

Community Engagement Summary Report

Project name	Improving Road Safety - South Creek Road, Fisher Road North and Middleton Road, Cromer (Stage 2 – revised plan options for Grover Avenue and Fisher Road North intersection)
Consultation period	27 February – 14 March 2025
Background	<p>We shared concept plans for road safety improvements along South Creek Road, Fisher Road North and Middleton Road, Cromer from 22 August to 19 September 2024. We heard from 208 people and feedback showed strong support for the proposed changes. These early plans showed a general idea of what the project would look like.</p> <p>The Community Engagement Summary Report was presented to Council's Local Traffic Committee, and the road safety improvements were approved for installation on 1 October 2024 (item 4.3).</p> <p>Following this, we made adjustments to the plans at the Grover Avenue and Fisher Road North intersection to further enhance safety for all, especially vulnerable road users. Unfortunately, these changes were not communicated to the community at the time.</p> <p>Construction commenced in February 2025 on the roundabouts at South Creek Road and Middleton Road, Cromer and they have been operating well since their construction.</p> <p>However, construction of the pedestrian crossing at Grover Avenue was paused while we worked closely with residents of Grover Avenue, Dalpura Street, Mirra Place, and Hoover Place to address their concerns about access to their streets.</p> <p>We have held two on site meetings with residents to listen to their concerns and better understand the issues. We are committed to working with them to find suitable solutions without compromising on safety and provided the following options for consideration:</p> <ul style="list-style-type: none"> Option A — Adjust kerb alignment slightly The kerb alignment on the northern side of Grover Avenue could be shifted 0.5m north, widening the road at the entrance; however, it wouldn't allow enough space for a left turn while another vehicle waits. An optional timed "No Right Turn (7am-5pm Saturday and Sunday)" could be implemented, requiring vehicles heading south on Fisher Road North during weekend sporting events to turn left out of Grover Avenue and use the roundabout to make a U-turn. Option B — Move the crossing Moving the crossing on Fisher Road North away from the petrol station to the southern side of Grover Avenue. This allows for the northern kerb in Grover Avenue to revert to its existing location.

	<p>However, in order to provide the walking and bike riding connection, an additional pedestrian crossing would be required in Grover Avenue. The bus stops would also require relocation slightly south.</p> <ul style="list-style-type: none"> • Option C — No right turn 7am-5pm Saturday & Sunday Installing a timed “No Right Turn (7am-5pm Saturday and Sunday)” out of Grover Avenue, requiring vehicles wanting to head south on Fisher Road North during sporting events on the weekend, to turn left out of Grover Avenue and utilise the roundabout to make a “U-Turn”. <p>We did not present an option to revert to the original designs due the impact it has on safety raised by an independent Road Safety Auditor.</p>
Engagement approach	<p>Feedback on the revised plans for the Grover Avenue and Fisher Road North intersection was open for 15 days, from 27 February to 14 March 2025.</p> <p>The engagement was planned, implemented and reported in accordance with Council’s Community Engagement Strategy (2022).</p> <p>The Your Say project page¹ was updated to provide clear, accessible information about the revised plans. A dedicated open-text feedback form allowed respondents to share their preferred option and any additional comments. It was also stated that feedback would be used to refine the design before construction proceeded.</p> <p>Notification letters were delivered to 67 residents on Dalpura Street, Grover Avenue, Fisher Road North, Hoover Place, and Mirra Place, Cromer.</p> <p>An email was sent to project subscribers and those who participated in the initial consultation in August and September 2024.</p> <p>Feedback was also accepted via email and written submissions.</p>
Total number of submissions	<p>141 total</p> <p>140 via Your Say</p> <p>1 via email</p>
Summary of findings	<p>The community feedback on the revised plan options for Grover Avenue and Fisher Road North intersection strongly indicated dissatisfaction with the proposed modifications, with an overwhelming preference for reverting to the original concept plan that was consulted on and widely supported. Many respondents expressed frustration that the approved plans were altered without adequate consultation, leading to concerns about safety, traffic congestion, and financial inefficiencies.</p> <p>Option B was the most criticised alternative, with community members highlighting significant safety risks due to the proposed bus stops on Fisher Road North, which could create blind spots for drivers and increase the likelihood of pedestrian and cyclist accidents. Additionally, the requirement for walkers to navigate two roadways instead of one</p>

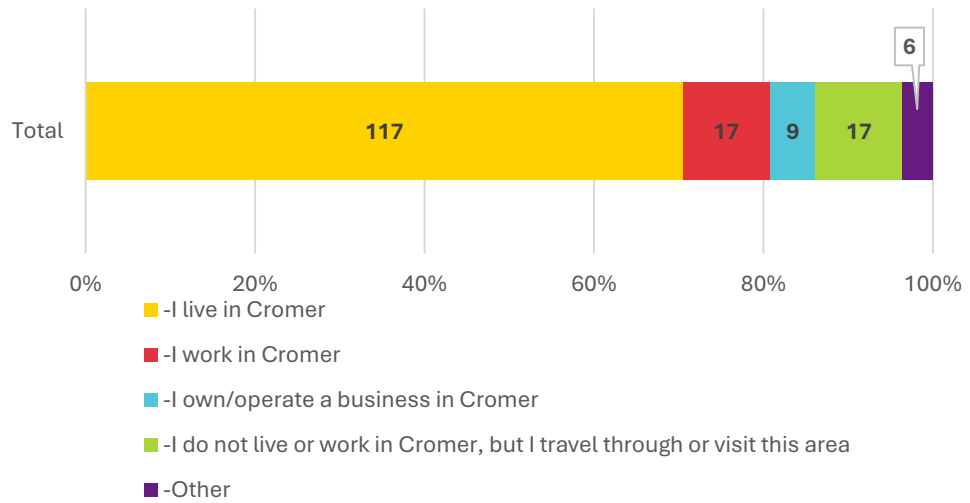
¹ <https://yoursay.northernbeaches.nsw.gov.au/improving-road-safety-south-creek-road-cromer>

	<p>was seen as unnecessarily complex and dangerous. The financial burden of implementing Option B was also a major concern, with many believing it to be the most expensive and least effective solution.</p> <p>Traffic congestion emerged as a key issue, particularly with the narrowing of Grover Avenue to a single lane exit. Residents and local stakeholders indicated that this change would cause significant delays, especially during peak usage times such as sporting events. There were also concerns that restricting right turns from Grover Avenue would create additional traffic bottlenecks and impact access to surrounding streets.</p> <p>Pedestrian and cyclist safety was another major theme in the feedback. Many respondents opposed relocating the pedestrian crossing closer to Grover Avenue, citing increased risks for children, cyclists, and e-bike users. Instead, it was widely suggested that raising the existing pedestrian crossing, as originally planned, would be a more effective and practical solution.</p> <p>Local businesses and residents also raised concerns about the loss of parking spaces and the potential negative impact on access to St Matthews Farm Reserve. Many felt that the proposed changes did not adequately consider the needs of the local community and would create unnecessary disruptions.</p> <p>Based on the community feedback, the options are ranked in order of preference as follows:</p> <ol style="list-style-type: none"> 1. Original Concept Plan – The overwhelming majority preferred reverting to the original plan, which was widely supported during consultation and considered the safest and most practical solution. 2. Option A – Seen as the least problematic of the three new options, but concerns remained about traffic flow and pedestrian safety. 3. Option C – Some support for restricting right turns but concerns about increased congestion and enforcement challenges. 4. Option B – The least preferred option, with strong opposition due to safety risks, increased pedestrian complexity, blind spots from relocated bus stops, and high costs.
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Who we heard from

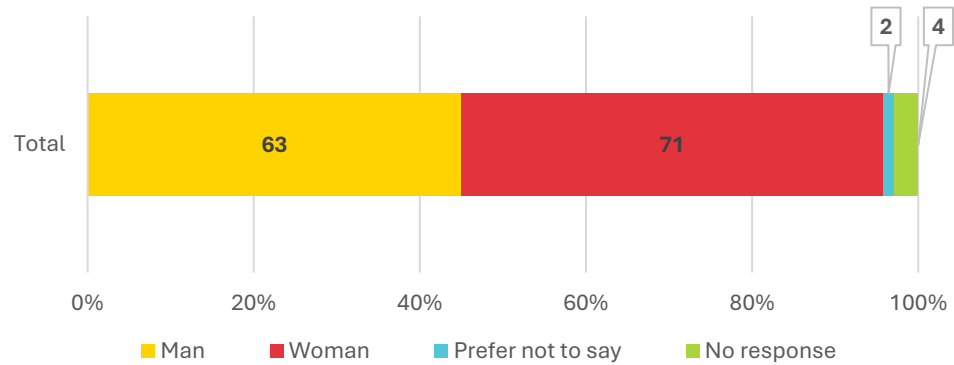
What is your connection to the area?

**Respondents could select all that apply*



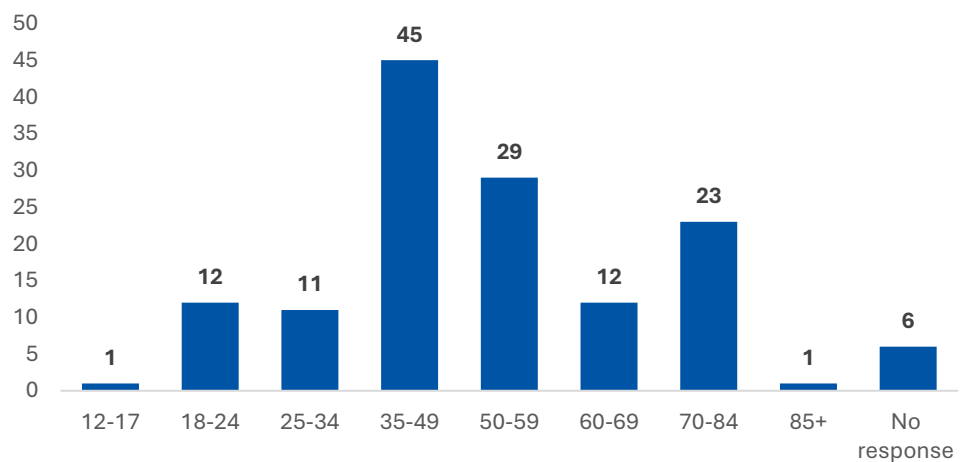
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Gender

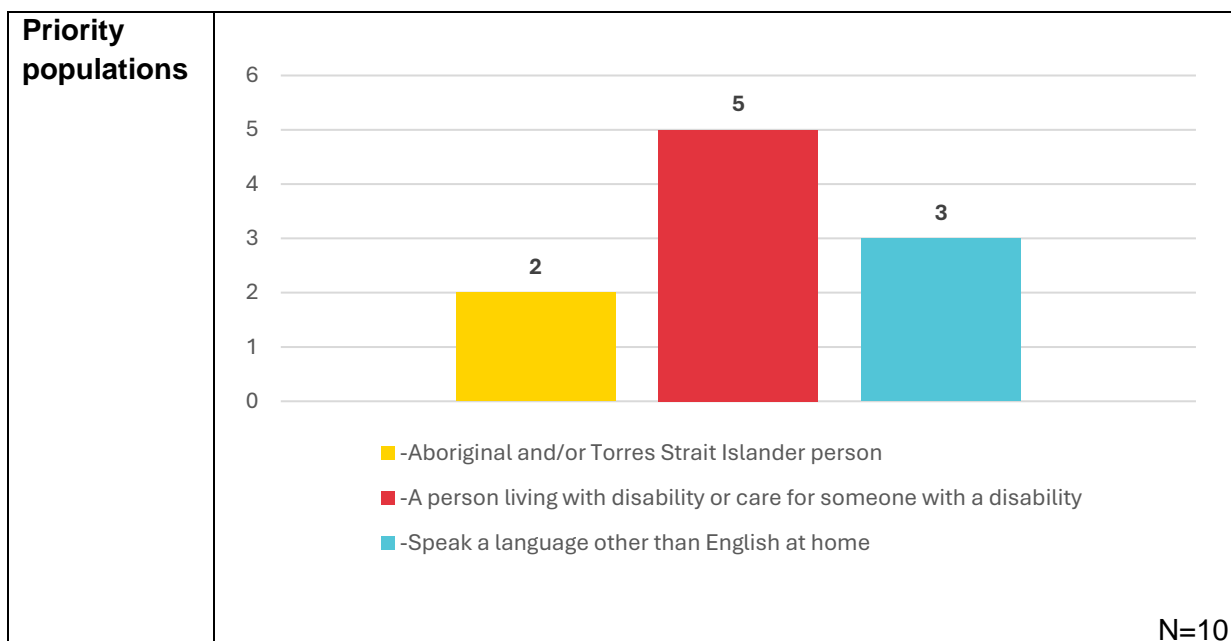


N=140

Age groups



N=140



How we notified	
Properties notified by letter	67 letters
Email to inform subscribers and people who took part in the initial survey	158 recipients 84.2% open rate
Visitors to Your Say Page	888 visits 586 visitors

Findings		
Theme	What we heard	Council response
Community preference	The majority of respondents preferred reverting to the original concept plan, which was widely supported during the consultation process.	<p>Reverting to the original concept plan is no longer an option and is not supported by Council due to the high safety risks raised by an independent Road Safety Auditor.</p> <p>Council conducted an internal safety audit following concerns raised by respondents about turning movements of larger tracks leaving the petrol station, and the safety of pedestrians using the crossing, which led to the design changes and a review of design by an independent Road Safety Auditor. The independent Road Safety Audit reinforced Council's safety concerns for pedestrians.</p>

		<p>The high-risk safety concern raised by the auditor was for the approach widths at Fisher Road North. The audit stated that two vehicles can fit side-by-side within the Grover Ave eastbound and South Creek Road westbound approaches to Fisher Road North, potentially blocking sightlines for left turning vehicles if a right-turning vehicle was present. This could lead to drivers taking unsafe gaps and cause side impact crashes.</p>
Impact on local businesses and residents	<p>The reduction in parking and altered access to St Matthews Farm Reserve due to the narrowing of Grover Avenue were seen as negatively impacting local businesses and residents.</p>	<p>Whilst Council understands that the kerb build-out does result in a loss of some parking spaces we must prioritise safety. The kerb build-out significantly increases the safety of people walking and bike riding across Fisher Road North and Grover Avenue.</p>
Traffic congestion	<p>The narrowing of Grover Avenue to a single lane exit and restricted right turns were seen as major contributors to increased congestion, particularly during peak times.</p>	<p>The intersection of Grover Avenue whilst wide enough for two cars to exit and one vehicle to enter is not officially a three-lane road. Whilst we understand the benefits of having two lanes exiting Grover Avenue especially at peak times, we must be reminded of the increased safety risks for pedestrians that arise when sightlines are potentially blocked for left turning vehicles approaching the crossing if a right-turning vehicle was present. This could lead to drivers taking unsafe gaps causing crashes near vulnerable road users. The independent Road Safety Audit rates the risk of having the intersection of Grover wide enough for two lanes to approach Fisher Road North as high.</p>
Pedestrian and cyclist safety	<p>The relocation of the pedestrian crossing closer to Grover Avenue was widely viewed as increasing</p>	<p>Council believes that the risk of large turning vehicles exiting the petrol station closer to the crossing and two vehicles exiting Grover</p>

	risks, particularly for children, cyclists, and e-bike users.	Avenue poses a higher risk to people crossing and bike riding including children walking and cycling to school. The relocation of the pedestrian crossing closer to Grover Avenue improves safety for the vulnerable road users.
Concerns with Option B	Option B was the most criticised due to safety risks, blind spots created by relocated bus stops, and increased complexity for pedestrians and cyclists.	Should the pedestrian crossing be relocated to the southern side of Grover Ave on Fisher Road North as per Option B the Bus Stop would be offset approximately 12m from the crossing with a marked 'No Stopping' zone. Kerb blisters would be installed on both sides of the pedestrian crossing as per the concept plan to provide additional protection for pedestrians. Kerb blisters act to reduce the unprotected crossing distance for people walking and bike riding and reduces the lane width for drivers. They also improve visibility between pedestrians and vehicles.
Financial concerns	Many community members opposed the additional cost of implementing Option B, viewing it as an unnecessary and expensive modification.	Whilst Option B would be a safer option than to revert to the original plan, it would be the more expensive option of the three proposed to implement.

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=UNOI4qTG6S8V0A60ki4OEg==>

Document administration	
Version	1.0
Date	4 April 2025
Approval	Content provided and approved by Transport Network Team
Status	Final
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.