



ACT
Government

AGE FRIENDLY SUBURBS PROGRAM CONSULTATION REPORT

TRANSPORT CANBERRA AND
CITY SERVICES

APRIL 2018

BACKGROUND

The Age Friendly Suburbs Program is an ACT Government commitment until 2021 to improve path network infrastructure in selected suburbs for easier and safer access to paths and to encourage physical activity. Two suburbs per year are selected based on age demographics of the suburb, community path requests and the condition of existing infrastructure. Page and Hughes were identified for Age Friendly path network improvements for 2017-2018.

The community's feedback from the project consultation is used to determine the priority upgrades in each suburb. Residents and businesses in each suburb are asked to provide their views on the issues that, if addressed, they believe would be of most benefit to seniors in their suburb to safely and actively move around their suburb.

The community consultation took place over a six week period from 7 December 2017 to 11 January 2018. Residents and business owners of Page and Hughes received a survey in their letterbox in early December. The survey was also available online for the general public to have their say on the Your Say website.

A public workshop was held in Hughes on Friday 15 December 2017 at the Hughes Community Centre and in Page on Monday 18 December 2017 at the Ridgecrest Village. Information and consultation stalls were held at the Hughes shops on Wednesday 10 January 2018 and in Page on Thursday 11 January 2018.

The survey asked residents and frequent visitors to provide a response to questions on their:

- > Age group and how frequently they are active
- > Regular destinations they walk/cycle to and from
- > Issues that impede active travel by seniors
- > Specific localised issues that impede active travel and ways that these issues could be addressed and improved
- > Other ideas for making a suburb age friendly.

SUMMARY OF THE IMPROVEMENTS

The outcome of the consultation identified priority improvements that will be delivered for each suburb. The consultation raised several key issues that are outside the scope of this project. These have been provided to the relevant areas within the ACT Government for follow up.

Feedback from the consultation in each suburb was consolidated and ranked in priority. Priority ranking was based on the:

- > Number of respondents that raised the same issue
- > Likely use and popularity of the facility
- > Connectivity to adjoining destinations
- > Continuity and connectivity of path routes
- > Road classification and type
- > Path hierarchy and location
- > Available project budget.

Hughes active travel network improvements

The improvements that will be designed and built in Hughes are:

- > A new refuge island on Groom Street, south of the intersection with Carruthers Street
- > An opening in the traffic island and kerb ramps on Carruthers Street east of the intersection with Groom Street
- > A completed path connection from the refuge island on Groom Street, to the refuge island on Carruthers Street
- > A new refuge island and speed hump on Kent Street north of the intersection with Birdwood Street and the replacement of the old, concrete bus shelter with a new glass shelter
- > Remediation of sections of path in the green belt open space that runs behind Hughes Primary School.

Page active travel network improvements

The improvements that will be designed and built in Page are:

- > A new path along Birrell Street between Burkitt Street and Knaggs Crescent
- > A new path along Knaggs Crescent between Burkitt Street and Dallachy Street
- > A new path connecting Thozet Place and Bynoe Place through the open space.

What happens to the other suggestions?

The feedback raised by the community will be provided to the relevant areas within the ACT Government.

New paths: Feedback that relates to missing links in the active travel network and warrant priority will be included in the [Community Path Request](#) list.

Existing paths and lighting: Feedback that relates to existing footpath maintenance and lighting will be directed to the Road Maintenance area to assess, prioritise against all other repairs and scheduled in their program accordingly.

Vehicle speeds: Further investigation will be undertaken by TCCS Traffic and Safety Management where feedback relating to traffic safety and speed has been raised.

Public Transport: Feedback that relates to public transport will be directed to Transport Canberra. Please see the *Useful Links and Further Information* section for information on the Flexible Bus Service.

Parking Enforcement and Restrictions: Feedback that relates to parking enforcement and/or restrictions will be provided to the Justice and Community Safety Directorate.

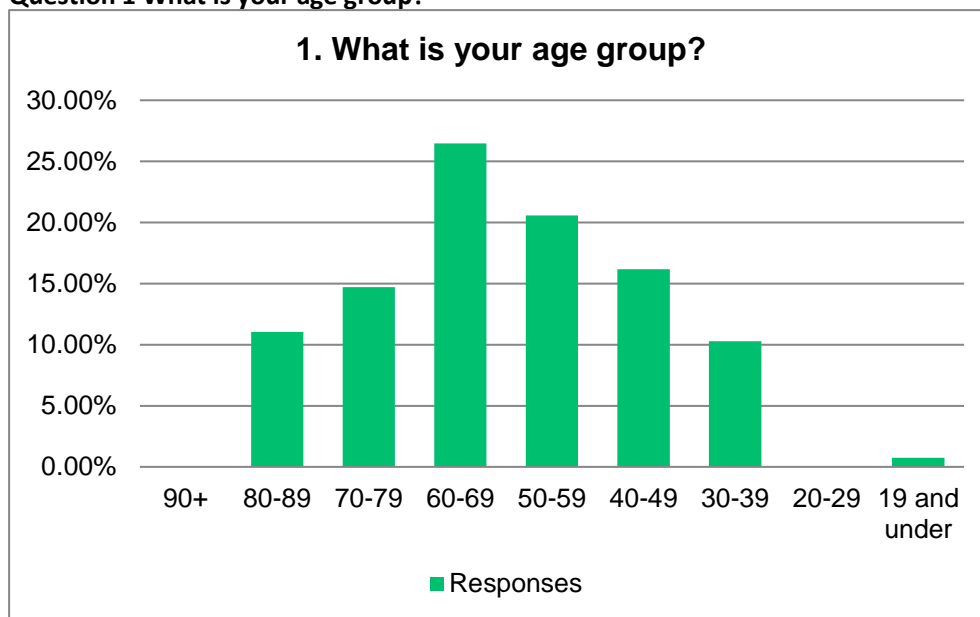
Postal Service: Australia Post will be notified of the feedback that relates to the postal service at Hughes local shops.

All feedback will be provided to the Strategic Planning and Development area for information and future planning.

HUGHES CONSULTATION OUTCOMES

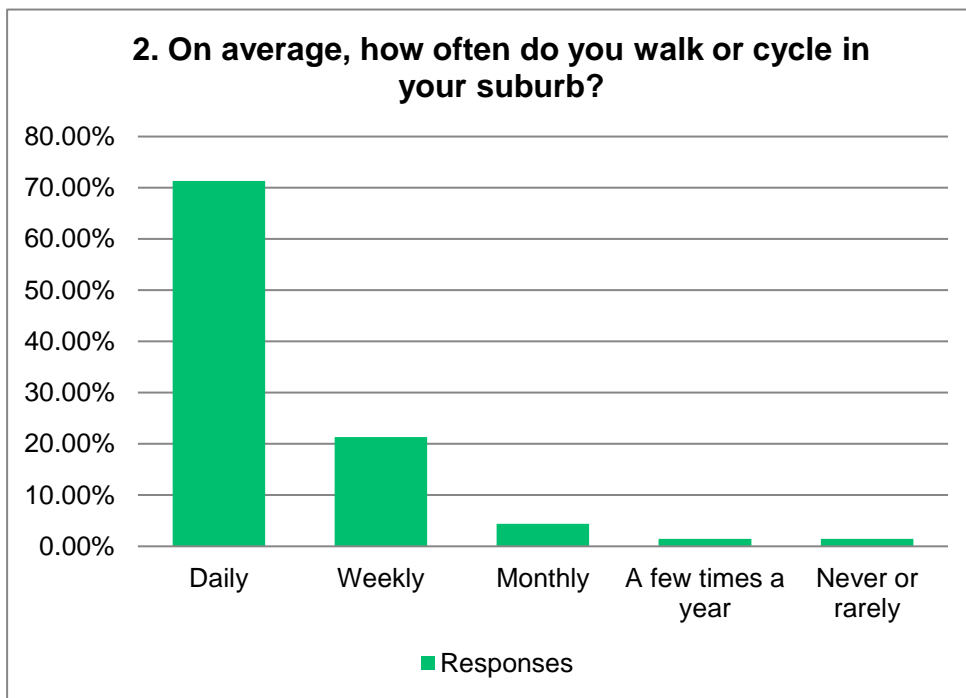
A total of 142 surveys were received for Hughes. 119 of these were from the letterbox drop and 23 were completed online. Some of the questionnaires were incomplete, however they provided sufficient data on some questions to include in the results.

Question 1 What is your age group?



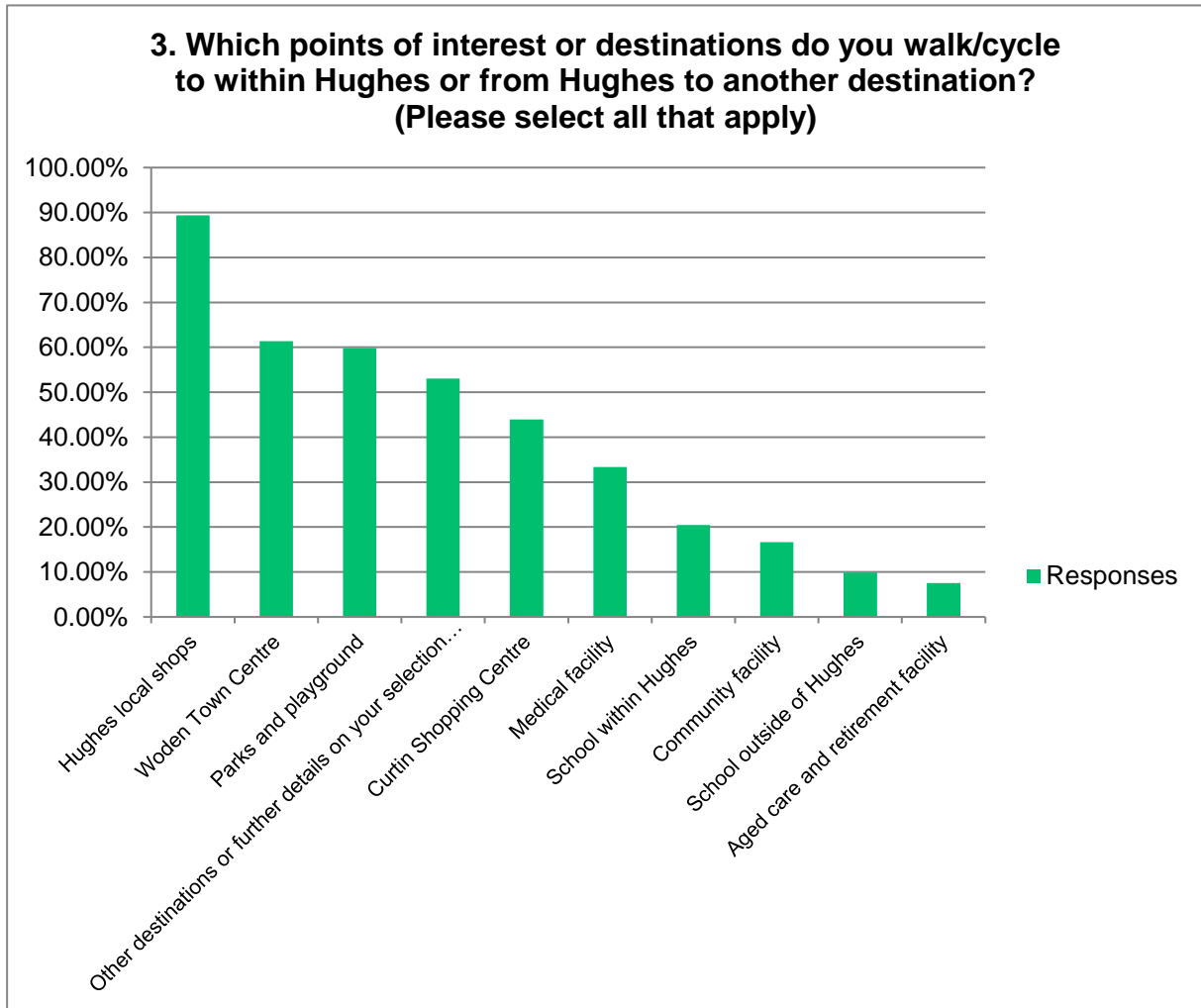
90+	0
80-89	15
70-79	20
60-69	36
50-59	28
40-49	22
30-39	14
20-29	0
19 and under	1
Answered	136
Skipped	6

Question 2 On average, how often do you walk or cycle in your suburb?



Daily	97
Weekly	29
Monthly	6
A few times a year	2
Never or rarely	2
Answered	136
Skipped	6

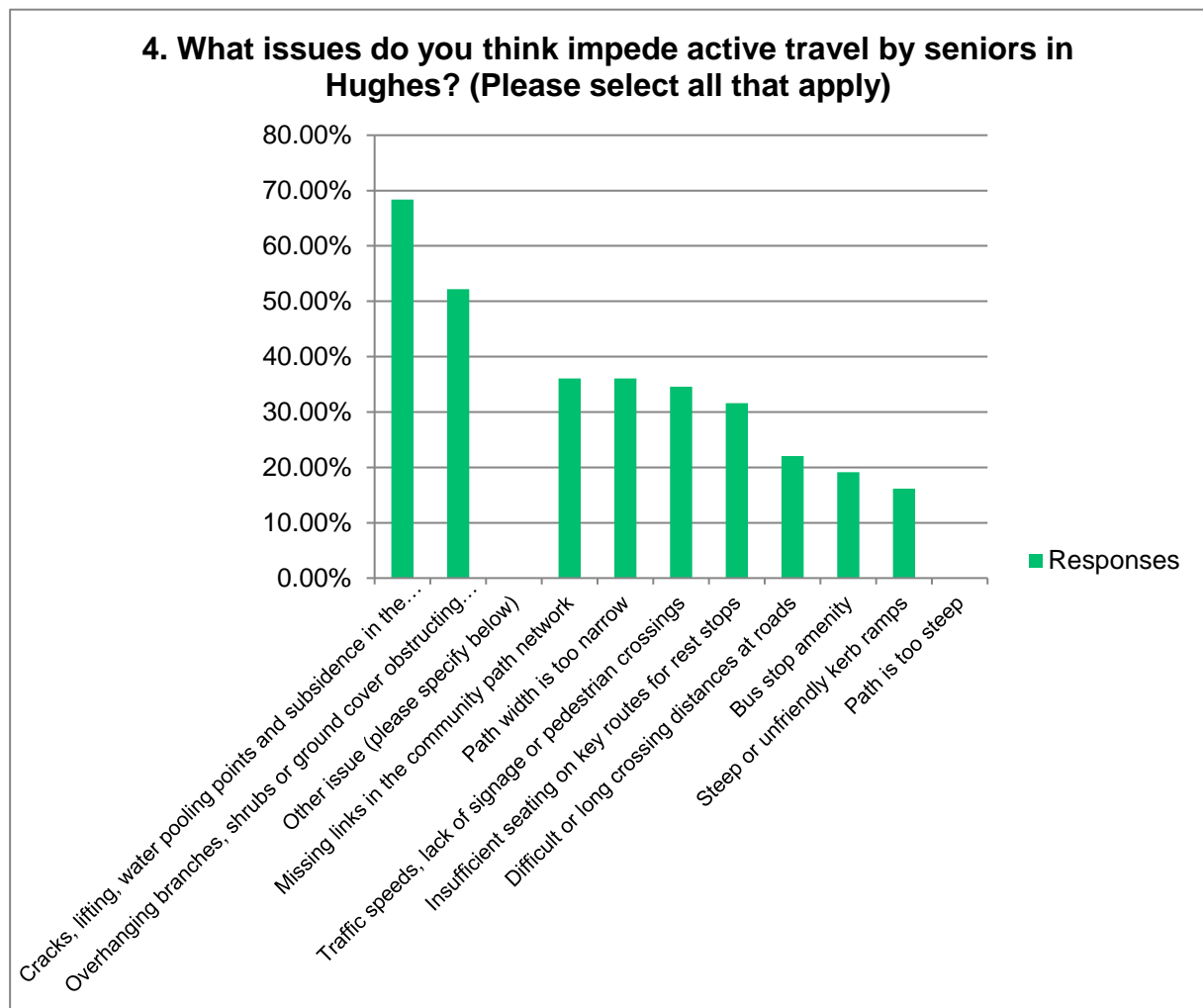
Question 3 Which points of interest or destinations do you walk/cycle to within Hughes or from Hughes to another destination?



Hughes local shops	118
Woden Town Centre	81
Parks and playground	79
Other destinations or further details on your selection above (please specify below)	70
Curtin Shopping Centre	58
Medical facility	44
School within Hughes	27
Community facility	22
School outside of Hughes	13
Aged care and retirement facility	10
Answered	132
Skipped	10

The results indicate a significant desire to be active within Hughes. There was a strong attraction to other destinations including Red Hill, associated nature reserve and the perimeter of the Federal Golf Course, Garran, Curtin, Deakin, Yarralumla shops, Cooleman Court and bus stops within Hughes.

Question 4 What issues do you think impede active travel by seniors in Hughes?



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Cracks, lifting, water pooling points and subsidence in the existing pavement	93
Overhanging branches, shrubs or ground cover obstructing the footpath	71
Other issue (please specify below)	61
Missing links in the community path network	49
Path width is too narrow	49
Traffic speeds, lack of signage or pedestrian crossings	47
Insufficient seating on key routes for rest stops	43
Difficult or long crossing distances at roads	30
Bus stop amenity	26
Steep or unfriendly kerb ramps	22
Path is too steep	0
Answered	136
Skipped	6

Respondents identified that the key issues that impede active travel by seniors in Hughes are:

- > Path cracks and lifting
- > Water pooling points and subsidence in the existing pavement
- > Overhanging branches, shrubs or ground cover obstructing the footpath.

Other issues that were identified outside of the choices provided included:

- > Car parking obstructing the footpath
- > Not enough lighting and the strength of existing lighting
- > Not enough pedestrian crossing islands on busier roads
- > No post office or post box at Hughes shops.

Questions 5 and 6 asked respondents to identify three priority issues on a map of Hughes and describe the issues and how to address or improve each.

The issues identified in the survey were located throughout Hughes with several clusters where multiple responses reflected similar or the same issue. The key locations and issues identified were:

- > Pedestrian crossing provisions and improvements at the following locations:
 - Groom Street and Carruthers Street
 - Kent Street north of Birdwood Place
 - Groom Street near the Community Centre
 - Kent Street and Wisdom Street in the proximity of the shops
 - Kitchener Street at the refuge island near Birdwood Street
 - Wisdom Street in the proximity of Malkara Special School.
- > Water pooling on the path within the overland flow drainage reserve
- > Upgrading the existing path within the overland flow drainage reserve to a shared path

- > Condition and width of the path along Wisdom Street, including trip hazards and obstructions associated with parking and vegetation
- > Missing connecting path between Hughes and Garran on Kitchener Street near the Scout Hall
- > Parking on Groom Street near St Andrews Village, Bisbee Street, Conyers Street and Wisdom Street
- > Traffic calming devices on:
 - Kitchener Street
 - Kent Street
 - Webster Street.
- > Improvements to the traffic signal pedestrian phase at the signalised intersection on Yamba Drive to provide more walk time for pedestrians
- > Improvements to the Hughes Shops (numerous comments raised on the closure of the Post Office)
- > Concerns with the over development of the suburbs and how it would impact on traffic.

Question 7 What are the things we need to consider to make a suburb more age friendly?

Responses to Question 7 reiterated those made to the previous questions.

Key suggestions included:

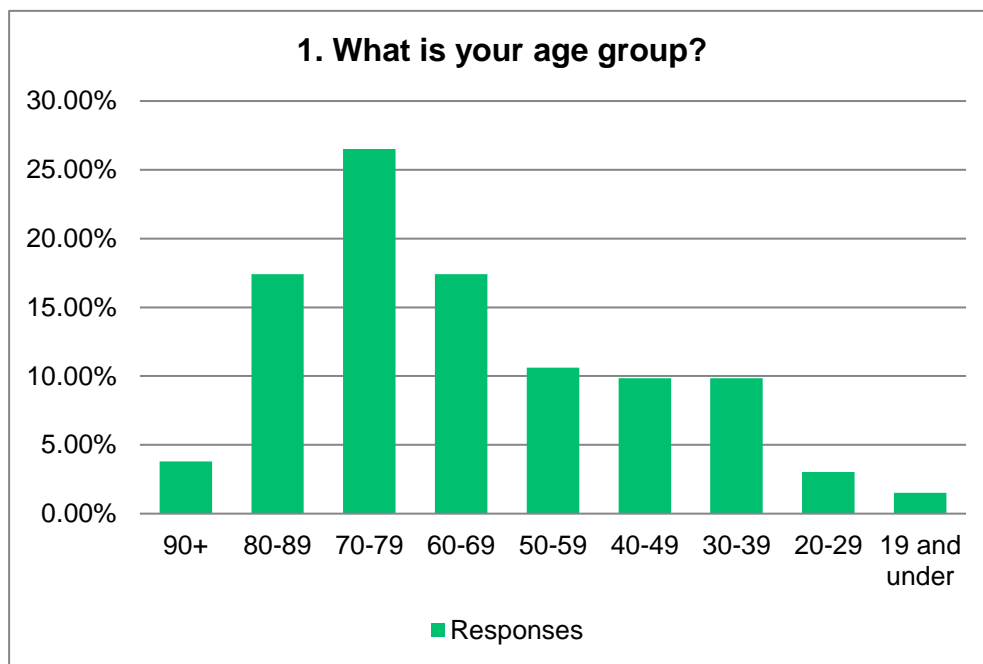
- > Removing obstacles from footpaths, in particular residents maintaining their private gardens and not parking on or across footpaths
- > Illegal parking enforcement and reduced parking opportunities on major streets
- > Increased courtesy and respect from cyclists using shared paths
- > Increase in ground floor level town housing to enable downsizing
- > A postal service at the local shops and more services available at the local shops including a pharmacy and doctor.

Other responses reinforced the importance of providing improved infrastructure and appropriate maintenance including wider and more even footpaths, brighter street lighting, traffic calming to reduce traffic speed, improvements to pedestrian crossing points and kerb ramps (particularly on major streets), improved seating, shelter and lighting at bus stops, more seating and trees in parks and open space and senior playground/ fitness equipment.

PAGE CONSULTATION OUTCOMES

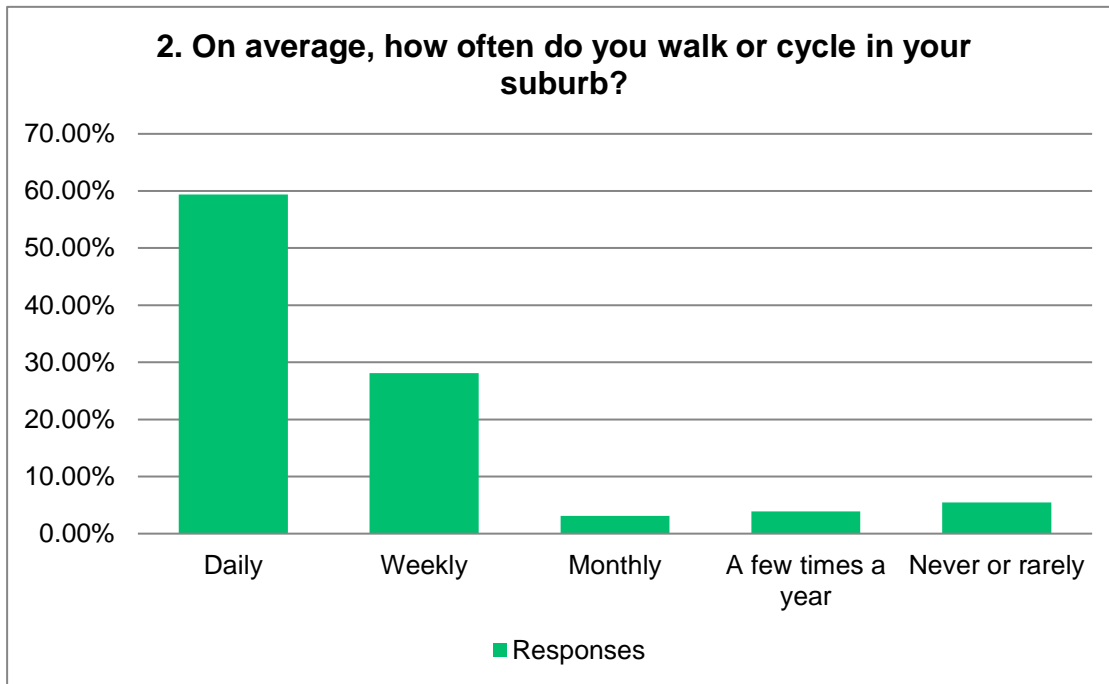
A total of 134 surveys were received for Page. 129 of these were from the letterbox drop and 5 were completed online. Some of the questionnaires were incomplete, however they provided sufficient data on some questions to include in the results.

Question 1 What is your age group?



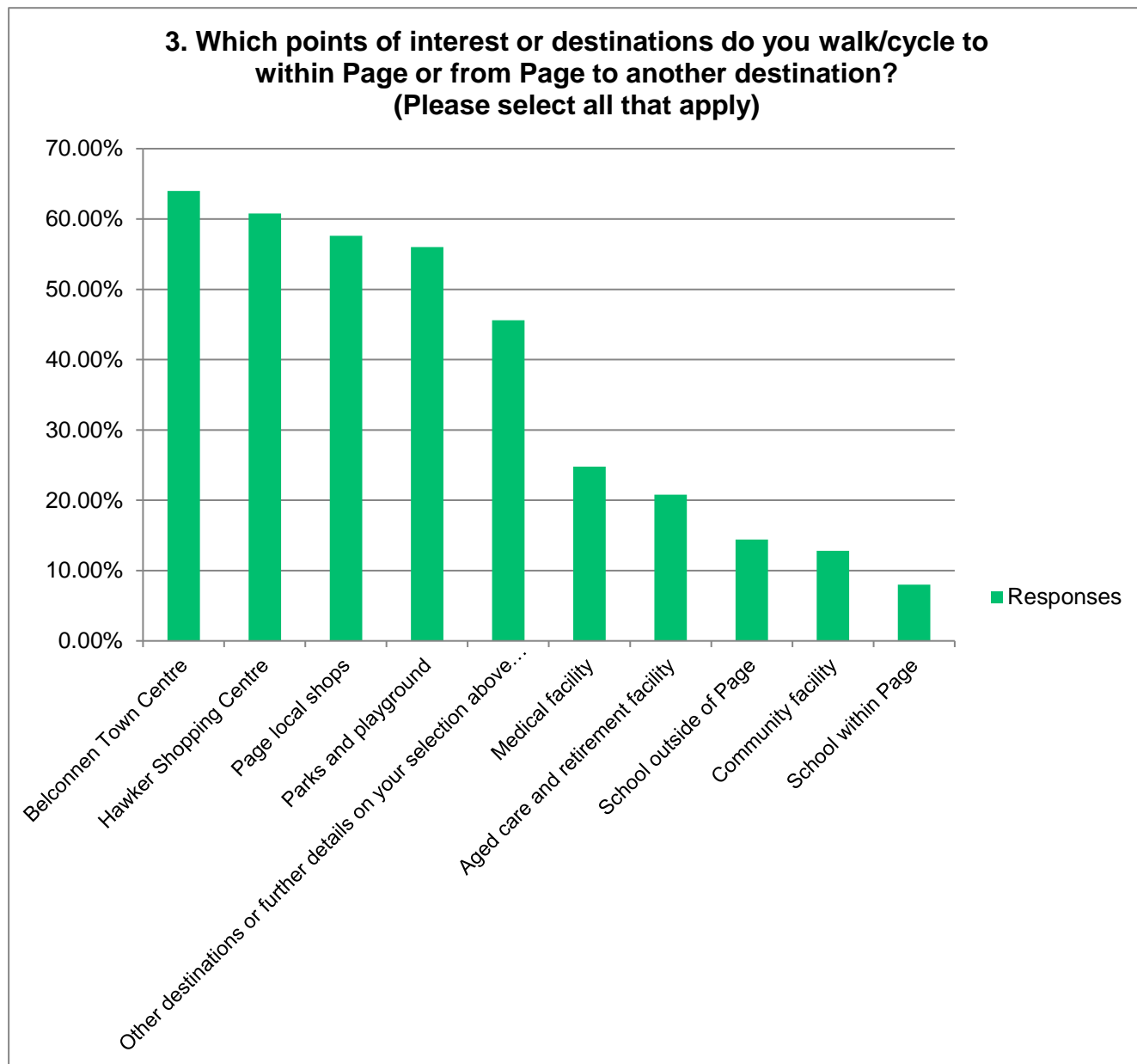
90+	5
80-89	23
70-79	35
60-69	23
50-59	14
40-49	13
30-39	13
20-29	4
19 and under	2
Answered	132
Skipped	2

Question 2 On average, how often do you walk or cycle in your suburb?



Daily	76
Weekly	36
Monthly	4
A few times a year	5
Never or rarely	7
Answered	128
Skipped	6

Question 3 Which points of interest or destinations do you walk/cycle to within Page or from Page to another destination? (Please select all that apply)



Belconnen Town Centre	80
Hawker Shopping Centre	76
Page local shops	72
Parks and playground	70
Other destinations or further details on your selection above (please specify below)	57
Medical facility	31

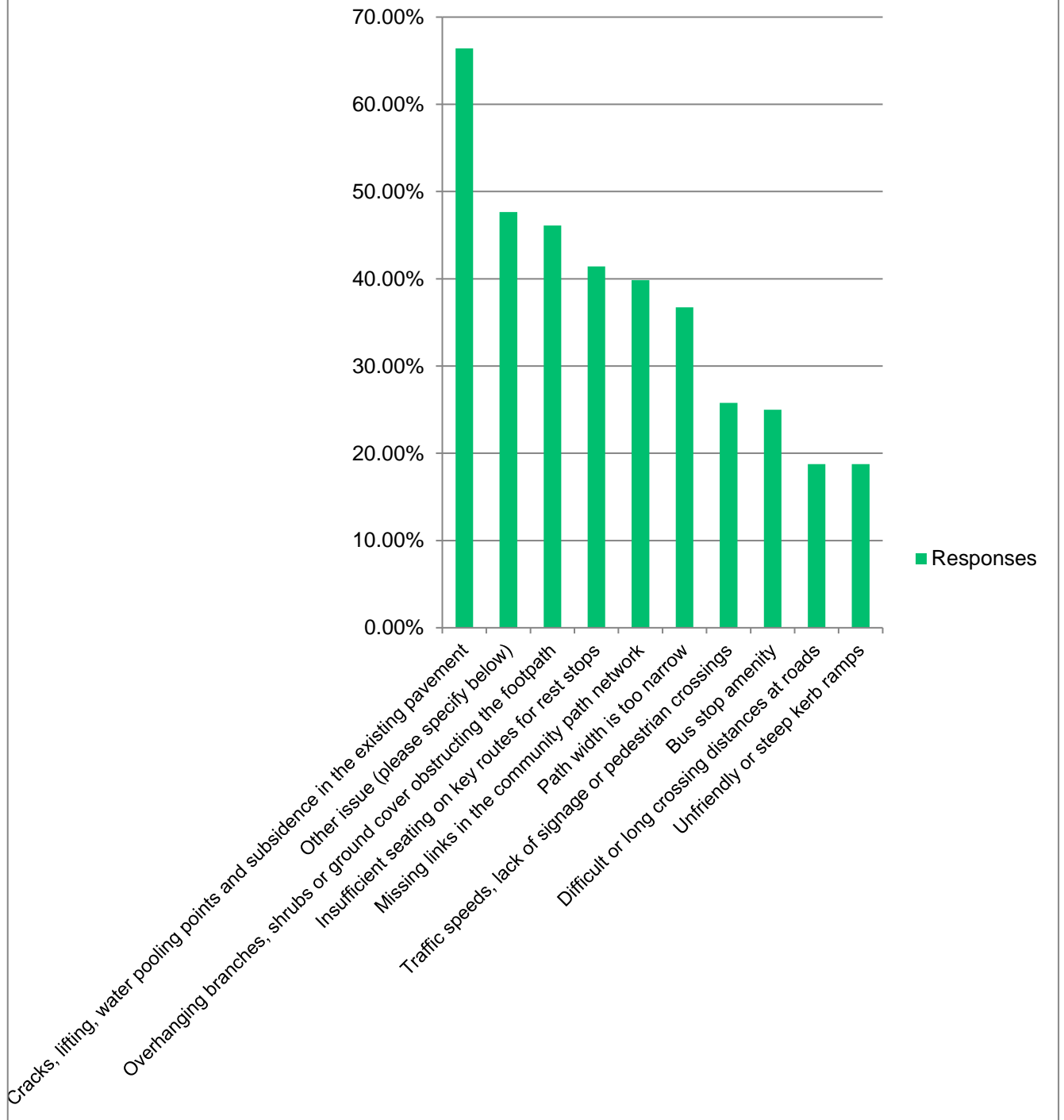
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Aged care and retirement facility	26
School outside of Page	18
Community facility	16
School within Page	10
Answered	125
Skipped	9

The results indicate a significant desire to be active within Page. There was a strong attraction to other destinations including Lake Ginninderra, Weetangera, Scullin and Florey shops, the Jamison Centre and the Veterans Support Centre.

Question 4 What issues do you think impede active travel by seniors in Page?

4. What issues do you think impede active travel by seniors in Page? (Please select all that apply)



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Cracks, lifting, water pooling points and subsidence in the existing pavement	85
Other issue (please specify below)	61
Overhanging branches, shrubs or ground cover obstructing the footpath	59
Insufficient seating on key routes for rest stops	53
Missing links in the community path network	51
Path width is too narrow	47
Traffic speeds, lack of signage or pedestrian crossings	33
Bus stop amenity	32
Difficult or long crossing distances at roads	24
Unfriendly or steep kerb ramps	24
Answered	128
Skipped	6

Respondents identified that the key issues that impede active travel by seniors in Hughes are:

- > Path cracks and lifting
- > Water pooling points and subsidence in the existing pavement
- > Other issues including:
 - Not enough seating or rest stops
 - Not enough aesthetics for example trees in grassed areas
 - Not enough time to cross at the traffic lights on Coulter Drive
 - Lack of sight lines due to parked cars on corners or verges.

Questions 5 and 6 asked respondents to identify three priority issues on a map of Page and describe the issues and how to address or improve each.

The issues identified in the survey were located throughout Page with several clusters where multiple responses reflected similar or the same issue. The key locations and issues identified were:

- > New footpaths on the following streets:
 - Birrell Street
 - Knaggs Crescent

- Coulter Drive from Bavay Place to Southern Cross Drive
 - Coulter Drive from Keene Place to Ogilby Crescent
 - Path between Bynoe Place and Thozet Place within the Bynoe Place Playground
 - Connection from Southern Cross Drive to Halford Crescent along Newbery Crescent
 - Krichauff Street
 - Hillebrand Street.
- > Pedestrian crossing provisions and improvements at the following locations:
- Petterd Street near the shops
 - Petterd Street near the intersection with Belconnen Way
 - Petterd Street in the vicinity of De Vis Place
 - At several locations on Burkitt Street.
- > Improvements to the traffic signal pedestrian phasing at the signalised intersection on Coulter Drive to provide more walk time for pedestrians and improve visibility for pedestrians at the pedestrian crossings.
- > Water pooling on the path near the preschool and on Belconnen Way near Coulter Drive.
- > Improvements to the underpass between Keene Place and Egan Court.
- > Improvements to the path on Petterd Street, particularly between Halford and Ogilby crescents.
- > Traffic calming devices on:
- Petterd Street
 - Burkitt Street
 - Chewing Street
 - Hillebrand Street.
- > Upgrades to the Page shops and associated amenities.

- > Provision of a bus service along Burkitt Street and associated facilities (i.e. seats and shelters).
- > Improvements to facilities at the Page Neighbourhood Oval.
- > Improvements to the frequency of mowing areas near playgrounds.

There were several comments that raised issues outside of Page including Hawker shops and a footpath connection on Coulter Drive on the Belconnen Town Centre side of the roadway.

Question 7 What are the things we need to consider to make a suburb more age friendly?

Responses to Question 7 reiterated those made to the previous questions, including:

- > Provision of additional paths
- > Provision of wider paths
- > Improvements to pedestrian crossing facilities
- > Maintenance
 - repairing paths that are not level or are cracked
 - clearing vegetation from path.
- > Provision of traffic control devices to reduce speed
- > Provision of a bus service along Burkitt Street
- > Provision of seats and equipment at local parks
- > Improvements to street lighting.

PROBLEMS THAT WE CAN ALL HELP WITH TO MAKE IT EASIER FOR EVERYONE TO USE THE FOOTPATH

Parking

A consistently reported issue from the community is the frustration that residents park vehicles across the footpath. This makes it very difficult for senior members of the community to use the footpath.

Please take this opportunity to consider your community and neighbours by ensuring that you are not parked across the footpath or on the nature strip where kerb ramps are located for crossing the road.

Private Gardens

As found in previous years of the Age Friendly Suburbs program, the most frequently raised issue is the obstacles caused by private gardens. Overhanging plants, overflowing soil or mulch create footpaths that are too narrow and difficult to use.

Please be aware that if your garden is overhanging the path it poses a problem for all members of the community using the path network and particularly those members of the community who are senior, have limited mobility or different mobility needs such as wheelchairs and walkers as well as people with limited vision.

Please take this opportunity to consider your community and neighbours and check that your garden is not causing an obstacle. Trim back as necessary to clear the path of overhanging branches and garden mulch and soil overspill.

Nature Strips

A nature strip is the strip of land between a residential property boundary and the adjacent roadway.

It is accepted practice in the ACT that maintenance of the nature strip, excluding street trees, is undertaken by the resident or lessee of the adjoining leased land. This includes residential properties, single unit dwellings or in the case of multi units, the corporate bodies and commercial premises.

If you have an enquiry about a government street tree, please contact TCCS via Access Canberra on 13 22 81. If necessary the tree will be assessed and any required action taken.

LESSONS LEARNED AND HOW WE CAN IMPROVE THE CONSULTATION PROCESS NEXT TIME

We received some practical feedback on the consultation to improve future age friendly suburbs projects. This is summarised below:

1. Increase the size of the survey map

Increase the size of the map and the map text. Some residents found the map particularly hard to read.

Include more street names on the map for reference. Some residents found it difficult to locate the issue they wished to provide feedback on.

2. Timing of the consultation

Some respondents found the timing of the consultation from December into January to be a particularly difficult time of year to respond. It is planned that in future, if possible, the consultation period will not coincide with the period leading up to holidays.

3. Reaching more people to provide feedback

Some respondents suggested that increasing the promotion of the survey would ensure that the survey reached more people. Suggestions included reaching out to stakeholder groups such as neighbourhood watch and local walking groups.

Some respondents would also like to see Fix my Street promoted more to the community.

If you would like to ask a question or provide feedback on the consultation or to report another issue to Fix my Street please contact Access Canberra.

Online: [ACT Government feedback form](#)

Phone: 13 22 81 - Access Canberra Contact Centre

In person: [Access Canberra Service Centre](#) (click the link to see the service centre closest to you)



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