



Community Listening

ARUP

Community Listening Process

- Multiple channels for recording community transport experiences
- Community listening program held over a 6 week period.

1. Informing the Community

Online Survey



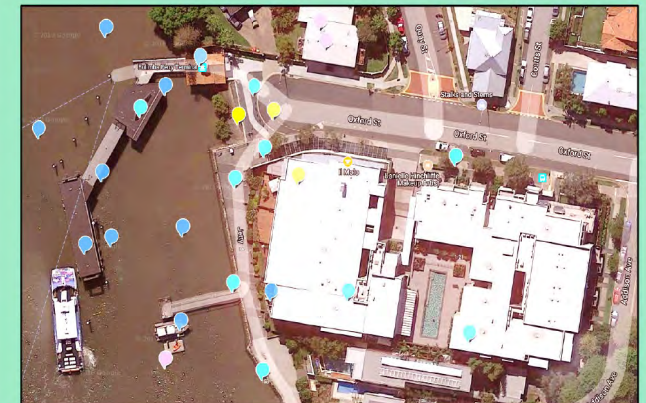
2. Active Listening

Community Listening Booths



3. Closing the Loop

CollabMap Survey



Community Listening Implementation

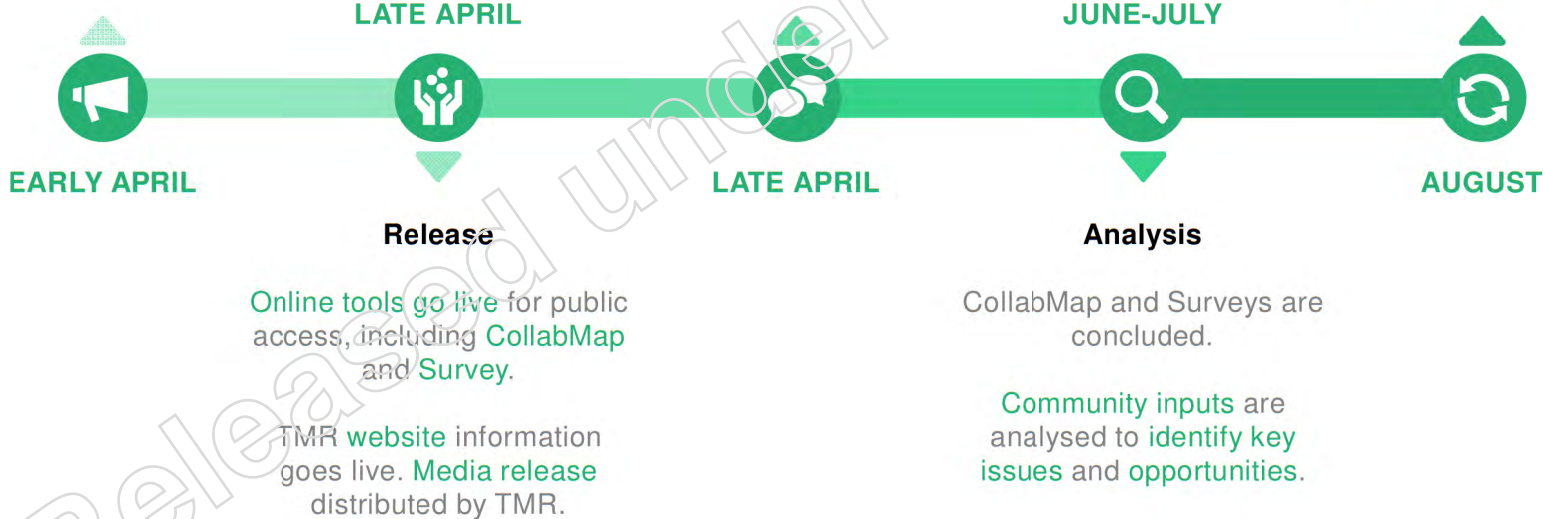
- Inform**
- 7160 project postcards delivered via mail to all of Bulimba Peninsula study area.
 - 21 Letter / email sent to key stakeholders.
 - 10 posters displayed in key community facilities.

Active Listening

6 Community listening events held from 24 April to 1 May at key locations in the Peninsula.

Closing the Loop

Community workshop held with key stakeholders and community survey respondents, inviting further feedback on findings.



Online Community Survey

- A community survey was conducted to gather insights on **key community issues** and **opportunities** related to **transport and congestion** across the study area.
- Administered online using Survey Monkey and via a slightly condensed version at community listening booths.

 **317**

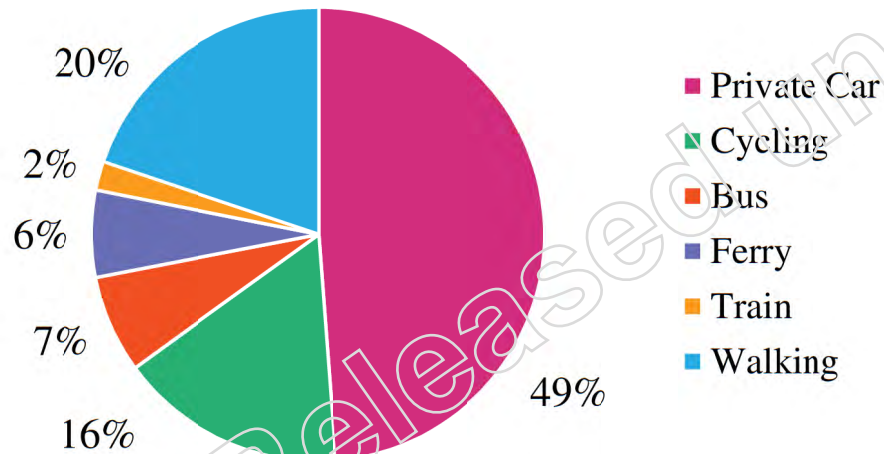
Responses received from 23 April to 3 June 2018.

Online CollabMap Survey

CollabMap offers a platform for everyone to **share their thoughts** on the built environment and **present them on a map**.

120,000 page views

199 users made **631** comments





“I never get a seat on the train for the 7.17am train from Morningside. You can barely move to get off by Norman Park”

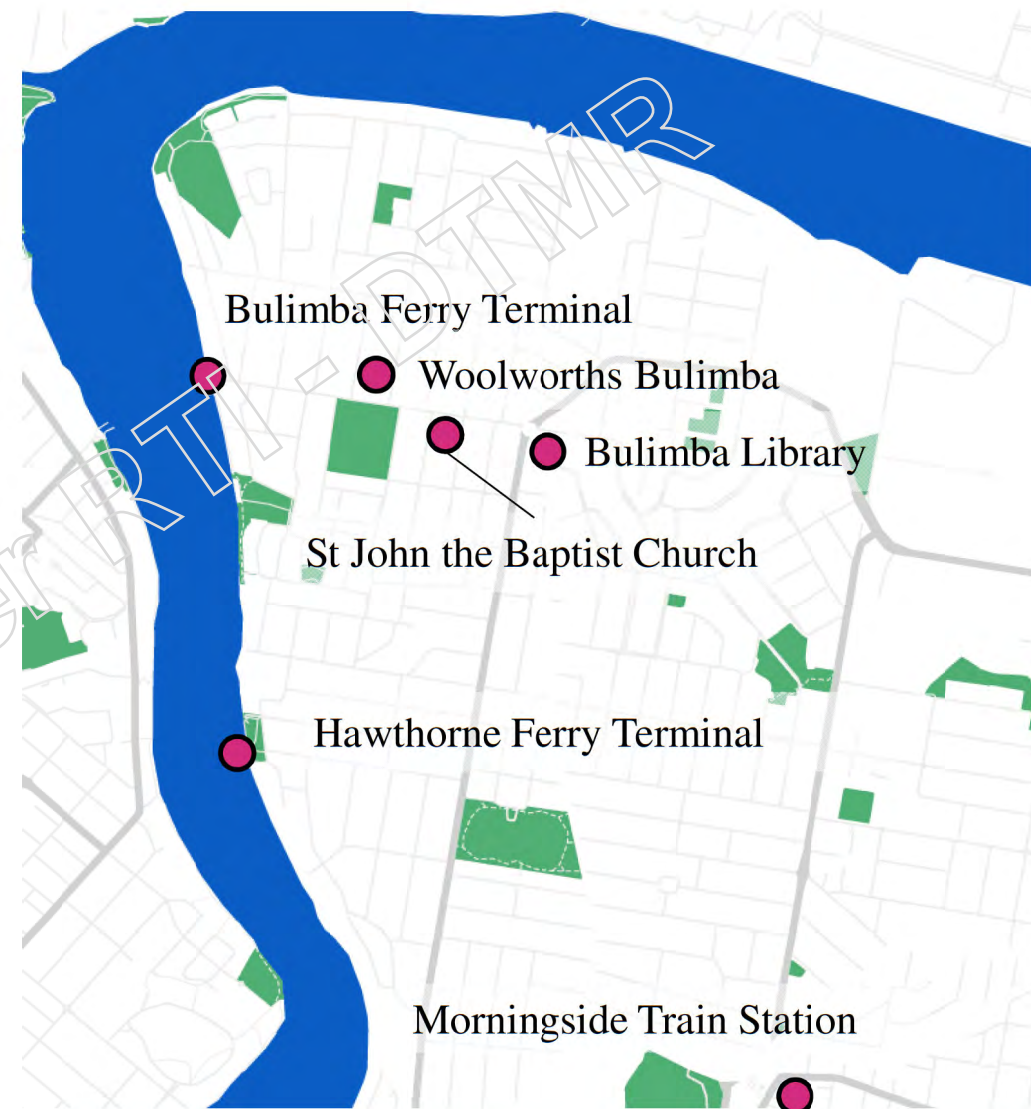
“More car parking and bike parking at Morningside station – Car park generally full before 6:45am, which is hours before peak hour. Also makes it difficult to drop off at the station”

Community Listening Booths

6 pop-up community listening booths were held from 24 April – 1 May at key locations within the study area.

In addition to paper surveys, iPads were available with the online surveys and CollabMap surveys.

Conversations with **93** people at listening booths were greater than five minutes, meaning a minimum of 8 hours of direct feedback was received.





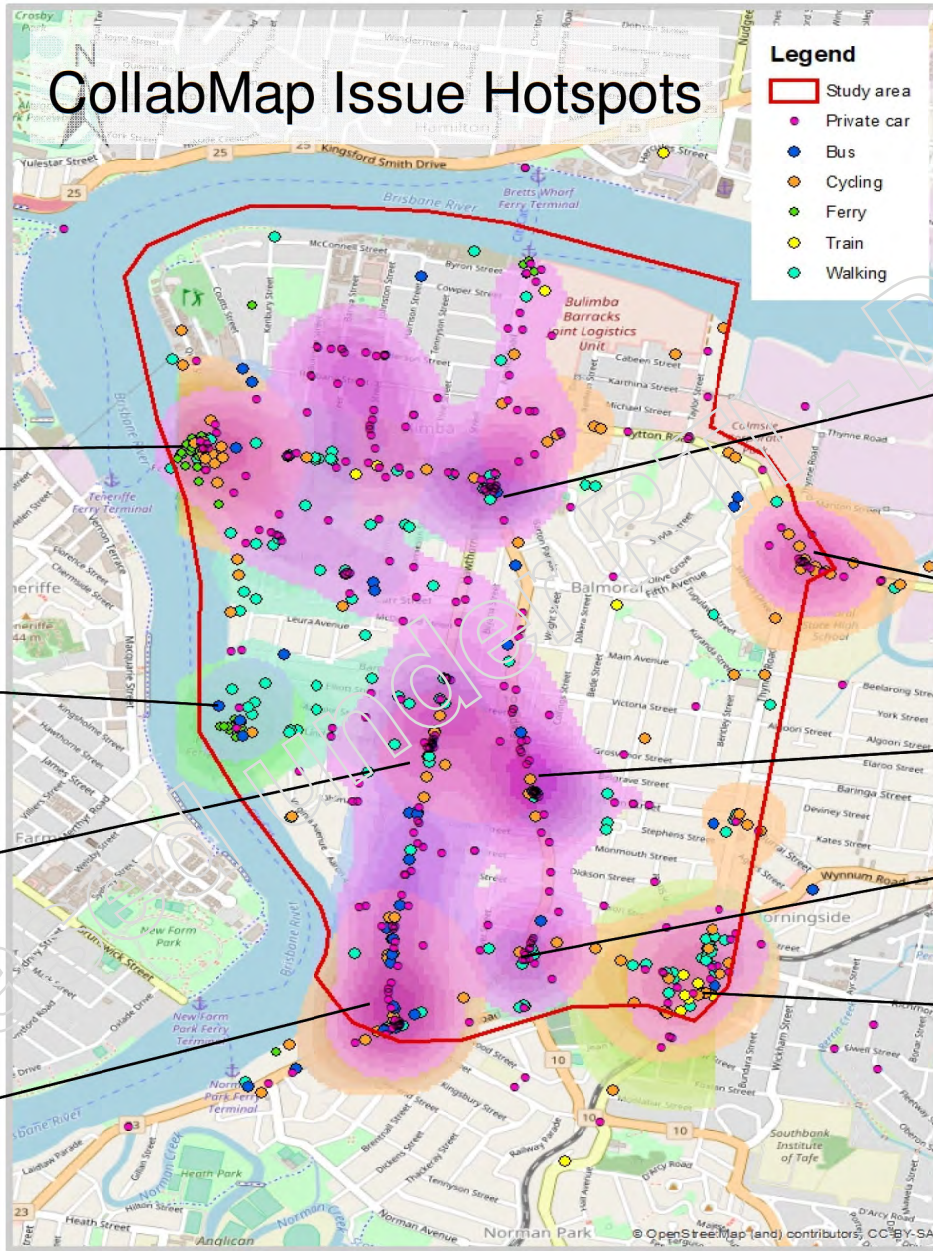
Findings and Community Suggestions

ARUP

CollabMap Issue Hotspots

Legend

- Study area
- Private car
- Bus
- Cycling
- Ferry
- Train
- Walking



Bulimba Ferry Terminal and Surrounding Streets

Hawthorne Ferry Terminal and Surrounding Streets

Hawthorne Rd near Lindsay Street and Miles Street

Hawthorne Road and Wynnnum Road Intersection

Lytton Road, Oxford Street, Riding Road and Hawthorne Road Roundabout

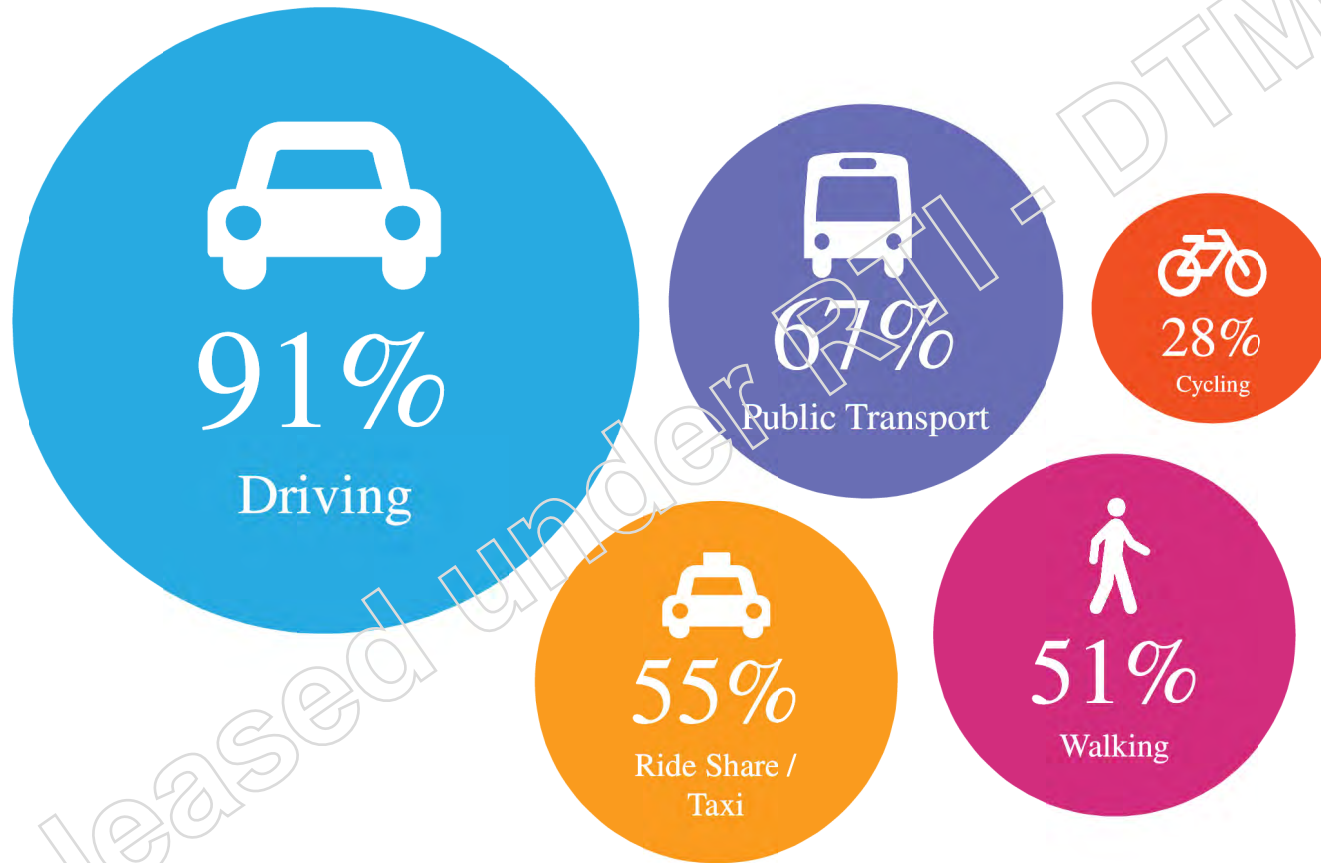
Lytton Road and Thynne Road Intersection

Riding Road near Pashen Street

Riding Road and Wynnnum Road intersection

Wynnnum Road near Morningside Train Station

Online Survey - Proportion of Transport Mode Use

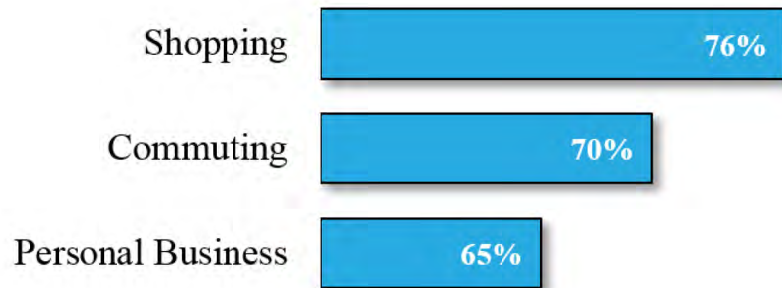


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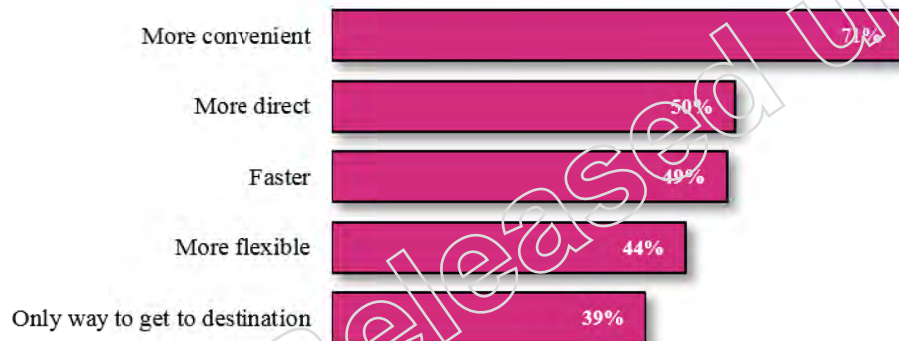
Overview of Travel by Private Vehicle



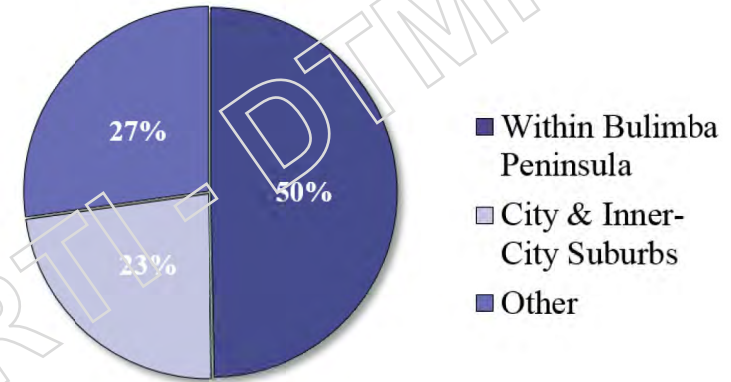
Trip Purpose



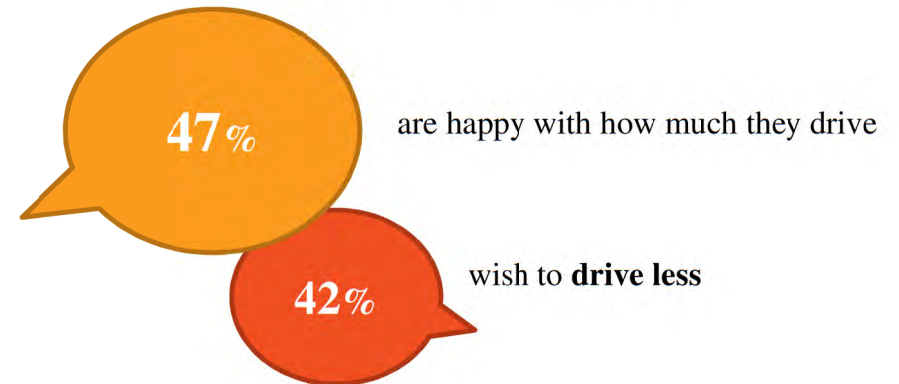
Choice Justification



Trip Destination



Future Intentions



Public Suggestions

The top three suggestions from our respondents on how to improve the **driving** experience on the Bulimba Peninsula are:

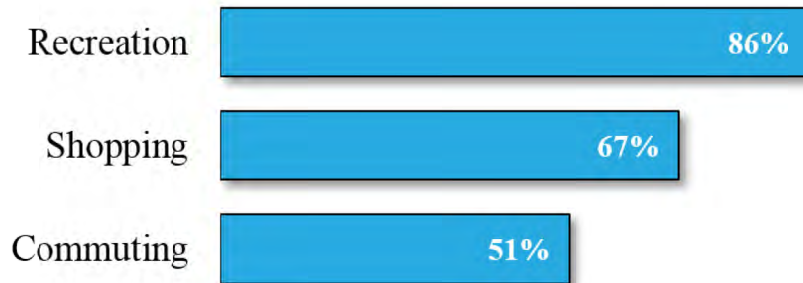


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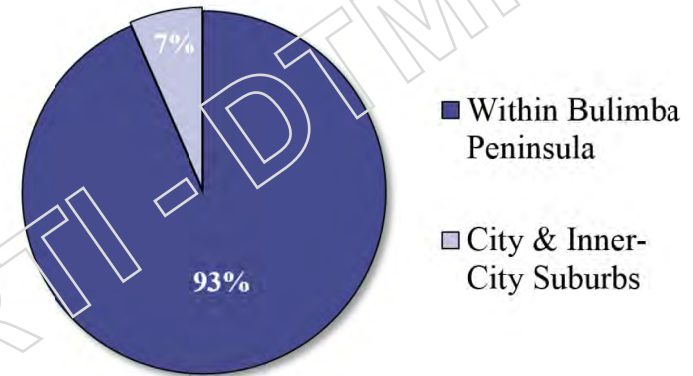
Travel by Walking



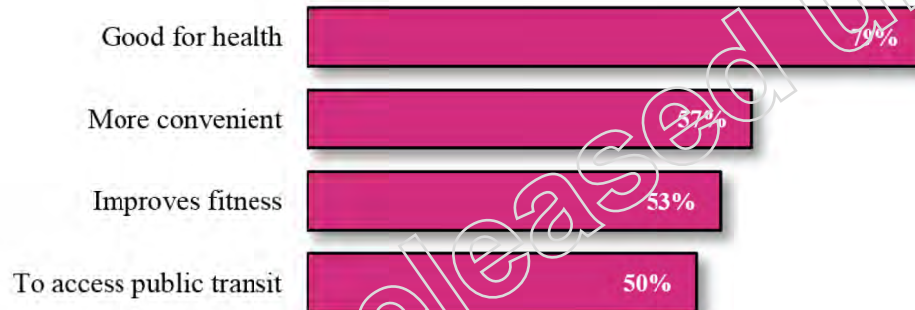
Trip Purpose



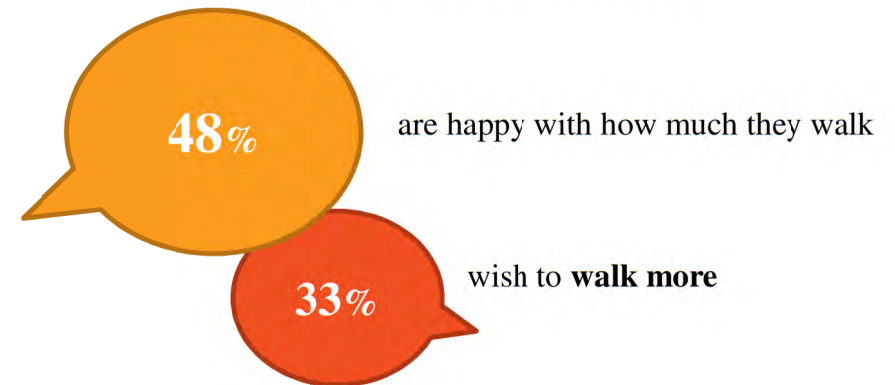
Trip Destination



Choice Justification

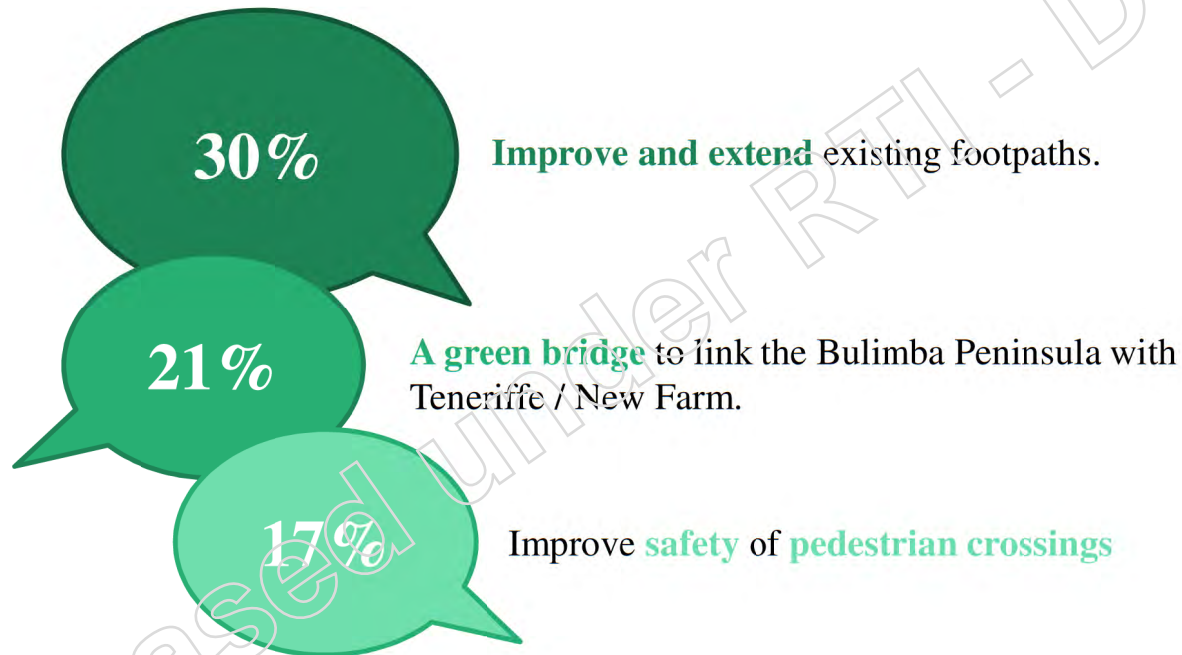


Future Intentions



Public Suggestions

The top three suggestions from our respondents on how to improve the **walking** experience on the Bulimba Peninsula are:

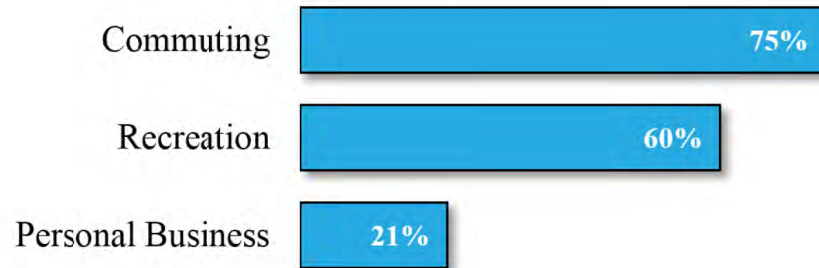


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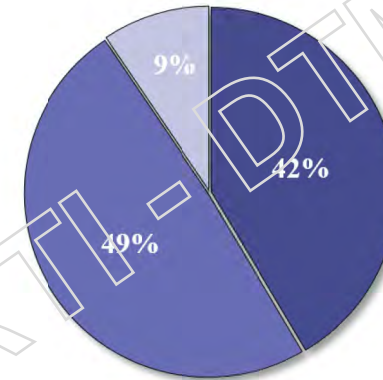
Travel by Cycling



Trip Purpose



Trip Destination



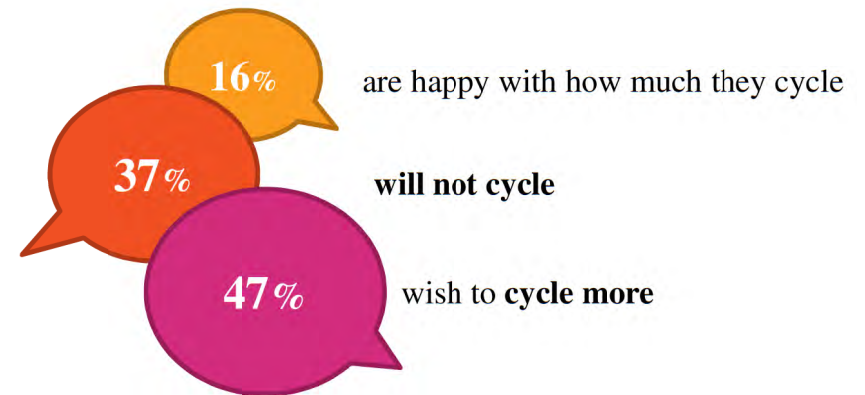
- Within Bulimba Peninsula
- City & Inner-City Suburbs
- Other



Choice Justification

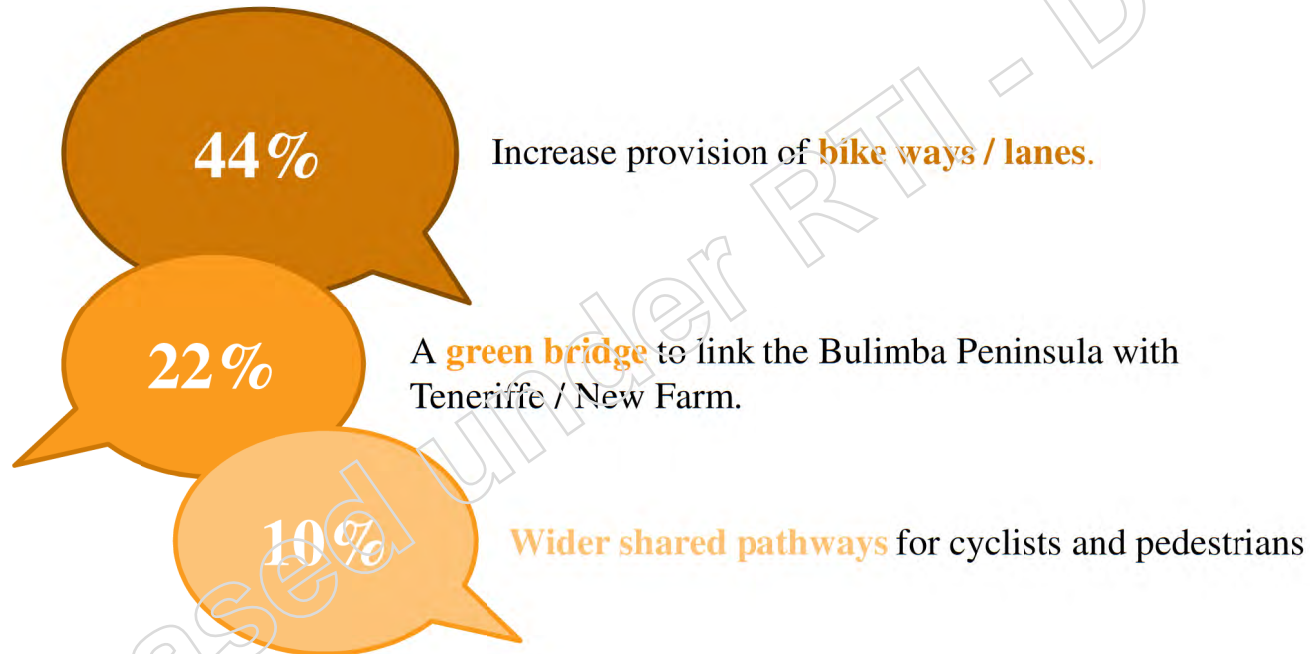


Future Intentions



Public Suggestions

The top three suggestions from our respondents on how to improve the **cycling** experience on the Bulimba Peninsula are:

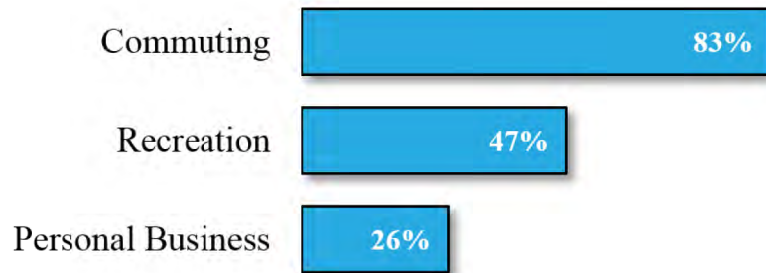


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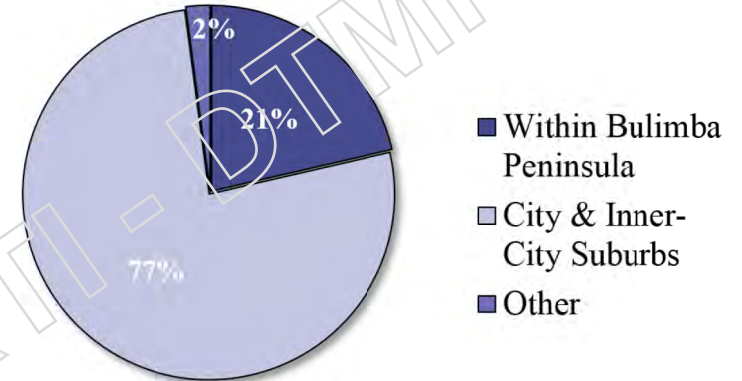
Travel by Public Transport



Trip Purpose



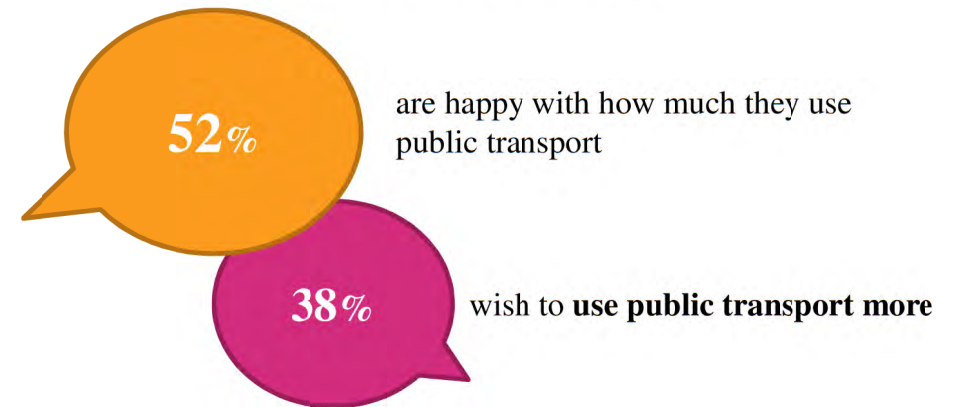
Trip Destination



Choice Justification

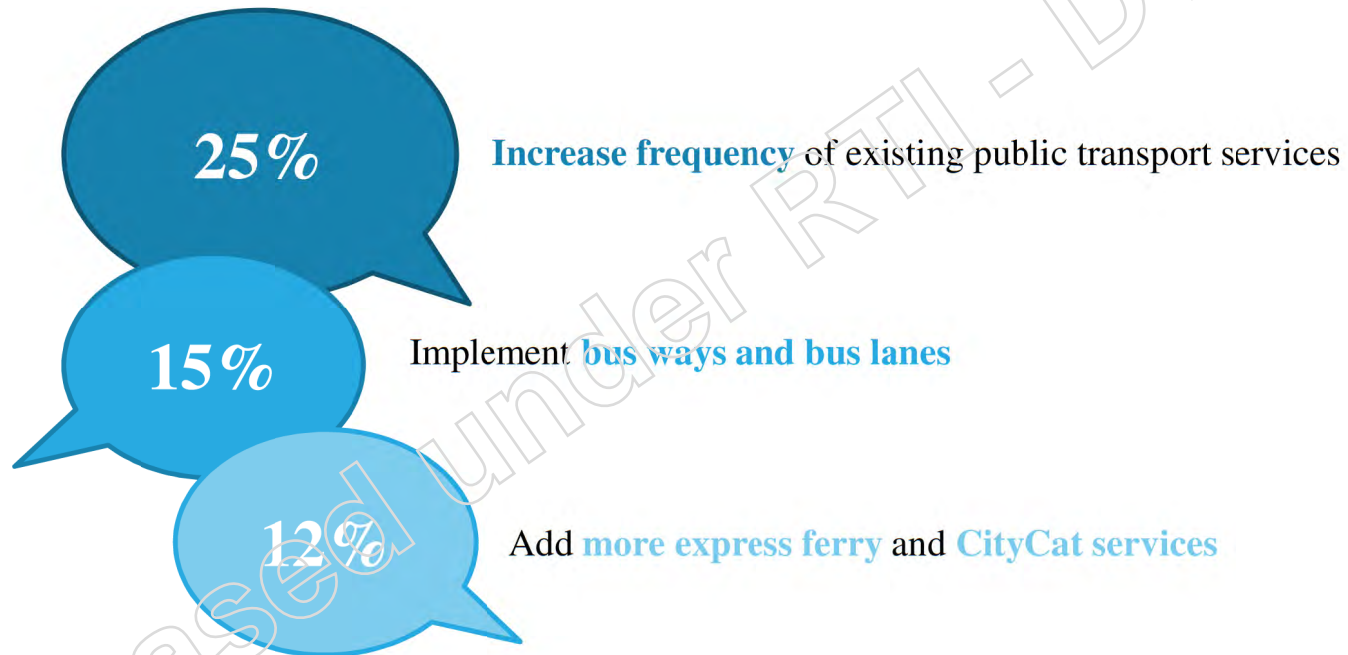


Future Intentions



Public Suggestions

The top three suggestions from our respondents on how to improve the **public transport** experience on the Bulimba Peninsula are:



Community suggestions geographical hot spot areas

