#)

### **Thank you for attending a BaT community information session**

Thank you for attending one of the BaT (Bus and Train) project's community information sessions. We hope you found your session informative.

Community consultation is an important part of planning for the BaT project and during this current round of consultation, we're asking for feedback on the project's [Draft Reference Design](#).

Your feedback will inform future stages of the project including development of the Draft Environmental Impact Statement later this year.

Thank you for your interest in the project and we look forward to keeping you informed as the project progresses.

### **Have your say in our online survey**

In addition to the feedback you provided at the community information session, you can also complete the BaT [online survey](#).

This survey is open until Thursday, 17 April 2014.

### **Have your say in our online chat**

The online BaT chat session will provide an opportunity for people to have their say on the Draft Reference Design and will be particularly useful for people who couldn't make it to a consultation event or have follow up questions.

It will be the project's last consultation event in this round of consultation.

The online session will be held on Monday, 14 April from 12–2pm.

[Join the chat.](#)

## BaT at a glance

- 5km long and 15m wide tunnel from Dutton Park to Spring Hill
- Single, double-decked rail and bus tunnel – a world first
- 3 proposed underground stations at Woolloongabba, George Street and Roma Street
- Early construction works could begin in 2015
- Major construction mid-2016
- Proposed to be open for travel in 2021
- Expected to cost about \$5 billion.



## Contact the project team

**Phone:** 1800 010 875 during business hours\*

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

**Web:** [www.qld.gov.au/batproject](http://www.qld.gov.au/batproject)

**Facebook:** [www.facebook.com/BATProjectBrisbane](https://www.facebook.com/BATProjectBrisbane)

**Twitter:** @BATProjectBris

**Post:** BaT project, Department of Transport and Main Roads, GPO Box 673, Fortitude Valley Qld 4006

\*Free call from anywhere in Australia, call charges apply for calls from mobile phones and payphones. Check with your service provider for call cost).

- If you require a language interpreter, please contact 13 14 50 (from within Australia) and quote 1800 010 875.
- If you have a hearing or speech impairment, please call the TTY service on 13 36 77 and quote 1800 010 875.

## Privacy statement

The Queensland Government is bound by the Information Privacy Act 2009. We will not share your personal information to third parties without your consent, unless required by law. Read our [privacy statement](#) for details.

Great state. Great opportunity.



You have been subscribed to the BaT project email list as you have previously shown interest in the project. If you would like to be removed from the email list, please click the unsubscribe link below.

This email was sent by Department of Transport and Main Roads, [batproject@tmr.qld.gov.au](mailto:batproject@tmr.qld.gov.au) to [BaTproject@tmr.qld.gov.au](mailto:BaTproject@tmr.qld.gov.au)

[Edit my Profile](#) | [Unsubscribe](#)



## **21 Attachment F – Key stakeholder meetings**



| Date             | Stakeholder  | Summary                           |
|------------------|--|-----------------------------------|
| 10 December 2013 | Royal National Agricultural and Industrial Association of Queensland (RNA) | Project introduction              |
| 16 December 2013 | Rail Back on Track   | Project introduction              |
| 19 December 2013 | University of Queensland   | Project introduction              |
| 15 January 2014  | Rail Back on Track   | Project update                    |
| 31 January 2014  | Brisbane Transit Centre  | Brisbane Transit Centre impacts   |
| 7 February 2014  | University of Queensland   | Project update                    |
| 12 February 2014 | Proponent Briefing – Queen's Wharf Brisbane                                | Project update                    |
| 12 February 2014 | Queensland University of Technology  | George Street Station and QUT     |
| 19 February 2014 | Infrastructure Partnerships Australia                                      | Project briefing                  |
| 6 March 2014     | Brisbane Airport Corporation   | Project introduction              |
| 6 March 2014     | Energex  | Project introduction              |
| 10 March 2014    | Turrbal Association  | Project introduction              |
| 14 March 2014    | AirTrain   | Project introduction              |
| 19 March 2014    | Permanent Way Institution  | Project introduction              |
| 25 March 2014    | Infrastructure Australia   | Project update                    |
| 26 March 2014    | Queensland Infrastructure Investment                                       | Video conference                  |
| 27 March 2014    | Spring Hill Community Planning Team  | Precinct Planning                 |
| 9 April 2014     | Turrbal Association  | Present Draft Reference Design    |
| 10 April 2014    | Australasian Tunnelling Society  | Project introduction presentation |
| 10 April 2014    | Brisbane Infrastructure Council (Brisbane City Council)                    | Project introduction presentation |
| 24 April 2014    | Brisbane Airport Corporation   | Project introduction              |
| 1 May 2014       | Transport and Tourism Forum  | Project briefing                  |
| 5 May 2014       | Government of Indonesia Infrastructure Delegation                          | Project introduction              |
| 6 May 2014       | Queensland Transport Infrastructure  | Project briefing                  |
| 9 May 2014       | TransLink Public Transport Advisory Group                                  | Project briefing                  |
| 14 May 2014      | Infrastructure Sustainability Council of Australia                         | Project briefing                  |
| 15 May 2014      | Business South Bank  | Project briefing                  |
| 21 May 2014      | Queen's Wharf Advisory Committee   | Project update                    |
| 23 May 2014      | Queensland University of Technology (G20 display)                          | Project update                    |

| Date         | Stakeholder  | Summary              |
|--------------|--|----------------------|
| 27 May 2014  | Gabba Business Association   | Project introduction |
| 3 June 2014  | Turrbal Association  | Project update       |
| 4 June 2014  | Australian Institute of Traffic Planning and Management                    | Project update       |
| 5 June 2014  | Royal National Agricultural and Industrial Association of Queensland (RNA) | Project update       |
| 6 June 2014  | Queensland Motorways   | Project update       |
| 25 June 2014 | The Railway Technical Society of Australasia (Queensland)                  | Project update       |
| 26 June 2014 | Brisbane CBD Bicycle User Group  | Project update       |



## **22 Attachment G – Industry meetings**



| Date             | Stakeholder   | Summary                     |
|------------------|---|-----------------------------|
| 5 December 2013  | Industry briefing (205 attendees)   | Industry briefing #1        |
| 21 January 2014  | Salini, GHD and Bielby  | Preliminary market sounding |
| 21 January 2014  | Ghella  | Preliminary market sounding |
| 21 January 2014  | Thiess and John Holland   | Preliminary market sounding |
| 21 January 2014  | Macquarie Capital   | Preliminary market sounding |
| 21 January 2014  | Plenary Group   | Preliminary market sounding |
| 21 January 2014  | Acciona   | Preliminary market sounding |
| 21 January 2014  | Bouygues  | Preliminary market sounding |
| 11 February 2014 | Queensland Major Contractors, Australian Industry Group, Thiess John Holland, Leighton Contractors, Lend Lease, Ostwald Bros, BGC | Project update              |
| 11 March 2014    | McConnell Dowell  | Project introduction        |
| 2 April 2014     | Industry briefing (205 attendees)   | Industry briefing #2        |
| 14 April 2014    | Leighton  | Market sounding             |
| 15 April 2014    | Brookfield Multiplex  | Market sounding             |
| 15 April 2014    | Laing O'Rourke  | Market sounding             |
| 16 April 2014    | BTMU  | Market sounding             |
| 16 April 2014    | John Laing  | Market sounding             |
| 16 April 2014    | Macquarie Capital   | Market sounding             |
| 16 April 2014    | Marubeni  | Market sounding             |
| 17 April 2014    | Infrared Capital Partners   | Market sounding             |
| 17 April 2014    | Capella Capital   | Market sounding             |
| 17 April 2014    | Alstom  | Market sounding             |
| 17 April 2014    | Bouygues  | Market sounding             |
| 22 April 2014    | Bombardier  | Market sounding             |
| 22 April 2014    | McConnell Dowell  | Market sounding             |
| 23 April 2014    | Thales  | Market sounding             |
| 23 April 2014    | Ansaldo   | Market sounding             |
| 23 April 2014    | Thiess John Holland   | Market sounding             |
| 24 April 2014    | Plenary Group   | Market sounding             |
| 24 April 2014    | Balfour Beatty  | Market sounding             |
| 28 April 2014    | Australian Trade Commission (France)  | Project introduction        |
| 12 May 2014      | LogiKal   | Project update              |
| 12 May 2014      | Worley Parsons  | Project update              |

| Date         | Stakeholder                   | Summary        |
|--------------|-------------------------------|----------------|
| 14 May 2014  | Hatch                         | Project update |
| 15 May 2014  | Egis Road Operation Australia | Project update |
| 13 June 2014 | SK E&C                        | Project update |
| 13 June 2014 | GHD and Weston Williamson     | Project update |
| 19 June 2014 | Egis Road Operation Australia | Project update |
| 23 June 2014 | Bechtel                       | Project update |

## **23 Attachment H – Agency meetings**



| Date  | Stakeholder   | Summary  |
|---|---|--|
| 6, 13, 20 and 27 November 2013  | Department of State Development, Infrastructure and Planning  | IAS and EIS process meetings   |
| 22 and 29 January 2014<br>5, 12, 20 and 27 February 2014<br>13 and 17 March 2014<br>1, 8, 16, 23 and 30 April 2014<br>7 and 29 May 2014<br>2, 12 and 25 June 2014             | Department of State Development, Infrastructure and Planning  | EIS meetings   |
| 12 February 2014 x 4 meetings<br>29 January 2014 x 5 meetings<br>5 February 2014 x 1 meeting<br>14 May 2014 x 1 meeting<br>15 May 2014 x 1 meeting<br>16 May 2014 x 1 meeting | Department of State Development, Infrastructure and Planning<br>Brisbane City Council<br>Department of Environment and Heritage Protection<br>TransLink<br>Department of Transport and Main Roads | EIS agency workshops: <ul style="list-style-type: none"> <li>• Air</li> <li>• Contaminated land</li> <li>• Flooding</li> <li>• Heritage</li> <li>• Land use planning</li> <li>• Natural assets</li> <li>• Noise and vibration</li> <li>• Social impacts</li> <li>• Traffic and Transport</li> <li>• Water</li> </ul> |
| 12 December 2013<br>23 January 2014<br>6, 20 February 2014<br>13 March 2014<br>30 May 2014  | Queensland Fire and Emergency Services  | Emergency Services meetings  |
| 2 December 2013   | Department of Community Safety  | Briefing for Fire Services Commissioner  |
| 12 December 2013  | Whole of government (various agencies)  | Briefing #1  |
| 10 January 2014   | Department of Housing and Public Works  | Property impacts (Woolloongabba)   |
| 5 February 2014   | Department of State Development, Infrastructure and Planning, Brisbane City Council, Department of Transport and Main Roads   | Precinct Planning Advisory Group   |
| 5 February 2014   | Brisbane City Council   | Briefing – Northern Portal Bus and Traffic Ramps to ICB  |
| 7 February 2014   | Queensland Heritage Council   | Briefing   |

| Date             | Stakeholder  | Summary   |
|------------------|--|---|
| 7 February 2014  | TransLink, Department of Transport and Main Roads  | Bus reform  |
| 11 February 2014 | Brisbane City Council (Communications)   | Project overview and consultation approach                  |
| 13 February 2014 | Department of State Development, Infrastructure and Planning   | Woolloongabba Priority Development Area                     |
| 19 February 2014 | Brisbane City Council  | Demographic data  |
| 25 February 2014 | TransLink, Queensland Rail, Department of Transport and Main Roads   | European Train Control System                               |
| 28 February 2014 | Brisbane City Council<br>Department of State Development, Infrastructure and Planning<br>Department of Environment and Heritage Protection<br>Department of Housing and Public Works<br>Maritime Safety Queensland<br>Various private sector companies | Queen's Wharf Brisbane Master Planning Workshop             |
| 28 February 2014 | Brisbane City Council<br>Department of State Development, Infrastructure and Planning  | Queen's Wharf Brisbane and Traffic and Engineering workshop |
| 4 March 2014     | Queensland Rail Operations SLT Briefing  | Project update meeting                                      |
| 5 March 2014     | TransLink  | Air Train impacts   |
| 6 March 2014     | TransLink<br>Queensland Treasury and Trade   | Project briefing  |
| 10 March 2014    | Department of Transport and Main Roads   | Public Utility Plant Phase B outcomes                       |
| 10 March 2014    | Queen's Wharf Brisbane Technical Advisory Group  | Precinct Planning   |
| 12 March 2014    | Qld Rail Network SLT Briefing  | Project update meeting                                      |
| 20 March 2014    | Department of State Development, Infrastructure and Planning   | Precinct Planning (Woolloongabba)                           |
| 20 March 2014    | Department of Housing and Public Works   | Roma Street and Draft Precinct Planning Review              |
| 21 March 2014    | Queensland Investment Commission<br>Department of Housing and Public Works   | Project update  |
| 24 March 2014    | Whole of government agency briefing  | Briefing #2   |
| 24 March 2014    | Brisbane City Council briefing   | Briefing #1   |
| 25 March 2014    | Department of State Development, Infrastructure and Planning   | Precinct Planning   |



| Date          | Stakeholder  | Summary   |
|---------------|--|---|
| 28 March 2014 | Department of Housing and Public Works and<br>Department of State Development,<br>Infrastructure and Planning  | Precinct Planning   |
| 28 March 2014 | Department of Housing and Public Works   | Precinct Planning   |
| 31 March 2014 | Board for Urban Places<br>Department of Housing and Public Works   | Precinct Planning   |
| 10 April 2014 | EcoSciences precinct representatives<br>CSIRO<br>Department of Housing and Public Works<br>Department of Science, Information<br>Technology, Innovation and the Arts<br>Department of Agriculture, Fisheries and<br>Forestry | Present Draft<br>Reference Design   |
| 10 April 2014 | Department of Housing and Public Works<br>Department of Science, Information<br>Technology, Innovation and the Arts  | Discuss development<br>opportunities Boggo<br>Road Urban Village<br>(Lot 2) |
| 11 April 2014 | Queensland Urban Utilities   | Project introduction<br>meeting   |
| 15 April 2014 | Queensland Planning & Infrastructure<br>Committee (arranged by Property Council of<br>Australia)   | Project introduction<br>presentation  |
| 28 May 2014   | TransLink  | Next Generation<br>Ticketing Project  |
| 28 May 2014   | Department of State Development,<br>Infrastructure and Planning  | Project update  |
| 5 June 2014   | Department of Housing and Public Works   | Project update  |
| 6 June 2014   | Department of Science, Information<br>Technology, Innovation and the Arts<br>Department of Housing and Public Works<br>CSIRO   | Project update  |
| 26 June 2014  | Brisbane City Council (City Parklands)   | Project logistics   |



## **24 Attachment I – Affected properties, near neighbours and other community meetings**



| Date             | Stakeholder  | Summary  |
|------------------|--|--|
| 6 December 2013  | Princess Alexandra Hospital                          | Project introduction                                 |
| 5 February 2014  | St Nicholas Cathedral of the Russian Orthodox Church | Project introduction                                 |
| 11 February 2014 | Leukaemia Foundation of Queensland                   | Introductory meeting and geotechnical investigations |
| 11 March 2014    | The Mansions (George Street)                         | Noise and vibration monitoring                       |
| 11 March 2014    | Leukaemia Foundation of Queensland                   | Noise monitoring                                     |
| 12 March 2014    | Gabba Central Apartments                             | Noise monitoring                                     |
| 14 March 2014    | Princess Alexandra Hospital                          | Noise and vibration monitoring                       |
| 14 March 2014    | Elliot Street, Woolloongabba                         | Noise monitoring                                     |
| 19 March 2014    | Leukaemia Foundation of Queensland                   | Project update meeting                               |
| 31 March 2014    | The Queensland Club                                  | Project introduction meeting                         |
| 2 April 2014     | Princess Alexandra Hospital                          | Present Draft Reference Design                       |
| 7 April 2014     | Spring Hill Residents Community Group                | Victoria Park impacts                                |
| 14 April 2014    | Parkland Boulevard Building #3 (Roma Street)         | Project introduction                                 |
| 15 April 2014    | Chalk Hotel (Woolloongabba)                          | Property impacts                                     |
| 28 April 2014    | Dutton Park State School                             | Present Draft Reference Design                       |
| 29 April 2014    | Parkland Boulevard Building #3 (Roma Street)         | Set up noise monitoring equipment                    |
| 29 April 2014    | Metro 21 apartments (21 Mary Street)                 | Set up noise monitoring equipment                    |
| 7 May 2014       | Spring Hill Residents Community Group                | Victoria Park impacts                                |
| 7 May 2014       | Interested resident                                  | Project suggestions                                  |
| 8 May 2014       | Club Lodge apartments (29 George Street)             | Project introduction                                 |
| 13 May 2014      | Metro Health South and Princess Alexandra Hospital   | Project briefing                                     |
| 13 May 2014      | Metro 21 apartments (21 Mary Street)                 | Project introduction                                 |
| 21 May 2014      | Spring Hill Residents Community Group                | Victoria Park impacts                                |
| 23 May 2014      | Princess Alexandra Hospital                          | Project update                                       |
| 29 May 2014      | Princess Alexandra Hospital                          | Project update                                       |
| 16 June 2014     | Spring Hill Residents Community Group                | Victoria Park impacts                                |



## **25 Attachment J – Detailed list of issues raised**





| Issue              | Description   |
|--------------------|---|
| <b>Dutton Park</b> | <p><b>Decommissioning Dutton Park Station</b></p> <ul style="list-style-type: none"> <li>• Strong concern that Dutton Park Station would be decommissioned and strong opinion that a Dutton Park Station must be accommodated in the final design. It services a busy area including some major destinations – PA Hospital and the many associated medical and research facilities, the Boggo Road Urban Village, EcoSciences Precinct as well as the University of Queensland via the Eleanor Schonell Bridge.</li> <li>• People will have to travel too far to alternative stations. <ul style="list-style-type: none"> <li>➢ Walking or cycling to Fairfield or Park Road stations is a long way, steep in areas and could present safety and security issues, especially for young students or elderly people who may have to cross busy roads.</li> <li>➢ For those that will drive to Park Road Station, there is insufficient parking to cater to all these extra cars.</li> </ul> </li> <li>• Strong concern from locals at low patronage statements. <ul style="list-style-type: none"> <li>➢ Many residents feel that the station is well-utilised and want to see statistics justifying the low patronage of Dutton Park Station.</li> <li>➢ Others believed that patronage may be low due to poor connectivity to local destinations and security/safety features at the existing station. If the station was upgraded, it would be more attractive and better utilised.</li> </ul> </li> <li>• Social and public transport impacts <ul style="list-style-type: none"> <li>➢ Closure of the station is viewed as short-sighted given the expected population increase in the coming years. It is a retrograde step to remove any train station in an era where we aim to encourage public transport use.</li> <li>➢ Concerned that the state government has, in recent years, established numerous social housing units in the area. These sometimes vulnerable residents need convenient access to the PA Hospital and public transport. Closing the station seems to disregard the community's needs.</li> </ul> </li> <li>• Suggestions <ul style="list-style-type: none"> <li>➢ Closing Dutton Park station would be less disappointing if there was an upgraded, fully integrated Park Road Station.</li> <li>➢ Suggestion that the station could be retained by relocating it 50m south or including a curve in the station platforms.</li> <li>➢ Move the southern portal further north so as to allow retention of the station in its current location.</li> <li>➢ Suggestion that a smaller TBM could be used and remove the need to close the station.</li> <li>➢ The station could be adapted, or platforms shortened to accommodate it.</li> </ul> </li> <li>• Concerned construction traffic impacts were a key driver in the decommissioning of Dutton Park Station.</li> <li>• Concerned about the proposed feeder station and its purpose and aesthetic impacts on the local area.</li> </ul> |

| Issue | Description   |
|-------|---|
|       | <ul style="list-style-type: none"> <li>Numerous Dutton Park residents advised that Dutton Park Station was a major factor in their decision to live in the area.</li> <li>Keen to know how much extra the project would cost if Dutton Park Station was retained.</li> <li>Keen to know how the closure impact rail freight services.</li> <li>Ensure decommissioned station isn't made attractive to skateboarders.</li> </ul> <p><b>Connectivity</b></p> <ul style="list-style-type: none"> <li>Uncertainty about how people travelling by train from the Gold Coast could connect into the BaT if there's no southern station.</li> <li>Concerned that BaT is geared towards improving rail services for Gold Coast/outer-Brisbane commuters, rather than improving services for local inner-city commuters, where density is increasing.</li> <li>Concerned that vehicle access would be opened up between the Boggo Road Urban Village and Railway Terrace. Many people already park in local streets such as Railway Terrace and Rawnsley Street, and walk over to BRUV for BBQs. This is very disruptive to local residents. Opening up more access would exacerbate this issue.</li> </ul> <p><b>Pedestrian/cyclist access</b></p> <ul style="list-style-type: none"> <li>Existing pedestrian and bike access along local streets is not safe. This must be improved as part of associated BaT works/precinct planning.</li> <li>Concerned that the additional walking distance to the next nearest stations is too far.</li> </ul> <p><b>Pedestrian link</b></p> <ul style="list-style-type: none"> <li>At approximately 800m to one kilometre, the link is too far for people to walk to the PA Hospital, particularly for those who are vulnerable (elderly, blind, deaf, infirm, etc.). The extra distance to walk may deter people from using public transport to access the area.</li> <li>Keen to see the link above-ground, rather than underground to maximise amenity and safety, especially at night-time. The link needs to be well lit at night. Hospital staff and visitors would need to use the link at night.</li> <li>Keen to see the link designed according to Crime Prevention through Environmental Design principles. Simply installing safety cameras along the link won't provide any assurance of safety to people.</li> <li>Concerned about accessing the link. It needs to be easy to access for everyone, including elderly, wheelchairs, prams, people with heavy luggage, etc.</li> <li>Concerned from residents who don't see the proposed link as a viable alternative/offset to losing the station.</li> </ul> <p><b>Property</b></p> <ul style="list-style-type: none"> <li>Concerned about the depth of the tunnel and its impact on properties above and possible future development.</li> <li>Interested in how many private property resumptions would be required to keep Dutton Park Station.</li> <li>Concerned that the project will negatively impact property values during construction and operation. Living in the area during construction will be unpleasant and property values will decrease as there will no longer be a local train station.</li> </ul> |

| Issue | Description  |
|-------|--|
|       | <p><b>Services</b></p> <ul style="list-style-type: none"> <li>Concerned that existing bus services and routes will be negatively impacted by the project during construction and operation.</li> <li>Additional bus services will have to be established during construction and operation to cater to the people who can no longer catch the train.</li> <li>Concerned that travel times will increase due to having to use the bus on already congested roads instead of a train from Dutton Park Station.</li> <li>Suggested a shuttle bus service to connect Dutton Park Station users to Park Road Station.</li> </ul> <p><b>Environment</b></p> <ul style="list-style-type: none"> <li>Concerned that trees along Railway Terrace would be removed as part of the project.</li> </ul> <p><b>Construction</b></p> <ul style="list-style-type: none"> <li>Concerned about noise impacts. Trees were previously planted along Railway Terrace to mitigate noise. Would be upset if these were removed.</li> <li>Concerned at where the southern construction work site will be located.</li> <li>Concerned that construction trucks will be allowed to use Ipswich Road, causing traffic disruption at peak and non-peak times.</li> <li>Concerned about vibration, especially in Quarry Street.</li> <li>Concerned that spoil would be removed by road and cause traffic disruption, air pollution and negatively impact amenity. Suggestions to remove it by rail, river (via a tunnel from the worksite to the river) or at minimum in fully covered vehicles.</li> <li>Concerned about air quality/dust entering homes.</li> <li>Concerned about long work hours disrupting the local amenity. Residents have experienced lots of disruption with other night works currently in the area.</li> <li>Need to manage the construction workforce, particularly worker behaviour and times they can access the site and create noise.</li> <li>Concerned about the impacts of the construction site location and impacts to amenity.</li> </ul> <p><b>Impacts for local school and students</b></p> <ul style="list-style-type: none"> <li>Keen to maintain safe and convenient pedestrian/cyclist access during construction, including the Merton Road pedestrian bridge and access via Joe Baker Street.</li> <li>Concerned about safety during construction, particularly of students interacting with construction workers who may not hold a valid blue card (working with children), or lighting.</li> <li>Concerned regarding proximity of proposed Merton Road site office to local school and opportunities for interactions between students and construction workers.</li> <li>Concerned about general amenity and construction impacts (noise, vibration and air quality) during construction and operation on school community, particularly proximity to the TBM launch site.</li> <li>Concerned about how construction work hours may impact school operations.</li> <li>Keen to see integration of BaT construction with other local projects so as</li> </ul> |

| Issue                                   | Description   |
|---|---|
|   | <p>to minimise cumulative impacts.</p> <ul style="list-style-type: none"> <li>• Need to ensure adequate reinstatement plans for Outlook Park and loss of further green space in the area.</li> <li>• Need for aesthetic improvements for the wider area during and post construction.</li> <li>• Need to look at how to manage consultation with affected stakeholders during construction so as to not consume too much of their time and distracting from day-to-day job.</li> <li>• Interested to know depth of the tunnel near the school (such as Quarry Street).</li> </ul> <p><b>Miscellaneous</b></p> <ul style="list-style-type: none"> <li>• Does not want a 'park and ride'.</li> <li>• Concerned about where construction workforce parking will be located.</li> <li>• Concerned about how rail freight will be negatively impacted by the BaT tunnel.</li> <li>• BaT should look at future-proofing by building for a rubber-tyred metro system.</li> </ul>   |
| <p><b>Park Road/<br/>Boggo Road</b></p> | <p><b>Park Road Station</b></p> <ul style="list-style-type: none"> <li>• Suggested building a BaT station at Park Road or at least upgrading the existing station. Will help offset loss of Dutton Park Station.</li> <li>• The station could have an east entrance towards the PA Hospital that would mitigate the loss of Dutton Park Station.</li> <li>• Failure to include a Park Road BaT station is short-sighted and will compromise the network long-term.</li> <li>• Resuming some homes to accommodate this station would provide long-term benefits for the greater good.</li> <li>• Suggested to relocate the station underground or add additional platforms to the existing station. It could become a significant interchange point, similar to Roma Street Station.</li> <li>• The existing station has insufficient park to cater to all the extra commuters who will need to use it after Dutton Park Station is closed.</li> </ul> <p><b>Pedestrian/cyclist link</b></p> <ul style="list-style-type: none"> <li>• The extra distance to walk may deter people from using public transport to access the area.</li> <li>• Concerned about safety along the underpass.</li> <li>• Concerned about accessing the pedestrian/cycle link – needs to be easy to access for wheelchairs, prams, people with heavy luggage, etc.</li> </ul> <p><b>Construction/operations</b></p> <ul style="list-style-type: none"> <li>• Concerned about vibration during construction and operational phases on sensitive equipment and activities such as the Transmission Electron Microscope.</li> <li>• Concerned about air quality/dust impacts from construction activities, particularly to the Boggo Road Urban Village and EcoSciences Precinct.</li> <li>• Concerned about traffic management during construction.</li> <li>• Concerned about noise impacts during construction and operational phases. Residents are already experiencing screeching noises from trains</li> </ul> |

| Issue   | Description   |
|---|---|
|   | <p>after the station was upgraded a few years back.</p> <p><b>Connectivity</b></p> <ul style="list-style-type: none"> <li>General enquiries about access options between Dutton Park, PA Hospital and Park Road.</li> </ul> <p><b>Impacts Boggo Road Urban Village/EcoSciences Precinct</b></p> <ul style="list-style-type: none"> <li>Concerned about impacts to Lot 2 during construction and operation. This lot is scheduled for development.</li> </ul> <p><b>Miscellaneous</b></p> <ul style="list-style-type: none"> <li>Consolidate the existing station names – having two names, Park Road for trains and Boggo Road for buses, is confusing.</li> <li>Enquired about possible changes to Park Road Station services.</li> <li>Concerned about general amenity of the area, especially for future generations and students in the area.</li> <li>Need to coordinate project with the existing Boggo Road Urban Village (Lot 2), keeping in mind future development plans.</li> </ul>  |
| <p><b>Woolloongabba/<br/>Kangaroo Point</b></p> | <p><b>Construction</b></p> <ul style="list-style-type: none"> <li>Concerned about noise and vibration impacts and mitigation measures during construction and operational phases. Experienced noise and vibration issues from Clem7.</li> <li>Happy to hear that construction sheds are being considered to mitigate impacts.</li> <li>Sought information on construction timeframes and TBM launch points.</li> </ul> <p><b>Design</b></p> <ul style="list-style-type: none"> <li>Keen to see increased entrances designed for the station to maximise connectivity to the local area, especially on game days at the Gabba.</li> </ul> <p><b>Environmental</b></p> <ul style="list-style-type: none"> <li>Interested to know location/s for ventilation outlets. Currently affected by Clem7 ventilation outlets.</li> </ul> <p><b>Property</b></p> <ul style="list-style-type: none"> <li>Sought further information about tunnel depths and volumetric impacts to property with reference to how they may affect future developments, particularly basement car parks.</li> <li>Enquired about assessment process for compensation and the criteria for volumetric acquisition.</li> <li>Interested to find out about precinct plans and look into redevelopment opportunities.</li> <li>Enquired about property condition reports, before and after construction.</li> <li>Interested in buying in the area, so keen to understand how the project will impact the area.</li> <li>Suggested that a commercial and residential complex be built over the station to guarantee economic viability of the project and station.</li> </ul> <p><b>Services</b></p> <ul style="list-style-type: none"> <li>Suggested an exit point for buses at Kangaroo Point to improve services to the area.</li> <li>Enquired if buses would continue to service the existing Woolloongabba</li> </ul> |

| Issue              | Description  |
|--------------------|--|
|                    | <p>Bus Station.</p> <ul style="list-style-type: none"> <li>Interested to understand if/how rail services from the City to Loganholme will change in future as a result of the new station.</li> <li>Interested to know if rail and bus services would start earlier in the mornings to cater for increased future demand.</li> </ul> <p><b>Pedestrian access</b></p> <ul style="list-style-type: none"> <li>Suggested a scramble crossing at the Gabba Fiveways.</li> <li>Suggested the station could be moved further west to allow better pedestrian connectivity with the Gabba Stadium.</li> <li>Concerned about lack of pedestrian connections across Ipswich Road for people wanting to access the new station.</li> </ul> <p><b>Miscellaneous</b></p> <ul style="list-style-type: none"> <li>Interested to know how the Gold Coast/Airport lines will be affected by the new station.</li> <li>Enquired about geotechnical investigations underway.</li> <li>Excited about benefits the new station will offer to the area, especially improved access to existing businesses and encouraging future developments.</li> <li>Concerned about increased traffic in the area resulting from the tunnel.</li> </ul>   |
| George Street/City | <p><b>Construction</b></p> <ul style="list-style-type: none"> <li>Concerned about length and timing of construction activities.</li> <li>Concerned about what type of construction activities will be undertaken and how they may impact nearby residents and businesses.</li> <li>Concerned that George and Mary streets will be closed during construction, or have limited access, causing traffic disruption.</li> <li>Concerned that QWB may also be in construction at the same time resulting in major disruptions.</li> <li>Concerned about general construction and operational impacts including noise, vibration, air quality, dust and the mitigation measures being considered.</li> <li>Concerned about spoil removal methods/haul routes. Must minimise disruption to CBD roads and traffic.</li> <li>Concerned about what processes will be in place during construction to manage complaints.</li> </ul> <p><b>Environmental</b></p> <ul style="list-style-type: none"> <li>Concerned about ventilation outlets, specifically height, noise, location, impacts.</li> <li>Enquired about the EIS process and assessments currently underway.</li> <li>Keen to maintain heritage values at George and Roma streets.</li> </ul> <p><b>Property</b></p> <ul style="list-style-type: none"> <li>Concerned about impacts for 63 George Street – when and why the building would be removed and timing and expected level of disruption for relocating.</li> <li>Concerned about tunnel depths and volumetric impacts to properties, with reference to how they may affect existing basement car parks along Ann and George streets and future car parks and other possible</li> </ul> |

| Issue | Description   |
|-------|---|
|       | <p>developments.</p> <ul style="list-style-type: none"> <li>• Concerned about how volumetric acquisition and construction may negatively impact property values.</li> <li>• Concerned about negative impacts to CBD businesses during construction – potential loss of business and impact on commercial leases. During construction it appears to be all negative impacts and can't see any benefits.</li> <li>• Concerned about the structural integrity of city buildings, particularly the Metro 21 apartment building at 21 Mary Street, as a result of construction.</li> <li>• Concerned about possibly needing to relocate from 21 Mary Street and the disruptions to general amenity and tenancies during construction.</li> <li>• Concerned about potential property damage during construction.</li> <li>• Enquiries about the volumetric and compensation processes.</li> </ul> <p><b>George Street Station</b></p> <ul style="list-style-type: none"> <li>• Concerned at why the previous Albert Street Station has been moved to George Street: <ul style="list-style-type: none"> <li>➢ Albert Street would be shallower and therefore cheaper.</li> <li>➢ Albert Street seems a much more convenient location, between Eagle Street and the river, and would therefore service a larger number of people.</li> <li>➢ The flooding issues associated with Albert Street could be mitigated against.</li> </ul> </li> <li>• Concerned about flood mitigation for George Street Station.</li> <li>• Interested to know the general layout, footprint and location of entrances of the George Street Station.</li> <li>• Concerned that the station may not enhance the area and will just encourage loitering and vandalism.</li> <li>• Concerned that the city stations are poorly located to service where people want to go. Suggestion that most people travelling through the city would prefer to alight closer to the Queen Street Mall (e.g. King George Square or under the Myer Centre) rather than George Street or Roma Street which are on the CBD fringe.</li> <li>• Support for the location of the George Street Station and the convenience it will provide to a previously neglected area of the CBD.</li> </ul> <p><b>Connectivity/alignment</b></p> <ul style="list-style-type: none"> <li>• Keen for the location and layout of the new station to encourage 'walkability' of the CBD and improve safety for pedestrians.</li> <li>• Ensure quick access between the George Street Station and a QWB ferry terminal to make transferring between modes convenient. Ferry terminal should be located in the north-eastern corner of the QWB precinct.</li> <li>• Suggested that the tunnel should link to South Bank from the George Street Station, beneath the river.</li> <li>• Suggested an additional station at the top of the Queen Street Mall, beneath George Street to enhance convenience and usability of the tunnel.</li> <li>• Concerned that the alignment through the CBD is wrong and doesn't cater to the maximum number of people.</li> </ul> |



| Issue                     | Description   |
|---------------------------|---|
|                           | <ul style="list-style-type: none"> <li>• Need to ensure good integration with QWB to minimise construction disruption and long-term connectivity issues.</li> <li>• Interested in understanding the benefits for accessing QUT.</li> <li>• Concerned that pedestrian access to the station will be impeded by several factors including gradient, narrow footpaths and limited catchment toward the river.</li> </ul> <p><b>Suggestions for an underground walkway</b></p> <ul style="list-style-type: none"> <li>• Suggested an underground walkway/s between George Street Station and the proposed QWB casino complex and either Albert or Mary streets to enhance connectivity. The walkway/s could also host commercial outlets and residential apartments similar to overseas.</li> <li>• Suggested an underground walkway along Albert Street to feed people towards the George Street Station.</li> </ul> <p><b>Miscellaneous</b></p> <ul style="list-style-type: none"> <li>• General enquiries as to how BaT will integrate with existing infrastructure.</li> <li>• Enquiries about existing geotechnical investigations.</li> </ul>   |
| Roma Street/<br>Parklands | <p><b>Construction</b></p> <ul style="list-style-type: none"> <li>• Expressed major concerns about lifestyle and amenity impacts to Parklands residents during construction, particularly excavation. Living near a large construction site for years will have a significant impact on local amenity and people's ability to, and interest in spending time in the parklands and on their balconies.</li> <li>• Concerned about noise, vibration and air quality impacts and mitigation measures during construction.</li> <li>• Interested in construction methodology and working hours. Requests to limit construction hours to help alleviate disruption to residents.</li> <li>• Sought information about construction timeframes.</li> <li>• Enquired about exact location of tunnel underneath Parklands building #3.</li> <li>• Enquired about potential impacts caused by TBM.</li> <li>• Enquired about geotechnical investigations.</li> </ul> <p><b>Traffic and parking during construction and operation</b></p> <ul style="list-style-type: none"> <li>• Major concerns about changes to local car parking by project: <ul style="list-style-type: none"> <li>➢ disappointed by proposed requirement for existing council car park</li> <li>➢ concerned that loss of car parks would affect property value</li> <li>➢ concerned about worker parking</li> <li>➢ noted that there are a limited number of Parklands-owned and council-provided on-street car parks available for visitors and guests</li> <li>➢ concerned about recent council parking restrictions</li> <li>➢ suggested considering building a multi-storey car park as part of project.</li> </ul> </li> <li>• Concerned about maintaining access to Parklands during construction: <ul style="list-style-type: none"> <li>➢ requested project maintain access for residents</li> <li>➢ interested in knowing if local roads would be closed</li> <li>➢ consider use of College Road as alternative access</li> </ul> </li> </ul> |



| Issue | Description  |
|-------|--|
|       | <ul style="list-style-type: none"> <li>➤ concerned about number of work trucks.</li> <li>➤ Requested access to Parklands building #3 loading dock/rubbish bin area is maintained during construction and operation.</li> </ul> <p><b>Spoil haulage</b></p> <ul style="list-style-type: none"> <li>• Concerned about spoil haulage from Roma Street Station construction site including amount of spoil to be removed, proposed haulage routes and number of trucks.</li> <li>• Suggested that spoil be removed from Roma Street via rail.</li> </ul> <p><b>Environmental</b></p> <ul style="list-style-type: none"> <li>• Interested to know location/s for ventilation outlets and visual impacts.</li> <li>• Concerned about possible health impacts caused by ventilation outlets – large number of aged residents living in Parklands.</li> <li>• Roma Street Parklands is a major destination for people on the weekends for BBQs, parties and other gatherings. These activities will cease with a large construction site nearby and limited parking.</li> </ul> <p><b>Property</b></p> <ul style="list-style-type: none"> <li>• Sought further information about tunnel depths and volumetric impacts to property with reference to how they may affect future developments, particularly basement car parks.</li> <li>• Enquired about assessment process for compensation and the criteria for volumetric acquisition.</li> <li>• Concerned about project impacting property values.</li> <li>• Concern that disruptions to amenity is leading potential investors to reconsider buying apartments in the area and existing owners to consider selling before construction commences.</li> <li>• Enquired about compensation for property owners trying to sell properties during planning phase, with particular regard to impact on property values.</li> <li>• Enquired about property condition reports, before and after construction.</li> </ul> <p><b>Precinct planning</b></p> <ul style="list-style-type: none"> <li>• Interested in precinct plans and redevelopment opportunities, with particular regard to improving safety and access from Parklands residential buildings to Roma Street Station (both existing and proposed BaT station) and CBD.</li> <li>• Suggested overbridge from Roma Street Station (existing) to Roma Street Parklands to improve safety and access to station and CBD / Spring Hill.</li> <li>• Suggested number of station entry points including: <ul style="list-style-type: none"> <li>➤ feel that the proposed Roma Street Station entry point is located on the 'quiet' side of Parklands and that additional access points and pedestrian linkages are required</li> <li>➤ Roma Street Station entry should be located at Supreme Court precinct and connect via pedestrian link from George Street to Albert Street</li> <li>➤ entry signage for Roma Street Station (BaT) entry at Turbot Street.</li> </ul> </li> <li>• Potential for precinct planning at Emma Miller Place and Dental Hospital site.</li> </ul> |

| Issue  | Description  |
|--|--|
|  | <ul style="list-style-type: none"> <li>• Supportive of proposed precinct planning link from Parklands Boulevard to Petrie Terrace.</li> <li>• Interested in understanding potential for new building developments that impact views to CBD that Parklands property owners currently have.</li> </ul> <p><b>Pedestrian/cycle access and safety of residents and visitors</b></p> <ul style="list-style-type: none"> <li>• Very important to maintain safe pedestrian and cycle access during construction including: <ul style="list-style-type: none"> <li>➢ retaining pedestrian access to platform 10 (Roma Street Station)</li> <li>➢ retaining pedestrian access to Albert Street</li> <li>➢ considering on-site security officers</li> <li>➢ providing lighting to ensure safety.</li> </ul> </li> <li>• Consider linking Kurilpa Bridge to Roma Street Parklands and Albert Street cycle paths via the Supreme Court.</li> <li>• Suggested improve cycle route through Roma Street Parklands including removing speed bumps.</li> <li>• Concern about safety of passengers at existing Roma Street Station. Ensure that safety at existing (and new) station is improved as part of BaT. Suggested sufficient lighting, security cameras, security staff and emergency assistance buttons.</li> </ul> <p><b>Miscellaneous</b></p> <ul style="list-style-type: none"> <li>• Consider heritage values of buildings at Roma Street.</li> <li>• Interested in general project need and understanding, including why the project involves both bus and train in the one tunnel.</li> <li>• Concerned about operational impacts including train horns and track 'screeching'.</li> </ul> |
| <p><b>Victoria Park/<br/>Spring Hill</b></p> | <p><b>Protecting and preserving Victoria Park</b></p> <ul style="list-style-type: none"> <li>• Strong concerns about the Draft Reference Design's proposed impacts to Victoria Park, particularly the current location of the tunnel portal and elevated busway.</li> <li>• Belief that there are significant visual, recreational and social impacts to Victoria Park and no perceived benefits for the local community.</li> <li>• Recommendations to review the design to reduce impacts to Victoria Park, with strong support for alternative alignments proposed by community members.</li> <li>• Belief that the park's heritage listing is critically important and highly valuable to the community, but has not been thoughtfully considered by governments on this project and others. Critically important to protect cultural and environmental heritage.</li> <li>• Sought information about who 'owns' Victoria Park and what rights both state and local government have in requiring portions of the park for infrastructure and other purposes. How can the project impact a heritage listed site?</li> <li>• Concerned about project changing the environmental health of the park. Feel that the government has broken the trust bestowed in the 'early days' by impacting the park and potentially removing relocated trees. The community wants assurance from project that historic trees will be preserved.</li> </ul>  |

| Issue | Description  |
|-------|--|
|       | <ul style="list-style-type: none"> <li>• Concern over removal of trees, including large fig trees and hawthorne trees planted by current residents. Trees are important to community and provide vital fresh air.</li> <li>• Importance of protecting wildlife including birds.</li> <li>• Concern over Indigenous cultural heritage in the park.</li> <li>• Spring Hill residents are very concerned about the gradual loss of parkland and are worried that the park may be completely used up by this project and others in time.</li> <li>• Requested project team justify the potential temporary loss of 60-80 per cent of parkland (during construction) and potential permanent loss of 30 per cent of parkland.</li> <li>• Belief that as rate and tax payers, the community has right to green space and recreational parkland and should be protected for future generations to enjoy.</li> </ul> <p><b>Environmental</b></p> <ul style="list-style-type: none"> <li>• Concerned about the government's environmental impact statement approvals process and ensuring actual implementation of Coordinator-General's conditions. Conditions have not been met on Legacy Way resulting in impacts to Spring Hill.</li> <li>• The parkland provides great amenity and enjoyment to local residents and visitors, enjoying the services it offers including dog park, children's playground, walking and cycle paths and other facilities such as tennis courts and Centenary Pool.</li> <li>• Concern that shared pathways and cycle paths will be lost during construction.</li> </ul> <p><b>Precinct planning</b></p> <ul style="list-style-type: none"> <li>• Concerned about reinstatement of parkland, noting that rehabilitation of Victoria Park is critical.</li> <li>• Interested in keeping 'rural' feeling of park as part of precinct planning, rather than structured 'new' parks like Roma Street Parkland.</li> <li>• Ensuring park's current uses are maintained for the future including maintaining pedestrian and cyclist access, dog park and children's playground.</li> <li>• Acknowledged the 'green' and 'open space' targets in the Queensland Government's Draft Queensland Plan and Brisbane City Council's Brisbane Vision 2031, suggesting that the BaT project is not in line with targets by impacting valuable green space.</li> </ul> <p><b>Ventilation outlets</b></p> <ul style="list-style-type: none"> <li>• Interested to know location/s for ventilation outlets and visual impacts. Concerned that ventilation infrastructure was not identified in Draft Reference Design.</li> <li>• Concerned about possible health impacts caused by ventilation outlets.</li> </ul> <p><b>Busway and railway design</b></p> <ul style="list-style-type: none"> <li>• Strong concerns about the Draft Reference Design's proposed impacts to Victoria Park, particularly the tunnel alignment, location of the tunnel portal and visual impacts from the elevated busway.</li> <li>• Strong opposition to current design, coupled with requests and support for alternative designs that reduce impact on Victoria Park.</li> </ul> |

| Issue | Description   |
|-------|---|
|       | <ul style="list-style-type: none"> <li>Interested in understanding the detail of the current design and what works are required.</li> <li>Questioned need to lose so much parkland to accommodate the project.</li> <li>Interested in knowing if a BaT station at Spring Hill could connect the suburb with Roma Street directly. Suggested that vacant land on Boundary Street could be a potential station location.</li> <li>Belief that existing rail corridor running along Victoria Park is unused and would be suitable to accommodate BaT infrastructure.</li> <li>Feel that the BaT busway replicates the function of the Inner Northern Busway.</li> <li>Expressed concern that existing busways are not being used.</li> <li>Suggested northern portal and station should be located at Exhibition Station to benefit redevelopment of RNA precinct.</li> <li>Interested in knowing if an Exhibition Station is planned.</li> <li>Interested in knowing if BaT busway and railway could be separated – reroute busway to avoid impacts at Victoria Park.</li> <li>Interested in knowing why buses cannot use the existing busway from Roma Street to the Royal Children's Hospital.</li> <li>Interested in knowing if northern connectivity would be better serviced by Central Station.</li> </ul> <p><b>Design suggestions/considerations – major support for alternative routes</b></p> <ul style="list-style-type: none"> <li>A range of design suggestions were raised by the community with the ultimate aim of reducing impacts to Victoria Park and Spring Hill properties and keeping the project within the rail corridor. Suggestions included: <ul style="list-style-type: none"> <li>➤ tunnel to run between Dutton Park and Herston</li> <li>➤ tunnel to run underneath existing rail lines</li> <li>➤ realigning tunnel to follow Gregory Terrace</li> <li>➤ having station at Albert Street to change alignment</li> <li>➤ stopping project at Roma Street Station</li> <li>➤ locating Roma Street Station at old Travelodge site and connecting to the surface at Roma Street</li> <li>➤ rerouting bus tunnel at Roma Street to connect with the Inner Northern Busway</li> <li>➤ underground loop from Roma Street to Southbank</li> <li>➤ underground loop from Roma Street to Mayne Yard via Spring Hill and Fortitude Valley</li> <li>➤ northern portal to be located on Herston/Victoria Park Golf Course site</li> <li>➤ rail line surfacing adjacent to Brisbane Girls Grammar School tennis courts (in the existing rail corridor) and have elevated bus infrastructure over the train, ICB and York's Hollow to land at Gilchrist Avenue.</li> </ul> </li> <li>Expressed strong support for alternative alignment design prepared by the Spring Hill Residents Group which proposes: <ul style="list-style-type: none"> <li>➤ rerouting the tunnel so that buses immediately enter into the Inner</li> </ul> </li> </ul> |

| Issue | Description  |
|-------|--|
|       | <p>Northern Busway</p> <ul style="list-style-type: none"> <li>➤ trains follow the existing rail corridor to Exhibition and Bowen Hills stations.</li> </ul> <p><b>Public transport services</b></p> <ul style="list-style-type: none"> <li>• Interested in knowing how the Spring Hill community can access public transport services provided by the BaT project.</li> <li>• Strong support for, and interest in a Spring Hill Station being delivered as part of the project. Keen to understand why station not proposed for Spring Hill.</li> <li>• Questioned need for project, and belief that BaT is duplicating existing busway services.</li> <li>• Concerned that Spring Hill is generally overlooked for public transport service provision.</li> <li>• Concerned about the safety of Spring Hill residents accessing public transport at night.</li> </ul> <p><b>Construction</b></p> <ul style="list-style-type: none"> <li>• Interested in extent of works in Victoria Park.</li> <li>• Concerned about air quality and airborne dust impacts during construction and operation, which will compromise living conditions along the length of the alignment.</li> <li>• Interested in location and noise and vibration impacts caused by TBM under Spring Hill.</li> <li>• Interested in traffic modelling for Spring Hill with particular focus on spoil haulage, road closures and construction worker parking impacts at Gregory Terrace. Avoid truck movements on Gregory Terrace and use Inner City Bypass.</li> <li>• Suggestion to maximise the use of Legacy Way infrastructure at Normanby to minimise construction impacts at Victoria Park.</li> </ul> <p><b>Property</b></p> <ul style="list-style-type: none"> <li>• Sought further information about tunnel depths and volumetric impacts to property with reference to how they may affect future developments, particularly basement car parks.</li> <li>• Enquired about assessment process for compensation and the criteria for volumetric acquisition.</li> <li>• Concerned about project impacting property values.</li> <li>• Consider realigning project to avoid volumetric property impacts.</li> <li>• Construction and operational impacts for property owners i.e. noise and vibration.</li> </ul> <p><b>Pedestrian/cycle access and safety</b></p> <ul style="list-style-type: none"> <li>• Very important to maintain safe pedestrian and cycle access during construction, particularly the Victoria Park Land Bridge.</li> <li>• Suggestion to connect a section of the cycleway near the RBWH to Victoria Park cycleway.</li> <li>• Concern over potential conflict between buses and cyclists; suggestion to avoid cycle path entering/exiting at the busway portal.</li> <li>• Suggested improved cycleway lighting installed.</li> <li>• Suggested works to include better link the cycle/busway through city to</li> </ul> |

| Issue            | Description  |
|------------------|--|
|                  | <p>provide safer passage to city and Spring Hill.</p> <p><b>Consultation</b></p> <ul style="list-style-type: none"> <li>Concern that Spring Hill community was misinformed and not engaged in a timely manner.</li> <li>Belief that the map provided in the project newsletter was too high level, and did not feature enough information to explain the proposed impacts at Victoria Park. Additionally the map appears to indicate a station at the northern portal.</li> <li>Concerned that design is already progressed and design will not change.</li> </ul> <p><b>Miscellaneous</b></p> <ul style="list-style-type: none"> <li>Number of other projects in the area including the current Legacy Way mean that community is tired of construction impacts.</li> <li>Community questioned the need for the project, particularly in the context of the large impacts to Spring Hill (especially Victoria Park) but no station or other direct benefits.</li> <li>Concerned about project funding and cost.</li> <li>Suggested that BaT tunnel services will not be used.</li> <li>Suggested that given the number of schools and hospitals in Spring Hill area, consideration for an additional train or bus station be considered.</li> </ul>   |
| Flora/vegetation | <p><b>Victoria Park/Spring Hill</b></p> <ul style="list-style-type: none"> <li>Strong concern that trees up to 100 years old and other vegetation would be removed for project construction.</li> <li>Green space is limited so close to the city, and losing any vegetation, especially in a heritage-listed park, will have negative impacts for local amenity and fauna that live in and rely on the vegetation. It will also limit the health and wellbeing benefits associated with walking through or living near the parkland (walking or exercising in the park, etc.).</li> <li>Concerned that the broader environmental benefits the park provides will be diminished when the trees are removed, including absorbing carbon emissions, controlling dust and air pollution, reducing wind speeds and reducing temperatures.</li> <li>Concerned that vegetation removed for the project will not, or in the case of historic trees, cannot be reinstated.</li> <li>Suggested that the bus alignment be kept the same as the rail alignment to minimise impact on the park.</li> <li>Concerned that the project doesn't value green space and will leave a poor legacy for the area.</li> <li>Concerned that up to 80 per cent of the park would be lost due to project construction and operation.</li> <li>Belief that New Farm Park or City Botanic Gardens would not be subject to a project such as this. Governments value other parks more than Victoria Park.</li> <li>Belief that Spring Hill needs to be connected to the project, but not at the expense of the historical trees.</li> <li>Concerned that the project will damage the character of the area by removing trees and vegetation.</li> <li>Concerned that the park has already been negatively impacted by other</li> </ul> |

| Issue                                       | Description  |
|---|--|
|   | <p>projects in the area.</p> <ul style="list-style-type: none"> <li>Keen to see a precinct plan developed to focus on reinvigorating the use of the park.</li> </ul> <p><b>Dutton Park</b></p> <ul style="list-style-type: none"> <li>Concerned that trees acting as a noise buffer and aesthetic barrier from the trains along Railway Terrace would be removed.</li> </ul>   |
| <b>Air quality/dust/ventilation outlets</b> | <p><b>Amenity</b></p> <ul style="list-style-type: none"> <li>Concerned about air quality and airborne dust impacts during construction and operation, which will compromise living conditions along the length of the alignment.</li> </ul> <p><b>Ventilation outlets</b></p> <ul style="list-style-type: none"> <li>Concerned about the location, size and purpose of ventilation outlets and the ongoing aesthetic and health implications.</li> <li>Concerned that ventilation outlets could be connected to existing buildings.</li> <li>Concerned that ventilation outlets will impede city/parkland views.</li> <li>Ventilation outlets should blend in unobtrusively, not stand out.</li> </ul> <p><b>Mitigation measures</b></p> <ul style="list-style-type: none"> <li>Interested to know about potential mitigation measures being considered in the EIS, including the possibility of a construction shed.</li> <li>Concerned about the need to keep doors and windows closed, particularly during construction, to avoid dust. Important to have natural breezes.</li> <li>Concerned about how the project will manage dust on balconies and in homes near construction work sites.</li> <li>Keen for air quality monitoring point to be located at the Boggo Road Urban Village EcoSciences Precinct building prior to construction.</li> </ul> <p><b>Miscellaneous</b></p> <ul style="list-style-type: none"> <li>Keen for information on how the project will manage construction activities that disturb contaminated soil and the associated air quality/health impacts.</li> </ul> |
| <b>Noise</b>                                | <p><b>Impacts on amenity</b></p> <ul style="list-style-type: none"> <li>Concerned about noise impacts during construction and operation, which will compromise peaceful living conditions along the length of the alignment. This is of particular concern at night time when people are sleeping.</li> <li>Concerned about the need to keep doors and windows closed, particularly during construction, to avoid noise impacts.</li> <li>Concerned about prolonged construction noise and it impeding ability to study, have visitors over and live a normal life. People need 'downtime' with no noise.</li> </ul> <p><b>Changes to existing noise levels</b></p> <ul style="list-style-type: none"> <li>Concerned that the project will exacerbate existing noise issues for residents living near the rail lines.</li> <li>Concerned that the project will generate noise for currently quiet areas.</li> </ul> <p><b>Mitigation measures</b></p>  |



| Issue            | Description  |
|------------------|--|
|                  | <ul style="list-style-type: none"> <li>Interested to hear about proposed noise mitigation measures, such as construction sheds, being considered by the project in the EIS.</li> <li>Residents considering double-glazing for sound proofing.</li> <li>Keen to limit construction work hours and the times that noise can be made, both by construction activities and workers themselves.</li> <li>Concerned about existing noise barrier along Railway Terrace being able to cope with additional noise generated by the project and potentially increased rail services.</li> </ul> <p><b>Miscellaneous</b></p> <ul style="list-style-type: none"> <li>Concerned about impacts on sensitive equipment and activities such as the Transmission Electron Microscope at the EcoSciences Precinct.</li> <li>Interested to know how and when noise monitoring will be undertaken.</li> <li>Concerned about noise generated from spoil removal activities.</li> <li>Concerned about noise being so disruptive that moving homes might be required.</li> <li>Keen for noise monitoring to be conducted before, during and after construction to assist with managing impacts.</li> </ul> |
| <b>Vibration</b> | <p><b>Amenity and impacts</b></p> <ul style="list-style-type: none"> <li>Concerned about impacts of vibration during construction and operation along the tunnel alignment.</li> <li>Will compromise peaceful enjoyment of their home, especially at night time when sleeping.</li> <li>Understanding the difference between vibration levels causing cosmetic damage and structural damage.</li> <li>Concerned about impacts on sensitive equipment and activities such as the Transmission Electron Microscope in the EcoSciences Precinct.</li> </ul> <p><b>Mitigation measures</b></p> <ul style="list-style-type: none"> <li>Keen to hear about vibration mitigation measures.</li> <li>Keen for vibration monitoring to be conducted before, during and after construction to assist with managing impacts.</li> </ul>   |
| <b>Spoil</b>     | <p><b>Transport mode</b></p> <ul style="list-style-type: none"> <li>Concerned that spoil would be removed by road and cause traffic disruption, air pollution and negatively impact amenity.</li> <li>Suggested spoil should be removed spoil by rail, river (via a tunnel from the worksite to the river) or at minimum in fully covered vehicles.</li> <li>Concerned about spoil removal haulage routes.</li> <li>Must minimise disruption to CBD roads and traffic.</li> <li>Concerned that construction trucks will be allowed to use Ipswich Road and Gregory Terrace, causing traffic disruption at peak and non-peak times.</li> </ul> <p><b>Miscellaneous</b></p> <ul style="list-style-type: none"> <li>Concerned about how much spoil will need to be removed and how many trucks this will require.</li> <li>Concerned about the noise generated by spoil removal activities and the times of the day spoil removal will be undertaken. Keen to see limited hours to minimise impact on amenity and 'peace and quiet' (e.g. Monday</li> </ul>   |



| Issue                                  | Description   |
|--|---|
|  | <p>to Friday, 7am-5pm or Monday to Friday, 6.30am-6.30pm).</p> <ul style="list-style-type: none"> <li>Enquiries about what will happen to spoil once it's removed and transported away.</li> </ul>  |
| <b>Parking</b>                         | <p><b>Losing car parks</b></p> <ul style="list-style-type: none"> <li>Concerned about losing a significant number of on- and off-street car parking for residents and visitors in the Roma Street Parkland.</li> <li>Parking in Roma Street is already limited (quantity and time of day) and severely restricts amenity of the area.</li> <li>Residents keen to see parking levels maintained if not increased after the project is built to cater for the extra people expected to access the area.</li> <li>Concerned about how loss of parking could negatively affect property values.</li> <li>Suggestion for the project to build a multi-level car park for Roma Street Parklands.</li> </ul> <p><b>Miscellaneous</b></p> <ul style="list-style-type: none"> <li>Conflicting opinions on whether park 'n' ride facilities should be established to service BaT stations.</li> <li>Concerned about location of worker parking and whether it will reduce existing parking for the community.</li> <li>Concerned that Park Road Station has insufficient parking to cater to the extra people needing to use the station once Dutton Park Station is decommissioned.</li> <li>Concerned about how the tunnel depth could impact future development, including basement car parks.</li> </ul>  |
| <b>Amenity/liveability/convenience</b> | <p><b>Negative impacts on amenity</b></p> <ul style="list-style-type: none"> <li>Strong concern from residents in the vicinity of the three stations and two portals as to how their local amenity and lifestyle would be negatively impacted during construction and operation.</li> </ul> <p><b>Dutton Park</b></p> <ul style="list-style-type: none"> <li>Many people specifically purchased their property in the vicinity of the Dutton Park Station as it offered convenience and great amenity, particularly for commuters and school students. This will disappear when the station closes.</li> <li>Concerned that having to travel the extra distance to nearby stations will reduce amenity and convenience.</li> <li>Concerned that amenity and convenience for PA Hospital visitors and patients will be lost.</li> </ul> <p><b>Woolloongabba</b></p> <ul style="list-style-type: none"> <li>Excited about the increased amenity and convenience due to the new station.</li> <li>The new station will make travel to the Gabba Stadium easier and encourage more people on public transport, with less people parking their cars in local streets.</li> </ul> <p><b>George Street</b></p> <ul style="list-style-type: none"> <li>Concerned by residents about living next to a large construction site for years and the associated disruptions.</li> </ul> |

| Issue                 | Description  |
|-----------------------|--|
|                       | <ul style="list-style-type: none"> <li>Keen for access to this traditionally poorly serviced area of the CBD to be opened up for improved access.</li> </ul> <p><b>Roma Street</b></p> <ul style="list-style-type: none"> <li>Expressed major concerns about lifestyle and amenity impacts to Parklands residents during construction, particularly excavation.</li> <li>Living near a large construction site for years will have a significant impact on local amenity and people's ability to, and interest in spending time in the parklands and on their balconies.</li> <li>Disruptions to amenity is leading potential investors to reconsider buying apartments in the area and existing owners to consider selling before construction commences.</li> <li>Roma Street Parklands is a major destination for people on the weekends for BBQs, parties and other gatherings. These activities will cease with a large construction site nearby and limited parking.</li> <li>Concerned about possible health impacts caused by ventilation outlets – large number of aged residents living in Parklands.</li> <li>Need to limit construction hours to help alleviate disruption to residents.</li> </ul> <p><b>Victoria Park/Spring Hill</b></p> <ul style="list-style-type: none"> <li>Strong concerns about the Draft Reference Design's proposed impacts to Victoria Park. Belief that there are significant visual, recreational and social impacts to Victoria Park and no perceived benefits for the local community.</li> <li>The parkland provides great amenity and enjoyment to local residents as well as the many people who travel from further afield to visit it and the services it offers (e.g. dog park, pool, tennis courts, etc.).</li> <li>Concerned that shared pathways and cycle paths will be lost during construction.</li> </ul> |
| Rail and bus services | <p><b>Disruption to services</b></p> <ul style="list-style-type: none"> <li>Concerned that rail and bus services will be disrupted during construction and not replaced/improved after construction.</li> </ul> <p><b>Interchanges</b></p> <ul style="list-style-type: none"> <li>The project needs to ensure ease of interchanging between modes and lines at BaT stations to help people reach their destinations. This is particularly important for commuters travelling from the Dutton Park/Park Road area to UQ.</li> </ul> <p><b>Existing services</b></p> <ul style="list-style-type: none"> <li>Keen to know how existing services to the airport will be affected.</li> <li>Keen to know if the BaT design will allow Gold Coast trains to stop at Park Road Station, which is currently not possible.</li> <li>Concerned that bus services along Annerley Road are not frequent enough to cater to the extra patronage resulting from Dutton Park Station closure. In particular, the area needs more express/BUZ services to ensure travel times don't increase too much after the loss of the train station.</li> <li>Concerned that information on how existing bus services will change after the project is built is limited, not allowing people to fully assess the benefits of the project and how it will affect them.</li> </ul>   |

| Issue                                | Description   |
|--------------------------------------|---|
|                                      | <ul style="list-style-type: none"> <li>Keen to see services start earlier in the morning from Woolloongabba Station to cater to the expected additional patronage.</li> <li>Excited about the reduction in bus and rail congestion the project will offer people in the Dutton Park area.</li> <li>Concerned about how the project will impact freight services. Keen to get more information about this.</li> </ul> <p><b>Travel time savings</b></p> <ul style="list-style-type: none"> <li>Concerned about travel time savings statements in project communication materials. Keen to hear more information about how these travel time savings will be realised by the project (e.g. saving 12 minutes from Kenmore to CBD).</li> </ul> <p><b>Suggestions</b></p> <ul style="list-style-type: none"> <li>Keen to see a new inner-city rail loop servicing Woolloongabba, George Street, Roma Street, South Brisbane and South Bank stations.</li> <li>Keen to see park 'n' rides established at BaT stations to encourage public transport use.</li> <li>Concerned that bus and train travellers 'tagging-on' with their gocards at station entry as proposed will be confusing for bus travellers who are accustomed to tagging-on on the bus, not at the station. Suggestion to allow BaT station bus passengers 'tag-on' on the bus as is the normal process.</li> <li>Concerned that lack of an upgraded and integrated Park Road Station will severely limit the effectiveness of the project. It will curtail the network and make interchanging difficult.</li> <li>Concerned that the city stations are poorly located to service where people want to go. Suggestion that most people travelling through the city would prefer to alight closer to the Queen Street Mall (e.g. King George Square or under the Myer Centre) rather than George Street or Roma Street which are on the CBD fringe.</li> <li>Suggested the combined bus and train tunnel should travel from the southern portal to King George Square, then the bus tunnel should deviate from the proposed alignment and travel east to service the CBD fringe and Fortitude Valley.</li> </ul> |
| <p><b>Volumetric acquisition</b></p> | <p><b>Development</b></p> <ul style="list-style-type: none"> <li>Concerned about how the tunnel depth could impact existing and future basement car parks as well as other potential future developments.</li> </ul> <p><b>Financial</b></p> <ul style="list-style-type: none"> <li>Concerned about how a tunnel passing beneath a property could impact its structural integrity and property value.</li> <li>Interested to know how compensation is calculated for volumetric acquisition.</li> <li>Keen to understand volumetric requirement of properties to assist in purchasing/selling decision.</li> </ul> <p><b>Damage</b></p> <ul style="list-style-type: none"> <li>Keen to have a property condition report prepared before and after construction to assess impacts of construction and volumetric acquisition.</li> </ul> <p><b>Heritage</b></p>  |

| Issue                                  | Description  |
|--|--|
|  | <ul style="list-style-type: none"> <li>Concerned about how volumetric acquisition will be managed for heritage sites.</li> </ul>   |
| <b>Suggested design considerations</b> | <p><b>Dutton Park</b></p> <ul style="list-style-type: none"> <li>Closing Dutton Park Station would be less disappointing if there was an upgraded, fully integrated Park Road Station.</li> <li>Suggested the station could be retained by relocating it 50m south or including a curve in the station platforms.</li> <li>Move the southern portal further north so as to allow retention of the station in its current location.</li> <li>Suggested that a smaller TBM could be used and remove the need to close the station.</li> <li>The station could be adapted, or platforms shortened to accommodate it.</li> <li>Suggested a shuttle bus service to connect Dutton Park Station users to Park Road Station.</li> </ul> <p><b>Woolloongabba/Kangaroo Point</b></p> <ul style="list-style-type: none"> <li>Suggested that a commercial and residential complex be built over the station to guarantee economic viability of the project and station.</li> <li>Suggested an exit point for buses at Kangaroo Point to improve services to the area.</li> <li>Suggested a scramble crossing at the Gabba Fiveways.</li> <li>Suggested the station could be moved further west to allow better pedestrian connectivity with the Gabba Stadium.</li> </ul> <p><b>Park Road/Boggo Road</b></p> <ul style="list-style-type: none"> <li>Suggested building a BaT station at Park Road or at least upgrading the existing station. Will help offset loss of Dutton Park Station. The station could have an east entrance towards the PA Hospital that would mitigate the loss of Dutton Park Station. Failure to include a Park Road BaT station is short-sighted and will compromise the network long-term. Resuming some homes to accommodate this station would provide long-term benefits for the greater good.</li> <li>Suggested relocating the station underground or add additional platforms to the existing station. It could become a significant interchange point, similar to Roma Street Station.</li> <li>The existing station has insufficient park to cater to all the extra commuters who will need to use it after Dutton Park Station is closed. Suggested improving parking facilities.</li> </ul> <p><b>Pedestrian link</b></p> <ul style="list-style-type: none"> <li>Should the project proceed as per the current scope and Dutton Park Station is decommissioned, suggestion to install a bus stop or busway station on the northern end of Kent Street, with the option of having a turnaround facility, connecting to the BaT tunnel. This could then be called Dutton Park busway station.</li> <li>Suggested investigating if an additional bus stop near Cope Street on Annerley Road can be installed to increase services on the station is decommissioned.</li> <li>Suggested widening the footpath on Annerley Road Bridge to include an integrated pedestrian/cycle path for safety reasons during construction</li> </ul> |

| Issue | Description   |
|-------|---|
|       | <p>and operation.</p> <ul style="list-style-type: none"> <li>• Need to maintain or if possible improve the current level of service, particularly for local access to the Airport and Gold Coast via train.</li> </ul> <p><b>George Street</b></p> <ul style="list-style-type: none"> <li>• Suggested an underground walkway/s between George Street Station and the proposed QWB casino complex and either Albert or Mary streets to enhance connectivity. The walkway/s could also host commercial outlets and residential apartments similar to overseas.</li> <li>• Suggested an underground walkway along Albert Street to feed people towards the George Street Station.</li> </ul> <p><b>Roma Street</b></p> <ul style="list-style-type: none"> <li>• Suggested that spoil be removed from Roma Street via rail.</li> <li>• Suggested overbridge from Roma Street Station (existing) to Roma Street Parklands to improve safety and access to station and CBD/Spring Hill.</li> <li>• Suggested number of station entry points: <ul style="list-style-type: none"> <li>➢ feel that the proposed Roma Street Station entry point is located on the 'quiet' side of Parklands and that additional access points and pedestrian linkages are required</li> <li>➢ Roma Street Station entry should be located at Supreme Court precinct and connect via pedestrian link from George Street to Albert Street</li> <li>➢ entry signage for Roma Street Station (BaT) entry at Turbot Street.</li> </ul> </li> <li>• Suggested improve cycle route through Roma Street Parklands including removing speed bumps.</li> </ul> <p><b>Victoria Park/Spring Hill</b></p> <ul style="list-style-type: none"> <li>• Suggested a pedestrian connection from Spring Hill to Petrie Terrace.</li> <li>• Suggested that the bus alignment be kept the same as the rail alignment to minimise impact on the park.</li> <li>• Suggested northern portal and station should be located at Exhibition to benefit redevelopment of RNA precinct.</li> <li>• The tunnel should run between Dutton Park and Herston.</li> <li>• The tunnel should run beneath existing rail lines.</li> <li>• Realign the tunnel to follow Gregory Terrace.</li> <li>• Having station at Albert Street to change the overall alignment.</li> <li>• Stopping the project at Roma Street Station.</li> <li>• Locating Roma Street Station at old Travelodge site and connecting to the surface at Roma Street.</li> <li>• Rerouting the bus tunnel at Roma Street to connect with the Inner Northern Busway.</li> <li>• Create an underground loop from Roma Street to South Bank.</li> <li>• Create an underground loop from Roma Street to Mayne Yard via Spring Hill and Fortitude Valley.</li> <li>• Locate the northern portal on Herston/Victoria Park Golf Course site.</li> <li>• The rail line should surface adjacent to Brisbane Girls Grammar School tennis courts (in the existing rail corridor) and have elevated bus infrastructure over the train, ICB and York's Hollow to land at Gilchrist</li> </ul> |

| Issue   | Description  |
|---|--|
|   | <p>Avenue.</p> <ul style="list-style-type: none"> <li>• Reroute the tunnel so that buses immediately enter into the Inner Northern Busway and trains follow the existing rail corridor to Exhibition and Bowen Hills stations.</li> <li>• Suggested maximising the use of Legacy Way infrastructure at Normanby to minimise construction impacts at Victoria Park.</li> <li>• Suggested connecting a section of the cycleway near the RBWH to Victoria Park cycleway.</li> <li>• Suggested improved cycleway lighting installed.</li> <li>• Suggested works to include better link the cycle/busway through city to provide safer passage to city and Spring Hill.</li> </ul> <p><b>Miscellaneous</b></p> <ul style="list-style-type: none"> <li>• Suggested all stations have secure bicycle parking facilities.</li> <li>• Suggested that the tunnel could be used as a mass shelter during an emergency situation.</li> <li>• Suggest bridges, a light rail network or operational upgrades (e.g. rail signalling, track allocation changes, increase public transport frequency, etc.) as more cost-effective solutions to current transport problems.</li> <li>• Platform lengths should be increased from seven to nine cars to better cater to growing demand. Given that rollingstock will be travelling through the tunnel exclusively, and these trains are built in three-car sets, this would make sense.</li> <li>• Keen for natural light to be incorporated into station design.</li> <li>• Suggested using higher-capacity vehicles/modes instead of buses.</li> <li>• Suggested that rail platforms should be the same height as the rail carriage to improve accessibility.</li> <li>• Suggested guided busway systems (similar to successful Cambridge to St Ives system in the United Kingdom).</li> </ul> |
| <p><b>Impacts on future design/use of space</b></p> | <p><b>Development opportunities</b></p> <ul style="list-style-type: none"> <li>• Concerned about how the project's footprint during construction and operation will impact development of the Boggo Road Urban Village and EcoSciences Precinct.</li> <li>• Excited about the potential development opportunities associated with the new stations.</li> <li>• Concerned about tunnel depths and volumetric impacts to properties, with reference to how they may affect future basement car parks and other possible developments.</li> </ul> <p><b>Rail developments</b></p> <ul style="list-style-type: none"> <li>• Concerned that crowding at Park Road Station may affect future line developments for South Brisbane.</li> <li>• Concerned about whether the project allows for future development/upgrade of Park Road and Spring Hill/Exhibition stations.</li> <li>• Concerned that designing platforms for 7-car trains instead on 9-car trains may be a cost saving now, but will be an expensive mistake long-term that will need to be fixed.</li> <li>• Concerned that the design does not allow for future rail growth and changes such as double-decked carriages. The design should be future-</li> </ul>  |

| Issue                            | Description   |
|----------------------------------|---|
|                                  | proofed so as not to constrain any future rail developments.  |
| <b>Pedestrian/cyclist access</b> | <p><b>Improve safety</b></p> <ul style="list-style-type: none"> <li>• Keen to see existing pedestrian/cyclist accesses in the BaT vicinity upgraded to improve safety. This will help with encouraging people to use them more to access Bat when it is built.</li> <li>• Existing accesses along Annerley Road, Rawnsley Street and at the rail bridge/junction with Fairfield Road need upgrading.</li> <li>• More lighting along cycleways.</li> <li>• More off-road pathways.</li> </ul> <p><b>Victoria Park/Spring Hill/Herston area</b></p> <ul style="list-style-type: none"> <li>• Concerned that the land bridge at Victoria Park may be removed.</li> <li>• Need to connect the existing cycleway near RBWH to Victoria Park cycleway.</li> <li>• Better connections needed to link Spring Hill and the CBD.</li> </ul> <p><b>Station design</b></p> <ul style="list-style-type: none"> <li>• Keen to see station entrances designed in a way that maximises access to pedestrians from various approaches.</li> <li>• Disappointment at the extra walking/cycling distance required to access a train station due to the removal of Dutton Park Station.</li> </ul> <p><b>Suggestions</b></p> <ul style="list-style-type: none"> <li>• Suggested an underground walkway/s between George Street Station and the proposed QWB casino complex and either Albert or Mary streets to enhance connectivity. The walkway/s could also host commercial outlets and residential apartments similar to overseas.</li> <li>• Suggested a pedestrian connection from Spring Hill to Petrie Terrace.</li> <li>• Suggested all stations have secure bicycle parking facilities.</li> </ul> <p><b>Woolloongabba area</b></p> <ul style="list-style-type: none"> <li>• Suggested a scramble crossing at the Gabba Fiveways.</li> <li>• Suggested the station could be moved further west to allow better pedestrian connectivity with the Gabba Stadium.</li> <li>• Concerned about lack of pedestrian connections across Ipswich Road for people wanting to access the new station.</li> </ul> <p><b>Pedestrian link</b></p> <ul style="list-style-type: none"> <li>• At approximately 800m to one kilometre, the link is too far for people to walk from Park Road Station to the PA Hospital, particularly for those who are vulnerable (elderly, blind, deaf, infirm, etc.). The extra distance to walk may deter people from using public transport to access the area.</li> <li>• Keen to see the link above-ground, rather than underground to maximise amenity and safety, especially at night-time. The link needs to be well lit at night. Hospital staff and visitors would need to use the link at night.</li> <li>• Keen to see the link designed according to Crime Prevention through Environmental Design principles. Simply installing safety cameras along the link won't provide any assurance of safety to people.</li> <li>• Concerned about accessing the link. It needs to be easy to access for everyone, including elderly, wheelchairs, prams, people with heavy luggage, etc.</li> </ul> |



| Issue                                   | Description  |
|---|--|
|   | <p><b>Miscellaneous</b></p> <ul style="list-style-type: none"> <li>Interested to know if the BaT tunnel can accommodate a cycling lane.</li> <li>Strong concern that pedestrian and cycle paths will be significantly disrupted during construction as has happened on other major infrastructure projects. With significant construction planned for Roma Street Parklands for example, the project must maintain cyclist access between Parklands and the CBD. Similarly pedestrian access through Victoria Park must be maintained. Failure to do so will significantly reduce amenity of these areas and limit opportunities for healthy activity by park users.</li> <li>Concerned about how pedestrian access will be managed along George Street – safety, connectivity, coping with the extra people.</li> <li>Concerned about potential conflicts between buses and cyclists if the cycleway crosses the bus portals.</li> <li>Concerned about pedestrian access to the Bat stations for vulnerable groups – deaf, blind, etc.</li> </ul>   |
| <p><b>Park Road pedestrian link</b></p> | <p><b>Distance</b></p> <ul style="list-style-type: none"> <li>Concerned from residents who do not see the proposed link as a viable alternative/offset to losing the station. At approximately 800m to one kilometre, the link is too far for people to walk to the PA Hospital, particularly for those who are vulnerable (elderly, blind, deaf, infirm, etc.). The extra distance to walk may deter people from using public transport to access the area.</li> </ul> <p><b>Safety</b></p> <ul style="list-style-type: none"> <li>Keen to see the link above-ground, rather than underground to maximise amenity and safety, especially at night-time. The link needs to be well lit at night as hospital staff and visitors would need to use the link at night.</li> <li>Keen to see the link designed according to Crime Prevention through Environmental Design principles. Simply installing safety cameras along the link won't provide any assurance of safety to people.</li> <li>Concerned that the link will attract criminal activity, including graffiti and people engaging in self-harm.</li> <li>Concerned that the link will cause further parking constraints around the Boggo Road Urban Village area and result in negative changes to parking restrictions.</li> </ul> <p><b>Accessibility</b></p> <ul style="list-style-type: none"> <li>Concerned about accessing the link. It needs to be easy to access for everyone, including elderly, wheelchairs, prams, people with heavy luggage, etc.</li> <li>Keen for the link to cater to cyclists as well as pedestrians.</li> </ul> <p><b>Cyclists</b></p> <ul style="list-style-type: none"> <li>Concerned that the link will channel bicycle users up Annerley Road where it is unsafe.</li> </ul> <p><b>Miscellaneous</b></p> <ul style="list-style-type: none"> <li>The need for the pedestrian link was questioned, even if Dutton Park Station is decommissioned.</li> </ul> <p><b>Suggestions</b></p> <ul style="list-style-type: none"> <li>Should the project proceed as per the current scope and Dutton Park</li> </ul> |



| Issue                 | Description  |
|-----------------------|--|
|                       | <p>Station is decommissioned, suggestion to install a bus stop or busway station on the northern end of Kent Street, with the option of having a turnaround facility, connecting to the BaT tunnel. This could then be called Dutton Park busway station.</p> <ul style="list-style-type: none"> <li>• Suggested investigating whether an additional bus stop near Cope Street on Annerley Road can be installed to increase services on the station is decommissioned.</li> <li>• Suggested widening the footpath on Annerley Road Bridge to include an integrated pedestrian/cycle path for safety reasons during construction and operation.</li> <li>• Need to maintain or if possible improve the current level of service, particularly for local access to the Airport and Gold Coast via train.</li> </ul>   |
| Rail design/alignment | <p><b>Decommissioning Dutton Park Station</b></p> <ul style="list-style-type: none"> <li>• Local Dutton Park community is very concerned about the proposed decommissioning of Dutton Park Station, particularly about the distance required to walk or cycle to the alternative stations (Fairfield and Park Road). Also believe there are safety concerns with walking at night and that there is insufficient parking at Park Road.</li> <li>• A range of design suggestions have been made including: <ul style="list-style-type: none"> <li>➢ relocating the station 50m south</li> <li>➢ including a curve in the station platforms</li> <li>➢ moving southern portal further north</li> <li>➢ using a smaller tunnel boring machine to reduce worksite size</li> <li>➢ adapting station or shortening platforms.</li> </ul> </li> <li>• Interested in understanding how the closure of the station would affect freight services.</li> </ul> <p><b>Support for Park Road Station</b></p> <ul style="list-style-type: none"> <li>• Suggested building a BaT station at Park Road or upgrading the existing station including having an eastern entrance towards the PA Hospital. Some expectation that this could help offset loss of Dutton Park Station.</li> <li>• Suggestions to relocate the station underground or add additional platforms to the existing station. It could become a significant interchange point, similar to Roma Street Station.</li> <li>• Support for investment in a Park Road interchange.</li> <li>• Failure to include a Park Road BaT station is short-sighted and will compromise the network long-term.</li> </ul> <p><b>Victoria Park</b></p> <ul style="list-style-type: none"> <li>• Strong concerns about the Draft Reference Design's proposed impacts to Victoria Park, particularly the tunnel alignment, location of the tunnel portal and visual impacts from the elevated busway.</li> <li>• Strong opposition to current design, coupled with requests and support for alternative designs that reduce impact on Victoria Park. A range of design suggestions were raised by the community with the ultimate aim of reducing impacts to Victoria Park and Spring Hill properties and keeping the project within the rail corridor.</li> <li>• The Spring Hill community expressed strong support for an alternative alignment design prepared by a Spring Hill resident which proposes rerouting the tunnel so that buses immediately enter into the Inner</li> </ul> |

| Issue | Description  |
|-------|--|
|       | <p>Northern Busway and trains follow the existing rail corridor to the Exhibition and Bowen Hills stations.</p> <ul style="list-style-type: none"> <li>Interested in knowing if a BaT station at Spring Hill could connect the suburb with Roma Street directly. Suggested that vacant land on Boundary Street could be a potential station location.</li> <li>Belief that existing rail corridor running along Victoria Park is unused and would be suitable to accommodate BaT infrastructure.</li> <li>Suggested northern portal and station should be located at Exhibition Station to benefit redevelopment of RNA precinct.</li> </ul> <p><b>Alignment</b></p> <ul style="list-style-type: none"> <li>Requested changing tunnel alignment to reduce impacts on residential property owners.</li> <li>Range of new alignment suggestions provided including: <ul style="list-style-type: none"> <li>linking tunnel to South Bank from George Street Station</li> <li>adding an additional station at the top of the Queen Street.</li> </ul> </li> <li>Several suggestions regarding alternative river crossings were provided including: <ul style="list-style-type: none"> <li>upgrading the Beenleigh/Gold Coast lines</li> <li>upgrading the Merivale Bridge</li> <li>running east from Fortitude Valley then south under the river to link with the Cleveland Line.</li> </ul> </li> </ul> <p><b>Operations</b></p> <ul style="list-style-type: none"> <li>Concerned that project is limiting future capacity by only providing seven-car trains.</li> <li>Interested in finding out more about Next Generation Rollingstock and how trains will service the network.</li> <li>Suggestion that rail platforms should be the same height as the rail carriage to improve accessibility.</li> <li>Interested in understanding project's application of Queensland Rail standards.</li> <li>Concerned that combining buses and trains into one tunnel is vulnerable to attack, natural disasters and safety issues. Keen to understand proposed fire and life safety management. Support for rail-only tunnel.</li> </ul> <p><b>Connectivity</b></p> <ul style="list-style-type: none"> <li>Several members of the community believe that BaT stations are not centrally located within the CBD – suggesting that Albert Street is a preferable location, while others believe George Street Station will fill a gap in a previously neglected area of the CBD.</li> <li>Support for future rail connections capacity including high speed and longer trains as part of project.</li> <li>Interested in understanding which rail lines will use the BaT tunnel and any impacts to existing services. Interested to understand if/how existing rail services will change in the future as a result of new stations.</li> <li>Support for connecting the Cleveland Line with BaT.</li> </ul> <p><b>Support for northern connectivity</b></p> <ul style="list-style-type: none"> <li>Suggested that track works are required on northern lines to improve northern connections and increase future capacity. Concerned that lack of</li> </ul> |

| Issue                       | Description   |
|-----------------------------|---|
|                             | <p>connection in north means passengers will have to interchange to reach their destination.</p> <ul style="list-style-type: none"> <li>• Suggested works are required at Mayne Junction to maximise access to the project for passengers to the north.</li> <li>• Need to increase frequencies on all rail lines, particularly in the north.</li> <li>• Support for future Trouts Road/Alderley/Strathpine rail line. Concern that BaT does not have tunnel stubs for future connection to the north-west.</li> <li>• Interested in knowing if northern connectivity would be better serviced by Central Station.</li> <li>• Interested in knowing whether the project allows for future development/upgrade of Park Road and Spring Hill/Exhibition stations. Interested in knowing if an Exhibition Station is planned as part of BaT.</li> </ul> <p><b>Future rail planning / transport solutions</b></p> <ul style="list-style-type: none"> <li>• Suggested bridges, a light rail network or operational upgrades (e.g.: rail signalling, track allocation changes, increase public transport frequency, etc.) as more cost-effective solutions to current transport problems.</li> <li>• Support for upgrading existing trains/stations to 9-car capacity.</li> <li>• Support for previous rail projects – enhancing capacity from the Gold and Sunshine coasts.</li> <li>• Concern that the design does not allow for future rail growth and changes such as double-decked carriages. The design should be future-proofed so as not to constrain any future rail developments.</li> <li>• Concern that crowding at Park Road Station may affect future line developments for South Brisbane.</li> <li>• Concern that designing platforms for 7-car trains instead on 9-car trains may be a cost saving now, but will be an expensive mistake long-term, that will need to be fixed.</li> <li>• Interested in knowing if the BaT tunnel would be compatible with light rail.</li> </ul> |
| <b>Bus design/alignment</b> | <p><b>Connectivity</b></p> <ul style="list-style-type: none"> <li>• Support for investment in a Park Road interchange or station – to allow for transfer between rail and bus.</li> <li>• Suggested linking surface bus services along Annerley Road with the CBD to replace Dutton Park train station services.</li> <li>• Support for Woolloongabba Station linking to existing busway to manage crowds during events.</li> <li>• Spring Hill loop bus service is well patronised. Support for connections to BaT.</li> <li>• Support for the northern end looping to Kelvin Grove Urban Village.</li> <li>• Would like to see the BaT busway tunnel connected to the Western Freeway.</li> <li>• Concerned that proposed design does not allow transfers between Cleveland, Gold Coast, Beenleigh, UQ at a logical point. Concern about wider benefits for public transport users.</li> <li>• Confusion over how BaT busway infrastructure would connect with South East Busway. Support for TransLink bus network to solve bus congestion through existing network.</li> </ul>  |

| Issue | Description  |
|-------|--|
|       | <p><b>Alignment</b></p> <ul style="list-style-type: none"> <li>Concerned that inner city is already well serviced by bus infrastructure, particularly the South East Busway. Belief that existing busway already serves the BaT route.</li> <li>Believe that current design does not address congestion on the existing South East Busway, particularly at Melbourne and Grey streets. Concerned about continuing delays.</li> <li>A range of concerns were raised regarding the alignment in the north: <ul style="list-style-type: none"> <li>➤ Strong support from Spring Hill community to have busway emerge in existing rail corridor or Herston side of Victoria Park (Golf Course) and join Inner Northern Busway.</li> <li>➤ Concerned that busway replicates the function of the Inner Northern Busway.</li> <li>➤ Support for connecting busway to inner Northern Busway, particularly to improve transport between QUT Kelvin Grove and the University of Queensland.</li> </ul> </li> </ul> <p><b>Network planning</b></p> <ul style="list-style-type: none"> <li>Belief that the existing Northern Busway, particularly at QUT is not used. Concern that BaT is duplicating already unused infrastructure.</li> <li>Sought justification on the viability of one tunnel combining both bus and rail.</li> <li>Support for BaT reducing congestion at Cultural Centre Busway Station.</li> <li>Interested in reviewing detailed bus flow network plans – would like to see a detailed bus network plan and/or modal analysis. Currently difficult to evaluate benefits.</li> </ul> <p><b>Services</b></p> <ul style="list-style-type: none"> <li>Concern that existing bus services and routes will be negatively impacted by the project during construction and operation.</li> <li>Suggested a shuttle bus service to connect Dutton Park Station users to Park Road Station.</li> <li>Enquired if buses would continue to service the existing Woolloongabba Busway Station. Suggested an exit point at Woolloongabba for buses travelling to Kangaroo Point to improve services to the area.</li> <li>Concerns about project communications upon service commencement. Need transparency and clear messages.</li> </ul> <p><b>Operations</b></p> <ul style="list-style-type: none"> <li>Support for busway stations being gated to improve ticketing and passenger flow. Ensure that system is communicated effectively given regular buses are 'touch on, touch off' on board. Suggestion for all busway stations to be gated and prepaid.</li> <li>Keen to hear details about safety and evacuation measures planned for the tunnel (e.g.: bus turn-arounds, passenger evacuation and escape routes, emergency vehicle access including large fire trucks and tow trucks, dealing with bus and train breakdowns, etc.).</li> <li>Interested in bus fleet options including bi-artic buses prior to installation of the rubber tired metro system.</li> <li>Concerned about claustrophobic reactions to tunnel for drivers and passengers.</li> </ul> |

| Issue                                      | Description   |
|--|---|
|  | <ul style="list-style-type: none"> <li>Suggested guided busway systems (similar to successful Cambridge to St Ives system in the United Kingdom).</li> <li>Concerns about noise from busway operations.</li> </ul>  |
| <b>Safety</b>                              | <p><b>Pedestrian/cyclist</b></p> <ul style="list-style-type: none"> <li>Concerned about maintaining safe pedestrian/cyclist success in the project's vicinity during construction and operation, particularly in the Roma Street area and for school students in the vicinity of the construction works, who will have to cross busy roads.</li> <li>Keen to see improved safety measures and connectivity between existing bikeways and the CBD and Spring Hill as well as in the vicinity of the existing Dutton Park Station (e.g. Annerley Road, Railway Terrace, Pound Street and Rawnsley Road).</li> <li>Concerned at people, including young students, having to walk/cycle longer distances once the Dutton Park Station is closed, particularly at night time.</li> </ul> <p><b>Pedestrian link</b></p> <ul style="list-style-type: none"> <li>Concerned about safety of the proposed pedestrian link, especially at night time, and keen to see CPTED principles employed during design.</li> </ul> <p><b>Public transport</b></p> <ul style="list-style-type: none"> <li>Concerned about lack of night time public transport to Spring Hill and the safety issues this raises in light of recent incidences.</li> <li>Keen to see safety improved at, and leading to, public transport stops/stations along the project corridor in light of recent incidences.</li> </ul> <p><b>Tunnel safety and emergency incidences</b></p> <ul style="list-style-type: none"> <li>Concerned that the project is vulnerable to accident, attack and natural disaster, as everything flows through one tunnel.</li> <li>Enquired about 'fire and life' and air pressure in the tunnel.</li> <li>Interested to hear about safety measures such as automatic train protection and its impact on requirements for guards.</li> <li>Keen to hear details about safety and evacuation measures planned for the tunnel (e.g. bus turn-arounds, passenger evacuation and escape routes, emergency vehicle access including large fire trucks and tow trucks, dealing with bus and train breakdowns, etc.)</li> <li>Suggested the tunnel could be used as a mass shelter during an emergency situation.</li> <li>Concerned that station entrances should all be at street-level to maximise safety.</li> </ul> |
| <b>Financial/funding/<br/>cost benefit</b> | <p><b>Funding structure</b></p> <ul style="list-style-type: none"> <li>Concerned about where the project funding is coming from and how it will be structured (e.g. PPP).</li> </ul> <p><b>Budget</b></p> <ul style="list-style-type: none"> <li>Concerned that the current estimated \$5 billion cost will significantly increase following the procurement phase.</li> <li>Interested to know if the Business Case does not 'stack-up', would the project be abandoned?</li> <li>Keen for the project's estimated \$5 billion cost to be benchmarked against other major infrastructure projects globally. The project is</li> </ul>  |

| Issue                              | Description   |
|------------------------------------|---|
|                                    | <p>approximately \$1 billion per kilometre.</p> <ul style="list-style-type: none"> <li>Keen to see the cost-benefit ratio and analysis to ascertain if the stated project benefits are worth it.</li> <li>Suggest expanding the project scope and budget to provide increased long-term benefits.</li> </ul> <p><b>Economic development/Precinct planning</b></p> <ul style="list-style-type: none"> <li>Excited about the potential development opportunities associated with the new stations.</li> <li>Concerned that Queensland cannot afford the project, especially given the current financial state of the government.</li> <li>Concerned that there are other areas of Brisbane and Queensland that have more pressing needs for major infrastructure projects (e.g. Bruce Highway near Whitsundays).</li> <li>Keen to see a high percentage of labour and manufacturing services sourced locally, from within Queensland, to maximise broader economic benefits of the project.</li> </ul> <p><b>Procurement</b></p> <ul style="list-style-type: none"> <li>Interested to know when the procurement phase will commence.</li> <li>Keen to see what innovations may arise during the procurement phase to reduce overall costs.</li> <li>Concerned that the project will suffer the same fate as the few other recent major infrastructure projects in south east Queensland that have failed financially, and potential financiers will be uninterested in the project.</li> </ul> <p><b>Suggestions</b></p> <ul style="list-style-type: none"> <li>Suggest bridges, a light rail network or operational upgrades (e.g. rail signalling, track allocation changes, increase public transport frequency, etc.) as more cost-effective solutions to current transport problems.</li> </ul> <p><b>Miscellaneous</b></p> <ul style="list-style-type: none"> <li>Concerned that the project is not a good use of funds and doesn't provide enough long-term benefits or value-for-money. It needs to be more cost-effective.</li> <li>Concerned that a combined bus and rail tunnel is an unnecessary extravagance.</li> <li>Concerned that stations will be over-designed and cost too much. Keep them simple and functional.</li> <li>Concerned that the project is a waste of money if an upgraded Park Road Station is not included.</li> <li>Concerned that public transport is already expensive for some people and that the overall cost of this tunnel will exacerbate this issue. The money could be redirected to helping to decrease public transport costs.</li> <li>Concerned that designing platforms for 7-car trains instead on 9-car trains may be a cost saving now, but will be an expensive mistake long-term. As population and demand grows, 9-car trains will be necessary.</li> </ul> |
| <b>Impacts on rail user groups</b> | <p><b>Keen to know about:</b></p> <ul style="list-style-type: none"> <li>Timing of infrastructure closures to minimise disruptions to services.</li> <li>Capacity allocation to passenger and non-passenger train services during</li> </ul>  |

| Issue | Description   |
|-------|---|
|       | <p>and after the construction period.</p> <ul style="list-style-type: none"> <li>• The nature of interfaces between the rail component of the BaT tunnel and existing infrastructure, and the impact of these interfaces on rail freight operations.</li> <li>• Any proposed adjustment of the timing of the peak period to allow non-passenger services greater access to available capacity.</li> <li>• The impact on capacity of reducing five tracks into three.</li> <li>• Additional costs that will be placed upon operators.</li> <li>• Dynamic modelling of pathing that interacts with the Brisbane suburban services.</li> </ul> |