

# **Attachment C**

**Final Engagement Report**

# Engagement report – upgrade of Crown Street, Surry Hills



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# Background

The City plans to upgrade Crown Street in Surry Hills, between Oxford and Devonshire streets. The upgrade will improve walking in the area and help increase passing trade for local businesses.

The proposed improvements include:

- removing timber electrical poles and undergrounding overhead electrical cables
- new multifunction smartpoles with LED streetlights
- installing new footpath where there is currently pop-up alfresco dining
- footpath widening, kerb upgrades and pedestrian ramp upgrades
- replacing the existing signalised crossing at Crown Street Public with a raised pedestrian zebra crossing
- new garden beds along the street, new bubblers, bike racks and seating.

# Engagement summary

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From 8 August to 19 September 2022, we asked the community for feedback on the concept plan for the Crown Street upgrade.

Consultation on the plan provided an opportunity for stakeholders and the community to review and comment on the proposed design.

Consultation activities included an online survey and interactive map, a pop-up stall in Shannon Reserve, a letter to residents and businesses and 50 project signage decals on the footpath along the length of Crown Street.

Council staff also attended the Surry Hills Business Partnership meeting and a meeting with the Crown Street Public School P&C.

This report outlines the community engagement activities that took place to support the consultation and summarises the key findings from the consultation.

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## Purpose of the engagement

The purpose of the engagement was to:

- gather feedback from stakeholders and the community about the proposals
  - determine the level of satisfaction with the concept design
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## Outcomes from the engagement

During the consultation over 600 pieces of feedback were received. Feedback was received through the interactive map, an online survey and via email. A pop-up event in Shannon Reserve was also held:

- The Sydney Your Say page was visited 7,422 times during the consultation period. The plan was downloaded 1,027 times.
- 129 people left a total of 328 comments on our interactive map
- 172 surveys were completed
- 110 email submissions were received
- 60 people (approx.) attended a pop-up in Shannon Reserve

Of the 172 survey respondents:

- 62% live there
- 50% shop, eat and go out on Crown Street
- 37% work in the area
- 10% have a business there

Of the 110 email submissions, 18 were identified as from a business owner.

## Report back on revised design

In response to the community feedback received in August and September 2022, the City undertook an independent peer review of the original design.

The peer review recommendations were presented to the community at meetings on 27 and 28 February 2023, with feedback accepted until 10 March 2023.

The 27 February meeting was attended by 11 business owners and the meeting on 28 February by 15 community members. Three email submissions were also received.

Overwhelmingly, residents and business owners were supportive. During the report back period, 8 businesses and 9 residents raised issues that are identified in the report.

# Key findings

Strong overall support for the design. 76% of survey respondents supported the proposal as opposed to 14.5% who did not. Most email submissions were supportive of the project.

The following concerns raised -

- 9 businesses and 15 community members mentioned loss of parking in email submissions
- 15 submissions asked for a delay in construction
- Small amount of concern that in-lane bus stops slowing traffic
- Specific local impacts eg individual parking spots were raised about design in email submissions and via the interactive mapping tool.

Surry Hills Business Partnership proposed questions about the extent of outdoor dining, parking loss and construction impacts

Crown Street Public School P&C raised issues about road safety in relation to the crossing in front of the school.

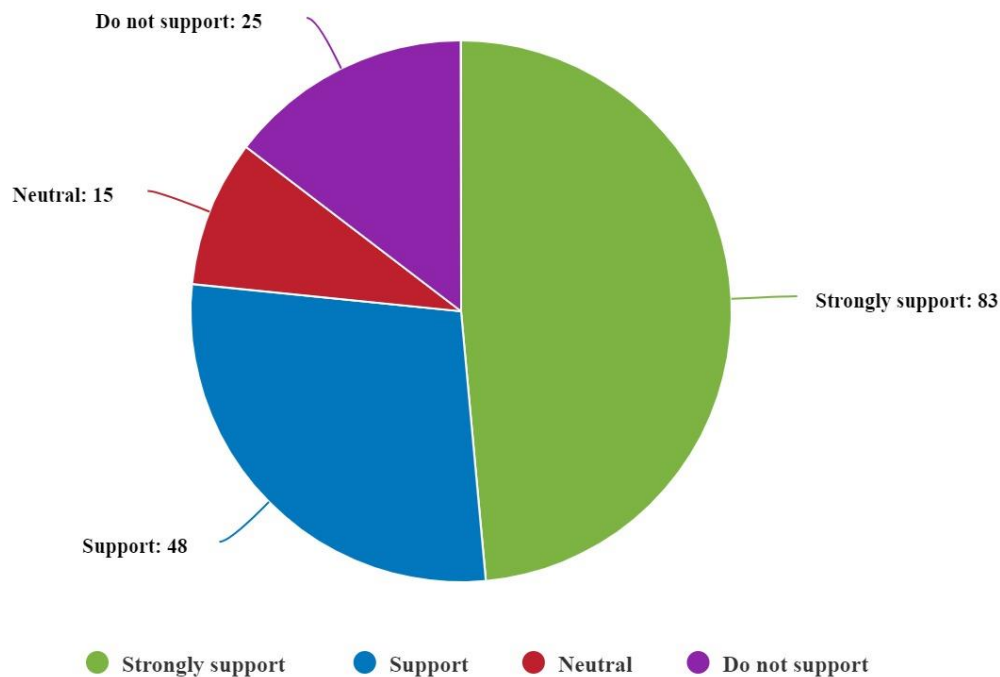
# Subjects/issues raised in submissions

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## Feedback received through survey

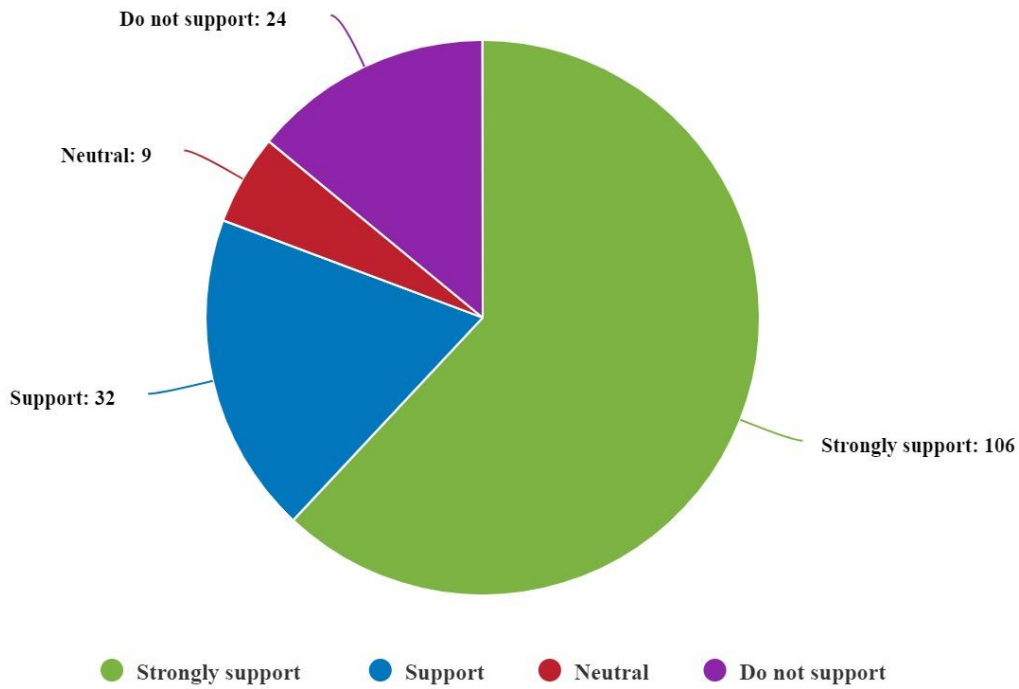
Several short questions were asked to understand the sentiment of the community on various elements of the proposed design. 172 surveys were completed. The results are summarised below:

### Q1. How would you rate your support for the proposed Crown Street upgrade?

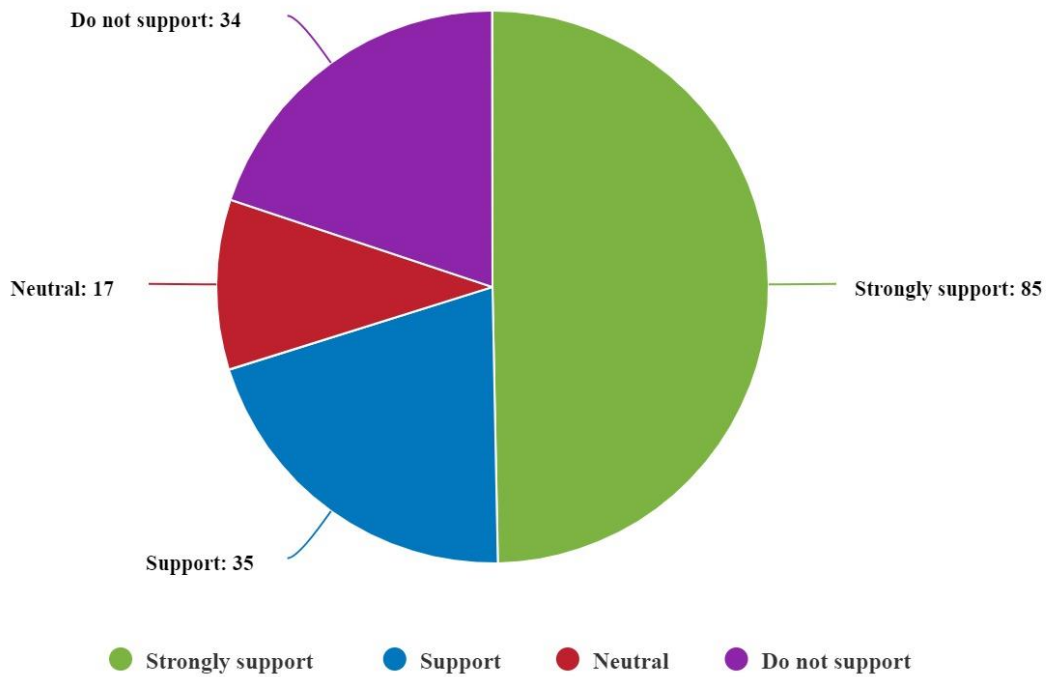




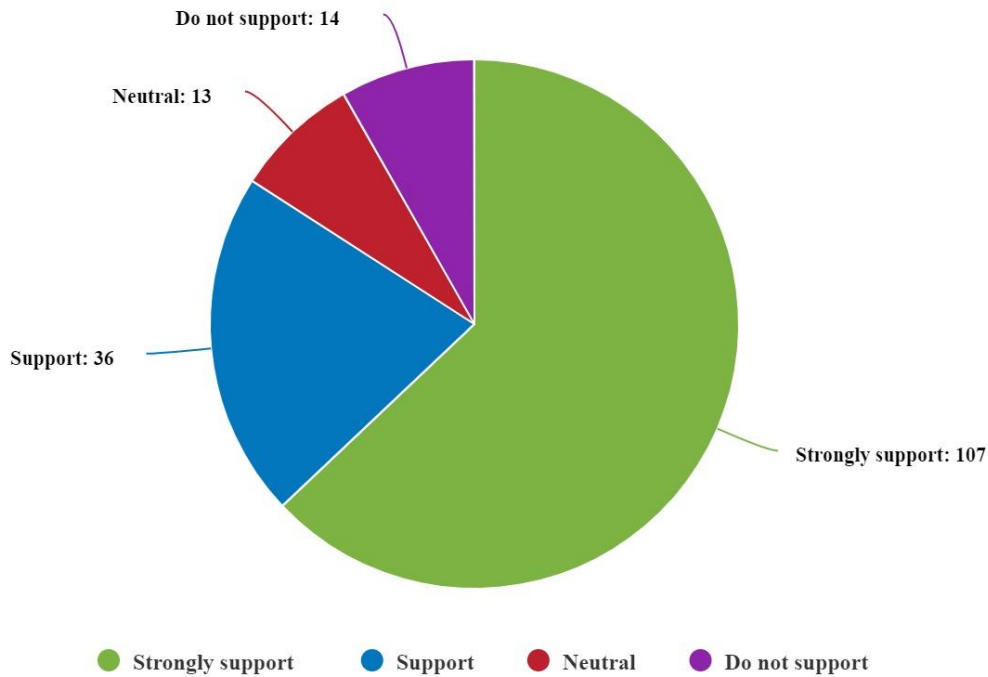
**Q2. Wider footpaths for accessibility, outdoor dining and other activities**



**Q3. In-lane bus stops and traffic calming measures to create a safer environment for people walking**

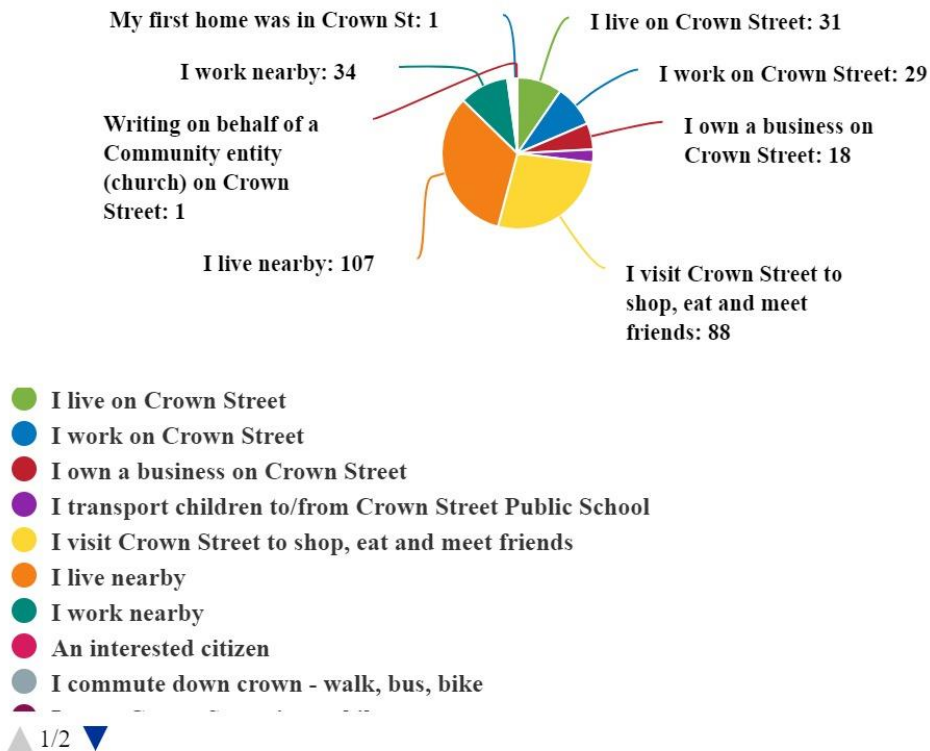


**Q4. Increased greening including garden beds and new trees**



**Q. What is your relationship to Crown Street**

Respondents could select one than one category.



## Subjects/topics raised via email submissions from the community

92 email submission from community members or people who didn't specify their relationship to the area (ie not businesses).

General	Total
Support for the overall project	29
Does not support the upgrade	4
Works should be delayed giving businesses a time to recover from COVID	8
Parking	Total
Oppose the removal of any parking spaces	15
More parking should be removed to create wider footpaths and gardens	2
All the streets adjacent to Crown Street between Albion and Devonshire should have a 1-hour visitor restriction	1
The Salvation Army has 4 on street parking spaces on the corner of Crown and Albion Street and need these to remain	1
A designated loading zone should be installed outside The White Horse to allow for easy rubbish collection	1
Trees/planting	Total
Does not support the choice of street trees as they block too much light into buildings	1
Tuckeroo trees should be used along the length of the upgrade	1
Make sure planting doesn't impede people getting into and out of vehicles	1
All plants should be natives	3
Plane trees adjacent to 532 Crown Street are too big for their location and consideration should be given to removing them	1
More trees should be planted along the street	2
Plane trees should not be used as they impacted people with allergies	1
Plane trees should be used along the street as they provide character to the area	1
Design	Total
Bubblers should include facilities to fill water bottles	3
Bike pump installed along the street	1
The design is too similar to other city streets and should aim for a more unique design that reflects the areas character	6
Bubblers should not be installed on the street	1
Do not use dark colour paving for footpaths	2
The design too strongly prioritises outdoor dining over other businesses	8
Would like the electricity box at the Tudore Reserve to be placed underground and blocked off as people currently use it as a urinal	1
Make sure pavers do not get slippery in wet conditions	4
Create dedicated areas for businesses to place their bins that won't impede pedestrians or look unsightly	1
More rubbish/recycling bins need to be installed along the street. Must be 'ibis-proof'	4
Remove the garden bed at the corner of Crown and Goulburn Street south to allow for outdoor dining	1
Consideration should be given to the LGBTQI+ community in the design	1

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Outdoor dining	Total
Footpath extensions for outdoor dining should not happen in front of residential properties	2
Outdoor dining areas should not be used for storage of furniture	4
The outdoor dining trial should not be extended passed its initial end date	1
Outdoor dining should be limited as it makes the footpaths difficult to pedestrians to navigate	2
Construction	Total
There should be no night works or construction in the early morning	1
During construction there should be marketing for the area so visitors know everything is still open	2
The City should implement a financial assistance package to support businesses during construction	1
Scope	Total
Upgrade Stanley Street and then extend the upgrade along Crown Street from Stanley Street, Darlinghurst to Devonshire Street	1
The upgrade should continue south to Cleveland Street	6
Would like Jesmond Street included in the upgrade	1
Bike plans should be included in the project	5
The upgrade should extend to the section of Riley Street, between Albion and Foveaux	1
The upgrade should extend to Norton Street	1
Traffic changes	Total
All bus lanes should remain curb side to not impact the traffic flow	9
Crown Street should be closed to traffic and pedestrianised	5
The crossing at Crown Street Public should remain signalised for safety	6
The speed limit should be lowered to 20km/h	1
Raise the pedestrian crossing outside the library	1
Other	Total
A second round of consultation should take place once plans have been amended in response to feedback	1
Electric vehicle charging points should be installed on the street	1
The City needs to do more about illegal dumping in the area	1
People living in parking area 18 should be allowed to into Bourke Street from Cleveland Street to take traffic off Crown Street	1
People should be given an increased number of visitors permits as it will be harder to find a parking space	1
The City should look at a way to reuse the existing electrical poles	1
Businesses should be allowed to operate later in the evening to liven the street	1
The electrical boxes along the street should be painted	1
Bars, pubs, clubs etc on crown st should not have to pay council rates for a period of at least 10 years to make sure the street stays activated	1

## Subjects/topics raised via email submissions from businesses

18 email submissions stated they were from a business

<b>General</b>	<b>Total</b>
Support for the upgrade	2
Do not support the upgrade	5
Works should be delayed giving businesses a time to recover from COVID	5
<b>Parking</b>	<b>Total</b>
Oppose the removal of any parking spaces	9
Would like a dedicated parking lot created for workers in the area to free up customer parking. Suggested site at 224 Riley Street	2
A parking audit should be undertaken of the area to find possible new spaces and review current restrictions on existing spaces	2
A dedicated space needs to remain outside the Chinese Presbyterian Church for drop of and funerals	1
<b>Trees/planting</b>	<b>Total</b>
Would like the proposed tree outside 355 Crown Street removed as it will interfere with outdoor dining	1
Extra maintenance needs to be scheduled to maintain the new garden beds as the existing ones have been neglected	1
<b>Design</b>	<b>Total</b>
The southern end of Crown Street from Jesson to Devonshire Street is quite dark and could use extra lighting and planting. Suggested fairy lights in trees	2
Garden bed outside Trinity Bar needs to be removed to facilitate the loading of kegs into the premises and allow space to put garbage bins for collection	1
Fairy lights should be installed in the trees to liven up the street	2
The design too strongly prioritises outdoor dining over other businesses	5
The design is too similar to other city streets and should aim for a more unique design that reflects the areas character	5
Request for excess bike parking outside 410 Crown Street to be removed or minimised so the space could be used for outdoor dining	1
Make sure pavers do not get slippery in wet conditions	4
The pavers used in Devonshire and Crown Street south crack easily when cars drive over them and doesn't think they are suitable	3
<b>Outdoor dining</b>	<b>Total</b>
The outdoor dining trial should not be extended passed its initial end date	3
Many venues only use the space for limited hours so should not take away parking	2
<b>Construction</b>	<b>Total</b>
The City should implement a financial assistance package to support businesses during construction	5
<b>Other</b>	<b>Total</b>
A civic artwork should be commissioned for Shannon Reserve as part of the project	1

## Subjects/topics raised on interactive map

Several subjects/topics were raised in the feedback received. These were presented as concerns, suggestions and/or requests and are summarised below.

Top 5 most up voted comments	Up Votes	Down Votes
Make the whole street a Quietway. Would be safer, quieter and less traffic.	44	14
Please remove the huge QMS screen that blocks view right down the footpath and blocks foot traffic, at an intersection where cars turn, making it dangerous to both pedestrians and vehicles.	43	0
Is there any strong reason for Collins Street remaining open to car traffic here? Why not use this valuable land to expand the park or allow the area to be activated by the pub.	41	8
WE (four pillars) would like to be able to have a pop-up bar at the front of our shop front. WE have a historical large number of bike racks out front as a legacy from days when our shop was Rapha. Could we discuss moving these so we could apply for an outdoor dine/drink permit?	41	6
Yes!! Extending this kerb and footpath is greatly needed as there is a significant pedestrian pinch point near the corner of the pub's outdoor dining structure	40	8
Please add more bins the whole way along Crown St that include recycling! I've never understood why the City of Sydney doesn't have public recycling bins...	40	1

Top 5 most down voted comments	Up Votes	Down Votes
Melbourne is removing bike paths due to people not using them! Please do not put more bike paths in! You'll only spend more money at a later date removing them! Don't waste taxpayer money! Remember Sydney for everyone one, not just bike users.	10	52
Why is this stop being moved from kerbside to in-lane? The bus stop south on Crown St already causes traffic to back up all the way to Cleveland St. Moving this stop from kerbside to in-lane is likely to result in traffic backing up to Devonshire and very likely blocking the light rail in Devonshire St. Please keep this stop as KERBSIDE, not in-lane!!!!	25	26
KERBSIDE , KERBSIDE, KERBSIDE I cant say it enough. Why hold up traffic north bound into the city? What is the justification on doing this? This holds up traffic and will impact the light rail as well.	15	26

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The traffic lights for the crossing should remain to support the primary school community. Traffic lights allow greater safety for children - often with zebra crossings cars may not notice pedestrians especially with younger children. Making travel faster for cars by removing lights should not be an objective of this renewal.	12	20
Need to consider better parking options for drop-offs and pick-ups (as we are required to go onto school grounds to collect kids). I would love to walk to collect my children, but as I work 10km away I need to drive.	6	20

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## Peer review feedback

In response to the community feedback received in August and September 2022, the City undertook an independent peer review of the original design.

The peer review recommendations were presented to the community at meetings on 27 and 28 February 2023, with feedback accepted until 10 March 2023.

The 27 February meeting was attended by 11 business owners and the meeting on 28 February by 15 community members. During the report back period, 8 businesses and 9 residents raised issues that are summarised below.

### **Parking**

#### **Business**

- Parking numbers are still too low compared to pre-Covid levels
- Carshare spaces should be removed from Crown Street to provide more parking.
- Pedestrian crossings should be removed and converted to parking if the speed limit is reduced to 30km/h.

#### **Residents**

- Investigate installing parking meters in Norton and Riley streets
- Undertake a review of loading zone times on Crown Street
- Look at options to include more parking in Richards Lane

### **Traffic changes**

#### **Business**

- Pedestrians having right of way at shared intersections will cause traffic delays
- The double unbroken line makes it difficult for drivers to get around cars trying to park

#### **Residents**

- Support the shared zone on Rainford Street
- Install traffic calming measures near Crown Street Public School
- Buses should be removed from Crown Street

### **Outdoor dining**

#### **Business**

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- Outdoor dining that was granted during COVID should be removed and returned to parking
- Would like the City to address underutilised and messy outdoor dining areas
- Object to the outdoor dining area at 355 Crown Street moving from the building boundary to curb side

**Waste**

**Business**

- Design needs to incorporate convenient locations for business waste collection
- Street bins need to be installed at strategic locations around higher waste producing premises

**Trees**

**Business**

- Remove the tree between 528-530 Crown Street as it leans into the roadway and makes it difficult to park
- Concern that new trees outside 353-359 Crown Street will cause loss of amenity to the businesses due to overshadowing and excess leaf litter

**Footpaths**

**Business**

- Locate the post office box closer to the post office
- Shorten the proposed garden bed outside 528 Crown Street so the space can be used for activation

**Residents**

- Lighter coloured paving should be used to reduce ambient heat
- Advertising screen locations should be reviewed as they take up too much footway space
- Flooding and drainage issues should be addressed as part of the footpath upgrade

**Other**

**Residents**

- Zoning on the street should be amended to not allow commercial premises in blocks of residential terraces



# Engagement activities

## **Sydney Your Say webpage**

A Sydney Your Say webpage was created. The page included an interactive map of the proposed design. People could insert their feedback directly onto the map and up-vote and down-vote ideas.

## **Interactive map**

The Sydney Your Say page included a link to an interactive map of the proposed design. The community and stakeholders could insert their feedback directly onto the map and up-vote and down-vote ideas.

## **Consultation letter**

A letter was posted to residents, inviting them to give feedback on the proposal. 2,450 letters were distributed.

## **On site signage**

50 decals were placed on the footpath along the length of Crown Street, inviting people to give feedback on the proposal.

## **Pop-up information stall on-site**

On Saturday 27 August between 11am and 1pm, the project team were available to discuss the project on-site. Approximately 60 people attended the session.

# Appendix

## Appendix A: concept design

### CONCEPT PLAN



### VISUALISATIONS

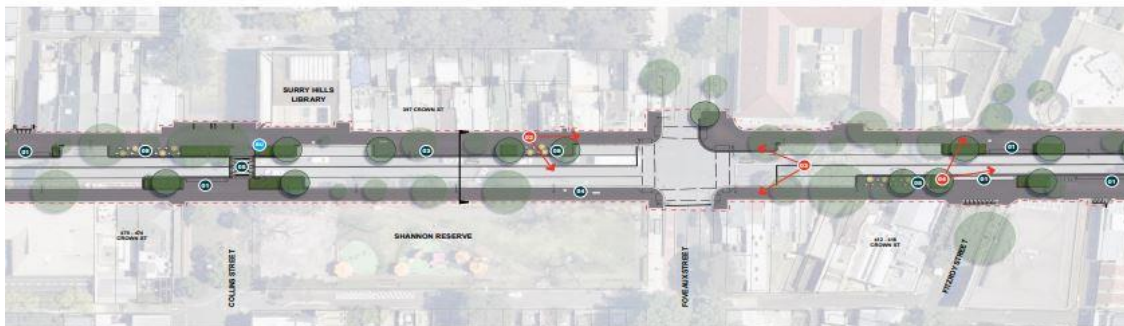


PROPOSED VIEW: Intersection of Crown Street and Davies Street



PROPOSED VIEW: Intersection of Crown Street and Foveaux Street (White Horse Hotel)

## Crown Street Improvements



PROPOSED VIEW: Intersection of Crown Street and Foveaux Street

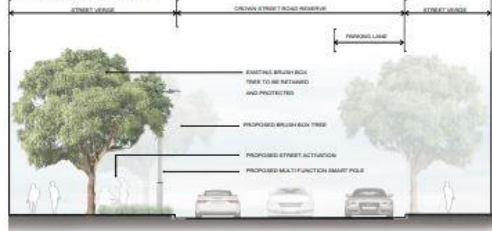


PROPOSED VIEW: View north-west towards intersection of Crown Street and Fitzroy Street

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## TYPICAL SECTION



## CHARACTER IMAGES



## KEY

- HATCHED: EXTENT OF WORKS
  - : CONTINGENCY POSITION (TREATMENT AND BOLLARD)
  - : CONTINGENCY POSITION (TREATMENT ONLY)
  - : ALLIANCE BUS STOP
  - : REFERENCE BUS STOP
  - : PARKING BICYCLE-DRIVING
  - : EXISTING RAISED THRESHOLD TO BE RETAINED
  - : FOOTPATH MARKING FOR ACTIVATION
  - : NEW PLANTING
  - : EXISTING STREET TREES TO BE RETAINED
  - : EXISTING STREET TREES TO BE RELOCATED / REMOVED
  - : PROPOSED GUARDRAILS
  - : NEW GRANITE / CONCRETE PAVING
- TRAIL LOCATIONS PENDING THEIR APPROVAL  
NOTE: LINES OF WORK PARKING SPACES LOCATIONS TO BE CONFIRMED AFTER SERVICE LOCATION POINTS ARE COMPLETE.

## PLANTING PALETTE



## PLANTING SCHEDULE

KEY	BOTANICAL NAME	COMMON NAME	POT SIZE	MATURE HEIGHT	MATURE SPREAD
<b>STREET TREES</b>					
○	<i>Lophostemon confertus</i>	Brush Box	400 Litre	20.0m	13.0m
<b>GRASSES AND GROUNDCOVERS</b>					
○	<i>Liriope muscari</i>	Lilyturf	140mm	0.6m	0.6m
○	<i>Philodendron Xanadu</i>	Philodendron	140mm	1.2m	1.0m
○	<i>Doryanthes acaulis</i>	Gymea Lily	25 litre	2.0m	2.0m
○	<i>Grevillea juniperia</i>	Juniper Grevillea	140mm	1m	3m
○	<i>Hardenbergia violacea 'Meema'</i>	Native Saxifrage	140mm	0.5m	2.0m
○	<i>Lomandra longifolia 'Tanika'</i>	Spring Head Mat Rush	140mm	0.5m	0.6m

# Engagement report – upgrade of Crown Street, Surry Hills

## Appendix B: letter to community



THE LORD MAYOR OF SYDNEY  
CLOVER MOORE

8 August 2022

### Have your say on upgrading Crown Street, Surry Hills

I invite your feedback on plans to upgrade Crown Street in Surry Hills, between Oxford and Devonshire streets. The upgrade will improve walking in the area and help increase passing trade for local businesses.

The proposed improvements include:

- removing timber electrical poles and undergrounding overhead electrical cables
- new multifunction ~~smart~~poles with LED streetlights
- installing new footpath where there is currently pop-up alfresco dining
- footpath widening, kerb upgrades and pedestrian ramp upgrades
- replacing the existing signalised crossing at Crown Street Public with a raised pedestrian zebra crossing
- new garden beds along the street, new bubblers, bike racks and seating.

To cool and green Crown Street we are planning to increase canopy cover by over 50 percent. We will replace three existing trees with 40 new trees. Eight current on-street parking spaces will be converted to tree pits and new footpath.

Our contractor, Sydney Civil, will visit Crown Street over the coming weeks. They will inspect the site and speak with businesses on how to lessen construction impacts if the project is approved.

#### How to give feedback

- On Saturday 27 August from 11am to 11:30am I will join City of Sydney employees at Shannon Reserve, Surry Hills to discuss the proposal. City staff will remain onsite until 1pm to answer any questions you may have.
- You can view the proposal and give feedback by 5pm **19 September** at [sydneyyoursay.com.au](http://sydneyyoursay.com.au).

#### More information

For more information, contact Adam Lander, Senior Community Engagement Coordinator on 02 9265 9333 or email [sydneyyoursay@cityofsydney.nsw.gov.au](mailto:sydneyyoursay@cityofsydney.nsw.gov.au).

Yours sincerely

A handwritten signature in black ink that reads "Clover Moore".

Clover Moore  
Lord Mayor of Sydney

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Phone 02 9265 9229 Fax 02 9265 9328 [cmoore@cityofsydney.nsw.gov.au](mailto:cmoore@cityofsydney.nsw.gov.au)

**Appendix C: on-site signage**

