



**CITY OF
PARRAMATTA**

F.S. Garside Park Concept Plans & REF Exhibition

Engagement Evaluation

December 2021

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1. INTRODUCTION

From **Friday 5 November 2021 to Friday 3 December 2021**, Council sought feedback from community and stakeholders on the (a) **draft concept plans** for F.S. Garside Park, the (b) **proposed parking changes**, and the (c) **Review of Environmental Factors (REF)**.

Council's landscape architects developed a concept plan for F.S. Garside Park that includes a district accessible playground, new youth play spaces, improved sportsfield, fitness stations, two new dog park spaces, new social spaces and much more.

The concept plan was developed from community feedback collected from March 2020 and during the master plan development.

The draft concept plan also identifies a reduction in car spaces from 71 to 52 (including 6 new disabled spaces) proposed for Gray street and further along Onslow Street, Granville. Council is also proposing to implement parking restrictions at F.S. Garside Park to enable equitable use/visitation whilst supporting evening sports training sessions and weekend game attendance.

The objectives of the consultation were to:

Engagement Level	Objectives
Inform	Communicate the investigation and process in developing these plans for the park. Inform the community about the opportunity to provide feedback
Consult	Obtain feedback from the community and stakeholders on the concept plan, parking changes proposal and Review of Environment Factors

A decision was made to consult on all three documents at the same time to reduce engagement fatigue for the Granville community as they had been consulted on multiple projects in the last 12 months.

Community and stakeholders could provide feedback via:

1. Online through Participate Parramatta (7):
 - a. 6 completed surveys on the concept plans and proposed parking changes
 - b. 1 completed submission form on the REF
2. Email (5) including submissions from Football NSW and Western Rage FC
3. Post mail (0)
4. Onsite drop-in session with project team (3 registrations and 23 final attendees)
 - a. 2 onsite completed surveys
5. Stakeholder interviews/workshops (2)

Overall, there is community and stakeholder support for the concept plans, proposed parking changes and Review of Environmental Factors developed for F.S. Garside Park, Granville.

2. ENGAGEMENT EVALUATION

The following section provides a snapshot of the communications and engagement channels used to promote the consultation to people who live, work, or visit the area.

Several methods and channels were used to reach the community and direct them to Council's online engagement portal *Participate Parramatta* to provide feedback. Overall, the opportunity to provide feedback was presented to an estimated **90,600 persons** culminating in **12 formal contributions**.

Resources

A poster was designed to support and promote the consult, these were placed onsite. **2,500** flyers were also mailed out to the surrounding residences to promote the exhibition (*see right*). The printed collateral also included a QR code which was received a total of **35 scans** over the exhibition period.

Social Media

A promotional campaign across Facebook and Instagram, with an organic campaign across Facebook, Instagram, and Twitter, garnered a total reach of **22,076** resulting in **651 clicks** to the project page.

Social media results	
Reach	22,078
Impressions	66,241
Link clicks	651
Engagements	696

HAVE YOUR SAY

Draft F.S. Garside Park concept plan and Review of Environmental Factors (REF)

Our architects have developed a draft concept plan for the park that includes a district accessible playground, new youth play spaces, improved sportsfield, fitness stations, two new dog park spaces, new social spaces and much more!

CITY OF PARRAMATTA **NSW GOVERNMENT**

This project is proudly funded by the NSW State Government in association with City of Parramatta Council.

GET INVOLVED AND HAVE YOUR SAY BY:

1. Scanning the QR code to view the draft plan, REF and provide feedback online
2. Email placeservices@cityofparramatta.nsw.gov.au to register your attendance at one of the below drop in sessions hosted in the park.
Thursday 18 Nov 3pm-5pm and Saturday 27 Nov 10am -12pm.
Note: A COVID safety plan will be in place and drop in sessions may be moved online in line with current NSW COVID 19 health orders.
3. Post a submission to:
 City of Parramatta, Place Services Team
 PO Box 32 Parramatta NSW 2124

For more information or a copy of the documents in another format please call Council's Place Services Team on 1300 617 058 or email placeservices@cityofparramatta.nsw.gov.au.

This campaign met the City of Parramatta benchmarks for a 'successful' social media campaign and performed in line with similar consultations and exhibitions.

Electronic Direct Emails (EDMs)

The following EDM's were sent to promote the consultation direct the community to provide feedback.

EDMs	Subscribers	Open rate
Participate Parramatta November 2021 Newsletter	10,480	41%
Callout to Participate subscribers (Harris Park, Granville & Rosehill)	223	52%
ePulse November Newsletter	55,278	21%
Previous respondents (2019 consultations) *	138	-

*A reminder to the previous 138 participants and stakeholders was also sent in the final week of the exhibition.

Participate Parramatta

The consultation was hosted on the Participate Parramatta engagement platform (see screenshot of project page on the right).

Across the consultation period from Monday 6 December 2021 to Wednesday 15 December 2021, the project page was **viewed 1,202 times** by **816 visitors**, with **7 contributions** received.

Project Page Events

Views	1,202
Visitors	816
Contributions	7

Please note that three (3) online forms were hosted on the page during the consultation period:

1. Concept plans and proposed parking changes survey (6 completes)
2. REF Submission form (1 complete)
3. Your experience (Placescore survey – external consultant)*
4. Registration form for drop-in session (3 completes)

*The Placescore survey is an ongoing external consultant piece to understand more about the community's experience at the park.

View the project page here:

participate.cityofparramatta.nsw.gov.au/

Onsite drop in session

The Project Team facilitated one onsite drop-in session where community members and stakeholders could provide feedback and ask questions directly to the project team.

- Thursday 18 November 2021 - 3pm to 5pm
- Saturday 27 November 2021 - 10am to 12noon

Twenty-three (23) community members attended the onsite drop-in sessions. Two (2) hardcopy surveys were submitted.



Home / North Granville Community Facilities Master Plan

The Parramatta Road Urban Amenities Improvement Program (PRUAIIP), developed in 2013, identified the North Granville Master Plan site and its community facilities as key projects to improve North Granville's resident's liveability. Council has endorsed a master plan in 2016. Learn more about the stage 1 implementation below.

Stage 1 Implementation

Next steps: F.S. Garside Park, North Granville

Council's landscape architects developed a concept plan for F.S. Garside Park that includes a district accessible playground, new youth play spaces, improved sportsfield, fitness stations, two new dog park spaces, new social spaces and much more! The concept plan was developed from community feedback collected from March 2020 and during the master plan development.

We recently hosted an exhibition for the community to provide feedback on the concept plans, proposed parking changes for Gray and Onslow Streets and the Review of Environmental Factors which you can find in the resource section.

The project team will now review all feedback and report back in early 2022. Follow this project page to stay updated!



Get involved and have your say!

The opportunity to have your say on the concept plan, proposed traffic changes and the Review of Environmental Factors (REF) concluded at 5pm on Friday 3 December 2021.

Concept plan & proposed parking changes

Have your say on the proposed concept plans for F.S. Garside and proposed traffic changes on Onslow Street.

Council's landscape architects have developed a concept plan for F.S. Garside Park that includes an accessible playground, new youth play areas, improved sportsfield, fitness stations, two new dog parks, new social spaces and much more!

[Click here to have your say >](#)

Review of Environmental Factors

Have your say on the Review of Environmental Factors (REF). The REF identifies a suite of environmental protection measures to protect public health, preserve water quality, ensure flood resilience, maintain local habitat and respond to other potential environmental risks.

[Click here to provide your feedback >](#)

Your experience

The City of Parramatta has engaged independent research company Place Score to deliver 'before' and 'after' park performance reports for F.S. Garside Park.

If you have been in or around the park recently we encourage you to undertake this 5 minute assessment to help us better understand the current conditions in the park from your perspective.

[Click here to share your experience >](#)

Chat with the project team

Register your attendance at one of the drop in sessions to be hosted in the park.

- Thursday 18 November 2021, 3pm to 5pm
- Saturday 27 November 2021, 10am to 12pm

Note: A COVID safety plan will be in place and drop in sessions may be moved online in line with current NSW COVID 19 health orders.

[Click here to register your interest >](#)

Other ways to have your say:

Email: Written comments can be emailed to placeservices@cityofparramatta.nsw.gov.au
Subject: Feedback on the F.S. Garside Park, North Granville Plans and REF

Post:
City of Parramatta Council
Attention: Place Services Team
Subject: Feedback on the F.S. Garside Park, North Granville Plans and REF
PO Box 32
Parramatta NSW 2124

Please ensure that you clearly state your full name, contact details and address.

Timeline

The below timeline is indicative only until completion of detailed concept design.

- September 2021
 - Estimated commencement of construction of Alfred Street Cycleway (Stage 1 - Beacon to Gray Street)
 - Flood modelling study for F.S. Garside Park
- November 2021
 - Round 2 community consultation to review draft concept plan for F.S. Garside Park.

[See more](#)

Resources

- Exhibition summary PDF (4.27 MB)
- November 2021 community consultation for the proposed concept plans, parking changes and Review of Environmental Factors for the F.S. Garside Park improvements. PDF (4.37 MB)
- F.S. Garside Park Concept Plans. Granville PDF (4.37 MB)
- Proposed traffic changes for Gray and Onslow Street, Granville PDF (1.84 MB)
- Review of Environmental Factors (REF) PDF (10.01 MB)
- For F.S. Garside Reserve Improvements, Granville

Previous consultations

- Alfred Street Cycleway consultation
- Community consultation (2019)
- Community consultation (March 2020)

Sponsors

This project is proudly funded by the NSW State Government in association with City of Parramatta Council.

Proudly funded by



General resources

- North Granville Communities Facilities Master Plan - Stage 1 PDF (10.20 MB)
- North Granville Communities Facilities Master Plan - Engagement Report PDF (4.44 MB)
- North Granville Communities Facilities Master Plan - Drop-in Brochure PDF (856.10 KB)

Alfred Street Cycleway resources

- Draft Concept Plan PDF (1.43 MB)
- Draft Technical Documentation: Signage & Linemarking PDF (1.81 MB)
- Draft Technical Documentation: Vehicle Turning Paths and Movement Plans PDF (1.22 MB)
- Frequently asked questions PDF (521.04 KB)

Jordan Street Reserve resources

- Frequently asked questions PDF (675.05 KB)

Newsletters

- June 2020 Newsletter PDF (2.46 MB)
- April 2020 Newsletter PDF (710.10 KB)
- March 2020 Newsletter PDF (1.92 MB)

Contact us

Have questions or want to learn more about this project, contact us below:

Name: Council's Place Services Team
Phone: 02 9600 5050
Email: placeservices@cityofparramatta.nsw.gov.au

3. FEEDBACK DATA

Community members and stakeholders could provide formal feedback via:

- Online submission form (7)
- Email (5)
- Post (0)
- Stakeholder interview/workshop (2)
- Hard copy surveys (2)
- Drop-in session (23 attendees)

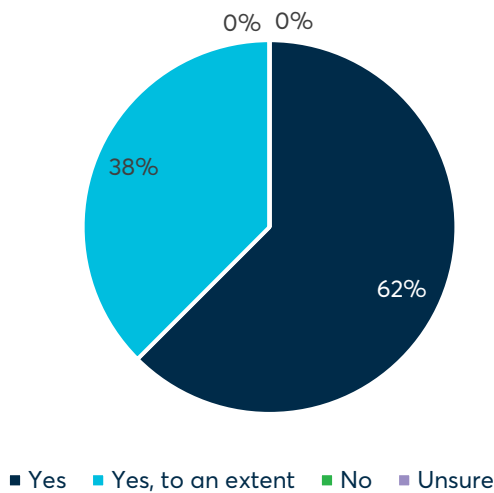
An overview and the findings from each of the feedback methods are detailed below.

3.1. Survey Findings: F.S. Garside Concept Plans and Parking (online and hard copy)

Council received six (6) online completed surveys for the F.S. Garside Park Concept and Parking Plans, in addition to two (2) hard copy completed surveys (total 8).

Question 1 - Overall, do you support the draft concept plans for F.S. Garside?

Respondents were asked to advise the extent of their support for the draft concept plans.



Response	Count	%
Yes	5	62%
Yes, to an extent	3	38%
No	0	0%
Unsure	0	0%
Total:	8	100%

No participant objected to the concept plans for F.S. Garside Park.

Question 2 – Why did you provide that answer?

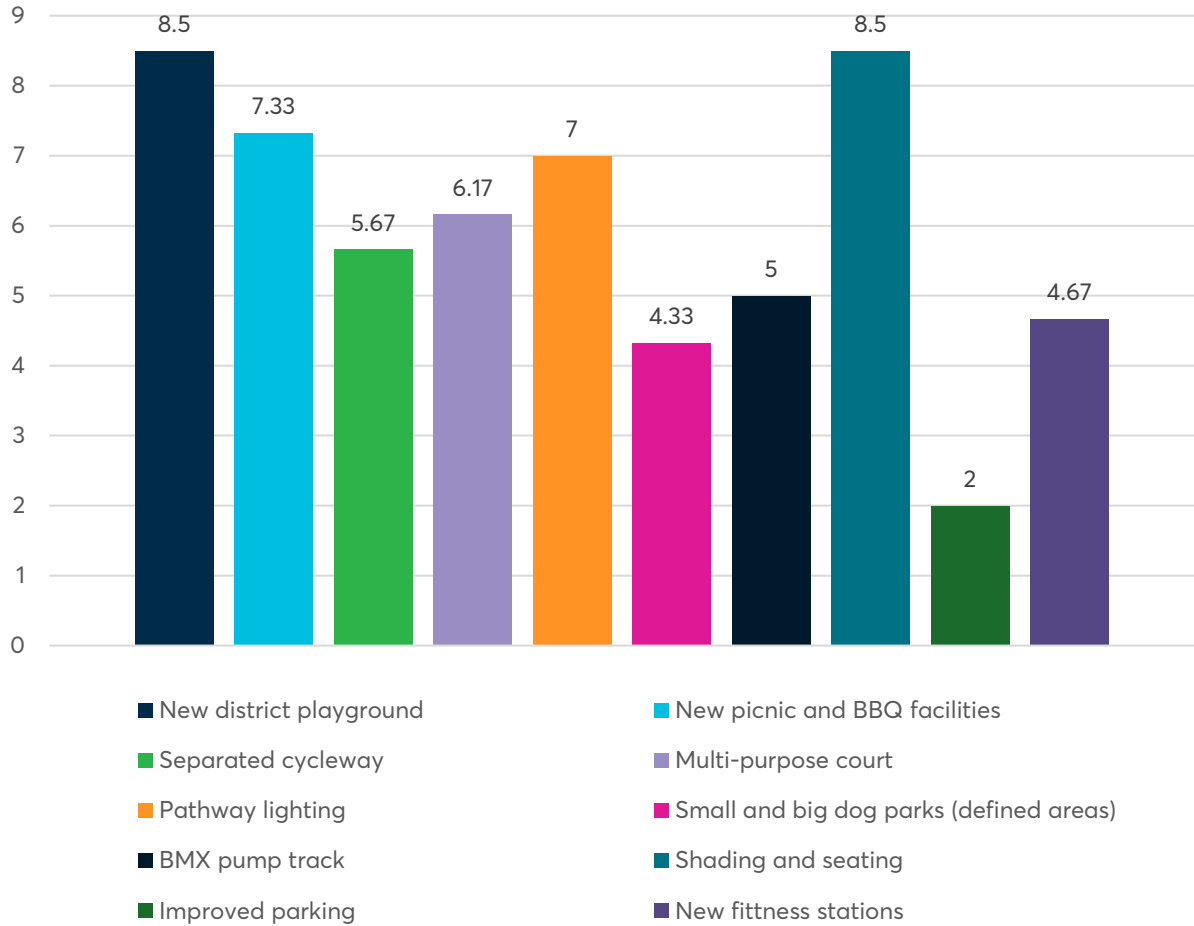
N = 8

For those who chose to provide a reason for their selection above, these were:

- Jacarandas are beautiful trees, but when flowering, dangerous underfoot
- The project needs more adequate funding
- It provides new range of amenities to the locals, as well as urban links to local and functional public spaces.
- Parking has become very restricted already here.
- It is what the area needs
- Respondent in favour of the improvement but very disappointed about the tree removal. Requests that Council prioritise the maximum tree planting

Question 3 - Please rank the following in order of your preference your favourite feature of the draft concept plan for F.S. Garside Park.

Respondents were asked to rank the following features from 1 to 10. Each feature has been given a score calculated for the average of the rankings.



The new district playground and shading/seating features tied as the most highly ranked features of the concept plans.

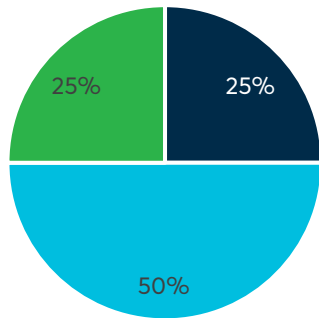
Proposed parking Changes

Conversion of the existing Onslow streetcar park to open space fulfils Council's adopted North Granville Community Facilities Masterplan and a requirement set by the NSW Government Parramatta Urban Amenity Improvement Program.

The draft concept plan identifies a reduction in car spaces from 71 to 52 (including 6 new disabled spaces) proposed for Gray street and further along Onslow Street, Granville.

The next few questions are regarding these proposed changes.

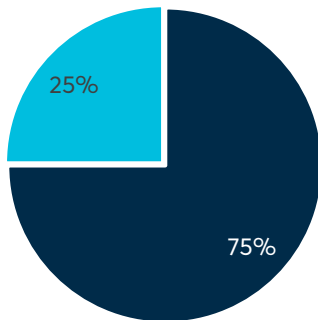
Question 4 - Do you have difficulty finding on street parking space in the surrounding streets neighbouring F.S. Garside Park, Granville?



■ Yes ■ No ■ N/A

Response	Count	%
Yes	2	25%
Not applicable	2	25%
No	4	50%
Total:	8	100%

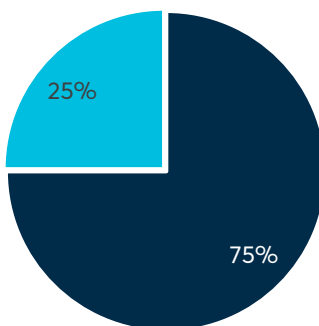
Question 5 - Are you aware of non-resident (commuter) vehicles regularly occupying on street parking in the surrounding streets neighbouring F.S. Garside Park, Granville?



■ Yes ■ No

Response	Count	%
Yes	6	75%
No	2	25%
Total:	8	100%

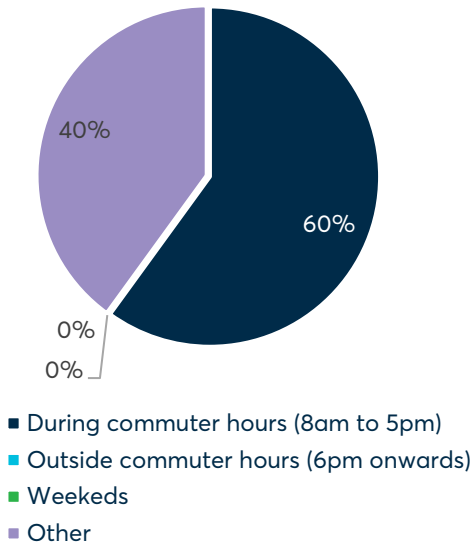
Question 6 - Do you live near F.S. Garside reserve?



■ Yes ■ No

Response	Count	%
Yes	6	75%
No	2	25%
Total:	8	100%

Question 7 – What times through the day that you experience loss of on street parking in your neighbourhood?

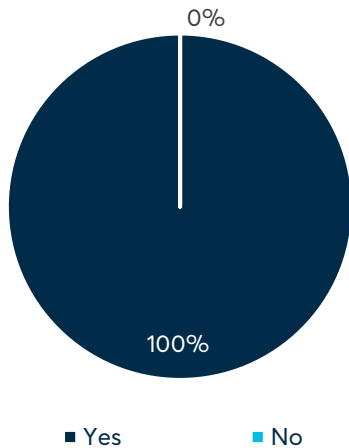


Response	Count	%
During commuter hours (8am to 5pm)	3	60%
Outside commuter hours (6pm onwards)	0	0%
Weekends	0	0%
Other	2	40%
Total:	5	100%

Question 8 – Do you support the disability parking arrangement proposed?

Council is upgrading F.S. Garside Park to ensure that it meets the Disability Discrimination Act 1992 and complies with universal design including an accessible district playground.

The six (6) new disability spaces will ensure that park visitors can access different areas of the park.



Response	Count	%
Yes	8	100%
No	0	0%
Total:	8	100%

Question 9 – Why?

N = 4

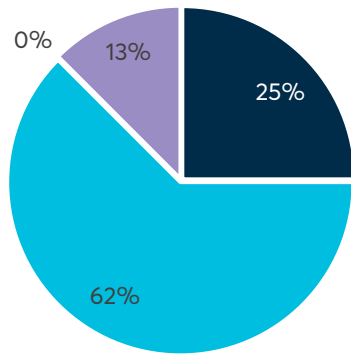
Respondents advised the reason why they support the minor carpark improvements was because:

- Inclusion should be a large factor in any Council developments
- New facilities bring more and broader communities
- Adequate access for all capabilities is essential to equality within the community
- There is not enough thought to disability parking in the area

Council is upgrading F.S. Garside Park to ensure that it meets the Disability Discrimination Act 1992 and complies with universal design including an accessible district playground.

The six new disability spaces will ensure that park visitors can access different areas of the park.

Question 10 – Do you support the new parking restrictions at F.S. Garside Park?



Response	Count	%
Yes	2	25%
Yes, to an extent	5	62%
No	0	0%
Unsure	1	13%
Total:	8	100%

■ Yes ■ Yes, to an extent ■ No ■ Unsure

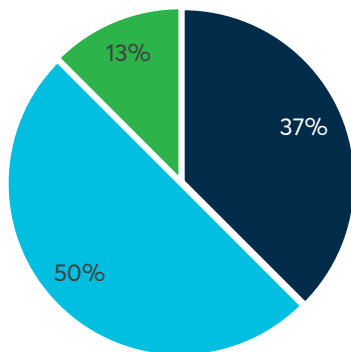
Question 11 – Why?

N = 4

Respondents advised the reason why they support the proposal was because:

- If the restrictions allow for adequate time for those visiting the park to complete what they are there for
- Good for locals
- Longer parking might be needed for game days

Question 12 – Have you provided feedback on the North Granville Facilities master Plan before?



Response	Count	%
Yes	3	37%
No	4	50%
Unsure	1	13%
Total:	8	100%

■ Yes ■ No ■ Unsure

3.2. Online submission form: F.S. Garside Review of Environmental Factors

One (1) person provided feedback on the Review of Environmental Factors (REF) for the F.S. Garside Park concept plans.

Overall, they agreed with the REF, however they did advise via a multiple-choice question that Council had not provided appropriate safeguarding actions and mitigation measures to minimise these impacts:

- Flora and fauna
- Tree removal and management
- Traffic and parking
- Air quality
- Visual amenity

The key comment provided was that **the net loss of trees is unacceptable.**

3.3. Email Submissions

Three (3) email submissions of feedback were received by the Place Services Team directly.

Email	Council's response
<p>"Thank you for the opportunity to comment. Would like to understand where the factory workers that currently use the free day parking at the bottom of Onslow Street will now be able to park please?</p> <p>Working in George Street across the road has very limited parking, and current use of the now relatively unused parking during the day next to Garside Park has been very important.</p> <p>Where will these day workers now be able to park, and will residents of Gray Street, Arthur Street and Hamilton streets now complain when their streets suddenly fill with workers' cars during the day?</p> <p>Support of local small businesses and their employees should always factor into decisions. Would appreciate your consideration of the impacts that this reduced parking will have on us.</p> <p>A 15 minute drive by a local from Old Toongabbie to their place of work in Clyde cannot be replaced with 1 hour of public transport each way to earn minimum wage..."</p>	<p>Conversion of the existing Onslow street car park to open space fulfils Council's adopted North Granville Community Facilities Masterplan and is a requirement set by the NSW Government Parramatta Urban Amenity Improvement Program (PRUAIP).</p> <p>Council understands the importance of car parking for small businesses and has made a commitment to investigate opportunities for additional commuter parking spaces as part of the Granville Town Square Masterplan.</p> <p>We note that parking has been identified as very important to the residents of North Granville.</p>

<p>"After reviewing the concept plan, I advise that it is generally fine, however there is one glaring and serious omission. There are no cricket nets. The demographics of the area has become a cricket mad community however there are insufficient cricket facilities. I struggle to identify any cricket nets from Colquhoun Park Granville (formerly Parramatta LGA) to Doyle Park North Parramatta. Apparently, Robin Thomas Reserve is slated for nets soon, however that would still be insufficient. The community is desperately crying out for more cricket nets. Please listen to and address this community need."</p>	<p>The concept plan aligns with Council's adopted masterplan and the NSW Government design guidelines as set out by the Parramatta Road Urban Improvement Program.</p> <p>Council would typically provide cricket nets to support sportsfields that have existing cricket wickets. F.S. Garside Park does not have a cricket wicket.</p> <p>New cricket nets will be provided at Robin Thomas Reserve. Additionally, the cricket nets at Parramatta Park (located behind Parramatta High School) will be refurbished and publicly accessible. Both locations are 10min drive from F.S. Garside Park.</p> <p>Council is also investigating increasing the number of cricket lanes at Jones Park, Parramatta.</p>
<p>"I have no problem with the BMX pump track and the basketball court - very pleasing that older youth are being considered and I sincerely hope the funds will be there. Losing virtually all the trees in our corner of the park does seem overkill to me - remediation requirements notwithstanding. Comparing those early moonscape aerial photos with the situation today after planting bees 25ya is chalk and cheese, and I'd hate to go back to those chalk days.</p> <p>I'm also curious about access to the soccer enclosure, noting the large area fenced off, given the community's concern about shared access. The warm-up area between the amenities building and Parramatta Road will hopefully be available for all - even though it's inside the compound."</p>	<p>Council has undertaken an independent arboricultural development impact assessment report to review the health and longevity of the existing trees considering the proposed remediation works.</p> <p>Remediation will require capping of existing contaminated soil with a hard surface like concrete or soil removal. Remediation may also involve altering the soil up to the base of the tree which can affect the health and or structure of the tree. The proposed remediation works may significantly impact the fine root structure of the existing mature trees and cause the trees to decline in time. Unfortunately, due to the significant soil contamination and remediation activities required, 249 trees at F.S. Garside Park will be removed. The fig trees located on Parramatta Road which will be retained.</p> <p>Council has committed to planting a minimum of 128 new mature trees as part of the proposed park upgrade. Although this will not replace all the trees removed, the new trees proposed, and their location have been strategically chosen to create optimal tree canopy coverage and ensure long term tree health.</p>

3.4. Stakeholder workshops/interview

Two (2) stakeholder workshops were provided to seek feedback relating to the draft concept design from stakeholders who neighbour F.S. Garside Park or have been displaced following the sports field closure.

Stakeholder feedback relating to the sports field amenities and universal site access was formerly submitted to Council via email.

Council has reviewed this feedback and relevant amendments were made to improve the sports field accessibility, sports field amenity building universal design, proposed storage provisions, and seating arrangements.

3.5. Feedback received via drop in sessions

Twenty-three (23) people attended the two drop-in sessions facilitated by the project team at F.S. Garside Park.

Participants were primarily local residents whose properties surround F.S. Garside Park, representatives from the Western Rage Football team or Granville Scouts.

Although only 2 formal surveys were completed, participants were generally enthusiastic to see the proposed park improvement.

Participants raised concerns relating to the significant soil remediation and tree removal, urban heat impacts, sportsfield seating and gate access.

4. RECOMMENDATIONS

City of Parramatta undertook a lengthy stakeholder engagement and consultation program to ensure community feedback was included in the final F.S. Garside Park concept design. A summary of the community engagement activities and participation is provided on the [Participate Parramatta project page](#).

Community consultation conducted late 2021 followed the conclusion of the NSW Government COVID 19 lockdown restrictions. Pedestrian mobility, QR code/ online engagement fatigue and community hesitation to gather in large groups may have contributed to the lower engagement activity at this time. Although the engagement participation in 2021 was lower than previous engagement campaigns for F.S. Garside Park, it is consistent with previous feedback provided in 2020 and 2019.

The engagement results support the proposed improvements to F.S. Garside Park identified in the final concept plan for park construction.

To further ensure that the proposed upgrades at F.S. Garside Park represent visitor requirements and meet community expectations, Council has engaged a consultant (Place Score) to collect baseline customer satisfaction data as part of the Park Score assessment program. A Park Score assessment provides a before and after measurement (an in depth version of Net Promoter Score, NPS) and enables local Council's to measure the performance of the park improvements over time.

The Park Score process will also enable Council to flesh out any further park requirements at F.S. Garside not captured in 2021 and assess the successful improvements to F.S. Garside Park following construction.

Next steps

Activity	Estimated date
Finalise concept design	January 2022
Finalise REF and seek ED approval	February 2022
Seek Parramatta Traffic Committee approval relating to parking and traffic changes	March 2022
Release tender and commence procurement	March 2022
Tender report to Council	June 2022
Award contract (subject to council resolution)	July 2022
Construction commencement (i.e., physical work on site)	September 2022
Project completion (subject to contractor's programme)	June 2023