

# ATTACHMENT C

**COMMUNITY CONSULTATION REPORT**





## Background and Objectives

The City of Sydney has developed a new design for an upgrade of the Kent Street Underpass which provides a pedestrian and cycle link for residents and workers commuting between the CBD and Millers Point. In addition, the underpass is utilised by parents dropping their children off at Fort Street Public School.

While the underpass is already frequently used, it is anticipated that usage will increase when the Barangaroo development is complete.

**The primary objective of this research was to understand the current usage of the underpass and obtain feedback regarding the proposed concept for the development of the Kent Street Underpass.**

**The more detailed areas of coverage included:**

- Frequency of use of the current underpass;
- Initial reactions to the new concept design;
- Main positives and negatives in relation to the concept design; and
- Key demographic questions (gender, age range, place of residence etc).



# Research Design

## **N= 129 face to face and online interviews were conducted by Woolcott Research amongst people who passed through the Kent Street Underpass.**

Respondents were randomly selected and interviewed over a four days at a variety of times. A total of n=105 face to face interviews were completed.

An online version of the survey was also available on the Sydney Your Say website. A further n=24 online interviews were completed.

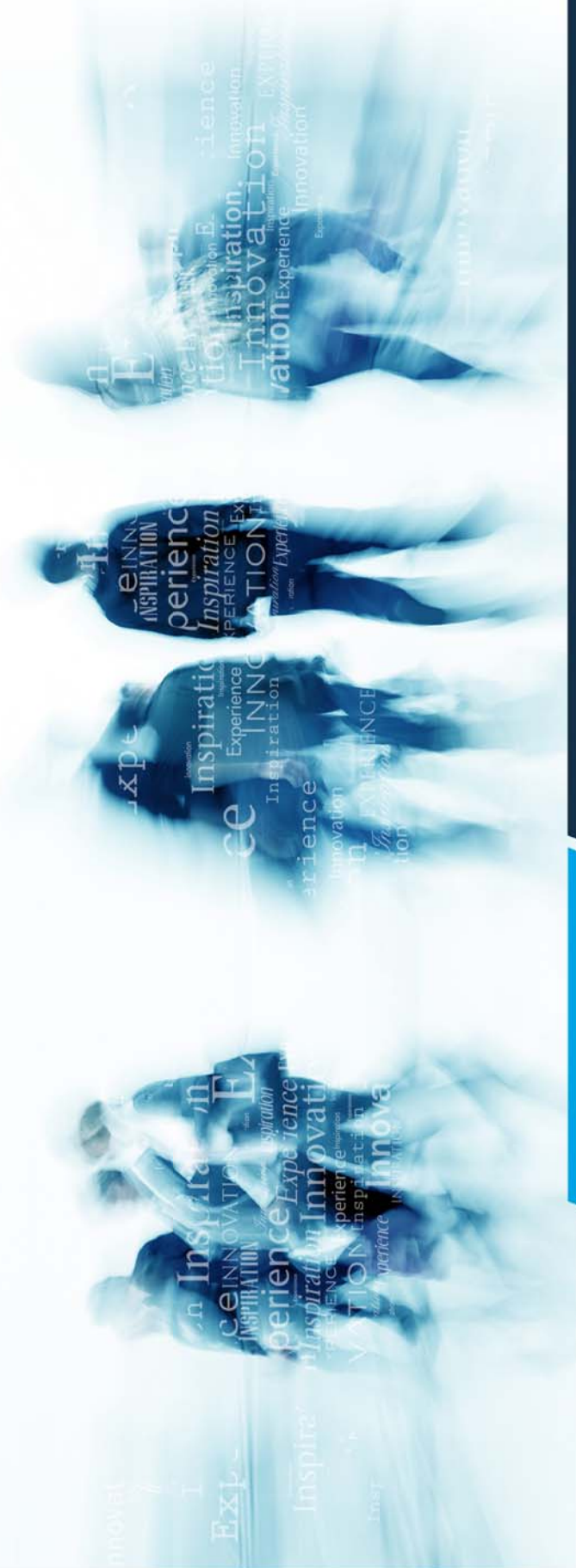
Fieldwork was completed over two weeks - from June 24<sup>th</sup> to July 2<sup>nd</sup>. The interview schedule is detailed below:

- Tuesday 24<sup>th</sup> June: 12-2pm and 3-6pm
- Thursday 26<sup>th</sup> June: 7:30-9:30am and 3-6pm
- Monday 30<sup>th</sup> June: 7:30-9:30am and 12-2pm
- Wednesday 2<sup>nd</sup> July: 7:30am-9:30 am and 3-6pm





# Visitor Profile

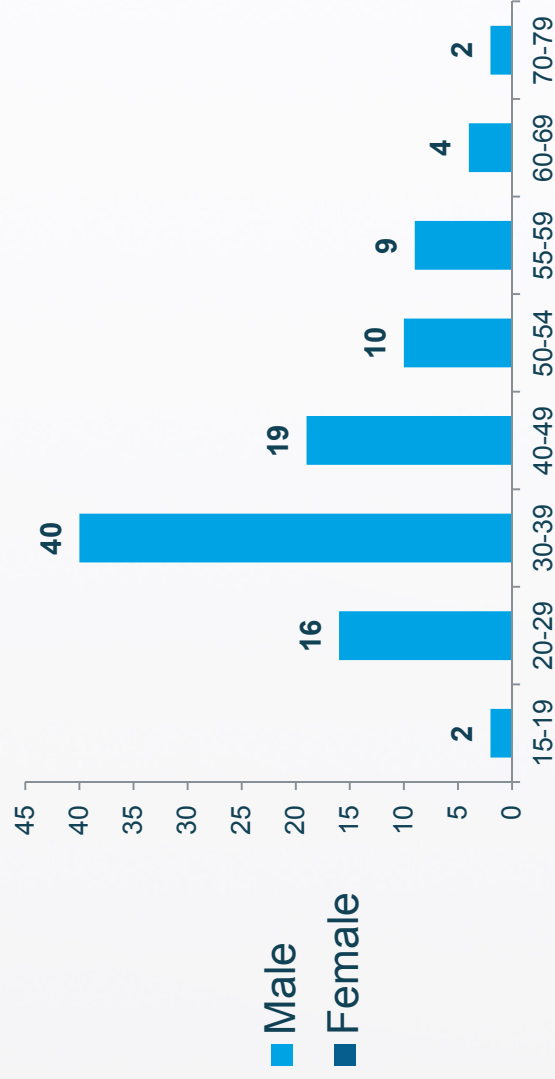


Majority of visitors were male, with a skew towards under 40 year olds

Gender %



Age %



i.e. 58% under 40 years

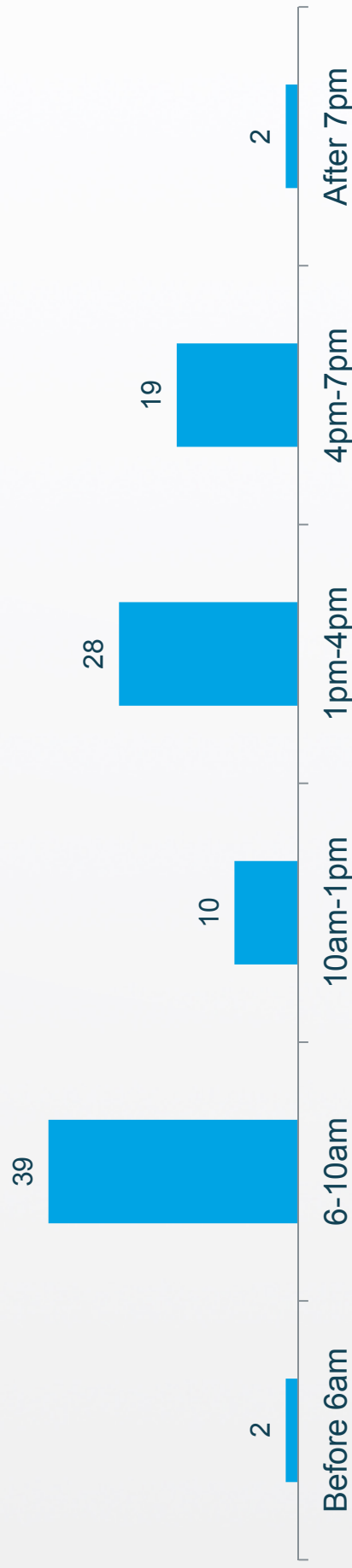
Q8. Record Gender  
Q6. Which of the following age groups do you fall into?

Base: All respondents (n=129)



## Two thirds of people used the Kent Street Underpass during 'peak hours' - 6-10am and 1-4pm

### Time of day

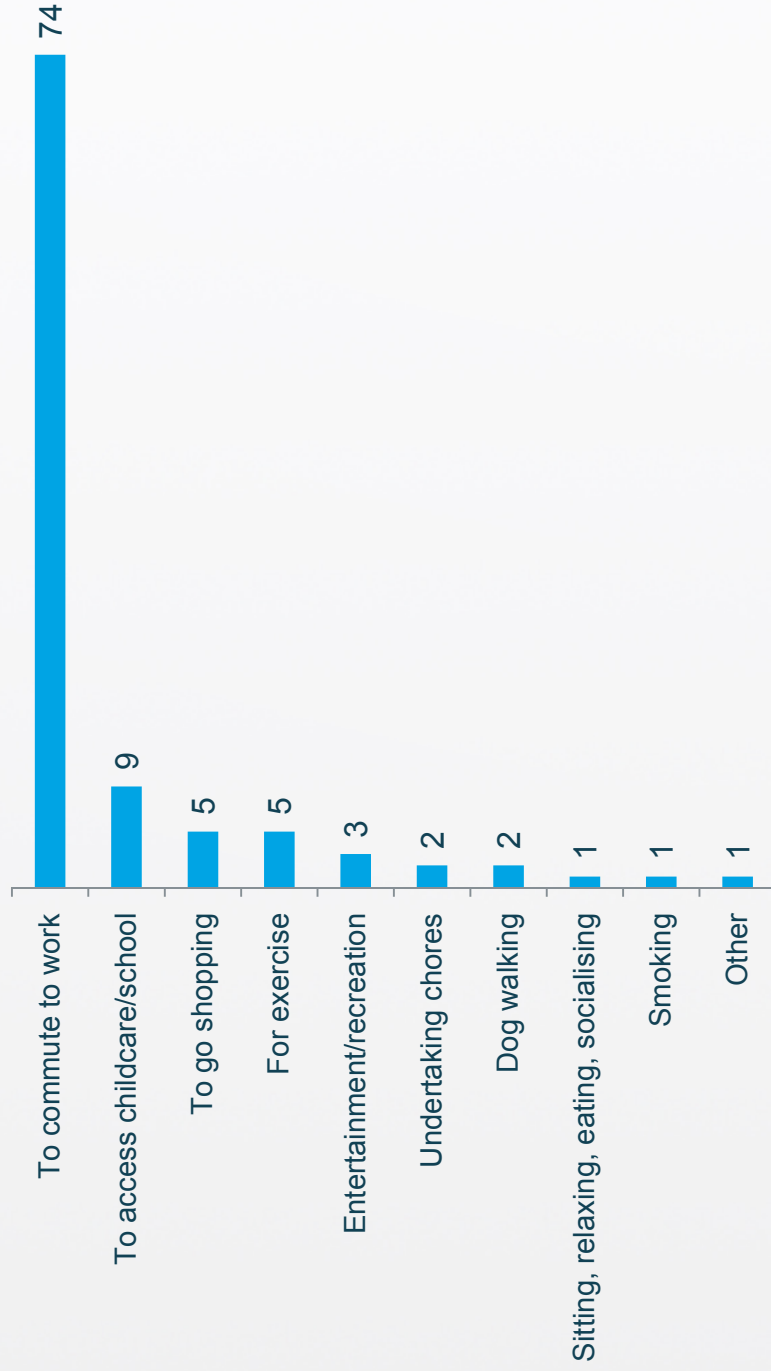


Q1. Time of day?

Base: All respondents (n=129)

# Three quarter of people passing through Kent St Underpass did so commuting to or from work

## Purpose of trip



Q1. What is the main reason for your use of the Underpass today? ?

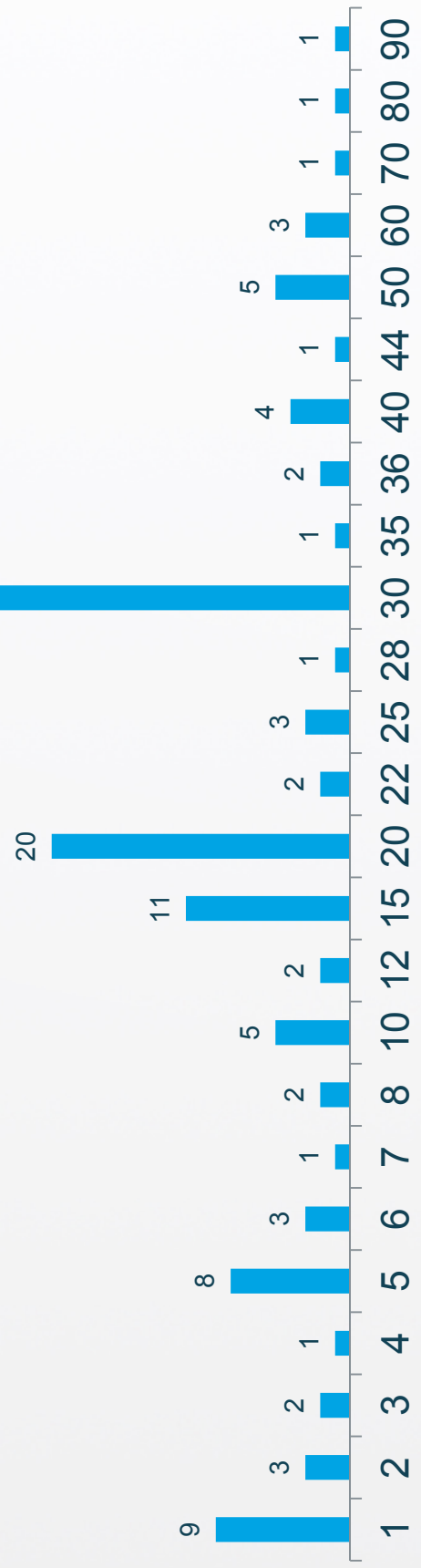
Base: All respondents (n=129)

9

People used the underpass most commonly between 15-30 days per month

### Number of times used each 30 days

Average number of times used = 23



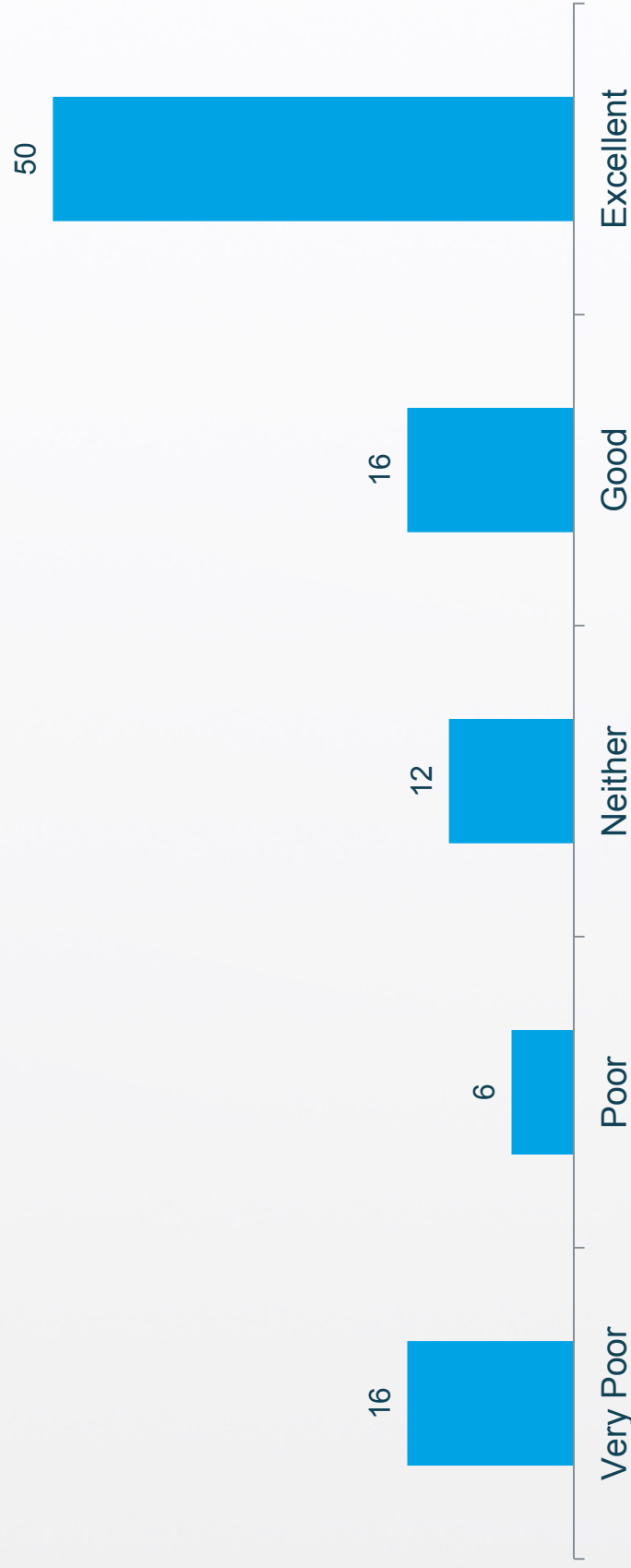
Q1. How many times would you have used the Underpass in the last 30 days?  
Base: All respondents (n=129)

# Reaction to Design Concepts



Half of the people surveyed thought the new play facilities were an 'excellent' feature of the new concept

## Reaction to New Play Facilities



Q2. Thinking about the new design, how would you rate each of the proposed features on a scale from 1 to 5, where a 1 = Very Poor, and a 5 = Excellent – New Play Facilities?

Base: All respondents (n=129)

## A third of people were concerned with the play facilities being built near the current homeless community

Comments	%
Homeless community and children not a good mix	32
Good idea, I would use it	26
Change location to a nicer environment – pollution/traffic/dangerous	12
No need for it	10
Not sure I'd bring my kids here	7
Good for kids, not for me	5
Other	3
Don't know	7

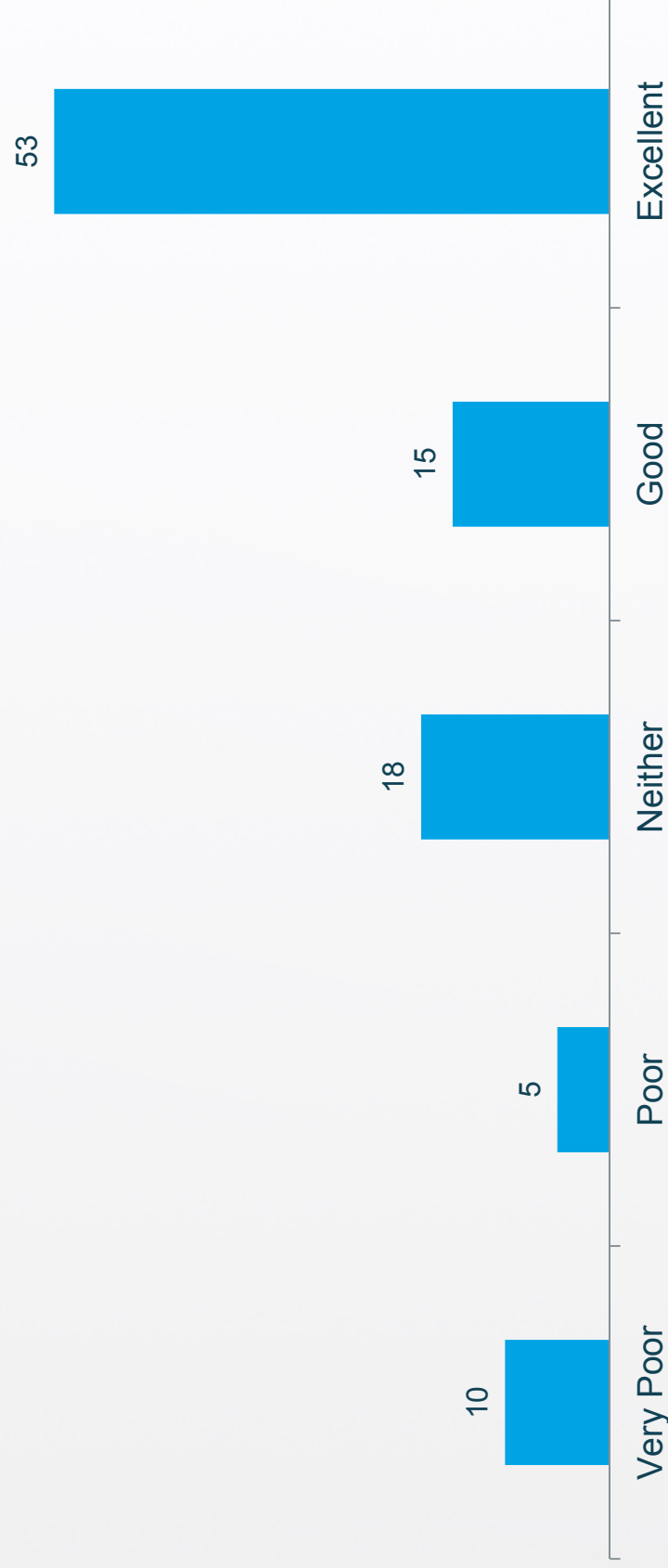
Q2. Thinking about the new design, how would you rate each of the proposed features on a scale from 1 to 5, where a 1 = Very Poor, and a 5 = Excellent – New Play Facilities?

Base: All respondents who answered question (n=60)



Nearly three quarters of people believe the new fitness equipment in the concept design was either an 'excellent' or 'good' idea

## Reaction to New Fitness Equipment



Q2. Thinking about the new design, how would you rate each of the proposed features on a scale from 1 to 5, where a 1 = Very Poor, and a 5 = Excellent – New Fitness Equipment?

Base: All respondents (n=129)

The homeless community and the belief that the new fitness equipment wouldn't be used were the two main pieces of feedback from the public

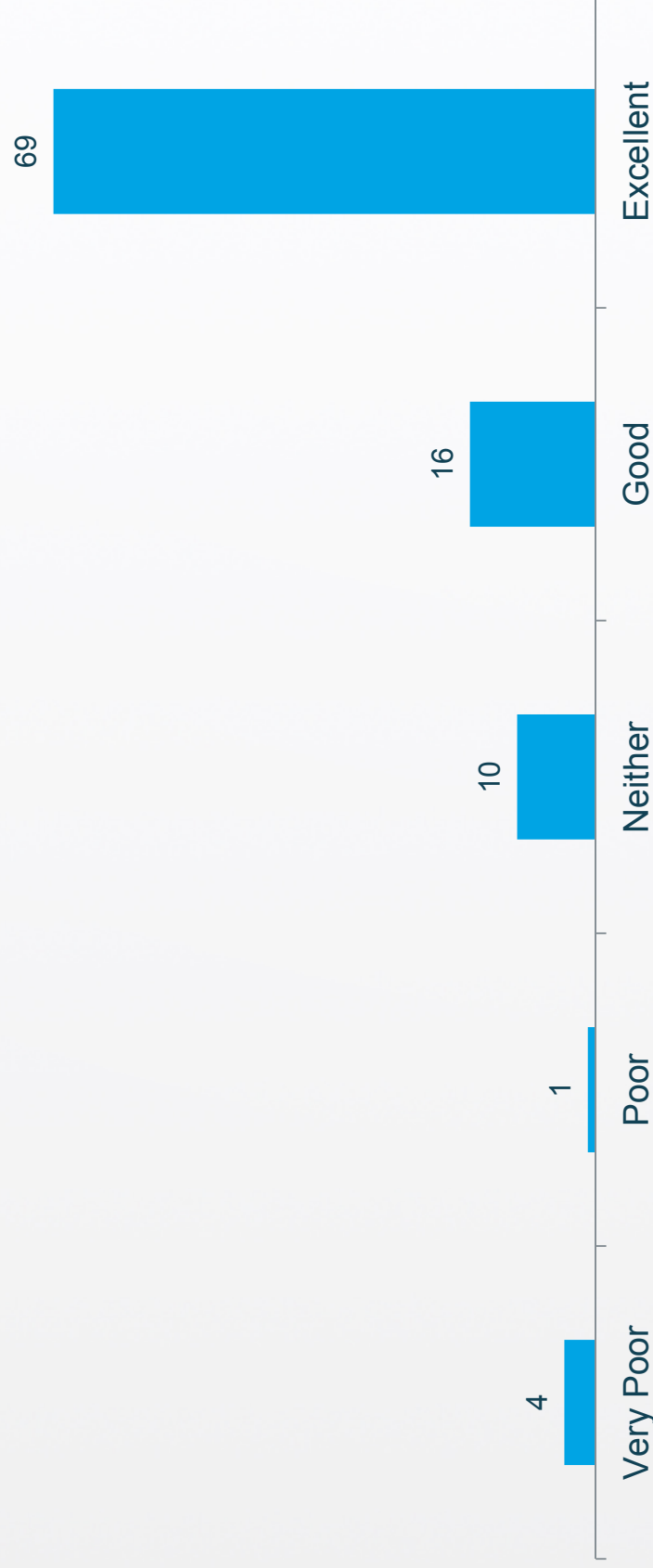
Comments	%
Existing homeless community	27
Wouldn't use it	22
Great to have some close to work/ use it during my lunch break	18
Good idea	18
The noise/pollution/traffic overhead is a bad idea	7
Other	7
Don't know	2

Q2. Thinking about the new design, how would you rate each of the proposed features on a scale from 1 to 5, where a 1 = Very Poor, and a 5 = Excellent – New Fitness Equipment?

Base: All respondents who answered question (n=45)

85% of people had a positive reaction to the New Plants/Green Walls and Seating in the concept design

## Reaction to New Plants/Green Walls and Seating



Q2. Thinking about the new design, how would you rate each of the proposed features on a scale from 1 to 5, where a 1 = Very Poor, and a 5 = Excellent – New Plants/Green walls and seating?

Base: All respondents (n=129)

## The main feedback regarding New Plants/Green Walls and Seating was that it would be a nice idea for a place that needs a new image

16

Comments	%*
Would be a nice / good idea / place needs a new image	39
Any things an improvement / needs to be maintained	16
Might get damaged / destroyed	10
Homeless community	6
I like the way it is	3
Other	6
Don't know	6

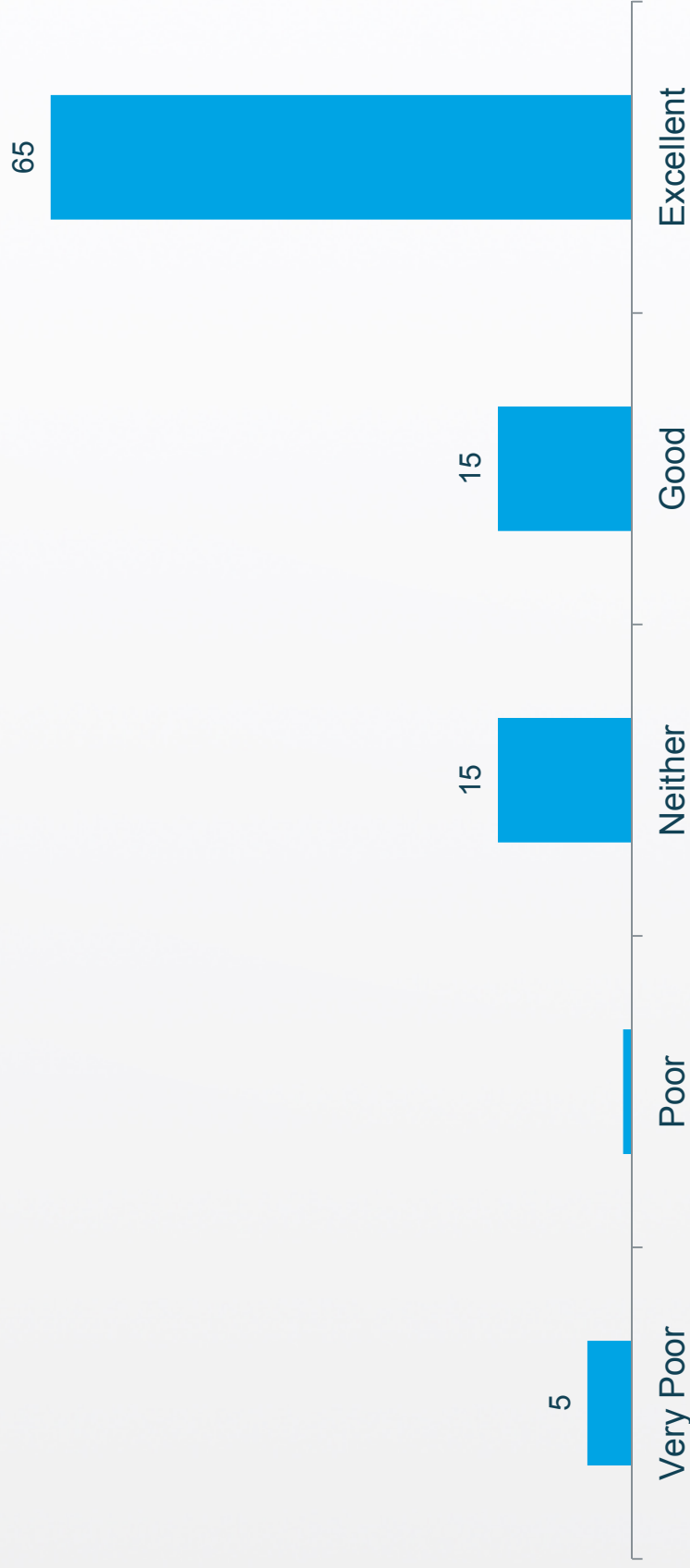
Q2. Thinking about the new design, how would you rate each of the proposed features on a scale from 1 to 5, where a 1 = Very Poor, and a 5 = Excellent – New Plants/Green Walls and seating?

Base: All respondents who answered question (n=31)

\*Note: Small base size

80% of people had a positive reaction to the introduction of Decorative Art Works on the Underpass Walls

## Reaction to Art Works on the Underpass Walls



Q2. Thinking about the new design, how would you rate each of the proposed features on a scale from 1 to 5, where a 1 = Very Poor, and a 5 = Excellent – Art Works on the Underpass Walls ?

Base: All respondents who answered question (n=129)

People thought decorative art works on the underpass walls would be a good idea but they may get destroyed and would encourage graffiti

Comments	%*
People might destroy them / would encourage graffiti	29
Good idea / would be nice	25
Has to be urban art	13
Needs to be maintained	8
Homeless community	4
As long as it doesn't look like graffiti	4
Don't know	16

Q2. Thinking about the new design, how would you rate each of the proposed features on a scale from 1 to 5, where a 1 = Very Poor, and a 5 = Excellent – Decorative Art Works on the Underpass Walls?

Base: All respondents who answered question (n=24)

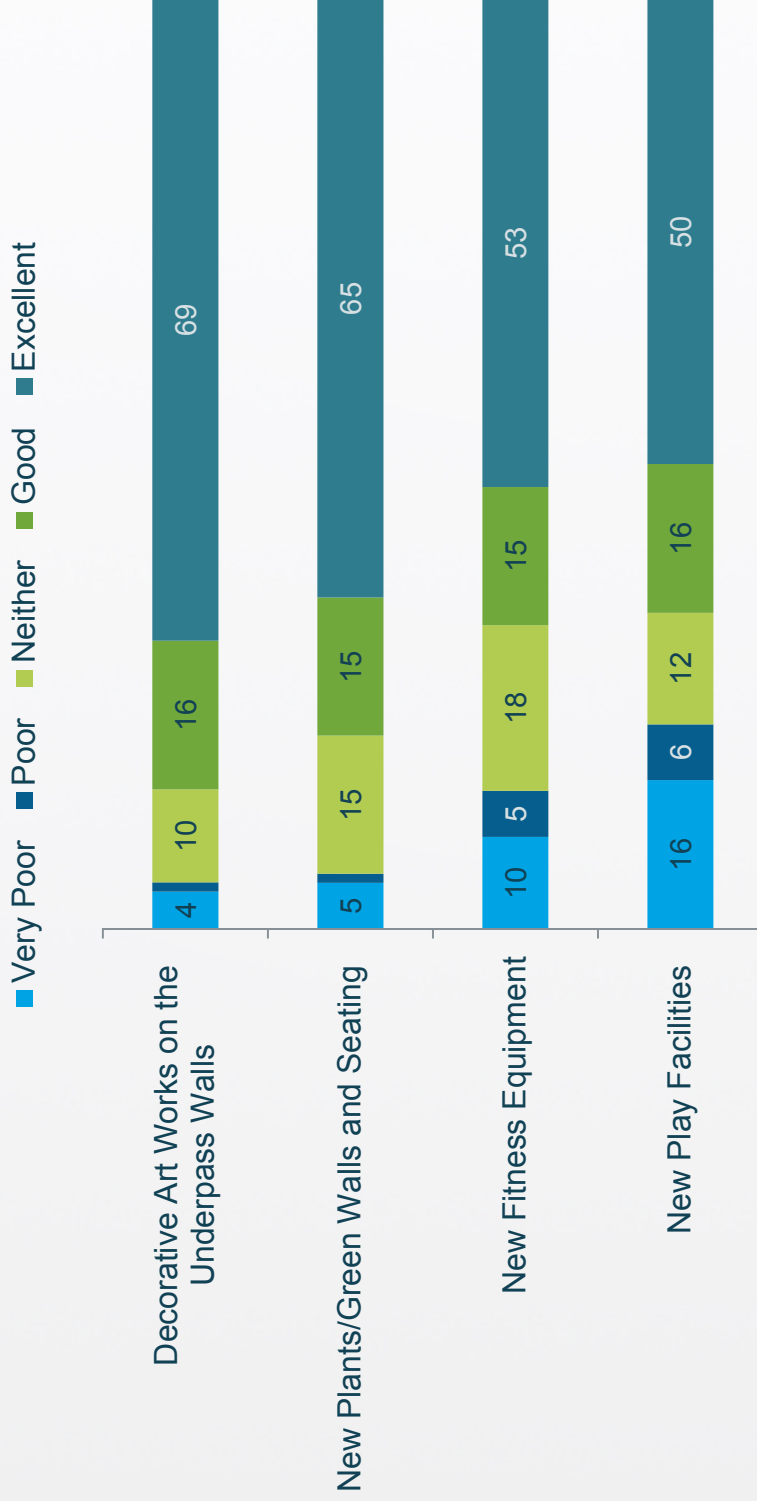
\*Note: Small base size





# Decorative Art works on the Underpass wall had the highest rating of all the new design features

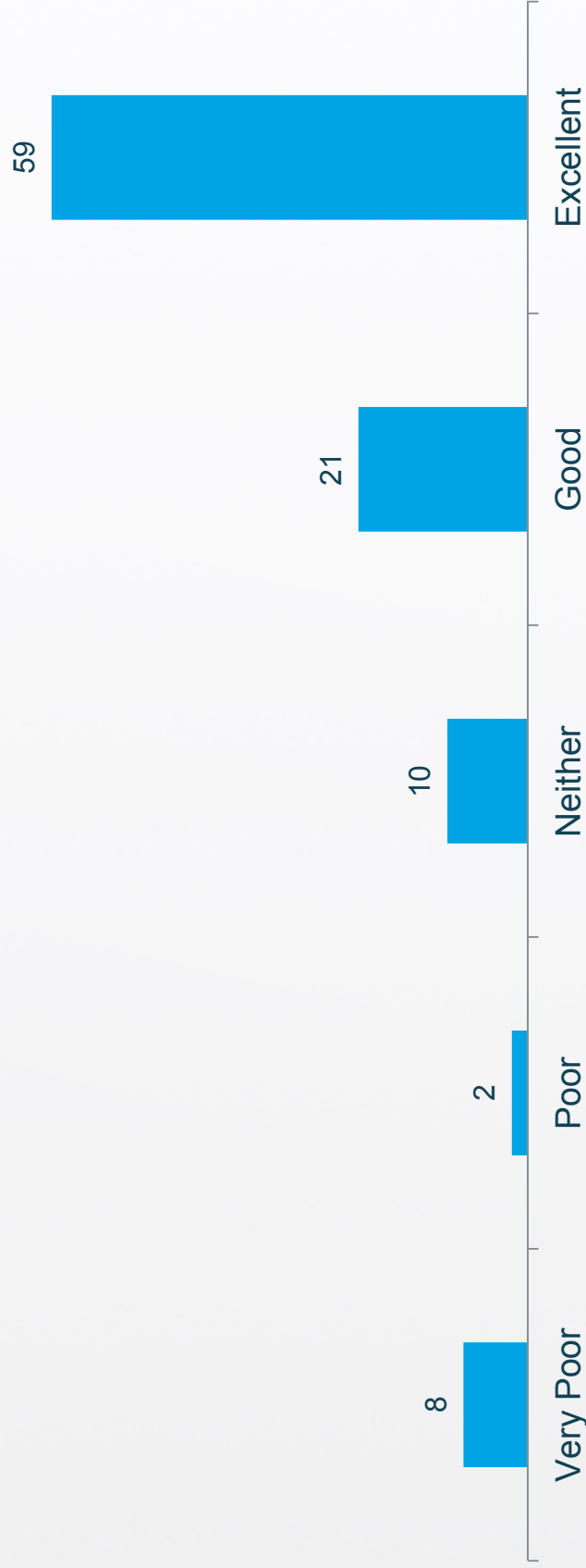
## Comparison of Design Features: Useable and inviting



Q2. Thinking about the new design, how would you rate each of the proposed features on a scale from 1 to 5, where a 1 = Very Poor, and a 5 = Excellent  
 Base: All respondents who answered question (n=129)

Four in five of people surveyed rated the shared zone across York St link road positively

## Rating of New Shared zone across York St link road



Q3. Thinking about these new design elements, how would you rate each of the proposed features on a scale from 1 to 5, where a 1 = Very Poor, and a 5 = Excellent - New Shared zone across York St link road?

Base: All respondents (n=129)

The new Shared Zone across York St link road was seen as a 'great idea/needed', but also thought to be dangerous mixing pedestrians with cyclists

Comments	%*
Great idea / much needed	33
Could create problems between cyclist and pedestrians / dangerous	27
Needs speed bumps	9
Needs more lights	6
Pedestrians only	6
Other	6
Don't know	12

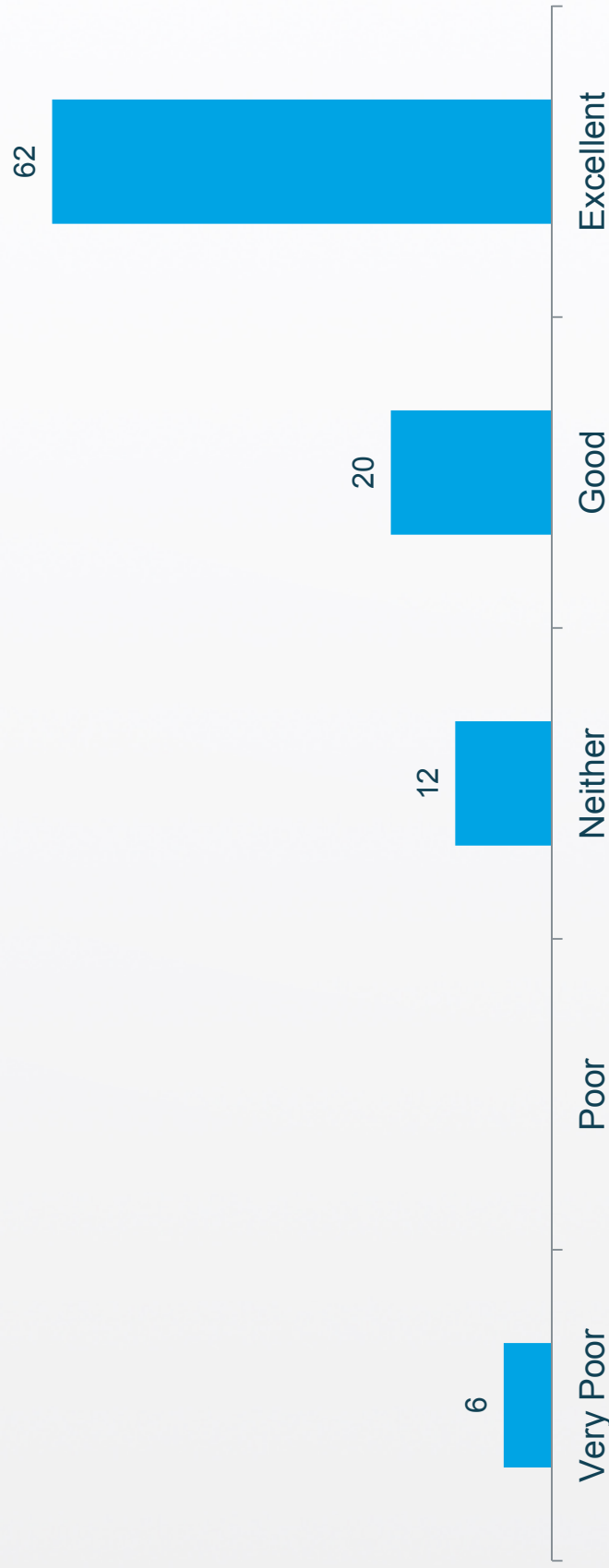
Q3. Thinking about these new design elements, how would you rate each of the proposed features on a scale from 1 to 5, where a 1 = Very Poor, and a 5 = Excellent? - New Shared zone across York St link road

Base: All respondents who answered question (n=33)

\*Note: Small base size

There was high levels of positive feedback for the concept in regards to the new signage and lighting throughout the underpass

## Rating of New Signage and Lighting throughout the Underpass



Q3. Thinking about these new design elements, how would you rate each of the proposed features on a scale from 1 to 5, where a 1 = Very Poor, and a 5 = Excellent - New Signage and Lighting throughout the Underpass?

Base: All respondents (n=129)

## 37% of people believed new Signage and Lighting in the Underpass would be a 'great idea / needed'

23

Comments	%*
Great idea / needed	37
Lights make it much safer	28
Needs to be safer	14
Security cameras needed	7
Doesn't need new lights	3
Don't know	10

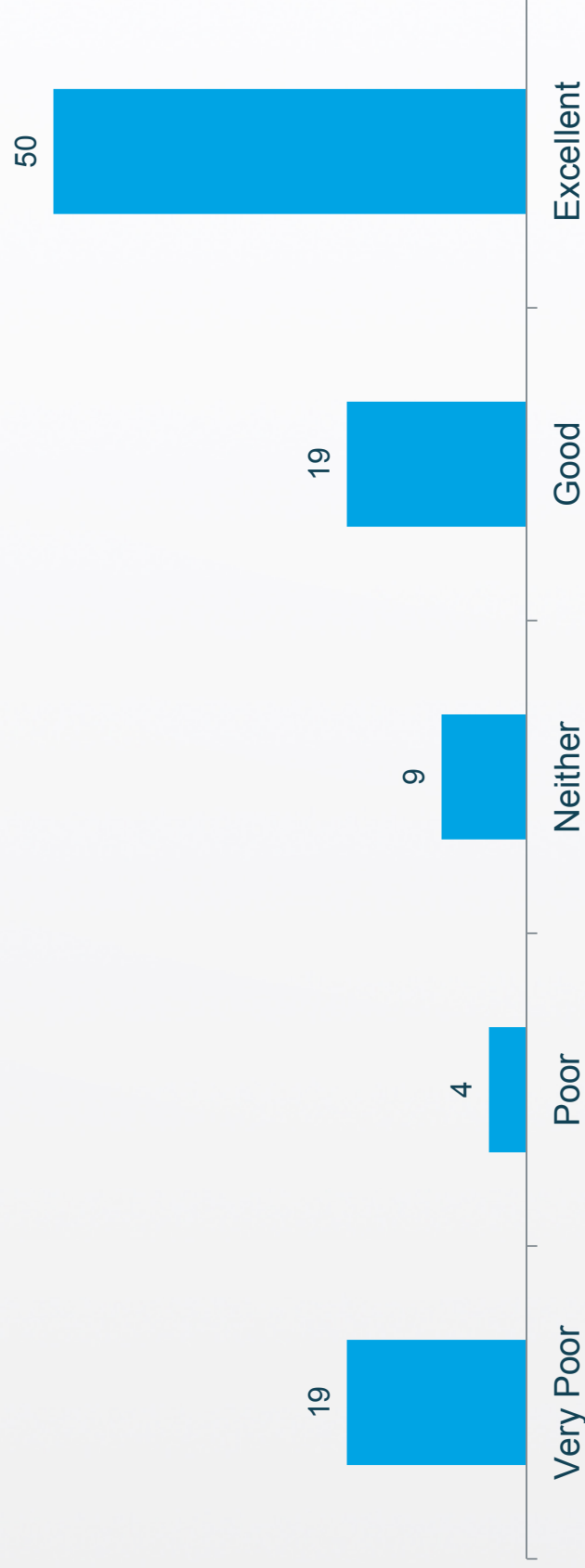
Q3. Thinking about these new design elements, how would you rate each of the proposed features on a scale from 1 to 5, where a 1 = Very Poor, and a 5 = Excellent? - New Signage and Lighting throughout the Underpass?

Base: All respondents who answered question (n=29)

\*Note: Small base size

69% of people rated the Pedestrian and Cycle zone in the Kent Street positively

## Rating of New Pedestrian and Cycle Zone in the Kent Street pocket



Q3. Thinking about these new design elements, how would you rate each of the proposed features on a scale from 1 to 5, where a 1 = Very Poor, and a 5 = Excellent - New Pedestrian and Cycle Zone in the Kent Street pocket?

Base: All respondents (n=129)



## There were concerns with the New Pedestrian and Cycle Zone in regards to it becoming dangerous and the need to remove cyclists from the area

25

Comments	%*
Get rid of bikes, very dangerous	48
Great idea / needed	19
Not needed	19
Speed humps for cyclists would be good	11
Don't know	3

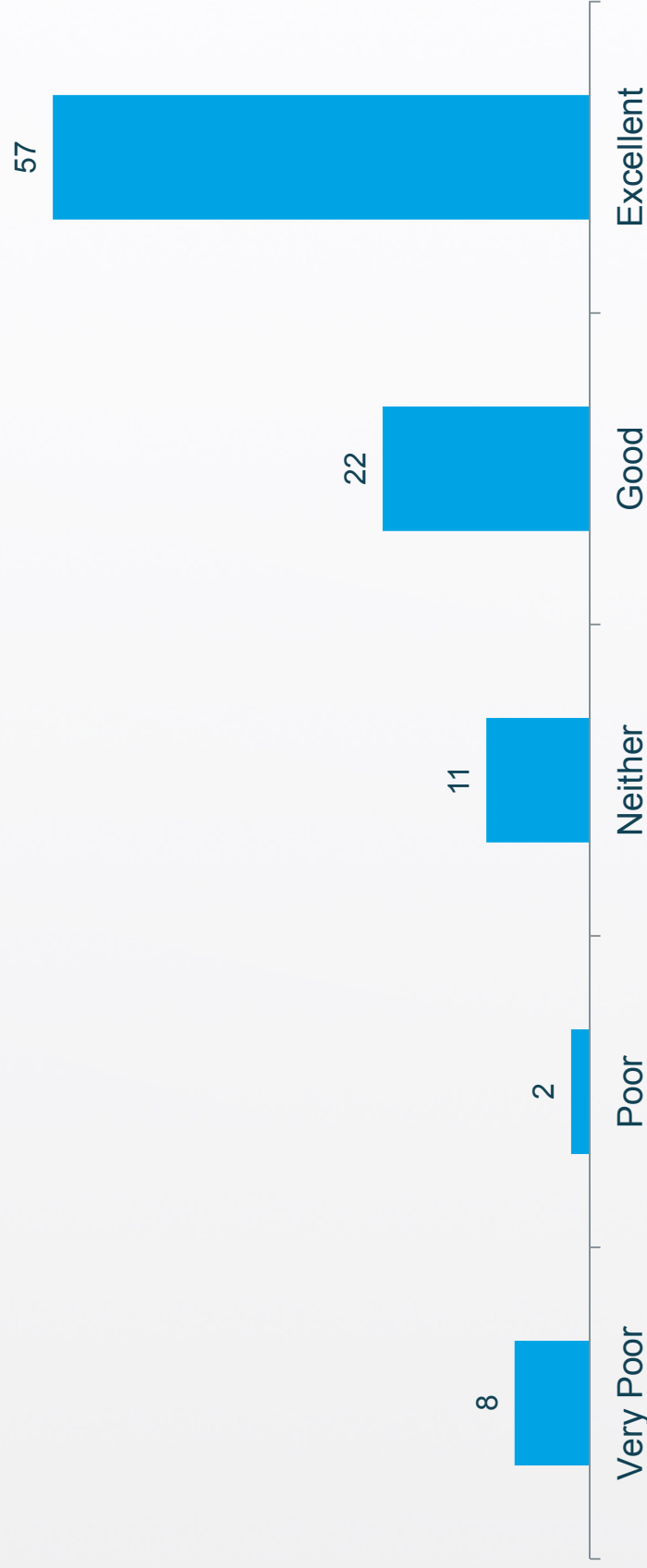
Q3. Thinking about these new design elements, how would you rate each of the proposed features on a scale from 1 to 5, where a 1 = Very Poor, and a 5 = Excellent? - New Pedestrian and Cycle Zone in the Kent Street pocket?

Base: All respondents who answered question (n=27)

\*Note: Small base size

Four out of five people rated the new raised and separated path at the Kent Street entry positively

### Rating of the new raised and separated pedestrian path at the Kent Street entry



Q3. Thinking about these new design elements, how would you rate each of the proposed features on a scale from 1 to 5, where a 1 = Very Poor, and a 5 = Excellent - New raised and separated pedestrian path at the Kent Street entry

Base: All respondents (n=129)

## The raised and separated path at the Kent Street entry was considered to be a 'good idea / needed'

Comments	%*
Good idea / needed	39
Get rid of bikes, very dangerous	22
Put double yellow gates in	6
Concerned about current walking surface	6
Don't know	28

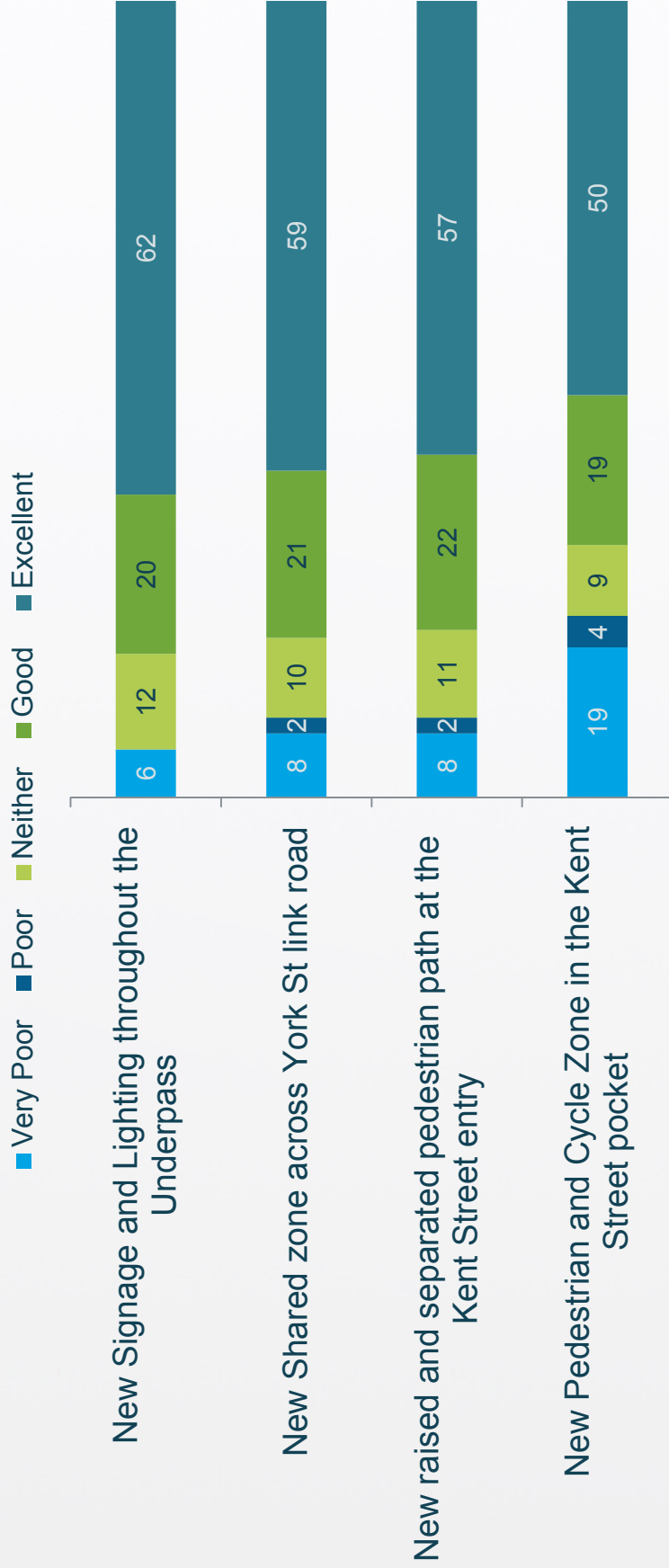
Q3. Thinking about these new design elements, how would you rate each of the proposed features on a scale from 1 to 5, where a 1 = Very Poor, and a 5 = Excellent? - raised and separated pedestrian path at the Kent Street entry ?

Base: All respondents who answered question (n=18)

\*Note: Small base size

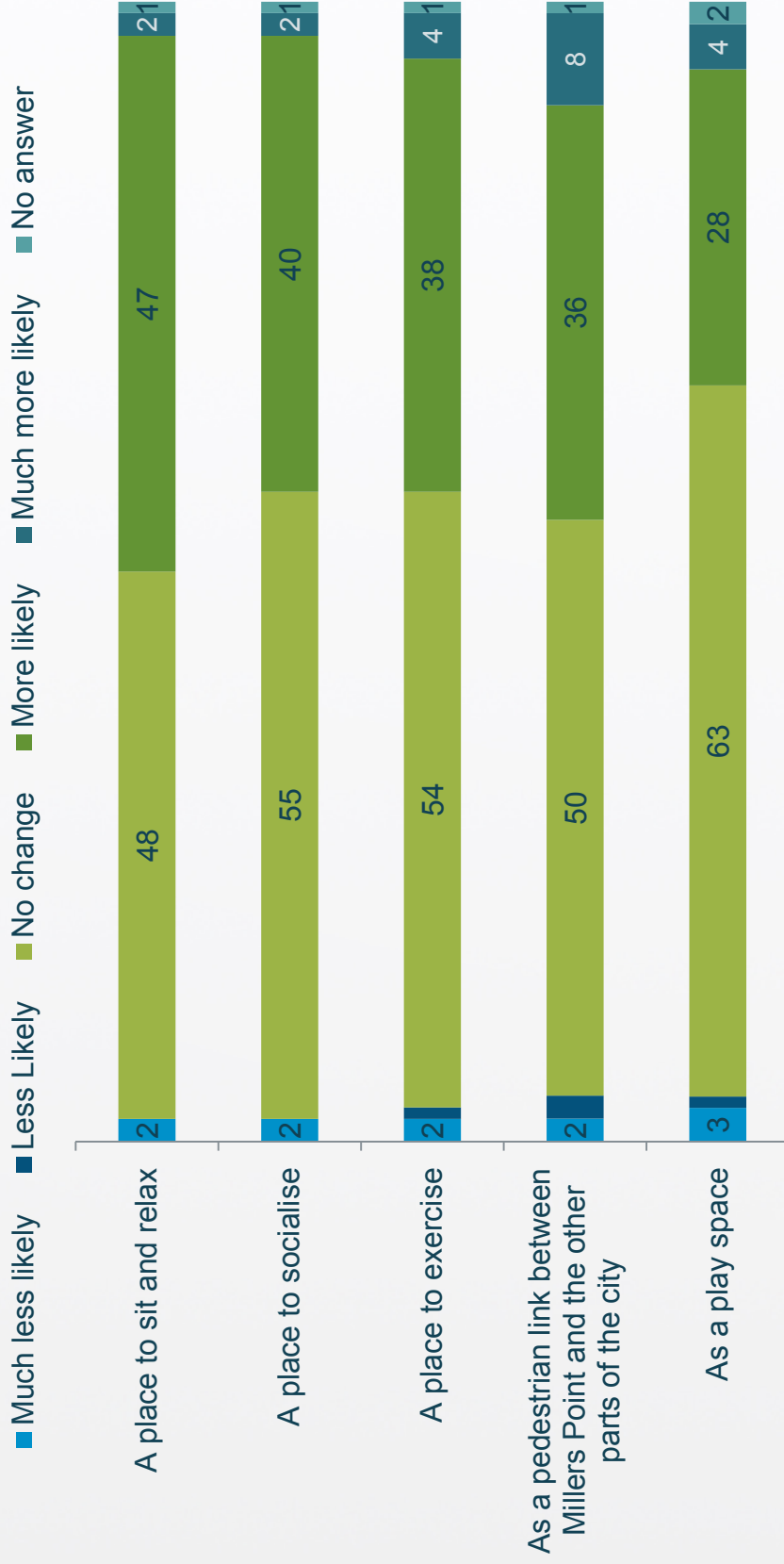
New signage and lighting throughout the Underpass had the highest positive rating of all the design features

### Comparison of design elements: Safety and ease of use



Q3. Thinking about the new design, how would you rate each of the proposed features on a scale from 1 to 5, where a 1 = Very Poor, and a 5 = Excellent  
 Base: All respondents (n=129)

There was strong support for usage of the new underpass design, with half responding they would be ‘more likely’ to sit and relax



Given the planned improvements, can you please indicate how much more or less likely you would be to use the area for each of the following?

Base: All Respondents (n=129)

## Summary of Key Findings

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- There was a positive reaction to the new concept design, New plants and seating having the best rating out of the useability features
  - 69% rated it ‘excellent’
- There were concerns about the impact of the current homeless community around the underpass and how this would affect the design features.
- New Signage and Lighting throughout the Underpass had the highest rating of all the safety and ease of use features
  - 62% rated it ‘Excellent’
- Significant increase in the likelihood people would use the space if it the Kent St Underpass project happened
  - 49% indicated they would be ‘likely’ or ‘more likely’ to sit and relax
- Underpass was used most commonly for communing to work, with on average 23 trips through the underpass per month