

CHAPTER 10

COMMUNITY CONSULTATION AND PUBLIC INTEREST



10 COMMUNITY CONSULTATION AND PUBLIC INTEREST

CHAPTER SUMMARY AND RECOMMENDATIONS:

- Engagement with the community and stakeholders has played an important role in the evolution of Brisbane Metro. Ongoing engagement is important to provide opportunities for residents, customers and stakeholders to provide feedback and input throughout the development of Brisbane Metro.
- Consideration of the issues raised by stakeholders and the community played a critical role in the options assessment process and selection of a preferred project option.
- Communication and engagement activities undertaken during the Preliminary Business Case have focused on informing the community about the revised project, demonstrating how Brisbane City Council had listened to community and stakeholders to refine and evolve Brisbane Metro, identifying issues and concerns and seeking feedback on various aspects of Brisbane Metro.
- Feedback has indicated strong support for the revised Brisbane Metro, particularly the expansion of metro services to more areas and the ability for bus and metro services to share the busway.
- Construction and operation of Brisbane Metro will have a range of impacts on various stakeholders, including government agencies, property owners, local businesses, road users and public transport users.
- Findings show that based on the current project development, Brisbane Metro provides equitable outcomes for all stakeholders, due to the overall improvements in public transport services it will provide for Brisbane.
- Council will continue to engage with the community and stakeholders and develop a Concept Design and Impact Management Plan (CDIMP) to enable further feedback on the development of Brisbane Metro. The CDIMP provides a breakdown of the project's anticipated benefits and impacts, including typical mitigations for potential impacts that will be addressed in future detailed design

10.1 Purpose and Overview of this Chapter

This purpose of this chapter is to present the outcomes of community and stakeholder engagement undertaken for Brisbane Metro from May 2016 to May 2017, and how this feedback has helped shape Brisbane Metro. This chapter also considers whether Brisbane Metro is in the public interest to ensure that on balance, Brisbane Metro provides equitable outcomes for all stakeholders.

This chapter outlines:

- The community consultation undertaken for Brisbane Metro to date, including the proposed approach, activities undertaken, outcomes and feedback received from various stages of community consultation.
- The identified potential impacts of Brisbane Metro on various stakeholders.
- Public interest considerations, including those relating to public access and equity, consumer rights, security and privacy.

- Other community consultation and public interest issues for consideration during ongoing development of Brisbane Metro.

Engagement with the community and stakeholders has played an important role in the evolution of the Brisbane Metro. Ongoing community and stakeholder engagement has provided formal opportunities for residents, customers and stakeholders to provide feedback and input throughout the development of Brisbane Metro. This assessment and the social impact assessment also provided an understanding of community values, sentiment and public issues that needed to be addressed to ensure Brisbane Metro is right for Brisbane.

10.2 Methodology

This public interest assessment is based on the outcomes of the community and stakeholder engagement, and also considers the outcomes of the customer and product, and city and place and assessments.

10.3 Community consultation

10.3.1 Engagement approach

To support the development of Brisbane Metro, Council implemented a 12-month phased program of communication and engagement activities targeted at informing and engaging with key stakeholders and the wider Brisbane community as presented in Figure 10.1.

| Timing | Round 1 March–July 2016 | Round 2 August–November 2016 | Round 3 March–May 2017 |
|------------|---|--|--|
| Purpose | <ul style="list-style-type: none"> • Introduce Brisbane Metro • Create awareness • Generate excitement. | <ul style="list-style-type: none"> • Begin conversations • Understand stakeholder / community views • Uncover issues • Build momentum. | <ul style="list-style-type: none"> • Announce revised project option • Demonstrate how Council has listened • Explain expanded project. |
| Activities | <ul style="list-style-type: none"> • Media • City wide newsletter • Living in Brisbane • Ekka • Web • Email and 1800. | <ul style="list-style-type: none"> • City-wide information • Market research • Targeted stakeholder reference groups • Community information sessions x 6 • Pop up sessions x 6 • Feedback channels. | <ul style="list-style-type: none"> • City-wide information • Targeted stakeholder reference groups • Community information sessions x 7 • Feedback channels. |
| | <p>Inform</p> <p>Inform and engage</p> | <p>Outputs feed into project reports and informs options analysis and selection.</p> | <p>Outputs feed into Preliminary Business Case and Detailed Business Case.</p> |

Figure 10.1 – Overarching communications and engagement program for the Brisbane Metro

Throughout the consultation program, activities have been undertaken across four key areas:

- **Communication and media:** A range of communication and media activities were undertaken at various stages to create awareness and understanding of the need for Brisbane Metro, as well as to promote Brisbane Metro’s features, benefits and timeframes amongst the broader community.
- **Market research:** Formal qualitative and quantitative customer market research was undertaken to understand travel preferences and behaviours of existing and potential

customers, the likely behavioural response to the introduction of the Brisbane Metro, and determine current opinions, attitudes and level of support towards the Brisbane Metro.

- **Stakeholder and community engagement:** In addition to individual stakeholder meetings and briefings, four formal reference groups with government and project corridor stakeholder representatives were established to provide a channel for sharing information, and identifying initial stakeholder issues and concerns. Community engagement activities such as public information sessions provided the opportunity for residents and customers to provide feedback on Brisbane Metro.
- **Feedback and reporting:** A variety of opportunities and mechanisms were provided to ensure community members and stakeholders could provide their feedback at any time throughout the 12-month program. These mechanisms were widely promoted to maximise community involvement.

10.3.2 Engagement program

The timings of the three rounds of communication and engagement activities were based on specific project milestones, allowing for the outcomes of consultation to help inform future stages of project development.

The activities undertaken and participation statistics for each round of the communication and engagement program are outlined in Table 10.1. Council has continued to engage with key stakeholders on specific aspects of Brisbane Metro outside of the formal consultation activities outlined below.

| PHASE/PURPOSE | TIMING | ACTIVITIES AND PARTICIPATION |
|--|-----------------------------|---|
| <p>Round 1 Inform community and stakeholders about the announced Brisbane Metro.</p> | <p>March-July 2016</p> | <ul style="list-style-type: none"> • Establishment of dedicated community information line and email address • Development of fact sheet • Distribution of first newsletter city-wide to more than 490,000 households • Articles in Council's Living in Brisbane newsletter (distributed city-wide) and Moving Brisbane e-newsletter • More than 260 registrations for updates via the project website • Internal Council staff briefing • Industry briefing attended by over 200 representatives • Initial briefing presentations and meetings with key stakeholders |
| <p>Round 2 Consult with community and stakeholders about Brisbane Metro to inform options analysis and selection.</p> | <p>August-November 2016</p> | <ul style="list-style-type: none"> • Distribution of second project newsletter city-wide to more than 490,000 households • Two unstaffed public displays at the Brisbane Ekka and Intelligent Transport Systems World Congress exhibition • Three stakeholder group briefings • One local Councillor briefing • Five Brisbane Metro Reference Group meetings: <ul style="list-style-type: none"> ○ River North Reference Group ○ River South Reference Group ○ Industry Reference Group ○ Government Reference Group x2 • Six community information sessions with 355 attendees and 144 pieces of feedback received • Six pop-up events with 275 interactions and 3 pieces of feedback received • More than 200 new registrations for project updates • 91 pieces of feedback received from other communication channels: <ul style="list-style-type: none"> ○ 22 phone calls to the project information line ○ 54 emails to the project email address ○ 15 letters to the Lord Mayor and local Councillors • Completion of market research project: <ul style="list-style-type: none"> ○ 688 participants in an online survey ○ 72 participants in focus groups ○ eight participants in on-bus depth interviews |

| PHASE/PURPOSE | TIMING | ACTIVITIES AND PARTICIPATION |
|--|-----------------------|--|
| <p>Round 3 Inform and consult community and stakeholders about the revised Brisbane Metro to inform future stages of project development.</p> | <p>March-May 2017</p> | <ul style="list-style-type: none"> • Distribution of third project newsletter city-wide to more than 490,000 households • Distribution of a letter from the Lord Mayor with the third project newsletter to more than 58,000 households in 18 suburbs along the project alignment encouraging people to have their say on the Project • Development of a second project fact sheet • Two stakeholder group presentations • One local Councillor briefing • Five Brisbane Metro Reference Group meetings: <ul style="list-style-type: none"> ○ River North Reference Group ○ River South Reference Group ○ Industry Reference Group ○ Government Reference Group x2 • Project update email sent to more than 500 members of the project's community database • Seven community information sessions with 545 attendees and 187 pieces of feedback received • More than 200 new registrations for project updates • 97 pieces of feedback received from other communication channels: <ul style="list-style-type: none"> ○ 25 phone calls to the project information line ○ 63 emails to the project email address ○ nine letters to the Lord Mayor and local Councillors |

Table 10.1 – Outline of activities and participation statistics for Rounds 1, 2 and 3 of the Brisbane Metro engagement program

10.4 Engagement Outcomes

This section provides a detailed description of the key feedback themes relating to the consultation for the Brisbane Metro and how this has helped influence Brisbane Metro. It draws on the outcomes of the market research activities, as well as feedback provided by stakeholders and community members through the formal engagement activities and feedback channels undertaken in both Round 2 and Round 3 of the engagement program.

10.4.1 Market research outcomes

As part of Round 2 engagement, Council commissioned market research agency Colmar Brunton to conduct qualitative and quantitative customer market research to better understand Brisbane residents' behaviours and attitudes towards current travel patterns as well as attitudes and behaviours towards the changes to travel patterns that would result from the introduction of Brisbane Metro.

The research was designed to assist project planning by identifying Brisbane residents' current level of awareness of Brisbane Metro and the core issues that would need to be addressed at various stages of the Brisbane Metro's development.

Analysis of the market research results found the initial response to Brisbane Metro was largely positive with 83 per cent of residents and 82 per cent of regular bus users being supportive of Brisbane Metro. This level of positivity was primarily due to residents' recognition of current and future congestion issues and the perceived benefit of Brisbane Metro being able to improve public transport services, reliability and journey times.

The key findings from the market research about residents' general attitudes, perceptions and awareness of Brisbane Metro were:

- Residents are highly conscious of existing bus capacity issues. Two-thirds (66 per cent) of residents 'strongly agree' traffic congestion is a major issue in Brisbane and 55 per cent 'strongly agree' they are concerned about the ability to travel to the inner-city in five years' time.
- Most regular bus users travelling to the inner-city zone are generally satisfied with the existing service (80 per cent). However, there are frustrations with the variability of bus services. Common issues highlighted include delays due to traffic congestion (38 per cent), having to stand due to crowding (33 per cent) and having to wait more than 15 minutes for a service (32 per cent).
- Two-thirds (66 per cent) of residents are able to see potential benefits of Brisbane Metro and 60 per cent of regular bus users see potential benefits to them personally, such as easier and convenient access into inner-city areas, and quicker and more reliable journeys.
- Only seven per cent of residents are able to spontaneously reference Brisbane Metro when asked to recall new public transport projects in Brisbane, however, when prompted 45 per cent of residents and 46 per cent of regular bus users recall they had previously heard of Brisbane Metro.

The outcomes of the market research highlighted customers' recognition of existing bus congestion issues and understanding of the potential benefits of Brisbane Metro. The level of awareness at the time of the research also demonstrated the need for Council to continue to undertake ongoing community and stakeholder engagement and promotional activities to ensure the general public remained informed about the development of Brisbane Metro.

10.4.2 Round 2 engagement outcomes (August – November 2016)

In addition to the market research, Round 2 engagement activities focused on continuing to build awareness for Brisbane Metro and its objectives, identifying issues and concerns of key stakeholders, and seeking feedback on various aspects of Brisbane Metro from the broader community to help inform the selection of a preferred project option.

Feedback from residents and stakeholders during Round 2 indicated there was strong support for more frequent, reliable public transport in Brisbane, and high awareness and recognition of existing bus congestion issues in Brisbane's inner-city, particularly around the Cultural Centre bus station and the Central Business District (CBD).

However, community members and stakeholders identified a number of issues with the initial Brisbane Metro, as announced in March 2016. These included:

- The need for integrated transport planning across all levels of government
- The need for additional high-frequency Brisbane Metro corridors that extend beyond the inner-city
- The importance of maintaining or improving public transport access to all parts of the CBD and inner-city
- Concern about accessing inner-city fringe suburbs, and the length of time required to travel to King George Square on the metro and then out to fringe suburbs on a different mode of transport
- Concerns about waiting at interchange points for connecting services, particularly at Herston in the early evening or at night
- Concern about the impact on public spaces such as Victoria Park
- Concern about installing track on sections of existing busways, impeding other vehicles from accessing the busway
- The impacts of moving busway buses onto city streets during construction and concerns this would add to traffic congestion, impacting travel times and causing customer frustration.

In addition, engagement with Queensland and Australian government stakeholders identified further impacts and constraints including:

- The need to avoid impacts on the Queensland Government's GoPrint site at Woolloongabba, Council's initial preferred location for a stabling and maintenance facility
- The need to demonstrate how the Queensland Government's Cross River Rail (CRR) Project and Council's Brisbane Metro complement each other.

Based on the detailed feedback received through the stakeholder and community consultation process, a range of issues were identified for consideration and further investigation by Council.

10.4.3 Evolution of Brisbane Metro

Consideration of the issues raised by stakeholders and the community in both the engagement activities and market research in Round 2 between August and November 2016 played a critical role in the options assessment process and selection of a preferred project option. Chapter 5 presents further discussion on the project options process and the impact of consultation on the analysis outcomes.

Through this process, Council identified a preferred Brisbane Metro option that avoided many of the significant stakeholder and community impacts of the original concept, while still meeting Council's objectives for Brisbane Metro.

In March 2017, the Lord Mayor announced a revised Brisbane Metro solution. A number of key elements of the original proposal, which were supported by the public, were retained. These included:

- Addressing bus congestion and capacity issues in the inner-city
- Introducing high-frequency, high-capacity 'turn-up-and-go' metro services
- Fixing the existing critical bottleneck at the Cultural Centre by constructing a new state-of-the-art underground station
- Providing a dedicated route for metro services from Victoria Bridge to King George Square busway station via a tunnel under Adelaide Street
- Converting Victoria Bridge to a 'green bridge' for metro and bus services, pedestrians and cyclists.

Key changes to Brisbane Metro that reflected community and stakeholders feedback included:

- An extended alignment that serves both the inner-city and the suburbs as well as key knowledge and health hubs such as the University of Queensland, Griffith University and Princess Alexandra Hospital
- Introduction of high-capacity rubber-tyred metro vehicles that allow some existing bus services to continue using the busways
- Closures to the busway during construction would be less significant, as there would no longer be a need to install dedicated metro tracks on the existing busway
- Minimal need to redirect bus services to inner-city roads and streets during construction, reducing the impact on customers' existing journeys
- Additional opportunities to transfer between bus, rail and metro at interchange points across the network
- Improved reliability across the busway network through the introduction of ticketing and boarding improvements at existing busway stations
- No impacts to areas of high community value, such as Victoria Park
- No impacts to Queensland Government's GoPrint site at Woolloongabba
- Improved integration with the Queensland Government's CRR Project.

These changes demonstrate Council's commitment to ensuring Brisbane Metro considers the public interest and provides an equitable outcome for stakeholders.

The revised Brisbane Metro also provides the first step towards the introduction of a high-frequency, high-capacity metro network in Brisbane. Details of the potential future metro extensions were released to the community and stakeholders as part of the Round 3 engagement program.

10.4.4 Round 3 engagement outcomes (March – May 2017)

Round 3 communication and engagement activities focused on informing the community about the revised Brisbane Metro, demonstrating how Council had listened to community and stakeholders to refine and evolve Brisbane Metro, identifying issues and concerns of

key stakeholders and seeking feedback on various aspects of Brisbane Metro from the broader community.

A review of feedback received during Round 3 communication and engagement activities was undertaken to determine the key issues and areas of interest to stakeholders and community members in relation to the revised Brisbane Metro. Table 10.2 provides a summary of the key themes that emerged during this review.

| KEY THEME | SUMMARY OF FEEDBACK |
|--|--|
| Support for the revised Brisbane Metro option | Feedback indicated strong support for the revised Brisbane Metro, particularly the expansion of metro services to more areas. The ability for bus and metro services to share the busway was generally supported. |
| Impacts to the existing bus network | Bus users were keen to understand impacts to existing bus routes once metro was operational, particularly which routes would continue to serve the CBD. There was support for the proposed hybrid model. It was noted further network planning was needed to determine how bus services in the middle and outer suburbs could provide easy, high-frequency connections with metro services. |
| Parking facilities | Feedback identified the desire for expanded parking facilities at busway stations. There was concern that without improvements, existing parking facilities and surrounding suburban streets would not be able to support increased demand. |
| Conversion of Victoria Bridge to a 'green bridge' | The benefits of converting Victoria Bridge into a 'green bridge' dedicated to metro, bus services, cyclists and pedestrians were recognised. It was noted pedestrian and cyclist facilities could be improved with many suggesting the installation of shade and shelter structures as well as the potential for separated bike paths as opposed to a shared path. |
| Traffic impacts from the removal of private vehicle traffic from Victoria Bridge | Feedback from some stakeholders indicated they were concerned that removing access for private vehicles from Victoria Bridge would reduce access between the CBD, South Brisbane and West End. The changes raised questions about alternative cross-river routes available to private vehicles and the potential for increased congestion on these routes as a result of the conversion of Victoria Bridge to a 'green bridge'. |
| Station design and facilities | Feedback was provided on a range of issues related to the design and functionality of metro stations. This included a general interest in the works planned to be undertaken at existing busway stations to accommodate metro services. Concerns included the need for the transfers between bus and metro services to be seamless, with short walking distances, covered walkways and clear directional signage. There was support for off-board ticketing and for metro services to be part of an integrated ticketing system. |
| Integration with the CRR Project | Feedback identified community support for the integration of the Brisbane Metro and CRR projects. It was evident from the feedback that Brisbane Metro and CRR are seen as complementary projects. Some comments were made about the need for Council and Queensland Government to work together during delivery of Brisbane Metro, CRR and the Queen's Wharf Brisbane project to manage construction impacts, particularly in the inner-city. |
| Traffic impacts at North Quay | While stakeholders recognise the North Quay alignment will improve journey times through the provision of a dedicated route for buses and metro services, some concerns were raised about the impacts to general vehicle traffic. There were questions about detours required for motorists wishing to access locations in the CBD such as George Street and William Street. |
| Construction and traffic impacts at Adelaide Street | There was interest in how the Adelaide Street tunnel would be constructed and concern about potential disruption to businesses on Adelaide Street. Questions were raised about the length of the construction period in this location, impacts to vehicle access to properties and reduction in pedestrian traffic through the area as a result of construction activities. |
| General construction impacts | There was general interest in Brisbane Metro's construction methodology and how the bus network would continue to operate during the delivery of Brisbane Metro. Concerns were raised about potential closures of the busway resulting in the redirection of buses to the road network resulting in extended journey times. |

| KEY THEME | SUMMARY OF FEEDBACK |
|--|--|
| Metro vehicles and operations | There was a high level of interest in the type of vehicle proposed for Brisbane Metro and how it differs from other vehicles including those currently used in Brisbane's bus fleet as well as light rail vehicles. Particular questions around the capacity of the metro vehicles in comparison to existing articulated buses were also raised. Feedback also indicated interest in the operational elements of the vehicles, particularly in regard to how they would be powered. |
| CBD accessibility | There was a general interest in how specific constraints of the alignment would be mitigated, particularly in relation to the way in which areas of the southern CBD would be served. Existing bus customers raised concerns about how people would access Eagle Street, Queensland University of Technology (QUT) Gardens Point, 1 William Street and Queen's Wharf Brisbane development. |
| Additional metro corridors | There was an expectation that the initial metro lines needed to be part of a long-term plan for a broader metro network that connects the inner-city and suburbs. Some people identified possible alignment extensions they perceived as a priority for Brisbane Metro. Comments were received about connections to the surrounding inner-city suburbs, northern suburbs, western suburbs and eastern suburbs. |
| Busway infrastructure | There was general interest in how Brisbane Metro would utilise the existing busway infrastructure. Questions were raised about adjustments needed to accommodate metro vehicles. |
| Alternatives to metro | Some feedback was provided suggesting Council should still be considering other rail systems in the inner-city such as light rail, trams, or a steel-wheeled metro system. There were comments made around the long-term viability of a rubber-tired system in regard to safety, maintenance and cost. |
| Recognition of the need for Brisbane Metro | There was general acknowledgment that Brisbane Metro was needed due to existing congestion issues, predicted population and jobs growth within the inner-city, and the desire for Brisbane to 'keep pace' with other 'New World' cities. Other feedback indicated Brisbane Metro was duplicating existing services by replacing buses with metro vehicles on the busway alignment. There were also suggestions other public transport corridors without dedicated infrastructure should be a higher priority for a large investment. |

Table 10.2 – Summary of the key themes identified from feedback received during round 3 engagement

10.5 Stakeholder impacts

Construction and operation of Brisbane Metro will have a range of impacts on various stakeholders, including government agencies, property owners, local businesses, road users and public transport users.

A number of issues identified through the community and stakeholder engagement program, and other analyses undertaken for this Business Case will require ongoing management as project development continues. Table 10.3 provides a summary of some key impacts and the approach to managing these impacts to date, and how this will continue during future stages of Brisbane Metro.

| STAKEHOLDER IMPACT | KEY STAKEHOLDERS | MANAGEMENT APPROACH |
|--|---|--|
| <p>Permanent impacts at the Cultural Centre Precinct including:</p> <ul style="list-style-type: none"> • changes in access to the QPAC car park and Cultural Forecourt • pedestrian access, including closure of the pedestrian underpass between QPAC and the Queensland Museum • potential impact on future use of the QPAC forecourt on the corner of Grey and Melbourne Streets (Melbourne Street Green) • changes to pedestrian and visitor access to venues and public transport in the precinct • potential impacts on heritage values • Additional sewer pump station proposed for Museum forecourt will result in increased operating and maintenance costs for Queensland Urban Utilities (QUU) <p>Temporary construction impacts on the Cultural Centre Precinct including:</p> <ul style="list-style-type: none"> • temporary disruption to the use of the QPAC forecourt (Melbourne Street Green) • temporary changes to visitor access • potential noise and vibration impacts. | <ul style="list-style-type: none"> • Cultural Centre stakeholders (e.g. QPAC, Queensland Museum, Queensland Art Gallery) • Queensland Government agencies (e.g. Arts Queensland, Department of Environment and Heritage Protection (DEHP)) • QUU • Local businesses and business representatives (Cultural Centre precinct, South Bank) • Local residents, workers, and visitors | <ul style="list-style-type: none"> • Direct engagement with impacted individual Cultural Precinct stakeholders has commenced via the Government Reference Group. • Future detailed engagement via workshops and meetings will provide opportunities for Council and Cultural Precinct stakeholders to jointly address the impacts and opportunities of Brisbane Metro. • Broader engagement with other stakeholders in this part of the corridor has commenced through the River South Reference Group, briefings with the local councillor, and briefings to Business South Bank members. • This will continue through future stages of project development. • A Concept Design and Impact Management Plan (CDIMP) will be undertaken as part of future project planning, including engaging with community and stakeholders. |
| <p>Permanent changes to local access and connectivity including:</p> <ul style="list-style-type: none"> • changes to pedestrian environment from closure of Victoria Bridge to general traffic • changes to pedestrian and cycle access to the CBD from the upstream side of Victoria Bridge • impacts of removing general vehicle traffic from Victoria Bridge, Melbourne Street and North Quay • coordination of traffic network changes with other major projects such as the CRR Project and Queen's Wharf Brisbane. | <ul style="list-style-type: none"> • Queensland Government agencies (e.g. TMR, Department of State Development) • Motorists and road user groups, including peak representative bodies • Bicycle user groups • West End, South Brisbane and CBD communities (i.e. businesses, residents, workers, etc.) | <ul style="list-style-type: none"> • Direct engagement with the Department of Transport and Main Roads (TMR) has commenced via the Government Reference Group. • Future detailed engagement will include the establishment of a dedicated traffic and transport management working group with representatives from TMR, Council and other relevant government agencies. • Feedback during consultation identified the need for stakeholders to be kept informed of changes to local access and connectivity and for traffic impacts of major projects to be managed in a coordinated way. • Future engagement will include individual briefings with interested stakeholder groups (such as road user groups) and property owners, as well as broad engagement regarding the corridor through the River North and River South Reference Groups and the Industry Reference Group. |

| STAKEHOLDER IMPACT | KEY STAKEHOLDERS | MANAGEMENT APPROACH |
|--|---|--|
| <p>Temporary impacts of construction including:</p> <ul style="list-style-type: none"> • changes to property access near to construction works • impacts of construction traffic and temporary road closures, including delays and disruptions for motorists and public transport users • disruptions to pedestrian and cycle access near construction works, noise, dust and vibration impacts from construction activity • disruptions to users of South Brisbane Railway station due to temporary, short-term closures of the station • impacts on local amenity • potential disruptions to business access and impacts on local pedestrian traffic | <ul style="list-style-type: none"> • Queensland Government agencies (e.g. Queensland Rail, TMR) • Affected property owners (e.g. Griffith University, developers) • Local business owners near to proposed construction works (particularly South Brisbane and Adelaide Street) • Communities closest to proposed construction works (e.g. residents, workers, businesses, community facilities) • Road and public transport users, pedestrians and cyclists | <ul style="list-style-type: none"> • Initial impacts have been identified through community and stakeholder engagement activities, including individual briefings, stakeholder reference groups and community information sessions. • Studies undertaken for the social impact assessment, concept design and operational planning for Brisbane Metro have also identified further impacts. • Future engagement will include individual briefings with impacted stakeholder groups and property owners. • There is an opportunity to further engage stakeholders in the development of management and mitigation measures as part of planning for construction activities. • A CDIMP will be undertaken as part of future project planning, including engaging with community and stakeholders. |
| <p>Changes to the bus network, including:</p> <ul style="list-style-type: none"> • temporary changes to bus services during construction works, particularly for the short-term closures of the busway at South Brisbane and works at existing busway stations • redesign of the bus network to accommodate the introduction of metro services, including reducing the number of buses entering the CBD and improving bus services in the suburbs • community concerns about changes to bus operations and customer journeys • improved public transport access and reliability provided by Brisbane Metro | <ul style="list-style-type: none"> • Queensland Government agencies (e.g. TMR, TransLink) • Bus operators • Bus customers • Special interest groups (e.g. disability groups, transport advocacy groups) | <ul style="list-style-type: none"> • Direct engagement with TMR has commenced via the Government Reference Group. • Future detailed engagement will include the establishment of dedicated bus network planning working group with representatives from TransLink and Council. • Feedback from the community during consultation identified the need for changes to the bus network to be the subject of future stages of community consultation. • A CDIMP will be undertaken as part of future project planning, including engaging with community and stakeholders. |

Table 10.3 – Summary of approach to managing stakeholder impacts

10.6 Public access

As part of Brisbane Metro, consideration is required of the impacts to public access during construction and operation as well as identification of how this will be addressed.

The existing busway stations within the Brisbane Metro corridor provide important public transport access for communities across Brisbane to employment, services and facilities in both the CBD and key health and knowledge precincts. Once operational, Brisbane Metro will provide the public with more reliable and efficient public transport access and connections to these destinations. Improved public transport access would particularly benefit those groups that may be particularly vulnerable to transport disadvantage such as elderly people, youth, students, families with young children, low income households, non-drivers, or households without access or with limited access to a private vehicle.

The Brisbane Metro would also support positive impacts relating to reduced buses and bus congestion on inner-city streets resulting in improved access for motorists, pedestrians and cyclists, and the opportunity to improve access to bus services in the suburbs. The Brisbane Metro also presents an opportunity to improve access to public transport services for major events, whereby regular scheduled metro services could be increased in frequency, up to peak period frequencies if required, in order to assist in the dispersal of crowds at stations following major events, and provide shuttle services between key transport interchanges on the busway network.

Improved public transport access provided by Brisbane Metro is also likely to encourage increased walking trips, with many trips by public transport involving an element of walking, e.g. to and from stations. This would help to increase general levels of physical activity, which would have beneficial impacts on community health outcomes.

The Brisbane Metro corridor also provides the public with access to major interchanges on the rail network, major road connections for private and commercial vehicles, and various pedestrian and cyclist routes. Community consultation identified the importance of maintaining access to destinations both within the CBD and on the inner-city fringe.

Consideration of the impacts of Brisbane Metro on public access to these facilities and services has formed part of the social impact assessment for Brisbane Metro. While Brisbane Metro will generally result in improved public access, mitigation and management strategies will be required to address aspects of Brisbane Metro that may temporarily or permanently change existing public access.

Permanent impacts to existing public access as a result of Brisbane Metro include changes to pedestrian and cycle access to North Quay on the upstream side of Victoria Bridge and the impact on road users from removal of general traffic from Victoria Bridge and closure of North Quay to general traffic. Mitigation measures will be required to address the impact of these changes on public access.

Temporary impacts to public access during construction include:

- Changes and disruptions to bus services/public transport access during construction of station modifications
- Disruptions to pedestrian and cycle access near construction works (particularly around QPAC, Victoria Bridge, North Quay and Adelaide Street)
- Disruptions to business and property access near work sites (particularly along Adelaide Street)

- Changes in local access to social infrastructure e.g. QPAC, South Bank.

10.7 Equity

Equity refers to a fair distribution and sharing of resources. The Brisbane Metro has a responsibility to ensure equity between the recipients of the benefits and the bearers of the costs associated with Brisbane Metro.

The Brisbane Metro will support improved public transport access and connections to key health, education and employment precincts and destinations within Brisbane's inner-city and southern suburbs and allow residents, workers and visitors to reach destinations across the city easily, efficiently and safely using public transport service. This would also support improved social and economic outcomes through better access to education, employment and health care facilities, and enhanced opportunities for social interaction. These benefits would be shared by local and regional communities across the Brisbane local government area.

By operating under the existing TransLink integrated ticketing system, which includes concessional fares for students, pensioners and elderly public transport users, Brisbane Metro would maintain equitable access to public transport.

New stations would be designed to comply with the *Disability Discrimination Act 1992* (DDA), ensuring that these are fully accessible to people with mobility challenges. This would improve public transport access, safety and travel opportunities for people with disability, elderly and children, and may encourage some people who would otherwise avoid making trips to access public transport.

Many of the Brisbane Metro's construction impacts would be experienced by communities closest to the construction works. These impacts would generally be localised around key locations and would be relatively short-term and temporary, and are expected to be effectively managed through the implementation of environmental management measures. Following construction, communities near the metro would experience benefits from its operation, including more frequent and reliable public transport access to the Brisbane CBD and key inner-city locations.

10.8 Consumer rights

Council's community engagement policy, standards, guidelines and principles provide a framework for consultation with communities and stakeholders regarding major infrastructure projects. For Brisbane Metro, Council is committed to making every effort to be open and accountable about Council decisions and how they are made. This includes:

- Providing clear and relevant information to residents and stakeholders
- Consulting with residents and stakeholders on major issues affecting the future of the city and on local issues that significantly impact the community
- Providing feedback on decisions made and the reasons for those decisions.

In addition, Council is committed to being clear and open in reporting Council decisions and actions. Residents and stakeholders can access information regarding this through:

- Council's Annual Plan and Budget and Corporate Plan outlining key areas of expenditure and service
- Council's Annual Report outlining services that have been delivered across the full range of Council operations and programs

- A complete and timely account of Council meetings published on Council's website.

An application for specific documents relating to Brisbane Metro can also be made under the *Queensland Government Right to Information Act 2009* and the *Information Privacy Act 2009*.

10.9 Security

The Brisbane Metro has a responsibility to ensure public security and safety is protected during both the construction and operation of the metro. Safety for Brisbane Metro users was raised as an important issue during consultation, particularly in relation to security features at busway stations and on board vehicles. Safety in public places around the stations was also identified as a concern through consultation for the proposal.

A number of systems are already in place to ensure the safe and secure operation of the existing busway stations and infrastructure. This includes 24 hour, seven days a week security monitoring via CCTV security cameras, Emergency Help Telephone at key locations, and emergency incident response via the Busway Operations Centre (BOC).

In addition, all vehicles using the busway have contact with the BOC via a dedicated and secure UHF radio system and all busway stations have a public address system managed by the BOC to assist with emergency and incident response. All busway vehicles are currently equipped with on-board CCTV and recording systems for driver and customer security.

For Brisbane Metro, these systems would remain functional and will be used to manage the operations of metro vehicles. They will also be supplemented by a range of additional safety and security measures, including:

- New vehicle management systems that include a variety of advanced technologies to collect, process and disseminate real-time data from vehicle and roadway sensors, helping to improve emergency management and incident response
- New metro vehicles equipped with on-board CCTV and recording systems, passenger emergency response systems and driver protection barriers to reduce risks associated with customer-driver contact
- Barrier fencing along the metro alignment and pedestrian safety barriers adjacent to transition structures and portals at the Cultural Centre and North Quay/Adelaide Street
- Full height Passenger Screen Doors on platform edges for underground stations at Cultural Centre and King George Square for customer safety
- Fire and life safety provisions such as smoke zones, emergency egress/evacuation facilities to meet Queensland Fire and Emergency Service requirements, including necessary fire prevention and fire control systems, at key locations such as the new Cultural Centre underground metro station, the Adelaide Street tunnel and other major metro stations
- Consideration of Crime Prevention through Environmental Design principles for new and modified infrastructure to maximise safety and security for customers and staff
- Consideration of expected customer volumes for pedestrian access around the new Cultural Centre station.

Increased activity and changes to the urban environment and public places around stations, is also expected to impact positively on people's perceptions of safety. Brisbane Metro will also provide opportunities to improve the pedestrian environment within the Cultural Centre

precinct through the removal of existing pedestrian conflict points, e.g. South East Busway Melbourne Street portal and QPAC car park access. This will have a beneficial impact on pedestrian safety within this area.

During construction, a range of measures will be implemented to protect and maintain community security and safety around work sites. Such measures will include traffic management and safety barriers, temporary changes to pedestrian, cyclist and vehicle access, use of night and weekend works, and appropriate safety considerations and methods for working around operational busway and rail corridors. These are discussed further in Chapter 9.

10.10 Privacy

The Brisbane Metro is responsible for taking the appropriate steps to protect the privacy of individuals. Council operates under the *Information Privacy Act 2009* (IP Act) and must comply with the Information Privacy Principles outlined in the IP Act.

For Brisbane Metro, privacy issues exist regarding the use of ticketing information and the provision of personal contact details from individuals when joining mailing lists or through other forms of correspondence. Personal details are recorded in a database accessed by a minimal number of project team members for the purpose of distributing information about the Brisbane Metro to interested individuals or responding to feedback. Ticketing and other information used during project planning to inform transport modelling was collected through Census, TMR and Council data and was provided at an aggregated level only. Details about Council's privacy policy can be found on Council's website.

In accordance with legislation, Council's Right to Information procedure, guided by the IP Act, further ensures safety of information.

10.11 Summary and Next Steps

Engagement with the community and stakeholders has played an important role in helping to shape the Brisbane Metro. To support this, Council developed a 12-month phased program of activities targeted at informing and engaging key stakeholders and the wider Brisbane community.

Three rounds of communication and engagement activities were held between May 2016 and May 2017, with each round of engagement based on specific project milestones, allowing for the outcomes of engagement to help inform future stages of project development. Round 1 focused on informing community members and stakeholders about the announced Brisbane Metro, as announced in March 2016.

Feedback from engagement activities and market research undertaken in Round 2 indicated there was strong support for more frequent, reliable public transport in Brisbane, and high awareness and recognition of existing bus congestion issues in Brisbane's inner-city, particularly around the Cultural Centre bus station and the CBD.

However, community members and stakeholders identified a number of issues with the initial Brisbane Metro. Consideration of these issues played a critical role in the options assessment process and selection of the preferred Brisbane Metro option.

Round 3 communication and engagement activities focused on informing the community about the revised Brisbane Metro, demonstrating how Council had listened to community and stakeholders to refine and evolve Brisbane Metro, and identifying issues and concerns of key stakeholders.

Feedback from Round 3 indicated strong support for the revised Brisbane Metro, particularly the expansion of metro services to more areas and the ability for bus and metro services to share the busway. There was strong interest in the metro vehicles and how they would operate, and support for the introduction of off-board ticketing and multi-door boarding to help improve travel times and reliability.

A CDIMP will be undertaken as part of future project planning, including engaging with community and stakeholders. The CDIMP provides a breakdown of the project's anticipated benefits and impacts, including typical mitigations for potential impacts that will be addressed in future detailed design and construction phases.

Key issues identified for consideration in future project planning include:

- Impacts to the existing bus network, including which services will be truncated at busway stations and which will continue to service the CBD
- Management of traffic impacts, particularly in relation to the removal of private vehicle traffic from Victoria Bridge and changes to North Quay
- Construction impacts, particularly at Adelaide Street, North Quay and in the Cultural Precinct
- The need for additional metro corridors to service other parts of the inner-city and suburbs.

The outcomes of community and stakeholder engagement, as well as the social impact assessment, concept design and operational planning undertaken as part of the development of Brisbane Metro to date have been used to assess whether the Brisbane Metro is in the public interest. Findings show that based on the current project development, Brisbane Metro provides equitable outcomes for all stakeholders, due to the overall improvements in public transport services it will provide for Brisbane.

Where Brisbane Metro has the potential to negatively impact on the public interest, particularly in relation to public access, appropriate mitigation and management measures will need to be implemented. This will include ongoing stakeholder and community engagement by Council on specific aspects of Brisbane Metro during future stages of project planning and delivery.

As part of the next phase of activity, Council will focus its engagement efforts on working closely with key stakeholders to further clarify potential impacts and requirements that need to be considered as Brisbane Metro progresses. Generally, stakeholder engagement will occur through a series of one-on-one briefings and ongoing reference group meetings.

These will include:

- **Cultural Precinct stakeholders:** meetings will be held with Arts Queensland, QPAC, South Bank Corporation, Queensland Museum, State Library of Queensland, Queensland Art Gallery and Gallery of Modern Art.
- **Transport and road user groups:** technical meetings will be held with Transport and Main Roads, TransLink, RACQ and Bicycle Queensland.
- **Key corridor stakeholders as represented through River North and River South reference groups:** these stakeholders include representatives from local schools, universities, hospitals and business groups along the alignment.
- **Technical stakeholders:** the design and engineering team will progress meetings with Queensland Rail and public utility plant providers such as Energex.

- **Industry associations and property groups:** such as the Property Council of Australia, Business South Bank, Brisbane Marketing, CBD retail representatives and other groups including engineering and contracting organisations.

Council will also keep residents informed about Brisbane Metro's progress through general communication updates via Council's website, *Living in Brisbane* newsletters (distributed city-wide), media releases, email notifications to the Brisbane Metro's registered database and maintaining open, two-way feedback channels.