

Charles Street Square upgrade



In March 2020, the City of Parramatta publicly exhibited the draft mail concept design for a proposed upgrade to Charles Street Square, Parramatta. The objective of the community consultation was to seek feedback from key stakeholders and the community on the proposed changes to the square.



What did we hear?

In addition to gaining an understanding of current perceptions of Charles Street Square, **three main themes emerged from the feedback**. People were generally positive about what is proposed, and many expressed enthusiasm about the improved amenity that will be delivered by the project. More than half the people surveyed said they had

an "OK" experience of the square as it is today, and indicated they believe the square is in need of an upgrade.

For those who said they had a poor experience of the square, the main reasons given were that the space is dated, degraded and boring, i.e. there is not much to do there.



Access

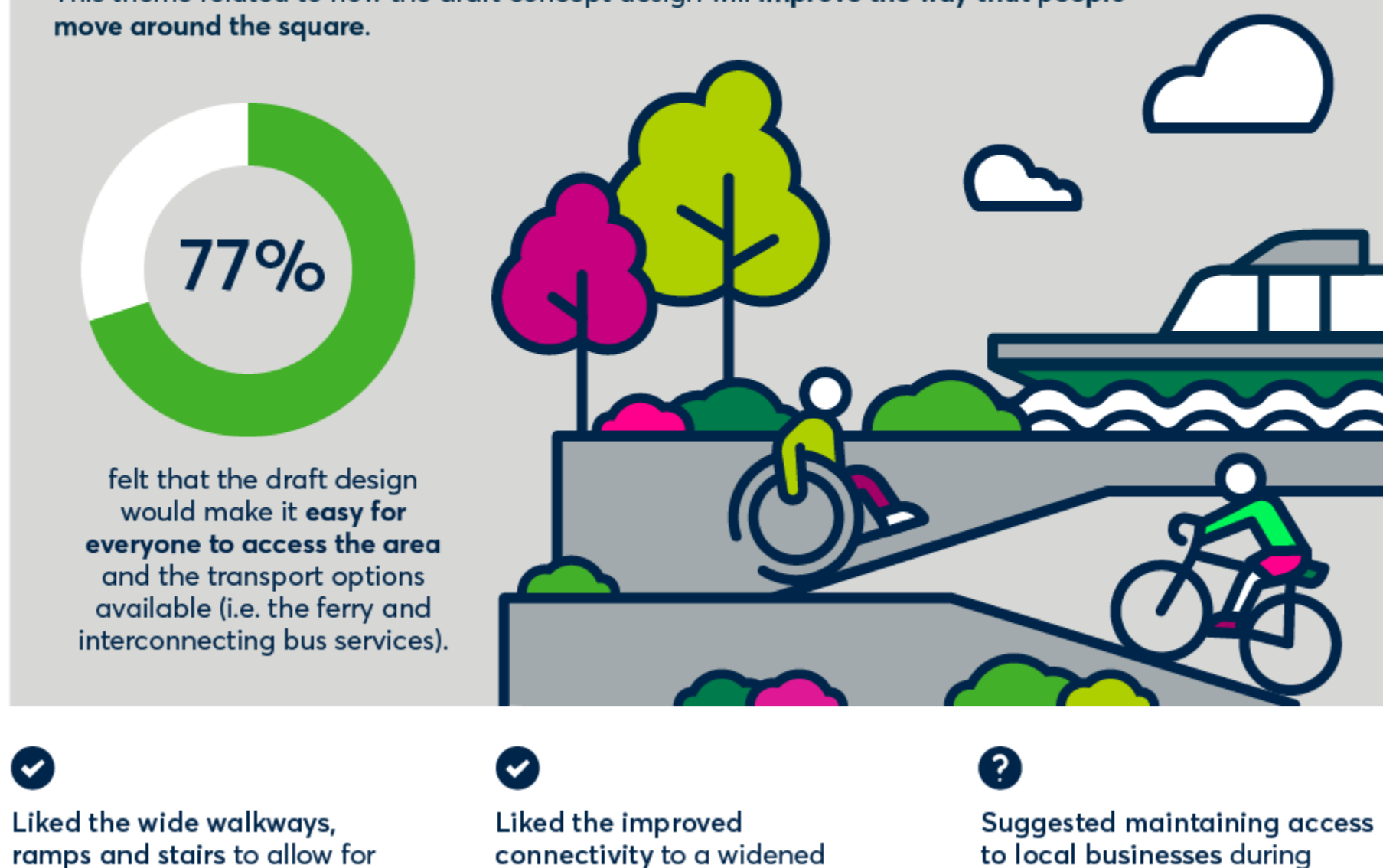


Use and experience



Character and identity

Access



- ✓ Liked the **wide walkways, ramps and stairs** to allow for various modes of travel (i.e. walking, cycling, running), and that access for prams, wheelchairs and people with limited mobility has been improved.
- ✓ Liked the improved connectivity to a widened Parramatta River loop.
- ? Suggested maintaining access to local businesses during construction and operation was important.

Use and experience



- ✓ Liked the **variety and flexibility of seating and furniture** and that the provision of amenities like water bubblers, public toilets, bike parking, bike pump station, play equipment, and bins would improve the overall experience.
- ✓ Liked the **increased shade** and would like more of it.
- ? Suggested improved signage, for example to and from nearby entertainment venues or events, would improve their experience.

Character and identity



- ✓ Liked the opportunities for art installations and representations of Parramatta's identity.
- ✓ People also supported design elements which would see the space becoming a more welcoming place for families.
- ? Agreement on the need to increase safety, and for landscaping to include the use of native species. Also:
 - need for rubbish maintenance
 - prevent rubbish and graffiti
 - adjacent retail and commercial tenancies renovated/upgraded.

In response to stakeholder and community feedback, City of Parramatta has refined the design to include:

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| More shade and shelter
Enlarging the riverfront shelter to offer 43% more weatherproof area. This will be of benefit to visitors using the ferry service.
Four additional tall-trunked trees have been incorporated into the design to provide dappled shade while maintaining views to the Parramatta River. | More landscaping and green spaces
Together with the additional trees, more garden areas in the centre of the site (an extra 150m ²) and more planting on the Garden Terrace adds more green space to Charles Street Square.
The extent of hard surfaces, including concrete terracing, is reduced. The River Amphitheatre offers seating capacity for more than 400 people. |
| Visible and accessible customer service points
The ferry office has been modified to incorporate a service window for customer interaction. Ferry staff are also provided with views of wharf operations.
The laser projectors essential to the public art project which features as part of Charles Street Square have been integrated into the roofline of the ferry office. | Access improvements
The amended design incorporates minor adjustments to ramps to improve clear width of the Riverfront Walk.
There is also a small reduction in the overall travel distance along the ramps between street level and the riverfront. Double handrails to all stairs better assist people travelling in either direction. |
| Expanded work program
The project now incorporates public space connecting the Garden Terrace to the existing arcade from Charles Street, the proposed colonnade of 180 George Street, and the rooftop terrace of 36 Charles Street. Raising this area improves public access. | Public spaces designed for easy maintenance
The amended design incorporates minor adjustments to ramp geometry to ensure maintenance equipment including street sweepers can be accommodated. Small retaining walls within the lower level garden beds will improve the flood resilience of our landscaping. |

Next steps

Your feedback has helped shape the design of the Charles Street Square upgrade. The community will be asked to submit further feedback during the Review of Environmental Factors (REF).

The REF is a planning document that responds to NSW Environmental Planning and Assessment legislation. It identifies safeguards that will be put in place throughout the design and construction program to ensure environmental protections.

For more information see www.participate.cityofparramatta.nsw.gov.au/charlesstreetsquare

Project timeline



We will continue to keep you updated as this project progresses via Council's engagement portal: www.participate.cityofparramatta.nsw.gov.au/charlesstreetsquare

