

**Light Rail Stage 2A -
City to Commonwealth Park**

Consultation Report



Technical Appendix

October 2022

**BUILT
FOR
CBR**





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Purpose of this report

The purpose of this report is to provide an overview of the communication and engagement activities undertaken for Light Rail Stage 2A City to Commonwealth Park Project (the Project) and present the communication and engagement outcomes.

Communication and engagement activities for the Project are ongoing. This report demonstrates outcomes as of October 2022.

Approach

The overarching approach to communication and engagement for the Project was underpinned by the ACT Government's engagement principles, outlined below:

- We provide meaningful engagements where the community has clear, relevant, and timely information to help shape decisions or consider impacts.
- We are accountable when we engage, and we give the community feedback to help build an understanding of how they are contributing to the project.
- We are responsive to the community, seeking to grow strong relationships for future collaboration and cooperation.
- We are inclusive and respectful when we engage, finding ways to ensure engagement is equitable and meaningful.

A range of communication tools and engagement activities were planned and implemented in line with the

International Association of Public Participation (IAP2) public participation spectrum to achieve the consultation objectives.

Objectives

The communication and engagement objectives are to:

- Increase awareness and understanding of the project goal to achieve a more sustainable and integrated transport network for Canberra
- increase awareness and understanding of key project benefits
- listen and respond to key stakeholders and community issues (bring them along on the journey).

Engagement activity

Community and stakeholder engagement for the Light Rail Stage 2A City to Commonwealth Park project, has been integrated with engagement undertaken for Raising London Circuit and as part of broader engagement on light rail to Woden. This integrated approach has been implemented to give the community a broader and holistic understanding of the overall light rail to Woden project, its benefits and possible impacts, and ensure the engagement process meets project timeframes and maximises community participation.

A range of consultation and engagement activities have been undertaken at key stages throughout the project, outlined in the table on the following page.

Timing

Engagement purpose

2017 In 2017 we asked the community for initial feedback to help choose the route for the overall City to Woden extension including 2A.

Communication and engagement activities were undertaken to inform design, project alignment, stop locations and community interest topics including visual amenity and cultural heritage. This engagement was undertaken via stakeholder meetings, community drop-in sessions, digital and print collateral, an interactive map, and formal written submissions.

2018 In May and June 2018, the Commonwealth's Joint Standing Committee on the National Capital and External Territories held an inquiry into the development of the City to Woden light rail route of which City to Commonwealth Park is one part. To inform this inquiry, community and stakeholders shared their views and ideas by:

- making formal submissions to the Inquiry
- attending public hearings held by the Committee.

The ACT Government made a formal submission and gave evidence at a public hearing on 28 June 2018. A full list of public submissions and transcripts of the public hearings are available on the Australian Parliament House website.

2019 In 2019, communication and engagement activities were undertaken to build project awareness and inform design development. This engagement was undertaken via stakeholder meetings, community information sessions and pop-up events, stakeholder briefings, phone calls, letterbox drops and printed and digital collateral. A workshop was held late 2019 with community representatives who had expressed an interest in participating in a Community Reference Group (CRG). This workshop sought to gather feedback in relation to the development of the 1.7 km extension of the network from the City to Commonwealth Park and how they would like to participate in a CRG. An independent survey conducted by Stollznow also set a benchmark for project awareness and sentiment.

2020 In August and September 2020, communication and engagement activities were undertaken to inform the Environmental Protection and Biodiversity Conservation Act (EPBC). Preliminary documentation was placed on public exhibition from 17 August 2020 to 14 September 2020 to seek feedback from the community over a 20-day viewing period. A total of 44 submissions were received, with 10 submissions directly relevant to matters outlined in the preliminary documentation. EPBC approval was confirmed in early 2021. The Preliminary Environmental Assessment can be found [online](#).

The first meeting of the Community Reference Group was held in June 2020.

Other project engagement in 2020 was limited due to COVID-19 restrictions. The team responded by developing a Virtual Engagement Room to engage virtually via an online interactive platform.

2021 In 2021, communication and engagement activities were undertaken to inform the Socioeconomic Impact Assessment and continue informing design development and build project awareness.

This engagement was undertaken via stakeholder meetings and doorknocking, community information sessions and pop-up events, stakeholder briefings, an online business forum, phone calls, letterbox drops, printed and digital collateral, and through a new Virtual Engagement Room.

The Community Reference Group was restarted in April, and a follow-up independent Stollznow survey measured and compared project awareness and sentiment from the 2019 survey.

2022 In 2022, communication and engagement activities were undertaken to build awareness using project updates, foster existing stakeholder relationships along the 2A alignment, and inform the Environmental Assessment, which assesses the project's benefits, examines expected impacts, and identifies appropriate management measures. This engagement was undertaken via digital and printed communication collateral, website updates, interactive map, doorknocking activities, stakeholder briefings, pop-up events and an online survey. Considerable awareness of the project was achieved due to the activities of the Government's newly formed Disruption Taskforce, whose goal was to assist Canberrans to navigate the disruption caused by light rail related construction projects.

And an online engagement activity began a conversation with the community on placemaking around the 2A stops. This consultation will continue.

Consultation Design

Stakeholder identification

As a first step in developing the consultation plan, stakeholders who may be impacted by or interested in the project, were identified. Consideration was also given to other infrastructure projects being delivered in the same timeframe, to avoid consultation fatigue.

The table below outlines stakeholder groups and their potential Project impacts.

Stakeholder group	Potential impacts
Elected representatives – ACT Government and Commonwealth Ministerial Offices and departments	<ul style="list-style-type: none"> Commercial impacts, including land access, acquisition and required rectifications, to local impacted businesses and residents Noise, dust, vibration and air quality Accessibility Traffic management, including diversions and potential delays Temporary changes to public transport stop locations and timetables Temporary changes to active transport and pedestrian conditions Permanent planned changes to local road, active transport, public transport and pedestrian conditions.
ACT Government directorates and agencies, Capital Renewal Authority (CRA), Environment, Planning and Sustainable Development Directorate (EPSDD), Education (EDU), Health Directorate, Canberra Health Services (CHS), Chief Minister, Treasury and Economic Development Directorate (CMTEDD)	<ul style="list-style-type: none"> Permanent planned changes to local road, active transport, public transport, and pedestrian conditions Sustainability outcomes Maintenance of social license to construct Delivery of project to time and budget.
Commonwealth Government agencies (including Department of Agriculture, Fisheries and Forestry (DAWE), Department of Infrastructure, Transport, Regional Development and Communications (DITRDC), Australian Federal Police (AFP)	<ul style="list-style-type: none"> Permanent planned changes to local road, active transport, public transport, and pedestrian conditions Sustainability outcomes Maintenance of social license to construct Delivery of project to time and budget.
National Capital Authority (NCA)	<ul style="list-style-type: none"> Permanent planned changes to local road, active transport, public transport, and pedestrian conditions Potential impacts to NCA-managed and maintained assets.
Transport Canberra and City Services (TCCS)	<ul style="list-style-type: none"> Traffic management, including diversions and potential delays Temporary changes to public transport stop locations and timetables Temporary changes to active transport and pedestrian conditions Permanent planned changes to local road, active transport, public transport, and pedestrian conditions.



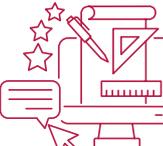
Stakeholder group	Potential impacts
Directly affected and adjacent landowners, tenants, developers, and business owners	<ul style="list-style-type: none">■ Construction impacts■ Access■ Traffic management■ Accessibility■ Permanent planned changes to local road, active transport, public transport, and pedestrian conditions.
Road users	<ul style="list-style-type: none">■ Traffic management, including diversions and potential delays■ Permanent changes to traffic conditions■ Future planned road, active transport, public transport, and pedestrian conditions.
Public transport and active travel users	<ul style="list-style-type: none">■ Traffic management, including diversions and potential delays■ Temporary changes to stop locations and timetables■ Permanent changes to traffic conditions may impact stop locations and timetables.
Peak bodies / representative groups	<ul style="list-style-type: none">■ Permanent planned changes to local road, active transport, public transport, and pedestrian conditions.
Utility providers	<ul style="list-style-type: none">■ Accessibility.
Emergency services	<ul style="list-style-type: none">■ Traffic management, including diversions and potential delays■ Temporary changes to active transport and pedestrian conditions■ Permanent planned changes to local road, active transport, public transport, and pedestrian conditions.
Transport providers (taxi, Uber, rideshare)	<ul style="list-style-type: none">■ Traffic management, including diversions and potential delays■ Temporary changes to active transport and pedestrian conditions■ Permanent planned changes to local road, active transport, public transport, and pedestrian conditions.
Schools and other education institutions	<ul style="list-style-type: none">■ Noise, dust, vibration, and air quality■ Accessibility■ Traffic management, including diversions and potential delays■ Temporary changes to public transport stop locations and timetables■ Temporary changes to active transport and pedestrian conditions■ Permanent planned changes to local road, active transport, public transport, and pedestrian conditions.



Stakeholder group	Potential impacts
Sporting clubs, recreation groups and lake users	<ul style="list-style-type: none">■ Traffic management, including diversions and potential delays■ Temporary changes to active transport and pedestrian conditions including access to the lake■ Permanent planned changes to local road, active transport, public transport, and pedestrian conditions.
Places of worship	<ul style="list-style-type: none">■ Noise, dust, vibration and air quality■ Accessibility■ Traffic management, including diversions and potential delays■ Temporary changes to public transport stop locations and timetables■ Temporary changes to active transport and pedestrian conditions■ Permanent planned changes to local road, active transport, public transport, and pedestrian conditions.
Tourism businesses and organisations including hotels, cultural institutions (such as museums and galleries) and other local attractions	<ul style="list-style-type: none">■ Indirect commercial impacts■ Noise, dust, vibration, and air quality■ Accessibility■ Traffic management, including diversions and potential delays■ Temporary changes to public transport stop locations and timetables■ Temporary changes to active transport and pedestrian conditions.■ Permanent planned changes to local road, active transport, public transport, and pedestrian conditions.
Traditional owners and Indigenous Groups	<ul style="list-style-type: none">■ Environment and heritage impact to culturally significant landmarks, flora, and fauna.
Culturally and linguistically diverse communities	<ul style="list-style-type: none">■ Varied.
Unions	<ul style="list-style-type: none">■ Safety and wellbeing of the union-affiliated contracted workforce.
Canberra Light Rail Community Reference Group	<ul style="list-style-type: none">■ All impacts to community, businesses, and road users.
Canberra community	<ul style="list-style-type: none">■ Accessibility including access to workplaces and businesses in the project construction area.■ Traffic management, including diversions and potential delays■ Temporary changes to public transport stop locations and timetables■ Temporary changes to active transport and pedestrian conditions.■ Permanent planned changes to local road, active transport, public transport, and pedestrian conditions.

Communication and engagement tools

The table below outlines the communication and engagement tools used throughout the project.

Tool	Description
	<p>Project website</p> <p>The website outlines key messages, construction notifications, traffic disruptions, frequently asked questions, engagement opportunities and outcomes, and links to additional resources. The website is updated with new information on a regular basis.</p> <p>Website: www.act.gov.au/lightrailtowoden</p>
	<p>Communication collateral</p> <p>Collateral includes project updates, construction updates, letters, brochures, fact sheets, works notifications, flyers, posters, postcards, maps and signage. Collateral has been distributed in-person at engagement activities, letterbox dropped, as well as via email to a distribution list of more than 6000 subscribers.</p>
	<p>Direct email lists (for distributing email newsletters)</p> <p>The project has two email lists for distributing project information:</p> <ol style="list-style-type: none"> 1. Project update list - is used to distribute general project updates and information to more than 6000 subscribers. 2. Construction notifications list – is used to distribute construction related look aheads and notifications to approximately 1000 subscribers. <p>The project also leverages email newsletters across government to share project related content.</p>
	<p>Social media</p> <p>ACT Government and Transport Canberra social media accounts, including Facebook and Twitter, are used to distribute project information and promote engagement activities.</p>
	<p>Contact tools</p> <p>A project hotline and email are used to facilitate two-way communication with the project team, ask questions and provide feedback.</p> <p>Email: lightrailtowoden@act.gov.au Phone: 1800 956 409</p>
	<p>Virtual engagement room</p> <p>An interactive platform is available on the project website to help the community visualise project design and plans and provide an interactive way to give feedback. The engagement room includes:</p> <ul style="list-style-type: none"> ■ Proposed route, stop locations and concept designs ■ Display centre model ■ Videos and photos ■ Interactive map ■ Fact sheets ■ Video flythrough of Stage 2A <p>www.act.gov.au/lightrailtowoden/virtual-room</p>
	<p>YourSay online engagement platform</p> <p>Active and archived engagement activities and summaries are published on the ACT Government's YourSay engagement platform.</p>
	<p>Visualisations / flythroughs / artist impressions</p> <p>High quality visualisations and artists impressions (video and stills) are used to share the project vision.</p>

Tool	Description
 Pop-up events and community information sessions	<p>Held at local venues or scheduled events such as festivals and markets to inform the community about the project and provide an opportunity to ask questions and give feedback in person.</p>
 Door knocking	<p>Face-to-face door knocking is done to deliver information and provide an opportunity for businesses along the Stage 2A alignment to ask questions and give feedback in person.</p>
 Community survey	<p>Community surveys are used on the YourSay online engagement platform and as part of engagement activities.</p>
 Stakeholder meetings	<p>One-on-one meetings are offered to stakeholders in and around the 2A alignment or those directly impacted by the project.</p>
 Construction Look Ahead	<p>A look ahead of construction activity in the 2A construction zone outlining early works and related activities.</p> <p>This channel was introduced to build trust and transparency between government, nearby neighbours and the community on current and future construction related activity for the project.</p> <p>It is distributed via letterbox drop to nearby residents and businesses near the Stage 2A alignment and via email.</p>
 Works notification	<p>Works notifications are distributed as needed via letterbox drop and email. These outline out of hours or night works, field investigations, early works and additional construction activities not already notified in the construction look ahead. Accurate and timely notifications builds trust with nearby neighbours and the community.</p>
 Community Reference Group	<p>A Community Reference Group (CRG) was established to provide a voice for Canberrans in the light rail planning and delivery process. The CRG meets several times a year to give the ACT Government insights into the community's needs and priorities for the project.</p> <p>A review of the group, its governance and effectiveness was carried out in 2022 with recommendations to be implemented in 2023.</p>
 Briefings	<p>Elected officials, government agencies, Commonwealth approval authorities and impacted stakeholders are briefed via meetings and email to provide an update on the project.</p>
 Media	<p>Media milestone events are coordinated to ensure the wider Canberra community is kept abreast of project developments and milestones. These updates via mainstream media are an effective way to reach a wide audience.</p>



Accessibility

To ensure accessible information is available and diversity is encouraged in the feedback received, the following communication and engagement tools were used to meet the needs of audiences that are vision or hearing impaired, have low literacy, are from culturally and linguistically diverse (CALD) communities, and the elderly.

Tool	Description
Website	<p>The project website is WCAG 2.1 level AA. The site has been built using the ACT Government’s SPF 2.0 templates and standards which are designed to meet WCAG accessibility requirements.</p> <p>An audit on ‘Siteimprove’ confirms the website is 96% accessible for vision impaired (July 2021).</p>
1800 hotline one-on-one conversations	<p>Discussions over the phone or face-to-face can be arranged for those who need additional assistance to receive information or provide feedback.</p>
Translation service	<p>A free telephone service is offered for people who require translation support 13 14 50. This service is promoted on project collateral and the website.</p>
Project collateral	<p>We are committed to improving accessible design in printed collateral to improve readability such as use of colour, contrast and font sizes.</p> <p>We are committed to plain English in communications and developing clear and simple tools to explain project benefits, progress, and opportunities.</p> <p>Printed collateral can be requested and mailed to those who do not have access to a computer.</p>

Stakeholder management tools

The table below outlines a range of tools used to guide, record, manage, and action community and stakeholder feedback for the Project.

Tool	Description
Consultation Manager	Consultation Manager is used to record all interactions and engagements with stakeholders including questions and complaints received via the project's email inbox and hotline.
Community Liaison Management Procedure	The Major Projects Canberra 'Community Liaison Management Procedure' provides guidance and minimum standards on how the Directorate's designated projects are expected to manage, respond and record questions, comments, concerns and complaints received by the community.
Project email inbox lightrailtoWoden@act.gov.au 339 email enquiries have been made to the inbox.	Questions, comments, concerns and complaints are received via the project's email inbox. All responses are archived in the mailbox and recorded in Consultation Manager.
Project 1800 hotline 97 phone enquiries have been made to the hotline.	Questions, comments, concerns and complaints are received via the project's 1800 hotline. All interactions are recorded in Consultation Manager.
Market research	<p>Stollznov was engaged to design customised research and survey activities to help better understand community and stakeholder behaviours, challenges, motivators, awareness and sentiment. All research undertaken by Stollznov is industry certified by ISO standard 20252.</p> <p>Findings help to tailor communication and engagement activities and inform change management strategies.</p> <p>Stollznov reports were undertaken in:</p> <ul style="list-style-type: none"> ■ May 2019 (2496 surveys completed) ■ March 2021 (1347 surveys completed)
'What We Heard' reports	<p>Several 'What We Heard' reports were developed to summarise anecdotal information, feedback and issues raised through engagement processes and events.</p> <p>The reports provide a snapshot of sentiment, general issues, key themes, and trends. The reports demonstrate community understanding of the project at a point in time and highlight the effectiveness of communication and engagement methods to inform future stages.</p> <p>Reports on record include:</p> <ul style="list-style-type: none"> ■ 2017-2018: Choosing the route Light Rail City to Woden ■ August 2019: Light Rail Business Engagement Survey Snapshot ■ December 2020: Stage 2A CRG Workshop – Report on What we Heard. ■ Summaries for Statutory approval: 2A EPBC ■ April 2021: Community Information Sessions on Light Rail City to Woden
Communication and Engagement Plan	A Communication and Engagement Plan was developed at project inception to provide strategic guidance for engagement events, including identifying the needs of stakeholder groups. The Communication and Engagement Plan is updated annually.



Complaints management

The Project team is committed to working with stakeholders and the community to address complaints. It does this by using the Major Project Canberra 'Community Liaison Management Procedure' as a guide on managing, actioning, and recording complaints received by the community and stakeholders on the project.

Timeliness is an important driver of customer satisfaction across all levels of government regarding service delivery. The project team endeavours to meet the following minimum standards:

- Aim to resolve all construction related complaints in the initial contact. If not possible, they are acknowledged within the same business day and resolved within 10 business days.
- all general complaints received are acknowledged within one business day of receipt and resolved within 10 working days.
- where a response within 10 working days is not possible, the complainant will be notified and expectations regarding the timeframe for response will be managed accordingly
- all enquiries/feedback and complaints will be recorded within a timely manner.

Consultation Outcomes

Summary of results



7000+ survey responses



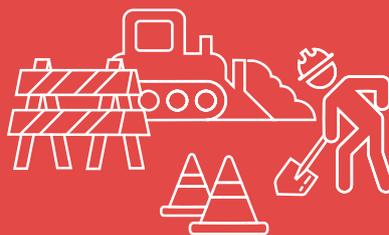
55+ consultation pop-up community events



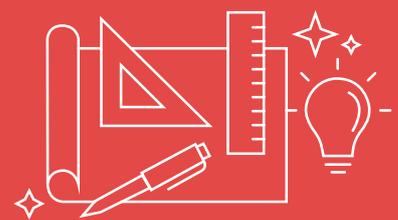
Key themes (More on page 37)



Project Information



Construction



Design



Urban Design



Environment



Operations



Community Reference Group

In 2020, a dedicated Community Reference Group (CRG) was established for the project. The CRG aims to provide a voice for Canberrans in the light rail delivery process. It was established to:

- independently advocate for the needs of the community
- provide ongoing feedback about the project scope, design and outcomes.

The group has met on numerous occasions and has provided the ACT Government with important insights into the community's views, needs and priorities for the project.

The group is made up of 19 representatives and includes Canberrans from a diverse range of ages, backgrounds, businesses, industries, and communities. Participants include representatives from Pedal Power, Living Streets Canberra, Council of the Ageing, alongside other Canberrans advocating for different stakeholder groups and communities.

Due to the COVID-19 pandemic, interaction with the group was minimal during 2020, restarting in April 2021.

Independent Review

In mid-2022 an independent review of the CRG was undertaken to reflect on the purpose of the CRG, the effectiveness of meetings, CRG membership, communications and outcomes. Recommendations from the review will be implemented in 2023.

Summary of meetings

The table below outlines CRG meetings held and topics discussed.

Date	Location	Attendees	Topics and key areas of interest
17 December 2019	Office	23	<p>A workshop with interested CRG participants to brainstorm CRG purpose and capture community issues.</p> <p>Key areas of interest:</p> <ul style="list-style-type: none"> ■ Design - route alignment ■ Landscape and visual realm - urban design and green spaces ■ Traffic and transport – wider public transport network.
25 June 2020	Online	13	<p>An introductory meeting to outline CRG goals, members, logistics and provide a project update.</p> <p>Key areas of interest:</p> <ul style="list-style-type: none"> ■ Approvals - EPBC Act documentation, DA/WA approvals, approvals timeline ■ Environment - Golden Sun Moth ■ Design - wireless vs. wire light rail vehicles, Stage 2 vs. Stage 1, safety and accessibility, pedestrian crossing access ■ Consultation - communication materials ■ Heritage.
22 April 2021	Mercure Hotel	Not recorded	<p>Following a period of minimal engagement with the CRG due to the Covid-19 pandemic, the group was invited to reconnect at an in-person meeting where it was introduced to the project team and provided with an update on project status and milestones.</p>
29 July 2021	220 London Circuit	16	<p>An evening meeting where the Minister for Transport attended to provide the group with an update on the newly formed Disruption Taskforce and the mitigations planned to help the community navigate construction disruption on the project.</p> <p>Pedal Power presented on the advocacy group’s purpose and recommendations for the project. Presentations were also provided on early works, related projects, and the socio-economic impact statement.</p> <p>Key areas of interest:</p> <ul style="list-style-type: none"> ■ Closure of the cloverleaves ■ Design - prioritising pedestrians, cyclists and public transport users in design ■ Traffic and transport - incentives for more bus use during construction ■ Consideration of tourists in the planning of light rail.

Date	Location	Attendees	Topics and key areas of interest
21 October 2021	Online	10	<p>A virtual CRG meeting was conducted where the Public Transport Association of Canberra (PTCBA) presented to the group.</p> <p>An update was also provided on the Environmental Assessment for Raising London Circuit.</p> <p>Key areas of interest:</p> <ul style="list-style-type: none"> ■ Traffic and transport - public transport disruptions, traffic control during events ■ Design – access to Parliament House, planning provisions for accidents or maintenance issues, light rail vehicle capacity and testing, special needs community considered in design.
3 March 2022	Online	9	<p>A virtual CRG meeting was conducted to provide a project and construction update and discuss the City to Commonwealth Park Environmental Assessment and engagement approach.</p> <p>Key areas of interest:</p> <ul style="list-style-type: none"> ■ Design - grade intersections, shared user path width, and relocation of services ■ Traffic and transport -holistic public transport network, light rail vehicle speed limit ■ Operation and asset ownership ■ Landscape and visual realm.
July 2022	Online	6	<p>Individual interviews with CRG members to review the effectiveness the CRG meetings and the quality of project communications to date.</p> <p>Key findings were:</p> <ul style="list-style-type: none"> ■ CRG members seek more feedback around how questions and concerns raised during meetings are actioned and used to inform project decision-making ■ CRG members seek more clarity and consistency around meeting cadence and administration ■ Most CRG members felt the project team effectively communicates project information ■ CRG members would like to meet face-to-face, every second month and during the evening.
29 August 2022	Online	6	<p>A meeting was conducted with CRG members to report back on the independent review of the CRG. The purpose of the meeting was to present the key themes that emerged from the individual interviews, discuss the recommendations, and capture their feedback to finalise the report.</p> <p>The project team also provided an update on construction works, and engagement activities for the environmental assessment.</p> <p>Key areas of interest:</p> <ul style="list-style-type: none"> ■ Meeting formats ■ Frequency of meetings ■ General support for the review recommendations.

Business engagement

Regular engagement with city businesses allowed the project team to directly hear from and understand local business priorities and concerns relating to light rail and construction. Our commitment to regular and ongoing business engagement is building strong relationships and a lasting and positive legacy that encourages two-way dialogue and collaboration.

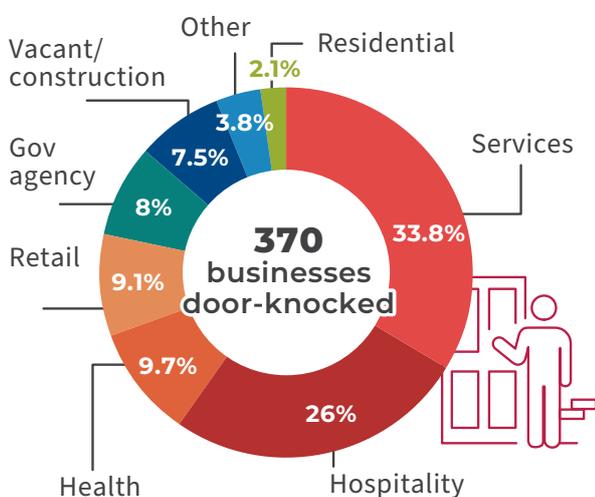
City West Business Engagement Program 2019

In August 2019, engagement was undertaken with City West businesses to inform future planning of the project.

This engagement program consisted of door-knocking, information sessions and a survey. The purpose was to seek feedback on:

- operational information of businesses including trading hours, logistics, staffing and access
- opportunities and challenges for construction planning
- preferences and interest levels for future communication with the Project
- existing awareness levels of the current and future stages.

The infographics below outline the business engagement outcomes.



Online survey
161 responses

Community information session
50 business representatives



Verbal feedback provided included:

- general enthusiasm and support for the next stages of light rail
- low awareness levels of the route selected and future stages
- low understanding of, or no experience of, construction within a built-up environment, so there was a lack of urgency to 'engage' with the project
- future parking provision for staff and clients and current changes to bus routes were a concern
- pedestrian access to City East and in particular the magistrate law courts was raised as critical for many of the service sectors
- business rate payments, compensation and support prior and during construction.

A summary of the feedback from the online survey is outlined on page 26.

Business doorknocking

Additional business doorknocking activities occurred on five occasions between July 2021 and July 2022. Approximately 200 businesses within 100 metres of the project alignment were visited to continue engaging, gather and reconfirm business contact information and to listen to any issues or concerns. Businesses were generally not that interested in engaging on the project during this time.

Key issues raised were often unrelated to the project and centred around pandemic related business support. Businesses were however happy to accept information, provide contact details and listen to general updates about project milestones.

Business roundtable 2021

In November 2021, 143 local city business owners located along or who regularly access the project area were invited to participate in a business roundtable. Due to Covid-19 restrictions it was hosted as a virtual meeting.

The purpose of the meeting was to:

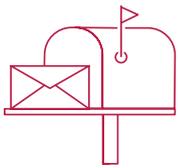
- encourage two-way communication between the business community and the ACT Government
- give the business community more information on light rail project delivery so they clearly understand the stages and what's ahead
- directly hear and understand local business priorities and concerns
- directly hear from businesses on how they want to be engaged
- demonstrate support for the business community through actively listening
- understand how the ACT Government can support local businesses

- build a lasting and positive legacy within the Canberra business community and build strong relationships
- define the goals and outcomes for the Business Roundtable through the development of a practical action plan.

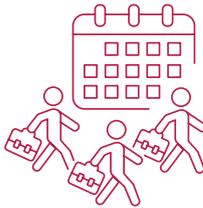
The business community was asked to:

- share businesses perspective, priorities, and concerns in relation to major construction projects and light rail
- contribute to a shared business practical action plan and objectives that assist businesses to navigate construction disruption
- share feedback on proposed mitigation and support initiatives
- share how to be engaged for the duration of the project
- help form an understanding about how the ACT Government can partner with businesses for the duration of construction to inform a Business Partnership Plan

The infographics below outline engagement outcomes.



143
businesses
invited



11 businesses participated*:

- Blinds, Shutter & Awnings
- Canberra and Region Visitor's Centre (x2)
- Capital Airport Group
- CBRE (x2)
- Craft ACT
- Crowne Plaza Canberra
- Growthpoint
- National Museum of Australia
- QT Canberra
- Randstad Recruitment Agency
- Reserve Bank of Australia

**Low participation due to pandemic fatigue.*



Approximately
20 expressed
an interest in
attending

Throughout the meeting, the group was asked to vote on questions or provide input.

Top responses included:



Q. For project information, which communication methods best suit you?

A. Emails and briefings were the preferred methods

Q. How do you expect light rail to benefit your business?

A. Increased accessibility, foot traffic and supporting vibrant amenities and shared spaces.



When asked to rate several business support options during construction, the following answers were most popular:

1. Special events, pop-up or activations to promote businesses during challenging construction periods;
2. Business marketing, online operations or financial advice.

Six of the 11 businesses were keen to participate in more roundtables or requested a follow up meeting.

Interface stakeholder engagement

Stakeholder meetings were conducted (and are ongoing) with impacted or interested stakeholders.

Impacted stakeholders refer to stakeholders along the project route alignment that will be directly affected by the project and its construction. Interested stakeholders

refer to stakeholders not directly impacted but have a high level of interest and influence over project outcomes (e.g., emergency services).

The table below outlines the meeting details and key areas of interest.

Stakeholder	Stakeholder Type	No. of meetings	Key areas of interest
Emergency Services Working Group <ul style="list-style-type: none"> ■ ACT Law Courts ■ Sheriffs Operations ■ Courts Precincts ■ Corrective Services ■ Canberra City Police station ■ Australian Federal Police ■ ACT Fire and Rescue ■ ACT Ambulance ■ ACT SES 	Impacted	14	The Emergency Services Working Group meet monthly to discuss: <ul style="list-style-type: none"> ■ Project and works updates ■ Approvals - works approval progress ■ Design ■ Emergency vehicle requirements (height of track slab so emergency vehicles can traverse, height and weight of emergency vehicles, hydrants, building and road access) ■ Traffic diversions and detours ■ Contractor update ■ Presentations from contractors regarding staging of works and relevant road closures.
ACT Law Courts	Impacted	3	<ul style="list-style-type: none"> ■ Access requirements ■ Briefing to staff.
Canberra City Police	Impacted	3	<ul style="list-style-type: none"> ■ Parking police vehicles ■ Access to the watchhouse ■ Traffic detours.
ACT Fire and Rescue	Impacted	2	<ul style="list-style-type: none"> ■ Emergency vehicle requirements (height of track slab so emergency vehicles can traverse, height and weight of emergency vehicles, hydrants, building and road access).
Pedal Power	Interested	6	<ul style="list-style-type: none"> ■ Project updates ■ Design development ■ Development of design of the protected intersection ■ Cycle routes ■ Contractor update ■ Early works construction update ■ Works approval progress ■ Key traffic diversions of interest to group.
Reserve Bank Australia	Impacted	2	<ul style="list-style-type: none"> ■ Project updates ■ Design development ■ Works approval progress ■ Servicing and operations ■ Heritage ■ Hostile mitigation measures ■ Requirements for cash delivery vans.

Stakeholder	Stakeholder Type	No. of meetings	Key areas of interest
Molonglo Group	Interested	2	<ul style="list-style-type: none"> ■ Design development ■ Project updates ■ Works approval progress ■ Interface with any upcoming projects.
Department of Foreign Affairs and Trade	Impacted	5	<ul style="list-style-type: none"> ■ Project updates ■ Design development ■ Understanding of requirements of movement of drop off bay at the front of the building. The drop off bay was retained in the final design to accommodate the request of the stakeholder identifying it was crucial to their operations. ■ Works on property (placement of safety fencing and barriers during construction) ■ License requirements ■ Works approval progress ■ Construction update ■ Contractor update ■ Car park impacts ■ Construction compounds.
CBRE/Growth Point	Impacted	5	<p>Own/manage building of Department of Foreign Affairs and Trade.</p> <ul style="list-style-type: none"> ■ Project updates ■ Design development ■ Works on property (placement of safety fencing and barriers during construction) ■ License requirements ■ Works approval progress ■ Construction update ■ Contractor update ■ Car park impacts ■ Construction compounds.
Wilson Parking Australia	Interested	3	<ul style="list-style-type: none"> ■ Project updates ■ Design development ■ Works approval progress ■ Construction update ■ Requirements, ability for support for ad hoc parking to support businesses.
Colliers	Interested	1	<ul style="list-style-type: none"> ■ Project updates ■ Design development ■ Details regarding business stakeholders.
Director Public Prosecutions	Impacted	1	<ul style="list-style-type: none"> ■ Project updates ■ Works approval progress ■ Details regarding business operations and needs of witnesses ■ Requirements regarding parking (security) of witnesses.

Stakeholder	Stakeholder Type	No. of meetings	Key areas of interest
Citywide	Impacted	4	<ul style="list-style-type: none"> Project updates Construction update Golden sun moth Advice on mowing/non-mowing.
Breakfree Capital Tower	Interested	6	<ul style="list-style-type: none"> Project updates Design progression Works approval progress Construction updates Access requirements Servicing requirements.
Australian Medical Council	Impacted	15	<ul style="list-style-type: none"> Project updates Work approvals Design progression Land access Project impacts.
QT	Impacted	14	<ul style="list-style-type: none"> Project updates Work approvals Design progression Land access Project impacts.
Morris Property Group	Impacted	8	<ul style="list-style-type: none"> Project updates Work approvals Design progression Interface between development and the Project.
Metropolitan	Impacted	4	<ul style="list-style-type: none"> Project updates Design progression Works approval Construction updates.
7 London Circuit tenants	Impacted	5	<ul style="list-style-type: none"> Project updates Design progression Interface between Project and external refurbishment.
Knight Frank/ISPT	Impacted	5	<ul style="list-style-type: none"> Project updates Design progression Works approval Interface between the Project and external refurbishment Construction updates.
Inner South Canberra Community Council (ISCCC)	Interested	1	<ul style="list-style-type: none"> Traffic and transport disruptions Construction impacts Project need Project benefits.
Dhawura Ngunnawal Caring for Country Committee (DNCCC)	Interested	2	<ul style="list-style-type: none"> Place making - inclusion of Ngunnawal language and stories into stops and wayfinding Delivery approach - Ngunnawal Cultural Awareness Inductions for all staff.

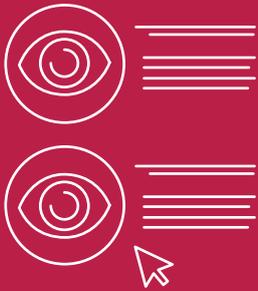
Community engagement tools

Websites

Light Rail to Woden

A dedicated project website was developed as a single source of truth for project information.

Project website statistics from January 2021 – October 2022 are:



119,583 page views



96,937 unique page views



20,111 total sessions



1.02 minutes is average time spent on individual pages

Top 3 most popular pages are:

7.7%
Project Status

13.5%
Virtual Engagement Room

31.4%
Home Page



Built for CBR

In May 2022 the ACT Government launched a dedicated infrastructure website featuring infrastructure projects across the Territory. Website visits have grown rapidly since its launch in May 2022.

The light rail to Woden page on this website has consistently featured in the top 5 visited web pages on the site.

Fact sheets

Different fact sheets have been available at different times for download on the virtual engagement room. These include fact sheets on:

- Golden Sun Moth translocation
- Project Need
- Public Transport Integration and Accessibility
- Next Steps Timeline
- Environmental Assessment
- Stage 2A City to Commonwealth Park.

Digital engagement

Visualisations and videos

Visualisations and videos are available on the virtual engagement room. These include:

- Stage 2A flythrough
- Commonwealth Park Stop 360
- City South Stop 360
- Stage 2 Precinct Map
- Corner Northbourne Avenue and London Circuit before and after
- Commonwealth Park Stop before and after
- City South Stop before and after
- Commonwealth Avenue (Raising London Circuit) before and after.

Social media

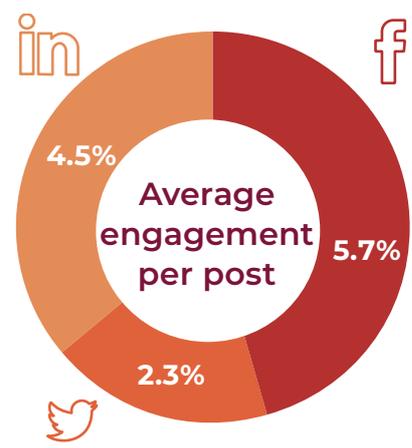
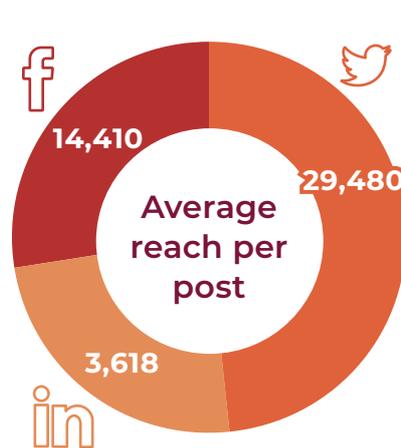
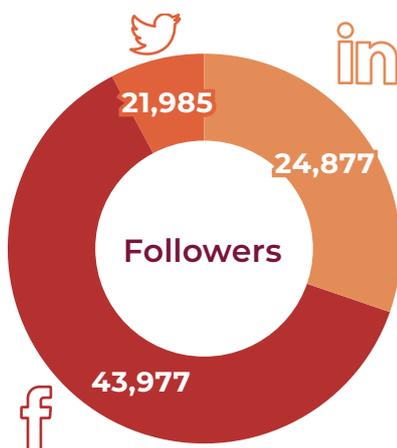
ACT Government social media channels, including Facebook and Twitter, were used to distribute project information and promote engagement activities. Social media posts related to the project performed above average on the ACT Government channels.

Between 1 June 2021 and 17 October 2022, a total of 33 posts mentioning light rail to Woden or related projects were shared from ACT Government social media channels (Facebook, Twitter, LinkedIn and Instagram).

These 33 posts were:

- shown to social media users (impressions) more than 420,000 times
- engaged with more than 39,000 times, and
- shared 255 times.

The infographics below outline the ACT Government's channel metrics as at October 2022.



Direct email newsletters

The project has two email lists for distributing project and construction related content to more than 7000 subscribers combined, and leverages email newsletters across government to share

project milestones and initiatives. This includes the fortnightly Our Canberra email newsletter distributed to more than 47,000 subscribers and has an average click-through rate of 51%.

Online engagement

Virtual engagement room

The virtual engagement room was launched in 2020 in response to limited in-person engagement opportunities as a result of COVID-19 restrictions. The room aims to help the community visualise project design and plans and provide an interactive way to give feedback.

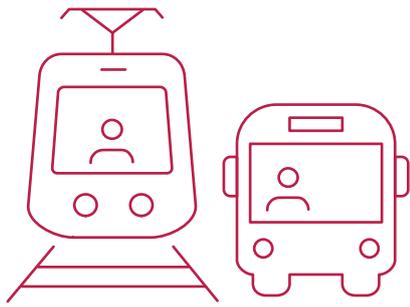
Since its launch, the room has had more than 22,000 page views and 14,000 visitors.

The top 3 most popular pages and experiences are:

- Stage 2 precinct map
- Ride the light rail experience
- Light rail to Commonwealth Park flythrough video

There is also an interactive map of the project area and route where the community can drop pins and leave feedback.

There are 77 comments pinned on the interactive map. Key areas of interest include:



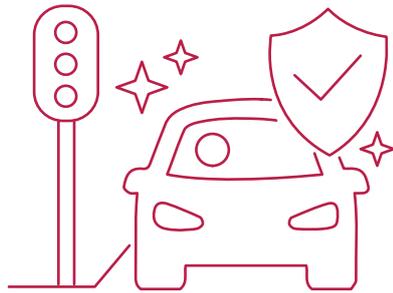
Public transport



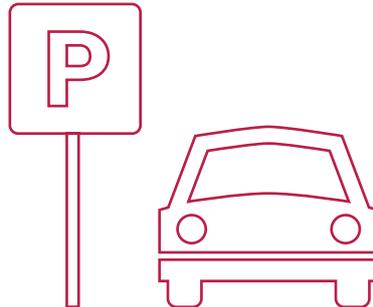
Environment



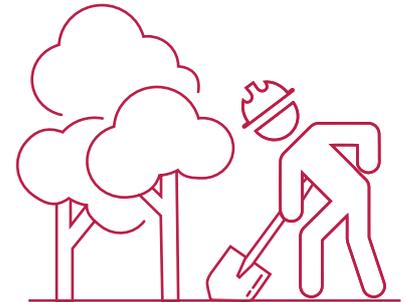
Pedestrian and cyclists



Traffic and road safety



Parking



Land use

YourSay engagement platform

Active engagement opportunities are featured on the ACT Government's YourSay engagement platform.

Since June 2018, the Project's webpage on this platform has had:



**38,226
views**



**25,167
visits**



**19,481
visitors**



**876
contributions**



**693
contributors**



Research and data

YourSay surveys

A range of surveys have featured on the YourSay Conversations website to capture community feedback at key project milestones.

Engaging City West businesses survey

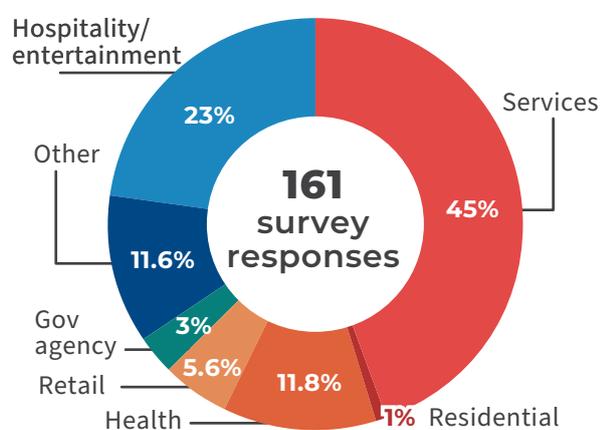
This survey was carried out as part of an engagement program of activities. These included door-knocking and information sessions as well as a survey. These are the results of the survey. Other results are outlined on page 18.

AUGUST 2019

Responses: 161

Key findings:

- The responses came from the following business types:



- many businesses along London Circuit had been there for 5+ years, with more than 20% indicating that they had firm plans or were considering moving in the future
- there was a high level of awareness for light rail in general (69%), but low levels of awareness for the next stages and route selection (30%)
- a large percentage of respondents could not recall receiving information about light rail via social media or online channels
- Facebook was indicated as the major source (47.25% of respondents) for information

- more than 50% of respondents believed that the engagement and communications had been effective to date (60% answered this question).
- respondents identified that traveling by car is the predominant mode of transportation for local business staff, followed by traveling to work via light rail, bus and bicycle. Walking was prevalent with businesses situated around the hospitality/ANU sector
- nearly 80% of businesses stated that their clients use a car to access this service
- just over 40% of businesses noted that either staff or clients had special access requirements including mobility or visual impairment
- most utilise existing loading zones, laneways (Sydney and Melbourne buildings) for deliveries, with shared facilities for waste in most buildings
- most don't have peak trading times but ranked morning and midday as their busiest trading times
- seasonal trading was rare, however, almost 70% cited a Christmas shutdown of up to two weeks
- just over half of the respondents indicated that they had an excellent understanding of their clients, who found them mainly online (58%), by walking by (52%), by appointment (45%) or referral (30.5%)
- email was identified as the preferred form of future contact (90.6%), with a small percentage also happy/or preferring to receive hard copy information, phone calls/SMS or face to face meetings (15%).



Disruptions survey

This survey was distributed to the ACT Government's YourSay Panel made up of more than 5000 members. It was also featured on the YourSay conversations website.

NOVEMBER 2021

Responses: 2541

Key findings:

The YourSay Panel was used to gauge awareness of potential disruption and perceived impacts on travel behaviour to, from and through the city, as well as project and benefits knowledge of light rail to Woden.

The research was used to inform strategies and communications to help manage disruption and any possible impacts on travel, business and city utilisation.

Key findings:

- Approximately half of respondents said they know a lot/some details about the benefits of building light rail to Woden
- business owners who operate a mobile business (e.g. tradies, taxis) or have a physical shopfront are most likely to feel like light rail construction will have a negative impact (44% and 41% respectively) on their business
- knowledge around specific aspects of light rail construction is not widespread or in-depth, including where construction is happening or timelines for construction
- while a majority have considered the impact of construction on their travel, only around a quarter of Canberrans have considered alternative steps or travel arrangements to take, which mostly come in the form of avoidance of the city
- the most preferred options to potentially help manage disruption relate to provision of real time information and incentives for other travel options.
- just over half of respondents travel to, from or through the city centre at least once or twice a week on weekdays (52%)
- around six in ten respondents travel to, from or through the city centre at least once or twice a month on weekends (62%)
- shopping (75%) and social activities (63%) are the main reasons to travel from or through the city centre, while around a third of respondents do so for paid work (36%)
- business meetings and access to business premises tend to be the main reasons for travel to or from the city
- business owner perspectives is skewed toward home-based businesses or business type is unknown
- one in five business owners feel there will be a negative impact on their business during construction
- elements that might help businesses to manage impacts include construction respite periods and reduced or free parking.

Benefits and Impacts survey

AUGUST 2022

Responses: 461

This online survey was used to inform the Environmental Assessment for Stage 2A, which assesses the project's benefits, examines expected impacts, and identifies appropriate management measures.

Key findings:

- when asked how building light rail will benefit Canberra, the most common answers were to deliver public transport for the City (59%), reduce harmful climate emissions from transport (53%), and see less traffic on our roads to prevent future gridlock like other cities have (49%).
- respondents would like to see an improved active transport network including cycle and pedestrian paths protected from traffic and amenity, including end of service facilities to provide better connectivity between destinations while using light rail.
- respondents would like to see the light rail delivered sooner and the construction on future stages expedited
- when asked how much they will use light rail once operational, 28% said not at all, 27% rarely, 19% monthly, 19% weekly and 6% daily
- the most common reason they will use light rail is to get to special events in the City or at the Lake (49%)
- respondents believe traffic disruption (86%), travel times around the city (75%), and noise (39%) will be the biggest impacts during construction
- to mitigate or manage construction impacts, respondents want:
 - to be informed in advance of major works through local signage, radio advertising, website, social media and letters
 - increased bus services to reduce driving into the city
 - support given to impacted businesses including funding

- detours for cyclists and pedestrians
- limited loud noises during early mornings and late nights
- reduced parking fees in affected areas
- construction jobs given to local Canberrans

- 67% agree they will seek regular and up to date information about construction, while 29% will work from home when it suits them and their employer to minimise how often they commute into the City.
- around a third (31%) will ride their bike, walk, or take an e-scooter to get around the city, while 37% said they will not consider carpooling with someone to minimise congestion
- feedback indicates protection from the elements, signage and way finding, and pedestrian and cyclist connectivity are the most important elements to consider during construction
- station names and design elements should include heritage such as the history of the crossings of the lake, the old bridge, Lake Burley Griffin, Capital Hill and Scott's Crossing
- local Aboriginal place names and history should be considered throughout the design.

Designing Engaging Spaces

(Gather tool) yoursayconversations.act.gov.au

AUGUST 2022

Responses: 68

Key findings:

Using the gather tool, community members left posts, comments and likes on community published ideas on how to design engaging spaces and provide useful services in and around light rail stops. The gather tool has closed but remains online with all comments published and viewable.





Stollznaw Surveys

Stollznaw was engaged to design customised research and survey activities to help better understand community and stakeholder behaviours, challenges, motivators and sentiment. All research undertaken by Stollznaw is industry certified by ISO standard 20252.

Research findings helped to tailor communications, engagement and change management activities.

ACT Light Rail Topline Research

MAY 2019

Samples were gathered via email lists, social media campaign and an online permission-based panel.

Responses: 2496

Key findings analysis (as reported by Stollznaw):

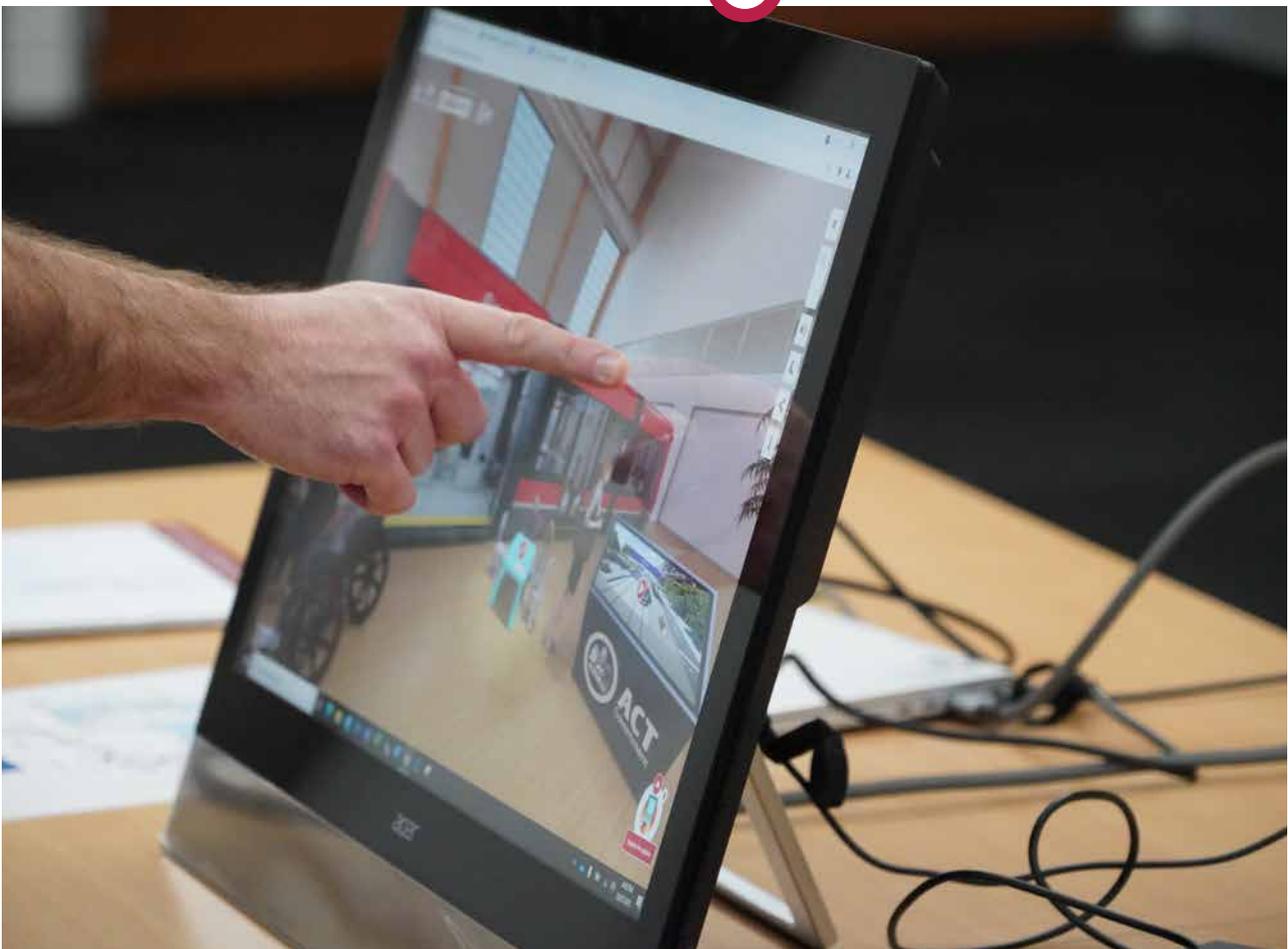
- 37% of Canberra residents are aware of City to Woden alignment.
- 66% of those aware of the project support construction.
- For those living on the City to Woden alignment residential area and aware of the alignment, 28% are 'extremely' likely to use and 17% 'very' likely to use the light rail.
- 23% do not see any benefits from light rail. If aware of City to Woden only 14% do not see any benefits. The findings show that if someone is more aware of the network, their perception of benefits is higher.
- The key benefits indicated are reducing road congestion (56%), more public transport options (54%), planning for the future (52%), growing population (49%) and energy efficiency (40%).
- 45% of those aware of City to Woden 'extremely' support the construction of the alignment. 21% 'strongly' support the construction. Only 14% do 'not at all' support construction.
- Of those aware of the project, 56% have no concerns and 31% have concerns.
- The main concerns indicated are route (25%), road closures (21%), tree removal (21%), Lake Burley Griffin crossing (20%), road congestion (19%), construction compounds (15%), heritage impact (15%).
- More than half (59%) of respondents want more information about future plans.
- Key sources of information for light rail are the Transport Canberra website (58%), Facebook (43%), newspaper (30%) and television (25%).
- Almost two-thirds want more information regarding routes (78%), progress (66%), stop locations (64%), timing (52%) and road closures (53%).
- Research participants were asked to rate their interest in light rail on a 5-point Likert Scale. 31% of all people are 'extremely' interested in light rail. Those aware of the City to Woden alignment are more likely to be 'extremely' interested (42%) than those not aware of the alignment (24%).
- Those aged under 40 years are more likely to support construction of City to Woden.
- Years living in ACT also plays a role in construction support. The findings show that of those who support City to Woden construction by time living in Canberra is – 10 years or less 36%, 11 to 30 years 41%, more than 30 years 23%.

MAY 2021

Responses: 1347

Key findings and comparative results between the 2019 and 2021 surveys (as reported by Stollznow):

- In 2021, 73% of participants were aware of the City to Woden alignment. This is an increase from only 37% of participants in 2019. Those living in the alignment area more than doubled in awareness to 82% in 2021 from only 39% in 2019. Awareness increased with the residents of the City to Woden alignment.
- For those aware of City to Woden overall there was a 2% decrease in 2021 supporting the project to 66%, from 68% in 2019.
- There is 63% support for those living in the City to Woden alignment area. Support is higher for residents in the Gungahlin to City alignment (73%).
- More participants understand the benefits of light rail in 2021. In 2019, 23% saw no benefits in light rail and this decreased to only 12% in 2021.
- In 2021, those living in the City to Woden alignment residential area and aware of light rail, 16% said they are 'extremely likely' to use light rail and 23% 'very' likely.
- In 2021, 62% had no concerns about City to Woden alignment (from 56% in 2019).
- For those that did, concerns include 'road closures' (41%), 'taking too long to build' (38%), 'cost of construction' (37%) and removal of trees (32%).
- In 2021, 69% of participants recall seeing or hearing about light rail 'recently'.
- Key channels participants were Facebook 38%, word of mouth 33%, television 31%, newspaper 27%.
- 59% say they would visit the light rail website if they wanted to know more but only 15% have visited the site.
- In 2021, 76% say Stage 2 will have a positive impact on Canberra, 75% positive impact on Inner South and Woden community and 38% positive impact on themselves. 53% of City to Woden alignment residents say it will have a positive impact on themselves.



Face-to-face engagement

Face-to-face engagement with impacted stakeholders, businesses and residents along the alignment is a key engagement strategy on the project.

Several opportunities are implemented throughout the year to get out into the community and provide opportunities for face-to-face engagement via door knocking, pop-ups, information sessions, event stalls and stakeholder meetings.

The table below outlines a selection of events since 2019, noting that in-person engagement events were limited in 2020 due to COVID-19 restrictions. Areas of interest included light rail operations and issues across the entire light rail to Woden alignment.

Pop-up events and community information sessions

Pop ups, event stalls and community information sessions have been consistently used to engage with stakeholders and the community on light rail to Woden and Stage 2A since 2017, with more than 55 events recorded.

Date	Location	People engaged	Key areas of interest
17 February 2019	Multicultural Festival	160	<ul style="list-style-type: none"> Design – route alignment, wire-free, lake crossing Project information – timeline, construction Operations – traffic impacts
1-2 March 2019	Enlighten Festival	700	<ul style="list-style-type: none"> Design – route alignment, lake crossing Project information – timeline, construction
9– 11 March 2019	Enlighten Festival	600	<ul style="list-style-type: none"> Design – route alignment, lake crossing Project information – timeline, construction
12 March 2019	Exhibition Park	400	<ul style="list-style-type: none"> Design – route alignment, lake crossing Project information – timeline Environment – tree removal
9 May 2019	Hedley Beare Centre for Teaching and Learning	291	<ul style="list-style-type: none"> Project information - timeline, cost Design - route alignment, future planning Construction
21 May 2019	Double Drummer Cafe	28	<ul style="list-style-type: none"> Approvals - policy and approval process, EPBC Act Design - route alignment, wider transport network
1 June 2019	South Canberra Netball Centre	69	<ul style="list-style-type: none"> Construction Design - route alignment
6 June 2019	Deakin Shops, Hopetoun Circuit	63	<ul style="list-style-type: none"> Project justification - mixed project sentiment Design - wider transport service, Operations - MyWay cards, elderly seating on light rail vehicles
8 June 2019	Phillip Ice Skating and Swimming Centre	40	<ul style="list-style-type: none"> Design - light rail vehicle capacity Consultation - future engagement activities Operations - MyWay cards
8-13 October 2019	Floriade 2019	867	<ul style="list-style-type: none"> Positive feedback on extension to Woden Design – route alignment, lake crossing Project information – timeline

Date	Location	People engaged	Key areas of interest
16 October 2019	Smith's Alternative, Melbourne Building	60	<ul style="list-style-type: none"> ■ Project information - timing ■ Traffic and transport ■ Construction impacts – noise and dust
17 October 2019	Garden of Enchantment (Garema Place installation)	50	<ul style="list-style-type: none"> ■ Project information – timing ■ Consultation - future engagement activities ■ Design - route alignment
18 October 2019	John Avery Gardens	25	<ul style="list-style-type: none"> ■ Project information – timing and cost ■ Traffic and transport ■ Construction impacts – noise and dust, access impacts
9 December 2019	Canberra Centre	41	<ul style="list-style-type: none"> ■ Construction – traffic disruptions, timeline ■ Design – route alignment, lake crossing, route through Parliamentary Triangle
11 February 2020	Alinga Street light rail stop	65	<ul style="list-style-type: none"> ■ Operations – integration with bus services ■ Design – route alignment, lake crossing ■ Construction – traffic disruptions, timeline
28 February 2020	Alinga Street light rail stop		<ul style="list-style-type: none"> ■ Construction – timeline ■ Design – route alignment
23 February 2020	Multicultural Festival	500	<ul style="list-style-type: none"> ■ Project information – timing, future stages, cost ■ Design – route alignment, lake crossing, wire vs. wire-free, access to stop locations, electricity usage, hospitality access to Woden, light rail vehicle capacity including consideration of double decker vehicles ■ Environment - tree removal at Commonwealth Avenue ■ Operations - travel time
1 March 2021	Harvest Coffee	55	<ul style="list-style-type: none"> ■ Project information – timing, cost, funding ■ Design - Stage 2B route alignment, lake crossing, ■ Operations - light rail vehicle capacity – ability to add or remove carriages based on uptake
2 March 2021	The Cupping Room	45	<ul style="list-style-type: none"> ■ Project information – timing and cost ■ Construction – impacts ■ Operation - traffic impacts ■ Design - bridge over lake design ■ Approvals - status
4 March 2021	Two Before Ten	45	<ul style="list-style-type: none"> ■ Project information – timing ■ Design -Stage 2A and 2B route alignment, stop locations – Canberra Avenue inclusion, business access, future planning of network (stage 3 and 4)

Date	Location	People engaged	Key areas of interest
9 March 2021	Maple and Cove	25	<ul style="list-style-type: none"> Project information – timing, electrical busses in place of light rail Operations - Park n Ride Design - connectivity to Cotter Road
10 March 2021	Café Brindabella	15	<ul style="list-style-type: none"> Design - accessibility to DFAT, route selection, future network planning Operations – active travel planning including bike parking, bikes on light rail vehicles and end of trip facilities, Park n Ride
12 March 2021	Farmers Daughter Café	28	<ul style="list-style-type: none"> Project information - cost Landscaping and visual realm Northbourne Avenue appearance Environment - tree removal at Commonwealth Avenue Design - access to stop locations, wire vs. wire-free
13 March 2021	Elixir Café	80	<ul style="list-style-type: none"> Project justification – need for light rail, electrical busses in place of light rail Project information - timing Construction – staging Design - lake crossing Environmental - tree removal Landscape and visual realm
15 March 2021	Red Brick Espresso, Curtin	30	<ul style="list-style-type: none"> Design – route alignment, stops Operations – integration with buses Other – property development along Adelaide Avenue
16 March 2021	Coffee Guru, Mawson	75	<ul style="list-style-type: none"> Design – route alignment including extension to Mawson, accessibility, connection with Canberra Hospital Other – property development along alignment
17 March 2021	Tutto Delicatessen, Mawson	60	<ul style="list-style-type: none"> Design – route alignment including extension to Mawson Operations – preference for buses and park and ride
25 March 2021	Lifeline Book Fair	50	<ul style="list-style-type: none"> Project justification – need for light rail Environment - tree removal Landscape and visual realm - impacts to green space Design - stop locations Construction - road closures, parking impacts to hospital Operations - Park n Ride - Woden Project information - cost

Date	Location	People engaged	Key areas of interest
14 July 2021	Light rail presentation to Public Transport Canberra (PTCBB) community meeting	26	<ul style="list-style-type: none"> ■ Presentation to group ■ Design – route alignment, stops ■ Operations – integration with buses
26 July 2021	Theo Notaras Multicultural Centre	12	<ul style="list-style-type: none"> ■ Project information - timing ■ Construction - impacts on businesses ■ Design – alignment, wireless vs. wire ■ Approvals - works approvals, environmental approvals, lake crossing, future Woden network, hospital accessibility, future development at Parkes Road, Athlon Drive, Woden interchange and Tuggeranong, accessibility to Adelaide Avenue
2 August 2021	QT Canberra	30	<ul style="list-style-type: none"> ■ Project information - timing ■ Construction – impacts, traffic disruptions ■ Design – alignment
2 August 2021	Australian National University	100	<ul style="list-style-type: none"> ■ Design - stop location (University Avenue vs. Edinburgh Avenue), alignment ■ Project information - timing ■ Construction - impacts
2 September 2022	Terra Café	50	<ul style="list-style-type: none"> ■ Consultation - participation in online survey ■ Project justification - benefits ■ Construction – works and future staging
13 September 2022	Two before Ten Café	80	<ul style="list-style-type: none"> ■ Consultation - participation in online survey ■ Project justification - benefits ■ Construction - timing and impacts, traffic control and parking during construction ■ Operations – light rail operating hours ■ Design – alignment
20 September 2022	Mocan & Green Gout	26	<ul style="list-style-type: none"> ■ Construction – nightworks, traffic impacts ■ Project justification – need for light rail ■ Consultation – future communications approach
27 September 2022	London Circuit office	4	<ul style="list-style-type: none"> ■ Construction - bus detours, parking changes

Approvals documentation

Formal environmental approval documentation has been placed on public exhibition. This includes the Environment Protection and Biodiversity Conservation Act (EPBC) preliminary documentation and the raising London Circuit Environmental Assessment report and Works Approval.

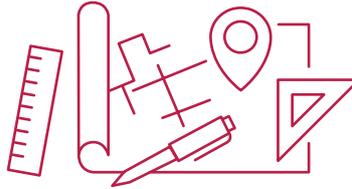
Interested parties and organisations were invited to submit an email or letter commenting on the documentation.

In relation to Raising London Circuit approvals documentation, the majority of the feedback submissions were directed or relevant to the Stage 2A project. Of the total submissions received, 34 were relevant.

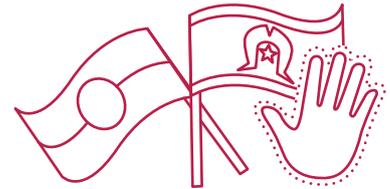
Key areas of interest included:



Project Information – cost, justification, alternative options



Design – route alignment, wire vs. wireless



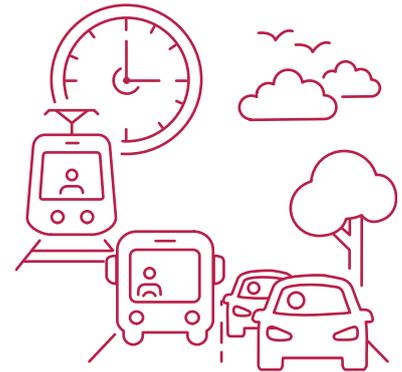
Heritage – Canberra history, First Nations history



Urban Design – landscape



Environment – impact on wildlife and wildlife habitat



Traffic and Transport – integration with wider transport system, journey time, volume of traffic



Approvals – works approvals, environmental approvals, timeline, process

Media

For the period 30 September 2021 to 30 September 2022, light rail to Woden was mentioned 415 times with a cumulative potential reach of 4,362,418. The top three media types for these mentions include AM Radio at 40%, online stories with 24%, and newspaper with 19%.

Of the 415 mentions, 65% were neutral in sentiment, 25% were negative and approximately 10% were positive.

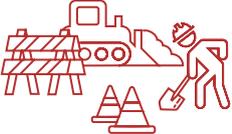
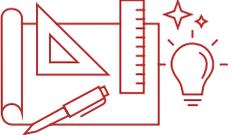
The top three media outlets (based on potential reach) were Canberra Times, Canberra City News and ABC Radio Canberra.

Media milestone events were coordinated with key project milestones to ensure the wider Canberra community was kept abreast of project developments, noting updates via mainstream media is an effective delivery tool to reach a wide audience.

Consultation Results

Key engagement themes

Of all the community consultation undertaken, there were six distinct themes or areas of community interest that were raised across all engagement methods.

Theme	Summary
 <p>Project information</p> <p>Project Description</p> <p>Project Need</p> <p>Project Justification</p>	<ul style="list-style-type: none"> Engaged Canberrans are aware of the light rail project and understand the benefits of light rail for Canberra. Email is the preferred form of contact for project information. Negative sentiment relates to project value for money, project need and justification, other transport alternatives such as electric buses, light rail as outdated, and preference to redirect funding to other priorities. Transparency on the project timeline and upcoming key milestones. Transparency about the Community Reference Group and meeting outcomes. The value and use of community opinion during the consultation process. Current and future employment and supplier opportunities.
 <p>Construction</p> <p>Construction Works</p> <p>Noise and Vibration</p> <p>Air quality</p>	<ul style="list-style-type: none"> Construction impacts frequently raised included traffic conditions, delays, road closures, alternate routes, public transport impacts, loss of carparking, construction hours on the weekend and overall length of the construction timeframe. Concerns about noise, dust, and vibrations (especially from those close to the alignment). Stakeholders would like to see access to businesses, services and facilities maintained where possible, and would like to be notified in advance if access cannot be maintained. Preference for 'real time' construction information with suggestions of a dedicated app or social media channel to publish updates. Business compensation
 <p>Design</p> <p>Comparative Options</p> <p>Analysis</p>	<ul style="list-style-type: none"> Route alignment, wire vs wireless, stop locations and protection from the elements were the most common design comments. Suggestions for stop locations including closer to Australian National University or along University Avenue, Canberra Avenue and better service to the courts, Russell and Parliamentary Triangle. Expansion the network alignment and future stages including provisions for future light rail development in newer suburbs and alternative design options such as going underground. Consideration of light rail's connection to the greater public transport network. Pedestrian considerations including safety and accessibility and access to City East. Cyclist considerations including separated cycle paths.





Theme	Summary
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Urban Design
Landscape and Visual Realm
Heritage

- Leafy trees and the preservation of visual beauty on Commonwealth Avenue.
- Inclusion of history, heritage and First Nations storytelling in design elements and stop names.
- Sufficiently accessible for disabled people and elderly.
- Safety and warnings of approaching trains for passengers.
- Use of recycled materials.
- Ideas for services, facilities, cafes, shops around stop locations. Suggestions included drinking fountains, outdoor heating, seats and benches, phone charging, street library and more.
- Art, statues and public graffiti walls at stations to add life to the space.
- Green spaces at and around the stops.
- General landscaping and the use of lawn and/or native grasses in the light rail medium. Flowering natives also suggested as part of the streetscape to attract birds and bees.
- Active transport connectivity including maintained paths, end of trip facilities and bike racks.



Environment
Environmental Management and Mitigation Measures
Sustainability and Climate Change
Biodiversity
Contamination and Soil

- Tree removal and loss of green space, particularly on Commonwealth Avenue and front of the Hyatt Hotel.
- The importance of native tree planting and streetscapes.
- Potential flood impacts from light rail, with focus on Phillip Oval.
- Concerns regarding impacts to the Golden Sun Moth and translocation process.
- The timing and process of environmental approvals.
- Positive sentiment of sustainable energy, in line with the government's net zero targets.
- Consideration of more environmentally sustainable transport alternatives.
- Concern for the impacts to native birds in the project area.



Operations

- Secure end of trip facilities with cameras.
- Interest in the Park 'n' Ride facilities.
- Concerns on future traffic impacts to local road users including Callam Street, Parkes Way, Commonwealth Avenue Bridge, Commonwealth Avenue and Allara Street.
- Concerns on permanent or reduced parking.
- Ensure connectivity and access to existing businesses and facilities.
- Ensure the maintenance of footpaths and cycleways in the vicinity of the light rail alignment.
- Suggestions to support light rail users including off-peak discounted fares, and free fares for healthcare card holders, disability and pension holders.
- Operating hours extended later to provide a safe and affordable transport option getting home.
- Accessibility and connectivity to stops, particularly for elderly, disabled and youth (school students).
- Redirection of the project budget to other transport options.

Ongoing Consultation Approach

Engagement activities for the Stage 2A project are ongoing and will continue through the approval phase.

The ongoing engagement approach will aim to:

- continue carrying out meaningful engagement opportunities where the community can influence project negotiables
- focus on establishing and maintaining strong relationships and partnerships with stakeholders in the 2A project area through the Business Partnership Plan
- strengthen channels, tools and collateral to support engagement activities
- be responsive to community questions, feedback, concerns and complaints, and
- ensure the community is aware and understands the purpose, benefits and opportunities of Light Rail Stage 2A.

Business Partnership Plan

In 2021, a Business Partnership Plan was developed under the ACT Government's 'Business Partnership Policy - Major ACT Government Projects'.

It sets out the partnership initiatives Major Projects Canberra (MPC) will pursue with local businesses, as construction works begin on Raising London Circuit.

The partnership initiatives established through this plan with local businesses and communities in the Raising London Circuit construction zone will set a strong and long-lasting partnership foundation for Stage 2A and other future construction projects delivered in the city area.

The Business Partnership Plan is published at act.gov.au/lightrailtowoden

Negotiables and Non-negotiables

At this stage in the delivery timeline there are aspects of the project that stakeholders and the community can influence ('negotiable') and others where a particular path or outcome has been decided which can no longer be influenced ('non-negotiable').

The project team is committed to communicating negotiables and non-negotiables to stakeholders, to shape expectations about the level of influence over project outcomes.

Negotiables

- Aspects of urban design treatments, including wayfinding and signage
- Approach to public art and culture strategy
- Business and trader partnership activities
- Multi-modal transport connections, bike and e-scooter parking
- Site hoarding and fencing
- Temporary traffic management arrangements during construction
- Preferred consultation and engagement activities and channels
- Construction related access and impact preferences

Non-negotiables

- Occupational Health and Safety
- Project delivery
- Alignment selection (initial consultation was undertaken on this pre-2021)
- Compliance with relevant Australian Standards and Design Codes
- Approved tree clearing
- Hours of work with occasional weekend and night works (standard hours are Monday to Friday, 7am to 6pm, and Saturday 7am to 1pm)
- Utility services distributions during early works and construction
- Protection and management of Golden Sun Moth

The consultation approach for each negotiable is outlined in the table below.

Negotiable	Intent	Level of engagement (IAP2)	Stakeholders to engage
Urban design treatments including signage and public art	Work in partnership to design landscaping and other urban design treatments to create vibrant spaces, enhance visual amenity and reflect community culture and values.	Involve	<ul style="list-style-type: none"> ■ Traditional owners and Indigenous Groups ■ Peak Bodies and Representative groups ■ Suburban Land Agency ■ City Renewal Authority ■ Other ACT Government agencies as appropriate
Business and trader partnership activities	Work in partnership with nearby business neighbours and traders to help minimise the impacts of construction through various initiatives outlined in the project's Business Partnership Plan	Involve	<ul style="list-style-type: none"> ■ Directly affected landowners, lessees and business owners ■ Adjacent landowners, lessees and business owners ■ Interfacing businesses and residents ■ City Renewal Authority ■ Other ACT Government agencies as appropriate
Multi-modal transport connections	Understand long-term planned transport vision for the precinct and then seek to enhance multi-modal connectivity – including pedestrian, cycling and bus routes	Involve	<ul style="list-style-type: none"> ■ Transport Canberra and City Services (TCCS) ■ City Renewal Authority ■ Suburban Land Agency ■ Road users ■ Public Transport Users ■ Transport providers (taxis/e-scooters/Uber) ■ Emergency services ■ Public Transport advocacy groups



Negotiable	Intent	Level of engagement (IAP2)	Stakeholders to engage
Site hoarding and fencing	Optimise site hoarding or fencing used to enhance road safety, minimise visual impact and activate spaces during construction As per Business Partnership Plan	Collaborate	<ul style="list-style-type: none"> Peak Bodies and Representative groups Directly affected landowners, lessees and business owners Local businesses and schools
Temporary traffic management arrangements during construction	Collaborate with Transport Canberra and City Services (TCCS) to create innovative and staged temporary traffic management plans, minimising disruptions wherever possible for drivers, pedestrians, e-scooters and cyclists during construction. Opportunity to also co-create a solution to best manage car parking during construction.	Collaborate	<ul style="list-style-type: none"> Transport Canberra and City Services (TCCS) Transport providers (taxis/e-scooters/Uber) Emergency services Road users
Preferred communication and engagement activities and channels	Adopt communication channels and tools that stakeholders and communities prefer and enable two-way dialogue. As per Business Partnership Plan	Involve	<ul style="list-style-type: none"> All
Construction related access and impact preferences	Work collaboratively with affected and adjacent landowners, lessees and business owners to understand their unique needs, ensure access and minimise impacts wherever possible during construction. As per Business Partnership Plan	Consult	<ul style="list-style-type: none"> Directly affected landowners, lessees and business owners Adjacent landowners, lessees and business owners Interfacing businesses and residents



Disruption Taskforce

As the Project moves through to the construction phase, the approach to engagement will change. The project team will focus on collaborating closely with impacted businesses and near neighbours through the project’s Business Partnership Plan and delivering clear, timely and consistent project communications.

The project will also leverage the Government’s Disruption Taskforce to

inform and engage on the impacts and mitigations relating to construction disruptions and associated travel impacts.

The Disruption Taskforce was established in 2021. Its aim is to enable collaboration between different Directorates across government to address and mitigate traffic and travel disruption caused by light rail and other city construction projects.



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