Planning Ryde

Community and stakeholder engagement outcomes report

Client: City of Ryde Council
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A Veris Company

Contents

01
INTRODUCTION

Introduction

Project context

The City of Ryde Local Strategic Planning Statement (LSPS) is 20-year plan which will guide all local planning decisions. To ensure the City of Ryde LSPS reflects the needs and priorities of its residents, Council prepared and publicly exhibited a draft statement. A thorough community stakeholder and community engagement was undertaken to encourage widespread feedback on key issues included in the LSPS.

The draft LSPS will be updated based on all feedback received and provided to Council for their endorsement towards the end of 2019.

Planning context

As a result of a March 2018 amendment to the *Environmental Planning and Assessment Act 1979*, all Greater Sydney Councils are required to prepare and have in place a final LSPS by 31 March 2020.

The LSPS is intended to translate the planning vision and direction in the NSW Government's Greater Sydney Region Plan and relevant District Plan (in the case of the City of Ryde, this is the North District Plan) into local specific terms. It will outline actions councils will implement to enact these state-level strategic plans, as well as the council's own priorities.

The LSPS will in turn shape councils' more detailed plans, planning controls and policies, such as their Local Environmental Plan (LEP).

To ensure councils' LSPS continues to meet the needs of their community, it is required to be updated every seven years. City of Ryde Council is committed to updating it more frequently, to ensure it reflects current local trends.

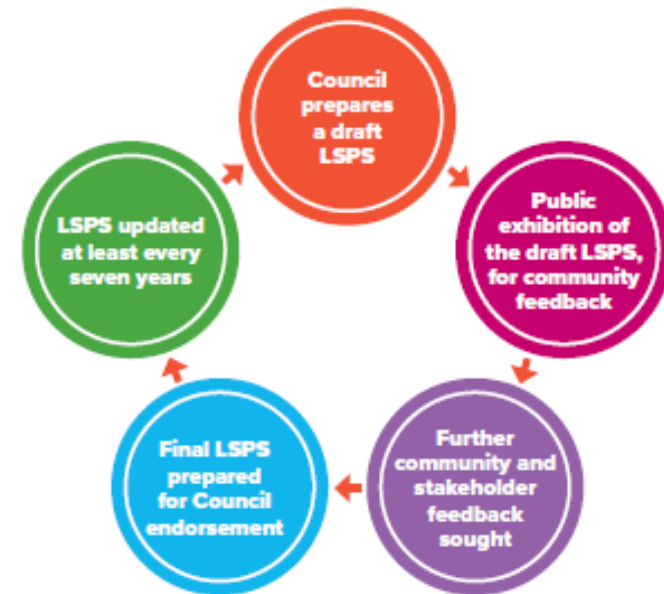**Figure 1   LSPS development process**

1.1   About this report

This report provides a summary and analysis of the community and stakeholder engagement undertaken with regard to the City of Ryde LSPS, delivered between 1 July and 14 September 2019.

This report includes an overview of the engagement activities delivered and their reach; and a thematic analysis of feedback heard.

02
ENGAGEMENT SUMMARY

2   Engagement summary

The City of Ryde LSPS was publicly exhibited between 1 July and 12 August 2019. Further community and stakeholder engagement was undertaken between 12 August and 14 September 2019.

A unique 'Planning Ryde' brand was created to ensure the LSPS and all associated engagement adequately represented The City of Ryde's key issue areas and character.

2.1   Approach

The Planning Ryde community and stakeholder engagement program aimed to:

» Build a high level of community ownership and a shared, united commitment to City of Ryde's future vision for the LGA.

» Reassure the community that Council is focused on aligning infrastructure with growth.

» Encourage the community to provide feedback and offer their vision for the area's future.

» Facilitate trust within the community that the LSPS process is inclusive, transparent and collaborative.

» Build an engagement process that responds to the needs of a diverse community and brings together a broad range of stakeholder perspectives.

» Ensure the community and stakeholders are satisfied that Council will deliver an LSPS that meets the current and future needs of the local community.

» Help the community understand the LSPS process and how it fits into Council's broader strategic direction.

2.2   Tools and techniques

To ensure a broad reach, a number of tools and techniques were used to engage the community and encourage feedback. The table over the page provides an overview of these.

Figure 2   Vox pop filming interview with community member at the Venture Café

Table 1   Engagement tools and techniques

Tool/technique	Description
Community swing-by sessions	Ten 'swing-by' information sessions were held during the public display period. These provided an opportunity for all communtiy members to ask questions and discuss their feedback, ideas and concerns directly with the project team. The sessions were held in high traffic areas on varying days and time periods. Around 552 people were engaged at the swing-by sessions.
Online survey	Surveys were available in English, Simplified Chinese, Traditional Chinese, Hindi and Korean via the City of Ryde website. 493 online surveys were completed. The complete English survey and first pages of translated surveys are provided in **Appendix A**.
Hard copy survey	The online survey was also available in hard copy at key Council locations and face-to-face engagement sessions, in English, Simplified Chinese, Traditional Chinese, Hindi and Korean. 120 hard copy surveys were completed including 15 in languages other than English.
Telephone survey	A representative sample of 500 City of Ryde residents were surveyed via telephone. The survey was around 10 minutes in duration and questions were informed by those in the online survey to ensure robust results across all feedback.
Key stakeholder workshop	Twenty-five representatives of Council's advisory groups (which are composed of community members) attended a workshop following the public display period.
Poster and post card	A poster (**Appendix B**) and postcard (**Appendix C**) were provided for Council to place in key locations directing residents to the project webpage and online survey. Both materials included text in Simplified Chinese, Traditional Chinese, Hindi and Korean. The postcard was also distributed at swing-by sessions.
Social media	Social media engagement was undertaken using City of Ryde's existing social channels on Facebook, Instagram and WeChat. Posts built awareness of the LSPS and created opportunities for real-time feedback.
Website	A dedicated webpage was established within the 'Have Your Say' section of City of Ryde's website to provide clear overarching information regarding the objectives of the LSPS process and engagement activities.
Newsletter	Prior to the start of the engagement period, a short story about the LSPS was included in City of Ryde's regular communtiy newsletter.

2.3 Key themes

Key themes that are reflective of feedback heard across all engagement activities are outlined below. These are followed by select examples of community feedback, in *green italicised* text, that are representative of the broader sentiment communicated:

Infrastructure to keep up with growth

It was a widely felt concern, and at times frustration, that newly built and future infrastructure is failing to meet the demands of an increasing population; in particular transport, education, open space and recreation facilities.

> *School and transport infrastructure need to keep up with density of housing*

More prominence to sustainability

Throughout all engagements, and particularly the stakeholder workshop, sustainability resonated with a lot of community members and was raised within multiple contexts. People's main concern was that more could be done on a council level to support and encourage sustainable practice, such as through recycling, solar energy and waste reducing initiatives. One workshop attendee suggested sustainability should be explicitly included in the vision statement.

> *Replace 'prosperous' with 'sustainable'*

Sustainability was also discussed within the context of repurposed industrial areas, where the idea of enabling sustainability through the restoration of industrial spaces into cheap workspaces for hire was supported. Other suggestions included the creation of sustainability hubs to act as learning resources for the community to access information on best practices.

> *Sustainability hub (like in Seven Hills or The Coal Loader)* [is needed]

Fatigue and frustration with high rise development

While the majority of people agreed with Council's approach to housing, opposition to high rise developments was communicated across all engagements from a large proportion of the community. It was widely felt and expressed that high rise housing does not suit the community's desired lifestyle or preferred way of living. Many also felt that the increasing amount of developments was leading to the destruction of the area's character and heritage.

> *Way too many units being built. Crowding roads and infrastructure. No more please!*

Diversity of housing to be protected and retained

Diversity of housing held importance for many attendees at most engagement activities, in particular, the need to preserve heritage housing. A few community members expressed feelings of nostalgia towards this type of architecture. Others felt that diversity in housing is more reflective of the diversity of Ryde LGA communities themselves.

> *Well designed, locally sensitive townhouses. Balance between heritage*

Preference for low density housing

Across all engagements, participants selected low density housing as their preferred current lifestyle. However, this preference decreased slightly when asked what would suit in seven years' time, with medium density increasing in preference.

High density housing was selected as the least preferred for current suitability and fell when participants nominated their preference in seven years' time.

> *Keep low density character*

Greater ease and connectivity of transport

A majority of participants believed that they live within 30 minutes of education, health, employment and entertainment.

Figure 3   Community swing-by session at Ryde Aquatic Leisure Centre

Feedback and suggestions for improving the area's transport seemed to all stem from a desire for more links, better connectivity and alleviating congestion. From this, there was overwhelming support for investigating the light rail and improved bus connections. Additionally, there was large support from the cycling community for the creation of more and well-integrated bike paths.

Ease was often communicated in the context of parking, which many felt was insufficient, particularly for a growing and dense population.

Well-connected public transport [is needed]

Inclusive and accessible design

Particularly within the issue area of key centres, was the suggestion for town planning to consider the area's multiple demographics and therefore multiple interests and needs. In particular, greater consideration of the community's senior residents was requested across majority of engagements from a diverse range and age of people.

Another recurring suggestion was for the design of key centres or recreation facilities to better consider an area's urban appeal, and to not disregard nightlife. Many also put forward that design of recreation facilities be accessible and multi-purpose.

More pubs with outdoor areas. Not vibrant enough, not enough cafes/galleries, need something with a bit of life

03
COMMUNITY SWING-BY SESSIONS

3   Community swing-by sessions

Overview

Ten 'swing-by' sessions were held throughout the public display period to inform the community about the LSPS and assist them in providing informed feedback.

Elton Consulting and City of Ryde project teams staffed each session and encouraged community members to give feedback through a number of channels:

» interactively responding to prompts on A0 display boards, which covered key issues included in the LSPS (see **Appendix D**)

» verbally, directed to team members who captured feedback through extensive notes

» completing hard copy surveys

» being filmed discussing specific issues of interest to them, recorded in a vox pop style. This was done with the intention that they will be published online, therefore giving the community an opportunity listen to their peers

Figure 4   Meadowbank Park swing-by session

While the sessions were advertised on the project website and via social media, their locations were carefully chosen to attract large numbers of passers-by. The sessions were held in key centres throughout the Ryde LGA, as well as locations specifically chosen to target harder to reach sections of the community.

Sessions focused on specific issues where appropriate. For example, the session held at Venture Café focused on improving play and innovation in Macquarie Park, and featured a large print out of the proposed Waterloo Road Linear Park. Similarly, display boards encouraging feedback specific to West Ryde and Macquarie Park were only used at sessions held in these areas.

Around 552 people were engaged over ten community swing-by sessions

Table 2   Swing-by session numbers

Session date	Location	Number of people engaged (approx.)
9 July 2019	Ryde Aquatic Leisure Centre	42
9 July 2019	Top Ryde Centre	58
20 July 2019	Eastwood Mall	74
20 July 2019	Coxs Road Mall	33
27 July 2019	Meadowbank Park	37
27 July 2019	West Ryde Marketplace	63
1 August 2019	Trim Place, Gladesville	36
2 August 2019	Macquarie Centre	148
8 August 2019	Macquarie University	28
8 August 2019	Venture Café	33
Total number of people engaged: approx. 552		

3.1   Analysis of responses

3.1.1   Vision statement

> **Summary of key themes:**
> » adequate infrastructure and services are needed to support increases in high-density housing
> » retain the diversity of character and heritage of the area, while maintaining stylistic cohesiveness
> » investment needed in all transport options including buses, light rail, trains and cycling paths
> » need for modern, indoor recreational facilities that also cater for the junior and senior population
> » more walking tracks throughout and between key centres
> » investment in the area's urban culture and nightlife
> » greater consideration of the community's senior citizens, including new infrastructure better designed to meet their needs, and
> » greater consideration of sustainability

Several key themes emerged from feedback captured at the swing-by sessions. These have been distilled and analysed below, broken down into the key issue areas of the Ryde LSPS. Examples of feedback from respondents are provided in *green italicised* text.

As feedback was encouraged on an issue-by-issue basis rather than a demographic basis, it is interesting to note that the needs of the area's senior citizens were a concern widely expressed across all topic areas and across all swing-by sessions. Many respondents suggested improvements to existing infrastructure to help accommodate these specific needs, with transport improvements and recreation facilities the most frequently suggested.

Explain the details

While there was general agreement with the LSPS vision statement, most respondents suggested that the specific terms needed to be defined and expressed a desire to understand the day-to-day reality of the statement for Ryde residents.

> *Sounds great. Covers it*
>
> *The details of the plan and process need to be available. Agree with the high level, but it's the details that impact residents*
>
> *Liveability should be defined*
>
> *It is difficult to balance all these things – what is your priority?*

Among those who disagreed, it was noted that the vision statement did not reflect their current experience of the Ryde LGA.

> *Don't agree with the statement.* [Ryde is] *Not currently well planned. E.g. Meadowbank nothing to do with health and resilience, lack of infrastructure as well*
>
> *The plan needs to reflect the vision e.g. 'health, wellbeing, resilience' doesn't go with high density*
>
> *The council doesn't keep up with what's happening already it's a mess, been a mess for three years*

Give more prominence to sustainability, transport and infrastructure

A number of respondents suggested that sustainability was a key component of the future of Ryde and as such, should be given more prominence in the vision statement. This sentiment was strongly echoed in the feedback received at the stakeholder workshop (refer to **Section 6** of this report).

Particular considerations included flora and fauna protection, green corridors, reducing fuel emissions and ensuring that Council takes the lead by ensuring the buildings it owns are examples of best-practice sustainability (the initiatives implemented by Adelaide and Launceston councils were provided as examples).

The creation of sustainability hubs was later mentioned in specific discussions about the future of West Ryde and Macquarie Park.

Please consider meeting habitat needs of native fauna. They are also part of the community and also assist humans in creating peaceful and interesting places to live

Similarly, a number of respondents suggested that infrastructure improvements should be a key consideration in the vision statement. Specifically, ensuring that infrastructure keeps up with housing and population growth. Schools, transport and parking were the most frequently mentioned examples.

Proper planning

A number of respondents wanted a commitment to proper, long term planning outlined in the vision statement. This included planning for a diverse population – covering diversity in cultural and linguistic backgrounds, age, socio-economic status, ability/mobility and land uses (i.e. residential as well as commercial).

Connected town with diversity of culture

…bring more businesses to City of Ryde

3.1.2 Housing

Support for housing diversity

It was a widely shared concern that the increase in high density housing is a threat to the visual amenity and character of the Ryde LGA.

Ensure suburban streets are protected. Don't want to lose the quiet suburban feel

Nineteen (19) people expressed that there are 'too many' apartments in the LGA, with many adding they think high rise developments are making the area unbalanced, crowded, less diverse and less reflective of its heritage.

This sentiment was carried through to thinking about current and future housing needs. Low density housing was overwhelming nominated as suiting people's current lifestyle (69 out of 107 people, or around 64 percent) and future lifestyle

(54 out of 98 people, or around 55 percent). In contrast, only 14 percent selected high density housing as suiting their current needs and nine percent, their future needs.

One respondent suggested that diversity of housing leads to diverse communities, and that Ryde should not lose this quality due to overdevelopment.

[Cox's Rd] has always been quite diverse for housing. Different house sizes mixed in. It's a diverse community here

Figure 5   Vision statement and housing display boards used at swing-by sessions
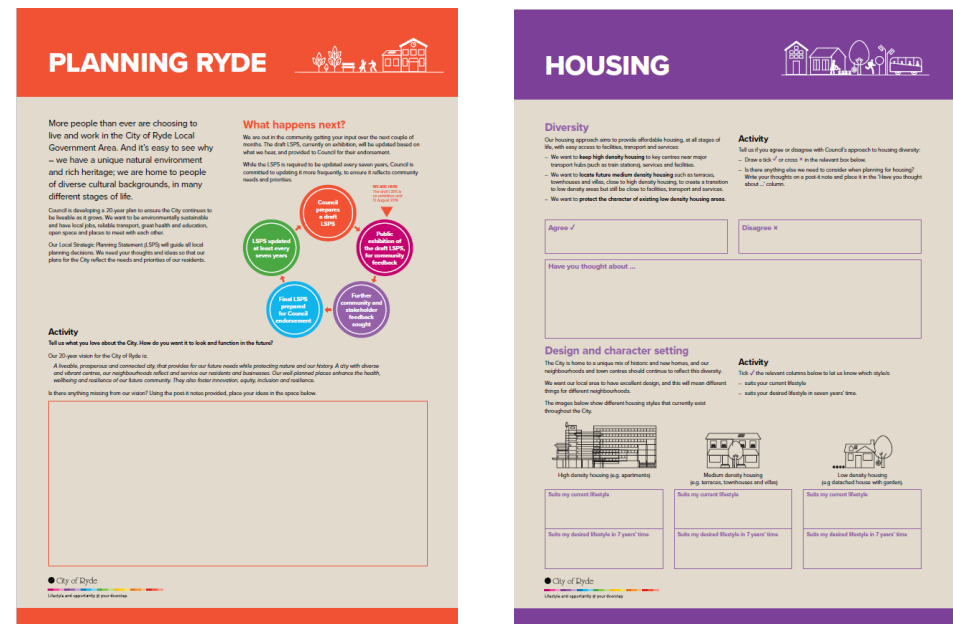
The need for stylistic cohesiveness and suitability was also raised.

> *Doesn't seem to be any architectural style, we need some standard guidelines. Needs to make sense together, otherwise no character. We've had some that are ok, but some* [that are] *really ugly*

Among the open-ended feedback, 18 people raised concerns over developments equating to a loss of heritage, or character of the LGA, and implored for there to be a balance of housing styles and densities throughout the LGA.

> *Don't forget heritage housing*

There was a general feeling of discontent with the overall level of living standards in high rise developments, translating to support for infrastructure proposals that look to improve the quality of living in these areas.

> *Too many apartments with inadequate facilities. Need facilities for people to mingle together. Nature care and pride for communities*

Concern that supporting infrastructure is not keeping up with housing growth

A commonly raised concern was that the provision of services, infrastructure and open space is not keeping up with the increase in housing across Ryde. While 47 out of 49 people agreed with Council's proposed housing approach, open-ended feedback revealed dissatisfaction with current supporting infrastructure, and requests to improve these before looking to construct additional housing.

> [I] *Support high density development as long as it's matched with investment in public services!*

> *Collaborate with State Government on health, education and transport projects*

Sixteen (16) people noted this as their main concern, with many particularly concerned about a lack of transport and parking to accommodate denser populations and housing. Others also raised that, in addition to the aforementioned infrastructure, there is also a lack of access to other services including schools and open, green spaces.

> *School and transport infrastructure need to keep up with density of housing*

> *With increasing populations and density, we're not seeing any reasonable increase in supportive infrastructure*

> *Limit the amount of high-density housing overall. Increase access to good high schools*

There was general consensus among respondents that delivering new housing without adequate supporting infrastructure in the Ryde LGA is evident of a lack of thought and proper planning for the needs of an increasing population, making communities fearful that additional projects are being rushed into, which will lead to undesirable consequences.

Figure 6 Responses to activities on the housing display board

3.1.3 Transport

Figure 7   Transport display board
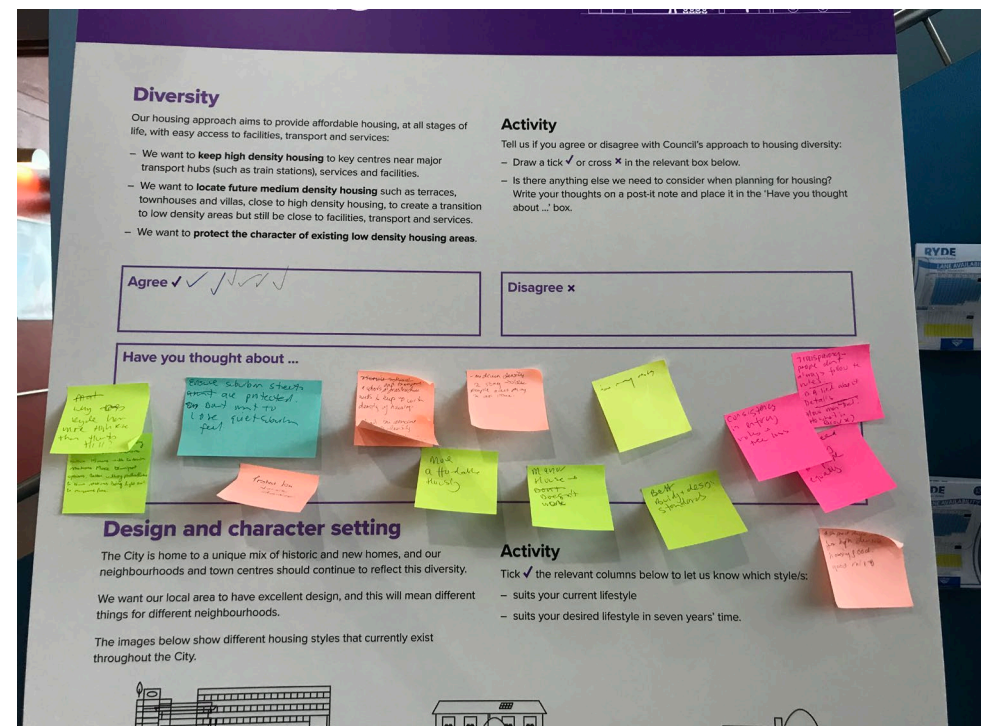
Support for transport improvements

The need to improve transport infrastructure and services was undoubtedly the most frequently received piece of feedback across all swing-by sessions.

There was general support for the transport projects proposed for further investigation in the LSPS, with most respondents supportive of any kind of improvement. Some expressed excitement about the prospect of a light rail and rapid transit options in particular.

All for mass transit to West Ryde. Improvement to light rail super, let's do it

Love the idea of a light rail to West Ryde

Light rail along Victoria Road, very good idea

Rapid bus from Macquarie, interesting

Agree with mass transport options through Top Ryde

There were a number of recurring suggestions or expressions of support provided through open-ended feedback:

» support for light rail: expressed by 15 people

» improvements of any kind to Victoria Road: 19 people

» an increase in parking to better accommodate a growing local population: 17 people (and echoed through the vox pop responses). Some specific suggestions included more commuter parking near transport hubs, multi-storey carparks and additional street parking

» provision of direct or express routes to improve links throughout the Ryde LGA and between the LGA and Sydney CBD: 20 people

» a need for greater consideration of cycling infrastructure, particularly through the introduction of more cycle paths and better integration of these with roads: 28 people (active recreation is further discussed in the section below).

3.1.4 Open space and active recreation

More walking tracks

An increase in walking tracks and bushwalking tracks was frequently suggested through open-ended feedback, with 32 people offering this idea.

Many expressed a desire to have more walking tracks closer to residential areas, to act as both leisure spaces and routes to and from key centres or public transport. A recurring suggestion was that these walking tracks be accessible and catered to all, including being appropriate for off-leash dogs.

Figure 8   Open space and active recreation display board

Respondents also felt that green spaces, such as walking tracks, would provide a combination of leisure opportunities, access routes and a much-needed balance to increasing development.

> *Developments need to accommodate open space and recreation*

Informal green space

Feedback about green space was often in support of creating more of these spaces or protecting existing space. A common concern at the majority of swing-by sessions was that new developments will take over existing green spaces.

> *Keep open space as is*
>
> *Hands off open space, particularly non-developed space*
>
> *Good to see open space is a priority*
>
> *More parks*

Recreation facilities

The most frequent suggestions for indoor recreation options were:

» expansion of the Ryde Aquatic Leisure Centre

» an indoor recreation centre at Macquarie Park

» skateparks (located away from play areas for younger children).

The list below provides an overview of suggested requirements for consideration when planning new recreation spaces:

» indoor facilities should be located close to key centres, such as Top Ryde Shopping Centre

» facilities should allow for activities that are suitable and accessible for disabled persons and seniors, including passive recreation such as Tai Chi

» cafés and bars to be close to sporting fields and recreational areas; would be attractive for participants and spectators

» play equipment should be provided for young and older children and adults

» provision of green links between recreation areas.

Many of these suggestions were often seeking to accommodate people with a disability, young children and older residents, with 37 people selecting 'recreation opportunities for seniors' as their desired activity to be included when planning for new or upgraded open space and recreation facilities. Respondents thought an indoor precinct of some kind would act as an appropriate solution to what seems to be a lack of safe, clean and accessible places of recreation for the aforementioned demographics.

3.1.5 Key centres

Multi-use precincts for repurposed industrial lands

When asked what types of enterprises would be suitable for repurposed light industrial areas in the Ryde LGA, suggestions which attracted the most responses were:

» 'indoor sport and recreation' (around 44 people), with specific mentions of indoor sports fields, rock-climbing or bouldering and indoor pools

» 'arts precinct and adaptive re-use of old buildings' (around 39 people) with many suggesting arts and crafts centres. Another stakeholder suggested that an open studio or workspace could be another repurposing idea for these industrial areas

» 'affordable performance and rehearsal space' (around 41 people), with a particular focus on dance centres.

Twenty-three (23) pieces of open-ended feedback indicated that an indoor recreation precinct with a diverse offering is desirable and would be suitable for the City.

Figure 9   Top Ryde swing-by session

3.1.6   West Ryde

Improvements to parking, traffic and access

More parking was rated as the initiative which would most help breathe new life into the West Ryde Town Centre, with five out of 19 votes.

> *Commuter parking* [is] *a big problem!*

> *If you can fix car parking in West Ryde you could easily increase density...and* [West Ryde could] *be vibrant*

Respondents elaborated on this through open-ended feedback, with a number of people suggesting that dedicated measures to ensure customers and other non-commuters could park at West Ryde would be a benefit.

> *Need a car park at West Ryde, Miriam Park, users can't park because commuters take up the space*

> *Two-hour parking in West Ryde*

Others suggested measures included parking improvements at train stations and better designed parking spaces.

> *Commuter carpark at West Ryde station* [needed]...

> *Better designed parking, wides spaces...*

Improvements to traffic was noted as something that would be beneficial for West Ryde, in particular, changes to traffic flow on West Parade, Chatham Road and Shaftsbury Road (such as allowing a left turn on the red light) to ensure heavy traffic stays on main roads rather than residential streets.

Suggestions for active transport links were also provided, including a dedicated walking and cycling track between West Ryde and Meadowbank ferry wharf and extending the West Ryde plaza through to Victoria Road to provide a link to the train station.

The West Ryde Revitalisation Strategy (which forms an attachment to the LSPS) includes a proposal to relocate traffic lights from Adelaide Street to the Bellevue Avenue/Riverview Street intersection. It classifies Bellevue Avenue as a 'movement corridor' in accordance with Transport for NSW's movement/place

analysis, which is a tool for road design and identifying the most appropriate places for dining/street activities and movement of local traffic.

A number of West Ryde residents opposed the proposal to relocate the lights and interpreted the 'movement corridor' classification to mean that Bellevue Avenue would become an arterial road, similar to Victoria Road.

Creation of a vibrant, well-designed precinct

Introduction of an 'Eat Street' and well designed and maintained public spaces were other initiatives which respondents felt could assist in revitalising West Ryde (each with three out of 19 votes).

This was echoed in the open-ended feedback. Specific suggestions for other activities and initiatives that might help included markets and the creation of smoke-free centres.

> *Create a precinct, West Ryde* [is] *too run down. Nowhere to go out at night*

In terms of design of the area, developing and protecting the character of the area was raised, similar to the feedback received on housing across the LGA. Shepherds Bay was noted as a valued feature of the area.

> *Don't knock down all the buildings, they give character and interest and fine grain that is lost in large new developments*

> *Shepherds Bay* [is] *great*

Respondents further suggested smaller shops and spaces for community members to congregate.

> *Community gardens!*

Housing approaches were also discussed. One attendee echoed Council's proposed approach to housing, suggesting:

> *Medium density at edge of town centres as transition to low density*

Others suggested mixed-used commercial premises which feature apartments on top of shops and delivering 'new generation' boarding houses in the West Ryde.

3.1.7 Macquarie Park

A display board seeking feedback about the Macquarie Park area was used at the Macquarie Centre, Macquarie University and Venture Café swing-by sessions. Participants at the Venture Café session were also shown a map of Council's proposed Waterloo Linear Park; and asked how to improve 'play' and innovation in the precinct more widely.

Investment in urban appeal

When asked what kinds of entertainment and services would help Macquarie Park become a vibrant CBD, the most selected option was 'restaurants, bars and cafes' (eight people). According to some respondents, similar venues have been closed to make way for housing developments, thereby reducing the area's reputation as an 'innovative hub'.

Twenty-eight (28) respondents felt there was a need to inject the area with facilities or venues that would increase its urban appeal. Some of the more frequent suggestions were:

» more cafes and restaurants, to improve the area's 'village feel'

» more bars, to improve the area's nightlife, night-time economy, and even the level of safety at night

» a standalone retail precinct (rather than on the bottom level of a development)

» a BBQ area, suitable for families

» a public leisure space

» more events in the area, such as community sporting events, an open-air cinema or a community theatre.

Additional feedback indicated these should be separate from any developments, and be destinations in themselves, as a recreational area, retail precinct, or restaurant hub.

Figure 10 Macquarie Centre swing-by session

Transport and access

With regards to improving access to and between Macquarie Park, improvements to the metro, bus networks and commuter parking attracted majority support.

One participant at the Venture Café session suggested a formal carpooling scheme to Macquarie Park which would improve efficient access to the precinct and provide networking opportunities.

Carpool digital platform, trusted connections, on-route networking

Innovation

Unsurprisingly, most participants at the Venture Café session noted that Macquarie Park already has a reputation as an innovation hub and emphasised that more can be done to enhance this and create a precinct with a global reputation.

Macquarie Park has a reputation as an innovation hub, need to improve this

Specific suggestions for how Council could support this included:

» provision of co-working spaces with power supply, wifi, cafes and a small amphitheatre

Macquarie park has a reputation as an innovation hub, we need to improve this and promote it… [e.g. through] co-working spaces

» use of the precinct as a 'testing ground' for all levels of government to trial innovative projects and policies such as automated vehicles and

Helipads on top of buildings to support use of drones for deliveries (e.g. blood donations)

» an auditorium space for events – for example, to support pitching events where small businesses can present to venture capitalists

» a technical lab with 3D printers and advanced manufacturing equipment – e.g. to enable production of medical equipment

Waterloo Road Linear Park

Participants were excited about the proposal, with one suggesting this could be the Ryde LGA's answer to Centennial Park. People made a number of suggestions for spaces along the alignment, including the provision of shade, benches/seating, spaces for yoga/meditation, BBQ areas and adult play spaces.

Community spaces, including through design treatment of existing spaces, and events were raised as a way to improve 'play' in the precinct. Specific suggestions included:

Public art opportunities, e.g. chalkboards for anyone to draw/write [on]

Events: live music, plays/theatres, after work, open-air movie nights, marathon, cycle race

Suggestions to improve transport and access along the alignment included green space connections (walking) between Macquarie Park and Chatswood; bicycle expressways; a 40kmph maximum speed; better speed bumps and crossings across Victoria Road; and improved wayfinding/signs.

Evidence-based planning

One participant suggested that Council start thinking about how to quantify the benefits of initiatives proposed in the LSPS. Similarly, another participant suggested that Council uses the outcomes from Macquarie University's 'Smart City' project to make evidence-based decisions – for example, when it comes to planning pedestrian routes.

Sustainability

Sustainability was once again raised, despite there being no specific question on this issue.

More solar panels (or batteries) for sustainable energy. As Ryde's population grows, demands on energy will increase

Figure 11 Feedback provided at the Venture Café swing-by session

Figure 12 Key centres display boards

KEY CENTRES

West Ryde

We want to breathe new life into the West Ryde Town Centre. With the right urban renewal we know we can improve economic vitality and liveability.

Activity

Tell us what you think about our ideas.

From the list below, select at least three (3) ideas you think would work.

− Using the post-it notes provided, number your choices from 1 to 3 (with one being the most important to you). Feel free to write any comments on your post-it notes.

Potential initiatives	
Expanding the public domain by encouraging new construction (this may require allowing more height)	Expanding the library
Adaptive re-use of heritage buildings (e.g. as shops or spaces for arts and crafts).	More community facilities (please specify on your post-it note)
New activities (such as markets)	More parking
An 'Eat Street' (similar to Spice Alley in Chippendale)	Well-designed and maintained buildings
Improvements to the bus interchange	Well-designed and maintained public spaces

Is there anything else that would help? Place your ideas in the space below, using the post-it notes provided.

● City of Ryde
Lifestyle and opportunity @ your doorstep

KEY CENTRES

Creating local jobs

We want more people to have the option to live and work in the City. To make this happen, Council will encourage new investment, local jobs and business opportunities.

Activity

− Have a look at the initiatives below and tick ✓ any that you think would help support the growth of local businesses.

Is there anything else that would help? Place your ideas in the space below, using the post-it notes provided.

Potential initiatives	
Support to navigate the planning system (e.g. dedicated support, resources and advice)	Training and skills development
Networking	Marketing

Activity

The images below show different types of enterprises that have set up in repurposed light industrial spaces across Australia.

Tick ✓ all that you think would be suitable for the City.

Affordable and temporary studios — Is this suitable?

Indoor sport and recreation — Is this suitable?

Affordable performance and rehearsal space — Is this suitable?

Artisan markets — Is this suitable?

Arts precinct and adaptive re-use of old buildings — Is this suitable?

● City of Ryde
Lifestyle and opportunity @ your doorstep

KEY CENTRES

Macquarie Park

Macquarie Park is already an economic powerhouse. We want it to become a vibrant and accessible CBD that balances work and play.

Activity

For those who work and live in Macquarie Park, Macquarie Centre provides lots of options for entertainment and services. However, we want to provide some of these within Macquarie Park itself.

− Have a look at the list below and select at least three (3) options you think should be available throughout Macquarie Park.

− Using the post-it notes provided, number your choices from 1 to 3 (with one being the most important to you). Feel free to write any comments on your post-it notes.

Activity

What would improve travel to, from and within Macquarie Park?

− Have a look at the list of potential improvements below and number your choices from 1-3 (with one being the most important to you). Feel free to write any comments on your post-it notes.

Potential initiatives		Potential travel improvements	
Flexible working and meeting spaces for hire	Services (e.g. hairdressers, newsagents or convenience stores)	Metro	Commuter parking
Restaurants, bars and cafes	Indoor recreational facilities		
Retail	Open space	Buses	Parking at my destination
Creative enterprises	Artisan producers	Rideshare/taxi facilities	Commercial parking stations
Start ups	Health facilities (e.g. dentists or GPs)		
		On street parking	Shared walking/cycling paths

● City of Ryde
Lifestyle and opportunity @ your doorstep

3.1.8   **Greater consideration of senior residents**

Within the themes above, there was frequent mention of the need for Council to better consider its senior citizens. Some examples of suggested areas for improvement included:

» more crossings at major roads or near main transport hubs

Denistone East midway shopping centre needs a crossing for seniors

Crossing roads/driveways too dangerous. Walk from Ryde college to Boronia via track

» indoor recreation options aimed at the senior community including chess, creative learning classes and gentle exercise classes, such as Tai Chi

Tai Chi (gentle exercise) is very good for seniors. It also encourages interaction/social relationships. Eastwood Tai Chi Group

Eastwood needs indoor facilities especially for seniors

Creative learning (e.g. sculpture class) especially relevant for older community, especially when it's local

» better consideration of elderly residents when building new housing developments, such as more one-storey homes or age-appropriate housing or villages

Nursing home access to a safe outdoor space and views so they still feel comfortable

Aged housing needed

» job options for seniors.

...senior talent [is] *available*

04
ONLINE AND
HARD COPY SURVEY
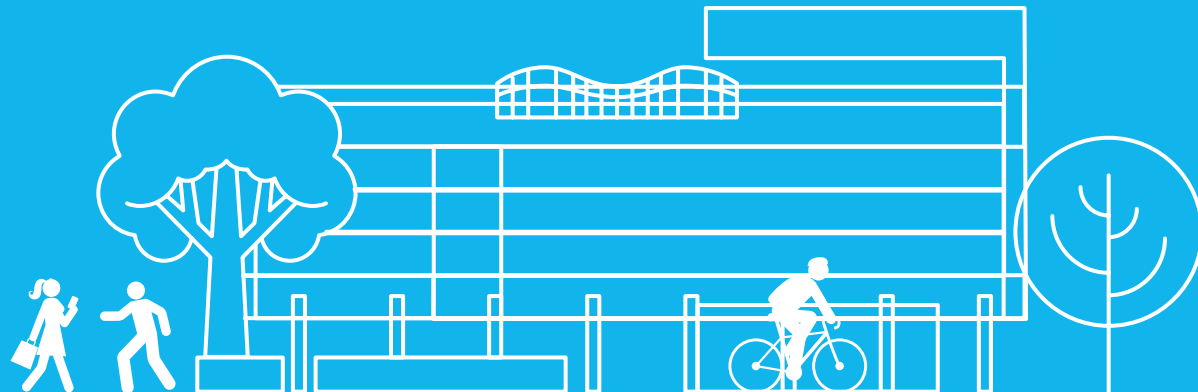
4 Online and hard copy survey

Overview

An online survey was open between 1 July and 12 August 2019 via the City of Ryde website. Surveys were available in English, Simplified Chinese, Traditional Chinese, Hindi and Korean. A hard copy version of the online survey was also available in all languages at the swing-by engagement sessions.

To maximise response rates, all those who provided their personal details and completed at least one section of the survey went into the draw to win one of ten $50 gift cards.

In total, 613 online and hard copy surveys were completed. Of these, 493 surveys were completed via the online option. A further 120 hard copy surveys were completed, including 15 in languages other than English.

To maximise respondent engagement, participants were able to select which sections of the survey they responded to. This meant that the number of responses varied across the survey. The number of people who responded to each question is indicated in the analysis below by **(n = XXX)**.

Survey participant profile

A profile of survey participants is provided in **Appendix E**.

4.1 Analysis of responses

> **Summary of key themes:**
> » There is a preference for low density housing in the area to meet current and future (in seven years' time) lifestyle requirements.
> » A majority of participants believed that they live with 30 minutes of education, health, employment and entertainment hubs.
> » Markets, creative industries and adaptive re-use were important to participants.

4.1.1 Vision statement

This section asked participants to respond to a proposed vision statement for the Ryde LGA: 'A liveable, prosperous and connected city, it provides for our future needs while protecting nature and our history. A city with diverse and vibrant centres, our neighbourhoods reflect and service our residents and businesses. Our well-planned places enhance the health, wellbeing and resilience of our community. They also foster innovation, equity, inclusion and resilience.'

Q6 Do you agree with this statement [above]? (n=557)

The majority of participants either agreed or strongly agreed with the vision statement (85 percent). A minority of participants disagreed or strongly disagreed with the vision statement (15 percent).

Q7 Is there anything missing?

Participants were asked if there was anything missing from the draft vision statement. The top three responses were no feedback (6 percent), preference for low/medium density housing (6 percent) and environmental sustainability (6 percent).

Please note: 58% of respondents asked, chose not to answer

4.1.2 Housing

This section of the survey asked participants about housing options throughout the Ryde LGA.

Q8 We want to keep high density housing to key centres near major transport hubs (such as train stations), services and facilities. Do you agree with Council's proposed approach to high density housing? (n=549)

Almost two thirds of respondents (62 percent) believed that high density housing development should be centred around transport hubs, services and facilities. The remainder of respondents did not (32 percent) or were undecided (6 percent).

Q9 Is there anything else we need to consider for high density housing?

Participants were asked about further considerations for Council in relation to high density housing. The most common response was extra infrastructure (15 percent). This was followed by comments that there is already too much high rise (13 percent); traffic congestion/flow (11 percent); additional parking (10 percent) and the need for aesthetically pleasing high rises (8 percent).

Response	Percent
Extra infrastructure needed	15%
Already too much high rise	13%
Traffic congestion/flow	11%
Additional parking	10%
Aesthetically pleasing	8%
Maximum height 10 storeys or less	6%
Don't want high density housing/focus on…	5%
Build close to services/public transport	3%
More community spaces	3%
Focus on safety/security	2%
Design with climate change in mind	2%
Quality	1%
Other	4%

NB: 32% of respondents chose not to answer

Q10 Do you agree with Council's proposed approach to future medium density housing? (n=552)

Participants were asked to respond to Council's medium density housing policy. This policy aims to achieve a mix of medium density housing close to high density housing, so that there can be a transition to lower density housing. The medium and high-density housing will be close to transport, services and facilities.

Close to two thirds of respondents agreed (61 percent) with Council's medium-density housing policy. The remaining participants disagreed (30 percent) and the remainder of participants were unsure (9 percent).

Response	Percent
No	30%
I don't know	9%
Yes	61%
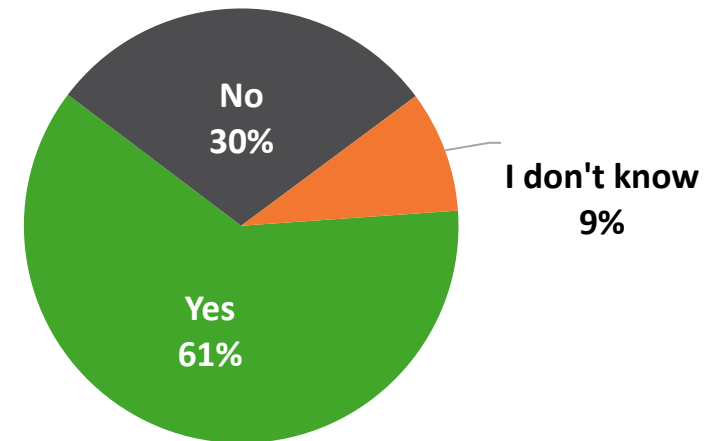
Q11 Is there anything else we need to consider for medium density housing?

Participants were asked about further considerations for Council in relation to medium density housing. The most common response was that medium density should be location-sensitive (6 percent), which is in line with Council's policy to place medium density around transport and services. This was followed by comments that there is already too much medium density (6 percent); need for additional parking to accompany medium density (6 percent); a preference for medium density preferred (5 percent); and traffic congestion/flow impacts (5 percent).

Q12 Do you agree with Council's proposed approach to low density housing? (n=551)

Council's proposed approach to low density housing aims to protect the character of low density housing areas.

More than three quarters of participants agreed with the policy (78 percent). The remaining respondents either disagreed with the policy (12 percent) or were unsure (10 percent).

The survey results demonstrate a higher level of agreement among respondents with Council's approach to low density housing than to its approach to future medium density housing.

Category	Percent
Location sensitive	6%
There is already too much/We don't want it	6%
Additional parking	6%
Medium density preferred	5%
Traffic congestion/flow	5%
Extra infrastructure needed	5%
Volume of housing in one location	3%
Community facilities/space	2%
Following State legislation	2%
Public transport	2%
Safety/Quality	1%
Privacy issues	1%
Ageing population	1%
Land size	1%
Other	5%

NB: 57% of respondents chose not to answer
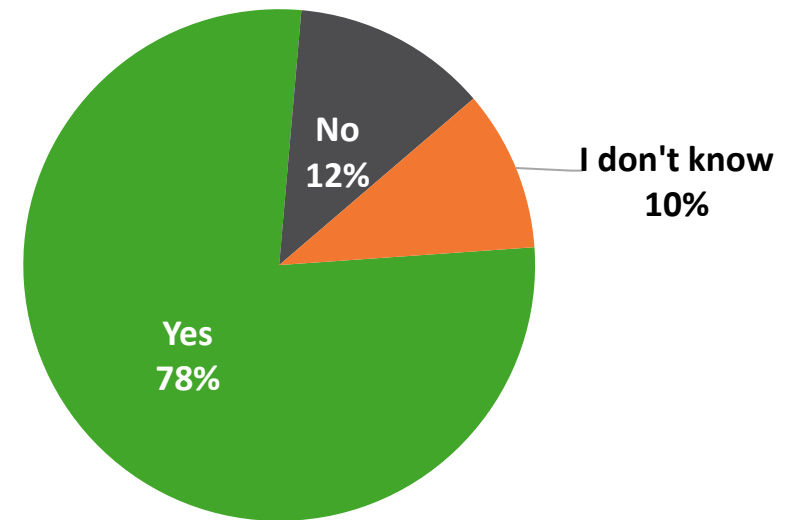
Pie chart: Yes 78%, No 12%, I don't know 10%

Comments relating to additional parking, extra infrastructure, community facilities and public transport all related to infrastructure improvement/increase (15 percent).

Q13 Is there anything else we need to consider for low density housing?

Participants were asked what else Council should consider with regards to low density housing. The most common response was the protection of heritage character (38 percent). This was followed by reducing overdevelopment (24 percent); community spaces/the environment (7 percent); public transport (6 percent); and parking (6 percent).

Protection of heritage character **38%**
Reducing overdevelopment **24%**
Community Spaces/the environment **7%**
Public transport **6%**
Parking **6%**
More medium density **4%**
Traffic/roads **4%**
Affordability **4%**
Safety **2%**
Other **10%**

NB: 65% of respondents chose not to answer
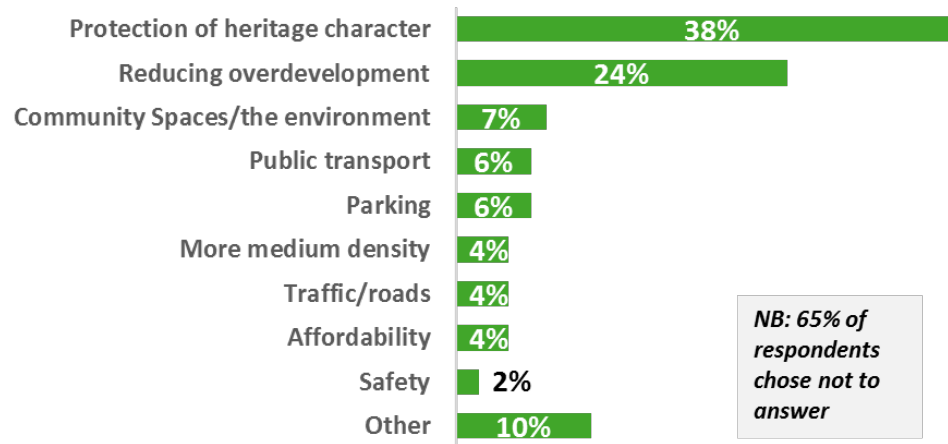
Q14 Which style suits your current lifestyle? Which style suits your desired lifestyle in 7 years' time? (n=547)

Participants were asked about their current housing lifestyle and housing needs in seven years' time. Slightly over two thirds of participants responded that low density housing suits both their current (66 percent) and future lifestyles (65 percent). Participants nominated medium density as being their second housing choice at present (23 percent) and in the future (30 percent). Participants were least likely to find high density housing suitable at present (12 percent), and even less so for the future (6 percent).

Overall, there is a current preference for low density housing. However, there is a slight reduction in this preference in seven years' time, and a growth in a preference for medium density housing.

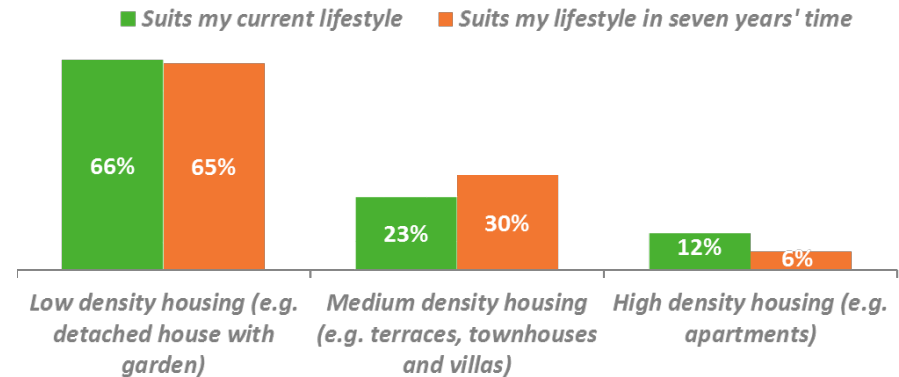High density housing was least preferred in terms of its current suitability and was even less preferred for seven years' time.

■ *Suits my current lifestyle*   ■ *Suits my lifestyle in seven years' time*

Low density housing (e.g. detached house with garden): 66% / 65%
Medium density housing (e.g. terraces, townhouses and villas): 23% / 30%
High density housing (e.g. apartments): 12% / 6%

There was a significant difference between future housing preference and age. Participants aged 50 and over had a preference for low density housing above all other housing choices. However, participants aged between 18 to 34 had a preference for medium and high-density housing. This may indicate a shift in community expectations and aspirations that housing supply/demand will move towards medium and high density housing over the coming years.

Housing preference in 7 years

Low density housing (e.g. detached house with garden): 80% ↑ / 78% ↑ / 38% ↓
Medium density housing (e.g. terraces, townhouses and villas): 17% / 16% / 34% ↑
High density housing (e.g. apartments): 3% ↓ / 5% ↓ / 28% ↑

■ 65 and over   ■ 50 to 64   ■ 18 to 34
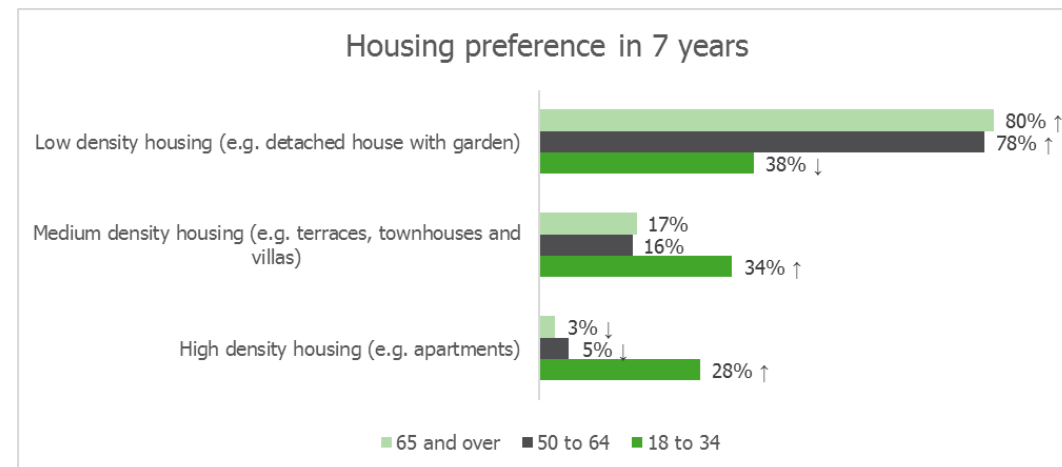
4.1.3   Transport

This section asked participants about planned and potential transport improvements, as outlined on a map.
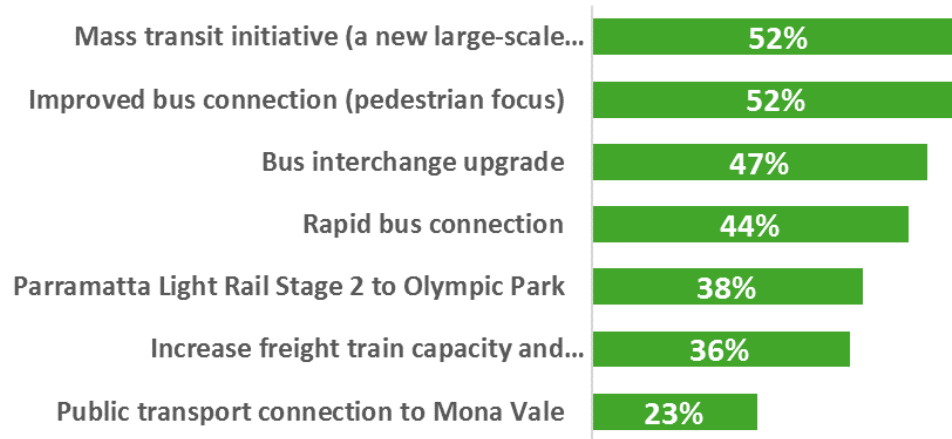
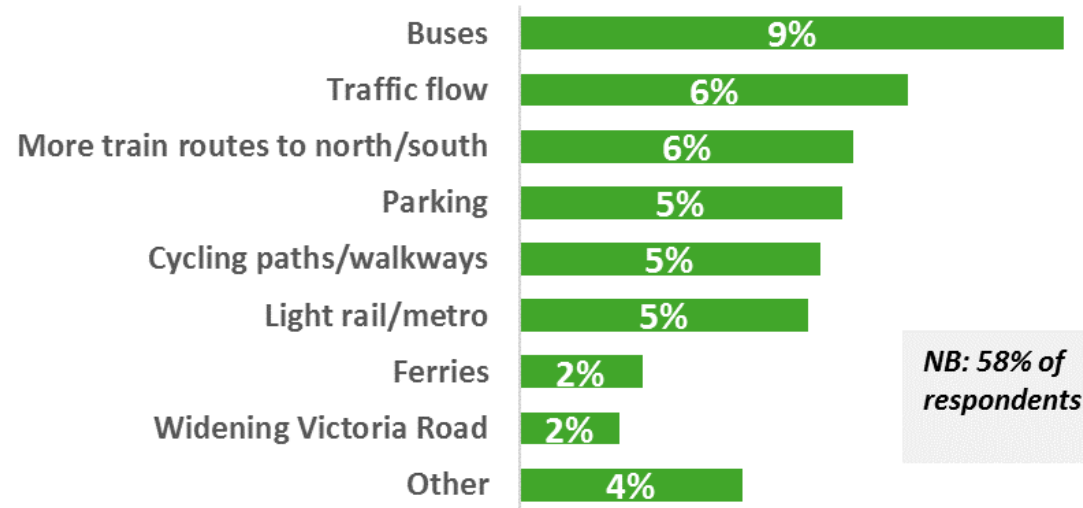### Q15 Which projects should Council further investigate and advocate for delivery? (n=543)

Participants were asked to choose which transport improvement/s they would like Council to further investigate and/or advocate the state government for delivery, from a range of options. The two most common responses were a mass transit initiative and improved bus connection (52 percent for both). This was followed by bus interchange upgrades (47 percent); rapid bus connection (44 percent); Parramatta Light Rail stage 2 (38 percent); and increased freight train and passenger train frequency (36 percent).

Project	%
Mass transit initiative (a new large-scale…	52%
Improved bus connection (pedestrian focus)	52%
Bus interchange upgrade	47%
Rapid bus connection	44%
Parramatta Light Rail Stage 2 to Olympic Park	38%
Increase freight train capacity and…	36%
Public transport connection to Mona Vale	23%

Q16 Are there any other projects we should be looking at and advocating for that would improve how you travel to, from and around the City of Ryde?

Participants were asked what else should be considered when advocating for transport around the Ryde LGA.

The most common response was buses (9 percent). This was followed by improvements to traffic flow (6 percent); more train routes to north/south (6 percent); parking (5 percent); cycling paths/walkways (5 percent); and light

| Category	%
Buses	9%
Traffic flow	6%
More train routes to north/south	6%
Parking	5%
Cycling paths/walkways	5%
Light rail/metro	5%
Ferries	2%
Widening Victoria Road	2%
Other	4%

NB: 58% of respondents

rail/metro (5 percent).

The majority of considerations related to public transport (22 percent), followed by specific road and car infrastructure (13 percent). However, traffic flow and road widening can be considered improvements for the bus network (8 percent) and would therefore increase consideration for public transport improvements to 30 percent.

Q17 I can currently access diverse employment opportunities within 30 minutes of my home. (n=511)

The majority of participants agreed that they can access diverse employment opportunities within 30 minutes of home (58 percent). The remaining respondents disagreed (31 percent) or were unsure (11 percent).

No
31%

I don't
know
11%

Yes
58%

55%
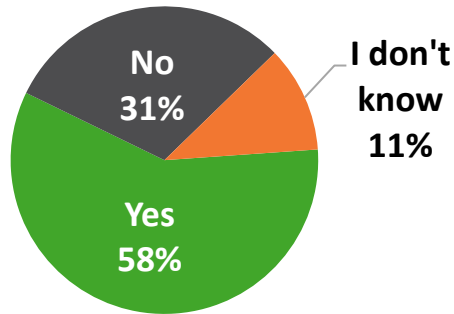
Q18 I can currently access diverse entertainment opportunities within 30 minutes of my home. (n=513)

A large majority of participants agreed that they could access entertainment opportunities within 30 minutes of their home (80 percent). The remaining respondents disagreed (16 percent) or were unsure (4 percent).

No
16%

I don't
know
4%

Yes
80%
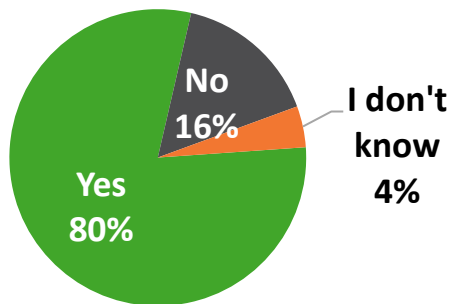
There was a significant difference in the views of men and women regarding access to entertainment within 30 minutes. Women were more likely to agree with the statement and men were more likely to disagree with the statement.

Entertainment opportunities within 30 minutes

Female
13%
25% ↓
62%

Male
9%
36% ↑
55%

Prefer not to say
21%
43%
36%

■ I don't know ■ No ■ Yes
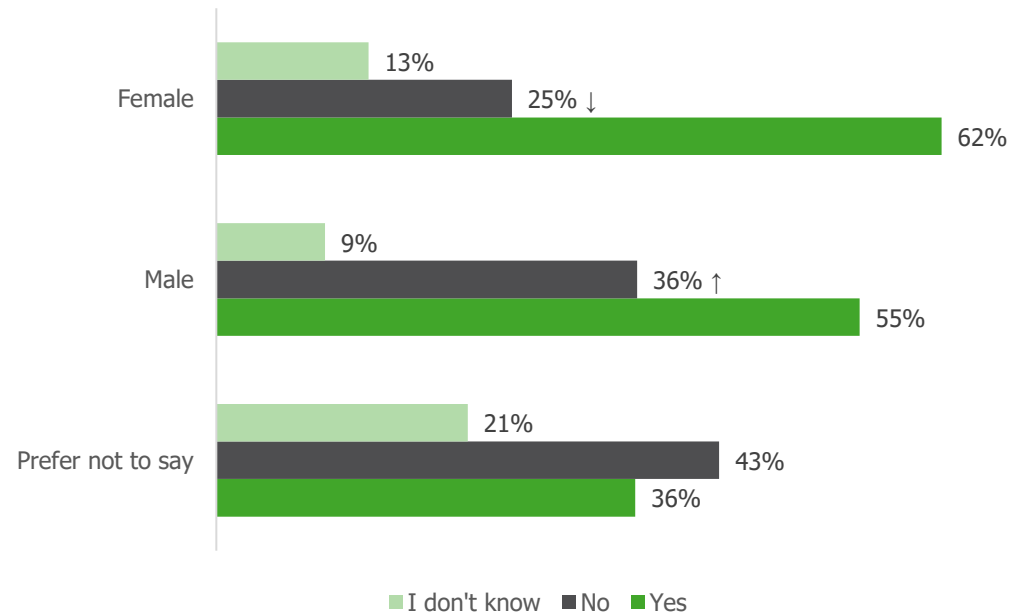
There was also a significant difference between English speakers and people who speak a second language at home. Participants who speak a second language at home were less likely to agree that there were entertainment opportunities within 30 minutes. This suggests that the Ryde LGA entertainment may not cater to CALD groups in the same was as they do for English speaking residents.

Entertainment opportunities within 30 minutes

	English only	Second language
I don't know	12%	8%
No	27% ↓	39% ↑
Yes	61%	53%
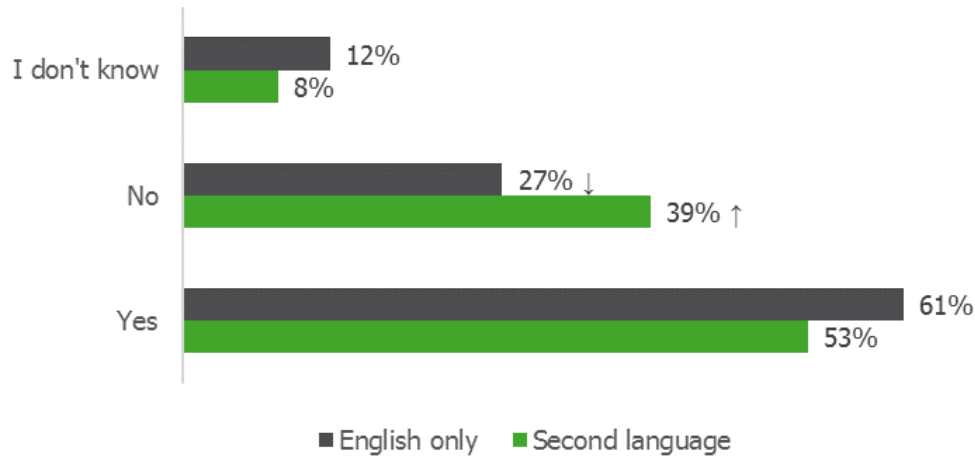
Q19 I can currently access quality education options within 30 minutes of my home. (n=516)

More than three quarters of participants agreed that they could access quality education within 30 minutes of their home (77 percent). The remaining participants disagreed with this statement (15 percent) or were unsure (8 percent).
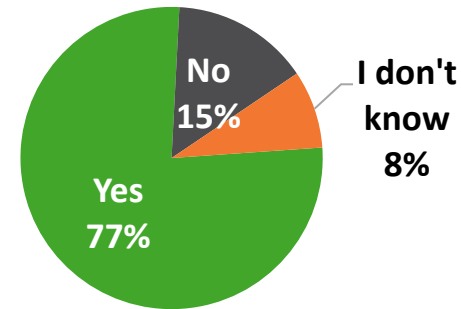
Q20 I can currently access quality health facilities within 30 minutes of my home. (n=516)

The majority of participants agreed that they could access quality health facilities within 30 minutes of their home (85 percent). The remaining participants disagreed (12 percent) or were unsure (3 percent).
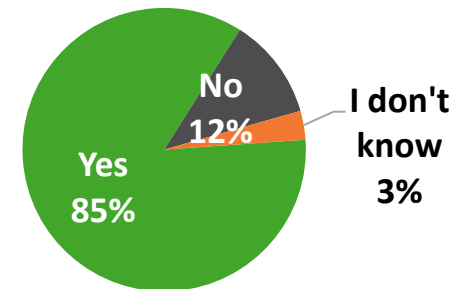
Q21 I can currently access diverse services within 30 minutes of my home. (n=516)

Almost three quarters of participants agreed that they could access diverse services within 30 minutes of their home (73 percent). The remaining respondents disagreed (12 percent) or were unsure (15 percent). It should be noted that there was a greater percentage of respondents who were unsure than those who disagreed.
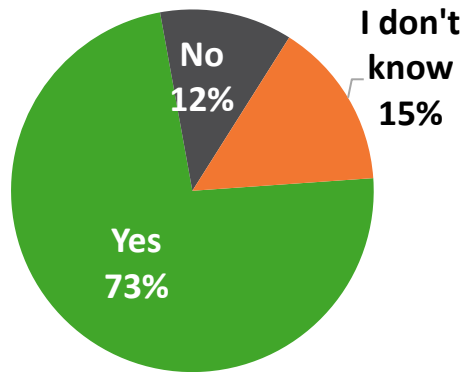
4.1.4 Open space and active recreation

Participants were asked about indoor recreation facilities, open spaces, proposed green links and the obstacles to walking and cycling in the LGA.

Q22 Rank the activities below in order of importance to you. (n=458)

Participants were asked to rank the following three activities in order of importance. The majority of respondents rated *Spaces for different groups to run organised activities* as most important (52 percent), followed by *Indoor sport* (28 percent) and *Space for community groups to hire* (15 percent).
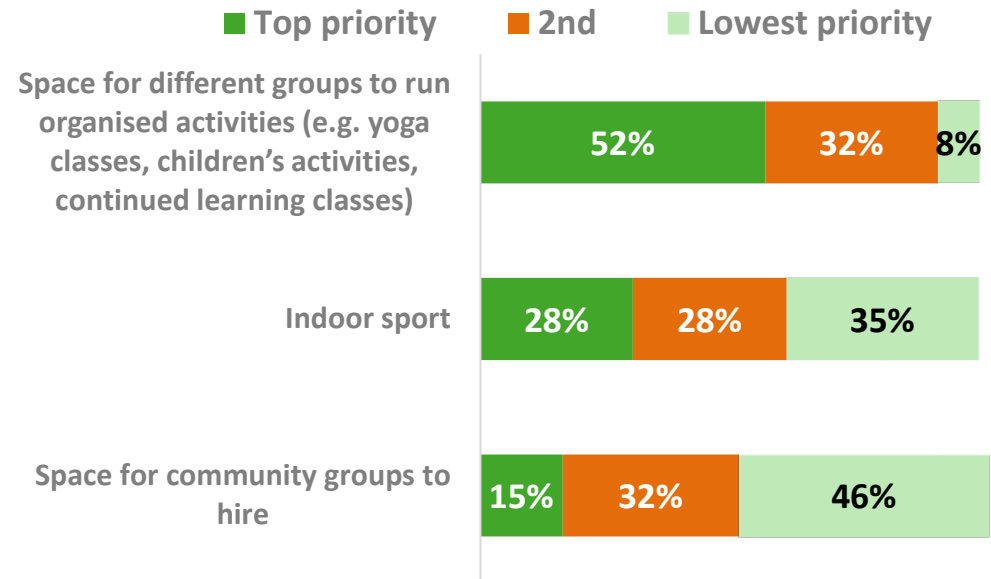
More women than men were likely to nominate *Spaces for different groups to run organised activities* (65 percent compared to 48 percent).

Q23 What do you think we need more open space for? (n=451)

Participants were asked to rank, in order of importance, a list of activities and spaces. *Organised sport* was most frequently ranked as most important (21 percent). This was followed by: play area for younger children (19 percent); passive recreation activities (19 percent); active, informal recreation (13 percent); and formal gathering area (10 percent).
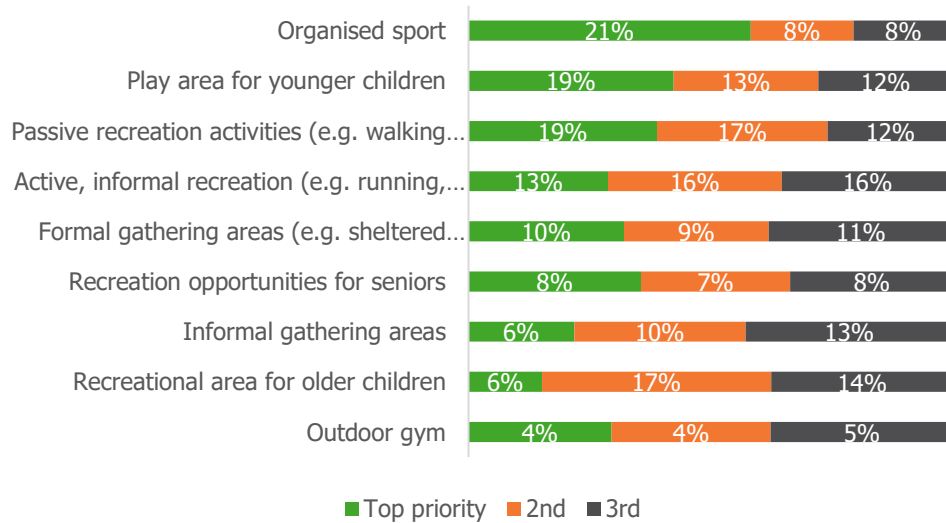
Q24 What areas/locations should Council investigate for additional open space?

Participants were asked what areas and locations should be considered for additional open space. The most common response was more parks/open spaces (8 percent). This was followed by waterfront (4 percent); developed/high rise density areas (4 percent); Ryde (including North Ryde) (4 percent); Macquarie (3 percent); and West Ryde (2 percent).

Q23 chart data:

Activity/Space	Top priority	2nd	3rd
Organised sport	21%	8%	8%
Play area for younger children	19%	13%	12%
Passive recreation activities (e.g. walking…	19%	17%	12%
Active, informal recreation (e.g. running,…	13%	16%	16%
Formal gathering areas (e.g. sheltered…	10%	9%	11%
Recreation opportunities for seniors	8%	7%	8%
Informal gathering areas	6%	10%	13%
Recreational area for older children	6%	17%	14%
Outdoor gym	4%	4%	5%

■ Top priority ■ 2nd ■ 3rd

Q24 chart data:

Area/Location	Percent
More parks/Open spaces	8%
Waterfronts	4%
Developed/High Density Areas	4%
Ryde (Including North Ryde)	4%
Macquarie	3%
West Ryde	2%
Sporting facilities e.g golf, basketball,…	2%
Use/Improve existing space	2%
Running/Walking/Cycling Paths	2%
Meadowbank	2%
Off-lead dog spaces	1%
Don't need to/sufficient	1%
Anywhere/Everywhere	1%
Eastwood	1%
Other	4%

NB: 60% of respondents chose not to answer

Q25 What do you see as obstacles to walking to or between existing open spaces across Ryde? (n=474)

Participants were asked to choose what obstacles they experience when accessing existing open spaces across Ryde. Participants were able to provide more than one answer.

The most commonly identified obstacle was having to cross major roads (64 percent). This was followed by safety issues (54 percent); topography (26 percent); distance (24 percent); and not easy to get to (23 percent).
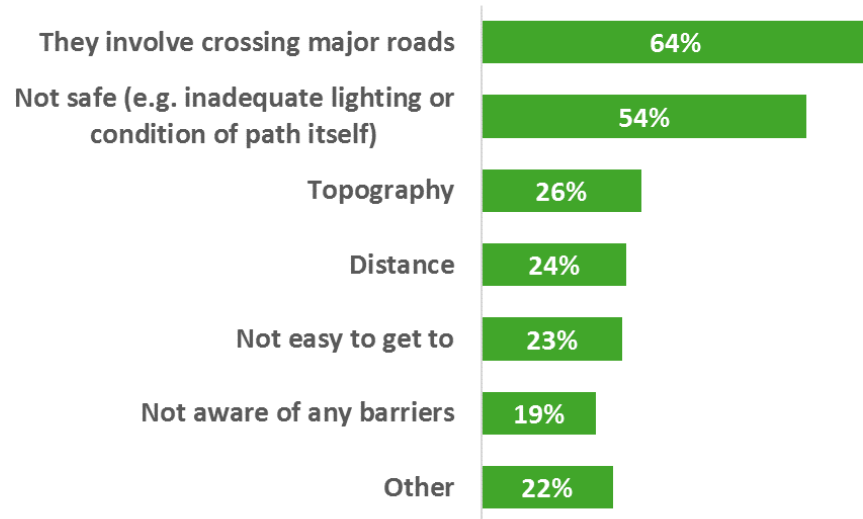
Q26 What should new green links be used for? Rank the list below in order of importance to you. (n=474)

Walking was ranked as the highest priority (58 percent), followed by wildlife corridors (22 percent), cycling (19 percent) and running (4 percent).

It should be noted that 30.6 percent of respondents did not answer this question.
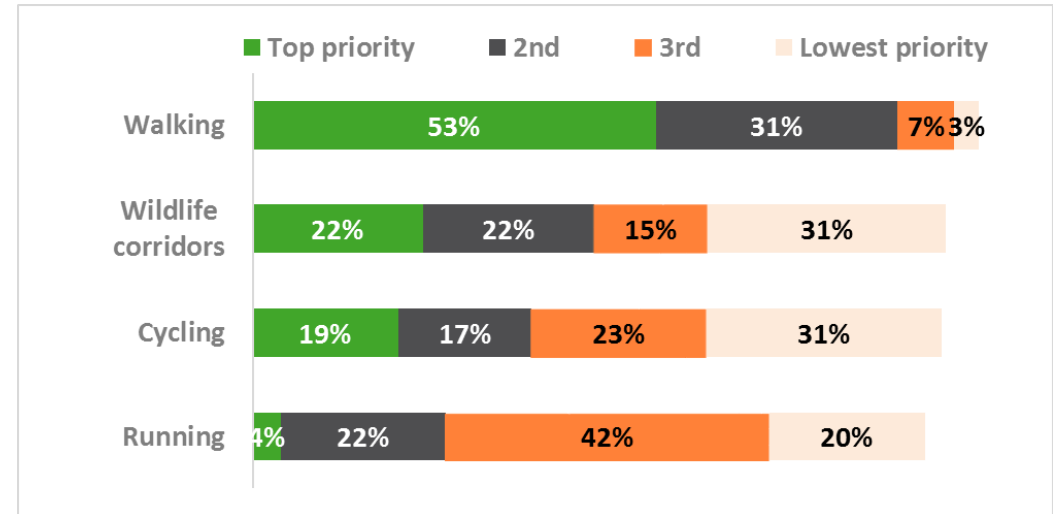
4.1.5 Key centres

Participants were asked about developing creative industries in the Ryde LGA and protecting industrial lands; how the West Ryde town centre could be renewed.

Q27 How do you think we can do this? Rank the list below in order of importance. (n=474)

Participants' top priority was 'support navigating the planning system' (53 percent). This was followed by:

» grants (22 percent)

» networking (9 percent)

» marketing (8 percent).

It should be noted that 38.9 percent of respondents did not answer this question.
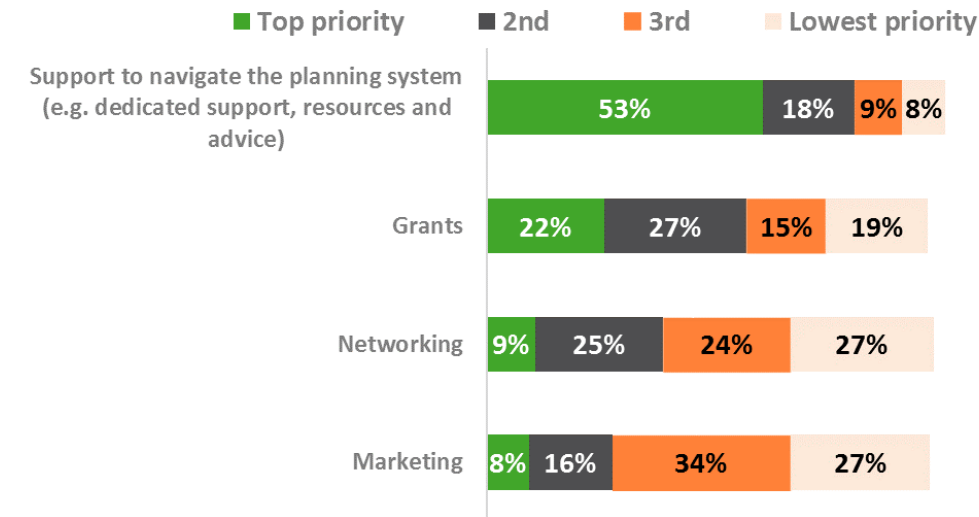
Q28 Have a look at the images and short description below. Which do you think would be suitable for Ryde? (n=427)

Participants were asked to review the images and descriptors below, and rank them in order of their suitability to the Ryde LGA.

| Affordable and temporary studios | Indoor sport and recreation | Affordable performance and rehearsal space | Artisan markets | Arts precinct and adaptive re-use of old buildings |

For the top priority, artisan markets were most commonly selected (27 percent). The second and third highest priorities were an arts precinct and adaptive re-use of old buildings. Affordable performance and rehearsal space was fourth (28 percent) and indoor sport and recreation was the lowest priority (32 percent).

It should be noted that 4.16% of respondents in this section chose not to fully answer this question.
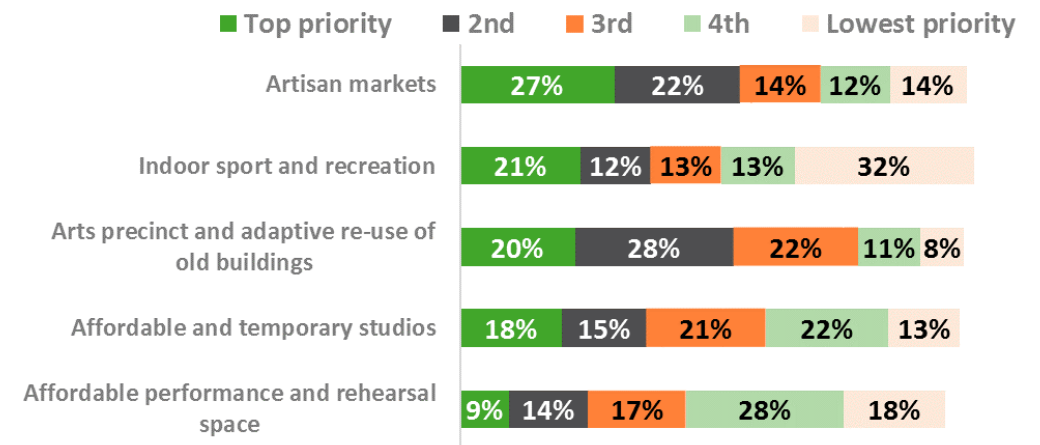
Q29 What do you think will achieve [revitalisation of West Ryde]? Rank the list below in order of importance to you. (n=427)

Participants were asked to rank, in order of most important to least important, how to best achieve urban renewal in West Ryde.

The highest priority and most commonly selected response overall was an 'Eat Street' (24 percent). 'New activities' was the second most commonly chosen response overall and ranked third in terms of participants' highest priority. 'Adaptive reuse of heritage buildings' along with 'design excellence' and 'more parking' (13 percent for all three).
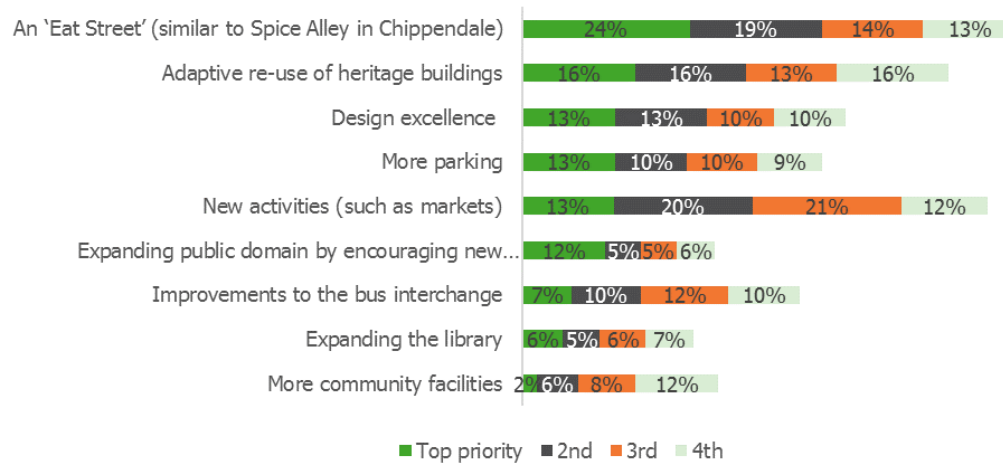
05
TELEPHONE SURVEY

5 Telephone survey

Overview

A telephone survey of 500 City of Ryde residents was conducted between 7 and 19 August 2019. The survey was conducted in English.

Survey participant profile

A profile of survey participants is provided in **Appendix F**. Councillor or permanent employees at Council were screened out.

5.1 Analysis of responses

> 💬 **Summary of key themes:**
> » CALD groups and women had a preference for increases in buses to improve transport in the LGA.
> » Participants had a preference for low density housing, however this preference decreases over the next seven years, and medium density housing increases as a preference.
> » A majority of participants agreed that the Ryde LGA provides entertainment, health, education and employment within 30 minutes travel.

Participants for the phone survey were selected randomly, while participants of the online and hard-copy surveys chose to opt-in. Statistically significant differences between phone and opt-in survey results are noted, as opt-in survey respondents tend to be more engaged and have particular interests.

5.1.1 Housing

Q11 Do you agree with Council's proposed approach to high density housing? (n=500)

The majority of participants agreed with the proposed approach (51 percent), while just over four in ten disagreed, (44 percent) and a small group were unsure (5 percent).
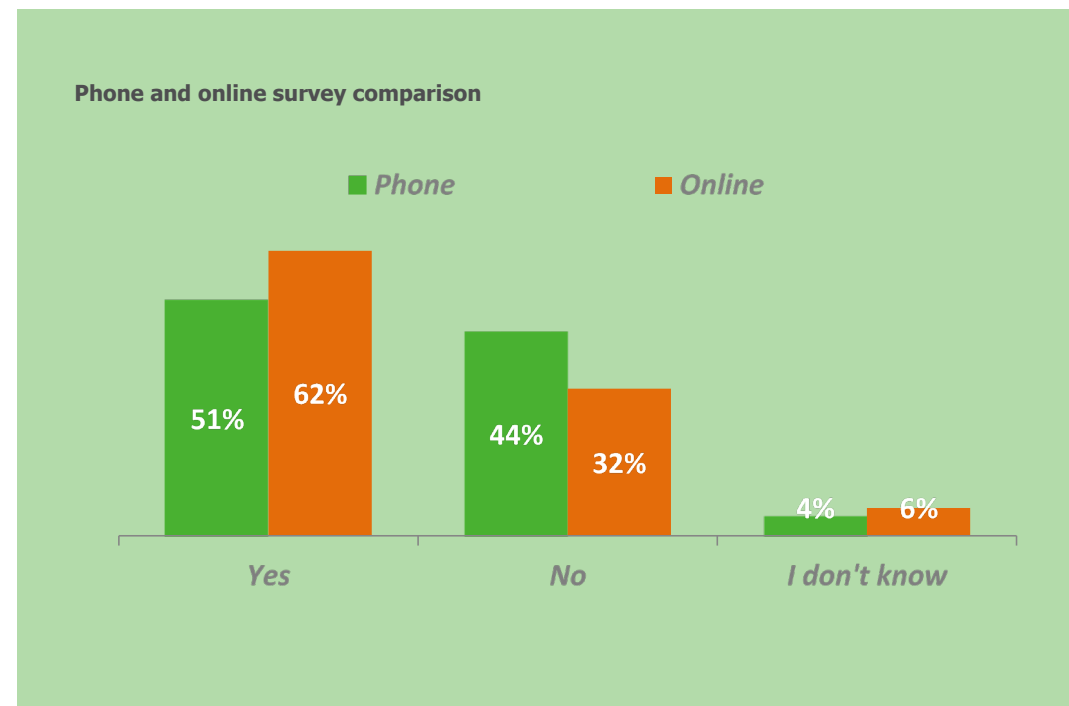
Phone and online survey comparison

■ *Phone*   ■ *Online*

	Phone	Online
Yes	51%	62%
No	44%	32%
I don't know	4%	6%

Q12 Do you agree with Council's proposed approach to future medium density housing? (n=500)

Participants were asked their views on Council's approach to medium density housing. The majority of participants agreed with the approach (81 percent), a small minority disagreed (17 percent), and others were unsure (2 percent).

Phone and online survey comparison

■ *Phone*　　■ *Online*

81% 61% (Yes)　17% 30% (No)　2% 9% (I don't know)
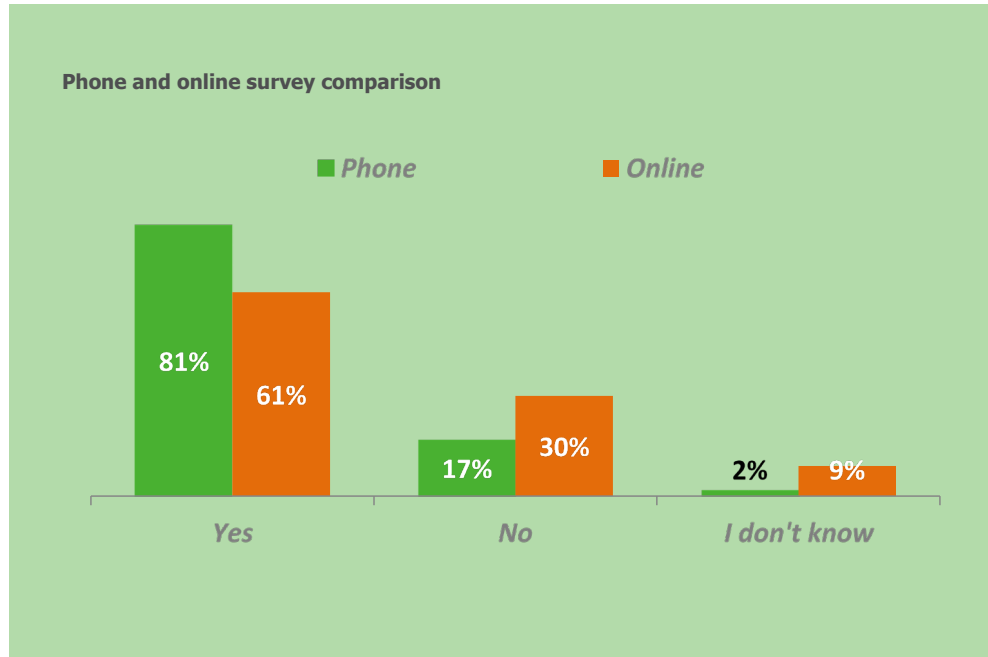
Q13 Do you agree with Council's proposed approach to low density housing? (n=500)

Participants were asked their views on Council's approach to low density housing. The majority of participants agreed with the approach (91 percent), a small minority disagreed (7 percent), and the remainder was unsure (2 percent).

Phone and online survey comparison

■ *Phone*　　■ *Online*

91% 78% (Yes)　7% 12% (No)　2% 10% (I don't know)
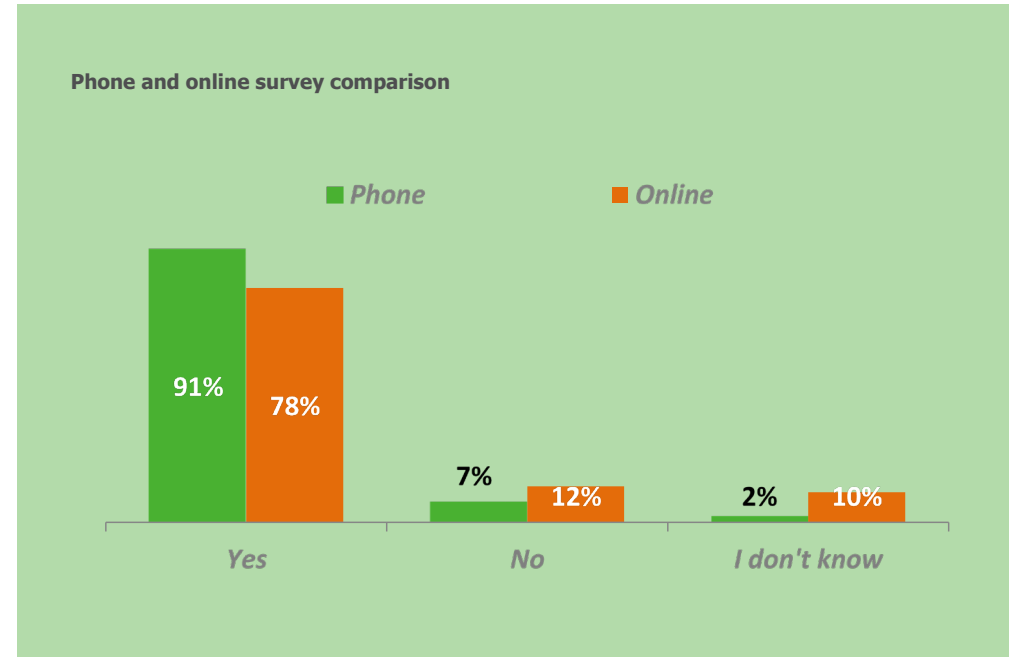
Q14 What type of housing suits your current lifestyle? Q15 What type of housing do you think will suit your desired lifestyle in 7 years? (n=500)

A majority of participants responded that low density housing suits their current lifestyle (70 percent), and approximately two thirds thought it would do so in seven years' time (63 percent). Participants identified medium density as the second most suitable housing choice (21 percent), and there was an increase of twelve percentage points for suitability in seven years' time (33 percent). Participants found high density housing to be the least suitable housing type (8 percent), where four percent of participants thought it decreased in suitability in seven years' time.

Overall, there is a preference for low density housing. However, preference for low density housing decreases when suitability in seven years' time is considered, while the preference for medium density housing increases. High density housing was least preferred for current suitability and fell in preference in seven years' time.

This is largely consistent with feedback provided through the online and hard copy survey results.

Phone and online survey comparison

Suits current lifestyle

In seven years
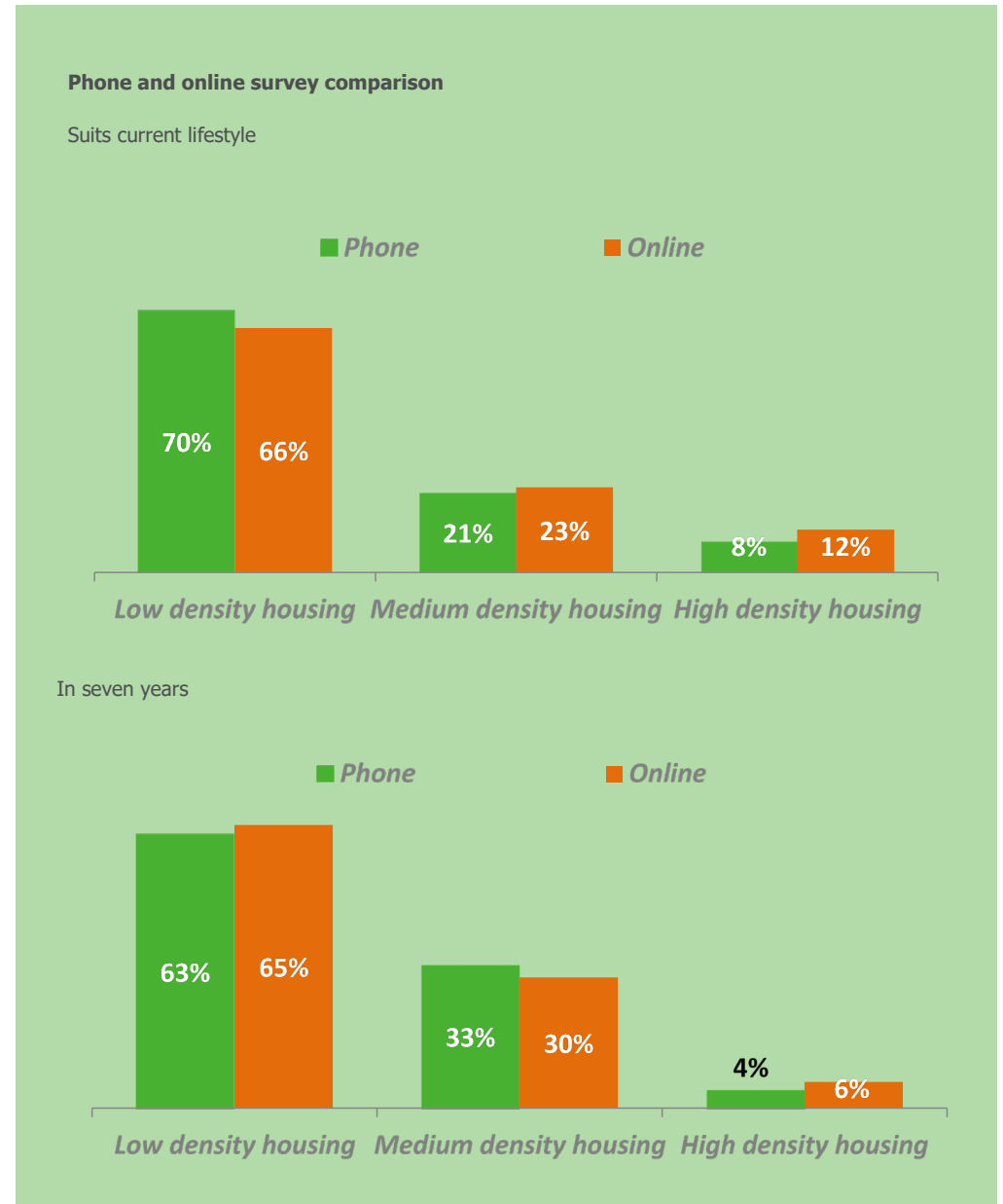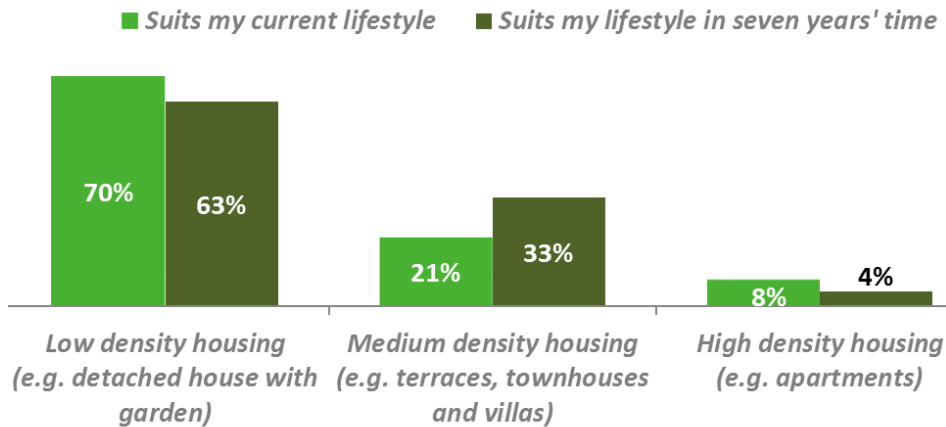
5.1.2 **Transport**

Consistent with the feedback received through the online and hard copy survey results, the vast majority of participants agreed that they have access to a range of services within 30 minutes of their home (95 percent). The remaining respondents disagreed (4 percent) or were unsure (1 percent).

Almost all participants agreed that they have access to quality health facilities within 30 minutes of their home (95 percent). The remaining participants disagreed (4 percent) or were unsure (1 percent).

The majority of participants agreed that they have access to entertainment opportunities with 30 minutes of their home (91 percent). The remaining respondents disagreed (8 percent) or were unsure (1 percent).

The majority of participants agreed that they have access to quality education within 30 minutes of their home (83 percent). The remaining participants disagreed (11 percent) or were unsure (5 percent) (NB figures do not equal 100 percent due to rounding).

Close to three quarters of participants agreed that they have access to diverse employment opportunities within 30 minutes of home (73 percent). The remaining participants disagreed (22 percent) or were unsure (6 percent).

Phone and online survey comparison
Employment

Phone and online survey comparison
Entertainment

■ *Phone*   ■ *Online*

91% 80% 8% 16% 1% 4%

Yes   No   Unsure

Phone and online survey comparison
Health facilities

■ *Phone*   ■ *Online*

95% 85% 4% 12% 1% 3%

Yes   No   Unsure

Phone and online survey comparison
Education

■ *Phone*   ■ *Online*

83% 77% 11% 15% 5% 8%

Yes   No   Unsure

Phone and online survey comparison
Diverse services

■ *Phone*   ■ *Online*

95% 73% 4% 12% 1% 15%

Yes   No   Unsure

Q17 If there was one transport improvement you would like in Ryde, what would it be? (n=500)

More than a third of participants chose more buses (34 percent). This was followed by more trains (16 percent), no suggestion (12 percent), light rail (8 percent) and parking (8 percent).

Gender difference and bus preference

Category	Percent
More buses	34%
More trains	16%
Nothing/No suggestion	12%
Introduce light rail	8%
More parking	8%
Wider roads/More lanes	6%
Ease congestion (but no method)	5%
Unsure	3%
More ferries	3%
Bike paths	2%
Incentives for public transport/walking/bikes	2%
Better crossings/ traffic lights	2%
Stop overdevelopment	1%

Female: 40.8%
Male: 25.7%

There was a significant difference between gender and transport improvements for Ryde, where women were significantly more likely to suggest bus improvements than men. This could be related to men having greater access to a car for work and may warrant further investigation into providing better public transport access for women.

Language other than English and bus preference

Yes
No

Participants who spoke a language other than English at home were significantly more likely to suggest bus improvements than participants that only spoke English at home. This may be related to native English speakers coming from a higher socio-economic background and having access to cars.

5.1.3   Open space and active recreation

Q18 Do you have any ideas about where more indoor and outdoor facilities should be located? (n=500)

Participants were asked about indoor and outdoor facilities, and where they should be located. The most common response was parks (11 percent), followed by no need for more facilities (8 percent), unsure (7 percent) and around high density (5 percent).

It should be noted that for this question respondents who did not answer were removed from the graph (37.9 percent).
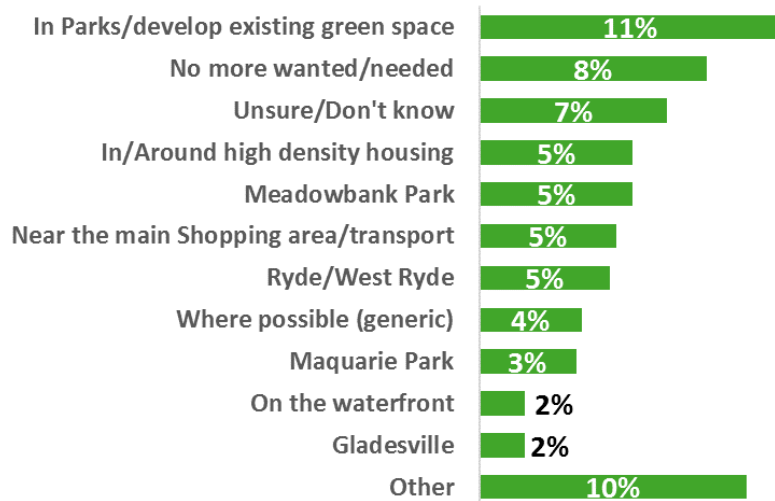
Q19 What sort of facilities should be provided by Council? (n=500)

Participants were asked about what facilities should be provided by Council. The most common response was parks/gardens (18 percent), followed by sports facilities (15 percent), playgrounds (15 percent), walking and cycling areas (9 percent) and BBQ areas (8 percent).

It should be noted that for this question respondents who did not answer were removed from the graph (28.7 percent).

In Parks/develop existing green space	11%
No more wanted/needed	8%
Unsure/Don't know	7%
In/Around high density housing	5%
Meadowbank Park	5%
Near the main Shopping area/transport	5%
Ryde/West Ryde	5%
Where possible (generic)	4%
Maquarie Park	3%
On the waterfront	2%
Gladesville	2%
Other	10%

Parks/Gardens	18%
Sports facilities (generic)	15%
Child area/Playground	15%
Walking/cycling track/area	9%
Family/BBQ areas	8%
Indoor centre	6%
No need/Not wanted	6%
Unsure/Don't know	5%
Exercise equipment	5%
Swimming pool	4%
Dog areas	3%
Tennis courts	3%
Other	4%

5.1.4 Key centres

Q20 What is your favourite location in the Ryde LGA? (n=500)

Given the feedback heard across engagement sessions about the need for more open and green space, it is interesting to note that the two most common responses to this open-ended question were shopping centres. The most common response was Top Ryde Shopping Centre (21 percent), followed by Macquarie Centre (12 percent) and generic park/reserve (11 percent).
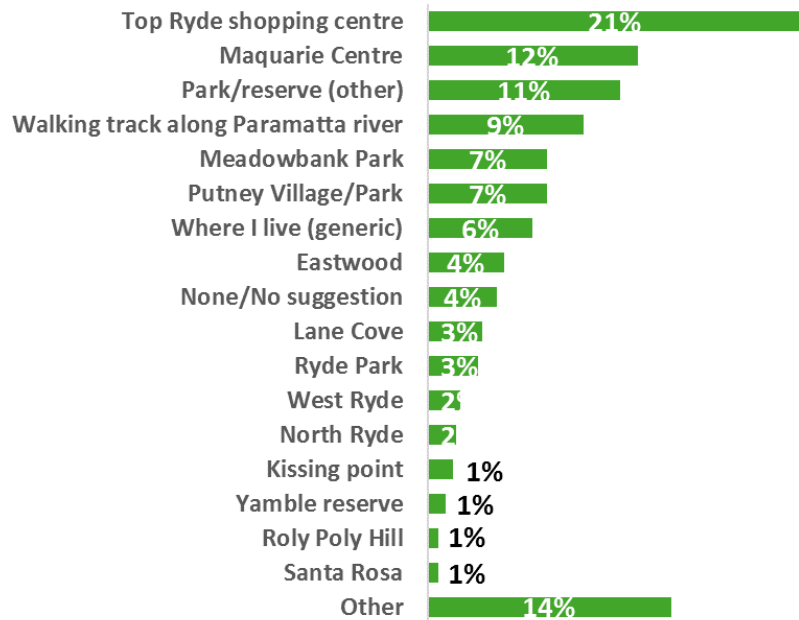
Q21 What is your least favourite place? (n=500)

Participants were asked about their least favourite place in the Ryde LGA. This was again an open-ended question. The most common answer was traffic and roads (21 percent), followed by none/no suggestion (19 percent), Eastwood (14 percent) and Victoria Road (13 percent).

Q20 Favourite location	%
Top Ryde shopping centre	21%
Maquarie Centre	12%
Park/reserve (other)	11%
Walking track along Paramatta river	9%
Meadowbank Park	7%
Putney Village/Park	7%
Where I live (generic)	6%
Eastwood	4%
None/No suggestion	4%
Lane Cove	3%
Ryde Park	3%
West Ryde	2%
North Ryde	2%
Kissing point	1%
Yamble reserve	1%
Roly Poly Hill	1%
Santa Rosa	1%
Other	14%

Q21 Least favourite place	%
Traffic/roads (general)	21%
None/No suggestion	19%
Eastwood	14%
Victoria Road	13%
Top Ryde shopping centre	9%
West Ryde	8%
High density developments	6%
Meadowbank	3%
Macquarie Centre	2%
Devlin St	1%
Lane Cove	1%
Other	13%

06
STAKEHOLDER WORKSHOP

6   Stakeholder workshop

> **Summary of key themes:**
> » Cultural diversity and heritage should be reflected in the LSPS vision statement and be more widely celebrated in the community.
> » Preservation of heritage housing is a way of retaining the historical character and visual amenity of the area.
> » Increase the ease and connectivity of transport throughout the LGA.
> » Sustainable practices and efforts to protect the area's natural environment and wildlife require greater consideration.
> » Designs for repurposed light industrial areas should be innovative, flexible and multipurpose.

Overview

A facilitated workshop was held on Wednesday 21 August at Ryde Council Chambers between 6pm and 7:30pm. The workshop was attended by 25 people from a diverse range of community advisory groups including the Ryde District Historical Society and the Heritage Advisory Committee.

The night commenced with a brief presentation from City of Ryde Council with an overview of the LSPS development process. This was followed by rotating, facilitated groupwork sessions of 10 minutes each, where attendees were encouraged to ask questions and provide feedback on specific issues.

Feedback was provided verbally via the groupwork discussions and was recorded by Elton Consulting and Council project teams, and in writing.

Once formal discussions concluded, attendees who had an interest in a particular topic were invited to participate in a vox pop video.

6.1   Analysis of responses

Similar issues to those raised at the swing-by sessions were put forward, however the workshop encouraged more specific feedback.

The key themes from feedback received are discussed below and are outlined according to the key issue areas of the Ryde LSPS.

6.1.1   Vision statement

Greater recognition of cultural diversity

While celebration of the area's multiculturalism was not a topic unique to the workshop, attendees offered more specific solutions. Many felt cultural diversity should be better articulated within the vision statement, with six out of 34 (around 18 percent) suggesting this.

> *Place represents a mix of diverse cultures*
>
> *Add 'multiculturalism' or 'diverse cultures'*

One attendee suggested fleshing the statement out to further explain what certain cultural aspects mean for the Ryde LGA specifically.

Resulting suggestions that sparked the most discussion are listed below:

» public spaces should better acknowledge cultural diversity or history, perhaps through the use of information signs or posters in key public areas that detail the history or heritage of a building, place or person

» multilingual signs, to help foster social and cultural inclusion. One attendee informed the group they had seen automated versions of this in other municipalities, and was in support of their implementation

» public art spaces, to encourage various contributions from diverse backgrounds to visually contribute to the cultural amenity of the area.

Figure 13 Attendees at the Planning Ryde stakeholder workshop

To some attendees, diversity of culture also meant recognising heritage. Four out of 34 people (around 12 percent) requested for heritage to be included in the vision statement.

> *More emphasis on the heritage of Ryde*
>
> *Mention heritage protection*
>
> *Broader interpretation of heritage*

To one attendee, protection of heritage meant the celebration of heritage, specifically the area's Indigenous background. Within a particular rotation, the group agreed that the area's Indigenous history should be given greater acknowledgement, and that information on this should be made more widely and readily available.

Sustainability

Attendees mentioned that while sustainability was very much linked to protection of our natural environment, it also encompassed more than this consideration. Some suggested Council make it easier for residents to practice sustainability throughout the LGA, such a through recycling initiatives.

> *Need to make it easier for people to recycle*
>
> *High density makes it harder to recycle*
>
> *Cities like Ljubljana (Slovenia) have achieved zero waste, need to aim for this*

6.1.2 Housing

Support for diversity in housing and retaining heritage

A particular issue raised was the level of importance of preserving and encouraging diversity of housing.

Two out of 21 (around 10 percent) pieces of feedback given via post-it notes specifically mentioned diversity.

> *I agree with diversity*
>
> *Allow for a little diversity in housing…*

One group shared the concern that high density housing is causing the area to lose visual appeal and interest, and that diversity in housing is a way to help combat this. An alternative view was offered by two attendees, who put forward that a place's appeal is in its community and culture.

> *Housing is communities, not just building of places*
>
> *What makes a neighbourhood? Shops/open space?*

6.1.3 Transport

Accessibility in transport

The primary theme of transport-related discussions was that of accessibility. It was widely felt that there is room to improve the ease of existing modes of transport and the links between them. This sentiment was also reflected by one stakeholder, who attended as a representative of Connect Macquarie Park and North Ryde, a Transport Management Association designed to improve travel and access within Macquarie Park.

There was also large support for the proposed light rail, with nine people offering positive comments on the idea via open ended feedback. It was seen as a way of opening up access to the area and providing a much-needed link between the LGA's key locations.

While issues raised were not dissimilar to those communicated at the swing-by sessions, they were more focused on increasing interconnectivity and ease *within* the LGA rather than between the LGA and other areas. A total of 11 out of 63 people (around 18 percent) wrote down feedback related to improving transports links and connectivity.

> *Eastwood seems to miss out on connections*
>
> *Open County Road as an active travel corridor*
>
> *Well-connected public transport* [is needed]
>
> *Bus/rail interchange at Top Ryde needed*

The most frequently raised topics of feedback are outlined below:

» large support for light rail, viewed as a way of improving connectivity and reducing car traffic

» increase cycle paths and improve their connection to other transport modes and key centres

» commuter parking, to better encourage use of public transport; and remove on-street parking on major roads

» improve transport links.

6.1.4 Open space and active recreation

Sustainability should be included in planning

The need for greater consideration and incorporation of environmental protection in future planning was frequently raised in discussions throughout the night. Approximately a third of feedback on this key LSPS area (19 out of 60) raised concerns specific to protecting native wildlife, improving sustainability efforts and enhancing and expanding existing and future green space. This was a point of difference from feedback given at the swing-by sessions, which was more solely focused on open space.

Within this topic, attendees asked for more to be done to protect and preserve native flora and fauna. This was often raised out of concern that future development will be built on existing green space and therefore pose a significant threat to these species. People were in favour of retaining the natural, 'unmanaged' spaces in the LGA.

> *Connectivity is important, especially for wildlife*
>
> *Wilder and more unmanaged spaces, like North Ryde Common*
>
> *Identify what type of wildlife lives in existing open spaces*
>
> *Unique bushland to be preserved*
>
> *Avoid acquiring houses for green space expansion*

Attendees put forward multiple suggestions for possible ways Council can better serve the LGA's natural environment and wildlife. They are listed below:

» wildlife corridors

» verge planting

» improve access to National Parks

» preserve existing green space and bushland

» increase green links

» introduce an LGA recycling program, e.g. container collection.

6.1.5 Key centres

Functionality of repurposed light industrial areas

Key themes that emerged during discussions around repurposed light industrial areas included:

» accessibility

Accessible and inclusive art programs

30-minute parking is not enough. Change this to two hours so people have sufficient time for activities

» flexibility

Flexible

» multi-purpose

Spaces should be industrial during the week, then recreational on the weekends – dual purpose
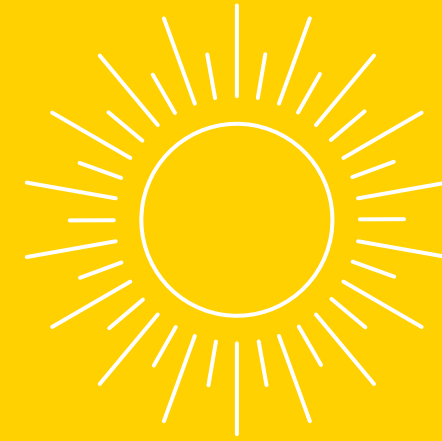
Host multiple activities

» forward thinking and planning for the future

Connecting TAFE and Uni

Partnerships, for business and training

» sustainability.

Need to retain small, cheap places for micro business, [which is] *also sustainable*

07
FOCUS GROUP

7 Focus group

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💬 **Key takeaway points:**

» 32 attendees.

» There is a desire to enhance, not change, the existing character of Ryde's key centres.

» Key centres are seen as holding potential to meet community needs and that it would be a missed opportunity to 'do nothing.'

» Adequate transport planning and traffic management is needed.

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A community focus group was held on Saturday 14 September at Ryde Council Chambers, 10am-1pm.

Attendees were a mix of those who participated at the community swing-bys or those who expressed interest in attending via the telephone survey.

A total of **32 people** attended, inclusive of a variety of demographics which made for a thorough and successful session.

The overall sentiment of the group began as slightly cynical and some were wanting to discuss topics outside of the LSPS. However, it was noted that many left feeling positive about the content and the type of feedback sought from attendees. Some left feeling so enthusiastic they requested annual sessions.

The agenda was divided into three main activities; the first asked participants questions specific to low density areas, the second asked for descriptions on nominated key centres in the Ryde LGA and the third asked for future recommendations and thoughts on those same key centres. Interspersed between these main activities were short Q&As and an interactive game.

7.1 Local character – low density areas

The first activity asked participants to select a low density location in the Ryde LGA that they highly value.

Part one asked to describe the chosen location's existing character using elements such as housing, heritage & environment/surrounds, roadway, parking, safety and open space/leisure.

Part two of this activity asked participants to write down what they would like the future character of that same location to be in 10-20 years.

One person from each table group reported back to the room with their example, which was followed by brief whole group discussions.

The overview below outlines the key themes revealed from the group discussion. The *green italicised* text which follows is additional participant feedback noted from the individual worksheets that supports the preceding themes.

Following the overview are the specific location examples shared by each table and the key points raised.

Figure 14 Local Character Worksheet

Local character – low density areas

Selected location:

Element	Existing character	Desired future character
Housing		
Heritage & Environment/ Surrounds		
Roadway		
Parking		
Safety		
Open space/leisure		

Overview

The group discussion, which spoke about five individually chosen low density locations, revealed a few common themes.

When discussing the **existing character** of each location, the following themes were shared among several groups:

» **love for existing character:** there was a clear desire for favoured locations to retain the inherent aspects that currently make up their character, including elements such as the natural environment, architecture and community feel.

We do like the existing area the way it is [North Ryde]

Currently shops and school, great local place to buy the necessity needs [Coxs Road, North Ryde]

A wonderful mix of old churches, halls and venues used for all community events

Family feel

» **green spaces:** many identified green space as their reason for loving a certain area. This was also inclusive of an appreciation of streetscapes such as tree-lined streets

Trees and landscape

Good parks [Meadowbank]

Grassed verges – tree'd areas promoting habitat for wildlife [Eastwood/Marsfield between Blaxland Road and Midway]

Plenty of greenery, trees [O'Keefe Crescent, Eastwood]

» **housing architecture:** most examples given in the group discussion mentioned an appreciation of the styles of homes in their chosen area. These included 'buildings dating 50-60 years', '20s/30s Post Federation' homes and 'Bungalow' homes.

Retain 1920s to 1940s houses

Maintain current style of housing

50's apartments [Macquarie Park, not right next to the stations]

1920's/30's styling houses with features and architecture that reflects our history

Discussions on **desired future character** similarly revealed commonalities among the group, they are listed below:

» **road planning:** many suggestions for the future centred around improving road infrastructure or planning. Ideas given included:

> moving arterial roads away from low density areas

> plan for parking in the future, including how to maintain streetscapes in the process

> implement a traffic plan

> consider road and pedestrian safety

> safe pedestrian links.

How about City Council builds/constructs a parking garage building…

Traffic management…that liaises with residents

Ensure off-street parking is mandatory when developments are planned. Develop indent parking in narrow streets

Road quality needs significant improvement [Ryde Hospital and surrounding areas in Denistone and Eastwood]

More street lights [Coxs Road, North Ryde]

More lighting [Denistone and Denistone East]

» **community feel:** multiple suggestions stemmed from a desire to retain a sense of community in their area. Suggestions on how to do this included:

> implement community situated signage to inform on the history or significance of certain locations, e.g. the history of a tree

> retain and/or introduce local cafes and shops

> reintroduce neighbourhood watch.

Community gardens [Meadowbank]

Diverse public/community facilities [Macquarie Park, not right next to the stations]

Market on weekends get community together [Coxs Road, North Ryde]

Denistone/West Ryde

One table reported back that West Ryde, as it exists now, has great views, which the community would like to see maintained and optimised.

The desired future character of West Ryde reported back included the following suggestions:

» connecting into the storm water systems more cost effectively

» minimising the through traffic in the area

» using vacant space to soak up parking overflow

» video and lighting surveillance for crime prevention.

North Ryde / Macquarie Park

According to one, the existing value of Macquarie Park is the open space 'right at your back door.' Its character includes 1950's apartments and low density housing with the freedom to garden.

Macquarie Park's future character can be maintained and improved by:

» planned on-street parking with aspects such as green trees on roads and in between parking spots

» keep main arterial roads away from low density

» creating a community feel with small shops and centres

» housing density to be in proportion to the area's character.

Monash Park

The existing character of Monash Park and surroundings holds 20's/30's Post Federation style homes, well balanced with 50/50 free standing homes and units with adequate gardens and open space areas.

Its desired future character can be realised by:

» a comprehensive traffic plan to limit transit traffic and prioritise local traffic

» ensuring better road safety, such as with pedestrian crossings and lights

» maintaining existing open spaces

» providing play spaces for ALL age groups.

Eastwood

Eastwood is currently a low density area, characterised by buildings dating back 50-60 years with tree-lined streets.

According to one, the desired future character would be to maintain the area as it is. Suggestions on how to achieve this were as follows:

» allowing the residents to have a say in the developmental impact of the street

» maintaining green spaces and parks with volunteer park rangers to assist

» protecting the current houses and native trees.

Bellevue Avenue, West Ryde

Bellevue Avenue's existing character currently maintains an attractive streetscape, well landscaped gardens and Bungalow homes.

Its desired future character includes maintaining the distinctive landscape, housing style and street features. The following ideas were put forwards as methods to help realise this:

» generous house front setback, keeping the second storey back and away from the road

» utilise signage to describe the street and its particular trees and why they are important

» widen the footpaths to improve the pedestrian experience

» landscape on street parking (Eastwood Avenue).

Additionally, it was suggested to promote local community activities such as:

» a little library to share books within the community

» implement local car sharing initiatives such as GoGet

» garage sales.

In order to promote community safety, suggestions included:

» widening footpaths to create safe walking links to school

» increasing passive surveillance

» implementing appropriate lighting

» safe connections to open spaces

» neighbourhood watch within school areas

» add cycle ways to access local schools e.g. Denistone East.

7.2   Favourite location

It was put to the group that the telephone survey revealed that the top two favourite locations in the Ryde LGA are Top Ryde Shopping Centre (21%) and the Macquarie Centre (12%).

Participants were then asked to provide their thoughts as to why these two locations may have been the most favoured. The group was then asked to brainstorm whether some of these ideas could be applied to other key centres/locations in Ryde.

When asked what they love about Top Ryde Shopping Centre and the Macquarie Centre, participants' answers were the following:

» entertainment

» restaurants

» social gatherings

» destination and accessibility

» safety

» high profile centres

» free Wifi.

When asked how some of the above could be applied to other key centres, the group focused heavily on improving the Shepherds Bay town centre. Suggestions discussed are as follows:

» restaurants and live music, to draw people to the area

» accessibility: there are a lot of buses out of Ryde but none in and around the area

» markets

» activities for wet weather and during the school holidays.

7.3 Key centres – part one

The first key centres activity asked participants to individually list the words that came to mind to describe five key centres in the Ryde LGA; Eastwood, West Ryde, Ryde, Gladesville and Shepherds Bay.

The second part of this activity required each table group to pick the two best words to capture their table's general sentiment. These two words were then reported back to the whole group for discussion.

All recorded words shared by the table groups are listed in the table below (Table 3).

Figure 15 Key centres – part one, worksheet

Overview

This activity revealed consistency in sentiment in all five key centres and across all five tables. This was also mirrored in the individual worksheets.

The most common words to describe each of the key centres were:

» fragmented and inaccessible

» crowded and congested

» multicultural

» outdated and tired.

Specifically, West Ryde, Ryde and Gladesville were primarily viewed as tired and congested. Similarly, Eastwood was identified as tired, but was also described by many as being a culturally diverse town centre. Shepherds Bay was described by many as unknown and inaccessible, with many people saying they had never been there and some revealing that had not heard of the area before.

It was noted from the group discussion that at many moments this feedback was framed in a positive way, with the group describing the centres as having potential to positively change and better serve their community.

Table 3   Words

Eastwood	West Ryde	Ryde	Gladesville	Shepherds Bay
Food	Rundown	Family oriented	Disjointed	Where?
Busy	Old	Well invested	Spread out	Potential
In transition	Inspiring	Congested	Changing	Overdeveloped
Multicultural	Potential	Disjointed	Inaccessible	Soulless
Old	Central	Central	Tired	Sterile
Convoluted	Fragmented	Retail	Split	No character
Culturally vibrant	Busy roads	Restaurants	Sprawled out	Crowded
	Congestion	Fragmented	overdeveloped	
	Dishevelled	Social hub	Lack of open space	
		Centre of convenience		

7.4   Key centres – part two

Using the same key centres as above, the group then had to shift their thinking to the future; to thinking about how the LGA and society in general is changing, and therefore how their own needs may change.

Specifically, table groups were asked,

» What each key centre would look like in a 'do nothing future', and

» What's needed for the future.

Results are outlined in the two tables below (Table 4 and 5).

Figure 16 Key centres – part two, worksheet

Overview

As this was a group activity, it was successful in teasing out the common sentiments and experiences among groups for each key centre.

Results were therefore representative of the broader community sentiment.

Most results gathered from the 'do nothing future' exercise, were framed in terms of missed opportunities or preventable situations, including:

> *Not tapping into potential* [Eastwood]
>
> *Missed opportunity, will die* [West Ryde]
>
> *Will end up becoming tired* [Ryde]
>
> *Local business will turn into development* [Gladesville]
>
> *Will lack atmosphere* [Shepherds Bay]

Across all five centres and all five table groups, it was a shared feeling that each location needs future attention in the specific areas of transport, connectivity and community feel.

Table 4   'Do nothing' future

Eastwood	West Ryde	Ryde	Gladesville	Shepherds Bay
Lose community feel	Missed opportunity, will die	Age/tired	Continue to be split	Become a slum
Congested	Rundown	Congested	Turn into Shepherds Bay	Overdeveloped
Overcrowded	Dying retail on Victoria Road	Will end up becoming tired	Local business will turn into development	Quality of construction will be questionable
Not tapping into potential	Deteriorate further	Remain an entertainment precinct	Become the next West Ryde	No one knows where it is so it will fall off the map
Traffic and pedestrian congestion	Empty shops	Potholes	Restaurants, poor parking, transport, leafy	Never go there! Overdeveloped, treeless, overcrowded, lacks atmosphere
Denying opportunities	Decrepit	Places outside of Top Ryde will shut	Remain divided	Riverside walk
Overpacked/crowded	Inadequate parking	Transit point, good shopping, restaurant precinct, parks, social hub, poor transport		
It won't change	Continue to stagnate			
Parking for locals will continue to get harder	No-go place			
Dirty	Shopping centre, one storey – wasted space			
Rundown				
Economic rundown				
Asian food centre, exotic fruit shop				

Table 5   What's needed for the future

Eastwood	West Ryde	Ryde	Gladesville	Shepherds Bay
Public domain plan and implementation	A clear and unique identity	Public transport coordination, including coordinated bus interchange	Needs a centre to draw the place together e.g. seating	Investigation of what people need
Retain its multiculturalism	Integrated public transport	Live music in the plaza	Moving away from Victoria Road	Pubs and wine bars
Incorporate both sides of the railway line	Needs a visitor drawcard, e.g. putt putt golf	A tunnel to deviate passers-by through the area	Redefine boundaries	Better marketing
More entertainment/activities	Retail with apartments on top along Victoria Road	Outdoor space	Entertainment attractions	Activate the station area
Traffic management	Vision for West Ryde	Kids concerts	Traffic plan	Indoor play area
Public space plan	Remain consolidated	Traffic management	More retail…to attract business	Review of construction
Rationalise traffic	Move the ice rink here	No more development	Communal plaza area	Desperately needs a drawcard – leisure activities » Water activities » Family friendly » Dog parks » Free WIFI » Events/cultural activities » Transient activities, e.g. markets
Rebuild Northside shopping block	Totally redeveloped	Council and Civic Centre to come back with outdoor space	Cohesive planning	Activation
Traffic lights	Turn into a restaurant precinct	More medium density	Revitalisation	More open space/recreation
Accessible infrastructure	Redevelop	Public transport	Medium density mixed use	Enough development

Eastwood	West Ryde	Ryde	Gladesville	Shepherds Bay
Festivals	Tree planting	Better access	Drawcard destination	More dedicated walkways to other places
Parking	Widen Victoria Road	Consolidated	Consolidate into a self-sufficient hub with personality	
Protect resident parking from commuters	More plazas		More diversity of housing	
Widen Rutledge Street	Facelift		Redefine boundaries	
Street tree planting			Give it to Ryde	
Maintain nature strips				
Extend plaza				
Cleanliness				
Better parking				

08
SUBMISSIONS

8   Submissions

> **Key takeaway points:**
> » 183 submissions received.
> » 115 of these were focussed on the West Ryde Revitalisation Strategy.
> » Key issues raised included traffic and parking concerns, and questions over the affordable housing strategy.
> » People were mostly supportive of the development and revitalisation of Macquarie Park and supported the vison for the area to become a vibrant CBD.

8.1   Overview

A total of 183 submissions were received providing comment, support or suggestions to Council for the City of Ryde's LSPS.

115 community members provided their feedback via a form submission focussed on the West Ryde Revitalisation Strategy. Individuals slightly adapted the form submission to their personal areas of interest. This is discussed in section 8.2.5 below.

Figure 17 (top right) outlines the key issues raised across all submissions. It is important to note here that, at times, submissions overlapped across multiple key issues, particularly the West Ryde Revitalisation Strategy form submissions.

Figure 18 (bottom right) demonstrates the categories of submissions received, where community submissions held the large majority.
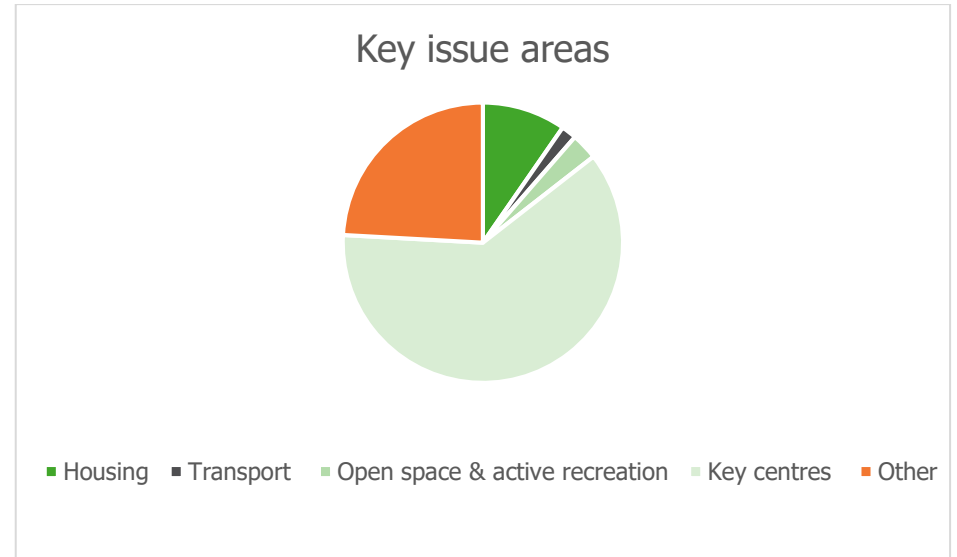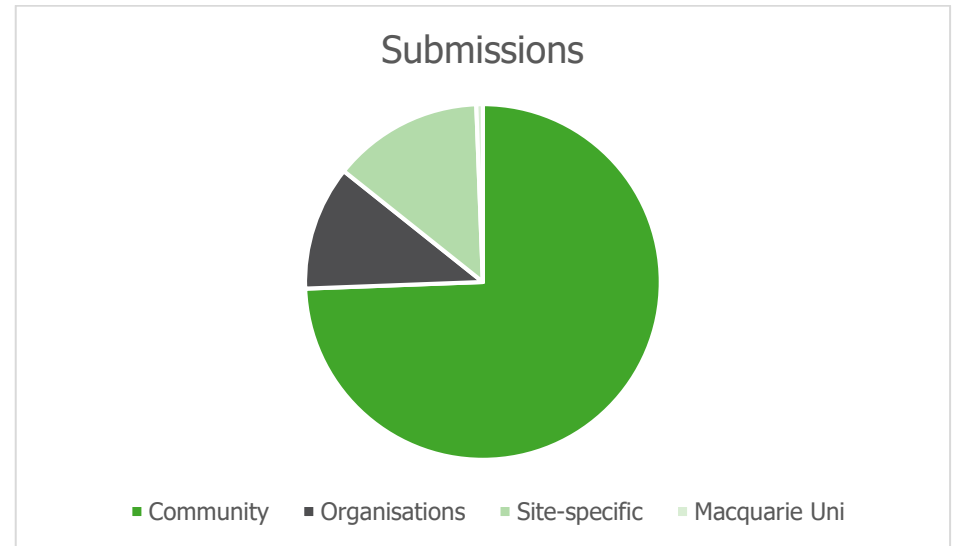

Figure 17   Key issues breakdown

Figure 18   Submission types

8.2   Analysis of responses

Submissions largely mirrored feedback received through face-to-face engagement and survey responses.

The key themes from this feedback are discussed below and are outlined according to the key issue areas of the Ryde LSPS.

8.2.1   Housing

Affordable housing

Concerns about availability of affordable housing in the Ryde LGA were raised across multiple submissions from both community members and organisations.

A total of 12 submissions listed this as a key concern. This figure is inclusive of Macquarie University's submission, which raised affordability in work spaces for small-to-medium enterprises (SME) and start-ups as a priority and "enabler of the innovation ecosystem."

The Sydney Alliance provided seven submissions that heavily focused on affordable housing, and largely supported Council's approach to alleviate this, as outlined in the LSPS. Each submission also put forward suggestions to improve current provisions for affordable housing.

They are as follows:

» "increase the affordable housing target from 5% to 15% for persons on the lowest 40% of incomes.

» clear legislative and financial support for the delivery of affordable housing across planning mechanisms, including S7.11 and S7.12 Contribution Plans, Voluntary Planning Agreements, and SEPP70/Affordable Housing Contributions Plans.

» explicit mention of accessibility and adaptability in housing provision definitions and goals."

Over a third of submissions from community organisations (37%) centred around housing affordability.

These organisations included:

» Community Housing Industry Association NSW

» Shelter NSW

» Blue Mountains Refugee Support Group

» St Vincent de Paul Society NSW

» Urban Development Institute of Australia

» Evolve

» Property Council of Australia.

As most of the above organisations are representatives of minority groups or groups experiencing housing stress, they were largely supportive of Council's acknowledgment of affordable housing as a priority in the LSPS. In saying that, most also recommended the further review of targets and greater consideration of opportunities to better provide affordable housing, such as partnering with community housing providers when developing their strategy.

Housing diversity

Diversity of housing, in particular, controls on the amount of higher density housing, frequented many of the community submissions and appeared in a number of submissions from community organisations.

Ten West Ryde Revitalisation Strategy form submissions were against Council's proposal to increase the amount of medium density housing in West Ryde. In contrast, three submissions supported this.

The seven Sydney Alliance submissions also supported Council's goal of providing housing diversity and "targeting gaps in housing types to better meet the community's needs."

This sentiment was also reflected in a number of organisation submissions. Shelter NSW responded to the LSPS's commitment to housing diversity by suggesting Council consider adopting design guidelines for new developments. The Blue Mountains Refugee Support Group acknowledged housing diversity would help to "define gaps in housing type provision."

8.2.2 Transport

Traffic

Traffic, parking and congestion appeared frequently in community submissions, primarily in the West Ryde Revitalisation Strategy form submissions (these are discussed further in Section 8.2.5 of this report).

Connect's submission highlighted that local access in transport is their primary area of interest and concern. The group conducted a local survey as part of their submission, and 63% of respondents selected transport as the "most important theme in relation to the local area." Connect's recommendation was for Council to be open to collaboration with state government and local workplaces in helping to reduce local congestion.

8.2.3 Open space and active recreation

Seven submissions raised issues relating to open space, green space or recreation.

These submissions were primarily from organisations and put forward suggestions specifically catered to their members' needs.

Suggestions given are listed below:

» Introduce more fenced, dog friendly parks – *community submission*

» Consider a variety of recreational activities when planning for existing and new open space. Council to consider partnering with Slacklining Australia to develop an "operating policy" specific to slacklining – *Australian Slacklining Association*

» Council to prioritise minimal loss to existing vegetation and green space; enhance natural vegetation; support creation of green links; support street tree protection and forest corridors – *Tree of Compassion*

» Include more parks and other outdoor spaces in and around Ryde hospital for patient and public use – *community submission.*

8.2.4 Key centres

West Ryde

115 West Ryde Revitalisation Strategy form submissions were received.

Points raised in these submissions largely reflected what was heard at the community swing-bys where a number of West Ryde residents verbally indicated their opposition to the revitalisation proposal.

Traffic and congestion appeared frequently, with 83 submissions specifically stating that the document "does not adequately address existing and/or future traffic problems."

Parking was another main concern among these form submissions, with 35 people stating they did not feel the current LSPS adequately addresses "existing and/or future parking problems."

Some of these submissions also put forward suggestions on how to address this. Listed below are the most common suggestions:

» collaborate with Transport for NSW to have the existing traffic lights timed more effectively to relieve traffic congestion

» investigate Shaftsbury/Chatham Roads as more appropriate North-South Links

» suggestions for traffic modifications

» creation of a pedestrian overpass.

The following lists other key issues regarding the West Ryde Revitalisation Strategy raised in these submissions:

» it will create an undesirable local character – raised in 51 submissions

» it does not provide adequate infrastructure – 11 submissions

» it does not provide adequate public domain and/or open space – 4 submissions

» West Ryde already is and/or will become overcrowded – 5 submissions

» it does not adequately address existing and/or future safety problems – 66 submissions.

104 West Ryde Revitalisation Strategy form submissions stated "traffic changes at Bellevue Avenue / Movement and Place Strategy" was their particular objection.

Other less frequently raised objections included:

» increased building heights

» increased amount of medium density housing

» development at 2-7 Chatham Road

» increase in high density.

Some submissions also included acknowledgement of elements they supported. General support for the area's redevelopment and revitalisation was largely communicated, along with a handful of mentions of support for specific street or transport improvements.

Macquarie Park

Submissions focussed on Macquarie Park area were largely in support of the LSPS's vision for the area. 21 submissions included a specific mention of Macquarie Park, most of which in favour of the area's development.

Submissions advocated for Macquarie Park to become a new, vibrant CBD, with many supporting the development of a masterplan and planning controls to help achieve this vision and the proposed 18-hour economy.

Organisations that included comments or recommendations on Macquarie Park were primarily business/retail oriented and included:

» Kaufland Australia

» Stockland

» Macquarie University, Industry and Property Developers

» Connect

» Property Council of Australia.

Macquarie Park specific submissions particularly advocated for future development to consider mixed-use sites, encompassing residential, retail and employment purposes outside of existing activation precincts.

A number of landowners offered specific locations as ideal sites for this development:

» 2-4 Lyonpark Road as a potential extension of the Herring Road mixed-use precinct

» BaptistCare landholding (159-165 Balaclava Road) as a site to provide additional senior housing

» Wicks Road Civic Quarter as an appropriate site for a mixed-use precinct

» 6-8 Byfield Street as a site for future residential development

» Shrimptons Creek Precinct provides a liveable site for residential development

» 269 Lane Cove Road a site able to deliver mixed-use outcomes.

Macquarie University submitted a detailed submission that mirrored many of the aforementioned comments and recommendations.

The University requested that innovation principles be incorporated into the planning for Macquarie Park. In particular, allowing the precinct to become a site of "collaboration between the corporate, government, academic, SME, start-up and residential communities."

The University put forward that a shared vision for Macquarie Park as an innovation district would assist in achieving direction for the area's redevelopment. Their submission referenced The Sydney Innovation and Technology Precinct as an exemplar of this.

Overall, Macquarie University expressed broad support for the recommendations in the draft LSPS statement to boost Macquarie Park's vibrancy and economic competitiveness.

Coxs Road

Three submissions specifically mentioned Coxs Road, a significant and loved area within the Ryde LGA, which was a key reason as to why it was chosen as a site for one of the community swing-bys. Feedback was not dissimilar to what had previously been heard and people again communicated an appreciation and support for the area's care and revitalisation.

One submission positioned Coxs Road as an emerging hub in the LGA and a site which has the ability to contribute to the city's "liveability, productivity and sustainability."

A submission by the Catholic Archdiocese of Sydney expressed desire to integrate their own expansion plans with planning for the Coxs Road local hub.

There was one mention among the community submissions that stated "increased attention (be) given to Coxs Road, including plans for future upgrades."

8.2.5 Other

Local environmental plan (LEP)

Elements of City of Ryde's LEP were mentioned in a total of 15 submissions. A large majority of these were from site-specific submissions, which gave comment on LEP processes and inclusions relating to sites in Macquarie Park and West Ryde.

Remaining LEP-related submissions were split across community and organisation submissions, and raised the following suggestions for Council to consider:

» Council should develop legislative protection against residential development in existing industrial areas such as the University and business park – *community submission*

» The LSPS should include consideration of Local Aboriginal Land Council (LALC) lands in order to ensure the visions and plans of Council are aligned with those of the LALC – *NSW Aboriginal Land Council*

» Council should allow for educational establishments in public recreation zones (RE1) to help encourage shared use of infrastructure with schools which would maximise recreation opportunities. The submission raised Blacktown Council's approach as an example of this – *THYNK Academy.*

Sustainability

Suggestions for improved approach to sustainability appeared in six submissions.

Community submissions focussed on offering Council creative solutions to sustainability, including subsidising water tanks, repurposing recycled products and introducing solar charging stations or nuclear power plants.

Others, primarily from organisations, simply expressed support for Council's sustainability initiatives. In particular, its acknowledgement of the importance of waste management and water minimisation.

Employment

Unlike in previous engagement activities where discussions of employment were focused on one key centre, submissions raised employment or employability in multiple contexts, referencing a few key centres in the Ryde LGA, including Macquarie Park and Ryde.

Macquarie University's submission stated employment plays a crucial part in increasing the area's connectivity.

Submissions from community organisations were in support of initiatives fostering employment growth, particularly in retail, and asked for clearer direction on how Council plans to action this.

09
SOCIAL MEDIA

9 Social media

Overview

Social media engagement was undertaken between 1 July and 12 August 2019 using Council's existing handles on Facebook, Instagram, Twitter and WeChat. Twenty posts were made, broken down as follows:

» 18 on Twitter and Facebook

» one on Instagram

» one on WeChat.

The posts were designed to raise awareness of the LSPS and encourage people to complete the survey and attend swing-by sessions.

Results

Council has provided results for their Facebook and WeChat posts. These are detailed in the table to the right.

Council staff responded to comments on Facebook posts. The key themes that emerged are summarised below. Similar to the feedback received through face-to-face engagement, housing, transport and open and green space were the issues most discussed.

Table 6   Social media

Post details	Results
Facebook	
Main page post » One post published on the main Council Facebook page on 1 July 2019 » Boosted for the duration of the engagement period	**Paid advertisement** » Reach: 17,949 users » Impressions: 55,230 » Results: 833 post engagements (made up of likes, comments, link clicks etc) **Organic** » Reach: 1,887 users
Main page post » One post published on the main Council Facebook page on 31 July 2019 » Boosted until end of engagement period	**Paid advertisement** » Reach: 8,341 users » Impressions: 16,785 » Results: 438 post engagements **Organic** » Reach: 3,178 users
Event listing » Sixteen (16) posts about the swing-by sessions and online survey published on a specific LSPS event listing page » Boosted for the duration of the engagement period	**Paid advertisement** » Reach: 10,503 users » Impressions: 37,548 » Results: 290 link clicks, 174 event responses (swing-by sessions), 21 comments, 15 shares
WeChat	
Post on Sydney Today channel » One post in Chinese on 9 July 2019	» Total reach: 448,641 » Click-throughs (views): 1,773 » Total times shared: 46

9.1   Housing

The most frequently made comment was that there are too many high rise developments in the area and no more should be built.

I am so sick of seeing all these high rise blocks go up

Yes less high rise

Similar to feedback received through swing-by sessions, many commented that infrastructure (particularly traffic and schools) is not keeping up with housing increases.

Stop building apartments when there aren't [sic] *enough schools!*

The impact of high rise housing on parking was also raised, with one commentator suggesting that Council ensure new developments have two off street parking spaces for every unit provided.

A number of people expressed their concern with the way increasing housing was impacting the character of the LGA, including impacts to open and green space.

This was always a garden suburb full of trees. Now older brick homes are demolished for huge buildings with all trees demolished and not replaced

This vein of thought was extended to a discussion about how houses would boost the sustainability of the LGA, suggesting new houses could include:

…verandas and patios to help temperature control and add solar panels for more efficient use of energy

A number of people called for more medium density housing and duplexes, with some providing suggestions for specific frontage and lot sizes. Availability of affordable housing was also raised.

If you're going to keep approving these high rises how about making it a condition of development that the developers give 10% of the building to public housing to help combat the rising number of homelessness in our city

More medium density housing affordable housing

9.2   Transport

Most comments lamented the current traffic congestion in the LGA.

It's a mess traffic is dreadful

One commentator suggested an underground train station or light rail in Ryde would assist in alleviating traffic congestion.

9.3   Open space and active recreation

A number of people called for Council to protect existing green spaces and ensure these areas are not used for development and expressed scepticism that Council would protect such areas.

Less high rise more picnic areas

… provide some greenery and recreation areas for all of those people living in the high rise shoe boxes popping up all over our once beautiful area

9.4   Engagement preferences

With regards to feedback received on the engagement process itself, a number of people suggested more weekday sessions held after 5pm would better suit.

10
NEXT STEPS

Next steps

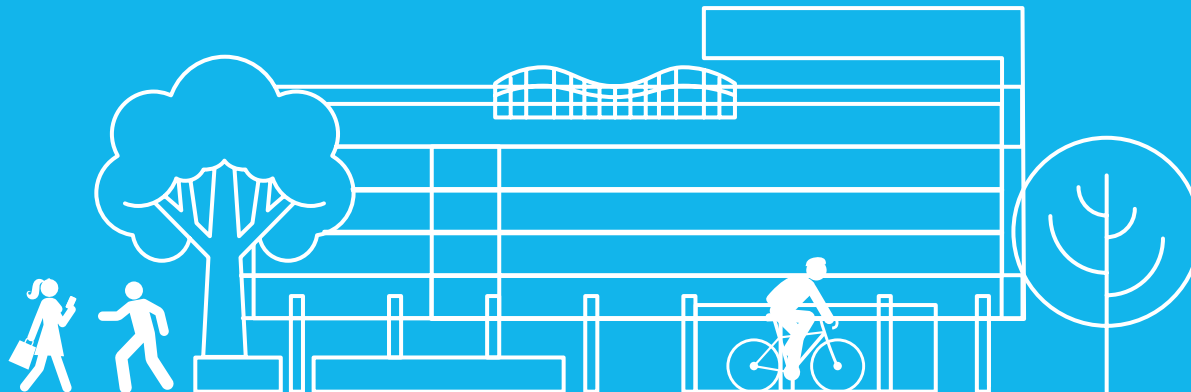All feedback received from community consultation will be provided to Councillors for endorsement and be used to finalise the LSPS.

City of Ryde's LSPS must be finalised by 31 March 2020.

Council is committed to updating this document every seven years, so that it continues to be relevant and adequately reflect the communities within the Ryde LGA.

APPENDICES

A   Survey

PLANNING RYDE
Survey

® City of Ryde

Introduction

We are currently planning for how the City of Ryde Local Government Area will look and function in the future and want your feedback on what's important to you.

We are preparing a Local Strategic Planning Statement (LSPS) which outlines how Council plans to deliver a high-quality lifestyle and increased opportunities to work, live and play in the City of Ryde. It sets out our 20-year vision, planning priorities and actions.

The responses you provide to this survey will be used to finalise the LSPS. We are focusing on aligning infrastructure with growth, and making sure suburbs look and function in the future the way you want them to.

This survey includes questions on housing, transport, indoor recreation facilities, open space and active recreation, green links and street tree master plan, creative enterprises, protecting our industrial

lands and West Ryde. Feel free to answer only the questions you are interested in.

Completed surveys can be placed in the 'Planning Ryde' box at this location or mailed back using the provided reply-paid envelopes before **5pm Monday 12 August 2019**.

To **go into the draw to win one of ten $50 gift cards**, provide your name and email address at the end of this survey and complete at least one section of questions*.

*for terms and conditions, visit
www.ryde.nsw.gov.au

Section 1 – About you

To start, please tell us a little about you:

1. Which of the following best describes you (please select all that apply):

   I live in the City of Ryde area

   I work in the City of Ryde area

   I study in the City of Ryde area

   I visit the City of Ryde area for retail services

   I visit the City of Ryde area for entertainment and dining options

   I visit the City of Ryde area for health services

   Other (please specify)

2. Which suburb do you live in? _____

3. What is your age?

   17 and under

   18 – 34

   35 – 49

   50 – 64

   65 and over

   Prefer not to say

4. Which gender do you most closely identify with?

Male

Female

Other

5. Do you speak a language other than English at home?

No

Yes (please specify _____

Section 2 – Vision statement

Using what we've heard previously from the community, Council has developed the following statement to summarise the character of Ryde. We want your feedback to make sure this accurately reflects your ambitions for Ryde.

A liveable, prosperous and connected city, it provides for our future needs while protecting nature and our history. A city with diverse and vibrant centres, our neighbourhoods reflect and service our residents and businesses. Our well-planned places enhance the health, wellbeing and resilience of our community. They also foster innovation, equity, inclusion and resilience.

6. Do you agree with this statement?

Strongly agree

Agree

Disagree

Strongly disagree

7. Is there anything missing? _____

Section 3 – Housing

The population of Ryde is increasing. We are working to provide a range of housing options, in the right areas, while preserving local character throughout the LGA.

Our housing approach aims to provide affordable housing, at all stages of life, with easy access to facilities, transport and services.

Our approach to providing diverse housing is explained in the following questions:

8. We want to keep **high density housing to key centres** near major transport hubs (such as train stations), services and facilities.

Yes

No

I don't know

9. Is there anything else we need to consider for high density housing?

_____

10. We want to locate **future medium density housing** such as terraces, townhouses and villas, close to high density housing, to create a transition to low density areas but still be close to facilities, transport and services.

Do you agree with Council's proposed approach to future medium density housing?

Yes

No

I don't know

11. Is there anything else we need to consider for medium density housing?

_____

12. We want to **protect the character of existing low density housing areas**.

Do you agree with Council's proposed approach to low density housing?

Yes

No

I don't know

13. Is there anything else we need to consider for low density housing?

_____

14. Thinking about housing *character* (that is, the external built form or style of housing), take a look at the images below and tick √ the relevant columns to let us know:

Which style suits your current lifestyle?

Which style suits your desired lifestyle in 7 years' time?
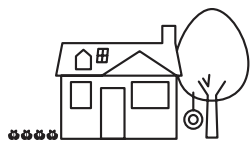
Low density housing (e.g detached house with garden).
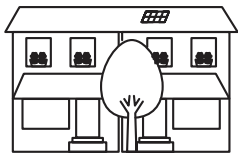
Medium density housing (e.g. terraces, townhouses and villas)
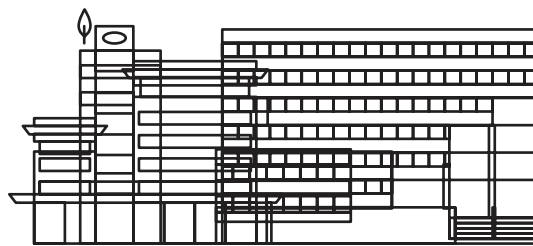
High density housing (e.g. apartments)

Suits your current lifestyle?	Suits your current lifestyle?	Suits your current lifestyle?
Suits your desired lifestyle in 7 years' time?	Suits your desired lifestyle in 7 years' time?	Suits your desired lifestyle in 7 years' time?

Section 4 – Transport improvements for investigation

As Ryde's population grows we know that infrastructure needs to keep pace. A role for Council is to advocate for transport infrastructure to be planned and delivered for our LGA. We want to make sure we are advocating for projects that will make a difference to you. The map below shows projects that will be delivered in the next ten years as well as projects that Council will be investigating and advocating for in the next 10 to 20 years.

KEY

● Railway station	Commercial centre
── Railway line	Education / hospital
Main road	Major industrial area
Green space	

0-10 years committed:
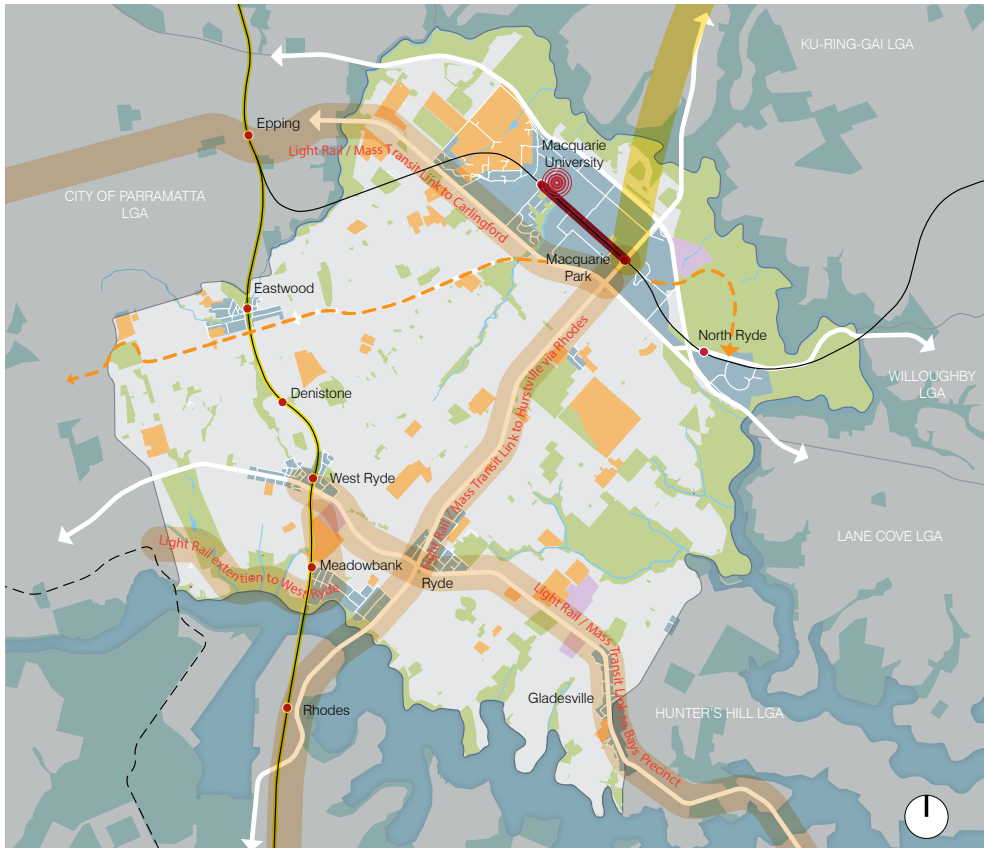- Education / hospital
- Improved bus connection (pedestrian focus)

0-10 years investigation:
- ─ ─ Parramatta Light Rail Stage 2 to Olympic Park
- Increase freight train capacity & passenger train frequency
- Public transport connection to Mona Vale

10-20+ years visionary investigation:
- Mass transit initiative
- ─ ➤ Rapid bus connection

15. Have a look at the map above. Which projects should Council further investigate and advocate for delivery? Please select all that apply.

Bus interchange upgrade

Improved bus connection (pedestrian focus)

Parramatta Light Rail Stage 2 to Olympic Park

Increase freight train capacity and passenger train frequency

Public transport connection to Mona Vale

Mass transit initiative (a new large-scale public transportation system)

Rapid bus connection

16. Are there any other projects we should be looking at and advocating for that would improve how you travel to, from and around the City of Ryde?

_____

30-minute city

One of the Greater Sydney Commission's aims is achieving a '30-minute city', in which most residents live within 30 minutes of their jobs, education and health facilities, services and great places. This does not mean all residents can travel anywhere in Sydney within 30 minutes, but rather that they have the option of 30-minute access to a range of employment opportunities and services in their nearest metropolitan and strategic centre, and can choose to travel further if they desire

Please respond to the below statements:

17. I can currently access diverse employment opportunities within 30 minutes of my home.

    Yes

    No

    I don't know

18. I can currently access diverse entertainment opportunities within 30 minutes of my home.

    Yes

    No

    I don't know

19. I can currently access quality education options within 30 minutes of my home.

    Yes

    No

    I don't know

20. I can currently access quality health facilities within 30 minutes of my home.

    Yes

    No

    I don't know

21. 21. I can currently access diverse services within 30 minutes of my home.

    Yes

    No

    I don't know

Section 5 – Indoor recreation facilities

We know there is a demand for more indoor recreation facilities, and want them to provide for the community's future needs.

22. Rank the activities below in order of importance to you (with 1 being the most important):

Indoor sport

Space for different groups to run organised activities (e.g. yoga classes, children's activities, continued learning classes)

Space for community groups to hire

Other (please specify): _____

Section 6 – Open space and active recreation

We want to maximise the use of existing open space, increase the amount of green space and provide a range of indoor and outdoor recreation facilities. We also know that we need more open space.

23. What do you think we need more open space for? Rank the list below in order of importance to you (with 1 being the most important):

Organised sport

Play area for younger children

Recreational area for older children

Passive recreation activities (e.g. walking or tai chi)

Active, informal recreation (e.g. running, family play)

Informal gathering areas

Formal gathering areas (e.g. sheltered seating and BBQ facilities)

Outdoor gym

Recreation opportunities for seniors

24. What areas/locations should Council investigate for additional open space?

_____

Section 7 – Green links and street tree master plan

We are proposing to build a network of active links throughout Ryde so that residents can walk, cycle and/ or run between centres, open space, residential areas, local work spaces and services. Part of this includes increasing street trees and shade. We want to know how these links could service you better.

25. What do you see as obstacles to walking to or between existing open spaces across Ryde? (select as many as apply):

Not aware of any barriers

They involve crossing major roads

Not safe (e.g. inadequate lighting or condition of path itself)

Not easy to get to

Topography (surface features of the links such as whether they are flat or hilly)

Distance

Other (please specify): _____

The map below shows green links that Council will be investigating over the next 20 years.

KEY

- ● Railway station
- ── Railway line
- ── Main road
- ▮ Green space
- ▮ Centre
- ▮ Education / hospital
- ▮ Major industrial area
- ◯ Investigate new / expanded public recreation & open space opportunity
- ◯ Investigate new / expanded indoor recreation opportunity
- ▬ Investigate open space link
- ▬ Potential new bridge for cyclists / pedestrians

26. What should new green links be used for? Rank the list below in order of importance to you (with 1 being the most important):

Cycling

Walking

Running

Wildlife corridors

Other (please specify): _____

Section 8 – Creative enterprises and protecting our industrial lands

To help create jobs and provide services, we need to protect and enhance our industrial lands. In particular, we want to attract and support creative enterprises and start-ups.

27. How do you think we can do this? Rank the list below in order of importance to you
(with 1 being the most important):

Support to navigate the planning system (e.g. dedicated support, resources and advice)

Grants

Marketing

Networking

Other (please specify): _____

28. Have a look at the images and short description below. Which do you think would be suitable for Ryde?
Rank the images in order of suitability (with 1 being the most suitable):

Affordable and temporary studios

Indoor sport and recreation

Affordable performance and rehearsal space
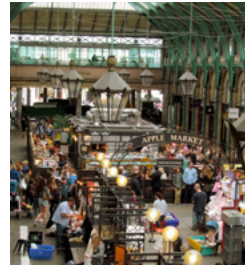
Artisan markets
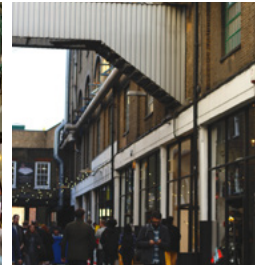
Arts precinct and adaptive re-use of old buildings

Section 9 – West Ryde

We want to breathe new life into the West Ryde town centre. With appropriate urban renewal we know we can improve economic vitality and liveability.

29. What do you think will achieve this? Rank the list below in order of importance to you
(with 1 being the most important):

Expanding the public domain by encouraging new construction (this may require allowing more height)

Adaptive re-use of heritage buildings

New activities (such as markets)

An 'Eat Street' (similar to Spice Alley, Chippendale)

Improvements to the bus interchange

Expanding the library

More community facilities. If yes, please specify: _____

More parking

Design excellence (well-designed and maintained buildings and public spaces)

Other, (please specify): _____

Section 10 – Competition and contact details

30. Please provide your contact details for your chance to win one of ten $50 gift cards (terms and conditions available: www.ryde.nsw.gov.au/haveyoursay)

Name: _____

Email address: _____

31. Would you like to be added to a database for future communications about Planning Ryde?

Yes

No

Thank you for completing this survey.

For more information about Planning Ryde, please visit www.ryde.nsw.gov.au/haveyoursay

Ryde के लिए योजना
सर्वेक्षण

RYDE規劃
调查表

Lifestyle and opportunity @ your doorstep

RYDE 도시계획
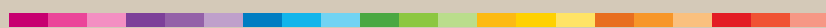## 설문조사

R City of Ryde

Lifestyle and opportunity @ your doorstep

RYDE规划
调查表

City of Ryde

Lifestyle and opportunity @ your doorstep

B   **Poster**

PLANNING RYDE

What do you love about your area? What do we need more of in the City of Ryde Local Government Area?

Council is currently preparing our Local Strategic Planning Statement (LSPS), which will set out how the City will look and function in the future, and we want your views and ideas.

By having your say, you can help plan the future of our community and go into the draw to win one of ten $50 gift cards (for terms and conditions, visit **www.ryde.nsw.gov.au/haveyoursay**).

Share your thoughts by completing our survey.

Or, if you'd like to give us your feedback and ask questions in person, swing by and say hi:

Date	Time	Location
Tuesday 9 July	10am – 12pm	Ryde Aquatic Leisure Centre
Tuesday 9 July	2pm – 4pm	Top Ryde Centre
Saturday 20 July	10am – 12pm	Eastwood Mall
Saturday 20 July	2pm – 4pm	Coxs Road Mall (near the library)
Saturday 27 July	10am – 12pm	Meadowbank Park (near the netball courts)
Saturday 27 July	2pm – 4pm	West Ryde Marketplace
Friday 2 August	8.30am – 10.30am	Trim Place, Gladesville
Saturday 3 August	10am – 5pm	Macquarie Centre
Thursday 8 August	1pm – 3pm	Macquarie University
Thursday 8 August	5pm – 7pm	Venture Café

The LSPS is on exhibition from 1 July to 12 August 2019. More information in relation to the LSPS is available in Council's customer service centres and libraries and via Council's website **www.ryde.nsw.gov.au/haveyoursay.**

You can also contact us by phone on 9952 8222 or email via **cityofryde@ryde.nsw.gov.au.**

请访问**www.ryde.nsw.gov.au/haveyoursay**，了解市政府的《Ryde 二十年计划》。只要完成调查表来分享您的想法，就可以参加十张50元礼品卡的抽奖。

請訪問**www.ryde.nsw.gov.au/haveyoursay**，了解市政府的《Ryde 二十年計劃》。只要完成調查表來分享您的想法，就可以參加十張50元禮品卡的抽獎。

Ryde के लिए काऊन्सिल के 20 वर्ष की योजनाओं के बारे में जानने के लिए **www.ryde.nsw.gov.au/haveyoursay** पर देखें। हमारे सर्वेक्षण को पूरा करके अपने विचार हमें बताएँ और दस $50 के उपहार कार्डों की लाटरी में हिस्सा लें।

www.ryde.nsw.gov.au/haveyoursay를 방문하여 시의회의 Ryde를 위한 20년 계획에 대해 알아 보세요. 시의회의 설문조사를 작성함으로써 여러분의 생각을 나누시면 10개의 $50 경품 카드 중 하나에 당첨되는 추첨에 들어가게 됩니다.

Ⓡ City of Ryde

Lifestyle and opportunity @ your doorstep

C **Postcard**

PLANNING RYDE

Draft Local Strategic Planning Statement

What do you love about your area?

What do we need more of in the City of Ryde?

Council is currently preparing our Local Strategic Planning Statement, which will set out how the City of Ryde will look and function in the future, and we want your views and ideas.

By sharing your thoughts, you can go into a draw to win one of ten $50 gift cards*.

Complete the survey at www.ryde.nsw.gov.au/haveyoursay before 5pm Monday 12 August 2019 to help plan the future of our community.

If you'd like to talk to the project team and give us your feedback in person, we will be at:

– Ryde Aquatic Leisure Centre:
Tuesday 9 July, 10am – 12pm

– Top Ryde Centre:
Tuesday 9 July, 2pm – 4pm

– Eastwood Mall:
Saturday 20 July, 10am – 12pm

– Coxs Road Mall (near the library):
Saturday 20 July, 2pm – 4pm

– Meadowbank Park
(near the netball courts):
Saturday 27 July, 10am – 12pm

– West Ryde Marketplace:
Saturday 27 July, 2pm – 4pm

– Trim Place, Gladesville:
Friday 2 August, 8.30am – 10.30am

– Macquarie Centre:
Saturday 3 August, 10am – 5pm

– Macquarie University:
Thursday 8 August, 1pm – 3pm

– Venture Café:
Thursday 8 August, 5pm – 7pm

You can also contact us by phone on **9952 8222** or email via cityofryde@ryde.nsw.gov.au

* For terms and conditions, visit Council's website
www.ryde.nsw.gov.au/haveyoursay

Ⓡ City of Ryde

Lifestyle and opportunity @ your doorstep

D Display boards

PLANNING RYDE

More people than ever are choosing to live and work in the City of Ryde Local Government Area. And it's easy to see why – we have a unique natural environment and rich heritage; we are home to people of diverse cultural backgrounds, in many different stages of life.

Council is developing a 20-year plan to ensure the City continues to be liveable as it grows. We want to be environmentally sustainable and have local jobs, reliable transport, great health and education, open space and places to meet with each other.

Our Local Strategic Planning Statement (LSPS) will guide all local planning decisions. We need your thoughts and ideas so that our plans for the City reflect the needs and priorities of our residents.

What happens next?

We are out in the community getting your input over the next couple of months. The draft LSPS, currently on exhibition, will be updated based on what we hear, and provided to Council for their endorsement.

While the LSPS is required to be updated every seven years, Council is committed to updating it more frequently, to ensure it reflects community needs and priorities.

Council prepares a draft LSPS

WE ARE HERE The draft LSPS is on exhibition until 12 August 2019

Public exhibition of the draft LSPS, for community feedback

Further community and stakeholder feedback sought

Final LSPS prepared for Council endorsement

LSPS updated at least every seven years

Activity

Tell us what you love about the City. How do you want it to look and function in the future?

Our 20-year vision for the City of Ryde is:

A liveable, prosperous and connected city, that provides for our future needs while protecting nature and our history. A city with diverse and vibrant centres, our neighbourhoods reflect and service our residents and businesses. Our well-planned places enhance the health, wellbeing and resilience of our future community. They also foster innovation, equity, inclusion and resilience.

Is there anything missing from our vision? Using the post-it notes provided, place your ideas in the space below.

City of Ryde

Lifestyle and opportunity @ your doorstep

TRANSPORT

The aim of our transport structure plan is to reduce the impacts of congestion.

We want to improve transport links across the City, with a focus on active and public transport. We also want to improve the way people and goods move to, from and within the City.

One of Council's roles is to advocate for major transport infrastructure initiatives in the City. We want to make sure we are talking to the NSW and Australian governments about projects that will make a difference to you.
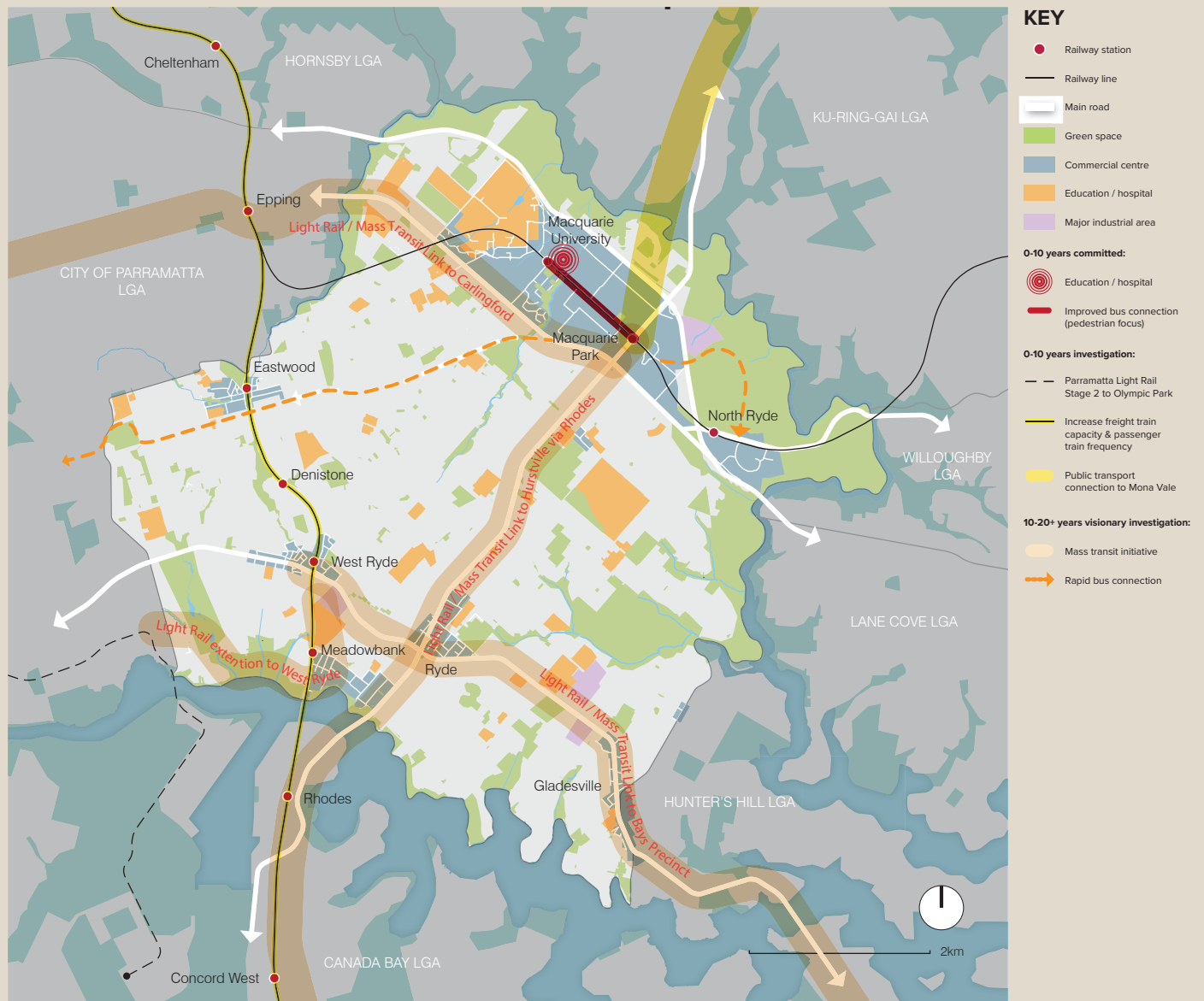
The map below shows projects that will be delivered in the next ten years as well as projects that Council will be investigating and advocating for in the next ten to 20 years.

Activity

Have a look at the map below.

– Do you agree with the projects that Council will be further investigating and advocating?

– Are there any other projects we should be looking at and advocating?

Write down your thoughts using the post-it notes provided and stick them on the map below.

KEY

- ● Railway station
- —— Railway line
- ▭ Main road
- ▮ Green space
- ▮ Commercial centre
- ▮ Education / hospital
- ▮ Major industrial area

0-10 years committed:

- ◉ Education / hospital
- ▬ Improved bus connection (pedestrian focus)

0-10 years investigation:

- – – Parramatta Light Rail Stage 2 to Olympic Park
- —— Increase freight train capacity & passenger train frequency
- ▮ Public transport connection to Mona Vale

10-20+ years visionary investigation:

- ▮ Mass transit initiative
- → Rapid bus connection

Map labels: Cheltenham, HORNSBY LGA, KU-RING-GAI LGA, Epping, Macquarie University, CITY OF PARRAMATTA LGA, Light Rail / Mass Transit Link to Carlingford, Eastwood, Macquarie Park, North Ryde, WILLOUGHBY LGA, Denistone, Mass Transit Link to Hurstville via Rhodes, West Ryde, LANE COVE LGA, Light Rail extension to West Ryde, Meadowbank, Ryde, Light Rail / Mass Transit Link via Bays Precinct, Rhodes, Gladesville, HUNTER'S HILL LGA, CANADA BAY LGA, Concord West, 2km

City of Ryde

Lifestyle and opportunity @ your doorstep

HOUSING

Diversity

Our housing approach aims to provide affordable housing, at all stages of life, with easy access to facilities, transport and services:

– We want to **keep high density housing** to key centres near major transport hubs (such as train stations), services and facilities.

– We want to **locate future medium density housing** such as terraces, townhouses and villas, close to high density housing, to create a transition to low density areas but still be close to facilities, transport and services.

– We want to **protect the character of existing low density housing areas**.

Activity

Tell us if you agree or disagree with Council's approach to housing diversity:

– Draw a tick ✔ or cross ✘ in the relevant box below.

– Is there anything else we need to consider when planning for housing? Write your thoughts on a post-it note and place it in the 'Have you thought about ...' column.

Agree ✔

Disagree ✘

Have you thought about ...

Design and character setting

The City is home to a unique mix of historic and new homes, and our neighbourhoods and town centres should continue to reflect this diversity.
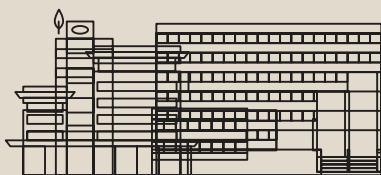
We want our local area to have excellent design, and this will mean different things for different neighbourhoods.

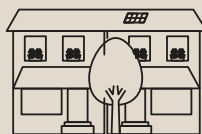The images below show different housing styles that currently exist throughout the City.

Activity

Tick ✔ the relevant columns below to let us know which style/s:

– suits your current lifestyle

– suits your desired lifestyle in seven years' time.

High density housing (e.g. apartments)

Medium density housing
(e.g. terraces, townhouses and villas)

Low density housing
(e.g detached house with garden).

Suits my current lifestyle

Suits my current lifestyle

Suits my current lifestyle

Suits my desired lifestyle in 7 years' time

Suits my desired lifestyle in 7 years' time

Suits my desired lifestyle in 7 years' time

Ⓡ City of Ryde

Lifestyle and opportunity @ your doorstep
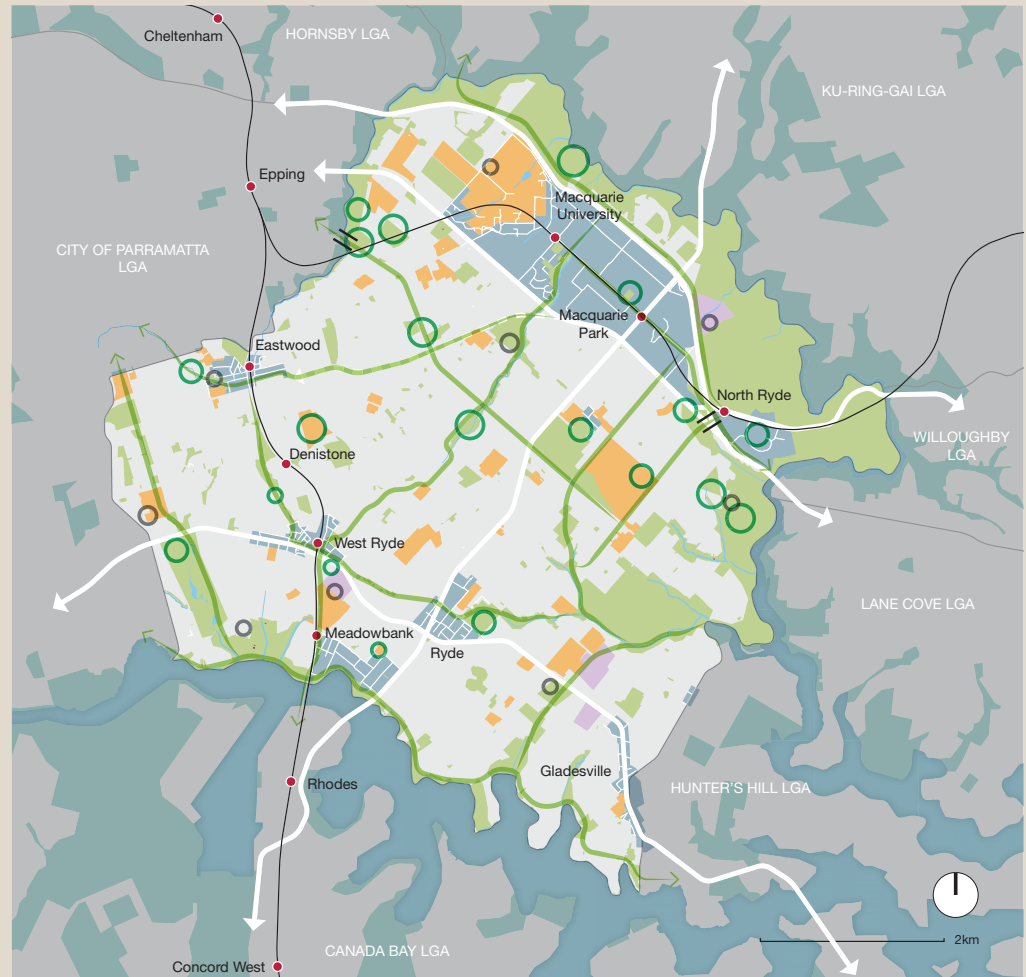
OPEN SPACE AND ACTIVE RECREATION

We want to know how you use open space and recreation facilities, and what sort of activities you'd like to enjoy in your suburb.

Activity

This map shows where Council will be investigating walking and cycling links, additional open space and indoor and outdoor recreation facilities. What areas and/or locations should Council look at for additional open space and indoor and outdoor recreation facilities? What should these areas be used for?

– Write down your thoughts using the post-it notes provided and stick them on the map.
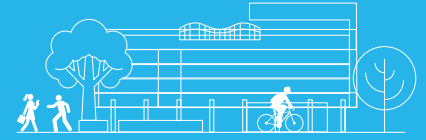

KEY

- ● Railway station
- — Railway line
- ▭ Main road
- ▭ Green space
- ▭ Commercial centre
- ▭ Education / hospital
- ▭ Major industrial area
- ◯ Investigate new / expanded public recreation & open space opportunity
- ◯ Investigate new / expanded indoor recreation opportunity
- ▭ Investigate open space link
- ‖ Potential new bridge for cyclists / pedestrians

Activity

– Have a look at the list below and select at least three (3) activities you think should be included when planning for new or upgraded open space and recreation facilities.

– Using the post-it notes provided, number your choices from 1 to 3 (with one being the most important to you). Feel free to write any comments on your post-it notes.

Activities				
Organised sport	Informal gathering areas	Play area for younger children	Formal gathering areas (e.g. sheltered seating and BBQ facilities)	Recreational area for older children
Outdoor gym	Passive recreation activities (e.g. walking or tai chi)	Recreation opportunities for seniors	Active, informal recreation (e.g. running, family play)	

KEY CENTRES

Creating local jobs

We want more people to have the option to live and work in the City. To make this happen, Council will encourage new investment, local jobs and business opportunities.

Activity

– Have a look at the initiatives below and tick ✔ any that you think would help support the growth of local businesses.

Is there anything else that would help? Place your ideas in the space below, using the post-it notes provided.

Potential initiatives	
Support to navigate the planning system (e.g. dedicated support, resources and advice)	**Training and skills development**
Networking	**Marketing**

Activity

The images below show different types of enterprises that have set up in repurposed light industrial spaces across Australia.

Tick ✔ all that you think would be suitable for the City.

Affordable and temporary studios

Indoor sport and recreation

Affordable performance and rehearsal space

Artisan markets

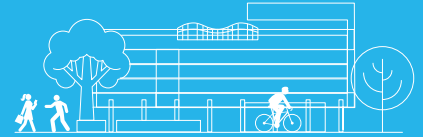**Arts precinct and adaptive re-use of old buildings**

Is this suitable?	Is this suitable?	Is this suitable?	Is this suitable?	Is this suitable?

KEY CENTRES

West Ryde

We want to breathe new life into the West Ryde Town Centre. With the right urban renewal we know we can improve economic vitality and liveability.

Activity

Tell us what you think about our ideas.

From the list below, select at least three (3) ideas you think would work.

– Using the post-it notes provided, number your choices from 1 to 3 (with one being the most important to you). Feel free to write any comments on your post-it notes.

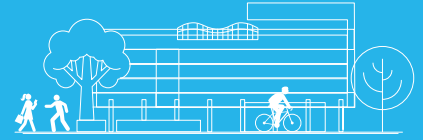| Potential initiatives	
Expanding the public domain by encouraging new construction (this may require allowing more height)	Expanding the library
Adaptive re-use of heritage buildings (e.g. as shops or spaces for arts and crafts).	More community facilities (please specify on your post-it note)
New activities (such as markets)	More parking
An 'Eat Street' (similar to Spice Alley in Chippendale)	Well-designed and maintained buildings
Improvements to the bus interchange	Well-designed and maintained public spaces

Is there anything else that would help? Place your ideas in the space below, using the post-it notes provided.

KEY CENTRES

Macquarie Park

Macquarie Park is already an economic powerhouse. We want it to become a vibrant and accessible CBD that balances work and play.

Activity

For those who work and live in Macquarie Park, Macquarie Centre provides lots of options for entertainment and services. However, we want to provide some of these within Macquarie Park itself.

– Have a look at the list below and select at least three (3) options you think should be available throughout Macquarie Park.

– Using the post-it notes provided, number your choices from 1 to 3 (with one being the most important to you). Feel free to write any comments on your post-it notes.

Activity

What would improve travel to, from and within Macquarie Park?

– Have a look at the list of potential improvements below and number your choices from 1-3 (with one being the most important to you). Feel free to write any comments on your post-it notes.

Potential initiatives	
Flexible working and meeting spaces for hire	Services (e.g. hairdressers, newsagents or convenience stores)
Restaurants, bars and cafes	Indoor recreational facilities
Retail	Open space
Creative enterprises	Artisan producers
Start ups	Health facilities (e.g. dentists or GPs)

Potential travel improvements	
Metro	Commuter parking
Buses	Parking at my destination
Rideshare/taxi facilities	Commercial parking stations
On street parking	Shared walking/cycling paths

E Online and hard copy survey participant profile
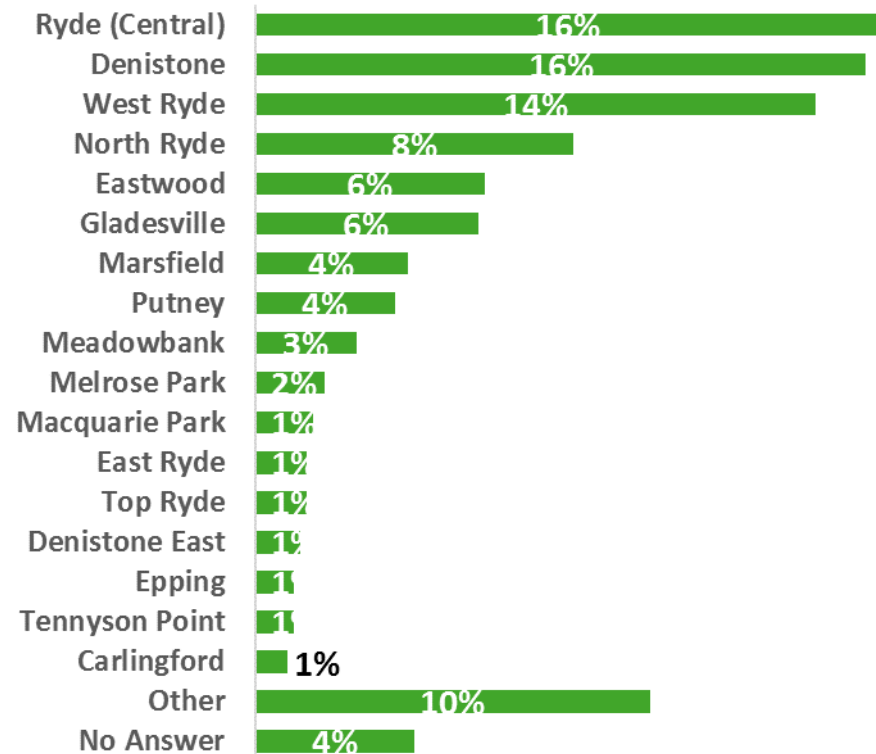
Q1 Which of the following best describes you?

The majority of participants reported living in the Ryde area (87 percent). This was followed by:

» I visit the city of Ryde of retail services (29 percent)

» I visit the City of Ryde for entertainment and dining options (27 percent)

» I visit the City of Ryde for health services (23 percent)

» I work in the City of Ryde area (20 percent)

» I study in the City of Ryde area (5 percent)

» other (6 percent).
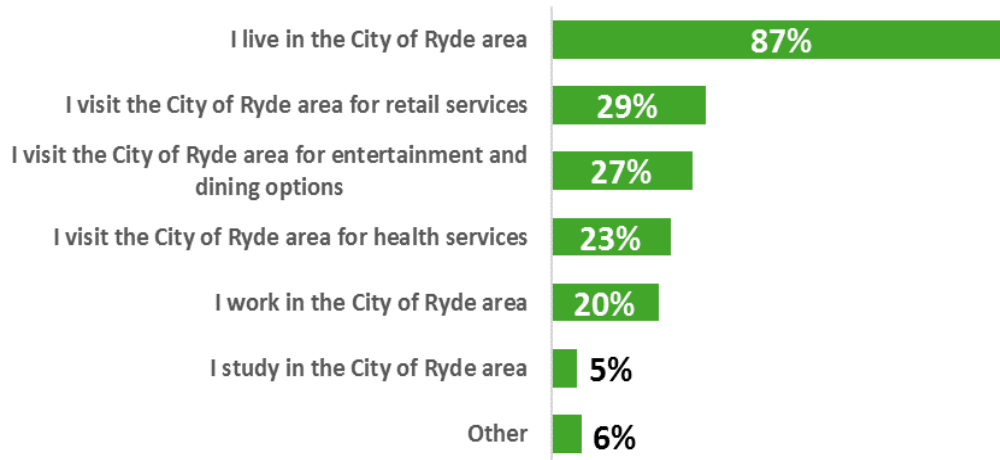
Q2 Which suburb do you live in?

Participants were asked what suburb they are living in currently. The majority of participants lived in either Ryde (Central) (16 percent) or Denistone (16 percent), making about approximately one third of participants. It should be noted that a large group (40 percent) lived in any area of Ryde (central, west, north, east or top Ryde).

Suburb	Percent
Ryde (Central)	16%
Denistone	16%
West Ryde	14%
North Ryde	8%
Eastwood	6%
Gladesville	6%
Marsfield	4%
Putney	4%
Meadowbank	3%
Melrose Park	2%
Macquarie Park	1%
East Ryde	1%
Top Ryde	1%
Denistone East	1%
Epping	1%
Tennyson Point	1%
Carlingford	1%
Other	10%
No Answer	4%

| Response	Percent
I live in the City of Ryde area	87%
I visit the City of Ryde area for retail services	29%
I visit the City of Ryde area for entertainment and dining options	27%
I visit the City of Ryde area for health services	23%
I work in the City of Ryde area	20%
I study in the City of Ryde area	5%
Other	6%

Q3 What is your age?

Participants were asked about their age. There was a peak of respondents that were aged 35 to 49 (29 percent) and 50 to 64 (28 percent). The remaining participants were 18 to 34 (20 percent) and 65 and over (19 percent).

It should be noted that there was a more even distribution of age for participants in the online survey in comparison to the phone survey. Participants in the phone survey tended to be older.
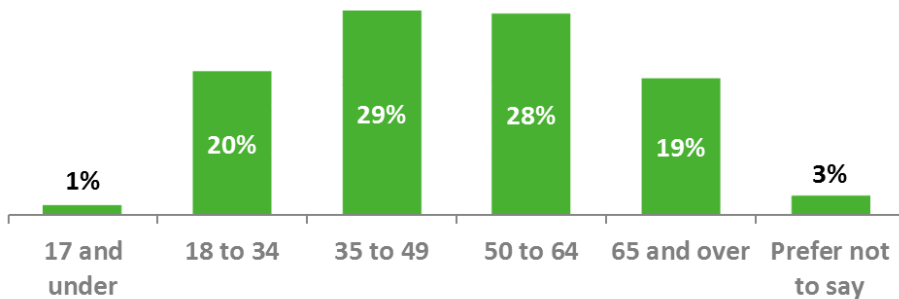

Q4 Which gender do you most closely identify with? (n=612)

Participants were asked about their gender. The proportion was participants was split fairly evenly with slightly more female participants (51 percent) than male (48 percent). A small number of participants reported other (1 percent).
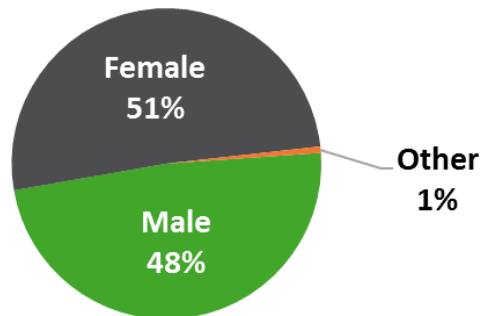

Q5 Do you speak a language other than English at home?

The majority of participants only spoke English at home (72 percent). The remaining participants did speak another language at home (28 percent).
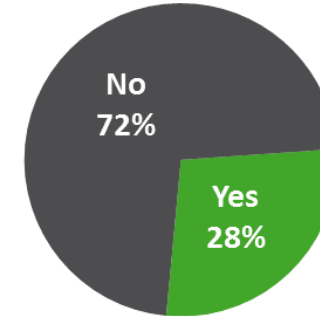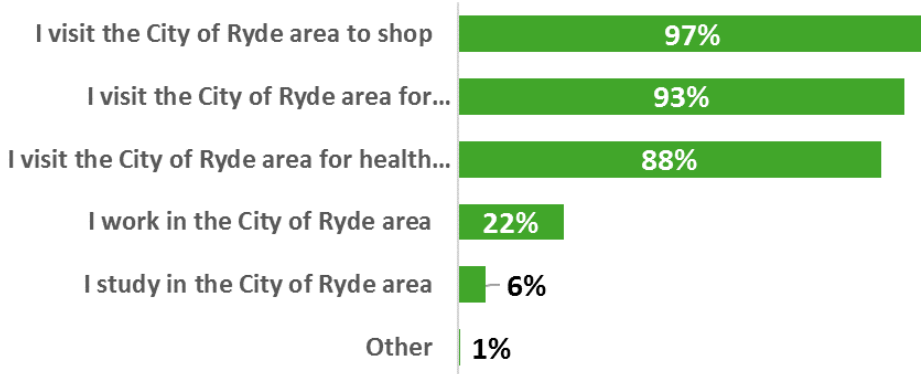

Of the participants that spoke another language at home, the largest group was Chinese (Mandarin or Cantonese) (53 percent). This was followed by Arabic (6 percent); Hindi (5 percent); Persian (4 percent); and Armenian (3 percent).
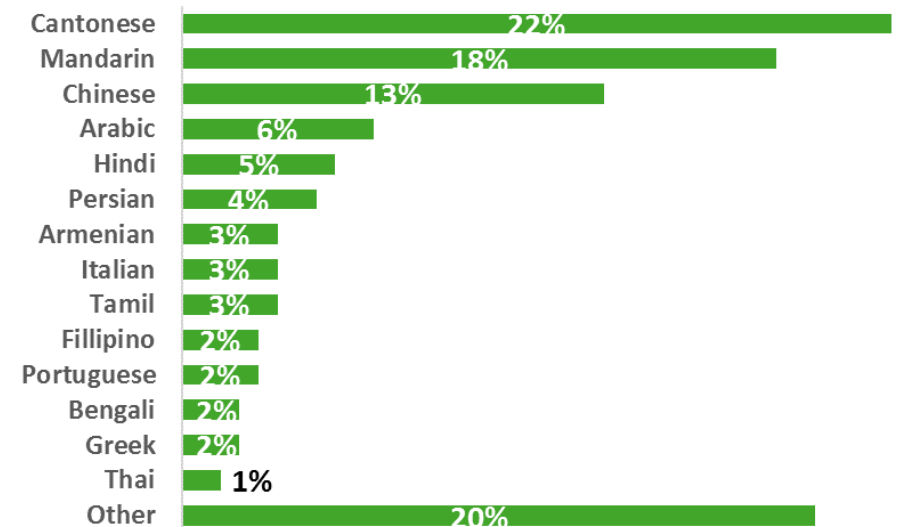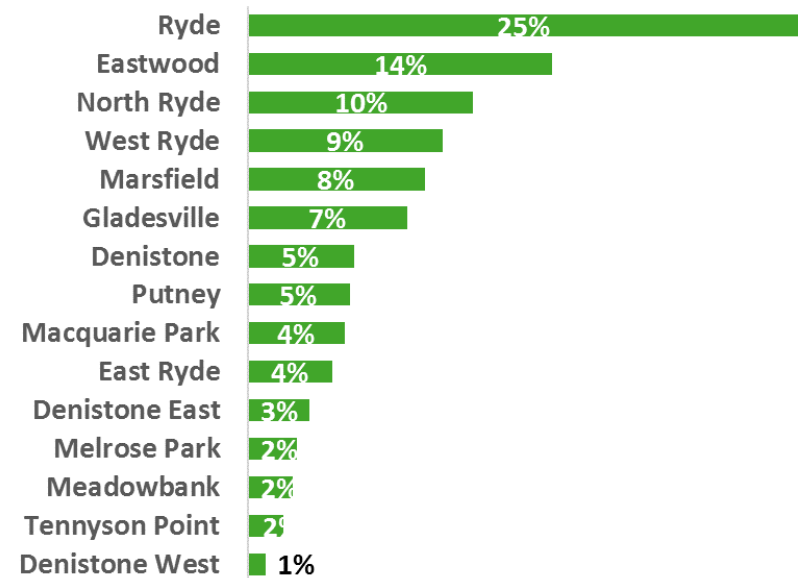
F   Telephone survey participant profile

Q4 Do any of the following apply to you?

Participants were asked about the reasons they visit the City of Ryde. A large majority of participants use the City of Ryde for shopping (97 percent), entertainment and dining (93 percent) and for health services (88 percent). A minority of participants work (22 percent) or study (6 percent) in the Ryde area.

I visit the City of Ryde area to shop	97%
I visit the City of Ryde area for...	93%
I visit the City of Ryde area for health...	88%
I work in the City of Ryde area	22%
I study in the City of Ryde area	6%
Other	1%

Q5 What suburb do you live in?

A quarter of all participants lived in Ryde (25 percent). This was followed by Eastwood (14 percent); North Ryde (10 percent); and West Ryde (9 percent).

Ryde	25%
Eastwood	14%
North Ryde	10%
West Ryde	9%
Marsfield	8%
Gladesville	7%
Denistone	5%
Putney	5%
Macquarie Park	4%
East Ryde	4%
Denistone East	3%
Melrose Park	2%
Meadowbank	2%
Tennyson Point	2%
Denistone West	1%

Phone and online survey comparison
The majority of participants lived in Ryde in both the online (16 percent) and phone (25 percent) surveys.

■ *Online*   ■ *Phone*

| Location	Online	Phone
Ryde	16%	25%
Eastwood	6%	14%
North Ryde	8%	10%
West Ryde	14%	9%
Marsfield	4%	8%
Gladesville	6%	7%
Denistone	16%	5%
Putney	4%	5%
Macquarie Park	1%	4%
East Ryde	1%	4%
Denistone East	1%	3%
Melrose Park	2%	2%
Meadowbank	3%	2%
Tennyson Point	1%	2%
Denistone West	1%	1%
No answer/Other	16%	0%
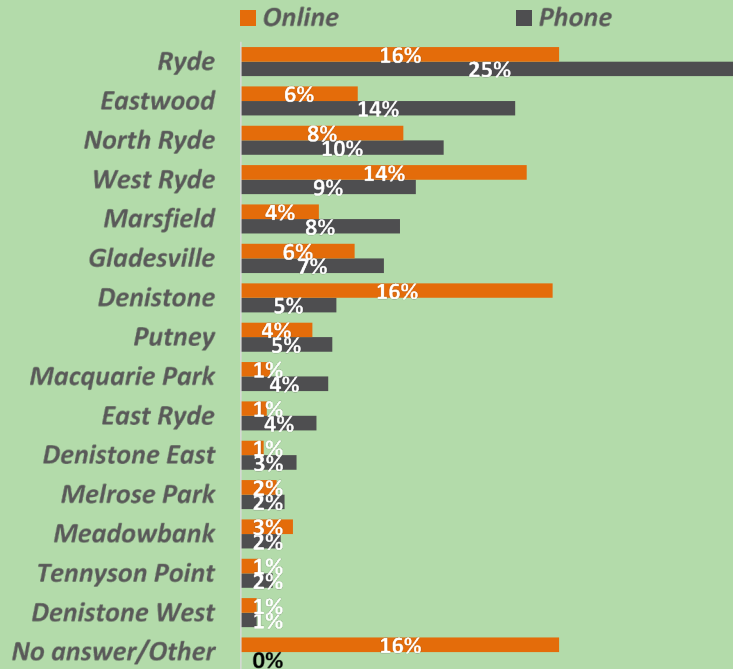
Q7 What is your age range?

Participants were asked about their age. The largest cohort of participants were people aged 65+ (32 percent), followed by people aged 50-64 (31 percent). The remaining participants were aged 35-49 (26 percent) and 18-34 (11 percent).
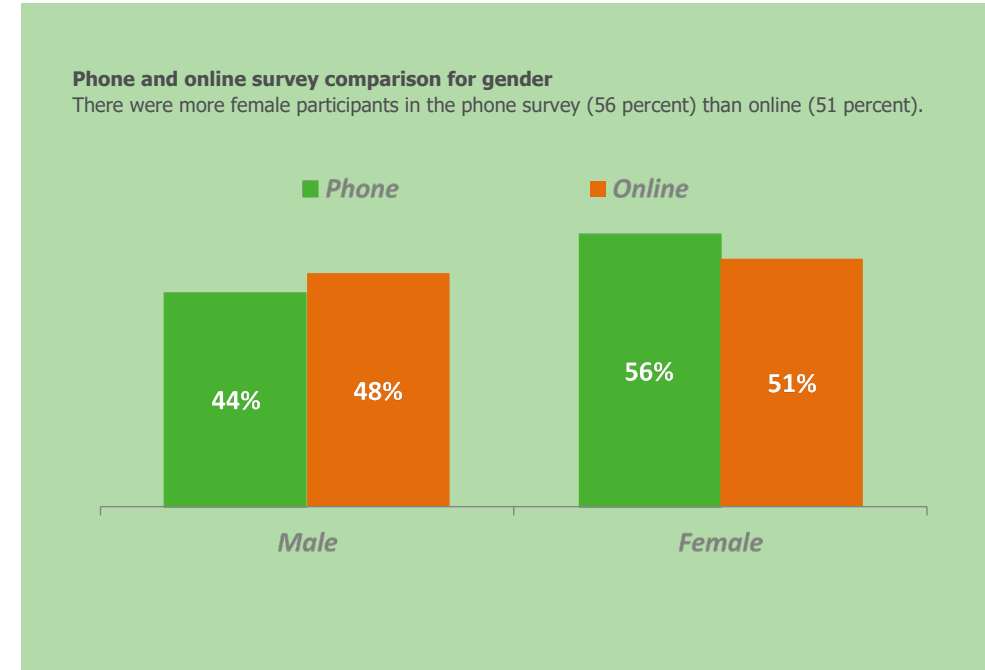
The results were skewed towards people aged 50 years and over (63 percent), with the remaining participants aged between 18 to 49 (37 percent). This is typical of phone survey research.


18-34	35-49	50-64	65+
11%	26%	31%	32%
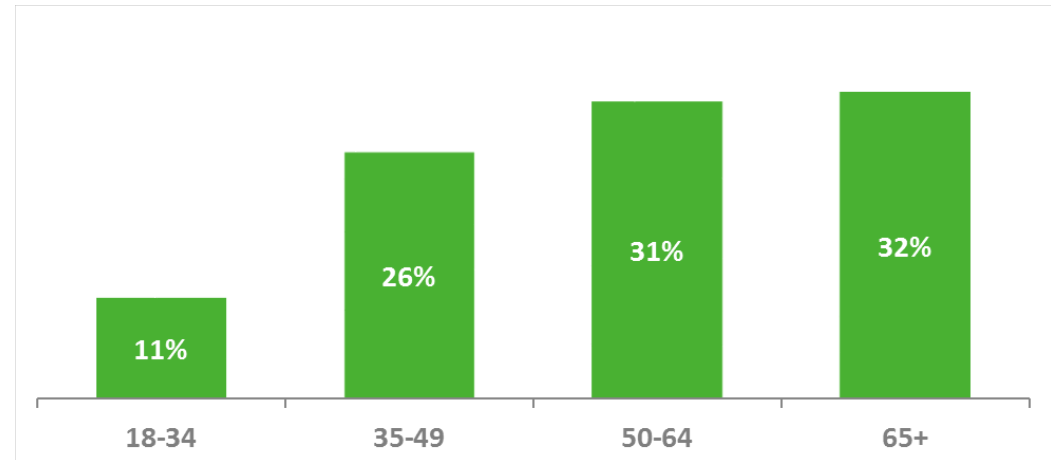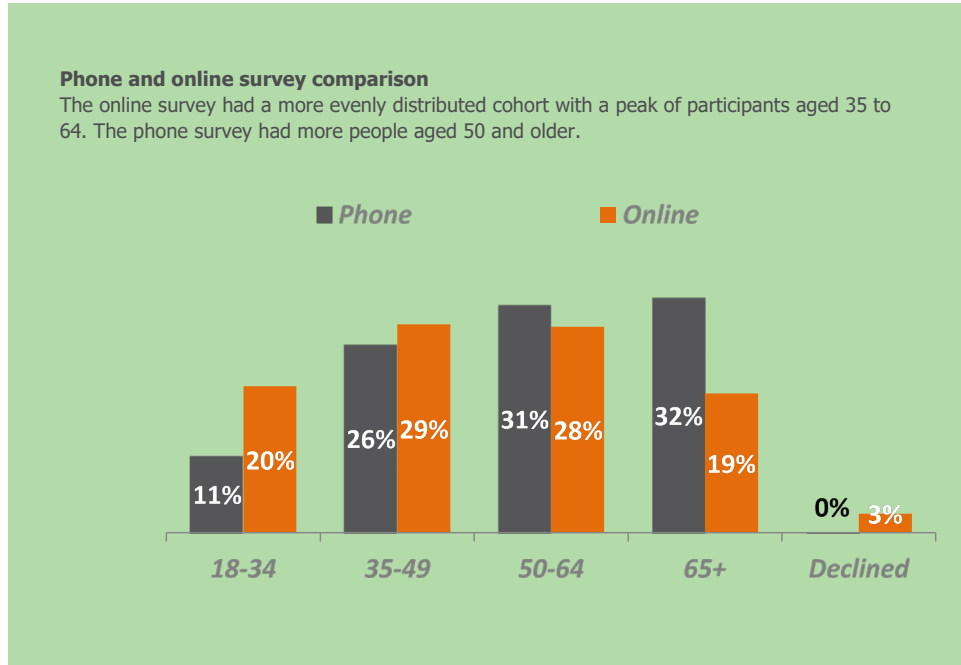
Q8 What is your gender?

There was a slightly higher percentage of female respondents (56 percent) to male respondents (44 percent).

Phone and online survey comparison
The online survey had a more evenly distributed cohort with a peak of participants aged 35 to 64. The phone survey had more people aged 50 and older.

■ *Phone* ■ *Online*

	18-34	35-49	50-64	65+	Declined
Phone	11%	26%	31%	32%	0%
Online	20%	29%	28%	19%	3%

Phone and online survey comparison for gender
There were more female participants in the phone survey (56 percent) than online (51 percent).

■ *Phone* ■ *Online*

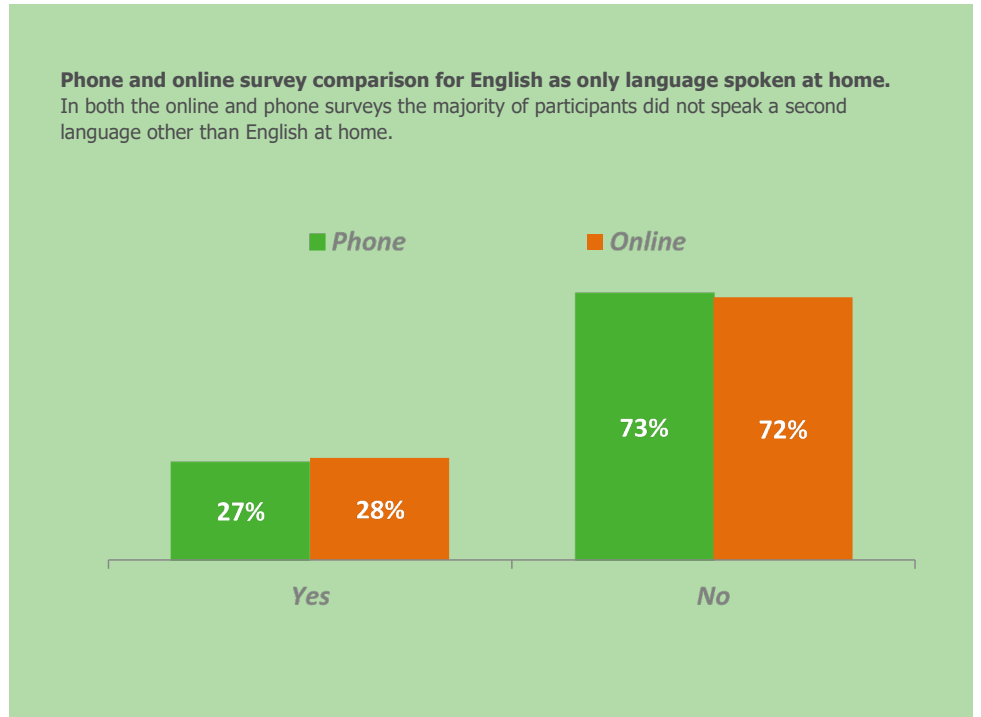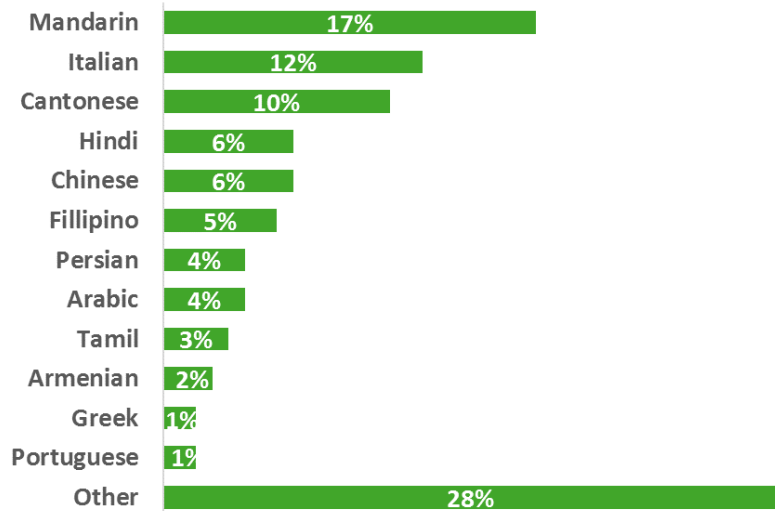|	Male	Female
Phone	44%	56%
Online	48%	51%

Q9 Do you speak a language other than English at home?

English was the most commonly spoken language at home (73 percent).
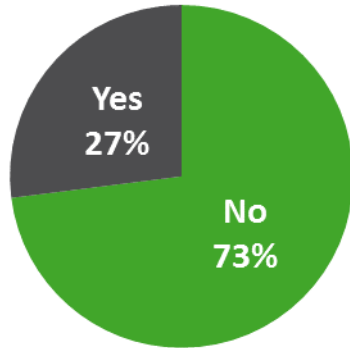
Of the participants who spoke another language at home (27 percent), the most frequently spoken language was Mandarin (17 percent).

Phone and online survey comparison for English as only language spoken at home.
In both the online and phone surveys the majority of participants did not speak a second language other than English at home.