

# Sandgate Sub-Arterial Road (Sandgate Road) and Cameron Street, upgrade intersection

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Community Engagement Summary Report  
June 2022



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# Introduction

This community engagement report provides a summary of the engagement carried out during the pre-construction phase of the Sandgate Sub-Arterial Road (Sandgate Road) and Cameron Street, upgrade intersection and Sandgate Sub-Arterial Road (Sandgate Road) and Northgate Road, upgrade intersection. This report provides information about the community engagement process, feedback received and how this feedback will be addressed.

## Project overview

The Department of Transport and Main Roads (TMR) is proposing to upgrade key intersections along Sandgate Sub-Arterial Road to improve safety and reduce congestion. Sandgate Road experiences considerable congestion, particularly during peak hours, and is a critical link in the road network.

In 2018, TMR completed a planning study on Sandgate Road. This study investigated options to improve safety and traffic movements at key intersections and recommended improvements to the Northgate Road and Cameron Street intersections.

The Queensland Government has committed \$2.63 million for the upgrade of these intersections, as part of the Safer Roads Sooner program, which identifies locations based on high risk and crash history. Delivering targeted projects under this program is an effective approach to improving safety of the road network and reducing road trauma. These projects are proposed to address the number of crashes with high severity outcomes at these intersections, including crashes between vehicles and vulnerable road users. The upgrades will also provide local residents with safer access into their local streets from Sandgate Road.

The proposed safety improvements include installing new traffic signals to control all the movements at the intersections, removing the need for motorists to judge a gap in traffic and cross multiple traffic lanes.

# Sandgate Road and Cameron Street intersection



The proposed safety improvements at Cameron Street and Sandgate Road include:

- installing new traffic signals to signalise all traffic movements
- installing a pedestrian crossing
- removal of one tree on the south-east corner.

# Sandgate Road and Northgate Road intersection



The proposed safety improvements at Northgate Road and Sandgate Road, include:

- installing new traffic signals to provide controlled traffic movements through the intersection
- closure of the northern end of London Street to create a cul-de-sac and remove access to Sandgate Road from London Street.

# Community engagement

Community engagement opened 18 May 2021 for an initial two week period. Due to the level of interest in the project, the community engagement period was extended until 30 June 2021 and two community information sessions were added.

The below activities were delivered as part of the community engagement.

## Community notification flyer



A community notification flyer with details about the proposed project was distributed on 17 May 2021 via a letterbox drop to approximately around 3000 properties within the Nundah and Northgate community.

A second community notification flyer about the proposed project advising of the extended community engagement period to 30 June 2021 and the two community information sessions was distributed via letterbox drop to around 4000 properties around the Nundah and Northgate community.

## Community information sessions



Community information sessions were held to drop by and talk to the project team and provide their feedback on:

- Sunday 20 June 2021, Nundah Markets, 6am to 10am, with approximately 60 people attending
- Saturday 26 June 2021, Plaisted Place Park, 8am to 12pm, with approximately 40 people attending.

## Email notification



An email notification was sent on 17 May 2021 and 6 June 2021 to:

- elected representatives
- key stakeholders including local bicycle user groups.

## Social media



The information sessions were promoted via a Facebook post to the Nundah and Northgate community.

## Face-to-face meetings



There were 14 meetings with property owners and businesses and Brisbane City Council officers.

# Community engagement participation

Around 4000 properties within the Nundah and Northgate community were notified of the project. Of those notified, input was received as shown below:

Total number of submissions: 132\*



NOTE: \* A total of 132 pieces of feedback were received from 118 individual/distinct stakeholders (some stakeholders submitted multiple pieces of feedback).

## Summary of feedback

From those that responded, the feedback received has been analysed as shown below:

Distinct stakeholder opinion of the proposed changes	Number of respondents
Supportive	27 support the changes
Mixed	14 do not support all the changes however agreed with some of the changes
Neutral	11 offered no comment on proposed changes
Do not support	66 do not support the changes
<b>TOTAL</b>	<b>118**</b>

\*\*Total number feedback received in response to TMR's notifications to approximately 4000 properties around the Nundah and Northgate community.

# Key themes

The key feedback themes have been summarised in the table below:

Feedback themes	How many times raised*	Further details
Increased local traffic/ rat running	82	Concern that installing traffic lights will increase local traffic – either because people will use back streets to avoid the lights, or the lights will make it easier to access Sandgate Road during peak periods.
No traffic lights	69	Opposed to traffic lights at both locations.
Congestion	49	Traffic lights will increase congestion and will not help with traffic flow on Sandgate Road.
Big picture	36	Work with Brisbane City Council on the whole area – issues with many intersections and congestion in general.
No right-turn from Cameron Street	11	Requests to remove right-turn from Cameron Street onto Sandgate Road, and make Cameron Street a left in/left out only.
Local access	12	Installing lights will make it longer for residents to wait at lights to turn into local streets.
Improves safety	28	Changes are improving safety for motorists and pedestrians.
Impacts safety	25	Changes will make safety for motorists and pedestrians worse, due to the additional traffic lights, and locals feel there will be more congestion impacting safety, for example – rear end accidents.

\*Note that most respondents raised multiple issues/concerns in their feedback.

## Other comments in the feedback included:

- changes at Cameron Street could be implemented with improved signage, not lights
- agreed with the changes for Cameron Street but not lights in both locations
- do not need more lights – synchronise the lights in the area that are already there
- agreed with the changes to cul-de-sac London Street
- look at restricting the number of local streets that access Sandgate Road
- install 'Keep Clear' marking at Sandgate Road, near London Street and Cameron Street
- need some changes but improving safety will impact congestion
- installing lights will make it easier for the bus to access Cameron Street
- requests to see the statistics and data used to make the decision to upgrade these intersections
- agreed with pedestrian upgrades.



# Response to feedback

## Safety

### What you said

Some feedback said that the proposed changes will improve safety for motorists and pedestrians.  
Some feedback said the changes will make safety worse for motorists and pedestrians.

### TMR's response

The projects will improve safety by providing traffic signals that control each movement at the intersections so that the number of high severity crashes will be reduced.

The traffic signals will include a pedestrian crossing at the Sandgate Road and Cameron Street intersection to improve safety and connectivity for pedestrians, bike riders and other vulnerable road users.

The net benefits to safety of signalling the Cameron Street and Northgate Road intersections has led to this safety project being prioritised over many other competing projects within Queensland.

## Increased local traffic and rat running

### What you said

Feedback suggested that the project will increase traffic and rat running on local streets. Currently, local streets in the vicinity of the two intersections are subject to use by 'non-local' vehicles travelling to the nearby commercial and industrial area to the east of Toombul Road, and those seeking to avoid current congestion on Sandgate Road during peak periods and attempting to bypass signals.

### TMR's response

While minor changes to traffic patterns are expected, especially with the cul-de-sac at London Street, a significant increase in traffic on the side streets is not anticipated due to the traffic signals.

'Rat running' occurs when motorists perceive a travel time advantage by using a local side street route compared to remaining on the arterial roads.

Traffic calming on local roads such as speed bumps and road narrowing can be controversial. Not everyone wants a speed bump or kerb extension out the front of their property.

TMR optimises traffic signal green time and coordinates traffic signals to encourage motorists to use arterial roads. This provides a more efficient and attractive route compared to side streets.

This explains why commuters remain on arterial roads because they understand that diverting into a side street has no benefit and would take more time.

To maintain the efficiency of Sandgate Arterial Road, green time will be prioritised for traffic on this route. This means that green time for Cameron Street and Northgate Road will be kept at a minimum, while still maintaining an acceptable level of functionality. Outside of peak hours, entering Sandgate Road by either Cameron Street or Northgate Road will be no more efficient than the current status. As a result of these works, a significant traffic increase on the side streets is not anticipated.

The new traffic signals will provide residents a much safer means of entering and exiting Sandgate Road to access their homes.

## Traffic lights

### What you said

Feedback showed concern about having too many traffic signals within a close distance.

### TMR's response

The primary purpose of the project is to improve safety on Sandgate Road, a major arterial road within the road network, by reducing the number of angle crashes with high severity outcomes. Controlling all traffic movements with traffic signals will achieve this.

Once these new traffic signals are installed, and in addition to routine monitoring, TMR will monitor performance and refine the efficiency of the new signals over a period of two to three months. The new signals will be coordinated with adjacent signal groups to allow free flow and optimal efficiency of through-traffic along Sandgate Road.

The overall traffic flow along Sandgate Arterial Road is not expected to significantly change as a result of introducing these new closely spaced and coordinated traffic signals.

## The 'big picture'

### What you said

Feedback showed concern about needing to work with Brisbane City Council on the whole area – issues with many intersections and congestion in general.

### TMR's response

TMR and Brisbane City Council work closely together to monitor the safety and efficiency of the road network. Road categorisation determines the role and function of a road and is an important factor in managing performance. Arterial roads such as Sandgate Road are optimised and prioritised to carry large volumes of traffic compared to collector roads, local distributors, local access roads and local streets.

Safety is a higher priority than efficiency. Crash history in the area, including on local roads, clearly shows that the highest concentration and rate of crashes occurs at the two intersections on Sandgate Road, where Cameron Street and Northgate Road adjoin. The number and severity of crashes along the local roads in the area are minor by comparison.

Brisbane continues to grow along with all major cities around the world, and growth brings many benefits including to businesses and property values.

TMR and council officers will continue to work together, monitor road performance, and improve safety at high crash locations.

## Congestion

### What you said

Feedback showed concern about increased congestion on Sandgate Road, and that the changes will not help traffic flow.

### TMR's response

Sandgate Road is the main arterial road and will be prioritised for 'green time'. Traffic signals will be coordinated to minimise wait times and to provide a 'green wave' for through-traffic in the peak flow direction.

Once these new traffic signals are installed, and in addition to routine monitoring, TMR will observe performance and optimise the function of the new signals over a period of two to three months. This will include signal coordination with adjacent signal groups to allow free flow and optimal efficiency of through-traffic along Sandgate Road.

## No right-turn from Cameron Street

### What you said

Requests to remove the right turn from Cameron Street onto Sandgate Road, and make Cameron Street a left in/left out only.

### TMR's response

A right turn from Northgate Road is not possible because the northbound lanes of Sandgate Road are considerably lower than the southbound lanes.

The existing right turn from Cameron Street onto Sandgate Road is becoming increasingly difficult requiring motorists to wait for a safe gap in both the southbound and northbound traffic streams before the movement can be completed safely.

Providing traffic signals at the Sandgate Road intersection with Cameron Street will improve safety for this existing right turn movement.

## Request for statistics

### What you said

Feedback included requests for statistics on crashes, what was used to decide on this project, and traffic numbers.

### TMR's response

Sandgate Road is one of the major arterial roads of the TMR Metropolitan Region road network. The road corridor connects to some of the most densely populated suburban areas of north Brisbane. Sandgate Road carries high volumes of traffic carrying around 42,800 vehicles per day.

Data and road crash statistics are used as part of the investigations for projects. Between 2014 and 2018, there were nine reported crashes at the Sandgate Road and Northgate Road intersection. For the same period, there were 12 reported crashes at the Sandgate Road and Cameron Street intersection.

After the initial assessment, there were seven reported crashes between 2019 and 2020 at the Sandgate Road and Northgate Road/Cameron Street intersections, which further reinforced the need to address the safety issues.

## Local access

### What you said

Feedback showed concern that installing lights may make it longer for residents to wait at lights to turn into local streets during non-peak periods.

### TMR's response

Wait times to turn right at traffic signals into the side streets may take slightly longer when compared to the existing uncontrolled movement.

Safety is our highest priority and ranked higher than efficiency. It is better that people get to their destination safely rather than quicker (with the potential of increasing road trauma).

## Community engagement

### What you said

Some feedback suggested that the community engagement process may not have been genuine.

### TMR's response

TMR has a Customer Charter which ensures commitment to making safety as a priority as well as keeping customers informed and asking for feedback.

This project is designed in the interest of improving road safety for the local community and Sandgate Road road users through the installation of two traffic signals. TMR informed the local community of the design and asked for community feedback. This feedback has proved useful to clearly understand concerns and to enable TMR to help the community understand about upcoming changes to these intersections.

Community engagement commenced mid-May 2021 and was extended to 30 June 2021. Flyers about the extended community engagement were distributed to a broader area. Two community information sessions were held, one on Sunday 20 June 2021 at the Nundah Markets, and then on Saturday 26 June 2021 at Plaisted Place Park.

Feedback was sought through a variety of methods:

- doorknock to adjacent residents and businesses to the intersection
- letterbox drop to the local community
- phone number and email address for the community to contact TMR
- two information sessions for interested community members to speak with the project team
- information sessions promoted on social media.

## Bike riders and safety

### What you said

Feedback showed concern for bike rider safety for speed downhill on Sandgate Road (going towards the city), and extra lights will be dangerous.

### TMR's response

Crashes involving bike riders have been recorded at both intersections, where vehicles undertaking a right-turn from Sandgate Road have collided with bike riders travelling in the southbound cycle lane.

TMR is leading the way with bike riding friendly road upgrades across South East Queensland in accordance with the *Queensland Cycle Strategy 2017-2027*. The installation of signals will have a distinct benefit to bike riders, as traffic turning into Northgate Road and Cameron Street will only be able to do so once all through-traffic (including bike riders) have come to a stop.

With the traffic signals, bike riders will no longer have to rely on the assumption that road users accessing Northgate Road and Cameron Street have seen them travelling in the bike lane.

# Respondents recommendations

## What you said

- install a 'Keep Clear' marking near the Northgate Road intersection
- install traffic calming on local streets
- signalise other local streets and intersections
- reduce speed limits in some local streets
- build an overpass near Northgate Road, over Sandgate Road.

## TMR's response

The design process involves consideration of crash history to understand how and why crashes are occurring, including the types of road users involved. Various options are considered to mitigate impacts. A 'Keep Clear' pavement marking would have little benefit to safety and a high rate of crashes would continue.

The very expensive 'grade separation'/overpass option was considered, however, it is not within budget or likely to be prioritised against other projects in this category, for example open level crossings. Options to improve safety through signage and line-marking changes were considered however would not provide the level of control or safety benefits required.

Community members suggested alternatives, for example increasing the red time on the traffic signals on Sandgate Road at Hamilton Road and Rode Road intersections, to allow the traffic to be stopped long enough for the Northgate Road and Cameron Street side streets to clear. This option was investigated and found to be unfeasible, as each traffic signal phase at the Sandgate Road and Hamilton Road intersection permits traffic to enter the Sandgate Road southbound lanes. Holding the traffic at adjacent intersections would be detrimental to traffic flow along Sandgate Road, choking the flow in both directions and could possibly even lead to other secondary crashes occurring at queues along the route.

## Next steps

TMR would like to thank everyone who participated in the community engagement process for the Sandgate Sub-Arterial Road (Sandgate Road) and Cameron Street, upgrade intersection and Sandgate Sub-Arterial Road (Sandgate Road) and Northgate Road, upgrade intersection. TMR has considered the feedback received from the community and acknowledges the concerns, however is progressing with construction of the two intersection upgrades in early August 2022.

Traffic signal green time will be prioritised on Sandgate Road by synchronising the signals with other nearby signals along the arterial road.

This coordination will maintain efficiency and encourage motorists to use Sandgate Road and will provide a more efficient and attractive route compared to side streets. It is not anticipated that there will be an increase in traffic or 'rat running' on local side streets as a result of the intersection upgrades.

Sandgate Road will receive a pedestrian crossing as part of the upgrades at the Cameron Street intersection, to improve safety and connectivity for pedestrians, bike riders and other vulnerable road users.

## Stay informed

TMR will continue to update the community about the upgrades with notifications to residents and businesses around the project area, via email, and the web page.

To stay informed about the project, and be added to the project email list, email the project team at [metropolitanregion@tmr.qld.gov.au](mailto:metropolitanregion@tmr.qld.gov.au) or call (07) 3066 4338 during business hours.