

# Engagement outcomes report

## Improve pedestrian safety and accessibility



## Contents

Summary	3
Background	5
Stage 1 – community insights	5
Stage 2 – Public Exhibition	16

# Summary

As part of the development of the new Inner West Pedestrian Access and Mobility Plan (PAMP), the community could provide feedback during a two stage engagement program. Stage one gathered insights of existing pedestrian issues across the Inner West government area. These insights were combined with other information to prepare a draft report and recommendations. Stage two was public exhibition which sought feedback on more than 4000 recommendations in the draft PAMP.

The first stage of engagement ran for 29 days from 23 November 2020 – 22 December 2020. The community could provide feedback online via an interactive map on Your Say Inner West, COVID-safe workshops, or by direct email. Participants could drop a pin/s on a location and provide details of pedestrian safety issues.

Overall, 339 people participated in stage one. There were over 800 pins added to the interactive map covering all the available categories. The majority of responses (98%) were provided by Inner West residents with more than half (52%) provided by users in the 35-49 year age group. The greatest number of responses were recorded in the suburbs of Marrickville, Newtown, Ashfield, and Annandale.

A total of 14 email submissions from individual senders were also received, providing comments on some specific locations within the LGA (namely Newtown, Enmore, Rozelle, Balmain, and Croydon) and comments / suggestions across the LGA, such as footpath improvements and reduction of speed limits in local areas.

Covid-safe interpreted conversations were held with three community groups via a local NGO with support from interpreters. This included a Vietnamese mothers group, a Vietnamese seniors group and an Arabic seniors groups. A total of 30 people participated and provided feedback in these sessions. Other community organisations were approached but did not respond to the offer for in-language consultation.

The most common themes raised were related to safety concerns (62%) and accessibility concerns (15%). Notably, the top three reported issues were related to vehicle/driver behaviours, footpath connectivity and obstructions, and poor quality or unsafe crossing locations which comprised approximately 70% of all submissions.

Stage two (public exhibition) sought feedback on the draft Pedestrian Access and Mobility Plan which included over 4000 recommendations. Public exhibition ran from 26 May–23 June 2021. High and medium priority recommendations were displayed on an interactive map and feedback could be provided via a feedback form or direct channels. Tailored summaries were provided to groups involved in stage one. The summary included content specific to the issues they had raised and how they related to the final recommendations.

Overall, 31 different people provided responses to the public exhibition. The project page was viewed by 319 people with 25 providing direct feedback. Overall, there were over 170 individual downloads across 4 documents, 23 video views and 104 map views. A total of 6 email responses were also received.

Key themes that arose from public exhibition included:

- The overall direction of the PAMP and action plan was lacking
- Reduction of traffic volumes and speeds will greatly improve pedestrian amenity and safety (including reducing speed limits to 40km/h or 30km/h)
- Bicycle conflicts with pedestrians was not widely explored or investigated
- Further enforcement of illegal parking, bicycles on footpaths and kerbside trading is needed to improve pedestrian environment
- More crossings and shares zones are required in the Inner West
- Mixed opinions on the implementation of Shared Zones as a pedestrian treatment
- Improved maintenance of crossings and upgrades to raised crossings required
- General design of kerb ramps to consider wheelchair users and retaining heritage kerbing where possible
- Queries whether past customer complaints have been included and how future complaints will work with the plan
- Groups of treatments by location or area should be upgraded and prioritised instead of by treatment priority

A number of items and themes relating to specific locations, areas and issues were also raised.

# Background

A PAMP guides how Councils enhance pedestrian networks, allowing everyone to enjoy safe, convenient, and independent mobility. The works identified as part of the PAMP also attempts to encourage the shift from car dependency to walking, where possible. Our commitment to this is explained in the Integrated Transport Strategy (2017).

As part of the investigation process of the PAMP, initial community engagement was conducted to gather local insight and identify issues relevant to people within the Inner West. The engagement outcomes was then be combined with site audits and field studies to create a picture of the current Inner West pedestrian network and experience.

Feedback gathered was combined with expert knowledge to identify priority areas for upgrades in the next five to ten years. Improvement or upgrade works may include:

- Providing kerb ramps (such as for prams, wheelchairs, walking frames, etc)
- Safer crossings points (such as pedestrian crossings and refuge islands)
- Footpath connectivity and continuity between popular destinations

## Stage 1 – Community Insights

### Engagement Methods

The initial engagement was conducted using the following methods:

- Online via an interactive map on Your Say Inner West
- Online via individual email responses
- COVID-safe conversations via interpreters with Vietnamese community and Arabic seniors.

The online interactive map allowed users to place a pin under a number of categories to provide information of locations and detailed comments.

Prompts with each pin included:

- Comment
- Is there anything else you'd like to share about this location? Be as specific as possible.
- Age
- What suburb do you live in?
- Why do you use paths?\*
- If other, please specify here.

\* It is noted that users were able to input multiple reasons as choices for this question.

Categories of pins included:

- **Safety concern** – locations where pedestrian safety is a concern or where pedestrians are at risk
- **Accessibility concern** – locations where pedestrian access is a concern, particularly wheelchair or mobility aid users
- **Works well** – locations or facilities that have had a positive impact on pedestrian access or safety
- **Path required** – locations or sections of road where a footpath should be provided
- **Ideas** – opportunity to provide resident input on potential upgrades or modifications to benefit pedestrian access
- **Amenities** – opportunity to provide resident input on potential upgrades or modifications to benefit pedestrian amenity (such as trees and providing shade etc.)

The engagement period was conducted between 23 November and 22 December 2020, spanning a total of 29 days.

## Promotion

The opportunity to participate was promoted using the following methods:

- Council's corporate website
- Your Say Inner West home page
- Vinyl footpath stickers located across town centres in the Inner West – providing a QR code to Your Say Inner West and map
- Email contact with community groups
- Direct email to local democracy groups
- Council's social media
- Direct email to Your Say Inner West subscribers and Multicultural network
- Distribution via Local Democracy Group conveners

# Engagement Outcomes

## Who did we hear from?

Overall 339 people participated in the engagement. A breakdown of these number of participants are as follows:

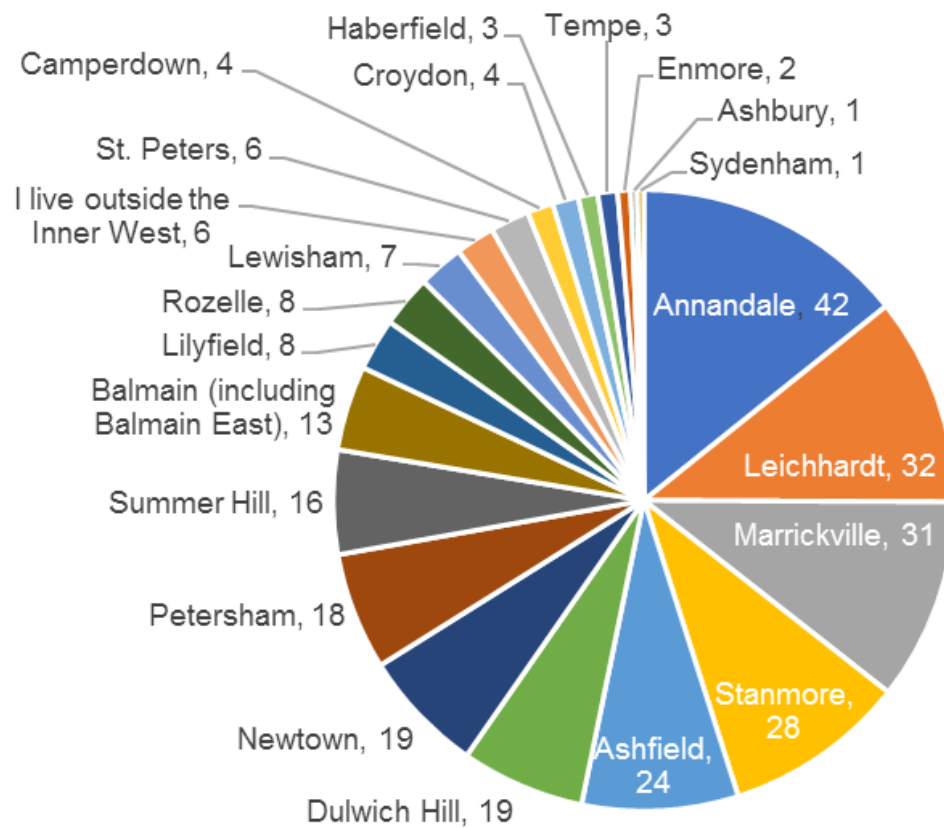
- Online engagement – 295 people
- Individual emails – 14 people
- Vietnamese Mothers Group – 8 people
- Arabic Seniors Group – 7 people
- Vietnamese Seniors Group – 15 people

## Where do they live?

A very large majority of responders reside within Inner West LGA (approx. 98%), of which most resided in the suburbs of Annandale, Leichardt, Marrickville, and Stanmore. The remaining 2% of responders reside outside of the Inner West LGA. A detailed breakdown of the received data for responders by residential suburb is shown graph below.

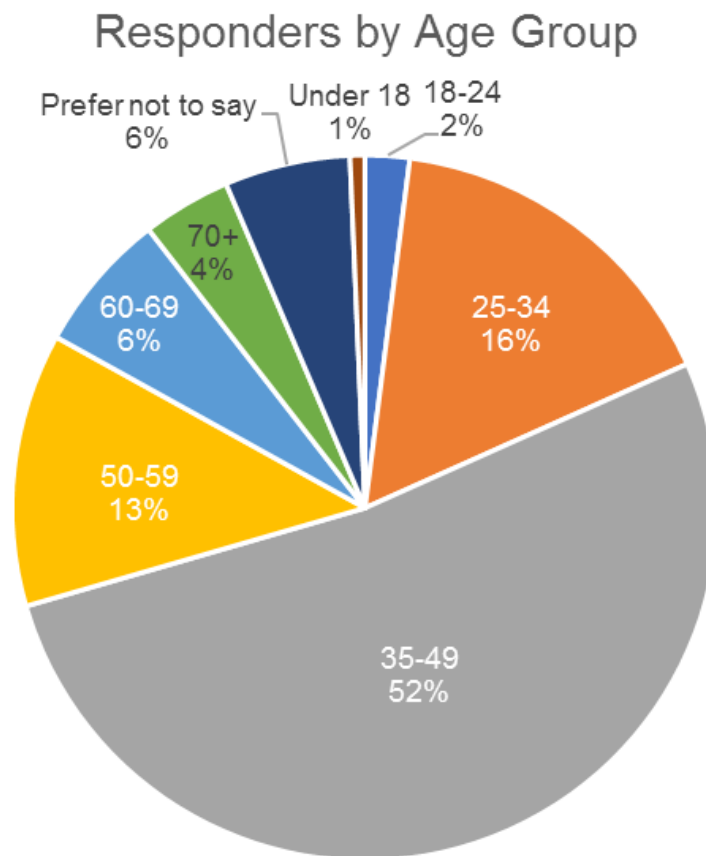


## Responders by Residential Suburb



What age groups did we hear from?

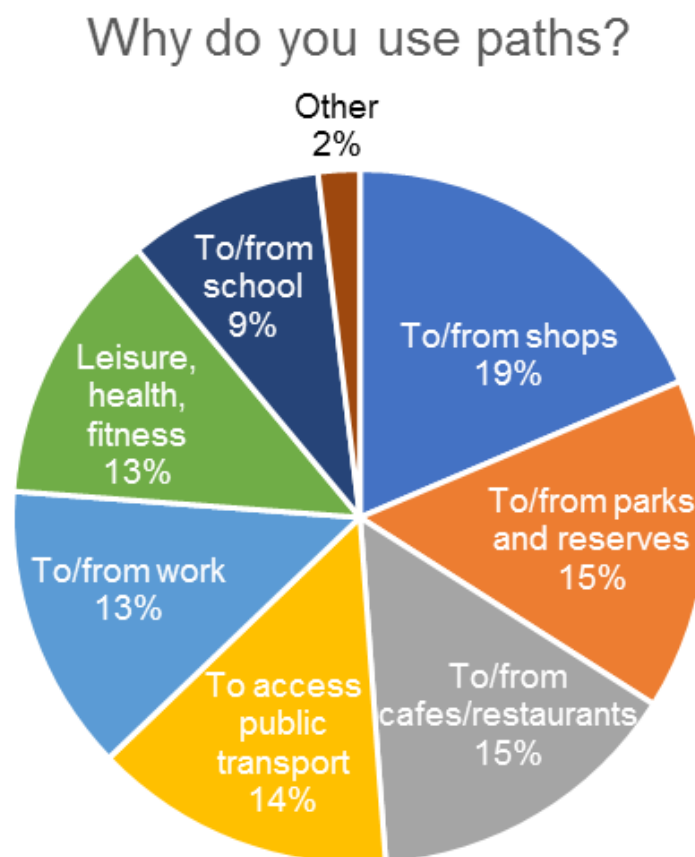
A majority of responders are within the 25–34 and 35–49 year age groups (16% and 52% respectively). A detailed breakdown of the received data for responders by age group is shown in the graph below.



## Why do they use paths?

Responses indicated that walking is well used for a variety of purposes. The number of all uses were relatively similar with walking to/from school being the least. The data shows that people commuting to/from work and leisure, health and fitness activities are examples of common reasons for using paths within the Inner West (both comprising of 13%). The most common use for paths are to/from shops which comprised of 19% of all uses.

A detailed breakdown of the received data for responses to the query “why do you use paths?” is shown in the graph below.



## What did they say?

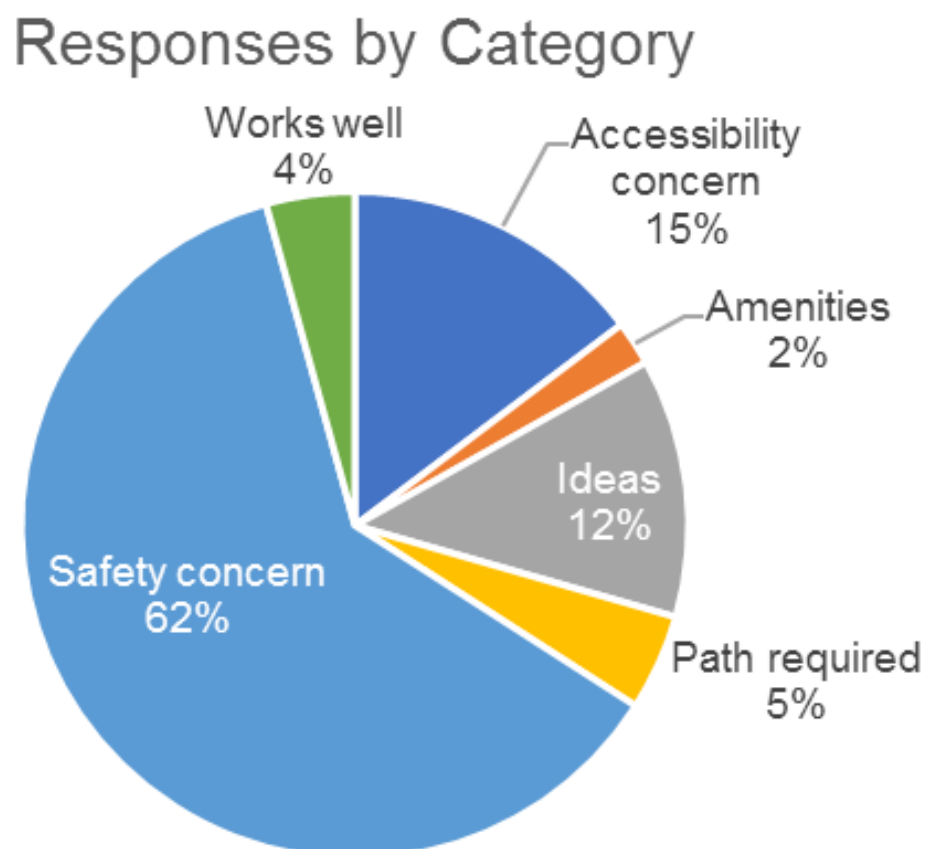
### Online Engagement – Your Say Inner West Interactive map

The interactive map received 836 pins marking locations with pedestrian issues. These pins were provided by 295 different responders.

#### Response by Category

Most responses/pins on the map identified 'pedestrian safety' issues (approx. 62%) followed by 'access concerns' (approx. 15%). Notably, approximately 70% of all responses were associated with common themes related to vehicle behaviours, footpath connectivity and obstructions, and crossing deficiencies.

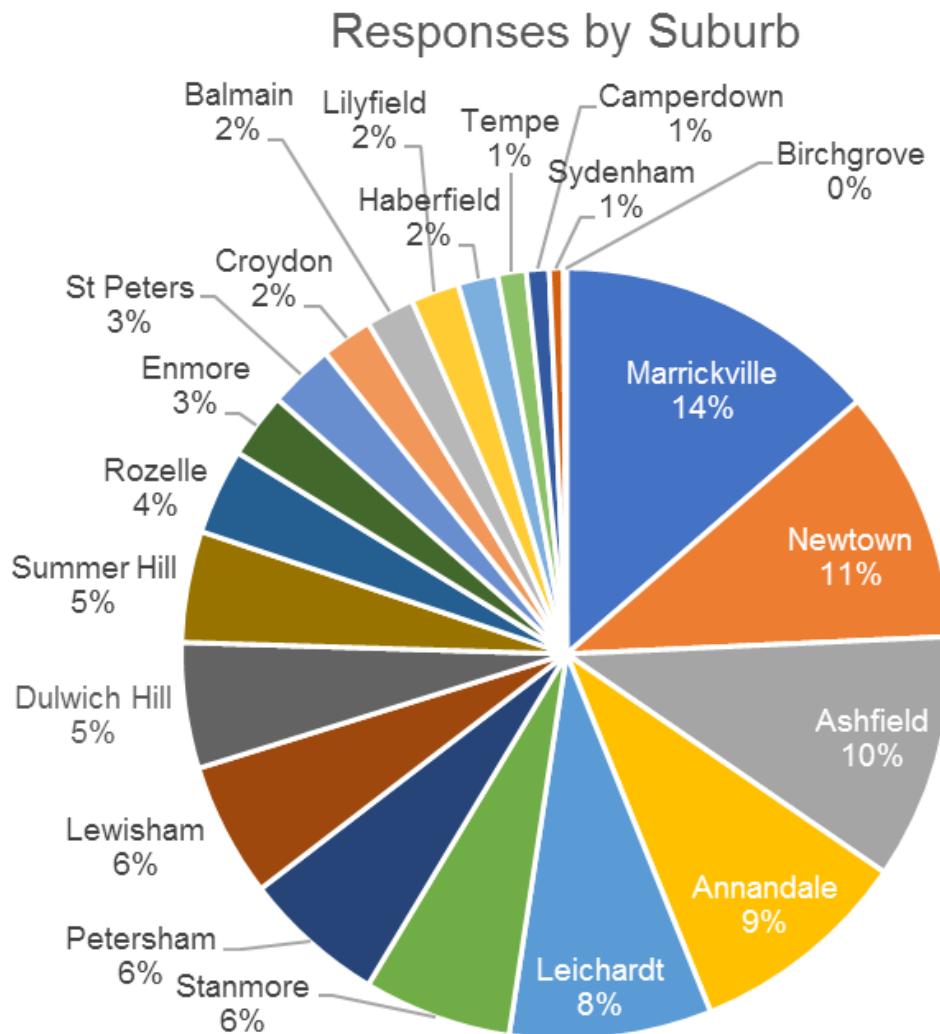
A detailed breakdown of the received data for responses by category is shown in the graph below.



## Response by Suburb

Most responses/pins on the map were provided in the suburbs of Marrickville (14%), Newtown (11%), Ashfield (10%), Annandale (9%) and Leichardt (8%).

A detailed breakdown of the received data for responses by category is shown in graph below.



## **Comments received from organisations/groups/stakeholders**

Council's Multicultural Officer offered COVID-safe in-language sessions via community leaders. One organisation responded and times were arranged with three community groups.

Commonly raised concerns from responders included:

- Poor pedestrian facilities on Petersham Road (29%)
- Cars parking on footpaths (10%)
- Accessibility difficulties with uneven footpaths due to tree roots (10%).

Other comments received during these conversations include:

- Vehicle traffic and kerbside parking creates hazards for pedestrians attempting to crossroads or use footpaths, with vehicles parked on the footpath in some areas in Marrickville
- Limited kerb ramps and narrow footpaths present in Petersham area and are difficult to navigate with a pram or mobility aide
- Concerns over security and safety in relation to robberies and other crimes
- Poor condition of footpaths and uneven surfaces in many places (including paths damaged by tree roots) making walking difficult
- Limited rest stops or street furniture to be used as a rest stops for seniors
- Limited or no public restrooms or family rooms near Marrickville Station or town centre
- Limited PWD parking at Marrickville Town Hall
- Desire to connect public spaces with other seniors services or groups (such as mens shed)
- Desire for community led social activities at the Library
- Dog waste left of footpaths in Tempe.

## **Other Responses from individuals**

A total of 14 email responses were received from individuals and groups of residents of the Inner West during the engagement period, including the local State MP for Summer Hill Jo Haylen supporting the pedestrian study.

Each individual email represented a unique issue, however, the common themes across the responses were related to footpath facilities and pedestrian safety.

A summary of the received email submissions and their feedback include:

- Condition of footpaths within the Inner West vary greatly, with some paths damaged or poorly constructed, presenting hazards for wheelchair users or mobility impaired users. Some specific submissions included paths in Tempe, Croydon, and Balmain
- All footpaths in the Balmain area should be reviewed as part of the study
- In older suburbs with narrow streets and footpaths, pedestrians are forced to use the roadway. The use of local streets by pedestrians should be considered in conjunction with lowering local speed limits to 30km/h or 40km/h
- Reduction of speed limits to 30 or 40km/h should be considered for local streets in Newtown and Enmore
- High traffic speeds and traffic volumes on local streets present safety issues for residents and pedestrians travelling along and using these roadways.
- Footpath trading (such as restaurant dining) in busy areas present challenges to footpath users, including parents accompanying younger bicycle riders
- Pedestrian issues are present at and near the intersection of Terry Street and Wellington Street in Rozelle, including challenges to crossing the road, high vehicle speeds and poor opportunities to cross
- A number of challenges to pedestrians and pedestrian safety are present at the Toothill Street, Old Canterbury Road, Summer Hill Street and McGill Street intersections due to geometry, vehicles speeds and volumes and non-compliance of parking and turn restrictions
- Increased use of powered bicycles and bicycle traffic on footpaths create a safety risk of other pedestrians, particularly on busy corridors.

# Stage 2 – Public Exhibition

## Overview

Stage two (public exhibition) sought feedback on the draft Pedestrian Access and Mobility Plan which included over 4000 recommendations. Public exhibition ran from 26 May–23 June 2021. High priority recommendations were displayed on an interactive map and feedback could be provided via a feedback form or direct channels, such as email.

## Engagement methods

The community could provide feedback via the following methods:

- Your Say Inner West project page consisted of an information-only map with high priority works and a feedback form to provide comments
- A summary of the proposals specific feedback to the targeted groups

## Promotion

The opportunity to participate was promoted using the following methods:

- Council's corporate website
- Your Say Inner West home page
- Vinyl footpath stickers located across town centres in the Inner West – providing a QR code to Your Say Inner West and map
- Email contact with community groups
- Direct email to Local Democracy Groups
- Council's social media
- Direct email to Your Say Inner West subscribers, past participants, and Multicultural network
- Direct email to community group convenors, including tailored summaries with content specific to the issues they had raised previously and how they were related to the final recommendations.



# Engagement Outcomes

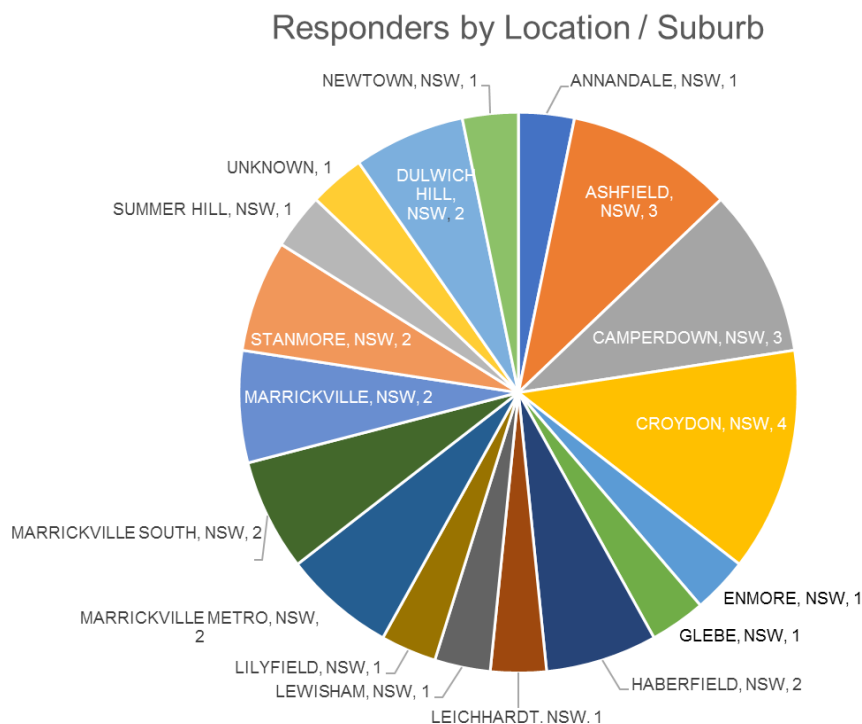
## Who did we hear from?

The project page was viewed by 319 people with 25 providing direct feedback. Overall, there were over 170 individual downloads across 4 documents, 23 video views and 104 map views. 6 email responses were also received. A total of 31 people and organisations responded to the public exhibition.

### Where do they live / are based?

Of the 31 responders, all but two indicated to reside or be based within the Inner West as a resident or organisation. This included 27 Inner West Residents, 1 resident from neighbouring City of Sydney, 2 Organisations based in the Inner West and 1 not providing details.

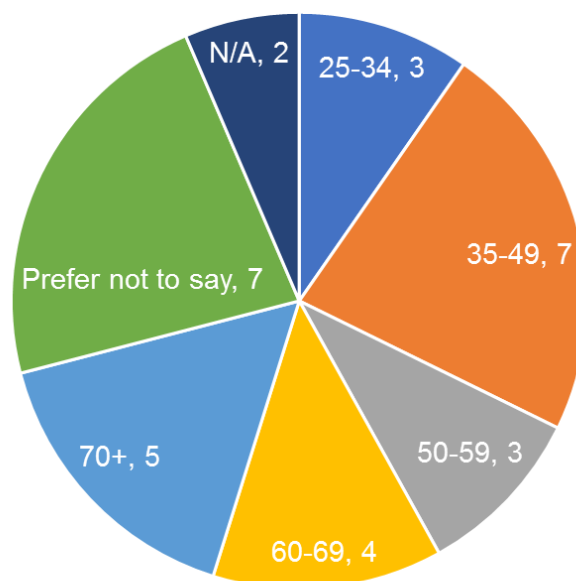
A detailed breakdown of the received data for responders by residential suburb is shown graph below.



## What age groups did we hear from?

Responders were well distributed across the age brackets, with the highest number of responders within the 35-49 years old bracket (7) or *preferred not to say* (7). Age brackets were not applicable to organisations. A detailed breakdown of responders by age group is shown in the graph below.

Responders by Age Bracket



## What did they say?

Of the 31 responses received, a wide range of topics and themes were presented, including different locations, issues, and suggestions. Feedback also varied in detail and covered both general topics and specific locations or issues.

Key general topics and themes included:

- The PAMP lacks action, direction, and aspirations, focussing on existing issues
- Reducing traffic volumes, rat running and speed limits on local streets to better provide for pedestrians and local access (including more traffic calming, and changing speed limits to 40km/h or 30km/h)
- Lack of action or investigation on bicycles using footpaths and conflicts with pedestrians

- Further enforcement required of illegal parking, bicycle riding and kerbside trading to improve use of footpaths by pedestrians
- Provide more crossings and/or shared zones (where necessary) to improve pedestrian priority and amenity throughout the Inner West
- Mixed opinions about implementation of shared zones and impact on pedestrian safety
- Improved maintenance of pedestrian crossings, and upgrade to raised crossings at problematic locations
- General design of kerb ramps such that they are more wheelchair and pram friendly
- Queries whether past customer complaints have been included and how future complaints will be integrated with the plan, particularly issues not on priority routes
- Groups of treatments by location or area should be upgraded and prioritised instead of by treatment priority
- Preference to retain sandstone kerbing and heritage items where possible

Key site or area specific responses included the following (by suburb) topics or items:

- Annandale
  - o Poor crossing opportunities on Booth Street and suggestions on providing an underpass and better connections along Johnstons Creek
  - o Driver behaviour in some small local streets poses a safety risk to pedestrians crossing
- Ashfield
  - o Routes to and from the aquatic centre should be prioritised
  - o Damaged barriers along the Frederick Street rail underpass degrades quality of footpath and route
  - o Further treatments required near the Knox Street / Norton Street intersection
- Camperdown
  - o More traffic calming needed to match bordering City of Sydney areas and provide consistent speed environment
  - o Pedestrian crossing on Salisbury Road near St Marys St has poor sight lines, exhibits many near misses and vehicles approaching at speed

- Croydon
  - o Provide a second access to train station platform at Paisley Lane
  - o Include the newly proposed Iron Cove Creek / Dobroyd Parade path in action plan
- Haberfield
  - o More pedestrian crossings over main roads, particularly over Ramsay Steet
- Leichardt
  - o Shared zone required on Prospect Street to provide better access for students and pedestrians accessing nearby schools
- Lewisham
  - o Pedestrian routes to and from Lewisham West is poor, particularly the route to Lewisham Station
  - o Facilities and routes should be upgraded, including additional crossing points to accommodate local population growth and desire lines
- Lilyfield
  - o The well-used laneway near Orange Grove Primary School requires upgrade to better provide for pedestrians
- Marrickville
  - o Industrial area around Sydenham does not consider or include many pedestrian attractors or generators
  - o Missing kerb ramps in South Marrickville area
  - o Poor crossing opportunities along Addison Road between Victoria Road and Illawarra Road
  - o Path and access upgrades needed near Cooks River path and on Bayview Avenue bridge
  - o The crossing at Fitzroy St / Sydenham Road requires upgrade to wombat crossing or signals
  - o High traffic volumes and speeds at Cook Street / Victoria Road makes crossing unsafe
- Newtown
  - o Major bottle necks are present along footpaths and intersection near the train station
  - o Many streets and footpath are poorly lit forcing pedestrians onto the road

- Rozelle
  - New kerb ramps required along Victoria Road near Ellen Street and Evan Street due to grade and width
- Summer Hill
  - Further treatments are required at some locations, including new kerb ramps
  - Some recommended kerb ramp improvements are not required on local streets.
  - Suggestion to block Lackey Street to vehicle traffic altogether to improve pedestrian amenity.

## Officer comments in response to public exhibition

### General Themes

Staff have provided responses to main themes raised during public exhibition, provided in the table below.

General Theme / Topic	Response
The PAMP lacks action, direction, and aspirations, focussing on existing issues	As the pedestrian network within the Inner West is well developed, the PAMP aims to upgrade existing facilities to improve the pedestrian experience.
Reducing traffic volumes, rat running and speed limits on local streets to better provide for pedestrians and local access (including more traffic calming, and changing speed limits to 40km/h or 30km/h)	The PAMP recommendations primarily focusses on pedestrian facilities. The plan aims to work concurrently with other Council traffic safety programs, including local traffic management and the 'Inner West goes 40' project.
Lack of action or investigation on bicycles using footpaths and conflicts with pedestrians	Minimal recommendations have been made to provide shared paths in key areas and not introduce further pedestrian bicycle-pedestrian conflicts. Younger bicycle riders are allowed to use footpaths under NSW road rules.

Further enforcement required of illegal parking, bicycle riding and kerbside trading to improve use of footpaths by pedestrians	Enforcement of these items will continue and are referred to Council compliance officers
Provide more crossings and/or shared zones (where necessary) to improve pedestrian priority and amenity throughout the Inner West	The action plan proposes the upgrade of many marked pedestrian crossings across the Inner West and new Shared Zones (where appropriate) to provide pedestrian access on some local streets.
Mixed opinions about implementation of shared zones and impact on pedestrian safety	Shared zones follow state design guidelines to ensure a safe and convenient road environment for all users, including pedestrians. In some locations, a shared zone is the most appropriate and effective treatment.
Improved maintenance of pedestrian crossings, and upgrade to raised crossings at problematic locations	The action plan proposes the upgrade of many marked pedestrian crossings across the Inner West, including conversion to raised crossings in key areas
General design of kerb ramps such that they are more wheelchair and pram friendly	Grades and designs of kerb ramps must typically be treated on a case-by case basis, but follow general design principles set out by Council, including grades.
Queries whether past customer complaints have been included and how future complaints will be integrated with the plan, particularly issues not on priority routes	Initial engagement data and common customer complaints were considered in the investigation process. Council will continue to receive customer feedback.
Groups of treatments by location or area should be upgraded and prioritised instead of by treatment priority	Treatment priority as part of the action plan is indicative based on the type of treatment and issue it is addressing. It may be more efficient to undertake a group of upgrades or treatments and will be determined as the action plan is carried out.

Preference to retain sandstone kerbing and heritage items where possible	Council's preference is to retain or reinstate sandstone or heritage kerbing where it currently exists. This will be reviewed on a case-by-case basis.
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## Location Specific Items

Responses to location specific topics and items are provided in the table below:

Suburb	Item	Response
Annandale	Poor crossing opportunities on Booth Street and suggestions on providing an underpass and better connections along Johnstons Creek	<ul style="list-style-type: none"> <li>- Some new crossing points were proposed and include in final action plan. These crossings will require consultation with City of Sydney</li> <li>- Investigations were included as part of the Johnstons Creek Shared path</li> </ul>
	Driver and corner cutting behaviour in some small local streets poses a safety risk to pedestrians crossing	Road width at these locations may not allow for a pedestrian refuge. Kerb extensions have been proposed as an alternative
Ashfield	Routes to and from the aquatic centre should be prioritised	Key routes surrounding the aquatic centre were scored based on surrounding land uses, including the aquatic centre, resulting in a secondary ranking within the route hierarchy, positively contributing to treatment priority scoring in the area
	Damaged barriers along the Frederick Street rail underpass degrades quality of footpath and route	Damaged barriers and width of footpath were identified and included in the action plan. Path widening to be further investigated
	Further treatments required near the Knox Street / Norton Street intersection	Intersection and treatments were reviewed and updated. Raised crossing included as recommended treatment

Ashfield	More traffic calming needed to match bordering City of Sydney areas and provide consistent speed environment	Council is currently looking to undertake the 'inner West goes 40' project to reduce local street speeds to 40km/h, similar to neighbouring areas in City of Sydney
	Pedestrian crossing on Salisbury Road near St Marys St has poor sight lines, exhibits many near misses and vehicles approaching at speed	Crossing included to be converted to a raised crossing
Croydon	Provide a second access to train station platform at Paisley Lane	Train station access will be referred to Transport for NSW for consideration
	Include the newly proposed Iron Cove Creek / Dobroyd Parade path in action plan	The Iron Cove Creek / Dobroyd Parade path has been included in the action plan
Haberfield	More pedestrian crossings over main roads, particularly over Ramsay Steet	A number of improvements are being planned for Ramsay Street as part of the Haberfield Village High Pedestrian Activity Area, included upgraded pedestrian refuges
Leichardt	Shared zone required on Prospect Street to provide better access for students and pedestrians accessing nearby school	Shared zone along prospect Street has been included in the action plan
Lewisham	Pedestrian routes to and from Lewisham West is poor, particularly the route to Lewisham Station	- additional crossing to be investigated (as below)
	Facilities and routes should be upgraded, including additional crossing points on Old Canterbury Rad to accommodate local population growth and desire lines	- Crossing point at Henry Street and Hudson Street has been included in the action plan for investigation - Shared zone along McGill Street and following pedestrian desire line has been included in the action plan



Lilyfield	The well-used laneway near Orange Grove Primary School requires upgrade to better provide for pedestrians	The subject laneway was not included as an PAMP audit route. Any issues are to be referred to Council maintenance
Marrickville	Industrial area around Sydenham does not consider or include many pedestrian attractors or generators	Key pedestrian attractor and generators were considered in the investigation, such as Sydenham Train Station, bus stops and Marrickville Metro shopping centre.
	Missing kerb ramps in South Marrickville area	Kerb ramps near school route and near attractor generators near Steel Park included in action plan
	Poor crossing opportunities along Addison Road between Victoria Road and Illawarra Road	Pedestrian refuge included in action plan near Perry Street and bus stops
	Path and access upgrades needed near Cooks River path and on Bayview Avenue bridge	<ul style="list-style-type: none"> <li>- Bridge and path upgrade along Bayview Avenue to be referred to Canterbury-Bankstown and Transport for NSW for further investigation</li> <li>- Access upgrades near Cooks River Path to be referred to car park and landowners</li> </ul>
	The crossing at Fitzroy St / Sydenham Road requires upgrade to wombat crossing or signals	Crossing and intersection upgrades included as part of action plan
	High traffic volumes and speeds at Cook Street / Victoria Road makes crossing unsafe	Kerb extensions and modifications of intersection included in action plan to reduce traffic speeds and reduce crossing distance for pedestrians

Newtown	Major bottle necks are present along footpaths and intersection near the train station and bus stops	Footpath widening along Enmore Road may be limited due to primary movement corridor and constraints due to bridge, added to action plan for further investigation New kerb ramps outside Newtown Train Station added to action plan and to be further consulted with TfNSW and City of Sydney
	Many streets and footpath are poorly lit forcing pedestrians onto the road	
Rozelle	New kerb ramps required along Victoria Road near Ellen Street and Evan Street due to grade and width	Kerb ramps added to action plan
Summer Hill	Further treatments are required at some locations, including new kerb ramps	Kerb ramps around Sloane Street added to action plan
	Some recommended kerb ramp improvements are not required on local streets.	Specific kerb ramps were reviewed and removed from action plan
	Suggestion to block Lackey Street to vehicle traffic altogether to improve pedestrian amenity	While this suggestion would ultimately provide for pedestrians in Summer Hill village, this will cause issues with vehicle access in the area, including deliveries and service vehicles. Re-routing of traffic may also cause issues on other local streets used as detours