

# Beams Road (Carseldine and Fitzgibbon) Rail Level Crossing project business case planning

## Consultation Summary Report

April 2022



Australian Government

**BUILDING OUR FUTURE**



Queensland Government

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# Project overview

The Beams Road rail level crossing in Carseldine crosses three train tracks servicing the North Coast, Sunshine Coast, Redcliffe Peninsula, and Caboolture rail lines. Currently, there are approximately 224 scheduled train services per day that use the crossing.

Beams Road is an important local council road that provides connections for communities in the northern suburbs of Brisbane. It currently experiences significant congestion at the rail level crossing, particularly during peak hours.

This level crossing is regularly discussed in media articles and election campaigns, with residents, RACQ and local elected representatives calling for it to be grade-separated due to congestion and safety issues.

In June 2020, the Department of Transport and Main Roads (TMR) completed a planning study to

investigate ways to improve traffic flow and relieve congestion at the Beams Road rail level crossing. The study recommended a 'road over rail' overpass.

Following the planning study, a business case to determine the preferred design option for an overpass was completed.

Community engagement for the business case was undertaken between early September and early October 2020. It provided the community with an update of the planning status and sought feedback on the preferred design for the overpass project.

Owners of directly impacted properties were engaged as part of the business case development phase.

The business case considered community feedback and investigated the preferred design option in detail.



This plan is indicative only and is subject to change as part of the design development.

# Introduction

This community consultation report provides a summary of the community and stakeholder consultation carried out during the business case phase of the Beams Road (Carseldine and Fitzgibbon) Rail Level Crossing project.

This report provides information about the consultation process, feedback received and how this feedback is addressed.

# Consultation background

TMR undertook community consultation on the Beams Road project from 7 September 2020 to 4 October 2020. This consultation consisted of the following:

- community information sessions held at the Carseldine station and community farmer's markets
- phone calls and in-person meetings with residents and stakeholders directly affected by the proposed overpass
- 'Have your say' online participation survey
- providing project web page, telephone number, postal address and Metropolitan Region email address
- social media posts to promote the project and the 'Have your say' online survey.

TMR continues to maintain a dedicated project webpage, with project details, a telephone line, Metropolitan Region postal and email address for the community to continue to contact the project team.

Further community consultation opportunities will be provided as the project progresses.

# Consultation activities

A number of events and consultation activities were delivered as part of the community engagement so members of the community could learn more about the project and have their say.

Community consultation commenced on 7 September 2020 when the Beams Road overpass project web page and the 'Have your say' online survey went live. The project web page provided information about the project, ways to provide feedback and details about the scheduled community information sessions.

Targeted emails were sent to addresses registered in the project database on 7 September 2020, which included elected representatives, key community stakeholder groups and people who have previously expressed an interest in receiving emails about the project.

Community information sessions with staffed 'drop-in' displays at the Carseldine station and Carseldine Farmer's Markets were held between 9 September and 19 September 2020. Attendees at the drop-in sessions were able to view the Beams Road overpass alignment, talk to the project team and provide feedback.

Details about the project and community information sessions were also distributed in hard copy to around 35,000 properties.

Directly impacted stakeholders and property owners were contacted directly by doorknock, phone or email. Subsequent face-to-face meetings were arranged.



## Web page update

The project web page went live on 7 September 2020 and included a link to the online survey.

<https://www.tmr.qld.gov.au/projects/beams-road-overpass>





## Social media coverage

A social media post was published on TMR's Facebook and Twitter page on 8 September 2020 with information about the project and a link to the project's 'Have your say' online survey. This attracted 205 comments and 8 shares.

A Twitter post was published on TMR's Twitter account on 11 February 2020 with a short script about the project and link to the project's 'Have your say' online survey. This attracted 4 retweets and 5 likes.



## Face-to-face meetings

Directly impacted stakeholders were contacted directly by doorknock, phone or email. Subsequent face-to-face meetings were arranged to discuss the project and its timeline.



## Community information sessions

Four drop-in community information sessions were held for community members to drop by and talk to the project team on:

- Wednesday 9 and 16 September 2020, 7am to 9am at the Carseldine station
- Saturday 12 and 19 September 2020, 8.30am to 10.30am at the Carseldine Farmer's Market

Approximately 82 people attended the community information sessions and 17 feedback forms were received.



## Have your say online survey

The 'Have your say' online survey went live on 7 September 2020 to gather community feedback. This survey was published directly on the 'Have your say' online consultation hub and TMR's project webpage. The results from this survey are detailed below. There were 78 survey participants.



## Email

An email notification was sent on 7 September 2020 to notify 104 project stakeholders about consultation.

Another email was sent on 4 October 2020, to the 78 online survey participants who provided feedback and registered their contact details for project updates, thanking stakeholders for their time in completing the survey.

Overall, TMR received 27 emails from stakeholders with feedback on the project.



## Community notification flyer

A community notification flyer (A4, 8-page fold-out brochure) was distributed on 14 September 2020 via a letterbox drop to approximately 35,000 properties within the Aspley, Boondall, Bracken Ridge, Carseldine, Fitzgibbon, Geebung and Taigum communities.

There were 24 feedback forms received in the mail.

# Consultation outcomes: feedback and results

Most feedback was received through email, and the online survey:



27 emails



5 phone calls



41 feedback forms



78 online survey participation (total responses)



9 meetings with stakeholders

# Online survey summary

Method received	Number of submissions
<b>Start date</b>	<b>7 September 2020</b>
<b>End date</b>	<b>4 October 2020</b>
<b>Completed responses</b> The number of people who completed the online survey.	<b>78</b>
<b>Survey views</b> This is the total number of times a user views any page on the site. Page views are recorded each time a page is visited, regardless if the user has previously visited that page.	<b>1,197</b>
<b>Visits</b> This refers to the number of individual ‘browsing sessions’ a user, or visitor, has on the site. A new session starts when a user enters the site and continues as long as the user remains active (e.g. browsing different pages, downloading documents, completing surveys, etc.). If a visit becomes inactive for 30 minutes or more, the session automatically ends, and the visit is deemed to be finished. If the same visitor returns to the site after their previous session has ended, a new visit will be recorded. If a user is inactive for 30 minutes or more on a page (and the visit ends), but they then resume their activity on the site, both a new visit and a new view will be recorded.	<b>972</b>
<b>Visitors</b> Visitors are defined as the number of unique users that have entered the site. A single visitor may make more than one visit to the site over the course of the same day or several days but are only counted once. A visitor is not necessarily a single person, but rather a single browsing session that stores a user’s technical information. Therefore, if a person visits a site on two different devices, they are recorded as two separate visitors rather than one. It is also important to note that we use IP addresses to determine unique visitors, so if multiple users share a common IP address, they will be counted as a single visitor rather than multiple visitors	<b>777</b>
<b>Registration for project updates</b> The number of people who specifically registered for project updates on the website.	<b>11</b>
<b>Survey contributions and feedback</b> The total number of responses of feedback collected through the online survey.	<b>78</b>

## Common themes:

- **Build it (safety and congestion)**

Responses in this category were supportive of the overpass being built and felt that it was long overdue infrastructure in the area.

- **Connectivity and accessibility**

Respondents showed that connectivity and accessibility for residents were important to ensure the design was inclusive and improves access for people of all ages and abilities.

- **Social and environmental sustainability**

Responses in this category highlighted the importance of social and environmental impacts in the area.

- **Active transport provisions**

Consideration of pedestrian, people with a disability and bike rider safety was considered necessary by comments in this category. Responses showed that thinking about other connections to local bikeways and footpaths were of high importance.

- **Travel time reliability**

Majority of responses showed this was important, so motorists no longer have to wait for trains to pass before being able to continue along Beams Road.

- **Safety for all road users**

Some responses pointed out that building an overpass changes the safety of the area. 25.68 per cent of respondents felt that an overpass aligns with crime prevention through environmental design and should employ principles such as natural surveillance, lighting and access control.

- **Interim measure**

Responses in this category suggested they supported the concept of fixing the connectivity and safety but expressed support for alternate solutions such as Gympie Road and Beams Road intersection or signalisation instead of a roundabout at Dorville Road.

- **Do nothing or prefer other projects**

Some responses considered other projects or areas of road infrastructure to be higher priorities.

- **Design**

Some respondents suggested design features like grade, the width of the overpass, barriers and signage.

- **Engagement**

Respondents expressed the desire to be regularly informed with relevant and up to date information.

- **Other**

This theme captures a variety of other responses, including general comments about traffic congestion, survey and study validity, and business case cost.



There were 78 responses to the online survey. Some of the questions allowed multiple responses which means individual survey participants can fall into multiple categories. The data is summarised below and detailed on the next page.

The responses show that most people who responded to the online survey:

- live nearby (29.87 per cent)
- drive through the rail level crossing (20.78 per cent)
- own land or property in the area (18.18 per cent).

Results showed that respondents:

- catch a train at the nearby station (5.2 per cent)
- work nearby (5.2 per cent)
- ride a bike through the area (9.09 per cent)
- identified as a member of the local community (11.69 per cent)
- identified as 'other' who didn't specify (5.19 per cent).

Majority of respondents showed that they:

- don't avoid the Beams Road level crossing (59.74 per cent)
- avoid the crossing because of the delays from frequent trains or general traffic congestion (40.26 per cent).

Most people who responded to the survey travel Beams Road:

- during peak times (67.57 per cent)
- during the middle of the day (21.62 per cent)
- during school pick-up or drop-off times or in the evening (10.81 per cent).

Most respondents to the online survey:

- travel from home (73.20 per cent)
- are travelling to work (54.56 per cent)
- travel to 'other' which may include shops or family (21.30 per cent).

Respondents to the online survey identify as a:

- car driver or a passenger (88.16 per cent)
- bicycle rider (10.53 per cent)
- person who walks across the rail level crossing (1.32 per cent).

People who responded to the online survey:

- were satisfied with the proposed overpass meeting the community needs (60.25 per cent)
- felt neutral about the project (21.79 per cent)
- responded as dissatisfied (17.95 per cent).





## Response to feedback



A number of critical issues were raised during the consultation period across all forms of feedback. These have been captured for consideration during subsequent project stages.

### Community and stakeholder feedback

#### Project-specific enquiries

##### Summary of issue

- When will the project be built?
- What will be built?
- General requests for information
- What is TMR delivering?
- What are the next stages of the project?

##### How issues have been/will be addressed

- TMR appreciates the patience and understanding of the community in the lead up to this important project.
- TMR is investigating options to build an overpass at the Beams Road rail level crossing as part of a business case.

- A business case is a document to justify the undertaking of this project and is based on the estimated costs to develop, risks, the design options and expected benefits.
- The business case is now completed.
- The next stages of the project are design, procurement, followed by construction (subject to BCC approvals and the project being fully funded).
- TMR is committed to work closely with the community and will keep you informed as the project progresses.

## Traffic and access

### Summary of issue

- What can I do about traffic management or existing traffic issues in my street?
- Will the proposed Beams Road overpass project manage the expected additional traffic to the area once the Carseldine Urban Village is built?
- Will the current congestion issues along Beams Road remain the same?
- Will the proposed Beams Road overpass project affect access to local streets?
- I live on Balcara Avenue, what does this mean for me?
- I live on Carselgrove Avenue or Golden Place, what does this mean for me?
- Will an overpass affect access to the local Clocktower Shopping Centre?
- Will an overpass affect access to the Carseldine station park 'n' ride?

### How issues have been/will be addressed

- The Beams Road overpass project aims to improve traffic efficiency and reduce congestion on Beams Road between Balcara Avenue and Carselgrove Avenue. As Beams Road is controlled by Brisbane City Council (BCC), the development of Beams Road and its capacity to accommodate generated traffic from various developments is managed by BCC. TMR encourages BCC to

be the contact point to discuss local area traffic management or traffic calming in local streets.

- Once constructed, the Beams Road overpass project will provide improved traffic flow by avoiding having to stop at the rail crossing.
- The Beams Road overpass project will require the existing access to the Carseldine station carpark from Beams Road to be relocated via Balcara Avenue. The new access arrangement will be delivered as part of the Beams Road overpass project subject to funding availability and BCC approvals.
- The intersection of Beams Road and Balcara Avenue will be upgraded as part of the Carseldine Urban Village development. Balcara Avenue residents' access to Beams Road will remain the same.
- The intersection of Carselgrove Avenue on the northern side of Beams Road and Golden Place on the southern side will remain the same. Residents will be able to turn left and right into Beams Road from Carselgrove Avenue and Golden Place.
- The Beams Road overpass project will not alter the existing access to the local shopping centre.

## Bike riding and pedestrian connectivity

### Summary of issue

- What provisions are being made for active transport users?
- Why can't this bikeway continue into the city to connect with other bicycle routes?

### How issues have been/will be addressed

- TMR is considering active connectivity transport and accessibility in the design of the Beams Road overpass project and the Carseldine station park 'n' ride upgrade.

- The ability and capacity to connect from point to point, no matter the transport mode or mobility requirements of the customer, is central to providing efficient, equal and easy movement for all. The Beams Road project team is investigating options in the Beams Road overpass design to allow for improved accessibility and connectivity with future bike riding network in the northern Brisbane area.
- TMR is leading the way with bike riding-friendly road upgrades across South East Queensland in accordance with the *Queensland Cycle Strategy 2017–2027*.



## Local resident specific issues

### Summary of issue

- Will property resumptions be required?
- Will I be able to see the overpass from my house?
- Will there be an increase in road noise if there is an overpass?
- Will an overpass stop the trains from sounding their horn?

- Environmental amenity such as noise and visual impact are important aspects that are being carefully managed by the project design to minimise any adverse impact.
- TMR will keep any potentially affected landowners informed throughout the design process and ensure they are aware of the processes to take place before any decisions are made.

### How issues have been/will be addressed

- Some property resumptions are required to enable construction of the project. The final extent of land resumptions can only be confirmed once the design has been further developed.

## Environmental issues

### Summary of issue

- What environment assessment will be undertaken as part of the design phase?
- Has TMR considered the impacts to the environmental health of the local area including native plants, animals and hydrological impacts?
- Is TMR going to install noise barriers to address an increase in road noise?

biodiversity, noise, surface waters, cultural heritage and soils and erosion impacts.

- TMR is developing the design to minimise physical impact to the environment and surrounding biodiversity values. An ecological assessment will be undertaken to better understand the potential for species habitats to occur in this area and to assist in the development of management measures.
- The design phase will include the development of predictive noise models for post construction traffic noise. The project team has undertaken on-site monitoring of existing noise levels to inform the noise assessment. Mitigation measures will be carefully considered in the design development if needed.

### How issues have been/will be addressed

- The business case study will complete environmental assessments in accordance with TMR Environmental Processes Manual which can include assessments for





## Stakeholder Engagement

### Summary of issue

- What happens to the feedback?
- Is there a wide range of stakeholders, or is it targeted for specific groups?
- Would like regular, relevant and up to date information.

### How issues have been/will be addressed

- TMR appreciates all feedback received during the consultation period. All feedback is recorded and considered.

- Residents, businesses and interested stakeholder groups such as bicycle user groups are notified of the opportunity to provide feedback. TMR will advise the community of the outcomes of the community consultation.
- The Beams Road overpass project team will continue to inform the community about the progress of planning for the proposed overpass.

## Design

### Summary of issue

- Are there detailed designs that are publicly available?
- Does the design consider future increases in traffic? Has TMR investigated other design options?
- Does the design consider the Northern Busway? Are there future plans for the Northern Busway?

### How issues have been/will be addressed

- Detailed design has commenced; however, the design will be shared with the community as the project progresses.
- The Beams Road overpass project aims to improve traffic efficiency and reduce congestion on Beams Road between Balcara

Avenue and Carselgrove Avenue. Traffic assessment is being undertaken to ensure design will accommodate traffic growth at this location. As Beams Road is controlled by BCC, the development of remainder sections of Beams Road and its capacity to accommodate generated traffic from various developments is carefully managed by BCC. TMR encourages BCC to be the contact point to discuss other traffic related issues.

- Current planning indicates the Northern Busway is not needed for 10 years or more and TMR will advise directly affected stakeholders and interested community members when TMR intends to progress this planning further. TMR has considered the Northern Busway in current plans for the Carseldine area including the new park 'n' ride facility.



## Next steps



The business case for the proposed Beams Road overpass is completed.

The next stage of this project is design, followed by construction. Brisbane City Council approvals are required for the project to progress.

The feedback received during the business case consultation period will be used to help shape the final design.

In some cases, ongoing consultation will be carried out with private property owners where impacts to individual properties have been raised. Ongoing engagement and consultation with these community members will continue.

## Stay informed

TMR will continue to update the community about the Beams Road overpass project via distributing notifications to residents and businesses along the project alignment, via email, and updating the web page.

To stay informed about the Beams Road overpass project and be added to the project email list, email the Project Team at [metropolitanregion@tmr.qld.gov.au](mailto:metropolitanregion@tmr.qld.gov.au) or call (07) 3066 4338 during business hours.