



Report to General Manager

Attachments:

1. KJA Engaging Solutions – North Sydney Engagement Outcomes Report
Transport and Parking
-

SUBJECT: Transport, Traffic and Parking Consultation Findings

AUTHOR: Michaela Kemp, Manager Traffic and Transport Operations and
Simonne Johnston, A/Manager Integrated Planning and Special Projects

ENDORSED BY: Duncan Mitchell, Director Engineering and Property Services
Joseph Hill, Director City Strategy

EXECUTIVE SUMMARY:

This report provides an overview of the community engagement program for the Transport and Parking consultation recently completed. It covers the extensive engagement process and details the significant participation of the community in the process.

The engagement results have been grouped into key themes as follows:

- Transport modes
- Community aspirations
- Modal and functional themes
- Location specific themes
- School community themes.

The findings will now be used to inform the preparation of the three inter-related projects involving transport, traffic and parking planning, being the:

1. North Sydney Transport Strategy,
2. North Sydney Parking Strategy, and the
3. Traffic and Traffic and Parking Area Scheme (TAPAS) Action Plans.

FINANCIAL IMPLICATIONS:

Funding has been identified this Financial year in Council Delivery Program for the Development of

1. The North Sydney Transport Strategy
2. The North Sydney Parking Strategy
3. The Development of TAPAS Action Plans for seven (7) TAPAS Zones.

Local Government Act 1993: Section 23A Guidelines - Council Decision Making During Merger Proposal Period

The Guidelines have been considered in the preparation of this report and are not applicable.

RECOMMENDATION:

1. **THAT** the Transport and Parking Consultation Findings Report be received and future directions for the three inter-related projects involving transport, traffic and parking planning, noted.
 2. **THAT** The North Sydney Transport Strategy be prepared and finalised for Public Exhibition this Financial Year
 3. **THAT** The North Sydney Parking Strategy be prepared and finalised for Public Exhibition this Financial Year
 4. **THAT** TAPAS Action Plans be prepared and developed for each of the 7 TAPAS zones this Financial Year. External Traffic Consultants will be engaged to prepare seven (7) Draft TAPAS Action Plans for Public Exhibition by the end of this Financial Year. The Draft Action Plans will be finalised after Public Exhibition and brought back to Council for adoption. Once adopted by Council the Plans will be progressively implemented.
-

LINK TO DELIVERY PROGRAM

The relationship with the Delivery Program is as follows:

Direction:	2. Our Built Environment
Outcome:	2.5 Sustainable transport is encouraged 2.6 Improved traffic management 2.7 Improved parking options and supply

BACKGROUND

Between February and May 2016 Council conducted an extensive community engagement program to inform the preparation of three inter-related projects involving transport, traffic and parking planning. The *North Sydney Transport Strategy* and the *North Sydney Parking Strategy* are being prepared by the City Strategy Division and the preparation of *Traffic and Parking Area Scheme (TAPAS) Action Plans* for each of the seven (7) identified TAPAS Zones within the local government area are being prepared by the Engineering and Property Services Division. The Action Plans are the next step in implementing the *North Sydney Integrated Traffic and Parking Strategy*.

CONSULTATION REQUIREMENTS

Community engagement is not required.

SUSTAINABILITY STATEMENT

The sustainability implications were considered and reported on during the initiation phase of this project.

DETAIL

1. Engagement Implementation Overview

To avoid over consultation and duplication, and because the issues expected to be identified through consultation for each of the above-mentioned projects are similar, a combined Engagement Strategy was prepared in accordance with Council's Community Engagement Protocol. The community feedback and input gathered through the consultation mechanisms will be used to inform the development of each of the three projects.

The Engagement Strategy was designed to target the following community stakeholders (not listed in any priority order):

- Precincts Committees
 - Local residents
 - Local businesses, their staff and customers
 - General public (wider community)
 - Schools/education institutions
-

1.1 Inform Level of Engagement

Encouraging and enabling stakeholders through a range of methods to take part in this consultation was very important. The awareness and promotion campaign was designed to inform stakeholders of the range of consultation opportunities on offer in order to encourage the greatest level of participation possible. The ‘Inform’ part of the Engagement Strategy included:

- Direct letter
- Media releases (two)
- Advertisements in the local papers (various)
- Article in the Autumn issue of North Sydney News (community newsletter)
- Social media (Facebook and Twitter)
- eNewsletters (various subscriptions)
- Webpages, including Council’s website and Engagement HQ (EHQ)
- Presentations to the Combined Precinct Committee (CPC) and various individual Precinct Committees.

1.1.1 Direct Letters

Letters, personalised per TAPAS zone, were distributed to all households across the local government area, promoting the range of consultation opportunities on offer including the workshops. The envelope containing the letter also included a map of each respective TAPAS zone, a hard copy survey (with footer indicating zone) and reply paid envelope. The following table indicates approximately how many letters were distributed per zone.

Zone	Number
1	6,750
2	5,500
3	3,850
4	2,400
5	5,250
6	9,200
7	2,600
TOTAL	35,550

1.1.2 Keep Informed List

In accordance with the Community Engagement Protocol and because the purpose of the consultation is to inform the development of the three inter-related strategies/plans, it is important to keep participants updated regarding both the collated consultation outcomes and the next steps. A ‘Keep Informed List’ (email and hard copy for those without email) has been prepared using participant contact details supplied on the returned/completed surveys, submissions, mapping tool, workshop registrations, drop in sessions and information stalls - permission to use details for this purpose was advised up front. To date 1260 contacts are on the Keep Informed List’. This is a significant number and indicative of the importance of this consultation to stakeholders.

1.2 Consult Level of Engagement

1.2.1 Overview

Overall Council had over 3,600 responses to the engagement program. The following table details the active consultation methods employed between February and May 2016 and the level of participation:

Method	Target Stakeholders	No. Participants	Purpose
Residents Survey	Local residents	2,728 respondents	Stakeholders identify issues/concerns and suggested solutions. Online and hard copy version (same questions).
Business Survey	Local businesses, their staff and customers	215 respondents	Stakeholders identify issues/concerns and suggested solutions. Conducted by phone and online (same questions).
Submissions	All	307 responses	Free form feedback accepted by email, hard copy or online via EHQ.
Interactive Mapping Tool	All	63 pins	Stakeholders to “pin-point” location on map and identify issues/concerns
Resident Workshops (x8)	Local residents	300 participants	Stakeholders identify issues/concerns and suggested solutions. Externally facilitated. Mix of self-nominated and randomly recruited participants.
Schools Workshop	Schools (primary and secondary)	15 participants from 16 schools	Stakeholders identify issues/concerns and suggested solutions. Externally facilitated.
Drop-in Sessions (x2)	All	Unquantified	Opportunity for stakeholders to ask questions of Council’s staff. Verbal feedback received treated as submissions.
Information stall at community markets (x3)	All	Unquantified	Provide information about project and promote how can have a say e.g. consultation opportunities. Verbal feedback received treated as submissions.

To assist with the implementation of the Engagement Strategy and to ensure independence in the collation and analysis of feedback received, an external consultant, Kathy Jones Associates (KJA) based in North Sydney, was engaged to facilitate the workshops and to collate, analyse and report the consultation findings. Feedback closed on 13 May 2016. All hard copy surveys

and submissions were transcribed and collated by end of May with analysis (by Zone/location and theme) conducted May/June 2016 as per engagement method.

1.2.2 Residents Survey

Residents were given the option of completing the survey in hard copy (and return via supplied reply paid envelope) or online. The majority of Resident Surveys (92%) were completed in hard copy. The following table indicates the number of completed surveys by zone:

Zone	No. Surveys
1	567
2	429
3	328
4	294
5	360
6	556
7	194
TOTAL	2,728

The most number of surveys were received from zones 1, 6 and 2, which is consistent with the geographic size and/or density of these zones.

1.2.3 Business Survey

An external consultant, IRIS, was engaged to conduct a survey with 215 businesses within the LGA. The majority of businesses were surveyed via the phone, however eight businesses completed the survey online or via hard copy. This sample size is consistent with Council’s customer satisfaction survey sample size.

This survey was tailored to gain an understanding of how local businesses rely on different modes of transport and to identify transport and parking facilities that support the operations of businesses and how the current facilities meet the needs of the businesses or not.

Of the 215 respondents the majority were businesses which rented premises (68%), while only 32% were ratepayers. The most common locations were North Sydney (39%), Crows Nest (23%) and St Leonards (11%). This sample is representative of the geographical distribution of businesses throughout the LGA. The majority of survey respondents were workers/ employees (64%), and the minority business owners (36%).

The findings of the Business Survey are included within Attachment 1.

1.2.4 General Written Submissions

A total of 307 general written submissions were received, of these 182 (59%) were submitted online (via Engagement HQ) and 125 (41%) were received via Council either as hard copy or email. Of the latter one submission was from a Body Corporate and one submission was in the form of a petition, endorsed by 11 signatories. 16 submissions were made by Precinct Committees via the supplied submission template/locations indicated on zone maps and/or their minutes.

The following table indicates the number of submissions per zone:

Zone	No. submissions
1	61
2	34
3	37
4	43
5	20
6	31
7	22
N/A	59
TOTAL	307

1.2.5 Mapping Tool

63 “pin” submissions were received online (via Engagement HQ). The following table indicates the number of submissions per zone:

Zone	No. Pins
1	15
2	18
3	3
4	14
5	3
6	5
7	5
TOTAL	63

1.2.6 Resident Workshops

A workshop per TAPAS zone as well as an additional all zones workshop were held between February and May 2016. A total of 284 residents participated in the workshop series.

Workshop participant capacity was limited to 40 participants per zone/event. To ensure a demographically representative participant sample per zone, participants were recruited in two ways: a) ALTA Research was engaged to randomly recruit (up to 30 participants) by phone/email; and b) self-nomination i.e. direct registration with Council. On-the-night registrations were also accepted. Due to capacity limits, self-nominations are taken on a first in first served basis and a wait list was kept for workshops where a total of 40 participants was reached prior to the event/residents who registered but did not turn up on the night. The wait list was given first preference to attend additional workshop help 12 May 2016.

To encourage participation, an incentive of \$80 per participant was offered, this payment is consistent with current market research rates/payment workshop participants for the NSOP Phase 2 consultation. (Note: not all residents accepted the incentive payment). The following table indicates the number of participants (total and per type):

Zone	Total Participants	Randomly Recruited Participants	Self-nominee Participants
1	36	23	13
2	46	29	17

Zone	Total Participants	Randomly Recruited Participants	Self-nominee Participants
3	30	15	15
4	37	26	11
5	32	22	10
6	42	32	10
7	30	19	11
All Zones	31	n/a	31
TOTAL	284	166	118

A short participant evaluation was conducted at the conclusion of each workshop, including the Schools Workshop. Feedback received following the first few events was used to improve the format/running of the later workshops i.e. feedback was taken on board. The collective feedback has been used by Council staff and the consultant to evaluate the workshop program i.e. identify key learnings which can be taken in consideration in future stages of this project, and or to inform other future engagement programs undertaken by Council.

84% (238 of 284) of participants completed the evaluation. The following table indicates the number of completed evaluations compared to number of participants (total and per type):

Event Order	Workshop	No. Participants	No. Completed Evaluations	Completed Evaluations as % of total attendees
1	Zone 2	46	23	50%
2	Zone 6	42	36	86%
3	Zone 5	32	31	97%
4	Zone 3	30	31	97%
5	Zone 4	37	29	78%
6	Zone 1	36	34	94%
7	Zone 7	30	23	77%
8	Schools	15	14	93%
9	All Zones	31	17	56%
	TOTAL	284	238	84%

170 of 238 respondents detailed how they were informed of the workshops. Whilst more participants were “randomly recruited” than self-nominees, the following table indicates that percentage of random recruits who were unaware of the consultation program prior to being contacted by ALTA Research was relatively low.

Source	%
Direct letter from Council (letter box)	46
Direct email from Council	3
Local paper	6
Council’s website	4
Word of mouth	12
Precinct Committee	12
Phone call/email from ALTA	15
Other	2

The remaining evaluation questions asked:

- Which part(s) of the workshop participants enjoyed most.
- 226 respondents answered this question. Similar themed responses were grouped together: 53% liked the workshop format, 16% like the opportunity interact with other local residents and the ability to voice their own issues and concerns; and 5.11% like the interaction with Council staff/the facilitators and scribes.
- Which part(s) of the workshop participants found least useful/would change. 126 respondents answered this question. Similar themed responses were grouped together: 17% recommended no change; 17% of comments were about the workshop format both positive and negative, and 13% were about the participants i.e. some participants were “fixated on issues not relevant” or “grandstanding’ on their own issues” irrelevant to this forum.
- What information or focus participants would like to have seen in the workshop.. 125 respondents answered this question. Similar themed responses were grouped together: 32% would like to have heard more from Council staff, 18% had no comment, while 15% recommended changes to the format, including suggestion that pre-reading materials be provided work participants (in response an Information Sheet was sent to all registered participants from the second workshop onwards) and a longer duration to allow to participate in more themed (mode type) group discussions.
- Other comments/suggestions.
93 respondents answered this question, of these 14% comments were treated as submissions. Similar themed responses were grouped together: 33% were compliments and 32% were suggestions to improve the workshop format/logistics.

In addition to the positive feedback referenced above, several written compliments from participants were received, either thanking Council for the opportunity participate in the consultation or complementing the workshop structure, facilitation and logistics.

1.2.7 Schools Workshop

All local primary and secondary schools and their parent groups (i.e. P&Cs) were invited to be involved in a survey regarding the travel modes of students and staff to and school as well as invited to participate in the Schools Workshop held on 11 May 2016. The following table indicates the level of involvement of the 20 schools in the North Sydney LGA:

School	Level	Zone	Workshop	Survey
Cameragal Montessori School	Primary	3	Y	Y
Cammeraygal High School	Secondary	1	Y	Y
Cammeray Public School	Primary	4	Y	
Loreto Kirribilli Junior School	Primary	7		
Loreto Kirribilli Senior School	Secondary	7		Y
Marist College	Secondary	2		
Monte Sant' Angelo Mercy College	Secondary	2	Y	Y
Neutral Bay Public School	Primary	6	Y	
North Sydney Demonstration School	Primary	1	Y	Y
North Sydney Boys	Secondary	2	Y	Y
North Sydney Girls	Secondary	2		Y
Redlands Grammar Junior School	Primary	6	Y	
Redlands Grammar	Secondary	5	Y	Y

School	Level	Zone	Workshop	Survey
SHORE Grammar Junior School	Primary	3	Y	Y
SHORE Grammar	Secondary	3	Y	Y
St Aloysius Junior College	Primary	7	Y	Y
St Aloysius Senior College	Secondary	7	Y	Y
St Mary's Catholic Primary	Primary	2	Y	
Wenona Junior School	Primary	2	Y	
Wenona School	Secondary	2	Y	Y

Not all schools participated in the travel survey, however the responses that were received provided a broad overview of travel mode splits for students and staff of local schools. Of the three primary schools who completed the travel survey, the majority of students travel to school by private vehicle (38%), followed by walking (28%). Of the secondary schools who completed the travel survey, the majority of students travel to school by bus (45%), followed by train (34%). The majority (63%) of staff across all schools who completed the survey travel to school by private vehicle, followed by train (17%).

1.2.8 Drop-In Sessions

Two sessions were held in the Ros Crichton Pavilion, one in the evening (9 March) and one during the day (27 April) to allow stakeholders to drop in to chat to Council staff about the consultation program, take the survey or to provide verbal feedback that was treated as a submission. A total of 10 people attended the sessions.

1.2.9 Information Stalls at Markets

Council staff manned stalls at local markets on: Sunday 13 March; Kirribilli Markets; Saturday 9 April, North Sydney Markets in Civic Park (Miller Street); and Saturday 16 April, Crows Nest Markets. Lots of people stopped to chat with Council staff, to find out more about the consultation program, take the survey or to provide verbal feedback that was treated as a submission.

2. Engagement Results – Key Themes

2.1 Transport Modes

The resident and business survey ask respondents what transport modes or options they used. The most common response from residents was vehicles (86%) followed by walking (84%) and bus (71%). The most common response from businesses when asked what transport mode their employees used was vehicles (88%) followed by train (80%) and bus (66%). Below is a table outlining the results of the residents and business survey relating to transport modes used:

Transport mode	Residents	Business
Vehicle	86%	88%
Walking	84%	46%
Bus	71%	66%
Train	68%	80%
Ferry	45%	12%
Cycling	15%	20%

Only 61% of businesses stated that they used a mode of transport for their operations. Of those businesses which did use a mode of transport for their operations the vast majority used a vehicle (95%).

2.1 Community Aspirations

In all methods of engagement, respondents were asked to identify their main transport aspirations or values. The resident survey identified that, ‘safe travel’ was the main priority aspiration or value (86%), followed by ‘fair access to parking spaces’ (71%) and ‘community wellbeing’. Businesses also identified ‘safe travel’ (92%) as the main priority aspiration or value, followed by ‘transport affordability’ (85%) and ‘fair access to parking spaces’ (85%). Below is a table outlining the results from the residents and business survey relating to community aspirations.

Aspiration/ Value	Importance for Residents	Importance for Business
Safe travel	86%	91%
Transport affordability and accessibility	61%	85%
Less travel, more life	57%	84%
Fair access to parking spaces	71%	85%
Sustainable transport options	65%	80%
Economic vitality	48%	79%
Community well being	71%	74%

2.3 Modal and Functional Themes

In all methods of engagement, respondents were asked to identify location based issues. The majority of issues identified by residents related to parking (38%), specifically access to parking, parking meters, time limits and permits; followed by vehicles (33%), specifically traffic congestion, turning at main road intersections and rat running; followed by walking (20%), specifically safety at crossings, location of crossings and lack of crossings. These results were fairly consistent amongst zones with the exception of Zone 5 & 6 where issues to do with vehicles was identified as the main concern.

Parking was also identified as the main issue for business operations (48%) specifically concerning access to parking and parking controls, followed by travel by bus (15%) specifically concerning timetable issues.

2.4 Location Specific Themes – Traffic and Parking

Over 5,000 comments were received throughout the engagement which related to traffic and transport issues at specific locations. While issues in each TAPAS zone were unique to the area and surrounding land uses, the majority of responses across all zones related to parking and vehicles, followed by walking. The specific comments will be further examined in the development of the TAPAS Action Plans. These specific items are included in a comprehensive appendix to the KJA report and will be available on Council’s website.

Zone	Number of location specific comments			
	Resident Survey / General Submissions / Online portal	Business Survey	Schools	TOTAL
1	822	27	4	853
2	982	81	10	1073
3	937	115	8	1060
4	593	9	6	608
5	654	6	1	661
6	894	11	6	911
7	421	14	5	440
TOTAL	5303	263	40	5606

2.5 School Community Themes

The key themes arising from the schools workshop were the following:

- Fair access to parking spaces for staff and parents
- Student safety in terms of pedestrian crossings
- An ‘us’ and ‘them’ mentality between the schools and the surrounding residents
- Heavy reliance on vehicles as main mode of transport and the public transport options not being sufficient to encourage behavioural change.

3. Next Steps

3.1 Council Findings used to inform the preparation of Three Inter-Related Strategies

The purpose of the community engagement program was to inform the preparation of three inter-related projects involving transport, traffic and parking planning. These draft plans will be individually reported to Council for endorsement to place on public exhibition (for a minimum of 28 days), whereby public feedback will be sought. Council will notify participants registered on the “keep informed” list as these plans become available.

3.1.1 North Sydney Transport Strategy

Council’s transport management and planning functions can be rationalised and simplified by providing consistent and justified decision making frameworks that allow council officers to address increasingly complex transport issues quickly and consistently. These frameworks will be developed to address North Sydney’s existing transport context, industry best practice and cross-council decision making that efficiently delivers the *North Sydney Community Strategic Plan 2013-2023* (CSP) vision for transport and parking in North Sydney.

Council resolved in June 2015 to prepare the *North Sydney Transport Strategy (NSTS)*. North Sydney’s population, development density and resulting transport management and planning requirements have increased significantly in the last decade and will continue to grow according to identified growth trends. Addressing North Sydney’s future transport needs using existing processes is likely to result in less timely responses to enquiries, missed opportunities to influence regional transport decision making and less integrated transport decision making.

The NSTS will expand upon the work of Council's *ESD Best Practice Project - Transport* to provide a holistic framework for cross-council transport management and planning decision making that addresses all of the directions, outcomes and strategies of the CSP. The NSTS will provide a framework for the future development of more detailed and issue-specific strategies including providing direction on Council's priorities regarding travel demand and mode share.

The NSTS will be prepared in-house by Council's Strategic Planning Department.

3.1.2 North Sydney Parking Strategy

The North Sydney Parking Strategy (NSPS) will include review of parking requirements for new development, developing a set of principles for the management of Council owned parking assets, a review of Council's resident parking permit policy and the setting of parking restrictions and parking meter pricing.

The NSPS will be prepared in-house by Council's Strategic Planning Department.

3.1.3 TAPAS Action Plans

In adopting the *North Sydney Integrated Traffic and Parking Strategy* in May 2015 Council resolved to develop Transport Minor Works Programs (also known as Traffic and Parking Area Scheme Action Plans) for each of the seven identified TAPAS zones within the North Sydney LGA. TAPAS Action Plans will take into account the current and future traffic and parking situation in each identified area; and recommend and prioritise traffic and parking measures to protect, maintain and improve access, and manage traffic and parking.

TAPAS zone boundaries are based on the geographical boundaries of Precinct areas within the North Sydney Community Precinct System. Each zone is unique in its size, land use capacity, demographic composition, geography, public transport provisions. Each zone has very different traffic and parking issues, however there may be some similar or cross-boundary issues in some Zones.

The information gathered during the community engagement phase will be used to inform and develop the TAPAS Action Plans for the 7 TAPAS Zones, in particular the location specific responses will be further investigated in addition to a comprehensive review of traffic and parking conditions in each zone.

It is envisaged that the Action Plans will be presented in a graphic map form accompanied by a list of items for action, with additional information provided in a report format. This will enable ease of reference for all members of the community and updating as items are actioned and completed.

The TAPAS Action Plans for each of the 7 TAPAS Zones will be prepared through Council's Traffic and Transport Operations section this financial year and an external traffic engineering consultant will be engaged to assist with the development. The draft plans will be placed on public exhibition by the end of 2016 calendar year. The Draft Action Plans will be placed on public exhibition in accordance with Council's Engagement Protocol and brought back to Council for adoption. Once adopted, Council will commence implementation of the plans.

A periodic review timeframe will be detailed within the draft plans. Funding for the TAPAS Action Plans has been identified in Council's Delivery Program.



North Sydney Council
Engagement Outcomes Report
Transport, Traffic and Parking

Report
July 2016

Table of Contents

1. Executive Summary	3
2. Project Background	5
3. Methodology	10
Surveys	14
Resident Survey	14
Workshops	19
Resident Workshops	19
Submissions	27
Mapping Tool	27
Other Council Activities	28
Drop-in Sessions	28
Analysis Methodology	29
Evaluation	34
4. Key Themes	35
Best Practice	41
Business Community: Survey Findings	44
School Community: Workshop Findings	47
5. Engagement Outcomes per Zone	51
TAPAS Zone 1	51
TAPAS Zone 2	59
TAPAS Zone 3	66
TAPAS Zone 4	73
TAPAS Zone 5	80
TAPAS Zone 6	87
TAPAS Zone 7	95
6. Evaluation of Process	102
7. Conclusion	106
8. Appendices	107
Appendix 1: Location Based Responses (all consultation methods)	
Appendix 2: Schools Workshop Findings - Location Based Responses	
Appendix 3: IRIS Business Survey Report	
Appendix 4: TAPAS Workshop Participant Evaluation	
Appendix 5: Resident Survey	

1. Executive Summary

North Sydney Council (Council) is in the process of developing strategies and plans around traffic, transport and parking planning, namely the **North Sydney Transport Strategy (NSTS)**, **North Sydney Parking Strategy (NSPS)** and **Traffic and Parking Area Scheme (TAPAS) Action Plans**.

As these projects are interrelated Council opted to undertake a single robust program of engagement to seek community input and feedback on key themes relating to transport, traffic and parking across the LGA and by TAPAS Zone to inform the development of the strategies and action plans.

Council sought to engage a wide range of perspectives and views in this process and therefore designed a program with a number of different engagement methods, including face to face workshops, survey, submissions and an online mapping tool. This engagement program gathered feedback from residents, the business community and local schools on community values and aspirations for transport within the LGA and specific location based details of transport, traffic and parking related issues or concerns experienced within the LGA.

This very successful engagement program ran from February 2016 through to May 2016 and assembled a substantial volume of data. This report provides an overview of the engagement process, analysis methodology and outcomes.



Note: 'Website Visitors' refers to those engaged via the EngagementHQ website

Information across each of these inputs was collated to provide a picture of the LGA as a whole and a breakdown for each Zone. The collation of this information has enabled the identification of community priorities and top issues or concerns for further investigation.

Across all consultation methods and across all Zones, 'Safe travel' was identified as the priority community aspiration and the priority topic mentioned in responses from six out of seven Zones. Zone 7 is the exception where a majority of responses focused on **'Fair access to parking'**. This finding was also consistent with the business community survey respondents indicating **'Safe travel'** as an overwhelming priority. Key themes raised during the school workshop align with the

mentioned community aspirations, with participants highlighting fair access to parking spaces (for staff and parents) and student safety as priority issues.

When asked to select the transport options they use, the most common responses nominated by **resident survey** respondents across all zones included vehicles (86%), walking (84%) and bus (71%). In comparison, vehicles (88%) and train (80%) were nominated as the most common responses by **business survey** respondents.

A total of 5417 **location based responses** were collected **across all consultation methods and across all Zones**. Of these responses, the highest proportion were in relation to parking (38%), followed by vehicles (33%). The following diagram illustrates the top areas of interest by Zone based on the issues or concerns raised in the location based responses.

Location based responses gathered via the business survey were consistent with this finding, with parking identified as the primary area of interest (52%) for business operations.

Detailed information identifying specific locations and issues sourced during the engagement process has been collated and provided to Council. Generally, location based data across the LGA suggests that high areas of community interest are most commonly associated with major arterial roads, rat running routes or transport hubs – such as train stations and major bus stops.

This summary report will inform the development of the draft NSTS, NSPS and TAPAS Action Plans. Following endorsement from Council, the draft strategies and plans will be placed on public exhibition. Council will seek further stakeholder feedback at this stage.



Residents at Zone 3 Workshop

2. Project Background

North Sydney Council (Council) is in the process of developing strategies and plans around traffic, transport and parking planning in the Local Government Area (LGA), namely the **North Sydney Transport Strategy (NSTS)**, **North Sydney Parking Strategy (NSPS)** and the Traffic and Parking Area Scheme (**TAPAS**) **Action Plans**. The purpose of these three projects is to provide detailed planning and policy which responds to the vision set out in the *North Sydney Community Strategy Plan 2013-2023 (CSP)*.

As these projects are interrelated, Council has undertaken an extensive engagement process guided by an overarching Engagement Strategy. This process can be understood as a departure point for further investigations around traffic, transport and parking issues, and will ultimately inform the development of the strategies and action plans.

Description of the strategies and plans

North Sydney Transport Strategy (NSTS)

Due to the increasingly complex nature of transport related issues, it is necessary for Council to put in place decision making processes which are consistent, transparent and efficient. The *North Sydney Transport Strategy (NSTS)*, which will be prepared by Council's City Strategy Division, will 'provide a framework for the future development of more detailed and mode specific strategies including providing direction of the community's priorities regarding travel demand and mode share.'¹ It is critical that the NSTS responds to growth trends and the LGA's future transport needs, providing guidance on various modes of transport including, but not limited to, walking, cycling and public transport.

It is envisioned that the NSTS will consider the LGA's existing transport context, industry best practice and cross-council decision making and respond to changes in the LGA, such as population, development density, transport management and planning requirements. This document will draw on the vision for transport and parking outlined in the CSP as well as the work of Council's *Ecologically Sustainable Development (ESD) Best Practice Project – Transport*.

North Sydney Parking Strategy (NSPS)

The *North Sydney Parking Strategy (NSPS)*, which will be prepared by the City Strategy Division, is a subset of the NSTS. The NSPS will include the following key elements:

- a review of parking requirements for new developments
- a review of Council's resident parking permit policy
- a set of principles for the management of Council owned parking assets
- parking restrictions and parking meter pricing

¹ North Sydney Council Engagement Strategy

*“Council’s parking policy has been set to encourage people to **consider alternatives to the privately owned car**. This includes **limits** on the amount of parking provided in new developments, combined with **on-street resident parking and car share schemes**. **Convenient and equal access** to parking is achieved keeping North Sydney moving and giving everyone a ‘fair go’.”*
- North Sydney Council Community Strategic Plan

Traffic and Parking Area Scheme (TAPAS) Action Plans

The *Traffic and Parking Area Scheme (TAPAS) Action Plans* will be prepared by the Engineering and Property Services Division for each of the seven TAPAS Zones in the North Sydney LGA. The purpose of these plans, will be to consider current and future transport requirements, and provide appropriate recommendations for facilities to support road users. This document will be informed by technical specialists and a number of strategies relating to land use and transport; walking; cycling; public transport/advocacy; parking; access; streetscape amenity and safe travel.

The TAPAS Action Plans will incorporate the prioritisation of issues per Zone. Developed primarily for engagement purposes, the Zone boundaries draw upon the North Sydney Precinct System boundaries. The Zones differ in terms of size, demographics, land use capacity, geography and public transport options, and therefore have varying transport, traffic and parking issues. Section 5 of this report outlines key issues per Zone, with similarities and cross-boundary issues identified in Section 4. The diagram below broadly shows the various inputs that will be used to develop the Traffic and Parking Action Plans.



Diagram: Inputs into TAPAS Action Plans

North Sydney Council and Community Engagement

Council has a strong history of community engagement and is committed to engaging on matters affecting the North Sydney community, particularly those that propose significant policy development or change, or those that may have a significant immediate or long term impact on the local community. Further to this, Council recognises the importance of engagement as a key factor in the development of its strategies and plans.

Council has developed a *Community Engagement Policy* which can be accessed via its website.² The Policy assists Council with implementing its vision, mission and core values which are set out in the CSP. Council has undertaken previous engagement with the local community including holding annual meetings to identify issues of interest ranging from general Council feedback to specific traffic related concerns.

Engagement Program

The purpose of the engagement program was to identify key themes relating to transport, traffic and parking across the LGA and by TAPAS Zone. The program of engagement was designed to gather input from a broad range of stakeholders using a number of methods as outlined in the Methodology section of this report. To avoid engagement fatigue, Council opted to undertake a single robust program rather than three separate engagements for each project. The program was designed as a three stage process.

Stage 1

Stage 1 of the program, facilitated by Council, focused on raising awareness and promoting engagement opportunities in Stage 2. Methods of engagement during Stage 1 included Council's website, media releases, advertisement, North Sydney News, community notice boards, social media, e-newsletters, direct letters, information sheets, banners, signage and VoiceBox.

Stage 2

Stage 2 of the program focused on seeking input from stakeholders and providing a number of channels to facilitate this input, including workshops, surveys, submissions (online and hardcopy) and an online mapping tool. Council engaged KJA to assist in carrying out consultation under Stage 2 of the program.

KJA facilitated a series of nine workshops targeted at residents and the school community; and collated and analysed data collected via **2728 surveys, 307 submissions, 63 responses via an online mapping tool** and **300 workshop participants**. During Stage 2 Council held a number of other engagement activities including **two drop in sessions** and **three information kiosks**, and engaged research company IRIS to survey **215 members of the business community**.

The feedback gathered from this stage will enable Council to undertake a systematic approach to the prioritisation of key issues across the LGA and confirm issues or concerns raised through previous engagement. The consultation outcomes from Stage 2 have informed the basis of this report.

²www.northsydney.nsw.gov.au/Council_Meetings/Community_Engagement/Community_Engagement_Framework

Stage 3

This summary report will inform the development of the draft NSTS, NSPS and TAPAS Action Plans. Following endorsement from Council, the draft strategies and plans will be placed on public exhibition. Council will seek further stakeholder feedback at this stage.

Objectives of the Engagement Program

The engagement methodology was specifically designed to seek stakeholder input which addresses the following objectives.

Strategy/Plan	Objectives
Transport Strategy	<ul style="list-style-type: none"> ▪ identify North Sydney LGA's long term transport vision ▪ identify functional and modal transport objectives and priorities ▪ identify barriers to movement
Parking Strategy	<ul style="list-style-type: none"> ▪ identify areas, streets and locations, within each TAPAS Zone and throughout the LGA, which are adversely impacted by parking
TAPAS Action Plans	<ul style="list-style-type: none"> ▪ regarding traffic, identify barriers to movement within TAPAS Zones with a focus on travel mode and local specific problems, particularly in relation to: <ul style="list-style-type: none"> - traffic impacts from recent development (private and public) - traffic impacts of new and proposed transport hubs and infrastructure - rat running - pedestrian, cyclist and traffic safety issues - traffic enforcement issues - cycling network issues - pedestrian access and conditions - public transport access - general streetscape - traffic volumes and speeds ▪ seek thoughts and ideas on potential road closures, shared Zones to improve pedestrian access, cycling and general amenity ▪ identify other traffic issues ▪ regarding traffic, identify areas, streets and locations, within TAPAS Zone and throughout the LGA, which are adversely impacted by parking, particularly in relation to: <ul style="list-style-type: none"> - parking enforcement issues - parking restriction issues

	- boat and trailer parking issues
--	-----------------------------------

Timeline

The timeline below is an overview of key activities for Stage 2 of the program.

Stage 2	
Timeframe	Activity
October - December 2015	Engagement Strategy finalised
December 2015 - February 2016	Engagement Strategy awareness and promotion (inform - level of engagement)
January - February 2016	Consultant appointed (to facilitate workshops and collate and analyse feedback)
February - April 2016	Letters inviting feedback/participation distributed by Zone to all households
February - May 2016	Consultation conducted (consult - level of engagement) <ul style="list-style-type: none"> 25 February: Zone 2 workshop 9 March: Drop-In Session No.1 10 March: Zone 6 workshop 13 March: Information Kiosk No.1 16 March: Zone 5 workshop 23 March: Zone 3 workshop 9 April: Information Kiosk No.2 14 April: Zone 4 workshop 16 April: Information Kiosk No.3 21 April: Zone 1 workshop 27 April: Drop-In Session No.2 5 May: Zone 7 workshop 11 May: Schools workshop 12 May: Additional residents workshop (all Zones)
May 2016	Feedback closed 13 May (additional feedback accepted until 20 May)
May - June 2016	Feedback collated and analysed
June - July 2016	Consultant reports consultation findings to Council
July 2016 +	Individual strategies and TAPAS Action Plan(s) prepared; draft version to be publicly exhibited i.e. further consultation to be conducted in due course

Council is currently undertaking Stage 3 of the project.

Stage 3	
Timeframe	Activity
July 2016 onwards	Individual strategies and TAPAS Action Plan(s) prepared; draft version to be publicly exhibited i.e. further consultation to be conducted in due course

3. Methodology

This section outlines the engagement methodology for the activities undertaken during Stage 2. Between February and May 2016, Council engaged with a broad range of stakeholders using a range of methods as outlined below.

Stakeholders specifically targeted throughout the engagement program included, but were not limited to:

- local residents and rate payers
- precinct committees
- local business community
- school community

Other key stakeholders who were indirectly given the opportunity to participate in the engagement process included:

- customers of businesses in the LGA
- peak and interest groups
- commuters (including through traffic)
- pedestrians
- visitors and tourists
- general public
- commercial bodies
- Council staff
- Councillors and local members
- State Agencies

Engagement Methods

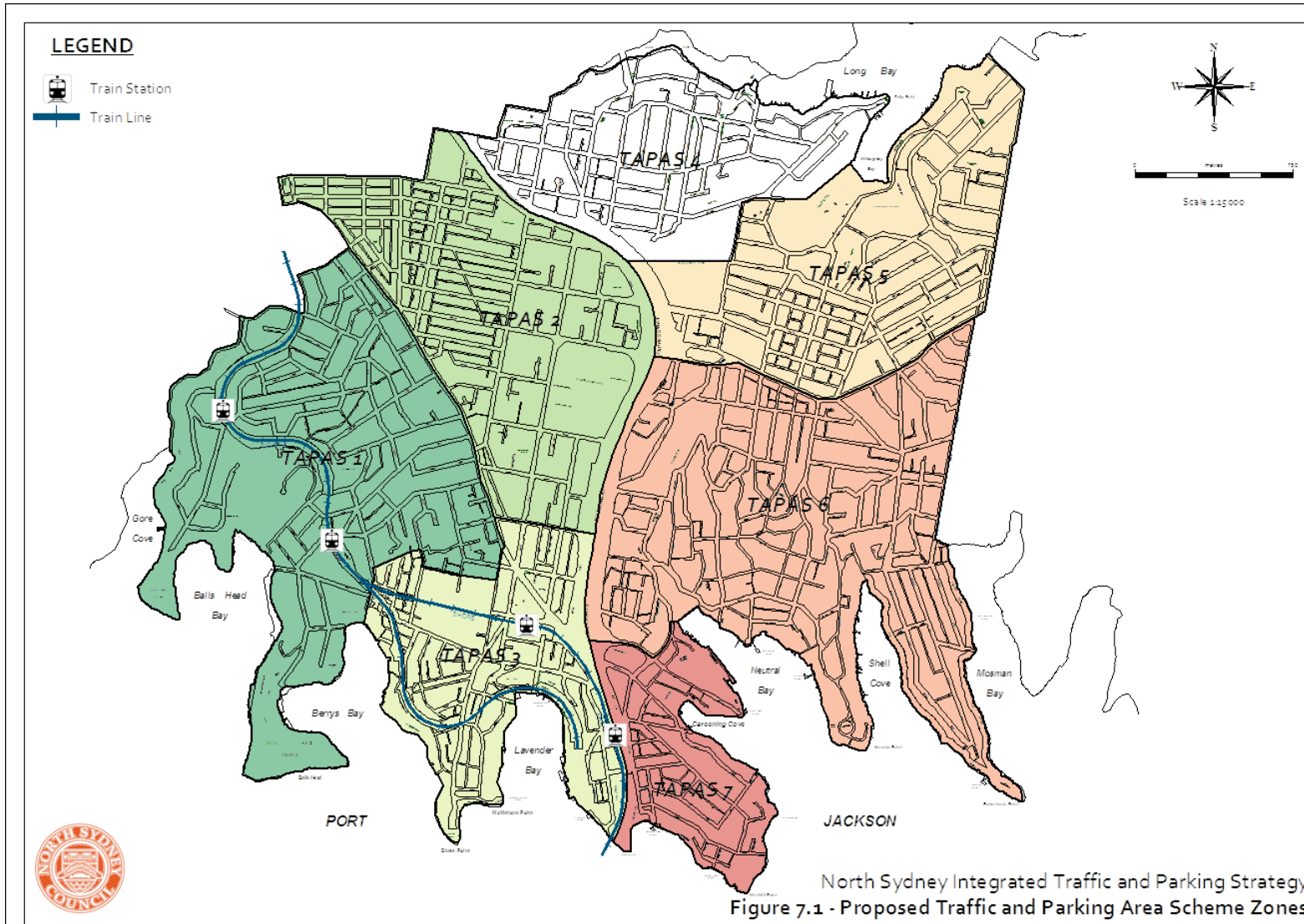
Council sought feedback from wide range of stakeholders as part of this project. To achieve this outcome each household in North Sydney received a letter with an invitation to participate in the process and a copy of the survey. Precincts were provided the opportunity to participate and Council undertook proactive outreach at local markets and information stalls. In addition, workshop participants were actively recruited and incentivised to achieve a broader demographic spread in participation. This broad approach ensured thousands of people living and working in the North Sydney LGA were provided the opportunity to participate.

Below is a summary of the number of respondents per engagement method. Further breakdown of respondents per engagement method is provided below.



TAPAS Zones

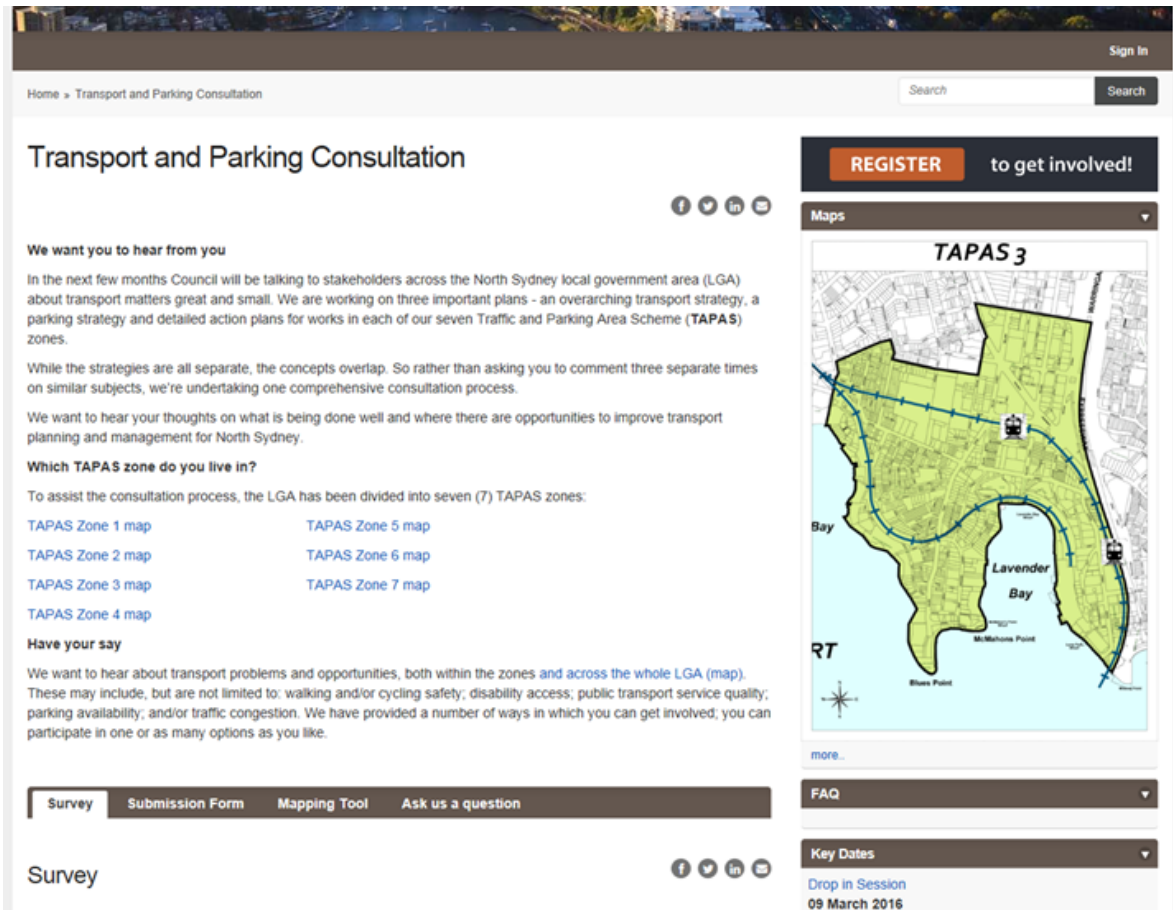
To assist with the engagement process and the categorisation of location based data, the LGA has been divided into seven TAPAS Zones. These are shown in the map on the next page.



Traffic and Parking Area Scheme Zones (TAPAS)

EngagementHQ and ‘Have Your Say’

To provide an online vehicle to assist in the collection and collation of data collected during the process, Council set up an online interface using the EngagementHQ platform. This platform enabled stakeholders to provide feedback via completing a survey, online, submission or providing a comment using the mapping tool or Q&A function. These feedback methods were accessed by residents and the business community through Council’s ‘Have Your Say’ website yoursay.northsydney.nsw.gov.au and are explained in further detailed below.



EngagementHQ snapshot

Surveys

Resident Survey



Council developed a survey which 2728 residents provided feedback to nine questions to identify trends in relation to key aspirations or priorities, the use of transport modes, patterns of movement around the LGA, key issues or problem areas, and examples of best practice walking and/or transport infrastructure.

Throughout the engagement period, households in each TAPAS Zone received a letter from Council. The letter explained the process and invited residents in the LGA to participate in the survey. A hard copy of the survey accompanied the letter, with residents encouraged to complete and return the survey using a reply paid envelope supplied by Council.

To further encourage participation, workshop participants were invited to complete the survey at the beginning of each workshop session. Hardcopies of the survey were also available at the drop in sessions and information sessions facilitated by Council staff. Further to this, stakeholders were given the opportunity to complete the survey online via Council's 'Have Your Say' website.

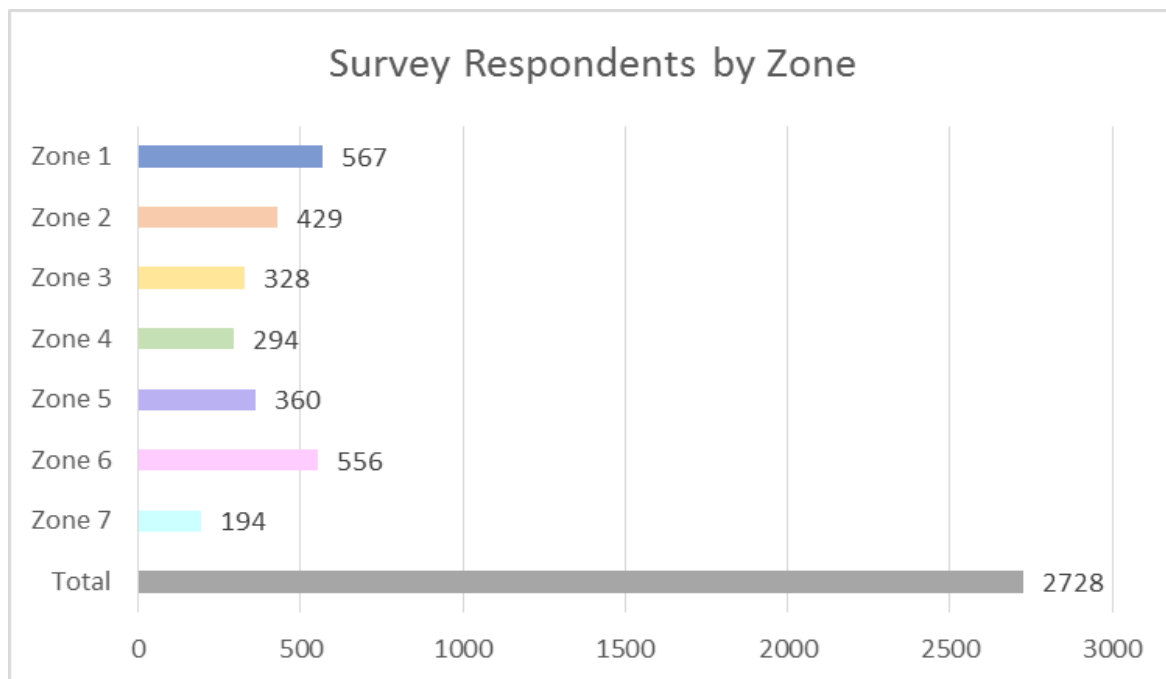
Resident survey has been included in Appendix 5.

Format	Number of Surveys
Hard copy*	2515
Online	213
Total	2728

* Hardcopy surveys were manually entered into the EngagementHQ platform by Council staff.

WHO RESPONDED

The graph below shows a breakdown of the number of survey respondents per Zone.



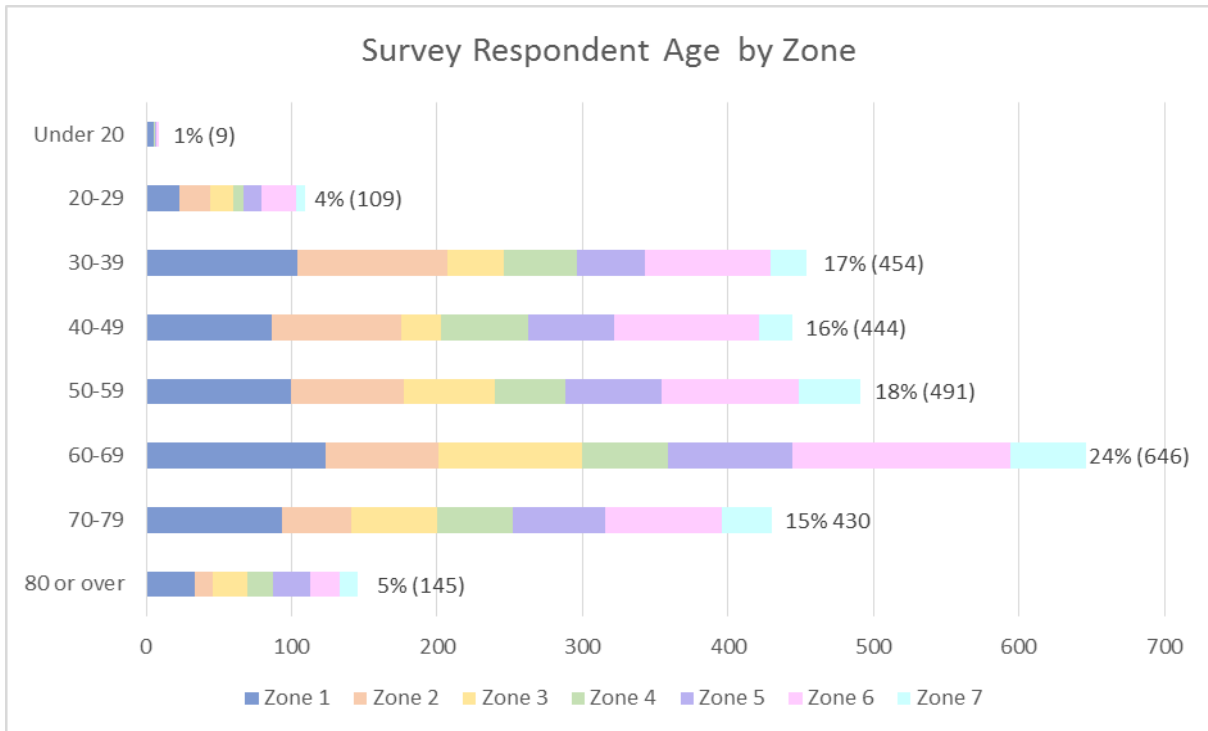
Survey respondents were asked to select one or more of the following to best describe themselves – resident; worker; student; business owner; or other. As respondents were able to provide more than one answer to this question, the total number of responses exceeded the number of respondents. There were 2877 responses to this question.

	Zone 1	Zone 2	Zone 3	Zone 4	Zone 5	Zone 6	Zone 7	Total
Resident	556	412	318	288	346	519	189	2628
Worker	29	19	6	17	21	27	3	122
Student	3	11	1	2	6	13	2	38
Business Owner	10	9	4	4	9	46	3	55
Other	4	7	9	2	4	5	3	34
	602	458	338	313	386	580	200	2877

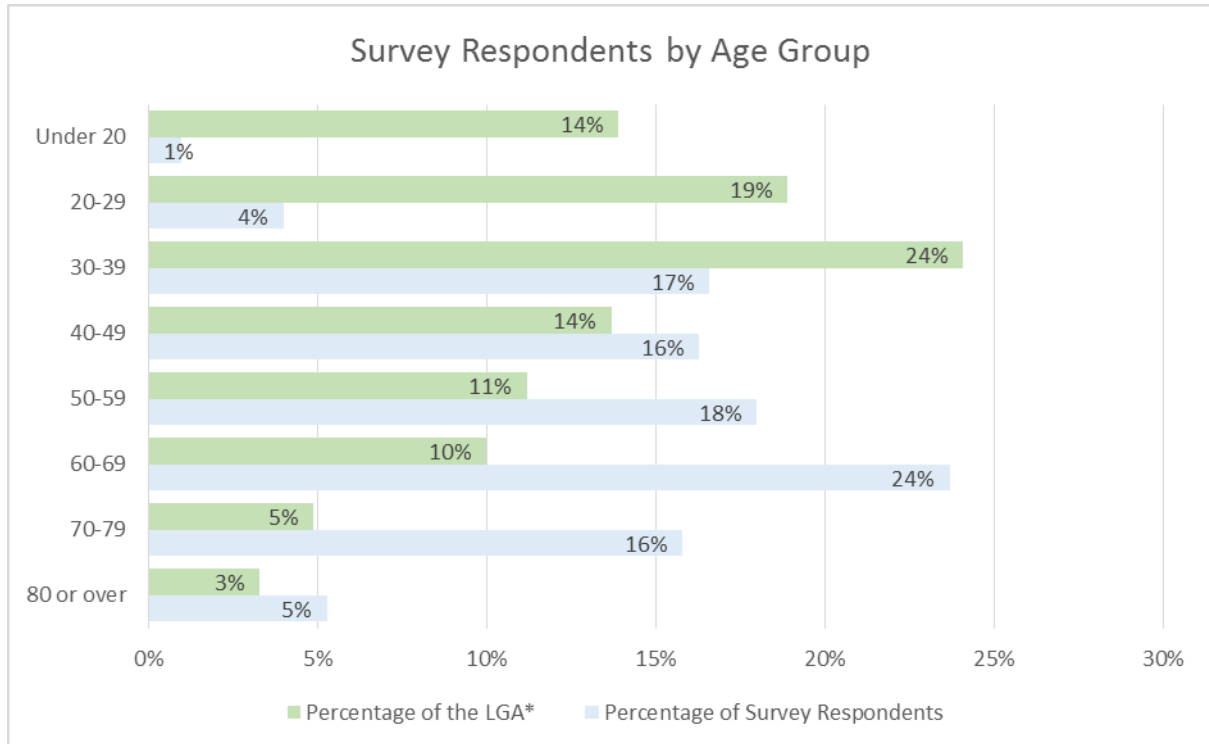
Of the respondents who nominated 'other', the following responses were provided:

- Retired/ Senior retired/semi-retired (13)
- Student (2)
- Part time resident (2)
- Commuter (1)
- Employer of staff (1)
- Landlord (1)
- Tenant (1)
- Parent of student (1)
- At home with young kids (1)
- Work part time (1)
- Secretary Kingston APTS (1)

Survey respondents were asked to indicate their age group. All 2728 respondents answered this question.



The graph below compares the number of survey respondents by age group with demographic data for the North Sydney LGA. As shown below a high proportion of respondents from the 50-79 year old age bracket participated in the survey, when compared to demographic data from the LGA.



*Based on Australian Bureau of Statistics, Census of Population and Housing (2011). Original data has been combined from five year age groups to reflect the age grouping shown in the table.

Business Survey



The business community is a key stakeholder within the North Sydney LGA, particularly as a significant number of people travel to the LGA for work every day. The working population commutes to several commercial, mixed use and neighbourhood centres in the LGA including North Sydney and Crows Nest. On a daily basis, there is almost a full replacement of the permanent residential population.

As part of the engagement program, Council developed a business survey, aligned closely with the resident survey to which 215 participants provided responses. The survey asked businesses to identify their nearest village centre and sought feedback around key aspirations or priorities, the transport modes used by employees and to carry out business operations, and key issues or problem areas relating to specific transport modes.

Council provided the opportunity for businesses to participate in the survey by phone or online via Council's 'Have Your Say' website. The sample of businesses who were requested to participate were randomly selected from a business listing database.

The business survey has been included in Appendix 3.

WHO RESPONDED

Format	Number of Surveys
Conducted via phone*	207
Online	8
Total	215

* Research company IRIS surveyed businesses via phone

Workshops

Resident Workshops



Council held a series of **eight resident workshops involving 284 participants** throughout the engagement period. A workshop was held for each of the seven TAPAS Zones and an additional workshop for self-nominated participants as outlined in the table below.

To ensure a broadly representative participation sample per Zone, workshops were attended by a combination of randomly recruited and self-nominated participants. Workshop participants who had not self-nominated to attend were recruited by phone through Alta Research. The approach to participant recruitment was designed to achieve demographically representative sample.

The agenda and workshop exercises were designed in consultation with Council. Due to the nature of the engagement process, the design of the workshop evolved throughout the workshop series. The purpose of the workshop exercises however, remained the same.

The workshop sought resident feedback on values and the qualities of a great city/LGA, modes of transport most commonly used, and location based issues relating to specific modes of transport namely walking and cycling; bus, ferry and train; and cars and parking. Participants were also given an opportunity to explore solutions through education, enforcement or engineering.



Resident Workshop 2 (Zone 6)

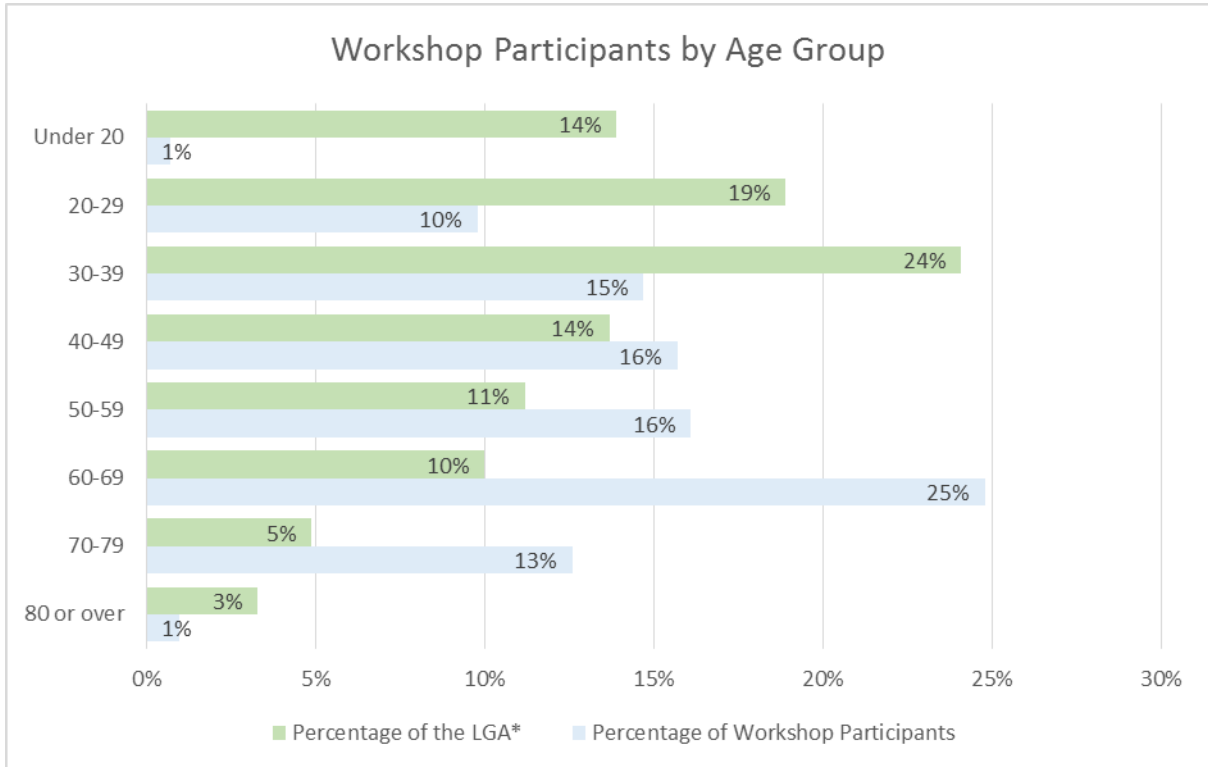
Additional Resident Workshop

Over the course of the workshop series a large number of residents self-nominated to participate. In response to this high level of interest, on Thursday 12 May Council held an additional workshop for self-nominees who did not participate in the original workshop series. The agenda for this workshop was the same as the Zone Workshops.

Date	Zone	Suburbs	Participants
25 February	Zone 2	St Leonards, Crows Nest, Cammeray, North Sydney	46
10 March	Zone 6	Neutral Bay, Cremorne - South of Military Road	42
16 March	Zone 5	Neutral Bay, Cremorne - North of Military Road	32
23 March	Zone 3	North Sydney, McMahons Point, Lavender Bay, Milsons Point	30
14 April	Zone 4	Cammeray	37
21 April	Zone 1	Wollstonecraft/Waverton	36
5 May	Zone 7	Kirribilli	30
12 May	All	All	31
Total			284

WHO ATTENDED

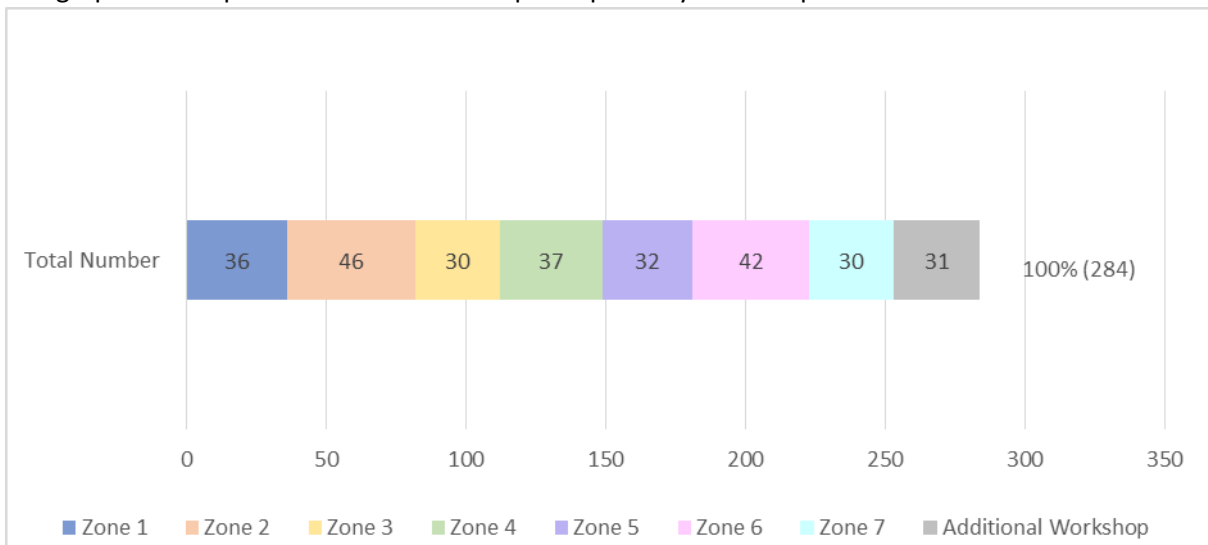
The graph below is a summary of the demographic data from the participants in the seven resident workshops as well as the additional resident workshop held in May.



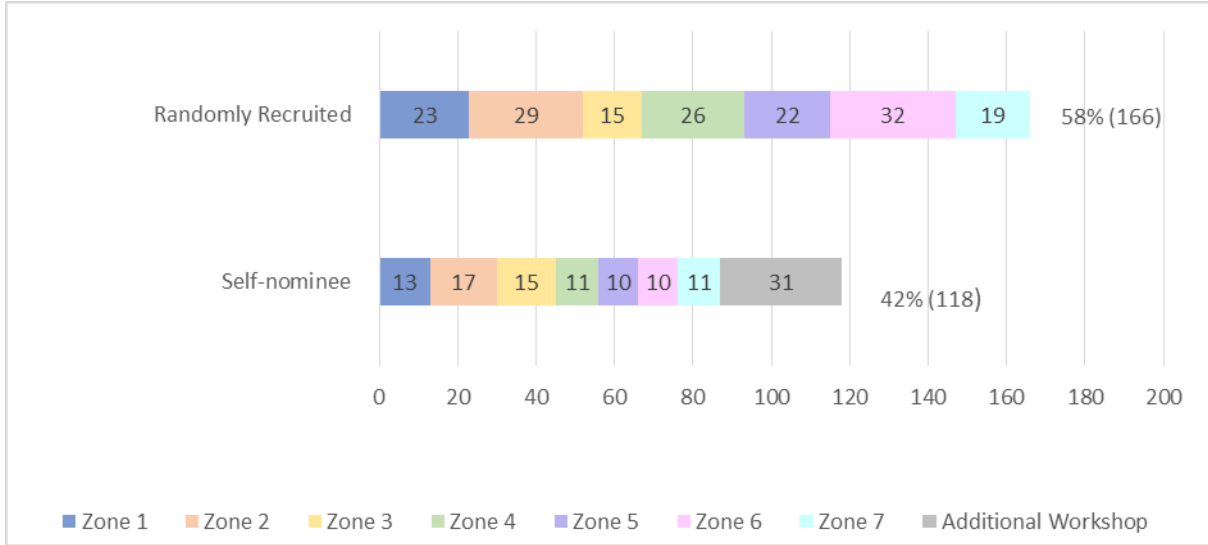
*Based on Australian Bureau of Statistics, Census of Population and Housing (2011) accessed via ProfileID. Original data has been combined from five year age groups to reflect the age grouping shown in the table

PARTICIPANT DEMOGRAPHICS

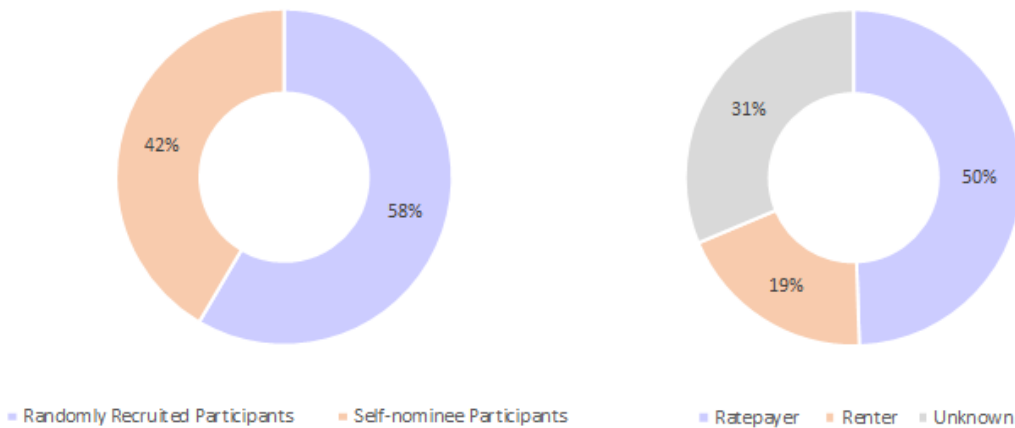
The graphs below provide a breakdown of participants by workshop.



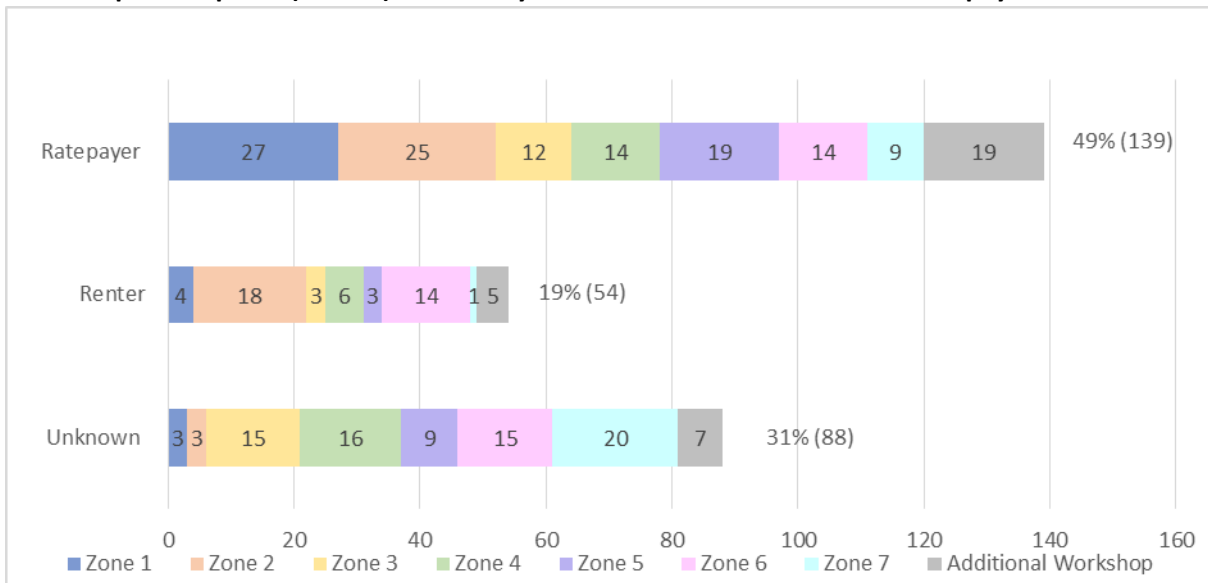
Workshop Participants by Zone



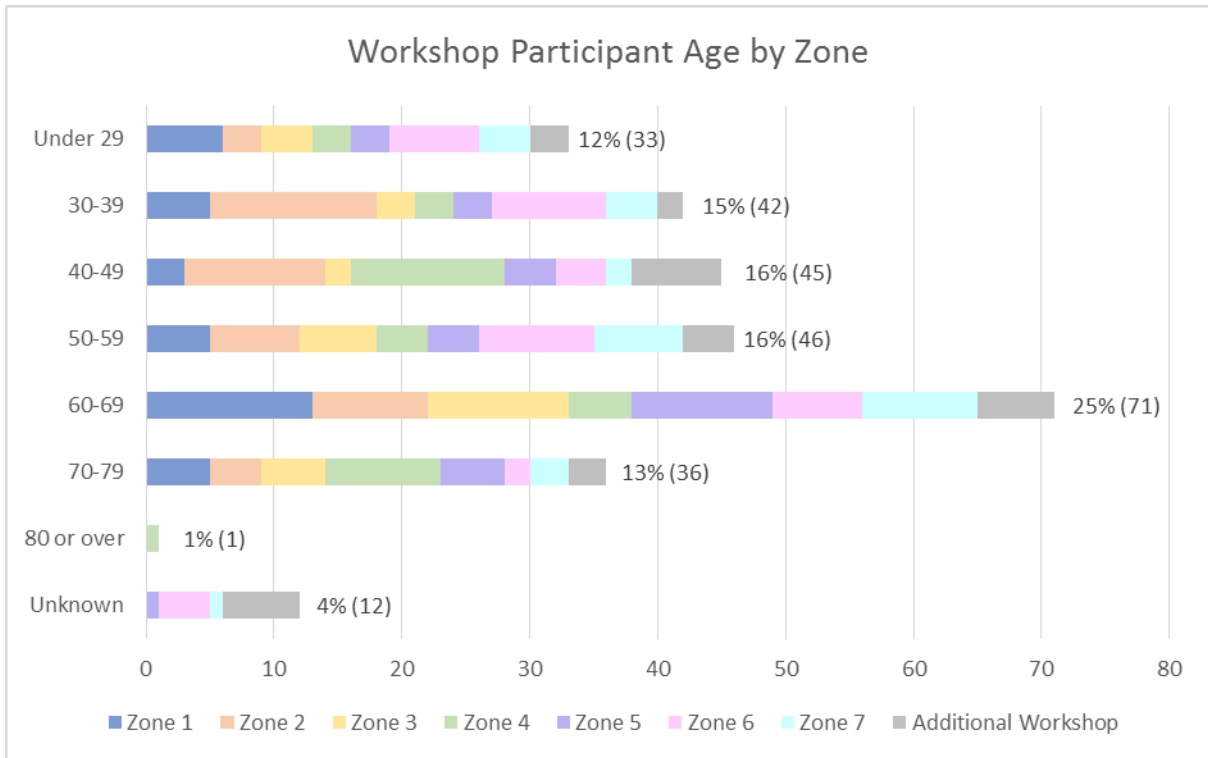
Workshop Participants by Zone: Randomly recruited vs self nominees



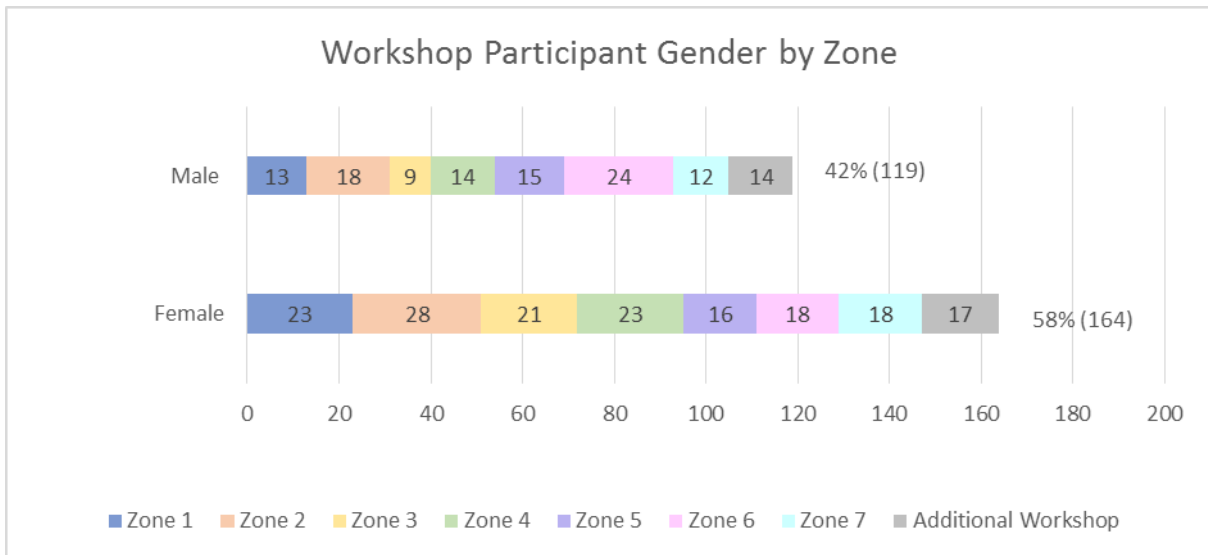
Workshop Participants (overall): Randomly recruited vs self nominees and ratepayer vs renter



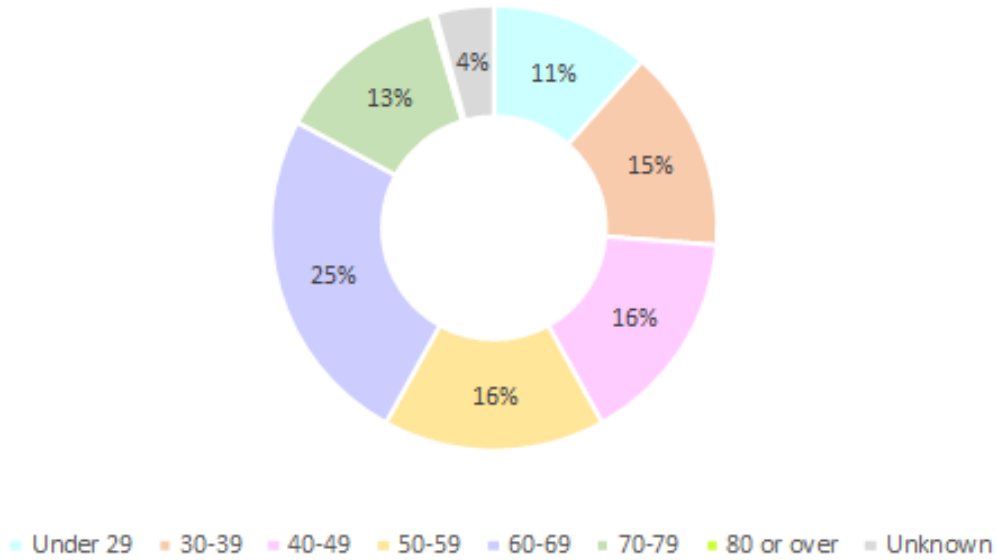
Workshop Participants by Zone: Ratepayer vs Renter



Workshop Participants by Zone: Age



Workshop Participants by Zone: Gender



Workshop Participants (overall): Age



Additional Resident Workshop at Huntly Hall, North Sydney Council Chambers

School Workshop



16
 SCHOOL WORKSHOP PARTICIPANTS
 (1 WORKSHOP)

There are over 20 educational institutions located in the North Sydney LGA, including primary, secondary and tertiary educational facilities. The school community is a key stakeholder group within the LGA and for this project due to the impact of schools on transport modes, traffic and parking. Conversely, transport, traffic and parking issues attributed to residents and commuters have a notable impact on activity and movement patterns around schools.

On Wednesday 11 May, a workshop was designed and held specifically for the school community. The workshop agenda and exercises were designed in consultation with Council. The workshop sought feedback from the school community around important features relating to travel to/from schools and pin-pointed location based issues relating to transport, traffic and parking. Workshop participants were also given the opportunity to reflect on the barriers that prevent students from using certain modes of transport (particularly sustainable transport) as well as the strategies used by their school to improve transport, traffic and parking for students, parent at teachers. Participants were encouraged to evaluate of other strategies and provide creative solutions to address the transport, traffic and parking issues around their schools.

Prior to the workshop, each school was given a pre-workshop task designed by Council to understand the transport modes used by students and staff when travelling to and from school. The task also asked schools about dedicated bus services to and from their school.



School Workshop at Huntley Hall, North Sydney Council Chambers

WHO ATTENDED

Of the 20 primary and secondary schools who were invited to attend the schools workshop, representatives from 12 schools attended. The table below lists the attending schools as well as the Zone in which the school is located. In total, the schools workshop was attended by 15 participants as more than one representative attended from a number of schools.

School	Level	No. Participants	Zone
St Aloysius	Primary/Secondary	1	7
Cammeragal Montessori School	Primary	1	3
Cammeraygal High School	Secondary	1	1
Cammeray Public School	Primary	1	4
Monte Sant' Angelo Mercy College	Secondary	2	2
Neutral Bay Public School	Primary	1	6
North Sydney Boys	Secondary	1	2
North Sydney Demonstration School	Primary	2	1
Redlands	Primary/Secondary	1	5, 6
SHORE Grammar School	Primary/Secondary	2	3
St Mary's Primary	Primary	1	2
Wenona School	Primary/Secondary	1	2

It is important to note that although only some schools participated in the workshop, Council carries out ongoing engagement with a number of school within the LGA. The outcomes of this engagement are beyond the scope of this report.

Submissions



Stakeholders were given the opportunity to provide detailed submissions directly to Council in hardcopy format or via Council's 'Have Your Say' website. Responses submitted via feedback forms as well as the Precinct Committee submissions template were categorised as hardcopy submissions. Some submissions included attachments such as photographs and maps.

WHO RESPONDED

Format	Number of Submissions
Hardcopy*	125
Online**	182
Total	307

* Hardcopy submissions provided directly to Council and transcribed by Council staff

** Includes one Q&A submission

Mapping Tool



A "mapping tool" hosted on Council's 'Have Your Say' website, was used to collect location based data. Using the online tool, stakeholders were able to highlight key issues by dropping a pin on a specific location on the map of the North Sydney LGA to indicate the street or location of interest. Participants were then able to provide detailed written text describing their concern or issue relating to this location

WHO RESPONDED

Format	Number of Responses
Online	63 (provided by 23 respondents)

Other Council Activities

Drop-in Sessions



Two drop-in sessions were held throughout the engagement period to provide stakeholders with the opportunity to ask questions of Council staff, to find out more about the strategies and plans and provide input.

Drop in sessions were held at the Ros Crichton Pavilion on the following dates:

- Drop-In Session No.1 held 9 March (evening session 5pm-7pm)
- Drop-In Session No.2 held 27 April (day session 10am-12pm)

Those who attended the drop-in sessions had the opportunity to complete a survey or provide a written submission using the feedback form template.

Information Kiosks



To provide information relating to the engagement program and highlight consultation opportunities, Council held several information stalls at three local community markets in Kirribilli, North Sydney and Crows Nest.

Information kiosks enabled residents and stakeholders to speak to Council staff about the engagement program and provide verbal and written submissions. Information kiosks were held on the following dates:

- Information Kiosk No.1 held 13 March
- Information Kiosk No.2 held 9 April
- Information Kiosk No.3 held 16 April

Those who attended the information kiosks had the opportunity to complete a survey or provide a written submission using the feedback form template.



Information Kiosk at Kirribilli Market

Analysis Methodology

To assist in the development of the strategies and plans, consultation data has been analysed by Zone. Key issues and trends identified by Zone will inform the development of the TAPAS Action Plans and will assist Council to identify commonalities and key areas across the LGA for the development of the NSTS and the NSPS.

When submitting a response, all engagement methods prompted participants to nominate which Zone they lived in and which Zone their feedback referred to. In some cases, respondents from one Zone provided feedback relating to another Zone. For the purpose of analysis, this data has been redistributed.

Due to the self-selecting (i.e. “opt-in”) nature of the engagement methods, surveys, workshops, submissions and online mapping tools, and the fact that it was more likely to be completed by those with strong views and/or a high level of interest in the subject matter, random sampling error cannot be applied to the results. This in turn means that the findings cannot be perfectly extrapolated to represent the whole North Sydney community.

As results are representative only of those who chose to take part, they should instead be interpreted as a snapshot of community opinion. These views may or may not perfectly represent those of the whole community. They do however represent the views of nearly 3,000 participants.

Due to the nature of the engagement program, it is possible that a respondent may have taken the opportunity to provide feedback via multiple methods. Given the number of individual participants and volume of consultation data, it is unlikely that this will have a significant impact on the outcomes of the process.

Qualitative Data

To identify key issues and trends, location based data collected via surveys, workshops, submissions (online and hardcopy) and the online mapping tool has been categorised by community aspirations and/or modal and functional themes. A complete list of themes can be found below.

Due to the subjective nature of qualitative data analysis, themes may be interpreted differently and this may be reflected in the categorisation of data. The methodology adopted has been designed to highlight reoccurring themes and areas of interest in each Zone and across the LGA. As such, it is unlikely that minor differences in interpretation will have a significant impact on engagement findings.

For ease of analysis, responses referring to more than one location and a different issue or concern were split and considered as a separate response.

Note: Categorised data will be further interrogated by Council staff for the purpose of developing the strategies and plans, and to inform ongoing traffic, transport and parking investigations.

Community Aspirations

These themes were derived from Council's CSP and provide an indication of values or community aspirations from a stakeholder perspective.

In both the resident and business survey, Council asked residents and businesses to state the importance of the following priorities in order of importance. The priorities are derived, in part, from the "strategies" of the *North Sydney Community Strategic Plan 2013-2023*. The findings of this question will be used to inform the development of a comprehensive, long-term Transport Strategy, the NSTS. These priorities are part of the North Sydney community's strategic vision for the North Sydney LGA.

Priorities	Explanation	Strategy Linkages within the North Sydney Community Strategic Plan
Safe Travel	Ensuring that consideration is given to how different travel options affect resident, worker, customer and visitor safety in terms of the crash rates for different travel modes and the severity of injuries experienced across the LGA.	<p>2.6.1 Plan, design, investigate and manage traffic and transport in accordance with safety and community priorities</p> <p>4.9.5 Implement road safety education programs</p>
Transport affordability	Ensuring that consideration is given to the broad benefits and costs of different transport options. This will include the upfront costs of travel to the individual (public transport tickets,	<p>2.5.1 Promote the use of public transport and encourage alternative modes of transport e.g. car share schemes</p> <p>2.5.2 Increase incentives for the use of public transport, lower impact motor</p>

Priorities	Explanation	Strategy Linkages within the North Sydney Community Strategic Plan
	private vehicle costs, petrol, parking, tolls, etc.) as well as the wider costs/benefits associated with social well-being, community health and local economies.	vehicles and changes to fringe benefit tax arrangements
Less travel, more life	Ensuring that consideration is given to minimising the number and distance of journeys that residents, workers and customers need to make, while improving the amenity of the remaining journeys by improving the variety and amenity of travel options available.	<p>4.8.3 Facilitate equal access to community services and facilities</p> <p>4.9.1 Promote universal access principles</p>
Fair access to parking spaces	Ensuring equitable access to parking for residents, workers, customers, visitors, etc., with consideration of limited parking supplies versus high parking demand. Consideration must also be given to how any increase in parking supply affect traffic volumes and the level of amenity provided by North Sydney's traffic networks.	<p>2.7.1 Provide integrated and efficient parking options in residential and commercial areas</p> <p>2.7.2 Use technology to manage parking</p> <p>2.7.3 Manage off-street parking in new developments through Development Control Plan (DCP)</p>
Sustainable transport options	Ensuring that consideration is given to how different travel options affect local environments in terms of particulate pollution and noise as well as their impact on global climate change in terms of greenhouse gas emissions.	<p>1.2.3 Encourage rooftop and hard surface greening</p> <p>1.4.7 Reduce air and noise pollution and ensure compliance with regulatory legislation</p> <p>2.5.1 Promote the use of public transport and encourage alternative modes of transport e.g. car share schemes</p> <p>2.5.2 Increase incentives for the use of public transport, lower impact motor vehicles and changes to fringe benefit tax arrangements</p> <p>2.5.3 Increase the amount of street space dedicated to sustainable transport modes</p>

Priorities	Explanation	Strategy Linkages within the North Sydney Community Strategic Plan
Economic vitality	Ensuring that consideration is given to how different travel options affect the economic vitality of North Sydney's commercial, mixed use and neighbourhood centres in terms of the quality of urban design, walkability and access to public transport.	<p>e.g. bus lanes and integrated network of pedestrian and cycle paths</p> <p>2.5.4 Advocate for improved after hours transport services to assist workers and night time recreation</p> <p>2.5.5 Improve 'end of trip' facilities for cyclists and walkers e.g. bike parking, showers and change facilities</p> <p>2.5.6 Provide recharge facilities for electric vehicles at Council offices, facilities and car parks</p> <p>2.5.7 Regulate Green Travel Plans for major developments</p> <p>3.1.5 Increase community engagement with landowners, businesses and other stakeholder to improve the CBD and commercial centres through strengthened economic activity</p>
Community wellbeing	Ensuring that consideration is given to how different travel options affect social connectivity, the development of local communities, social isolation and anti-social behaviour.	<p>2.3.4 Build pride in community assets that assist in maintenance</p> <p>4.7.3 Improve access to health and wellbeing services, including increased services for older people and people with a disability</p>

Modal and Functional Themes

These are modal and functional themes which have been used to assist in understanding trends and key issues faced by stakeholders at specific locations, within their Zone and across LGA.

Level 1	Level 2	
Walking	Crossings Footpaths Lighting	Safety Other
Cycling	Bike and cars Bike paths Safety	Shared Zones Other
Train	Accessibility Cost Location	Timetable Other
Ferries	Accessibility Timetable (includes frequency)	Routes Other
Buses	Accessibility Cost Location/Bus Stops Routes	Safety Timetable Other
Vehicles	Cars Crashes Motorbikes/Scooters Rat running Speeding	Traffic safety Congestion Trucks Other
Parking	Enforcement Boat/Trailer Motorbike parking Permits	Time limits/meters Access Truck parking Other
Generators of traffic i.e. what generates/causes traffic	Shopping Centre Supermarket Sports Fields Parks	Residential Apartments Hospitals Freeway on-ramp/off-ramp Other
Development		
Schools		
Other		

Quantitative Data

Seven survey questions provided stakeholders with the opportunity to select responses from a pre-determined list. Quantitative data analysis of responses to these questions has been used to highlight trends by Zone for community aspirations and transport modes used.

In some cases, participants provided more than one response to a question. Therefore the number of responses may not be the same as the number of respondents. In some cases, respondents did not answer all survey questions. This is reflected in the data.

Percentages have been calculated as a proportion of the number of responses or respondents. Where necessary, this has been indicated in the report. Percentages have been rounded up and may add up to more than 100%.

Evaluation

Respondents were given an opportunity to evaluate the engagement process. At the end of each resident workshops, an evaluation form was circulated either in hardcopy form or via a link to an online form. Council staff collated and summarised this feedback.

Respondents who participated in other engagement methods were also able to provide feedback on the engagement process. A summary of this feedback as well as the workshop evaluation feedback can be found in the Evaluation of Process section of this report.

4. Key Themes

“Public transport and alternative, sustainable means of transport are the mode of choice for trips to, from and within North Sydney. The community’s reliance on the car has reduced. Pedestrian and cycling paths link commercial centres and villages, improving access, safety and community connectedness.”

- North Sydney Council Community Strategic Plan

Due to the diverse engagement methods used and the significant number of participants and more than 36,000 individual inputs, a broad range of key themes emerged during the engagement process. The following section provides a high level overview of key themes, trends and commonalities identified across all Zones. Detailed feedback on each Zone is explored further in Section 5.

COMMUNITY ASPIRATIONS

Quantitative data collected from the **survey** suggests that participants across all Zones considered the following three community aspirations to be important:

- Safe travel (86%)
- Community well being (71%)
- Fair access to parking spaces (71%)

	1 (Important)	2 (Neutral)	3 (Not important)	No Response
Safe travel	86% (2207)	10% (254)	5% (116)	151
Transport affordability	61% (1525)	29% (728)	10% (255)	220
Less travel, more life	57% (1360)	30% (717)	13% (320)	331
Fair access to parking spaces	71% (1846)	17% (443)	12% (309)	130
Sustainable transport options	65% (1649)	26% (651)	9% (221)	207
Economic vitality	48% (1146)	42% (1000)	10% (242)	340
Community well being	71% (1763)	24% (592)	6% (140)	233
Other (please expand)	78% (365)	10% (47)	12% (55)	2261

*Percentages shown are the number of respondents as a proportion of the total respondents who provided a response to each community aspiration

MODAL AND FUNCTIONAL THEMES

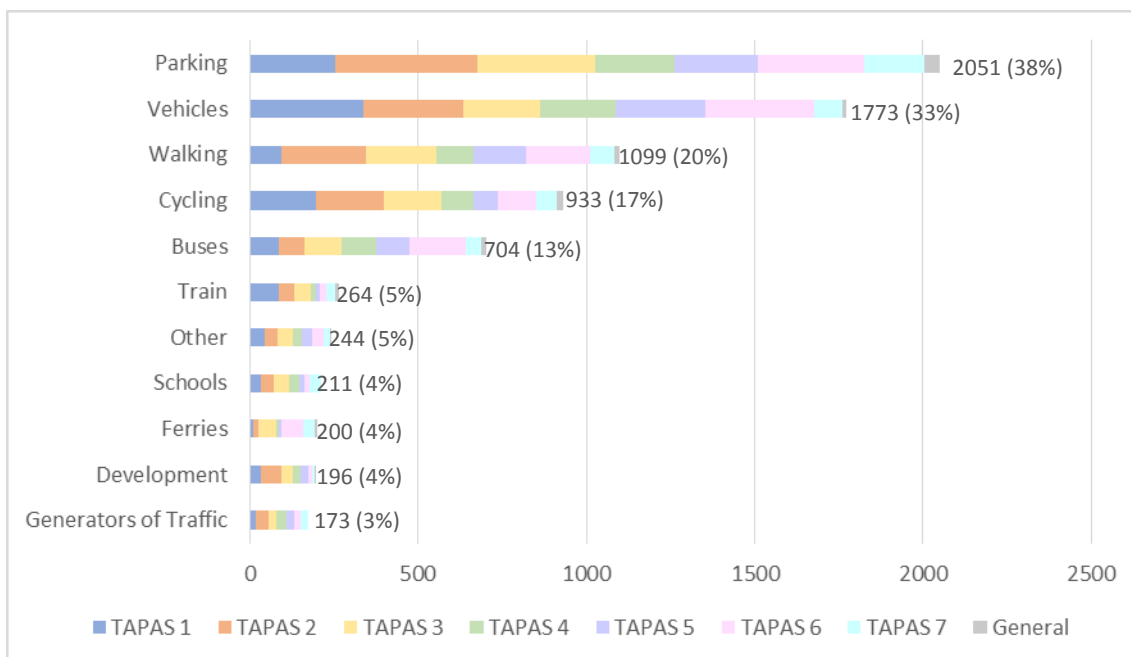
Survey respondents were asked to select the transport options they use. The most common responses nominated by survey respondents across all zones included vehicles (86%) and walking (84%). Cycling is the least common transport mode (15%).

Transport Mode	Number of respondents	% of total number of survey respondents
Vehicle - includes car, truck, scooter, motorbike and car share	2356	86%
Walking	2282	84%
Bus	1941	71%
Train	1858	68%
Ferry	1226	45%
Cycling	419	15%

Based on **quantitative survey** data, the following Zones have the highest percentage of respondents who use each of the above transport modes when compared to other Zones:

- **Vehicles:** Zone 4 (92% of respondents from this Zone)
- **Walking:** Zone 7 (89% of respondents from this Zone)
- **Bus:** Zone 4 (87% of respondents from this Zone)
- **Train:** Zone 7 (94% of respondents from this Zone)
- **Ferry:** Zone 7 (77% of respondents from this Zone)
- **Cycling:** Zone 2 (21% of respondents from this Zone)

The graph below provides a breakdown of **location based responses** from **all engagement methods** by modal and functional theme, and TAPAS Zone. As each response was categorised by one or more modal and functional theme, the responses by theme are shown as a percentage of the total number of location based responses. Of the **5417** location based responses gathered across all engagement methods and all Zones, the highest proportion (38%) were in relation to parking, followed by vehicles (33%).



Note: Comments referring to the entire LGA or to a location outside of the LGA were categorised as 'General' and not by zone.

Location based data gathered from across all Zones suggest that areas of high interest are commonly associated with major arterial roads, rat running routes or transport hubs - such as train stations and major bus stops. There was some discussion around ensuring that transport infrastructure is adequate for the future needs of the city. Respondents made reference to development in the LGA and broader Sydney area that will place increased pressure on infrastructure, parking and public transport.

The following is a summary of the reoccurring themes raised by respondents who provided qualitative location based feedback.

“Too many people from outside the area park in the streets and use public transport provided in our area. This limits parking for residents.”

- Survey Respondent

Parking

Parking related issues were a key area of interest across all Zones and via all engagement methods generating 2051 recorded mentions. Comments provided by participants across all or majority of Zones were related to access to parking, particularly for local residents and their visitors; commuters occupying parking spaces; parking meters and time limits; and parking permits. Respondents from some Zones discussed the high cost of parking; enforcement of time limits and permits; the impact of parking on vehicular movements particularly in terms of decreasing visibility and reducing traffic flow; the impact of new developments on parking access; and disabled parking.

Respondents also identified locations where boats/trailers have been parked for long periods of time. Commonly identified boat and trailer parking locations included King Street, Woolcott Street, Miller

Street, Cowdroy Avenue, Warringa Road, Tobruk Avenue, Park Avenue, Kurraba Road and Montpelier Street.

There were mixed feelings about metered parking, with some respondents noting that it helps to control parking while others felt it is costly and inconvenient. Similarly, some respondents felt that more parking restrictions were needed to keep people from parking long terms, while others agreed that there were too many restrictions on parking.

“Parking can be difficult but we live close to the city and if we sometimes have to go around the block twice that’s ok.”
- Survey Respondent

Vehicles, traffic and congestion

Identified by 86% of survey respondents as a mode of transport used, vehicles, vehicular movements and related issues were highlighted by respondents across all Zones. Concerns around traffic congestion; turning at the intersection of main roads; rat running; and the impact of vehicles on pedestrian safety particularly when cars are turning were noted by respondents across all or majority of Zones. It was suggested by some respondents that, in some instances, traffic lights and turning only lanes/turning arrows contribute to congestion. Common issues of interest across some, but not all Zones, in regard to vehicular movement included speeding along main thoroughfares; noise from vehicles; and cars ignoring traffic signs (i.e. stop signs).

Pedestrian access and safety

As walking was identified by 84% survey respondents as a mode of transport used it is not unexpected that pedestrian access and safety was a key topic of concern raised by respondents across all Zones. Common points of discussion across all or majority of Zones included safety at crossings; the location of crossings; the need for more pedestrian crossings; accessibility for people with prams/young children, the disabled and the elderly; the time permitted to cross and long wait times at traffic lights; the relationship between pedestrians, vehicles, and cyclists; and footpath conditions. Respondents in some Zones also spoke about lighting; the continuity of footpaths; signage and visibility at pedestrian crossings; and congestion of pedestrian traffic on footpaths. Areas of high interest in relation to pedestrian access and safety were often located around schools and shopping centres, at major intersections or along major thoroughfares.

Cyclists and bike paths

Cyclists and cycle infrastructure was a common subject discussed across all Zones, even though cycling was identified as a mode of transport used by only 15% of survey respondents and Zone 2 was identified as the population with the highest use of cycling at 21%. Respondents across all or majority of Zones and all engagement methods highlighted issues relating to the lack of protected and separated bike paths; discontinuous bike paths; cyclist safety on both roads and footpaths; and safety etiquette of cyclists. Further, responses from some Zones made reference to cyclists speeding.

Generally, the relationship between cyclist, pedestrian and vehicular traffic appears to be a source of anxiety. Some participants promoted improved and safe cycle infrastructure including a main cycle artery, while others felt there are too many cyclists on the roads and footpaths causing safety

concerns for drivers and pedestrians. One survey respondent noted that they 'would love to cycle to work and for pleasure [but] the streets are not safe for cyclists'. This sentiment resonated with a number of respondents.

"I am scared to ride my bike...I want to feel safe on the roads as I would prefer to ride my bike everywhere."

- Survey Respondent



Resident Workshop 6 (Zone 1) at the Coal Loader Centre for Sustainability

Public Transport Systems

With two train stations, multiple bus and ferry routes and the development of new Sydney Metro within the North Sydney LGA, public transport was frequently discussed by respondents. Respondents from all or majority of Zones discussed issues around the reliability and frequency of public transport; overcrowding due to infrequency; and infrequent public transport services during off peak times or late at night. Further, respondents from a majority of Zones identified the need for improved connections to popular locations (including the city and shopping centres); and the need for better connections within and to other suburbs; and the integration and coordination of timetables between different modes of transport, such as buses and ferries or buses and trains. Respondents from some, but not all Zones, discussed the high cost of public transport, particularly when changing between modes; public transport accessibility (for those with prams or the disabled and elderly); the need for more and better integrated public transport options; and long queues at bus stops. A few respondents

commented that the public transport routes do not operate efficiently or at all to their place of work and therefore they drive to work.

*"More infrastructure is not necessarily the answer, it is better, more efficient use of infrastructure that is the key."
- Survey Respondent*

Schools

The impact of schools on transport modes, traffic and parking was discussed by both residents and the school community. However, schools and school related matters received a low level of attention, recording only 4% of location based responses. Respondents discussed increased traffic and congestion at pick up and drop off times; students occupying seats on buses; and students parking in spaces around school Zones. A detailed summary of key themes from the school workshop can be found in a later part of this section.

Behavioural change

Behavioural change was discussed throughout the engagement process in relation to a number of issues involving residents, commuters and the broader community (i.e. school and business communities). It was suggested that behavioural change was necessary to address issues including:

- car use patterns
- the use of sustainable transport options
- the relationship between the school community and residents particularly in terms of parking and traffic movements around drop off and pick up times
- the relationship between cyclist, pedestrian and vehicular traffic particularly in relation to commuter safety

Walking (298)	New York (76), Ultimo (30), North Sydney (23), Hong Kong (9), Sydney CBD (14), Chatswood (9), Harbour Bridge (9)
Cycling (285)	Amsterdam (32), Copenhagen (23), Canberra (20), Melbourne (18), The Netherlands (18)
Vehicles (76)	Europe (9), London (8), Melbourne (5), North Sydney (4), Perth (4)

The following provides an overview of examples of best practice by transport mode and highlights key aspects or features pointed out by survey respondents that make these places or systems good models to learn from.

Public Transport

Respondents discussed a range of public transport services referring to cities within Australia and internationally. Many survey respondents considered Tokyo's public transport system to be an example of best practice, due to language-neutral signage and the implementation of one card for payment on all modes of public transport. It was suggested that Melbourne's one card system is ideal because it does not heavily penalise commuters who use it incorrectly. Dubai was identified as another city with easily discernible transport signage. Amsterdam was mentioned for its punctual transport, Hong Kong for its affordability and Perth and Seattle for offering free travel within the CBD. It was mentioned that, in Geneva, the cost of public transport is based on a set amount of time, no matter how many different modes you use during that trip. Paris was highlighted as a city with plenty of pop-up stores that provide brochures with street maps and points of interest, accessible by public transport.

Trains

With 916 mentions, trains or train related infrastructure, such as trams, light rail and metros were the most commonly discussed theme raised in relation to best practice. The most frequently mentioned example was Melbourne, with trains and trams receiving a combination of 176 mentions. The majority of other responses validated the use of underground railways, such as those in London, Paris, Washington DC, New York City, Moscow and South Korea, and the use of suspension railways in Bangkok, Kuala Lumpur, Vancouver, and in Wuppertal in Germany. The Paris Metro was praised for its neon art installations while multiple references were made appreciating the placement of tracks down the centre of the freeways in and around Perth. The London underground was praised for positioning stations within ten minutes of every residential metropolitan street and a number of survey responses commented on the speed of trains in Singapore and Japan.

“Transport in Amsterdam runs on time and it is so reliable and frequent. The trains are clean and comfortable.”
- Survey Respondent

Buses

Buses were the fourth most mentioned example, with 130 respondents raising examples of bus services around the world, highlighting certain aspects of these systems as examples of best practice. The frequency and consistency of round-the-clock buses in London, Paris, Singapore and Quito in Ecuador were favoured by several respondents. London's double decker buses were highlighted as the optimum bus design and there were positive mentions regarding screens in Perth, London and Helsinki that displayed timers counting down to the arrival of the next bus. Some respondents favoured smaller shuttle routes such as those in Cuba and Brazil, where vans regularly service specific neighborhoods transporting commuters to and from transport and shopping hubs. A web link was also provided, directing to information on European bus traps, which keep cars from using bus lanes.

Cycling

As the third most cited example, 285 respondents discussed examples of best practice in relation to cycle infrastructure. Respondents highlighted examples of cycle ways in Canberra, Amsterdam and Taiwan. It was suggested that these formed systems which were created as an integral part of transport solutions, rather than as an 'after thought'. They praised these dedicated and separated paths for facilitating safer and more efficient travel and expressed their approval of Europe's 'vulnerable road user' laws. Further examples of best practice cycling systems included council bike hire in London, Copenhagen and Vancouver, as well as bicycle racks on the front of buses in Trentino, Italy.

Walking

Best practice walking infrastructure was raised by 285 of respondents. Some described Sydney's CBD as being an easy precinct to walk around and Hong Kong was recommended as a city worth learning from due to its effective use of underground passageways. Sydney's Goods Line and New York City's High Line were recognised as quality attempts to integrate walkways within a city environment. Buckinghamshire in the UK was suggested as an example of best practice as this county supports a system of pathways which helps remove pedestrian activity from roads. Sydney's Bondi to Coogee walk and the Thames Embankment walk in London were frequently nominated as quality pedestrian pathways with gardens, amenities and coffee shops. Other respondents discussed pedestrian only shopping precincts such as those in Vienna and Tokyo. Respondents also highlighted New York City's pedestrian light countdowns, Hong Kong's above road walkways and weather walkways, Tokyo's wide footpaths, and the well-lit and well maintained walkways of Singapore.

“Umea, Sweden had an excellent network of pedestrian pathways away from busy roads.”

- Survey Respondent

Car

The car and car use was raised by only 4% of respondents when discussing best practice. Of these, a number of responses viewed the 'congestion charging' in the London CBD as best practice, including the toll-free travel afforded to electric cars. The extensive use of roundabouts in Noosa and the roundabouts in parts of France, which appear to be designed so that drivers can only traverse them while in a low gear, were both praised by respondents. The coordination of traffic lights in Melbourne was identified as an example of best practice, as it is designed to maximise green lights for drivers that keep to the speed limit.

Business Community: Survey Findings

IRIS Research was engaged by Council to conduct a survey of businesses in the North Sydney LGA. In total 215 businesses were surveyed - 207 surveys were conducted by telephone interview with an additional 8 online surveys collected via the EngagementHQ platform. This survey was tailored to gain an understanding of how local businesses rely on different modes of transport and to identify transport and parking facilities that support the operations of businesses and whether the current facilities meet the needs of the businesses or not.

Of the 215 respondents the majority were businesses which rented premises (68%), while only 32% were ratepayers. The most common locations were North Sydney (39%), Crows Nest (23%) and St Leonards (11%). This sample is representative of the geographical distribution of businesses throughout the LGA.

With regard to business size, the majority were small-to-medium enterprises, with 79% employing 0-20 employees, 12% 21-50 employees, 5% 51-100 employees and 4% 100 plus employees. The majority of survey respondents were workers/ employees (64%), and the minority business owners (36%).

Business survey respondents were asked to select the transport options they use. The most common responses nominated by these respondents included vehicles (88%), trains (80%) and buses (66%). Only 61% of businesses used a mode of transport for their operations. Of those businesses which did use a mode of transport for their operations the vast majority used a vehicle (95%).

Respondents were asked to rate the importance of a number of transport characteristics to their business. The majority of businesses (92%) felt that safe travel was important followed by **'Transport affordability'** (85%) and **'Fair access to parking spaces'** (85%).

In addition, respondents were asked to comment on transport, traffic and parking issues within the LGA that impact on the operations of their business. Overall, 364 comments were made. **Parking** was identified as the main issue for business operations (48%) specifically relating to access to parking and parking controls, followed by travel by **bus** (15%) specifically relating to timetable issues.

TRANSPORT MODES

The table below indicates the transport modes used by businesses and employees.

Transport Mode	Employee (n=215)	Business (n=82)
Vehicle	88% (190)	95% (79)
Train	80% (172)	15% (12)
Bus	66% (142)	12% (10)
Walking	46% (99)	2% (2)
Cycling	20% (42)	1% (1)
Ferry	12% (25)	1% (1)

BUSINESS COMMUNITY ASPIRATIONS

Quantitative data collected from the **business survey** suggests that participants considered the following three community aspirations to be important:

- Safe travel (92%)
- Transport Affordability (85%)
- Fair access to parking spaces (85%)

Quantitative data collected from the **business survey** suggests that participants considered the following three community aspirations to be not important:

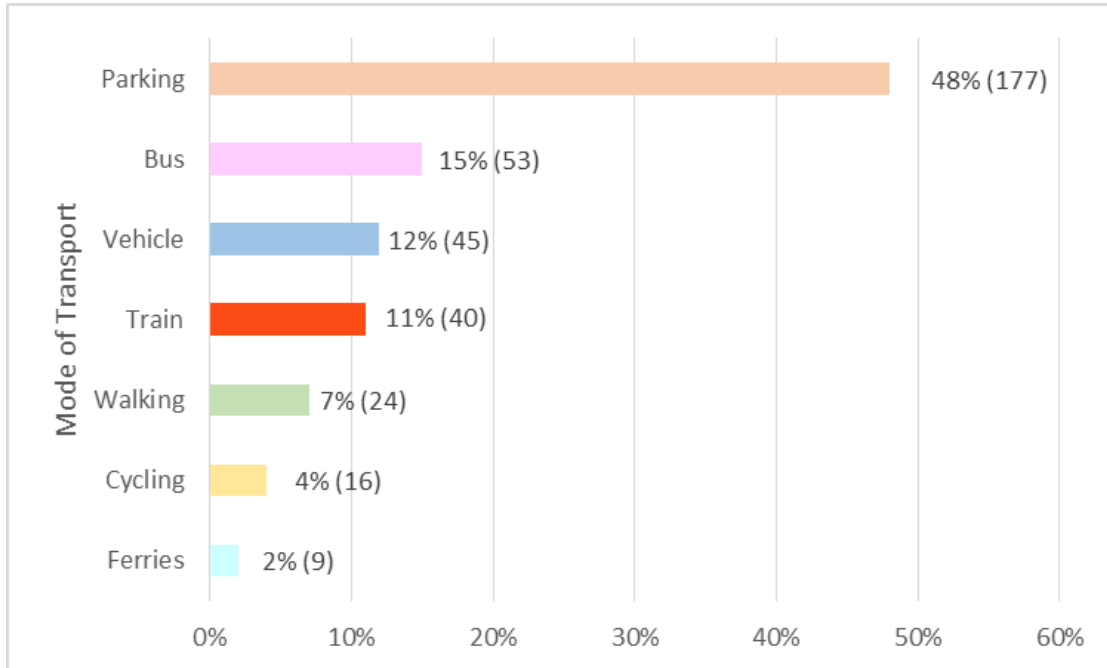
- Fair access to parking spaces (6%)
- Sustainable transport options (3%)
- Less travel, more life (3%)

	1 (Important)	2 (Neutral)	3 (Not important)
Safe travel	92% (197)	7% (14)	2% (4)
Transport affordability	85% (183)	13% (27)	2% (5)
Fair access to parking spaces	85% (183)	9% (20)	6% (12)
Community well being	84% (180)	14% (31)	2% (4)
Sustainable transport options	80% (172)	17% (36)	3% (7)
Less travel, more life	79% (169)	19% (40)	3% (6)
Economic vitality	74% (160)	23% (50)	2% (5)

*Percentages shown are the number of respondents as a proportion of the total respondents who provided a response to each community aspiration

MODAL AND FUNCTIONAL THEMES

The graph below indicates the percentage of location based responses gathered via the business survey that referred to the following modal and functional themes.



The full report has been attached as an Appendix.

School Community: Workshop Findings

The following provides a summary of the key themes arising from the schools workshop. Data collected from the schools workshop has been attached as an Appendix.

Fair access to parking spaces

Fair access to parking spaces, for staff and parents as well as residents near school campuses, was a reoccurring theme raised during the schools workshop. Parking related concerns were identified as a key issue for majority of schools in the North Sydney LGA.

Workshop participants referred to an 'acute' lack of parking for staff and all agreed that this was a significant issue faced by schools in the LGA.

Several workshop participants reported receiving fines for parking in areas such as Miller Street and Mackenzie Street. It was suggested that staff felt that they had to park in these streets due to a lack of other options. A representative from St Aloysius Junior College suggested that the parking restrictions have implications for 'staff parking...all over this area and beyond.'

Feedback from the workshop also indicated that the lack of access to parking also intrudes on the normal day to day school activities. For example, deliveries to St Aloysius Junior College are impeded as trucks cannot find safe parking on Upper Pitt Street. Other schools reported issues such as double parking and cars mounting the kerb when parents arrive at schools to pick up and drop off their children. A representative from SHORE Grammar School provided a further example, describing a situation involving a regular school activity. The school hold regular sport at fields in Northbridge, which requires students to be transported by bus to the site. Staff, however, are required to make their own way there and back, which is a challenge due to the lack of parking.

Workshop participants felt that parents parking to pick up and drop off their children further contributed to the issue of fair access to parking, as well as traffic congestion. A representative from Redlands Junior Campus stated that 'the drop off and pick up points get very crowded...and this generates traffic'. SHORE Grammar School also spoke about how the crowding of the pick-up and drop off points leads to a notable increase in traffic congestion around the school.

Student safety

Pedestrian safety, particularly the safety of students, was another key theme raised during the workshop session. Many workshop participants felt that crossings are not always safe for students and staff to use, especially if there are large numbers of people trying to cross the road. This was supported by a comment from a representative from Cameragal Montessori School who said that two members of her staff have been injured whilst escorting students across the road. When probed as to why she believed this had happened, the representative referred to the general lack of crossings available in the area and drivers' disregard for pedestrian safety.

Several workshop participants also noted a general lack of crossings available in school Zones, most notably around Wenona School where high levels of traffic congestion have an adverse impact on Walker Street. Furthermore, a representative from Redlands Junior Campus stated that parents

quite often escort their children across the busy road without the use of a crossing, which creates obvious and 'serious safety concerns'.

Pedestrian safety along arterial roads such as Military Road and Pacific Highway was a noteworthy topic of discussion. For example, the Cammeraygal High School's representative suggested that the lack of a 40kph Zone outside of the school is detrimental to pedestrian safety. Speeding on roads such as Falcon Street and West Street also poses a concern for workshop participants, who felt that this impeded on the ability of pedestrian to cross safely.

Safety at bus stops is another issue that was raised during the workshop, with all schools agreeing on its importance. Some schools have also attempted to train their staff and prefects to mitigate safety issues at bus stops.

Further to this, workshop participants acknowledged that congestion around pick up and drop off Zones poses a serious safety risk for both pedestrians and drivers alike. Monte have attempted to train their staff in traffic control in order to ensure safety at drop off and pick up points, but the qualification is not easily available. Furthermore, Redlands brought in a traffic consultant to determine what more they could do to manage drop off and pick up Zones. The outcome of this was that the consultant had no further ideas beyond what they were already doing.

It can be concluded from the data that the safety of students is a tangible concern for schools in the LGA and that despite continued efforts to address it, it continues to be a significant issue.

Schools and the community

The 'us and them' mentality between the schools and the surrounding community was referred to by almost all participants during the workshop. A representative from Redlands stated that this way of thinking creates a considerable amount of avoidable animosity. Other workshop participants reinforced this by suggesting that parking restrictions have a tangible impact on their relationship with residents.

The issue of parents double parking during drop off and pick up times was also discussed in depth. It was suggested that this prevents residents from entering and exiting their properties, and further contributes to the tension between residents and the school community. Key locations where this commonly occurs include Bellevue Street, Miller Street, Allister Street and Carter Street.

Residents, according to the representative from Cameragal Montessori School, have repeatedly voiced their concerns, specifically in regards to the lack of parking as a result of school related traffic. Neutral Bay Public School noted that they would like to undertake a letterbox drop to see if any residents in the area would like to rent out their car parking spaces to staff members. A representative from the school maintained that this had been a successful practice in other locations throughout NSW.

According to workshop participants, the 'us and them' mentality is largely underpinned by the assumption that schools impact upon residents, and not vice versa. One participant asserted that some schools have 'been in their locations for many years', while some residents have not been

there very long at all. Participants felt that to address this perception issue, residents need to understand the value of the institutions as schools are providing an essential service. A representative from Redlands noted that allowing local residents to use their facilities out of school hours has helped to improve the relationship between the school and the community.

Behaviour

Another key theme highlighted during the school workshop was behavioural trends and the repercussions these have within the LGA. 'Australia is too reliant on cars' stated one workshop participant, 'we just can't let go of using them'.

Modes of transport other than cars were assessed by participants throughout the workshop. For staff commuting to and from schools, participants felt that the current public transport options are not sufficient to promote behavioural change. Furthermore, participants suggested that many parents feel they need to drive their younger children to school because of the safety implications of allowing them to travel on their own. One solution employed by several of the schools is a private bus service. It was suggested that this worked well for those students within a certain geographical proximity to school. Interestingly, cycling to school was largely considered to be unfavourable, with participants suggesting that Australia has an inherently 'anti-bike culture' and this creates an intolerance of those who do choose to cycle.

Workshop participants acknowledged that although parent behaviour was often perceived as the primary contributing factor to school related traffic, transport and parking issues, this is an inherently negative and somewhat generalised view. One representative stated that the parents are often viewed as rude and aggressive by the broader community. The representative concluded that the solution to this is to challenge key assumptions about parent behaviour.

Some of the schools represented spoke about the parent and student education programs they had undertaken. The North Sydney Demonstration School trialled a program where they rewarded the children of parents whose drop off and pick up behaviour was deemed to be positive. However, these participants also stated that although parent education works in theory, in practice everyone just wants to pick their children up or drop them off as quickly as possible. The representative from Redlands stated that their school had engaged in significant parent education programs and that it has worked to an extent. Further to this, a representative from Monte suggested that brochures, similar to those designed for Neutral Bay Public School, should be available for parents and students across the North Sydney LGA. Previous brochures have included information around pedestrian access and public transport options in the area and serve as a reminder for parents that there are, in many cases, feasible alternatives to driving their children to school.

Location based comments

For clarity, location based comments raised during the workshop have been collated by theme and captured in a series of tables – included as an Appendix. The tables relate to three of the four key themes highlighted above. Although 'behaviour', and indeed behaviour change, was a key theme discussed by workshop participants, there were few related location based issues. For this reason, there is no table corresponding to this theme.

The workshop findings indicate a number of commonalities amongst the schools represented at the workshop. Participants acknowledged realistic constraints associated with commuting and working in proximity to a Central Business District. A representative from Redlands stated that 'the nature of where we are means that safety is a real issue.' Despite this, all representatives felt that there were several key issues that need to be addressed in order to ensure that school activities can be run as safely and efficiently as possible.

Feedback from the workshop indicates that the accessibility of crossings in immediate proximity to schools as well as managing safety during pick up and drop off periods are key issues which need to be addressed. Despite many schools taking measures to mitigate these issues, the feedback suggests that many felt external factors such as heavy traffic congestion and an acute lack of parking were root causes and therefore also need to be addressed at an LGA level. Moving forward with safety in mind, a few representatives asserted the need for safety measures to be a key consideration when planning new developments or infrastructure in the LGA.

The data suggests that the behaviour of community members surrounding the schools in the LGA is part of a much bigger picture. Parent and student behaviour may contribute to this, but it is only an element of the problem. As a representative stated in the open discussion at the close of the workshop, 'Australians need to change the assumption that parking is a birth right'. Addressing this 'us and them' mentality was seen as crucial to changing the behaviours which contribute to parking, traffic and transport issues around schools.



Schools Workshop at Huntley Hall, North Sydney Council Chambers

5. Engagement Outcomes per Zone

To assist in developing each of the seven TAPAS Action Plans, the following section provides an overview of engagement data by Zone namely:

- Who responded?
- What are the values or aspirations for the Zone?
- What are the main areas of interest, including concerns and issues, within the Zone?
- What do respondents in this Zone feel is the best way to resolve the issues identified?

TAPAS Zone 1

Zone 1 includes the suburbs of Wollstonecraft and Waverton, and covers two wards – part of Victoria and Wollstonecraft.

Who responded?

Throughout the engagement period, 669 respondents from Zone 1³ provided responses via the survey, workshops, submissions (online and hardcopy) and the mapping tool.

92% of respondents from Zone 1 who participated in the **survey** nominated themselves as a 'resident.' The highest proportion of respondents (22%) were from the 60-69 year old age group.⁴

Survey respondents were asked to provide geographical locations to understand where participants are travelling from and where they are travelling to. The most common responses are listed below. It is important to note that although most respondents provided their street address, not all respondents nominated where they frequently travelled to.

	Most commonly nominated locations ⁵
Respondent street address	Shirley Road, King Street and Bay Road
Where respondents frequently travel to (work)	CBD (Sydney and North Sydney) ⁶ , Pacific Highway and Miller Street
Where respondents frequently travel to (study)	CBD (Sydney and North Sydney) ⁷ , Miller Street and Library
Where respondents frequently travel to (play)	City/CBD, North Sydney, Crows Nest, Willoughby, Chatswood, Waverton

³ Includes respondents who nominated that their submission or mapping tool response related to this zone

⁴ Refer to summary tables in methodology section of the report for demographic data

⁵ A table detailing all responses has been included as an attachment to this report

⁶ As respondents referred to both the North Sydney CBD and the Sydney CBD, while other provided the response 'CBD', it was difficult to accurately differentiate between these two locations

⁷ See above

What are the values or aspirations for the zone?

The community aspirations and values identified as a priority by respondents in this zone varied across consultation methods and included:

1. Safe travel
2. Community wellbeing
3. Fair access to parking spaces
4. Transport affordability and accessibility

Quantitative data collected from the **survey** suggests that participants from Zone 1 considered the following three community aspirations to be important:

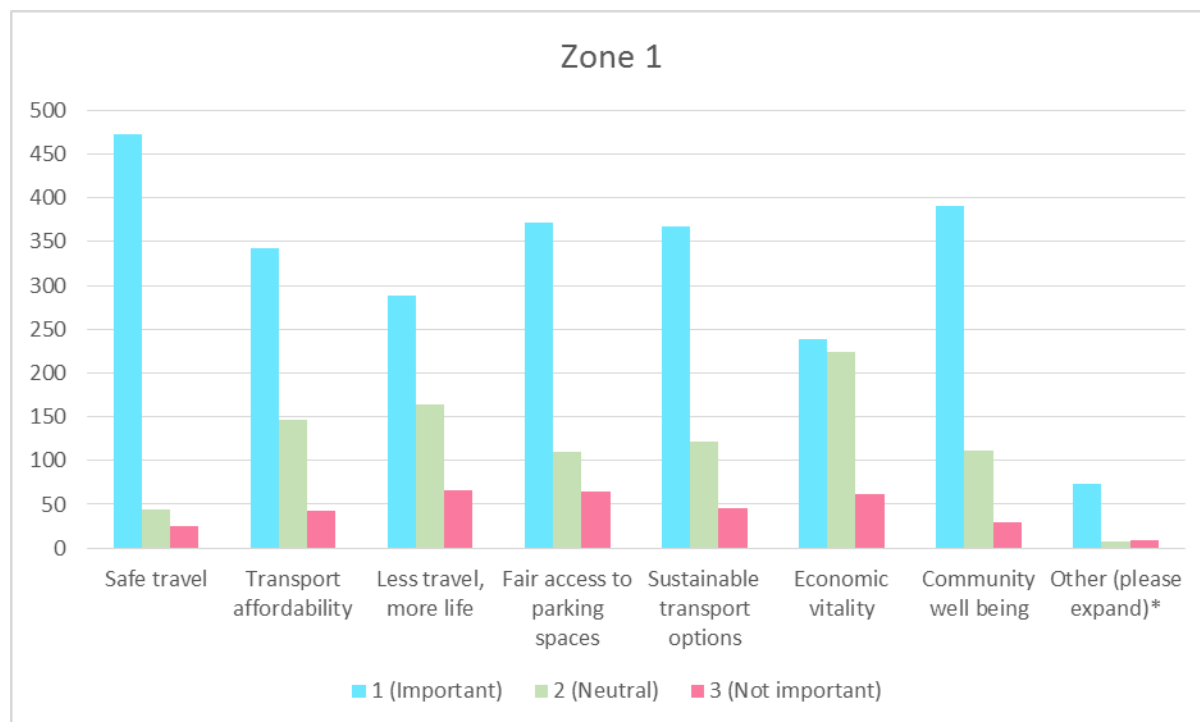
- Safe travel (87%)
- Community well being (73%)
- Sustainable transport options (69%)

Quantitative data collected from the **survey** suggests that participants from Zone 1 considered the following three community aspirations to be not important:

- Less travel, more life (13%)
- Fair access to parking spaces (11%)
- Economic vitality (11%)

	1 (Important)	2 (Neutral)	3 (Not important)	No Response
Safe travel	87% (472)	8% (44)	5% (25)	26
Transport affordability	64% (342)	28% (147)	8% (43)	35
Less travel, more life	56% (289)	32% (164)	13% (66)	48
Fair access to parking spaces	68% (372)	20% (110)	12% (65)	20
Sustainable transport options	69% (368)	23% (122)	9% (46)	31
Economic vitality	46% (239)	43% (224)	12% (61)	43
Community well being	73% (391)	21% (112)	5% (29)	35
Other (please expand)	81% (73)	9% (8)	10% (9)	477

*Percentages shown are the number of respondents as a proportion of the total respondents who provided a response to each community aspiration



The survey respondents who nominated 'other' instead of, or in addition to the above community aspirations, provided comments relating to:

- parking accessibility and restrictions, particularly in regard to time limits in the area
- permits, the cost of parking for residents and visitor parking
- accessibility for elderly and people with disabilities or with young children
- the need for better bike routes, and improvements to cyclist safety and convenience
- improved transport routes to 'make wider Sydney more accessible' (for example from the North Sydney LGA to Balmain or Rozelle)

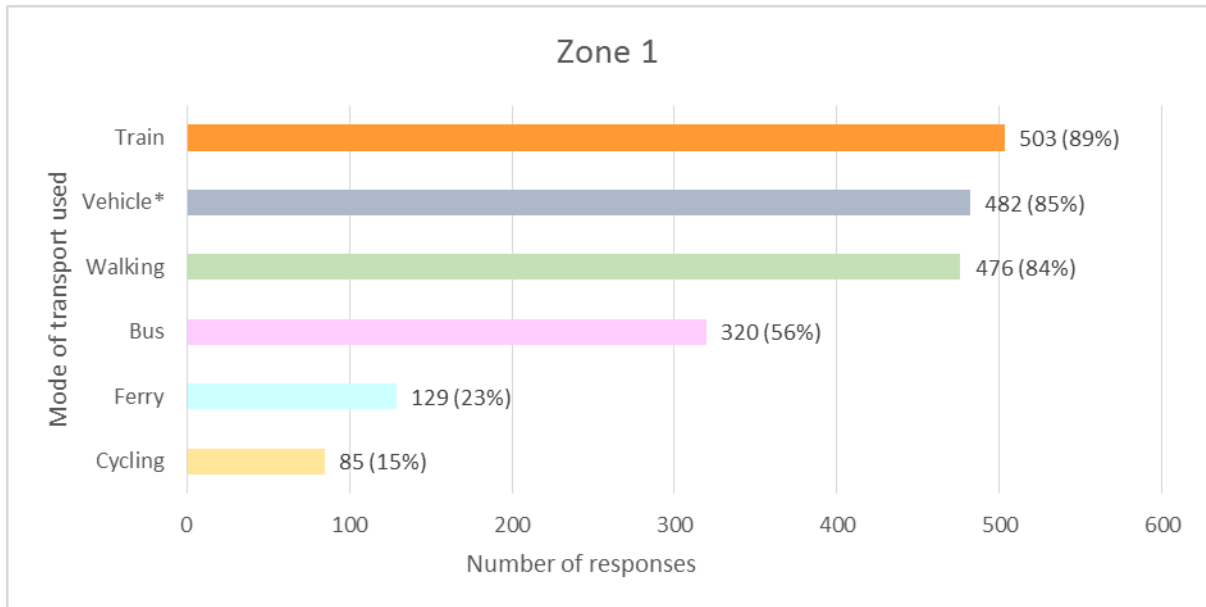
The most common community aspiration discussed by **workshop** respondents⁸ from Zone 1 was **'Transport affordability and accessibility.'** There was discussion around the reliability and cost of public transport, particularly as it could reduce the need for, or dependency on, cars. One workshop participant commented that 'public transport should be cheaper and faster than driving.' Zone 1 residents who attended the workshops were also interested in the relationship between cyclists, cars and buses – and the safety issues associated with the coexistence of these modes of transport.

Half (50%) of location based responses collected via **submissions** (hardcopy and online) and the **mapping tool** made reference to **'Safe Travel'** while 33% of responses made reference to **'Fair access to parking spaces.'**

⁸ Refers to data collected from workshop exercises – except for mapping and solutions based exercises. Data gathered from these exercises were only categorised by modal and functional themes.

What are the main areas of interest, including concerns and issues, within the zone?

Survey respondents were asked to nominate which modes of transport they use. Respondents were able to select more than one response. A high percentage of respondents nominated train, vehicle and walking.



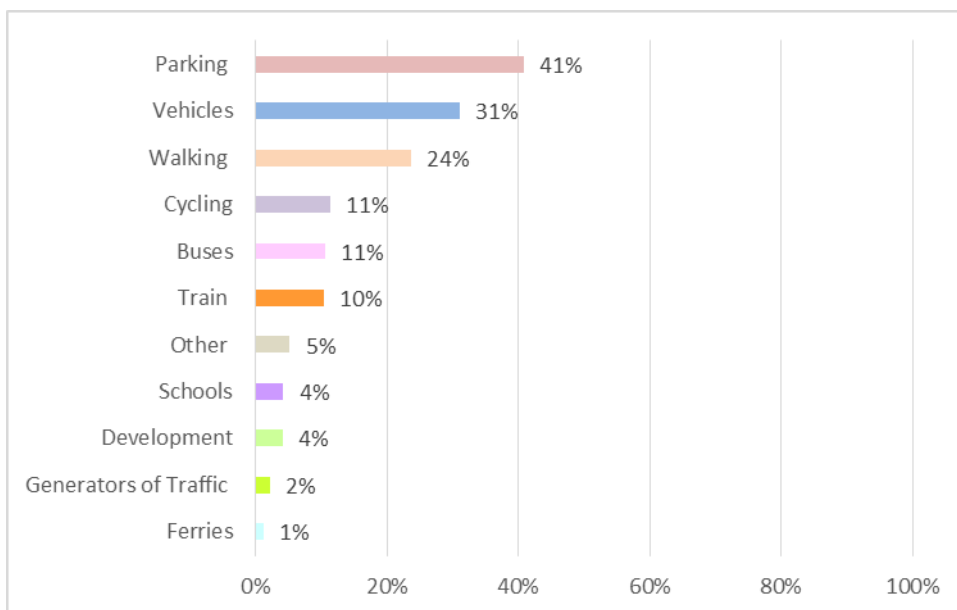
* Vehicle - includes car, truck, scooter, motorbike and car share

Percentages above are a proportion of the total number of Zone 1 survey respondents.

Location based responses

A total of 822⁹ location based responses were provided via **submissions** (online and hardcopy), the **mapping tool**, the **workshops** and the **survey** in relation to Zone 1.

The graph below indicates the percentage of responses in this Zone that referred to the modal and functional themes.



Of the location based responses relating to Zone 1 collected via the **survey, workshop, submissions** (online and hardcopy) and the **mapping tool**, 41% were related to parking while 31% of responses were related to vehicles.¹⁰

Based on qualitative data across all consultation methods, the following locations were most commonly discussed by respondents. Detailed location based responses categorised by modal and functional theme have been attached as an Appendix to this report.

Location	Count	Percentage of the total number of location based responses
Pacific Highway	106	13%
Shirley Road	103	13%
Bay Road	69	8%

⁹ This figure is the total of all comments and includes responses that were split if more than one location/issue was referred to in the comment. The total of all responses across all zones will therefore be greater than the number of responses received.

¹⁰ Percentages shown are a proportion of the number of responses relating to this zone. As majority of responses were categorised by more than one modal and functional theme, the total of percentages will be greater than 100%.

Pacific Highway: Pacific Highway was discussed as a key area of concerns by respondents who spoke about Zone 1. Vehicles and pedestrian safety were the most frequently discussed, with a proportion of respondents raising issues related to parking, buses and cycling. Issues raised related to activity along Pacific Highway as well as at key intersections including Crows Nest Road, McHatton Road, Rocklands Road, Hume Street and Oxley Street.

As the highway is a primary thoroughfare to and from the city, issues relating to vehicles were frequently raised. These included:

- the volume of traffic and high level of congestion particularly during the week and associated traffic safety issues
- traffic lights at key intersections contributes to congestion, with one respondent noting that there are too many traffic lights
- too many changes to the speed limit within a short stretch of road

Pedestrian safety was frequently discussed by respondents in relation to Pacific Highway. Crossings, or the lack there of, was a reoccurring theme. Issues raised included:

- too few crossings, with one respondent noting that 'lights favour cars'
- insufficient crossing time for pedestrians to cross this wide road and long waiting times
- dangerous crossings as drivers often do not see or stop for pedestrians
- poor footpath condition including pot holes and uneven surfaces
- poor footpath access and difficulty to cross highway for people with prams
- safety of students from surrounding schools who need to cross Pacific Highway

Concerns relating to bus services were also discussed in relation to Pacific Highway as a primary commuter route. These included:

- buses are frequently late and overcrowded during peak hours
- services are often full of students, with bus stops near schools very busy at peak times
- services are not frequent at night
- distance between bus stops too significant, with some respondents suggesting locations which they felt were more ideal, in terms of safety and convenience
- the need for additional seating at some bus stops along Pacific Highway
- advertisement additions to bus stops take up the footpath which impedes visibility and movement for pedestrians

Cycling was another major issue raised by respondents with many concerned with cyclist safety along this high vehicular traffic thoroughfare. Issues raised included:

- the lack of cycle paths deter cyclists, particularly those who may be inexperienced, as many find it 'scary to ride on Pacific Highway with high traffic volume'
- due to vehicular traffic, it is difficult for cyclists to cross lanes and keep up with traffic – particularly at uphill sections (e.g. between Walker Street and Miller Street)
- cyclists are forced to ride on the footpath which impacts pedestrian movements
- the need for a separated bike path or 'main cycle artery' that is protected from car doors and traffic

Respondents also felt that meter parking along the highway was too costly and there was often insufficient parking.

Shirley Road: Shirley Road is considered a rat run by respondents within Zone 1. Issues discussed in reference to this road were largely related to vehicular movements, parking accessibility and pedestrian safety.

Issues relating to vehicles were commonly discussed by respondents and included:

- traffic and congestion, with one respondent suggesting that it was ‘absolute chaos with long delays at peak times’
- speeding along this road
- the bridge over the train line was identified by several respondents as an area of concern
- the intersection of River Road and Shirley Road was mentioned by more than one respondent, particularly in relation to the congestion caused by rat running

Due to its proximity to Wollstonecraft station, parking along Shirley Road was frequently raised as an area of concern. Issues raised included:

- the lack of available parking, particularly near the train station as these spaces are often taken by ‘non-resident’ commuters
- the lack of enforcement, with one respondent suggesting the need for better parking availability restrictions while another suggested that there are too many 2 hour parking spaces
- as parking is used by non-residents and train commuters, there is a lack of parking for residents
- the lack of parking for residents, however some respondents noted the ‘lack of parking for commuters’
- parked cars impair the vision of drivers – for example at the intersection of Belmont Avenue and Shirley Road
- drivers ignore parking signage – for example at the intersection of Nicholson Street where cars park in the afternoon peak hour despite the ‘keep clear’ signage

Pedestrian safety was another key issue highlighted in relation to Shirley Road. Concerns included:

- dangerous crossing between the train line and Shirley Road
- the need for improved lighting, as it is dark along Shirley Road from the train station
- poor visibility in certain sections (for example at Belmont Avenue) and drivers ignoring signage (for example at Milner Crescent) poses a threat to pedestrian safety

Bay Road: As with Shirley Street, Bay Road runs adjacent to a train station (Waverton) and is therefore an area of high activity. Respondents raised concerns in relation to vehicular movements, parking accessibility and pedestrian safety. A few comments were also provided in relation to cycling and trains.

Vehicular movements were the most commonly raised theme in relation to Bay Road. Issues raised included:

- speeding and congestion along this road
- the impact of vehicles on pedestrian safety, particularly at the intersection of Bay Road and Whatmore Street where drivers make illegal u-turns when they are unable to find parking near Waverton train station

- traffic issues associated with the North Sydney Demonstration School
- drivers ignoring traffic signage – for example at the intersection of Bay Road and Woolcott Street

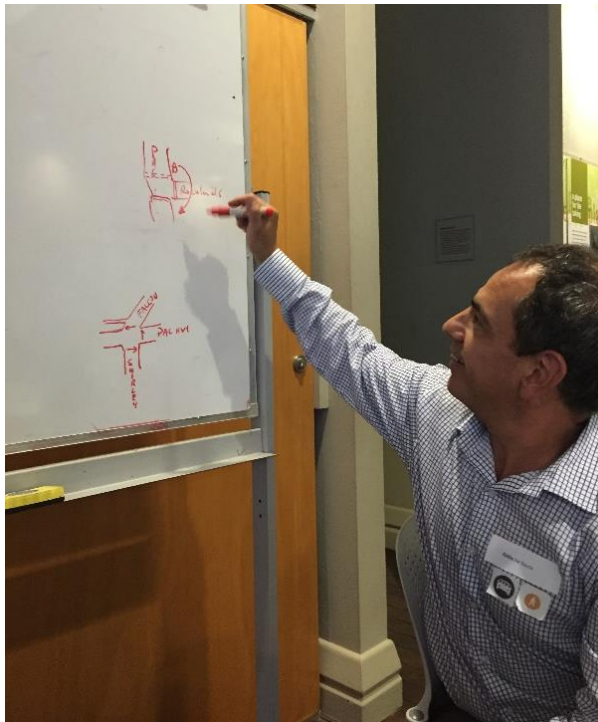
Access to parking was discussed by respondents who commented on Bay Road. Issues highlighted included:

- the lack of long term parking options
- poorly parked vehicles taking up more than one space
- the lack of parking due to an increase in high rise residential buildings in the area
- parking issues associated with educational facilities – for example North Sydney Demonstration School parents double parking and Australian Catholic University students parking on Bay Road

Responses relating to pedestrians and cyclists were mostly in regard to the safety of these groups. Issues included:

- poorly lit streets
- insufficient road crossings for pedestrians
- pedestrian traffic and safety around Waverton station
- pedestrian safety at crossings, particularly in the afternoon
- insufficient space for pedestrians and cyclists causing safety issues

The frequency of train services on the weekend was also raised in discussions around Bay Road.



Resident Workshop 6 (Zone 1): Participant drawing a diagram of a proposed solution

What do respondents in this zone feel is the best way to resolve the issues identified?

Throughout the engagement period, respondents provided suggested solutions via all of the consultation methods. As proposed solutions are issue specific, they have not been summarised in this report, but can be found as part of the Appendix.

One of the **workshop** exercises asked participants to discuss solutions to key issues they had identified in previous exercises.

Zone 1 participants found vehicles safety and vehicle parking to be the issues the workshop group most wanted to address and they felt engineering solutions the preferred method, with a couple of suggestions to convert several dual direction streets into one way streets.

TAPAS Zone 2

Zone 2 includes the suburbs of St Leonards, Crows Nest, Cammeray and North Sydney, and covers two wards – part of Wollstonecraft and Tunks.

Who responded?

Throughout the engagement period, 520 respondents from Zone 2¹¹ provided responses via the survey, workshops, submissions (online and hardcopy) and the mapping tool.

90% of respondents from Zone 2 who participated in the **survey** nominated themselves as a 'resident.' The highest proportion of respondents (24%) were from the 30-39 year old age group.¹²

Survey respondents were asked to provide geographical locations to understand where participants are travelling from and where they are travelling to. The most common responses are listed below. It is important to note that although most respondents provided their street address, not all respondents nominated where they frequently travelled to.

	Most commonly nominated locations ¹³
Respondent street address	West Street, Atchison Street
Where respondents frequently travel to (work)	CBD (Sydney and North Sydney) ¹⁴ , St Leonards, Crows Nest, Miller street
Where respondents frequently travel to (study)	Stanton library, Miller Street, Crows Nest, Sydney University, Macquarie University/Macquarie Park
Where respondents frequently travel to (play)	Crows Nest, Willoughby Road, Chatswood, St Leonards, Balmoral, Mosman

What are the values or aspirations for the zone?

The community aspirations and values identified as a priority by respondents in this zone varied across consultation methods and included:

- Safe travel
- Fair access to parking spaces
- Community wellbeing
- Sustainable transport options

¹¹ Includes respondents who nominated that their submission or mapping tool response related to this zone

¹² Refer to summary tables in methodology section of the report for demographic data

¹³ A table detailing all responses has been included as an attachment to this report

¹⁴ As respondents referred to both the North Sydney CBD and the Sydney CBD, while other provided the response 'CBD', it was difficult to accurately differentiate between these two locations

Quantitative data collected from the **survey** suggests that participants from Zone 2 considered the following three community aspirations to be important:

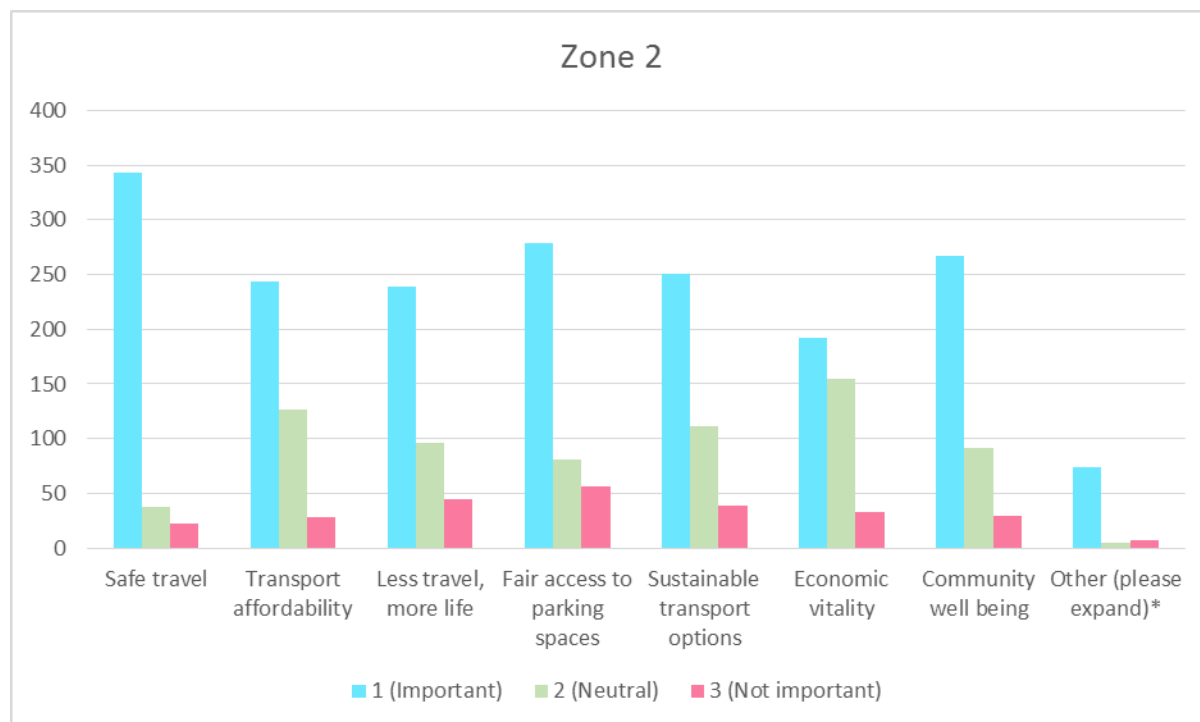
- Safe travel (85%)
- Community well being (69%)
- Fair access to parking spaces (67%)

Quantitative data collected from the **survey** suggests that participants from Zone 2 considered the following two community aspirations to be not important:

- Less travel, more life (13%)
- Sustainable transport options (10%)

	1 (Important)	2 (Neutral)	3 (Not important)	No Response
Safe travel	85% (343)	9% (38)	6% (23)	25
Transport affordability	61% (243)	32% (127)	7% (28)	31
Less travel, more life	63% (239)	25% (96)	12% (45)	49
Fair access to parking spaces	67% (279)	19% (81)	13% (56)	13
Sustainable transport options	63% (250)	28% (111)	10% (39)	29
Economic vitality	51% (192)	41% (155)	9% (33)	49
Community well being	69% (267)	24% (91)	7% (29)	42
Other (please expand)	86% (74)	6% (5)	8% (7)	343

*Percentages shown are the number of respondents as a proportion of the total respondents who provided a response to each community aspiration



The survey respondents who nominated 'other' instead of, or in addition to the above community aspirations, provided comments relating to:

- resident and visitor parking access
- traffic congestion
- the need for safer and better infrastructure for pedestrians and cyclists
- less traffic noise

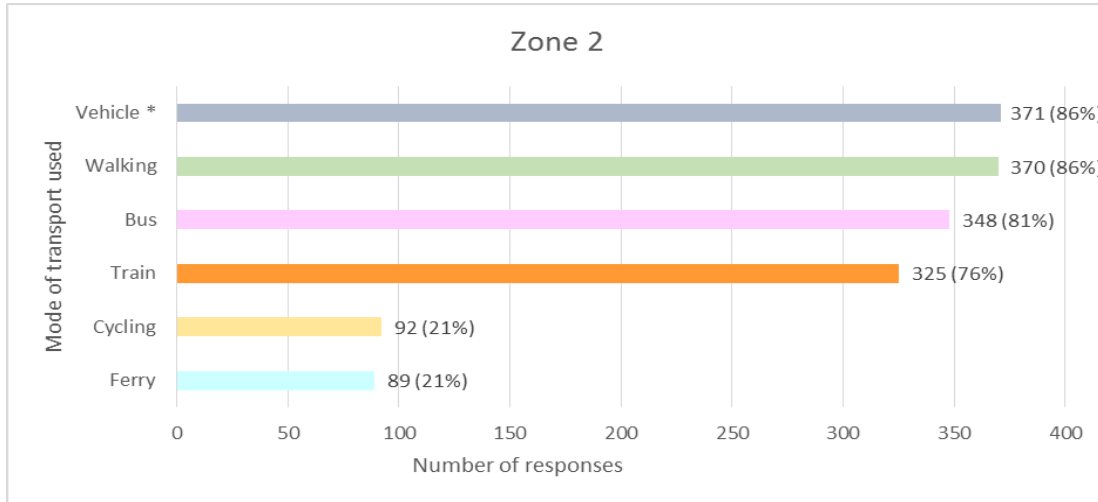
The most common community aspiration discussed by **workshop** respondents¹⁵ from Zone 2 was **'Sustainable transport options.'** Workshop participant comments commonly related to the interconnectivity of different modes of transport and associated infrastructure. There was discussion around the footpath and bike path infrastructure, and the accessibility and frequency of public transport – mainly buses.

The highest proportion (45%) of location based responses collected via **submissions** (hardcopy and online) and the **mapping tool** made reference to **'Safe travel'** and 30% of responses made reference to **'Fair access to parking spaces.'**

What are the main areas of interest, including concerns and issues, within the zone?

Survey respondents were asked to nominate which modes of transport they use. Respondents were able to select more than one response. A high percentage of respondents nominated vehicle and walking.

¹⁵ Refers to data collected from workshop exercises – except for mapping and solutions based exercises. Data gathered from these exercises were only categorised by modal and functional themes.



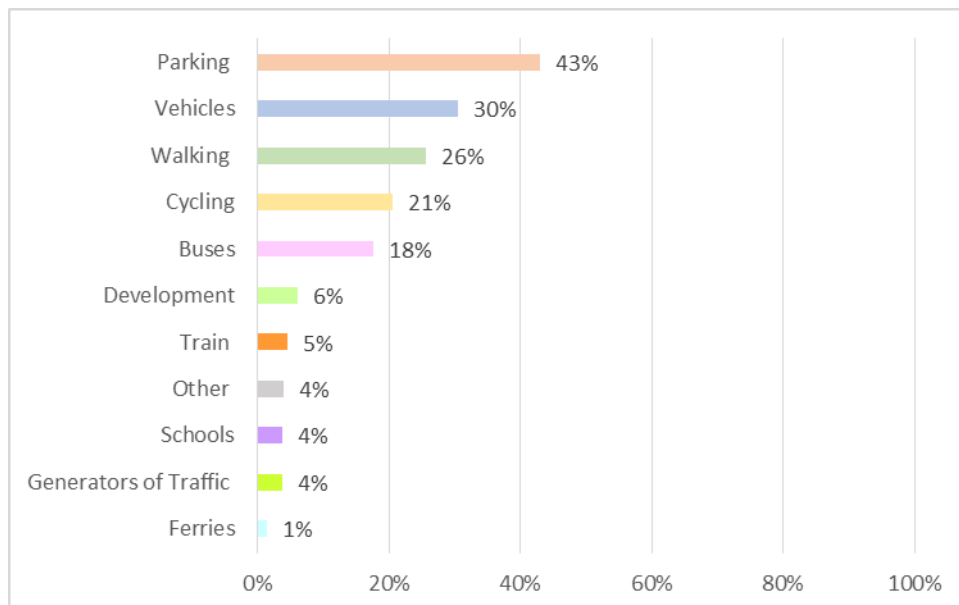
* Vehicle - includes car, truck, scooter, motorbike and car share

Percentages above are a proportion of the total number of Zone 2 survey respondents.

Location based responses

A total of 1,245¹⁶ location based responses were provided via **submissions** (online and hardcopy), the **mapping tool**, the **workshops** and the **survey** in relation to Zone 2.

The graph below indicates the percentage of responses in this Zone that referred to the modal and functional themes.



¹⁶ This figure is the total of all comments and includes responses that were split if more than one location/issue was referred to in the comment. The total of all responses across all zones will therefore be greater than the number of responses received.

Of the location based responses relating to Zone 2 collected via the **survey, workshop, submissions** (online and hardcopy) and the **mapping tool**, 43% were related to parking while 30% of responses were related to vehicles.¹⁷

Based on qualitative data across all consultation methods, the following locations were most commonly discussed by respondents. Detailed location based responses categorised by modal and functional theme have been attached as an Appendix to this report.

Location	Count	Percentage of the total number of location based responses
Pacific Highway	207	17%
Miller Street	193	16%
West Street	134	11%

Pacific Highway: A notable number of respondents raised location based issues along Pacific Highway – a main thoroughfare to and from the city. Vehicles and parking were most commonly discussed in detail while walking, cycling and buses along the highway were also raised by a number of respondents. Schools and development were also raised by respondents to a lesser degree in relation to this location.

Once again, walking and cycling safety was a key area of concern for respondents, particularly for those who use this thoroughfare to travel to the city. Issues raised included:

- the lack of a separated bike path along this route
- due to the danger posed by vehicular traffic, bikes often ride on the footpath which creates issues around pedestrian safety – particularly as the walkway is steep in areas and cyclists are often travelling at high speed
- cyclist safety when crossing Pacific Highway, with more than one respondent suggesting that cyclists do not stop at traffic lights at intersections such as McLaren Street and Rocklands Road
- the interface between pedestrian and vehicular traffic and associated safety issues
- concerns related to crossings including wait times, inadequate signage and insufficient time allowed for pedestrians to cross Pacific Highway

Buses along Pacific Highway were also discussed with responses relating to:

- the infrequency of services
- overcrowding during peak times
- the location of bus stops

Vehicle issues were mostly related to traffic and parking congestion and included:

¹⁷ Percentages shown are a proportion of the number of responses relating to this zone. As majority of responses were categorised by more than one modal and functional theme, the total of percentages will be greater than 100%.

- the need for more parking spaces and long term street parking
- traffic congestion particularly when coming from Christie Street to Pacific Highway

Miller Street: A high proportion of respondents identified Miller Street as an area of concern. Issues identified were primarily in relation to vehicle and parking related concerns along the street and at intersections, including Falcon Street, Berry Street and Pacific Highway. A significant proportion of respondents also discussed walking, cycling and buses.

The safety of pedestrians and cyclists on Miller Street was a notable topic of discussion. Issues raised included:

- poor footpath condition including uneven surfaces, narrow walkways and congestion on footpaths
- the need for more crossings
- the lack of adequate cycle infrastructure which has led to cyclists using bus lanes and footpaths
- the need for dedicated cycle lanes

Bus services along Miller Street were discussed by respondents who raised issues which included:

- bus services are often crowded, infrequent and do not run on time
- buses often leave several minutes before the scheduled time
- the lack of express options
- the need to update bus routes to include new residential development in the area
- the need for more sheltered bus stops

Traffic congestion and parking related issues were also mentioned by respondents. Issues raised included:

- high levels of traffic and congestion, particularly during the week
- parking related issues along Miller Street, Walker Street and Hampton Street where only residents can park

West Street: As another main thoroughfare in this zone, it is unsurprising that a notable proportion of respondents raised issues in relation to West Street. Concerns relating to cycling, parking and vehicles were raised most frequently by respondents in relation to this location. Other respondents discussed issues around walking and buses.

Pedestrian and cyclist safety as well as issues around crossings were raised by several respondents:

- the relationship between pedestrians, vehicles and cyclists along this road was raised as a threat to commuter safety
- one respondent suggested that 'walking has become too dangerous' along West Street
- despite it being a major cycling route, respondents felt that paths along West Street were 'terrible' with one noting that there are 'critical missing links and painted green stripes on the roadway do not suffice'
- the volume of bikes along this street was identified as a concern for some

Parking along West Street was highlighted as an issue by respondents in relation this location. Discussion included parking for residents, the need for improved enforcement, parking restrictions and the impact of parking on traffic flow.

What do respondents in this zone feel is the best way to resolve the issues identified?

Throughout the engagement period, respondents provided suggested solutions via all of the consultation methods. As proposed solutions are issue specific, they have not been summarised in this report, but can be found as part of the Appendix.

One of the **workshop** exercises asked participants to discuss solutions to key issues they had identified in previous exercises.

Zone 2 participants found cycle safety and pedestrian safety to be the issues the workshop group most wanted to address. This is not surprising considering Zone 2 identified as the highest population group that used cycling as a common mode of transport. While most responses focused on engineering solutions, specifically to separate pedestrians and cyclist a number of suggestions included enforcement methods. These focused on fining cyclists.

TAPAS Zone 3

Zone 3 includes the suburbs of North Sydney, McMahons Point, Lavender Bay and Milsons Point, and covers two wards – part of Victoria and Wollstonecraft.

Who responded?

Throughout the engagement period, 390 respondents from Zone 3¹⁸ provided responses via the survey, workshops, submissions (online and hardcopy) and the mapping tool.

94% of respondents from Zone 3 who participated in the **survey** nominated themselves as a 'resident.' The highest proportion of respondents (30%) were from the 60-69 year old age group.¹⁹

Survey respondents were asked to provide geographical locations to understand where participants are travelling from and where they are travelling to. The most common responses are listed below. It is important to note that although most respondents provided their street address, not all respondents nominated where they frequently travelled to.

	Most commonly nominated locations ²⁰
Respondent street address	Alfred Street, Blues Point Road
Where respondents frequently travel to (work)	CBD (Sydney and North Sydney) ²¹ , Pacific Highway, Work from home
Where respondents frequently travel to (study)	CBD/City, Stanton Library, Miller Street
Where respondents frequently travel to (play)	CBD/City, Chatswood, Crows Nest, North Sydney Pool

What are the values or aspirations for the zone?

The community aspirations and values identified as a priority by respondents in this zone varied across consultation methods and included:

- Safe travel
- Fair access to parking spaces
- Community wellbeing
- Transport Affordability and accessibility

¹⁸ Includes respondents who nominated that their submission or mapping tool response related to this zone

¹⁹ Refer to summary tables in methodology section of the report for demographic data

²⁰ A table detailing all responses has been included as an attachment to this report

²¹ As respondents referred to both the North Sydney CBD and the Sydney CBD, while other provided the response 'CBD', it was difficult to accurately differentiate between these two locations

Quantitative data collected from the **survey** suggests that participants from Zone 3 considered the following three community aspirations to be important:

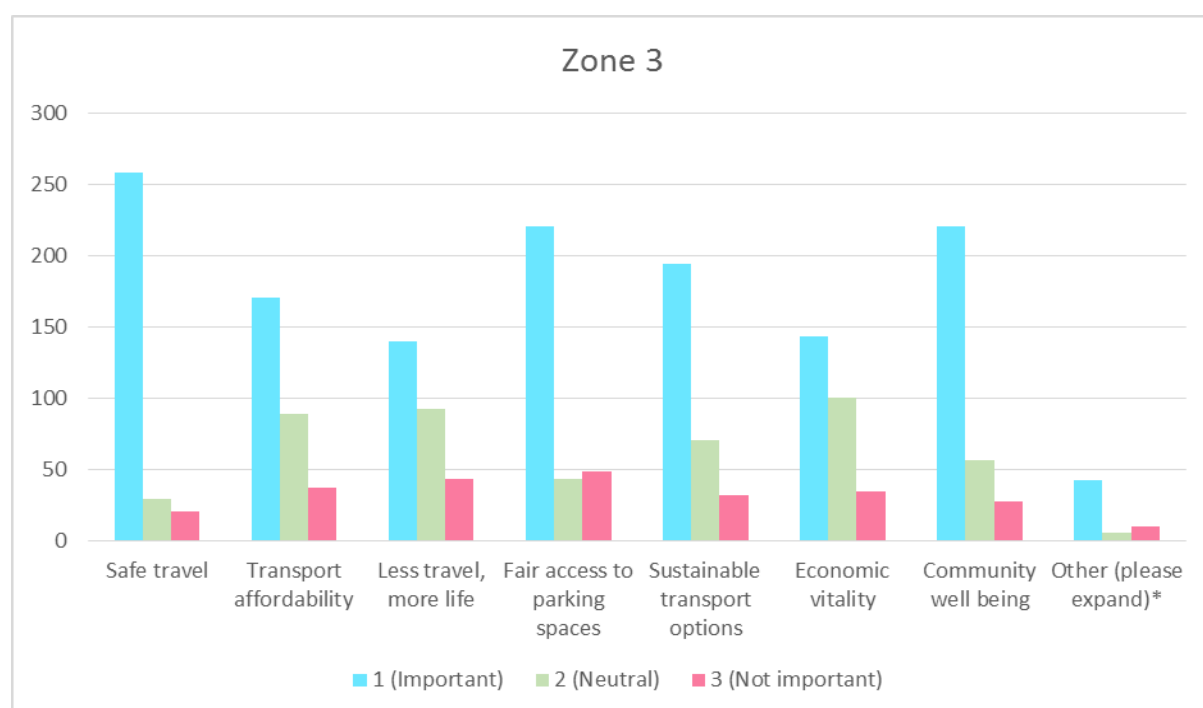
- Safe travel (84%)
- Community well being (73%)
- Fair access to parking spaces (71%)

Quantitative data collected from the **survey** suggests that participants from Zone 3 considered the following two community aspirations to be not important:

- Less travel, more life (16%)
- Fair access to parking spaces (15%)

	1 (Important)	2 (Neutral)	3 (Not important)	No Response
Safe travel	84% (258)	9% (29)	7% (20)	21
Transport affordability	57% (170)	30% (89)	13% (37)	32
Less travel, more life	51% (140)	33% (92)	16% (43)	53
Fair access to parking spaces	71% (220)	14% (43)	15% (48)	17
Sustainable transport options	66% (194)	24% (70)	11% (32)	32
Economic vitality	52% (143)	36% (100)	12% (34)	51
Community well being	73% (220)	18% (56)	9% (27)	25
Other (please expand)	74% (42)	9% (5)	18% (10)	271

*Percentages shown are the number of respondents as a proportion of the total respondents who provided a response to each community aspiration



The survey respondents who nominated 'other' instead of, or in addition to the above community aspirations, provided comments relating to:

- parking particularly in regard to access, time limits and cost of parking
- the reliability and frequency of public transport, especially buses

The most common community aspirations discussed by **workshop** respondents²² from Zone 3 were '**Safe travel**' and '**Transport affordability and accessibility.**' Respondents discussed safety and accessibility of transport, including the ease of getting around. There was discussion around the importance of being well connected to efficiently run transport modes as well as accessibility to popular locations like the CBD and shops.



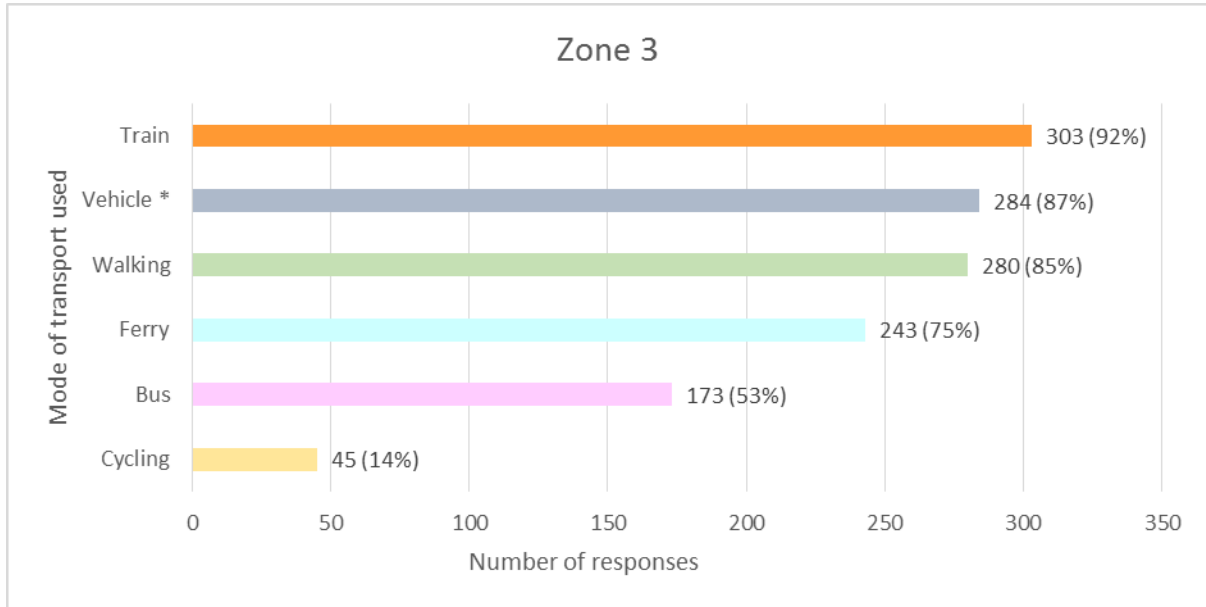
Resident Workshop 4 (Zone 3) at McMahons Point Community Centre

Almost half (49%) of location based responses collected via **submissions** (hardcopy and online) and the **mapping tool** made reference to '**Safe travel**' while 30% of responses made reference to '**Fair access to parking spaces.**'

²² Refers to data collected from workshop exercises – except for mapping and solutions based exercises. Data gathered from these exercises were only categorised by modal and functional themes.

What are the main areas of interest, including concerns and issues, within the zone?

Survey respondents were asked to nominate which modes of transport they use. Respondents were able to select more than one response. A high percentage of respondents nominated train, vehicle and walking.



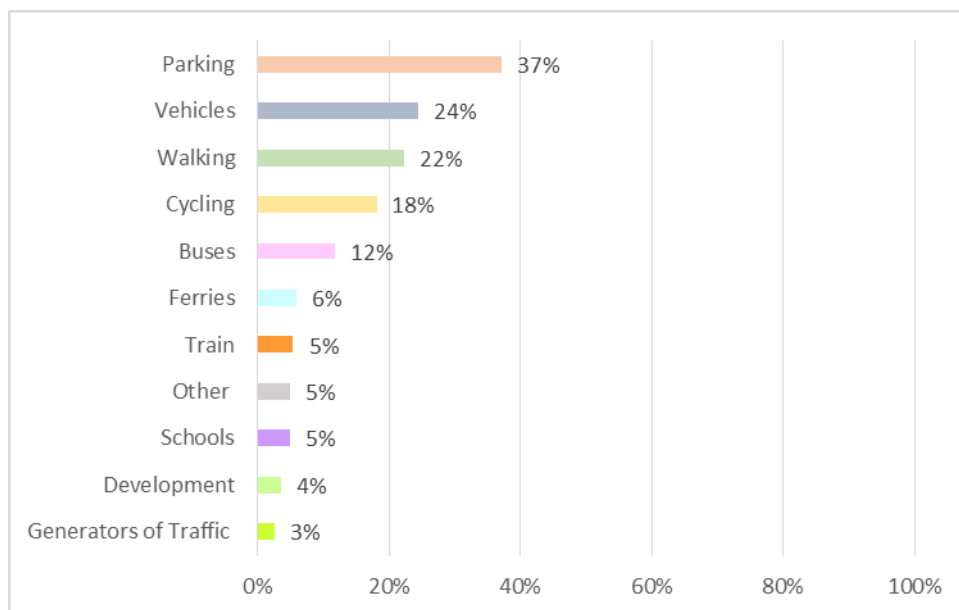
* Vehicle - includes car, truck, scooter, motorbike and car share

Percentages above are a proportion of the total number of Zone 3 survey respondents.

Location based responses

A total of 937²³ location based responses were provided via **submissions** (online and hardcopy), the **mapping tool**, the **workshops** and the **survey** in relation to Zone 3.

The graph below indicates the percentage of responses in this Zone that referred to the modal and functional themes.



Of the location based responses relating to Zone 3 collected via the **survey, workshop, submissions** (online and hardcopy) and the **mapping tool**, 37% were related to parking while 24% of responses were related to vehicles.²⁴

Based on qualitative data across all consultation methods, the following locations were most commonly discussed by respondents. Detailed location based responses categorised by modal and functional theme have been attached as an Appendix to this report.

Location	Count	Percentage of the total number of location based responses
Pacific Highway	113	12%
Alfred Street	97	10%
Blues Point Road	96	10%

²³ This figure is the total of all comments and includes responses that were split if more than one location/issue was referred to in the comment. The total of all responses across all zones will therefore be greater than the number of responses received.

²⁴ Percentages shown are a proportion of the number of responses relating to this zone. As majority of responses were categorised by more than one modal and functional theme, the total of percentages will be greater than 100%.

Pacific Highway: A high number of respondents raised issues in relation to the Pacific Highway, one of the main arteries to and from Sydney's central business district (CBD). The intersection of Miller Street and Mount Street and the intersection of Walker Street, Blue Street and Little Walker Street were the focus of most responses relating to the Pacific Highway. Majority of issues raised were in relation to pedestrians and vehicles, with a smaller portion concerning cyclists.

Pedestrian and vehicle issues were mostly in relation to wait times, safety and traffic congestion.

Responses included:

- difficulty passing through the intersection of Pacific Highway, Miller Street and Mount Street, especially during peak hours, due to the high volume of pedestrians and vehicle use
- inadequate signage, insufficient pedestrian crossing times and excessive wait times at intersections
- pedestrian island is too narrow at the intersection of Miller Street and Pacific Highway
- congestion is caused by traffic lights along the Pacific Highway, particularly where pedestrian crossings and left/right turn signals exist

The lack of dedicated bike paths was the key theme identified in cycling-related responses. These included:

- the general lack of adequate cycle infrastructure, which forces cyclists onto the roads or footpaths
- unsafe cycle ways from the Sydney Harbour Bridge to North Sydney via the Pacific Highway all the way to Lane Cove

Alfred Street South: A notable proportion of respondents identified issues on and around Alfred Street South. This street links to the Sydney Harbour Bridge and so caters for a high volume of cyclists, particularly those commuting to and from the CBD. Most problems identified in this area were related to cycling and walking, with a few people raising parking-related issues.

Issues affecting cyclists and pedestrians were typically associated with the quality of the footpaths and the need for dedicated bike paths. Issues included:

- cyclists use the footpaths to access the Sydney Harbour Bridge, creating dangerous conditions for both cyclists and pedestrians – a significant number of respondents believed a continuous system of dedicated bike paths through North Sydney would keep cyclists off footpaths and roadways
- the roundabout at the intersection of Lavender Street, Middlemiss Street, Pacific Highway and Alfred Street is considered unsafe for cyclists and pedestrians
- cyclists in the area travel at high speeds and do not obey traffic lights
- the footpath along this street is in a poor condition with inconsistent levelling
- there is a lack of safe pedestrian crossings along Alfred Street South

Parking issues were linked to accessibility, expense or confusing signage and included:

- insufficient access to parking for residents and their visitors, including access to disabled parking
- the parking that is available is expensive
- parking signage can be confusing

Blues Point Road: Several respondents raised concerns in relation to Blues Point Road, which acts as the main road in and out of McMahons Point peninsula. Vehicle movements, parking and pedestrian safety were of most concern to respondents who discussed this road.

Problems with vehicle movements were associated with through traffic, rat-running and speeding while most parking comments were in relation to fair accessibility or unsafe parking spots. Specific concerns included:

- high prevalence of through traffic and rat running in the area
- speeding along Blues Point Road, which is a highly pedestrian road, is a safety concern for vehicular traffic, pedestrians and cyclists
- insufficient access to parking throughout the week, with parking time limits considered by some to be insufficient, especially around restaurants and shopping areas
- parked vehicles in inappropriate locations decrease visibility and obstruct bike paths, forcing cyclists into traffic

Pedestrian issues were most commonly related to footpaths, crossings and lighting. These included:

- poor quality footpath surfaces in the area, as well as poor transitions from footpaths to road crossings
- dangerous pedestrian crossings along Blues Point Road, particularly the intersection at Henry Lawson Avenue
- poorly-lit footpaths in the area

What do respondents in this zone feel is the best way to resolve the issues identified?

Throughout the engagement period, respondents provided suggested solutions via all of the consultation methods. As proposed solutions are issue specific, they have not been summarised in this report, but can be found as part of the Appendix.

One of the **workshop** exercises asked participants to discuss solutions to key issues they had identified in previous exercises.

Zone 3 workshop participants overwhelmingly identified parking and parking related issues in this workshop exercise. This is consistent with both the submissions and survey responses indicating fair access to parking as a priority issue. While a number of solutions focused on enforcement a number of solutions looked at engineering solutions to parking and finding new locations for parking and creative ways to access these locations for example – a shuttle bus to access Greenwood plaza parking on weekends.

TAPAS Zone 4

Zone 4 includes the suburbs of Cammeray and covers part of the ward Tunks.

Who responded?

Throughout the engagement period, 383 respondents from Zone 4²⁵ provided responses via the survey, workshops, submissions (online and hardcopy) and the mapping tool.

92% of respondents from Zone 4 who participated in the **survey** nominated themselves as a 'resident.' The highest proportion of respondents (20%) were from the 40-49 year old age group.²⁶

Survey respondents were asked to provide geographical locations to understand where participants are travelling from and where they are travelling to. The most common responses are listed below. It is important to note that although most respondents provided their street address, not all respondents nominated where they frequently travelled to.

	Most commonly nominated locations ²⁷
Respondent street address	Amherst Street, Carter Street, Abbott Street
Where respondents frequently travel to (work)	CBD (Sydney and North Sydney) ²⁸ , Miller Street, Pacific Highway, George Street, Crows Nest, St Leonards
Where respondents frequently travel to (study)	CBD/City, Stanton Library, Miller Street, Macquarie University, Walker Street
Where respondents frequently travel to (play)	Cammeray, CBD/City, Crows Nest, Tunks Park, Miller Street

What are the values or aspirations for the zone?

The community aspirations and values identified as a priority by respondents in this zone varied across consultation methods and included:

- Safe travel
- Fair access to parking spaces
- Community well being
- Transport affordability and accessibility

²⁵ Includes respondents who nominated that their submission or mapping tool response related to this zone

²⁶ Refer to summary tables in methodology section of the report for demographic data

²⁷ A table detailing all responses has been included as an attachment to this report

²⁸ As respondents referred to both the North Sydney CBD and the Sydney CBD, while other provided the response 'CBD', it was difficult to accurately differentiate between these two locations

Quantitative data collected from the **survey** suggests that participants from Zone 4 considered the following three community aspirations to be important:

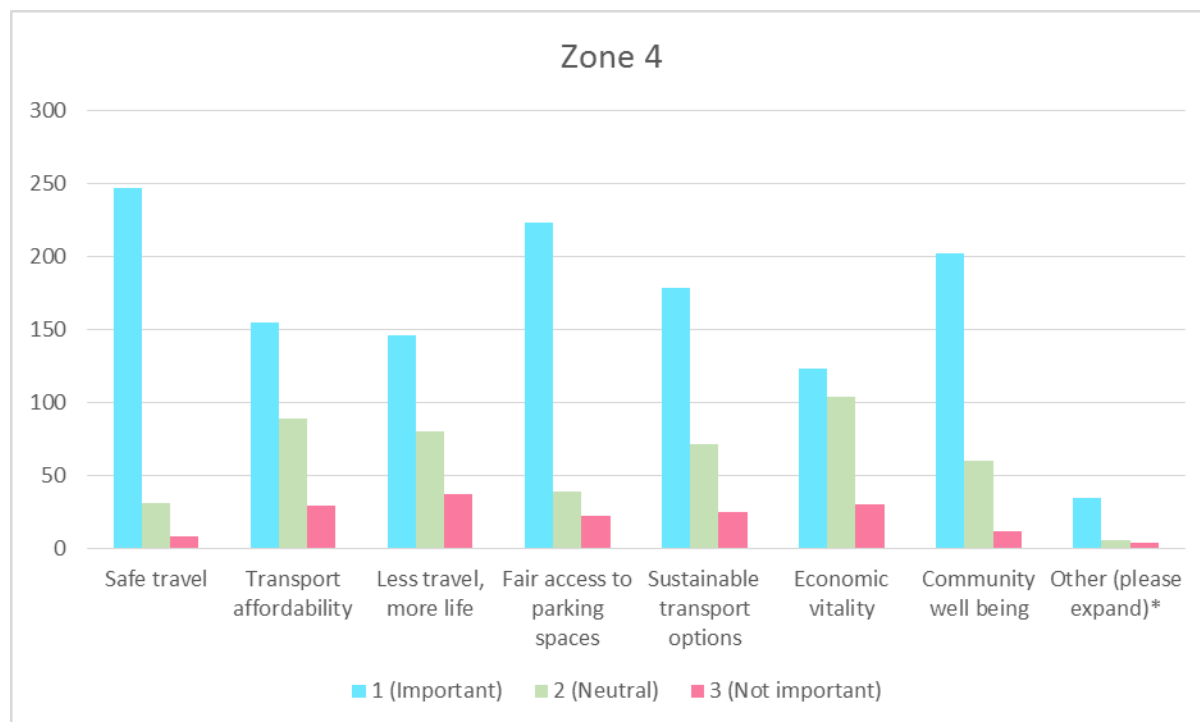
- Safe travel (86%)
- Fair access to parking spaces (79%)
- Community well being (74%)

Quantitative data collected from the **survey** suggests that participants from Zone 4 considered the following two community aspirations to be not important:

- Less travel, more life (14%)
- Economic Vitality (12%)

	1 (Important)	2 (Neutral)	3 (Not important)	No Response
Safe travel	86% (247)	11% (31)	3% (8)	8
Transport affordability	57% (155)	33% (89)	11% (29)	21
Less travel, more life	56% (146)	30% (80)	14% (37)	31
Fair access to parking spaces	79% (223)	14% (39)	8% (22)	10
Sustainable transport options	65% (178)	26% (71)	9% (25)	20
Economic vitality	48% (123)	40% (104)	12% (30)	37
Community well being	74% (202)	22% (60)	4% (12)	20
Other (please expand)	79% (34)	12% (5)	9% (4)	251

*Percentages shown are the number of respondents as a proportion of the total respondents who provided a response to each community aspiration



The survey respondents who nominated 'other' instead of, or in addition to the above community aspirations, provided comments relating to:

- parking issues in this area, including resident parking, parking permits, time limits and the cost of parking
- transport efficiency and reliability
- improving the connection of the bus routes to major centres and to train stations
- safety for pedestrians crossing the road

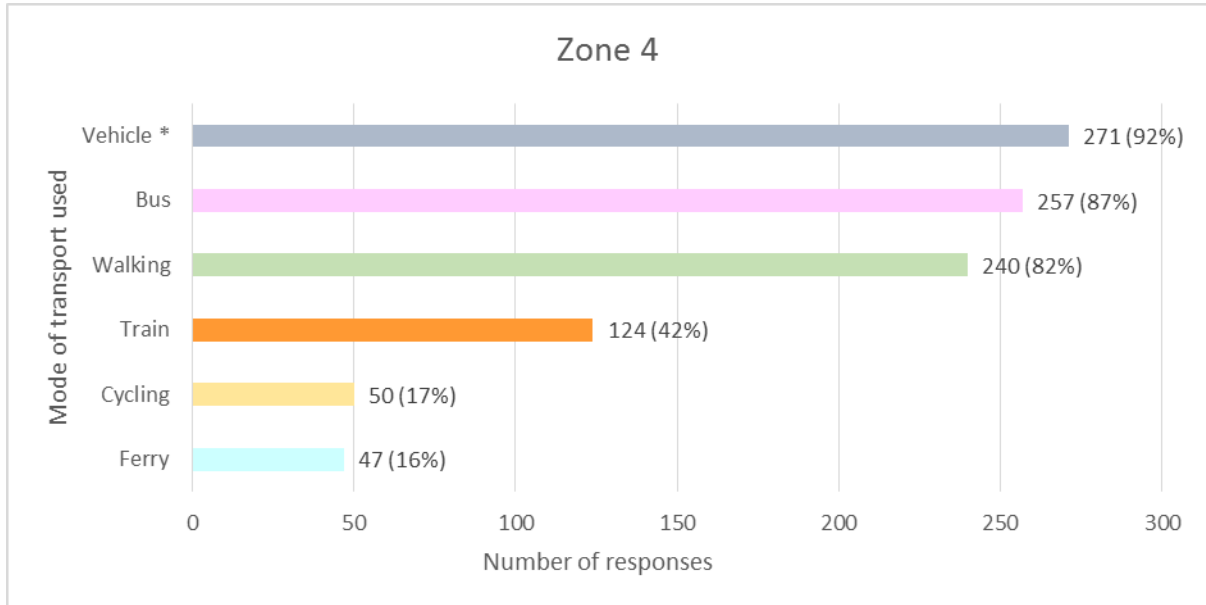
The most common community aspiration discussed by **workshop** respondents²⁹ from Zone 4 was **'transport affordability and accessibility.'** Workshop participants spoke about the frequency and reliability of public transport, including off-peak hours and late at night. There was some discussion about the accessibility via public transport both locally and to other areas of the LGA. There was common interest among participants about the connectivity between different modes of transport so, as one respondent noted, 'you don't need to change [transport] and pay again.'

The highest proportion (45%) of location based responses collected via **submissions** (hardcopy and online) and the **mapping tool** made reference to **'Safe travel.'**

What are the main areas of interest, including concerns and issues, within the zone?

Survey respondents were asked to nominate which modes of transport they use. Respondents were able to select more than one response. A high percentage of respondents nominated vehicle, bus and walking.

²⁹ Refers to data collected from workshop exercises – except for mapping and solutions based exercises. Data gathered from these exercises were only categorised by modal and functional themes.



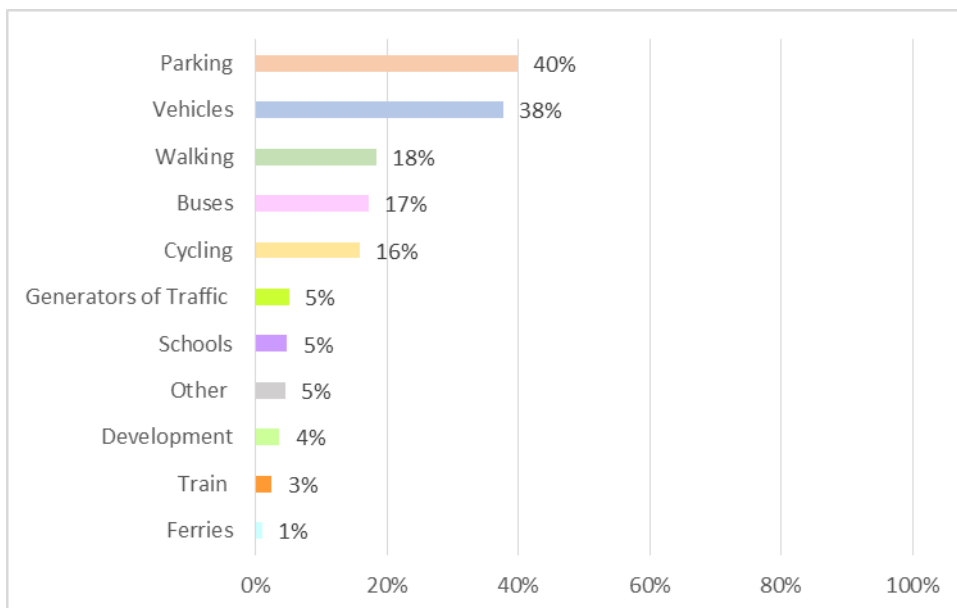
* Vehicle - includes car, truck, scooter, motorbike and car share

Percentages above are a proportion of the total number of Zone 4 survey respondents.

Location based responses

A total of 595³⁰ location based responses were provided via **submissions** (online and hardcopy), the **mapping tool**, the **workshops** and the **survey** in relation to Zone 4.

The graph below indicates the percentage of responses in this Zone that referred to the modal and functional themes.



³⁰ This figure is the total of all comments and includes responses that were split if more than one location/issue was referred to in the comment. The total of all responses across all zones will therefore be greater than the number of responses received.

Of the location based responses relating to Zone 4 collected via the **survey, workshop, submissions** (online and hardcopy) and the **mapping tool**, 40% were related to parking while 38% of responses were related to vehicles.³¹

Based on qualitative data across all consultation methods, the following locations were most commonly discussed by respondents. Detailed location based responses categorised by modal and

Location	Count	Percentage of the total number of location based responses
Miller Street	166	28%
Amherst Street	123	21%
Palmer Street	63	11%

functional theme have been attached as an Appendix to this report.

Miller Street: The main issues identified on and around Miller Street were in relation to vehicles, pedestrians and parking. The majority of these responses were in reference to where Miller Street intersects with Amherst Street and Palmer Street.

Most responses concerning vehicles and pedestrian movements were related to the Stockland Cammeray Shopping Centre. Issues included:

- the high volume of traffic from people visiting the shopping centre causes congestion and dangerous conditions for both vehicles and pedestrians
- the difficulty in turning right at the Miller Street and Amherst Street intersection causes traffic to back up
- vehicles speed, run red lights and ignore stop signs in the area
- pedestrians are in danger when crossing the street to catch buses
- buses are delayed by the congestion on Miller Street

Parking issues in the area were related to access or unsafe parking spots. These included:

- parking spaces create bottlenecks that cause traffic congestion
- there is insufficient access to free, short-term car and motorbike parking during peak shopping hours
- non-residents are parking in side streets
- the car park behind Miller Street shops is frequently full

Amherst Street: Amherst Street was commonly cited as a problem location, particularly in relation to vehicles, parking and pedestrians.

³¹ Percentages shown are a proportion of the number of responses relating to this zone. As majority of responses were categorised by more than one modal and functional theme, the total of percentages will be greater than 100%.

The main issues identified for drivers and pedestrians were linked to safety. These included:

- the new cycleway on Amherst Street has created safety issues for drivers, pedestrians and cyclists as the road is too narrow for traffic
- it is difficult and dangerous to cross the street to catch the bus
- the area is insufficiently lit for pedestrians
- the Amherst Street and Miller Street intersection, at the shops, is particularly dangerous

Present and anticipated parking issues around Amherst Street were associated with commuters and visitors. These included:

- difficulty entering and exiting the Stockland car park
- blocked driveways and poor access to parking, caused partly by commuters parking in the area throughout the day
- additional congestion and parking issues likely to arise from a proposed childcare centre nearby

Palmer Street: Issues identified with respect to Palmer Street were mainly centred on the school zone, between Miller Street and Bellevue Street. Issues raised were predominantly associated with vehicles and parking, however walking conditions were also discussed.

Vehicle and parking-related concerns were most often associated with traffic flow, parking access and the need for stricter enforcement. These included:

- congestion around Cammeray Public School caused by buses and parents dropping off and picking up students
- the timing of traffic and pedestrian lights at the intersection of Palmer Street and Miller Street means that there is not enough time for a sufficient number of pedestrians and vehicles to pass through this intersection when their respective lights are green
- drivers have poor visibility when approaching Palmer Street intersections due to hills
- parking access is limited due to the nearby shopping centre and Cammeray Public School
- boats and trailers are parked in the area for extended lengths of time
- cars speed through the area, park illegally and run red lights

Additionally, respondents discussed concerns around pedestrian safety at crossings in the area.

What do respondents in this zone feel is the best way to resolve the issues identified?

Throughout the engagement period, respondents provided suggested solutions via all of the consultation methods. As proposed solutions are issue specific, they have not been summarised in this report, but can be found as part of the Appendix.

One of the **workshop** exercises asked participants to discuss solutions to key issues they had identified in previous exercises.

Consistent with the other zones, parking was an important issues for this workshop group, however, so was accessibility. Equal to parking accessibility was the issue the workshop participants most wished to focus on developing solutions for. Workshop participants specifically focused on an engineering solution to address this problem. One solution considered providing a small shuttle bus

that could more easily access hilly and narrow areas, residents could have better access to facilities and services within their neighbourhood and better access other forms of public transport to leave the local area.

TAPAS Zone 5

Zone 5 includes the suburbs of Neutral Bay and Cremorne (North of Military Road), and covers the ward of Tunks.

Who responded?

Throughout the engagement period, 409 respondents from Zone 5³² provided responses via the survey, workshops, submissions (online and hardcopy) and the mapping tool.

90% of respondents from Zone 5 who participated in the **survey** nominated themselves as a 'resident.' The highest proportion of respondents (24%) were from the 60-69 year old age group.³³

Survey respondents were asked to provide geographical locations to understand where participants are travelling from and where they are travelling to. The most common responses are listed below. It is important to note that although most respondents provided their street address, not all respondents nominated where they frequently travelled to.

	Most commonly nominated locations ³⁴
Respondent street address	Grasmere Road, Young Street, Gerard Street, Ben Boyd Road
Where respondents frequently travel to (work)	CBD (Sydney and North Sydney) ³⁵ , George Street, Military Road, Cremorne, Pacific Highway, Miller Street
Where respondents frequently travel to (study)	CBD (Sydney and North Sydney) ³⁶ , Military Road, Stanton Library, Miller Street
Where respondents frequently travel to (play)	City/CBD, Neutral Bay, Balmoral, Manly, Crows Nest

What are the values or aspirations for the zone?

The community aspirations and values identified as a priority by respondents in this zone varied across consultation methods and included:

- Safe travel
- Fair access to parking spaces
- Community wellbeing
- Sustainable transport options

³² Includes respondents who nominated that their submission or mapping tool response related to this zone

³³ Refer to summary tables in methodology section of the report for demographic data

³⁴ A table detailing all responses has been included as an attachment to this report

³⁵ As respondents referred to both the North Sydney CBD and the Sydney CBD, while other provided the response 'CBD', it was difficult to accurately differentiate between these two locations

³⁶ See above

Quantitative data collected from the **survey** suggests that participants from Zone 5 considered the following three community aspirations to be important:

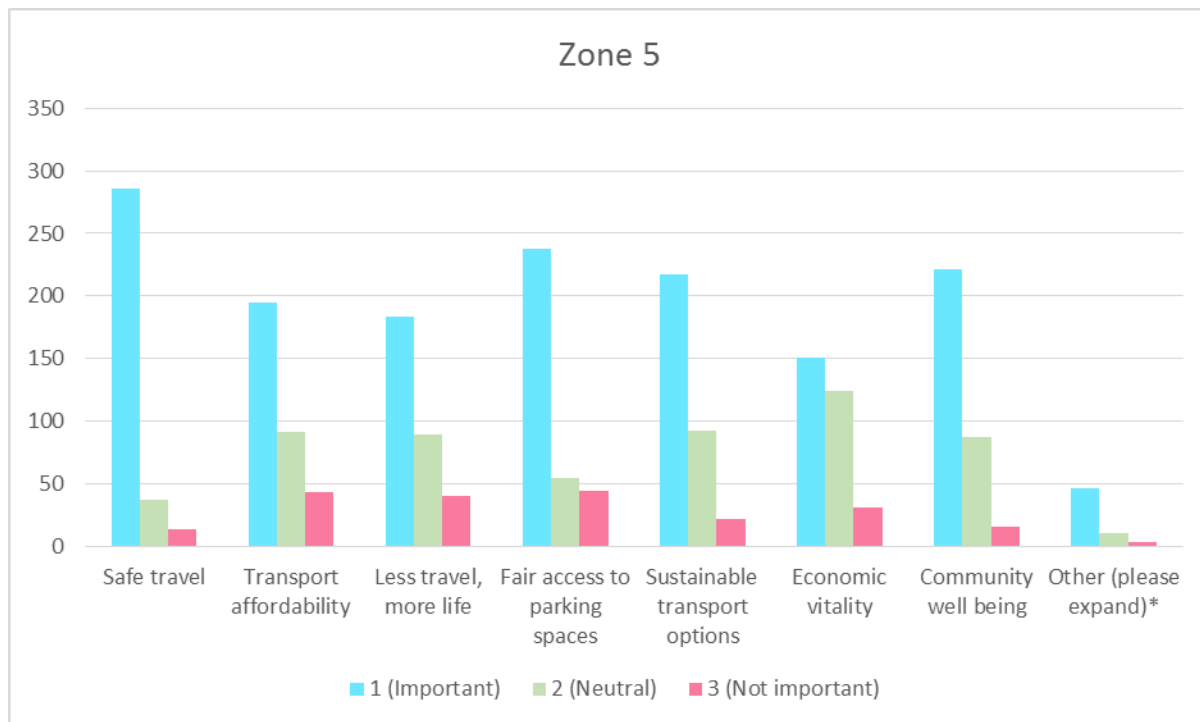
- Safe travel (85%)
- Fair access to parking spaces (71%)
- Community well being (68%)

Quantitative data collected from the **survey** suggests that participants from Zone 5 considered the following three community aspirations to be not important:

- Transport affordability (13%)
- Less travel, more life (13%)
- Fair access to parking spaces (13%)

	1 (Important)	2 (Neutral)	3 (Not important)	No Response
Safe travel	85% (286)	11% (37)	4% (13)	24
Transport affordability	59% (195)	28% (91)	13% (43)	31
Less travel, more life	59% (183)	29% (89)	13% (40)	48
Fair access to parking spaces	71% (238)	16% (54)	13% (44)	24
Sustainable transport options	66% (217)	28% (92)	7% (22)	29
Economic vitality	49% (151)	41% (124)	10% (31)	54
Community well being	68% (221)	27% (87)	5% (16)	36
Other (please expand)	78% (46)	17% (10)	5% (3)	301

*Percentages shown are the number of respondents as a proportion of the total respondents who provided a response to each community aspiration



The survey respondents who nominated ‘other’ instead of, or in addition to the above community aspirations, provided comments relating to:

- parking access and time limits, particularly for local residents
- reliability and frequency of a public transport system that is well connected to the local area
- improved footpaths and cycle ways
- reduction of traffic congestion

The most common community aspirations discussed by **workshop** respondents³⁷ from Zone 5 were ‘**Safe travel**’ and ‘**Sustainable transport options.**’ Respondents commonly noted concern in regard to the speed of vehicles and cyclists, as well as the safety for pedestrians when crossing the road at intersections. Further to this, the safety of the elderly and disabled population was discussed. Workshop respondents were also interested in the efficiency of public transport and having ‘more public transport’ options, including access to tram lines, ‘like in Melbourne and San Francisco’.

³⁷ Refers to data collected from workshop exercises – except for mapping and solutions based exercises. Data gathered from these exercises were only categorised by modal and functional themes.

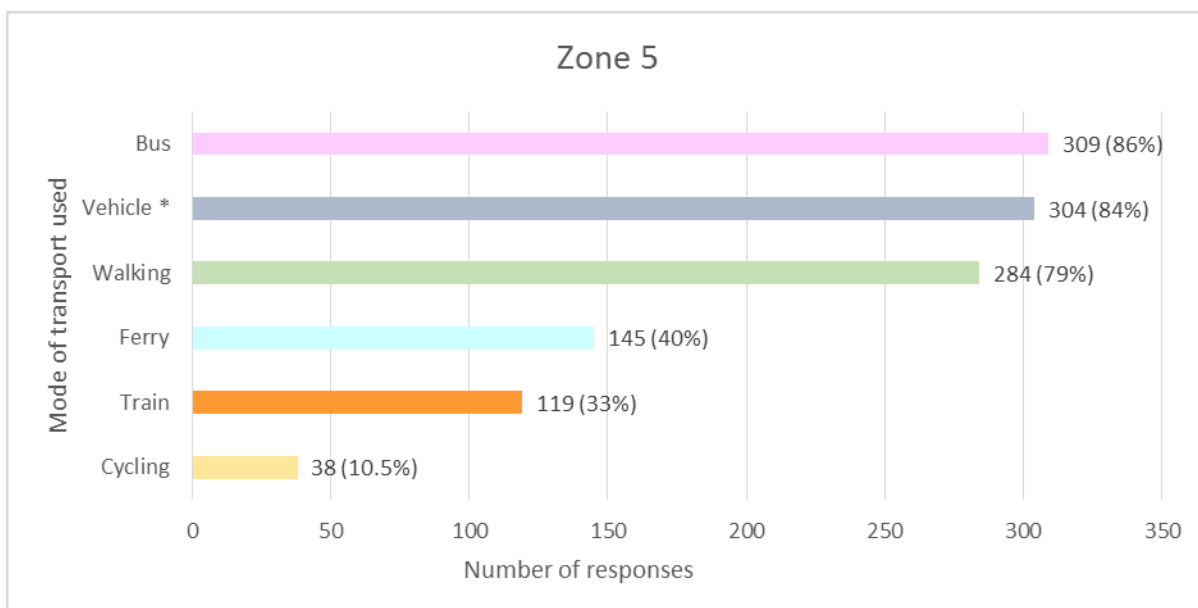


Resident Workshop 3 (Zone 5) at Cammeray Golf Club

The highest proportion (58%) of location based responses collected via **submissions** (hardcopy and online) and the **mapping tool** made reference to **'Safe travel.'**

What are the main areas of interest, including concerns and issues, within the zone?

Survey respondents were asked to nominate which modes of transport they use. Respondents were able to select more than one response. A high percentage of respondents nominated bus, vehicle and walking.



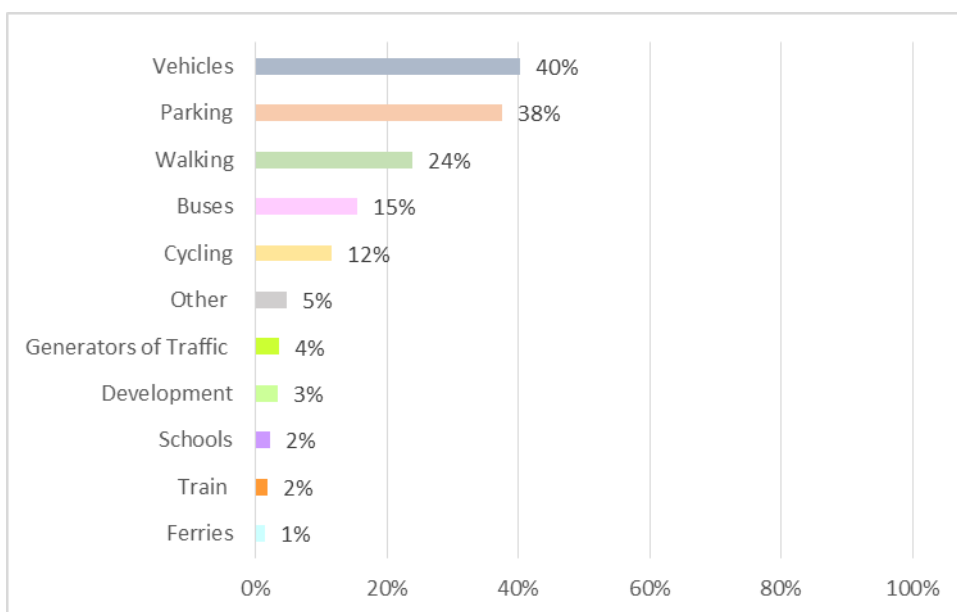
* Vehicle - includes car, truck, scooter, motorbike and car share

Percentages above are a proportion of the total number of Zone 5 survey respondents.

Location based responses

A total of 654³⁸ location based responses were provided via **submissions** (online and hardcopy), the **mapping tool**, the **workshops** and the **survey** in relation to Zone 5.

The graph below indicates the percentage of responses in this Zone that referred to the modal and functional themes.



Of the location based responses relating to Zone 5 collected via the **survey, workshop, submissions** (online and hardcopy) and the **mapping tool**, 40% were related to vehicles while 38% of responses were related to parking.³⁹

Based on qualitative data across all consultation methods, the following locations were most commonly discussed by respondents. Detailed location based responses categorised by modal and functional theme have been attached as an Appendix to this report.

³⁸ This figure is the total of all comments and includes responses that were split if more than one location/issue was referred to in the comment. The total of all responses across all zones will therefore be greater than the number of responses received.

³⁹ Percentages shown are a proportion of the number of responses relating to this zone. As majority of responses were categorised by more than one modal and functional theme, the total of percentages will be greater than 100%.

Location	Count	Percentage of the total number of location based responses
Military Road	197	30%
Ben Boyd Road	85	13%
Gerard Street	70	11%

Military Road: This main road was the subject of many comments and was mentioned in significantly more responses than the other streets in TAPAS Zone 5. Most issues concerned vehicles and pedestrians, with some referring to buses and parking.

Traffic congestion was the most prevalent theme in responses that described issues affecting vehicles and pedestrians. Issues included:

- traffic congestion along Military Road with a significant number of comments referring to difficulty turning at the Ben Boyd intersection – majority of these responses suggested the need for a right hand turn signal here while others felt that right hand only lanes onto Military Road were the cause of poor traffic flow
- drivers running red lights possibly because, as one respondent commented, '[the] traffic lights [are] not long enough'
- vehicles drive over crossings when pedestrians are attempting to cross
- truck and motorbike traffic along the road causes a lot of noise
- cyclists are endangering pedestrians when they ride on the footpaths

Respondents were most concerned with frequency and access when discussing bus services along Military Road. Issues included:

- long queues and crowding on buses due to infrequent services
- insufficient connections to public transport outside of Military Road, especially on Sundays
- difficult to read bus signage when they all arrive at once
- bus shelters are not large enough to protect all commuters from the elements

Parking issues were also raised, though they occasionally contradicted one another. Issues included:

- parking is difficult to find
- on-road parking is slowing traffic and buses when that space could be used instead for a clearway

Ben Boyd Road: Ben Boyd Road is another alternative to Military Road, and is therefore considered to be a popular rat-running route. The main issues identified along this road were in relation to vehicles. Parking and pedestrian concerns were also raised.

Respondents raised a broad range of issues affecting vehicles, from congestion and difficult intersections to speeding and conflict with cyclists. Some issues discussed included:

- traffic congestion on Ben Boyd Road caused by the short duration of the green light for vehicles turning onto Military Road
- the intersection of Ernest Street and Belgrave Street is difficult to navigate
- speeding along Ben Boyd Road
- vehicles compete with cyclists at the intersection with Sutherland Street

Non-residential parking and pedestrian safety were the raised by a number of respondents. Issues included:

- free all day parking spots, ideally for use by residents and visitors, are used by commuters or for long-term car and trailer parking
- drivers wait at 'no stopping' zones at Belgrave Street, Young Street and Ben Boyd Road, until it is legal for them to park at 10am
- footpaths along Ben Boyd Road are uneven
- cars are stopping on pedestrian crossings, creating dangerous conditions for pedestrians

Gerard Street: Gerard Street is often used by drivers and pedestrians as an alternative route to Military Road. The comments on this area focused on vehicle and pedestrian safety and included:

- rat-running and speeding along the street
- the pedestrian crossings, especially at Macpherson Street, lack the signage and visibility necessary to warn drivers that people are crossing the road
- more crossings are required to prevent pedestrians from jay-walking
- this street is too busy when an event is taking place in the east, and in and around Manly

What do respondents in this zone feel is the best way to resolve the issues identified?

Throughout the engagement period, respondents provided suggested solutions via all of the consultation methods. As proposed solutions are issue specific, they have not been summarised in this report, but can be found as part of the Appendix.

One of the **workshop** exercises asked participants to discuss solutions to key issues they had identified in previous exercises.

Residents participating in the Zone 5 workshop raised a number of concerns relating to safe travel, traffic congestion, road safety and speeding. A number of times they mentioned cars speeding through narrow back streets to avoid congestion on major roads such as Ben Boyd Road and Military Road. When considering solutions a number of workshop participants suggested an engineering solution and the introduction of traffic calming measures.

TAPAS Zone 6

Zone 6 includes the suburbs of Neutral Bay and Cremorne (South of Military Road), and covers two wards – Cremorne and part of Victoria.

Who responded?

Throughout the engagement period, 621 respondents from Zone 6⁴⁰ provided responses via the survey, workshops, submissions (online and hardcopy) and the mapping tool.

89% of respondents from Zone 6 who participated in the **survey** nominated themselves as a 'resident.' The highest proportion of respondents (27%) were from the 60-69 year old age group.⁴¹

Survey respondents were asked to provide geographical locations to understand where participants are travelling from and where they are travelling to. The most common responses are listed below. It is important to note that although most respondents provided their street address, not all respondents nominated where they frequently travelled to.

	Most commonly nominated locations ⁴²
Respondent street address	Milson Road, Kurraba Road, Ben Boyd Road, Cremorne Road
Where respondents frequently travel to (work)	CBD (Sydney and North Sydney) ⁴³ , George Street, work from home, Military Road, St Leonards
Where respondents frequently travel to (study)	CBD (Sydney and North Sydney) ⁴⁴ , Stanton Library, Miller Street, Macquarie University, Sydney University, Mosman Library
Where respondents frequently travel to (play)	Neutral Bay, Mosman, Cremorne, Balmoral, City/CBD Military Road

What are the values or aspirations for the zone?

The community aspirations and values identified as a priority by respondents in this zone varied across consultation methods and included:

- Safe travel
- Fair access to parking spaces
- Community wellbeing

⁴⁰ Includes respondents who nominated that their submission or mapping tool response related to this zone

⁴¹ Refer to summary tables in methodology section of the report for demographic data

⁴² A table detailing all responses has been included as an attachment to this report

⁴³ As respondents referred to both the North Sydney CBD and the Sydney CBD, while other provided the response 'CBD', it was difficult to accurately differentiate between these two locations

⁴⁴ See above

- Transport affordability and accessibility

Quantitative data collected from the **survey** suggests that participants from Zone 6 considered the following three community aspirations to be important:

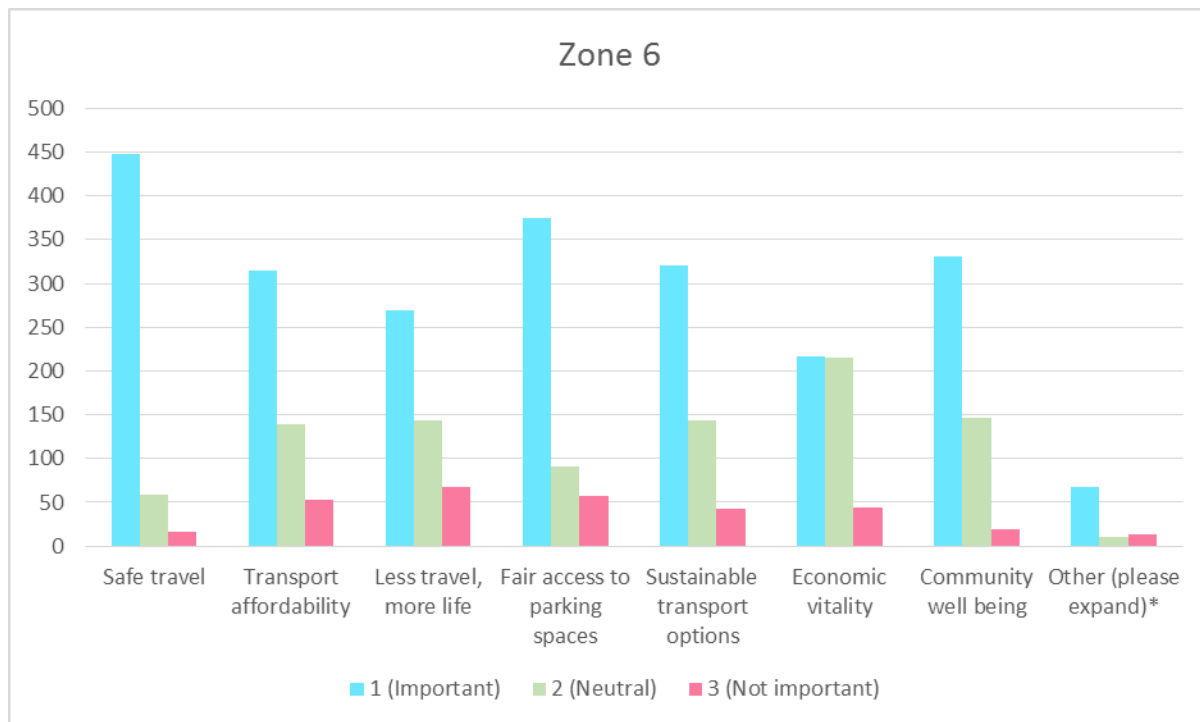
- Safe travel (85%)
- Fair access to parking spaces (72%)
- Community well being (67%)

Quantitative data collected from the **survey** suggests that participants from Zone 6 considered the following two community aspirations to be not important:

- Less travel, more life (14%)
- Fair access to parking spaces (11%)

	1 (Important)	2 (Neutral)	3 (Not important)	No Response
Safe travel	85% (448)	11% (59)	3% (17)	32
Transport affordability	62% (315)	27% (139)	10% (53)	49
Less travel, more life	56% (270)	30% (143)	14% (67)	76
Fair access to parking spaces	72% (374)	17% (91)	11% (57)	34
Sustainable transport options	63% (320)	28% (143)	8% (42)	51
Economic vitality	45% (216)	45% (215)	9% (44)	81
Community well being	67% (331)	29% (146)	4% (20)	59
Other (please expand)	74% (67)	11% (10)	14% (13)	466

*Percentages shown are the number of respondents as a proportion of the total respondents who provided a response to each community aspiration



The survey respondents who nominated ‘other’ instead of, or in addition to the above community aspirations, provided comments relating to:

- parking access and affordability, particularly for local residents
- pedestrian conditions in the area, including pedestrian safety, crossings, accessibility for disabled persons and footpath condition
- reliability of public transport

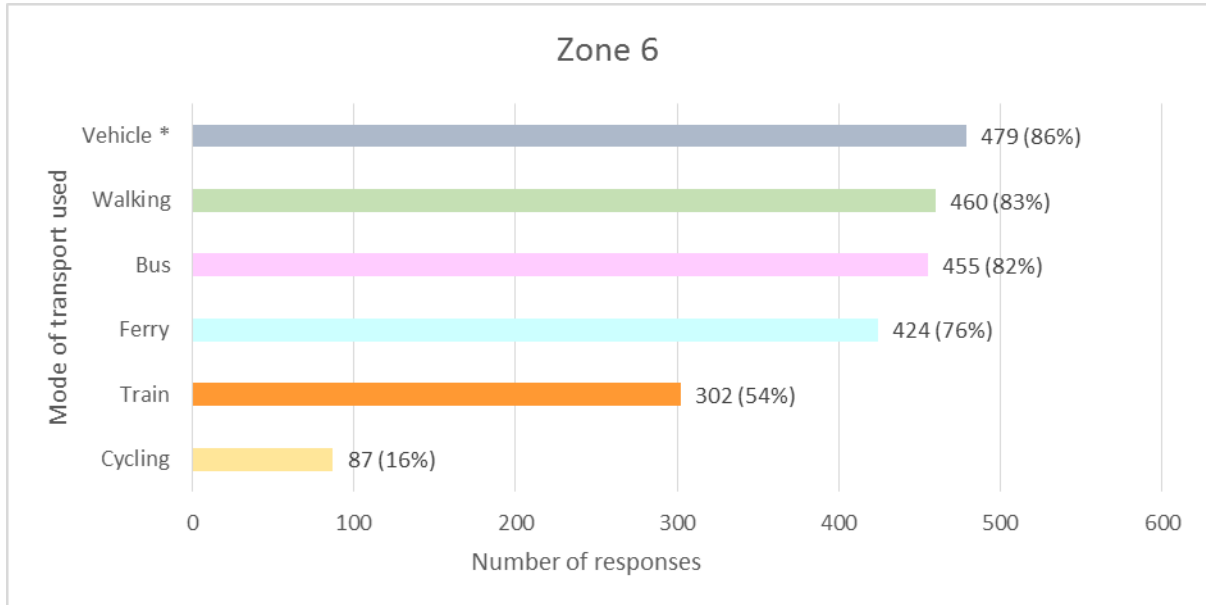
The most common community aspiration discussed by **workshop** respondents⁴⁵ from Zone 6 was **‘transport affordability and accessibility.’** The discussion focused on having ‘fast, affordable, accessible, reliable’ public transport and respondents highlighted Paris as an exemplary example of this. The transport system in Melbourne was also provided as an example where transport is affordable as the tram operates for free around the CBD area. Additionally, residents in Zone 6 who attended the workshops were concerned about the traffic issues caused by school zones.

Over half (55%) of location based responses collected via **submissions** (hardcopy and online) and the **mapping tool** made reference to **‘Safe travel.’**

What are the main areas of interest, including concerns and issues, within the zone?

Survey respondents were asked to nominate which modes of transport they use. Respondents were able to select more than one response. A high percentage of respondents nominated vehicle, walking and bus.

⁴⁵ Refers to data collected from workshop exercises – except for mapping and solutions based exercises. Data gathered from these exercises were only categorised by modal and functional themes.



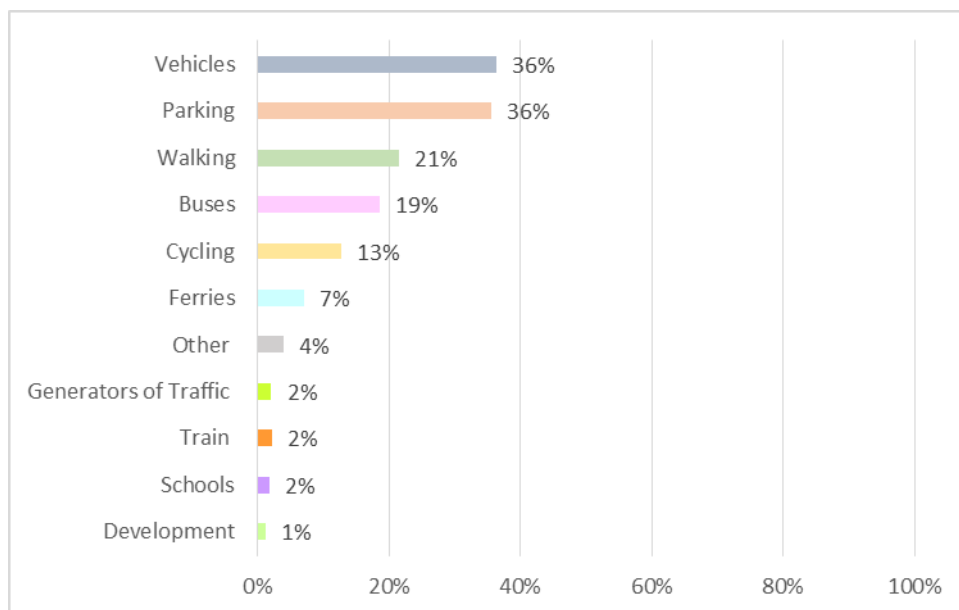
* Vehicle - includes car, truck, scooter, motorbike and car share

Percentages above are a proportion of the total number of Zone 6 survey respondents.

Location based responses

A total of 894⁴⁶ location based responses were provided via **submissions** (online and hardcopy), the **mapping tool**, the **workshops** and the **survey** in relation to Zone 6.

The graph below indicates the percentage of responses in this Zone that referred to the modal and functional themes.



Of the location based responses relating to Zone 6 collected via the **survey, workshop, submissions** (online and hardcopy) and the **mapping tool**, 36% were related to vehicles and 36% of responses were related to parking.⁴⁷

Based on qualitative data across all consultation methods, the following locations were most commonly discussed by respondents. Detailed location based responses categorised by modal and functional theme have been attached as an Appendix to this report.

⁴⁶ This figure is the total of all comments and includes responses that were split if more than one location/issue was referred to in the comment. The total of all responses across all zones will therefore be greater than the number of responses received.

⁴⁷ Percentages shown are a proportion of the number of responses relating to this zone. As majority of responses were categorised by more than one modal and functional theme, the total of percentages will be greater than 100%.

Location	Count	Percentage of the total number of location based responses
Military Road	239	27%
Kurraba Road	91	10%
Wycombe Road	77	9%
Murdoch Street	73	8%

Military Road: Located on the boundary of TAPAS zones 5 and 6 and serving as the main artery into and out of Sydney's central business district (CBD) from the suburbs east of the Warringah Expressway, it is unsurprising that a significant number of respondents in Zone 6 noted issues along Military Road. Issues pertaining to vehicles were the predominant concern, followed by comments relating to walking, buses and parking.

The most common issue relating to vehicles and parking was traffic congestion. Responses included:

- vehicles turning at intersections, particularly at the intersection with Ben Boyd Road is a contributor to traffic congestion
- drivers running red lights – it was suggested that this may be due to the short time permitted for turning arrows, which are, as one respondent commented, 'made shorter by the pedestrian crossing coinciding with the green light'

Pedestrian conditions and frequency of bus services were the most common issues raised by respondents when discussing concerns involving walking and buses. Issues included:

- safety at pedestrian crossings, in regards to the location of the crossings, encounters with turning vehicular traffic, and the length of time given to cross the road at traffic lights, which is especially problematic for elderly or disabled persons
- unevenness of footpaths
- infrequency of bus services leading to overcrowding on buses and long queues at bus stops
- difficulty in identifying and signalling the correct bus when there are long queues of buses and people at the bus stops
- inadequate public transport connectivity within the zone

As noted in Zone 5 at this location, the parking issues that were raised were at times contradictory:

- parking along both sides of the road reduces the number of lanes for traffic, contributing to traffic congestion
- inadequate access to parking, especially for residents and visitors who compete with commuters for parking spots
- the need to drive and park around Military Road to catch the bus into the city

Kurraba Road: Respondents commented that Kurraba Road is commonly used as an alternative route to Military Road. Issues related to parking and vehicles were commonly raised, while walking and cycling concerns were also discussed.

Respondents discussed concerns relating to vehicles and parking due to increase in volume of traffic caused by rerouted traffic. Issues included:

- unsafe and confusing intersection where Kurraba Road, Rawson Street and Clark Road meet - a large number of respondents endorsed the installation of a roundabout to help the safe flow of traffic.
- parking availability is limited

Issues relating to walking and cycling were commonly associated with safety concerns and included:

- poor footpath lighting and the railings at Anderson Park, which are in a 'state of disrepair'
- continuity of footpaths
- inadequate pedestrian crossings and unsafe conditions for pedestrians and cyclists to cross busy intersections
- lack of safe cycle paths separated from vehicle traffic and lack of signage warning drivers about cyclists
- cyclists holding up traffic when cycling up steep hills

Wycombe Road: As a route used for rat running, most issues in relation to Wycombe Road were around parking and vehicles, however walking and bus related issues were also commonly discussed.

When discussing parking and vehicles issues, traffic safety was the common theme identified. Issues included:

- speeding
- parking at certain areas along this road decreases visibility and narrows the road, creating dangerous situations for traffic
- unavailable unrestricted parking, caused partly by commuters parking in the area throughout the day
- inconsistency between the number of parking spaces available and resident parking zone permit numbers

Pedestrian safety and infrequency of bus services was also a concern along this road. Issues included:

- lack of safe crossings for pedestrians
- inadequate time for pedestrians to cross road safely, especially for the elderly or disabled
- poor footpath conditions partly due to narrow width of paths in certain areas
- infrequency of bus services causing long queues and crowding on buses
- scarcity of public transport connecting to North Sydney of Milsons Point from this location

Murdoch Street: Murdoch Street is also used as an alternative route to Military Road. A majority of the comments reported at this location concerned vehicle-related issues. Parking and walking were also noted as areas of concern.

The common theme highlighted when respondents discussed vehicles and parking at Murdoch Street was traffic congestion, supposedly due to rat running traffic. Issues included:

- difficulty turning at intersections
- speeding

- school traffic on Rangers Road and at Redlands impacting Murdoch Street traffic flow at school drop-off and pick-up times
- access to parking becoming increasingly difficult with cars, boats and trailers parked for long periods of time

Pedestrian safety was commonly discussed by respondents. Issues included:

- inadequate or inconvenient pedestrian crossings
- dangerous roundabout for pedestrians to cross at Bannerman Street and Murdoch Street

What do respondents in this zone feel is the best way to resolve the issues identified?

Throughout the engagement period, respondents provided suggested solutions via all of the consultation methods. As proposed solutions are issue specific, they have not been summarised in this report, but can be found as part of the Appendix.

One of the **workshop** exercises asked participants to discuss solutions to key issues they had identified in previous exercises.

Congestion was the top issue workshop participants wanted to address during this activity. Zone 6 workshop participants proposed a number of solutions, most focusing on increasing public transport patronage. Similarly to Zone 4 workshop participants, a number in this group also felt the introduction of smaller buses would be more suitable for narrow streets and encourage greater public transport use.

TAPAS Zone 7

Zone 7 includes the suburb of Kirribilli and covers part of the ward of Victoria.

Who responded?

Throughout the engagement period, 246 respondents from Zone 7⁴⁸ provided responses via the survey, workshops, submissions (online and hardcopy) and the mapping tool.

94% of respondents from Zone 7 who participated in the **survey** nominated themselves as a 'resident.' The highest proportion of respondents (27%) were from the 60-69 year old age group.⁴⁹

Survey respondents were asked to provide geographical locations to understand where participants are travelling from and where they are travelling to. The most common responses are listed below. It is important to note that although most respondents provided their street address, not all respondents nominated where they frequently travelled to.

	Most commonly nominated locations ⁵⁰
Respondent street address	Kirribilli Avenue, Carabella Street
Where respondents frequently travel to (work)	CBD (Sydney and North Sydney) ⁵¹ , work from home, Pitt Street, Elizabeth Street, Miller Street
Where respondents frequently travel to (study)	CBD (Sydney and North Sydney) ⁵² , Miller Street, Macquarie University, Sydney University
Where respondents frequently travel to (play)	City/CBD, Kirribilli, Milsons Park, McDougall Street

What are the values or aspirations for the zone?

The community aspirations and values identified as a priority by respondents in this zone varied across consultation methods and included:

- Safe travel
- Fair access to parking spaces
- Community wellbeing

⁴⁸ Includes respondents who nominated that their submission or mapping tool response related to this zone

⁴⁹ Refer to summary tables in methodology section of the report for demographic data

⁵⁰ A table detailing all responses has been included as an attachment to this report

⁵¹ As respondents referred to both the North Sydney CBD and the Sydney CBD, while other provided the response 'CBD', it was difficult to accurately differentiate between these two locations

⁵² See above

Quantitative data collected from the **survey** suggests that participants from Zone 7 considered the following three community aspirations to be important:

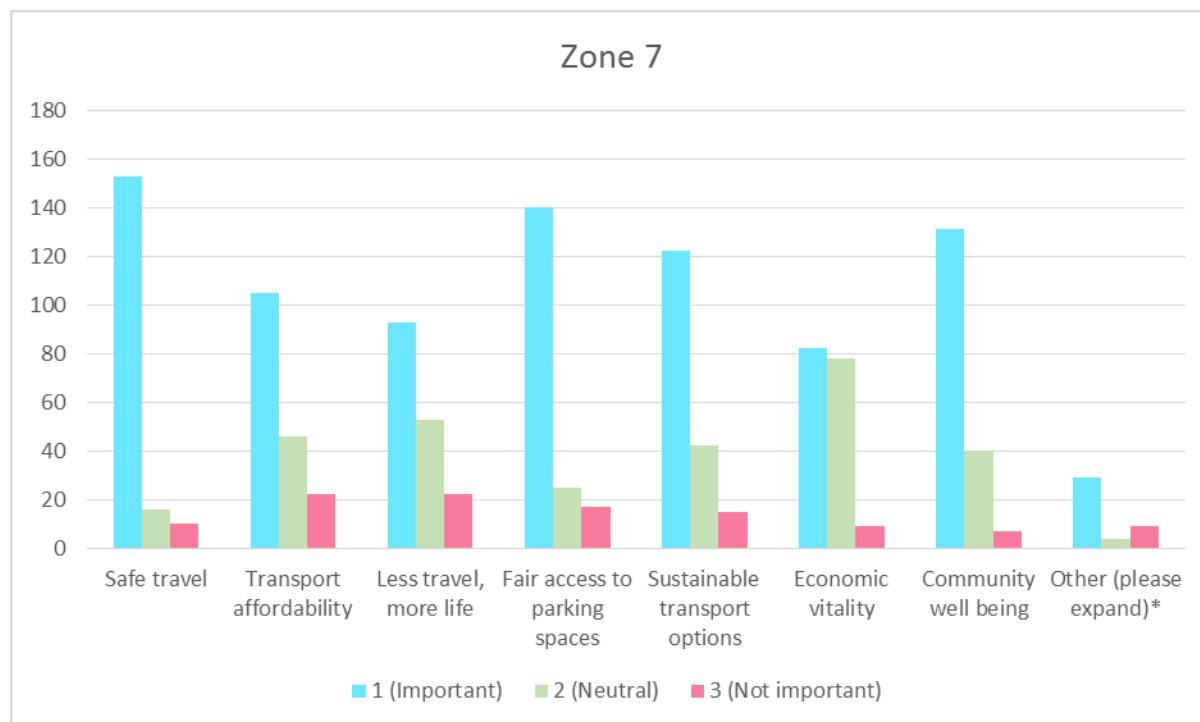
- Safe travel (85%)
- Fair access to parking spaces (77%)
- Community well being (74%)

Quantitative data collected from the **survey** suggests that participants from Zone 7 considered the following two community aspirations to be not important:

- Transport affordability (13%)
- Fair access to parking spaces (13%)

	1 (Important)	2 (Neutral)	3 (Not important)	No Response
Safe travel	85% (153)	9% (16)	6% (10)	15
Transport affordability	61% (105)	27% (46)	13% (22)	21
Less travel, more life	55% (93)	32% (53)	13% (22)	26
Fair access to parking spaces	77% (140)	14% (25)	9% (17)	12
Sustainable transport options	68% (122)	23% (42)	8% (15)	15
Economic vitality	49% (82)	46% (78)	5% (9)	25
Community well being	74% (131)	22% (40)	4% (7)	16
Other (please expand)	69% (29)	10% (4)	21% (9)	152

*Percentages shown are the number of respondents as a proportion of the total respondents who provided a response to each community aspiration



The survey respondents who nominated 'other' instead of, or in addition to the above community aspirations, provided comments relating to:

- parking access, particularly for local residents
- improving the frequency and accessibility of public transport
- limiting traffic congestion
- pedestrian safety

The most common community aspiration discussed by **workshop** respondents⁵³ from Zone 7 was **'Fair access to parking.'** Workshop participants discussed access to parking in the area particularly for local residents. They reported that parking spaces are often occupied by commuters and students. Respondents also discussed time limits on parking and the impact new developments will have on parking in the area.

⁵³ Refers to data collected from workshop exercises – except for mapping and solutions based exercises. Data gathered from these exercises were only categorised by modal and functional themes.

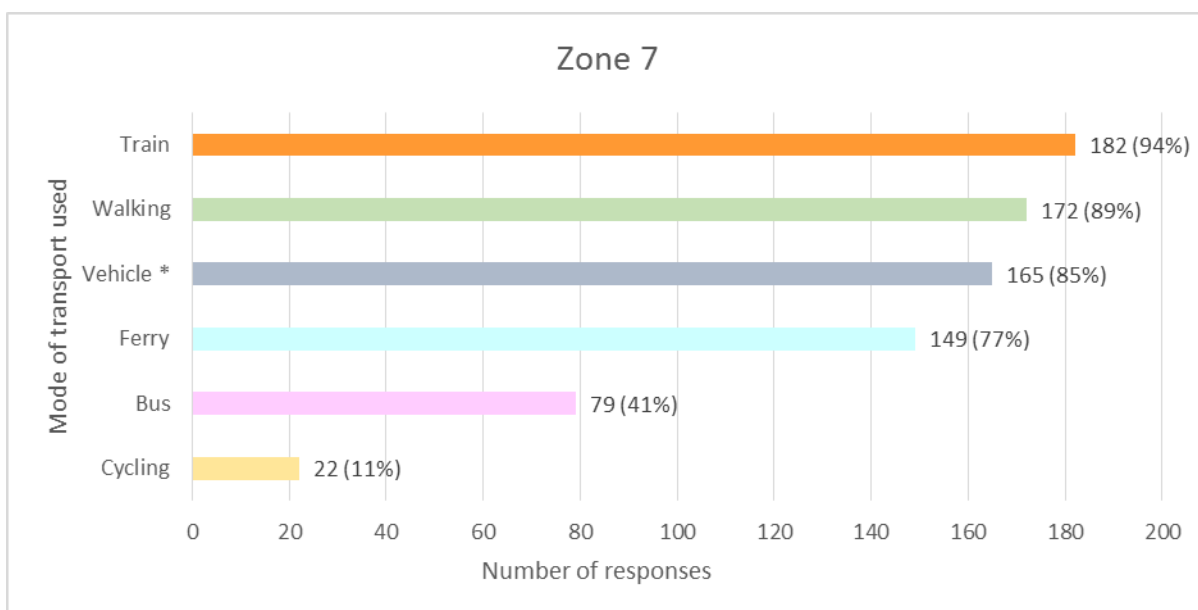


Resident Workshop 7 (Zone 7) at Bradfield Hall, Bradfield Park

The highest proportion (44%) of location based responses collected via **submissions** (hardcopy and online) and the **mapping tool** made reference to **‘Fair access to parking spaces.’**

What are the main areas of interest, including concerns and issues, within the zone?

Survey respondents were asked to nominate which modes of transport they use. Respondents were able to select more than one response. A high percentage of respondents nominated train, walking and vehicle.



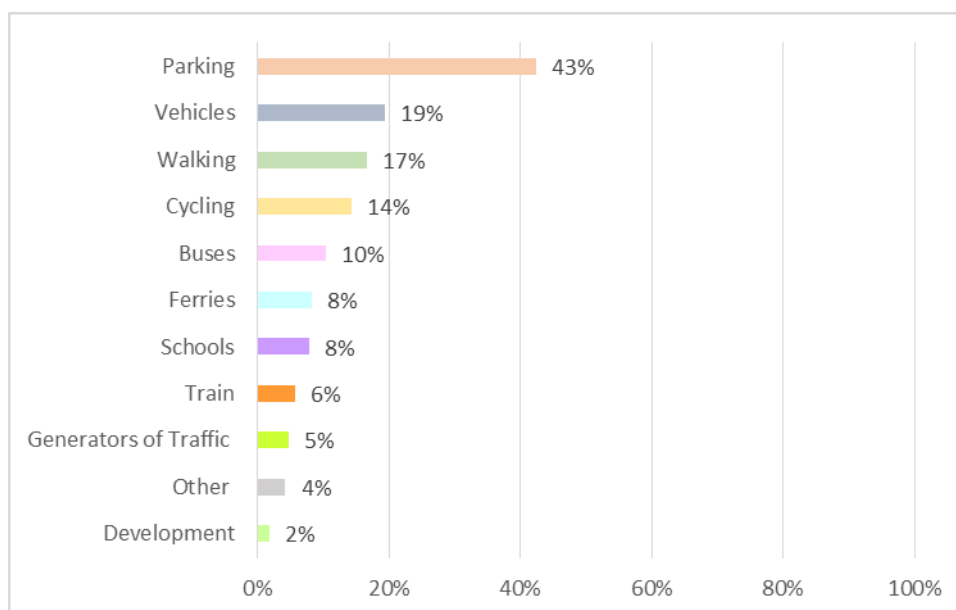
* Vehicle - includes car, truck, scooter, motorbike and car share

Percentages above are a proportion of the total number of Zone 7 survey respondents.

Location based responses

A total of 421⁵⁴ location based responses were provided via **submissions** (online and hardcopy), the **mapping tool**, the **workshops** and the **survey** in relation to Zone 7.

The graph below indicates the percentage of responses in this Zone that referred to the modal and functional themes.



Of the location based responses relating to Zone 7 collected via the **survey**, **workshop**, **submissions** (online and hardcopy) and the **mapping tool**, 43% were related to parking while 19% of responses were related to vehicles and 17% were related to walking.⁵⁵

Based on qualitative data across all consultation methods, the following locations were most commonly discussed by respondents. Detailed location based responses categorised by modal and functional theme have been attached as an Appendix to this report.

⁵⁴ This figure is the total of all comments and includes responses that were split if more than one location/issue was referred to in the comment. The total of all responses across all zones will therefore be greater than the number of responses received.

⁵⁵ Percentages shown are a proportion of the number of responses relating to this zone. As majority of responses were categorised by more than one modal and functional theme, the total of percentages will be greater than 100%.

Location	Count	Percentage of the total number of location based responses
Broughton Street	65	15%
High Street	47	11%
Carabella Street	33	8%

Broughton Street: Broughton Street serves as a route connecting Zone 7 to the Warringah Expressway and Sydney CBD and has many shops and restaurants along the street. Parking and vehicles was highlighted as the main area of concern for respondents, as well as walking and cycling to a lesser degree.

Parking and traffic congestion related issues were raised by respondents, which included:

- lack of parking available for residents and their visitors at shops and restaurants
- insufficient enforcement of parking restrictions, time limits and permits
- speeding, with some responses favouring a reduction of the speed limit to 40 km/hr to increase pedestrian and vehicle safety
- parking on both sides of this street making the street too narrow for two-way traffic

Safety concerns were a common theme when discussing issues around walking and cycling. Issues included:

- lack of infrastructure for cyclists creates conflicts with vehicles and pedestrians on roads and footpaths
- cyclists using improper safety etiquette like reducing speed when cycling past pedestrians and dismounting when appropriate
- narrowing and obstructing footpaths by signs, parking meters and tree planting deteriorating footpath conditions and safety

High Street: A notable number of respondents raised issues in regards to pedestrian safety along High Street. Parking and vehicle related concerns were also cited.

The safety of pedestrians was a common theme when discussing this location. Issues included:

- inadequate footpaths - one respondent remarked that the 'drop curb is not in line with the signalised crossing [...] people with prams/wheelchairs are forced onto the road down High Street before they can access the pavement'
- poorly lit footpath and steep steps at the ferry wharf
- lack of continuity in terms of footpaths and cycle ways along High Street down to the ferry wharf

Traffic congestion was mentioned as a contributing factor to parking and vehicle related issues, which included:

- commuters parking along this road, depriving locals of access to parking

- poorly timed traffic lights contributing to congestion down High Street, particularly with traffic entering or exiting the Warringah Expressway

Carabella Street: Several respondents raised concerns around vehicles and parking when discussing Carabella Street. Many of these issues were in relation to the school zone on this street and included:

- congestion from school drop-off and pick-up makes this street inaccessible during these periods
- lack of safe crossings for pedestrians, including school children – an issue made worse by certain blind spots

Additional parking and safety concerns were raised along this street, including:

- cars turning into the wrong lane from Willoughby Street or driving wrong way on the one-way portion of street
- parking on both sides of street makes this street too narrow for two-way traffic
- lack of available parking, particularly for residents

What do respondents in this zone feel is the best way to resolve the issues identified?

Throughout the engagement period, respondents provided suggested solutions via all of the consultation methods. As proposed solutions are issue specific, they have not been summarised in this report, but can be found as part of the Appendix.

One of the **workshop** exercises asked participants to discuss solutions to key issues they had identified in previous exercises.

For other forms of engagement, parking and fair access to parking was a dominant issue for respondents in this zone. However, in the Zone 7 workshop, more than a third of workshop participants wished to discuss solutions in relation to cycling. Concerns examined the safety of cyclists in relation to cars and the safety of pedestrians in relation to cyclists. Nearly all solutions considered better management of shared zones as part of the solution. Solutions considered both education and engineering solutions to the better management of shared zones.

6. Evaluation of Process

The following information provides a snapshot of the feedback from both resident and schools workshop participants. The evaluation process was an important part of the consultation methodology.

At the end of each session, workshop participants were provided with a hardcopy evaluation survey or access to an online version. The survey was completed anonymously and responses were collated by Council staff. A summary of workshop participant evaluation findings has been attached as an Appendix to this report.

The feedback collected throughout the engagement process was used to modify and improve upon the delivery of the workshops and will inform future consultation undertaken by Council.

Workshop Name	No. Participants	No. Completed Evaluation Surveys	Completed Evaluation Surveys as % of total attendees
Zone 2 - 25 February	46	23	50%
Zone 6 - 10 March	42	36	86%
Zone 5 - 16 March	32	31	97%
Zone 3 - 3 March	30	31	97%
Zone 4 - 14 April	37	29	78%
Zone 1 - 21 April	36	34	94%
Zone 7 - 5 May	30	23	77%
Schools - 11 May	15	14	93%
Additional Residents - 12 May	31	17	56%
TOTAL	284	238	84%

*“Making contact with **other residents** and those who work in the area and **learning what their problems were and what they liked about North Sydney**”*
- Workshop Participant

Workshop participants were given the opportunity to respond to a number of statements listed below. Majority of participants responded positively to the workshop process, with a high percentage of respondents agreeing or strongly agreeing that specific elements of the workshop were beneficial.

Question	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Total
a) The workshop was well planned and structured	1.27% 3	3.39% 8	11.86% 28	33.47% 79	50.00% 118	236
b) The workshop content was relevant to my personal interests	1.27% 3	2.12% 5	11.44% 27	35.17% 83	50.00% 118	236
c) The workshop content was relevant to my local area	0.85% 2	2.54% 6	4.66% 11	27.54% 65	64.41% 152	236
d) The workshop provided valuable information	0.85% 2	9.79% 23	22.13% 52	40.43% 95	26.81% 63	235
e) There was enough time allocated to cover the topics listed on the agenda	1.27% 3	10.17% 24	21.61% 51	37.71% 89	29.24% 69	236
f) Participants were given the opportunity to ask questions	4.66% 11	8.05% 19	13.14% 31	36.44% 86	37.71% 89	236
g) Participants were given the opportunity to raise issues/concerns	0.85% 2	3.83% 9	12.77% 30	33.62% 79	48.94% 115	235
h) The venue provided an appropriate facility for this event	5.96% 14	3.83% 9	8.51% 20	25.53% 60	56.17% 132	235
i) The venue was easy to find/get to	0.57% 1	2.30% 4	4.02% 7	25.86% 45	67.24% 117	174
j) The refreshments provided were adequate	5.65% 13	5.65% 13	11.30% 26	31.74% 73	45.65% 105	230

“Well planned, structured use of time, excellent scribes.”

- Workshop Participant

The workshops were intended to address several objectives. Evaluation feedback has been used to assess the workshop process in relation to the following:

- **Inform the community on the process and its purpose**

A majority of respondents agreed or strongly agreed that the workshop provided valuable information (67%). However it was suggested that the workshop would have benefited from more information around Council's current and short term plans, its budget for addressing the issues raised, relevant timelines and initiatives. One respondent suggested that it 'would be of value to keep us participants informed/up-to-date with the progress of the issues/process as it continues.'

- **Draw out detail, needs, opportunities, values and aspirations**

Respondents agreed or strongly agreed that the workshop was well planned and structured (84%) and that the workshop was relevant to their personal interests (85%). Over half of respondents (52%) provided favourable comments around the workshop format, with participants referring to specific exercises such as the dot mapping exercise.

Although 67% of respondents agreed or strongly agreed there was enough time allocated to cover the topics outlined in the agenda, there was some criticism relating to time restrictions and the focus of the workshop.

- **Representative of the area**

Respondents agreed or strongly agreed that workshop content was relevant to their local area (92%). Workshop participants were a mix of self-nominees and randomly selected residents recruited by Alta Research. Demographic information was used to determine the composition of the randomly selected participant group.

- **Facilitate sensitive discussions around transport, traffic and parking planning**

Respondents agreed or strongly agreed that they were given the opportunity to raise issues/concerns (83%) and ask questions (74%). Participants commended Council input during the workshops, while others recognised the roles played by the facilitator and scribes in enabling and recording discussions. However, it was suggested by some that there needed to be more control over workshop discussions.

Some respondents (16%) felt that they most enjoyed the resident interaction facilitated by the workshop process, noting that the workshops provided the opportunity to make contact with other residents and learn about their concerns. Similarly, respondents from the schools workshop felt it was a good opportunity to hear about the issues faced by other schools and what they are doing to address these.

*“Would have been nice to **workshop ideas**, but hopefully
that will be the **next phase**.”*
- Workshop Participant



Resident Workshop 3 (Zone 5) at Cammeray Golf Club

7. Conclusion

Council has undertaken a robust program of engagement in the development of strategies and plans around traffic, transport and parking planning, namely the North Sydney Transport Strategy (NSTS), North Sydney Parking Strategy (NSPS) and Traffic and Parking Area Scheme (TAPAS) Action Plans.

From this engagement process it is clear the community aspiration across the LGA is focused primarily on **safety**. This clear expression of community aspiration will be able to inform the long term strategy and vision within the North Sydney Transport Strategy.

Parking has been identified by the participants in the process a challenge for many. For example, those living near restaurants, train stations or schools, fair access to parking is a key and sometimes emotive issue. The development of an overall parking strategy with the underpinning focus on fair access to parking will be critical to address the evolving needs of residents, businesses and the school community.

It is also clear from the outcomes of this process the concerns of the participants are unique to who they are, where they live and where they are going. For example, residents living near Military Road expressed concerns with traffic congestion, while those living or working near construction or development in the CBD expressed concern with truck movements and business owners in Crows Nest expressed concerns about access to parking.

The approach by Council to the development of detailed TAPAS plans allows these unique characteristics and challenges to be managed in a manner appropriate to the neighbourhood.

Similarly a neighbourhood approach will be the most successful model in addressing the concerns of schools, teaching staff, parents and those living near schools in North Sydney LGA. It has been clear in the dedicated school engagement process a number of issues will require continued concerted effort to bring together school representatives, parents and neighbours into the conversation to achieve outcomes that address parking as well as student safety.

It has also become apparent throughout this process, that while Council has a clear focus on supporting sustainable transport options and the North Sydney LGA is well serviced with numerous public transport options that vehicles are one of the most highly used modes of transport. Long term behavioural change has been discussed throughout the engagement program and understood to be key in addressing car use patterns and embedding sustainable transport options.

Overall, this engagement process systematically targeted each community in the LGA and was able to gain the input and feedback from more than 3000 participants over a four month period on key themes. The program was able to build on previous engagement efforts and will provide further engagement opportunities when the draft plans and strategies are released. By contemporary standards this is considered a very successful engagement program.

8. Appendices

[Appendix 1: Location Based Responses \(all consultation methods\)](#)

[Appendix 2: Schools Workshop Findings - Location Based Responses](#)

[Appendix 3: IRIS Business Transport Report](#)

[Appendix 4: TAPAS Workshop Participant Evaluation](#)

[Appendix 5: Resident Survey](#)



Sydney office

Level 9, 2 Elizabeth Plaza, North Sydney NSW 2060
PO Box 302, North Sydney NSW 2059
T 02 9955 5040 F 02 9955 5901

Melbourne office

Suite 1102, 530 Little Collins Street Melbourne VIC 3000
T 03 9005 2030

E info@kjassoc.com.au | www.kjassoc.com.au