

COMMUNITY ENGAGEMENT_ SUMMARY REPORT

Dulwich Hill Station
Detail Master Plan



Document register

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Remnant native grassland, Dudley Street, Dulwich Hill Photography by Inner West Council.

01_ Executive summary

During June and July 2017, Inner West Council undertook community engagement on the current use and future vision for the Dulwich Hill Station Precinct. The engagement included interactive sessions and an online survey at Inner West Council 'Your Say Inner West' website. During the four week engagement period, the online website received 729 visits with 181 surveys completed. The engagement sessions also received input from respondents who completed interactive activities and had lengthy discussions with Council staff.

The scope of the engagement included feedback on the streets, footpaths, lanes, plazas, bicycle connections and any other left over public space. The scope also included the pedestrian and bicycle connections to nearby parks and residential areas including the light rail and GreenWay corridors.

The streets within the Dulwich Hill Station Precinct include:

- > Wardell Road (from near Keith Street to Ewart Street);
- > Dudley Street (from Wardell Road to School Parade);
- > Ewart Street (from Ewart Lane to Murray Lane);
- > Bedford Crescent; and
- > Ewart Lane.

The feedback highlighted the majority of those that visit the Dulwich Hill Station Precinct live near or in the study area and catch public transport to and from the area. A smaller portion only travel through the site, but of those that stop, many buy food or supplies from the precinct.

Respondents noted they feel safe during the day due to the large number of other pedestrians providing casual surveillance. At night however, a lack of lighting meant that many respondents felt unsafe. Respondents also noted the pedestrian crossing across Wardell is dangerous, with the high volumes of traffic and poor sight lines.

From the feedback provided it was clear there are a list of items that the community requested through the engagement period. These items included:

- > Better pedestrian lighting;
- > Greener streets, more trees and plants;
- > More street art;
- > Better footpaths and kerb ramps;
- > Safer pedestrian crossings;
- > Bicycle parking;
- > Slower traffic; and
- > Better / more street furniture.

The information contained within this report will form the bases of the decision making through the next phases of the master planning process. A draft of the plans will be placed on public exhibition later in 2017 to ensure Council has interpreted the feedback correctly and met community expectations. Feedback from the community will inform amendments to the draft plan, before the final draft is presented to Council for adoption.

The final master plan will guide streetscape and public domain improvements over the coming 10 years.

02_ Context



Introduction

In April 2017, Inner West Council initiated the process to develop a public domain master plan for the Dulwich Hill Station Precinct. The first phase of the design process includes engaging with the community. The engagement and its findings, along with site analysis, inform the precinct design and future planning for the public domain within the precinct.

Once the draft master plan has been developed, it will be reported to Council for endorsement for public exhibition. The public exhibition period allows for a second period of input by the community, this time to ensure what was requested has been delivered adequately in the draft plan.

Master Plan Scope

The scope or area of study for the master plan includes the streets, footpaths, lanes, plazas, bicycle connections and any other left over public space. The scope also includes the pedestrian and bicycle connections to nearby parks and residential areas including the light rail and GreenWay corridors. The streets included in the Dulwich Hill Station Detail Master Plan include:

- > Wardell Road (from near Keith Street to Ewart Street);
- > Dudley Street (from Wardell Road to School Parade);
- > Ewart Street (from Ewart Lane to Murray Lane);
- > Bedford Crescent; and
- > Ewart Lane.

Tomorrow's Dulwich Hill

Tomorrow's Dulwich Hill was a place based planning project that was initiated in 2014. The project included extensive community engagement where input was sought on asset renewal projects within the suburb of Dulwich Hill. Actions from this project included the need to master plan the Dulwich Hill Station precinct and consider the associated street network as a serious of pedestrian oriented connections. Other items raised by the community that interface with the Dulwich Hill Station precinct from the Tomorrow's Dulwich Hill project will be included in the Dulwich Hill Station Detail Master Plan.

Sydenham to Bankstown – Sydney Metro

The Sydney Metro City and Southwest is a New South Wales State Government initiative to upgrade and remove an existing rail bottleneck in the rail system. The upgrades include:

- > 13.5km upgrade and conversion of the existing T3 Bankstown Line to metro stations;
- > Increasing the number of trains per hour at peak times;
- > Improved train access to North Sydney, Chatswood, Macquarie Park and the north west; and
- > Accessible station access including Dulwich Hill Station.

Sydenham to Bankstown Urban Renewal Corridor Strategy

The Sydenham to Bankstown Urban Renewal Corridor Strategy is a New South Wales State Government project that is providing a planned approach to densification along the railway corridor between Sydenham and Bankstown. This including the area defined as the scope for the Dulwich Hill Station Detail Master Plan. Council is working with the Department of Planning to integrate the public domain master plan with the State Government proposed changes.

Figure 01: Diagram of the Master Plan process

02_ Context

LEGEND

..... Site Boundary



Figure 02: Project scope.

The project scope has been articulated as the area located within the red dashed lines on the above plan (figure 02). The scope does not include private land, instead includes the streets, footpaths, lanes, plazas bicycle connections and any other left over public space.

03_ Methodology

Method statement

The community engagement methodology aimed to be as inclusive as possible with a variety of forums for feedback. The process included two interactive workshops in the Seaview Street Hall at night and an online survey at the Inner West Council, 'Your Say Inner West' website.

Advertising

The community engagement events and online survey were advertised with a letter distributed to 800 households around Dulwich Hill. Advertisements were placed in the Inner West Courier, on the Inner West Council website and as posts on the Inner West Council Facebook page.

Engagement Evening – Tuesday 04 July 2017

A community engagement evening was held in Seaview Street Hall from 6:00pm to 8:00pm on Tuesday 4 July 2017. The evening was attended by only two individuals. The one Council Officer present facilitated the activities with the two attendees, answered several questions and outlined the proposed planning processes. All feedback was recorded and included in this summary report.

Engagement Evening – Thursday 13 July 2017

A community engagement evening was held in Seaview Street Hall from 6:00pm to 8:00pm on Thursday 13 July 2017. The evening was attended by approximately nine individuals. The one Council Officer present facilitated the activities, individual questions and had lengthy discussions about the planning processes. All feedback was recorded and included in this summary report.

Online survey

An online survey was launched on 15 June 2017 and ran for 4 weeks until 11 July 2017. During the survey period there were 729 visits to the site with 181 surveys completed. Throughout the survey period activity visiting the site was steady, through there were visitation spikes on 21 June 2017, 29 June 2017 and on 05 July 2017.

Internal Council stakeholder workshops

A series of internal Council stakeholder workshops have been facilitated throughout the Dulwich Hill Station precinct project program. The initial workshops provided an overview of the project; key dates for staff input and initial feedback from multiple disciplines across Council. Further workshops provided input on the development of the project design strategies and plans. The internal workshops ensure collaboration across Council and mean that delivered streetscape designs have multifunctional purposes, providing 'better bang for the buck' for the community.

Who did we hear from?

- > A total of 190 respondents via the different engagement methods;
- > The majority of responses were residents from Dulwich Hill;
- > The majority of respondents use public transport from within the precinct;
- > 2% of respondents have mobility issues; and
- > Many respondents travel through the site and purchase supplies including food or drinks.

04_ Feedback

Feedback received from respondents provided clear feedback of how the area is used and provides an insight on what respondents would like to do in the future.

Of the 602 answers selected from the list (respondents could select more than one answer) respondents outlined their main reasons for people visiting the Dulwich Hill Station Precincts include the following:

Own a business in the study area

– 3

Work in the study area

– 2

Live in or near the study area

– 157

Travel through the study area

– 99

Catch a train or light rail from the study area

– 117

Catch a bus to or from the study area

– 27

Regularly buy food or drinks in the study area

– 51

Sometimes buy food or drink in the study area

– 64

Regularly buy supplies (bread, milk, alcohol etc.)

– 38

Sometimes buy supplies (bread, milk, alcohol etc.)

– 44

Of 377 answers selected from the list (respondents could select more than one answer) respondents outlined when they walk through the precinct during the:

Day 163

Evening 121

Night 83

Not at all 10

Of 193 answers selected from the list (respondents could select more than one answer) respondents outlined when they walk through the precinct with a stroller:

Day 37

Evening 13

Night 8

Not at all 135

Of 430 answers selected from the list (respondents could select more than one answer) respondents outlined when they drive through or along the street in the precinct:

Day 162

Evening 133

Night 123

Not at all 12

Of 272 answers selected from the list (respondents could select more than one answer) respondents outlined they park their car in the precinct and catch public transport:

Day 75

Evening 54

Night 47

Not at all 96

Of 217 answers selected from the list (respondents could select more than one answer) respondents outlined how when they cycle through the precinct:

Day 57

Evening 25

Night 20

Not at all 115

Of 233 answers selected from the list (respondents could select more than one answer) respondents outlined when they use bus stops in the precinct:

Day 57

Evening 36

Night 30

Not at all 110

Of 206 answers selected from the list (respondents could select more than one answer) respondents outlined they visit or walk through Jack Shanahan Park:

Day 77

Evening 22

Night 17

Not at all 95

Of 351 answers selected from the list (respondents could select more than one answer) respondents outlined when they visit a local business:

Day 152

Evening 107

Night 58

Not at all 1

Of 257 answers selected from the list (respondents could select more than one answer) respondents outlined when they visit for leisure purposes:

Day 99

Evening 57

Night 37

Not at all 64

Of 182 answers selected from the list (respondents could select more than one answer) respondents outlined how safe they felt in the precinct during the day:

Very safe 81

Quite safe 67

Ok 29

Quite unsafe 2

Very unsafe 3

Of 181 answers selected from the list (respondents could select more than one answer) respondents outlined how safe they felt in the precinct during the evening / night:

Very safe 23

Quite safe 55

Ok 77

Quite unsafe 16

Very unsafe 10

Respondents were able to provide comment on why they feel safe or unsafe. Most respondents explained the reason they feel safe by day within the precinct is due to the high levels of casual surveillance. Some noted that the laneways (Ewart lane and the connection to the north at the end of Bedford Lane) are places that could have better surveillance and hence feel safer. The pedestrian crossing near the existing railway station entry was noted by respondents has being unsafe due to the traffic passing through this location.

At night it was highlighted a lack of activity along with a lack of pedestrian lighting combines to make the precinct feel unsafe. Many noted the nearby Jack Shanahan Park and laneways were perceived as dangerous at night.

04_ Feedback

Respondents were asked during engagement events to select from random images, what best describes their ideal town centre environment. The images selected and the number of times they

were selected is outlined below and on the page opposite. The images deliver a pictorial vision of how respondents would like the precinct to function and look like in the future.



Green lanes

4



Bicycle infrastructure

3



Bins

3



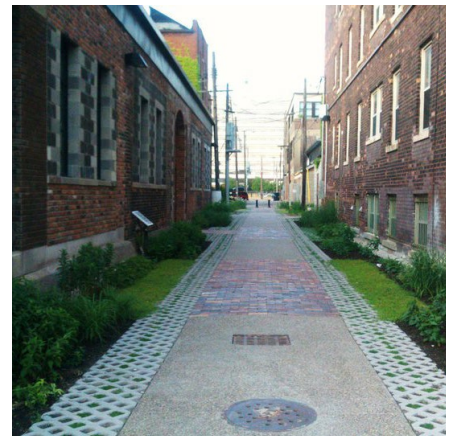
WSUD and verge gardens

4



Street trees

3



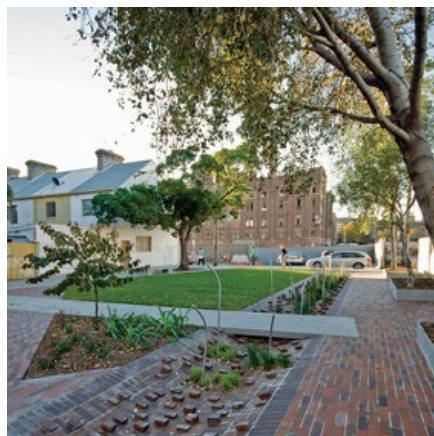
Laneway use

3



Street activation

3



Quality finishes and details

3



Lane activation

2

Figure 03: Visioning images selected by respondents

04_ Feedback



Quality finishes

2



Car parking design

1



Innovative lighting

1



Permeable paving

2



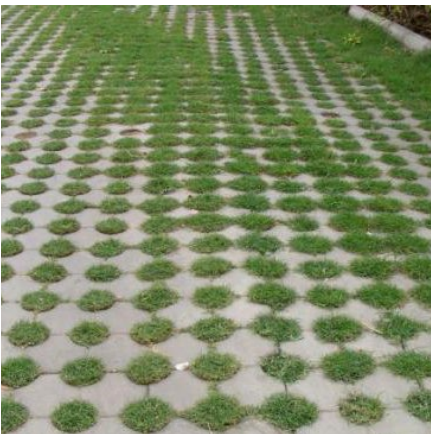
Bike lanes

1



Temporary uses

1



Greener streets / permeable paving

1



Contemporary street art

1



Playfeul elements

1

04_ Feedback

Respondents were asked during engagement events to select their favourite and least favourite locations within the Dulwich Hill Station Precinct with 'sticky dots'. Respondents were asked to also outline several words why they selected these locations.

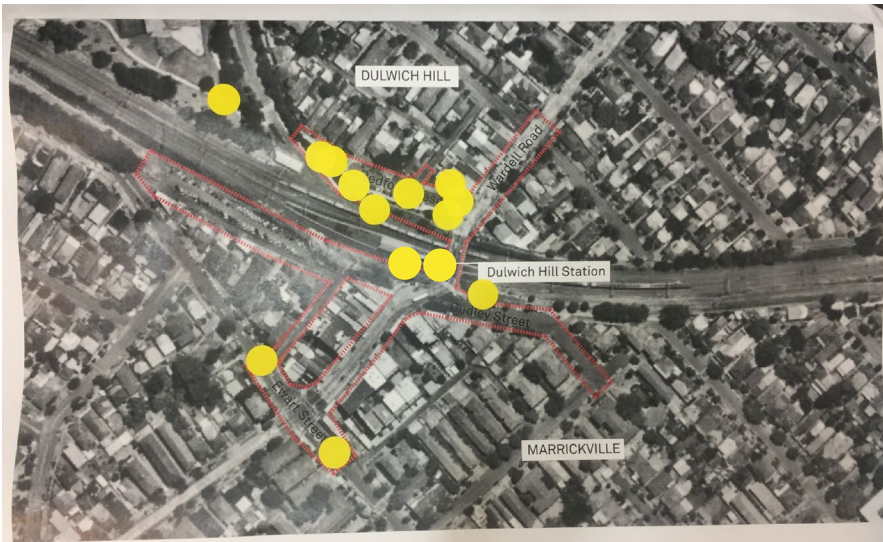


Figure 04: Sticky dots on plans highlighting respondents **favourite locations** within the Dulwich Hill Station precinct.

Descriptive words

- > Light rail;
- > Access through Jack Shanahan Park;
- > Redeeming characteristics of the station;
- > Functional station;
- > People, walking, space;
- > Wide streetscape;
- > Green space;
- > Public open space;
- > Wide footpath;
- > Wide streetscape;
- > Wide street, parking, nice street; and
- > Easy, walk, village.



Figure 05: Sticky dots on plans highlighting respondents **least favourite locations** within the Dulwich Hill Station precinct.

Descriptive words

- > It looks like a wasteland;
- > Car park and side roads need modernising;
- > Unsafe;
- > Unsafe to get to the car park;
- > Not enough greenery;
- > Unsafe, needs trees;
- > Extremely unsightly view;
- > Ugly unsafe laneways;
- > Ugly high-rise development;
- > Unsafe crossing – needs signs / lights etc; and
- > Denuded, bare, stark.

04_ Feedback

Visioning Exercises

Respondents were asked during engagement events to select from a random selection of words, what best describes their ideal town centre environment. The words selected and the number of times there were selected is outlined below.

Walking	IIII (5)
Accessible	IIII (5)
Trees	IIII (4)
Green	IIII (4)
Eat out	III (3)
Safe	III (3)
Dog walking	II (2)
Weekend brunch	II (2)
Drinking Fountains	II (2)
Quiet	II (2)
Community garden	II (2)
Work	I (1)
Good Architecture	I (1)
Early mornings	I (1)
Shopping	I (1)
Safe	I (1)
Family orientated	I (1)
Errands	I (1)
Art	I (1)
Parking	I (1)
Active	I (1)

Public Domain Upgrades

181 respondents from the online survey were asked to rate according to need to replacement / upgrade, a list of public domain elements from within the precinct. Respondents could rate elements in a matrix table, selecting their highest priority of upgrade, followed by a second (medium) priority, and a third as their lowest priority. Red corresponds to the highest selected element, yellow medium and green lowest. An example is 'more seating' ended with a medium rating for upgrade, while better lighting was a rated as a high priority.

Priority

More seating
Better Lighting
More bins
Greener streets, more trees and plants
More shade
Drink fountains
More Street art
Better footpaths and kerb ramps
Safer pedestrian crossings
Bicycle parking
Slower traffic

Low	Medium	High
●	●	●
●	●	●
●	●	●
●	●	●
●	●	●
●	●	●
●	●	●
●	●	●
●	●	●
●	●	●
●	●	●

Feedback on what would improve the pedestrian amenity of the area highlighted mixed feedback from respondents, but many common themes appeared with the study site needing: better footpaths, safe pedestrian crossings, an increase in the mix of businesses, improved vibrancy and activity in the precinct, better architectural form (than recent development examples), better paving and trees, better lighting, better bicycle facilities, a greener village centre and a wider pedestrian environment.

04_ Feedback

During the engagement evening events, respondents were asked to draw on plans where they go when they walk around the station precinct area. The following plan is a composite of all the destinations marked on the plans.

LEGEND

..... Site Boundary



Pedestrian movement within the site



Figure 06: Compilation diagram of pedestrian movements within the Dulwich Hill Station precinct as marked by engagement event respondents.

05_ Common Themes

Common themes from all of the engagement respondents feedback has been summarised below under public domain elements:

Footpaths

Respondents regularly noted the poor paving quality within the precinct and the steep slopes that make traversing the area hard. Better kerb ramps and crossing facilities were noted by the community as high priorities for attention.

Street Trees and Shade

There was strong feedback to increase the extent of shade and trees within the precinct.

Planting and Water Sensitive Urban Design (WSUD)

Many noted the precinct should be improved with the addition of planting and 'green'. The community rated this as a high priority.

Bicycle facilities

The provision of additional bicycle facilities was noted by many respondents.

Signage and Wayfinding

Signage and wayfinding was not raised as a significant issue by respondents.

Access to the Station

Better and safer access to the station was regularly raised by respondents. Many also noted the need for DDA (Disability Discrimination Act) compliant access to the station

Precinct Activation

Many respondents had a vision for the precinct where there are more cafes, restaurants and general street activation. Respondents want a street environment that is pleasant to spent time in.

Architecture and Character

Better architecture for new developments was noted regularly by respondents. Respondents like the older character of the area, but note that it is a bit 'sad', 'grey', and could do with improvement.

Art

Some respondents noted the opportunity for more art within the public domain. The type of art being requested was not explored.

Pedestrian Road Crossings and Vehicle Traffic

The pedestrian crossing of Wardell Road was rated by many respondents as being dangerous and needing improvement. Some also highlighted issues with Dudley Street.

Parking

A review of parking was suggested by some respondents. More parking was raised by some respondents.

Pedestrian Lighting

Improving lighting within the precinct, especially along laneways was raised by respondents regularly. The lack of adequate pedestrian lighting added to a sense of safety being compromised within the precinct.

Laneways

Laneways were noted as an opportunity by respondents, with better lighting leading the feedback about laneway areas.

Furniture

Respondents stated that the replacement and addition of street furniture was a high priority.

06_ The next steps...

The information contained within this report will form the bases of the decision making through the next phases of the master planning process. A draft of the plans will be placed on public exhibition later in 2017 to ensure Council has interpreted the feedback correctly and met community expectations.

The final master plans will guide the village centre improvements over the coming 10 years.