

Attachment C

Engagement Report

Engagement report



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Context

In the City's community strategic plan, Sustainable Sydney 2030 - 2050, Direction Five is to make Sydney a city for walking, cycling and public transport.

Castlereagh Street is an important street for people walking. These works will make the area a more attractive place to be in and increase public amenity by prioritising people walking and riding.

Through the reduced traffic, the project would improve safety and amenity for people walking, sitting at cafés and restaurants and visiting local business.

Transport for NSW customer research shows 70% of residents of Greater Sydney would ride or ride more if there were safe cycleways, separated from traffic. Multiple surveys of residents of the City of Sydney and neighbouring council areas over recent years have consistently found over 70% support for building a bike network and separated cycleways.

Council adopted the Cycling Strategy and Action Plan 2018-2030 in November 2018. In the Strategy, Priority 1 is connecting the bike network, as there is strong evidence showing safe connected cycling infrastructure is essential to making bike riding a viable transport option for the majority of the population. Our benchmark is a bike network that is safe enough for a 12-year-old to ride alone. Page 17 of the Strategy shows the adopted planned bike network. The Strategy target is to complete 80% of the regional route network by 2024 and 100% by 2030.

Transport for NSW have moved the majority of buses off Castlereagh Street and so provides the opportunity for the City to reprioritise transport modes.

The proposed cycleway will fill the gap in this part of the city centre bike network. It will continue the separated cycleway along Castlereagh Street to the soon-to-be-completed King Street cycleway. It will also interface with connections to Oxford and Liverpool streets.

The City's Community Recovery Plan gives direction to how we'll work in partnership with our communities, businesses, the state government, and other local governments. The plan supports economic and social recovery in the local area over the next 18 months. It includes building new cycleways to make bike riding a transport priority in response to the pandemic. This will help communities to return to work and local businesses safely, supporting NSW's economic recovery.

We have been working with Transport for NSW on transport changes in response to the Covid-19 pandemic, including construction of more cycleways. Social distancing requirements may persist, and public transport is one of the facets of Sydney life that will be the last to return to 'normal'. The project is part funded by the NSW Government.

Background

In 2014, Transport for NSW started to talk to the community about a cycleway between Liverpool and King streets. The project included a significant loss of space for loading which was a major obstacle for people to support the cycleway. Since then, the City has taken on this project and plans have been updated. Bus services have been relocated and so we are able to propose a safe riding connection, more space for people walking and space for loading.

Support for more safe cycling connections has also increased. The community tells us that they want more connections built quickly. Since March 2020, community awareness of the importance of diverse transport options has allowed us to complete pop up cycleways that are well used and supported.

Engagement summary and activities

Early engagement

City project staff met with key stakeholders prior to community engagement to present plans, discuss access, public space use and any perceived impacts. The meetings were held with:

- Fire and Rescue NSW
- Castlereagh Boutique Hotel

The updated plans were generally well received. The project team make changes to the plans wherever possible to provide the best outcome for the community.

Community engagement activities

Key stakeholders and the broader community were consulted on the updated plans from 25 March to 6 May 2022.

An online information session was held.

Three in person drop in sessions were held at Belmore Park and Queen's Square on Tuesday 5, Wednesday 13 and Thursday 14 April.

The Sydney Your Say page was visited 1560 times during the consultation period. The plan was downloaded 567 times.

A notification letter was sent to 3420 properties.

74 people dropped pins on the Social PinPoint map-based survey. Some people dropped more than one pin.

We received a total of 58 emails submissions during the public exhibition period. 11 were made from property owners and organisations, 47 were from individuals.

Snapshot of feedback received



132 people had their say

1560 visited the sydneyoursay.com.au page

74 used the Social Pinpoint map survey



84% of pins dropped on the map support the project

5% pins oppose the project

11% pins made comments without clearly supporting or opposing the project



79% of emails received from individuals support the project

55% of emails received from organisations support the project

Engagement summary – ideas and issues – map based survey

Feedback received	Sentiment	Total people making the comment			Up/Down Difference	CoS response
Support the project - no further comments	Positive	31	240	9	231	Noted
Does not support the project - no further comments	Negative	2	0	30	-30	Noted
Light phasing needs to prioritise people riding. The green light should be the same for people riding as for vehicles. Supportive of the project	Positive	15	202	8	194	City staff will work with Transport for NSW (who control all traffic signals) to get the best possible green time for cycling. We expect that the cycleway will have full length green at Park, Bathurst and Liverpool intersections.
Where does the cycleway continue northbound?	Neutral	1	18	0	18	Via King Street cycleway to Pitt Street cycleway which connects up to Circular Quay. Pitt Street, one block over, is flatter and has better connectivity through to the Quay.
The right turn lane onto Market Street is not needed. Access is available from Elizabeth Street	Positive	3	40	2	38	City staff were informed that the right turn lane into Market Street was absolutely essential for traffic operations and that it was not possible to remove it.
The cycleway should be raised to provide some physical protection. More protection is needed at the fire station.	Positive	3	38	1	37	The cycleway has a raised separator kerb along its length, except for at driveways to allow vehicle access, as with other cycleways. It is not possible to have a barrier at the fire station as they need unhindered access for all the fire trucks in an emergency.

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Feedback received	Sentiment	Total people making the comment			Up/Down Difference	CoS response
Have cycling light signals instead of bike turning/storage boxes	Positive	2	25	0	25	Transport for NSW control traffic signal operation including decisions about how turns are catered for - whether by dedicated bike phase or turn box - based on time available for phase allocation, the variety of movements, and safety.
Create bike parking near the future metro station	Positive	2	25	0	25	City staff will investigate what bike parking can be installed without compromising walking space near the future very busy metro station entry.
Use HD cameras to trigger bike signals instead of in ground loops	Positive	1	5	0	5	We have previously conducted a study of detection technology and the quadruple induction loop was the most reliable. In the city centre, cycleways are currently set to automatic during weekday daytimes so the bike lanterns will go green even if no-one is detected at the changeover time.
Paint the entire cycleway green to ensure that other road users know it is a space for safe riding	Positive	1	8	0	8	The technical guidance recommends using green only at potential conflict zones such as driveways and near intersections, to highlight those areas to people riding. In our experience this is the safest design. The step off the kerb should act as sufficient warning to people walking that they must look before stepping onto the roadway.
Install bike parking at the front of the Castlereagh Club to clearly differentiate the cycleway and footpath	Positive	1	6	0	6	City staff will investigate what bike parking can be installed without compromising walking space near the future very busy metro station entry.

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Feedback received	Sentiment	Total people making the comment			Up/Down Difference	CoS response
Reallocate space on Park Street to accommodate safer movement for people riding and using the metro station.	Positive	6	42	0	42	City staff understand Transport for NSW is investigating options to provide additional footpath space on Park Street to be implemented by the time the metro station is opened
Plant more trees	Positive	7	20	0	20	Noted. The City has tried hard to include as many new street trees within the project as we can where underground services will permit. We will continue to look for more opportunities in the project.
There needs to be more loading and parking spaces for people who live in the city centre	Neutral	1	3	9	-6	The eastern side of Castlereagh Street will be loading (except for the evening peak bus lane times). In fact, there will be more loading spaces on Castlereagh Street after the project, than there were before covid-19. There are also several commercial car parks nearby.
Ensure access and parking is retained for Park Regis Hotel and Apartments	Neutral	2	5	16	-11	Yes, the access to the parking at Park Regis Hotel and Apartments remains.
Allow people riding from Liverpool Street, left on to Castlereagh Street to turn at any time	Positive	1	5	0	5	The phasing will need to consider the safe movement of bikes and pedestrians. We will investigate how this can be achieved.
Don't narrow the cycleway at the fire station	Positive	1	7	1	6	The configuration in front of the fire station is necessary to enable full operations of NSW Fire and Rescue.

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Feedback received	Sentiment	Total people making the comment			Up/Down Difference	CoS response
Signals for bikes not needed at the mid-block crossing between King and Market streets - could be better as a zebra crossing	Positive	2	9	4	5	Due to the evening peak bus lane, there will still be two lanes of traffic for part of the day. Pedestrian (zebra) crossings cannot be installed where there is more than one lane of same direction traffic, for safety reasons.
Support of the footpath extension at the north west corner of Castlereagh and King streets	Positive	1	10	0	10	Noted
Support for more space for people walking	Positive	1	14	1	13	Noted
Project needs to wait for the completion of the two major redevelopments in the area	Neutral	2	3	9	-6	We will co-ordinate project construction with other construction works in the street.
Make new and existing pram ramps wider	Positive	1	8	0	8	We are widening pram ramps where possible.
Make King and Castlereagh streets two way for vehicles	Neutral	1	1	1	0	King Street configuration is tied to the Western Distributor operation. Castlereagh Street is for local access only and so will only have one traffic lane, to allow more public and walking space.
Publish traffic light phasing priorities for people walking, riding and driving	Neutral	1	9	0	9	The traffic light phasing is controlled by Transport for NSW and is dynamic, changing depending on the conditions at those, and other linked signals.
Create more through-block links from Castlereagh to Hyde Park on any future developments	Positive	1	7	0	7	There are six existing through site links between Castlereagh Street and Hyde Park.

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Feedback received	Sentiment	Total people making the comment			Up/Down Difference	CoS response
Offset lost motorbike parking close by	Neutral	1	3	0	3	We allocate kerb space according to the priorities set in the Central Sydney On-street Parking Policy
Create open green space at the south east corner of the intersection of Castlereagh and Park streets	Neutral	1	8	0	8	This area will remain footpath.
Create open space at the south east corner of the intersection of Castlereagh and Bathurst streets for people walking	Neutral	1	2	0	2	This area will remain footpath.
The City of Sydney needs to set rules for people riding on footpaths, not wearing helmets, ignoring traffic lights and not giving way to people walking	Negative	1	0	1	-1	The NSW Road Rule Regulation 2014 covers these issues. NSW Police do fine thousands of people riding for these offences every year.
Pedestrianise Park Street	Positive	1	4	0	4	Park Street is currently still an important street for buses and for motor vehicles to access parts of the city centre.
Supports more space for outdoor dining	Positive	1	3	0	3	Noted
Don't reduce vehicle access into Market Street	Negative	1	2	0	2	The right turn into Market Street has been retained.
Access to 75 Castlereagh Street will be impacted by the cycleway	Negative	1	2	0	2	The existing driveway access to the building will be retained. Visitors may need to be dropped off on the other side of the road.

Engagement summary – ideas and issues – individual emails

Comment	Sentiment	Total people making the comment	CoS response
Support the project - no further comments	Positive	30	Noted
Does not support the project - no further comments	Negative	2	Noted
Highly encourage considering angled kerbing, especially for veering portions of the cycleway as well as the narrow choke points. As we're on e-bikes going 25km, there is very little forgiveness in a 90-degree kerb if we drift into it at speed, especially when pedestrians step out unawares. The at-grade, meter wide kerb separator -as on Kent St- would have been more welcome than what is proposed here	Positive	1	Existing roads and cycleways have 90-degree angle kerbs and we are not aware of people riding into the kerb being a common problem. This cycleway is slightly wider than most existing cycleways, giving more manoeuvring space. Many of the kerbs will be re-used heritage trachyte kerbing.
Better intersection design with continuity markings making clear to motorists they are crossing a regional cycleway, seems to be inconsistent treatments at each intersection.	Positive	1	It will not be possible for motorists to cross the cycleway while people are riding on it as the traffic signals will time-separate the movements.
Reallocate space on Park Street to accommodate safer movement for people riding and using the metro station.	Positive	2	City staff understand Transport for NSW is investigating options to provide additional footpath space on Park Street to be implemented by the time the metro station is opened
Concerned about the removal of spaces for loading and parking for deliveries	Negative	1	The eastern kerb will be used for loading/parking (except for the evening peak bus hours) resulting in a net increase in loading spaces over what was available before Covid-19.
Plant more trees. Supportive of the project	Positive	4	We will add as many trees as we can.
Proposal could be better if all buses were moved to Elizabeth Street	Positive	1	Transport for NSW reviewed bus operations recently and reduced the number of buses on Castlereagh Street, but still needs to use Castlereagh for the evening express bus services.

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Light phasing needs to prioritise people riding. The green light should be the same for people riding as for vehicles. Supportive of the project	Positive	3	City staff will work with Transport for NSW (who control all traffic signals) to get the best possible green time for cycling. We expect that the cycleway will have full length green at Park, Bathurst and Liverpool intersections.
Opposed the project on the basis of the increase of buses on Elizabeth Street	Negative	1	Transport for NSW reviewed bus operations last year to consolidate most buses on Elizabeth Street because it is easier for customers when the inbound and outbound bus stops are on the same street.
Provide bike parking	Positive	1	Noted
Provide more water stations/bubblers	Positive	1	Noted, we will consider.
Reduce the speed on King Street to 30km/h	Positive	1	Speed limits are set by Transport for NSW.
Install scramble crossing at all intersections	Positive	1	This will be considered on a case by case basis, depending on movements, time available and safety.

Engagement summary – ideas and issues – organisation emails

Organisation	Sentiment	Comment	CoS Response
Building owner	Positive	Request kerbside spaces for loading and servicing on Castlereagh Street between Park and Bathurst streets is replaced by 4P parking between 6pm and 10pm Monday to Friday	The City's Central Sydney On-street Parking Policy sets priorities for allocation of kerb space. Loading is a higher priority than general parking in the city centre. There are commercial car parks nearby.
Building owner	Negative	Cycleway will restrict parking and loading for deliveries	The eastern kerb will be used for loading/parking (except for the evening peak bus hours) resulting in a nett increase in loading spaces over what was available before Covid-19.
		Cycleways are dangerous for people walking	Safety for people walking is improved by providing separated walking and cycling space. People walking need to look before crossing a cycleway, as they do the road.
		Cycleways are under utilised	Some city cycleways carry more commuters in the cycleway in the morning peak than in a traffic lane. Bikes are, however, more space efficient, so the same number of people riding will look less than a queue of cars beside them. The nearest cycleway counter, in Liverpool Street, shows between 1,500 and 2,000 bike trips per day (up to 200 trips per hour in the peak). Employers have invested millions in building bike parking and shower facilities and want their staff to be able to get to work safely.
		Vehicle and waste access needs to be retained at the Park Regis	Driveway access to the Park Regis is retained.
Waste services provider	Negative	Waste services need to be retained on Castlereagh Street	We are developing provisions for waste services.
		Cycleways are under utilised	The neighbouring Liverpool Street cycleway has between 1,500 and 2,000 trips per day. Some city cycleways carry more commuters in the morning peak than a traffic lane.
		Concerns that Pitt Street is now inaccessible on Pitt Street and the same perceived result is a	Pitt Street is still accessible.

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Organisation	Sentiment	Comment	CoS Response
		concern for Castlereagh Street	
Building owner	Negative	The reduction of space for people driving and turn near 75 Castlereagh Street will lead to significant traffic congestion and reduce access for the building.	The driveway access to 75 is retained. Through traffic on Castlereagh Street will reduce as it becomes less attractive as a through route.
Building owner	Neutral	The Castlereagh Boutique Hotel needs an accessible drop off at the front of the building	An accessible drop off for the Hotel was incorporated into the plans.
		The operation of the hotel requires access for deliveries and services	The eastern kerb will be used for loading/parking (except for the evening peak bus hours) resulting in a nett increase in loading spaces over what was available before Covid-19.
		Emergency access needs to be retained	Emergency access is retained.
		Direct access for VIP visitors	The design incorporates an accessible drop off at the front of the hotel.
Professional organisation	Negative	Waste services need to be retained on Castlereagh Street	We are developing provisions for waste services.
Bike user group	Positive	Bicycle storage area on the southern approach to Liverpool Street: The line separating the southbound cycleway lane from the two northbound lanes should be a solid line. This should continue south until the cycleway narrows to two lanes.	Noted, we will make sure it complies, and it will be reviewed by TfNSW.
		Narrowing of bicycle lanes on both approaches to the intersection of Bathurst street and the southern approach to Park Street will limit storage space at the intersection and degrade the level of service. Recommend preserving normal cycleway width.	Noted. We are trying to also maximise pedestrian space, especially near the Metro station at Park Street. At Bathurst, we expect a full-length green traffic signal for the cycleway will mitigate the restricted width.
		Use of Piano Key markings on the cycleway in the vicinity of the ANZ Tower are not explained. These are not needed as the drawing seems to show that the cycleway is at road grade at this point. We	The piano key markings are to indicate the raised area which is necessary to provide an accessible (level) drop off for the Hotel. The drop off island, cycleway and footpath are all at the same level, for accessibility.

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Organisation	Sentiment	Comment	CoS Response
		assume that the new teardrop median island adjacent will be raised?	
		Green pavement setback and linemarking on the southern side of mid-block signalised pedestrian crossing should be as for the northern cycleway approach. Likewise with the southern cycleway approach to King Street.	Noted
		Future cycleway in the western leg of King Street is indicated but the currently approved cycleway on the eastern leg of King Street is not.	Noted. We confirm that both sides of King Street cycleway will be in place before Castlereagh cycleway is built.
		We have serious concerns as to how the signalling will operate at this intersection and for the safety of cyclists using it. We do not believe that hook turns in mixed traffic are a safe and sensible solution to cycleway turning movements into and out of King Street for the majority of the cycling community.	Noted. We will investigate solutions.
CONFIDENTIAL SUBMISSION	Positive	Supportive	Noted
TfNSW Urban Freight	Positive		Noted
Building owner	Positive	Widen the footpath adjacent to the southern portion of the Liberty Place site. This area of the site is currently occupied by a long-standing, successful retail tenant who could utilise the expanded footpath for outdoor seating	An accessible drop-off for the Hotel will use the additional space available at this location.
		Relocate the proposed new street tree further down Castlereagh Street to retain a clear line of sight down	Noted, location is limited by underground services.

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Organisation	Sentiment	Comment	CoS Response
		the through-site link and plaza	
Bicycle NSW	Positive	Ensure all intersections are safe for all people by removing vehicle turning lanes	Some turns have been removed to improve safety and service level. At other intersections, safety will be achieved by traffic signals time-separating users.
		Prioritise the movement of people walking and riding	Noted. The turns and traffic signal settings, and space allocation, have partially achieved this.
		Make sure that cycleways are inclusive for all types of bikes (cargo bikes etc)	Noted
		Complete King Street cycleway (Pitt to Clarence)	Noted

Appendices

Appendix A: Sydney Your Say webpage (including online survey)

[Proposed works & maintenance](#)

Your feedback on designs for a cycleway and footpath extensions on Castlereagh Street, Sydney

The cycleway will create an important link in the city centre to cycleways in all directions.

Sydney

Under review

Contributions to this consultation are closed for evaluation and review. The project team will report back on key outcomes.

PUBLIC CONSULTATION PERIOD
25 March 2022 to 6 May 2022

Why we're doing this

In December 2021 Transport for NSW simplified its operations by consolidating most bus routes onto Elizabeth Street. This makes it possible to create a safe riding connection and widen footpaths on the western side of Castlereagh Street while using the eastern side for loading and servicing, except during the evening peak.

[View more details about the bus route changes.](#)

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What we're doing

This project will complete a key missing link in our planned bike network.

This cycleway will connect to:

- the existing cycleway on Castlereagh Street between Hay and Liverpool streets
- the existing cycleway on Liverpool Street between Castlereagh Street and Darling Harbour
- a proposed cycleway on Liverpool and Oxford streets between Castlereagh Street and Taylor Square
- a proposed cycleway on King Street between Pitt Street and Queens Square
- cycleways on Pitt and College streets that will be constructed this year.

This project is part of our program to make Sydney a safer place for people to walk and ride and provide more options for people to travel around the city.

It is jointly funded by the City of Sydney and the NSW Government.

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