



CAIRNS CENTRAL CITY MASTER PLAN

Community Survey

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Full Report

Ref: J2662

March 2013

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1. INTRODUCTION

1.1 GENERAL

Cairns Regional Council in association with Queensland Transport have prepared a Master Plan for improvement of the Cairns Central City area that they presented to the Cairns public through media and other means in early March 2013. Compass Research was asked to carry out a survey of an initial sample of 300 Cairns residents to obtain a feedback of community reactions to the plan.

The following provides a report giving the results.

1.2 METHODOLOGY

The survey was carried out by telephone using a set questionnaire, [Appendix 1](#), of a random sample of 300 households in the Cairns area, Gordonvale to Palm Cove, with up to three callbacks. The sample was structured to reflect the age and gender of the Cairns population. Key results have been analysed by location of the Cairns residential population in four broad areas:

- North.....North of Barron River.
- Western.....Redlynch Valley including Freshwater and Stratford.
- CentralCore of city, down to Bayview Heights.
- South.....Mt Sheridan south to Gordonvale.

1.3 QUESTIONNAIRE

The questionnaire (see [Appendix 1](#)), indicates that Compass Research, Cairns, was carrying out a short independent survey among Cairns residents about future design of the city's central area. If the question was asked who the survey was for, the following was read out, "The survey is an independent survey for Cairns Regional Council. All responses are confidential and only aggregate responses will be provided to the Council."

1.4 TIMING

The survey was carried out Friday 15th March to Monday 25th March 2013.

1.5 ACCURACY

A random sample of 300 has an accuracy range of ± 5.6 percent at a 95 percent degree of confidence when results are in the 50%/50% range.

2. SAMPLE CHARACTERISTICS

2.1 AGE & GENDER

The sample was appropriately balanced for Cairns' population at 49% males and 51% females (cf ABS males 49%, females 51%).

Age of respondents was as follows.

Table #1: Q11 - Age of Respondents				
	No.	%	(cf ABS (%))	Difference (% points)
18 – 24	34	11%	(11%)	-
25 – 34	54	18%	(19%)	-1%
35 – 44	68	23%	(22%)	+1%
45 – 54	59	20%	(20%)	-
55 – 64	46	15%	(15%)	-
65+	39	13%	(13%)	-
Total	300	100%		

The sample corresponds closely with Australian Bureau of Statistics (ABS) data.

2.2 WHERE LIVE

Responses are grouped into four areas:

Table #2: Q1 – Area of Respondents		
	No.	%
North	64	21%
Western	48	16%
Central	113	38%
South	73	24%
No answer	2	1%
Total	300	100%

The sample is generally representative. The sample is available down to suburb if needed.

2.3 LENGTH OF RESIDENCE IN CAIRNS

Table #3: Q12 – Length of Residence in Cairns		
	No.	%
1 – 10 years	86	29%
11 – 20 years	83	28%
21 – 30 years	57	19%
31 – 40 years	38	13%
41 plus years	36	12%
Total	300	100%

The responses indicate that about 70% of the population have lived in Cairns for more than 10 years.

2.4 OCCUPATION

Table #4: Q13 – Occupation of Respondents		
	No.	%
Clerical and administration	31	10%
Community and personal services	26	9%
Labourer	6	2%
Machine Operator or Driver	6	2%
Manager	13	4%
Professional	61	20%
Sales	14	5%
Technical or Trades	43	14%
Student	8	3%
Retired / Not looking for work	52	17%
Home duties	17	6%
Looking for work	5	2%
Other/No response	18	6%
Total	300	100%

Typically, the sample seems to be a bit low in unemployed and labourer categories and a bit high in proportion in the workforce and employed (69%).

3. VISITS TO CAIRNS CITY CENTRAL BUSINESS DISTRICT

3.1 HOW OFTEN

Table #5: Q2 – How Often Visit		
	No.	%
Daily	56	18.7%
Couple times a week	34	11.3%
Weekly	62	20.7%
Fortnightly	32	10.7%
Monthly	43	14.3%
About every 3 months	30	10.0%
About every 6 months	17	5.7%
About once a year or less often	14	4.7%
Never	11	3.7%
No response	1	0.3%
Total	300	100.0%

Approximately 50% visit weekly or more regularly and 50% less than weekly.

Table #6: Q2 x Q1 – How Often Visit by Area				
	Northern	Western	Central	Southern
Daily	17%	17%	18%	23%
Couple times a week	8%	13%	14%	10%
Weekly	19%	29%	23%	14%
Total weekly or more often	44%	59%	55%	47%
Less than weekly	56%	41%	45%	53%
Total	100%	100%	100%	100%

The Western & Central area residents were more likely to visit weekly or more often.

Table #7: Q3 – For What Purpose (Multiple responses)		
	No. of mentions	% of sample
Employment	34	11%
Shopping	140	47%
Business/work	85	28%
Dining/restaurants	113	38%
Entertainment/recreation	107	36%
Total	300	100%

The three highest are shopping, dining/restaurants & entertainment/recreation followed by business/work.

4. AWARENESS

4.1 AWARENESS

Respondents were asked first, “Have you heard of the Council’s City Centre Master Plan?”

They were then asked, “Have you heard of the Council’s new proposals to improve the city’s central business area?”

Table #8: Q4 & Q5 – Awareness				
	Master Plan		Council’s new proposals	
	No.	%	No.	%
Yes	228	76%	248	83%
No	72	24%	52	17%
Total	300	100%	300	100

About three quarters had heard of the Master Plan and 83% the new council proposals.

4.2 WHERE HEARD ABOUT

Respondents who had heard about the proposal were asked where they had heard about the proposals (unprompted) and then asked whether they had heard about them from - and a list of those not mentioned was read out.

Table #9: Q6 – Provided Comments or Feedback			
	Prompted	Unprompted	Total
Cairns Post	44%	12%	56%
Cairns Sun	3%	6%	9%
Television	20%	16%	36%
Radio	14%	8%	22%
Word of mouth	9%	4%	13%
Other	5%	-	5%

Other was as follows.

- People came into office pressing an agenda
- Sign in transit mall
- Survey 2 years ago
- Online Cairns Post
- Internet
- Facebook
- Library/Council foyer
- Newsletter
- Protesters
- Business owners
- Email – PDF document
- Don’t know
- Town planner
- On line
- Brochure
- Facebook

Cairns Post was highest followed by television.

4.3 KNOWLEDGE OF THE PROPOSAL

Respondents who had heard of the new proposal were asked, “What would best describe your knowledge of the proposal?”

A list was read out.

Table #10: Q7 – Knowledge of the Proposal		
	No.	%
Am familiar with the details	10	3%
Have a general idea of what is proposed	60	20%
Have a vague idea only of what is proposed	113	38%
Only know there is a proposal but don't know anything about it	64	21%
Not heard of at all	52	17%

Only 3% said they were familiar with the details and a further 20% a general idea by what was proposed.

5. REACTION TO PROPOSAL

5.1 DESCRIPTION OF PROPOSAL

The following description of the project was then read out to all respondents.

“The Council proposal involves reshaping the inner city area to improve traffic flows and public transport, facilitate shopping movements, improve ambience and increase public recreation space.

It will include creating more recreational space in Shields Street, between the Esplanade and Grafton Streets with water features, an entertainment area, grassed areas, street furniture and other soft treatments.

The bus stations in Lake Street will be moved to the north of that street (behind the City Library) allowing the southern end of Lake Street to be improved. There would be a 2-lane link across where City Place is now for vehicles to pass through at 10km an hour.

The staged project will be funded by Council, the State Government and other funding streams.

We are seeking the views of residents on a number of aspects of the plan.”

5.2 NEED FOR MAKEOVER

Respondents were asked, “First do you agree or disagree that the Cairns inner CBD area needs a makeover?”

Table #11: Q8 – Needs a Makeover		
	No.	%
Agree	275	92%
Disagree	25	8%
Total	300	100%

Only 8% disagreed. Those that said they, “Disagreed”, were asked why they said that. The following summarises and groups. [Appendix 4](#) gives detailed responses.

Table #12: Q8 – Summary of Why Disagree Inner CBD Area Needs a Makeover	
	No. of mentions
Leave as is/Nice/Nothing wrong/Memories	13
Better spend money elsewhere	6
Traffic dangerous	3
More parking needed	2
Better public transport/tourist hard to find buses	2
Doesn't affect	2
More information needed	1
Total	29

Major reasons were:

- Leave as is/Nice/Nothing wrong/Memories
- Better spend money elsewhere.

5.3 WHAT SUPPORT

Respondents were asked the following.

“Which do you support:

1. Going ahead with the Council proposal
2. Keeping the buses in the current location in Lake Street and retaining and revitalizing City Place
3. Don't care one way or the other

The following were also recorded if appropriate:

- Undecided/don't know
- Another option

Table #13: Q9a – What Support		
	No.	%
1) Going ahead with Council proposal	208	69%
2) Retaining buses Lake St/City Place	41	14%
3) Don't care	14	5%
4) Undecided/don't know	25	8%
5) Another option	12	4%
Total	300	100%

Some 69% supported going ahead with the council proposal with 14% for retaining buses Lake St / City Place. If 'don't care'/'don't know' are excluded “Going ahead with Council proposal” was 80%, “Retaining buses Lake St/City Place” 16% and “Another option” 4%. The following gives responses by main demographics.

Table #14: Q9a – What Support by Demographics			
	Go ahead Council proposal	Retain buses Lake St/City Place	Other
<u>Gender</u>			
Male	72%	14%	14%
Female	66%	13%	21%
<u>Age</u>			
18 - 24	62%	24%	14%
25 – 34	70%	17%	13%
35 – 44	62%	19%	19%
45 – 54	70%	12%	18%
55 – 64	80%	4%	16%
65+	74%	5%	21%
<u>Length of Residence</u>			
1 – 20 years	69%	12%	19%
21 – 40 years	68%	18%	14%
41 plus years	72%	8%	20%
<u>Area</u>			
North	67%	16%	17%
West	75%	6%	19%
Central	66%	19%	15%
South	71%	10%	19%

Table #14: Q9a – What Support by Demographics Cont'd

	Go ahead Council proposal	Retain buses Lake St/City Place	Other
<u>Occupation</u>			
Clerical and administration	61%	16%	23%
Community and personal services	77%	23%	-
Labourer	50%	33%	17%
Machine Operator or Driver	50%	17%	33%
Manager	61%	15%	24%
Professional	64%	8%	28%
Sales	86%	-	14%
Technical or Trades	79%	9%	12%
Student	50%	25%	25%
Retired / Not looking for work	79%	8%	13%
Home duties	53%	18%	29%
Looking for work	60%	40%	-
Other/No response	75%	25%	-

There was a majority supporting the Council going ahead in all categories except for small samples of labourers machine operators/drivers and students who recorded 50% support for the Council proposal but 33%, 17% and 25% respectively for retaining buses in Lake Street/City Place.

Appendix 2 gives reasons “Why” by type of response. The following table groups and summarises responses.

Table #15: Q9b – Why Say That

GOING AHEAD WITH COUNCIL PROPOSAL	No. of mentions
Get rid of buses in Lake St/Congestion/Fumes/Dangerous	63
Open up/Better car access/Cul-de-sacs bad/Better traffic flow/Accessibility for shoppers	27
Grubby/Clean up/Not used/Awful	24
Crime/Harassed/Not safe/Need more friendly atmosphere especially family, children, pensioners	22
More greenery CBD/Beautify/Less concrete	18
For tourism	12
Parking/Need to improve	11
Shields St/Improve/Way to Cairns Central/Restaurants along Shields St	9
Looks good/Better	8
Been planning too long/Not sure could improve/But get it done/Trust Council	5
Bat poo problem at present	5
Shouldn't have been in first place/Not worked/Bulldoze and start again	4
Don't care/Don't go there	2
<u>Qualifications</u>	
<u>But re traffic</u>	
<ul style="list-style-type: none"> ▪ Don't want buses and cars through current City Place - 12 ▪ Buses out, leave alone - 1 ▪ Buses and taxis only - 1 ▪ More than two lanes through Lake St - 1 ▪ Keep Shields St open - 1 	16
<u>But – Other</u>	
Spend funds wisely - 1	
Improve around Pier - 2	
Not in favour water feature - 1	9
More trees more bats - 1	
Need a mall/increase mall space - 2	
Do more/other things - 2	

Table #15: Q9b – Why Say That – Cont'd	
RETAINING BUSES IN LAKE ST/CITY PLACE	No. of mentions
Like City Place/Works OK/Noting wrong/Need it	12
Keep open space/Walking mall/Good for gathering/Well lit at night/Link Esplanade to Cairns Central	6
Needs more seating, clean up, more grass and water features, more police	6
Waste of money/Little improvement/Not sure what achieve/Only needs as mall refurbishment	4
Buses central/'Moving buses walk further/Older people	4
Don't like change/Historical/Know where is	4
Was good before last upgrade/Liked old/No one goes there anymore	4
Don't care/More info	2
Qualifications	
But: - Likes Shields Street ideas – 1	2
- Move buses to northern end - 1	
OTHER OPTIONS	
Buses out of Lake Street	4
Wasting money on project/Other priorities/More important things	3
Keep cars out of town	1
Support some but not opening up Lake St to traffic	1
Mini train system	1
Other	3

The dominant reason for supporting the Council proposal is the removal of buses from Lake Street south.

This was followed by opening up access and then by a need to clean up and revitalize the area including improving safety and atmosphere, especially for families.

It should be noted that some of the responses gave qualification that indicate some who supported the Council proceeding qualified that support by saying that they did not support allowing traffic through between Lake St south and Lake St north. Number in this category was 13.

If these are deducted from those in favour of the Council proceeding, it would reduce the proportion supporting from 69% to 65%.

On the other hand, the reason given for responses indicate that four of those giving 'Other Options' responses clearly wanted the buses out of Lake Street and one who said they supported retaining City Place said they wanted the buses moved to the northern end of Lake Street..

5.4 WHAT SUPPORT – VEHICLES MOVEMENTS

Respondents were asked the following.

“In relation to the two-lane slow speed link between Lake Street south and Lake Street north, if the project goes ahead, which do you support?”

1. *Allowing both buses and cars to pass through;*
2. *Allowing buses only to pass through.*

Although the question said:- *“if the project goes ahead”* some wished to record some other response such as “No traffic at all” and “Cars only”.

Table #16: Q10 – What Support - Vehicles		
	No.	%
Allowing both buses and cars to pass through	167	56%
Allowing buses only to pass through	105	35%
No traffic at all	19	6%
Cars only	3	1%
Don't know	6	2%
Total	300	100%

The balance between “buses and cars” and “buses only” is in favour of “buses and cars”.

Any comments were recorded and are given in [Appendix 3](#).

Some of those who said, “If the project goes ahead”, they would prefer “buses and cars” as against “buses only” indicated in their comments they would really prefer no traffic at all. Some of those who said, “Buses only”, indicated in their comments they would prefer no traffic at all.

CAIRNS CENTRAL CITY MASTER PLAN

Community Survey

A p p e n d i c e s





Cairns CBD Improvement Plan
Ref: J2662 March 2013



Reset

Hello my name is from Compass Research Cairns. We are conducting a short independent survey among Cairns residents about future design of the city's central area. We do not ask your name and your response will be confidential.

Note: Only residents and age 18 years and over.
Only Female 18-25
Only Male 18-44

Q1. First, could I confirm what part of Cairns you live in?

Aeroglen	<input type="radio"/>	Edge Hill	<input type="radio"/>	Kewarra Beach	<input type="radio"/>	Second Beach	<input type="radio"/>
Barron	<input type="radio"/>	Edmonton (Centenary Hts/ Gdns, McKinnon Glen)	<input type="radio"/>	Machans Beach	<input type="radio"/>	Smithfield (Hts)	<input type="radio"/>
Bayview / Hts	<input type="radio"/>	Ellis Beach	<input type="radio"/>	Manoora	<input type="radio"/>	Stratford	<input type="radio"/>
Bentley Park	<input type="radio"/>	Freshwater	<input type="radio"/>	Manunda	<input type="radio"/>	Trinity Beach	<input type="radio"/>
Brinsmead (Glen, Bella Vista)	<input type="radio"/>	Goldsborough Valley	<input type="radio"/>	Mooroobool	<input type="radio"/>	Trinity Park	<input type="radio"/>
Bungalow	<input type="radio"/>	Gordonvale (Pyramid Est)	<input type="radio"/>	Mt Peter	<input type="radio"/>	Westcourt	<input type="radio"/>
Cairns City	<input type="radio"/>	Green Hill	<input type="radio"/>	Mt Sheridan (Forest Gdns, Tamarind Gdns / hts)	<input type="radio"/>	White Rock	<input type="radio"/>
Cairns North	<input type="radio"/>	Holloways Beach	<input type="radio"/>	Palm Cove	<input type="radio"/>	Whitfield	<input type="radio"/>
Caravonica/Red Peak/L Placid	<input type="radio"/>	Jungara	<input type="radio"/>	Park Ridge	<input type="radio"/>	Woree	<input type="radio"/>
Clifton Beach	<input type="radio"/>	Kamerunga	<input type="radio"/>	Parramatta Park	<input type="radio"/>	Yorkeys Knob	<input type="radio"/>
Earlville	<input type="radio"/>	Kamma/Packers Camp	<input type="radio"/>	Portsmith	<input type="radio"/>		
East Trinity	<input type="radio"/>	Kanimbla (Hts/ City View)	<input type="radio"/>	Redlynch (Rise/Vly)	<input type="radio"/>		

Q2. How often do you visit the city's central business area?

1.Daily	<input type="radio"/>
2.Couple times a week	<input type="radio"/>
3.Weekly	<input type="radio"/>
4.Fortnightly	<input type="radio"/>
5.Monthly	<input type="radio"/>
6.About every 3 months	<input type="radio"/>
7.About every 6 months	<input type="radio"/>
8.About once a year or less often	<input type="radio"/>
9.Never	<input type="radio"/>

Q3. For what purpose? (multiples allowed)

1. Employment	<input type="checkbox"/>
2. Shopping	<input type="checkbox"/>
3. Business/work	<input type="checkbox"/>
4. Dining/restaurants	<input type="checkbox"/>
5. Entertainment/recreation	<input type="checkbox"/>
6. Other? <input type="text"/>	<input type="checkbox"/>
7. Other? <input type="text"/>	<input type="checkbox"/>

Q4. Have you heard of the Council's City Centre Master Plan?

Yes	<input type="radio"/>
No	<input type="radio"/>

Q5. Have you heard of the Council's proposals to improve the central business area?

Yes	<input checked="" type="radio"/>
No	<input type="radio"/>

Q6a. How did you hear about the proposals? (Unprompted: Don't read out, multiples allowed)

Q6b. Did you hear about the proposals from: (Prompted: Read out those not mentioned, multiples allowed)

	Q5a. Unprompted	Q5b. Prompted
1. Cairns Post	<input type="checkbox"/>	<input type="checkbox"/>
2. Cairns Sun	<input type="checkbox"/>	<input type="checkbox"/>
3. Television	<input type="checkbox"/>	<input type="checkbox"/>
4. Radio	<input type="checkbox"/>	<input type="checkbox"/>
5. Word of mouth	<input type="checkbox"/>	<input type="checkbox"/>
6. Other? <input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. Other? <input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q7. What would best describe your knowledge of the proposal?

1. Am familiar with the details	<input type="radio"/>
2. Have a general idea of what is proposed	<input type="radio"/>
3. Have a vague idea only of what is proposed	<input type="radio"/>
4. Only know there is a proposal but don't know anything about it	<input type="radio"/>

I am just going to read out some details of the councils proposal:

The Council proposal involves reshaping the inner city area to improve traffic flows and public transport, facilitate shopping movements, improve ambience and increase public recreation space.

It will include creating more recreational space in Shields Street, between the Esplanade and Grafton Streets with water features, an entertainment area, grassed areas, street furniture and other soft treatments.

The bus stations in Lake Street will be moved to the north of that street (behind the City Library) allowing the southern end of Lake Street to be improved. There would be a narrow 2-lane link across where City Place is now for vehicles to pass through at 10km an hour.

The staged project will be funded by Council, the State Government and other funding streams.

We are seeking the views of residents on a number of aspects of the plan.

Q8. First, do you agree or disagree in principal that the Cairns inner CBD area needs a makeover?

Yes	<input type="radio"/>
No	<input type="radio"/>

Q8b. Why do you say that?

Q9a. Which do you support? (Read out and rotate the first two)

1.Going ahead with the Council proposal	<input type="radio"/>
2.Keeping the buses in their current location in Lake Street south and retaining and revitalising City Place	<input type="radio"/>
3.Don't care one way or the other	<input type="radio"/>
4.Undecided / don't know (Which way would you be leaning?)	<input type="radio"/>
5.Other (Which way would you be leaning?)	<input type="radio"/>

Q9b. Why do you say that?

Q10. In relation to the two-lane slow speed link between Lake Street south to Lake Street north, if the Project goes ahead, which do you support?

1.Allowing both buses and cars to pass through	<input type="radio"/>
2.Allowing buses only to pass through	<input type="radio"/>

Q10b. (Don't read out, just record any comments relating to question 10)

DEMOGRAPHICS

Q11. Lastly, which of the following age groups do you fall into?

Age	Male	Female
1.18-24	<input type="radio"/>	<input type="radio"/>
2.25-34	<input type="radio"/>	<input type="radio"/>
3.35-44	<input type="radio"/>	<input type="radio"/>
4.45-54	<input type="radio"/>	<input type="radio"/>
5.55-64	<input type="radio"/>	<input type="radio"/>
6.65+	<input type="radio"/>	<input type="radio"/>

Q12. How long have you been living in the Cairns region? years

Q13. Which best describes your occupation? **Read out & rotate if 1 to 8**

1.Clerical and administration	<input type="radio"/>
2.Community and personal services	<input type="radio"/>
3.Labourer	<input type="radio"/>
4.Machine Operator or Driver	<input type="radio"/>
5.Manager	<input type="radio"/>
6.Professional	<input type="radio"/>
7.Sales	<input type="radio"/>
8.Technical or Trades	<input type="radio"/>
9.Home Duties	<input type="radio"/>
10.Student	<input type="radio"/>
11.Retired	<input type="radio"/>
12.Looking for work	<input type="radio"/>
13.Other record: <input type="text"/>	<input type="radio"/>

Your individual comments are confidential. My name is..... from Compass Research. For your record our office number is 40312888. Thank you very much for your time today.

INTERVIEWER DECLARATION: This is a true and accurate recording of this interview.

Phone Number:	<input type="text"/>
Date:	<?php echo(date('d-m-y
Time:	<?php echo(date('h:i')): '

Submit

Print

DETAILED RESPONSES - WHICH SUPPORT

Which do you support?

1. Going ahead with the Council proposal

free up congestion in Lake St south. Minimize fumes in the area
Leave it alone it is OK as it is. We need the buses moved out of there.
And make a beach, and dredge the inlet to allow liners to get into the port.
area needs revitalising-----maybe bulldozing and start again
Area needs upgrade--dead at present
area was always a meeting place ,now it is ugly ,no bands pavements too hot ----- more grass needed
Because it needs a face lift.
Because all the streets and little cul-de-sacs are bad, No one ever uses the big stage, only homeless people sleep there for shelter.
Because it cannot be any worse than it is
Been in planning for too long, the decision seems as though it has been thought through better this time. Now it just needs to get done.
Better access for shoppers, workers. diesel smell is terrible. Opening up Lake street would allow traffic to flow thru better car access
Better than nothing and leaving it as it is
better traffic flow. Access to Businesses in Lake St south - very difficult at present
Better traffic flow. City Place is not used - not welcoming
Born here - should never have been closed. Other cities have malls but do not close intersections. More greenery in CBD - we are tropical
Bring some sparkle to the city, There is nowhere to have fun. Appearance is no longer tropical or people friendly
bus area has not improved in years--that area is not a nice place to walk
bus station should be moved - too much fumes. Create a people friendly space, enhances community participation. A lot of buildings look like public toilets! Time to be creative instead of just having big blobs of concrete.. Nothing looks tropical here, nothing is vibrant
Buses in middle of town create a dirty, smelly area. Area attracts undesirables.
buses in south are an eyesore----it could also remove the transients
Buses need to be moved from Lake St but prefer no traffic thru Lake St, Q10: prefer no buses or cars
buses need to go , need to improve Lake St
buses parking in Lake St. south are such a distraction to shoppers
Cannot sit anywhere due to bat poop. If city had a bit of life, more people would come in. Beautify for locals and tourists, moving buses will remove fumes
CBD badly needs makeover. Any improvement is great
Change of area may improve bus punctuality
city does not flow - very congested
City needs a facelift
city place has reached its use by date--its untidy--buses should not be left there idling
City space now is a bit dodgy, not much happens.
city square awful need to do something
Clean area up. It's grotty and very dirty. Can't sit anywhere due to bat droppings and smell
Clean up the whole area, it needs it
Closure causes confusion. Busses cause traffic problem and fumes
Current location inconvenient and dangerous.
Currently area is very shabby and grubby with lots of fumes
dangerous with busy intersection. Many near misses with pedestrians and some accidents. Buses need to be moved
design prepared revitalizes area, Should create more friendly atmosphere for all who visit
Dirty, encourages loitering, unsafe at present. Needs to be cleaned up. Better security and Police presence
Do the same that works in other places
don't like buses staying in Lake St, should be moved closer to cairns central and out of centre of city
don't support traffic going though
Everything is ham strung the way it is.
Exhaust fumes in centre of town. Proposed bus area more open (ex -Bus driver)
free up traffic,
funds need to be spent wisely.
General change is good and end benefit in modernizing the city.
General direction buses depart. Grotty in that end of town at present
Get dirty buses out of the city centre, Fumes, congestion.. It makes the place look a dump. Beautify the streets of Cairns and suburbs
Get rid of the buses and revitalize the city place, the whole system of the city place is ridiculous.
Get rid of buses
Good do up the area and improve area, update area, Q10: no traffic at all should be allowed

Good idea to move the buses
good to be able to link esplanade to Cairns central
Good to move buses and change city place, but is skeptical about council actually doing anything in relation to Q10: Lake St should be open to all traffic and bigger than 2 lanes - normal st
Grubby where they are at present. needs beautifying. Create a flow thru in Lake Street
Harassed by locals, booze and cigarettes ask for money and follow you around, get rid of the riff raff first and then the people can use the city.
I think it would be ok. would have to wait and see.
I am a local and it used to be open and it was good then
I am not totally in favor of the water features, that could be bathed in and sit in and wash. The amount of trees in the area would encourage bats to them, maybe sails would be a better option rather than the trees.
I does not work the way it is, and it needs a makeover.
I don't care one way or the other.
I don't go into the CBD very often because of the parking, and I am not going to pay for parking, so I walk into the CBD and make sure I am back at Central within the 3 hour parking limit there.
I don't go into the city at all.
I like the Council's proposal, I think they need to clean up the bus area.
I do not like the idea of traffic going through it.
I think it would be good to clean it up.
I think it should be opened up like it was.
I think it would be safer and more attractive to people and safer for tourists and the general public. It would be better for businesses in the area.
I think it would get the flow back into the city CBD
I think moving the buses is a good idea
I think the buses need to be moved.
I think the buses need to be changed.
I think the CBD needs a big tidy up
I think to move the buses would be good, I feel unsafe in that area. so moving the buses would be excellent.
I think you need to get the buses out of Lake Street
I would like to see the buses moved.
I would prefer them to take all the cars and buses out of city place and allow more walking area.
If you are trying to bring people into the area you will need more being done.
Improve parking in Lake St south. Clean up area from fumes. Congregation of undesirables in area need to be moved on
Improve Shields Street. Access thru Lake St supported
Improve traffic flow. Shared thoroughfare improves area. Beautify the area - its dull
Improvement would be good for tourists
Improvement required urgently. Now not functional at present. Nothing for anyone to do. It's a dead area as it is now.. Much money wasted to give us what we have - very unpleasant now., no shade, nothing, nothing, nothing. Not enough parking
Intersection will be free of congestion with a lot of fumes. Looks untidy
is now disgusting, something needs to be done
It is good to do it up and beautify the area
it is so congested now, no parking and dangerous, need to move buses
It looks good
it needs a change. needs to look good clean up area
It needs a face lift and make it more attractive for visitors.
It needs a makeover.
It really needs to be opened up for traffic.
It sounds like a good idea the Council proposal
It would be good
It would be good to have a restaurant strip along Shield Street. It would be good for tourism
It would lessen the bus traffic in McLeod Street, around Cairns Central, it would be good to open up Lake Street.
It's not so good now
Just don't like the buses where they are
Just from what I have seen nit would be a lot nicer.
keep lake closed to traffic, likes moving buses
Keep people from congregating there-----it s a bad look in that place
Lake St. south should be the people area---get rid of the buses
Lake street is a pain and grubby
Lake street is very shabby at present - needs re-vitalizing. Busses need to be moved to a better location. Area needs to look more tropical
Lake street should not be a bus parking zone====drop passengers and move on
Less traffic. More room for parking
Like new idea better. Not practical. Not interesting at present. Bus fumes are really bad - should have been moved years ago
like what has been done around pier---since area has been closed off we rarely go to CBD just pass through to pier

Liven up the city a bit for locals and tourists, everyone feels better, moving buses & fumes
Lot of people use the buses to go into town and it would be good to move them.
major problems there--needs cleaning up
Make area pedestrian friendly, entertainment etc
Make city safer for community - currently unsafe due to crime etc. Parking not very good
Make it look nice
Mall area lost its appeal - nothing there. Not enticing - great concrete slab, no shade. Not a friendly gathering place. Depends on objectives behind changes
more grassed area , more family friendly than now. better features. Less fumes.
More insight needs to go into planning of CBD, People have become used to going to suburbs for shopping due to parking. Pier should be revitalized making the water the feature
More parking will be opened up at Lake Street south. Busses out of the way by being moved to back of library
most people are heading towards Cairns Central
move buses away from centre of CBD - fumes. Create more leisure activities, dining, cafe. Open area to families
move the buses
Move the buses ,. it is a nightmare moving around them as it is.
Move the buses out of City place, to the northern end and keep the traffic out of the area
Ned to get it up to scratch to bring more shoppers into the city
Need a mall. Revitalize inner city. Buses should be moved too much pollution. Inner city is dead at present and not family friendly
Need change but could improve proposal, ok for traffic to go thru Lake St
need changing to bring shoppers in
need to do something
need to find more parking ---no bus park in Lake St.south
need to fix things
need to increase accessibility in city centre
Need to know more about the buses going through
Need to move buses
need to move buses but not sure of option proposed, centre of city is disgusting something needs to be done, does not like 2 lane access across Lake St
need to move buses moved, need change, kid friendly?
Need to talk more about it.
needs to be fixed up, bring people back to city, clean area up!!, night atmosphere not nice, does not feel safe in evening, not family friendly, not safe area only for clubbing! not family orientated after 9 pm
Needs a upgrade
Needs improvement - more people friendly for locals and tourists
needs something big to happen,
needs to be opened up, allow traffic thru, likes the increase mall space for people
Needs to be people friendly, bus station should be moved because of all the fumes. Give it a tropical feel.
Needs to be revitalized.
North end of Lake street is dead. Move buses to reduce fumes and pollution. Liven up the north end and beautify south Lake street
Not 100% behind the project, but is better than nothing being done.
Not family friendly at present. Buses never on time and are dirty - creating fumes. Revitalize our city - reflection of who we are - not showcasing tropics etc at present. Big botch up by previous mayors
Now area is stale and under used, so change is needed and likes plan
ok plan except need to improve the area but no need to open city place intersection
Open it up, at the same time what are they going to do with the existing space.
Over hauling the whole city place.
Parking is very bad all over the city. Very difficult to do business. More business friendly parking required including hospital. Crime prevalent - nobody likes to go to town - very unsafe, bashings, rape etc
parking should be free , likes the idea, city place now is terrible
Prefer to keep Shields St open, but happy with opening Lake St and moving buses
prefer to move buses,
proposal good idea
reduce area of all the people and congestion
Revitalising CBD is vital, Keep buses central. Would clean up area
Revitalise has not worked so try something new
so congested now
sounds better, kid friendly
spruce up CBD make it family friendly. Increase parking in CBD. Give rate payers some facilities for families and children. We depend on tourism and public to keep town open - resources limited
Take the buses out, it is to congested, it has had it's day.
The buses moving is good. Do not think a two lane road through a pedestrian area a good idea.
The buses need to be moved , it is a very dingy area and I think it would be good to move them

The buses need to be moved, it is dirty and the people that hang around are not nice. It also needs more shade, and the whole family do not like going there.
The current way lake street is, is disgusting, city place is not nice or user friendly, needs better links with the esplanade.
The plan sounds good.
The public transport area needs fixing up a bit.
there is always so much rushing there---get the buses out
There is no better plan , so let's go ahead with it. Only have buses and taxis going through Lake Street.
There needs to be something completely different
There needs to be some alterations with it.
there would be more activity ----more things to do
They need a lot more shade and have it nice and pretty, don't have it ultra modern, we the pensioners of Cairns need to be able to go and sit in the shade
They need to get rid of the concrete square in the middle and grass it.
this is better for Cairns-----it should improve traffic flow there
tired and need s a revamp
Too congested where buses are now, (not at all informed!)
Tourist feature required.
untidy in area now
Very chaotic in that area. Not clear that it is a dead end. Improvement would bring her to area
Very difficult to get to certain places in CBD at present. Buses do not give way to anyone and drive dangerously - no consideration for public. Fumes are bad in area - moving buses to north end will free that up
very difficult to hail taxi.
Very dirty at present. Dangerous with buses turning. Fumes from buses hang around. Pedestrians have been knocked down by fast buses. UNDESIRABLES HANG AROUND AREA.
Very shabby. Feel unsafe at present with children in day time. This includes evening and night with husband. Very unfriendly at present
Very Shabby. Not up to standards of a tourist and locals area.
Very user unfriendly now, sounds like an improvement
We need things to happen make it all opened up
We are a tourist town, so we need to smarten up the area.
We feel that you should be able to drive through the city centre.
we must trust the council on this----we need extra parking there
we need a change!!!, hates buses where they are now
When malls are created - no parking for shopping, too far to walk to dine or shop. Better access to businesses and shops
When tourist walk through the CBD it needs to be representative of the region and improved. We are so reliant on tourism industry that we need to best cater for them and improve the CBD area where they meet.
where buses are now is disgusting--if Cairns is to be a tourist town it must be more presentable
Where the buses land now is a disgrace to Cairns.
whole bus area is disgusting and needs change---tourists need better
Why not, change is good
With a bit of change
With safety in mind, it is poor in that area
worked in city - area was a dead end. Created bottleneck. Closure created a blocked
Would prefer no traffic at all
Yes it needs to be revamped.

2.Keeping the buses in their current location in Lake Street south and retaining and revitalising City Place

Because it is now a mess, needs cleaning, likes city place as it is now, shops at woolies, uses the newsagent, browses the shops because it used to be good before last upgrade destroyed the ambiance, it is now hot and inviting
Been there for years, historical, memories
Buses central now and easier to access.
Central part of city. Too many drunks at present. Keep open space for locals. Its rare
don't care either way - not something I use
Don't like change. Leave as is.
Don't Like change. Leave things as they are. More seating required
Even though avoids CBD does not want expense - waste of money
Good idea
I think it should be kept as a walking mall, don't open it up to traffic.
I do not see anything wrong with it.
I think it is important to keep the link between esplanade and central
I think my rate paying money could better go to some other area
It is a nice area at the moment
It is easy and everybody knows where they are.
It needs it
It works pretty well, need to get rid of the aluminum seats have to go, they get very hot in the sun.

Just retaining and revitalizing it.
just clean everything up, retain present look
Keep area pedestrian friendly
keep as it is, clean and update area, cost might be a problem
Leave it the way it is.
Leave the City Place where it is. At night time it is very well lit and if changed there is not much lighting behind the library.
like how it is, don't want to open intersection
money spent for little improvement
more grass is needed-----more water features-----more covered areas
more information
Move buses to northern end due to fumes. More police presence requires in CBD than now. City Centre ok
Moving bus to other location will make it difficult for older people
Needs a bit of improvement, but still a good area for pedestrians and gathering
No one goes in there anymore, at night it only has drunks there
Not sure what will be achieved.
people will have to walk a long way if move things, like Shields St ideas, NB does not really understand the proposal
remembers old city place as very popular, cost less and easier
small refurbishment is all that is needed
We are able to get off at Woolworths
why move something that works o.k.--but improve public transport system so we want to use it
works ok now just clean up area
(blank)

4.Undecided / don't know

As long as business are not affected, if they could improve the bus area , as it is very dirty.
Buses going thru Lake St needs to be reconsidered, close to bike lane!, public transport very important and needs to be looked at again, need change but don't necessarily agree with proposal, not sure what bus solution is but does not like the plan
Buses need to be moved but not sure if agree with the proposal
But I have only been in there once, so would need more time to look around.
closer look at plan before deciding. For malls to encourage community involvement. Showcase area thru Mall and cafe and galleries etc. Heritage trails with history and tropical theme to showcase area for both locals and visitors
Don't know enough about it
Don't know enough
don't know enough about the project, city place is unattractive and needs improving , traffic does not flow well, all thru the city, need more shade
Have not given it a lot of thought.
Have not made up my mind yet., it differently needs a makeover.
I cannot really comment without seeing the proposal
I don't know if moving the buses is the solution Spending all that money going to solve the itinerant problem..
I don't really go there so am undecided.
I don't use the buses so that would not affect me.
I would prefer it not to be opened up to traffic.
It really needs a makeover., towards the council proposal
It really needs something done to it.
Just not sure how the traffic flow will work.
Moving the buses..
Not enough information, I don't go in there that much
prefer to do nothing
something needs to be done but unsure if this proposal is correct
Still undecided at the moment, haven't been here long enough yet
What ever they do they need to put more trees in for shade
Would like to see plans first before deciding to see how it will all work. If Shields Street closed will there be undesirable area - needs to be well policed

3.Don't care one way or the other

As long as it is not going to increase the rates , it would be ok.
As long as it wont cost anymore on our rates.
CBD is awful and doesn't think it can be fixed, will believe it when he see it.
Definably needs something done, changed
do not visit at all
Don't ius
Get the buses out of the area, where to put them is the other thing, it is a problem.
I do not go into that area very often, Q10: No traffic at all
I do not think it will work putting 2 lanes through the middle.
It would not worry me either way.
place is not local friendly--parking too costly

spend money on other things, doesn't really care, they will just do what they want

To old

To old to worry about it.

5.Other

different opinion of whole proposal, need to revitalise area , change parking, split buses to north and south, . southern buses on south side, northern buses on nth side, need to get people back into city, worried about wasting tax payer money, Get the buses right out of the area altogether.

Have only been living here for 8 months, so am not quite sure yet.

I do support some elements of there plan, but not to open up that part of Lake Street. to traffic I think it is to bigger impost on the city.

I don't' see why the buses have to be there at all, they should have a transit area at Cairns Central. What a disgrace for the tourists to see when they come off the boats.

I think the council's idea of wasting money is this project.

I think there is other priorities more important than what is being proposed by the council

Keep cars out of town. Make area totally pedestrian and CLEAN IT UP - IT'S VERY SMELLY

like buses moved to cairns central, worried about cost, , when they destroyed city place last , hot and uninviting

Mini train system would be better, to the beaches, which would benefit tourists and local., and move the bus terminal to Cairns Central

Sounds like a good idea, but any idea sounds good, so probably undecided at this stage.

There is more important things to spend Council money on.

Grand Total

DETAILED RESPONSES – VEHICLE MOVEMENTS

In relation to the two-lane slow speed link between Lake Street south to Lake Street north, if the Project goes ahead, which do you support?

1. Allowing both buses and cars to pass through

It would be great to see traffic flowing smoothly. Slow area to be respected otherwise trial and decide appropriately
A link is a must for Lake street for general flow of traffic
access business in area. Easier for tourists and locals to visit the area - very unfriendly currently
As long as the buses can stop near the supermarket and banks it should be ok.
avoid congestion. Open street out to create better flow thru
Better access to business area.
better flow thru of traffic
better flow thru. Only there if on business
Better traffic flow thru.
better traffic flow. Free up congestion
better traffic flow. Restricting one wont make a difference
better traffic flow.
busses still accessible at new location to visitors and residents
CBD should have the least amount of traffic as possible. Bus depot should not be in the middle creating fumes - best moved to edge of city
clean up lower Lake St. ----it is a disgrace
Common sense. Has seen person knocked down
connective mall will be useful. Better flow thru of traffic for locals
Continuity and flow thru. Keep fumes away from people
convenience. Blockage causes congestion
Convenient for all . Better traffic flow
Create a better flow thru. Bring back some features to the area. Beautify Cairns... Removing the current concrete blocks will be no loss to Cairns. Plant more local tree
create a flow thru. stops congestion. More sensible
Create a flow thru. Many disruptions at present with no flow thru..
Create flow thru, area is bad at present with no flow thru. Needs to be opened up and revitalized - more people friendly
Currently it appears blockage affects traffic flow and its dead in there
decrease traffic in area
Don't care either way.
Don't like turning around and having to go around the block to get around.
Don't think they need vehicles at all in the area.
Dose not agree with the current proposal and the intersection should be pedestrianised
Every body should have access. Blocking off will only retain congestion in area
flow thru more convenient
flow thru of traffic. buses don't stop, cars will.
Get traffic out of city as much as possible, main bus stop should not be in middle of town.
good idea
good to move buses and slow traffic
Helps with excess traffic flow thru. CBD desperately needs more parking. Not locals friendly or tourists
i don't know
I really don't want buses in there at all.
I support 10km per hour.
I want the square to remain a square it is ok the way it is.
I would prefer cars only.
If cars want to go through there let them
If it improves congestion and traffic flow
If opened best to both buses and cars
if you allow buses -must allow cars
If you're going to open it up let them all go through.
Improve traffic flow.
Inconvenient the way it is now. Allow smooth flow thru.
Increases traffic flow and continuity
It would be easier than have the go round.
It would be good to allow cars through.
It would depend on what they do with the area.
Let traffic flow better
must be at slow speed
needs to be a normal road , open to all!!!!, very strong opinion!

No buses crossing city place, keep them at the northern end
No congestion as there is now
No difference - vehicles are vehicles, Cause too much disruption with no flow thru. Frustrating at present to go to some businesses
No disruption to traffic flow. City more people friendly
not enough information
not sure
Only those who need to be there will be there. Allow traffic to flow smoothly in CBD. Very difficult driving thru CBD as is without streets being cut off
open up Lake street to allow traffic flow
Opens up city and better access to businesses.
parking for business. You will only be there if you need to be there
Parking in area is restricted at present due to buses. need better access to parking in the city areas
Pelican crossing to minimize danger. Keep it people friendly
Pelican lights at intersection to maintain slow speed. Move buses from current location
prefer buses to enter from Florence St.
prefer no traffic
problem is that green light is not policed
Providing it's done properly. Makes it difficult to do anything in that area - no flow thru
safer to have drive thru. Now near accidents happen when drivers do not realise you cannot go thru
Shift the buses over to north end of Lake Street.
Should be open to all traffic to increase flow of traffic. Parking is very difficult in that area. Always very cluttered
Since closure it been a blockage. Need flow thru
Smooth flow thru of traffic. Current situation caused congestion and confusion
Sometimes it can be difficult to turn around in the south end of Lake street.
support slow access road
The issue is parking, there is not enough now, this would have to be looked at
They need to allow both go through, as if it is only buses, car will try to go through anyway.,
Traffic bad now - increase flow for better navigation
We have seen other cites do this and it works.
Why are buses allowed through and not cars.
Why was it ever closed off.
Why would anyone go to a slow area. Still Unsafe in my mind. Only those who need to be there will be there
works in other areas. Council should consult public on all major change
Works well in other towns. Brings families to CBD - avoid now
would have to be regulated to prevent hooning
Would prefer cars only
(blank)

2. Allowing buses only to pass through

allows pedestrians to flow
Buses are very important for tourists.
Buses never run on time.
Buses right out of Lake Street.
cars can cope ---have been for years
Cars do not need to be there double parking, congesting area for buses. Enough space for cars now
cars not needed
CBD bad enough now. Don't need hoons thru CBD. Crime will increase
don't care either way
Don't need anything passing through pedestrian area
Don't travel by bus, if the buses must they must.
I am not aware of the problems at the moment.
I really would not like to have any vehicles go through there
If I had to it would be buses only allowed through there..
If it is going to be a recreational area.
It would be difficult for people to cross over there if car and buses go through
It would be good to have taxis as well.
Just buses if we have to, but would rather see no traffic at all.
KEEP CARS OUT OF THE CITY. Many cities in the world have no traffic in the city in certain areas and it works very effectively
less congestion in street
Less traffic
Less traffic.
Like in Europe, no cars or buses at all.
Minimise traffic in area
Minimise traffic, makes area safer for public. Removes congestion and fumes. Affects parking and people space. Enhance area

for locals and tourists
Minimised traffic. Safer for all who venture there
Minimize traffic.
My experience with other cities that have this same system starts with allowing buses only to pass through but ends up allowing cars to pass through as well.
Neither, take the buses out. completely
neither. no vehicles. minimize fumes. Malls are best as walk thru area to be more family friendly. with markets etc
no need for cars, would prefer no vehicles
No traffic at all in Lake or Grafton Streets from Shield to Spence Streets.
not sure
Not sure if there are children running around that there should be any traffic.
not sure what is best
People do not drive through Lake Street now, so just buses.
prefer it to remain the same, but buses only just to help people movement
Prefer neither. Like area to be people friendly without worry of looking out for traffic. Create a chill out area
rather no traffic, maybe taxis, no buses at all, need to move buses, maybe to Abbott St
Safer, less congestion
Separates traffic. less traffic thru area
Should be cars only.
supports neither option, should remain closed to all traffic
The less traffic the better in the area.
too busy for cars
Too congested with both. Make buses more reliable and on time
We don't need buses or cars going through there
With car going through it would cause too much congestion.
Would not like any traffic in Lake Street.
Would not like either going through
Would you like to sit behind a bus doing 10kms
(blank)

3.No traffic at all

Do not want anyone to pass through.
firmly against traffic thru intersection
Get them right out of the city center, it won't hurt anyone to walk a little.
I do not support either, no traffic at all.
keep as is
Neither really, I do not believe in what they are doing.
Neither. Keep as is - closed. Beautify to encourage people to use more
No one
No one to pass through
no traffic, so it would be like a mall
no traffic at all - total mall the length of Shields street
No traffic at all to make it more people friendly
no traffic for vehicles
Not at all. It is safe walking area. no buses or car.
prefer no traffic allowed, has young children
prefer to keep buses and cars out if it is a place for people
Stop the buses completely and all traffic in Lake Street
strongly against opening to traffic
Would prefer neither to pass through.

4.Not sure, don't know

Don't know what the benefits would be of allowing traffic through this area.
Haven't look at it enough so am undecided at the moment..
I have not really looked at it enough
not sure, does not know enough about it
Read comment above.
unsure

5.Cars only

Cars only
cars only, no buses
prefer cars only

Grand Total



WHY DON'T BELIEVE INNER CBD AREA NEEDS A MAKEOVER

- I think is nice the way it is.
- I think it is fine as it is.
- It will spoil look of the area, need to keep looking like Cairns.
- We have other beautiful stuff and why do we need to change it.
- No improvement required. Good as is. Better and more parking facilities are required. Difficult to find parking, including evening and night. Avoid totally in business hours. Employees also already have difficulty parking.
- I like what they have done recently.
- Spend money elsewhere.
- Just leave it alone.
- Money spent better elsewhere.
- Don't catch buses and do not come to CBD - does not affect me.
- Modern enough as it is. It will be difficult for tourists to find buses.
- Money better spent on other things.
- Cairns good enough as is.
- There is nothing wrong with it.
- Too much money spent on nothing again. Messed with area in a bad way too much.
- I enjoy it when I go in there; there is a lot of recreational space there already.
- It seems OK the way it is.
- I think some of the ideas are good, but people can walk around there it is nice and friendly there, and it will stop people being hit by the traffic.
- It needs better public transport.
- Not seen plans or details - requires more information.
- What is the draw card to the City Place?
- A two-lane road through the area would drag the area down. And why rip it up.
- Funds should be put to better use. Fine the way it is. Parking badly needs to be improved.
- Been there for years, historical, memories.