Urban Roads and Drainage Improvement Policy Review

Community Feedback

Project Description

Bass Coast Shire Council sought feedback on the reviewed Urban Roads and Drainage Improvement (URDI) Policy from the community from 12 April 2024 until 12 May 2024. This policy is reviewed every five years and was last completed in 2019.

Background

The policy addresses how Council will manage approximately 100 kilometres of unmade roads and inadequate stormwater drainage in urban areas. These unmade roads and inadequate stormwater drainage can create issues for our communities such as dust, flooding, safety and disconnected pedestrian networks.

Method of Engagement

Media releases were advertised on the Bass Coast Shire Council website, facebook page and to the local newspapers. Feedback could be provided using the online feedback form. Alternatively, Council also welcomed feedback by letter, phone call or email.

Draft changes proposed to the URDI Policy and the associated project priority list were provided on the website. Additionally, the key changes proposed were highlighted and a list of frequently asked questions were provided on the website. The feedback form on the website contained 5 questions relating to the key changes to the document.

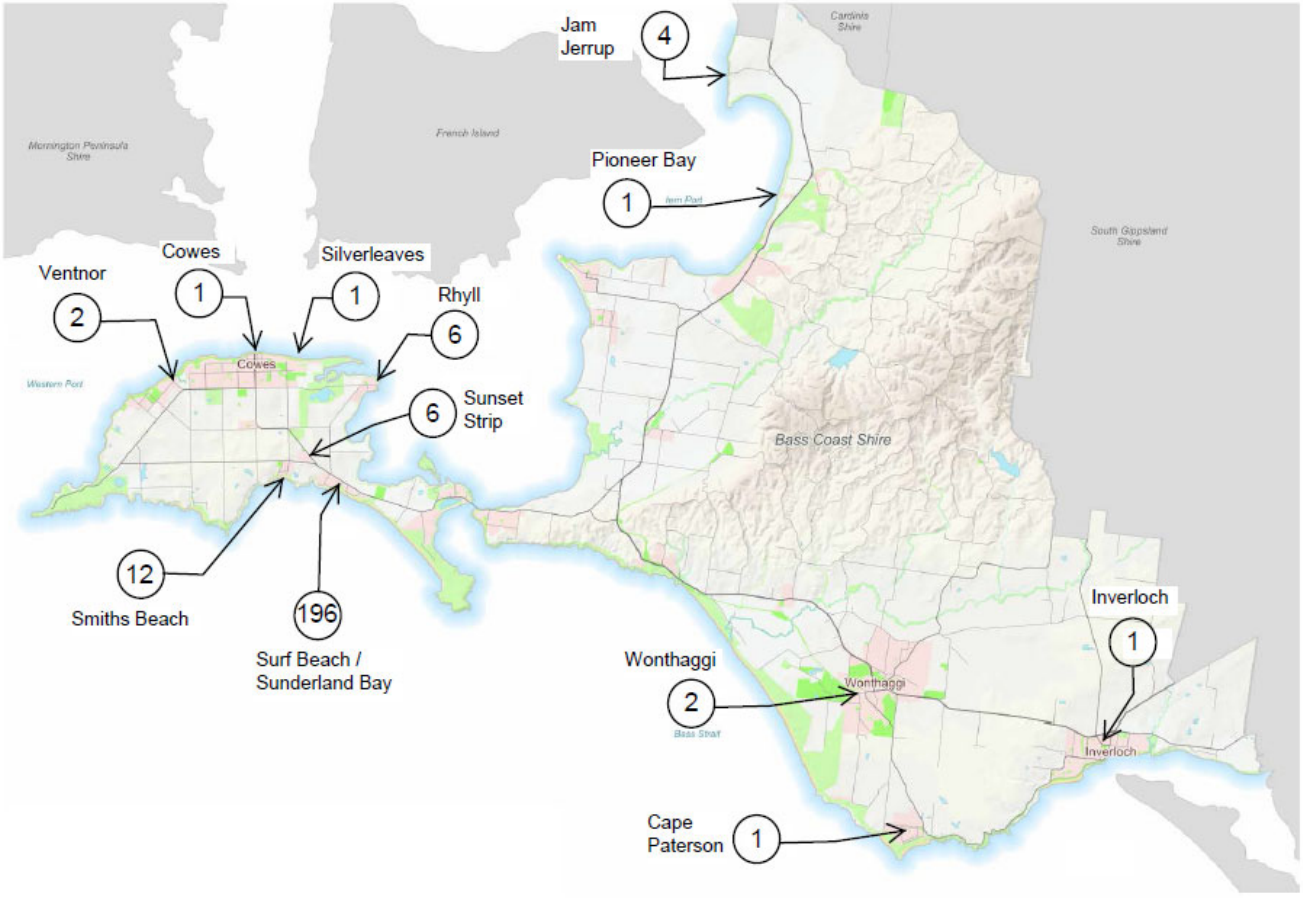
Results

The Council engagement page on the policy review received:

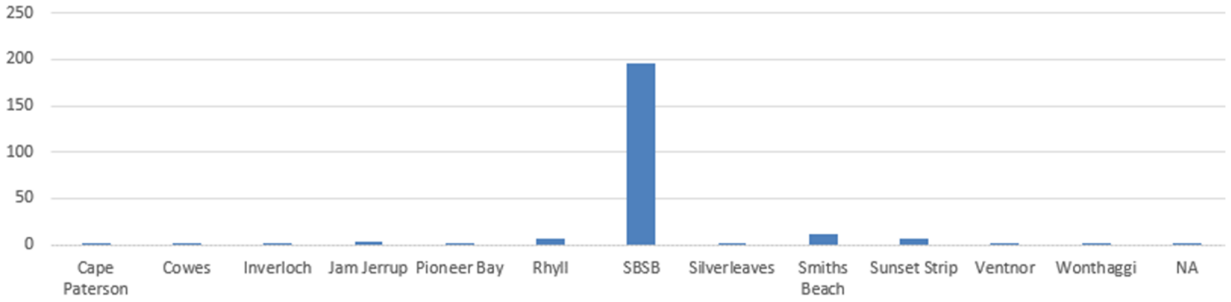
- 1238 website visits / 810 visitors.
- 121 downloads of the draft policy.
- 143 downloads of the priority list.
- 773 downloads of project area maps with the top 6 maps being:
    - Surf Beach / Sunderland Bay (363 downloads).
    - Smiths Beach (68 downloads).
    - Sunset Strip (63 downloads).
    - Rhyll (48 downloads)
    - Wonthaggi (47 downloads)
    - Cowes (35 downloads)
- 235 feedback forms.
- 9 emailed submissions.

The vast majority of feedback came from property owners within the Surf Beach / Sunderland Bay community (SBSB). The feedback from this specific community was different to the rest of the community. In order to review the rest of the community's results, the SBSB results have been displayed separately for analysis purposes. Map 1 and Graphs 1 and 2 show the number of responses by location.

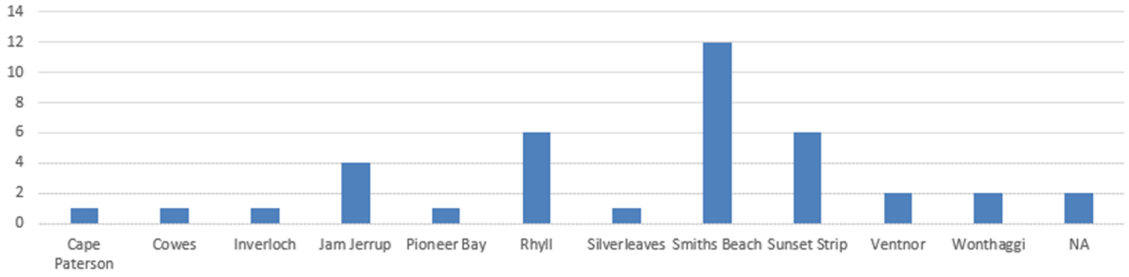
Map 1: Number of responses by locations



Graph 1: Number of responses by locations



Graph 2: Number of responses by locations (excluding SBSB)

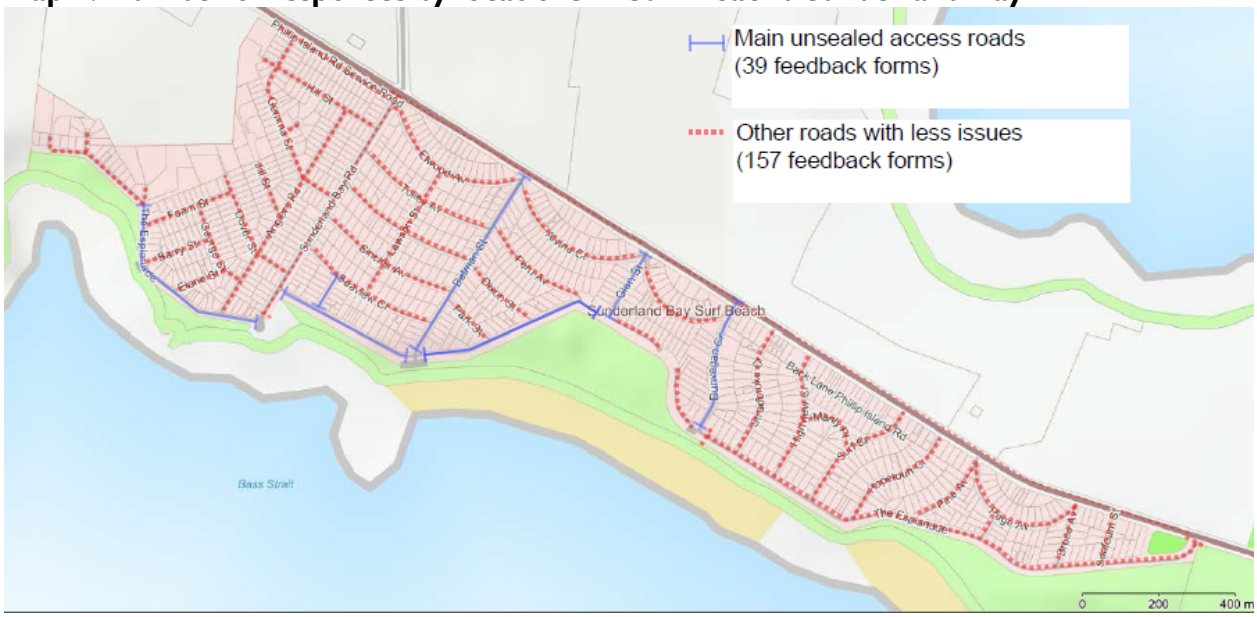


There was two types of feedback from the SBSB. One type was feedback generally from property owners along the main unsealed access roads that connect between Phillip Island Road and the surf beach access points. These property owners experience more dust, flooding, access and safety issues due to higher traffic numbers and the accumulation of overland stormwater drainage. This feedback was generally supportive of the proposed changes.

The other type of feedback was generally from property owners that experience less dust, flooding, access and safety issues. This feedback generally disagreed with any changes to the policy and provided comments that did not specifically relate to the questions, but instead stated that the property owners did not want any upgrades or special charge schemes undertaken within the SBSB area at all.

This difference of opinions reinforces the importance of separating smaller projects out from the larger projects so that streets with higher community support and higher levels of concerns can be addressed. A map illustrating the location of these different types of feedback from the Surf Beach / Sunderland Bay area is shown below.

Map 2: Number of responses by locations in Surf Beach / Sunderland Bay



Feedback form results for the 5 questions in the following graphs have been separated into three categories to understanding the different views of the community:

- SBSB (main unsealed access roads)
- SBSB (other roads with less issues)
- Rest of shire

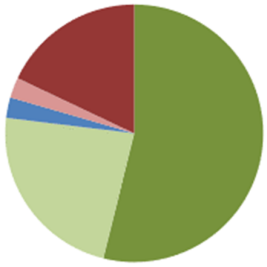
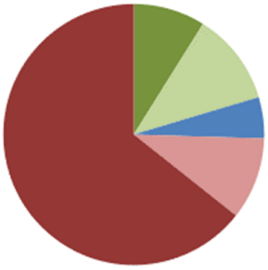
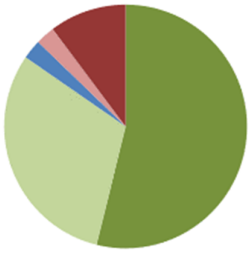
Additional comments provided on the feedback forms in relation to the questions has been summarised into categories and the top responses also listed below.

Results are represented in pie charts with colour coded responses in accordance with the following legend.

Legend

Strongly agree		Disagree	
Agree		Strongly disagree	
Neutral		NA	

Graph 3: Do you agree with large projects being broken into smaller ones so that roads with more dust and flooding issues can be prioritised?

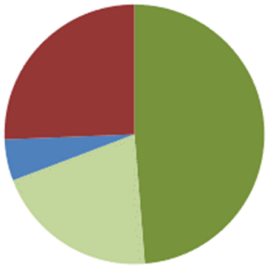
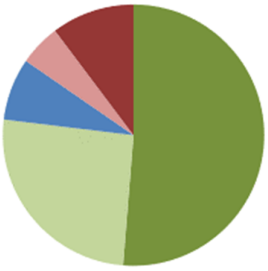
		
SBSB (main unsealed access roads) 39 comments	SBSB (other roads with less issues) 157 comments	Rest of shire 39 comments

Top comment responses related to the above question:

- Don't want any special charge scheme / upgrade works in SBSB (85 comments)
- Generally supportive of creating smaller projects (52 comments)
- Smaller size projects may be less cost effective (11 comments)

Further analysis of comments was undertaken for the above question. There appears to be general support for breaking larger projects into smaller ones so that higher levels of concerns can be addressed in selected streets. There was some concern raised around the cost effectiveness of smaller projects.

Graph 4: Do you agree with community initiated projects being made easier?

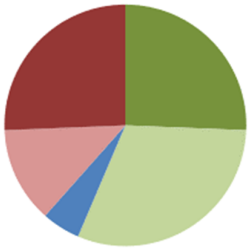
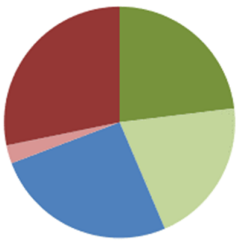
		
SBSB (main unsealed access roads) 39 comments	SBSB (other roads with less issues) 157 comments	Rest of shire 39 comments

Top comment responses related to the above question:

- Don't want any special charge scheme / upgrade works in SBSB (80 comments)
- Generally supportive of making community initiated projects easier (26 comments)
- Don't change process / retain rate at 70% support required (18 comments)

Further analysis of comments was undertaken for the above question. There appears to be mixed views in the community about lowering the threshold in particular. Generally, those opposed to project upgrades and special charge schemes do not want to make it easier for projects to be developed by the community.

Graph 5: Do you agree with the reprioritisation and draft ranking of projects?

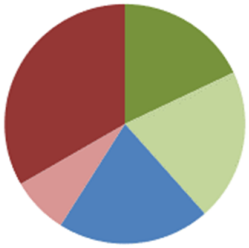
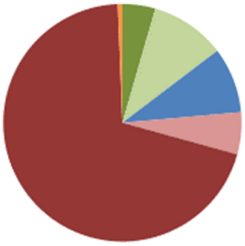
		
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Top comment responses to the above question:

- Don't want any special charge scheme / upgrade works in SBSB (91 comments)
- Generally supportive of priority list (21 comments)
- Top 5 priorities should be rearranged (10 comments)

Further analysis of comments was undertaken for the above question. There appears to be general support for the reprioritisation list. There were several comments about rearranging the top 5 priorities.

Graph 6: Do you agree with the guide being introduced to assist decisions to proceed with project development after the initial questionnaire stage?

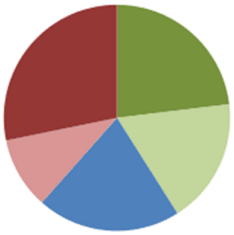
		
SBSB (main unsealed access roads) 39 comments	SBSB (other roads with less issues) 157 comments	Rest of shire 39 comments

Top comment responses to the above question:

- Don't want any special charge scheme / upgrade works in SBSB (59 comments)
- Percentages confused with declaration stage (50 comments)
- Generally supportive of guide table (17 comments)

Further analysis of comments was undertaken for the above question. There was lots of confusion on the interpretation of the guide table which will require to be addressed in the policy. The removal of the guide table from the policy is a likely outcome of this community engagement.

Graph 7: Do you agree about the proposed interim dust only treatment options?

		
SBSB (main unsealed access roads) 39 comments	SBSB (other roads with less issues) 157 comments	Rest of shire 39 comments

Top responses within comments:

- Generally supportive of treatment, however want Council to pay for sealing (44 comments)
- Don't want any upgrades or changes (25 comments)
- Generally supportive of interim dust only treatments (16 comments)

Further analysis of the above question was undertaken. There was a lot of comments suggesting that Council should pay for the interim dust only treatment of minimum pavement and asphalt surfacing. This resulted in more disagreement with the proposed change based on a financial cost, rather than the treatment options. Note that Council would also contribute towards the interim dust only treatment option as well and this contribution would be worked out based on a wider community benefit.

Next steps

The next step in the process is to amend the Urban Roads and Drainage Policy 2024 document considering the feedback received to date. The updated document and associated priority list will then be considered to be adopted at a future meeting of Council, likely June 2024.

More Information

For more information call the Customer Service Team on 1300 BCOAST (226 278) or 03 5671 2211 or email basscoast@basscoast.vic.gov.au