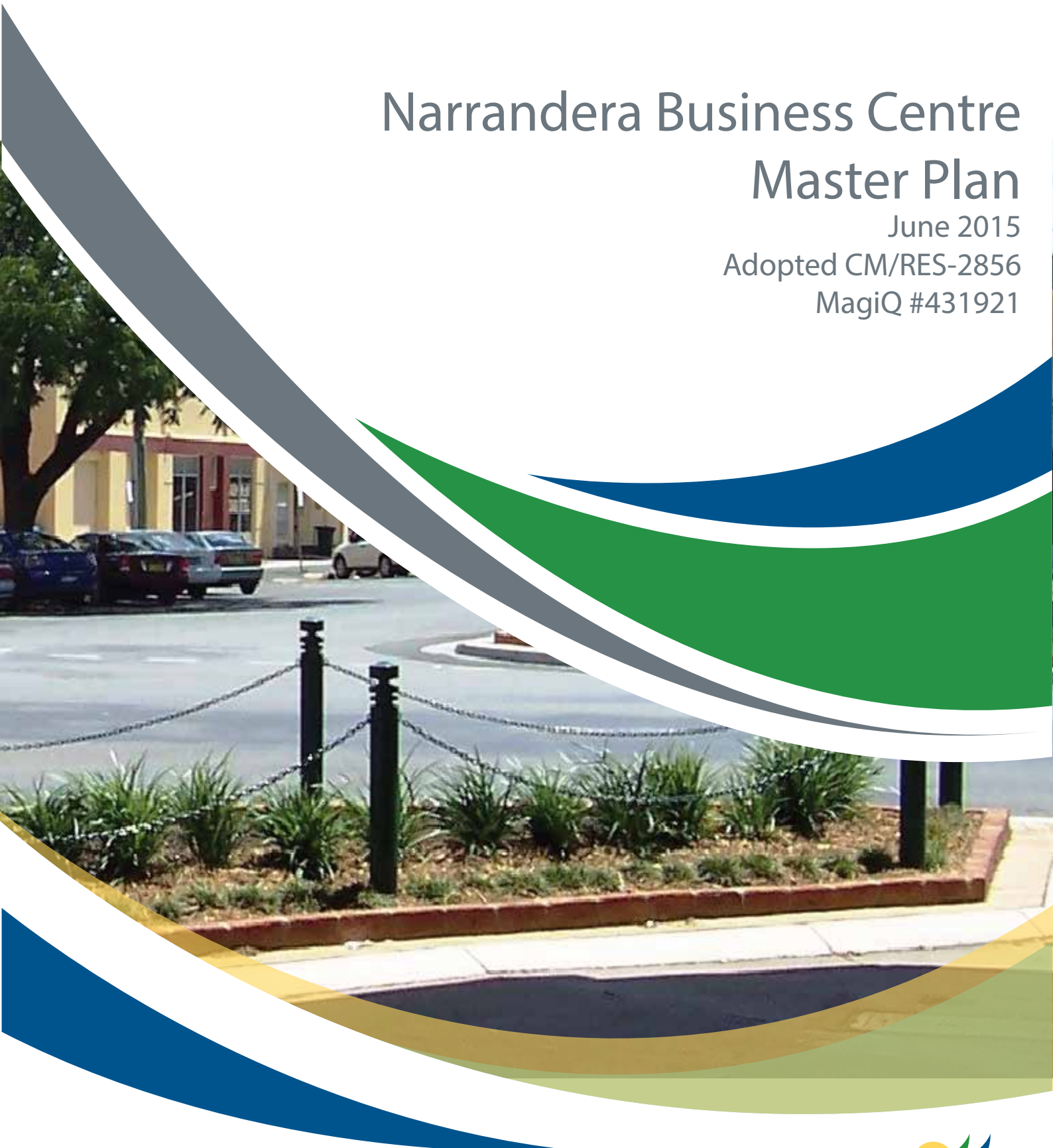


Narrandera Business Centre Master Plan

June 2015

Adopted CM/RES-2856

MagiQ #431921



Narrandera
Shire Council



Narrandera Business Centre Master Plan

FINAL – ADOPTED 16 June 2015 (CM/RES-2856)



*Prepared for Narrandera Shire Council
June 2015*

ACKNOWLEDGEMENTS AND RECOGNITION

This report has been prepared by Spiire for Narrandera Shire Council



445 Townsend Street Albury NSW 2640

Spiire acknowledges the Narrandera Shire Council staff and a range of stakeholders who contributed to this document.

Narrandera Shire Council

- Emily Currie – Project and Asset Engineer (Project Manager)
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- Marg Irons – HAAC Manager
- Karon Royle – Customer Service
- Bruce McBean – Assistant Surveyor and Road Inspector
- Andrew Pearson – Traffic Engineer
- Stephanie Puntoriero – Road Safety Officer
- Frank Dyrssen – Deputy General Manager Infrastructure
- Krishna Shrestha – Works Manager
- Shane Squires – Water and Sewer Engineering Officer
- Ian Draper – Executive Engineer
- Traffic Committee

Community

- Project Stakeholder Reference Group

Resolution from the 16 June 2015 Ordinary meeting of Narrandera Shire Council

CM/RES-2856

That Council:

1. Adopt the Narrandera Business Centre Master Plan and include it into the Master Plan Register and upload to Councils Website.
2. Include the roads between East St and Charles St and East St and Cadell St in the detailed design, costing, scheduling and funding.
3. Prepare detailed design, costing, scheduling and funding before construction begins.
4. Work in collaboration with the Narrandera Business Group to encourage building owners to improve their properties.

Issue Date	Revision No	Author	Checked	Approved
12.02.15	PRELIMINARY DRAFT	SE	FS	SE
16.02.15	DRAFT – FOR PROJECT TEAM MEETING	SE	MS/EC	SE
23.02.15	DRAFT – FOR CONSULTATION	SE	MS/EC	SE
03.03.15	DRAFT – FOR COUNCIL ADOPTION	SE	MS/EC	SE
10.03.15	DRAFT – FOR COUNCIL ADOPTION updated street tree list	SE	MS/EC	SE
23.03.15	DRAFT – ISSUE FOR COMMUNITY CONSULTATION	SE	MS/EC	SE
21.05.15	FINAL DRAFT – ISSUE for Discussion	SE	MS	SE
25.05.15	FINAL DRAFT	SE	MS/EC	SE
27.05.15	FINAL DRAFT – minor amendments	SE	MS/EC	SE
16.06.15	FINAL – FOR ADOPTION	SE	EC	SE
24.06.15	FINAL – ADOPTED (No changes)	SE	EC	SE

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CONTENTS

1. Introduction	1
1.1 The Project	1
1.2 The Project Brief	2
1.3 Master Plan Study Area	3
1.4 What is a Master Plan?	4
1.5 Project Outline, Tasks and Process	5
2. Consultation Outcomes	7
2.1 Engagement	7
2.2 Community Feedback Survey	7
2.3 Listening Post	8
2.4 Consultation Summary	9
2.6 Design Guidelines	16
2.7 General Comments	16
2.8 Feedback on Preliminary Priorities	17
3. Master Plan – Key Actions	18
3.1 Recommendations	18
3.2 Town Context Plan	23
3.3 Whitton Street – Elwin Street	24
3.4 East Street / King Street	25
3.5 East Street / Douglas Street	26
3.6 East Street / Bolton Street	27
3.7 East Street / Twynam Street / Audley Street	28
3.8 East Street / Larmer Street	29
4. Design Guidelines	31
5. Action Plan	39
5.1 Key Actions and Priorities	39
5.2 Key Actions and Priorities Table	40
6. Where to from here?	41
6.1 Next Steps	41

1. Introduction

1.1 The Project

Narrandera Shire Council (NSC) has undertaken development of a Master Plan for the Narrandera Business Centre. The Master Plan is an identified recommendation outlined in the 2011 Narrandera Business Centre Strategy report.

Stage 1 of the Master Plan has been completed with NSC endorsement of the Stage 1 Issues and Opportunities Report. The outcomes of the Issues and Opportunities have informed the preparation of this Master Plan.

The Master Plan addresses the presentation and design of the town centre and provides a framework for future implementation of prioritised and budgeted works.

The three stages of the Narrandera Business Centre Master Plan are outlined in the next section.

NSC engaged Spiire Australia Pty Ltd through a competitive tendering process to prepare the Master Plans.



1.2 The Project Brief

Narrandera Shire Council's Project Brief sets out three stages for the development and implementation of the Master Plan and key objectives to be achieved. The current agreed scope of work relates to Stages 1 and 2.

The project stages and required outcomes are as follows.

Stage 1

- Build consensus as to the issues that must be addressed, designate their priority and agree on a set of principles (design and process) for developing the Narrandera Business Centre Master Plan.

Stage 2

- Develop an overarching Master Plan with a recommended action plan and schedule for undertaking the top priority issues so that Council can make budgeting and scheduling decisions, and can also consider the funding options. The Master Plan is to consider streetscape, parking, pedestrian linkages, road safety, footpaths, lighting, street trees, landscaping, paving materials and design, signage and street furniture.

Stage 3

- Prepare Detailed Design and costings for Master Plan Study area.
- Implement the scheduled and budgeted works using an agreed ongoing stakeholder engagement process that will be undertaken throughout the Master Plan implementation which may take several years. The Master Plan will inform all future works in the Narrandera Business Centre.

The Brief sets some clear objectives and expected outcomes for the project to achieve, which are as follows:

Stage 1

Objectives

- to build consensus with a range of stakeholders as to the issues that must be addressed in the Master Plan.
- designate the priority of the issues.
- agree on a set of principles (design and process) for implementing the next stages of the Narrandera Business Centre Master Plan.
- Council to receive a report on the above three points.

Expected outcomes

- A report to Council which includes
 - The community engagement process used.
 - Presentation of the issues to be addressed in the Narrandera Business Centre Master Plan.
 - Presentation of the priorities of these issues.
 - Presentation of a set of design and process principles relating to design and process for undertaking the next two stages of the overall project.
- Stakeholders to have felt heard and that the process considered all perspectives.
- The Community to have confidence to proceed with the Master Planning of the Narrandera Business Centre as all relevant issues have been agreed and prioritised.

Stage 2

Objectives

- develop an overarching Master Plan with a recommended action plan.
- prioritise the items in the action plan.
- Council to receive a report on the above two points.

Expected outcomes

- A report to Council which includes
 - The community engagement process used.
 - Presentation of the Narrandera Business Centre Master Plan including a prioritised schedule of works to be completed.
- Stakeholders to have felt heard and that the process considered all perspectives.
- The Community to have confidence to proceed with implementing the Narrandera Business Centre Master Plan.



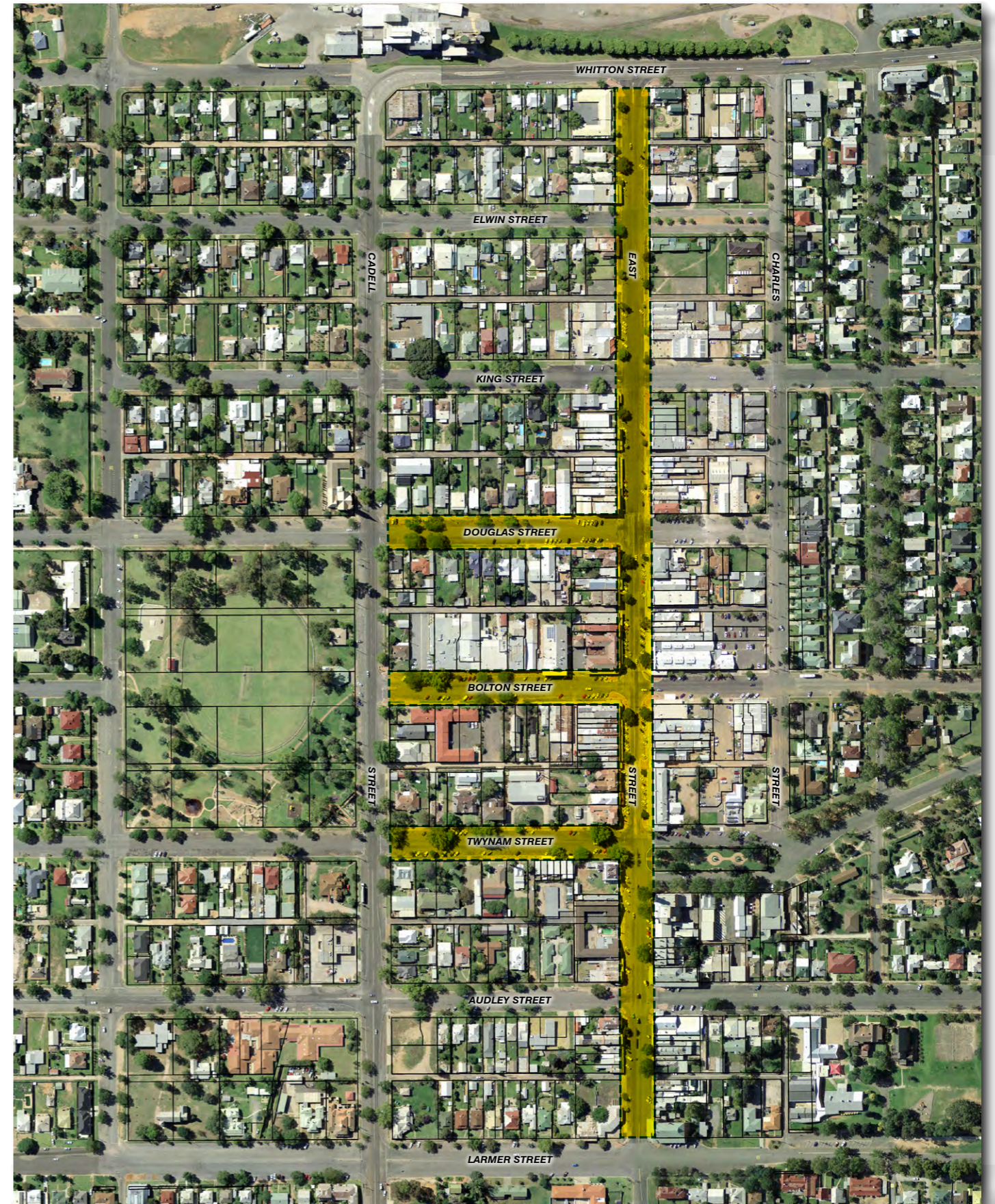
1.3 Master Plan Study Area

The figure adjacent outlines the extent of the study area. Master Plan designs have been prepared for East Street and the sections of Douglas Street, Bolton Street and Twynam Street between East Street and Cadell Street.

During the process it was agreed to include Larmer Street in the Master Plan designs due to the street being a key connection to the Narrandera Business Centre and other town destinations.

The Master Plan also considers relevant key surrounding locations to ensure the Business Centre is not examined in isolation.

While the sections of Douglas Street, Bolton Street and Twynam Street in the study area are between East Street and Cadell Street, relevant Master Plan themes and Key Actions should be continued for the sections of these streets between East Street and Charles Street. Any upgrades to Elwin Street and King Street should also be continuous and consistent between Cadell Street and Charles Street.



Study Area

1.4 What is a Master Plan?

A Master Plan is a strategic document that outlines the intended developments for a site. In the case of the Narrandera Business Centre Master Plan, the project will investigate and provide guidance on:

- Gateway treatments to highlight entrances to the Narrandera Business Centre.
- Providing design for spaces and footpaths in the town where people can gather and socialise – ensuring that people with mobility restrictions can adequately access all facilities.
- Developing safe pedestrian and cycling facilities.
- Traffic movements, vehicle speed and parking.
- Improvements to pavements and access as required.
- Landscape and street tree planting, street furniture and public art installation.
- Existing assets such as festoon lighting, brick paving, bollards, garden beds and mature trees.
- Environmental sustainability including Water Sensitive Urban Design.
- To ensure any changes are able to be maintained and managed by the Narrandera Shire Council.

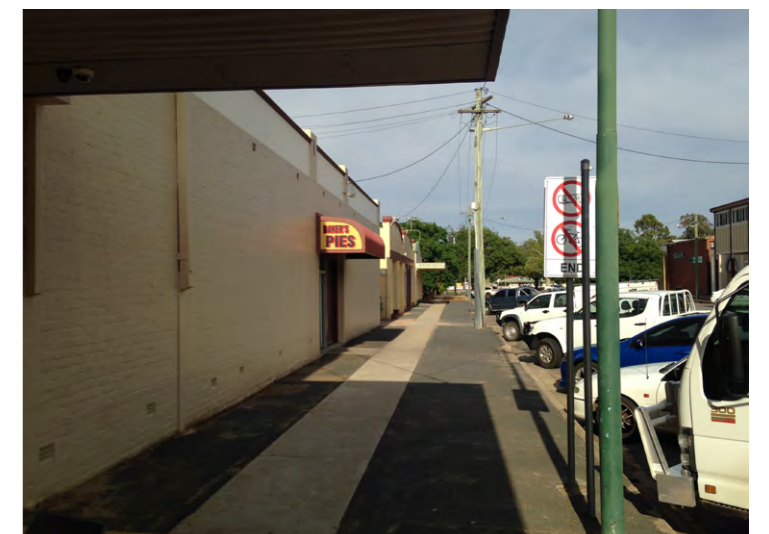
The Master Plan will also take into account Narrandera's role in serving residents and visitors in the Shire, while also considering recent changes to the town centre such as paving areas and recent traffic and parking trials.

The Master Plan will ensure this important commercial and cultural centre is developed in ways that are:

- Sensitive to the location and culture of Narrandera.
- Reflective of the community's views.
- Embracing of 'best practice' for asset management and sustainability and that builds upon existing infrastructure.

The Master Plan will provide a framework for ongoing and staged improvements to the town centre.

The Master Plan is expected to remain current for 10 – 15 years, by which time the population, the setting, the economy and the political landscape may have altered – meaning that the plans may need to be revised.



1.5 Project Outline, Tasks and Process

The completion of a complex project such as this requires a considered approach. Narrandera Shire Council and the community MUST have a chance to be involved in the project in a meaningful way. To ensure that this is the case, a detailed methodology has been prepared for Stages 1 and 2 of the project which is currently being completed as agreed with Council.

STAGE 1 – ISSUES AND OPPORTUNITIES

Project Inception Meeting, Site Investigations, Stakeholder Meetings and Community Feedback

An initial period of investigation and analysis was undertaken during Stage 1 that included:

Project Inception meeting

- Spiire met with the NSC Project Team and Roads and Maritime Services (RMS) to discuss project scope, outputs and current issues and opportunities to be addressed in the Master Plan. The NSC Project Team includes the following Council Officers and RMS representative:
 - Emily Currie – Project and Asset Engineer (Project Manager)
 - Roger Evans – OSR Manager
 - Andrew Brown – Tourism & Marketing Manager
 - Marg Irons – HAAC Manager
 - Karon Royle – Customer Service
 - Bruce McBean – Assistant Surveyor and Road Inspector
 - Andrew Pearson – Traffic Engineer
 - Bryan Ruhle – Network & Safety Officer, RMS
- Extensive site investigation by the consultant and project team.

Workshop with Stakeholder Reference Group

- Thirty three (33) key stakeholders were identified and invited to be part of the Narrandera Business Centre Master Plan Stakeholder Reference Group. Twenty four (24) accepted the invitation and twenty (20) attended an evening workshop held on Thursday 30th October.

Community Feedback Form

- A Community Feedback Form was developed from the information collected from the Stakeholder Reference

Group. It was available via Council's website and hard copies were available at the Council Chambers, Library, Grong Grong Store, Barellan Post Office and Binya Post Office. 147 forms were received.

Project Bulletin

- A two-page flier was developed and distributed to all businesses and residents in the study precinct. Hard copies were available at Council Chambers, Library, Grong Grong Store, Barellan Post Office and Binya Post Office. It was also sent to the members of the Stakeholder Reference Group. It is available via Council's website.

Listening Post

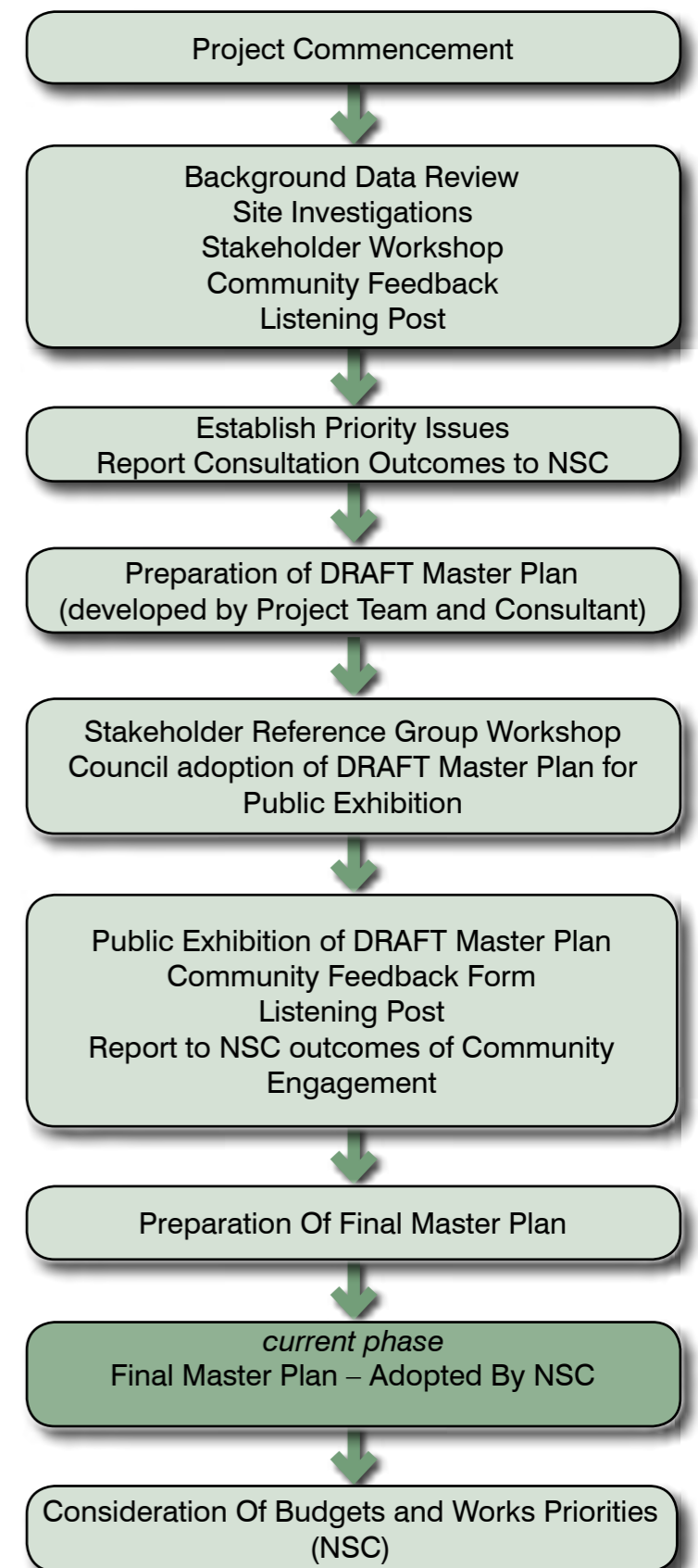
- A listening post was held in Kiesling Lane on Thursday 4th of December from 11am until 6pm. It provided the Community the opportunity to talk to the project team and have their say about what they like and would like to see improved in the Narrandera business centre. Over 50 people visited the listening post.

Document Review

- Background review of relevant local documents and policies, including
 - Narrandera Business Centre Strategy (2011)
 - Pedestrian Access and Mobility Plan
 - Bicycle Plan.

Issues and Opportunities

The results of the site visits, the community feedback and the stakeholders meetings were synthesised to inform the Issues and Opportunities, and a preliminary list of priority issues to be addressed in the Master Plan. These results were outlined in detail in the Stage 1 Issues and Opportunities Report, which was endorsed by Council in January 2015. A summary of the Issues and Opportunities are outlined Appendix 2 of this Master Plan.



STAGE 2 – Master Plan

DRAFT Master Plan

From the feedback received during Stage 1 including the identified Issues and Opportunities and the preliminary priority issues, the Project Team identified a preferred design approach for the town centre and priority spaces.

The preferred design approach was developed into the Draft Master Plan. Consultation and engagement focussing on the Draft Master Plan included the activities outlined below. Outcomes from the Consultation and engagement have been collated and are outlined in the next Section of this Report.

Project Team Meeting, Stakeholder Meeting and Council Presentation

Project Team Meeting

- Spiire presented the Draft Master Plan to the Council Project Team on 16 February 2015 at NSC Chambers. The meeting discussed the recommendations in the Draft Master Plan. The following Council Officers were also in attendance:
 - Frank Dyrssen – Deputy General Manager Infrastructure
 - Krishna Shrestha – Works Manager
 - Shane Squires – Water and Sewer Engineering Officer
 - Ian Draper – Executive Engineer.

Workshop with Stakeholder Reference Group

- Spiire presented the Stage 1 Report – Issues and Opportunities followed by presentation of the Draft Master Plan to the Stakeholder Reference Group in a workshop style forum for discussion and feedback which was held on 24 February 2015 at the Narrandera Bowling Club.
- The Stakeholder Reference Group comprised of Service Clubs, Events Committees and Business Group members
- The Draft Master Plan was well received by the group with positive discussion and questions about the ideas presented.

Presentation to Narrandera Shire Council

- Spiire presented the Draft Master Plan to NSC for adoption on 17 March 2015.
- The Council meeting discussed the recommendations and implications of the Draft Master Plan, and resolved to endorse the Draft Master Plan at the meeting.

Community Engagement

Public Display

- Following NSC endorsement of the Draft Master Plan, the Draft Plan was placed on Public Exhibition from 23 March 2015 to 17 April 2015 to provide the community with numerous opportunities to provide comments and feedback on the Draft.
- The Draft Master Plan was available in hard copy at the Council Chambers, Library and key businesses in town.
- The Draft Master Plan was also displayed in three retail windows within the Business Centre.
- Feedback was encouraged through:
 - Completion of an on-line and hard copy feedback form.
 - Written and phone-call feedback to NSC.
 - Meeting face to face with the project team at a Listening Post.

Community Feedback Form

- A Community Feedback Form (survey) was developed that focused on the recommendations outlined in the Draft Master Plan. The survey was available via Council's website and hard copies were available at the Council Chambers and Library. 45 responses to the survey were received during the consultation period.

Project Bulletin

- A two-page flier was developed and 300+ copies were distributed to all businesses and residents in the study precinct. Hard copies were available at Council Chambers and Library. It was also sent to the members of the Stakeholder Reference Group. The Bulletin was also available via Council's website.

Written Submissions

- Narrandera Shire Council and Spiire received some written submissions during the consultation period. The content of these submissions has been included in the overall summaries of feedback.

Media coverage

- The Narrandera Argus published three news articles about the Draft Master Plan which featured comments about key aspects of the Draft Master Plan.
- Advertisements were published promoting the Listening Post.

- Three Interviews were undertaken with 91.1 Spirit FM Community Radio which discussed the key recommendations of the Draft Master Plan and broadcast the opportunities for the community to provide comment

Stakeholder Engagement

- Narrandera Shire Council undertook presentation and discussion with the Narrandera Business Group on 30 March 2015 in a Forum style evening meeting.
- The Draft Master Plan was presented to the Council Traffic Committee on 29 April for feedback.
- Other key stakeholders consulted included Police, Fire, Ambulance, Kurrajong Warratah and a presentation was also given at the NSC staff breakfast.

Listening Post

- A listening post was held in Kiesling Lane on Thursday 9 April 2015 from 11am until 6pm. The listening Post provided the wider Community with the opportunity to talk with the project team to discuss and ask questions in relation to the Draft Master Plan. Over 40 people attended the listening post.
- A questionnaire page was created to assist the project team capturing names, age groups and the themes which were being discussed.

The comments and suggestions received during the Draft Master Plan Engagement were discussed with the Project Team and the key stakeholders and alterations have been made to the Master Plan as part of the Final Master Plan preparation.

Final Master Plan

Upon completion of the consultation phase regarding the Draft Master Plan and confirmation of priority works, the Master Plan has been finalised and issued to the Narrandera Shire Council for adoption.

This is the point at which the elected members of the community officially endorse the design intent and identified outcomes of the Master Plan.

If adopted, the Master Plan will then form the strategic basis for detailed design, capital budget provision, grant applications and further work.



2. Consultation Outcomes

2.1 Engagement

The engagement undertaken during the Draft Master Plan Phase of this project has targeted, and received considerable responses from a broad cross section of the community through the Stakeholder Reference Group Workshop, Business Group Workshop, Project Team and Traffic Committee Meetings, Listening Post, Community Feedback Survey and correspondence with local residents.

While it is possible to analyse the metrics of statistical data produced from the online survey, it is important to note that these statistics provide a relatively small snapshot of the feedback received from the wider community. The survey results generally concur with other feedback received.

The Project Team has noted that a range of views were heard during the consultation period that have been given due consideration in finalising the Master Plan. Feedback has been incorporated into the Final Master Plan, both as inclusions in the Key Actions and on the plans, and also as items for further consideration where necessary. These are outlined in the Section 2.4.

Detailed consultation results pertaining to the Draft Master Plan and Issues and Opportunities Phase is included in the Appendices.

2.2 Community Feedback Survey

The questions on the Community Feedback Survey were aimed at gaining some information about respondents, their household and their support or otherwise for the Key Actions outlined in the Draft Master Plan. The survey also provided free text boxes for additional comments.

The survey had a total of 45 responses when it closed in mid April. While this number of responses is not statistically significant, responses to this survey have provided a snapshot of the views and attitudes in the community.

Some interesting points to note about the survey respondents are:

- The highest proportion of respondents lived in Narrandera.
- 60% of respondents were female.
- The majority of respondents fell within the 34-55 age bracket followed by the 56-74 age bracket.
- The majority of respondents (73%) visited Narrandera's town centre on a daily basis.
- 84% of respondents travel to Narrandera by car, with 26% by foot.
- Reasons for coming to Narrandera Town Centre were relatively evenly spread, with shopping (80%), pharmacy (68%) and work (64%) being the top three.

A summary of feedback survey responses in relation to the Draft Master Plan is included in this Section of the Report.



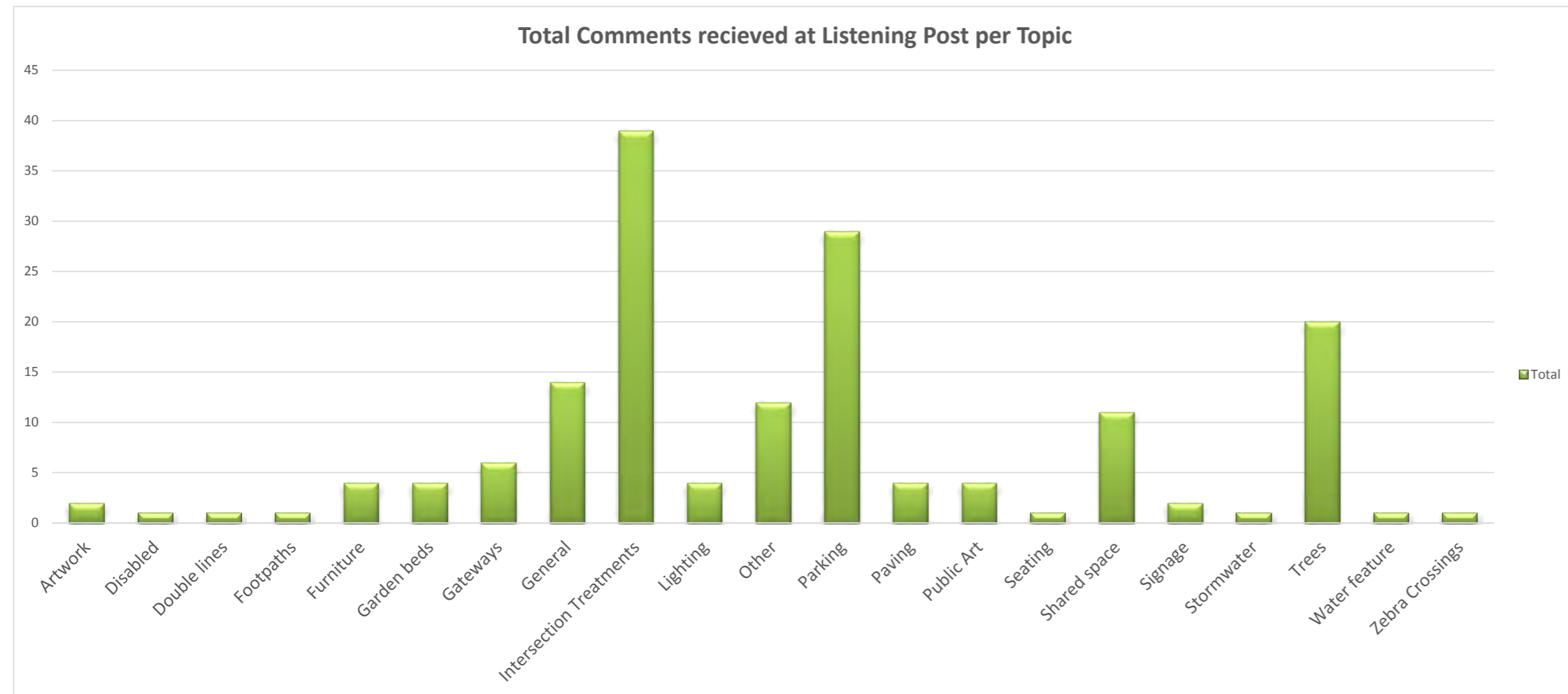
2.3 Listening Post

The Listening Post was well attended throughout the day with over 40 community members asking questions of the Project Team and providing comments. While there was some feedback that was not in supportive of the Master Plan project itself, or some of the recommendations in the Draft Master Plan, the majority of the feedback was positive and supported the Draft recommendations.

Recording the themes that were discussed has enabled assessment of the most prevalent topics for the community at the Listening Post. As shown on the chart below, the 'hot topics' were intersection treatments, parking and trees.

The chart also shows that 'other' and 'general' comments scored highly. These comments were around cleanliness of the town centre, maintenance and comments in relation to areas outside the Master Plan Study area.

Comments received are included in Appendix 1.



2.4 Consultation Summary

KEY ACTIONS / RECOMMENDATIONS	SUMMARY OF CONSTRUCTIVE FEEDBACK RECEIVED	SUGGESTIONS INCLUDED IN FINAL MASTER PLAN	ISSUES THAT REQUIRE FURTHER COUNCIL AND COMMUNITY CONSIDERATION AND CONSULTATION
<p>Business Centre Gateways</p>	<ul style="list-style-type: none"> • Significant support for gateways to attract traffic into the Business Centre. • Primary sculptural signage locations supported. • Secondary sculptural signage at key streets only (Larmer, Audley, King). • Suitable trees to be considered at Gateways. • Some people do not support art forms at gateways. • Low, attractive garden bed planting. 	<ul style="list-style-type: none"> • Secondary sculptural signage removed from Elwin Street. • Tree species at Gateways will be the same species that are proposed for the streets. • Art forms at Gateways will be incorporated into sculptural signage. The Master Plan recommends sculptural signage at these locations, not public art. 	<ul style="list-style-type: none"> • Preparation of a Narrandera Signage Strategy that incorporates Town Centre Gateways, Primary and Secondary shopping precinct signage, and wayfinding and interpretive signage to establish a cohesive and consistent signage suite for Narrandera.
<p>Signage</p>	<ul style="list-style-type: none"> • Improve signage to the public toilets in Keisling Lane and to the Medical Centre. • Remove all existing signage that would be superseded by new signage. • Keep signage uniform and consistent and minimise overcrowding of streets with signage. • Some concern the effect removing A-Frame signs from the Highway adjacent to the Park for some businesses. • Good quality signage board with streets and places of interest, plus chemists, supermarkets etc and on the footpath, not on the road • Larger signage on Cadell Street pointing to Library. • Directional signage to RSL. • Maintenance & upkeep must be carried out to ensure banners are changed regularly and remain current, and in good condition. 	<ul style="list-style-type: none"> • Community notice board near Post Office to be a traditional style notice board that is contemporary in design and is in accordance with the Narrandera Signage Strategy. • Reference to improve signage to Kiesling Lane toilets and Medical Centre. • Reference in Design Guidelines that signage is to be a combination of clear text and symbols that are easily understood. • Review existing signage directing traffic from Cadell Street to Library and enhance prominence through additional signage if deemed necessary by relevant parties. • Review existing signage directing traffic from Cadell Street to RSL and enhance prominence through additional signage if deemed necessary by relevant parties. • Reference to on going maintenance and regular changing of banners. 	<ul style="list-style-type: none"> • Preparation of a Narrandera Signage Strategy that incorporates Town Centre Gateways, Primary and Secondary shopping precinct signage, and wayfinding and interpretive signage to establish a cohesive and consistent signage suite for Narrandera. • Following installation of Business Centre Gateway signage, manage use of A-Frame signage on highway through consultation with business operators.

KEY ACTIONS / RECOMMENDATIONS	SUMMARY OF CONSTRUCTIVE FEEDBACK RECEIVED	SUGGESTIONS INCLUDED IN FINAL MASTER PLAN	ISSUES THAT REQUIRE FURTHER COUNCIL AND COMMUNITY CONSIDERATION AND CONSULTATION
<p>Street Trees</p>	<ul style="list-style-type: none"> • Some of the feedback received in relation to street trees was related to how tree planting will impact quantity of parking spaces. There was some community concern that street trees will reduce quantity of car parking spaces. • Significant support for tree planting in East Street and connecting side streets. • Support for tree planting in Larmer Street. • Ensure trees have appropriate sub surface growing conditions and root management to minimise impact on services and hard infrastructure. • Ensure that tree surrounds are pleasing & aesthetically in keeping with town's age & heritage. • Consider power lines in tree proposals with a view to reducing branch lopping in the future. • Support for staged implementation program that would see some existing trees removed to allow for cohesive tree avenue. • Maintenance to keep streets clean. Encourage shop owners to use blowers knowing there will be a leaf collection. • Maintenance of trees structure and health. 	<ul style="list-style-type: none"> • Note clarifying that the installation of additional street trees will have limited impact on existing quantity of parking spaces given the proposed tree planting is in locations that are currently 'no standing' spaces. • Note that staged tree replacement and implementation program will review priority streets in conjunction with Capital Works program and will involve removal of some trees to enable planting of consistent tree species at regular spacings. • Amendments to tree species. 	<ul style="list-style-type: none"> • Development of tree planting specifications to be integrated into Detailed Design (as outlined in the Design Guidelines). • Preparation of a Business Centre / Town Street Tree Strategy to establish future vision for tree planting in Narrandera. The Street Tree Strategy should cover proposed species, planting locations, densities, tree planting specifications / technical notes and on going management and maintenance plans.
<p>Garden Beds</p>	<ul style="list-style-type: none"> • Significant support for garden beds as features of the streetscape. • Community desire for colour / texture variation and low maintenance plantings. • New garden beds to respond to / build upon existing garden bed appearance. • Some feedback that garden beds be at certain intersections only, however this will limit impact and consistency of streetscape treatments. • Support for uniform planting suitable for Narrandera streetscape conditions. • Comments around ensuring professional planning, design & planting. • Programmed management for Council staff. <p>*note many comments received for Garden Beds under 'Intersection Treatments'</p>	<ul style="list-style-type: none"> • Densities for garden bed planting included to ensure maximum visual impact and reduce maintenance obligations. 	<ul style="list-style-type: none"> • Development of garden bed details and specifications that take into account planting medium, plant materials and densities, irrigation, drainage and on going management and maintenance plans. • Development of a Water Sensitive Urban Design strategy for the Business Centre that incorporates best practice stormwater management including Rain Gardens.

KEY ACTIONS / RECOMMENDATIONS	SUMMARY OF CONSTRUCTIVE FEEDBACK RECEIVED	SUGGESTIONS INCLUDED IN FINAL MASTER PLAN	ISSUES THAT REQUIRE FURTHER COUNCIL AND COMMUNITY CONSIDERATION AND CONSULTATION
<p>Buildings and Shop Fronts</p>	<ul style="list-style-type: none"> • Keep footpath clean. • Address the look and feel of vacant shops. Consider using shop fronts and glass as a point of interest to visitors and tourists. Large decals displaying our current attractions and heritage photos. • Enlarge Heritage displays that are currently in Keisling Lane. • Be aware of insurance & public liability issues for landlords. 	<ul style="list-style-type: none"> • Recommendation for water points to be provided along the streetscape to allow property owners / tenants to wash down footpaths. 	<ul style="list-style-type: none"> • NSC to encourage community pride in building appearance. • Implementation of Master Plan Priority Actions to develop a sense of confidence in property owners and tenants.
<p>Stormwater</p>	<ul style="list-style-type: none"> • Stormwater upgrade is highly important. • Keep storm water drains clear of rubbish. • Some comments were made that stated Narrandera CBD drainage is not an issue and that the CBD has never flooded. The Master Plan acknowledges that this is incorrect. 	<ul style="list-style-type: none"> • Recommendation for development of an Integrated Water Cycle Management Plan for the Narrandera Business Centre. 	<ul style="list-style-type: none"> • NSC Communication to the community around the importance of stormwater upgrades. • Development of an Integrated Water Cycle Management Plan for the Narrandera Business Centre that establishes and provides direction for best practice stormwater management.
<p>Intersection Treatments</p>	<ul style="list-style-type: none"> • Support for blisters and pedestrian refuges, with many noting the blister and refuge between Post Office and NAB has improved pedestrian access and safety. • Some did not support blisters or pedestrian refuges, claiming that they are a hazard for vehicles. • Design of ramps and blisters to be wide enough to cater for ride on scooters and wheel chairs. • IGA corner is a priority. • Suitable seating on corners. • Visibility of people and other traffic, from cars, buses and trucks. • Consider community attitudes towards provision of seating in the Business Centre in terms of anti social behaviour focused around seats. 	<ul style="list-style-type: none"> • Note that design of blisters / kerb outstands and pedestrian refuges to cater for wide prams / scooters / wheelchairs. • Detailed Design to consider large vehicle turning movements. • Detailed Design to inform locations and quantities of seating. • Garden bed planting of low growing/groundcover species to ensure driver and pedestrian vision is maintained. 	<ul style="list-style-type: none"> • NSC communication with the community on the importance and economic benefit of a pedestrian friendly Business Centre. • Establish ways to minimise and police antisocial behaviour around seating.

KEY ACTIONS / RECOMMENDATIONS	SUMMARY OF CONSTRUCTIVE FEEDBACK RECEIVED	SUGGESTIONS INCLUDED IN FINAL MASTER PLAN	ISSUES THAT REQUIRE FURTHER COUNCIL AND COMMUNITY CONSIDERATION AND CONSULTATION
<p>Intersection Treatments – roundabouts</p>	<ul style="list-style-type: none"> • Support for roundabouts in terms of <ul style="list-style-type: none"> – slowing vehicle speed – improved vehicle accessibility – improved pedestrian crossing locations (safety and connectivity) – visual appeal of garden beds and trees at roundabouts. – Roundabout at Elwin Street assists Ambulance egress from station. – Roundabout at Elwin Street reduces vehicle speed within close proximity of entering East Street from Whitton Street. – Roundabout at Elwin Street enables u turns of vehicles at top end of East Street, including support from Rod Run. – Blisters would assist pedestrians access to Library and IGA. – Blisters would assist pedestrians crossing Douglas Street. – Audley Street main entrance to town from Leeton Road, and to enhance visual appeal of southern end of East Street. • Some concern in relation to proposed roundabouts in terms of <ul style="list-style-type: none"> – quantity / locations proposed – size of roundabouts / width of street – visibility for drivers – impact on Rod Run event – maneuvering long vehicles – loss of parking – cost to Council and ratepayers – Larmer Street not a very busy corner; grade of road at this intersection may impede safety, particularly caravans; retain existing lamp post and median strip. 	<ul style="list-style-type: none"> • Reviewed quantity and locations of roundabouts. Roundabouts are proposed at <ul style="list-style-type: none"> – Elwin Street / East Street intersection. – Audley Street / East Street intersection. 	<ul style="list-style-type: none"> • Communication with community in relation to the benefits of roundabouts including traffic and pedestrian safety and management. • Potential for future roundabout at Douglas Street. • Potential for future roundabout at Bolton Street (if Shared space is not implemented).

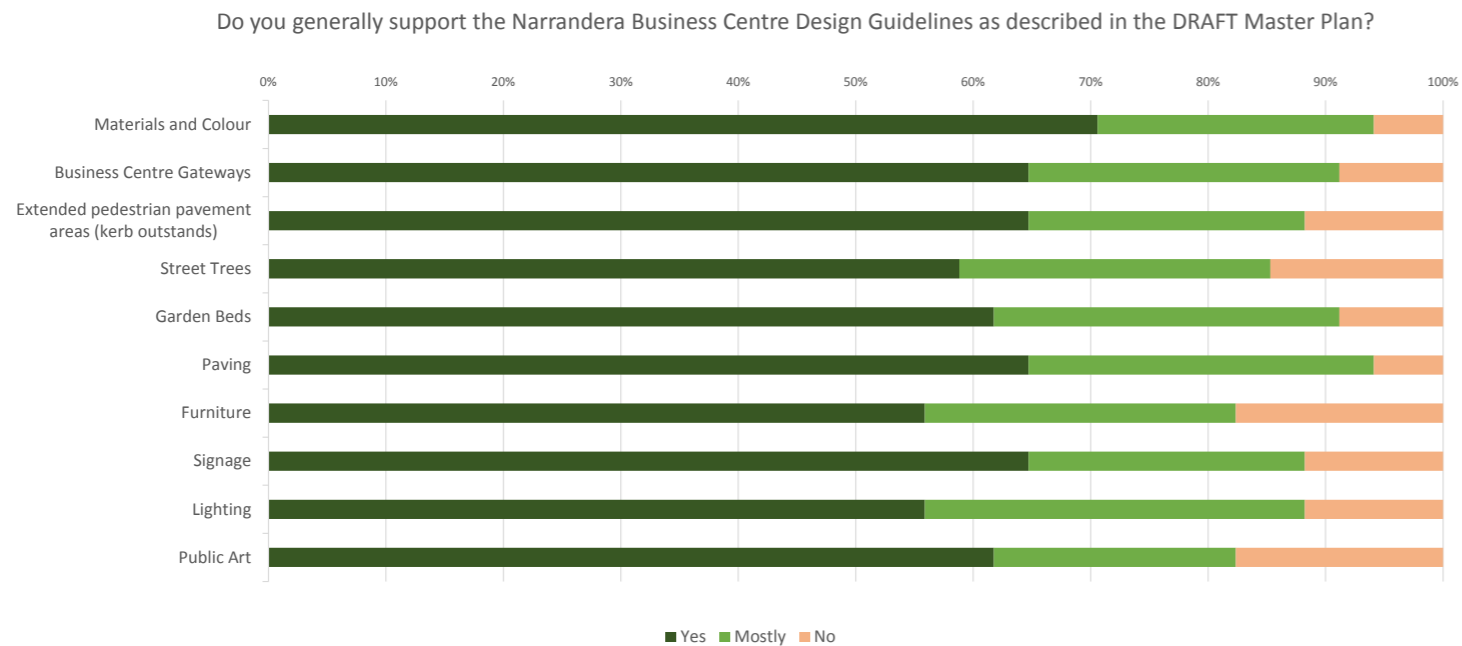
KEY ACTIONS / RECOMMENDATIONS	SUMMARY OF CONSTRUCTIVE FEEDBACK RECEIVED	SUGGESTIONS INCLUDED IN FINAL MASTER PLAN	ISSUES THAT REQUIRE FURTHER COUNCIL AND COMMUNITY CONSIDERATION AND CONSULTATION
<p>Pedestrian Activity Areas</p>	<ul style="list-style-type: none"> Existing 50km/h speed limit rarely attainable, except when street is vacant. Support for and against proposal for 40km/h speed limit in East Street. Retain existing speed limit of 50 km/h and implement other recommended actions to enhance pedestrian safety. Support for Shared space proposal in terms of <ul style="list-style-type: none"> innovative idea potential to create urban square set narrandera town centre apart from other towns raising the road level and removing the kerb in the shared area will assist pedestrians in moving to and from their cars to the footpath. Support against Shared space proposal in terms of <ul style="list-style-type: none"> potential confusion for drivers and pedestrians pedestrian safety stormwater management and flood mitigation separation of pedestrians and vehicles, parking bay delineation innovative idea that challenges status quo and as such presents a different approach unfamiliar to some. 	<ul style="list-style-type: none"> Retain existing speed limit in the short term. Long term, reconsider establishing 40km/h speed limit in East Street. Retain Shared space as outlined in Draft Master Plan. 	<ul style="list-style-type: none"> Implementation of traffic and pedestrian management measures may suitably reduce vehicle speeds. Review and monitor vehicle speeds in the future.
<p>Pedestrian Zebra Crossings</p>	<ul style="list-style-type: none"> Some support for realigning pedestrian crossings. Location of pedestrian crossings is dependent upon outcomes of Shared space implementation. Moving the pedestrian crossings at the Bolton Street intersection will result in the loss (of approximately) 8 car parking spaces. Retain mid block pedestrian crossing at Kiesling Lane. Improve crossing points at Post Office and Bakery. Some concern in relation to the raised pedestrian crossing near Keisling Lane as this is situated at drainage low point. Suggest that the pedestrian crossings be located at the start of the shared spaces, which has the potential to reduce vehicle speeds entering the Shared space. Support for appropriate placement of zebra crossings but would not like to see less car parking spaces. 	<ul style="list-style-type: none"> Detailed Design of Intersections and Shared space area to accord with Australian Standards for pedestrian crossing locations. Pedestrian crossing alignment reviewed and amended. 	

KEY ACTIONS / RECOMMENDATIONS	SUMMARY OF CONSTRUCTIVE FEEDBACK RECEIVED	SUGGESTIONS INCLUDED IN FINAL MASTER PLAN	ISSUES THAT REQUIRE FURTHER COUNCIL AND COMMUNITY CONSIDERATION AND CONSULTATION
<p>Parking</p>	<ul style="list-style-type: none"> • Community perception that there is not enough parking in Narrandera’s Business Centre. • General perception by the community that retail and Council workers use car parking spaces in prominent locations for all day parking that limits availability of parking spaces for others. • Concern within the community that parking spaces will be ‘sacrificed’ to tree planting. • Support for ‘park and walk’ culture within Narrandera, and some appreciation of the health and economic benefits this would provide. • Moderate support for timed parking at key locations within the Business Centre. Comments were also received that noted caution in relation to enforcement of timed parking and the ‘ill will’ that this may cause towards Council. • Support for retaining 45 degree nose in angle parking throughout Business Centre. • Suggested parallel parking within Shared space to maximise pedestrian area and differentiate Shared space as key activity area. • Consider use of bollards and/or wheel stops in Shared space to manage car parking. Suggestion also made to consider tactile surface treatment as visual and audible cue to drivers when parking. • Comment to utilise laneways for taxi pick up and loading zones. • Support for two disabled parking spaces per block (one on each side of the street). • Moderate support for centre double lines in East Street to restrict u-turns in and out of parking spaces. Some perception amongst the community that such u-turns are not a safety issue. • Suggestions to include centre median with planting to restrict u-turns and provide aesthetic outcome. Capacity for maintenance and traffic management issues associated with such a central median limit viability of such a proposal. • Coach parking in Bolton Street (east of East Street) is important. • Extend times of Loading Zone at Kiesling Lane. • Designated taxi rank (1 car space) in East Street near Coles, and near Medical Centre. • Support for Recreational Vehicle parking in Cadell Street. 	<ul style="list-style-type: none"> • Detailed design to consider use of bollards and/or wheel stops and/or tactile surface treatments for parking management within Shared space. • Clarify that proposed locations for street trees are generally in areas that are currently not available for car parking. • Designated taxi rank (1 car space) in East Street near Coles and 1 car space near Medical Centre. • Detailed design to confirm location of Zebra crossing in both East and Bolton Streets to minimise reduction of car parking spaces in these locations. 	<ul style="list-style-type: none"> • Setout of parking spaces, disabled parking spaces, loading zones and taxi rank to be confirmed in detailed design phase. • Implementation and enforcement of timed parking limits in key locations. • Encourage employees to park in side streets for long term parking. • Advocate for street trees in Narrandera’s Business Centre to inform the community of the multiple values and benefits to communities provided by street trees, building upon the reputation as the ‘Town of Trees’. • NSC purchase of property suitable to develop a car park.

KEY ACTIONS / RECOMMENDATIONS	SUMMARY OF CONSTRUCTIVE FEEDBACK RECEIVED	SUGGESTIONS INCLUDED IN FINAL MASTER PLAN	ISSUES THAT REQUIRE FURTHER COUNCIL AND COMMUNITY CONSIDERATION AND CONSULTATION
<p>Paving</p>	<ul style="list-style-type: none"> • Support for paving proposals. • Encourage shop owners to clean pavements. • Improve and increase access for wheelchairs / prams throughout the Business Centre. 	<ul style="list-style-type: none"> • Notation regarding appropriate and easy access for wheelchairs at kerb ramps, cross overs and pedestrian refuges. 	<ul style="list-style-type: none"> • Consider footpath in King Street (eastern section).
<p>Furniture</p>	<ul style="list-style-type: none"> • Community concern around provision of seating within the Business Centre and the potential for the focal point for anti social behaviour and gathering that seating may provide. • Seating to consider safety in design (such as near ATMs or similar). • Consider including tables as part of street furniture suite. • Vandalism of street furniture may occur. 	<ul style="list-style-type: none"> • Tables included in street furniture suite. • Street furniture to be implemented in line with Master Plan and Design Guidelines. 	<ul style="list-style-type: none"> • On going management and maintenance of street furniture installations.
<p>Lighting</p>	<ul style="list-style-type: none"> • Support for long term installation of LED Catenary lighting in East Street and Bolton Street. • Suggestion for fund raising by community groups for initial costs of new lighting. • Support for new road lighting. • Many considered music in Business Centre unwarranted and potential noise pollution. • Suggestions for town centre PA system for street events, and potential for music at such events. • Low priority – install other key elements first. • Use of solar powered lighting to reduce running costs. 	<ul style="list-style-type: none"> • Music to be considered as part of special events. • Potential for solar powered lighting. 	<ul style="list-style-type: none"> • Review need for option of music in the main street, particularly during detailed design phase of lighting installation to capture economies available for combined lighting / music installation.
<p>Water</p>	<ul style="list-style-type: none"> • Water not considered a priority for most. • Low priority – spend money on other key elements first. • Potential for vandalism. • Concern around installation, maintenance and running costs. 	<ul style="list-style-type: none"> • Future consideration of potential water installations, subject to available funding and implementation of priority actions. 	<ul style="list-style-type: none"> • Establish Priority works and consider water elements if required during detailed design phases of work.
<p>Public Art</p>	<ul style="list-style-type: none"> • Support for Public Art and Cultural expression. • Public Art to cover a range of cultural themes. • Consider short term installations for change and variety. • Concern about vandalism. 	<ul style="list-style-type: none"> • Public Art will be considered in light of other priorities. 	<ul style="list-style-type: none"> • Commissioning, selection and management by an appropriately constituted Council and Community panel with access to relevant professional advice.

2.6 Design Guidelines

There was general support for the Design Guidelines as shown in the following chart. The charts have been extracted from the results of the Feedback Survey.



2.7 General Comments

There was generally positive support for the Draft Master Plan, as shown in the following comments which were included by respondents in the free text boxes at the end of the Feedback Survey and provided at the Listening Post.

- Upgrading the main street needs to be done.
- Anything would be an improvement.
- Love the whole concept of what is being offered for the main street.
- Overall like the plan. All for change. The main street needs upgrading.
- Something has to be done. The main street needs improving.
- Think it is a great idea – needs to be done.
- Incorporate Kiesling Lane into Plan with water and improve aesthetic, Keep country feel.
- Shared Space is a good idea.
- First give full attention to main street footpaths.
- Public art - one grand statue or perhaps a clock as Leeton and Lockhart have.
- This should prove one of the top country towns of future when it eventuates.
- Great start. Strong communication. Ensure the plan has a set time line.
- Many of the ideas presented in the draft business centre master plan such as shared zones will help the Shire position itself as a unique place to live and visit. The last thing we want is to look like every other town in NSW. I recently spoke to a business owner from abroad looking to relocate. They indicated they had seen the draft master plan on the website and were enthused by our forward thinking for the main street. It is pleasing to see that upgrades to the main street will likely have a positive economic flow on.
- Council has the opportunity to create a competitive advantage for Narrandera over other local towns, please accept the challenge and embrace this concept in its entirety.
- This is long overdue and hope this is completed in timely manner. Narrandera needs an update.
- I think this needs to be presented many times to the residents and business owners of Narrandera. We need to see beyond our own needs and look at being appealing to a diverse group of people. Remind businesses that if we look to only suit ourselves, ourselves is all we'll have. Businesses can not thrive on local trade only. I'm am disappointed to see a business owner more concerned about a loss of parking space in front of their business rather than the potential relocation of a pedestrian crossing for the purpose of reducing the hazards posed to pedestrians.
- If only one enhancement occurs, it MUST be the motif patterned intersection of East and Bolton with overhead LED. Imagine the intersection lit for Xmas and carols by candlelight on the intersection.....stunning.
- A mini park with children's play equipment and seating with shade on one of the blisters would be good to add a place for people to rest and socialise.
- Thank you to Narrandera Shire Council for undertaking this initiative which I believe, when funded and implemented, would enhance residents' satisfaction with the Business Centre and will lead to improved visitor experience and therefore revitalise the Narrandera Business Centre. The themes can also then be applied to the streets and blocks on the east side of East Street so everyone wins.
- Great idea to overall plan in place even if only implemented in stages.
- Not to crowd our street and to dress up without hurting it's existing heritage.
- Love the whole concept of your plan. Well done to all involved. I hope you have the full support of all concerned
- Well done. It is simple yet will be effective.

2.8 Feedback on Preliminary Priorities

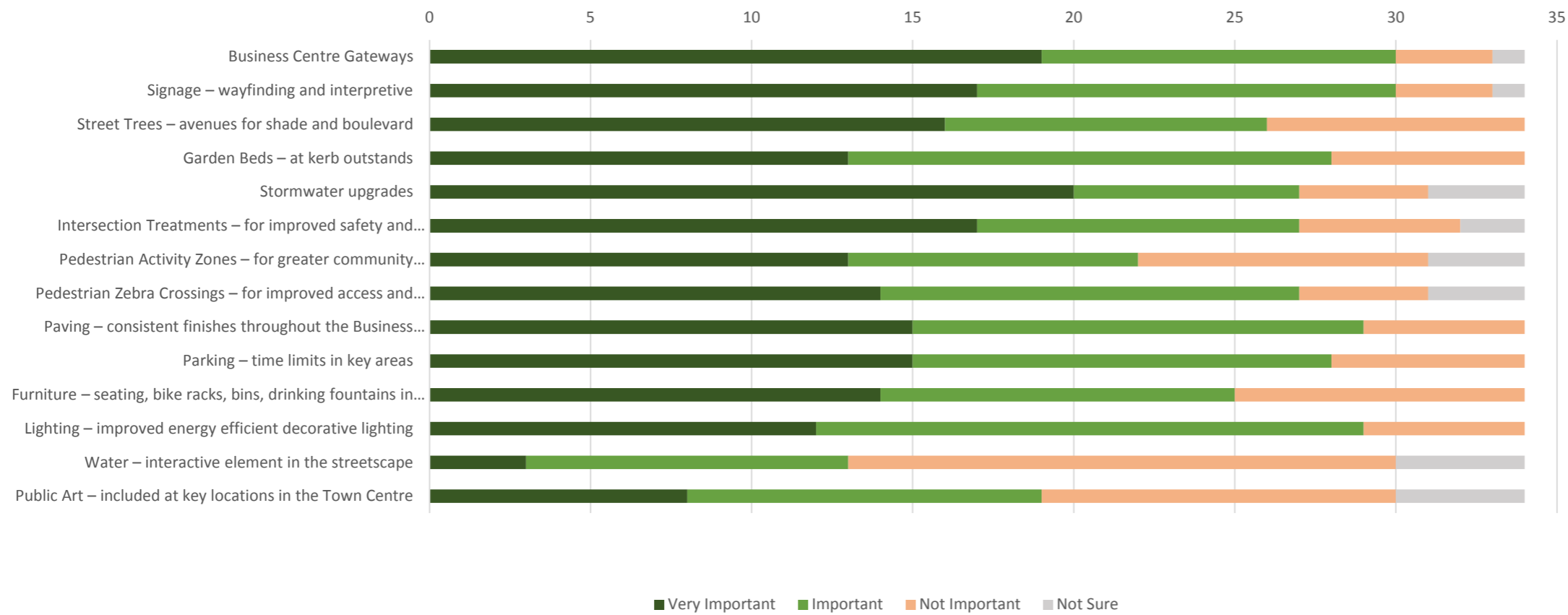
The Feedback Survey asked respondents to rank Key Actions in order of importance. The following chart demonstrates that the top three Very Important Key Actions are

- Stormwater Upgrades
- Business Centre Gateways
- Signage / Intersection treatments.

The least Important Key Actions (based on the Feedback Survey results only) are:

- Water – interactive element in the streetscape
- Public Art

Please rank the Key Actions in order of importance to you.



3. Master Plan – Key Actions

3.1 Recommendations



The Narrandera Business Centre Master Plan outlines several Key Actions to be achieved for Town Centre streetscape upgrades. The Key Actions address streetscape elements that apply across the Business Centre, as well as specific recommendations for key locations within the Business Centre precinct.

Key Actions are to be considered in conjunction with each other and the Design Guidelines to ensure a consistent and cohesive approach to the development and management of Town Centre upgrades.

It should be emphasised that prior to implementation of any works, detailed design and documentation for works should be undertaken to establish standards and accurate budgets for construction.

The Key Actions are outlined below and selected Actions are illustrated on the following detail plans.

Appearance and Legibility of Town Centre

1. Business Centre Gateways

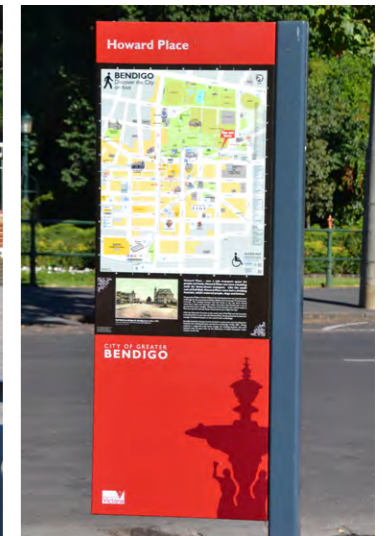
- a. Signify key entries to Business Centre with Gateway treatments that include kerb outstands with sculptural (primary) shopping precinct signage, brick paving, tree and garden bed planting. Provide at grade textured paving in roadway as visual and audible cue to vehicles that they are entering a high pedestrian activity area. Tree and garden bed planting is to be in accordance with recommended tree and plant species as outlined in Design Guidelines.
- b. Signify alternative entries to Business Centre with (secondary) shopping precinct signage.
- c. Work with businesses to remove 'A' frame signage clutter on highway in light of new Business Centre Gateway signage.

2. Signage

- a. Provide pedestrian scale wayfinding and interpretive signage at key locations within the Business Centre. Include improved directional signage to Kiesling Lane, public amenities and Medical Centre.
- b. Review existing fixed signage throughout the Business Centre with a view to removing unnecessary signage, reducing quantity of signage poles and reducing visual clutter.
- c. Retain existing banner across East Street at Bolton Street to advertise local events. Ensure banner is updated on a regular basis to promote current events.
- d. Provide new community notice board within kerb outstands outside Post Office. The notice board will be a traditional style notice board that is contemporary in design and in accordance with the Narrandera Branding and Signage Strategy.
- e. Establish uniformity in wayfinding and interpretive signage that is in accordance with the Narrandera Branding and Signage Strategy.
- f. Continue use of banners on light poles to advertise local events. Ensure timely and regular replacement of banners to promote current events.
- g. Review existing signage directing traffic from Cadell Street to Library and RSL. Enhance prominence through selective additional signage if deemed necessary by relevant parties.

3. Street Trees

- a. Enhance presence of street trees as key feature of Business Centre and reinforce the 'Town of Trees' character through installation of consistent tree species in regular spacing and locations.
 - Achieve a legacy of street trees in Business Centre that provide shade and amenity for future generations to benefit from for up to 50 – 100 years.
 - Undertake staged street tree planting and replacement program in conjunction with road upgrades and other works. The implementation program will review priority streets in conjunction with Capital Works programs and will involve removal of





- some trees to enable planting of consistent tree species at regular spaces to achieve optimum streetscape improvements.
- Distinguish intersecting streets with uniform plantings of different species. Tree species are to be selected based on resilience and suitability to Business Centre environment, Narrandera's climate and trees that achieve maximum canopy possible within the street. Refer Design Guidelines for further details.
- Street trees will be located in kerb outstands and in parking lane (roadway) to achieve maximum canopy cover over footpaths and roadways.
- Street tree locations proposed in the Master Plan will have limited impact on existing parking space quantities due to the fact that trees will be generally located in kerb outstands and adjacent laneways where current 'no stopping' rules apply.
- Ensure longevity and reduce maintenance obligations by providing appropriate sub surface growing conditions and appropriate surface and above surface treatments. Trees will be provided with an adequate supply of loose, well aerated, moist and uncompacted soil to allow the trees' roots to obtain nutrients, oxygen and water – which are essential for healthy tree growth.
- Incorporate Water Sensitive Urban Design into tree planting designs wherever feasible.

4. Garden Beds

- a. Garden beds will be an important feature of Narrandera's Business Centre and will be constructed in extended pavement areas, generally at intersections and adjacent pedestrian crossing locations.
 - Incorporate Water Sensitive Urban Design (WSUD) into garden bed works. Wherever feasible, garden beds will be rain gardens which will reduce the flow of suspended solids, nutrients and pollutants from the road pavement into receiving waterways.
 - The layout of new garden beds will complement pedestrian movement, footpath activity, and appropriate separation between pedestrians and vehicles.
 - Garden bed planting will provide strong visual impact through mass planting of appropriate species and incorporate tree planting where practical. Refer Design Guidelines for further details.
 - Planting will recognise the environmental and sustainability objectives of Narrandera Shire Council as outlined in the Community Strategic Plan 2012 – 2030.

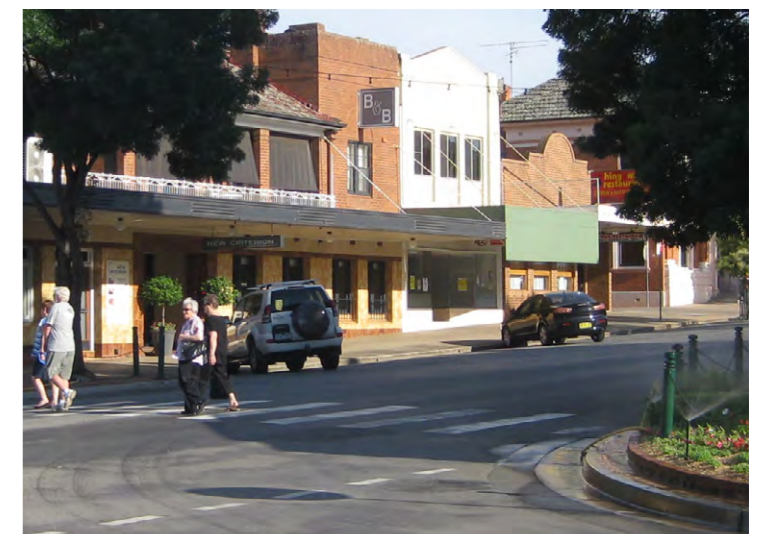
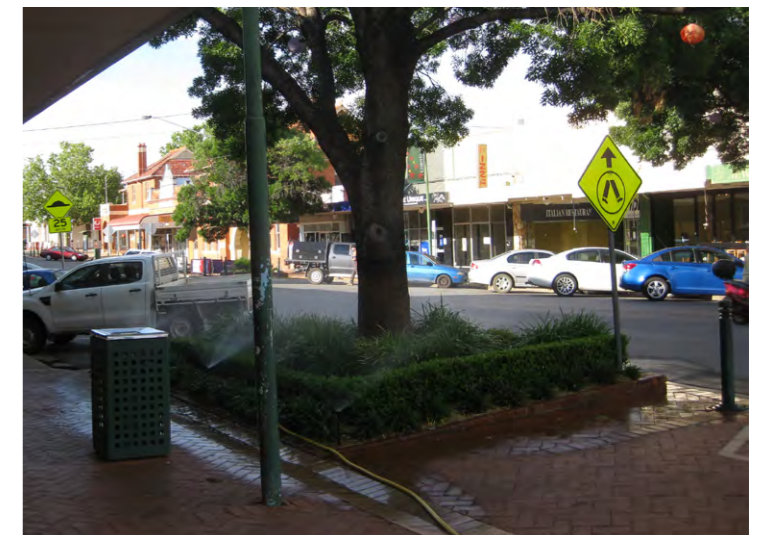
5. Buildings and Shop fronts

- a. Encourage and work with property owners to improve appearance of buildings through structural improvements, painting and signage.
- b. Work with property owners and the community to utilise empty shop fronts for display of community activities, events and achievements.
- c. Provide water points along the East Street to allow property owners / tenants to wash down footpaths.

Streetscape layout and functions

6. Stormwater

- a. Improve stormwater drainage and management through new kerbs, gutters and pipe work. Capture opportunity for incorporation of Water Sensitive Urban Design principles for best practice water cycle management and demonstration of Narrandera Shire Council's commitment to environmental sustainability.
- b. Develop an Integrated Water Cycle Management Plan for the Narrandera Business Centre to establish and provide direction for best practice stormwater management.





7. Intersection treatments

- a. Modify selected intersections through installation of roundabout to improve traffic and pedestrian safety with the added benefit of managing vehicle speeds through physical design. Allow for appropriate large vehicle maneuvering requirements in roundabout design.
- b. Extend pedestrian pavements at intersections to narrow pedestrian crossing distances to improve safety, comfort and connectivity for pedestrians.
 - Provide pedestrian refuges at crossing locations.
 - Ensure that the design of pram ramps and pedestrian refuges cater for wide prams, scooters and wheelchairs.
 - Cater for large vehicle turning movements in design of intersections.
- c. Provide trees, garden beds and furniture (seating, bins, bicycle racks, wayfinding signage) to extended pavements to improve visual and pedestrian amenity.
 - Detailed design to inform locations and quantities of seating and other street furniture. Refer Design Guidelines for more details.
 - Garden bed planting will be of low growing species to ensure driver and pedestrian visibility and sight lines are maintained.



8. Pedestrian Activity Areas

- a. Retain existing 50km/h speed limit in East Street in the short term. Following implementation of Intersection Treatments and other related Key Actions described in the Master Plan, consider liaison with Roads and Maritime Services to establish 40km/h 'High Pedestrian Activity Area' speed limit in East Street if required.
- b. Create trafficable *Shared space* in East Street from Bolton Street (including intersection) to Twynam Street, where slow traffic allows a blending of pedestrians, cyclists and vehicles at all times.
 - Use decorative and/or permeable paving as a stable and trafficable surface. Incorporate relevant local cultural themes into paving design.
 - Install raised textured road paving with gentle grade at northern and southern extents of Shared space to achieve single surface pedestrian and vehicle pavement.
 - Maintain 45 degree nose in angle parking (between Bolton and Twynam Streets) while providing feature paving, seating, garden bed and tree planting within full extent of Shared space.



9. Pedestrian Zebra Crossings

- a. Shift location of existing zebra crossings in East Street (outside Coles) and Bolton Street (also outside Coles) to allow for safe offset distance from intersection at East / Bolton Streets.
 - Design of Intersection Treatments, Shared space and location on zebra crossings to be in accordance with Australian Standards.
 - Zebra crossings will be included within Shared space area to provide at grade crossings for improved pedestrian access. Textured road paving will be provided on approach to crossings as shown on the plans as a visual and audible cue to vehicles with the added benefit of managing vehicle speeds.
- b. Retain mid block zebra crossing between Bolton and Twynam Streets within proposed Shared space (subject to further discussion with RMS).
- c. Define zebra crossings at Victoria Avenue intersections with East Street with appropriate zebra crossing line marking.



10. Parking

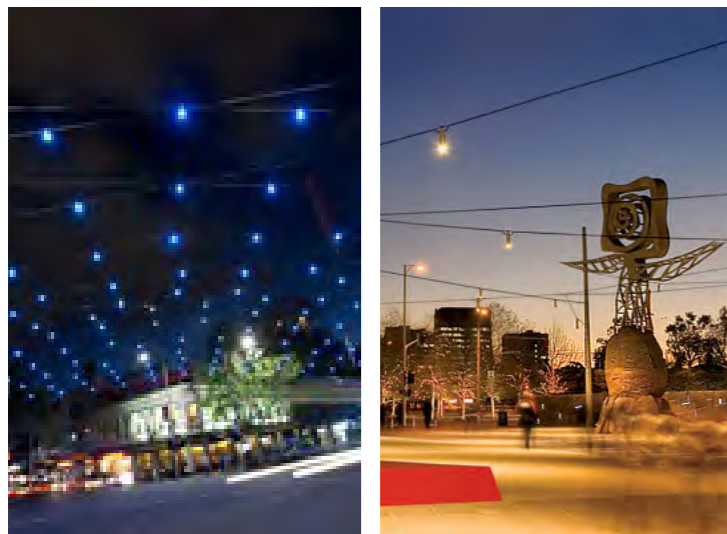
- a. Maintain 45 degree nose in angle parking in the Business Centre. Review need for wheelstops in detailed design phase. Include motorcycle parking bays where possible.
- b. Provide two disabled parking bays per block in East Street (one disabled parking space on each side of each block). Locate disabled spaces near Post Office, Pharmacies, Newsagent and physiotherapist.
- c. Provide additional disabled parking bays in side streets where slope of road is minimal for improved accessibility, particularly Douglas, Bolton and Twynam Streets within proximity to East Street.
- d. Provide line marking of double lines to East Street to restrict dangerous vehicle movements (u turns) into and out of angle parking spaces. Safe u turns can be achieved at roundabouts.
- e. Detailed design to consider use of bollards and/or wheel stops and/or tactile surface treatments for parking management within Shared space.
- f. Designate 1 car space for taxi rank in Bolton Street near coles and 1 car space near Medical Centre. Confirm appropriate locations for additional loading zones for taxi use (if required) at key locations such as Murrumbidgee Hotel, Charles Sturt Hotel and Pharmacies.
- g. Encourage 'park and walk' culture through provision of long term parking areas in side streets and improved connecting path linkages to East Street that provide shade and amenity.
- h. Improve parking availability and turnover through implementation and enforcement of timed parking limits in key locations (subject to further Council and community consideration and consultation).
- i. Provide defined Recreational Vehicle parking location on Cadell Street north of Visitor Information Centre, with appropriately located signage directing RV travelers to parking area.

Pedestrian and Streetscape Amenity

11. Paving

- a. Continue existing red and yellow brick paving theme through provision of brick paving in extended pavement areas (at intersections) to provide consolidated and consistent paving treatment to kerb outstands. Brick paving will extend from building line to back of kerb with feature yellow brick bands (subject to further detailed design).
- b. Establish new paving theme to pedestrian pavement areas between intersections of red brick paving with infill concrete panels. Brick paving will be along back of kerb and in perpendicular bands at regular intervals, between building line and kerb.
- c. Establish new paving theme to pedestrian pavement areas along the frontage of commercial premises in Douglas, Bolton and Twynam Streets.
- d. Retain concrete crossovers at laneway entries as a durable and trafficable surface. Signify laneway entries for pedestrians with brick paving bands and tactile ground surface indicators either side of concrete crossover.
- e. Retain concrete pathways and grass nature strips to pedestrian pavement areas along the frontage of residential (or similar) premises in Douglas and Twynam Streets.
- f. Establish feature decorative paving theme to Shared space at East Street / Bolton Street intersection that references local cultural heritage.
- g. Work with property owners and tenants to remove steps to shop fronts and provide internal ramp access.
- h. Ensure smooth transition and appropriate width at kerb ramps and crossovers.





- i. Link Business Centre pathways to the north, south, east and west.

12. Furniture

- a. Distinguish Narrandera's Business Centre with a cohesive and consistent street furniture theme with elements that provide a high quality public realm and are in accordance with the Master Plan Design Guidelines. Elements commonly described as street furniture include seating, bins, bollards, bicycle racks, water filling stations, tree grilles and barriers.
- b. Ensure furniture placement allows for freedom of pedestrian circulation, ensures pedestrian safety and provides for formal and informal seating within extended pavement areas (kerb outstands). Street furniture design and placement will be in line with the Design Guidelines and subject to future detailed design to confirm fabrication and installation requirements.
- c. Street furniture elements will be a combination of custom designed and fabricated items and 'off the shelf' (proprietary) items.
- d. Custom designed furniture will be of durable, streamlined design and will make reference to Narrandera's rural character. Custom seating may also be sculptural in form. Custom furniture will be manufactured by a commercial street furniture manufacturer, with the exception of bollards which will continue to be manufactured locally to current design.
- e. Proprietary items will be selected from commercial manufacturers and chosen on the basis that the items will be in keeping with Narrandera Shire Council standards and harmonise in the street to form a recognisable family of durable designs.

13. Lighting

- a. Maintain and improve festoon lighting in the short term, with a view to long term installation of efficient and effective decorative Catenary lighting. Use LED and solar lighting where possible and include ability for lights to change colour for seasonal and or special event variations.
- b. Provide Catenary lighting in Bolton Street to emphasise Business Centre connectivity with Newell Highway.
- c. Upgrade roadway lighting with new poles and luminaires.
- d. Provide feature uplighting of heritage buildings and significant trees, including Council Chambers Building. Work with property owners of key heritage buildings for feature uplighting of buildings. Establish maintenance and management regime to ensure ongoing feature and function of any lighting installations.
- e. Review lighting arrangements in Memorial Gardens with a view to enhancing lighting while being vandal resistant.
- f. Consider opportunities to provide lighting to laneways.
- g. Consider implementation of feature lighting with music (sound and light show) to add excitement and ambiance.

14. Water

- a. Provide water features in East Street as an interactive and cooling element in the streetscape where appropriate. Water features will be a combination of bubbling jets and misters, and located at the periphery of pedestrian areas with no pooling water. Water features may be included as part of public art installations in key pedestrian activity areas at East Street and Bolton Street Intersection, and within Shared space adjacent Kiesling Lane. Establish maintenance and management regime to ensure ongoing safe operation of any water features.

15. Public Art

- a. Enhance Business Centre through inclusion of appropriately commissioned and selected Public Art.



3.2 Town Context Plan


















Legend

- Business Centre Gateways with Primary Shopping Precinct Signage
- Secondary Shopping Precinct Signage
- Business Centre Master Plan Study Area
- Town Centre Gateways
 - Southern Gateway – on Newell Highway, south of Murrumbidgee River
 - Northern Gateway – on Newell Highway at eastern extent of Plane Tree avenue (near 100kmh sign)

3.3 Whitton Street – Elwin Street



Legend
















-  Street trees – Species type 1
-  Street trees – Species type 2
-  Street trees – Species type 3
-  Seating
-  Garden bed
-  Brick paving
-  Concrete with brick paving bands
-  Shared space paving with feature bands in East Street
-  Shared space feature paving at East Street / Bolton Street
-  Textured road pavement
-  Road
-  Water Feature
-  Roundabout with central garden bed and semi mountable textured pavement surround
-  Business Centre Primary Shopping Precinct Signage
-  Business Centre Secondary Shopping Precinct Signage



3.4 East Street / King Street

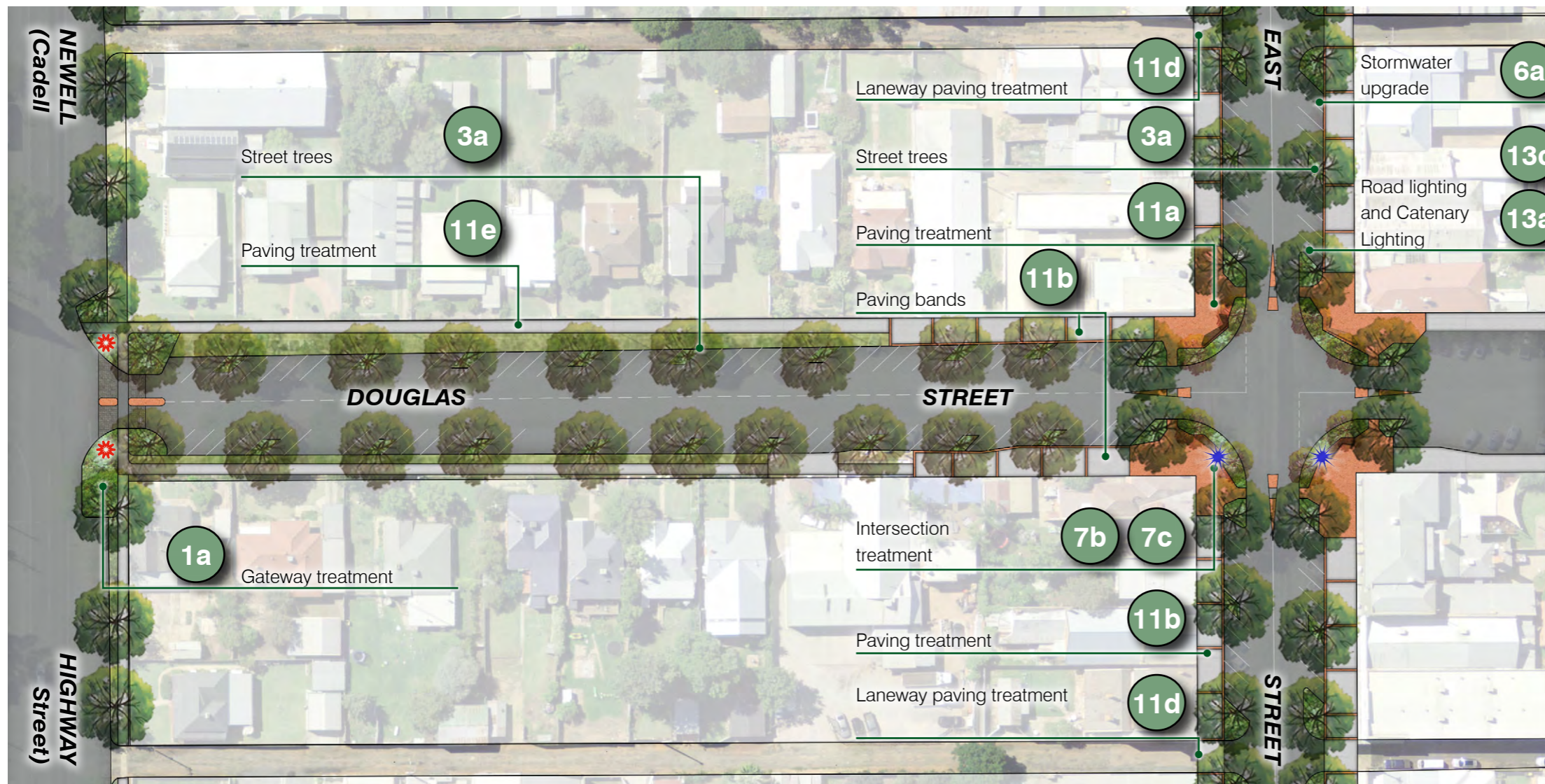


Legend

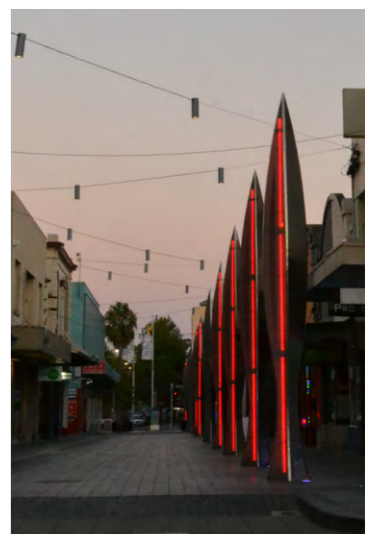
-  Street trees – Species type 1
-  Street trees – Species type 2
-  Street trees – Species type 3
-  Seating
-  Garden bed
-  Brick paving
-  Concrete with brick paving bands
-  Shared space paving with feature bands in East Street
-  Shared space feature paving at East Street / Bolton Street
-  Textured road pavement
-  Road
-  Water Feature
-  Roundabout with central garden bed and semi mountable textured road pavement surround
-  Business Centre Primary Shopping Precinct Signage
-  Business Centre Secondary Shopping Precinct Signage



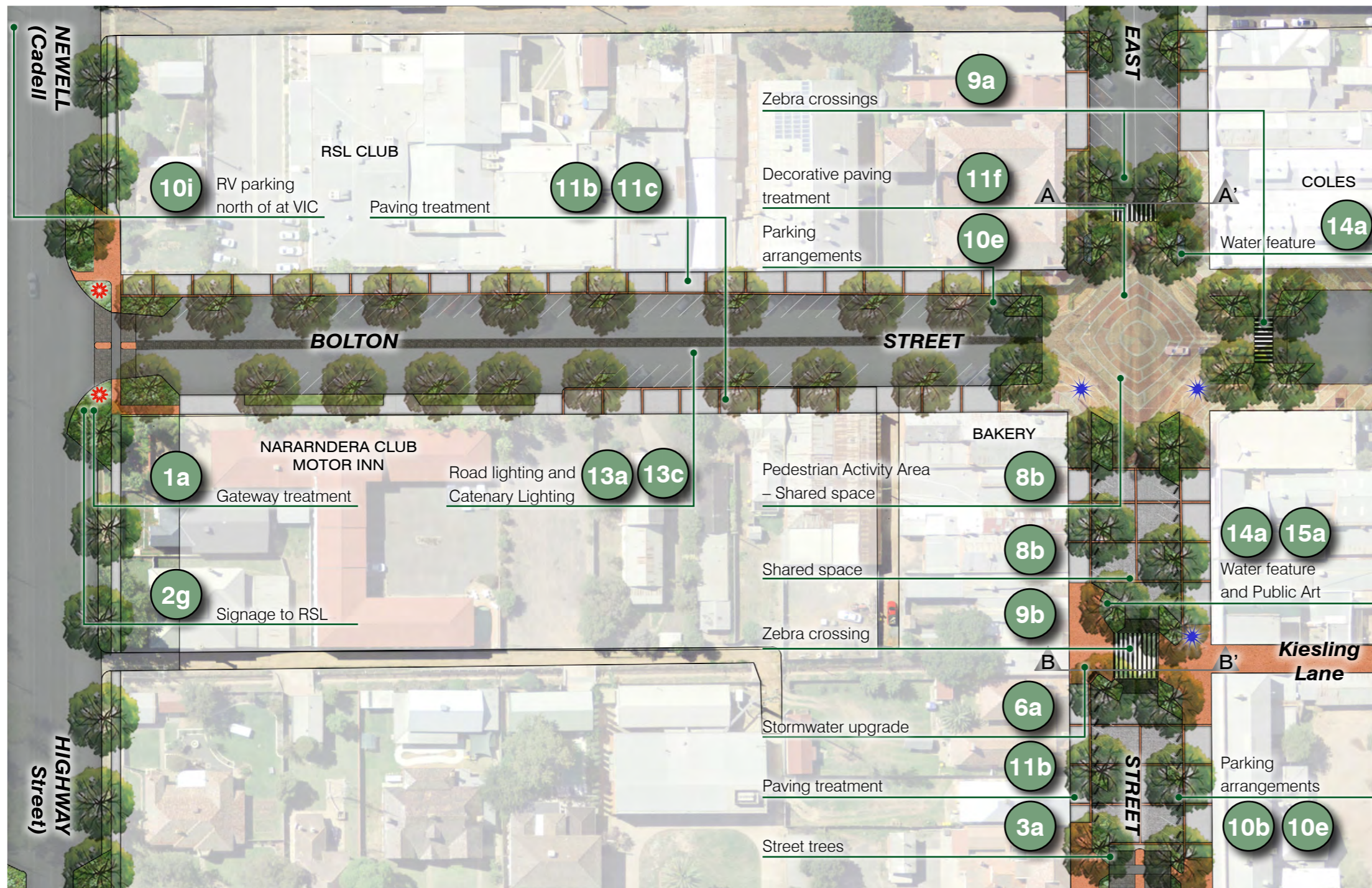
3.5 East Street / Douglas Street



- Legend**
- Street trees – Species type 1
 - Street trees – Species type 2
 - Street trees – Species type 3
 - Seating
 - Garden bed
 - Brick paving
 - Concrete with brick paving bands
 - Shared space paving with feature bands in East Street
 - Shared space feature paving at East Street / Bolton Street
 - Textured road pavement
 - Road
 - Water Feature
 - Roundabout with central garden bed and semi mountable textured road pavement surround
 - Business Centre Primary Shopping Precinct Signage
 - Business Centre Secondary Shopping Precinct Signage
 - Public Art / Sculpture location

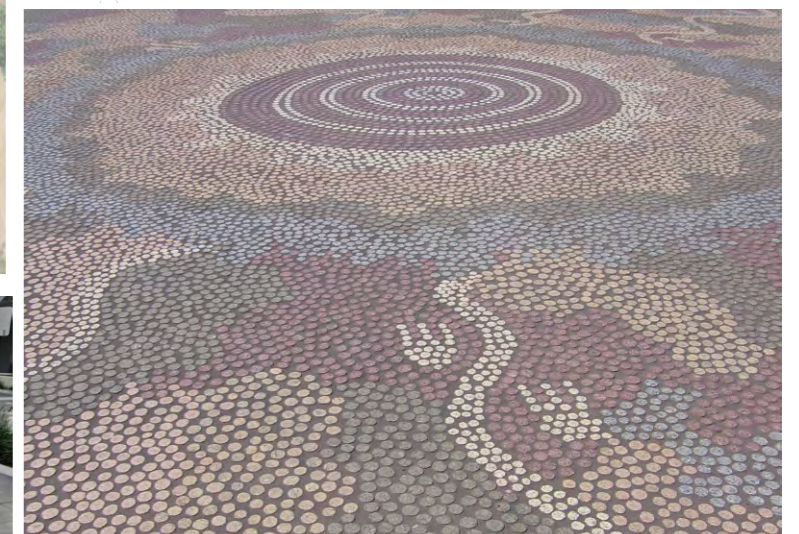


3.6 East Street / Bolton Street

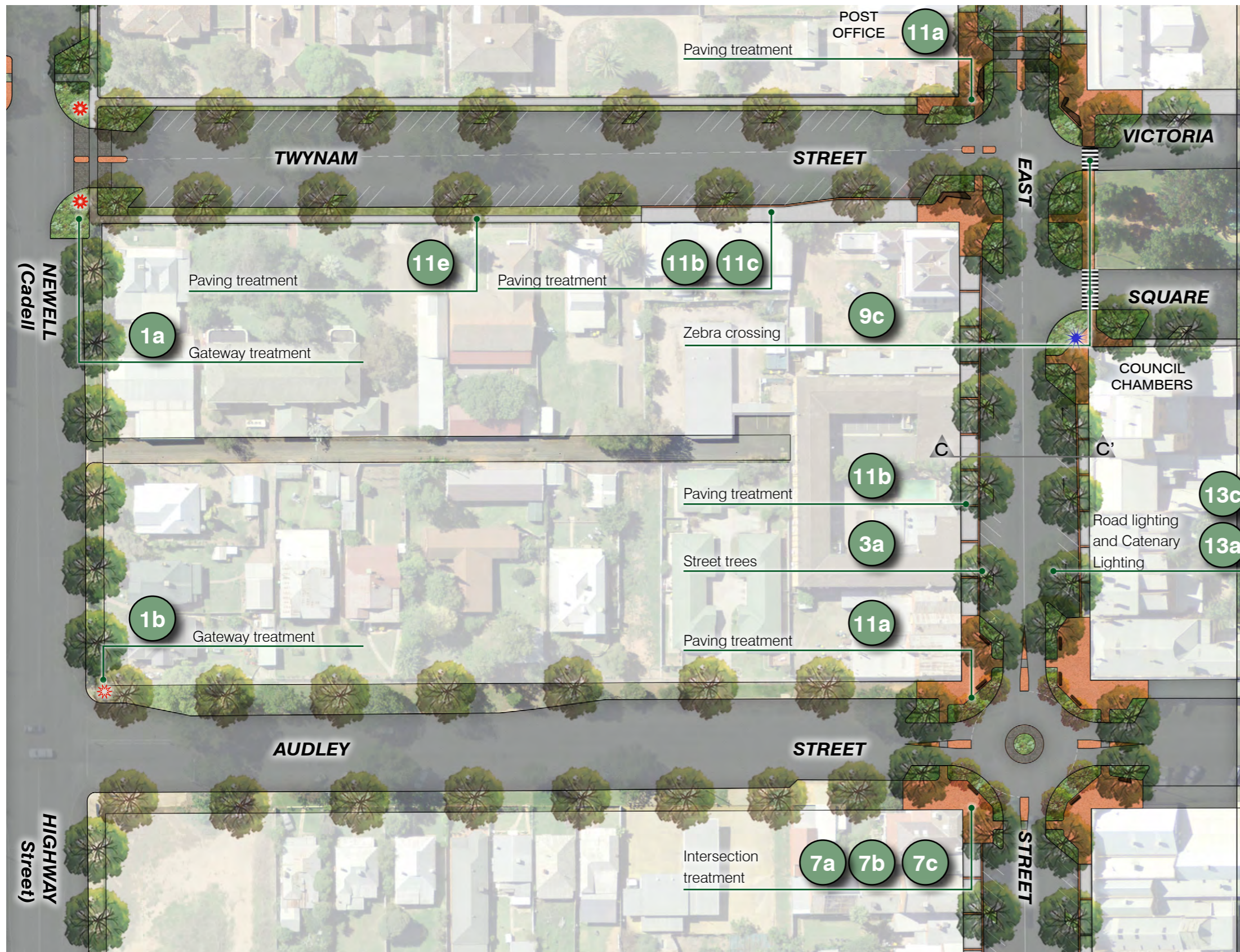


Legend

















- Street trees – Species type 1
- Street trees – Species type 2
- Street trees – Species type 3
- Seating
- Garden bed
- Brick paving
- Concrete with brick paving bands
- Shared space paving with feature bands in East Street
- Shared space feature paving at East Street / Bolton Street
- Textured road pavement
- Road
- Water Feature
- Roundabout with central garden bed and semi mountable textured road pavement surround
- Business Centre Primary Shopping Precinct Signage
- Business Centre Secondary Shopping Precinct Signage
- Public Art / Sculpture location

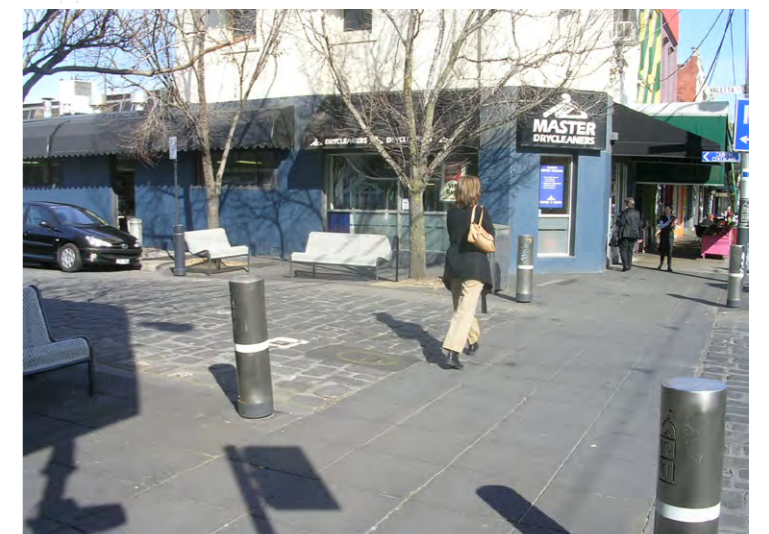


3.7 East Street / Twynam Street / Audley Street



Legend

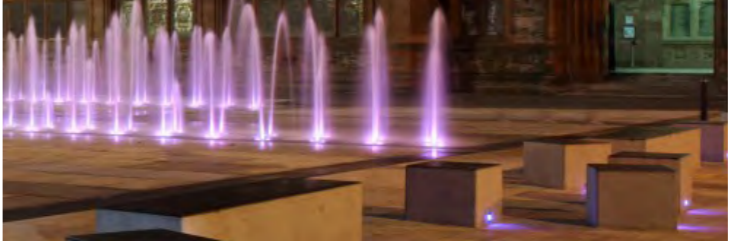
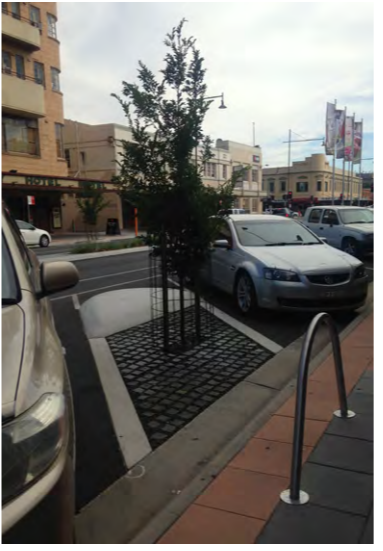
-  Street trees – Species type 1
-  Street trees – Species type 2
-  Street trees – Species type 3
-  Seating
-  Garden bed
-  Brick paving
-  Concrete with brick paving bands
-  Shared space paving with feature bands in East Street
-  Shared space feature paving at East Street / Bolton Street
-  Textured road pavement
-  Road
-  Water Feature
-  Roundabout with central garden bed and semi mountable textured road pavement surround
-  Business Centre Primary Shopping Precinct Signage
-  Business Centre Secondary Shopping Precinct Signage
-  Public Art / Sculpture location



3.8 East Street / Larmer Street



- Legend**
- Street trees – Species type 1
 - Street trees – Species type 2
 - Street trees – Species type 3
 - Seating
 - Garden bed
 - Brick paving
 - Concrete with brick paving bands
 - Shared space paving with feature bands in East Street
 - Shared space feature paving at East Street / Bolton Street
 - Textured road pavement
 - Road
 - Water Feature
 - Roundabout with central garden bed and semi mountable textured road pavement surround
 - Business Centre Primary Shopping Precinct Signage
 - Business Centre Secondary Shopping Precinct Signage
 - Public Art / Sculpture location





Section A – A': East Street Zebra Crossing north of Bolton Street.



Section B – B': East Street Shared space at Kiesling Lane



Section C – C': East Street tree planting in roadway.





THEME	GUIDELINES
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Materials and Colour

- Distinguish Narrandera with a restrained and consistent public element colour theme that is reflective of the natural environment and primarily manifests itself in paving and in street furniture.
- Colours will generally be neutral tones and subtle in their impact.
- Colour will include paving colours, powder coated furniture and unpainted but well finished bare metal and timber finishes of furniture (refer elsewhere for details).
- Paving and furniture materials and finishes will retain their intended colour and finish over acceptable life-cycles.
- Paving materials will be in shades of red and yellow brick, complemented with panels of grey concrete.
- Furniture metals will consist of powder coated or unpainted stainless steel, galvanised steel or cast aluminium.
- Furniture timber will remain unpainted.
- Private and public buildings, limited public signage, public art and commercial activities, subject to appropriate design and approvals, will provide the key colour elements of the Narrandera Business Centre.
- Colour and seasonal variation will be also provided through consistent street tree and garden bed planting.
- The Narrandera Business Centre colour theme will be largely achieved through continuity of materials and finishes carried out in line with these Design Guidelines.
- This will be accomplished through staged paving and furniture replacement programs.

Business Centre Gateways

- Distinguish the Narrandera Business Centre through unique Gateway treatments at key entries to the Shopping Precinct (refer Master Plans for locations).
- Gateway treatments will be consistent across the identified Business Centre Gateways and in line with Narrandera Shire Council Branding and Signage Strategy (to be developed).
- Business Centre Gateway signage for Primary and Secondary Shopping Precinct Gateways will be appropriately commissioned design and fabrication of sculptural signage.
- Illuminate Gateway treatment through decorative and ambient lighting to signify Gateways at night.
- Purpose designed sculptural and informative 'Narrandera Business Centre' entry signage.
- Design signage that is a contemporary adaptation of the Narrandera town character and includes vertical elements and illumination.
- The materials and form of Gateway signage will include finishes and materials in keeping with Narrandera Design Guidelines and may include corten steel, stainless steel, coloured powder coated steel, timber, perforated metal or an appropriate combination.
- Sculptural Gateway signage design and fabrication will be determined by the artist in response to location and brief and should convey an impression of professionalism and excellence.
- Gateway signage must be of a robustness appropriate to location.
- Include garden beds, tree planting and paving in Gateway treatment detailed design.
- Business Centre Gateway treatments will be commissioned, selected and managed by an appropriately constituted Council and community panel with access to relevant professional advice.
- Installation of Gateway treatments must be in accordance with design plans that take into account desirable position, numbers of elements and fixing and foundation aspects in relation to paving, power supply and underground / overhead service locations.



THEME

Extended pedestrian pavements (kerb outstands)

GUIDELINES

- Extended pedestrian pavements (kerb outstands) include extensive areas where kerbs extend to narrow pedestrian crossing distances and provide key pedestrian pavement areas for informal community gathering spaces.
- Kerb outstands will be added at selected intersections and key crossing locations to provide better pedestrian safety and connectivity by shortening pedestrian crossing distances. Locations are at intersecting side streets, main intersections and mid block vehicle threshold / zebra crossing points (Kiesling Lane, East Street north of Bolton Street, and in Bolton Street).
- Specific parts of Narrandera’s Business Centre are recognised as places that, by virtue of their location, have a particular requirement to allow pedestrian movement, informal gathering, meeting and observation.
- Extended pedestrian pavement areas will be paved and lit in accordance with paving and lighting guidelines.
- Furniture will be provided in accordance with furniture guidelines.
- Furniture locations will be at the peripheries of extended pavements and include provision of flexible seating opportunities, informal sitting, waiting and observing.
- Paving, furniture, tree planting and garden beds will follow the layout and themes as described in the Master Plan and Design Guidelines.
- Incorporate Public Art to kerb outstands as described in the Master Plan and Design Guidelines.
- Plain concrete kerb and channels to Council standards.
- Further traffic engineering assessment is needed for locations where extended pedestrian pavements are identified to cater for required large vehicle turning movements.
- Consultation and liaison with RMS as required.
- Kerb outstands should preferably be constructed on a block by block basis in conjunction with paving, garden beds, tree planting and other works described in the Master Plan and Design Guidelines.



Chinese Pistachio



Chinese Elm



White Ash



Japanese Elm



Plane Tree



Silver Elm



Scarlet Oak



Pin Oak



Crepe Myrtle



Kauri Pine

THEME **GUIDELINES**

Street Trees

Materials

Type 1

East Street

- Chinese Pistachio *Pistacia chinensis* OR Chinese Elm *Ulmus parvifolia* 'Burnley Select'

Type 2

Douglas Street

- White Ash *Fraxinus americana* OR Silver Elm *Ulmus minor* 'Variegata'

Bolton Street

- Chinese Elm *Ulmus parvifolia* OR Japanese Elm *Zelkova serrata* 'Green Vase' OR Scarlet Oak *Quercus coccinea*

Twynam Street

- Pin Oak *Quercus palustris* OR Scarlet Oak *Quercus coccinea* OR alternative *Quercus* species

Type 3

East Street (at intersections)

- Crepe Myrtles *Lagerstromieia indica* species

Larmer Street

- Pin Oak *Quercus palustris* OR Plane Tree *Platanus orientalis* OR Kauri Pine *Agathis robusta* OR similar.

Implementation

- Planning and execution of street tree planting will require integration into Council's road management and maintenance, and any required liaison with RMS.
- Installation of trees will be with appropriate systems for root management, sub surface soil volumes, structural soil components, aeration, irrigation and above ground surface treatments and guards. This is to ensure minimising damage to trees from vehicles and road pavement works, as well as minimise risk of tree roots to personal safety.
- Trees in roadway and extended pavements are to be installed with structural soils or root cells (eg Strata Cell by Citygreen). Root cells are modular units that assemble to form a skeletal matrix, situated below pavement level, to support the pavement load while providing a large volume of uncompacted soil within the matrix structure for root growth.
- Incorporate Water Sensitive Urban Design into tree planting designs wherever feasible.
- Tree planting specifications are to be established and integrated into future detailed design.



Scarlet Flame Callistemon



Cassa Blue Dianella



Crimson Villea Callistemon



Cherry Cluster Grevillea

THEME **GUIDELINES**

Garden Beds

Materials

- Provision of rain gardens where feasible in accordance with best practice.
- Mass planting of indigenous / native grasses, small shrubs, tufting plants and ground covers at 4-6 plants per sq m.
- Plant materials will be drought tolerant and low maintenance. They will be ornamental in form, colour and texture.
- Include irrigation to garden beds for a two summer plant establishment period. Acknowledge that irrigation systems may be decommissioned after establishment period and therefore be designed accordingly.
- In rain gardens ensure that species are chosen for Water Sensitive Urban Design (WSUD) compatibility.
- Locally sourced topsoil and mulch that meets approved specifications.
- Typical garden bed species
 - Scarlet Flame™ *Callistemon viminalis*
 - Cassa Blue® *Dianella caerulea*
 - Aranda™ *Dianella caerulea*
 - Little Rev™ *Dianella revoluta*
 - Crimson Villea™ *Grevillea rosmarinifolia*
 - Cherry Cluster™ *Grevillea rhyolitica x juniperina*
 - Gold Cluster™ *Grevillea juniperina*
 - Meema™ *Hardenbergia violacea*
 - Amethyst™ *Liriope muscari*
 - Lomandra longifolia 'Katrinus'
 - Nyalla® *Lomandra longifolia*
 - Tanika® *Lomandra longifolia*
 - Ozbreed Aussie Box® *Westringia*
 - Blue Gem™ *Westringia*
- Typical rain garden bed species
 - Kangaroo paw *Anigozanthos sp.*
 - Tall Sedge *Carex appressa*
 - Pigface *Carpobrotus modestus*
 - Common Everlasting *Chrysocephalum apiculatum*
 - *Dianella* species
 - Knobby Club-rush *Ficinia nodosa*
 - Hollow Rush *Juncas amabilis*
 - Yellow Rush *Juncas flavidus*
 - *Lomandra* species
 - Creeping Boobialla *Myoporum parvifolium*
 - Native iris *Patersonia occidentalis*



Gold Cluster Grevillea



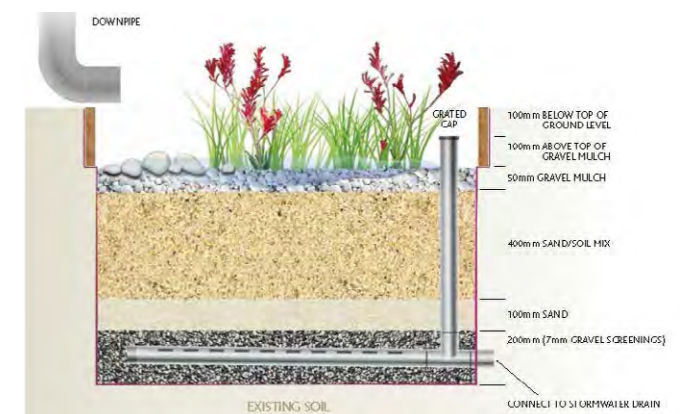
Amethyst Liriope

Implementation

- These works should be carried out in accordance with a developed and approved stormwater and WSUD plan for Narrandera's Business Centre.
- Garden bed related research, design and implementation are to be integrated into future detailed design.
- Development of garden bed details and specifications that take into account planting medium, plant materials and densities, irrigation, drainage and ongoing maintenance and management plans.

Typical Rain Garden Section

(source Melbourne Water)



Katrinus Lomandra



Tanika Lomandra



Blue Gem Westringia



Meema Hardenbergia



THEME	GUIDELINES
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Paving

- Provide consistent recognisable pedestrian paving styles throughout the Narrandera Business Centre.
- Paving will be durable with slip resistant classification that meets Australian Standards.
- Pedestrian paving colours with Tactile Surface Ground Indicators will allow for sufficient tonal variation necessary to guide visually impaired pedestrians and meet Australian Standards.

Materials

Type 1

- Signature paving will be continuation of red and yellow brick paving at kerb outstands.
- Red brick paving will be laid in stretcher bond pattern.
- Yellow brick paving will be feature bands of header course at peripheries of brick paved areas.

Type 2

- Plain grey concrete and feature red brick bands in a grid pattern, where brick paving will be along back of kerb and in perpendicular bands at regular intervals, between building line and back of kerb.
- Red brick bands will be laid in header course pattern.

Type 3

- Used in East Street Shared space precinct between Bolton Street and Twynam Street, and Bolton Street central median paving.
- Adbri masonry Ecopave 50 permeable paving in colour Charcoal with shot blast finish

Type 4

- Feature decorative paving in Shared space at East Street / Bolton Street intersection that references local cultural heritage. Include the relevant Aboriginal Community in future detailed design to ensure appropriate representation of cultural heritage that depicts Narrandera’s history setting within the local Riverine environment.

Implementation

- Brick paving layout and feature banding subject to detailed design, and laid according to patterns listed above.
- Review paving and laying specifications prior to further implementation in order to confirm desired paver strength, thickness, colour and finish appropriate to expected pedestrian and vehicle traffic.
- Paving will be bedded on prepared sub-base to an appropriately engineered laying specification that allows for vehicle use where required.
- Installation of paving must be in accordance with detailed design plans.
- Works will be installed by specialists to appropriate specifications in order to ensure safety (no movement) and longevity.



THEME

Furniture

- Narrandera’s Business Centre will be distinguished by a cohesive and consistent street furniture theme.
- Elements commonly described as ‘street furniture’ include seating, bins, bollards, bicycle racks, water filling stations, tree grilles and barriers.
- Street furniture design and placement will be in line with the Master Plan and Design Guideline recommendations and subject to further detailed design.
- Ensure furniture placement allows for freedom of pedestrian circulation and provides for formal and informal seating within extended pavement areas.
- Street furniture elements will distinguish Narrandera’s Business Centre as high quality public realm.
- Street furniture elements will be a combination of custom designed and fabricated items and proprietary (off the shelf) items.
- Custom designed furniture will be of durable contemporary design and will make reference to Narrandera’s country town style. Custom furniture will be manufactured by commercial street furniture manufacturer.
- Proprietary items will be selected from commercial manufacturers and chosen on the basis that the items will be in keeping with Narrandera Shire Council standards and harmonise in the street to form a recognisable family of durable contemporary designs.
- Street furniture will primarily feature powder coated or stainless steel, galvanised steel or other metals (refer also ‘Colour’) with unpainted seat timbers from sustainable sources.

GUIDELINES

Seating

- Custom designed and fabricated seating will include:
 - contemporary design and detailing that makes reference to the Narrandera country town character that is both inviting and engaging.
 - seating platforms with timber battens.
 - long benches with timber battens, with sections that provide back and arm rests.
 - timber battens fixed to concrete or metal plinth.
 - timber battens fixed to garden retaining walls in Shared space Precinct.
 - timber will be from sustainable sources and ideally locally sourced.
 - feature LED button or strip lighting.
- Free standing seats and table settings will be proprietary products ‘Commercial Systems’ Albert Park range

Bin surrounds

- Bin surrounds will be Furphy Foundry Street Smart Litter Receptacle Model FFSB13042 in Deep Brunswick green to match existing.
- Bins should generally be located at kerb outstands, adjacent commercial areas and within appropriate vicinity of public and community facilities.

Bollards

- Bollards will be locally manufactured powder coated Brunswick Green steel bollard to match existing.

Bicycle racks

- Bicycle racks will be penny farthing style bike rack in stainless steel (already acquired by Council).

Drinking Fountains

- Arqua drinking fountain in stainless steel installed at key locations along the street only (in kerb outstands).

Tree Guards and Grates

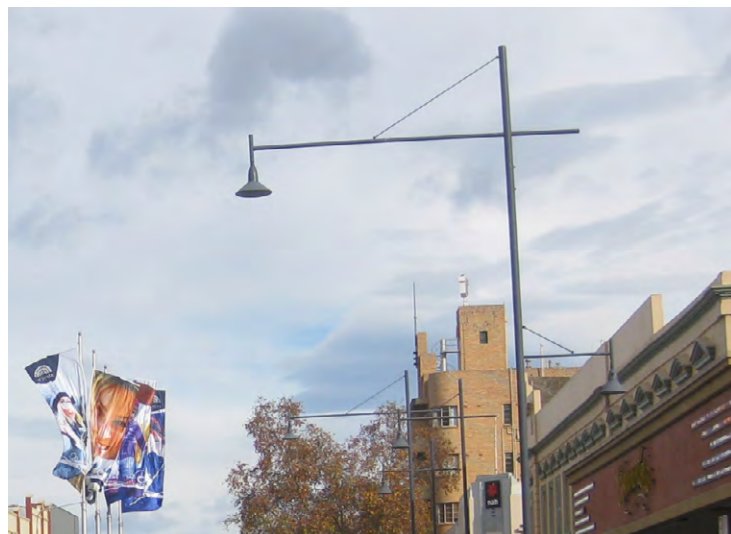
- Trees will be protected by tree grates in paving or permeable paving surrounds. Tree grates will be selected from CityGreen products as appropriate for tree installation. Tree Guards will be CityGreen Ullswater or similar approved.

Pedestrian light fittings

- Refer ‘Lighting’

Implementation

- A staged furniture installation and replacement program should be implemented in line with intersection and paving upgrades, garden bed construction and other work.
- Installation of street furniture must be in accordance with detailed design plans that take account not only of desirable positions and numbers of elements but also fixing and foundation aspects in relation to paving and underground services.
- Street furniture will be located at kerb outstands / extended pedestrian pavements, adjacent commercial areas and within appropriate vicinity of public and community facilities.
- Bins will be located at appropriate key points for ease of pedestrian access and garbage collection, and out of pedestrian travel zones.



THEME	GUIDELINES
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Signage

- Signage will support Narrandera’s Business Centre functions by providing a hierarchy of directional, informative and symbolic features that accord with the Master Plan design and colour themes, and with Narrandera Shire Council Branding and Signage Strategy.
- Signage will be considered in detailed streetscape designs that define appropriate signage positions.
- Wayfinding and Interpretive signage will be a combination of clear text and standard symbols that are easily understood.

Materials

- Design signage that is a contemporary adaptation of the Narrandera country town style and includes vertical elements and illumination.
- Materials will be as per Guidelines for colour and appropriate for durable wayfinding signage fabrication.
- Signage will distinguish Narrandera’s Business Centre with appropriate branding in line with Narrandera Shire Council’s Branding and Signage Strategy (to be developed).
- The limited installation of directional, information and interpretive signage at key locations only, such as pavement extensions, junction with Kiesling Lane and Bolton Street, important meeting points and where directions to significant destinations are required.
- Include both Aboriginal and post European settlement heritage and culture in interpretive signage.
- Utilise Digital signage in high value areas.

Implementation

- Wayfinding Signage related research, design and implementation is to be integrated into future signage design.
- Consult with the relevant Aboriginal Community in relation to Aboriginal heritage and culture for interpretive signage.
- A staged signage installation and replacement program should be implemented in line with repaving, construction of pavement extensions and garden beds, and other work.
- Installation of signage must be in accordance with detailed design plans that take into account most desirable positions and numbers of elements but also fixing and foundation aspects in relation to paving, power supply (where illumination is required), garden beds, tree planting, underground and overhead service locations.

Lighting

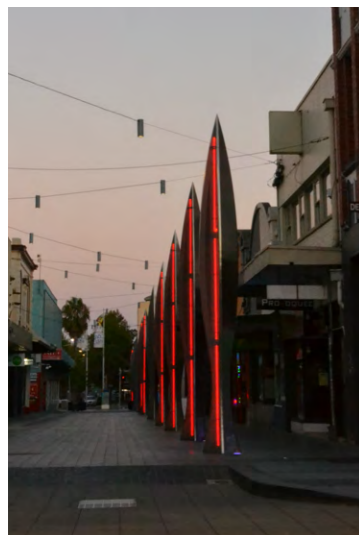
- Narrandera’s Business Centre will be attractive and safe at night. In addition to road lighting, Narrandera will have a consistent and appropriate lighting level in all pedestrian areas, primarily but not exclusively those beneath awnings.
- Lighting will be energy efficient and conform to relevant codes.
- Provide a consistent lighting design style.
- Catenary lighting and highlight lighting of buildings and trees will be a significant feature of Narrandera at night in order to supplement both safety and night time commercial / entertainment activity.
- Where appropriate, outdoor power supply points will be provided for public activities.

Materials

- Footpath lighting will be a continuation of Council installed ‘white way’ lighting under awnings.
- Street lighting will be decorative poles with outreach attachment.
- Feature lighting will be Catenary lighting where cables suspend energy efficient LED lights over the roadway. Catenary lighting will have the ability to change colour and sequence for seasonal and event lighting variations.
- Feature uplighting of Narrandera Shire Council Chambers and other key heritage buildings in East Street, Twynam Street and Bolton Street.
- Feature lighting in Kiesling Lane to achieve both decorative and ambient lighting levels without energy inefficiencies.
- Flood lighting to architectural features and trees, and feature lighting to extended pavement areas, where this achieves both decorative and ambient lighting level without energy inefficiencies.
- Illumination of Gateway Sculptural Signage.
- Illumination of selected Wayfinding Signage in high profile areas.

Implementation

- The need to ensure power supply, metering and connection points without future disruption to streetscape works makes it particularly important that a lighting implementation plan is developed for incorporation into construction works.



THEME	GUIDELINES
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Public Art

- Narrandera will be enhanced and distinguished by appropriately commissioned and selected Public Art.
- Public Art in Narrandera will be created by accomplished professional artists and meet high-level design and aesthetic standards.
- Public Art design and fabrication will appropriately involve relevant community members and demonstrate Narrandera’s cultural heritage.

Materials

- The materials and form of Public Artworks will be determined by the artist in response to location and brief.
- Materials, forms and scale may vary but should convey an impression of professionalism and excellence.
- Public art may include temporary installations by professional artists.
- Installation must be of a robustness appropriate to their locations.

Implementation

- Public Art will be commissioned, selected and managed by an appropriately constituted Council and community panel with access to relevant professional advice.
- Priority areas for the installation of Public Art include East Street Shared space, East Street / Bolton Street intersection and Sculptural Business Centre Gateway signage.
- Other possible locations for Public Art include the Library and Council Chambers, as shown on the Master Plans.
- A staged design and implementation program should be implemented for additional Public Artworks in further streetscape design and generally located at the peripheries of extended pavement areas at points along the street.
- Installation of Public Art must be in accordance with detailed design plans that take into account most desirable positions and numbers of elements but also fixing and foundation aspects in relation to paving, power supply (where illumination is required), garden beds, tree planting, underground and overhead service locations.

5. Action Plan

5.1 Key Actions and Priorities

A key outcome of Stage 1 of the Master Plan was to designate priority issues identified during the initial phase of the project.

A preliminary Priority list was prepared following consideration of the Issues and Opportunities and included in the Stage 1 Report. These preliminary Priorities were tested with the community during public exhibition of the Draft Master Plan.

The preliminary Priorities were nominated based on the expertise and experience of the Council and Consultant Project Team, and the Team's understanding of the identified issues and opportunities.

The priority list also takes into account the existing infrastructure that can be utilised to enhance the town centre in economical and achievable ways to achieve a consistent and cohesive functional public realm.

Priority Key Areas

- Gateway entrances.
- Focus improvements in East Street from Charles Sturt Hotel to Railway, and from Council Chambers to Top Pub.
- Improvements to Bolton Street.

Priority Key Actions

Summarised on the next page are priority Key Actions which should be considered in conjunction with other Key Actions to ensure a consistent and cohesive approach to the development and management of Town Centre upgrades.

As part of the future detailed design and implementation stages of work, the Narrandera Shire Council Project Team will be expanded to include relevant Technical and specialist staff.

In addition to this, continued engagement with the Stakeholder Reference Group during the design and implementation phases of work will also occur.



5.2 Key Actions and Priorities Table

KEY ACTIONS	ITEMS	ACTIONS	RESPONSIBILITY OF	PRIORITY
1. Business Centre Gateways	<ul style="list-style-type: none"> • Business gateway signage – major and minor 	<ul style="list-style-type: none"> • Develop branding strategy including signage 	<ul style="list-style-type: none"> • Tourism & Marketing • Stakeholder Reference Group 	<ul style="list-style-type: none"> • High
2. Signage	<ul style="list-style-type: none"> • Reduce clutter of signs • Way finding & interpretive signage • Community Notice Board • Historical walks 	<ul style="list-style-type: none"> • Audit existing signage and consolidate 	<ul style="list-style-type: none"> • Traffic Engineer • Tourism & Marketing, Stakeholder Reference Group • Tourism & Marketing, Stakeholder Reference Group • Tourism & Marketing, Stakeholder Reference Group 	<ul style="list-style-type: none"> • Medium • Medium • Low • Low
3. Street Trees	<ul style="list-style-type: none"> • Treed boulevards 	<ul style="list-style-type: none"> • Investigate options for planting (i.e. structured soil) 	<ul style="list-style-type: none"> • OSR Manager 	<ul style="list-style-type: none"> • High
4. Garden beds	<ul style="list-style-type: none"> • Water Sensitive Urban Design • Irrigation 	<ul style="list-style-type: none"> • Detailed design, costing and scheduling 	<ul style="list-style-type: none"> • Consultant & OSR Manager • OSR Manager & Water Engineering Officer 	<ul style="list-style-type: none"> • High • High
6. Stormwater	<ul style="list-style-type: none"> • Install piped stormwater system 	<ul style="list-style-type: none"> • Detailed design, costing and scheduling 	<ul style="list-style-type: none"> • Executive Engineer 	<ul style="list-style-type: none"> • High
7. Intersection treatments	<ul style="list-style-type: none"> • Pedestrian & Traffic facilities 	<ul style="list-style-type: none"> • Detailed design, costing and scheduling 	<ul style="list-style-type: none"> • Project & Asset Engineer • Traffic Committee/RMS 	<ul style="list-style-type: none"> • High
8. Pedestrian Activity Areas				
9. Pedestrian Zebra Crossings				
11.Paving				
10. Parking	<ul style="list-style-type: none"> • Disabled parking • Parking turnover 	<ul style="list-style-type: none"> • Improve provision and location of disabled parking bays • Improve parking turnover – investigate timed parking in key locations 	<ul style="list-style-type: none"> • Traffic Engineer 	<ul style="list-style-type: none"> • High
12. Furniture	<ul style="list-style-type: none"> • Seating – location, type 	<ul style="list-style-type: none"> • Detailed design, costing and scheduling 	<ul style="list-style-type: none"> • Project & Asset Engineer • Stakeholder Reference Group 	<ul style="list-style-type: none"> • Medium
13. Lighting	<ul style="list-style-type: none"> • Lighting Implementation Plan 	<ul style="list-style-type: none"> • Develop Lighting Implementation Plan • including street lighting, white way lighting, festoons, up lighting • Detailed design, costing and scheduling 	<ul style="list-style-type: none"> • Project & Asset Engineer • Stakeholder Reference Group 	<ul style="list-style-type: none"> • High
14. Water	<ul style="list-style-type: none"> • Water main replacement • Water 	<ul style="list-style-type: none"> • Detailed design, costing and scheduling 	<ul style="list-style-type: none"> • Water Engineering Officer 	<ul style="list-style-type: none"> • High
15. Public Art	<ul style="list-style-type: none"> • Public Art 	<ul style="list-style-type: none"> • Develop public art works 	<ul style="list-style-type: none"> • NACNet 	<ul style="list-style-type: none"> • Low
Other services	<ul style="list-style-type: none"> • Telstra • Electricity • Gas • Sewer 	<ul style="list-style-type: none"> • Liaise with service providers • Future proof area 	<ul style="list-style-type: none"> • Project & Asset Engineer 	<ul style="list-style-type: none"> • High

6. Where to from here?

6.1 Next Steps

The completion of this Final Master Plan report marks an important part of the Narrandera Business Centre Master Plan project process.

The Final Master Plan has been presented to the Narrandera Shire Council Project Team for review and discussion. The Final Master Plan was then presented to the Stakeholder Reference Group in a workshop style forum for discussion and feedback.

The Final Master Plan will now be presented to NSC for adoption.

Following NSC adoption, the project will proceed to Stage 3 where identified recommendations in the Master Plan will be actioned, with priority projects considered for detailed design, capital funding and construction to improve the public amenity of the Narrandera Business Centre.





APPENDIX 1

Survey and Listening Post Feedback Data

Business Centre Gateways

FEEDBACK SURVEY RESPONSES

Do you support "Highlighting key Gateways to the Business Centre with primary sculptural signage, trees, garden beds, rumble strips in road (at East Street northern and southern ends, Douglas, Bolton and Twynam Streets)"

- Suitable trees. No art forms.
- Too many sculptures in the plan and too many trees.
- Reduced number of garden beds, boxes etc. Open space cannot maintain what they have now Hankinson Park being a good example.
- No rumble strips. Leave speed at 50km/hr.
- Extending paving across the adjoining highway to emphasis the entrance and give a bigger visual cue to draw motorists into the street.
- These things would restrict visibility more than it now is, making it more dangerous
- Slender native trees. Low native shrubs.
- Larmer St "grey nomad" holiday traffic and Audley Street only

LISTENING POST COMMENTS

- Support for gateways noted.
- Better entrances will attract people.
- Use lizard design for signage.
- Ensure that there was unrestricted access to Bolton St.

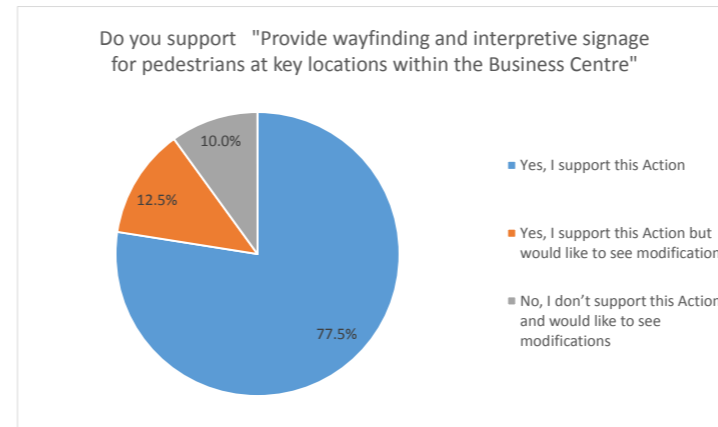
Signage

FEEDBACK SURVEY RESPONSES

Do you support

"Provide wayfinding and interpretive signage for pedestrians at key locations within the Business Centre"

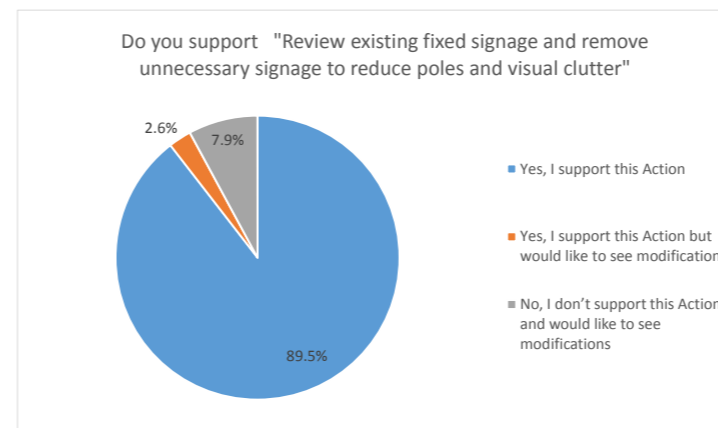
- Easy to read. Suitable colour at night
- Better signage to the public toilets in Keisling Lane and to the Medical Centre.
- Use only one platform at post office for way finding.
- Remove all existing signage that tries to do the same job. Keep signage uniform and consistent. Don't overcrowd the streets with too much..it looks messy!



Do you support

"Review existing fixed signage and remove unnecessary signage to reduce poles and visual clutter"

- Better cleaning of the streets.
- If this means removing A-Frame signs adjacent to the Park I am concerned about the effect on my business.



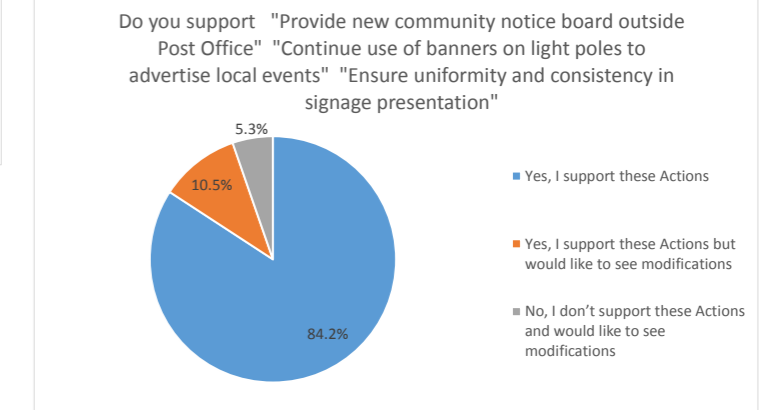
Do you support

"Provide new community notice board outside Post Office"

"Continue use of banners on light poles to advertise local events"

"Ensure uniformity and consistency in signage presentation"

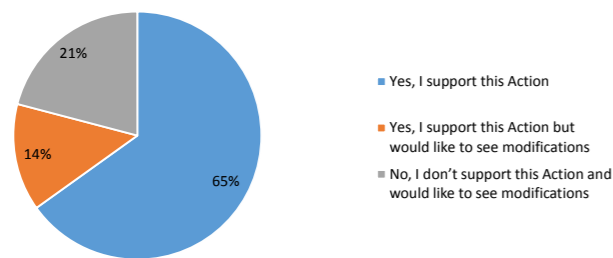
- Large round vertical pipe like in Europe where you stick on your notice.
- Not needed
- One good quality board with streets and places of interest, plus chemists ,supermarkets etc and on the footpath, not on the road
- Maintenance & upkeep must be carried out. Don't leave banners up that are out of date, or irrelevant to the current activities of the general community. Must be managed more thoroughly with purchase of new when existing tired & torn! Bad look! Be diarised so someone is responsible to see every sign is appropriate & current.
- The light poles need to be upgraded



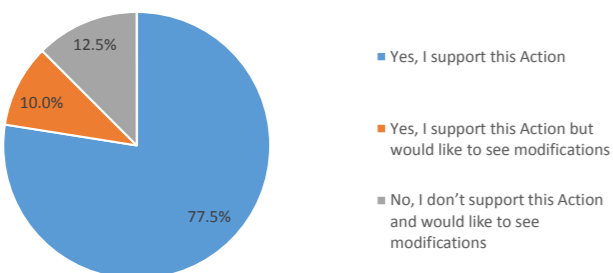
LISTENING POST COMMENTS

- Would like larger signage on Cadell St pointing to Library.
- Would like RSL directional signage.

Do you support "Highlighting key Gateways to the Business Centre with primary sculptural signage, trees, garden beds, rumble strips in road (at East Street northern and southern ends, Douglas, Bolton and Twynam Streets)"



Do you support "Highlight alternative entries to Business Centre with secondary sculptural signage, trees and garden beds (at King, Elwin, Audley and Larmer Streets)"



Street Trees

FEEDBACK SURVEY RESPONSES

Do you support

"Enhance presence of street trees as a key feature of Business Centre (particularly East Street) with consistent tree species at regular spacings to achieve treed boulevard and canopy for shade and seasonal variation"

- Leave trees in. Low shrubs just in from the kerb. Like Baylis St in Wagga Wagga.
- I am concerned about the existing trees in particular the native and very fragrant White Cypress and the lovely (forgotten) which are in front of the Hospital. Why can we not increase the numbers of these?
- Limit the number of trees along the street so that maximum parking spaces can be retained - plant trees in East St on blisters at intersections only.
- As stated earlier car parking spaces are being taken to be able to fill street with trees.
- Trees need to be consistent with the environment and root system/s not invade water, sewer lines looking for water.
- Only 3 or 4 trees each side of a block.
- We already have enough trees and extra ones would take up valuable car parking.
- More tree's less parking places, older people don't want to walk further to doctors chemists, etc., Anyone going to the club or church will have a bigger battle to get a parking spot.
- Ensure that tree surrounds are pleasing & aesthetically in keeping with town's age & heritage. See Junee's tree surrounds. Keep street clean of Autumn leaf loss. Daily cleaning at peak. Encourage shop owners to use blowers knowing there will be a leaf collection. Maintain trees.
- And in side streets as well.

LISTENING POST COMMENTS

- Chinese Elm not completely deciduous. Drop dust. Too big in time. Fast growing.
- Don't want shade.
- Don't want trees to be hacked by Essential Energy.
- Don't take away car parks.
- Happy to see more trees planted.
- Keep power lines in mind. Don't want Trees lopped in the future.
- Like central tree planting in Larmer St.
- Like having trees down the street.
- Like Larmer St tree planting.
- Likes the trees.
- Need deep holes for trees and adequate water.
- New setout of parking and trees, trees died due to lack of water, use pots in the ground, worth putting in properly.
- No more trees.
- Plan looks good.
- Remove old trees when replanting. Want nice avenue of trees planted at the same time.
- Supports tree planting.
- Trees are great.
- Trees need watering, happy with variety of species, don't remove existing trees.

Garden Beds

FEEDBACK SURVEY RESPONSES

Do you support

"Enhance Business Centre with garden beds to soften streetscape and provide seasonal variation"

"Include garden bed planting at intersections and pedestrian crossing locations"

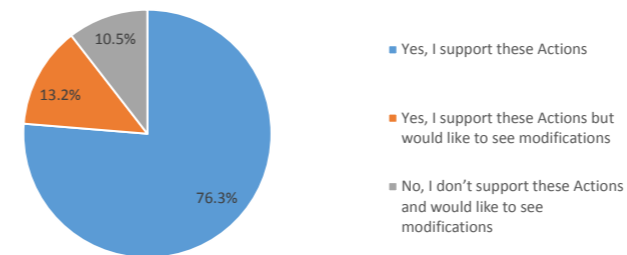
- Low permanent colorful low maintenance.
- Are these taking up even more parking spaces.
- The garden beds that are there now look attractive and there doesn't need to be any change.
- Key locations only Larmer, Audley, Bolton.
- Green grass is OK but you need to be able to see small children.
- This whole concept is dangerous to traffic and would soon be trashed by Vandals.
- With proper program management for out door staff. Uniform planting suitable for conditions & street scape. Professional for planning & planting.

***note many comments received for Garden Beds under 'Intersection Treatments'**

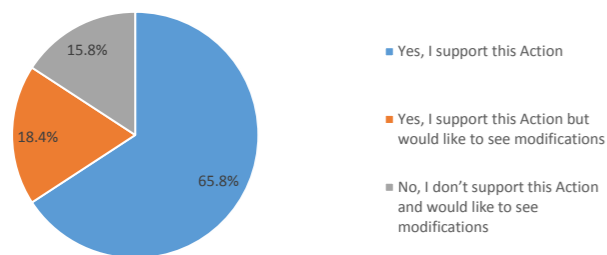
LISTENING POST COMMENTS

- Green is nice.
- Like the proposed plantings.
- No annual - only perennials.
- Use gazanias.

Do you support "Enhance Business Centre with garden beds to soften streetscape and provide seasonal variation" "Include garden bed planting at intersections and pedestrian crossing locations"



Do you support "Enhance presence of street trees as a key feature of Business Centre (particularly East Street) with consistent tree species at regular spacings to achieve treed boulevard and canopy for shade and seasonal variation"



Buildings and Shop Fronts

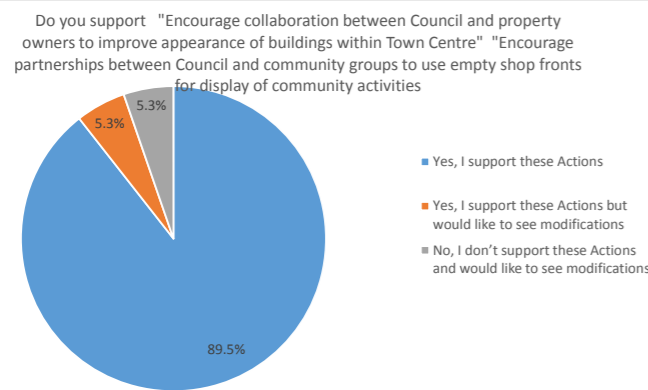
FEEDBACK SURVEY RESPONSES

Do you support

“Encourage collaboration between Council and property owners to improve appearance of buildings within Town Centre”

“Encourage partnerships between Council and community groups to use empty shop fronts for display of community activities and events”

- Keep footpath clean
- Address the look and feel of vacant shops. Consider using shop fronts and glass as a point of interest to visitors and tourists. Large decals displaying our current attractions with an insert as to how it did look (our heritage). Example Lake Talbot complex - past and now).
- Enlarge displays what is currently in Keisling Lane.
- Be aware of insurance & public liability issues for landlords.



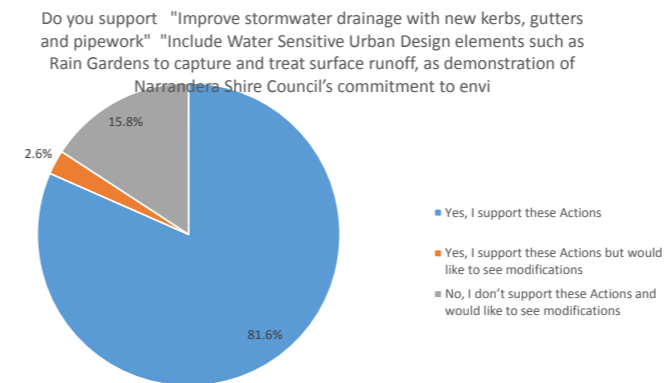
Stormwater

CONSTRUCTIVE COMMENTS AND GRAPH FROM SURVEY

- Keep storm water drains clear of rubbish.
- Do not take away all parking - Instead beautify by using large pavers (non slip).
- Nothing wrong with current drainage. CBD has never flooded. Do not waste ratepayers money.
- Narrandera CBD drainage has never been a problem due to its natural fall to the south.

LISTENING POST COMMENTS

- Stormwater upgrade is really important.



Intersection Treatments

FEEDBACK SURVEY RESPONSES

Do you support

"Improve traffic and pedestrian safety through modifying intersections that allows for safer road crossings and improved traffic management"

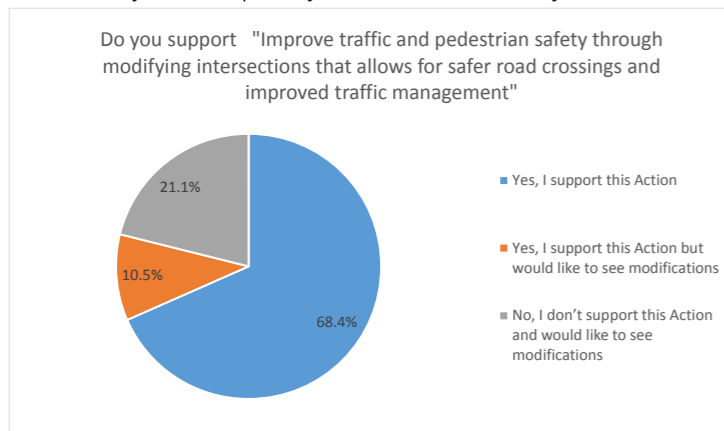
- No mall. Leave as is.
- I am worried about the use of 4 roundabouts which might cause us to lose the valuable annual Rodders' visit at Easter.
- There is no need for roundabouts at every intersection along East St - place a roundabout at the East St/Audley St intersection for traffic coming from Leeton/Griffith and maybe a roundabout at East St/Elwin St intersection for traffic turning south into East St from Whitton St.
- The proposed area between Coles corner and the bakery is confusing and doesn't look very safe. Perhaps an extra crossing from the bakery to the CBC bank is all that is needed. People are always tempted to Jay walk in a small town.
- By this you are saying to give car drivers more importance than pedestrians. The result will be more jay walking.
- Not sure but it would have to be done without the loss of parking.
- DON'T put in roundabouts. They are not needed and the street is NOT wide enough. You tried it before and wasted lots of ratepayer money. No one wants it.
- Roads first of all are for cars, we have too many crossings already, these things will only deduce more parking in the main street.
- CBD safe as it is.
- I have lived here all my life. I have never seen a pedestrian hit. Safety is not a priority as there is no history of accidents.

If it ain't broke, don't change it.

LISTENING POST COMMENTS

- Blisters and refuge at the PO are a hazard to vehicles because there is something else for vehicles to avoid in the roadway.
- Concerned that there are too many blisters.
- Do like the blisters and refuge at PO and NAB. Would make it easier to walk around town.
- Don't like blisters - or make them smaller.
- Don't add more trees.
- Don't agree with blisters.
- Don't like roundabouts because not used to using them.
- Don't like roundabouts because of elderly tourists.
- Don't want roundabouts.
- Elwin Street - defined parking and clear direction (one way signs).
- Fine with roundabouts. They slow the traffic down. If you can't get around them then you shouldn't be driving.
- Give thought to delivery trucks with blister design.
- Hard to cross Cadell St at Twynam St.
- Like roundabouts. They slow drivers down, make it easier to cross.
- Like the blister & refuge at PO.
- Like the Blister across Cadell St to VIC. Slows traffic down.
- Like the blister and refuge at NAB as a driver and pedestrian. Would like them at all intersections.
- Like the blisters and refuge to help pedestrians.
- Like the idea of roundabouts.
- loves the roundabouts.
- No issue with roundabouts.
- No problems with Roundabout with drivable edge.
- No roundabouts.
- Not enough crashes to warrant roundabouts. Roundabouts will keep cars out of the main street.
- Not in favour of roundabouts.
- Not roundabouts the whole St. Audley & Elwin would be good. King and Larmer would be OK.
- Possible sight distance issues at Larmer St with roundabout.

- Ramps very steep onto road ways. Very hard in a wheel chair.
- Really like the blister between PO and NAB. Made it much easier to cross.
- Roundabouts a good idea. Slows down the traffic.
- Roundabouts a waste because people don't know how to use them.
- Roundabouts are a stupid idea, but smart at the same time as they help Ambo's.
- Roundabouts are fantastic.
- Roundabouts need to have mountable edge.
- School buses travel along Larmer St. Keep in mind with Roundabout.
- Set of traffic lights at Bolton St with one phase for all pedestrians.
- supports roundabout at King Street, and others.
- Totally against roundabouts. More of a hazard to pedestrians & motorists reversing out of parks. Long vehicles hard manoeuvre around them.
- Very important to work with the Hot Rod eg with Roundabouts.
- Worried will lose Rod Run if roundabouts are installed.



FEEDBACK SURVEY RESPONSES

Do you support

"Include kerb outstands (blisters) and pedestrian refuges at intersections to narrow pedestrian crossing distances and improve safety and connectivity for pedestrians"

- Ramps wider in middle of street. Suit very wide ride on scooter wheel chairs.
- Do IGA corner as a priority.
- Not needed.
- No i don't support this action, there are enough places to cross the road already.
- Don't believe pedestrians require refuges with appropriate crossings. Become too congested for smooth traffic flow.
- These will turn a current safe Main Street into a street full of risks.

FEEDBACK SURVEY RESPONSES

Do you support

"Provide trees, garden beds and street furniture to kerb outstands (blisters) to provide shade, seating areas and separate pedestrians from vehicles"

- Suitable seating on corners.
- Seating in Narrandera can create problems with anti social behaviour. Our business - New Criterion on the corner of East & Bolton Streets has previously had seating removed due anti social behaviour and direct impact on our business. We do not want seating reinstated at any location adjacent our building. Consider alternate creative initiative.
- Flowers OK.
- I would not like to see seats unless Council can police the issue of littering around them (cigarette butts in particular) and also police street drinking.
- Seats are not required on every intersection.
- Seating is only used by those with lots of time eg they don't work. They throw there rubbish ion the ground and make many of the older people who may NEED to sit down, feel intimidated. I have seen it before when we had them in the street.
- No. I would modify it by not having it.
- Not all intersections. Too crowded!
- Street furniture will attract long term riff raff to East Street.

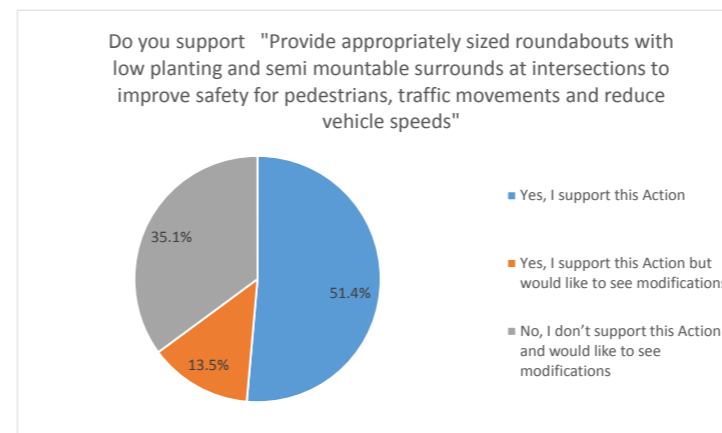
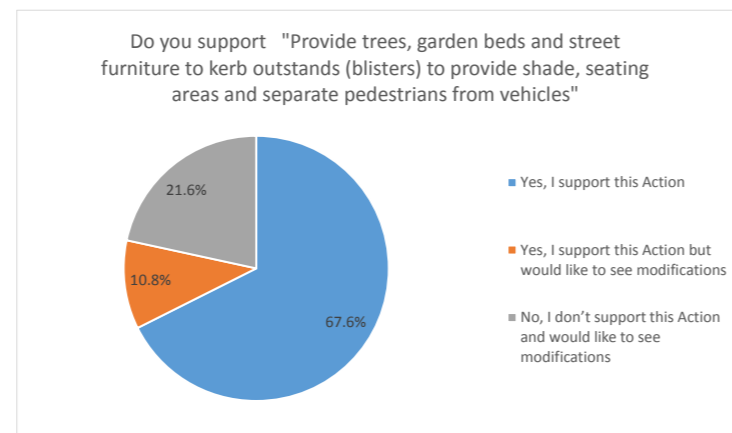
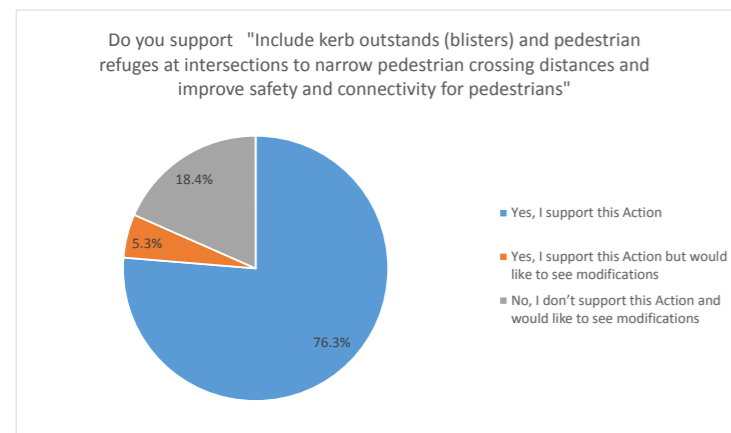
FEEDBACK SURVEY RESPONSES

Do you support

"Provide appropriately sized roundabouts with low planting and semi mountable surrounds at intersections to improve safety for pedestrians, traffic movements and reduce vehicle speeds"

- None at all. Very small centre circle with v. low shrub only.
- I think that these could be reduced to a central Pole/ light holder that would require little or no maintenance and would not risk us losing the Rodders' visit.
- Very limited roundabouts.
- One roundabout at the intersection of Bolton and East Street. Roundabouts at all the intersection not required.
- This roundabout should be substantial, be of a creative design and a focal point to draw peoples attention down feeder street.
- As mentioned in *18 comment, have only two roundabouts in East St - East St intersections do not have a high accident rate and most cars travel within the speed limit.
- I believe the main street does not require round a bouts.
- One roundabout would be sufficient to slow traffic. Too many of them would mean the end of street parades.
- Key locations only being Audley, Bolton, Douglas,Elwin Sts.
- Cannot see over/past. Having the experience of many roundabouts any plants grow are changed to bushes and restrict vision.
- In favour of roundabouts but only where appropriate, not purely for aesthetic purposes or to provide visual uniformity between blocks. For example, near ambulance station to avoid limiting quick access for paramedic staff.
- I do not think that Narrandera main

- street needs any roundabouts.
- NO WAY!! Forget them. Most people hated driving down the street when we had them before and they are NOT needed. Our street is NOT wide enough!!!!
- Roundabouts were resounding rejected by people before so why are we discussing them again ?
- Use "rumble" on the intersections to make traffic slow & aware of surroundings. Keep street original & useful for street parades & car rallies.
- Roundabouts unnecessary and waste of money. Council does not have resources to maintain flower beds.
- Roundabouts on every intersection is a joke in Narrandera. What is the estimated cost and ongoing maintenance costs of these roundabouts. How about putting the money saved into fixing up the footpaths?



FEEDBACK SURVEY RESPONSES

Do you support

"Provide kerb outstands and roundabout at East Street / Elwin Street intersection to improve safety, traffic movements and provide greenery to streetscape"

- Plantings great. Round about no.
- Only improve eastern side for pedestrian pathway across road. Roundabouts with gardens, after plants grow they restrict vision.
- While it may be safer for pedestrians and reduce the amount of people doing u turns in this area, I feel this didn't work well the last time this was trialled and resulted in potentially restricted access for the ambulance station.
- No roundabout.
- No roundabouts.
- NO ROUNDABOUTS AT ALL!!!!!!!!!!
- Roundabout ridiculous.
- Roundabouts traditionally replace traffic lights to improve traffic flow. They are all unwarranted in a small country town.

FEEDBACK SURVEY RESPONSES

Do you support

"Provide kerb outstands and roundabout at East Street / King Street intersection to improve safety, traffic movements and provide greenery to streetscape"

- No round abouts.
- As above, I think this could be reduced in size to a simple pole/light holder requiring little maintenance.
- No roundabout required.
- Plantings yes. Round about no.
- This is not an area high pedestrian usage. Blisters would reduce the distance that pedestrians require to cross the road.
- The roundabouts would be too close together.
- Don't see an issue.
- No roundabout.
- No roundabouts.
- NO ROUNDABOUTS!!!!!!!!!!
- Get rid of and reject the proposal in all things relating to roundabouts which have been already rejected by the Narrandera public.
- DO kerb outstands but no roundabout.
- Roundabout ridiculous.

FEEDBACK SURVEY RESPONSES

Do you support

"Provide kerb outstands and roundabout at East Street / Douglas Street intersection to improve safety, traffic movements and provide greenery to streetscape"

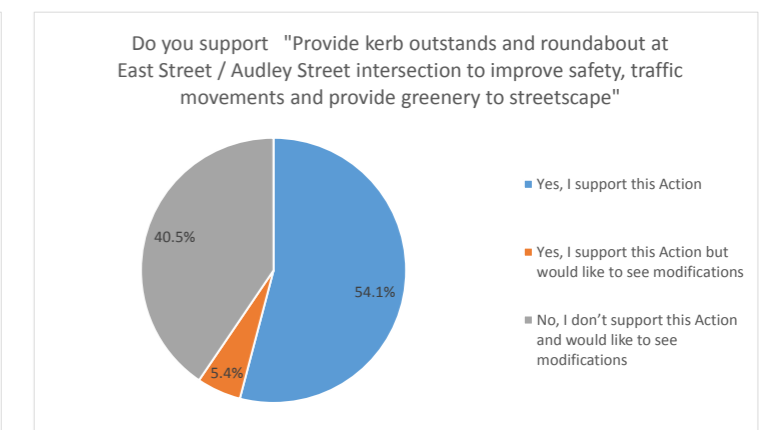
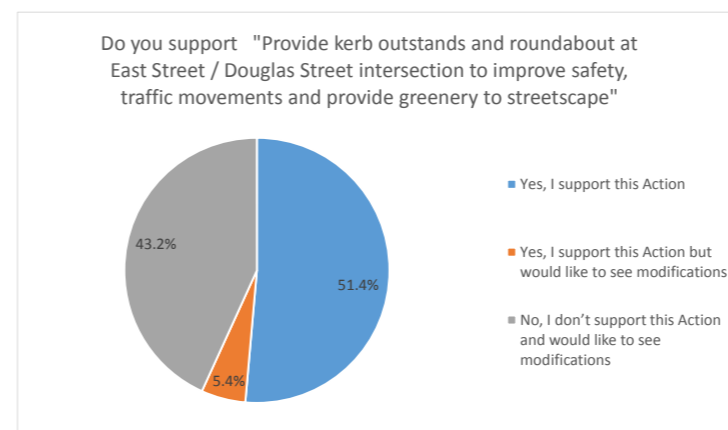
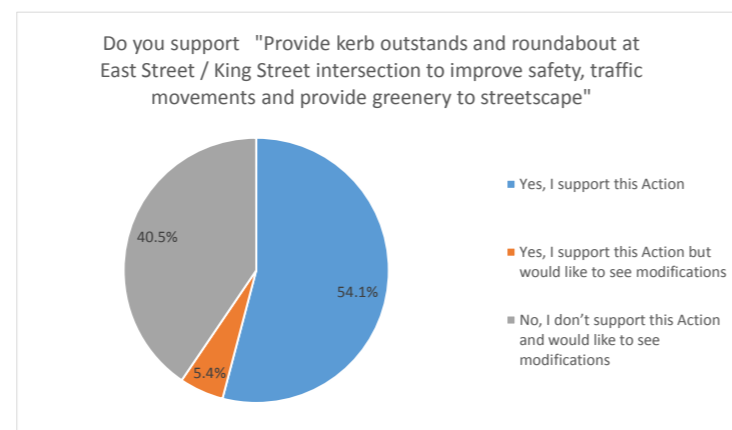
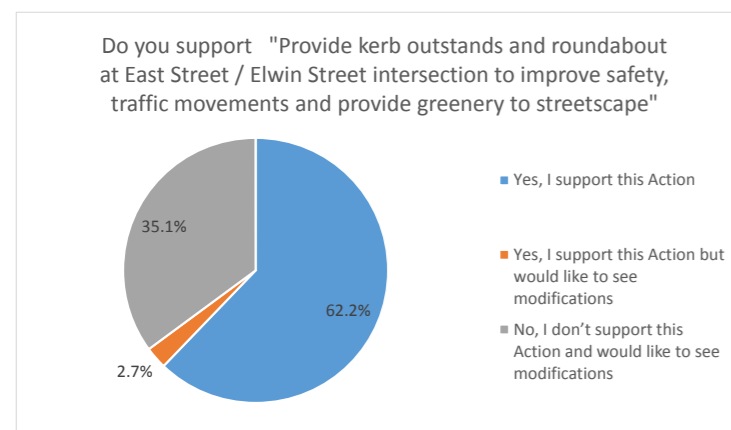
- Native very low colour shrubs.
- As above, I think the roundabout could be reduced in size.
- no roundabout required.
- Plantings yes. Round about no.
- Not a busy intersection so roundabout is not needed. Blisters would assist pedestrians crossing Douglas St.
- Leave it as it is with an extra zebra crossing between the bakery and the bank.
- Not urgent. IGA more urgent
- No roundabout.
- No roundabouts.
- Not have a roundabout at this intersection.
- NO ROUNDABOUTS!!!!!!!!!!
- No this is a stupid idea, and i would scrap the hole idea.
- Do kerb outstands but no roundabout.
- Roundabout ridiculous.

FEEDBACK SURVEY RESPONSES

Do you support

"Provide kerb outstands and roundabout at East Street / Audley Street intersection to improve safety, traffic movements and provide greenery to streetscape"

- Native very low colour shrubs.
- As above, I think the roundabout could be reduced in size.
- Plantings yes. Round about no.
- A roundabout would cause the loss of too many car parking spaces. The existing pedestrian crossing setup is sufficient.
- That end of town needs improving. As that leads to the Leeton road that could be a good spot for the second roundabout.
- Roundabouts look good but restrict vision and turning of heavy vehicles.
- No roundabout.
- No roundabouts.
- Not have a roundabout, only blisters.
- NO ROUNDABOUTS!!!!!!!!!!
- No. I would scrap the whole idea.
- Do kerb outstands but no roundabout.
- Roundabout ridiculous.



Pedestrian Activity Areas

FEEDBACK SURVEY RESPONSES

Do you support

"Provide kerb outstands and roundabout at East Street / Larmer Street intersection to highlight entry to East Street, improve safety, traffic movements and provide greenery to streetscape"

- Native very low colour shrubs.
- As above, I think the roundabout could be reduced in size to a simple low-maintenance holder of a street lamp or banner pole so that it would not be seen as a hindrance for the Rodders.
- Plantings yes. Roundabout no.
- A central Light or something would suffice there. It is not a very busy corner.
- Roundabouts gardens grow and restrict vision and heavy vehicle turning
- No roundabout.
- No roundabouts
- NO ROUNDABOUTS!!!!!!
- This is another idea that needs scrapping.
- Keep existing light and strip.
- Roundabout ridiculous

FEEDBACK SURVEY RESPONSES

Do you support

"Establish a 40km/h speed limit in East Street (subject to RMS approval)"

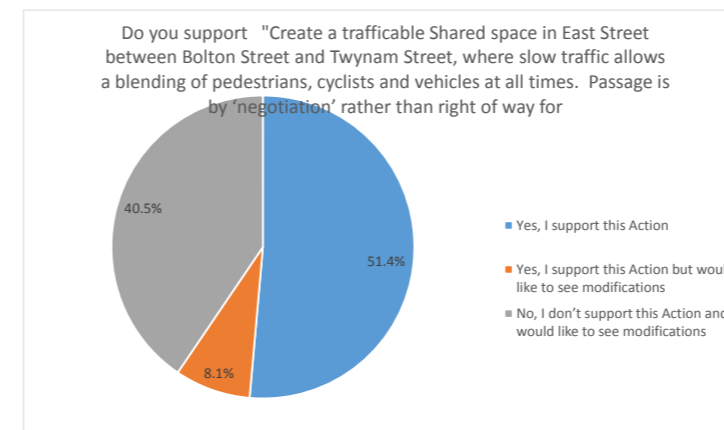
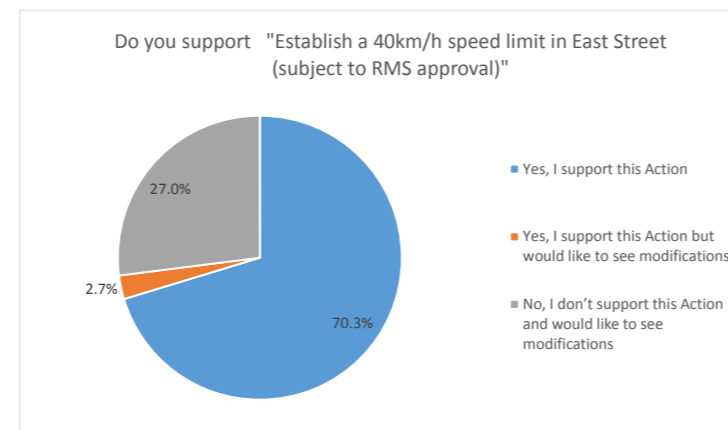
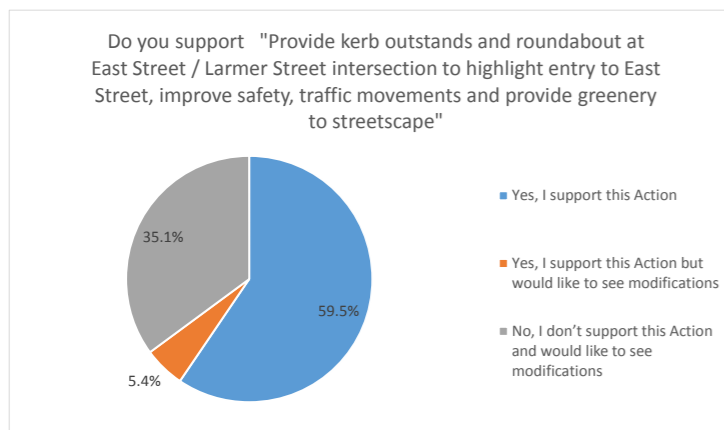
- 20km/hr.
- The 50 km/h speed limit is rarely attainable in East St anyway so the lower limit would only be a revenue raiser if it was enforced.
- Doubt pedestrian movements would meet the warrants.
- Cars and buses naturally do less than 40km/hr except when the street is vacant.
- I do not think that 40 km/h is warranted.
- Leave speed at 50km/hr.
- It is fine as is.
- Most people would not do over 40kph already, most speeding down east street happen at night so the council should be pressuring police to patrol it better.
- Retain existing speed limit of 50 kph along with the other recommended actions to enhance pedestrian safety.
- Not necessary if all other street improvements made. They will slow traffic.

FEEDBACK SURVEY RESPONSES

Do you support

"Create a trafficable Shared space in East Street between Bolton Street and Twynam Street, where slow traffic allows a blending of pedestrians, cyclists and vehicles at all times. Passage is by 'negotiation' rather than right of way for vehicles"

- I am worried about this. I have seen shared space work along whole roads but not solely at an intersection. Are there any working ones we can see a video of?
- I answered this before . Too dangerous and too hard to understand who has right of way. Please don't do this!
- Accident waiting to happen.
- I have reservations as to whether passage "by negotiation" would work. I would suggest either leaving pedestrian crossing where it is (in the middle of the block), or have two refuge islands at either end (one is already in place at Post Office) with signage advising pedestrians to give way to vehicular traffic.
- This sounds dangerous. As a driver, I of course always look for pedestrians and would always give way to them even if they crossed in front of me in an area not designated for pedestrians. BUT I still like it being very clear when I am expected to stop/give way for pedestrians and vice versa as a pedestrian. It is hard for drivers inside cars to negotiate with pedestrians outside it. Perhaps locals could adapt to this but it would be especially confusing for visitors who would most likely assume they have right of way as there is no crossing as such present.
- I do not agree with this idea at all. Will be too confusing for aging population.
- Leave pedestrian/bike/road as is.



- Fraught with danger, leave as it is
- "Thought needs to be given to:
- - Final Levels - consider surface drainage, existing flooding and available storage and overland flow paths
- - Need to address appropriate bollards, tactile feedback, bay delineation for 45 deg parking"
- no.no.no. this ideas is stupid. In nsw laws state a certain action or fact we don't negotiate through a stop or give way sign. I am amazed at the stupidly of such a idea.
- I like the concept, but I would like to understand how this would work in practice.
- Concerned for the safety of pedestrians in a mixed use situation.
- Don't do this. Water/flash flooding too much work. Keep street in period with buildings. Mark parking bays & have set parking times.
- Recipe for accidents.
- Accident waiting to happen.

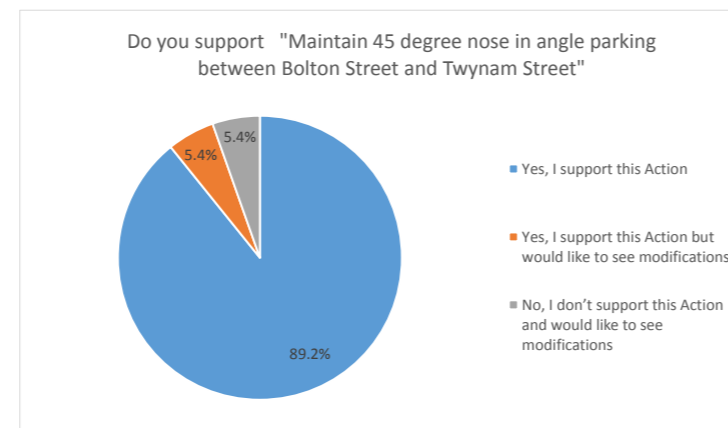
LISTENING POST RESPONSES

- Extend Shared Space down Bolton Street 'visually foreshorten Bolton Street'.
- Like the idea but worried that it will confuse older drivers.
- Supported.
- Supports Shared Space.
- Very concerned that shared space at Bolton St will cause bottle neck and driver frustration.
- Worried about little children darting out.
- Would rather bollards rather than wheel stops.
- Concerned about conflicts between pedestrians and cars.
- Love the shared zone.
- Shared zone would be good for the town and a speed deterrent.
- Thinks it will be unsafe. Drivers distracted looking for parking spot. Little or no need for it.

Do you support

"Maintain 45 degree nose in angle parking between Bolton Street and Twynam Street"

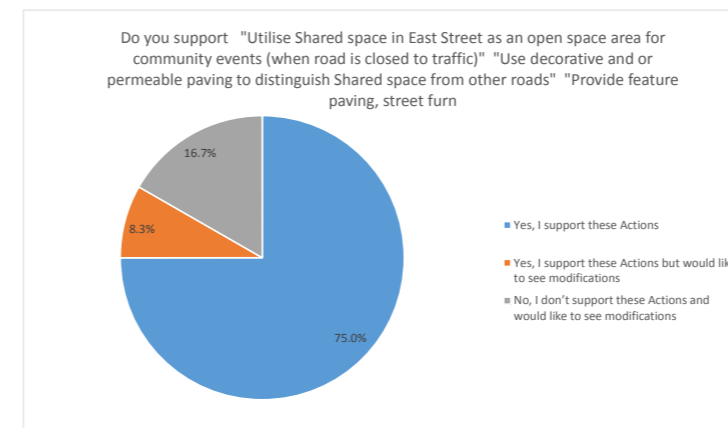
- Being the towns main gathering area, pedestrian and footpath use should be the primary purpose. Parking should be secondary. Any parking arrangements should be sympathetic to the create design and "people" use of the area. + the overall look and feel. It should be an area people feel comfortable and want to spend time in.
- Make the parking 60 degrees rather than 45 degrees - other towns have found that the former allows more spaces
- Parallel parking would fit better with the use of bollards, however there would be a reduction in car parking spaces and many people have difficulty parallel parking.
- Not sure perhaps no parking?



Do you support

"Utilise Shared space in East Street as an open space area for community events (when road is closed to traffic)" "Use decorative and or permeable paving to distinguish Shared space from other roads" "Provide feature paving, street furniture, trees and garden beds around Shared space for pedestrian amenity"

- Keep clean with suitable seats scattered.
- But use large non slip pavers.
- Again I have reservations about street furniture unless the areas will be policed to avoid excessive littering and undesirable behaviour.
- Do not agree with shared space.
- Forget extra trees and furniture.
- No because i don't believe in the shared space concept promoted here.
- Waste of money.
- Attract vandalism and long term riff raff into this area.



Pedestrian Zebra Crossings

FEEDBACK SURVEY RESPONSES

Do you support

“Shift location of existing zebra crossings by approx. 10 m in East Street and Bolton Street (outside coles) to allow for safe offset distance from intersection”

“Retain mid block zebra crossing at Kiesling Lane within Shared space, if required and subject to further discussion with RMS”

- Put on back at Post Office.
- If the shared space is effectively a pedestrian crossing why would we need pedestrian crossings 10m away?
- Moving the pedestrian crossings at the Bolton St intersection will result in the loss of car parking spaces. Leave the mid block pedestrian crossing where it is.
- Zebra crossings work best on corners.
- Need crossing points improved at both Post Office and Bakery.
- Refer to my comments/ response to question 28.
- maybe move the one in Bolton st but not the one in east st and keep the one near keisling lane
- Leave as they are.
- “- remove raised pedestrian crossing near Keisling Lane as this is situated at drainage low point.
- - suggest that the pedestrian crossings be located at the start of the shared zones”
- No because the present coles crossing protects people when they are getting into there cars.
- I support the appropriate placement of zebra crossings

but would not like to see less car parking spaces.

- Loss of parking spaces. Not a necessary change. More important to keep spaces.
- No need to shift existing crossings.
- Too greater loss of parking.

FEEDBACK SURVEY RESPONSES

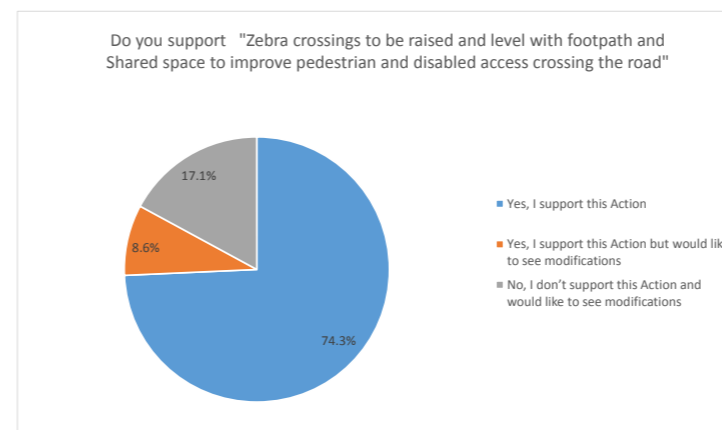
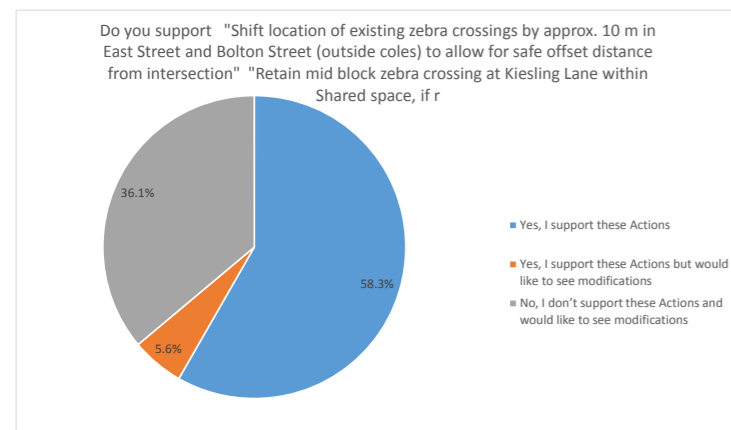
Do you support

“Zebra crossings to be raised and level with footpath and Shared space to improve pedestrian and disabled access crossing the road”

- At the post office.
- No comment provided.
- I don't think is necessary.
- Not necessary and a waste of money.
- “- by locating the Pedestrian Crossings at the start of the raised Shared Zones you achieve the slowing down for the whole shared area.
- - raising the road level and removing the kerb in the shared area will assist pedestrians in moving to and from their cars to the footpath”.
- No you will have cars bottoming.
- Keep crossing at existing street level & use textured sealant to help outline.
- Waste of money.
- Unnecessary cost. We will see the end of Easter hot rods.

LISTENING POST RESPONSES

- Zebra crossings around town would be better.



Parking

FEEDBACK SURVEY RESPONSES

Do you support

"Maintain 45 degree nose in angle parking throughout Business Centre" "Provide wheelstops in Shared space (where parking bays are level with footpath)" "Utilise loading zones for taxi set down and pick up"

- Subject to the "people" use of the area.
- I basically support these except the parking should be 60 degrees nose in.
- "I don't like the idea of having cars parking in shared space.
- I don't believe in a shared space."
- Shouldn't have a license if wheel hits the kerb.
- Also use laneways for loading zones/taxi pick up.
- "- Parallel parking would achieve a more aesthetic look in the shared area and add to the differentiation. However I there would be a loss of car parking spaces. This could be offset by encouraging business owners not to park in this area. (You might need to introduce and enforce timed parking to achieve this.)
- - parallel parking would enable bollards to be used and avoid these being hit compared to 45 degree parking.
- - If 45 Degree parking is maintained, I would suggest that surface texture be changed instead of Wheel stops. Alternative use raised pavement markers to give the driver tactile feedback to alert them that they need to stop. These are more aesthetic and are less likely to cause a trip hazard.
- - This would also provide unrestricted access for trolleys or people with walking frames. These would be used in conjunction with some form of bollards.
- - Alternatively, you could use ""grass paving" to

provide the tactile feedback and also provide an environmental and aesthetic solution.

- - I would suggest a combination of bollards including, our existing tubular bollards, Planter boxes, low ""bessar"" split block walls (looking like hewn stone - these can double as seats)".

FEEDBACK SURVEY RESPONSES

Do you support

"Provide two disabled parking bays per block in East Street (one disabled parking space on each side of each block)"

"Locate disabled parking bays near Post Office, Pharmacies, Newsagent and Physiotherapist"

"Provide additional disabled parking bays in side streets where slope of road is minimal for improve accessibility"

- Leave parking as is. Add disabled parking.
- Provide one disabled parking bay per block, not two. It is not necessary to have a disabled parking bay at both the M & C Pharmacy and the Newsagency - one between the two close businesses is sufficient.
- Too many already. More means more misuse, instead use timed parking.
- this might be a good idea as long as we do not lose any other parking spots due to other modifications.
- One bay/block and minimal spaces in side streets.
- I am not sure there is a requirement for further disabled parking, maybe more requirement for parents with children in cards.
- Maximise parking for everyone.

- Parking is at a premium as it is

•

FEEDBACK SURVEY RESPONSES

Do you support

"Provide line marking of double lines in East Street to restrict u-turns into and out of parking spaces"

- Unnecessary! I have never seen parking in a bay on the opposite side of the road as a dangerous procedure. It can be seen as 'eco-friendly' allowing the driver to park quickly without wasting fuel.
- At times this would make finding a park almost impossible. One of the best features of parking in our Main Street is being able to utilise both sides at once.
- Don't think it is necessary.
- No double lines - allowing u-turns.
- Not necessary.
- I believe having round-a-bouts at suitable intersections would negate the need for people to make U-turns in the main street.
- Not across lane ways.
- This is not beautifying. Put a narrow kerbed strip like Leetons down the middle
- Provision of a narrow medium strip like Leetons' would be more attractive.

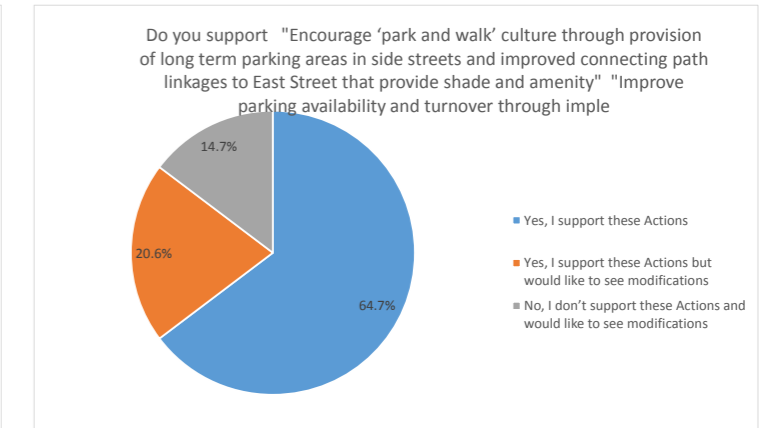
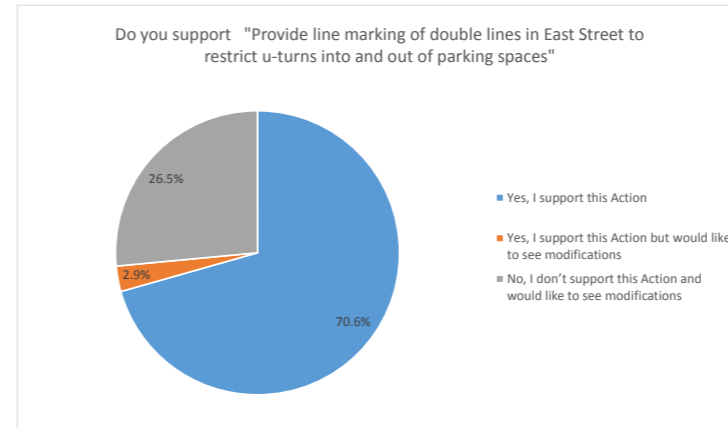
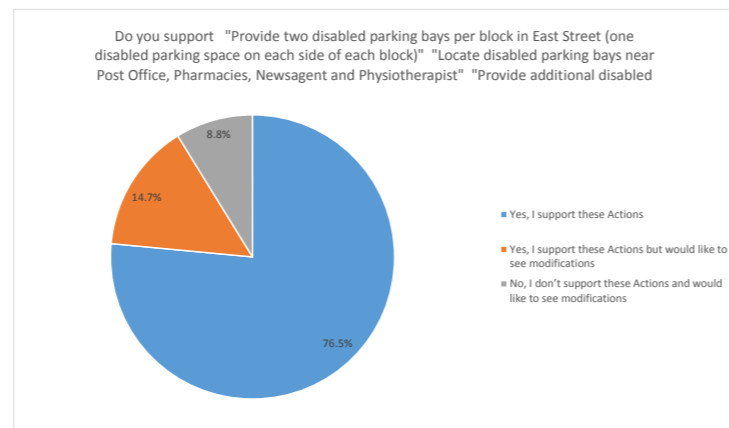
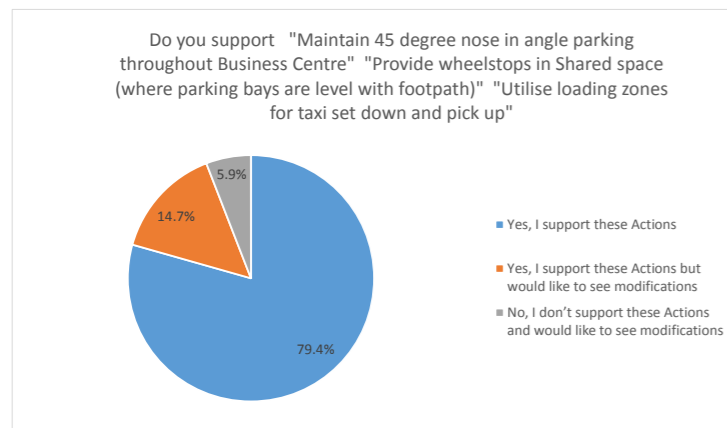
FEEDBACK SURVEY RESPONSES

Do you support

"Encourage 'park and walk' culture through provision of long term parking areas in side streets and improved connecting path linkages to East Street that provide shade and amenity"

"Improve parking availability and turnover through implementation and enforcement of timed parking limits in key locations"

- We do not have the need, at this time, to provide timed parking. Maybe, when the population has trebled in size or town visitation increased. We have ample parking there is no reason why some could not be defined as 'long term' but there is NO reason for it to be timed.
- "Timed parking would be a backward step for the town and should be a key promotion item.
- Narrandera has ample parking and we should as businesses including council take a lead role in promoting & having staff park outside of East Street."
- Timed parking (preferably 2 hours) is required in East St between Douglas St and Audley St only.
- There are not enough off street parking areas.
- How? Needs more detail. Use timed parking more.
- I'd like to highlight the importance of encouraging the park and walk mentality. At the moment most residents like park directly in front the business they wish to visit rather than walk a block or 2 to visit several shops.
- No trees on roads.
- "I fully support the culture of ""park and walk"" and using the side streets for parking. I don't support timed car parking in East Street. This would require Council to



employ a dedicated parking attendant and our rates will go up to fund this. There is the prospect of residents and visitors getting fined. This will create ill will by residents towards Council. It will also create more work for Council investigating complaints from residents about their fines. It will create ill will by visitors who may not come back to Narrandera if they get a fine. Let's be honest with ourselves, there is a lot of nearby parking, and it is unrealistic for residents to expect a carpark to always be available right outside the shop they wish to visit.

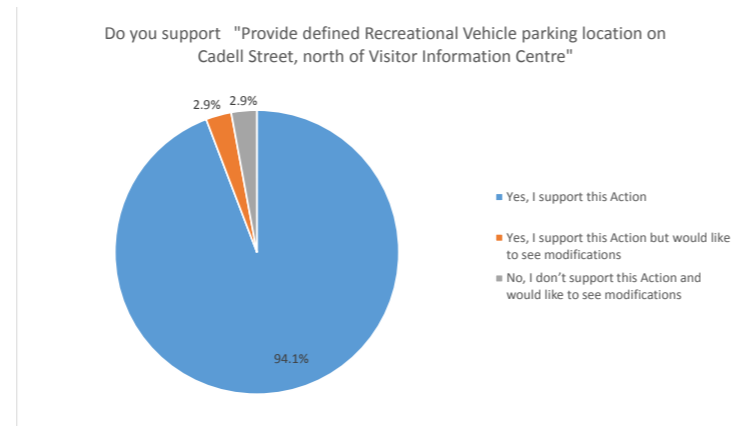
- We need to provide enough car parking in the general business centre vicinity, but it does not need to be on East Street.”
- Elderly want East street parking.
- Maximise parking in East street.

FEEDBACK SURVEY RESPONSES

Do you support

“Provide defined Recreational Vehicle parking location on Cadell Street, north of Visitor Information Centre”

- Yes with no timed parking.
- There's enough clutter already.



LISTENING POST COMMENTS

- Blisters smaller for more parking.
- Bus parking - check in front of Bundanoon. Has it been removed.
- Business people should not use parking .
- Check clearance at bus parking.
- Coach parking at the taxi rank very important. Close to toilets.
- Concerned about losing parking to trees.
- Concerned about possible parking loss from trees. Difficult to find a parking spot from Douglas to Twynam St .
- Concerned about the loss on parking in front of Coles
- Council should buy an old building, bulldoze it and build a car park.
- Council should have bought site where group home is going and made it a car park.
- Disabled parking at Coles is difficult.
- Don't take away car parks.
- Don't want anything that takes up parking.
- Existing disabled parking isn't set up for driver and passenger. Ramps only on one side.
- Important to keep parking around Library.
- Lack of parking is an issue if more trees are planted.
- Linemarking parking spots would help.
- Loading zone - extend the times at Kiesling Lane Loading zone, include more disabled parking.
- Loading Zone in Douglas St (Opp Charles Sturt Hotel) no longer needed.
- Need extra disabled parking e.g. in front of Coles.
- Need more parking.
- Need to have enforced timed parking. Would be happy with 30min parking out the front of his shop. Enforcement is the key.
- Parking is my only concern.
- Problem with shop owners parking in East St.
- Pushing crossing down Bolton street removes. car spaces, supports timed parking.
- Put in a car park.
- Timed parking supported.
- Trees need to be strategically placed to allow more parking.

Paving

FEEDBACK SURVEY RESPONSES

Do you support

“Continue existing red and yellow brick paving theme throughout Business Centre to provide consistent paving treatments”

“Provide red brick paving at kerb outstands with feature yellow brick bands”

“Establish new paving theme to pedestrian pavement areas between intersections with red brick paving bands and infill concrete panels”

“Continue new paving theme of red brick bands and concrete infill panels to the frontage of commercial premises in Douglas, Bolton and Twynam Streets”

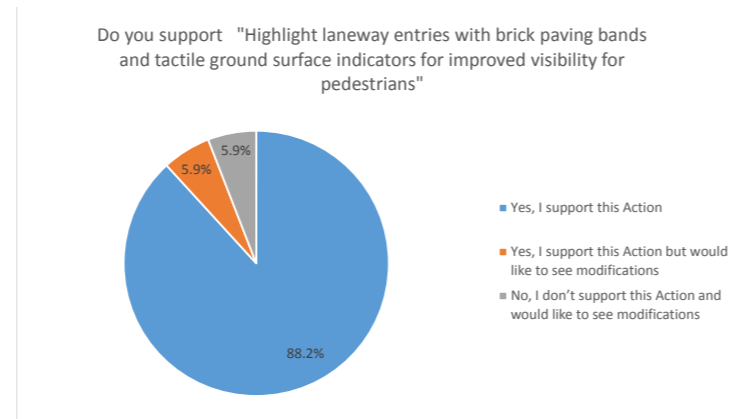
- But make large non slip pavers and get ALL shops to know they have also a responsibility to clean.
- Leave as is and stop wasting money.

FEEDBACK SURVEY RESPONSES

Do you support

“Highlight laneway entries with brick paving bands and tactile ground surface indicators for improved visibility for pedestrians”

- (no comments provided)

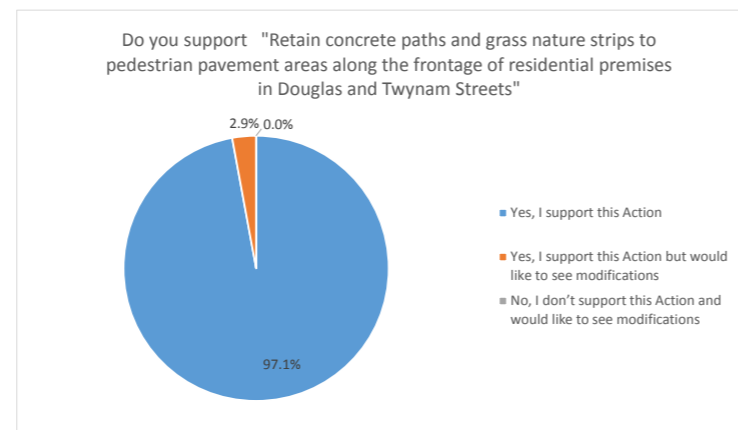


FEEDBACK SURVEY RESPONSES

Do you support

“Retain concrete paths and grass nature strips to pedestrian pavement areas along the frontage of residential premises in Douglas and Twynam Streets”

- Depends which block. Build a footpath in King St (East section)



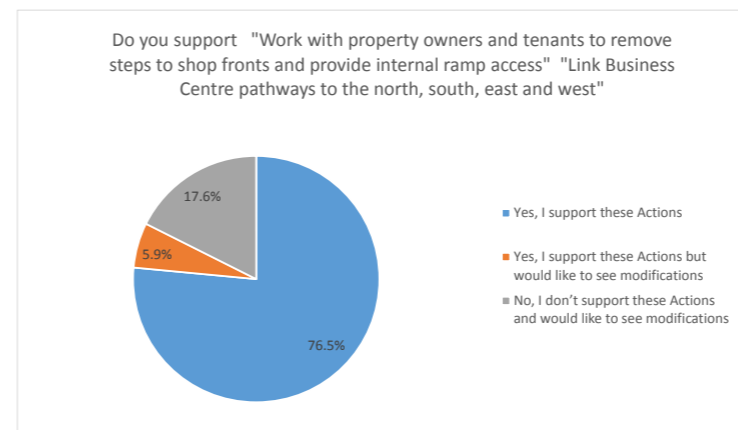
FEEDBACK SURVEY RESPONSES

Do you support

“Work with property owners and tenants to remove steps to shop fronts and provide internal ramp access”

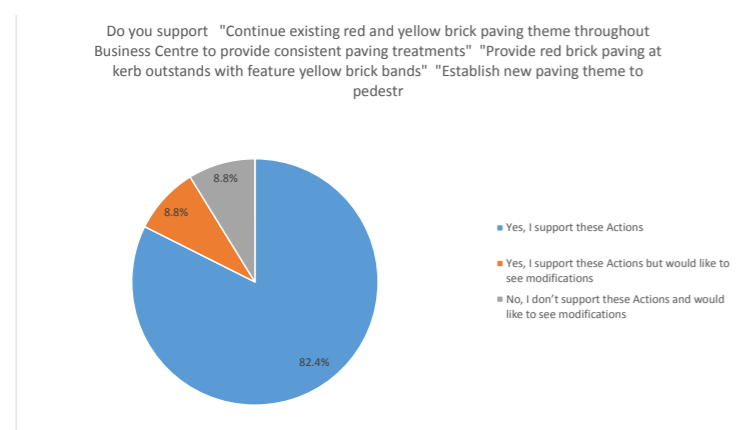
“Link Business Centre pathways to the north, south, east and west”

- Provide finance.
- Leave shop entrances as is - no internal ramps unless requested.
- “Increase access for wheel chair access should be a priority, however some locations may prove difficult. Particularly where the footpath is on grade. Transitioning from grade to level may present some issues.
- I believe all new developments are required by law to provide wheel chair access.”
- No to costly
- Property owners already have enough expense with high rates.
- Not sure if this is possible at all businesses. Each one would have to be assessed individually.



LISTENING POST COMMENTS

- Don't like concrete stenciled paving. Like clay pavers like Coolamon.
- Improve aesthetic with paving, consider trip hazards, use coloured concrete.
- Paving is attractive and enhances appearance.
- Refer Young - paving in the footpath.
- Footpaths need upgrading so will be good to see it happen.



Furniture

FEEDBACK SURVEY RESPONSES

Do you support

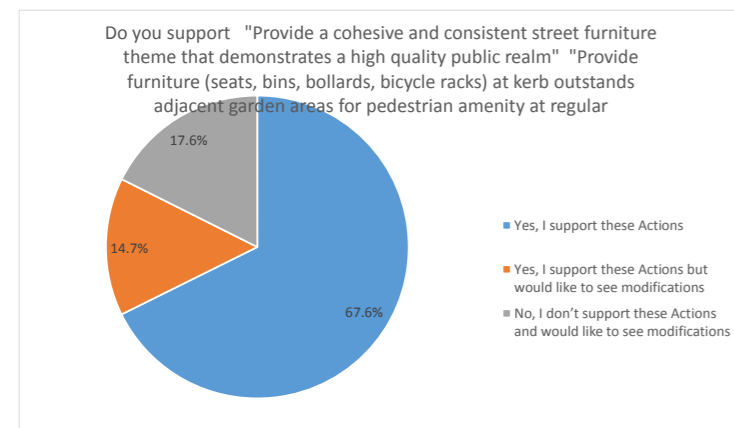
"Provide a cohesive and consistent street furniture theme that demonstrates a high quality public realm"

"Provide furniture (seats, bins, bollards, bicycle racks) at kerb outstands adjacent garden areas for pedestrian amenity at regular intervals"

- Yes to each. However seating and other initiatives should be considered with creating a focal point for anti social behaviour. Seating has been removed as a result of anti social behaviour. We would not like seating to be placed outside our premises - Bolton & East Street.
- Not outside banks - for security of ATM users.
- Policing would be necessary to minimise loitering and anti social behaviour at these locations.
- Less bicycle racks.
- Only undesirables seem to use them and people who do need them feel intimidated by their presence. They just throw their rubbish and make a mess.
- No you won't be able to walk on the footpath with all this stuff.
- They will last 5 minutes before vandalised.
- Will be subject to vandalism.

LISTENING POST COMMENTS

- An outdoor area to eat, tables etc. would be good. At the moment they are only provided at eateries. Could buy fish & chips and sit, travellers have their own lunch
- More vandal proof seating.
- Supports furniture, likes theme of bikes.
- Seating is important.



Lighting

FEEDBACK SURVEY RESPONSES

Do you support

"Long term installation of decorative and cost effective Catenary lighting (LED lights on wires)"

"Provide Catenary lighting in Bolton Street to emphasise night time connections to highway"

- The festoon lighting in East St must be maintained - LED bulbs in festoon lighting may greatly reduce the long-term running cost but the initial outlay may require fund raising by community groups.
- I'd like to see the festoon lighting stay or something very similar that is less maintenance and more efficient to run.
- Main street lighting is enough.
- No waste of money.
- Keep similar to existing! Yes to Bolton St.

FEEDBACK SURVEY RESPONSES

Do you support

"Implement feature lighting with music (sound and light show) to add excitement and ambiance"

- Not sure about the music. People hard of hearing will find conversation difficult/impossible. Others may be irritated by the choice and leave. OK for Christmas only. PA system good for Town/road events.
- Not necessary.
- Yes. However consider impact on businesses - style / hours / theme. We promote our business as no noise.
- Don't agree with street music except on special occasions.
- No action required.
- Times! Evergreen music
- Just stick with festoon lighting.
- Excitement and ambiance to one is not another's liking
- Lights, yes, but No to music. It is not needed.
- "I believe it would be difficult to please everyone due to the variation in music interest.
- The times would need to be restricted since there is a possibility this could be viewed as unavoidable noise pollution.
- - During special events would be suitable to create a special atmosphere"
- No in my opinion a silly idea.
- My support would depend on the cost. I think it may be a nice to have that should be the very last thing we do if everything else has been implemented.
- I like the idea of a light show but unsure about the noise element.

- Only for one off occasions. Not sound forced on public
- Would have to see more details on the music side if things.

FEEDBACK SURVEY RESPONSES

Do you support

"Upgrade road lighting with new poles and light fittings"

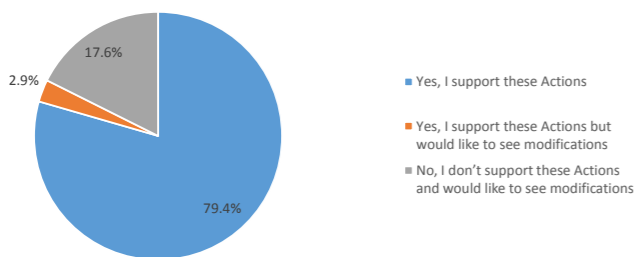
"Provide feature uplighting of heritage buildings, including Council Chambers Building"

- Waste of money. Electricity is getting dearer so we don't need more lights.
- Financial cost too high.
- Lighting is enough.
- Don't do them.

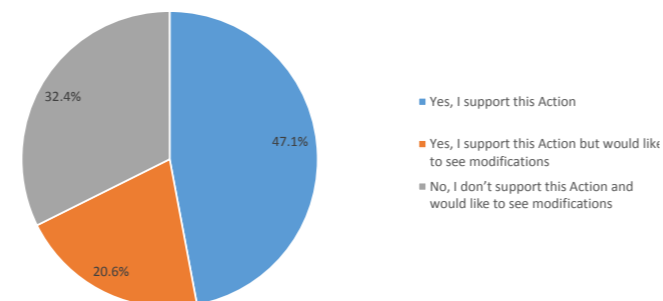
LISTENING POST COMMENTS

- Can solar power be used to run lights even for lighting feature buildings.
- Like the festoon lighting as it.
- Supports catenary lighting.

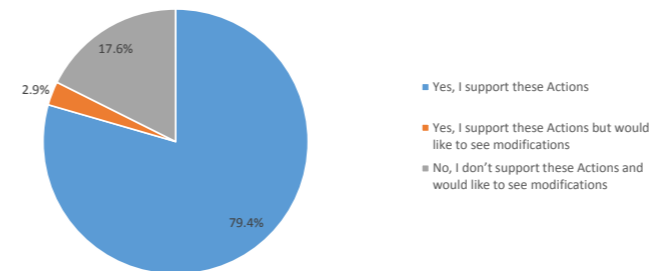
Do you support "Long term installation of decorative and cost effective Catenary lighting (LED lights on wires)" "Provide Catenary lighting in Bolton Street to emphasise night time connections to highway"



Do you support "Implement feature lighting with music (sound and light show) to add excitement and ambiance"



Do you support "Upgrade road lighting with new poles and light fittings" "Provide feature uplighting of heritage buildings, including Council Chambers Building"



Water

FEEDBACK SURVEY RESPONSES

Do you support

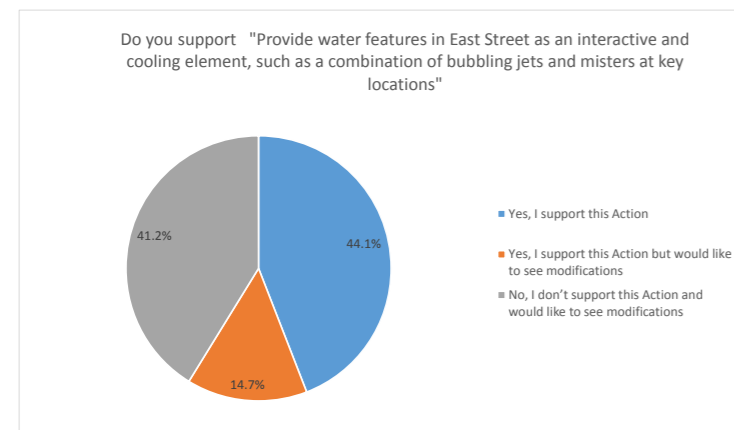
"Provide water features in East Street as an interactive and cooling element, such as a combination of bubbling jets and misters at key locations"

- Not necessary.
- Yes. Consider promotion of anti social behaviour.
- Waste of money.
- Move any water features to Narrandera Park, near the Adventure Playground would be ideal.
- No comment provided.
- I would also like to see drinking bubblers.
- If I had to sacrifice an element to reduce maintenance issues this would be something I'd leave out.
- I think this is a nice touch but not necessarily in the main street maybe at the park near the playgrounds.
- Unnecessary and high maintenance.
- Include the water features adjacent to the Children's Adventure Playground.
- No. Vandal alert!!!!. They wouldn't stay good for long.
- "- I believe outdoor coffee locations would be suitable, however I would suggest that the onus be on the shop owner.
- - Council needs to give permission and require suitable standard.
- - As with all private street furniture, Council should have some control by way of license to ensure we cover public liability insurance issues"
- Don't do them, waste of money.
- Don't do! Not necessary in dry area farming.

- High maintenance costs.
- This will cost a fortune in ongoing repairs and maintenance.

LISTENING POST RESPONSES

- Like the idea. Maybe in Kiesling Lane



Public Art

FEEDBACK SURVEY RESPONSES

Do you support

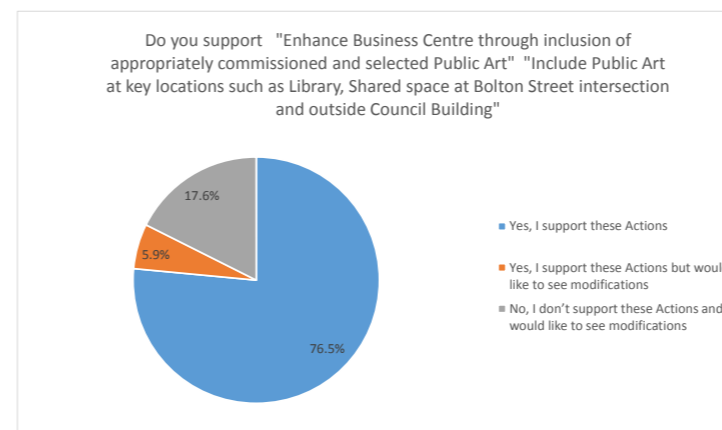
"Enhance Business Centre through inclusion of appropriately commissioned and selected Public Art"

"Include Public Art at key locations such as Library, Shared space at Bolton Street intersection and outside Council Building"

- Public toilets up near Douglas St.
- Who decides what "public art" is put in place. Who covers cost of cleaning any graffiti off these "artworks".
- Time limits on artwork. Not forever.
- As long as it has a broad spectrum and is not too Aboriginal.
- Unnecessary and money well spent somewhere else.
- I just would not do them.
- Will be busted up in 5 minutes.

LISTENING POST RESPONSES

- Don't need modern art. It is a distraction at intersections.
- Include Aboriginal Art.
- No to the Koala Art used as an example in the Draft.
- Would like to see but concerned about vandalism.



APPENDIX 2

Issues and Opportunities Consultation Summary

Issues and Opportunities

Outcomes of Community Engagement

The engagement undertaken during Stage 1 of this project targeted, and received considerable responses from, a broad cross section of the community through the Project Team, Stakeholder Reference Group (SRG) Workshop, Community Feedback Survey and Listening Post.

While it is possible to analyse the metrics of statistical data produced from the online survey, it is important to note that these statistics provide a general overview of those who completed the feedback form and are not necessarily the views of the wider community.

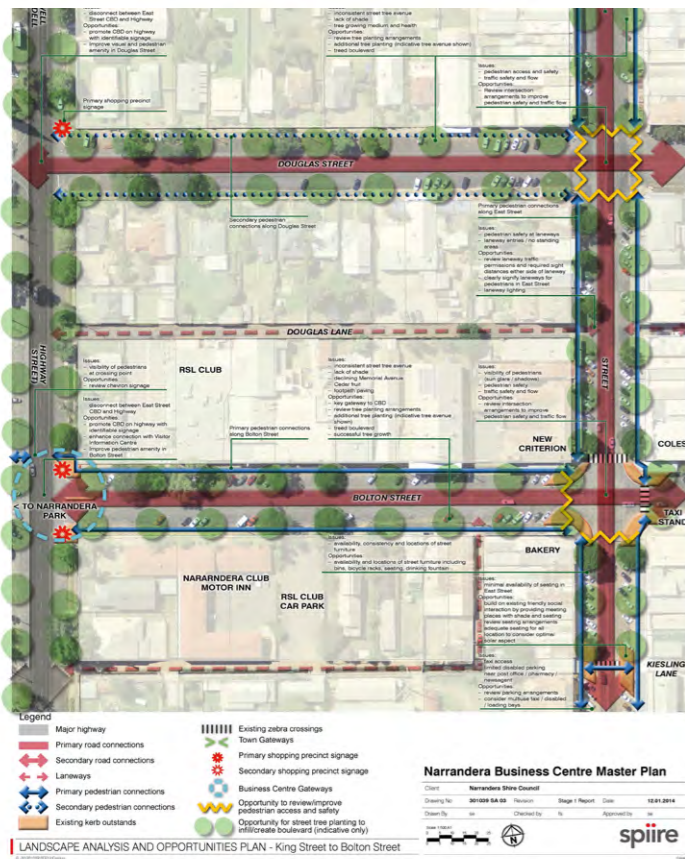
The Project Team has noted that a range of views were heard during the SRG Workshop and Listening Post that have been given due consideration in establishing the Issues and Opportunities.

The table following is a summary of the key themes, issues and opportunities that arose during Stage 1 of the Project.



Issues and Opportunities Summary

The table below is a summary of the key themes, issues and opportunities that arose during Stage 1 of the Project.



THEME	COMMUNITY COMMENTS / VALUES / ISSUES	OPPORTUNITIES
Cultural	<ul style="list-style-type: none"> Friendly atmosphere Heritage buildings Trees and gardens – ‘Town of Trees’ Cafes Country town feel Festoon lighting Banners advertising events Shelter from sun / rain Memorial Gardens River Country Aboriginal culture and history 	<ul style="list-style-type: none"> Encourage social interaction through provision of street furniture and informal gathering spaces. Enhance presence of heritage buildings – lighting / façade refurbishments Enhance street trees and garden beds. Encourage commercial development within CBD by enhancing streetscape and pedestrian amenity. Ensure pedestrian safety, amenity and comfort in all areas, including crossing locations Enhance ‘country town’ feel Maintain and improve festoon lighting Maintain banners – change regularly Encourage ‘park and walk’ Encourage and support café culture Encourage awnings on buildings Provide shade where not present Enhance connections and access to memorial gardens. Enhance connection to Aboriginal history.
Business Centre Gateways / Signage	<ul style="list-style-type: none"> Lack of clear and defined Business Centre Gateway signage. Wayfinding and interpretive signage. Signage clutter. 	<ul style="list-style-type: none"> Improve Gateways and opportunities for attracting highway traffic into town centre. Provide wayfinding and interpretive signage. Review / rationalise fixed signage. Minimise ‘A’ frame signage clutter on highway.



THEME	COMMUNITY COMMENTS / VALUES / ISSUES	OPPORTUNITIES
Road and Pedestrian Safety	<ul style="list-style-type: none"> • Vehicle speed. • Traffic flow. • Pedestrian access, visibility and safety. • U-turns (forward and reverse). • Stormwater drainage. 	<ul style="list-style-type: none"> • Improve pedestrian safety and access, particularly at intersections. • Review pedestrian crossing points in conjunction with traffic permissions and arrangements. • Linked and accessible pathways. • Improve traffic flows. • Minimise problematic vehicle maneuvering (u-turns) through physical design. • Improve stormwater drainage / water capture for reuse.
Parking arrangements	<ul style="list-style-type: none"> • Parking availability in East Street. • Existing RV / Caravan parking location and access. • Disabled parking provision. • Timed parking. • Parking against kerbs / verandah posts. • Shade for parking areas. 	<ul style="list-style-type: none"> • Encourage long term parking in side streets and car parks through provision of shaded parking areas and connecting pathways. • Consider timed parking in key locations. • Review and improve disabled parking arrangements. • Review and improve RV / Caravan parking arrangements.
Street Trees and Garden Beds	<ul style="list-style-type: none"> • Town of Trees – much loved feature of Narrandera. • Consistency of trees – Treed boulevard. • More shade. • More greenery. • Resilience / sustainability of tree species. 	<ul style="list-style-type: none"> • Limit sacrificing trees for parking / roadway. • Consistent species, spacing and location of street trees. • Consistent garden bed treatments and locations. • Enhance trees as key feature of Business Centre. • Legacy for future generations (50 – 100 years). • Minimise damage to trees from cars / asphalt. • Minimise risk of tree roots to personal safety. • Ongoing maintenance and management.
Pedestrian amenity (signage, seating, bicycle racks, bins, paving etc)	<ul style="list-style-type: none"> • Lack of seating and bicycle racks. • Lack of consistent furniture and finishes. • Existing bollards durable. • Loitering. • Inconsistent paving treatments. • Perception of dirty footpaths. • Trip / slip hazards. • Wheelchair / scooter / pram access. • Side streets footpath provision. 	<ul style="list-style-type: none"> • Sculptural seating. • Consistent location and finishes of furniture and fixtures. • Durability and maintenance. • Consider solar aspect for seating locations. • Review footpath design, materials and maintenance. Utilise existing features and finishes. • Review footpath provision and materials in side streets.

