

9. Appendices





Appendix A: GTA, Existing conditions assessment

CHIEF STREET

Existing Conditions
Assessment
Jensen Plus



CHIEF STREET – TRAFFIC VOLUMES AND SPEEDS

Daily/peak hour two-way traffic volumes and speeds have been sourced from City of Charles Sturt from 10th Aug 2020 to 16th August 2020.

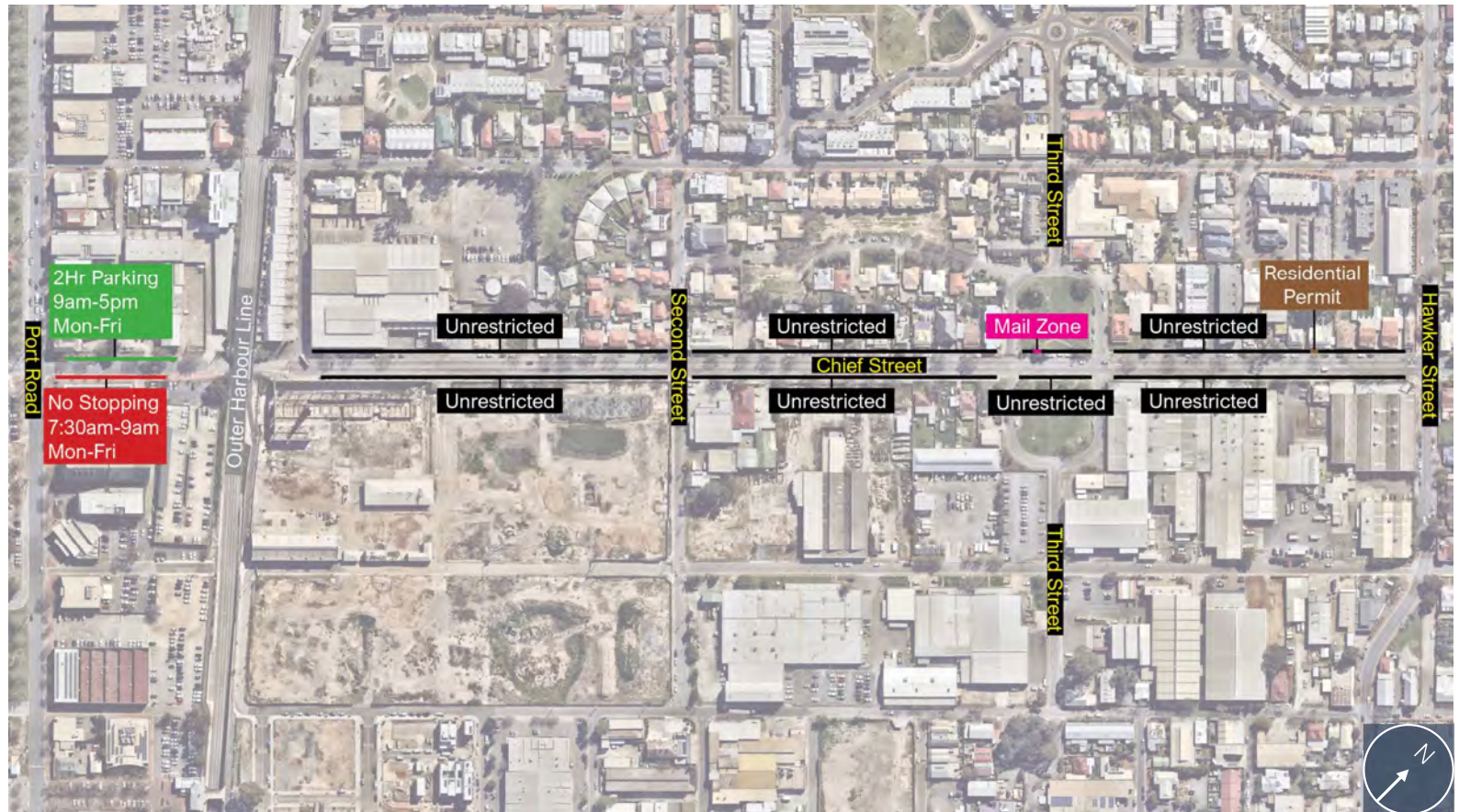
The results are shown in the image provided.



CHIEF STREET – PARKING CONTROLS

Existing Parking Controls

The results are shown in the image provided.



CHIEF STREET – CRASH STATISTICS

Existing Crash Statistics
2014-2018 (five year period)

The results are shown in the image provided.



CHIEF STREET - ISSUES

A series of existing issues throughout Chief Street are shown in the images provided.



Cracked/uneven footpath pavement



Cracked roadway



Non-compliant kerb ramps/crossings



Bicycle safety



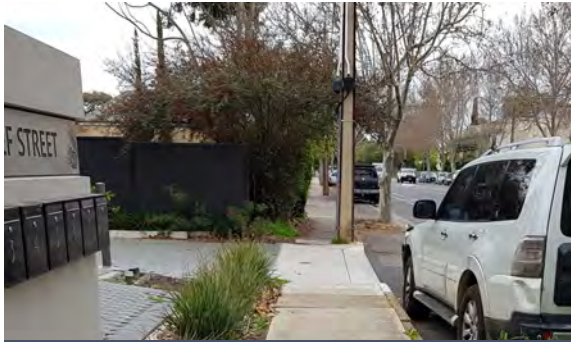
Narrow footpaths



Poor drainage

CHIEF STREET - CONSTRAINTS

Chief Street has a range of constraints that are shown in the images provided.



Power poles on both sides of footpaths



Established trees on both sides of Chief Street



Heritage wall on a section of the southern side of Chief Street



Narrow vertical and horizontal bridge



Narrow footpaths under bridge



City workers using Chief Street for all day parking

CHIEF STREET – OPPORTUNITIES

Below are a series of potential opportunities throughout Chief Street.



Opportunity for improved pedestrian infrastructure



Opportunity for improved park connectivity



Opportunity for shared path behind wall connecting to Outer Harbour Greenway



Opportunity for placemaking and identity



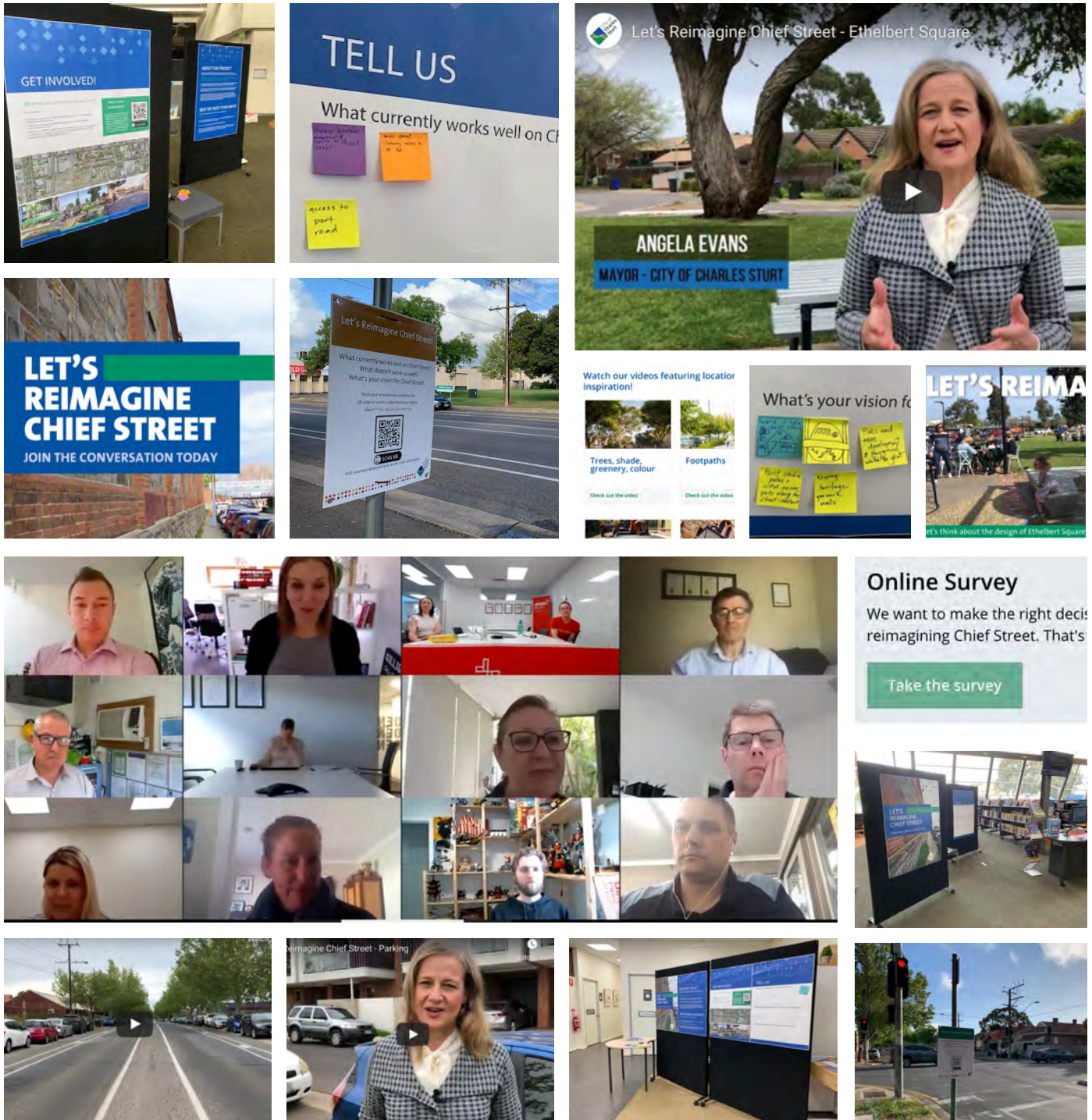
Opportunity for improved cycling infrastructure



Opportunity for improved connectivity at Chief/Second Street



Appendix B: Becky Hirst Consulting, What we heard report



Let's Reimagine Chief Street!

WHAT WE HEARD REPORT Round 1 Community Engagement

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OCT 2020 // PREPARED BY BECKY HIRST CONSULTING

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1. Background

1.1 About the project

The section of Chief Street between Port Road and Hawker Street is due for a full reconstruction in 2022/23.

Road reconstruction projects present an opportunity to reconsider the current road alignment and surface treatment in preparation for the next 60 years of the life of the road.

Chief Street is a Distributor Road in the Council road hierarchy and it provides local access for industrial and residential properties abutting the street whilst also functioning as a movement corridor between Torrens Road and Port Road.

The section of Chief Street between Port Road and Hawker Street currently has the look and feel of an industrial road, with a wide road pavement, narrow footpaths and established street trees. The current project seeks to develop a concept plan for Chief Street (including Ethelbert Square) that includes a high quality, greener public realm that supports active travel modes and improves road safety, in particular improved links to:

- The Outer Harbor Greenway shared-use walking and cycling corridor;
- Hawker Street Bikedirect route and retail precinct;
- Port Road retail and entertainment precinct and public transport corridors;
- Ethelbert Square (existing public reserve)
- Brompton Gasworks site (future public reserve within the Renewal SA Bowden Development) via extension of Fourth Street; and
- Second Street Brompton (local collector street within the Renewal SA Bowden Development).

The local community regularly shows a high level of interest in community engagement processes and outcomes associated with local engineering and open space projects. It is important that we develop a robust engagement process that enables and welcomes their involvement.

1.2 Our Engagement Goal – what were we trying to achieve?

Our goal is to make the right decisions when reimagining Chief Street.

In order to make the right decisions, we need to understand what people who are interested in Chief Street consider already works well, what doesn't work and how they imagine Chief Street in the future. We can use these insights from the first round of community engagement to help inform our planning for Chief Street.

1.3 Engagement objectives

During this first stage of engagement –

- People who have a keen interest in, or likely to be affected by, the future streetscape of Chief Street will be informed about the Integrated Streetscape Project;
- People who have lived experience of Chief Street will provide their ideas and suggestions regarding what currently works well, what doesn't work well and how they imagine Chief Street in the future;
- People who have a high level of interest or investment in Chief Street will feel that they have contributed to the process, and feel heard and understood;
- Innovative and creative tools and techniques will be used to demonstrate the City of Charles Sturt's commitment to high quality community engagement, including traditional, face-to-face and online methods.

1.4 Who did we want to engage with?

The community consists of business owners and residents, many who have lived in the area for a long time, including both owner-occupiers and renters, as well as newly arrived residents in the Renewal SA Bowden Development, City Edge and smaller urban infill sites.

For the purpose of planning our first round of engagement activity, we divided the community in to 3 tiers –

Tier 1 – people or organisations heavily invested with high levels of interest and/or influence in our decision-making process

These people included –

- Mayor Angela Evans and Hindmarsh ward Councillors (Paul Alexandrides and Alice Campbell);
- Community, advocacy and special interest groups such as Anglicare SA, Hindmarsh Greening, Bowden Residents Action Group, Walking SA, Westside Bicycle User Group, Bicycle Institute of SA, Hindmarsh Historical Society;
- Government agencies such as Renewal SA, Department of Planning, Transport & Infrastructure, South Australia Police, and Emergency Services;
- Business owners, operators and significant landowners such as Detmold Packaging, Gerard Group, Kennett Builders and Mossop.

Tier 2 – people or organisations likely to be interested and likely to have useful insights to assist us in making the right decisions

These people include (but weren't limited to) -

- People who live on Chief Street and neighbouring roads (including social housing units, new residents of Bowden Development, City Edge and smaller urban infill sites)
- Users of footpaths, public transport, cycle ways, parks/Ethelbert Square
- Staff/visitors - Detmold Packaging, Gerard Group, Kennett Builders, Mossop, Anglicare SA

Tier 3 – people or organisations who could be interested so therefore need to keep informed and provide opportunity to participate

These people include (but weren't limited to) -

- Broader City of Charles Sturt residents
- Broader metropolitan Adelaide population who travel along Chief Street or neighbouring roads

1.5 What's our dilemma? What did we need to find out?

Whilst the team will draw on insights from technical experts, we wanted to find out what's important to the people who 'live and breathe' Chief Street.

These people, who have lived experience of the street, will assist us in identifying what needs to happen to improve the overall experience of Chief Street!

In line with the approach taken by the technical experts through Jensen PLUS, we used the following questions as a basis for our engagement across all tools and techniques during this phase of engagement –

- What currently works well on Chief Street?
- What doesn't currently work well on Chief Street?
- What's your vision for Chief Street?

1.6 What level of influence do the community have in this process?

When using the IAP2 spectrum as a basis to determine the level of engagement being undertaken, Round 1 was planned to sit at the '**involve**' level. This means this phase of engagement aims to work directly with the identified people and organisations throughout the process to ensure that their concerns and aspirations are consistently understood and considered.

This also meant that our **promise to the public** during this first phase of engagement was that we would work with them to ensure that their concerns and aspirations are directly reflected in the ideas we develop and provide feedback on how their input influenced our decisions. This will occur during the second round of engagement where we go back to the above people and organisations to check that we heard them correctly.

1.7 How & when did we engage with our community

Who	How	When	Measures of success
Tier 1	Professionally facilitated online visioning workshop (Virtual Roundtable) with key stakeholders using Zoom and Mentimeter to collect input and form a basis for conversation. (See Appendix A)	Friday 18 September from 9-10.30am (Week prior to launch of broader engagement)	8 people participated; with 100% finding the process productive
	Email update on progress of engagement process (including report of visioning workshop) – encouraging to share with networks, etc.	During first week of engagement period	Email sent
	1-2-1 meetings with Detmold Group & Renewal SA	During October	Meetings held
Tier 2	Development of an eye catching and comprehensive project brochure, circulated to/targeted towards Tier 1 and Tier 2 stakeholders (including households on Chief Street and adjoining streets). This brochure included background, details about the process, how to get involved, and a reply-paid short survey. (See Appendix B)	4,173 copies distributed w/c 21 September	135 hard copy responses received (3.23% return rate)
	Establishment of interactive feedback stations at 19 on Green and Hindmarsh Library.	21 September – 10 October	19 comments added to display at 19 On Green; 44 comments added to display at Hindmarsh Library

	Online hub at Your Say Charles Sturt, with online survey and use of Visioner Tool	Live - 21 September – 10 October	977 views of online hub 420 visits to the online hub 290 unique visitors 99 contributions received from 30 contributors 24 people opted to follow this project
	Videos developed by the Mayor about key topics for community to consider. Videos hosted in online hub and QR codes printed on corflute placed at significant places along Chief Street.	Live - 21 September – 10 October	9 videos recorded at 9 locations along Chief Street. Total of 34 scans of QR code from displays and along street – <ul style="list-style-type: none"> • Public Spaces and reserves (Ethelbert Square) QR Code – 7 scans • Link from Torrens to Port Road QR Code – 6 scans • Footpaths and Pedestrian crossings QR Code – 6 scans • Trees & Shade QR Code – 6 scans • QR Code on display in library – 3 scans • Art, heritage and Culture QR Code – 2 scans • Bowden links QR code - 1 scan • Walking and cycling QR code – 1 scan • Road Reconstruction QR Code – 1 scan • Convenient Parking – 1 scan
	Invitation for email submissions	Live - 21 September – 10 October	5 email submissions received
Tier 3	Social media (See Appendix C)	During engagement period - 21 September – 10 October	2 posts on Facebook page receiving no comments 1 post on Twitter receiving 2 comments from 1 person

2. What We Heard

Through our various engagement tools and techniques, we provided an opportunity for people who live on, work on or use Chief Street to tell us what they felt currently works well, what doesn't currently work so well and we also asked what their vision for Chief Street was.

Whether via the household survey, online hub or via sticky note, every single piece of input we received can be found in the tables in Appendices D (What's working well), E (What's not currently working well) and F (What's our vision).

Having analysed what we were told by the people who live on, work on and use Chief Street, we have identified the following priorities as a matter of significance to address in reimagining Chief Street.

It should be noted that we heard some conflicting input regarding issues such as speed limits and parking. This report should be read in its entirety to understand and explore the differing views we heard.

2.1 What's working well on Chief Street?

The first question asked, across all engagement methods, was for people to consider what is currently working well on Chief Street.

2.1.1 The speed limit, vehicle access, parking & traffic flow

Many people said that the 40km speed limit was something that they felt currently worked well on Chief Street, with some stating it was excellent and should be maintained.

This sentiment was echoed during the Virtual Roundtable, noting how the speed limit reduces risk to pedestrians and cyclists.

Comments included that it is an appropriate speed, creating a safer residential area and that it made it safer to cross a busy road. One person said it created a level of safety but that they never thought it was necessary on such a wide street.

"The 40 zone stops Chief Street being used as an unnecessary thoroughfare." Survey respondent

One person suggested that the speed limit worked well but that speed humps were also needed. Another person noted the narrowing and slow points, such as the roundabout and protuberances at the northern end worked well.

Access to Port Road, plus road access to Bowden and Brompton was noted as a positive by some people. Others noted it as a good connector street, and that it provides easy access to suburbs from a main arterial road.

In relation to parking, several people noted that this was working well. The long hours parking, and availability of parking for people to be able to access public transport to the city were noted as positive by some.

An email submission noted that the traffic works well, south of Hawker Street and that Chief Street is hardly ever congested. This person also noted that the roundabout at the intersection of Fifth Street and Chief Street has worked well in enabling safe traffic flow in crossing Chief Street. Other people also noted that the traffic flows quite well, and that the timing of the traffic lights are very time efficient.

The width of the road was referred to as a current strength of the street, with some people noting the good visibility this provides and its suitability for large transport needing to access local business.

2.1.2 The appearance of the street, particularly its greenery

Many people noted the general appearance of Chief Street to be working well, with many specifically referencing greenery and trees.

“Currently towards Torrens Road is actually quite nice, but as you get closer to Port Road it is quite ugly.” Survey respondent

Via all methods of engagement, people commented on the ‘great established trees’ and the shade that these trees provide. People noted the ‘leafy tree-lined ambience’ of the street providing appeal. During the Virtual Roundtable, participants also noted that the trees provide shade, as did Renewal SA.

2.1.3 The street being used for active travel

Many people noted the use of the street by cyclists as something that is currently working well. The wide road that includes bike paths was commented on as positive.

It was suggested that the footpaths on Chief Street are larger than most of the rest of the suburb, and one person commented on them being both wide and accessible.

One person noted that having no public transport along the street was working well and another noted that free parking allowing people to walk to the tram was too.

“The bicycle greenway along the train line has worked well by the number of people who use it, although, space for shading should have been factored in the design plans.” Email submission

2.1.4 The heritage wall, local live music and street art

Many people spoke about the Gasworks Wall as being a unique heritage feature of the street, and the importance of protecting and maintaining it. Some people said that this wall was the only current positive feature of the street.

“The heritage wall is a feature -> it is crumbling, please fix it”
Survey respondent

People also spoke about the live music that happens at The Gaslight. One comment was that it had been renovated and looks good, and provides a space for artists, entertainment and dining.

“Live music. Need more.” Hindmarsh Library Vision Board

A couple of other comments were received regarding local street art working well for the area.

2.1.5 The residential aspect of the street

Several positive comments were made regarding the residential aspect of the street. One person noted the rectilinear design of the street, being the major street of the original subdivision of Brompton, paralleled by 2 sub-streets, with a central square.

“There is architecture of the street reflective of all periods of Adelaide history, very unique to find such a diverse record along one street.”
Your Say participant

In an email submission, one person noted that the industry on the street is not imposing and has worked well on parts of Chief Street. They also noted that the set back of the houses adds to the feeling of limited congestion. Another survey respondent noted the lack of high-rise buildings as currently working well for the street.

Renewal SA noted that in the future there will be a mix of commercial and residential uses along the Chief Street interface with the Bowden development. The type of housing is undefined at this stage.

2.1.6 Ethelbert Square as a feature of the street

Several people referred to Ethelbert Square when asked what is currently working well along Chief Street. Comments included that this area must be kept green, and that the square is a feature of the street.

At the Virtual Roundtable, Ethelbert Square was also acknowledged as an existing asset of the street, though it was probably underutilised by the community at the moment.

Detmold also acknowledged Ethelbert Square as extremely important to staff, with Christmas BBQ's being hosted here, with the tables and shade well utilised.

2.2 What's not currently working well?

The second question asked, across all engagement methods, was for people to consider what is NOT working well on Chief Street.

2.2.1 Lack of accessibility, bike lanes and footpaths

Whilst active travel was seen as a strength of the street, in that people said it was good to see the street used by cyclists and pedestrians, this topic was the most frequently mentioned concern across all engagement methods.

People raised concerns that Chief Street is not wheelchair accessible or suitable for prams, with many footpaths being not smooth or wide enough. This was also mentioned in relation to access to the seats at Ethelbert Square, with no paths to them.

Many people said that there were poor amenities and safety for both cyclists and pedestrians.

With regard to cycling along Chief Street, people said that exposed bike paths, road surface, width of bike lanes, and limited links to other local bike paths were significant issues. Other people said the bike lanes were poorly maintained.

"Cycling under the bridge feels very dangerous - it's scary as a cyclist and confusing as a driver. Riding on the footpath under bridge feels like a danger to pedestrians." Your Say participant

In relation to pedestrians, one online participant noted that it feels very dark and they feel unsafe to walk at night, which prevents them from using the tram and walking home. Another person noted that the footpaths are bland, inconsistent, thin and uneven. Another person noted the stobie poles that interrupt the paths. Many people comments on the general poor condition of the footpaths and the trip hazards along the street.

In a conversation with Renewal SA, improved pedestrian infrastructure was also of importance. It was suggested that walkability, safety for cyclists and pedestrians should be prioritised. They also noted that there will be new connections to the later stages of the Bowden development from Chief Street and that these could be treated as gateways into the precinct. Cycle connectivity is supported and Renewal SA will work with Council and the Team to accommodate the best links for pedestrians and cyclists.

“Footpaths and curbs are awful. I go dog walking, so I am familiar with this.” Survey respondent

In our conversation with Detmold, we learnt that some employees ride and walk if they live nearby (an increasing number of younger staff are moving to the area) but the nature of shift work is prohibitive to public and active transport in a lot of cases.

2.2.2 Traffic flow, intensity & speed

Whilst many people spoke in favour of the 40km speed limit when asked well, many people also commented on this when asked what wasn't currently working well.

This same conflicting opinion was evident during the Virtual Roundtable and discussion was held regarding this with it being noted that a number of residents did not like the speed limit, but that this was more than likely based on how the street is currently designed. Discussion occurred regarding the significant impact speed limits have on the safety, and likely fatality, of pedestrians and cyclists (see Appendix A).

Renewal SA suggested lowering the design speed, defined as the target speed at which drivers are intended to travel on a street.

Some people said it was too slow, and that as a major thoroughfare this is restricting. One person noted via their survey response that the reduction in the speed limit made little difference to cars speeding. Another person noted that they observed on their early morning walk that people don't drive at the speed limit.

Despite some people saying that the traffic works well along Chief Street, others commented that this was not working well.

“Traffic during the morning and evening rush hour is horrendous. I live near to traffic lights at Hawker and it is hard to turn left into my driveway because cars assume I am turning down Hawker rather than into driveway. Also due to the rush hour volume it is very hard to exit.”
Your Say respondent

It was suggested that the lack of comprehensive traffic calming measures has destroyed what could have been 'a more sedate local collector road.'

Another person said that driving around the roundabout can be dangerous as people on Chief Street don't check side streets properly, because they feel like it is a main road. One survey respondent said it is used like a main road and that they would like to see humps either side of Hawker Street, or it being blocked.

In our meeting with Detmold, we learnt that 19m semi-trailers are the largest vehicle to access their premises.

Other people noted concern at there being too many heavy trucks on the street.

“...the biggest problem is the constantly increasing pressure from traffic from new developments and cut-through motorists. The upshot is that the area has become a very difficult suburb in which to live and enjoy. It doesn't need to be that way.” Email submission

There are a number of specific traffic and road issues raised in the individual comments made, which can be found at Appendix F.

2.2.3 The visual appeal of the street

Many people shared concerns that the appearance of Chief Street was not currently working well, despite the tree-lined and wide aspect of the street being also noted as a positive element by some.

Many people said that the trees along the street were an issue, especially when they drop leaves and gumnuts. People suggested that there needed to be more regular leaf collection by Council, particularly during autumn and winter. Others also noted the fine dust from the trees that covers parked cars, and one person suggested that the street trees need to be trimmed.

One person suggested that the street needed more open space, perhaps at the Gasworks site and also suggested there needs to be more vegetation near the Ashman Grove residential aged care. Another said that the empty blocks look untidy and would like to see more residential.

One person noted the industrial façade, with deteriorated fences and an ugly backdrop. Another agreed, specifically noting the eyesore opposite the Gaslight pub.

Some people spoke of their concerns regarding regular graffiti.

“The street overall has a drab, tired look instead of a vibrant, pleasant prominent street look... better greenery... flowers... colour... LESS industry... REZONE the street!” Email submission

2.2.4 Poor lighting

A number of people spoke about the lack of lighting on the street and it being very dark at nighttime. This sentiment was echoed at the Virtual Roundtable.

Several people noted that the poor street lighting makes it feel unsafe to walk at night, and one person suggested that this should be fixed first and foremost.

“...not enough of adequate street lighting during the night. Feels unsafe to walk at night.” Survey respondent

One person specifically noted the poor lighting in the railway underpass, another noted this too walking to Plant 4 from the Gaslight, and others acknowledged how dark the park feels at night.

2.2.5 Parking

Whilst parking was noted as a positive aspect of the street, it was also noted by several people as something that isn't currently working well.

Via email, one person noted the growth in demand for opportunistic parking, referring to new dwellings that don't have sufficient carparking space, as well as city tram commuters and events parking.

“The lack of long-term parking restrictions resulting in cars being dumped and left for long durations. Suggest residential parking permits could be useful.” Your Say participant

People noted that parking available from early in the morning until late afternoon was not currently working well. Others noted that the parking on the street detracts from the beauty of the street. Several people suggested permit parking for residents.

In our conversations with Detmold, we learnt that they have various off-street car parking facilities that are accessed from East St, Hawker St and next to the Airport Car Park facility. The car park off East Street and Hawker Street (Ethelbert Square) services employees, visitor parking, deliveries/transport and waste removal. Other staff, couriers and visitors sometimes use Chief Street for parking, or the off-street parking available.

2.2.6 Minimal facilities, shade and general appeal at Ethelbert Square

Again, whilst Ethelbert Square was noted by many people as an asset to the street that is working well, there were numerous suggestions for how it could be improved.

One person noted that minimal facilities on Ethelbert Square make it unattractive to visit, another said that the existing green space was not inviting enough to linger. Another person noted that it wasn't currently welcoming.

"Ethelbert Square is plain, barren, ugly and has little purpose."
Your Say participant

One person noted the lack of shelter at Ethelbert Square, and another noted the lack of accessible footpaths to the seats. Another person said it was underused, needing more seating and trees. One person said that the square 'is a disaster' with boring plane trees, ugly seating, and powerlines. One person said that the square is too exposed to the road for puppies and children.

Another person suggested there needs to be toilets at Ethelbert Square and more shade. Someone else said that a nice park to walk to and have a picnic at would be nice.

2.2.7 Current stormwater drainage leads to flooding

A number of people said that current drainage did not work well and led to issues of flooding on Chief Street.

One person said that the culverts get blocked by leaves. Another said that poor consideration of levels in road surface and gutter replacements leads to water pooling at various locations, and another said that not enough road sweeping means there is overflowing in heavy rain.

Poor drainage that leads to flooding at the train underpass was noted as a concern by several people. One person noted that the bike lanes also flood.

“Storm drainage is still poor in some places - especially when drains are FULL of tree leaves that council do not remove.” Survey response

2.2.8 Poor road surface

A number of people specifically mentioned the road surface as being something that doesn't currently work well on Chief Street.

Some simply said the road surface was poor, and others suggested the surface needs an upgrade. One person via the survey said that the bad road surface creates additional traffic noise.

Several people noted the road surface as not being good for bike riding.

2.3 What's our vision for Chief Street?

Across all engagement methods, we also asked people to share their overall vision for the future of Chief Street.

2.3.1 The vision of those who attended our Virtual Roundtable

In the Virtual Roundtable, the vision for Chief Street included statements such as –

- Known in Adelaide as a cool place to visit that reflects the authentic local culture;
- Active transport focussed, green, cool, arty!
- Awarded for sustainable construction processes used by the City of Charles Sturt!
- Strong community focus with residents happy to live, work and play;
- Unique spaces with great amenity so we can walk everywhere admiring beautiful art and greenery;
- Wide footpaths, separated bikeway, slow movement, a place for locals, shade, plants, people first;
- Retain live music the area is known for! Go the Gaslight!
- Cafes and eateries;
- Integration between business and residential needs but green and welcoming at the same time;
- A street that encourages you to walk, ride, stay and play;
- Footpaths are continuous, cycling is invited and is comfortable, convenient and connected. There is a green/shady feel;

In our conversation with Detmold, they told us that because they intend to stay located on Chief Street, they would like the new street design to be flexible to a range of uses and service businesses as well as residents. This includes a balanced approach to on-street car parking provision.

They noted that the street needs to be made safer during the day and night, although noted that this might be the perception of safety as they haven't heard of any incidents of crime. They noted that they would also like the street to be greener and Ethelbert Square remain a place where staff and visitors are welcome.

Renewal SA hope to attract more families to move to the precinct.

2.3.2 Ranking of priorities by survey respondents

Through the surveys, either delivered to local households or undertaken online, 140 people undertook a ranking activity where they were asked to prioritise what was most important to them when reimagining Chief Street.

The full breakdown of ranking can be found at Appendix F.

The 140 people placed the topics put forward to them in the following order –

Most important >

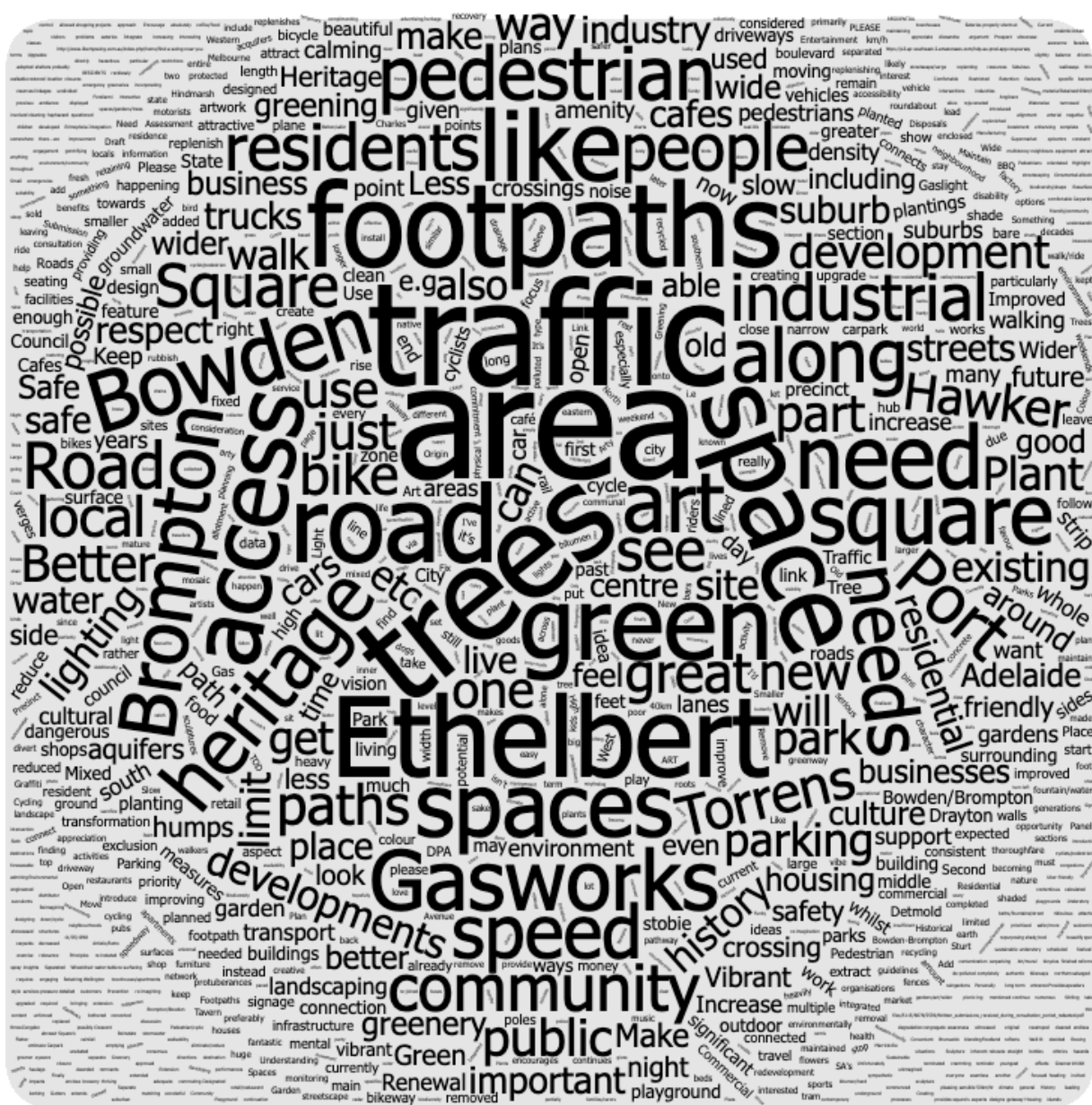
- 1. Trees, shade, greenery and colour**
- 2. Safety during the day and night**
- 3. Footpaths and pedestrian crossings**
- 4. Vibrant and interesting public spaces and reserves**
- 5. Art, heritage and culture**
- 6. Road Safety**
- 7. Convenient parking**
- 8. Freight access to nearby business**

< Least important

2.3.3 Other input regarding the overall vision for Chief Street

Through the other methods of engagement, people were asked to share their vision for Chief Street. Numerous suggestions were made that can be found in Appendix G.

The words that people said have been placed into this word cloud to show a visual representation of the most frequently said words. The larger the word, the more frequently it was used.



Graphic representation of most frequently said words when describing a vision for Chief Street