
Community and Stakeholder Engagement Report

Safer Neighbourhoods Program – Narrabeen to Mona Vale (Stage 1)

Consultation period: 14 October to 24 November 2024

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1. Summary

This report outlines the outcomes of community engagement undertaken in relation to the proposal for Safer Neighbourhoods – Narrabeen to Mona Vale. The proposal included a speed reduction from 50km/hr to 40km/hr supported by traffic management devices such as pedestrian crossings, raised traffic calming devices, roundabouts and a network of one-way streets. The purpose of this project was to make the local streets more enjoyable for residents and visitors and safer for all road users including cyclists and pedestrians.




The community engagement was conducted between 14 October to 24 November 2024 through Council's Your Say page with feedback also received via email. The feedback collected during consultation revealed a high level of support for the proposed speed reduction and traffic calming treatments. There were a number of concerns raised regarding speeding and high volumes of traffic using Ocean Street, Narrabeen as a shortcut.

A community drop-in session was also held at the Coastal Environment Centre, where the project team were able to discuss concerns one-to-one, answer residents' concerns and provide more information about the proposal. In addition, a public meeting was also held, at the Narrabeen Surf Club.






While there was overall support for the proposed speed reduction and traffic calming, there was conversely a high level of opposition to the one-way proposal in Lagoon Street between Emerald Street and Octavia Street, Lisle Street, Tourmaline Street, Emerald Street, Malcolm Street and Wellington Street, Narrabeen.

During the consultation period, a total of 508 people provided feedback, with 482 responses via the Your Say webpage and 26 via email.

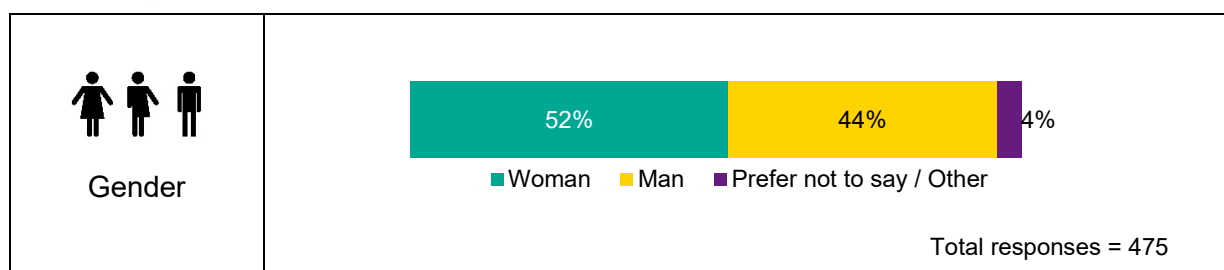
1.1. Key outcomes

 Total unique responses	508	
 How responses were received	Comment form Written responses (email/letter)	Completions: 482 Number received: 26
 Feedback themes	<ul style="list-style-type: none">• One Way Streets• 40km/h Speed limit• Raised Pedestrian Crossings• VMS Boards• Closure of Devitt Street• Angle Parking in Narrabeen and Walsh Streets• Continuous Footpaths• Buses on Narrabeen Street	<ul style="list-style-type: none">• Speed Humps• Cycleways and E-Bikes• Roundabouts• Crash data• Increased Congestion• Boat and Trailer parking on Ocean Street• Traffic Calming on Sydney Road• Pittwater Road 40km/h• Use of Council Money

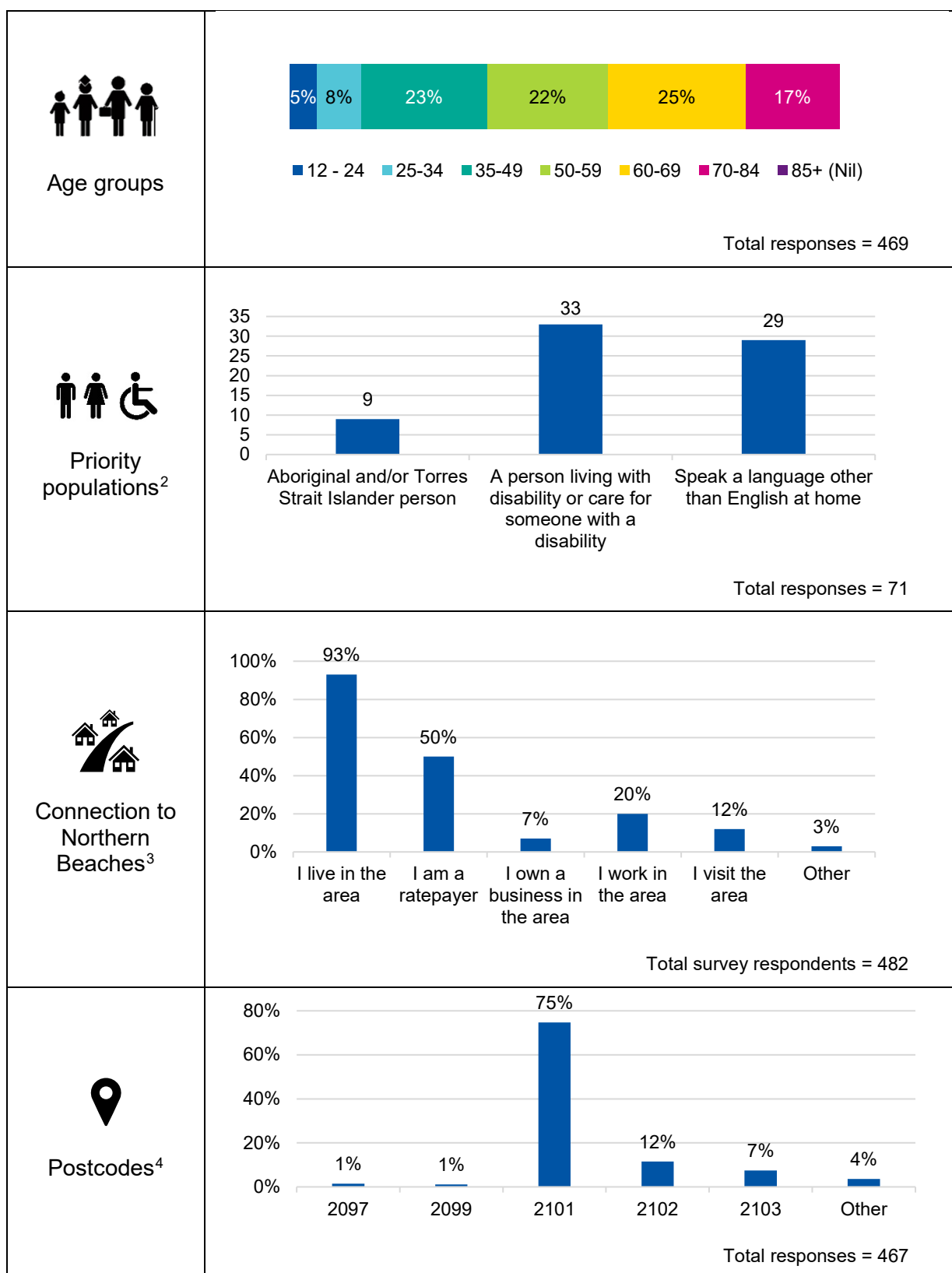
1.2. How we engaged

 Have Your Say: visitation stats	Visitors: 3,916	Visits: 6,145	Average time onsite: 3 minutes 1 second
 Print media and collateral	Letterbox drop: 2101,2102,2103 Site signs used:		Distribution: 3306 Number of signs: 20
 Electronic direct mail (EDM)	Community Engagement (fortnightly) newsletter: 2 editions Council (weekly) e-News: 1 edition Stakeholder email: 4		Distribution: 21,900 subscribers Distribution: 58,000 subscribers Distribution: 705
 Face-to-face sessions	Public meeting: 1 Pop up / drop-in session: 1		Attendance: 146 Attendance: 41
 Key stakeholder engagement	Meeting: 2 Phone calls: 14 Book a call: 4		Attendance: 6 Attendance: 12 Attendance: 4

1.3. Who responded¹



¹ Demographic data was gathered via the online form, by request only. The data represented only includes those respondents who provided this detail.



² Respondents could select more than one option – 65 respondents selected 1 or more options.

³ Respondents could select more than one option – percentage is based on 482 survey respondents.

⁴ Other refers to Postcodes with few than 5 responses.

2. Background

We are proposing to implement safer speed limits and new traffic infrastructure treatments, to make our local residential streets pleasant places to live and visit with calmer and quieter traffic, as well as making it safer for people walking, bike riding and driving in the Narrabeen and Mona Vale area. Improved pedestrian safety and a better overall travel experience will enhance access for all road users to key destinations like Narrabeen Lagoon and Narrabeen beaches, shops, surf clubs and Mona Vale Hospital Urgent Care facility.

This proposal is consistent with Council's adopted [Move - Northern Beaches Transport Strategy 2038](#), which proposes returning residential streets to the residents through better network management and supporting programs to change road user behaviour and improve safety and efficiency of the road network. This project is funded under Transport for NSW (TfNSW)'s Safe Speeds in High Pedestrian Activity and Local Area Program in association with Council.

Research has shown that travel speeds and fatality rates are correlated. As speed increases, so does the likelihood of serious injury or death [NSW Centre for Road Safety](#).

The proposal aligns with Transport for New South Wales (TfNSW) [2026 Road Safety Action Plan](#) which is based on the proven Safe System approach to road safety, enabling safe roads, speeds, people and vehicles, which when implemented together allow the road system to not only keep us moving, but, more importantly, keep us safe. The 2026 Road Safety Action Plan aims to reduce road trauma, by working towards a trauma reduction target of 50 per cent fewer deaths and 30 per cent fewer serious injuries by 2030, setting NSW on a path towards zero road trauma by 2050. The plan reveals that vulnerable road users such as pedestrians and cyclists are particularly at-risk in a crash, given they are less physically protected (compared to motor vehicle occupants) to absorb the impact force.

The aim to make local streets more enjoyable for residents and visitors, and safer for all road users including bike riders and pedestrians, also aligns with the [NSW Movement and Place Strategy](#), which aims to enable movement while still delivering attractive and appealing places that people want to use and enjoy.

The reduced speed limit also aligns with the recommendations of the report published by the NSW Parliament Legislative Council Use of e-scooters, e-bikes and related mobility options ([Use of e-scooters, e-bikes and related mobility options](#)). The report recommends reduced speed limits for cars within high pedestrian activity areas, to provide 'safe mobility for vulnerable road users can be improved through the implementation of low on-road speed limits, where appropriate. The NSW Government already provides for 30 and 40 km/h zones to be imposed where appropriate, via the new NSW Speed Zoning Standard.

3. Engagement objectives

Community and stakeholder engagement aimed to:

- build community and stakeholder awareness of participation activities around improving road safety
- provide accessible information so community and stakeholders can participate in a meaningful way on the proposed local changes
- provide balanced and objective information on road safety improvements to assist in understanding pedestrian and road safety improvements
- identify community and stakeholder concerns, local knowledge and values, especially from key stakeholders and frequent users of the area

- communicate to the community and stakeholders how their input was incorporated into the planning and decision-making process through reporting and outcome of the Local Traffic Committee and Council meetings.

4. Engagement approach

Community and stakeholder engagement for the Safer Neighbourhoods Program – Narrabeen to Mona Vale was conducted between 14 October and 24 November 2024 and consisted of a series of activities that provided opportunities for community and stakeholders to contribute.

The engagement was planned, implemented and reported in accordance with Council's [Community Engagement Strategy](#) (2022).

A project page⁵ was established on our have your say platform with information provided in an accessible and easy to read format.

Local residents and business owners received notification letters directing them to the “Your Say” page.

The project was primarily promoted through our regular email newsletter (EDM), media channels and site signage in key locations throughout the Narrabeen, Warriewood and Mona Vale area to reach those travelling frequently throughout the area.

Feedback was captured through an online comment form embedded onto the Your Say project page. This form included a question that directly asked respondents for their feedback on the implementation of the Safer Neighbourhoods Program. An open-field comments box provided space for any additional feedback on the proposal. The survey form also asked if respondents were directly affected by the proposed works and would like to be contacted by the project team. There were 164 respondents who made this request.

A public meeting was held by Councillor De Luca on 30 October 2024 at Narrabeen Beach Surf Life Saving Club. This meeting was attended by 146 community members who were able to have questions and concerns answered by staff. A further community drop-in session was held on 2 November 2024 at Coastal Environment Centre, where the project team were able to discuss concerns one-to-one and provide more information about the proposal.

Email and written comments were also invited as well as the opportunity to book a call with the project team.

4.1. Reaching diverse audiences

A thorough stakeholder mapping exercise was completed to identify and understand the needs of the whole community.

In addition to regular channels and engagement techniques to capture a range of views, we also encouraged community participation and awareness through a series of activities including:

- information provided on Council's Your Say project page
- a community pop-up event was held on a Saturday with the project team

⁵ <https://yoursay.northernbeaches.nsw.gov.au/safer-neighbourhoods-local-road-safety-program-narrabeen>

- letterbox drops to affected residents and businesses
- onsite notification posters
- email notification to resident associations
- inclusion in Council's community engagement, disability and youth newsletters
- Mayor's weekly e-news.

5. Findings

The feedback provided has been reviewed and collated (Table 1), with 17 key themes identified.

The majority of respondents supported the improved pedestrian safety aspects of the project including raised pedestrian crossings and reducing the speed limit. Some concerns were raised around the 40km/hr speed limit increasing congestion and forcing more traffic on to the State Road network (Pittwater Road) which already has congestion issues. Staff noted that under the movement and place framework Pittwater Road is where the majority of this traffic should actually be instead of on the local road network.

The proposal to convert some streets in Narrabeen to one-way was not supported, and it was requested that other options are considered in these locations to reduce traffic speed. Angle parking was the subject of mixed feedback in both Narrabeen and Waterloo Streets, although both locations are impacted by traffic speeds that need to be addressed. While the angle parking geometry meets the requirement at 40km/hr, concerns were raised by adjoining residents about impacts on their amenity from exhaust fumes and safety when exiting their properties. There were no concerns raised with angle parking in Walsh Street or the sections of Narrabeen Park Parade where it was proposed.

The provision of improved Active Transport options (Footpaths and Cycleways) in the area were raised in several comments and direct discussions with stakeholders. Whilst some of the actions are out of scope for this project, they have been noted for inclusion in future development of both the footpath and cycleway network.

The overall concept of traffic calming and reduced speed limits were supported by the majority of respondents. However, further work on the design of devices needs to be undertaken to resolve some of the concerns related to the noise and perceived wear and tear to vehicles caused by traffic calming devices.

There were requests for speed cameras in the precinct however, these are unlikely to be supported by NSW Police or TfNSW and would have limited benefit to long-term safety outcomes. Additional concerns with parking management and requests for options to reduce boat and trailer parking were raised. While both options are being considered they will require additional local consultation, so an appropriately tailored solution can be provided.

Feedback relating to the closure of Devitt Street is being considered as part of the detailed design process. Concerns have been raised with Keolis Downer about the impact on Narrabeen Street residents caused by buses using the street for turning around and layovers as part of local bus routes that terminate in Narrabeen.

While several comments suggested fixing potholes or other projects in the area, the grant funding for this project is from Transport for NSW Safe Speeds in High Pedestrian Activity and Local Area and cannot be reallocated.

Table 1: Issues, change requests and other considerations

Theme	Issues, change requests and other considerations raised	Council's response
One way streets	A large number of respondents expressed opposition to the proposal for one-way streets west of Ocean Street, Narrabeen.	Council has noted the level of opposition to this proposal and removed the one-way streets from the proposal.
40km/hr speed limit	Although there was some opposition to a lower speed limit there was significantly more support for a reduction in the speed limit. Some respondents expressed support for a lower speed limit but without any traffic calming devices.	<p>Support noted. The lowering of the speed limit will result in safer conditions for all road users particularly pedestrians and cyclists. TfNSW will not support the introduction of a 40km/hr speed limit without traffic management measures in place.</p> <p>The aim to make local streets more enjoyable for residents and visitors, and safer for all road users including bike riders and pedestrians, also aligns with the NSW Movement and Place Strategy, which aims to enable movement while still delivering attractive and appealing places that people want to use and enjoy.</p> <p>Studies conducted by NSW Centre for Road Safety indicate that the likelihood and severity of crashes are significantly reduced when vehicles travel at lower speeds.</p>
Speed cameras	Some respondents want Council to install speed cameras to control speeds.	Council does not have delegated authority to install speed cameras. This can only be done by TfNSW who are generally unsupportive of the introduction of speed cameras on local roads.
VMS boards	Some respondents have requested that VMS boards be installed to remind drivers of the speed limit.	Council uses VMS boards to remind drivers of the speed limit where changes have recently been implemented.
Raised pedestrian crossings	There appears to be general support for measures to improve safety for pedestrians particularly crossing Ocean Street, Narrabeen. Many respondents have supported the proposed raised crossings and some	Council notes the support of measures to enhance pedestrian safety and amenity. The proposed raised crossings will remain part of the proposal.

Theme	Issues, change requests and other considerations raised	Council's response
	suggested that additional crossings should be considered.	
Speed humps	Some respondents have raised concerns about the use of speed humps claiming they are noisy, add wear and tear on vehicles, create delays for emergency services vehicles, result in lost parking and interfere with entry and exit at driveways.	The speed humps proposed are flat-topped "raised pedestrian crossings" which are quieter and gentler on car suspension compared to traditional "watts profile" asphalt speed humps. Any loss of parking resulting from the introduction of the raised pedestrian crossings will be offset by parking gains created by the proposed angle parking. Speed humps will be located clear of driveways and designed so that they do not impact property access.
Cycleways	There were requests to provide a cycle path on the southern side of Wellington Street, Narrabeen as it is very narrow. Additionally, some respondents requested a cycle lane on the east side of Ocean Street, Narrabeen all the way to Cook Terrace, Mona Vale to improve connection to Manly.	The provision of cycle paths is outside the scope of this project. Any future proposals for extending cycle paths would require consultation, so an appropriately tailored solution can be provided.
E-Bikes	There were some comments relating to safety issues with E-Bikes.	Council's Road Safety Officers have recently conducted a road safety campaign targeting E-Bike use encouraging riders to "know the code" and ride safely. The legislation relating to the use of E-Bikes and E-Scooters is a matter currently under review by the NSW Government and Council has made submissions to the enquiry on the matter. A report published by the NSW Parliament Legislative Council (Use of e-scooters, e-bikes and related mobility options) recommended reduced speed limits for cars within high pedestrian activity areas. Within the report the NSW Government indicated that 'safe mobility for vulnerable road users can be improved through the implementation of low on-road speed limits, where appropriate. The NSW Government already provides for 30

Theme	Issues, change requests and other considerations raised	Council's response
		and 40 km/h zones to be imposed where appropriate, via the new NSW Speed Zoning Standard.
Roundabouts	<p>Respondents expressed support for the introduction of roundabouts.</p> <p>Some respondents have suggested that a roundabout be considered at the intersection of Walsh Street and Collins Street, Narrabeen.</p>	<p>The support is noted, and the proposed roundabouts will remain part of the proposal.</p> <p>It is agreed that a roundabout would be beneficial at the intersection of Walsh Street and Collins Street, Narrabeen, and it will be added to the proposed plan of works.</p>
Crash data	Some respondents have raised concerns about the lack of crash data and queried the road safety basis for the proposed works.	<p>At the time of lodging the funding application TfNSW crash data records revealed there had been 26 casualty or tow away crashes in the proposed 40km/hr speed zone area in the previous 5 years. This data does not reflect crashes of a more minor nature.</p> <p>The crash history and other supporting information including speed and volume data and noting the high pedestrian activity in the area were sufficient for the proposal to attract funding under the TfNSW Safe Speeds in High Pedestrian Activity and Local Area program. Crashes have continued to occur in the area and Council continues to receive correspondence from residents requesting action to improve safety.</p>
Closure of Devitt Street, Narrabeen	The closure of Devitt Street, Narrabeen to vehicles entering off Pittwater Road will make it difficult for residents who need to use it to access properties off Ocean Street or for residents doubling back after accessing businesses on the east side of Pittwater Road.	Council will consider changing the direction of the No Entry restriction to allow traffic one way eastbound.
Increased congestion and travel time impacts	The lower speed limit and additional traffic calming measures will increase congestion and slow travel times.	The road safety benefits achieved by the speed limit reduction significantly outweighs the minimal increase in travel time.
Angle parking Narrabeen	Some respondents raised concerns about the angle parking proposals for Narrabeen Street	Where angle parking is introduced, it will result in more on-street parking than previous. The streets where

Theme	Issues, change requests and other considerations raised	Council's response
Street and Walsh Street	and Walsh Street, that it won't increase parking and won't leave sufficient carriageway width for two-way traffic.	angle parking is proposed are wide enough to retain two-way traffic flow with angle parking on one side. This will be more closely reviewed at detailed design stage.
Boats and trailers on Ocean Street	Some respondents have commented that there are too many boats and trailers on the southern end of Ocean Street and that Council has failed to act on a previously circulated proposal.	Council has consulted on a proposal for extending timed parking restrictions south of Narrabeen Street. This matter is currently on hold pending the outcome of the Narrabeen to Mona Vale Safer Neighbourhoods project with the parking changes likely to form part of the final concept that is taken forward to the Traffic Committee for consideration.
Continuous footpaths	Some respondents queried the reasons for continuous footpaths on the eastern side of Ocean Street across carpark access driveways.	Continuous footpaths are proposed here to reinforce the pedestrian priority that exists when a driveway crosses a footpath.
Traffic calming on Sydney Road, Warriewood	The proposal makes no mention of additional traffic calming measures on Sydney Road, Warriewood.	Speeds on Sydney Road, Warriewood are currently in the mid-50s. While additional traffic calming measures were not originally proposed, Council will now investigate additional traffic calming measures for Sydney Road. This includes an offset centreline and the introduction of an audio-tactile line marking treatment in place of the failed rumble strips that have been an ongoing maintenance issue.
Buses in Narrabeen Street	Several respondents from Narrabeen Street raised concerns about the use of their street by buses and the incompatibility of this use with the proposed angle parking for the street.	Keolis Downer have advised that while Narrabeen Street is not part of a designated bus route, buses use it to turn around at the end of their run to recommence their next run from Waterloo Street. Narrabeen Street is wide enough to accommodate angle parking, and this will not impact upon its safe use by buses or other traffic.
Pittwater Road 40km/hr	Some respondents queried why changes on Pittwater Road were not included in this proposal and whether it was to be a 40km/hr zone	Pittwater Road is a State Road which is managed by TfNSW. It is not part of the proposed 40km/hr speed zone and no change to the

Theme	Issues, change requests and other considerations raised	Council's response
		current speed limits on Pittwater Road are proposed.
Use of Council money	Some respondents have commented that the proposed works are not a suitable use of Council funds and these funds could be better spent on fixing potholes, providing footpaths, fixing the Wakehurst Parkway or finishing Mona Vale Road.	The works are being funded under a Safe Speeds in High Pedestrian Activity and Local Area program grant from TfNSW and are for the specific purpose of implementing the Safer Roads project - Mona Vale to Narrabeen. The grant funds cannot be spent on repairing potholes or constructing new footpaths. Wakehurst Parkway and Mona Vale Road are State Roads and any improvements on those roads are a State Government responsibility. It is not possible for Council to redirect funding allocated for this project towards improvements on those roads.

Staff also received 26 written comments outside of Your Say, with these captured in the verbatim comments and considered by the project team.

During the consultation, Council received several questions either through direct contact or within feedback. Most of these questions are answered in the theme responses above except for the two questions below.

Table 2: Questions raised and Council's answers

Question raised in feedback	Council's answer
Why is there no parking enforcement? There are many vehicles parked illegally near the intersections causing safety risks to other motorists.	Council Rangers provide regular enforcement to illegal parking activity in the area and ranger patrols will be increased in the areas where there is continuous illegal parking.
How has TfNSW contributed to this proposal? Are they aware about this proposal? Have they approved it?	Funding for the project is provided by TfNSW, Safe Speeds in High Pedestrian Activity and Local Area program with approval provided as part of their regulatory contribution at the Northern Beaches Council Local Traffic Committee. The potential change to the speed limit is supported by the TfNSW speed zoning guidelines.

Appendix 1 Verbatim community and stakeholder responses*

To view all verbatim comments, please click the link below:

<https://eservices.northernbeaches.nsw.gov.au/ePlanning/live/Common/Output/Document.aspx?t=webdoc&id=XWtDTCIMHu4V0A60ki4OEg==>

**Personal details and inappropriate language have been redacted where possible. Spelling and grammatical errors have been amended only where misinterpretation or offence may be caused.*

Document administration	
Version	1.0
Date	9 January 2025
Approval	Content provided and approved by Transport Network Team. Responsible manager: Phillip Devon
Status	Final
Related Projects	Safer Neighbourhoods Program – Avalon Beach to Palm Beach Safer Neighbourhoods Program – North Balgowlah
Notes	Community and stakeholder views contained in this report do not necessarily reflect the views of the Northern Beaches Council or indicate a commitment to a particular course of action.