PARRAMATTA BIKE PLAN

VOLUME 1: ENGAGEMENT

CITY OF PARRAMATTA // MAY 2017

Parramatta Bike Plan Consultation Report

Report // December 2016

CONTENTS

1.0 Introduction

1.0 INTRODUCTION

1.1 Introduction

This report presents the outcomes of the community consultation phase for the development of the Parramatta Bike Plan 2017.

1.2 Approach

The community consultation phase comprised three main elements, as follows:

Online Community Survey Questionnaire

A web-based survey questionnaire was developed with the aim of gathering important qualitative information on current bike riding participation, including barriers to increasing participation in Parramatta. The questions explored a range of intrapersonal, sociocultural, regulatory and built environment related issues that enable and constrain bike riding in Parramatta. The survey was widely promoted by Council through a range of available channels including eNewsletters, email databases and social media. Promotion of the survey targeted residents, traders, workplaces, schools, and universities. A total of 488 responses were received, providing an excellent sample for analysis. The results of which are presented in chapter 2.0.

Online Mapping Platform

The second element of the community engagement process involved the use of an innovative, tried-and-tested online spatial mapping platform to enable the community to digitally map locations with known barriers for bike riding. This tool enabled the community to spatially map safety and infrastructure related issues. In addition, the platform enabled the community to review, rate and comments on these issues. Furthermore, demographic data such as gender, age and cultural background was also collected to contextualise the information gathered. The outcomes of this process will be used to identify a set of priority actions to be addressed in the first year of the delivery of the plan. A total of 362 people actively engaged with the platform, and a further 525 visited the platform but did not contribute. The results from this element are presented in detail in a separate report in Appendix A, and summarised in the conclusions.

Community Workshops

The final element of the community consultation involved two workshops, which were held at Parramatta Town Hall on the 6th and 7th December, between 6-8pm. The workshops focused on route mapping exercises that enabled the participants to develop bicycle networks that suited their needs. Participants worked in groups based on experience, gender and if they had children who cycled. A total of 45 people participated in the workshops, with strong involvement from female riders. In addition, one family attended with a young child.

Figure 1.1: Workshop Participants

Using the Outcomes of the Community Consultation

The outcomes from the consultation have already been used to inform the development of a draft bicycle network for Parramatta. The initial network proposals, based on the desktop research, saddle surveys and propensity index analysis, were cross-referenced with the proposals from the workshop participants. The final network will also be cross-referenced against the outcomes of the online mapping platform to ensure that the locations of concern for the community are adequately addressed with appropriate infrastructure treatments. The outcomes of the community survey questionnaire will be used to inform the development of a range of actions to build motivation, efficacy and confidence among current and new riders in Parramatta.

2.0
Community Survey Results

2.0 COMMUNITY SURVEY RESULTS

2.1 Introduction

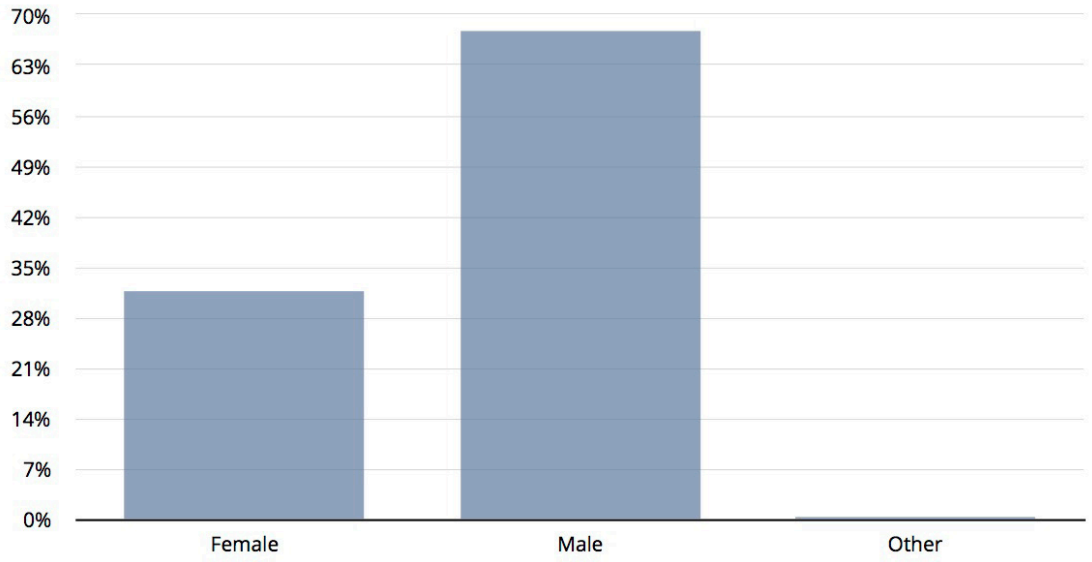
The online community survey was run over a period of five weeks commencing on the 11th November through to the 12th December. During this period a total of 488 responses were received. The results of these responses are presented this the following chapter.

2.2 Demographics of Respondents

Gender

Figure 2.1 below presents the gender profile for respondents.

Figure 2.1: Gender Profile of Respondents

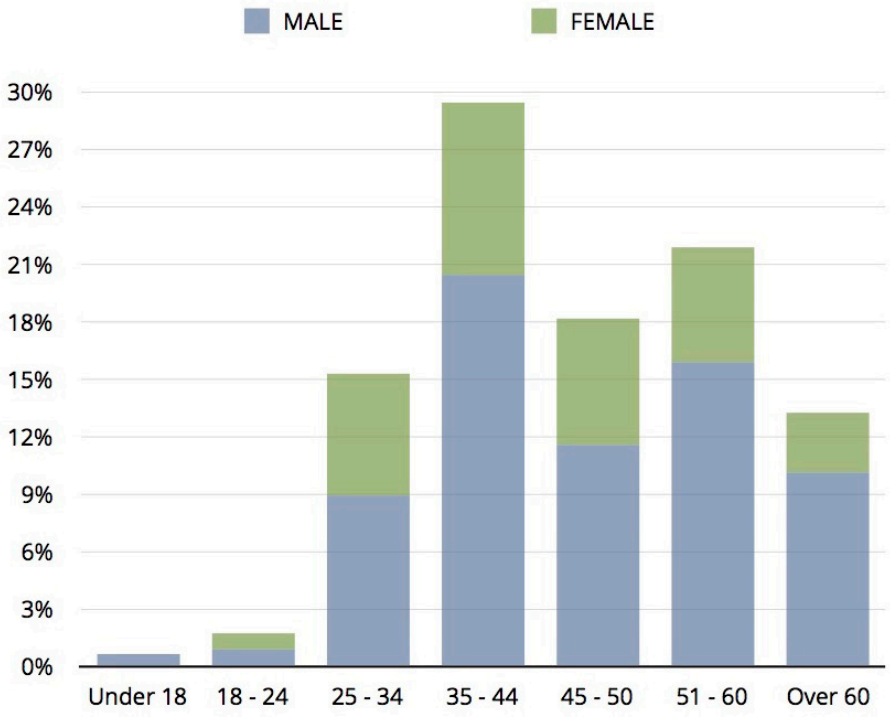


The data shows that about two thirds of all respondents were male and one third female, with a marginal proportion registering as 'other'. The gender ratio 2:1 of males to females is higher than the national average of 3:1, which suggests that females are better represented in this sample than is normally the case in cycling.

Age

Figure 2.2 below presents the age profile for respondents.

Figure 2.2: Age Profile of Respondents

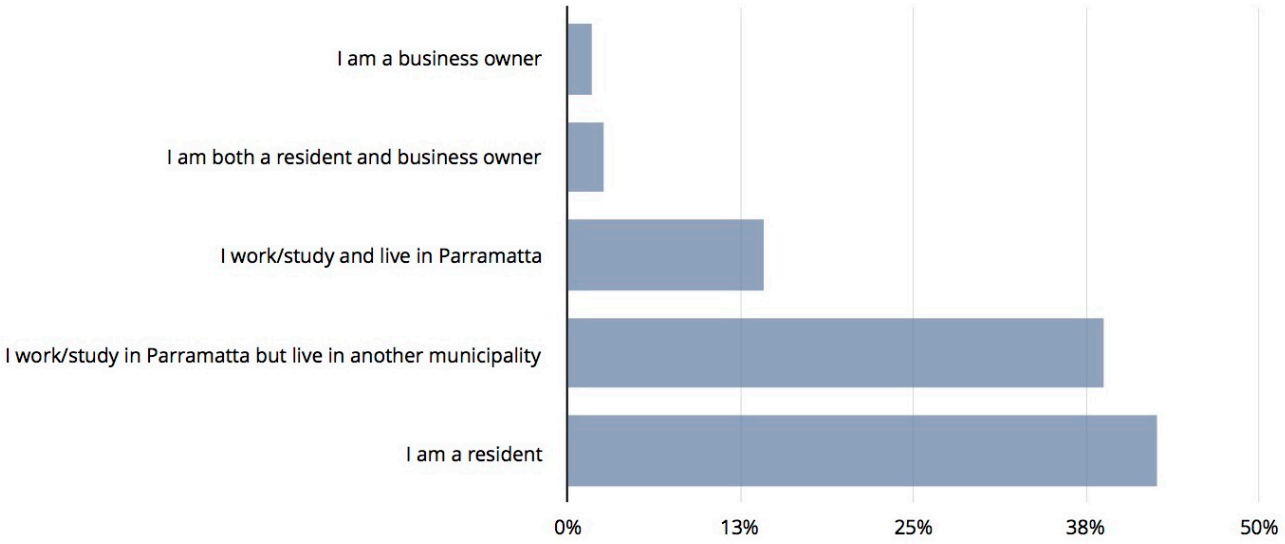


The age group with the highest representation was 35-44 (29%), followed by 51-60 (22%). Youth (under 18) and young adults (18-24) are poorly represented in the sample, and, therefore, care should be taken when attributing the results of the survey to these age groups.

Residential Status in Parramatta

Figure 2.3 overleaf presents respondent's main purpose for being in Parramatta.

Figure 2.3: Respondent's Residential Status in Parramatta

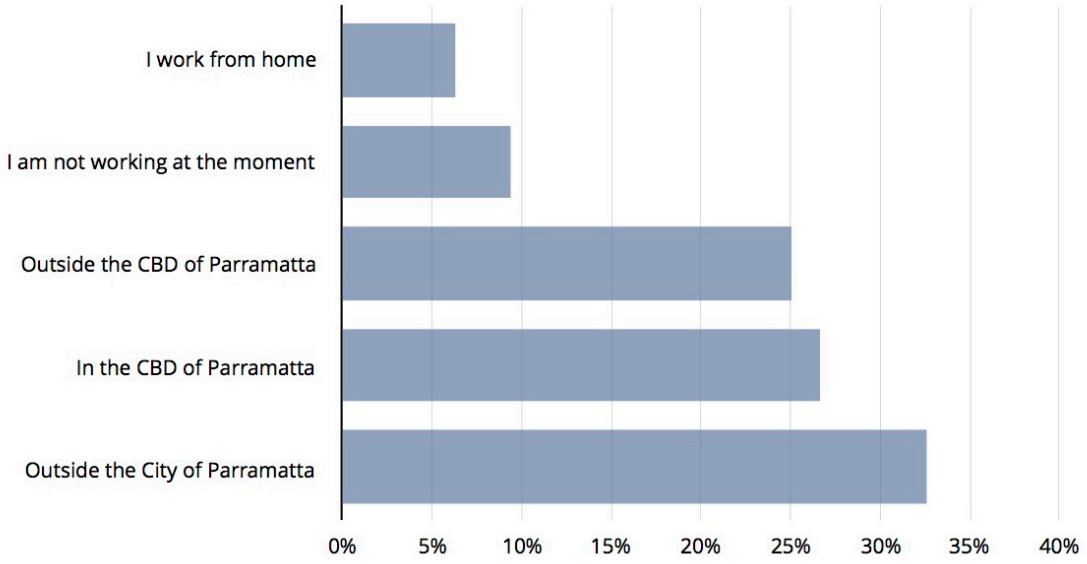


While the majority of respondents live and work in Parramatta, 40% also live outside the local government area but work/study in Parramatta.

Place of Work

Figure 2.4 below presents respondent's place of work.

Figure 2.4: Respondent's Place of Work



The majority of respondents work inside the local government area (58%), while one third work outside of Parramatta (33%). There was little difference between the proportion of respondents who work inside the CBD and outside the CBD.

Tertiary Level Education

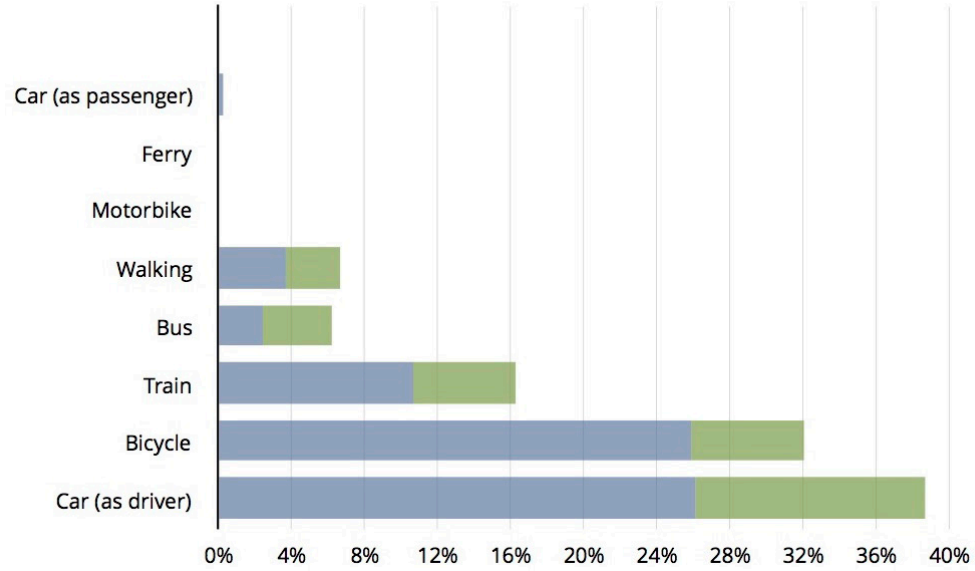
Around 10% of all respondents indicated that they are currently in tertiary level education, split evenly between full and part time attendance.

2.3 Main Mode of Travel

For Commuting

Figure 2.5 presents respondent's main mode of travel for commuting journeys in Parramatta.

Figure 2.5: Main Commuting Mode of Respondents

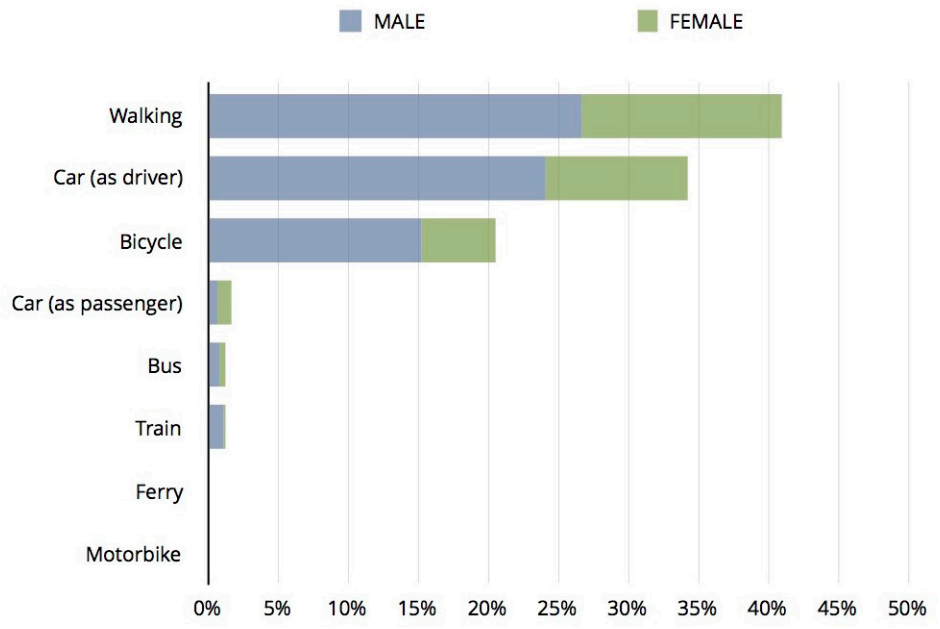


The majority of respondents (38%) indicated that they normally drive to work, with a further third (33%) using a bicycle. Females were overrepresented among bus user, and relatively highly represented amongst walkers.

For Short Trips (Under 10 minutes)

Figure 2.6 overleaf presents respondent's main mode for short journeys (under 10 minutes) in Parramatta.

Figure 2.6: Main Mode for Short Journeys of Respondents



The majority of respondents (41%) indicated that they walked for short local trips (under 10 minutes), followed by driving (35%).

The data suggests that car use remains a prominent mode of transport for the sample of respondents.

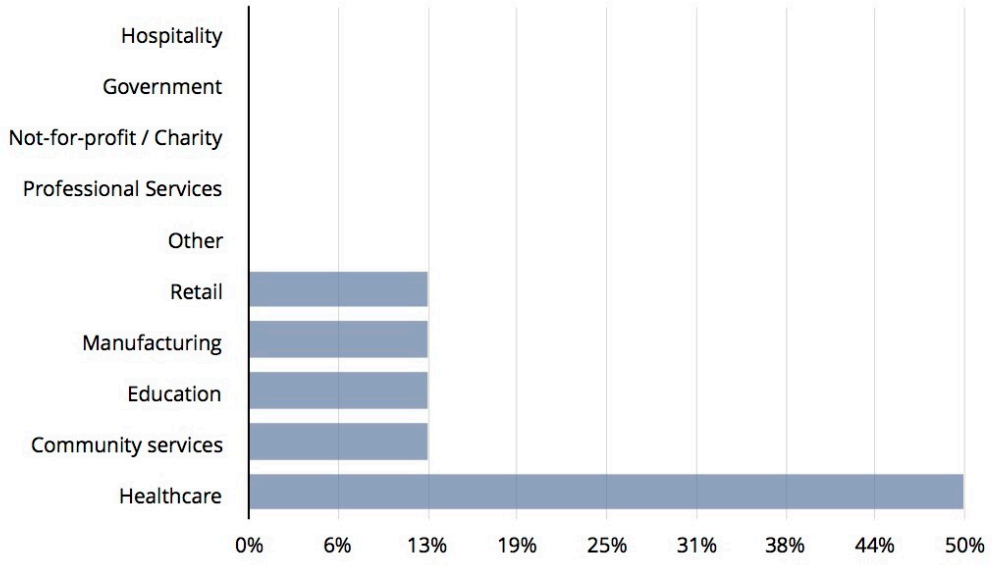
2.4 Local Businesses

Respondents who ran local businesses were given the opportunity to provide some information about how their employees use cycling for commuting and for work purposes. This subset of the overall survey sample represented a total of 20 respondents.

Types of Business

Figure 2.7 overleaf presents the type of businesses run by self-employed respondent's.

Figure 2.7: Type of Businesses Run by Self-Employed Respondent's

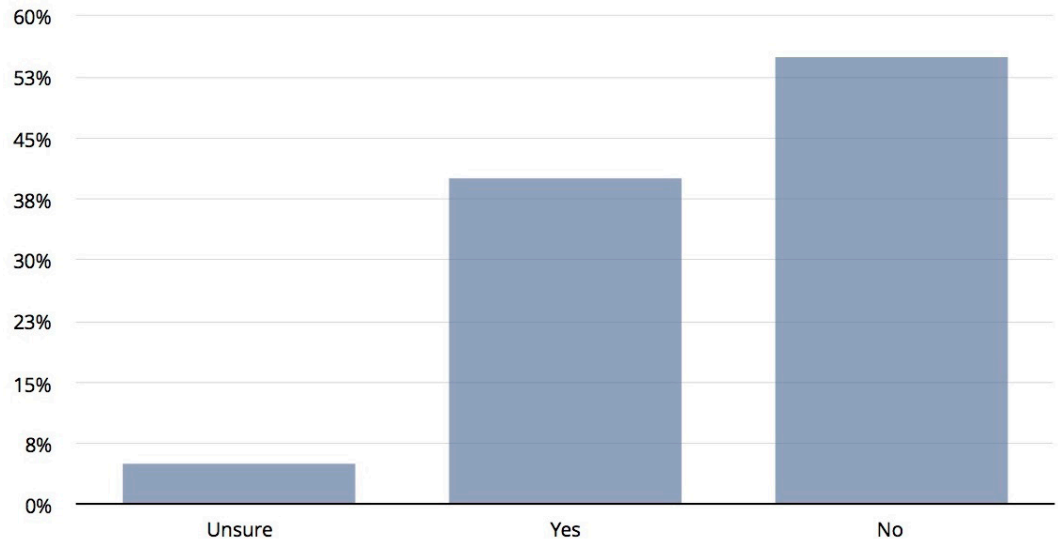


The majority of respondents who ran a local business were involved in the healthcare sector, with small numbers operating businesses in retail, manufacturing, education and community services.

Businesses with Employees Who Cycle

Figure 2.8 below presents the businesses with employees who cycle.

Figure 2.8: Businesses with Employees Who Cycle



The majority of business owners (55%) reported that their staff did not cycle to work. Those respondents who indicated that some of their staff did ride to work were asked to specify how

many. However, no respondents answered this question. These respondents were also asked what type of facilities they provided for their staff (e.g. showers, parking etc.). However, no respondents answered this question either.

Using Bicycle for Business Purposes

Respondents were asked to indicate how their employees used cycling for work purposes. The majority (60%) used bicycles for travelling to make deliveries, and the rest (40%) used bicycles to travel to meetings.

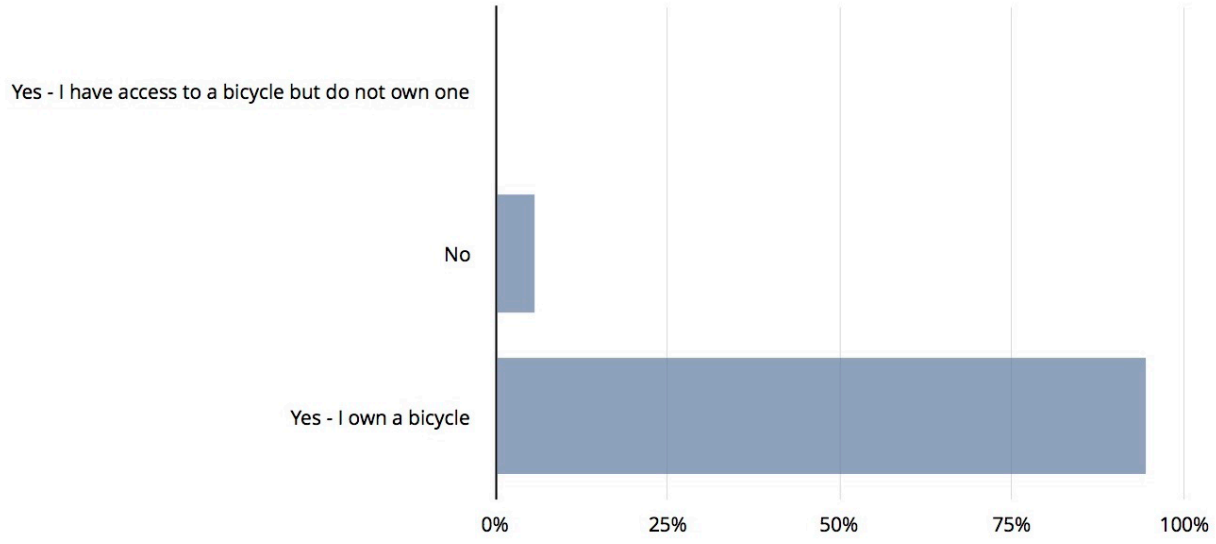
2.5 Cycling Participation

Respondents were asked a range of questions about their current participation in cycling.

Access to a Bicycle

Figure 2.9 presents a breakdown of respondents by the type of access they have to a bicycle.

Figure 2.9: Respondent's Access to a Bicycle

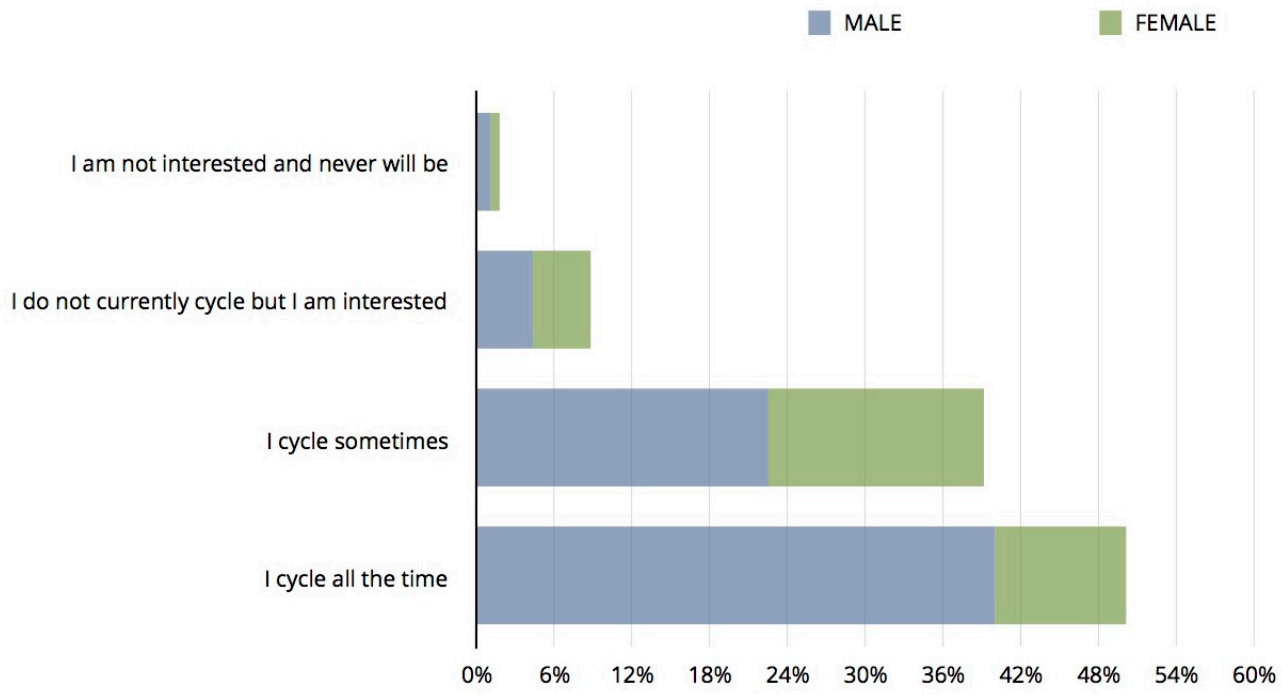


The vast majority (90%) of respondents indicated that they own a bicycle.

Current Participation in Cycling

Figure 2.10 overleaf presents a breakdown of respondent's current participation in cycling.

Figure 2.10: Current Participation in Cycling

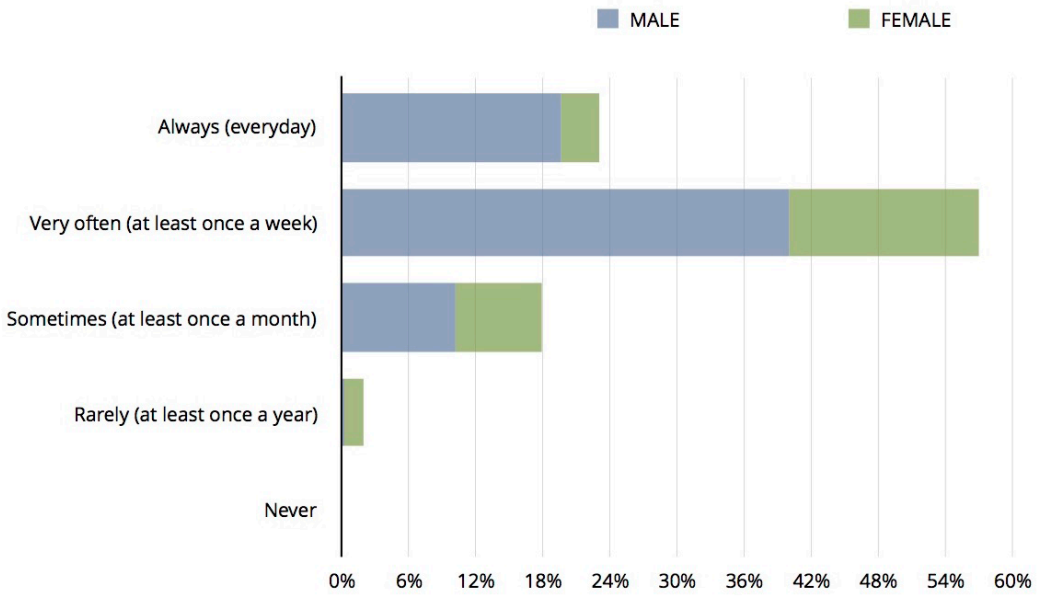


Half of all respondents indicated that they cycle regularly with over a third more cycling sometimes. Almost one in ten indicated that they did not currently cycle but are interested in taking it up. A small proportion indicated they have no interest in cycling.

Frequency of Cycling

Figure 2.11 overleaf presents a breakdown of the frequency of cycling of respondents who currently ride.

Figure 2.11: Frequency of Cycling

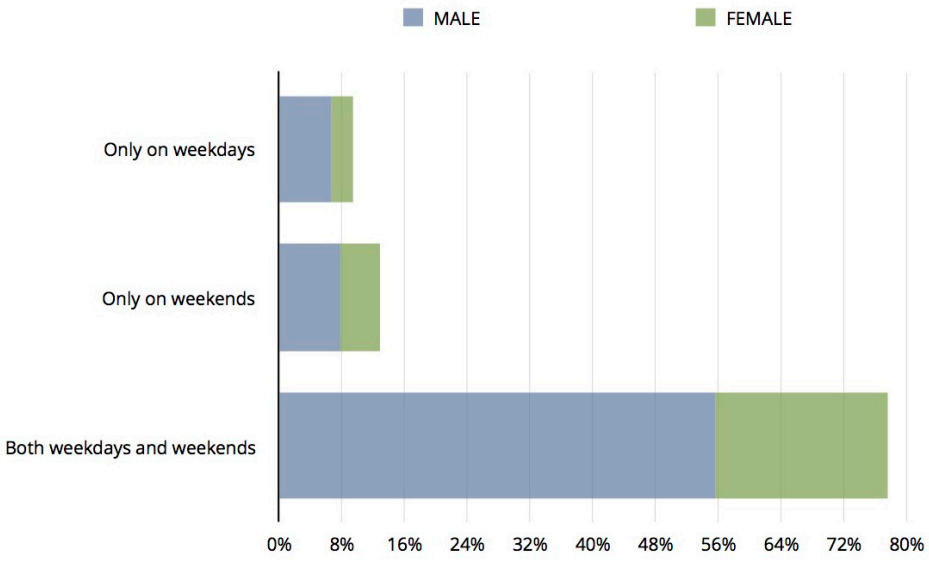


The majority of respondents (56%) cycle at least once a week, with almost one quarter cycling everyday. A further 18% ride only around once a month. This suggests significant potential for increasing cycling participation.

When Current Riders Cycle

Figure 2.12 below presents the part of the week when respondents who currently ride, prefer to cycle.

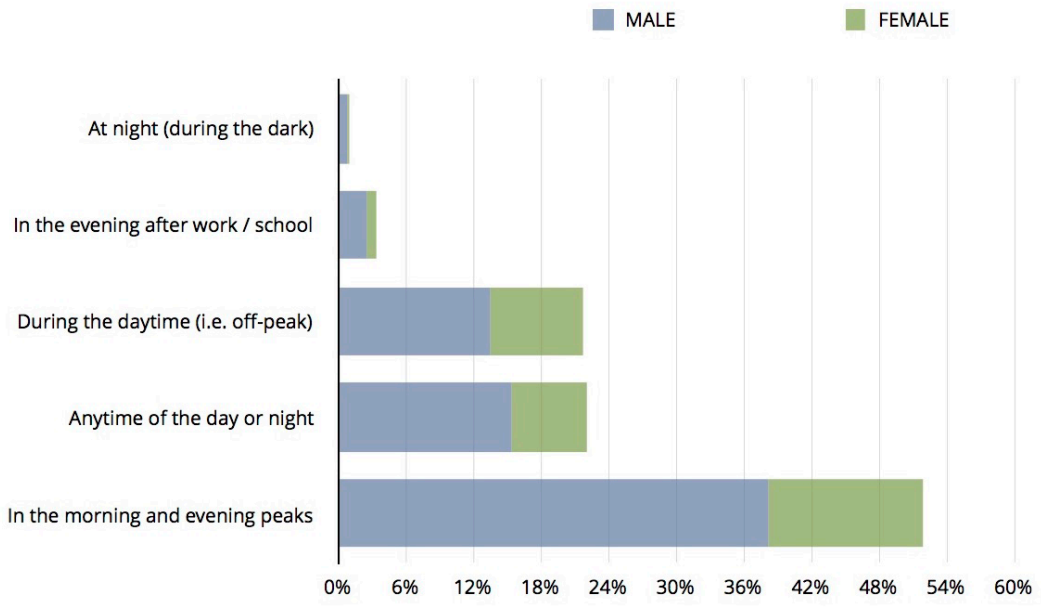
Figure 2.12: The Part of the Week Current Riders Cycle



The majority of respondents (78%) cycle on both weekdays and on the weekend.

Figure 2.13 below presents the time of the day when the respondents who currently ride prefer to cycle.

Figure 2.13: The Part of the Day Current Riders Cycle

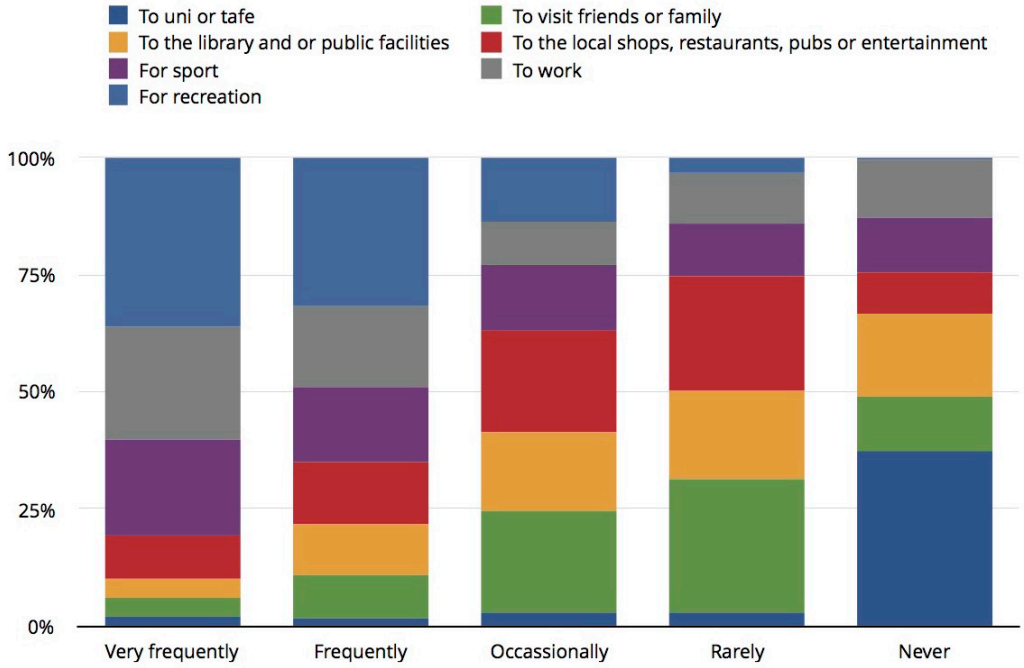


The majority of respondents (52%) cycle in the morning and evening peaks, with almost a quarter more willing to cycle anytime day or night. A number of respondents commented that they preferred to cycle early in the morning and late evening because it was often cooler in temperature and therefore more comfortable and pleasant. Others noted that they rode during the peaks only because they had no other choice if they wanted to ride to work, commenting that this doesn't necessarily mean they find it safe or comfortable. Finally, it is also worth noting that several respondents commented that they would only ride during the day to avoid heavy motor traffic and 'faster' cyclists.

Type of Journey Undertaken By Current Bike Riders

Figure 2.14 overleaf presents a breakdown of the types of journeys made by respondents who currently cycle.

Figure 2.14: Type of Journeys Undertaken By Current Bike Riders

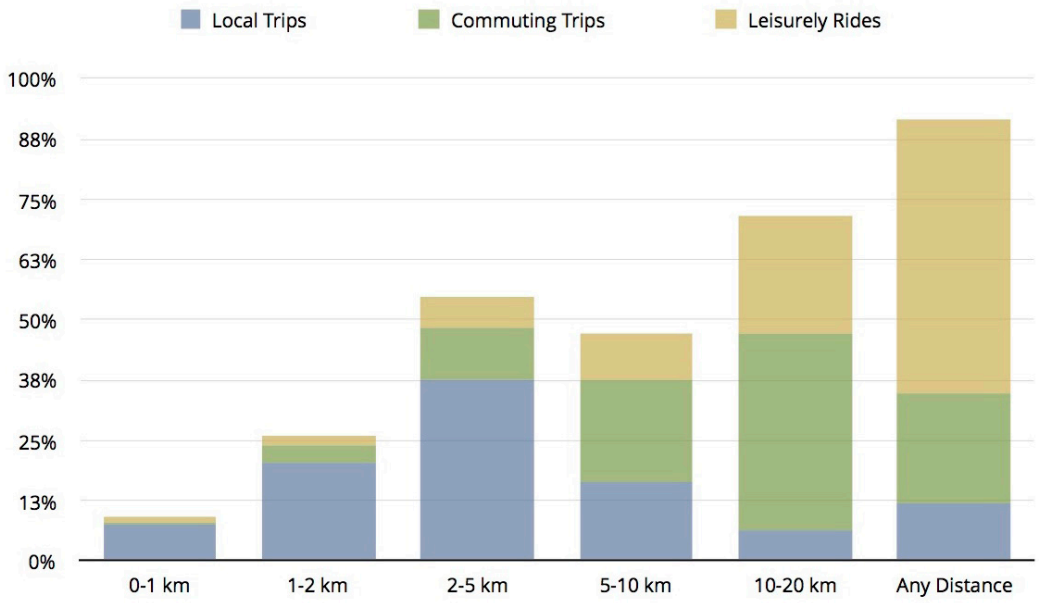


Overall, the main type of trips made by respondents were recreational and commuting. The type of trip least likely to be made by respondents are local trips.

Distances Cycled By Current Bike Riders

Figure 2.15 below presents a breakdown of the distances cycled by the respondents who currently ride.

Figure 2.15: Distances Cycled By Current Bike Riders



There appears to be a willingness to cycle relatively long distances (over 10-km) for commuting

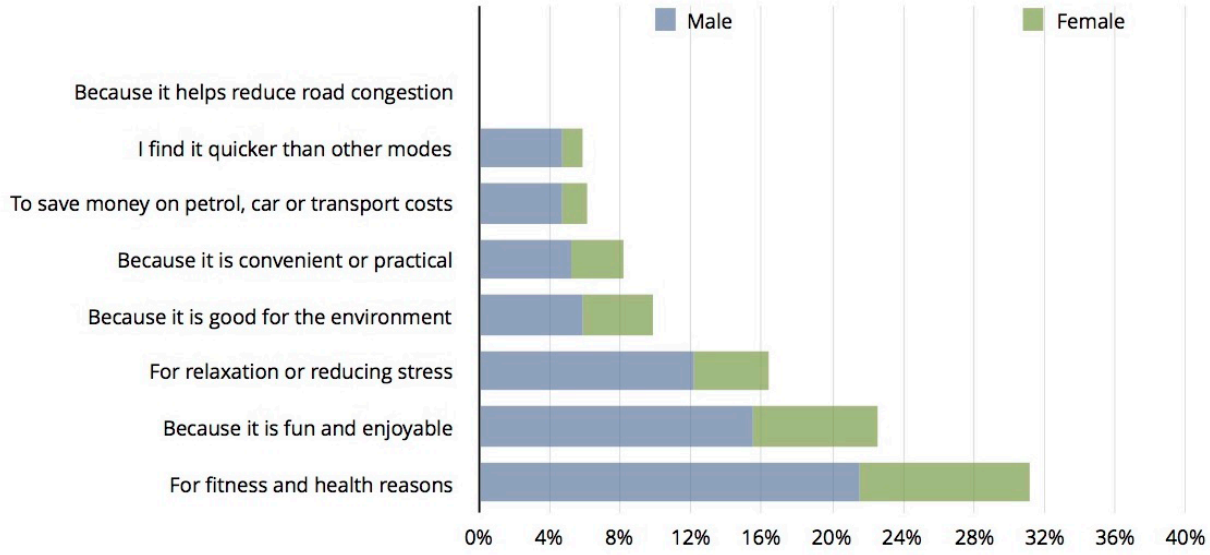
trips and leisurely rides. However, for local trips the preference is up to 5-km, although some respondents have indicated a willingness to cycle longer distances. These preferences probably reflect the geographical area of Parramatta, which is relatively large and low density outside the CBD.

2.6 Motivations for Cycling

Motivations for Current Bike Riders

Figure 2.16 presents a breakdown of the motivations of respondents who currently cycle.

Figure 2.16: Motivations of Current Bike Riders

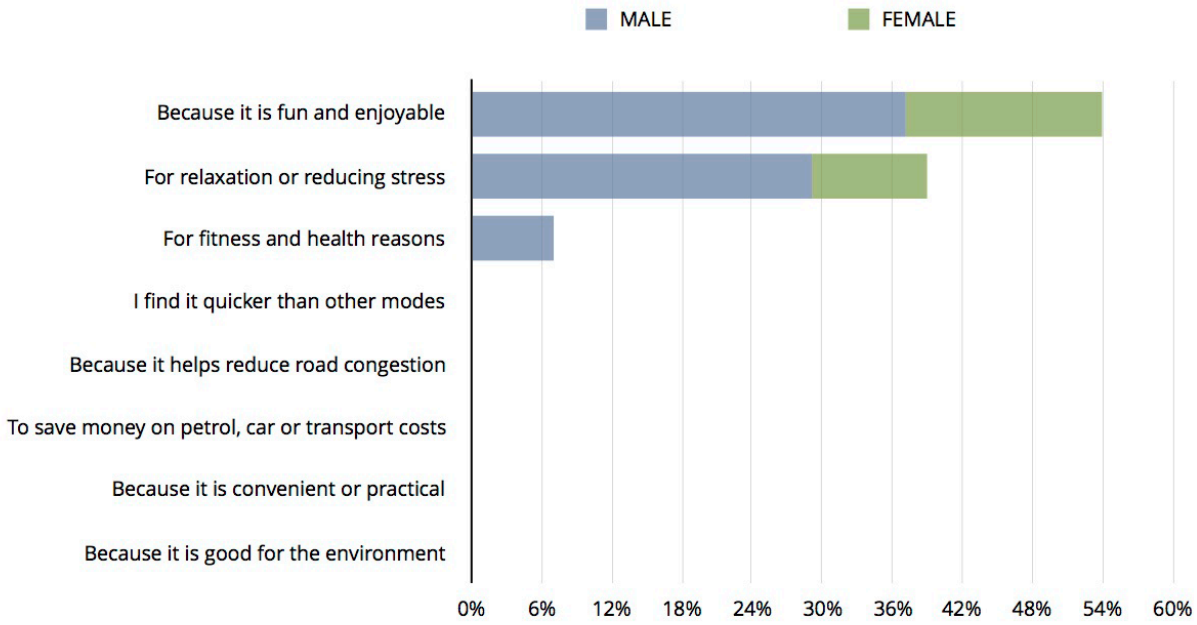


The main motivations for cycling among current riders are related to health, fun and relaxation, rather than for environmental or convenience reasons. There is relatively no difference between males and females.

Motivations for Potential Bike Riders

Figure 2.17 overleaf presents a breakdown of the motivations of respondents who are interested in cycling.

Figure 2.17: Motivations of Potential Bike Riders



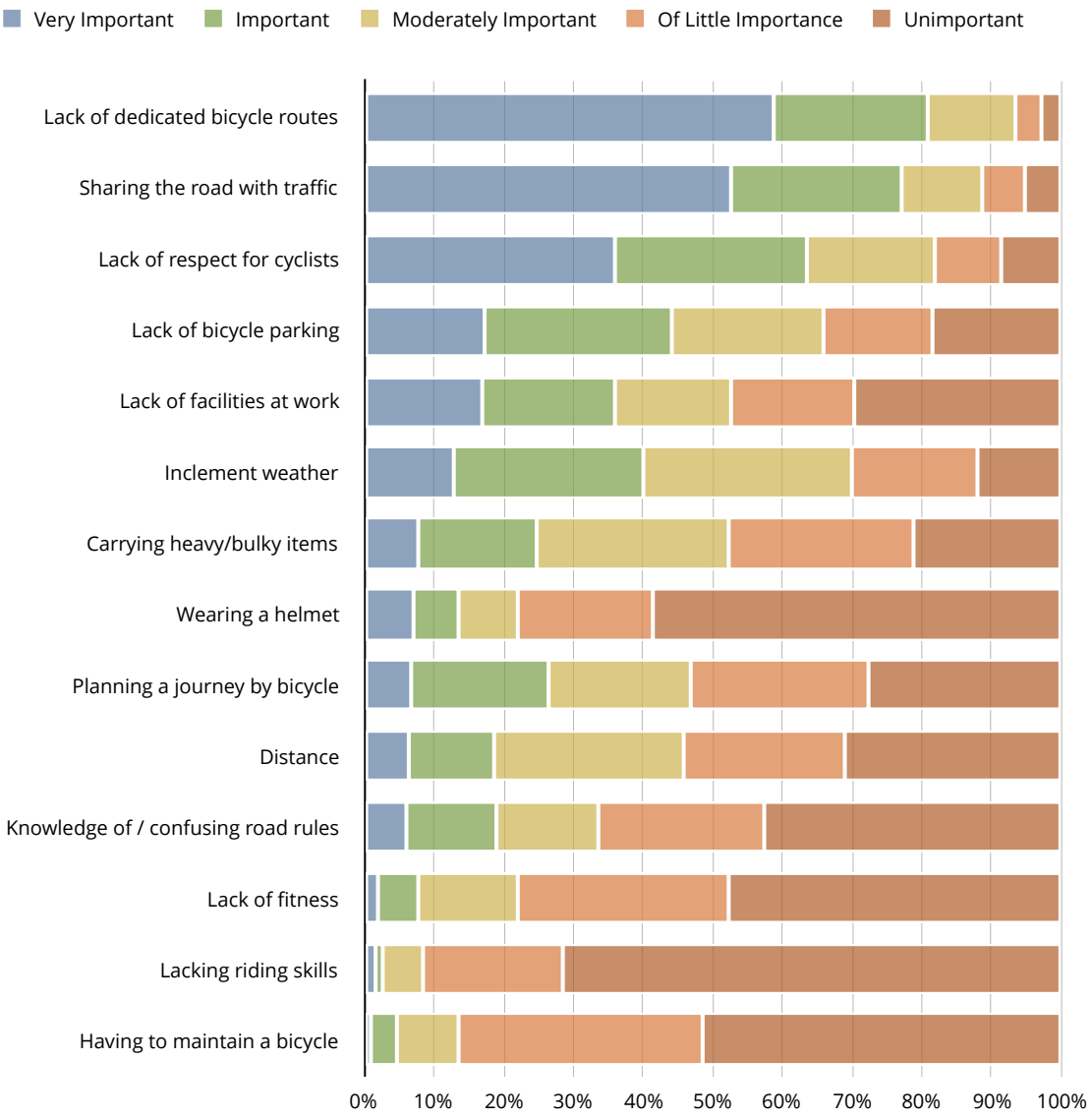
The motivations for potential bike riders are the same for current bike riders, albeit with a different order and less emphasis on fitness and health.

2.7 Barriers to Cycling

Barriers for Male Bike Riders

Figure 2.18, overleaf, presents a breakdown of the barriers of male respondents.

Figure 2.18: Barriers for Male Bike Riders



The main barriers for cycling among male respondents focus on the lack of dedicated bicycle routes, sharing the road with traffic and a lack of respect for riders among motor vehicle drivers. The latter two issues could be associated with behavioural problems but are also likely to have some relation to the current quality of bicycle infrastructure and facilities.

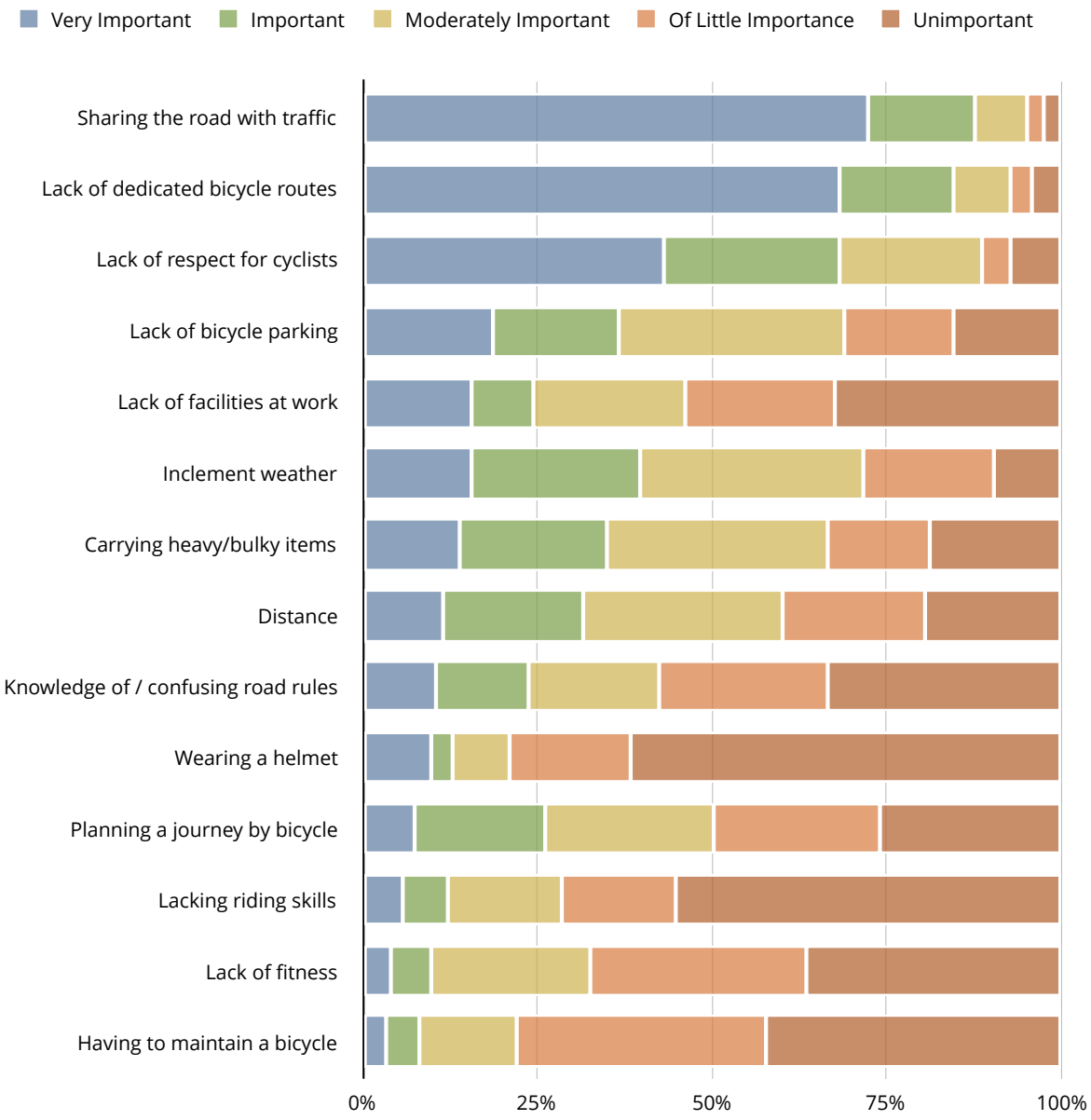
> *"Riding in the traffic can be quite stressful. Motorists don't understand how to interact with cyclists. I would like more dedicated bike lanes to protect me from traffic. There are too many lanes that are shared parking/cyclist and that is extremely dangerous, especially for people in parked cars opening their doors and hitting a cyclist".*

Some respondents also commented that they felt many drivers didn't know the road rules for sharing the road with cyclists.

Barriers for Female Bike Riders

Figure 2.19 below presents a breakdown of the barriers of female respondents.

Figure 2.19: Barrier for Female Bike Riders



The main barriers for cycling among female respondents closely aligns with those of male riders. The top ranking barriers relate to issues of sharing the road with motorised traffic. Other key issues related to the lack of parking and changing facilities across Parramatta, including at workplaces.

Some respondents commented on the challenge of route planning, especially as an inexperienced rider.

> *"It isn't easy to plan a route by bicycle. Cycle maps and even Google maps are helpful starting points but it usually takes several trips with trial and error to determine a route that has the right combination of safety (e.g. busy roads, difficult intersections), comfort (e.g. hills) and speed. When you find the right route it is almost always faster than buses or ferries over distances up to about 10km."*

Other respondents suggested potential initiatives, such as bike share schemes, to help overcome particularly challenges.

> *The area I live in is very hilly, so commuting to work would be mostly downhill, and going home would be very, very hard work! Having some bicycles for rent in the North Parramatta area would mean that I could bus to there, and then cycle to work.*

A common issue among both genders is the lack of connection among the current bike routes, on-road and off-road.

> *"Main problem is that cycleways often stop at a very busy road which it is too dangerous to ride on (eg Parramatta Rd, Victoria Rd, or the new M4 path that stops in the middle of an intersection). Or a supposed 'cycleway' is just bicycles painted on the road, even worse is when the 'cycleway' is a car door opening lane (eg through Rhodes). Or are only on one side of the road (so you have to cross to get onto it and then cross again to get off) - eg the new bridge from Rhodes to Olympic Park ferry terminal. Or are on a foot path (major sections of the route to the M7 cycleway). Or force the cyclist to sit through 3 light changes to cross an intersection (eg all intersections on the epping road cycleway) when it would be much more practical to have the cycle lane beside the traffic and cyclists can cross with the cars. Or cycle lanes that are actually on footpaths with driveways across them or business entrances - the drivers are not aware that a cyclist may be coming and don't even bother to look. Or the green paint on the cycle paths - this is extremely slippery in the rain and causes accidents (eg my husband took a lot of skin off when riding on a green painted cycle way). And not least, is the fact that traffic lights are not triggered by a cyclist and there is not always a pedestrian crossing button on each side of the road."*

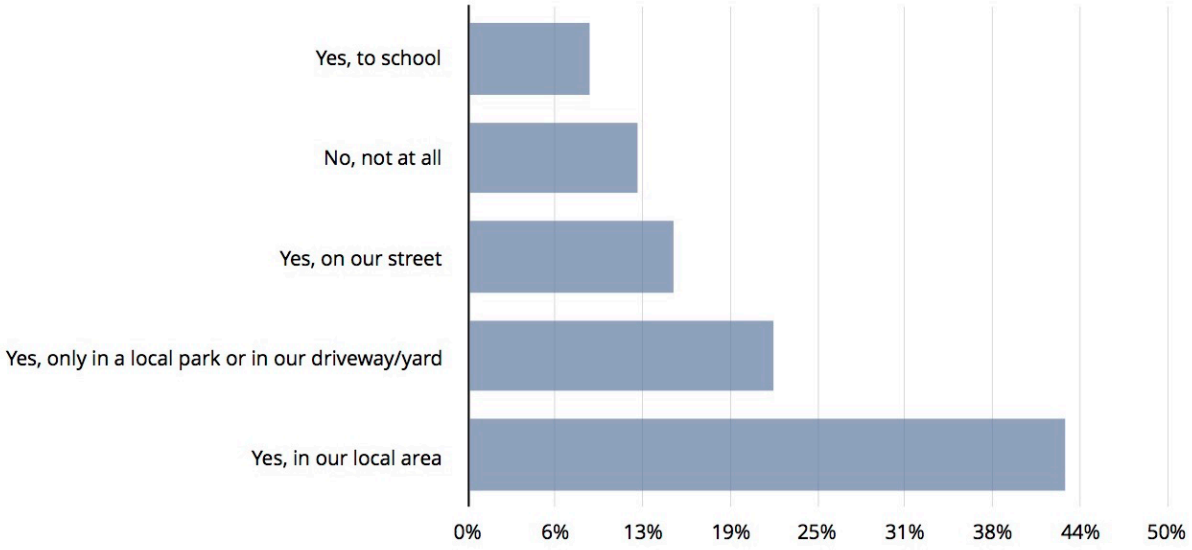
2.8 Children & Cycling

Respondents with children were asked a number of questions about their children's cycling participation, including what barriers were preventing them cycle or cycle more often. One third of all respondent were parents with children at school.

School Children Who Cycle

Figure 2.21 below presents a breakdown of respondents with school children.

Figure 2.21: Respondents With School Children Who Cycle

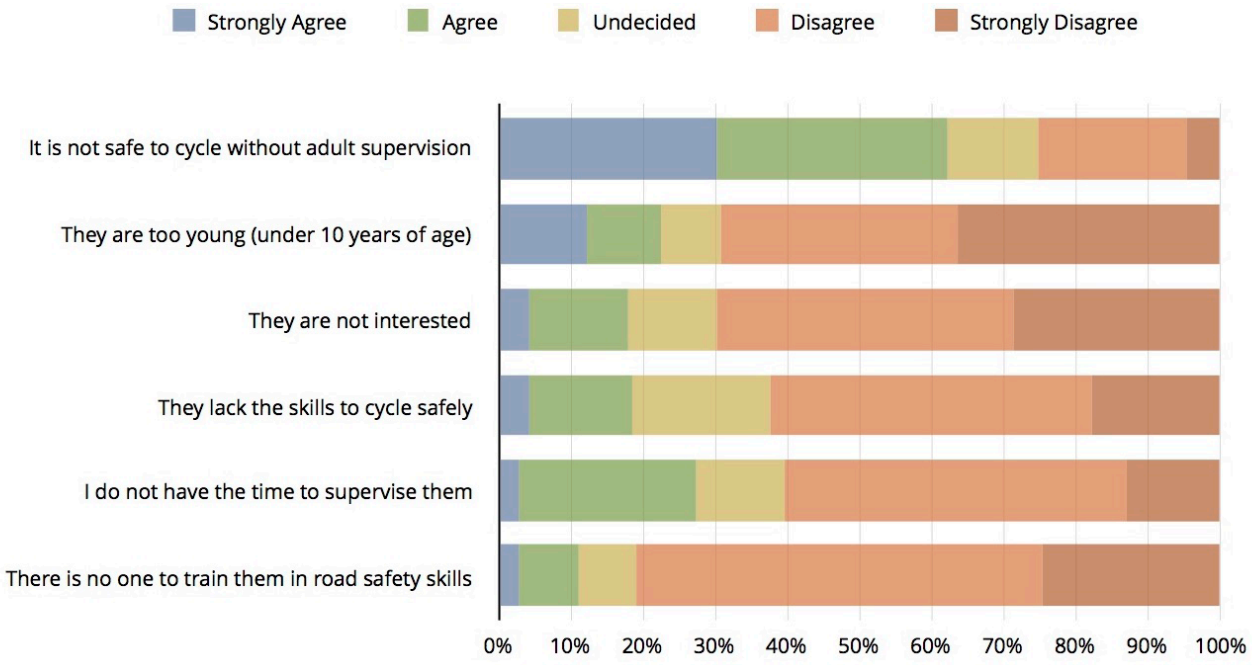


The majority of respondents with children indicated that they cycled in their local neighbourhood / community. Only around one in ten had children riding to school.

Barriers for School Children

Figure 2.21 overleaf presents a breakdown of the barriers for school children.

Figure 2.21: Barriers for School Children Cycling



The main barriers for children cycling or cycling more often was the lack of adult supervision.

> *"I'm happy with their level of cycling. I think it's age-appropriate. Cycling is not intrinsically unsafe, I just don't send my 5-year old out walking by herself and neither does she ride by herself (nor on the road)."*

However, the other barriers did not rank highly among the respondents, such as cycling skills.

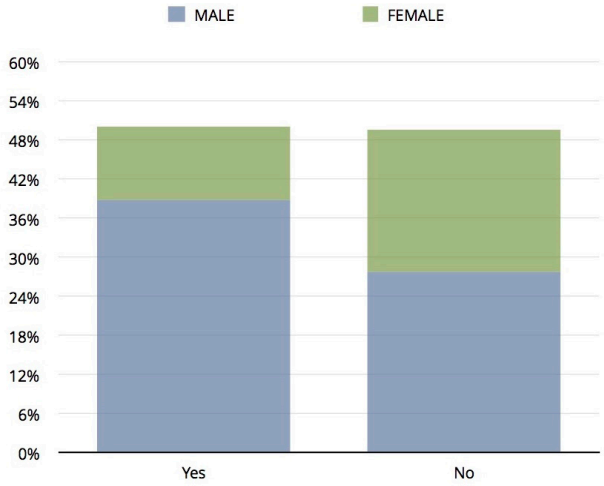
> *"I ride with my son around Parramatta. We often have to ride the footpaths as the main roads are too busy. As a 9 year old I am allowed to ride on the footpath with him but have had many people abuse us (we travel at around 8-9km/hr so not much faster than a quick walk). Riding the footpath also means constant stop start. This lowers the enjoyment level a lot as you can't just ride. I would love my son to ride to school - once he is in year 4 there is facilities to leave a bike. I'm not sure I would let him, just because of the time of day, commuting is at the busiest time and most people are in a hurry and have little patience for kids on a bike. We are all responsible to train our kids how to ride safely on the road. I ride backstreets and teach him hand signals and traffic rules - he gets it."*

2.9 Cycling Safety

Involvement in a Bicycle Crash in Parramatta

Figure 2.22 presents a breakdown of the respondents who have been involved in a bicycle crash in Parramatta over the last five years.

Figure 2.22: Involvement in a Bicycle Crash in Parramatta



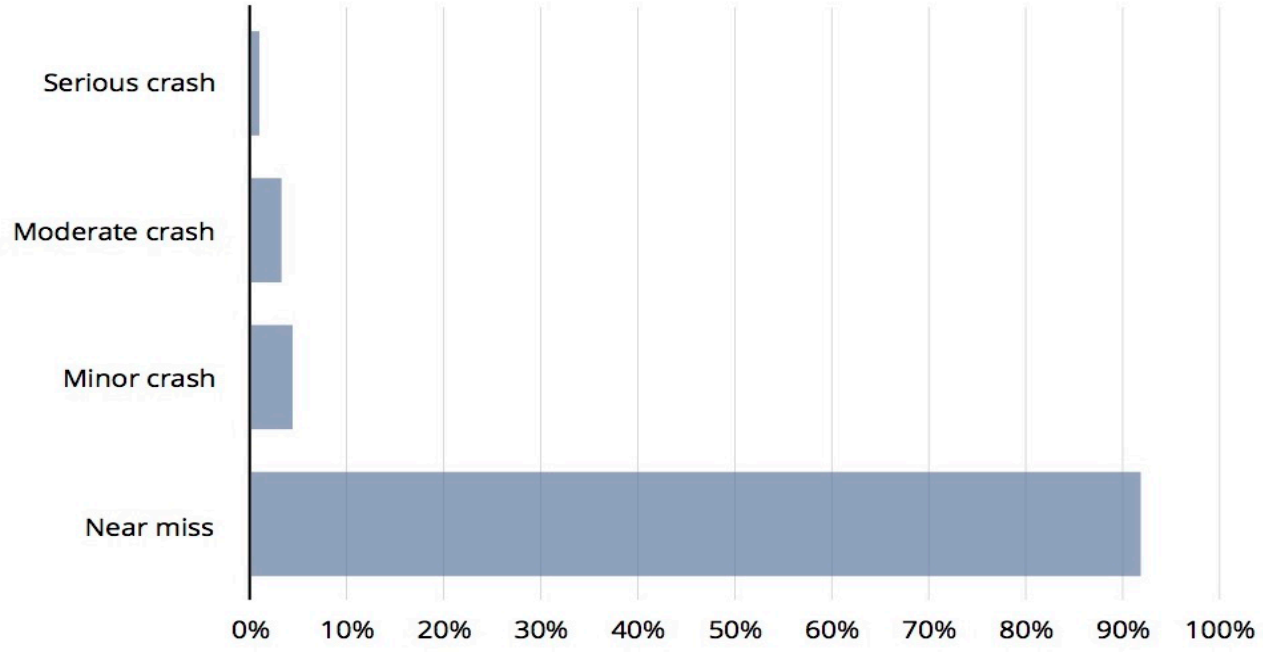
Half of all respondents reported being involved in a bicycle related crash in Parramatta.

Type and Number of Bicycle Crashes Respondents Have Been Involved In

Figure 2.23 overleaf presents a breakdown of the type and number of crashes respondents have been involved in, in Parramatta over the last five years.

> *"There are no safe routes to Parramatta station. Many of the near misses involve roads around the station Many bus drivers drive through red lights around the station. Many drivers drive too close to cyclists or don't give way at roundabouts particularly. Mostly I have near misses and not accidents due to my perception and hazard avoidance from many years cycle commuting. The shared cycle / pedestrian paths are relatively safe. The main danger there is people with dogs that are not under their control (e.g. unleashed), but that is not common, at least not as common a problem in Parramatta (yet) as in other areas. There are no dedicated cycle lanes on my usual routes in the Parramatta area (i.e. they are all shared with either pedestrians or traffic)."*

Figure 2.23: Type of Bicycle Crashes



Almost all respondents reported having experienced a 'near miss', which are not recorded in the Crash Statistics.

> *"Very quiet roads are OK but I am less comfortable sharing roads when more cars are present. You have to be much more careful and aware then because I am never sure how aware cars are of cyclists. Even in Parramatta Park I have had a couple of near misses when cars have turned across the bike lane without looking, just as I was coming behind."*

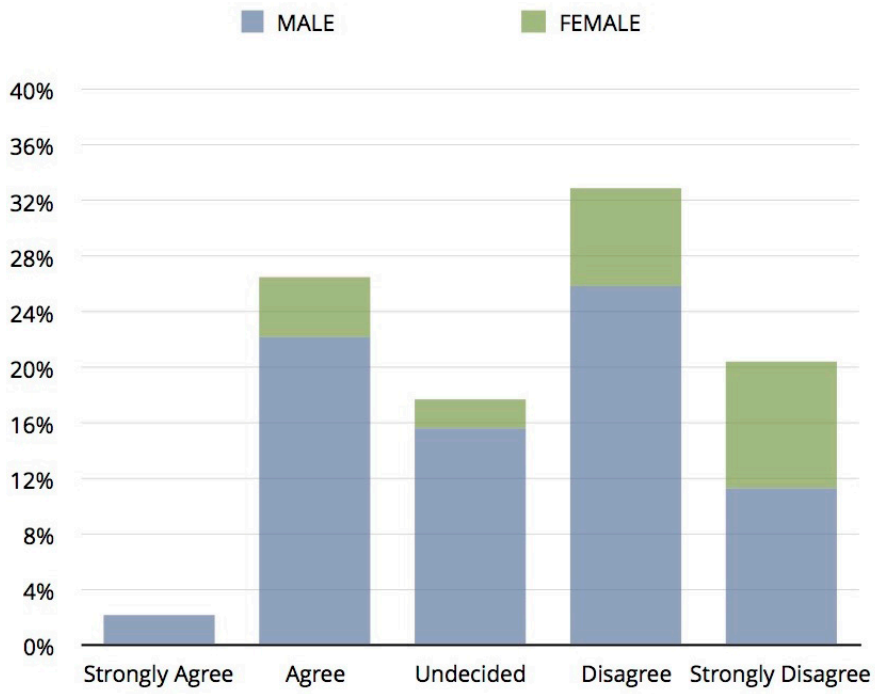
A relatively small proportion reported being involved in crashes were they sustained injuries.

> *"I smashed into someone riding 2 abreast on a blind corner on the bike path. Maybe they broke their wrist so "serious crash" You need to be alert at all times. There are lots of pedestrians!"*

Sense of Safety Cycling in Parramatta

Figure 2.24 presents the degree to which respondents feel safe cycling on-road in Parramatta.

Figure 2.24: Sense of Safety Cycling On-Road in Parramatta

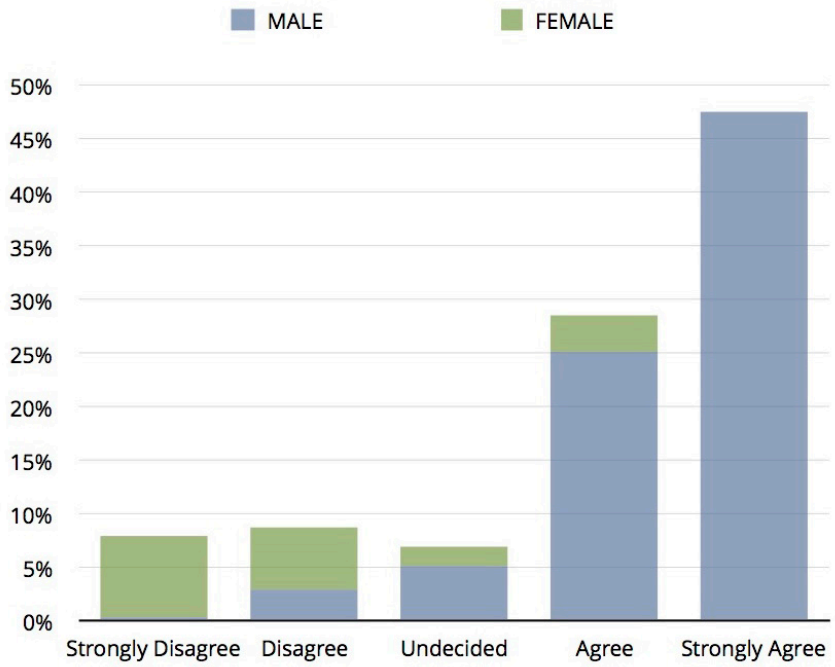


A significant proportion of respondents indicated that they feel unsafe cycling on road in Parramatta, with females slightly overrepresented among those who feel least safe.

> *"It's hard to ride on roads, either they're not designed for it and you hold up traffic, or it's dangerous. I ride down North Rocks Road and the "bike path" there is useless as there's a car parked in it every few meters. So it's no different to not having a bike path in the first place and just having a shoulder. Drivers get annoyed with riders as well and they don't understand that statistically they'll get to their destination quicker, not slower, if there's less cars and more bicycles."*

Figure 2.25 overleaf presents the degree to which respondents feel safe cycling off-road in Parramatta.

Figure 2.25: Sense of Safety Cycling Off-Road in Parramatta



There is a clear preference for riding off-road among all respondents. However, it is also important to note that females report feeling less safe off-road than males.

> *"Cycling in Parramatta Park, where the pedestrian lane is unsealed, this forces mothers with prams onto the sealed cycling path. They often walk in pairs of prams filling the entire cycling path. This forces cyclists unexpectedly onto the motor vehicle lane, and since we have no rear view mirrors, it is hard to know it this is going to cause a collision with the cars coming from behind us. The cars also invariably go way too fast, with many hurried motorists using the Park as a short cut to get from Westmead to Parramatta. The fact that pedestrians and cyclists in the Park have to breath all of the fumes from the car congestion in Parra Pk should be regarded as a heath hazard."*

2.10 Conclusion

The survey questionnaire achieved a strong response rate (488 responses), although it did not represent the "interested but concerned" category of potential riders as well as intended. Furthermore, very few young people (under 18) responded. However, the overall sample size was relatively high for an online survey (typically a sample of 250 is sufficient).

The results indicate that Parramatta is in the ***early stages of its maturation*** towards providing an appropriate environment for cycling for a range of users, from children up to even experienced riders. A number of respondents have commented that some of the ***new infrastructure being delivered is of a high quality***, while others are more critical of the lack of coverage of bike routes and the limited connectivity.

A further prominent issue appears to be the ***lack of respect among road users*** to safely coexist on Parramatta's roads. Some have cited the ***quality of the infrastructure***, while others argue that motorists lack the skills, experience and knowledge of road rules to safely share space with cyclists.

The results point to some relatively ***basic improvements*** that can be made to the provision of bicycle facilities that will significantly enhance the environment for bike riders, such as removing bike lanes from the 'car-door zone'.

Furthermore, many respondents commented on the ***lack of facilities for bike riders in the CBD***, and the ***lack of accommodation from pedestrians*** where cycling is designated. They also point to the regeneration of the CBD and the increasing densities of resident, commercial and office development as significant challenges and opportunities to improve cycling in the city.

What is clear from the survey results is that ***a comprehensive package of measures are required*** which will address both infrastructural and behavioural issues, on-road and off-road. Furthermore, given the lack of engagement by youth and by non-bike riders, initiatives targeted at these groups would help to motivate their involvement.

3.0
Community Workshop Outcomes

3.0 COMMUNITY WORKSHOP OUTCOMES

3.1 Introduction

Two community workshops were held on the 6th and 7th of December at the Parramatta Town Hall. Over 75 people initially expressed interest in attending the events, of which 45 took part. A good mix of gender attended both workshops. It was particularly interesting to note that the largest group attending the first night was inexperienced riders. Furthermore, a young family, originally from Indian and now citizens in Australia, attended with a small child. Also in attendance was a strong representation from the local, state and national cycling advocacy groups.

During the workshops the participants were divided into four groups:

- Experienced male bike riders
- Experienced female bike riders
- Inexperienced / novice bike riders
- Parents with children who cycle

The groups were asked to proposed bicycle routes (on-road and off-road), based purely on their needs. Therefore, no constraints were imposed. Each group shared their work with the others and an open discussion was held. Afterwards, the participants were asked to state their priorities for their proposals.

The route mapping has been used to verify and develop a draft bicycle network plan.

The other outcomes of the workshop are presented in the following chapter.

3.2 Experienced Male Bike Riders

Site Specific & Infrastructure Issues

- Poor provision of wayfinding, often only available for obvious destinations that people already know how to get to
- One-way routes in the CBD are problematic and consideration should be given to exemptions for cyclists, or bi-directional bicycle lanes
- There is a lack of routes to and through Parramatta Park
- Consider the use of planter boxes for separation in the CBD, as used in Tokyo and Vancouver
- New developments need to provide for cycling through infrastructure
- Some bicycle routes have barriers that impede bike riders

Behavioural, Technological & Other Issues

- Consider incentivising local businesses to provide for cycling
- Explore getting pedestrians to walk on the right on shared paths so they face oncoming bike riders
- The 'Metre-Matters' rules is working for most of the day - there is a noticeable difference, for both male and female riders - but not so well in the early morning when 'tradies' are travelling to work
- There is a lack of support from the Police, particularly in terms of following up reported incidents with motor vehicles on the road
- There is a general lack of awareness among drivers on the road, which should be addresses through programs and enforcement

Priorities

- Connecting the network, eg. north-south routes
- Safety and convenience: safety first but balance this with speed of travel
- Focus on families and young children, such as cycling to school

3.3 Experienced Female Bike Riders

Site Specific & Infrastructure Issues

- Experienced female riders combined their issues with their priorities - see third section below

Behavioural, Technological & Other Issues

- Mixing cyclists with pedestrians is problematic, particularly in the CBD where shared paths are not recognised and cyclists are often insulted by pedestrians
- Provide valet parking at major events, as per the City of Sydney

Priorities

- Need off-road connections: along rivers, along railway lines, and M7 cycleway, and connections to the north
- Cycle Superhighway through Parramatta
- Need a grid of cycle routes through the CBD
- Need better and more parking, particularly at shopping centres, universities, hospitals and along Eat Street
- Signals for bicycles at signalised intersections do not work

3.4 Inexperienced Bike Riders

Site Specific & Infrastructure Issues

- Need better provision for cyclists in Parramatta Reserve
- Better facilities required on South Street, along the river
- River crossings are difficult and there are no dedicated crossings
- Lack of parking in CBD

Behavioural, Technological & Other Issues

- Lack of Apps for bicycle route planning
- Consider running car-free days in the CBD on Sundays

Priorities

- Safety should come before faster routes
- Preference for off-road routes
- If dedicated routes have to be on the road there is a preference for separation
- If separation cannot be provided prioritise quieter back streets
- Focus on the centre / CBD of Parramatta given the lack of facilities and the rate of development
- Focus on better connections with public transport, including:
  - Access to and through stations
  - Parking
  - Carriage of bikes on trains
  - Social disapproval amongst other train passengers

3.5 Parents with Child Bike Riders

Site Specific & Infrastructure Issues

- Crossing Victoria Road is very challenging for families with children
- There are no training routes or facilities for children

Behavioural, Technological & Other Issues

- Many parents don't know that you can ride on footpaths with children
- Need programs to motivate families to engage in bike riding

Priorities

- Schools based programs: more funding and more schools engaged
- Programs to work with families

3.6 Conclusions

There were many commonalities across all the groups. ***Safety was of paramount importance*** and there was a clear hierarchy for routes which prioritised off-road, then separation on-road, followed by quieter back streets. Participants indicated that the current ***quality of facilities was mixed***, while they all agreed that ***significant improvements are needed*** (eg. not mixing car parking with bicycle lanes), they also acknowledged that some of the ***newer facilities were of high quality***.

Connecting existing routes and increasing the north-south provision was also common across the groups. Significantly improving the provision and connectivity to and within the CBD was prominent among all groups. They also pointed to the need for ***more and better parking in the CBD***, with a focus on security.

Integration with public transport emerged as key concern for all participants, who pointed to the need for improvements in connections with stations; access within/through stations; better facilities to carry bikes on trains; and addressing some of social disapproval among other passengers.

Addressing the general ***lack of awareness of the needs of bike riders*** amongst other road users was a priority for all groups. They pointed to issues of ***sharing the road, sharing footpaths*** (designated as shared routes) and sharing 'shared paths' with pedestrians. There was a consensus that the communities of Parramatta are not prepared for a growth in cyclists with some form of intervention.

Finally, all groups agreed that there should be ***a focus on families*** for all kinds of bike trips - to school, for work and for leisure.

4.0
Conclusion

4.0 SUMMARY & CONCLUSION

4.1 Summary

Online Community Survey

- Parramatta is in the early stages of its maturation towards providing an appropriate environment for cycling for a range of users, from children up to even experienced riders
- There is a lack of respect among road users to safely coexist on Parramatta's roads
- Basic improvements can be made to the provision of bicycle facilities that will significantly enhance the environment for bike riders, such as removing bike lanes from the 'car-door zone'
- There is a lack of facilities for bike riders in the CBD
- The regeneration of the CBD presents significant challenges and opportunities to improve cycling in Parramatta
- A comprehensive package of measures are required which will address both infrastructural and behavioural issues
- The lack of engagement by youth and by non-bike riders suggests that initiatives targeted at these groups would help to motivate future participation

Online Mapping Platform

The Parramatta Bike Plan map was open for public submissions for a period 4 weeks from 14 November to 11 December, 2016. During this time, the map received 1,473 individual submissions made up of 463 individual spots and the comments (447) and 'supports' (568) within those spots. These submissions were made from 362 unique participants. There was a range of location specific feedback added within the different spot types. Based on all the information collected and their relative priorities, below is a set of broad recommendations:

- Improve existing bicycle infrastructure by:
  - Widening narrow pathways (across bridges)

- Smoothing uneven and poor surfaces (paving gravel, re-paving pathway damaged from tree roots and areas prone to flooding after heavy rain)

- Create new bicycle lanes or separated cycle paths that:
  - Improve connections between key destinations and the Parramatta Valley Cycleway
  - Ensure continuous riding along the Parramatta River corridor without difficulty
- Improve the riding experience at intersections by:
  - Adjusting signal phasing or providing priority signal crossing for bike riders
  - Providing additional space for bike riders to turn right

Community Workshops

- Safety was of paramount importance and there was a clear hierarchy for routes which prioritised off-road, then separation on-road, followed by quieter back streets
- Significant improvements are needed in the quality of facilities (eg. not mixing car parking with bicycle lanes)
- Connecting existing routes; increasing the north-south provision; and connectivity to and within the CBD was prominent among all groups
- More and better parking in the CBD, with a focus on security
- Integration with public transport: connections with stations; access within/through stations; better facilities to carry bikes on trains; and addressing some of social disapproval among other passengers
- Addressing the general lack of awareness of the needs of bike riders amongst other road users

4.2 Conclusion

Cycling for all types of purposes in Parramatta is currently a minority but growing mode of transport, as evidenced by the low levels of participation, limited provision of bicycle facilities and the high level of social disapproval among the wider community. However, the consultation process demonstrated significant interest with high levels of participation and interest in addressing the challenges positively. There was recognition that more recent bicycle facilities were highly appreciated. Everyone agrees that the regeneration and growth taking place in Parramatta offers a unique opportunity to create a safer, more attractive and enjoyable environment for cycling for all ages, genders and abilities. However, there is also

acknowledgement that this cannot happen ‘overnight’, and that this is a long-term project. Notwithstanding the realities and practicalities of the challenge, this is also an opportunity to put in place a plan that will create solid foundations to growth cycling participation. To achieve this a comprehensive package of measures are needed, which will address the network and behavioural issues, as-well-as improving people’s confidence and motivation to cycle or cycle more often.

Appendix A

Online Mapping Platform Results

APPENDIX A - ONLINE MAPPING PLATFORM RESULTS

Parramatta Bike Plan (DRAFT)
Project Report

City of Parramatta

Created by CrowdSpot

December 2016

Contents

December 2016

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 Plan project map on 14 November 2016. Developed by CrowdSpot, the digital map was open for 4 weeks until 11 December 2016 and allowed the broader Parramatta community to give input, both good and bad, on all bicycle related matters.

Study Area

The study area included the entire City of Parramatta municipality. Key geographic features include the Parramatta CBD, Parramatta River, the University of Western Sydney and Sydney Olympic Park.

Process

The data will be used to inform the capital works program for improving cycling infrastructure in Parramatta. The prioritisation of the bike spots will also help us to determine which capital works need to be addressed in the short, medium and long term.

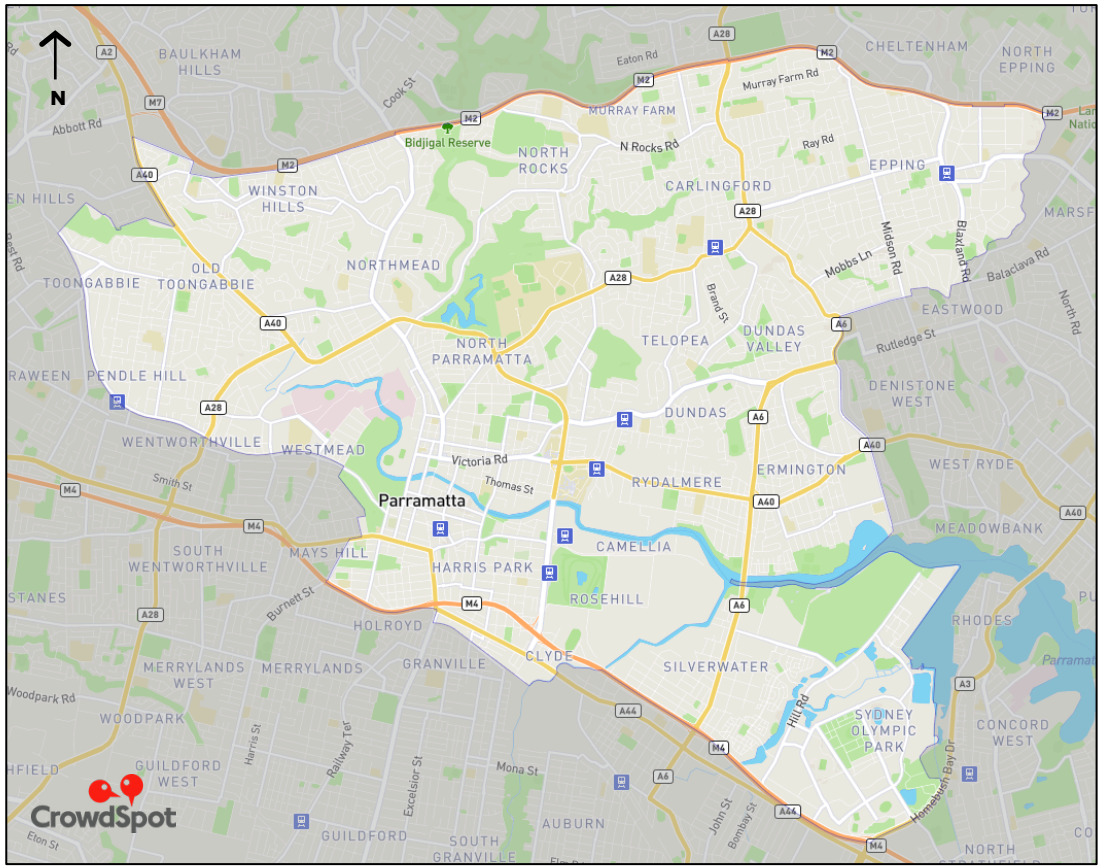


Figure 1 – Project Study Area

2. The Project Map

The online CrowdSpot map, was accessed via the City of Parramatta website or directly via the CrowdSpot map URL (http://parramattabikeplan.crowdspot.com.au/). The map (Figure 2) allowed users to identify locations where they like riding their bicycle (Like Spots), issues encountered (Issue Spots) and past bicycle crash locations (Crash Spots).

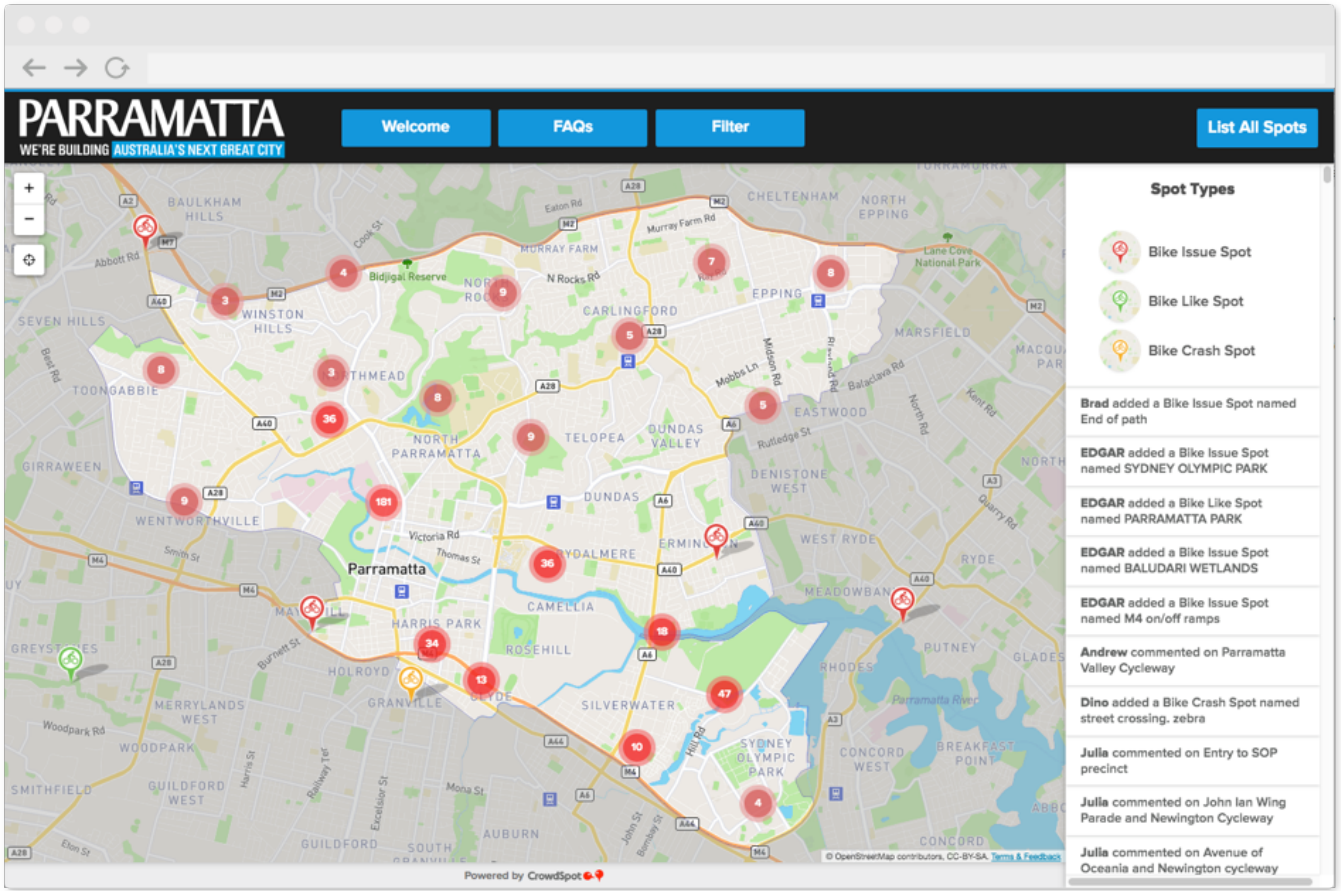


Figure 2 – Parramatta Bike Plan Project Map

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 and Rider Confidence). There were three ways people were able to actively contribute their input to the map. This includes:

1. ‘Adding a Spot’ to the map via the survey form (six Spot types included ‘Idea’, ‘Like’ and ‘Issue’ for both modes)

2. Commenting on existing spots already on the map

3. Voting on existing spots already on the map by clicking the ‘support’ button

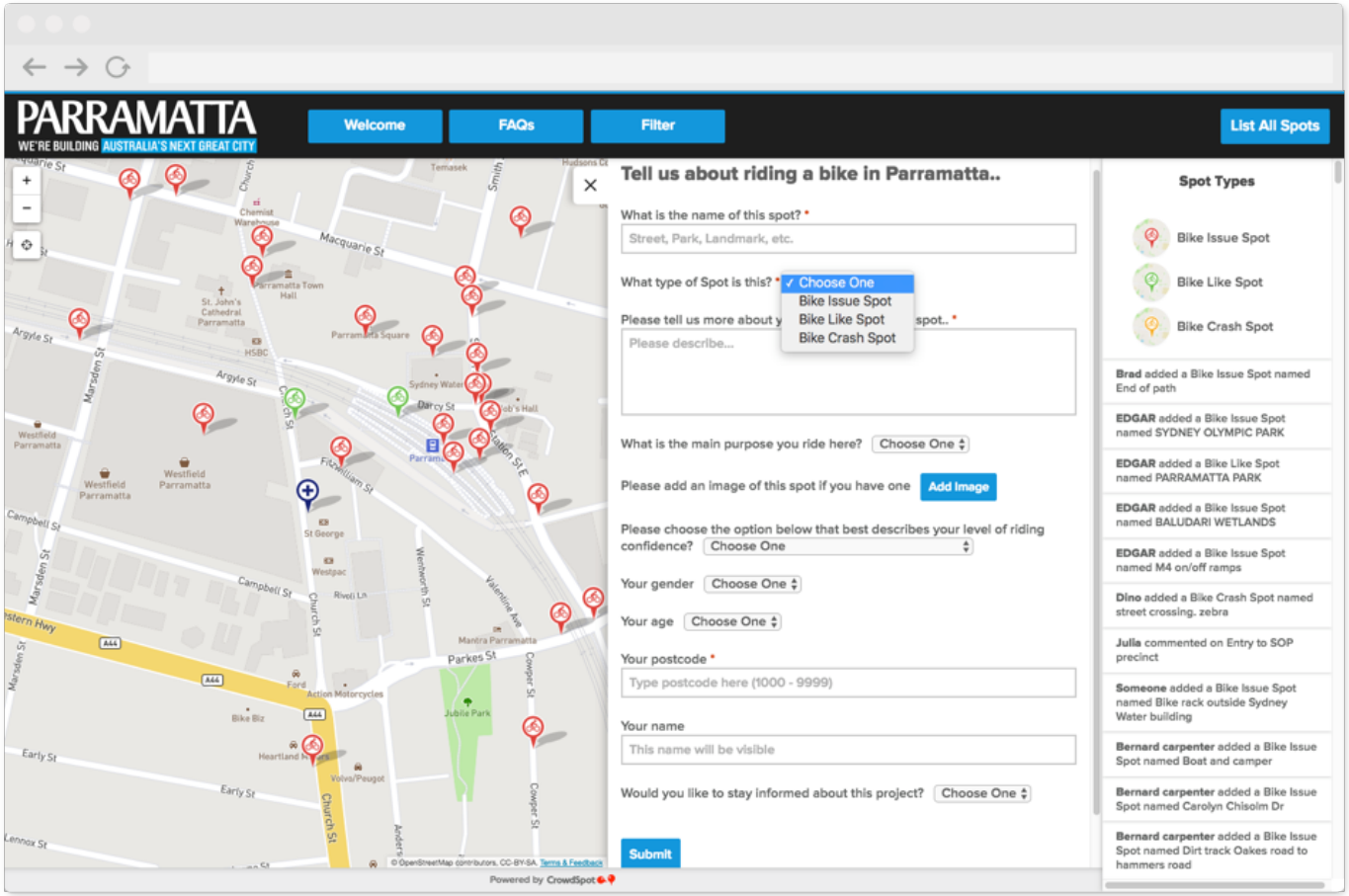
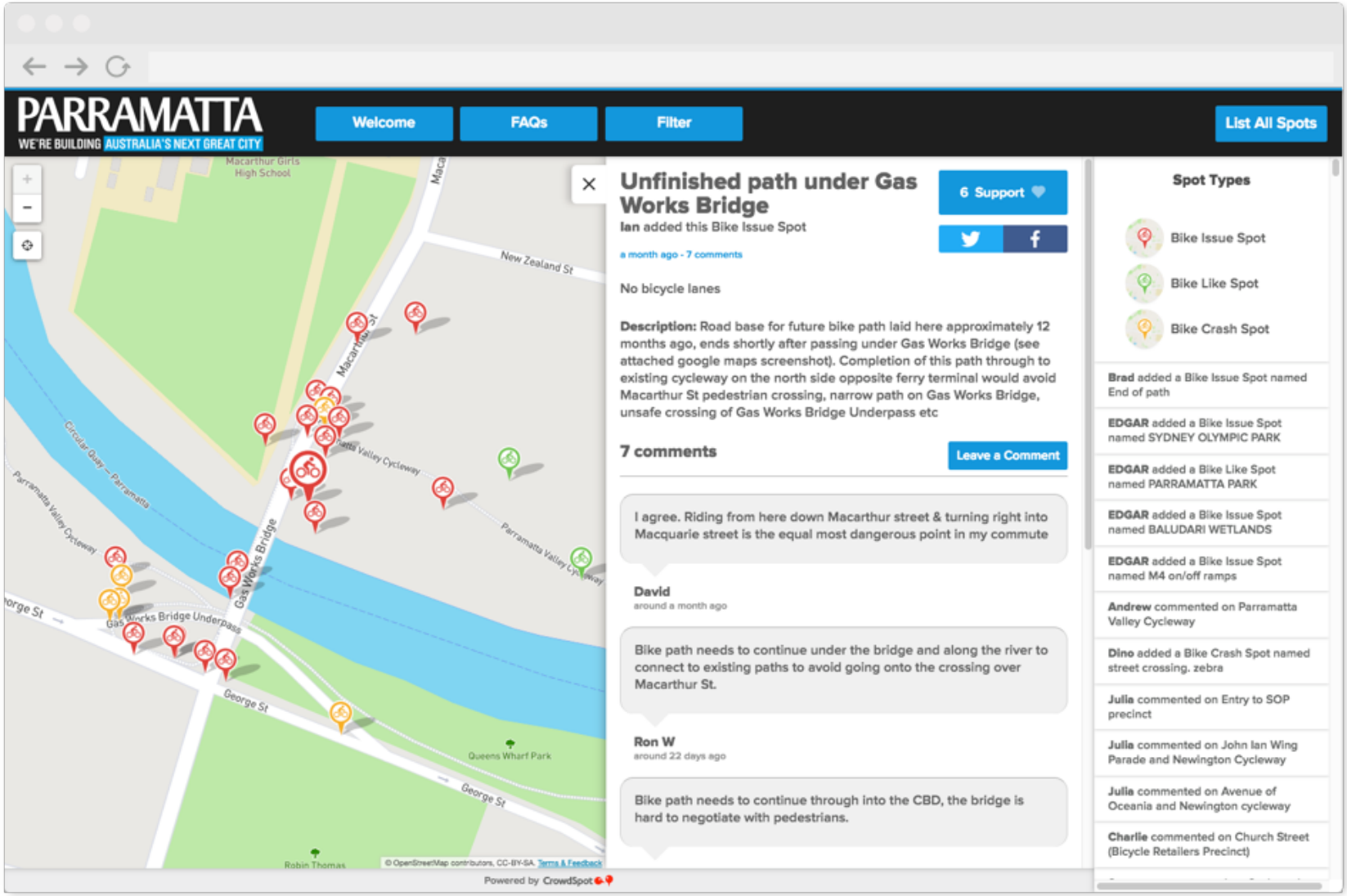


Figure 3 – The survey form

Figure 4 – Commenting and supporting an existing spot



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

362
Unique participants

Passive Participation

525
Passive participants

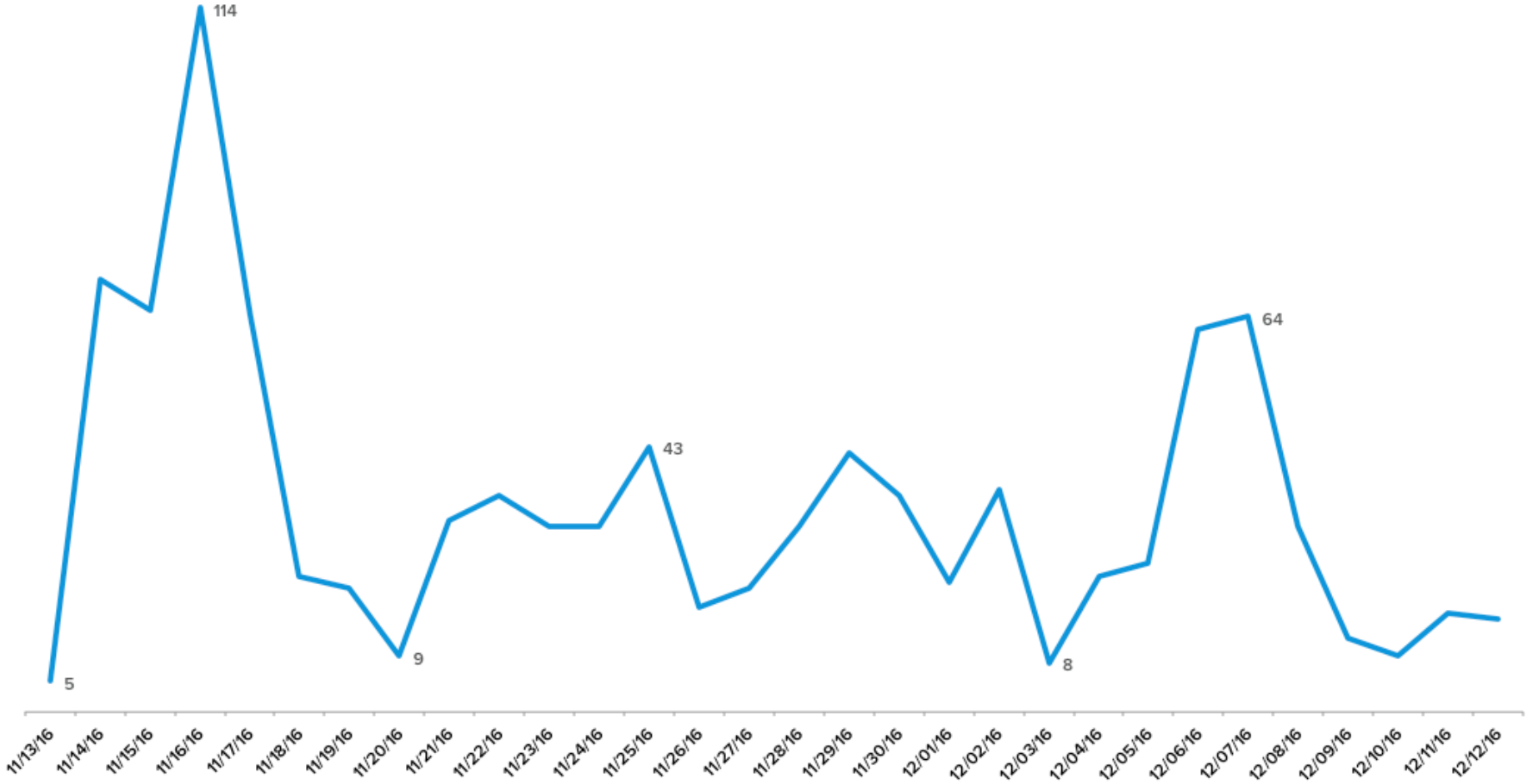
Page Views

887
Unique page views

1,001
Total page views

In total, there were 362 active participants who submitted input on the map and Google Analytics reported 1,100 unique page views. As a result, we can determine that there were 525 passive participants, those who came to the website but did not make a submission. Figure 5 on the following page outlines the total number of views per day over the engagement period. The peak occurred shortly after the project launch on 16 November with approximately 114 page views. Another peak occurred on 7 December, the same day of the community workshop, with 64 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 78%, while women represented the remaining 22%. It would be interested to compare this with the general ridership gender split in the area.

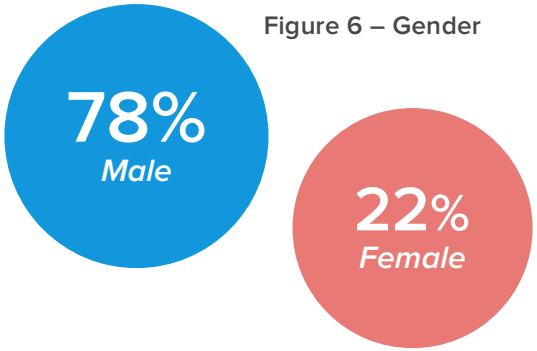


Figure 6 – Gender

Age

In term of age, the majority of participants were in the 35-49 age range, representing 43% of participants. There was also strong representation in the 50-59 (25%) and 25-34 (20%) age ranges. Interestingly, there were relatively more women than men represented in the younger 25-34 age range. There was also very limited participation from people under 24 and no submissions from people over 69.

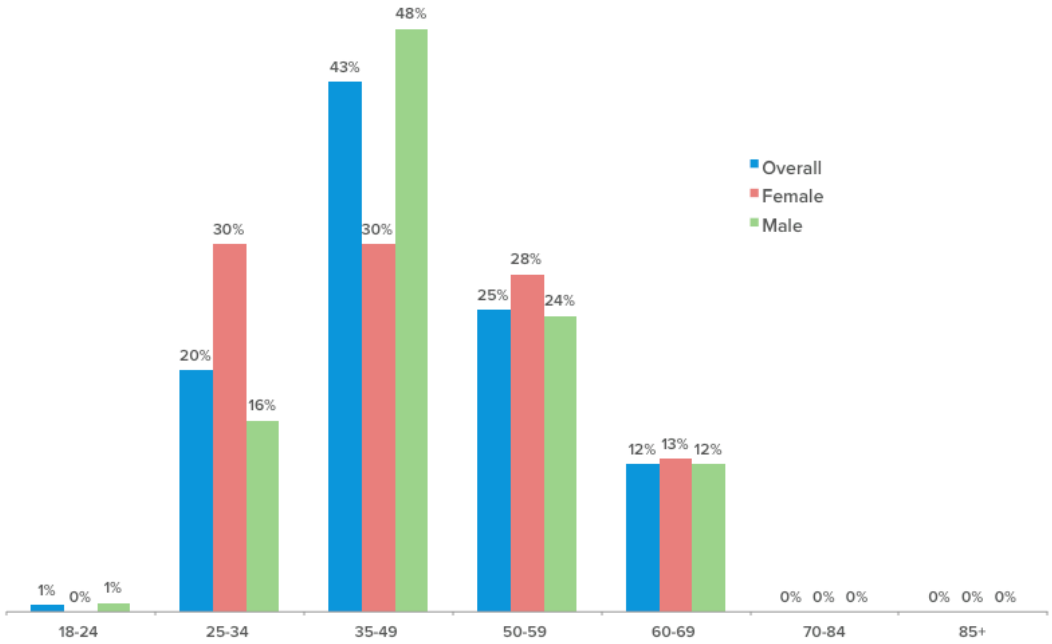


Figure 7 – Age

Rider Confidence

Participants were asked to rate their own level of bike riding confidence. Overall, 54% of participants indicated that they were 'Very confident', while 39% chose 'Confident but cautious'. With 93% of participants indicating a degree of confidence it would suggest that the vast majority of participants were existing riders rather those who wish to ride more but are too concerned. Interestingly, men indicated a much higher degree of confidence than women, confirming that women are more cautious riders than men.

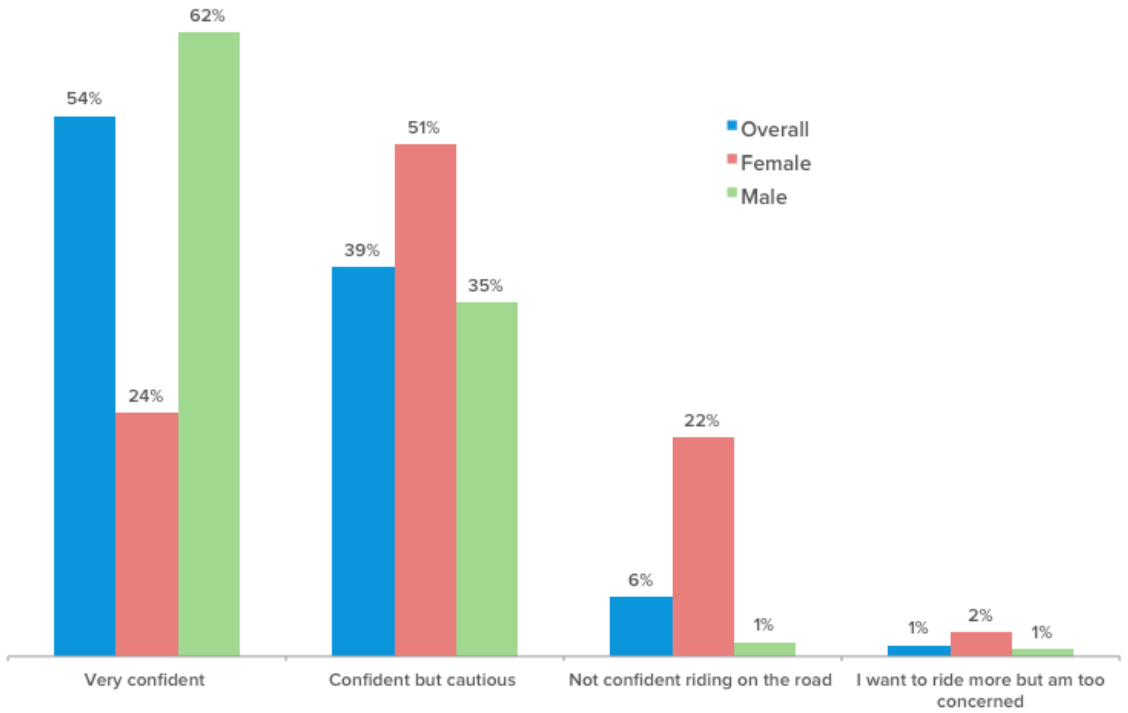
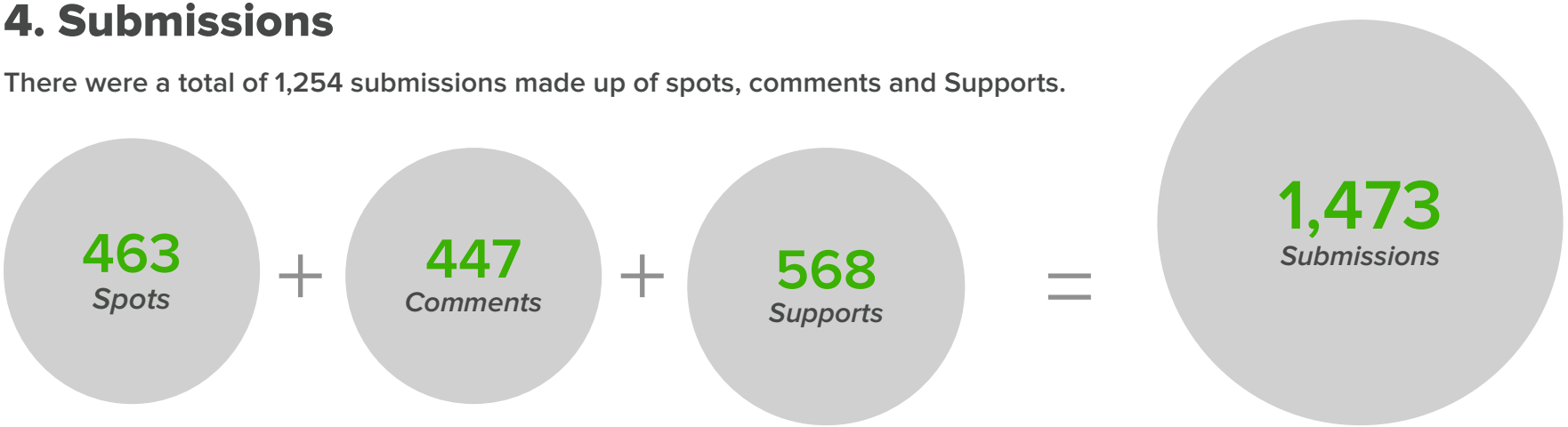


Figure 8 – Rider Confidence

4. Submissions

There were a total of 1,254 submissions made up of spots, comments and Supports.



Types of Spots

The majority of spots added to the map were 'Issue Spots', representing 73% of all the spots added to the map (Figure 10). 'Like Spots' followed next with 16% of all spots. The remaining spots were made up of 'Crash Spots', locations were people have experienced a bicycle crash.

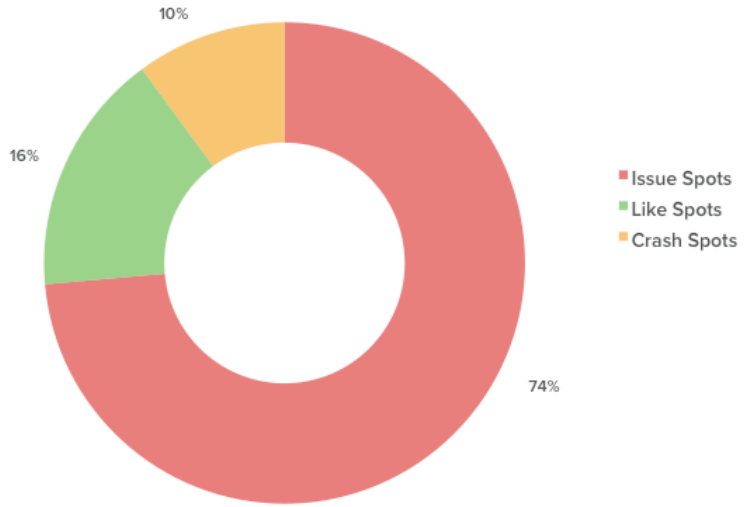


Figure 9 – Spot Types

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 sporadic spread of Spots. This spatial distribution can also be seen with the heat map on the following page.

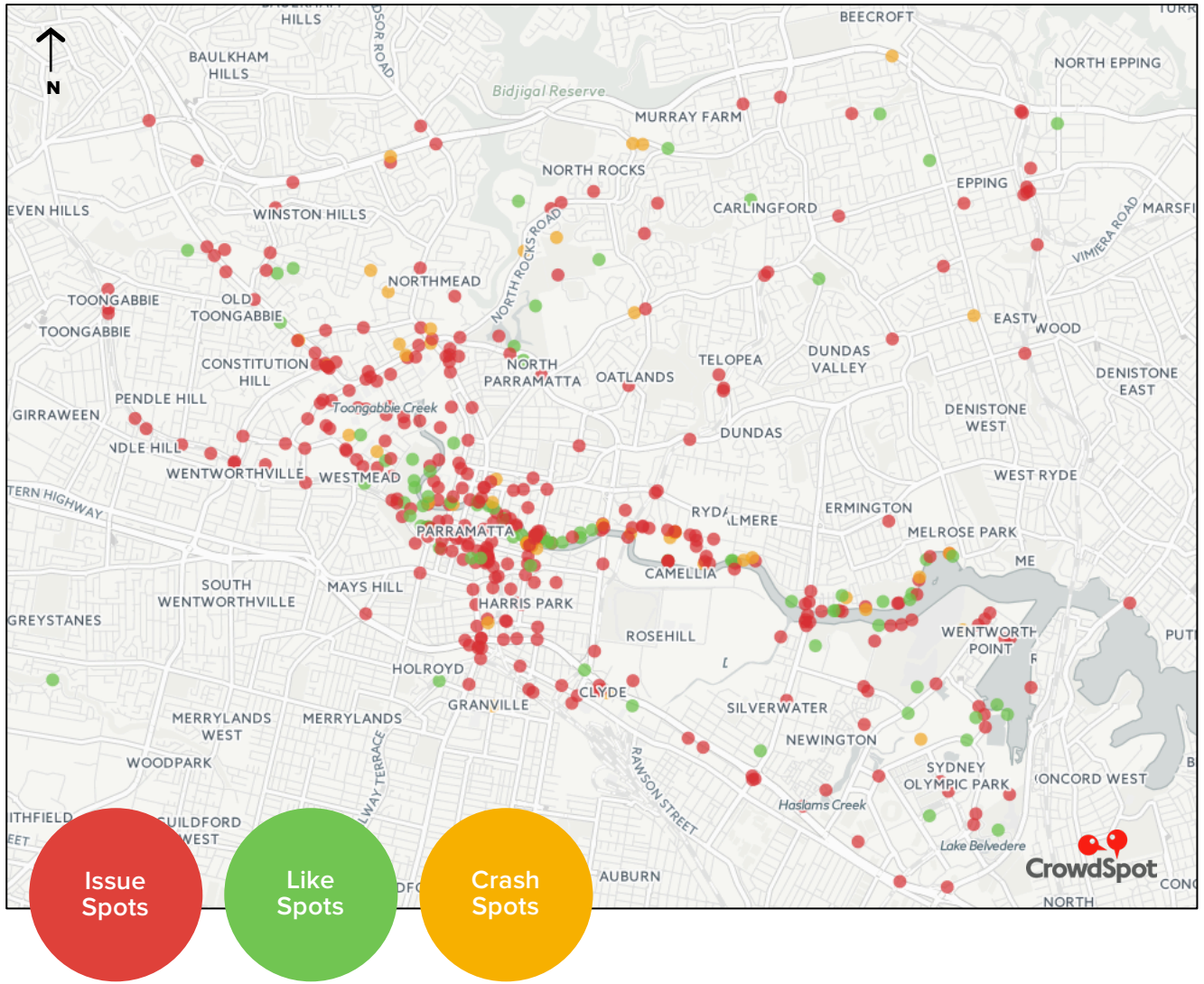
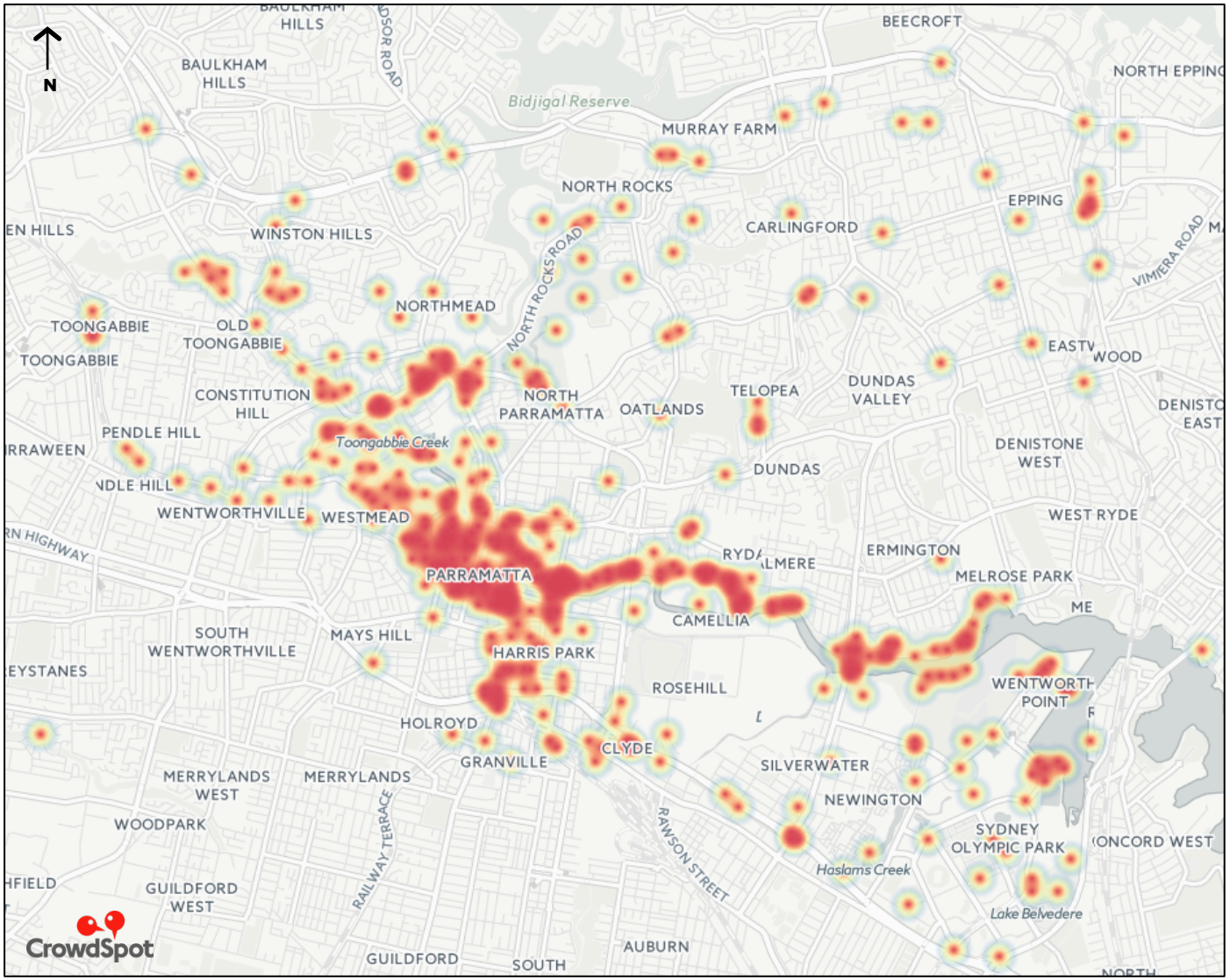


Figure 10 – Spatial distribution of Spots

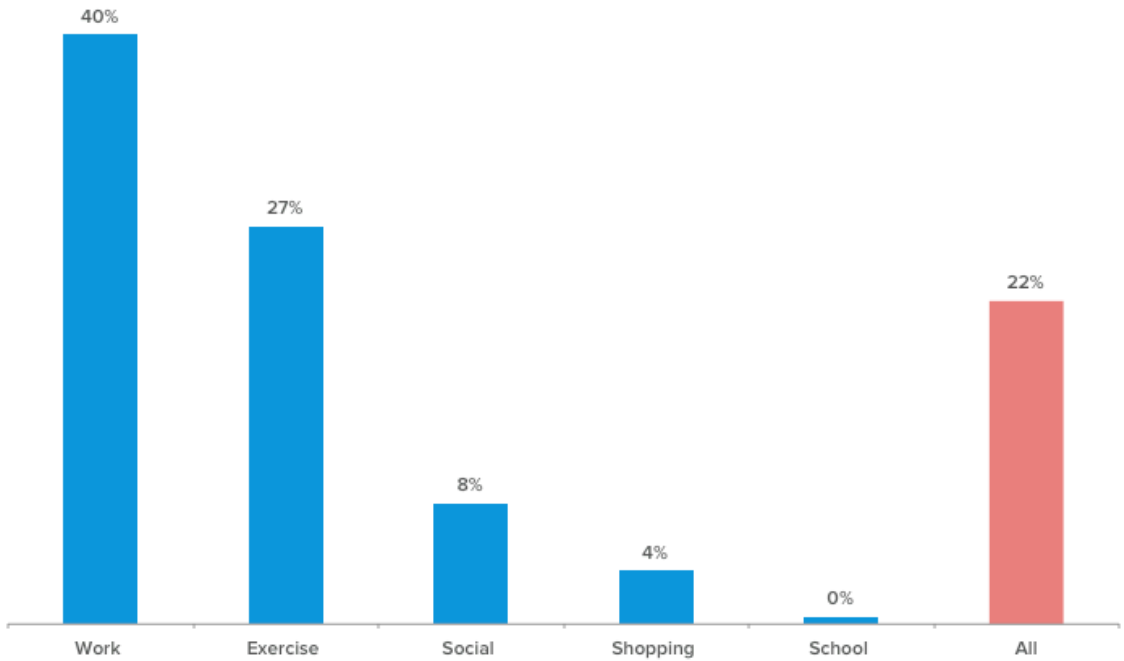
Figure 11 – Heat map



6. Purpose

Journeys to work (40%) were the main purpose for riding at all locations added to the map. This represents a clear majority ahead of other purposes such as exercise (27%), social (8%) and school (0%). There was also a solid number of locations (22%) where people identified as riding for all purposes.

Figure 12 – Trip purpose



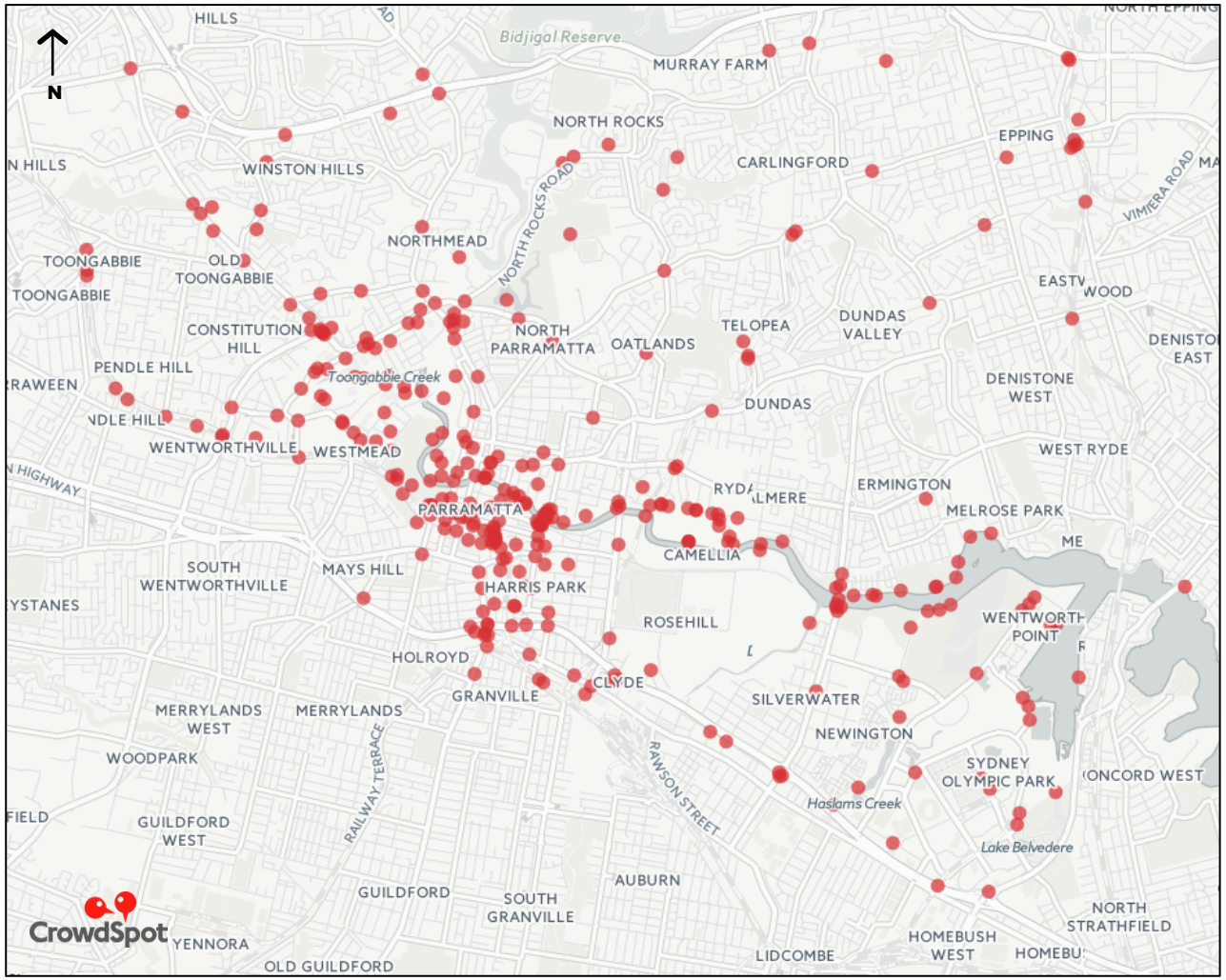
7. Issue Spots

Issue Spots were the most popular spot types on the map, representing 74% or 340 spots.

For Issue Spots, participants were asked to identify the type of issue at and if they had ever experienced a ‘near miss’ at that location. We are also able to determine the priority Issue Spot locations to create a Top 10 spots map (Figure 17).

The bike lane ends at this location and you are forced to ride on the busy industrial streets of pike and South Street. It would be much safer for cyclist if this was connected up to the cycle way at the rear of UWS campus.
- Glenn

Figure 13 – Issue Spots

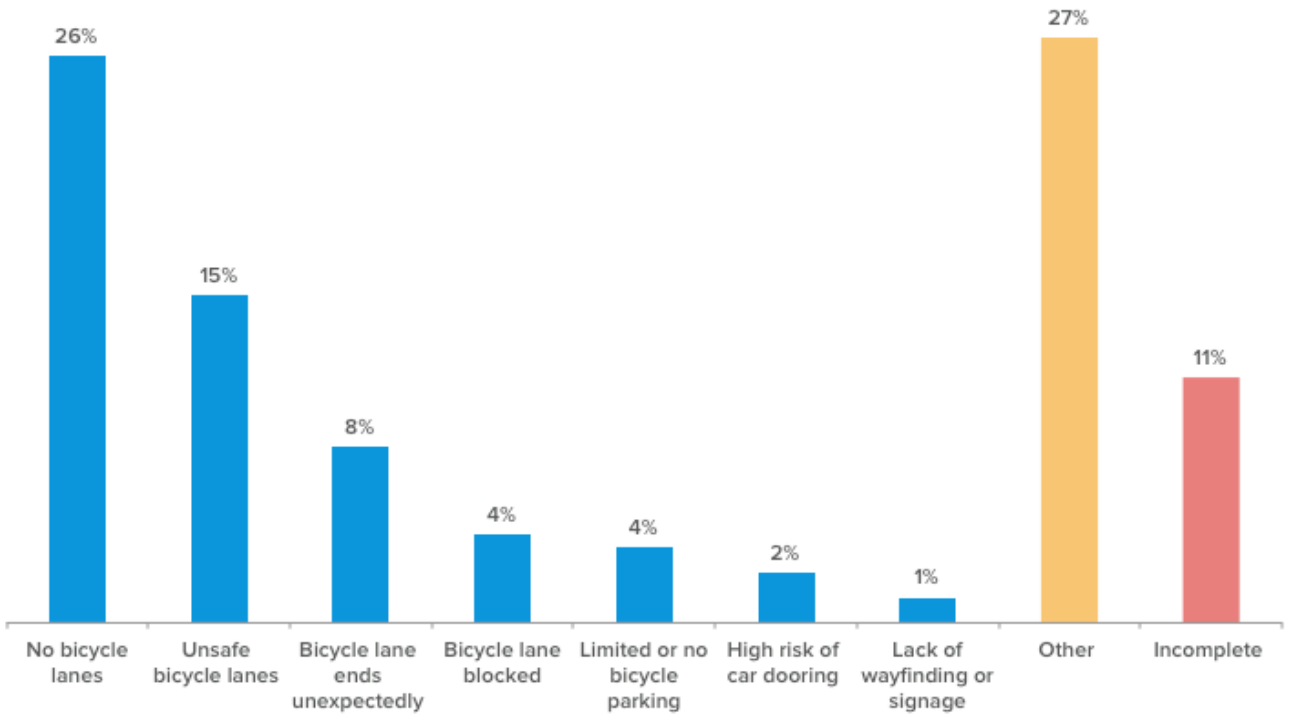


Bike Issues

Participants were able to select from a dropdown list of bike issues. As seen in Figure 14, the most popular option selected in the dropdown list was 'Other' (27%). Combined with the 'Incomplete' responses 38% of Issue Spots did not select a pre-determined issue from the dropdown selection.

Of the Issue Spot where an option was selected, 'No bicycle lanes' (26%), 'Unsafe Bicycle Lanes' (15%) and 'Bicycle lane ends unexpectedly' (8%) were the top responses. This suggests that that there is a lack of existing infrastructure and a potential for improvements and better connections to existing infrastructure.

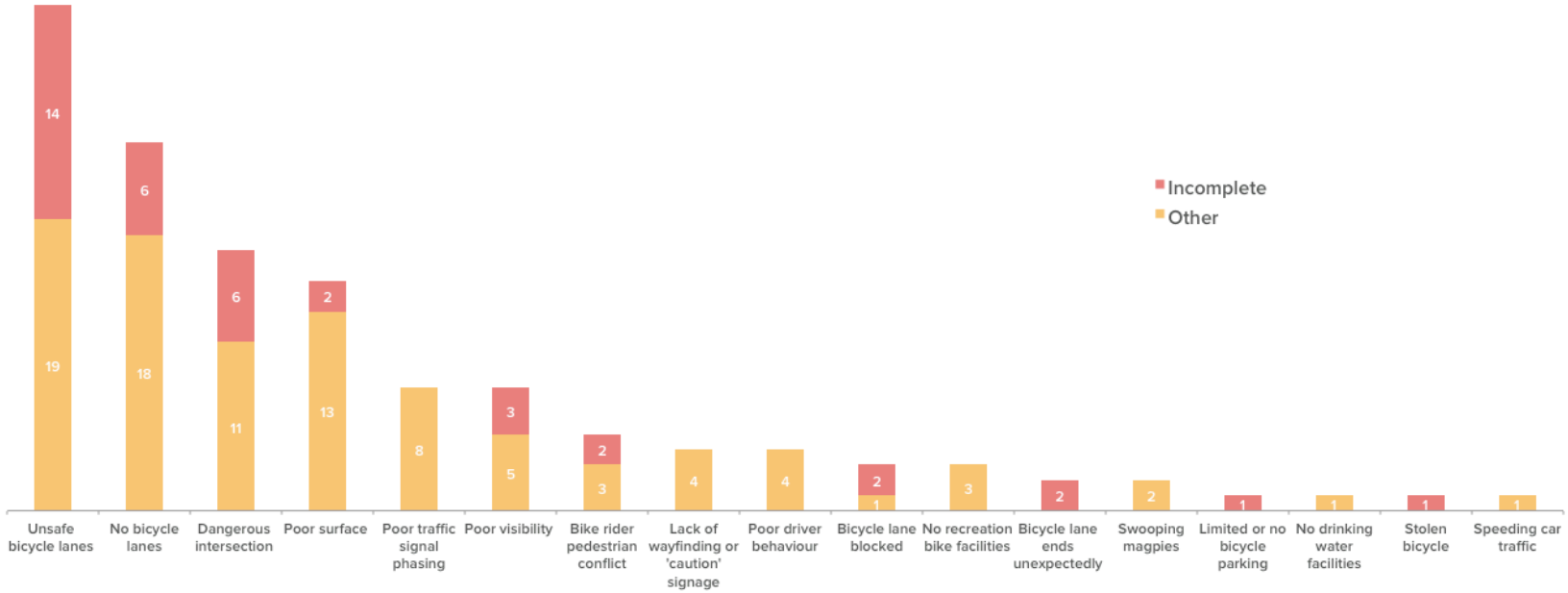
Figure 14 – Bike Issues



Categorised ‘Other’ and Incomplete Issue Spot

Figure 15 below categorises the large proportion of ‘Other’ and Incomplete Issue Spots. Similar to Figure 14, a significant number of these Issue Spots are categorised as ‘Unsafe bicycle lanes’ and ‘No bicycle lanes’. It is important to note that many of the ‘Unsafe bicycle lanes’ Issue Spots relate to existing infrastructure, such as bridges, being too narrow.
Significant new categories includes ‘Dangerous intersection’, ‘Poor surface’, ‘Poor traffic signal phasing’ and ‘Poor visbility’

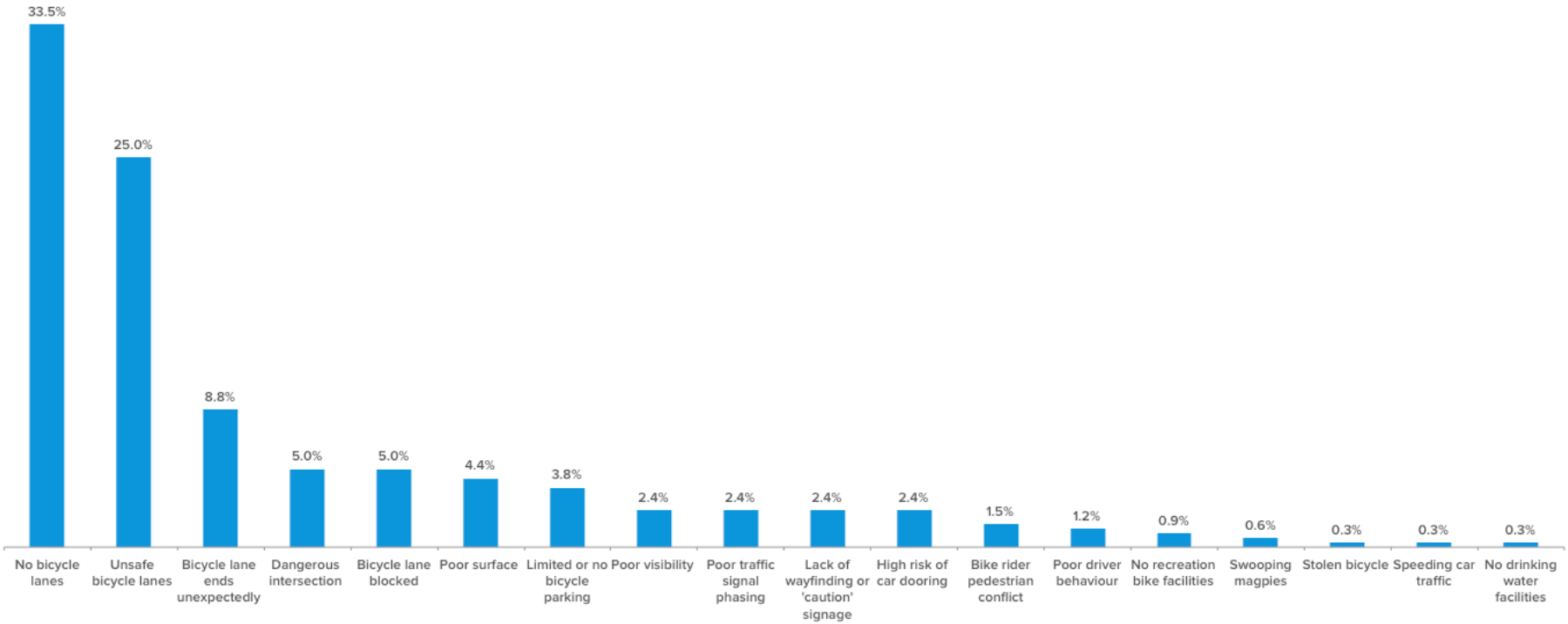
Figure 15 – ‘Other’ and Incomplete Issues Spots



All categeorised Issue Spots

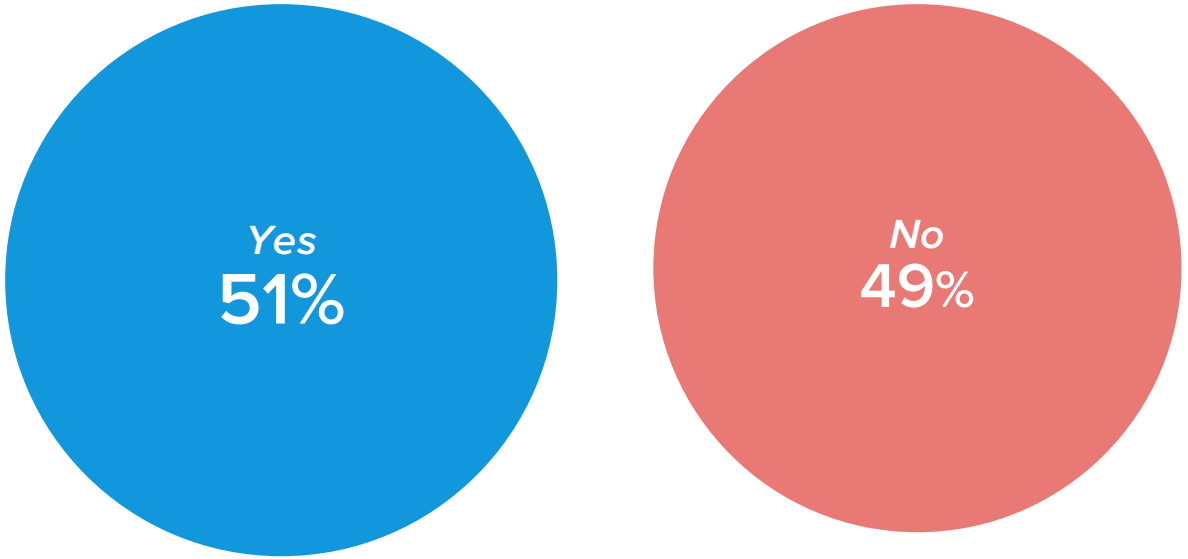
The figure below represents all Issue Spots after categorising ‘Other’ and Incomplete submissions. The top 3 types of issues remain the same (Figure 14), but as suggested in Figure, ‘Dangerous intersection’ and ‘Poor surface’ and significant newly categorised issue types.

Figure 16 – All categorised Issues Spots



Have you ever had 'near miss' experience at this Issue Spot?

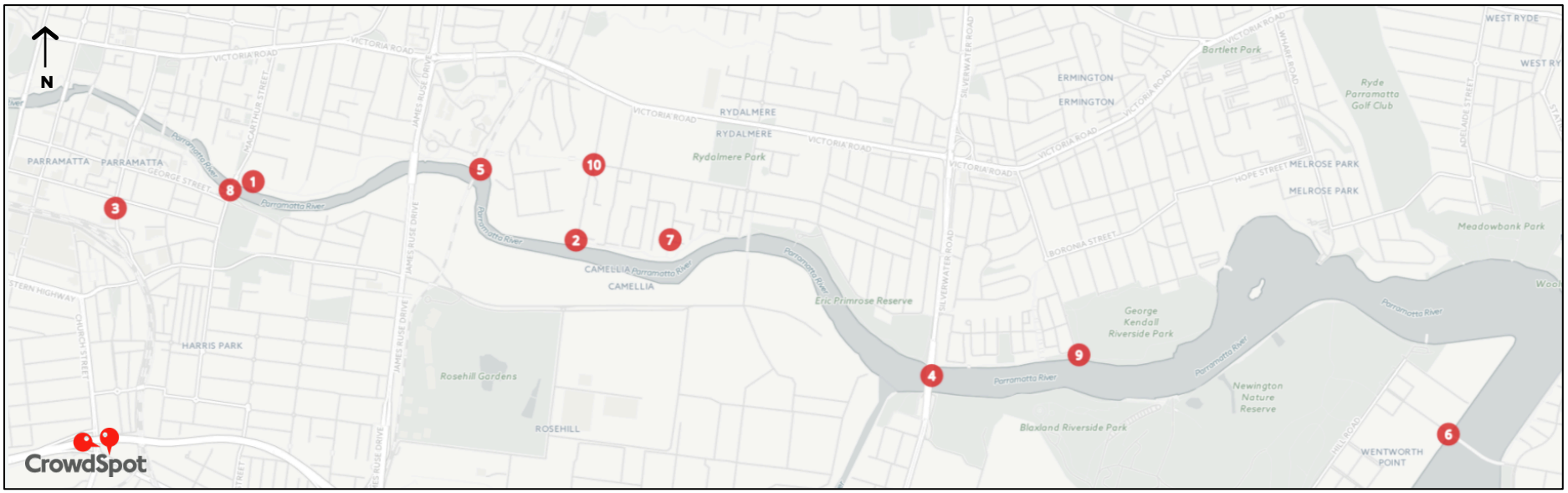
Participants were asked if they had ever experienced a ‘near miss’ at the location of the Issue Spot. Overall, 51% of people responded ‘Yes’ to experiencing a ‘near miss’ at their issue spot. This would suggest that riding within Parramatta is quite a risky proposition, even for confident existing riders, who were the majority of participants.



Top 10 Issue Spots

This map represents the top 10 bike spots added to the map. These locations were identified based on the amount of 'supports' and comments received. Spots at the same location with the same intent and have been aggregated. It is clear that the top Issue Spot are concentrated along the Parramatta River. All of these Spots are associated with safer and improved connection to and along the Parramatta Valley Cycleway.

Figure 17 – Top 10 Issue Spots



1. Cycleway at Macarthur St – Bicycle lane ends
2. Cycleway at Clyde St – Bicycle lane ends
3. Station to River connection – No bicycle lanes
4. Silverwater road bridge path – Unsafe bicycle lane (narrow)
5. UWS Under rail bridge – Poor surface
6. Bennelong Bridge – Unsafe bicycle lane (narrow)
7. Cycleway at Pyke St – Unsafe bicycle lane
8. Gasworks Bridge – Unsafe bicycle lane (narrow)
9. Cycleway steep section – Poor visibility
10. Roundabout at Clyde St and South St – Dangerous intersection

8. Like Like Spots

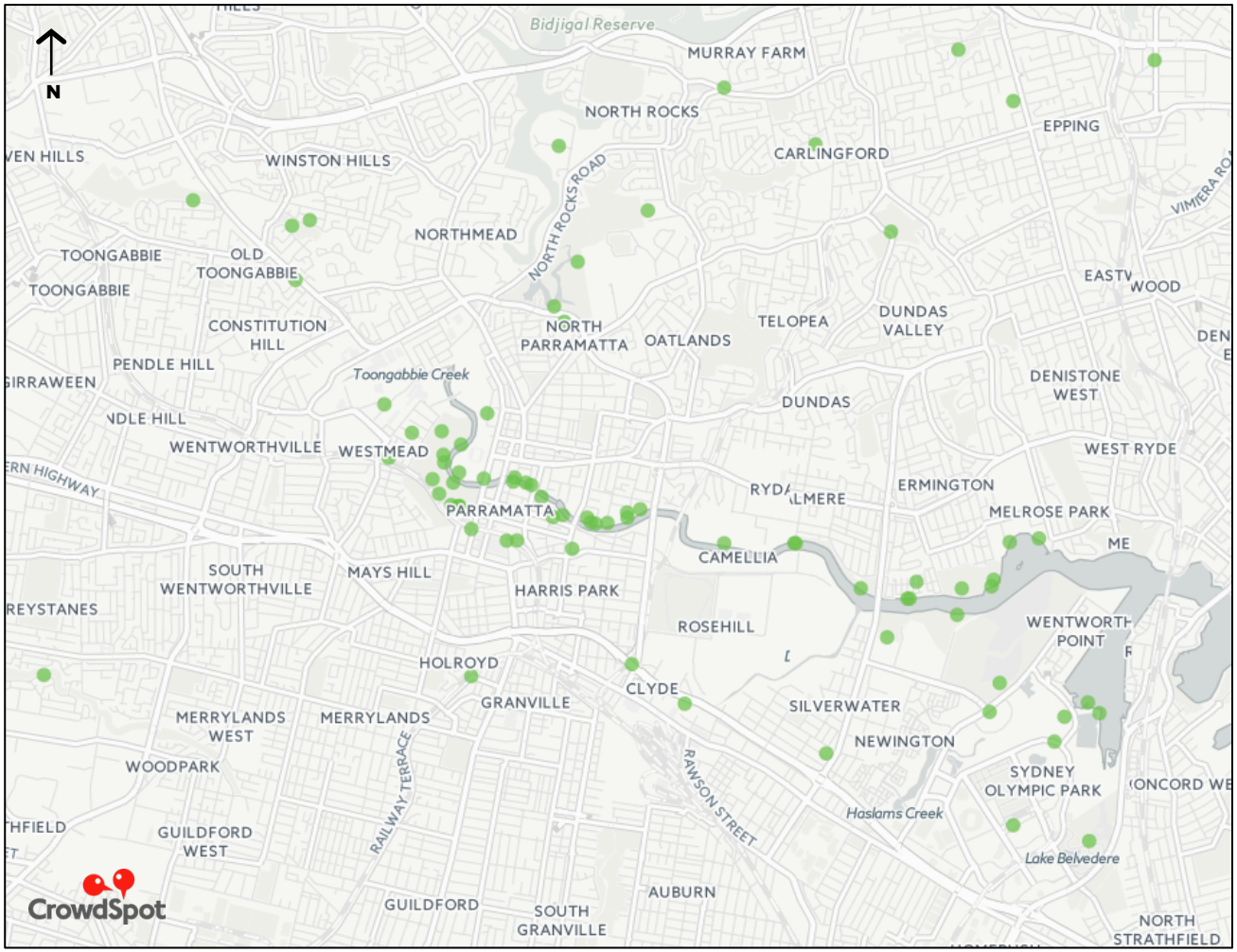
Like Spots represented 16% or 76 of spots submitted on the map.

The inclusion of Like Spots offered participants the opportunity to express elements of riding in Parramatta that they 'liked'.

We are also able to determine the priority Likes Spots to determine a Top 10 spots map (Figure 17).

Great cycle trail following Parramatta River. Linking Parramatta to Sydney Olympic Park, Rydalmere, Silverwater, Newington, Rhodes and Meadowbank. Excellent cycling infrastructure - well done!
- Anita

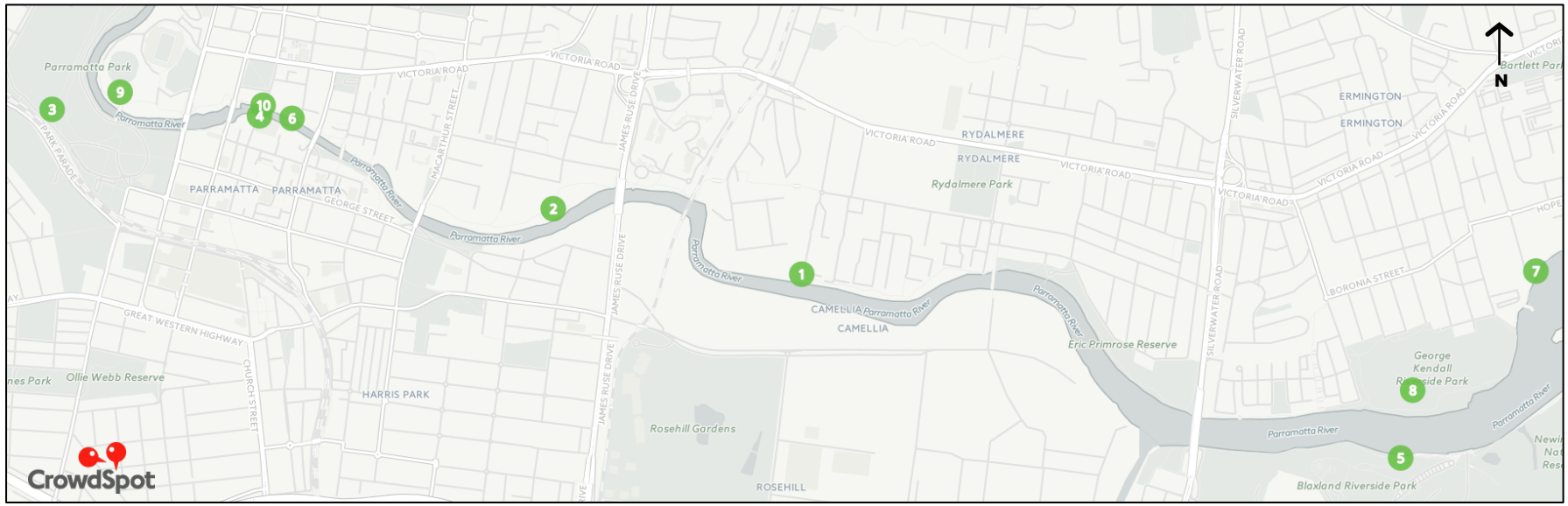
Figure 18 – Like Spots



Top 10 Like Spots

Simialr to the Top 10 Issue Spot, the Top 10 Like Spots are concentrated along the Parramatta Valley Cycleway corridor. These Spots related to improved infrastructure, separation from traffic and easy access to facilities. The strong interest in this cycleway presents an excellent opportunity to encourage further bike riding in the area.

Figure 19 – Top 10 Like Spots



1. Subiaco Creek – Missing link construction
2. Cycleway – between Macaruthur St & Jame Ruse Dr
3. Parramatta Park
4. Church St Bridge underpass
5. Armory Wharf Cafe
6. Cycleway – between Church St and Wilde Ave
7. Ermo Boardwalk
8. Cycleway – George Kendall Riverside Park section
9. Cycleway – Access to Parramatta Pool
10. Lennox Bridge holes – No need to carry bicycle anymore

9. Bike Crash Spots

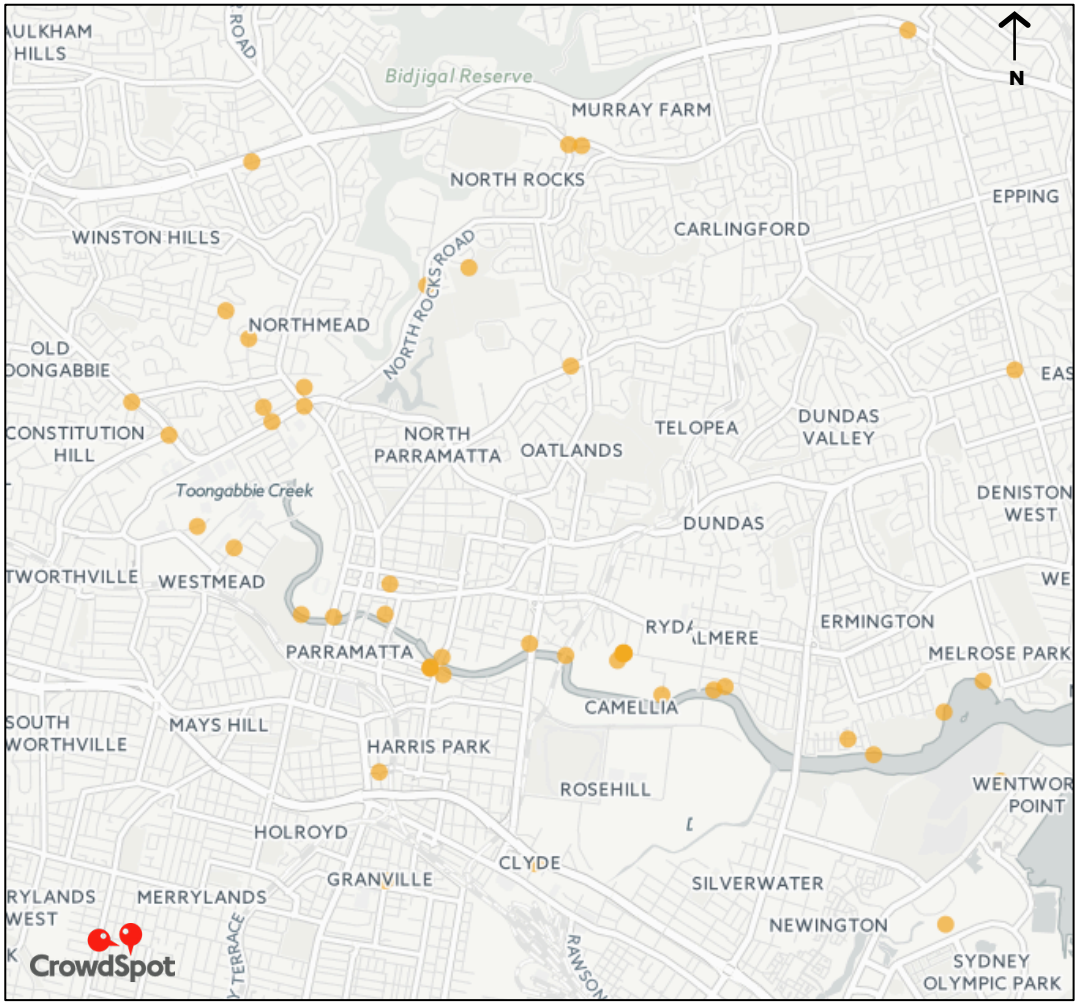
Crash Spots represented 10% or 47 spots submitted on the map. Crash Spots gave participants the opportunity to share their past bicycle crash experiences.

Information collected included:

- The severity of the injury
- The year of the crash
- Whether or not the crash was recorded by the police

This round about is very slippery when wet. I have crashed here twice in the last 10 years. I have also witnessed another cyclist crash here, after a light shower.
- Patrick (Roundabout at Clyde St and South St)

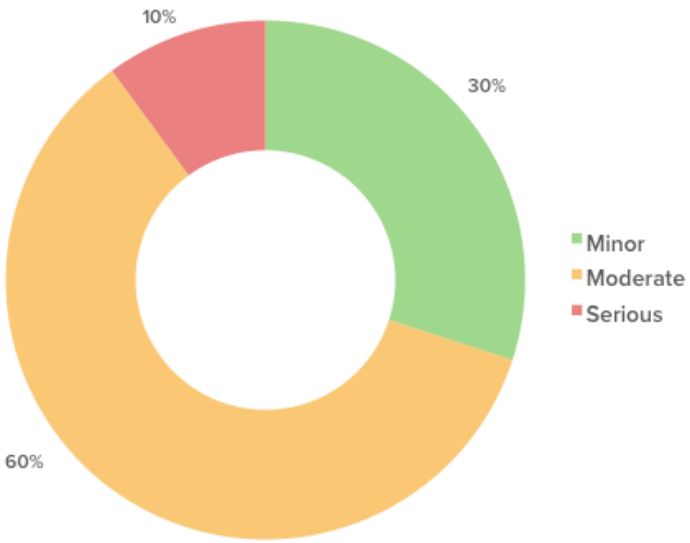
Figure 20 – Crash Spots



Crash Severity

The majority of crashes added to the map were considerate to be ‘moderate’ (60%), where there was some level of injury or damage. ‘Minor’ crashes accounted for 30% of Crash Spots and ‘Serious’ crashes the remaining 10%

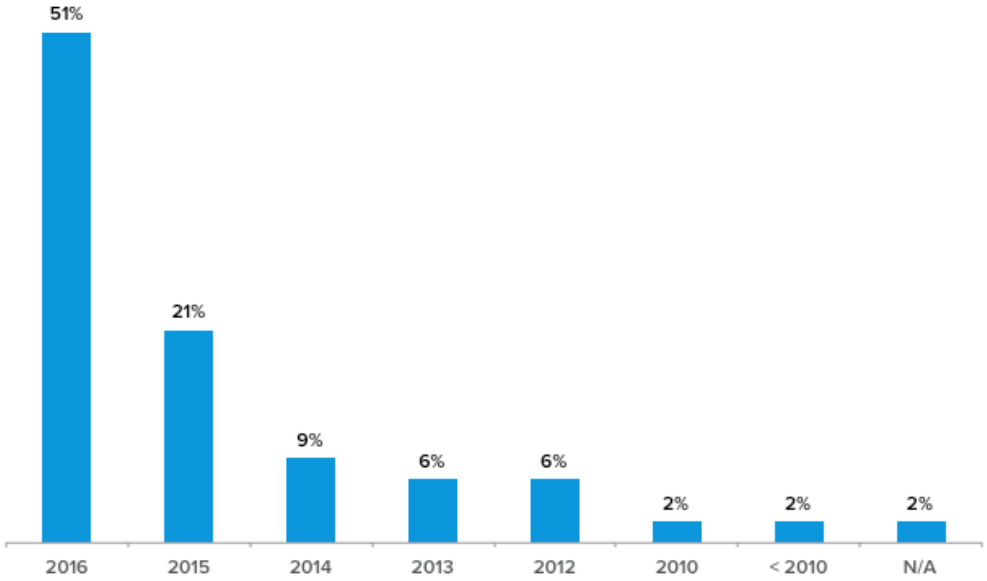
Figure 21 – Crash Severity



Crash Year

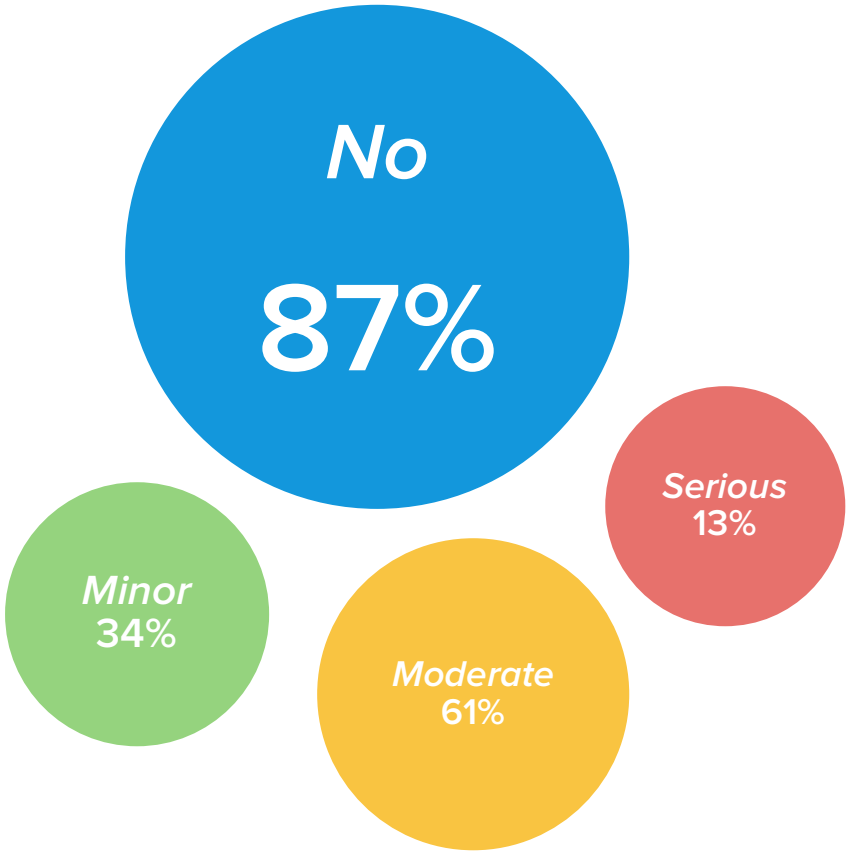
Over half (51%) of the crashes reported on the map took place in 2016. The further away crashes took place in the past, there gradually less crashes reported. This is quite common, as recent crash experiences tend to be more vivid and fresh in someone’s memory.

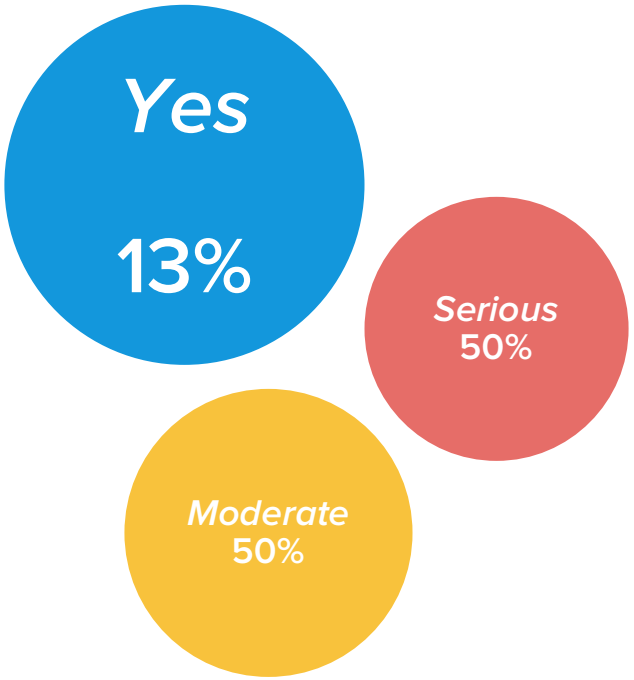
Figure 22 – Crash Year



Was this crash ever recorded by the police?

The vast majority crashes (87%) detailed on the map were not recorded by the police. While there appears to be an unusually high proportion of unreported crashes, you would expect the majority of these to be made up of ‘minor’ crashes. In this case, the majority of unreported crashes were deemed to be ‘moderate’ (61%) and troublesome are the ‘serious’ crashes that have not been reported.





10. Report Summary and Recommendations

The Parramatta Bike Plan map was open for public submissions for a period 4 weeks from 14 November to 11 December, 2016. During this time, the map received 1,473 individual submissions made up of 463 individual spots and the comments (447) and 'supports' (568) within those spots. These submissions were made from 362 unique participants.

There was a range of location specific feedback added within the different spot types. Based on all the information collected and their relative priorities, below is a set of broad recommendations:

Key recommendations:

- Improve existing bicycle infrastructure by:
  - Widening narrow pathways (across bridges)
  - Smoothing uneven and poor surfaces (paving gravel, re-paving pathway damaged from tree roots and areas prone to flooding after heavy rain)

- Create new bicycle lanes or separated cycle paths that:
  - Improve connections between key destinations and the Parramatta Valley Cycleway
  - Ensure continuous riding along the Parramatta River corridor without difficulty

- Improve the riding experience at intersections by:
  - Adjusting signal phasing or providing priority signal crossing for bike riders
  - Providing additional space for bike riders to turn right