



ACT
Government

LANEWAY TO LAKE TUGGERANONG CONSULTATION REPORT

TRANSPORT CANBERRA AND
CITY SERVICES
PREPARED BY PURDON PLANNING

JANUARY 2019

BACKGROUND

Thank you to everyone who provided feedback on the upgrades to the laneway connection to Lake Tuggeranong (Figure 1). Your input is being considered in the preparation of the final designs.

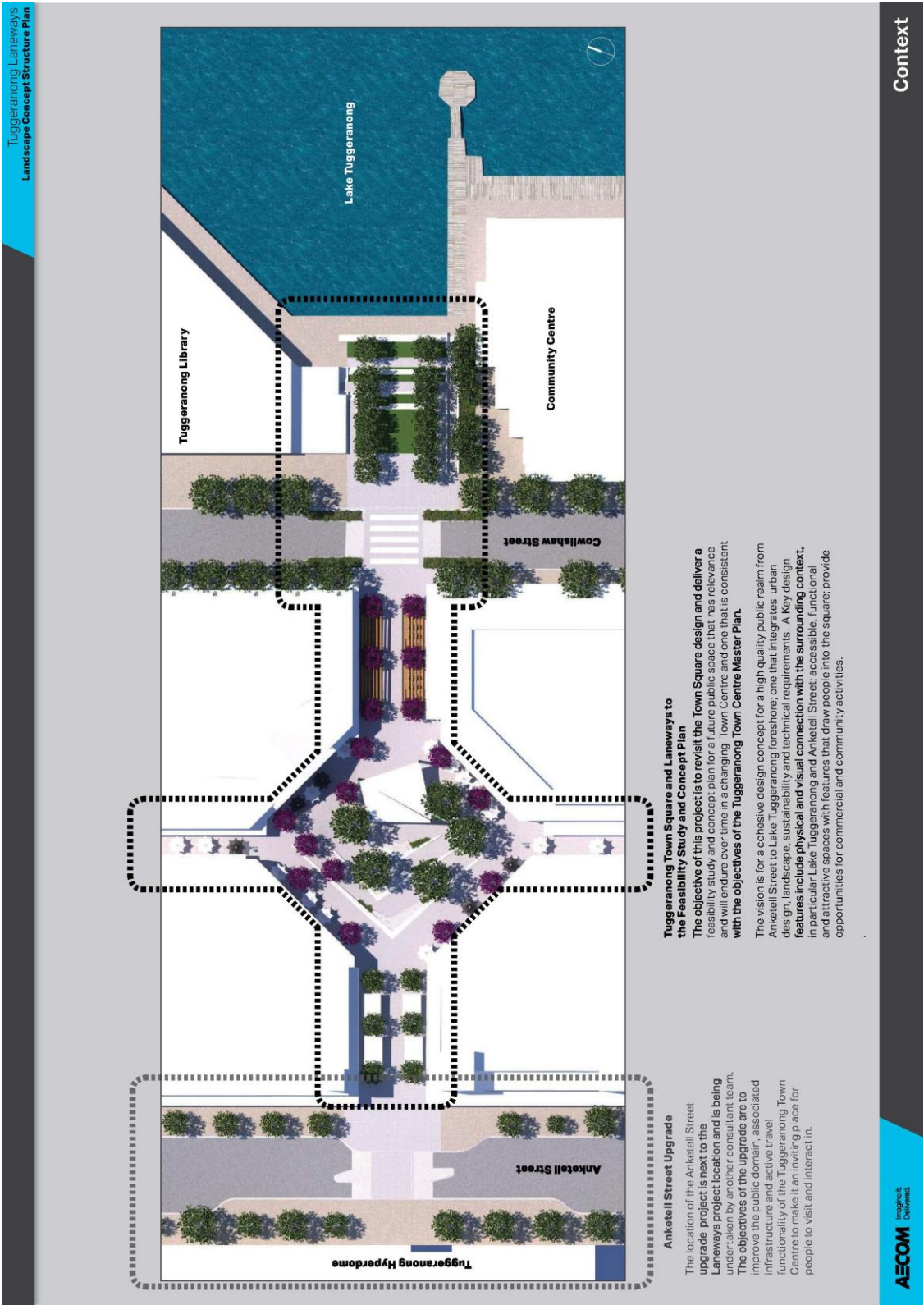
In 2012, the then named Environment and Planning Directorate (EPD) completed the Tuggeranong Town Centre Master Plan. The Master Plan outlines a vision to guide growth and development in the Town Centre over the next 30 years. It defines what is important about the centre and how its character, functionality and quality can be conserved, improved and enhanced. The ACT Government is now implementing aspects of the Master Plan.

The Laneway upgrade concept design (Figure 1) was finalised in April 2018 in consultation with key community stakeholder representatives. The concept design shows the broad vision for a renewed space that is accessible, safe, useable and inviting; one that re-establishes visual connection to the lake, encourages people to move through easily and safely, as well as stop, enjoy the place and bring more vitality and commercial activity to Tuggeranong Town Centre.

We consulted with the wider community from September to November 2018 on the concept designs to help inform the final designs.

The majority of respondents were supportive of the proposed upgrades and we are now in the process of finalising the designs which will be made available in the first half of 2019.

Figure 1 Concept Design



Source: AECOM (2018)

SUMMARY OF CONSULTATION

We consulted with the community from 26 September to 25 November 2018. The following communication activities were used to reach the target audience:

- > direct approach to key stakeholders
- > discussion of key principles with ACT Government agencies
- > online survey and consultation portal through ACT Government YourSay platform
- > drop-in sessions at the Town Square on Thursday 25 October and Saturday 27 October 2018
- > follow up telephone and email consultation
- > letterbox drop
- > social media posts on ACT Government and TCCS channels.

A range of groups and individuals in the area that have an interest in the local centre were consulted.

The agreed concept plan was presented for broader community comment on the TCCS YourSay platform from 26 September 2018 and this consultation closed on 25 November 2018.

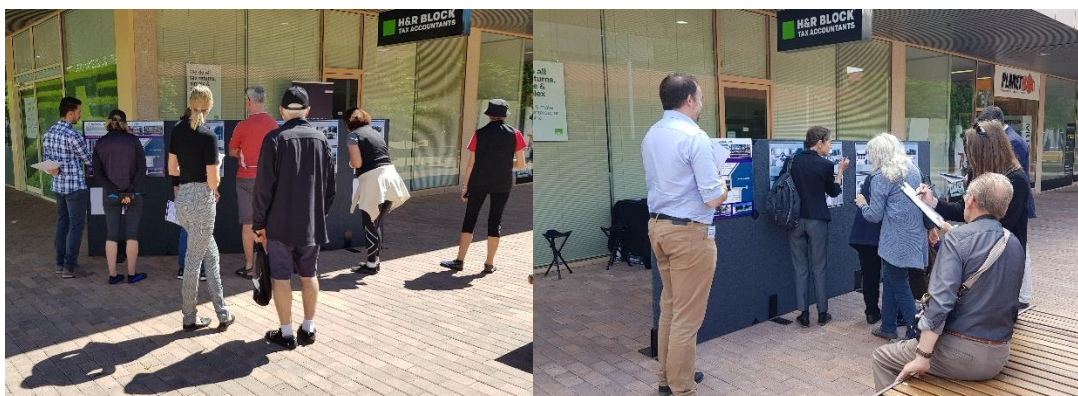
The following groups were approached to discuss the concept plans:

- > shopkeepers and businesses, including lessees
- > users of the Town Centre were approached directly on site to respond to survey questionnaires.

Relevant ACT Government agencies were consulted to gather information and subsequently to seek comment on draft plans. Government agencies included:

- > Transport Canberra & City Services (TCCS)
- > ACT Planning & Land Authority (ACTPLA)
- > Environment, Planning & Sustainable Development Directorate (EPSDD).

Figure 2 Images of drop-in session display



Source: Purdon Planning (25 October 2018)

FEEDBACK FROM ACT GOVERNMENT STAKEHOLDERS

Element	Comment
WATER	<ul style="list-style-type: none"> Water harvesting from the Lake should be explored to reduce reliance on potable water and the cost of irrigation. Water from the Lake should also be explored if a water feature is proposed. Lake water can be treated on site to reduce risk to public health. Potable water will still be needed for drinking fountains. Another option could be to harvest stormwater for trees and other plantings, however this is often unreliable, and water can only be collected from public spaces.
TREES/ GRASS	<ul style="list-style-type: none"> Mature trees should be planted to provide shade as early as possible. No objection to removing existing trees as they are in poor health. Urban Treescapes should be consulted when deciding tree species to be planted. Soil type and preparation is important and critical for longevity of trees. 14-day public notice needs to be given prior to removal of existing trees. Services and underground infrastructure needs to be considered in relation to tree plantings to ensure compliance with clearance distances. Trees need to be clear of pedestrian crossings to maintain sight lines. Grass does not thrive around the base of trees and is not recommended to plant trees in lawn areas. Design grassed areas to for ride-one lawn mower width and maximum gradient for mowing.
LIGHTING	<ul style="list-style-type: none"> Lighting design needs to be cohesive. Light poles selected should come with the option to retrofit 5G small cell infrastructure. Majority of light poles are not compatible with additional data/cellular infrastructure. 5G infrastructure has an impact on visual amenity as control box, antenna, fibre all required on the pole. Roads ACT has the location of all proposed 5G cell poles, so they should be consulted.

AMENITY	<ul style="list-style-type: none"> • Unless there is a safety or design requirement, bollards should be minimised rather than emphasised; other design measures are preferred to replace bollards wherever this is possible. • Any solid rails on stairs will be used by skateboarders – consider appropriate treatments when designing. • Consideration should be given to skateboard users and areas that TCCS does/does not want them to use. • Ensure that pavement treatments specified are slip resistant, particularly in icy conditions; Kingston Foreshore given as an example of surface where there is risk of slipping and injury. • Power bollards of necessary voltage to be installed to support events and other uses of the space. • Drinking water should be provided at the Lake frontage for walkers; noted that a drinking fountain is already provided near the Anketell Street entry to the Square.
ACTIVE TRAVEL	<ul style="list-style-type: none"> • Slow cycling should be encouraged through the square. • Bike storage and locks should be provided. • Use materials to delineate slow speed cycling areas and implement friction points.
BINS	<ul style="list-style-type: none"> • No new bins to be included, replacement bins only. • Prefer bins to be double shrouded to include general waste and recycling; currently there is no provision for collecting recyclables. • Consideration to be given to waste vehicle access. Trucks will stop on Anketell Street and access the bins by foot.
ART	<ul style="list-style-type: none"> • Tuggeranong Arts may wish to be involved in the design of artwork on the paving if this is proposed.

LESSEE AND BUSINESS OWNER FEEDBACK

Theme	Comment
Outdoor Seating	Ace High Eatery is planning to remove the existing outdoor seating area with frontage to Anketell Street and construct a new seating area within the Town Square. A new food tenant is moving into this building and will take over the existing Ace High Eatery outdoor seating area and construct a new shelter.
Tenancies surrounding Square	A 120 place Child Care Centre is opening early 2019 at block 9. The only entry to this centre is from the frontage to the Square. This will increase east-south pedestrian movements through the square as parents will likely park in the public car parks adjacent. A new large medical centre is opening late 2018 on Block 9 with frontage to Cowlshaw Street.

Level changes/accessibility	<p>A number of the ground floor tenancies presently have non-compliant front entries and internal ramps need to be retrofitted to meet access requirements. Lessee's would like to liaise with TCCS to correct these level issues as part of the upgrades. Costs associated with this will be incurred by the private lessee, not TCCS.</p> <p>The Lake Tuggeranong Rowing Club have a storage shed at Block 4 Section 45 Tuggeranong.</p> <p>The Club moves 25m long boats to and from the site via a trailer which parks on the paved area off Cowlshaw Street.</p> <p>The Club requests that TCCS consider the maneuverability of boats through this area when finalising concept plans.</p>
Paving	<p>The paving in the Town Square crosses over private leased land so upgrades to paving should be coordinated with lessees to ensure consistency of paving across public space and private lease boundaries. Paving works on leased land to be negotiated with lessees.</p>
Business Disruption	<p>The only concern is loss of business during works. Traders need prior notification and a timeline of works to manage impacts.</p>
Public Toilets	<p>Public toilets should be incorporated as these are often needed by Lake walkers.</p>
Lighting/Security	<p>Lighting needs to be improved as it feels unsafe when the sun goes down.</p> <p>Any niches or hiding places should be avoided as these make the place unsafe. However, plans to date show the space as being very open and clean which is great.</p>

COMMUNITY GROUP FEEDBACK

Theme	Comment	Response
Connectivity/access	Better connectivity to the Hyperdome (South.Point) is preferred	The existing concept plan improves connectivity to the Hyperdome (South.Point) through improved gradients. It is important that access to South.Point is not the sole objective of this proposal as South.Point is an enclosed shopping centre which does not promote pedestrian activity externally. The objective of this proposal is to invigorate the Town Square and that means pedestrians should be encouraged to stay within the Square, not just use it as a thoroughfare to South.Point.
	The garden beds on either side of the crosswalk on Cowlshaw Street potentially obstruct the	The end design will be compliant with road safety regulations.

Theme	Comment	Response
	<p>line of site for pedestrians and drivers. They should be removed to improve pedestrian safety.</p> <p>Drivers need clear sight from at least 20 metres ahead to allow ample stopping time</p> <p>Car parks have the same speeds as adjacent streets, 50 in this case, which is excessive. Car parks should be signed at 10 km/h.</p> <p>The speed limit on Cowlshaw Street is far too high (50 km/h), it should be reduced to 10km/h and made into a shared zone. This is worth considering for Anketell Street too. Changing the signs is not enough to slow speeds. Drivers regularly exceed 40 or 50 down this stretch and road design should be changed to force lower speeds.</p>	<p>As above.</p> <p>This is not within the scope of this project. This comment will be passed on to Roads ACT for consideration.</p> <p>A raised crossing is proposed across Cowlshaw Street, however reconfiguration of the entire Street is currently not within this project scope. The comment on reducing the speed limit will be passed on to Roads ACT for consideration.</p>
	<p>Paths should not be overly interrupted by furniture and other obstacles.</p> <p>Bicycle traffic should not be permitted down the upgraded laneway. Cyclists should be required to either walk or take alternate routes. This requires providing high quality separated bikes paths down parallel roads like Pitman Street, Reed Street and through the adjacent carparks to divert them.</p>	<p>Street furniture location will be considered in the context of pedestrian and cycle accessibility and will be positioned to ensure effective circulation.</p> <p>This comment is not representative of the views of the majority of other community groups, lessees and the broader community. The majority of people consulted supported cyclists using the Square but wanted slow speed cycling only. A dedicated cycleway through the square or laneways is not proposed.</p>
Anketell Street Upgrades	Do not support immovable street clutter like the benches on Anketell Street in all areas. Useful to have open spaces in highly trafficked areas which could be used for performances.	Performance space is proposed in the Square and towards the frontage to Lake Tuggeranong. Some seating may be spread-out in the Square to reduce clutter at the frontage to Anketell Street.

Theme	Comment	Response
	Disappointed by Anketell Street upgrade so far. New trees are not doing all that well. Space is not suitable for use for public events.	The upgrade works on Anketell Street have not yet commenced. It is assumed that this comment relates to works undertaken as part of the Tuggeranong Town Square and Laneways upgrades in 2016-17 at the frontage to Anketell Street. The recently planted trees in this area have been assessed by TCCS tree managers as being in good health and not yet mature. An area suitable for events is proposed at the heart of the square and foreshore to Lake Tuggeranong.
Lighting and Security	Night lighting needs improvement.	Improved lighting is proposed in the concept plan.
	The college has been looking to have Barry Manilow music, or some other method of preventing young people congregating implemented in the space to prevent anti-social behaviour.	The design proposal uses crime prevention through urban design principles (CPTED) to improve surveillance and encourage positive uses of the space.
Maintenance	Used to use the space more in the past when it was well maintained, lack of maintenance has made the square less pleasant to spend time in.	The proposed upgrades will improve amenity and have features that will be more durable over time and easier to maintain.
Outdoor dining areas	Café seating tends to creep and when busy waiters and diners often block passageways around restaurants.	There are clearance distances and curtilage requirements that licensees of outdoor eating areas are required to follow. The design allows for such clearances as well as access to current standards for pedestrian traffic.

COMMUNITY FEEDBACK

DROP-IN SESSIONS

At the face-to-face drop-in sessions, the Project Team talked to approximately 60 people across two sessions. Feedback received at the drop-in-sessions was overwhelmingly positive with the majority of people supporting the proposal to upgrade the Town Square and Laneways.

Some of the common themes arising out of the drop-in sessions were:

- removal of existing old trees was generally supported as it was clear that they were in poor health
- removing physical barriers such as walls and gradient changes was supported
- creating a clearer visual link to the Lake was important
- there was a perceived safety risk within the Town Square
- people wanted to see more bins, lighting, seating and shade
- a water feature or children's water play area was highly supported
- many people wanted to see better variety of retail and food offerings with associated outdoor seating areas.

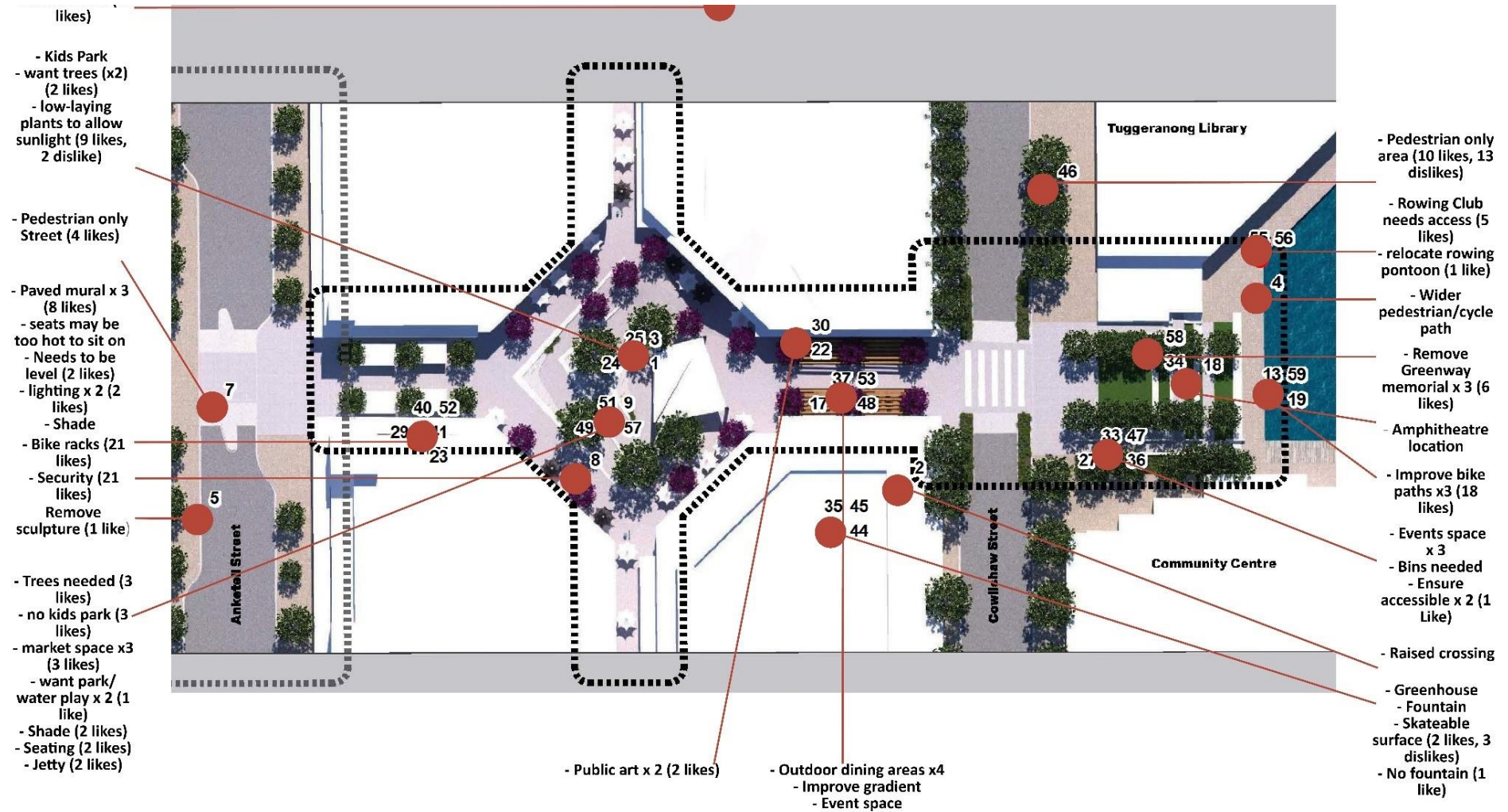
YOURSAY PLATFORM

The ACT Government YourSay platform attracted a total of 80 comments. Comments provided through this platform have been included in the graph below. The Social Pinpoint tool allowed Canberrans to see each other's feedback and provide either a 'thumbs up' or 'thumbs down'. The below table contains this feedback and the community response.

Of the 80 comments provided through this platform, 75% were considered relevant to the proposal. The other 25% of comments related to the adjacent but separate Anketell Street upgrades which were not the subject of this consultation process.

LANEWAY TO LAKE TUGGERANONG: CONSULTATION REPORT

Figure 3 YourSay comments



LANEWAY TO LAKE TUGGERANONG: CONSULTATION REPORT

Number (refer Figure 3)	Comment	Up Votes	Down Votes
1	Whilst trees in this courtyard are lovely it would be great to make this a small fenced park. It would be fabulous if you could have cafes at the bottom of these building looking out on to a fenced playarea. It would give people a reason to come and stay in the courtyard and is closely located to the shops and the library. There is a big gap in fenced playarea in Canberra particularly near shops.	0	0
2	I don't know whether it needs to be raised but I can say that crossing it with my 80 year old mother now and again during the day is always a bit nerve-wracking. Drivers are faster and a bit more inconsiderate than elsewhere. I never feel confident they will stop. But maybe with more activity around, drivers will be more aware of pedestrians.	0	0
3	Yes, and please not eucalypts. I love them but not in this sort of space. Something deciduous that gives seasonal change eg Manchurian pears.... And whatever is planted there, it needs to be well watered. Our climate is almost arid and we need spaces to retreat from the harsh heat and brown landscapes in heart of summer.	0	0
4	Wider pathways and a cycling lane to ensure safety for both cyclists and pedestrians who are accessing the lake near the lane way. It currently can be a little tricky to navigate around the boardwalk area when there are a number of walkers/runners and cyclists about.	3	0
5	The metal 'sculpture' erected over the footpath here is about as inspiring as an old bike rack - could we get rid of it please? If the view of the lake is so important then draw the eye to that rather than interrupting it with boring tubular metal. One of the reasons I moved to Canberra decades ago is its celebration of the natural environment so let's keep doing that.	1	0
6	Cafes and dinning areas. This would be a better area to have them instead of having them along Anketell Street right next to passing traffic.	2	0
7	Please make this section a pedestrian only area. Cafes and restaurants face this street and vehicle traffic makes the experience unenjoyable. This area could then be used for street markets and festivals or similar.	4	0
8	I'd like to see this area opened up to a range of casual dining options, coffee shops, outdoor eating. Improved lighting, music, artworks, seating, bike racks & some trees or shade sails. This area has great potential to bring people outside, but we need a reason & feeling of safety to walk through here.	21	0
9	Would love to see a water play area, seating, family friendly area away from the street, where you can enjoy coffee, drinks and casual dining, beer garden type atmosphere with music.	0	0
10	Shade, shade shade!	0	0

LANEWAY TO LAKE TUGGERANONG: CONSULTATION REPORT

Number (refer Figure 3)	Comment	Up Votes	Down Votes
11	Completely agree. An effort has been made to improve the outdoor seating at the cafes on Anketell, but the experience can be ruined by the amount and noise of the traffic.	5	0
12	Closing Anketell much preferred.	0	0
13	Agreed, this area needs to be widened significantly and the sharp right angle bends eliminated to make it easier to use what is a very popular area for walking, riding, or for just lingering and enjoying the lake.	1	0
14	I would simply like to suggest that for this lovely area, you do NOT adopt the same approach (ugly, uninviting yellow and orange metal seats) as used for the new "park" in Trenerry Square, Weston. I pass Trenerry Square almost every day, and no matter what time or weather, I have yet to see anyone sitting there. It's definitely a prize contender for some "Hostile Urban Design" award.	0	0
15	Some good ideas here but you need to give people a reason to go down to the lake and move away from the mall. Cafes and retail are needed all the way through here to make it inviting for shoppers. Not just your regular franchise stuff - something local, different and a bit quirky. Maybe some start up businesses - make it affordable for small and emerging businesses.	0	0
16	The lane way should be more than just line-of-sight to the lake, it needs to be level all the way through eg. not having to walk around the current raised platform. This will allow older citizens to enjoy the changes. Shaded seating on the sides and by the lake would be great, to ensure the sight lines are not cluttered like they are now. Lighting would need to be improved to make it less scary walking down the lane. I like the other comments of aboriginal artwork through the paving.	2	0
17	I like the idea of alfresco coffee/dining if there are nice establishments. How are they going to be attracted to open up? The diagrams don't show the existing gradient - there are a couple of sets of steps down towards the lake as I recall. How is that going to be managed? It isn't flat like shown.	0	0

LANEWAY TO LAKE TUGGERANONG: CONSULTATION REPORT

Number (refer Figure 3)	Comment	Up Votes	Down Votes
18	Ideal for a well-designed, community amphitheatre for 500 - 600 Tuggeranong Valley residents and visitors to enjoy a variety of live music performances, Shakespeare by the Lakes performances (we would love to use it!), dance festivals, open-air movies at the best outdoor performance space in the ACT. The stage complete with a backdrop could be on the water and the green-terrace park moved back across the street or the amphitheatre could be grassed like Qbyan's QEII park.	8	0
19	Yes, better bike paths for the lake will be very beneficial because as it is right now it feels like a hazard to go through.	1	0
20	The grassed area out the back of the library could also be rejuvenated and utilised in further developments to match what is being done in the laneway. Increased seating would make for a very nice area for lake walkers.	7	0
21	The benches that run along the side of the library are really good and should be kept or upgraded.	3	0
22	Or even allow local school groups and artists to paint on the columns in front of the lawyer's office.	0	0
23	Totally agree! Good lighting is a must.	0	0
24	We would still like trees, as long as they are deciduous. People want light in the winter, but shade in the summer.	2	0
25	I think the biggest area for improvement within this square is that it's a very dark space due to the height of the surrounding buildings and the trees. Having plants installed which are not too tall would open the space up, let some light in, and make it an overall more inviting space to travel through.	9	2
26	Or other cultural events like they do at Lake Burley Griffin.	0	0
27	In conjunction with these three areas, the park area near the pool, and the grass areas on the other side of the lake, special community events could be held like a mini skyfire or what they do out at Googong. With multiple vantage points around the lake and the new housing near the dog park, the whole lake is in line of site and fireworks could be set off!	0	0
28	Lighting in this area and the other two spaces would be very important, especially if people are going to dine there at night, it would make the space feel a lot safer and be able to use the grass areas even at night. Soft, warm lighting would look best but all corners need to be lit up.	2	0
29	The local college, primary and high schools could have a design competition! Much like the mosaics outside Woolworths. Would also create a community feel.	2	0

LANEWAY TO LAKE TUGGERANONG: CONSULTATION REPORT

Number (refer Figure 3)	Comment	Up Votes	Down Votes
30	If there are blank walls in this space or the one in front of the lake, some trendy or meaningful murals from local artists could create a hot spot for talking photos and might discourage graffiti, maybe. It would also really add some feeling of culture or community.	10	0
31	The seating on this boardwalk is good and should be kept. Maybe a rejuvenation of the safety railing to match the new aesthetic.	7	0
32	This is a great little boardwalk but maybe it could be made more wheelchair accessible. Also I'm not too sure what it's intended purpose is because at the moment it's pretty run down with a pointless flagpole.	9	0
33	When combined with the main courtyard this will be a huge area and a fantastic space for markets! The community centre, library or college could even run open days or their own fete like activities here.	0	0
34	This is a great idea! I don't know if it's the library's duty to maintain or someone else but make it a public space or get the library to open it up to users but it is a beautiful courtyard with great views and should be used! I know if it was open, college students would most definitely go there in lines off.	0	0
35	The lake is already there, don't know if we need more water, plus that would mean more maintenance and cost to run.	1	0
36	Bins are a must! We don't want the area becoming a messy area because people litter. Maybe place bins on the edge of every row or two? The ramps down the side look suitable for wheelchair access and bikes. Keep the landscape and furniture simple will create a good flow between the shops and lake.	1	0
37	This would create a better link between the lake and Hyperdome. I think a lot of people, parents and dog owners walk around the lake and would certainly stop by for coffee at a cafe after their walk. Cafes and restaurants down this end would also expand the 'restaurant hub' that Anketell Street is. This also adds a dining option closer to the lake that isn't fast food. Walking there now there is plenty of room for seating on both sides while still having a large walkway in the middle!	2	0
38	Love the idea of rejuvenating this space as it builds the Tuggeranong area and makes the popular spaces more than just the Hyperdome. Hopefully this will bring more business to existing businesses (such as Decadent and Jindebah Coffee) in the square and will encourage more to move into the buildings that always seem to be empty. With CIT and Tuggeranong College nearby this could be a great area for students and teachers too.	0	0

LANEWAY TO LAKE TUGGERANONG: CONSULTATION REPORT

Number (refer Figure 3)	Comment	Up Votes	Down Votes
39	Yes yes yes! Trees are a must for practical reasons and to make the area more appealing. Love the suggestions of markets in the space! Getting rid of the big planter boxes and the existing raised area will make the laneway flow better and be easier to walk through, at the moment it's a bit of a maze.	2	0
40	It is cold in the winter, but in the summer months when more people go out during the holidays, the wall might be in the full line of the sun and make it too hot to sit outside.	0	0
41	I totally agree to that! The area has so much potential to become an antipode to Gungahlin or even Braddon. Right on the lake, with a corridor to the shopping centre!	0	0
42	I am looking forward to getting rid of the above ground planter boxes with the current trees in them and bringing the whole thing to a more natural ground level. I can see that there will be challenges with that. Activities in the space will turn it into a place that attracts people.	1	0
43	I would like to see local artists and artisans using the empty shop spaces and selling their wares market style on the weekends. The open walkway should also be available for organisations to use for fundraising selling food, plants etc at different times through the year. Would also be great for live music and busking.	3	0
44	Also, a greenhouse for water birds or plants if it is possible.	0	0
45	I like to see a delicate fountain. If the fountain can also use for water curtain movies, that will be fantastic! No bricks please! Need smooth surface for rolling/skating through. One last thing, the lane near Mortimer Lewis Dr is too rough. I hope it will not cost too much to renew the surface.	2	3
46	We need to make this a proper pedestrian area - remove all unnecessary cars. Pave the area and make it easy to go from the lake and back to the shops/restaurants. Cars do not add to this area and let them use Athlon where the main road and parking is at.	10	13
47	Keep this free of clutter to enjoy the waterfront. Lots of seating and places just to enjoy the area. But we need nice restaurants next to the area - and that is not maccas or KFC. They are drive throughs - and is in opposition of what it looks like we are trying to achieve. Move them up the back to Athlon..... where the cars are!	2	0

LANEWAY TO LAKE TUGGERANONG: CONSULTATION REPORT

Number (refer Figure 3)	Comment	Up Votes	Down Votes
48	Lets let the sun in so we can enjoy it!!! so we need to work with the seasons. Covert the offices to niche cafes - they need to be there to bring in the people. Offices kill the space during recreational times (like after work and weekends!) Retractable awnings might be nice to bring the Melbourne laneway type of experience to Canberra.	0	0
49	Agree - deciduous trees a must for cooling in summer and sun in winter. But not the playground - that should be bigger and more available at the park. I'm thinking markets each Saturday like paddington or others to support local artists etc. Be another with Bus Deport alternative. Food stalls. Fun. Buskers. Provide seed money for a year or two to get established and auction sites each 6 months.	3	0
50	A permanent jetty on this side would also fit in aesthetically with the timber jetty on the other side, behind the community centre.	0	0
51	Trees need to be deciduous to ensure winter sun. Shade sails, or preferably adjustable louvres, should be angled at 30degrees north for winter sun and summer shade. Over reliance on business to supply dining areas also means that people have to buy from those restaurants to sit. Public seating is essential. I suggested a jetty over the lake for events (markets, temporary food stalls etc) and that could easily extend all the way through to Anketell St and join up with the restaurants.	2	0
52	The name Tuggeranong is from Ngunnawal language for "cold place". A massive local, indigenous artwork through the whole walkway built in using coloured paving would be lovely and engaging for local community. Because of design and the buildings, the walkway gets a lot of shade during the cooler months, which means it is cold. Using the south side for seating / dining would be preferable. The walls are large & cold which deters stopping and eating. Soften north walls with evergreen climbers.	4	0
53	Consider space for market stalls or food / coffee carts. People need a reason to gather in an area. The north west side will be heavily shaded during most of the year because of the low sun. Opening up the southern side more to dining areas will hopefully get more sun access during winter making it more inviting to sit in warm winter sunshine.	2	0

LANEWAY TO LAKE TUGGERANONG: CONSULTATION REPORT

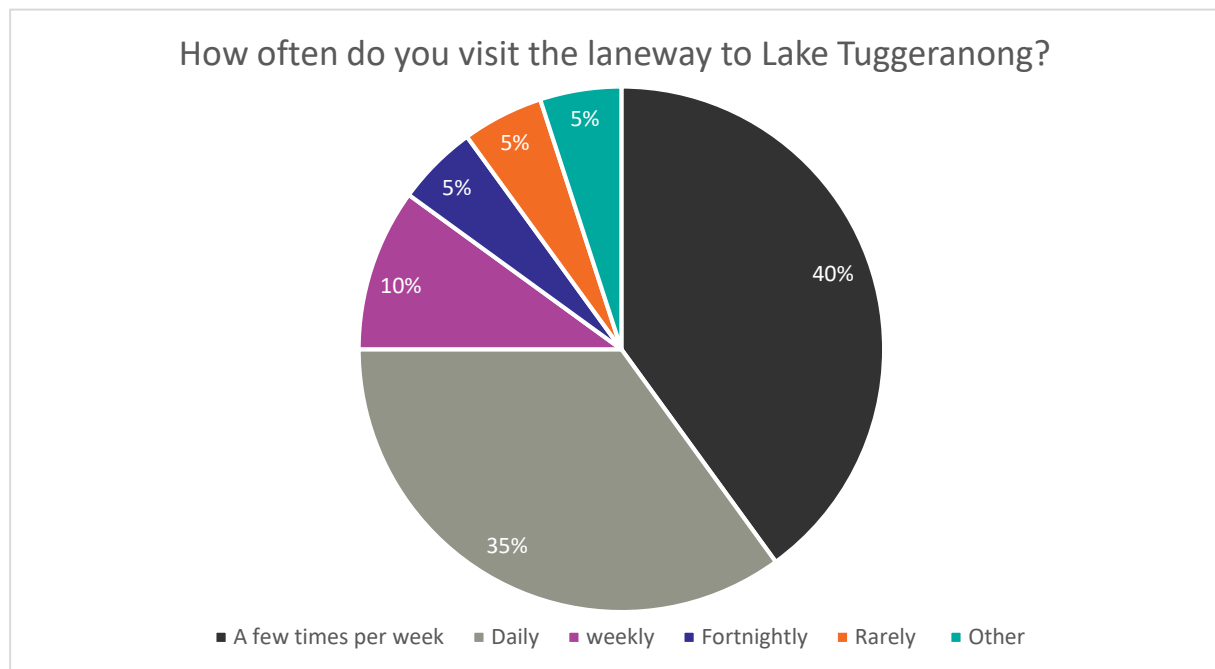
54	People often walk out on the rowing pontoon just to get a better look or check out the waterbirds. Why not actually build a permanent jetty out over the water that has space standing and/or seated bar areas for eating and dedicated spaces for temporary food stalls / coffee carts, a weekend market etc (a bit like the former Kerb market in UK, before it grew)?	12	0
55	Perhaps the Rowing Club pontoon could be moved to a new area under the bridge on the opposite side of the lake (or somewhere else suitable).	1	0
56	While the area needs re-vitalising and the plans look great, Lake Tuggeranong Rowing Club (located on the waterfront beneath the Library) need access through this space to carry their Rowing boats for loading onto their trailer for transport to Regattas. This also requires a safe off-road area to load the trailer and equipment. That currently occurs on the pavement at the top of the stairs.	5	0
57	I'd like to see some kids playground equipment put in this area. It's quite close to the shops and restaurants and it would be really useful to have a public play area close by for kids. It could be incorporated into the design with the shade and seating.	1	0
58	Are you intending to remove the small courtyard attached to the Library (as it is never utilised and always looks dirty) and this would open up more community space between the Library and the Community centre.	6	0
59	Access for cyclists riding around the lake. No consideration into the width of the path or turning circle for a bicycle to move through this area safely and not impede any pedestrian walking through.	16	0

SURVEY RESULTS

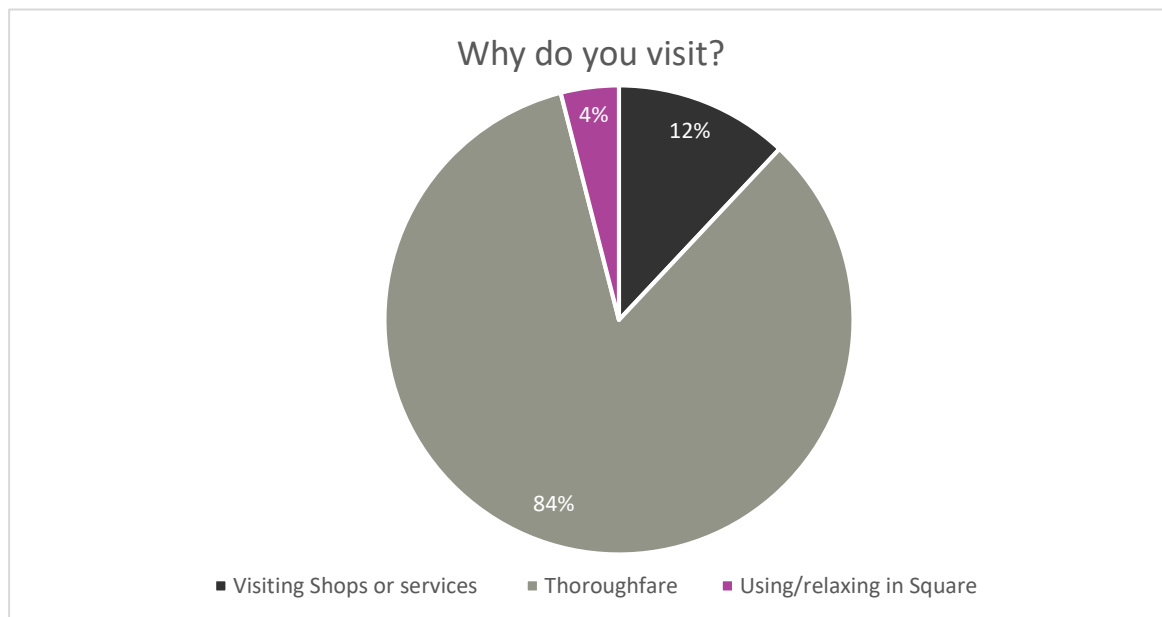
During the consultation period a total of 20 surveys were completed and returned to the project team. Surveys were completed by community groups as well as the general public. The survey included four specific questions. These questions were:

1. How often do you visit the laneway to Lake Tuggeranong?
2. Why do you visit?
3. The concept design proposes similar elements to what was provided in the first stage of upgrades to Anketell Street. What elements would you like to see more use of and what would you change?
4. Would implementation of these improvements encourage you to spend more time with your family and friends in the laneway space?

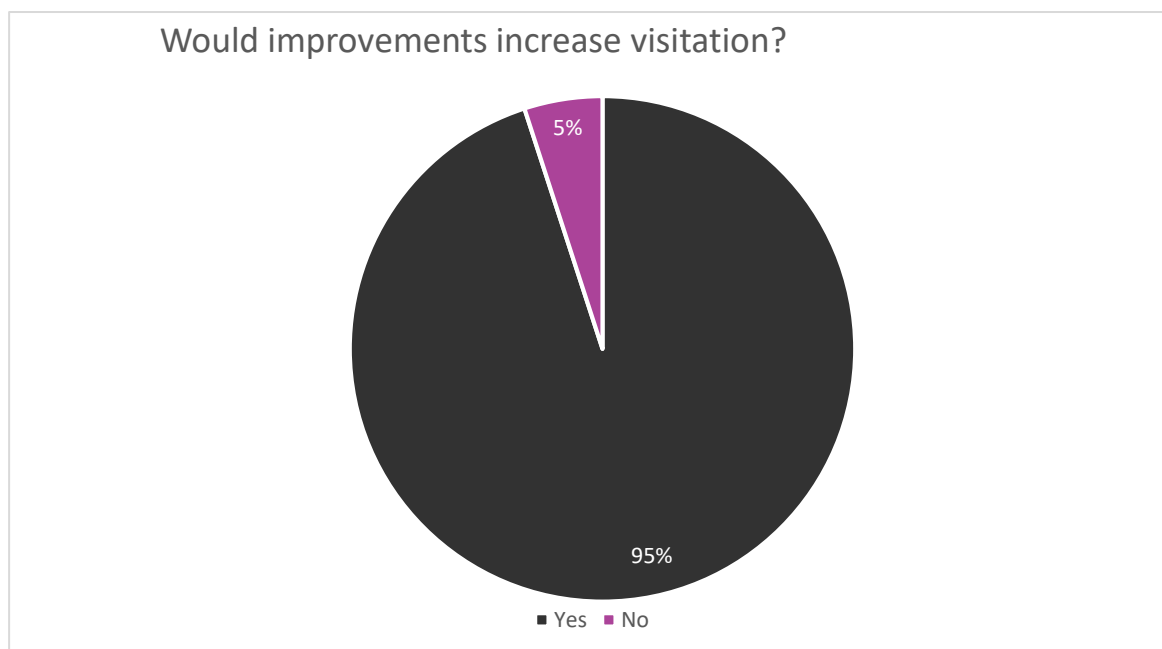
Responses to quantitative survey questions (1, 2 and 4) have been summarised in graph format below.



The above summary demonstrates that the majority of respondents visited the space either daily or multiple times a week. This means that the respondents can be considered regular users.



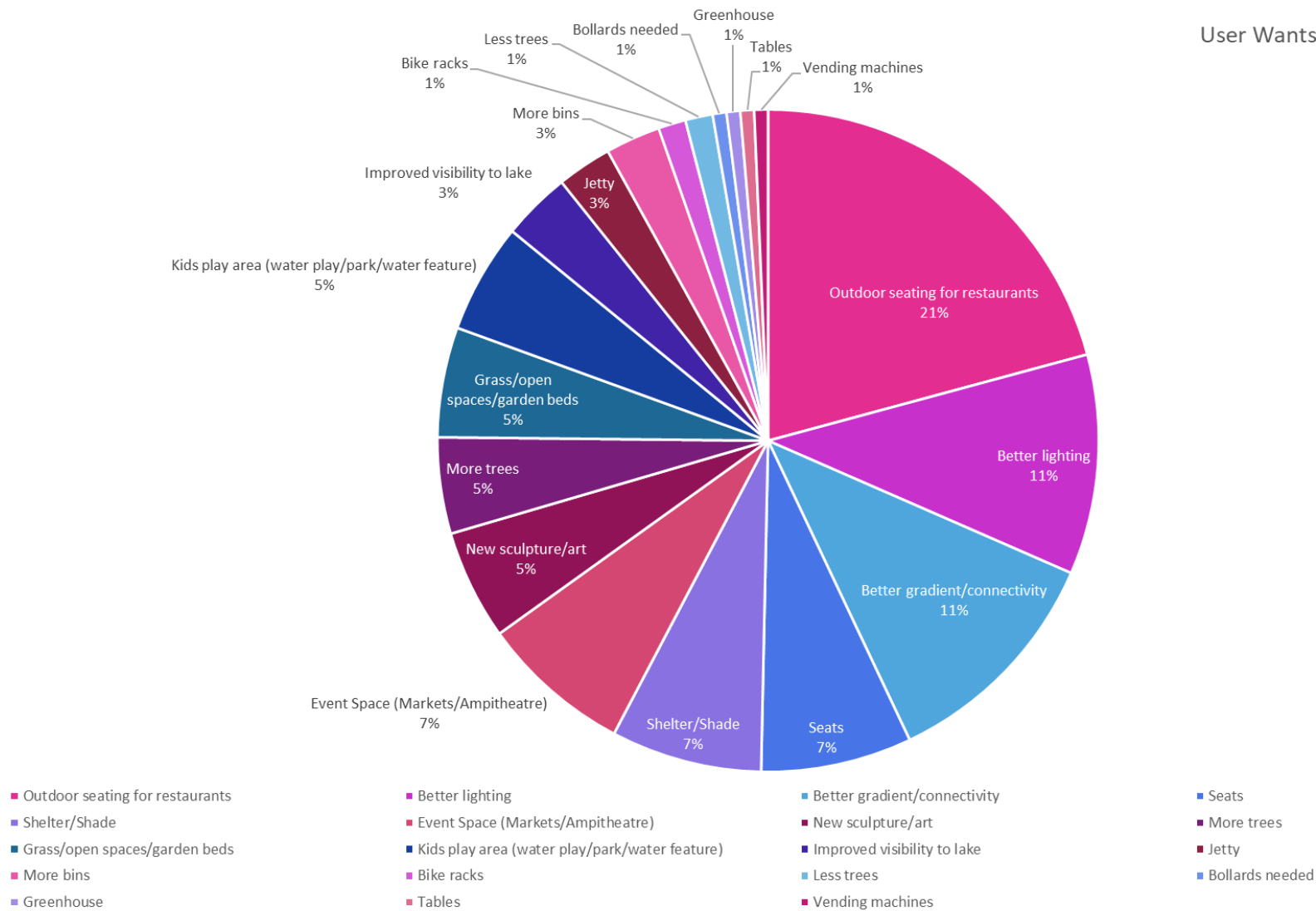
This graph shows that only 4% of people actively use the square for leisure or enjoyment or as an end destination. A further 12% use the businesses which are presently located within the Square. The remaining 84% of people passively use the Square as they either work in the area or use the Square and Laneways to get from one place to another (Lake, South.Point, car parks). These users represent a missed opportunity for business and providing more destinations (ie. businesses and outdoor dining areas) within the Square through the upgrades will help to shift more people from passive to active users.



This graph shows that overwhelmingly, the proposed upgrades are supported and will result in people spending more time in the Square.

CONSOLIDATED FEEDBACK

User Wants and Needs



CONCLUSION

The majority of comments received during the consultation period were supportive of the concept design for upgrades to the laneways in the Tuggeranong Town Centre. A number of key aspects of the design attracted particular support including:

- assisting with the inclusion of outdoor seating and providing space for alfresco dining
- improved gradient and access for cyclists, pedestrians and people with disabilities
- improved lighting and amenity for the area which could improve use and safety of the space
- creation of a potential event space. It was expressed that the space should be able to host markets, festivals and exhibitions
- shelter and shade in the form of new trees and shade structures.

Any feedback raised by the community that is outside the scope of this project will be provided to the relevant areas within the ACT Government for consideration.

NEXT STEPS

The project team is considering the feedback in preparation of the final design and documents for construction. The final designs will be made available on www.YourSay.act.gov.au. Alternatively, you can call Access Canberra on 13 22 81 for further information.



Transport Canberra and City Services

JANUARY 2019