

City of Sydney

Night Time City Policy Consultation Report

June 2011

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Project summary

Outlines the background to the project, and the overarching findings.

Project Summary

THE BRIEF

The City of Sydney is developing its first Night Time City Policy, to be informed by extensive research and community feedback. KJA was commissioned by the City to undertake an in-depth engagement process, to discover the community's vision for Sydney at night in 2030.

The process was designed to be:

- **high-level:** engaging key players in the night time economy, relevant agencies and industry bodies, and leading academics;
- **wide-ranging:** using techniques from street outreach to online forums and Twitter, to engage participants across a range of demographics right across the City and beyond;
- **localised:** community forums were held in five separate precincts of the City; and
- **accountable:** evaluation measures were built into the consultation process.

CONSULTATION

- Sector roundtable, involving key industry and regulatory players.
- Key stakeholder forum, featuring a wide range of industry and agency figures.
- Three focus groups: with industry innovators, thought leaders and the NSW Police.
- Five community forums: in the CBD, Kings Cross, Surry Hills, Newtown and Alexandria.
- An online forum open for seven weeks, as well as an online poll and regular Twitter updates.
- Street outreach, surveying passersby in key areas including the CBD, Darlinghurst, The Rocks, Surry Hills, Newtown and Glebe.

THE RESULT

- Response was enthusiastic, with 822 people participating. The topic was clearly one which engaged Sydneysiders: everyone had an opinion.
- Feedback was given at all levels, including big-picture visions, suggested strategies, and long and short term solutions.
- Participants clearly understood the complexity of the issues, and recognised that many were outside the control of Council. Nevertheless, they expect Council to take a lead role.
- The consultation process received high ratings from participants, with 96.4% of respondents very satisfied or satisfied with opportunities to have their say.

THIS REPORT

Synthesises the findings of all levels of consultation. It is divided into the following sections.

1. The vision: outlines how Sydneysiders see their city at night in 2030.
2. Key themes: groups consultation findings by themes.
3. Activities: highlights findings from each individual consultation activity.
4. Appendices

Vision

Sydney at night should be:

CONNECTED

HUBS that activate different city precincts

TRANSPORT that links precincts and outer suburbs, and continues throughout the night

DIGITAL ACCESS available freely throughout the city

DIVERSE

LATER OPENING hours for shops, restaurants and cultural venues

MORE NO-ALCOHOL activities

NEW VENUES in underutilised spaces

INVITING

BEAUTIFUL DESIGN, including lighting

SPACES FOR PEDESTRIANS that encourage strolling and exploring

SAFE STREETS free of violence

RESPECT for visitors and residents

RESPONSIVE

ENCOURAGING INNOVATION by reducing red tape

LISTENING TO business and residents

COLLABORATING with government and industry

Vision (cont'd)

We asked the community what they wanted their city to look in 2030. This is what they told us.

TRANSPORT

Sydney in 2030 is: a city that is connected. Public transport is available throughout the night. A wide range of routes connect Sydney's night-time hubs with each other, as well as with the outer suburbs, using a range of transport types including light rail and shuttle buses.

Taxis are a supplement to, rather than an alternative to, public transport. In areas such as Kings Cross, managed taxi ranks are available.

DIVERSITY

Sydney in 2030 is: a city with a diverse night time offering. Right throughout the city, different activities are available at different times of night. The wide range of available activities has diffused the alcohol-focused culture, and draws a diverse range of visitors. People are able to eat a meal, visit an art gallery, get their hair cut, wander through night markets or drop into a pharmacy until late at night.

More streets, laneways and parks have been activated, with a welcoming atmosphere that appeals to all age groups.

Intimate venues outnumber the "beer barns", and events take place in an array of unusual venues, from libraries and town halls to car parks and roof gardens. Council helps support innovative events and activities in a variety of ways – from subsidising space for creatives, to managing an inventory of potential venues, both Council- and privately-owned.

PLANNING AND LICENSING

Sydney in 2030 is: a city with a streamlined planning process.

Working in partnership with business, residents and other Government agencies, Council has instituted a transparent planning process that gives all parties clarity.

Rather than functioning solely as an approval body, Council operates as an advocate for the night time economy, meeting with entrepreneurs to discuss opportunities and, where appropriate, providing economic incentives. Red tape and costs have been reduced.

Residents and government agencies such as the police have easy access to information about DAs that have been approved in their area, including operating hours and venue capacity. Council compliance officers monitor venues during operating hours, and all breaches are dealt with. There is a one-call policy for residents (ie if they have a complaint at 2am, they simply make one call and it is dealt with).

Each precinct has its own set of guidelines, which are designed to preserve that precinct's individual character and prevent saturation. The guidelines consider factors such as usage (do we want another shop/venue/building of this type in the area?) and design.

Improved accountability has been introduced into the licensing system, and an approach similar to Brisbane's first tenants' rights legislation exists, limiting the rights of newcomers' to the area to complain about existing venues.

SAFETY

Sydney in 2030 is: a safe city.

People feel comfortable walking the streets at all hours of the night. Anti-social behaviour has disappeared, and police are a reassuring presence, patrolling in pairs or small groups. Good lighting and activated streets create a sense of security.

Friday and Saturday nights in Kings Cross are managed as if they are special events, with strong police presence and traffic barriers, leading to a calmer atmosphere. A 3am lockout applies across Kings Cross, and sit down restaurants have replaced takeaway joints, moving the closing-time crowd off the streets and reducing the risk of violent behaviour.

DINING

Sydney in 2030 is: a city for late-night dining. No longer do late-night diners have to choose between pizza and kebabs. People can indulge their appetite at night markets, food carts, cafes and restaurants. More outdoor seating is available in areas where it does not impact residents.

THE PEDESTRIAN EXPERIENCE

Sydney in 2030 is: a city for strolling. Well-lit streets alive with plenty to look at encourage people to stroll through the city – before dinner, after the theatre, or just for the sake of it.

Clear wayfinding encourages a sense of exploration, with people walking between venues and precincts, or just strolling to see what's new.

Along Oxford Street and Kings Cross, better management means formerly congested footpaths are now easier to navigate.

DESIGN

Sydney in 2030 is: a well-designed city. The beauty of the night-time city draws people in and encourages strolling. Streetscapes are on a human scale and reflect the individual characters of each precinct, while a creative lighting strategy has turned the city itself into a canvas.

Design is used within venues to encourage socialising and enhance intimacy.

Design is also used to promote sustainability and to alleviate issues such as noise complaints. New developments must include appropriate noise reduction measures; in the most highly-impacted streets, noise reduction measures are retrofitted.

SERVICES

Sydney in 2030 is: a well-serviced city. Sydney is a city that caters to night time visitors with more clean, available public toilets and appropriate garbage collection.

Information about night-time activities is easily accessed online or in person, and free Wi-fi is available throughout the area.

Key themes

Outlines the key suggestions from the consultation process, grouped by theme. This table includes ratings for ease of implementation, and indicates at which community forums the issues were raised. The size of the marker reflects the importance of the issue.

How to use this section

This section analyses the results of all our engagement activities – the sector roundtable, stakeholder forum, three focus groups, five community forums, online forum, online poll, and street outreach – by theme. These themes include: transport, diversity, planning and licensing, safety, dining, the pedestrian experience, design and services.

Suggested actions for each theme are grouped into categories, and rated for ease of implementation.

Now – means the action is one that could easily be implemented by the City of Sydney.

Later – means the issue is slightly more complex, perhaps requiring a partnership approach with an industry body or the state government.

Long term – means the issue is either a complex issue requiring a long term approach, or an issue which lies outside the control of the City of Sydney, in which case the City may consider taking a lobbying role.

Part of KJA's brief was to consider whether the issues raised in consultation had any local contexts Council should consider. For this reason, we have included an additional section in our table, indicating which issues were raised in which community forums. We have used crosses of three different sizes to indicate whether participants at each forum considered the issue to be of major, medium or minor importance.

Some issues have no marks in any of the community forum columns. This means they were raised either during the sector roundtable, the stakeholder forum, the focus groups, the street outreach, or online.

1 THEME: TRANSPORT

Participants want:

- More public transport available throughout the night
- New routes connecting villages
- Better taxi management

Transport was the most frequently-raised issue, dominating discussion in every engagement activity.

While participants recognised that many transport issues fall outside the control of the City of Sydney, they expect the City to take the lead in finding solutions. Comprehensive, integrated transport that runs throughout the night was seen as vital to cater not only to visitors, but also for night-time workers. Effective transport solutions are seen as vital to the development of a strong night time economy.

In particular, participants identified the need for new routes to connect the city's villages, as well as linking the centre with the suburbs. The period between 1am and 5am was seen as most lacking in transport options.

While participants acknowledge that long term progress will require Council to work in partnership with State Government agencies, it is clear that progress on this issue is one of the ways by which the community will measure the success of this policy.

Ideas	Ease of implementation			Actions	Raised in these community forums				
	Now	Later	Long term		CBD	Kings Cross	Surry Hills	Newtown	Alexandria
Improve public transport			✘	More frequent public transport	✘		✘		✘
			✘	24 hour public transport		✘	*		
			✘	Better connections between villages		✘	✘	✘	
			✘	Integrated transport and ticketing			✘	*	✘
			✘	Introduce extended light rail (CBD, Glebe Point Rd, Green Square, Hickson Rd)	✘		*		*
Improve taxi services		✘		Stagger taxi changeover times		✘	✘	*	
		✘		Improve management of taxi ranks		✘	✘		
Other suggestions		✘		Courtesy buses			✘		
		✘		Car-free streets		✘	*	*	
		✘		More bicycle lanes					

Ideas	Ease of implementation			Actions	Raised in these community forums				
	Now	Later	Long term		CBD	Kings Cross	Surry Hills	Newtown	Alexandria
		✘		Introduce bike rentals					✘
		✘		Improve parking, particularly for elderly people and night time employees			✘	✘	

2 THEME: DIVERSITY

Participants want:

- DIY venues, from car parks to town halls
- Unusual night time options
- The right retail mix

In all our engagement forums, a more diverse range of activities was seen as vital for any night-time policy. Participants wanted to see different events at different hours in different parts of town. It was stressed that activities should appeal to a range of age groups. This was seen not only as an aim in itself, but also as a way of changing Sydney's current youth-centred, alcohol-fuelled night time activities.

Small bars were often cited as a successful innovation. Participants also wanted to see a more diverse array of cultural venues. Council was seen as potentially playing an important role in this process, particularly by making available unused and underutilised venues such as libraries and town halls. "DIY venues", such as car parks and tram sheds, were seen as opportunities for small groups to create exciting events. It was suggested that Council could assemble a roster of suitable spaces (both publicly- and privately-owned) which these groups could access.

Extended opening hours were also a priority. Options such as late-night pharmacies and a broader range of dining experiences (see Dining section) were mentioned frequently, along with a desire to see fewer convenience stores. Participants recognised that not all small businesses will have the resources to extend regular trading hours, and proposed a creative approach – for instance, a hairdressing salon might, once a month, offers haircuts until 11pm, serving drinks at the same time.

Ideas	Ease of implementation			Actions	Raised in these community forums				
	Now	Later	Long term		CBD	Kings Cross	Surry Hills	Newtown	Alexandria
Greater diversity of late-night activity		✗		Encourage late-night hours for businesses such as restaurants, cafes, art galleries, bookstores, hairdressers	✗	✗	✗	✗	✗
	✗			Use public venues at night – live performance and readings at libraries, use Town Halls/Newtown Tram Sheds, car parks etc as venues			✗	✗	
	✗			Introduce more diverse activities – night markets, spaces for political discussion in a social context etc		✗	✗	✗	
		✗		More live music – consider subsidies for live music venues, monthly Gig Crawls to showcase music venues, database of performers, promoters etc				✗	✗

Ideas	Ease of implementation			Actions	Raised in these community forums				
	Now	Later	Long term		CBD	Kings Cross	Surry Hills	Newtown	Alexandria
	✗			Pursue a policy of activating streets, laneways and parks	✗			✗	
	✗			More retail options			✗	✗	✗
		✗		Fewer convenience stores and fast food outlets		✗	✗	✗	
	✗			Festivals and quirky events such as the Kings Cross Bed Races		✗	✗	✗	
			✗	Better balance of venues - not just drinking venues			✗		
	✗			Council to manage roster of spaces (private and public) available for arts/cultural performances					
		✗		Subsidise shopfront spaces for artists and innovators					
		✗		Grants to subsidise small arts organisations to promote their events					
		✗		Incentives for vendors and promoters to reduce admission prices					

Ideas	Ease of implementation			Actions	Raised in these community forums				
	Now	Later	Long term		CBD	Kings Cross	Surry Hills	Newtown	Alexandria
		✘		More art (of all kinds) on the street					
		✘		Night time entertainment zone between Chinatown and Darling Harbour with night markets, street food, pop up bars with live music					
			✘	Floating cafes and bars at Circular Quay					
		✘		Concrete table tennis tables, as in New York. BYO paddles and balls.					
		✘		Video art in unused windows and dead spaces					
Encourage more diverse night time visitors		✘		Activities for niche markets eg dances for over 60s (may need incentives for business)	✘	✘	✘	✘	
		✘		Create atmosphere that welcomes all age groups eg seniors not worried about being knocked over, quieter cafes/restaurants etc				✘	

Ideas	Ease of implementation			Actions	Raised in these community forums				
	Now	Later	Long term		CBD	Kings Cross	Surry Hills	Newtown	Alexandria
		✘		Create spaces that different generations can share eg playgrounds with activities for adults as well as children				✘	
	✘			Promote pop-up events etc statewide – bring in regional tourists					
Encourage night time activities across Sydney		✘		Find ways to help promote night-time activity beyond existing hubs, and outside the City of Sydney		✘	✘	✘	

3 THEME: PLANNING AND LICENSING

- Simplify complex requirements for small business
- More input into DAs
- Better enforcement and compliance

In order to achieve diversity, planning and licensing changes will be needed. This topic provoked considerable debate at every engagement forum. Businesses and creative entrepreneurs complained about the expense and complexity involved; residents complained about lack of compliance and lack of information about DA consent conditions. Both neighbouring businesses and residents wanted greater clarity around the DA process.

However, a number of common themes did emerge. All parties agreed on the need for more targeted DA assessment. They wanted to see applications that were appropriate to the area, thereby preventing saturation and preserving each precinct's individual character.

All participants also wanted greater transparency. For entrepreneurs, it was about navigating their way through the requirements - they saw an opportunity for Council to provide an advisory role in the process, and to serve as an advocate for small business. For residents, it was about understanding the conditions that applied to the venues in their area, and how to complain effectively.

Ideas	Ease of implementation			Actions	Raised in these community forums				
	Now	Later	Long term		CBD	Kings Cross	Surry Hills	Newtown	Alexandria
Remove red tape		✘		Reduce license costs/insurance costs/complex requirements – currently a barrier to entry for small businesses				✘	✘
		✘		More flexible approach to using existing spaces eg theatre performance in car park				✘	✘
		✘		Exemptions for one-off events				✘	
		✘		Examine issue of restrictions placed by landlords				✘	
	✘			Council to assist small business in navigating requirements					
	✘			Don't introduce lockouts					
Transparency/accountability	✘			Publish key conditions for all venues in one area		✘			✘
		✘		Improve clarity of DA conditions					

Ideas	Ease of implementation			Actions	Raised in these community forums				
	Now	Later	Long term		CBD	Kings Cross	Surry Hills	Newtown	Alexandria
		✗		Establish capacity limits for venues					
		✗		Consider usage as part of DA: if you build a big empty space, it will be a beer barn					
		✗		Issues licenses to people rather than venues for greater accountability				✗	
			✗	Make licenses renewable (subject to review)					
		✗		More resident influence in planning decisions eg. DA approvals			✗		
				Finesse small bar approvals – 120 people may be too large for some areas			✗		
Compliance		✗		First tenants' rights (as in Brisbane)			✗	✗	
		✗		Compliance monitors should patrol the streets at night		✗	✗		
	✗			Clearer responsibility – residents should only have to make one phone call		✗	✗		
		✗		Compliance needs to be enforced		✗	✗	✗	

Ideas	Ease of implementation			Actions	Raised in these community forums				
	Now	Later	Long term		CBD	Kings Cross	Surry Hills	Newtown	Alexandria
Closing time		✘		3am lockout					
		✘		Have wind-down time, rather than closing time				✘	
		✘		Stagger venue closing times			✘		
Planning			✘	More inner city housing with parking					✘
			✘	Reduce clustering, particularly next door to residential uses			✘		
		✘		Areas need to be both daytime and night time destinations, otherwise they become sleazy					
			✘	Decrease saturation by opening up new night time areas eg parts of the CBD that are primarily offices, therefore dead at night					

4 THEME: SAFETY

Participants want:

- Better lighting
- More activated areas
- Address drunkenness and anti-social behaviour

The issue of safety was raised at every engagement forum, but provoked little debate. Participants agreed that safety is a key success criterion for any night time city policy but, on the whole, felt the city was already reasonably safe. Suggestions were seen as ways to improve an already-acceptable situation.

The single issue which raised the most concern was drunkenness and associated anti-social behaviour. Improved lighting and more activated areas were also raised repeatedly.

Ideas	Ease of implementation			Actions	Raised in these community forums				
	Now	Later	Long term		CBD	Kings Cross	Surry Hills	Newtown	Alexandria
Safer environment	✘			Better lighting		✘	✘		
		✘		More activated streets and public areas		✘	✘	✘	
	✘			More activated parks			✘	✘	
		✘		Introduce help points		✘			
			✘	Take action against drunkenness/anti-social behaviour, including education campaign	✘	✘	✘		✘
			✘	Reduce broken glass by only serving drinks in plastic after 9pm					
Improved policing		✘		Police patrolling in pairs, not groups (less threatening)		✘			
			✘	Better police response time		✘			
				Increased police presence			✘		
		✘		Treat Friday and Saturday nights in Kings Cross as a special event					

Ideas	Ease of implementation			Actions	Raised in these community forums				
	Now	Later	Long term		CBD	Kings Cross	Surry Hills	Newtown	Alexandria
	✘			Trial different measures, with built-in evaluation					

5 THEME: DINING

Participants want:

- More outdoor seating
- Late-night dining
- Food carts and night markets

Extending late-night dining options beyond fast food was also seen as a priority. Participants wanted to see not just restaurants open later, but also vendors such as mobile food carts, offering healthier options than are currently available. Outdoor dining was also a very popular activity: participants wanted to see chair rates reduced to allow this to flourish.

Improved late-night dining options were also seen as a way of improving safety in hot spots such as Kings Cross. At present, takeaway outlets are the only vendors open when the pubs and clubs close. The number of people eating out on the street creates a higher potential for anti-social behaviour than if they were seated in restaurants.

Ideas	Ease of implementation			Actions	Raised in these community forums				
	Now	Later	Long term		CBD	Kings Cross	Surry Hills	Newtown	Alexandria
More late-night dining options		✘		Extended trading hours for cafes/restaurants	✘	✘	✘	✘	✘
	✘			More outdoor dining		✘	✘		✘
	✘			Food carts/night markets		✘	✘		
			✘	Replace takeaways with sit-down dining (clear the footpaths)					
			✘	Ease licensing restricting on small vendors to up diversity					

6 THEME: THE PEDESTRIAN EXPERIENCE

Participants want:

- Activate dead areas
- Strollable streets
- Better lighting

According to our participants, a successful late-night city must be easily navigable by foot. The Italian idea of the *passeggiatta* – the evening stroll – was referenced several times. Many of the suggestions for livening up streets – such as hawkers and food carts – are based on the idea of catering to pedestrians.

However, the need to manage pedestrian flows was also seen as important, particularly in congested areas such as Kings Cross and Oxford Street. Better wayfinding was seen as important to manage the movement of people, and also to encourage more people to explore the precincts and various attractions.

In addition, participants highlighted ideas such as improved lighting and activating smaller streets; “dead spaces” between hub areas, such as Phillip Street in town; and activating no-go areas such as parks.

Ideas	Ease of implementation			Actions	Raised in these community forums				
	Now	Later	Long term		CBD	Kings Cross	Surry Hills	Newtown	Alexandria
Footpath management	✘			Manage overcrowded footpaths		✘	✘		
		✘		Create atmosphere to promote strolling					
	✘			Better wayfinding		✘		✘	
Activation		✘		Activate dead areas such as side streets		✘	✘	✘	
	✘			Activate parks				✘	

7 THEME: DESIGN

- More outdoor seating
- Late-night dining
- Food carts and night markets

Participants offered a range of design solutions for creating a more appealing night time city. Many of these centred on the built environment, from preserving the unique streetscapes of each precinct, to introducing a lighting design strategy to create beautiful streets. Other suggestions focused on more practical measures, such as getting rid of roller doors in Redfern.

Other responses focused on using design as a solution for noise-related issues, through measures such as retro-fitting houses in high-impact areas such as Kings Cross.

Built-in sustainability – for instance, in lighting – was also raised as an issue.

Ideas	Ease of implementation			Actions	Raised in these community forums				
	Now	Later	Long term		CBD	Kings Cross	Surry Hills	Newtown	Alexandria
Improving the streetscape			✘	Promote quality architecture eg Surry Hills library				✘	✘
			✘	Promote architecture in keeping with the precinct's character					✘
	✘			Introduce lighting strategy to create beautiful streetscapes				✘	
			✘	Lift aesthetic standards eg Kings Cross main street, roller shutters in Redfern		✘	✘		✘
		✘		Introduce "aesthetic curator" to set standards					
		✘		New developments should all include street-front retail tenancies: can revive an entire area (eg Holt Street)					
Noise reduction		✘		Building codes to mandate thicker walls, double glazing etc for activated areas		✘	✘		
		✘		Smoking rooms at venues to contain litter and noise			✘	✘	

Ideas	Ease of implementation			Actions	Raised in these community forums				
	Now	Later	Long term		CBD	Kings Cross	Surry Hills	Newtown	Alexandria
		✘		Reduce venue size in residential areas – small bars to be smaller			✘		
Sustainability		✘		How do we reduce environmental impact of lighting etc?				✘	

8 THEME: SERVICES

- More public toilets
- Better garbage collection
- Central information points

Comments about services fell into a number of areas. There was considerable interest in improving public toilets and garbage collection, but this was matched by a desire for a centralised information resource (both digital and actual) on night time events across town. Free Wi-fi across the city was also seen as an important factor in keeping people in town longer.

A number of specific suggestions were made for the type of lighting that should be available in the city (eg 2700k, warm white tones).

When discussing private sector services, participants repeatedly raised the need for more late-night chemists.

Ideas	Ease of implementation			Actions	Raised in these community forums				
	Now	Later	Long term		CBD	Kings Cross	Surry Hills	Newtown	Alexandria
Facilities		✗		More clean public toilets		✗	✗		
		✗		More garbage collection – looks better, remove bottles that can be used as weapons		✗	✗		
		✗		User-pays for garbage: analyse garbage to see where it's coming from		✗	*		
	✗			Better cleaning in the city eg Circular Quay					
Online services	✗			Online resource: what's happening at night				✗	
	✗			Smartphone app letting you explore the city, with suggestions about what to do and how to get there, with live updates eg alerts about a nearby venue with few people in it					
		✗		Free Wi-fi all around town				✗	
Lighting		✗		Consistent lighting (2700k, warm white)					

Ideas	Ease of implementation			Actions	Raised in these community forums				
	Now	Later	Long term		CBD	Kings Cross	Surry Hills	Newtown	Alexandria
Other services	✘			Information booths: Circular Quay, Town Hall, Central, King Street, Glebe Point Road				✘	
				'Listening posts': info about the area you're in, including venues, what's on etc					
			✘	Late-night chemists			✘	✘	

9 THEME: OTHER

Ideas	Ease of implementation			Actions	Raised in these community forums				
	Now	Later	Long term		CBD	Kings Cross	Surry Hills	Newtown	Alexandria
	✘			Turn down fire truck sirens after 1am					
		✘		Declare all of Sydney a quiet zone after 11pm (weeknights) or 1am (weekends – fines for blowing horns, screeching wheels, screaming)					
		✘		Map of tranquillity like London – about more than just limiting noise					
		✘		More lenient noise curfews – concert venues allowed to continue past 11am					
		✘		Activate more rooftop spaces with bars/restaurants					
			✘	Activate industrial areas (eg Mascot) with infrastructure eg transport and car parks (use existing ones)					

Engagement activities

Contains a rundown of the findings from each consultation activity.

Sector roundtable

April 29, Lord Mayor's Reception Room,
Town Hall, 12pm to 2pm

Participants: 18

Overview

Participants in our Sector Roundtable were invited to provide a high level overview of the big-picture issues they felt needed to be addressed to build a strong night time economy for Sydney. Promoting diversity, streamlining regulation and establishing collaborative partnerships were all seen as key priorities.

PRIORITY: SAFETY

"If people don't feel safe, they're not going to go out."

"More police in the CBD would be a good thing: it brings a perception of safety."

PRIORITY: PRECINCTS

"Sydney should have a cluster of precincts."

"We have 36,000 students come to Ultimo each – it should be a hub, offer services at 10pm."

PRIORITY: DENSITY

"There are issues around our densities. A lot of people who work in the city live in areas like Gosford. In Europe, many people live nearby."

Sector roundtable (cont'd)

PRIORITY: INTEGRATION AND REGULATION

**“Integration is important –
meshing transport and
major events.”**

*“We are over-regulated.
In Paris the footpaths
are active.”*

*“Research is needed around
the responsible consumption
of alcohol.”*

PRIORITY: DIVERSITY

**“In San Francisco, Paris, lots of cultural institutions
are open 24 hours.”**

*“Berlin is a model where a variety of activities are
available, not just bars and nightclubs. The problem is
getting people out of the house.”*

*“Organisations should work together – New York’s Museum of
Modern Art has free theatre one night a week.”*

**“We need a bunch of small activities. People love
rediscovering their city at night.”**

*“The majority of people live in apartments and they
need to get out and use parks, cafes and bars.”*

*“In Singapore, the noodle markets are packed
five nights a week till 2am.”*

“Visitors want to come to a vibrant exciting party.”

Sector roundtable (cont'd)

Suggested strategies

align transport systems

benchmarking

promotion

collaboration

industry network

responsible alcohol consumption

event promotion

supplier panels

regulatory changes

KEY:

major issues

medium issues

minor issues

Key stakeholder forum

May 3, Lord Mayor's Reception Room, Town Hall, 12pm to 1pm

Participants: 39

Overview

Participants at our Key Stakeholder Forum shared a vision of Sydney as a global city that offers diverse activities attracting a range of age groups to different precincts right through the night. While transport and planning were key issues, other popular ideas included lighting design that treats the city as a canvas, and a regulatory approach that promotes innovation.

PRIORITY: DESIGN AND CREATIVITY

“How can we make our city greener and more beautiful?”

“Paris has beautiful lighting - why don't we? Use the city as canvas.”

“Activate the Royal Botanic Gardens.”

“Allow for creativity, but also for art - they're not the same.”

“Don't plan too much - allow for things to evolve spontaneously.”

PRIORITY: TRANSPORT

“We need high quality transport 24 hours a day.”

“Light rail.”

“Need to service beyond the ‘cultural ribbon’.”

Key stakeholder forum (cont'd)

PRIORITY: INTEGRATED PLANNING

“Cut back the red tape across agencies.”

“Build collaboration between the public and private sectors.”

“Finesse legislation - not the current blanket rules.”

PRIORITY: SAFETY

“There should be a pedestrian plan.”

“Treat each weekend as a major event, and plan accordingly.”

“More people out and about creates passive supervision.”

“Safe cities encourage people to get out and explore.”

PRIORITY: DIVERSITY

“More events for young people that don't involve alcohol.”

“Activities for all age groups.”

“Better food late at night.”

“Seasonality - things shouldn't just happen in summer.”

“Activate more harbour islands.”

“Offerings should be staggered across the city and across the night.”

“After 6pm, you're either in a bar or restaurant - no reason to go strolling.”

“Free wi-fi around city will keep people in cafes etc.”

Key stakeholder forum (cont'd)

What Sydney is getting right

major events

cultural diversity

outdoor festivals

precincts

small bars / restaurants

KEY:

major issues

minor issues

What we can improve

transport

big theatres for musicals

activities for all ages

safety

lighting

design

late night food

public toilets

drinking culture

art

Industry Innovators focus group

June 1, Town Hall House, 2pm to 4pm

Participants: 19

Overview

Our industry innovators saw many positives about the way Sydney is evolving, from the idea of local villages to the move towards more intimate spaces. Their suggestions focused on ways to help create a more exciting night time city.

PRIORITY: TRANSPORT

“Expand the network: maybe shuttle buses between villages?”

“Close down streets to create dedicated routes for public transport and cyclists.”

“Hop-on hop-off travel between villages.”

“Close down some streets selectively, get people to return.”

“Try temporary interventions – the ‘suck it and see’ approach.”

PRIORITY: REGULATION

“Currently creates a sense of fear among business owners.”

“It would help if there were a consistent approach, and you could deal with just one person.”

“There should be a sense of discrimination: different approaches for innovative uses and for bog standard businesses.”

“Make footpath licensing cheaper.”

Industry Innovators focus group (cont'd)

PRIORITY: ALCOHOL AND BEHAVIOUR ISSUES

“Organisations like the AHA should work with interior designers and psychologists to create spaces where people want to stay.”

“Support the industry to achieve best practice: upskilling, training etc.”

“More people in the precinct will dilute the problem.”

“There are fun ways to change behaviour. Overseas, to get people to cross at zebra crossings, they’ve dressed people up in zebra suits and had them dance around when people do the wrong thing.”

PRIORITY: PLANNING

“When planning new developments, you need to plan for the taxis that are going to service them.”

“Don’t be homogenous - different areas should look different.”

“DAs should consider, how does it look, and who’s running it?”

“If you want to reduce cars, look at where you put taxi ranks and bus stops and parking meters.”

“Allow neighbouring businesses to give positive feedback as part of the DA process.”

“Appoint an aesthetic curator – with a soft lever and a big stick.”

“More pedestrian-only areas.”

“Live music cities such as Berlin and Austin Texas have low real estate costs. Subsidise culture by donating space.”

“Utilise empty spaces – rooftops, but also building foyers, parks etc.”

Industry Innovators focus group (cont'd)

What Sydney is getting right

festivals

hawker markets

licensing changes

interesting venues

small scale

cycling

local villages

peak hour transport

engaging with creatives

more residents

What we can improve

transport

travel between
precincts

footpath

communication with
planners

innovation

balance residents'
voices

lose the red tape

develop villages

more events

seating

creative lighting

change security culture

no-alcohol
activities

KEY:

major issues

minor issues

Thought Leaders focus group

June 7, Town Hall House, 2pm to 4pm

Participants: 15

Overview

Many of the issues raised in our community forums were also considered priorities by our thought leaders, particularly the idea of diversity. Participants in this session focused on evidence-based strategies for addressing these issues. Building evaluation and monitoring into the process was seen as particularly important.

PRIORITY: SAFETY

“Improve lighting.”

“We have to tackle the normalisation of violence and anti-social behaviour – the idea of fun through drunkenness.”

“Kings Cross on Friday and Saturday nights should be seen as an event.”

PRIORITY: TRANSPORT

“More opportunities for pedestrians.”

“Hold the line on cycleways.”

Thought Leaders focus group (cont'd)

PRIORITY: DIVERSITY

"We need to broaden the focus off alcohol as the key activity."

"At midnight, we should be able to eat dinner or visit a bookstore."

"Focus on how we segue from the city to its surrounds."

"Utilising the rest of Sydney is part of the answer."

"Curate events more actively."

PRIORITY: STRATEGY

"A strategy advocating all the things we're talking about needs to be rolled out in stages."

"Don't forget the research. This would give us the opportunity to create more evidence by rolling out evaluations in real time."

"The hardest part is allowing the night time economy to expand liminally. It should be about time out and fun, not too regulated."

"The end product should be a tool other cities can benchmark against."

"Council needs to be clear about what they can/can't influence, and look at advocacy, partnerships etc."

"We need performance indicators and monitoring."

"Council should provide more advice to small businesses about noise insulation, insurance, licensing etc."

"Focus on a few key activities. Don't bite off more than you can chew."

Thought Leaders focus group (cont'd)

What Sydney is getting right

large scale events

experimentation

small bars

promoting precincts

using research

shaping space to shape behaviour

KEY:

major issues

minor issues

What we can improve

alcohol

the digital city

barriers for small business

fewer cars

activities for all ages

problem venues

public transport

lots of hubs

NSW Police focus group

June 8, Town Hall House, 2pm to 3.30pm

Participants: 11

Overview

Perhaps unsurprisingly, safety – both perception and reality – was the key concern for the police. There was a strong emphasis on providing varied, non-alcohol dependent activities to minimise alcohol-related issues, and many practical suggestions for improving safety, particularly in Kings Cross.

The police strongly recommended that any new safety strategies be launched on an initial trial basis, stressing that strategies which encompassed all venues in an area would encounter less resistance than strategies which target particular venues.

PRIORITY: SAFETY

“Safety is the key – all else springs from there.”

“Most assaults occur on the streets: it’s about controlling migration between venues and smoking outside.”

“Replace takeaway joints with sit-down restaurants to get people off the footpath.”

“3am lockouts will work.”

PRIORITY: REGULATION

“Better control on licensed premises.”

“90 per cent of venues now have no capacity limits.”

PRIORITY: DIVERSITY

“Alleviate density of licensed venues through more diverse activities and events.”

“Attract different audiences to the city.”

PRIORITY: TRANSPORT

“Improve transport, especially getting in/out of areas such as Kings Cross.”

NSW Police focus group (cont'd)

What Sydney is getting right

showcasing icons

no-alcohol events

consultation

open spaces

large events

cctv

KEY:

major issues

minor issues

What we can improve

drinking culture more resources

more toilets

work with state government

less saturation

clearer DA's

enforcement

fewer takeaways

3am lockouts

transport

Community forum: CBD

May 23, Barnett Long Room, Customs House, 6pm to 8pm

Participants: 22

Overview

Participants in our CBD forum were excited about the changes happening in their city, and embraced initiatives such as the laneways revitalization and the new events being introduced. They provided enthusiastic feedback regarding opportunities to make the city an even more exciting destination.

PRIORITY: DIVERSITY

“Retail, arts, museums, cafes and restaurants open late.”

“Different age groups require different night time activities.”

“Music, dancing, al fresco, late night eating.”

“More small wine bars, cafes, restaurants.”

“We don’t need five convenience stores on every block.”

“Civil, diverse, cultural and fun.”

PRIORITY: SAFETY

“Policing is inadequate.”

“Make the city safe at all hours in all locations.”

“Reduce antisocial behaviour by better controlling alcohol abuse.”

“Better lighting.”

Community forum: CBD (cont'd)

PRIORITY: ECONOMIC ACTIVITY

"Incentives for small business to stay open late."

"Subsidies for arts and cultural events."

"Reduce regulation to allow smaller activities."

"Licenses to be reviewed regularly, not last forever."

PRIORITY: TRANSPORT

"Weak public transport."

"Reduce private cars in the city by improving public transport."

"Late night transport to cater for late night revellers."

"Light rail in the city."

"Activities at train stations."

PRIORITY: PUBLIC SPACES

"Need to activate dead streets, laneways and spaces in the CBD at night."

"Open air events and attractions in the magnificent urban green spaces."

"Use open public space creatively after dark."

PRIORITY: ATMOSPHERE

"Make Sydney like other world cities with a vibrant feel."

"Brighter and better lit."

"Not enough focus on community."

"Friendly, safe, warm, welcoming locations where families, kids, old folk, youth can mix and enjoy themselves."

Community forum: CBD (cont'd)

What Sydney is getting right

small bars

policing

festivals and events

energy efficiency

Pedestrian spaces

consultation

KEY:

major issues

minor issues

What we can improve

transport

use public space

lighting

work with state government

late-night dining

more variety

extended opening hours

consider residents

Community forum: Kings Cross, Potts Point, Woolloomooloo

May 26, Holiday Inn, Kings Cross,
7pm to 9pm

Participants: 24

Overview

The Kings Cross residents who attended our forum understand that they live in an area that is a nightlife hub – it is one of the things they value about their area. Their principal concern is how to manage the impacts of this fact. While most of their feedback focused on practical suggestions, they also expressed the belief that Kings Cross is at saturation point.

PRIORITY: DIVERSITY

“Different types of venues to attract different age groups.”

“Variation - through ease of application and planning process - will attract change.”

“Late night restaurants and food carts.”

“Bring back fun events like the Kings Cross Bed Races.”

“Night markets would be good.”

“Get rid of the large hotels.”

*“It’s the calibre of night time activities,
not the amount of venues”*

“More live music.”

PRIORITY: RESIDENTIAL AMENITY

“Upgrading highly-impacted residential buildings with double-glazing, sound absorbers, sound proofing: think of the aircraft noise-retro fitting of houses.”

“Respect for residents as well as visitors.”

Community forum: Kings Cross, Potts Point, Woolloomooloo (cont'd)

PRIORITY: SERVICES

"Mini-buses or local bus routes between Kings Cross, City, Surry Hills, Oxford Street."

"24 hour trains on the weekends."

"Proper garbage disposal."

"Improve toilet and rest facilities."

"Help points on street."

PRIORITY: SAFETY

"Pairs of police on regular foot patrol, not 12 at a time with Alsatians looking for a fight."

"Art installations to activate the spaces often occupied by undesirables."

"More smiling faces, happy couples and singles and families, less drunken yobbos."

"Lighting in back streets - more and brighter."

PRIORITY: STREET MANAGEMENT

"Compliance over noise: compliance officers non-existent."

"Enforce alcohol-free zones that currently exist."

"Critical change to drinking culture needed."

"Kings Cross would work well if only pedestrians/taxis at night."

"Manage the anti-social 'mob' mentality that currently prevails."

"Activate more smaller streets such as Llinkelly Place."

"More outdoor seating."

"General misbehaviour has become an accepted norm."

"Structure street movement in the area."

"Proper toilets inside every venue."

Community forum: Kings Cross, Potts Point, Woolloomooloo (cont'd)

What Sydney is getting right

cleaning

involving the community

improved streetscape

festivals and events

KEY:

major issues

minor issues

What we can improve

public toilets

transport

compliance

alcohol –free zones

closing times

late-night food

licence approvals

drinking culture

venue responsibility

consideration of residents' needs

activation of dead spots

Community forum: Surry Hills, Darlinghurst, Paddington

May 30, Surry Hills Library, Crown Street
Surry Hills, 6pm – 8pm

Participants: 18

Overview

Surry Hills is an area in transition, with a community that does not share a common vision of the future. While some participants were enthusiastic about the new small bars in the area, others were concerned about resident impacts. Participants were concerned that the increasing number of high-end restaurants might drive out their beloved “locals”, and that the growing night time economy might adversely affect the local services that currently form part of the daytime economy. Transport, anti-social behaviour and diversity were key issues.

PRIORITY: TRANSPORT

“Integrated and enhanced transport systems.”

“Transport needs to be improved in the early hours.”

“Transport options to move people to different venues throughout the city.”

“Stagger taxi changeover times.”

PRIORITY: DIVERSITY OF VENUES AND ACTIVITIES

“More cafes, food and restaurants that are alternatives to drinking halls.”

“Retail and shops having longer operating hours.”

“Diverse options for different people.”

“Mix of activities in city - night markets, small cinemas, small bars.”

“Limits to duplicate retail.”

“A balanced economy not overwhelmed by hospitality / entertainment venues.”

Community forum: Surry Hills,
Darlinghurst, Paddington (cont'd)

PRIORITY: SAFETY AND AMENITY

**“Education for young people on
how to socialise safely and sensibly.”**

“Adequate policing - visible.”

**“An economy that respects the
rights of residents to good amenity.”**

“Better resourced police.”

“Improve pedestrian environment.”

“Improve resident complaint process.”

“Better control of anti-social behaviour.”

*“Enforce compliance with DAs
and other licensing laws.”*

Community forum: Surry Hills, Darlinghurst, Paddington (cont'd)

What Sydney is getting right

community involvement

community facilities

sustainability

clean

events and festivals

small bar program

KEY:

major issues

minor issues

What we can improve

transport

anti-social behaviour

safety

business/community partnerships

amenity

diversity

responsible drinking

respect for residents

Community forum: Newtown, Erskineville, Chippendale, Glebe

May 31, The Vanguard, King Street
Newtown, 6pm to 8pm

Participants: 35

Overview

Participants at our Newtown forum were proud of their area, which they saw as a successful night time precinct. While some expressed concern about changes in the area, the overwhelming emphasis was on building on existing strengths, particularly the area's diversity. As at other forums, transport and licensing were major issues.

PRIORITY: TRANSPORT

"Transport infrastructure linking precincts."

"Good transport between suburbs allowing rapid movement of people from point to point."

"Integrated ticketing."

"Stagger taxi changeover times."

PRIORITY: SERVICES

"We need more late-night chemists."

"Information booths at Circular Quay, Town Hall, Central, Glebe Point Road, King Street."

Community forum: Newtown, Erskineville, Chippendale, Glebe (cont'd)

PRIORITY: BUILDING ON DIVERSITY

“Vibrant, diverse, linked and localised.”

“Different age groups mix harmoniously in a range of settings into the night.”

“Get people out of the house and participating in arts, music and economy.”

“More intimate venues: small bars and cafes open later.”

“More live music.”

“Incentives to help businesses take risks with more diverse forms of entertainment.”

“Innovative use of public space and empty private space.”

“Where can I get a hot chocolate or an apple after 10pm?”

“More arts/coffee/talk/music - less ‘pissed’.”

“70 year olds should be able to go out without fear of being knocked over.”

PRIORITY: LICENSING

“Better, more flexible regulation process to help encourage start-ups.”

“Licensing laws for outdoor dining and drinking should not be so expensive or difficult - make alcohol not so pub based.”

“Wind down hour for licensed premises.”

“Improve complaints and compliance.”

“Issue licenses to people rather than venues for greater accountability.”

Community forum: Newtown, Erskineville, Chippendale, Glebe (cont'd)

What Sydney is getting right

activating hidden areas

improved parks

cycleways

festivals and events

pissoirs

footpath widening

involving the community

activating hidden areas

improved parks

What we can improve

all night transport

improved pedestrian options

simplifying permits

central “what’s on” resource

late night retail

activate areas outside the City

activate new spaces

free events

small-scale and fine grain

KEY:

major issues

medium issues

minor issues

Community forum: Alexandria, Redfern, Waterloo, Green Square

June 2, Alexandria Hotel, 6pm – 8pm

Participants: 5 (plus one additional response sent in after the event)

Overview

Participants in our Alexandria forum value the community spirit that exists in their area, but are keen to see an expansion of night-time offerings, including retail and small bars. However, they are concerned about the impact of new architecture on the area's existing village atmosphere.

PRIORITY: ATMOSPHERE

“Support community spirit.”

“Emphasis on village atmosphere.”

“Redfern should be a centre for tolerance.”

“We need a public awareness campaign about road rage.”

“Bring back high street shopping.”

PRIORITY: SAFETY

“Drunkenness on the streets.”

“Crime and violence late at night.”

“We need to let people know Redfern is safe and a great place to visit.”

PRIORITY: TRANSPORT

“Tickets that allow you to use several transport means in one trip.”

“Bike renting systems like in Europe.”

“Cheaper public transport and more of it.”

Community forum: Alexandria, Redfern, Waterloo, Green Square (cont'd)

PRIORITY: OPERATING HOURS

“More late closing shops.”

“At the moment, cafes close at 3pm, then later you only have pubs.”

PRIORITY: PLANNING

“More inner housing with parking sufficient for owners.”

“Ambience on Redfern Street - roller shutters and dirty near Redfern Station.”

“New development is too modern and not reflective of the beautiful history of the terrace houses.”

“No sterile, cookie-cutter buildings – don’t make them too tall.”

PRIORITY: DIVERSITY

“More centres for youth and indigenous youth.”

“Encourage small bars and music establishments rather than large pubs.”

“Places that are versatile: cafes-bars-restaurants.”

“Less emphasis on the harbour and the beach, more on culture.”

“Support small creative business hubs.”

“More places to go out dancing.”

“Use roof gardens on buildings.”

“Pedestrian only places help people interact.”

“More outdoor dining.”

Community forum: Alexandria, Redfern, Waterloo, Green Square (cont'd)

What Sydney is getting right

small bars

bike paths

parks and gardens

festivals

dining options

KEY:

major issues

minor issues

What we can improve

transport

pedestrian areas

more culture

late night shopping

live music

less alcohol excess

street shopping/markets

planning

Street outreach

May 6 to May 14

People surveyed: 333

Overview

Recognising that formal consultation activities only reach certain sectors of the population, KJA undertook a street outreach program, to gather responses from passersby across a range of demographics. Eight different locations were chosen, including The Rocks, the CBD, Darling Harbour; Darlinghurst/Kings Cross, Newtown, Glebe and Surry Hills.

Respondents were asked three questions.

- What do you like about Sydney at night?
- What would make you come to the city more often?
- What should be improved?

The need for more late-night transport emerged as the biggest concern, with diversity another key area - free festivals, markets, live bands and shows were all mentioned, as was the importance of providing options that appeal to all generations. Safety was another significant issue, specifically a stronger police presence and more security.

PRIORITY: ENTERTAINMENT

“More entertainment on the streets like markets, festivals and shows all year round.”

“Live music everywhere and anywhere.”

PRIORITY: TRADING HOURS

“Most shops shut too early.”

“Stay open later – the quieter bars. Can’t drink outside after 9.30pm.”

“Later opening hours for coffee shops, art galleries and museums.”

PRIORITY: SAFETY

“We need better security - more lights in darker areas.”

“Greater police presence. People get aggressive when drunk.”

PRIORITY: PUBLIC TRANSPORT

“Extend public transport availability at night.”

“Provide better transport options that operate later.”

“We need more parking at better rates.”

“Bike hire for use around the city.”

Street outreach (cont'd)

What do people like about Sydney at night?

diversity

atmosphere

small bars

variety of entertainment

never dull

dining options

KEY:

major issues

minor issues

What we can improve

transport

trading hours

safety

better parking

provide year round entertainment

more small bars

relax licensing laws

Online poll

April 29 to June 17

Participants: 85

Overview

The online forum (see p74) included an online poll, which aimed to capture views from people who might not have the time or inclination to read through the entire forums, and just wanted to make a quick contribution. Responses to the four poll questions are outlined below.

What activities do you like to do in the City at night?

(total responses: 85)

- Dining: 80
- Bars: 61
- Shopping: 46
- Movies: 45

What would make you come into town at night more often?

(total responses: 85)

- Better transport: 67
- More cultural attractions eg museums and galleries: 64
- More shops open later: 56
- More safety measures eg police, security, lighting: 37

What other activities bring you to the City at night?

(total responses: 56)

- Live music, concerts, theatres, shows: 21
- Events, festivals, markets: 13
- Dining: 8
- Other: "galleries and art exhibitions", "small bars", "the atmosphere", "movies", "shopping", "parks".

What other factors influence your decision to come to the City at night?

(total responses: 56)

Key factors are outlined below. Other comments included references to transport, movies, small bars, cultural events and exhibitions and security.

PRIORITY: ALCOHOL AND ANTISOCIAL BEHAVIOUR

“If the streets weren’t dominated by drunk bogans, I would consider it.”

“Something to do other than drink. Unappealing behaviour of alcohol fuelled people cruising George Street.”

PRIORITY: TRANSPORT

“Dedicated late night city express buses to areas poorly served by public transport such as Carlingford and North Rocks would greatly influence my decision to go out.”

“Lack of frequency of public transport makes visitors to the city reliant on parking.”

“It is impossible to get a taxi in the evening.”

“Transport is paramount. Parking is expensive, but public transport options are ridiculously limited from Alexandria.”

PRIORITY: TRADING HOURS

“If cafes were open later - most in the CBD seem to close about 4pm.”

“Everything closes too early... give them longer licences and they might be able to offer a cheaper experience. How can small venues make money when they get shut down at midnight?”

“The clubs and bars shut too early.”

“Later trading hours of restaurants/bars - providing there is a safe means to get home afterwards.”

PRIORITY: DINING

“A greater density of late night cafes and restaurants so that an impromptu visit to a restaurant isn’t a gamble. If it’s booked out you often find yourself standing on a dark street with no alternative options close by.”

“I often would like to get something to eat on the way home but everything is locked away in the ground floors of the office buildings.”

“More affordable places to eat outside Chinatown.”

“Good performing arts venues (classical music concerts) along with good meal options. The combination of both of these is extremely poor in the city... There is virtually nowhere to get a simple bite to eat before or after a concert.”

Online forum –

www.sydneyoursay.com.au

April 29 to June 17

Site visitors: (over 5000)

Comments: 679 comments

Number of registered commentators: 352

Overview

The online forum was an opportunity to engage with audiences who did not have the time or inclination to attend organized consultation events. A number of forum topics were posted; only visitors who registered their details could add posts to these forums. Forum topics are listed below.

- The city includes large numbers of residents who can be affected by crowds on a Friday and Saturday night. How can we best manage impacts on local residents?
- What arts and cultural attractions could open late to make Sydney more interesting at night?

- What's working around the world that you would like to see in Sydney?
- How safe do you feel in Sydney at night?
- How do we balance different needs and interests at night?
- What type of retail options would you like more of in the evening in Sydney?
- Which areas of the city could become new night time destinations?
- The City is developing a night time city policy that aims to create a diverse, vibrant and safe night time city. What will it take to achieve this?

By their nature, online forums are different to moderated, face-to-face consultation methods. Users create their own dialogue which may veer off topic and a user may cover several topics in one post. For this reason, online forums require more complex analysis than other engagement activities.

Online forum (cont'd)

Nonetheless, it is clear that a desire for diverse public events and entertainment was the most pressing topic. Participants wanted a greater variety of offerings that appeal to all generations, such as free festivals, lighting, public art, street entertainment and more unique and affordable food and dining options. Longer trading for galleries, cafes, restaurants and venues were also highlighted. Safety, security and a stronger police presence was also discussed. The lack of night time transport was identified as a key issue.

A Twitter account was linked to the online forum, with City staff and community members regularly tweeting on the topic.

PRIORITY: SAFETY

“We need lights. There are areas that are so dark when there are no good reasons.”

“More police to patrol the city to reinforce the safety of the public.”

“More thought given to safety in the areas between entertainment districts.”

PRIORITY: TRANSPORT

“Public transport needs to be improved.”

“3am taxi changeover is one of the worst times to be on the streets at night.”

“More night-time trains and buses to the suburbs.”

“Better local transport such as trams and hop on-hop off type buses linking the different villages in the city.”

“Free transport links between key city night spots.”

PRIORITY: TRADING HOURS

“A big ‘Yes’ to regular late-night shopping, with an emphasis on small businesses to create a nice pedestrian street vibe.”

“Longer hours for museum and art galleries.”

“Every eatery or restaurant closes far too early.”

“More restaurants, small art displays, bookshops, cafes and retail outlets which stay open very late, on rail nodes within 5 to 10km of city.”

PRIORITY: PUBLIC EVENTS AND ENTERTAINMENT

“More live music in open areas.”

“More evening markets - a second hand book market, flea market and a permanent night noodle market.”

“Bring back street performers and food festivals later at night.”

“Martin Place is an amazing urban space that is underutilized.”

“Night time picnics with entertainment would be awesome.”