Hindmarsh Streetscape Upgrades

Engagement Report

1st March 2022

JENSEN PLUS

Planning
Landscape Architecture
Urban Design
Social Planning

Purpose of this report

This report summarises the consultation undertaken with the local community seeking feedback on the concept designs for the Hindmarsh Precinct streetscape upgrades.

There were two main rounds of engagement undertaken, with some activities led by Council and some by Jensen Plus. This report compiles the engagement process and feedback for activities led by both.

About the project

Jensen Plus was engaged to undertake consultation on a series of sub project within the Hindmarsh Precinct Upgrade project. The three locations for which consultation was undertaken was:

- Holden Street – connected Manton St to Adam St and runs along the western boundary of Hindmarsh Stadium. It provides major access to the stadium during events and is approaching the end of its asset life. Due for reconstruction.
- Mary Street – provides a strategic connection between public transport and local businesses on Port Rd and the major event venues within the precinct. Focus is on improving the streetscape.
- West and East Streets – provide a strategic connection across the Outer Harbor rail corridor for cyclists and pedestrians seeking access to the Hindmarsh Precinct. Seeking a shared street design.

For each of the precincts there is a focus on improving traffic safety, vehicle connectivity, access for pedestrians and cyclists, kerbside parking provision and street amenity (including landscape treatments).

Holden Street

Mary Street

N

East Street

West Street

Guiding Principles

We used the International Association for Public Participation (IAP2) public participation spectrum as a reference as this is considered to be industry 'best practice'.

Our principles that guided our engagement process throughout were:

_ Undertake two-way engagement

_ Provide clear, well informed and fit for purpose information

_ Be timely and accessible

_ Be transparent and accountable

_ Always document and report back

_ Be collaborative

_ Be inclusive.

Stakeholder groups

Stakeholders that were engaged with for this project were:

_ Local residents

_ Local business owners

_ Local property owners

_ Adelaide Venue Management

_ Adelaide United

Engagement undertaken

Drop in sessions

West Street – 17 August 2021

Mary Street – 27 October 2021

Holden Street – 29 November 2021

Online consultations

East Street – 25 January 2022

Mary Street – 27 January 2022

West Street – 28 January 2022

Letterbox drop

To local landowners informing of project, online survey and consultation sessions

Online survey

Seeking feedback on concept designs using Survey Monkey

Email submissions

Council received written submissions throughout the consultation process

YourSay website

YourSay site was set up with key project information and links to relevant opportunities for input

Reach of engagement

Engagement undertaken	Number of engagements
Round 1 Drop in Sessions	6 for West St, 8 for Mary St, 13 for Holden St
Round 2 Online Consultations	2 attendees
Letterbox drop(s)	255 - Holden Street 13 – East Street 77 – West Street 50 - Mary Street
Online surveys	4 responses, across two rounds
Email submissions	3 emails – Holden Street
YourSay website	760 views from 397 visitors

Reach of engagement

_ The focus for engagement was on businesses, property owners and residents in the immediate vicinity of the precinct.

_ Letterbox drops were conducted to ensure that stakeholders were informed of the street upgrades and the opportunities to input into the process. These, combined with the Hindmarsh Precinct YourSay site views showed that the community broadly informed by the process underway.

_ The overall response rate and engagement by stakeholders was low, however those who engaged through workshops, surveys and submissions provided valuable input that was taken into account.

_ Input received was taken into account in design iterations and has informed the final products for each of the streetscape upgrades.

Drop-in consultations

City of Charles Sturt led the first round on consultations as drop-in sessions for West Street, Mary Street and Holden Street.

The community and stakeholders were informed of these sessions by letterbox drop approximately 2 weeks before they were held.

Sessions were held as follows:

_West Street WALKshop – Tuesday 17 August, 4-5pm at on West Street

_Mary Street – Wednesday 27 October, 4-6.30pm at Lady Daly Hotel

_Holden Street – Monday 29 November 4.30-7pm at Holden Street Theatre, Hindmarsh

- West Street – 17 Aug 2021

_ Three Council staff were available for the WALKshop

_ Residents were met with along the street, provided with information about the project and were given the opportunity to provide feedback and express concerns.

_ 6 members of the community/ stakeholders were engaged in conversations.

Summary of issues raised

1. Issues with cars turning in from Port Road as a result of cars parking close to the intersection. Can we ban parking?

2. Concerns about current parking conditions at the end of street and trucks/cars using the apartments driveway to turn around

3. Issues with illegal hard rubbish being left on the street

4. Wanting to make the street more appealing as currently the road is in a poor condition

5. Request for more street trees

6. Retain the community garden

7. Conflict with residents driving down the street and staff exiting the car park – staff not looking

- West Street – 17 Aug 2021

Response to issues raised

- Creation of a raised street print treatment at the residential end to enhance the amenity of the area whilst also alleviating traffic issues
- Improving tree canopy cover
- Improving road surface quality

RAISED INTERSECTION TREATMENT EXAMPLE

- Mary Street – 27 Oct 2021

_ Two Council staff were available at the drop-in session at the Lady Daly Hotel.

_ Background to the project was explained and staff listened to concerns and opportunities

_ 8 members of the community/stakeholders attended the session.

Summary of issues raised

1. **Lightforce/Gunforce** discussed their usage of the area and the need for forklift access, loading zones and parking to remain. They requested to avoid plane trees and support the idea of a single lane.
2. **Adelaide Entertainment Centre (AEC)** advised of their needs for big truck access for events with up to 48 road trucks needing access. They would enter Port Road from 6am and will need to review access arrangements in construction. AEC provided information on truck usage patterns of the street and the need to future proof.
3. **Lady Daly Hotel** provided feedback that it is currently dark and uninviting. Request more trees and streetlights.
4. **Serbian Church** requested that the main access to the church remains clear for weddings and funerals etc.
5. **Placemaking team** noted their general acceptance of placemaking and that grants were of interest to some businesses. Suggested some light around trees, similar to Moseley Square in Glenelg and to make it look less industrial.
6. **Other general comments** – more day-to-day traffic comes from the tram; widen paths to make them more friendly for pedestrians; dotted stop line has faded so people travel straight through it.

- Mary Street – 27 Oct 2021

Response to issues raised

- Improving tree canopy cover
- Installing artwork murals
- Creating a bicycle link
- Improving the overall aesthetic of the street through additional landscaping and narrowing of intersections

Example bicycle lane, City of Adelaide

- Holden Street – 29 Nov 2021

_ Three Council staff and one member of the Jensen Plus team were available at the drop-in session.

_ 13 members of the community/ stakeholders attended the session.

Summary of issues raised and response

1. Traffic management and parking

_ Street parking on Bacon Street

_ Parking in front of the stadium

_ Residents need visitor parking permits if street is narrowed

_ On event days, need signage to give notice to people

_ Semitrailers coming from South Road need to be accommodated

_ Consider parking within the footpath like on King William Road

_ Cars come around the Manton Street corner very quickly

2. Pedestrians

_ Footpath needs to be wider in front of the stadium

_ People walk on the walk due to little footpath room

_ Street trees are a trip hazard

_ Manton Street corner is busy for pedestrians coming to the games

_ Consider widening footpath at the start of Holden Street at Manton Street and paving

_ More formal pedestrian crossing needed over Manton Street

- Holden Street – 29 Nov 2021

Summary of issues raised and response (continued)

3. Street lighting

_ Needs improvement

4. Road surface

_ Resident crossovers need to be upgraded when the road is re-done (to fix incorrect road level)

_ Raised intersection from corner of Manton Street (CH490.000) to CH400.00 or the whole way from Manton Street to current proposed raised section.

5. General

_ Positive feedback on the look of the plan

_Private walls on the Manton/Holden corner could accommodate art

_ Hindmarsh Stadium needs to take more responsibility for the rubbish left by their patrons, including clean up of the street, not just the grounds.

- Holden Street – 29 Nov 2021

Response to issues raised

- Road width widened from Manton Street to Susan Street
- Two options to pick from for the intersection treatment at Susan and Holden Street (raised in next consultation round)
- Not a result of feedback, but the footpath detail will be exposed aggregate not red clay paver
- More parking retained than what was depicted on the original concept

Example of proposed street print surface

Online consultations

The second round of engagement was led by Jensen Plus and supported by the City of Charles Sturt Council staff.

The community and stakeholders were informed of these sessions by letterbox drop, circulated 3 weeks before the sessions.

Sessions were held online, using Zoom and MURAL (an online workshopping tool) scheduled at the following times:

_East Street – Tuesday 25 January 2022, 3-4.30pm

_Mary Street – Thursday 27 January 2022, 3-4.30pm

_West Street – Friday 28 January 2022, 3-4.30pm

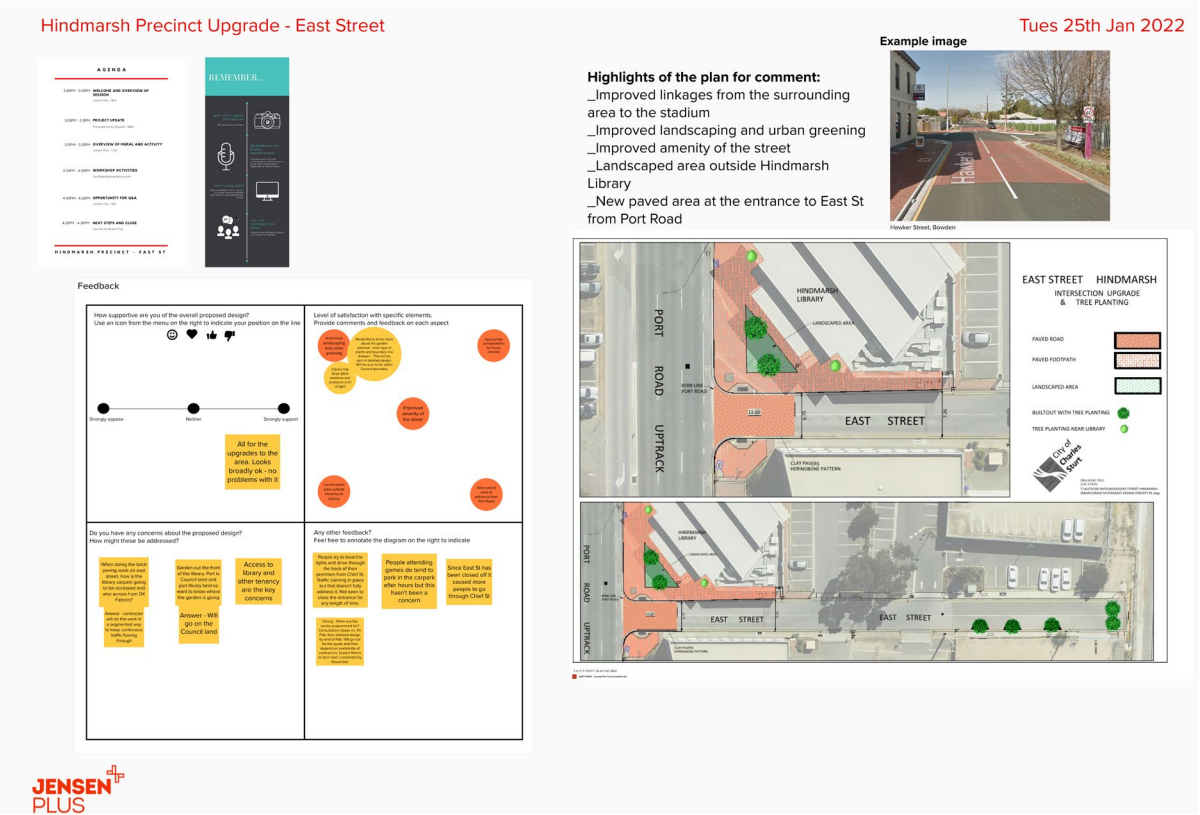
The outputs from these sessions are shown on the following pages.

- East Street

One (1) attendee

Key issues raised:

- Need to be able to access the library carpark throughout construction
- Garden out the front of library should be on Council land only
- Traffic calming along Chief St isn't address issue of shortcuts by drivers
- Question about timing of construction

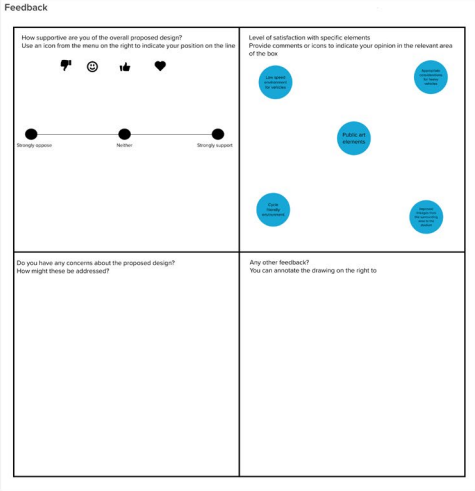


- Mary Street

No residents or stakeholders attended this session.

Hindmarsh Precinct Upgrade - Mary Street

Thursday 27th Jan 2022

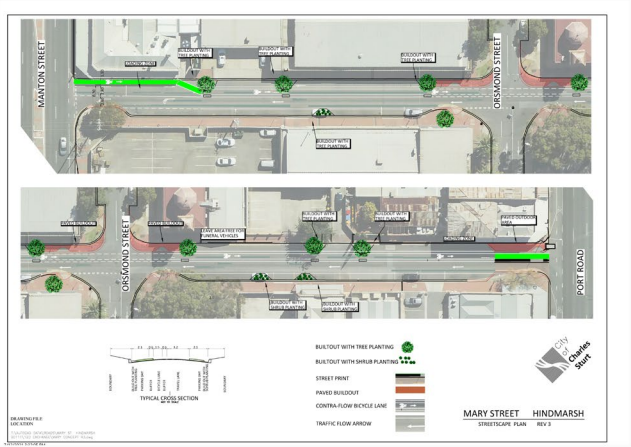


Highlights of the plan for comment:
_Low speed environment for vehicles
_Appropriate considerations for heavy vehicles
_Cycle friendly environment
_Improved linkages from the surrounding area to the stadium
_Public art elements

Example images

Troubridge Drv, West Lakes

Hawker Street, Bowden



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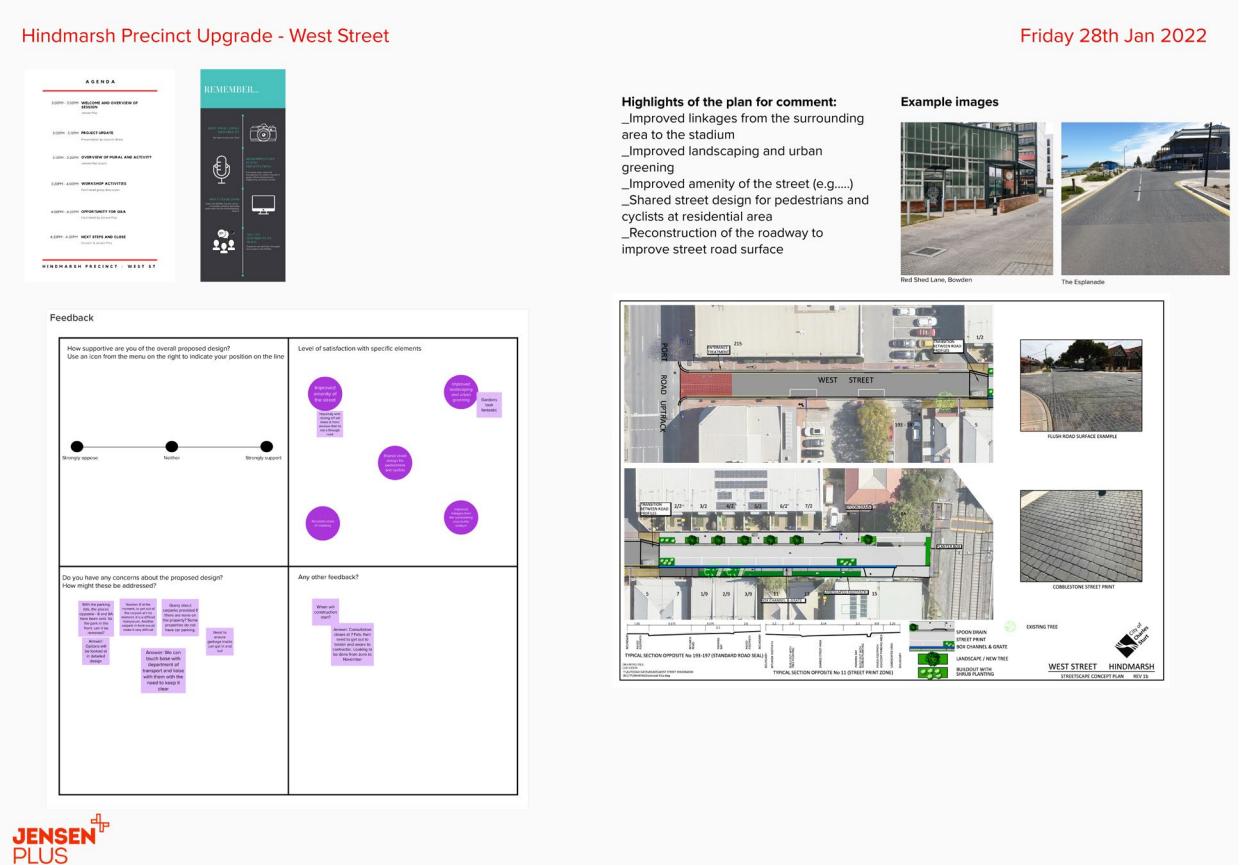
- West Street

One (1) attendee

Key issues raised:

- Discussion around carparks, particularly in front of #8, and the difficulty of maneuvering cars there
- Need to ensure garbage trucks can get in and out
- Hope that closing street off will make it obvious it is not a through road
- Question about timing of construction



Letterbox drop

Two rounds of letterbox drops were completed.

_ The first round was distributed to households in the immediate vicinity of the street upgrades commencing August 2021 to inform them of the project and opportunity to attend the drop-in sessions.

_ The second round was distributed to households in the immediate vicinity of the street upgrades in December 2021 to inform them of follow up consultation on the street upgrades and invite them to provide feedback via a survey or through the online consultation sessions.

HINDMARSH PRECINCT STREETSCAPE UPGRADE

HOLDEN STREET, HINDMARSH

Holden Street, Hindmarsh has been selected for renewal in the 21/22 Financial Year as part of the Hindmarsh Precinct Upgrade.

This project includes the upgrade of road and street infrastructure in the precinct in preparation for the FIFA Women's World Cup in 2023 and the scheduled Hindmarsh Stadium upgrade.

We are looking to improve the streetscape of Holden Street by improving pedestrian access, planting new trees and improving existing landscaping to promote urban greening and amenity for pedestrians using the street. There is also opportunity to change the road cross section in Holden Street to promote pedestrian access to the stadium.

We would love to hear your views on the draft concept plan.

As a resident or business within the precinct, we invite you to come along to a community drop in session.

Learn more about all the sub-projects within the precinct and provide your feedback on the draft concept plan for Holden Street.

To get involved you can:

- **Attend the Community Open Day**
  Monday 29 November 2021
  Holden Street Theatre, Hindmarsh
  Drop in any time between 4.30pm to 7pm
- **Provide Your Feedback on the Draft Plan**
  Online at **yoursaycharlessturt.com.au/hindmarshprecinct** by 5pm Wednesday 8 December 2021.

Consultation closes Wednesday 8 December 2021.

For all project enquires please contact:

For any enquiries please feel free to contact:

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

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Survey

Two rounds of surveys were developed for each of the precincts, seeking feedback from the community.

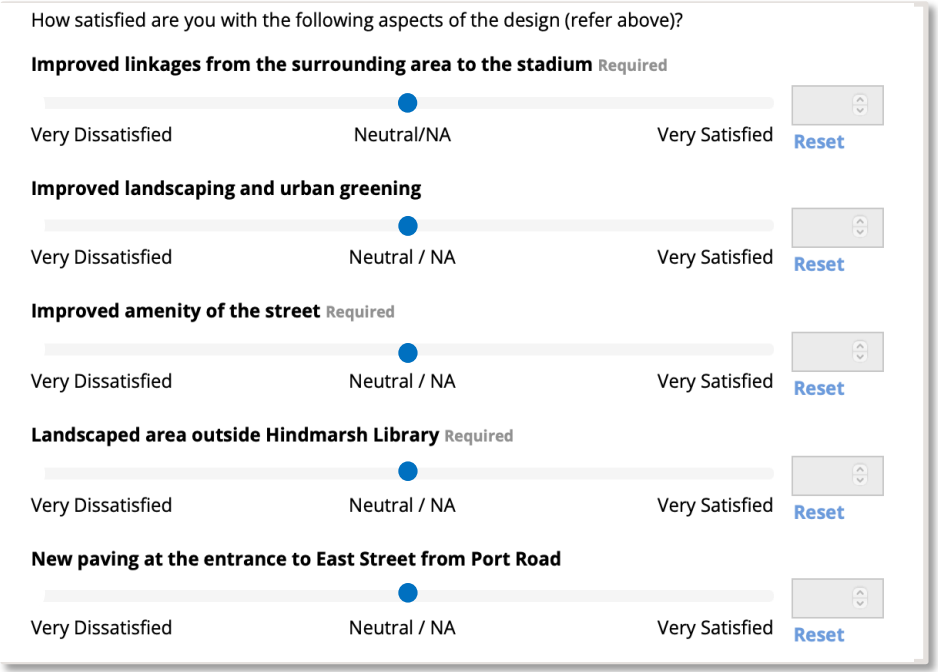
This report focuses on the feedback received through Round 2, which Jensen Plus designed.

The following survey responses were received:

- Holden Street – 2
- West Street - 0
- East Street – 1

Due to the low number of responses, information collected through the surveys will be described qualitatively over the following pages.

Example of a survey question used


How satisfied are you with the following aspects of the design (refer above)?

Improved linkages from the surrounding area to the stadium Required

Very Dissatisfied | Neutral/NA | Very Satisfied | Reset

Improved landscaping and urban greening

Very Dissatisfied | Neutral / NA | Very Satisfied | Reset

Improved amenity of the street Required

Very Dissatisfied | Neutral / NA | Very Satisfied | Reset

Landscaped area outside Hindmarsh Library Required

Very Dissatisfied | Neutral / NA | Very Satisfied | Reset

New paving at the entrance to East Street from Port Road

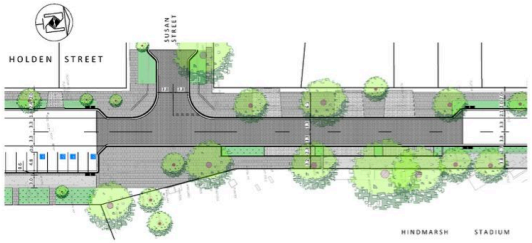
Very Dissatisfied | Neutral / NA | Very Satisfied | Reset

Survey – Holden Street

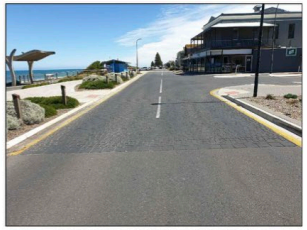
- 255 packages were sent out by letterbox drop with 2 responses received.
- Responses were received by a property owner and nearby resident.
- Broad support of the concept design was confirmed, particularly the landscaping, improved amenity and reconstruction of the roadway surface.
- Both respondents preferred the street print intersection treatment to the raised intersection at Susan and Holden Street.

RAISED INTERSECTION TREATMENT

RAISED INTERSECTION TREATMENT EXAMPLE



STREET PRINT INTERSECTION TREATMENT

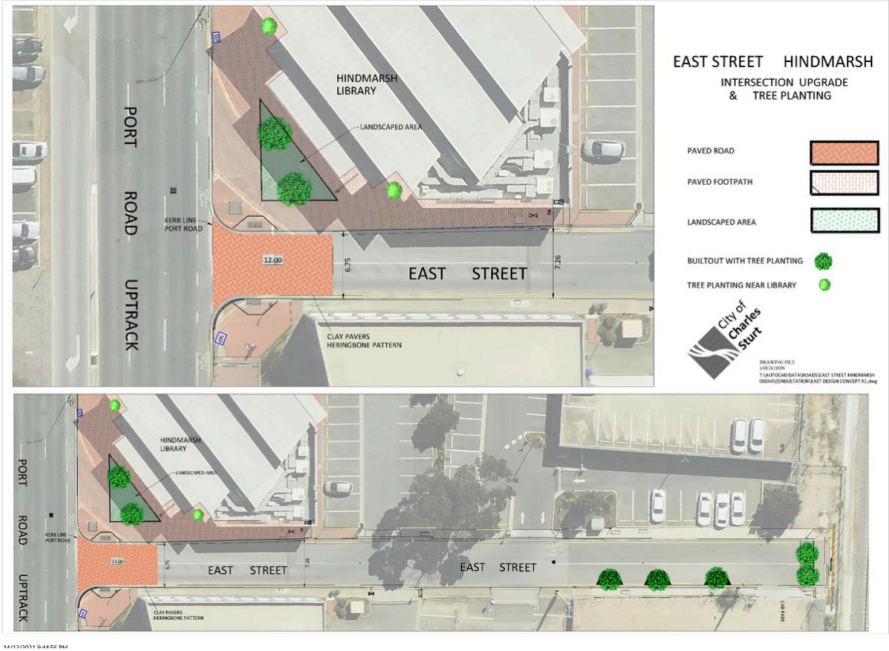


STREET PRINT INTERSECTION TREATMENT EXAMPLE

HINDMARSH
HOLDEN STREET UPGRADE
SUSAN STREET INTERSCTION
INTERSECTION TREATMENT OPTIONS

Survey – East Street

- 13 packages were sent out by letterbox drop with 1 response received.
- The response received was submitted by a property owner in the street.
- Support of the concept design was expressed, particularly the new paving at the entrance to East Street from Port Road, improved linkages to the stadium and improved landscaping and urban greening.
- The respondent confirmed that previous feedback provided had been incorporated into the concept design.



Submissions

Submissions were invited for all streetscape upgrades.

Three submissions were received, and all were for the Holden Street upgrades.

Holden Street

_ 3 submissions were received

_ Summary of issues:

- Positive feedback about the changes proposed, especially the greening, improved pedestrian access
- Request for more resident parking (permits) and more parking in general
- Access for large freight vehicles is important
- Mixed feedback on the street narrowing due to impact on amenity and safety. Concerns were raised about access for heavy vehicles and the issues the street narrowing would cause businesses.

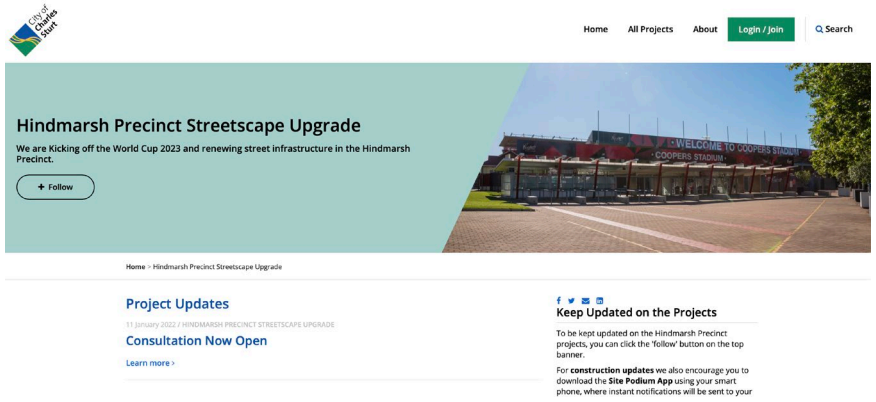
YourSay

YourSay was the central hub for information on the project online.

- 760 views
- 613 visits
- 397 visitors

The breakdown across pages on YourSay was:

- Hindmarsh Precinct Upgrade home – 95.6%
- Mary Street – 4.7% (25 visitors)
- Holden Street – 2.8% (16 visitors)
- West Street – 2.0% (9 visitors)
- East Street – 1.6% (9 visitors)



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Responding to feedback

Based on all the feedback received, changes proposed for the concept plans are:

Mary Street

- Parking will remain where business operate
- Confirmation that trucks using the street for events will not be affected by the design changes
- Loading zone at Lady Daly Hotel to remain
- New paving will be installed where it is needed
- Trees and artwork will be installed to brighten the area at the local eatery
- Parking will be available at the Serbian Church to ensure ease of continued functions especially for weddings and funerals

Responding to feedback

Based on all the feedback received, changes proposed for the concept plans are:

Holden Street

- Footpath widened along the entire length of Holden street on the stadium side
- Road reconstruction to assist with driveway access
- Road widened from 3 metre lanes to 3.3 metre lanes
- Intersection treatment to remain at grade so that businesses are not affected in their day-to-day operations
- Confirmation that the number of disabled car parks have been checked and meet the number required for the street

Responding to feedback

Based on all the feedback received, changes proposed for the concept plans are:

West Street

- Additional yellow line marking at the intersection to mitigate dangerous congestion issues
- Residential end of the street road surface more raised and more obviously a shared zone deterring cars from entering
- Reconstruction of the road to fix existing subsidence
- Addition of street print at the residential end of the street
- More trees will be planted where possible
- Community garden bed to remain and upgrade for the planter boxes to occur

Responding to feedback

Based on all the feedback received, changes proposed for the concept plans are:

East Street

- Landscaping bed locations were slightly adjusted in line with Council land boundaries with the library.

Where to from here?

The concept designs for each street are currently being finalised. As these are completed, the process to commence construction for each street will begin. It is expected that all the streets will be delivered and finalised by February 2023.

Project updates will continue to be available on the City of Charles Sturt website and Council's YourSay page as the project progresses.

For any project enquiries, please contact Mike Blackie, Project Delivery Officer – Streetscape Projects at mblackie@charlesturt.sa.gov.au or on 0448 421 607.

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