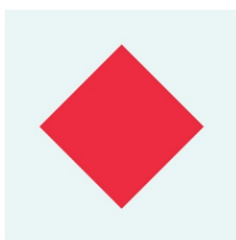




Community Engagement Report for May Street Upgrade, Albert Park June 2021

Contact: Kath Mardon
Community Engagement Officer - Engineering
PH: 08 8408 1270
kmardon@charlessturt.sa.gov.au



1. Project Overview

We consulted with local residents and business owners in 2020 across 5 key streets identified in our Albert Park Living Streets program. These streets included, Glyde Street, May Street, Murray Street, Jervois Street and Grace Street.

Living Streets is about reimagining the design of your street and neighbourhood to prioritise people; whether it be as a walker, bike rider, driver or to socialise with family and neighbours. Through the consultation period we asked people how they would reimagine their local street and what could be done to enhance their liveability.

During the consultation, we had 37 people respond to our online survey and 5 people attend our open day. Some of the key comments that people felt across all streets that were not working and that could be improved were:

- Not enough trees
- More street appeal
- Cut through traffic and vehicle speed
- Reduce speed / traffic calming
- Upgraded lighting
- Footpaths are in disrepair
- Create open space / park
- Stobie pole art

Overall, local residents felt that the most important factors for their streets were:

- slower safer streets
- upgraded footpaths
- safe walking connections with designated signage

This was followed by:

- more street trees
- bike connections & crossings
- connecting socially

May Street will be one of the first streets in the Living Streets program to undergo an upgrade as the road requires urgent rehabilitation and will feature

We have received a federal grant which will allow us to complete the full length of the street from Port Road to West Lakes Boulevard. Total cost of the project is estimated at \$1.6 million with a federal contribution of approximately \$780,000.

We are proposing two concept options for May Street:

Option A – Two Way driveway link

Option B – At grade intersection treatment

2. Community Engagement Approach

Consultation was undertaken over a 3-week period in May 2021, where we sought feedback on two streetscape options for May Street.

We posted 432 consultation packages to residents & business owners within the original Living Streets catchment.

We provided the opportunity for feedback through:

- an online feedback form through our Your Say Charles Sturt website
- hard copy feedback form (available at Banquet Foods)

An in-person community drop in session was also scheduled to allow people to come and meet with the project team to discuss the options presented.

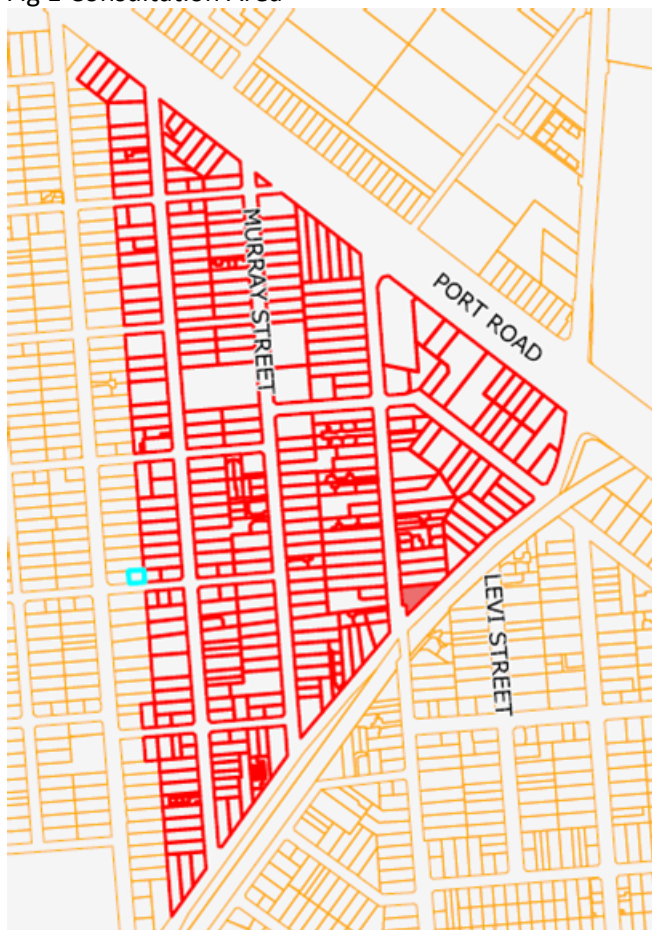
We undertook door knocking of all properties in May Street on 26 May and 1 June 2021 to continue conversation with people who may not have had the opportunity to provide their feedback.

The engagement was communicated through:

- a coloured brochure directly mailed to the local area
- display board at Banquet Foods, Albert Park

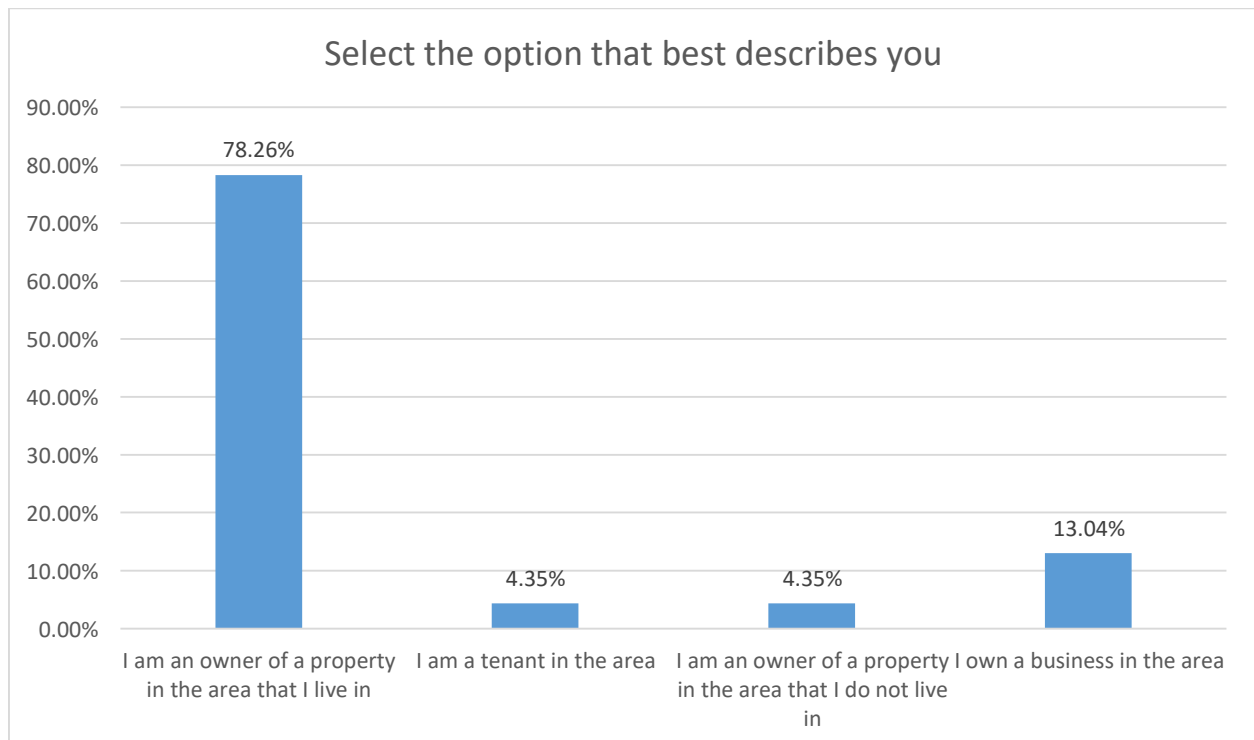
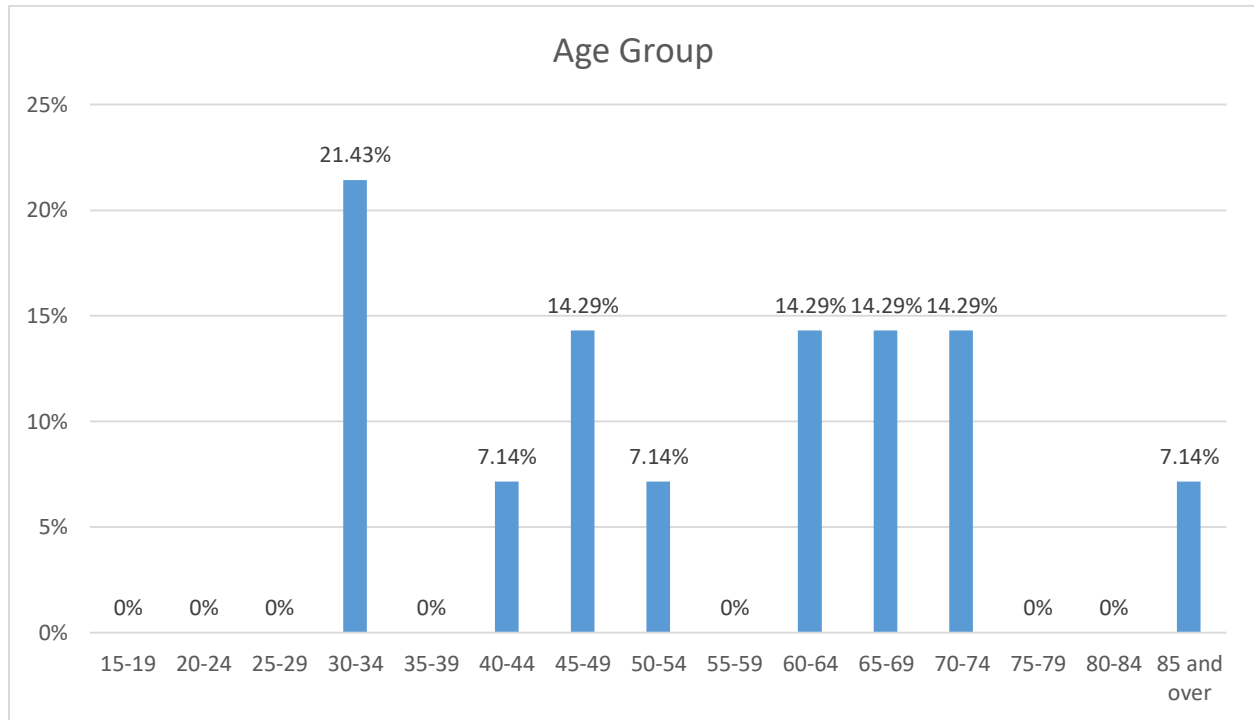
A sample of materials posted are within **Appendix A** of this report.

Fig 1 Consultation Area



3. Who did we hear from

We heard from a mix of respondents to our streetscape options with 50% being between the ages of 30-59 years old and 50% being 60-99 years old, with over 70% being home owners.



Your Say Charles Sturt website Visitors Summary

	= n
Views	302
Number of times a user views any page on site.	
Visits	101
Number of people browsing sessions	
Visitors	
Unique users visiting site	
Contributions	23
People who have left feedback	
'Followers' of the project (to be kept informed of updates)	10

4. What we heard

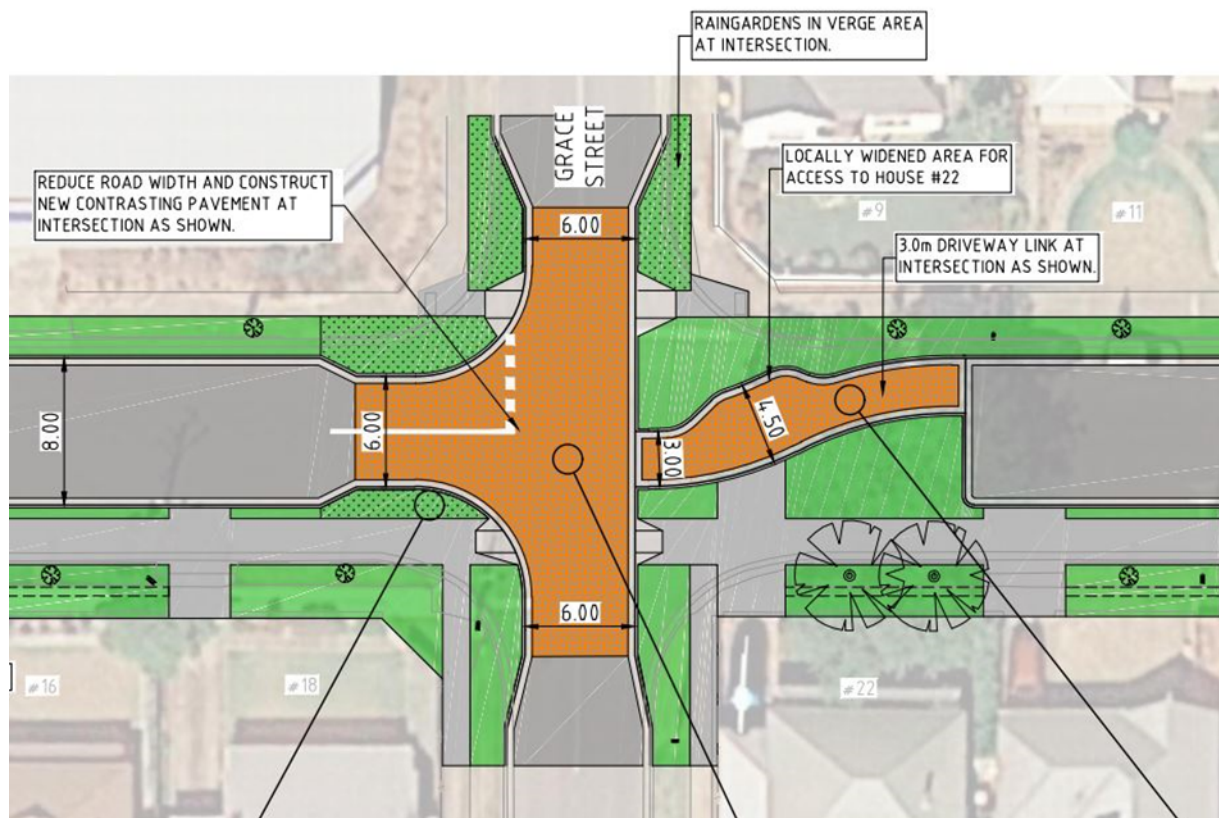
A total of 24 responses were received throughout the engagement. This included responses directly from people we spoke with during door knocking. 1 written submission was also received.

We had 3 people attend our Community Drop, which was held at Banquet Foods on Wednesday 19 May between 3pm to 5pm.

The feedback from the survey and any other written comments are summarised in this report. The verbatim comments from the online feedback form and submissions are provided in **Appendix B & C**.

We received some great feedback to the options presented with some additional suggestions made.

4.1 Feedback on Option A – Two Way Driveway Link



Of the 23 survey responses received, there were 10 respondents who liked this option.

People were saying they liked this option because it would slow traffic and make it safer for people who lived in there.

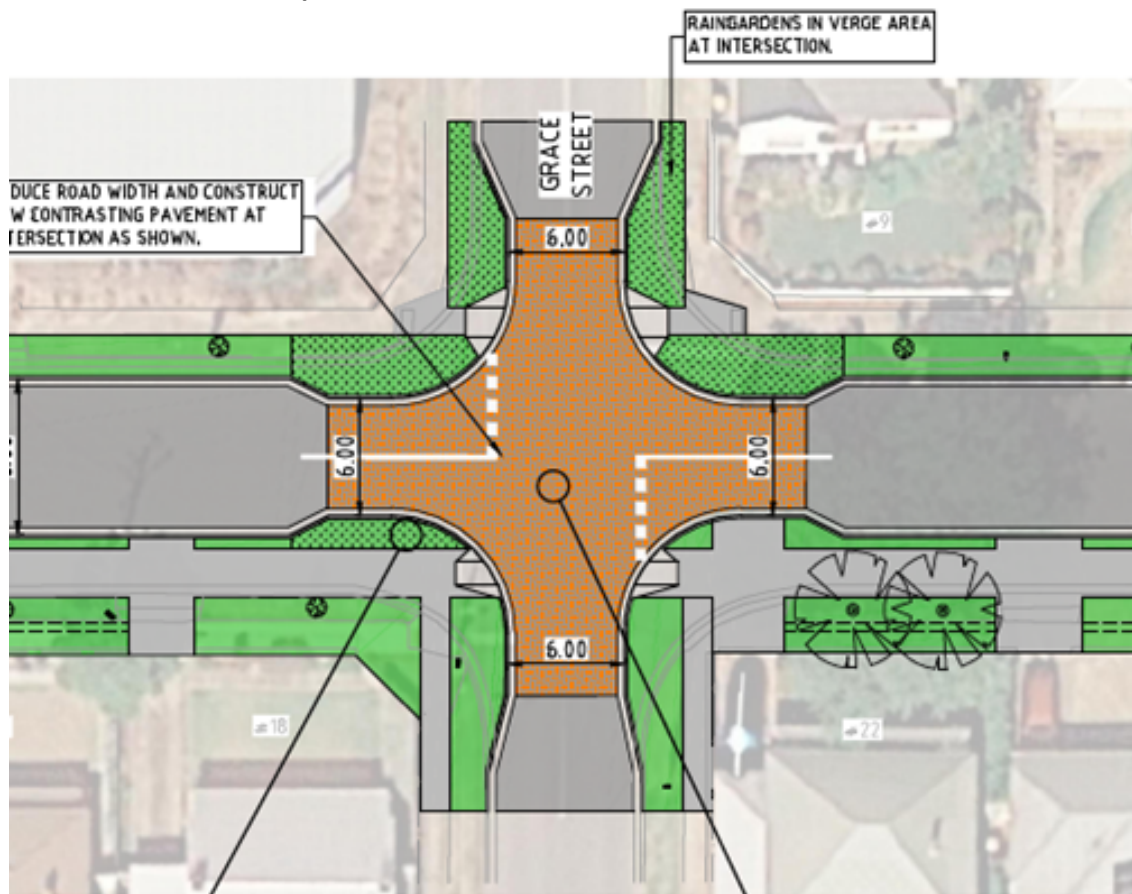
'Option A I believe will slow the traffic on approach to intersection (north bound) enabling priority traffic on the northern side' – Survey respondent

'Option A would slow down the traffic deciding to use May Street as a thoroughfare which would make May Street much safer for the people who live there' – Survey respondent

Respondents also said this option would assist diverting heavy vehicles away from the street.

Others felt this option was a little restrictive or didn't like it at all and preferred another form of traffic treatment such as speed humps.

4.2 Feedback on Option B – Intersection Treatment



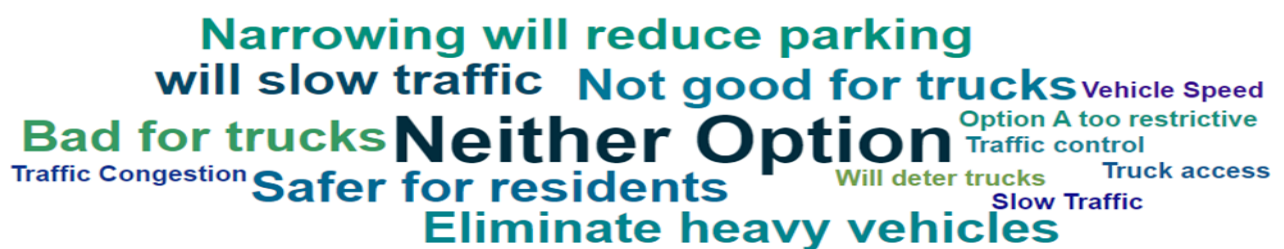
Of the 23 survey responses received, there were 11 respondents who liked this option.

People felt that this option would still allow truck movement in the street for businesses and that it would be better for traffic control.

'I feel Option B has more symmetry and believe it will still have the desired effect of slowing down idiots without negatively impacting those of us who use May Street to get to Port Rd without being inconsiderate to the residents'- Survey respondent

It was identified that when respondents were providing their feedback about which option they preferred, there was a significant positive community sentiment (70%), with 15% mixed and 15% negative.

Theme	%	#
Neither Option	15%	3
will slow traffic	10%	2
Safer for residents	10%	2
Not good for trucks	10%	2
Eliminate heavy vehicles	10%	2
Narrowing will reduce parking	10%	2
Bad for trucks	10%	2
Will deter trucks	5%	1
Option A too restrictive	5%	1
Traffic control	5%	1
Truck access	5%	1
Traffic Congestion	5%	1
Slow Traffic	5%	1
Vehicle Speed	5%	1



4.3 Other feedback about the options

Other feedback presented told us that the Spotlight exit onto May Street is a safety issue with many shoppers turning into the entrance creating conflict. Some respondents also felt the road narrowing would impact car parking and the project was a waste of ratepayers money.

Theme	%	#
Spotlight exit an issue	16.70%	2
Speed plateaus over choke points	16.70%	2
Landscaping to fit with area	16.70%	2
Waste of money	8.30%	1
Leave left turn lane out to Port Road	8.30%	1
Improve signage WLB end	8.30%	1
Local Traffic Only signs	8.30%	1
Corner block	8.30%	1
Speed cameras	8.30%	1
Roundabout preferred	8.30%	1
Alternative design	8.30%	1
Plan ignores bicycle riders	8.30%	1

Bike cut throughs at the slow points	8.30%	1
Signage	8.30%	1
Overgrown property needs attention	8.30%	1



It's important to note that the survey was not intended to be used as the sole decision-making tool. It gives the community an opportunity to indicate their level of support for each of the options, while communicating to us how we could improve it while still providing the desired safety outcomes for the street.

Appendix A

Consultation Materials

LIVING STREETS UPGRADE MAY STREET, ALBERT PARK

LIVING STREETS BACKGROUND

We consulted with local residents/business owners in 2020 across 5 key streets identified in our Albert Park Living Streets program. These streets included, Glyde Street, May Street, Murray Street, Jervois Street and Grace Street.

Living Streets is about reimagining the design of your street and neighbourhood to prioritise people, whether it be as a walker, bike rider, driver or to socialise with family and neighbours.

Through the consultation period we asked people how they would reimagine their local street and what could be done to enhance their liveability.



WHAT WE HEARD

During the consultation, we had 37 people respond to our online survey and 5 people attend our open day.

Some of the key comments that people felt across all streets that were not working and that could be improved were:

- Not enough trees
- More street appeal
- Cut through traffic and vehicle speed
- Reduce speed / traffic calming
- Upgraded lighting
- Footpaths are in disrepair
- Create open space / park
- Stobie pole art

Overall, local residents felt that the most important factors for their streets were:

- slower safer streets
- upgraded footpaths
- safe walking connections with designated signage

This was followed by:

- more street trees
- bike connections & crossings
- connecting socially

An early engagement report with all the Living Streets feedback is available at yoursaycharlessturt.com.au/albertparklivingstreets

MAY STREET ROAD RECONSTRUCTION

May Street will be one of the first streets in the Living Streets program to undergo an upgrade as the road requires urgent rehabilitation.

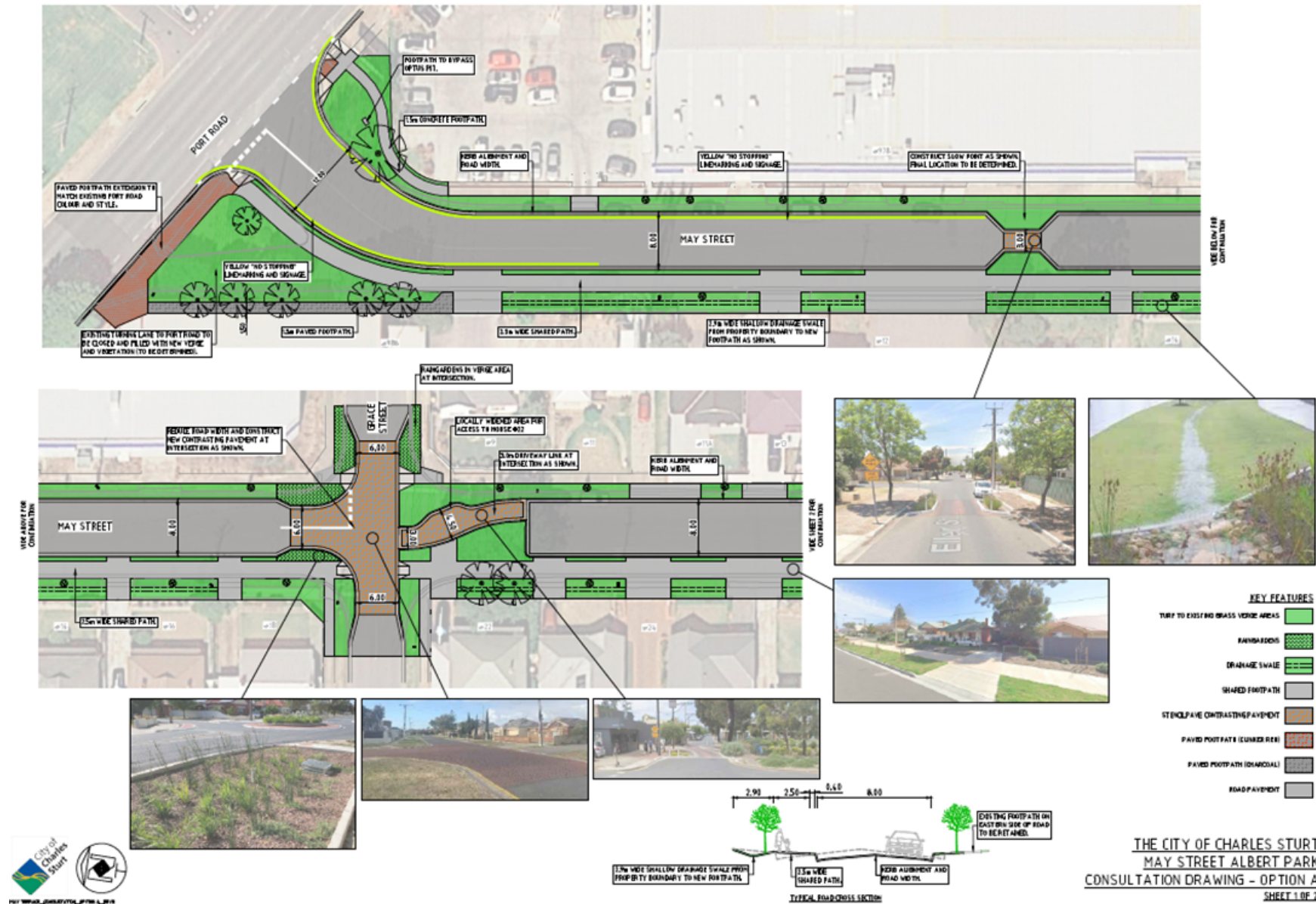
Federal Funding

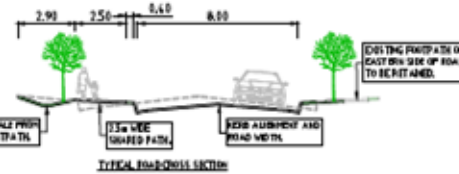
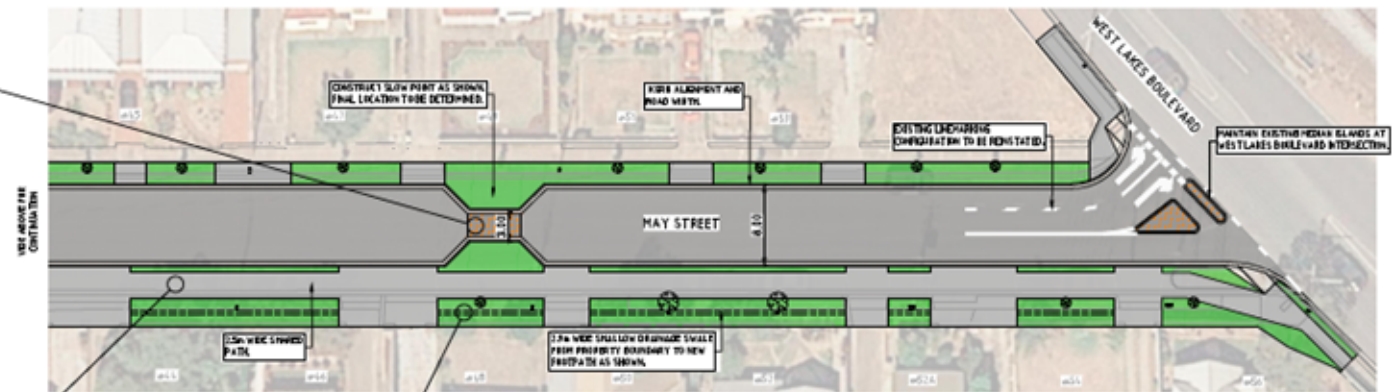
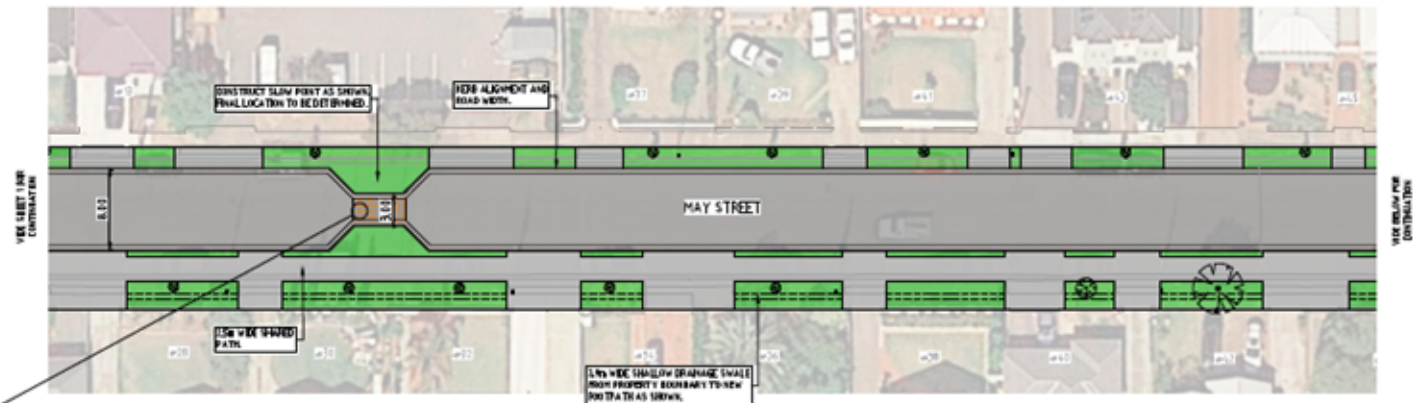
We have received a federal grant which will allow us to complete the full length of the street from Port Road to West Lakes Boulevard. Total cost of the project is estimated at \$1.6 million with a federal contribution of approximately \$780,000.

We are proposing two concept options for May Street which include the following:



OPTION A

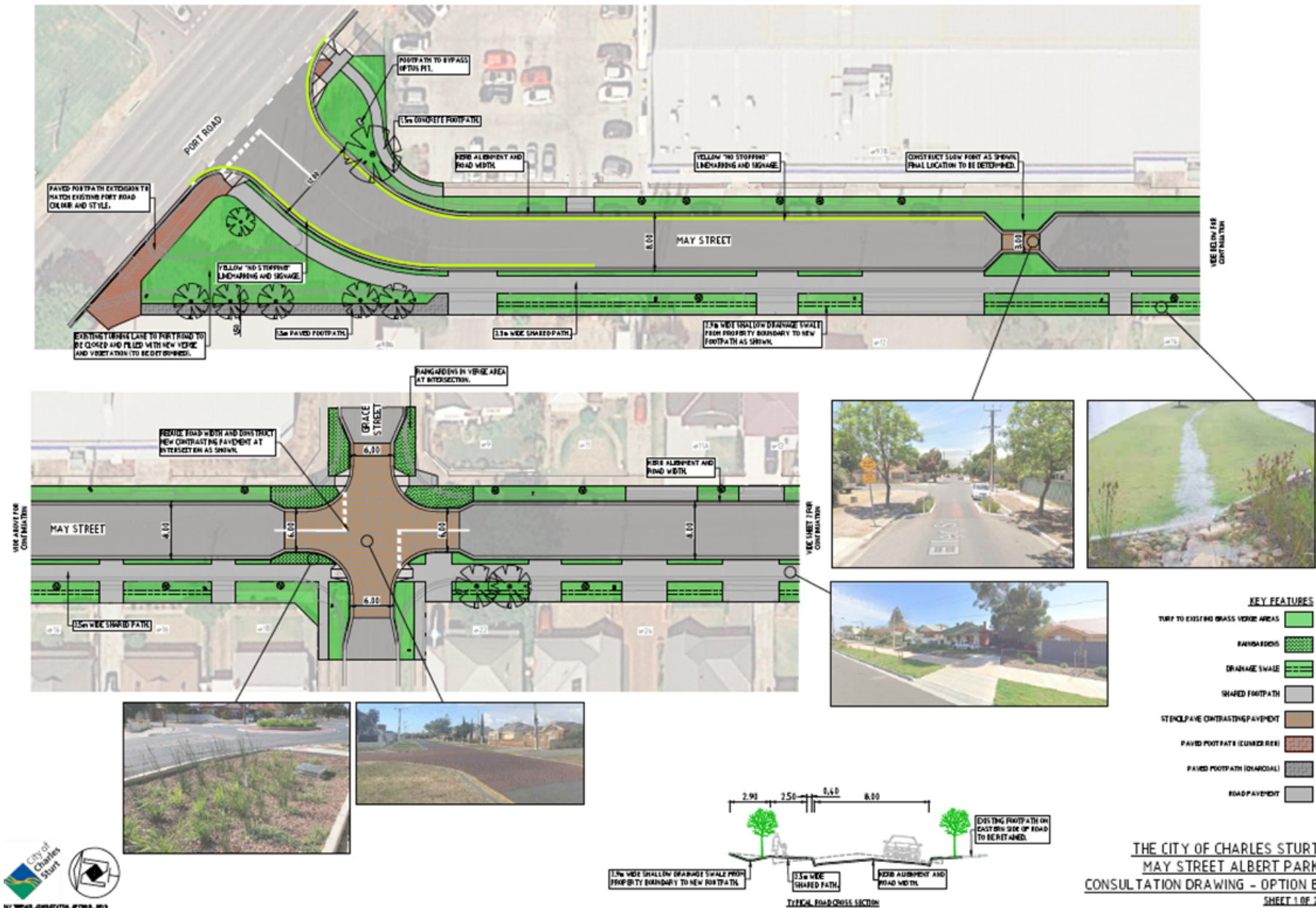


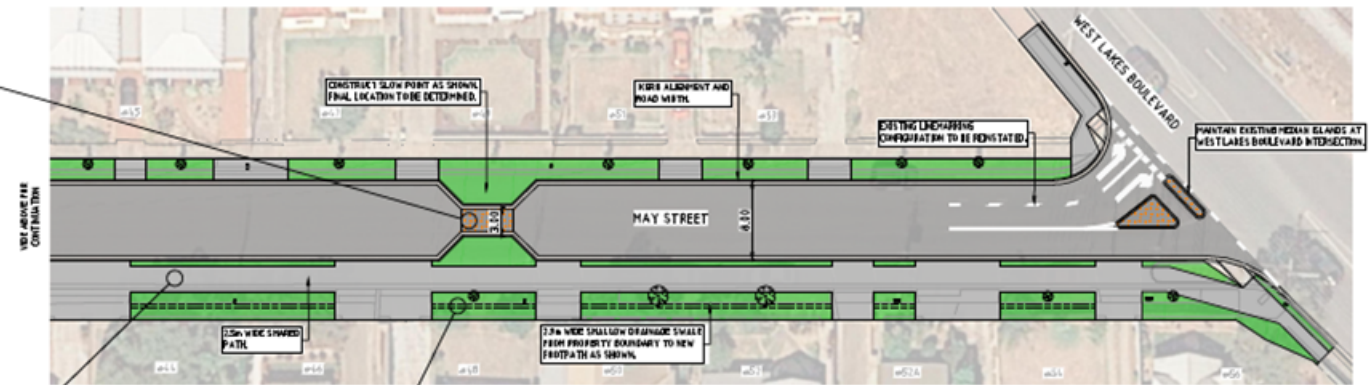
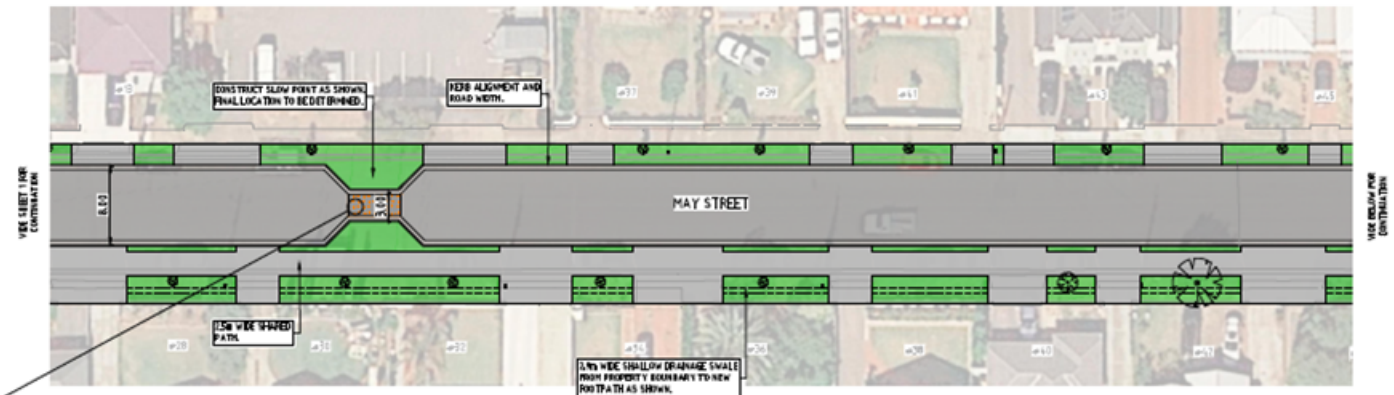


KEY FEATURES	
THIN TO EXISTING GRASS VERGE AREAS	
PAVEMENT	
DRAINAGE SWALE	
SHARED FOOTPATH	
STREETPAVE CONTRASTIVE PAVEMENT	
ROAD PAVEMENT	

THE CITY OF CHARLES STURT
MAY STREET ALBERT PARK
CONSULTATION DRAWING - OPTION A
SHEET 2 OF 2

OPTION B





KEY FEATURES

TURF TO EXISTING GRASS VERGE AREAS	
PAVEMENT	
DRAINAGE SWALE	
SHARED FOOTPATH	
STREET/PAVE CONTRASTING PAVEMENT	
ROAD PAVEMENT	

THE CITY OF CHARLES STURT
MAY STREET ALBERT PARK
CONSULTATION DRAWING - OPTION B
SHEET 2 OF 2

OPTION A AND B

Roadway, footpaths and verges

- Reconstruction of the road pavement from Port Road to West Lakes Boulevard
- Replacement and realignment of kerb and gutter for the entire length of the street. This will narrow the roadway but still ensure that parking in the street is not affected.
- Proposed slow points along May Street between intersections to achieve a desired slower street.
- Replacement of all footpaths for the entire length of the street – 2.5m wide path on western side and 1.5m wide path on eastern side.
- Widened verges that will enhance greening of the area with potential for additional street tree planting and landscaped drainage swales

Grace Street/Jervois Street and May Street Intersection

- Raingardens within the verges at the intersection of Grace/Jervois/May Street to filter local stormwater

May and Port Road Intersection

- Improving safety at the Port Road Intersection by removing the left turn slip lane
- New verge and landscaping within the new closure

OPTION A

Grace Street/Jervois Street and May Street Intersection

- Two-way Driveway Link (3m wide) to slow vehicles at the approach of the intersection and deter oversized trucks and hoon drivers.

OPTION B

Grace Street/Jervois Street and May Street Intersection

- Reduced road width and narrowed intersection treatment with contrasting pavement to create a slower speed intersection



YOUR SAY

SHARE ENGAGE CONNECT

To provide your comments you can:

- Complete the online survey at yoursaycharlessturt.com.au/maystreetupgrade
- Drop into Banquet Foods, 992 Port Road Albert Park on Wednesday 19 May anytime between 3pm and 5pm to share your views and meet the project team
- Should you require a hard copy survey, they will be available at Banquet Foods throughout the consultation period

Feedback is required by no later than Wednesday 26 May 2021

We will provide an update to you following consultation on the outcome and construction timeframe.

Should you have any questions at all about this project, please contact:

Kath Mardon, Community Engagement Officer
8408 1270
eng-consultation@charlessturt.sa.gov.au





Appendix B

Survey responses

Of the two options presented, please tell us which on you most prefer?			Please tell us more about why you have selected your preferred option	We would like to hear any other feedback you may have about either of the options proposed.
	Option A – Two Way driveway link	Option B – At grade intersection treatment		
1		✓	Hi Kath, Firstly, both {name removed} would like to thank you for coming out to meet with us regarding the options to upgrade May Street. It was very helpful and greatly appreciated. Option B is our preferred option, however as discussed during our meeting, we would like to have some parking available at the front of our property. This would enable my elderly parents (my mother has a mobility impairment and uses an elbow crutch to walk) to park out front and have close/safe access to us, as they are currently able to do. One of our concerns with both options is the Yellow “No Stopping” line marking signage alongside Spotlight and Crystals and Coffee businesses on May Street. The carpark Spotlight provides is small and during the weekdays and weekends cars also park on the road due to the high volume of customers. Taking this parking away will impact our side of May Street which already has a high volume of cars parking on the road by its residents, as we pointed out in our meeting. With the road about to be narrowed, and available parking being removed, we are concerned these issues have not been taken into account. There is also Gateway Baptist Church on Grace Street to consider, as when there is a higher volume of parishioners, they park on May Street, particularly in front of the houses closest to the corner which includes ours. Therefore, the parking restrictions will create further issues for the residents of May Street. We hope you take our concerns into consideration. Thank you.	
3		✓	cars scream down the street.	
4	✓		Slow point will impact trucks getting into the property Truck movements are Murray - Grace - onto May Street.	
5	✓		As long as it slows traffic	
6	✓		People drive like lunatics, elderly residents in the area - unsafe.	

7		✓		There is a house in May that is overgrown with cars and dumped stuff. Requires clearing because there are rodents.
8		✓	Port Road end still requires a slip lane to turn left. As West Lakes Boulevard get banked up, we use alternative options.	
9		✓	We need our medium size deliver truck to come from Port Road to Grace Street to pick up our furniture	Customer shopping at Spotlight must be stopped entering their carpark from May Street before there is a major accident. There is a No Entry sign but no one takes any notice of it.
10		✓	I prefer Option B because of the intersection treatment, it is a lot better for traffic control	No more feedback, my main concern was the intersection
11	✓		Option A I believe will slow the traffic on approach to intersection (north bound) enabling priority traffic on the northern side.	I've opted for the driveway link, but actually I don't like the whole concept of either option because it ignores on-road bicycle traffic, in favour of a shared path on the western side. It has been my experience as a 40 year accident investigator (SAPOL) and 15 yr policy maker (Councillor - Onkaparinga) that shared paths only work in low conflict environments. The design options provided set up conflicts between cyclists and pedestrians, and also with vehicles using driveways of local houses and businesses. I'd urge consideration of chevron marked shared road use for May Tce with bike cuts-throughs at the slow points.
12			<p>I do NOT PREFER either option.</p> <p>This is due to:</p> <ol style="list-style-type: none"> 1. Street narrowing and choke points will reduce parking and make it much harder for trucks to use the street - these options do not consider other users including industry. 8 meters is far too narrow 2. A wider green area looks empty and still requires upkeep for which a quarterly council mow isn't good enough 3. The option A intersection is a really bad idea due to trucks (mentioned in point 1.) 4. Either proposal loses the old feel of the neighbourhood 	<p>This feedback has been discussed with multiple home owners and also a State councillor candidate</p> <ol style="list-style-type: none"> 1. Large flat top speed humps preferred over road narrowing/choke points 2. Intersection can be raised and/or have different coloured surface - no roundabout or option A design please! 3. Any landscaping options to take into consideration the older feel/vibe of the street 4. Possibly do something with the southern end property on the corner. Eg. make more room for a bus stop off Westlakes Boulevard. For ease of traffic to go around the bus. Maybe a small vegetation, tree, shade, grass, bench. Even a small dog

				park in that area. I'm not sure if it's owned property but it always looks dead and dusty
13			<p>I do NOT PREFER either option.</p> <p>This is due to:</p> <ol style="list-style-type: none"> 1. Street narrowing and choke points will reduce parking and make it much harder for trucks to use the street - these options do not consider other users including industry. 8 meters is far too narrow. 2. A wider green area looks empty and still requires upkeep for which a quarterly council mow isn't good enough. 3. The option A intersection is a really bad idea due to trucks (mentioned in point 1.) 4. Either proposal loses the old feel of the neighbourhood. 	<p>This feedback has been discussed with multiple home owners and also a State councillor candidate:</p> <ol style="list-style-type: none"> 1. Large flat top speed humps preferred over road narrowing/choke points. 2. Intersection can be raised and/or have different coloured surface - no roundabout or option A design please! 3. Any landscaping options to take into consideration the older feel/vibe of the street.
14			<p>I do NOT PREFER either option.</p> <p>This is due to:</p> <ol style="list-style-type: none"> 1. Street narrowing and choke points will reduce parking and make it much harder for trucks to use the street - these options do not consider other users including industry. 8 meters is far too narrow. 2. A wider green area looks empty and still requires upkeep for which a quarterly council mow isn't good enough. 3. The option A intersection is a really bad idea due to trucks (mentioned in point 1.) 4. Either proposal loses the old feel of the neighbourhood. 	<p>This feedback has been discussed with multiple home owners and also a State councillor candidate:</p> <ol style="list-style-type: none"> 1. Large flat top speed humps preferred over road narrowing/choke points. 2. Intersection can be raised and/or have different coloured surface - no roundabout or option A design please! 3. Any landscaping options to take into consideration the older feel/vibe of the street.
15		✓	Option A is too restrictive, affecting flow	A roundabout at the intersection of Grace/Jervois Street and May Street would slow down traffic rather than stopping traffic. Restricted parking on May Street will impact parking in Jervois Street, reducing parking for business and congregation members. The removal of the slipway will mean a bank up of traffic on May Street.
16	✓		Has the potential to determine trucks more	
17	✓		Want the traffic to be slowed down and eliminate heavy traffic	
18	✓		Option A would slow down the traffic deciding to use May Street as a thoroughfare which would make May Street much safer for the people who live there.	
19	✓		Better setting neater	

20	✓		Traffic treatment proposed	Speed cameras
21	✓		It will assist in preventing heavy traffic/vehicles from entering residential part of May Street and using same as their preferred 'cut-through' option.	Left hand turning lane to Port Rd to be left as is. It works! Removing same will create further chaos with the flow of traffic created by businesses such as Spotlight, Banquet Foods/Festival Wines/Namron and Gateway Church (in Jervois St). Improved signage: Southern end of May St should include 'Only residential traffic' as well as existing sign prohibiting trucks from parking both sides of May Street. Both these signs should also be placed at Grace and May Street intersection. Spotlight parking exit into May St does not work even with the 2 existing 'no enter' signs. All Spotlight's customers entering from May St disregard the signs. Also when they exit it will be done by a right hand turn which existing signs prohibiting them from doing so. A nice little park with Somme small shrubs and pathway as well as a bench at the corner of May Street and West Lakes Blvd. would be lovely for senior citizens to sit and have a rest after a walk. Also a shelter and seating at bus stop 27 on West Lakes Blvd. (both sides) wld be really appreciated by the elderly who are one of the biggest users of public transport.
22		✓	It is the best of a bad choice. Imagine trying to drive a semi through Option A or come to think of it Option B isn't much better. These options may correct the traffic, vehicle speeds and calming, but will create more problems trying to navigate a large vehicle through.	Out of the entire survey, the traffic seemed to be a minor concern to only a few respondents. The overall opinion was to improve the "look" of the area, and to fix the already problematic areas such as footpaths, street lighting and lack of trees. Option A would create an incredible number of issues and driving through would become a nightmare. Imagine trying to drive a semi through Option A To add slow points would remove and restrict the already limited street parking that is available. Please look at the area in Woodville West where there has been many rebuilt properties and the lack of parking/traffic issues that are now a problem there. Council needs to understand that many property owners still have 2 cars and the current house designs generally only allow for 1 car park. While you may say that this is the homeowners problem, it does become a community issue when the streets

				are overrun by carparking, leaving the flow of traffic to be desired.
23		✓	I feel Option B has more symmetry and believe it will still have the desired effect of slowing down idiots without negatively impacting those of us who use May Street to get to Port Rd without being inconsiderate to the residents.	No other feedback, thank you for allowing us to share our thoughts on this change.

Appendix C

Written Submissions

Sent Fri 28/05/2021 7:24am

To eng-consultation@charlessturt.sa.gov.au

Subject May Street, Albert Park

Dear Ms. Mardon,

As the State Liberal Candidate for Lee, I have been canvassing residents in regards to issues or ideas that they may have for our community. Within the area of Albert Park residents were aware of the City of Charles Sturt's proposal to resurface May Street and complete streetscaping as part of the Living Streets Program.

I am writing to you on behalf of residents, who raised with their concerns in regards to the May Street, Streetscape Upgrade – Albert Park. I understand that the City of Charles Sturt had provided residents with two options, Option A and Option B, through a consultation process. I can say that overwhelmingly Option B was supported by the majority of residents that I canvassed, with 27 out of 30 being in favour of Option B.

Unfortunately, from my experience engaging with the residents, there are number of concerns not able to be conveyed in a binary choice. I thought it pertinent to convey these to you as part of the consultation process.

These include:

- The removal of the Left Turn Lane from May Street on to Port Road – the reason being that the portion of May Street between Grace Street and Port Road is mainly light industrial and services many light trucks and customer traffic from Spotlight. Navigating this left turn onto Port Road without the left turning lane will cause delays to residents and is considered a safety risk by many.
- Between Grace Street and Port Road, there are a number of industrial businesses and only 3 residential homes, they all suggested to leave the layout of May Street as it is currently, up until the Grace Street and May Street intersection.
- Many residents were concerned about narrowing the road from 12m to 8m. This was due to the development in the area and more vehicles parking in the street, which they consider a form of narrowing which is already occurring. They are concerned that if the road is narrowed and vehicles still park on both sides of the road then the street will effectively become a 3 meter to 4 meter road (8 meters – 2 meters per vehicle = 4 meter road)
- Some residents asked for a mix of the proposed "slow points" and "raised platforms" such as the raised platforms used in Woodville West in Toddville Street. The reason for this is that many residents were concerned that the narrowed "slow points" with vegetation will severely impact parking for visitors when residents are parked on the street.
- Two residents were against any changes due to the costs associated with project, and their view that rate-payer money should be spent more effectively. I suggest that council should engage residents in understanding that the works include underground works and not only street beautification.

Many residents expressed that they were unable to find the time to attend scheduled consultation periods and asked whether I would communicate their concerns to you. I hope that you take the views of the residents into consideration and get in contact with them regarding their concerns before works commence.