
REPORT NAME PTE25-38 Approval of Concept Design for Duck River Nature Trail Stage 2

REPORT OF Senior Project Officer Transport

PURPOSE: To seek approval for the concept design for Stage 2 of the Duck River Nature Trail project.

RECOMMENDATION:

- (a) That Council approve the final concept design for Stage 2 of the Duck River Nature Trail project (as detailed in this report and shown in Attachments 1 and 2) for the purpose of progressing to detailed design and tender documentation, planning and technical approvals and tendering for construction.

BACKGROUND

1. In 2022, Council was successful in securing a \$26.9 million grant for Duck River Nature Trail through the Western Sydney Infrastructure Grants program (WSIG). The 4.5km long project along Duck River between the M4 and Parramatta River will provide pedestrian and cyclist access through a combination of public park, connecting streets and foreshore reserve. A high-level alignment and staging plan is shown at Figure 1.
2. The project will advance objectives articulated in Council's adopted plans and strategies, including:
 - a. Parramatta 2050, with its vision for an unrivalled river city with a continuous green corridor between Lake Parramatta and Sydney Olympic Park, and Silverwater as a future jobs & industries district.
 - b. The Parramatta Bike Plan, and its vision for a fine grained and connected active transport network serving the needs of workers, visitors and residents
3. Due to scale, complexity and land ownership, the project is being delivered in three stages, starting with the most straightforward sections. Stage 1 (Silverwater Park) is currently under construction and forecast to be complete in late September.
4. Stage 2 (Eastern Streets) encompasses the sections of the Trail where the foreshore is inaccessible and/or utilised by adjacent industries. The route therefore utilises the adjacent street network to create a safe and enjoyable pedestrian and cyclist connection between the foreshore sections of the route. There are two sections where this approach is required, one in the North and one in the South, shown in red at Figure 1.

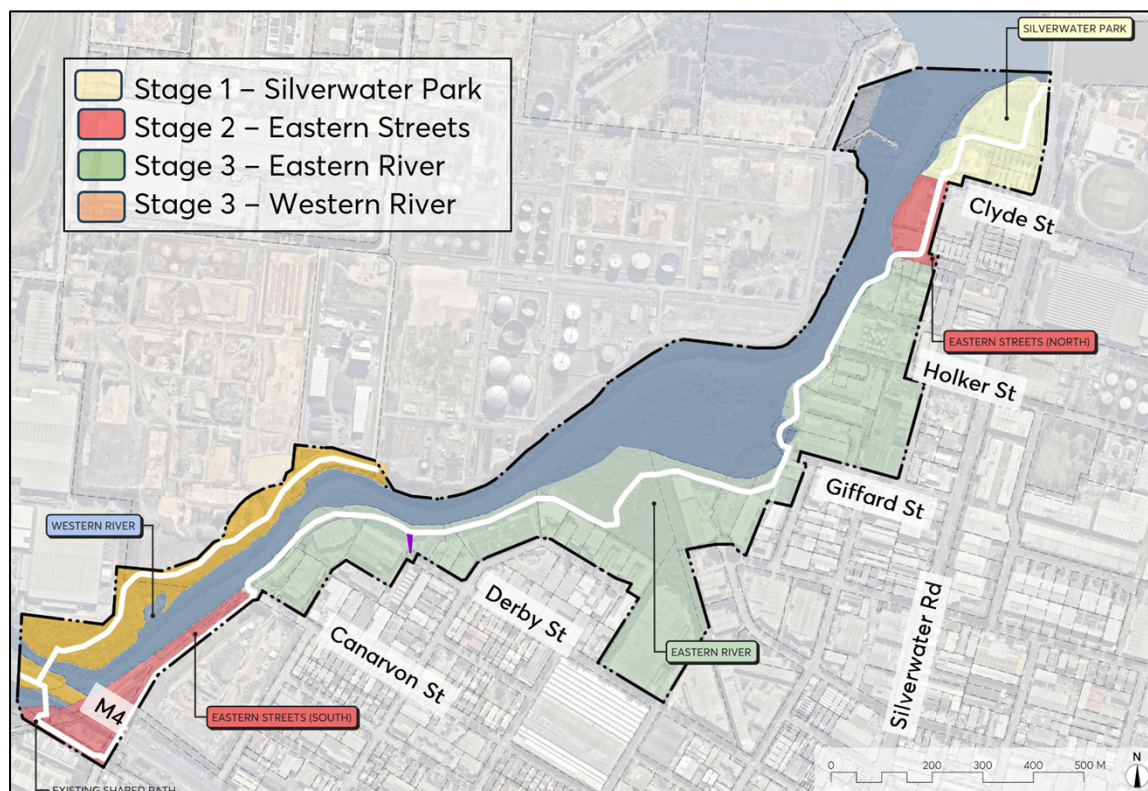


Figure 1: Duck River Nature Trail Alignment Plan (Staging)

5. On 9 December 2024 Council endorsed the public exhibition of the draft concept plans for Stage 2 for predominantly separated pedestrian and cyclist paths with raised priority crossings of streets.
6. Following consultation, the extent of the trail to be located in Eastern Streets North has been reduced. This is further explained in the Consultation section below.

CONSULTATION

7. In accordance with Council's resolution, the draft concept design was exhibited from 11 February to 18 March 2025. Numerous channels were activated to reach as many people as possible in the local community, the businesses in Silverwater as well as path users. Residents and businesses could complete a short survey by following a weblink or the QR code provided on the collateral. Residents and businesses could also drop a pin and post a comment on the concept design, highlighting any items they did/did not support and adding comments.
8. Engagement activities included a letterbox drop in the local area to homes and businesses, a media release, Council's website (including the home page slider), social media, print media, as well as Council's e-newsletters and on-site posters. Local businesses along the route were mailed prior to the exhibition offering opportunities to meet and discuss the project, along with targeted doorknocking in key locations. Popups were staffed in Silverwater Park on a

weekend and a weekday to ensure the project team captured the feedback of workers, visitors and commuters.

9. A summary of the key themes is provided in Table 1 below, with a full breakdown in the *Duck River Nature Trail Communications and Engagement Evaluation* provided at **Attachment 4**. Responses to individual submissions are provided at **Attachment 3**.
10. A total of 52 written submissions (including 2 from businesses) were received through Council's Participate Parramatta portal and around 100 people provided feedback at community pop-ups.
11. In the Participate Portal when asked about the overall Duck River Nature Trail, sentiment was:
 - 44 were in support of the overall project (85%)
 - 6 were in support of the project or elements of the project (11%)
 - 2 did not support (4%)

When asked about support for Stage 2 of the Duck River Nature Trail project:

- 38 stated they supported the project (73%)
 - 9 supported to an extent (17%)
 - 5 did not support the project (10%)
12. Of the submitters, 10 were in Silverwater or an adjacent suburb, 26 in the balance of the LGA, and 16 from outside, demonstrating a good level of local engagement.
 13. The project team engaged directly with 15 local businesses in Northern Streets through email, visits to their premises, or attendance at the popups. The typical sentiment of the business engagement was support for the overall project in principle, but not supportive of Stage 2 because of the impacts to street parking, and the increased pedestrian and cyclist activity passing by their industrial driveways.
 14. The online interactive map had 1,303 interactions and 28 pinned comments from 8 individuals (some provided multiple submissions). The comments were mostly feedback on site specific issues.
 15. On social media there were 773 reactions and 81 online comments with the project receiving mostly positive responses. The reactions across Facebook and Instagram, comprised of:
 - 394 Instagram likes and 322 Facebook likes,
 - 49 Facebook loves.
 16. The comments received on Facebook were evenly split with 13 supportive of the project, and 13 opposed, with the balance of the comments spread across a number of other issues without specifying a sentiment towards the project itself, i.e. requesting additional scope, or a comment about a location away from the project area.

17. A significant outcome of the consultation was in relation to Lubrizol (company located between River Street and Holker Street on the river). They advised that 25 years ago Auburn Council had conditioned them to provide public access to the re-built wharf when it was not actively being used. Given barges have not been used by the business for 10 years, they advised there was an opportunity for 24-hour public access to be provided.
18. Subsequent investigation has determined it is both feasible and more cost-effective to utilise the existing wharf and Government owned land to the north (see Figures 2 and 3 below) and locate the route along the foreshore between Blaxland Street and Holker Street. This revised alignment allows pedestrians and cyclists to avoid interacting with vehicles along 4 of the 6 Northern Streets, provides a higher level of amenity, and also aligns more strongly with the objectives of the Nature Trail to bring people to Duck River. It also responds strongly to one of the key consultation themes outlined in Table 1 below (particularly for businesses) in that on street parking is only reduced by 15 spaces, rather than 61 (two-way) or 41 (one-way).

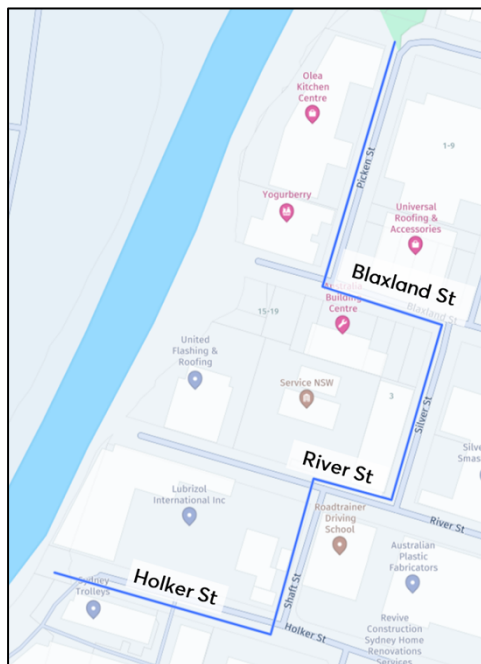


Figure 2: Exhibited alignment

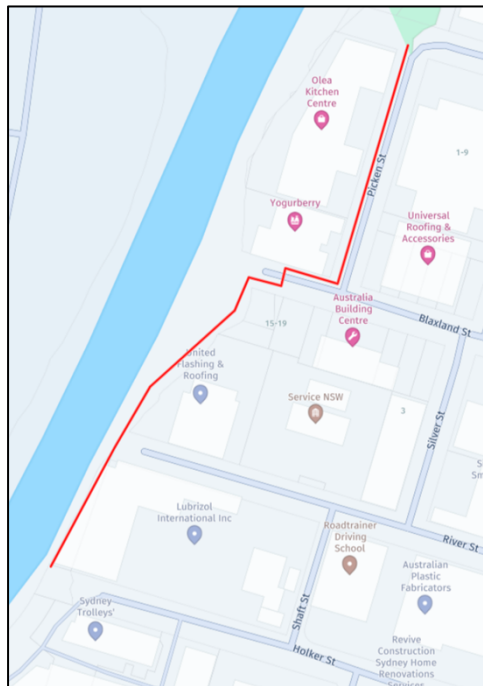


Figure 3: Revised alignment

19. The strongest themes from the consultation were:

Feedback Theme	Project Response
Street Parking a) The scale of parking loss is a concern as it is needed for employees and customers. b) There are a number of businesses that have an outsized impact on street parking.	<p>The scale of street parking displaced has been reduced to 15 spaces. This is well within the 60 empty spaces identified in an audit for the Northern Streets area (Holker St to Clyde St).</p> <p>Feedback from the broader business community will be passed on to the three businesses that reportedly have an outsize impact to the availability of street parking, as well as Council's regulatory services. Greater enforcement is likely to further free up additional spaces. On 6 March 2025, there were 22 vehicles on Silver St and River St that were undergoing repairs and were parked on street.</p>
Nature Trail c) In Stage 2 it would be preferred to be on the River, and align with the "Nature" in Nature Trail.	<p>Prior to exhibition, a number of locations on the River were thought to be inaccessible to the public. Part of the project in the north has been re-aligned to the River for an additional 250m. The River foreshore remains inaccessible at Picken St (carpark cantilevering into the mangroves) and Junction St (business uses the river to transport goods) so the route utilises the road reserve in these two streets only.</p>
Safety d) Pedestrians and cyclists interacting with vehicles (particularly heavy vehicles) at intersections and driveways is not supported.	<p>The number of street crossings has been reduced from 4 to 2, and driveway crossings from 12 to 4. The remaining crossing of Blaxland St has been shifted west so that the public only interact with driveways to access the 20 Picken St property. At driveways, all vehicles must give way to pedestrians and cyclists that are crossing, as they are required to do so now. Cumberland Council advised their preference has now changed to a raised priority crossing at Junction St, this is now reflected in the concept plans.</p>
Circulation e) Two-way (less parking) versus one-way (more parking) on Picken St and Blaxland St. f) Turn bans at Shaft St.	<p>A majority of respondents preferred two-way to maintain circulation options. The freight company based at 15 Blaxland St advised that due to their oversize transport vehicles, they require both Blaxland St and Picken St to be two-way to access their site. Therefore, Picken St is retained as two-way in the final draft concept.</p> <p>A majority of respondents supported the turn bans and the businesses most affected raised no objection. However, the proposed turn bans are no longer required as the project avoids Shaft St entirely.</p>
Crossings g) Support for proposed crossings, request raised crossing at Junction St.	<p>Support noted, following the consultation period Cumberland Council updated their advice that a raised crossing was now the preferred treatment. This has been reflected in the final draft concept plans.</p>
Boardwalks h) The existing boardwalks are unpleasant to roller blade and/or dogs to walk on.	<p>For Stage 3, the boardwalks are proposed with an open mesh to allow water and light to penetrate down to the ecology underneath. The project team will investigate the potential of using a finer mesh in the boardwalks subject to technical or ecological constraints.</p>
State of Duck River i) Duck River is in a poor state and neglected.	<p>As part of Stage 3 of the project, there will be significant areas of revegetation, hard rubbish and litter collection, as well as weed removal and stormwater quality improvements.</p>

Table 1 – Feedback themes and project response.

Key Stakeholder Consultation

20. The following key stakeholder consultation has been undertaken in relation to this matter:

Date	Stakeholder	Stakeholder Comment	Council Officer Response	Responsibility
Ongoing	TfNSW Maritime	No objections to proposed works in Duck River subject to appropriate approvals and a Licence with TfNSW being executed. Council to be added as sub-lessee to Lubrizol Wharf Lease at River St.	Noted.	Group Manager, Infrastructure Planning and Design.
Ongoing	TfNSW (owner of former Silverwater landfill on Junction St)	Opening Junction St to the public presents a risk to the community because of the contamination associated with the former landfill.	Council has conducted a thorough risk assessment with a contamination specialist, and they have advised that the risks can be mitigated to allow safe public access.	Group Manager, Infrastructure Planning and Design.
6 June 2025	Cumberland Council	Raised priority crossing over Junction St is now preferred. Has been reported through Cumberland Traffic Committee 5 August 2026, now subject to Cumberland Council approval of the minutes.	Final draft concept plan updated to show preference of raised priority crossing.	Group Manager, Infrastructure Planning and Design.
Ongoing	Landowner of 20 Picken St (driveway access from Blaxland St cul de sac)	Rear driveway needs to allow for semi-trailer with 40' container.	Design allows for this movement.	Group Manager, Infrastructure Planning and Design.
		Front driveway to allow for rigid truck with 20' container.	Design allows for this movement.	
		Maximise space for vehicles to turn.	Southern kerb retained in current location to maximise length between building entrance and opposite kerb for trucks to turn.	
Ongoing	Landowner of 15 Blaxland St (driveway)	Prefer to minimise interactions of vehicles	Crossing of Blaxland St moved west of driveway.	Group Manager, Infrastructure

	access from Blaxland St cul de sac)	and public at driveway.		Planning and Design.
		Vehicles parked on north-western corner of Picken St / Blaxland St makes it hard to reverse long trucks in.	Bike path tapered at intersection to minimise width at intersection.	
		Planning to widen driveway to improve access for large trucks.	Scope on southern side is limited to western extent of proposed driveway.	

Councillor Consultation

21. Councillor consultation undertaken in relation to this matter is outlined below:

Date	Councillor	Councillor Comment	Council Officer Response	Responsibility
31 July 2024	Rosehill Ward Clrs – update on all Rosehill WSIG projects.	Update noted. No objection to exhibition of Stage 1 or Stage 2	Noted	Group Manager, Infrastructure Planning and Design
02 Dec 2024	Councillor Briefing – all invited.	How do we manage the large mosquito population?	Council officers are currently working with a mosquito specialist.	Group Manager, Infrastructure Planning and Design
13 Aug 2025	Rosehill Ward Briefing – update on Stage 2 and 3.	No objection to the proposed route and design refinements in response to feedback during exhibition	Noted	Group Manager, Infrastructure Planning and Design

ISSUES/OPTIONS/CONSEQUENCES

22. In response to feedback, the refinements incorporated in the amended concept plans for approval (provided at **Attachments 1 & 2**) are:

- a. Northern Streets re-aligned to the river foreshore between Blaxland Street and Holker Street.

23. On Blaxland Street, between Picken Street and the foreshore, a shared zone is proposed to provide level access for pedestrians and cyclists from the north-east to the south-west corner of the cul de sac, avoiding the current and future driveway of 15 Blaxland Street.

- b. Picken Street and Blaxland Street proposed to retain two-way movements to ensure businesses can continue to access their properties as per current arrangements.
- c. A raised priority crossing is proposed over Junction Street at Adderley Street.

24. Overall, there was strong support for the project. The key concerns raised through the exhibition of the draft concept design have been substantially addressed with the route re-alignment to the river foreshore and associated design adjustments in the remaining street sections.

Next Steps and Program

25. The proposed relocation of the route to the foreshore between Blaxland Street and Holker Street is currently with WSIG for review and approval. Following their approval, this section will be moved into Stage 3 (Eastern River) of the project to align with the consultation, approvals and delivery of the other foreshore sections of the project. It will be included in the scope of the public exhibition for Stage 3 of the project.
26. The Junction Street crossing is subject to Cumberland Council approval of the 5 August 2026 Cumberland Traffic Committee minutes.
27. The revised scope of Stage 2 (Northern Streets) comprised of Picken Street and a stub of Blaxland Street will be constructed in the latter phases of Stage 3 so they open concurrently.
28. Stage 2 (Eastern Streets South) will target earlier construction delivery in mid-2026 to operate prior to full project completion as an attractive alternative local connection compared to the existing steeper and busier Stubbs Street route.

LEGAL IMPLICATIONS FOR COUNCIL

29. Approval of the Stage 2 concept design will fulfil a requirement of the project funding agreement with the NSW Government under the Western Sydney Infrastructure Grants Program.

FINANCIAL IMPLICATIONS FOR COUNCIL

30. The current project funding is as follows:

Source	Funding
Western Sydney Infrastructure Grant	\$26,941,047
Transport for NSW Get NSW Active	\$556,750
Council Contribution (S7.11 Outside CBD)	\$300,000
Council Contribution (Improving Water Quality in Parramatta Waterways Program)	\$350,000
Total available funding	\$28,147,797

31. The forecast cost of construction for the Stage 2 components recommended for approval in this report is \$4.42M and is fully funded by the project budget.
32. The operational impacts of the project over a 3-year period following the completion of Stage 2 is estimated at \$338,283.

Item	FY25-26	FY26-27	FY27-28	FY28-29
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External Costs	N/A	N/A	\$11,950	\$11,950
Internal Costs	N/A	17,771	\$17,771	\$30,994
Depreciation	N/A	52,300	\$52,300	\$112,693
Asset Disposal	N/A	\$0	30,554	N/A
Total operating result	Nil	\$70,071*	\$112,575*	\$155,637

*modelled on Eastern Streets South completion by Q4 FY25/26, and the balance of the project Q4 FY27/28.

33. The financial impacts to future operational budgets as set out in this section will be included in next year's Delivery Program and Operational Plan for consideration by Council.

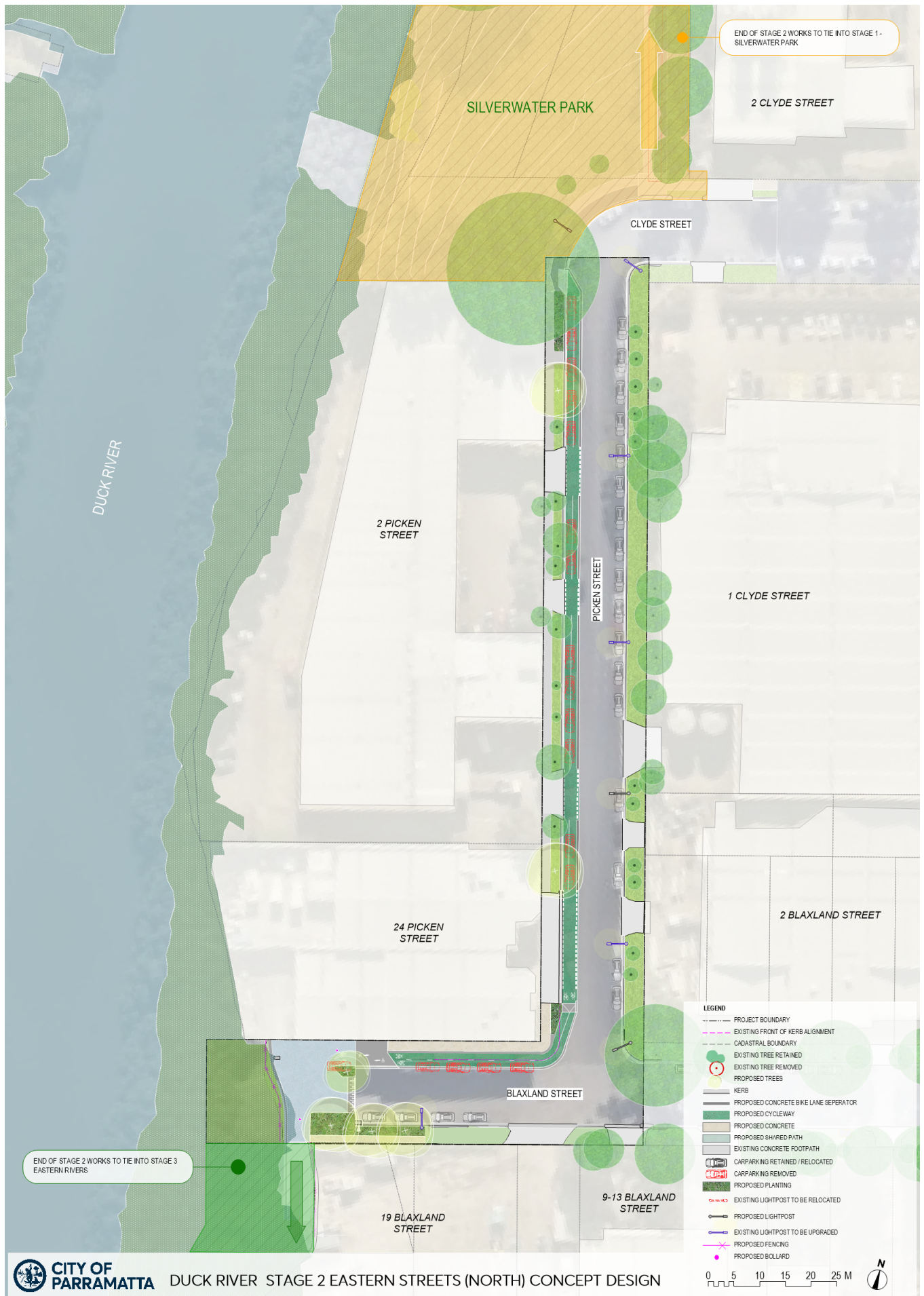
Anthony Newland
Group Manager Infrastructure Planning and Design

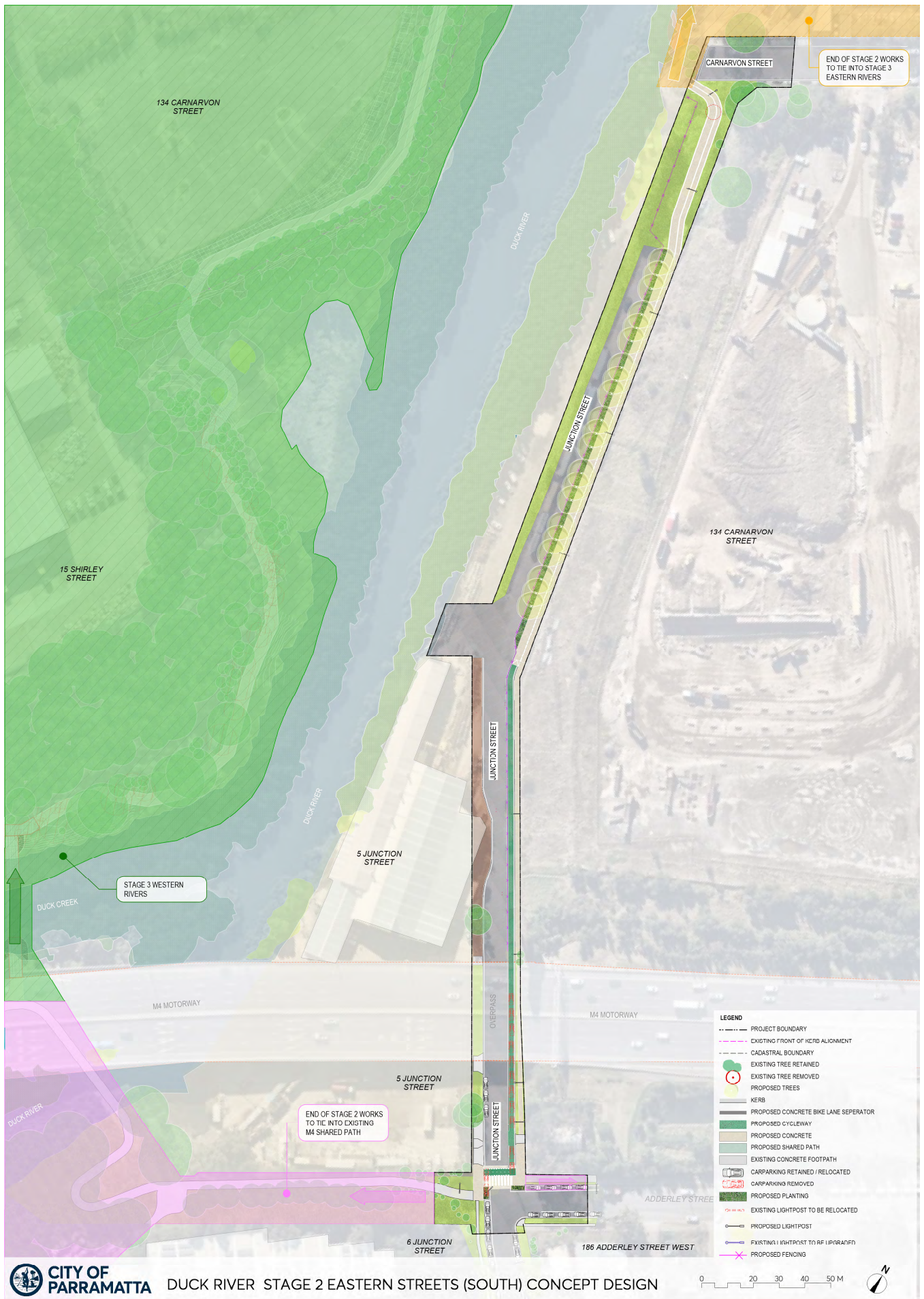
Jennifer Concato
Executive Director City Planning and Design

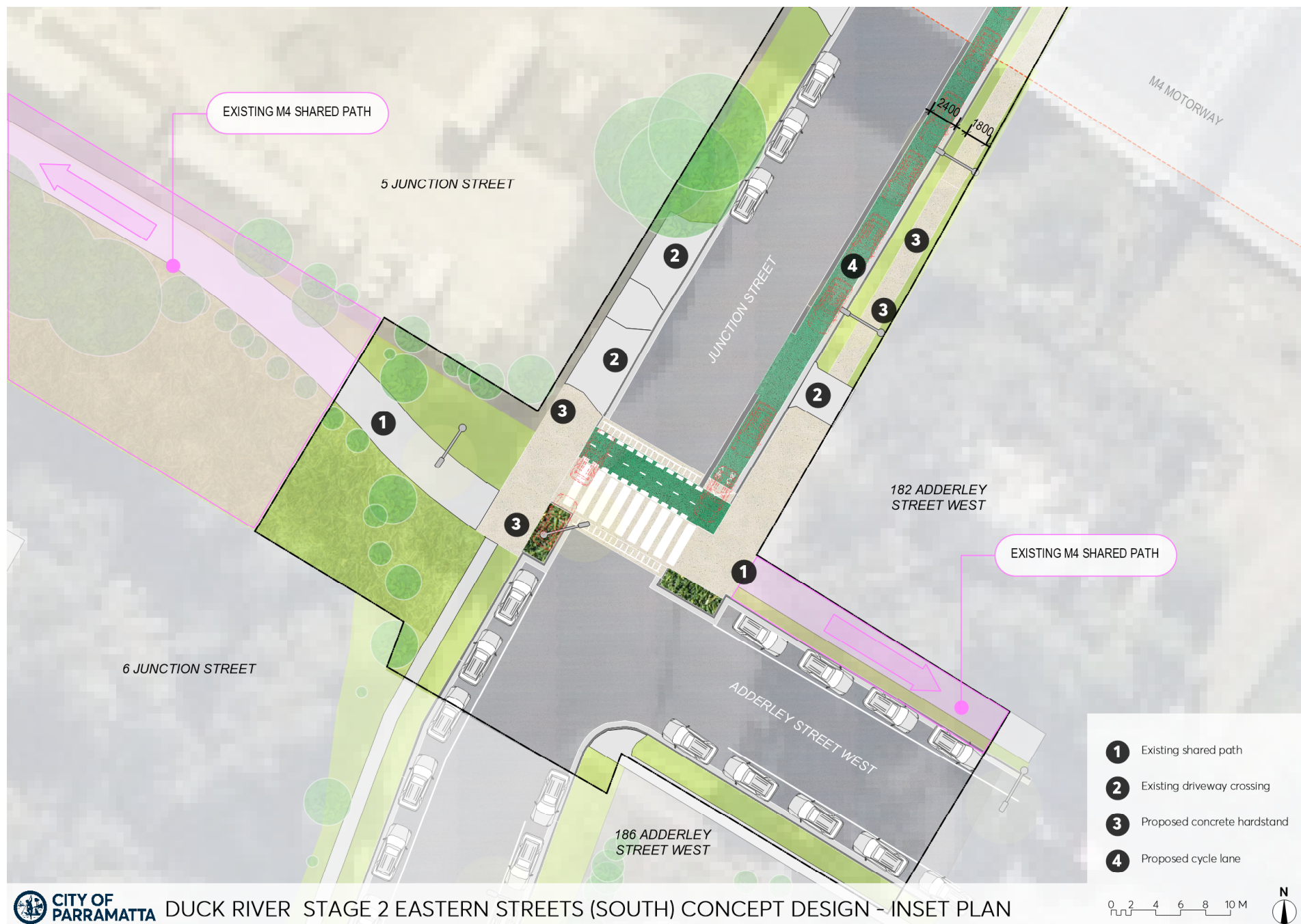
Gail Connolly PSM
Chief Executive Officer

ATTACHMENTS:

1. Eastern Streets North - Final Draft Plan for endorsement [PTE25-38.1 - 1 page]
2. Eastern Streets South - Final Draft Plan for endorsement [PTE25-38.2 - 2 pages]
3. ECM 1206675 v 1 Duck River Stage 2 - Detailed responses to community comments [PTE25-38.3 - 12 pages]
4. ECM 1211110 v1 Duck River Nature Trail Stage 2 Communication [PTE25-38.4 - 51 pages]







Duck River Stage 2 Community Survey Comments - 11 February to 18 March 2025.			
Please note - some comments have been edited to correct spelling and grammar without compromising the intent of the author.			
Do you support the overall Duck River Nature Trail project?			
No	Sentiment	Comment	Officer Response
	Yes	13 surveys selected "yes" and did not provide a comment	N/A
19	No	The project would be best suited on the opposite side of Duck River away from scarce industrial land that is needed to economically support economic growth, employment and manufacturing.	The northern two-thirds of Western Duck River are occupied by the Viva Fuel Terminal and are not accessible to the public. The paths on the eastern river support employment through providing alternatives for commuting, as well as stimulating visitation by walkers and riders from within and outside of the area.
13	Yes	I am extremely concerned about the removal of street parking for my staff and visitors. When Ausgrid is conducting training there is no parking for my Staff at present as their Contractors take all the street parking. If this parking is removed where will they park and where will my staff park?	As a result of the public exhibition, the alignment in Eastern Streets North between Blaxland Street and Holker Street has shifted to the river. This has reduced the parking impact from 61 to 15 spaces.
15	Yes, to extent	I don't believe parking on Blaxland Street should be impacted. Parking is already an issue on business days. Companies in this area employ many people and with reduced parking, it limits sustainable operations for the businesses. There are also a lot of large trucks in the area. Businesses pay big rates to council. Keep that in mind.	
1	Yes	Bicycle NSW strongly supports the Duck River Nature Trail. When complete, the bicycle and pedestrian paths along the foreshore will unlock a hidden part of the Central River City and provide new open space for the rapidly growing population. The paths will hugely improve connectivity between the Parramatta River and the residential areas Granville and Auburn, as well as the regional cycleways along the M4 and the Cumberland section of the Duck River.	Support noted
4	Yes	I support this project to improve walking and cycling paths.	
8	Yes	Absolutely love this proposal, and fully support Parramatta Council in making the project the best it can be! With all the growth in population, businesses, health and education services, Parramatta is too big to be car dependent. Please prioritise pedestrians, cyclists, and public transport over private car use at every opportunity, as per the Transport for NSW Road User Space Allocation Policy. Well done, be bold, and good luck! The community is behind you :)	
9	Yes	It looks so fantastic, I can't wait until you make this a reality.	
10	Yes	Great to path to use	
14	Yes	good to see we are promoting bicycle riding to reduce carbon and traffic jam; also we do need pedestrian safe access esp. in these industrial and shopping area	
18	Yes	Great idea. Untapped area	
22	Yes	Look forward to having a safe path to ride.	
23	Yes	I love work so far and cycle through there weekly	
35	Yes	It would great to open up the trail for walkers and cyclists whilst preserving the wetlands.	
36	Yes	Overall I support this project. It provides access to nature and green space. It also provides a safe space for pedestrians and cyclists.	
38	Yes	We definitely need more connection points between M4 cycleway and Paramatta river. It will promote greener and healthier lifestyle.	
42	Yes	A fantastic use of open space and a valuable strategic cycling link to the Parramatta River - a great use of land behind those industrial lots. For far too long the road network in this precinct has been too dangerous for general bike use, largely due to the logistics, freight and industrial uses. Fantastic foresight Council, this will be used for many generations.	
43	Yes	Great idea to create more bike & pedestrian paths so we can enjoy the natural spaces we have in our area.	
44	Yes	This project would continue to allow Parramatta to be a central cycling hub allowing greater access to Parramatta by bicycle and allowing cyclists to use Parramatta and a cycling hub to get elsewhere. I fully support this plan.	
45	Yes	It is wonderful to see dedicated cycle tracks being built that also connect to the network. I will definitely cycle more and ride more around paramatta and the river instead of driving because of this. I hope that the cycleways continue to be expanded in the future.	
46	Yes	Super excited to see this important connector coming to fruition.	
47	Yes	Fantastic project! As always, the sooner, the better.	
48	Yes	This is fantastic. Thank you for providing more safe routes for people walking and cycling.	
51	Yes	Engagement has been awesome	
52	Yes	A really excellent addition to Parramatta's cycling and walking options!	
16	No	No thank you	Objection noted, no additional detail provided.
11	Yes	Please build this missing link along the river	As a result of the public exhibition, the alignment in Eastern Streets North between Blaxland Street and Holker Street has shifted to the river.
30	Yes, to extent	Surely the Eastern Street issues can be AVOIDED by building an overwater or floating boardwalk alongside the mangrove section (as had been done in Ermington back in 2010). This way the streets can be passed altogether!!	
37	Yes	Parts of it are not following the natural lines of the river. It's not a natural trail if it goes through factories and existing roads	The River at Picken St (carpark cantilevering into the mangroves) and Junction St (business uses the river to transport goods) remains inaccessible.
49	Yes	On street cycleways should be kept to a minimum.	

5	Yes	Great work. Please use separated cycleways rather than shared paths where possible. Please also don't be afraid to spend extra money to make it better or to remove some parking where necessary to enable the active transport link.	Separated paths are proposed for all of Stage 2, the short sections of shared path that were exhibited have been removed through the re-alignment to the river.
41	Yes	This will be a great active transport link that I'm looking forward to using. Please do not use the noisy product for raised walkways that is used at parramatta on the river walk between parramatta and the uni it is horrendously noisy and dangerous for roller blades.	Support noted. For Stage 3, the boardwalks are proposed with an open mesh to allow water and light to penetrate down to the ecology underneath. The project team will investigate the potential of using a finer mesh in the boardwalks (subject to technical or ecological constraints), as well as improved fixing methods that reduce the noise.
6	Yes	It will improve the bicycle connection in Silverwater area and connect Silverwater to the bicycle network. I would prefer the one-way option in the Picken street as a way to minimise loss of loading area.	Support noted. During consultation the freight company based at 15 Blaxland advised that due to their oversize transport vehicles, they require both Blaxland and Picken to be two-way to access their site. In addition, most respondents preferred two way, therefore Picken Street is retained as two-way in the final draft concept. Overall, kerbside parking loss has been minimised by relocating more of the route to the foreshore.
17	Yes	It looks good. Consider speed limits and other safety changes that could also be made in the surrounding areas.	Support noted. The only remaining street within scope is Picken Street and it is short with turns at right angles required at each end. These characteristics reinforce lower vehicular speeds and therefore at this stage there is no proposal to reduce speed limits in the area.
24	Yes	1 survey selected "yes, to extent" and did not provide a comment	N/A
25	Yes	Please include water fountains for clean drinking water, and bike self-repair towers with tools attached.	A drinking fountain and bike repair station are being delivered at Silverwater Park. Stage 3 will include water stations at key locations where there is a water supply, this will often be co-located with other furniture and amenities.
27	Yes, to extent	<p>Please see comments below -</p> <p>General damage done by construction.</p> <p>Preservation of threatened species such as Coastal Saltmarsh - key threatening processes for its decline include trampling, litter, changes to shore gradient.</p> <p>Removal of Mangroves and impacts on biodiversity, river foreshore and erosion.</p> <p>Increase in vandalism to vegetation from visitation.</p> <p>Increase in litter - i.e. from fisher folk and wider community.</p> <p>Leachate from boardwalk materials.</p> <p>Decrease in roosting branches for birds.</p> <p>Disturbance to mud flats and habitat.</p> <p>Mixed used - pedestrian and cycling etc - potential for negative interactions, including e-scooters/bikes.</p> <p>Anti-social behaviour in quieter locations.</p> <p>Presence of dogs; including off-leash.</p> <p>Unauthorised use of drones.</p> <p>Use of agnostic plant species for revegetation purposes - not generic ill-suited/inappropriate plants.</p> <p>Existing flood studies.</p> <p>Use and acknowledgement of First Nations connection to the area in signage/way finding.</p>	<p>In Stage 3, the alignment and typology of the nature trail responds to the ecology, topography and property boundaries, with a combination of concrete pathways on level or gently sloping ground and decked boardwalk on steep slopes, over water or at heights above ground. The trail avoids the salt marsh within the Duck River foreshore, providing a rest point with an outlook toward this listed Endangered Ecological Community. Mangrove pruning and removal has been kept to a minimum, and significant native trees have been mapped and avoided where possible. Construction will accord with environmental approvals and managed to minimise any disturbance.</p> <p>Similar to the Parramatta River foreshore paths, there will be ongoing management of the path and adjacent vegetation (including litter collection), and the project includes the involvement of the Interim Dharug Panel to advise on a First Nations perspective.</p> <p>Parts of the alignment are within the 1 in 20 and 1 in 100 flood affected areas. The project will be engineered to be resilient within these events, and appropriate signage incorporated to identify low points to users to ensure the paths are used safely in times of flood.</p> <p>There are no plans to prohibit companion animals on leash or e-mobility devices.</p>
28	Yes, to extent	The walkway and cycleway is too bending. The way should be straight to reduce the travel time.	As a result of the public exhibition, the alignment in Eastern Streets North between Blaxland Street and Holker Street has shifted to the river. This has reduced the number of sharp turns.
32	Yes, to extent	<p>Firstly, can I just request that e-bikes and e-scooters will not be allowed to access the trail, not even within the dedicated bicycle lane. They are a major risk to public safety and even wildlife if you really think about it.</p> <p>The lack of activation during evenings can pose a safety/security risk for local residents. I would locate CCTV's within areas which encourages the public to stop and take in the views and wildlife and/or enjoy a picnic or just great leisure time. As with all CCTV's, they need to be maintained regularly and in working order 24 hrs, 7 days per week. There are legal liabilities when cameras are not working and the public assume that they are.</p> <p>All this said, overall, this is a most worthwhile project and if maintained regularly and safety assured, it should attract local community plus domestic and international visitors.</p>	<p>The NSW Government is responsible for the rules relating to e-bike permissibility. E-bikes are regulated by Australian standards and NSW standards and law. For an e-bike to be ridden on NSW roads and paths, it must meet control criteria including power and speed limits. If an e-bike meets the requirements set out by the State of NSW, it is allowed to be ridden wherever bicycles are allowed, this includes most roads, and all bike lanes and shared paths.</p> <p>All street connections proposed in Stage 2 include street lighting.</p>
34	Yes	More maintenance towards the Clyde area as snakes have been seen there	Interaction with fauna is an unavoidable consequence of introducing access to a natural area. Appropriate signage will be included to advise users of the risks.

Duck River Stage 2 Community Survey Comments - 11 February to 18 March 2025.			
Please note - some comments have been edited to correct spelling and grammar without compromising the intent of the author.			
Do you support the overall concept for Stage 2 of the Duck River Nature Trail project?			
No	Sentiment	Comment	Officer Response
31	Yes, to extent	2 surveys selected "yes, to extent" and did not provide a comment	N/A
14	Yes	16 surveys selected "yes" and did not provide a comment	N/A
39	Yes	As discussed at your info stand, the type of material used for the panels. If it's too rough it's not suitable for dogs or skaters. The noise is also a factor & the potential damage to bike tyres. Additionally I have seen our Paralympian marathon winner training around the area in her racing wheelchair, along with cross country skiers also training, it would be interesting to get their perspectives too.	For Stage 3, the boardwalks are proposed with an open mesh to allow water and light to penetrate down to the ecology underneath. The project team will investigate the potential of using a finer mesh in the boardwalks subject to technical or ecological constraints, as well as improved fixing methods that reduce the noise.
26	Yes	Is it possible to add a raised priority pedestrian and bicycle crossing on Junction St at Adderley St West?	As a result of Cumberland feedback, a raised crossing of Junction Street is now proposed.
48	Yes	Please ensure disabled people such as low-vision and blind people are accommodated with the best practice design for navigating raised crossings.	The proposed crossings will meet the current NSW and Australian Standards to ensure they can be used by people of all abilities.
32	Yes	Please see my comments to Q2 above. PLEASE, no e-bikes or e-Scooters. Mobility scooters for the physically challenged, with governors which restrict their speed should be allowed, but no e-bikes nor e-scooters.	The NSW Government is responsible for the rules relating to e-bike permissibility. E-bikes are regulated by Australian standards and NSW standards and law. For an e-bike to be ridden on NSW roads and paths, it must meet control criteria including power and speed limits. If an e-bike meets the requirements set out by the State of NSW, it is allowed to be ridden wherever bicycles are allowed, this includes most roads, and all bike lanes and shared paths.
13	Yes, to extent	I am extremely concerned about the removal of street parking for my staff and visitors. When Ausgrid is conducting training there is no parking for my Staff at present as their Contractors take all the street parking. If this parking is removed where will they park and where will my staff park?	As a result of the public exhibition, the alignment in Eastern Streets North between Blaxland Street and Holker Street has shifted to the river. This has reduced the parking impact from 61 to 15 spaces.
24	Yes	I'm concerned that the focus on retaining car parking will compromise the quality and width of the paths for pedestrians, runners, and cyclists.	
16	No	This part of Silverwater is far too commercialised/industrial to protect the safety of cyclists and pedestrians who you anticipate using the area. Having worked in the area for 17 years, you are proposing to reduce car parking places which are a commodity in this area due to Silverwater Smash Repairs continually on a daily basis parking/having onroad worthy vehicles parked on both sides Silver and River Streets. It is a constantly struggle to get parking near my office as it is now without losing more street parking	
43	Yes, to extent	There is a lot of industrial traffic (large trucks) in the area from Silverwater park to Holker St. I think it would be better to have an elevated path (similar to parts along Parramatta River in Olympic Park) to avoid the trucks and continue the close proximity to the creek.	As a result of the public exhibition, the alignment in Eastern Streets North between Blaxland Street and Holker Street has shifted to the river. The River at Picken St (carpark cantilevering into the mangroves) and Junction St (business uses the river to transport goods) remains inaccessible.
30	No	BUILD a boardwalk over the creek water area (as done at Parramatta wharf area) !! Thereby avoiding having to deal with streets access issues.	
37	No	It should follow the natural lines of the river; away from the busy roads/factories /industry	
19	No	It would be best not to bring nature trail down the back streets of industrial land. This nature trail should be designed into the new suburb Camellia at a later date. It is dangerous to have bikes and pedestrians in industrial zone. Duck River is highly polluted from long term heavy metal industries polluting this river.	The proposed on road sections provide full separation of all modes as well as crossings that prioritise the time and safety of pedestrians and cyclists.
49	No	Stage 2 between Holker Street and Clyde Street should be via an elevated pathway which follows the river and not wind through the backstreets. Using the backstreets will result in a loss of parking spaces, and many trucks use these roads which make it dangerous for cyclists, and unpleasant for pedestrians.	
42	Yes	Whilst a green (off street) corridor is preferred, I understand the cost reasons for the detour into the road network. Utilising the streets and creating priority crossings and slower traffic speeds can work well if undertaken by high quality and prioritised design. Please look include plenty of signage and maximise visibility of the route (not tucked behind cars) as there are many delivery drivers and logistics vehicles often not expecting bikes on the road there. Please consider a route that bypasses the industrial precinct (possibly with a raised waterway structure) as part of future feasibility and concept planning.	
52	Yes	- It would be nice if Stage 2 went via the river more e.g. went through the mangrove instead of Silver Street. - Hopefully Council will consider how cyclists can make it between the two Stage 2 sections while Stage 3 is being built. At a minimum, some wayfinding signage for an on-street route should be installed. However, a temporary pop-up cycleway would be the best option.	A separated cycleway along Vore and Canarvon Street (temporary or otherwise) is beyond the scope of this project, however it will be signposted with wayfinding until Stage 3 is opened.

5	Yes, to extent	Please use a separated cycleway as much as possible rather than on-road. If doing on-road, use modal filters and closing intersections to make sure there is not much traffic	Separated paths are proposed for all of Stage 2. The short sections of shared path that were exhibited have been removed through the re-alignment to the river.
35	Yes	Hope the street changes include safe barriers from vehicles.	
3	Yes	Where shared paths are proposed, please at minimum use painted lines to separate bikes and pedestrians	
25	Yes	I strongly support the ability for people to move around safely without the need of a car.	Support noted
9	Yes	Looks great. No particular preference between the two options.	
46	Yes	Looks like a well considered concept. Excited to see it proceed.	
33	Yes	Most of the adjacent private properties have ample on-site parking, so I think if anything Council could be even more ambitious in reclaiming public space from parking spaces - e.g. for wider paths, more street planting, artworks, graffiti walls, etc	
22	Yes	Need to encourage more use of safe cycling and walking for future generations	
11	Yes	Putting pedestrian and bicycle priority crossings is great	
44	Yes	This is the most critical portion of this projects success. Cycling on roads while accessible to experienced cyclists is a huge deterrent to inexperienced cyclists and will reduce the viability of the project as a whole if not implemented due to not encouraging new cyclists to use this fantastic infrastructure.	
23	Yes	Use as I am a long term cyclist in paramatta and love the bike paths	Support noted.
4	Yes	I support creating more space for people walking and cycling. Please consider reallocating road space for people walking and cycling.	
1	Yes	Bicycle NSW is very supportive of the Stage 2 plans. We recognise that there is no viable is no alternative to using streets for these sections as the foreshore cannot be accessed by the public. Walking and riding along the industrial streets will be made much safer and more pleasant with separated cycleways, new trees and raised crossing facilities. We don't have strong opinions about the two different proposals for streets north of Holker Street. Either offers a good solution. However, we would like to see a raised shared user crossing at the south end of Junction Street. We urge City of Parramatta to include this in the scope of the project and improve safety for everyone trying to access the M4 cycleway heading west. This is already a noted blackspot for cycleway users. With the additional walkers and riders that the Duck River Nature Trail will bring to this intersection, a safe raised crossing is essential to create a sufficiently safe facility for people of all ages and abilities. Stage 2 should also include linking the two on-road sections until Stage 3 can be planned and constructed. Wayfinding signage and light touch safety upgrades should be considered.	
47	Yes	Looks like a great next stage of the connection. Worth looking at what they do in industrial areas in Rotterdam for inspiration. There should be an on street separated connection on Vore and Canarvon to provide access to industrial jobs by bike! at the moment, I would be too scared to ride to work in that area, but I might if there was safe space. Biking is not just recreational!	
36	Yes	I strongly support measures to make streets safer and more accessible for cyclists and pedestrians. I would like to know if speed limits will be lowered on these streets. I suggest that the speed limit be reduced to 30km/h.	
17	Yes	It looks good. Consider speed limits and other safety changes that could also be made in the surrounding areas.	
51	Yes, to extent	More trees	
41	Yes, to extent	Wider the better on these sections	The paths proposed are as wide as possible.
15	Yes, to extent	Consult with ALL businesses who will be impacted and by that I mean directly.	Engagement included: letterbox drop, media release, Council's website and e-newsletters, social and print media, on-site posters. Local businesses were mailed prior to the exhibition offering opportunities to meet, along with targeted doorknocking in key locations. Popups held on a weekend and weekday to ensure the feedback of workers/visitors/commuters was captured. The amended design responds to impacts identified by business.
27	Yes, to extent	see above concerns for the project overall	See comments and responses to ID27 on "Support for overall Duck River Nature Trail"

Duck River Stage 2 Community Survey Comments - 11 February to 18 March 2025. Please note - some comments have been edited to correct spelling and grammar without compromising the intent of the author.			
Do you support the delivery of raised crossings, footpaths, shared paths, bike paths, as well as new tree planting and lighting in Holker, Silver, Shaft, Blaxland, River, Picken and Junction Streets?			
No	Sentiment	Comment	Officer Response
	Yes	41 surveys selected "yes" and did not provide a comment	N/A
21	Yes, to extent	As you are aware, the big issue in the area is on street parking and the lack of it. Working close to Silverwater Smash repair for over 20years, the volume of unworthy vehicles they are parking on River street and Silver Street is ridiculous. Just look at your interactive map and you will see all the cars in their yard, which are moved in and out everyday. If council was to police this and reduce the number of un road worthy cars parking on the street which is against the law, You may find less push back from the locals who work in the area and struggle everyday to find a parking space.	As a result of the public exhibition, the alignment in Eastern Streets North between Blaxland Street and Holker Street has shifted to the river. This has reduced the parking impact from 61 to 15 spaces. Notwithstanding this, feedback from the broader business community will be passed on to the three businesses that reportedly have an outsize impact to the availability of street parking, as well as Council's regulatory services. Greater enforcement is likely to further free up additional spaces. On 6 March 2025, there were 22 vehicles on Silver St and River St that were undergoing repairs and were parked on street.
13	No	I am extremely concerned about the removal of street parking for my staff and visitors. When Ausgrid is conducting training there is no parking for my Staff at present as their Contractors take all the street parking. If this parking is removed where will they park and where will my staff park?	
49	No	Stage 2 between Holker Street and Clyde Street should be via an elevated pathway which follows the river.	
37	No	There will be sections where it's an upgrade of existing pathway/roads. Nothing scenic/ natural to admire	As a result of the public exhibition, the alignment in Eastern Streets North between Blaxland Street and Holker Street has shifted to the river. The River at Picken St (carpark cantilevering into the mangroves) and Junction St (business uses the river to transport goods) remains inaccessible.
19	No	No appropriate for prime industrial land. It is not relaxing walking down Holker or Shaft Street - its not a good nature trail, unlike Parramatta Park or Parramatta River - Duck River is a small non moving river that is used for industrial use - a working river to transport large items	
32	Yes, to extent	With respect to the shared paths, I know when I have travelled to Melbourne there is considerable path rage between bicycle riders and pedestrians and I would look at methods which would eliminate that problem. Maybe ensuring that there is full visibility when constructing the path/walkway. I would also make sure that ALL raised crossings are well lit of an evening or overcast day. I know you are installing lighting, however, you can never have too many lights. This, apart from high volume activation and CCTV's, is the best form of security.	Stage 2 provides fully separated pedestrian and cyclist paths. All road crossings must be lit as per Australian Standards.
15	Yes, to extent	More info needed	Noted
16	No	The area is congested enough with heavy vehicles and learners without adding more obstacles for drivers	Noted, however as a result of public exhibition, the on-street section has been limited to Picken Street, southern Junction Street, and the Blaxland Street cul de sac. Pedestrians and cyclists will have their own space without changing the travel lanes.

Duck River Stage 2 Community Survey Comments - 11 February to 18 March 2025. Please note - some comments have been edited to correct spelling and grammar without compromising the intent of the author.			
Please indicate a preference between Option 1 and Option 2: Option 1 removes on-street parking on one side of the street in 5 streets, displacing 61 spaces (from a total of 287) between Holker Street and Clyde Street. Option 2 makes Picken Street southbound only, and Blaxland Street eastbound only (west of Silver Street), but keeps parking on both sides. Making both streets one-way minimises the parking reduction to approximately 41 spaces (from a total of 287).			
No	Sentiment	Comment	Officer Response
	Option 1 (one way, parking two sides)	14 surveys selected "one way, parking two sides" and did not provide a comment	N/A
	Option 2 (two way, parking removed one side)	23 surveys selected "two way, parking one side" and did not provide a comment	N/A
32	Unsure	I need to think more about this stage. Whilst user safety is extremely important, you need to consider the impact to quiet enjoyment and access for surrounding residents and businesses. Just off topic, a good example is the construction of a bicycle lane on Ferndale Street in Constitution Hill. Firstly, I am yet to see a bicycle using it and secondly, it has created, as it is defined by a substantial concrete gutter/barrier, a traffic safety issue for local residents and visitors to the area. It also reduces parking options for visitors and delivery vehicles who are wanting to access all the houses and town houses which front the bike lane. A total waste and misuse of ratepayer funds. It should be removed asap. Anyway, please do not replicate the Ferndale Street mistake when you make your decision on changes to on-street parking in this instance.	The impacts to residents and businesses is a key concern for Council. The Ferndale Close bike path (Tway Cycleway Re-alignment) re-purposed unused street parking for a bike path. Counters at the southern end near Toongabbie Creek has averaged 70 cyclists, 125 pedestrians and 25 scooters per day in July this year.
2	Unsure	I am happy with both option 1 and option 2.	Noted
3	Unsure	No preference	
9	Unsure	Because there was no "either" response. I don't park or drive in the area.	
27	Unsure	I am unsure of the existing traffic plans, requirements and constraints for this area.	
29	Unsure	Not sure which option will be more beneficial	
39	Unsure	I don't know the area well enough to comment on the effects of the proposed changes	
40	Unsure	Don't live there so can't comment on how it would affect me	
52	Unsure	I would only be walking / cycling through so parking doesn't really affect me so I'm not too fussed either way.	
51	Neither	Just testing the logic worked. Don't really care.	
13	Neither	Please see attached photos	Photos provided in long form submissions (showing vehicles parked both sides of Holker Street)
15	Neither	Unworkable with trucks delivering to businesses here.	A majority of the route is completely off road, with only one short 150m length in Picken Street, and the crossings of Blaxland Street and Junction Street requiring interaction with vehicles. Trucks will need to give way at driveways and crossings as they must do now for all people using the footpath.
30	Neither	An overwater boardwalk can be constructed alongside the actual creek water course (as was done at Parramatta wharf)!	As a result of the public exhibition, the alignment in Eastern Streets North between Blaxland Street and Holker Street has shifted to the river. The River at Picken St (carpark cantilevering into the mangroves) and Junction St (business uses the river to transport goods) remains inaccessible.
49	Neither	Stage 2 between Holker Street and Clyde Street should be via an elevated pathway which follows the river.	
5	None recorded	None	N/A

Duck River Stage 2 Community Survey Comments - 11 February to 18 March 2025. Please note - some comments have been edited to correct spelling and grammar without compromising the intent of the author.			
Do you support the turn bans for vehicles over 19m?			
No	Turn Ban	Comment	Officer Response
	Yes	41 surveys selected "yes" and did not provide a comment	Turn bans are no longer required as path has shifted to River when parallel to Shaft Street
47	Yes, to extent	These are very low volume turns. If longer vehicles are able to make the turn by crossing the centreline, then there should be no turn ban.	
51	Yes, to extent	Same checking additional boxes work	
32	Unsure	As with my comments on Q7 above, whilst safety is always a no 1 priority, you also need to consider the impact this may have on local businesses. I would imagine local residents would love to see oversized vehicles banned from the area but you must be practical as businesses, if they can't function fully, then local jobs will be lost.	
39	Unsure	As above	
49	Unsure	Stage 2 between Holker Street and Clyde Street should be via an elevated pathway which follows the river.	
11	Unsure	Not familiar with the local businesses that may be impacted	
27	Unsure	I am unsure of the existing traffic plans, requirements and constraints for this area.	
19	No	I have selected this option because the least number of street parking is lost. Most workers in this area drive to work because there is no metro or light rail; they are essential factory workers on average pays - they need this street parking; its hard for employers to find staff and it helps to have parking	
37	No	The whole idea of mixing industrial and recreational activities is just plain wrong. Poor businesses have to put up with these cycling pathways nuisance	
30	No	NOT NEEDED if an overwater boardwalk is constructed!	
15	No	Use common sense! This is an INDUSTRIAL area.	

Duck River Stage 2 Online Comments - 11 February to 18 March 2025.			
Some comments have been edited to correct spelling and grammar without compromising the intent of the author.			
Comment ID can be used to cross-reference the online map available on Participate Parramatta: https://participate.cityofparramatta.nsw.gov.au/duck-river-nature-trail			
No	Sentiment	Online Comment	Officer Response
5	Support	I'm very glad this is a raised crossing specifically. These really help me feel safer.	<p>Exhibited Plans: raised crossings of all streets were proposed in Eastern Streets - North to prioritise the safety, time and amenity of pedestrians and cyclists, as well as reduce vehicle speeds at crossing points. As the crossing in Eastern Streets - South is in Cumberland LGA, at the time of exhibition Cumberland Council advised kerb extensions were preferred at Junction Street.</p> <p>Post Exhibition: Crossings of River Street and Holker Street are no longer required. The Blaxland Street crossing has been relocated to the street end and updated to raised shared zone to manage driveway access and conflicts. This facility also provides level access from north-west corner of Picken / Blaxland to the River for people crossing the road in prams, wheelchairs, bikes or with mobility aids. Cumberland Council have advised that a raised crossing of Junction Street is now preferred and this is reflected in the updated plans.</p> <p>Other: Crossings along the M4 Shared Path outside of Duck River are out of scope. This feedback will be passed on to the Traffic teams of Cumberland and City of Parramatta for their consideration.</p>
7	Comment	A cycle-friendly crossing here would be nice. Bikes are allowed on the bus lane to the East, but it's kind of sketchy going west to east as you have to cut over the vehicle traffic	
8	Comment	Rather than intentionally setting the cycle/pedestrian crossing back from the intersection to slow down cyclists how about using road features to slow down cars. Something more than a raised crossing which never seems to slow SUVs.	
9	Do not support	This crossing makes no sense. Holker street terminates in 75 meters and there are no driveways on the northern side of the street.	
17	Do not support	Safe crossing at Junction St: continuous footpath or raised crossing with changed priority at Adderley St	
19	Do not support	Raised crossing on dead-end street and shared paths are not preferred. Rather cycle on street with median refuges on River St to make crossing a bit easier and slow down turning traffic	
23	Do not support	Western section of Blaxland St has almost no traffic function. Cyclists should not have to cross the driveway to #15	
24	Comment	All the crossings on the M4 cycleway are very poor	<p>Bike parking in Blaxland Street at Silverwater Road is not within the project area, nor a high priority location for bike parking. Bike parking is proposed at key locations along all the Stages, and is often co-located with other furniture and amenities.</p> <p>The proposed additional paths (permanent or popup) are beyond the financial and geographic scope of this project. This feedback will be passed on to Council's Transport Planning team for their consideration in the next Bike Plan review.</p> <p>Canoe storage is not currently part of the scope in Silverwater Park. Duck River and the Parramatta River west of Silverwater Bridge are closed to private craft, however a boat ramp is available at Wilson Park.</p> <p>Bollards will be required to protect both path users and the assets. However, they will be minimal in number, carefully located, line marked appropriately and in a contrast colour to minimise the chance of accidents. The bridge over the M4 at Stubbs Street is the current walking and cycling route until Eastern Streets South (Junction Street) is delivered.</p>
26	Comment	There should be a raised crossing of Junction St here with pedestrian/cyclist priority. Junction St is a low-importance dead-end street; these are main trunk cycleways.	
1	Comment	Could bike parking be installed here to cater for people ending their journeys and walking to work in the neighbouring businesses?	
3	Comment	Could a pop-up cycleway be added here until Stage 3 opens?	
4	Support	Could a shared path / bike lanes be added along Clyde Steet? This would allow crossing Silverwater Road at the signalised crossing without having to double-back through Stage 1.	
15	Comment	One-way traffic with painted cycleways, continued via Shaft Street and Vore St would provide a better short term option	
18	Comment	Include painted cycleway on Carnarvon St to shared path at Hume Park	
21	Comment	Consider painted cycleway to River Walk. East side of Silverwater bridge for southbound cycling only (too narrow for bi-directional riding)	
22	Comment	Correction on comment #20: northbound cycling on west side of bridge only - too narrow for bi-directional riding (improve wayfinding)	
13	Support	Spot on the river or creek for locals to store canoes would be good	
25	Comment	Both bollards are really bad for cycling. This bridge could be a popular interim solution whilst all the stages are being build.	

10	Do not support	I would ignore this proposed and dangerous footpath if it was built and ride on the road where it is safe. I guarantee that traffic out of the industrial estate will hit someone at some point if it's placed here. Widening the road southwards and placing <i>(ibid: unfinished sentence)</i>	
11	Do not support	No value from a cycling point of view. It doesn't go anywhere. Would be useful if it linked up with the bike lanes that abruptly end on the intersection of Holker street and Newington road. But the path should be on the northern side of the road for that.	The paths identified in the plans on Holker Street, River Street and Blaxland Street are proposed pedestrian footpaths to fill in missing links in the network, and are not intended for cycling.
12	Do not support	What is the goal with this? It doesn't go anywhere. Am I trying to get to Silverwater road to play chicken with the traffic so that I can get to the fence of the Silverwater Distribution Centre?	
27	Comment	Has an east-side of Picken St option been considered? Would require an additional crossing of Clyde St, but allow the crossing of Blaxland St to move east of Picken St to a less awkward spot.	
6	Comment	Is it not possible to route the path through here instead of Silver Street? It would be nice to follow the river as much as a possible	The east side was considered, however this would require an additional street crossing and interaction with a significantly larger number of vehicles.
14	Comment	Invest in solution along the river, like at Subiaco Creek and Parramatta River in Rydalmere. Note that there is also a pipeline.	
16	Comment	Can the existing path from Giffard St be connected to Holker St?	
28	Do not support	Seems crazy to go to all this trouble, and expense, yet still send riders winding through a busy industrial area - these are not fun places to be on a bike. Surely there must be a solution closer to the water? A bridge perhaps?	As a result of the exhibition Eastern Streets North between Blaxland Street and Holker Street has been re-aligned to the River and moved into Stage 3. The existing path from Giffard Street is included in the scope of Stage 3.
2	Comment	When Stage 2 is complete, temporary wayfinding signs should be added to the rest of Stage 2 until Stage 3 is ready. This will make it easier to connect between the two segments until the bus section is completed.	Wayfinding will be included in all three stages of the project.
20	Comment	Include wayfinding to River Walk, Cricket NSW and Silverwater Bridge: northbound only on east side of bridge	

Duck River Stage 2 direct email submissions - 11 February to 18 March 2025. Some comments have been edited to correct spelling and grammar without compromising the intent of the author. Please refer to Duck River Nature Trail (Stage 2) Communications & Engagement Evaluation for full text.			
No	Sentiment	Comment	Officer Response
52 Holker St Business 1	No	Submitter provided detailed comments that are provided in full in the Communications & Engagement Evaluation provided at Attachment 4, but the key issues are summarised below: 1. Deeply concerned about parking loss on Holker Street as it is needed for staff and customers 2. When Ausgrid conducts training the street is fully occupied, this proposal will make it worse 3. Alternatives should be explored such as a shared path that protects cyclists from trucks but retained parking	1. The design seeks to balance the role of on street parking to supplement private off street provision with the other functions the street is performing for the community. As a result of the public exhibition, the alignment in Eastern Streets North between Blaxland Street and Holker Street has shifted to the river. This has reduced the parking impact from 61 to 15 spaces. 2. Feedback from the broader business community will be passed on to the three businesses that reportedly have an outsize impact to the availability of street parking. Improved compliance will further free up additional spaces. As a result of the public exhibition, the alignment in Eastern Streets North between Blaxland Street and Holker Street has shifted to the river. This has reduced the parking impact from 61 to 15 spaces. 3. A shared path was considered, however this will bring cyclists closer to the building line (reducing sight lines) and increase conflict between pedestrians and cyclists.
52 Holker St Business 2	No	Submitter provided detailed comments that are provided in full in the Communications & Engagement Evaluation provided at Attachment 4, but the key issues are summarised below: 1. Ausgrid visitors park within their off street parking spaces. 2. Industrial properties need truck access and parking for customers/clients 3. If the project proceeds, Council must fund boom gates on the property to prevent access by unauthorised vehicles that are competing for less parking.	1. Feedback from the broader business community will be passed on to the three businesses that reportedly have an outsize impact to the availability of street parking. Improved compliance will further free up additional spaces. As a result of the public exhibition, the alignment in Eastern Streets North between Blaxland Street and Holker Street has shifted to the river. This has reduced the parking impact from 61 to 15 spaces. 2. Truck access to support the ongoing industrial uses in Silverwater is a key consideration in the project, and the design ensures large vehicles can continue to use the road and turn in and out of driveways. The design seeks to balance the role of on street parking to supplement private off street provision with the other functions the street is performing for the community. 3. Controlling access to and from a private property is a matter for the landowner, Council would not fund the installation of boom gates at the property.
52 Holker St Business 3	Yes, to extent	I support the project to an extent, but I am extremely concerned about the removal of street parking for my staff and visitors. When Ausgrid is conducting training, there is no parking for my Staff at present as their contractors take all the street parking. If this parking is removed, where will they park and where will my staff park? Please see photograph capturing current parking issues. I do not support either parking option. I support the proposed turning bans.	Support for project and turn bans, no support for parking options noted. Feedback from the broader business community will be passed on to the three businesses that reportedly have an outsize impact to the availability of street parking. Improved compliance will further free up additional spaces. As a result of the public exhibition, the alignment in Eastern Streets North between Blaxland Street and Holker Street has shifted to the river. This has reduced the parking impact from 61 to 15 spaces.
52A Holker St Business	No	Submitter provided detailed comments that are provided in full in the Communications & Engagement Evaluation provided at Attachment 4, but the key issues are summarised below: 1. Concerned about parking availability for staff as it is used when everyone is in the office. 2. When Ausgrid conducts training the street is fully occupied, this proposal will make it worse. 3. Alternatives should be explored such as a shared path that protects cyclists from trucks but retained parking.	1. The design seeks to balance the role of on street parking to supplement private off street provision with the other functions the street is performing for the community.. 2. Feedback from the broader business community will be passed on to the three businesses that reportedly have an outsize impact to the availability of street parking. Improved compliance will further free up additional spaces. As a result of the public exhibition, the alignment in Eastern Streets North between Blaxland Street and Holker Street has shifted to the river. This has reduced the parking impact from 61 to 15 spaces. 3. A shared path was considered, however this will bring cyclists closer to the building line (reducing sight lines) and increase conflict between pedestrians and cyclists.

Ausgrid	No	<p>Submitter provided detailed comments that are provided in full in the Communications & Engagement Evaluation provided at Attachment 4, but the key issues are summarised below:</p> <ol style="list-style-type: none"> 1. The facility has 250 people a day, plus training cohorts of 80, but parking is limited to 180 plus some casual spaces. 2. There are no alternatives to driving because the local bus has limited services and does not align with 7am start for training. 3. There used to be a shuttle from Meadowbank and Lidcombe, but was discontinued when apprentice intake dropped. 4. Concerned additional street parking loss will have on operations and other businesses (and are aware of their impacts on others). 5. Can Shaft Street timed parking be re-considered, a shared path be delivered, have traffic studies been undertaken. 	<ol style="list-style-type: none"> 1. Noted. 2. TfNSW provides all public bus services in NSW, Ausgrid could write to them and request consideration of timetable changes. 3. Given the scale of the impact to other businesses and the public of the current scale of the parking shortfall on the site, consideration should be given to the re-introduction of the shuttle bus service. 4. As a result of the public exhibition, the alignment in Eastern Streets North between Blaxland Street and Holker Street has shifted to the river. This has reduced the parking impact from 61 to 15 spaces. 5. The parking on Shaft Street (south of Holker Street) is timed because it is narrower than most of the streets in Silverwater but is the only eastern alternative to Silverwater Road, and during peak times the extra width is required to ensure traffic can flow smoothly.
Clyde St Business	No	<p>Submitter provided detailed comments that are provided in full in the Communications & Engagement Evaluation provided at Attachment 4, but the key issues are summarised below:</p> <ol style="list-style-type: none"> 1. Stage 2 does not connect to anything in the middle. 2. Safety of pedestrians and cyclists in industrial streets is a concern. 3. Can this connection be built along the river or other route options. 4. Companies will re-locate if this project goes ahead. 5. Parking loss is a concern, and should be replaced. 6. One way is preferred given the lower parking impact, but neither option is preferred. 7. Appropriate road widths for industrial streets must be maintained. 	<ol style="list-style-type: none"> 1. Stage 3 provides a connection between the Stage 2 areas. 2. Interaction between pedestrians, cyclists and vehicles have been minimised through the design with the number of street crossings reduced from 4 to 2, and driveway crossings from 12 to 4. The remaining crossing of Blaxland Street has been shifted west so that the public only interact with driveways to access the 20 Picken Street property. At driveways, all vehicles must give way to pedestrians and cyclists that are crossing, as they are required to do so now. Cumberland Council advised their preference has now changed to a raised priority crossing at Junction Street, this is now reflected in the concept plans. 3. The alignment in Eastern Streets North between Blaxland Street and Holker Street has shifted to the river. 4. Noted, that is a decision for individual businesses to make based upon their circumstances. However, as a result of the re-alignment proposed in the amended design, the parking impact has been reduced from 61 to 15 spaces. 5. As a result of the re-alignment proposed in the amended design, the parking impact has been reduced from 61 to 15 spaces. 6. Noted. 7. Appropriate road widths are proposed to ensure heavy vehicles can continue to use the streets, hence the parking required to be removed if two-way movement is retained.
Silverwater Road Business	No	<p>Submitter provided detailed comments that are provided in full in the Communications & Engagement Evaluation provided at Attachment 4, but the key issues are summarised below:</p> <p>Should Shaft Street need to be shifted to the eastern property boundary to enable a shared path, at Council's cost:</p> <ol style="list-style-type: none"> a) bollards must be installed, b) tree removed, c) fire hydrants protected, d) fire exit maintained, e) appropriate street lighting installed, f) future re-development of the site will not be compromised. 	<p>As a result of the route realignment, works in Shaft Street are no longer proposed. At the time of the project requiring the re-build of Shaft Street to deliver a shared path on one side, all requests were agreed. Noting that regarding (f):</p> <ul style="list-style-type: none"> - There is no loss of land only kerb realignments, therefore the FSR for the site is retained. In relation to setbacks the current DCP controls were shared, noting that a specific enquiry should be made in writing to Development Assessment.

Western Sydney Local Health District - Centre for Population Health	Support	<p>Submitter provided detailed comments that are provided in full in the Communications & Engagement Evaluation provided at Attachment 4, but the key issues are summarised below:</p> <ol style="list-style-type: none"> 1. The project is in alignment with a number of strategies 2. Walking and Cycling is equitable and support climate health 3. Proposed changes are supported as they will improve health outcomes for the community. 4. Consider other elements that support the experience of users and their practical needs. 5. Evidence clearly states separation from vehicles is the safest, and a preference for pedestrians and cyclists to be separate from each other too. 	<ol style="list-style-type: none"> 1, 2 & 3. Support noted. 4. Stage 2 has limited scope for additional elements, however paths, crossings, lighting and additional street trees are proposed as part of the project. 5. In Stage 2, pedestrians and cyclists are separate from traffic and each other at all times.
The Walking Volunteers	Yes, to extent	<p>Submitter provided detailed comments that are provided in full in the Communications & Engagement Evaluation provided at Attachment 4, but the key issues are summarised below:</p> <ol style="list-style-type: none"> 1. The alignment should move to the river (north and south) for amenity benefits and reduce the impacts. 2. Junction Street path should move to the western verge and away from concrete recycler. 3. The path should be gravel to reduce impact to walker's joints. 	<ol style="list-style-type: none"> 1. As a result of the public exhibition, the alignment in Eastern Streets North between Blaxland Street and Holker Street has shifted to the river. The River at Picken St (carpark cantilevering into the mangroves) and Junction St (business uses the river to transport goods) remains inaccessible. 2. The path on the eastern verge will minimise interactions between the public and heavy machinery that operate at the current site. 3. A gravel path is not proposed as it less trafficable for wheelchairs, bicycles, prams or those with mobility aids.
Resident 1	Support	I support the Option 1 of Stage 2, the creation of a dedicated shared path and removal of parking from one side of the street. It will make it a far safer and more enjoyable ride, and more attractive to locals and tourists.	Support noted.
Resident 2	Support	Support Option 1. The parking loss between the two options does not justify the ongoing confusion of one-way streets. If it is decided that parking spaces in Option 1 are inadequate, it would be easier to then implement one-way streets. Not easy to reverse Option 2 one-way streets back to two-way.	Preference noted.



Duck River Nature Trail (Stage 2)

Communications & Engagement Evaluation

July 2025

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1. Background

NSW Government funding flows to Duck River Nature Trail

In 2022, City of Parramatta began to work on concept designs that looked to provide public access to Duck River and to enhance amenity and active transport links in the Silverwater and Camelia area.

The Duck River Nature Trail would also connect with two of the City's most popular active transport links – the M4 Shared Path and the Parramatta River Foreshore path – providing a north-south connection for residents and visitors.

Supported by the **NSW Government's Western Sydney Infrastructure Grants** program, the three-stage **\$28.5M Duck River Nature Trail** project will deliver 4.5km of new paths, boardwalks and a bridge, along with amenity improvements, allowing the community to walk and ride along both sides of the river.

The Duck River Nature Trail project creates opportunities for the community to enjoy the natural beauty of the Duck River including its saltmarsh and mangrove areas, and to engage with the river's heritage.

Stage 1 (Silverwater Park) was on public exhibition in late 2024 and is currently under construction. It is expected that Stage 1 will be open to the public in August/September (subject to weather and site conditions).

Stage 2 (Silverwater street network) - the subject of this report - is the critical link on the streets of Silverwater that connects Silverwater Park (Stage 1) and the M4 Shared Path to the foreshore of Duck River (Stage 3).

Without riverside land available, the concept design for Stage 2 proposed active transport links travelling through industrial areas. The on-street section of the project focusses on safety and amenity improvements including new bike paths, completing missing footpath links, introducing raised crossings, tree planting and new street lighting.

Stage 3 (Duck River) is expected to be on public exhibition in late 2025. Concept designs focus on connecting all stages of the nature trail, and features paths, boardwalks and a pedestrian and cyclist bridge.

2. Executive summary

Community engagement activities and evaluation

This report focuses on the reach and effectiveness of the communications and engagement strategy and channels used to promote the *Duck River Nature Trail (Stage 2)* project. It considers the level of engagement achieved through the Participate Parramatta portal, interactions with communication channels such as social media, audience reach, and the number of submissions received.

A high-level summary of community feedback and concerns is included in the Methodology and response section on page 7, along with recommendations on page 35.

Detailed responses to all community submissions are provided as separate attachments to the Council report.

Communications and engagement activities

The Duck River Nature Trail (Stage 2) campaign was live from Tuesday 11 February to Tuesday 18 March 2025, with the community directed to find out more by visiting Participate Parramatta.

Numerous channels were activated to reach as many in the community within areas associated with the project, stakeholders, and interest groups. The key objective was to notify businesses and residents of the scope and benefits of the proposed project (to be delivered in three stages over four years) and the opportunity to have a say on the concept design for Stage 2.

Community consultation commenced with early communication to businesses **(56 owners and occupiers)** located on the proposed route of the nature trail.

A letter mailed a week prior to the opening of the public exhibition period, provided information on the project and invited businesses to contact Council to organise meetings on their premises. Businesses were also encouraged to participate in the broader public exhibition.

The community was asked to review project material on Participate Parramatta and provide feedback on the concept design via an interactive map and short survey.

In addition to engaging with Participate Parramatta, residents could submit their feedback via social media posts, email, in writing, providing a verbal submission, or contacting the project team.

Feedback could be provided in person at two community pop-ups held near Silverwater Park.

A marketing campaign including advertising, park signage, web and social media content, along with eNewsletters and letterboxing, encouraged the community to have their say on the project.

Engagement reach

Participate Parramatta was the call to action for the campaign and showcased a range of educational materials as well as the concept designs for the project. Participants could reach the project page by following a weblink or the QR code provided on collateral.

To provide feedback, the community could complete a short survey or pin and post on an interactive map. Feedback provided at the pop-up and meetings, via emails, calls, and social media was also considered.

Overall, information on the opportunity to provide feedback on the Duck River project was presented to around **180,000 people** based on targeted letter box distribution, website traffic, social media reach, email database contacts, eNewsletters, and visits to Council's pop-ups (where figures are available). Foot traffic related to signage, third party social media reach, and media audiences cannot be quantified.

Responses

- **Business** – 65 letters, seven (7) meetings onsite, seven (7) at pop-ups, seven (7) emails, two (2) attachments included in Participate Parramatta survey submissions (noting some businesses operate from more than one location)
- **Participate Parramatta** - 9,192 page views and 52 formal submissions
- **Interactive map** - 1,303 interactions, 28 pin and posts, 17 comments
- **emails** – two (2)
- **social media** – 3,101 link clicks to the Participate Parramatta project page, 81 comments
- **In-person** – around 100 people provided feedback at community pop-ups, 75 postcards distributed.

Participate Parramatta survey responses

When asked about the overall Duck River Nature Trail project:

- 44 were in support of the overall project
- Six (6) were in support of the project or elements of the project
- Two (2) did not support.

When asked about overall support for Stage 2 of the Duck River Nature Trail project:

- 38 stated they supported the project
- 9 supported to an extent
- 5 did not support the project.

When asked to choose which traffic circulation and on-street parking option should be implemented to achieve the Duck River Stage 2 proposal:

- 24 respondents chose Option 1 - removing on-street parking on one side of five streets – 61 parking spaces removed/repurposed from a total of 287
- 15 respondents chose Option 2 - making Picken Street and Blaxland Street one-way to reduce loss of parking spaces – 41 parking spaces removed/re-purposed from a total of 287
- Six (6) respondents selected neither
- Ten (10) respondents were unsure.

Interactive map response

Participants were invited to drop a pin on an interactive map, highlighting any items on the concept design they did/did not support, and respond to a question about options for repurposing on-street parking. Additional comments could also be provided.

It should be noted that of 28 respondents, five (5) individuals provided multiple submissions and comments on various aspects of the project. Duplicate responses were not considered. Multiple comments with different themes were captured.

Participants were asked if they did or did not support the project or to provide a comment:

- Three (3) did not support Duck River Nature Trail Stage 2
- Two (2) supported the proposal
- 17 comments were provided (many with several themes included in each comment, most discussing issues/concerns or suggesting alternative routes or additional features to the project).

When asked to choose which traffic flow and on-street parking option should be implemented to achieve the Duck River Stage 2 proposal:

- Six (6) respondents chose Option 1
(removing parking lanes from one side of the street on five (5) streets removing/repurposing 61 on-street car spaces from a total of 287)
- Two (2) respondents chose Option 2
(maintaining parking on both sides of the street and introducing one-way streets removing/repurposing approximately 41 spaces from a total of 287).

Respondents who commented on the interactive map, were largely not opposed to the project, but asked questions, asked for additional features/works, and mostly requested aspects of the design to be reconsidered.

Comments were mainly focused on providing suggestions for alternative routes and to improve connectivity and safety. Many participants enquired about potential solutions which would take pedestrians and cyclists away from the industrial area and closer to the river.

Some respondents were concerned about parking.

Two (2) participants were deeply concerned about several potential environmental impacts.

Face to Face engagement (community pop-ups and business meetings)

The project team met with seven (7) businesses at their premises and seven (7) business met with the team at the community pop-ups.

Most businesses were concerned about parking loss for their employees or customers, with the majority preferring an outcome that impacted parking the least.

Email and social media responses

The project team received seven (7) emails from businesses.

NSW Health provided an email of support. Walking Volunteers provided a submission. Bicycle NSW provided support for the project via survey response and social media. CycleSydney emailed Council to share the video they created and posted on social media.

Two (2) residents shared their views via email.

There were 81 social media comments provided in response to the project.

For details on responses provided via the interactive map, and feedback via other channels, please refer to Methodology and response on page 7.

3. Methodology and response

Communications and engagement

The Duck River Nature Trail (Stage 2) project was on public exhibition from Tuesday 11 February to Tuesday 18 March 2025.

Overall, information on the opportunity to provide feedback on the Duck River project was presented to around **180,000 people** based on targeted letter box distribution, website traffic, social media reach, email database contacts, eNewsletters, and visits to Council's pop-ups (where figures are available). Foot traffic related to signage, third party social media reach, and media audiences cannot be quantified.

Feedback options

There were two main paths to provide feedback on the project:

- contacting Council and meeting with the project team onsite (businesses) or visiting a community pop-up (two events staged near Silverwater Park).
- online via Participate Parramatta - dropping a pin and posting comments on the concept design via the interactive map or completing the short survey which detailed the overall proposal and the concept design for Stage 2.

Submissions via email and post, verbal submissions (primarily for people with disabilities) and comments via social media were also considered.

Direct mail provided to residents within the catchment of the project, offered a link/QR code to the Participate Parramatta project page.

Other marketing materials, including social media, Council's websites, eNewsletters, and on-site signs, also used Participate Parramatta as the call to action, promoted by web link and a QR code.

Social media materials (organic and paid campaigns) were presented in community languages (English, Korean, Simplified Chinese).

Translation and TTY services were promoted for assistance if required in the direct mail piece and on Participate Parramatta.

Business engagement

Prior to the start of community consultation for the Duck River project, **65 letters** were sent to businesses in the Silverwater area (owners and lease holders) informing them of the project and inviting them to contact the Duck River team to arrange a meeting on site.

Businesses were also encouraged to take part in the public exhibition and submit feedback via Participate Parramatta or email.

The project team met with seven (7) businesses on their premises, seven (7) attended the pop-ups. The team also responded to multiple emails (note some businesses used more than one channel to contact Council).

Some businesses advised they had been in the area for 20+years. One advised they would break their lease if the project went ahead as per the proposed design.

Themes responses/business concerns:

The team met with various businesses (noting some businesses were operating from more than one location):

- Five (5) businesses located on Picken Street
- Three (3) businesses located on River Street
- Three (3) businesses located on Holker Street
- Two (2) businesses located on Clyde Street
- One (1) business located on Silver Street
- One (1) business located on Blaxland Street.

In addition to responding to the key question about options for on-street parking and the potential introduction of one-way streets, businesses were asked to consider other issues within the engagement program including share paths and bike paths, installation of lighting, tree planting, and to provide any other comments.

Business responses focussed mainly on parking, truck movements and safety. There were also two (2) comments on trees.

Note: some businesses provided email submissions. The themes raised in those emails are incorporated into the summaries below.

Two options for on-street parking and circulation/traffic flow

As part of the consultation, businesses were asked to consider two options for changing parking and traffic flow in the area in seven (7) local streets.

To keep streets as wide as possible (and minimise changes to traffic conditions for large trucks, and reduce potential interactions with pedestrians and cyclists) there were two proposals for north of Holker Street:

- **Option 1 removes 61 on-street parking spaces** (from a total of 287) on one side of five (5) streets, retaining two-way traffic flow. Based on studies, the reduction/repurposing of on-street parking is about equal to the spare parking capacity in this area.
- **Option 2 retains parking removes 41 on-street parking spaces.** Parking would remain on both sides of the street by making some streets one-way. Picken Street would become one-way southbound, and Blaxland Street one-way eastbound. This repurposes fewer on-street parking spaces, approximately 41 spaces from a total of 287.

Business response on options:

Feedback was provided by:

- 48 Holker Street
- 52 Holker Street (two businesses)
- 52A Holker Street
- 28 River Street
- 17 River Street (businesses fronting River Street / Holker Street / Silver Street)
- 15 Blaxland Street
- 1 Clyde Street
- 2 Clyde Street
- 20-24 Picken Street
- 2 Picken Street (units 1, 4, 5, 8)
- 172 Silverwater Road.
- Two (2) businesses preferred Option 1 for on-street parking - the model retaining two-way travel and repurposing 61 car spaces from a total of 287 - but also commented that Silver Street is congested, particularly with cement trucks in the morning.
- One (1) business declared Option 2 a nightmare (the option making two streets one-way and repurposing approximately 41 on-street parking spaces).
- One (1) business had no view.
- The balance preferred no changes at all to parking arrangements or identified alternatives (shared paths or locating the project elsewhere) that retained current parking and circulation.

Parking

Parking emerged as a significant issue for all businesses with both employee and customer parking raised as a concern.

Most businesses reported that parking is already causing issues. The removal of street parking, as required by the proposal, was generally not supported.

- The Clyde Street business reported that a part of the site is being sublet. They stated there is not enough parking for their current needs, let alone to accommodate a new tenant. If the Duck River project goes ahead, they advised they will give the landlord notice and vacate.
- There was mention of the number of on-street spaces taken up by a smash repair business in the area with a request for Council intervention.
- One (1) business discussed that Council made them put in parking minimums for employees, but another business was approved (by the previous Council) with no employee parking, this was inconsistent and put more pressure on street parking. Note: The historical DA was approved with on-site parking for employees.

Truck movements

Three (3) turn-bans for trucks longer than a 19m semi-trailer were proposed around Shaft Street:

- Eastbound on Holker Street, no left turn into Shaft Street
- Eastbound on River Street, no right turn into Shaft Street
- Northbound on Shaft Street, no left turn into River Street.

Business response to long vehicle turn-bans and general truck movements.

It was clear that trucks are central to operations for many businesses in the Silverwater area and safety was a concern.

Businesses reported many truck movements a day along the street network.

While designing the project, pedestrian and cyclist safety along the street network was one of the key considerations. However, businesses had some concerns in relation to large trucks and potential risks to pedestrian and cyclist safety, particularly around reversing trucks and blind spots. These concerns were also reflected in responses from the community.

- Four (4) businesses use 19m semis with 40' containers. One reported moving eight (8) containers every week, often reversing in or reversing out of driveways.
- One (1) business frequently used vehicles up to 23m long that must use certain streets to access their site because not all movements could be made at each intersection, therefore, Option 2 for select streets to be one-way would render access by this size of vehicle unfeasible.
- One (1) business reported four (4) truck/container movements a week. These vehicles would be affected by proposed changes to traffic flow.
- Others use 12m rigid vehicles. While safety concerns remained, these trucks would

not be affected by the project's proposed turn bans.

- It was noted that many cement trucks, wet and dry, travel through the area each day and are often parked on the side of the street, or double parked.
- One (1) business owner mentioned that learner drivers visit the area including for testing. They raised increased pedestrian and cyclist traffic as a potential risk.
- One (1) business suggested shared paths with mirrors to make them safer.
- One (1) business commented they would prefer a bike path not a shared path.

Tree planting

The Duck River Nature Trail proposal sees 16 trees identified for removal within the local street network. To create more shade and enhance the streetscape, around 60 advanced native trees will be planted.

- Two (2) businesses mentioned that trees were not a priority and could be traded off for other features.
- However, community consultation consistently shows trees are valued and residents want more trees planted.
 - Council promotes the benefit of trees and undertakes large planting programs.
 - The Tree Canopy Strategy (consultation planned for mid-to-late 2025) sets targets to achieve 30% tree canopy across the LGA. Its objectives include more tree planting to help create a cooler, more active, and happier community.

The strategy promotes tree planting to combat urban heat and the positive impact trees have on biodiversity. It also highlights trees' proven benefits including improved mental and physical health within the community.

Community engagement - Participate Parramatta

The Duck River Nature Trail page on Participate Parramatta presented an overview of the entire three-stage project, and detailed information, including concept design, on Stage 2.

The project page offered resources including an interactive map, concept design, delivery timeline, artists' impressions, images, and answers to frequently asked questions.

The concept design featured the planned pedestrian and cycling path upgrades and road safety improvements, such as raised pedestrian crossings. It indicated locations where vehicles over a certain length would not be able to make turning movements in the future, as well as the location of new street trees and streetlights.

Community response (contributions via survey and interactive map)

The Participate Parramatta Duck River Nature Trail Stage 2 project page attracted:

- 9,192 views of the project page
- 1,303 views of the interactive map with 28 pin and post submissions and 17 comments
- 418 informed stakeholders who took an action
- 52 submissions.

Participate Parramatta - views of images, artist impressions and illustrations

- 414 views of the image gallery
- 71 views of the Eastern Streets South concept plan
- 67 views of the diagram of Option Two for Eastern Streets North (one-way with 41 on-street parking spaces removed/repurposed)
- 57 views of the diagram of Option One for Eastern Streets North (two-way with 61 on-street parking spaces removed/repurposed)
- 51 views of the Silverwater Park concept plan
- 50 views of the artist's impressions of the Duck River Nature Trail
- 41 views of the Eastern Streets South inset plan
- 39 views of the Eastern Streets South section design
- 32 views of the illustration of the three stages of the Duck River Nature Trail.

Participate Parramatta - views of Council documents

- 120 views of the 'How to use the interactive map' document
- 39 views of the Council report on the concept design (Stage 1)
- 38 views on the Council report on the Public Exhibition (Stage 2)
- 17 views of the Review of Environmental Factors (Stage 1 Silverwater Park).

Engagement outcomes

- 52 people made a formal submission via survey
- 38 provided additional comments within the survey
- 28 pin and posts on the interactive map
- 17 comments on the interactive map (note five individuals made multiple comments)

- 16 people chose to subscribe to Participate Parramatta to follow the Duck River project and receive opportunities to provide feedback on other projects.

As demonstrated through overall page views, engagement with various images and documents, as well as submissions, the community was well informed on various aspects of the Duck River Nature Trail project.

Visits to Duck River pages on the City of Parramatta corporate website (769) and responses to social media (774) are also indicative of community engagement. On social media all sentiments were positive, comments were equal in support and against the project (mainly due to the proposed route).

Participate Parramatta - survey responses

A short survey provided participants with a brief explanation of the overall Duck River Nature Trail project and led them through specific questions around various aspects of the concept design for Stage 2. For context, demographic questions were also asked.

Once viewing project information on the Participate Parramatta project page, only a small percentage will engage further with the project.

Commonly those who are already registered on the Participate Parramatta platform (for Duck River 2,773) will engage more with the project (418) and fewer make a submission (52).

The promotion of the public exhibition provides the community with the opportunity to register with Participate Parramatta (if they are not already members) to receive project updates and other opportunities to share feedback. The Duck River Stage 2 campaign attracted 16 new subscribers to the platform.

It is more usual for residents who do not support the project to provide feedback, along with those who would like to raise some concerns or provide a suggestion.

A smaller percentage of highly-engaged people (usually registered Participate Parramatta users) will provide responses (including attachments) detailing their concerns about the project or expressing strong support.

Two (2) local businesses provided an additional submission on the Duck River Nature Trail (Stage 2) as part of their survey response. Two (2) residents provided email submissions, and seven (7) businesses provided detailed feedback via email.

Demographic data

It should be noted the section of community engagement surveys which seeks information on sex, age, and other demographic markers - including speaking another language, identifying as being Aboriginal or Torres Strait Islander, or living with a disability - is commonly the section where a high percentage of respondents exit the survey.

Live - geographical location

From 52 respondents, all answered the question about where they lived. Most suburbs across the LGA were represented. Respondents reported living in:

- Parramatta – eight (8) respondents
- Silverwater – five (5) respondents
- Epping – four (4) respondents
- Ermington, Lidcombe, Rydalmere, Telopea – two (2) submissions each
- Carlingford, Dundas, Granville, Homebush, Ryde, Wentworth Point, Newington, North Parramatta were identified as the suburb lived in by one (1) respondent.

Live – other

Most respondents clicked other (15 submissions). This seems to support responses to the relationship to City of Parramatta question where 33 respondents clicked that they visit the area.

Nominated suburbs included: Auburn, Beecroft, Pendle Hill, Campsie, Canterbury Bankstown, Earlwood, Engadine, Gladesville, Lewisham, Malabar, Maroubra, Marrickville, Rooty Hill, Stockton, Strathfield, Sydney, West Pymble and Winston Hills.

This appears to indicate that people outside of the area travel to Duck River, perhaps via the M4 Shared Path or other pedestrian and cyclist paths.

What is your relationship to the City of Parramatta?

All 52 respondents identified their relationship with the City of Parramatta:

- I visit the area - 33
- City of Parramatta resident - 16
- Those who work in the area – 14
- Rate payer - 11
- Business owner – 1
- Other – 2

Note: more than one option could be selected.

Sex

Only five (5) respondents answered this question. However, for some, first names captured in other responses indicated potential gender and where possible this was used to add context to the survey. Indicative only.

- Female 17
- Male 29.

Note: gender data comparison

In survey responses men represented 29% and women 17%.

Via social media, 68% of responses came from men, 29% from women.

Age

Overall, from 52 submissions, 20 respondents provided information on age:

- Eight (8) submissions were from the 35 - 44 age group
- Four (4) respondents indicated they were in the 18 - 25 age group.
- Three (3) respondents indicated they were in the 26 - 29 age group.
- Two (2) respondents indicated they were in the 45 - 54 age group.

- One (1) respondent indicated they were in each of the following age groups 30-34, 65-70 and 71-75 years old.

Note: age data comparison

In social media interactions, the top three age groups were 24% from 35-44 year olds, 21% from 45-54 year olds, 18% from 55-64 year olds. The age groups were more split in survey results, but 35-44 year olds remain the highest number of participants in both social media and survey responses.

Social and cultural markers

- Fifteen (15) people shared that they speak a language other than English
- Nine (9) people preferred not to say
- Four (4) people identified as Aboriginal or Torres Strait Islander
- Six (6) people shared they lived with a disability.

Via the interactive map, two (2) people noted that while some pedestrian paths were becoming more accessible, they would like to see more areas within the Parramatta LGA become accessible. They mentioned Olympic athletes training in the area and the need for further consultation.

Community feedback via Participate Parramatta – survey results

From 9,192 page views, 5,540 unique visitors and 418 informed stakeholders, 52 surveys were submitted.

When asked about the overall concept (all stages):

- 44 were in support of the overall Duck River project
- Six (6) were in support of the project or elements of the project
- Two (2) did not support.

When asked about support for Stage 2 of the Duck River Nature Trail project:

- 38 stated they supported the project
- Ten (10) supported to an extent
- Six (6) did not support the project
- When asked to comment on their uncertainty or on the project, 38 respondents provided comments
- Two (2) respondents chose to make additional comments as part of their survey submissions, providing attachments.
- Two emails were received.

Note: businesses also provided email submissions.

When asked if they had participated in community consultation for Stage 1 of the Duck River project (Silverwater Park):

- 31 respondents answered no
- 13 answered yes
- Eight (8) were unsure.

When asked whether they supported the concept designs with respect to the proposed upgrades including raised pedestrian crossings, footpaths, shared paths, streetlighting and tree planting:

- 44 respondents answered yes
- Five (5) answered no
- Three (3) to an extent.

Comments on a choice of two parking options

When asked to consider the concept designs for Stage 2, the community was advised there would be changes to on-street parking and traffic circulation on seven (7) local streets.

There were two proposals for streets north of Holker Street. Both concept designs tried to keep streets as wide as possible, minimise changes to traffic conditions for large trucks, and reduce potential interactions between trucks and pedestrians and/or cyclists, and conflicts between cyclists and pedestrians.

Option 1 removes/re-purposes 61 on-street parking spaces (from a total of 287) on one side of five (5) streets maintaining two-way traffic. Based on video studies, this is about equal to the spare parking capacity in this area.

Option 2 retains parking on both sides of the street by introducing one-way streets to minimise re-purposing of on-street parking to 41 spaces. Pickens Street would be made one-way southbound, and Blaxland Street one-way eastbound.

How the community responded:

- 24 respondents chose Option 1 - removing street parking on one side of five (5) streets – 61 parking spaces removed/repurposed
- 14 respondents chose Option 2 - making Picken Street and Blaxland Street one-way to reduce loss of parking spaces – 41 parking spaces removed or re-purposed
- 5 respondents selected neither
- 9 respondents were unsure.

Of those who commented about their choice, concern for employees and businesses, and a lack of personal experience with the parking/traffic situation, was highlighted:

- I have selected this option because the least number of street parking is lost. Most workers in this area drive to work because there is no metro or light rail; they are essential factory workers on average pays - they need this street parking; it's hard for employers to find staff and it helps to have parking
- I am unsure of the existing traffic plans, requirements and constraints for this area.

Of respondents who were unsure

- Three (3) commented they had no preference and would be happy with either
- Three (3) were unsure of existing traffic plans or constraints in the area and could not select an option
- Two (2) advocated for an overwater boardwalk to be constructed alongside the river/water course (as was done at Parramatta Wharf) or an elevated pathway

which followed the river between Holker Street and Clyde Street

- One (1) participant said they were not sure which option would be most beneficial
- One (1) respondent raised safety concerns and wanted Council to consider ensuring the right to quiet enjoyment and access for residents and businesses in the area
- One (1) participant raised concerns about construction, and didn't want to see a concrete barrier, as used in Ferndale Street Constitutional Hill. They stated this bike path has negative impacts on access for homes which face the bike path and poses a safety risk.

Truck turn-ban responses

When asked to comment on proposed turning bans for vehicles more than 19m long:

- Forty-two (42) respondents agreed, yes
- Three (3) nominated yes, to an extent
- Five (5) did not support, no
- Six (6) were unsure.

In relation to the proposed turn-bans, respondents' comments canvassed similar themes. Those who were said they were unsure, stated they were unfamiliar with the local businesses that may be impacted. Those who were against the project urged Council to consider how the industrial area, business operations and employee parking would be affected.

- While safety is always a number-1 priority, you also need to consider the impact this may have on local businesses. I would imagine local residents would love to see oversized vehicles banned from the area, but you must be practical as businesses, if they can't function fully, will close and local jobs will be lost.
- The whole idea of mixing industrial and recreational activities is just plain wrong. Poor businesses have to put up with these cycling pathways nuisance.
- These are very low volume turns. If longer vehicles can make the turn by crossing the centreline, then there should be no turn ban.

Comments on other matters

In total, 33 respondents elected to make comments to clarify their survey responses or took the opportunity to make further comments on the overall Duck River project or to comment specifically about Stage 2. Comments in the survey and the interactive map followed similar themes.

There was strong overall support for the project with participants in favour of active transport projects that created more connectivity and provided health benefits.

Concerns around the project were mainly focussed on the route for Stage 2 planned for the Silverwater industrial area, potential safety implications, and the reduction of parking.

As usual in active transport projects, the community is supportive of separated cycleways and pedestrian paths rather than shared paths and raised concerns around safety.

Concerns about the construction

- One (1) person raised the potential issue of leachate making its way into the river from materials used in the boardwalks etc.
- In the survey, and more in social media (12 comments), residents advocated for Council to change the materials used in construction of the boardwalks/raised pathways. They detailed the decking used in some of Council's other boardwalks was noisy, not good for skating or people in wheelchairs, caused damage to tyres and was not good for dog walking.
- Two (2) participants were concerned about the potential environmental impact of the project.
- One (1) respondent advocated for protection of the mangroves and raised concerns about impacts on habitat. They were concerned that more people in the area would increase littering and vandalism, which would endanger the mangroves.
- One (1) respondent acknowledged lighting upgrades were a part of the concept design but wanted the project team to consider more lighting, stating lighting was needed for pedestrian safety at intersections and that other than CCTV, lighting was an effective deterrent against anti-social behaviour.
- One (1) person requested Council consider additional trees in its design.

Do you have any comments about the Duck River Nature Trail project overall?

Support for the project

- Bicycle NSW strongly supports the Duck River Nature Trail. When complete, the bicycle and pedestrian paths along the foreshore will unlock a hidden part of the Central River City and provide new open space for the rapidly growing population.
- Please don't be afraid to spend extra money to make it better or to remove some parking where necessary to enable the active transport link.
- The paths will hugely improve connectivity between the Parramatta River and the residential areas Granville and Auburn, as well as the regional cycleways along the M4 and the Cumberland section of the Duck River.
- Absolutely love this proposal and fully support Parramatta Council in making the project the best it can be! With the growth in population, businesses, health and education services, Parramatta is too big to be car dependent. I support this project to improve walking and cycling paths.
- Please prioritise pedestrians, cyclists, and public transport over private car use at every opportunity, as per the Transport for NSW Road User Space Allocation Policy. Well done, be bold, and good luck! The community is behind you :)
- We definitely need more connection points between the M4 cycleway and Parramatta River. It will promote greener and healthier lifestyle.
- This will be a great active transport link that I'm looking forward to using. Please do not use the product for raised walkways that is used at Parramatta on the river walk between Parramatta and the Uni. It is horrendously noisy and dangerous for roller blades.
- A fantastic use of open space and a valuable strategic cycling link to the Parramatta River - a great use of land behind those industrial lots. For far too long the road network in this precinct has been too dangerous for general bike use, largely due to the logistics, freight and industrial uses.

- Fantastic foresight Council, this will be used for many generations.
- Great idea to create more bike & pedestrian paths so we can enjoy the natural spaces we have in our area.
- This project would continue to allow Parramatta to be a central cycling hub providing greater access to Parramatta by bicycle and allowing cyclists to use Parramatta as a cycling hub to get elsewhere. I fully support this plan.
- It is wonderful to see dedicated cycle tracks being built that also connect to the network. I will definitely cycle more and ride more around Parramatta and the river instead of driving because of this. I hope that the cycleways continue to be expanded in the future.
- Super excited to see this important connector coming to fruition.
- It looks good.
- An excellent addition to Parramatta's cycling and walking options.
- Great idea, an untapped area.
- This is a most worthwhile project, and if maintained regularly and safety assured, it should attract local community plus domestic and international visitors.
- It would great to open up the trail for walkers and cyclists whilst preserving the wetlands.
- Overall, I support this project. It provides access to nature and green space. It also provides a safe space for pedestrians and cyclists.

Do not support

- No thank you!

Re-routing the path along Duck River

- Please build this missing link along the river.
- Parts of the trail do not follow the natural lines of the river. It's not a nature trail if it goes through factories and existing roads.
- The project would be best suited on the opposite side of Duck River away from scarce industrial land that is needed to economically support economic growth, employment and manufacturing.
- Surely the Eastern Street issues can be avoided by building an overwater or floating boardwalk alongside the mangrove section (as was done in Ermington back in 2010). This way the streets can be passed altogether!!

Parking

- I am extremely concerned about the removal of street parking for my staff and visitors. When Ausgrid is conducting training, there is no parking for my staff as their contractors take all the street parking. If parking is removed, where will they park and where will my staff park?

Safety

- Please ensure that e-bikes and e-scooters are not allowed to access the trail, not even within the dedicated bicycle lane. They are a major risk to public safety and even wildlife.
- Consider speed limits and other safety changes that could also be made in the surrounding areas.

Environmental concerns

- Two (2) respondents were concerned about preserving the wetlands. Particular mention was made of the removal of mangroves and the impacts on biodiversity, river foreshore and erosion, the decrease in roosting branches for birds and disturbance to mud flats and habitat.
- One (1) respondent asked the project team to consider the following issues:
 - The need for protective measures to ensure the preservation of threatened species such as the Coastal Saltmarsh. The respondent identified key actions which accelerated its decline including trampling, litter, changes to shore gradient - issues which may be exacerbated by the project.
 - Endemic plant species should be used for revegetation purposes rather than generic ill-suited or inappropriate plants.
 - Consider options and minimise the general damage done by construction and the potential for leachate from the boardwalk and building materials entering the river.
- Adopt methods to ensure the effective control of dogs, including on-leash, to protect wildlife.

For comparison -social media comments on the environment

It should be noted that there were several environmental issues raised via social media:

- There were concerns about water quality with a few people commenting that the river was heavily polluted and stank.
- Concerns about the state of the river were expressed by kayakers and those walking and riding in the area.
- Others spoke about the litter, in the mangroves and generally in the area, and the amount of litter also around Duck Creek.

Other concerns/suggestions:

- One (1) respondent raised environmental, social and cultural issues/concerns including:
 - The potential for an increase in vandalism to vegetation from visitors, more litter, anti-social behaviour in quieter locations
 - The unauthorised use of drones
 - The use and acknowledgement of First Nations connection to the area in signage/way finding.
- One (1) respondent commented that the path was too bendy and should be straighter to reduce the travel time
- A request for more maintenance towards the Clyde area (overgrown and snakes have been seen in the area).

Views on the Duck River Nature Trail (Stage 2) project

Bicycle NSW is very supportive of the Stage 2 plans, completing the survey and providing social media support which attracted comments.

Bicycle NSW - we recognise that there is no viable alternative to using streets for these sections as the foreshore cannot be accessed by the public.

Walking and riding along the industrial streets will be made much safer and more pleasant with separated cycleways, new trees and raised crossing facilities.

Other comments

- I support creating more space for people walking and cycling
- It looks good
- I am a long-term cyclist in Paramatta and love the bike paths
- I strongly support the ability for people to move around safely without the need of a car.

Do not support

- No. Consult with all businesses who will be impacted, and I mean directly.
- This project is not appropriate for prime industrial land. It is not relaxing walking down Holker or Shaft streets. It's not a good nature trail, unlike Parramatta Park or Parramatta River. Duck River is a small non-moving river that is used by industry. It is a working river used to transport large items

Parking and access concerns

- I would prefer the one-way option in Picken Street to minimise loss of loading area space.
- We don't have strong opinions about the two different proposals for streets north of Holker Street. Either offers a good solution.
- I am extremely concerned about the removal of street parking for my staff and visitors. When Ausgrid is conducting training, there is no parking for my staff at present as their contractors take all the street parking. If parking is removed, where will they park and where will my staff park?
- The big issue in the area is the lack of on-street parking. Working close to Silverwater Smash repair for more than 20 years, the number of un-road-worthy vehicles they park on River Street and Silver Street is ridiculous. Cars in their yard are moved in and out every day. If Council was to police this and reduce the number of un-road-worthy cars parking on the street, which is against the law, you may find less push-back from the locals who work in the area and struggle every day to find a parking space.

A different take on parking

- Most of the adjacent private properties have ample on-site parking, so I think if anything Council could be even more ambitious in reclaiming public space from parking spaces and create wider paths, add more street planting and artworks, graffiti walls, etc.
- I'm concerned that the focus on retaining car parking will compromise the quality and width of the paths for pedestrians, runners, and cyclists.

Shared paths and additional suggestions/scope expansion

Re-routing the path

- A green (off street) corridor is preferred.
- Build a boardwalk over the creek water area (as done at Parramatta wharf area)!! Thereby avoiding having to deal with streets access issues. It should

follow the natural lines of the river; away from the busy roads/factories /industry.

- Please consider a route that by-passes the industrial precinct (possibly with a raised waterway structure) as part of future feasibility and concept planning.
- There is a lot of industrial traffic (large trucks) in the area from Silverwater Park to Holker Street. I think it would be better to have an elevated path (similar to parts along Parramatta River in Olympic Park) to avoid the trucks and continue the path close to the river.
- Stage 2 between Holker Street and Clyde Street should be via an elevated Pathway which follows the river.
- This is the most critical portion of this project's success. Cycling on roads while accessible to experienced cyclists, is a huge deterrent to inexperienced cyclists and will reduce the viability of the whole project if it is not implemented in a way to encourage new cyclists to use this fantastic infrastructure.
- Stage 2 between Holker Street and Clyde Street should be via an elevated pathway which follows the river and not wind through the backstreets. Using the backstreets will result in a loss of parking spaces, and many trucks use these roads which make it dangerous for cyclists, and unpleasant for pedestrians.
- It would be nice if Stage 2 went via the river more e.g. went through the mangrove instead of Silver Street.
- There will be sections where it's an upgrade of existing pathway/roads. There is nothing scenic/ natural to admire here.

Paths

- The wider the better on these sections.
- I understand the cost reasons for the detour into the road network. Utilising the streets and creating priority crossings and slower traffic speeds can work well if undertaken by high-quality and prioritised design.
- Residents (including social media commenters) suggested alternative materials be used on the boardwalks. Participants commented that the type of material used for panels on other paths is too rough and not suitable for bikes, wheelchairs, dogs or skaters.
Noise from the boardwalks was also raised as an issue as well as the potential damage to bike and other types of tyres.

Safety concerns

- The area is congested enough with heavy vehicles and learner drivers without adding more obstacles for drivers.
- Include more lighting so that crossings were well lit of an evening or overcast day. They commented they were aware that lighting was a part of the project but stated you can never have too many lights in pedestrian areas. They suggested that apart from high volume activation and CCTV's, lighting is the best form of security.
- Consider installing plenty of signage to maximise visibility of the route (not tucked away behind parked cars). There are many delivery drivers and logistics vehicles in the area who would not be expecting bikes on the road in the Silverwater area.

Shared paths and separated cycleways

- One (1) participant raised concerns around the following issues including a preference for separated cycleways, for visible dividers and more space on share paths to minimise conflict between cyclists and pedestrians. Potential safety measures were also discussed along with ensuring access for people with disabilities.
- Please use a separated cycleway as much as possible rather than on-road. If doing on-road, use modal filters and closing intersections to make sure there is not much traffic.
- Where shared paths are proposed, please at minimum use painted lines to separate bikes and pedestrians.
- Consider reallocating road space for people walking and cycling.
- Consider speed limits and other safety changes that could also be made in the surrounding areas.

When I have travelled to Melbourne there is considerable path rage between bicycle riders and pedestrians. Council should look at methods which would eliminate that problem to ensure that there is full visibility between the bike path and walkway.

Barriers

- One (1) participant wanted Council to consider safe barriers as part of street upgrades. Potentially from hostile vehicles.
- Another respondent advocated for a design which did not include concrete barriers. They cited the Constitutional Hill share path as causing safety issues for residents and delivery drivers.

Safe access for people with disabilities

- One (1) participant advocated for Council to ensure people with disabilities, such as those with low-vision and blindness, are accommodated with the best practice design for navigating raised crossings.
- One (1) respondent noted they had seen Australia's Paralympian marathon winner training in the area in her racing wheelchair, and cross-country skiers also training. They recommended Council seek feedback from people with disabilities to ensure the project met the needs of the community.

Trees

- One (1) respondent advocated for more trees along the path.
- Two business operators suggested trees be sacrificed for wider paths and fewer losses of on-street parking.

Other issues/comments

- One (1) participant commented on each of the following matters:
 - Stage 2 should also include linking the two on-road sections until Stage 3 can be planned and constructed. Wayfinding signage and light touch safety upgrades should be considered.
 - Hopefully Council will consider how cyclists can make it between the two Stage 2 sections while Stage 3 is being built. At a minimum, some

wayfinding signage for an on-street route should be installed. However, a temporary pop-up cycleway would be the best option.

- Introduce bike racks and bike maintenance stands as part of the designs.
- Add more water fountains.

Out of scope/service requests

- One (1) respondent urged Council to create a bike/walking path different to the Ferndale Street one in Constitution Hill.

The participant states they are yet to see a bicycle on the Ferndale Street path. They say it is defined by a substantial concrete barrier which has created a traffic safety issue for residents and visitors to the area. They report it also reduces parking options for delivery drivers who need to access the homes which front the bike lane.

They claim it is a total waste and misuse of ratepayer funds, and that it should be removed ASAP.

One (1) respondent advocated for a raised shared-user crossing at the south end of Junction Street urging City of Parramatta to include this in the scope of the project and improve safety for everyone trying to access the M4 cycleway heading west.

They noted that this was already a blackspot for cycleway users and were concerned that with the additional walkers and riders that the Duck River Nature Trail would bring to this intersection, a safe raised crossing would be essential to create a facility for people of all ages and abilities.

Community feedback – via interactive map

The interactive map was a quick way for stakeholders to pin a location and flag whether they supported or did not support the item identified on the draft concept design. Residents could also post a comment.

During the exhibition period there were:

- 1,303 interactions with the map
- 120 views of the document 'How to use the interactive map'
- 28 pin and posts were made
- 17 comments were provided (many with several issues in one comment).



1,303 people engaged with the interactive map, providing 28 pin and posts and 17 comments.

Responses

Note: From 28 responses, 8 individuals provided multiple submissions. Duplicate responses to questions were removed. Comments which covered various themes were included.

- Three (3) respondents did not support the concept design
- Two (2) respondents were in support of the project.

Parking and traffic flow options – a choice of two options

- Seven (7) respondents chose Option 1
(removing parking lanes from one side of the street on five (5) streets removing/repurposing 61 on-street car spaces from a total of 287).
 - Two (2) respondents chose Option 2
(maintaining parking on both sides of the street and introducing one-way streets removing/repurposing approximately 41 spaces from a total of 287).
- Note: Duplicate submissions were removed.

Interactive map comments

Generally, when clicking 'do not support' respondents were concerned about the path travelling through industrial areas, parking, and safety.

Many enquired about potential solutions which would take pedestrians and cyclists away from the industrial area and closer to the river and/or connect with other active transport infrastructure.

Respondents also made suggestions to further improve safety with a number asking for additional features/works.

Re-routing the pedestrian and cyclist pathways and additions

Information on the project page detailed that due to a range of issues, including land ownership and access, no alternative to using the street network was available.

The Duck River Nature Trail (Stage 2) project page also highlighted the upgrades to the streets that would improve walking/riding conditions.

However, it is clear from comments and the overall community response to the project, that if a solution could be found, there would be strong support for changes to the concept design to allow for a more pleasant walking/riding experience along the river.

Comments – interactive map, negative

- I would ignore this proposed dangerous footpath if it was built, and ride on the road where it is safe. I guarantee that traffic out of the industrial estate will hit someone at some point.
- A raised crossing on a dead-end street and shared paths are not preferred. I'd rather cycle with median refuges on River Street to make crossing a bit easier and slow down turning traffic.

Comments – interactive map, re-alignment of the proposed pathways

- Seems crazy to go to all this trouble, and expense, yet still send riders winding through a busy industrial area - these are not fun places to be on a bike. Surely there must be a solution closer to the water? A bridge perhaps?
- Is it not possible to route the path through here instead of Silver Street? It would be nice to follow the river as much as a possible.
- Would be useful if it linked up with the bike lanes that abruptly end on the intersection of Holker Street and Newington Road. But the path should be on the northern side of the road for that.
- Invest in solution along the river, like at Subiaco Creek and Parramatta River Rydalmere. Note that there is also a pipeline.
- Could a shared path / bike lane be added along Clyde Street? This would allow crossing Silverwater Road at the signalised crossing without having to double-back through Stage 1.
- One-way traffic with painted cycleways, continued via Shaft Street and Vore Street would provide a better short-term option.
- Has an east-side of Picken Street path been considered as an option? It would require an additional crossing of Clyde Street, but allow the crossing of Blaxland Street to move east of Picken Street to a less awkward spot.
- Can the existing path from Giffard Street be connected to Holker Street?

Comments – interactive map, what's the point?

Two (2) respondents asked why the path 'went nowhere' but had placed their comment pins on two missing footpath links that were proposed as part of the project to complete a footpath on one side of a street from Silverwater Road to the river.

- What is the goal with this? It doesn't go anywhere. Am I trying to get to Silverwater Road to play chicken with the traffic so that I can get to the fence of the Silverwater Distribution Centre?
- No value from a cycling point of view. It doesn't go anywhere.

Safety

Participants were very concerned about safety, including conflicts between cyclists/pedestrians and traffic, especially trucks, and between pedestrians and cyclists.

While the community supported safety improvements such as raised pedestrian crossings and separated paths, they were keen to see more changes.

There were two (2) positive responses and three (3) comments critical of the concept design, raising concerns about safety. Note there was a comment requesting changes to the traffic signals at the intersection of Clyde Street and Silverwater Road, this is outside the scope of the project.

- I'm very glad this is a raised crossing specifically. These really help me feel safer.
- A cycle-friendly crossing here would be nice. Bikes are allowed on the bus lane to the east, but it's kind of sketchy going west to east as you have to cut over the vehicle traffic.
- I would ignore this proposed and dangerous footpath if it was built and ride on the road where it is safe. I guarantee that traffic out of the industrial estate will hit someone at some point if it's placed here.

Concerns about safety – suggested design changes

- Rather than intentionally setting the cycle/pedestrian crossing back from the intersection to slow down cyclists, how about using road features to slow down cars. Something more than a raised crossing which never seems to slow SUVs.
- Consider a painted cycleway to Duck River.
- Include a painted cycleway on Carnarvon Street to the shared path at Hume Park.
- Consider making the west side of Silverwater Bridge for southbound cycling only, and the west side for northbound cycling only (it's too narrow for bi-directional riding).
- Install a safe crossing at Junction Street and a continuous footpath or raised crossing with changed priority at Adderley Street.
- The raised crossing on Holker Street west of Shaft Street makes no sense. Holker Street terminates in 75 meters and there are no driveways on the northern side of the street.
- The western section of Blaxland Street has almost no traffic function.
- Cyclists should not have to cross the driveway to #15.

Requests for additional features

As is often the case, respondents review the concept design and suggest improvements. Submissions for Stage 2 were largely around re-routing the path. Other requests included wayfinding, more bike parking, new connections and painted cycleway paths.

- One (1) respondent asked Council to consider a pop-up Cycleway until all stages of the Duck River project were completed.
- Other comments were around improving the riverscape and water quality.

Way finding

Three (3) participants suggested improved wayfinding be included in the project.

- When Stage 2 is complete, temporary wayfinding signs should be added to the rest of Stage 2 until Stage 3 is ready. This will make it easier to connect between the two segments until the bus section is completed.
- Include wayfinding to River Walk, Cricket NSW and Silverwater Bridge.
- One (1) comment was made about incorporating First Nations material into wayfinding signs and interpretation.

Other comments/suggestions

- Could a shared path / bike lanes be added along Clyde Street? This would allow crossing Silverwater Road at the signalised crossing without having to double-back through Stage 1.
- Could the existing path from Giffard Street be connected to Holker Street?
- Could bike parking be installed to cater for people ending their journeys and walking to work in the neighbouring businesses?
- Could a pop-up cycleway be added to Canvaron Street, Derby Street and Vore Street until Stage 3 is open?
- A spot on the river or creek for locals to store canoes would be good.
- Both bollards near the Melton Street Bridge are really bad for cycling. The bridge could be a popular interim solution whilst all the stages are being built. Note this is out of scope of the Duck River project.

Note: comments from some businesses are captured in the interactive map and survey submissions.

Community pop-ups

Community pop-ups were held near Silverwater Park (2 Clyde Street) on Saturday 15 February 2025 (10am – 2pm) and Wednesday 26 February 2025 (10am – 2pm).

Council officers engaged with approximately 100 people and handed out 75 postcards.

Issues discussed at the pop-ups were similar to those raised by the community participating in online consultation.

Community members generally supported the proposal, but raised issues including a preference for separated paths, a path that followed the river, parking and safety concerns.

When asked about the two options for traffic circulation and off-street parking, opinion was divided.

However, there was concern that local businesses would be negatively impacted or close if streets were made one-way.

The prospect of disruption to business, safety concerns, hardship and potential closure was raised in other feedback channels.

For more information on community pop-ups, please see Engagement activities on page 43.

Other responses- social media, emails and calls

Social media

Social media is a quick response tool and is also used by followers to ask questions about the project and to raise other issues. Though always encouraged to provide formal feedback via Participate Parramatta, residents who provide feedback via social media platforms generally will not make the extra clicks required to visit the portal and then lodge a formal submission. Many do link to the project page and view materials.

Social media feedback often comes from a younger demographic (particularly Instagram) and those who are already engaged with Council via Facebook. Facebook generally skews older with some residents City of Parramatta Facebook followers for many years.

Social media campaigns generated:

- 174,444 Impressions
- 113,641 reach
- 17, 216 engagements with an average engagement rate of 14.1 (benchmark 2%)
- 3,756 clicks to the project page
- 81 comments.
- The project team, working closely with the social media team, provided 18 responses to followers. Each post included the reminder to visit Participate Parramatta for more information, make a submission or to seek further assistance from the project team.
- Stakeholders including Bicycle NSW and CycleSydney promoted the project via social media.

For further details on social media activities please see Engagement activities, on page 43.

Emails and calls to Council officers

- 10 calls to Customer Service including transfers
- Two (2) emails to the Participate Parramatta inbox
- Seven (7) emails from businesses to the Transport inbox, in addition to emails from NSW Health and Walking Volunteers.

Recommendations:

On reviewing feedback from meetings with businesses, Participate Parramatta's interactive map and survey, email submissions, social media, and community pop-ups, it is recommended that the project team:

- *Contacts all respondents (where email addresses are available) including acknowledgement of their submission and a summary of general concerns, along with information on what Council is doing/plans to review e.g. re-route, refine the proposal, consider additional features, address concerns including parking, potential environmental impacts, lighting, boardwalk materials and construction etc.*
- *Information should note that detailed submissions and specific concerns would be responded to/addressed when further information was available.*
- *Should the option to remove parking be pursued, outline in correspondence that Option 1, was preferred overall by 54% respondents (Option 2 attracted 28% votes). Confirm Option 1 was selected by business owners and those who shared their view via interactive map, survey and pop-up. Advise of next steps.*

Other actions:

The route of the nature trail

Many submissions referred to concerns around increased pedestrian and cyclist activity in an industrial area, urging Council to review the portion of the Duck River Nature Trail which proposed to use the Silverwater street network.

While options were considered, and the proposal for Stage 2 advised no other alternatives were available, any chance for the trail to be placed on elevated boardwalks over the river, or more closely aligned to the river, would be more broadly supported by the community.

The community and local businesses expressed concerns over pedestrians and cyclists sharing roads with large trucks, the impact the removal of parking spaces would have on businesses, and the poor experience a nature trail largely through an industrial path (despite proposed street upgrades) would provide.

Actions:

- *Should any change in the availability of land or other mechanisms arise which would allow Council to pursue designs for an elevated boardwalk or another route, direct communication with all businesses and respondents, and promotion of the change via Participate and other Council channels should be undertaken as soon as possible.*
- *Include Duck River updates in Participate Parramatta project page, web updates and other channels including eNewsletters.*
- *Assess the need for engagement vs communication of project update, depending on the change.*

Parking

A number of respondents raised double-parking as a safety issue and their frustration with parking. Businesses referred to 'illegal' vehicles taking up off-street parking

particularly seeking support to help manage the Silverwater Smash repair business who other business owners claim move their vehicles all day, many unroadworthy. A similar investigation was undertaken near FS Garside and resulted in some positive action for Granville residents who had raised similar complaints. More heightened ranger presence may also deter large trucks from double-parking.

Actions:

- *Request support from Council's enforcement team, preferably a two-week blitz followed by routine patrols of the area.*
- *Directly advise businesses owners who raised this issue in meetings of the outcome of their request.*
- *Provide an update to all businesses on parking.*

Ausgrid

Local business owners raised issues with the Ausgrid's training program and course attendees using on-street parking, causing issues for other local businesses (customers and staff).

Actions:

- *Raise with Ausgrid potential alternatives including holding courses out of hours or collection of course attendees by mini-bus from a nearby railway station or from the employees' work site if all course participants are from the same business or neighbouring businesses. A min-bus service was previously provided but was removed during COVID.*
- *Directly communicate with businesses about any new arrangements applauding Ausgrid for its willingness to cooperate with their neighbours, respond to concerns and support local businesses.*

Safety concerns

The issue of learner drivers in the area was raised as a further risk to road safety, along with visibility for truck drivers, and the potential for accidents etc.

Actions:

- *Reach out to Service NSW to understand if the area is an official driver testing site as claimed by the respondent and seek to understand the number of tests, potential road safety impacts as well as potential mitigations.*
- *Liaise closely with TfNSW and Council's traffic team for support with route, driveway clearances, mirrors and other suggestions made by businesses and residents to improve safety.*

Parking Option 1 or Option 2

Parking was one of the issues most frequently discussed by participants in all forms of consultation. However, business owners provided more detailed responses highlighting concerns for customers and staff and outlining current problems which they felt would only be exacerbated by the proposal.

Respondents raised the issue unprompted (presumably having read the project description) and when asked to consider either Option 1 or Option 2, a portion of

respondents elected 'neither'. More respondents chose Option 1 (54%) over Option 2 (28%). However, a number stated they didn't have sufficient knowledge of the area or specific issues around parking.

CycleSydney suggested that a pop-up cycleway could be tested before creating either Option 1 or Option 2.

Actions:

- *Evaluate the current proposal against any potential for redesign, modification or alterations. Should the repurposing of parking continued to be required.*
- *Provide a summary of the final parking proposal in a letter to businesses.*
- *Continue to liaise across Council and with Bicycle NSW and CycleSydney regarding cycleway locations and forms.*
- *Provide updates on the parking proposal on the Duck River project page on CoP website and Participate Parramatta and include updates in eNewsletters for project followers. Consider other channels including social media.*

Environmental concerns

A few respondents, one resident in particular, raised a number of environmental concerns ranging from materials used in construction to management of the construction program, protective measures for the mangroves and salt marsh species, tree planting, litter etc.

Actions:

- *Review, implement and promote activities to protect the mangrove areas as fragile species and natural habitat, include in REF/EIS and marketing materials.*
- *Look into materials specification and construction methods of boardwalks and other components of the Duck River Nature Trail to ensure that any materials are environmentally neutral with no chemical leaching or other potential environmental risks.*
This information should be incorporated into an environmental protection measures section on the project page website along with the REF when it is available.
- *Respondents who raised concerns about environmental issues should receive separate specific feedback acknowledging their concerns with an outline of the course of action to be taken in materials specification and construction methods to protect the river and surrounding plant life and direct them to look out for the EIS/REF when complete and uploaded to Participate Parramatta.*

Mangroves

A few residents mentioned concerns that the mangroves were already suffering due to the amount of litter they collected. Others were worried that more people attracted to the area by the Duck River Nature Trail generates more litter. There were also concerns for the protection of the salt marsh during construction and when the Duck River Nature Trail is open to the public. Poor riverscape and water quality were also raised.

While potentially contributed to by park users and others in the area, litter in Duck Creek and Duck River is also caused by the collection of refuse upstream during heavy rain. Litter collection is managed by hand picking, both time intensive and costly. **Actions:**

Actions:

- *Discuss litter/maintenance issues raised by residents with appropriate City of Parramatta teams (Catchment and Waste/outdoor) and lodge Service Requests investigating opportunities for capturing litter from stormwater before it makes its way to the river and scheduling more frequent clean-ups.*
- *Seek advice from City of Parramatta teams (Natural Areas, Catchment etc) to consider options to better manage poor water quality etc.*
- *Ensure the construction program (including workers on site) does not contribute in any way to littering or environmental harm. Schedule intensive cleaning and rubbish collection on completion.*
- *Update planned environmental measures on project page on website.*
- *Discuss options with NSW Agencies (EPA, Maritime) to review water quality, investigate reported stench and industrial pollution.*

Additions to the design

One of the most frequently raised issues (particularly on social media) was a request for the material to be used in the design of Duck River boardwalks/raised paths etc was not the same as that used in similar structures across the City.

The community was concerned about the noise of people travelling over the boardwalk decking, particularly cyclists, the mesh causing tyre damage and commented the material was unsuitable for dogs, skaters etc.

It appears that the community is aware of environmental requirements for light and air circulation etc for plant life and other species under the boardwalks but strongly urges Council to find an alternative material that performs better for its intended use.

Actions:

- *Continue to investigate and test alternative materials. If a better solution is found, add this to the Duck River project page, and highlight in project emails to those who have chosen to follow the project.*
- *Update respondents via project page website and potentially include in general acknowledgement letter/email.*

Requests for more features

More water fountains, bike racks and bike repair stands, and tree planting were requested.

Actions:

- *Investigate whether water fountains, bike racks and bike repair station can be added to the designs to enhance the proposed upgrades and/or identify these as a priority for future works.*
- *Consider budget and locations for more trees.*
- *Update respondents via project page website and potentially include in general acknowledgement letter/email.*

Concerns about lighting

While acknowledging lighting improvements featured in the Stage 2 proposal, two participants mentioned lighting specifically a request to review lighting over/near pedestrian crossings.

Actions:

- *Review the LED lighting plan specifically for intersections and investigate if lighting meets standards or requires further adjustments. Update respondents via website and acknowledge in general respondent letter.*
- *Ensure LED lighting is collared, warm, at appropriate brightness and otherwise managed (e.g. timers) so it improves safety for pedestrians and cyclists with minimal light spill affecting any neighbouring residents and wildlife. Include measures in environmental updates in project page. Call out any changes in general acknowledgement to respondents.*

Additional trees

Request for additional trees wherever possible on streets and in parks.

Action:

- *Investigate design flexibility and budget to accommodate requests to see more planting across the parks and along the streets and to minimise tree removal as much as possible.*

Wayfinding, temporary and on completion

Signage, wayfinding and cultural interpretation

Actions:

- *Consider appropriate signage for Stage 1 and Stage 2 while Stage 3 is in construction.*
- *Review wayfinding requirements for the Duck River Nature Trail along with interpretative signage to ensure visitors can easily navigate the trail and are provided with cultural/environmental information to enhance their visit.*
- *Investigate options to include Aboriginal motifs created in collaboration with First Nations in wayfinding and interpretative signage.*
- *Include stories from Dharug people in interpretative signage which should also include information on history, plants and animals and other items of interest.*

Consider additional active transport paths

A number of residents took the opportunity to highlight different areas within the LGA that they believed would benefit from extended or new pedestrian and cyclist paths. Suburb/paths included Parramatta to Darling Mills, Rosehill to Holker Street, Sydney Olympic Park to Parramatta, Upper Parramatta River to Toongabbie, Hammers Road to Cumberland Road and a transport corridor from Toongabbie to Westmead.

Actions:

- *Continue to advocate for active transport as part of Parramatta's future as a global city.*

- *Seek additional funding opportunities to support the creation of safe separated paths on key routes within the City.*
- *Evaluate feasibility/use of expanded routes or new routes and add as a detail to the Duck River project page and relevant active transport/cycling pages potentially as long-term projects, where funding is available.*

Closing the loop – keeping the community informed

The project team is working through submissions made during the public exhibition period and will respond to businesses, residents and other stakeholders who have made comments, raised specific location-based concerns or issues.

As well as publishing updates on Participate Parramatta and City of Parramatta website, residents who elected to follow the project (by clicking on the follow button on the Participate Parramatta project page) will receive updates.

A project update advising the close of the consultation has been published. An update highlighting some of the feedback received and further information on the delivery of the program will be uploaded to the City of Parramatta website shortly.

Further updates will report on how the concept design for Stage 2 has been fine-tuned to accommodate feedback where possible.

Additional and ongoing project updates will be published on the City of Parramatta and Participate websites through to completion eg. key milestones such as the Duck River Nature Trail (Stage 2) project beginning works in preparation for construction.

Information on the progress of Stage 1 (Silverwater Park) has been published with further updates at key milestones to continue throughout the life of the project.

Social media may be used at some points to promote the work being undertaken to deliver Stage 1 and Stage 2 of the project.

Project updates will be provided for consideration for inclusion in Council's eNewsletters and publications.

Community/media events with relevant Ministers, Councillors, stakeholders and funding partner representatives, will be planned for each stage of the Duck River project following the completion of works, or potentially an event combining celebrations for the completion of Stage 1 and commencement of Stage 2.

Media and marketing materials will be created to promote official openings.

A new communications and engagement strategy, accompanied by an integrated marketing campaign, will be developed to inform the community of the opportunity to engage with Duck River Nature Trail (Stage 3). Engagement for Stage 3 is expected to begin in mid to late 2025.

4. Engagement activities

Numerous communication channels were activated to reach as many community members within the catchment area as possible and encourage them to engage with the Duck River Nature Trail (Stage 2) project.

Marketing materials, including letters, advertising, signs and postcards, offered a link directly to Participate Parramatta or included a QR code linking to the project page on the platform.

Overall, around **180,000 people** were presented with the opportunity to provide feedback on the project based on engagement activities that are measurable.

QR scans

Direct mail and signage featured a QR code – the code was scanned **126 times** during the campaign.

Direct mail

Early consultation with businesses

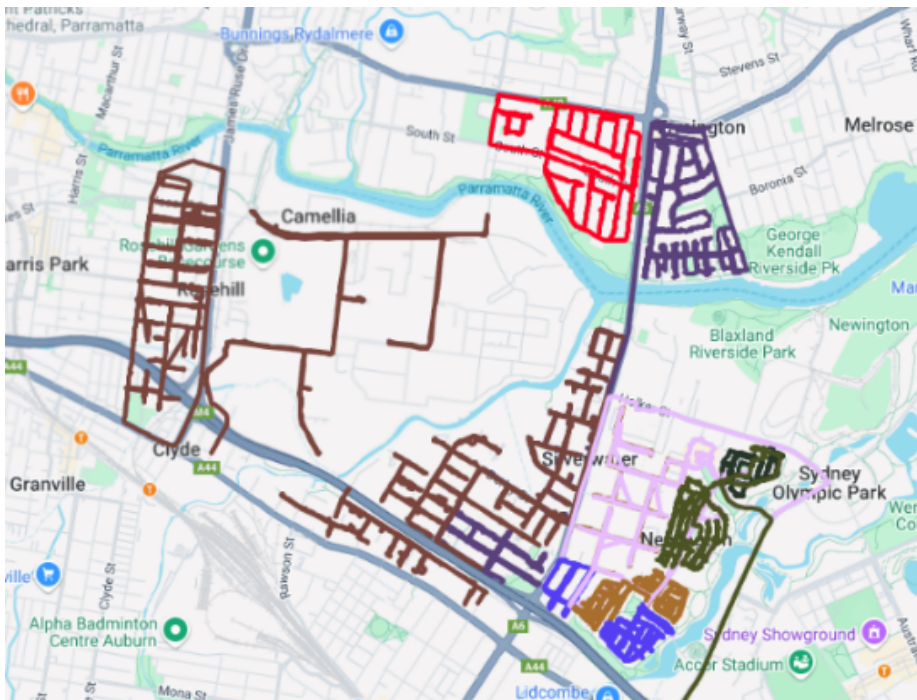
Sixty-five (65) local businesses (owners and occupiers) were mailed a letter inviting them to contact the project team to discuss the Duck River Stage 2 proposal and arrange a meeting on site.

Community consultation – letterboxing

Letterbox distribution in mid-February targeted around **8,000 households** in the project area, promoting the proposed concept design, and the opportunity to have a say on the Duck River Nature Trail (Stage 2) project. The letter included a weblink, QR code and contact details for the project team.

With print and distribution co-ordinated by a specialist provider, a team of walkers hand-delivered project information. GPS live-tracking captured the letterboxing.

Additional stakeholders were contacted including cycling affiliations and NSW Government agencies.



GPS tracking of 8,000+ letter drops

Media releases

Duck River Nature Trail Stage 2 – Have your say

A media release outlining the benefits of the Duck River Nature Trail (Stage 2) project and encouraging the community to have a say, was produced and distributed to local media.

The media release was also uploaded to the City's website and attracted **45 views**.

The Stage 2 media release resulted in **four (4) media articles**:

- Parramatta News
- Weekly Times
- Oz Arab News
- Fiji Times.

Duck River Nature Trail - Stage 1 approval

Prior to the start of community engagement around Stage 2 of the Duck River project, a media release announcing the 'green light' for Duck River Nature Trail Stage 1 (Silverwater Park) was created and distributed.

The release on the approval of Stage 1 of the project, with mentions of potential construction start dates and all stages of the project, generated considerable media coverage.

The Stage 1 media release was uploaded to the City's website and attracted **23 views**.

Stage 1 approval announcement media coverage included:

- Cairns Post *
- The Tribune
- Parramatta News
- Parramatta Times
- Parramatta Advertiser
- Herald Sun
- Courier Mail
- Gold Coast Bulletin
- The Chronicle
- The Advertiser
- The Mercury
- Mirage
- Oz Arab Media.

The Cairns Post article appeared across the entire News Limited network.

Advertising

Parra News is a local community newspaper (digital and print) with reach across the LGA and beyond. The 18 and 25 February, and 4 March 2025 editions carried a half page ad. The Duck River project was also featured in the Lord Mayor's Column published in Parra News on 25 February.

City of Parramatta social media - Facebook and Instagram

City of Parramatta's Facebook page (46K+ followers) and Instagram (19K followers) were used (along with other Council social media channels) to promote the opportunity for the community to have a say on Stage 2 of the Duck River Nature Trail project.

The campaign included organic posts (unpaid) on City of Parramatta channels, and a paid advertising schedule for the LGA, and target suburbs around Duck River (budget \$750 in total).

Ads were provided in English, Korean and Simplified Chinese (targeting residents in the catchment area with those language settings).

Demographic data – social media overall campaign

Men aged 35-44 were the strongest performing demographic making up 14% of total results. The profile of social media responses appears to align with cycling demographics.

- For the overall social media campaign, 68% of results came from men, 29% from women.
- The top three (3) age groups were: 24% from 35-44 year olds, 21% from 45-54, and 18% from 55-64 year olds.

Organic campaign (unpaid)

The organic (unpaid) Facebook and Instagram campaign – three (3) Facebook and three (3) Instagram posts – performed exceptionally well and resulted in:

- 74,164 impressions
- 72,022 in reach
- 7,878 engagements, and an engagement rate of 10.6% (above benchmark levels of 2-3%)
- 646 link clicks to the Participate Parramatta project page.



Organic campaign – top three (3) posts.

Paid campaign – overall

There were two main components to the paid campaign, LGA wide (excluding target suburbs), and target suburbs, with languages targeted within the two streams.

Results

Note: the figures below relate only to the paid campaign on City of Parramatta Facebook and Instagram accounts.

The overall paid Duck River Nature Trail campaign generated:

- Posts generated 99,861 impressions.
- A reach of 41,417.
- It attracted 9,331 post engagements (including comments, likes, shares etc across all posts) and an engagement rate of 3.42% (above the benchmark of 2%).
- Overall, the campaign generated 3,101 link clicks to Participate Parramatta and a click through rate of 3.11% (benchmark of 1%).
- Posts about the project received mostly positive sentiments:
 - total of 773 likes and reactions across Facebook and Instagram. of these, 394 were Instagram likes, 322 were Facebook likes
 - 49 Facebook loves
 - seven (7) Facebook “wows”

- one (1) Facebook "ha ha".

- The comments received on Facebook were evenly split with 13 supportive of the project, and 13 opposed.
- Others (81 comments in total) mentioned other issues including requests for changes to the project and additional features.
- Twelve (12) discussed the metal plates on boardwalks.
- Posters sought clarification on shared or dedicated paths or made suggestions for inclusion in the project scope, particularly alternative routes.
- 18 responses to social media posts were provided to the community, each included the reminder to visit Participate Parramatta for more information and to provide formal feedback.

Metric	Campaign Result	Benchmark
Spend	\$749.06	n/a
Reach	41,417	n/a
Impressions	99,861	n/a
Frequency (no. times ad seen p/p)	2.41	2-3
Link clicks	3,101	n/a
CPC (cost per click)	\$0.24	\$0.50-\$1
CTR (click through rate)	3.11%	More than 1%
Post engagements	9,331	n/a
Engagement rate (ER)	3.42%	More than 2%

Duck River Nature Trail (Stage 2) paid campaign overall.

LGA (excluding target suburbs)




With an investment of approximately \$370, the various posts as part of the LGA campaign generated:

- 55,482 impressions, a reach of 27,588
- 2,076 post engagements and an engagement rate of 3.74% - (2% benchmark).
- 1,887 link clicks, and a 3.38% click through rate (benchmark 1%).

The two (2) top performing ads from the paid LGA ad set used the overview image from the M4, (1,459 link clicks, see below).

Demographics - LGA (excluding target suburbs):

- 68% of results came from men, 29% from women.
- the top three (3) age groups who engaged with the project: 22% from 65+ year olds, 22% from 45-54, and 21% from 35-44
- Men aged 35-44 were the strongest performing demographic.

 <p>City of Parramatta Sponsored · 10</p> <p>In August 2024, the community provided feedback on concept designs for Stage-1 of the Duck River Nature Trail (Silverwater) ...see more</p> <p>participate.cityofparramatta.n... Duck River Stage 2 - what's the plan? Learn more</p>	 <p>City of Parramatta Sponsored · 10</p> <p>In August 2024, the community provided feedback on concept designs for Stage-1 of the Duck River Nature Trail (Silverwater) ...see more</p> <p>Duck River Nature Trail Learn more</p>	 <p>City of Parramatta Sponsored · 10</p> <p>In August 2024, the community provided feedback on concept designs for Stage-1 of the Duck River Nature Trail (Silverwater) ...see more</p> <p>participate.cityofparramatta.n... Duck River Stage 2 - what's the plan? Learn more</p>
866 link clicks, \$0.18 CPC	593 link clicks, \$0.22 CPC	251 link clicks, \$0.21 CPC

Top three (3) ads in the paid LGA campaign (excluding targeted suburbs).

Paid advertising campaign – targeted suburbs

The campaign spend (approximately \$374) for the target suburbs with closer proximity to the project area, Silverwater, Camelia etc. generated:

- 44,379 impressions
- 15,203 reach
- 1,337 post engagements, an engagement rate of 3.01% (above 2% benchmark)
- 1,224 link clicks and a click through rate of 2.765% above 1% benchmark).

The top performing ad in the targeted suburb campaign was the overview which attracted 528 link clicks (see below).

Demographics targeted suburbs ads:

- 69% of results came from men, 29% from women
- the top three (3) age groups: 22% from 35-44 year olds, 21% from 45-54, and 19% from 25-34 year olds
- Men aged 35- 44 were the strongest performing demographic.

 <p>City of Parramatta Sponsored · 10</p> <p>To deliver pedestrian and cyclist paths along the Duck River foreshore, Stage-2 of the Duck River Nature Trail project proposes ...see more</p> <p>participate.cityofparramatta.n... Duck River Stage 2 - what's the plan? Learn more</p>	 <p>City of Parramatta Sponsored · 10</p> <p>To deliver pedestrian and cyclist paths along the Duck River foreshore, Stage-2 of the Duck River Nature Trail project proposes ...see more</p> <p>participate.cityofparramatta.n... Duck River Stage 2 - what's the plan? Learn more</p>	 <p>City of Parramatta Sponsored · 10</p> <p>To deliver pedestrian and cyclist paths along the Duck River foreshore, Stage-2 of the Duck River Nature Trail project proposes ...see more</p> <p>Duck River Nature Trail Learn more Have y...</p>
528 link clicks, \$0.30 CPC	231 link clicks, \$0.30 CPC	155 link clicks, \$0.31 CPC

Top three (3) performing ads in the target suburbs campaign.

Participate Parramatta social media - Facebook page

Organic posts (non-paid) were shared on Council's Participate Parramatta Facebook page (6,900+ followers).

The posts invited the community to learn about the Duck River Nature Trail (Stage 2) project and have their say on the draft concept design at Participate Parramatta.

- The Participate Parramatta Facebook post on 11 February received 292 views, a reach of 148, and attracted four (4) likes. Four (4) people clicked to the project page.

The Participate Parramatta Facebook post on 26 February attracted 127 views, a reach of 54, and generated three (3) likes.

Parra News Facebook

Parra News is a local community newspaper (digital and print) with reach across the LGA and beyond. Parra News publishes the weekly online edition on its Facebook page (6.5K followers). The 18 February, 25 February and 4 March 2025 editions featured Duck River material.

Third party support

Organisations including Health NSW, Bicycle NSW and Parra News provided support via social media.

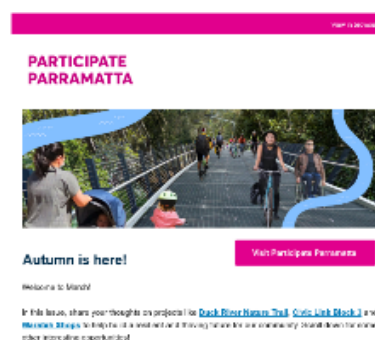
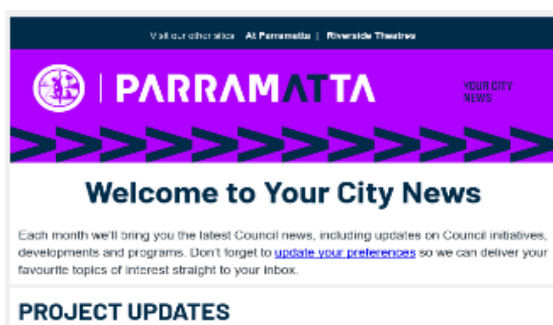
CycleSydney created and promoted a video on the Duck River proposal complete with narrative

<https://youtu.be/35BgxY9FLow?si=u9i4gtFa5IXeiMRc>

City of Parramatta eNewsletters

City of Parramatta Your City News, 6 March 2025

The Your City News is distributed each month via email to subscribers. The March edition was received by around 33K people and had a 38% open rate with a 4% click rate. The Duck River consultation story attracted 119 clicks.



Participate Parramatta eNewsletter, 19 February, 6 and 13 March 2025

The Participate Parramatta eNewsletter is sent to Council's database of community members who have expressed interest in hearing about engagement opportunities. This

email promotes the opportunity to share feedback on a range of Council projects.

The monthly eNews is received by 18,500+ people. Links take subscribers to the relevant Participate Parramatta project page.

The Duck River project featured in the following editions, and achieved a good click through rate to the Participate Parramatta Duck River Nature Trail project page.

- 19 February – 162 people clicked through to the page
- 6 March – 109 people clicked
- 13 March – 62 people clicked.

Council's corporate website

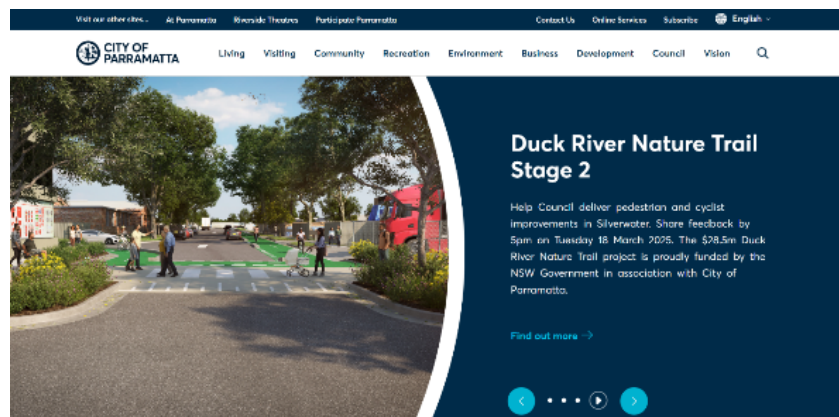
During the live period from 11 February to 18 March 2025, there were 36,000+ visits to the City of Parramatta homepage.

With a web slider on the home page, inclusion on the River Transformation page (Vision) as well as Duck River project pages, an On Exhibition page, mention on the Community Engagement page, and a media release, there were a number of avenues for people to find out about the Duck River Nature Trail (Stage 2) project.

There were more than **769 views/visits to various pages** promoting the Duck River project (including the carousel slider clicks but not homepage visits).

Traffic to the pages largely came via direct links e.g. QR code, eNewsletters and social media.

Home page carousel slider

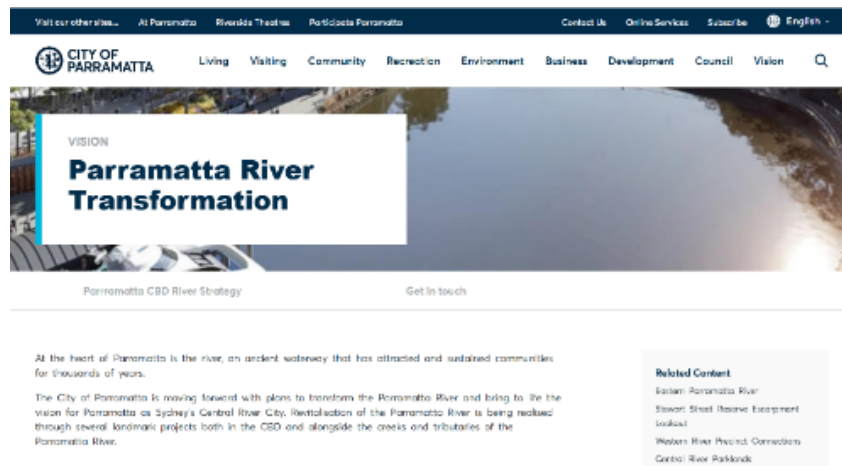


The homepage **carousel slider** is highly visible prime real estate on the City of Parramatta website, usually cycling through four (4) high-profile initiatives/events.

During the consultation period the Duck River slider was visible to potentially 36,000+ viewers. Six (6) people clicked through to the project page on the corporate website with an average engagement time on the slider of five (5) seconds.

City of Parramatta website – Duck River project pages

River Transformation page




During the public exhibition period, the Parramatta River Transformation page attracted **182 views**.

<https://www.cityofparramatta.nsw.gov.au/vision/parramatta-river-transformation>

Users spent an average of **40 seconds** on the page finding the project they were interested in, opening a summary of the project, and clicking through to the Duck River project page.

Parramatta River projects

 **Duck River Nature Trail Project**

Duck River is the most significant north-south watercourse in Parramatta, it connects City of Parramatta with the City of Canterbury Bankstown and Cumberland City Council.

One of the City of Parramatta's most ambitious projects for 2024 - 2028, the \$28.5M+ Duck River Nature Trail Project, will be delivered over three stages to provide the community with around 4.5km of safe and enjoyable off-road walking and cycling along both sides of the Duck River. Once complete, the Duck River Nature Trail will showcase saltmarsh and mangrove habitats and connect to the M4 Shared Path and Parramatta River foreshore path network.

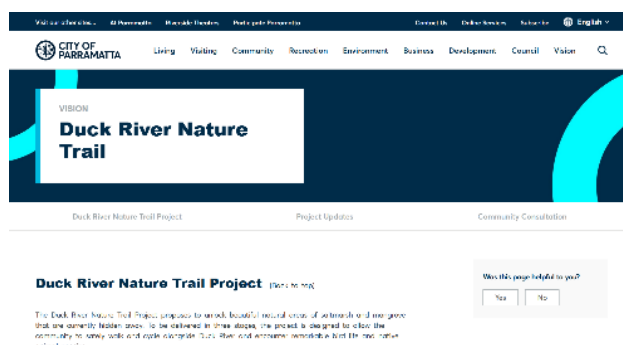
Community engagement

The concept design for Stage 1 of the Duck River Nature Trail was on public exhibition in late-2024. The community was invited to provide feedback on Stage 2 of the Duck River Nature Trail (Silverwater Streets) in early -February to mid-March 2025.

Community consultation focussed on the proposed enhancements to the Silverwater street network including new pedestrian/cyclist paths, lighting, tree planting and more.

Find out more about the [Duck River Nature Trail](#)

The Duck River Nature Trail project page

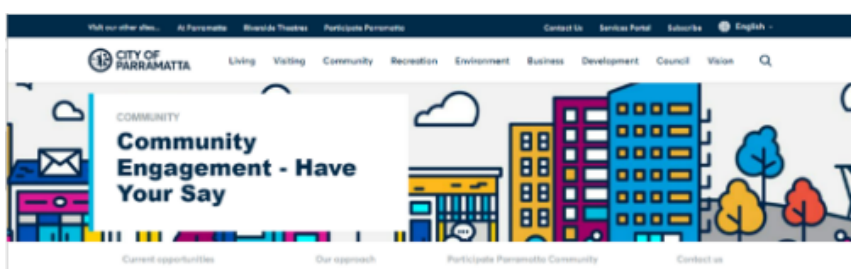


During the live consultation period, the Duck River project page attracted **175 views**.
<https://www.cityofparramatta.nsw.gov.au/vision/duck-river-nature-trail>

The dwell time on this page was 35 seconds with viewers directed to the Participate Parramatta project page.

The page also carried a splash box highlighting the opportunity to have a say on the project. A live link took visitors to the Participate Parramatta project page.

Community Engagement page



The Duck River project was also included on the 'Community Engagement – Have your say' page on Council's website.

Providing a short description of each project, this page directs people to current opportunities to have a say on Participate Parramatta.
<https://www.cityofparramatta.nsw.gov.au/community/community-engagement-have-your-say>

There were **270 page views** during the live period with a dwell time of **23 seconds**. Three (3) people clicked through to the Duck River project page on Participate Parramatta.

On exhibition page

Duck River featured on the **On Exhibition page** of Council's website attracting **138 views** with an average **dwell time of 38 seconds**.

<https://www.cityofparramatta.nsw.gov.au/about-parramatta/news/on-exhibition/the-duck-river-nature-trail>



On Exhibition | 11 February 2025

**Have your say on the Duck River
Nature Trail Stage 2 – Silverwater
Streets**

From Tuesday 11 February City of Parramatta will be asking residents and businesses to provide feedback on concept designs for Duck River Nature Trail Stage 2.



Media releases, media coverage, and advertising

Media release and media coverage Duck River Nature Trail (Stage 2)



Media Release | 14 February 2025

Have your say on the next stage of the Duck River Nature Trail

Designs for stage two of Parramatta's \$28.5 million Duck River Nature Trail are now on public exhibition with the community able to have their say.

→



Media Release | 14 November 2024

New nature trail design endorsed for Duck River foreshore

Designs for stage one of a new \$27 million pedestrian path and cycleway alongside Parramatta's Duck River have been given the green light.

→

The Duck River Stage 2 media release was loaded to Council's website and distributed to local media outlets.

The release "Have your say on the next stage of the Duck River Nature Trail" attracted **45 views** on Council's News page with an average dwell time of **15 seconds**.

<https://www.cityofparramatta.nsw.gov.au/about-parramatta/news/media-release/have-your-say-on-the-next-stage-of-the-duck-river-nature-trail>

As a result of the media release, editorial coverage appeared in the following publications:

- Parra News
- Weekly Times
- Oz Arab News
- Fiji Times.

Duck River Nature Trail Stage 1 endorsement

The timing of the Duck River (Stage 1 Silverwater Park) consultation was unfortunate (Council elections) as such, the media release didn't attract a lot of interest. However, the subsequent media release "New nature trail design endorsed for Duck River foreshore", generated a lot of coverage.

<https://www.cityofparramatta.nsw.gov.au/about-parramatta/news/media-release/new-nature-trail-design-endorsed-for-duck-river-foreshore>

The media release was loaded to Council's website and distributed to local media outlets, **attracting 23 views** on Council's News page with an average dwell time of **16 seconds**. As a result of the media release, editorial coverage appeared in many

publications including: Parra News, Parramatta Times, Parramatta Advertiser and the entire News Limited network.

Advertising

Advertising promoting the project featured in Parra News, with a half page ad appearing in the 18 February, 25 February and 4 March editions. The project was also highlighted in the Lord Mayor's Column on 25 February (Parra News).

Duck River material appeared in the digital editions of the publication, and on the Parra News Facebook page (6.3K followers).

Customer Service

Prior to the public exhibition period, the City's Customer Service Centre was provided with information on the Duck River Nature Trail project allowing them to answer questions and/or direct calls to the project team. Customer Service report taking approximately 10 calls related to the project (including call transfers to various project team members).

Officer responses

The Duck River team met on site with business owners who responded to Council's letter introducing the project and inviting them to arrange a meeting (65 letters sent). Project officers responded to business owners who provided feedback on the concept design and undertook to provide further information when available. The team also responded to residents/businesses who had contacted Council via email or posted on social media.

Project officers are continuing to liaise with businesses to address issues including the use of the street network, access for oversized vehicles, and on-street parking. Officers also responded to feedback and enquiries via social media - 80+ comments.

Community pop-ups

Dates for community pop-ups were promoted on websites, collateral and social media, with residents, workers, and business owners in the area encouraged to attend. Pop-ups were held on:

- Saturday 15 February (10am – 2pm)
- Wednesday 26 February 2025 (10am – 2pm).

On 15 February around 25 groups visited the pop-up and discussed the Duck River proposal with the project team.

On 25 February, around 10 groups visited.

To engage with community members who didn't want to stop, the project team provided postcards with QR codes as take-away pieces and encouraged visitors to have their say on the project via Participate Parramatta. In total, around 75 postcards were distributed. The QR code was scanned 126 times.

Visitors to the pop-up discussed similar topics to members of the community who provided feedback via other channels.

- Traffic and safety- concerns for both pedestrians and cyclists, trucks posing a risk to pedestrians and cyclists, blind spots for truck drivers particularly with trucks entering or exiting driveways (some reversing).
- Parking and traffic flow, including the need to consider emergency vehicles and trucks entering and leaving industrial businesses (including a claim that in some instances a truck attempting to park adds 20 to 30 minutes to a journey along Silverwater streets)
- Issues around on-street parking including parking availability, double-parked trucks and 'illegally parked' trucks and cars (some allegedly un-road-worthy) were a common theme.
- One (1) visitor to the pop-up suggested that Council contact Service NSW about removing learner driver testing from the area. This was also raised in feedback provided via other channels.

When asked about the two options for traffic circulation/flow and off-street parking, opinion was divided. However, there was concern that local businesses would be negatively impacted or close if streets were made one-way. The prospect of disruption to businesses, hardship, and potential closures was raised in other feedback channels.

Discussions at the pop-ups were captured and incorporated into the summary of issues and recommendations (please see page 35).

Signage

Nine double-sided A1 signs were installed in high traffic locations in the vicinity of the proposed route for the Duck River Nature Trail (Stage 2).

Signs were installed on Tuesday 11 February and remained throughout the consultation period, removed on Wednesday 19 March 2025 and recycled.

While it is difficult to estimate foot traffic and visits to Silverwater Park, anecdotally the park and surrounding areas are usually very busy, particularly on weekends. Silverwater Park attracts recreational cyclists and pedestrians, as well as workers from nearby businesses.

The QR code which features on signage, was scanned by community members 126 times.