

Queanbeyan Region Integrated Transport Plan – consultation summary





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Executive Summary

Queanbeyan is one of NSW's most historically rich cities situated next to the Australian Capital Territory (ACT) in the Southern Tablelands region. It is the largest population centre in the Queanbeyan-Palerang Regional Council (QPRC).

The area has heritage significance and reflects both Indigenous and non-Indigenous history on Ngambri/Ngunnawal land.

On June 14, 1972, Queanbeyan became an official city with a reported 62,239 people living in the area. In 2020 there was a 14.7% increase in population growth between 2010 and 2020 (QPRC 2020).

With this growing population, it is important to recognise the demand for an improved transport system within Queanbeyan.

Planning for the future, Transport for NSW (Transport) is preparing a 10-year Integrated Transport Plan (ITP) with key stakeholders – consulting with the local community and investigating improvements to the transport network and aiming to meet the needs of our customers now and into the future.

The ITP will focus on areas such as active travel – for example walking, running and cycling – public transport, road transport, parking and public spaces. It is designed to guide future planning, building on the Integrated Transport Strategy completed by Queanbeyan-Palerang Regional Council in 2020. It will identify a range of actions that Transport, Council and other key stakeholders can implement to make the Queanbeyan region a better place to live and visit. It will map out how we can improve some of the current transport-related challenges in and around Queanbeyan including how they integrate with surrounding areas such as Canberra, Bungendore and Braidwood.



Acknowledgement of country

We would like to acknowledge the traditional custodians of the Queanbeyan-Palerang area, the Ngambri and Ngunnawal peoples, and pay our respects to elders' past, present and emerging. We acknowledge the stories, traditions and living cultures of our First Nations peoples on this land and recognise the continued connection to country.



1. Purpose of this report

The Queanbeyan Region Integrated Transport Plan will outline ways to improve transport infrastructure and provide a more reliable journey and better-connected transport services for local residents.

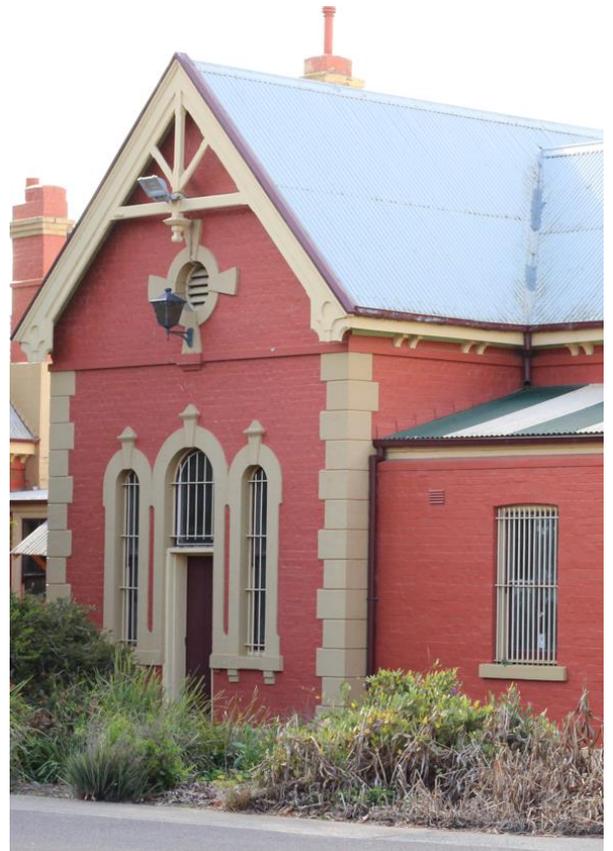
Transport seeks to improve the livability, amenity and economic success of communities through enhancing the Queanbeyan transport system.

Consultation to inform the Plan occurred between 14 February and 14 March 2022. The community was invited to provide feedback on the constraints and issues experienced when travelling in and around Queanbeyan. Feedback received from the community, key stakeholder groups and transport customers will help progress and inform future planning priorities for Queanbeyan.

Feedback from this consultation is built on consultation carried out last year to inform 16 Cities consultation in Queanbeyan as well as consultation carried out by Council in 2021.

This report outlines feedback received by Transport during the consultation. It provides an overview of:

- Consultation activities;
- Themes in community feedback;
- How feedback was considered; and
- Next steps.





2. Project overview

We are investigating key constraints and issues experienced when travelling in and around Queanbeyan. These include on-street parking, traffic queuing, delays in peak periods, public transport availability and the future transport needs of the community.

Queanbeyan Region Integrated Transport Plan

Improving Queanbeyan's transport system will make it easier for all customers to access transport, as well as improve connections between key destinations in the area. The overall aim of the Plan is to improve active travel - such as walking, cycling and running - public transport, road transport, freight connectivity, parking and public spaces across Queanbeyan.

Benefits of this project include:

- Supporting economic growth and future transport needs in and around Queanbeyan;
- Improving safety;
- Delivering a high-performing, well integrated and efficient transport network;
- Improving accessibility to transport infrastructure and services for all user groups; and
- Providing a more reliable journey and better-connected transport services within Queanbeyan and the ACT.

Queanbeyan transport improvements

Investigating improvements to the local network over the next 10 years, we asked the community to provide input into what should be prioritised. Their responses inform our long-term commitment to provide safe, efficient and reliable journeys through Queanbeyan while maintaining the character and amenity of the town centre.

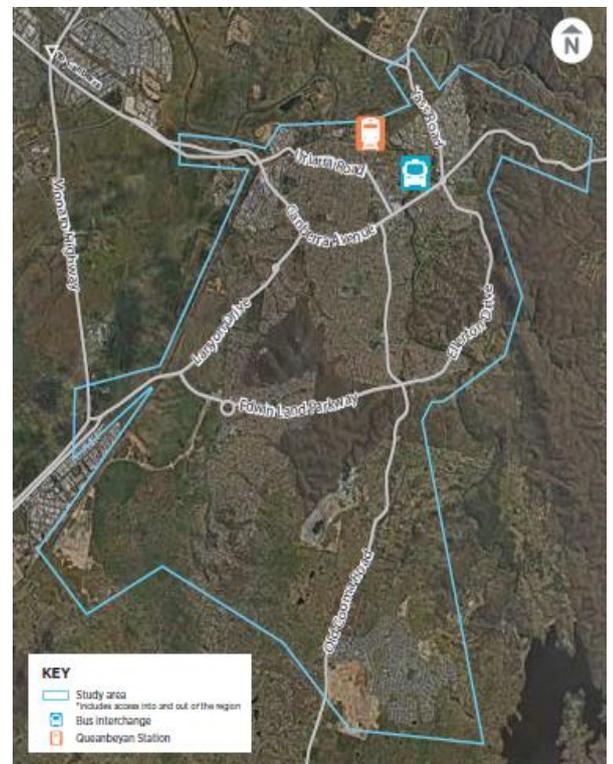
The objectives of this project are to:

- To consult with stakeholders and the community;
- To understand a variety of views and preferred outcomes;
- To develop an Integrated Transport Plan;
- To integrate multi-modal options, including improved pedestrian and cyclist connectivity and integration with rail and bus services;

- To contribute towards the NSW Government's commitment of zero fatal and serious injury crashes in NSW by 2056; and
- To contribute towards the *Future Transport 2056* strategy and supporting plans.

The study area centres on Queanbeyan and its outer suburbs (refer to Figure 1).

Figure 1 Queanbeyan transport improvements study area



3. Consultation Objectives

Consultation sought feedback to better understand how people experienced public transport and other ways of travelling in and around Queanbeyan.

How we consulted

Transport customers, stakeholder groups and the community were asked to provide feedback on early improvement considerations that included active travel - such as walking, cycling and running - public transport, road transport, freight connectivity, parking, and public spaces across Queanbeyan.

People were also invited to comment on other factors concerning them in and around the Queanbeyan area.

Consultation built on previous consultation carried out in late 2021 to inform priorities for 16 Cities.

During this consultation there was support for improving the quality of the Morisset Street bus interchange in the Queanbeyan CBD. We also received feedback requesting the need for frequent rapid bus routes from Queanbeyan to Canberra City and create better connectivity between Googong and Jerrabomberra to Canberra that do not travel via the Queanbeyan CBD.

The following consultation activities were Carried out:

- Stakeholder meetings with Queanbeyan-Palerang Council;
- Placement of project consultation signage at key bus stops, the train station and town centre;
- The distribution of 7585 postcards to residents in Queanbeyan inviting comment;
- Radio and newspaper advertisements inviting comment;
- A webpage with project information including FAQs and a link to an online interactive mapping tool and survey;
- A community information line with a subscribe option for the *South Projects* email address; and
- A social media campaign - supported by an informational video - reaching digital audiences.

A survey and online mapping tool encouraged customised feedback from:

- Residents;
- Transport users; and
- Business owners

A precursor to the mapping tool included a set of questions to help raise previous concerns or recommendations that the community might have regarding their experiences using the broader transport network in Queanbeyan. Respondents were asked to consider different themes when dropping pins on the map of the station, such as:

- Heritage and culture
- Freight
- Traffic and roads
- Public transport
- Cycleways
- Footpaths
- Parking
- Environment
- Access

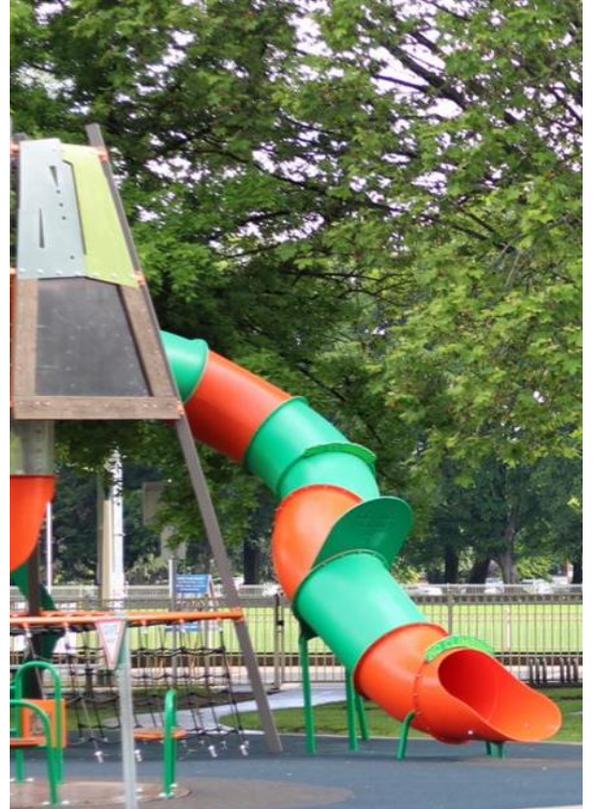
Overall, the community placed more than 250 pins placed on the interactive mapping tool.

4. Design considerations

Transport welcomed feedback on a selection of design options.

Considerations included:

- Improving the efficiency of local bus routes with higher frequency services and covered bus stops;
- The potential to start planning for the future integration of Queanbeyan's transport network with Canberra's light rail network, as outlined in *Future Transport 2056*;
- Improving the quality of the Morisset Street bus interchange in the Queanbeyan CBD;
- Improving bicycle lanes and parking;
- Improving pedestrian access near Monaro Street, Cooma Street and Bungendore Road;
- Improving lighting; and
- Providing more traffic islands for safety.



5. Engagement approach

Outline of approach

Three online surveys and a place-based interactive mapping tool were published on the Transport website.

In addition to the 52 survey responses, the remaining responses were captured through the mapping tool, social media and via email. The outcomes of all these engagement activities are presented and analysed in this report.

Engagement activities

The surveys and interactive maps reached a cross-section of the community including Queanbeyan residents, transport users and business owners/operators.

A total of 4326 site visits and 255 mapping tool responses were received (refer to Table 2).

Figure 2: Survey Responses

Survey/mapping tool	Survey number of responses	Interactive mapping number of pins	Emails/letters	Site visits
Commuters/residents/business owners	52	255	11	4326

The survey included a range of questions relating to the future improvement of the Queanbeyan transport system. Respondents were asked their age and location to assist with understanding the customer demographics for the purpose of this report. This report includes a detailed analysis of results from the survey.

Figure 3 postcard and notification QR code



Social media campaign

Social media content was geo-targeted to Queanbeyan city and 40-kilometre surrounds. A video encouraged viewers to have their say. Social media posts directed 415 participants to the website. Twenty-four comments along two main themes were reported.

- 1) The public transport system is not efficient enough and needs improvement for better service and frequency; and
- 2) The extension of light rail from Canberra

6. What we heard

Early consultation – February and March 2022

Community feedback showed strong support for improving accessibility to the Queanbeyan transport system, especially with regard to cyclist infrastructure and pedestrian improvement/ development.

Responses

A summary of the key responses is presented below and aligns to the themes of the NSW Government’s *Future Transport 2056* strategies and plans (refer to Figure 4).

The following responses were received via the online survey, the place-marking tool, or through email correspondence.

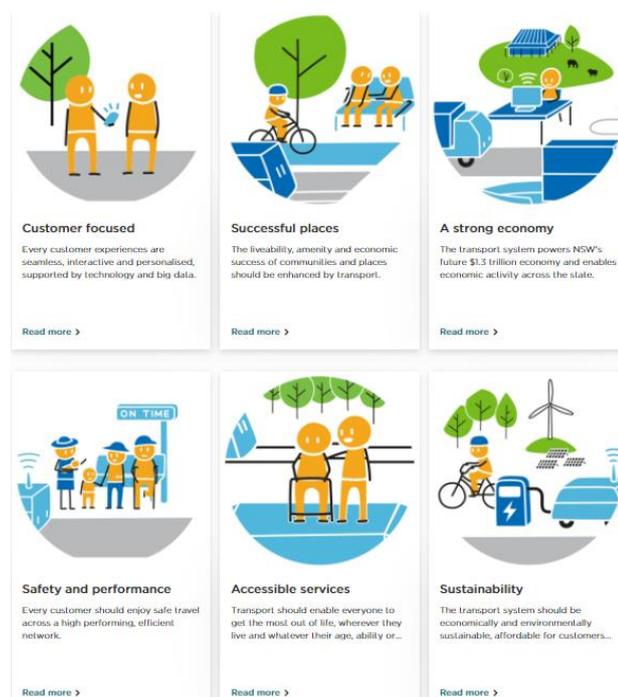
“Improve cycling paths. Gilmore Road and Kendall Ave are deathtraps...Cycling safely to Canberra requires you to go well out of your way which makes it untenable” – Queanbeyan resident/ commuter

“There (are) not many bicycle paths around Queanbeyan. In the areas that you can ride your bicycle, it does not feel safe especially for kids” – Queanbeyan resident/ commuter

“Pedestrian crossing at 2 Cooma Street, travelling south: lights need to be put onto the crossing sign on the right-hand side of the road, as this is the first sign you see coming around the corner out of Queanbeyan” – Queanbeyan resident/ commuter

“Lack of pedestrian friendly infrastructure. Install pedestrian crossings and/or tunnels so people can cross Bungendore Road near the Ellerton Dive roundabout safely” – Queanbeyan resident

Figure 4 Future Transport 2056 themes



Customer focused

General feedback included:

- The need to improve the reliability, efficiency and frequency of the Queanbeyan public transport system.
- The need for better connectivity in the outer suburbs of Queanbeyan, such as Googong and Jerrabomberra. Commuters and residents suggested the establishment of more frequent bus routes to increase accessibility.
- The need for improved bicycle paths, to provide easy and safe access to town centres, businesses and parks.
- That improvements to active travel would also enhance physical activity and safety within the area.
- That improved streetscapes would enhance the attractiveness of the town centre for the various communities; and

- That the installation of pedestrian crossings and improved lighting were also important.

Feedback regarding effects on the local economy

Creating more efficient connections between Queanbeyan and Canberra, as well as outer areas such as Googong and Jerrabomberra, would ensure efficient movement of freight and goods. This would improve accessibility to key business precincts.

The need for improved infrastructure investments was reported with some commuters suggesting the linkage between Canberra's light rail network and Queanbeyan's transport system to support anticipated future population growth.

Feedback regarding safety and performance

In supporting *Future Transport 2056* strategies, Transport seeks to consider how people, vehicles, speeds and infrastructure work together to create a safe system today and into the future.

Feedback included suggestions for a number of improvements including:

- Reconsidering the safety of the Morisset Street bus interchange in the Queanbeyan CBD;
- Safe access to Bungendore Road.
- The interior safety of buses in relation to seat quality and lack of emergency signage.
- The perceived overall lack of safety on multi-lane roads and lack of traffic lights and/or roundabouts.

There were safety concerns raised arising from conflicts between users of on-street parking, heavy vehicles, buses and pedestrians and cyclists.

Accessible services

By creating a more accessible transport network, people with mobility constraints will be more able to use public facilities and transport.

Feedback received suggested leveraging the existing bus-based public transport infrastructure in Queanbeyan as well as

improving connection between villages and towns.

Improved railings at the train station were also noted.

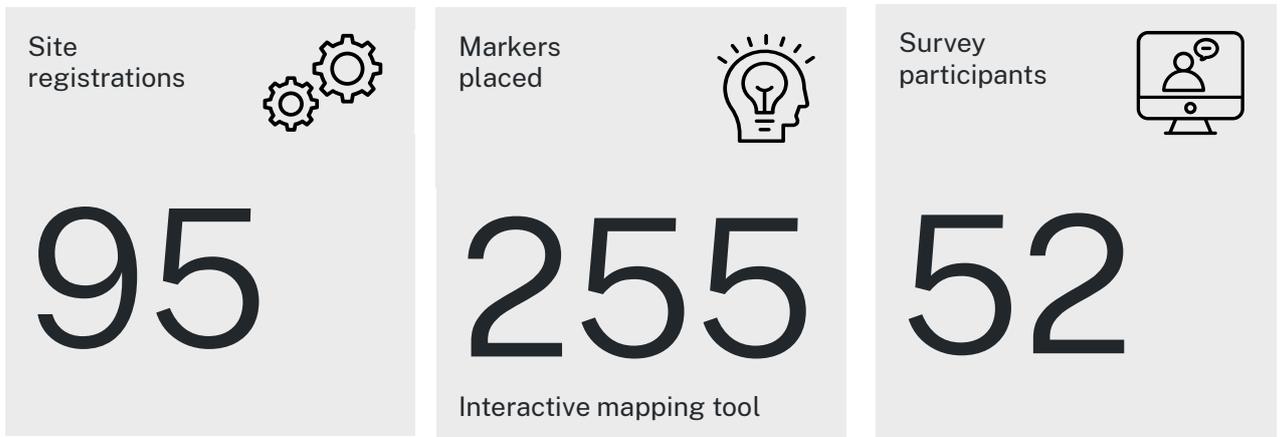
Feedback regarding sustainability

There are opportunities to provide additional active transport infrastructure to connect green spaces and increase physical activity.

Residents identified the importance of visual appeal within the town centre through integrating more vegetation into the area.

Transport experiences

Who was engaged?

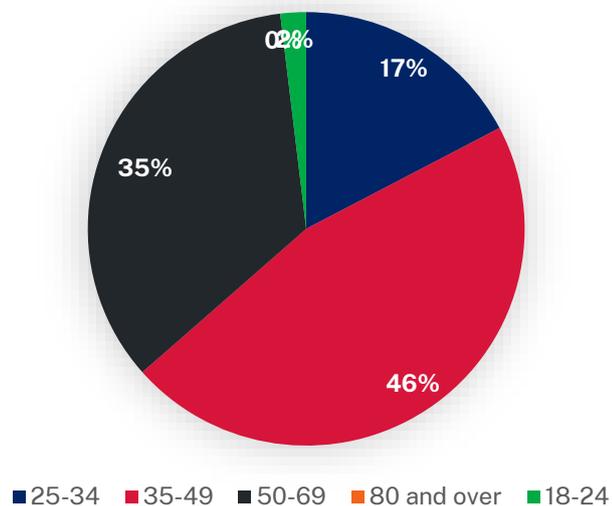


Survey Reponses

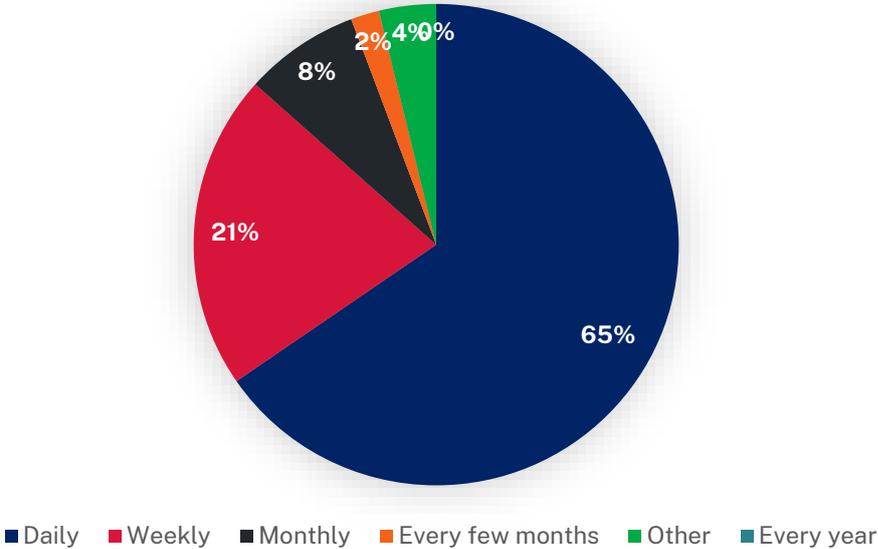
Question 1) Which suburb do you live in?

Responses	Number of responses	Percentage of responses
Jerrabomberra	7	13%
Crestwood	7	13%
Queanbeyan	12	22%
Queanbeyan East	2	4%
Queanbeyan West	3	6%
Other	21	40%

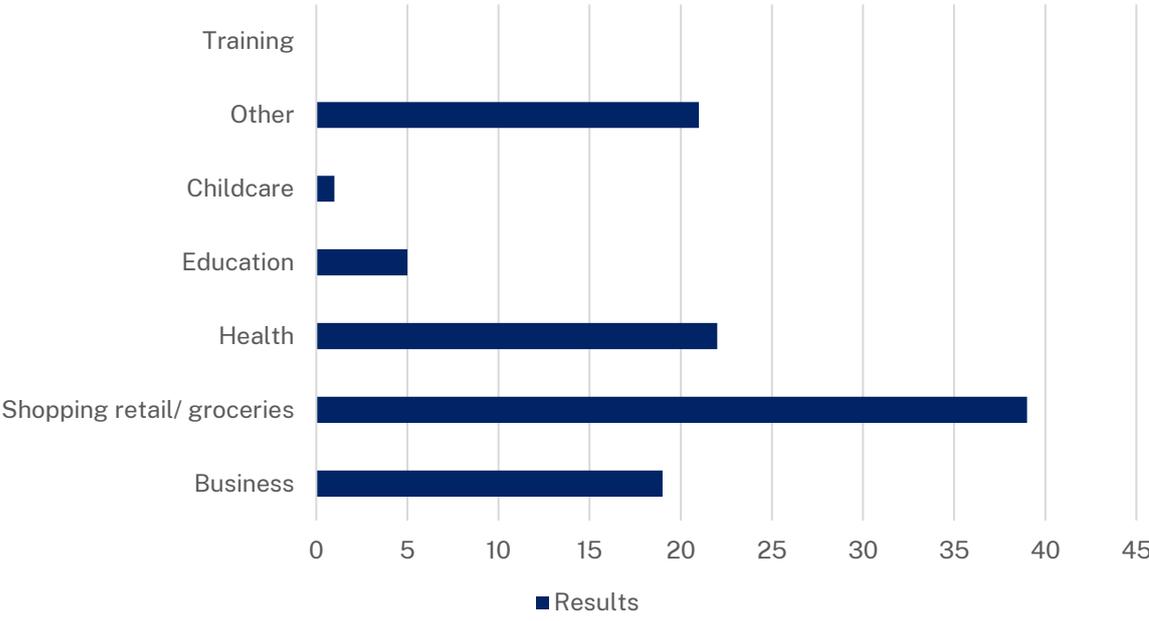
Question 2) What is your age?



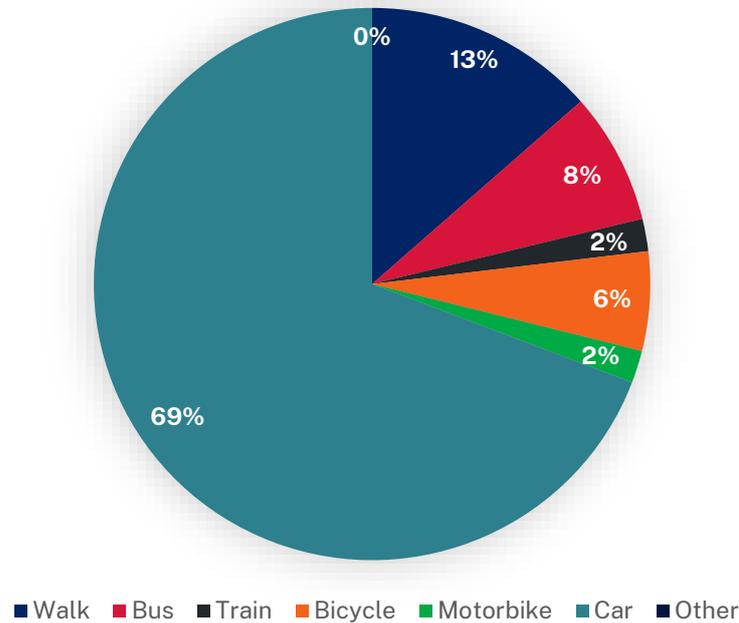
Question 3) How often you visit Queanbeyan city?



Question 4) What is the purpose of your visit Queanbeyan?



Question 5) What is your main mode of travel to get in and around Queanbeyan?



Question 6) What is your experience in using different modes of transport within Queanbeyan?

Reponses	Number of responses	Percentage of responses
Cycling is dangerous	7	13%
Traffic congestion	7	13%
Bus services are not frequent	18	35%
Other	20	38%

Question 7) Do you have any concerns around safety, travelling in and around Queanbeyan? If so, what do you think can be done to improve this?

Responses	Number of responses	Percentage of responses
Improve cycling infrastructure	11	21%
Improve pedestrian infrastructure	5	10%
Lighting/ signage improvement	9	17%
Other (including N/A responses)	27	52%

Question 8) Are there any transport or accessibility issues that may affect people's usage of the transport network?

Responses	Number of responses	Percentage of responses
General transport access	10	19%
Bicycle paths	5	10%
Bus network	20	38%
Other	17	33%

Question 9) Do you think the transport infrastructure in Queanbeyan supports an active lifestyle? If not, why?

Responses	Number of responses	Percentage of responses
Yes	9	17%
No	40	77%
Other	3	6%

The detailed responses from Question 9 have been summarised under the relevant *2056 Future Transport* themes below.

Customer focused

Feedback from over 40% of respondents suggested the need for better cycling infrastructure, including more accessible bicycle pathways and facilities.

Successful places

Over 50% of participants who answered 'no' to question nine insisted on the need for public transport improvement. This included more frequent bus operations, an improved railway network and the implementation of a tram line to better connect Queanbeyan and Canberra.

A strong economy

By developing more cycle links, reducing traffic congestion and improving infrastructure, participants felt the coexistence of these factors would support future growth within the Queanbeyan region. Improving connectivity to Googong and Jerrabomberra would assist in building a stronger transport system.

Safety and performance

There was an overwhelming response to the need for better pedestrian-friendly infrastructure at the intersection of Crawford and Morisset streets. Participants mentioned the need for better facilities in town centres and on roads, including the need for bus shelters, better lighting and dual lane implementation at Cooma Street, Karabar.

Accessible services

Accessibility themes comprised at least 7% of responses, suggesting the need for better pathways, railings and seating options on public transport services.

Question 10) Do you have any other comments regarding the transport network within Queanbeyan?

Responses	Number of responses	Percentage of responses
Improve public transport	20	38%
Integrate a tramline	4	8%
Improve active travel options	7	13%
Other	21	40%

Place-based mapping

The interactive mapping platform received 45 place-based submissions on the *Have Your Say* website with 255 mapping pins (Figures 5 and 6). Responses highlighted the need for:

- Provision of continuous, safe cycling infrastructure;
- Improvement and re-evaluation of the roundabout near Bungendore Road with suggestions such as implementing a bypass, building a safe pedestrian crossing and improving the traffic light system;
- Implementation of pedestrian access on Crawford Street;
- A better high-frequency train and bus system in Queanbeyan, with suggestions of a light rail line connecting Queanbeyan to Canberra;
- Active transport infrastructure connecting villages and towns;
- Duplication of lanes on Cooma Street, Karabar, to improve traffic congestion; and
- Improving traffic congestion in Jerrabomberra near Edwin Lane Parkway roundabout with the need for improved street line marking and signage.

Figure 5

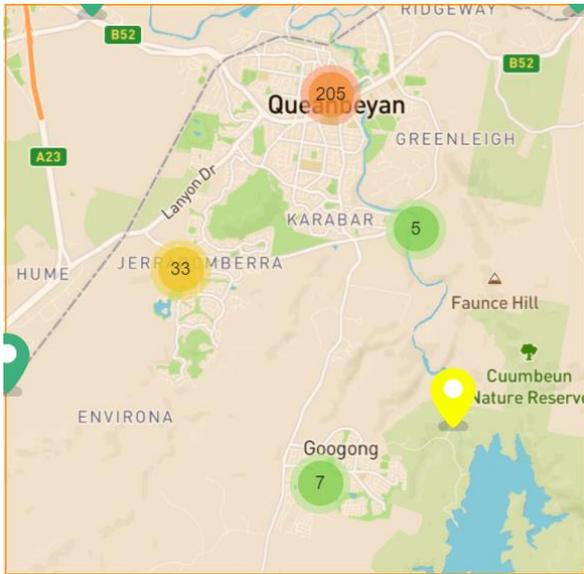
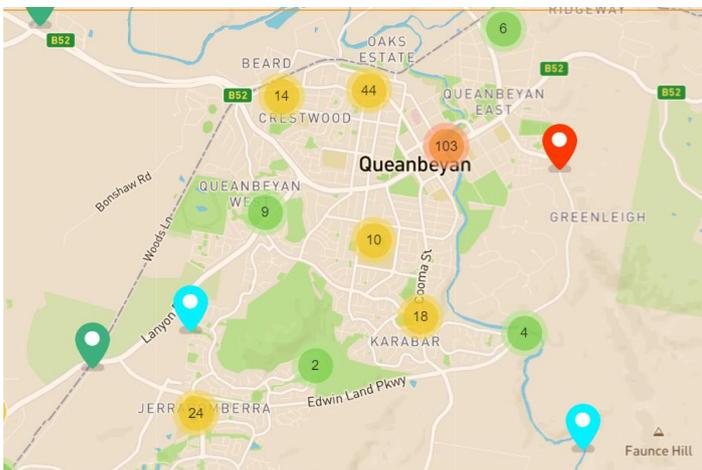


Figure 6



Note: Online survey response locations depicted by coloured teardrop icons. Where responses overlap, the circles show number of overlapping responses.

7. Community consultation outcomes and next steps

Consultation outcomes

Community feedback will inform the plan for the future transport network in Queanbeyan.

Responses will inform future planning for transport infrastructure projects in the region including how they integrate with surrounding areas such as Canberra, Bungendore and Braidwood.

Consulting with the community regarding transport concerns/experiences in and around Queanbeyan will help to shape future projects and ensure the future growth of Queanbeyan meets the needs of all current and future stakeholders and residents.

Consultation showed that respondents valued the need for better bicycle infrastructure, more connectivity within the area, safer pedestrian infrastructure, a reduction in traffic congestion and a more efficient, frequent and reliable public transport system.

Transport for NSW is committed to ongoing engagement with residents, council, stakeholders, the indigenous community, architects, public transport users and all others in the community as the project progresses to the next phase.



Thank you to everyone who provided feedback during the consultation period.

What's next

Transport will use feedback received from the community consultation to refine and develop a detailed plan for transport and infrastructure upgrades, as well as inform the planning phase for future infrastructure projects in and around Queanbeyan.

We are committed to working with the community while developing plans for Queanbeyan's future transport system.

For further information on this project please contact:

Email: SouthProjects@transport.nsw.gov.au

Mail: Queanbeyan Region Integrated Transport Plan project team, PO Box 477, Wollongong, NSW, 2500





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