

---

## **Appendix C**

### **Summary of Engagement Activities**

---

# **Commercial Development at KIL 11273**

## **Sai Yi Street, Mong Kok**

### Public Engagement Summary

## 1.0/ From Engagement to Understanding Users' Needs

A series of public engagement exercises were carried out in May 2023 covering a list of existing public open spaces in Mong Kok. While place audit aims to gather information on existing public open spaces and to analyse user patterns, public polling and survey sessions were held for four consecutive days including weekdays and weekends to collect thoughts and opinions on the future commercial development. In addition, four sessions of engagement workshops with a range of focus groups were held to understand users' needs and expectations. The engagement exercises provide crucial insights for setting out the public open space quality and the future development framework in Mong Kok East.

With the participation of different types of POS users, the engagement process was able to gather insights from over 400 people ranging from nearby students, wheelchair users, the special needs, families and elderly, to art and cultural groups. By involving different segments of the community in the engagement process, the collected insights are comprehensive and representative of the diverse needs of the public.

These insights were then consolidated into key findings to inform the potentials of the placemaking strategy at the subject commercial site.

### Engagement Key Findings

- Vibrancy and convenience are Mong Kok's identity

Increasing the visibility of open space can make the building look active and visually connected with the surrounding neighbourhood. A well-connected footbridge system would bring pedestrians upward leading to various destinations. The subject commercial site is located at the interface between Homantin and Mongkok which represents tranquillity and noise respectively, divided by the railway.

- Elderly and wheelchair-friendly access and route are important

Clear and direct routes to destinations are useful for elderly and wheel-chair users. Providing enough elevators and wayfinding signages can effectively improve the accessibility. Accessibility is also an important criterion for the location of GIC facilities. Public look for GIC facilities that

can be highly accessible, close to drop off, and supported by nearby POS for ample natural sunlight and air penetration. Locating POS near GIC facilities can also provide room for supporting programmes to be carried out.

- Roadside open space is unattractive

Surrounded by busy traffic and noise, roadside open space may not be ideal for users to rest and stay due to environmental nuisance. Ground level open space is not a must if other designated open spaces could also be easily accessible. Openness is also a factor in demonstrating a welcoming open space.

- A user-friendly zoning strategy for public open spaces is needed

Separated from busy roadside, elevated open space could be an opportunity to create both populated and quiet spots for the community members to enjoy different activities simultaneously.

- Facilities and special amenities can make the public space more appealing

A thoughtful provision of facilities and amenities is what makes the place special. Creative street furniture can add functions and pleasant surprises to the space.

- Frequency of events should be well-planned to avoid over-crowdedness

Although large-scale events can attract visitors from other districts and bring vibrancy to the area, daily users of the open space would probably be disturbed. Suitable locations should be designated for holding large-scale events and a clear demarcation between event space and other open spaces would help to minimise the conflicts.

- Suitable commercial activities around the valuable trees as an invitation to the POS

Suitable commercial activities can be beneficial for leading people to the open space and adding vibrancy to the area. To highlight the valuable trees in the space, different forms of outdoor seating areas and/ or retail could be set up around the trees creating an inviting atmosphere for attracting people coming into the open plaza.

- Teenage and younger girls have no presence in the existing public space

The existing public space in Mong Kok may not be attractive or safe enough for teenage and especially younger girls, leading to a lack of their presence in these spaces. This could potentially be addressed by creating more inclusive and engaging spaces that are suitable for younger generations to cater for their needs and interests.

- The more diverse activities provided, the more visitors to the public space

Providing diverse activities in public spaces can attract larger groups of visitors. The more activities offered, the more appealing and engaging these spaces become, leading to greater participation and a higher chance of social interactions.

- People care about the opening hours and visibility of the public space

People tend to prefer public spaces that are open for flexible hours, especially during the evenings and weekends when the majority of the visitors have more free time. Visibility is also an important factor as people feel safer and more comfortable in spaces that are well-lit and easily visible from the surrounding areas, which helps to create a sense of security and reduce the risk of crime.

- Maintenance and management is crucial to enhance the sense of safety

Well-maintained public spaces can create a sense of pride and ownership among the community and encourage people to use the space. Poorly managed spaces can give the impression that they are neglected and unsafe, thus deter visitors.

- Individual lunch and pet-friendly public spaces are lacking in Mong Kok

It is important to provide a welcoming and functional environment that allows people who want to take a break from work or spend time with their animals to enjoy the public space. Addressing these gaps can create a more inclusive environment that encourages people to spend more time outdoors.

The key findings above from the public engagement exercises highlighted the factors that are important to consider when designing and managing the future public spaces in the proposed commercial site in order to create a more sustainable environment that encourages greater use and enjoyment for all.

## 2.0/ Public Engagement Details

### 2.1 Place Audit

Place audit was carried out in a list of public open space near the site. The purpose of the audit is to gather information on the selected parks, playgrounds, gardens, and sitting-out areas in order to observe how people use these spaces. By analysing the user patterns and behaviours, the results would provide insights on how the future public space can be designed to better meet the needs and preferences of the local community.

**Dates and Time:** 15 Apr 2023 (Saturday) 10am-2pm  
16 Apr 2023 (Sunday) 2pm-6pm  
19 Apr 2023 (Wednesday) 2pm-6pm

**Location:** The FOREST (GF Pocket Plaza)  
Sai Yee Street Garden  
Luen Wan Street Sitting-out Area  
MacPherson Playground  
Nullah Park  
Man Fuk Road Garden  
Sai Yee Street Children's Playground  
Mong Kok Road Playground  
Mong Kok Road Footbridge  
MOKO PARK!

**Objectives:**

- To observe the current usage patterns of the target sites
- To identify elements in various types of public space
- To explore users' expectation on the provisions of the target site

## Content:

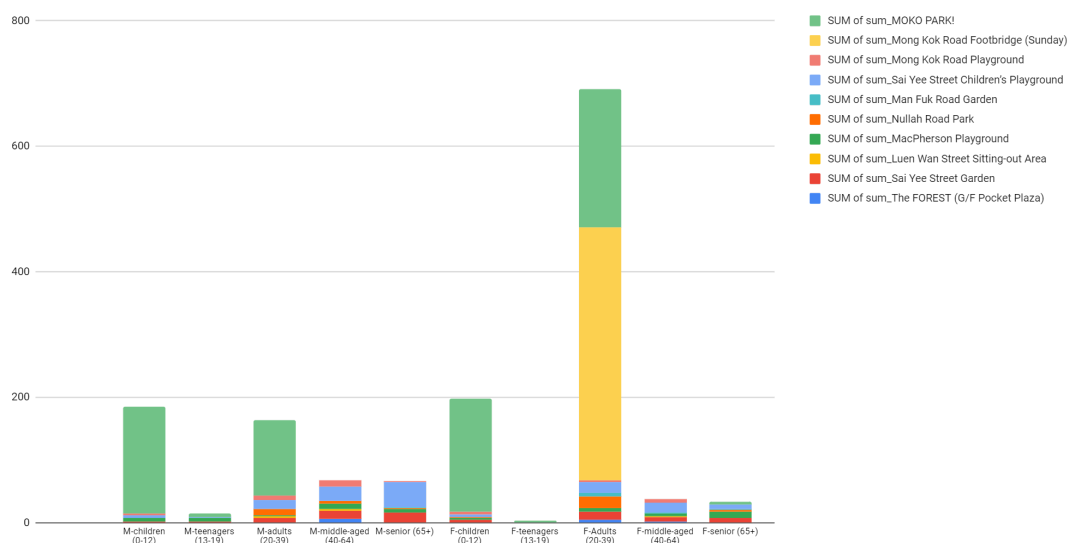
The questions for the field survey are based on the 5 main dimensions from UN Habitat's Public Space Site-Specific Assessment: Guidelines to Achieve Quality Public Spaces at Neighbourhood Level – use and user, accessibility, amenities and furnitures, comfort and safety and green environment.

## Method of engagement:

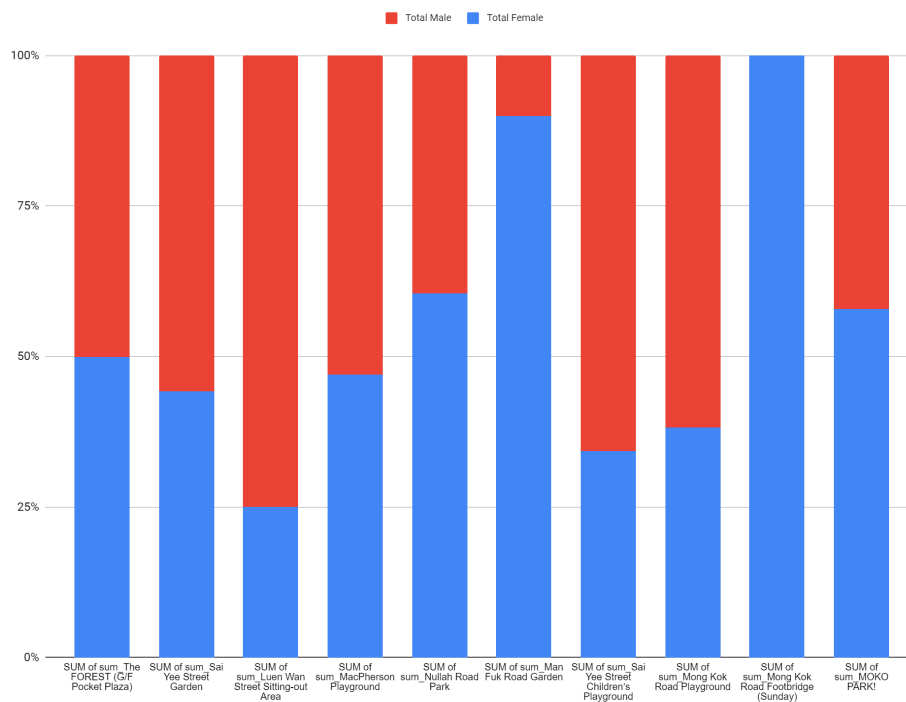
A total of 6 tasks were conducted at each target site, including user demographics, activities & happenings, user interviews, qualitative analysis, performance of POS, and photovoice. Each task aims to gather information with different perspectives to identify the merits, problems, and potentials of the existing POS surrounding the site.

## Summary

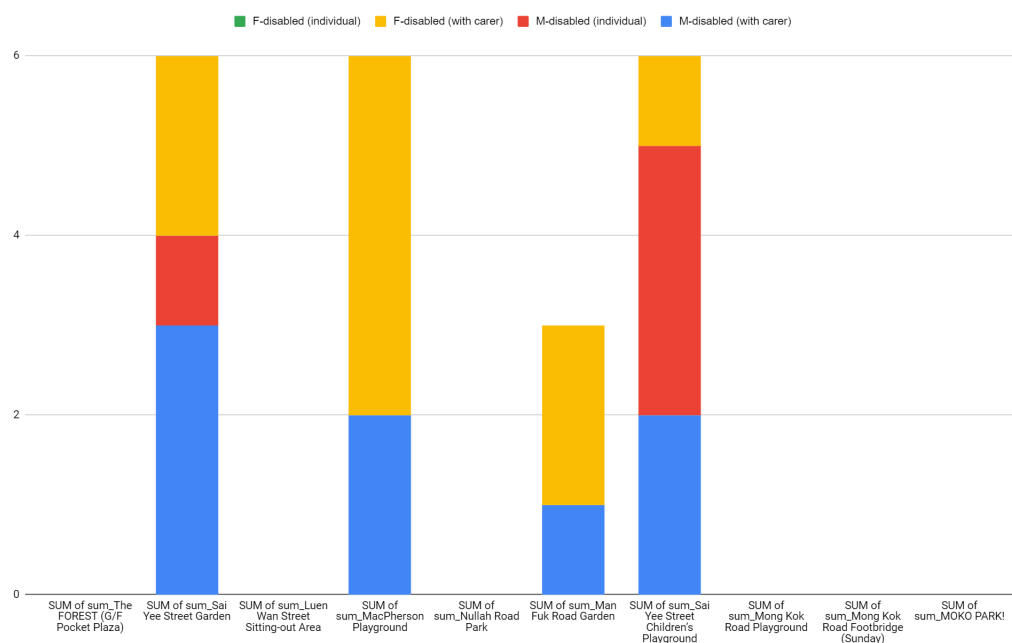
Users tend to visit MOKO PARK! & Mong Kok Road Footbridge which are the most popular locations near the site. The results also indicated that not many teenagers visit the public spaces in Mong Kok.



The users of different genders among the observed spaces are considerably evenly distributed except Man Fuk Road Garden & Mong Kok Road Footbridge where female domestic helpers favour these spaces.

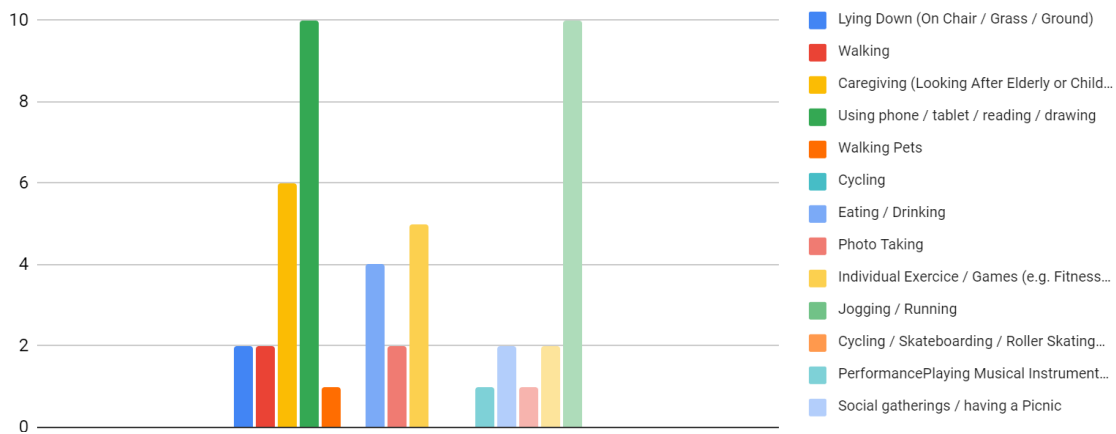


Most of the disabled users in these open spaces came with their carers. Sai Yee Street Garden, MacPherson Playground, and Sai Yee Street Children's Playground are more welcomed by the disabled users.

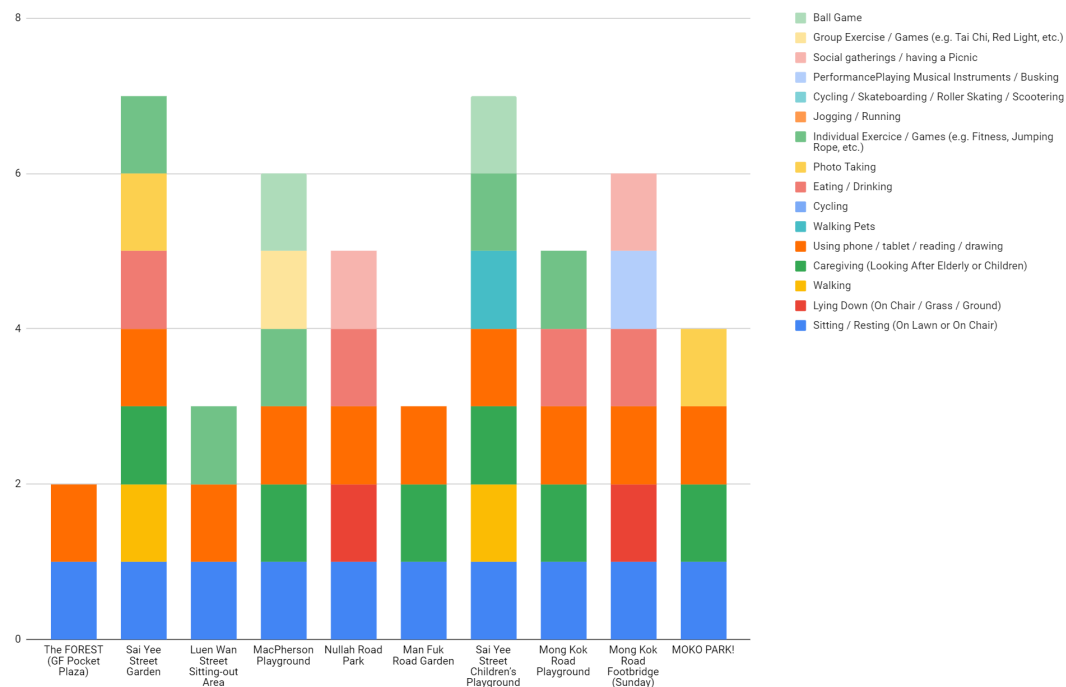


The most popular activities within these public open spaces are using mobile devices, ball games, caregiving, individual exercising and eating.





It was suggested from the place audit that more visitors are willing to visit the public space when there is more diversity of the activities.



## 2.2 Public Polling & Survey

Public polling & surveys were carried out to collect the public's thoughts and opinions regarding the existing condition of public open space and future development direction of Mong Kok to benefit the local community. The public polling sessions lasted for 4 consecutive days, including weekdays and weekends.

Participants of the engagement workshops, students from nearby schools (Diocesan Boys' School, Hong Kong and Kowloon Chiu Chow Public Association Secondary School) were also invited to complete the survey. The objectives were to gauge the user patterns, user aspirations and opinion on design principles etc. from the participants so as to provide insights on how to improve the local neighbourhood community, to inform the further design and management of the POS in the subject commercial site.

Over **400 votes** were received over the course of 4 days. A total of over **130 responses** were received for the survey.

**Dates and Time:** 27 Apr 2023 (Thursday) 10am-6pm

28 Apr 2023 (Friday) 10am-6pm

29 Apr 2023 (Saturday) 10am-6pm

30 Apr 2023 (Sunday) 10am-6pm

**Location:** Sai Yeung Choi Street

Footbridges near site

Mong Kok East Station

**Objectives:**

- To understand the users' travel pattern within Mong Kok
- To understand current public opinion towards Mong Kok POS
- To understand public expectation on future POS

**Content:**

The polling boards consist of 8 questions and multiple-choice answers supplemented with images. The questions cover topics including the travel pattern to and within Mong

Kok East, impressions of streets in Mong Kok, comments on existing open space, wishes for future open space in terms of space quality, events and ambiance.

### **Method of engagement:**

Docents would briefly introduce the main objectives of the voting boards and invite the public to give their opinions. Participants would be given a stamp to stamp on their preferred answer on the boards. Docents would guide them through the questions and participants could stamp on their preferred answer. They could stamp on more than 1 answer. If they had other opinions on current open space and future development, they could write it on a post-it provided by the docent.

### **Special comments received:**

1. More elevators for elderlies and wheelchair users

Footbridges are not elderly and wheelchair-friendly as the number of elevators is not enough and waiting time is too long.

2. Roadside open space is unattractive

People find it hard to relax in open space near traffic, the air quality is also unsatisfactory.

3. Private open space closes too early

Apart from the difficulty to locate open space in other commercial developments in Mong Kok, the opening hours of these open spaces are also relatively short for some people.

4. Popular space are overcrowded

Overcrowding has been an issue for well-equipped spaces like MOKO PARK, many respondents would prefer a less packed space.

5. A quiet and relaxing spot is needed

Given the crowd and noise in Mong Kok, many people wished for a quiet spot where they could relax.

6. Valuable trees to be preserved

Some Kai Fongs (local residents) from Mong Kok emphasise the importance of old and historical trees; nearby spaces shall be designed carefully to properly upgrade the area.









## 2.3 Engagement Workshops

A series of engagement workshops with 4 focus groups were carried out in May with the objective of gathering community insights on the future public open space in the subject commercial site. The workshops were attended by a diverse range of participants, including youngsters & schools, special needs & wheelchair users, elderly & families, as well as arts & cultural groups. The main focus of the workshops is to understand the users' expectations and needs to ensure the usability as well as the POS quality in the future development.

### Workshop 1

**Date and Time:** 9 May (Tuesday) 8:30am-11am

**Target Group:** Youngsters & schools

**Channel/Organisation:** Diocesan Boys' School

**Venue:** Diocesan Boys' School, 131 Argyle St, Mong Kok

**No. of Participants:** 25 pax

### Workshop 2

**Date and Time:** 10 May (Wednesday) 2pm-5pm

**Target Group:** Special needs & wheelchair users

**Channel/Organisation:** Direction Association For The Handicapped  
New Life Psychiatric Rehabilitation Association -  
The Wellness Centre  
1st Step Association  
Wheelchair caretaker

**Venue:** Chinese YMCA of Hong Kong Kowloon Centre,  
23 Waterloo Rd, Yau Ma Tei

**No. of Participants:** 15 pax

### **Workshop 3**

**Date and Time:** 12 May (Friday) 2pm-5pm

**Target Group:** Elderlies & families

**Channel/Organisation:** Chinese YMCA of Hong Kong Kowloon Centre  
Hong Kong Society for the Protection of Children  
Mongkok Integrated Family Service Centre  
New Life Church of Christ Homantin Neighbourhood  
Elderly Centre  
Happy Ageing Lab

**Venue:** Chinese YMCA of Hong Kong Kowloon Centre, 23  
Waterloo Rd, Yau Ma Tei

**No. of Participants:** 18 pax

### **Workshop 4**

**Date and Time (Physical):** 13 May (Saturday) 2pm-5pm

**Date and Time (Zoom):** 11 May (Thursday) 11am-12pm

**Target Group:** Arts & cultural groups

**Channel/Organisation:** Hong Kong Street Dance Development Alliance  
Hong Kong Busking Association  
Hong Kong Arts Centre  
Open recruitment participants

**Venue:** Chinese YMCA of Hong Kong Kowloon Centre,  
23, Waterloo Rd, Yau Ma Tei

**No. of Participants :** 14 pax (physical), 4 pax (zoom)

### **Summary**

Students in general prefer affordable open space where they can meet their friends and spend their free time casually without the pressure to spend, particularly places that could provide a chill area that have music, food, drinks, allow them to gather and chat.



For users with special needs and wheelchair users, they generally prefer POS that have calm and comfortable vibes with plenty of greenery, and express concerns about safety and hygiene in public spaces. It is noted that wheelchair users in particular prefer less crowded areas that are close to transport stations. Well- designed way-finding and large open spaces with multifunctions are attractive to them. For people with special needs, flexible and welcoming spaces are preferred, sufficient shading and well-lit areas with high visual clarity is also important for them to enjoy the open spaces safely.

The engagement workshop revealed that elderly and families desire the future POS to be well-managed, community-oriented, and equipped with sufficient shading and seating areas. They generally prefer open spaces that are relaxing and comfortable, with the opportunity to be close to nature elements. Vibrant activities are welcomed but overcrowded spaces may not be ideal for them due to safety concerns.

For arts and cultural groups, which are a mix of dance/music performers and event organisers, express that there are very few public spaces that allow flexible programming in Mong Kok. For performers, Mong Kok's strategic location will be very beneficial to the community if there are spaces available for rehearsals. Reflective wall finishes, like mirrors, and basic facilities like power sockets would be helpful for practices and rehearsals. For event organisers, they express concern over the potential conflict between occasional users and daily users.







