

Kincaid Street centre parking



Communications and Engagement Summary

As a part of a review of a trial of centre parking on Kincaid Street, Wagga Wagga City Council conducted a survey to help measure the success of the trial.

There was a very high response rate for a survey of this nature with 229 responses.

The vast majority (169, 74%) support the continuation of the initiative, but less (141, 62%) believe it is safe for pedestrians.

A full summary of results as well as the approach and participation is provided in the body of this report.

Approach

The survey was available online as well as in a shorter, reply paid postcard form (appendix 1), which were made available at businesses in the vicinity of the centre parking as well as at Council's Customer Service Desk. Businesses were approached directly and encouraged to complete the survey in full on the spot.

An outline of the initiative, feedback already received and potential changes that may need to be considered if the initiative was to remain in place were outlined as part of the online survey as well as in a flyer that accompanied the postcards.

Promotion

The survey was promoted in Council News, all of Council's social media platforms, via a media release, in Your Say Wagga newsletters, flyers and street walk of businesses in the vicinity of the centre parking (appendix 2).

Where the promotional platform was not online (Council News and media release) residents were provided a phone number that they could call in addition to the website link and were encouraged to provide feedback via whatever means suited them.

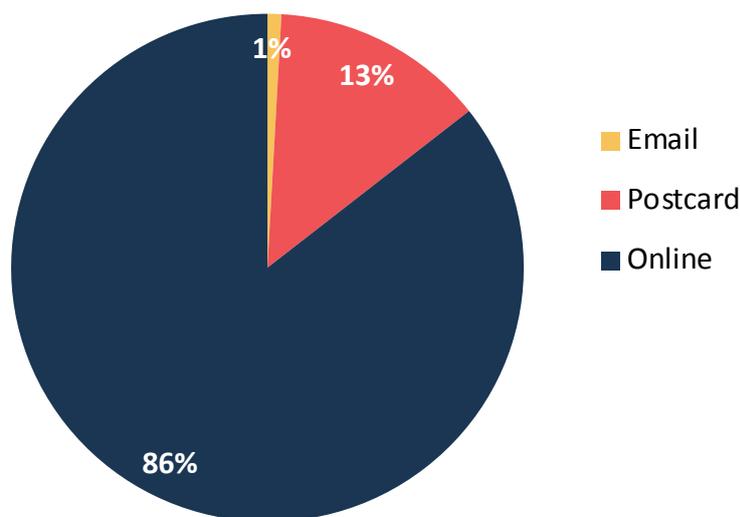
Thousands were reached via social media, newsletters and local media with hundreds visiting the project page on the Your Say Wagga website

Sixty-four businesses were approached during a street walk.

Participation

Most of the responses were via the online survey, however some people took the opportunity to complete the reply paid postcard or send an email (Fig 1)

Fig 1 - survey method



Platform	Reach
Facebook	9,112 total reach 247 link clicks
Your Say Wagga	1500+ reached via newsletter 515 visits to the project page
Council News story	Printed in both The Weekend Advertiser AND The Riverina Leader and emailed to around 600 subscribers of Council News. The Weekend Advertiser has a distribution of 13,500 and The Riverina Leader, which is a free community newspaper, is available in 87 locations across the Wagga Wagga Local Government Area.
Other social media	2,500+ Twitter followers 1620 Instagram followers
Street walk	64 businesses were directly approached about completing the survey and/or hosting flyers and postcards, 27 completed the survey during the visit and 62 took flyers and/or survey postcards.

Table 1

Summary of results

While all of the questions featured on the online survey, a reply paid postcard was distributed with only basic demographic questions and the main question about whether or not the centre parking should remain and why. This explains the high 'no answer' rate in some of the responses below and should be considered when interpreting results.

Use of centre parking

The majority of survey respondents (162, 71%) had used the trail parking at some point (Fig 2) with dining the most popular reason for doing so (Fig 3). Notably, no one said they used the parking as a resident.

Continuation of the initiative

All survey respondents (i.e online and postcard) were asked if they would like to see the Kincaid Street centre parking to continue and why.

Nearly three quarters said they wanted to see the initiative continue (Fig 5) with most saying it alleviates a parking shortage and works well (Fig 6). Some said that their support was conditional on changes being made or noted that it could be difficult to navigate.

Of those that were against continuing the initiative or unsure (26%), most said that it was unsafe and difficult to navigate (Fig 7).

Responses about why respondents did or didn't support the initiative were free text and have been categorised into themes for the purpose of analyses, they were not options provided.

Pedestrian safety

A quarter of respondents said the parking is unsafe for pedestrians (Fig 8), mostly do to reduced visibility (Fig 9). A stronger 62% think it is safe, with many arguing it is as safe as any road and pedestrians need to take usual precautions (Fig 10). 13% did not answer the question, which is reflective of the number of people that completed the survey via postcard or email. While we can't speculate on what their answers would have been, particularly as some people support continuing the initiative despite acknowledging that it is not safe for pedestrians, it is worth noting that 25 of the 31 (80%) email or postcard respondents support continuing the initiative.

Fig 2 - Have you used the parking?

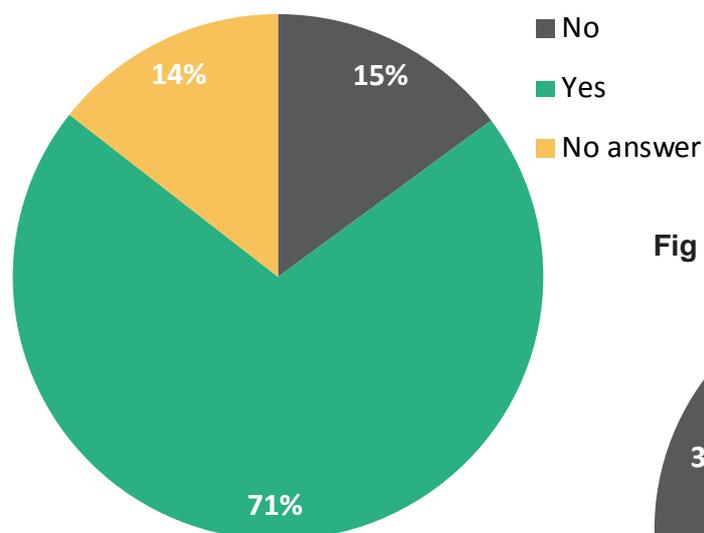


Fig 3 - reason for parking (multiple options could be checked)

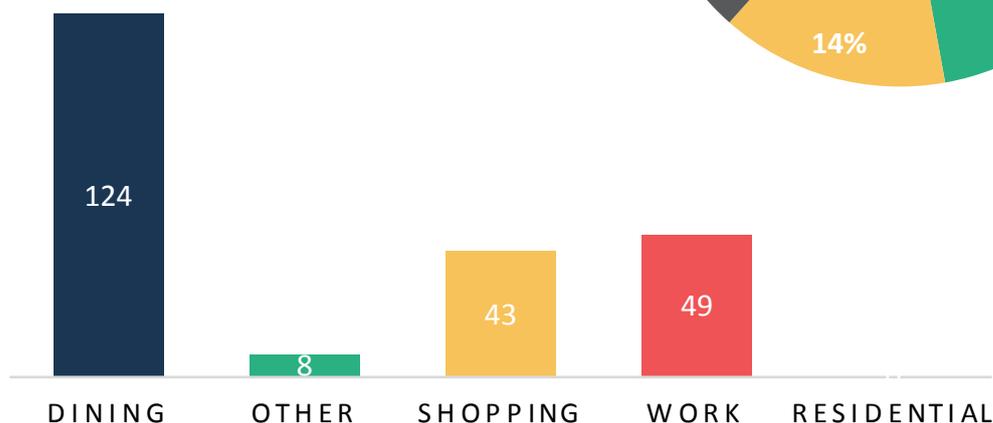


Fig 4 - length of parking

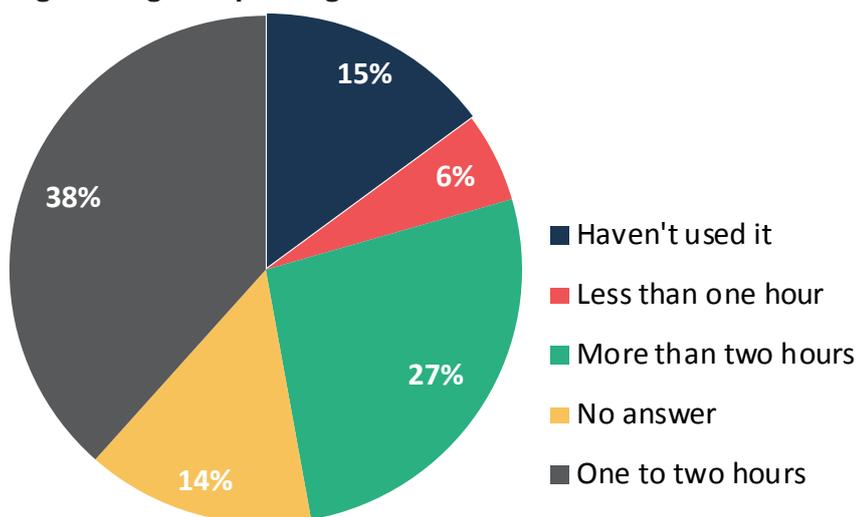


Fig 5 - should the Kincaid Street centre parking continue?

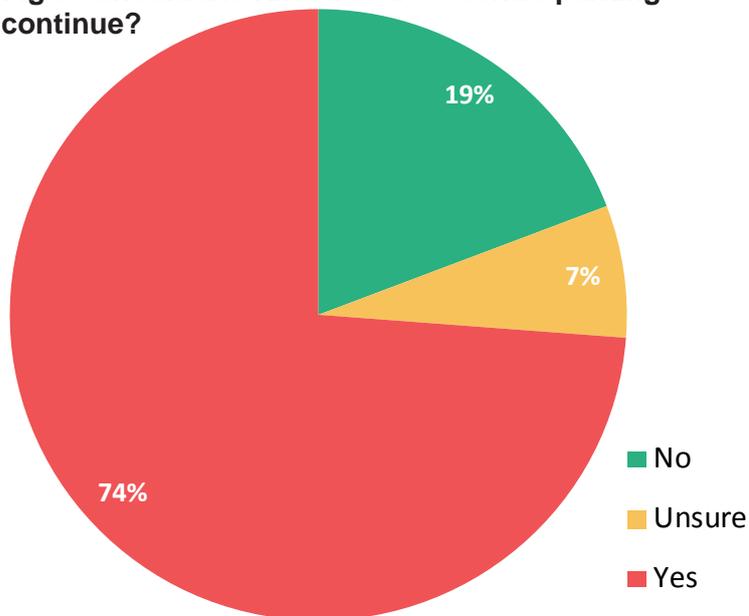
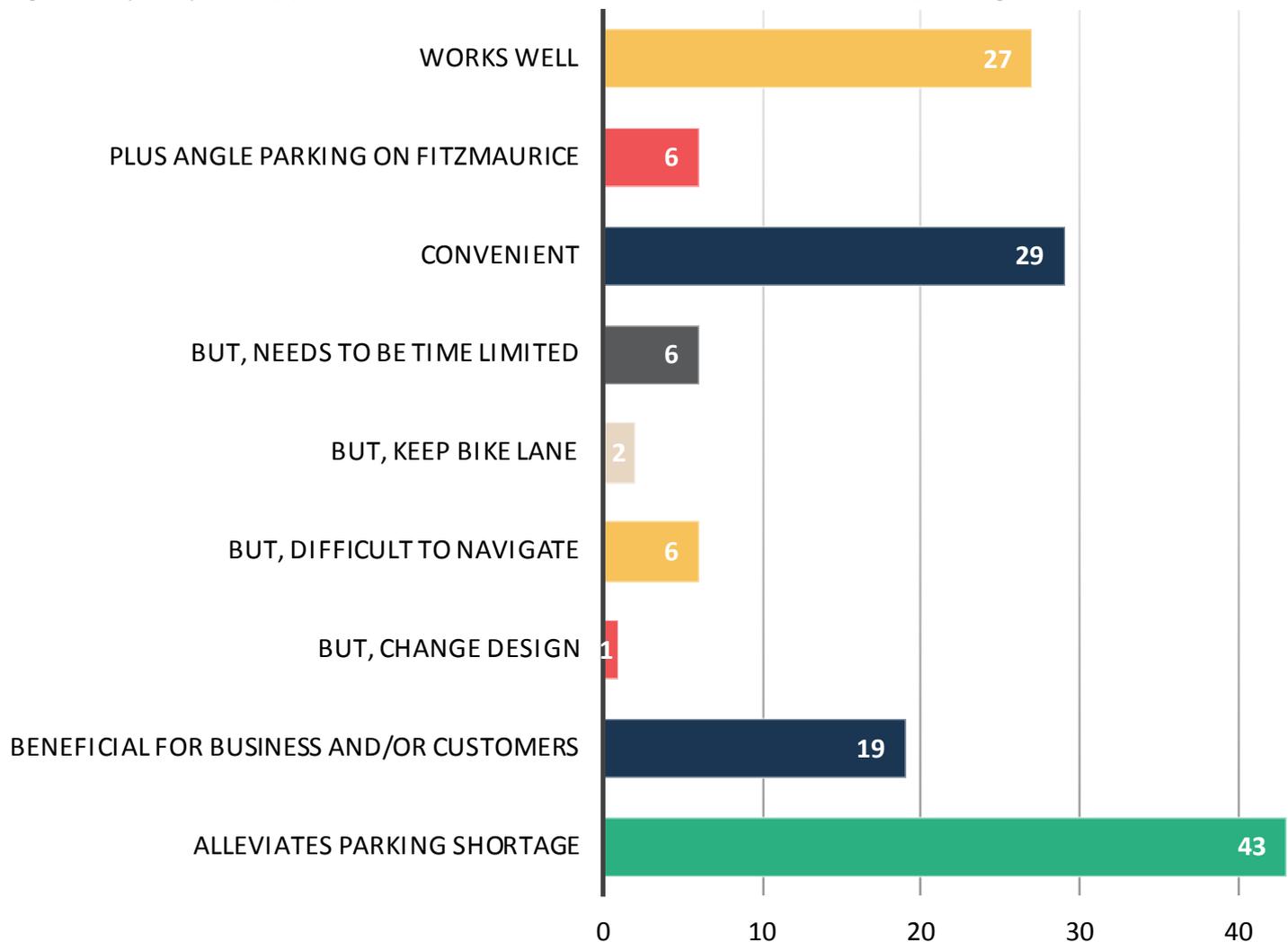


Fig 6 - Why do you support the continuation of the Kincaid Street centre parking?



Examples of why respondents support continuing the initiative.

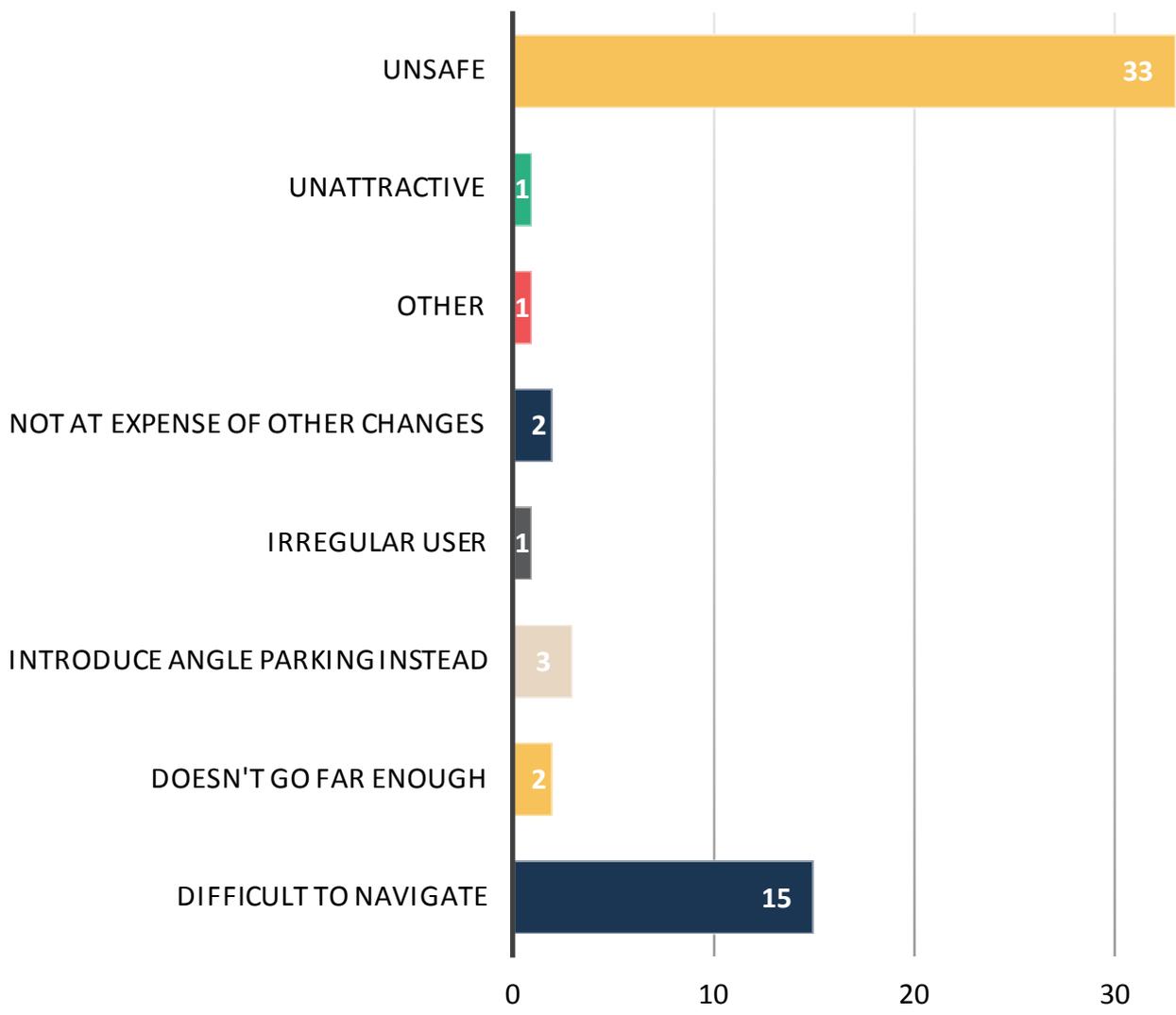
“There’s a lot of nice eateries in that precinct and it makes them more easily accessible.”

“I’ve never struggled to find a car park, and for those who complain, this is better than an awful multistorey car park.”

“It works well with businesses and we have noticed more parks along Fitzmaurice street.”

“It offers a convenient location for parking but oncoming traffic is sometimes a bit scary.”

Fig 7 - Why don't you support or are unsure about the continuation of the Kincaid Street centre parking?



Examples of why respondents don't support or are unsure about continuing the initiative.

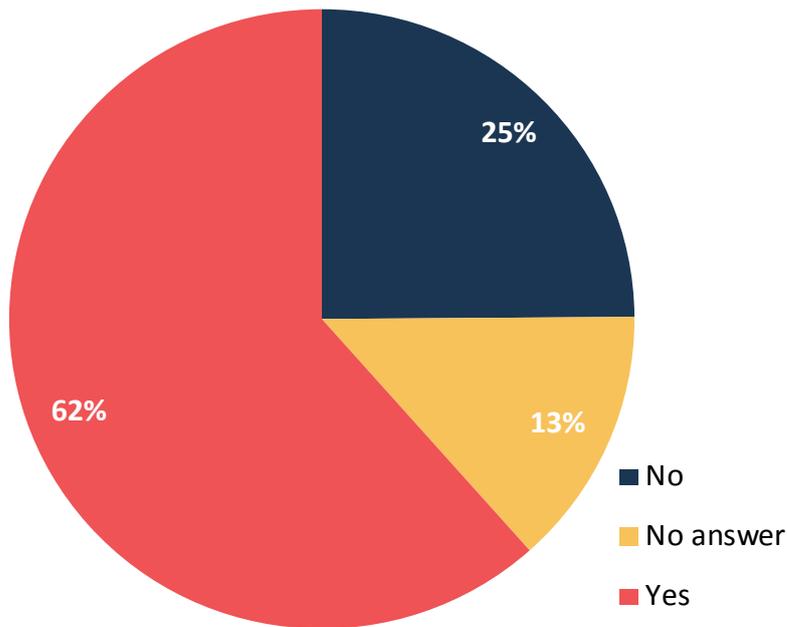
“Unsafe due to angle, cause chaos for local businesses for drop off & pick ups (eg. trucks).”

“I work in Baylis Street and now find it very dangerous to drive down that part of Kincaid Street. There is no vision when cars are pulling out!! We need angle parking on Baylis Street.”

“Hard to see when exiting and I don't think there is sufficient room to drive down Kincaid street now.”

“It is good to have more parking, but it spoils the streetscape and visibility is not good.”

Fig 8 - Do you consider the Kincaid Street centre parking to be safe for pedestrians?



Examples of why respondents think the initiative is unsafe for pedestrians.

“Cars have to pull all the way through the carpark into the path of oncoming traffic just to be able to see if it’s safe to pull out into the traffic. This is incredibly unsafe when as a pedestrian you are attempting to cross the road.”

“People tend to just appear from nowhere.”

“I have seen near misses as cars entering Kincaid St from Fitzmaurice do not have enough warning or visibility. The unclear road lane markings add to this hazard.”

“It’s not because there is no crossings there for pedestrians, and there is constantly cars coming in and out of the street.”

Fig 9 - Why do you consider the Kincaid Street centre parking to be unsafe for pedestrians?

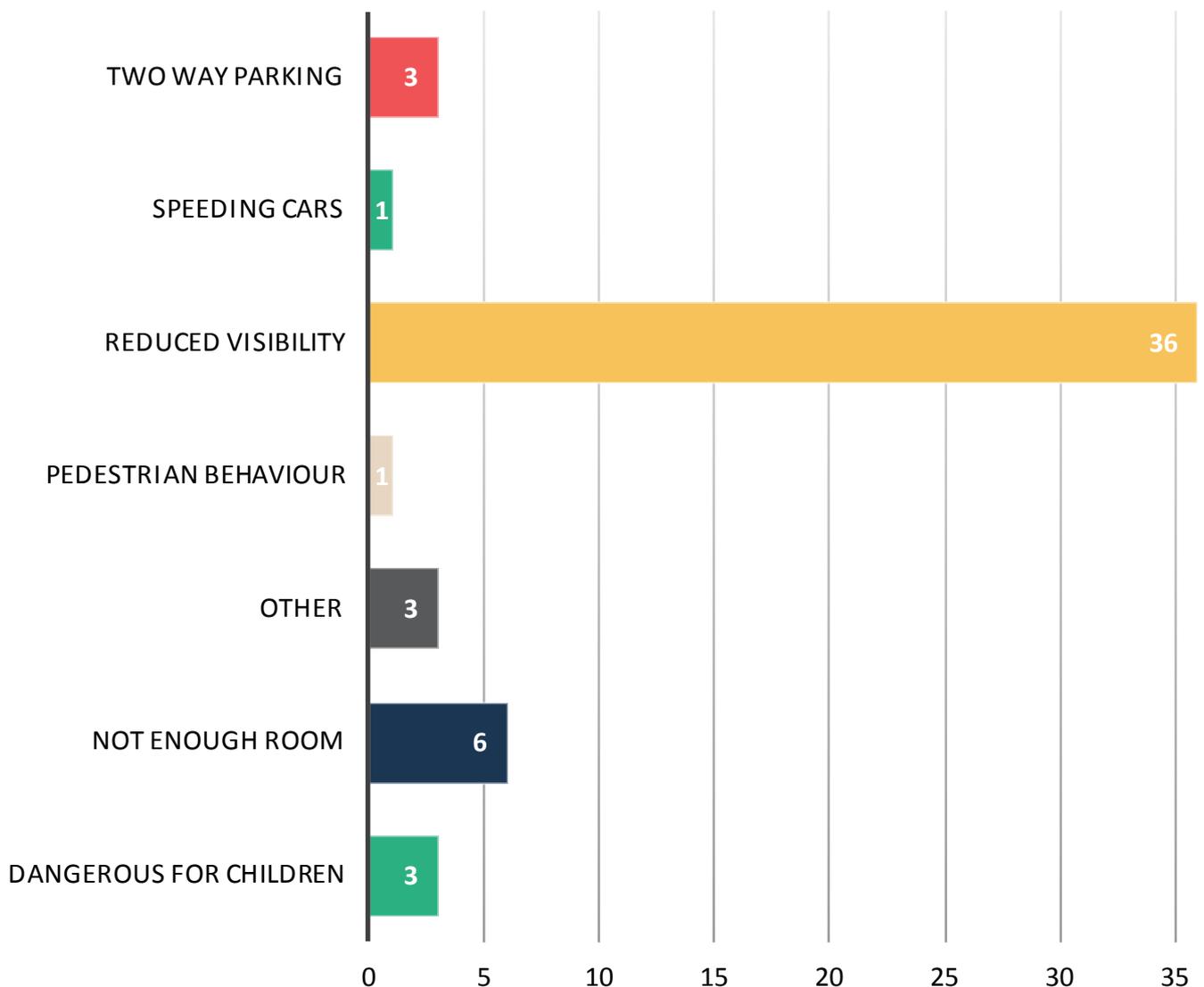
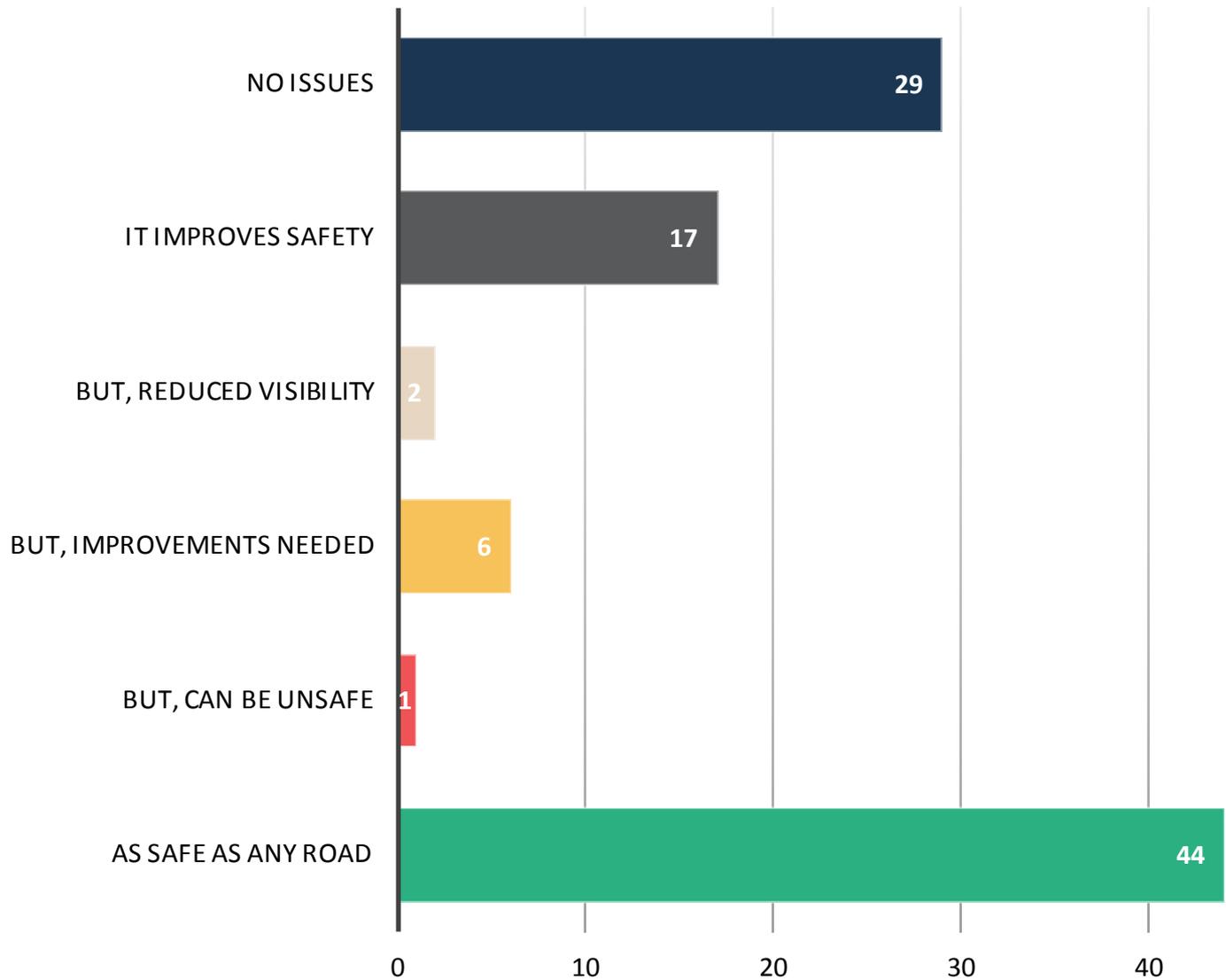


Fig 10 - Why do you consider the Kincaid Street centre parking to be safe for pedestrians?



Examples of why respondents think the initiative is safe for pedestrians.

“It us a pedestrian’s responsibility to watch for traffic as they cross the road.”

“It is easier to cross the road because of the narrow width of car access. I have trouble walking and find it easier having the parking section in the middle that can be a refuge between the car lanes.”

“But I drive below the speed limit on that section of road mainly out of concern someone parked in the centre will cross the road without looking. It’s more of a concern considering there is a family restaurant on the block, so children about.”

“The perception that the travel lanes are narrower causes drivers to reduce speed in this area. Pedestrians still have to take care crossing the road same as always.”

Appendix 1 - Surveys

Online survey



Home > Kincaid Street centre parking

Kincaid Street centre parking

In response to calls for more parking around the Fitzmaurice Street precinct a six-month trial of all day centre-of-road parking was conducted in Kincaid Street. Now that the trial has finished we would like to know how you think it went and whether the initiative continues.

During the trial the number of parking spots in Kincaid Street between Fitzmaurice Street and Trail Street went from 21 to 47, with the centre of road spots marked off-day.

No incidents were reported to the City of Wagga Wagga during the trial however Roads and Maritime (RM) have informed that centre of road parking is advised against within the Australian Standard (AS/ISO) 229, local Police have raised concerns about the safety of pedestrians loading and unloading their cars and concerns have been raised about the safety of cars parking and exiting parks.

If the initiative was to continue the following changes will need to be considered:

- Some parks being relocated to allow for delivery vehicles to enter premises
- No right turn into forward street from Kincaid Street
- Removal of the cycle lane

Please share your thoughts by completing the survey below.

SURVEY

Survey

Please complete the questions below. The information provided will be used to help determine whether or not the Kincaid Street parking trial will continue.

Full name*

Please limit answer to 255 characters

Contact number or email

Please limit answer to 255 characters

Age*

- 0-24 25-34 35-44 45-54 55+

Gender*

- Female Male Other

Have you used the all day centre-of-road parking in Kincaid Street, between Fitzmaurice and Trail streets? *

- Yes No

Why do you park in the Kincaid Street centre parking? *

- Shopping
 Dining
 Work
 Residential
 Other

On average, how long would you park at Kincaid Street centre parking for? *

- Less than one hour One to two hours More than two hours

Would you like the Kincaid Street centre parking to continue? *

- Shopping
 Dining
 Work
 Residential
 Other

On average, how long would you park at Kincaid Street centre parking for? *

- Less than one hour One to two hours More than two hours

Would you like the Kincaid Street centre parking to continue? *

- Yes No Unsure

Why or why not? *

Please limit answer to 255 characters

Do you consider the Kincaid Street centre parking to be safe for pedestrians? *

- Yes No

Why or why not? *

Please limit answer to 255 characters

Enter your email

Employee Survey

I agree to the [Terms of Use](#) and [Privacy Policy](#) for using Engagement v2

Cancel

Submit

Register Now or Sign in with

Key Dates
Event open: 27 June - 27 July 2017
Related information
<ul style="list-style-type: none"> Media release: Centre-of-road parking trial to begin in Kincaid Street, 24 September 2016 Traffic Committee meeting agenda 1 March 2017 Traffic Committee meeting minutes 1 March 2017 Council Meeting agenda 24 April 2017 Council Meeting minutes 20 April 2017



Reply paid post card

Kincaid Street Centre of Road Parking Concept

All day centre-of-road parking was trialled in Kincaid Street. The six month trial began as a result of calls for more parking around the Fitzmaurice Street precinct. Now that the trial is complete we would like your thoughts on whether the initiative should be continued.

Would you like Kincaid Street centre of road parking to continue?

Yes No, why? Unsure

Name: _____ Email/Phone: _____

Please note this postcard will be used as a formal submission.

Gender: M F Age Bracket: 0-25 25-45 45-65 65+

Appendix 2 - Examples of promotion

Facebook

City of Wagga Wagga
June 29 at 8:02pm

The survey on the Kincaid Street centre parking is open until Friday 7 July. Make sure you add your voice!



Kincaid Street centre parking | Your Say Wagga
In response to calls for more parking around the Fitzmaurice Street precinct a six-month trial of all day centre-of-road parking was conducted in Kincaid Street. Now that the trial has finished we would like to know how you think it went and...

YOURLSAYWAGGA.COM.AU [Learn More](#)

3,642 people reached [View Results](#)

Fiona Drum, Leila Jayne and 4 others 1 Comment

Like Comment Share

City of Wagga Wagga
June 19 at 9:19am

Should the centre parking on Kincaid Street continue? A review of the six-month trial is currently underway, have your say by filling out the survey.



Kincaid Street centre parking | Your Say Wagga
In response to calls for more parking around the Fitzmaurice Street precinct a six-month trial of all day centre-of-road parking was conducted in Kincaid Street. Now that the trial has finished we would like to know how you think it went and...

YOURLSAYWAGGA.COM.AU [Learn More](#)

5,470 people reached [View Results](#)

48 15 Comments 2 Shares

Like Comment Share

Instagram



Have Your Say
Kincaid St centre parking
wagga.nsw.gov.au/kincaid

waggacouncil

waggacouncil Should centre #parking on #KincaidSt continue? #HaveYourSay #YourSayWagga #Wagga

mrs.alwalker ×
lymstewart58 Yes for sure. ×
marierichardscockrane Centre parking in Kincaid street should definitely stay!! ×

27 likes
JUNE 19

Add a comment...

Twitter

City of Wagga Wagga @WaggaCouncil · Jun 19

Should the centre #parking in #KincaidSt continue? #HaveYourSay #YourSayWagga #Wagga yoursaywagga.com.au/kincaid-street...



1 1

Council News 24 June 2017

Share your feedback on Kincaid St parking trial

Wagga Wagga City Council is currently reviewing the six-month trial of centre parking in Kincaid Street and would like to know how you think it went.

The trial was in response to calls for more parking around the Fitzmaurice Street precinct and resulted in an increase from 41 to 67 parking spots between Fitzmaurice and Trail streets.

Manager City Strategy Tristan Kell is encouraging everyone to have their say on the trial.

"While no incidents were reported to Council during this time, Roads and Maritime (RMS) and New South Wales Police have raised concerns about safety and meeting Australian Standards," he said.

"We now want to hear from the community

and stakeholders about how it went and what to do next."

In making a decision about whether or not to keep the centre parking Council will consider the feedback received alongside other factors such as liability and Australia Standards.

If the initiative was to continue the following changes will need to be

- considered:
- Removal of some parks to allow for delivery vehicles to enter premises
 - No right turn into Barrand Street from Kincaid Street
 - Removal of bike lane
- Have your say by filling out the survey online or by calling 1300 292 442.
- wagga.nsw.gov.au/kincaid



HAVE YOUR SAY: Kincaid St centre parking

Hi [PARTICIPANT_SCREEN_NAME],

A review of the six-month trial of centre parking in Kincaid Street is underway, how do you think it went?

RMS and NSW Police have voiced concerns about the concept, Council would also like to hear from the community and stakeholders before making a decision about whether or not to continue the initiative.

[Read more and fill out the survey.](#)

[LAST CHANCE FOR #WWITS2040](#)

You only have until the end of next week to get your submission in for the draft Wagga Wagga Integrated Transport Strategy and Implementation Plan 2040 (WWITS 2040).

WWITS 2040 identifies a number of short, medium and long term actions that can be taken to

[Kincaid Street Centre-of-road parking](#)

What do you make of the six-month trial of all day centre-of-road parking in Kincaid Street? So far more than 170 people have conducted the survey, [add your voice](#) on whether or not the parking should remain.

Other updates

A number of documents that involved consultation via Your Say Wagga were adopted at the June Council Meeting: