



ACT
Government

Transport Canberra and
City Services

FREEDOM OF INFORMATION COVERSHEET

The following information is provided pursuant to section 28 of the *Freedom of Information Act 2016*.

FOI reference: TCCSFOI 2018-027 and 2018-028

Information to be published	Status
1. Access application	Published
2. Decision notice and schedule	Published
3. Documents	Published
4. Additional information identified	No
5. Fees	n/a
6. Processing time (in working days)	33 days (extension granted)
7. Decision made by Ombudsman	n/a
8. Additional information identified by Ombudsman	n/a
9. Decision made by ACAT	n/a
10. Additional information identified by ACAT	n/a



Freedom of Information – Access Application Form

PRIVACY NOTICE

The personal information you supply on this form will only be used for the purpose of processing your request. Your application must include an email or postal address to which the respondent can send notices under the Act. If all or some of this information is not collected, [AGENCY] may not be able to communicate with you, inhibiting their obligations under the Act. This could mean the request cannot be dealt with. Your personal information will not be disclosed to a third party without your consent unless statutory obligations require otherwise.

The [AGENCY] Privacy Policy contains information on how you can access or seek to correct any of your personal information that is held by the [AGENCY], as well as the process for lodging a complaint about an alleged breach of the *Information Privacy Act 2014*. The Privacy Policy can be found on the [AGENCY] website at [WEBSITE] .

Applicant details	
I wish to make an access application to Transport Canberra and City Services Directorate under the <i>Freedom of Information Act 2016</i> .	
Name	[REDACTED]
Address (where notices relating to this request can be sent – either postal or electronic)	[REDACTED]
Telephone Contact Residential	[REDACTED]
Telephone Contact Mobile	-
Email Contact	[REDACTED]

What documents are you requesting under the Act?	
<ul style="list-style-type: none">• To help [AGENCY] process your request, please include enough detail in your application so that we can fully understand what government information you want.• You may wish to include a statement about how the release of information is in the public interest.• If your application is for access to your own personal information you must include evidence of your identity. If you are an agent acting for an applicant, please supply evidence of your authorisation and evidence of the identity of the agent.• If for reasons in section 30 of the Act is not compliant and your application cannot be processed, [AGENCY] will take reasonable steps to assist you and give you reasonable time to amend your application if you wish.	
I would like the design drawings and related documents for the Sandford Street Light Rail stop.	a copy of these documents sent to the above address

Fee Waiver

If you wish to apply for a fee waiver, the Act sets out a number of provisions to do so:

- The information being requested was previously publicly available but no longer is.
- The information being requested is of special benefit to the public (Ombudsman guidelines see Section 66).
- The applicant is a concession card holder and demonstrates a material connection with the information requested (concession cards include a current health care or pensioner card issued under the Social Security Act 1991; a current pensioner concession card issued in relation to a pension under the Veterans' Entitlements Act 1986 or the Military Rehabilitation and Compensation Act 2004; a current gold card; or a card prescribed by regulation).
- The applicant is a not-for-profit organisation and the application relates to the activities or purposes of the organisation.
- The applicant is a member of the Legislative Assembly.

[AGENCY] must waive any fees for providing information if the information was not publicly available and the agency makes the information publicly available before or within 3 working days after giving it to the applicant.

Fee waiver application (fill in if applicable. Otherwise leave blank)

I would like to apply for a fee waiver because (state reason/s from the list above).

I am a member of the Legislative Assembly.

APPLICANTS SIGNATURE**DATE OF REQUEST**

23/03/2018



Freedom of Information – Access Application Form

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I would like documents in relation to the planning or scoping for a Light Rail stop in Mitchell and the decision not to proceed.	a copy of these documents sent to the above address

Fee Waiver

If you wish to apply for a fee waiver, the Act sets out a number of provisions to do so:

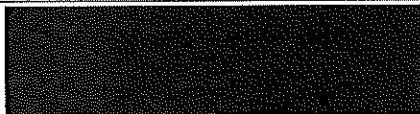
- The information being requested was previously publicly available but no longer is.
- The information being requested is of special benefit to the public (Ombudsman guidelines see Section 66).
- The applicant is a concession card holder and demonstrates a material connection with the information requested (concession cards include a current health care or pensioner card issued under the Social Security Act 1991; a current pensioner concession card issued in relation to a pension under the Veterans' Entitlements Act 1986 or the Military Rehabilitation and Compensation Act 2004; a current gold card; or a card prescribed by regulation).
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Fee waiver application (fill in if applicable. Otherwise leave blank)

I would like to apply for a fee waiver because (state reason/s from the list above).

I am a member of the Legislative Assembly.

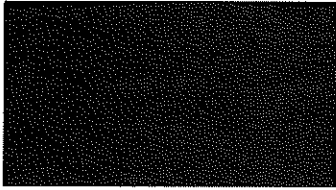
APPLICANTS SIGNATURE
DATE OF REQUEST


23/03/2018



ACT
Government

Transport Canberra and
City Services



Dear 

Freedom of information request: Reference 18-027 and 18-028

I refer to two access applications made under the *Freedom of Information Act 2016* (the FOI Act) by you and received by Transport Canberra and City Services Directorate (TCCS) on 26 March 2018, in which you sought access to:

- the design drawings and relating documents for the Sandford Street Light Rail stop; and
- documents in relation to the planning or scoping for a Light Rail stop in Mitchell and the decision not to proceed.

I am an Information Officer appointed by the Director-General under section 18 of the Act to deal with access applications made under Part 5 of the Act. I have decided to deal with the applications in a single decision letter.

TCCS is required to provide a decision on your access application by 24 April 2018. You have agreed to an extension to 15 May 2018.

Decision on access

Searches were completed for relevant documents and five documents were identified that fall within the scope of your request.

In relation to the request for design drawings, I have identified a design drawing of the section of track which shows the area where the Sandford Street stop would be located if the stop were to go ahead.

I have decided to release the drawing to you outside the FOI framework as it represents infrastructure and is a drawing owned by Canberra Metro. I am willing to provide this to you as an MLA on the understanding that it not be released in the public domain. On receipt of your written agreement to this I will provide you with a copy of the drawing.

There are no design drawings that detail the stop itself as the stop is not part of the planned works and that detail has not yet been considered or prepared.

In relation to the planning or scoping for a stop in Mitchell and the decision not to proceed, four key documents have been identified. The decision was a decision of cabinet based on public consultation and incorporated consideration about all stops along the whole stage one network.

The decision not to proceed with a stop at Sandford Street was made in reference to information gathered as part of public consultation. I am releasing in full the report on the public consultation titled *Capital Metro Early Design Consultation Report*, November 2014, prepared by Capital Metro Agency. I note that in 2014, Cabinet made a decision that the report be publicly available.

A total of 74% of respondents indicated they would not use a stop at Sandford Street in Mitchell. Of those who would use this stop, 79% said that they would only use it once a week. This indicated a low use rate. Feedback from this consultation was used to refine the design proposal subject to Cabinet's agreement. This information is reflected in the three other documents identified.

These other documents are a submission to the Capital Metro Subcommittee of Cabinet in September 2014 which deals with technical decisions (document 3) and two appendices (documents 4 and 5) of the *Feasibility Design Report* which details outcomes of workshops considering technical issues. All three documents are cabinet in confidence.

I have decided to fully exempt documents 3, 4 and 5 as it is contrary to the public interest to release cabinet documents under schedule 1 of the Act.

I have included at Attachment A to this decision the schedule of relevant documents. This provides a description of each document that falls within the scope of your request and the access decision for each of those documents.

Statement of Reasons

In reaching my access decision, I have taken the following into account:

- the Act; in particular
 - Schedule 1, Section 1.6 Cabinet Information
- the content of the documents that fall within the scope your request.

My reasons for deciding not to grant access to the identified documents are as follows:

- Documents referenced 3, 4 and 5 were prepared for consideration by Cabinet.
- These documents contain information that was brought into existence for submission to Cabinet for consideration. The information in these documents is deliberative in nature and includes advice, options and

recommendations on the number and location of proposed stops, including provision for future proposed stops.

- Schedule 1, Section 1.6 – Cabinet Information applies to these documents.

Charges

No fee is payable as the number of pages being released is within the fee-free threshold.

Online publishing – disclosure log

Under section 28 of the Act, TCCS maintains an online record of access applications called a disclosure log. Your original access application, my decision and documents released in response to your access application will be published in the TCCS disclosure log from 3 days after the date of this decision. Your personal details will not be published.

You may view TCCS' disclosure log at www.tccs.act.gov.au/about-us/freedom_of_information.

Ombudsman review

My decision on your access request is a reviewable decision as identified in Schedule 3 of the Act. You have the right to seek Ombudsman review of this outcome under section 73 of the Act within 20 working days from the day that my decision is published in TCCS' disclosure log or a longer period allowed by the Ombudsman.

If you wish to request a review of my decision, you may write to the Ombudsman at:

The ACT Ombudsman
GPO Box 442
CANBERRA ACT 2601

Via email: ombudsman@ombudsman.gov.au

ACT Civil and Administrative Tribunal (ACAT) review

Under section 84 of the Act, if a decision is made under section 82(1) on an Ombudsman review, you may apply to the ACAT for review of the Ombudsman decision.

Further information may be obtained from ACAT at:

ACT Civil and Administrative Tribunal
Level 4, 1 Moore Street
GPO Box 370
CANBERRA CITY ACT 2601
Telephone: (02) 6207 1740
www.acat.act.gov.au

If you have any questions concerning the directorate's processing of your request, or would like further information, please contact the directorate's FOI Coordinator on 6205 5408 or email tccs.foi@act.gov.au.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Vanessa Little', written in a cursive style.

Vanessa Little
Information Officer

15 May 2018



ACT
Government

Transport, Canberra and
City Services

Attachment A

FREEDOM OF INFORMATION SCHEDULE

PLEASE BE AWARE THAT UNDER THE FREEDOM OF INFORMATION ACT 2016, SOME OF THE INFORMATION PROVIDED TO YOU WILL BE RELEASED TO THE PUBLIC THROUGH THE ACT GOVERNMENT'S OPEN ACCESS SCHEME. THE OPEN ACCESS RELEASE STATUS COLUMN OF THE TABLE BELOW INDICATES WHAT DOCUMENTS ARE INTENDED FOR RELEASE ONLINE THROUGH OPEN ACCESS.

PERSONAL INFORMATION OR BUSINESS AFFAIRS INFORMATION WILL NOT BE MADE AVAILABLE UNDER THIS POLICY. IF YOU THINK THE CONTENT OF YOUR REQUEST WOULD CONTAIN SUCH INFORMATION, PLEASE INFORM THE CONTACT OFFICER IMMEDIATELY.

INFORMATION ABOUT WHAT IS PUBLISHED ON OPEN ACCESS IS AVAILABLE ONLINE AT: [HTTP://WWW.TCCS.ACT.GOV.AU/ABOUT-US/FREEDOM_OF_INFORMATION](http://www.tccs.act.gov.au/about-us/freedom_of_information)

FILE NO		WHAT ARE THE PARAMETERS OF THE REQUEST					OPEN ACCESS RELEASE STATUS
18-027 AND 18-028		MITCHELL LIGHT RAIL STOP					
REF NO	NO OF FOLIOS	DESCRIPTION	DATE	STATUS	REASON FOR NON-RELEASE OR DEFERRAL	OPEN ACCESS RELEASE STATUS	
1	1	DRAWING	24 NOVEMBER 2017			EXEMPT	
2	2-21	CAPITAL METRO EARLY DESIGN CONSULTATION REPORT	NOVEMBER 2014	FULL ACCESS		FULL ACCESS	
3	22-37	TECHNICAL REQUIREMENTS DECISIONS - STOPS	2014	EXEMPT	SCHEDULE 1 SECTION 1.6 - CABINET INFORMATION	EXEMPT	
4	38-46	APPENDIX C OPTIONS PAPER 03	14 APRIL 2014	EXEMPT	SCHEDULE 1 SECTION 1.6 - CABINET INFORMATION	EXEMPT	
5	47-55	APPENDIX M OPTIONS REPORT	17 MARCH 2014	EXEMPT	SCHEDULE 1 SECTION 1.6 - CABINET INFORMATION	EXEMPT	



Capital Metro Early Design Consultation Report

November 2014



Capital
Metro

Prepared by: Capital Metro Agency, ACT Government, GPO Box 158, Canberra ACT 2601

capitalmetro.act.gov.au

Contents

Executive summary	3
1. Background	5
2. Purpose	7
3. Key themes	8
Feedback on stop locations	12
Shelter design	13
Powering the system	13
Possible extension of stage 1	14
4. Other areas of feedback	14
5. Engagement methods	15
6. Feedback analysis	16
Appendix – online survey questions	17



Executive summary

During the Capital Metro early design consultation, the project recorded more than 16,500 interactions with the public, with people seeking information online, completing surveys and participating in face-to-face discussions between 30 June and 10 August 2014.

Community feedback on the early design for Stage 1 of Capital Metro is essential to ensure that the Capital Metro Agency (the Agency) delivers a high quality light rail network that meets the needs of its users. Consultation feedback will also inform other areas of government activity including Northbourne Avenue corridor planning and the Light Rail Master Plan.

Although comments were sought broadly from the community on any aspect of the project, there were four key areas identified for feedback on the website and in the online survey (percentage figures are derived from the online survey alone): strategic approach to the project; the passenger experience; urban design aspects of the corridor; and the nuts and bolts of what will be built and how it will work.

Overall, people were interested in learning more about the project, particularly how much it is likely to cost, the cost and benefit analysis and how the government plans to fund it.

The community gave the strong message that the light rail service should be safe, easily accessible and interact effectively with other modes of transport including bikes, cars and the ACTION bus network. There were questions from the community about how much it would cost to travel on the light rail and what the timetable and route/stops would be.

Reflecting Canberra's vibrant cycling culture, there was a keen interest in being able to travel with bicycles and ensuring their safe storage. Responses to the online survey indicated that 44% would take a bike on the light rail, with 25% of those suggesting they would take a bike on the light rail every day. Further in-depth engagement with cycle groups highlighted the importance of planning for the bicycle – citing Capital Metro as an important opportunity to integrate cycling into the overall design and construction of the transport corridor and existing network of cycleways.

With regard to the urban environment surrounding the light rail, more than 70% of survey responses supported the proposal to make the area of Hibberson Street, between Gungahlin Place and Hinder Street in Gungahlin, a pedestrian and light rail only zone. There was also strong support for replanting native Australian trees along Northbourne Avenue and emphasising the 'bush capital' appearance of the city.

The community provided useful feedback on the options presented for stops on the route. With low community support for stops at Lysaght Street, Sandford Street and the Northbourne Visitor Information Centre stops. More than half of respondents thought that the Well Station Drive was a more appropriate stop than Lysaght Street. There was significant support for a stop at Swinden Street, with 36% of those completing the online survey saying they would use this stop at least once a week.

Throughout the consultation activities, sustainability was frequently cited as key priority and driver for the project. Capital Metro was encouraged to ensure the system was adapted to climate change and powered by renewable energy. There were calls to ensure that wire free capability and the latest technology would be fully explored.

The Dickson interchange was seen as an important priority. The light rail design needed to complement plans for the area and encourage strong and safe integration with buses, pedestrians and cyclists. In particular, local schools and safe crossings were frequently raised as important consideration for this area.

The extension of Stage 1 to Russell received strong support and was seen as a sensible option considering the increase in patronage it would generate and the plans to upgrade Constitution Avenue. Feedback from stakeholder discussions indicated that plans for light rail should accommodate future growth and activity set out in the City Plan and City to Lake initiatives.



1. Background

Capital Metro is a key project in the ACT Government's 2013-14 Infrastructure Program that is building and transforming Canberra. Experience in over 400 locations worldwide has shown that effective and reliable light rail transit solutions can transform cities into more productive, sustainable and liveable places.

Capital Metro aims to boost Canberra's sustainable development by changing and improving transport options, settlement patterns and employment opportunities.

Capital Metro will play a critical role in reshaping Canberra's core through the provision of high quality, reliable and convenient public transport along one of the city's busiest corridors. The first stage of a possible Canberra-wide light rail network is a 12 kilometre light rail service linking the city to the developing suburbs of Gungahlin in the north.

Introducing light rail into the public transport network has a range of strategic city shaping objectives that are set out below.

- **Increase the mode share of public transport** by investing in a new, legible and easy to use integrated network that will generate trips, particularly into the central retail and commercial precinct of the city. Bus and light rail services will operate in an integrated way to deliver a better all round transport service for customers.
- **Optimise frequency and service reliability** by introducing light rail on dedicated tracks, as one of the most reliable forms of public transport service. Capital Metro will provide commuters and other users with high levels of on-time running.
- **Affordable capital and operational costs** by ensuring the service is developed with financial prudence and value for money outcomes for the Territory.
- **Grow a more diversified Canberra economy** with the light rail investment providing a direct and indirect stimulus to a Canberra economy by:
 - » supporting vital connections between people to stimulate business innovation
 - » attracting and retaining skilled workers, enterprising businesses and students with a world-class transport service
 - » efficient access to services thereby boosting productivity
 - » during construction, analysis indicates that 3,500 new direct jobs and indirect jobs will be generated.
- **Stimulate sustainable, urban re-development along the corridor.** The Northbourne Avenue corridor is identified in the City Plan as an area for significant growth through redevelopment. Linking transport and planning strategies ensures that Capital Metro will support higher density land use, which in turn increases patronage on the service.
- **Increase social and economic participation** by creating opportunities for non-motor vehicle owning people to access jobs, education, health services and other social activities.
- **Revitalise the Northbourne Avenue** making the corridor a more active and socially connected precinct for all types of Canberrans and a fitting gateway to the nation's capital.
- **Reduce carbon and other emissions** by reducing trips by motor vehicle and encouraging higher density living along transport routes.



2. Purpose

The detailed planning for Capital Metro is well underway with a completed early design that provided a basis for discussions with stakeholders and the community. Early and effective consultation makes sure that stakeholder and community views can shape the light rail network design. The decisions made on this important first stage will influence the type of network that will be extended to other parts of the city.

To gain community feedback, a six week community consultation program was held between Monday 30 June and Sunday 10 August 2014.

During this consultation period comments were encouraged on all aspects of the project. However, through the website and online survey the community was encouraged to consider four key elements of the design as set out below.

- **Strategic approach** – the policy and planning principles guiding the project.
- **The passenger experience** – what you can expect as a light rail passenger in Canberra.
- **Urban design** – how the corridor will look and feel with the light rail.
- **Nuts and bolts** – what we are building, the specifications and how it will work.

Community and stakeholder comments were actively encouraged through a range of communication channels, including:

- **Face to face** – including a pop-up information centre at the City Bus Station that was open during business hours throughout the consultation, information sessions at shopping centres and stakeholder briefings.
- **Online** – social media to encourage feedback and comments, directing users to the 'have your say' pages on the Capital Metro website.
- **Media** – advertising the consultation in local print media.
- **Direct mailing** – a consultation flyer distributed to more than 17,000 residents within the corridor and direct email to more than 20,800 Canberra Connect registered residents.

Feedback from this consultation is being used to:

- refine the final definition design that will be used to inform the tender process for Stage 1 of the light rail project
- inform the Northbourne Avenue Corridor redevelopment activity
- inform the Light Rail Master Plan study and consultation.

3. Key themes

It is not surprising that at this early stage of the project there were many questions raised during the consultation period. This is an important aspect of the consultation program as it helps to define the types of information the community needs and areas of continued interest that can help guide Capital Metro communications and engagement.

Qualitative and quantitative social research methods were used to understand the feedback received during the consultation period. The themes summarised below give an overarching assessment of the responses received across all engagement activities. Where percentages are used, the information is derived from the completed online surveys and recorded face-to-face feedback.

3.1 Strategic approach

Cost and funding of the project

Across the consultation period, there were questions and discussions about how much Capital Metro Stage 1 will cost and how it will be funded. In the online survey, 21% requested further information on the cost and funding mechanisms.

Interest in cost was also reflected in members of the community visiting information sessions and the information 'pop-up' shop located in the city, although not to such a high degree, with only 10% expressing concern about the cost. A large proportion of this 10% were from visitors to information sessions outside the Stage 1 corridor, including the Tuggeranong and Erindale information sessions.

Where cost was raised, feedback from the community ranged from those suggesting Canberra couldn't afford it and that people in the south of Canberra will suffer, to requests for more information demonstrating light rail will be beneficial to Canberra.

3.2 Passenger experience

Passenger experience was raised throughout the consultation program, not just through the survey, but also a key theme of discussions with representatives of the community that visited information sessions and the 'pop-up' shop. A range of themes emerged through the consultation that are summarised below.

Integration across all transport modes

Feedback across all groups stressed the need for excellent integration across all modes of transport including the ACTION network, motor vehicles and bicycles. There was much confusion about how an integrated system would work and what level of commitment there was within government to integrate with the ACTION bus network.

There was public concern that areas outside of the light rail corridor would suffer a decline in public transport accessibility with the introduction of light rail. A large amount of feedback included queries about changes in bus routes, timings and the need to change modes (in particular users of the Red Rapid route that goes to Russell).

Through a number of different channels, it was recommended that the bus network should reflect the operation of the planned system (e.g. the rapid routes align with the planned light rail network, with feeder buses delivering commuters to the rapid routes). It was also recommended that rapid routes be rebranded 'Capital Metro' so that the community could understand how an integrated public transport system would work.

Park and Ride was also seen as a strategically important decision, with calls for facilities to be effectively integrated into the network. Suggestions included moving the park and ride from EPIC north to allow access from Randwick Road, and new facilities at Dickson (near the proposed Swinden Street stop).

Pedestrian and cycling safety is paramount

Responses strongly supported a design that provides high quality, safe pedestrian and cycling connections along and across the corridor that considers future growth. There were calls for pedestrian and cycling crossing of Northbourne Avenue to be improved and not delayed further by the introduction of light rail.

Student safety was identified as an important consideration at the Dickson terminus in particular, where large amount of students will use the system.

Bicycles and light rail

In the online survey several questions were asked to better understand how cyclists would like to use light rail. These questions ask about bikes, bikes on board, bike storage and frequency. The online survey indicated:

- 44% of respondents said they would take a bike on light rail (56% said they wouldn't)
- Of those that indicated they would take a bike on light rail, 25% said they would take it every day and a further 22% said they would take a bike one or two times a week. 55% said they would bring the bike on light rail during peak hours
- 48% of respondents indicated that providing bicycle storage at stops and 'bikes on board' during off peak times was appropriate.

In addition to feedback from the survey, there was strong feedback through stakeholder groups and individuals (face to face and online channels) that bicycles should be allowed on light rail vehicles. A workshop, hosted with Pedal Power members to explore cycling issues in-depth, emphasised the importance of early planning for bicycles to ensure it was an integrated part of the transport infrastructure.

3.3 Urban design

Discussion during the consultation period with respect to urban design occurred within a context of recognising there are distinct precincts along the corridor and themes emerged in relation to particular areas on the corridor.

- 45% of respondents indicated that the six precincts are a good evaluation of the corridor.

Redefining the entrance to the nation's capital

Northbourne Avenue is frequently described as a cold and isolated corridor. The trees have been described as acting as a barrier, contributing to an unfriendly environment.

"The Northbourne Corridor needs a facelift, as a new resident of Canberra I have noticed how 'drab' and unwelcoming it is at the moment. It is such a unique space that screams potential."

There was interest in making the corridor part of a connected network of green spaces that prioritise people over cars. There have been calls for a landscape strategy that links all corridors around the city – not just the Northbourne Avenue corridor.

"Nature capital, city of trees, can integrate modernity with green spaces."

In the online survey, respondents were invited to consider what types of trees would work on Northbourne Avenue to complement light rail. From this, 22% expressed a preference for Australian natives and a further 15% said the design should emphasise the 'Bush Capital'. The benefits of deciduous trees were cited as allowing sun through in the winter and providing changing colours. There were also a number of mentions of improved verge planting, with advice that it could help the transition of new median trees. Further information on suitable tree species for the corridor environment will help inform this debate and encourage further discussion.

"It needs to look good all through the year and not die off over winter. I'm torn between consistency of trees versus having variety."

The 10 metre set-back between the road and building was seen as an opportunity to help activate the corridor and increase the public space, pedestrian and cycle walkways – encouraging a diversity of uses and active transport (Copenhagen approach has been quoted).

The need to increase the permeability of the corridor was expressed through stakeholder discussions. The opportunity of drawing surrounding activities into the corridor, such as the 'China Town' at Dickson, the 'Hipster' feel of Braddon, and the many schools that surround the corridor. There has also been discussion about what the corridor should reflect to visitors with a range of views expressed.

"Canberra promoting and supporting active transport, sustainable living."

"This is a capital city, not a regional backwater."

"Modern clean progressive city that is easy to get around especially for tourists."

Sustainability was a frequently quoted as a high priority and any redevelopment and treatments should consider future proofing and sustainability measures, including water conservation and renewable energy.

"It's a vibrant environmentally friendly city."

Suggestions for reducing the number of traffic lanes across Northbourne Avenue and the introduction of on-street parking as a traffic calming measure had generally been met positively during face-to-face discussion (not included in the online survey).

Stakeholders called for a Northbourne Avenue corridor master plan that emphasised quality that was commensurate with the national capital.

Gungahlin

Stakeholder and community feedback indicated strong support for the pedestrian zone on Hibberson Street.

- 71% of respondents to this question indicated that they would support making Hibberson Street between Gungahlin Place and Hinder Street a pedestrian and light rail only zone.

The Gungahlin Community Council has expressed interest in understanding the impacts of, and options associated with, conversion of this part of Hibberson Street into a pedestrian and light rail zone. Continued discussion and collaboration with the community council is a part of the ongoing community engagement program by Capital Metro.

3.4 Nuts and bolts

During the consultation period there were a wide range of questions about how the light rail would operate. Regular questions raised by the community included:

- where the stops would be located
- operational timetable and fares
- integration with ACTION buses
- park and ride facilities
- timeline – when will operation commence.

Through the online survey Capital Metro was able to receive some useful feedback from the community on specific light rail stops on the route.

Feedback on stop locations

Lysaght Street stop

A total of 88% of respondents indicated they would not use a stop at Lysaght Street. Of those that responded that they would use it 77% said it would only be once a week.

When questioned if Well Station Drive is a better option, 57% indicated 'no'. Advice from other areas of the ACT Government suggests that Well Station Drive is a preferred option due to the potential to integrate with proposed park and ride facilities and bus network.

Sandford Street

A total of 74% of respondents indicated they would not use a stop at Sandford in Mitchell. Of those who would use this stop, 79% said that they would only use it once a week.

There was some support from within government and external stakeholders that this stop would be beneficial if change of land use occurred around this stop location.

Dickson interchange

There was considerable feedback that there was a need to bring Dickson and Northbourne Avenue together and increase pedestrian accessibility.

This is clearly an important interchange that has received a significant amount of feedback from within government and the community. The interchange must ensure that the stop integrates well with the bus network and master plan activities. The Environmental and Planning Directorate notes the need to update the Dickson Master Plan with the introduction of light rail.

Owen Flats/ Visitor Information Centre

A total of 86% of respondents indicated that they would not use a stop at Owen Flats, however of those that indicated they would, 48% indicated that they would use it between two to five days a week.

When asked if they would support making provision at this stop now for operation in the future, responses were mixed: 49% yes and 51% no. There was consensus within government that this stop should be built in for potential future development. There was mention of the stop's proximity to Dickson.

Swinden Street

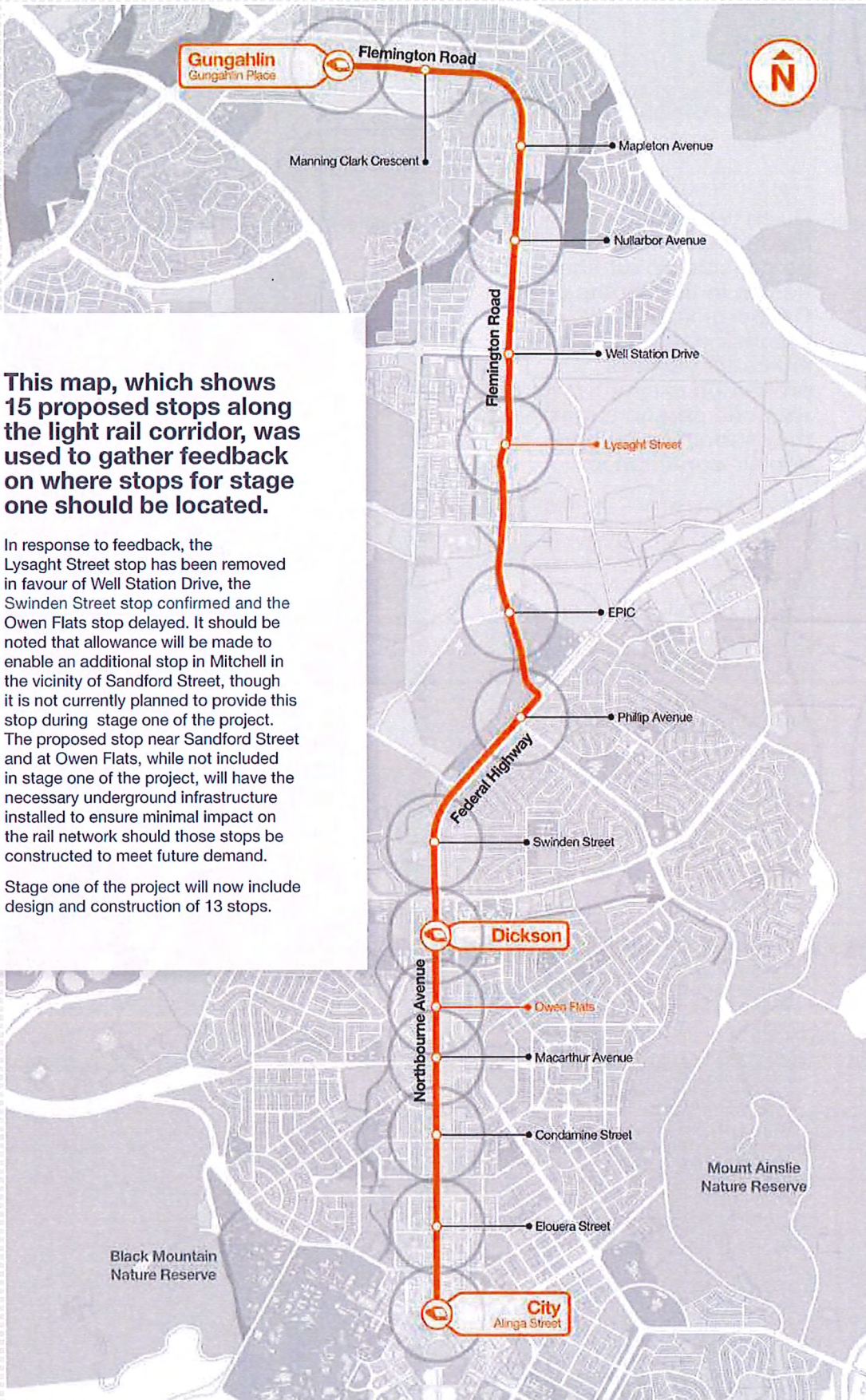
This has had the most positive response of all the stop related questions with 36% indicating that they would use this stop. Of those that would use this stop 56% said they would use it once a week, 24% two to three days a week and 24% would use it five days a week.

City Terminus

In the online survey respondents were asked their views on locating the city terminus at Alinga Street noting that this allows good options for future stages of light rail. Feedback from the survey respondents was supportive, with 67% supporting the Alinga Street terminus on this basis.

Feedback on other stops

The online survey also provided an opportunity for respondents to provide feedback on the other proposed stops. A total 8% suggested there needed to be more stops and a number suggested alternate places outside the current corridor, including the Australian National University, Belconnen and south Canberra.



This map, which shows 15 proposed stops along the light rail corridor, was used to gather feedback on where stops for stage one should be located.

In response to feedback, the Lysaght Street stop has been removed in favour of Well Station Drive, the Swinden Street stop confirmed and the Owen Flats stop delayed. It should be noted that allowance will be made to enable an additional stop in Mitchell in the vicinity of Sandford Street, though it is not currently planned to provide this stop during stage one of the project. The proposed stop near Sandford Street and at Owen Flats, while not included in stage one of the project, will have the necessary underground infrastructure installed to ensure minimal impact on the rail network should those stops be constructed to meet future demand.

Stage one of the project will now include design and construction of 13 stops.

Shelter design

Given we asked for feedback on what should be considered for shelter design in the depths of a Canberra winter, it is not surprising that responses indicated weather protection is a high priority, with one person suggesting they should be heated and air-conditioned.

Of those that responded, 21% called for protection from rain and wind, 12% made comments about the display of information and electronic screens and 11% noted they should be of 'modern design'.

Other common comments included making them graffiti proof, bike shelters, security features, real time information and opportunities for kiosks and/or coffee shops.

Feedback during information sessions and stakeholder discussions included:

- safe and child friendly
- easy, safe walking journey
- Wi-Fi
- real time easy ticketing, machines on platform – call points
- shade in summer, sun in winter.



44% of respondents to the online survey said they would take a bike on the light rail.



572 people attended the information sessions and the pop-up information centre at City Bus Station.

Powering the system

Stakeholders raised concerns about wires on Northbourne Avenue, however face-to-face discussions indicated that these concerns were mitigated if high quality poles, integrated with lighting and signage are specified. If wires are used, they must be done well and screened where possible with clever landscaping options.

There was strong support to ensure that vehicles have wire free capability.

There was frequent mention of the use of renewable energy to power the system – in particular integrating solar panels to the system – at stops and on vehicles.

Possible extension of Stage 1

There was general consensus that an extension to Russell as a part of Stage 1, taking advantage of any construction happening now, would be a positive move. Many people expressed that they chose to drive to Russell due to the added time it takes on public transport to get there.

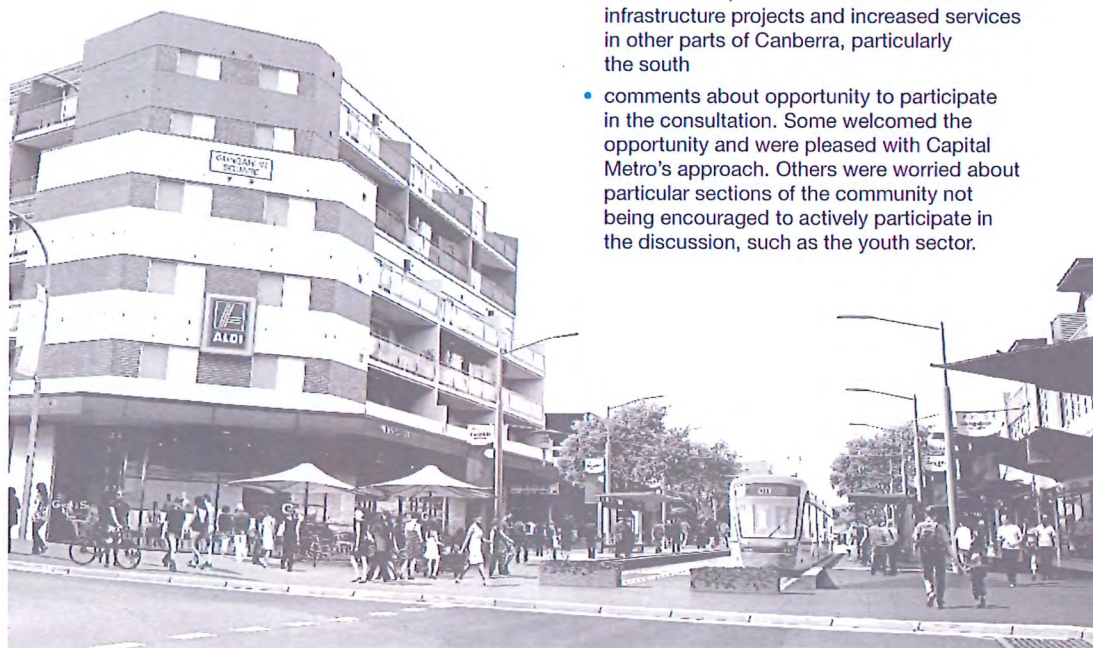
In the online survey, 67% of respondents supported the extension of Stage 1 through to Russell.

4. Other areas of feedback

As the consultation program engaged with a broad cross section of industry, business and community representatives there was a wide range of comments provided. Where possible these comments have been incorporated into key themes as outlined in the previous section of this report.

In addition to these broad themes, the following more specific comments were captured during consultation:

- there are a number of options in terms of fuels for light rail that provide alternate and environmentally friendly solutions
- advertising opportunities and constraints along the corridor
- concern about other parts of the city being left behind or forgotten in this plan. Some suggestion that Gungahlin already had plenty of investment, and there was a need for some infrastructure projects and increased services in other parts of Canberra, particularly the south
- comments about opportunity to participate in the consultation. Some welcomed the opportunity and were pleased with Capital Metro's approach. Others were worried about particular sections of the community not being encouraged to actively participate in the discussion, such as the youth sector.





5. Engagement methods

To encourage key stakeholders, government agencies, community organisations, business groups and the general public to participate in the early design consultation program, Capital Metro adopted a range of marketing and communication methods inviting feedback. These included:

- media releases and advertising
- promotion through Time2Talk
- online information
- social media campaign, including posting 38 videos during the consultation period
- direct mail to 17,000 homes and businesses along the light rail corridor
- face-to-face activities, including information sessions at locations across the city and a 'pop-up' shop that was open during business hours for the duration of the consultation.

Engagement ranged from seeking information on the website to in-depth stakeholder discussions. More than 570 people visited the information sessions and 'pop-up' shop in the City Bus Station, many recording comments and feedback. More than 6,500 people took the time to understand more of the project through visiting the website and over 400 people completed the online survey.

The strong interest of the community in the project is reflected in the more than 125% increase in website hits during the consultation period, when compared to the previous six weeks. During the consultation period website page views exceeded 35,700, with the 'Have Your Say' consultation pages being the most popular. There was also a significant increase in the number of letters to the editor as Canberrans participated in a robust community debate. During the consultation period there were more than 60 letters to the editor published in The Canberra Times.

A summary of how these individuals interacted with the consultation program is shown in Table 2 below.

Consultation Activity	Interactions
Information sessions and pop up shop	572
Online surveys	432
Website	9,202 sessions (35,724 page views and 6,571 unique users)
Facebook	315 (total of 496)
Twitter	196 (total 536)
YouTube	5,859
Stakeholder forum	33
Total	16,609

During the consultation period, representatives of Capital Metro met with more than 20 organisations and individuals to gather feedback on the project. These groups included Unions, ACT Property Council, Master Builders Association of the ACT, Community Councils, Pedal Power, businesses, sporting organisations and schools located along the light rail corridor.

A Stakeholder Deliberative Forum was also held during the consultation period to provide a more detailed discussion around the early stage designs for the project.

Written correspondence was also received during the consultation period and this has been incorporated into the analysis of community feedback.

6. Feedback analysis

The consultation program used qualitative and quantitative research methods to analyse responses and identify the key themes.

A broad program of in-depth stakeholder meetings and discussions were held to gain specific feedback on the early design of Capital Metro, ensuring stakeholders had the opportunity to comment and receive a detailed briefing.

Although the Capital Metro Agency welcomed feedback on any element of the project, four main themes were identified to guide consultation responses. The online survey was developed to seek feedback on particular areas of the design where community and stakeholder advice was critical in determining final design parameters, for example the location of stops.

The online survey questions were peer reviewed by social research professionals, and the 432 responses were analysed using statistical software 'Q' and Excel. Software validation and post data-entry checks were conducted to ensure data integrity before analysis.

Most responses were open-ended. These were subject to content analysis, which involved coding and grouping similar responses. Categories for the answers were generated based on respondents' comments and these were analysed statistically.

* Rounding error – percentage results have been rounded to the nearest whole percent.

Appendix – Online survey questions

Section 1: Strategic Approach

1. We have provided an overview of the strategic approach to the project. Is there anything further that you think we need to consider?

2. Do you think further information should be provided on any aspect of the strategy guiding the project?

- Yes
- No

3. If Yes, what further information would you like?

Section 2: Passenger experience

4. Is there any aspect of the passenger experience that we have not considered or you would like more information on?

5. Would you take a bicycle on the light rail?

- Yes
- No

6. If yes, how often would you take your bicycle on the light rail?

7. And, at what times?

- week day peak hours (8am-9am/4pm-6pm)
- week day off-peak hours
- weekends

8. Do you think it is acceptable to have good bicycle storage facilities at stops and only be able to carry bikes on the light rail vehicles during off-peak times when there would be more space available?

- Yes
- No

Section 3: Urban Design

Six precincts have been identified along the City to Gungahlin route, each with its own unique character. Introducing light rail creates an opportunity to start thinking about the future of these areas.

9. Do you think the six precincts are a good reflection of the corridor?

- Yes
 No
 Don't know

10. The light rail design suggests making Hibberson Street, between Gungahlin Place and Hinder Street, a pedestrian and light rail only zone, would you support this change?

- Yes
 No

11. We now know that many of the trees on Northbourne Avenue are in decline and will need to be replaced in the near future regardless of the light rail project. The ACT Government is committed to renewing Northbourne Avenue as a tree-lined avenue that is safe for motorists and pedestrians and wants to know your views about the future of the corridor. Consider what impression you think we should convey to visitors. For example; should the corridor look different throughout the seasons? Should it reflect different aspects of the Australian states and territories? What colours and mix of trees would work well?

What do you want this important gateway to say about Canberra?

Section 4: The nuts and bolts

Our early designs propose up to 13 potential stops between Alinga Street in the City and Gungahlin Place, with the tracks running down the centre median. The map provided on the Capital Metro website shows a total of 15 potential stop locations and from these options we are asking the community to help us select the preferred 13.

We would like your views on the following options:

Lysaght Street or Well Station Drive

Our early design has a stop at Lysaght Street; however a stop at Well Station Drive could serve a potential park and ride site and a potential bus / light rail interchange. Sandford Street is also an option that we would like to gain some feedback on.

12. Would you use the Lysaght street stop?

- Yes
- No

13. If yes, how often?

- 5 days a week
- 2-3 days a week
- once a week

14. Do you think Well Station Drive is a better option than Lysaght Street?

- Yes
- No

15. Would you use a stop at Sandford Street, Mitchell?

- Yes
- No

16. If yes, how often?

- 5 days a week
- 2-3 days a week
- once a week

Owen Flats / Information Centre stop

Current information suggests that there is not high demand for a stop at the Owen Flats / Information Centre but we want to check that against community feedback.

17. Would you use a stop at Owen Flats/Information centre location?

- Yes
- No

18. If yes, how often?

- 5 days a week
- 2-3 days a week
- once a week

19. Would you support making provisions for a stop at the Owen Flats/Information Centre but defer its operation until a later date when more people are likely to use it?

- Yes
- No

Downer stop

We are investigating a potential stop at Swinden Street which could serve the Lyneham Netball Centre, Yowani country club and Downer residents.

20. Would you use a stop at Swinden Street?

- Yes
 No

21. If yes, how often?

- 5 days a week
 2-3 days a week
 once a week

22. Do you have any feedback on the other stops proposed?

23. The current alignment stops at Alinga Street in the City. The Alinga Street stop allows good options for future light rail. Given current work on Constitution Avenue it may be timely to look at light rail progressing further through the city.

If we were to consider this, would you support linking Stage 1 Capital Metro to Constitution Avenue through the city?

24. Stops and Shelter Design

The main drivers for good stop and shelter design are accessibility, comfort, safety, consistency, being recognisable and customer features, such as ticketing and service information.

Are there any additional features that you think are important for the stop and shelter design?

Section 5: Any other comments?

25. Do you have any other feedback on the light rail project that has not been raised in the survey?

26. If any, what further information would you like on any aspect of the light rail project?



Capital
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