

# Coogee Focus Groups

Community consultation  
report

August 2014

Prepared by GHD on behalf of Randwick City Council



Randwick City Council  
a sense of community

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## Executive Summary

Between May and June 2014, Council conducted surveys with Coogee residents, ratepayers and business owners on key issues in the local area, as part of the Coogee Community Consultation Strategy:

- consumption of alcohol in beachside parks;
- provision of public toilets; and
- the proposed upgrade of Coogee Bay Road.

Following the survey, GHD facilitated three focus groups with Coogee residents and business representatives for Randwick City Council on 23 July and 26 July 2014. Of the 32 participants involved in the focus groups, there were 27 residents and 5 business representatives. The focus groups were held to better understand the key findings of the survey.

### Drinking alcohol in Coogee beachside parks

- The majority of participants were satisfied with the current restrictions on alcohol consumption in Coogee beachside parks and thought the restrictions could be relaxed or shortened during the summer months or holidays and events, to allow people to consume alcohol during daylight hours during daylight saving time.
- A small number of participants were not satisfied that the current restrictions on alcohol consumption were restrictive enough. This included participants who wanted an extension of the restricted hours for drinking and participants who wanted a drinking ban across all beachside parks.
- Some participants suggested that restrictions could be made consistent across all parks. Those suggesting this included participants who agreed with existing restrictions on alcohol consumption and participants who wanted more restrictions on the consumption of alcohol in parks.
- The majority of participants acknowledged that there are issues of problematic behaviour associated with alcohol consumption, alcohol-related violence, underage drinking, public safety, proximity to children's play areas, littering (glass bottles and broken glass) in parks and the beach, and lack of awareness about the restricted hours of drinking. The participants stated that better management, more enforcement and information is needed to address these issues.

### Coogee Bay Road

- Comments were widely varied, with some participants having concerns about the management of commercial waste and general waste bins on Coogee Bay Road, availability of parking, and the overall appearance of Coogee Bay Road.
- Comments included that bins overflow particularly on weekends and during summer months, commercial waste bins are left on the footpath due to different waste collection times by private operators, illegal dumping of household waste, and walkways obstructed by bins.
- Some participants stated that management of commercial and general waste bins on Coogee Bay Road have improved over the years, and Council's waste removal frequency is good.

- There was consensus among participants that outdoor dining would be more desirable in Coogee if the footpaths were upgraded and widened. However with the current streetscape additional outdoor dining is not favoured because there is perceived to be insufficient space on footpaths. Footpaths were described as uneven and participants felt that vehicles travel too close to the footpath so diners are affected by vehicle exhaust fumes from Coogee Bay Road.
- Most participants felt that shop fronts on Coogee Bay Road were unattractive due to inconsistent design and inadequate maintenance of facades. The conservation of heritage aspects of building facades and shop fronts was important.
- Provision of parking was a major concern and an important consideration for an upgrade of Coogee Bay Road. The general feedback was that parking was inadequate on Coogee Bay Road and surrounding streets.
- Most participants had no preference for any footpath widening option because they felt that the options should be considered further. The next largest number of participants preferred option 3 for a pedestrian mall to improve pedestrian safety and overall amenity of Coogee Bay Road. This was followed by preference for option 1 to widen both footpaths of Coogee Bay Road to improve pedestrian movement while maintaining traffic access, car parking spaces, and access by delivery trucks to businesses.
- The general consensus among participants was that a long-term vision or planning strategy is required when considering an upgrade of Coogee Bay Road.

## **Public toilets in Coogee**

- The general feedback from participants was that there is a lack of public amenities in the Coogee area especially to the northern and southern parts of Coogee.
- Issues raised relating to existing public toilets were odour, personal safety and an insufficient number of toilets available, maintenance issues including leaking taps and inconsistent water pressure of taps.
- In response to Council's concept design, participants felt that the proposed location of the new public toilets is good being close to the beach and that the design appropriately addressed the natural landscape.
- A number of participants also preferred permanent toilets to replace the temporary toilets at Dunningham Reserve, suggesting that the toilets be upgraded as a priority or along with new public amenities on Coogee Promenade.
- Participants commented that new public toilets at Dunningham Reserve should appropriately address the natural landscape, similar to the concept design of the Coogee Promenade toilets.

## **Safety in the Coogee area**

- The issues that were raised about safety related to personal safety at night, road safety and pedestrian safety.
- In terms of personal safety at night, some participants felt unsafe walking on streets and in parks due to inadequate lighting and alcohol consumption.
- Participants identified a number of roads and intersections in the Coogee area, where they felt were unsafe for pedestrians.

- The most mentioned roads and intersections that were perceived as unsafe for pedestrians were Arden Street and intersections with Carr Street, Dolphin Street, Coogee Bay Road, Bream Street and Alfreda Street; intersection at Dolphin Street and Carrington Road; and Brook Street and intersections with Division Street and Clovelly Road.

## **Feedback and evaluation**

- Overall, participants were satisfied and very satisfied with the facilitation of the focus group, with comments highlighting that there was a good age demographic of people in attendance, good coverage of key issues, and that they really enjoyed the format of the focus groups and the opportunity for the local community to be involved and speak about key issues.
- On the other hand, suggestion was made that the focus groups could be improved by having a better diversity of ages, more input from experts and businesses, opportunity to discuss other issues outside of the key topic areas, and additional time.

## Background

Between December 2013 and February 2014, Council resolutions identified three key issues requiring community consultation in the Coogee area:

- consumption of alcohol in beachside parks;
- provision of public toilets; and
- the proposed upgrade of Coogee Bay Road.

Council staff developed the Coogee Community Consultation Strategy to gather feedback from the community on these issues. As part of the consultation process, Council conducted 1,901 surveys, including 1,787 responses from Coogee residents, ratepayers and business owners.

The focus groups were held to better understand the key findings of the survey:

### **Drinking alcohol in Coogee beachside parks**

- 60% of respondents oppose or strongly oppose banning alcohol in all parks
- Most respondents felt safe in Coogee parks during the day (87%), but at night 37% feel safe and 37% feel unsafe.
- 48% said they felt safe around people drinking alcohol in parks during the day compared with 27% who felt unsafe.
- Respondents were generally supportive of the existing alcohol restrictions at Coogee beachside parks.
- Note: Only the responses from Coogee residents, ratepayers and business owners were included in relation to alcohol questions.

### **Coogee Bay Road**

- There is strong support for upgrading and improving Coogee Bay Road with 76% saying it's important or very important.
- The most important issues to consider when upgrading Coogee Bay Road are safety (86%), improved management of commercial waste bins (78%), outdoor dining (69%) and attractive street fronts (68%).
- People are in favour of widening footpaths with 72% preferring to widen one or both sides of Coogee Bay Road.

### **Public toilets in Coogee**

- There is strong support for Council's proposal to build new toilets on the Coogee promenade with 73% supporting development of detailed designs
- 58% of respondents think it's important or very important to have toilets in Dunningham Reserve. 59% want Council to build permanent toilets, 12% are happy with the temporary toilets and 18% are opposed to building toilets.

### **Free text comments**

- Two-thirds of participants provided a free text response with ideas about improving Coogee. The most mentioned topics were parking, improving shops, better managing traffic, turning Coogee Bay Road into a pedestrian mall and improving the cleanliness of the area.
- Comments were varied, but an emerging theme is creating more parking, widening Coogee Bay Road footpaths, planting more trees and improving perceptions of safety.

The focus groups further explored the three key issues with the addition of safety in the Coogee area, as it was highlighted as an emerging theme and important issue for the community from the surveys.

In order to better understand the community's views on the upgrade of Coogee Bay Road, the following issues were also discussed individually in the focus groups:

- improved management of commercial and general waste bins;
- outdoor dining;
- attractive shop fronts;
- maximising views of the beach;
- easy availability of parking; and
- widening of footpaths options.

This report presents the key findings of the focus groups.

## Method

The aim of each focus group was to explore community attitudes to key issues in the Coogee area and further understand the key findings of Council's survey. In each focus group, it was expected that approximately 10 places were allocated to residents and approximately 2 places were allocated to business representatives.

Overall, a total of 9 residents and 2 business representatives attended the first focus group on 23 July; 6 residents and 2 business representatives attended the second focus group on 23 July; and 12 residents and 1 business representative attended the third focus group on 26 July.

Methods that were used to communicate and encourage participation in the focus groups were:

### **Primary communication**

- telephone/email invitations to a representative sample of residents and business representatives in Coogee using Council's database

### **Alternate communication**

- promotion in Council's weekly Randwick eNews to target 18-34 year-olds living in the suburb of Coogee
- Twitter posts
- Facebook advertising to target 18-34 year-olds living in the suburb of Coogee

Of the representative sample, the majority of participants were also respondents to Council's survey, who nominated that they would like to be contacted to participate in a focus group to discuss key issues and findings from the survey.

### **Representative Sample of Coogee Residents**

In order to understand the views, opinions and concerns of a cross-section of ages and genders, the representative sample closely reflected the demographic profile of Coogee's resident population. This was based on profile.id and the Australian Bureau of Statistics 2011 Census data.

It is noted that most business representatives are also residents of Coogee. For the purpose of the analysis of findings, business representatives were not categorised as a resident as well.

Table 1 shows the expected and actual numbers of participants across all focus groups. The total number of participants excludes business representatives.

**Table 1: Expected and actual numbers of participants across all focus groups**

**Note:** Service age groups were used as they reflect typical life-stages, based on profile.id and 2011 Census data.

Service age groups	% of Coogee's population	Male (% of Coogee's population)	Female (% of Coogee's population)	Expected number of participants	Actual number of participants	Male	Female
18 to 24	8.7%	48.7%	51.3%	3	0	0	0
25 to 34	28.5%	47.8%	52.2%	9	5	2	3
35 to 49	25.4%	49.6%	50.4%	8	8	2	6
50 to 59	9.7%	48.9%	50.0%	3	5	1	4
60 to 69	6.3%	49.1%	50.9%	4	6	3	3
70 to 84	5.3%	42.3%	57.7%	2	3	2	1
85 and over	1.6%	26.1%	73.9%	1	0	0	0
<b>Total:</b>				30	27	10	17

- Because a number of male participants were not able to attend a scheduled focus group, there were more female participants (63%) than male participants (37%).
- The representative sample of Coogee residents using Council's database did not capture any people within the service age group of 18 to 24. Both primary and alternate communication methods (outlined above) were used to engage this group.
- The representative sample of Coogee residents using Council's database did not capture any people within the service age group of 85 and over.

## Focus Groups

The participants were engaged in a combination of small and large group discussions. To ensure participants could be actively involved in the consultation process, the set-up of the room and activities were carefully designed to encourage participation and discussion. Each two-hour focus group was structured into six activities. All participants were encouraged to ask questions at any time.

The session structure follows:

1. **Introduction** – we identified how long participants have lived or worked in Coogee, and their favourite thing(s) about Coogee. High-level community values were explored.
2. **Group discussion** – views on the current restrictions on alcohol consumption in Coogee beachside parks were recorded through a brainstorming exercise. This was followed by a large group discussion about opportunities and/or concerns on the topic area.
3. **Background information** – Council provided a concept design of the proposed toilet facilities on Coogee Promenade. This was presented and discussed.
4. **Group discussion** – discussion of the issues relating to the upgrade of Coogee Bay Road allowed participants to further share their opinions.

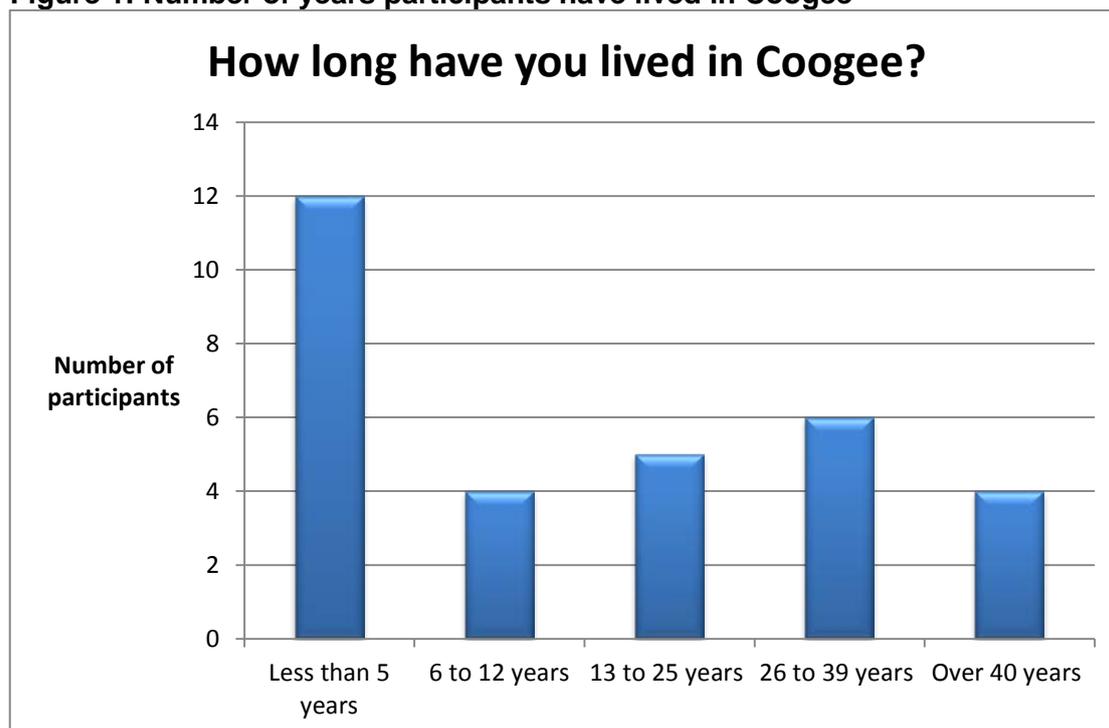
Participants' preferences for a footpath widening option were also recorded from this discussion.

5. **Mapping exercise** – to understand the perceptions of safety in the Coogee area, participants were asked to mark on maps places where they may have felt unsafe and provide reasons. This exercise was followed by a large group discussion.
6. **Group discussion** – to understand the most important issue(s) of participants, this discussion revisited the key issues addressed during the focus group, with participants asked which issue(s) they would like to have focused more on and why.
7. **Feedback and evaluation (optional activity)** – feedback and evaluation forms allowed participants to further contribute their opinions about the topic areas and provide feedback on the facilitation of the focus group.

## Community values

As part of the introductory activities, participants were asked how long they have lived and/or worked in Coogee. Across all focus groups, almost all participants (97%) are residents of Coogee, with some having lived in Coogee their whole lives. Figure 1 provides a summary of how many years participants have lived in Coogee.

**Figure 1: Number of years participants have lived in Coogee**



Participants were also asked to identify their favourite thing(s) about Coogee. Most participants in each focus group enjoyed the natural environment in particular the beach; sense of community; village atmosphere; and close proximity to the city.

Across the focus groups, these factors were repeated more than once indicating that participants felt that they were very important and relevant to the project.

A summary of the key factors identified by participants follows:

- Sense of community
- Village atmosphere
- Cleanliness
- Close to the city, services and facilities
- Walkable and accessible by public transport
- Parks and open space
- Natural environment (beach)
- Public space.

## Alcohol in Coogee beachside parks

From the survey, there was general support for the existing alcohol restrictions in Coogee beachside parks, with the highest support for Goldstein Reserve and Dunningham Reserve – which permit drinking during the day.

During the focus groups, participants were asked whether they were satisfied with the existing restrictions on alcohol consumption in Coogee beachside parks of Goldstein Reserve and Dunningham Reserve (6pm to 8am restriction), and Grant Reserve and Trenerry Reserve (permanent restriction).

Across all focus groups, 75% of participants agreed with the existing restrictions, consistent with the findings of survey. Most participants commented that people enjoy socialising with family and friends in Goldstein Reserve and Dunningham Reserve, with the option to consume alcohol during the day. Some people felt safe in beachside parks around people who were consuming alcohol, which was also consistent with the survey. Participants acknowledged that drinking at night should be restricted.

Overall in the focus groups, 25% of participants disagreed with the existing restrictions. This included participants who wanted different timed restrictions in beachside parks (16%) and those who wanted an alcohol ban in all beachside parks (9%). The proportion of people who wanted an alcohol ban in all beachside parks is lower than the survey's average (33%).

The most important concerns raised by both sides were:

- alcohol-related violence
- underage drinking
- illegal alcohol consumption on the beach
- litter
- risk of injury from broken bottles in beachside parks and the beach
- proximity to children's play areas.

Some participants expressed that they felt unsafe around beachside parks at night in particular Goldstein Reserve and Dunningham Reserve because of problematic behaviour associated with alcohol consumption.

There was a general consensus among participants that the existing restrictions on alcohol consumption should be enforced more and better managed by both Council and police. Some suggestions were:

- improve signage about restrictions especially on the beach
- more presence of Council officers and police in beachside parks and the beach
- provide information to the general public including visitors about restrictions
- enforce consistent time restrictions across all beachside parks.

A number of participants from both agree/disagree sides felt that the permanent restriction in Grant Reserve and Trenerry Reserve was appropriate because these parks are predominantly used by dog walkers and families with children. However, views were mixed about the effectiveness of the permanent restriction in these parks,

with comments highlighting that alcohol consumption occurs in these parks in contravention of the signage.

The majority of participants felt that it was important to enforce consistent time restrictions across all beachside parks to avoid misinterpretation. Most supported a 6pm to 8am restriction on all beachside parks, while some preferred 7pm to 12pm or dusk till dawn restriction. Some participants also suggested that the restricted hours could be relaxed during summer or holidays and events. Overall, participants wanted restrictions to start at a later time.

Some participants (9%) supported an alcohol ban across all beachside parks to improve safety in the Coogee area. Suggestions included:

- greater control of the sale of alcohol from bottle shops and hotels
- shortening the hours of hotel and club operations
- greater policing of illegal alcohol consumption in beachside parks.

## Coogee Bay Road upgrade

### **Improved management of commercial and general waste bins;**

Comments were varied about the management of commercial and general waste bins along Coogee Bay Road. Some participants were satisfied with waste management with comments including:

- the number of bins is sufficient
- bins are attractive and modern
- Council's management has improved over the years.

On the other hand, some participants raised concern about:

- overflowing general waste bins particularly during summer
- unattractive bins
- illegal dumping of household waste along walkways
- commercial waste bins obstructing walkways
- dirty footpaths from litter.

In order to encourage recycling in the area, a suggestion was put forward to introduce reverse vending machines in public spaces of Coogee, which can offer rewards or incentives when users put recyclable waste containers into the machine.

Business representatives also noted that the management of commercial waste bins could be improved. In particular by reducing the lengthy interval between times that waste is collected by private waste collection services. Suggestions for improvement included:

- labelling of bins with the commercial premise's name so that they are easily identifiable
- Council can work with commercial premises to deal with commercial waste before business opening hours
- introduce a central storage location for commercial waste bins shared by commercial premises
- confine waste collection to certain a time or day.

There were mixed comments regarding the implementation of a central storage location for commercial waste bins. Some participants were concerned that the distance would be too far between commercial premises and a storage location. Other concerns regarding this were pedestrian safety due to large bins being transported along the walkways.

### **Outdoor dining**

Participants were asked for their views on current outdoor dining on Coogee Bay Road. There was consensus that outdoor dining is favourable as it contributes to Coogee's café culture. On the other hand, participants felt that outdoor dining is currently at capacity due to lack of space on walkways to accommodate both pedestrians and outdoor diners. Some participants noted that the southern side between Vicker Street and Brook Street were at capacity. Others said they would like to see more outdoor dining in the Coogee area.

Some suggestions to better manage outdoor dining areas included:

- widen footpaths
- close Coogee Bay Road to improve amenity for outdoor diners

- fix uneven pavements for pedestrians.

Business representatives raised concern about the high rates for renting outdoor dining areas, which affects business viability. In particular the demand for outdoor dining is less during winter and Council could consider flexible options for renting outdoor dining areas to better meet businesses' outdoor dining needs.

### **Attractive shop fronts**

Participants were asked for their views on the attractiveness of shop fronts on Coogee Bay Road. Most participants felt that shop fronts were unattractive due to inconsistent designs. Participants agreed that shop fronts needed improvement.

Views were varied about who should be responsible for the design of shop fronts with some suggesting Council or business owners. Suggestions included that Council could enforce design standards on shop fronts or business owners should take the initiative to improve their shop fronts. Some business representatives felt that business owners would be willing to pay rates to Council to improve and maintain shop fronts.

Some participants wanted to see a greater variety of shops along Coogee Bay Road, suggesting that Council could play a role in encouraging or limiting particular retail types so that a desirable variety of shops is reached for Coogee Bay Road. Participants felt that this would contribute to the attractiveness of shop fronts.

The conservation of heritage features of building facades and shop fronts along Coogee Bay Road was also important.

Other suggestions to improve the overall appearance of Coogee Bay Road included:

- remove cars
- widen footpaths
- landscaping such as garden boxes along footpaths.

### **Maximising views of the beach**

The participants were asked for their opinions on maximising views of the beach from Coogee Bay Road. A number of participants suggested that power poles and lines could be placed underground, which could help maximise views of the beach from the upper levels of buildings. Overall, views from Coogee Bay Road were a minor concern when considering the upgrade of Coogee Bay Road.

### **Easy availability of parking**

During all focus groups, the provision of parking was expressed as a major concern and important consideration for an upgrade of Coogee Bay Road. The general feedback was that parking was inadequate on Coogee Bay Road and should be addressed through the provision of more car parking within short walking distance to Coogee Bay Road.

Across all focus groups, participants have suggested that Council acquire the land at 223-225 Vicar Street, Coogee to create additional car parking capacity. The land is currently used as a private car park and participants have stated that this is underutilised land.

Views are mixed regarding how existing car parking should be treated along Coogee Bay Road. Some participants expressed that maintaining current car parking is important particularly for community members, who are older or have a disability, and require good access to shops, services and facilities.

Further, some participants including business representatives expressed that time-limited parking is important to the viability of businesses along Coogee Bay Road as people currently stop and shop for short intervals. A suggestion to maximise existing car parking spaces was to mark bays.

### **Widening of footpaths options**

From the survey, wider footpaths were a clear priority with most respondents preferring wider footpaths on both sides or wider footpaths in general. Similarly in the focus groups, most participants felt that wider footpaths could improve the overall appearance and walkability of Coogee Bay Road.

The participants were provided with three options for footpath widening that could be considered as part of an upgrade of Coogee Bay Road. The options were as follows:

- Option 1 - Widen both footpaths maintaining current lanes and parking
- Option 2 - Widen one side maintaining current lanes and parking
- Option 3 - Pedestrian mall – with one-way traffic – loss of some or all street parking

Most participants had no preference (31%). Some participants felt that the options should be considered further and be in line with an overall vision or planning strategy for the Coogee area. Another consideration for the options was planning for a future light rail corridor.

Following this, 25% of participants preferred option 3 for a pedestrian mall. This was highlighted in the findings of the survey, where an option for a pedestrian mall was the third most mentioned topic raised in free text (172 mentions).

Participants believed that a pedestrian mall would improve pedestrian safety and overall amenity of Coogee Bay Road in particular for outdoor diners. In terms of economic benefits, some participants felt that a pedestrian mall could encourage a diversity of retail stores and provide the opportunity for a bike hire scheme to be introduced in the area.

Some participants did not agree with option 3 because it would be difficult for ageing community members, who rely on their cars or buses to access shops, services and facilities. Others concerns were that a pedestrian mall might increase traffic, parking demand and visitors to the Coogee area, changing the village atmosphere.

The most important issues for option 3 are:

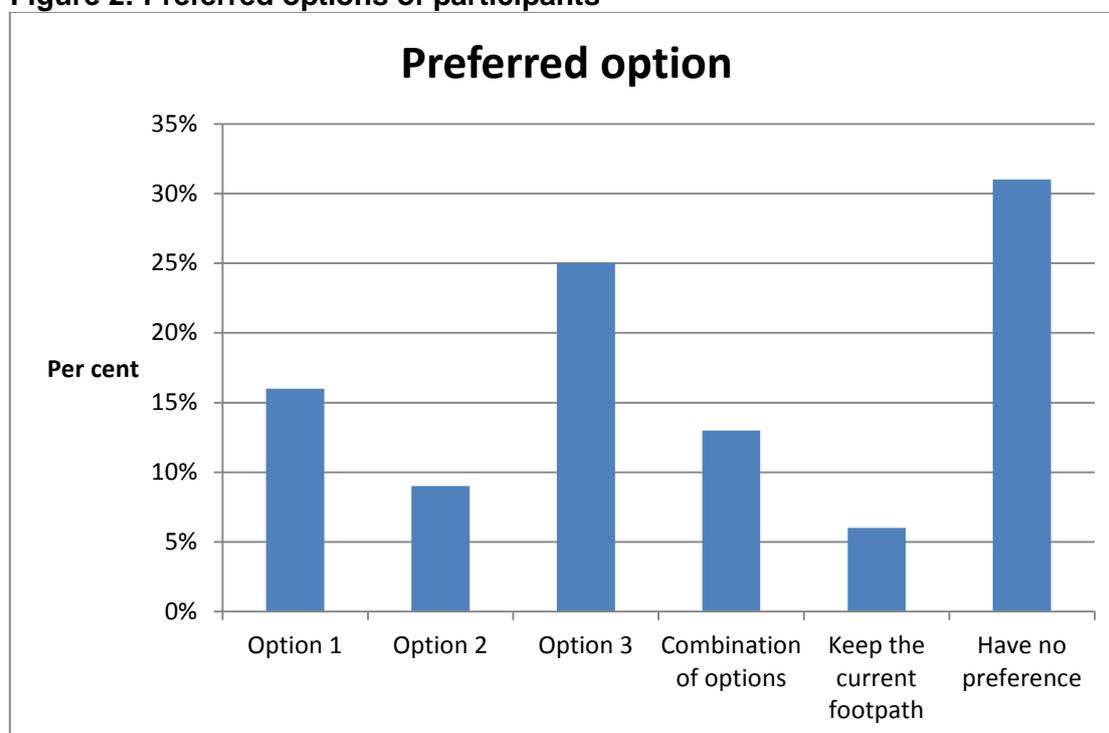
- access for delivery trucks to businesses
- waste removal from businesses
- increased traffic and demand for parking in surrounding residential streets
- provision of car parking within walking distance of Coogee Bay Road shops.

The general consensus among participants was that a long-term vision or planning strategy is required to manage these issues.

A total of 16% of focus group participants preferred option 1 to widen both footpaths of Coogee Bay Road to improve pedestrian movement. In addition, participants stated that this option would maintain traffic access, car parking spaces, and access by delivery trucks to businesses. However, some participants were concerned about the potential loss of total parking spaces from this option.

Some participants preferred option 2 (9%) to widen one footpath because it maintains traffic access, car parking spaces, and access by delivery trucks to businesses. Many participants did not agree with option 2 with concerns that footpath widening on only one side of Coogee Bay Road may restrict the operations of certain types of businesses for example places with outdoor dining areas.

**Figure 2: Preferred options of participants**



## Public toilets in Coogee

Participants were asked to provide their views about the quality of existing public toilets in Coogee.

The overall view was there is a lack of public amenities in the Coogee area especially to the northern and southern parts of Coogee. Of the existing amenities, participants had concerns about maintenance including leaking taps and inconsistent water pressure of taps. This was consistent with the findings of the survey, where respondents generally considered the availability of public toilets to be average to poor.

Across all focus groups, almost half of participants expressed that they would not use the existing public toilets due to the odour, personal safety and insufficient number of toilets available. One participant noted that the public toilets are clean in the morning however toilets become dirty during the day and particularly in summer when there are more people visiting the area.

Council provided the concept design for new public toilets on Coogee Promenade and participants were asked to provide feedback on the design. Across all focus groups, the concept design received an overall positive response. The participants felt that the location of the new public toilets is good being close to the beach and the design appropriately addressed the natural landscape. Some participants suggested that outdoor showers for users of the beach could be incorporated into the design.

Overall, this was in line with the survey's findings, where respondents strongly supported the provision of new toilets on Coogee Promenade (73%).

Concerns about the new public toilets were potential water damage from severe storms, whether people will use the new toilets, and whether existing shade areas will be removed as part of the upgrade.

A number of participants also preferred permanent toilets to replace the temporary toilets at Dunningham Reserve, suggesting that the toilets be upgraded along with new public amenities on Coogee Promenade. Some also felt that the provision of toilets should be prioritised for the northern and southern parts of Coogee than Coogee Promenade. This was reflected in the findings of the survey, with 58% of respondents considering public toilets in Dunningham Reserve as very important or important.

Participants added that new public toilets at Dunningham Reserve should appropriately address the natural landscape, similar to the concept design of the Coogee Promenade toilets.

A suggestion was that public toilets could be added along the Coogee to Watsons Bay walk funded under a partnership between Council and State government as there is an overall need for more amenities along this corridor.

## Safety in the Coogee area

Overall, the majority of participants felt safe in the Coogee area during the day and night, consistent with the findings of the survey. A number of participants stated that they regularly walk in the Coogee area at night.

The issues that were raised about safety related to personal safety at night, road safety and pedestrian safety.

In terms of personal safety at night, some participants felt unsafe walking on streets and in parks due to inadequate lighting. Some places with poor lighting that were mentioned were Coogee Bay Road, Brooke Street, Alfreda Street, Barden Park, Arden Street and Goldstein Reserve.

Some participants raised concern about alcohol-related violence and incidents in Goldstein Reserve and along Arden Street and Dolphin Street, which contributed to feelings of that it was unsafe in the Coogee area at night.

In terms of road and pedestrian safety around Coogee, several participants identified a number of roads and intersections that they felt were dangerous for pedestrians due to speeding vehicles and lack of pedestrian crossings. The most mentioned roads and intersections that were perceived as unsafe for pedestrians were Arden Street and intersections with Carr Street, Dolphin Street, Coogee Bay Road, Bream Street and Alfreda Street; intersection at Dolphin Street and Carrington Road; and Brook Street and intersections with Division Street and Clovelly Road.

## Feedback and Evaluation

At the end of each focus group, the participants were asked which issue(s) they would like to have focused more on and why. The management of waste and cleanliness of Coogee Bay Road; and more enforcement and better management of restrictions on alcohol consumption were the most frequently raised issues to consider for the upgrade of Coogee Bay Road and improved safety.

A summary of the issues identified by participants follows:

- Management of waste and cleanliness of Coogee Bay Road
- Urban design of Coogee Bay Road
- More enforcement and better management of restrictions on alcohol consumption
- Alcohol ban
- Widening footpath
- Removing parking
- Discouraging normal and heavy vehicle traffic on Coogee Bay Road
- Pedestrian safety
- Long-term strategy or vision for Coogee
- Upgrade amenities
- Provision of parking

Participants were also invited to evaluate aspects of the focus group. As this was an optional activity, not all participants provided responses.

Overall, 39% of participants were satisfied and 52% were very satisfied with the facilitation of the focus group, with comments highlighting there was a good demographic of people in attendance, good coverage of key issues, and opportunity for the local community to be involved and speak about key issues. On the other hand, one comment suggested that the focus groups could be improved by having a better diversity of ages.

61% of participants felt that the format of the focus group was very good, while others indicated that it was excellent (21%), good (14%), and fair (4%). Comments included that there could be more input from experts and businesses.

Generally, participants felt that they had a very good opportunity to ask questions and participate (64%), while 27% felt that this was good and 9% felt that this was fair.

Most participants felt that the quality of the information at the focus group was very good (44%) and good (44%). 6% felt that the information was excellent and 6% felt that it was fair. Some participants suggested that the focus group questions could be clearer and that they would have liked to discuss other issues outside of the key topic areas.

76% of participants indicated that the duration of the focus group was very good. 12% felt that the duration was good, 6% felt that it was excellent and 6% felt that it was fair. Some participants suggested that the focus group could be improved by providing more time.

# Coogee Focus Groups



87% of participants indicated that the day and time of the focus group was very good while the remainder felt that it was good.