COMMUNITY ENGAGEMENT FEEDBACK REPORT

Project Name Pine Road, Mark Street and Reynell Road intersection safety improvements

Engagement period: 12 August to 6 September 2026

This report provides an objective summary of community feedback received during engagement. It supports informed decision-making by presenting what was heard from participants. It does not advocate for or against a proposal or recommend a decision.

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1. Executive Summary

Council engaged the community on proposed safety improvements at the Pine Road, Mark Street and Reynell Road intersection. The proposal includes three raised safety platforms on Pine Road, with associated signage, line marking and lighting, to slow northbound vehicles before they reach the intersection.

A total of 24 submissions were received: 23 online survey responses and one email submission. The percentages below relate only to the 23 survey respondents. Of these, 12 participants (52.2%) supported the proposed raised safety platforms, four (17.4%) were neutral, six (26.1%) did not support them and one (4.3%) was unsure. Feedback also raised broader concerns about the intersection layout, vehicle speeds and safety for people walking, cycling and using the nearby reserve. The written feedback also raised concerns about possible impacts on emergency vehicles. Five high-level themes were identified:

- Intersection layout and access.
- Speeding and unsafe road behaviour.
- Pedestrian, cyclist and vulnerable road user safety.
- Traffic calming options and effectiveness.
- Other infrastructure and amenity improvements.

The feedback, including concerns about emergency-vehicle access, will be considered alongside technical advice and site requirements. The community will be updated once the concept and next steps have been confirmed.

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2. Project Overview

The intersection has experienced a number of crashes in recent years, including incidents where northbound vehicles on Pine Road did not safely negotiate the intersection and entered the trees or front yard of the residential property opposite. Previous improvements, including enhanced signage and pavement marking, have not resolved the issue.

Council is proposing three raised safety platforms on Pine Road, approximately 10 metres, 70 metres and 160 metres south of the intersection. The proposal also includes signage, line marking and lighting at each platform. The project has received $156,800 through the Australian Government's Black Spot Program. Construction is scheduled to start in February 2027, subject to detailed design and required approvals.

Engagement was undertaken to understand local concerns, impacts and opportunities to refine the proposal before the project progresses.

Scope of community influence

Participants were invited to provide feedback on the proposed concept, including the level of support, concerns about the platforms, lighting and signage, local impacts, minor refinements where technically feasible, and information needed before and during construction.

The engagement could not influence the need to respond to the known safety issue; treatments that would not adequately address that issue; the general location of the devices; major alternatives such as a roundabout or full intersection upgrade; Department for Infrastructure and Transport or legislative requirements; or whether external funding was approved.

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3. Engagement Overview

The engagement method for this project was Inform and Consult. Community engagement was undertaken from 12 August to 6 September 2026.

The purpose was to present the proposed concept, explain the road safety issue and project constraints, understand community support and concerns, identify local issues and consider whether feasible refinements should be made before the project progresses.

The Your Say project page recorded 169 views, 146 visits and 128 unique visitors. Twenty-three people made 23 contributions through the online survey. One additional submission was received by email, bringing the total to 24 submissions. Two people followed the project for updates. The concept plan was downloaded 81 times.

Engagement techniques

Technique	Purpose	Reach / Participation
Direct letters	Notify directly affected residents, property owners, tenants and land users and invite feedback.	9 resident letters sent

Technique	Purpose	Reach / Participation
Elected Member update	Inform the Mayor and Pimpala Ward Elected Members.	Email sent 10 August 2026
Stakeholder emails	Invite feedback from the local MP and emergency services.	9 emails sent 12 August 2026.
Your Say project page	Provide project information, concept plan, FAQs and participation options.	169 views; 146 visits; 128 unique visitors; 81 concept plan downloads; 2 followers.
Online survey	Collect formal feedback on support, concerns, local issues and suggested refinements.	23 survey contributions from 23 contributors. One additional email submission was received separately (24 submissions in total).
Your Say member emails	Invite members interested in local areas and road projects to participate.	2,011 recipients; 61 clicks; 3.03% click-through rate.
Email, post, phone and in-person options	Provide accessible alternatives to the online survey.	One formal email submission was received in addition to the 23 online survey responses.

4. What We Heard

OVERALL OBSERVATIONS

Feedback extended beyond the proposed raised safety platforms. Participants discussed the immediate treatment as well as the shape and width of the intersection, speeds and driving behaviour, and safety for people walking, cycling or accessing Tangari Reserve. Just over half of survey respondents supported the proposed platforms, while others were neutral, unsure or questioned whether the platforms were the most effective treatment. Several written responses, including the separate email submission, raised concerns about whether the platforms could affect emergency-vehicle movements or response times.

Respondents most described themselves as travelling through the area by car (nine people or 39.1%). Others owned property nearby (four), lived nearby (three), visited Tangari Regional Park (three), visited The Vines Golf Club (one), used nearby local roads (one), or selected another relationship to the area (two). No respondent selected walking or cycling as their usual use of the area, although pedestrian and cycling safety was raised in written feedback.

SUPPORT FOR THE PROPOSAL

Of the 23 survey respondents, twelve (52.2%) supported the proposed raised safety platforms. Four respondents (17.4%) were neutral, six (26.1%) did not support them and one (4.3%) was unsure. Reasons for support included slowing vehicles, improving safety

for children and other road users, responding to observed near misses and taking action at a known safety location. Reasons for neutral, unsure or non-support responses included doubts about whether the platforms would address the cause of crashes, concerns that they may create changing vehicle speeds or be ineffective against extreme speeding, and preferences for simpler or alternative treatments.

CONCERNS AND SUGGESTED IMPROVEMENTS

When asked whether they had concerns about the proposed raised safety platforms, signage or lighting, 11 respondents (47.8%) selected no, nine (39.1%) selected yes and three (13.0%) were unsure. Concerns included whether the platforms would address the cause of crashes, possible impacts on emergency-service response times, vehicle movements and access, impacts of lighting on wildlife, and effectiveness against extreme speeding. The separate email submission objected to the platforms on the grounds of possible ambulance delays, patient discomfort, traffic and noise impacts, and suggested digital speed displays or camera enforcement instead. The submission described these as potential impacts. Suggested responses included changes to the intersection layout, a lower speed limit, a roundabout, enhanced signage or lighting, safer crossings and other local infrastructure improvements.

COMMON THEMES

Theme 1 – Intersection layout and access

Participants raised concerns about the width, angle and ease of navigating the Pine Road and Reynell Road intersection. Feedback referred to vehicles turning into and out of Pine Road, the road alignment between Mark Street and Pine Road, and the needs of larger vehicles, including horse floats.

Theme 2 – Speeding and unsafe road behaviour

Participants reported concerns about vehicle speeds and risky behaviour on Pine Road and nearby roads. Comments also referred to motorbikes and e-bikes, with calls for stronger speed management and enforcement or education where relevant.

Theme 3 – Pedestrian, cyclist and vulnerable road user safety

Feedback identified gaps in safe walking and cycling access, including limited verge or path space, blind areas and difficulty crossing roads. Participants also raised safety around Tangari Reserve and requested safer connections and crossings for vulnerable road users.

Theme 4 – Traffic calming options and effectiveness

Views about the raised safety platforms were mixed. Some participants supported physical measures to slow vehicles, while others questioned their likely effectiveness or suggested alternatives such as a roundabout, lower speed limit, improved signage, lighting or changes to the road alignment. Major alternatives such as a roundabout or full intersection upgrade are outside the scope of this project but are recorded as matters raised.

Theme 5 – Other infrastructure and amenity improvements

Participants raised drainage, road condition, parking and reserve facilities, along with other improvements in the surrounding area. These matters may help identify related issues but are not all able to be addressed through the proposed intersection safety treatment.

OTHER SUGGESTIONS

Less common matters included possible impacts on emergency-service response times, the effect of street lighting on wildlife, whether the available crash data justified the proposed treatment, whether emergency services had been adequately involved, and views that the treatment was unnecessary or funding should instead be directed to road maintenance. The email submission reinforced the emergency-vehicle concern also raised in survey comments. These matters have not been treated as separate high-level themes because each was raised by a small number of respondents.

MATTERS OUTSIDE THE PROJECT SCOPE

A roundabout, full intersection reconstruction and broader reserve or local infrastructure upgrades are outside the scope of the current project. Feedback on these matters will still be recorded and referred to the relevant area where appropriate. The need to address the known road safety issue, statutory requirements, Department for Infrastructure and Transport requirements and external funding decisions are also outside community influence.

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5. Evaluation

The project page reached 128 unique visitors and generated 23 online survey contributions. One further submission arrived by email. Approximately 18.0% of page visitors contributed through the survey; this figure does not include the separate email contributor. The concept plan was downloaded 81 times, indicating that many visitors accessed the detailed supporting information before or during the engagement.

The Your Say email campaign was sent to 2,011 recipients and generated 61 clicks, a click-through rate of 3.03%. Social media generated 45 visits, representing 30.8% of all

visits, while direct traffic accounted for 71 visits (48.6%). All 23 respondents completed the key multiple-choice questions. Twenty respondents (87.0%) explained their level of support and 14 (60.9%) identified local issues. The responses provided relevant information about support, local conditions, possible impacts and alternative treatments. The relatively small number of contributors, together with the separate email submission, means the findings describe the views of participants and should not be interpreted as representative of the whole community.

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6. Next Steps

- Review the community feedback.
- Determine whether the concept will proceed as proposed or with changes in response to feedback.
- Publish the project outcomes once confirmed.

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6. Sign-off

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