

10.10. Willoughby Road Consultation Outcome Report

AUTHOR: Paul Yang, Engineering Project Manager

ENDORSED BY: Duncan Mitchell, Director Engineering Services

ATTACHMENTS:

1. Submissions Summary Willoughby Road Streetscape Upgrade November 2022 [10.10.1 - 44 pages]
2. Willoughby Road PREFERRED OPTION 1B [10.10.2 - 2 pages]

PURPOSE:

The purpose of this report is to advise Council of the results of the Community Consultation that has been undertaken for the design options for the Willoughby Road Streetscape upgrade and to seek endorsement on the preferred final design option.

EXECUTIVE SUMMARY:

Council, at its meeting on 22 August 2022, resolved that the Willoughby Road Streetscape upgrade works be carried out over the next two financial years, and be funded from the Crows Nest Main Street Levy and developer contributions received in the Crows Nest/St Leonard's Precinct Planning Studies area - VPA.

A councillor briefing session on the design options was held on 4 October 2022, prior to commencing community consultation. The proposed concept options were on public exhibition from 10 October 2022 to 20 November 2022 (42-day duration).

Council received a total of 145 submissions, comprising 132 online submissions, 8 written/email submissions and 5 in-person submissions during the onsite consultations (Crows Nest Festival information stall and site walkthroughs).

The majority of submissions (59%) preferred option 1 (Curvilinear design) with some modifications as outlined in this report.

Attachment 1 summarises the consultation outcomes, highlights the most and least liked features and suggested changes required to the final design.

Attachment 2 details the preferred design option 1B, which includes the incorporation of community feedback where possible.

FINANCIAL IMPLICATIONS:

Funding for this project is included in the 2022-2023 and 2023-2024 Capital Works delivery program and the budget for the project was formally adopted by Council at its 22 August 2022 meeting. Item 8.09 Willoughby Road Public Domain Master Plan upgrade Works Report.

RECOMMENDATION:

- 1. THAT** Council note the submissions received for the Willoughby Road Streetscape Upgrade.
- 2. THAT** Council adopt Option 1B as the preferred option with the inclusion of modified design elements as outlined in this report.
- 3. THAT** detailed design for tender and construction documentation of the Willoughby Road Streetscape Upgrade Stage 2 – Option 1B (Burlington Street to Albany Street) now commence so that a tender can be let this financial year.

LINK TO COMMUNITY STRATEGIC PLAN

The relationship with the Community Strategic Plan is as follows:

2. Our Built Infrastructure

2.1 Infrastructure and assets meet diverse community needs

2.2 Vibrant public domains and villages

3. Our Innovative City

3.1 Our commercial centres are prosperous and vibrant

4. Our Social Vitality

4.1 North Sydney is connected, inclusive, healthy and safe

BACKGROUND

A Masterplan for the Public Domain upgrade of the Crows Nest Commercial Centre was first formulated in 2015/16, after initial community consultation was undertaken in 2014.

In early 2016, Council undertook a survey to understand the community's aspirations for Crows Nest and surrounds once the proposed Metro Station in Crows Nest is operational in 2024. Of the 1,000+ responses received, the key messages were to protect Willoughby Road and the 'village atmosphere' of Crows Nest, revitalise buildings along the Pacific Highway, attract greater investment by local businesses, reduce car dependency, and consolidate Crows Nest's role as a hub for independent retail, restaurants and entertainment on the lower North Shore.

Feedback from community consultation in 2014 and the area wide survey in 2016 formed the basis of the final Public Domain Masterplan that was developed by the design practice Group GSA for the Crows Nest Commercial Centre. The upgrade of Willoughby Road was identified as one of the priority projects in the Masterplan that was reported to Council in 2017.

The Masterplan identified a vision for the Commercial Centre of Crows Nest as well as a new contemporary palette of streetscape materials and finishes. The Masterplan also identified a number of priority projects for the Crows Nest Commercial area which formed the basis of how funding, including Main Street Levy funds, would be allocated each financial year.

The Masterplan for the Crows Nest Commercial Centre has been progressively implemented since 2015/16 as funding has become available and is approximately 50% complete.

A detailed 5-year capital works program for the Crows Nest Commercial Centre was outlined in Table 1 of the report to Council on 25 July 2022, Item 8.10 Administration of Special Rates Levied for Crows Nest and Neutral Bay Business Areas and Capital Works Delivery Program.

On 8 August 2022, Notice of Motion 45/22 - Willoughby Road Public Domain Upgrade Masterplan Works recommended to prioritise the upgrade of Willoughby Road.

On 22 August 2022 a report was brought back to Council in response to the Notice of Motion - Item 8.09 Willoughby Road Public Domain Master Plan upgrade Works Report” which identified a number of different funding models to fund the project. Council adopted the report and the recommended funding model which sources funds from the Crows Nest Metro Over-Station Development Voluntary Planning Agreement (VPA), The Crows Nest Main Street Levy and the budget already identified in Councils Delivery Program for the Willoughby Road upgrade in 2022-23.

Funding for this project is now included in the 2022-2023 and 2023-2024 Capital Works delivery program and the budget for the project was formally adopted by Council at its 22 August 2022 meeting. Item 8.09 Willoughby Road Public Domain Master Plan upgrade Works Report.

It is proposed to upgrade Willoughby Road in stages (refer to Figure 1 Staging Plan). The community consultation outcome for Stage 2 is the subject of this report, with two design options prepared before proceeding to detailed design, tender and construction.



Figure 1 Location and Staging plan for Willoughby Road, Crows Nest Public Domain Upgrade Masterplan Works

COMMUNITY CONSULTATION

The concept options (Option 1 and Option 2) were placed on public exhibition from 10 October 2022 to 20 November 2022 (42-day duration).

Council received a total of 145 submissions, comprising 132 online submissions, 8 written/email submissions and 5 in person submissions during site consultations (Crows Nest Festival information stall and site walkthroughs). The majority of submissions (59%) preferred option 1 (Curvilinear design) with some modifications as outlined in this report.

Attachment 1 details the consultation outcomes, highlighting the most and least liked features and suggested changes required to the final design.

The preferred option when all feedback sources are combined is Option 1 (59%) compared to Option 2 (33%). The following table collates the feedback preferences per source.

Attachment 2 details the preferred design option 1B, which includes community feedback where possible.

Note: A councillor briefing session on the design options was held on 4 October 2022, prior to commencing community consultation.

Table 1: Submission preferences


Consultation Type	Option 1	Option 2	I like both / neither	Do not support project
Online feedback form	83	44	3	2
Written submissions	-	2	5	1
Complementary engagement methods	1	1	1	-
Streetscape / Precinct Committees	1	1	-	-
TOTAL	86	49	9	3
PERCENTAGE	59%	33%	6%	2%



Key Issues Raised

The following key issues were raised during the consultation period and where possible, have been included in the preferred design.


Table 2: Key issues and design response

Key Issue	Design response
<u>Accessibility/pedestrian safety</u> Pedestrian safety at crossings - need to improve sight lines to allow drivers to have visibility of approaching pedestrians	Improve safety at pedestrian crossing by replacing planter boxes which block sight lines with low planting
<u>Accessibility/pedestrian safety</u> Accessibility for mobility and vision impaired people and keeping building lines clear of obstacles	A 3m clear path has been included along building lines for universal access. Ramps, tactile indicators and luminesces contrast will be provided to comply with the Australian Standard for access and mobility AS1428
<u>Accessibility/pedestrian safety</u> 'Don't set planters in the way of foot traffic, like Pacific H'way at Albany St. terrible mistake of placement.'	Obstructions along building lines will be moved to create a clear path of travel

Key Issue	Design response
<p><u>Aesthetics / flow / modern design</u> ‘The curvilinear option has a superior streetscape appearance as it looks permanent and robust. Further the curvilinear offers greater opportunity to integrate seating and lighting in a more considered and coordinated manner.’</p>	<p>The curvilinear design was the preferred option with 59% support and will be the basis of the preferred design. It offers a continuous edge which separates dining areas from the road and will be softened with more planting.</p> <p>Simple robust materials are used for ease of maintenance, protection of pedestrians and long life</p>
<p><u>Aesthetics / flow / modern design</u> ‘I prefer this option as it looks more stylish, modern and interesting. We also like the road separated from the footpath by continuous low planting’</p>	<p>As above</p>
<p><u>Aesthetics / classic design</u> ‘I like the idea of a modular design that could be changed easily as needed.’</p> <p>‘The curved design in option 1 looks like it would waste precious space’</p>	<p>Elements of the modular design will be included in the preferred design such as pop-up seating/umbrellas in unleased terraces</p> 
<p><u>Aesthetics / classic design</u> ‘The modular design is clean and simple, with a timeless design.’</p> <p>Many of the buildings and facades in Willoughby Road are older and the modular design would be more 'sympathetic'.</p> <p>Strong dislike for option 1. ‘It is far too contemporary and crass’</p>	<p>Elements of the modular design will be included in the preferred design such as planters between dining terraces for flexible use</p> <p>Feedback from site consultation is that the demographic of Crows Nest / St Leonard's is changing (more young professionals), and a modern design is desired by parts of the community</p>
<p><u>Street trees</u> ‘Trees are important for long-term improvement as they provide shade and are aesthetically pleasing. On Street Cafe dining also creates a sense of community.’</p>	<p>Street trees will be prioritised in the preferred design</p>

Key Issue	Design response
<p><u>Street trees</u> Plane trees triggering allergies in spring</p>	<p>An alternative non-allergenic street tree, Tulip tree (<i>Liriodendron tulipifera</i>) will be planted in an avenue as part of the preferred design</p>  
<p><u>Greenery</u> Lack of greenery</p>	<p>Planting has been increased in the preferred design</p>
<p><u>Functional and low maintenance</u> 'In summary, this design and its execution must consider good finishes, ease of maintenance and access for cleaning. And the budget for cleaning needs reviewing within the design. i.e., design for low maintenance.'</p>	<p>Robust, low maintenance materials used in the preferred design</p>
<p><u>Noise and pollution</u> Noise from cars and buses incompatible with outdoor dining on Willoughby Road</p>	<p>A green edge to the road is included in the preferred design</p>
<p><u>Noise and pollution</u> Excessive traffic noise and congestion. 'Suggest closing Willoughby Rd from Albany St to Falcon St permanently. Make it all a wonderful pedestrian haven and you'll have more business!'</p>	<p>Considered, however a permanent road closure is incompatible with regional bus routes (115, 265 & 267) and short-stay parking which retail businesses value</p>
<p><u>Bicycle access</u> 'Consider how bikes can get up the street - lots of parents riding with kids - make it easy for them.'</p>	<p>To be considered as part of Council's integrated cycling strategy</p>

Key Issue	Design response
	Bike parking to be included in preferred design
<p><u>Traffic congestion</u> 'I welcome the planned upgrade. Long overdue. But I am concerned that no attention seems to have been given to reducing vehicle traffic in the area. This is just as important as the streetscape upgrade.'</p>	<p>May be considered in the future, subject to further consultation</p>
<p><u>Traffic</u> Excessive speed of vehicles on Willoughby Road</p>	<p>Crows Nest village is a high priority for a 40km/h High Pedestrian Activity Area under Council's traffic program. A raised pedestrian crossing was installed on the corner of Clarke St and Willoughby Road to slow traffic in November 2022</p>
<p><u>Public seating</u> 'Sufficient seating around the area is critical. We have many elderly people around who still enjoy coming to Crows Nest'</p>	<p>Public seating has been included in the preferred option, including a seating wall with timber seats and pop-up public seating in unleased dining terraces</p>
<p><u>Public seating</u> 'Lack of wood on curved concrete seat will cause hot bums in summer'</p>	<p>Timber wall seating is included as part of the preferred design</p>
<p><u>Lighting</u> General support for decorative lighting, terraces, fairy lights and up lighting to trees. No garish colours or harsh streetlighting requested. Flagpole banners were a divisive issue, with some respondents for and against them. FOR: 'We need banners to shout out local events and initiatives, bring a more local vibes and support' AGAINST: 'Flag poles seem inappropriate/unnecessary for Crows Nest' 'I don't like flags on the roadside'</p>	<p>Warm white lighting will be used in decorative lighting. Streetlighting poles will have the banners reduced from 2 per pole to 1 in response to feedback.</p>

Key Issue	Design response
<p><u>Lighting</u></p> <p>‘Unfortunately, overhead power lines and poles are not shown and therefore the artist’s impressions show an unrealistic and dramatic improvement in the visual appearance. The budget does not allow for the undergrounding of these services.</p> <p>It is understood that the contract work will provide where possible buried conduits to facilitate a future undergrounding of all power lines in this section of Willoughby Road. My fear is that this work may never be done because of its cost.’</p>	<p>Undergrounding of power will be included as a provisional item in the tender for Willoughby Road and installed subject to market prices and available budget.</p>  <p>The preferred design includes undergrounding of power and new multi-function poles for streetlighting. 1 x existing plane tree will be replaced (due to poor form) with an avenue of tulip trees, to make the most of the newly available air space</p>
<p><u>Events</u></p> <p>‘How about closing the street off once a month and allowing local cafes to set up tables to eat up and down the street - a bit like a noodle market but using the local businesses?’</p>	<p>May be explored in consultation with Crows Nest Mainstreet. Outside the scope of this project</p>

The following table summarises the anticipated improvements and impacts associated with the project.

Table 3. Benefits and Improvement the project will bring to the Public Domain of Crows Nest

Anticipated improvements	Anticipated impacts
Refresh the mainstreet and make Willoughby Road a destination again	Disruption to business trade during construction
Enhance the 'Village feel' of Crows Nest	Temporary loss of parking during construction
Improve safety at pedestrian crossing by removing planter boxes which block sight lines	Temporary loss of mature greenery until new planting establishes
Increase tree canopy for improved amenity and walkable connections	None
Attract new businesses to the area by investing in the public domain	None
Upgrade lighting to stimulate night-time economy	None
Improve energy efficiency with LED lighting and smart control lighting technology	None
Increase hospitality businesses' revenue with the increase of outdoor dining space	None
Increase visitors dwell time by improving amenity and providing resting areas.	None

Option 1 – Curvilinear Design

This option seeks to provide a loose and relaxed character to the outdoor dining spaces on Willoughby Road and features an informal planting scheme.



Photo 1: Existing streetscape on Willoughby Road, Crows Nest

Key features include:

- Curvilinear design that invites you into the space
- Maintains raised planter as a 'green edge' to road
- Maintains terrace level changes and defines terraces with contrast paver
- Makes use of simple robust materials, highlighting concrete as an organic element
- Informal, attractive planting which provides texture, colour & contrast while ensuring hardiness (low water use)
- Incorporates tree planting and canopies for shade and scale
- Incorporates feature lighting to trees and furniture elements
- Maintains current lease areas for outdoor dining with additional seating wall



Photo 2: Artists Impression of Option 1 'Curvilinear design', day view



NIGHT

Photo 3: Artists Impression of Option 1 'Curvilinear design', night view



Photo 4: Existing streetscape on Willoughby Road, Crows Nest looking from the road



Photo 5: Artists Impression of Option 1 'Curvilinear design' looking from the road, day view



Photo 6 Artists Impression of Option 1 'Curvilinear design' looking from the road, night view



Photo 7: Lighting strategy images for Option 1 'Curvilinear design'



Photo 8: Concept images for Option 1 'Curvilinear design'

Option 2 – Modular Design

This option seeks to provide a flexible, modular outdoor dining space on Willoughby Road.



Photo 1 Existing streetscape on Willoughby Road, Crows Nest

Key features include:

- Rectilinear design with an emphasis on modular design and repetitive built elements to create a space efficient, visually cohesive public domain
- Flexible approach with some raised planters designed to be movable
- Opportunity to utilise vacant outdoor dining spaces for public seating or as a temporary “pop up space”.
- Maintains raised planter ‘green edge’ to road. Considered unique to the street
- Modular GRC planters provide definition between pedestrian and vehicle zones
- Planters with optional seating attached
- Maintains terrace level changes and define with contrast paver
- Opportunity to incorporate art/local identity
- Articulation of raised planters by introducing different heights and scale
- Incorporates feature lighting, including trees and furniture elements
- Maintains current lease areas for outdoor dining



Photo 2 Artists Impression of Option 2 'Modular design', day view



Photo 3 Artists Impression of Option 2 'Modular design', night view

Option 1B – Preferred Design

The preferred design incorporates community feedback where possible to create an inviting 'Eat Street' precinct.



Photo 4 Artist's impression of Option 1B Preferred design, day view



NIGHT

Photo 5 Artist impression of Option 1B Preferred design, night view



DAY

Photo 6 Artist's impression of Option 1B Preferred design looking from the road, day view



Photo 7 Artist's impression of Option 1B Preferred design looking from the road, night view

CONSULTATION REQUIREMENTS

Community engagement was undertaken in accordance with Council's Community Engagement Protocol and the Community engagement strategy formulated for this project.

DETAIL

1. Engagement Overview

The Crows Nest Masterplan was publicly exhibited over 6 years ago. Due to the length of time elapsed and the 2016 Crows Nest Placemaking and Principals Study for a new Metro Station, fresh consultation was undertaken for Stage 2 of the Willoughby Road upgrade. Public exhibition of the Willoughby Road Stage 2 concept design options was on public exhibition from 10 October 2022 to 20 November 2022 (42 days).

1.1 Inform Reach

The following provides a summary of the methods were used to generate widespread awareness of the proposal and the level of participation/reach:

- web page – 1.3K page views during the exhibition period, including:

Document/file	No. of downloads
Concept Design Options Overview	399
Lighting Strategy	85
Design Approach (full report)	38
Council report of 22 August 2022	19
Notification Letter	14
Community Engagement Strategy	13
Photo montage x 2 - Option 1 (day)	230
Photos montage x 2 - Option 1 (night)	207
Photo montage x 2 - Option 2 (day)	152
Photo montage x 2 - Option 2 (night)	115

Table 4 'Your say' web page view summary

- information stall at Crows Nest Festival - 16 October 2022
- notification letter and flyer (2 sided) sent to all residences and businesses in the suburb of Crows Nest and Wollstonecraft
- A2 sized signage displaying the two options with a QR code promoting Your Say webpage, installed in 8 locations on Willoughby Road and surrounds
- two onsite walkthroughs with Crows Nest Streetscape Committee and community members
- memo to Precinct Committees
- Council's eNewsletters including:
 - Council eNews - October and November 2022 issue (1,390 subscribers)
 - Business eNews - November 2022 issue (1018 subscribers)
 - Precincts eNews - weekly x 5 issues (158 subscribers)
- Posts on Council's social media accounts - in summary the two Facebook posts reached over 30k, two Instagram posts reached over 3.5k, one Twitter post reached over 250 and one LinkedIn post reached over 750:
 - Facebook post 1, 10 October 2022 (paid boost) - 30,464 impressions, 25,511 post reach, 6253 post engagement, 40 reactions, 12 comments, 79 link clicks, 2,333 other clicks and 3 shares.
 - Facebook post 2, 16 November 2022 - 1,475 impressions, 1,404 people reached, 86 post engagements, 5 reactions, 14 likes, 0 comments, 15 link clicks, 22 other clicks and 1 share.
 - Instagram post 1, 10 October 2022 - 1,754 impressions, 1,466 reach, 27 likes, 8 comments, 6 profile visits.
 - Instagram post 2, 16 November 2022 - 1,003 impressions, 961 reach, 21 likes, 2 comments
 - Twitter post, 10 October 2022 - 235 impressions, 31 engagements, 3 link clicks, 2 profile visits.

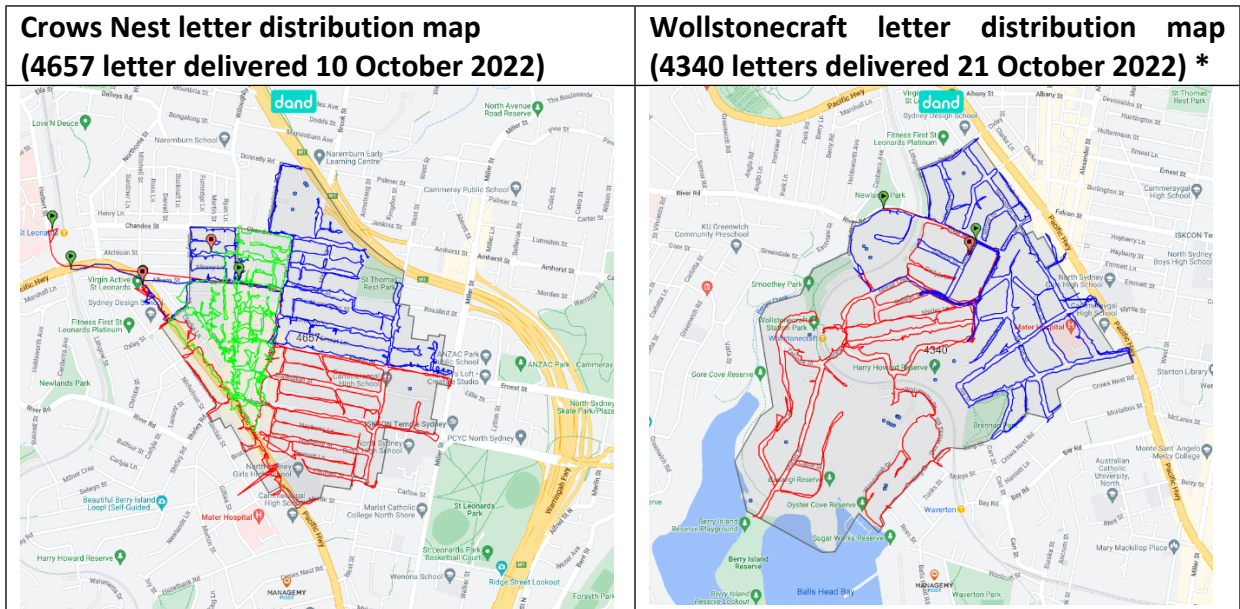
- LinkedIn post, 10 October 2022 - 784 impressions, 7 reactions, 1 repost, 27 clicks.

The above statistics demonstrate a high level of stakeholder awareness of the engagement opportunity for this project.



Photo 8 Site signage installed on Willoughby Road and surrounds inviting community feedback, installed 10 October 2022

Table 5 Letter distribution maps



*Additional mailout to Wollstonecraft on 21 October after community feedback requesting more consultation

The Willoughby Road Consultation – Social Media statistics are as follows:

- Facebook post 1, 10 October 2022 (paid boost) – **30,464 impressions**, 25,511 post reach, 6253 post engagement, 40 reactions, 12 comments, 79 link clicks, 2,333 other clicks and 3 shares.
- Facebook post 2, 16 November 2022 – **1,475 impressions**, 1,404 people reached, 86 post engagements, 5 reactions, 14 likes, 0 comments, 15 link clicks, 22 other clicks and 1 share.
- Instagram post 1, 10 October 2022 – **1,754 impressions**, 1,466 reach, 27 likes, 8 comments, 6 profile visits.
- Instagram post 2, 16 November 2022 - **1,003 impressions**, 961 reach, 21 likes, 2 comments
- Twitter post, 10 October 2022 - **235 impressions**, 31 engagements, 3 link clicks, 2 profile visits.
- LinkedIn post, 10 October 2022 – **784 impressions**, 7 reactions, 1 repost, 27 clicks.

In addition, an information stall at the Crows Nest Festival (16 October 2022), an online information session, two face to face information sessions, two site walkthroughs and a presentation at the Crows Nest Streetscape Committee meeting (1 November 2022) were undertaken to engage with the community.



Photo 9 Pop up information stall at the Crows Nest Festival 16 October 2022



Willoughby Road Streetscape Upgrade

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Photo 10 Online information session 1 November 2022

1.2 Submissions Received

Feedback was sought on the preferred design option and priorities of design elements. All feedback received has been collated and analysed, and where possible the design has been modified to incorporate community feedback. The results of community consultation are now being reported to Council with a recommendation on the final design option.

Council at its meeting held on 22 August 2022 resolved the following in relation to item 8.9 - Willoughby Road Public Domain Upgrade Masterplan Works:

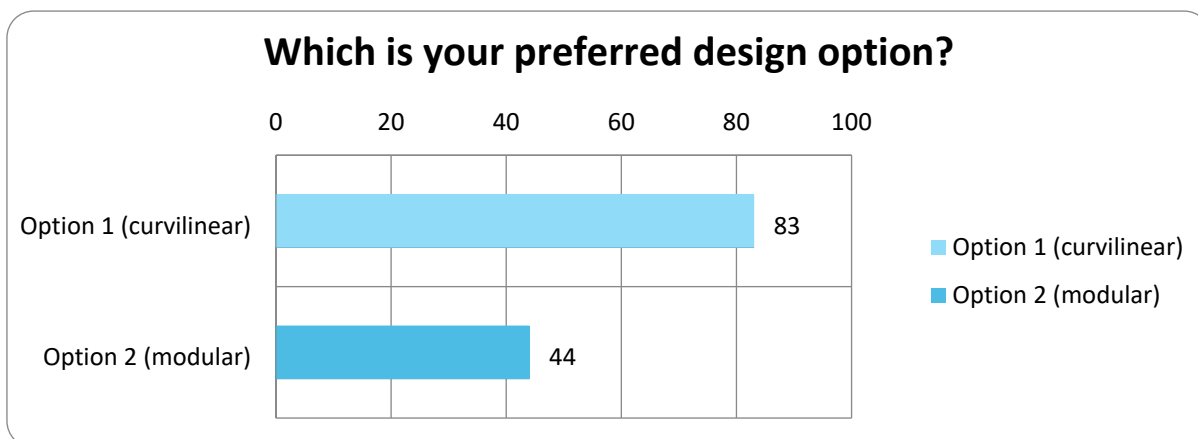
1. THAT Council adopts the staging plan for the proposed upgrade works for Willoughby Road.
2. THAT Council adopts funding **Option 2a** which proposes to use a combination of Metro VPA funds (Public Domain component) and Council's allocated Delivery Program (Mainstreet Levy).

Table 6: Submission Sources

Source	No.	Appendix Ref.
Online feedback form (via Your Say North Sydney)	132	Appendix A
Written submissions (email/letter)	8	Appendix B
Complementary engagement methods (online information and briefing sessions/festival)	3	Appendix C
Precinct Committees (submission and/or minutes extract)	2	Appendix D
Total	145	

All submissions received were collated, considered and detailed in Attachment 1 Submissions Summary.

Question: Which is your preferred design option? Taken from online feedback form



Analysis

There were 115 online respondents in total. **65%** (73 respondents) preferred Option 1 (Curvilinear) and **35%** (39 respondents) preferred option 2 (modular). 4 Respondents did not pick either option, expressing that they either liked both options, disliked both or wanted to preserve the planters but upgrade seating, paving and lighting.

Question: Detail what you like most about your preferred option (if you don't have a preferred option, detail what you like most from either option)

Table 7 Detail what you like or dislike about Option 1 (Curvilinear design)

Option 1 (Curvilinear design) Likes 😊	Option 1 (Curvilinear design) Dislikes ☹️
Curvy organic shape: 13	Cost: 1
Flow: 6	Curved look: 4
Functional: 3	Difficult to jay walk: 2
Greenery and informal planting: 7	Dilapidated shop fronts: 1
Open and inviting: 6	Formal planting: 1
Organic: 4	Lack of wood on concrete curved seat will cause hot bums in summer: 1
Modern look: 18	Generic design: 1
Permanent and low maintenance: 7	Harsh stark walls: 1
Seating: 3	Lack of local identity: 2
Protection from road: 3	Lack of greenery: 4
Village feel: 3	Lacks consistency with Hume St Park: 2

1. 65% of respondents preferred option 1 Curvilinear design
2. A permanent, low maintenance and functional design is supported
3. Lack of greenery was the highest DISLIKE ☹️ - Action: soften wall and provide more trees and planting
4. 'Lack of wood on concrete curved seat will cause hot bums in summer' – explore alternative.

Table 8 Detail what you like or dislike about Option 2 (Modular design)

Option 2 (Modular design) Likes 😊	Option 2 (Modular design) Dislikes 😞
Clean and simple: 5	Boring: 2
Timeless classic design: 5	Gaps in wall (kids may climb onto road): 2
More dining area – straight edges: 2	High maintenance/date quickly: 2
Flexible: 6	Lower in height and will hear traffic noise: 1
Greenery: 3	Don't like straight formal hedges: 1
Modular for future use and events: 3	Not enough native plants: 1
Modular space on Miller Street looks fantastic: 1	No bicycle parking on Willoughby Road: 1
Natural timber / softer material: 1	
Consistency with Hume Street Park: 2	
Village feel: 1	

Actions:

1. More greenery along road edge
2. More street trees
3. Flexibility is good – introduce into option 1
4. Pop up public seating and umbrellas to 'activate' vacant terraces strongly supported – incorporate into option 1
5. Soften concrete wall in option 1 – more green
6. Ensure no climbing gaps in wall adjacent to dining areas (to prevent bored kids climbing onto road)
7. Include bicycle parking in preferred design

Feedback from pop up information stall & site walkthroughs:

- General support for streetscape upgrade (area looking tired)
- Mixed opinions about design options (even support for option 1 & 2)
- Traffic volume and pedestrianisation of Willoughby Road was a consistent message
- Undergrounding of power wires strongly supported - Yes
- Decorative lighting strongly supported (Up lighting of trees, white fairy lights, LED strip lighting to terraces and wall) Yes
- Light pole to show single banner to respond to objections on commercial banners
- Slip risk on new paving to be reduced with surface treatment, P5 rating min.
- Darker colour paver is proposed for dining areas due to food staining - Yes
- Close Willoughby Road to all vehicles and make it a pedestrian mall e.g., like Pitt Street Mall, Sydney –Not part of current stage – may be considered in the future
- Address trip hazards around tree roots caused by rubber matting – Yes, planting to bases. Tree grates to terraces
- Tree pruning outside Bravo restaurant – Yes, under maintenance
- Construction advised as starting in April 2023 with 8-month duration - work will be staged to open and close sections and minimise disruption to businesses (similar to past stages)

- Green edge to road, 500-600mm high with growies on top - generally supported
- Events power requested in the base of lighting poles -Yes



Photo 11 Power to be provided in light poles for events power

- Provision of filtered water stations to be considered to reduce use of plastic bottles – Yes
- Use of in wall seating was generally supported as an efficient use of space. 450mm height is a standard seating height



Photo 12 In-wall seating was generally supported during site walkthrough

- Crows Nest logo which could be used in fencing, balustrade to enhance local identity



- Reuse existing plants if possible – subject to consultation
- Provide access to Hume Street Park with a sliding gate / moveable planters outside 90 Willoughby Road
- Temporary ‘Pop up’ space on vacant terrace to be shown in preferred design

Question: Using scale where 1 is most important and 10 is least important, rank which design features are most important to you (i.e., priority areas)

Using scale where 1 is most important and 10 is least important, rank which design features are most important to you (i.e. priority areas)

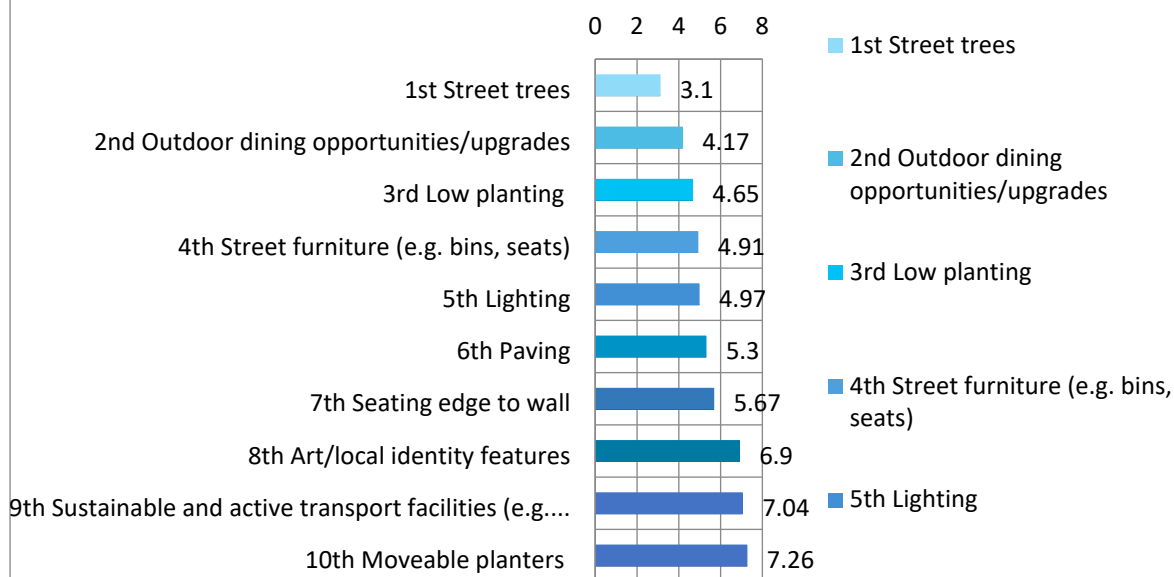


Figure 1 Design features ranked in order of priority from community consultation

Action:

Design features to be prioritised in the preferred design to reflect the community’s aspirations i.e., 1st Street trees, 2nd Outdoor dining, 3rd Low planting, 4th Street furniture etc.

Question: Detail any other comments here (could include alternate option)

- ‘For our business ‘Plan B’ and the venues down here, please minimize the disruption to terraces and entrances as 1-week lost trade means we can’t pay the rent’.
Response: Stage construction access to minimize disruption to dining areas and re-open as soon as possible.
- ‘It is so important that at each bus stop, there is a sight line to the approaching bus, so waiting passengers do not have to lean or step out onto the road to see is the bus is coming.’
Response: Provide sight lines at bus stops
- ‘Consider how bikes can get up the street - lots of parents riding with kids - make it easy for them. Best option is block all car traffic along Willoughby Rd from Albany St to Falcon St permanently. Make it all a wonderful pedestrian haven and you'll have more business!’
Response: Show bike parking, regional connections to be provided by Council as part of cycleway strategy (e.g., wayfinding, missing links)
- ‘It would be even better if it (Willoughby Road) was closed to traffic’
Response: May be considered in the future subject to further consultation
- ‘Let’s upgrade location maps by adding maps at key locations with street names, Community Centre, bus stops, metro, taxi ranks and parking lots (located at Willoughby Rd and Falcon Street, the metro, car parking lots, Ernest Place).’
Response: identify potential locations in detailed design only

Table 9. Additional Comments

Additional comments	Response	Include in plan (y/n)
Please include more native trees!!!!!!	Deciduous tree preferred to match village character	N
What about scooter parking and ashtray bollards?	Scooter parking currently provided on road. Ash tray bollards not compatible with Eat Street	N
council needs to ensure shop fronts and fit out are upgraded as well	Council is encouraging business investment by leading with the public domain upgrade and new Hume Street Park	N
Trees are important for long-term improvement as they provide shade and are	Yes – included in preferred design	Y

Additional comments	Response	Include in plan (y/n)
aesthetically pleasing. On Street Cafe dining also creates a sense of community.		
I think lighting is important especially for the elderly to stay safe, although I don't think that massive bright lights are necessary and if they are too bright or frequent it may cause excess light pollution and make the environment feel less inviting, I think a happy medium between visibility and maintaining an inviting atmosphere needs to be found.	Yes – included in preferred design	Y
Love the fairy lights in the trees... reminds us of holidays in Europe where entire streets are lit warmly with fairy lights. Wonderful for an 'Eat Street' to bring the community from near and far together in a fun, festive environment .	Yes – included in preferred design	Y
I think the tree lighting is a bit dated. Too many fairy lights on the trunk and lower branches. I think some up lighting would be nicer. Or a combination of the two.	Noted – will be considered in preferred design	Y
Sufficient seating around the area is critical. We have many elderly people around who still enjoy coming to Crows Nest	Yes – included in preferred design	Y
Urban designers know best so public opinion should not influence what is best for the neighbourhood. the area is in desperate need of a modern upgrade.	Noted	Y
We run serviced offices in Crows Nest since 1972 and are rebuilding our 133 Alexander St site. The curvilinear option is forward thinking. The planter box design is old fashioned. We need to take Crows Nest to the next level and not go backwards	Noted	Y
The back of the curved wall should be timber like the example shown in the design images. Ensure there is attractive lighting in the trees to provide a better nighttime appearance	Noted	
Pedestrianise Willoughby Road.	Not part of current stage.	N
I welcome the planned upgrade. Long overdue. But I am concerned that no attention seems to have been given to reducing vehicle traffic in the area. This is just as important as the streetscape upgrade.	Not part of current stage.	N
Because the pedestrian crossings are quite dangerous as it is, the roundabout needs to be traffic lights immediate along Burlington Street and Alexander Streets. There is constant grid lock traffic in on and off-peak	Outside scope of project	N


Additional comments	Response	Include in plan (y/n)
times. It is dangerous for people because the drivers park across the crossings and turn left and right too fast at the tight corners where the crossings are only a few meters away. Both crossings are poorly placed at blind spots.		
Can we please consider the colour temperature of the lights installed here to be warmer, instead of harsh white LED. As warm LEDs are better for our environment, our human wellbeing (sleep impact) and our night sky (light pollution). This applies to all street lighting in the area.	<i>Yes – to be considered in preferred design</i>	Y
The current street furniture makes the pedestrian crossings very dangerous. It is impossible to see pedestrians about the enter the crossing. The street furniture needs to stop a distance of about 10m either side of the pedestrian crossings to allow drivers to have visibility of approaching pedestrians.	<i>Yes – to be considered in preferred design</i>	Y
Close Willoughby Rd between Clarke and Albany Streets. Allow buses and bicycles but no cars. More restaurants and outdoor seating mean more pedestrian activity. The street planter boxes and plants (which are great idea) obscure vision for the drivers. Alexander St provided north-south traffic flow. Albany provides east-west	<i>May be considered in the future subject to further consultation. Not currently possible due to impact on regional bus routes and short stay parking which support retail and take-away businesses</i>	N
Current street crossings are unsafe, I find them scary as both a pedestrian and driver. There have been some tragic accidents. Please improve visibility around these. Thanks for the opportunity to comment	<i>Yes – included in preferred design</i>	Y
Please plan for sustainability friendly elements (recyclable bins, plastic free zone, recycled construction materials)	<i>Yes – included in preferred design Sustainable streetscape elements are green concrete 'Envirocrete'; substituting high embodied energy steel reinforcement with synthetic fibre reinforcing; active transport facilities (bike parking); recycling bins and filtered water stations; Installation on energy efficient LED streetlighting; use of water efficient informal planting scheme</i>	Y

Additional comments	Response	Include in plan (y/n)
		

Preferred Design - Option 1B

Design elements identified from community feedback have been included where possible, into an iteration of Option 1 to make it into the Preferred Design – Option 1B. Refer to Artist Impressions in this Report – Photos 4,5,6,7 –Option 1B – preferred and (ATTACHMENT 2)

Table 10. Preferred Design Option 1B inclusions

Criteria	Option 1 – Original Curvilinear design	Option 1B – Preferred design
Access / mobility	<p>Yes</p> <p>Universal design principals are a key requirement of the design and will be achieved by compliance with AS1428 Design for Access and Mobility. Ramps will be provided wherever possible as well as clear paths of travel and guidance by tactile and directional indicators at crossings and bus stops. A 3m clear path of travel will be provided along building lines</p>	<p>Yes</p> <p>Universal design will continue in the preferred design.</p> <p>Obstructions in the footpath will be relocated in the preferred design</p> 
Aesthetics / flow / modern / classic design	Yes	Yes
Ambience / village feel / inviting	Yes	Yes

Criteria	Option 1 – Original Curvilinear design	Option 1B – Preferred design
Bicycle access / parking	Yes	Yes
Community events/activations	No	Yes Gate access for events outside Hume Street Park entry Power points in lighting poles for events power
Exhaust/fumes/noise pollution	No	Yes More greenery
Flexible / modular space	No	Yes Pop up seating and umbrellas to activate unleased dining areas
Functional and low maintenance	Yes	Yes Informal planting option used
Greenery/planting/design	Yes	Yes
Lighting	Yes	Yes Modified banner poles showing 1 banner per pole instead of 2
Less concrete / hot bums in summer / natural materials	Yes	Yes Timber seating wall
Outdoor dining / umbrellas	No	Yes
Pedestrian safety/accessibility	Yes 'Just please make sure there is nothing impeding the view of the crossings on Willoughby Road from cars. It is currently dangerous as the planter boxes impede the view of motorists'	Yes Low planting will replace the existing planters around the pedestrian crossings to improve sight lines

Criteria	Option 1 – Original Curvilinear design	Option 1B – Preferred design
Public seating	Yes	Yes
Shade - more trees	Yes	Yes An avenue of Tulip trees is proposed in the preferred design. This will be made possible by undergrounding of power poles and wires on the western side of Willoughby Road
Sustainable materials / improvements	Yes	Yes
Traffic congestion / parking	No	No
Other	No 'I love the existing hedges and planters - they define Willoughby Rd. It would be great if they could stay or are upgraded to something very similar.'	No The existing planters are blocking sight lines at pedestrian crossings and need to be replaced for safety reasons

Note: Refer to Artist Impressions in this Report – Photos 4,5,6,7 –Option 1B – preferred

PROGRAM

Stage 1 Program

Completed 2019-2020

Stage 2 Program (Refer to figure 1 – Location and Staging Plan)

Table 11. Program

TASK	START	FINISH
Concept Design- starts	Monday, 22 August 2022	Friday, 30 September 2022
Consultation	Monday, 10 October 2022	Sunday, 20 November 2022
Inclusion of feedback into preferred design	Monday, 14 November 2022	Wednesday, 30 November 2022
Council meeting - Adoption of preferred design	Monday, 12 December 2022	Monday, 12 December 2022
Detailed Design	Tuesday, 13 December 2022	Friday 24 February 2023

Procurement- Tender	Monday, 27 February 2023	Friday, 24 March 2023
Council meeting for Tender Award	Monday, 10 April 2023	Monday, 10 April 2023
Construction	Monday 17 April 2023	December 2023

ATTACHMENT 1

**Willoughby Road Streetscape Upgrade
Summary of submissions received during public exhibition period
(10 October to 20 November 2022)**

The following criteria are used to analyse all submissions received, and to determine whether or not the plan would be amended:

1. The Willoughby Road Streetscape Upgrade **would be** amended if issues raised in the submission:
 - a provided additional information of relevance.
 - b indicated or clarified a change in government legislation, Council’s commitment or management policy.
 - c proposed strategies that would better achieve or assist with Council’s objectives.
 - d was an alternate viewpoint received on the topic and is considered a better option than that proposed or;
 - e indicated omissions, inaccuracies or a lack of clarity.

2. The Willoughby Road Streetscape upgrade **would not be** amended if the issues raised in the submission:
 - a addressed issues beyond the scope of the proposal.
 - b was already in the proposal or will be considered during the development of a subordinate plan (prepared by Council).
 - c offered an open statement, or no change was sought.
 - d clearly supported the proposal.
 - e was an alternate viewpoint received on the topic but the recommendation was still considered the best option.
 - f was based on incorrect information.
 - g contributed options that are not possible (generally due to some aspect of existing legislation or government policy) or; involved details that are not appropriate or necessary for inclusion in a document aimed at providing a strategic community direction over the long term.

Name and address withheld as requested

Table 1: Submission sources

Source	No.	Appendix Ref.
online feedback form (via Your Say North Sydney)	132	APPENDIX A
written submissions (email/letter)	8	APPENDIX B
complementary engagement methods (online information and briefing sessions/festival)	3	APPENDIX C
precinct/streetscape Committees (submission and/or minutes extract)	2	APPENDIX D
Total	145	

Preferred Option

The most preferred option when all feedback sources are combined is Option 1 (n=85). The least preferred option is Option 2 (n=48).

The following table collates the feedback preferences per source.

Table 2: Submission preferences

	Option 1	Option 2	I like both / neither	Do not support project
online feedback form	83	44	3	2
written submissions	-	2	5	1
complementary engagement methods	1	1	1	-
precinct/streetscape Committees	1	1	-	-
TOTAL	85	48	9	3
PERCENTAGE	59%	33%	6%	2%

Feedback Analysis

Feedback has been analysed using the following criteria:

Table 3: Themes to analyse submissions

Criteria	Code	Count
Access / mobility	A	3
Aesthetics / flow / modern / classic design	B	55
Ambience / village feel / inviting	C	25
Bicycle access / parking	D	1
Community events/activations	E	2
Exhaust/fumes/noise pollution	F	1
Flexible / modular space	G	6
Functional and low maintenance	H	13
Greenery/planting/design	I	9
Lighting	J	4
Less concrete / hot bums in summer / natural materials	K	3
Outdoor dining / umbrellas	L	4
Pedestrian safety/accessibility	M	6
Public seating	N	6
Shade - more trees	O	8
Sustainable materials / improvements	P	1
Traffic congestion / parking	Q	1
Other	R	1

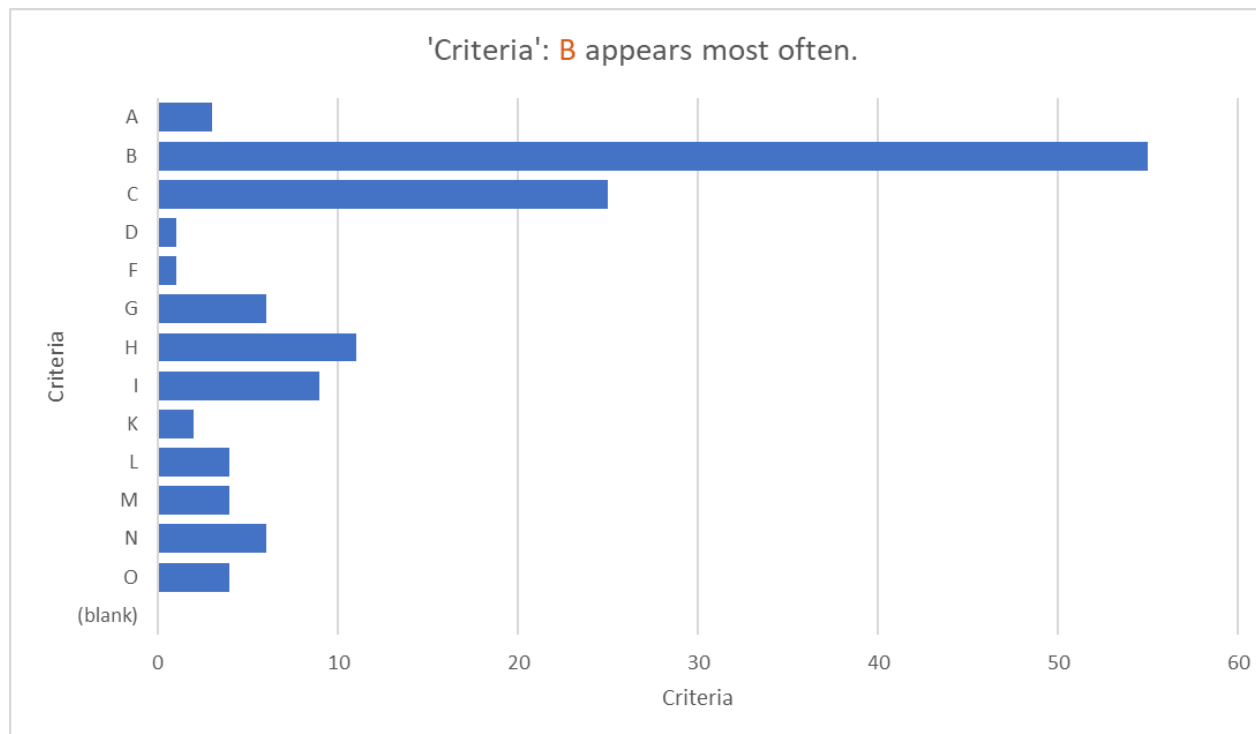


Figure 1 Analysis of submission criteria

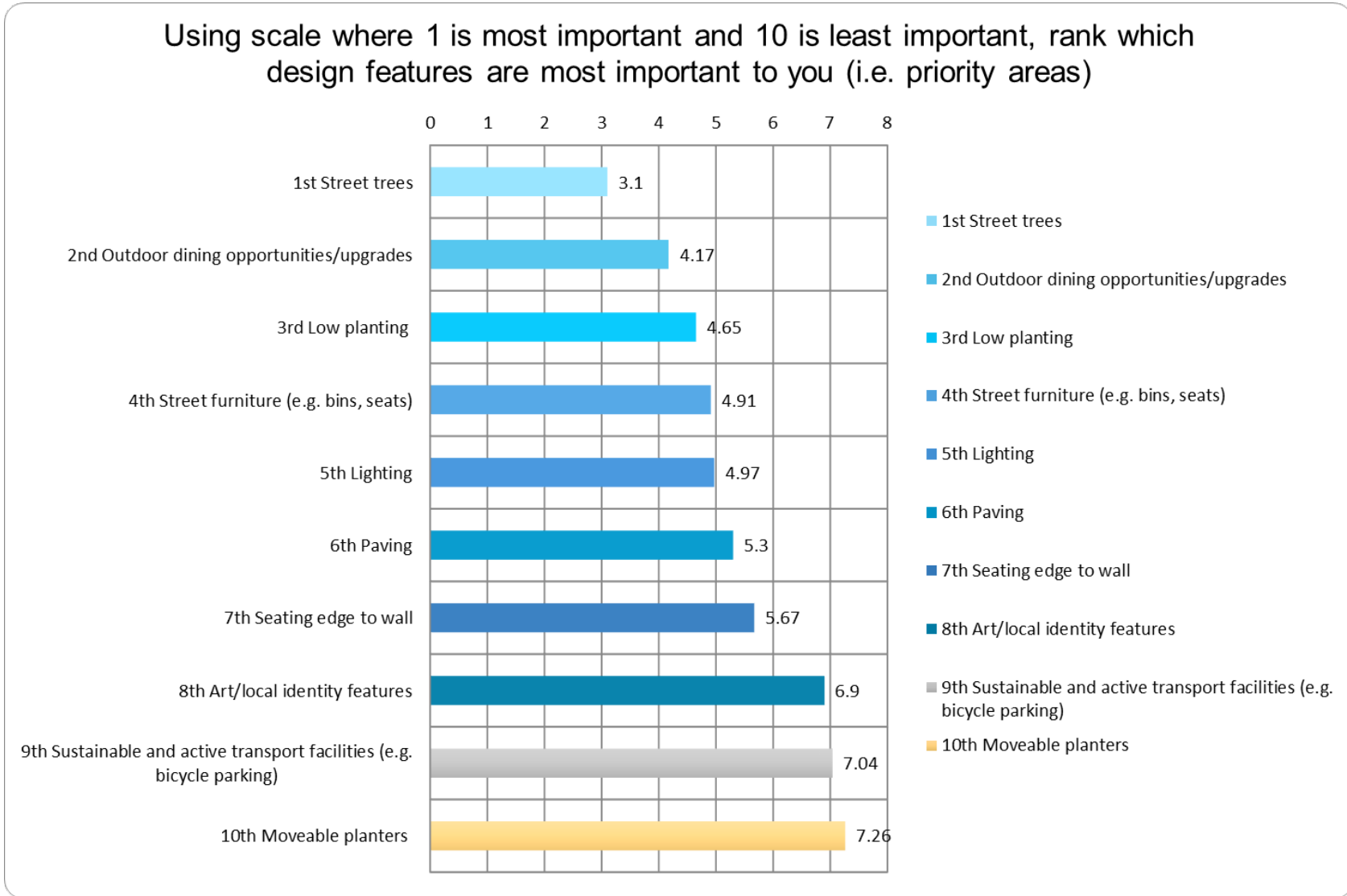
Preferred Option - Most/Least Liked Features (Option 1)

The following section collates the most and least liked (including missing/could be improved) features/aspects per the majority preferred design option. The following table summarises the most and least liked features/aspects for Option 1 for all sources, per the above-mentioned criteria. Note: not all submissions indicated the features they liked, and some referenced more than one feature, which have been separated. Listed alphabetically.

The *most liked* features of Option 1 are the curved, organic appearance of the planter on Willoughby Road and the MODERN appearance of the design. Respondents valued the greenery and street trees as well as the protection from the road offered by the curved wall. Other liked features were the functionality of integrated seating and low maintenance resulting from robust concrete material.

Most feedback regarding the *least liked* aspects of Option 1 concerned the design, in particular regarding the contemporary design and use of concrete, which was considered out of character for Crows Nest.

Top 10 Design Elements (as voted by the community)



APPENDIX A. ONLINE SUBMISSION FORM - VERBATIM FEEDBACK SUMMARY

Legend

Access mobility	Aesthetics Modern classic	Ambience village feel	Bicycle parking	Events	Exhaust / noise	Flexible modular	Functional	Greenery	Lighting	Less concrete	Outdoor dining	Pedestrian safety	Public seating	Street trees shade	Sustaina bility	Traffic
A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q

No.	Name and Address	Preferred design option	LIKE MOST Detail what you like most about your preferred option	LIKE LEAST Detail what you like least about your preferred option	Other comments	Criteria
1.	Jillian Maclean 102 Burlington St Crows Nest	Option 2 (modular)	I don't think the modular design will 'date' as quickly as the curvilinear design. So more classic look.	Boring.		B
2.	Richard Moon 78a Albany st 2065	Option 1 (curvilinear)	It's not so rigid looking and makes the area look more interesting	Nothing to add		B
3.	Alissa 229 Miller St North Sydney	Option 1 (curvilinear)	More open on footpath and wall acts as sound blocker from vehicles	Blocks off path		M
4.	Nick Lowry 183 Chandos Street CROWS NEST	Option 1 (curvilinear)		Curvilinear provides a change to what is currently insitu and if done correctly can look impressive.		B
5.	Louise Sexton 38 Huntington Street Crows Nest	Option 1 (curvilinear)		It is more organic and less angular	It is so important that at each bus stop, there is a sight line to the approaching bus, so waiting passengers do not have to lean or step out onto the road to see is the bus is coming	C

No.	Name and Address	Preferred design option	LIKE MOST Detail what you like most about your preferred option	LIKE LEAST Detail what you like least about your preferred option	Other comments	Criteria
6.	Nathalie 89Burlington Street Crows Nest	Option 2 (modular)		When driving along, it hopefully gives drivers a clearer sight of people dining outside	Because the pedestrian crossings are quite dangerous as it is, the roundabout needs to be traffic lights immediate along Burlington Street and Alexander Streets. There is constant grid lock traffic in on and off peak times. It is dangerous for people because the drivers park across the crossings and turn left and right too fast at the tight corners where the crossings are only a few meters away. Both crossings are poorly placed at blind spots.	M
7.	Lodi van Eeghen 95West Street Crows Nest	Option 1 (curvilinear)		More sensitive and unique		B
8.	Jimmy Plum 200Pacific highway Crows nest	Option 1 (curvilinear)				N
9.	Kirsten kerrisk 60 MILRAY ave Wollstonecraft	Option 1 (curvilinear)		Modern, seems more flowing	I think the tree lighting is a bit dated. Too many fairy lights on the trunk and lower branches. I think some uplighting would be nicer. Or a combination of the two.	B
10.	Emma 116 Shirley Road Wollstonecraft	Option 1 (curvilinear)		The white wave planter wall.	N/A	B
11.	A Reece 35 Cammeray Road Cammeray	Option 2 (modular)		Much more timeless and classic - curved trendy look will age rapidly		B

No.	Name and Address	Preferred design option	LIKE MOST Detail what you like most about your preferred option	LIKE LEAST Detail what you like least about your preferred option	Other comments	Criteria
12.	Erin 174 Willoughby road Naremburn	Option 1 (curvilinear)		It feels more natural and organic for human connection, rather than perfectly manicure bushes. There are also appears to be more seating and more of a communal feel.	Trees are important for long-term improvement as they provide shade and are aesthetically pleasing. On Street Cafe dining also creates a sense of community.	C
13.	Robert Bertuzzi 57Burlington st Crows nest	Option 2 (modular)		Simple. better use of space	Close Willoughby Rd between Clarke and Albany Sts. Allow buses and bicycles but no cars. More restaurants and outdoor seating mean more pedestrian activity. The street planter boxes and plants (which are great idea) obscure vision for the drivers. Alexander St provided north-south traffic flow. Albany provides east-west	H
14.	William George 46 Holtermann Street Crows Nest	Option 1 (curvilinear)		Structural upgrade to existing and alternative design concept. Planting strategy fits well with existing planting design in the area (example The Albany apartment complex). Integrated seating perfect for vendors and public space as well as being resilient		H,N
15.	Jade George 46 Holtermann St Crows Nest	Option 1 (curvilinear)		Permanent formed structure which allow a longer term and more robust solution. Also solution appears like it will be easier to maintain and less susceptible to public damage and removal.		H

No.	Name and Address	Preferred design option	LIKE MOST Detail what you like most about your preferred option	LIKE LEAST Detail what you like least about your preferred option	Other comments	Criteria
16.	Name withheld as requested	Option 2 (modular)		It looks a lot nicer. The seating options look interesting and practical	I'd suggest considering whether the planters block cars' view of pedestrians. The current plants can block cars view of pedestrians about to cross at crossings.	N
	David Jacobs 83 West St Crows Nest	Option 2 (modular)		More aesthetically pleasing. The modular space on Miller St looks fantastic. I think it fits the ambience of the street much better than option 1.	Current street crossings are unsafe, I find them scary as both a pedestrian and driver. There have been some tragic accidents. Please improve visibility around these. Thanks for the opportunity to comment	B,M
	Caroline Lin 29 Albany St Crows Nest	Option 1 (curvilinear)				I
	Alejandra Grillo 31 Albany Street Crows nest	Option 2 (modular)		Timeless, more clean and stylish		B,N

No.	Name and Address	Preferred design option	LIKE MOST Detail what you like most about your preferred option	LIKE LEAST Detail what you like least about your preferred option	Other comments	Criteria
	Amber 48 Atchison St Leonards			I like both proposals	<p>What would is more important than any of the above elements, except for the street furniture, is some sort of rain, sun (and magpie) protection for the public seating to ensure the seating is actually usable. I note that seat coverings are also missing from the new Hume St link seating. All-weather type coverings should take precedent over all of the above items (except seating and bins), especially the ones which are more of a token nod to what councils think should be present (eg, sustainable and active transport facilities and art/local identity features) as opposed to what people actually want/will use.</p> <p>Let's use the money allocated for sustainable and active transport facilities and art/local identity features for all-weather coverings (and if any is left over, the next items should be plantings and lighting. Fairy lights are lovely!). Also rodent baiting will be vital as rats love to breed in the plantings around the Crows Nest/St Leonards</p>	L

No.	Name and Address	Preferred design option	LIKE MOST Detail what you like most about your preferred option	LIKE LEAST Detail what you like least about your preferred option	Other comments	Criteria
	Alan Paterson 16 Holtermann Street Crows Nest	Option 2 (modular)		I don't think it will date as quickly		B,O
	Phillippa Calder 8 Devonshire Street Crows Nest	Option 1 (curvilinear)		Different, contemporary, seems to expose more greenery.		I
	Penny Flanagan 119 Willoughby Road Crows Nest	Option 1 (curvilinear)		Option 2 is just a newer version of what is currently in Crows Nest. The curvilinear is modern and will give Crows Nest a much needed reinvention, especially with the metro	We run serviced offices in Crows Nest since 1972 and are rebuilding our 133 Alexander St site. The curvilinear option is forward thinking. The planter box design is old fashioned. We need to take Crows Nest to the next level and not go backwards	B
	Houston 486 Pacific Highway St Leonards	Option 2 (modular)				O
	Robert Ellis-Turnbull 34 Devonshire Street Crows Nest	Option 2 (modular)		there is minimal and effective change rather than option one which looks like a star wars plan		B
	Christine Harvey 23 Rosalind street Cammeray	Option 1 (curvilinear)		Visual appeal from the street side		B
	James Seedsman 5 Wheatleigh St Crows Nest	Option 1 (curvilinear)		The curvilinear option has a superior streetscape appearance as it looks permanent and robust. Further the curvilinear offers greater opportunity to integrate seating and lighting in a more considered and coordinated manner.		H,J
	Tom 23 Carlyle Wollstonecraft	Option 1 (curvilinear)		Functional and looks great		H

No.	Name and Address	Preferred design option	LIKE MOST Detail what you like most about your preferred option	LIKE LEAST Detail what you like least about your preferred option	Other comments	Criteria
	Liz Barton 53 Burlington Street, Crows Nest NSW 2065 53 Burlington Street, Crows Nest NSW 2065 CROWS NEST	Option 1 (curvilinear)		Less formal; more accessible design for the average person. Seating looks more inviting (Gaudiesque). Provides option for people to wander rather than walk in straight lines.	Hopefully changes in levels of paving will be clearly indicated.	C
	Rob Armstrong 187 West St Crows Nest	Option 1 (curvilinear)		Looks like it would be the easier option to maintain in good condition whilst having an acceptable volume of plants.		H
	Marissa Tilley 108 Willoughby Road Crows Nest	Option 2 (modular)		Looks more modern and feels more protected from road		F
	Kathryn McArthur 71 Holtermann St Crows Nest	Option 2 (modular)		I think the curvilinear will date quickly, hence a more traditional modular design is preferred.		B

No.	Name and Address	Preferred design option	LIKE MOST Detail what you like most about your preferred option	LIKE LEAST Detail what you like least about your preferred option	Other comments	Criteria
	Hallie Robins29Rosalind StreetCammeray	Option 1 (curvilinear)		the open space is more inviting and feels more like a community space rather than sections of restaurants and the way it hides the cars more than the modular design.	i was unsure what was meant by low planting? I think lots of plants will make the space feel inviting and soft so I don't think there should be low levels of planting - is this what was meant by low planting? furthermore, I think lighting is important especially for the elderly to stay safe, although I don't think that massive bright lights are necessary and if they are too bright or frequent it may cause excess light pollution and make the environment feel less inviting, I think a happy medium between visibility and maintaining an inviting atmosphere needs to be found.	C,O,J
	Georgia 93 Hawthorne Ave Chatswood west	Option 2 (modular)		It looks tidier and will age better		B

No.	Name and Address	Preferred design option	LIKE MOST Detail what you like most about your preferred option	LIKE LEAST Detail what you like least about your preferred option	Other comments	Criteria
	<p>Angelique Ristweij56Emmett StreetCrows Nest</p>	<p>Option 2 (modular)</p>		<p>Much better look from the road. More functional, cleaner look and less thematic (i.e curves).</p>	<p>In order for any of these works to drive foot traffic to venues the Council needs to seriously reconsider its parking policies and costs to park on Willoughby Road. Did you know its more expensive to park on Willoughby Rd than Knox St Double Bay?!! Crows Nest parking is more expensive than Lane Cove. Should be 30 or 15 min free to allow people to pop into a cafe to pick up a coffee, or the chemist for a script etc. Plus the parking meters should start at the minimum time not the maximum time and you have to press the time button so many times to go backwards for your 15 min parking requirement. There are also too many all day loading zones in and around Will Rd - e.g top of Clark St. The next issue are the type of business along the strip. I have lived in the area for over 20 years and there is not one good restaurant on the strip. Not one good bakery. No quality offerings at all. (look at</p>	<p>B,Q 14</p>

No.	Name and Address	Preferred design option	LIKE MOST Detail what you like most about your preferred option	LIKE LEAST Detail what you like least about your preferred option	Other comments	Criteria
	Mark Fletcher 13 Ernest St Crows Nest	Option 1 (curvilinear)		Option 1 looks more unique, the curves soften the look of the barriers. It is likely to date better. Option 2 is somewhat similar to the current look.		B
	Paul van den Heuvel1701W 599 Pacific HighwayST LEONARDS	Option 1 (curvilinear)		Comfort, with more seating with back support, which is important for less mobile residents. Looks more flowing and natural.		N
	Paul van den Heuvel 599Pacific Highway ST LEONARDS	Option 1 (curvilinear)		Comfort, with more seating with back support, which is important for less mobile residents. Looks more flowing and natural.	Re-submitting previous entry as not submitted correctly	N
	Tracy N 18 Gillies St Wollstonecraft	Option 1 (curvilinear)		Particularly like the view from the street in option 1		B
	Darren George Flynn 3 Avon Street CAMMERAY NSW 2062	Option 1 (curvilinear)		Curvy		B
	Jason To 40 Atchison Street St Leonards	Option 1 (curvilinear)		More seating		N
	Sean Evans 1 Gillies St Wollstonecraft	Option 2 (modular)		More open, yet more privacy and seclusion	We need banners to shout out local events and initiatives, bring a more local vibes and support	C,E
	Minh Luu 1 Gillies Street Wollstonecraft	Option 2 (modular)		More open and accessible		A
	Julie Toms Level 1 Ernest Street Crows Nest	Option 1 (curvilinear)		The curved lines look better than the boxy effect		B
	Daini Wei 48 Atchison Street St Leonards	Option 1 (curvilinear)				A
	Matt Castle 145 Holtermann St Crows nest	Option 1 (curvilinear)				I

No.	Name and Address	Preferred design option	LIKE MOST Detail what you like most about your preferred option	LIKE LEAST Detail what you like least about your preferred option	Other comments	Criteria
	Lorena Garmend U27/31 Bay Rd U27/31 Bay Rd Waverton	Option 2 (modular)		More greenery and green spaces		I
	Andy61Atchison Crows Nest	Option 1 (curvilinear)		The shape looks more harmonious	Shading from rain and strong sunlight	C
	EmmaAlbany St201/29 Albany StCrows Nest	Option 2 (modular)		Clean and simple, seems to provide more space for usage and more focus on the look and feel from pedestrians point of view rather than the traffic's view. Love the greenery	How about closing the street off once a month and allow local cafes to set up tables to eat up and down the street - a bit like a noodle market but using the local businesses?	C,E
	Karen35aCarlyle laneWollstonecraft	Option 1 (curvilinear)		Softer for a village feel.		C
	Leanne Ruggero103 103 CHANDOS STCrows Nest	Option 1 (curvilinear)		Looks nicer. Atmospheric.	Need to have lots of trees and maximise bins and seating.	C
	David Jacques103- 105Chandos StreetCrows Nest	Option 1 (curvilinear)		Visually interesting. Permanent structure more likely to be maintained.		H
	Belinda Neville54HayberryCrows Nest	Option 2 (modular)		Looks less concrete from the road side with more green planting		C
	Name withheld as requested	Option 1 (curvilinear)		The more relaxed look, particularly in relation to the planting scheme. The plants will require less ongoing maintenance (i.e. no hedging required) to keep it looking great.	Love the fairy lights in the trees... reminds us of holidays in Europe where entire streets are lit warmly with fairy lights. Wonderful for an 'Eat Street' to bring the community from near and far together in a fun, festive environment.	H

No.	Name and Address	Preferred design option	LIKE MOST Detail what you like most about your preferred option	LIKE LEAST Detail what you like least about your preferred option	Other comments	Criteria
	Geoff Geraghty182West StreetCrows Nest	Option 2 (modular)		Flexible		C
	Bill Hartnell 6Emmett Street Crows Nest	Option 1 (curvilinear)				N
	Michael Mitchell27-57 Falcon Street Crows Nest	Option 1 (curvilinear)		Open, spacious		C
	Rachel Mitchell 27-57Falcon Street Crows Nest	Option 1 (curvilinear)		Spacious, open		C
	Graham J1CChristie StWollstonecraft	Option 1 (curvilinear)		Concept flows well with street		B
	Peter Hamilton2ANicholson StWollstonecraft	Option 2 (modular)		The Modular option is more flexible		G
	Eben2ACentral StNaremburn	Option 1 (curvilinear)		The curvilinear design feels more open to the street (I didn't like the perpendicular planters in option 2) and feels like a larger space available.		C
	Tully adams26a Edward streetnorth sydney	Option 1 (curvilinear)		curvilinear design appears to be more unique, better looking, the planter design feels more dated.		C
	Name withheld as requested	Option 2 (modular)		I like the white/wooden street furniture. It looks nicer than the blue plastic one depicted (this looks cheap and not hardwearing)		B
	Jonathan Reso42-44 Myrtle Street North Sydney	Option 1 (curvilinear)		I believe curvilinear option is a more creative and eye catching design that has a nice flow to it and will probably age better.		B
	Kristina Kalnins77 Holtermann StCrows Nest			I love the existing hedges and planters - they define Willoughby Rd. It would be great if they could stay, or are upgraded to something very similar. Option 2 seems to be the most similar to what is existing	I love the existing hedges and planters, I would keep them and the existing layout or replace them with the same thing (or something very similar)	I,R

No.	Name and Address	Preferred design option	LIKE MOST Detail what you like most about your preferred option	LIKE LEAST Detail what you like least about your preferred option	Other comments	Criteria
	Madeleine Stewart 37 Market St Naremburn	Option 1 (curvilinear)		This one looks more cohesive but needs more thought about kids. This area has a lot of people eating out with young kids - need to put more thought into making it safe for them with the cars/buses whizzing past.	Consider how bikes can get up the street - lots of parents riding with kids - make it easy for them. Best option is block all car traffic along willoughby rd from albany st to falcon st permanently. Make it all a wonderful pedestrian haven and you'll have more business!	L,M
	Jim Cattlin 4 Lamont St Wollstonecraft	Option 1 (curvilinear)		Provides variation to the modular shape of shopfronts		B,N
	Marie Mitchell 45 Atchison Street Crows Nest NSW 2065	Option 1 (curvilinear)		The rounded edges are aesthetically appealing, Option 1 appears to flow. The other one option 2 reminds me of QLD around Surfers Paradise. Dare to be different!	What about scooter parking and ashtray bollards.	B,O,P
	Veronica Morton 76 Willoughby road Crows nest	Option 1 (curvilinear)		I liked the overall look of option one and the way the spaces will be utilised.		K,H
	Doug McGeachie 71-73 Holtermann Street Crows Nest	Option 2 (modular)		Moder look and less likely to date.		B
	Adrienne McClymont 3 Belmont Ave Wollstonecraft	Option 2 (modular)		The planting details and seating variety.		G
	Name withheld as requested	Option 2 (modular)		The modular look appeals to me.		G

No.	Name and Address	Preferred design option	LIKE MOST Detail what you like most about your preferred option	LIKE LEAST Detail what you like least about your preferred option	Other comments	Criteria
	Paul Levrier2Ryries ParadeCremorne	Option 1 (curvilinear)		Appears more elegant and contemporary. Less bulky	Urban designers know best so public opinion should not influence what is best for the neighbourhood. the area is in desperate need of a modern upgrade.	B
	Andre Danelian163Alexander StCrows Nest	Option 1 (curvilinear)		Better flow, aesthetically nicer.		B
	Rosie Probert11 sergeants lane St Leonards	Option 1 (curvilinear)		It's different. Option two is too similar to what we have now and it doesn't look modern or inviting for what will hopefully be a hub when the metro opens.		B
	Nelly Wong2 Gas Works Road, Wollstonecraft	Option 1 (curvilinear)		More pleasing to the eye	Sufficient seating around the area is critical. We have many elderly people aroind who still enjoy coming to Crows Nest	B
	Hayden Simons 40King Street Wollstonecraft	Option 1 (curvilinear)		The curve helps break up the many straight lines, and the higher wall provides more separation from the road	Can we please consider the colour temperature of the lights installed here to be warmer, instead of harsh white LED. As warm LEDs are better for our environment, our human wellbeing (sleep impact) and our night sky (light pollution). This applies to all street lighting in the area.	B

No.	Name and Address	Preferred design option	LIKE MOST Detail what you like most about your preferred option	LIKE LEAST Detail what you like least about your preferred option	Other comments	Criteria
	David Walton 26 Ross Street Wollstonecraft				<p>I was at Cadtke Hill recently.</p> <p>Every few metres they have a single stone seat (with protection from skate boards) or sometimes one seat opposite another or sometimes a two seater seat.</p> <p>Please have a look at this.</p> <p>Sadly, I didn't take a suitable photo.</p>	B
	David Hedlund 6 River Road Wollstonecraft	Option 2 (modular)		More plants	MORE PLANTS	C
	Jarrold 2 King St Wollstonecraft	Option 1 (curvilinear)		The smooth lines	<p>The current street furniture makes the pedestrian crossings very dangerous. It is impossible to see pedestrians about to enter the crossing. The street furniture needs to stop a distance of about 10m either side of the pedestrian crossings to allow drivers to have visibility of approaching pedestrians.</p>	B
	Greg Woodhams 116 402-420 PACIFIC HIGHWAY CROWS NEST	Option 2 (modular)		Simple design with easier maintenance but still looks good		B

No.	Name and Address	Preferred design option	LIKE MOST Detail what you like most about your preferred option	LIKE LEAST Detail what you like least about your preferred option	Other comments	Criteria
	Hana9-15Hume st Wollstonecraft	Option 1 (curvilinear)		The plants being so structured in option 2 would require more regular maintenance and I feel that upkeep is not very likely.		B,J
	K. Castellanos46 Morton StreetWollstonecraft	Option 2 (modular)		Modular design is fresh and has the better chance to stay current for years to come.	Improving the visibility of shopfronts, awnings and seating areas across the street is important, as the height of the current planters blocks the visual dialogue across both footpaths. This is a golden opportunity to improve that.	C
	Patricia Meadows131Ernest StreetCrows Nest	Option 1 (curvilinear)		The curved design is a modern look.		B
	John Meadows131Ernest StreetCrows Nest	Option 1 (curvilinear)		The modern design of the layout and that it is a very open layout in that dining areas are not enclosed and you still get a full street view	The back of the curved wall should be timber like the example shown in the design images. Ensure there is attractive lighting in the trees to provide a better night time appearance	B
	David Cook41Rocklands RdWollstonecraft	Option 2 (modular)			Don't set planters in the way of foot traffic, like Pacific H'way at Albany St. terrible mistake of placement.	C
	Daniel2/3-15 Christie StreetWollstonecraft	Option 2 (modular)		Suits the aesthetics of the street, buildings and environment.		B

No.	Name and Address	Preferred design option	LIKE MOST Detail what you like most about your preferred option	LIKE LEAST Detail what you like least about your preferred option	Other comments	Criteria
	Paul Pitronaci82Alexander StreetCrows Nest	Option 1 (curvilinear)		Curvilinear elements unify the streetscape. Removes the awkward stepping of existing streetscape forms due to gradient. Flexibility - success of the streetscape design is not determined by the location / intensity of licensed seating areas.		B
	jessica shirling29aRosalind StCammeray	Option 1 (curvilinear)		Opens out the space to create even flow between restaurants. Also prefers the planting style.	Pedestrianise Willoughby road.	B
	Phil Jacombs19River RdWollstonecraft	Option 1 (curvilinear)		Presents a more sculptural presence. Also probably offers slightly safer setting for seated patrons (the higher back to the seated areas will be more visible to passing traffic)		M
	Bernie Hogan3232 Sinclair StreetWOLLSTONECRAFT	Option 1 (curvilinear)		I like the informal planting in option but don't like the curvilinear lines, which I think look bad from the pedestrian side, and even worse from the traffic side.		I
	angela pearson12milray avenuwollstonecraft	Option 1 (curvilinear)		it creates a softer environment		B

No.	Name and Address	Preferred design option	LIKE MOST Detail what you like most about your preferred option	LIKE LEAST Detail what you like least about your preferred option	Other comments	Criteria
	Miss Jane Hagan 44 Sinclair Street Wollstonecraft	Option 2 (modular)		I like that it is softer, more intimate and the concrete is less obvious. I prefer that the sandstone feel of the road be retained and refreshed. At least this has more timber and a lighter look and feel to Opt 2. The planting is more classic.	More natural, classic finishes suit the streetscape better. Please steer away from concrete finishes. I think the proposed light poles are terrible - they don't suit the area at all. If the old goose neck poles are at end of life please replace them with something that corresponds to the historic streetscape rather than clash with it. The proposed are too modern.	K
	Julia Hubbard 70 Shirley Road Wollstonecraft	Option 2 (modular)		It fits with the existing streetscape design	I think soft and green landscape design that fits the existing streetscape is most important. Need to create an environment that is sustainable and will wear well end not date. Furniture should be organic and comfortable not angular and funky. Adequate shade is vital so people can sit and relax. safely. Transport options such as bike parking don't need to be located on Willoughby road itself, there can be a dedicated area nearby for this.	C

No.	Name and Address	Preferred design option	LIKE MOST Detail what you like most about your preferred option	LIKE LEAST Detail what you like least about your preferred option	Other comments	Criteria
	Venetia Cole60Shirley RoadWollstonecraft	Option 1 (curvilinear)		Love the flow of the curvilinear seating- makes good use of space. Lighting, especially in tress, looks fabulous!		B,J
	Name withheld as requested	Option 1 (curvilinear)				I
	Hugh Smeallie139Chandos StreetCrows Nest	Option 2 (modular)		It's more in keeping withthe existing street scape.	The plane trees whilst they look good need to be replaced as a priority. They are highly allergenic and make Crows Nest a nasty place to be in Spring especially.	C,O
	Jess41-43Milray AveWollstonecraft	Option 1 (curvilinear)		Modern, aesthetically beautiful, welcoming		B
	Name withheld as requested	Option 2 (modular)		Modular is more adaptable over time	As far as possible, traffic on Willoughby Rd should be de-prioritised. Convert roadway into a lower speed zone as soon as TfNSW permits 30 km/h or less.	G
	Jon Devine18Boronia StreetWollstonecraft	Option 1 (curvilinear)		Preferred option is option 1. This would be easier for plant maintenance in the longer term.		H
	RODNEY PARKIN38Burlington StCROWS NEST	Option 2 (modular)		Clean look. More attractive. Nicer plantings. Better use of space.		B
	Abigail Hindmarsh37 NORTHCOTE STREETNAREMBURN	Option 2 (modular)		MODULAR ARTICULATION IS MORE INTERESTING FROM ROAD VIEW, ALSO CONSIDERS CHANGE IN FLOOR LEVELS BETTER	THESE IMPROVEMENTS ARE VITAL TO ENCOURAGE RETAIL/COMMUNITY AND A SENSE OF PLACE.	G

No.	Name and Address	Preferred design option	LIKE MOST Detail what you like most about your preferred option	LIKE LEAST Detail what you like least about your preferred option	Other comments	Criteria
	Toni Devine18Boronia StreetWollstonecraft	Option 1 (curvilinear)		Option two is too similar to what is there now.		B
	Sephora Miao53Atchison StreetCrows Nest	Option 1 (curvilinear)				
	Perry Milledge26Ross StWaverton	Option 1 (curvilinear)		Organic shape	council needs to ensure shop fronts and fit out are upgraded as well	C
	Jane Quinn472Pacific HighwaySt Leonards	Option 1 (curvilinear)		The fact that there are more trees and more natural planting rather than the rigid hedges	Please include more native trees!!!!!!	O
	Remko ten Bruggencate23Belmont AvenueWollstonecraft	Option 1 (curvilinear)		Contemporary look. More playful. Nicer to the eye.	I welcome the planned upgrade. Long overdue. But I am concerned that no attention seems to have been given to reducing vehicle traffic in the area. This is just as important as the streetscape upgrade.	B, F
	Name withheld as requested	Option 1 (curvilinear)		I like both options but the curvilinear design seemed more inclusive.		C

No.	Name and Address	Preferred design option	LIKE MOST Detail what you like most about your preferred option	LIKE LEAST Detail what you like least about your preferred option	Other comments	Criteria
	Jenni Nichols 50 Hayberry Street Crows Nest			Important to use existing fabulous trees	Please have a proven Pedestrian Street Designer involved. One of my favourite parts of Crows Nest is how Willoughby Road looks right now. I visit every day, send photos to the UK showing my 'Village'. Looks like the Council wants to open the walking and eating areas to traffic and cars. How on earth could you consider relocating mature trees? Please consider this, makes my blood boil.	O
	Alex Noone 4 5Willoughby rd Crows Nest	Option 2 (modular)		Seems a little more open design and I'm not a fan of the wave wall in option 1.	Bicycle parking along Willoughby rd.	D
	Trevor Builder 29 Albany Street Crows Nest	Option 2 (modular)		'Cleaner' from a design and implementation point of view.		B
	Stephen Howe137-139 Alexander Street Crows Nest	Option 1 (curvilinear)		I prefer this option as it looks more stylish, modern and interesting. We also like the road separated from the footpath by continuous low planting	Whatever option is chosen it needs to be regularly maintained, painted, cleaned and refreshed. Trees should be appropriately sized native trees and provide a food source for birds. All gardens need to be attended to on a regular basis to avoid becoming overgrown rubbish bins.	B

No.	Name and Address	Preferred design option	LIKE MOST Detail what you like most about your preferred option	LIKE LEAST Detail what you like least about your preferred option	Other comments	Criteria
	Laura10McKye St Waverton	Option 1 (curvilinear)		Feels like more space, more unique design		H
	Fern5Nicholson Street Wollstonecraft	Option 1 (curvilinear)		The look and feel		B
	Name withheld as requested	Option 1 (curvilinear)		That the curves bring stronger depth to the design oppose to the other plain design	All of Submission to be withheld	B
	Elizabeth Wilson 4-6 Nicholson Street Wollstonecraft	Option 1 (curvilinear)	Openness of design, free flowing, and really like the associated soft, informal planting.	Nil		B
	Oliver Sieur 78Alexander Street Crows Nest	Option 1 (curvilinear)	The curvilinear option looks better and keeps the plants out of the walkways.			B
	Anna Lewis11 11 RHODES AVE Naremburn	Option 1 (curvilinear)	Like the outline from the street side and flexibility with accessibility/prams etc.	Prefer the "plants" in the second option		A
	Elizabeth Kerr 1 Morton Street Wollstonecraft	Option 2 (modular)	This seems to be the most flexible and have the most opportunity to reuse existing established plants in a new design.	I am tired of the many "upgrades" occurring in the council area which are the removal and destruction of completely good established plants for some passing aesthetic whim. This seems very sad and wasteful to me.	Please retain/incorporate existing plants and trees. Please also consider a raised crossing across Willoughby Rd at Clarke St (in addition to the one shown at Clarke St) as this is the frequent site of near misses.	M,I
	Jenny Riseborough 187 Chandos Street, Crows Nest NSW,	Option 2 (modular)	Seems to fit in better with new park and is softer in appearance with more plants visible			I
	Belinda Clapin 4 Amherst Cammeray	Option 2 (modular)	Timeless style, provides better symmetry	Lack of diversity in plantings		B
	Rebel Bailey 101Ernest Street Crows nest	Option 1 (curvilinear)	More open. The square boxes look dated.			B

No.	Name and Address	Preferred design option	LIKE MOST Detail what you like most about your preferred option	LIKE LEAST Detail what you like least about your preferred option	Other comments	Criteria
	Ben Koh 3 Lithgow Street Crows Nest	Option 1 (curvilinear)	Organic feel of design. Allows for deeper planting beds/greater variety of complementary planting. Less labour for topiary maintenance. Plant choices of hardy edible plants good - could do with ALL edible or scented plants.	Instead of concrete and timber, can recycled plastic be used - to reduce carbon footprint & support recycle industry? I like the option of island seating/plants: can we have this also (which can be changed periodically)?	The fairy lights are horrible! A singular spot light shining on 1 tree would be better. More bins - but built-in into the design (e.g. in the higher sections of the curvilinear wall). In the concave sections, can we have 45 degrees angular parking?	C
	Melissa Gargiulo 1 Macarthur Crows nest	Option 1 (curvilinear)	Softer approach, looks less clunky	Style may date quickly	Money should not be wasted on public art, the finishes of the new area should provide the focal point, too much money is being wasted on art	C
	Dean Tuttle 17 Merlin street Neutral Bay				Tbh I can't see a lot of difference so I really just wanted to say: PLANT SOME TREES! I am stunned that you built an entire new park in Crows Nest without one tree in it! No shade, no cooling, no habitat, no softening. In the current crisis in our LGA this is unfathomable. Please do better with this project.	O

No.	Name and Address	Preferred design option	LIKE MOST Detail what you like most about your preferred option	LIKE LEAST Detail what you like least about your preferred option	Other comments	Criteria
	Jacquelyn wong 20 Ross street Waverton	Option 2 (modular)	Less built up and fixed		Pls reduce spending to the essentials. Using minimal concrete and incorporate more sustainable materials or reuse.	G
	Ira Fedo 78 Albany Rd Crows nest	Option 2 (modular)	No big walls built			B
	Louise Elliott 7 Boronia Street Wollstonecraft	Option 1 (curvilinear)	The plants and lighting. Option 2 is tacky.	The height of the taller curves	Al fresco dining should be supported to keep crows nest's unique character	I,J
	Anna Byrne 18 Brook street Crows Nest	Option 1 (curvilinear)				L
	Daniel Elliott 7Boronia street Crows nest	Option 1 (curvilinear)	Like the wave structure over the modular	Need to ensure functional for sitting at establishments	Moveable planters are good between restaurants	H

No.	Name and Address	Preferred design option	LIKE MOST Detail what you like most about your preferred option	LIKE LEAST Detail what you like least about your preferred option	Other comments	Criteria
	Sue Wadley 3 Lamont Street Wollstonecraft	Option 2 (modular)	I think Option 2 is more elegant and contextual than Option 1. Many of the buildings and facades in Willoughby Road are older and the modular design would be more 'sympathetic'.e	I detest Option 1! It is far too contemporary and crass, and would be completely at odds with the existing forms in Willoughby Road .	The materials in the upgrade should be organic and earthy, complementing the Hume Street Park development. While the park is contemporary, the organic/earthy materials such as the timber, sandstone and corten steel work well with the old facade and would also work well in the rest of Willoughby Road. There should NOT be any bright colours and the emphasis should be on elegant and sophisticated materials, furniture and lighting. NO brightly coloured lights or materials. We're insulted by the candy coloured tree lights and the candy coloured Woolies Facade!	C,G,K
	Arlita McDonald 5Brook Street Crows Nest	Option 1 (curvilinear)	Adds a contemporary visual interest. Lower landscaping maintenance than Modular Planters (option 2)	Potential to be used by skateboarders. Any potential reduction in usage area for patrons. Current tenant furniture not being suitable with proposed design (due to curves) to maximise outdoor patronage resulting in additional cost for new furniture.	Important that disruption to businesses is minimised. Many restaurants have still not recovered since pandemic and it's important that they do not miss out on key Spring/Summer trading in 2023.	H,L

Additional comments / questions

I'd like to understand what considerations have been made to accessibility, keeping building lines and doorways clear etc. As a person with a disability (I'm a guide dog user) and having a daughter in a pram and a sister who uses a wheelchair, accessibility and clear, 'walkable' pedestrian pathways are vital. The design also needs to incorporate appropriate way finding and luminance contrast so people with low vision (elderly etc) can easily locate seating, find road crossings etc.

APPENDIX B. WRITTEN SUBMISSIONS (EMAIL, LETTER AND OTHER)

The following table collates the submissions received via email, letter or other format.

No.	Name and Address	Submission Verbatim	Preferred Option/ Note	Code
1	Peter Procopio peter-procopio@bigpond.com	<p>The stage 2 works are very exciting and will give a great lift to the streetscape. I'd like to see the upgraded area extended on both sides of Willoughby Street to Burlington and around into Burlington to cover all shops. In particular I feel it would be great to remove parking bays in this area and to make them all dining bays so that the footpath is unrestricted with no outdoor dining. That is all outdoor dining is located in dining bays and not on the footpath strip adjacent to the buildings.</p> <p>In my view the ultimate design would be to make the entire zone a plaza area with no traffic, so as to create a permanent "Crows Nest" fair style of arrangement (excluding the jumping castles etc of course). With the new station coming on soon the reduction in traffic (forced if necessary) should be embraced, otherwise it may attract congestion with commuters wanting to park at a station where there is plenty of street parking</p> <p>Many Thanks for your continual efforts to improve our life style.</p>	Note	Q
2	Veena Macarty 6/135 West Street, Crows Nest, 2065	<p>I am so pleased that Council has a plan to upgrade Crows Nest Village. I have been thinking about how dilapidated our village has become and how it could be returned to its once exciting and people friendly village - not a place where cars and buses pass through. So thank you for the opportunity to comment on your proposals. I have attached my thoughts for your consideration.</p> <p>I have lived in Crows Nest for over 30 years and watched with dismay as the amenity of our Village has slowly deteriorated. It's become such a disappointment and no longer attractive, it's run down and definitely not people friendly. It's lost its village ambience. It's noisy, smelly, has dirty lane-ways, its become overcrowded, and clogged up with cars and buses. And the restaurant scene Crows Nest was once renowned for has been lost. There is a lack of diversity of restaurants, too many scrappy take away cafes and an absence of smart restaurants. So I was pleased to receive the North Sydney Council "Have Your Say" flyer asking for some thoughts.</p> <p>North Sydney Council has been doing a great job upgrading the villages in its local government area and I believe it</p>	Note	C, Q

No.	Name and Address	Submission Verbatim	Preferred Option/ Note	Code
		<p>has a great opportunity to create a potentially exciting and people friendly village in Crows Nest as well, not just refreshing Willoughby Road.</p> <p>My thoughts and ideas about the <i>Streetscape Upgrade</i>, and the return of the village back to becoming a pleasant place for the local community and visitors, would be to include Burlington Street, Clarke Street and Hume Street in the scope of your work. Not just what has been highlighted in your flyer, that's just one section of what I see as the overall picture.</p> <p>In my view the proposed multi-story Hotel above the Metro Station will bring more foot traffic. This traffic will not just use the attractive walkway from Hume Lane to access Willoughby Road, a car park and green space, it will also go in the southerly direction to the main hub of the village. It seems to me that there is a potential to include the other major hub of Crows Nest in with the proposed <i>streetscape plan</i> and make an even larger and more exciting space.</p> <p>My thoughts are:</p> <ul style="list-style-type: none"> • Burlington Street to become a shared road with fewer cars and buses and perhaps pedestrianised or one lane only from Willoughby Lane to Willoughby Road, • The footpaths could be widened and landscaped as was recently done in Miller Street North Sydney. • Willoughby Road to become a shared road with fewer cars and buses and possibly be pedestrianised or one lane only from the Burlington Road intersection up to and around Clarke Road left into Hume Street up to the new Metro Station. Again the footpaths could be widened and landscaped similar to the landscaping in Miller Street North Sydney. • Consideration could be given to restricting private, delivery and trade vehicles to time zones. <p>There is a great opportunity to revitalise the Crows Nest Village.</p>		
3	<p>Jenni Jordan jenniljordan@gmail.com</p>	<p>Don't do it! Beautiful as it is, planter boxes great, cutting off street noises and sights of cars, new look seems to open everything to street and cars, you are crazy, look at what happened in Ernest Place, was one of my favourite spots, tree lined, now just cement. I am so angry. Ridiculous, crazy spending of money. No one will like Crows Nest with ridiculous 'upgrade'.</p> <p>Beautiful right now, great planter boxes separating road from pedestrian thoroughfare, shops and restaurants, pictures show people sitting by road, cars and fumes, what on earth are you thinking? Sent from my iPad</p>	Note	C

No.	Name and Address	Submission Verbatim	Preferred Option/ Note	Code
4	Barbara DeGraff* bhdegraff@gmail.com	<p>Overall, I prefer Option 2 as long as you do not use blocks of colourful seating like the bright blue example in the design document. The design needs to be elegant and welcoming and appropriate for a low-rise main street in a residential area. This section of Willoughby Road ought to integrate with the new look of the Hume Street Park/Walkway.</p> <p>Current design</p> <ul style="list-style-type: none"> · I like the existing wooden boxes/seats that are currently used to divide spaces between Burlington Street and Holterman Streets. · I like the seating around trees elsewhere on Willoughby Road. This might be a good solution for the trees where the covering is lifting like those outside the church. · The current planting design strategy is effective at keeping children away from the road. <p>IMPORTANT: Usability/safety comments The low steps into some of the outdoor areas remain a huge trip hazard. This is the ideal time to address this risk with a design solution. A good example is used in documentation.</p> <p>Design comments</p> <ul style="list-style-type: none"> · I like the notion of incorporating seating for all – not just diners. · I like the idea of a modular design that could be changed easily as needed. · The curved design in option 1 looks like it would waste precious space. · Far more umbrellas are required than what shows in the artist’s impression. People want protection from the sun as well as the rain. · Why not upgrade and refurbish the existing design, making it modular, adding seats along the sidewalk that could double as table seating when required and ensuring the new revamp integrates with the new Hume Street Park/Walk Though? <p>Lighting comments</p> <ul style="list-style-type: none"> · I really like the lighting at the step level. This is important with all the step change levels but not enough. · Please stick with using the small, off-white fairy light. The larger coloured ones are not elegant and are often described as ‘garish’ by members of the community. 	Option 2	A,B,G,I, M,N,L

No.	Name and Address	Submission Verbatim	Preferred Option/ Note	Code
		<p>Cleaning and maintenance</p> <ul style="list-style-type: none"> · Please consider cleanability/liveability and maintenance of materials and plants. For example, the new concrete planter boxes near Ernest Place and Alexander Lane are not aging well. The curved areas are being used as skateboard rails. Are concrete boxes really the best we can do? <p>Location and Signposting</p> <ul style="list-style-type: none"> · Flag poles seem inappropriate/unnecessary for Crows Nest. I'd prefer we do without. That said the recent flag-type sign added to the Crows Nest Community Centre is appropriate and could be useful elsewhere. I just object to marketing and event-type flags used in commercial areas. · Let's upgrade location maps by adding maps at key locations with street names, Community Centre, bus stops, metro, taxi ranks and parking lots (located at Willoughby Rd and Falcon Street, the metro, car parking lots, Ernest Place). · Consider naming Bus Stops as has been done elsewhere in the LGA. <p>· Miscellaneous comments Will you consider integrating heating with umbrellas?</p>		
5	Margie faw2005@gmail.com	<p>Upgrades depend considerably on initial planning, planning that is practical and of low maintenance, but with a view to keeping clean, welcoming, aesthetic features.</p> <p>So far, Crows Nest "upgrades" have been impractical, and maintenance has been substantially poor, creating a tacky and dirty ambiance with no aesthetic planning .</p> <ol style="list-style-type: none"> 1. Color of pavement bricks too light, so much so as to reflect the filth and stains not removed in the "cleaning" process. 2. Color paint and chalked markings of utility companies, as well as tar patching in renewed brick pavements not removed. Council liaison with utility companies is essential with agreed rules to maintain the standards expected in this area. 3. Old retail/restaurant advertising banners over premises should be removed in leaving properties. Mandatory requirements should be in place, or else penalties will be imposed (a win/win for council funding). This also applies to retailers who leave empty premises filthy and/or cover windows in newspaper, usually seen (sadly) in developing country slums. 4. Planting of shrubs should consider regular maintenance and trimming, unlike shrubs on corner of Falcon & Shirley roads/Pacific Highway and hedges that are patchy. The nice rose plants at the head of Willoughby Road while pretty, are totally impractical. Roses are high maintenance! 	-	

No.	Name and Address	Submission Verbatim	Preferred Option/ Note	Code
		<p>These additional upgrades should be carefully considered to provide at least an improvement on previous stages and ensure a welcoming, smart, and clean area fit for the standards of the neighborhood. So far, it sadly seems to be going downhill ...</p> <p>With the new vibrant, energetic, and environmentally friendly Council team, let's see a positive change!</p>		
6	Oscar Lenden Small Bar 85 Willoughby Rd Crows Nest		Option 2	
7	Tony Stanley Sinclair Street Wollstonecraft 2065	<p>I don't have a strong opinion on either one of the streetscape designs. I would like to request that council look into how to make this entire area better for people and in particular, significantly limit the number of private motor vehicles that use Willoughby Rd between Falcon Street and Albany St in a similar setup to the Crows Nest Fair. This will provide significant benefits like reduced particulate and noise pollution and easier movement to shoppers and store owners alike and emphasize Crows Nest as "a place to go to", rather than just somewhere to try and get in and out of quickly because of all the car traffic.</p> <p>Some initial suggestions include:</p> <ul style="list-style-type: none"> • Reduce the speed limit to 30km/h or below • Replace private motor vehicle parking spots along this Willoughby Rd section with bicycle parking and parklets. Loading zones and disabled parking may still be needed. • Close off private motor vehicle access to the one way section of Willoughby Rd between Falcon St and Burlington St so that only delivery vehicles and disabled parking is allowed. Use some of the extra space to allow 2-way cycling in this section. <p>Work with Transport NSW to permanently implement a similar set of road closures used during the Crows Nest Festival - at least for private motor vehicles. The increase in parking spots at the new Holterman St Car Park and the rapid advancement of spatially efficient micromobility vehicles like ebikes and scooters provide an excellent opportunity to significantly reduce the number of cars inside the Crows Nest town centre and significantly improve its appeal.</p> <p>Thanks Tony Stanley</p>	-	


No.	Name and Address	Submission Verbatim	Preferred Option/ Note	Code


*Feedback also submitted in the online submission feedback form

APPENDIX C. COMMENTS FROM COMPLEMENTARY ENGAGEMENT METHODS


Complementary methods included stakeholder briefings (x2), and online information session. Questions raised during these sessions were responded to via a Q&A summary (available from the Your Say North Sydney webpage). In addition, Council staff hosted a pop-up stall at the Crows Nest Festival - the two options were displayed, and as an interactive means to promoting the engagement, attendees could ask questions of the design consultant and Council staff with feedback recorded ; the preferences are included in Table 1.

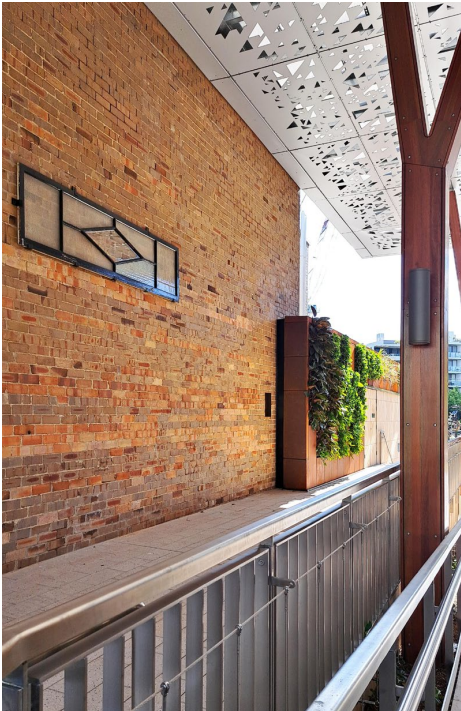

No.	Name and Address	Preferred Option	Comments	Code
1	Elaine Elliott PO Box 312 Cammeray NSW 2062	-	<p>Thank you for the information about the Willoughby Road Streetscape upgrade. I am unable to attend the online information session on 1st November 2022 but you have encouraged us to pre-submit any questions by emailing yoursay@northsydney.nsw.gov.au.</p> <p>I have viewed the PDF containing the several proposals and have the following question (and comments)</p> <p>* What provision and consideration is being made for shelter in the outdoor eating places for cold weather and wet weather and winter dining – that is, all-weather dining?</p> <p>At the moment it is possible to eat out with the protection of the enclosed areas using heavy plastic, or similar material to shield the diners from the elements. Heaters are also used on cold nights which add to the comfort of diners. All I can see in the concept drawings and photos are provisions for plenty of sun umbrellas, and the photographs portraying sunny weather. As you will be well aware, this is not always the case!! I searched the PDFs for words like <winter> or <heating> or <cold> and none of these options produced any results. It would appear that no consideration has been given to continue the ability of diners to eat out in protected, warm, and dry conditions under all weather conditions. This, to me, is what makes the restaurant-strip of Willoughby Road so attractive and practical. Have I missed something in my reading of the documents?</p>	
2	Jaci Armstrong jaci.armstrong@gmail.com	-	Online information session: How will this upgrade comply with accessibility standards and universal design for people with mobility challenges, prams etc?	


No.	Name and Address	Preferred Option	Comments	Code
			 <p data-bbox="770 801 1460 826">Photo 1 Footpath obstructions on Willoughby Road</p>	
3	Arlita 5		Online Information session: What sustainability measures are proposed as part of either concept?	
4	Michael Hagan		What time is the walk through tomorrow and location in Crows Nest?	
5	Crows Nest Festival Information Stall feedback		<ul style="list-style-type: none"> • General support for streetscape upgrade (area looking tired) • Mixed opinions about design options (even support for option 1 & 2) • Traffic volume and pedestrianising Willoughby Road was a consistent message • Undergrounding of power wires strongly supported - Yes • Decorative lighting strongly supported (Uplighting of trees, white fairy lights, LED strip lighting to terraces and wall) Yes • More street trees generally supported • A number of people said they are moving into Crows Nest (young professionals) 	
6	Site walkthrough on 26 October 2022	Option 1	<p>Council staff and the designers provided an overview of the proposal. Participants were able to ask questions and provide feedback of the Willoughby Road Streetscape upgrade.</p> <ul style="list-style-type: none"> • Road crossing safety - overgrown trees that cause obstructed sight lines to be considered - Well noted. Obstructions will be replaced with low planting at pedestrian crossings 	

No.	Name and Address	Preferred Option	Comments	Code
			<ul style="list-style-type: none"> • Can something be done about protruding tree roots that are trip hazards • Plane trees cause allergies – can a new species be considered • Slip risk on new paving to be reduced with over surface treatment • Green edge to road, 500-600mm high with growies on top - generally supported  <p style="text-align: center;">Photo 2 Green edge to road generally supported</p> <ul style="list-style-type: none"> • Umbrella upgrade incentive for businesses - to upgrade during council works - Paul to investigate • Modular looks funky, pop up idea for vacant terraces is supported - agreed • Ability to remove barrier from road entrance to Hume Street connection to be considered for Crow Nest Festival • General - it's not just a choice between option 1 or 2. Elements from both can be combined into the preferred option (which is why there is a priority rating in the feedback form online) • Extent of upgrade on Willoughby Rd is the whole block, both sides (between Burlington to Albany St) • Use of in wall seating was generally supported as an efficient use of space 	

No.	Name and Address	Preferred Option	Comments	Code
			<div data-bbox="1041 197 1765 837" data-label="Image"> </div> <p data-bbox="1041 837 1668 869">Photo 3 In-wall seating generally supported during walkthrough</p> <ul data-bbox="817 869 1467 901" style="list-style-type: none"> • The Crows Nest logo could be used in fencing, balustrade <div data-bbox="840 901 1176 1220" data-label="Image"> </div> <ul data-bbox="817 1236 1915 1332" style="list-style-type: none"> • Provision of filtered water stations to be considered to reduce use of plastic bottles • Whether any of the light poles could have power outlets installed for the Crows Nest Festival – yes, will be included in the preferred design subject to budget 	

No.	Name and Address	Preferred Option	Comments	Code
7	Site walkthrough on 2 November 2022	Option 2	<p><u>Overview of project</u></p> <ul style="list-style-type: none"> • Improve road safety at pedestrian crossings by improving site lines (by replacing high planter boxes with lower planting) • Renovate the streetscape and fix uneven paving (trip hazards) • Improve lighting to activate the night time economy (restaurants, etc) and safe public domain (no dark spots) <p><u>Feedback</u></p> <ul style="list-style-type: none"> • Neither option is reflecting the village character (looks like the Gold coast, not Crows Nest) • We would like Willoughby Road to be treated as the heart of a village not a CBD • The Willoughby Road upgrade ought to integrate with the new walk-through to Hume Street • Disliked the proposed concrete - preferred material in Hume street walkway (sandstone, timber) <i>Thinking: concrete wall along road, different material like thin GRC panel or other on footpath side for aesthetics from footpath view</i> • Wants the look to be green ie planting • Would like the existing plants to be re-used • Pavers need to be slip resistant • 2 participants liked option 2 (modular) • We would like the design to be elegant • More wood, organic materials • Match heritage of the village • Reflect rectilinear shape, which may be a more efficient use of space • Solution for trip hazards on dining terraces(photo below) 	

No.	Name and Address	Preferred Option	Comments	Code
			<ul style="list-style-type: none"> <li data-bbox="815 201 1877 260">• Reference to the history of the villages such as Hume street eg salvaged window from Penfolds building on Hume Street park walls (photo below)  <ul style="list-style-type: none"> <li data-bbox="815 979 1682 1007">• Likes planting near Woolworths, but not the skinny pear trees (photo below)  <ul style="list-style-type: none"> <li data-bbox="815 1366 1525 1393">• Existing bus stops to be retained on Willoughby Road - Agreed 	

No.	Name and Address	Preferred Option	Comments	Code
			<ul style="list-style-type: none"> • Would like to see another crossing point near the Hume Street link as existing pedestrian crossings are some distance away • Opportunity for pop up public seating and umbrellas to 'activate' vacant terraces - this was strongly supported • May support banners if used for community messages, not commercial • Several group members expressed a preference for light with only one flag (not two) • Small trees noted to be replaced in terraces. • Existing elm trees in terraces will be replaced with new small trees (photo below)  <ul style="list-style-type: none"> • Umbrellas are owned by business operators - feedback noted about tatty look of umbrellas and plastic blinds. Action - an umbrella design standard may be implemented by Council to create a unified look - this may be a colour which does not show mould like the existing white colour • Consensus is support for underground undergrounding of power - this is subject to funding <p>Greenery is a key success factor for the village.</p>	

No.	Name and Address	Preferred Option	Comments	Code
8.	<p>Business meeting organised by Oscar Lenden Small bar, 85 Willoughby Road, Crows Nest</p> <p>Other attendees Steve from The Hayberry bar</p> <p>Dennis & Serene from Luho restaurant</p> <p>James from Plan B bar</p>	Option 2	<p>'For our business and the venues down here, please minimize the disruption to terraces and entrances as 1 week lost trade means we can't pay the rent'. From James - 'Plan B' bar</p> <p>Hi Paul,</p> <p>Thank you for you time yesterday as well as Diana, Much appreciated. I also heard you popped around to a few other businesses in the area. Nice work</p> <p>Cheers Oscar Lenden Small Bar 85 Willoughby Road Crows Nest</p>	

APPENDIX D. PRECINCT AND STREETScape COMMITTEES

The following are extracts from Precinct and Streetscape Committees minutes concerning this proposal:

No.	Name and Address	Submission Verbatim	Preferred Option	Code
1	Wollstonecraft Precinct Committee	<p>Extract October 2022 minutes: Willoughby Road Public Domain Upgrade Stage 2: Burlington Street to Albany Street preliminary design is in progress and urged members to respond to the current public exhibition requesting feedback on two suggested designs. A flyer is being dropped in some letterboxes and is also available on Council's website at: https://yoursay.northsydney.nsw.gov.au/willoughby-road-upgrade</p> <p>No submission from Wollstonecraft Precinct received</p>		R
2	Holtermann Precinct Committee	<p>No October minutes received from Holtermann Precinct</p> <p>No submission from Holtermann Precinct received</p>		



Willoughby Road Streetscape upgrade

PREFERRED OPTION

ARTISTIC IMPRESSION



EXISTING



DAY



NIGHT



Willoughby Road Streetscape upgrade

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EXISTING

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DAY



NIGHT