

Proposed Altandi train station park 'n' ride upgrade

Consultation Summary Report

December 2021



Contents

Project background	1
Project overview	2
Evaluation summary	3
Introduction	4
Consultation process	4
Consultation outcomes	5
Evaluation of responses	5
Feedback by communication channel	5
Issues raised	6
Feedback recommendations	8
Submission summary: Altandi Precinct Commuter Parking Action Group	10
Concerns with proposal	10
General concerns	11
Recommendations	11
Thank-you	11
Next steps	11
Stay informed	12

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Project background

The Queensland Government is working toward providing a connected, integrated and accessible public transport network as outlined in the *SEQ Park 'n' Ride strategy*.

Park 'n' rides play a key role in South East Queensland. In line with the *SEQ Park 'n' Ride strategy*, Altandi train station park 'n' ride has been selected as a priority site for expansion to address existing capacity issues. Altandi train station is located approximately 15 kilometres south of Brisbane CBD in the suburb of Sunnybank. The train station has high patronage as it is an express stop and provides for high bus-rail interchange, hence demand for parking is exceeding the current supply, resulting in significant commuter parking in the local area.

A park 'n' ride survey of March 2018 showed an overflow of approximately 220 vehicles parking on the surrounding streets. The existing park 'n' ride facility located on the western side of the station off Mains Road (a heavily trafficked road) has 87 parking bays and no formal kiss 'n' ride. The kiss 'n' ride informally occurs within the park 'n' ride car park which has limited manoeuvring space, causing congestion within the car park. TMR owns a block of land (currently vacant and undeveloped) which has been identified as suitable for park 'n' ride expansion on the eastern side of Altandi train station on Gundooee Street (refer to figure 1), approximately 50 metres north of the station entrance.



Project overview

In 2018–2019, a feasibility study was undertaken for the expansion of the Altandi station park ‘n’ ride.

Following an assessment, two potential options were identified:

1. A new park ‘n’ ride site on vacant land owned by the Department of Transport and Main Roads on Gundooee Street.
2. The reconfiguration of the existing park ‘n’ ride off Mains Road.

TMR is currently progressing a business case for the park ‘n’ ride at Altandi, based on the two locations described above. Plans include construction of a new park ‘n’ ride facility on Gundooee Street, a new kiss ‘n’ ride facility within the existing park ‘n’ ride on Mains Road, as well as a new sheltered walkway that extends from the railway station to the bus stops on Mains Road.



The proposed plans provide approximately 50 additional parking spaces (at a minimum), helping to support parking demand in local streets and to decrease congestion on the surrounding road network.

The Altandi station park ‘n’ ride upgrade project is currently in the business case phase, scheduled for completion in mid-2021. Design activities are programmed to commence in the first half of early 2021. This will include investigation into works required and changes to road and access arrangements for all users. Further funding is required to progress the project to delivery (design and construction).

During the business case phase, the Department of Transport and Main Roads (TMR) engaged with the community and key stakeholders to seek feedback, provide support and ensure issues and opportunities are considered during the project.

Evaluation summary

TMR received 18 responses from the community consultation which ran from 9 September to 9 October 2020. One response was a collective submission from the Altandi Precinct Commuter Parking Action Group which provided a response on behalf of 300 local residents and business members. The consultation statistics include the action group submission as one response.

The consultation with the community took into account the health guidelines and restrictions relating to COVID-19 and enabled participants to nominate their preferred form of engagement.

Consultation summary:

- Overall, there is general support to progress the Altandi park ‘n’ ride upgrade proposal.
- Approximately 55 per cent of respondents indicated they strongly supported the proposal while 22 per cent were opposed to the proposed upgrades. The remaining 23 per cent provided feedback but did not have a strong opinion on the proposal.
- A summary of the key themes and recommendations referenced in feedback are provided below. Further details of the feedback is in the ‘Consultation outcomes: feedback analysis’ section of this report.

Key feedback themes raised during consultation:

Individual respondents were able to raise multiple issues and provide a variety of feedback. The percentage of feedback represents how many out of all of the total respondents mentioned each topic.

Issues raised by respondents (per cent of responses)		Respondent recommendations (per cent of responses)	
Lights and privacy	27.3%	CCTV and lighting	22.7%
Devaluation of property	18.2%	Park ‘n’ ride at other stations as opposed to Altandi	9.1%
Loss of green space	13.6%	Trees and landscaping	18.2%
Environmental impact	13.6%	Additional bike facilities	9.1%
Increased crime	13.6%	Secure bike parking	4.5%
Noise	9.1%	Hours of operation	4.5%
Increased traffic	9.1%	Solar panels	4.5%
Negligible gain in car spaces	9.1%	Multi-storey car park	4.5%
Cross River Rail traffic	9.1%	Covered walkway	4.5%
Kiss ‘n’ ride will cause traffic bottleneck	4.5%	Better signage and speed limits	4.5%
Stormwater flooding	4.5%		

The APCPAG submission recommended a number of changes to the proposed upgrade design, including:

- introducing restricted hours of operation a 40 kilometre per hour traffic zone one directional traffic flow on Gundooee Street
- an elevated walkway with Mains Road footbridge
- optimising security and monitoring through either or both CCTV/lighting and physical patrols
- the impact of any car park lighting on immediate residents be assessed and minimised
- implementing new rail services to lure commuters away from Altandi and better serve commuters’ needs
- continuing to assess options in order to provide a solution that serves the whole precinct.

The APCPAG submission also raised a number of concerns with the proposal including:

- lighting, security and safety
- hours of operation, or lack thereof
- the resulting increase in commuter demand and traffic congestion
- no designated parking spaces for emergency or other necessary vehicles
- the impact of COVID-19 and changed working activities of commuters.

These recommendations and concerns have been defined in greater detail on pages 10-11.

Introduction

This consultation report summarises the community and stakeholder consultation undertaken to inform the business case scope and delivery of the proposed works at Altandi station park 'n' ride.

This report provides information about the process, feedback received during the formal consultation and evaluates the effectiveness of the communication and engagement activities through an analysis of the feedback received.

Consultation process

TMR undertook formal community consultation on the proposed Altandi station park 'n' ride upgrade plan from 9 September to 9 October 2020. As part of the consultation process for community engagement, consultation activities were delivered so members of the community could learn more about the project and have their say.

The consultation consisted of the following:

- a media statement announcing the business case commencement
- a dedicated TMR project web page
- a fact sheet about the project
- letters to elected representatives and secondary stakeholders
- a letterbox drop to approximately 1250 local residents
- a digital information display at Altandi station
- a poster displayed on the community noticeboard at Altandi station
- a targeted doorknock to residents in Wana Street and Tarrawonga Street whose properties border the proposed car park site in Gundooee Street.

Community feedback was received by email, phone calls and in-person during the targeted dock-knock.

Since the consultation, TMR has continued to maintain the dedicated project web page, with project details, a map of the proposed upgrade in two formats to aid with accessibility, a telephone number, Metropolitan Region postal address and email address.

As originally communicated to the public, TMR will advise the community about the outcomes of the community feedback received by early 2021.

Consultation outcomes

Evaluation of responses

The predominant preference of all the feedback raised during Altandi station park 'n' ride community consultation was to progress the Altandi park 'n' ride upgrade proposal:

- 55 per cent supported the proposal
- 22 per cent opposed the proposed upgrade design
- 23 per cent did not have a strong opinion on the proposal.

Feedback by communication channel

Total feedback responses received by TMR: 18 submissions



10

EMAIL RESPONSES

via Metropolitan Region inbox

4



PHONE CALLS

via community line

**IN PERSON
FEEDBACK VIA
DOOR KNOCK**

3

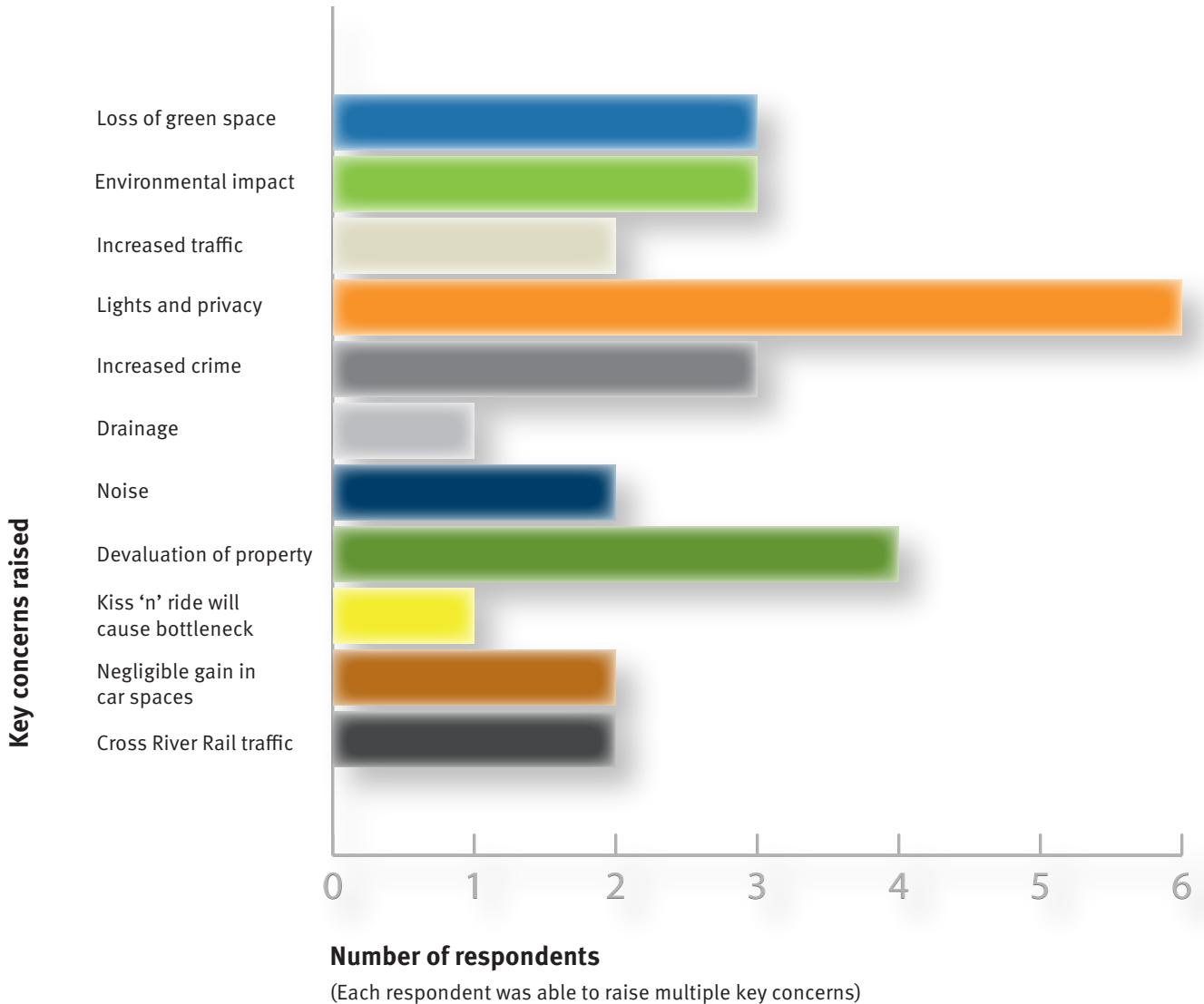
300

**ACTION GROUP
MEMBERS**

via Metropolitan Region inbox
(one submission provided on
behalf of 300 action group
members by Altandi Precinct
Commuter Parking Action Group)

Issues raised

Key concerns raised during the community consultation



- **Loss of green space**

Some respondents were concerned about loss of green space on Gundooee Street. Respondents expressed desire to retain green space for exercise, mental health and community.

- **Environment**

Some respondents were concerned about the environmental impact of replacing this green space with a car park, resulting in the potential loss of birds who reside in trees on the proposed site.

- **Increased traffic**

Some respondents who live close to the proposed car park were concerned about the increased traffic the new car park would bring to the street.

- **Lights and privacy**

Some respondents, particularly from residents whose properties adjoined the proposed car park, were concerned about lights of the new car park shining into their properties all night.

- **Increased crime and safety**

A number of respondents were concerned that criminal activity, which they felt was already high, would increase as a result of the car park. Their concern was that with parked cars left unattended throughout the day, criminals could catch a train to the station, commit their crime and get back on the train to escape with ease.

- **Drainage and flooding**

Drainage and ongoing flooding was highlighted as a potential issue with the proposed car park solution. The proposed site slopes steeply down towards several houses. Should a bitumen car park be installed without appropriate drainage solutions, rainwater run-off would not be absorbed into the ground and would funnel down and flood properties at the bottom of the car park.

- **Noise**

Nearby residents whose property adjoin the proposed site raised concerns that the new car park would increase traffic and noise, reducing their enjoyment of their own homes.

- **Devaluation of property**

Nearby residents whose property adjoin the proposed site expressed concern that this development would devalue their home.

- **Kiss 'n' ride vehicle bottleneck**

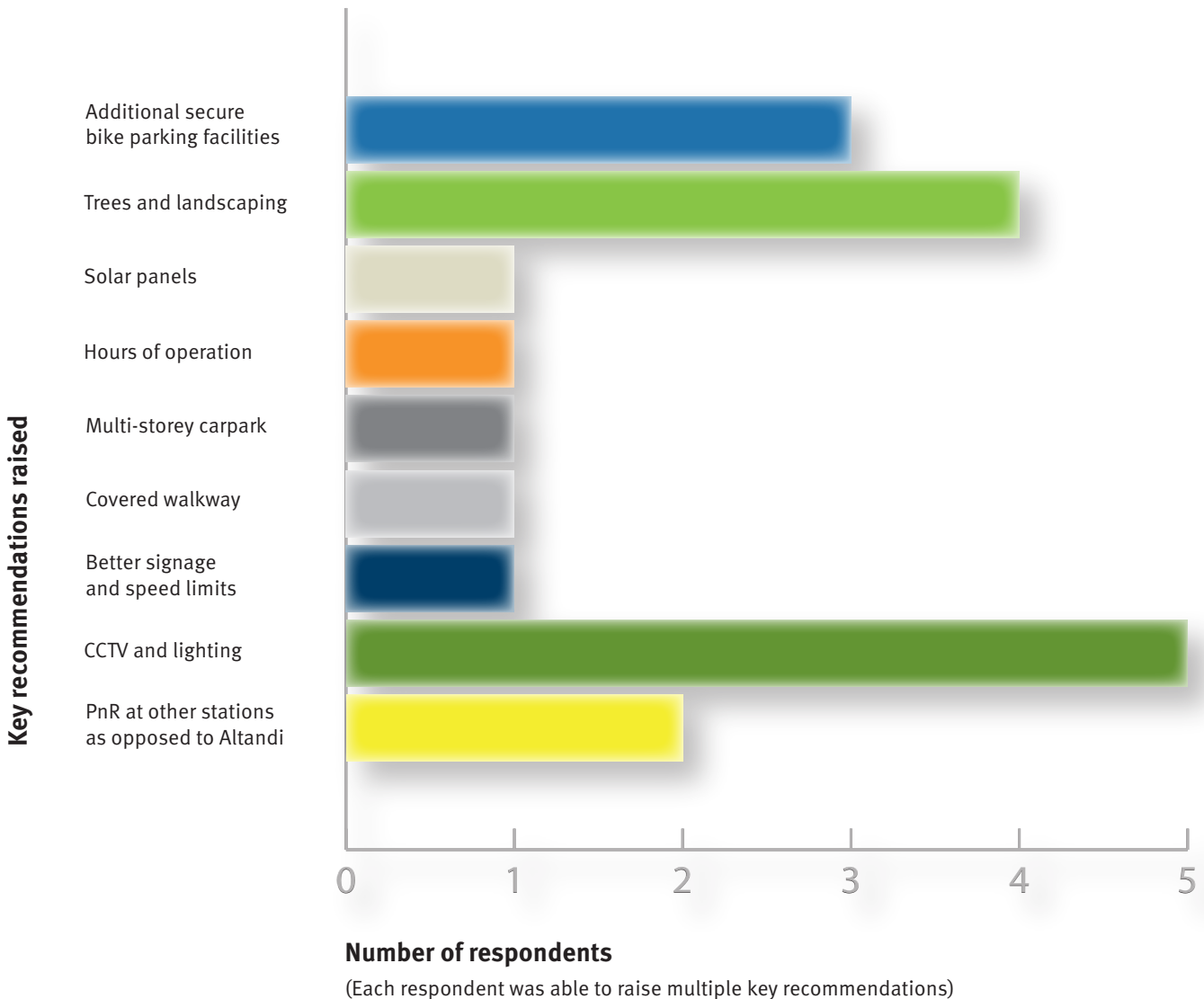
Some respondents highlighted that the proposed kiss 'n' ride location may lead to vehicle bottlenecks, particularly at the entrance of the park 'n' ride on Mains Road (due to nearby lights-controlled intersection at Shearwin Street). The proposed kiss 'n' ride also means that 10 car spaces will be lost from the existing car park on the Mains Road side. Additionally, this car park is used by patrons of Sunnybank Swim Club and parents of Our Lady of Lourdes school.

- **Cross River Rail**

Some respondents expressed concern that that frequency of trains at Altandi station will increase as a result of Cross River Rail, resulting in more people looking for car parks.

Feedback recommendations

Key recommendations from the community consultation:



Key themes

- **Secure bicycle parking facilities on both sides of station**

Some respondents recommended the inclusion of bicycle parking facilities on both sides of Altandi station. The current proposal only has upgraded bike parking facility on the Main Road side, and some responses indicated this is not ideal for people who ride to the station along Gundooee Street.

- **Trees and landscaping**

Trees and landscaping for the car park was a common theme, particularly for neighbours who requested them for privacy and noise reduction reasons. One response highlighted that the existing trees on the site were located on the fence line and required pruning as they were dropping branches on neighbouring properties. Another respondent was concerned that their mango tree (on their private property) may be at risk of being cut down. This tree has sentimental significance.

- **Days and hours of operation**

A recommendation to help reduce crime associated with this car park is to implement opening hours, Monday to Friday between 6am and 7pm, with automated boom gates to close the car park to vehicles outside of these hours. This is because demand for car spaces is high between Monday to Friday between 6am and 7pm.

- **Solar panels**

A recommendation is for solar panels be considered on the covered walkway to the station. Although the initial cost would be higher, it would provide a continuing return on investment by powering the lights in the carpark/walkway and maybe even feed power back into the electricity network giving TMR an income from the sale of electricity. Installing these solar systems would also contribute to the Queensland Government's renewable energy target.

- **Multi-storey car park**

An alternative proposal suggested the resumption of the four houses in Tarrawonga Street which back onto the new car park and the vacant block at the corner of Tarrawonga and Gundooee Streets and then use this additional land as well as the land in Gundooee Street to build a two or three storey car park. According to this proposal, this would most likely provide space for 200 or 300 cars which would likely be needed in the long term when Cross River Rail is operational.

- **Covered walkway**

A covered elevated walkway between the car park and the existing overhead bridge at Altandi station would make it much easier for those using the car park to get to and from the station. If accessible car park spaces were provided close to the elevated walkway then no lift access would be required in the car park (if by some chance, a person with disability was to park in the car park and wanted to get to Gundooee street, they could use the elevated walkway and the existing lift at the station).

- **Managing traffic better**

The traffic could be managed by making a system of one way streets with Tarrawonga Street from Wana Street one way heading south and Gundooee Street one way towards Wana Street which would connect back with Tarrawonga Street with the entrance to the car park in Tarrawonga Street and the exit into Gundooee Street. Implementing speed limits was also proposed to ensure a constant and stable flow of traffic in the area.

- **CCTV and security lighting**

The inclusion of security lighting and CCTV cameras was supported by most respondents to monitor and deter crime.

- **Other park and ride stations to share load**

Altandi station has only been busy since express trains were implemented and that other stations with capacity such as Banoon and Kuraby stations are deserted and should share the load.

Submission summary: Altandi Precinct Commuter Parking Action Group

On 9 October, the Altandi Precinct Commuter Parking Action Group (APCPAG) provided a submission on the proposed Altandi station park 'n' ride upgrade project.

APCPAG is a local action group comprised of residents and community organisations, formed in response to the increased popularity and demand for Altandi Rail station among commuters and other public transport users, since becoming an express service train station. This increased demand has led to congestion in local streets and inconvenience to residents and organisations.

The primary objectives of APCPAG are to address the need for commuters for an express service to CBD, and to address the congestion in the streets of the precinct.

A summary of APCPAG's submission is provided below:

Concerns with proposal:

- **Hours of operation**—concern that 24/7 car park will generate an increase in opportunistic crime
- **Lighting**—concern that car park lighting at night will impact residents' sleep and enjoyment of their evening relaxation
- **Security and safety**—concern that car park will increase crime and impact security in the neighbourhood. There is also a concern that the car park could be used for other activities such as skate boarding and 'hooning'
- **Changing commuter habits**—concern that commuters who currently park in the existing park 'n' ride on the eastern side of the station and in Lampson, Maud, Ardargie, Mulgowie Streets may not be tempted to change their behaviour and use the new car park on the other side of the station in Gundooee Street
- **Coping with increase in traffic**—concern that a new car park in Gundooee Street will increase traffic in Dunedin, Tarawonga and Gundooee Streets, and that measures may be required to help cope with this increase
- **Traffic congestion** in the existing park 'n' ride due to the 'kiss 'n' ride' drop off zone.

General concerns:

- **Increased commuter demand**—new travel services (new Brisbane Metro, proposed Salisbury to Beaudesert train service and the Cross-River Rail) will impact and increase demand at Altandi station
- **No designated parking spaces** to accommodate police vehicles, or Queensland Rail maintenance vehicles and contractors
- **Impact of COVID-19 and changed working activities of commuters**—the need for additional car park spaces was questioned given the impact of COVID-19 on public transport trends.

Recommendations:

The following were recommended:

- rail services that better serve commuters' needs to lure them away from Altandi be implemented
- the proposed new Gundooee Street park 'n' ride has restricted hours of operation
- impact of any car park lighting on immediate residents be assessed and minimised
- a 40 kilometre per hour traffic zone be introduced
- a section of Gundooee Street becomes one direction traffic flow only
- an elevated walkway with Mains Road footbridge be incorporated
- security and monitoring are optimised through either or both CCTV/lighting and physical patrols
- further assessment of options continues in order to provide a solution that serves the whole precinct
- the proposal concept be adopted subject to above points and the provision of more detailed planning.

Thank-you

We would like to thank everyone who participated in this community consultation process. In particular, we would like to thank the Altandi Precinct Commuter Parking Action Group for their ongoing efforts in coordinating and representing the responses and feedback of 300 households and businesses in the local area.

Everyone's contributions – written and verbal – have been considered in this report.

Next steps

The Department will continue to update the community as the project progresses.

Altandi train station,
Sunnybank, Queensland



Stay informed

TMR will keep the community up to date with the Altandi station park 'n' ride project, as the project progresses. To stay informed about the project outlined in this report, you can email the Project Team at metropolitanregion@tmr.qld.gov.au or call **3066 4338** during business hours.