

Hyde Park Plan of Management

Interviews with service
and amenity providers



Prepared for City of Sydney

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the people
for places
and spaces

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Introduction

Amenity and service providers are often described as the 'eyes and ears' of a park or public space. They see the Park in its various operational modes, including event mode, and during the variety of seasons and weather conditions. These organisations bring an important perspective to the Round One consultation for Hyde Park, based on their observations and experiences of the Park on a daily and year round basis.

Interviews

Interviews were conducted with the following people:

Alan Tanner - Station Manager, Museum Station

Anthony Clancey - Manager, Anzac Memorial

Anthony Riley - Relieving Station Manager, St James Station

Mathew Boorer - Site Manager, Hyde Park, Total Landscape Care

Kristen Neilson - Senior Constable, Crime Prevention Officer

Graham Howarth - Manager, Hyde Park Café

Salvatore Gallifuoro - Manager, Bar Quattro

Rod Kirkman – Acting Manager of Protocol, Sister Cities (Nagoya Gardens)

Method

Interviews were conducted on site except for two telephone interviews and one exchange of e-mails. They were conducted over the period 23rd March to 6th April, 2006.

The interviews were largely unstructured and were designed to encourage the interviewee to focus on issues that were important to them. Interviewers did, however, cover the following themes:

- Maintenance – standards of presentation and things that needed attention.
- The Park at night
- Events in the Park
- Suggestions for improvement

Interviewees were also advised that they would be given an opportunity to review and comment on the draft Plan of Management and Masterplan when it goes on Public Exhibition in mid-year.

Main themes in summary

A brief discussion of the main themes follows. Following this is a detailed account of the positive and negative comments on each of the themes commencing on page 5.

Maintenance and safety of particular surfaces in the park

Opinion was equally divided on whether or not the Park is well maintained.

Specific comments on dangerous and unsafe pathways were:

- Unsafe grates in tunnel from Macquarie Street – 2 comments
- Unsafe grates on path down to tunnel near Entrance 24.
- Gravel patch dangerous outside Bar Quattro – particularly the hidden step which causes the Café's customers and others to trip and fall on a regular basis.
- Stairs and granite paths too slippery for police horses.

Safety in the Park at night

Eleven comments were made to the effect that the Park is safe at night, (page 5) but this was qualified by eight negative comments (page 10). The negative comments related to specific times and places, women and children, vermin and lighting.

The comments made by the two café managers are interesting in that the manager of Bar Quattro (Northern end) had no qualms about using the park at night, as he believes it is safe. By contrast, the Hyde Park Café manager (Southern end) nominated Friday and Saturday nights as unsafe in the southern side of the Park. He also advises that people should 'stay on the paths' at all times. This difference in the perception of safety in both ends of the Park also came out to some extent, in the Intercept Survey (see Intercept Survey pg 68).

Events

There were more positive than negative comments about events (see page 5). The negative comments related mainly to rubbish.

Again, the two café managers had opposing views about the affect of events on their business. Bar Quattro (Northern end) business is positively affected by events, whereas Hyde park Café (Southern end) business is negatively affected. As most events occur in the Northern end of the Park it could be concluded that the events in the Northern end draw business away from the Southern end.

Main themes in summary... cont'd

Suggestions for improvements to the Park

Security issues

Twenty one negative comments were received about security (see page 9), reflecting a wide range of security concerns. These included:

- under-age drinking and associated vandalism in the Southern section of the Park. It is noted that no such comments were made in relation to the northern end of the Park;
- the perceived need for more security cameras;
- the absence of Council rangers in the Park.

Facilities in, and wheelchair/pram access to, the Park

There few specific suggestions for facilities other than comments concerning the lack of public toilets and rubbish bins.

The Hyde Park Café manager commented on the lack of wheelchair and pram access to the Park. He stated his staff frequently assist mothers with children in prams/strollers to negotiate the steps in front of the Café at Entrance No. 14. It is understood that this is not a designated disabled entrance to the Park.

Homeless people in the Park

Generally, the homeless did not attract much comment. The only negative comments about homeless people came from the Total Landscape Care manager who advised that his staff were "hassled" by the homeless people.

He cited one case where a staff member resigned specifically over this issue, especially when a quantity of knives was found in the possession of one of the homeless people.

Summary table of positive vs negative themes

Positive themes	Negative themes
1. Hyde Park is safe and well lit at night (10 comments)	1. More security is required in the Park with more cameras and rangers to prevent vandalism and underage drinking (21 comments)
2. Events are good for business and attract crowds to the Park (5 comments)	2. It is not safe in the Park at night (6 comments)
3. The Park is well looked after (4 comments)	=3 Lack of facilities such as public toilets and rubbish bins
=4 Homeless people are not a problem and keep to themselves (3 comments)	4. Lack of facilities such as public toilets and rubbish bins (5 comments)
=4 Security in the Park is provided by CCTV, people in the Park and event organisers (3 comments)	5. Poor maintenance in the Park (5 comments)
6. Hyde Park provides good vehicle access (2 comments)	6. Events cause damage and rubbish, reduce business and bring intoxicated people to the Park (4 comments)
=7 Some bins are bird proof	=7 Issues to do with homeless people in the Park (2 comments)
=7 Organisers sometimes request the St James station keeps the Bathurst Street entrance open during the event	=7 Lack of wheelchair and pram access to the Park (2 comments)
=7 If we have any problems we let the Council know	=7 Poor vehicle access and lack of control over delivery trucks (2 comments)
=7 Nagoya Gardens are close to the street, cafes and the chess sets	10. Council not interested – does not respond to requests/suggestions

Positive themes

Positive themes	# of comments
1. Hyde Park is safe and well lit at night	11
2. Events are good for business, attract crowds to the Park and more events should occur	6
3. The Park is well looked after	5
=4 Homeless people are not a problem and keep to themselves	3
=4 Security in the Park is provided by CCTV, people in the Park and event organisers	3
5. Hyde Park provides good vehicle access	2
Single comments	4
Total	34

Explanation of positive themes

1. Hyde Park is safe and well lit at night – 11 comments

- Safe at night-7
- Tango lessons take place at night in Café Quattro
- Safe to bring children
- Well lit
- Few incidents reported

2. Events are good for business and attract crowds to the Park – 6 comments

- Good for business in Northern end of Park- 3
- Family and alcohol orientated events attract large crowds and cause little trouble
- More visitors to memorial
- Park is suitable for more ongoing events to attract visitors (not just as a walkway)

3. The Park is well maintained – 5 comments

- The Park is well looked after-3
- Park is clean and is constantly being repaired to protect against damage
- Poor publicity about maintenance of Hyde Park eg Sydney Morning Herald article (March 2006) used Hyde Park as an example of outsourced workers not giving care and attention to the Park. The interviewee stated that he disagreed with the article and believes there was hidden agenda behind it.

Explanation of positive themes...

=4 Homeless people are not a problem and keep to themselves – 3 comments

- Not a problem - 2
- Majority keep to themselves

=4 Security in the Park is provided by CCTV, people in the Park and event organisers – 3 comment

- CCTV useful prevention tool and for evidence
- Organisers of events their own security
- More people in the Park, more natural surveillance

5. Hyde Park provides good vehicle access – 2 comments

- Vehicular access is fine
- The mounted unit mainly use Hyde Park North by Elizabeth St as a stand down area when not patrolling and find the facilities good

Single comments- 4 comments

- Some bins are bird-proof
- Organisers sometimes request the Bathurst St to remain open during the event
- If there are any problems, we let council know
- Nagoya gardens are close to the street, cafes and chess sets

Positive themes attributed to service and amenity providers

Positive themes	Hyde Park Cafe	Total Landscape Care	Bar Quattro	Anzac Memorial	St James Station	Museum station	Police	Nagoya Gardens Committee
Hyde Park is safe and well lit at night (11 comments)			✓	✓	✓	✓	✓	✓
Events are good for business, attract crowds to the Park and more events should occur (6 comments)			✓	✓	✓	✓	✓	✓
The Park is well looked after (5 comments)		✓	✓	✓	✓			✓
Homeless people are not a problem and keep to themselves (3 comments)	✓	✓	✓					
Security is the Park is provided by CCTV, people in the Park and event organisers (3 comments)							✓	
Hyde Park provides good vehicle access (2 comments)							✓	
Some bins are bird-proof (Single comment)		✓						
Organisers sometimes request the Bathurst St to remain open during the event (Single comment)						✓		
If there are any problems, we let council know (Single comment)				✓				
Gardens are close to the street, cafes and chess sets (Single comment)								✓

Negative themes

Themes	# of comments
1. More security is required in the Park with more cameras and rangers to prevent vandalism, assaults and underage drinking	21
2. It is not safe in the Park at night	8
=3. Dangerous and unsafe pathways	5
=3. Lack of facilities such as public toilets and rubbish bins	5
=3. Poor maintenance in the Park	5
4. Events cause damage and rubbish, reduce business and bring intoxicated people to the Park	4
=5. Issues to do with homeless people in the Park	2
=5. Lack of wheelchair and pram access to the Park	2
=5. Poor vehicle access and lack of control over delivery trucks	2
Single Comments	2
Total	56

Explanation of negative themes

- 1. More security is required in the Park with more cameras and rangers to prevent vandalism, assaults and underage drinking - 21 comments**
- More cameras needed - 5
 - Incidents of vandalism, assaults and break-ins at cafes -5
 - No rangers in Park - 3
 - Underage drinking -2
 - Security not a priority for council
 - Police only interested in murders
 - No security at War Memorial (security guard beaten)
 - Shrubbery and vegetation results in concealment opportunities for potential offenders
 - Dangerous area - walkway from Oxford Street past the Anzac Memorial through to Bathurst Street
 - More incidents occurring in Hyde Park South than Hyde Park North.

Explanation of negative themes... cont'd

2. It is not safe in the Park at night - 8 comments

- Not suitable for women and children on their own
- Not safe on Friday and Saturday
- Safer to stay on paths
- Rats scare customers at cafes
- No potential customers walking through park
- Insufficient lighting
- Dark spaces along walkways
- Nagoya gardens not safe at night

=3. Dangerous and unsafe pathways - 5 comments

- Unsafe grates in tunnel from Macquarie Street - 2
- Unsafe grates on path down to tunnel near Entrance 24
- Gravel patch dangerous outside Bar Quattro – particularly the hidden step which cause frequent falls
- Stairs and granite paths too slippery for police horses

=3. Lack of facilities such as public toilets and rubbish bins - 5 comments

- Lack of public facilities- especially toilets -2
- Lack of bins/litter - 2
- People don't know where the toilets are

=3. Poor maintenance in the Park - 5 comments

- Water issues/poor drainage- 2
- Lack of grass/shrubbery maintenance-2
- Mess in tunnel due to bird-feeding

4. Events cause damage and rubbish, reduce business and bring intoxicated people to the Park - 4 comments

- Damage caused by setting up events
- Clearing up rubbish
- Reduced business
- Intoxicated people around memorial (especially the Mardi Gras)

Explanation of negative themes... cont'd

=5. Issues to do with homeless people in the Park - 2 comments

- Staff harassment
- Unsafe and afraid of attack- knives in Park

=5. Lack of wheelchair and pram access to the Park - 2 comments

- Lack of wheelchair and pram access
- Steps to Hyde Park Cafe need better access

=5. Poor vehicle access and lack of control over delivery trucks - 2 comments

- Delivery trucks aren't controlled
- Turning circle in Hyde Park North near Park Street too small for patrolling vehicles to maneuver

Single comments - 2 comments

- Council not interested- does not respond to requests/suggestions
- Saturday and Sunday afternoons bring a lot of Gothics to the memorial and Park Street- They hassled the Salvation Army Band.

Negative themes attributed to service and amenity providers

Negative themes	Hyde Park Cafe	Total Landscape Care	Bar Quattro	Anzac Memorial	St James Station	Museum station	Police	Nagoya Gardens Committee
More security is required in the Park with more cameras and rangers to prevent vandalism, assaults and underage drinking (21 comments)	✓	✓	✓	✓	✓		✓	
It is not safe in the park at night (8 comments)	✓	✓	✓				✓	✓
Dangerous and unsafe pathways (5 comments)	✓		✓		✓		✓	
Lack of facilities such as public toilets and rubbish bins (5 comments)			✓	✓				
Poor maintenance in the park (5 comments)		✓			✓	✓	✓	
Events cause damage and rubbish, reduce business and bring intoxicated people to the park (4 comments)	✓	✓		✓			✓	
Issues to do with homeless people in the Park (2 comments)		✓						
Lack of wheelchair and pram access to the Park (2 comments)	✓							
Poor vehicle access and lack of control over delivery trucks (2 comments)			✓				✓	
Council not interested- does not respond to requests/suggestions (Single comment)	✓							
Saturday and Sunday afternoons bring a lot of Gothics to the memorial and Park Street- they hassle the Salvation Army band (Single comment)				✓				