

Park Ridge Connector  
Corridor Preservation Study  
Consultation Report  
October 2012

## Table of contents

Executive summary.....	1
The Park Ridge Connector .....	6
Overview.....	6
Land use planning .....	6
Transport planning.....	7
The Park Ridge Connector corridor study area .....	7
Study technical reports .....	7
Study area communities .....	8
Northern area from south of Logan Motorway to Green Road .....	9
Central area from Green Road to Park Ridge Road.....	9
Southern area from Park Ridge Road to Granger Road.....	9
Community consultation - TMR engagement standards and guidelines .....	10
Stakeholder input during the consultation process .....	13
Stakeholder summary statistics .....	14
Developing the Park Ridge Connector proposed corridor .....	16
Step 1 Conceptual corridor and area of interest.....	16
Step 2 Community input to refine the area of interest .....	16
Step 3 Community input to locate the proposed corridor.....	18
How we engaged the community.....	19
Partnership with Logan City Council.....	21
Purpose .....	21
Who was involved.....	21
How this group worked with the planning team .....	21
Summary of outcomes.....	21
Community Stakeholder Reference Group.....	22
Purpose .....	22
Who was involved.....	22
How this group worked with the planning team .....	22
What they said.....	23
Personal contact – landowner meetings.....	24
Purpose .....	24
How they worked with the planning team .....	24
Who was involved.....	25
What they said.....	25
Focus groups - awareness of transport and urban planning.....	27
Purpose .....	27
How they worked with the planning team .....	27
Who was involved.....	27
What the focus groups said .....	27

Community group meetings - understanding community values .....	29
Purpose .....	29
Who was involved.....	29
How they worked with the planning team – ‘Environetwork’.....	30
Telephone surveys – a representative sample of community views.....	32
Purpose .....	32
How they were used by the planning team.....	32
Who was involved.....	32
What was said in 2011.....	33
What was said in 2012.....	37
Information giving - encouraging participation .....	40
Purpose .....	40
What was involved.....	40
Information gathering - giving the community a say .....	42
Purpose .....	42
How was information collected .....	42
Staffed displays and information sessions.....	42
Feedback sheets, submissions and letters .....	44
Feedback sheets .....	44
List of data collection methods.....	51
Glossary of terms.....	52

## List of tables

TABLE 1.	CSRG values matrix .....	23
TABLE 2.	Comments from landowners.....	25
TABLE 3.	Comments from focus groups .....	27
TABLE 4.	Feedback sheet comments .....	48

## List of figures

FIGURE 1.	Conceptual corridor (Source: Connecting SEQ 2031).....	16
FIGURE 2.	Area of interest and refined area of interest .....	17
FIGURE 3.	Proposed Park Ridge Connector corridor location .....	18
FIGURE 4.	2011 landowner concerns .....	26
FIGURE 5.	2012 landowner support for the proposed corridor.....	26
FIGURE 6.	Awareness of future planned growth in Logan .....	34
FIGURE 7.	Importance of planning for future population growth .....	34
FIGURE 8.	Capacity of the area to cater for future growth .....	35
FIGURE 9.	Awareness of the Park Ridge Connector .....	35
FIGURE 10.	Disadvantages of building a new motorway .....	36
FIGURE 11.	Support for preservation of a corridor for the Park Ridge Connector .....	37
FIGURE 12.	Awareness of planned future growth in Logan .....	38
FIGURE 13.	Rating of transport planning in the local area.....	38
FIGURE 14.	Awareness of the Park Ridge Connector .....	39
FIGURE 15.	Understanding of the Park Ridge Connector construction timeframe .....	39
FIGURE 16.	Summary of all contact types during the consultation periods in 2011 and 2012...41	
FIGURE 17.	Overall support/opposition to the preservation of the proposed corridor in 2012 ...45	
FIGURE 18.	Reasons in support of the proposed corridor in 2012.....	46
FIGURE 19.	Reasons in opposition to the proposed corridor in 2012 .....	47
FIGURE 20.	Support/opposition by suburb.....	47
FIGURE 21.	2011 submission issues .....	49

## Executive summary

The Park Ridge Connector is a transport corridor extending south from the Gateway Motorway. A preferred corridor has now been identified for preservation. It will be protected from development until it is required for the future transport network, which is expected to be beyond 2031.

This report records the community consultation that was undertaken as part of the study process to identify a viable corridor within the greater Park Ridge area. It covers the first consultation period in 2011 and the subsequent additional consultation period in 2012.

The proposed transport corridor was originally identified in the *South East Queensland Regional Plan 2009-2031* and its transport companion, *Connecting SEQ 2031- An Integrated Regional Transport Plan for South East Queensland*, as a strategic road needed to support a number of planned urban growth areas for the next 20 years. These urban growth areas, which are identified in the *SEQ Regional Plan*, include the expanded Park Ridge and Beaudesert urban areas, the new communities at Yarrabilba and Greater Flagstone, and a multi modal freight centre in the Bromelton State Development Area.

The Department of Transport and Main Roads (TMR) began investigations into a corridor location for the Park Ridge Connector in 2011. The investigations, which continued through 2012, integrated technical assessment with community consultation in line with TMR and Queensland Government guidelines.

The first stage of the consultation program involved developing a planning partnership with Logan City Council (LCC). LCC is responsible for local land use planning and the development and management of the local road network, both of which are critical to the process of identifying a corridor location. A joint project team was formed in early 2011 to guide the planning and to ensure councillors and council officers were kept up to date.

As planning progressed, LCC were included in a range of consultation activities designed to obtain input from the 40,000 residents in the study area. The activities focused on four key areas:

1. Consultation which aimed to gauge the views of the broader community via representative sample groups. This included focus groups, a Community Stakeholder Reference Group (CSRG), and two telephone surveys with high levels of statistical confidence in representing the whole community.
2. Consultation which aimed to obtain the input of special interest groups in the community, such as landowners, environmental groups and business groups.
3. Consultation which aimed to obtain the views of those residents living within the study area who wanted to contribute.
4. Consultation which aimed to provide information to residents who had an interest in the proposed corridor location so that they could make informed comments.

A summary of the consultation undertaken and the techniques used is shown in the following table:

Activity	2011	2012	Combined result
Website hits	Approximately 4,000	Approximately 1,000	Approximately 5,000
Feedback sheets	215	283 (164 households)	498
Submissions and letters	171	154	325
Newsletter distribution	11,000		11,000
Staffed display and information session attendance	523	108	631
Landowner meetings	73 landowner meetings representing 99 properties	27 landowner meetings representing 40 properties	100 landowner meetings
Static displays	Five displays in libraries at Marsden, Logan West, Logan Village, Greenbank and the LCC administration office	Four displays in libraries at Marsden, Logan West, Logan Central and Browns Plains	Nine displays
Stakeholder briefings	Six briefings with community, business and environmental groups	Three briefings with real estate agents, environmental groups and a religious organisation	Nine briefings
Distribution of project materials	Distributed at displays, libraries and via email	Distributed at information days, libraries and via email	More than 1,000 feedback sheets Approximately 500 Review of Environmental Factors (REF) Overview documents Approximately 150 REF technical reports
Emails	More than 400	More than 200	More than 600
Phone calls	More than 600	More than 400	More than 1,000
Total number of stakeholder contacts	More than 900	More than 600	More than 1500

Key stakeholder groups who participated in both consultation periods included:

- **Federal and state elected representatives:** received regular project updates and project display materials
- **Logan City Councillors:** attended project partnership meetings and technical workshops
- **Traditional Owners:** received briefings on project progress
- **Community associations:** attended briefings, workshops and meetings
- **Landowners:** contacted by telephone as well as face to face briefings
- **Community Stakeholder Reference Group:** attended a series of workshops and information sessions
- **Environmental groups:** participated in workshops and reviews of environmental research
- **Schools:** primary and secondary schools received newsletters to distribute to local families
- **Businesses:** briefings held for Chambers of Commerce and regional business groups
- **General community:** information provided and received through the website, email, correspondence and telephone, as well as staffed public displays to provide input and receive feedback.

### Focus groups

In November 2010, three focus groups provided the following insights into community views:

- limited awareness of transport planning for the area despite an awareness that growth will lead to increased congestion on local roads
- strong awareness of the requirement to fix local road hotspots e.g. Wembley Road
- belief that linking the Gateway Motorway to the local road network would assist in fixing local traffic issues.

### Community Stakeholder Reference Group

The CSRG developed a community values table and worked with the planning team to identify a refined area of interest where the corridor could be located. The following community values were identified as important in the process of locating a corridor:

1. *Historical and cultural heritage:* recognise, respect and not harm areas of significance and areas that are special to the community and provide a 'sense of place'.
2. *Indigenous heritage:* minimise disturbance to sites of significance.
3. *Landscape and visual amenity:* avoid impact to existing land uses that contribute to the character of the local area.
4. *Parkland:* preserve and enhance existing parkland that is used for active and passive recreation and contributes to the unique natural amenity in local areas.
5. *Community facilities:* avoid community infrastructure and provide continued access to community facilities.

6. *Established residential areas*: minimise impact to properties and improve connection between neighbourhoods.
7. *Land use planning*: integrate local and state planning policies.
8. *Noise*: minimise noise impacts on existing residential areas.

### **Telephone surveys**

Telephone surveys were undertaken in 2011 (350 respondents) and 2012 (500 respondents).

The 2011 survey returned the following results:

- 44% of respondents were aware of the planned future growth in the Logan region
- 83% of respondents felt that more services, roads and public transport were required in their local area
- 95% of respondents thought it was either crucial or important to plan for future population growth
- 53% of respondents had heard of the Park Ridge Connector.

The 2012 survey returned the following results:

- 78% of respondents were aware of planned growth in Logan
- 81% of respondents had heard of the Park Ridge Connector
- 67% of respondents overall supported preserving the Park Ridge Connector, including 84% of businesses and 76% of residents in the Park Ridge Structure Plan area
- 41% of respondents indicated that the Park Ridge Connector was required in the next 10 to 20 years. Only 2% of respondents though it was required in 20 or more years.

### **Landowner meetings**

There were 73 landowner meetings in 2011 and 27 landowner meetings in 2012, along with extensive telephone contact. At the meetings, landowners were asked to rank their key concerns about the corridor, with future certainty about the corridor location ranking as the biggest concern across both years. In 2012, 48% of landowners supported the preservation of the proposed corridor while 43% were against it.

### **Staffed displays and information sessions**

Staffed displays and information sessions were attended by 523 people in 2011 and 108 people in 2012. Discussions over both years focused mainly on the impact of a future road on lifestyles and the local communities. While this attendance represents less than 2% of the community in the study area, the issues raised represent wider community views. Some of the views expressed at the staffed displays and information sessions included:

- people wanted certainty about the location of a corridor to allow residents to plan for the future
- people recognised the need for transport planning in the area to avoid future congestion on local roads



- people did not understand that the land use in the southern area of Logan will change from rural residential to urban in the coming years
- people objected to change and development in the Park Ridge area, including a new road corridor
- people expressed interest in planning to mitigate or avoid important environmental areas and to minimise the impact on people's homes
- people wanted TMR to continue to upgrade the Mount Lindesay Highway rather than construct new roads.

### **Feedback sheets**

A total of 283 feedback sheets from 164 households were submitted in 2012, compared with 215 feedback sheets submitted in 2011. While this is a small sample compared to the total population of the study area, the views expressed assist in understanding the concerns of the community. Of the 2012 feedback sheets, 67% by household opposed the preservation of the corridor, with environmental impacts of the future road the most cited reason. Among the 30% by household who supported the preservation of the corridor, the key reason was 'to support development of the area'.

### **Submissions (including letters)**

A total of 154 submissions were received in 2012, compared to 171 received in 2011. In 2012, submissions, including letters and form letters, were sent to the Minister for Transport and Main Roads (54), Logan City Council (91), and direct to the department or project office (9). Key comments/issues that were raised included:

- there is not a viable corridor for a future PRC
- objections to the corridor encompassing areas of high ecological significance
- questions about the accuracy of the social mapping
- questions about why no cost benefit analysis had been undertaken
- assertions that alternative transport options had not been investigated
- requests for further information about future upgrades of the Logan Motorway, the 'One Network' approach and other envisaged road upgrades
- requests for the 2011 consultation report
- concerns about environmental and ecological issues, as well as social and business impacts of a future road constructed in the corridor
- calls for the consultation to be broadened and more feedback sheets distributed.

# The Park Ridge Connector

## Overview

Queensland's population of 4.6 million is predicted to double over the next 50 years through overseas and interstate migration and natural increase. Much of this population increase is expected to be in south-east Queensland. Managing this growth presents significant challenges in terms of both harnessing the opportunities and mitigating the risks.

The *South East Queensland Regional Plan*, first released by the Queensland Government in 2005 and updated in 2009, promotes compact settlement by consolidating growth in identified areas. These areas of planned urban growth for the next 20 years include the expanded Park Ridge and Beaudesert urban areas, the new communities at Yarrabilba and Greater Flagstone, and a multi modal freight centre in the Bromelton State Development Area.

*Connecting SEQ 2031 – an Integrated Regional Transport Plan for South East Queensland* is the Queensland Government's vision for meeting the region's transport challenges over the next 20 years. In partnership with the *SEQ Regional Plan*, *Connecting SEQ 2031* is a guide for all levels of government in making transport policy and investment decisions. *Connecting SEQ 2031* identifies a conceptual transport corridor extending south from the Gateway Motorway as part of the future transport network.

During 2011 and 2012, the Department of Transport and Main Roads (TMR) undertook technical investigations and consultation with the local community to identify a location for this conceptual corridor, named the Park Ridge Connector. The objective was to balance the social, environmental and economic factors to arrive at the best possible outcome. *The Park Ridge Connector Review of Environmental Factors* (REF) outlines technical investigations undertaken for the corridor. It was released for public consultation in 2011.

A preferred corridor has now been identified for preservation. It will be protected from development until it is required for the future transport network, which is expected to be beyond 2031.

The purpose of this report is to record the community consultation undertaken during 2011 and 2012, and the community response to the proposed location of the Park Ridge Connector corridor.

## Land use planning

Within the framework and context of the *SEQ Regional Plan*, local governments are responsible for land use planning in Queensland. Logan City Council (LCC) has undertaken detailed planning for the greater Park Ridge area to ascertain the infrastructure and transport required to manage future residential, commercial and industrial development. The Park Ridge Connector is part of the future transport network for the Park Ridge area and TMR has worked closely with LCC in the development of this future planning.

The local government planning documents relevant to the Park Ridge Connector project include:

- Logan Planning Scheme (2006)
- Growth Management – Core Matters (2008)
- Priority Infrastructure Plan (to be released at a future date)
- Park Ridge Structure Plan (2011).

## Transport planning

The Park Ridge Connector Corridor Preservation Study aimed to identify and preserve a 100 metre wide corridor from south of the Gateway Motorway to the southern limit of the *SEQ Regional Plan's* urban footprint for land use planning near Granger Road, Chambers Flat. The Park Ridge Connector is one part of a long-term plan to develop the transport network as growth continues over the coming decades. It will enable an additional north-south arterial route to be provided when it is needed in the future (estimated to be beyond 2031). It addresses the future growth in industrial, commercial and residential development in the region and its associated impact on the road network.

The future Park Ridge Connector will:

- alleviate congestion on local roads and the state controlled Mount Lindesay Highway and Wembley Road while improving connections to the Logan/Ipswich Motorway, Pacific Motorway and the Gateway Motorway
- serve and facilitate growth in the Park Ridge development area
- improve access for businesses to the Port of Brisbane via the Gateway Motorway, thus assisting the region's businesses sustainability and growth
- provide a safe, more efficient route for heavy vehicles travelling into and out of the Crestmead Industrial Estate
- assist in achieving transport planning objectives based on predicted population growth in the Brisbane south western growth corridor.

## The Park Ridge Connector corridor study area

The Park Ridge Connector will be required as a future additional north/south route to support the Mount Lindesay Highway and local roads such as Chambers Flat Road. The corridor is therefore located between these two major roads and extends north toward the Gateway Motorway.

The study area for the Park Ridge Connector corridor extends south of the Logan Motorway, and is bounded by the Mt Lindesay Highway to the west and Chambers Flat Road to the south and east. It is shown as the 'area of interest' in Figure 2.

The study area includes the suburbs of Marsden, Crestmead, Heritage Park, Regents Park, Browns Plains, Berrinba, Park Ridge, Park Ridge South, Munruben and Chambers Flat. This area contains a current population of approximately 40,000 people.

While *Connecting SEQ 2031* shows a corridor extending further south, the *SEQ Regional Plan's* 'urban footprint' extends to Granger Road. As land use beyond Granger Road is not expected to change up to 2031, this study concentrated on identifying and preserving a corridor within the urban footprint before future development closes out the opportunity.

## Study technical reports

A planning team of technical advisors was assembled in 2010 and 2011 to provide input into the key project planning document, the *Park Ridge Connector Review of Environmental Factors* (2011). The technical advisors produced various desktop reports, as well as undertaking fieldwork to validate environmental studies.

The technical reports include:

- Introductory Cultural Heritage Assessment
- Environmental Assessment Introductory Report
- Park Ridge Acoustic Assessment
- Social Assessment Report Park Ridge Corridor Preservation Study
- Introductory Report Park Ridge Connector East and West Locations Investigations
- Aboriginal Cultural Heritage
- Park Ridge Connector: Review of Environmental Factors Air Quality
- Land Use Study: Park Ridge Connector Review of Environmental Factors

*(Summaries of the technical reports are contained in the Park Ridge Connector Review of Environmental Factors 2011.)*

## Study area communities



*Industrial site*



*Berrinba Wetlands*



*Traffic on Browns Plains Road*

The study area includes a number of separate but interconnected communities. A future road is likely to impact on each community differently, and therefore each community will have different views on the corridor. Three separate communities were identified during the consultation process.

## **Northern area from south of Logan Motorway to Green Road**

This area includes the established residential communities of Marsden, Browns Plains, Crestmead, Heritage Park and Regents Park. These urban communities are close to Brisbane City and contain significant urban development that has taken place since the 1950s. Marsden, Browns Plains and parts of Crestmead were developed between the 1950s and 1970s. Heritage Park and Regents Park were developed during the 1980s and 1990s. There is more than 50 years of urban community heritage in some parts of the northern region.

Services and social infrastructure are well-developed including schools, commercial centres, health facilities, recreation facilities and formal and informal social networks through clubs, associations, church groups and community centres. Other community and business facilities in the northern area include the recently developed Logan Metro Indoor Sports Centre, the SmartTip landfill site, SouthWest 1 (a new mixed industrial centre), Berrinba Wetlands and the Freshwater Estate.

## **Central area from Green Road to Park Ridge Road**

This area between Green Road and Park Ridge Road includes rural residential properties, small farms including flower and hobby farms, home businesses and undeveloped sites. The small farms have been developed over the last 20 years from previous, more commercial farming activities.

This area is included in the 'urban footprint' under the *SEQ Regional Plan*, and LCC has undertaken land use planning for the area around Park Ridge Road, through the Park Ridge Structure Plan. This plan has indicated a continued industrial extension south of the Crestmead industrial area with significant residential development to the east and west. Land around the Mount Lindesay Highway and Park Ridge Road is identified for a future retail and commercial centre. While the land use change is not fully defined, it is apparent that major development will occur as settlement moves south over the coming years.

## **Southern area from Park Ridge Road to Granger Road**

This area includes rural residential and acreage properties which comprise the majority of land use from Rosia and Koplick Roads through to Chambers Flat Road. Land parcels range from one hectare to eight hectares. There are also substantial areas of green space, including Flesser Reserve and Jerry's Downfall further west. Jerry's Downfall is an important local and regional nature reserve.

There is a strong sense of community, as many residents have lived in the area since it was originally subdivided more than 20 years ago.

At this stage, the Park Ridge Structure Plan extends to Rosia Road, and does not continue to the edge of the 'urban footprint' at Granger Road.

## Community consultation - TMR engagement standards and guidelines

The following table demonstrates how the Park Ridge Connector Corridor Preservation Study complied with TMR's engagement standards and guidelines.

Standard	Park Ridge Connector compliance comment
<p>1. An appropriate engagement process will be undertaken for each phase of business to identify and respond to community needs.</p>	<p>A full community engagement plan was created and approved by TMR and LCC as project partners prior to adoption.</p> <p>The Park Ridge Connector Corridor Preservation Study is classified as a planning project and a <i>participative approach</i> was adopted to include community decision-making in developing a corridor location.</p>
<p>2. Engagement with a range of people is to occur early in decision making to identify their interests and issues.</p>	<p>LCC is a key project partner and was involved from the project establishment phase.</p> <p>Other early engagement activities included:</p> <ul style="list-style-type: none"> <li>• recruitment of a representative Community Stakeholder Reference Group (CSRG)</li> <li>• community surveys to establish community knowledge of transport issues and congestion to feed into the consultation program</li> <li>• staffed displays and information sessions to engage and inform the community.</li> </ul>
<p>3. The decision-making process must be open, accountable and transparent.</p>	<p>All community contact and feedback was recorded in the Consultation Manager database.</p> <p>The recruitment of the CSRG was advertised in the three local media outlets in Logan.</p> <p>The CSRG was surveyed to ensure that the process met the group's expectations in the corridor location process.</p>
<p>4. People must be given sufficient time to participate in the engagement process to comply with social justice principles regarding individual rights, equity, participation and access.</p>	<p>The consultation period was extensive, running from early 2011 to October 2012.</p> <p>From May to December 2011, the engagement process included three main activities: a CSRG, public display period and a community survey.</p> <p>In 2012, a further two month engagement period was undertaken to review the proposed corridor.</p>

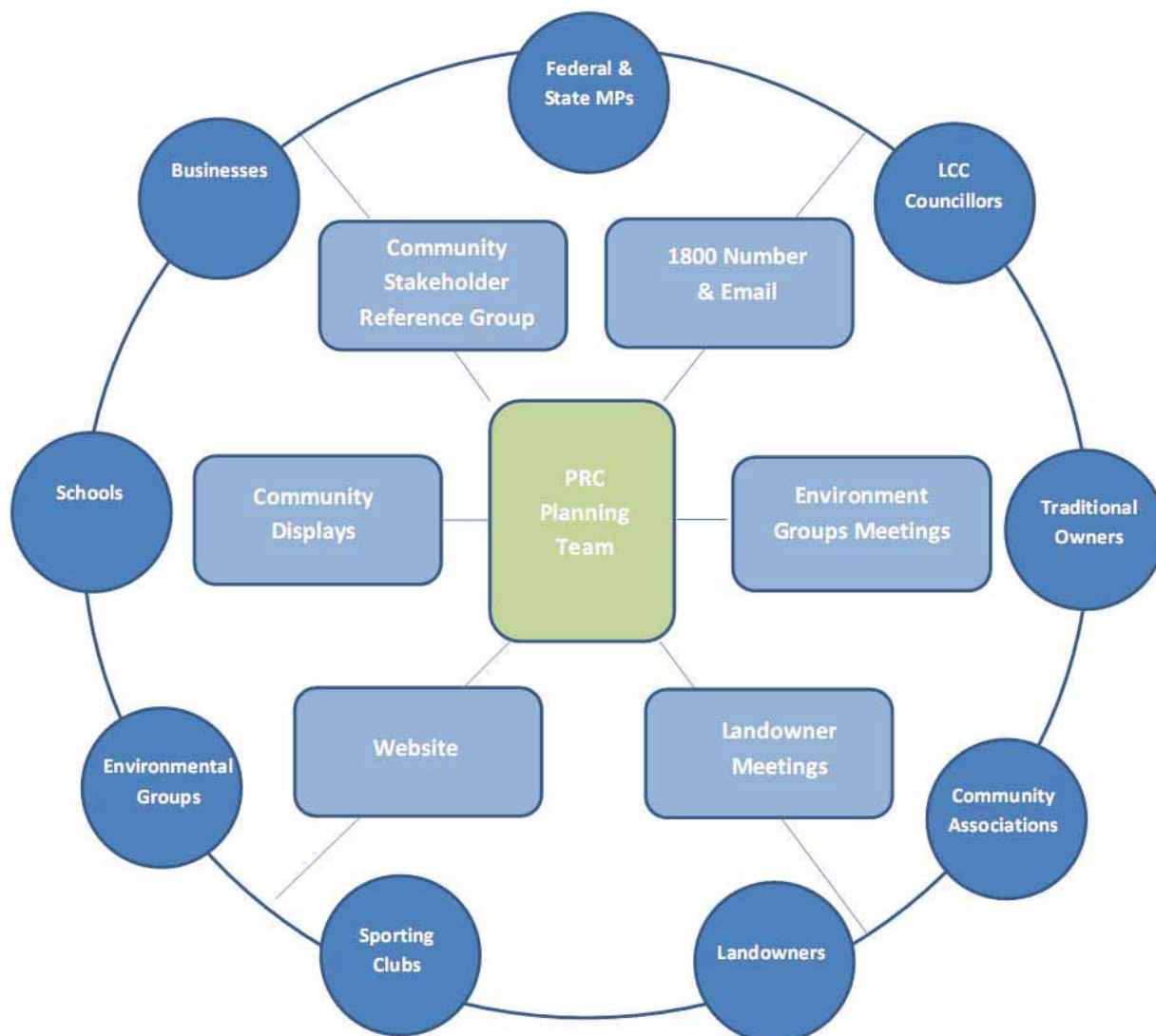


Standard	Park Ridge Connector compliance comment
<p>5. Engagement processes will give people the opportunity to participate by helping facilitate their ability to contribute to the process.</p>	<p>The engagement process included a number of engagement techniques intended to reach a broad audience.</p> <p>Focus group surveys were undertaken to identify issues of concern to the community.</p> <p>Newspaper advertisements encouraged people to participate in the CSRG, public displays, information sessions and workshops.</p> <p>Extensive technical background on social, environmental and economic information was provided in documents available on request and at public forums so that individuals could make informed input.</p> <p>Public display materials at staffed displays also provided information so individuals could offer informed input on project feedback sheets. The community had the opportunity to provide input via: landowner meetings, focus groups, CSRG meetings, stakeholder group meetings, telephone surveys, the 1800 project telephone and email.</p> <p>The community was also encouraged to complete written feedback sheets at staffed displays and information sessions, via mail at selected libraries and to talk with staff members at staffed displays and information sessions.</p>
<p>6. Information on the engagement activity and/or program/project will be easily and freely available and understandable so that people can be fully informed.</p>	<p>All engagement activities were planned with input from LCC and were widely publicised. Extensive telephone contact was used by the planning team to contact community members. Project translation services were offered to community groups, and representatives of foreign language groups were encouraged to attend public displays. A Chinese-speaking translator was involved in landowner discussions.</p>

<p>7. Feedback will be sought from and given to people on any relevant engagement processes, outcomes and decisions, to acknowledge participation and encourage continuing involvement.</p>	<p>Feedback from individuals and groups was tracked via the stakeholder database and responses were provided within reasonable timeframes.</p> <p>Surveys were included in a range of community activities including the CSRG, during the public display period and at the start of the project.</p>
<p>8. All stages of the engagement process, including the final decision, must show respect for the needs, views and concerns of all people involved.</p>	<p>The engagement process included:</p> <ul style="list-style-type: none"> <li>• information gathering</li> <li>• partnering with LCC as a key stakeholder</li> <li>• working with the CSRG to develop the options</li> <li>• community feedback</li> <li>• stakeholder briefings and workshops.</li> </ul> <p>The needs and views of various communities were considered during the project reporting period.</p>
<p>9. Stakeholder databases will be continually reviewed and updated.</p>	<p>A stakeholder database was used to record all incoming phone calls and emails and was updated daily during the consultation period.</p>
<p>10. People's privacy and confidentiality must be respected before, during and after engagement has taken place.</p>	<p>An explicit confidentiality clause was included in the CSRG Charter and no details of the membership have been, or will be, disclosed.</p> <p>The same approach to confidentiality has been used to record submissions and comments made by individuals throughout the project.</p>
<p>11. A written engagement plan must be developed for all engagement activities and be approved at the appropriate level before the activity commences.</p>	<p>The engagement plan and other written materials were prepared collaboratively with LCC, and were approved by both agencies prior to release.</p>
<p>12. Employees with decision-making responsibilities will be identified at the outset of the engagement activity and be available to participate in those activities to add credibility to, and understanding of, the process and to build and sustain relationships.</p>	<p>TMR and LCC employees with decision-making responsibilities were fully involved in developing the project and attended community meetings, public displays and information days during the 2011 consultation. TMR employees participated in the 2012 consultation process, including landowner meetings and community information sessions.</p>



## Stakeholder input during the consultation process



- Federal and state elected representatives:** Received regular project updates and project materials to display in electorate offices.
- Logan City Council:** Councillors and council officers in the Project Partnership Group (PPG) attended project meetings and workshops.
- Traditional Owners:** Regularly briefed on the project progress and invited to CSRG workshops.
- Community associations:** Associations within the refined area of interest were briefed at public displays, workshops and meetings.
- Landowners:** Two rounds of personal contact and face to face briefings with landowners in the refined area of interest and the proposed corridor.

- Environmental groups:** An environmental group was formed and met four times through workshops with the planning team to review the material and suggest approaches.
- Schools:** Primary and secondary schools received newsletters to distribute to local families.
- Businesses:** Chambers of Commerce and regional business groups were briefed during the public engagement period.
- General community:** Community members accessed a single point of contact with the team.

## Stakeholder summary statistics

Activity	2011	2012	Combined result
Website hits	Approximately 4,000	Approximately 1,000	Approximately 5,000
Feedback sheets	215	283 (164 households)	498
Submissions and letters	171	154	325
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Static displays	Five displays in libraries at Marsden, Logan West, Logan Village, Greenbank and the LCC administration office	Four displays in libraries at Marsden, Logan West, Logan Central, Browns Plains	Nine displays and information days
Stakeholder briefings	Six briefings with community, business and environmental groups	Three briefings with real estate agents, environmental groups and a religious organisation	Nine briefings

Distribution of project materials	Distributed at displays libraries and via email	Distributed at information days, libraries and via email	More than 1,000 feedback sheets Approximately 500 Review of Environmental Factors (REF) Overview documents Approximately 150 REF documents
Emails	More than 400	More than 200	More than 600
Phone calls	More than 600	More than 400	More than 1,000
Total number of stakeholder contacts	More than 900	More than 600	More than 1500

## Developing the Park Ridge Connector proposed corridor

There were three steps in the corridor identification process involving technical planning and community input.

### Step 1 Conceptual corridor and area of interest

The investigation began with identifying an area of interest within which a corridor could be located. The starting point was *Connecting SEQ 2031*, which included a map showing a conceptual corridor. *Connecting SEQ 2031* was released as a draft for public consultation in August 2010 and finalised in October 2011. The area of interest, shown in Figure 2, extended south from the Logan Motorway, bounded by the Mount Lindesay Highway in the west and Chambers Flat Road to the south and east.

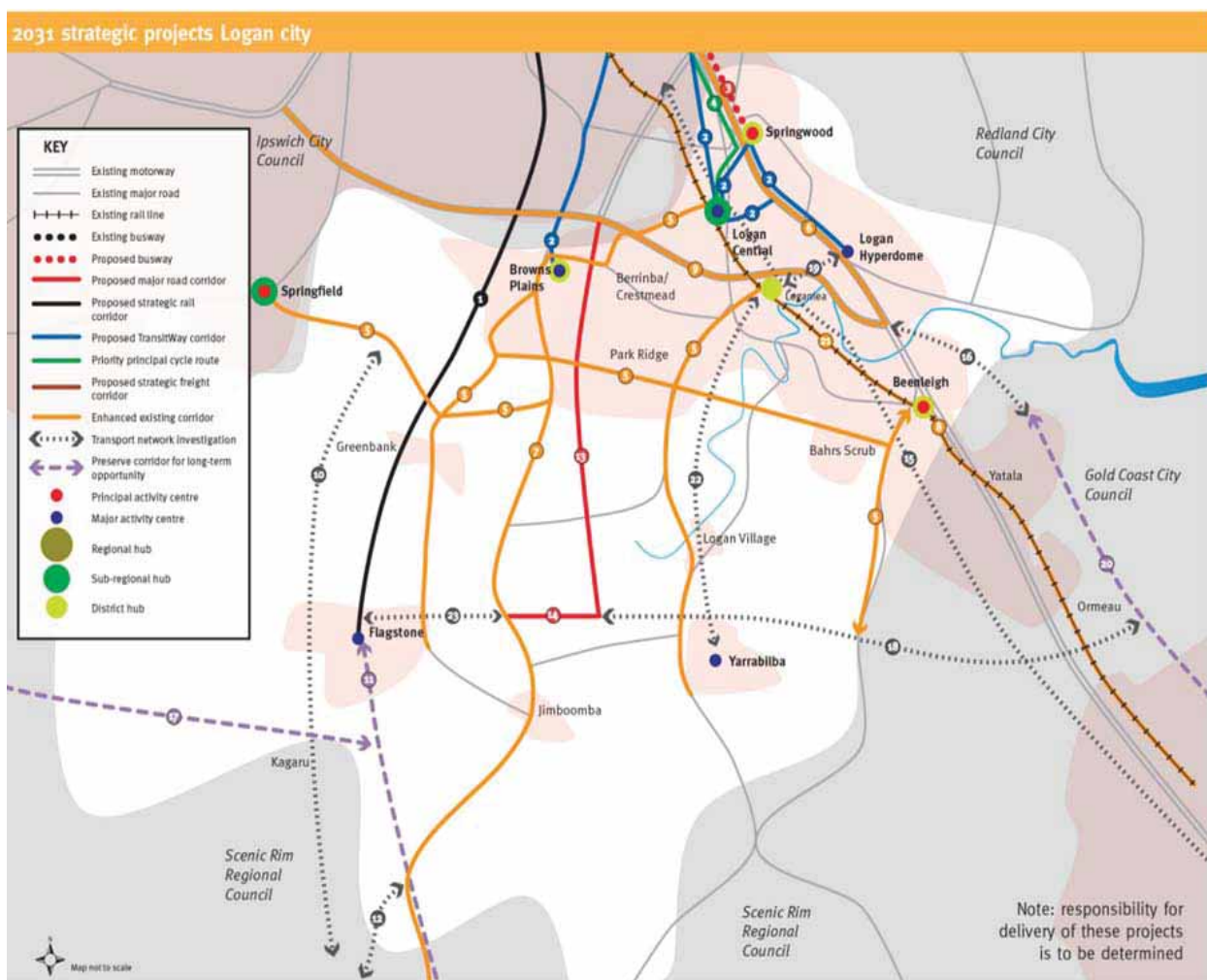


FIGURE 1. Conceptual corridor (Source: *Connecting SEQ 2031*)

### Step 2 Community input to refine the area of interest

The planning team worked with the CSRG to identify places of value to the community. Technical reports were prepared to document the social, environmental and economic benefits and impacts of a future arterial road. A 'refined area of interest' was identified by the planning team that best met the community values and provided the best fit with social, environmental and economic

values. The refined area of interest, shown in Figure 2, extended to Granger Road, as the extent of the 'urban footprint' identified for future urban development.

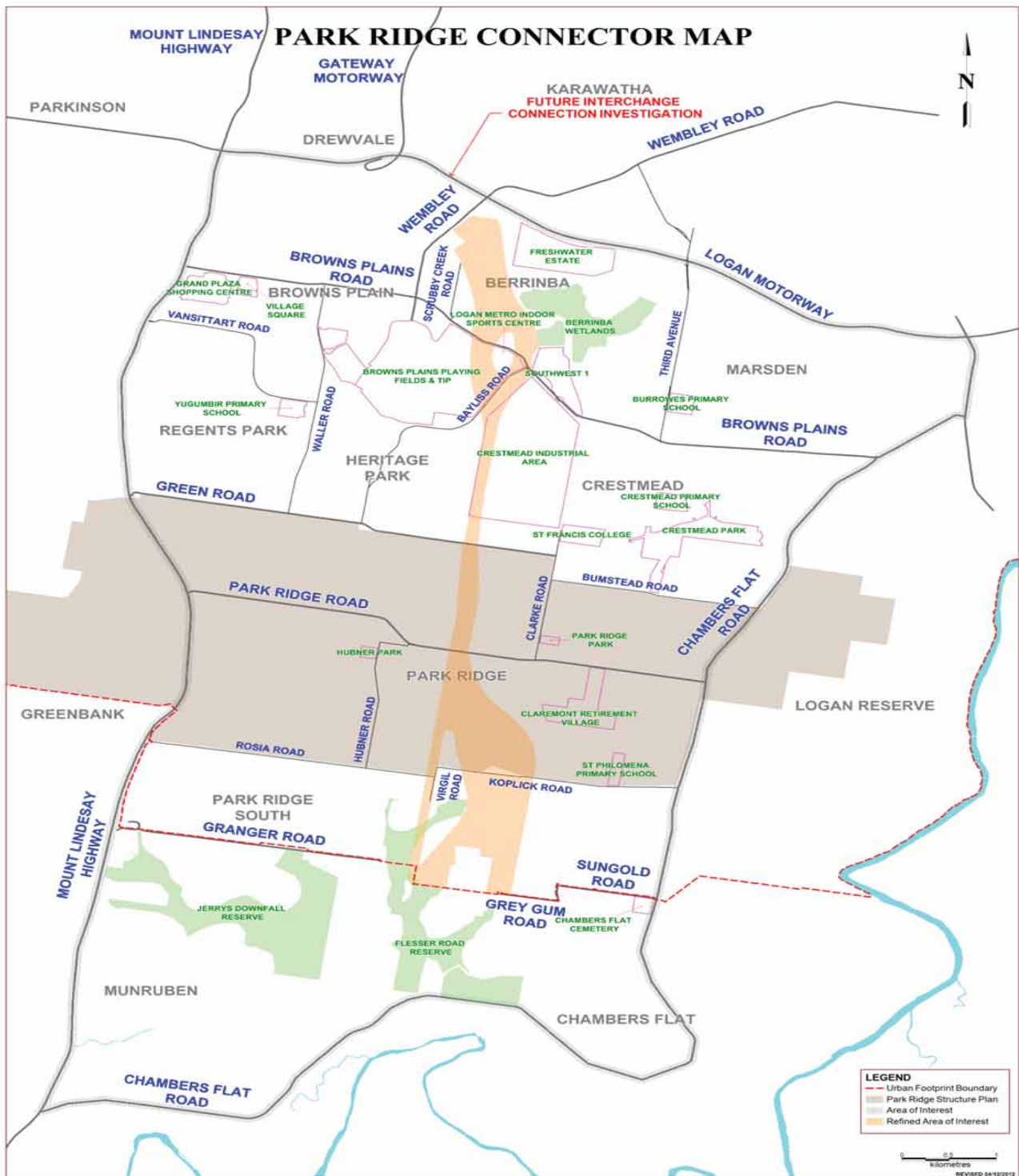


FIGURE 2. Area of interest and refined area of interest



### Step 3 Community input to locate the proposed corridor

The refined area of interest was released for public consultation from October to December 2011. The planning team used this community input and further technical work to develop the proposed corridor. LCC acknowledged the viability of the corridor proposed by TMR at its meeting on 24 January 2012. The proposed corridor was released for community consultation in August and September 2012.

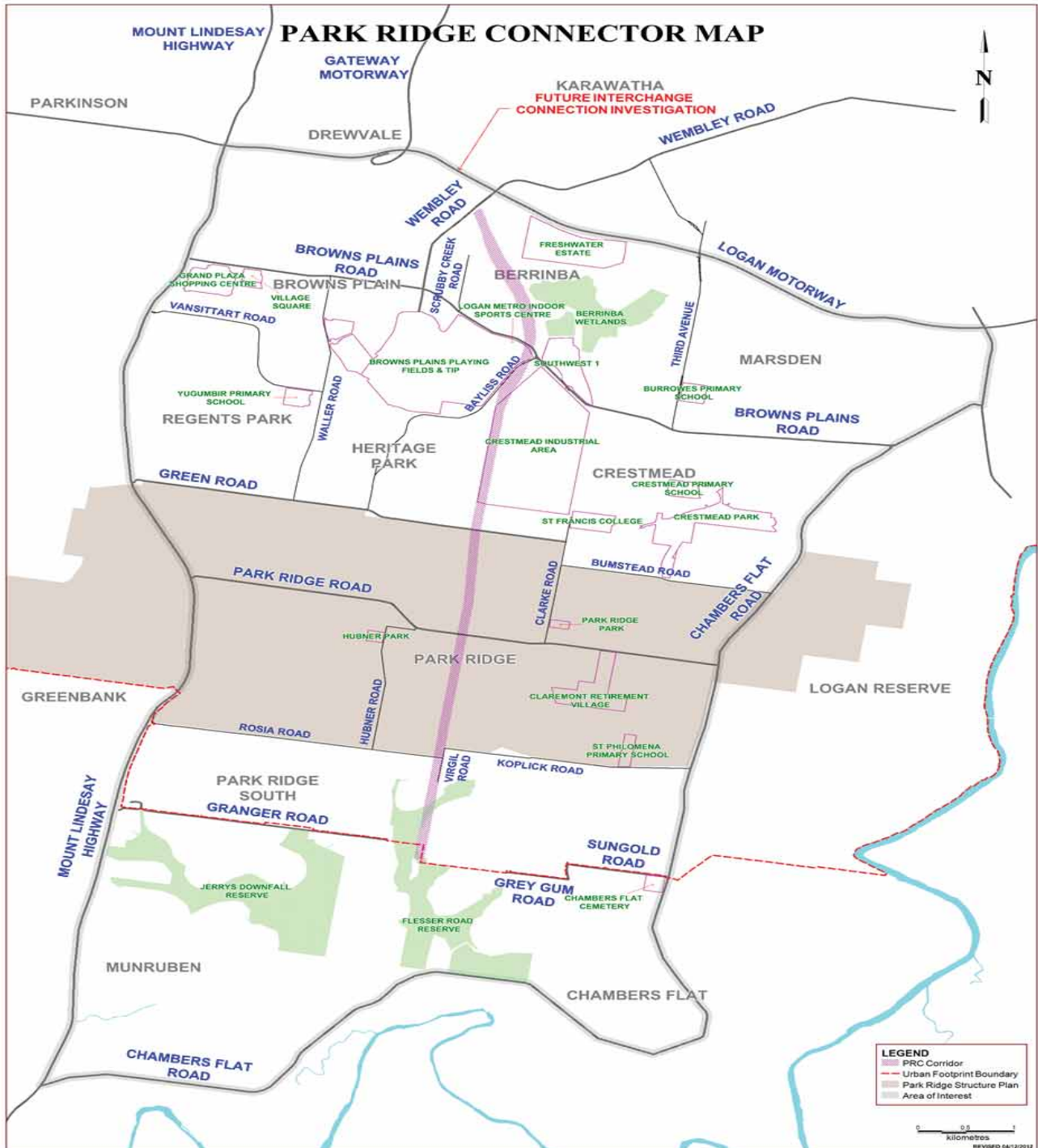


FIGURE 3. Proposed Park Ridge Connector corridor location

## How we engaged the community

Public consultation to locate the Park Ridge Connector corridor extended over two public consultation periods from October to December 2011 and from August to September 2012. Details of each activity are included below.

Activity	Input	Outcome
Partnership with LCC Page 21	LCC staff and Councillors provided direct input to the consultation program in partnership with TMR from early 2011 onwards.	A project governance structure was developed to share consultation information, and present consultation materials to both partners.
Community and Stakeholder Reference Group (CSRG) workshops Page 22	Seven workshops from May to December 2011 which provided input about community values into the social, environmental and economic values matrix.	Identification of social, environmental and economic values in the area of interest.
Landowner meetings Page 24	In 2011, 73 landowners representing 99 properties met with the planning team.  In 2012, 27 landowners representing 40 properties met with the planning team.	Improved understanding by landowners of the planning process and potential impact on their land. Understanding by the planning team of landowner values and concerns.
Focus groups Page 27	Three focus groups were held in September 2010 to determine the depth of understanding about Logan's growth profile and transport issues.	The planning team gained an understanding of current transport issues facing the people of Logan to help shape the engagement program.
Community group meetings Community, business and resident organisations and associations. Page 29	Briefings and face to face discussions with 16 key stakeholder groups occurred during the two consultation periods.	The discussions captured the views of community groups with special interests and helped inform the environmental survey work.

<p>Telephone surveys</p> <p>Page 32</p>	<p>Two telephone surveys across the area of interest to provide a representative sample of community views. In 2011, 350 residents and businesses were surveyed and in 2012, 500 residents and businesses were surveyed. The surveys were undertaken in November 2011 and September 2012.</p>	<p>The survey in 2011 revealed widespread limited understanding about planning and land use changes in the region.</p> <p>The 2012 survey revealed improved understanding about land use changes in the region, 81% awareness of the Park Ridge Connector and 66% support for preserving the corridor.</p>
<p>Information giving:</p> <p>Newsletters, website, email and 1800 number, library displays, advertisements, media articles.</p> <p>Page 40</p>	<p>A range of tools were used to provide information to the community including newsletters, library displays, the project website, email and 1800 number.</p> <p>During 2011 and 2012, the planning team recorded high levels of website views and calls to the 1800 number.</p>	<p>Project materials built awareness and understanding of the planning project and advertised public display activities and project contact details.</p> <p>The planning team had regular and ongoing contact with the community during both consultation periods and regularly met requests for information.</p>
<p>Information gathering:</p> <p>Staffed displays and information sessions, feedback sheets, letters and submissions</p> <p>Page 42</p>	<p>Over the public consultation period in 2011 (October and November) and 2012 (September), five staffed displays and two information sessions were held.</p> <p>Throughout the consultation, period the community was encouraged to complete feedback sheets to register opinions and comments on the refined area of interest (2011) and the proposed corridor (2012).</p>	<p>More than 600 people attended the staffed displays and information sessions during the consultation periods.</p> <p>In 2011, 171 individuals and organisations provided submissions and 215 feedback sheets were received.</p> <p>In 2012, approximately 154 submissions and letters and 283 feedback sheets (from 164 households) were received.</p>



## Partnership with Logan City Council

### Purpose

The objective of the partnership with LCC was to achieve integration of council's function of land use planning and local road network management with TMR's management of the state controlled road network.

### Who was involved

The relationship with LCC has been ongoing since the project commenced in early 2011. TMR worked with two levels of LCC:

- technical officers in various key council departments
- councillors with constituents in the greater Park Ridge area or with committee membership of relevant Council committees.

A Project Partnership Group (PPG) was formed between the project team and relevant councillors and LCC staff to advise on the process of community consultation, including publicly released materials.

### How this group worked with the planning team

The PPG met four times throughout the consultation period in 2011 and guided the consultation process with knowledge of the local area and stakeholder groups. The PPG:

- provided advice and support on the selection and operation of the CSRG and
- reviewed the area of interest and refined area of interest from the CSRG process and public consultation.

Council officers provided technical input into the road planning investigations and the REF.

### Summary of outcomes

- Endorsement of the consultation process and key project materials before they were distributed.
- Sharing of technical information between TMR and LCC so planning project materials represented the views of both partners.
- Confirmation of CSRG nominations to ensure it adequately represented the local community.
- On 16 January 2012, TMR presented a summary of the technical and consultation findings to Council's City Roads Infrastructure Committee. Following this meeting, the Ordinary Council of 24 January 2012 adopted the following resolution.

*On 24 January, 2012 at the 656th Ordinary Meeting, full Council voted in favour of a resolution to support further technical investigations for the Park Ridge Connector Corridor. The Council also acknowledged (Resolution 6) information presented by the Department of Transport and Main Roads supporting a proposed viable corridor for the Park Ridge Connector Corridor Preservation Study.*

*(Source: LCC Ordinary Council Minutes, 24 January 2012, Item 7471704)*

## Community Stakeholder Reference Group

### Purpose

The purpose of the stakeholder reference group was to provide detailed community input into the technical planning process. Drawn from a wide variety of backgrounds and demographics, the CSRG represented a cross-section of a community to reflect local community values in the planning process. The CSRG had access to the economic, environmental social impact and road planning technical advisors so they could provide informed input.

### Who was involved

The CSRG selection process commenced in April 2011, with advertisements inviting nominations for membership in the three local newspapers to attract a broad range of applicants.

From the 30 nominations received, 14 members were selected based on criteria agreed by LCC and TMR. The group represented a broad spread of community interests, including environmental, social and economic, local businesses, community groups, youth and indigenous representatives.

Each member signed a code of conduct and accepted the CSRG charter. A confidentiality clause protected CSRG anonymity, which is a standard and accepted practice.

### How this group worked with the planning team

The CSRG met with the planning team over seven workshops from May to December 2011. The workshops provided members with environmental, social and technical data and presentations to assist their input into the corridor planning process. During this period they worked with the planning team on the following:

- a site tour of the area of interest with stops at important community and environmental places for the group to register their comments and provide input to the early stages of planning
- exploring the community infrastructure and environmental sites considered important to the group in the northern part of the area of interest from Logan Motorway south to Green Road
- exploring the community infrastructure and environmental sites considered important to the group in the southern part of the area of interest from Green Road to Granger Road
- personal stories and narratives about the area and the cultural values attached to the region
- input into mapping potential corridors to determine consistency with the values matrix developed by the CSRG
- input into the process to identify conflicts in the corridor mapping process as well as any important endangered flora and fauna species and flora in the area.

## What they said

The group provided important input to the planning team, including the values of people and places in the area. This helped to identify the refined area of interest. Table 1 shows the values matrix developed by the CSRG.

TABLE 1. CSRG values matrix

People and places	Values
Historical and cultural heritage	Recognise, respect and not harm areas of significance and areas that are special to the community and provide a 'sense of place'
Indigenous heritage	Minimise disturbance to sites of significance
Landscape and visual amenity	Avoid impact to existing land uses that contribute to the character of the local area
Parkland	Preserve and enhance existing parkland that is used for active and passive recreation and also contributes to the unique natural amenity of local areas
Community facilities	Avoid community infrastructure and provide continued access to community facilities
Established residential areas	Minimise impact to properties and improve connection between neighbourhoods
Land use planning	Integrate local and state planning policies
Noise	Minimise noise impacts on existing residential areas

The CSRG acted as a 'sounding board' for the planning team and provided input into:

- special places and areas in the region that the group considered important to retain
- key social values in the northern and southern areas of the area of interest
- key environmental values in the northern and southern areas of the area of interest.

Members were surveyed during the workshops to test the adequacy of the CSRG process.

## Personal contact – landowner meetings

### Purpose

Landowners represent a key stakeholder group and their views about the location of the corridor are directly relevant to the planning process. Face to face meetings enabled the planning team to inform landowners about the purpose of the study and the potential impact of a corridor on their land.

### How they worked with the planning team

The planning team had regular and frequent contact with affected landowners during the consultation periods in 2011 and 2012. Landowners were contacted and offered the opportunity to meet with the planning team on an individual basis. During the meetings, their comments, input and relevant specific comments were recorded in the stakeholder database.

A common sentiment from landowners in both 2011 and 2012 was a desire for certainty about the location of the PRC corridor to enable residents to plan for the future.

In 2011:

- The refined area of interest affected a total of 138 landowners across 171 residential, commercial and government-owned properties. A letter was sent to landowners on 14 October 2011 to inform them of the Park Ridge Connector Corridor Preservation Study and invite them to a landowner meeting.
- Most landowner meetings were conducted at the Logan Metro Indoor Sports Centre from October to November 2011, around a table with detailed maps on display. Four meetings were conducted in the homes of property owners. The content of each meeting was recorded in meeting notes.
- Landowners were invited to document specific concerns based on 11 categories: short term financial loss, long term financial loss, relocation, process concerns, environmental concerns, family/cultural/historical significance, amenity, access, urban development, future certainty and 'other' category.

In 2012:

- The proposed corridor location affected a total of 50 landowners across 71 residential, commercial and government-owned properties.
- A letter was sent to landowners within the refined area of interest on 19 July 2012, advising whether or not their property was impacted by the proposed corridor location. On 31 July 2012, a letter was sent to the same landowners advising of a second phase of consultation.
- The planning team made extensive efforts to phone all landowners within the proposed corridor to explain the consultation process. Calls were often made in the early evening to maximise the opportunity to speak with residents. All but two landowners were able to be contacted during this process.
- Landowners within the proposed corridor were invited to meet with the project team at the TMR Logan Office in a similar format to the 2011 meetings. Maps were available that

detailed the proposed corridor location. Landowners were encouraged to complete a feedback sheet as part of this consultation.

## Who was involved

The landowner meetings consisted of a TMR project manager, a TMR property services advisor and a member of the project consultation team to record meeting notes.

In 2011:

- of a total of 138 potentially impacted landowners, the planning team were able to meet with 73 landowners representing 99 properties in the refined area of interest.
- landowners were contacted in several ways including hand delivered letters, follow-up phone calls and on-site meetings. Many landowners opted not to meet with TMR.

In 2012:

- of a total of 50 potentially impacted landowners, the planning team were able to meet with 27 landowners representing 40 properties within the proposed corridor location. Some landowners opted not to meet with the planning team.
- the planning team also met with three landowners representing three properties in close proximity to the proposed corridor.

The meetings also included landowners who, while not directly impacted, were potentially access impacted or indirectly impacted.

## What they said

Landowner meeting notes were documented as a permanent record of meeting, including information relating to specific landowner circumstances. Landowners were also invited to fill in a feedback sheet to gauge support for the PRC corridor. A selection of comments and results are shown in Table 2.

TABLE 2. Comments from landowners

<p><b>Comment 1</b></p> <p>We have had the property on the market for many years and we are keen to sell it, we really need some idea if the road is going ahead so we can make plans.</p> <p>Landowner, Granger Road</p>	<p><b>Comment 2</b></p> <p>We have lived in this area for many years and seen the rapid development, so we know why the road needs to occur to manage development and business growth in Park Ridge.</p> <p>Business Owner, Crestmead</p>
<p><b>Comment 3</b></p> <p>There is concern about selling and the value of the properties given that the idea of a rural lifestyle would be gone should a road corridor be approved, and the potential for industrial and residential zoning.</p> <p>Landowner, Flessler Road</p>	<p><b>Comment 4</b></p> <p>All major roads should have been planned years ago, so people can buy and sell with assurance. Thinks the planning should show an alignment all the way to the Southern Infrastructure Corridor (SIC) to relieve uncertainty.</p> <p>Landowner, Rundalua Road</p>

### 2011 and 2012 data

In 2011, landowners were asked to rank their key concerns about the corridor to provide information documenting specific landowner concerns. The results are shown in Figure 4. The most common concern among landowners was future certainty as to whether or not they were impacted by the corridor.

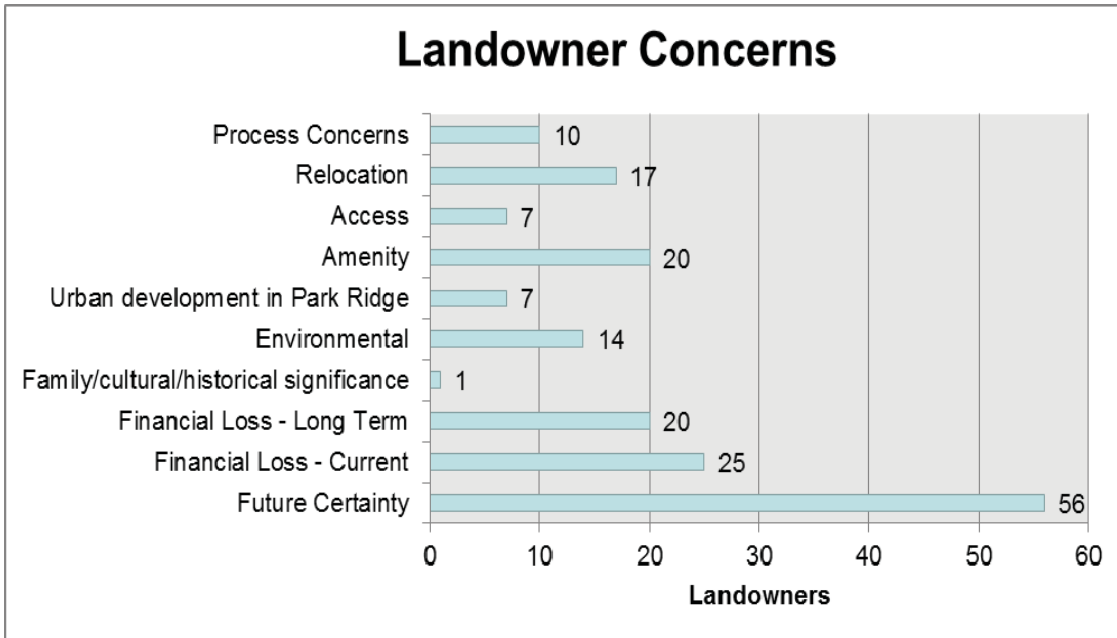


FIGURE 4. 2011 landowner concerns

In 2012, landowner meetings were used to document support or opposition to the proposed location of the corridor. Figure 5 shows that marginally more landowners favoured the preservation of the corridor.

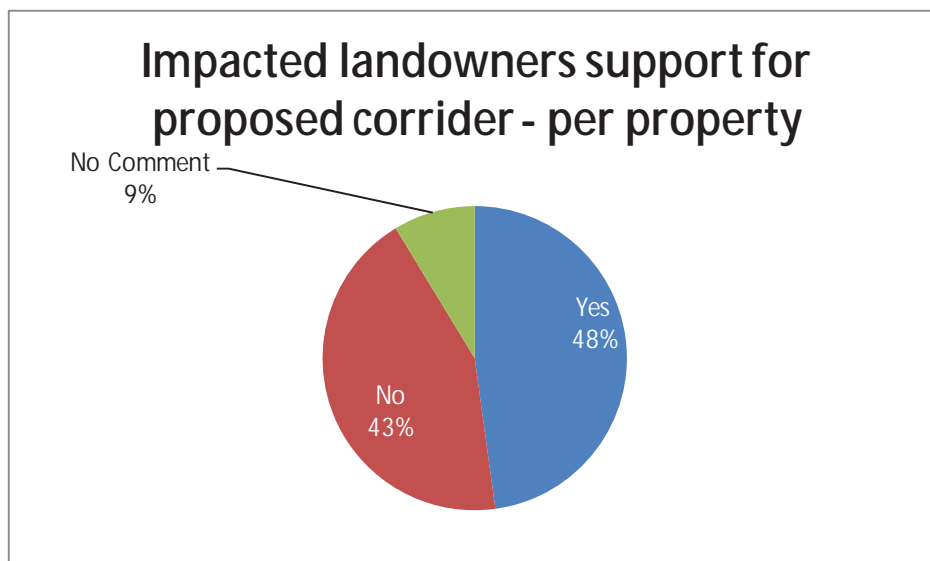


FIGURE 5. 2012 landowner support for the proposed corridor

## Focus groups - awareness of transport and urban planning

### Purpose

Three focus groups were held in Logan in November 2010 to provide important input to the consultation strategy and planning process. The purpose of the research was to gather a cross-section of views on transport planning, attitudes towards transport services in the region, awareness of factors driving growth in Logan, public transport, safety and local traffic issues.

### How they worked with the planning team

The focus groups were involved in a guided discussion within key themes. The topics included:

- the community's understanding of transport issues and future transport challenges in Logan City
- early input into the shape and content of the consultation strategy by identifying specific concerns and themes
- community perception and understanding of current traffic congestion
- *Connecting SEQ 2031* as a document to inform future public transport improvements in the region
- major community transport issues, such as safety and heavy vehicles on local roads.

### Who was involved

The three focus groups were comprised of one business group and two residents groups.

Participants were drawn from Crestmead, Berrinba, Browns Plains, Park Ridge, Boronia Heights, Heritage Park, Regents Park and Marsden and represented the main demographics in the region to ensure a representative cross-section of the community.

### What the focus groups said

Participants were involved in a guided discussion with the independent research leaders. This discussion included three specific questions which related to population growth, transport planning and growth in the region. A summary of responses to these questions, including comments recorded as direct quotes, is shown in Table 3 and overleaf.

TABLE 3. Comments from focus groups

<p><b>Comment</b> I thought 'What a fantastic (idea), that one that links up to the Gateway' ...I thought 'How grand, straight up the Gateway. How wonderful.'</p>	<p><b>Comment</b> I try not to go out after nine o'clock because of the traffic. In the last 18 months, I'd say the traffic has almost doubled on the roads; particularly in the busy periods and the road structure's just not dealing with that.</p>
<p><b>Comment</b> Browns Plains Road can be bad enough at times especially over the past 12 or 18 months around Wembley Road.</p>	<p><b>Comment</b> I think the biggest thing is they have to do something (transport planning) and do it properly the first time.</p>

**Q1: What do you understand about population growth issues, planned future development in Logan Council areas and awareness of the (then) *Draft Connecting SEQ 2031*?**

Participants responded to the question as follows:

- they had no real knowledge of the transport plans for the area
- most participants had a broad understanding that the population in the Logan area will increase and this will put a strain on already congested local roads and transport networks
- there was broad interest in planning to connect the local road network to the Gateway Motorway since that might reduce local road congestion, which was generally rated as high.

**Q2: What do you believe are the transport issues experienced now and likely to be experienced in the future (locally, regionally and throughout south-east Queensland)?**

Participants responded to the question as follows:

- local roads, particularly Browns Plains Road and Wembley Road, are hotspots which require immediate fixing
- state and local government should work together to resolve road transport problems
- focus on fixing local road problems early and in a coordinated way with all government agencies, which would avoid coming back and fixing the same problems in the future.

**Q3: What do you believe are the most appropriate ways to engage with the Logan community (businesses and residents) about future studies?**

Participants responded to the question as follows:

- consultation outcomes can be influenced by a minority group which opposes what the majority may want
- Logan residents like to register an opinion
- providing people with the opportunity to have an opinion is important and will allow people to be involved in consultation.



## Community group meetings - understanding community values



*Jerry's Downfall Reserve*



*Acreage in Chambers Flat*



*Market gardening, Park Ridge*

### Purpose

Community and stakeholder groups provide an important insight into the social fabric and values of a community. From May 2011, the planning team met with a number of groups with interest in local ecosystems, resident safety, bush fire management, community infrastructure and local business. The meetings allowed for further input from key stakeholder groups and provided the planning team with a greater depth of knowledge of local ecosystems in the Park Ridge area.

### Who was involved

#### Resident and community groups:

- Park Ridge South Neighbourhood Watch
- Park Ridge Neighbourhood Watch
- Crestmead Neighbourhood Watch
- Crestmead Community Association

#### Environmental groups:

- Karawatha Forest Protection Society
- Friends of SEQ
- Berrinba Bush Care Group
- Logan and Albert Conservation Association
- BrisBOCA Bird Observation and Conservation Australia
- Logan and Albert Rivers Catchment Association
- Wildlife Logan
- Brisbane Region Environment Council

## **Business groups:**

- Logan City Council Economic Development Group
- Representatives of Crestmead businesses
- Logan and Albert Development Association
- Real estate agents in the Logan region

## **How they worked with the planning team – ‘Environetwork’**

The ‘Environetwork’ was a special interest group comprising a number of environmental groups in the area with an interest in the preservation of local environmental values. The purpose of convening the group was to ‘ground truth’ the environmental technical reports by seeking out further local knowledge and data available to the local environmental groups.

As a result of working with the group, the planning team environmental consultants undertook a further study of quoll populations in the area (Survey for Spotted-Tailed Quoll within Logan City Council Bushland Reserves, Park Ridge South).

Specific actions with the ‘Environetwork’ group included:

- five workshops held between May and December 2011. At each workshop, the members were provided with and asked to comment on environmental technical data, and had input into the corridor planning process
- providing input into the environmental values that the group considered were important in the study area. Where applicable, these values were incorporated into the values mapping prepared to support the study’s public consultation process
- at the workshops, the environmental groups were encouraged to provide community science to improve local environmental knowledge and data on flora and fauna in the area.

### ***Workshop 1 - Jimboomba Library***

The purpose of the first workshop was to meet with environmental stakeholders in an introductory session to discuss and agree how the planning team would engage with this special interest group. The planning team and the stakeholders agreed on who would be consulted specifically on environmental matters as the project planning progressed.

### ***Workshop 2 - Logan Central Library***

The purpose of the second workshop was to review the investigations undertaken by the planning team’s environmental consultant and to confirm environmental constraints and opportunities as an input into the CSRG process.

### ***Workshop 3 - Marsden Library***

The purpose of the third workshop was to meet with environmental stakeholders who had previously been unable to attend the environmental workshops and to meet with local reptile experts to discuss fieldwork previously undertaken in the area of interest.

### ***Workshop 4 - Johnson Road Motel***

The purpose of the fourth workshop was to further focus discussions regarding environmental values. The discussions identified performance measures and mitigation options associated with different environmental values which could be used to guide the future planning and design process for the corridor.

### ***Workshop 5 - Logan Metro Indoor Sports Centre***

The final workshop was held at the start of the public display period. Environmental stakeholders invited other interested parties to this meeting and the planning team provided copies of the draft environmental investigation report for comment and review.

Stakeholders were briefed on ongoing environmental field work being undertaken to validate the desktop work. Field work was undertaken where landowners agreed to give the planning team access to their properties.

## Telephone surveys – a representative sample of community views

### Purpose

The telephone surveys conducted during 2011 and 2012 supplied a representative picture of wider community attitudes to the Park Ridge Connector and related planning issues. While other community consultation techniques provide information about specific groups in the community, the telephone surveys captured a representative sample of views across the community.

### How they were used by the planning team

The telephone surveys were conducted by an independent research company with the research questions reviewed by the planning team. The surveys were designed to:

- test public awareness of the Park Ridge Connector Corridor Preservation Study
- determine community and business understanding of transport planning issues in both the area of interest and the broader Logan area
- test awareness of planning and development in Park Ridge and surrounds
- test key messages emerging from community consultation
- document support and opposition to the project
- provide a statistically accurate survey of a random cross-section of residents in the area of interest.

### Who was involved

The first random telephone survey of 350 residents and businesses was conducted during November 2011. This survey achieved a confidence level of 90%, which is well within the bounds of normal commercial survey practice and provides confidence that the results are representative of the community. The survey sample included:

- 50 businesses from Crestmead, Berrinba, Heritage Park, Regents Park, Chambers Flat, Park Ridge, Park Ridge South, Munruben, Marsden and Browns Plains
- 150 households from the northern urban area of Crestmead, Berrinba, Heritage Park, Regents Park, Marsden, Browns Plains, Drewvale, Hillcrest and Boronia Heights
- 150 households from the southern rural residential area of Chambers Flat, Park Ridge, Park Ridge South, Munruben and Logan Reserve.

*Note: For the random sample of 350 residents and businesses in the Park Ridge Connector study area, the maximum probable error  $\pm 4.2\%$  at the 90% level of confidence was achieved.*

The second random telephone survey of 500 residents and businesses was conducted during September 2012. This survey achieved a confidence level of 95%, providing confidence that the results are representative of the community.

The survey sample included:

- 50 businesses from Crestmead, Berrinba, Heritage Park, Regents Park, Chambers Flat, Park Ridge, Park Ridge South, Munruben, Marsden and Browns Plains
- 150 households from the northern urban area of Crestmead, Berrinba, Heritage Park, Regents Park, Marsden, Browns Plains, Drewvale, Hillcrest and Boronia Heights
- 150 households from the southern rural residential area of Chambers Flat, Park Ridge, Park Ridge South, Munruben and Logan Reserve
- 150 households from within the Park Ridge Structure Plan area from Green Road to Rosia Road.

*Note. For the random sample of 500 residents and businesses in the Park Ridge Connector study area, a maximum probable error  $\pm 4.4\%$  at the 95% level of confidence was achieved.*

All responses were coded and computer-analysed using the following breaks:

- age
- gender
- stakeholder type (community and business)
- geographic area (north and south)
- length of time living in area
- ratepayer status.

## **What was said in 2011**

### ***Questions in survey #1 November 2011***

The 12 survey questions covered the following topics:

- awareness of planning in Logan
- awareness of future growth and where the growth will occur
- important factors in planning for future growth
- capacity of the area to cater for future growth
- rating of local transport networks
- rating of levels of congestion on the local roads
- awareness of Park Ridge Connector project and attendance at public displays
- benefits and disadvantages of the proposed road
- rating of issues from the consultation process.

**Summary of key data**

Note. 'Northern area' refers to the northern suburbs from Browns Plains Road to Green Road.  
 'Southern area' refers to the southern suburbs from Green Road to Chambers Flat Road.  
 'Businesses' refers to businesses within the area of interest.

**Q. Are you aware of planned future growth in Logan region?**

44% of respondents were aware of planned future growth in Logan region.

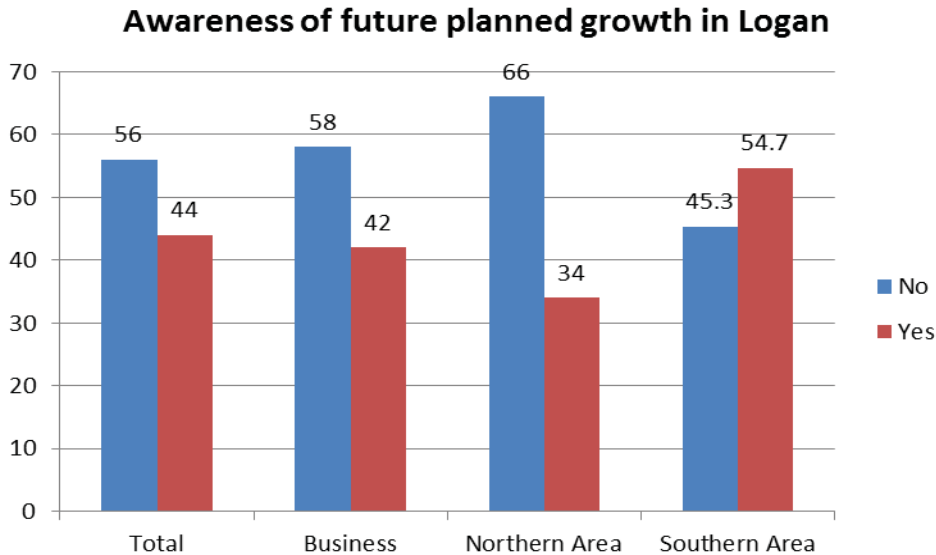


FIGURE 6. Awareness of future planned growth in Logan

**Q. How important do you think it is to plan for future population growth?**

95% of respondents thought it was either crucial (75%) or important (20%) to plan for future population growth.

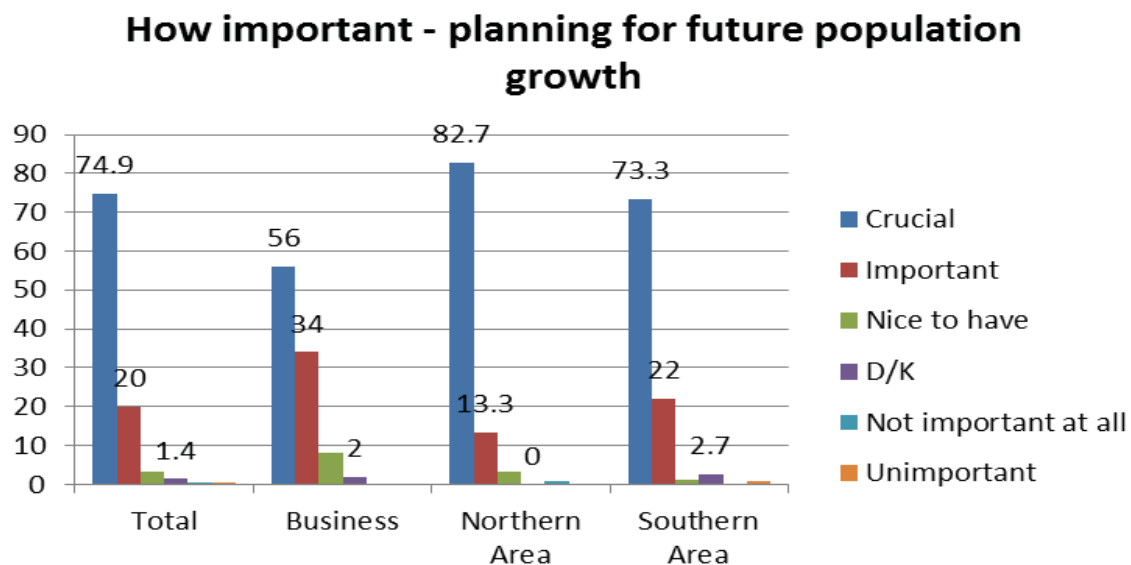


FIGURE 7. Importance of planning for future population growth

**Q. Which statement best describes your thoughts about the capacity of your area to cater for this population growth with services (such as education and health) and infrastructure (such as roads and public transport)?**

83% of respondents felt that more services, roads and public transport are required in their local area, while 15% of respondents felt that their area was well planned and able to accommodate growth.

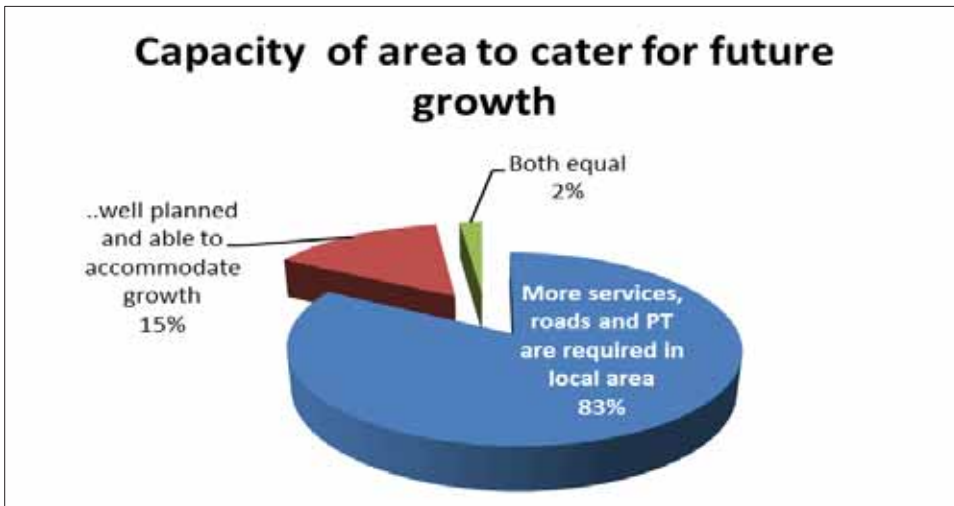


FIGURE 8. Capacity of the area to cater for future growth

**Q. Have you heard of the Park Ridge Connector?**

53% of respondents had heard of the Park Ridge Connector.

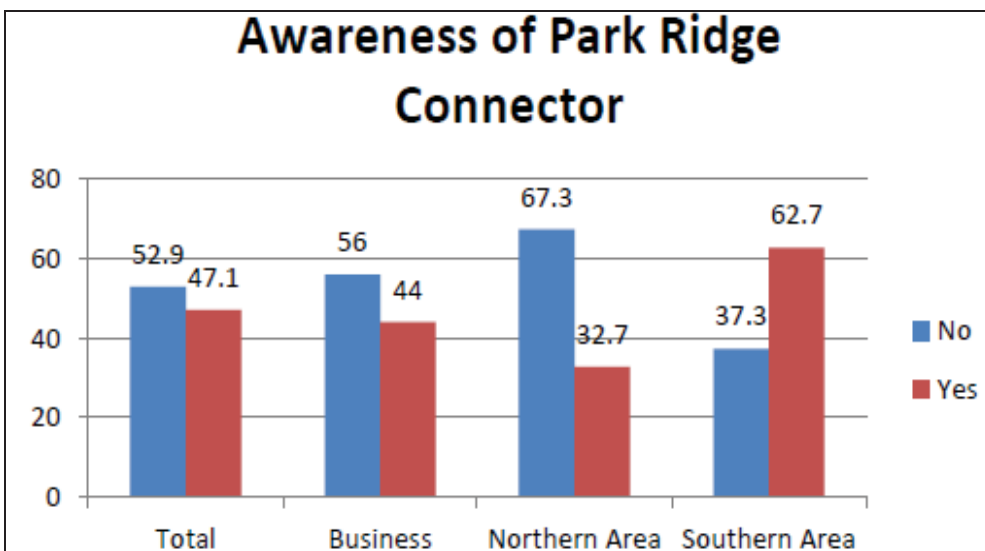


FIGURE 9. Awareness of the Park Ridge Connector



**Q. What are the disadvantages of building a new motorway?**

32% of respondents said that there would be 'no disadvantages' of building a new motorway.

Respondents identified a range of disadvantages of building a new motorway including:

- residential impacts (property resumptions) – 23%
- environmental impacts – 15%
- increased traffic congestion – 11%

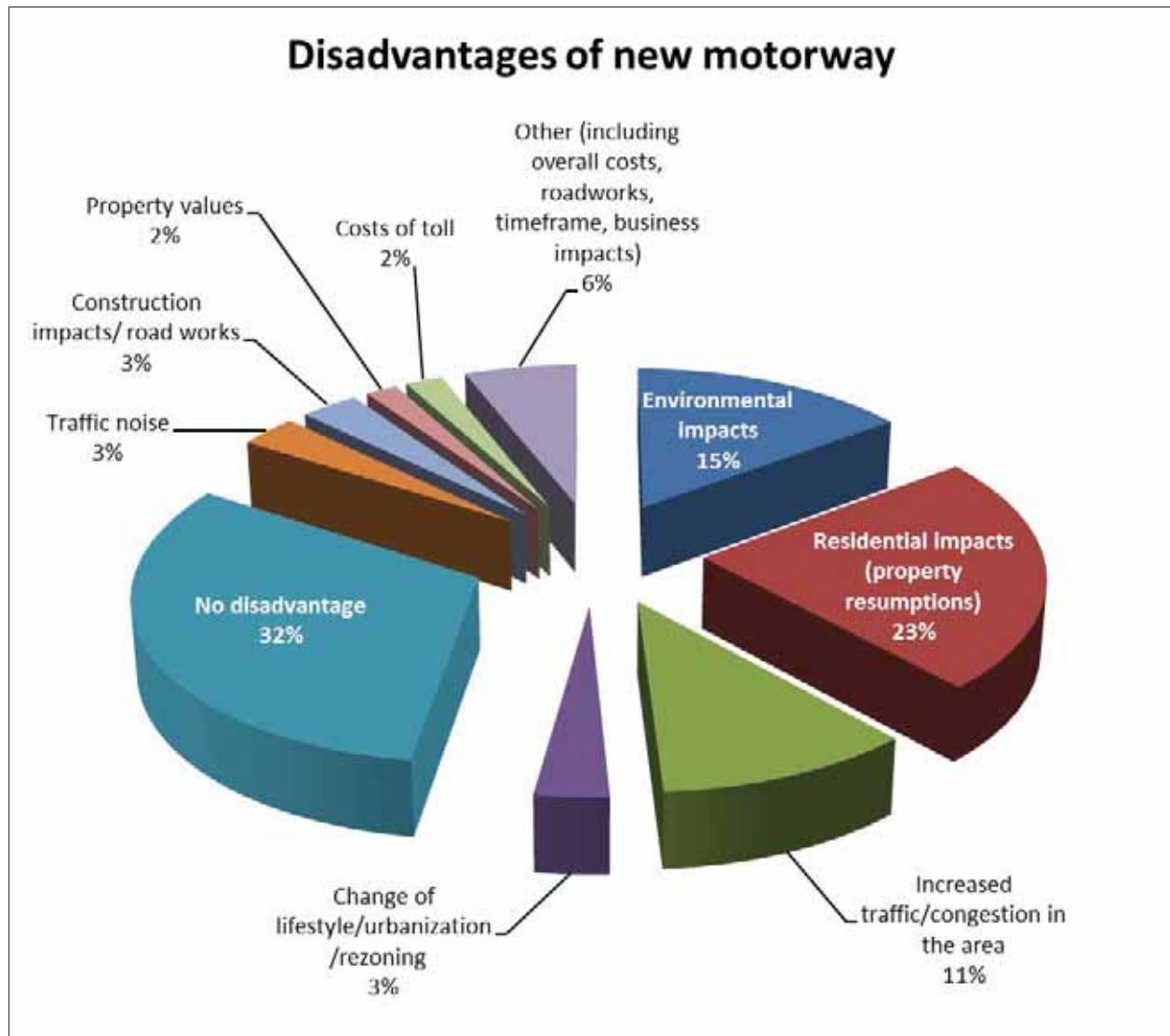


FIGURE 10. Disadvantages of building a new motorway

## What was said in 2012

### Questions in survey #2 in September 2012

The eight survey questions covered the following topics:

- awareness of growth in Logan
- rankings of road and transport planning
- rating of traffic congestion levels
- awareness of the Park Ridge Connector project
- support for the project and reasons
- timeframe for construction.

### Summary of key data

Note. 'Area 1' refers to the northern suburbs from Browns Plains Road to Green Road.  
'PR Structure Plan' area refers to suburbs from Green Road to Rosia Road.  
'Area 2' refers to the southern suburbs from Rosia Road to Chambers Flat Road.  
'Businesses' refers to all businesses in the area of interest.

### Q. Do you support preserving a corridor for the Park Ridge Connector?

67% of total respondents supported preserving a corridor for the Park Ridge Connector.

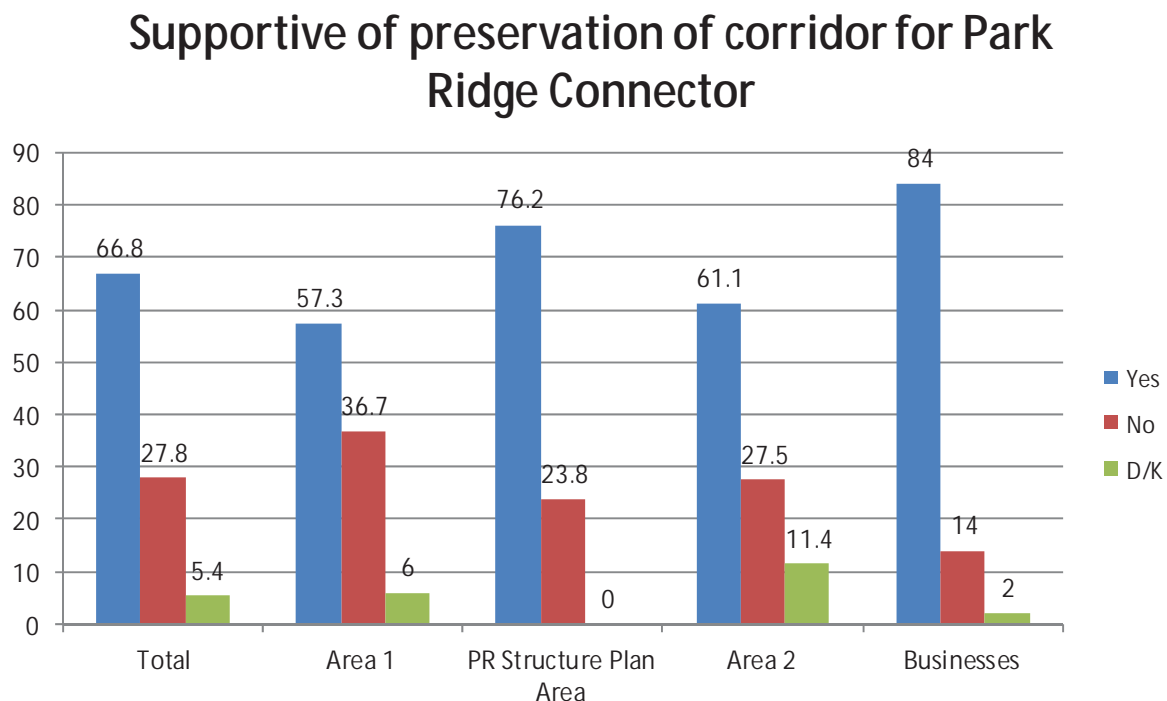


FIGURE 11. Support for preservation of a corridor for the Park Ridge Connector

**Q. Are you aware of planned future growth in Logan?**

78% of respondents were aware of planned future growth in Logan (compared to 44% in 2011).

**Awareness of planned future growth in Logan region**

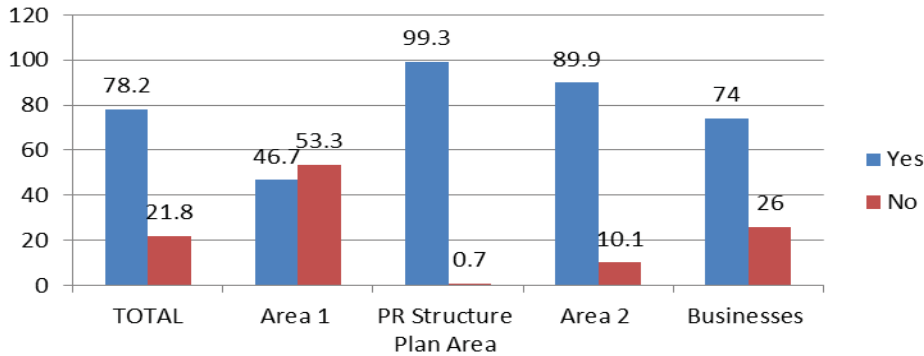


FIGURE 12. Awareness of planned future growth in Logan

**Q. How would you rate road and transport planning in your local area compared to other parts of south-east Queensland (on a scale of 1 to 5, where 5 is very good and 1 is very poor)?**

13% of respondents rated road and transport planning as either 'good' or 'very good' compared to south-east Queensland (compared to 43% in 2011).

43% of respondents rated road and transport planning as 'OK' compared to south-east Queensland (compared to 35% in 2011).

41% of respondents rated road and transport planning as either 'poor' or 'very poor' (compared to 20% in 2011).

**Rating of transport planning in local area compared to SEQ**

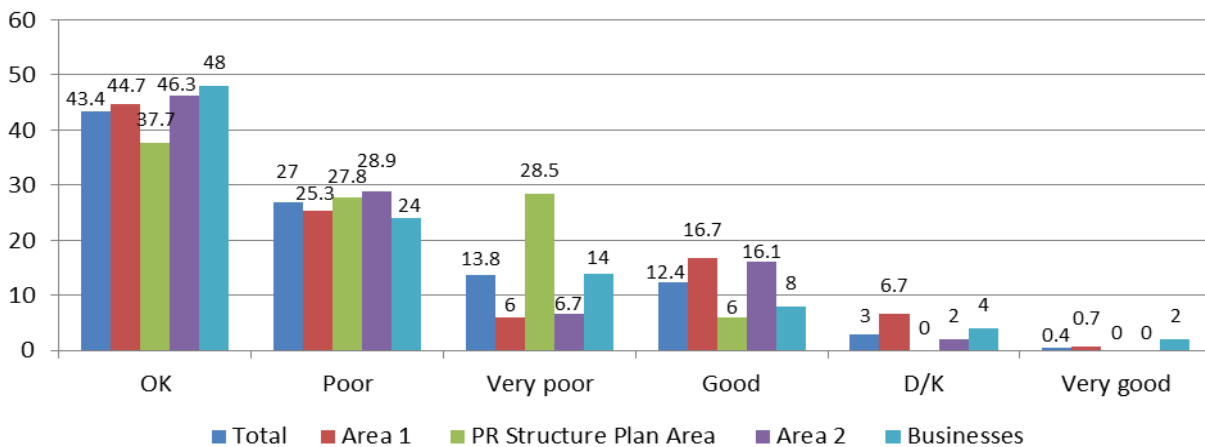


FIGURE 13. Rating of transport planning in the local area

**Q. Have you heard of the Park Ridge Connector?**

In 2012, 81% of respondents had heard of the Park Ridge Connector, compared to 53% in 2011.

**Awareness of Park Ridge Connector**

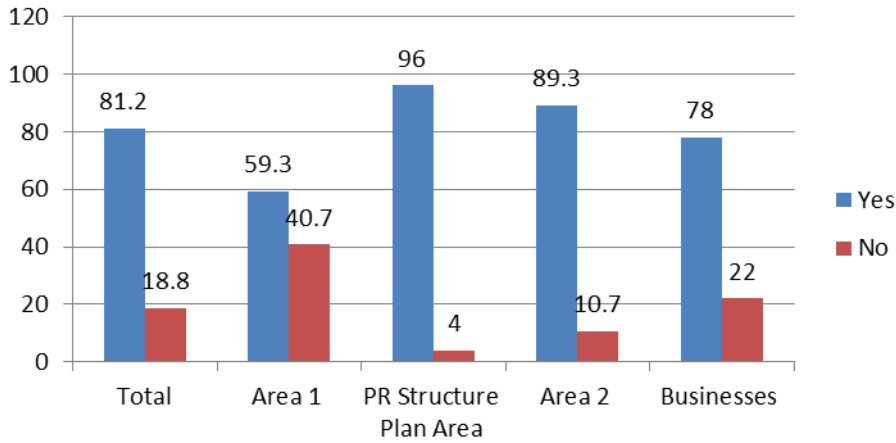


FIGURE 14. Awareness of the Park Ridge Connector

**Q. What do you understand is the time frame for construction of the Park Ridge Connector? (open ended)**

41% of respondents understood that the Park Ridge Connector was required in the next 10 to 20 years. Only 2% of respondents though it was required in 20 or more years.

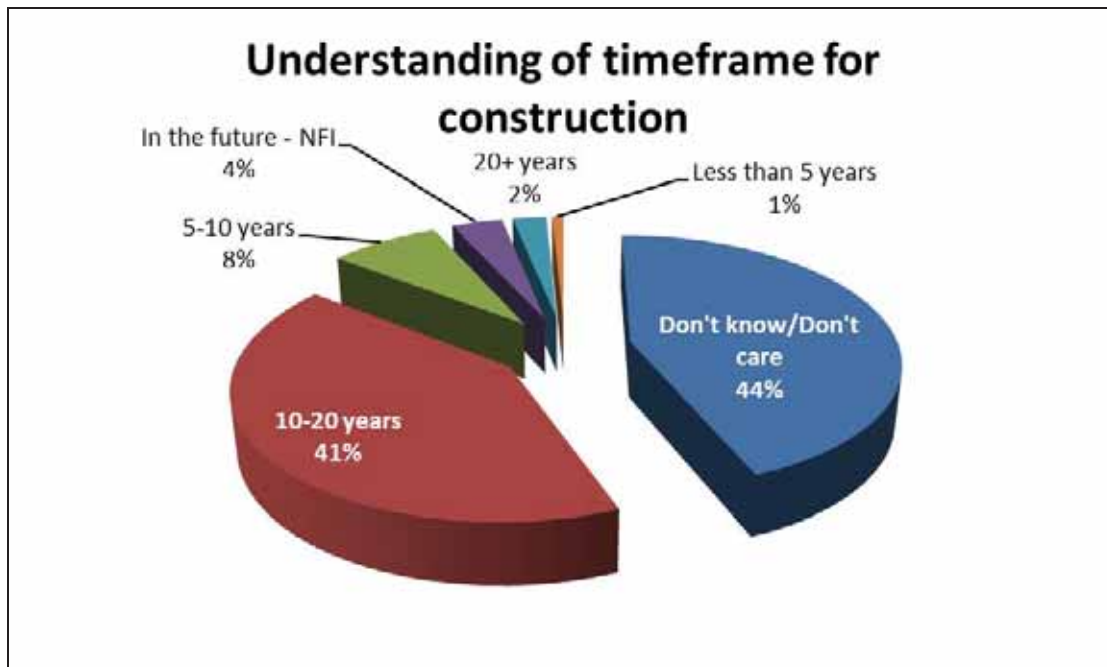


FIGURE 15. Understanding of the Park Ridge Connector construction timeframe

## Information giving - encouraging participation

### Purpose

The purpose of the information giving activities was to build awareness of the Park Ridge Connector and encourage the participation of an informed community. Starting with a mass newsletter distribution in September 2011, the planning team used a number of print and electronic techniques to encourage community involvement. A single point of contact with the project team, via the 1800 number and project email address, was available throughout the consultation periods in 2011 and 2012.

### What was involved

In September 2011, 11,000 newsletters were distributed to residents in Berrinba, Browns Plains, Crestmead, Marsden, Regents Park, Heritage Park, Park Ridge, Park Ridge South, Chambers Flat and Munruben. This represents approximately 50% of the total population in the area of interest.

Further copies of the newsletter were distributed in late 2011 and 2012 to local libraries, schools, community centres, the LCC administration building, real estate agents, local businesses and on request via email and the 1800 number.

A single point of contact was established in 2011, including the 1800 number and project email address.

A project web page linked to the TMR's website was launched in early 2011 and was updated at key milestones during 2011 and 2012.

Project publications included the Review of Environmental Factors (REF) Technical Report and an Overview of the REF.

Advertisements were placed in local newspapers to recruit CSRG members and to promote dates for staffed displays and information sessions. Local media also ran stories covering the project.

Static displays were in place during the public consultation periods in 2011 and 2012 at Marsden, Browns Plains, Logan Central, Logan West and Jimboomba libraries.

Phone calls (19%) and emails (19%) were the two most preferred contact methods throughout the consultation periods during 2011 and 2012. This confirms that the single point of contact was the most popular method of communicating with the planning team.

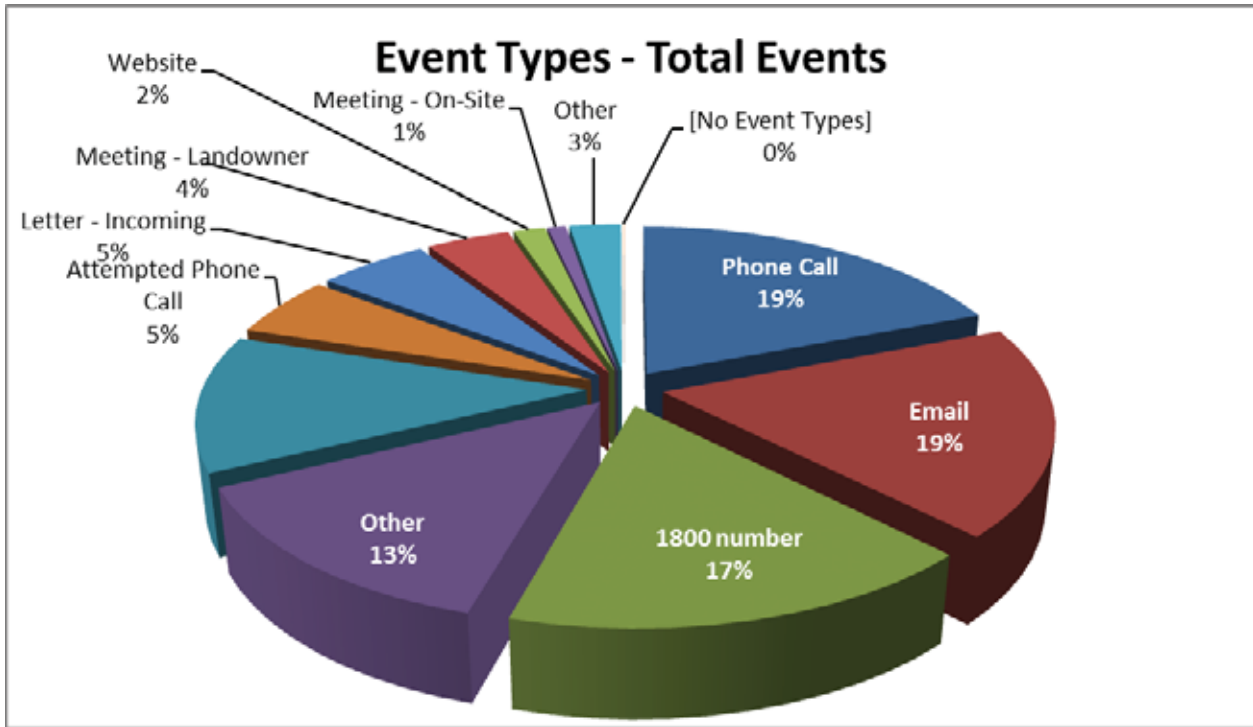


FIGURE 16. Summary of all contact types during the consultation periods in 2011 and 2012

## Information gathering - giving the community a say



*Logan Metro*



*Park Ridge Baptist Church*



*Chambers Flat Community Centre*

### Purpose

The purpose of the information gathering was to obtain the input of community members who are generally interested in planning, impacted by the project in some way or have some special interest in the project.

### How was information collected

Information was collected through face to face contact at staffed displays and information sessions, feedback sheets, submissions, emails and form letters.

### Staffed displays and information sessions

The staffed displays and information sessions were located across the area of interest to increase the opportunity for residents to attend. Community members were able to meet directly with the planning team and view the project materials. The staffed displays and information sessions included large scale maps which allowed residents to locate their homes and businesses and ask specific questions about the project.

In 2011, display boards provided extensive information on the project including:

- planning background, state and local government framework for the Park Ridge Connector corridor
- the study area of interest
- key growth statistics driving transport planning in Logan
- the CSRG process and the refined area of interest
- social and environmental values identified through the CSRG
- opportunities to present feedback and comment on the project
- project materials and how to access them in hard copies and on the project website
- copies of relevant technical reports and newsletters.



In 2011:

- 523 people attended five staffed displays at the Logan Metro Indoor Sports Centre, Chambers Flat Community Centre and the Park Ridge Baptist Church during October and November 2011.
- There were five static displays at Logan libraries and the LCC administration office where planning project materials were available to the community. Project information was also available at local elected representative offices and on the project website.

In 2012:

- 108 people attended two staffed information sessions at the Logan Metro Indoor Sports Centre and Chambers Flat Community Centre in September 2012.
- There were four static displays at Logan libraries where feedback sheets and project materials were available to the community. Project information was also available on the project website.

### **Feedback from the staffed displays and information sessions**

Discussions at the staffed displays and information sessions focused mainly on impacts on lifestyle and local communities:

- Many people wanted certainty about the location of a corridor to allow residents to plan for the future.
- Many people did not understand that the current land use in the southern area of Logan will change from rural to urban in the coming years.
- Some people objected to change and development in the Park Ridge area.
- Some community members recognised the need for transport planning for future growth in the area to minimise congestion on local roads.
- The community expressed interest in planning to mitigate impacts on or avoid important environmental areas and to minimise the impact on people's homes.
- The community expressed a desire to upgrade existing infrastructure such as the Mount Lindesay Highway. A considerable amount of time was spent with residents explaining the current upgrade project at Chambers Flat Road/Crowson Lane and the future planning through to Woodhill and beyond.

## Feedback sheets, submissions and letters

### Feedback sheets

The purpose of the feedback sheets was to provide an opportunity for community members to record their views about preserving a corridor for the Park Ridge Connector. Nearly 1,000 copies of the feedback sheets were distributed during the 2011 and 2012 consultation periods.

In 2011, a total of 215 feedback sheets were received. Of these, 123 contained information that could be used. The remainder did not contain information relevant to the location of the corridor. Analysis of these 123 feedback sheets shows:

- 74% of respondents valued the Park Ridge residential area most highly
- 20% of respondents identified the preservation of wildlife habitat as an important further consideration
- 33% of respondents agreed or strongly agreed with a western alignment adjacent to Logan Metro Indoor Sports Centre
- 45% of respondents agreed or strongly agreed that co-location with powerlines is a preferred alignment option
- 57% of respondents disagreed with a Granger Road interchange and 47% agreed with a connection to the Crestmead industrial estate.

In 2012, a total of 283 feedback sheets were received from 164 households. To ensure the feedback sheets were weighted equitably, the following approach was taken to analysing the data:

- one feedback sheet was counted per household where there were multiple responses. For example, in one instance there were more than 40 feedback sheets from one property address
- double-ups from the same respondent were treated as one response
- where there were feedback sheets indicating 'support' and 'do not support' from a single household, the project team called the residents to establish which response to report
- up to three reasons in support or opposition to the corridor were recorded for each household.

Of the 164 feedback sheets (by household) counted in 2012, 67% (110 feedback sheets) were opposed to preserving the proposed corridor, with 30% (49 feedback sheets) supportive of preserving the proposed corridor. A small percentage (5 feedback sheets) recorded no comment.

**Q Support/opposition to the proposed corridor in 2012**

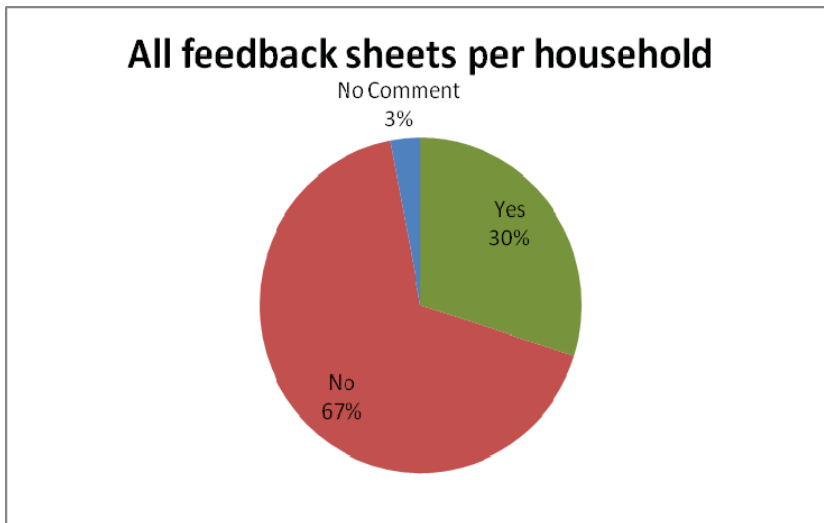
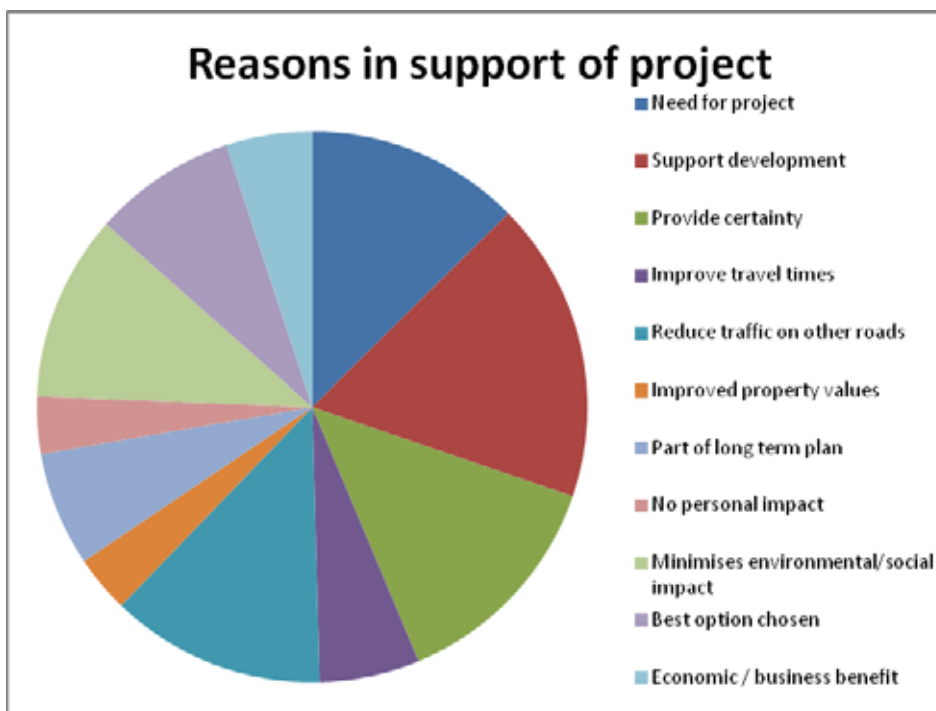


FIGURE 17. Overall support/opposition to the preservation of the proposed corridor in 2012

**Q Reasons in support of the proposed corridor preservation in 2012**

Of the 49 households that supported the preservation of the proposed corridor, a total of 119 reasons were recorded. The most common response was 'to support development' (18%), followed by 'to provide certainty' (13%), 'need for the project' (13%) and 'to reduce traffic on other roads' (13%).

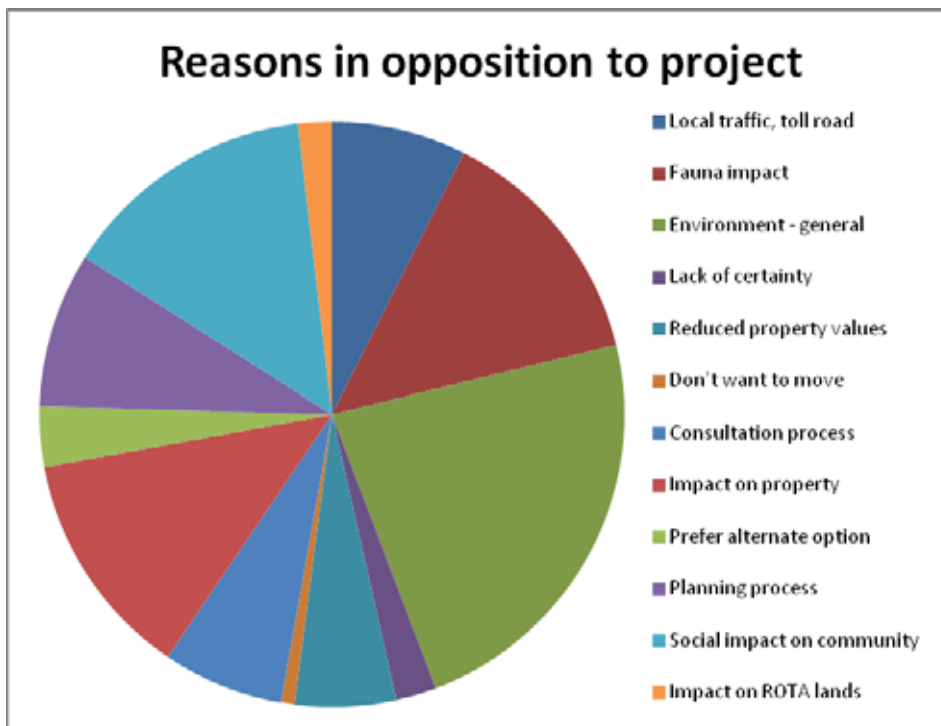


Reason given in support	Responses	Percentage
Need for project	15	13%
Support development	21	18%
Provide certainty	16	13%
Improve travel times	7	6%
Reduce traffic on other roads	15	13%
Improved property values	4	3%
Part of long term plan	8	7%
No personal impact	4	3%
Minimises environmental/social impact	13	11%
Best option chosen	10	8%
Economic / business benefit	6	5%
Total:	119	100%

FIGURE 18. Reasons in support of the proposed corridor in 2012

### Q Reasons in opposition to the proposed corridor preservation in 2012

Of the 110 households that opposed the preservation of the proposed corridor, a total of 269 reasons were recorded. The most common response was 'general environmental impact' (23%), followed by 'social impact on the community' (14%), 'fauna impact' (14%) and 'impact on property' (13%).



Reason given in opposition	Responses	Percentage
Impact on local traffic, toll road concerns	20	7%
Fauna impact	37	14%
General environmental impact	62	23%
Lack of certainty	6	2%
Reduced property values	15	6%
Don't want to move	2	1%
Consultation process	18	7%
Impact on property	34	13%
Prefers an alternate option	9	3%
Planning process	23	9%
Social impact on the community	38	14%
Impact on Rosicrucian Order – The Aquarians (ROTA) land	5	2%
Total:	269	101%

FIGURE 19. Reasons in opposition to the proposed corridor in 2012

### Support/opposition to the PRC in feedback sheets based on suburb

The highest number of submitted feedback sheets by suburb in 2012 came from Chambers Flat, with 57 households. There were also a large number of feedback sheets by household (35) from outside the area of interest, including Marsden, Jimboomba, Greenbank, Kingston, Stockleigh and others outside the Logan City Council area.

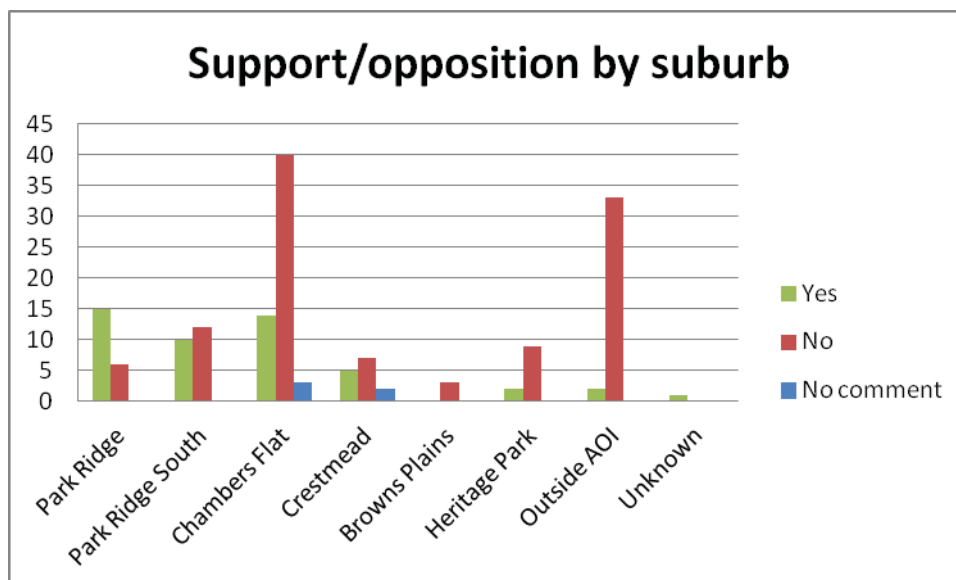


FIGURE 20. Support/opposition by suburb

The following comments were typical of those received on feedback sheets during the 2011 and 2012 consultation periods.

TABLE 4. Feedback sheet comments

<p><b>Comment</b> I strongly support the Park Ridge Connector between Logan Motorway and Park Ridge Road. I don't believe there's too much problem in developing between the refined area of interest and should proceed with the development ASAP.</p> <p>Park Ridge Road, Park Ridge</p>	<p><b>Comment</b> I feel this road should follow the high power lines I feel this would be the least amount of impact through Heritage Park straight to Chambers Flat Road.</p> <p>Sherbourne Court, Berrinba</p>
<p><b>Comment</b> Don't want PRC. Think Chambers Flat &amp; Mount Lindesay Highway should be upgraded. Concerned for wildlife/habitat/quality of life for your family.</p> <p>Granger Road, Park Ridge South</p>	<p><b>Comment</b> Park Ridge requires the connection of the Park Ridge Connector to sustain the future growth and development per the Master Plan.</p> <p>Clarke Road, Park Ridge</p>

During the 2012 consultation period (August – September), Mr Bert van Manen MP, Federal Member for Forde, conducted his own Park Ridge Connector survey by sending survey forms to the 3136 residents in his electorate within the refined area of interest. Feedback from Mr Van Manen's office indicates that he received 406 responses, representing a sample of 13%.

The data from this survey was presented to the Minister for Transport and Main Roads and the Member for Logan. As the survey was outside the scope of TMR's consultation process in 2012, it has not been included in this consultation report.

## Submissions and letters

### 2011 submissions and letters

A total of 171 submissions were received in 2011, raising a number of issues as shown in Figure 21. The most common issue of concern was environmental impact (109). The suburb with the highest number of submissions was Chambers Flat (25).

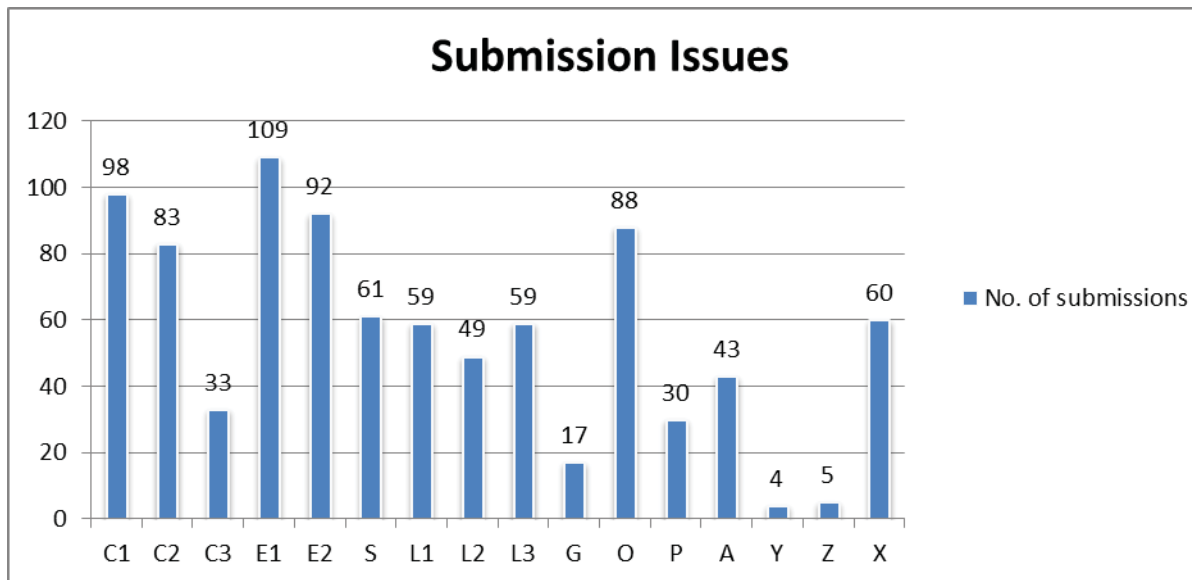


FIGURE 21. 2011 submission issues

#### Legend

- C1 Consultation timeframe/period too short
- C2 Consultation information distribution inadequate/didn't receive information/inclusion of southern area to the Southern Infrastructure Corridor
- C3 Consultation level of detail provided insufficient
- E1 Environmental impacts are of concern (wildlife)
- E2 Impacts on environmental areas specifically reserves, bushland and wetlands
- S More studies required (environmental/technical)/studies are flawed
- L1 Loss of lifestyle/rural amenity
- L2 Lifestyle impacts – increased traffic volumes/noise/air pollution/safety
- L3 Community-wide/social impacts
- G Objections to Granger Road as an interchange
- O Objection to Park Ridge Connector as a whole
- P Impact on properties values/resumptions/resale
- A Alternatives to be considered (upgrading roads/public transport/ mitigation measures)
- Y Support for project
- Z Lists preference for alignment if project is to go ahead (two prefer alignment along powerline, one prefers eastern alignment along Flesser Rd)
- X Other issues



## **2012 submissions and letters**

A total of 154 submissions were received in 2012. These were submitted through three avenues:

- letters to the Minister for Transport and Main Roads (54)
- letters to Logan City Council (91)
- submissions sent directly to TMR or the project office (9).

### **1. Letters to the Minister for Transport and Main Roads**

There were 54 letters sent to the Minister for Transport and Main Roads, some of which were form letters. Key comments and issues raised included:

- requests for more copies of the feedback sheets to allow the community to register their support/opposition to the corridor
- requests for feedback sheets to be available from federal and state elected representatives and through the project website
- concerns for the environmental and property impacts of the proposed corridor.

### **2. Letters to LCC**

There were 91 letters, including form letters, sent to LCC. Key comments/concerns raised in the letters were:

- there is no viable corridor for a future Park Ridge Connector
- objection to the corridor encompassing areas of high ecological significance
- questions regarding the accuracy of the social mapping
- questions as to why no cost benefit analysis had been undertaken
- assertions that alternative transport options had not been investigated
- requests for further information about future upgrades of the Logan Motorway, 'One Network' approach and other road upgrades.
- requests for the 2011 consultation report.

### **3. General submissions received by TMR or the project office**

Nine submissions were received from organisations including Rosicrucian Order – The Aquarians, Logan and Albert Conservation Association, Brisbane Region Environment Council, Humane Society International, as well as individuals and families in the area. Concerns/issues varied from environmental and ecological concerns to social and business impacts.

## List of data collection methods

*Feedback sheets* were available at public displays, static library displays, landowner meetings, by contacting the project team and (2011 only) via the project website

*Landowner meeting* notes were completed by the planning team during meetings with landowners and recorded in the project database

*Written submissions* were sent to the planning team via:

- project email (parkridgeconnector@tmr.qld.gov.au)
- Logan City Council
- other elected representatives, including the Minister for Transport and Main Roads, the Premier's Office and the State Member for Logan

*Community and business telephone survey* conducted by an independent research company

*Focus group research* recorded comments and statements by participants

*Planning team correspondence records* (Consultation Manager database)

*Incoming phone calls* on 1800 number and outgoing phone calls

*Incoming and outgoing project team emails*

*Numbers of project materials distributed*, including newsletters, REF Technical Report and the REF Overview

*Incoming letters* to the planning team and other elected representatives

*Outgoing letters* from TMR and the Minister for Transport and Main Roads in response to submissions and to landowners

*Face-to-face conversations* at public displays, stakeholder meetings and other public events

*TMR website* analysis

## Glossary of terms

Term	Definition
Area of interest	The area initially selected for investigation for the Park Ridge Connector. This covers the area south of the Gateway Motorway and Logan Motorway interchange and bounded by the Mt Lindesay Highway to the west and Chambers Flat Road to the south and east.
Refined area of interest	An area of land within the area of interest identified as potentially being subject to the least adverse impact from the Park Ridge Connector.
Proposed corridor	An area of land within the refined area of interest identified through community consultation and technical work as having the least adverse impact.
Corridor preservation	Identification of an area to be safeguarded from development so it can be used for future transport infrastructure.
High value area	An area with high social and environmental value, not desirable for consideration for the future Park Ridge Connector.
Motorway	A divided road primarily for through traffic, with full control of access and with interchanges provided at points where access to the local road system is required.
Park Ridge Connector	A transport corridor extending south from the Gateway Motorway to Granger Road. It is the first section of a conceptual corridor through to the potential Southern Infrastructure Corridor linking Yatala and Ebenezer, as shown in the <i>South-East Queensland Regional Plan 2009-2031</i> and <i>Connecting South-East Queensland 2031</i> .
Planning team	Representatives of the Department of Transport and Main Roads and Logan City Council, supported by technical advisors.
Community Stakeholder Reference Group	A group of local community members who are representative of the demographics and community composition of a chosen area.
Focus groups	A market research group comprising local community members who are recruited usually via telephone to discuss key social and community issues affecting their local region.

