



Transport  
for NSW

# Bridge Road Pop-up Cycleway

## Community Consultation Report

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# 1. Executive summary

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## 1.1 Overview

This report provides a summary of Transport for NSW's (Transport) March 2021 Have Your Say community consultation about the Bridge Road / Pyrmont Bridge Road Pop-up Cycleway (Bridge Road Pop-up Cycleway). It puts this consultation in the context of the wider delivery of pop-up cycleways in Sydney from July 2020 onwards and also of engagement carried out to inform the local community about the cycleway's installation in 2020.

Transport recognises that due to the rapid installation of the cycleway, to protect public health, we did not consult extensively in 2020 and we have acknowledged this from the outset. However, we also committed to community consultation before a decision about whether to install a cycleway permanently on Bridge Road. We did so through the March 2021 consultation and the careful consideration of the feedback we received.

Extra resources were invested in this consultation to publicise it in a number of ways, to give people multiple opportunities to find out about it and to maximise participation. This included, but was not limited to:

- distribution of over 10,700 four page Have Your Say community updates, including information about how to give feedback through the consultation and how to get in contact for more information
- sponsored and locally targeted Facebook posts, which reached over 30,000 users
- 12 eye-catching Have Your Say signs placed along the route, on both sides of the road.

This resulted in a large response, with 1,083 completed online surveys through the pop-up transport webpage, which suggests this investment was successful.

Section 4 - Consultation summary, focuses on the feedback received and includes Transport's responses to the main themes and questions that emerged. 981 responses were given to the final question, 'Please provide your feedback about the cycleway', which provided the best opportunity for respondents to give any comments they wished and to make their overall views about the cycleway known. All comments received in response to this question were categorised as being either generally 'Positive' about the cycleway, generally 'Negative' about it, or generally 'Neutral / Mixed'. 493 (or just over half) were positive, 337 were negative and 151 were 'Neutral / Mixed'.

## 1.2 Decision and next steps

All of the feedback received, which includes 2,915 open-ended responses to the final three survey questions, was carefully considered. A wide range of matters were raised and the majority of feedback about them was positive, neutral or mixed. This has been taken into account, with ongoing monitoring and evaluation data gathered since installation of the cycleway, as well as the views of the cycleway's users, who were surveyed separately. Based on the benefits identified – including improved safety, the cycleway's growing use and delivery of a more sustainable travel option

consistent with Transport's Future Transport 2056 vision<sup>1</sup> – the decision has been taken to keep it on Bridge Road permanently.

However, we will upgrade the current low-cost and temporary cycleway barrier, with its light-weight orange plastic paddles, to a more appropriate design. This will help achieve a better balance between moving people in a safe environment, while creating a cycleway that is less visually intrusive and generally better suited to the local area. We will also investigate the installation of a new parking bay for deliveries. This is a direct response to feedback.

As shown in 4. Consultation summary, a large amount of feedback focused specifically on safety. Much of this was very positive and given by respondents, particularly bike riders, who felt the cycleway and its associated changes have brought significant improvements. In many cases the introduction of a barrier, separating the cycleway from the road, has given people the confidence to either start bike riding or to take it up again.

On the other hand, many respondents felt the cycleway is unsafe or needs further safety improvements. Feedback about safety includes, but is not limited to, comments about: new traffic calming road safety measures, turning at intersections, merging of the cycleway and road, bus users' crossing of the cycleway and road surface and maintenance matters. All relevant feedback has been passed on to the project team for further consideration.

Transport will also continue to look at ways of improving more sustainable travel options locally, including walking and bike riding. Many respondents were eager for the cycleway to be expanded, including to the Sydney Fish Market and beyond, as well as for it to be more fully connected to Sydney's expanding cycleway network. Transport is actively working to do both and will continue to update the local community about progress.

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<sup>1</sup> Future Transport Strategy 2056:  
[https://future.transport.nsw.gov.au/sites/default/files/media/documents/2018/Future\\_Transport\\_2056\\_Strategy.pdf](https://future.transport.nsw.gov.au/sites/default/files/media/documents/2018/Future_Transport_2056_Strategy.pdf)

## 2. Introduction

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### 2.1 Background

In May 2020 the Minister for Transport and Roads and the Lord Mayor of the City of Sydney announced new temporary initiatives across Sydney to give people more options to safely walk and bike ride. These included six new pop-up cycleways in key commuter areas west, east and south of the Central Business District, as well as new safe speed limits. The locations of the pop-up cycleways were:

- Bridge Road / Pyrmont Bridge Road in Glebe (the subject of this report)
- Pitt Street north in the Central Business District
- Moore Park Road in Paddington / Moore Park
- Dunning Avenue at Rosebery
- Sydney Park Road in Alexandria / Erskineville
- Henderson Road at Eveleigh.

The cycleways were installed as part of the NSW Government's emergency response to COVID-19. They were a key public health measure, delivered on the advice of government health experts. They provide safer and physically distanced travel options, free up capacity on public transport and encourage bike riding as a healthy way to travel and exercise.

All six of the cycleways above were successfully installed between July and September 2020, with the Bridge Road cycleway officially opening in September. A new cycleway opened on High Street, Randwick in April 2021 and a new cycleway in the Inner West, between Petersham and Newtown, opened in May 2021. Installation of another pop-up cycleway, on Wigram Street, Harris Park was completed in September 2021. Transport has either installed, or funded and supported local councils to install, all these cycleways.

The cycleways were delivered in a time when bike riding was and is significantly increasing. In March 2021 the Minister for Transport and Roads said there has been up to a 40% increase in Greater Sydney since the start of 2020. In June 2021 Transport analysis showed that over the past year more than 700,000 trips had been made on the pop-up cycleways.

This report will consider the feedback received about the Bridge Road Pop-up Cycleway in some detail. It is important to note at the outset that strong opinions both in support of and in opposition to pop-up cycleways exist, including about that on Bridge Road. It is also important to note that, contrary to some comments received and some media reporting, although sentiment is split, the majority of feedback received was positive, neutral or mixed. Significant supportive feedback was received<sup>2</sup> from across the community, not only from bike riders.

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<sup>2</sup> This does seem consistent with other feedback. For example, City of Sydney pop-up cycleway research, carried out in October 2020 by Micromex research, showed 71% of City of Sydney residents surveyed were supportive or very supportive of more space being made for people to ride bikes. This included a telephone survey of 609 residents, weighted by age and gender to reflect the 2016 Australian Bureau of Statistics community profile of the City of Sydney.

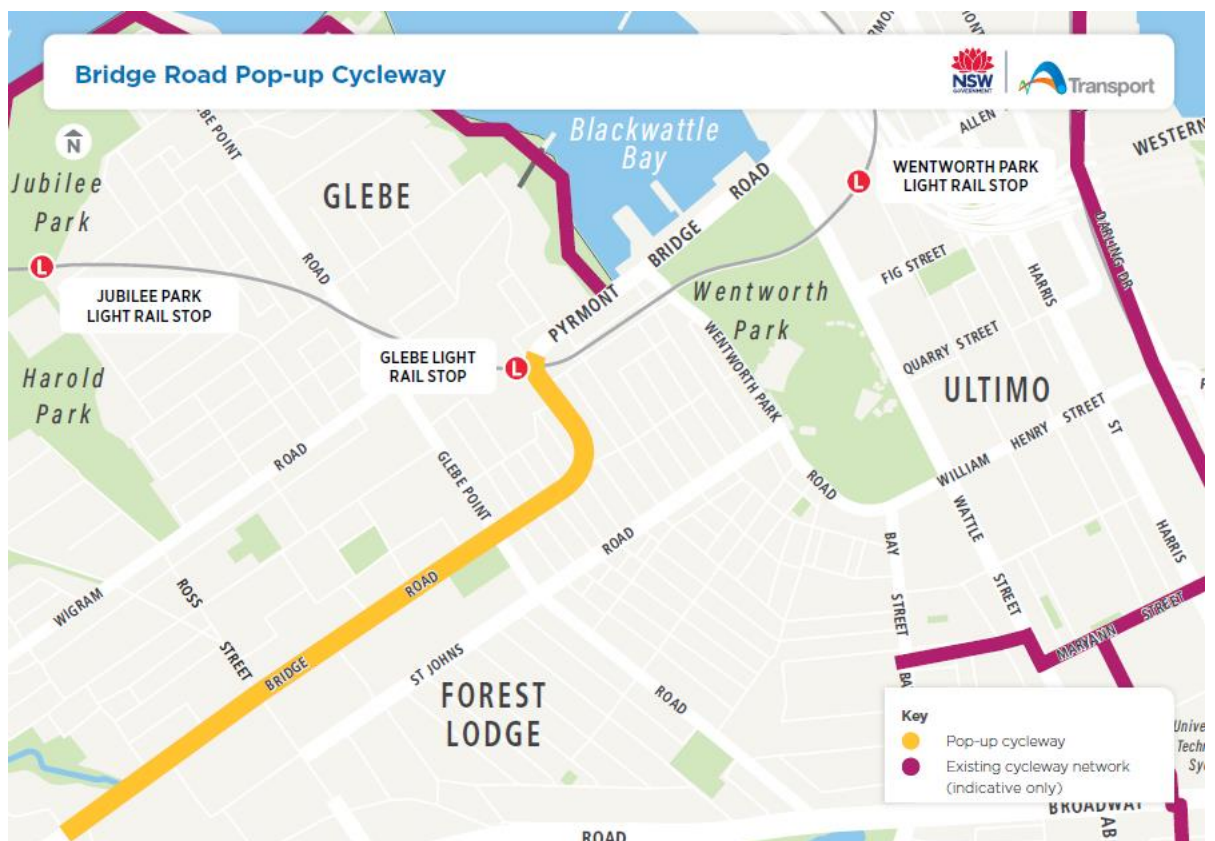
## 2.2 The Bridge Road Pop-up Cycleway

The 1.2 km Bridge Road Pop-up Cycleway was installed between Lyons Road and Taylor Street, along Bridge Road, Glebe and Pyrmont Bridge Road, Camperdown. This is a direct route to support bike riding from the Inner West to the Sydney Central Business District (see Figure 1 below), of particular use to commuters and can be used for journeys to the Royal Prince Alfred Hospital. It is also part of the NSW Co-Designed Bicycle Network Blueprint and the City of Sydney bicycle network.

The cycleway was installed as a uni-directional cycleway on both sides of the road, with light-weight barriers separating bike riders from traffic along most of its length (see Figure 2 below). The speed limit on the road next to the cycleway was also reduced to 40 km/h to improve safety.

No permanent parking spaces were removed, as the whole route was subject to clearways. 46 temporary spaces were removed in total, from both sides of the road along the route. The disability parking space fronting 180 and 182 Bridge Road was removed and reinstated nearby on Jarocin Avenue. After a resident meeting another was also created on Clare Street. Both are permanent spaces. The cycleway operates as a 24 hour a day clearway because changes to its operation to allow temporary parking were not considered workable.

### 2.2.1 Figure 1: Map of the Bridge Road Pop-up Cycleway



## 2.2.2 Figure 2: Photos of the Bridge Road Pop-up Cycleway in use



## 2.3 Benefits

As outlined above (see 2.1 Background) the pop-up cycleways were installed as part of the NSW Government's emergency response to COVID-19. Routes were carefully selected because they were generally:

- located on busy bike riding routes
- connected to existing bike riding infrastructure
- located where public transport was likely to become overcrowded
- able to give access to schools, workplaces and other services.

As outlined in Transport's March 2021 Have Your Say community update, people are using the cycleway more and they feel safer<sup>3</sup>:

- since its completion there has regularly been between 2,000 and 3,000 trips per week on it

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<sup>3</sup> City of Sydney Council carried out intercept surveys to understand bike rider behaviour, safety perceptions, journey details etc between October and November 2020. In total 602 people were surveyed across all of the pop-up cycleways, with 100 surveyed using the Bridge Road Pop-up Cycleway.



- more than 30% of the bike riders surveyed using the cycleway said they would have travelled to their destination using another form of transport before it was installed
- 92% of these bike riders felt safer riding on the cycleway than they did riding in the previous road conditions.

The Bridge Road Pop-up Cycleway has the highest number of trips of the pop-up cycleways outside Sydney Central Business District. Since opening in September 2020 the number of bike trips increased by 32%. The percentage of women riding on it has also been observed to be between 20 and 30%, in comparison to the 9% rate of female participation in Sydney, identified in the National Cycling Participation Survey<sup>4</sup>.

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<sup>4</sup> Observation of women bike riders' use of the cycleway is part of regular monitoring carried out by Transport.

## 3. Consultation approach and reach

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### 3.1 Engagement and consultation

As mentioned, the pop-up cycleways were installed in unprecedented circumstances, under COVID-19 public health orders, as part of the NSW Government's emergency response to COVID-19. Transport recognises that due to the rapid installation of the cycleway to protect public health we did not consult extensively in 2020 and we have acknowledged this from the outset. However, we also committed to community consultation before a decision about whether to install a cycleway permanently on Bridge Road. We did so through the March 2021 consultation and the careful consideration of feedback.

Importantly, and as shown below, since the cycleway was first announced anybody has been able to contact Transport with enquiries and feedback at any time. Transport responded to enquiries received about it by telephone, email or through the pop-up transport webpage feedback form (see below for more information). Also as shown below, extra resources were invested in the 2021 community consultation to publicise it as widely as possible in a number of ways, to maximise participation. This resulted in a large response, with 1,083 completed online surveys, which suggests this investment was successful.

### 3.2 Consultation aims

We consulted with the community and key stakeholders to:

- seek comment, ideas and suggestions for consideration when making a decision on the final form and location of the cycleway
- advise the local community and directly affected stakeholders
- continue to build a database of community members interested in the cycleway, to engage with further in the future
- provide an opportunity for the community to learn more, ask questions and provide submissions through online surveys.

### 3.3 Consultation activities

Have Your Say community consultation was carried out from 15 to 29 March 2021, but a range of communications were issued since the announcement of the cycleway in 2020. Table 1 below shows the main ones, including those carried out to raise awareness of the consultation. Please see the appendix for more information.

**Table 1: Consultation approach and reach**

Consultation activity	Summary
State and local government	Meetings were held with City of Sydney Council and the Local Member for Balmain has been briefed.
Community updates delivered to local addresses	<ul style="list-style-type: none"> <li>• <b>Community update, June 2020:</b> over 3,500 delivered to addresses closest to the cycleway.</li> <li>• <b>Community postcard, July 2020:</b> over 1,400 delivered to addresses closest to the cycleway.</li> <li>• <b>Have Your Say community update, March 2021:</b> over 10,700 delivered to addresses closest to the cycleway.</li> </ul>
Signs placed along the route	<ul style="list-style-type: none"> <li>• <b>Pop-up cycleway information sign, July 2020:</b> with 'YOU ARE HERE' point tailored for eight different locations along the route.</li> <li>• <b>No parking sign, July 2020:</b> placed in multiple locations along the route.</li> <li>• <b>Pop-up cycleway consultation sign, March 2021:</b> placed in twelve different locations along the route.</li> </ul>
NSW Government Have Your Say webpage	Details about the March 2021 consultation were also uploaded to the website at <a href="https://www.nsw.gov.au/have-your-say">https://www.nsw.gov.au/have-your-say</a> , to maximise awareness.
Social media posts	<b>Two targeted and sponsored Facebook posts, March 2021:</b> the first post was aimed at the local community and had a reach of over 17,000 Facebook users and the second post was aimed at bike riders and had a reach of over 13,800 Facebook users.
Pop-up transport webpage	The webpage went live at <a href="https://nswroads.work/covid-infrastructure">nswroads.work/covid-infrastructure</a> in 2020, shortly after the cycleway was announced.

Consultation activity	Summary
<p>Community information line, community information email address and webpage feedback form</p>	<p>Transport continues to respond to feedback and enquiries through the community information line on <b>1800 573 193</b>, community information email address at <b>covidpopup@transport.nsw.gov.au</b> and through the dedicated Bridge Road online feedback form at <b>nswroads.work/covid-infrastructure</b>, which is sent directly to the project team when completed.</p> <p>Anyone using the feedback form can subscribe for updates and those who had been in contact previously, or subscribed, were informed about the March 2021 Have Your Say community consultation directly by email, along with key stakeholders, such as the schools on the route.</p>
<p>Review of survey responses</p>	<p>We reviewed all survey responses from the community and used this in decision-making about the proposal. The survey used in the March 2021 Have Your Say community consultation was used by 1,083 respondents to give feedback. Each survey included three open-ended questions, allowing for broad and lengthy feedback. Transport has reviewed and carefully considered all feedback, including 2,915 responses to these open-ended questions.</p>

# 4. Consultation summary

## 4.1 Feedback received

During the Have Your Say community consultation from 15 to 29 March 2021 we received the responses below. Some responses to the final three open-ended questions were long, or out of scope, or ambiguous. Nevertheless, all responses have been reviewed and grouped thematically where possible, to show the relative levels of interest or feeling about different matters.

The final question below, which simply asked for feedback, provided respondents with the opportunity to say anything about the cycleway they wished. The general sentiment of these responses has been captured as either 'Positive', 'Negative' or 'Neutral / Mixed'.

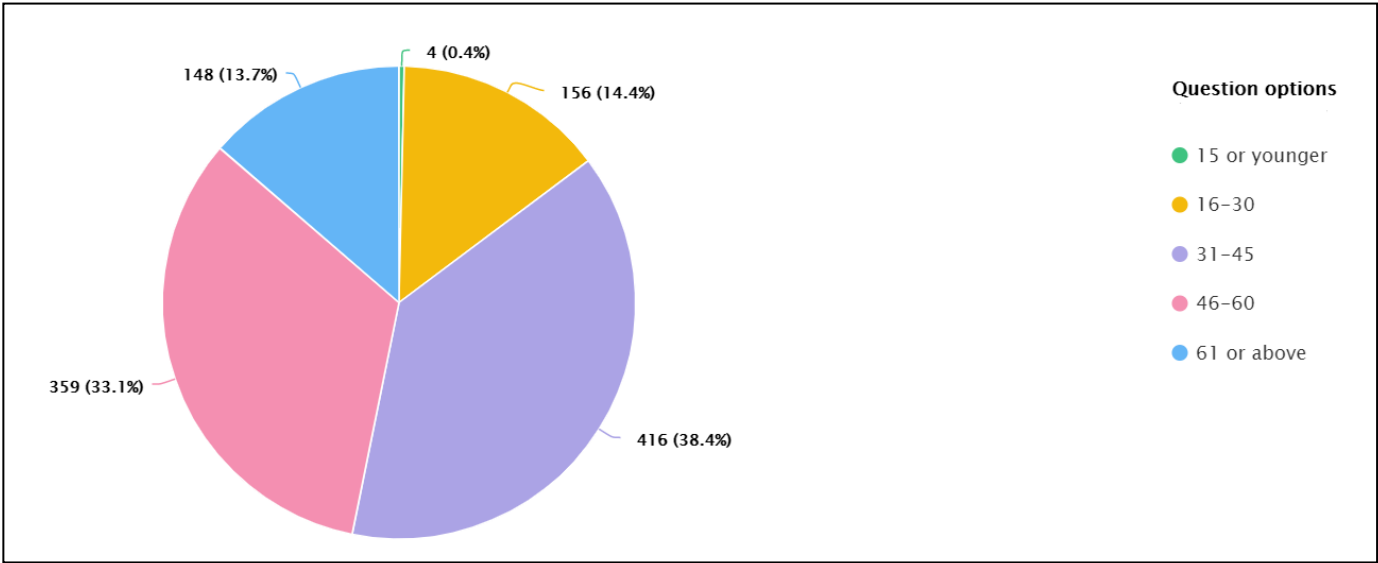
It is not possible here to provide detailed replies to every response to the final three questions, but Table 2: Community survey feedback summarises the main feedback by theme and presents Transport's responses.

### 4.1.1 Question 1: Email address

Respondents were asked to provide their email addresses. This helped to reduce the risk of people submitting multiple responses and also helps to add to the contact list (the survey ended with an opt-in question for future updates, so only those who wish to be contacted will receive future updates).

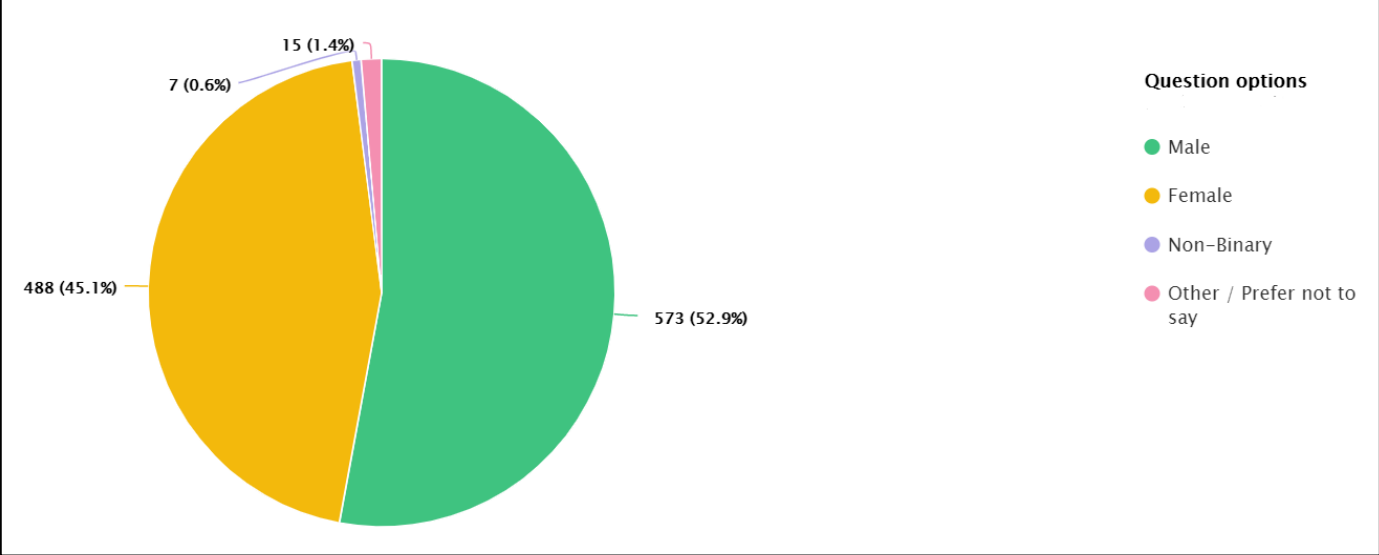
### 4.1.2 Question 2: Tell me about yourself

This question asked respondents their age. This is helpful in understanding who is engaged in the consultation. It shows that, despite reaching out directly to schools on the route, young people are underrepresented in the feedback. It will be helpful to focus on encouraging them to learn more and to give their feedback in the future, particularly those in the 15 or younger age group.



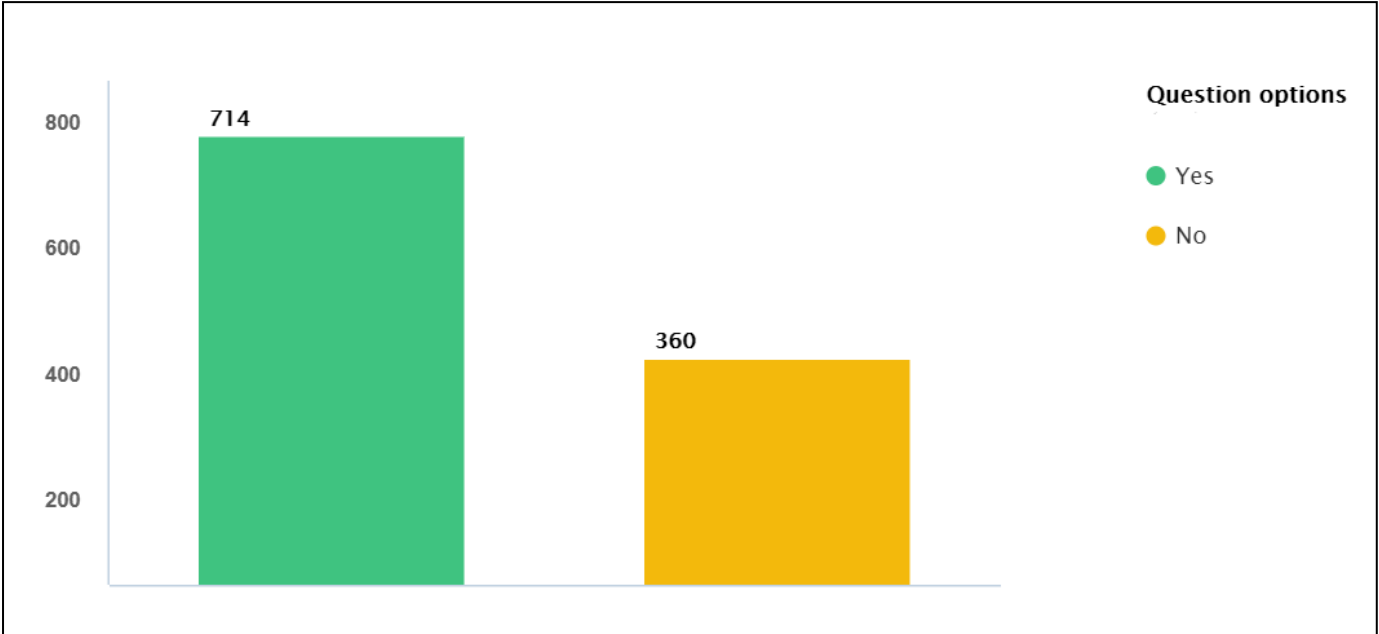
**4.1.3 Question 3: Gender**

This question asked respondents to give their gender. As mentioned above, generally there are far fewer female bike riders than male ones. However, 45% of respondents were female and female respondents were not significantly underrepresented.



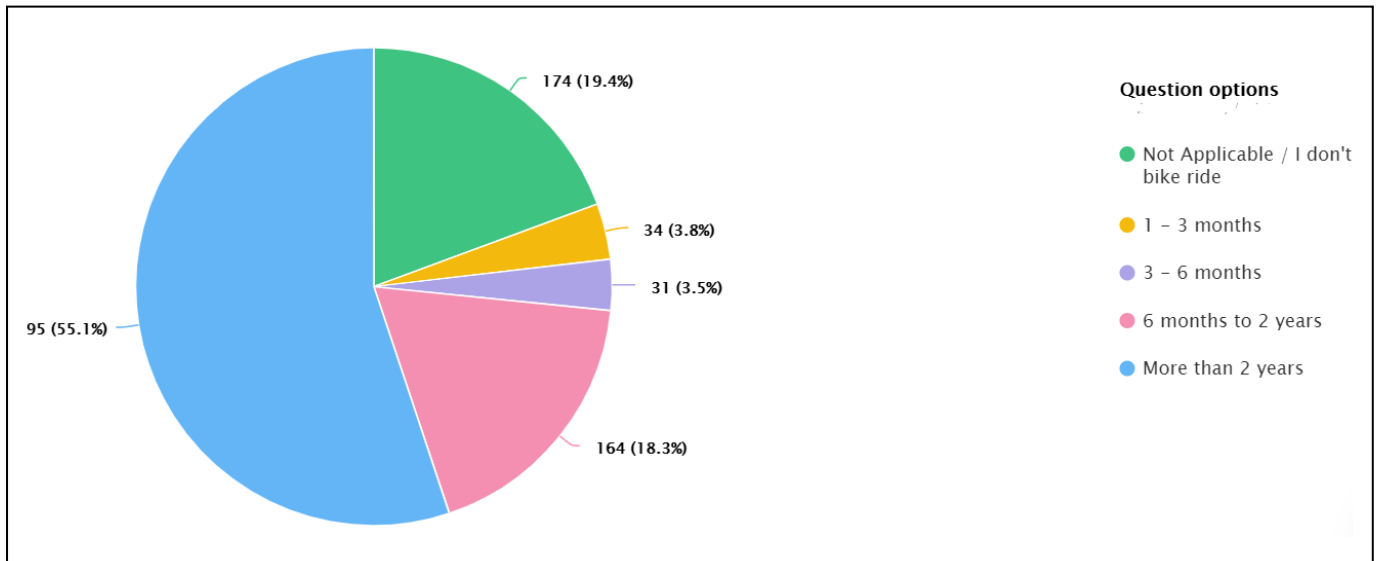
**4.1.4 Question 4: Are you a bike rider?**

This question asked whether respondents were bike riders. The feedback showed the response from bike riders was almost twice as high as for non-bike riders.



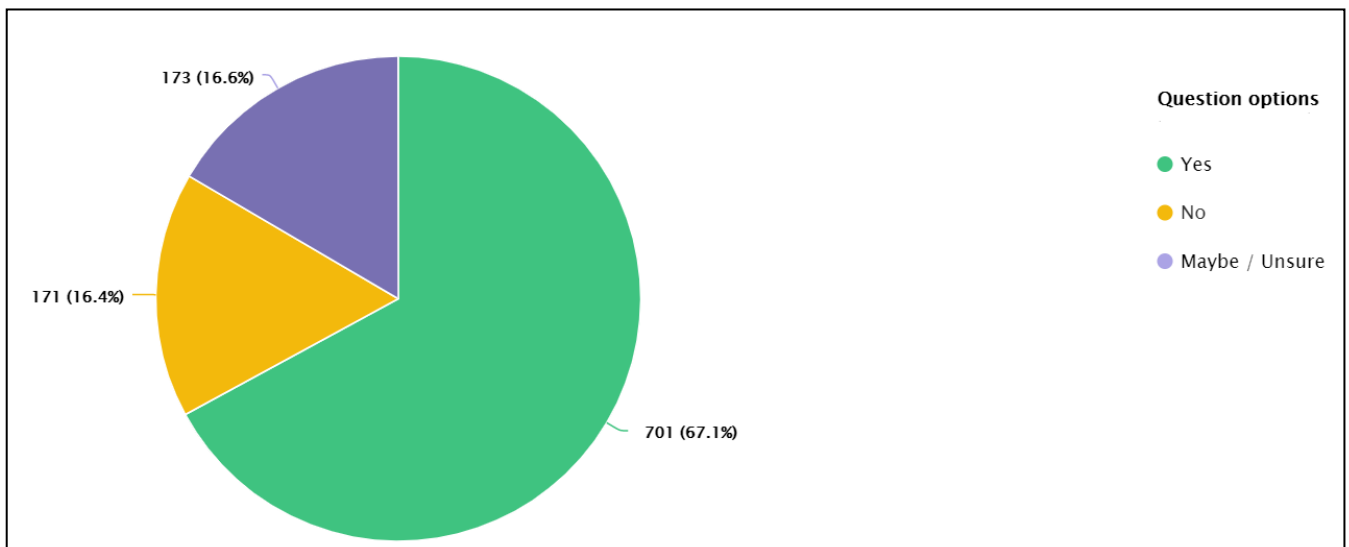
#### 4.1.5 Question 5: If you bike ride, how long have you been bike riding in Sydney?

Question 5 was included to try and get an understanding of bike riders' experience. Although a small majority (55%) of the 898 respondents said they have been bike riding in Sydney for more than two years, 26% said they have been bike riders for less time and at least 7% have only been riding in the time the cycleway was installed, which reinforces some of the written feedback from people who said the cycleway encouraged them to start bike riding.



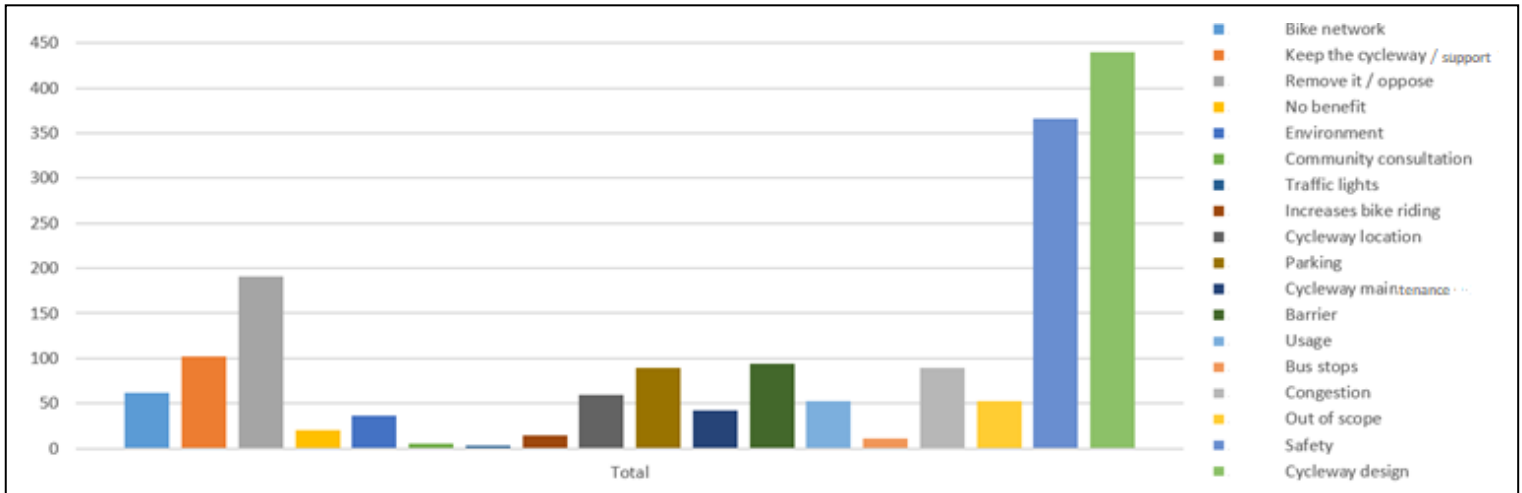
#### 4.1.6 Question 6: If the cycleway was to remain, do you think the temporary barrier should be upgraded to a different material that is more in keeping with the street environment?

Since installation of the cycleway the look and structure of the temporary barrier has been the subject of a lot of the feedback received, including from those who feel that it looks unsightly and could better reflect the character of the local area. Feedback shows a clear majority of the 1,045 respondents believe it should be upgraded.



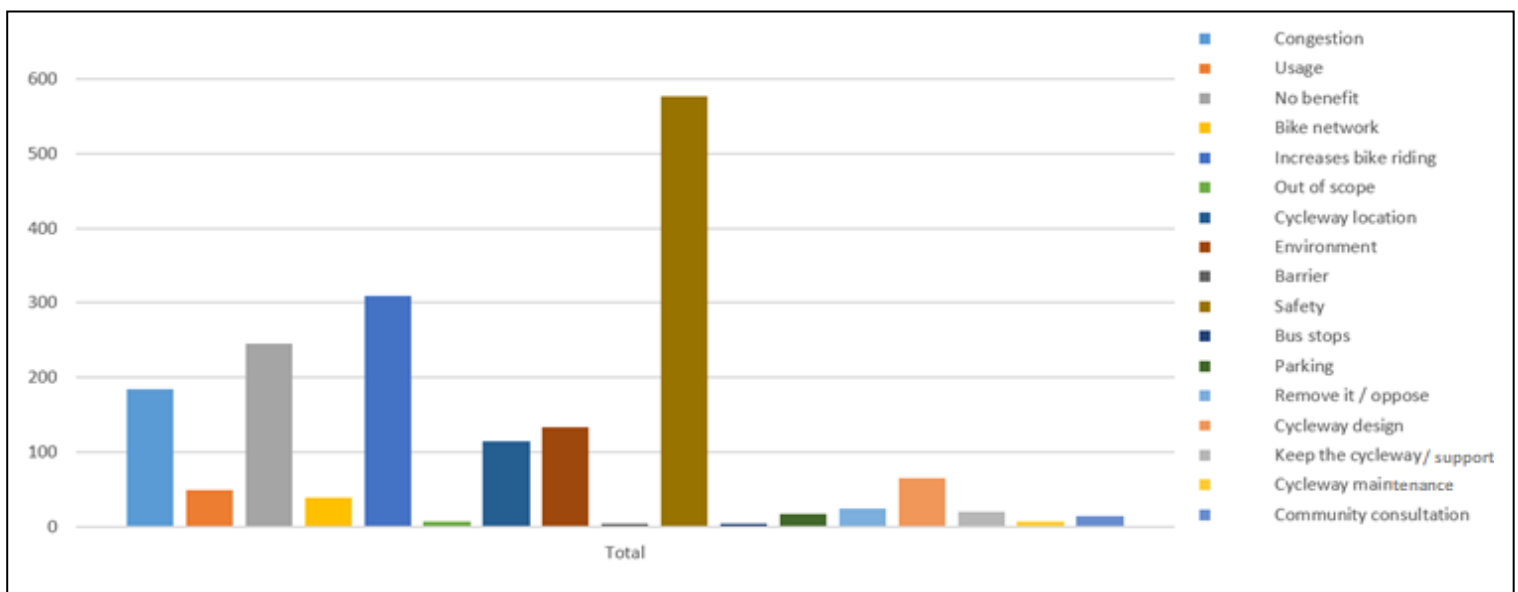
#### 4.1.7 Question 7: Do you have any other suggested improvements to Bridge Road, road safety, or the pop-up cycleway?

The bar chart below indicates responses by the main themes. The figure on the left indicates the number of the 918 respondents who mentioned a theme and the themes are shown in the legend on the right, as is the case with the questions below too. The most popular themes here were 'Cycleway design' (440) and 'Safety' (366). The third was 'Remove it / oppose' with 191 (including feedback to remove it and / or generally in opposition) and all of the other themes received 102 responses or less. 'Keep the cycleway / support' received 102 responses.



#### 4.1.8 Question 8: What do you see as the greatest benefit of the cycleway remaining?

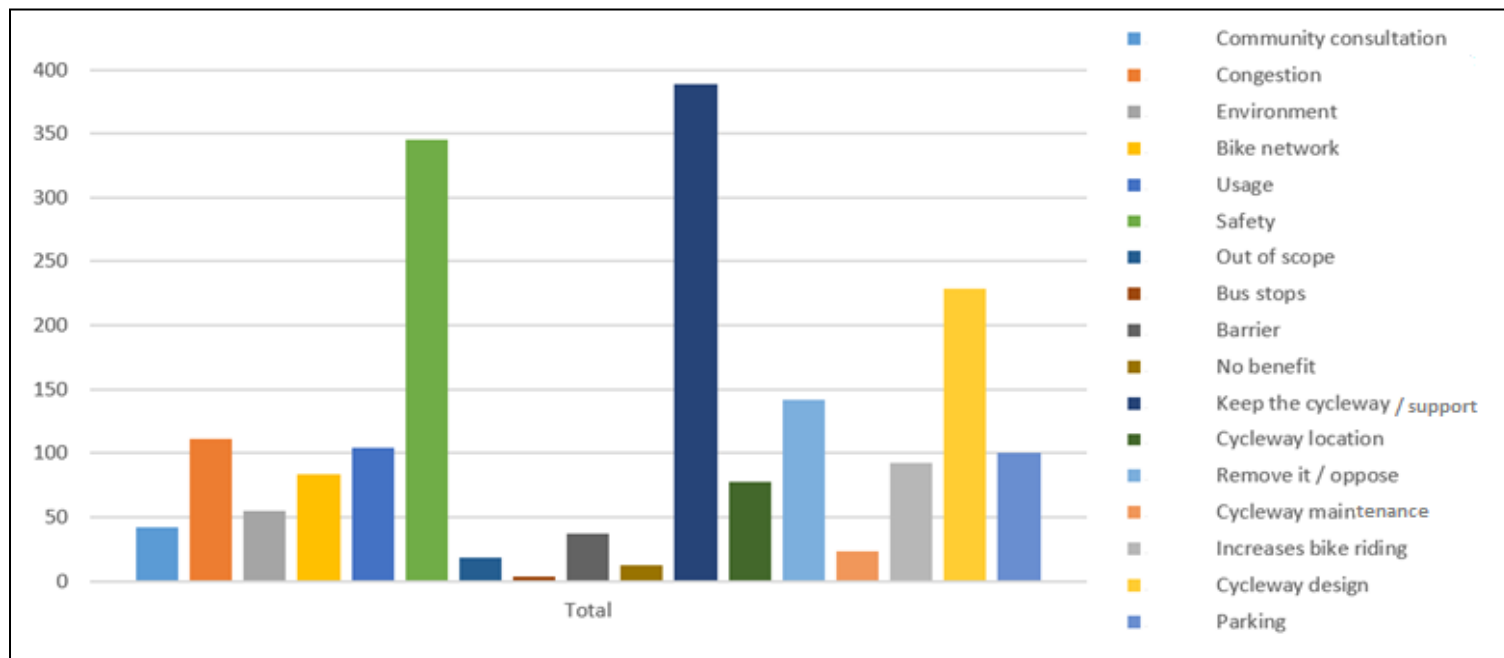
The most popular theme from the 1,016 responses to this question was 'Safety' (557), with considerably more feedback than next most popular themes. These were 'Increases bike riding' (310), 'No benefit' (245) and 'Congestion' (185). Feedback received on each of the other main themes was given by 134 respondents or fewer.



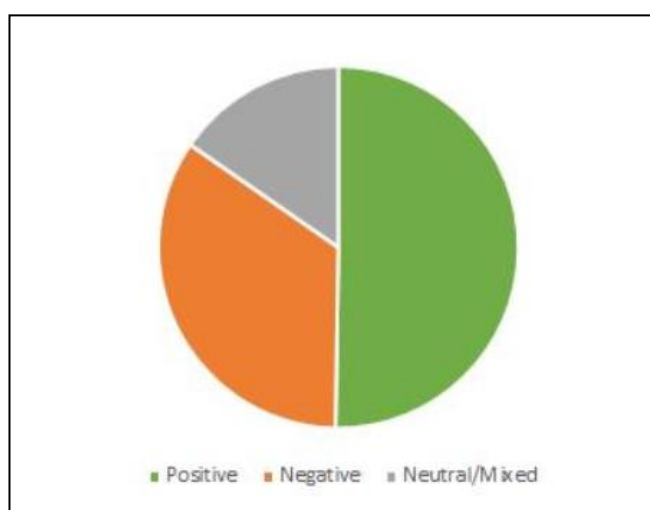


#### 4.1.9 Question 9: Please provide your feedback about the cycleway

Of the 981 responses to this question, which asked for any feedback, 'Keep the cycleway / support' (389) and 'Safety' (345) were the two most popular themes. 'Cycleway design' (229) was also popular. The other themes were covered by fewer than 142 responses each (the largest of these, with 142 responses, was 'Remove it / Oppose').



All of the responses to this questions were reviewed and categorised as either being either generally 'Positive' about the cycleway, 'Negative' about it, or 'Neutral / Mixed'. As indicated in the pie chart below, just over half (493) were generally positive, 337 were generally negative and 151 were 'Neutral / Mixed'.



## 4.2 Community feedback and Transport’s responses

Survey feedback and Transport’s responses to the *main* comments received can be seen below in Table 2.

4.2.1 Table 2: Survey feedback and Transport’s responses

Feedback on the Bridge Road Pop-up Cycleway	Transport’s responses
<b>Safety</b>	
<p>The cycleway has made the road less safe / safer.</p>	<p>We acknowledge that the community feedback about safety was mixed. However, the Road Safety Audit process and the safety upgrades that have been made give Transport confidence the cycleway improves safety. These include:</p> <ul style="list-style-type: none"> <li>• the reduced 40 km/h speed limit (from 60 km/h, which is a significant reduction)</li> <li>• the introduction of a physical barrier to separate bike riders from vehicles</li> <li>• changes made in conflict areas with all side streets intersecting with Bridge Road, including new warning signs for road users exiting side streets and new painted green road markings for road users entering them, advising them of the cycleway.</li> </ul> <p>Feedback from bike riders very clearly shows they feel safer, as described above.</p>
<p>New road safety measures should be introduced, including traffic calming (such as speed humps), signs, lighting, road markings or speed cameras.</p>	<p>As described above, road safety has been improved in a number of ways. Transport will continue to consider further improvements, but does not plan to implement any further at this time (apart from to the cycleway barrier).</p>

<p>Independent Road Safety Audits concluded the cycleway is unsafe.</p>	<p>All cycleways have a Road Safety Audit carried out before opening. Road Safety Audits are commissioned and used by Transport to address safety issues on NSW roads, including cycleways. This process was followed for the cycleway and gave confidence that it would be safe.</p> <p>All issues raised in the audit were addressed by Transport and we also addressed all issues raised in the audit commissioned by residents. For example, we added the new warning signs referred to above.</p>
<p>Turning into and out of side streets is more dangerous for vehicles after the installation of the cycleway.</p>	<p>As described above, changes were made in conflict areas with all side streets intersecting with Bridge Road. These included new warning signs for road users exiting side streets and new painted green road markings for road users entering them, advising them of the cycleway.</p>
<p>Turning into and out of driveways is more dangerous for vehicles after the installation of the cycleway.</p>	<p>Many residents in Sydney already live alongside a cycleway. The cycleway enables access to properties and inevitably requires drivers to take care when crossing it.</p> <p>Similar to the changes made in conflict areas with all side streets intersecting with Bridge Road, new painted green road markings were added outside the major driveways, where vehicle volumes are highest.</p>
<p>Merging of the cycleway with the road at intersections is unsafe.</p>	<p>Gaps in the barriers at intersections are necessary to enable vehicles to turn safely. Due to road width, dedicated cycleway barriers could not be installed at six locations (eastbound and westbound) and appropriate merge treatments were installed with line marking and signs instead.</p>

<p>Vehicles overtaking buses and garbage trucks risk collision with oncoming traffic, now the road is narrower.</p>	<p>Unsafe overtaking should not be attempted anywhere at any time, as stated in NSW road rules. This applied on Bridge Road before and after installation of the cycleway, where a double solid line indicates vehicles should not overtake.</p> <p>City of Sydney Council has adjusted garbage collection times to minimise the impact on road users on the route.</p>
<p>The reduced speed limit is too low / makes the road safer / needs to be enforced.</p>	<p>The new speed limit of 40 km/h applies to all road users, including bike riders. The evidence clearly shows that slower speeds reduce the severity of crashes. Speed reduction and separation of bike riders from traffic both improve safety.</p>
<p>Bike rider behaviour is unsafe (including riding on the footpath or road, speeding, failing to slow for turning vehicles, not using lights at night etc).</p>	<p>In an emergency contact <b>000</b>. At other times contact the Transport Management Centre on <b>131 700</b> to report an incident or safety risk.</p>
<p>Driver behaviour is unsafe (including failure to give enough space to bike riders at intersections, speeding, riding over the barrier, parking in the cycleway etc).</p>	<p>Penalties will apply under NSW road rules in the usual way, whether to bike riders, drivers or pedestrians. For example, drivers who drive or park in a cycleway will be fined and vehicles parked in the cycleway will be towed.</p>
<p>The cycleway is misused by motorcyclists and pedestrians.</p>	<p>Although some of the behaviour described is clearly unsafe, some feedback included misperceptions about what is and is not allowed. For example, in some circumstances bike riders are able to ride on the footpath (and are encouraged to do so), such as when accompanying children.</p>
<p>Bus users can be in danger from bike riders when crossing the cycleway.</p>	<p>As part of the cycleway's installation a bus platform was constructed east of the Lyons Road intersection. Safety measures have been installed here to alert bike riders to bus passengers. These include signs and road markings.</p>
<p>Visibility is better / worse with the cycleway.</p>	<p>The Road Safety Audit carried out before opening did not identify the creation of unsafe restrictions to visibility.</p>

<p>The cycleway is unnecessary / helpful as a response to COVID-19.</p>	<p>Transport acted quickly to give people safer travel options in response to COVID-19. The cycleways were key public health measures, delivered on the advice of our health experts.</p>
<p>Removal of car parking improves bike rider safety.</p>	<p>This feedback is consistent with previous feedback, in which 92% of the bike riders surveyed felt safer riding on the cycleway than they did riding in the previous road conditions.</p>
<p>Improvements need to be made to the road surface, to drains and to prevent water build-up.</p>	<p>This will be monitored on an ongoing basis and improvement work carried out if needed.</p>
<p><b>Cycleway design</b></p>	
<p>Gaps in the cycleway should be filled, so it is continuous.</p>	<p>Gaps in the cycleway (apart from those at intersections) were created for bike riders to enter the cycleway at any point along the route. Some gaps were also left to help with drainage.</p>
<p>The cycleway should be extended, including past Sydney Fish Market and to connect it to other cycleways nearby.</p>	<p>In the longer term this is the intention. However, the redevelopment of the Sydney Fish Market is ongoing and it makes sense to wait for this to be completed first. Also, as part of the Sydney Fish Market redevelopment a cycleway connection is planned through to Wattle Street.</p>
<p>The cycleway should be wider / narrower.</p>	<p>The width is consistent with relevant Austroads guidelines.</p>
<p>Install special road markings / bike boxes at intersections for bike riders.</p>	<p>There is no plan to do so and this is consistent with the Road Safety Audit process. The road is too narrow at the intersections with Ross Street and Glebe Point Road to do this.</p>
<p>Emergency vehicles now lack space to overtake traffic.</p>	<p>The Road Safety Audit process did not identify this as an issue to prevent installation of the cycleway. Drivers should allow emergency vehicles to pass and should pull over where necessary, including in side streets.</p> <p>The cycleway replaces restricted car parking in places. When in use, this space would have been unavailable for overtaking and made it more difficult.</p>

<p>The shared path section of the cycleway close to the light rail station is badly designed.</p>	<p>Space at this section of road is particularly tight because of the bend at the bridge. The shared path is a solution designed to remove conflict between bike riders and vehicles here by maximising space for vehicles, while keeping bike riders separated.</p>
<p>The pedestrian refuge should be removed.</p>	<p>The Road Safety Audit process did not identify this as a safety concern. The pedestrian refuge near Cross Street is used as a crossing point to access the cycleway on Junction Street.</p>
<p>The cycleway should be bi-directional on one side of the road only.</p>	<p>The relevant guidelines make clear that uni-directional cycleways are safer and are the preferred design solution where feasible. They have the significant benefit of creating a better understanding between bike riders and other road users, as both travel in the same direction.</p>
<p>Possible changes to the light rail station should be taken into account.</p>	<p>Transport will continue to work closely with light rail colleagues to understand how any proposed changes may impact the cycleway and whether changes to the cycleway are needed.</p>
<p>The cycleway should be placed between parked cars and the road.</p>	<p>There is not enough space available for this.</p>
<p><b>Congestion and journey time</b></p>	
<p>Congestion is worse because vehicles are unable to pass buses and garbage trucks.</p>	<p>We acknowledge this feedback and we accept that minimal delays have resulted. As described above, City of Sydney Council has adjusted garbage collection times to minimise the impact on road users.</p>
<p>Vehicles turning right increase congestion because there is no room to pass on the narrower road.</p>	<p>We acknowledge this feedback and we accept that minimal delays have resulted.</p>
<p>The cycleway has helped to reduce public transport and car use.</p>	<p>This is consistent with previous findings. More than 30% of the people surveyed using the cycleway said they would have travelled to their destination using another form of transport before it was installed.</p>

<p>The cycleway has improved journey times for bike riders.</p>	<p>We acknowledge this feedback.</p>
<p><b>Parking</b></p>	
<p>Parking removal has inconvenienced residents, preventing access for them and others to their homes.</p>	<p>No permanent spaces were removed, as the whole route was subject to clearways. 46 temporary spaces were removed in total, from both sides of the road on the route.</p> <p>The disability parking space fronting 180 and 182 Bridge Road was removed and reinstated nearby on Jarocin Avenue. After a resident meeting another was also created on Clare Street. Both are permanent spaces.</p> <p>Emergency service vehicles, taxis and authorised postal vehicles are able to stop in the cycleway.</p> <p>Transport for NSW will investigate the installation of a new parking bay for deliveries.</p>
<p>Parking removed because of the cycleway should be reinstated.</p>	<p>It is not possible to reinstate parking and to have a separated cycleway in this location.</p>
<p>Removal of parking has increased competition for spaces on other streets.</p>	<p>Residents who have permits to park should seek alternatives nearby. City of Sydney Council provides parking permit area maps on its website: <b><a href="http://www.cityofsydney.nsw.gov.au">www.cityofsydney.nsw.gov.au</a></b></p>
<p>Loading zones need to be installed in the cycleway.</p>	<p>Transport for NSW will also investigate the installation of a new parking bay for deliveries.</p> <p>Loading and unloading on side streets is encouraged as an alternative.</p>
<p>Parking removal is good and has benefited bike riders in particular.</p>	<p>We acknowledge this feedback.</p>
<p><b>Increased bike riding / benefits for bike riders</b></p>	
<p>The cycleway has increased bike riding and given new and less experienced bike riders the confidence to use their bikes.</p>	<p>Since its completion there has regularly been between 2,000 and 3,000 trips per week on it.</p>

The cycleway has improved the experience of existing bike riders.	We acknowledge this feedback.
The cycleway helps to improve bike rider health and encourages exercise.	We acknowledge this feedback.
<b>Cycleway barriers</b>	
The barriers should be made permanent / prevent vehicles crossing.	The barrier will be upgraded, as described.
The barriers should be removed / enable vehicles to cross it / be replaced with a painted cycleway.	Feedback clearly shows that bike riders feel much safer with a separated cycleway. These suggestions would remove the main benefit of the cycleway for many bike riders.
The barriers are dislodged by vehicles colliding with them and are vandalised.	Transport continues to monitor the situation and carries out regular maintenance while the temporary barriers are in place. The upgraded barrier will help prevent this.
<b>Community consultation</b>	
There has been insufficient consultation with the community about the cycleway.	As we said in the March 2021 Have Your Say community update, we recognise that due to the rapid installation of the cycleway to protect public health during the COVID-19 response we did not consult extensively. However, the March 2021 consultation about the cycleway's future was very widely publicised in a number of ways and over 1,083 survey responses were received.
The survey and community updates were flawed.	The survey was designed to enable respondents to give any feedback they wished. The community updates issued provided key information about the cycleway and Transport contact details for anyone with specific questions that were not covered. Since installation we have also spent a large amount of time responding to people who got in contact by telephone, email or through the webpage.



<b>Cycleway cleaning</b>	
Rubbish builds up in the cycleway and is not removed.	Street cleaning is the responsibility of City of Sydney Council and it carries this out regularly. The Council does have smaller street sweepers that can access the cycleway.
Garbage trucks and street sweepers are unable to access the cycleway, for rubbish collection and cleaning.	Residents are asked to leave bins on the kerb, outside pop-up cycleways. Transport will work with City of Sydney Council to ensure rubbish collection can continue as normal.
<b>Bike network</b>	
The cycleway should be better connected to the existing bike network.	This is the intention and Transport is working to do so.
The wider bike network should be improved.	Transport is doing exactly that and new cycleways were installed in 2020 and 2021. New routes are being developed all the time to improve the bike network. Making improvements to walking and bike riding infrastructure is a core focus for Transport, as outlined in relevant policy documents <sup>5</sup> .
<b>Location of the cycleway</b>	
The location of the cycleway is good.	We acknowledge there was mixed feedback on this point, but only a small minority of respondents supported relocation to another street.
The cycleway should be relocated on other streets, including St Johns Road.	Transport for NSW investigated alternative routes, including St Johns Road, but this clearly showed the current route is most suitable and most direct for bike riders.  Bridge Road was chosen after careful consideration and discussion with City of Sydney Council.

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<sup>5</sup> Such as Future Transport Strategy 2056:  
[https://future.transport.nsw.gov.au/sites/default/files/media/documents/2018/Future\\_Transport\\_2056\\_Strategy.pdf](https://future.transport.nsw.gov.au/sites/default/files/media/documents/2018/Future_Transport_2056_Strategy.pdf)

<b>Environment, sustainability and street scene</b>	
The cycleway reduces emissions and noise, providing a more sustainable travel option / more congestion increases pollution.	Increased bike riding has been proven to have the benefits referred to. However, more congestion would also increase pollution.
Improvements should be made to improve local amenity, including adding vegetation, benches etc near the cycleway.	These suggestions were mostly out of scope and are the responsibility of City of Sydney Council.
<b>Traffic lights</b>	
Install dedicated traffic light signals for bike riders.	This was not something identified through the Road Safety Audit process and Transport does not plan to do so. Also, the road is too narrow at the intersections with Ross Street and Glebe Point Road to do this.
Traffic light sequencing should be improved / sped up, to increase traffic flow.	This was not something identified through the Road Safety Audit process and Transport does not plan to do so. Traffic signal phasing was not altered when the cycleway was installed and continues to run within the optimum times for this route.
<b>Use of the cycleway</b>	
The cycleway is underused / the cycleway is well-used.	Since its completion there has regularly been between 2,000 and 3,000 trips per week on it. Bike riding is increasing in Sydney and new cycleways help accommodate this growth.  Use of the cycleway has been measured and captured by an automatic bike counter.
<b>Bus stops</b>	
Bus stop(s) on the cycleway should be moved / removed.	As above, this was not something identified through the Road Safety Audit process and Transport does not plan to do so. Our data shows that bus usage remains high along the route.

## Out of scope

Many comments were out of scope or not feasible e.g.:

- Bridge Road should be a single lane for traffic
- remove power lines etc and other suggestions.

The Bridge Road Pop-up Cycleway was installed between Lyons Road and Taylor Street and the consultation in March 2021 was about this cycleway only. Feedback about these and other unrelated matters (e.g. changing the law to tax bike riders etc) and transport projects elsewhere (e.g. WestConnex) will not be addressed here.

## 5. Decision and next steps

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All of the feedback received, which includes 2,915 open-ended responses to the final three survey questions, was carefully considered. A wide range of matters were raised and the majority of feedback about them was positive, neutral or mixed. This has been taken into account, with ongoing monitoring and evaluation data gathered since installation of the cycleway, as well as the views of the cycleway's users, who were surveyed separately. Based on the benefits identified – including improved safety, the cycleway's growing use and delivery of a more sustainable travel option consistent with Transport's Future Transport 2056 vision<sup>6</sup> – the decision has been taken to keep it on Bridge Road permanently.

However, we will upgrade the current low-cost and temporary cycleway barrier, with its light-weight orange plastic paddles, to a more appropriate design. This will help achieve a better balance between moving people in a safe environment, while creating a cycleway that is less visually intrusive and generally better suited to the local area. This is a direct response to feedback.

As shown in 4. Consultation summary, a large amount of feedback focused specifically on safety. Much of this was very positive and given by respondents, particularly bike riders, who felt the cycleway and its associated changes have brought significant improvements. In many cases the introduction of a barrier, separating the cycleway from the road, has given people the confidence to either start bike riding or to take it up again.

On the other hand, many respondents felt the cycleway is unsafe or needs further safety improvements. Feedback about safety includes, but is not limited to, comments about: new traffic calming road safety measures, turning at intersections, merging of the cycleway and road, bus users' crossing of the cycleway and road surface and maintenance matters. All relevant feedback has been passed on to the project team for further consideration.

Transport will also continue to look at ways of improving more sustainable travel options locally, including walking and bike riding. Many respondents were eager for the cycleway to be expanded, including to the Sydney Fish Market and beyond, as well as for it to be more fully connected to Sydney's expanding cycleway network. Transport is actively working to do both and will continue to update the local community about progress.

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<sup>6</sup> Future Transport Strategy 2056:

[https://future.transport.nsw.gov.au/sites/default/files/media/documents/2018/Future\\_Tra nsport\\_2056\\_Strategy.pdf](https://future.transport.nsw.gov.au/sites/default/files/media/documents/2018/Future_Tra nsport_2056_Strategy.pdf)

# 6. Appendix A – Community update, June 2020



## New pop up cycleway in your neighbourhood

Transport for NSW | City of Sydney | June 2020

These transport initiatives are funded by the NSW Government and are being rolled out by Transport for NSW and City of Sydney.

### Transforming Sydney's streets

We are working together with City of Sydney to deliver six new pop up cycleway (see map overleaf) across the city as part of our response to COVID-19, giving you more options to walk and cycle more safely.

### Bridge Road / Pymont Bridge Road Pop Up

The Bridge Road/ Pymont Bridge Road pop up cycleway will be coming soon to your neighbourhood. This corridor will connect you and your community from Camperdown to Pymont and the CBD.

#### Pop-up cycleway on Bridge Road/ Pymont Bridge Road

- This connection will make it safer and easier for people to make the choice to ride to work and school, and to access services and local businesses
- It will provide more ways to get around our city also freeing up capacity on public transport and roads
- It will provide safe and direct access to Glebe Markets, Wentworth Park, Sydney Fish Market, Darling Harbour and the CBD



### What happens next?

Work includes installing a pop up cycleway in each direction along Bridge Road/ Pymont Bridge Road in Camperdown and Glebe, between Lyons Road and Wattle Street, adjacent to the kerb. People riding will be able to cross intersections and key points through short sections of mixed traffic. We will be marking the cycleway with paint and using barriers and flexible posts to separate it from vehicles.

All existing parking along Bridge Road and Pymont Bridge Road will be temporarily removed between Wattle Street and Lyons Road. Transport has recently reduced the speed limit from 60km/h to 40km/h on the cycling route to provide a safer environment for people riding.

### Construction

Work will start on 29 June and we plan to finish by the end of June/start of July. Most work will occur at night, weather permitting.

For construction information please contact our delivery partner V&A/V on 1800 677 700 or at [nswenquiries@v&a.com.au](mailto:nswenquiries@v&a.com.au)

For more information on the pop up cycleway, visit [nswroads.work/COVID-infrastructure](http://nswroads.work/COVID-infrastructure), call 1800 573 193 or email [covidpopup@transport.nsw.gov.au](mailto:covidpopup@transport.nsw.gov.au)

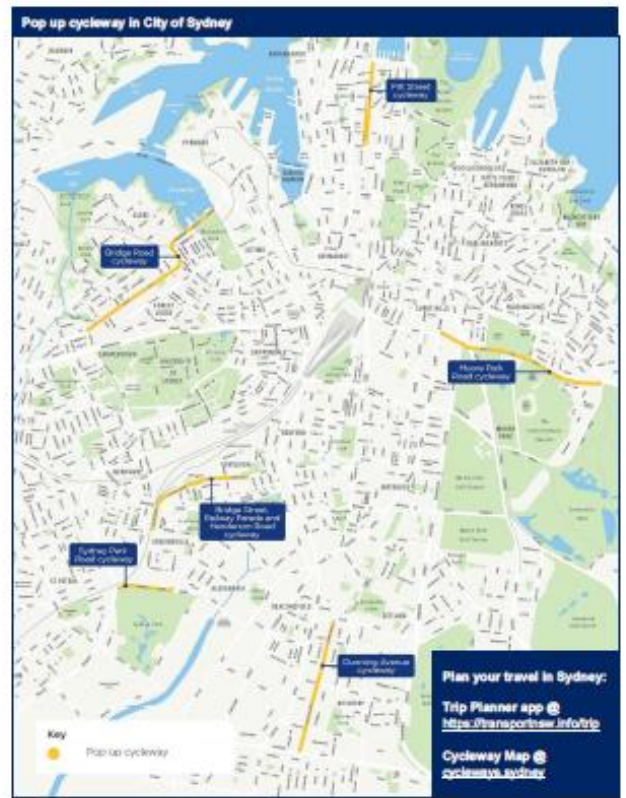
### Traffic changes

There will be temporary traffic changes while the cycleway is installed to ensure the work zone is safe.

Please keep to speed limits and follow signs and traffic controller directions.

For the latest traffic updates, you can call 132 701, visit [liveltraffic.com](http://liveltraffic.com) or download the Live Traffic NSW App.

1

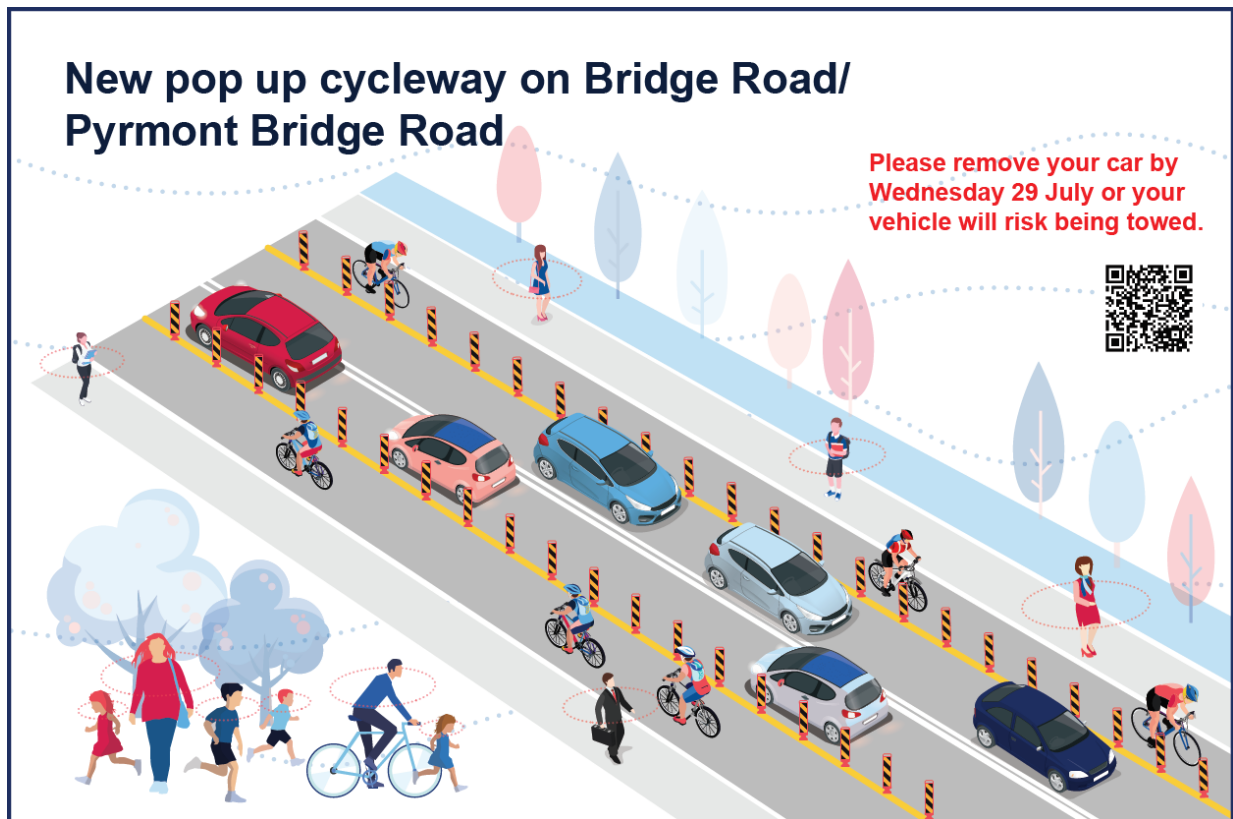


June 2020

Privacy: Transport for NSW (TFNSW) is subject to the Privacy and Personal Information Protection Act 1998 (PPPI Act) which requires that we comply with the Information Privacy Principles set out in the PPPI Act. All information in correspondence is collected for the sole purpose of assisting in the delivery of the project. The information received, including names and addresses of respondents, may be published in subsequent documents unless a clear indication is given in the correspondence that all or part of that information is not to be published. Comments are not only deleted your personal information, without your consent, if published by Sydney. Your personal information will be held by us at 27 August Street, Parramatta. You have the right to access and correct the information if you believe that it is incorrect.

2

## 7. Appendix B – Community postcard, July 2020



These transport initiatives are funded by the NSW Government and are being rolled out by Transport for NSW and City of Sydney.

### What happens next?

We will be installing a pop up cycleway in each direction along Bridge Road/ Pymont Bridge Road in Camperdown and Glebe, between Lyons Road and Wattle Street, adjacent to the kerb.

All existing parking along Bridge Road and Pymont Bridge Road will be temporarily removed between Wattle Street and Lyons Road.

Clearway hours will be revised to At All Times clearways.

Transport has recently reduced the speed limit from 60km/h to 40km/h

on the cycling route to provide a safer environment for people riding.

### Construction

Work will start on 29 July and we plan to finish by the end of August. Most work will occur at night, weather permitting.

For construction information please contact our delivery partner VBAJV on 1800 677 700 or at [nswenquiries@vbajv.com.au](mailto:nswenquiries@vbajv.com.au).

For more information on the pop up cycleway, visit [nswroads.work/covid-infrastructure](https://nswroads.work/covid-infrastructure), call 1800 573 193 or email [covidpopup@transport.nsw.gov.au](mailto:covidpopup@transport.nsw.gov.au)

## 8. Appendix C – Pop-up cycleway information sign, July 2020

# Pop up Cycleway Program Bridge Road cycleway

This pop up cycleway is part of our response to COVID-19.

It provides a safe route for bikes, making riding an easier option and helping free up capacity on public transport and roads.

This pop up cycleway is an important connection in the bike network, and will make it easier to ride to work, school, or to access services and local businesses.

As we continue to respond to COVID-19, we'll be reviewing the status of this pop up cycleway regularly over the coming months.



Plan your next bike ride at [transportnsw.info](https://transportnsw.info) or visit [cycleways.sydney](https://cycleways.sydney) for more bike riding resources



Scan to learn more about pop up transport



## 9. Appendix D – No parking sign, July 2020

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**Cycleway  
installation work  
happening soon.**

**NO PARKING from  
Tuesday 28 July  
or your vehicle  
will risk being  
towed.**





# 10. Appendix E – Have Your Say community update, March 2021

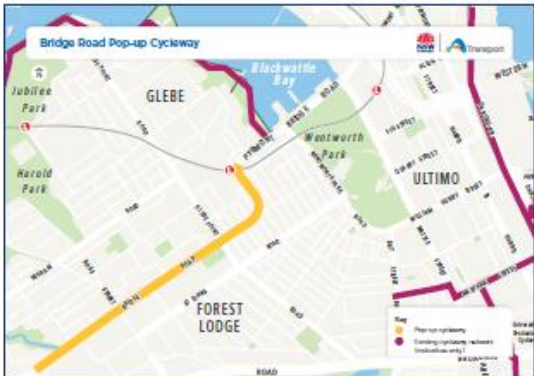


**Transport for NSW**  
**Bridge Road Pop-up Cycleway**  
Have Your Say | March 2021

Transport for NSW officially opened the Bridge Road Pop-up Cycleway in September 2020 and we have monitored and evaluated its use since then.

It is one of the pop-up cycleways installed as part of the NSW Government's emergency response to COVID-19. These cycleways are a key public health measure delivered on the advice of our health experts. They provide safer and physically distanced travel options, free up capacity on public transport and encourage bike riding as a healthy way to travel and exercise.

We are inviting the community to share their views about the pop-up cycleway before any decisions are made on future plans. **you are invited to have your say from Monday 15 to Monday 29 March.**



**Bridge Road Pop-up Cycleway**

GLEBE  
ULTIMO  
FOREST LODGE

March 2021

### Why was the pop-up cycleway installed?

Transport for NSW has delivered pop-up cycleways, in consultation with the City of Sydney, as part of the NSW Government's emergency response to COVID-19. You can read more about the wider program at [nswroads.work/covid-infrastructure](https://nswroads.work/covid-infrastructure)

These low-cost and temporary cycleways, with light-weight barriers, give people a safe alternative to catching public transport or driving. They also add important links to the existing bike network and help connect people with employment hubs.

The Bridge Road Pop-up Cycleway, installed between Lyons Road and Taylor Street, supports people travelling from the Inner West to the Sydney Central Business District and is part of the growing bike riding network across Sydney.

### What happens next?

Transport for NSW committed to consult the community prior to any decisions being made on whether pop-up cycleways would become permanent. Please look at the Have Your Say information on page four, to learn how you can complete our short survey.

This is your opportunity to give your feedback on the future of the cycleway.

Plan your travel in Sydney [transportnsw.info/trip](https://transportnsw.info/trip)

For the latest traffic updates, you can call **132 701**, visit [live.traffic.com](https://live.traffic.com) or download the Live Traffic NSW App.

### People are using the cycleway more and they feel safer



The cycleway gives people another option to travel safely. Since its completion there have been **3000 trips** made on it every week.

# 30%

More than 30% of the people surveyed using the cycleway said they would have travelled to their destination using another form of transport before it was installed.

# 92%

92% of the people surveyed felt safer riding on the cycleway than they did riding in the previous road conditions.



**Improving safety**



**New pathways for walking and bike riding**



Share your say. This is an indicative image of the look and quality of cycleways that could be installed on Bridge Road in the future.

### Safer bike connections

We recognise that due to the rapid installation of the cycleway to protect public health during the COVID-19 response we didn't consult extensively. In the move to make the cycleway permanent, we want to make sure we consider everyone's feedback – from those who live and work in the area to those who use the cycleway – to ensure that we get the best outcome for all. We want bike riders of all levels to feel safe and confident when riding on the cycleway and hope to encourage more people to take up the healthy form of transport.

Above is an artist's impression of a cycleway with a permanent barrier. This is an example of the look and quality of cycleways that could be installed on Bridge Road, as it suits the local environment much better than the temporary orange plastic paddles.

We know this is a local street that is home to many but it is also a busy corridor. So we want to know how you think we can make the area as safe as possible for motorists, bike riders and pedestrians.

Slowing the speed down to 40km/h is one step we have already taken to improve safety in conjunction with the pop-up. Let us know if you think there are other changes we can make to balance moving people around and making it a safe environment for locals.



Bridge Road Pop-up Cycleway



Bridge Road Pop-up Cycleway

### Have Your Say

Simply scan the QR code and provide your feedback via our short survey at the top of our Pop-up Transport webpage. Please give your feedback from Monday 15 to Monday 29 March.

**1800 573 193**  
[covidpopup@transport.nsw.gov.au](mailto:covidpopup@transport.nsw.gov.au)  
[nswroads.work/covid-infrastructure](https://nswroads.work/covid-infrastructure)

You will also find more information about walking and bike riding, how to plan your trip and other cycleways in Greater Sydney.

### Translating and Interpreting Service

If you need an interpreter, please call the Translating and Interpreting Service (TIS National) on **131 450** and ask them to telephone Transport for NSW on 1800 573 193.

**Arabic**  
إذا كنت بحاجة إلى مترجم، يرجى الاتصال بخدمات الترجمة والتفسير الوطنية (TIS National) على الرقم 131 450 وطلبنا منهم الاتصال بخدمات النقل لنيو ساوث ويلز على الرقم 1800 573 193.

**Chinese**  
如果您需要翻译服务，请拨打131 450，并要求他们致电新南威尔士州交通局的电话1800 573 193。

**Mandarin**  
如果您需要口译服务，请拨打131 450，并要求他们致电新南威尔士州交通局的电话1800 573 193。

**Greek**  
Αν χρειάζεστε Συμβουλευτική και Ερμηνεία γλώσσας (TIS National) καλέστε το 131 450 και ζητήστε να επικοινωνήσουμε με το Τμήμα Μεταφορών της Νέας Υόρκης στο 1800 573 193.

**Korean**  
한국어: 한국에서 필요한 서비스 (TIS National)에 131 450에 전화하여 서비스를 요청하십시오. Transport for NSW에 1800 573 193에 전화하십시오.

**Vietnamese**  
Nếu cần dịch ngôn ngữ, xin vui lòng gọi số 131 450 và yêu cầu họ gọi cho Tổng cục Giao thông NSW qua số 1800 573 193.

March 2021  
19/03/21 05:56


Shelley Transport for NSW ("TNSW") is subject to the Privacy and Personal Information Protection Act 2000 ("PIPPI") which requires that we comply with the Information Privacy Principles and other PIPPI law. All information or correspondence collected in the background information in the survey is exempt. The data not exempt, including names and addresses or requirements, may be published in subsequent documents unless a valid objection is given to the Commissioner of the Office of the Information Commissioner in New South Wales. ("OIC") will only disclose your personal information without your consent, if authorised by law. This personal information will be held by TNSW at 27 Bridge Street, Newcastle. You have the right to access and correct this information if you are concerned.

**NSW GOVERNMENT**  
[transport.nsw.gov.au](https://transport.nsw.gov.au)

# 11. Appendix F – Pop-up cycleway consultation sign, March 2021

## Have Your Say


### Bridge Road Pop-up Cycleway




Transport for NSW officially opened the Bridge Road Pop-up Cycleway in September 2020 and we have monitored and evaluated its use since then.

We are inviting the community to share their views about the pop-up cycleway before any decisions are made on future plans.

You are invited to Have Your Say from Monday 15 to Monday 29 March.

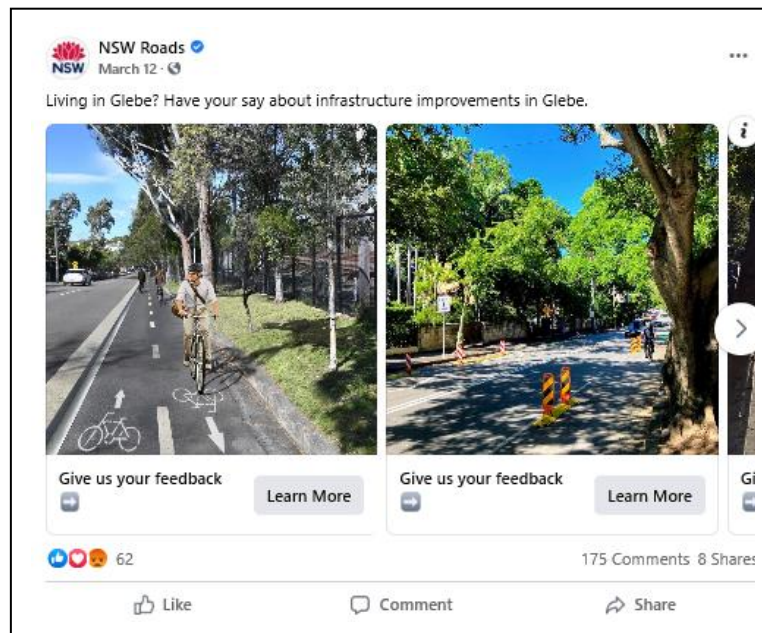


NSW GOVERNMENT  
1800 573 193 @covidpopup@transport.nsw.gov.au  
nswroads.work/covid-infrastructure



Scan here

## 12. Appendix G – Sponsored Facebook posts, March 2021




## 13. Appendix H – Pop-up transport webpage screenshot, April 2021

Pop-up transport

Pop-up transport feedback form

< All projects



**Have Your Say**

In 2020 Transport for NSW, in consultation with the City of Sydney, delivered pop-up cycleways as part of the NSW Government's response to COVID-19.

These low-cost temporary cycleways with light-weight barriers were intended to give people a safe alternative to catching public transport or driving. They add links to the existing bike network and connect people with employment hubs.

In March 2021, we invited the community to share their views about the Bridge Road, Glebe and Sydney Park Road, Erskineville pop-up cycleways, before any decisions are made on future plans. We are also considering improvements to make them more in keeping with the character of the area.

The City of Sydney is responsible for deciding the future of the other pop-up cycleways within the City of Sydney. These are Dunning Avenue, Pitt Street, Henderson Road, Moore Park Road and Fitzroy Street. The City of Sydney will update the community about the next steps for these routes, as well as about the start of community consultation on Oxford St east, in due course.

Our Have Your Say consultation for Bridge Road and Sydney Park Road is now closed. We received a large number of responses and we will prepare a consultation report for each before any decisions are made on future plans. These will include the feedback received and Transport for NSW's responses. We thank the community for their feedback.

[View or download the March 2021 Bridge Road Have Your Say community notification \(PDF, 6.44Mb\).](#)

[View or download the March 2021 Sydney Park Road Have Your Say community notification \(PDF, 6.65Mb\).](#)

**Greater Sydney project information**

- [Announced pop-up cycleways](#)
- [Pop-up cycleways delivered](#)
- [Safer Speed Zones](#)