

City of Ipswich

Engagement Report

Ipswich Street Patio – 12 month trial wrap up



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OVERVIEW

After the success of Park(ing) Day held in Top of Town in September 2022, Ipswich City Council purchased a Street Patio to enable us to test and trial this new infrastructure in different locations in Ipswich Central.

What is Street Patio?

A Street Patio is an extension of the footpath that provides more space and amenity for people using the street.

What are the benefits of a Street Patio?

The Street Patio creates wider footpaths to be used for seating, greenery, and other pedestrian-related activities.

It will support and encourage outdoor dining as a means of creating vibrant streetscapes and economic opportunities for businesses to grow and prosper.

It has provided additional public open space in built-up inner-city areas, and it has promoted more community activity.

In April 2023 the Street Patio arrived at its first location at 61 Limestone Street outside Oikos Café and remained in place for 5 months.

In September 2023 the street patio was moved to outside Fourthchild Café and Restaurant and remained in this location for 4 months.

In January 2024, the street patio was moved to outside Monte Lane and Mike's Pizza and has remained in the location, closing out the trial.

Throughout the trial we have monitored and sought feedback on ipswichcentral.com.au and via a QR code at the street patio and from the business owner.

During this time there were activations ranging from creative sessions to live music that supported the awareness of the Street Patio and enhanced the business offering.

SUMMARY OF ENGAGEMENT FINDINGS

Throughout the trial we have monitored and sought feedback on the ipswichcentral.com.au website and via a QR code at the street patio. We have also received feedback directly from the business owner.

A total of 54 respondents have provided feedback during this period.

A summary of the findings is below

- 68% of people enjoyed using the street patio

- People liked the **outdoor seating/dining** the most, closely followed by the **plants and greenery**
- Almost 90% of people would like to see more Street Patios in Ipswich
- Most people found out about the street patio by just stumbling across it
- 87% of people said it made sitting outside more appealing

Engagement methods and data



SURVEY

The following information is the feedback received through the online survey on ipswichcentral.com.au or via the QR code on the street patio. The data for each location is identified independently.

LOCATION 1: OIKOS – 61 LIMESTONE STREET

Number of Respondents: 26

Have you enjoyed using the street patio today?

Yes	No
18 (69.23%)	8 (30.77%)

What did you like most about the Street Patio?

Outdoor seating/dining	Plants/Greenery	Artwork	Lighting	Accessibility
21 (80.77%)	16 (61.54%)	10 (38.46%)	6 (23.08%)	13 (50%)

Would you like to see more Street Patios in Ipswich?

Yes	No
23 (88.46%)	3 (11.54%)

How did you find out about the street patio?

Word of Mouth	Read Ipswich First article	Stumbled across it	Saw it on social media	Other
2 (7.69%)	8 (30.77%)	11 (42.31%)	4 (15.38%)	1 (3.85%)

- Other - saw it while driving past Oikos and it immediately caught my eye!

Does it make sitting outside more appealing?

Yes	No
23 (88.46%)	3 (11.54%)

LOCATION 2: FOURTHCHILD CAFÉ AND RESTAURANT – 215 BRISBANE STREET

Number of Respondents: 4

Have you enjoyed using the street patio today?

Yes	No
2 (50%)	2 (50%)

What did you like most about the Street Patio?

Outdoor seating/dining	Plants/Greenery	Artwork	Lighting	Accessibility
3 (75%)	2 (50%)	2 (50%)	1 (25%)	1 (25%)

Would you like to see more Street Patios in Ipswich?

Yes	No
3 (75%)	1 (25%)

How did you find out about the street patio?

Word of Mouth	Read Ipswich First article	Stumbled across it	Saw it on social media	Other
0	1 (25%)	3 (75%)	0	0

Does it make sitting outside more appealing?

Yes	No
3 (75%)	1 (25%)

LOCATION 3: MONTE LANE AND MIKE’S PIZZA

Number of Respondents: 24

Have you enjoyed using the street patio today?

Yes	No
17 (70.83%)	7 (29.17%)

What did you like most about the Street Patio?

Outdoor seating/dining	Plants/Greenery	Artwork	Lighting	Accessibility
21 (87.5%)	18 (75%)	11 (45.83%)	10 (41.67%)	14 (58.33%)

Would you like to see more Street Patios in Ipswich?

Yes	No
22 (91.67%)	2 (8.33%)

How did you find out about the street patio?

Word of Mouth	Read Ipswich First article	Stumbled across it	Saw it on social media	Other
3 (12.5%)	3 (12.5%)	13 (54.17%)	4 (16.67%)	1 (3.85%)

- Saw it and read about it.

Does it make sitting outside more appealing?

Yes	No
21 (87.5%)	3 (12.5%)

COMMUNICATIONS

The Street Patio was promoted on Ipswich First on 6 April and a page was set up as a project *Creating Places for People* on ipswichcentral.com.au

The Street Patio was promoted in *The Beating Heart* monthly email in April and in August, requesting people to share their feedback.

A QR code was placed on the Street Patio, so people using it would also be able to share their feedback in a quicker, simpler way.

Two articles have been written and published on Ipswich First, these can be seen in Appendix 3.

Businesses used the following hashtags to facilitate cross promotion across social media platforms #ipswichcentral, #ipswichfestivals and #discoveripswich which generated a broader reach.

ACTIVATIONS

While the Street Patio was in the test phase a series of activations were organised to bring awareness, promote the location and support the other activities happening close the Street Patio. The activations are outlined below.

LOCATION 1: OIKOS – 61 LIMESTONE STREET

- 12 – 18 June: Welcome Home – relax on the grass with cushions and blankets, enjoy a game on the grass, creation of an Instagrammable backdrop for photo opportunities and musical performances
- 21-27 June: Creative Residence – colouring club, mixed media journaling, artist showcase and cityscape sketching
- 1 July: Puppachino and Pawtraits – free photos with your dog, treats and Puppachino with every drink purchased at Oikos and live painting on the street – focusing on man’s best friend
- 5 – 11 July: Ipswich Stories – Wishing Tree to share your hopes and dreams for Ipswich, Community Library, writers and illustrators meet up and a historical walking tour.



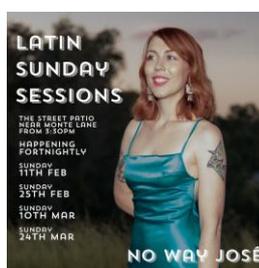
LOCATION 2: FOURTHCHILD CAFÉ AND RESTAURANT – 215 BRISBANE STREET

- Saturday Night Music evenings, a mixture of performances to encourage dining on Saturday evenings.
- 27 October Taylor Wilton Music, acoustic guitar and vocalist
- 4 November Ethan, keyboard musician and vocalist
- 10 November Taylor Wilton Music, acoustic guitar and vocalist
- 18 November live performance by Stelle, guitarist and vocalist
- 11 November, Ipswich Plant Swap community group set up a plant/seed exchange installation for the community.



LOCATION 3: MONTE LANE AND MIKE'S PIZZA

- Acknowledging the difference in business type and hours of operation activation focused on bring in musicians to enhance the social and cultural fabric of our community, but also highlight the patio's versatility and charm.
- 20 January Jazz night
- 11 February – 24 March Latin Sunday with Latin band performing in the Street Patio.
- 5 May Live Jazz



WHERE TO FROM HERE

The 12-month Street Patio trial has concluded and the team are now investigating a Street Patio Policy, Procedure and Guideline to support the ongoing use.

The Ipswich Central Revitalisation Placemaking Team is committed to community and stakeholder engagement that is meaningful, inclusive and transparent. The results of this engagement will assist the team in future planning and activations. The team will continue to work closely with the businesses, traders and the community to cut through red tape and create an enabling environment, supporting economic outcomes for the city.

APPENDIX 1 – SUGGESTED LOCATIONS FOR THE STREET PATIO

What other locations would you suggest for a Street Patio?

LOCATION 1: OIKOS CAFÉ

- Brisbane Street
- Outside Baked by Joseph and Ann (Brisbane St)
- Main St, Springfield Central
- Pretty much every café or bar i.e., Ellen and Rod, Multiple on Brisbane Street (Top of Town), throw one out front of The Rusty Nail. Less parking at the door of businesses, more space for people!
- Some of the inner suburbs to support new café/restaurants opening in the many disused corner stores/shops or even the ones managing to stay open, like the one on Burnett Street next to Ipswich Grammar
- Downs St, North Ipswich either side of the road near Market Organics
- Short Black (Brisbane St)
- Top of Town near Short Black coffee shop (Brisbane St)
- I would suggest the street patios are no located on main traffic route. I believe this could be open to danger, as it is too close to road traffic
- Lion Street
- Outside Short Black espresso/other small venues
- All businesses like Oikos that can utilise them
- Near the outdoor artwork
- Anywhere they would suit and not be a danger to the people sitting in them
- Lower half of Brisbane Street in the city
- Limestone Street dining precinct
- Don't know, leave it to the town planners

LOCATION 2: FOURTHCHILD CAFÉ AND RESTAURANT – 215 BRISBANE STREET

- Another one outside Fourthchild
- New estates would be a good start. Bring in a more friendly atmosphere but set it up correctly and not an afterthought where the roads are too small to accommodate this
- Outside some of the op shops? Create a community space for these shops.

LOCATION 3: MONTE LANE AND MIKE'S PIZZA

- Near Masonic Lodge and Civic Centre
- Any "Top of Town" food retailers
- The Rusty Nail
- Limestone St
- In front of café with little tables and chairs
- Mikes Pizza
- More along this street would be great.... Especially on the weekends or market days.
- Along Brisbane St
- More in main St
- Opposite the Civic Centre
- Probably a few more in each of Ipswich Central's streets

- More around Brisbane Street
- Bell street

APPENDIX 2 – ANY OTHER COMMENTS OR GENERAL FEEDBACK

Do you have any other comments or general feedback you would like to share?

LOCATION 1: OIKOS CAFÉ

- I own a home in North Ipswich but I live interstate. Outdoor dining everywhere is a must.
- We need seating for pickups and drop offs at the railway station and more rubbish bins and cigarette butt receptacles. If there is rubbish in the street it's because there is a lack of bins, not because people have little regard. If the bins a designated General and Recycle, then the council can put the 10c back into street facilities. We need to clean the bins and the streets where there have been spills. Water the plants, make the city people friendly not people proof, the nicer we make it the more self-respect people will have and pride. The design of the bins and seating should complement the setting. If it looks good, we feel good and proud of our city. What is stopping the Top of Town being a place where people like to wander, help the shopkeepers to make the streetscape look inviting. Coffee shops need to stay open after 2pm, council can provide some incentive, I have brought people to Top of Town and it's embarrassing everything is closed, at 2pm. Choose speciality shops, not more lawyers and accountants. Nearby parking is a must, with signage to show visitors where the parking is. Buses should service this area. Restore the facades of historical buildings. Allow some of the historical buildings to be converted into residential, that will bring life into the CBD. The old library and council buildings maybe a educational institution could be housed there bringing more life into the area. Thank you for the opportunity to comment
- Creating green spaces across the community contributes to wellbeing and connectedness. With rising city temperatures due to the unacceptable destruction and removal of long-lived established native trees / replacement with other greening that still results in loss of local fauna, any actions that promote awareness of nature and how it is essential for human survival has never been more important. Street patios encourage people to slow down and sit. Using native plants in the patios, including native bush tucker options would be significant in also recognising our local indigenous heritage and again, encourage community to 'think green'!
- It is a little worrying being so close to the traffic, but I think it's a great initiative for those cafes that have a small footprint
- This is a great addition, there is a lot of this in the southern cities, more of this please!!
- Very nice
- Solar power for the lighting is wonderful and real plants and local artwork that is lovely and vibrant
- I love the idea so much. In winter when it's cold, it would be lovely to have a gas heater. Maybe a big round table at one end so it is more communal in busy areas.
- Great idea, maybe have optional pull-down screens for rain/wind/noise
- Street patios are appealing if placed in a safer location. Perhaps in the Nicholas Street area where there is plenty of open space. Also having them take up parking spaces means less spaces available for parking in the city area.
- Love it!
- Please add more to our city for the greenery, art and ambience.
- More Plants and Trees all over town :)
- Who is paying for this program? Where is the traffic flow of people coming from in the current location? Is it a NON smoking area?
- I am at high risk of COVID and only eat outside. Really want to keep my NOVID status 😊

- I think the most obvious thing the patios could do with is tables. Utilising the odd parking space for bike parking is also an initiative I could get behind.
- Also need to consider further reductions in speed limits, or other travel demand management strategies to make these areas more pleasant (some people may think that sitting outside near speeding, noisy, or heavy emissions vehicles isn't the most pleasant).
- Considering the volume and proximity of alternate parking, all cars do there is subtract from what could otherwise be a better place. Walkways can be narrow and awkward in places where outdoor dining already exists, and the shared path coming with the SGA upgrade will funnel more pedestrian movement through Main St which will only exacerbate this issue. In respect to my choice of Main St, I'm of the opinion that cars shouldn't even be on Main St (excluding service vehicles, AusPost, etc.) due to the high pedestrian traffic in the area. Considering the volume and proximity of alternate parking, all cars do there is subtract from what could otherwise be a better place. Walkways can be narrow and awkward in places where outdoor dining already exists, and the shared path coming with the SGA upgrade will funnel more pedestrian movement through Main St which will only exacerbate this issue.
- Amazing idea and can't wait to see it in real life and try it. I don't often visit Oikos Cafe but this initiative makes me want to visit. Thanks for coming up with these fantastic ideas!
- Great idea
- Building temporary structures that will encourage loitering in amongst busy traffic is a dangerous short-sighted stunt. When Car spaces were occupied by market stalls in an Ipswich "activation" we lost nearly 50% of our trade that day due to the loss of easily accessed 15-minute spaces.

LOCATION 2: FOURTHCHILD CAFÉ AND RESTAURANT – 215 BRISBANE STREET

- I don't like them I am a delivery driver I need the loading zones to pick up or drop off things I don't need LESS PARKING IN IPSWICH WHAT FOR TWO TABLES ITS SILLY ,SORRY
- More greenery, more access for wheelchairs. Planned out better to have the room to do this. It's a great concept but the execution of it hasn't been spot on
- I love the patios, feels like Europe. Makes the street come alive and brings even more business. Love that they act like a block so that cars need to slow down. Would love for cars to be slower in the area or some parking to be removed to minimise the pollution around people sitting outside.

LOCATION 3: MONTE LANE AND MIKE'S PIZZA

- The patio is not a long term solution for local cafes and restaurants. We need to look at the overall planning/ layout/ landscape of some of these streets to allow more outside dining while creating a welcoming space, bringing more people into the centre of Ipswich.
- When I walk past I never feel like a spot I want to sit and keep walking. Green areas would be better.
- I think it's a great idea and if the community likes doing it and there is interest maintained, then keep doing it. I am excited to see all parts of Ipswich Central come alive.
- Thanks to the Ipswich City Council for planting me trees and greenery.
- I'd like to see at least 4 and up to 6 Street Patios utilised in the "Top of Town" precinct. I feel they add a modern dining option in an historical area whilst creating a more social atmosphere.
- "Ticked yes to the first question but use was not TODAY.
- Any food or drink location in Limestone, Brisbane or Nicholas Streets would benefit from this wonderful initiative"
- Excellent idea excused in an average way. Add some tables and chairs and chose a location more useable, eg in front of a café
- I think it's great... Love some of the initiatives that are being implemented to make Ipswich more appealing.

- Great idea, loved it at Monte Lane
- The band No Way Jose were the perfect entertainment for this setting. Monte Lane were the perfect venue
- "Monte lane had a live salsa band called 'no way hose' playing in the street patio and it was a beautiful cultural experience.
- The main St of Ipswich should have more of this."
- We sat in one outside Monte Lane but at 5pm all the birds came back to the trees which was beautiful but absolutely deafening. So not the best place for outdoor seating at sunset 😊 but before that it was great. I think the street patios are a real opportunity to add more character to the Ipswich streets especially if each one became unique. How lovely if people came to visit Ipswich just to see and enjoy the street patios.
- Great innovation for Ipswich Central. I've seen them in much smaller towns than Ipswich and the communities love them.



Ipswich City Council
PO Box 191, Ipswich QLD 4305,
Australia

Phone (07) 3810 6666
council@ipswich.qld.gov.au
ipswich.qld.gov.au

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