

# HOSPITAL PRECINCT SURVEY INSIGHTS

## SURVEY OVERVIEW

In February 2018, the City of Greater Geelong invited the broad community to have their say regarding the Geelong Hospital Precinct with the aim to inform a Hospital Precinct Plan.

The survey generally took 10 minutes to complete and was designed to help Council understand how the community uses and interacts with the precinct and to gather any ideas or thoughts people have to improve it.

## OVERVIEW OF RESPONDENTS

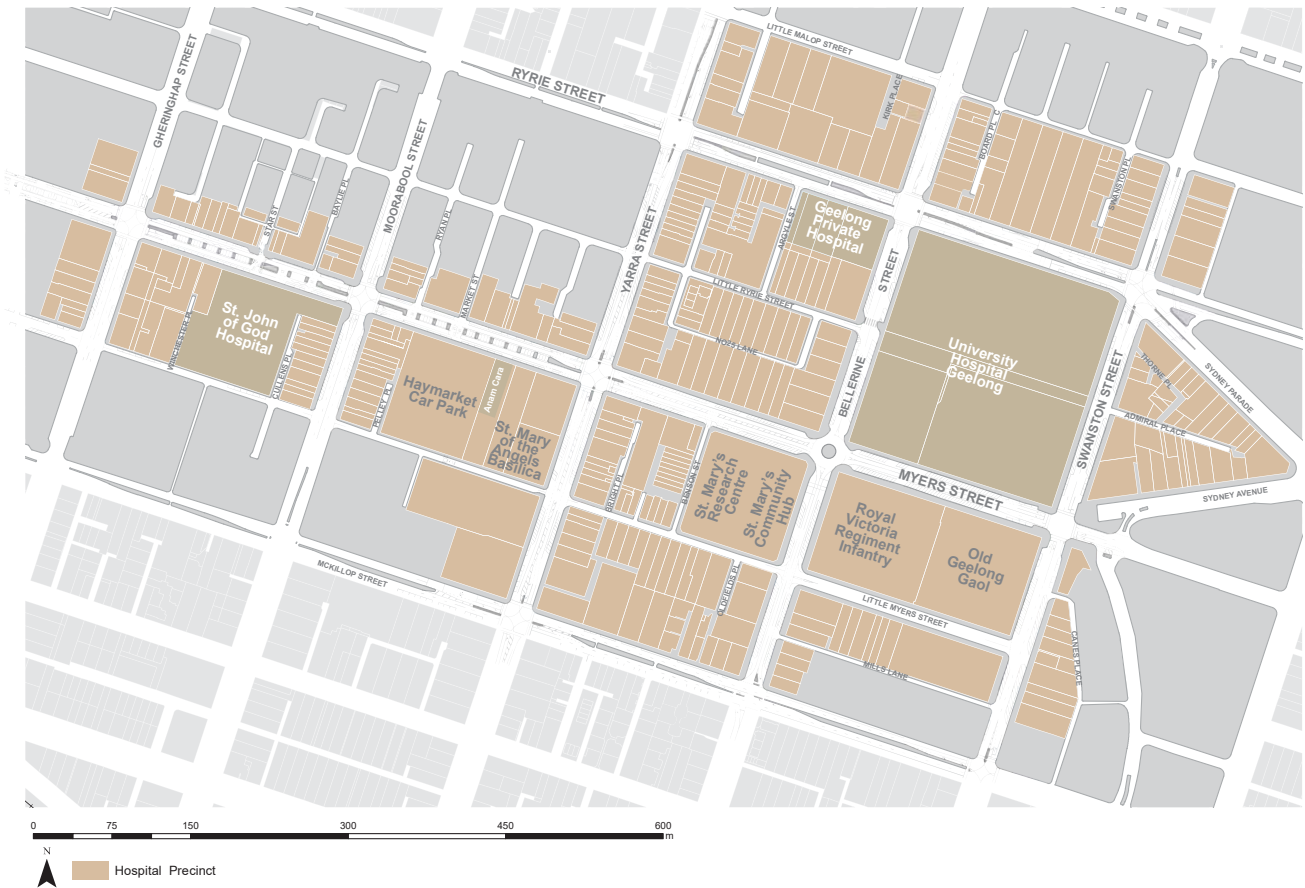
- 526 total responses, 387 or 74% fully completed the survey
- 90% of respondents were in the 18 to 64 year age grouping
- 81% were female
- 52.3% of respondents visit the precinct because they work there
- 40.8% of respondents visit the precinct because they use health services
- 10% were residents in the area
- 29.2% of respondents visit the precinct every day and 21.6% visit on weekdays only
- 53.5% of respondents are in the precinct during normal working hours. 20.6% are there after working hours. The spread between morning and afternoon is the same at 26%
- 86.6% drive to the precinct but 21.9% walk
- It does not take long to get to the precinct. 26% get there in less than 10 minutes, 55% get there in 20 minutes

## COMPARING THE ISSUES

To compare the issues a weighted score was calculated as follows.

- $\text{No opinion count} + (\text{needs improvement count} \times 2) + (\text{is good count} \times 3)$
- In the tables below the count ranged between 398 and 400. If all 400 respondents said the issue was good the maximum weighted score by issue would be 1200.
- High no opinion counts, lower the score.

## AREA OF INTEREST



## Counts and weighted score

Table (1) weighted score by issue

Issue	No opinion	Needs improvement	Is Good	Weighted score
Vision impaired access	225	127	47	620
Traffic	49	276	74	823
Pedestrian safety	37	264	98	859
Parking	11	379	10	799
Bicycle facilities	209	129	61	650
Public transport	167	167	65	696
Shops & restaurants	94	187	117	819
Street lighting	73	221	106	833
Directional signage	80	185	134	852
General safety	37	275	88	851
Public parks and spaces	56	294	50	794
Public seating	81	268	50	767
Existing buildings	104	160	134	826
Accommodation	217	126	55	634
Mobility impaired access	189	133	76	683

## RANKING THE ISSUES

The following table ranks the weighted score by issue from the largest to the smallest. It also expresses the weighted score as a percentage of 1200 (the maximum score if everyone felt the issue was good) and this produces the percentage of satisfaction with the issue.

Respondents are less satisfied with the issues at the bottom of the table. Again the number of no opinion counts influences this.

Issue	Weighted score	% Satisfied
Pedestrian safety	859	71.6
Directional signage	852	71.0
General safety	851	70.9
Street lighting	833	69.4
Existing buildings	826	68.8
Traffic	823	68.6
Shops & restaurants	819	68.3
Parking	799	66.6
Public parks and spaces	794	66.2
Public seating	767	63.9
Public transport	696	58.0
Mobility impaired access	683	56.9
Bicycle facilities	650	54.2
Accommodation	634	52.8
Vision impaired access	620	51.7



## REMOVING THE NO OPINION COUNTS

The removal of the no opinion counts produces the same ranking of issues but reduces the percentage of satisfaction.

Issue	Weighted score	% Satisfied
Pedestrian safety	460	57.5
Directional signage	453	56.6
General safety	451	56.4
Street lighting	433	54.1
Existing buildings	428	53.5
Traffic	424	53.0
Shops & restaurants	421	52.6
Parking	399	49.9
Public parks and spaces	394	49.3
Public seating	368	46.0
Public transport	297	37.1
Mobility impaired access	285	35.6
Bicycle facilities	251	31.4
Accommodation	236	29.5
Vision impaired access	221	27.6





## RECURRING THEMES

- **Parking** is a theme that recurs through the survey responses which is not surprising as 87% of survey respondents drive into the precinct. The parking theme has a number of aspects. Workers want subsidised parking near their workplace. Currently workers seek free parking in neighbouring streets. There is often a long walk from the car to work and back again at night often in the dark and in bad weather. This causes personal safety concerns especially amongst female respondents. This is the main driver for the parking issue and is probably a reflection of the respondent profile: 81% Female and 52% work in precinct. Another aspect is parking times and cost in controlled areas. There is a desire for more time at less cost. This would be attractive to workers but may be detrimental to visitors. Visitors also park away from the hospital precinct to avoid paying fees or fines. An affordable multi story car park is seen as the solution. The helipad site is mentioned as a possible site.
- **Pedestrian access and safety** is a strong theme and there is demand for more pedestrian crossings with traffic lights in some cases. Pedestrian safety is linked to traffic management. A number of respondents describe being nearly hit by cars. The message from the survey is to slow cars down to 40 KPH in the precinct and install speed reduction methods like speed humps. There is a strong view that vehicles cruising around looking for car parking cause traffic congestion. There is also concern about the volume of trucks in the area.
- **Footpath surfaces** currently present trip hazards from tree roots and uneven materials. Wider and even footpaths are also an issue for persons with mobility or vision impairment
- **More food options** especially in the evenings are needed to cater for visitors and staff. The hospital cafeteria does not get favorable reviews. Epworth Hospital at Waurm Ponds is cited as a good example to follow. A small supermarket for the personal needs of visitors, an after hours pharmacy and a flower gift shop would also benefit the area. There are very limited retail options in the area. This could be developed to create a greater sense of precinct/ community.
- **Increased street lighting** is needed for personal security and safety. It would also assist with vision-impaired access. There are concerns about people loitering around the area posing safety threats particularly at night. More visible policing and security patrols are seen as needed to deal with this problem along with additional CCTV .
- **More green space** or areas where people can gather as families or reflect alone are needed. Similarly more and improved public seating is needed e.g. sheltered seating. There is very little public space in the precinct.
- Involve people with **visual and mobility impairments** in assessing the area to develop an access plan.
- **Signage** in the area is confusing and should be reviewed. Larger, sound assisted and braille signs are needed for visually impaired people. A directional app and physical maps in the area would help people find their way around between the various facilities.
- Existing **buildings** need a facelift. The old gaol and the Army site are often mentioned as potential development sites and areas for more parking.
- **Bike parking** areas and secure racks and cages are the key cycling issues along with bike paths.
- The availability of affordable **accommodation** in the precinct is an issue for families of patients outside Geelong. There is limited accommodation presently available. Rydges is seen as too expensive.
- **More bus routes** stopping at the hospital precinct and accessible bus stops may increase the use of public transport in the precinct. However public transport is not seen to be a big issue. There is obviously heavy reliance on cars. 87% of respondents access the area by car as driver.