

Mandurah Estuary Bridge Duplication Project – My Say Survey results

Mandurah Estuary Bridge – My Say Survey

The Mandurah Estuary Bridge 'My Say' survey took place in August 2023. 178 people participated in the survey, responding to seven questions regarding the project, including one where participants were able to provide any comments or information, they thought relevant.

Survey question analysis

Question one: Which area/s of the project are you interested in?

Participants were asked to choose which areas of the project they were interested in (multiple areas could be selected). The two most significant areas selected were the design of the project, and issues related to congestion, traffic flow and /or road safety. Paths and recreational facilities were also significant to more than half of all participants.

Table 1: Project areas of interest

Bridge and/or road design	133
Congestion, traffic flows and/or road safety	127
Paths and recreational facilities	95
Landscape and urban design	72
Construction issues (e.g. dust, noise, road closures)	64
Universally accessible fishing platform	48
Other	13

Question two: Which of the following best describes your interest in the project?

Participants were asked to describe their interest in the project and were able to select multiple interest areas. The majority of participants identified as being residents and road users.

Table 2: Personal interests in the project

Resident	120
Road user	117
Landowner	47
Pedestrian and/or cyclist	43
Estuary user (water craft)	38
Recreational fisher	31
Regular visitor	29
Work in the area	22
Business owner	9
Disability access	8
Other	4
Heavy Vehicle driver	3
Student	3
Developer	1

Question three: What aspects of the project are most important to you?

Participants were asked to rank, in order of importance, which aspects of the project they felt were most important to them. Taking all responses into account, respondents ranked the importance of the following aspects from most important to least important:

- 1) Easing congestion and reducing travel times
- 2) Improved road safety
- 3) Access
- 4) Environment, culture and heritage
- 5) Recreational activities
- 6) Noise and visual amenity
- 7) Business and/or employment opportunities.

Question four: Please provide any other feedback you have about the project.

Participants had the option to 'Provide any other feedback you have about the project.' For the purpose of this analysis, the nature of the responses has been grouped qualitatively into four categories.

- Suggestions
- Positive comments
- Questions
- Concerns

The greatest number of responses received were suggestions regarding the project, including traffic management during construction, design, noise reduction, access, traffic flow and water run-off. Forty-five of the 178 respondents left this field blank.

The majority of people responding with comments were generally positive and supportive of the project, e.g., 'Looking forward to no more traffic congestion' and 'Thank you for this project, it is needed...' Some comments reflected a level of impatience, e.g. 'It's way overdue', and 'Would like the project to be completed asap.'

Some participants used this section to ask questions, which may provide Main Roads with some direction in future communications around the project. Most of the questions related to the timeline of the project, the bridge design, and the opportunity for further updates.

There were some concerns raised about noise and road closures during construction, environmental impacts and the safety of the new design (merging lanes, etc) however actual concerns regarding possible negative aspects of the project were low in number.

Table 3: Categorisation of feedback

Suggestions	50
No comment/blank	45
Positive comments	40
Questions	23
Concerns	10

Question five: How have you heard about the project so far?

Participants were asked how they had accessed information about the project prior to taking part in the survey. Users were able to choose multiple sources of information; the most popular were social media, traditional media, and local government sources.

Table 4: Engagement methods

Social media	101
Media (TV, newspapers etc)	94
Local Government	37
Main Roads web site	18
Direct to my letterbox	18
email	16

Question six: How would you like to be engaged by our project team?

Participants were asked how they would like to be kept informed about the project in the future. There was a strong preference for surveys and information sessions.


Table 5: Preference of format for future engagement

Surveys	101
Local drop-in style information sessions	80
Webinars	34

Question seven: When is the best time to engage with you?

Participants were asked when they would like to be contacted by the project team. The majority selected daytime on weekdays.

Table 6: Participants preferred time for future engagement.

Daytime (weekdays)		92
Evenings (weekdays)		49
Weekends		37

Conclusion

The survey results showed broad support for the project. While there were some concerns raised about the impact of the construction phase, these were in the minority. The only 'negativity', revealed was frustration with current levels of congestion and delays in having the project delivered. The large proportion of suggestions in the survey imply a high level of interest and engagement among respondents.