

Banyule City Council

East Ivanhoe Village Upgrade

Consultation Findings Report

Final Draft - 21 October 2022



Acknowledgement

We acknowledge the Wurundjeri Woi-wurrung people as traditional custodians of the land which is now known as Banyule. We pay our respect to all Aboriginal and Torres Strait Elders, past, present, and emerging, who have resided in the area and have been an integral part of the region's history.

Banyule's community is made up of diverse cultures, beliefs, abilities, bodies, sexualities, ages, and genders. Banyule is committed to access, equity, participation, and rights for everyone: principles which empower, foster harmony, and increase the wellbeing of an inclusive community.

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Prepared by	Robyn Cochrane, CEO/Director, Cochrane Research Solutions Angela Walter, Senior Consultant, Chatterbox Projects
Approved by	Sam Walsh, Director, Chatterbox Projects
ChatterBox Projects Pty Ltd ABN: 40 403 533 235	
Telephone	0411 333 102
Email	info@chatterboxprojects.com.au
Web	chatterboxprojects.com.au
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Partner



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1 Executive summary

Banyule City Council is undertaking a project to upgrade and improve the East Ivanhoe Village. The project, which has a budget of \$1.29 million, aims to:

- make the village more accessible, welcoming, safer and useable for everyone in the community;
- provide opportunities for the activity centre to be a focal point to enable community connection and to encourage people to shop local; and
- better connect the village to other facilities such as parks and open spaces, public transport, and schools.

The upgrade aims to focus on elements like crossing points, access, footpaths, outdoor dining, seating and opportunities for more greenery and trees, and will be informed by the results of community consultation and a traffic and parking assessment of the village and surrounding area.

In addition to this project, two other projects are also underway to improve the East Ivanhoe Village. These are:

1. new traffic lights and raised pedestrian crossing at Lower Heidelberg Road between Carmichael Street and Wilfred Road (funded by Federal and State Government); and
2. trialling activated community spaces in Burton Crescent, as part of COVID recovery and informed by previous community feedback and suggestions.

ChatterBox Projects was engaged by Council to help plan and deliver some of the more recent engagement activities to inform the village upgrade as well as to analyse and report on the community feedback gathered over the past 12 months.

1.1 Overview of engagement activities

Council commenced engaging the community on this project in October 2021. Engagement activities undertaken included:

- Establishment of a Community Project Reference Group in October 2021 with representatives from local residents, traders and community groups
- Online mapping tool – October 2021 – August 2022
- Two place-based pop-ups held in the Village – July 2022
- Survey (online and hard copy) posted to 2,043 East Ivanhoe residents, traders and commercial building owners

In addition, there has and will continue to be various communications and conversations with East Ivanhoe Village traders and the Banyule Traders Association by Council Officers. These are outside the scope of this report.

All the feedback received to date will be used to inform the next stage of engagement, which involves three workshops: one with traders and two with the Community Project Reference Group. The purpose of these upcoming workshops is to present the community feedback to date and work with these key stakeholders to determine priorities for the village and to inform the development of a Draft Streetscape Concept Design for the East Ivanhoe Village.

Once developed, the draft plan will be subject to further community consultation before being finalised.



1.2 Overview of participation

Over the past 12 months the various consultation activities for the East Ivanhoe Village Upgrade Project have engaged and resulted in feedback from almost 470 people, and more than 2,200 visits to the Shaping Banyule project page.

Of those who provided formal feedback there were:

- 52 online mapping contributors
- 100 people engaged at the two place-based pop-up events
- 317 survey respondents

Majority of people (around 87%) who filled in and submitted a survey indicated that they were from the postcode 3079 (Ivanhoe/ East Ivanhoe). There were 26 surveys submitted from East Ivanhoe Village traders/ local business owners.

1.2 Key findings

When looking at the findings overall, there were several key themes that emerged across different engagement activities in relation to what the community would most like to see improved in the East Ivanhoe Village. These included:

- Improving traffic management and pedestrian safety/ crossings
- Incorporating more trees, greenery, shade and spaces for community to gather, meet and socialise
- Fixing footpaths to make them more attractive and safer
- Adding a public toilet to service the village

These key themes were mostly about improving the safety and accessibility of the village and also creating a place or destination for people to visit, connect, shop, eat, linger and spend time enjoying the village atmosphere and green spaces.

For some people (just over half of survey respondents), it was important for these improvements to be achieved without impacting parking or with minimal impact on parking.

The below information provides more details of the key findings for each of the engagement activities.

Online mapping activity

Seeking feedback from the community about the village upgrade commenced with the online mapping activity in October 2021. The ideas and key themes that emerged from this activity helped inform future engagement questions and areas of focus. The 113 ideas for the village submitted as part of this activity include the following key themes:

Improved traffic management and pedestrian safety: This included:

- Slowing cars down, better flow at school drop off and pick up times and addressing safety in narrow streets (20 mentions)
- Improving pedestrian safety by adding another crossing/ or moving the crossing (18 mentions)



Adding trees, greenery, open space, and places for community to meet, socialise and gather: This included:

- More trees, greenery, shade, and open space (20 mentions)
- Reducing parking/ closing streets to increase community spaces (11 mentions)
- Adding more seating for people to rest, gather and meet (10 mentions)
- Creating opportunities for community connections, events, social gathering (7 mentions)

Retaining and enhancing the look and feel of the village: This included:

- Creating an identity for the village to attract people to visit and stay longer including adding an attractive entrance, protecting look and feel of shops and giving the village a social feel (17 mentions)

Other ideas included:

- Adding infrastructure like signage, drinking fountains, bike racks etc (13 mentions)
- Increasing parking/ looking at parking times (9 mentions)
- Fixing footpaths (6 mentions)
- Adding a toilet (5 mentions)

The mapping activity at the pop-ups (held in July 2022) resulted in a further 42 comments which included:

- Fixing the footpaths (9 mentions)
- Adding a toilet to the village (5 mentions)
- More artwork (5 mentions)
- More trees, community events, traffic management, and parking (with 3 mentions each)

Survey and pop-up results

Parking, trees and greenery

There was a mix of views in relation to parking in the village. Just over half of survey respondents (55.9%) felt that there was currently not enough parking in the village. 30.4% of survey respondents felt that there was and 13.7% were unsure or neutral. There was a similar result in relation to losing some car parking spaces to plant more trees. Just over half of survey respondents (56.5%) disagreed with losing some car parking spaces for tree planting while 30.3% agreed and wanted to see some car parking spaces used for more trees in the village.

The issue of car parking was more important to traders than community members. 22 out of 27 traders felt that there was not enough car parking in the village and 19 out of 26 disagreed with losing some car parking spaces for tree planting.

Some of the reasons provided in relation to wanting more parking in the village included (166 mentions):

- Visitors, shoppers, and patrons already finding it difficult to locate a parking space
- Concerns about spaces already being reduced to accommodate the temporary park and new crossing
- Ensuring there are enough spaces for people who need to drive and to accommodate population growth
- Concerns about parked cars spilling into nearby residential streets
- The village already having lots of greenery so no need to lose car parking spaces for more trees



For those who felt there was enough parking in the village and supported the loss of some spaces for tree planting indicated that this could be positive for a range of reasons including (122 mentions – including 9 comments about greenery from the pop-ups):

- Encouraging more people to walk and ride to the village resulting in less driving and congestion
- Adding more shade in the village and spaces for wildlife
- Enhancing the village streetscape
- Offsetting trees lost through development

There were also mixed views around accessible parking spaces with 46.9% of survey respondents indicating that there was not enough accessible parking, 31.8% not sure or neutral and 21.2% agreeing with the statement ‘There is currently enough accessible parking in the village’.

The below tables provide a snapshot of how people (both community members and traders) responded to the survey questions around parking.

There is currently enough parking in the village.

	Agree	Neutral	Disagree
Community	32%	14%	54%
Traders	8%	11%	81%

There is currently enough accessible parking in the village

	Agree	Neutral	Disagree
Community	23%	33%	44%
Traders	4%	19%	77%

I would support the loss of some car parking spaces if more trees could be planted.

	Agree	Neutral	Disagree
Community	32%	13%	55%
Traders	12%	15%	73%

Footpaths

Almost 60% of survey respondents agreed that the \$1.29 million project budget should be prioritised to fix the footpaths in the village. The main reasons given for this are outlined below:

- Footpaths need to be fixed from a pedestrian safety point of view (96 mentions)
- Footpaths are currently in poor condition (61 mentions)
- Accessible footpaths are important (36 mentions)
- Footpath appearance contributes to overall village aesthetics (23 mentions)



Around 15% of survey respondents disagreed with the statement and felt that the footpaths were not necessarily a high priority in terms of budget spend or that the footpaths should be regularly maintained using money from another Council budget.

The \$1.29 million project budget should be prioritised to fix footpaths.

	Agree	Neutral	Disagree	Total number of responses
Community	52%	30%	18%	290
Traders	62%	27%	11%	26

Burton Crescent

The feedback from the survey in relation to making the temporary park in Burton Crescent permanent was mixed and almost evenly spread across supportive (39%), unsupportive (27.4%) and neutral (33.6%).

Some of the key reasons for supporting the permanent closure included:

- The importance of having an attractive green space that adds to the village (44 mentions)
- Having an activated space for community that works well and provides a place to sit, meet and gather (47 mentions including 5 comments at the pop-ups)

Some of the key reasons for not supporting the permanent closure included:

- Need the space for more car parking (61 mentions including 7 comments at the pop-ups)
- The park is currently not well utilised (48 mentions including 5 comments at the pop-ups)
- The park is not an inviting space and currently serves no purpose (41 mentions including 3 comments at the pop-ups)

For those who provided a neutral response to permanently closing the park the main reason for this was that they were unfamiliar with, or unaware of the space and had not used it (35 mentions).

Opinions about Burton Crescent may change in the future if the space is promoted, activated with activities and events, and made more comfortable and inviting with things like shade, artwork, and interesting features.

The temporary park in Burton Crescent should become permanent.

	Agree	Neutral	Disagree	Total number of responses
Community	40%	34%	26%	269
Traders	35%	30%	35%	23

Public toilets

There was general support for a public toilet in the village. 49.5% of survey respondents agreed with the need for a public toilet, while 24.4% disagreed. Traders felt very strongly about the need for a public toilet with 20 out of 23 (who responded to the survey) agreeing with the statement that 'it is important to have a public toilet in the village'.



Some of the key reasons for supporting a public toilet in the village included:

- There is no or limited access to a public toilet (80 mentions)
- A public toilet would benefit shoppers especially families, older people, people with medical conditions etc (41 mentions including 8 comments at the pop-ups)
- A public toilet may encourage more visitors, walkers, and people to stay longer (24 mentions)
- A public toilet would take pressure off people needing to use facilities in shops/ cafes (14 mentions)

Some of the key reasons for not supporting a public toilet in the village included:

- No need for a public toilet as most people live nearby (54 mentions including 3 comments at the pop-ups)
- People can access toilet facilities in the village. Cafes, bars, restaurants, services/ offices (50 mentions)
- A public toilet is costly and will take a large portion of the budget (31 mentions)
- Concerns about undesirable behaviours and public toilet cleanliness (14 mentions)

It is important to have a public toilet in the village.

	Agree	Neutral	Disagree	Total number of responses
Community	46%	28%	26%	280
Traders	87%	9%	4%	23

Top priorities for the village

Survey respondents were asked, “What do you think should be at the top of our list for improvements to East Ivanhoe Village?” and 279 respondents provided a personalised response. The top priorities to improve the East Ivanhoe Village included:

1. Parking / more parking (72 mentions)
2. Trees and greenery (51 mentions)
3. Footpaths (45 mentions)
4. Public toilet (37 mentions)
5. Maintenance and cleanliness of the village (37 mentions)
6. Traffic management (33 mentions)
7. Pedestrian safety/ crossings (27 mentions)



2. Project background and engagement overview

2.1 Background and purpose

Banyule City Council is undertaking a project to upgrade to improve the East Ivanhoe Village. The project, which has a budget of \$1.29 million, aims to:

- make the village more accessible, welcoming, safer and useable for everyone in the community;
- provide opportunities for the activity centre to be a focal point to enable community connection and to encourage people to shop local; and
- better connect the village to other facilities such as parks and open spaces, public transport, and schools.

The upgrade aims to focus on elements like crossing points, access, footpaths, outdoor dining, seating and opportunities for more greenery and trees, and will be informed by a traffic and parking assessment of the village and surrounding area.

In addition to this project, two other projects are also underway to improve the East Ivanhoe Village. These are:

1. new traffic lights and raised pedestrian crossing at Lower Heidelberg Road between Carmichael Street and Wilfred Road (funded by Federal and State Government); and
2. trialling activated community spaces in Burton Crescent, as part of COVID recovery and informed by previous community feedback and suggestions.

The changes in Burton Crescent have involved:

- widening the footpath and extending the kerb outside Vinoshis and East Ivy Cafe to improve pedestrian movement and accommodate outdoor dining and shade; and
- temporarily removing three car parking spaces on the western side of Burton Crescent and installing a small linear park to increase greenery, places to sit, and a place for the community to connect.

2.2 Engagement overview and program

Council commenced engaging the community on this project in October 2021. Table 1 provides a summary of engagement activities to date.

Table 1. Overview of engagement activities

Engagement activity	Dates
Community Project Reference Group established	October 2021
Online mapping tool	October 2021 – August 2022
Place-based pop-up engagement x 2	July 2022
Survey (online and hard copy)	September 2022

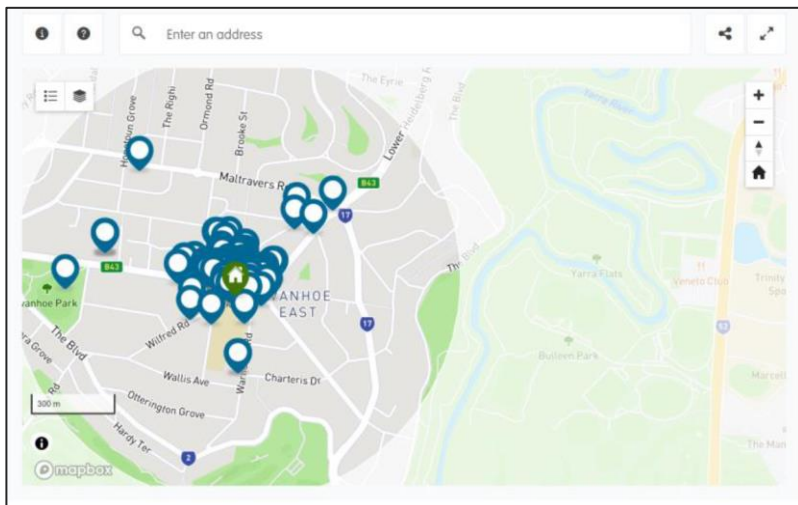


Project Reference Group

In October 2021, a Project Reference Group was established, which includes 15 members representing the Banyule Traders Association, community groups, residents, and business owners/ operators. This group has met twice since establishment and is scheduled to meet in October 2022 to consider community feedback to date to help inform the development of a draft Neighbourhood Plan for the Village for the village which will establish a set a vision for the development of an East Ivanhoe Masterplan.

Online mapping tool

In October 2021, engagement also commenced with the broader community with an online mapping exercise, where people were asked to pin their ideas and feedback onto an online map.



This consultation resulted in 113 suggestions and ideas on what should be part of East Ivanhoe Shopping Village in the future.

The online mapping tool was available via the Shaping Banyule project page (<https://shaping.banyule.vic.gov.au/eastivanhoe>). Participants could select a specific location on the map within an 800m radius of the Village and then enter a personalised comment. Participants could participate one or multiple times.

The online mapping submissions provided useful insights to inform further stages of consultation.

Place-based pop-up engagement

In July 2022, two community place-based pop-ups were held on site in the East Ivanhoe Village.

- Pop-up 1 – Thursday 28 July, 1pm – 4pm in Burton Crescent
- Pop-up 2 – Saturday 30 July, 9am – 12pm in Burton Crescent

The pop-ups, undertaken by ChatterBox Projects, were designed to intercept people visiting the village, provide information and an update about the project, provide insight into community feedback so far, and encourage further conversations, feedback, and suggestions from participants.

Engagement activities at the pop-ups included:

- **Mapping activity:** participants could write their ideas for the village on a large map
- **Dotmocracy activity:** participants could show how much they agreed or disagreed with a series of statements by placing a dot in their preferred response to each statement
- **Chatboard:** participants could write their feedback on a blackboard with chalk. The Chatboard question was “What’s working well in the East Ivanhoe Shopping Village?”
- **Voting pod:** participants could select an option by placing a ball into one of multiple labelled tubes which asked “How long do you normally stay when visiting the East Ivanhoe Shopping Village?” This tool provided an interactive way of getting people to think about how long they visit the village and start a conversation about what would make them stay longer.



- **Ideas drawing sheet:** children could draw their ideas while answering the questions “What would make the East Ivanhoe Village better for kids?”.
- **Conversation starters:** participants were encouraged to have a conversation and provide input via a short feedback form which sought demographics and enquired about three key topics:
 1. The future of Burton Crescent – What are your thoughts on Burton Crescent?
 2. Public toilets – Is a public toilet in East Ivanhoe Village important to you?
 3. Finding space for more trees and greenery – How important is greenery in the East Ivanhoe Village to you?

Survey (online and hard copy)

The online survey was accessible via the Shaping Banyule project page from 25 August to 9 September 2022. In addition, a hard copy survey was posted with a reply-paid envelope to 2,043 residents, traders, and commercial building owners in East Ivanhoe. Recipients could complete and return the hard copy survey or participant via the online survey.

The aim of the survey was to complement and extend feedback already received on the project since October 2021 and to gain deeper insights into priorities for the village on topics such as footpaths, parking, Burton Crescent, and public toilets.

Future stages of engagement

All the feedback received to date will be used to inform the next stage of engagement, which involves three in-person workshops; one with the traders and the other two with the Community Project Reference Group.

The purpose of these upcoming workshops is to present the community feedback to date and work with these key stakeholders to determine priorities for the village and to inform the development of a Neighbourhood Plan for the Village which will establish a set a vision for the development of an East Ivanhoe Masterplan.

Once developed, the draft plan will be subject to further community consultation before being finalised.

ChatterBox Projects was engaged to support Council with the planning and delivery of the two place-based pop-ups, analyse community feedback, produce the consultation findings report and facilitate trader and community reference group workshops on the outcomes of the consultation findings report.



2.3 Overview of participation and participation profile

Table 2 shows the level of participation across each engagement activity.

Table 2. Overview of engagement activities with participation outcomes

Communication and engagement methods	Participation outcomes
Engagement activities	
Survey (online and hard copy)	317
Online mapping tool contributors	52
2 x place-based pop-up engagement sessions (Dotmocracy, Feedback Form, Mapping activity, and Voting Pod activities)	100
TOTAL	469
Communications activities (inform and raise awareness)	
Visitors to the Shaping Banyule Project Page	2,207 visits/ 1,817 visitors
Hard copy surveys delivered to East Ivanhoe residents, traders, and commercial building owners	2,043

Please note: some people may have participated in more than one engagement activity. Survey respondents were requested to enter an email address. It was noted that there were:

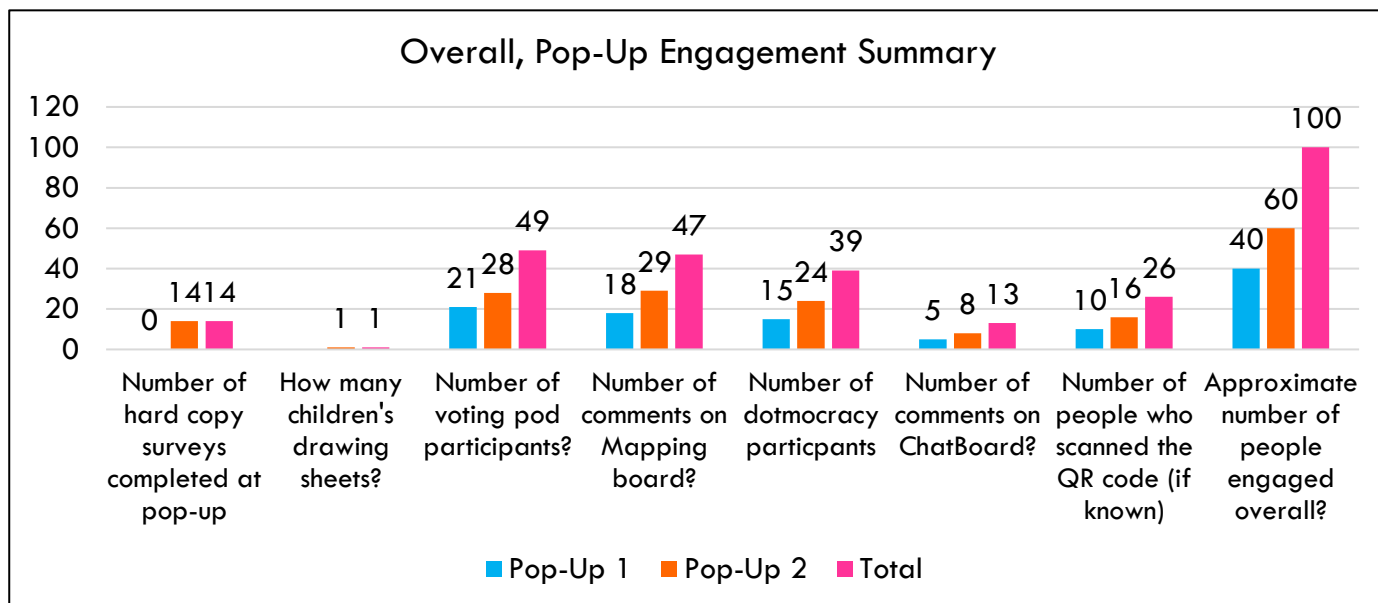
- 16 instances where two survey responses were submitted from the same email address (32 surveys affected)
- 1 instance where 11 survey responses were submitted from the same email address (11 surveys affected).

As shown in Graph 1, across the two pop-up engagement sessions, approximately 100 people were engaged, with:

- 14 people completing a hard copy questionnaire (3 questions)
- 49 people participating in the voting pod activity
- 39 people providing their feedback via the dotmocracy activity
- 47 comments received via the mapping board
- 1 children's drawing completed
- approximately 26 people scanning the QR code to visit the project page to provide their feedback online.



Graph 1. Overall engagement levels at place-based pop-up activities



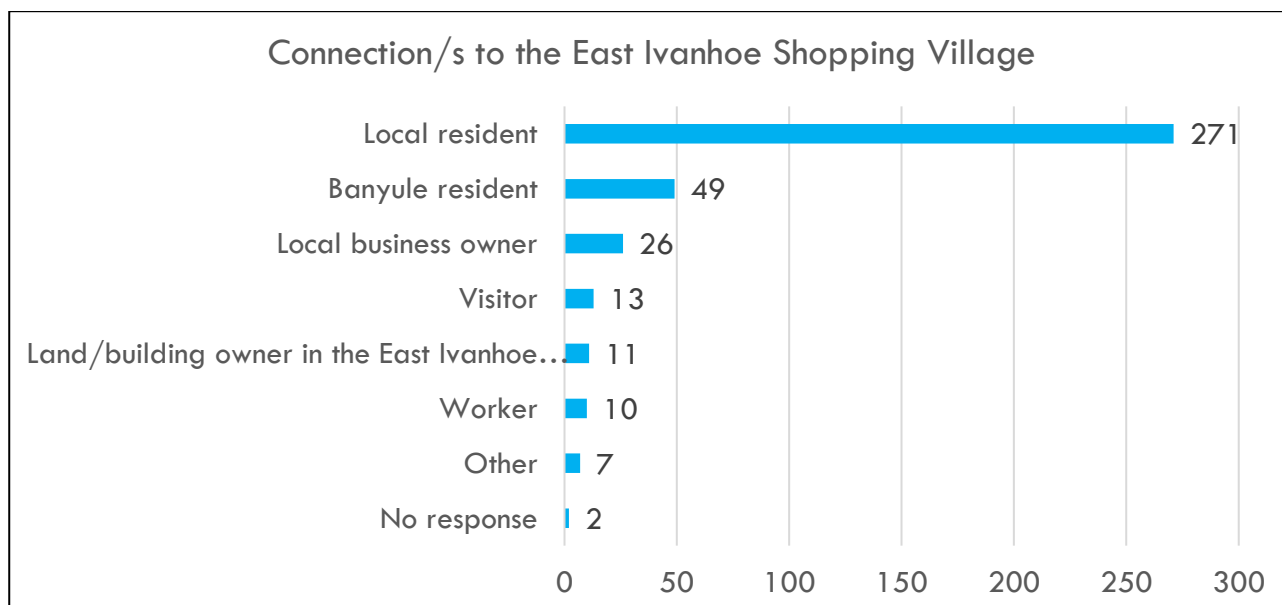
Connection to East Ivanhoe Village and Postcode (Surveys)

Survey respondents were asked “What is your connection to the East Ivanhoe Shopping Village?” and invited to select one or more of the following prescribed options: Local resident, Local business owner, Land/building owner in the East Ivanhoe Shopping Village, Banyule resident, Worker, Visitor or Other.

As shown in Graph 2, all connection options were selected indicating a cross-section of the targeted population for this consultation had been engaged. Some survey respondents reported more than one connection.

Most survey respondents (271 or 86.0%) reported their connection was as a Local resident and 49 (or 15.6%) of respondents reported being a Banyule resident. Local business owners (26 or 8.3%), visitors (13 or 4.1%), land/building owners (11 or 3.5%), and workers (10 or 3.2%) were engaged. Two respondents did not provide a response.

Graph 2. Connection/s to East Ivanhoe Village (Surveys)

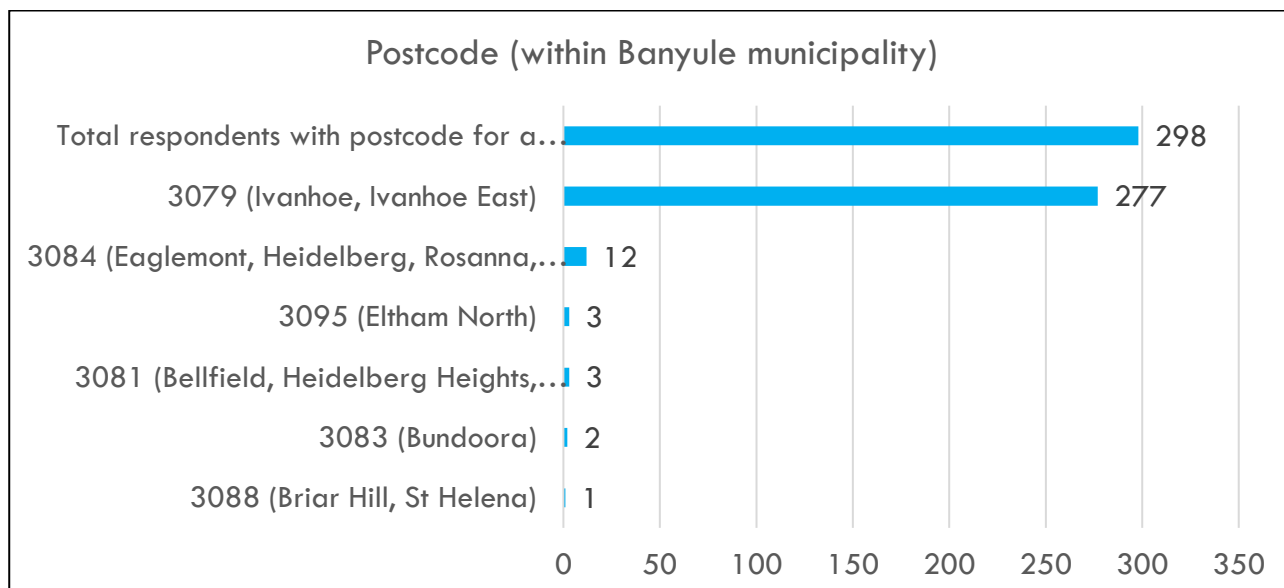


The seven respondents selecting “Other” reported the following connections:

- Business being carried out
- Homeowner
- Investment property in East Ivanhoe
- Owner of property
- Patient at Heidelberg Chiropractic Clinic
- Ratepayer
- Shopper

Postcode: Survey respondents were asked to indicate a postcode. As shown in Graph 3, 298 (or 94.0%) of the 317 respondents reported a postcode relating to a suburb within the Banyule municipality. Most respondents (277 or 87.4% of) reported 3079 (Ivanhoe, and Ivanhoe East) and 12 (or 3.8% of) respondents reported 3084 (Eaglemont, Heidelberg, Rosanna, Viewbank).

Graph 3. Postcode reported by respondents relating to suburb within Banyule (Surveys)



Responses were also reported for the following postcodes:

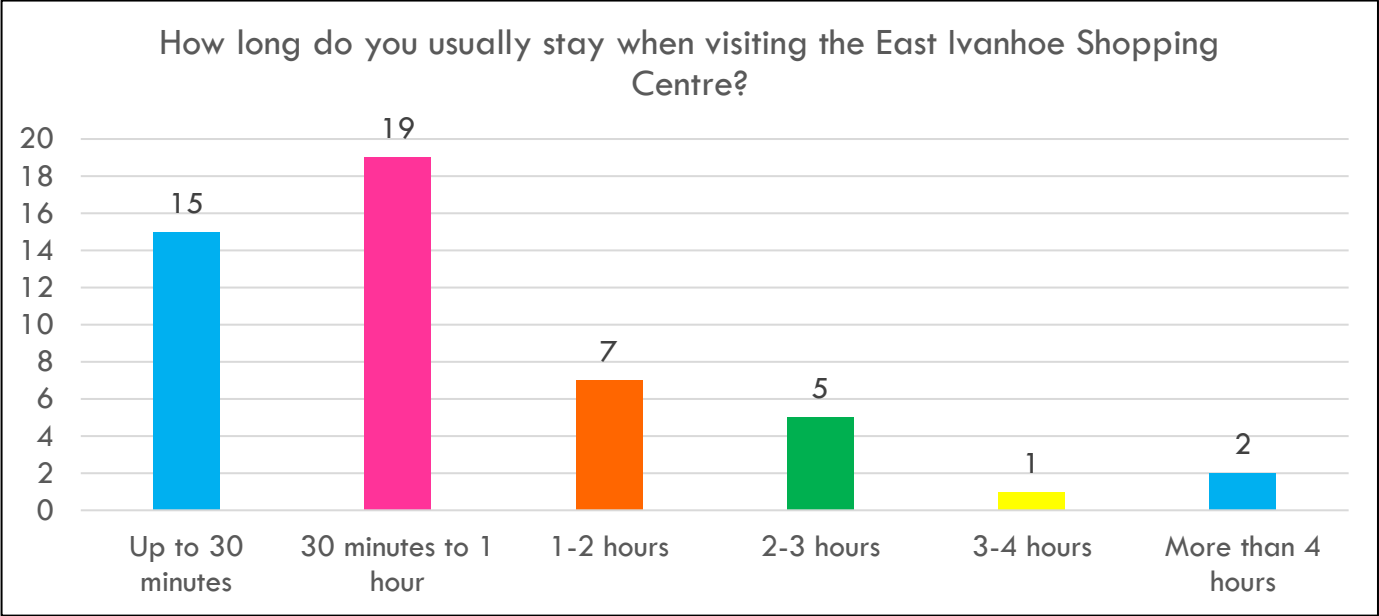
- | | | |
|--------|------------------------|--------|
| ▪ 3029 | ▪ 3071 | ▪ 3109 |
| ▪ 3034 | ▪ 3072 | ▪ 3116 |
| ▪ 3049 | ▪ 3089 | ▪ 3182 |
| ▪ 3065 | ▪ 3103 (3 respondents) | ▪ 3207 |
| ▪ 3069 | ▪ 3104 | ▪ 3752 |
| ▪ 3070 | ▪ 3105 | |



Usual duration of stay when visiting the East Ivanhoe Shopping Precinct (Voting pod)

Voting pod participants at place-based pop-up engagement activities were invited to indicate how long they usually stay when visiting the East Ivanhoe Shopping Precinct. A total of 49 people participated. As shown in Graph 4, mixed views were reported. Most participants stay less than 30 minutes or one hour while a small number of participants stay for three hours or longer.

Graph 4. Usual duration of visit to East Ivanhoe Shopping Precinct (Voting pod)



3. Findings from the analysis of the community feedback

This section reports the findings from the analysis of the community feedback gathered via the survey (online and hard copy), online mapping tool, and place-based pop-up engagement activities. A total of 317 survey responses were submitted, there were 113 online mapping submissions, and around 100 people participated in the engagement activities at pop-up events (Dotmocracy, Feedback Form, Mapping activity, and Voting Pod).

Where appropriate, community feedback gathered via more than one engagement activity is grouped together when examining a related topic. Findings from the analysis of trader feedback is presented in Section 4.

The community feedback was subjected to:

- Descriptive analysis to generate frequency tables and graphs (responses to demographic closed-ended questions)
- Statistical analysis to generate frequency tables and graphs (responses to closed-ended questions)
- Content analysis to reveal insights from the open-ended/ free test questions - this form of analysis involves reviewing each word or sentence and coding the content to a theme.

3.1 Views on the village overall

Dotmocracy participants at place-based pop-up engagement activities were invited to allocate up to nine dots to indicate their level of agreement with nine descriptive statements of the village. A total of 38 people participated. As shown in Graph 5, mixed views were reported.

The higher level of agreement was recorded for statements that the village:

- Is a place I meet up with friends (33)
- Is welcoming and safe (33)
- Is well connected to other facilities such as parks and open spaces, public transport and schools (29)

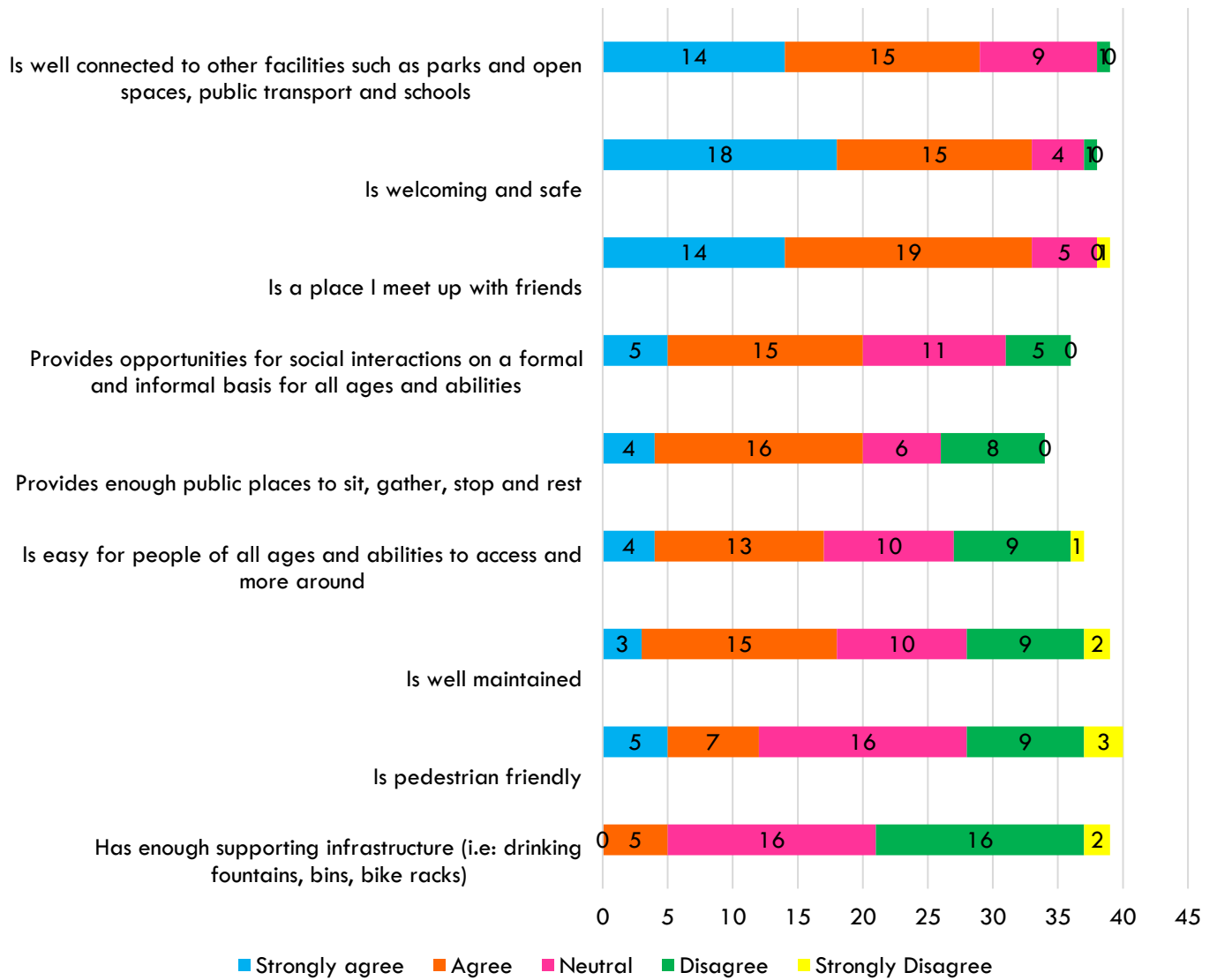
The higher level of disagreement was recorded for statements that the village:

- Has enough supporting infrastructure (i.e., drinking fountains, bins, bike racks) (18)
- Is pedestrian friendly (12)
- Is well maintained (11)

Graph 5. Level of agreement with descriptive statements of the village (Dotmocracy)



How much do you agree with the following statements

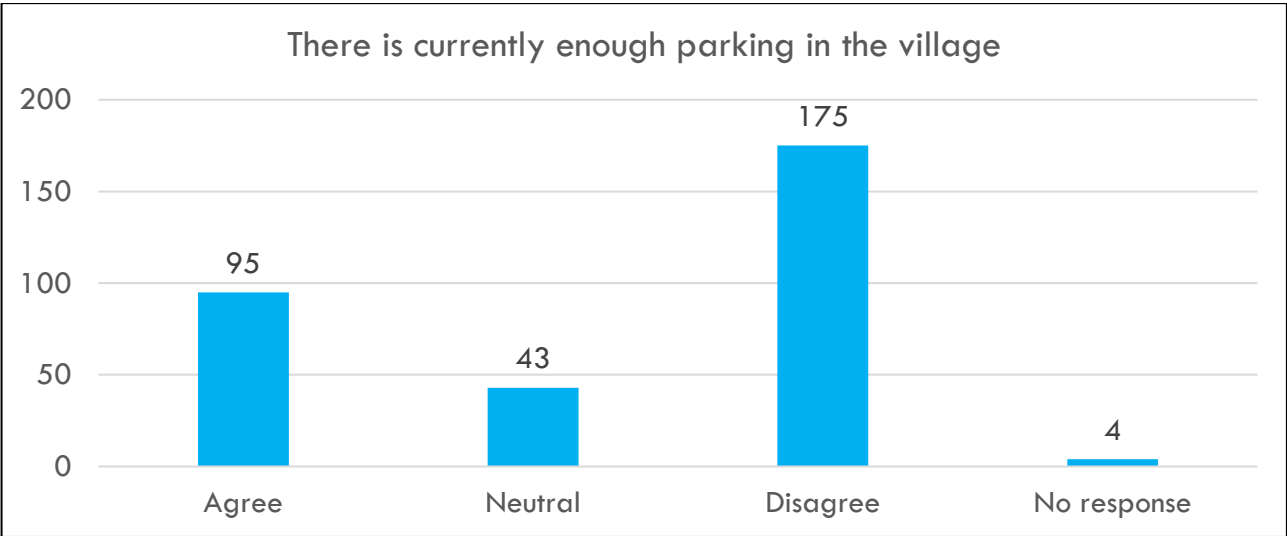


3.2 Views on current parking provision in the village and balancing with trees and greenery

In previous consultations, community members indicated a variety of opinions regarding parking in the village. Some people indicated that additional parking was required while others reported current parking arrangements were sufficient. In addition, some people suggested a small reduction to car parks to enable the planting of more trees.

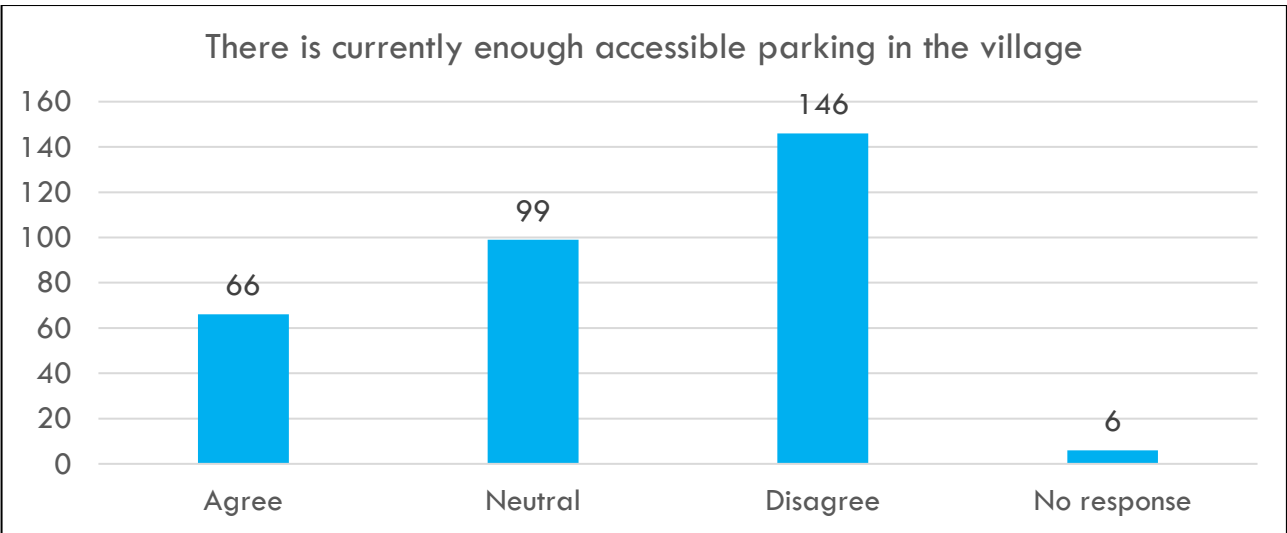
Survey respondents were asked to indicate their level of agreement with the statement “There is currently enough parking in the village”. As shown in Graph 6, mixed views were reported although most respondents (175 or 55.9% of) reported Disagree. 94 (or 30.4% of) respondents reported Agree and 43 (or 13.7% of) respondents reported Neutral. Four respondents did not provide a response.

Graph 6. Level of agreement that there is currently enough parking in the village (Survey)



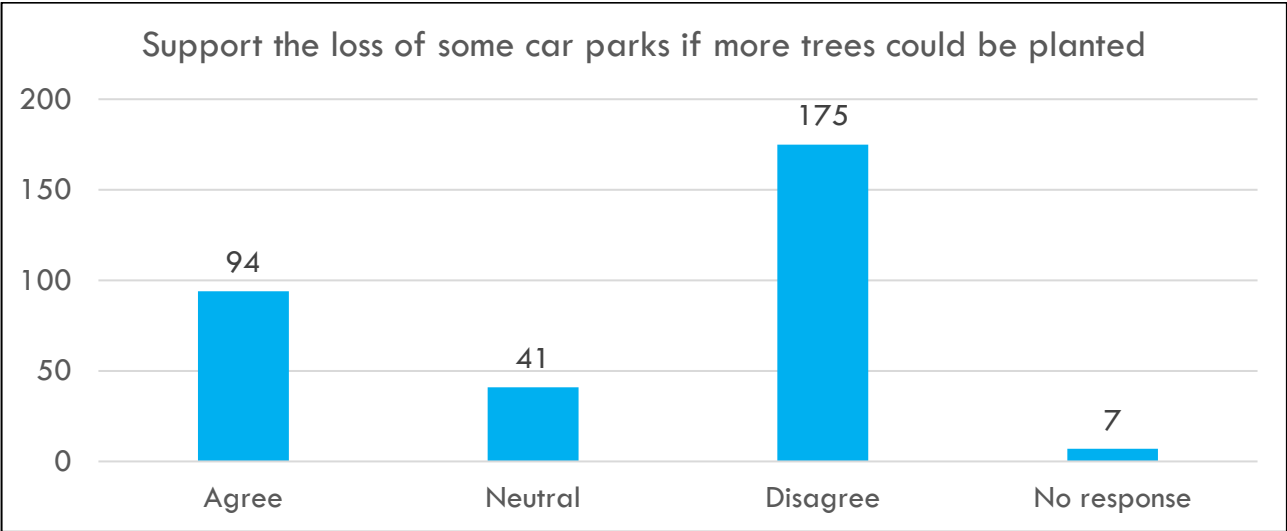
Survey respondents were asked to indicate their level of agreement with the statement “There is currently enough accessible parking in the village”. As shown in Graph 7, mixed views were reported although many respondents (146 or 46.9% of) reported Disagree. 99 (or 31.8% of) respondents reported Neutral and 66 (or 21.2% of) respondents reported Agree. Six respondents did not provide a response.

Graph 7. Level of agreement that there is currently enough accessible parking in the village (Survey)



Survey respondents were asked to indicate their level of agreement with the statement “I would support the loss of some car parks if more trees could be planted”. As shown in Graph 8, mixed views were reported although most respondents (175 or 56.5% of) reported Disagree. 94 (or 30.3% of) respondents reported Agree and 41 (or 13.2% of) respondents reported Neutral. Seven respondents did not provide a response.

Graph 8. Level of agreement to support the loss of some car parks for tree planting (Survey)



Survey respondents were then asked, “Why did you choose these responses?”, and 277 people provided a personalised response. The personalised responses were manually reviewed and grouped into themes and sub-themes. Respondents referred to a variety of aspects in relation to current parking provision, accessible parking, and the possible loss of car parks for tree planting. Some responses referred to more than one sub-theme, so theme totals may not equal the sum of sub-theme tallies.

Table 3 presents the themes with descriptive sub-themes and tally counts from the analysis of the personalised feedback. As shown in Table 3, overall:

- 200 responses referred to current parking provision in the village. 144 indicated an unsupportive sentiment and reported the parking provision is insufficient and more parking is required. 53 indicated a supportive sentiment and reported parking appears to be adequate.
- 110 responses refer to the possible loss of some car parks for tree planting.
- 21 responses referred to accessible parking provision in the village. 20 indicated an unsupportive sentiment and reported more or improved accessible parking is required. 1 indicated a supportive sentiment



Table 3. Reasoning behind views on current provisions of parking, accessible parking, and the possible loss of car parks for tree planting (Survey)

Themes and sub-themes within responses	No. of survey responses referencing (N=277)
Current parking provision in the Village	200
Unsupportive: There is insufficient parking provision. It is difficult for visitors, shoppers, and patrons to locate a parking space. Car parks are often fully used, and more car parking is needed. There should be no further reduction as some spaces have already been lost to accommodate the temporary park and new pedestrian crossing. Sometimes parked cars are spilling into nearby residential streets. The area is hilly, and some people need to drive, particularly those with limited mobility. More car parking will be needed to accommodate population growth	144
Supportive: There appears to be enough parking provision and it is adequate most of the time. Parking is not an issue for people who walk to the village, and it encourages more walking, less driving and congestion	53
Other: Provide parking with different time limits: Have some on-street parking with long- and short-time limits and monitor	12
Possible loss of some car parks for tree planting	110
Supportive: Support the loss of some car parks for more trees and tree planting. More trees are good for the environment, provide shade, spaces for wildlife, and will enhance the streetscape. More trees will offset some of the trees lost through developments. Loss of some car parks is not an issue for people who walk to the village, and it may encourage more walking. Ideally trees will be carefully selected and planted in a way that they are not hazardous, messy, or an obstruction	60
Unsupportive: Do not support the loss of car parks for tree planting. The village already has lots of trees and greenery	22
Other: Conditional support: Supportive of more trees and tree planting, provided there is no loss of car parks	28
Current provision of accessible parking in the Village	21
Unsupportive: There is insufficient accessible parking provision and a need for more and improved parking spaces	20
Supportive: The current provision is adequate, disabled parking spaces are usually empty	1

Feedback from the pop-ups

Feedback from participants at place-based pop-up engagement activities were asked “How important is greenery in the Village to you?” and nine participants provided a personalised response. The personalised responses were manually reviewed, and grouped by sentiment (Supportive, Unsupportive, or Other). The edited or summarised responses are as follows:



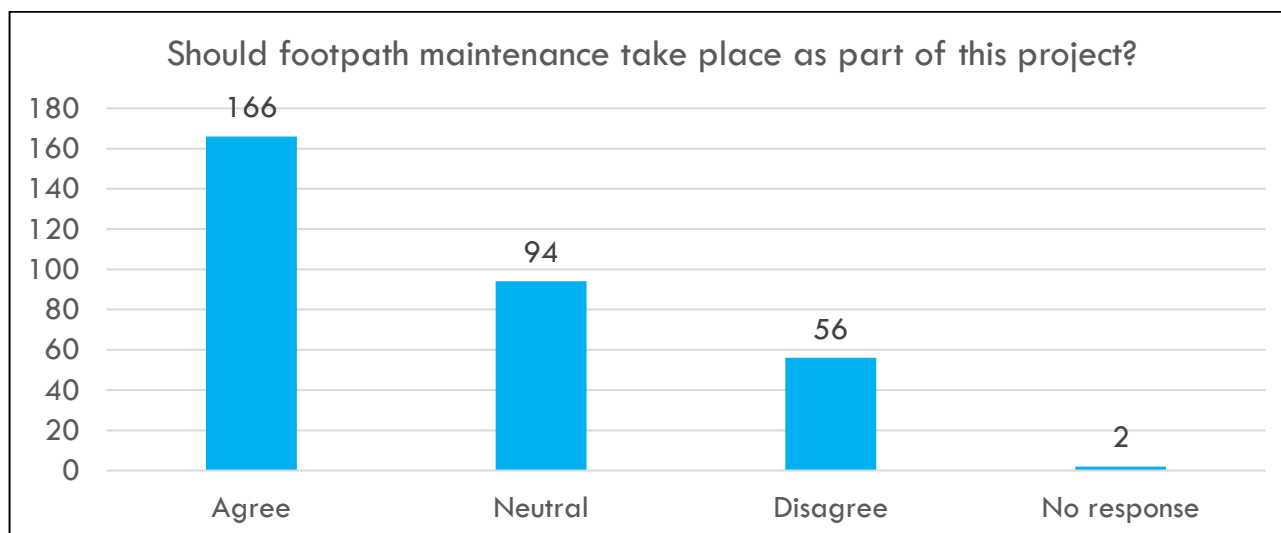
- Supportive (7): Yes, greenery and greening a community is important. Supportive of more trees, greenery, and shrubbery. Nature and trees provide many benefits and accommodate Ivanhoe's beautiful birdlife. Okay with a small loss of car parks for more trees
- Unsupportive (0)
- Other – conditional support (2): Yes, greenery is important, provided there is no loss of car parks.

3.3 Views on prioritising the fixing of footpaths in the project budget

In previous consultations, community members indicated that the replacement of footpaths is a priority for the East Ivanhoe Village.

Survey respondents were asked to indicate their level of agreement with the statement "The \$1.29 million project budget should be prioritised to fix footpaths". As shown in Graph 9, mixed views were reported although most respondents (166 or 52.5% of) reported Agree. 94 (or 29.8% of) respondents reported Neutral and 56 (or 17.7% of) respondents reported Disagree. Two respondents did not provide a response.

Graph 9. Level of agreement with prioritising the fixing of footpaths in the project budget (Surveys)



Survey respondents were then asked, "Why did you choose this response?", and 252 respondents provided a personalised response. The personalised responses were manually reviewed and grouped into "Supportive" and "Unsupportive" themes and then sorted into sub-themes. Respondents reported mixed views and referred to different aspects of village footpaths. Some responses referred to more than one sub-theme, so theme totals may not equal the sum of sub-theme tallies.

Table 4 presents the themes with descriptive sub-themes and tally counts from the analysis of the personalised feedback. As shown in Table 4, overall:

- 148 responses indicated a supportive sentiment in relation to fixing the footpaths
- 104 responses indicated an unsupportive sentiment in relation to fixing the footpaths and fixing the footpaths within the project budget



Table 4. Reasoning behind views on prioritising the fixing of footpaths in the project budget (Surveys)

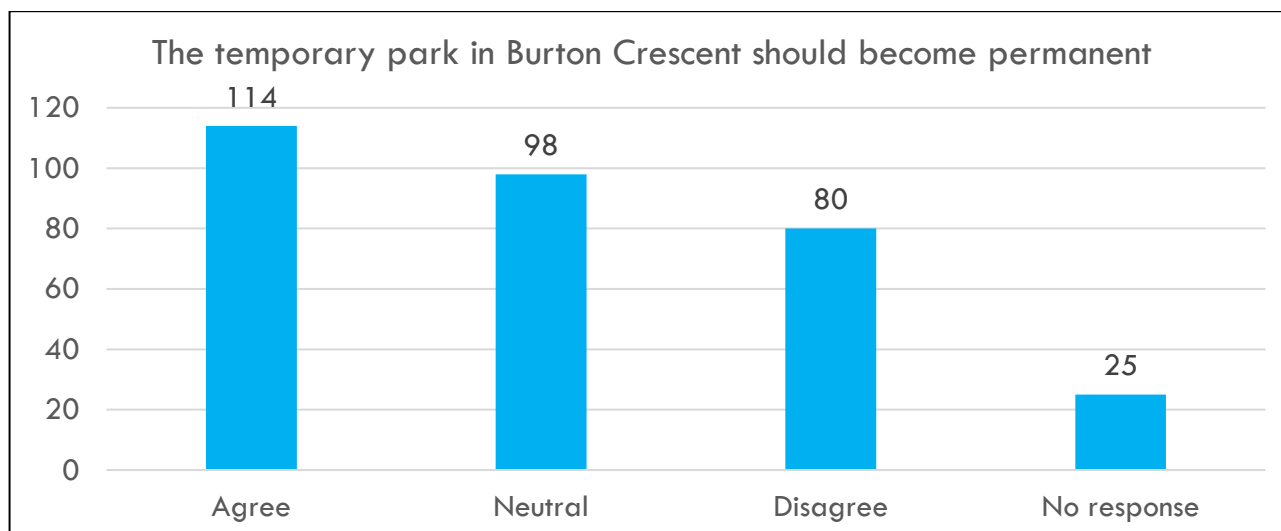
Themes and descriptive sub-themes	No. of responses referencing (N=252)
Supportive	148
Footpaths need fixing for pedestrian safety. Some footpaths are currently dangerous, there are tripping hazards, some hazards are due to construction works	96
Footpaths are in poor condition and need maintenance. Some footpaths are cracked, damaged, or broken. Some footpath surfaces are uneven, slippery, or a patchwork of repairs	61
Accessible footpaths are vital for pedestrians. Footpaths need to be accessible for aged pedestrians and accommodate mobility aids, scooters, prams, walkers, and wheelchairs	36
Footpath appearance contributes to overall village aesthetics. Footpaths to be cleaned, functional as well as attractive or aesthetically pleasing	23
Footpaths could be improved to support activation. Wider footpaths could support activation and spaces for free communal seating. Mixed views about having outdoor dining on footpath (support or concern about blocking movement)	6
Footpaths need fixing with minimal impact on Village shops and shoppers	3
Other: There have been some improvements (1) and plus better lighting (1)	2
Unsupportive	104
The project budget should not be prioritised to fix footpaths. Footpaths are not a high priority item for the project budget. Footpath maintenance is an essential requirement and funding should be allocated from another budget	43
Footpaths are okay, most are adequate, use funds only to fix footpaths where necessary	35
Have no problems or issues personally	29

3.4 Views on Burton Crescent and the temporary park

Survey respondents were asked to indicate their level of agreement with the statement “The temporary park in Burton Crescent should become permanent”. As shown in Graph 10, mixed views were reported although many respondents (114 or 39.0% of) reported Agree. 98 (or 33.6% of) respondents reported Neutral and 80 (or 27.4% of) respondents reported Disagree. Twenty-five respondents did not provide a response.



Graph 10. Level of agreement with the temporary park in Burton Crescent becoming permanent (Surveys)



Survey respondents were then asked, “Why did you choose this response?”, and 232 respondents provided a personalised response. The personalised responses were manually reviewed and grouped into “Supportive”, “Unsupportive” and “Neutral” themes and then sorted into sub-themes. Respondents reported mixed views and referred to different aspects relating to the temporary park in Burton Crescent. Some responses referred to more than one sub-theme, so theme totals may not equal the sum of sub-theme tallies.

Table 5 presents the themes with descriptive sub-themes and tally counts from the analysis of the personalised feedback. As shown in Table 5, overall:

- 105 responses indicated an unsupportive sentiment about the temporary park in Burton Crescent and making the temporary park permanent
- 85 responses indicated a supportive sentiment about the temporary park in Burton Crescent and making the temporary park permanent
- 45 responses indicated a neutral sentiment as respondents were unfamiliar with the park or offered suggestions

Table 5. Reasoning behind views on the temporary park in Burton Crescent becoming permanent (Survey)

Themes and descriptive sub-themes	No. of responses referencing (N=232)
Unsupportive	105
Prefer no park and car parking spaces to be returned. Prefer to bring back the car parking spaces; park is creating safety issues (double parking). Need for more car parking spaces including disabled parking for customers and workers to support businesses. Agree with temporarily removing car parking spaces for short or one-off events	54
Current park is not well used. The park is not used or under-used, although it may be used more in the coming, warmer months	43
Current park is not inviting and serves no purpose. The park has no inviting features, no amenities, no shade, and is not in the right location (seating faces a wall). The	38

Themes and descriptive sub-themes	No. of responses referencing (N=232)
park looks unkempt, attracts smokers, the lighting is ugly, and benches are uncomfortable	
The park advantages some traders and users but not all	8
Supportive	85
Green space that adds to the Village. It is an attractive green space that adds to the Village and Village feel	44
A space for the community and activations. A communal space that can be activated and seating for people to sit, gather, and rest	27
Community space that works well. A space for the community that works well, make it a permanent community asset	15
Conditional support for the park. Support continuing the park, however, have concerns about parking to access local businesses, need for more signage	11
Support continuing the park. Support making the park permanent, the traffic flow is better and there are fewer hazards	5
Support continuing a well-maintained park. Support making the park permanent, with more trees and regular maintenance	3
Neutral	45
Unfamiliar with the park. Was not aware the park existed or have not used it	35
Other: Good location for public toilet (2), Wilfred Road may be an alternative for angel parking (2), unsure how it impacts Burton Crescent residents (1), space could be used more effectively (1), idea should be reassessed in three months (1), beautify the space (1), close the road to make it a park (1), and needs a mural painted on the back wall (1)	10

Feedback from the pop-ups

Feedback from participants at place-based pop-up engagement activities reflected the survey results. Pop-up participants were asked “What are your thoughts about Burton Crescent?” and 14 participants provided a personalised response. The personalised responses were manually reviewed and grouped by theme. Some responses referred to more than one theme, so theme totals may not equal the number of participants.

The edited or summarised responses are as follows:

- Parking spaces (7 comments): The park resulted in the loss of three to five parking spaces, which are required for delivery vans, the elderly, people with disabilities, and those doing short visits. More car parking spaces are urgently needed, and drivers are double-parking. Re-introduce parking in Burton Crescent.
- Park is not well used (5): The park is a waste of space. People do not use it or sit there, they sit at the bar or cafes.
- Space to activate the community (5): The space works well, is good for events and festivals. The area will attract people in the warmer months and could potentially be closed on weekends for a market, community gatherings and concerts.
- Seating (4): Mixed views on installing more seating, the seats facing the wrong way, and redesigning the seating to fit into one parking space.
- Footpaths, colour, and public art (3): Upgrade pavement with tiles or artwork or stripes, install artwork or a mural on the lane or near Bendigo Bank (possibly provided by a local school), add



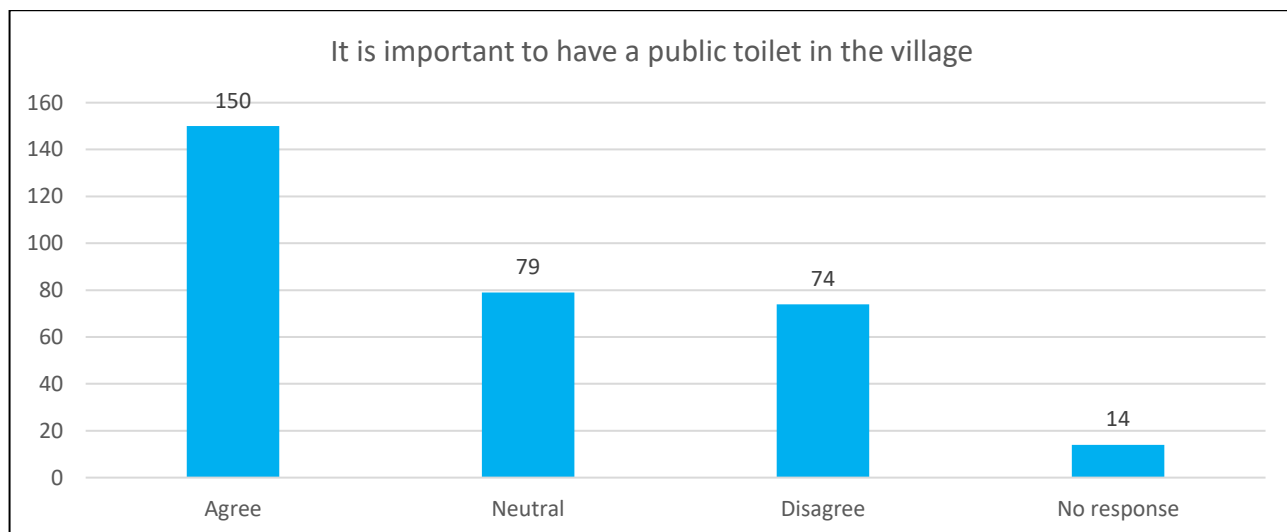
bollards painted by artists along the pavement. Rebuild and resurface the footpath on the south side of Lower Heidelberg Road from Warncliff Road to Foodworks.

- Height of developments (2): Area should not be shaded by high rise developments. New buildings are too high, four storeys should not be permitted.
- Cleaning and maintenance (2): Prevent and remove graffiti and clean possum pooch of seated areas
- Retain the park (1): Keep parklets in Burton Crescent, need more in Lower Heidelberg Road.
- Traffic management (1): Low speed community, review the roundabout as it is designed for 80km but in a 40km zone.

3.5 Views on the importance of a public toilet in the village

Survey respondents were asked to indicate their level of agreement with the statement “It is important to have a public toilet in the village”. As shown in Graph 11, mixed views were reported although many respondents (150 or 49.5% of) reported Agree. 79 (or 26.1% of) respondents reported Neutral and 74 (or 24.4% of) respondents reported Disagree. Fourteen respondents did not provide a response.

Graph 11. Level of agreement with a public toilet being important in the Village (Surveys)



Survey respondents were then asked, “Why did you choose this response?”, and 235 respondents provided a personalised response. The personalised responses were manually reviewed and grouped into “Supportive”, “Unsupportive” and “Neutral” themes and then sorted into sub-themes. Respondents reported mixed views and referred to different aspects relating to the importance of a public toilet in the Village. Some responses referred to more than one sub-theme, so theme totals may not equal the sum of sub-theme tallies.

Table 6 presents the themes with descriptive sub-themes and tally counts from the analysis of the personalised feedback. As shown in Table 6, overall:

- 134 responses indicated a supportive sentiment about importance of a public toilet in the Village
- 85 responses indicated an unsupportive sentiment about the importance of a public toilet in the Village
- 9 responses indicated a neutral sentiment as respondents offered comments and suggestions about the location of the public toilet

Table 6. Reasoning behind views on the importance of a public toilet in the Village (Survey)



Themes and descriptive sub-themes	No. of responses referencing (N=235)
Supportive	133
Access to a public toilet is a basic need and important for the Village. There is no or limited access to a public toilet, which is a necessary convenience. A clean, safe, and well-maintained public toilet is needed as it can be a long walk to facilities at the supermarket or library	80
Access to a public toilet will benefit shoppers and visitors. Access to a public toilet is necessary for families, children, older persons, persons with medical conditions and people and shoppers generally	33
Having access to a public toilet may encourage more visitors and walking. Access to a public toilet may encourage people to stay longer, attract more people, support attendance at events, and encourage walking rather than driving	27
Access to a public toilet will stop or reduce public reliance on using facilities in cafes, shops, and services/offices	14
Access to a public toilet may stop people urinating in public	5
Access to toilets could be provided through a partnership or shared use agreement (i.e., IGA) rather than a new building, and could involve a changing places facility	3
Unsupportive	85
A public toilet facility is not required. There is no need or requirement for a public toilet. People who live nearby will not use it	51
People can access toilet facilities in the Village. Cafes, bars, restaurants, services/offices have toilet facilities for patrons and staff. Visitors may prefer to pay for a service/purchase and use these facilities than a public toilet	50
Concerns about undesirable behaviours and public toilet cleanliness: Public toilets are often unclean, need regular maintenance and can attract undesirable behaviours, vandalism, and loitering	31
A public toilet is costly and not a high priority: A public toilet is expensive, will require a sizeable portion of the budget, and is not a high priority. Also, public toilets are often an eyesore	14
Do not want to lose space or car parking spaces to accommodate a public toilet	6
Neutral	10
Location for public toilet. Uncertainty and concerns about where a public toilet would be situated. Likely to be mixed views about location and a contentious issue. Locations suggested include Wilfred Road, in the commercial strip (Lower Heidelberg Road), in a car park at the rear of the shops. Some opposition to a toilet being installed on Burton Crescent or a street bordering residential areas	10

Feedback from the pop-ups

Feedback from participants at place-based pop-up engagement activities were asked “Is a public toilet in East Ivanhoe important to you?” and 12 participants provided a personalised response. The personalised responses were manually reviewed, and grouped by sentiment (Supportive, Unsupportive, or Other). The edited or summarised responses are as follows:

- Supportive (8): Yes, a public toilet is important, particularly for mothers, children, seniors, and persons with a disability or incontinence, and when cafes are closed. There should be one in the village as Ivanhoe Park toilets are not convenient or well known. Always a good idea.



- Unsupportive (3): No, a public toilet is not important or required as I'm a local or live a short walk from village. Will attract unsavoury people. Not required personally, yet, it may be important for children and elderly persons.
- Other (1): Install single unit self-cleaning public toilets on one corner of the three car parks, two in Burton Crescent or Wilfred Road

3.6 Improvement suggestions for specific locations within the Village

Online mapping tool participants provided 113 submissions. Some participants entered more than one submission. As shown in Figure 1, many submissions related to Lower Heidelberg Road and Burton Crescent, as well as other surrounding streets and spaces.

Figure 1. Comments and improvement suggestions by location (Online mapping tool)

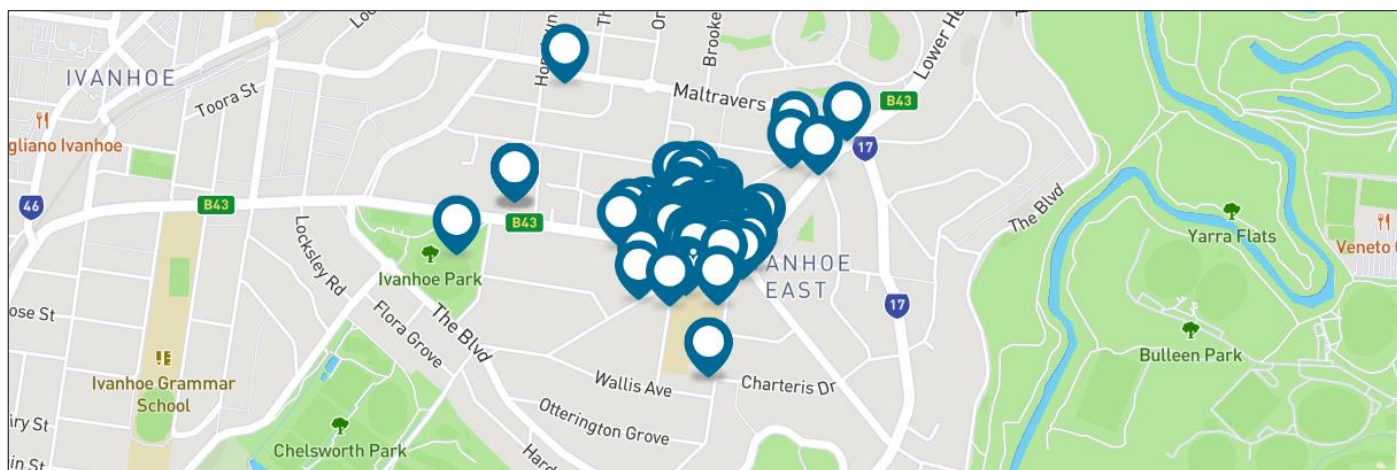


Table 7 presents an edited or summarised version of the comments and improvement suggestions grouped by street (where identified) and displayed in alphabetical order. As shown, 58 submissions focused on Lower Heidelberg Road with many comments referring to the themes of Overall presentation of village and shopping strip; Traffic movement and management; Pedestrian safety and movement; Parking infrastructure and signage; Footpaths; and the village shopping strip history and façade. 20 submissions focused on Burton Crescent and referred to a variety of aspects.

Table 7. Improvement suggestions by street location (Online mapping tool)

Street Location	
Beauview Parade (5 submissions)	
▪	Suggest no parking on one side, difficult to navigate larger cars when cars are parked on both sides of street
▪	Laneway behind Lucille needs attention such as lighting to improve accessibility and prevent misuse
▪	More greenery in the village (trees and hanging baskets). Street art to create a Village identity. Lighting to encourage the night-time economy (bars and restaurants). Use walkable neighbourhood principles to revitalise the centre. Strengthen connection with community by using existing churches and school facilities when vacant for neighbourhood house style classes/speaker activities/U3A
▪	Suggest one way traffic from Oakdene Place to Carmichael Street in a westerly direction as street is narrow
Burton Crescent (20 submissions)	
▪	No public toilets or paid parking is needed. Paid parking is a disincentive to shop due to time constraints and results in cars parked in residential streets. Public toilets become smelly and attract trouble



Street Location

- Add green space with seating
- Made this a single lane, one way street, from Lower Heidelberg Road to Beauview Parade using the existing eastern lane. Remove all car parks in this section and heat soaking bitumen and replace bitumen and walkways with cobble stones or pavers. Redevelop the western footpath with more trees and shrubs and provide fixed seating and tables to rest and dine. Use the western road lane to plant larger trees not impeded by the powerlines, for shade and to visually break up the large brick wall. On the eastern footpath between Vinoshi and East Ivy cafe provide decking for patrons and extend over two car parks
- Enhance village feel by replacing bitumen footpaths with pavers from the roundabout to Foodworks (Warncliffe Road to Carmichael Street)
- Carpark needs either a 2-hour maximum parking or a parking ticket machine to stop cars being left there all day or even for days on end. Car parking is rarely available for visitors or shoppers. The disabled car park needs better definition and signage.
- Close entry to Lower Heidelberg Road and replace with a park (trees, plantings, seating and perhaps a unisex toilet) outside the wine bar and cafe. This eliminates an awkward corner with unsafe kerb and seat. Relocate the rubbish bins
- Close street access and create open space with more seating, benches, and greenery. This would assist traffic flow on Lower Heidelberg Road
- Revert the existing car park into a multi-story car park
- Place a public toilet around here, possibly in the GP's car park or build out the footpath where there are two or three back-to-back car spaces
- Require a public toilet near the shops in a visible and safe location
- Street shops are looking tired due to landlords not maintaining buildings and charging too much for rent. Large rent creates challenges for shop owners
- Close the end to traffic and create an open space (as in Collingwood around Gertrude Street)
- Install a drinking fountain to reduces bottled water wastage
- Install a signpost to East Ivanhoe car park
- Address pavement congestion around the intersection with Lower Heidelberg Road (rubbish bins, Australia Post storage bin, and the Heidelberg School painting)
- Pavement opposite Beauview Parade floods which requires pedestrians, students, and shoppers to detour through the carpark. The cause seems to be rainwater runoff from the carpark and a poorly designed storm water drain
- Address the rubbish bins placed on the nature strip, often for days
- Like the bike lanes on Lower Heidelberg Road, clear turning lanes, bike parking near Foodworks and at rear of shops. Dislike crossing Wilfred Road at the intersection with Lower Heidelberg Road due to parallel parking, traffic light, driver aggression when merging. Would like more greenery, plants, non-business specific places to sit and eat
- The underused corner could be activated by public seating and greenery. The current wrap around tree seating is uninviting and looks uncared for. Suggest new seating and more greenery. Removing carparks on either side of Burton Crescent would increase width of foot path and permit more seating, activation, and footpath dining
- This corner could be improved as the wrap around seating and view of the Heidelberg School Art reproduction are usually blocked by rubbish bins every day. Please address the rubbish bins

King Street (1 submission)

- Village is great for locals, vendors are nice people, walking access is easy, parking is a little tight at times. Village looks tired and a facelift is welcomed. Apartment blocks of four to five storeys are not consistent with the general community feel and surrounds

Lower Heidelberg Road (58 submissions)

- **Overall presentation of Village and shopping strip:** The strip is uninspiring and lacks great urban design thinking. Please provide more locations for outdoor dining, seating, lighting, and landscaping to encourage residents to be in the space and enjoy the strip of shops. Were Street in Montmorency are receiving an overhaul of urban design initiatives, public toilets, performance stage and landscaping etc. would be good to see more create public spaces here! There is no welcoming entry to the village at Carmichael Street, better landscaping, signage, and pedestrian crossing between



Street Location

food works and bus stops could attract people to stop in the Centre instead of flying through it. Bicycle racks and a few more awnings and seating areas to help people to stay in area no matter the weather. East Ivanhoe Village is lovely but a little unkempt. The old wooden seats near the bus stop are broken and rotting. Add a lovely mosaic seat (like Brunswick). Add fairy lights, round low planters along the street. The area near Chartis House needs landscaping. Some storefronts look a little tired and could do with fresh paint. Little to entice visitors to stop, socialise or enjoy the Village. First impressions are dirty rusted, unsightly bins covered in filthy, worn stickers. Large blue bins on heritage side. No focal points or facilities for community gathering. Trees encased in cardboard, graffiti, pavement would be the most unsafe, uneven, unattractive in Banyule. The few benches are unattractive and poorly positioned. Unused bike racks take up communal gathering space. Many offices have reflective or one-way windows which does not inspire a sense of activity or safety. Make the space more inviting, currently it's transactional, making a purchase and leaving. Increase outdoor restaurant seating and provide greater ease in crossing at multiple locations by consuming road space (tighter roads make drivers more cautious) at the corners and round-about. Loss of a few parking spots should be acceptable. The village is great and has potential as a social local village. Provide a face lift to enhance a vibrant feel. Tidy up the traffic Island roundabout

- **Traffic movement and management:** Traffic management inhibits shops from opening. Arrange a traffic management student to improve traffic flow at school drop-off and pick-up, perhaps a one-way loop. Enforce speed limit (fix speed cameras; chicanes; speed humps; or whatever is appropriate). City bound traffic turning right into Burton Crescent creates traffic congestion, particularly at school drop-off and collection times. Consider creating a 'No right turn' during certain hours (or at all times) to permit traffic to progress through the centre. Turning right into Lower Heidelberg Road from Wilfred Road is difficult, traffic lights with the pedestrian crossing further down the hill towards the intersection may assist. The entire village needs a Traffic Management Report prepared with movements, parking, etc. to determine the best strategy of improvements, particularly if parking is to be reduced to widen footpaths or for planting/landscaping. Rumble strips on the west end of Lower Heidelberg Road to slow traffic into the village to slow traffic, respect the community, and for safety of pedestrians and primary school students. The 40km/h signage does not work. No rumble strips, there is already a 40kph electronic signage and the rumble strips will make a noisy street even louder for residents. Close vehicle access into Burton Street and convert it into small public square with trees and seating or restrict right hand turns into Burton Street as it hinders traffic flow and is dangerous. Improve traffic flow out of Warnccliffe Avenue during school pick up and drop off. There are two lanes on Lower Heidelberg Road, but drivers often do not use the left lane to turn into. Consider additional roadway features to reduce vehicle travel speeds through the shopping strip. The lane that comes out here is very narrow with poor visibility for pedestrians and other cars. More traffic islands, a refuge or two, and a second pedestrian crossing would help traffic abide by the 40km limit
- **Pedestrian safety and movement:** Install a new pedestrian crossing with lights near Carmichael Street as a safe crossing, to slow traffic, and as an entry point to a new 'Village precinct'. A safe crossing for pedestrians would be beneficial with traffic lights as a zebra crossing would cause traffic jams and push cars onto side roads. Need a safe pedestrian crossing near bus stop/Foodworks. Install a zebra crossing for safe pedestrian movement. Add zebra pedestrian crossing at the western end of the shopping strip. Well-used pedestrian crossing points need supporting infrastructure. Most bus users (particularly children) are unlikely to walk more than 100 metres each way to use the nearest lights. Promote safer and more straightforward pedestrian movements. Pedestrian crossing is dangerous and poorly located with traffic lights camouflaged in the shop surroundings. Many vehicles travel through the roundabout and are often distracted by the shops and go straight through red light. Relocate the pedestrian crossing so it is central in the shopping strip and away from the roundabout, which will reduce congestion and improve school traffic flow. Move crossing further west as drivers frequently drive through a red light or install flashing warning signs alerting drivers of the crossing. A pedestrian crossing is useful to keep businesses busy and to slow traffic. If activated automatically (i.e., every 10 minutes), traffic is periodically slowed or consider installing rumble strips to signal slowing of traffic while retaining flow. Poor visibility for pedestrians crossing particularly when large cars are parked along the roundabout



Street Location

- **Parking infrastructure and signage:** There are parking issues, number of parking spaces and time permitted to park to undertake activities in the strip. Insufficient car parking and the one-hour time limit is too short. Remove parking from the front of the shopping strip and widen the footpath to permit more outdoor dining which will reduce passing traffic to a single lane and slow traffic. The additional footpath area could permit more trees, seating, and space for a market on the weekends. Parking spaces could be created at the rear of the shops on the southern side and at the old Greek restaurant site. Install clear signage about parking in Carmichael Street as vehicles are often parked within 2-3m of Lower Heidelberg Road junction. Parking spaces are a problem at school times, so any proposal that decreases parking spaces needs to compensate in some way. Parking areas are not signposted. Improve access and install signpost to car park, to reduce traffic through the village. Signpost to East Ivanhoe car park to help divert traffic from going through the village
- **Footpaths:** Fix the pavements, they are dangerous for pedestrians, particularly those with walkers. Improve and fix the footpaths, they are in terrible condition. Widening Wilfred and Burton sidewalks would make it more attractive and slow pedestrians and drivers. Widen footpaths through the removal of selected car parking spaces to create verge space in support of increased outdoor dining and larger canopy trees. Have a consistent look to pavements such as patterned concrete or brick/stone boarders/edging. Enhance the social feel give more pavement to the outdoor tables for cafes, bar, restaurant, and wine bar. Even if we lose a few carparks in the main street. Widen the footpath at both ends of the pedestrian crossing to provide level, all-abilities access. Relocate the pedestrian crossing traffic lights further into the street for improved visibility. This arrangement would act as an entry to a new "Village precinct"
- **Village shopping strip history and façade:** Marker was not placed at a specific location. It is important to retain historic buildings and encourage any new developments to follow the same theme. Modern, square concrete or rendered buildings should be discouraged. Proliferation of these buildings damages the streetscape and nostalgic 'feel' of the precinct. At the very least, the facades must be protected. Lovely village, maintain the traditional buildings and architecture. It has a boutique village feel and is safe and accessible. Protect what's left of the original external architecture of the village and require new work/refurbs to fit in with the village character. Create an overall, consistent look (i.e., external awnings or signage) as the shops are a mishmash and some desperately need upgrading. Love the shop awnings as makes the strip welcoming in all weather conditions, new buildings should include awnings to continue this streetscape. Retain village character and building styles
- **Diversity of retail and dining options:** More diversity in businesses, shops, and styles of buildings. Shops that aren't here that would improve the strip are bookshop, leisurewear/activewear, shoe shop, ice creamery, lolly shop, family friendly restaurant, computer store, and gift shop. The calibre of many cafes and restaurants could be higher which would attract more people. This restaurant space seems like a wasted opportunity. The frontage is generous and has been unused for years and now appears to be used for another purpose. Incentivise use for high end hospitality. Consider knocking down the old restaurant eyesore and creating an additional car park or a green space with seating and trees for shade
- **Colour and public art installations:** Involve the community, local schools, and artists to create a colourful and unique artistic vibe (on pavements, down the alley way, or on bollards. Perhaps a mural by local artists could be installed near the community noticeboard at the IGA. Add one or two murals. There are no murals, sculptures to reflect the history of area
- **New public amenities:** Install a drinking tap, more public seating not attached to any eatery. Provide increased casual seating and dwell areas to encourage passive recreation. Improve street lighting. Separate outdoor dining and drinking from the street with planter boxes. At least 3 corners could be improved with planting, seating, creating, comfortable, gathering spaces or extension to eateries etc for a safer, comfortable experience
- **Social activations and events:** More events like the Christmas festivities would increase the community feel. The classification as an alcohol restriction area under by-law General Local Law 1 (2015) should be reviewed. This law has little utility and is by all measures unnecessary, there being no current issue with public drinking in the area despite non-enforcement of the law. It does nothing to promote the village as a 'sociable' place to be



Street Location
<ul style="list-style-type: none"> ▪ Access and area around Foodworks: Create safe pedestrian crossing point into or nearby or an additional pedestrian crossing. The area is problematic and dangerous for pedestrians crossing the road to Foodworks and bus stops as many people will not walk to the lights. Visibility can be poor and traffic moving in various directions. Create a nicer garden at the front. Foodworks need a face lift and more colourful roses. ▪ Village feel and ambience: Family village feel makes it unique. It is quiet, and the shopping strip has the right day/night mix. The Village feel of the precinct needs to be maintained. Retain the overall feel of the village, the character and building styles ▪ Green or open public spaces: Create a green open space with seats/benches on the south side of Lower Heidelberg Road to permit sitting, enjoying a takeaway coffee or gathering with friends. South side allows a north-facing aspect for sunshine. Increase public space ▪ Trees and greenery: More plants and greenery would be nice too. More trees and greenery please. More trees, more greenery. Love the trees at the roundabout, a great landmark. Increase green canopy ▪ Height of developments: Limit building height to two storeys maximum, any higher and the strip will be in shade in winter and uninviting ▪ Toilet facilities: Install toilets, a public disability toilet at the Lower Heidelberg Road Shopping Strip. Install a public toilet.
Maltravers Road (2 submissions)
<ul style="list-style-type: none"> ▪ Increase green infrastructure in the vicinity of Maltravers Road and Lower Heidelberg Road ▪ A big park at the intersection of Maltravers Road and Lower Heidelberg Road
McArthur Road (2 submissions)
<ul style="list-style-type: none"> ▪ Install small speed humps to slow traffic accelerating out of roundabout and speeding along this road ▪ Install A safe crossing here would be great to improve accessibility for school children and shoppers coming down the west side of Lower Heidelberg Road from Burke Rd.
Oakdene Place (2 submissions)
<ul style="list-style-type: none"> ▪ Workers' cars are parked here during the day which narrows the entrance and makes access difficult for residents ▪ Add "No through road" signage at court entrance to reduce frustration for unfamiliar drivers
Robinhood Road (1 submission)
<ul style="list-style-type: none"> ▪ Often eat items purchased from shops at near the school or a park bench behind the church where it is green and quiet. Would like a pleasant sheltered sitting space near the shops that isn't facing other people eating or connected to a particular business
The Boulevard (1 submission)
<ul style="list-style-type: none"> ▪ Pedestrian crossing across Lower Heidelberg Road to Ivanhoe Park
Warncliffe Road (6 submissions)
<ul style="list-style-type: none"> ▪ Loss of parking in Burton Crescent has added congestion and made it difficult to do quick regular visits to the village so we may go elsewhere. The village is becoming a place for eating, drinking and beauty appointments and good efficient access is needed to practical shops and service businesses ▪ Need a safe pedestrian crossing point near Foodworks ▪ Provide seating and host community events in the courtyard (Romberg and Boyd designed St Georges around a square (the courtyard) ▪ Maintain views of St Georges and back towards Eaglemont. Restrict height limits on developments in the Lower Heidelberg Road shopping village ▪ Shade trees over the seats adjacent to the church on the old Heidelberg Power Company sub-station land ▪ Church has recently redeveloped a small space with seats and a garden which is quiet and away from the main strip noise and traffic
Wilfred Street (9 submissions)
<ul style="list-style-type: none"> ▪ 'No Right-Hand Turn' from Wilfred Road into Lower Heidelberg Road as it is difficult and dangerous ▪ Disagree with the 'No Right Turn' suggestion. Limited options to move from this section of East Ivanhoe into the Bourke Street complex which will add congestion into The Boulevard back streets



Street Location
<ul style="list-style-type: none"> ▪ Need a school crossing for children walking to school. This is a busy road during school pick up and drop off ▪ Carpark needs to be two-hour parking or have a parking ticket machine to stop cars being parked for one or more days. Car parking is rarely available for visitors or shoppers. Disabled space needs better definition and signage ▪ Maintain appearance of village architecturally. No additional pedestrian crossing as it reduces available car space to shoppers supporting Village traders. Add some trees for shade, do not spend money putting power lines underground. Retain the bus stop near to the shops and add a seat/shelter for passengers to encourage leaving cars at home ▪ Possible location for a public toilet at intersection of Wilfred Road and carpark ▪ Activate the side street by removing car parks and converting to pocket park or open space (with seating, toilets). Remove car dominance and focus on activating the street with cafes and restaurants. Consider removing parking on Lower Heidelberg Road. Slow car movements by installing a speed hump adjacent to roundabout. Make it safer for children, more trees and spilling out of cafes and restaurants onto the street. Consider adding decorations and decorative lighting (i.e., Bourke Street mall for example). Side street facades are not activated. New developments or renovations should include some controls on secondary frontage activation (with DDO, for example). Do not permit shop top apartments as the centre is quite consistent, promote townhouses nearby instead ▪ Corner of Wilfred Road and Lower Heidelberg is a very wide and exposed crossing point. Improve pedestrian access by narrowing the crossing with planting or install a pedestrian crossing with traffic calming features ▪ Sociability
Unspecified street (6 submissions)
<ul style="list-style-type: none"> ▪ Keep gum trees and add some flowering plants at ground level which do not block view of traffic ▪ Keep the lovely roundabout which is welcoming but needs some attention ▪ Make the roundabout a feature, plant more trees and gardens, add more feature lighting or fairy lights ▪ Parking here is dangerous and should be removed ▪ Remove parking lane from the roundabout, it is unsafe ▪ Hank Marvin has the best coffee and quite good access from both the street and car park

Feedback from the pop-ups

Mapping activity participants at place-based pop-up engagement activities submitted 42 comments when asked “Have we missed anything?”. Some participants entered more than one submission. As shown in Figure 2, submissions referred to a variety of streets and spaces within, and surrounding, the village.



Figure 2. Comments and improvement suggestions by location (Mapping activity)



Table 8 presents an edited or summarised version of the comments and improvement suggestions grouped using similar themes to those applied for the online mapping submissions. As shown, participants reported mixed views and several focussed on Footpaths; Overall presentation of Village and shopping strip; Toilet facilities; New public amenities; and Colour and public art installations.

Table 8. Comments and improvement suggestions (Mapping activity)

Footpaths (9 comments)
<ul style="list-style-type: none"> Improve Footpaths (5 ticks of support) Widen footpaths on Lower Heidelberg Road North of Burton Crescent for traders not on Burton Crescent Resurface the footpath Need new footpath-but can it be paved
Overall presentation of Village and shopping strip (8 comments)
<ul style="list-style-type: none"> Dislike the fake flower baskets hanging along the street (4 ticks of support) Remove fake flower baskets Introduce old fashioned pedestrian streetlamps to entrance for village aesthetic and for safety More footpath cleaning
Toilet facilities (7 comments)
<ul style="list-style-type: none"> Public Toilet - Yes (2 ticks of support) Public Toilet - Don't Care (1 tick of support) Maybe locate public toilet in car park/s on Burton Crescent Install public toilets in either carpark in Burton Crescent
New public amenities (6 comments)
<ul style="list-style-type: none"> Dog Parking near pharmacy Need more dog parking along the street More seating like in Burton Crescent (tucked away and off the main street) Bring the Boulevard Lights back with pedestrian access only More public seating not cafe seating but no loss of car parks Install lighting like Fed Square across street
Colour and public art installations (4 comments)
<ul style="list-style-type: none"> Community Art Project in the Village Involve artists in the redesign of the streetscape

<ul style="list-style-type: none"> ▪ Install artworks in the village maybe at the round about ▪ Install sculpture at roundabout
Social activations and events (3 comments)
<ul style="list-style-type: none"> ▪ Close Burton Crescent for temp market ▪ Have movies in the park at Ivanhoe Park ▪ More activations and events including events for children
Parking infrastructure and signage (3 comments)
<ul style="list-style-type: none"> ▪ Need more parking ▪ Possible second storey on car park in Burton Crescent ▪ Bring back car parks on south side of Burton Crescent
Trees and greenery (3 comments)
<ul style="list-style-type: none"> ▪ Trees - yes even if loss of car parks ▪ More greenery -Yes ▪ Greenery yes but no loss of car parks
Traffic movement and management (3 comments)
<ul style="list-style-type: none"> ▪ Maybe make Burton Crescent single lane ▪ More bus stop to South of Carmichael Street ▪ Move bus stop to create more parking spots
Village feel and ambience (2 comments)
<ul style="list-style-type: none"> ▪ Keep Village Feel ▪ Feels safer at night due to on street seating for restaurants
Pedestrian safety and movement (1 comment)
<ul style="list-style-type: none"> ▪ Disruption of digging up footpaths to pedestrians
Height of developments (1 comment)
<ul style="list-style-type: none"> ▪ How did a four-storey building get passed?
Green or open public spaces (1 comment)
<ul style="list-style-type: none"> ▪ Don't support temp parklets in Burton Crescent
Other (3 comments)
<ul style="list-style-type: none"> ▪ Locals support the strip ▪ Ban single use plastics in the village ▪ Better bike separation, especially around roundabout

3.7 Views on top priorities for improving the Village

Survey respondents were asked, “What do you think should be at the top of our list for improvements to East Ivanhoe Village?” and 279 respondents provided a personalised response. The personalised responses were manually reviewed and grouped by themes and sub-themes within the following four categories.

- Accessibility and linkages: Accessible and well connected to other places in the neighbourhood, parking, walkable, convenient, safe for people of all ages and abilities
- Comfort and image: Looks inviting, basic amenities, feels safe, clean, green, and seating
- Uses and activities: Ways the space is used, mix of businesses, sustainability, and celebratory uses
- Sociability: Looks welcoming, feels friendly and diverse, evening use and street life

Respondents referred to a variety of village aspects and some responses referred to more than one sub-theme, so theme totals may not equal the sum of sub-theme tallies. Table xx presents the themes with



descriptive sub-themes and tally counts from the analysis of the personalised feedback. As shown in Table 9, overall:

- 181 responses referred to topics relating to Accessibility and linkages
- 136 responses referred to topics relating to Comfort and image
- 54 responses referred to topics relating to Uses and activities
- 24 responses referred to topics relating to Sociability

Table 9. Views on top priorities for improving the Village (Survey)

Themes and sub-themes within responses	No. of survey responses referencing
Accessibility and linkages	181
Car parking	
More parking and do not remove parking spaces, maintain existing car parking levels, parking is important for businesses, increase parking in Burton Crescent car park.	72
Improve parking time limits, continue with free parking, fix parking on narrow streets, a designated parking space to charge vehicles, initiate resident permit parking on Wilfred Road, reinstate the parking adjacent to the Newsagent and review traffic movement in and out of Foodworks carpark.	15
More accessible, disabled parking spaces: More and improved accessible parking spaces for older persons and those with a disability. Suggested locations for accessible parking are close to shops, on the flat section and outside the chemist shop	11
Footpaths	
Footpaths are a priority for safety reasons: Fix the pavements, keep them safe through a regular maintenance program. Widen footpaths to accommodate electric mobility scooters. Have treelined footpaths with trees that do not drop gum nuts or become a hazard. Suggested locations for footpath maintenance are in front of businesses and leading up to high traffic areas	45
Traffic management	
Improve traffic flow and address speeding traffic through interventions: Improve traffic flow, reduce traffic congestion, and reduce speeding traffic. Car speed is an issue and needs to be controlled, enforce the 40km/h limit. Traffic to be slowed to create a village atmosphere. Suggestions include traffic calming at roundabout, speed humps at the start and finish of the strip, no right turn onto Burton Crescent, address danger associated with turning left or right out of Beauview Parade into Carmichael Street, improve safety at Burke Road/McArthur Road intersection, slow traffic on Carmichael Street, consider making Burton Crescent one way from carpark to Lower Heidelberg Road, no right turn into Burton Crescent from 7-9.30. Consider reducing 40km/h limit to 7am to 7pm weekdays	33
Pedestrian safety and movements	
Make the village a pedestrian precinct. Create a more pedestrian-friendly area, continue to improve pedestrian safety and movements. Safe crossings with better	27



signage and markings. Suggestions include: a pedestrian crossing in Lower Heidelberg Road beyond Carmichael Street, remove one of the crossings, pleased with the school crossing moving to the centre	
Accessibility	
Improve accessibility of the village generally. Focus on accessibility and make it easier to access common spaces and businesses, including those situated upstairs above shops. Accessibility improvements for older residents and persons with low vision, such as footpath markers	10
Infrastructure for cyclists	
Provide facilities for cyclists such as bike racks, upgraded/improved bike lanes for safer movements, and parking and charging facilities for electric bikes	8
Public transport – bus stop and service	
Investigate the bus stop near the supermarket as it is potentially dangerous. Liaise with the Department of Transport to move the bus stops up the hill to create more car parks or off-road to make it safer for bus passengers to get on/off the bus. Address the irregular bus service	4
Comfort and image	136
Trees and greenery	
More tree planting, greenery, plants, vegetation, flowers, and gardens. Trees beautify and cool the pavement environment, more trees for shade. More seats with planter boxes with greenery on the footpaths, more green areas, and plantings along the street. Monitor trees and garden beds, maintain the garden outside Foodworks, and remove weeds. Suggestions: More native trees, deciduous trees, plant trees that do not drop gum nuts. Remove or replace the fake flowers in hanging baskets	51
Public toilet facilities	
Install a public toilet. Access to a public toilet that is clean and well maintained. Install an accessible public toilet, comfortable toilets and changing places for all people. Suggestions: locate toilet near the IGA or close to shops	37
Clean and attractive village	
Make the village more visually attractive to customers and businesses, through regular cleaning and maintenance. Beautify the streetscape. More regular cleaning of footpaths and streets, stop bins frequently tipping onto the road, remove dumped cars, and repair potholes on roads. Encourage dog owners to pick up after their dog. Suggestions: clean up litter at Burton Crescent carpark	37
Public outdoor seating	
More public outdoor options for people to sit and gather. Seating that is out of the weather conditions, and away from car fumes. Modern benches or seating with planter boxes and flowers. Seating under trees that is separate to café outdoor dining	20
Community gathering spaces	
Provide safe and common spaces for the people to gather. Safe spaces that attract visitors and news business. Leafy spaces with shade where people can meet and talk on a regular basis	13
Safety	
Safety generally	9



Public amenities	
More public amenities such as drinking water fountains or facilities for humans and dogs, and drainage improvements. More signage, accurate signage, and a community noticeboard. Introduce infrastructure that is carbon neutral such as efficient lighting and waste disposal. Suggestion: bins at bus stop	6
Uses and activities	54
Vibrant trading strip	
Encourage more retailers, greater diversity in high quality shopping and dining options and less vacancies. More active shop fronts and attract new businesses to meet residents' everyday needs	26
Outdoor dining and trading	
More outdoor seating for restaurants and cafes where viable. Encourage outdoor dining improve outdoor dining amenity, and have protected areas for alfresco dining	16
Activation of village	
More local events and activities to bring the community together. Improve the community feel with outdoor engagement opportunities. More regular events (light show in Winter, Christmas activities), a monthly market in the village and games or holiday programs for children	10
Support local businesses	
More support for local traders and businesses, encourage shop local. Support local businesses and help businesses to be viable and thrive. Council to listen to shop owners and proprietors	7
Sociability	24
Lighting and surveillance	
Install better lighting at night for safety and more decorative lighting and fairy lights for atmosphere. Consider energy efficient, carbon-neutral, solar powered or battery community lighting and some CCTV cameras	13
Village feel	
Maintain the village feel, art deco village feel, and welcoming friendly feel. Retain the character and make it a destination	8
Public art installations	
More art installations, sculptures, street art, and decorations. Paintings and prints that honour the history of the Heidelberg school of the arts	5

Three other topics emerged as follows:

Burton Crescent and temporary park (19 survey responses referenced one or more aspects):

- Parking and time limits (6): Make Burton Crescent for short term parking, one hour parking (1), Time limit on parking corner of Burton Crescent and Beauview Parade (1), Enforce two-hour parking limit in the Burton Crescent car park (1), Resident parking one side of Burton Crescent (1), Do not take away more short-term car parks from Burton Crescent (1), Apartment block residents in Burton Crescent use both car parks (Burton Crescent and Beauview Parade) for permanent parking as there is insufficient provided on-site (1)



- Appearance (5): Burton Crescent car park gets a lot of litter and gutters have a lot of rubbish building up (1), More greenery in Burton Crescent if closed off permanently (1), Reconfigure Burton Crescent to be more appealing as a shared, treed, multi-faceted space, disagree with having a public toilet here (1), Improve storage of, and servicing of, rubbish bins at intersection of Burton Crescent and Beauview Parade (1), Develop Supermarket garden area, Carmichael Street, directly behind the residential units in the larger Burton Crescent car park and car park nature strip (1)
- Temporary Park (4): Revert Burton Crescent back to its parking (3), Make the Burton Crescent temporary car park permanent (1)
- Traffic flow (3): Make Burton Crescent one way from carpark to Lower Heidelberg Road. Left or right turn into Lower Heidelberg Road only (1), No right turn onto Burton Crescent (1), No right turn into Burton Crescent between 7-9.30 (1)
- Multi-storey car park (2): Put another story over the Burton Crescent car park (1), Multistorey carpark in Burton Crescent (1)

Buildings and over development (10): Inappropriate building density, building height and zoning

General comments (14): Council to purchase Mother of God church and redevelop for car parking and/or garden (4); Listen to residents and business owners (1); Prefer work to occur during daylight hours, noise restrictions (2); Wine bar to install own toilet (1); Make it a 15-minute neighbourhood (1); Slow bikes travelling through East Ivanhoe (1); Need more jobs; Free refreshments for pensioners, what is achieved by pokies (1); Does not need any improvements (1); and Ivanhoe station railway crossing needs a lights system, or should be removed completely (1)



4. Findings from the analysis of business owners/ traders

The East Ivanhoe Village is home to around 80 businesses offering a mix of retail, fresh food, hospitality, beauty, medical, lifestyle and professional services. As an important key stakeholder in this project their feedback submitted as part of the survey has been presented separately in this section of the report.

Other consultation undertaken with village traders includes:

- representation on the Community Project Reference Group; and
- trader visits and various communications.

Around 30% of East Ivanhoe Village businesses submitted feedback via the survey. Their responses are outlined below.

4.1 Parking

Parking in the village is very important to traders. Majority of traders who filled in the survey felt that there was not enough parking or accessible parking in the village. Majority of traders were also not supportive of losing some car parking spaces for tree planting in the village.

Question	Agree	Neutral	Disagree	Total
There is currently enough parking in the village	2	3	22	27
There is currently enough accessible parking in the village	1	5	20	26
I would support the loss of some car parking spaces if more trees could be planted	3	4	19	26

4.2 Footpaths

Most traders who filled in a survey (16 of 26 or 61%) felt that the project budget should be prioritised to fix the footpaths.

Question	Agree	Neutral	Disagree	Total
The \$1.29 million project budget be prioritised to fix footpaths	16	7	3	26

4.3 Burton Crescent

Feedback about Burton Crescent was mixed across the 23 traders who responded to this survey question, with an equal number agreeing and disagreeing to make this temporary park a permanent feature of the village.

Question	Agree	Neutral	Disagree	Total
The temporary park in Burton Crescent should become permanent	8	7	8	23

4.4 Public toilets

Majority of traders who filled in the survey (20 out of 23) agreed that it was important to have a public toilet in the village.

Question	Agree	Neutral	Disagree	Total
It is important to have a public toilet in the village	20	2	1	23



4.5 Top priorities

When asked 'What do you think should be at the top of our list for improvements to East Ivanhoe Village?' the below ideas were submitted by business owners:

Themes and sub-themes within responses	No. of survey responses referencing
Accessibility and linkages	
More car parking spaces	9
Prioritise pedestrians/ safety	4
Accessibility	3
Traffic calming	2
Disability/accessible parking spaces	1
Improved footpaths	1
Bike parking	1
Comfort and image	
Improved landscaping / make more pleasant	4
Public toilet facility	3
Active shop fronts	1



Appendix 1. Survey pack posted to residents, traders, and commercial building owners in East Ivanhoe



PO Box 94
Greensborough VIC 3088

banyule.vic.gov.au

T 03 9490 4222
ABN 16 456 814 549

enquiries@banyule.vic.gov.au

Dear East Ivanhoe Community member

Help us improve East Ivanhoe Village

Council has allocated \$1.29 million to help improve the streetscape in the East Ivanhoe Village.

Through Shaping Banyule and pop-up sessions, we've received valuable feedback from the community which has helped us to understand some of the improvements you want to see in the village.

We have heard a diverse range of opinions and feedback on important aspects such as crossings, footpaths, parking, accessibility, shade, toilets and places to sit and gather.

To make sure we hear from as many people as possible and gain more insights into priorities for the village streetscape, we have developed a short survey. All feedback received will help inform the development of draft Streetscape Concept Designs for the village.

Once developed, these draft designs will come back to the community for feedback.

Tell us your thoughts

Complete the enclosed survey and return it to us in the Reply-Paid envelope **OR** by visiting **shaping.banyule.vic.gov.au/EastIvanhoe** and completing the survey online. You can also scan the QR Code to complete the survey.

Survey submissions close on Friday 9 September 2022.



Who do I contact if I have questions?

For more information and to stay up to date on this project, visit **shaping.banyule.vic.gov.au/EastIvanhoe** or call Kylie Angove, Senior Urban Designer on 9457 9941.



East Ivanhoe Village – Streetscape Survey

Name (required for your response to be accepted): _____

Email (required for your response to be accepted): _____

Residential postcode (required for your response to be accepted): _____

What is your connection to the East Ivanhoe Shopping Village? (tick all that apply)

- ☐ Local resident
- ☐ Local business owner
- ☐ Land/building owner in the East Ivanhoe Shopping Village
- ☐ Banyule resident
- ☐ Worker
- ☐ Visitor
- ☐ Other:

Parking

The feedback received to date indicates a range of opinions about parking in the village. Some people said that additional parking is required, while others felt there is enough parking and others talked about losing a small number of car parks to support the planting of more trees.

1. What is your opinion on parking in the East Ivanhoe Village?

There is currently enough parking in the village Agree ☐ Neutral ☐ Disagree ☐

There is currently enough accessible parking in the village Agree ☐ Neutral ☐ Disagree ☐

I would support the loss of some car parks if more trees could be planted Agree ☐ Neutral ☐ Disagree ☐

Why did you choose these responses?

Footpaths

Safety and presentation of footpaths is a theme that has come up consistently in feedback received so far.

2. Should footpath maintenance take place as part of this project?

The \$1.29 million project budget should be prioritised to fix footpaths Agree ☐ Neutral ☐ Disagree ☐

Why did you choose these responses?



Burton Crescent pop-up park

Opinions about the temporary pop-up park installed on the south side of Burton Crescent were diverse.

3. What is your opinion about Burton Crescent?

The temporary park in Burton Crescent should become permanent

Agree ☐

Neutral ☐

Disagree ☐

Why did you choose this response?

Public Toilets

We are hearing about the importance of a public toilet in East Ivanhoe Village.

4. How important is it to have a public toilet in the village?

It is important to have a public toilet in the village.

Agree ☐

Neutral ☐

Disagree ☐

Why did you choose this response?

What do you think should be at the top of our list for improvements to East Ivanhoe Village?

Privacy statement:

Council respects all personal and confidential information you provide and will do everything possible to protect information from unauthorised access, loss or misuse. Information collected from you is required for the delivery of Council Services in accordance with Council's powers, functions and purposes under the Local Government Act 2020 and other relevant legislation. It may also be used by Council to conduct research and customer satisfaction surveys so that we may better understand community needs and can improve service delivery. Should you need to change or access your personal details, please contact Customer Service on (03) 9490 4222.

