
Community and Stakeholder Engagement Report

Safer Neighbourhoods Program - North Balgowlah

Consultation period: 9 October to 24 November 2024

Contents

1.	Summary.....	2
1.1.	Key outcomes	2
1.2.	How we engaged	3
1.3.	Who responded.....	4
2.	Background.....	5
3.	Engagement objectives.....	6
4.	Engagement approach.....	6
4.1.	Reaching diverse audiences.....	7
5.	Findings.....	7
	Appendix 1 Verbatim community and stakeholder responses	15

1. Summary

This report outlines the outcomes of community engagement regarding the Safer Neighbourhoods project - North Balgowlah proposal.




The proposed changes include speed reduction from 50 km/h to 40 km/h, supported by traffic management devices such as pedestrian crossings, raised traffic calming devices, and roundabouts. The purpose of the project was to make the local streets in the subject neighbourhood more enjoyable for residents and visitors, and safer for all road users including cyclists and pedestrians.

Community engagement was conducted from October 9 to November 24 2024, through Council's Your Say page. Feedback was also received via email to the council mailbox. A total of 244 people provided feedback, with 232 responses via the Your Say webpage and 12 via email.

A community drop-in session was held at the North Balgowlah Community Centre, where the project team was able to discuss concerns one-to-one, answer residents' concerns and provide more information about the proposal.






The feedback collected during consultation indicated a satisfactory level of support for the proposed speed reduction and traffic calming measures. However, a number of concerns were raised about speeding and the high volume of traffic using Woodbine Street and Bangaroo Street as a shortcut.

1.1. Key outcomes

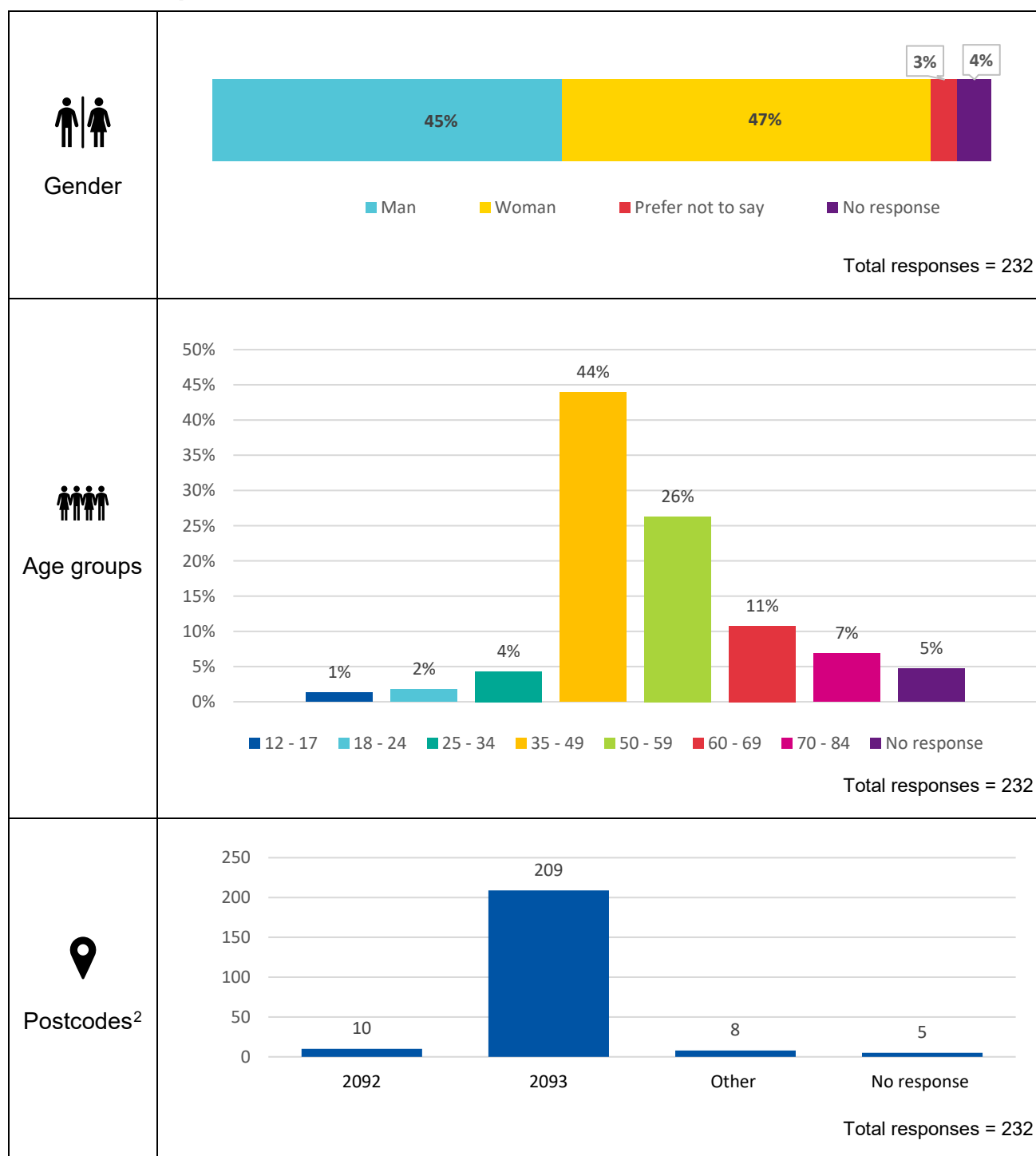
 Total unique responses	244*	
 How responses were received	Your Say – Survey Written responses (email)	Completions: 232 Number received: 12
 Feedback themes	<ul style="list-style-type: none">• 40km/h Speed limit• Roundabouts• Increased Congestion and travel time impacts• Speed Humps• Loss of parking• Footpaths and Pavements• Cyclists Safety• Boat and Trailer parking• Chicanes	<ul style="list-style-type: none">• E-Bikes• Crash data and other statistics• Study area• Upgrade road surface• Streets outside of study area• Rat-run to the Wakehurst Parkway• Public Buses and their turning movements• Speed cameras• Use of Council Money

*Duplicate entries are only counted once.

1.2. How we engaged

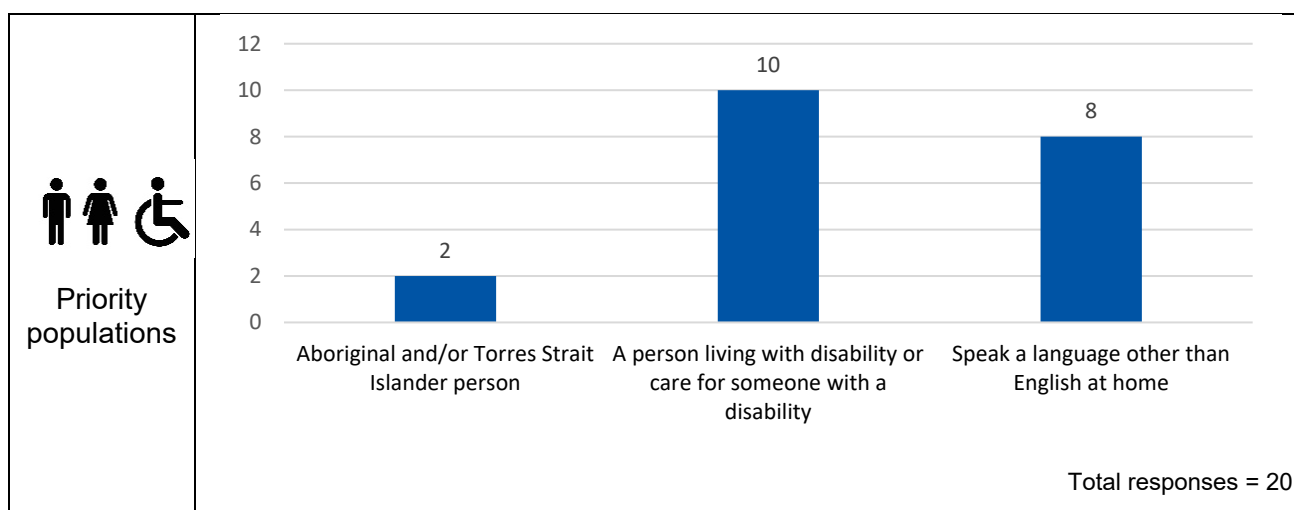
 <p>Have Your Say: visitation stats</p>	<p>Visitors: 1,746</p>	<p>Visits: 2,476</p>	<p>Average time onsite: 2mins 45secs</p>
 <p>Print media and collateral</p>	<p>Letterbox drop: 2093</p> <p>Site signs used: Yes</p>		<p>Distribution: 723</p> <p>Number: 9</p>
 <p>Electronic direct mail (EDM)</p>	<p>Community Engagement (fortnightly) newsletter: 2 editions</p> <p>Council (weekly) e-News: 1 edition</p>		<p>Distribution: 23,000</p> <p>Distribution: 58,000</p>
 <p>Face-to-face sessions</p>	<p>Pop up events: 1</p> <p>Saturday 9 November 2024</p>		<p>Approx. 40 attendees</p>
 <p>Key stakeholder engagement</p>	<p>Bicycle NSW (email)</p> <p>CDC (email)</p> <p>Keolis Downer (email)</p> <p>Balgowlah North Public School (email)</p> <p>Seaforth Public School - Yatama Campus (email)</p> <p>Seaforth Public School - Kempbridge Campus (email)</p> <p>Internal stakeholders</p> <p>Phone calls: 9</p>		<p>Distribution: 1</p> <p>Distribution: 1</p> <p>Distribution: 1</p> <p>Distribution: 1</p> <p>Distribution: 1</p> <p>Distribution: 1</p> <p>Distribution: 1</p> <p>Booked calls: 3</p>

1.3. Who responded¹



¹ Demographic data was gathered by request only. The data represented only includes those respondents who provided this detail. No demographic data was captured for respondents who contributed feedback in writing.

² Other refers to Postcodes with fewer than 5 responses.



2. Background

We proposed to implement safer speed limits and new traffic infrastructure treatments, to make local residential streets pleasant places to live and visit, with calmer and quieter traffic. The project also aims to make it safer for people to walk, bike ride and drive in the North Balgowlah area. Improved pedestrian safety and a better overall travel experience will enhance access for all road users to key destinations.

This proposal is consistent with Council's adopted [Move - Northern Beaches Transport Strategy 2038](#). The strategy 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. The project is fully funded under Transport for NSW (TfNSW)'s Safe Speeds 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

The 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 LTC.

4. Engagement approach

Community and stakeholder engagement for the Safer Neighbourhoods Program – North Balgowlah consisted of a series of activities that provided opportunities for community and stakeholders to learn about the project, provide feedback and to speak to the project team in person.

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

A project page³ was established on our Have Your Say platform from 9 October to 24 November 2024, 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 North Balgowlah area, to also 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.

A community drop-in session was held on Saturday 9 November 2024 at North Balgowlah Community Centre. At this session our project team was able to discuss concerns on a one-to-one basis with residents, answer residents' queries and provide more information about the proposal.

As communicated on the Your Say page, email and written comments were also invited, as well as the opportunity to book a call with the project team

³ <https://yoursay.northernbeaches.nsw.gov.au/safer-neighbourhoods-north-balgowlah>

4.1. Reaching diverse audiences

Community participation and awareness were encouraged through a series of activities conducted including:

- information provided on Council's Have Your Say project page
- a community pop-up event held on a Saturday with the project team
- letterbox drops to neighbouring residents and businesses
- onsite notification signage
- email notification to resident associations
- inclusion in Council's community engagement newsletter
- Mayor's weekly e-news.

5. Findings

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

Most respondents expressed strong support for the project's enhancements to pedestrian safety, such as the installation of roundabouts, the reduction of the speed limit, and the addition of raised pedestrian crossings. However, some comments were raised regarding the 40 km/h speed limit, with residents being concerned that it might lead to increased congestion and delays, thereby diverting more traffic onto neighbouring roads.

The provision of improved Active Transport options (relating to footpaths and cycleways) in the area was raised in several comments and in direct discussions with stakeholders. Whilst some of the actions are out of scope for this project, they have been recorded for consideration to be included in future development of both the footpath and cycleway network.

The overall concept of traffic calming and reduced speed limits was supported by most respondents. We are proposing improved accessibility for pedestrians in response to community feedback with the installation of raised crossings that will also function as speed humps to reduce travel speeds. We will investigate further opportunities to improve pedestrian safety at the detailed design stage based on location constraints.

There were requests for speed cameras in the precinct; however, these are unlikely to be supported by NSW Police or TfNSW and may not necessarily benefit long-term safety outcomes. Additional concerns regarding parking management and requests for options to reduce boat and trailer parking were raised. While options are being considered they will require additional local consultation, so an appropriately tailored solution can be provided.

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

Table 1: Issues, change requests and other considerations raised during consultation

Theme	Issues, change requests and other considerations raised	Council's response
40km/h 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 residents expressed support for a lower speed limit but without any traffic calming.	<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/h speed limit without traffic management measures in place to create a self-enforcing 40km/h speed environment.</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>
Roundabouts	<p>Respondents expressed general support for the introduction of roundabouts.</p> <p>Concerns have been raised regarding vehicles and caravans reversing out of driveways onto Daisy Street due to the proposed roundabout at the intersection of Daisy Street and Myrtle Street.</p>	<p>The support is noted, and the proposed roundabouts will remain part of the proposal.</p> <p>The design team will perform a swept path analysis to evaluate the turning radius of vehicles before finalising the proposed roundabout design at Daisy Street and Myrtle Street.</p>
Increased congestion and travel time impacts	The lower speed limit and additional traffic calming measures will increase congestion and slow travel times.	If traveling the 960m in an east-west direction across the study area, drivers would experience an increase of 29s in travel time, with the proposed speed limit reduction. The road safety benefits achieved by the speed limit reduction are however considered to significantly outweigh this minimal increase in travel time.
Speed humps	Respondents highlighted the need for speed humps to function as pedestrian crossings, enhancing safety and accessibility for all.	We have reviewed concerns raised by respondent's and agree that accessibility can be further improved with the installation of raised crossings that will also function as speed humps

Theme	Issues, change requests and other considerations raised	Council's response
	<p>Others indicated concern for the potential danger speed humps could impose, their impact on noise and potential damage to vehicles</p>	<p>to reduce travel speeds. The amended proposal will include raised crossings on Woodbine Street and Bangaroo Street.</p> <p>We will investigate further opportunities to improve pedestrian safety at the detailed design stage based on location constraints.</p> <p>Speed humps have been proven to be successful in reducing the average speed travelled along a road, therefore improving safety for other motorists and pedestrians.</p> <p>The recommended travel speed over a speed hump is 25 km/hr. When travelling at the recommended speed or lower, no damage should be incurred to a vehicle. Appropriate warning signs will be installed at the approach to each speed hump to ensure a vehicle has enough time to slow down before travelling over the speed hump.</p>
Loss of Parking	<p>Some respondents were concerned about the loss of parking due to the proposal.</p> <p>Some residents noting speed humps, indicated concern for parking loss.</p>	<p>Council has reviewed the parking loss and will adjust where possible during the detailed design process to maximise parking opportunities, without compromising on safety.</p> <p>A total of 15 spaces is expected to be lost overall to implement the additional pedestrian safety measures. The design of the proposed chicanes has been modified to allow for parking to be retained at these locations.</p> <p>Parking for private vehicles remains the responsibility of the property owners.</p> <p>Residents with multiple vehicles should utilise garages and existing driveways and/or prioritise off-street parking according to their needs.</p> <p>Parking will not be lost due to the introduction of a speed hump. There is no law in NSW to forbid a motorist from parking kerbside over a speed hump unless signed otherwise.</p>

Theme	Issues, change requests and other considerations raised	Council's response
Footpaths Safe pavements	<p>Some respondents have expressed concern about a critical element missing from the proposed plan: the installation of footpaths. Currently, school children are walking on the roads to get to school, and mothers are pushing strollers along the road due to the absence of pedestrian footpaths.</p> <p>Some respondents suggested that if footpath implementation is to be staggered, the council should prioritise streets that have bus routes.</p>	<p>Council has proposed a new footpath on the western side of Daisy Street and the southern side of Woodbine Street, connecting the bus stops as part of this project.</p> <p>In response to community feedback to further improve accessibility for people walking including children walking to and from school, we propose to include kerb buildouts to reduce crossing distances, continuous footpaths, and an additional pedestrian crossing to connect the shared paths at Seaforth Primary School, should any funds become available.</p> <p>To ensure we best meet the community's pedestrian needs, Council adopted the Northern Beaches Walking Plan (the Plan) at its meeting on 16 April 2019. The Plan was developed based on an audit of the current network and future walking links to connect our community to local destinations.</p> <p>As Council currently has over 920km of roads with no footpath, the Plan informs the way footpath priorities across the Northern Beaches are set and lists the proposed future footpath program based on available funding every Financial Year.</p>
Bike Riders Safety	<p>Respondents requested the construction of a dedicated and user-friendly cycle path along the Manly Dam MTB trail.</p> <p>Concerns have been raised about the chicanes, pedestrian refuges, and centre blister islands, as they create squeeze points for cyclists.</p>	<p>The provision of cycle paths is outside the scope of this project.</p> <p>Any future proposals for extending cycle paths would require consultation, so an appropriately tailored solution can be provided.</p> <p>At this stage, we have only proposed a Concept Design. Access for bike riders will be considered as part of the detailed design process.</p>
Boats and Trailers	<p>Respondents emphasised that the removal of boats parked on suburban streets is essential.</p>	<p>Council agrees that owners should be responsible for the appropriate storage of these vehicles.</p> <p>Council has found that the installation of 'No Parking - Motor Vehicles</p>

Theme	Issues, change requests and other considerations raised	Council's response
		Excepted' restrictions simply relocate boat trailers, trailers or caravans to nearby areas where these restrictions have not been installed and does not address the underlying problem. It is not feasible for Council to install signs to prevent parking of these vehicles across the entire Northern Beaches area, and many residents do not support the use of excessive signage and additional street clutter.
Chicanes	<p>Some individuals have expressed concerns about the proposed chicanes, citing limited street parking availability. They pointed out that these chicanes could worsen congestion and increase the risk of accidents.</p> <p>Individuals with prams noted that they often have to walk along the edge of the street due to the absence of a footpath. If a chicane is introduced, they would need to walk into the middle of the street, which compromises their safety since cars would have to navigate around them. Additionally, people pointed out that mountain bikers frequently ride along the roads to access the dam, and they would face similar challenges.</p>	<p>Chicanes are proposed to improve road safety by reducing vehicle speeds, which can decrease the likelihood of accidents.</p> <p>Chicanes help to slow down vehicles, which reduces the risk of high-speed collisions. By making drivers more attentive, chicanes contribute to overall road safety.</p> <p>Staff have looked at pedestrian safety at these locations and will be adding additional pedestrian facilities at these locations as part of the project.</p>
E-bikes	Some people have expressed concern about educating e-bike riders to wear helmets and obey speed limits.	<p>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.</p> <p>The legislation relating to the use of E-bikes and e-scooters is a matter currently under review by the State Government and Council has made submissions to the enquiry on the matter.</p> <p>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</p>

Theme	Issues, change requests and other considerations raised	Council's response
		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 and 40 km/h zones to be imposed where appropriate, via the new NSW Speed Zoning Standard.
Statistics Example: Crash data	Some respondents would like to know the accident statistics in the area.	<p>At the time of lodging the funding application TfNSW crash data records revealed there had been approximately 10 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 were sufficient for the proposal to attract funding under the TfNSW Safe Speeds 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>
Upgrade the road surface	Some individuals have shared their views on upgrading the road surface and footpaths while implementing traffic calming measures.	<p>The works proposed for this project 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 - Balgowlah. The grant funds cannot be spent on repairing road surfaces or constructing new footpaths.</p> <p>Whilst road surface and footpaths are out of scope for this project, we will forward respondents 'concerns to the appropriate team within Council for investigation.</p>
Streets surrounding the public school	Concerns have been raised about why the streets surrounding North Balgowlah Public School are not receiving any flat top-speed humps.	Council has divided the Northern Beaches into forty-three (43) separate precincts for the purpose of individually studying our local streets to improve speed, safety for people

Theme	Issues, change requests and other considerations raised	Council's response
Other streets located further west.	Respondents reported that streets located further west of the study area would be used for rat-running, posing a danger to residents living on these crowded streets, particularly Worroby Street, which is the narrowest and most congested of them all. They emphasised that the proposal should avoid redirecting traffic from major roads like Woodbine Street and Bangaroo Street onto these narrower streets.	walking and cycling and amenity within the local areas. A Safer Neighbourhoods program is scheduled for the streets surrounding North Balgowlah Public School and for area west of Bangaroo Street within the 2026/2027 financial year.
Rat run to the Wakehurst Parkway	Concerns were raised that North Balgowlah is likely to still be used as a rat run to the Wakehurst parkway. Ideally traffic should be kept to the main roads. A no-right turn sign on Judith and Kirkwood Streets would help, as would a no-left turn sign into Kirkwood from Wakehurst.	Whilst we understand respondents' concerns that North Balgowlah is likely to still be used as a rat run to the Wakehurst Parkway, in our experience the introduction of traffic calming together with a lower speed limit helps to improve safety of the local streets within neighbourhoods by reducing the overall number of motorists travelling through the area and reducing the speed at which they travel. The introduction of left and right turning bans may be successful in reducing volumes in one street, can result in increased volumes in surrounding neighbouring streets. The introduction of turning bans would also reduce local residents' access options which is not likely to be supported by the local community.
Public Buses Buses turning movement	Respondents indicated that public buses should be rerouted back to the previous configuration, keeping them off residential streets. Some people asked for a direct bus from North Balgowlah to Manly. Some respondents have pointed out that buses and larger vehicles currently struggle when held up on a hill due to traffic at roundabouts. It is often observed that buses roll back before proceeding uphill.	Any proposed changes to bus routes fall under the responsibility of TfNSW. A decision to change the route will require liaison with the relevant bus services for the study area, specifically Keolis Downer. Our detailed design and swept path plots for each approach will accommodate bus-turning movements.
Speed cameras	Some respondents want to know why Council doesn't just install speed cameras to control speeds.	Council does not have delegated authority to install speed cameras. This can only be done by TfNSW, who

Theme	Issues, change requests and other considerations raised	Council's response
		are generally unsupportive of the introduction of speed cameras on local roads.
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 and installing more streetlights.	<p>The works are being funded by TfNSW and are for the specific purpose of implementing the Safer Roads project – North Balgowlah.</p> <p>The grant funds cannot be spent on repairing potholes or constructing new footpaths. Wakehurst Parkway is a State Road, and any improvements on this road are a State Government responsibility. It is not possible for Council to redirect funding allocated for this project towards improvements on this road.</p> <p>Requests regarding potholes will be sent to the Road and Maintenance team for their consideration.</p>

Staff also received 12 written comments outside of Your Say, with these captured in the verbatim comments and considered by the project team.

During the consultation/exhibition, Council received a number of questions either through direct contact or within feedback received. 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 not the installation of No Stopping Yellow Kerb Lines to prevent cars from parking too close to the corner, as it obstructs visibility when turning onto the street?	It is illegal to park within 10m of an intersection. Residents are encouraged to contact our Rangers with location details should they witness illegal parking behaviour. Council Rangers provide regular enforcement to illegal parking activity in the area. Ranger patrols will be increased in the areas where there is a history of illegal parking.
Why is the 40km northern boundary not being carried the whole way up Bangaroo Street and thus not incorporating Warringah Road?	Warringah Road is a State Road which is managed by TfNSW. It is not part of the proposed 40km/hr speed zone. There will be no change to the current speed limits on Warringah Road.

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=dFlj8ZwPr1gV0A60ki4OEg==>

**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	2 December 2024
Approval	Content provided and approved by Transport Network Team Responsible manager: Phillip Devon
Status	Draft
Related Projects	Safer Neighbourhoods Program – Narrabeen Safer Neighbourhoods Program - Avalon Beach to Palm Beach
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.