



ACT
Government

What we heard

MAY 2022



CIT Campus – Woden

**Public spaces,
connectivity, safety
and wayfinding**

The CIT Campus – Woden project will bring modern learning facilities, a safer public transport interchange, improved active travel and vibrant public spaces to Woden. It will revitalise the eastern side of the Woden Town Centre, while better connecting it to the popular green spaces in Eddison Park and beyond.

This new precinct will be a place that welcomes students, commuters, Woden residents and visitors to the area - whether to study, use public transport, access local shops and services or meet up with others in new public plazas and green spaces.

To help ensure the new CIT Woden will deliver public spaces and facilities which bring vibrancy and connection to the town centre we asked for your views on a range of areas. The actions and categories in this report highlight the ways we're ensuring the CIT Campus - Woden project is built on community feedback.

We are already implementing outcomes from this consultation and delivering new project features the community would like to see. This includes a large new all-weather canopy connecting the CIT and transport interchange to provide more shelter, an increased focus on green spaces and the design of better connections between the existing town centre and the campus, through the new shared zone between Bowes and Bradley streets.



ACTIVE TRAVEL

Asking if you walk or cycle in and around Woden, and what would make this easier, safer and more appealing.



WELLBEING

Seeking feedback on what makes you proud of Woden and what would encourage you to spend more time in the town centre.



SAFETY

Querying what would make you feel safer at the new interchange and in the new precinct.



WAYFINDING

Clarifying your preferences for wayfinding signage and seeking input on how you currently find your way.

This report outlines what we heard ►





The Conversation

From November 2021 until March 2022, the ACT Government engaged with the local community to see what types of supporting infrastructure, amenities and services would benefit the community as part of the construction of the CIT campus.

We invited you to have your say on things like safety, wayfinding, active travel and connections. We also asked what we could do to give you more pride in the town centre, including what improvements can be made to public and green spaces as part of the project.

We held three public community information pop-ups at various locations in the Woden Town Centre, including the Woden library, and promoted the opportunity for you to have your say via:

- > Project update distributed to approximately 7500 residences and business
- > Construction look ahead distributed to approximately 500 residences and businesses
- > Two electronic direct mailout to registered stakeholders
- > Our Canberra newsletter
- > Social media
- > Local business and stakeholder channels for distribution to their members, patrons and staff
- > CIT communications channels for distribution to staff and students
- > Transport Canberra and City Services channels for distribution to public transport users

Feedback was captured via the YourSay conversations website, with an online survey open for 15 weeks. In total 157 survey responses were received.



Who we heard from

We heard from a broad range of stakeholders over the 15-week consultation period, helping to ensure a wide range of views were captured. Feedback was received from:

- > People who live in Woden
- > People who work in Woden
- > People visiting Woden, for example those shopping and accessing local services
- > People commuting
- > Local business owners
- > CIT students and staff, and people interested in studying at CIT Woden in the future

By engaging early and often we have been able to identify what matters most to the community, and this will be incorporated into next stage of the design as we seek to deliver an activated town centre for Woden where people want to live, work and study.



Your feedback - Walking in and around Woden

As part of the CIT Campus – Woden project we will be seeking to improve pedestrian connectivity and pathways between the new transport interchange, CIT Campus and local shops and services in the town centre.

An integrated east-west pedestrian boulevard from the interchange to the town square, as well as a new local access shared zone connecting Bowes and Bradley streets, will improve accessibility and connectivity for pedestrians.

With these project features in mind, we asked you to provide us with more detail about active travel connections through the town centre. You advised that there were a range of reasons why you currently walk in and around Woden, however your top three reasons for walking though Woden are:

- > to access food, beverage and entertainment options in the town centre
- > to access local shops and services in the town centre
- > because it is part of your regular commute.

We heard we could do more to encourage you to walk through the town centre, utilising the future pedestrian boulevard and shared zone, by:

- > ensuring pedestrian paths were well-connected to services and facilities
- > providing more sheltered and shaded areas along the paths
- > offering more for pedestrians to see and do around the centre
- > improving paths to ensure they are well lit, surfaced evenly and accessible.



More than 70 per cent of respondents provided detailed comments on what else we should consider when designing and improving access, safety and facilities for pedestrians:



Make the paths more disability friendly. This means wide and smooth (without cobbles, stones or bricks) and well lit.



More covered spaces so it's easier to move about in poor weather conditions.



More visibility and intuitive flow on walking paths that connect various parts of the Woden Town Centre. At the moment, at every turn it seems you butt up against a building or wall and there's no obvious way that the path flows.



A combination of intense landscaping and a shared pedestrian zone ... to be used as picnic areas and pop-up markets would help it become a much friendlier and more useful/active space.



Better pedestrian crossing from the interchange to Woden Park - at the moment it's inconvenient and can feel unsafe if there's lots of traffic.



Poorly lit paths don't feel safe to walk on at night. I'm a resident of Woden and will only walk along the busier roads and paths at night as I don't feel safe on less travelled paths.





Your feedback - Cycling in and around Woden

A new light rail-ready public transport interchange is under construction on Callam Street. We've incorporated your feedback into the design to make sure it improves access to local shops and services, links Woden to other parts of Canberra and supports cycling and walking to create a vibrant town centre.

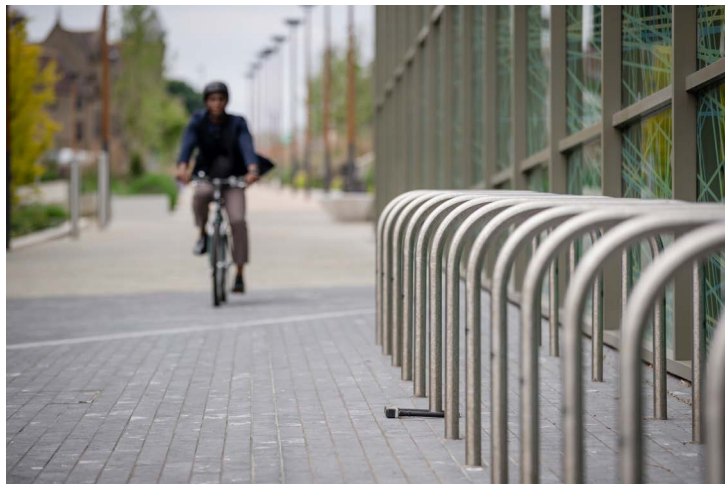
We asked you to consider your current cycling habits and you shared the top three reasons why you currently cycle in and around Woden:

- > is to access local shops and services in the town centre
- > because it is part of your regular commute
- > for leisure.

Importantly 62 per cent of respondents advised they don't currently cycle to/from or around Woden, however we have heard you would ride your bicycle in the area more if we provided:

- > better connections between cycle ways and between services and facilities
- > more secure places to store your bike
- > better path lighting
- > more cycle-only paths.

Your detailed comments on what we should consider when designing and improving access, safety and facilities for cyclists, include:



Bike storage

Previous feedback and consultation with the community has highlighted that bike storage is an important design consideration for the project, and in response additional secure bike storage is being delivered.

This importance has been reflected again in your most recent feedback to us. We asked you to provide more detail and have heard your preference is to store your bike:

- > in a bike enclosure at the transport interchange
- > at or near your Woden workplace
- > at or near the facilities or services you are using in Woden
- > at a bike rack within the town centre.



Greater signage for bike lanes.

More secure places to leave your bike - like adjacent to the Library, the shopping centre or the cinemas.



Cycle only infrastructure.



Ensuring proper enclosures for bikes, with access to cages or enclosures via smart cards. CCTV to monitor racks/enclosures/cages to prevent theft. Have proper covered pick-up/return spaces for "hired" bikes throughout the town centre.



It needs to be easier to ride my bike than to drive my car otherwise there's no point. We need protected bike paths that keep us safe from cars.

Designated bike paths, bike storage at CIT and end of trip facilities, pretty please!



Your feedback - A safer environment in and around Woden

We have heard that sometimes you don't feel safe in the Woden Town Centre and we've taken this on board. As part of the CIT Campus - Woden project we will ensure the new campus and interchange are built with modern design practices, smart technologies, more lighting, better path connections and shelters that are transparent and safe.

The new light rail ready public transport interchange will also replace the existing bus facilities.

We asked you to consider the current bus facilities and tell us what would make you feel safer at the new transport interchange. We have heard design of the new transport facilities should prioritise the following safety considerations:

- > increasing lighting at the interchange and connecting pathways
- > providing real-time bus arrival and departure information so you are not waiting around
- > providing places to wait for your bus services where there are people around
- > having uniformed staff patrol the area
- > providing shelters with protection that don't hide you from view.



We also asked you to share initiatives or features of other public transport settings where design had improved your feeling of safety. Through detailed comments you told us we need to consider:

“Good quality camera monitoring and zones that you can move to if you feel unsafe, and that someone in uniform will respond to.”

“The light rail stops have safety buttons and are also really well lit, and you can see when the next service is coming on the board. Please do this in Woden.”

“Strong connection between a public transport station/hub to an actively used park or public square. Having an actively used space contiguous or directly adjacent to the station means people are there all the time which improves passive surveillance and therefore safety of the public transport setting.”

“The presence of staff would make me feel safer about using public transport.”

Safer public spaces

We asked for your feedback to help ensure that the new public spaces being incorporated into the CIT Campus – Woden project meet the needs and expectations of the local community. You have already told us that having access to more public toilets is an important project feature to you, and in response additional facilities are being incorporated into the project design.

We also asked that you to tell us what would make you feel safer when visiting the Woden Town Centre. This is a topic you are passionate about, and we have heard you would feel safer in the new public spaces if there was:

- > more shops and cafes opening out to public areas, ensuring people about even 'after hours'
- > lots of wide, open, well-lit public spaces
- > clear signage and wayfinding to help you navigate the area
- > better connected walking and cycle paths between the interchange and other main services
- > pedestrian movements prioritised, with fewer cars and slower speed zones
- > access to well-positioned drop off and pick up zones

What you want to see more of in your public spaces and places:



Trees and new green spaces, with **shade and protection from the elements**



New food and beverage options facing outwards to public areas



Easy access to local businesses and services



Access to **public toilets**



Public art and murals



Seating which is protected from the elements and **appropriate to all seasons**



Landscaped areas



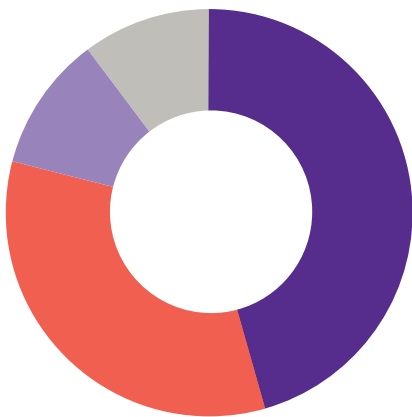
Your feedback - Navigating in and around Woden

We know with all the changes coming to Woden you will need support to help navigate the area and importantly to reach your transport service. To inform our design decisions we asked you to provide detail on how you currently navigate through the town centre and what would help you find your way in the future.

We heard you prefer signs which are:

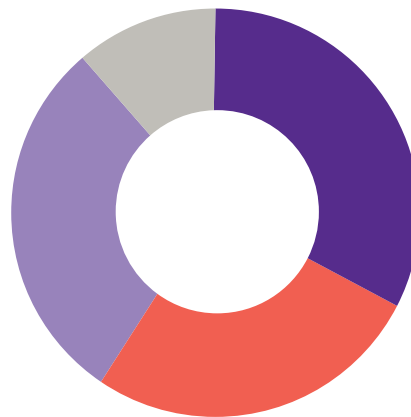
- > Big, bold and easy to read from a distance
- > Mounted at eye level
- > Include maps, visuals or are colour coded

How important is wayfinding signage to help you get in and around Woden?



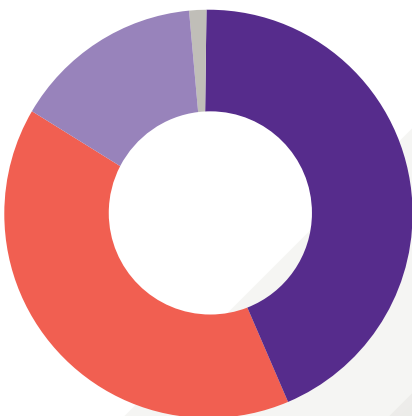
Very important
Somewhat important
I might use it
I don't need it

Would you use an electronic touch screen for directions around Woden?



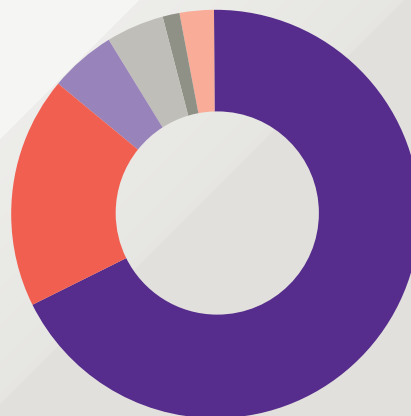
Yes
No
Maybe
I already know the way

Do you use your mobile device for wayfinding and directions?



Yes
Sometimes
No
Only if there is free public Wi-Fi

Would you use real time public transport arrival/departure information?



Yes, on an electronic display board
Yes, with an app
Yes, with an app and free Wi-Fi
Maybe
No
Other



Your feedback - Pride in your town centre

The CIT Campus – Woden project is just one part of the ACT Government's ongoing commitment to the revitalisation of Woden. The changes being implemented will vastly improve the amenity of the area and contribute to a town centre you can be proud of.

We asked you to identify key factors that contribute to your sense of pride in Woden, and you told us you feel proudest when:

- > Public spaces are clean and well maintained
- > There is inclusion for a diverse range of people
- > There is lots to see, do and experience around the town centre
- > There are free community activities and events
- > You can see a commitment to sustainability
- > There is public art and displays

These elements will be considered throughout the design process to support Woden in its journey to become a great place to live, work and study.





What's next?

Community feedback and consultation is an important element of project development and ensures that your voice is heard. We appreciate the time that community members have taken to talk to our project representatives, complete surveys, email questions, use the open comments option and engage with project information to inform feedback. Your comments will continue to be included the design process moving forward.

This report and the detailed results will be shared with the design and construction contractor to inform design decisions. Lendlease, in partnership with the ACT Government, will progress the current design concepts for the new campus towards a final design that meets the needs of Canberra's growing community now and in the future.

The community will have another opportunity to provide input and feedback on the design process in the coming months, and again when the Development Application for the proposed CIT campus and transport interchange are lodged later this year. Project plans, artist impressions and other related information will be shared with the community throughout this process to help you provide informed feedback.

For more information about the project or to find out how you can have your say, visit act.gov.au/citcampuswoden.



Contacting us

Are you getting the right information you need, in a suitable format? Please contact us at any time with suggestions for how we can better communicate appropriate and timely project updates.

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