



PARRAMATTA BIKE PLAN

VOLUME 4: PUBLIC CONSULTATION REPORT



CITY OF PARRAMATTA // MAY 2017

City of Parramatta

Draft Bike Plan 2017 - 2037

Public Consultation Report

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May 2017

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1. Executive Summary

The draft Bike Plan received a strong level of engagement from the Parramatta community. A variety of platforms were used to gain feedback to the Draft Bike Plan, including drop in sessions, written feedback, as well as a customised online engagement platform (CrowdSpot).

In total, close to 1,000 submissions were made in this final round of community consultation, of which the overwhelming majority were positive. The separated bicycle infrastructure proposed in the cycling network was welcomed by the community:

- *‘The PVC has allowed my wife and me to take up cycling with confidence since we recently moved here, and being able to cycle to shops and the train station would really make living in Parramatta desirable, rather than just affordable.’*
Elden, Resident
- *‘Good to see some separated bike paths I could take my child on’*
Community member
- *‘I would use the separated cycleway because it is faster and more convenient’*
Community member

The greatest community support was for the Parramatta Valley Cycleway (PVC) and a more bicycle friendly CBD. This is very consistent with the feedback received during earlier rounds of community consultation.

Safety was a critical concern - across all engagement platforms. Overall, people expressed a strong desire for separation from not only general traffic, but also pedestrians. Specific sections of the proposed network received strong endorsement for the targeted improvements to the existing network.

The engagement also served as an opportunity for the community to identify areas of the network that could be improved. This included some problematic areas along the well-used sections of the PVC, as well gaps in the coverage of the existing bicycle network, especially interacting with busy roads.

Importantly, the feedback received by the community to the Draft Bike Plan contained many very useful suggestions for ways in which the Plan can be strengthened. A large number of these suggestions have now been integrated into an updated Bike Plan. It is through these suggestions that the updated Bike Plan provides a stronger blueprint for growing cycling in Parramatta. A significant number of suggestions were made in areas outside the authority of Council. However, Council is in a strong position to advocate to other organisations on behalf of residents, workers and visitors. Finally, it was clear that for some in the community, the proposals contained in the Draft Bike Plan did not go far enough, with a number

of people seeking even greater coverage of separated bicycle infrastructure and speed limit restrictions.

2. Introduction

Community consultation has been an important element guiding the development of the *Draft Bike Plan 2017 – 2037*.

The draft Bike Plan was co-exhibited with seven other plans and strategies in order to maximize exposure and avoid any consultation fatigue that individual exhibition periods may have induced. To be consistent with the standard period for statutory exhibition and enough time for review and comments, all plans were exhibited for four weeks between the 10th of April and 8th of May. Advertisements were taken out in local papers as well as targeted promotion on social media, digital media, as well as a staged media strategy. This generated significant interest and a strong level of engagement.

All plans were available on the City of Parramatta 'On Exhibition' page and hard copies provided in all libraries. Drop in sessions were organised on the 21st, 22nd and 29th of April at Parramatta Town Hall, with over 500 people attending and engaging with the material.

Engagement specific to the draft Bike Plan included:

- Non-slip footpath stickers at key locations
- Posters at public and private end of trip facilities
- Online mapping and feedback tool with the proposed network
- A presentation to the Parramatta Youth Forum, 27th April
- An email to all BicycleNSW members
- An email to all Western Sydney University Students and Staff.

Additional drop in sessions with the assistance of Cycleways Advisory Committee members:

- 12-2pm, 2nd May at Westmead Hospital
- 12-2pm, 3rd May at Westmead Children's Hospital
- 4-6pm, 27th April on the River Cycleway
- 6-10am, 29th April on the River Cycleway.

A total of 919 submissions were received during the consultation

- 770 public submissions through CrowdSpot (online tool)
- 41 written submissions including 3 from public authorities and the State MP for Parramatta.
- 108 comments across the seven drop in sessions.

The purpose of this report is to provide a summary of the key themes and findings to emerge from the feedback received by the community in response to the Draft Bike Plan.

3. Drop In Sessions

Council held a number of drop in sessions to allow the community to provide direct, face-to-face engagement regarding the Draft Bike Plan. A total of 104 responses were received and these have been coded, based on frequently mentioned issues. The strongest theme from the drop in sessions was general positive feedback on the draft Bike Plan. Around 25% of the comments received complemented Council on the quality of the Draft Bike Plan, for example:

- *‘Safe paths & separation of cars & bikes, great work Parra council!’*
- *‘Good to see some separated bike paths I could take my child on’*
- *‘I would use the separated cycleway because it is faster and more convenient’*
- *‘Think George & Marsden bike lanes are a great idea’.*

Table 1 offers an overview of the codes developed to capture the feedback received, and the number of times (frequency) with which these codes applied to the comments provided.

Comment codes	Frequency
General positive comment re: Bike Plan	26
Existing condition: Safety concern/improved infrastructure required	20
Issue already resolved in the Bike Plan	16
Pedestrian and cyclist conflict on shared path	8
PVC - Positive	5
Advocate - RMS	5
Advocate – other Council	1
Issue already resolved on the ground	1
Parramatta Park	1
Bike share/hire request	1
Fund safe cycling classes	1
Network integration to the east (towards Sydney CBD)	1
Bike parking	1

Table 1 Drop in session feedback - coded

Compared to other feedback mediums, a greater proportion of respondents to the drop in sessions identified issues between pedestrians and cyclists as important to them. Many suggested that the separation of pedestrians and cyclists wherever possible would be desirable. Drop in participants were also very positive in their feedback regarding the PVC. The two drop in sessions held on the PVC may partly explain both the above findings.

One idea raised during the drop in sessions that had not been previously considered was that of a *tool stand*. There are a number of Australian LGAs that provide tool stands (includes basic tools and pump) and it would appear that such a facility could be a worthwhile investment along high use routes that already exist (e.g. PVC, Parramatta Park, Sydney Olympic Park and the bike cage at Parramatta Train Station). As the network begins to be implemented, a tool stand may also be installed at a key location along a newly installed separated bicycle facility within the CBD. This community raised suggestion is now included in the updated version of the Bike Plan.

4. Written submissions

4.1. Community

Members of the community were invited to provide written feedback to the Draft Bike Plan, a total of 44 submissions were received, all by email. The most common general comment was congratulatory in nature, commending Council on their efforts to create a more bicycle friendly Parramatta. A number of contributors mentioned the growing population and urban intensification of Parramatta and the need to create a more bicycle friendly CBD to enable people to move efficiently in an increasingly dense city. For example:

- *‘First of all, congratulations on producing the best Bike Plan so far seen from the Parramatta Council. It is comprehensive and detailed, covering all areas including the areas introduced with the Council amalgamations. It includes some welcome separated on-road cycleways in the CBD and other places, and important linkages, including new bridges.’*

Community member

- *‘As a local business owner who has been in the Parramatta area for over thirty years, I would like to congratulate you on the proposed bike plan. In particular I wish to highlight the importance of developing new features such as the proposed separated paths on George St and Marsden St. The experience of the City of Sydney has clearly demonstrated that building bicycle paths increases business for small businesses located nearby. Increasing the bicycle network across the city will provide a safer way of travelling throughout the city for both pedestrians and bicycle users. The plan provides a good mix of commuting and recreational routes which will help position Parramatta well for the future.’*

Local business owner

Table 2 provides a summary of the feedback received via email. As with the drop in sessions, a large proportion of the feedback contained explicitly positive commentary on the Draft Bike Plan, some examples are below:

- *'I can't wait to ride on the new paths. I can't wait to get my family out on the new paths.'*

Resident

- *'The PVC has allowed my wife and me to take up cycling with confidence since we recently moved here, and being able to cycle to shops and the train station would really make living in Parramatta desirable, rather than just affordable.'*

Elden, Resident

Comment codes	Frequency
General positive comment re: Bike Plan	22
Existing condition: Safety concern/improved infrastructure required	17
Advocate - RMS	8
Parramatta Park	4
Bike parking	3
Wayfinding signage required	3
Maintenance and/or Lighting	3
Pedestrian and cyclist conflict on shared path	3
Improvement required to M4 Cycleway	2
Issue already resolved in the Bike Plan	2
Bike share/hire request	2
Advocate – other Council	1
Advocate - SOPA	1
Separated bike infrastructure not required	1
Detail design issue that will be considered in the design phase	1

Table 2 Email comments coded

It was also made clear when examining the written submissions that some people felt the proposals contained within the Draft Bike Plan did not go far enough. Some felt the speed limit should be lowered further, and all bicycle lanes should contain physical separation from motor vehicles. Whilst this represents an ideal design solution, such an approach may result in a significant loss of kerbside car parking and may be beyond the resources of an already ambitious Plan.

4.2. Geoff Lee, MP, Member for Parramatta

The Member for Parramatta, Dr Geoff Lee wrote to the City of Parramatta to commend the Council on the Draft Bike Plan and their objective to increase the proportion of people cycling in Parramatta. A number of recommendations were made for Council to consider, including:

- An initial focus on delivering the physical bicycle infrastructure to build the network.
- An aspiration target of 20% of all commute trips to be cycled.
- Mandate bicycle end-of-trip facilities in CBD commercial developments.

Dr Lee stressed the importance of building a coherent network of bicycle routes that do not end unexpectedly or leave people to negotiate busy roads without bicycle infrastructure. These suggestions are consistent with the network design principles outlined in the Draft Bike Plan.

4.3. Roads and Maritime Services

Roads and Maritime Services provided a detailed review of the Draft Bike Plan and the supporting documents. The following presents a synthesis of the key points on the Draft Bike Plan (the Council response is provided in *italics*):

- More needs to be done to increase the awareness of the separated bicycle infrastructure that does exist. *This is contained in Section 3.6 of the Draft Bike Plan.*
- Where space permits, it is preferable to have one-way pair cycleways rather than bi-directional cycleways. *The network design preferences one-way pairs over bi-directional, for safety reasons.*
- The Plan should outline the role of different parts of the Parramatta CBD in terms of other traffic (besides bicycles), such as freight, garbage trucks etc. *The detailed design of CBD bicycle infrastructure will include consideration of the issues raised regarding other modes of transport.*
- Path widths: It was suggested path widths should not be shown. *The figures containing path widths provide important conceptual information regarding minimum widths. Council agrees with RMS that widths will need to be considered individually, based on the context of the street/path in question, during the detailed design phase.*
- It is preferable to place bicycle lanes on the left-hand side of kerbside car parking, in order to increase protection from moving vehicles. *Council agrees with the approach suggested by RMS and where physical separation is possible. For safety and legibility, particularly at driveways and intersections and issues of over parking by cars, painted bike lanes will be between parked cars and the travel lane.*

- Bicycle parking rates for residential dwellings should be based on the number of bedrooms. *Council does not agree with this approach and will base bicycle parking rates on a per dwelling ratio, not per bedroom and this reflects current Australian best practice.*

5. CrowdSpot

CrowdSpot, an online mapping platform, was used to enable people to register their feedback on the Draft Bike Plan. Members of the community were able to drop a pin on the map to indicate ‘issue spots’, and ‘like spots’, and other people were able to add their own comments to these spots, or ‘support’ a spot established by an earlier contributor. A separate report *Parramatta Bike Network Project Report (Phase 2)* provides a data summary of the community feedback received via the CrowdSpot platform.

Figure 1 provides a snapshot of the clusters of feedback received, with the Parramatta CBD, Westmead precinct and Parramatta River corridor being areas of particular interest to respondents.

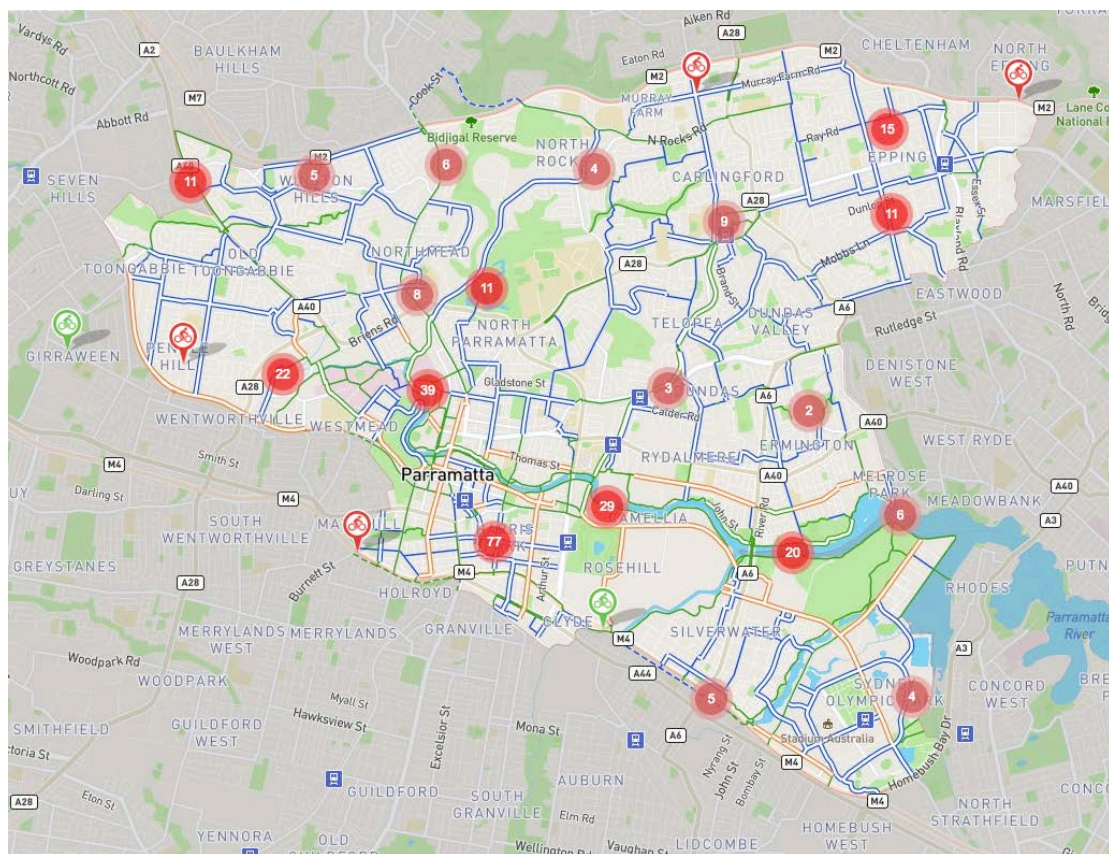


Figure 1 CrowdSpot platform

Source: <http://parramattabikenetwork.crowdspot.com.au/>

Each member of the community engaged through CrowdSpot were asked to select whether their contribution was a ‘like spot’ or an ‘issue spot’. Additionally, as identified earlier, other members of the community were able to contribute to an

earlier marked spot, by clicking a button to register their support or adding a comment of their own.

Respondents were able to enter their residential postcode and Figure 2 shows the postcode people live that responded to CrowdSpot. This shows that around 90% of contributors are residents of the City of Parramatta. As respondents were able to make multiple contributions, the postcodes for each individual was entered only once when preparing the map shown in Figure 2.

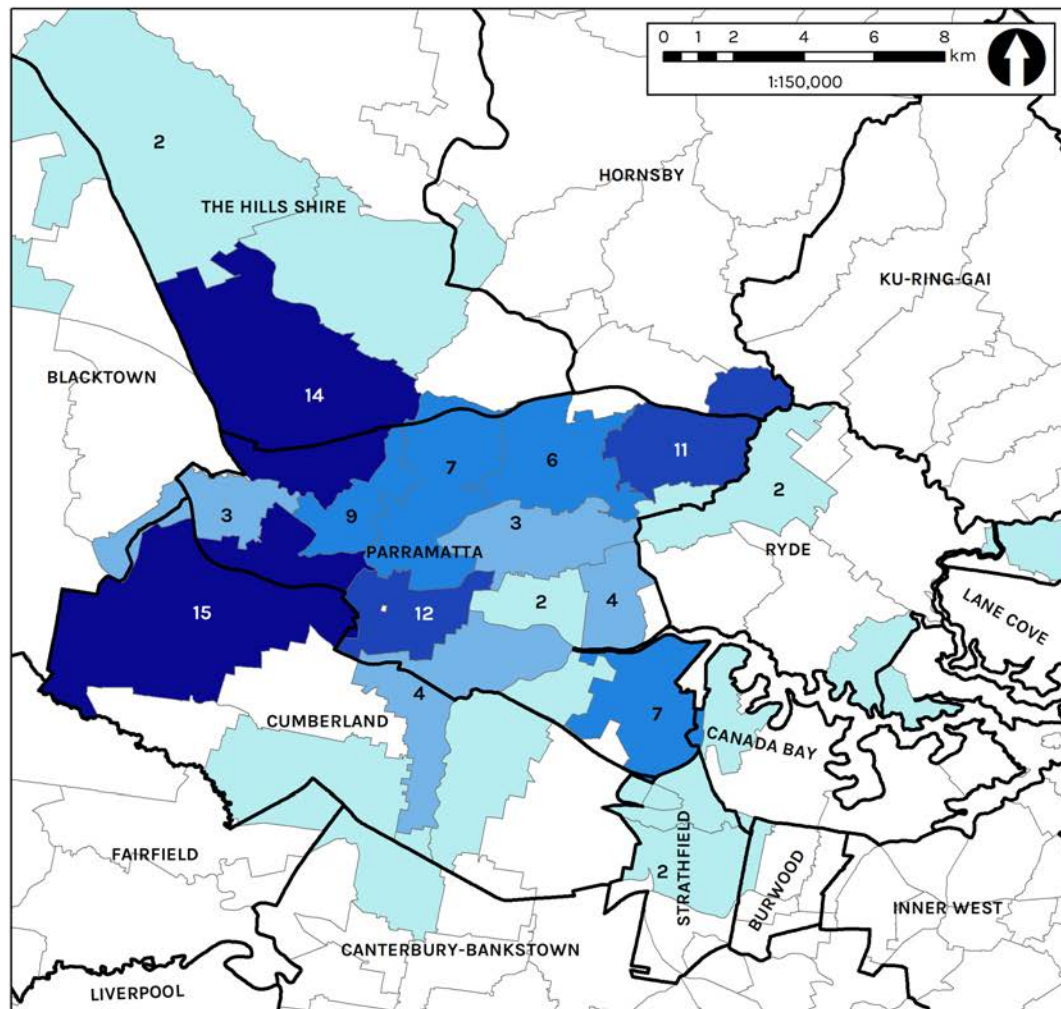


Figure 2 Geographical distribution of CrowdSpot contribution

5.1. Method of analysis

All contributions have been examined, including the comments added to the initial spot. Two methods of analysis have been undertaken, as described below:

1. **Major categories:** Each contribution was assigned to a major category. These are shown in Table 3 (Like Spots) and 5 (Issue Spots).

2. **Multiple codes:** A more detailed set of codes have also been created, to enable a nuanced examination of the feedback received regarding the Draft Bike Plan. These codes are shown in Table 4 (Like Spots) and 6 (Issue Spots).

Prior to discussing the key results, it is important to briefly identify some data integrity issues. The CrowdSpot platform proved to be a very effective method of engaging the community. However, as this feedback was provided purely on a static network map, it was possible some elements may have been misinterpreted. It appears that there were some instances in which a community member selected to add an *'issue spot'* that was in fact, on analysis of their submitted content, more likely to be a *'like spot'*. There were also a much smaller number of instances in which a contributor has selected a *'like spot'* that was more accurately an *'issue spot'*. Analysis of the CrowdSpot dataset included a *clean* (i.e. submissions belonging to the other category have been arranged to reflect the intention of the participant), to ensure the original intention of the participant has been captured in our analysis.

5.2. Key results

Almost 300 'spots' were created by community members using the CrowdSpot platform. Approximately 70% of submissions were entered as *'Issue Spots'* with the remaining ~30% recorded as *'Like Spots'*.

The most prominent theme to emerge from this analysis of community input into the Draft Bike Plan is the very positive feedback received. The community showed very strong support for the proposed network, especially separated bicycle infrastructure. The following two subsections provide results and discussion for *'Like Spots'* and *'Issue Spots'*.

5.2.1. 'Like Spots'

Table 2 shows the key themes from the CrowdSpot 'likes', the greatest support was for the proposed network, especially when users were both safe (separated from traffic) and travelling through areas of high natural beauty: particularly the newly opened sections of the PVC. There was also strong support for the proposed CBD bicycle lanes and site specific infrastructure such as the Alfred / Morton St Pedestrian & Cyclist Bridge, Subiaco Creek and cycling along the Light Rail alignment.

Major category	Frequency	Percentage
Support - Scenic & Safe	17	20.2
Support - Planned route	15	17.9
Support - Separated facility	11	13.1
Support - Recent works	8	9.5
Support - CBD Lanes	7	8.3
Suggested change - investigate	5	6.0
Support - Safe Route	5	6.0
Support - Bridge	4	4.8
Light Rail - Cycling	3	3.6
Support - Subiaco	3	3.6
Advocate - Cumberland	1	1.2
Advocate - NSW Health	1	1.2
Advocate - Parramatta Park	1	1.2
Escarpment Boardwalk	1	1.2
Site Issue - CoP maintenance	1	1.2
Suggested Change - not supported	1	1.2
Total	84	100

Table 3 Like Spots - by Major Categories

The improved level of safety afforded by the proposed network, especially the enhanced CBD bicycle permeability was frequently mentioned by participants:

- *'I think the proposal for an on road separated cycleway on George St is fantastic! It is important to develop new routes through and into the CBD that increase safety for all people...'*

Community Member

The analysis was also conducted using a slightly greater number of codes, and, as highlighted earlier, the analysis allowed for individual contributions to receive multiple codes.

Table 4 shows each of the codes developed to capture the key messages from participants. A high proportion of the feedback was supportive of specific sections of bicycle infrastructure proposed in the Draft Bike Plan. In total there was 39 instances in which comments were supportive of a specific route, *in addition* to the sections that were so frequently mentioned that the street or area is included in the code itself (e.g. *'Supportive of planned routes Westmead'*).

As noted earlier, there was very strong support for enhancements to safety provided by separated and/or dedicated bicycle infrastructure proposed in the Draft Bike Plan. The PVC, the CBD and routes along the future Light Rail were all received positively. Enhanced connectivity between the Westmead Hospital precinct, Parramatta Park and the Parramatta CBD were common themes within the feedback received.

Comment codes	Frequency
---------------	-----------

Support - Planned route	39
Support - safety improvements	13
Support - CBD Lanes	10
Supportive of planned routes Westmead	8
Supportive of planned routes PVC	7
Provides more attractive option than present route	6
Supportive of recreational riding	5
Supportive of transport based riding	5
Supportive of planned routes Alfred Street	5
Supportive of planned routes Light Rail	5
Not a like	4
Advocate – other Council	4
Support - planned routes Parramatta Park	4
Support - planned routes at Parramatta Train Station	3
Support - planned routes Church St CBD	3
Support - planned routes South Street	2
Support - planned routes Subiaco Creek	2
Bike parking - there and good	2
Like existing	2
General supportive comment	2
Support - planned route - Pitt Street CBD	1

Table 4 'Like Spots' Coded

NB: A comment could receive multiple codes.

5.2.2. Supports

Participants were able to register their support for a spot entered by another person. Our method of calculating supports was to include the number of supports received, plus the original contributor, as well as any of the commenters that were able to clearly show their support for the initial '*like spot*'. The top ten most supported spots are shown in Figure 3.

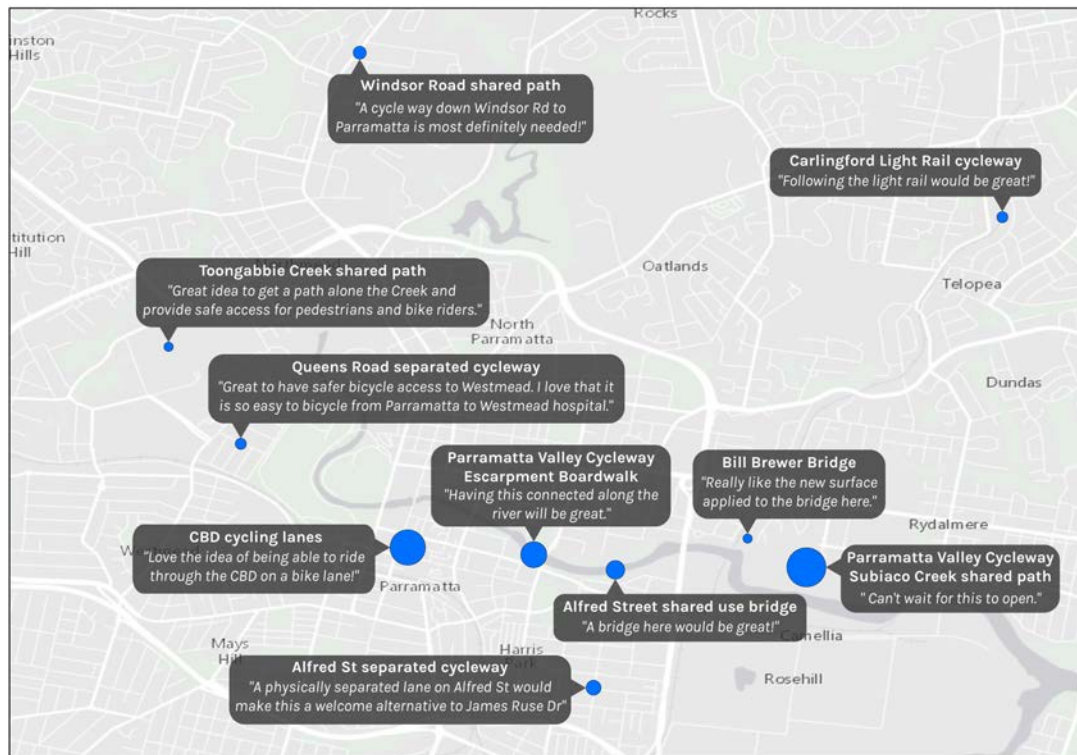


Figure 3 Top Ten Support for Like Spots

The spots receiving the most 'supports' included the completion of the Subiaco Creek path (21 supports), CBD cycling lanes (19 supports), and the Escarpment Boardwalk along the northern bank of the Parramatta River (14 supports). A future bridge at Alfred Street over the Parramatta River was also popular (10 supports), and also the Alfred Street separated cycleway through Harris Park (8 supports).

5.2.3. 'Issue Spots'

Community members providing feedback on the Draft Bike Plan via CrowdSpot were able to identify 'Issue Spots'. These spots were originally intended for the community to identify proposed network locations they don't support. However, as mentioned earlier, it was clear from an analysis of the substance of participant contributions that in many cases 'issue spot' was used to register broadly supportive comments. This is apparent when examining Table 5, which divides contributions into 17 categories. Over a fifth (22%) of the 'issue spots' were issues already addressed as an action in the Draft Bike Plan. This demonstrates the draft Bike Plan had anticipated a need and had already resolved the issue, it just needed to be communicated more clearly. A further 16.1% were placed in the 'Bike Plan Action' category, which refers to suggestions that were not originally proposed in the Draft Bike Plan but are included in the updated Bike Plan.

Many of the issues raised were outside the authority of the City of Parramatta and will be forwarded onto the appropriate agency. Some common examples were improved connections to the M4 cycleway in Cumberland and more formalised,

access points to Parramatta Park from surrounding streets. In addition, the Bennelong Bridge attracted a significant number of comments regarding inadequate space for pedestrians and cyclists, with a number of suggestions to create a facility that allows for separation of walkers and cyclists. Another example of advocacy to RMS about the intersections along the T-Way near Westmead Hospital. They were identified as taking a very long time to provide a green phase for those using the shared path. Finally, many contributors noted the narrowness of both sides of the Silverwater Bridge, with many identifying safety issues due to the limited width. The top ten issue spots, based on the number of supports received are shown in Figure 4.

Major category	Frequency	Percentage
Resolved: already identified in the Bike Plan	45	22.0
Bike Plan Action – Has resulted in changes to the Bike Plan	33	16.1
Considered but not supported	31	15.1
Maintenance	30	14.6
Advocate - RMS	19	9.3
Advocate - Parramatta Park	10	4.9
Resolved: already addressed on the ground	14	6.8
No Further action	5	2.4
Advocate - NSW Health	4	2.0
Advocate - SOPA	3	1.5
Advocate - Cumberland & RMS	2	1.0
Advocate - Hills	2	1.0
Lighting	2	1.0
Support - CBD Lanes	2	1.0
Advocate - Cumberland	1	0.5
Advocate - TfNSW	1	0.5
Advocate - UWS / City Trains	1	0.5
Total	205	100

Table 5 Issue Spots – by Major Categories

There were some suggestions made through the CrowdSpot platform that were considered, but could not be included, often due to roadway space constraints, or competing transport needs, such as motor vehicle requirements.

Table 6 provides an overview of the Issue Spots in terms of codes used to capture key messages (multiple codes). The key finding from this analysis is how prominent *safety concerns* and the need for improved bicycle infrastructure were in people's views on cycling in Parramatta. Almost half of all Issue Spot contributions included a lack of safety as a concerning issue. The need for separated bicycle infrastructure to avoid interaction with motor vehicles was an often-repeated message in the contributions and comments received. The second most common code was *Bike Plan Action - has resulted in changes to the Bike Plan* (61 instances). This is where a

community member made a suggestion which was considered by the Council and adopted in the revised Bike Plan. A significant number of contributions also related to areas not under the control of the City of Parramatta.

Comment codes	Frequency
Existing condition: Safety concern/improved infrastructure required	122
Bike Plan Action – Has resulted in changes to the Bike Plan	61
Advocate - RMS	33
Maintenance and/or Lighting	23
No action required	23
Advocate - Parramatta Park	13
Out of LGA	11
Resolved - Physical Works	9
Wayfinding signage required	8
Improvement required to M4 Cycleway	8
Ped/Bike Issue	7
Advocate - SOPA	6
Kerb ramp needed	4
Bike parking	3
Separated bike infrastructure not required	2
Network integration to the east (towards Sydney CBD)	2
Stairs not bike friendly	1

Table 6 Issue Spots Coded

Figure 4 provides an illustration of the top ten issue spots in terms of the number of *supports* the contribution received. As with the like spots, the method used to determine the number of supports was to include the original contributor, in addition to those who clicked the support button, as well as any comments that were assessed as being ostensibly supportive of the original contribution. The narrow crossing on both sides of the Silverwater Bridge received the highest number of supports (16).

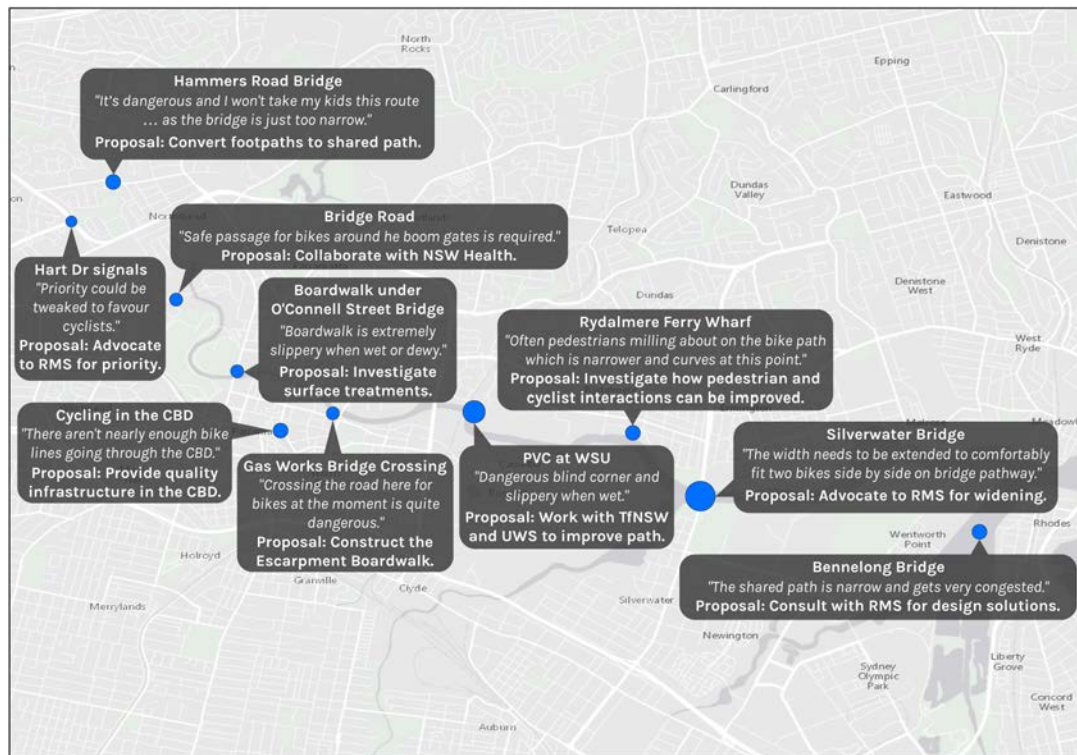


Figure 4 Top Ten supports for Issue Spots

A location of the shared path that runs as part of the PVC near the south east corner of Western Sydney University (WSU) was identified by a large number of CrowdSpot contributors for its sharp corner and surface quality issues. The corner itself cannot be eliminated but a safer surface can be investigated. It will however be incumbent upon people to ride within their ability, and minimise risk, to themselves and other path users. This is an area under the control of WSU and City Trains, and Council will need to work with these agencies to seek solutions to the issues raised by the community in this location.

Similarly, the path along the Parramatta River under the O'Connell Street bridge was identified as having a hazardous surface (wooden). Whilst it is unlikely the corner itself can be eliminated or even reduced, it will be possible to install a safer surface, though riders will need to ensure they ride within their abilities, the conditions and path geometry. A similar situation was reported by a number of CrowdSpot contributors at the section of path that runs under Marsden Street.

A particular section on the Bennelong Parkway was also a focal point for members of the public who identified that they felt very unsafe when crossing this point to connect to the shared path along the wetlands around Homebush Bay. People commented that this was particularly concerning crossing with children and families. The initial contributor noted: *'It would be made much safer if there was pedestrian crossing or traffic lights with a pedestrian button'* – female, 35 – 49 years old.

A number of contributors also mentioned that they would like the Parramatta CBD to be more bicycle friendly. It is possible some of these participants did not notice that several key streets within the Draft Bike Plan included proposals for high quality bicycle infrastructure, or it may have been possible they were referring to motor vehicle speeds or the network of one way streets.

Parramatta Bike Network

Project Report (Phase 2)

City of Parramatta

Created by CrowdSpot

16 May 2017



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May 2017

Disclaimer

This report is provided for information and it does not purport to be complete. While care has been taken to ensure the content in the report is accurate, we cannot guarantee it is without flaw of any kind. There may be errors and omissions or it may not be wholly appropriate for your particular purposes. In addition, the publication is a snapshot in time based on historic information which is liable to change. CrowdSpot accepts no responsibility and disclaims all liability for any error, loss or other consequence, which may arise from you relying on any information contained in this report.

1. Introduction

Background

The City of Parramatta launched the Parramatta Bike Network project map on 10 April 2017 as the second phase in the development of Parramatta Bike Plan. This project map followed the Phase 1 Parramatta Bike Plan map, which was completed in late 2016. This digital map was open for 4 weeks until 8 May 2017 and allowed the broader Parramatta community to give their feedback on the proposed bicycle network detailed in the Draft Parramatta Bike Plan.

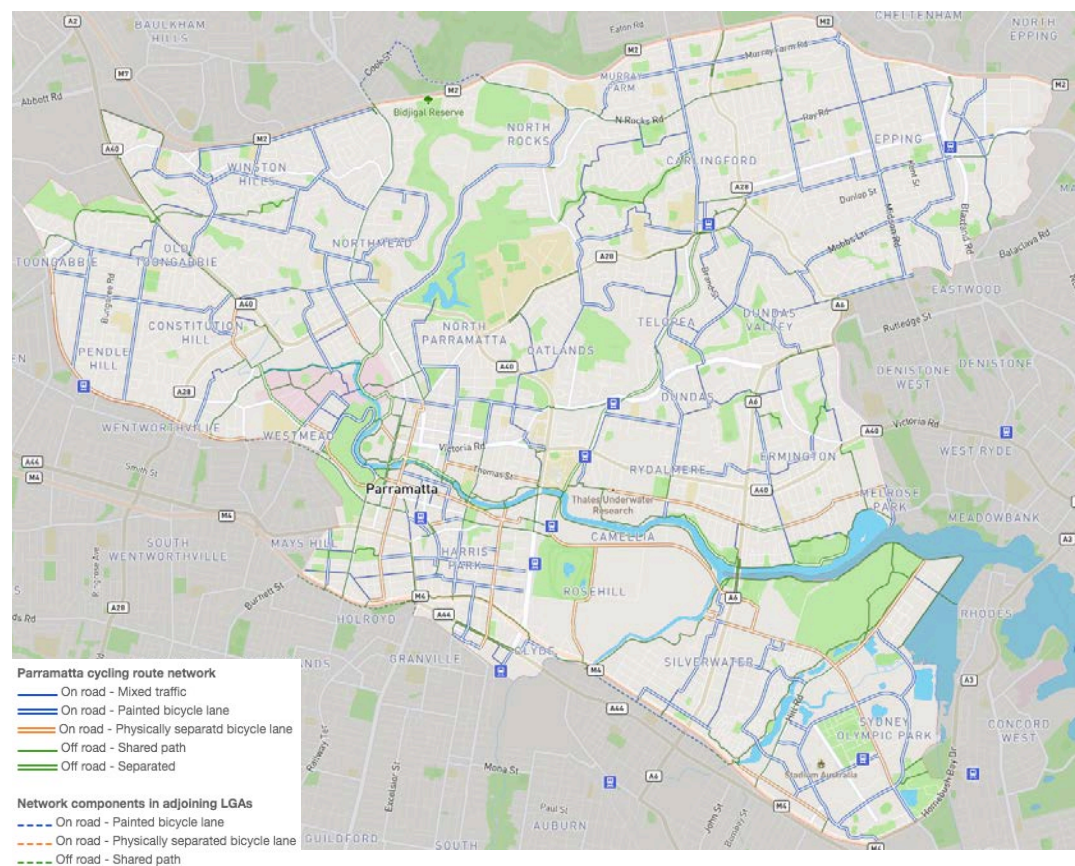
Study Area

The study area included the entire City of Parramatta municipality. The base map design included the proposed cycling route network to provide users with a deeper understanding of the proposed network.

Process

The data collected in this phase had been categorised and prioritised to provide a better understanding as to what action is required in terms of proposed changes to the draft Bike Plan, future advocacy priorities or short-term maintenance.

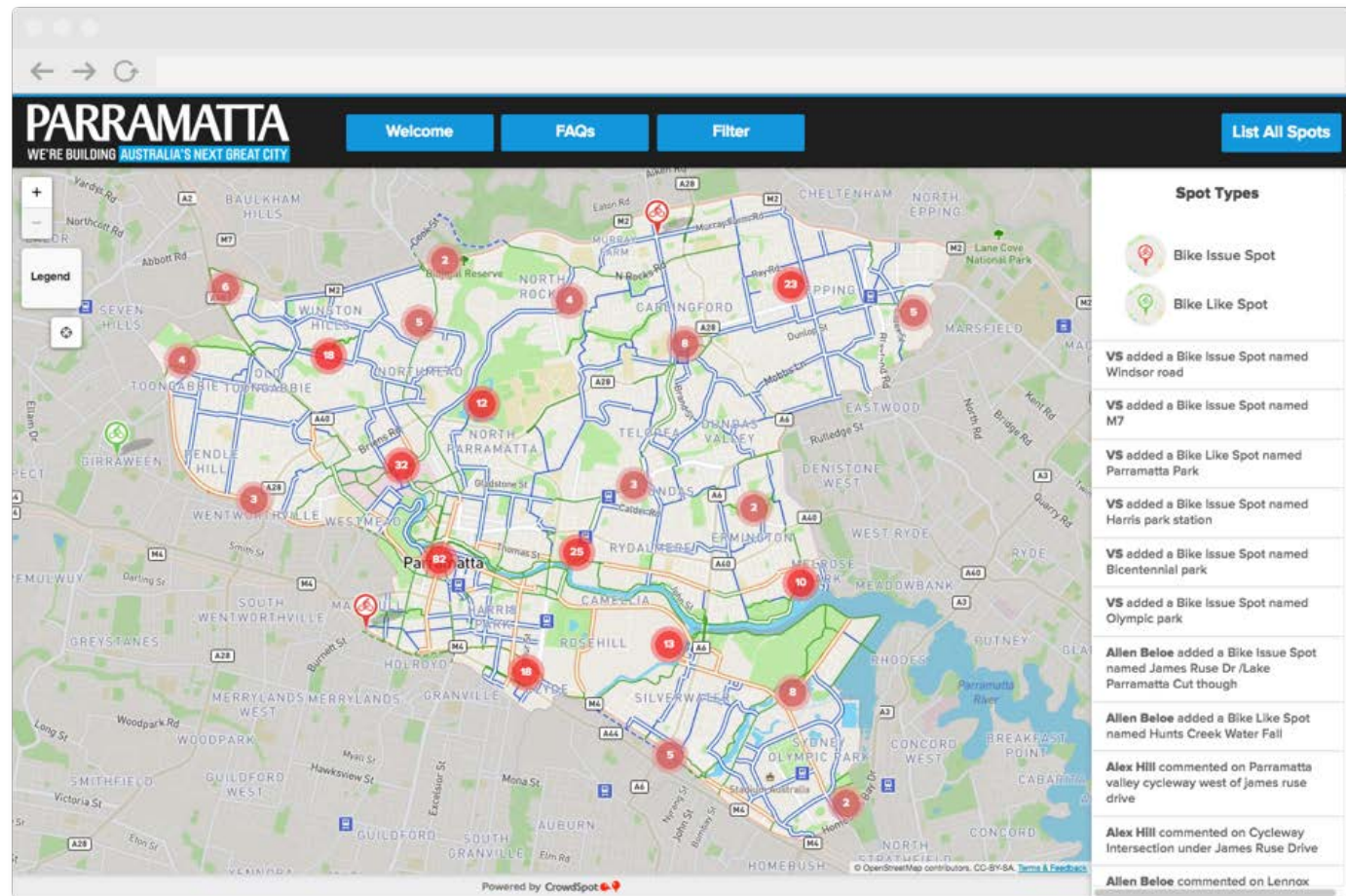
Figure 1 – Project Study Area



2. The Project Map

The online CrowdSpot map, was accessed via the City of Parramatta website or directly via the CrowdSpot map URL (<http://parramattabikenetwork.crowdspot.com.au/>). The map (Figure 2) allowed users to identify proposed bicycle network areas they support (Bike Like Spot) or proposed network locations they don't support (Bike Issue Spots).

Figure 2 – Parramatta Bike Network Project Map



Contributing to the map

The survey form contained a combination of location specific questions (type of spot, etc.) in addition to demographic questions of the participant (Age, Gender, etc.). There were three ways people were able to actively contribute input to the map. This includes:

1. 'Adding a Spot' to the map via the survey form
2. Commenting on existing spots already on the map
3. Voting on existing spots already on the map by clicking the 'support' button

Figure 3 – The survey form

PARRAMATTA
WE'RE BUILDING AUSTRALIA'S NEXT GREAT CITY

Welcome FAQs Filter List All Spots

Tell us about riding a bike in Parramatta..

What is the name of this spot? *
Street, Park, Landmark, etc.

What type of Spot is this? * Bike Issue Spot

What is the bike issue at this spot?
✓ Choose One
No planned bicycle lanes here
Unsafe location for bicycle lanes
I prefer this bike route
Bicycle lane ends unexpectedly
Different type of bike lane preferred
Other

Your gender Choose One

Your age Choose One

Your postcode *
Type postcode here (1000 - 9999)

Your name
This name will be visible

Would you like to stay informed about this project?
Choose One

Spot Types

- Bike Issue Spot
- Bike Like Spot

V5 added a Bike Issue Spot named Windsor road

V5 added a Bike Issue Spot named M7

V5 added a Bike Like Spot named Parramatta Park

V5 added a Bike Issue Spot named Harris park station

V5 added a Bike Issue Spot named Bicentennial park

V5 added a Bike Issue Spot named Olympic park

Allen Beloe added a Bike Issue Spot named James Ruse Dr /Lake Parramatta Cut though

Allen Beloe added a Bike Like Spot named Hunts Creek Water Fall

Alex Hill commented on Parramatta valley cycleway west of James ruse drive

Alex Hill commented on Cycleway Intersection under James Ruse Drive

Allen Beloe commented on Lennox

Powered by CrowdSpot

Figure 4 – Commenting and supporting an existing spot

PARRAMATTA
WE'RE BUILDING AUSTRALIA'S NEXT GREAT CITY

Welcome FAQs Filter List All Spots

Parra River, Parra Ferry stop
6 Support

Toby added this Bike Like Spot
a month ago · 8 comments

Description: Having this connected along the river will be great, rather than having to go up on Harris St.

8 comments Leave a Comment

Could you mark ferry stops like you have train stops?

Toby
around a month ago

This is the other missing link (along with Subiaco Crk) that must be completed ASAP. Then, and only then, the PVC will be a superb bike trail

David CS
around a month ago

Agree. The crossing on Harris street is pretty bumpy (better now some of the boards have been fixed). Would be nicer to not have to cross the river at all.

Someone
around a month ago

Spot Types

- Bike Issue Spot
- Bike Like Spot

VS added a Bike Issue Spot named Windsor road

VS added a Bike Issue Spot named M7

VS added a Bike Like Spot named Parramatta Park

VS added a Bike Issue Spot named Harris park station

VS added a Bike Issue Spot named Bicentennial park

VS added a Bike Issue Spot named Olympic park

Allen Beloe added a Bike Issue Spot named James Ruse Dr /Lake Parramatta Cut though

Allen Beloe added a Bike Like Spot named Hunts Creek Water Fall

Alex Hill commented on Parramatta valley cycleway west of james ruse drive

Alex Hill commented on Cycleway Intersection under James Ruse Drive

Allen Beloe commented on Lennox

3. Participation Data

The data collected through the map includes a combination of both active and passive participation. Active participation refers to user interactions where people have submitted their input by either adding a spot, comment or 'support'. Passive participation refers to cases where users have explored the map, viewing and reading various contributions without actively making a submission.

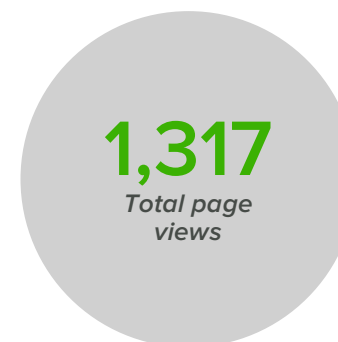
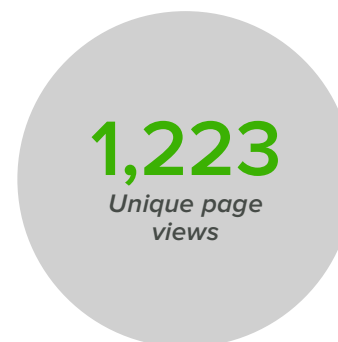
Active Participation



Passive Participation



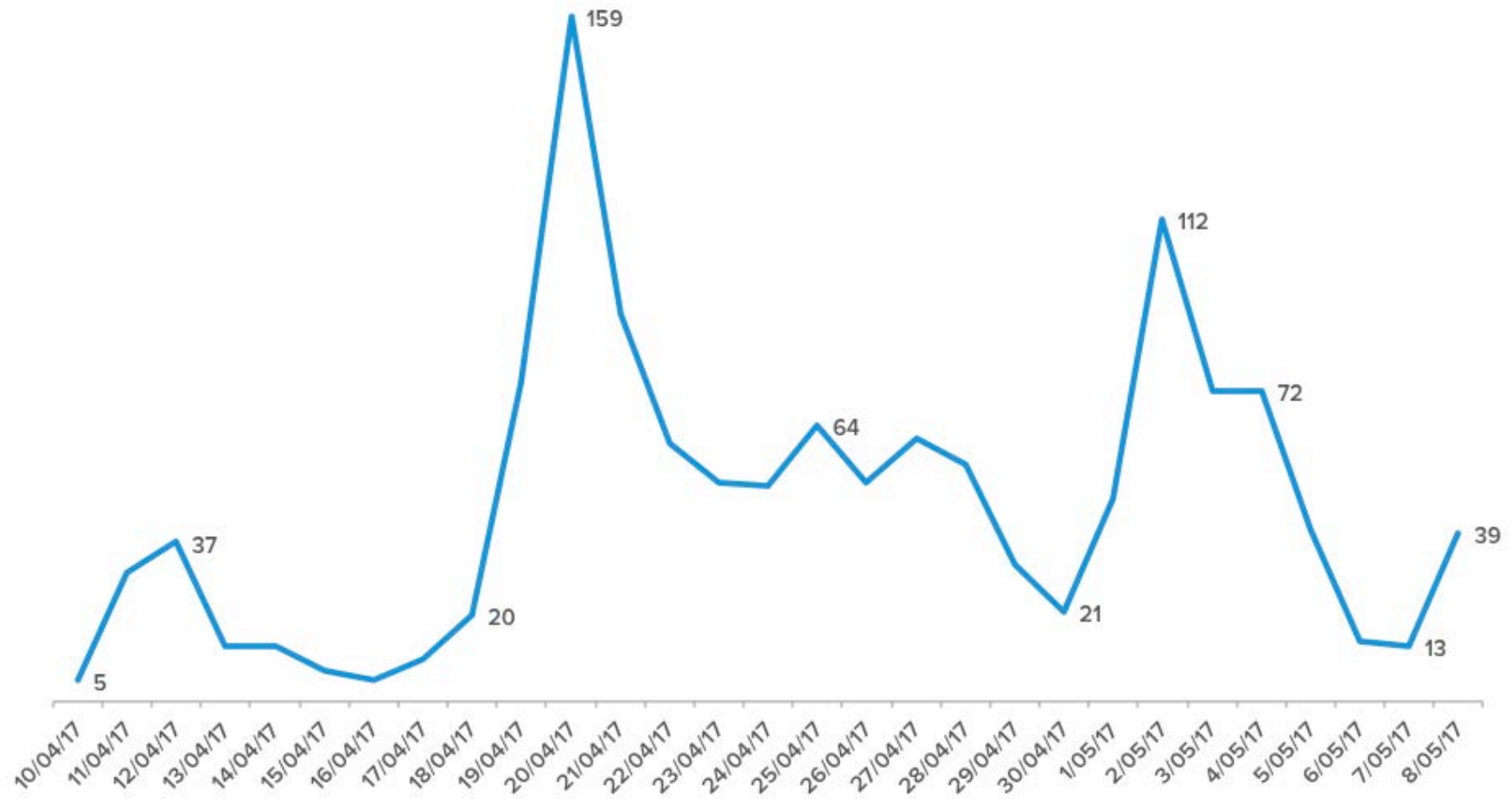
Page Views



In total, there were 176 active participants who submitted input on the map and Google Analytics reported 1,223 unique page views. As a result, we can determine that there were 1,047 passive participants, those who came to the website but did not make a submission. The large number of passive participants is often a result of the project being shared widely online with people who have an interest in transport or digital engagement but don't necessarily have knowledge of the Parramatta area to actively participate.

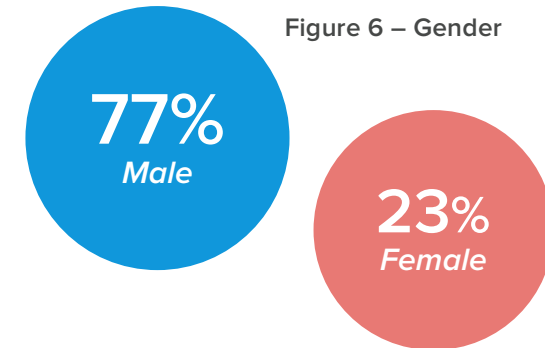
Figure 5 on the following page displays the total number of views per day over the engagement period. The peak occurred shortly after the project launch on 20 April with approximately 159 page views. Another peak occurred on 2 May with 112 views.

Figure 5 – Page views over time (source: Google Analytics)



Gender

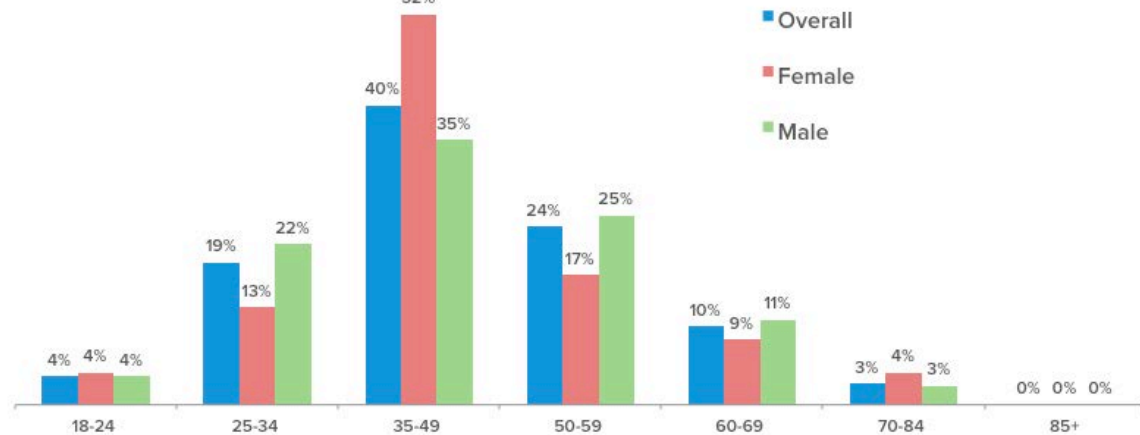
Overall, the majority of people who submitted a spot on the map were men, who represented 77%, while women represented the remaining 23%, this is broadly in line with the current gender split of cyclist in Sydney.



Age

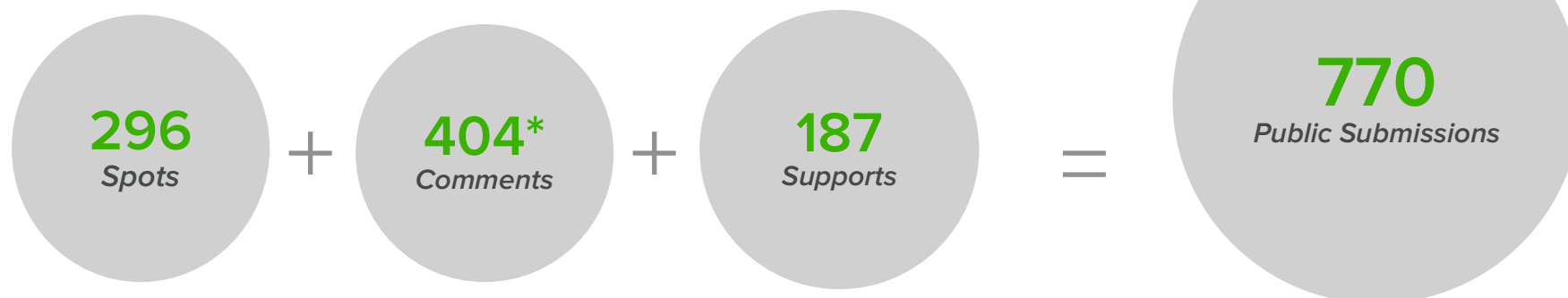
In term of age, the majority of participants were in the 35-49 age range, representing 40% of participants. There was also strong representation in the 50-59 (24%) and 25-34 (219%) age ranges. This is very similar to the phase 1 demographics. Interestingly, there were relatively more women than men represented in the 35-49 age range. There was also very limited participation from people under 24 and from people over 69.

Figure 7 – Age



4. Submissions

There were a total of 887 submissions made up of spots, comments and Supports.



* 162 of these 404 comments were responses to Issue Spots by City of Parramatta

Types of Spots

The majority of spots added to the map were 'Bike Issue Spots', representing 71% of all the spots added to the map (Figure 8). 'Like Spots' followed next with 29% of all spots. The spot types proved useful to help people frame their submission on the proposed network. Despite this, many people submitted issue-based feedback on proposed improvements when it would have been more appropriate to add a 'Bike Like Spot' as they were in support of the proposed bicycle infrastructure improvement as part of the Draft Bike Plan.

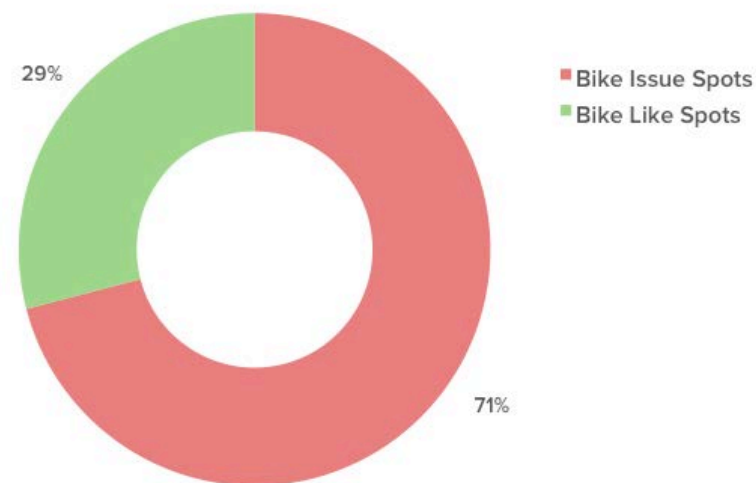


Figure 8 – Spot Types

5. Spatial distribution of Spots

The image to the right includes all spots added to the map. There is a concentration of spots in the central Parramatta CBD area and along the Parramatta River corridor. The northern section of the study area has a much more dispersed spread of Spots. This spatial distribution can also be seen with the heat map on the following page.

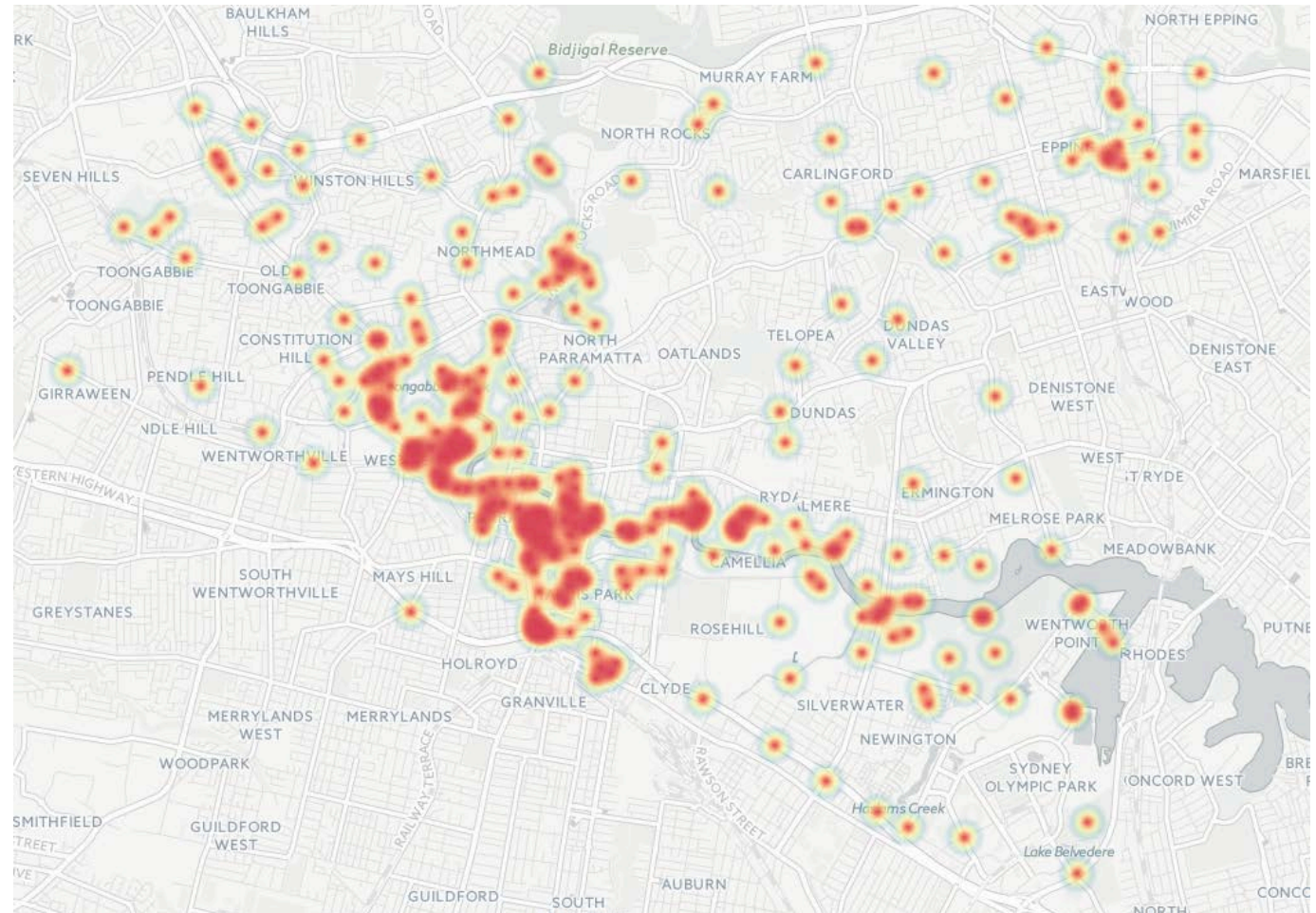


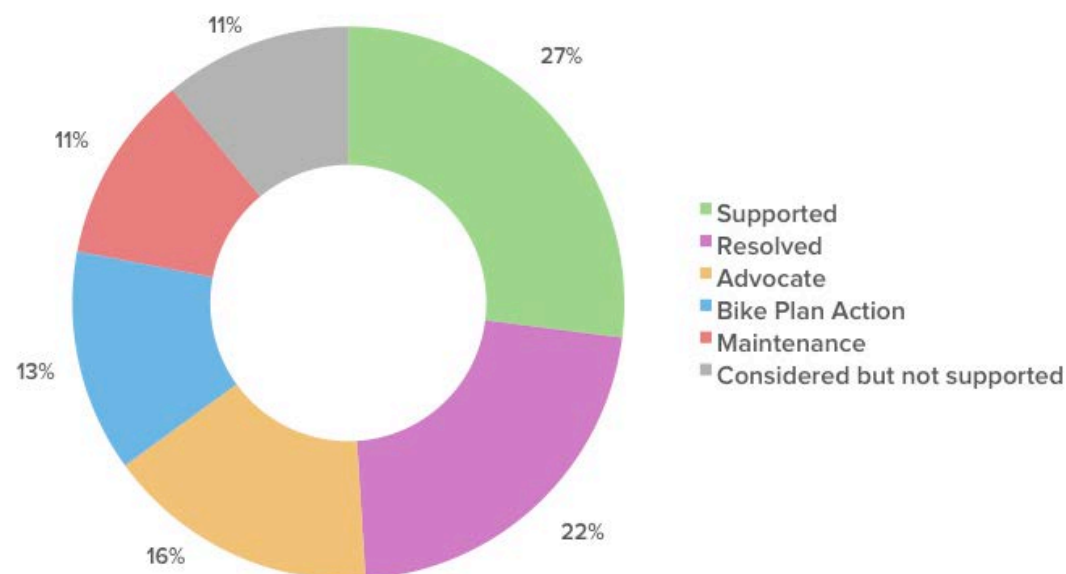
Figure 9 – Heat map

6. Categorising Spots

The primary purpose of this community mapping exercise was to seek public feedback on the existing Draft Bike Plan. As a result, it is most effective to categorise submissions according to the level of 'support' the proposed infrastructure received, potential changes to the Draft Bike Plan or other short-term actions. The categorisation of spots has largely been made according to the short (immediate need) or long-term (strategic planning) nature of the request and specific responsible authority involved. The categorisation of the spots includes five main categories:

- **Supported** – These are submissions (27%) that supported actions as part of the existing Draft Bike Plan.
- **Resolved** – These are submissions (22%) that are currently being addressed on the ground or are already identified within the existing Draft Bike Plan.
- **Advocate** – These are requests (16%) that fall within a responsible authority that is not the City of Parramatta. The city intends on communicating these requests to the appropriate authority.
- **Bike Plan Action** – These locations (13%) require further investigation and may warrant changes to the existing Draft Bike Plan.
- **Maintenance** - Locations (11%) that are less strategic and require further investigation and potential maintenance work.
- **Considered but not supported** – These are submissions (11%) were reviewed, but are not supported at this stage.

Figure 10 – Categorising Spots



Categorised Spots Mapped

This map (Figure 11) plots all of the spots according to the categorisations detailed on the previous page. Areas to note include:

- The concentration of orange spots or ‘Advocate’ locations close to Parramatta Park, Westmead Hospital, main arterial roads or bordering Council areas.
- ‘Supported’ and ‘Resolved’ spots in key off-road routes such as the Parramatta Cycleway.
- Dispersed ‘Bike Plan Action’ spots that require further investigation and potential changes to the existing Draft Bike Plan.

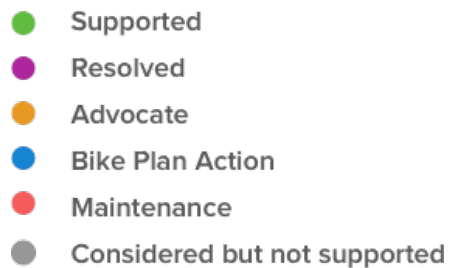
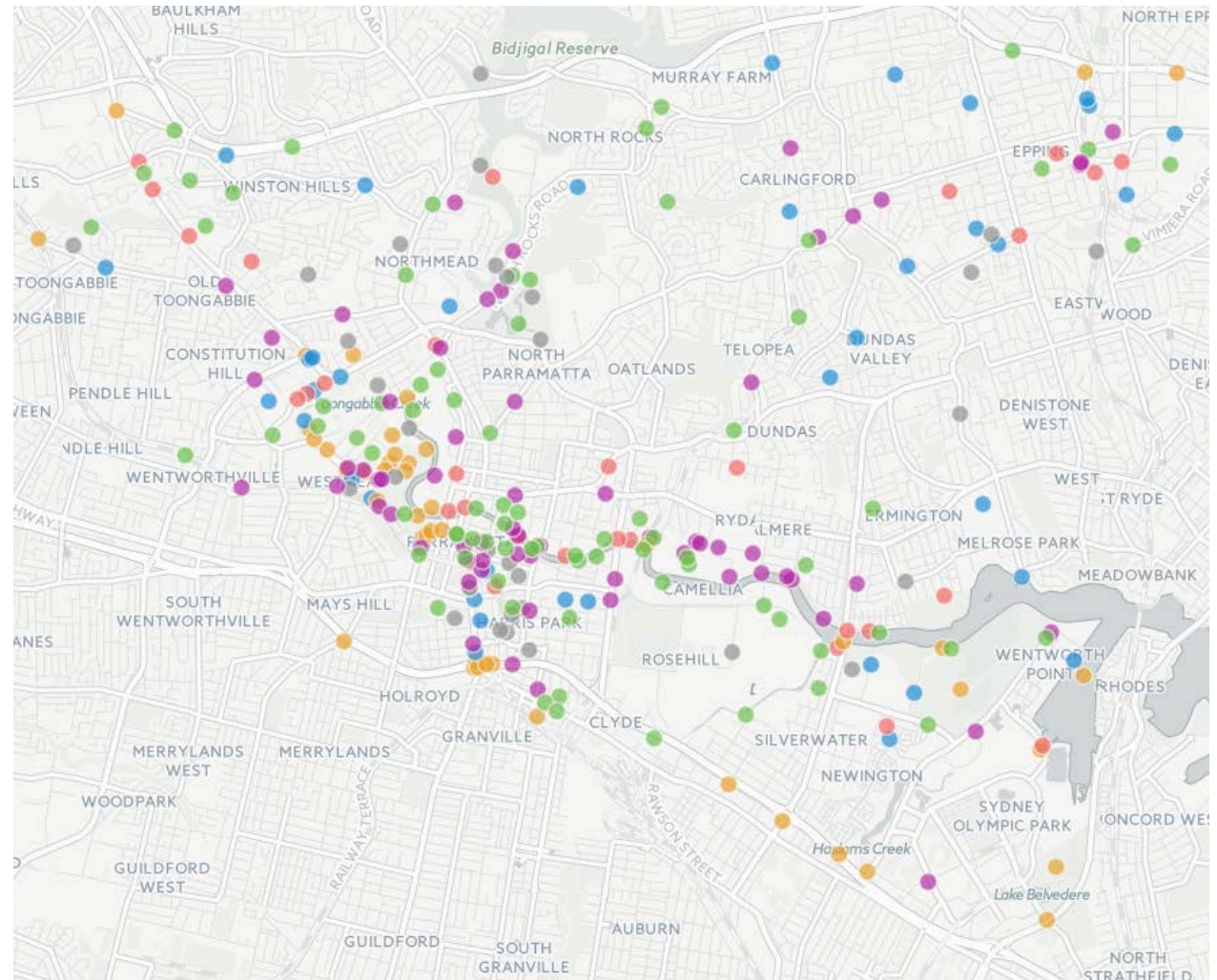


Figure 11 – Categorised Spots Mapped



7. Priority Locations

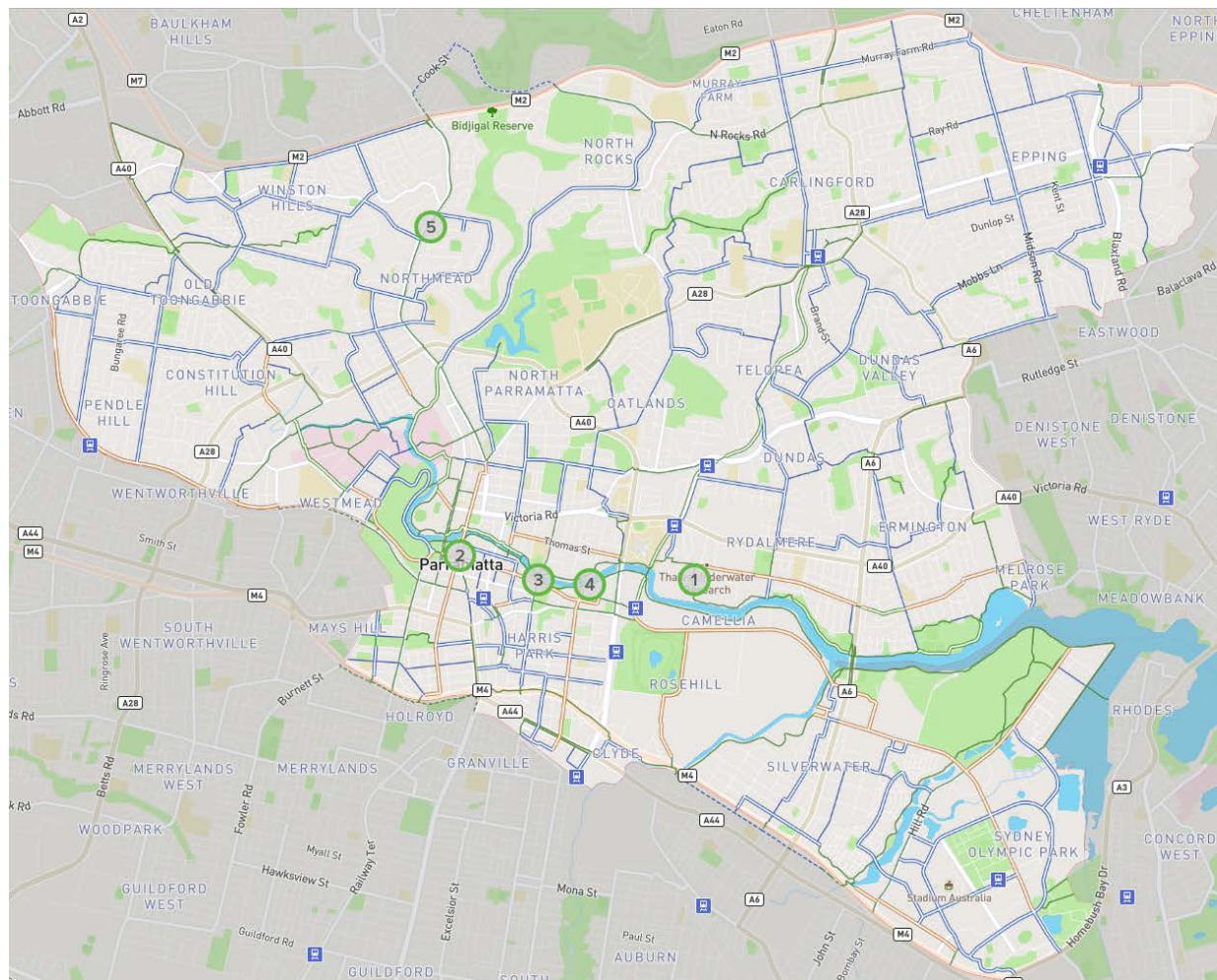
This section identifies the top priority locations across all categories except the ‘Considered but not supported’ spots.

Supported Spots

These Spots represent supported actions as part of the Draft Bike Plan.

1. Subiaco Creek Pathway
2. CBD Bike Lanes (Hassall St, George St and Marsden St)
3. Escarpment Boardwalk near the Gas Works Bridge
4. New Bridge at Alfred Street and Parramatta Cycleway
5. Windsor Rd Cycleway connecting Northmead to Parramatta

Figure 12 – Supported Spots



Resolved Spots - Already 'Actioned'

These are high priority locations identified by the public as 'issues' that have already been addressed on the ground or in the proposed Draft Bike Plan.

1. Narrow concern on Hammers Rd Bridge - Each footpath to be made a shared path so cyclists do not have to ride on the bridge roadway.
2. Improving entrance to Parramatta Park from Queens Road - Queens Rd Cycleway (in construction) will bring a wider, 24-hour access curb ramp at the existing entrance.
3. Connection to Parramatta Square and WSU - Current draft plans for a shared path connection to the University Campus as an interim measure until the Civic Link is realised.
4. Rydalmere Ferry Wharf - Bike path intersects with ferry pedestrian access. Council allocated \$1.25M to separate pedestrians and cyclists through Eric Primrose Reserve.
5. Parramatta Park Two-way Bike Lanes - The proposed southern link is proposed to be both directions.

Figure 13 - Resolved Spots

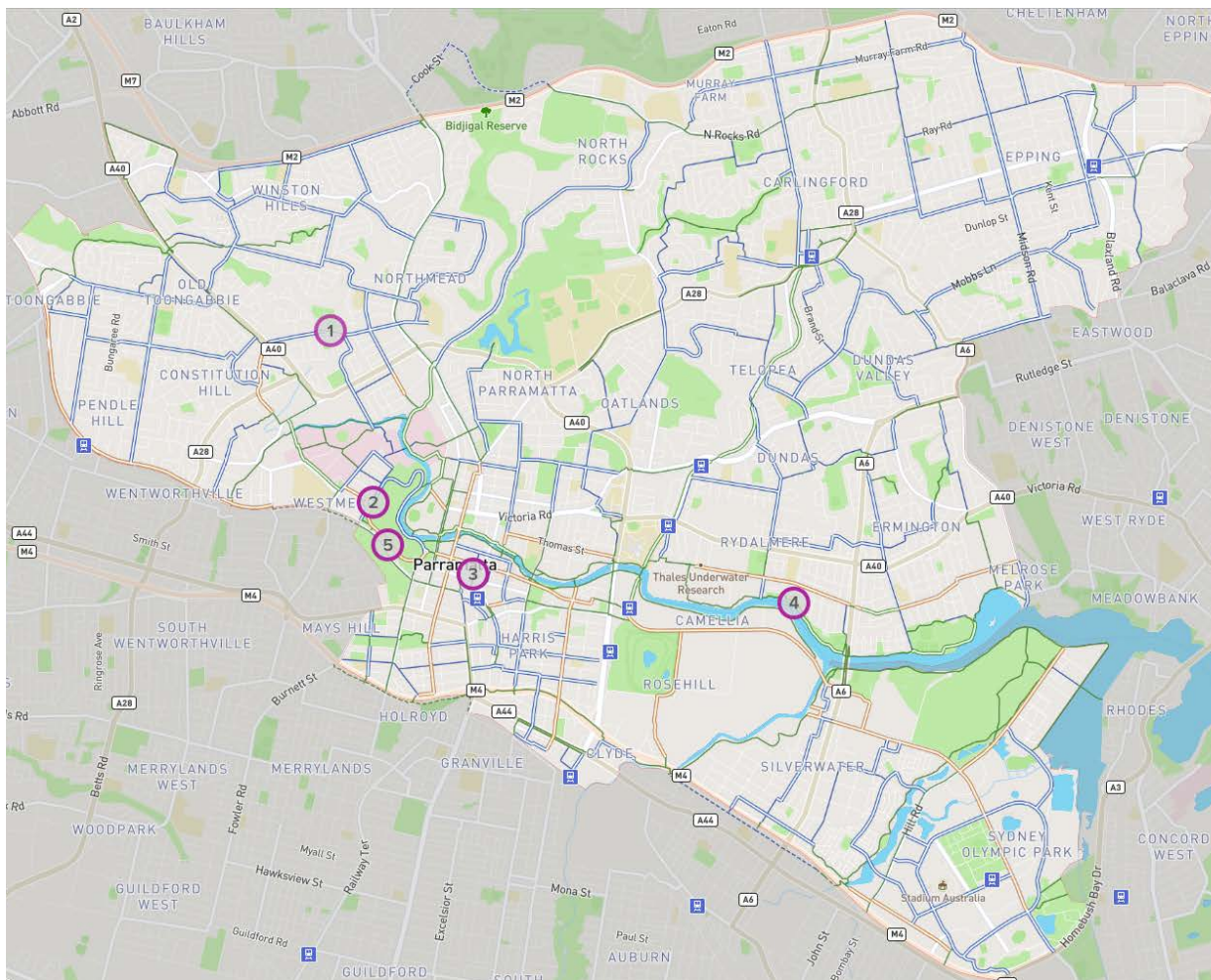
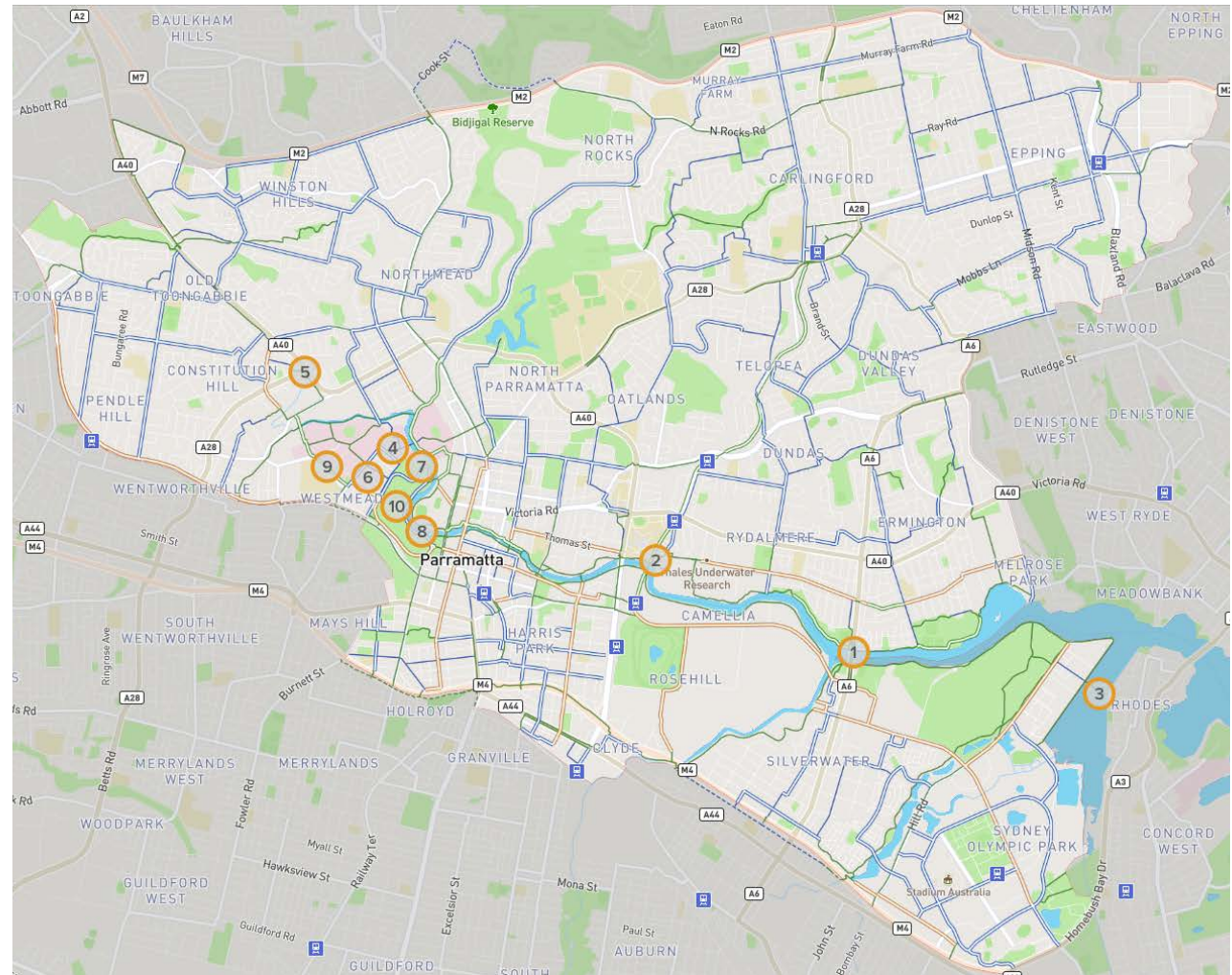


Figure 14 – Advocacy Spots

Advocacy Spots

These spots represent top advocacy priorities for future bike improvements where the City of Parramatta is not the responsible authority.

1. Silverwater Bridge (narrow) – RMS
2. Parramatta Valley Cycleway near UWS (poor surface) – UWS/City Trains
3. Bennelong Bridge (narrow) – RMS
4. Bridge Rd, Westmead (safe boom gate passage) – NSW Health
5. Traffic light crossing Hart Dr at Old Windsor Rd - RMS
6. Parramatta Park river connection – NSW Health
7. Bridge access to Parramatta Park – Parramatta Park
8. Westmead Oral Health Entrance – RMS
9. New hospital access road at Mons Rd Cuts through existing bicycle path - NSW Health
10. Seal gravel cycleway path behind Parramatta Stadium – Parramatta Park

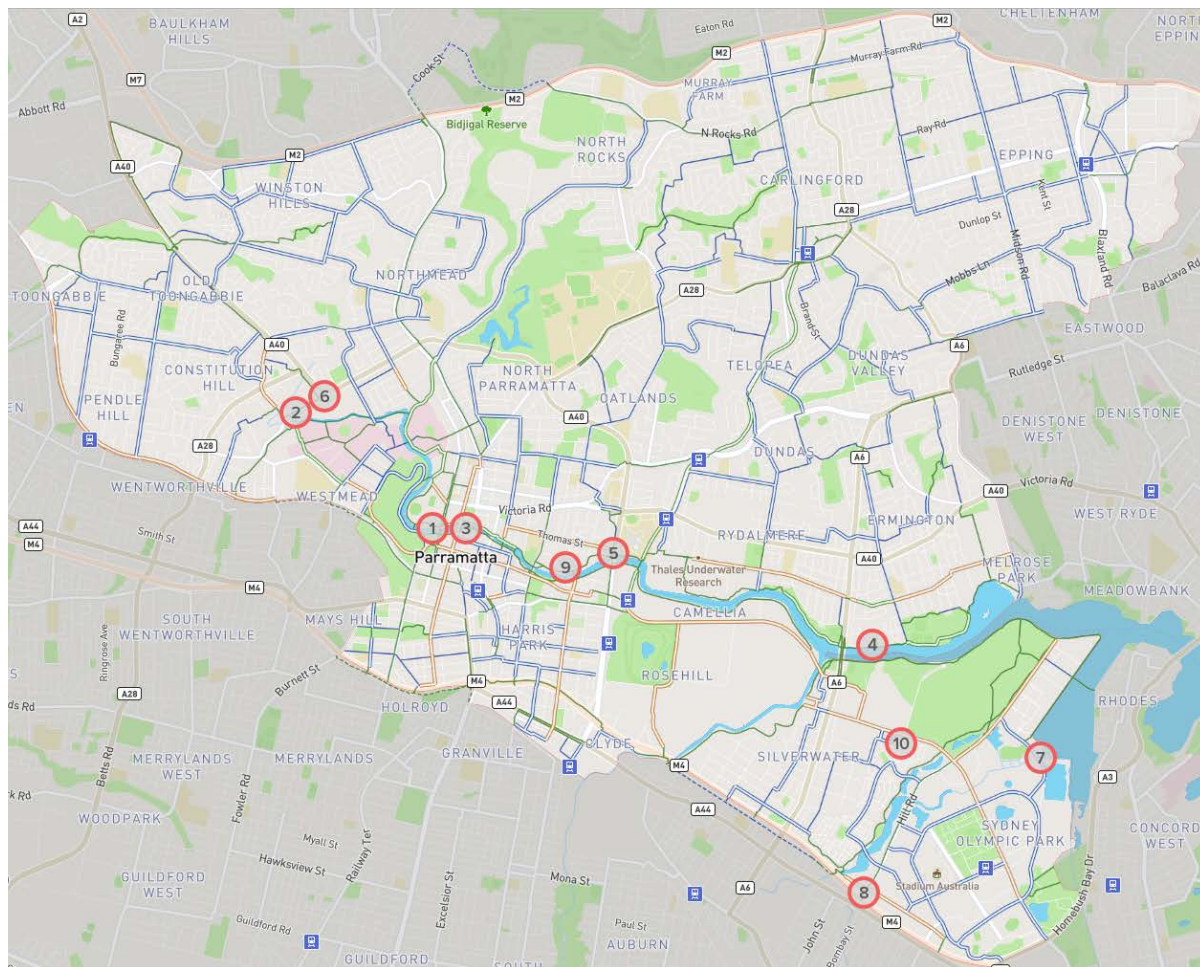


Maintenance Spots

These Spots represent priority locations that are less strategic and require further investigation and potential maintenance work.

1. Parramatta Valley Cycleway Boardwalk near O'Connell St – Slippery when wet
2. Shared Path along Briens Rd – Vehicle driveway issues
3. Path under Marsden St – Blind corner
4. Parramatta Valley Cycleway - Water does not drain from path
5. Cycleway Intersection under James Ruse Drive – Dangerous section due to gradient and riders in opposing directions.
6. T-Way bike path Briens Rd – Pole in middle of path at blind corner
7. Bennelong Parkway – Difficult crossing
8. M4 exit crossing – Vehicles not stopping for pedestrians or riders.
9. Parramatta Valley Cycleway - Direct users to stay on the Cycleway rather than sending them up to Morton Street.
10. Newington Library – More bicycle parking

Figure 15 – Maintenance Spots



Bike Plan Action – To be considered in final Bike Plan

These Spots represent priority locations that require further investigation and may warrant changes to the exiting Draft Bike Plan.

1. Bennelong bridge – Connection to the bridge?
2. Connection from Campbell St through to North Rocks Road
3. 32-34 Mons Rd, Wenworthville – Cars parking on the Cycleway
4. Jamieson Street – New bike lanes request
5. Oakes-Murray Farm Road – Inappropriate cycle route
6. Connect Church St and Parkes St bike lanes
7. Connect T-way path to Redbank Rd along Brians Road
8. Underpass James Ruse Drive – Requires proper connection and paving
9. Connection from Parramatta Park to Westmead Station
10. Connect Smith St turning right into Darcy St

Figure 16 – To be considered in final Bike Plan Action

