

Community Engagement

Factsheet



Artist's impression: Throrer Drive, Palm Beach.

Gold Coast Light Rail Stage 4

Gold Coast Light Rail Stage 4 (GCLR4) will deliver a 13 kilometre extension south of Light Rail Stage 3, linking Burleigh Heads to Coolangatta, via the Gold Coast Airport. It will provide 14 stations between Burleigh Heads and Coolangatta as identified through the Burleigh Heads to Tugun and Tugun to Coolangatta Multi-modal Corridor Studies.

The Queensland Government has committed \$3.7 million to undertake a preliminary business case for Gold Coast Light Rail Stage 4, along with City of Gold Coast's financial contribution of \$670,000. An additional \$1.83 million has been committed by City of Gold Coast, bringing the City's total commitment to the preliminary business case to \$2.5 million and the total project investment to \$6.2 million.

Community engagement

Community engagement on the Preliminary Business case is taking place to coincide with the completion of the corridor studies:

- Burleigh Heads to Tugun completed from July to September 2021
- Tugun to Coolangatta in October 2022.

Previous engagement includes community consultation on the Gold Coast Highway (Burleigh Heads to Tugun) Multi-modal Corridor Study, undertaken in March and April 2020.

This consultation included an independent survey of 500 residents and businesses in Burleigh Heads, Palm Beach, Currumbin, Currumbin Waters, Elanora and Tugun which showed a clear preference for a light rail extension along the Gold Coast Highway between Burleigh Heads and Tugun.

Of those who answered the independent survey 58 per cent backed the light rail extension compared to 25 per cent support for bus lanes and 68 per cent of local residents and businesses supported the outcomes of the multi-modal study to help support liveability and connectivity in and around the local community.

Consultation to date

Community engagement on the Burleigh Heads to Tugun section included the following:



10
weeks



43
sessions



63%
of residents surveyed
that support the project



4181
visits



1005
telephone
surveys



530
online
submissions

Burleigh Heads to Tugun

Consultation on the Burleigh Heads to Tugun section of Gold Coast Light Rail Stage 4 ran for ten weeks at seven southern Gold Coast locations. The purpose of the consultation was to provide the broader community with the opportunity to ask questions and provide face to face feedback on the concept design plans.

The project team undertook 223 hours of face-to-face community consultation across 43 sessions in 10 weeks, with more than 4100 visits by community members.

A range of project collateral was available at the face-to-face sessions as well as on the project website and included a fly through video, artist impressions, concept design plans, a newsletter, project factsheets and 360 degree panorama views. Hardcopy feedback forms were available for community members to complete and submit at a session or to submit via email or post. An online engagement platform was also live during the consultation period for online submissions.

The project team took notes of the key issues and themes that were raised by community members during conversations.

In addition to the face-to-face engagement sessions, the Department of Transport and Main Roads (TMR) commissioned an independent social research organisation to conduct quantitative research on a large and representative sample of the Gold Coast community directly and indirectly affected by Gold Coast Light Rail Stage 4. The purpose of this research was to quantify community sentiment about the project and validate common themes of importance and concern raised by the public during consultation as part of planning in the preliminary business case stage of the project.

Households were randomly selected to participate and interviews were conducted at different times of the day and days of the week/ weekend with call-back appointments available if required by the respondent. A total of 1005 respondents (851 residents and 154 business decision makers) were interviewed with the sample size selected to ensure a robust sample across the target locations (margin of error is +/-3 per cent).

Key findings from the research included:

- A majority of residents interviewed (63 per cent) are supportive of the project, with support significantly higher in residents of existing light rail corridor suburbs (77 per cent) and among public transport users (71 per cent)
- More residents in GCLR4 corridor suburbs reported they are more supportive (46 per cent) than not (37 per cent) with the remainder (17 per cent) reporting a neutral response
- Overall, 59 per cent of business decision makers interviewed reported that they support the project, with support higher in existing light rail corridor suburbs (78 per cent) than in GCLR4 corridor suburbs (50 per cent).

A comprehensive summary of the community consultation, including the independent quantitative research conducted for Burleigh Heads to Tugun is detailed in the Community Consultation Report, available on the project website at www.tmr.qld.gov.au/gclr4

All feedback received throughout the consultation period has formed part of the Burleigh Heads to Tugun Community Consultation Summary Report, available on the project website and is being considered by the project team as planning progresses.

What the community told us

A variety of questions were asked and issues raised by the community throughout the consultation period. Feedback was provided on several aspects of the project, from very high-level topics such as overall support for or opposition to the project, through to station location, access and design features. The most common issues raised at the community drop-in sessions and via feedback forms (both online and hardcopy) are detailed below.

Parking and reduction in traffic lanes on the Gold Coast Highway

The community raised concerns around reducing the number of traffic lanes from four to two through Palm Beach and the impact on parking. A detailed traffic analysis process was undertaken as part of the corridor study to determine the number of traffic lanes, intersection configuration and performance of the Gold Coast Highway now and in the future. TMR and City of Gold Coast continue to work together to understand the impacts and opportunities the proposed changes will have on adjacent local roads and parking in the area.

Investigations are ongoing and include consideration of retaining as many car parking spaces as possible and retention of four through traffic lanes. TMR acknowledges the community's concerns about these issues and will consider these concerns as planning progresses.

Environmental and cultural heritage impacts of the project

Planning for a reliable and sustainable public transport system, that protects environmental and cultural heritage values now and into the future, is a priority.

Throughout all phases of the project, detailed environmental and cultural heritage investigations and studies will continue to be undertaken. This includes ensuring that all Australian and Queensland government statutory requirements related to the environment are satisfied.

Support for and opposition to GCLR4

Over 63 million passenger trips (as at June 2022) have been conducted on light rail services since its launch in 2014.

Pre-Covid overall public transport use on the Gold Coast increased by over 50 per cent since light rail began operating in 2014.

The key to ensuring an integrated and sustainable transport network now and into the future, is to connect communities to jobs, businesses, hospitals, medical facilities, education, shopping, dining, entertainment and sporting centres. Extending light rail is an essential link in the network, will further connect communities to essential services and avoid passengers having to change modes.

Alternative routes and modes

The Gold Coast Highway (Burleigh Heads to Tugun) Multi-modal Corridor Study identified the Gold Coast Highway route from Burleigh Heads to Tugun has the greatest potential for a shift to public transport as it is close to where people already live, and provides the potential to transform the Gold Coast Highway into a high amenity pedestrian friendly boulevard through careful design

and treatment. The study investigated alternate routes and found a light rail extension down the Gold Coast Highway was the most direct and efficient route.

In 2012, the Gold Coast Southern and Central Area Transport Strategy assessed the specific transport benefits of light rail on the Gold Coast Highway relative to continuing frequent bus services and found:

- light rail between Broadbeach and Coolangatta was shown to increase daily public transport trips by 22 per cent in comparison to buses
- light rail between Broadbeach and Burleigh Heads was shown to increase daily public transport trips by 12 per cent in comparison to buses.

Oceanway

Making local neighbourhoods easier to get around includes providing a world class transport system and improving walking and bike riding connections.

Any decision to proceed with light rail in the Gold Coast Highway corridor will also require a viable active transport path to be built adjacent and along the corridor, and an extension of the Oceanway would complement existing sections of this popular facility.

TMR has allocated \$1.5 million in funding to complete a business case for a new bike and pedestrian bridge over Currumbin Creek.

Planning for the Oceanway and the Currumbin Creek Bridge has commenced, and the community will have the opportunity to provide feedback as the project progresses. Feedback from the community will be considered by the project team in the development of the business case.

Consultation on the Oceanway and Currumbin Creek Bridge projects will be conducted separately to GCLR4 consultation and further information will be provided once available.

Community and connectivity

The Gold Coast Highway (Burleigh Heads to Tugun) Multi-modal Corridor Study identified opportunities to transform the Gold Coast Highway between Burleigh Heads and Tugun into a high amenity, community focused and pedestrian friendly boulevard. This could be achieved by creating:

- new connection roads and traffic redistribution so the intersections of Palm Beach Avenue, Gold Coast Highway and Cypress Terrace can be transformed into a pedestrian friendly precinct
- a precinct that increases the opportunity for street front dining, shopping and urban revitalisation
- on-street parking designed to support and enliven commercial activity
- creating new employment opportunities within comfortable walking distance to stations
- urban design and landscaping features that celebrate community spaces and local character.

TMR acknowledges the community's concerns and feedback about this issue and these will be considered in planning as the project progresses.

Current project stage

The project is currently in the Preliminary Business case phase and any funding decision to implement the findings of the Preliminary Business case would be the subject of a detailed business case.

Outcomes from the Tugun to Coolangatta Corridor Study and community consultation on that section will also inform the completion of the preliminary business case.

It is important to note that this concept plans are a reflection of the strategic planning undertaken to date for the purposes of consultation and are subject to change based on further detailed investigations and outcomes of consultation.

Consultation activities

Consultation tools



Project newsletter distributed to 43,000 households and businesses in July 2021



Project web page



Dedicated project email address and phone number



Project factsheets



Flythrough video of concept design, 360 degree panorama views and artist impressions of concept designs



Media statements



Online engagement platform



Electronic direct mail to stakeholder database and subscribing stakeholders to project updates

Feedback received from the community



4181 interactions at 43 face-to-face community drop in sessions

- online engagement platform
- hardcopy feedback forms
- ministerial correspondence
- emails
- phone calls.



Face-to-face meetings and briefings

- elected representatives
- key stakeholder groups
- directly impacted property owners
- Indigenous groups and Traditional Owner groups
- corridor businesses—on request
- adjacent property owners—on request.



1005 telephone surveys conducted by independent market research firm

Next steps

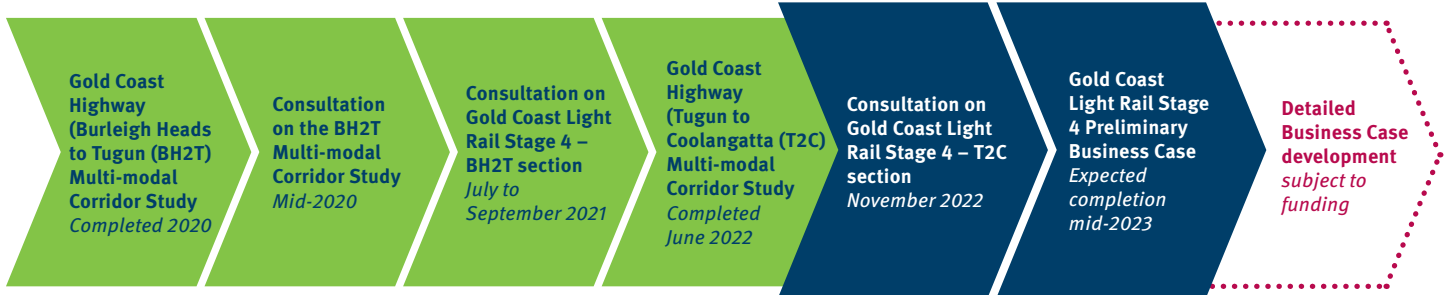
All feedback received to date and throughout current community consultation activities will be considered in the development of the preliminary business case for Gold Coast Light Rail Stage 4.

The outcomes of the preliminary business case will be made available to the community once this stage of the project has been completed and TMR will continue to engage throughout all stages of the project.

Project timeline

2020

2023



Get involved and have your say

We would like to hear your views and find out what is important to you. You are invited to participate in our community consultation program to find out more about planning for the Gold Coast Light Rail Stage 4 and provide your input.

Provide your feedback online



Visit the interactive community consultation website to find out more about the project and provide your feedback.

Visit: www.tmr.qld.gov.au/gclr4



Talk to us in person

The project team will be holding community drop-in sessions to enable you to ask questions and provide face-to-face feedback on Gold Coast Light Rail Stage 4 planning.

Visit the website to find out drop-in session locations and times for community consultation for the Tugun to Coolangatta section.

Visit: www.tmr.qld.gov.au/gclr4

Contact us

If you would like further information about Gold Coast Light Rail Stage 4 or to register for updates, please contact the project team:

Phone: 1800 316 365*

Email: gclr4@tmr.qld.gov.au

*Check with your service provider for call costs.

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