



Transport
Roads & Traffic
Authority

Additional crossing of the Clarence River at Grafton

Postal survey December 2010 to March 2011
Feedback report

APRIL 2011

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I. About the community postal survey

I.1. Background

The Roads and Traffic Authority of NSW (RTA) is currently undertaking planning to identify a preferred location for an additional crossing of the Clarence River, Grafton.

In December 2010 the RTA released a community update which announced a revised consultation process for the project. The community update included a community postal survey regarding an additional crossing, and advised that a telephone survey would be conducted in early 2011 to gather further feedback.

The postal survey was widely promoted and invited the local community in Grafton and surrounding areas to comment on issues associated with an additional crossing of the Clarence River at Grafton.

430 responses were received as part of the consultation period between 6 December 2010 and 8 February 2011. A further seven responses were received up until 8 March 2011 and these have been included in this report taking the total number of responses received to 437.

The RTA would like to thank everyone who completed the survey. Community feedback received will be considered by the project team as part of the process to identify a preferred location for an additional crossing of the Clarence River in Grafton.

I.2. Purpose of the report

This report discusses in detail the feedback from responses received to the postal survey. The purpose of the report is to document community feedback and describe the issues and themes identified. A summary report on this survey was prepared and uploaded on the project website in February 2011.

The report will assist the project team in gaining an understanding of the community's views on key issues regarding the preferred location for an additional river crossing.

The issues and themes raised by the community in the postal survey regarding the additional crossing have formed the basis of a telephone survey that was conducted by an independent research company, Jetty Research. The telephone survey was conducted in March 2011 and sought the views of 500 randomly selected residents from Grafton and South Grafton, as well as regular bridge users from surrounding areas.

An online survey of businesses located in Grafton and South Grafton will also be conducted, with the reports on both surveys published on the project website. These surveys will help gauge the views of residents and businesses regarding the additional crossing of the Clarence River.

The results of the telephone survey, business survey, information in this report and all consultation will be considered when identifying a preferred location for an additional crossing of the Clarence River at Grafton.

It should be noted that the views in this report are not necessarily the views held by the RTA or the community as a whole. They are views expressed by individuals who responded to the postal survey. For confidentiality reasons, names of individuals have not been identified in this report.

I.3. Report structure and content

The report summarises the feedback from the 437 responses received and identifies the issues and themes raised from the postal survey. The report is divided into two main sections with supporting material at the end. The first section provides background to the survey; explaining how the survey was promoted and how feedback was received. The second section addresses the feedback received in response to the four questions asked in the postal survey. The questions were:

1. What do you think are the most important issues when planning a second crossing?
2. What are the areas to avoid and why?
3. In addition to those shown on the map in the brochure (December 2010 community update), are there other options for the second crossing that could be considered and why? Please use the map below to draw in your suggestion.
4. Are there any other issues you would like to raise?

2. Communication information and opportunities for participation in the postal survey

2.1. Community update December 2010

The postal survey formed part of the December 2010 community update and was promoted widely to the Grafton community. The community update (see Appendix 7.1) was distributed through letter box drops, newspaper inserts (Clarence Valley Review), mail outs and staffed displays and was available on the RTA project web site. More than 8000 printed community updates were distributed to households and businesses in Grafton, South Grafton and adjacent areas including Junction Hill, Waterview Heights, Clarenza and Ulmarra.

2.2. Letters and emails to residents

In conjunction with the distribution of the December 2010 community update, arrangements were made for letters and/or emails to be sent out to households likely to be affected by the options identified in the community update. The letters advised residents of the postal survey and staffed displays (Appendix 7.5). A copy of the December 2010 Community Update was intended to be enclosed with the letter.

Unfortunately, not all intended recipients received the letter and some recipients received the letter without the enclosed community update.

A further notification was sent to contacts on the project data base on 25 January 2011 to remind community members of the closing date for feedback on the postal survey (Appendix 7.6)

2.3. Staffed displays

Staffed displays were held over three days at Grafton Shoppingworld and the Bi Lo Complex South Grafton, as per Table 1. Display panels (Appendix 7.2) outlining the consultation process and options identified in previous investigations and suggested by the community were displayed at these locations with around 1,500 copies of the December 2010 community update handed out. Members of the community were encouraged to fill in the questionnaire included in the community update.

Table 1: Locations and times of the staffed displays

Date	Location	Time
9 December 2010	Grafton Shoppingworld	9am – 7pm
	Bi Lo Complex, South Grafton	9am – 1pm and 5pm – 7pm
16 December 2010	Grafton Shoppingworld	9am – 7pm
	Bi Lo Complex, South Grafton	9am – 1pm and 5pm – 7pm

3 February 2011	Grafton Shoppingworld	9am – 7pm
	Bi Lo Complex, South Grafton	9am – 1pm and 5pm – 7pm

2.4. Static poster displays

Static displays similar in content to the staffed displays (Appendix 7.2) were also set up to provide information regarding the project and how to participate in the postal survey. The posters were on display during the postal feedback period for comment from 6 December 2010 to 8 February 2011 in the following locations:

- RTA Regional Office: 31 Victoria Street, Grafton.
- RTA Pacific Highway Office: 21 Prince Street, Grafton.
- Clarence Valley Council chambers: 42 Victoria Street, Grafton.
- Grafton Motor Registry: 3 King Street, Grafton.
- Ampol / Post Office Ulmarra: 55 Pacific Highway, Ulmarra.
- Junction Hill Family Store, Junction Hill.
- Newman's Newsagency: 38 Skinner Street, South Grafton.
- Coutts Crossing General Store: Armidale Rd, Coutts Crossing.

2.5. Media releases

A media release was distributed to local media on 6 December 2010 to promote the December 2010 community update, postal survey and staffed displays. The media release was also uploaded to the project website. A follow up media release was distributed on 2 February 2011 reminding of the closing date for participation in the survey. Copies of the media releases can be seen in Appendix 7.3.

2.6. Advertisements

Radio and newspaper advertisements were also used to promote the December 2010 community update, postal survey and staffed displays.

Two separate newspaper advertisements were displayed leading up to consultation activities; supported closer to the day by radio advertisements. Newspaper advertisements were featured in several newspapers for the December and February staffed displays with a follow up advertisement on the dates noted below in Table 2.

Table 2: Newspaper advertisements for the staffed displays

Publication	Date
Advertisement promoting December staffed displays	
Grafton Daily Examiner	9, 10, 13 and 15 December 2010
Maclean Coastal View	10 December 2010
Yamba Clarence Valley Review	8 and 15 December 2010

Publication	Date
Follow up advertisement promoting February staffed display	
Coastal Views	28 January 2011
Grafton Daily Examiner	29 and 31 January and 2 and 3 February 2011
Lower Clarence Review	2 February 2011

Newspaper advertisements can be seen in Appendix 7.4.

Radio advertisements were featured on local radio station 2GF/ FM 104.7 at am and pm drive time during the period 31 January to 3 February 2011.

The staffed displays and postal survey were also advertised on Variable Message Signs (VMS). The VMS were located on the southern side of the Clarence River approaching the bridge between the dates 13 December 2010 and 11 January 2011.

2.7. RTA project website

The project website www.rta.nsw.gov.au/grafonbridge, was regularly updated through the survey period with the following documents:

Project Manager updates	6 December 2010 and 21 January 2011
Community update	6 December 2010
Media release	6 December 2010 and 2 February 2011
Letter to stakeholder	6 December 2010 and 25 January 2011
Letter to householder	6 December 2010

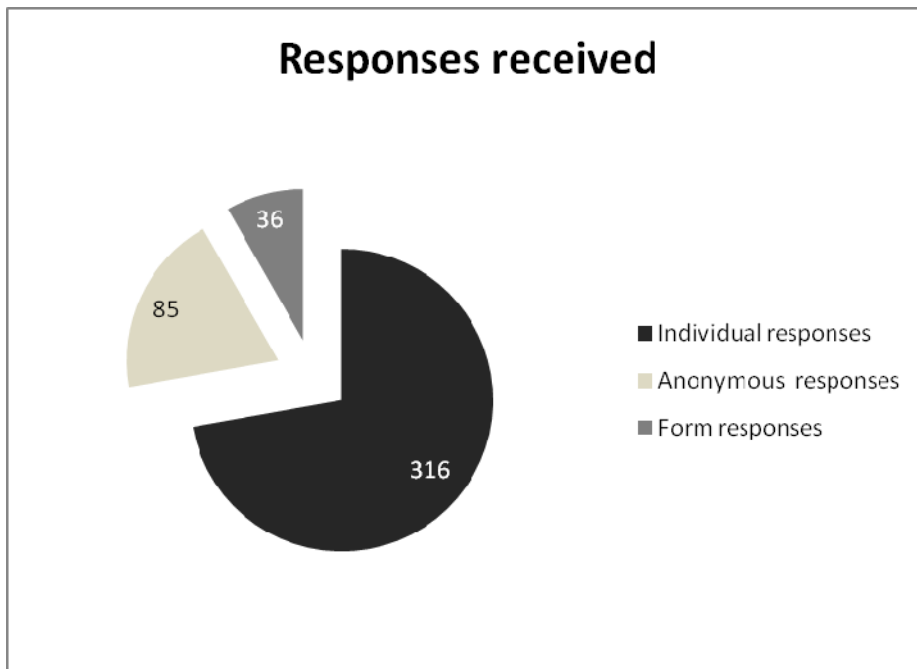
During the consultation period, Project Manager updates were provided on the website to highlight key issues, provide project updates, inform about the revised consultation process and advise about the postal survey included in the Community update.

The project website had 1413 visits during the period December 2010 – February 2011 when the postal survey was underway.

3. Community feedback

437 responses were received in response to the December 2010 community update and postal survey. Of these 437 responses, 85 were anonymous, 36 were form responses¹ (with 24 of the 36 form responses anonymous) and the remaining 316 were individual written responses.

Figure 1 Responses received to the postal survey in the December 2010 community update



The details of each response were entered into a response database. Responses received by phone were also included in this database.

Each response was given a unique reference number that has been used in the reporting of feedback from individual questions.

Details of responses to each question are provided in Section 4.

Due to confidentiality reasons, the RTA will not be identifying the names of respondents corresponding with the response number. Subject to confidentiality precautions, individuals requiring the number of their own response can contact the project team.

¹ A typed standard response developed by a community member that was attached to the postal survey form.

4. Response to the postal survey questions

This section summarises the issues raised in the responses to the four questions in the postal survey. It also identifies the response number that relates to each issue raised.

The responses were numbered in the order in which they were received by the RTA. This number has been used to cross-reference the issues raised and to ensure confidentiality of each response.

Question 1: What do you think are the most important issues when planning a second crossing?

Responses to Question 1 have been listed under the following issue headings:

- Improve traffic efficiency.
- Consider the impact on residential areas.
- Minimise impacts on the environment, including the heritage and amenity of Grafton.
- Enhance safety for all road users.

The tables below provide detail on the statements/issues raised from community feedback and identify individual responses which contributed to the issue.

Issue 1.1: Improve traffic efficiency

Issue description – Impacts of traffic on Grafton businesses and residents, especially the movement of heavy vehicles.

Issues were raised around the need to improve existing traffic flows particularly during peak periods on the bridge approaches and connections.

Some respondents consider that all road users, and not only local traffic, need to be considered in the traffic planning approach and suggested a route bypassing the CBD would be in the town's best interests.

There were some concerns raised that there will be increased heavy vehicle movements which will be funnelled into the CBD by some of the preliminary options displayed in the December 2010 community update, impacting on the town, residents and local businesses.

Comments and feedback received

SUMMARY OF RESPONSE	SURVEY NUMBER OF INDIVIDUAL RESPONSE
Resolve the local traffic congestion and heavy traffic movements through the town	4, 39, 55, 82, 84,203,213,237, 59,265, 280,285, 288,293 295, 305,306,335,337,338,339,346,362, 387,409,410, FR ²
Keep traffic out of the CBD – don't funnel traffic into the CBD	2,13,15,17,18,23,24,30,42,43,77,122,168,176,175,188 ,193,206,259,270,274,279,282,283,302,313,323,325, 327,329,331,334,341,386,410,414,
Improve traffic flow during peak periods	192,200,203,213,234,237,301,309,327,370, 389, FR
Need to cater for increasing commuter and heavy traffic, particularly if the Summerland Way is to be developed as a freight corridor	38,44,61, 69 80,110,117,122, 185,220,262,274,307, 365, 390, 409, 411,417,418, 424, FR
Improve traffic efficiency over Clarence River for all road users (not only Grafton residents)	45,46,48,53,154,233,260,348,358,384
Make sure the bridge will cope with floods, ensure access for emergency vehicles and that accidents can be bypassed	30,35,44,45,46,54,56,58,86,91,159,169,266,267,301, 351,419,425
Do not increase congestion in the CBD	3,8,14,19,20,40,338,345,346,384,392,423,429,431
Keep heavy vehicles away from the CBD	6,7,9,11,12,23,24,25,28,29,30,31,34,37,39,41,44,45, 46,324,326,328,329,330,333,336,342,351,368,404,FR
Plan for future traffic volumes through the CBD	6,11,12,22,41, 435,488
Through traffic, especially heavy vehicles should bypass the CBD	5,7,15,16,17,18,22,25,26,30,31,32,38,39,41,44,45,283, 315,330,331,333,335,340,343,344,411,428
Improve the access and amenity of the bridge and connections to the CBD	3,6,8,10,38,41,314
Develop and maintain links to existing major routes to avoid CBD	25,32,38,44,46

² FR – form letter response provided to the survey

Issue 1.2: Consider the impact on residential areas

Issue description – Impact on residential areas including noise, visual amenity and quality of life.

Issues raised in this section include concerns that existing quiet residential areas could be adversely impacted by traffic and pollution, loss of amenity, and the number of homes that could be potentially impacted by some of the preliminary route options.

Comments and feedback received

SUMMARY OF RESPONSE	SURVEY NUMBER OF INDIVIDUAL RESPONSE
Minimise disturbance and impacts to residents	39,61,123,125,126,127,128,129,131,134,137,138,139,140,141,142,144,146,147,148,150,154,188,222,261,289,358,435,305,319,320,361,393,425,FR
Minimise impact on Grafton community - don't settle for the cheap option	35,67,70,76,91,109,111,122,355,FR
Plan to have minimal impact on residential and environmentally sensitive areas	67,70,72,76,97,99
Residents who are not experiencing noise impacts should not be exposed in the future to noise	111,139,149,164,216,281,288,339
Preserve and maintain the amenity and lifestyle of Grafton for all residents	143,150,151,153,405,FR
Trucks, B doubles should not be going through quiet residential areas	77,128,129,139,147,319,354,369,FR
Protect the livelihoods of residents	131,133,143,149
Traffic noise pollution must be considered in residential areas	139,164,281,316,FR

Issue 1.3: Minimise impacts on the environment, including the heritage and amenity of Grafton

Issue description – Adverse impact on areas of environmental, social/heritage or cultural significance, and the overall amenity of Grafton.

In planning for the future, some respondents highlighted the importance of considering the location of key institutions (hospitals, TAFE colleges, nursing homes etc) and heritage assets. Some respondents commented on the need to minimise impacts to the local economy, residential and sensitive areas, (schools, parks, swimming pools, recreational use of the river etc.). Lifestyle and amenity was raised as a consideration in the planning process. Some respondents also mentioned the need to ensure the process produces the

best decision, and to be consulted and involved in the planning/decision making process, especially with regard to impacts on the amenity and quality of life.

Issues were also raised concerning the impact some preliminary route options may have on environmentally and culturally sensitive areas. These include: Susan and Elizabeth Islands, significant indigenous sites and heritage areas and buildings. Some respondents expressed their appreciation of the heritage values of the existing bridge and the wish to maintain its uniqueness.

Access to the bridge during floods was raised and some residents expressed their desire to see the additional bridge built in close proximity to the existing bridge, utilising existing infrastructure. Issues were also raised about future emergency vehicle access to and from the CBD.

Comments and feedback received

SUMMARY OF RESPONSE	SURVEY NUMBER OF INDIVIDUAL RESPONSE
Take into account the location of schools, hospitals, nursing homes, colleges etc	70,73,91,97,123,419
Consider heritage (Aboriginal and non-Aboriginal)	43,44,65,111,148,150,151,170,290
Maintain environmental and heritage assets, and residential amenity	8,9,10,21,27,33,36,43,44,152,422
Retain the historical and visual uniqueness of the existing bridge	64,288,348,357
Keep second bridge in close proximity to existing bridge; utilise existing infrastructure	71,72,83,87,94,98,113, 277,299,332
Maintain the amenity of Grafton	48,143,153,276,339,349,350,356,358,372,427,FR
Plan for the future; provide outcomes that will benefit road users, residents and businesses	67,68,73,79,80,91,92,96,100,101,102,105,106,107,108,110 111,112,114,115,120,122, 435,366,390
Get the location right	75,83,118
Involve the community in the decision making process	48,49,83,196,294,326,FR
Provide enough space under the new bridge for sailing boats	1,89,215,403
Any options must consider the impact on flooding	30,45,55,57,63,114,154,174,233,310,416

Issue 1.4: Enhance safety for all road users

Issue description – Impact on safety of road users especially to protect sensitive users.

Some residents expressed concerns that increased traffic in the Grafton CBD and residential areas will put vulnerable road users (in particular children and the elderly) at risk.

As is captured in other issues, heavy vehicles/B-doubles moving through the town are perceived by some respondents to be a risk to local safety and amenity. Some respondents also expressed their concerns about safety on the existing bridge, including use by large vehicles, the ‘kinks’ and the relatively narrow lane width. Improvements were suggested to ensure that the new bridge design would not replicate the issues currently experienced on the existing bridge.

Comments and feedback received

SUMMARY OF RESPONSE	SURVEY NUMBER OF INDIVIDUAL RESPONSE
Move B-doubles out of town	30,31,48,155,223,264,291,326,FR
Take into account the location of schools, parks and swimming pool for the safety of children	13,59,172, 423,433
Consider the safety impacts of heavy vehicles travelling through shopping areas and residential areas	29,168,169,172,FR
Disperse traffic to enhance safety and maintain the amenity of Grafton	269,297,324,356,372, FR
Large vehicles are a safety issue on the existing bridge	41,110,119,156,165,169,264

Question 2: What are the areas to avoid and why?

Respondents considered that a number of areas need to be avoided in the consideration for the location of a new bridge. While there is a certain amount of crossover with responses to Question 1, the responses provide more specific details about the reasons why certain areas are considered by some respondents to be congested, sensitive or culturally, environmentally or historically significant. They are listed under the following issue headings:

- Avoid residential areas.
- Avoid Grafton CBD.
- Avoid sensitive areas.
- Additional comments and feedback regarding options.

The tables below provide detail on the statements/issues raised from community feedback and identify individual responses which expand on the issues listed above.

Responses to Question 2 mostly relate to the need to avoid impacting residential areas, the CBD and other socially sensitive areas. Many of the same issues as Question 1 have been raised, but within a slightly different context thus providing a different perspective.

Issue 2.1: Avoid residential areas

Issue description – Avoid impacts on residential areas including noise, visual amenity and quality of life, thereby maintaining Grafton’s amenity.

Some respondents have expressed the need to protect the quality of life and amenity of Grafton by avoiding any increase in traffic volumes in residential streets. Locating the additional crossing outside the CBD was seen by some as a way of reducing the direct impact of the project on the community.

There was a view that if any houses need to be acquired for the additional crossing, they should be minimal. It was noted, however, that some direct impact on property would be unavoidable. In these cases, fair compensation was considered to be an issue.

Comments and feedback

SUMMARY OF RESPONSE	SURVEY NUMBER OF INDIVIDUAL RESPONSE
Avoid residential areas to reduce traffic noise and truck movements	52,163,167,169,170,171,172,174,177,179,182,183,184,185,190,191,199,202,203,204,205,207,208,275,277,279,282,305,307,383,421,431, FR

Avoid locations near aged care homes, hospitals, schools, shopping centres	191,194,196,197,198,209,201,289,301,407,421
Heavy traffic/B-doubles are noisy and dangerous in built up urban areas	60,101,171,184,186,194,203,207,208, FR
Adequate and fair compensation is necessary for affected property owners	181,304,427

Issue 2.2: Avoid Grafton CBD

Issue description – Improve traffic efficiency by avoiding further congestion in the CBD area - concerns about traffic being funnelled into the CBD.

Some respondents considered that diverting traffic away from the CBD area will make a significant difference to congestion on the existing bridge and in the CBD and surrounding roads. Some respondents are concerned about increased levels of noise and air pollution if traffic is directed through the CBD. A number of responses referred to a bypass of the Grafton CBD. However, some respondents were concerned that diverting traffic away from the CBD would adversely impact businesses in the town.

Comments and feedback

SUMMARY OF RESPONSE	SURVEY NUMBER OF INDIVIDUAL RESPONSE
CBD areas of South Grafton and Grafton should be avoided as they already have congestion issues	28,29,31,34,37,41,47,60,63,66,68,73,76,79,81,85,91,94,95,102,104,108,110,114,117,119,123,124,131,132,135,146,150,16,280,300,376,381,412,414
Avoid approaches to existing bridge i.e. Bent St and Fitzroy St	58,64,85,119,131,133,134,160,167,169,210,211,212,213,217,220,221,222,223,224,226,228,229,235,253,363,373,406,416
Avoid additional heavy vehicle traffic on Villiers Street –not able to cope with any more traffic	2,28,44,45,57,60,65,67,71,85,90,101,116,135,138,142,149,153,185,197,244,268,272,278,432
Increased noise and pollution in the CBD will need to be addressed	6,102,123,131,132,142,150,174,190,207,272,283,302, 335, FR
Create a bypass - most regional centres as part of Pacific Highway upgrades are being bypassed; Grafton should be the same	8,39,70,84,99,193,200,206,214,273,359, FR
Keep trucks out of CBD - this is RTA policy for other towns on the Pacific Highway	112,206,273
Avoid funnelling traffic into the CBD	53,123,132,147,203, FR

SUMMARY OF RESPONSE	SURVEY NUMBER OF INDIVIDUAL RESPONSE
Avoid Prince and Skinner streets - heavy vehicles should be kept as far away from CBD as possible	72,78,13,29,65,78,82,90,154,156,181,303,363,416
Options outside the CBD could adversely impact the business sector	7,14

Issue 2.3: Avoid sensitive areas

Issue description – Minimise impacts on the environment by avoiding areas of environmental, social/heritage or cultural significance.

Some respondents indicated that areas identified as environmentally, culturally or socially significant (including heritage buildings and areas) should be protected. Schools, nursing homes, parks etc are considered by a number of respondents to be areas to avoid. The recent flooding has raised general awareness of the importance of avoiding areas that are flood prone. Some respondents supported maintaining the existing bridge.

Comments and feedback

SUMMARY OF RESPONSE	SURVEY NUMBER OF INDIVIDUAL RESPONSE
Heritage buildings and suburbs should be protected	43,56,131,172,231,233,234,263,285,338,302,392,410,415, FR
Avoid Elizabeth and Susan Island – protect the habitat	215,223,331,230,292,413
Avoid areas of environmental/cultural importance	173,331,322,336,397,415
Avoid visual and physical impacts on the existing bridge; maintain the amenity around the current historic bridge	56,124,131,243,225,317,222
Avoid nursing homes, schools, parks etc, particularly where children and the elderly are likely to be	90,129,145,194,196,198,209,219,273,296,323,316,318,321,323,325,333,334,337,341
Avoid flood prone areas	35,113,116,139,183,193,195,249,295,312,312,322,324,330,339,340,343,407,424

Issue 2.4: Additional comments and feedback regarding options

Issue description – A number of additional and diverse comments were received from a multitude of respondents, and are summarised below.

Comments and feedback

SUMMARY OF RESPONSE	SURVEY NUMBER OF INDIVIDUAL RESPONSE
Options J, K, L and M are too far out of the way; majority of traffic is local	20,296
Options A, B, G, H all finish at Villiers Street, Fitzroy roundabout already a bottleneck.	39,62,96,192, FR
Options J, K, L and M will cross a wide flood plain requiring a large expanse of bridge – poor value for money	331
Options J, K, L and M will take traffic too far from the CBD	11
Options A, B, C, D, E, F, G, H,I and J will direct traffic into the CBD and also affects too many homes	176
Options A, B, C, D, G, H and I would still cause traffic congestion at the Bent Street/Gwydir Highway roundabout	22
Options A, B, C, and D would impact on too many people's lifestyle; noise and pollution; loss of heritage buildings	38, 271
Options A to H still would result in a huge numbers of vehicles passing through the city centre and residential areas	198
Options L and M provide a bypass and avoid heavy congestion of unnecessary traffic through the city centre	198

Question 3: In addition to those shown on the map in the brochure (December 2010 community update), are there other options for the second crossing that could be considered and why? Please use the map below to draw in your suggestion.

Options A to D are preliminary route options that were publicly displayed in the February 2010 community update and options E to M have been included as a result of subsequent community feedback.

In this question, respondents were asked for further ideas for an additional river crossing. Some respondents indicated their preference for one (or more) of the existing options (options A to M) or drew new suggestions on the map provided.

A number of new suggestions from Seelands to Tyndale were proposed with a number of these being variations of the preliminary options (options A to M) proposed in the December 2010 community update. Comments varied widely regarding the preferred location for the additional river crossing, with all options attracting varying levels of support and comment.

Some respondents were keen to move heavy vehicle traffic away from the town and improve connections between the Summerland Way and Pacific Highway. Interest was shown by some respondents in investigating downstream options, including the possibility of linking the additional crossing into future Pacific Highway upgrades.

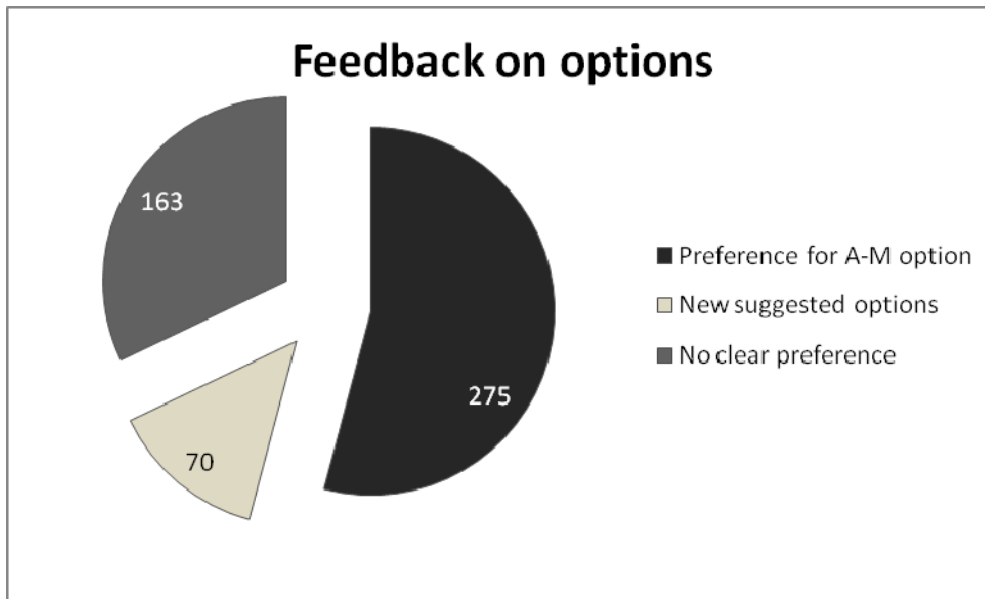
Analysis of feedback received

Of the 437 responses received, 70 respondents suggested new route options. A number of the suggestions were identical or similar and based on this feedback, a total of 28 new route suggestions were identified. A detailed map which shows these suggestions is included in Appendix 7.7. The map was distributed at the community forum held on 3 March 2011, where project team members outlined the findings of the survey. The map was also uploaded on the project website following the community forum.

275 respondents indicated their support for one or more of the options A to M. The breakdown of responses to the options is shown in Figure 2 below.

Please note: as some respondents supported more than one option, a total of 508 expressions of support from 437 responses were received.

Figure 2 Feedback on options A- M



The breakdown of the 275 respondents who indicated support for one of the A-M options (rather than suggesting a new option) is provided below in Table 3 and Figure 3.

Table 3: Support for options A to M

Option	Total responses	Number of individual responses	Number of form letter responses	Number of anonymous responses
A	18	15		3
B	18	15		3
C	14	11		3
D	15	12		3
E	3	3		
F	8	7		1
G	2	2		
H	9	9		
I	8	8		
J	19	15		4
K	12	12		
L	12	11		1
M	137	81	23	33
	275	201	23	51

Figure 3 Level of support received for options A-M

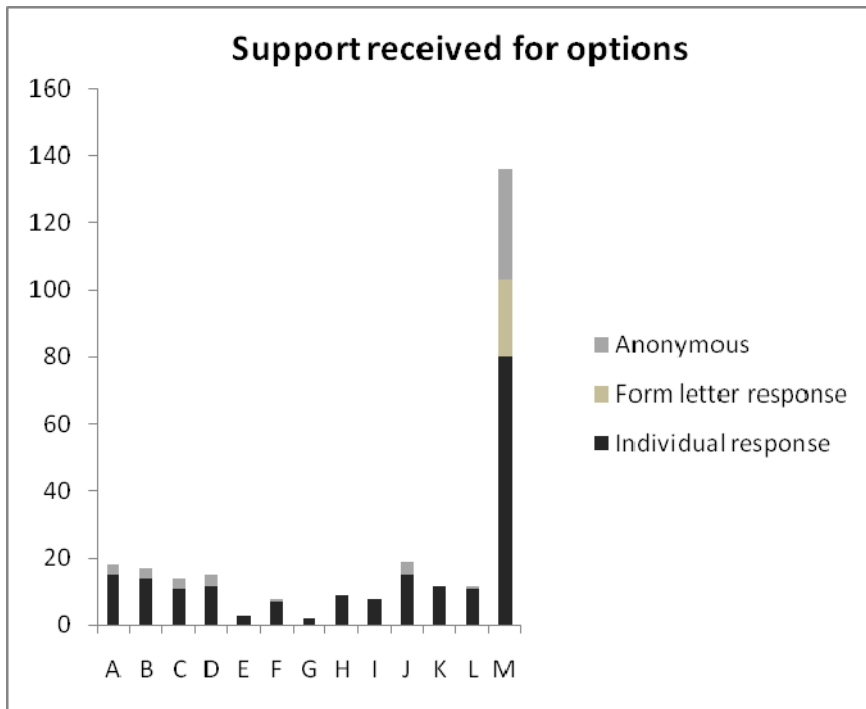


Figure 4 Feedback on options grouped by location (corridors)

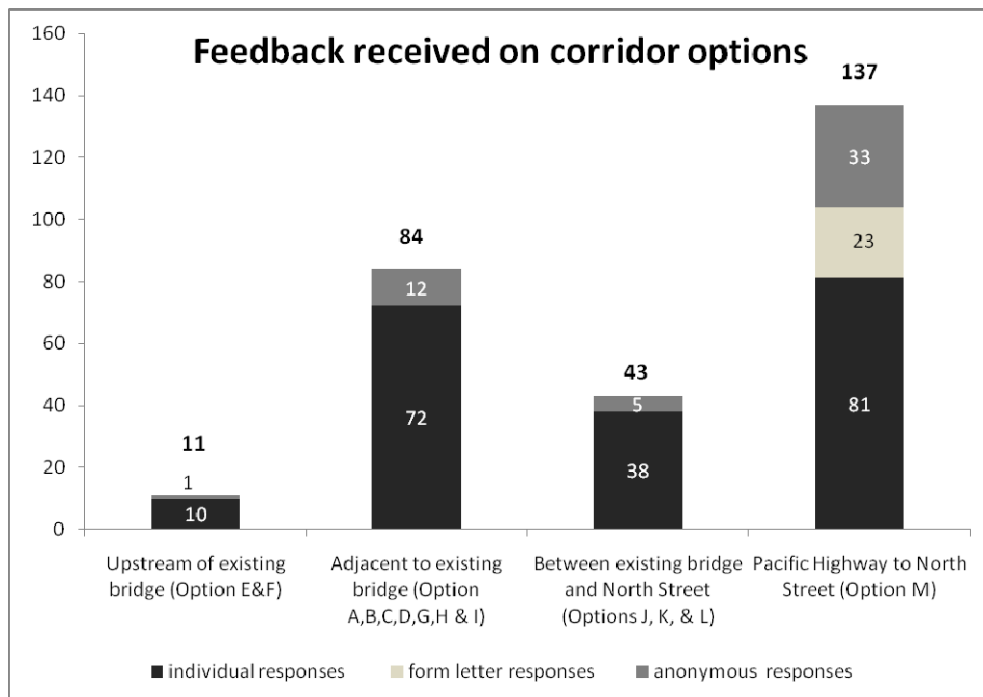


Table 4: Feedback on options grouped by location

Corridor	Total Responses	Number of Individual responses	Number of Form letter responses	Number of Anonymous responses
Upstream of existing bridge E and F	11	10		1
Adjacent to existing bridge (A,B,C,D,G,H and I)	84	72		12
Between existing bridge and North Street (J,K and L)	43	38		5
Pacific Highway to North(M)	137	81	23	33

A diverse range of comments were received regarding the location of the additional crossing of the Clarence River, Grafton. A summary of these comments and an indication of their level of support are tabled below.

Comments and feedback received

SUMMARY OF RESPONSE	SURVEY NUMBER OF INDIVIDUAL RESPONSE
Keep the current bridge for the local traffic	3,88,89,106,107,115,172
Locate the crossing close to the existing bridge	74,76,88,95,97,98,100,101,102,176,308,370,371,373,379,408,426,430,433
Vast majority of traffic is locally based, option B appears most likely	32,79,80,81,82,83,84,87,88,89,96,103,138,201
Options E and F address the project objectives and will impact fewer properties	49,75,93,94,95,99,143,177,178
Option J addresses the key issues	14,15,148,177,179,180,217,218,220,221,222,231
Consider Crown St, so it can take traffic off Villiers St	33,160,168, FR
Option L and M could be excellent new bridge sites; either site would eliminate the main problem which is constant congestion	3,5,6,7,8,16,21,22,37,49,51,53,54,55,56,57,58,59,63,64,65,113,114,115,116,117,120,131,136,137,139,148,182,189,192,198,199,223,224,227,228,229,230,231,232,234,235,237,239,240,241,242,243,244,245,246,247,248,249,250,252,418,419
Option C is a good option	73,75,79,87,91,92,93,99,130,149,272
Consider changing the links between Wharf St, Fitzroy St and Pound St	66,102,104,149

SUMMARY OF RESPONSE	SURVEY NUMBER OF INDIVIDUAL RESPONSE
Option H – put bridge in same area	80,81,82,385
Option I is the best alternative to address current issues	13,90,94,95,198,201
Construct a new bridge downstream of Grafton with access from the Pacific Highway at the intersection with Centenary Drive, crossing the Clarence River	40,110,135,148,155,156,169,171,181,187,191,247,273
Diverge from the Summerland Way at Butterfactory Lane; cross the river on the downstream end of Elizabeth Island and merge back onto the Pacific Highway	10,60,118,119,139,170, 191,253
Build a new rail bridge besides the existing bridge and the existing rail bridge can carry vehicular traffic	434

Question 4: Are there any other issues you would like to raise?

A variety of comments and suggestions were raised by the respondents to this question. Below is a summary of the breadth of comments received.

Issue 4.1: Planning

Issue description: Addressing the need for future planning

In planning for the current and future needs of Grafton some respondents commented on the opportunity afforded by the additional bridge crossing to address a range of associated issues, including the impact on the overall community, population and economic growth and existing facilities.

SUMMARY OF RESPONSE	SURVEY NUMBER OF INDIVIDUAL RESPONSE
In planning a second bridge the asset needs to provide a benefit to the local community, including planning for population and economic growth	4,63,126,129,145,149,171,221,253, FR
Bridge locations should consider current and future infrastructure	117,121,126,127,131,134,139,141,142,146,152,154,159,384, FR
The sooner it can be built the better- it is obviously very much needed as Grafton continues to grow	125,133,137,156,198,420
Future transport hubs need to be considered when planning the second crossing	117,119,134
Second crossing must consider and service the schools in the area, including school traffic on the bridge	118,157,200,221,233
The new bridge should service the majority of surrounding areas and flow onto the Summerland Way	71,126,122,130,147,158,171,176

Issue 4.2: Traffic movements

Issue description: Traffic access and efficiency on the bridge and approaches

Some respondents made suggestions about how to improve access onto the bridge and improve efficiency in the bridge approaches and connections.

SUMMARY OF RESPONSE	SURVEY NUMBER OF INDIVIDUAL RESPONSE
Modify access onto the bridge – limit access from feeder roads during peak hour	151,200,231,243,295,301, FR

SUMMARY OF RESPONSE	SURVEY NUMBER OF INDIVIDUAL RESPONSE
More emphasis on improving the approaches and exits from the new bridge	110,12,201,239,222
Congestion at Fitzroy and Villiers streets can be addressed by closing surrounding streets	4,124,223
RTA must consider the data associated with previous studies...if local traffic was not the issue, we would not have peak hour traffic.	19,50,154,168, 219,223

Issue 4.3: Impacts on sensitive areas

Issue description: Impacts on residential areas

Respondents raised concerns about traffic being funnelled through established residential areas which could result in noise, congestion and other quality of life impacts.

SUMMARY OF RESPONSE	SURVEY NUMBER OF INDIVIDUAL RESPONSE
If out of town options are selected, feeder roads and traffic calming will be needed to prevent rat runs	151
Essential to avoid heavily populated residential and commercial areas to reduce noise, congestion and other quality of life issues for the residents of these areas	9
A crossing further out will provide easy access for people coming from Yamba and Maclean	15,16

Issue 4.4: Other miscellaneous comments

A variety of miscellaneous issues were raised. These are summarised below.

SUMMARY OF RESPONSE	SURVEY NUMBER OF INDIVIDUAL RESPONSE
No point having infrastructure not being utilised; avoiding the town does not cure the problem with vehicular traffic trying to get into and out of the CBD	239
Need to consider the location of future schools – school traffic is a significant issue	223
Please don't be swayed by the "squeaky wheel" alone, there will always be objections when it's "in my backyard"	71,300
Recent flooding has highlighted the need to build the second crossing high enough so the bridge approaches are flood proof	192

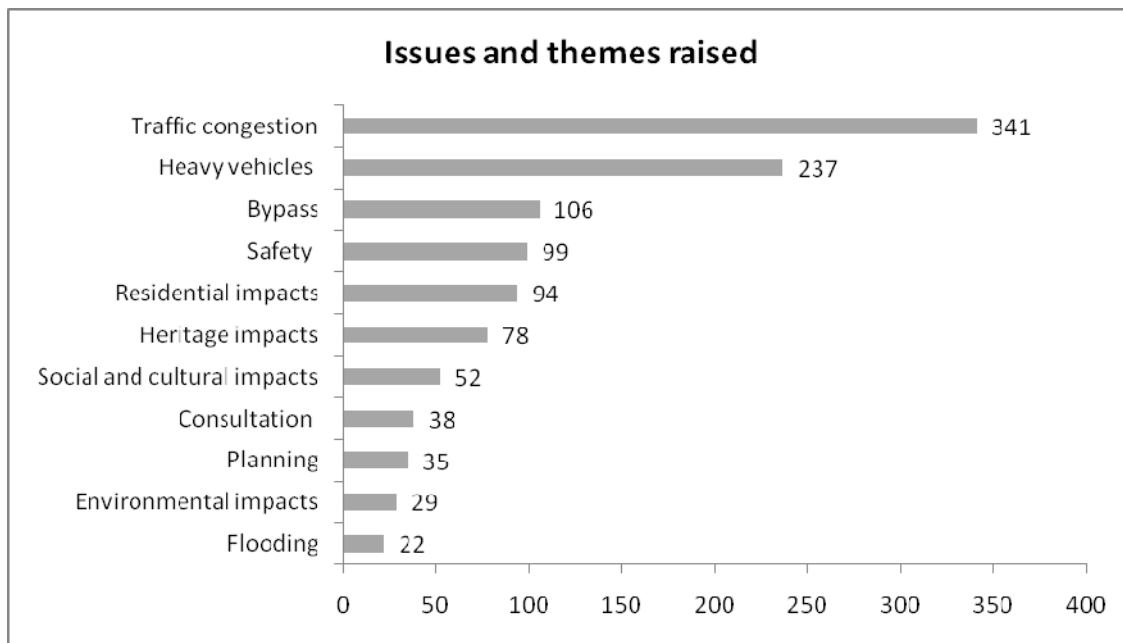
SUMMARY OF RESPONSE	SURVEY NUMBER OF INDIVIDUAL RESPONSE
Any bridge adjacent to existing bridge would add to congestion in the centre of the city and add to noise levels	23
RTA should comply with its community involvement / consultation policy and engage with the community	421, FR
Change the Pacific Highway to a tourist route (the Grafton-Ballina-Tweed section) and all commercial traffic to go to Casino and Beaudesert into Brisbane via Summerland Way	66
Council needs to increase commercial development in South Grafton to reduce the need to cross the bridge	131
Preliminary benefit/cost analysis for this project indicates that structural options aren't financially viable; consider demand management Assumptions on which reports are based must be made explicit to enhance understanding and transparency	258
Consider using the existing railway bridge as the second river crossing	112,239
Demand management needs to be considered	222
Provide value for money while enhancing social and economic development and protecting the environment	222
Don't take the cheap option; plan for the future	63,149, FR

5. Summary of issues raised in the community postal survey

The majority of responses received to the postal survey were focused on the key issues of traffic congestion and heavy vehicles. This is shown in Figure 5 below.

The community also indicated it wanted sensitive social, cultural and environmental areas to be considered when planning the additional river crossing. Bypassing the Grafton CBD and/or residential areas was also considered a way of reducing the impact on the local community, with some respondents suggesting a new bridge away from Grafton altogether. Safety for all road users was also raised as a concern. Following recent flooding, there was a heightened awareness of the importance of flood mitigation and locating the additional crossing in a flood proof area.

Figure 5: Summary of issues and themes discussed in responses

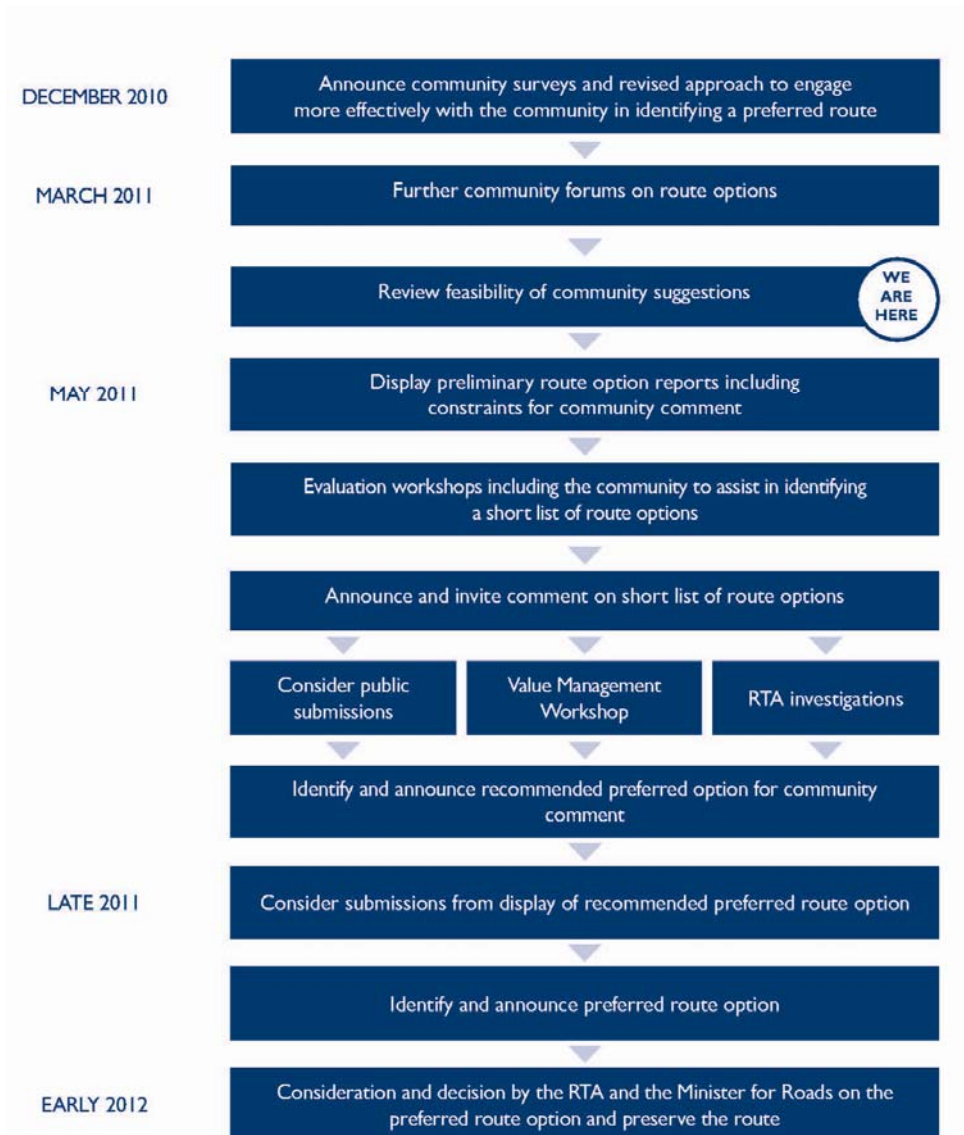


The overall feedback from the postal survey has highlighted the importance of considering the impacts of traffic, areas to avoid, the need to plan for the future and brought forth a number of other suggested route options for consideration.

6. Next steps

The next steps will be:

- The project team will consider in further detail the community feedback from the postal survey including the additional 28 community suggestions for an additional river crossing.
- A feasibility assessment of the community suggestions will be undertaken - the purpose of short listing the suggestions is to identify and assess a manageable number of routes.
- Based on methodology 2 (discussed at the community forums held on 3 and 16 March 2011) the community suggestions considered feasible will be grouped into corridors and further investigated. The best option(s) within each corridor will be assessed and a recommended preferred option identified.
- The community will be invited to participate in a further community forum to be held in May 2011. Topics for discussion will include:
 - Outcomes of the initial feasibility assessment
 - Project purpose and objectives
 - Feedback on the community surveys (postal survey, telephone survey and business surveys)
- What happens next is outlined on the project web site. The diagram below indicates the steps in the process and the key milestones.



Should you have any questions or comments regarding this report or you would like to know more about the project, please contact:

Chris Clark

RTA Project Manager

PO Box 546

Grafton NSW 2460

Phone 1800 633 332 (toll free)

Email: graftonbridge@rta.nsw.gov.au

7. Appendices

7.1. December 2010 community update – postal survey

Have your say

We invite you to complete this survey and return it by **Tuesday 8 February 2011** (no postage stamp is required).

1. What do you think are the most important issues when planning a second crossing?

2. What are the areas to avoid and why?

3. In addition to those shown on the map in the brochure, are there other options for the second crossing that could be considered and why? Please use the map below to draw in your suggestion.

4. Are there any other issues you would like to raise?

* A separate submission is welcome if there is insufficient room, or you wish to add further comment.



7.2. Display panels and posters used to promote the survey and used at the staffed displays

Additional crossing of the Clarence River at Grafton

DECEMBER 2010

Letter from Bob Higgins

Hi!

The December 2010 community update explains to the community some changes in direction, staffing and approach to identifying a route for a second crossing project of the Clarence River at Grafton.

A revised process is outlined, where we are going back to ask residents and stakeholders their views on suitable crossing locations and the issues that may arise. We need get the location of the second crossing right. Sections of the community have asked us to reconsider options for a second bridge as well as raising concerns about:

- the lack of engagement with the local community in the process;
- the basis and justification for identifying the four preliminary route options;
- why route options outside the study area should not be revisited.

We take these issues seriously. It is very important, as part of this process that we:

- engage with the local Council and the business community, as well as affected landowners, all bridge users and other key stakeholders; and
- clearly explain the needs and purpose of this second crossing and its relationship to any future upgrading of the Summerland Way.

Revised process to find the best option

The timetable suggested below is indicative and depends partly on issues raised by the community.

DECEMBER 2010	Announce community survey and moved approach to engage more effectively with the community in identifying a preferred route	WE ARE HERE
FEBRUARY 2011	Further community forums on route options	
APRIL 2011	Display preliminary route option reports including constraints for community comment	
MAY 2011	Evaluation workshops including the community to assist in identifying a short list of route options	
	Announce and invite comment on short list of route options	
	Consider public submissions Value Management Workshop RTA Investigations	
	Identify and announce recommended preferred option for community comment	
LATE 2011	Consider submissions from display of recommended preferred route option	
	Identify and announce preferred route option	
EARLY 2012	Consideration and decision by the RTA and the Minister for Roads the preferred route option and progress the route	

I ask for your support as we re-examine all possible options. The first step is to survey residents on:

- what they consider the most important issues in planning a second crossing;
- what areas we should avoid and why;
- your suggestions the location of a second crossing and very importantly why.

This information will greatly assist the project team in preparing a full list of options and then by working with the community develop a short list of options for further consideration and finally determining a preferred option for the second crossing.

The process will be transparent. We will involve and make information available to all residents and stakeholders at the appropriate times, and not afterwards.

Please do not hesitate to contact the Project Manager Chris Clark (details at the bottom right corner) after reading this document, if you need further information.

Regards,

Bob Higgins
Project Director

Chris Clark
Project Manager

Community survey

An initial community survey is now available. The survey closes Tuesday 8 February 2010 and aims to gather feedback about a second crossing of the Clarence River. This survey can be found inside the December 2010 community update and on the project website www.rta.nsw.gov.au/grafonbridge. In addition a random sample of residents will have the opportunity to respond to a phone survey early next year.

Staffed displays

Staffed displays will be held at:

Grafton Shopping World
Thursday 9 December and Thursday 16 December from 9am to 1pm and 5pm to 7pm.

Bi Lo Complex, Bent Street, South Grafton,
Thursday 9 December and Thursday 16 December from 9am to 1pm and 5pm to 7pm.

The RTA welcomes the community to these displays to speak with members of the project team.

What happens next?

- The RTA, with input from the community, will look at each preliminary route option, and consider them for a second crossing. Each preliminary route option may affect a range of things including residents, schools, flooding characteristics, etc.
- The RTA, with the input from the community will shortlist the preliminary route options to those that are most feasible for a second crossing.

Additional crossing of the Clarence River at Grafton

DECEMBER 2010

LEGEND

<p>Preliminary route options considered at the 2004 value management workshop:</p> <ul style="list-style-type: none"> Option A Option B Option C Option D <p>Preliminary route options publicly displayed in February 2010:</p> <ul style="list-style-type: none"> Option A Option B Option C Option D 	<p>Preliminary route options proposed to the community following the February 2010 display:</p> <ul style="list-style-type: none"> Option E Option F Option G Option H Option I Option J Option K Option L Option M
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Crossing options raised by community to date

In March 2010, the RTA held discussions with the community about the preliminary options for a second crossing.

The community raised options and ideas both for the study area described in the February 2010 brochure and outside this study area.

In April 2010, the then Minister for Transport and Roads met with some Grafton residents to discuss these investigations.

The Minister asked the RTA to review all issues raised by the community.

This poster displays the preliminary route options identified for a second crossing of the Clarence River at Grafton.

The RTA, with input from the community will work on preparing a shortlist of options.

The RTA and the community will examine the issues relating to these options.

A decision on the preferred route will be made based on field studies a value management workshop and thorough consideration of community submissions.

The recommended option will be displayed for community comment before being adopted as the preferred option.

7.3. Media release to promote the survey

MEDIA RELEASE



6 DECEMBER 2010

RTA TAKES FRESH APPROACH TO GRAFTON BRIDGE STUDY

An RTA spokesperson today said the RTA has listened to the community and revised the process for identifying a location for the second crossing of the Clarence River, Grafton.

“The RTA will carry out an initial survey which will ask local residents and businesses to identify issues and make further suggestions for the crossing,” an RTA spokesperson said.

“The initial survey will be attached to a community update brochure being distributed to Grafton and surrounding residences and businesses in early December. The survey is reply paid and closes on 8 February 2011.

“A further phone survey will also be carried out in early 2011 to gather further information for the later stages of the project.

“Both surveys are a positive step towards the planning of the bridge. The RTA wants to ensure that local needs are considered before making any decisions,” an RTA spokesperson said.

The RTA spokesperson said members of the community have asked we reconsider the original options for a second bridge.

“I appreciate that local residents have raised concerns about the overall consultation process and we take these issues seriously.

“The RTA, with input from the community, will look at each route option, and consider them for a second crossing.

Displays with community update information will be exhibited at:

- **Grafton Shopping World**
Thursday 9 December and Thursday 16 December,
from 9am to 1pm and 5pm to 7pm.
- **Bi Lo Complex, Bent Street, South Grafton**
Thursday 9 December and Thursday 16 December,

from 9am to 1pm and 5pm to 7pm.

"The RTA welcomes the community to these displays to speak with members of the project team," an RTA spokesperson said.

Non-staffed displays will also be available for community review at:

- **RTA Pacific Highway Office**
21 Prince Street, Grafton NSW 2460
(Mon-Fri, 8.30am-4.30pm)
- **RTA Motor Registry Office Grafton**
3 King Street, Grafton

The existing crossing of the Clarence River at Grafton was opened to traffic in 1932. It is a combined rail and road structure. The current approaches to the bridge are generally four lanes that merge into a two-lane bridge.

The crossing carries an average weekday volume of 27,000 vehicles (2009) and experiences long queues and delays during morning and afternoon peaks.

The local community has been advocating for a second crossing to improve traffic flow in the centre of Grafton and to reduce congestion.

For more information please visit the RTA website www.rta.nsw.gov.au/grafonbridge, phone: 1800 633 332 (toll free), email: grafonbridge@rta.nsw.gov.au or mail PO Box 546, Grafton, NSW 2460

MEDIA RELEASE



2 FEBRUARY 2011

HAVE YOUR SAY ON GRAFTON BRIDGE SURVEYS

Grafton residents and businesses have until Tuesday 8 February to provide their input into the current planning for the second crossing of the Clarence River.

The RTA has listened to the community and revised the process for identifying a location for the second crossing of the Clarence River at Grafton," an RTA spokesperson said.

"The RTA is carrying out an initial survey asking local residents and businesses to identify issues and make further suggestions for the crossing.

"A further phone survey will also be carried out in the coming months to gather more information for the later stages of the project.

"Both surveys are a positive step towards the planning of the bridge. The RTA wants to ensure local needs are considered before making any decisions," the spokesperson said.

The RTA has already received over 190 responses to the postal survey sent out to 8,000 households and businesses in December last year.

"Surveys are still available by phoning 1800 633 332 (toll free) or by visiting the Pacific Highway office, 21 Prince Street, Grafton NSW 2460," the spokesperson said.

"The survey response to date has been very encouraging and I thank all those who have sent in their ideas and opinions.

"We are collating all the feedback and will publish a summary of the comments and issues from the postal survey soon after submissions close," the spokesperson said.

RTA staff will also be at displays on Thursday, 3 February 2011 at Grafton Shopping World from 9am to 7pm and the Bi Lo Complex, Bent Street South Grafton from 9am to 1pm and 5pm to 7pm.


The displays are another way local residents can ask questions, make a comment and find out where planning for the new crossing is up to.

For more information please visit the RTA website www.rta.nsw.gov.au/graftonbridge, phone: 1800 633 332 (toll free), email: graftonbridge@rta.nsw.gov.au or send a letter to PO Box 546, Grafton, NSW 2460.

CONTACT:

RTA Media Unit 8588 5999

7.4. Advertisements – featured in local newspapers



Where should the additional crossing of the Clarence River go? Revised RTA approach to identifying a preferred route for a second crossing at Grafton – seeking community feedback.

The RTA is seeking to engage more effectively with the community and stakeholders in identifying a preferred route for a second crossing of the Clarence River at Grafton.

A new community update is being distributed. This update:


- shows options to be considered further, including those identified by the community to date.
- includes an initial survey of what you think the issues and options are. The survey closes 8 February 2011.

Staffed displays will be held at:

- Grafton Shopping World, Thursday 9 December and Thursday 16 December, from 9am to 1pm and 5pm to 7pm.
- Bi Lo complex, Bent Street, South Grafton, Thursday 9 December and Thursday 16 December from 9am to 1pm and 5pm to 7pm.

The RTA welcomes the community to these displays to speak with members of the project team.

For more information contact the project information line 1800 633 332 (toll free) or visit www.rta.nsw.gov.au/grafonbridge



Additional staffed displays - where should the additional crossing of the Clarence River go?

The RTA is continuing with public consultation to identify the location for a new crossing of the Clarence River at Grafton.

Staffed displays are being held on **Thursday 3 February 2011** at:

- Grafton Shopping World, from 9am to 1pm and from 5pm to 7pm.
- Bi Lo complex, Bent Street, South Grafton, from 9am to 1pm and from 5pm to 7pm.

The community update distributed in December 2010 is available on the project website (see contact details below). This community update:

- Shows options being further considered, including those identified by the community up until November 2010.
- Includes an initial survey for you to tell us what issues and options we should consider.

The survey closes **Tuesday 8 February 2011**. Your comments are welcomed and the RTA encourages community members to attend these displays and speak with members of the project team.

For more information contact the project information line 1800 633 332 (toll free) or visit the website www.rta.nsw.gov.au/grafonbridge

7.5. Letter distributed to the community (December 2010)



Dear resident

Re: Additional crossing of the Clarence River at Grafton

The Roads and Traffic Authority (RTA) is revising the approach, to engage more effectively with the community and stakeholders in identifying a preferred route for a second crossing of the Clarence River at Grafton. The RTA recognises that the community wants to examine a range of different options for a second crossing; both close to and separate from the existing crossing.

Please find enclosed a community update that explains the revised process. As requested by the community the revised process will provide additional opportunities for consultation that enables the community to have further input into the location for a second crossing of the Clarence River.

A number of preliminary route options for the second crossing have been proposed by the community and project team. The community update highlights the preliminary route options that have been identified for further consideration.

Your property is located in the vicinity of, and may be impacted by, one of the preliminary route options being considered.

An initial community survey forms part of the community update. You are invited to complete this survey and return it by Tuesday 8 February 2010 (no postage stamp required). A separate submission is welcome if there is insufficient room, or you wish to add further comments on the survey.

Over the coming weeks, further community feedback will be sought on the preliminary route options. The project team will be available at displays in Grafton and South Grafton to further discuss the new process, answer your questions and to listen to your feedback.

Staff Displays

- Grafton Shopping World, Fitzroy Street Grafton, Thursday 9 December 2010 and Thursday 16 December 2010, From 9am to 1pm and 5pm to 7pm.
- Bi Lo Complex, Bent Street, South Grafton, Thursday 9 December and Thursday 16 December 2010, From 9am to 1 pm and 5pm to 7pm.

If you would like to arrange a meeting to discuss the project further, or have a question or concern, please do not hesitate to contact the free information line 1800 633 332, email the project team at graftonbridge@rta.nsw.gov.au or visit the project website www.rta.nsw.gov.au/graftonbridge.

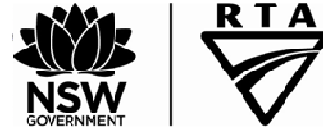
Yours faithfully,

Chris Clark
Project Manager

For further enquiries

Chris Clark, RTA Project Manager
T 1800 633 332 | E graftonbridge@rta.nsw.gov.au
www.rta.nsw.gov.au/graftonbridge

7.6. Letter mailed to database (January 2011)



25 January 2011

Address

Dear xxxxxxxx

**Additional crossing of the Clarence River at Grafton
Re: Website update and consultation activities planned in February to March 2011**

I write to advise of an update to the project website and to provide information regarding consultation activities planned in the coming weeks.

The project website has been updated to include a summary of the comments and issues raised before the release of the December 2010 community update. Although a revised process is being put in place, it is important that we document what has been raised to date.

The response to the initial postal survey sent out in December 2010 has been very encouraging with over 200 submissions already received. The project team is collating all the information from these submissions, community preferences and issues. A summary of the comments and issues from the initial survey will be published soon after submissions close and will be followed by a more detailed report.

As advised in the December 2010 community update, the following activities will be occurring in the near future.

Initial postal survey and staffed display

An additional staffed display will be held on Thursday 3 February 2011. This will be an opportunity for the community to share its views on the possible route options with the project team and to submit any further community surveys prior to submissions closing on 8 February 2011.

Displays will occur at:

- Grafton Shoppingworld (9am - 1pm, 5-7pm)
- Bi Lo Shopping Complex, South Grafton (9am - 1pm, 5-7pm)

Community telephone survey

As noted in the December 2010 community update a telephone survey will also be conducted. The survey will be conducted by an independent market research company in early March 2011. The phone survey will gauge the views of 500 randomly selected people. Community suggestions for the telephone survey will be invited when the summary of the comments and issues from the initial postal survey are published. Community suggestions, input from the December 2010 community update survey and Council feedback will help the independent company prepare the survey. We hope to have the results of the phone survey available by the end of March 2011.

More information about the telephone survey and other consultation activities will be provided through letters to residents and stakeholders on our distribution list, newspaper and radio advertisements, the project website and signage in the near future.

Traffic and heavy vehicles

More information on traffic and heavy vehicles from the traffic surveys undertaken in August 2010 will be included in a heavy vehicle study report which will be published on the project website soon.

For further information on the project and to obtain a copy of the summary of comments and issues raised before the December 2010 community update, visit the project website on www.rta.nsw.gov.au/grafonbridge or phone (toll free) 1800 633 332 or email the Grafton Bridge Project Team on grafonbridge@rta.nsw.gov.au.

I look forward to receiving your comments and appreciate your involvement.

Yours sincerely



Chris Clark
RTA Project Manager

7.7. Potential route options identified by the community (updated to 41)

Community suggestions received in response to the additional crossing of the Clarence River postal survey feedback.

