

Lincoln Square 'Design In' Consultations

Summary Report

DRAFT

September 2014

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Introduction

The Lincoln Square 'Design In'

This summary report collates all the key findings from the Lincoln Square 'Design In', held on August 8 and 9, 2014. The 'Design In' was established to respond to and resolve some of the conflicts and contestations concerning the use of Lincoln Square in Carlton.

Lincoln Square (Figure 1) is a neighbourhood park bounded by Swanston Street on the east, Bouverie Street on the west, and Lincoln Square North and Lincoln Square South. The Square includes a fountain (which is a memorial to the victims of the Bali bombing in 2002), a children's playground, seating, public toilets and hard and soft landscaping. The Square abuts a tram stop and is surrounded by residential, commercial and university buildings, meaning it gets a lot of transiting traffic as well as residents, students and local workers using the Square. In addition, the Square is a popular street skating venue for skateboarders (despite the local law prohibiting this use of the park).



Figure 1: Aerial image of Lincoln Square
(scale: approx. 1:1000)
source: City of Melbourne

Purpose and format of this Report

This short report will:

1. describe the 'Design In' process
2. summarise the findings of the key activities of the 'Design In'
3. present a concise analysis in the form of recommendations to the City of Melbourne, from these consultations, for progressing this strategic work

This report does present a great deal of verbatim, raw data. This data represents the opinions and experiences of the participants of the 'Design In' and attempts have been made in this process to honour the different 'voices' involved in these consultations. It does mean, however, that some information may contradict information coming from other sources, including from the City of Melbourne. It needs to be stated, then, that the opinions and suggestions in this document do not constitute binding decisions regarding Lincoln Square. A range of information sources, including the advice that the 'Design In' has generated, will inform the final decisions made about Lincoln Square.

Acknowledgements

We wish to thank the Design In participants. Without people's vital contributions, the 'Design In' and this report would not have been possible.

We wish to thank the students from the University of Melbourne faculty of Architecture, Building and Planning and City of Melbourne staff who acted as facilitators and process evaluators for this consultation. Your enthusiasm and skills were a great help to the success of the 'Design In'. Special thanks go to the City of Melbourne's Eamonn, Jasmina and Kate for their work in initiating and resourcing the 'Design In' and for their tireless organisational help and championing of the project.

The ‘Design In’ process

The following describes the activities leading up to and as a part of the two-day ‘Design In’ held on 8 and 9 August 2014.

Prior to the ‘Design In’

In the weeks prior to the actual ‘Design In’, the invited participants were encouraged to spend a ‘week with a camera’ in Lincoln Square. Using their own cameras or a disposable camera provided by the project, people documented their ‘loved’ and ‘hated’ elements of Lincoln Square along with ‘ideas’ they had for changes.

Twenty-four residents, park users, local workers, university staff and students participated in the week with a camera activity. Their photos and videos were uploaded to a closed Facebook page (Figure 2) where people could comment on other people’s images and ideas.



Figure 2: The Lincoln Square Week with a Camera Facebook page

The photos and video were used in the ‘Design In’ as a key part of the agenda of the first evening.

In addition to the ‘week with a camera’ and the Facebook page, there were a number of email submissions that were received by the Council. Often these were from people who had strong views about the Square but weren’t able to attend the ‘Design In’. Again, these comments formed a critical part of the introductory sessions of the first evening of the ‘Design In’¹.

The two-day ‘Design In’

The ‘Design In’ itself was held over two days in early August 2014 and was attended by 36 participants. The participants represented local residents, park users (including skateboarders/skating advocates), the University of Melbourne and local businesses, the City of Melbourne and the State Government (e.g. VicPol).

The agenda was designed to involve people in a ‘public interest mediation’, focusing on small group activities that sought to answer questions about how the Square was experienced now and how people wanted to see the Square function in the future. The agenda was designed to focus on:

People – developing broader understanding of and connections with different groups, organisations, and people in the process of engagement and in longer term, sustainable community-building in the Square.

Place – deepening our knowledge about the spatial attributes of the Square and the surrounding neighbourhood, particularly as *experienced* by different people.

Partnerships – strengthening capacity and knowledge so as to facilitate pro-active strategic and/or service delivery partnerships between local agencies, residents and park users.

¹ Unfortunately, the size of the image files means that sharing all the photos taken as part of the week with a camera is not possible in this report. A copy of the PowerPoint slides used in the Design In and/or access to the Facebook page where images were uploaded is available by request.

The first day of the consultation focused on introducing people to each other, reviewing different people's experience of the Square and unpacking values. The second day of the 'Design In' focused on the group working out priority issues, guiding principles and ideas for improving the spatial and social experiences that the Square delivers (see Figure 3 for a copy of the agenda).





<div data-bbox="260 398 403 439">  CITY OF MELBOURNE </div> <div data-bbox="635 398 715 439">  </div> <div data-bbox="260 445 505 483"> Lincoln Square 'Design In' E-Seminar Room, B117, 207 Bourke Street, Parkville </div> <p>The City of Melbourne is currently reviewing how Lincoln Square caters for different people in the community and how different activities can be accommodated. As part of this process, the Council (with Redroad Consulting) will be running an intensive 'Design In' over two days. The 'Design In' represents a sort of 'public interest mediation' and aims to bring different (and representative) people together to find mutually satisfactory solutions to the issues in the Square... to (re)design it, if you will. It is not a town hall meeting and participants will be involved in a range of activities in the workshop. We hope you can attend...</p> <p>Preparatory activities We invite people to participate in a visual survey of Lincoln Square in our 'week with a camera' activity. Instructions are provided for people and you are able to either use your own digital camera (e.g. on mobile phone) or we can provide you a disposable camera for the week.</p> <p>Session 1 agenda: 'Where we are now' Friday 8 August 2014 5.30pm to 8.30pm</p> <table border="1"> <thead> <tr> <th>Time</th> <th>Agenda item</th> </tr> </thead> <tbody> <tr> <td>5.30pm to 5.45pm (15 minutes)</td> <td>Welcome and Introductions <ul style="list-style-type: none"> registration and settling people into their tables a welcome by the City of Melbourne and the facilitator a brief overview of the Design In process and the format and purpose of the two sessions </td> </tr> <tr> <td>5.45pm to 6.45pm (60 minutes)</td> <td>Local stories of Lincoln Square <ul style="list-style-type: none"> our local stories, based on the 'week with a camera' whose stories? other stories? an icebreaker exercise other design and community planning issues </td> </tr> <tr> <td>6.45pm to 7.15pm (30 minutes)</td> <td>Break <ul style="list-style-type: none"> A break for dinner, a stretch and preparation for site visit </td> </tr> <tr> <td>7.15pm to 8.15pm (60 minutes)</td> <td>Site visit and assessment <ul style="list-style-type: none"> a facilitated night assessment of the site (with post occupancy evaluation and spot interviews) </td> </tr> <tr> <td>8.15pm to 8.30pm (15 minutes)</td> <td>Wrap up and 'next steps' <ul style="list-style-type: none"> summary of tonight's session details of tomorrow's session thanks and conclusion </td> </tr> </tbody> </table>	Time	Agenda item	5.30pm to 5.45pm (15 minutes)	Welcome and Introductions <ul style="list-style-type: none"> registration and settling people into their tables a welcome by the City of Melbourne and the facilitator a brief overview of the Design In process and the format and purpose of the two sessions 	5.45pm to 6.45pm (60 minutes)	Local stories of Lincoln Square <ul style="list-style-type: none"> our local stories, based on the 'week with a camera' whose stories? 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Figure 3: The 'Design In' agenda

The 'Design In' goals

The goals of the 'Design In' consultations were to engage local residents, park users (including skaters), local businesses/workers/staff/students and government/peak body representatives in a discussion about how the Square might be improved and how current conflicts in use might be resolved. In addition, the participants themselves were asked about their goals for the process and the following aspirations were listed:

- To deal with [contentious] issue in a robust way
- To gain a common understanding of the needs and experiences of different groups
- To have everyone take ownership of the space
- To develop mutual respect
- To build on the positive aspects of Lincoln Square
- To understand the vast number of uses in the park and the large number/range of stakeholders [including those not at the Design In] and find a way to accommodate them all
- To recognise that Lincoln Square is a space that is shared, and work to have its potential realised by the community [and to see the community as the 'glue']
- To construct a clear agreement on how the park should be used and have the laws reflect this
- To plan for 100+ years: to collectively think about the Square's future in terms of climate change, community change and other things that the future will bring.

The 'Design In' findings

The following is a summary (a verbatim summary, where possible) of the outcomes of the 'Design In' discussions and collaboration.

Critical issues

Consolidating the discussion about issues, people were asked to nominate their 'most critical' issue and the following is the summary of the critical issues, grouped by theme:

Accommodating and governing diverse uses

- Positive, agreed self management by user groups and neighbours
- Balancing individual expectations about use of space
- Address the perceived conflict between users
- Do we really want to see processes which actively 'Design-out' groups/park users/stakeholders from public space?
- Making sure that people who use the space know what's going on with it
- To accommodate the varied types of use that happens in the space
- The positive use of the Square by all
- Multiple use and mix use all the time
- (Avoiding the) monopolization of the main hard paved areas by skateboarders day and night at expense of other activities
- Skateboarding in Lincoln Square for many people is a way to relax, unwind and have fun. People were/are concerned about its future

Engendering respect and responsibility

- How all users of the Square can exist in harmony, respecting the space
- Respecting the needs of others in the park
- The right of young people to be seen and heard and to skate but also to respect others
- Harmony in multipurpose use of space
- The limitation of skateboarding and giving us more access to the park
- Addressing the stereotyping of the skateboarders/skateboarding
- If skateboarding is "stopped" at Lincoln Square – where do the skaters go and does the problem just shift to another location. Changing behaviours is not restricted to Lincoln Square

Addressing noise, amenity and safety

- Acknowledge that the surrounding area is 'noisy'
- How can we better manage noise?
- Littering by users – blame automatically pointed to skaters but others also litter.
- The noise from skating far outweighs the ambient noise and has a great impact on our time in our home
- The noise created by skateboarding – especially late into the night.
- A girl sat alone with earplugs – was that foolhardy? Safety?
- How to safely transit the Square
- Safe pathways

Improving facilities

- Path connections to public transport stops
- Improve infrastructure
- Not enough furniture and lighting to enable people to stay and enjoy the park

This is a consolidated and 'critical priority' list of a much broader conversation about issues in Lincoln Square that the participants (and people they spoke to during the site visit – see Appendix A) engaged in.

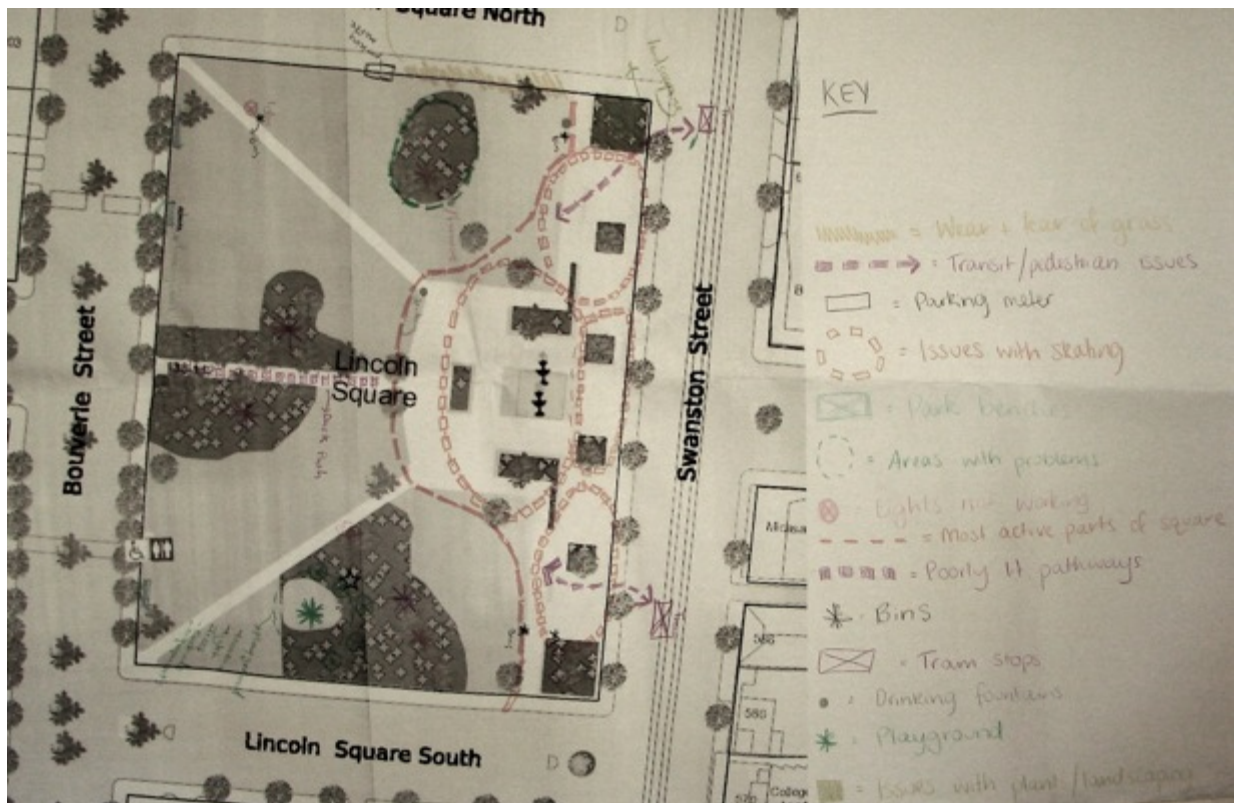


Figure 4: Mapping the current issues at the 'Design In' (example of recording, Table 4)

This broader conversation included the following additional points, made at the small tables:

- Bali Memorial – not enough identification that it is a memorial, need better understanding of its design, it's a site of reflection that respects life, youth, what is people's understanding of the site as a memorial (maybe this needs to be clearer)
- Designing for activation in different ways i.e. pop ups, food vans, for diff users, considering demand with new residents moving in. Because of activity some people feel safe.
- Needs to be a part of a broader strategy for young people and recreation space and/or a policy for skateboarding in the City of Melbourne
- The design of the space itself is problematic
 - design issues all users end up in the same space in the central plaza
 - seats face outside of park
 - bins and toilets are poorly located, in terrible shape, filthy
 - damage to Memorial/degradation of space – perhaps it could be made out of materials that could withstand skating
- Upgrade park to include community in maintaining park and encourage different uses
- Using 'Design In' in other spaces in the city
- Purpose of park is unclear – it has changed over time, needs to be clear for current and future users (perhaps link uses with neighbouring parks?)
- L.S. has developed on its own (regarding its identity) – Council should encourage cohesion instead of forbidding skating – encourage good behavior
- Upgrading surrounding buildings to filter noise
- Size (of Square) is limited, risk of overloading such a small space with a high number of uses

- Design park physically and spatially to encourage/allow residents to have a place to interact/exercise/meet/form walking groups/grass roots organisations
- Children's playground is unsafe – concealed under trees, lack of passive surveillance. Playground itself is outdated. No sun and gets damp due to lack of sun and location at bottom of slope
- Lack of lighting in park – SW path in particular
- Consider road space (outside of Square) to relocate skaters or extend park for other use
- Gardens are degraded – mounds of earth, trees? Lack of greenery (planter boxes, trees)
- Neighbouring cafes etc. are closed at night and weekends limiting life on street
- Temporary installations of barriers?
- There is no education/information about local context/surrounds, expected behaviours or about the Square itself – dialogue to support behavioural change
- The Skate Ambassadors have 'limited influence' with some of the older skaters, but they could help with 'promoting' the concept of a curfew. Skate Ambassadors don't survey as much as they used to – surveys catch the same data consistently. Lincoln Square remains a really popular spot
- Skate-safe – widely seen as a positive when introduced – interstate/international skaters sometimes don't behave as well as locals
- Pedestrians can't always predict the behavior/actions of the skaters
- The effectiveness of the local law – is it possible to enforce the local law?
- Public drinking
 - is it a 'serious' issue in Lincoln Sq?
 - there never seems to be a huge problem around broken glass
 - can we find out if public drinking is of particular concern in Lincoln Sq?
- Use informal communication between skaters around skateboarding community. There is a 'community'
- Skating – very hard to skate in the dark. Learners tend to skate at night. Skaters from Lincoln anecdotally skate at the actual skate park at night
- Friends of Lincoln Square'/self-management – who would be involved/represented, and not? Harder to get perspectives of impermanent users e.g. uni students
- 'Existing use rights' for skaters
- History, significance of playgrounds – design, safety
- The number of skaters increased in last year – skating is not an issue; rubbish and noise are. Disrespectful attitude of some skaters towards people passing by in the "skating area"
- Using "stoppers" or activating sprinklers at a certain time could push away skaters but also initiate vandalism

Guiding principles

The 'Design In' participants were asked to develop 'guiding principles' prior to launching into their (re)design task and the principles were then consolidated into a single list. People agreed that any changes to Lincoln Square needed to:

- Broadly maintain the current layout and feel of the Square.
- Enhance the Square to be a greener, safer, more inviting, inclusive space.
- Be a creative space for all ages and abilities.
- Acknowledge that skaters are actual (legitimate?) users of the space, local law or not.
- Reflect an inclusive design so that no single group or activity monopolizes the Square.
- Avoid design solutions that lead to exclusion.
- Engender a sense of mutual respect for current and future users and for the space.
- Be a community-led process that brings people along, raises awareness and establishes guidelines.

Ideas for change

At the 'Design In', a central part of the agenda was to gather ideas for change from participants. Indeed, this took a substantial part of the time on day 2. Groups were tasked with negotiating spatial and social changes, as a group, for the Square. Four small groups developed the (re)designs (see the plans in Appendix B) and the following ideas from those designs were ranked as the most critical to progress through a dot voting exercise in the full, large group. **Popular ideas are bolded:**

Program & policy interventions

- **Community event days – skating competitions/Square Expo/community BBQs/Park parties/non-skate activity days (e.g. Tai Chi or kids' days or market days, etc.) (15 votes)**
 - Develop sense of community through social media to encourage residents and other park users to get together and celebrate Lincoln Square
- **Skating ban REMOVED and Skating Code of Conduct and rules to be established (9 votes)**
 - install Skating Code of Conduct signage instead of "NO SKATING" signs
 - Positive code of behavior sign: "please be respectful of all users of this space"
 - Involve users in development of code of conduct
- **Council to develop a city-wide strategy for skating (3 votes)**
- Partnership development: Recreation Service Department & Skaters Ambassador & YMCA...

Short term spatial interventions: 1-3 years

- **Define edges and create a noise buffer/barrier by planting trees around periphery (12 votes)**
- **Use signage and lighting to improve safety and discourage skating at certain times (e.g. after 11pm) (8 votes)**
- **Pop-ups and/or kiosk to serve coffee and juices, 'information pillar' – community notice board will go on side (4 votes)**
 - Trial of temporary carts to serve food to see if there is interest of making it permanent – spaces for food trucks
- **Establish a 'Green Gym' (4 votes)**
- **BBQ and picnic areas/facilities and lighting in NW corner to encourage use (2 votes)**
- **More drinking water fountains (1 vote)**
- **Improve access – ramps around the fountain area (1 vote)**
- Build footpath on north side of park (Lincoln Square North)
- Make park accessible - disability parking, ramps
- Upgrade play equipment
- Regular cleaning of toilets and emptying of rubbish bins. Increase number of bins in park
- Increase number of seats and types of seats – seats around trees along Swanston Street side
- Install interpretive signs that acknowledge uses/reasons for design aspects/history of park – both indigenous and European as a welcome to visitors
 - Clarify the fountain is the Bali memorial site
 - More creative/eye catching signage for park
- Revegetate existing garden areas



Figure 5: Participants working on their (re)design during the 'Design In'

Long term spatial interventions: 4+ years

- **North and Lincoln Square South to make way for extension of park (10 votes)**
 - Possible relocating of skate area to Lincoln Square South
- **Removal of on street parking in Lincoln Square (1 vote)**
- Get rid of central path altogether – discourage pedestrian flow through centre of Plaza. Extend green spines through streets
- Space for community compost facility
- Lighting: more lights along perimeter and along footpaths

A consolidated plan (developed based on the four individual plans in Appendix B) might look as follows:



Figure 6: A consolidated plan for the 'Design In'-recommended changes for Lincoln Square

Sample action plans

The ideas developed should be viewed as complementary parts of the 'whole'. For example, trialing a removal of the skate ban is very dependent on the development of a skating 'Code of Conduct' and on the range of other interventions that would see such a change prove successful from a range of perspectives. Further, most ideas developed through the 'Design In' process offer opportunities for 'value adding'. For example, the idea regarding 'code of Conduct' signage could quite easily incorporate the separate idea for more creative and eye-catching signage.

In addition, the 'Design In' process should complement and reinforce ideas emerging from other policy processes and existing or planned activity. As such, the details of how to apply the ideas for action emerging from these consultations should be developed in more detail by those responsible for the long-term planning of the Square and delivering programs and services in the area.

The following, then, is illustrative only and shows how some of the ideas might be developed to cover off a number of issues/goals and remain true to the intent of those developing these ideas at the 'Design In'. They also link back to the critical issues (and the guiding principles) that the project would seek to address. It is not an exhaustive set of action plans and represents advice on how the ideas for action might be progressed.

The action plans also provide ideas/suggestions for who might champion ideas, funding and links to other activity. The following legend explains the symbols used:



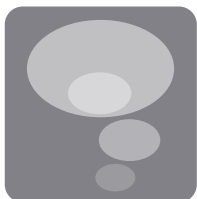
...who could champion this idea.



... who is the target group for the idea



... realistic timing for the idea. **NOW**- in the next 12 months; **SOON**-1-3 years; **LATER**-3+ years



Seed a community events program for Lincoln Square

The most popular idea emerging from the 'Design In' was a community events/development one and focused on providing opportunities for different people to come together to celebrate the Square and get to know each other better:

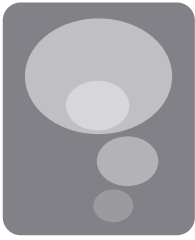
- community BBQs/park parties
- family-friendly events
- skate demonstrations
- other demonstrations/activities
- pop ups – food, market stalls, 'come and try' activities, etc.

This would: broadly maintain the current layout and feel of the Square; enhance the Square to be a more inviting, inclusive space; be a creative space for all ages and abilities; acknowledge skaters as users of the space; reflect an inclusive design so that no single group or activity monopolizes the Square; avoid design solutions that lead to exclusion; engender a sense of mutual respect for current and future users and for the space, and; (eventually) be a community-led process that brings people along, raises awareness and establishes guidelines.

👍 ... community/residents with support from the City of Melbourne

👤 ... residents/park users/visitors/skaters

📅 ... NOW



Trail a 'Code of Conduct' approach to skating in the Square

While not a unanimous recommendation, there was strong support for a trial of a 'Code of Conduct' approach to managing skating in the Square. This would entail:

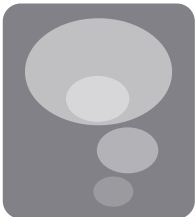
- establishing a user-driven process for drafting a 'Code of Conduct' -- ideally, embedded in a broader City of Melbourne policy on skating in the city. To include:
 - clear guidelines on skating curfews (11pm to 6am)
 - an education campaign involving Skate Ambassadors and other advocates
 - creative signage design
- suspending/lifting the bylaw which bans skating in Lincoln Square either permanently or for a set period during the trial

This would: broadly maintain the current layout and feel of the Square; enhance the Square to be an inclusive space; facilitate a creative space for all ages and abilities; acknowledge skaters as users of the space; reflect an inclusive design so that no single group or activity monopolizes the Square; avoid design solutions that lead to exclusion; engender a sense of mutual respect for current and future users and for the space, and; be a community-led process that brings people along, raises awareness and establishes guidelines.

👉 ... skate associations, skaters, other park users as appropriate, City of Melbourne

👋 ... skaters

🕒 ... NOW



Landscaping of the Square with a focus on noise attenuation

Most small groups at the 'Design In' included recommendations for landscaping of the Square. The specific landscaping suggestions included:

- planting a 'green wall' along the Swanston Street side of the Square (to act as noise attenuation for the apartments across the street who currently experience 'echo chamber' noise issues)
- replanting the planter boxes through the site (with hardy plants)
- add more shade trees along the path that runs from the fountain to the NW corner of the Square
-

This would: broadly maintain the current layout and feel of the Square; enhance the Square to be a greener, more inviting space; avoid design solutions that lead to exclusion; engender a sense of mutual respect for current and future users and for the space.

👉 ... City of Melbourne

👋 ... residents/park users/local businesses

🕒 ... NOW



Develop and implement a lighting plan for Lincoln Square

Lighting was raised as a key issue, both from the perspective of enhancing safety and accessibility and as a way of influencing skater behaviour. Recommended changes to lighting included the following:

- install new lighting on the paths that run from the fountain to the NW, W and SW of the Square
- using dimmable lighting so that the light in the Square becomes unsuited to skating after 11pm
- use more pedestrian-scale and ground lighting

This would: broadly maintain the current layout and feel of the Square; enhance the Square to be a safer, more inviting, inclusive space; acknowledge (but manage) skaters as users of the space; reflect an inclusive design so that no single group or activity monopolizes the Square; avoid design solutions that lead to exclusion.

📍 ... City of Melbourne

👤 ... residents/park users/visitors/skaters

🕒 ... NOW/SOON



Retrofit Lincoln Square to be more accessible to those with disabilities

A key aspect of the accessibility issues identified in Lincoln Square were the barriers to people with mobility impairments and some other disabilities. The following are some recommended steps to ensure the park is more disability-friendly:

- provide ramps and handrails at the north and south entry spots to the Square, on Swanston Street.
- provide a ramp at the stairs that lead from the fountain area to the grassed area and paths to the western side of the Square
- provide better traffic crossing points (with pedestrian signals) at Swanston Street (and as part of any future upgrade/extension to the southern part of the Square)
- ensure future facilities (playground, BBQ, toilets, etc.) are accessible

This would: broadly maintain the current layout and feel of the Square; enhance the Square to be a safer, more inviting, inclusive space; be a creative space for all ages and abilities; reflect an inclusive design so that no single group or activity monopolizes the Square; avoid design solutions that lead to exclusion; engender a sense of mutual respect for current and future users and for the space.

📍 ... City of Melbourne

👤 ... residents/park users/visitors

🕒 ... SOON

Evaluations

There were 36 participant evaluation returned to us. Seventeen evaluation sheets were returned for day 1 of the 'Design In' and 19 evaluation sheets were returned for day 2.

Overall, 97% thought the 'Design In' was quite or very worthwhile and 100% thought it was quite or very well facilitated. The first day of the 'Design In' was better evaluated, in part because people responded well to activities like the values survey and the site visit and in part because the second day was quite long and tiring for participants. The full participant evaluation summary for both the days is attached as Appendix C and more detailed process evaluation conducted by a dedicated evaluator is attached as Appendix D

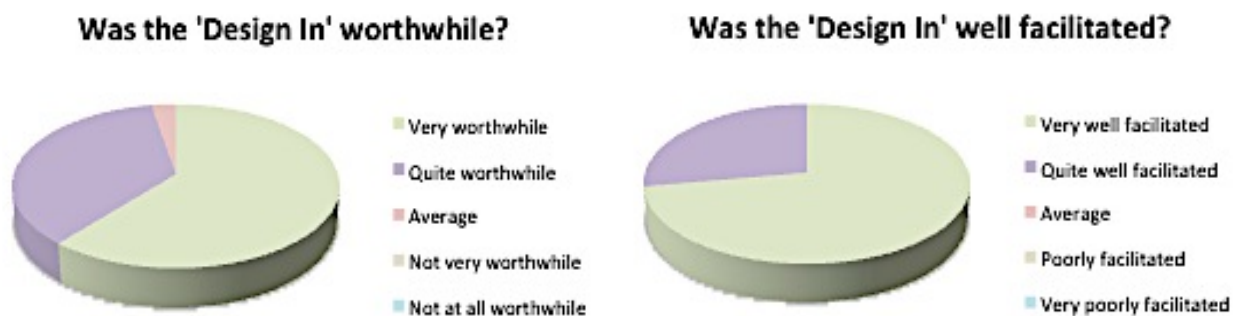


Figure 7: The 'Design In' participant evaluation

Conclusions

The Lincoln Square 'Design In' was held on 8 and 9 August 2014 and was attended by 36 people who were passionate about the future of Lincoln Square. The group spent two days discussing current issues, the values they brought to questions of public space use and the principles that should guide the future changes and interventions to Lincoln Square.

These discussions were capped off by an intensive (re)design of the Square that made a series of (negotiated and prioritized) recommendations to the City of Melbourne about the future of the Square. These recommendations included actions such as facilitating more community events on site to celebrate the Square and help people get to know one another, trialing a lifting of the skating ban in favour of a monitored 'Code of Conduct' approach that is supported by design solutions (e.g. dimmable lighting that discourages late night skating, relocation of toilets and bins, etc.), planting noise attenuation landscaping and making the site more accessible for those with disabilities.



Figure 8: Participants at the Lincoln Square 'Design In', 8 and 9 August 2014

Appendix A: Spot interview notes from site visit (Friday night)

Jacob, male, 17

- 3 times a week
- Skating
- Manny Pad (Memorial)
- Sickest place ever
- None (little cracks)
- Seen people land sick tricks
- Never been kicked out
- No to seeing drinking
- From Seymour – Country
- School in St Kilda



Figure 9: Participants interviewing skaters in the Square during the 'Design In'

3 x females, mid-20s

- During day – through park to get home
- At night – around – safer on Swanston Street; have heard there's been issues and it's dark
- Trees, one in particular
- Always young people around, full of
- Skate – a little inconvenient, but ok
- Noisy @ night

Male, teens

- From Seymour
- 3-4 times a week
- Skating

3 x Uni students, early 20s

- Passing through
- 2 times/day – wishing for basketball hoops – suggested
- Like watching skaters x 5
- Really good skaters
- Important to have green spaces
- Like really good lawn and trees
- BBQ's/Events making available for events – suggested

Michael, male, 25

- Twice a month – good park to watch skaters
- Access to tram stop
- Pretty cool fountain
- Chill, relax, "skaters park"
- More lights, a bit dark, especially around Plaza
- Bouverie Street side dull - more skate facilities?
- Allow skaters

Teack & Ben

- Relaxing area, skate & exercise
- Love park for skaters
- Everyone knows it's a memorial – riders do
- Less community without skateboards
- German, Spain, International Hub
- Uni students
- Happy to converse of a night time
- Everyone comes here/unity
- Ranger enforce littering
- 4 years, no rules, some regulation could meet
- Younger crew don't think about it
- Shock at the thought of the square made in "soft" services
- Better experience for skateboarders?
- Leave it, it's entire charm is the fact it isn't a skate park
- Safe vs unsafe: bikes have stacked near tram stops; no form of violence/no injury

Hilary, female student, 19

- Student walk through
- Likes skateboarders here
- Feel safer with the skateboarders here
- Noise of skateboards is fine, it is comforting

Ben, male, 17

- Daily use except for rainy days
- Lincoln Square North and South are fun to skate at night because it's lit up
- Comes here to skateboard
- Skating opportunities – ledges, smooth flat areas
- Dislike skate deterrent and variety
- Fun!
- An improved drinking fountain – not spraying every time
- Some lights no working
- Cone shape tree = unofficial toilet tree: toilet too far away from Swanston St
- Some people smoke weed in the park

Alvin, male, 26

- Almost daily use
- Likes the skaters – also a skater
- Likes the symmetry
- Too much lights = problems with residents

Alex, male, 20-25

- Thoroughfare to reach tram
- Too dark at night
- It's a nice shortcut
- Likes the skateboarders

Jessica, female uni student, 20ish

- Skateboarders cut you off sometimes
- Walks through every day/likes green spaces – good for environment

Elvin, male, 16

- Lives in Brunswick
- Uses park every week
- Skates here because different, alternative option
- Definitely feels safe here
- Drinking: No I do not feel intimidated. More rubbish bins for cans, bottles and general rubbish. People getting too drunk – haven't experienced it though
- Get a good skate in with no trouble
- Options to skate different sized obstacles small to large
- Three words: good, fun, relaxed
- Make the park better? Removing cups, a guard in front of the fountain to prevent boards from falling in
- At school we see more rubbish
- Ideas: more bins, skateable bins, capping on everything
- We would skate here if it was made skate friendly
- Flatbar
- Kiosk to sell drinks and food

6 declined – busy – passing through

Nithya, female, 30

- Feedback: The chairs/benches around and in the park are placed unevenly. Especially the ones facing the street.
- Extra toilets
- Improved play area
- More sitting shaded areas
- Use to walk through to the tram stop
- Lunches in summer
- Grass areas
- Skaters
- Ideas – mentioned above
- Relaxing, lively, fun

Not identified on sheet

- 3-4 times week 4.30 – 5.00
- From East Brunswick
- Brother
- Skating features
- Relaxed, Fun, Learning
- No dramas

Not identified on sheet

- 3 times week
- Enjoy sun
- Live close by
- Like open space
- Less skating possibly (doesn't like skating... but haven't had any dramas)

Appendix B: Small table redesign plans

Table 1



Table 2

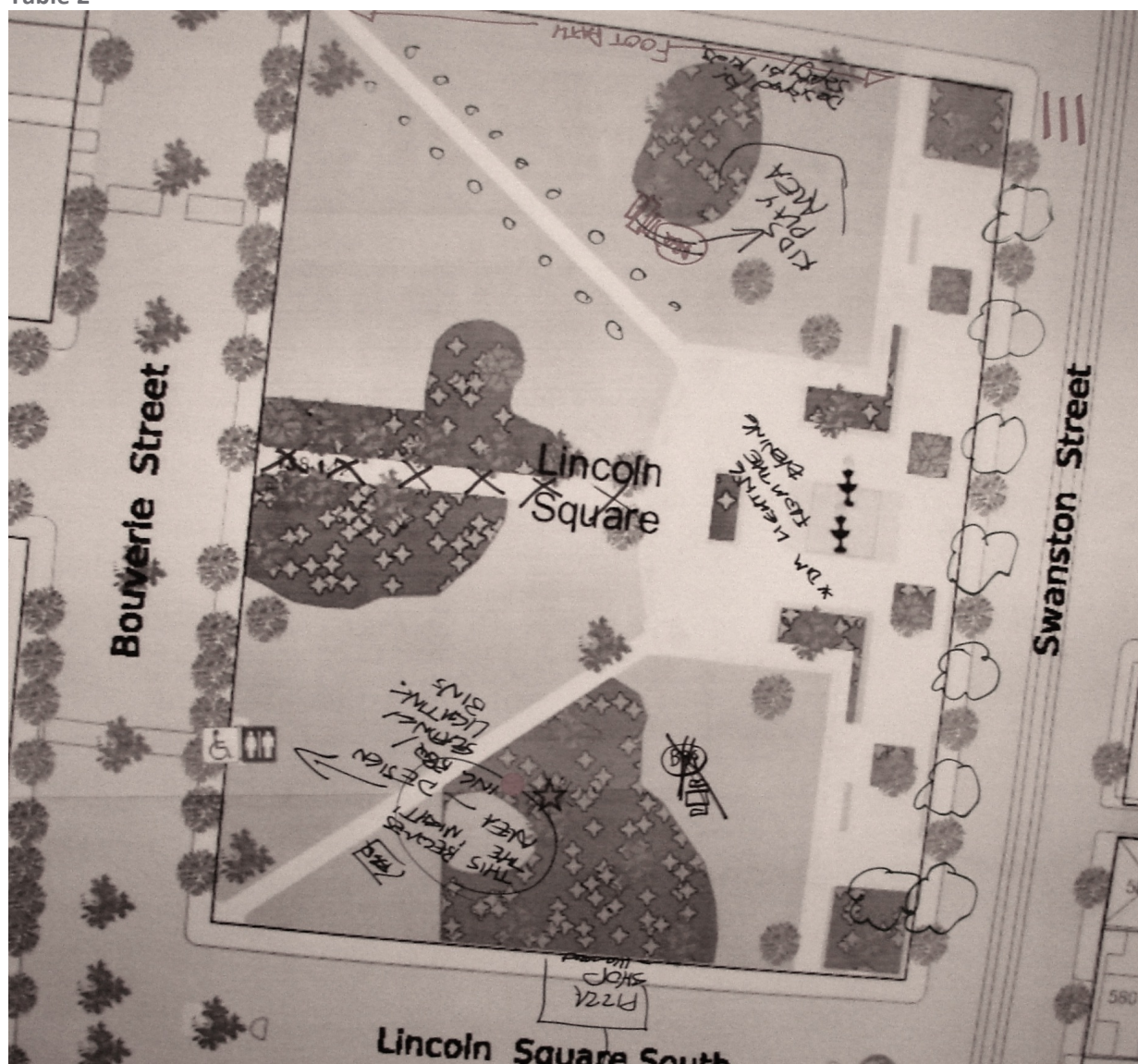


Table 3

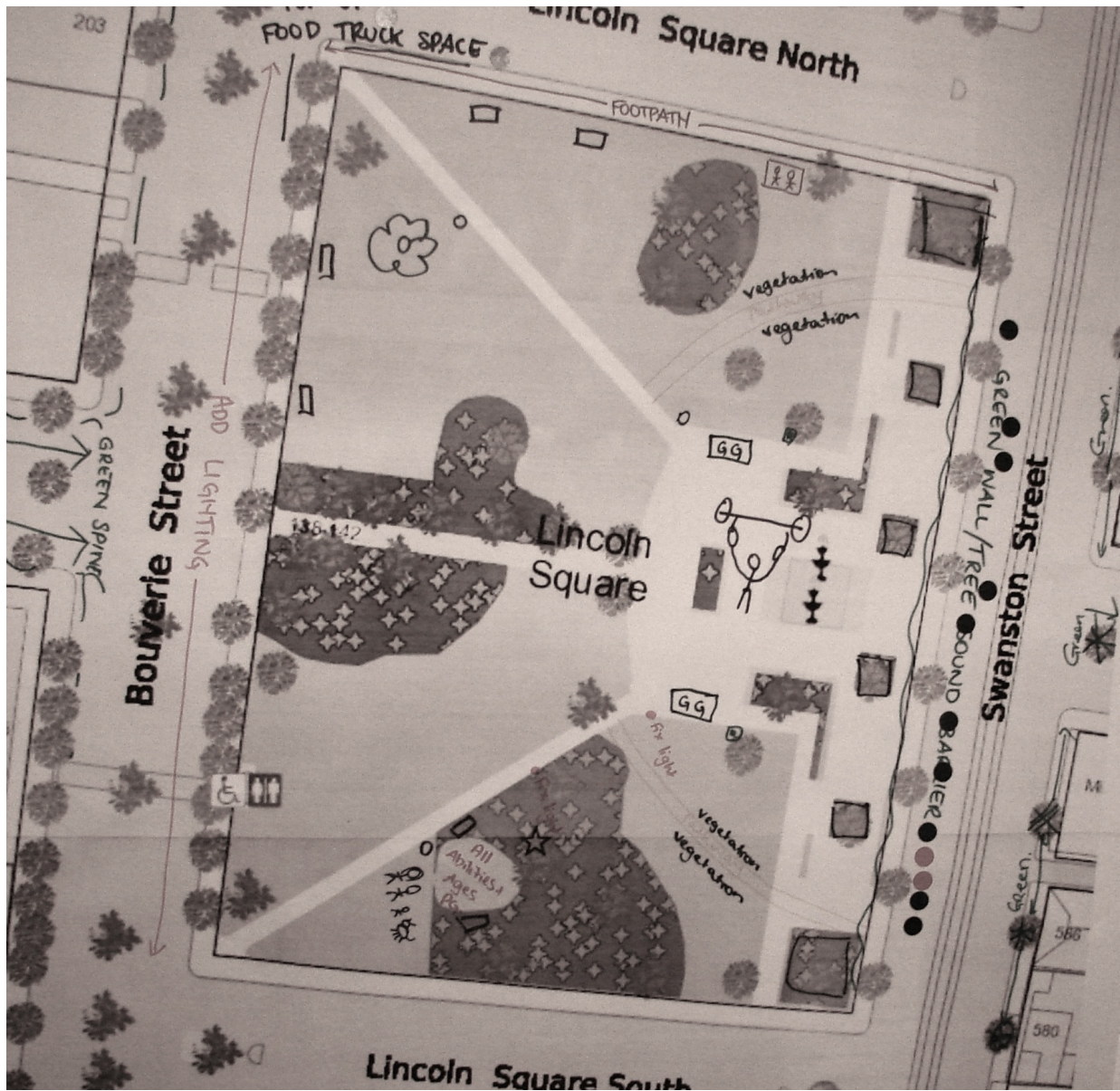
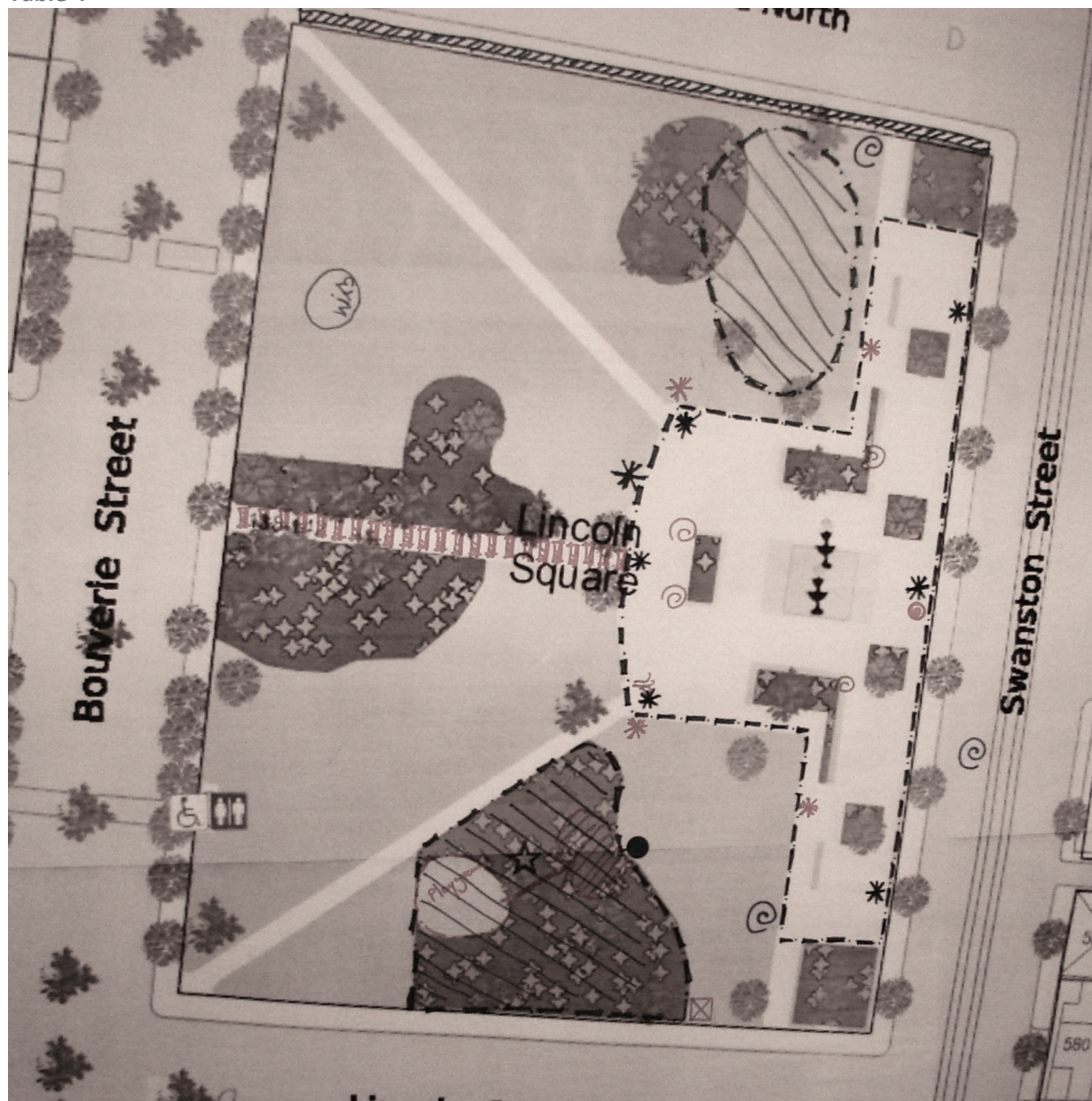


Table 4



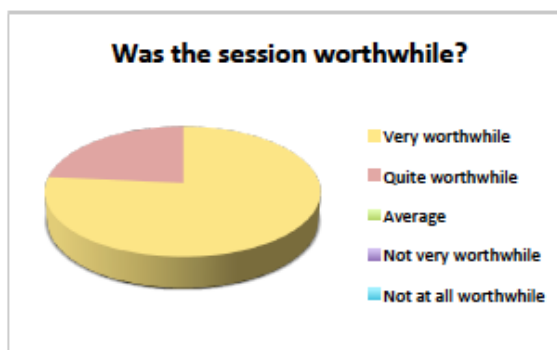
Appendix C: Participant evaluations

Lincoln Square Design In

Comments and evaluation - Day 1

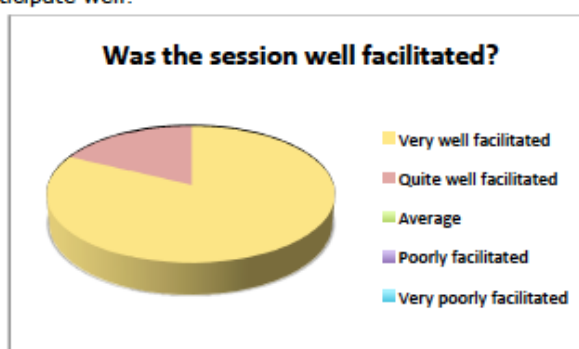
Generally speaking, was the session worthwhile -- did the process add to your knowledge and understanding and tap into your advice? Did it achieve the stated goals of the session? Was it a good use of your time?

	N	%
Very worthwhile	13	76%
Quite worthwhile	4	24%
Average	0	
Not very worthwhile	0	
Not at all worthwhile	0	



Generally speaking, was the session well facilitated -- were the people leading the session welcoming and helpful? Did they help you participate well?

	N	%
Very well facilitated	14	82%
Quite well facilitated	3	18%
Average	0	
Poorly facilitated	0	
Very poorly facilitated	0	



What were the best features of the session?

The session illustrated the diversity of voices which care and are interested in the future of the site

The story of Lincoln park and the values exercise

The mix of people involved

The engagement of various interest groups to get to a good consensus

Danielle, history of space, pizza and persons present

hearing vast range of opinions

Interaction with diverse group. Possible to hear others and be heard. (x3)

To gather the multiple stakeholders of Lincoln Square. The frank and open conversation. Getting the white elephant (skate boarding) out upfront

The opinions of various individuals illuminated by standing on their response was an excellent way to show the diversity of the group

The mapping activity and meeting other park users

Group goals, walk in the park, audit of interviews, relaxed atmosphere, chance to meet a mix of people

Meeting people that thought differently than me

Listening to other people's views. The Pizza! The walkthrough and interviews

*Relaxed. So much more positive than I thought
Having to OWN the values
Values quiz, walk around/site visit*

And what features need some improvement?

*I think the presence of international students would be a real asset to the process
Would have been good to see more of the park during the day (with more people to talk to too)
Would like more time to hear from passionate, knowledgeable people in the room
Mixed groups?
Values placement exercise needed a larger room
More networking opportunities to get to know people and break down barriers*

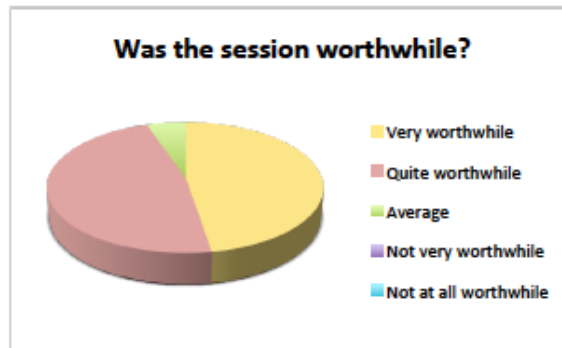
Is there anything you (about the process or the content) that you'd like to flag for the second part of the Design In tomorrow?

*What are realistic targets that could be implemented? When would the result of the 'Design In' be seen?
Consider giving a historical overview of the Square - how it evolved
Perhaps look at future challenges (more residents moving into apartment blocks...)
Rubbish bins, water taps, positive opinions from tenants etc. instead of just bad
Learn/discuss other viewpoints - don't want to just have a skate vs anti skater debate. What are other things/issues/users?
Conscious of waste (paper cups, plastic water bottles) - could we have reuseables? Thanks!
More time to discuss how park can be improved.
It may be that the skateboarders that use Lincoln are all aware it is a memorial whereas those who commute through it are not
Not being present on the 2nd day but still having input/an impact
Looking forward to it! (x2)
Not at this stage/not really*

Comments and evaluation - Day 2

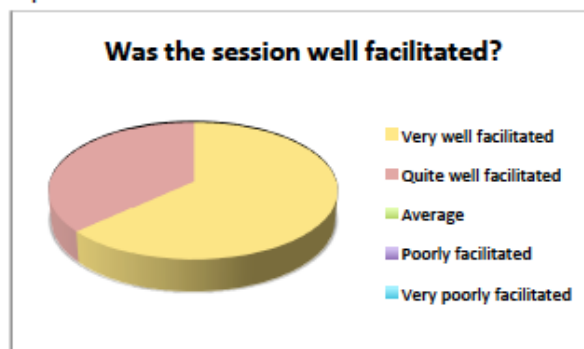
Generally speaking, was the session worthwhile -- did the process add to your knowledge and understanding and tap into your advice? Did it achieve the stated goals of the session? Was it a good use of your time?

	N	%
Very worthwhile	9	47%
Quite worthwhile	9	47%
Average	1	5%
Not very worthwhile	0	
Not at all worthwhile	0	



Generally speaking, was the session well facilitated -- were the people leading the session welcoming and helpful? Did they help you participate well?

	N	%
Very well facilitated	12	63%
Quite well facilitated	7	37%
Average	0	0%
Poorly facilitated	0	
Very poorly facilitated	0	



What were the best features of the session?

I enjoyed seeing other people's issues

The design work and Council discussing the needs of different stakeholders not at the consultation

Sharing ideas and understanding other opinions

The many areas of interest that individuals could agree on as well as the airing of disagreement.

Discussion and positive approach

Critical issues discussion

Discussion between groups - similar views and working together to develop ideas/solutions

The actual design in was a stimulating urban planning session which felt empowering. Creative and fun.

Hands on activity and working in teams to brainstorm ideas

Teamwork, open discussions, listening, learning

Session at end where practical solutions/ideas were discussed

Meeting others who care about the square and learn about experiences of others

Interactive and everyone had a chance to speak and provide comment

Being given the opportunity to submit ideas. Food was great!

Discussing the various uses of the park. Planning

Design In

Discussion, the use of different materials and activities to get people involved, good time management

And what features need some improvement?

The whole thing went for a long time

More direction from the facilitators during the design process

Too long a day

The 'best ideas' could have been elaborated on in a strategy or tactic (but I am nitpicking :))

Less 'principles' type stuff. Would have liked a discussion on noise - all aspects of problem and design solutions

Imbalance in representation of groups - lots more pro-skaters and this skewed the results

Guiding principles

Giving people options to speak up when they are hesitant in front of everyone

Is there anything you felt you were unable to raise today (in relation to the Design In or the strategy for Lincoln Square more broadly) that you'd like to mention here?

There needs to be further consultation for the design of policy responses implemented by Council

I think there has been too much emphasis on the side of skaters who are using the park illegally

The next steps need to be clearer

Andrea was excellent with commanding presence!

Skatestoppers were not addressed

The need to broadly consult with skaters of all ages that skate in the City of Melbourne. Please let me know if I can help/be involved any further (name, email and phone number supplied)

I thought the selection of photos and comments from Facebook page was skewed to the pro-skaters to the detriment of other users interests. Seemed to assume from the outset that the skateboarding has 'legitimacy' when it is prohibited at present. Felt many participants do not appreciate the issues facing locals who live near Lincoln Square

I wasn't aware of this workshop until someone put a notice in my letterbox - would have liked some direct communication from the City of Melbourne about these plans. There were some professionals in the room that had specific information/experience that could have been shared more widely if there was more discussion as one group. Also would have liked to hear more from the City of Melbourne about regulatory environment and related Council plans (e.g. Urban Forest Strategy)

Great, thank you!

No, I communicated my ideas for Lincoln Square

Skaters not skating Lincoln Square during the anniversary of the memorial when flowers are laid down. Skaters having their say in a code of conduct

No, everything was covered

Do people go to the memorial to reflect? Would anyone notice if it were relocated?

I think like a temporal user of the park that I am not too aware of the noise so some of my opinions were not too useful. In my group's discussion, we could have done better re: other groups' requirements (children, elderly, etc.)

Appendix D: Process evaluator notes

The process evaluators' task was to take notes on the *process* of the Design Into support an evaluation of the activities and the overall 'Design In' format. The following are the summary notes:

1. *Are people engaged in the tasks and activities of the session? Are they responding well to the tools and activities? Which activities are working well and which aren't (and why)?*

Overall, people demonstrated a high level of engagement in the activities performed during the Design In. The variety of tools and activities empowered people to actively participate in the process.

In the week before the Design In, the different stakeholders were given the opportunity to take pictures of positive and negative aspects of the park and show their ideas and thoughts about the use of the park. During that week, the different users had the opportunity to upload their pictures in the Facebook page that was created for the project. In this Facebook group, the users were able to show the issues that like and dislike about the park. There were many different pictures, opinions and ideas which demonstrated that people were engaged from the beginning of the process.

The definition of the goals in the process allowed each participant to share his or her concerns about the current situation of the park. Ryan (a skater representative) and James (resident) highlighted the importance of the process because each opinion is valid and considered allowing them to understand each other values and opinions. Moreover, it permits to find a balance in the use of the park (Park Ranger).

During the visit to the park, people took the opportunity to introduce themselves. This took a few minutes in the visit of the park. The members of each table did not have the opportunity to introduce themselves at the beginning of the facilitation process which could help to break the ice within the participants and overcome the shyness. Each group was very organized and they divided the different tasks to be fulfilled quite efficiently. One aspect that is important to mention is that the park does not have a good lighting during the night, so it was difficult to take high quality pictures and notice the different spaces that the park has.

Defining the critical issues was one of the important parts in the process. This activity allowed different people to share and understand the different experiences and opinions that each participant had. Moreover, this step provided with positive insights for the discussion. Participants demonstrated in this step a high level of commitment in discussing the variety of issues that affect them as users of the park. For example, the rubbish in the park, noise and monopolization of the use by skaters, fears of being displaced (skaters) were the most critical issues that people talk about. This step in the process was very important because all the differences that emerged could lead to deep conflicts – conflict which didn't arise because the participants were very respectful and committed to the process and to finding solutions. Moreover, the definition of the critical aspects helped to develop other issues in the use of the park; for example, the inequality in gender regarding the use of the park. This showed that the participants were highly involved in the process and able to find a win – win solution.

The Design In process generated a large number of good and innovative ideas. Each group worked hard to collaborate and find 'third path' solutions. For example, even though some residents were very determined to have skaters removed, they still settled into the discussions and raised creative ideas to integrate different users.

In general, each activity worked effectively in order to develop a positive outcome for the decision makers and try to overcome any difficult relationship that arose before.

2. *What is the dynamic of the group like, particularly between different representatives (e.g. residents and skaters) and between the community representatives and those working at Council?*

During the different stages of the process, I could notice a very positive and collaborative dynamic. The different stakeholders were able to participate to develop the best plan to present and solve this issue.

At the beginning of the site visit, I could sense a tense atmosphere in one of the groups. During the introductions, one of the residents was very upset about conditions in the Square and posed questions to try to understand the skaters' behaviour and activities in the park. It was confrontational. She mentioned some negative experiences and behaviours of the skaters while she was walking in the park. Other residents had the same feeling and the same experiences dealing with the skaters. This was the only explicit example of tense or aggressive group dynamics, though there were on-going tensions between the core groups that never entirely resolved, even if people tacitly agreed to put the tension to the side and work cooperatively.

3. *What seem to be the strengths of this process (feel free to ask participants...)?*

Everyone agreed that the Design In process represents an effective way to find a democratic decision regarding an issue that involves different stakeholders. Moreover, the participants appreciated being heard, sharing their opinions and points of view and hearing others' opinions.

The week with the camera represented an amazing opportunity to involve people and showed their views and thoughts about the current situation of the park. People were highly motivated in uploaded different aspects of the park and write about them. This could continue to be an important activity after the main workshop.

An important aspect of this process that was mentioned by the different participants is that the transparency and openness of the process motivate them to be involved and share their opinions.

The participation of a variety stakeholders strengthen each activity and develop different ideas. Collaboration of different stakeholders to build the best design for the park highlighted the democratization of the decision-making, even though the process was not carried out to make any final decision. The development of good and varied ideas was another positive point for the 'Design In' process that was mentioned by several stakeholders.

Another important point of this process was the reinforcement of a sense of community around the Lincoln Square, especially among the residents. This represents a positive outcome of the process in which the social capital started to build.

Overall, the process was effectively organized and very well facilitated. The training/briefing session (held for facilitators the week prior to the 'Design In') was very effective in defining the different roles and support the facilitation team in running the different activities. Every activity was very good explained which led to set a collaborative space. This contributed to good time management and every activity in the agenda started and finished on time.

4. *In terms of the process, what could be improved for future Design In (again, feel free to ask participants)?*

Some participants felt a level of uncertainty about the future of the 'Design In' because the decision making will ultimately be made by the Council and could take a long time. A lot of participants wanted a quick solution (for example, about the noise) because they felt very frustrated (and powerless) by the situation.

The commitment of specific stakeholders to participate in the process was a small issue. Some participants just attended one of the two sessions. However, this situation did not affect the essential collaboration of the process even if some good or important ideas were missed because people couldn't attend.

Some residents felt that there were not enough residents invited. However, there were residents represented at each table. Not all residents were against skateboarding in Lincoln Square.

Some details referring to logistical aspects could be improved. For example, the room was not the best space for this sort of activity, the catering was a little underwhelming (e.g. having M&M's as a snack in the breaks) and the visit to the park was at night and the park does not have a good lighting.

