

This report outlines community consultation that was undertaken pre-pilot and in-market. Further consultation took place in March 2021 and feedback was taken to the March Council Meeting. In this round of consultation, 195 submissions were received which highlighted:

- 62% of respondents were in support of the vision presented for Formosa Street
- 72% of respondents were in support of the vision presented for Church Street

To view this report, [click here](#).

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## **Drummoyne Shared Spaces Pilot – Community Feedback Summary**

Pre-pilot and in-market consultation was undertaken to assess the community's response to the trial. A summary of consultation methods can be found in appendix 6: Consultation Actions Summary.

The following report summarises feedback provided to Council via the Collaborate Canada Bay community engagement website, direct emails, phone calls, and at events held in the spaces during the pilot period.

Business feedback is anecdotal only and based on conversations with the newly re-established Drummoyne Chamber of Commerce.

### **Pre-pilot consultation – 28 September – 28 October 2020**

36 submissions were received during the pre-pilot consultation period.

55% of participants supported the proposed closure of Formosa Street, while 50% supported the proposed reduction to one-way traffic on Church Street. 20% of participants hadn't made their mind up about Church Street at the time of this consultation.

Overall, perceived concerns centred on traffic, congestion and parking in the vicinity. Participants who supported the proposed pilot believed the project to be a step in the right direction in creating a community friendly space. Several participants stated they would never support the closure of Formosa Street at Lyons Road due to the access it allows to businesses and, in particular, medical services.

#### *Business feedback*

20% (7) of participants were local businesses, with most providing feedback on the Formosa Street closure. Two medical providers shared their concerns about access to parking for their patients. One business owner showed support for the concept pending the running of the pilot, while three business owners cited access concerns from Marlborough Street and East Drummoyne.

Council officers also door-knocked the shopping precinct to alert businesses to the pilot in September 2020. Most businesses were in support of Council actions to improve foot traffic and promotion of the area, while some were concerned about parking and convenient access to their businesses.

### **In-market consultation – 28 October – 31 December 2020**

153 submissions were received during the in-market pilot period.

Just over half of participants support the pilot spaces – 54% for Church Street and 52% for Formosa Street. When removing market event feedback (which showed generic support for the market concept), Formosa Street support is 45% support to 41% against.

Support for the pilot included:

- Community outcomes (45 submissions)
- Local business outcomes (17)
- Support for markets and other events (21)
- Ideas for improvements (19)

Issues arising from the consultation included:

- Location (27 submissions)
- Traffic and congestion (41)
- Parking (27)
- Noise and safety concerns (24)

#### *Business feedback*

5% (8) of participants were local businesses. The feedback was mostly against the pilot, with access and parking issues for some businesses remaining at top of mind. However, during activation periods, Council observed Church Street businesses enjoying consistently good trade, with one café adding a dinner service to capitalise on the pilot. Likewise, the strata management company for the apartments on Church Street also put on evening music activations to bring the space to life for its patrons.

#### Overall feedback

<b>Feedback</b>	<b>Summary</b>	<b>Sample submissions</b>
<i>Community outcomes</i>	<ul style="list-style-type: none"> <li>• Requests to keep building on the idea, adding greenery, trees and landscaping</li> <li>• Requests for more events and activations, and adequate promotion of these events – significant support for the markets</li> <li>• Great use of underutilised spaces.</li> <li>• Residents support the markets (held in the Formosa Street space) as a way to bring the community into the spaces and support local businesses. The main feedback was to do more and have a greater variety of stalls, including food.</li> </ul>	<ul style="list-style-type: none"> <li>• The community is always complaining about Drummoyne not having a 'central' spot or a 'heart' of the community so it's a good start.</li> <li>• A real positive for me has been the reduction in cars travelling, at high speed, down the wrong way in the one-way section of Formosa St.</li> <li>• I love that we are creating more of a community feel in Drummoyne.</li> <li>• I fully support and think it is a fantastic idea. We went for dinner and noticed the amount of children using the space.</li> </ul>
<i>Business outcomes</i>	<ul style="list-style-type: none"> <li>• Requests for more outdoor dining options, food trucks, coffee carts, dining precinct.</li> <li>• Perceived positive upswing in local businesses, particularly on Church Street.</li> <li>• Support for the Church Street space and the opening out of the space from dining businesses.</li> <li>• Feedback highlighted that diners are using the space before and after visiting the businesses</li> </ul>	<ul style="list-style-type: none"> <li>• It's great for the business, outdoor dining and kids! Definitely a boost for the night-time economy</li> <li>• This is a fantastic idea to boost the community spaces and support our hospitality industry</li> </ul>
<i>Noise and safety</i>	<ul style="list-style-type: none"> <li>• Adjacent residents have registered complaints regarding noise from the activations in the space (music/singers), as well as noise from the businesses and those using the space generally. For closest residents the noise has been intrusive at times</li> <li>• Several reports of antisocial behaviour in both Church Street and Formosa Street spaces on weekend evenings</li> </ul>	<ul style="list-style-type: none"> <li>• Personally I wouldn't go to an outside place so close to Victoria Rd due to traffic noise and pollution. Let's use the park area instead.</li> <li>• As a local resident, I have noticed that the Formosa St location to be filled with loud drunk patrons of the pub in the</li> </ul>

	<ul style="list-style-type: none"> <li>• Not a peaceful space so close to Lyons Road and Victoria Road</li> <li>• Noise from Victoria Road is consistently highlighted as an issue on Church Street, safer measures needed for children being so close to the busy road</li> <li>• Several suggestions for creating a physical sound wall for the area if made permanent.</li> </ul>	<p>evenings. These spaces are not creating community - they are actually changing the quiet community aspect that made us pick Drummoyne in the first place.</p>
<i>Traffic and access</i>	<ul style="list-style-type: none"> <li>• Concerns regarding access to Harris Farm from various areas in Drummoyne</li> <li>• Access from East Drummoyne, particularly due to the need to use the Formosa Street car park which is now only accessible via Bowman Street - a thin street that allows for passage of one way traffic, despite it being a two-way street</li> <li>• The pilot removed use of Formosa Street to avoid turning right onto Victoria Road, as well as from East Drummoyne. The feedback shows many residents value this option</li> <li>• Access to medical services has been more difficult for residents during the pilot</li> <li>• Diverting traffic to other streets in the vicinity is also a major concern for nearby residents, specifically Edwin Street (mentioned 19 times), Bowman Street, and Day Street</li> <li>• Peak-hour "no left turn" onto Tranmere Street pushes drivers travelling north along Lyons Road to Thompson Street, creating extra travel time and congestion along Bowman and Polding Streets.</li> <li>• Issues with the wider traffic management of the area, particularly Birkenhead.</li> </ul>	<ul style="list-style-type: none"> <li>• Church St is the last way for residents to get out onto Victoria Rd westbound without waiting AGES at a traffic intersection. Please do not close it.</li> <li>• The Church St closure has been fantastic in that we don't have cars flying round the corner from Victoria Road. The space is being used by children and locals already.</li> </ul>
<i>Parking loss</i>	<ul style="list-style-type: none"> <li>• Medical services patients have submitted complaints about the loss of parking, particularly disability parking that has been removed. This would be address if the space is to become permanent</li> <li>• Difficulty accessing Formosa Street car park</li> <li>• Requests to monitor Marlborough Street car park better due to perceived increase in usage</li> <li>• Suggestion to look at Lane Cove recent carpark and public space project as good example.</li> </ul>	<ul style="list-style-type: none"> <li>• The area on the eastern side of Formosa Street in predominately a Medical Specialist Hub and patients need the amenity of a close in Disabled Parking Space to attend to their medical appointments. In an attempt to create more outdoor pedestrian spaces, you have removed 3-4 disabled parking spaces in Drummoyne (outside Ribs and Burgers).</li> </ul>

<i>Formosa Street shared space location</i>	<ul style="list-style-type: none"> <li>Formosa St space is close to Oxford Hotel and gives opportunities for revellers to loiter in the space late into the night. This concern was expressed by Bowman Street residents in particular, but also by other residents. Several submissions noted litter and destruction of the area when they visited on a Sunday morning</li> <li>Lack of shade and greenery, proximity to a constantly busy major road</li> <li>Perceived lack of uptake from residents using the space during the pilot period.</li> <li>Perception that the project is part of a wider plan to develop the privately owned square in front of the old Commonwealth Bank.</li> </ul>	<ul style="list-style-type: none"> <li>There are no coffee shops on the boundary, no restaurants, no services, no playground for kids, no nothing - a dirty old toilet block, closed shops with the old Commonwealth Bank building looking pretty sad. Look at other locations to create a central hub to Drummoyne.</li> <li>Have not seen any one at all using the Formosa St area. It really isn't a pleasant space to be in at all. Very noisy. Lyons road, Buses, Fire engines. Keeping this area clean after pub patrons will become a problem as well.</li> </ul>
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#### Church Street feedback

54% of respondents support and 33% do not support the reduction to one-way traffic on Church Street, while 7% stated they didn't have an opinion and 5% remain undecided.

Residents appear to support the concept and execution of this shared space more than Formosa Street due to its proximity to dining businesses and natural shade. Despite this, the issue of noise and safety from busy Victoria Road is a key concern, as is noise abatement measures for the closest residents who live directly above the shared space.

*"I love the idea of creating community spaces in Drummoyne. I suggest closing Church Street completely and making it a pedestrian precinct. That way attractive barriers can be put up to block the eye sore and noise of traffic on Victoria Rd. It will also feel safer for parents with kids. It's a great area for the venues already there to spill out."* – Drummoyne resident

<b>Feedback</b>	<b>Details</b>	<b>Sample submissions</b>
<i>Sound/safety blockages to Victoria Road required</i>	<ul style="list-style-type: none"> <li>Noise from Victoria Road is consistently highlighted as an issue, as is safer measures needed for children being so close to the busy road</li> <li>Several suggestions for creating a physical sound wall for the area if made permanent.</li> </ul>	<ul style="list-style-type: none"> <li>I fully support the Church St open space initiative, with a couple of observations and improvements. The noise from Victoria Road is intrusive and diminishes the amenity and use of the space. The proximity to Victoria Road is dangerous. These flaws can be solved by erecting a sound wall at the end of Church Street to reduce noise and provide a safe separation to traffic.</li> </ul>
<i>Parking loss</i>	<ul style="list-style-type: none"> <li>A few medical businesses exist between Church Street and Edwin Street and their administrators and patients have submitted complaints about the loss of parking, particularly</li> </ul>	<ul style="list-style-type: none"> <li>The area on the eastern side of Formosa Street is predominately a Medical Specialist Hub and patients need the amenity of a close in Disabled Parking Space</li> </ul>

	disability parking that has been removed. This must be address is the space is to become permanent.	to attend to their medical appointments. In an attempt to create more outdoor pedestrian spaces, you have removed 3-4 disabled parking spaces in Drummoyne (outside ribs and burgers) And 2 spots off majors bay road. How will these be replaced for your local disabled population to travel to already difficult parking areas?
<i>Close Church Street completely</i>	<ul style="list-style-type: none"> <li>Some feedback regarding the cars interrupting the enjoyment of the space and still travelling very quickly on Church Street onto Victoria Road</li> <li>Suggestion to close the entire street to make it a promenade and make the most of the area.</li> </ul>	<ul style="list-style-type: none"> <li>Can the church street block be closed completely rather than reduced to one way traffic? There are many other (safer) accesses onto Victoria Road. That would make the space much more enjoyable.</li> </ul>

#### Formosa Street feedback

52% of respondents support and 35% do not support the closure of Formosa Street, while 7% stated they didn't have an opinion and 6% remain undecided at the end of the pilot period.

While a majority of participants support the pilot, local residents were very vocal about the issues surrounding the use of Formosa Street as a shared space. Council officers received 8 phone calls and 14 emails regarding these concerns which focused on the issues of access to the shopping precinct by car, antisocial behaviour in the space on weekends, and a lack of usage of the space when not being activated by Council.

It should be noted that 24% (36) of supportive responses came from feedback submitted during the Formosa Street markets. This feedback could be interpreted as supportive of markets in general as opposed to location of the markets in the space itself. Similarly, 6.5% (10) opposing responses were submitted during the Formosa Street markets.

When removing these submissions, overall support for the Formosa Street shared space is 45%, while opposition is 41%, no opinion is 6.5% and uncertain 8%.

*"I think the space is going to be fabulous and already notice people using it during the day ranging from singles eating lunch, people taking a break, people sitting and waiting for friends etc. Better seating, more shade and a bit of greenery will encourage more people to gather including the young mum's out for a stroll, the older people taking a break from their walk or shopping and the young simply sitting and checking their phone while they wait for their friends. A friend and I went up the other day with her toddler so he could learn to ride his trike in a safe environment. A place of many possibilities and, having a clean public toilet nearby is a big plus. A coffee cart would probably be a winner as well." - Drummoyne Resident*

Feedback	Details	Sample submissions
<i>Markets and events</i>	<ul style="list-style-type: none"> <li>Residents support the markets (held in the Formosa Street space) as a way to bring the community into the spaces and support local businesses. The main feedback was to do more and have a greater variety of stalls, including food.</li> </ul>	<ul style="list-style-type: none"> <li>A big thank you for all the efforts with the decal, live music etc. vibrant community spaces within Drummoyne will absolutely add to the area and sense of connection.</li> </ul>
<i>Wrong location</i>	<ul style="list-style-type: none"> <li>The shared space's is close to Oxford Hotel and gives opportunities for revellers to loiter in the space late into the night. This concern was expressed by Bowman Street residents in</li> </ul>	<ul style="list-style-type: none"> <li>There are no coffee shops on the boundary, no restaurants, no services, no playground for kids, no nothing - a dirty old toilet</li> </ul>

	<p>particular, but also by other residents. Several submissions noted litter and destruction of the area when they visited on a Sunday morning.</p> <ul style="list-style-type: none"> <li>• Lack of shade and greenery, proximity to a constantly busy major road.</li> <li>• Perceived lack of uptake from residents using the space during the pilot period.</li> <li>• Perception that the project is part of a wider plan to develop the privately owned square in front of the old Commonwealth Bank.</li> </ul>	<p>block, closed shops with the old Commonwealth Bank building looking pretty sad. Look at other locations to create a central hub to Drummoyne.</p> <ul style="list-style-type: none"> <li>• Have not seen any one at all using the Formosa St area. It really isn't a pleasant space to be in at all. Very noisy. Lyons road, Buses, Fire engines. Keeping this area clean after pub patrons will become a problem as well.</li> </ul>
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### Community suggestions

Public amenity suggestions for Formosa Street	<ul style="list-style-type: none"> <li>• Coffee cart, seasonal light installations. Al fresco dining</li> <li>• Sound barrier wall to separate the space from Victoria Road</li> <li>• Shade and 2. noise shipped to protect from noise and pollution of Lyons road. You can't even have a conversation so there is no point being there.</li> <li>• Landscaping! It needs to be softened.</li> <li>• Fake grass and plenty of foliage. Pop up food places?</li> <li>• Free wifi is a bit passe I think. A few powerpoints could be useful, maybe.</li> <li>• Noise reducing panels to reduce traffic noise</li> <li>• Wall to separate the space from Victoria Road traffic and reduce noise</li> <li>• Astro turf area and stage Burns bay Rd shops in lane cove on burns bar</li> <li>• Greenery</li> <li>• bike lane for Formosa street</li> <li>• Planter boxes and greenery</li> </ul>
Suggestions for events/activations in Formosa Street	<ul style="list-style-type: none"> <li>• Book clubs, volunteering hub</li> <li>• Noise reducing panels to reduce traffic noise</li> <li>• School choirs/ensembles, Xmas markets, carols etc</li> <li>• No loud noise</li> <li>• Food and wine festivals, annual events such as Halloween markets, Christmas markets, Easter markets etc.</li> </ul>
Public amenity suggestions for Church Street	<ul style="list-style-type: none"> <li>• Real grass and plants</li> <li>• Landscaping! The spaces needs to be softened!</li> <li>• Free wifi is a bit passé I think. A few PowerPoints could be useful, maybe.</li> <li>• Noise reducing panels to reduce traffic noise from Victoria Road</li> <li>• Grass, Trees, bushes. No more concrete, no more construction, please!</li> <li>• bicycle lane for counter flow</li> </ul>
Suggestions for events/activations in Formosa Street:	<ul style="list-style-type: none"> <li>• A sound barrier wall to separate the space from traffic on Victoria Road</li> <li>• Just somewhere to hang out and relax. There doesn't have to be activity!</li> <li>• Wall for safety and noise reduction on Victoria Rd side</li> <li>• Sunday artisan's market</li> <li>• Food and wine festivals, annual events such as Halloween markets, Christmas markets, Easter markets etc.</li> </ul>