

Cleveland Street safety improvements

Community engagement report | May 2021



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1 Executive summary

1.1 Proposal

Transport for NSW has proposed much needed safety improvements on Cleveland Street, between City Road, Camperdown and Anzac Parade, Moore Park. We proposed to deliver intersection upgrades including removing right turns, adding turning arrows at intersections and decreasing the speed limit from 50km/h to 40km/h. This would deliver improved road safety for all road users by reducing the likelihood of crashes and improving travel reliability along Cleveland Street.

Investigations carried out by Transport show there were 217 reported crashes on Cleveland Street, between City Road and Anzac Parade, with 42 serious injuries and one death, in the five years to 31 December, 2019. Around 12 per cent can be attributed to motorists turning right and over 30 per cent were rear end crashes.

The number of road users travelling on this section of Cleveland Street has reached a daily average of over 49,000.

Removing right turns and lowering the speed limit are the most effective ways to improve safety for all road users including pedestrians.

Our upgrades will help to encourage active transport users to walk or cycle to their local restaurants, cafes or the many other local shopping experiences.

We have listened to the community, conducted traffic counts and reviewed safety statistics to find this section of road needs safety improvements.

Cleveland Street

- The speed limit will be reduced to 40km/h along Cleveland Street, between City Road and Anzac Parade.

Elizabeth Street and Cleveland Street intersection

- Installing new traffic lights with turning arrows to hold vehicles at the stop line while pedestrians cross Cleveland Street and Elizabeth Street
- An existing overhead traffic light post will be upgraded to make it easier to see at a distance and help prevent vehicle collisions.

Wilton Street, Walker Street and Cleveland Street intersection

- Installing new traffic lights with turning arrows to hold vehicles at the stop line while pedestrians cross Cleveland Street, Wilton Street and Walker Street
- Removing the right turn from Cleveland Street into Wilton Street
- Removing the right turn from Cleveland Street into Walker Street
- Installing “No Right Turn” signs.

Young Street, Marlborough Street and Cleveland Street intersection

- Installing new traffic lights with turning arrows to hold vehicles at the stop line while pedestrians cross Cleveland Street and Young Street
- Removing the right turn from Cleveland Street into Young Street
- Installing “No Right Turn” signs.

Crown Street and Cleveland Street intersection

- Installing new traffic lights with turning arrows to hold vehicles at the stop line while pedestrians cross Crown Street and Baptist Street
- Returning the left turn from Cleveland Street into Baptist Street
- Removing the right turn from Cleveland Street into Crown Street
- Installing “No Right Turn” signs.

Bourke Street and Cleveland Street intersection

- Installing new traffic lights with turning arrows to hold vehicles at the stop line while pedestrians cross Bourke Street
- Removing the right turn from Cleveland Street into Bourke Street
- Installing “No Right Turn” signs.

1.2 Engagement summary

In February and March 2021 community engagement was conducted on the proposed changes to Cleveland Street. Community and road user feedback was collected using on-line platforms, including a survey where road users could provide their comments about the proposed safety improvements. Respondents were also able to send mail, phone in or email their feedback to Transport.

The campaign reached 93,283 people. 997 respondents to the survey, with 667 completing the online survey, 26 providing feedback by phone, 118 by email and zero by mail.

- 39,000 local residents and businesses were reached by mail.
- The local community are highly engaged, concerned for safety and were not supportive of all of the proposed safety improvements.
- The majority of respondents to the survey travelled Cleveland Street using more than one mode of transport, with the preferred modes being car (87%) or walking (83%) through this section of road.
- 50,071 people were reached by social media and 1,676 watched our video.
- 563 respondents subscribed to the project database to be kept informed, with the majority choosing email as their preferred form of communication.

Figure 1 Infographics



1.3 Decision

Based on this information and as a result of community feedback, we will conduct additional traffic counts and noise assessments in the surrounding streets off Cleveland Street in the work area. This decision has been made as around half of the respondents to the proposal were most concerned about the increase in traffic and safety impacts on local roads. Once the studies are completed we'll update the community with the findings, before any changes are made on the network.

We will also further investigate the Cleveland Street and Bourke Street intersection, which has two issues creating congestion: the bus stop which is very close to the intersection and the right hand turn movement. Transport will investigate rationalising bus stop locations on Cleveland Street, which are close together, to reduce the weaving and stop start movements they generate near intersections.

The community and road users will be kept informed as the investigations progress.

2 Introduction

2.1.1 Background

Cleveland Street is a key east-west connection. During peak periods traffic banks up as road users wait for the chance to turn right, at the same time many others weave in and out of traffic to avoid these bottle necks.

Transport's proposed safety upgrades would include changes to the traffic lights at five intersections and removing right turns at Walker and Wilton, Young, Crown and Bourke Street intersections. We will also reduce the speed limit to 40km/h along all of Cleveland Street, between City Road and Anzac Parade. Removing the right turns and reducing the speed limit are the most effective ways to improve safety for more than 49,000 motorists, cyclists and pedestrians who use this stretch of Cleveland Street every day.

Locals and visitors to the area will be able to safely access and enjoy the local restaurants, cafes and shopping experiences.

Left turn arrows would be added to five sets of traffic lights between Bourke Street and Elizabeth Street. The upgraded lights will be rearranged so red arrows hold vehicles in place as pedestrians cross the street. This improvement is part of wider safety upgrades being rolled out by Transport across the state.

As well as improving safety for all road users, we also expect these changes to increase travel reliability and reduce congestion.

2.1.2 Methodology

Transport for NSW sought comment from users on the proposed safety improvements. We worked within the COVID-19 pandemic restrictions to safeguard the community and our staff whilst doing our best to connect with the community.

A short online survey was created to collect contact details and comments from all road users that we were able to reach via our paid communications channels with additional reach to the community achieved through free to air media coverage. The survey questions are in Appendix A, and samples of our collateral are in Appendices B-G.

The results were collated to understand the demographics, and views of participants about the proposed changes.

3 Engagement approach

Our community engagement was targeted at local residents, businesses and stakeholders in the suburbs of Surry Hills, Strawberry Hills, Redfern, Moore Park, Paddington and Chippendale. Through social media we were also able to reach visitors to the area, regular users of the road, as well as people from surrounding suburbs.

Due to the COVID-19 situation and social distancing requirements we designed our engagement collateral to minimise risk to our staff, the community and stakeholders.

The social distancing requirements during the COVID-19 pandemic restricted face to face meetings to small controlled groups, information sessions were not an option, despite this the community was still given the opportunity to have a say. Transport for NSW developed a consultation and engagement strategy that would overcome barriers to reaching the target audience and use platforms for genuine and meaningful engagement without compromising the health and safety of staff or the community.

The project team met and spoke on the phone with interested community members and representatives from a local community group who through the consultation process provided Transport for NSW with feedback acquired from 330 local residents, this feedback has been included and considered as part of this report.

A project website page was developed to act as the central information source. Collateral, a 30 second video and imagery were also developed for the engagement. All collateral and media invited community members to provide comments and feedback on the proposed safety improvements, via an on-line questionnaire. The project website also provided additional methods for the community to provide feedback such as email and a phone number.

Consultation needed to reach local community members and transient out of area road users so a combination of traditional, digital and social media platforms used achieved a paid audience reach of 93,283. Mainstream media increased out of area audience awareness, however this has not been included in the engagement reach. We received a community response of 667 questionnaires completed and a database of 563 subscribers established for ongoing project communications.

Community engagement was open for two weeks between 18 February and 4 March.

3.1 Objectives

- To inform community and stakeholders of the proposed changes and the benefits.
- To encourage the community and stakeholders to have their say on the proposed changes.
- To collect information from the questionnaire including contact details, responses to specific questions and overall sentiment.
- To build a database of community members interested or affected by the project who we could continue to engage with and inform as the project progressed.
- To inform the project on learnings and outcomes from stakeholder and community engagement.

3.2 How engagement was done

An online survey was developed to collect information from all Cleveland Street users that we were able to reach via a suite of traditional and digital communications channels. See Table 2.

Table 1 Communication tools and channels used to promote the community engagement and the number of people reached

Engagement	Dates	Target audience	Detail	Audience reach ¹
Letterbox drop (Appendix C)	Thurs 18 Feb	Local residents and businesses	6 page Community Update	39,000
Email outbound (Appendix E)	Thurs 18 Feb	Community groups, Businesses and other important stakeholders	Contained information about the project and link to the website	341
Website (Appendix C)	Thurs 18 Feb	Visitors to the project page	Contained information about the project	3,727 unique page views
Facebook posts x 2 (Appendix G)	17 Feb, 18 Feb	Residents, businesses and visitors in the area and surrounding suburbs	Paid adverts with link to the website	50,071
Media Release (Appendix B)	Thurs 18 Feb	Local and state media channels		n/a
1800 number (inbound)	Ongoing	Local residents and all Cleveland Street road users	Number on all collateral	26
Email (inbound)	Ongoing	Local residents and all Cleveland Street road users	Email on all collateral	118
Media	23,24 Feb	Daily Telegraph Sydney Morning Herald 7NEWS		n/a

¹ During the engagement period.

3.3 Engagement outcome

Consultation needed to reach local community members and transient out of area Cleveland Street road users so a combination of paid traditional, digital and social media platforms used achieved an audience reach of 93,283. Coupled with engaging key messaging and content the campaign:

- 997 surveys were procured community response
- 563 respondents subscribed to the project database for updates
- email (84%) was a popular method chosen for ongoing communication
- people as far as Shellharbour, Moss Vale, Liverpool and the Central Coast participated in this questionnaire. See Figure 3.

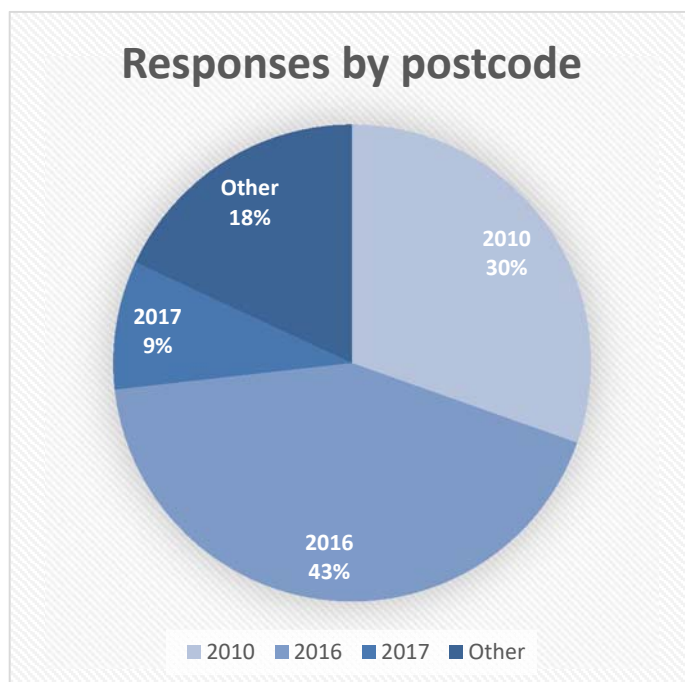
3.3.1 Survey

667 respondents provided their residential postcode, and 563 respondents lived local to the project area.

- 84% of respondents reside in Darlinghurst, Surry Hills, Redfern, Waterloo and Zetland.
- 30% of respondents from Surry Hills/Darlinghurst.
- 43% of respondents from Redfern.

See Figure 2.

Figure 2 Respondent's home postcode



2010 – Surry Hills/ Darlinghurst
2016 – Redfern
2017 – Waterloo/Zetland
Other – all other postcodes

The respondents to the survey live all over Greater Sydney, and as far away as Rouse Hill. See Figure 3 for survey communications reach.

Figure 3 Survey communications reach.

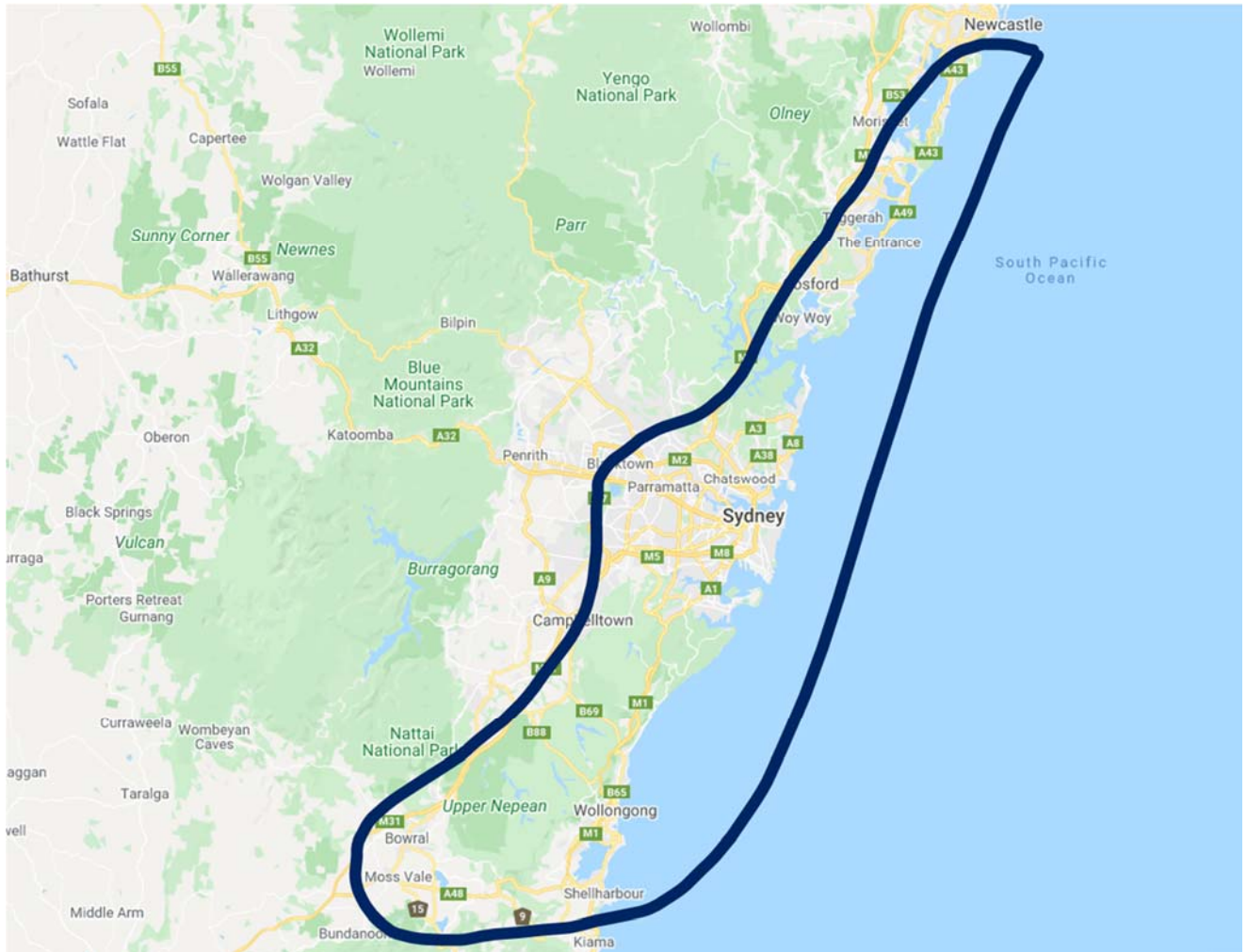
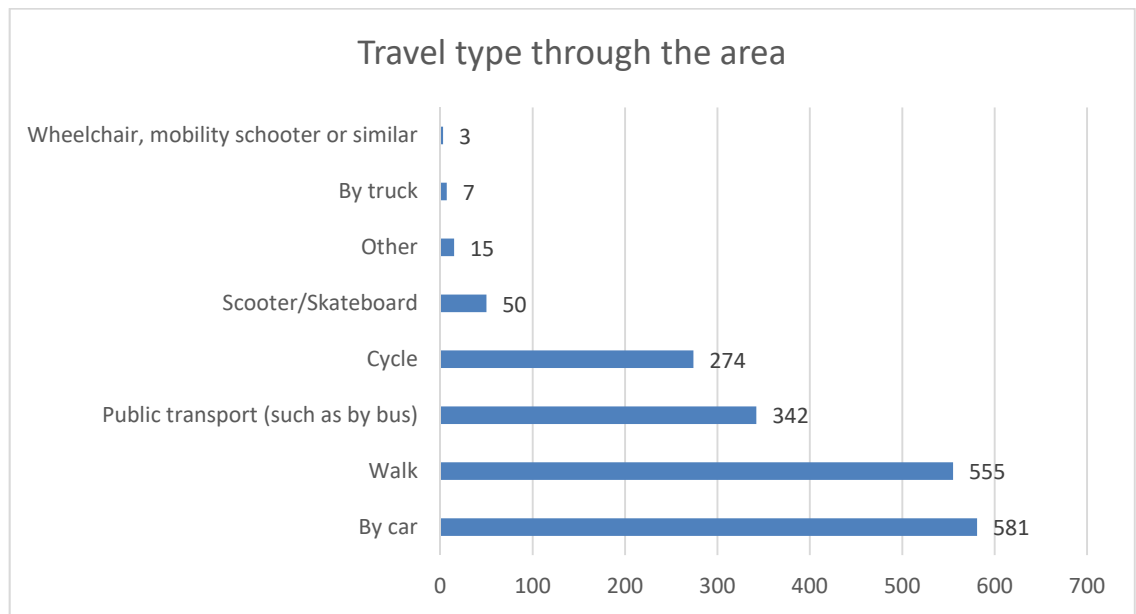


Figure 4 How do you typically travel through the area? Select all that apply.



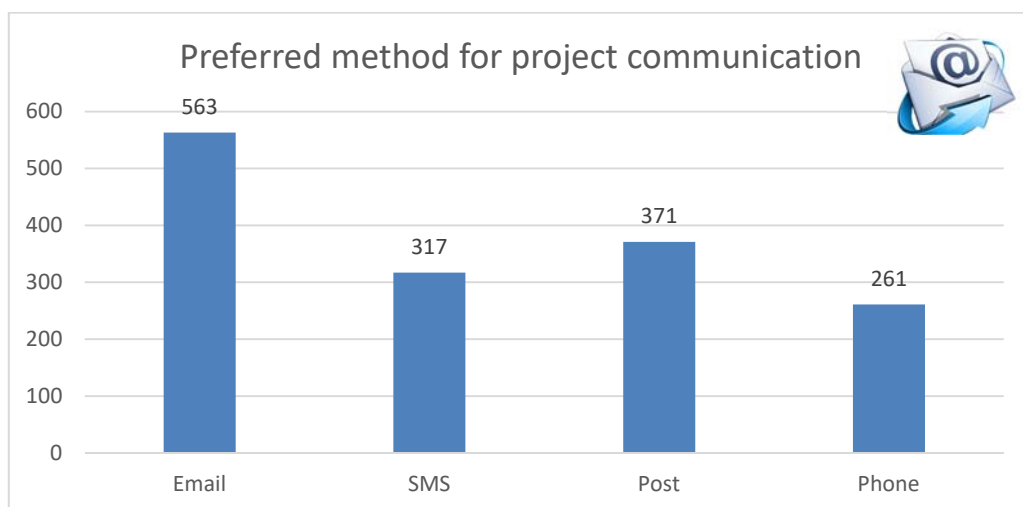
3.3.3 Establishment of community and Stakeholder database

The preferred communications for respondents to be kept informed were predominantly by electronic and digital communication platforms. Up to 563 community members subscribed to the project database, some choosing multiple methods for receiving project updates. Email was by far the preferred option.

- 563 by email
- 317 by SMS text message
- 371 by post
- 261 by phone

For this question there were 668 responses, 2 skipped. See Figure 5.

Figure 5 Preferred method for project communication.



4 Feedback and Transport's response

We received feedback from 1,649 community members with some instances of respondents making multiple contributions. There were:

- 997 survey respondents
 - 667 complete surveys
 - 330 partially complete surveys
- 178 Facebook comments
- 330 comments from local community group
- 118 email comments
- 26 phone comments.

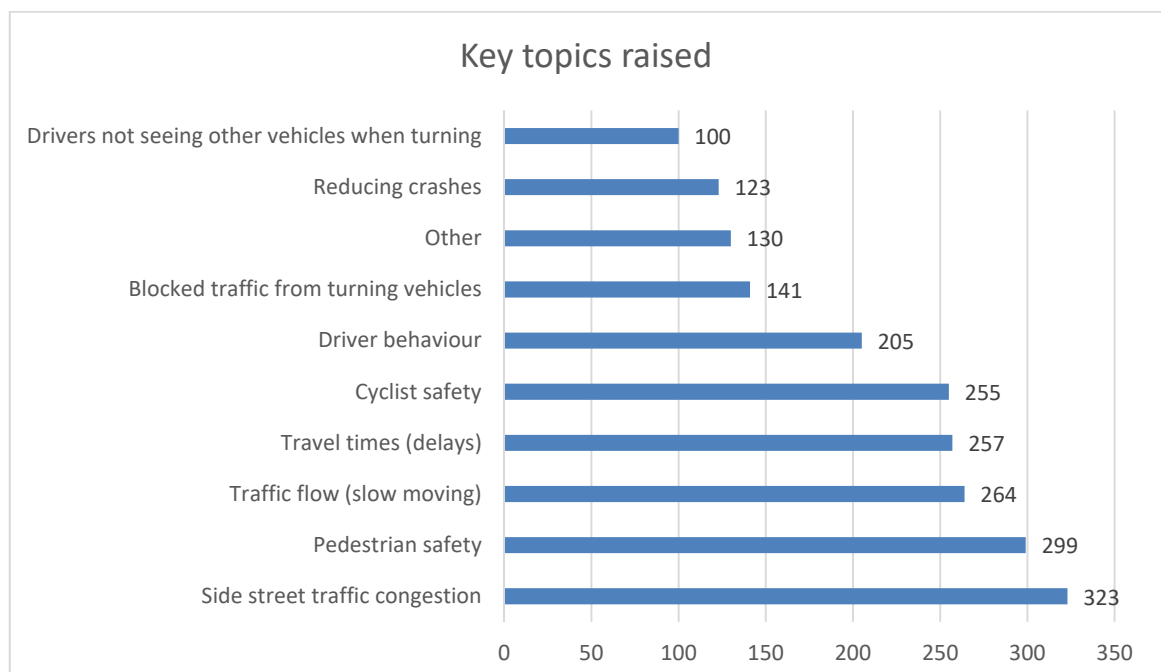
The main topics discussed include concerns about impacts such as increased traffic congestion and reduced access to businesses and residential properties; and suggestions such as removing right turns from alternative roads, implementing the proposed changes for peak hours only, and changing parking restrictions.

Main concerns expressed from survey respondents:

- 48% concerned for increased side street traffic
- 44% concerned for pedestrian safety
- 38% concerned for traffic flow
- 38% concerned for travel times and 37.8% for cyclist safety.

See Figure 6 for an outline of key topics raised. For this question there were 674 responses, 16 skipped.

Figure 6 Key topics raised and the number of times each was mentioned.



Respondents observed that there was negative driver behaviour on this section of Cleveland Street (see Figure 7). A total of 1,731 responses were received to this question. 538 had at least three concerns, including:

- 67% drivers queuing across intersections
- 65% drivers changing lanes recklessly.

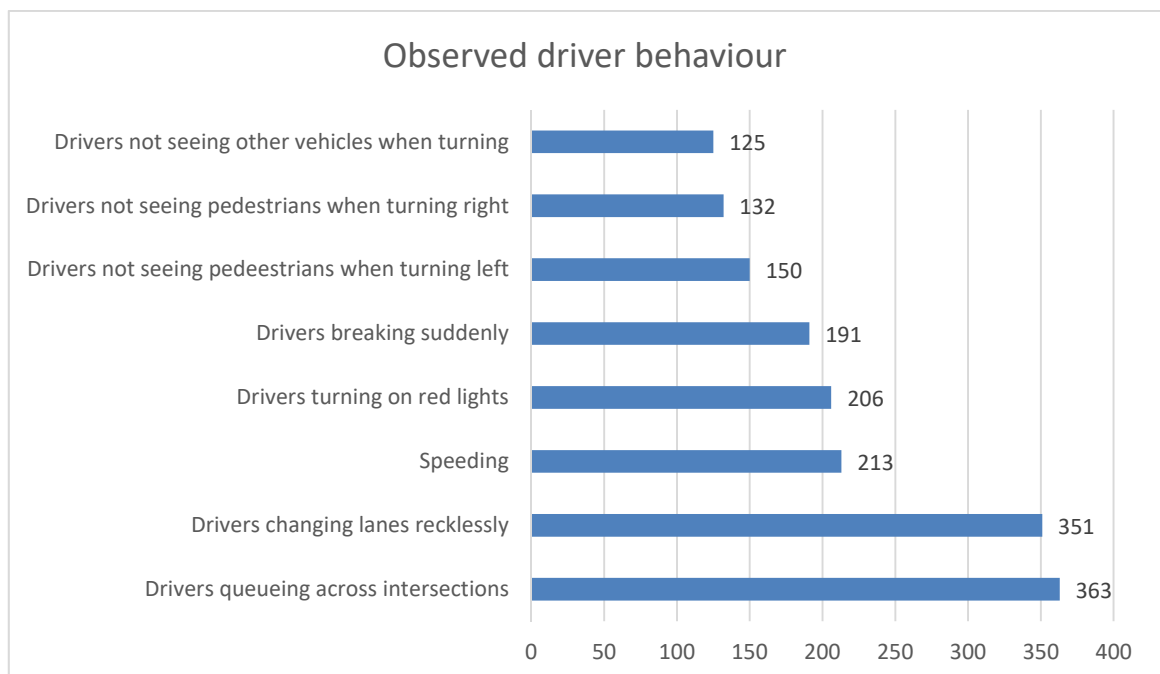
Other most commonly observed negative driver behaviour was:

- 40% speeding
- 38% drivers turning on red lights
- 35% drivers breaking suddenly.

The queuing and lane changes are typically a result of drivers turning right, which supports our project objectives. Similarly the speeding supports the reduction of speed from 50km/h to 40km/h.

For this question there were 538 responses, 152 skipped. See Figure 7 for observed driver behaviour.

Figure 7 What driver behaviour have you observed on Cleveland Street? Select all that apply.

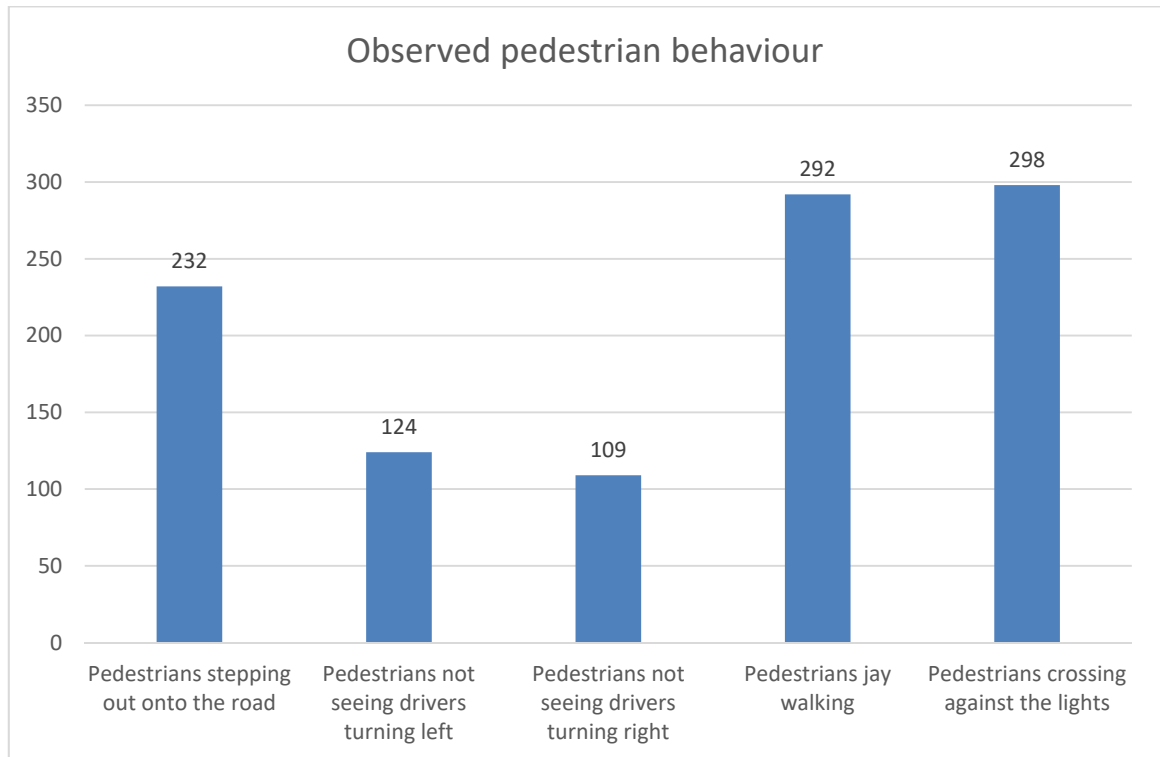


Respondents observed that there was lots of negative pedestrian behaviour on this section of Cleveland Street. See Figure 8. The top three concerns being:

- 68% Pedestrians crossing against the lights
- 66% Pedestrians jaywalking
- 53% Pedestrians stepping out onto the road.

For this question there were 441 responses, 249 skipped.

Figure 8 What pedestrian behaviour have you observed on Cleveland Street? Select all that apply.



As part of our work we would re-arrange how four intersections on Cleveland Street work. This includes removing the ability for vehicles to turn right from Cleveland Street into:

- Wilton Street
- Walker Street
- Young Street
- Crown Street
- Bourke Street

Respondents were asked if they thought removing each of the five no right turns would improve safety for motorists and pedestrians. A total of 685 responses were received to this question with most respondents thinking the removal of right hand turns at Bourke Street and Crown Street would not improve safety.

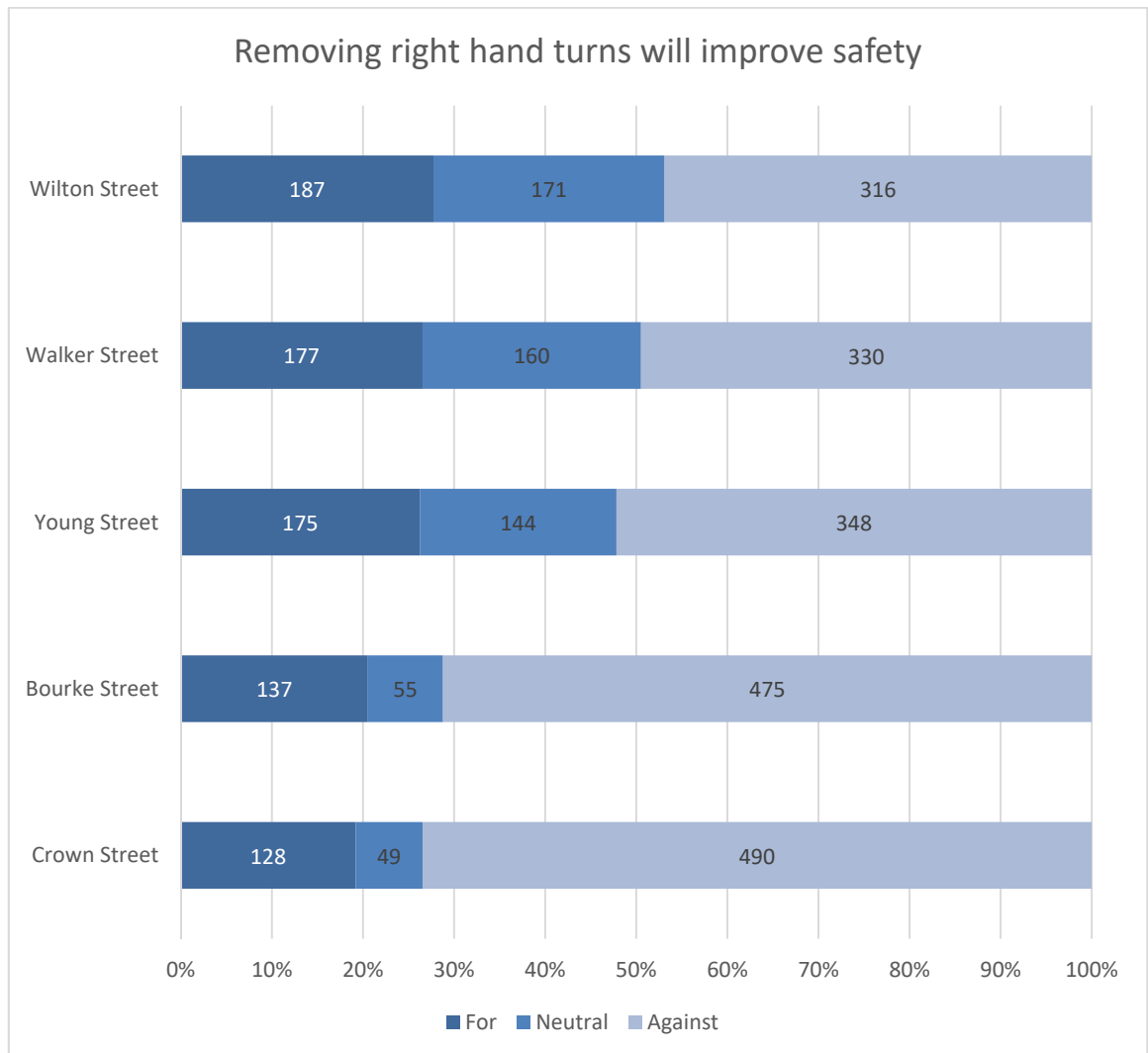
As shown in Figure 9 below:

- 69.3% (475) of respondents were against a removal of the right turn improving safety at Bourke Street intersection whilst 28.0% (192) of respondents supported or had a neutral view
- 71.5% (490) of respondents were against a removal of the right turn improving safety at Crown Street intersection whilst 25.8% (177) of respondents supported or had a neutral view
- 46.6% (391) of respondents supported or had a neutral view regarding a removal of the right turn improving safety at Young Street intersection

- 49.2% (337) of respondents supported or had a neutral view regarding the removal of the right hand turn improving safety at Walker Street intersection
- 52.3% (358) of respondents supported or had a neutral view regarding the removal of the right hand turn improving safety at Wilton Street intersection.

For this question there were 685 responses, 5 skipped.

Figure 9 Do you think removing right turns at the following locations will improve safety for motorists and pedestrians?



As part of this project we are looking to reduce the speed limit along all of Cleveland Street from 50km/h to 40km/h.

Introducing a 40km/h urban limit is part of a nationwide strategy to improve safety for areas identified as high risk as they have a high level of road traffic and pedestrian activity.

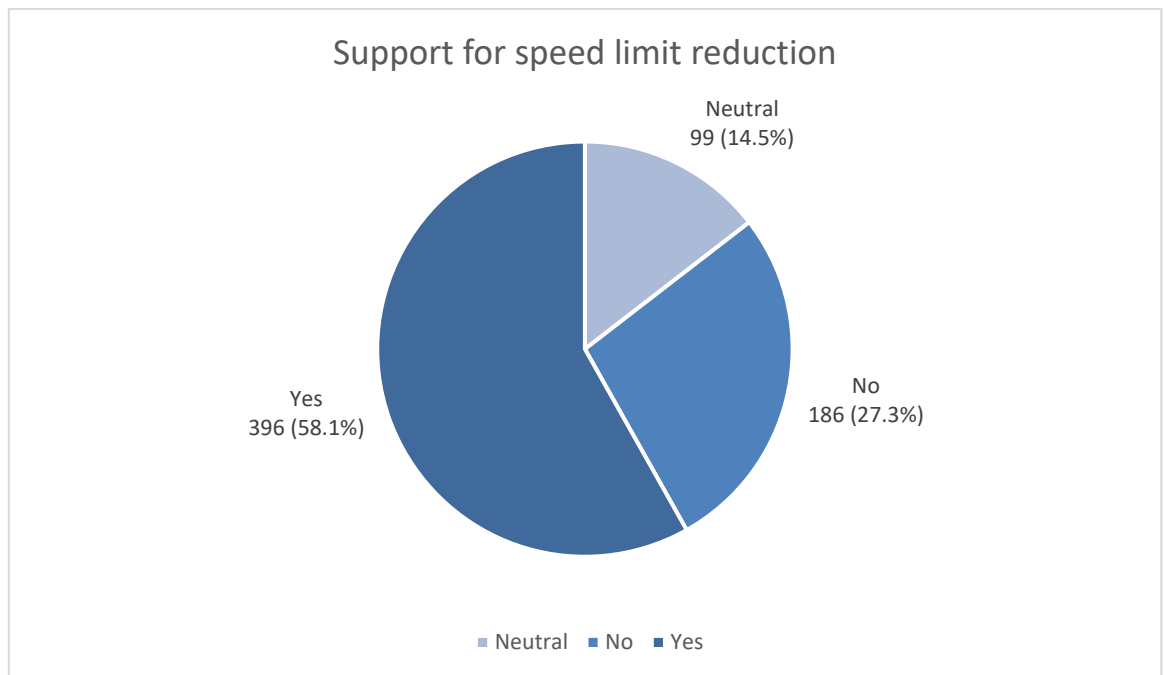
Respondents were asked if they agree that Cleveland Street is a busy CBD zone with high levels of traffic including small suburban shopping strips and high pedestrian traffic area.

- More than half (58%) of the respondents agreed to a reduction in speed limit from 50km/h to 40km/h.
- Almost a third (27%) did not support the speed reduction.

Open text was provided for respondents to make comment, and the vast majority made comment. See Figure 10.

For this question, there were 681 responses, 9 skipped.

Figure 10 40km/h urban limit is part of a nationwide strategy to improve safety for areas identified as high risk as they have a high level of road traffic and road users including pedestrians, Would you agree that Cleveland Street is a busy CBD zone with high levels of traffic including small suburban shopping strips and high pedestrian traffic area?

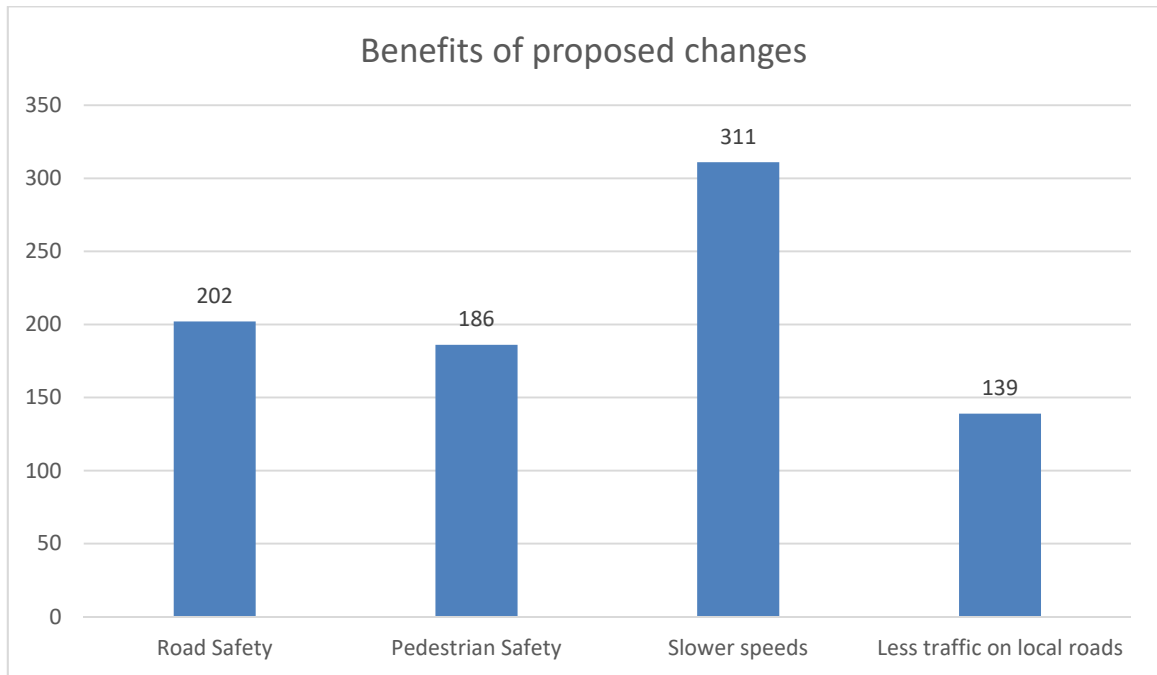


Respondents were asked what benefit the planned changes to Cleveland Street would be to the community. This was not a compulsory question so respondents could have chosen no benefit and skipped the question. See Figure 11. We received 667 responses citing benefits:

- 1 in 2 said slower speeds
- Almost 1 in 3 said road safety
- approximately 1 in 4 said pedestrian safety
- 1 in 5 said less traffic on local roads.

Slower speed followed by road safety were the strongest benefits as viewed by the respondents.

Figure 11 From the planned changes to Cleveland Street, what do you think will benefit the community? Select all that apply.



4.1 Summary of other feedback

4.1.1 Communications

4.1.1.1 Social Media

Social media proved a great way to get in touch with many of our stakeholders. We posted both a video and a targeted post. The content of the comments were in line with those recorded in the survey. See Appendix G.

- We reached 50,071 Facebook users.
- Two posts were posted, one running 19 February – 25 February, the second running 25 February – 4 March.
- The first post included a 30 second video, which was viewed by 1,676 people.
- 178 comments were made.

4.1.1.2 Email

Email was one of the other options to contact the project team with feedback. The content of the emails received were like those recorded in the survey.

118 community members contacted us by email, with most wanting to be added to our database for future communications about the project.

See Appendix E.

4.1.1.3 1800 phone number

We were able to be called on our 1800 number, with callers leaving a message and have us call them back. 26 calls were received. The content of the calls was similar to what was recorded in the survey.

4.1.1.4 Mail

39,000 notifications were distributed to the local and business community. See Appendix C for a copy of the notification and Appendix D for the distribution area.

Mail was available as a method of communication. We did not receive any letters.

4.1.1.5 Website

Our website was a central part of our communication methods and will continue to be the best place to provide the latest information and updates to the community:

nswroads.work/cleveland.

- There were 3,727 unique views to the project website for the period.
- Around 18% of project website visitors (4,430 page views) visited the project website more than once.
- 49% of the project website visits came from Facebook, 28% from organic/search (search engines like Google) and 20.02% direct (web URL typed in directly).
- There were around 250 page views of the project web page starting on the first day of the survey (18 February), peaking at 750 on 23 February, the same day as our second Facebook post.

4.1.1.6 Community Action Group

A Community Action Group, named the Cleveland Street Action Group (CSAG), was formed independently by the local community. A Community Consultation Report was provided to Transport on 5 March, and forms part of this report. See Appendix H for a sample of the report.

- 410 community members.
- 330 completed an independent survey created by the CSAG, with a report provided to Transport.
- The majority of respondents did not support the installation of no right turns.
- The main concern was that there would be increased traffic and therefore increased risk on side streets.
- Almost half supported the speed reduction from 50km/h to 40km/h.
- Almost all respondents (95%) lived in the area (Redfern and Surry Hills), which was not dissimilar to Transport's survey response of 82% (encompassing Darlinghurst/Surry Hills, Redfern and Waterloo/Zetland).
- 93% of respondents are against stopping the right turns.
- 96% of respondents are concerned about the safety of displacing traffic from Cleveland Street into local streets.
- Half of respondents do not see any benefits to the changes. Most do not even believe traffic flow will be improved.

See Appendix I for a sample of the CSAG website, and Appendix J for the social media page.

4.2 Transport responses

As a result of community feedback, we will do additional traffic counts and noise assessments on local roads. Bourke Street has two issues creating congestion, the bus stop at the intersection and the right hand turn. Transport will investigate rationalising the bus stop locations to reduce congestion.

See Table 2 for a summary of questions asked and issues raised during this engagement and Transport's response.

Table 2 Transport responses to the most frequently asked questions

COMMUNITY FEEDBACK ISSUE SUMMARY	
CONCERNS ABOUT THE REMOVAL OF ALL FIVE RIGHT HAND TURNS	
ISSUE	RESPONSE
Removing the right hand turns will push more traffic down quiet local roads, many of which are one way streets, and cause safety problems for local residents and their children. Rat running will increase.	<p>We are aware of the community concern about safety risks on local roads. We will continue to work closely with the City of Sydney Council to investigate further safety improvements for the local area.</p> <p>The crash rate along Cleveland Street is more than twice the NSW Urban Road State Average. This crash rate is concerning and makes Cleveland Street one of Sydney's most dangerous roads, which is why we have proposed these safety improvements.</p> <p>Over the last decade the NSW Government has made attempts to improve safety on Cleveland Street by lowering the speed limit, increasing traffic light visibility, installing pedestrian fencing and other measures. Despite these improvements we still believe the crash rate is too high with around almost 80 per cent of the crashes on this corridor happening at intersections with traffic lights.</p> <p>Removing the right turns at the proposed intersections and reducing the speed limit are effective ways to improve safety for motorists, cyclists and pedestrians who use this stretch of Cleveland Street every day.</p> <p>Right now, around one in eight people travelling on Cleveland Street turn right at the intersections where turns are being removed. The busiest movement, the right turn from Cleveland Street into Crown Street, is used by around 250 vehicles an hour, or four cars a minute. These figures are based on traffic counts from 2019 carried out in the AM and PM peak periods.</p> <p>In addition to the original analysis which informed this project, and in response to community feedback, we will be carrying out further traffic and noise studies as part of our environmental approvals. We will pay specific attention to local roads like Mort Street, Boronia Lane and Rainford Street to ensure there are no unintended consequences from our proposal.</p> <p>As outlined in our communications, the detour routes provided are suggestions only as we cannot know where every journey is starting, or ending. Individuals will make their own personalised choices about moving in and around their suburb.</p>

<p>Removing the right hand turns will make it harder for me to get home or to work each day.</p>	<p>We acknowledge the proposal may disrupt the way some road users move in and around their suburb. We try to minimise impacts on local communities wherever possible while also balancing the purpose of the project which is to improve safety for all road users of Cleveland Street.</p> <p>Removing the right turns and reducing the speed limit are effective ways to improve safety for motorists, cyclists and pedestrians who use this stretch of Cleveland Street every day.</p> <p>Despite the removal of these turns, access to all parts of Redfern and Surry Hills will be maintained. Our suggested detours – people may choose to use alternative routes - should only add a few minutes to each journey but will improve safety for the 49,000 daily motorists, pedestrians and cyclists using this corridor.</p> <p>We will work closely with the City of Sydney Council to monitor vehicle movements in the area and ensure safety is continually improved.</p>
<p>Removing the right hand turns will cause drivers to speed through local streets and become more aggressive.</p>	<p>Currently there are numerous traffic calming devices along local streets to physically slow traffic and prevent speeding. Examples include speed cushions on Boronia Lane, raised pedestrian crossings on Baptist Street, continuous footpath treatments on Ridge Street. We will continue to monitor safety in the area and work with council to make further changes to improve safety if necessary.</p> <p>The enforcement of traffic laws remains a primary responsibility of the NSW Police. This includes customers disobeying road rules and other hazardous behaviour. You can contact Surry Hills Police Station on (02) 9265 4144 to report customers disobeying road rules and other hazardous behaviour.</p>
<p>Removing the right hand turns will increase congestion in the area.</p>	<p>We will continue to monitor traffic congestion and safety in the area and work with council to make changes if necessary. The proposed changes are not expected to increase congestion.</p> <p>The NSW Government is funding this project as part of the NSW Safer Roads Program to improve road safety for all road users. Cleveland Street has a crash rate twice as high as the NSW Urban Road State Average. This crash rate is concerning and makes Cleveland Street one of Sydney's most dangerous roads.</p> <p>Over the last decade the NSW Government has made attempts to improve safety on Cleveland Street by lowering the speed limit, increasing traffic light visibility, installing pedestrian fencing and other measures. Despite these improvements we still believe the crash rate is too high with almost 80 per cent of the crashes on this corridor happening at intersections with traffic lights.</p> <p>Removing the right turns at the proposed intersections and reducing the speed limit are the most effective ways to improve safety for motorists, cyclists and pedestrians who use this stretch of Cleveland Street every day.</p>

<p>Removing these right hand turns will mean less people will use active transport and public transport options.</p>	<p>We support the use of public transport and encourage active transport. We are guided by the NSW government's Future Transport Strategy which prioritises pedestrian safety in order to enhance the liveability of our communities.</p> <p>We do not anticipate removing the right hand turns will mean less people will use active transport and public transport options. Our proposed changes will improve safety and could make active transport a more attractive option to the local community.</p> <p>As a further safety feature, left turn arrows will be added to five sets of traffic lights between Bourke Street and Elizabeth Street. The upgraded lights will be rearranged so red arrows hold vehicles in place as pedestrians cross the street, improving safety for pedestrians.</p>
<p>Have you considered other ways of increasing safety along Cleveland Street? For example instead of removing the right hand turns could other measures be considered like traffic calming measures or changes to the traffic light sequencing?</p>	<p>Yes. Peak only right turn restrictions were considered however were ruled out. Motorists are less likely to comply with timed turns, making them less effective than removing right turns for 24 hours.</p> <p>Changes to light sequencing were considered but ruled out as they would not offer any additional safety benefits over our proposed option and would have significant impacts on traffic flow.</p> <p>Removing the right turns and reducing the speed limit are effective ways to improve safety for motorists, cyclists and pedestrians who use this stretch of Cleveland Street every day.</p>
<p>The proposed changes are pushing cars off the main road and into side roads, increasing local traffic. This makes local community members concerned about the safety and access impact to the local amenity.</p>	<p>We will continue to work closely with the City of Sydney Council to address your feedback. We try to minimise impacts on local communities wherever possible while also balancing the project benefits and improvement to the overall road network. However, removing the right turns and reducing the speed limit are the most effective ways to improve safety for motorists, cyclists and pedestrians who use this stretch of Cleveland Street every day.</p> <p>The crash rate along Cleveland Street is more than twice the NSW Urban Road State Average. This crash rate is concerning and makes Cleveland Street one of Sydney's most dangerous roads.</p> <p>Right now, only one in eight people travelling on Cleveland Street turn right at the intersections where turns are being removed. The busiest intersection, the right turn from Cleveland Street into Crown Street, is used by around 250 vehicles an hour, or four cars a minute. These figures are based on traffic counts from 2019 carried out in the AM and PM peak periods.</p> <p>We anticipate that this will keep more traffic on main roads such as Cleveland Street and South Dowling Street, not the other way around. As people using local roads will be locals rather than people passing through.</p>

PROJECT PURPOSE	
ISSUE	RESPONSE
<p>The biggest issue are buses which use Cleveland Street. These cause congestion, make road users serve in and out of traffic, and make driving conditions less safe. Buses are the issue not the turns.</p>	<p>Transport supports the prioritisation of public transport use on our main roads where possible.</p> <p>We also recognise Bourke Street has two issues creating congestion, the bus stop at the intersection and the right hand turn. There are several bus stops along Cleveland Street, some of which may be under used. We will also investigate current and potential future bus stop locations with a view to reducing the number of motorists weaving in traffic. We will update the community as we progress our investigations.</p>
<p>The changes are not really about safety, instead this project is clearly designed to improve traffic flow for road users travelling on Cleveland Street, at the expense of local residents.</p>	<p>The NSW Government is funding this project as part of the NSW Safer Roads Program to improve road safety for all road users. The crash rate along Cleveland Street is more than twice the NSW Urban Road State Average. This crash rate is concerning and makes Cleveland Street one of Sydney's most dangerous roads.</p> <p>Over the last decade the NSW Government has made attempts to improve safety on Cleveland Street by lowering the speed limit, increasing traffic light visibility, installing pedestrian fencing and other measures. Despite these improvements we still believe the crash rate is too high with almost 80 per cent of the crashes on this corridor happening at intersections with traffic lights.</p> <p>Removing the right turns at the proposed intersections and reducing the speed limit are effective ways to improve safety for motorists, cyclists and pedestrians who use this stretch of Cleveland Street every day.</p> <p>Decreasing the speed limit to 40km/hr will have further safety benefits for pedestrians and drivers. Studies have shown that a pedestrian is almost twice more likely to survive being hit at 40km/hr than when the driver is travelling just 10km/hr faster. To learn more about how vehicle speed affects road safety please visit the NSW Government's dedicated resource at https://roadsafety.transport.nsw.gov.au/speeding/index.html.</p> <p>As a further safety feature, left turn arrows will be added to five sets of traffic lights between Bourke Street and Elizabeth Street. The upgraded lights will be rearranged so red arrows hold vehicles in place as pedestrians cross the street. This improvement is part of wider safety upgrades being rolled out by TfNSW across the state.</p>

<p>Cleveland street isn't that bad, there are worse roads out there.</p>	<p>The crash rate along Cleveland Street is more than twice the NSW Urban Road State Average. This crash rate is concerning and makes Cleveland Street one of Sydney's most dangerous roads.</p> <p>According to reported crash data gathered between 1 July 2013 and 30 June 2018, more than 50% of all accidents at the five intersections in our proposal involved either rear end crashes or crashes where a vehicle was turning right. Removing the ability for vehicles to turn right is the most effective way to increase safety at these intersections.</p> <p>Over the last decade the NSW Government has made attempts to improve safety on Cleveland Street by lowering the speed limit, increasing traffic light visibility, installing pedestrian fencing and other measures. Despite these improvements we still believe the crash rate is too high.</p> <p>Removing the right turns at the proposed intersections and reducing the speed limit are effective ways to improve safety for motorists, cyclists and pedestrians who use this stretch of Cleveland Street every day.</p>
<p>Pedestrians and cyclists are at fault for the safety issues, why are drivers being penalised.</p>	<p>Our data shows Cleveland Street to be one of the State's most dangerous roads, with a crash rate twice as high as the NSW Urban Road State Average. Almost 80 per cent of the crashes on this corridor happen at intersections with traffic lights, in part because road users weave in and out of traffic or come to a sudden stop in heavy traffic.</p> <p>According to reported crash data gathered between 1 July 2013 and 30 June 2018, more than 50% of all accidents at the five intersections in our proposal involved either rear end crashes or crashes where a vehicle was turning right.</p> <p>Over the last decade the Transport has made attempts to improve safety on Cleveland Street by lowering the speed limit, increasing traffic light visibility, installing pedestrian fencing and other measures. Despite these improvements we still believe the crash rate is too high with almost 80 per cent of the crashes on this corridor on this corridor happening at intersections with traffic lights.</p> <p>Removing the right turns at the proposed intersections and reducing the speed limit are effective ways to improve safety for motorists, cyclists and pedestrians who use this stretch of Cleveland Street every day.</p>
<p>Can you provide more information about how this road compares to other similar roads in NSW? I would like to better understand the crash data.</p>	<p>Investigations carried out by TfNSW show there were 217 reported accidents, resulting in 42 serious injuries and one fatality on Cleveland Street between 2014 and 2019.</p> <p>Cleveland Street has a crash rate twice as high as the NSW Urban Road State Average. This crash rate is concerning and makes Cleveland Street one of Sydney's most dangerous roads. Removing the right turns at the proposed intersections and reducing the speed limit are effective ways to improve safety for motorists and pedestrians who use this stretch of Cleveland Street every day.</p>

<p>Other promised benefits in the document include improved travel reliability, reduced congestion on Cleveland Street and reduced congestion on local roads. Yet Transport staff said this will not get any more traffic through Cleveland Street, because Regent St and South Dowling St are the controlling intersections.</p>	<p>We will continue to work closely with the City of Sydney Council to address your feedback. We try to minimise impacts on local communities wherever possible while also balancing the project purpose to deliver safety improvements Cleveland Street.</p> <p>The crash rate along Cleveland Street is more than twice the NSW Urban Road State Average. This crash rate is concerning and makes Cleveland Street one of Sydney's most dangerous roads.</p> <p>Removing the right turns at the proposed intersections and reducing the speed limit are effective ways to improve safety for motorists, cyclists and pedestrians who use this stretch of Cleveland Street every day.</p> <p>Lowering the speed limit to 40km p/h will ensure motorists maintain a more consistent speed between traffic lights. Removing the right turns will also remove the long queues of vehicles that turn right, in turn reducing the number of vehicles that weave in and out of traffic and cause the cars in the left lane to come to a sudden stop. Both of these changes will encourage a smoother flow of traffic and decrease congestions as a result. The primary benefit of these changes is to improve safety along Cleveland Street, not increase the volume of cars using it, however benefits to traffic flow will also be realised.</p> <p>In response to community feedback and concern we are carrying out additional traffic monitoring and noise assessments in the side streets off Cleveland Street in the work area. This is in line with around half of respondents, that live local, being most concerned about the increase in traffic and safety impacts on local roads.</p> <p>We will also continue to monitor traffic congestion and safety in the area and work with council to make changes if necessary.</p>
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CONCERNS ABOUT THE REMOVAL OF RIGHT HAND TURN INTO BOURKE STREET

ISSUE	RESPONSE
It will encourage rat running, particularly in the streets around Bourke Street Primary School.	<p>Our data shows Cleveland Street to be one of the State's most dangerous roads, with a crash rate twice as high as the NSW State average. Almost 80 per cent of the crashes on this corridor on this corridor happen at intersections with traffic lights, in part because road users weave in and out of traffic or come to a sudden stop in heavy traffic.</p> <p>Removing the right turns and reducing the speed limit are effective ways to improve safety for motorists, cyclists and pedestrians who use this stretch of Cleveland Street every day.</p> <p>Our studies show that around one in eight people travelling on Cleveland Street turn right. The right turn from Cleveland Street into Bourke Street is used by around 70 vehicles per hour in the AM and PM peak based on traffic counts from 2019. For most of the roads in the area, these extra vehicles are unlikely to cause a safety risk.</p> <p>However, we have heard the concerns from the local community. In addition to the original analysis which informed this project, and in response to community feedback, we will be carrying out further traffic and noise studies as part of our environmental approvals. We will pay specific attention to local roads like Mort Street where Bourke Street Primary School is located to ensure there are no unintended traffic or safety issues as a consequence of the proposed safety improvements.</p> <p>We will continue to work closely with the City of Sydney Council to investigate further safety improvements for the local area.</p>
Removing the right hand turn at Bourke Street will impact local businesses and force them to close.	<p>Our proposed changes will improve safety, make active transport a more attractive option to local road users, ensuring a steady flow of pedestrians seeking restaurants, cafes and unique shopping experiences on Bourke Street. Locals and visitors to the area will be able to safely access and enjoy the local restaurants, cafés and shopping experiences.</p> <p>Access to all parts of Redfern and Surry Hills will be maintained. Our suggested detours should only add a few minutes to each journey. We will work closely with the City of Sydney Council to monitor vehicle movements in the area and ensure safety is continually improved.</p>

The current intersection works fine, I don't see the need to change it.	<p>Our data shows Cleveland Street to be one of the State's most dangerous roads, with a crash rate twice as high as the NSW State average. Almost 80 per cent of the crashes on this corridor happen at intersections with traffic lights, in part because road users weave in and out of traffic or come to a sudden stop in heavy traffic.</p> <p>Of the four intersections where we propose the removal of the right hand turn, Bourke Street has the second highest rate of reported crashes, with 26% of all crashes occurring here.</p>
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CONCERNS ABOUT THE REMOVAL OF RIGHT HAND TURN INTO CROWN STREET

ISSUE	RESPONSE
Removing the right hand turn at Crown Street will push more traffic onto down quiet local roads, many of which are one way streets, and cause safety problems for local residents and their children. It will encourage rat running, particularly in Boronia Lane.	<p>Our data shows Cleveland Street to be one of the State's most dangerous roads, with a crash rate twice as high as the NSW State average. Almost 80 per cent of the crashes on this corridor happen at intersections with traffic lights, in part because road users weave in and out of traffic or come to a sudden stop in heavy traffic.</p> <p>Removing the right turns and reducing the speed limit are effective ways to improve safety for motorists and pedestrians who use this stretch of Cleveland Street every day.</p> <p>Our studies show that around one in eight people travelling on Cleveland Street turn right. The busiest intersection, the right turn from Cleveland Street into Crown Street, is used by around 250 vehicles an hour, or four cars a minute, in the AM and PM peak based on traffic counts from 2019. For most of the roads in the area, these extra vehicles are unlikely to cause a safety risk. Motorists turning right from Cleveland into Crown Street are expected to continue along South Dowling or Cleveland Streets to their destination.</p> <p>However, we have listened the concerns of the local community. In addition to the original analysis which informed this project, we will be carrying out further traffic monitoring and noise studies as part of our environmental approvals. We will pay specific attention to local roads like Boronia Lane to ensure there are no unintended traffic or safety issues as a consequence of the proposed safety improvements. Currently Boronia Lane has several traffic calming treatments including a continuous footpath treatment/raised entry at the Bourke Street, a speed cushion and a contra flow cyclist lane. The narrow nature of the lane also limits speeding.</p> <p>We will continue to work closely with the City of Sydney Council to investigate further safety improvements for the local area.</p>

<p>Removing the right hand turn at Crown Street will make it harder for me to get home and to work each day</p>	<p>We acknowledge the proposal will disrupt the way customers move around their suburb. We try to minimise impacts on local communities wherever possible while also balancing the project purpose to deliver safety improvements Cleveland Street. However, removing the right turns and reducing the speed limit are effective ways to improve safety for motorists and pedestrians who use this stretch of Cleveland Street every day.</p> <p>Despite the removal of these turns, access to all parts of Redfern and Surry Hills will be maintained. Our suggested detours should only add a few minutes to each journey but improve safety for the 49,000 daily motorists, pedestrians and cyclists.</p> <p>We will work closely with the City of Sydney Council to monitor vehicle movements in the area and ensure safety is continually improved.</p>
<p>The current intersection works fine, I don't see the need to change it</p>	<p>Our data shows Cleveland Street to be one of the State's most dangerous roads, with a crash rate twice as high as the NSW State average. This crash rate is concerning and makes Cleveland Street one of Sydney's most dangerous roads.</p> <p>According to reported crash data gathered between 1 July 2013 and 30 June 2018, more than 50% of all accidents at the five intersections in our proposal involved either rear end crashes or crashes where a vehicle was turning right. 29 crashes occurred at the intersection of Cleveland Street and Crown Street which is almost half of the 62 crashes that occurred at the five intersections in this section of Cleveland Street.</p> <p>Over the last decade the NSW Government has made attempts to improve safety on Cleveland Street by lowering the speed limit, increasing traffic light visibility, installing pedestrian fencing and other measures. Despite these improvements we still believe the crash rate is too high.</p> <p>Removing the right turns at the proposed intersections and reducing the speed limit are effective ways to improve safety for motorists and pedestrians who use this stretch of Cleveland Street every day.</p>
<p>Removing the right hand turn at Crown Street will mean more people trying to access the shops will park on my street</p>	<p>We do not expect the changes to impact on parking in the local area. We acknowledge the proposal will disrupt the way customers move around their suburb however we try to minimise impacts on local communities wherever possible while also balancing the project purpose to deliver safety improvements Cleveland Street.</p> <p>The crash rate along Cleveland Street is more than twice the NSW Urban Road State Average. This crash rate is concerning and makes Cleveland Street one of Sydney's most dangerous roads. Removing the right turns and reducing the speed limit are the most effective ways to improve safety for motorists, cyclists and pedestrians who use this stretch of Cleveland Street every day.</p> <p>We will work closely with the City of Sydney Council to monitor vehicle movements in the area and ensure safety is continually improved.</p>

<p>Removing the right hand turn at Crown Street will impact local businesses and force them to close</p>	<p>We acknowledge the proposal may disrupt the way some road users move in and around their suburb. We try to minimise impacts on local communities wherever possible while also balancing the purpose of the project which is to improve safety for all road users of Cleveland Street.</p> <p>Removing the right turns and reducing the speed limit are effective ways to improve safety for motorists, cyclists and pedestrians who use this stretch of Cleveland Street every day.</p> <p>Despite the removal of these turns, access to all parts of Redfern and Surry Hills will be maintained. Our suggested detours should only add a few minutes to each journey. We will work closely with the City of Sydney Council to monitor vehicle movements in the area and ensure safety is continually improved.</p> <p>Our proposed changes will improve safety, make active transport a more attractive option to local road users. Locals and visitors to the area will be able to safely access and enjoy the local restaurants, cafes and shopping experiences.</p>
<p>Closure of the right turn at Crown and Cleveland Streets could prevent 1.2 right turn accidents per year, but at a cost of diverting up to 160-240 cars per hour to the Boronia Lane cycle way crossing where there have already been 2 serious injuries in the last 5 years.</p>	<p>Our studies show that around one in eight people travelling on Cleveland Street turn right. The busiest movement, the right turn from Cleveland Street into Crown Street, is used by around 250 vehicles an hour, or four cars a minute, in the AM and PM peak based on traffic counts from 2019.</p> <p>As outlined in our communications, the detour routes provided are suggestions only. As we cannot know where every journey is starting, or ending. Individuals will make their own personalised choices about moving in and around their suburb.</p> <p>However, we have listened the concerns of the local community. In addition to the original analysis which informed this project, we will be carrying out further traffic monitoring and noise studies as part of our environmental approvals. We will pay specific attention to local roads like Boronia Lane to ensure there are no unintended traffic or safety issues as a consequence of the proposed safety improvements.</p> <p>Currently Boronia Lane has several traffic calming treatments including a continuous footpath treatment/raised entry at Bourke Street, a speed cushion and a contra flow cyclist lane. The narrow nature of the lane also limits speeding. However, we will continue to work closely with the City of Sydney Council to investigate further safety improvements for the local area.</p>

CONCERNS ABOUT THE REMOVAL OF RIGHT HAND TURNS INTO YOUNG, WILTON AND WALKER STREETS

ISSUE	RESPONSE
Removing these right hand turns will push more traffic onto local roads and cause safety problems for local residents.	<p>Our studies show that around one in eight people travelling on Cleveland Street turn right. The busiest movement, the right turn from Cleveland Street into Crown Street, is used by around 250 vehicles an hour, or four cars a minute, in the AM and PM peak based on traffic counts from 2019. For most of the roads in the area, these extra vehicles are unlikely to cause a safety risk.</p> <p>However, we have listened the concerns of the local community. In addition to the original analysis which informed this project, we will be carrying out further traffic monitoring and noise studies as part of our environmental approvals. We will pay specific attention to local roads like Mort Street and Boronia Lane to ensure there are no unintended traffic or safety issues as a consequence of the proposed safety improvements.</p> <p>We will continue to work closely with the City of Sydney Council to investigate further safety improvements for the local area.</p>

CONCERNS ABOUT THE REDUCTION OF THE SPEED LIMIT TO 40KM/H

ISSUE	RESPONSE
Lowering the speed limit to 40km p/h along Cleveland Street will increase congestion and travel times	<p>Lowering the speed limit on a busy road like Cleveland Street will not necessarily lead to increased congestion or longer travel times. On a busy road like Cleveland Street a 40km p/h speed limit should allow motorists to maintain a more consistent speed. There should also be less incentive for road users to weave in and out of traffic once the turns are removed. Overall, this should increase traffic flow and make journeys more reliable.</p> <p>The NSW Government is funding this project as part of the NSW Safer Roads Program to improve road safety for all road users. The crash rate along Cleveland Street is more than twice the NSW Urban Road State Average. This crash rate is concerning and makes Cleveland Street one of Sydney's most dangerous roads.</p> <p>Removing the right turns at the proposed intersections and reducing the speed limit are effective ways to improve safety for motorists, cyclists and pedestrians who use this stretch of Cleveland Street every day.</p> <p>We will continue to monitor traffic congestion and safety in the area and work with council to make changes if necessary.</p>
Cleveland Street is slow already and there wouldn't be much benefit to lowering the speed	<p>Our analysis has shown there are significant safety benefits to lowering the speed limit from 50km/h to 40km/h. If a car hits a pedestrian at 50 km/h, the impact is twice more likely to kill the pedestrian than if the car had been travelling at 40 km/h.</p> <p>The collision data we analysed shows a spread of incidents across the day. The only time with no incidents was between 3am and 6am, with spikes around lunch time and between 7pm and midnight. As accidents are occurring across a wide range of times, we believe Cleveland Street is a safety risk even out of peak hours.</p> <p>We are also guided by the NSW government's Future Transport Strategy which prioritises pedestrian safety in order to enhance the liveability of our communities.</p>

CONCERNS ABOUT REINSTATING THE LEFT TURN AT BAPTIST STREET

ISSUE	RESPONSE
<p>The change will encourage U-turns for people wanting to go up Crown Street and decrease safety in the area, even more dangerous in light of the development of Surry Hills Village</p>	<p>Our studies show that around one in eight people travelling on Cleveland Street turn right. The busiest movement, the right turn from Cleveland Street into Crown Street, is used by around 250 vehicles an hour, or four cars a minute, based on traffic counts from 2019. For most of the roads in the area, these extra vehicles are unlikely to cause a safety risk.</p> <p>Furthermore, Baptist Street is marked by double unbroken lines, making a U-turn an illegal manoeuvre. You can contact Surry Hills Police Station on (02) 9265 4144 to report customers disobeying road rules and other hazardous behaviour.</p> <p>However, we have listened the concerns of the local community In addition to the original analysis which informed this project, and in response to community feedback, we will be carrying out further traffic and noise studies as part of our environmental approvals. We will pay specific attention to local roads like Baptist Street to ensure there are no unintended traffic or safety issues as a consequence of the proposed safety improvements.</p> <p>We will continue to work closely with the City of Sydney Council to investigate further safety improvements for the local area.</p>

CONCERNS ABOUT THE SUGGESTED DETOUR ROUTES

ISSUE	RESPONSE
The suggested detour routes shown on the February Community update are misleading. Some of these detour routes are not the shortest way to travel, it is likely people will run via other smaller local roads.	<p>As outlined in our communications, the detour routes provided are suggestions only. As we cannot know where every journey is starting, or ending. Individuals will make their own personalised choices about moving in and around their suburb.</p> <p>We will continue to work closely with the City of Sydney Council to investigate further safety improvements for the local area. We are aware of concerns about safety and in addition to the original analysis which informed this project, we will be carrying out further traffic monitoring and noise studies as part of our environmental approvals. We will pay specific attention to local roads like Boronia Lane and Mort Street to ensure there are no unintended traffic or safety issues as a consequence of the proposed safety improvements.</p> <p>The most effective way to reduce the risk of accidents on this part of Cleveland Street is by removing right hand turns that causes unsafe driver behaviour as motorists weave in and out of traffic. The crash rate along Cleveland Street is more than twice the NSW Urban Road State Average. This crash rate is concerning and makes Cleveland Street one of Sydney's most dangerous roads.</p>

FEEDBACK REGARDING COMMUNICATIONS

ISSUE	RESPONSE
The survey is misleading and biased	<p>The survey focused on the safety improvements to Cleveland Street and the proposed changes in this project. It was never intended to be a general review of transport in the area. However there was an open text area in the survey where respondents could freely provide feedback and comments. Community members were also provided with other channels to provide feedback such as the phone or email. All feedback received during the consultation period has informed this report.</p> <p>The information contained in this report expresses without prejudice the opinions and views of community members and survey respondents as provided during consultation.</p>
The consultation was too short and inadequate for a major project like this	<p>A two week consultation window is standard practice for projects of this size at Transport.</p> <p>Consultation reached local community members and transient out of area Cleveland Street road users. A combination of paid traditional, digital and social media platforms used achieved an audience reach of 93,283. There was a high level of engagement with an engagement rate of 5.2%, with 4,868 community members making contact with the project via email, phone, website and survey responses.</p>

<p>The proposal was not widely publicised</p>	<p>The community update was distributed to over 39,000 homes, businesses and organisations in the suburbs surrounding Cleveland Street. Due to the large volume of addresses, the distribution team took over three days to complete delivery. Some letterboxes were in security buildings which were inaccessible at the time. Australia Post was used to distribute to these addresses. The community notification was complemented by social media posts on Facebook and a media release distributed to our regular roster of Sydney news outlets. Stories were generated by Daily Telegraph, Sydney Morning Herald and 7NEWS which has a state-wide audience reach.</p>
<p>Why have you not consulted with council on these changes</p>	<p>Our project team consulted with staff at the City of Sydney Council and we attend the council traffic committee that meets every month. The proposal was reviewed and discussed over the course of 2020. The decision to include a proposed decrease of the speed limit to 40km/h was made in conjunction with the City of Sydney Council to improve safety along Cleveland Street.</p>
<p>We are concerned that the process followed by Transport while developing the project are not contributing to genuine safety outcomes for the community.</p>	<p>We employ a holistic process while developing infrastructure projects. While benefit cost ratio (BCR) modelling does determine a projects eligibility, other factors are considered including the safety performance index (SPI) to ensure the desired outcome is achieved. Transport for NSW conducts site visits, closely analyses traffic and crash data, considers flow on effects and works collaboratively with key stakeholders such as Council, Police and the community as part of this process.</p> <p>The consultation process requires us to listen to all feedback and comments provided to then be considered as part of the project with findings reported back in this consultation report. We have followed this process and in direct response to community feedback will be conducting further investigations to help inform the project which demonstrates the validity of this process. We will continue to keep community members informed as the project progresses, directly if subscribed to our database, by mail and using social media platforms.</p> <p>The crash rate along Cleveland Street is more than twice the NSW Urban Road State Average. This crash rate is concerning and makes Cleveland Street one of Sydney's most dangerous roads. Removing the right turns at the proposed intersections and reducing the speed limit are effective ways to improve safety for motorists, cyclists and pedestrians who use this stretch of Cleveland Street every day.</p>

4.2.1 Out of scope

Feedback received that was out of scope was received from 80 respondents, who made comments about:

- general issues, ideas and questions
- light rail
- Surry Hills Village redevelopment
- cycling

These queries are directed back to the scope of work.

Other work to improve safety and network efficiency in the surrounding area may be considered in future.

5 The outcome

We have listened to the community, reviewed traffic modelling and safety statistics to find Cleveland Street, between City Road, Camperdown and Anzac Parade, Moore Park needs safety improvements to bring it in line with current safety standards.

As a result of community feedback, we will undertake additional traffic counts and noise assessments in the side streets off Cleveland Street in the work area. This is in line with around half of respondents, that live local, being most concerned about the increase in traffic and safety impacts on local roads.

As a result of community feedback we are further investigating the Bourke Street congestion issues generated from the bus stop at the intersection and the right hand turn.

We will continue to inform the community as investigations continue and work with key stakeholders such as the City of Sydney.

6 Appendix A: Survey questions

Safety improvements to Cleveland Street, Surry Hills	
<div> <div>Survey starts</div> <div>Finish</div> </div> <div> <div>CLOSED: This survey has concluded.</div> </div> <div> <div>All fields marked with an asterisk (*) are required.</div> </div>	
<p>1. What is your postcode?</p> <div> <div>Please add your comment here...</div> <div>0/255</div> </div>	<p>2. Which community group/s do you identify with? Select all that apply</p> <div> <input type="checkbox"/> Local business owner <input type="checkbox"/> Live in the area <input type="checkbox"/> I work in the area (but live elsewhere) <input type="checkbox"/> I visit the area (to shop, visit friends etc.) <input type="checkbox"/> I travel through the area <input type="checkbox"/> Other (please specify) </div>
<p>3. How do you typically travel through the area? Select all that apply.</p> <div> <input type="checkbox"/> Walk <input type="checkbox"/> Cycle <input type="checkbox"/> Scooter/skateboard <input type="checkbox"/> By car <input type="checkbox"/> By truck <input type="checkbox"/> Wheelchair, mobility scooter or similar <input type="checkbox"/> Public transport (such as by bus) <input type="checkbox"/> Other (please specify) </div>	<p>4. What are your main concerns about Cleveland Street? Select all that apply.</p> <div> <input type="checkbox"/> Reducing crashes <input type="checkbox"/> Pedestrian safety <input type="checkbox"/> Cyclist safety <input type="checkbox"/> Travel times (delays) <input type="checkbox"/> Side street traffic congestion <input type="checkbox"/> Blocked traffic from turning vehicles <input type="checkbox"/> Drivers not seeing other vehicles when turning <input type="checkbox"/> Driver behaviour <input type="checkbox"/> Traffic flow (slow moving) <input type="checkbox"/> Other (please specify) </div>
<p>5. What driver behaviour have you observed on Cleveland Street? Select all that apply.</p> <div> <input type="checkbox"/> Drivers not seeing pedestrians when turning left <input type="checkbox"/> Drivers not seeing pedestrians when turning right <input type="checkbox"/> Drivers not seeing other vehicles when turning <input type="checkbox"/> Drivers changing lanes recklessly <input type="checkbox"/> Drivers queueing across intersections <input type="checkbox"/> Drivers turning on red lights <input type="checkbox"/> Drivers breaking suddenly <input type="checkbox"/> Speeding </div>	<p>6. What pedestrian behaviour have you observed on Cleveland Street? Select all that apply.</p> <div> <input type="checkbox"/> Pedestrians stepping out onto the road <input type="checkbox"/> Pedestrians not seeing drivers turning left <input type="checkbox"/> Pedestrians not seeing drivers turning right <input type="checkbox"/> Pedestrians jay walking <input type="checkbox"/> Pedestrians crossing against the lights </div>
<p>8. Please tell us why you don't think the planned right turn removals won't improve safety.</p> <div> <div>Please add your comment here...</div> </div>	

<p>9. 40km/h urban limit is part of a nationwide strategy to improve safety for areas identified as high risk as they have a high level of road traffic and pedestrian activity road users including pedestrians.</p> <p>Would you agree that Cleveland Street is a busy CBD zone with high levels of traffic including small suburban shopping strips and high pedestrian traffic area?</p> <p> <input type="radio"/> Yes <input checked="" type="radio"/> No <input type="radio"/> Neutral </p>	<p>10. From the planned changes to Cleveland Street what do you think will benefit the community. Select one or all that apply.</p> <p> <input type="checkbox"/> Road safety <input type="checkbox"/> Pedestrian safety <input type="checkbox"/> Slower speeds <input type="checkbox"/> Less traffic on local roads </p>
<p>11. How did you hear about this questionnaire? Please select all that apply.</p> <p> <input type="checkbox"/> By mail/letterbox <input type="checkbox"/> Social media advertising <input type="checkbox"/> From my local council <input type="checkbox"/> From a local community group <input type="checkbox"/> From someone I know <input type="checkbox"/> Other (please specify) </p>	<p>Please provide your preferred method of contact for future project updates. You can select more than one method.</p> <p>12. First name</p> <p><input type="text" value="Please add your comment here..."/></p> <p>0/255</p> <p>13. Last name</p> <p><input type="text" value="Please add your comment here..."/></p> <p>0/255</p> <p>14. Business name (if applicable)</p> <p><input type="text" value="Please add your comment here..."/></p> <p>0/255</p> <p>15. Email</p> <p><input type="text"/></p> <p>16. Postal address</p> <p><input type="text" value="Please add your comment here..."/></p> <p>0/255</p> <p>17. Phone number</p> <p><input type="text"/></p> <p>18. Mobile number (for text messages)</p> <p><input type="text" value="Please add your comment here..."/></p> <p>0/255</p>

These next questions relate to the information and communication we have provided to you during the consultation. Your feedback is valuable and will help us to improve future consultations.

Privacy Policy

Personal Information Collection Notice: Transport for NSW is committed to protecting your privacy and ensuring your personal and health information is managed according to law.

Find out why we collect your personal information and how we use and manage it by reading our privacy statement at www.transport.nsw.gov.au/privacy-statement or phone 13 22 13 to request a copy.

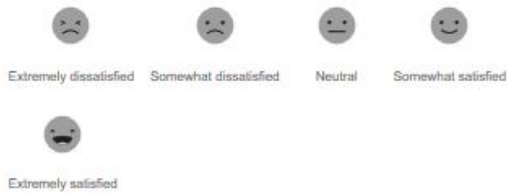
19. Out of five stars, how do you rate the information that was provided to you about this project?



Back

Submit

20. Overall, how satisfied are you with the options that are available to provide your feedback?



21. Please share any other comments or ideas you have on how we can improve our information and communication with the community.

Please add your comment here...

7 Appendix B: Media release (online version)

Intersection upgrades to boost safety on Cleveland Street on the way

23 February 2021

Motorists travelling along Cleveland Street in Sydney's east will experience safer journeys following the completion of safety improvement work between City Road at Camperdown and Anzac Parade at Moore Park starting in the coming months.

A Transport for NSW spokesperson said the corridor is a key east-west connection on the outskirts of Sydney's CBD linking Camperdown and Moore Park.

"With more than 49,000 motorists using Cleveland Street every day, Transport for NSW is carrying out these improvements to boost safety, as well as improve travel time and ease congestion," the spokesperson said.

"Transport for NSW carried out an investigation of the corridor which showed there have been 217 reported crashes resulting in 42 serious injuries and one fatality from 2014 to 2019.

"Around 12 per cent of these incidents can be attributed to motorists turning right in to various streets from Cleveland Street and over 30 per cent were rear end crashes."

To reduce the likelihood and severity future crashes, Transport for NSW will remove right turns at four intersections where the percentage of right turn crashes is significantly higher, and will upgrade the traffic lights at five intersections with left turn arrows to allow pedestrians to cross the street safely.

The speed limit will also be reduced to 40km/h along Cleveland Street between City Road and Anzac Parade.

These improvements are the most effective ways to improve safety for motorists and pedestrians who use this corridor every day.

Before this work is carried out, Transport for NSW invites the community to comment on how they use Cleveland Street via an [online survey](#).

The survey will be open from Tuesday 16 February until close of business on Tuesday 2 March.

Work is on track to start in the coming months.

For more information about this work visit the [Cleveland Street, Surry Hills safety improvements](#) project page.

8 Appendix C: Community update

Front and back pages:

What is changing?

Cleveland Street

- The speed limit will be reduced to 40km/h along Cleveland Street, between City Road and Anzac Parade.

Elizabeth Street and Cleveland Street intersection

- Installing new traffic lights with turning arrows to hold vehicles at the stop line while pedestrians cross Cleveland Street and Elizabeth Street.
- An existing overhead traffic light pole will be upgraded to make it easier to see at a distance and help prevent vehicle collisions.

Wilton Street, Walker Street and Cleveland Street intersection

- Installing new traffic lights with turning arrows to hold vehicles at the stop line while pedestrians cross Cleveland Street, Wilton Street and Walker Street.
- Removing the right turn from Cleveland Street into Wilton Street.
- Installing 'No Right Turn' signs.

Young Street, Horsham Street and Cleveland Street intersection

- Installing new traffic lights with turning arrows to hold vehicles at the stop line while pedestrians cross Cleveland Street and Young Street.
- Removing the right turn from Cleveland Street into Young Street.
- Installing 'No Right Turn' signs.

Crown Street and Cleveland Street intersection

- Installing new traffic lights with turning arrows to hold vehicles at the stop line while pedestrians cross Crown Street and Elizabeth Street.
- Removing the left turn from Cleveland Street into Elizabeth Street.
- Removing the right turn from Cleveland Street into Crown Street.
- Installing 'No Right Turn' signs.

Bourke Street and Cleveland Street intersection

- Installing new traffic lights with turning arrows to hold vehicles at the stop line while pedestrians cross Bourke Street.

Why are we doing this work?

Investigations carried out by Transport show there were 17 reported accidents, resulting in 13 serious injuries and one fatality at the five intersections on Cleveland Street between 2018 and 2020. Over 20 years ago, the intersection was designed for a much smaller road and a much smaller volume of traffic. The number of vehicles travelling in this section of Cleveland Street has increased a steady average of about 10000.

Removing right turns and lowering the speed limit are the most effective ways to improve safety for all road users including pedestrians.

Our upgrades will help to encourage active transport users to walk or cycle to their local restaurants, cafes or the many other local shopping experiences.

Benefits

- The project is expected to provide:
- Improved road safety for all road users
- Making local roads for local use
- Improved travel reliability
- Reduced congestion on local roads by removing passing through traffic

Tell us about Cleveland Street

We welcome your comments and enquiries about this project. Tell us what you think by:

- Taking our survey: www.transport.nsw.gov.au/cleveland-street-survey
- Emailing: Cleveland@tpo.nsw.gov.au
- Calling: 1800 334 765
- Writing to: LT and north, PO Box 361, Rockdale, NSW 2226

Have your say on the work schedule

Our work needs to be carried out at night to minimise traffic disruption and reduce safety risks to workers and motorists. We plan to work for up to **five nights per week** until we carry out the work, weather and work site conditions permitting.

If you have any comments or questions about the night work schedule, please contact us by **Tuesday 2nd March 2021**.

Traffic changes

There will be temporary lane closures and traffic lights at the intersection to be worked off during our work hours to ensure the work area is safe for road users and workers. When signals are out of traffic, contractors will be in place to direct traffic.

There may also be partial closure of footpaths on the work area and alternative paths will be provided. Please look for speed limits and follow signs and traffic controller directions.

For the latest traffic updates, call 132 700, visit www.transport.nsw.gov.au or download the Live Traffic NSW App.

Join our mailing list

If you'd like to be kept updated on the progress of this project, please subscribe for updates on our website www.transport.nsw.gov.au.

Contact us

To ensure we protect public health and safety during the Coronavirus outbreak, we need to change the way we consult with the community.

Please be assured we'll continue to respond to any questions or concerns you may have about our work.

If you have any questions or would like more information on the project, please contact our delivery partner, LT Joint Venture:

1800 334 765
Cleveland@tpo.nsw.gov.au
www.transport.nsw.gov.au
 LT Joint Venture, PO Box 361, Rockdale, NSW 2226

If you need help understanding this information, please contact our Accessibility and Inclusion Service on 132 450 and ask them to call us on 1800 334 765.

Transport for NSW is making safety improvements to Cleveland Street, between City Road, Campersdown and Anzac Parade, Moore Park.

Cleveland Street is a key east-west corridor on the eastern side of Sydney's CBD, serving Bayside, Surry Hills and Newtown. During peak periods traffic backs up as road users wait for the chance to turn right, at the same time many others are in and out of traffic to avoid these bottlenecks.

Transport's safety upgrades will include changes to the traffic lights at four intersections and removing right turns at four intersections. We will also reduce the speed limit to 40km/h along all of Cleveland Street, between City Road and Anzac Parade.

Removing the right turns and reducing the speed limit are the most effective ways to improve safety for more than 100,000 motorists and pedestrians who use this stretch of Cleveland Street every day.

Locals and visitors to the area will be able to safely access and enjoy the local restaurants, cafes and shopping experiences.

Left turn arrows will be added to five sets of traffic lights between Bourke Street and Elizabeth Street. The upgraded lights will be rearranged to not allow held vehicles to cross the pedestrian crossing the street. This improvement is part of wider safety upgrades being rolled out by Transport across the state.

As well as improving safety for all road users, we also expect these changes to increase travel reliability and reduce congestion.

Before we carry out the upgrades, we'd like to hear more about how you use Cleveland Street and any comments you might have. Please fill out our online survey or email, call or write to us. See the back page for more information on how you can reach us.

February 2021

Inside page:

Cleveland Street safety improvements

Suggested detours

We are proposing several potential alternative routes to help you access Wilton, Walker, Young, Crown and Bourke streets once the right turns are removed. These are suggested detours only.

Take our survey

Jump onto our website and complete our short survey so we know more about how you use Cleveland Street.

www.transport.nsw.gov.au/cleveland-street-survey

1 To access Walker Street when travelling from West

2 To access Wilton Street when travelling from East

3 To access Young Street when travelling from West

4 To access Crown Street when travelling from East, North and South

5 To access Bourke Street when travelling from North and West

9 Appendix D: Community update distribution area

The community update was distributed by letterbox drop to residents and businesses in the following area:



10 Appendix E: Stakeholder email



COMMUNITY UPDATE - NOVEMBER 2020

Cleveland Street safety improvements

Transport for NSW is making safety improvements to five intersections on Cleveland Street, between Bourke Street and Elizabeth Street, Surry Hills.

To improve safety on this busy corridor, Transport will upgrade the traffic lights at five intersections and remove the ability for vehicles to turn right from Cleveland Street into:

- Bourke Street, when travelling east towards Moore Park
- Crown Street when travelling west towards Redfern
- Young Street when travelling east towards Moore Park
- Wilton and Walker Streets in both directions



Removing these right turns is the most effective way to improve safety for all road users including pedestrians and cyclists. The changes should also help to reduce congestion and improve traffic flow providing relief to over 49,000 commuters that travel along this route every day.

At each of the intersections above we will also be adding left hand turn arrows to the traffic lights. The light timings will be arranged so the red arrow holds vehicles in place while pedestrians cross the street.

At the fifth intersection, where Elizabeth Street crosses Cleveland Street, we will add turning arrows and upgrade an overhead traffic light post to make the lights easier to see at a distance.

We are proposing several potential alternative routes to help road users access Wilton, Walker, Young, Crown and Bourke streets once the right turns are removed.

These are suggested detours only. Ultimately, we expect residents to identify the routes which best help them get from A to B. More about these can be found in the full Community Update by clicking the link below.

[DOWNLOAD COMMUNITY UPDATE](#)

Before we upgrade the traffic lights in early 2021, we'd like to hear more about how you use Cleveland Street and any comments you might have.

The easiest way to leave us feedback is by completing our survey:

[TAKE THE SURVEY](#)

You can also contact us by email, phone or post:

Email: Cleveland@ttv.com.au
Phone: 1800 314 705
Postal address: Cleveland Street Project, PO Box 380, Rockdale, NSW 2216

You can find more information about our project on the TfNSW Website:

[VISIT PROJECT WEBSITE](#)

Kindest Regards,
The Cleveland Street project team

11 Appendix F: Website sample

<https://www.rms.nsw.gov.au/projects/cleveland-st-surry-hills-safety-improvements/index.html>

The screenshot displays the Transport for NSW website for the 'Cleveland Street, Surry Hills safety improvements' project. The page features a top navigation bar with links to 'Service NSW', 'Live Traffic', 'Transport Info', 'Transport for NSW', and 'Register/Service Centre'. Below this is a secondary navigation bar with 'Roads', 'Maritime', 'Business & Industry', 'Projects', 'Safety', 'About us', and 'Contact us'. A large banner image shows a busy street scene with cars and a white van. The main heading is 'Cleveland Street, Surry Hills safety improvements', followed by a sub-heading: 'Transport for NSW is making safety improvements to Cleveland Street, between City Road, Camperdown and Anzac Parade, Moore Park.' The 'Latest news' section highlights a 'Community engagement survey closed' on 4 March 2021. The 'Timeline' section shows a sequence of events: 'Community consultation opened 18 February', 'Community consultation closed 4 March', 'Community consultation report released', and 'Construction works expected to start'. The 'Project information' section includes a 'Background' paragraph explaining the project's goals and the current traffic issues on Cleveland Street.

Service NSW | Live Traffic | Transport Info | Transport for NSW | Register/Service Centre

NSW Transport for NSW Roads and Maritime

Roads Maritime Business & Industry Projects Safety About us Contact us

Cleveland Street

◀ All projects

Cleveland Street, Surry Hills safety improvements

Transport for NSW is making safety improvements to Cleveland Street, between City Road, Camperdown and Anzac Parade, Moore Park.

Latest news

MAR 2021 Community engagement survey closed

Transport for NSW is planning safety improvements to Cleveland Street, between City Road, Camperdown and Anzac Parade, Moore Park.

We conducted community consultation to understand all road users' safety concerns for Cleveland Street and any other feedback community members wished to share. The consultation period closed on 4 March 2021, and we are now collating and reviewing all responses.

[More information](#)

Timeline

QUARTER 1 2021

- Community consultation opened 18 February
- Community consultation closed 4 March

QUARTER 2 2021

- Community consultation report released

TBC 2021

- Construction works expected to start

Quarter 1 2021

- 18 February - Community consultation opened
- 4 March - Community consultation closed

(We are here)

Quarter 2 2021

- Community consultation report released

TBC 2021

- Construction works expected to start

Project information

Background

Cleveland Street is a key east-west connection on the outskirts of Sydney's CBD linking Camperdown and Moore Park. During peak periods traffic backs up as road users wait for the chance to turn right, at the same time many others weave in and out of traffic to avoid these bottle necks.

Transport's safety upgrades will include changes to the traffic lights at five intersections and removing right turns at four intersections. We will also reduce the speed limit to 40km/h along all of Cleveland Street, between City Road and Anzac Parade. Removing the right turns and reducing the speed limit are the most

XXXX

12 Appendix G: Facebook posts

Image of 18 February post (with video)



Image of 25 February



13 Appendix H: Community Action Group survey

Front cover and sample page from the Cleveland Street Action Group Community Consultation Report

CLEVELAND STREET ACTION GROUP COMMUNITY CONSULTATION REPORT

5 MARCH 2021



PURPOSE OF THIS DOCUMENT

CONTEXT

- On Friday February 19th, residents of Surry Hills and Redfern received a leaflet branded NSW Government and titled "Cleveland Street safety improvements"
- This leaflet caused shock when it became clear that in fact the key changes include removing key right turns from Cleveland Street
- Many felt that the title of the document was misleading, and the online survey for feedback designed in a way that prevented meaningful response
- It caused grave concern that the wording of the leaflet and website made it appear that the proposal was a fait accompli, with only 2 weeks for feedback and a start date planned

A COMMUNITY RESPONSE

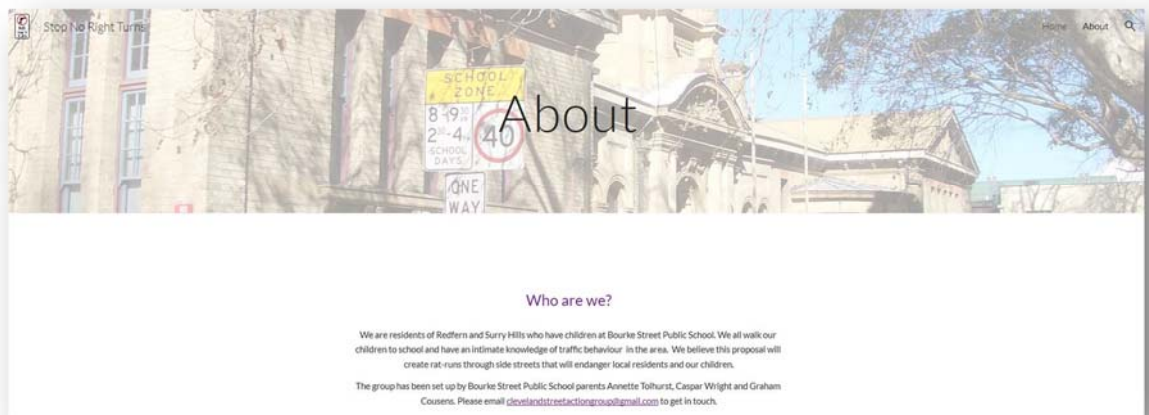
- Community discussion immediately focused on the safety implications of pushing traffic onto already dangerous side-streets
- A Facebook group, Cleveland Street Action Group, was formed to provide a forum for members of the Surry Hills and Cleveland Street community. Just 10 days later the group has almost 400 members
- To obtain balanced feedback from the community on their views, an online survey was developed. To date more than 330 people have completed it

This document is a summary of their views, and other relevant facts that have come to light in the past 10 days. We submit it to ensure these views are heard in an otherwise opaque process.

14 Appendix I: Community Action Group – website

<https://sites.google.com/view/clevelandstreetactiongroup>

Web page samples:



15 Appendix J: Community Action Group - Facebook

