

Attachment C

Engagement Report



Global Research
Turning **Information** Into **Insight**

George Street pedestrian boulevard
(Hunter Street to Essex Street)

ENGAGEMENT OUTCOMES REPORT

November 2022

Prepared by Global Research Ltd

For



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Project Background

Introduction

The City of Sydney's vision of a fully pedestrianised George Street from Circular Quay to Central, linked by three squares at Circular Quay, Town Hall and Central was developed with the community during extensive Sustainable Sydney 2030 and 2050 consultations, along with the public exhibition of the George Street concept design.

George Street, between Hunter and Bathurst streets, was converted to a pedestrian boulevard following the construction of the light rail. To build on its success, in 2020, the City extended the pedestrian boulevard from Bathurst Street to Rawson Place. This project was fast-tracked in response to the Covid-19 pandemic and the need to create more space to ensure people could get into and around the city while maintaining physical distancing.

The City of Sydney, supported by the NSW Government, propose to extend the pedestrian boulevard of George Street in the city's north from Hunter Street, Wynyard to Essex Street, Sydney.

This report contains a summary of the engagement activities undertaken during the consultation, and an analysis of the responses received from the community.

Project Background

The City of Sydney, supported by the NSW Government, propose to extend the pedestrian boulevard of George Street from Hunter Street, Wynyard to Essex Street, Sydney.

This proposal builds on the success of the completed George Street pedestrian boulevard between Hunter Street and Rawson Place and will deliver:

- > 5,900 square metres of new pedestrian space,
- > Wider footpaths by restricting through traffic,
- > Up to 20 new trees,
- > New street furniture.

This proposal will see the City's vision of a fully pedestrianised George Street from Circular Quay to Central a step closer, with over 20,000 square metres of former roadway reclaimed for people.

There are also proposed changes to traffic arrangements along George Street, including removing access for vehicles in George Street between Hunter Street and Essex Street, closing the intersections of Hunter Street, Margaret Street, Bond Street and Jamison Street with George Street, and introducing turn restrictions at the intersections of George Street and Bridge Street. Southbound traffic on George Street from The Rocks will be required to turn right at Essex Street.

Community Engagement

Community engagement objectives

To inform the community that the City of Sydney is working with the NSW Government to pedestrianise the northern end of George Street and ensure they are engaged throughout the development and implementation of the project.

- > To ensure affected stakeholders along the route understand how the proposed changes will affect them and are well-informed throughout the project.
- > To encourage the community – visitors, workers and residents, and key stakeholders to provide feedback during the consultation period.
- > To work with the community to help build a vision for the proposed pedestrianised areas, and to help minimise any impacts.

Engagement approach and reach

The consultation

The City of Sydney sought feedback about the proposed pedestrian boulevard of George Street from Hunter Street, Wynyard to Essex Street, Sydney from 10 October – 16 November 2022. Multiple channels were used to allow members of the public to contribute, including those listed below.

Community consultation included the following activities:

- > 28-day public exhibition of the proposal;
- > Two community notifications distributed to 4,965 property owners, residents, and businesses;
- > Two e-mailouts to 255 registered stakeholders;
- > A briefing to business leaders and industry groups hosted by Lord Mayor Clover Moore;
- > 32 individual briefings with affected stakeholders;
- > Door-knocking surrounding businesses;
- > Two advertisements in the Sydney Morning Herald;
- > Media announcement;
- > Sydney Your Say web page;
- > Online feedback form.

The City sought community feedback on three documents that were available on the Sydney Your Say webpage, all of which contained information about different aspects of the proposed changes. The documents were:

- > Concept design – proposed plan of the new pedestrian areas.
- > Local access plan – proposed traffic and access arrangements.
- > Review of environmental factors (REF)– addresses impacts of the proposal and how they will be managed.

Respondent types

Overall, this engagement captured the views of 267 people, via the following channels:

- > 78 online survey responses;
- > A stakeholder meeting hosted by Lord Mayor Clover Moore to 15 business leaders, industry groups and government representatives;
- > 15 City of Sydney stakeholder meetings with a total of 126 people present;
- > 25 email submissions from individuals and organisations;
- > 23 local businesses door knocked.

Method of engagement	
Survey respondents	78
Stakeholder meetings	16
CoS Stakeholder meetings	126 attendees
Lord Mayor stakeholder meeting	15 attendees
Emailed submissions	25
Local businesses approached	40
	23 responded

Methodology

Quantitative analysis

Frequency analysis has been conducted on all quantitative (option selection) questions.

Responses to questions are displayed in charts and tables to allow the reader to see the proportion of respondents who gave a particular response. Each chart is accompanied by a written interpretation of results, presented below each chart. Note that, unless indicated, charts show data collected from the CoS online survey. Due to the specificity of questions asked in the survey, data from other sources has not been included.

Qualitative analysis

Survey responses, submissions, and data from CoS meetings with stakeholders was imported into qualitative analysis software (NVivo) and were coded to themes and topics as they arose in response to each question. Each comment was read by an analyst and categorised in this way to ensure that emergent themes were captured accurately. Submissions were coded to the same analysis framework as survey responses, as were submissions from individuals and organisations (typically received via email).

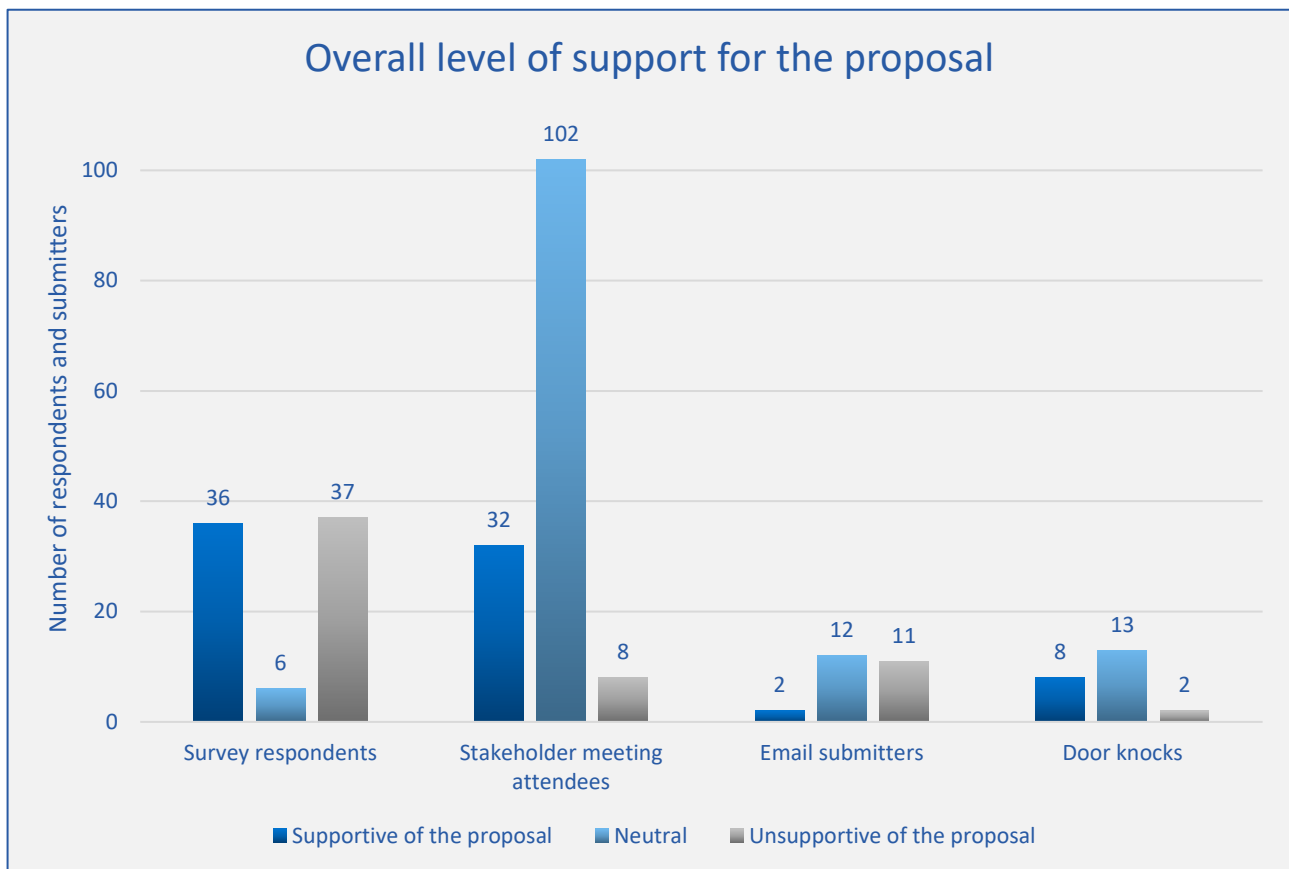
Themes and topics are presented in this report in order of most to least frequently mentioned.

To give a clear and consistent indication of the number of comments received on each topic, the following key was used to describe the relative number of comments on each topic:

Key for comment numbers	
3 comments	A few
4 – 7 comments	A small number
8 – 14 comments	Several
15 – 24 comments	A moderate number
25 – 49 comments	A considerable number
50 – 74 comments	A substantial number

Analysis of results

Overall level of support for the proposal



Results:

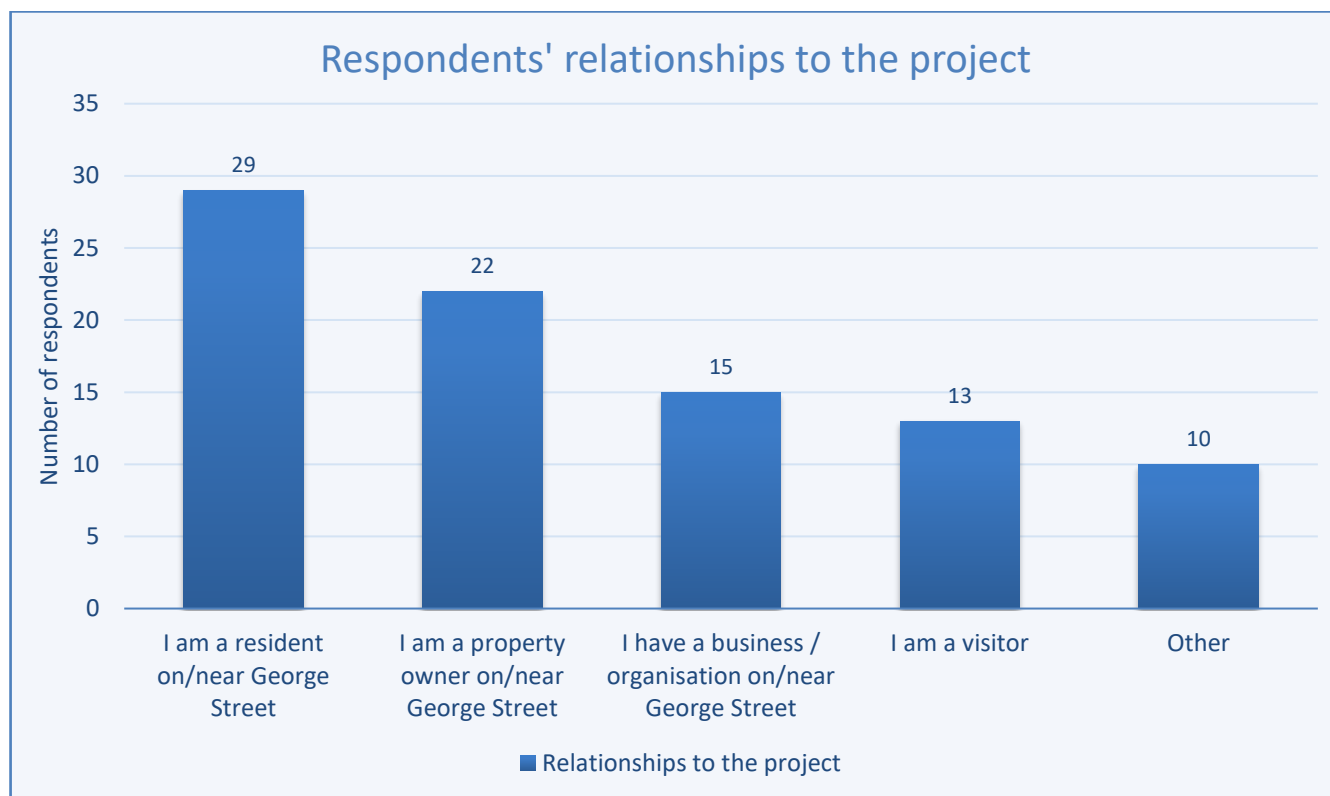
- > **Business leaders, government agencies and key industry groups** who attended a stakeholder meeting hosted by **Lord Mayor Clover Moore** expressed their support for the proposal. Some offered suggestions on behalf of their members and networks. Attendees included Business NSW, Business Sydney, Australian Hotels Association, Tourism & Transport Forum, NSW Hire Car Association, Port Authority of NSW, Placemaking NSW, and Transport for NSW.
- > **Organisations and businesses** who attended CoS stakeholder meetings were more likely to be supportive of the proposal than they were to oppose it.
 - o Seven organisations (comprised of 17 attendees in total) who attended meetings stated they were broadly supportive of the proposal.
 - o Six organisations (comprised of 102 attendees in total) who attended meetings expressed neutrality, or mixed impressions of the proposal.
 - o Two organisations (comprised of 8 attendees in total) who attended meetings expressed they were broadly unsupportive of the proposal.
- > **Local businesses** that were door-knocked and submitters most frequently had a neutral opinion on the proposal. Door-knocked businesses were more likely to support than oppose the proposal.

- > Relatively even numbers of **survey respondents** were supportive and unsupportive of the proposal. (Note that one respondent selected both Supportive and Unsupportive.). **Email submitters** were more likely to oppose than support the proposal.

Survey respondents' relationships to the project

SURVEY RESPONDENTS WERE ASKED: Please identify your relationship to the project (select all that apply).

n=78 Note that respondents were able to select more than one response.



Results

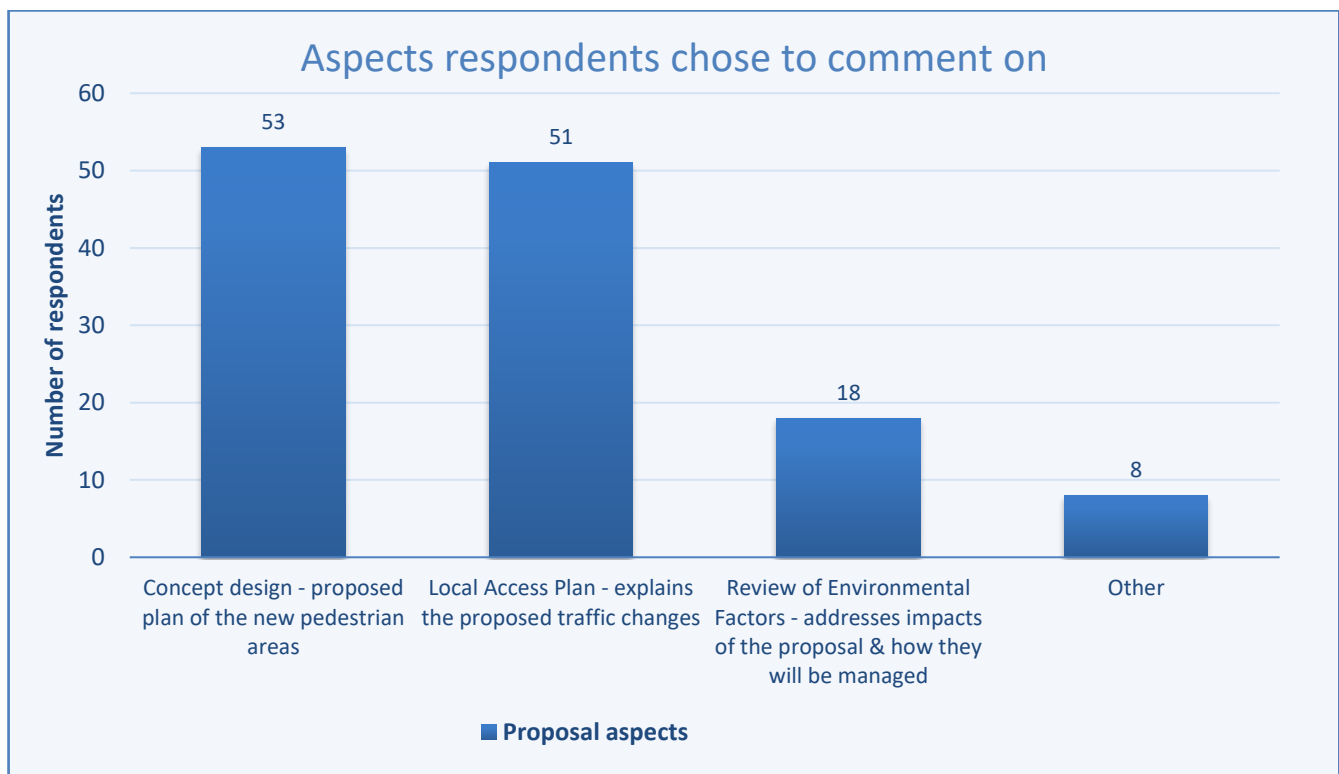
- > The most common relationship to the project for respondents was that they are a resident on or near George Street. Over one third of respondents indicated this.
- > Just under a third of respondents stated they are a property owner on or near George Street.
- > Just under one fifth of respondents stated they have a business or organisation located on or near George Street.
- > Sixteen (16) respondents stated they were a visitor to the area, and ten (10) had another connection, these are listed below.

Other topics: Owner and Operator of A by Adina Sydney at 2 Hunter Street; Cruise Industry Association (members are users of Overseas Passenger Terminal); York St resident regular user of Margaret/Hunter St. route; Resident in the City of Sydney Council area; Used to work on Margaret St; I attend the CBD regularly (on foot); City of Sydney resident; work for a Waste Company; Many of 210 members have trucks that collect waste, recycling and grease traps from the City of Sydney; Live in Portico, 2 York St; NSW resident.

Aspects survey respondents chose to comment on

RESPONDENTS WERE ASKED: I would like to comment on (select all that apply).

n=78 Note that respondents were able to select more than one aspect.



Results:

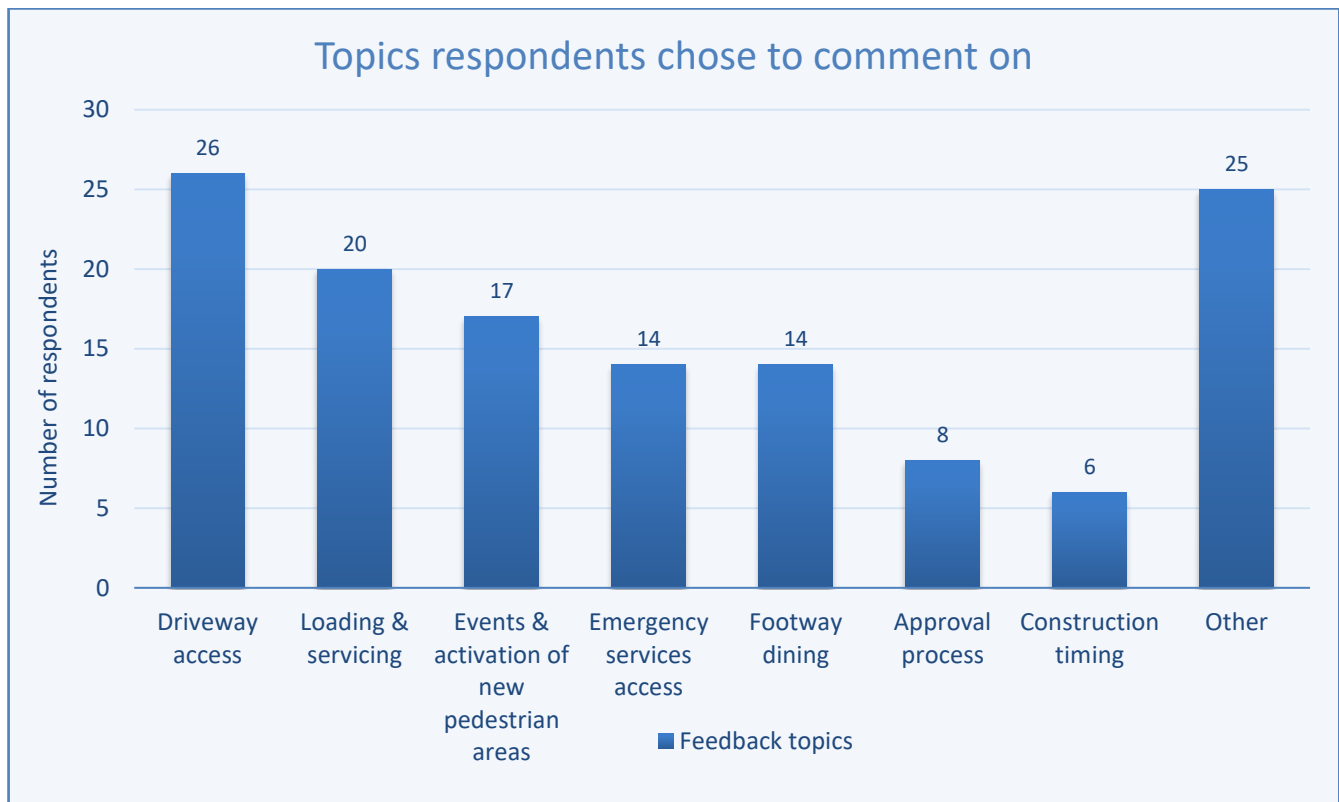
- > **'Concept design'** was the area for comment that attracted the most feedback, with just over two-thirds of respondents stating that this was the area of the proposal that they wanted to discuss.
- > This was closely followed by the **'Local Access Plan'** comments – an explanation of the proposed traffic changes; almost two thirds of respondents stated they wanted to provide feedback on this area.
- > Just under a quarter of respondents stated they would provide feedback on the **'Review of Environmental Factors'** (REF) and 10% stated other areas that their feedback would cover, these are listed below.

'Other' aspects: Impact on neighbouring residential precinct; Increase in traffic congestion in Essex & Harrington Streets; general difficulties for the community; deleterious effect of the changes on local residents and businesses; General blocking of Sydney to cars; Vehicle access into and out of Jamison Street via York Street; Traffic Management Plan; Overall proposal.

Topics survey respondents chose to comment on

RESPONDENTS WERE ASKED: My feedback is regarding (select all the apply).

n=78 Note that respondents were able to select more than one topic.



Results:

- > **Driveway access** was the most commented on topic according to what respondents indicated they would provide feedback on. One third of respondents commented on this.
- > **Loading and servicing** was also a popular topic for comment, with just over one quarter of respondents indicating that their feedback would address this matter.
- > Just over one fifth of respondents stated their feedback would be on **Events and activation of new pedestrian areas** while just under one fifth of respondents each stated that **Emergency services access** and **Footway dining** were topics of import to them.
- > The **Approval process** and **Construction timing** were each indicated as topics for feedback in around ten percent of respondents.
- > Around a third of respondents stated their feedback would be about other topics, these are listed below.

Other topics: Hunter - Margaret Street access; Unintended collateral effects; Access by bicycle; Access to Overseas Passenger Terminal; Health and safety; Cross city access for local residents; Traffic movements; Excessive traffic diverted into residential street; Traffic diversion; Deleterious effects of the changes on local residents and businesses; Traffic management in residential areas of The Rocks as a result of the second stage of closure of George Street between Bridge and Essex Streets; General support of the proposal; Vehicle movement paths; traffic delays; Vehicle access into and out of Jamison Street via York Street; A clear and safe way for cyclists to use George Street; Allowing cyclists to use the pedestrian boulevard areas; The need to reclaim space from cars for people; TMP; Pedestrian walkway; You're essentially shutting down the city along George Street; Vehicle re-routing; Hunter Street (Non Proposal Scope); Going further; Overall proposal.

Written feedback

Survey respondents were asked to provide feedback. This was combined with the feedback from all other sources (i.e., from CoS meetings and emailed submissions) and is presented thematically below in order from most-to-least discussed.

Access

122 comments

Traffic congestion (31)

Concern was expressed about the potential for this proposal to increase traffic congestion in and around the affected area, and that vehicles would have to take longer, more circuitous routes to reach their destinations.

Respondents claimed that traffic would be “funnelled” into Pitt Street, and that more traffic would be “forced” onto Jamison Street, Lang Road, and the Lower Fort Street/George Street intersection. Additionally, Essex Street, Harrington Street, and Curtin Place were anticipated to become congested or more congested. The following quotes are examples of this type of comment.

Placing additional load on Curtin Place as a consequence of the Metro Station construction, the City North Public Domain Plan or the George Street North Pedestrianisation proposal would be undesirable and unsafe.

Any closure of George Street between Essex Street and Bridge Street during the working week will create substantially more congestion in Essex Street and Harrington Street for the large number of vehicles now attempting left or right hand turns.

Several respondents noted the increase in traffic in the context that “gridlock” would result and framed their comments in terms of already serious traffic congestion becoming worse.

If implemented, this proposal will force hundreds of cars from these apartments to jam the city streets and take longer routes to get home.

There will be no environmental benefit because traffic will be gridlocked and will have to take a longer more torturous route to arrive at the destination.

Council's proposed closure of George Street will require me to take a much longer route through the city, therein adding to traffic congestion and pollution in the city.

A few people anticipated that traffic could be halted altogether in the event of unforeseen road maintenance or closures, and that there would be few options for road vehicle users in these instances.

We saw chaotic traffic conditions the whole time the Hunter Street and George intersection was closed to allow for construction of the light rail, so it cannot be denied that there will be traffic chaos if the Council's proposals go ahead and no justification for a trial period as we have had that already.

Will reduce vehicle access (27)

A considerable number of respondents were concerned that implementation of the proposal would make vehicle access to homes and businesses difficult: e.g., that “it will prevent a number of apartments in the area accessing their basement garages”, and that it would reduce access for visitors and residents alike. One respondent noted that the proposed changes:

...will cause me significant inconvenience accessing my apartment in Harrington Street.

Another stated that the proposed change will have a negative impact on CBD workers:

I believe this will adversely affect those that work in the city.

An additional respondent argued that cities need to be accessible by vehicle, going on to state:

It is an international city that needs access. People and business need to drive into the city for work, deliveries and recreation. By inserting all these pedestrian malls, bike lanes and reducing traffic lanes is at the detriment to anyone that needs to drive to the CBD.

The ability of hotels to provide valet parking, and for guests to access hotels by personal vehicle or taxi was questioned if the proposal goes ahead as planned, and several comments were made in opposition to the proposed changes on account of individuals anticipating issues accessing places of interest to them.

Similarly, it is important that taxis, hire cars and ride share vehicles are able collect guests from the hotel; it would obviously be unsatisfactory for the [hotel name] to call a taxi for a guest and have that vehicle meet the guest a block away from the hotel entrance.

Loading and service access (18)

The ability of service vehicles to access locations was an issue raised by a considerable number of respondents. Maintenance of loading bays and servicing access was paramount for these submitters and respondents.

The narrowness of laneways and the configuration of intersections (e.g., tight corners) were raised alongside the simple need for loading zones/loading docks. This was for service vehicles such as builders, cladders, and all manner of deliveries such as linen/laundry, and parcel post or couriers.

The following examples are typical of those calling for more attention to the needs of service access, the first of which highlights the dwindling appeal of city living when the services one needs to live there are made more difficult to access.

Traffic difficulties may make a hotel in the centre of the city less attractive to guests and delivery drivers and tradespeople may be reluctant to provide service.

The local traffic mainly consists of vehicles used by residents of the area, tradespeople, delivery people, Council and Government service personnel, as well as the police, ambulance, and fire brigade.

People and business need to drive into the city for work, deliveries, and recreation.

Couriers cannot park anywhere to get deliveries to businesses and take forever to get deliveries and costs of course increase.

Driveway access (12)

Driveway access was of concern to several respondents; the following streets were named in the context of driveway access: Wynard Lane; Margaret Street; Margaret Lane; Gloucester Street; and, Harrington Street.

It will also likely be an issue for Quay West apartments on Harrington and Stamford apartments on Gloucester Street. These apartment towers also have basement carparks that are not reflected in the parking. This section of George street (between Bridge/Grosvenor and Essex) is vital to enable residents to their homes.

The proposal is flawed as it does not show the driveways of numerous apartment towers in Harrington and Gloucester Streets.

General access (11)

General access was noted by several respondents who expressed concerns about how access would be retained in specific circumstances. The following aspects were noted:

- Taxi and Uber access to various locations was questioned by a small number of respondents.
- How to access 2 York Street, and two queries of how to access 5 York Street
- How to turn around without affecting use of the existing taxi and loading zones (Hunter Street)
- How to access the porte-cochère on Pitt Street
- An appeal to “work through the logistics around access”.

Disabled and mobility access (9)

The needs of disabled people and those with mobility issues were raised in several comments. The reliance on vehicles for this population segment was noted, as was the potential difficulty that this group might have in reaching locations. Comments were relatively evenly divided between those advocating for the needs of disabled people, and those with mobility issues (including the elderly).

The following example relates one personal experience:

I am an elderly and disabled owner resident of an apartment in The York 5 York Street and must rely on having easy and prompt vehicle access to my residence always, not only for myself but for the those providing the services I need to remain living in my own home.

Emergency services access (7)

A small number of respondents argued that emergency vehicle access would be problematic if the proposal goes ahead as planned. The following comments are typical examples:

I'd hate to be anyone needing an emergency vehicle in a hurry. I worry this will impact their ability to respond quickly.

There would always be concern by residents that emergency services would be delayed in getting to them in their homes if needed when the streets around their homes are choked by slow traffic caused by the closures and other traffic changes.

Other access comments (7)

A small number of respondents addressed parking, with a car parking provider relaying extensive opposition to the proposal on the grounds that access to its car parking buildings may be compromised. Other comments raised the current difficulty finding vacant car parks in the area, and the following comment:

The REF does not indicate any plans to change existing kerbside parking controls (temporary or permanently) as part of the GSNP. Further clarification is sought regarding plans for the existing kerbside parking controls on Hunter Street.

A few comments were made in the needs of the Overseas Passenger Terminal, whose operations require it to be easily accessible.

Support for pedestrianisation

34 comments

A considerable number of respondents expressed support for the proposed pedestrianisation of George Street from Hunter Street to Essex Street; this was mainly on the basis that pedestrian and cyclist priority would benefit the city, those using the area, and the amenity of the area.

I support this proposal. Prioritizing people over cars is essential in a dense city centre with so many public transport options. Car use should be minimized and discouraged.

The proposal ... will result in a safer and improved pedestrian environment.

Several respondents expressed that cyclist and pedestrian priority was a positive step, while similar number offered general support along the lines of the proposal being “a successful initiative”, statements of “strong support”, as well as that it “looks very good”. One respondent reported wanting to see the area looking like cities in Europe, while others stated the following:

I live and work in the CBD and I am 100% supportive of this initiative!

Great to see more pedestrianisation of the city centre.

A small number of respondents offered conditional support for the proposal, noting concerns about aspects like “the loss of the west-east CBD transit path through Margaret and Hunter Streets”, as well a request that cyclists be permitted to use pedestrianised places at low speeds for access, and:

I support this proposal but I would like to ask The City of Sydney and Placemaking NSW to implement measures in our area which will mitigate any flow on effects and increased traffic in Millers Point and Dawes Point.

One submitter raised several points for consideration mostly related to improving access for residents, and measures to improve traffic flow.

A small number of respondents wanted to see further pedestrianisation in the CBD; this was often noted alongside strong support for the proposal. One person stated they would “love to see pedestrianisation extended further down to Circular Quay”.

A couple of comments were made in support of adding further greening to the proposal, and one organisation noted their support for the “proposed adjustments to existing traffic flows” (namely, right turns into Essex Street from George Street and Harrington Street from Grosvenor Street).

Suggested amendments and modifications

25 comments

A range of suggestions were made about how CoS could implement changes to North George Street while reducing the negative impact this may have on the area. Almost all of these were specific suggestions around roading design and use. Suggestions were varied and addressed specific intersections, stretches of road, or traffic/travel scenarios, as the following example shows:

If you re-open the access to Spring Street from Pitt or Bond Street then residents would not need to drive up Hunter Street & via Macquarie Street to the bridge.

One submitter called for Hunter Street to be closed to vehicles to reduce the funnelling of traffic into Pitt Street while another suggested removing on-street parking along Pitt Street between Underwood and Bridge Street (or reduce the time to no parking from 5pm) and another called for the current right-hand turn restrictions at York Street during peak hours to be removed (to allow them access to King Street).

One respondent wanted to see the pedestrianised section to “not extend past Bridge Street as the benefit appears marginal and the impact is high”. The following specific suggestions were also noted:

Need access to Harrington Street from the east, coming up Bridge St. This should not be blocked.

A single northbound 10km/hr shared lane would allow access to be maintained to the Four Seasons Hotel and The Rocks. Exiting The Rocks can be via Harrington St and Sussex St.

Prefer a northbound traffic lane on George Street from Essex Street to make it easier for vehicles to access the property.

Suggested making Pitt St two lanes to ease congestion.

A small number of additional suggestions were made around reducing the impact of changes on surrounding residential areas; these included the addition of “appropriate alternative routes” to accommodate traffic, “new road designs (to) accommodate the turning paths of the largest vehicles that access Wynyard Lane”, and a request to modify existing footpaths accordingly (no context was provided for this comment).

Lastly, one organisation recommended that “the City of Sydney consider any ‘flow on impacts’ for Traffic diverted into the Millers Point and Walsh Bay community areas”.

Communication

22 comments

Keeping an open line of communication between CoS and local businesses and community members was important to a moderate number of respondents and submitters. These comments included requests for information or regular updates from CoS or TfNSW throughout the project, while others stressed the importance of effectively communicating/advertising changes to the public, as well as delivery and service providers in the area.

[Hotel name] as a stakeholder seeks ongoing engagement throughout the development of any such mitigation measures as they relate to temporary or permanent road closures and traffic redirection (staging, duration etc.).

There was support from stakeholders for them to be kept informed during the construction period; this was particularly the case for local businesses. A couple of submitters actively sought ongoing engagement with CoS during the process, so that advance notice of disruption could be offered, and solutions found as soon as possible.

Additionally, a small number of requests were made for taxi drivers to be kept informed and perhaps even for them to be able to be offered an information package to assist with the transition to the new layouts.

Questions and queries

17 comments

A moderate number of respondents asked questions about the proposed changes. The majority of questions related to new routes that people would be required to take following the pedestrianisation of North George Street. These respondents made enquiries about how to get between two points, or sought clarification on specific routes. The logistics of moving about the city with the proposed changes enacted appear to be the driver of these types of comments, one of which is included below.

I have a question regarding the George Street temporary closure. Specifically, how would someone get from Bridge St onto Harrington St in a car?

Why is a right turn from Bridge Street into Gresham Street no longer permitted?

A couple of respondents asked questions relating to waste removal in the area, and another couple of people questioned the accuracy of the information presented in supporting documents about the proposed plan.

Construction

15 comments

The moderate number of comments that addressed construction expressed concern about the impacts that construction would have on access or the operation of their organisation. While this was in some cases to do with keeping stakeholders informed, comments mostly revealed that they are wary of what impacts construction will have on their operations. One organisation reported that they hope:

The City of Sydney and Sydney Metro will consider the effective coordination of their respective construction activity to ensure that undue impact and hardship isn't caused for businesses and retailers in the area.

Noise, dust, timing, truck movements, and pedestrian access were all raised in the context of construction.

Safety

13 comments

Several comments were made directly addressing safety; these were predominantly around traffic and the possibility that the proposed changes to George Street north would have negative effects on safety. Traffic safety issues were anticipated that pertained to specific intersections, traffic volumes generally (also discussed above under the heading 'Traffic congestion'), and safety for pedestrians.

Vehicle egress from the 129 Harrington St car park is already precarious as visibility is often blocked by vehicles parked next to the exit, and the road is fairly narrow. Likelihood of accidents will increase at the car park exit as traffic increases.

One respondent addressed the Cumberland / Lower Fort / George Streets intersection, stating:

This is one of several intersections in the Millers Point area that have become more dangerous due to substantial increases in traffic and unpredictable movements of vehicles.

Economy

12 comments

Comments around the economy were most often from respondents and submitters who opposed the proposed pedestrianisation of George Street from Hunter Street to Essex Street. Their comments expressed fears that the projected economic benefits of the new layout would not eventuate. In a few instances the idea that pedestrianisation has economic benefits was challenged vociferously, as the following comment shows.

The current policy of turning the city into a pedestrian precinct is flawed. It is killing the city. Any increase in pedestrianisation, with its associated ban on vehicular traffic, will only augment this destruction. The adverse impact of this policy on retail outlets along George Street is only too clear.

The impact on local businesses was largely predicted to be negative, with some citing a lack of evidence to support the efficacy of the proposal and others simply stating that the benefits will be too few.

I can't see that there will be many businesses between Hunter St and Bridge St on George St who will benefit from these road closures.

A couple of comments expressed admiration for the proposal, predicting that it would be great for local businesses, one stating that it would result in "far greater foot traffic for businesses".

Footway dining was addressed in a couple of comments, largely around the ways in which more footway dining can be accommodated.

Activation

9 comments

Several respondents and submitters raised the point that the temporary closure of George Street from Hunter Street to Bridge Street presents an opportunity to activate the space from 9 January 2023 until late 2023.

Other opposition

9 comments

Several other reasons were offered for respondents' opposition to the proposal. This included a small number of comments stating outright opposition such as "we ask you not to proceed with the current proposal to extend the George Street pedestrian boulevard", and "I am strongly opposed to the Council's proposal".

Additionally, a few respondents noted that the current pedestrianised sections are not a success so far as the creation of revitalised space goes. One person described dark, dingy pedestrian areas, while another noted that the flurry of seagulls capitalising on food scraps from footway dining was a problem.

A couple of respondents reported that cycleways are a "failed scheme", and that Council should not prioritise active modes.

Events

6 comments

A small number of respondents addressed heavy traffic and access woes when events are scheduled. In most cases comments warned of how bad traffic can get, and how frustrating congestion can be. The events cited were Vivid 2022, Christmas-related events, and events more broadly.

Road surface

2 comments

A couple of submitters addressed the quality of roading surfaces. They called attention to surface breakages remaining unrepaired, manhole/utility hole covers not sitting flush with the road surface, and general disrepair.

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