

# COMMUNITY ENGAGEMENT SUMMARY REPORT

East Terrace Streetscape & Stormwater Improvements

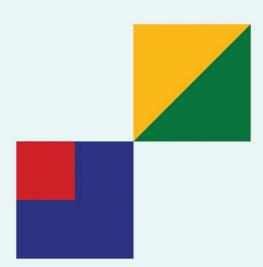
February 2024

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## 1. EXECUTIVE SUMMARY

We engaged with the community from 3 August to 24 August 2023 on the draft concept plan for East Terrace, Streetscape & Stormwater Improvements (Henley Beach Road to North Street), which included raingardens, painted bicycle lanes at intersections, permeable paving, kerb build outs, upgraded pedestrian ramps and upgrade to the roundabout at South Street / East Terrace.

The community engagement activities were undertaken in accordance with Part 3 of Council's Public Consultation Policy (PCP) as required under the *Local Government Act 1999* (the Act). The level of engagement was **'consult'**. The purpose of the engagement was to ensure:

- That our community has easy access to relevant information.
- That our community is given reasonable opportunity to participate and provide feedback.
- That the process builds positive relationships between Council and the community, and positions Charles Sturt as an organisation that is providing sound management decisions.
- That information is provided to the community of the final decision and its reasoning (where available).

The consultation was promoted via 185 hand delivered & posted packages to the consultation catchment area (**Figure 1**) and a Your Say Charles Sturt project page with email campaign.

We received 11 responses, which were made up of 7 online responses and 4 emailed submissions. This resulted in a response rate of 6%.

The community sentiment expressed in the feedback is mixed, with concerns primarily revolving around maintenance responsibilities, suitability of proposed design elements, preservation of existing access points and greenery, and the need for effective communication and collaboration between the council and residents throughout the project.

All submissions and comments made are available to view in **Appendix 1.** 

## 2. BACKGROUND

This project is funded by some of the remaining Open Space Grant from the Military Road and Main Street Upgrade, with a matching 50% contribution from Council, to improve landscaping on East Terrace.

#### **Stormwater Management**

Stormwater drainage and water ponding in East Terrace has been an ongoing challenge for Council for some years. To assist with water drainage between North Street and Henley Beach Road, we plan to introduce landscaped swales where space permits to improve amenity. These will have a minor impact on reducing stormwater ponding in those isolated locations.

#### **Road Safety**

The community have raised concerns about road safety, particularly for vulnerable road users, and high driver speeds. Driver speeds are 47km/h which warrants intervention only at the time of major asset renewal. The landscaped swales and kerb buildouts (where landscaped swales do not fit) will assist to calm traffic, by narrowing the intersections, causing drivers to slow while making turns to and from the street. They also allow for improved pedestrian ramps.

#### **East Terrace Roundabout**

The roundabout at East Terrace and South Street was damaged due to SA Water works in 2021/22. We have since been given funding to remediate the roundabout.

The community have also raised concerns over the years about the safety of crossing at this intersection. Consultation also included the proposed zebra crossings on all 4 approaches to the roundabout at South Street/ East Terrace, to further prioritise pedestrians in this busy precinct.

### 3. COMMUNITY ENGAGEMENT APPROACH

This consultation was carried out in accordance with the requirements of Council's PCP, Part 3 requirements and any additional, discretionary activities. The engagement level was 'consult' and public feedback was open for a 21-day consultation period from 3 August to 24 August 2023.

Feedback could be submitted online at the Your Say Charles Sturt project page, or via email or by mail submission.

The objectives of community engagement are to ensure:

- That our community has easy access to relevant information.
- That our community is given reasonable opportunity to participate and provide feedback.
- That the process builds positive relationships between Council and the community, and positions Charles Sturt as an organisation that is providing sound management decisions.
- That information is provided to the community of the final decision and its reasoning (where available).

We determined a reasonable catchment to communicate and invite participation on this project. These properties were seen to have 'direct impact' with the installation or changes made to the streetscape.

- Mailout of a consultation package (including a 1-page coloured brochure and concept design providing project information) to all households, property owners and those not residing in the properties.
- Engagement through Council's online YourSay Community Engagement platform
  - Including an email campaign to members with an interest in Transport, Engineering & Henley Beach, totally 771 recipients.

The engagement activities and level of participation are summarised in **Table 1.** The mailout catchment area is defined in **Figure 1**.

Figure 1: East Terrace Streetscape & Stormwater catchment area

All properties and land highlighted in red indicate inclusion in the consultation mailout catchment area.



## **TABLE 1: COMMUNITY ENGAGEMENT ACTIVITY**

What	Engagement activity	Details	Participants
Consultation promotion	Your Say Charles Sturt email campaign	New project email campaign sent on 1 August 2023	Sent to 771 registered Your Say members. 485 opens (63%) 58 click-through (7.5%)
	Consultation package to mailout catchment area	Distributed in August 2023 to the defined consultation mailout catchment area.	185 packages mailed to all households & property owners (not residing in the property) via Australia Post.
Your Say Charles Sturt	Your Say Charles Sturt online project	Open to everyone.	303 page views
Project Page	page	Live for feedback from 1 August 2023 to 24 August 2023.	231 page visits 185 unique visitors 8 project followers
Feedback & Written Submissions	Online (Your Say Charles Sturt online form), Email & written submissions	Open from 3 August to 24 August 2023	<ul><li>11 total submissions received.</li><li>7 via online form</li><li>4 written emails</li></ul>

## 4. ENGAGEMENT EXAMPLES

#### **Consultation Pack:**





# **EAST TERRACE STREETSCAPE**

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#### EAST TERRACE, HENLEY BEACH

STREETSCAPE IMPROVEMENTS

REVISION A 19-07-23 SHEET 1 of 3





PROPOSED LEGEND:

NEW KERB ALIGNMENT & GRASS VERGE

ROUNDABOUT LANDSCAPING & TRAFFIC IMPROVEMENTS

PERMEABLE PAVERS

BICYCLE LANE (GREEN PAINT)

6 ZEBRA PEDESTRIANCROSSING PEDISTRIAN RAMP

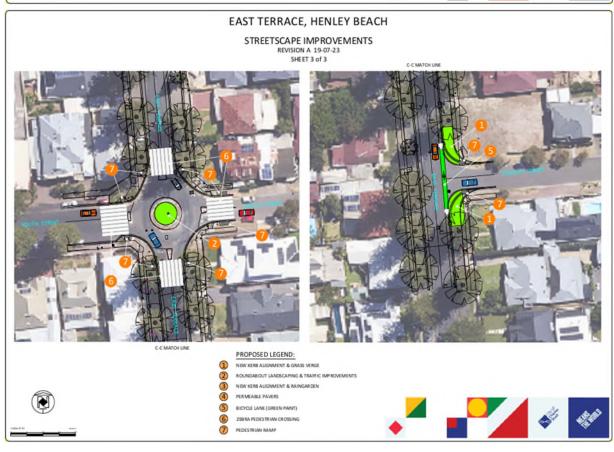






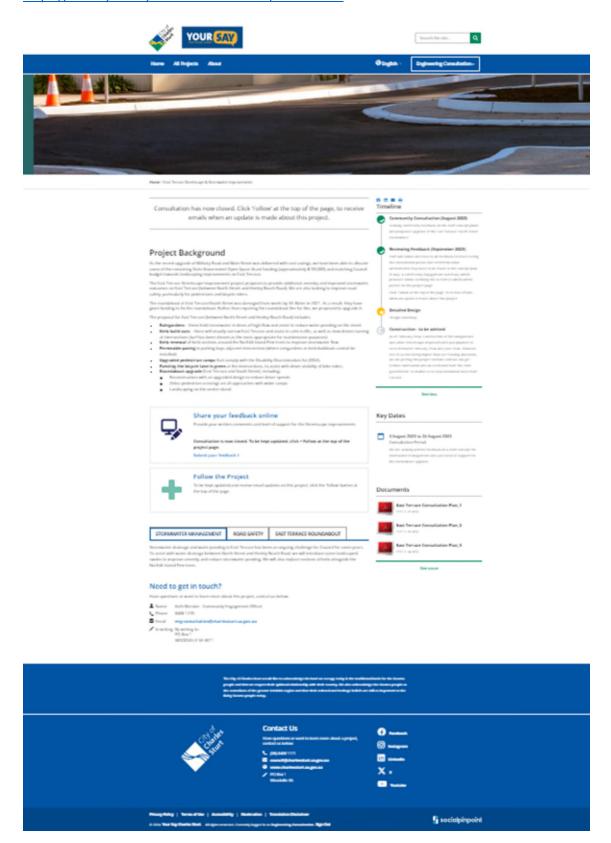






### Your Say Charles Sturt Project Page:

https://www.yoursaycharlessturt.com.au/eastterrace

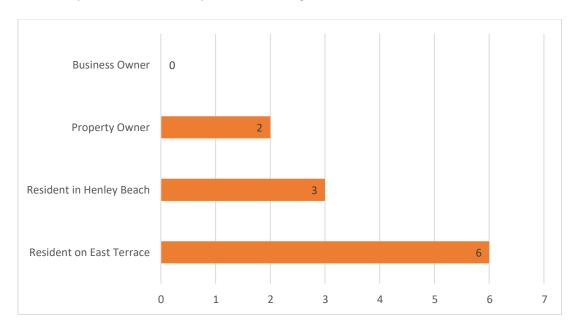


## 5. ENGAGEMENT FINDINGS & KEY THEMES

A total of 11 responses were received with 7 online responses and 4 written email submissions.

#### 5.1 What is your connection with East Terrace?

Responses were made up of the following:

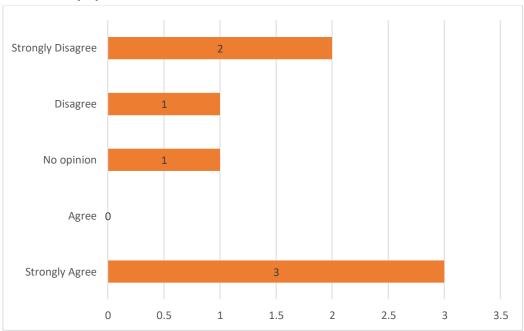


# 5.2 Please provide us with any comments you have about the stormwater (WSUD) treatments and kerb changes, as detailed in the concept plan.

The key comments/themes from community in relation to the stormwater design:

- Projects focus on traffic calming measures rather than addressing ussies that directly benefit the local community.
- Observations of low usage of new pedestrian crossings and questioning their effectiveness in improving safety.
- Concerns raised about the impact of road design changes, such as tight corners, on traffic flow and safety, particularly for trucks.
- Support for the 40km/hr speed limit change
- Support for permeable paving and rain gardens

# To what degree would you support the pedestrian prioritised roundabout (which include Zebra crossings) at the East Terrace /South Street intersection, as per the concept plan?



#### 5.4 Please provide us with further comments regarding your level of support.

The key comments/themes from community overall.

#### Impact on trees and parking

- Concern about the potential impact of pedestrian crossings on existing trees and suggest making crossings narrower to preserve tree boundaries.
- Concern about the impact of widened crossings on parking availability along South Street.

#### **Practicality over Aesthetics**

- Residents want practicality over the look
- Concerns with difficulty of turning onto East Terrace and impact on truck drivers.

#### **Greening & design consistency**

- Residents want more greening, permeable surfaces in roundabout designs.
- Consistency in street design and pavement materials along East Terrace

#### **Infrastructure Upgrade**

- Support for infrastructure upgrades along East Terrace, emphasising its importance as a major road in Henley Beach.
- Maintaining parking availability and ensure design choices are practical.

# 5.5 Other key themes and comments that came from the four written submissions included:

#### Maintenance responsibility for grass verge

- Concerns about who will be responsible to maintain the grass verge, including water, mowing and upkeep.

- Preference against taking on this responsibility due to additional costs, time and lack of interest in lawn maintenance.

#### Suitability of lawn in proposed design

- Doubts raised regarding the suitability of grass given the presence of pine trees that may strip the area of moisture and light, making grass growth difficult and unsightly.
- Request for a more energy and water-efficient landscaping solution, such as shrubs, grasses, and pebbles, which require less maintenance.

#### **Timing of works**

- Understand impacts to local residents when working on verges

#### **Stormwater Management**

 Ongoing issues with residents having to rake and clean up fronds and pine needles from trees.

#### Preserve street character and greenery

- Desire to maintain existing garden/lawn areas under Norfolk pine trees and median strips to enhance the streets aesthetic appeal.

#### Infrastructure

- Request to maintain existing footpaths, street parking width and street kerb position to avoid disruption to the current infrastructure layout.

A request was also made to ensure that Council provide frequent updates and communication to ensure transparency and address residents' concerns throughout the project.

Overall, the sentiment expressed throughout the feedback is mixed. Prioritising practicality, transparency of the project, and the preservation of green spaces while also expressing concern about impacts on parking and existing infrastructure.

All comments made are presented in Appendix A & B

## 6. NEXT STEPS

The project team will review all the feedback provided and determine a way forward in line with the allocated funding.

Project updates will be provided to all contributors and online project followers to ensure they are informed of next steps and any decision made, through direct notification, and updates made available on the Your Say Charles Sturt project page.

# **APPENDIX A: ONLINE FEEDBACK SUBMISSIONS**

What is your connection with East Terrace?					Please provide us with any comments you have about the stormwater (WSUD) treatments and kerb changes, as detailed in the concept plan.	,				a	Please provide us with further comments regarding your level of support.
Resident	Resident	Property	Business	Visitor		Strongly	Agree	No	Disagree	Strongly	
on East	in	Owner	Owner			Agree		opinion		Disagree	
Terrace	Henley Beach										
1						1					I support this project on the proviso that:  1. the pedestrian crossings do not impact the trees i.e. the trees are not removed to incorporate the crossing - make the striped crossing narrower to fit within the tree boundaries across East Terrace  2. Could the crossing be made narrower in general so that parking on South Street, both the East and West side is not impacted - there are a lot of cars where parking is required for residents along South Street - as there is limited parking along East Terrace these two streets are the flow over parking streets for residents  3. No part of the roundabout design shows either retaining or replacing plants (which are likely to be removed - the North Western corner in particular - we really need space for gardens on the corners of the round about that currently exist - the South/Military plants in the middle of the roundabout are not looking great and if you plant some hard plants the residents will assist with maintaining them - we just need the space to do so - not concrete, concrete and more concrete. Make this upgrade look fantastic!  Thanks for the opportunity to provide feedback.

# **APPENDIX A: ONLINE FEEDBACK SUBMISSIONS**

	1		Sorry but this title "Stormwater improvements" is quite misleading. Can you please explain exactly how the kerb "rain gardens" are going to help water pooling?!?! This initiative is about only trying to calm traffic down and spending our money on things that don't improve the life of the locals!!! Shame on you council! I drive daily on military road and Cudmore tce and I have only ever seen one person use those new zebra crossing on military road and only seen			1	If you plan to make it look and work like the Military Road/South Tce one then the answer is NOOOOOOOOOOOOOOOO!!!  Show us your business case!!! Show us how many pedestrians have been hit. The poor residents that live on those corners with all those bright white lights!!! I've only ever seen one pedestrian use that zebra crossing.  Stop making it hard to turn onto East Tce by making it narrower - we don't want this!!! And I'm sure the truck drivers that deliver to the square don't want this - please consider the
			one person use the wombat crossing on Cudmore tce near high school. Show us your business case!! In the last 15 years there have been ZERO pedestrian accidents. Have any of you driven south down Military Road and tried to turn left into North Street?! You have made the corners so tight and difficult to drive!!!! Have you ever seen the poor truck drivers that need to navigate your stupid road and roundabout designs and difficult it is to do their daily runs to the shops - i bet you didn't ever consider this!!! You make life harder for the locals not easier!				Drivers!!!!!!!! Use the money on something more worthwhile. Us residents don't care how pretty something looks; we want practicality. with all your stupid street designs you have made it so hard for us locals. What are you going to do about all the dangerous uneven footpaths damaged by all the pine trees?? And the badly lit streets at night that I almost killed myself walking on a footpath on East Tce.
1			I hope the upgrades do not close in the roadway as has been done for military road. I find military road is now dangerous for crossing and restrictive to car traffic. If this is done in other areas nobody will visit the area. this may be what the council intends but the businesses around the area would not be happy. I agree with making the speed limit the same through the entire street as changes are an easy money grab for the government as people often miss signs. 50 kms/hr is the best option in my opinion.		1		I have not encountered any issue with the intersection as it is at present.
	1		No issue with raingardens or kerbing changes, providing it does not hinder truck (including emergency vehicles) turning, nor limit parking for residents.			1	The zebra crossing roundabouts at North & South Streets were the dumbest idea in the Military Road upgrade. They are confusing for motorists exiting a roundabout, have removed parking spaces for rate-paying residents, and I have seen all of three people crossing at them in the months since. They are based on risk removal rather than mitigation, which shows a lack of understanding of basic governance. Given the number of pedestrian accidents on the proposed roundabout over the last 15 years (ie zero), they are a total waste of money, better spent on other projects.  Please do NOT do this piece of the proposal.

# **APPENDIX A: ONLINE FEEDBACK SUBMISSIONS**

1				1			Strongly support works for East Terrace, clearly being a major road for Henley Beach. However, the world need to be expanded for the entire East Terrace. The Grange road continues to be neglected, but our rates remain the same. You take a walk down East Terrace and not only do all roundabouts need work, but we have 9 different paving, concrete variations for paths alone. For a major road, aesthetically, it really is not presented that way. Time to to fix the entire East Terrace, one end to other, with complete consistency.
	1		garden area at end of Kent St Henley Beach is frequently run over by trucks or cars. Hence new plants destroyed - similar issues on round abouts which bus drivers find hard to negotiate hence they run right over the garden in the round about. I am a frequent bus passenger hence I witness this daily.		1		
	1		Thrilled to see permeable pavement and rain gardens included.	1			

Submission #	Comments
1	Dear Council, We refer to the East Tce Streetscape Improvements. Below is our submission which is due before 24 August 2023. We are the owners of the property located and we are directly impacted by the proposed improvements. The key improvement we are concerned with is the new grass verge – we have no issue with the curb alignment. We would like to understand the following:
	- Who will be responsible for maintaining the grass verge – watering, mowing and upkeep. We advise that we as owners do not want this responsibility as it will come with significant additional costs and time to cut lawns. We are constructing a house on this site that is largely lawn free, instead opting for landscaped water efficient trees and shrubs, plants and garden beds. We will not own a lawn mower. Sue Hemmingway is the planner responsible for our approval and can support this.
	- We do not understand why lawn is proposed given that the pine trees will strip the area of moisture and light and therefore growing grass in this area will be extremely difficult and will be unsightly. You can see how the tree canopy nearly covers 50% of the grass area on your elevation.
	- We have maintained lawns in a number of our houses and they are high maintenance to keep them looking good. As owners of not want this responsibility as it is time consuming and costly and we pay enough in Council rates.
	- In addition we will be constructing a new home over the next 12 months and suggest that any works on the verge are completed once we finish the home. Inevitably there is damage that could occur in the build process and it is reasonable for all parties to wait until this is completed.
	We request that instead of lawn area, a much more energy and water efficient landscaping will be in the form of shrubs, grasses and pebbles that pick up natives from the coastal area. This removes the need for maintenance and weekly lawn management.
	If lawns are to be used, we want Council to maintain this area and keep it in good condition. We are about to build a new home and do not wish to have unkept and unsightly lawns. Please respond in writing to the above concerns.

Submission #	Comments
2	To the consultants for the proposed improvements on East Tce Henley Beach, It's a credit to Charles sturt Council on the recent upgrade of Military Rd and Main St plus adjacent areas and the are looking forward to the upgrade to East Tce. On the corner of East Tce and Clarence Street (southern side) the Henley Bowling Club has a driveway into our property through two large gates. This driveway is currently used for wheelchair access, deliveries to our kitchen located at the western end of the building and access for deliveries of top dress soils and mulch etc. The driveway and gates have also been used for ambulance access for emergencies in the past. On viewing the "East Terrace Streetscape Improvements" proposed layout it appears that the driveway into the Bowling Club has been removed. The Henley Bowling Club is now over 100 years old and requests that the existing driveway remains available for access to the property.
4	Dear Ms Mardon  This email is in response to Council's invitation for Community Feedback regarding the proposed East Terrace Henley Beach Streetscape & Stormwater Improvement Works. Please note the Community Feedback option on the City of Charles Sturt Council website is currently not allowing feedback to be added. The website does note this project is "open" for Community consultation. Also, the email noted on your website for responses to this Project eng-consultation@charlessturt.sa.gov.au is currently not working/accepting emails. Points of concern that we would appreciate Council implement during planning of the East Terrace Streetscape & Stormwater Improvements Works are as follows: The Norfolk Pine Trees & Bird Life/Nesting Areas - care and protection is to be planned and implemented for the care and protection of the Norfolk pine trees and bird life nesting areas (with these pine trees) for the period during the streetscape and stormwater improvement project works. It is important that Council maintain our beautiful streetscape in its current relaxed beachside appearance as much as possible. Work is not to encroach into the soil/garden area around the base of the Norfolk pines. Current garden/lawn/soil areas under the Norfolk pines is to be kept as is (to allow residents to continue to maintain these small garden areas). This will also help in keeping our street look as the beautiful relaxed beachside suburb street that East Terrace already is. This will also entice other residents to plant & maintain their own small plant gardens under these pine tree, located in front of their houses.
	Lawn/garden areas currently located on the median strip area are to remain. A high number of residents enjoy maintaining the lawn/garden areas that are already in place along the street, directly in front of their houses. We understand the gardens in and around the "East Terrace South Street Roundabout" and on some street corners will change.
	Current street kerb "position" adjacent to median strip lawns / gardens to remain with the exception of the street corners you note on plans/drawings provided recently to East Terrace Residents. We understand the street kerb may need to be "replaced" in some areas for maintenance purposes, we request that kerbing replacement occur in the same "position" as it is currently located. Existing Footpaths & Street Parking to remain the same width as they currently are. All current street parking areas are to remain. Bicycle lane (green paint) is also required immediately "on approach" and "after exiting" the East Tce South Street Roundabout. It is important that we maintain our beautiful streetscape in its CURRENT relaxed beachside look/state.

Submission #	Comments
	Please keep this in mind with your valuable investment in East Terrace Henley Beach. All East Terrace Residents to be kept informed by Council before and during these works. We believe frequent updates will only ease any residents' concerns and further develop a positive relationship between Council and its East Terrace and South Street ratepayers and residents Thank you for your time and we look forward to receiving further information with regard to the proposed East Terrace Streetscape and Stormwater Improvement Project Works.

Charles Sturt Council,

72 Woodville Road,

Woodville SA 5011



7/8/23

To: Mr. W. Morias and Ms. S. Morrison

From:

Plotti.

Subject: East Terrace, Henley Beach Streetscape Improvements

We have looked through your "East Terrace Streetscape Improvements Revision A 19-07-23 (Sheet 3 of 3 in particular) and are extremely disappointed that nothing is proposed to improve the stormwater disposal on the north west corner of the intersection of East terrace and South Street.

My wife and I have lived at for over 20 years and have continually (during and after moderate rainfall, night and day) donned out raincoats, rubber boots and reinforced leaf rake to clear the fronds from the totally inadequate drainage grate (Photo 4) and have so far, managed to dodge the traffic whilst doing it. We initially contacted Charles Sturt Council but they were always too busy.

As the water rises, cars going through the water (which is usually 200 -250mm) create displacement waves which hit our side fence and push into our carport (portrait photo 3).

The catchment area for the inadequate drainage grate is part of South Street, East Terrace, Public Lane and Kent Street (photo 1). And in the catchment area shown, there are 5 massive Norfolk Island pines which drop vast amounts of fronds and seed pods for most of the year. We appreciate the regular streets weeping provided but the sweepers make very little difference due to the small size of the grate.

During moderate to heavy rainfalls, the fronds that drop on the footpath and the parking areas (that are not cleared of fronds and seed pods by the sweeper) are quickly washed into the gutter and the drain grate is blocked again.

On a fortnightly basis (for the last 20 years) we have raked up all of the fronds and seed pods (from adjacent our house along East Tce.) and put them in the green bin which helps a bit. But the fronds in front of the other houses in the catchment area are not collected or raked up and when the regular strong winds arrive, the fronds and seed pods fall and the drain grate is soon blocked again.

In a moderate to heavy rainfall, the water rises to footpath level, across to the East Tce, road apex and tapering off to just pass our carport as show in portrait photo 2. Once the fronds are removed the flooding quickly drains away which proves that the channel/pipe has sufficient volume and that the 0.196m² (43.5cm x 45cm) grate cover is grossly inadequate.

I don't know how many times (possibly hundreds) we have cleared the fronds/seed pods from this particular grate but it is getting very dangerous for us, particularly from traffic entering East Terrace from South Street and heading north. The drivers exiting South Street and entering East terrace

heading north (quite often at speed) look south whilst turning, therefore not seeing us clearing the grate.

We have noticed that double grates of adequate size (photo 5) have been installed on the upgrade of Military Road immediately adjacent to the truck entry of Foodland at the Henley Pavilion. We request that you install this double grate as part of the East Terrace Streetscape Improvements Sheet 3 of 3; it is way overdue and would not be hugely expensive.

As we are in our late 70's we will soon be unable to continue this service which is not only for our own benefit but also for the community and road users.

Thank you in anticipation