

Coogee Survey

Community consultation
Results analysis and report

July 2014

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Randwick City Council

FINAL: 4 July 2014



Randwick City Council
a sense of community

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Executive summary

The Coogee Survey community consultation was conducted between late May 2014 and 20 June 2014.

- 1,901 completed surveys including 1,787 responses from Coogee residents, ratepayers and business owners
- 15% of Coogee residents aged 18+ completed the survey
- 26% of properties in Coogee are represented in the completed surveys.
- The survey data is reliable due to the high response rate which gives a 2.14% margin of error at a 95% confidence level
- 87% of respondents visit Coogee beachside parks at least weekly.

Free text comments

- Two-thirds of participants provided a free text response with ideas about improving Coogee. The most mentioned topics were parking, improving shops, better managing traffic, turning Coogee Bay Road into a pedestrian mall and improving the cleanliness of the area.
- Comments were varied, but an emerging theme is creating more parking, widening Coogee Bay Road footpaths, planting more trees and improving perceptions of safety.

Coogee Bay Road

- There is strong support for upgrading and improving Coogee Bay Road with 76% saying it's important or very important.
- The most important issues to consider when upgrading Coogee Bay Road are safety (86%), improved management of commercial waste bins (78%), outdoor dining (69%) and attractive shop fronts (68%).
- People are in favour of widening footpaths with 72% preferring to widen one or both sides of Coogee Bay Road

Drinking alcohol in Coogee Beachside parks

- 60% of respondents oppose or strongly oppose banning alcohol in all parks
- Most respondents felt safe in Coogee parks during the day (87%), but at night 37% feel safe and 37% feel unsafe.
- 48% said they felt safe around people drinking alcohol in parks during the day compared with 27% who felt unsafe.
- Respondents were generally supportive of the existing alcohol restrictions at Coogee beachside parks
- Note: Only the responses from Coogee residents, ratepayers and business owners were included in relation to alcohol questions.

Public toilets in Coogee

- There is strong support for Council's proposal to build new toilets on the Coogee promenade with 73% supporting development of detailed designs
- 58% of respondents think it's important or very important to have toilets in Dunningham Reserve. 59% want Council to build permanent toilets, 12% are happy with the temporary toilets and 18% are opposed to building toilets.

Background

In May and June 2014, Randwick City Council conducted one its largest single consultations of the Coogee area to gather feedback from residents, ratepayers and business owners on key issues in the Coogee area.

This consultation focused on three key issues:

- consumption of alcohol in beachside parks;
- provision of public toilets; and
- the proposed upgrade of Coogee Bay Road.

These three key issues were identified by Council resolutions.

10 DECEMBER 2013

RESOLUTION: (Roberts/Stavrinos) that Council:

- a) *allocates sufficient funds in the coming draft budget to integrate the undergrounding of aerial cables in Coogee bay road with the upgrading of existing footpaths*
- b) *asks for community submissions on other suggestions for the proposed development of Coogee bay road with a report to come back to Council.*

25 FEBRUARY 2014

RESOLUTION: (Roberts/Andrews) that Council:

- a) *adopt the recommendation in MM1/14 with the effect that Council not proceed with a total prohibition of the consumption of alcohol on beachside parks of Clovelly and Coogee; and*
- b) *calls for community consultation on this important issue and report back to Council on potential solutions to antisocial behaviour;*
- c) *as an interim measure impose a ban on the consumption of alcohol in Goldstein Reserve from 6pm to dawn;*
- d) *agree that the consultation process be limited to residents, businesses and ratepayers of Coogee;*
- e) *immediately set up a dialogue with the Police, Mayor and East Ward Councillors to discuss the problems; and*
- f) *set up a committee to address this ongoing issue, including looking at an education program at Coogee Beach and appropriate signage.*

11 FEBRUARY 2014

RESOLUTION: (Neilson/Matson) -

1) *That Council note that:*

- a) *the toilet block was removed from Dunningham Reserve in 2008 and never*

replaced. So we have had a significant loss of amenity at this reserve.

b) the temporary toilet facilities at Dunningham Reserve, Coogee, are due to be removed at the end of this month (February). The toilets have provided a much needed facility for people walking through or picnicking in the park. When these temporary toilets are in place I have not received complaints from residents about people defecating or urinating in their yards.

c) however, upon the removal of the toilet facilities at the end of last summer (2013) I again received complaints from residents complaining about people simply using the park, front fences and back yards as a toilet.

d) toilets are not just needed in Dunningham Reserve during the height of the summer/swimming season. Dunningham Reserve is used twelve months of the year.

e) the temporary toilet block over the summers of 2012-13 and 2013-14 has greatly assisted in addressing the antisocial problems experienced by nearby residents which has increased since the toilet block was removed from this site.

- 2) *That Council retain the temporary toilets in Dunningham Reserve until a more permanent solution is found.*
- 3) *That Council's resolution on this matter be referred to the Coogee Precinct for comment.*
- 4) *That a consultation strategy in relation to this matter be developed and brought back to Council in July 2014.*

Council staff developed a community consultation which included:

- Notification and liaison with the Coogee Precinct
- Notification and liaison with the Coogee Chamber of Commerce
- A dedicated YourSay Randwick consultation website
- An online and hard copy survey. The online survey would be available on the YourSay Randwick website and a hard copy posted to every Coogee resident, business and ratepayer with a reply paid envelope included. Questions relating to alcohol would be restricted to Coogee residents, businesses and ratepayers only, inline with Council's resolution.
- A3 posters promoting the consultation
- Flyers promoting the consultation
- Hard copy surveys about the Coogee Bay Road upgrade available for completion at local businesses
- Advertising in *The Southern Courier*
- Social media including Facebook and Twitter
- Promotion in Randwick eNews

This strategy was reported to Council at the Ordinary Council Meeting of 25 March 2014 and Council resolved:

RESOLUTION: (Roberts/Andrews) that Council:-

- (a) support the proposed Coogee Community Consultation Strategy outlined in this report; and
- (b) conduct a focus group from the residents, businesses & ratepayers of Coogee to discuss the issues as outlined in the report.

Method

Paper survey

Council staff developed a paper-based survey and an online survey. The paper-based survey was posted with a letter from the Mayor and a reply paid envelope to a total of **9,065** ratepayers, residents and business owners in the suburb of Coogee. The survey was personally addressed to the ratepayer.

Where Council's records showed that the ratepayer's postal address was different to the property address (which often indicates a tenanted property), we sent an additional survey pack to the property address marked "To the resident" or "To the business proprietor". This was particularly important given that approximately 50 per cent of the properties in Coogee are leased.

Some property owners who choose to make use of a PO Box to receive mail and also live in their property may have received the survey twice. Apartments that are not part of a strata plan would likely have not received the survey as they do not appear in our rates database. Duplicate responses were not accepted.

Online survey

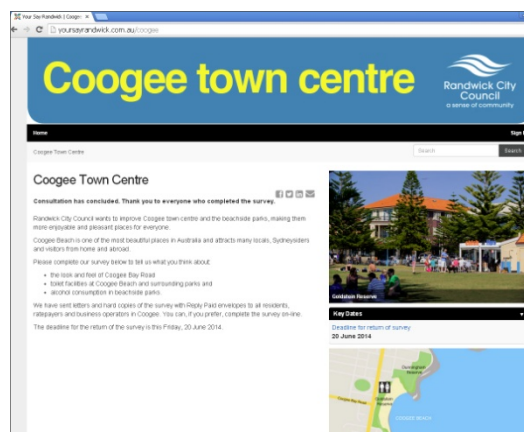
An online survey replicating the paper survey was developed and available for the general public to complete at www.yoursayrandwick.com.au/coogee.

Communication

Council used a range of methods to communicate and encourage participation in the survey in addition to the mailout.

The communication methods included:

- Facebook posts to Council's 5,000+ strong Facebook page
- Tweets on the @RandwickMayor and @RandwickCouncil accounts
- Advertising in the *Southern Courier*
- Promotion through Council's Precincts
- Promotion in Council's weekly Randwick eNews sent to 10,000+ subscribers
- Posters and flyers distributed to shops on Coogee Bay Road
- Focus groups to further explore some of the findings of the survey



Screenshot from website

Coogee Survey



Facebook posts 29 May 2014 and 11 June 2014



Coogee Bay Road upgrade

Help us make Coogee town centre and beachside parks even better.

Do the quick online survey
www.yoursayrandwick.com.au/coogee

Closing date 20 June 2014.
1300 722 542 council@randwick.nsw.gov.au

 **Randwick City Council**
a sense of community



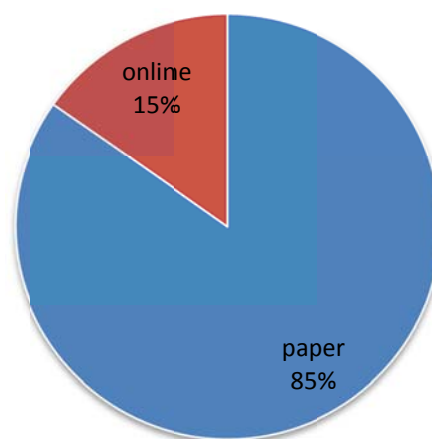
A3 poster distributed to businesses.



Tweets: 10 June 2014

Survey validity

- **1,901** completed surveys
- **1,611** completed paper surveys
- **290** completed online surveys
- **1,787** responses from Coogee residents, ratepayers and business owners
- Consultation period: late May 2014 to 20 June 2014
- Postal surveys accepted until 27 June 2014



The response rate of 1,901 surveys is a sound sample size and the response from 1,787 Coogee residents, ratepayers and business owners is a good representation of the Coogee suburb.

The current population from the 2011 ABS is 14,012 people and there are 6,564 dwellings. There are 11,954 residents in Coogee aged 18 years of age and older.

- **15% of Coogee residents aged 18+ completed the survey**
- **26% of properties in Coogee are represented in the completed surveys.** (This is based on responses from 1,700 unique Coogee addresses)

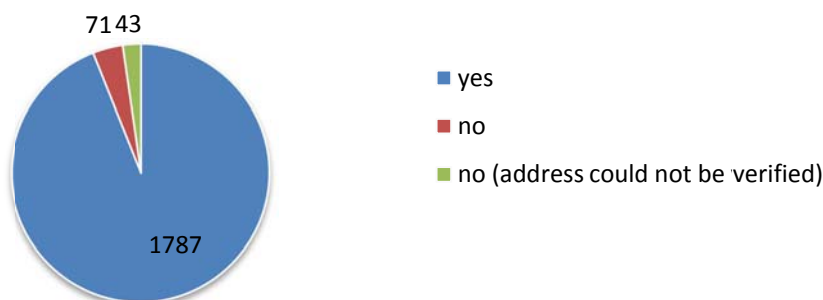
The completed surveys from 1,787 Coogee residents, ratepayers and business owners represents:

- 2.14% margin of error
- at a 95% confidence level

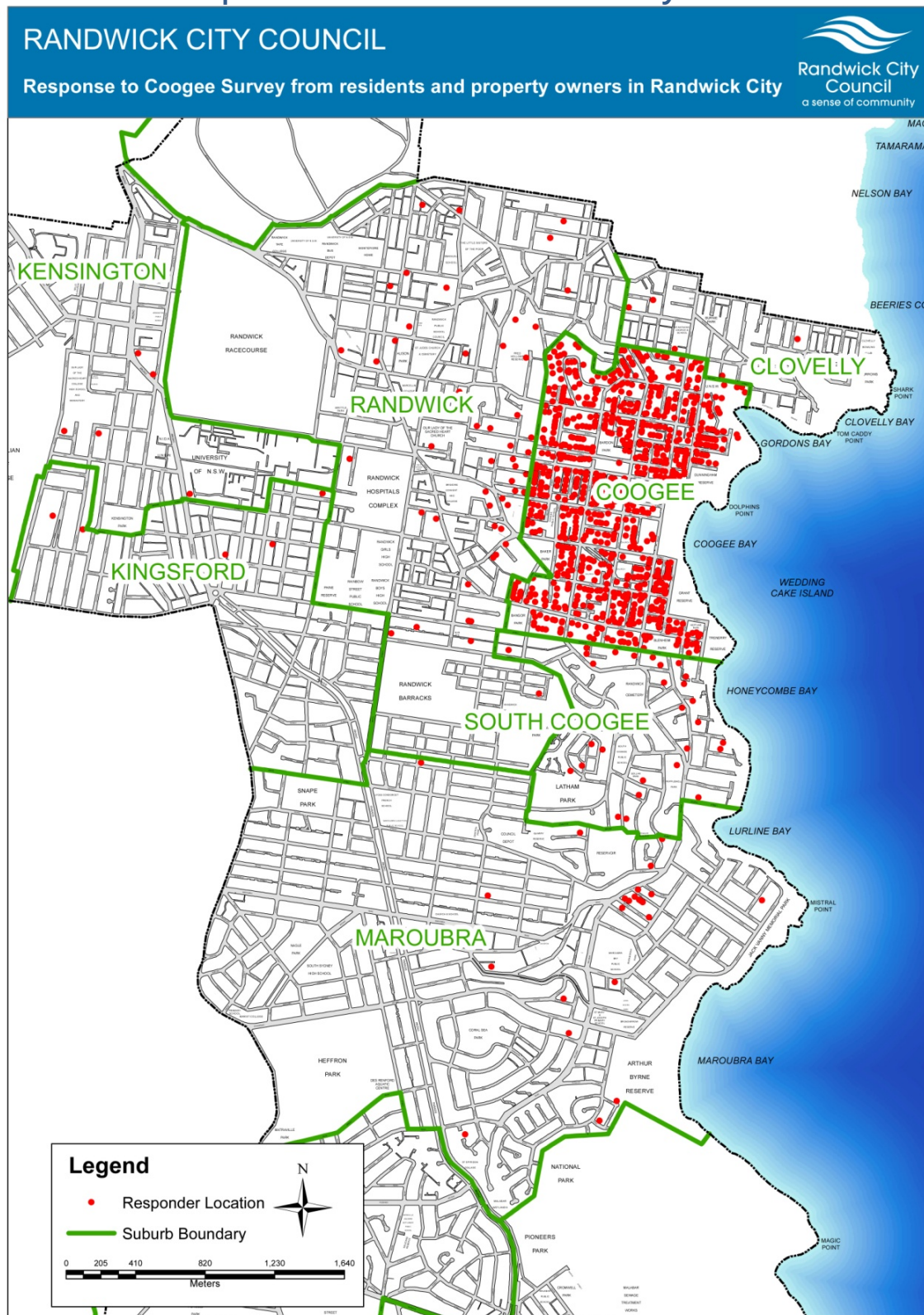
This means that if this survey was repeated 100 times, the results to the questions would be within plus or minus 2.14% in 95 of the 100 surveys (95%).

87% of respondents visit Coogee beachside parks at least weekly.

Are you a Coogee resident, ratepayer or business owner?

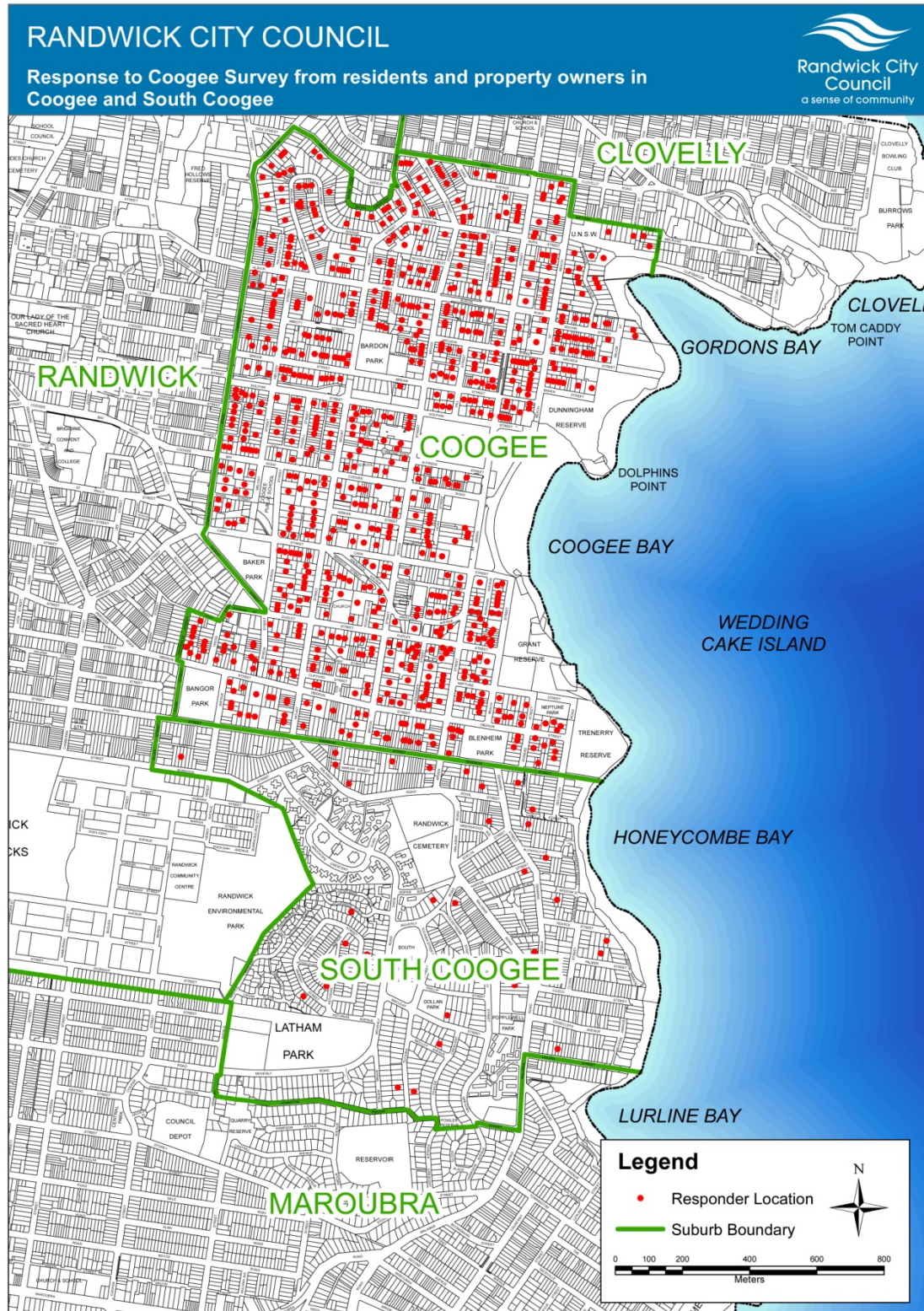


Location of respondents from Randwick City



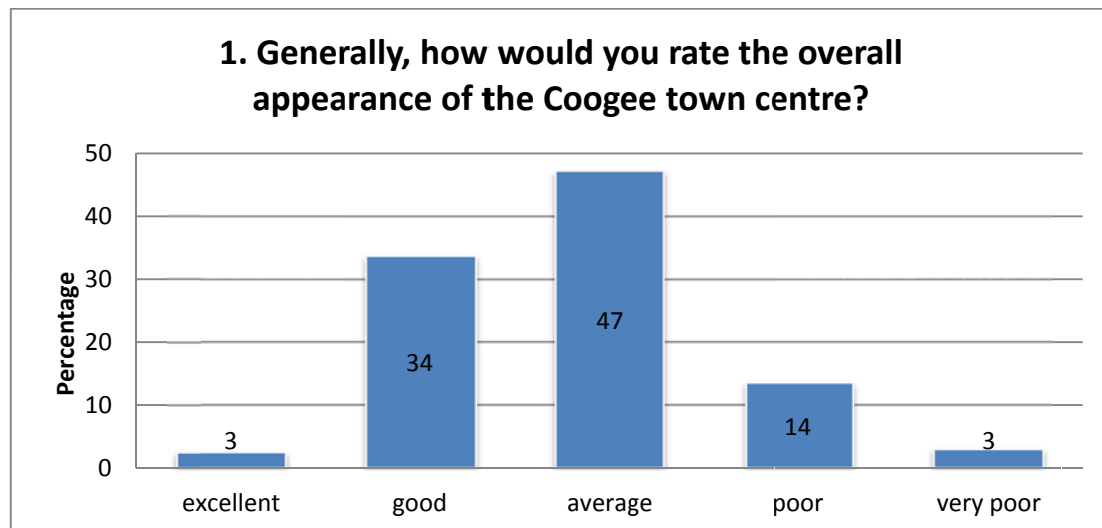
Note: Map represents approximately 80% of responses

Location of respondents from Coogee and South Coogee



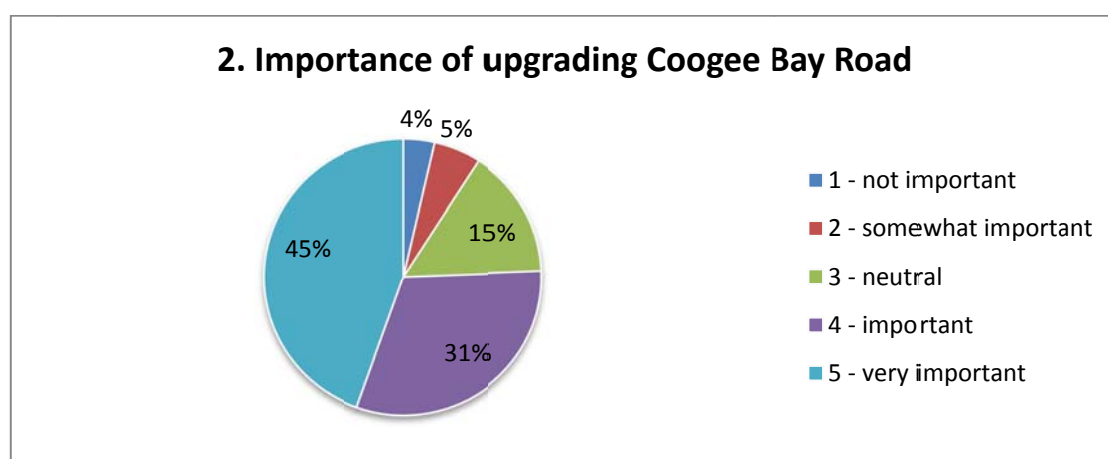
Note: Map represents approximately 80% of responses

Coogee Bay Road upgrade



Eighty-one per cent (81%) of respondents generally consider the appearance of Coogee Bay Road as average to good with very few rating it as excellent or poor/very poor.

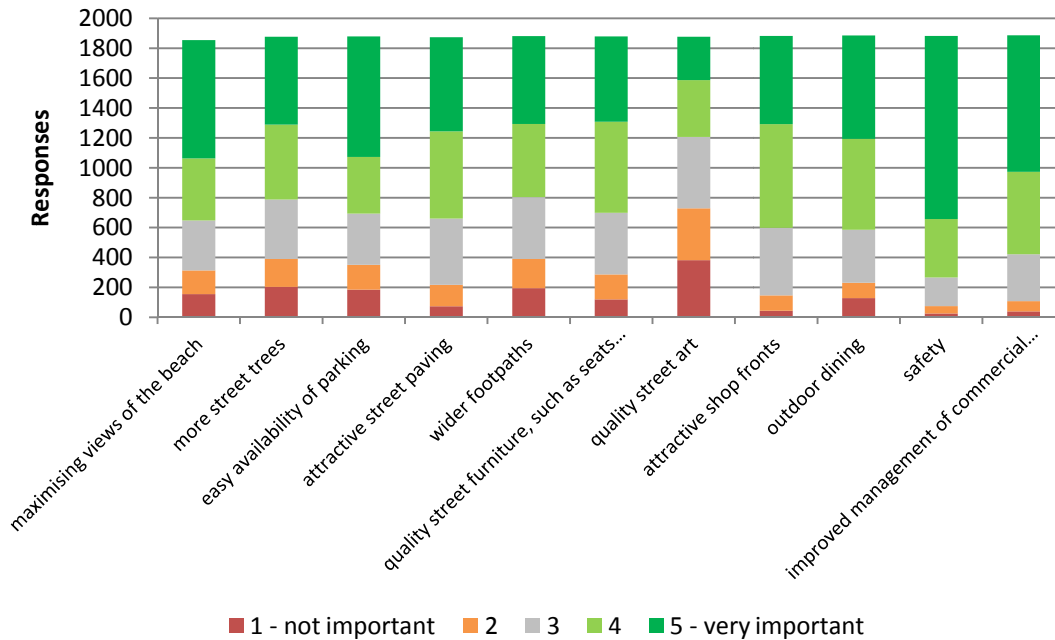
This is likely due to people considering 'appearance' to refer to the natural environment as well as the atmosphere, vibrance and vitality of an area in addition to its built form and public assets such as roads and footpaths. (This should be explored in the focus groups)



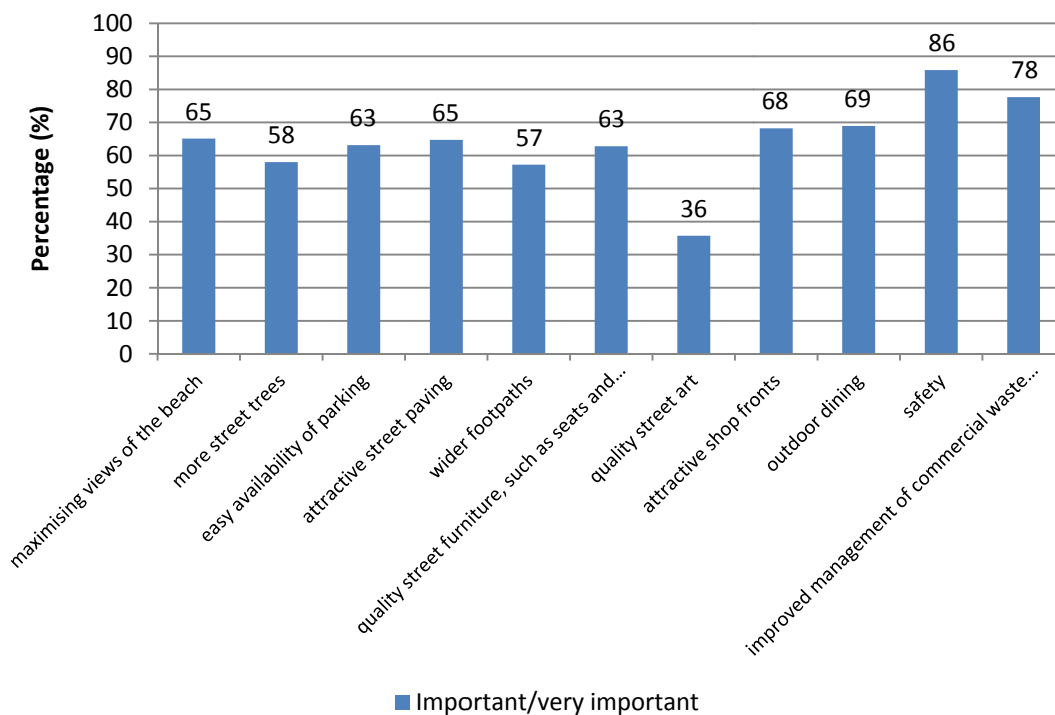
Respondents consider upgrading Coogee Bay Road a priority with **76 per cent** rating it as important or very important.

Those who rated the condition of Coogee Bay Road as poor or very poor considered its upgrade as even more important with **81 per cent** rating it important or very important.

3. Importance of issues to consider when upgrading Coogee Bay Road



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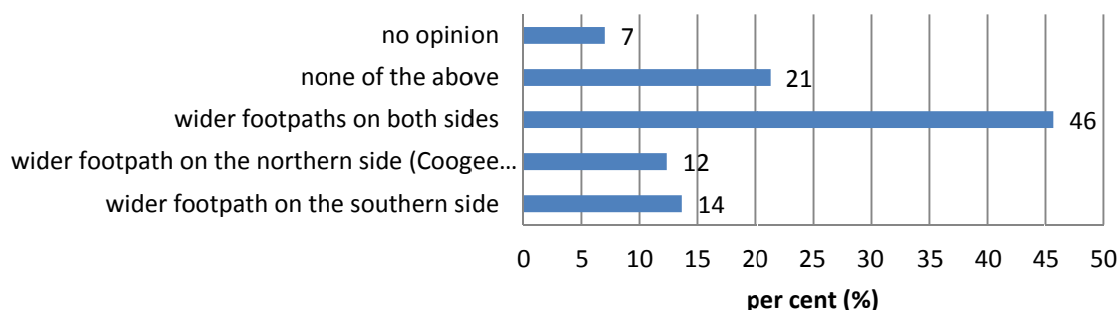


The responses to question 3 indicate that parking, views, wider footpaths, outdoor dining, safety, improving management of commercial waste bins, attractive shop fronts and more street trees are all priorities with more than 50% of respondents rating them as important or very important.

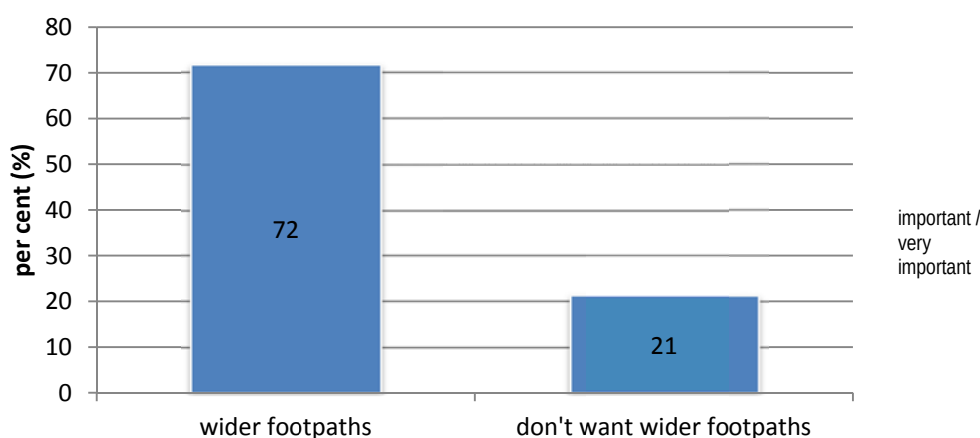
The most important issues for the community are safety, improved management of commercial waste management bins and outdoor dining.

The least important issue is providing quality street art.

4. Council could widen footpaths without losing parking or traffic lanes, would you prefer:



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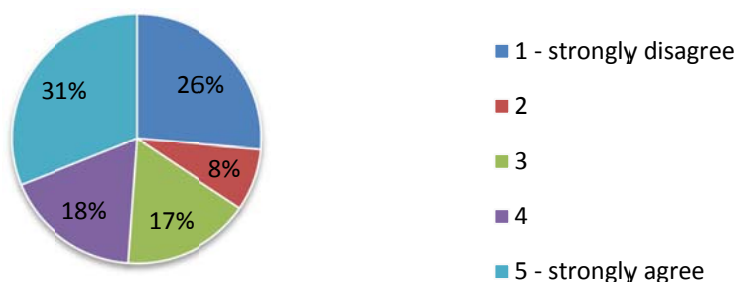


Wider footpaths are a clear priority with most respondents preferring wider footpaths on both sides and 72% indicating a priority for wider footpaths in general.

Alcohol in Coogee beachside parks

Only responses from verified residents, ratepayers and business owners of Coogee have been included in the data analysis for questions about alcohol. This is in compliance with Council's resolution of 25 February 2014.

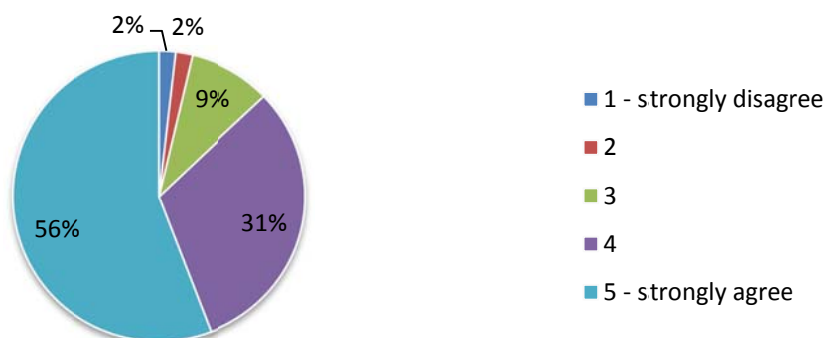
6. I would like the option of being able to drink alcohol in a Coogee beachside park between 8am and 6pm.



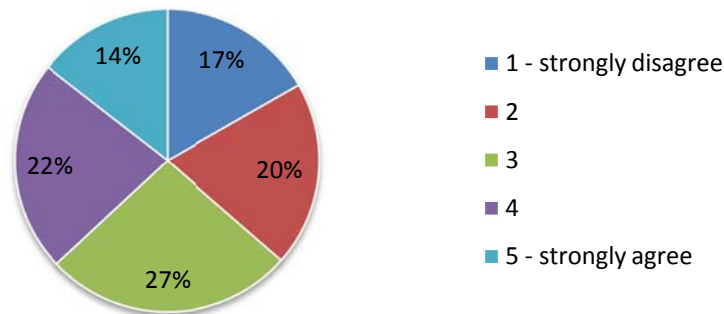
6. Alcohol should be banned in all beachside parks in Coogee.



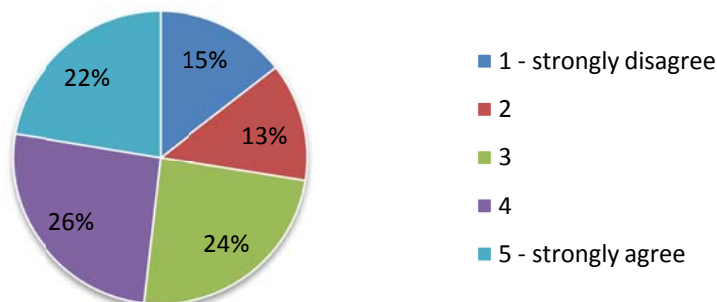
6. Generally speaking, during the day I feel safe in the beachside parks of Coogee.



6. Generally speaking, at night I feel safe in the beachside parks of Coogee.



6. Generally speaking, I feel safe around people who are consuming alcohol in Coogee beachside parks during the day.

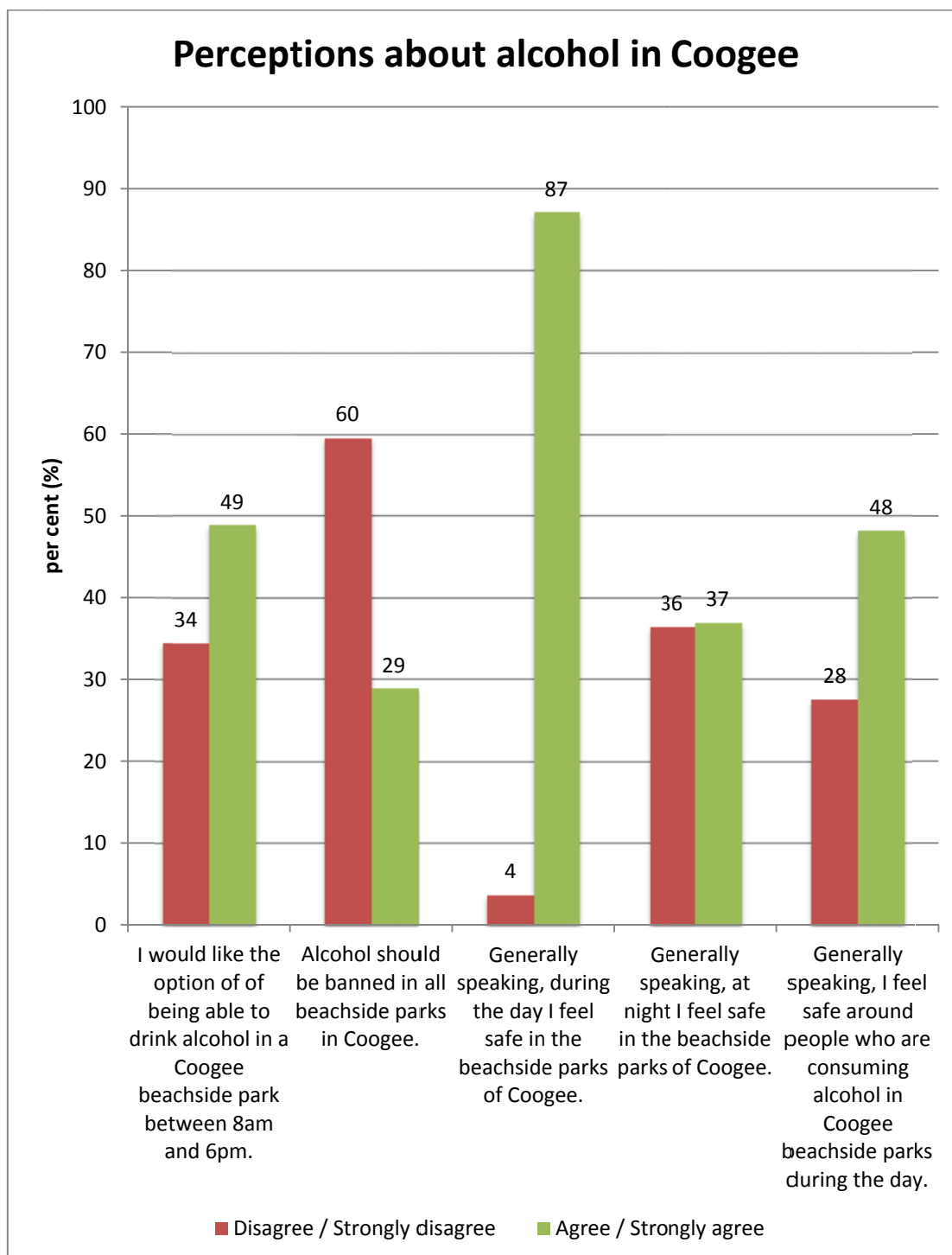


49% of respondents indicated agreement or strong agreement with being able to drink alcohol during the day in a Coogee beachside park. However 34% disagreed or strongly disagreed with this question.

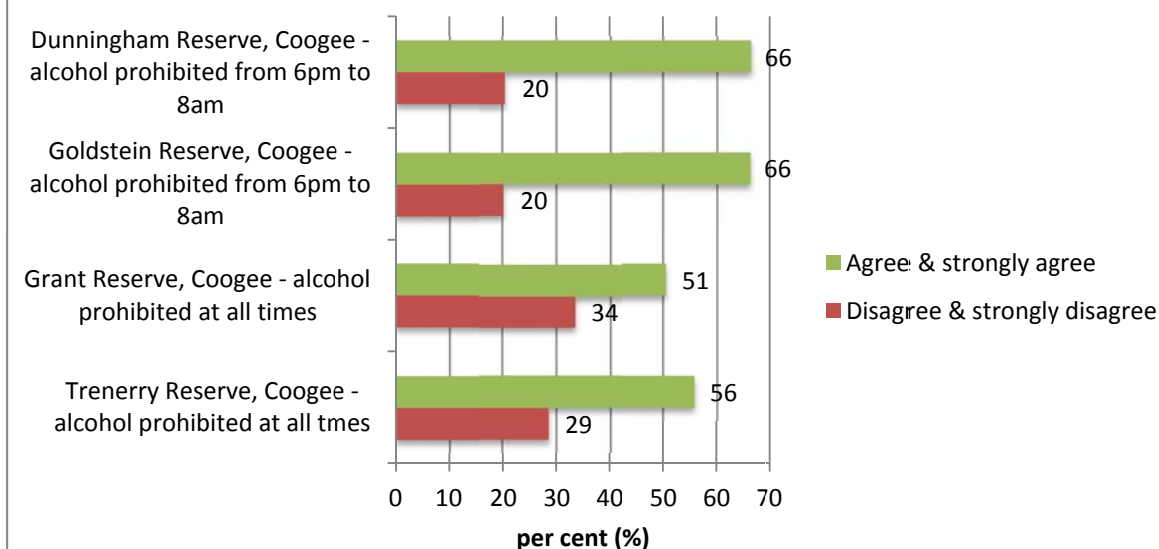
Most respondents feel safe in the beachside parks during the day, but perceptions of safety are split during the night with 36% feeling unsafe and 37% feeling safe.

Twice as many respondents disagreed with the suggestion to ban alcohol in all Coogee beachside parks than agreed.

48% of respondents agreed or agreed strongly that they felt safe around people drinking alcohol in Coogee parks during the day, while 28% disagreed and disagreed strongly.



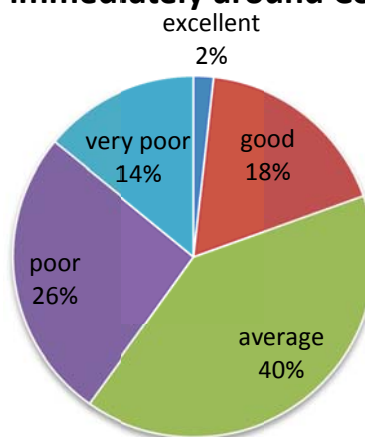
7. Views on current alcohol restrictions in Coogee beachside parks



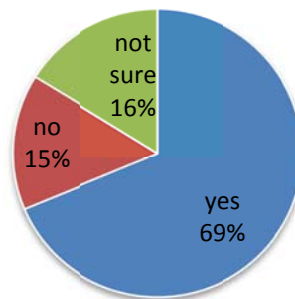
There is general support for the existing alcohol restrictions in Coogee beachside parks. This support is at its highest for Goldstein Reserve and Dunningham Reserve – which permit drinking during the day. It is not clear from those who disagree and disagree strongly with the existing restrictions whether they want tighter alcohol restrictions or relaxed alcohol restrictions. This will be explored further during focus groups.

Public toilets in Coogee

9) How would you rate the availability of public toilets in the parks immediately around Coogee Beach?

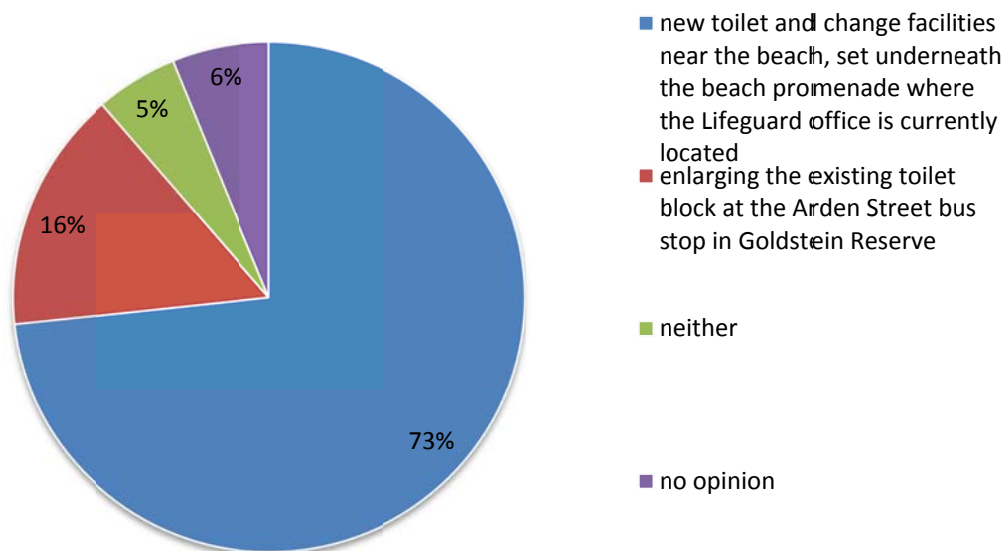


10) Is there a need for more toilets, change rooms and showers close to the beach?



Respondents generally considered the availability of public toilets to be average to poor. Only 20% believe the availability to be good or excellent. Consequently, there is strong support (69%) for more toilets close to the beach.

11) Council is considering building additional toilet facilities set underneath the beach promenade. Which option would you prefer:



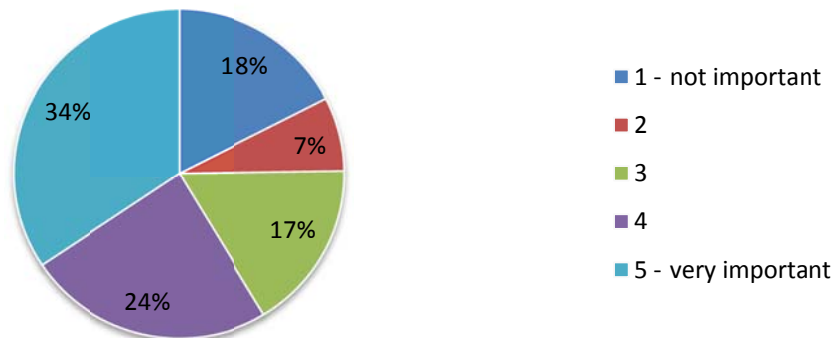
Council's budgeted project to build new toilets on the Coogee Beach promenade is strongly supported with 73% in favour. Only 5% don't support new or upgraded toilets.

12) How supportive are you of Council proceeding to develop detailed plans for additional public toilets at Coogee Beach under the promenade near the Lifeguard office?

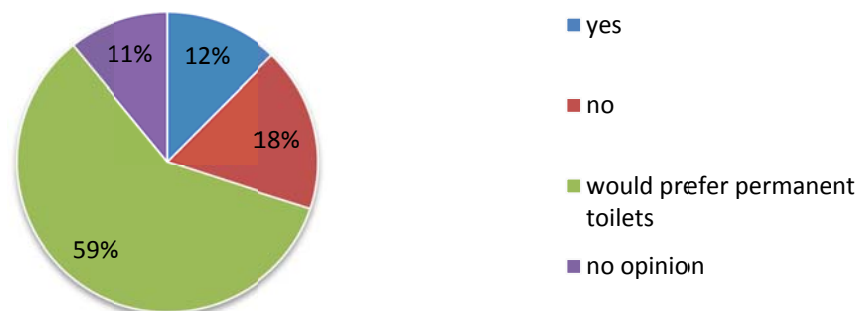


72% of respondents are in favour of developing detailed plans for the new toilets with only 13% opposed.

13. How important is it to you to have a public toilet in Dunningham Reserve?



14. Council currently has temporary toilets on the northern headland. Do you support this?

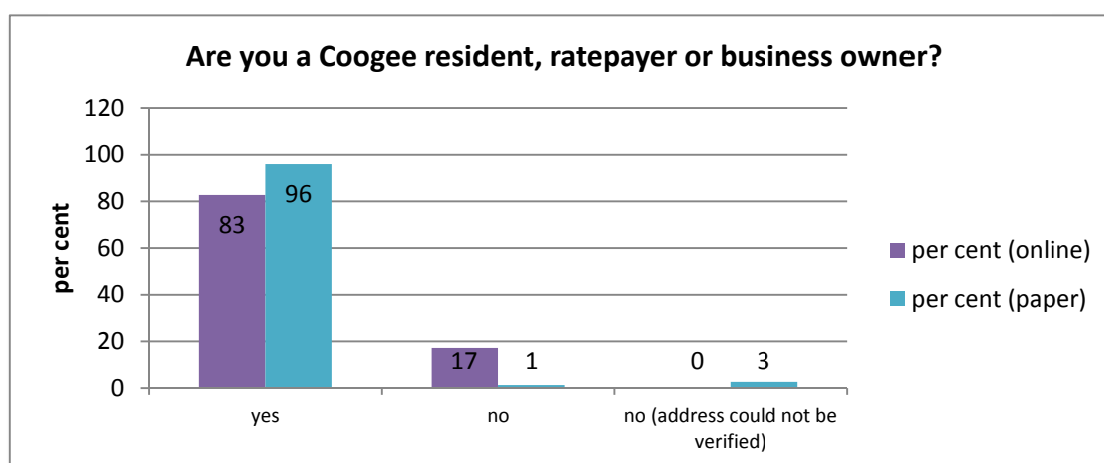


58% of respondents consider public toilets in Dunningham Reserve as very important or important, with 25% saying toilets are not important or important. 59% want a permanent toilet built, while 12% want to keep the temporary toilets. 18% are opposed to toilets.

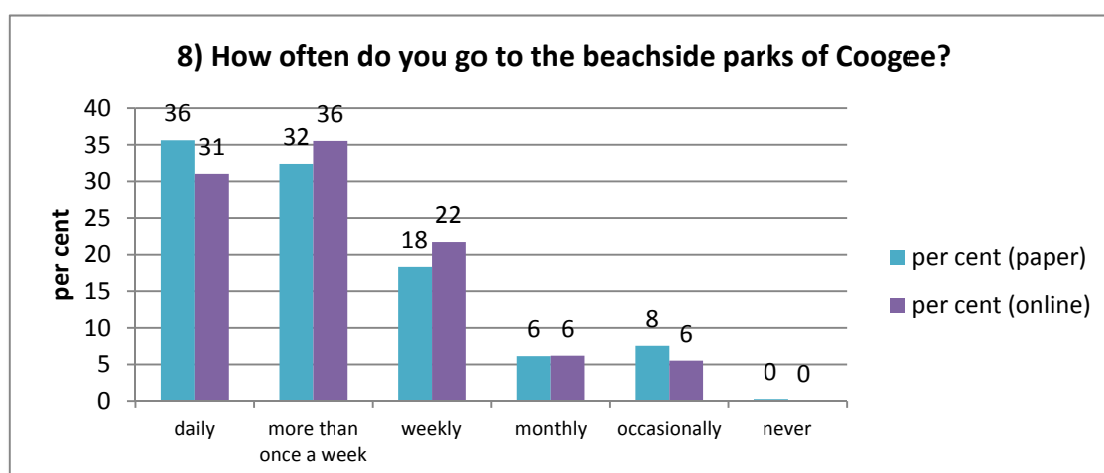
Online V paper responses

The following section provides an analysis of the different responses of survey participants based on paper or online completion. The volume of paper responses provides a high degree of statistical confidence, however the online response volume is generally too low to be considered statistically reliable by itself. Despite this, the results do not vary significantly from paper to online. Where there is some variation is within the alcohol questions which is discussed in further detail below.

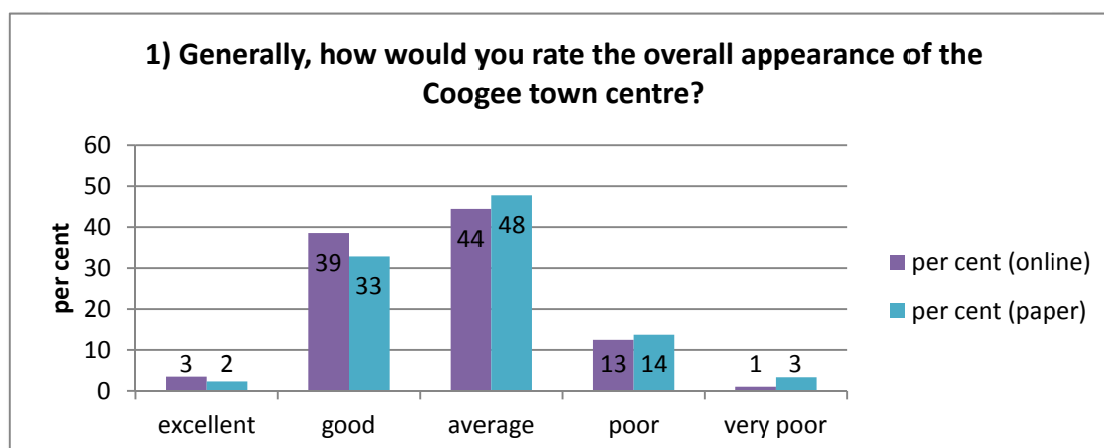
	Count	Per cent
paper	1611	85%
online	290	15%
	1901	100%



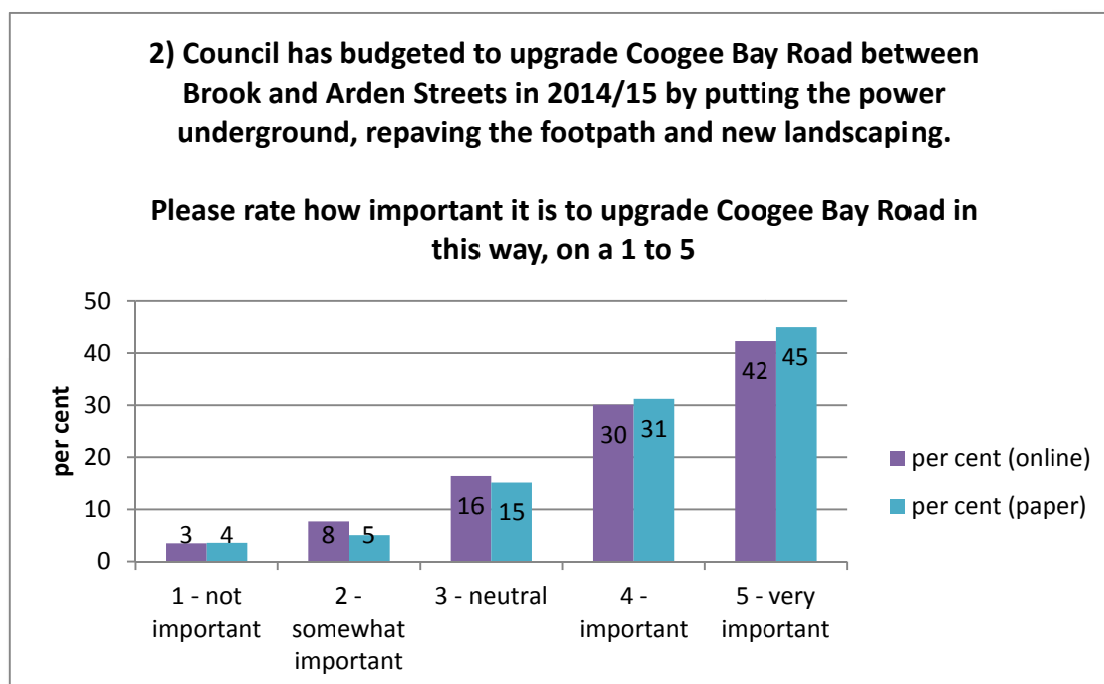
As expected, more paper participants are Coogee residents, ratepayers or business owners than online participants due to the fact we individually mailed every Coogee resident, ratepayer and business owner.



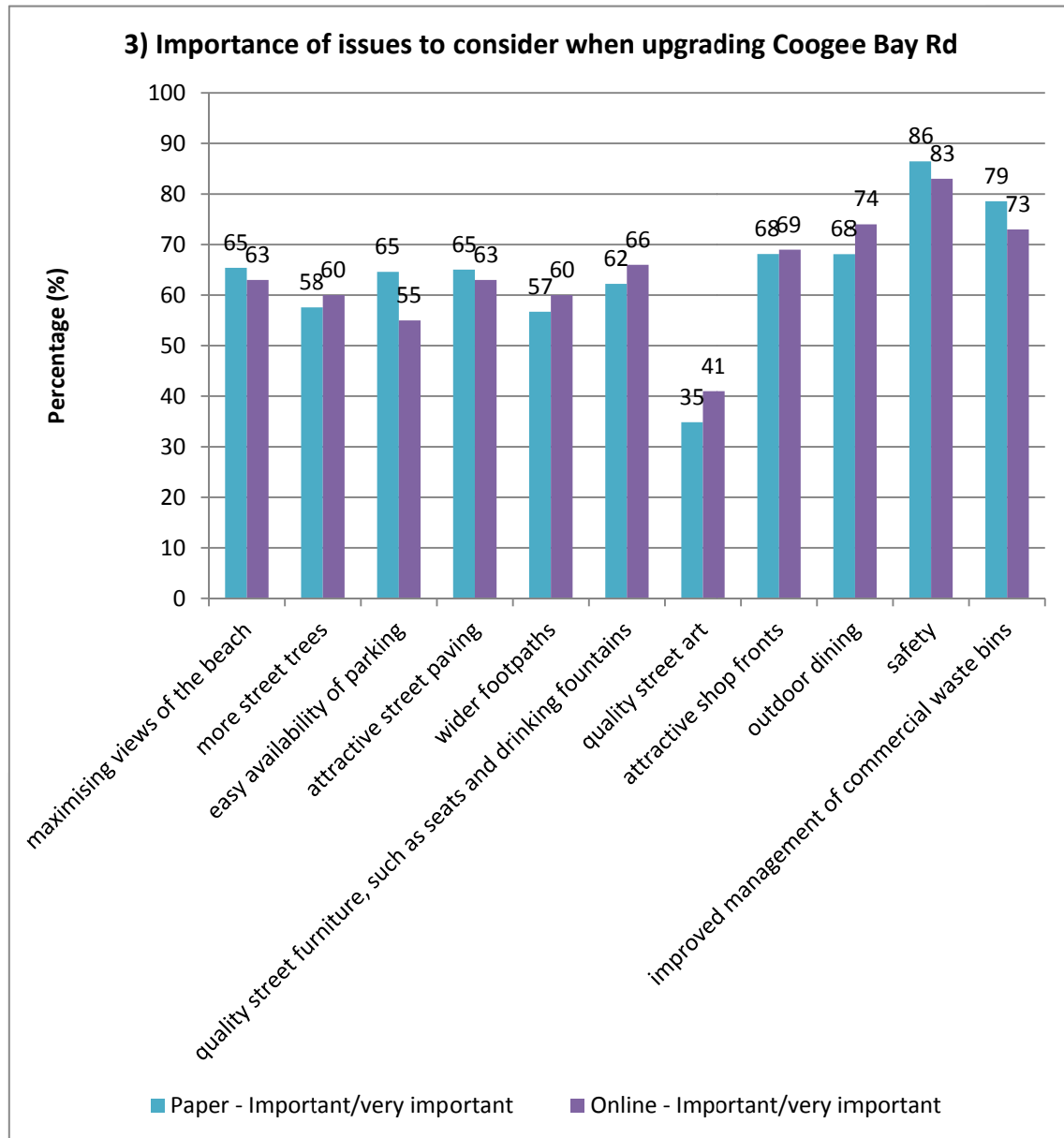
Attendance at local parks is similar – though more paper participants attend parks daily, more online participants attend parks more than once a weekly.



Slightly more online participants rate the appearance of Coogee as good, and slightly more paper participants rate the appearance of Coogee as average.

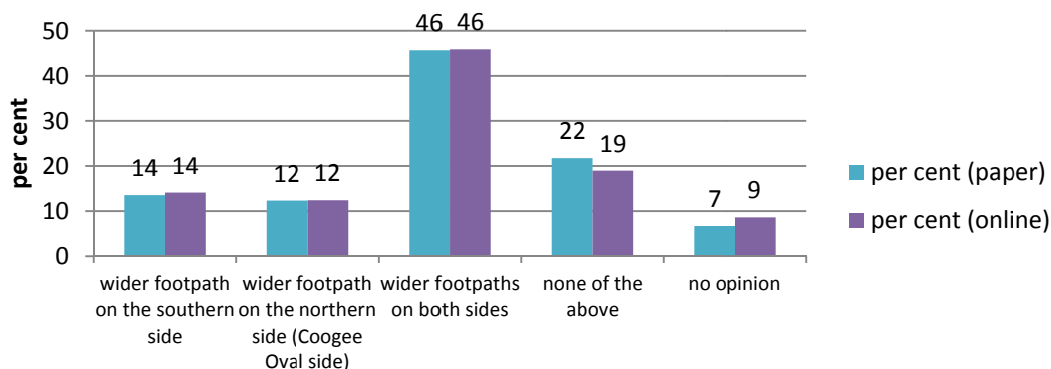


Support for upgrading Coogee Bay Road is consistent among online and paper participants.

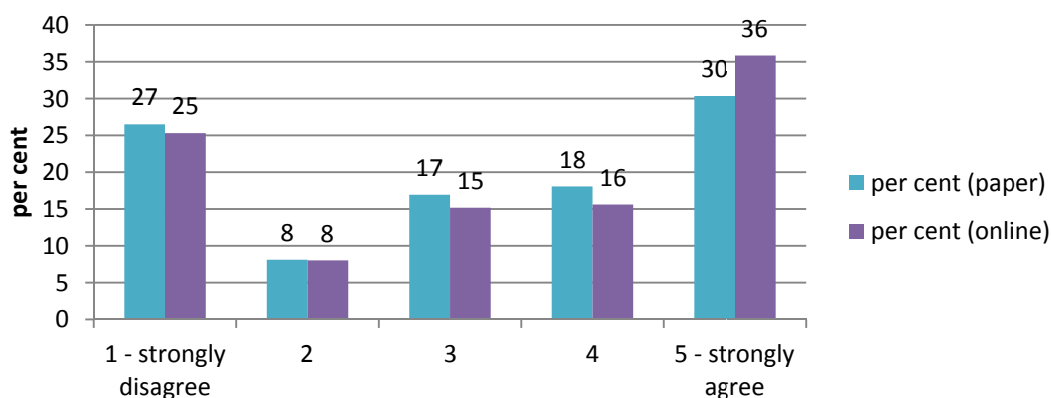


Response variations to issues of importance regarding the Coogee Bay Road upgrade are within 6% and the top four items of importance – safety, commercial waste bins, outdoor dining and attractive shop fronts – remain the same for both paper and online response groups.

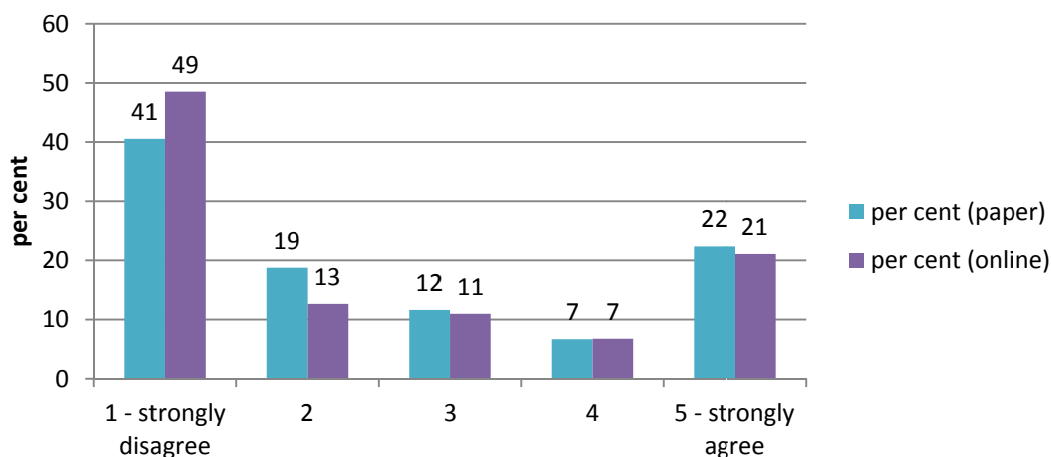
4) Council could widen the footpath/s on Coogee Bay Road by slightly reducing the lane widths without losing parking spaces or traffic lanes. This could create better footpaths for pedestrians and improved spaces for outdoor dining. Would you prefer:



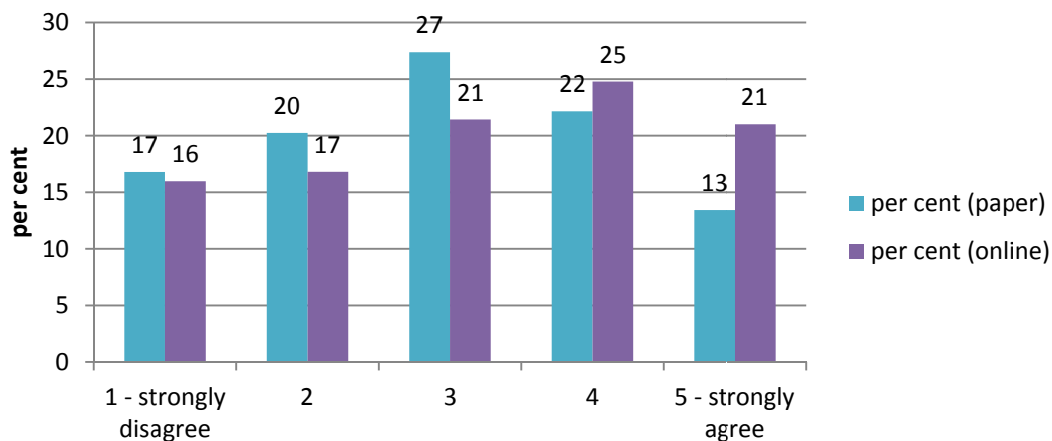
6) I would like the option of of being able to drink alcohol in a Coogee beachside park between 8am and 6pm.



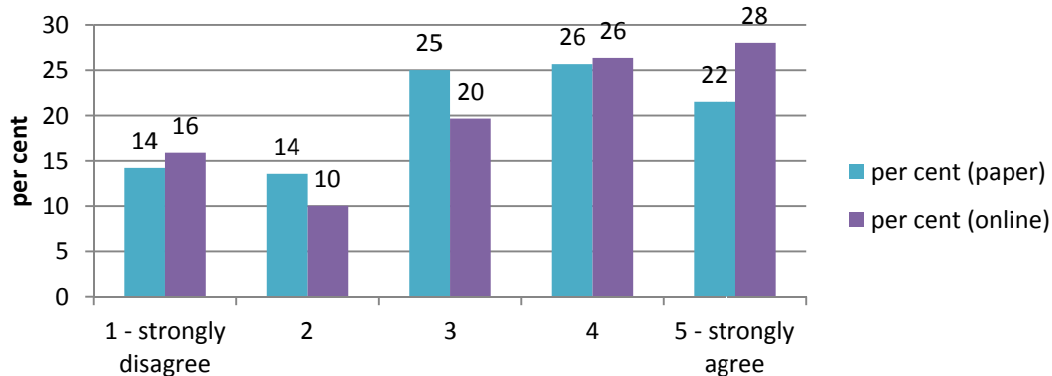
6) Alcohol should be banned in all beachside parks in Coogee.



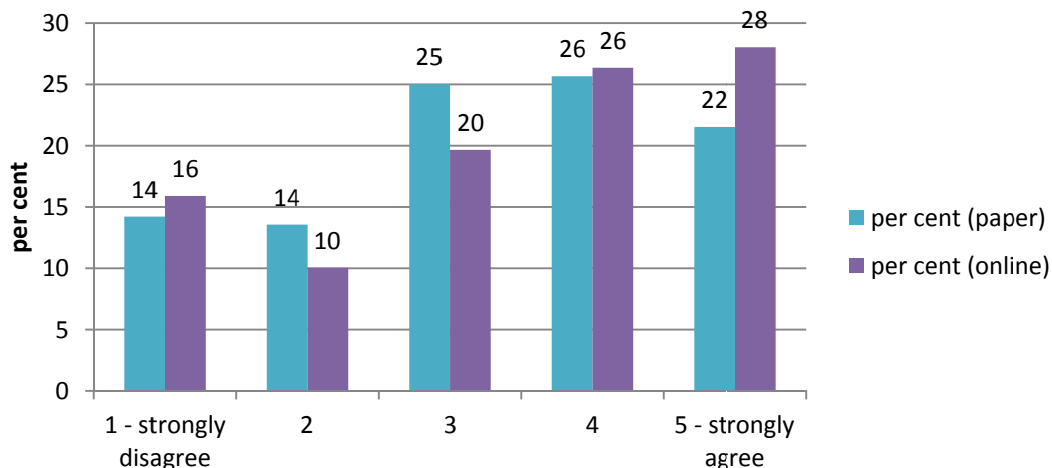
6) Generally speaking, at night I feel safe in the beachside parks of Coogee.



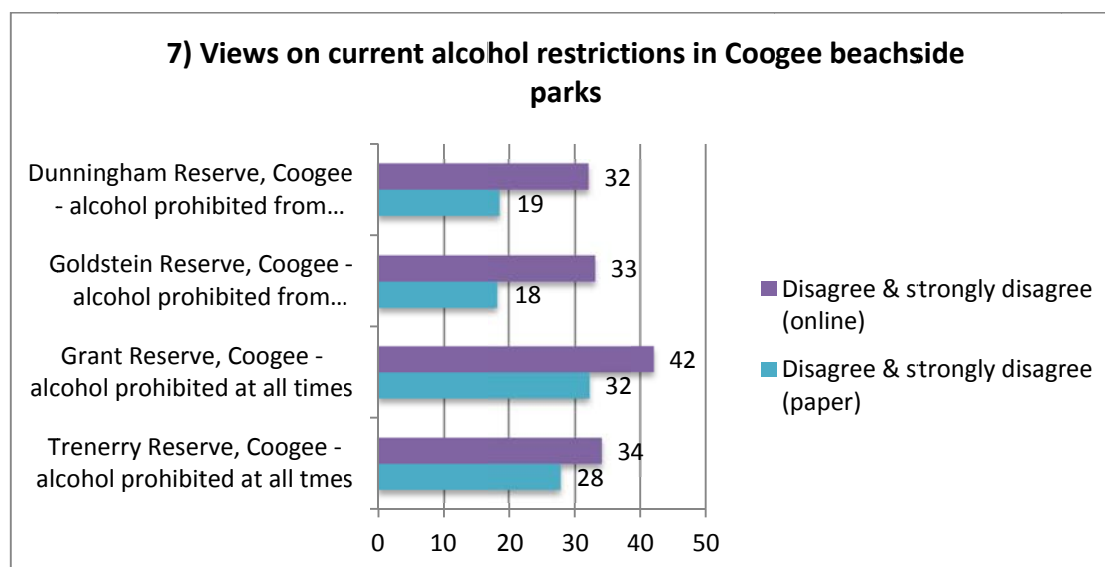
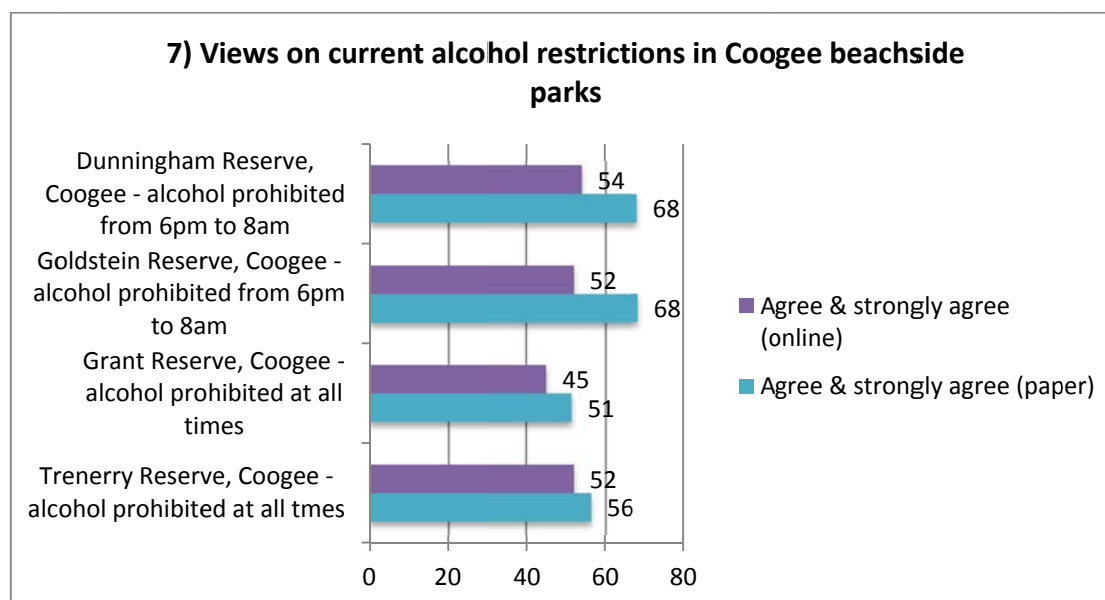
6) Generally speaking, I feel safe around people who are consuming alcohol in Coogee beachside parks during the day.



6) Generally speaking, I feel safe around people who are consuming alcohol in Coogee beachside parks during the day.



Online respondents are more likely to strongly agree that they feel safe in Coogee during the day and during the night. However the number of respondents who strongly disagree or disagree is generally similar for both groups owing to a higher proportion of neutral responses from paper participants.



This question provided the most variance between paper and online responses. Paper respondents were more likely (by 14% and 16%) to agree and strongly agree with the current alcohol restrictions at Dunningham Reserve and Goldstein Reserve respectively. However they were less likely (by 6% and 4%) to agree and strongly agree with the restrictions at Grant Reserve and Trenerry Reserve.

There were also differences in responses from those who disagreed and disagreed strongly with the alcohol restrictions. Paper and online responses varied the most in

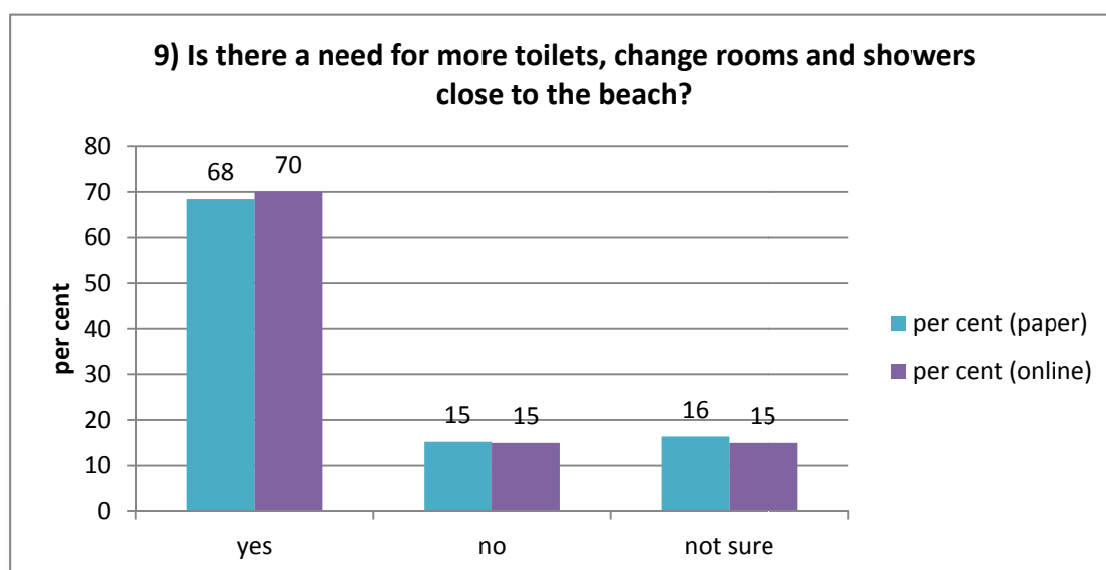
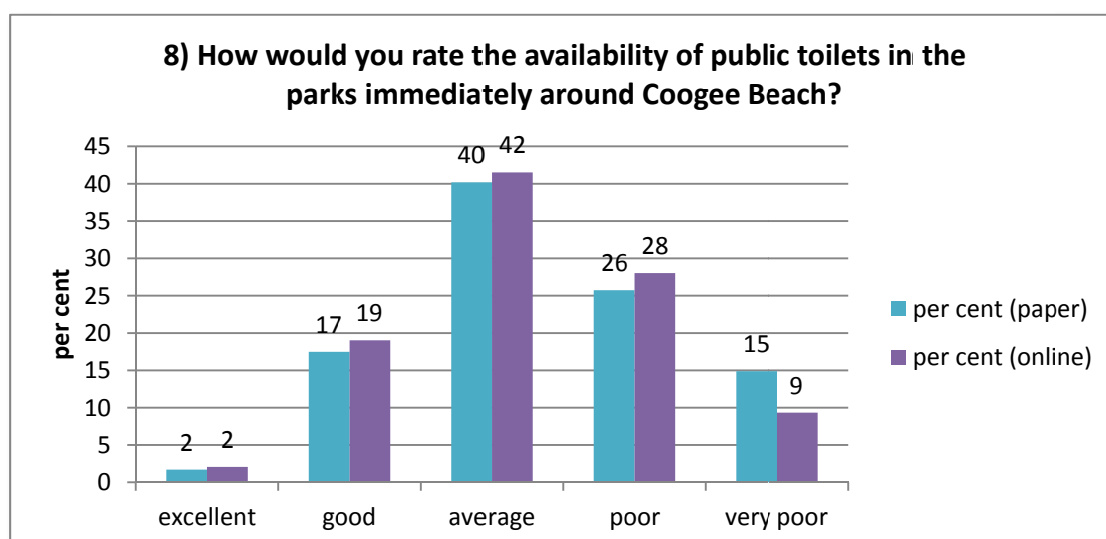
relation to: Goldstein (15% variance), Dunningham Reserve (13% variance), Grant Reserve (10% variance) and Trennery Reserve (6% variance)

In summary, online respondents were more likely to disagree with the current alcohol restrictions and less likely to agree.

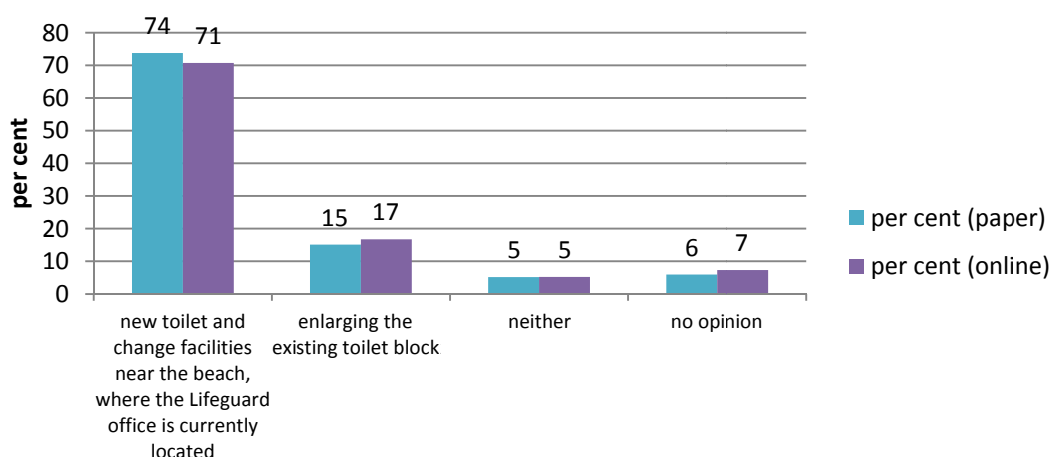
The variance in survey completion methods does not statistically alter the overall results with participants still generally supporting the current alcohol restrictions whether by paper or online.

The reliability of the online data is also questionable given the relatively low response volume compared with the paper survey.

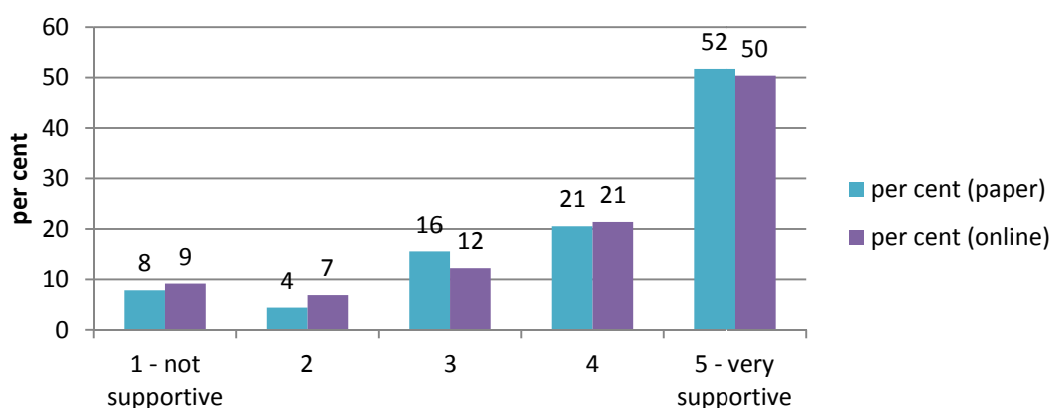
It would be worthwhile exploring this issue further in focus groups to better understand people's attitudes.



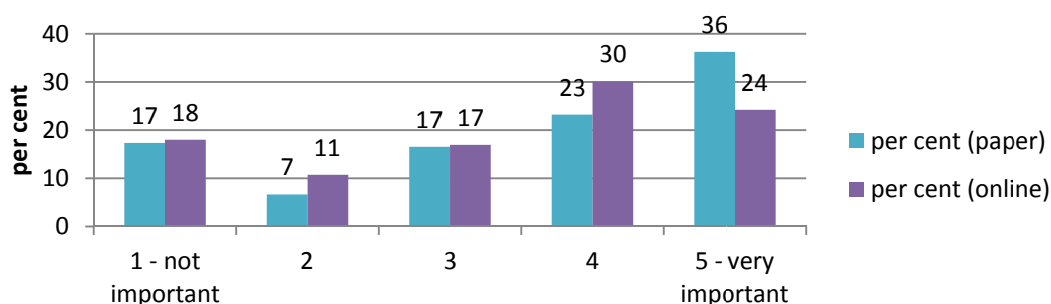
11) Council is considering building additional toilet facilities set underneath the beach promenade. Which option would you prefer:

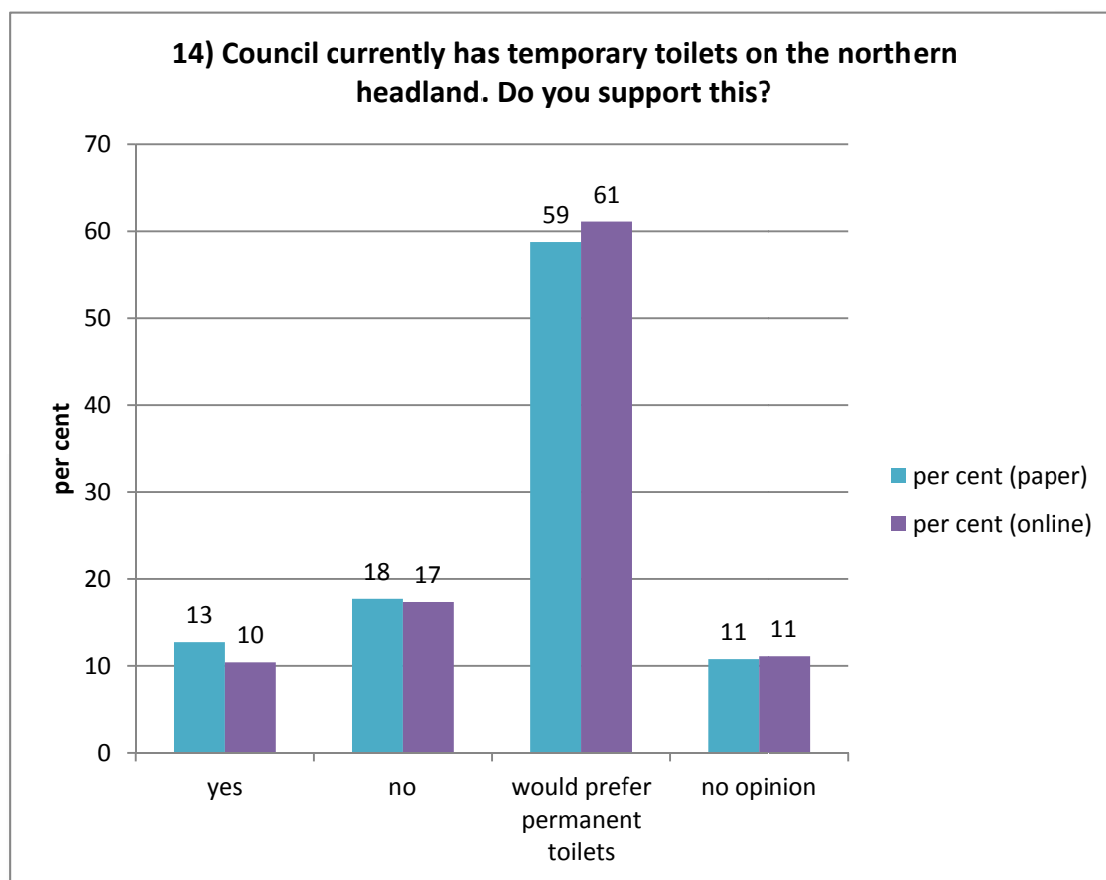


12) How supportive are you of Council proceeding to develop detailed plans for additional public toilets at Coogee Beach under the promenade near the Lifeguard office?



13) There is currently no permanent public toilet on the northern headland (Dunningham Reserve) of Coogee Beach. On a 1 to 5 scale, how important is it to you to have a public toilet here?



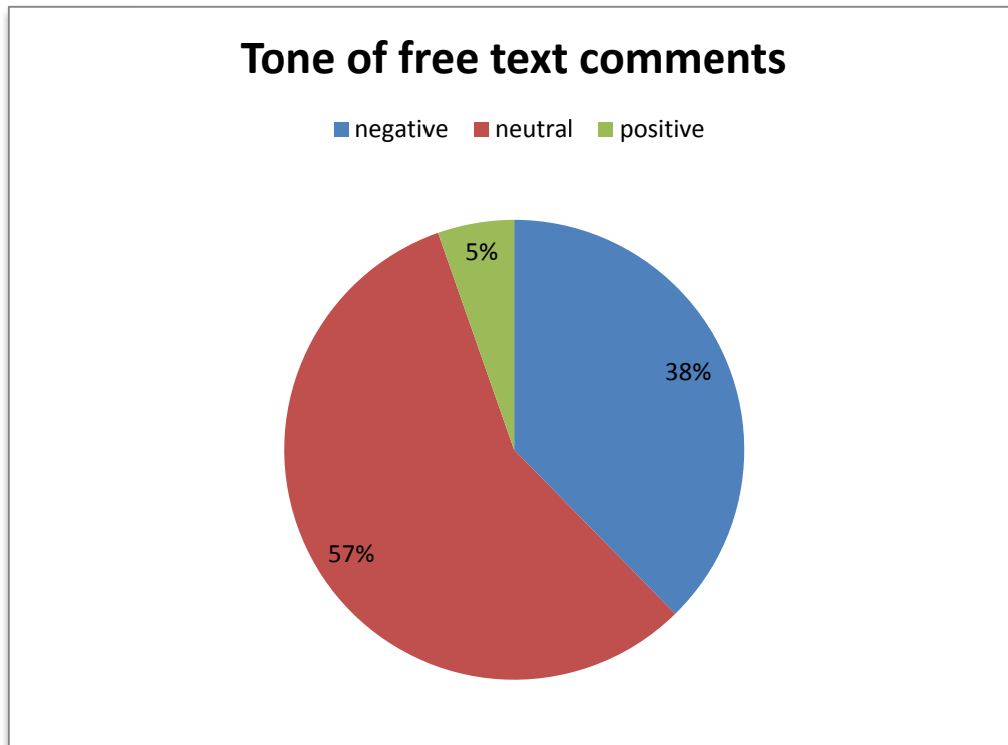


There is no significant statistical difference in the responses to questions about public toilets in Coogee whether by paper or online.

[illegible]

- ## Topics of free text comments





Parking

- **190 mentions of parking.** Most are seeking more parking opportunities or an improvement in the current parking situation.

"There needs to be better parking available for residents." -Tracey

"Create more parking spaces - you have taken away lots of spots and put in islands." -Jeff

"Coogee is in urgent need of more parking. If you go to Coogee on the weekend or during summer it is impossible to find parking." -Brett

"Remove one side of parking to create generous footpaths. Parking can be accommodated in the plentiful car parks next to the beach". -Scott

"Please do not take away any more parking spaces on Coogee Bay Road. The majority of Coogee residents are totally surprised and disappointed about the way the council took away parking spaces." -Eva

Traffic/vehicle issues

- **178 mentions of parking.** Respondents mentioned a wide range of issues including traffic calming, wider footpaths, no cars, more GoGet, close Coogee Bay Road, improve cycle safety, removing parking, restrict heavy vehicles, restrict bikes/scooters/skateboards, keep 374 and 370 out of lower part Coogee Bay Road, better use of Arden St, reroute buses, make crossing Arden St near Oberon St easier (eg pedestrian crossing)

"Bike racks on sidewalk to promote cycle friendly Coogee." - Anthony

"No buses - this would allow narrower car lanes, wider footpaths while maintaining traffic flow." - Geoff

"Encourage less traffic use of Arden Street where it meets Coogee Bay Road to facilitate friendlier access from town to beach and vice versa." - Alan

"Reduce traffic flow. Make the area more pedestrian friendly." - Sue

"Traffic lights at Coogee Bay Road and Arden Street should stop all directions at once to allow pedestrian traffic to move in all directions at once." - Aaron

Make Coogee Bay Road a pedestrian mall

- **172 mentions supporting closing Coogee Bay Road** to traffic and making it a pedestrian mall.
- The phrase "pedestrian mall" was mentioned 31 times
- The phrase "wider footpaths" was mentioned 44 times
- The word "pedestrianize" was mentioned 16 times
- 51 respondents supported making Coogee Bay Road one-way

"Coogee Bay Road should be closed between Arden and Brook Streets and turned into a mall with the provision of more alfresco dining." - Allan

"Make the whole area a plaza/pedestrian walk through area from Arden Street to end of Coogee Bay Road to the top." - Jacqui

"Make a traffic free mall at the bottom block in Coogee Bay Road and along the main flat part of Arden Street near beach." - Kay

"In my opinion the best option would be to create a full pedestrian zone. Same as The Corso in Manly." - Vincent

"No vehicular access along Coogee Bay Rd between Arden Street and Brook Street. Pedestrian precinct!" - Emma

Cleanliness/waste/litter issues

- **169 mentions about cleanliness**
- Most comments focus on litter, unattractive residential/commercial bins, waste from park drinkers, banning smoking on beach, illegal dumping, cigarette butts, smelly rubbish from shops, more cleaning, better toilet cleaning.

"More efficient removal of litter and garbage, cleaner gutters and footpaths." -Anthony

"Much more litter collection in the blocks behind the Coogee beach / restaurant precinct. The amount of litter in the back streets is appalling. Maybe install more public bins." -Jim

"Clean up streets, especially after busy nights - Friday, Saturday, Sunday nights - when people are out drinking a lot and the results are visible the next morning when kids/families are out and about." -Vlasia

"To control rubbish that's dumped on kerbside (especially when owners or tenants move out! It really degrades such a wonderful suburb!" -Jane

"General reduction of waste from take away food. Creative strategies to encourage people to reduce their waste, take

Shops / dining

- **172 mentions about shops on Coogee Bay Road**
- Comments were quite varied and including: restricting outdoor dining, widening footpaths to create more outdoor dining, refurbishing shop fronts, remove convenience stores, angle parking, more interesting shops, more cool cafes, better retail shops, modernise street lights, better signage, revitalise Woolworths Shopping Precinct, less commercial signage, consistent shop awnings, more variety, buskers, shops open later, better lighting, keep village feel.

"Support the cafe culture which has developed organically by formally making the area more open to street side dining." - John

"Outside dining would make for a pleasant atmosphere and would attract a good clientele for restaurants/shops." -Anthony

"There is sufficient outdoor dining now. No more! No more!" -Peter

"Less outdoor dining - it makes it look very cluttered." -Allison

"Better quality of shops and cafes. Better take away food shops." - Annabel

More greenery

- **135 mentions about more greenery**
- Most comments supported more street trees, garden beds or plantings to soften the hard surfaces. Some identified the view down Coogee Bay Road as important and recommended lower shrubs. Some people supported wider footpaths or closing Coogee Bay Road to enable more greenery.

"Appropriate planting (shrubs/low hedges) would add greenery without obstructing view." -Jayne

"More foliage or greenery would be nice to see." -Ruth

"More green streetscapes would make the street look less like a "concrete jungle" - planter boxes, shrubs, etc." -Angel

"MORE greenery from trees and shrubs!" -Paul

"It would be nice to soften the edges with some plants." -Mia