

Improving Main Street Parking Engagement Outcomes Report



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Executive Summary

Inner West Council resolved to undertake detailed consultation on how it could improve parking in all main streets across the local government area. It therefore conducted an engagement program including online and street surveys during July and August 2019.

The surveys asked a number of qualitative questions to determine how often people visited the main streets, how they got there, how long they spent there and what their main purpose was for visiting the street. The surveys recorded their age group and home suburb.

The surveys also asked two qualitative questions seeking ideas on how they thought parking could be improved in the area, and also what would make it easier to get to the area.

The surveys covered a total of 17 main street precincts. These included main streets in Annandale, Ashfield, Balmain, Balmain East, Camperdown (along Parramatta Road), Croydon, Dulwich Hill (in New Canterbury Road and also Wardell Road), Haberfield, Leichhardt, Marrickville, Newtown/Enmore, Petersham, Rozelle, Stanmore, Summer Hill and LGA-wide along Princes Highway and further along Parramatta Road.

Survey respondents included local residents, visitors, businesses and organisations. Some people also gave feedback via letter, email and telephone.

More than 900 responses were received in total, including 335 online survey responses, 565 intercept survey responses, seven letters and emails, and six telephone calls. The majority of respondents lived locally.

Survey responses revealed that most people visited the main street precinct every day and generally arrived by car or on foot (walking). Most people came for shopping, coffee/dining and work.

Qualitative responses to the surveys were generally mixed with some suggesting parking was a major problem in many suburbs and others suggesting it was not so bad. Some common themes among the responses include:

- Parking time limits could be reviewed in some areas – with a view that shorter time limits were good for turnover and longer time limits were good for those wanting to stay around town without having to move their car.
- Free parking times could be extended, and the location of free parking areas could be expanded.
- More public transport services and bicycle facilities could be provided to help reduce parking pressures.
- More spaces could be made available for people with disability and parents with prams, as well as more loading bays for trucks and deliveries.
- A better balance was needed to accommodate parking for local residents, visitors and commuters.

Background

To deliver on a Council resolution, Council designed a consultation program for 17 main street precincts right across the local government area (LGA). It developed a short survey (see Appendix) about main street parking then uploaded this to its Your Say Inner West (YSIW) Engagement Hub website and also used it to conduct face-to-face intercept interviews. Information was also shared with local businesses to gain further feedback.

The 17 main street precincts were:

- Annandale – Booth Street
- Ashfield – Liverpool Street
- Balmain – Darling Street
- Balmain East – Darling Street
- Croydon – Hennessy Street, and Edwin Street North and Elizabeth Street
- Dulwich Hill – New Canterbury Road and Marrickville Road
- Dulwich Hill – Wardell Road
- Haberfield – Dalhousie Street and Ramsay Street
- Leichhardt – Norton Street and Marion Street
- Marrickville – Marrickville Road
- Newtown/Enmore – King Street and Enmore Road
- Petersham – New Canterbury Road and Audley Street
- Rozelle – Darling Street and part of Victoria Road
- Stanmore – Percival Road
- Summer Hill – Lackey Street and Smith Street
- LGA-wide and in Camperdown– Parramatta Road corridor, Ashfield to Camperdown
- LGA-wide (YSIW online only) – Princes Highway corridor, Tempe to Newtown

The YSIW pages also had a designated response section for businesses, groups or organisations.

People also had an option to respond by email, letter, telephone or in person.

This report provides details on the approach and methodology used for the engagement activities, and a summary of the feedback received from that engagement.

Methodology

Council took a multi-faceted approach to the engagement activities for Main Street Parking, including online and face-to-face surveys to target local residents, visitors and local businesses. Engagement activities ran from 8 July to 16 August 2019.

Your Say Inner West (YSIW) Engagement Hub

Council uploaded a survey to its YSIW pages to enable online feedback. This included qualitative and quantitative questions. Respondents could choose which of the 17 main street precincts they wished to provide feedback on.

The YSIW survey ran from 8 July to 16 August and attracted a total of 993 online visits. It resulted in a total of **335** surveys completed across the 17 main street precincts. The volume of feedback for each street ranged between 10 and 47 responses.

Face-to-face intercept surveys

Council engaged community engagement consultants EngageComms to conduct a series of on-ground intercept surveys in 16 main street precincts (excluding Princes Highway). Using the same survey questions as YSIW, EngageComms team members visited each main street precinct and conducted face-to-face interviews with people over four full days. They used a combination of electronic tablets and printed survey forms.

Intercept surveys were conducted on:

- Thursday 25 July in Croydon, Summer Hill, Ashfield and Dulwich Hill (New Canterbury Road)
- Saturday 27 July in Balmain East, Camperdown, Rozelle and Leichhardt
- Thursday 1 August in Haberfield, Annandale, Dulwich Hill (Wardell Road) and Balmain
- Saturday 3 August in Stanmore, Enmore, Marrickville and Petersham

The intercept surveys resulted in **565** responses including 525 tablet responses and 40 printed responses. The volume of feedback for each street ranged between 25 and 60 responses.

A good cross section of community members was interviewed during the intercept surveys. This included a mix of male and female respondents, a broad range of age groups (from under 18 years through to 85 years and over), and a broad range of demographics (including young couples, families, parents with prams, workers, older residents, people with disabilities, day visitors, university students, and residents from culturally diverse backgrounds).

While the majority of respondents lived locally, some were visiting from neighbouring suburbs and a small number came from elsewhere in Sydney or NSW.

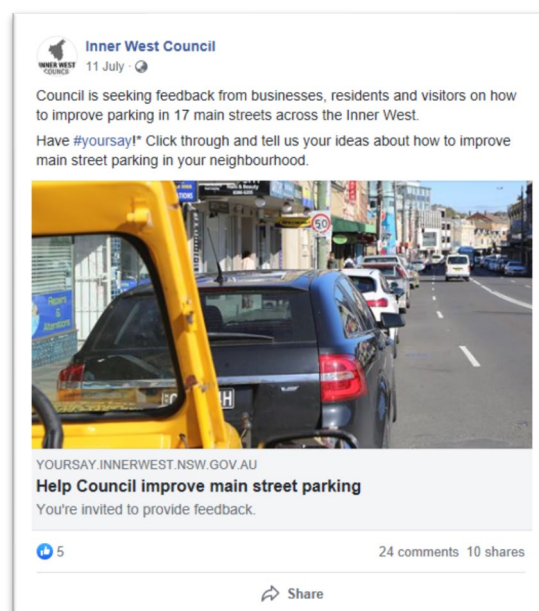
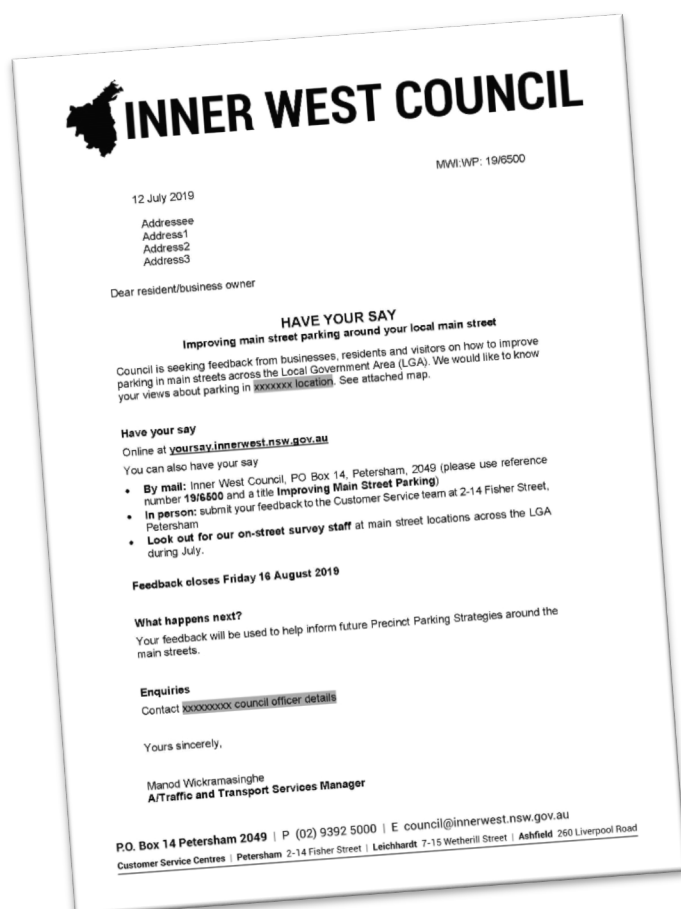
Email, mail and telephone responses

Council also received **13** email, mail and telephone responses to the engagement survey. This included seven letters and emails and six telephone calls.

Promotion

The engagement program was promoted through a number of Council channels. These were:

- An announcement on Council's main website
- A social media post on 11 July 2019 (attracting 24 comments and 10 shares)
- A letter sent to approx 9,600 main street businesses and nearby residents on 12 July 2019
- A letter sent to Chambers of Commerce and Business Associations on 12 July 2019
- An item in Council's regular page in the Inner West Courier on 30 July 2019



Summary of engagement responses

The engagement activities resulted in a mixed range of responses, including those who believed parking in their main street was fine as it was, to those who believed that major changes should be made. Comments were also made about different parking ideas and options for improving public transport or other transport modes.

The common themes expressed in many of the main street precincts include:

- An overall need for more parking but an acknowledgement that the town layouts could make this difficult.
- Ideas to review parking time limits – with respondents suggesting shorter times were good for business turnover and longer times were good for people wanting to spend more time in the town without having to move their cars.
- A consensus that no new parking meters should be installed.
- A balance between visitor and commuter parking needs and local resident parking needs, with a concern that visitors and commuters often take up too many spaces in residential side streets.
- An appreciation of free parking areas, with several suggestions to have these extended (eg along some side streets in some areas and/or after 6pm or 7pm to help with evening dining and other activities).
- A need for more disability parking spaces and parking for parents with prams.
- A need for more loading bays for trucks and deliveries.
- More cycle lanes and bike lock facilities to encourage more cycling into the towns instead of cars.
- More bus services in some areas (again to reduce car use), while other areas seemed well serviced by local bus networks.

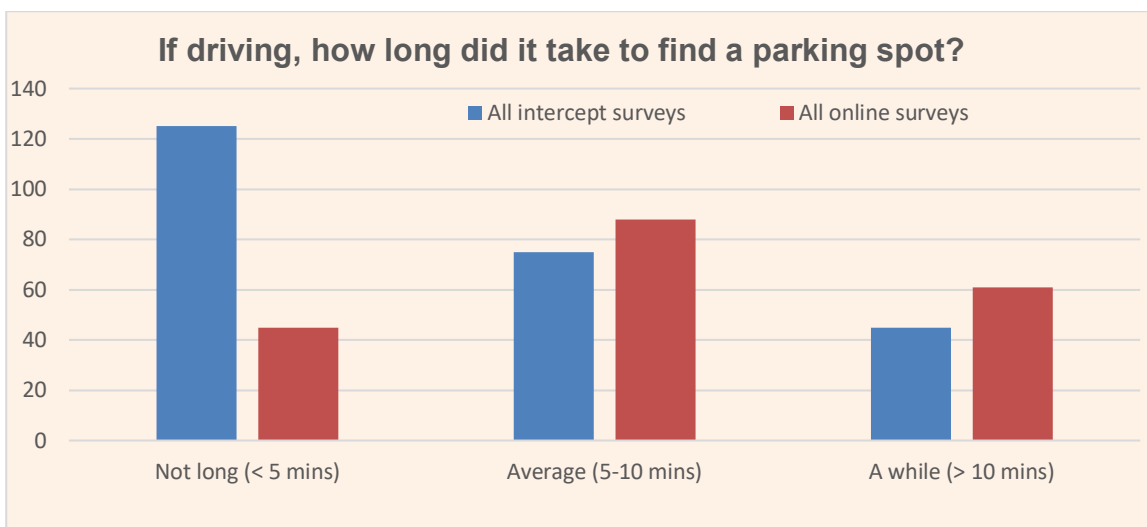
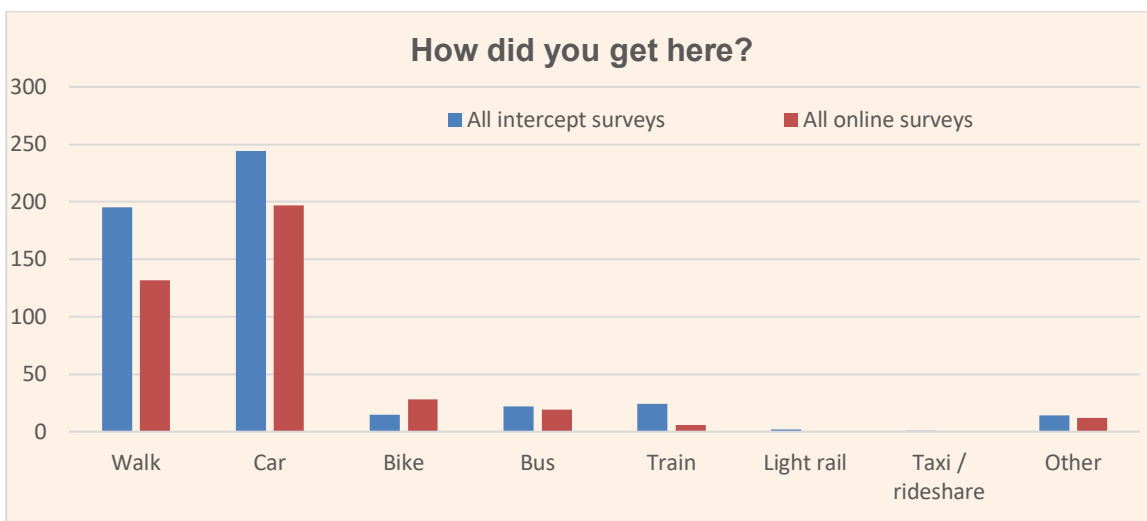
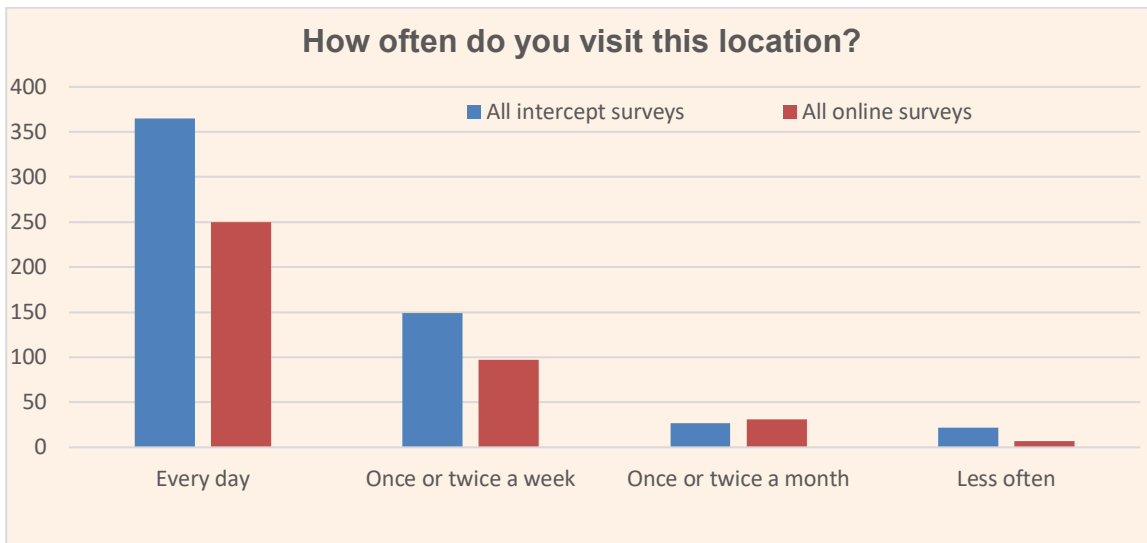
The surveys also showed that most respondents lived locally and visited the main street precinct every day. They generally arrived by car or on foot (walking), and most came for shopping, coffee/dining or work (see graphs on pages 8 and 9).

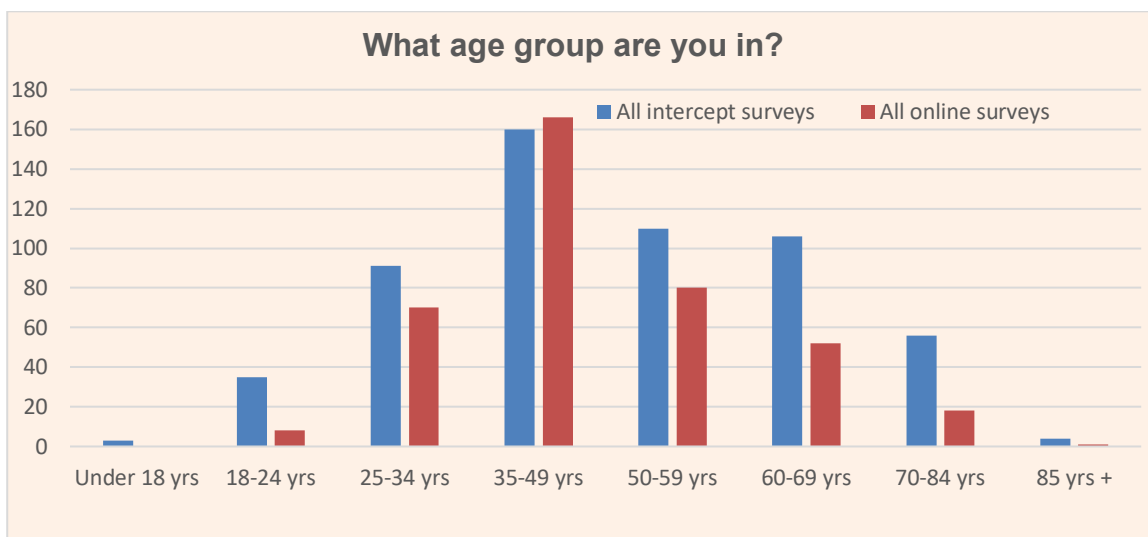
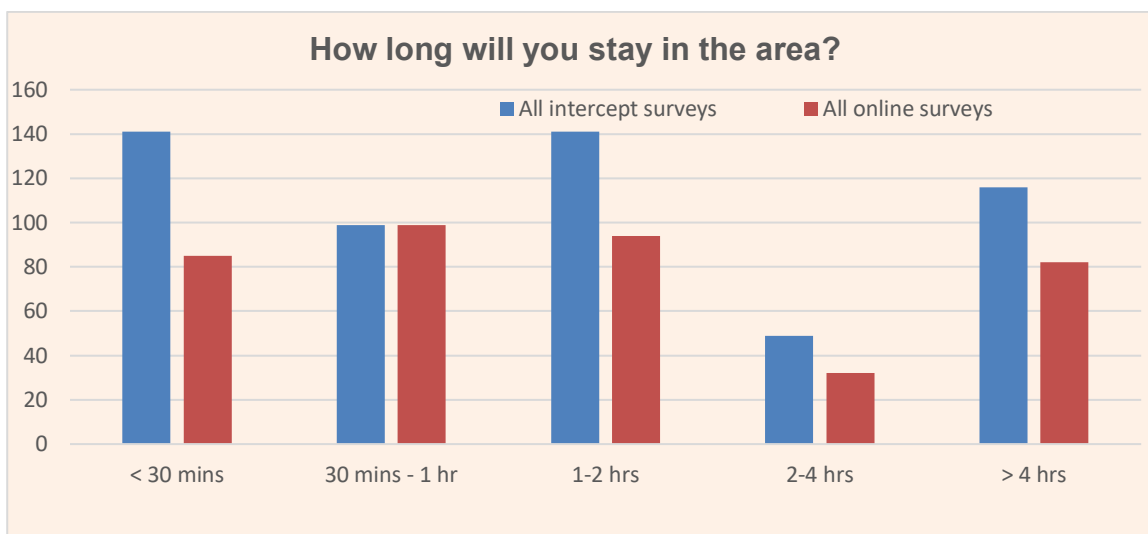
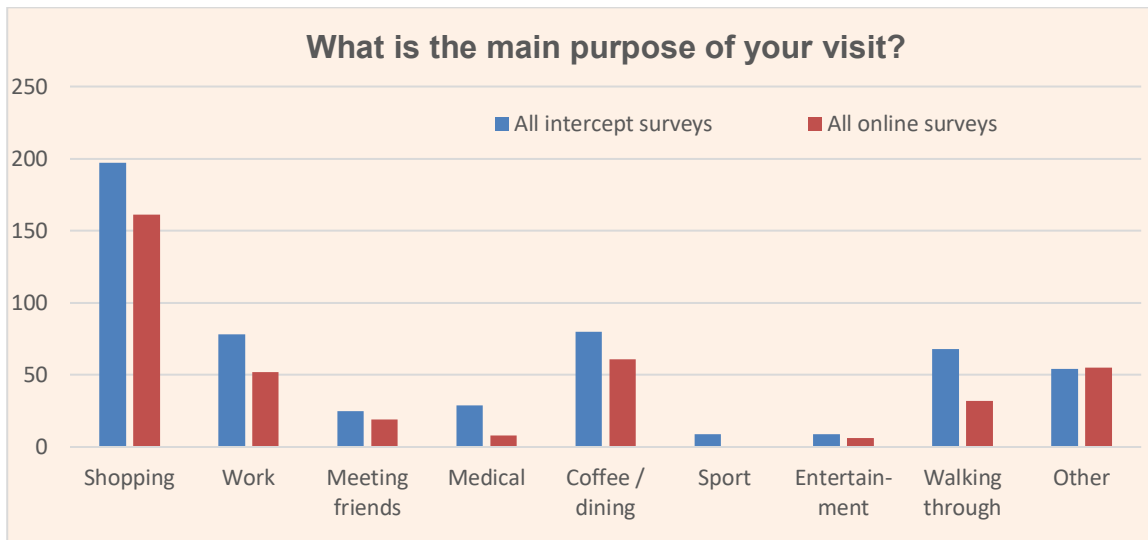
Anecdotal comments also indicated:

- Many people visited the main streets for limited time periods (eg less than 30 minutes or 1-2 hours) to fit in with parking restrictions.
- Some people chose not to drive into the town because they lived close by (and could walk) or they knew it would be difficult to find a parking spot.
- Some people said they knew the good times to visit the town (eg first thing in the morning) so they could find a parking space more easily.



A snapshot of all the quantitative responses from both the intercept and YSIW online surveys is shown in the graphs below. These include all 16 main street precincts. They do not include the LGA-wide survey on the Princes Highway.





Detailed street responses

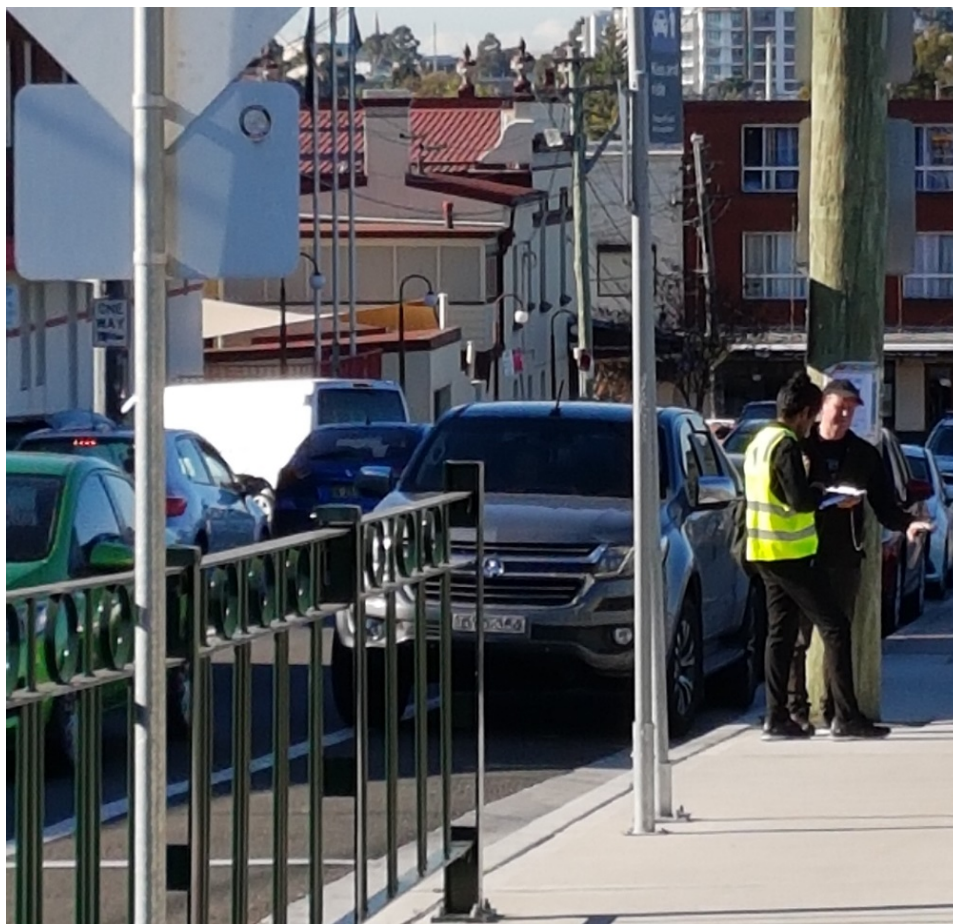
Council's survey asked people:

- how often they visited the main street area (eg every day, once or twice a month, etc),
- how they got there (eg car, walk, bus, etc),
- how long it took them to find a parking space (eg 5-10 minutes),
- how long they will stay around the street (eg under 30 minutes, 2-4 hours, etc)
- what their main purpose is for the visit (eg shopping, dining, passing through, work, etc)
- their age group and home suburb.

The YSIW online survey asked about people's *usual* visiting habits to the main streets. The on-ground intercept surveys asked people about their visit to the main streets *that day*.

The surveys also featured two open questions seeking ideas on how people thought parking could be improved in the area and what would make it easier for people to get to the area.

A summary of feedback from both sets of surveys is outlined in the following pages.



A copy of the complete survey questions is provided in **Appendix 1** at the end of this document.

Maps showing the areas covered by the surveys is provided in **Appendix 2** of this document.

Annandale – Booth Street

Topline results from the intercept survey (38 responses):

- 31 people said they visit every day, 6 said they visit once or twice a week
- 27 people walked into town this day, 11 drove a car (see graph below)
- 19 people were staying for under 30 minutes, 11 were staying for 1-2 hours
- 12 people were passing through, 7 were there for dining/coffee.

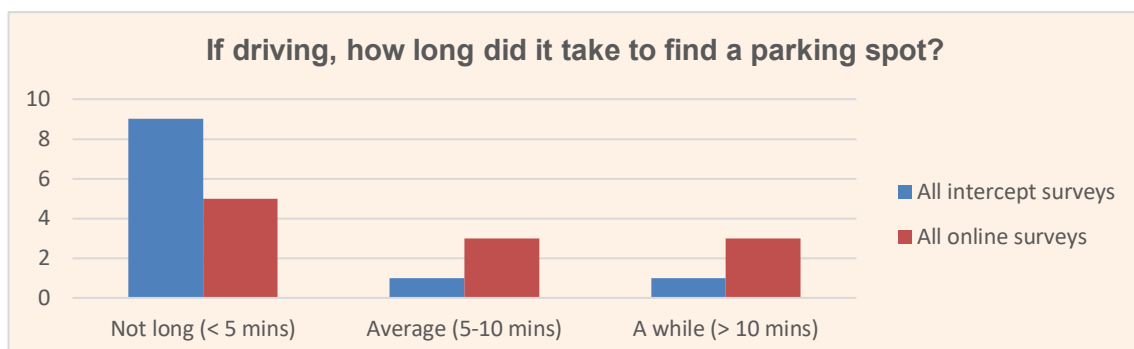
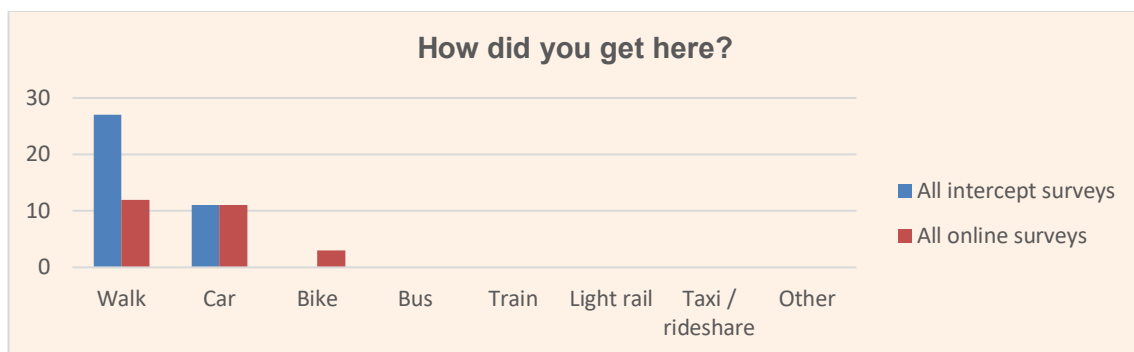
Topline results from the YSIW survey (26 responses):

- 21 people said they visit every day, 5 said they visit once or twice a week
- 12 people usually walk into town, 11 drive a car (see graph below)
- 10 people usually stay for more than 4 hours, 6 stay for 1-2 hours
- 10 people usually visit for shopping, 6 visit for dining/coffee

In both surveys, several people suggested longer parking times were needed while others said they thought the town was accessible and parking was fine.

Other comments included:

- Add more angled parking to create more spaces
- Provide free 30-minute parking to encourage people into town
- More regular and reliable bus services needed
- Resident parking is hard due to commuters taking up spaces
- More awareness and signs for the light rail service
- More walking and cycling tracks needed
- Enforce current parking restrictions
- Install speed bumps to slow people down
- More residents' parking



Ashfield – Liverpool Road

Topline results from the intercept survey (36 responses):

- 28 people said they visit every day, 6 said they visit once or twice a week
- 17 people drove a car into town this day, 10 walked (see graph below)
- 10 people were staying for more than 4 hours, 10 were staying for 1-2 hours
- 14 people were there for shopping, 12 were there for work

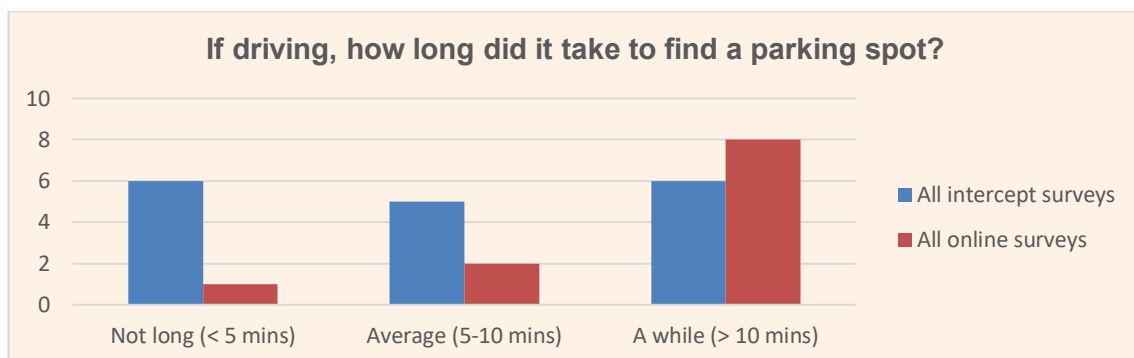
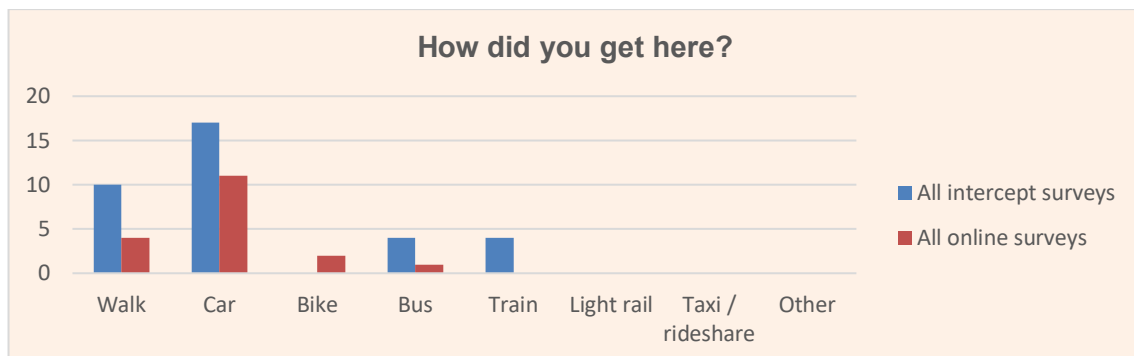
Topline results from the YSIW survey (18 responses):

- 12 people said they visit every day, 5 said they visit once or twice a week
- 11 people usually drive a car into town, 4 walk (see graph below)
- 9 people usually stay for 1-2 hours, 6 stay for under 30 minutes
- 10 people usually visit for shopping, 5 visit for other reasons

In both surveys, several people suggested longer parking times were needed including more spaces allocated in the mall. People also believed the area was easily accessible.

Other comments included:

- More resident parking
- More bicycle lanes and parking
- More disability parking spots
- Better signage for Brown Street car park
- Introduce park and ride / shuttle bus services
- Remove parking from Liverpool Road
- More signage directing people to the mall parking



Balmain – Darling Street

Topline results from the intercept survey (44 responses):

- 30 people said they visit every day, 14 said they visit once or twice a week
- 23 people walked into town this day, 19 drove a car (see graph below)
- 19 people were staying for under 30 minutes, 11 were staying for 1-2 hours
- 27 people were there for shopping, 5 were there for work

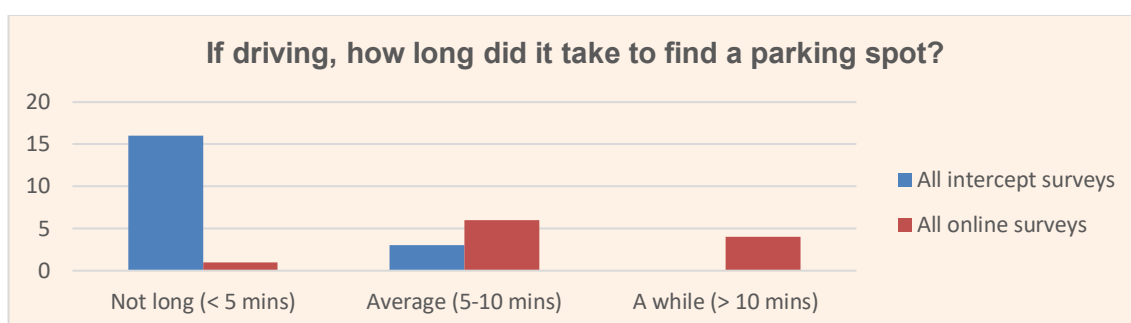
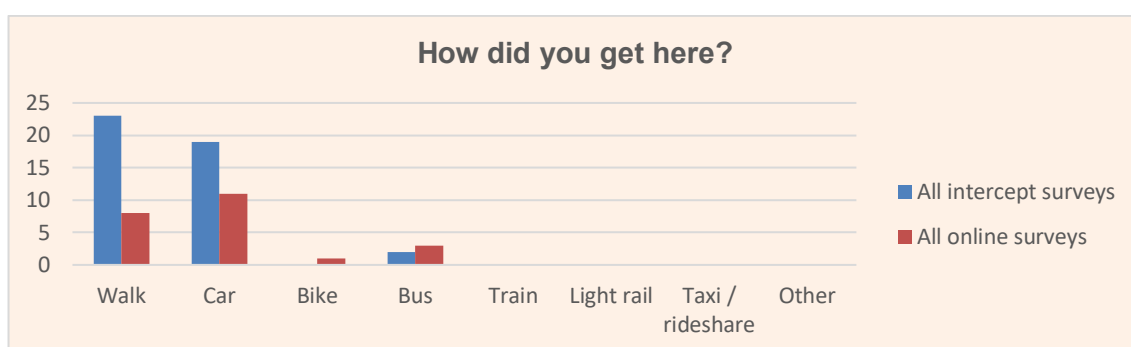
Topline results from the YSIW survey (23 responses):

- 14 people said they visit every day, 7 said they visit once or twice a week
- 11 people usually drive a car into town, 8 walk (see graph below)
- 6 people usually stay for 2-4 hours, 5 each stay for 1-2 hours and 30 minutes-1 hour
- 12 people usually visit for shopping, 5 visit for work

In both surveys, several people suggested more free parking was needed, including half-hour free spots in the main street and side streets. Others believed the area was quite accessible and parking in the area was quite good.

Other comments included:

- Side streets to have free parking in the evenings
- Introduce a shuttle bus to do a loop around the area
- More reliable bus services needed
- More ferry services
- More bike parking and better road surfaces for cyclists
- Extend free parking spots to an hour
- Enable the Woolworths car park to extend upwards
- More disability parking.
- More loading zones
- Turn part of Datchett Street Reserve into a car park



Balmain East – Darling Street

Topline results from the intercept survey (42 responses):

- 31 people said they visit every day, 8 said they visit once or twice a week
- 18 people walked into town this day, 17 drove a car (see graph below)
- 12 people were staying for more than 4 hours, 10 each were staying for 30 minutes-1 hour and 1-2 hours
- 16 people were there for shopping, 10 were there for dining/coffee

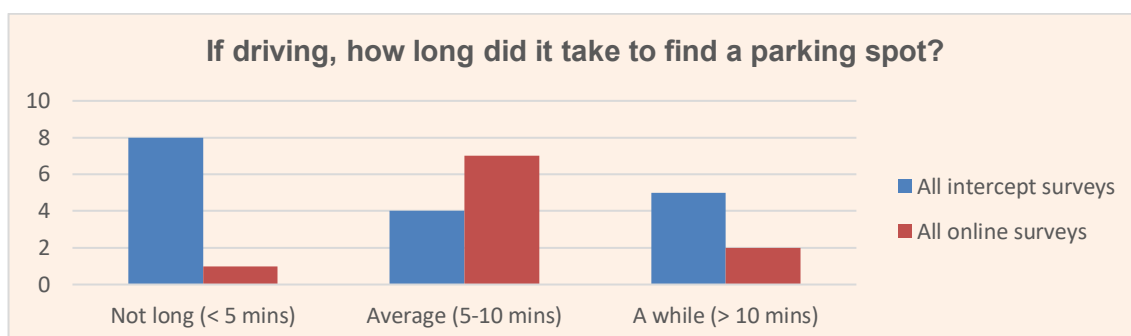
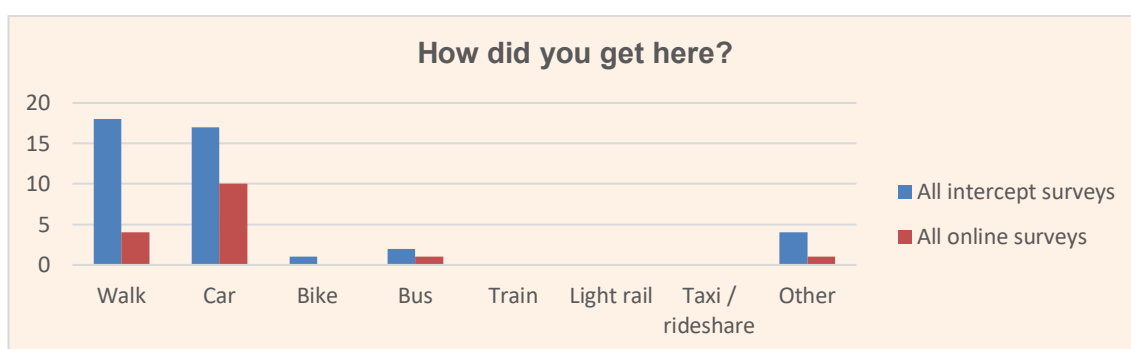
Topline results from the YSIW survey (16 responses):

- 14 people said they visit every day, 1 each said they visit once or twice a week and once or twice a month
- 10 people usually drive a car into town, 4 walk (see graph below)
- 11 people usually stay for more than 4 hours, 2 each stay for 1-2 hours and 2-4 hours
- 9 people usually visit for other reasons, 3 visit for dining/coffee

In both surveys, several people suggested more parking was needed, including more resident parking. Others believed the area was quite accessible and parking in the area was quite good.

Other comments included:

- Provide more half-hour free spots in the main street and side streets
- Free parking in side streets during the evenings
- More disability parking spots
- More parking near the wharf
- More public transport needed to help reduce the need for cars
- More controls for commuter parking
- More monitoring of parking restrictions
- Introduce a free shuttle bus through Balmain
- Remove parking from one side of Darling Street to improve traffic flow



Croydon – Hennessy Street, Edwin Street North, Elizabeth Street

Topline results from the intercept survey (41 responses):

- 25 people said they visit every day, 11 said they visit once or twice a week
- 24 people drove a car into town this day, 11 walked (see graph below)
- 15 people were staying for under 30 minutes, 15 were staying for more than 4 hours
- 11 people were there for work, 8 were there for shopping

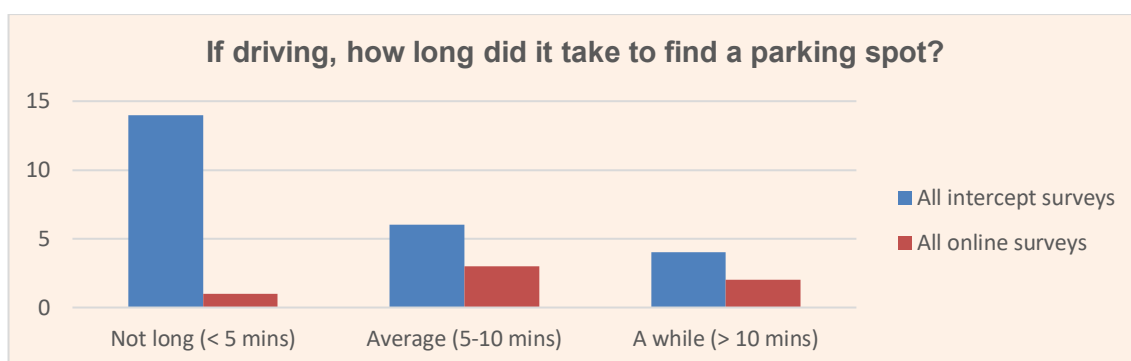
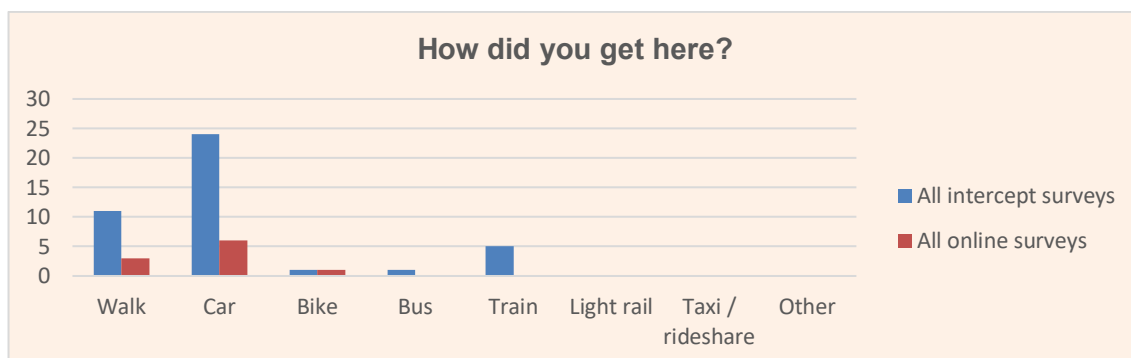
Topline results from the YSIW survey (10 responses):

- 7 people said they visit every day, 2 said they visit once or twice a week
- 6 people usually drive a car into town, 3 walk (see graph below)
- 3 people usually stay for more than 4 hours, 2 each stay for under 30 minutes and 1-2 hours
- 3 people usually visit for shopping, 2 each visit for work and to meet family/friends

In both surveys, many people said there needed to be more parking, particularly around the train station. Others suggested the parking was fine and the town was easily accessible.

Other comments included:

- More disability parking spots
- More policing of parking restrictions
- Road safety is an issue here
- More bike parking and bike wayfinding needed
- Remove the post office loading zone
- Provide parking permits for business owners



Dulwich Hill – New Canterbury Road, Marrickville Road

Topline results from the intercept survey (25 responses):

- 16 people said they visit every day, 9 said they visit once or twice a week
- 12 people walked into town this day, 10 drove a car (see graph below)
- 10 people were staying for 30 minutes-1 hour, 11 were staying for under 30 minutes
- 17 people were there for shopping, 3 were there for dining/coffee

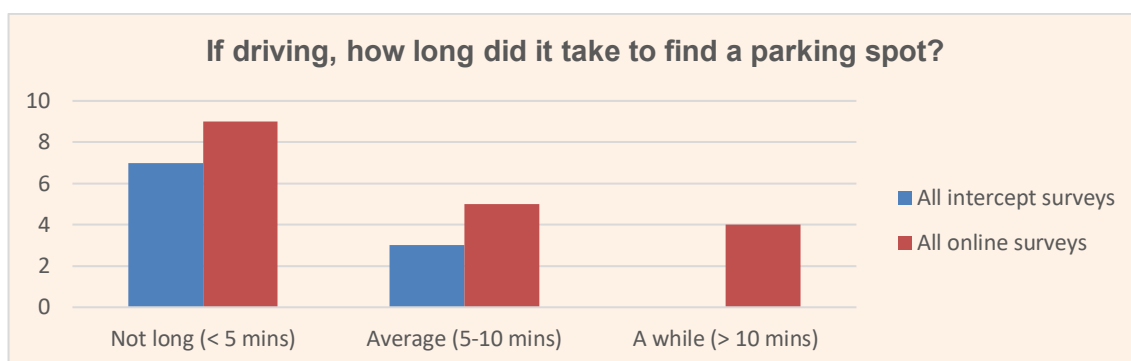
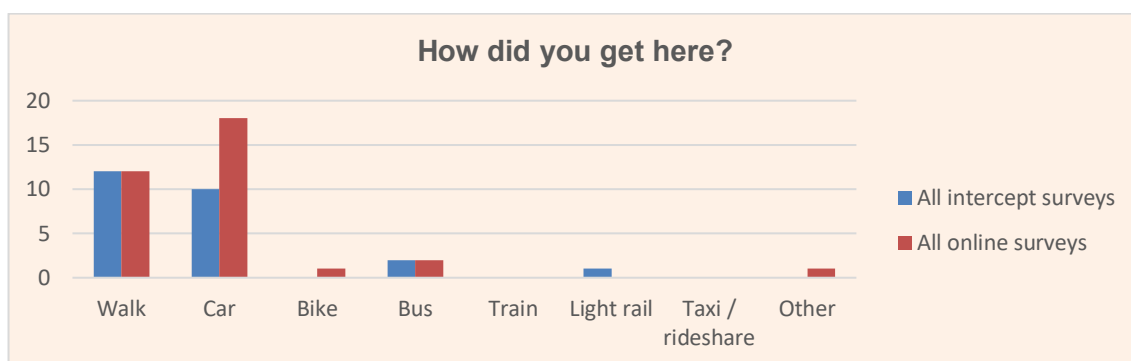
Topline results from the YSIW survey (34 responses):

- 19 people said they visit every day, 15 said they visit once or twice a week
- 18 people usually drive a car into town, 12 walk (see graph below)
- 11 people usually stay for 30 minutes-1 hour, 8 stay for under 30 minutes
- 22 people usually visit for shopping, 5 visit for other reasons

In both surveys, many people said that parking in the area was fine and it wasn't too hard to find a parking space. Others suggested parking was quite tough, especially on Friday and Saturday evenings.

Other comments included:

- More disability parking spots needed
- More policing of parking restrictions
- More greenery would be good
- Paint white lines to mark the parking spots and help people park better
- More bike lanes and bike parking
- Make it more pedestrian friendly
- Better bus services needed



Dulwich Hill – Wardell Road

Topline results from the intercept survey (25 responses):

- 21 people said they visit every day, 2 said they visit once or twice a week
- 14 people drove a car into town this day, 6 walked (see graph below)
- 19 people were staying for more than 4 hours, 5 were staying for under 30 minutes
- 12 people were there for work, 5 were passing through

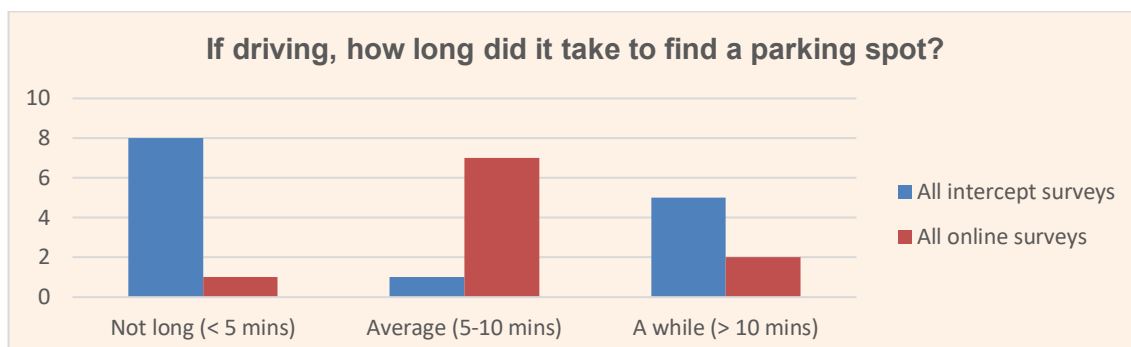
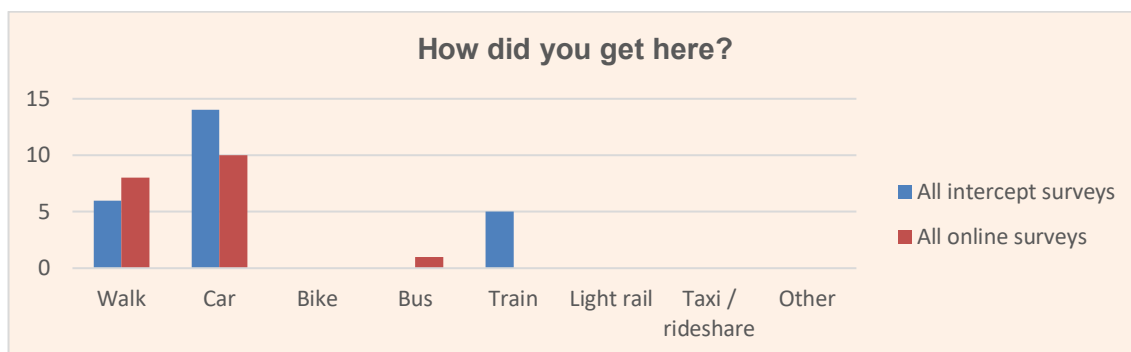
Topline results from the YSIW survey (19 responses):

- 14 people said they visit every day, 3 said they visit once or twice a week
- 10 people usually drive a car into town, 8 walk (see graph below)
- 9 people usually stay for under 30 minutes, 6 stay for more than 4 hours
- 7 people usually visit to pass through, 3 each visit for dining/coffee and shopping

In both surveys, many people said that parking in the area was difficult, especially on weekdays, and that a commuter car park was needed. Others said bike lanes were under-used and should be removed.

Other comments included:

- Build a bigger car park near the station
- Increase parking time limits
- Introduce more short-term parking
- The kerb is too high for pedestrians
- A new kiss and ride area needed
- Improve pedestrian crossing near the station
- Enforce existing parking restrictions
- More parking to be included in the unit blocks



Enmore / Newtown – Enmore Road, King Street

Topline results from the intercept survey (28 responses):

- 16 people said they visit every day, 12 said they visit once or twice a week
- 11 people drove a car into town this day, 10 walked (see graph below)
- 9 people were staying for 1-2 hours, 8 were staying for 2-4 hours
- 11 people were there for shopping, 4 were passing through

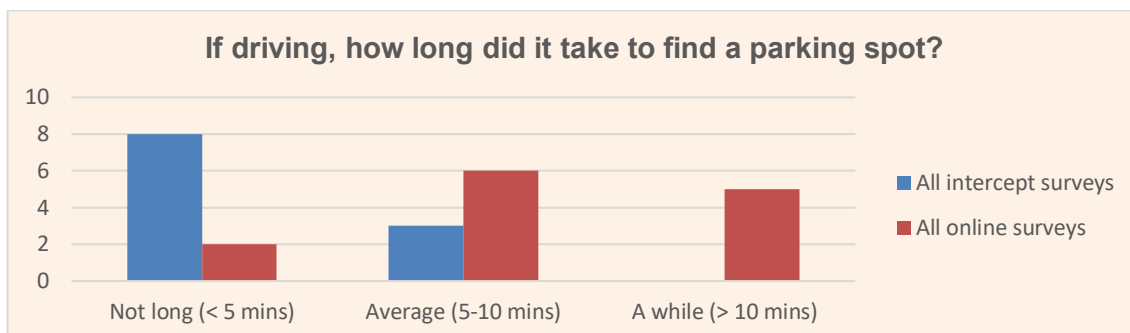
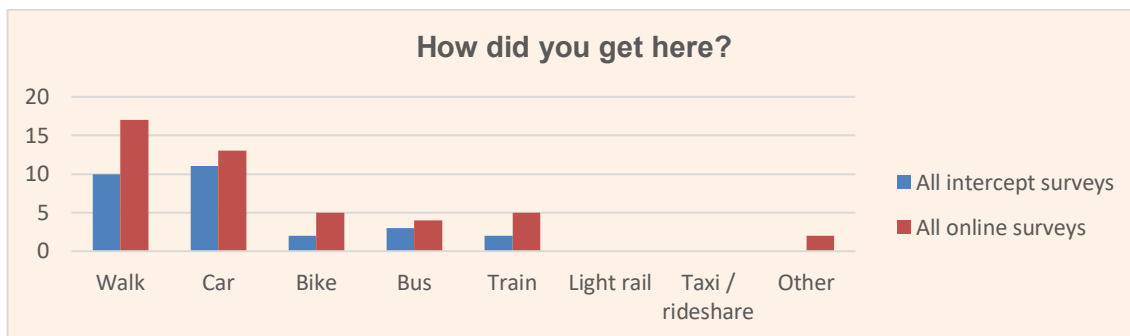
Topline results from the YSIW survey (47 responses):

- 27 people said they visit every day, 10 said they visit once or twice a week
- 17 people usually walk into town, 13 drive a car (see graph below)
- 15 people usually stay for 1-2 hours, 10 each stay for 2-4 hours and more than 4 hours
- 15 people usually visit for shopping, 13 visit for dining/coffee

In both surveys, many people said that traffic was very congested here and parking is difficult. Many also suggested more bike lanes and bike facilities should be provided to encourage more cyclists to the area.

Other comments included:

- More longer-term parking spots needed
- More public transport options
- Remove parking from King Street and Enmore Road
- More free parking
- Parking is fine as it is
- Clearer signage
- Build a pedestrian overpass
- Introduce a local loop shuttle bus and/or kiss and ride zone
- More disability parking



Haberfield – Dalhousie Street, Ramsay Street

Topline results from the intercept survey (35 responses):

- 19 people said they visit every day, 13 said they visit once or twice a week
- 25 people drove a car into town this day, 8 walked (see graph below)
- 12 people were staying for under 30 minutes, 7 each were staying for 1-2 hours and more than 4 hours
- 7 people were there for work, 5 were there for shopping

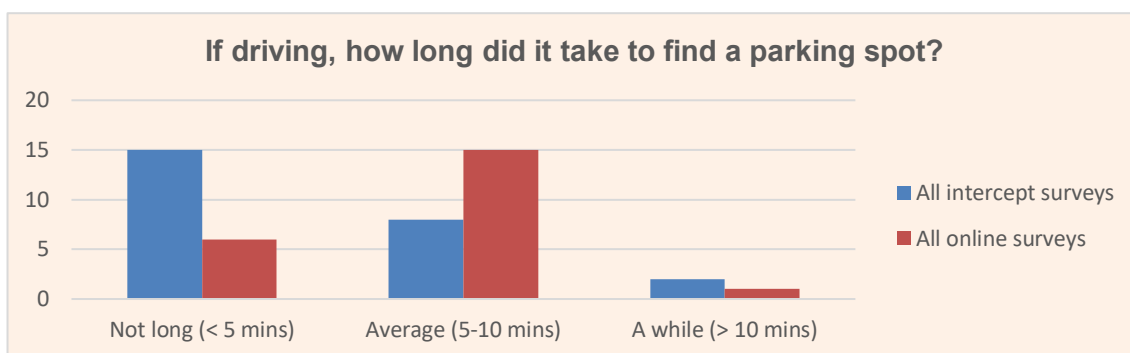
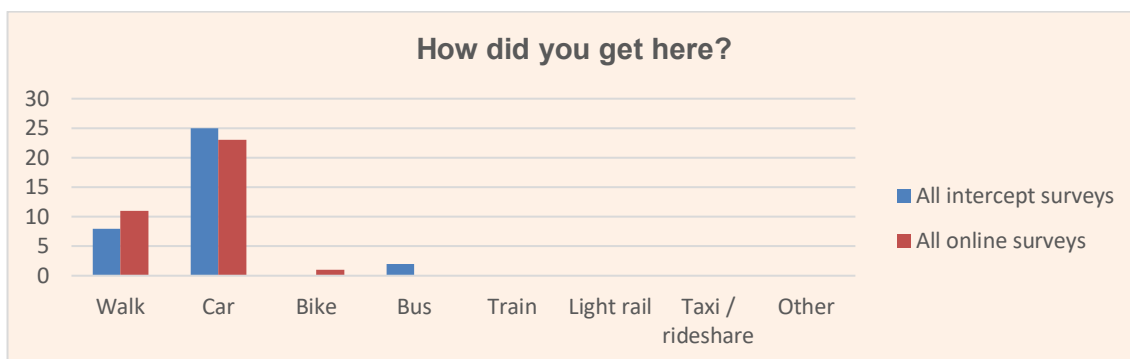
Topline results from the YSIW survey (35 responses):

- 27 people said they visit every day, 8 said they visit once or twice a week
- 23 people usually drive a car into town, 11 walk (see graph below)
- 14 people usually stay for 30 minutes-1 hour, 7 each stay for 1-2 hours and more than 4 hours
- 18 people usually visit for shopping, 7 visit for work

In both surveys, many people said that more parking spots and longer parking limits were needed. Others suggested parking worked well in the area.

Other comments included:

- Kiss and ride zone needed for the local school
- More disability parking needed
- Provide smaller motorbike parking spaces
- Build more parking levels at Federation Place
- More shops and greenery in the area
- Replace vacant shops with new car parks



Leichhardt – Norton Street

Topline results from the intercept survey (29 responses):

- 15 people said they visit every day, 9 said they visit once or twice a week
- 15 people walked into town this day, 12 drove a car (see graph below)
- 12 people were staying for 1-2 hours, 7 were staying for under 30 minutes
- 12 people were there for shopping, 9 were there for dining/coffee

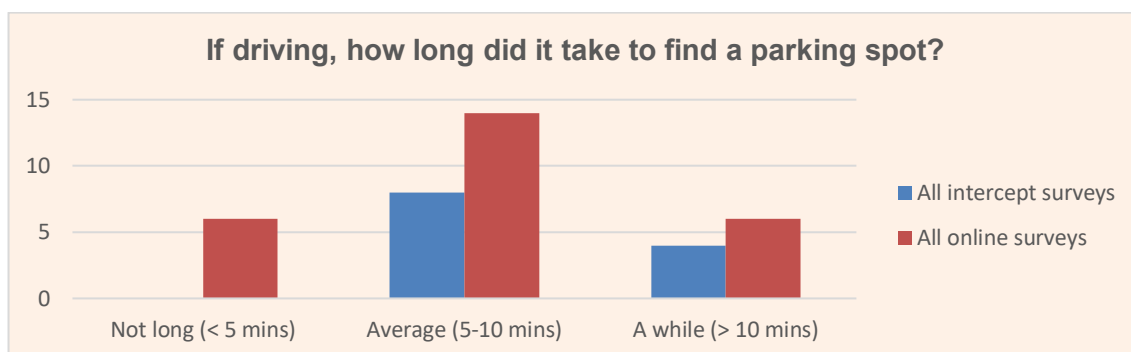
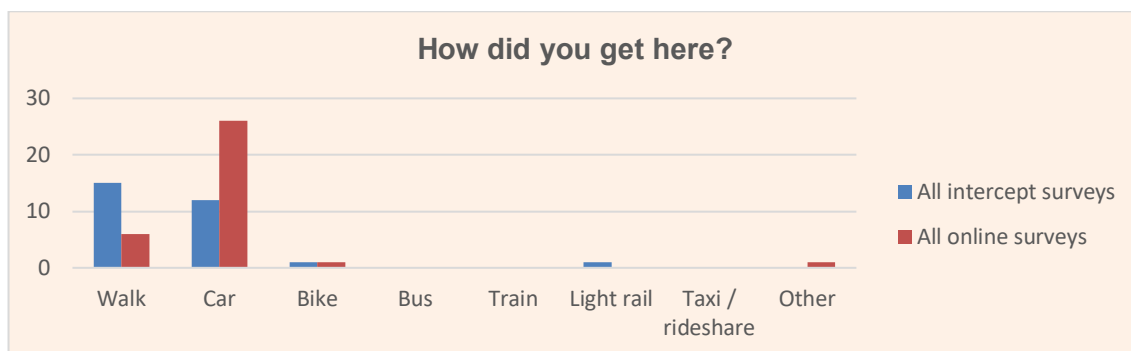
Topline results from the YSIW survey (34 responses):

- 16 people said they visit once or twice a week, 11 said they visit every day
- 26 people usually drive a car into town, 6 walk (see graph below)
- 16 people usually stay for 1-2 hours, 12 stay for 30 minutes-1 hour
- 19 people usually visit for shopping, 6 visit for dining/coffee

In both surveys, many people said that parking was an issue and more free parking was needed to support local businesses and help revitalize the area. Many also suggested more bike parking and bike facilities were needed.

Other comments included:

- Free parking after 6pm
- A local shuttle bus through the town
- More public transport services
- More disability parking
- Better traffic management around Norton Plaza
- Longer parking limits



Marrickville – Marrickville Road, Illawarra Road

Topline results from the intercept survey (60 responses):

- 31 people said they visit every day, 18 said they visit once or twice a week
- 29 people drove a car into town this day, 20 walked (see graph below)
- 18 people were staying for 1-2 hours, 15 were staying for 30 minutes-1 hour
- 31 people were there for shopping, 7 were there for work

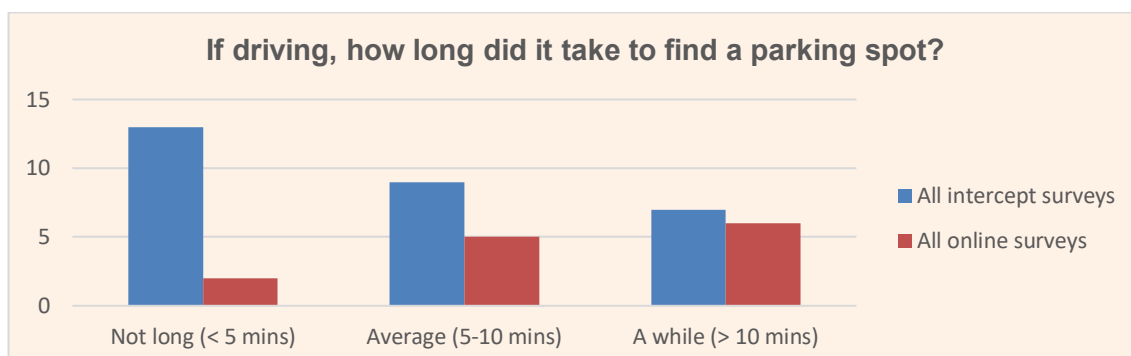
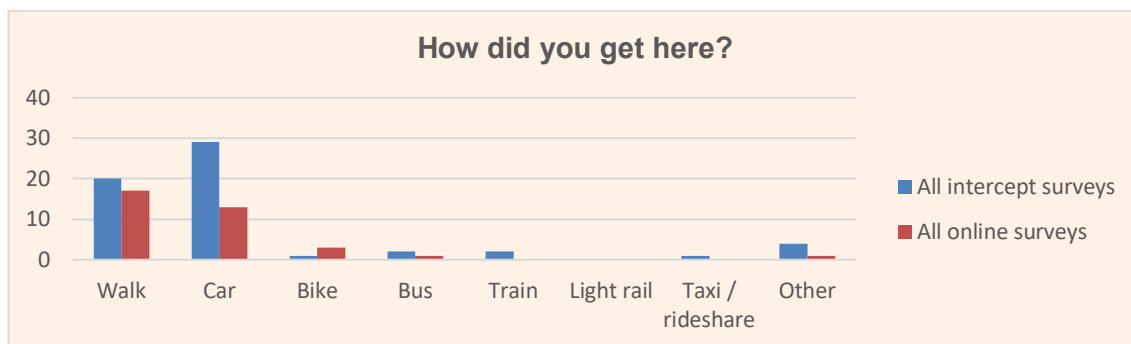
Topline results from the YSIW survey (35 responses):

- 20 people said they visit every day, 10 said they visit once or twice a week
- 17 people usually walk into town, 13 drive a car (see graph below)
- 13 people usually stay for 30 minutes-1 hour, 11 stay for under 30 minutes
- 21 people usually visit for shopping, 5 visit for dining/coffee

In both surveys, many people said that parking was a problem and more spaces were needed. However, they also acknowledged that more parking areas were hard to provide in this area. People also said the area was accessible and public transport services were good.

Other comments included:

- Build a multi-storey car park on the Calvert Street car park
- Provide longer parking limits to help shoppers stay longer
- 1-2 hour parking zones were good for turnover
- Provide loading zones for local businesses
- More disability parking needed
- Great that parking is free
- Build more bike lanes and bike facilities instead
- Build fewer apartment blocks



Petersham – New Canterbury Road, Audley Street

Topline results from the intercept survey (26 responses):

- 17 people said they visit every day, 6 said they visit once or twice a week
- 17 people walked into town this day, 6 drove a car (see graph below)
- 11 people were staying for under 30 minutes, 7 were staying for 30 minutes-1 hour
- 9 people were there for shopping, 8 were passing through

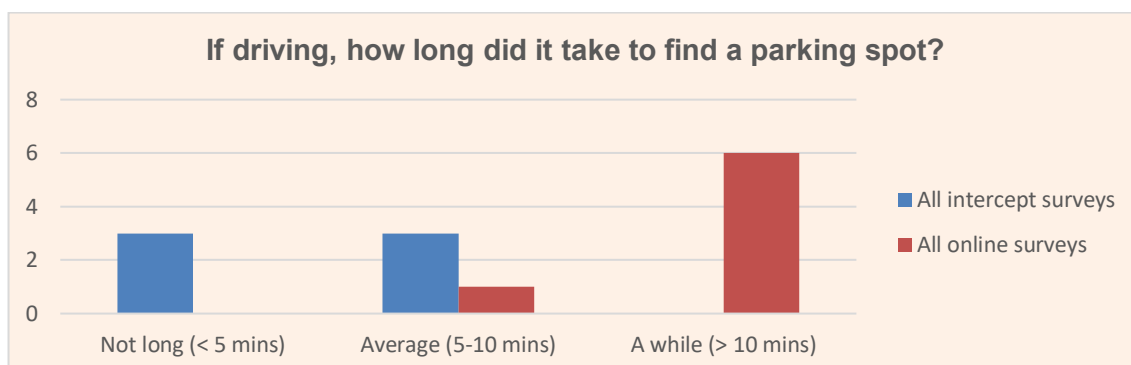
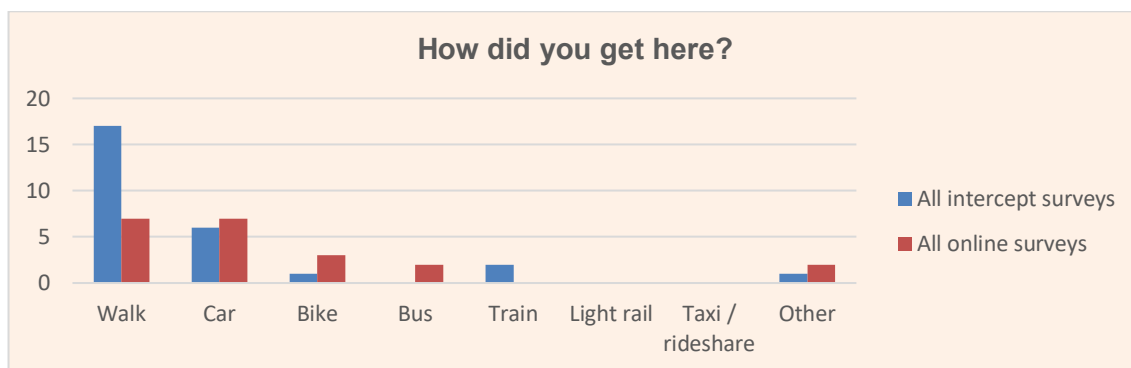
Topline results from the YSIW survey (21 responses):

- 12 people said they visit every day, 5 said they visit once or twice a month
- 7 people usually walk into town, 7 drive a car (see graph below)
- 9 people usually stay for under 30 minutes, 6 stay for 1-2 hours
- 5 people usually visit to pass through, 4 each visit for dining/coffee and work

In both surveys, many people said that parking was a problem in the area and more spaces were needed. Others added that new unit blocks should have more underground parking for their residents to help reduce parking congestion in the streets.

Other comments included:

- Build a multi-storey car park near the train station
- More cycle routes and bike facilities needed
- Provide longer or unlimited parking spaces
- More disability parking needed
- Better bus routes to reduce car usage
- Review (remove/extend) clearways on New Canterbury Road



Rozelle – Darling Street, Victoria Road

Topline results from the intercept survey (49 responses):

- 24 people said they visit every day, 15 said they visit once or twice a week
- 22 people walked into town this day, 21 drove a car (see graph below)
- 15 people were staying for under 30 minutes, 10 each were staying for 30 minutes-1 hour and 1-2 hours
- 24 people were there for shopping, 7 were there for dining/coffee

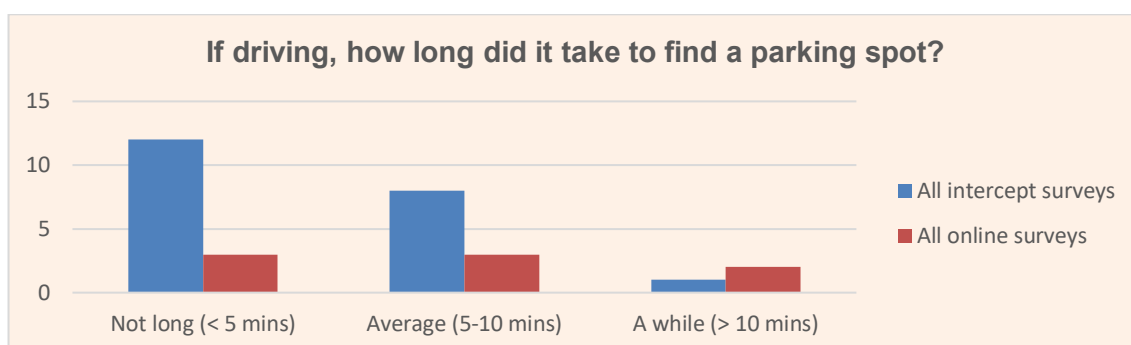
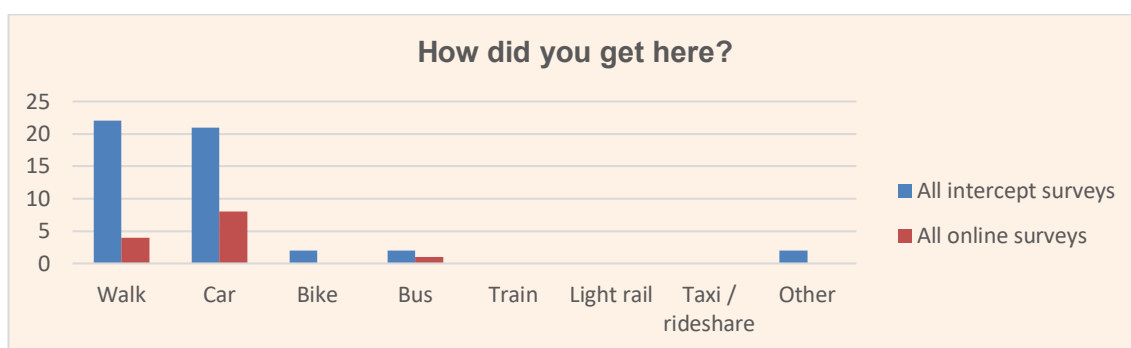
Topline results from the YSIW survey (13 responses):

- 8 people said they visit every day, 5 said they visit once or twice a week
- 8 people usually drive a car into town, 4 walk (see graph below)
- 6 people usually stay for 30 minutes-1 hour, 2 each stayed for under 30 minutes, 1-2 hours and more than 4 hours
- 7 people usually visit for shopping, 2 visit for dining/coffee

In both surveys, many people said that parking was a problem in the area and more spaces were needed, however some said the parking situation was fine and didn't need improvement.

Other comments included:

- Introduce a free bus shuttle service through town
- The 30-minute free parking is good – maybe extend it to an hour
- Free parking after 7pm
- Provide longer limits or unlimited parking spaces
- More disability parking
- More parking permits for residents
- Create more bike lanes and bike facilities



Stanmore – Percival Road

Topline results from the intercept survey (28 responses):

- 21 people said they visit every day, 3 said they visit once or twice a week
- 15 people walked into town this day, 6 drove a car (see graph below)
- 7 people were staying for under 30 minutes, 7 were staying for more than 4 hours
- 9 people were there for dining/coffee, 9 were there for other reasons

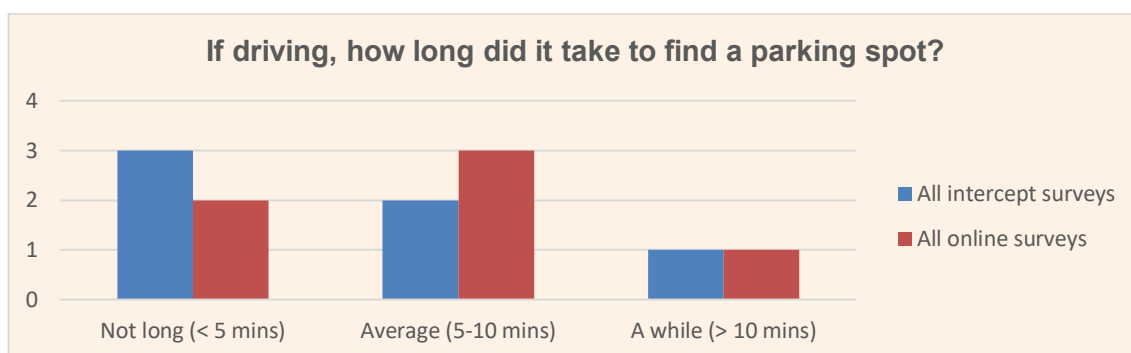
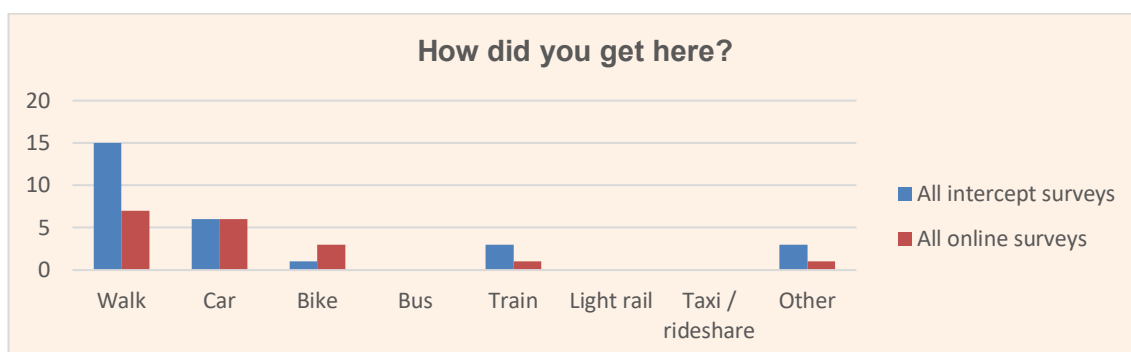
Topline results from the YSIW survey (18 responses):

- 9 people said they visit every day, 7 said they visit once or twice a week
- 7 people usually walk into town, 6 drive a car (see graph below)
- 10 people usually stay for under 30 minutes, 5 stay for 30 minutes-1 hour
- 4 people usually visit to pass through, 3 each visit for shopping, work or other reasons

In both surveys, some people said the parking needed to be improved while others said it was pretty good as it was. Comments were also made to ensure parking spaces remained free.

Other comments included:

- More buses and train services needed
- Longer parking limits to reduce pressure on residential side streets
- More bike parking and bike facilities needed
- Provide more parking for parents with prams
- Provide more parking for people with disability
- Lower speed limits in the area
- Have a drop-off zone near the station (north side)
- Provide more loading zones for trucks and deliveries



Summer Hill – Lackey Street, Smith Street

Topline results from the intercept survey (32 responses):

- 19 people said they visit every day, 11 said they visit once or twice a week
- 18 people drove a car into town this day, 11 walked (see graph below)
- 10 people were staying for 1-2 hours, 7 each were staying for under 30 minutes and 30 minutes-1 hour
- 13 people were there for shopping, 8 were passing through

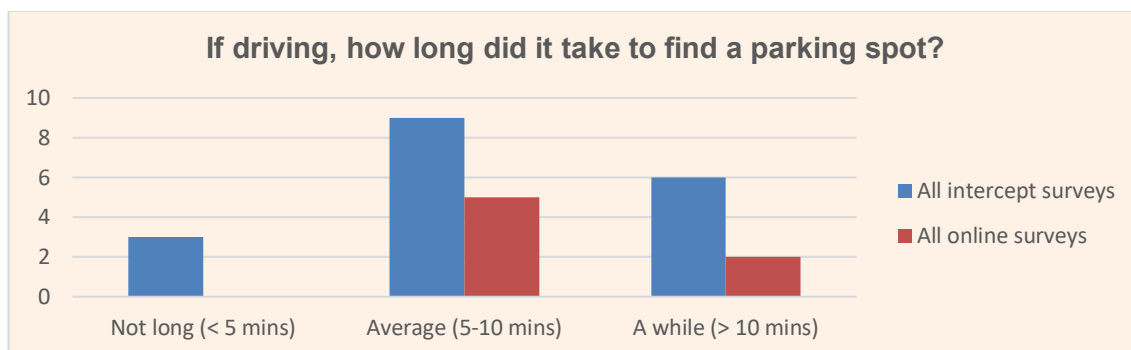
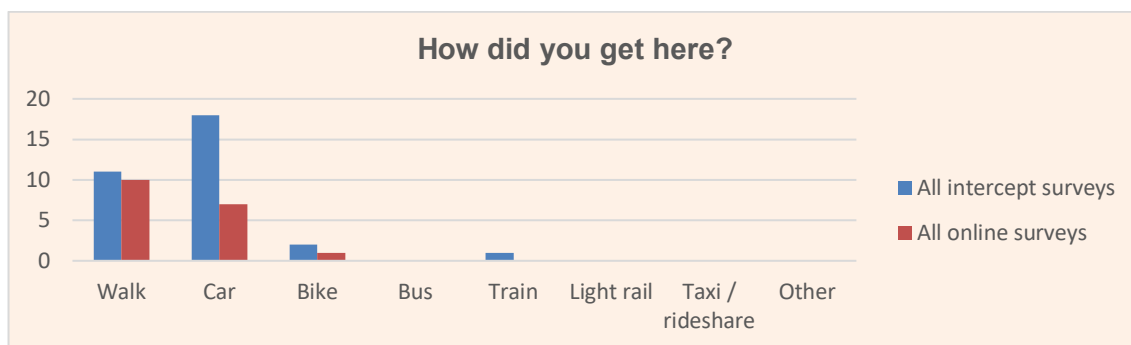
Topline results from the Your Say survey (18 responses):

- 10 people said they visit every day, 7 said they visit once or twice a week
- 10 people usually walk into town, 7 drive a car (see graph below)
- 6 people usually stay for under 30 minutes, 6 stay for 30 minutes-1 hour
- 10 people usually visit for shopping, 3 visit for dining/coffee

In both surveys, many people said that parking was a problem and more spaces were needed. Others added that it would be good to make the area more accessible for pedestrians and cyclists to help discourage people from always having to drive.

Other comments included:

- More parking needed near the shops
- More parking permits for local residents
- More car share spaces needed
- More disability parking spaces needed
- Use technology to show where the free spaces are (eg red/green lights)
- More public transport options needed
- Build an underground car park beneath the shops
- More unlimited parking spaces to help local businesses and workers



Parramatta Road corridor – Ashfield to Camperdown

Topline results from the intercept survey (27 responses in Camperdown):

- 21 people said they visit every day, 6 said they visit once or twice a week
- 17 people walked into town this day, 5 drove a car (see graph below)
- 10 people were staying for 1-2 hours, 9 were staying for more than 4 hours
- 10 people were passing through, 5 were there for dining/coffee

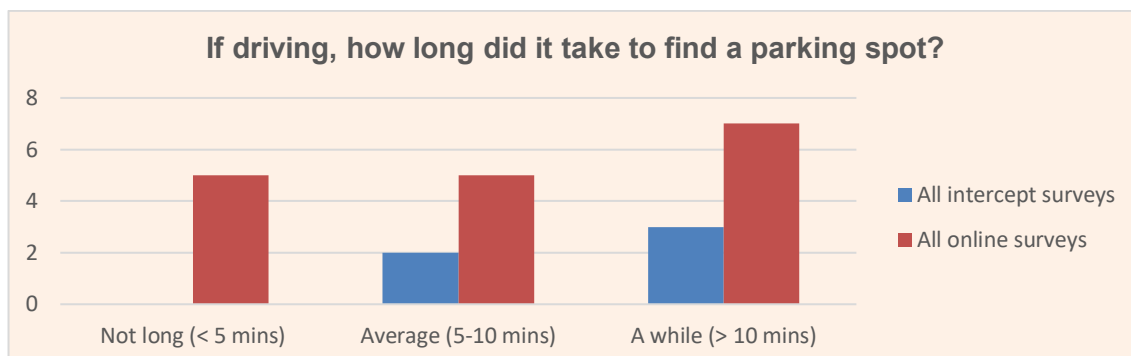
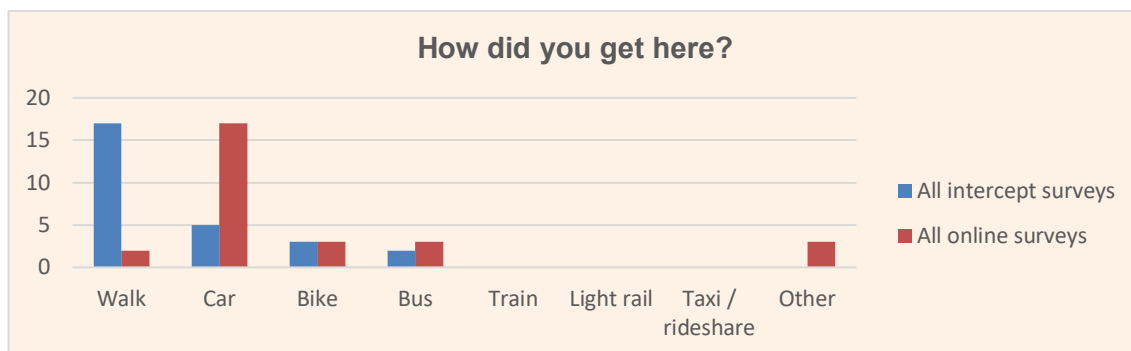
Topline results from the YSIW survey (28 responses LGA-wide):

- 25 people said they visit every day, 2 said they visit once or twice a week
- 17 people usually drive a car into town, 3 each ride a bike and catch a bus (see graph)
- 15 people usually stay for more than 4 hours, 6 stay for 30 minutes-1 hour
- 11 people usually visit for work, 10 visit for other reasons

In both surveys, many people agreed that traffic generally was a major issue along Parramatta Road and that parking was also a problem, particularly for people wanting to visit local businesses.

Other comments included:

- Divert more cars underground (ie using WestConnex)
- Improve signage for parking areas
- Increase parking limits so people can visit businesses for longer
- Install a light rail service along the road
- Install a bike lane
- Ensure new unit blocks have enough parking spaces
- Build underground parking with green space over the top
- Extend clearway hours along some sections
-



Princes Highway corridor – Tempe to Newtown

Topline results from the YSIW survey (43 responses LGA-wide):

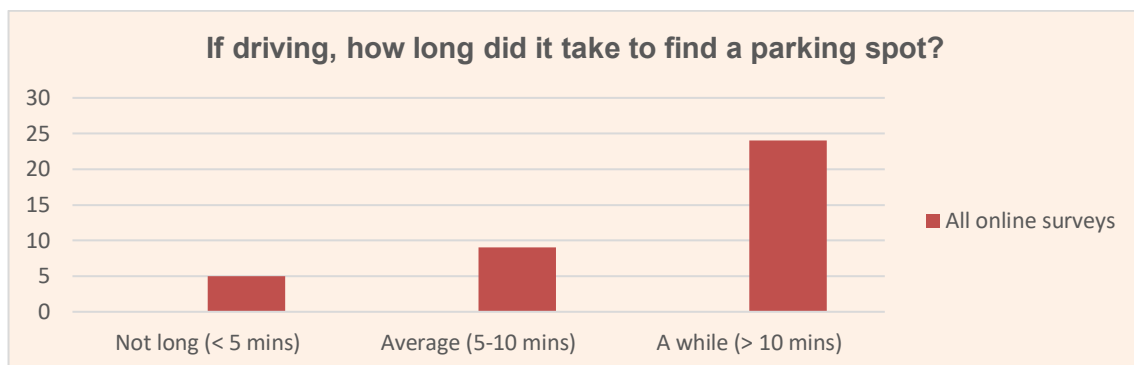
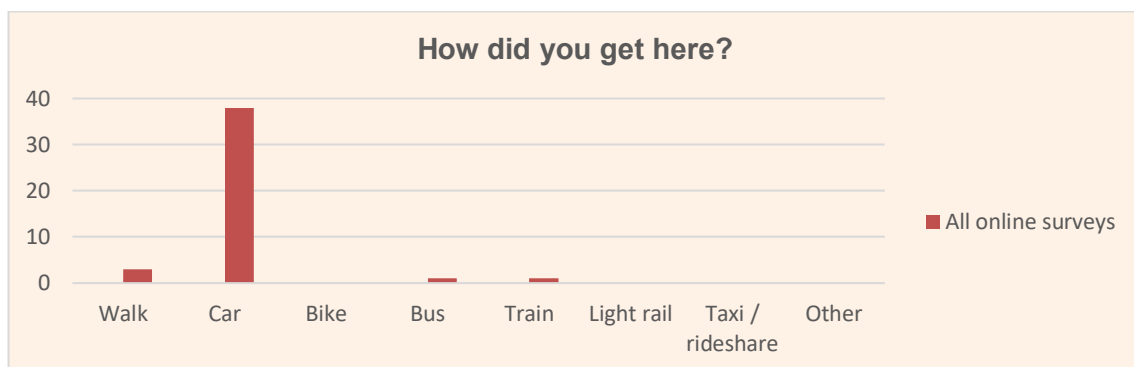
- 17 people said they visit every day, 12 each said they visit once or twice a week and once or twice a month
- 38 people usually drive a car, 3 walk (see graph below)
- 15 people usually stay for 30 minutes-1 hour, 12 stay for 1-2 hours
- 14 people usually visit for medical services, 6 visit for shopping

There was no intercept survey conducted for the Princes Highway.

In the Your Say survey, many people referenced the significant amount of construction work in the area and said that the construction workers were taking up all the local parking spaces. Many people suggested putting time limits on local parking spots.

Other comments included:

- Introduce time restricted parking areas with a combination of time limits available
- Less all-day parking
- Improve public transport
- Better connect cycleways



Businesses and organisations

Some businesses and organisations contributed to survey responses in their respective suburbs and their feedback is therefore included in the survey response on pages 11-27.

Others provided separate comments through YSIW. Five organisations provided feedback in this way and their comments are summarized below:

- Create more parking in Petersham to attract more people and support local businesses.
- Acquire properties behind the shops in Petersham to create more parking.
- Parking issues are having an adverse impact on local businesses in Marrickville.
- Introduce 2-hour parking limits for local residents only in Marrickville Road.
- Introduce 2-hour parking zones in parts of Stanmore to prevent commuters using up too many parking spots.
- Introduce more 1-hour parking spaces in Darling Street in Balmain East to enable more customer parking and support local businesses.
- Return the work zone at 60 Darling Street to 1-hour parking spaces when the work zone expires.
- Introduce mini-buses (instead of bigger buses) through Balmain.



Additional responses

In addition to the intercept street surveys and the online YSIW surveys, Council also received some responses via mail, emails and telephone calls.

By mail and email

Seven mail and email responses were received from local residents and organisations. A summary of comments is below:

- Development units must contain enough car spaces.
- More parking is needed around railway stations.
- Clearer parking signs would be good.
- Introduce more rear to kerb parking on wider streets instead of parallel parking.
- The free half-hour parking spaces seem to work well in Leichhardt
- Parking meters in Leichhardt should be turned off around Norton Street after 5pm or 6pm to help support evening activities.
- There is limited all-day parking for office workers in Ashfield and more is needed.
- Local school student numbers in Croydon are likely to increase as more people move into new apartment blocks. More long-term parking will therefore be needed to accommodate more school staff.
- Reinstate parking closer to curb corners (from 20 metres back to 4 metres) in Petersham.
- Some residents have placed informal 'No Parking' signs in front of their homes.
- More parking is needed in Marrickville, including a multi-storey car park in Garner Avenue.
- Extend 15-minute parking limits in Frampton Avenue, Marrickville, to at least one hour.
- Provide residential parking permits for small unit blocks in Balmain East.

By phone

Six telephone calls were received from local residents. A summary of comments is below:

- More commuter parking is needed at train stations.
- Angle parking could be introduced on side streets.
- Half-hour free parking should be extended.
- Parking is sometimes difficult to find but no changes are needed.
- More short-term parking is needed near Marrickville train station.
- More loading zones are needed in Annandale.
- Longer parking limits are needed in Annandale (2-4 hours).
- Parking meters should be turned off after 7pm in Leichhardt.
- Outdoor seating and trees are taking up parking spaces in Leichhardt.
- Create motorcycle / scooter parking spaces in Haberfield.
- One-hour parking spaces in Petersham are not long enough.

Appendix 1 – Survey questions



INNER WEST COUNCIL

HAVE YOUR SAY

Improving main street parking around your local main street

Inner West Council is seeking feedback from businesses, residents and visitors on how to improve parking in 17 main streets across the Local Government Area (LGA). We would like to know your views about parking in these locations and how you think parking can be improved.

Thank you for your time today. This survey will take no longer than five minutes to complete.

Your feedback will help inform future Precinct Parking Strategies around the main streets.

1. How often do you visit this location? [please choose one option]

<input type="checkbox"/>	Every day
<input type="checkbox"/>	About once or twice a week
<input type="checkbox"/>	About once or twice a month
<input type="checkbox"/>	Less often

2. How did you get here today [please choose one option]

<input type="checkbox"/>	Car
<input type="checkbox"/>	Bus
<input type="checkbox"/>	Train
<input type="checkbox"/>	Light rail
<input type="checkbox"/>	Bike
<input type="checkbox"/>	Walk
<input type="checkbox"/>	Taxi/Car share
<input type="checkbox"/>	Other – please state:

Please proceed to QUESTION 2a, if your answer was CAR.

Please proceed to QUESTION 3, if your answer was not car.



INNER WEST COUNCIL

2a. How long did it take to find a parking spot? **[please choose one option]**

<input type="checkbox"/>	Not long, almost straight away
<input type="checkbox"/>	Average, about five minutes
<input type="checkbox"/>	Quite a while, ten minutes or more

3. What is the main purpose of your visit today **[please choose one option]**

<input type="checkbox"/>	Shopping
<input type="checkbox"/>	Work
<input type="checkbox"/>	Meeting friends/family
<input type="checkbox"/>	Medical Services
<input type="checkbox"/>	Sport
<input type="checkbox"/>	Dining/Coffee
<input type="checkbox"/>	Entertainment/Arts Venue
<input type="checkbox"/>	Walking through
<input type="checkbox"/>	Other – please state:

4. How long are you staying in the area today? **[please choose one option]**

<input type="checkbox"/>	Under 30 minutes
<input type="checkbox"/>	30 minutes to an hour
<input type="checkbox"/>	1 to 2 hours
<input type="checkbox"/>	2 to 4 hours
<input type="checkbox"/>	More than 4 hours



INNER WEST COUNCIL

5. How do you think parking can be improved in the area?

--

6. What would make it easier to get to the area?

--

The following questions are to ensure that we are speaking to a good range of members from the community. This information will not be shared with any parties outside of the Inner West Council.

7. What is your age group? **[please choose one option]**

	Under 18
	18 to 24
	25 to 34
	35 to 49
	50 to 59
	60 to 69
	70 to 84
	85 and over

Page 3 of 4



INNER WEST COUNCIL

8. Which suburb do you live in? **[please choose one option]**

<input type="checkbox"/>	Annandale	<input type="checkbox"/>	Leichhardt
<input type="checkbox"/>	Ashbury	<input type="checkbox"/>	Lewisham
<input type="checkbox"/>	Ashfield	<input type="checkbox"/>	Lilyfield
<input type="checkbox"/>	Balmain	<input type="checkbox"/>	Marrickville
<input type="checkbox"/>	Balmain East	<input type="checkbox"/>	Newtown
<input type="checkbox"/>	Birchgrove	<input type="checkbox"/>	Redfern
<input type="checkbox"/>	Camperdown	<input type="checkbox"/>	Rozelle
<input type="checkbox"/>	Croydon	<input type="checkbox"/>	Stanmore
<input type="checkbox"/>	Croydon Park	<input type="checkbox"/>	St Peters
<input type="checkbox"/>	Dulwich Hill	<input type="checkbox"/>	Summer Hill
<input type="checkbox"/>	Enmore	<input type="checkbox"/>	Sydenham
<input type="checkbox"/>	Haberfield	<input type="checkbox"/>	Tempe
<input type="checkbox"/>	Hurlstone Park	<input type="checkbox"/>	Other:

9. Please provide your email address. You will be automatically subscribed to the Inner West Council newsletter and kept up-to-date on the progress of this project.

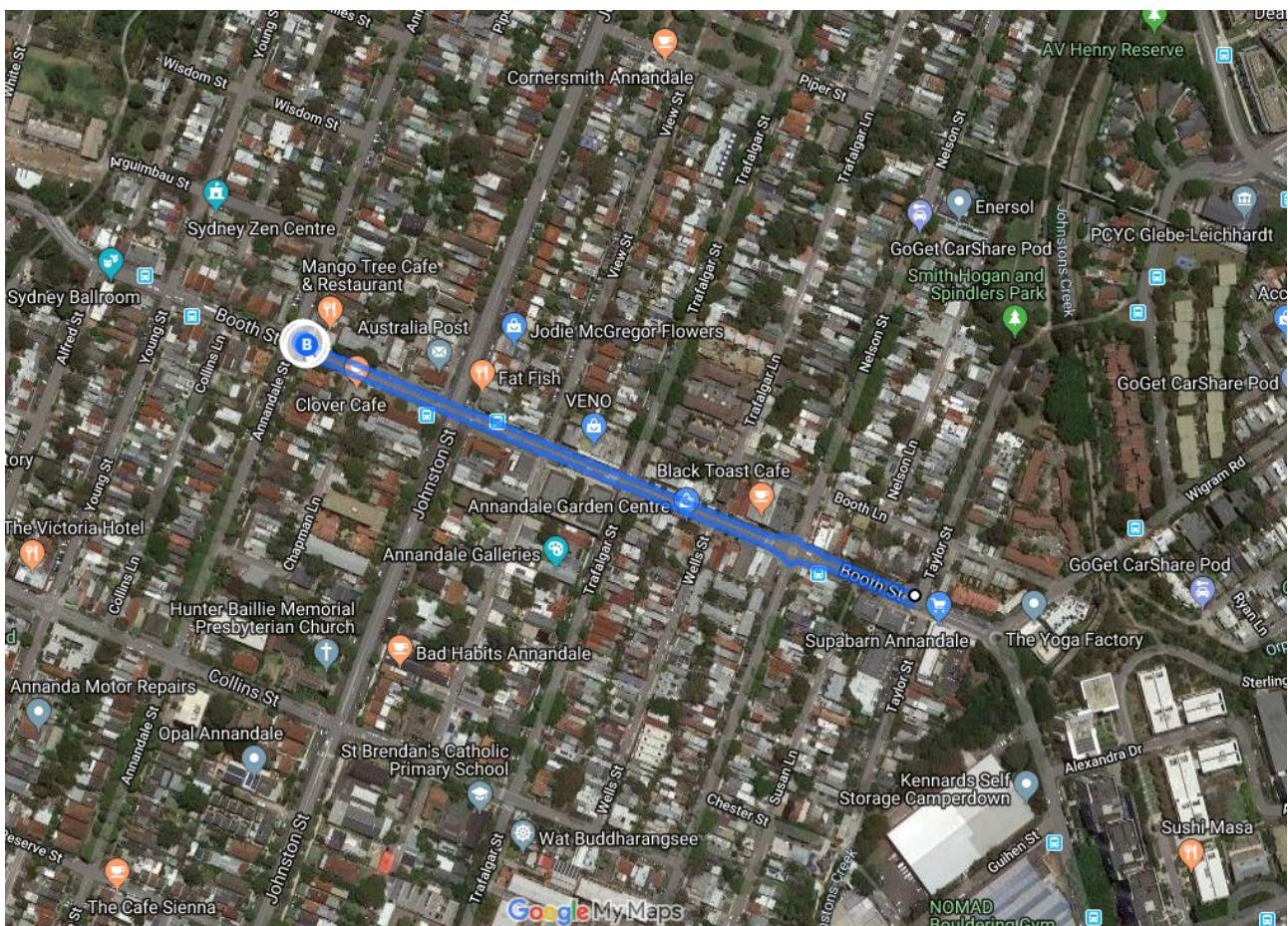
Thank you for taking the time to complete the survey.

Appendix 2 – Survey area maps

The following maps show the areas covered for the intercept surveys within each main street precinct.

They also show the broader online survey areas for the Parramatta Road corridor and the Princes Highway corridor.

Annandale – Booth Street



Ashfield – Liverpool Street



Balmain – Darling Street



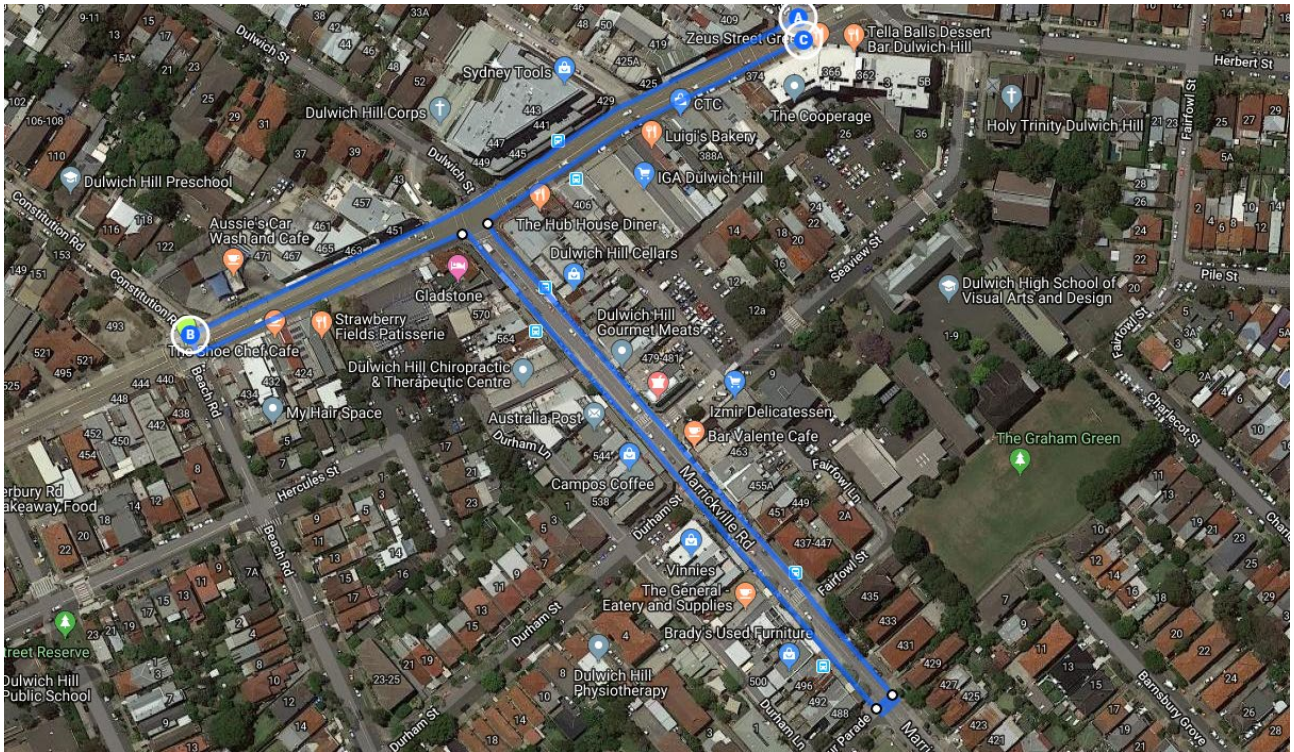
Balmain East – Darling Street



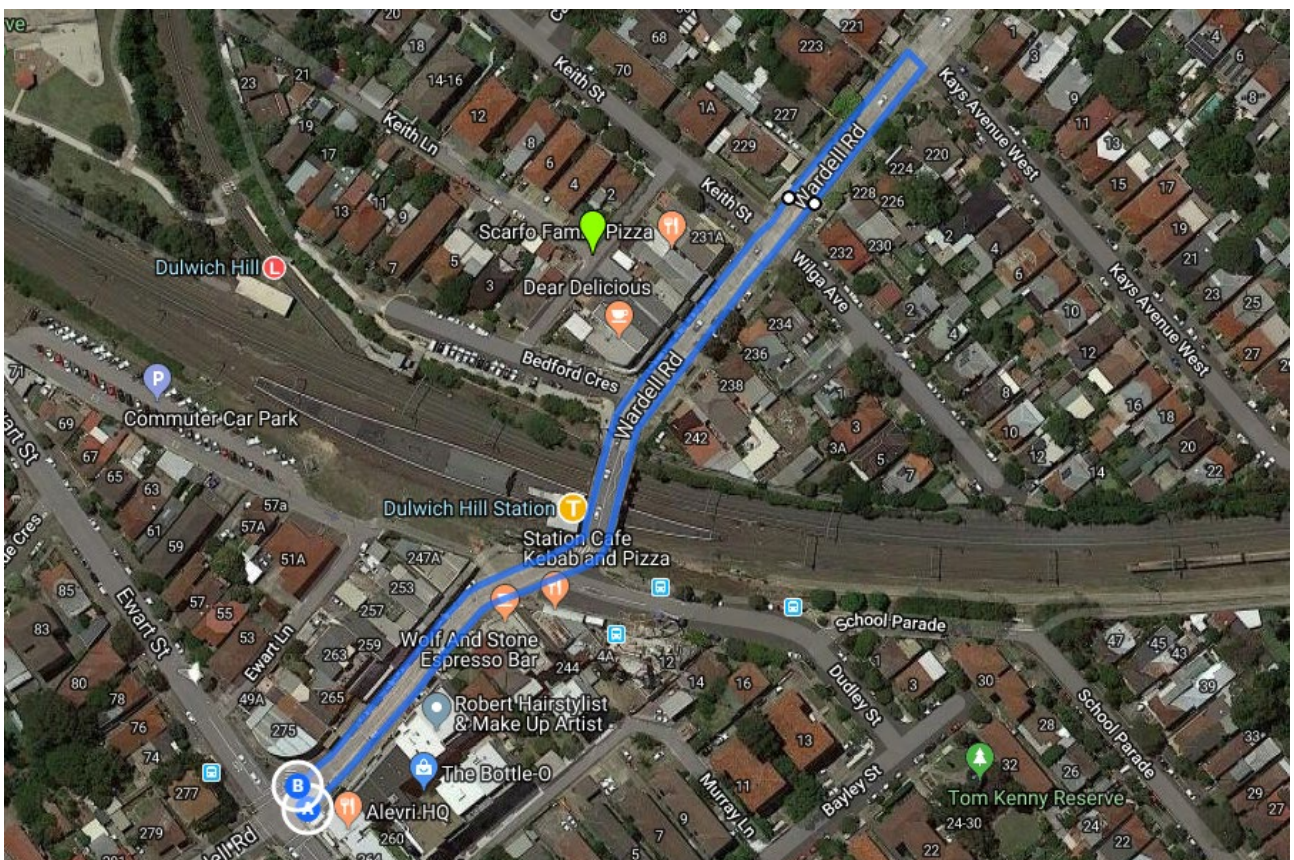
Croydon – Hennessy Street, Edwin Street North and Elizabeth Street



Dulwich Hill – New Canterbury Road and Marrickville Road



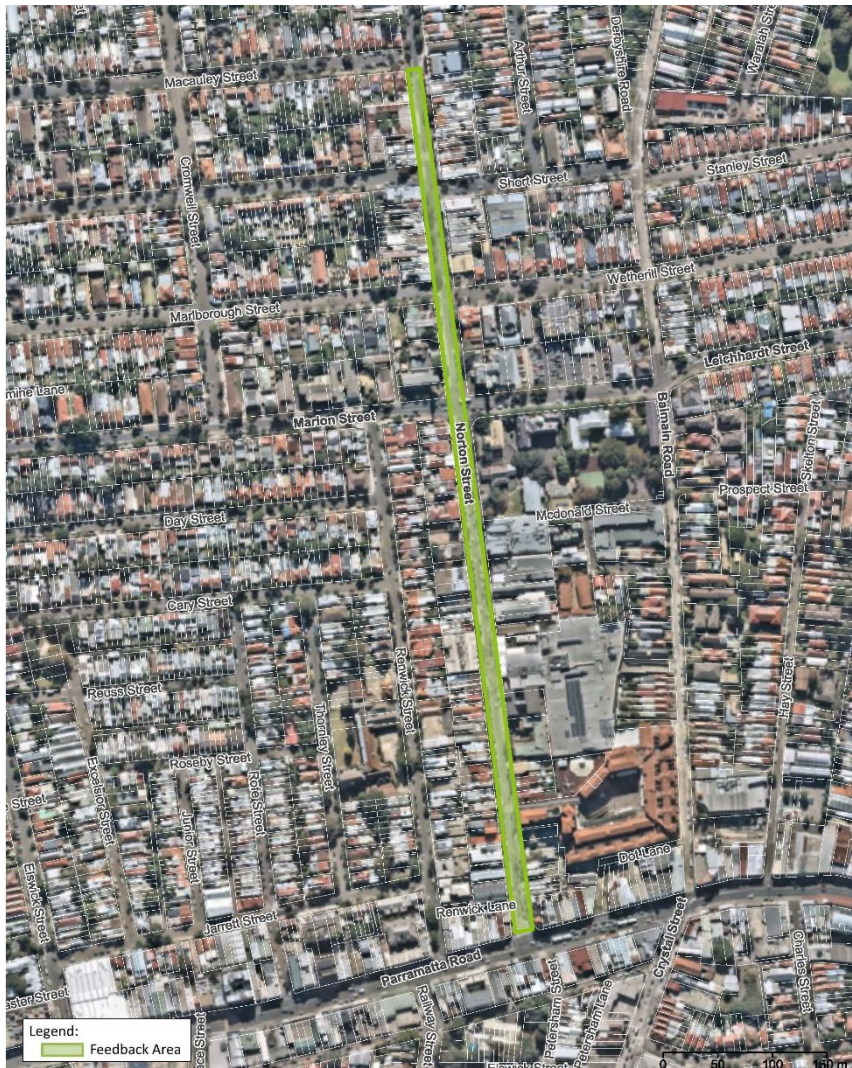
Dulwich Hill – Wardell Road



Haberfield – Dalhousie Street and Ramsay Street



Leichhardt – Norton Street and Marion Street



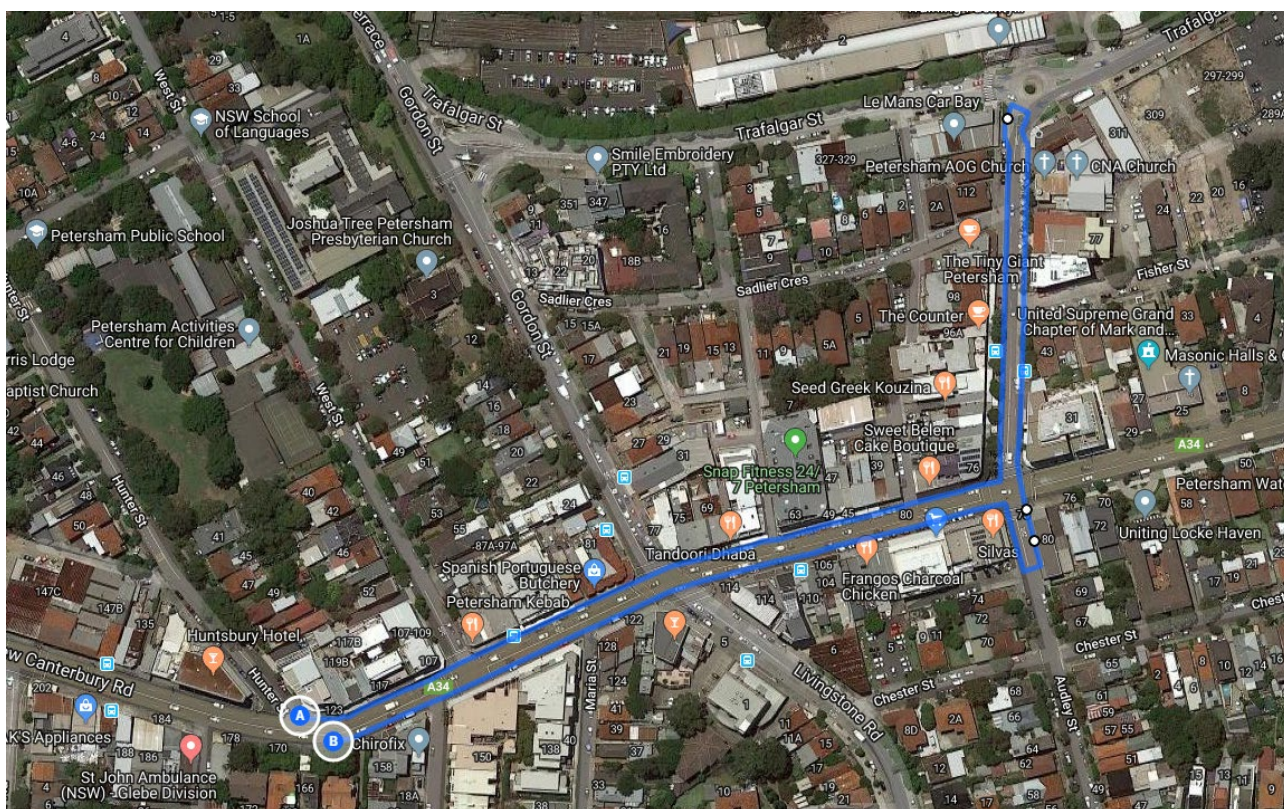
Marrickville – Marrickville Road



Newtown/Enmore – King Street and Enmore Road



Petersham – New Canterbury Road and Audley Street



Rozelle – Darling Street and part of Victoria Road



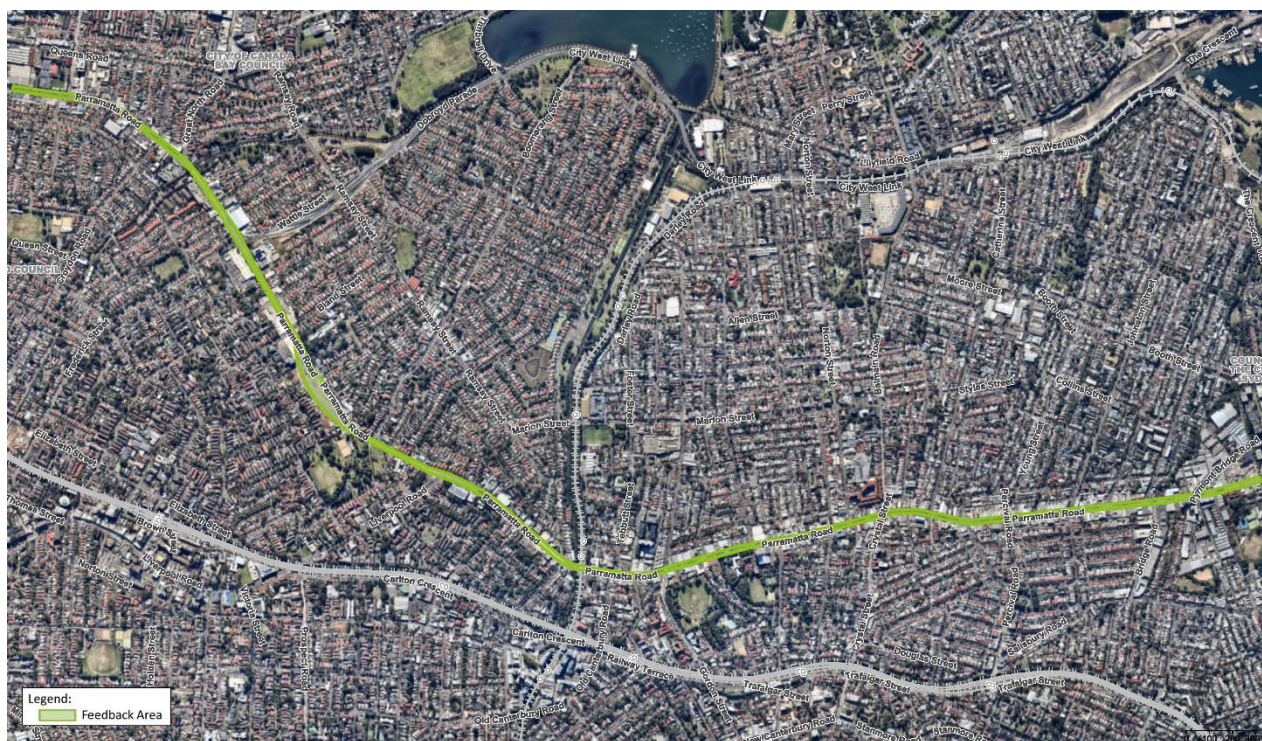
Stanmore – Percival Road



Summer Hill – Lackey Street and Smith Street



Parramatta Road corridor – Ashfield to Camperdown



Princes Highway corridor – Tempe to Newtown (online only)

