

Item 11

Questions on Notice with Answers

Ward Park Upgrade

1. By Councillor Phelps

Question

Ward Park has been significantly affected by light rail construction on Devonshire Street and is in need of redevelopment to be of effective use to the public, particularly the nearby Boys and Girls Brigade, Crown Street Public School and Bourke Street Public School.

Could the Chief Executive Officer please provide advice on the following:

1. The current maintenance schedule for Ward Park, including when it was last upgraded?
2. Does the City have plans to upgrade Ward Park?
3. Are there any discussions or has the City considered starting discussions with the NSW Government or Acciona to assist with the upgrade of Ward Park?

S129272

Answer by the Chief Executive Officer

1. Current maintenance practices include daily playground cleaning and inspections. Waste collection/litter picking is done five days of the week.

Mowing and landscape maintenance are based on seasonal conditions e.g. mowing is fortnightly in summer and three to four weekly in winter. Scheduled maintenance also includes cleaning, graffiti removal, infill garden planting, weeding, mulching, irrigation servicing, playground repairs and oiling/painting of park furniture. The park was last upgraded in the south east corner in 2009, the upgrade included a playground, skate bowl and practice court.

The City is presently waiting for the light rail contractor to hand back the reinstated site so that full maintenance services can be returned to the park. Inspection for handover is due on 2 October 2019 with potential handover by end of October (if quality standards met). The park turf areas will be renovated as part of the normal spring works programme.

2. Beyond 'make good' by Acciona, no future upgrade is currently proposed. Following site handover and 'make good' the asset condition of the park will be assessed which will inform when any future upgrade will be delivered by the City.

3. Over the past three years parts of the park have been a construction compound for the Light Rail contractor.

The Light Rail Project includes the contractor making good any affected areas of Ward Park and installation of plantings as per the plan attached to Item 3 of the Corporate, Finance, Properties and Tenders Committee of 2 September 2019. The City will inspect the final contractor works and make any further improvements to garden beds if necessary.

Electric Scooters Operational Safety

2. By Councillor Phelps

Question

While electric scooters are currently illegal to use in public spaces in NSW, there are discussions as to how and where e-scooters could be trialled. Public safety fears have stalled the launch of the Sydney trial, though they are already in operation in Brisbane and Adelaide and many overseas cities.

Data collected from the use of Lime bikes has demonstrated that there is demand for convenient, motorised mobility vehicles.

Currently, the City is one of eight Sydney councils in discussion about hosting these e-scooters, but it is important to strike the balance between safety and effective mobility solutions. Sydney's dense population and historic city infrastructure mean that our footpaths are not designed for motorised vehicles.

Could the Chief Executive Officer please provide advice on the following:

1. Does the City have a plan to implement an electric scooter trial in the Sydney Local Government Area?
2. Can the City acquire and release the safety data from other cities?
3. What are the current safety control measures being considered?
4. Would a speed limit be imposed on the e-scooters? If so, what would the limit be?
5. How would the City ensure that public safety and interests are prioritised above private company profits from the operation of e-scooters?
6. How would the data gathered by these bikes and scooters be used?

S129272

Answer by the Chief Executive Officer

1. No. The devices are currently illegal to operate on public roads and paths in NSW.

The City is participating in a Working Party assessing the issues around a potential trial, including road safety. It is participating so it can identify and manage any risks that might arise from any NSW Government decision to allow the devices to be used, either as part of a trial of e-scooter share schemes, or more generally.

The City also needs to understand how the evolution of technologies can influence how the transport and access system supports broader City outcomes.

Involvement in the Working Party is explicitly not an endorsement of any proposal for a trial.

A number of steps would be required before any trial occurred in any local government area:

- A Steering Committee considering the advice of the Working Party would need to recommend a trial to the Minister for Transport and Roads
 - The Minister would need to accept this, and create the circumstances in which the devices could be legalised for the purposes of a trial
 - There would need to then be agreement between the relevant local government area, Transport for NSW and operator(s) on the specifics of a trial in that local government area.
2. The City does not have access to detailed data from other jurisdictions. The City can approach jurisdictions individually, or ask Transport for NSW to facilitate provision of data.
 3. The Working Party has examined the full safety regime that would need to be addressed, for the Minister for Transport and Roads to consider making the devices legal to operate on public roads and paths. This includes: where the devices could operate (roads versus paths); helmets; device power; speed limits; licensing; road rules, enforcement and penalty levels; equipment including brakes, lights and warning devices; insurance; crash response and reporting.

The City has consistently advocated that the devices should not be allowed on footpaths, due to the very high volumes of people walking in our local government area.

4. All devices and vehicles are governed by the posted speed limit on roads or paths.

The Working Party explored the full range of mechanisms for achieving speed limits (lower than for other vehicles). This included options for technology on the device, as provided in some jurisdictions.

The Minister would decide on speed limits and ensure regulation created the framework for enforcing these.

5. The City has no plans to participate in a trial at this stage.

Any local government area wishing to be involved in a trial would seek to address those important issues in the proposed tripartite agreements that would be developed for each trial.

6. The Working Party considered the potential uses of data from any trial including for evaluation purposes, and to inform the strategic transport planning of NSW Government and local governments.

Any trial is likely to include strong provisions around provision of data for these purposes.

Sydney Square Smoke-Free Zone

3. By Councillor Phelps

Question

In August 2018, Council carried my motion which requested the Chief Executive Officer undertake work to implement a smoke-free zone trial in Sydney Square, and promote Sydney Square as a smoke-free zone. This would promote Council as a leader by example, while also improving air quality, dis-incentivising smoking, improving tourism opportunities and reducing litter in the city.

In July 2019, North Sydney Council became the first Sydney council to ban smoking altogether in their local CBD. This is a missed opportunity for the City of Sydney to be a leader by example.

Could the Chief Executive Officer please provide advice on the following:

1. What progress has been made on the August 2018 resolution?
2. What is the estimated date of completion for works to make Sydney Square a smoke-free zone?

S129272

Answer by the Chief Executive Officer

1. Sydney Square is comprised of community land owned and managed by the City and publically accessible private land owned and managed by the St Andrews House Corporation (the Corporation) and the Anglican Church Property Trust Diocese of Sydney (the Trust). The City has met with Corporation and Trust representatives to discuss the benefits of the proposal and how signage, enforcement and education will work on the site. There has also been discussion on placement of signs, where displaced smokers will move to as well as the handling of customer enquiries. The proposal will require the consideration of the Corporation and Trust Boards and a response is expected in October.
2. Smoke-free signage is expected to be installed within a month, following the approval of the Trust and Corporation.

Breathable Sydney Plan

4. By Councillor Phelps

Question

At the Council meeting on 19 August 2019, the Council passed the 'Breathable Sydney' Lord Mayoral Minute which called for the CEO to develop a report on the options associated with implementing an integrated, publicly accessible 'Breathable Sydney' air quality monitoring network.

There was a motion passed by Council in August 2018 calling on the Council to include measurements of air quality in the upcoming Sustainable Sydney 2050, to update Councillors on the work with NSW Office of Environment and Heritage to install an air quality monitoring station within the local government area, and to investigate the deployment of fixed and mobile air quality monitors, as part of future smart city projects.

Could the Chief Executive Officer please provide advice on the following:

1. What is the difference between the Lord Mayoral Minute and the Motion from 2018, in practical terms?
2. What action has been taken in the intervening year to install air quality monitors?
3. What planning is now being done or has been done in preparation for implementation of an air quality monitoring network in the local government area?
4. Has an air quality monitoring network been incorporated into any of the city's development plans including Sustainable Sydney 2030 or Planning for Sydney 2050?
5. What is the estimated total budget for the project?

S129272

Answer by the Chief Executive Officer

The City has recently installed nine small air quality sensors as part of the "Tulip" project with UTS. Reliability testing of the sensors and building of the data platform is happening over the next six months. Live data will be available to the public at that stage.

The Lord Mayor has written to and met with Minister Kean to progress the installation of a NSW Office of Environment and Heritage regional air quality monitoring station within the local government area. City staff have also met with senior staff from NSW Office of Environment and Heritage to select a suitable sites for the regional unit.

The Office of Environment and Heritage and the City has now agreed to a discrete location on the roof of Cook and Phillip Aquatic Centre for such a monitoring station. A temporary unit will be operational within the next few days with the permanent unit to be in place within two months, when power and suitable high quality cladding are provided. The roll out of a second permanent unit in the near future has also been agreed within the local government area, with community consultation to inform the most suitable location.

The above will form the basis to develop further a network of air quality monitors across the local government area when all equipment is tested, data calibrated and platforms developed.

Rubbish Bins Surry Hills

5. By Councillor Phelps

Question

The City has received multiple complaints from residents and business owners regarding the removal of rubbish bins in Surry Hills.

A consequence of this has been the increased littering on Crown and Devonshire Streets in Surry Hills. This is a concern for the City as rubbish encourages the infestation of rats by providing them with food and shelter.

Can the Chief Executive Officer please provide advice on the following:

1. The number of rubbish bins in Surry Hills, including on main thoroughfares such as Crown Street?
2. The number of rubbish bins that have been removed from Crown and Devonshire Streets, Surry Hills?
3. Which entity was responsible for the decision to remove these rubbish bins?
4. What options are available to the City to reduce the amount of litter and waste in the area?

S129272

Answer by the Chief Executive Officer

1. An audit of Street Litter Bins (SLBs) in the Surry Hills precinct prior to 2017 revealed there were 50 Street Litter Bins, currently there are 44 Street Litter Bins in the Surry Hills precinct.

Devonshire Street had six bins prior to 2014 and currently has six Street Litter Bins covered in the area due to the construction of the Light Rail however services have been maintained through the provision of mobile bins.

When Devonshire Street is handed back to the City by Transport for NSW, the Street Litter Bins will be uncovered and City Services will monitor the cleansing demands of Devonshire Street post-handover.

2. Street Litter Bins (SLBs) have been removed or covered up on request due to the light rail construction and have been replaced by a number of mobile garbage bins that are serviced daily. As construction and testing of the light rail is completed and areas are returned to public areas the Street Litter Bins will be uncovered. As the area has now become more pedestrianised the current level of bins will be monitored and if more are required then additional bins will be added in accordance with safety considerations.
3. Due to the inability to service the Street Litter Bins in Devonshire Street during construction of the Light Rail Project. The Street Litter Bins were covered however replacement mobile bins were implemented.
4. Cleansing and Waste constantly review service levels in all areas of the City and adjust service levels as required.

City of Sydney Traffic Studies

6. By Councillor Vithoukas

Question

Has the City conducted any traffic studies of the CBD in the past three years for:

1. The major north / south thoroughfares like Elizabeth and Kent Streets?
2. The major east / west thoroughfares like Liverpool, Park, Market and King Streets?
3. If not, why not?
4. If so, can they be supplied to all Councillors?

S129276

Answer by the Chief Executive Officer

In 2012, the City of Sydney adopted Connecting our City, which outlined our vision for transport in the City, incorporating public transport, pedestrians and cycleways and private vehicle movements. One of the key actions was transforming transport in George Street and the CBD.

In 2013, Transport for NSW developed the Sydney City Centre Access Strategy which reinforced the City's vision for George Street and the CBD. This is a detailed plan showing how people will enter, exit and move in and around the CBD over the next 20 years.

The strategy can be viewed here:

<https://www.transport.nsw.gov.au/sites/default/files/media/documents/2017/sydney-city-centre-access-strategy-final-web.pdf>

In 2018, Transport for NSW updated the strategy (Sydney City Centre Access 2018) which can be viewed here:

http://docreader.readspeaker.com/docreader/?jsmode=1&cid=byote&lang=en_au&url=http%3A%2F%2Faccess2018.mysydneycbd.nsw.gov.au%2Fthemes%2Fcustom%2Fcustom%2Fimages%2Fsydney_centre_access_2018_document.pdf&v=Google%20Inc

The City works collaboratively with Transport for NSW to ensure people can move in and around the CBD.

The City has not conducted any studies in the City Centre over the last three years.

Light Rail - Economic Employment

7. By Councillor Vithoukas

Question

In Item 3 of the Corporate, Finance, Properties and Tenders Committee, 2 September 2019, point 39 Transport for NSW Business Case November 2013 is referred to, including some of the estimated \$4 billion in benefits. Point 40 specifically says, "in addition to fiscal benefits an estimated 10,000 jobs will be created".

1. Was the City provided a copy of the detailed business case?
2. If not, did the City ever seek a copy of the full detailed business case?
3. If not, why not?
4. What is the foundation for the statement of estimating 10,000 jobs will be created along the Light Rail corridor?

S129276

Answer by the Chief Executive Officer

The City has only been provided the summary business case undertaken by Transport for NSW.

Light Rail - Outdoor Dining

8. By Councillor Vithoukas

Question

In Item 3 of the Corporate, Finance, Properties and Tenders Committee, 2 September 2019, Outdoor Dining along the Light Rail Corridor is discussed in point 26: "City Staff are developing a plan illustrating the outdoor dining opportunities available along the length of the light rail corridor".

1. When will this plan be completed? When will it brought to Council?
2. Will this plan only refer to areas where there are existing businesses who would take up additional outdoor dining?
3. Will this be a Masterplan for all areas of potential outdoor dining along the Light Rail Corridor?

S129276

Answer by the Chief Executive Officer

A plan of outdoor dining opportunities along the light rail corridor is being developed. It will identify new areas not currently hosting outdoor dining. This plan needs coordination with pedestrian movement and the crowded place protection. It is anticipated that this will be complete over the next few months and made available to the business community.

Light Rail Freight Plan and Shared Zones

9. By Councillor Vithoukas

Question

1. Has the City considered and / or created a Freight and Delivery Access Plan to cater for the numerous driveways and loading docks along the Light Rail Route?
2. Will the City be creating a Shared Zone Map to include a Delivery Access Plan?
3. If not, why not?
4. If not, can the City pursue this endeavour as a matter of urgency?
5. Can the City communicate the subsequent plans to affected businesses and to all the major freight companies that service such businesses?

S129276

Answer by the Chief Executive Officer

TFNSW and ALTRAC have produced End State Local Access Plans for the light rail corridor. These plans are being progressively exhibited. They outline access and servicing for business and residents along the route.

Light Rail Timetable

10. By Councillor Vithoukas

Question

1. Has the City been provided information on Timetable Frequency and Signalling Priorities for the length of the Light Rail route (within the Local Government Area)?
2. If not, do we anticipate we will receive such a timetable?
3. If so, can they be supplied to all Councillors?

S129276

Answer by the Chief Executive Officer

Transport for NSW has previously advised that the light rail will be operating at four minute frequencies in both directions at peak times. Signalling priorities will be finalised after testing has been completed.

Planning - Application Summary

11. By Councillor Vithoukas

Question

Item 2, Attachment A, of the Transport, Heritage and Planning Committee, 2 September 2019, is the Draft Community Participation Plan 2019. Development Assessment is on page 7 of the draft.

Through the Chief Executive Officer, can City staff report back with a simplified summary of the number of applications, for the previous fiscal years 2017/18 and 2018/19 respectively, determined by:

- (a) delegation to staff;
- (b) the Local Planning Panel; and
- (c) the Central Sydney Planning Committee.

S129276

Answer by the Chief Executive Officer

Number of Development Applications in the last two financial years:

Authority	2017/18	2018/19
Delegated to Staff	1428	1235
Local Planning Panel (LPP commenced 1 March 2018)	31	67
Central Sydney Planning Committee	13	12

Customer Service Response Rate

12. By Councillor Scott

Question

Please provide the following information regarding the Customer Service Contact Centre:

1. The average wait time for calls made to Customer Service organised by financial year since 2015/16.
2. The resolution rate of calls, e.g. the proportion of calls that resolve an issue and don't require further assistance.
3. The average wait time at the in person Customer Service Centre organised by financial year since 2015/16.

S129275

Answer by the Chief Executive Officer

1. The following table shows the average wait time for calls made to Customer Service by year for the period July 2015 to June 2018.

Year	2015/16	2016/17	2017/18	2018/19
Average wait time (seconds)	47	43	74	57

2. The following table shows the first-time resolution rate for calls by year for the period July 2015 to June 2018.

Year	2015/16	2016/17	2017/18	2018/19
% of Calls	83	82	81	83

3. The following table shows the average wait time for customers attending the Town Hall House Customer Service Centre by year for the period July 2015 to June 2018.

Year	2015/16	2016/17	2017/18	2018/19
Decimal Minutes	5.29	5.99	6.33	8.76

Wait time data is not available for Kings Cross, Glebe and Green Square customer service centres, because the low number of customer daily visits at each centre do not require a computerised queue ticketing system.

Neighbourhood Centre Staff

13. By Councillor Scott

Question

Community and Neighbourhood Centres in the City of Sydney provide an invaluable service to some of our most vulnerable residents and have an important place at the heart of our communities.

Can the Chief Executive Officer please provide the number of staff, specifying the roles and contract type of these staff (full-time / part-time / casual), in individual community and neighbourhood centres being operated by the City of Sydney listed by year for the past 10 financial years?

S129275

Answer by the Chief Executive Officer

This information will take some time to compile. A CEO Update will be provided to Councillors when the information is available.

UNICEF Child Friendly Cities Initiative

14. By Councillor Scott

Question

At the previous meeting of Council, a motion 'Adoption of UNICEF's Child Friendly Cities Initiative' was passed.

The motion requests that the Chief Executive Officer be requested to investigate:

- (a) signing on as a Child Friendly Cities Initiative (CFCI) city;
- (b) integrating this framework into the City of Sydney's 2050 plan; and
- (c) the feasibility of a Child Advisory Panel.

Can the Chief Executive Officer please provide an update on any progress made with regards to this investigation?

S129275

Answer by the Chief Executive Officer

Following the 19 August 2019 Council Resolution, City staff have commenced investigations. As per the resolution, a CEO Update will be provided on the outcomes of the investigation.

The City has an ongoing commitment to engaging children and has consistently engaged children on parks and playgrounds and through major strategy development including the Social Sustainability Policy and Action Plan.

This approach is in line with the UN Declaration on the Rights of the Child, the City's Community Engagement Strategy, the City's Social Sustainability Policy and Action Plan, NSW Office of the Advocate for Children and Young People participation guide and the NSW and Australian school curriculum.

For Sydney 2050 the City ran a major two phased program with schools that culminated in a Children's and Youth Summit.

The City of Sydney and Tertiary Research

15. By Councillor Scott

Question

1. What co-contributions to research projects has the City of Sydney made since 2004? Please detail, broken down by year.
2. Please detail whether funds have been committed, or committed and expended, the relevant University or tertiary education provider, and the outcomes (where relevant) for the City and communities.

S129275

Answer by the Chief Executive Officer

This information will take some time to compile. A CEO Update will be provided to Councillors when the information is available.

Processing of Complaints

16. By Councillor Scott

Question

1. Does the City of Sydney monitor noise complaints, by complainant or venue across the City's business units?
2. How does the City process high volumes of complaints from a single complainant?
3. Please detail how the City's processes deal with vexatious complaints about noise or businesses.

S129275

Answer by the Chief Executive Officer

1. The City's database (Pathway) used to record noise complaints is able to report on complaints relevant to a complainant or property.
2. In accordance with the City's 'Compliance Policy', all complaints are assessed and an appropriate response determined and prioritised by the level of perceived risk. As part of the assessment, City staff will consider whether the complaint is reasonable.

3. The City's 'Compliance Policy' states that "the City may decide not to investigate if the initial review and a preliminary assessment identify that the matter has already been investigated and resolved, or a determination has been made that no further action will be taken in the absence of any new information". City staff have discretion in deciding whether or not to investigate complaints and will consider as part of their decision whether the complaint is vexatious.

Where a customer refuses to accept the City's decision in relation to their complaint and/or continues to contact the City about the same matter, their conduct may be determined as unreasonable and may need to be managed through the City's 'Unreasonable Conduct by Customers Policy'. Under the Policy, the City may limit or adapt the way it interacts with and/or delivers services to customers.