



# 2022 Carlingford and Epping Neighbourhood Travel Survey



**PARRAMATTA**



**Health**  
Western Sydney  
Local Health District

# Take part in the 2022 Neighbourhood Travel Survey and win one of 10 x \$50 gift vouchers!

With more than 900 Carlingford and Epping residents interacting with our 2021 survey we are hoping to have more residents share their thoughts in the 2022 survey – the last in our four-year project!

In 2022, we'll be focussed on the same geographical area and be asking the same questions about driving, walking, public transport and bike riding. We'll also be asking a few questions about you and your neighbourhood 'post-COVID'.

Has there been any change to how you travel around your neighbourhood? Have the changes in public transport services, new footpaths, bike paths, and trees had any impact on you and your family?

Because we value your in-put we'll be offering prizes for participating in our 2022 survey. You can go into a draw to win one of 10 gift cards – each to the value of \$50 to use at some of your favourite big-name stores.

## I have a question

For more information about the 2022 Carlingford and Epping Neighbourhood Travel Survey, or to find out about previous surveys, please contact Mark Crispin on 9806 5632 or visit [cityofparramatta.co/epping-carlingford](http://cityofparramatta.co/epping-carlingford)

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本期新闻通讯有中文版, [cityofparramatta.co/epping-carlingford](http://cityofparramatta.co/epping-carlingford)





## Carlingford and Epping Neighbourhood Travel Survey 2022 and 2021

In September 2019, City of Parramatta Council and NSW Health invited you and your neighbours to participate in a survey. We wanted to learn how people in the Carlingford and Epping area travel around their neighbourhood and to see what kinds of neighbourhood improvements we could make that might encourage more physical activity in the daily lives of our residents. We also hoped some of our planned pedestrian and park upgrades might create more opportunities for social connection.

We repeated the survey each year, trying to better understand the needs of residents and how daily movement and travel habits can influence feelings of health and wellbeing.

We've used what you told us to make decisions around pedestrian improvements, footpaths, tree planting and more.

Thank you to everyone who contributed in 2021, we had 351 verified responses, 38 responses provided in Simplified Chinese, and 12 in Korean.

While we had many more submissions, these were excluded for being outside of the targeted area and/or respondents being under 18 years old. While we couldn't submit these surveys to NSW Health to be a part of the formal study, Council reviewed all the information provided and learned lots about what our residents thought about their neighbourhood and what they wanted to change.

This is our fourth and final survey for this project. We'll review in detail what you tell us and continue to plan works for this year and beyond. Please complete the 2022 survey and help make it the biggest and the best!

This newsletter is available in English, Korean and Simplified Chinese – see the resources section at [cityofparramatta.co/epping-carlingford](https://cityofparramatta.co/epping-carlingford)



The 2022 Carlingford and Epping Neighbourhood Survey is available in English, Korean and Simplified Chinese, scan the QR code.

2022년 칼링포드 및 에핑 지역 이동수단 설문조사는 영어와 한국어 및 중국어 간체로 제공됩니다. QR 코드를 스캔하십시오.

2022年 Carlingford 和 Epping 邻里社区调查表有英文、韩文和简体中文版，请扫描二维码获取。





## What did we learn? What did we do?

Since the 2019 survey, Transport for NSW (TfNSW) has closed the heavy rail line from Carlingford and provided an alternative bus service until the Parramatta Light Rail is up and running (expected to be operational in 2024).

City of Parramatta has created new footpaths, shared-paths and separated cycleways; installed traffic signals; and improved a number of pedestrian crossings. We've also planted more than 100 trees in and around the study area.

Some of Council's work includes:

### Created cooler more attractive streets

- More than 100 trees have been planted in and around the study area.

### Installed new footpaths and shared paths

- installed a new shared path on the eastern side of Marsden Road and through Talinga Park
- built new footpaths in and around Larry Bolitho Reserve, in Milton Street, Hepburn Avenue and Barellan Avenue in Carlingford, as well as in Dunlop Street, Chelmsford Avenue, Third Avenue, Edenlee Street and Cumberland Street in Epping
- upgraded the path between Barallen Avenue and Pennant Parade and installed new lighting
- installed a shared path on Bridge Street and a shared path and separated cycleway on Epping Road
- a new uphill bike lane has been installed in Keeler Street on approach to Pennant Hills Road
- at Epping Road, an upgraded pedestrian and cyclist bridge has been installed on the western approach to Terry's Creek

### Improved traffic controls and pedestrian crossings:

- Ryde Street, between Angus Avenue and Carlingford Road, has been converted to one-way northbound
- the traffic signals at Terry Road and Midson Road have been upgraded with a new pedestrian leg
- the traffic signals at Essex Street and Epping Road have been upgraded to allow cyclists to ride the southern crossing
- installed new crossings in Bridge Street Epping
- raised pedestrian crossings on Essex Street at Pembroke Street and in Pembroke Street
- new pedestrian and cyclist crossings on Midson Road near Wyralla Avenue and Pennant Parade near Willoughby Street
- improved the crossing of Evans Road at Pennant Hills Road.

While we've been undertaking our planned four-year study, COVID-19 profoundly changed our community. We saw a lot less people on public transport. We also saw more people enjoy their local parks and green spaces.

This newsletter shares some of what we learned in 2021. Overall, you all love your neighbourhood and you're exploring it more, walking and riding more, and it seems you are still more active than the average NSW resident – good work Carlingford and Epping!





## Results of the 2021 Carlingford and Epping Neighbourhood Travel Survey

### Transport

Overall, we saw train and bus travel decline steeply - train travel dropped from 49% in 2020 to 10% in 2021 and bus travel fell from 39% to only 4%.

### You walked more and found it easier

While many of you still find the hilly terrain a challenge, you're walking more for exercise. How often you walk, and for how long has increased.

On average, residents are walking for just under half an hour, five (5) times a week.

### Some of you gave cycling a try

The number of you who have never tried cycling and those who perceive cycling as difficult has decreased.

- Those describing cycling as 'not at all easy' has reduced from just under half (46%) in 2019, down to 41% in 2020 and almost down to a third (35%) in 2021.

### Social outcomes

- How safe you feel when undertaking a variety of activities during the day has improved.
- Feelings of safety are not as high at night, but there hasn't been any dramatic change.
- In terms of social connection, you've said that you can see more diversity in your neighbourhoods and have noticed more children playing on the street.
- Many commented on new trees and footpaths and found a greater appreciation of your local parks.

### What about the street improvements?

Many of you (46%) were unaware of the recent infrastructure improvements.

Following the 2020 survey, we planted more than 100 trees, installed new footpaths, made improvements at intersections for pedestrian safety, and introduced some cycleways and shared paths.

We hope since the 2021 survey you've been able to explore more of your neighbourhood and used the replacement pedestrian and cyclist bridge just west of Terry's Creek near Epping Road. We've also installed new lighting on the path between Barellan Avenue and Willoughby Street.



## Travel and modes of transport

As expected, all modes of travel for work/ study declined in 2021 due to the resurgence of COVID-19 which saw more residents working/studying from home (up from 29% in 2020 to 38% in 2021).

For recreational/non-work travel, there was a small shift in how you travelled around your neighbourhood.

### Mode of travel - to work/study

Participants were asked how they travelled to and from work and/or study. They could select as many transport options as they wished from a list.

### What did change?

#### In 2021:

- Most of you (42%) were driving to work alone (53% in 2020)
- Metro users (8%) almost halved (14% in 2020)
- Train travel dropped to 21% (27% in 2020)
- Light-rail increased to 2% (1% in 2020)
- Ferry usage showed the least change, 1% (0.9% in 2020)
- Bus travel decreased to 19% (27% in 2020)
- Walking decreased to 14% (19% in 2020).

### Mode of travel - for shopping/leisure

Outside of travel for work and study, the car remained the most favoured option, with 77% of you choosing to drive between appointments, leisure and shopping.

Use of other transport modes stayed the same, except for trains which dropped a little, 23% in 2021 (26% in 2020).

*"Now that there is a new footpath walking is quite easy. There are many footpaths around my area"*





# Walking

Many residents are now walking more often and for longer. Those of you who said they intended to walk more in the immediate future/next month also increased, up from 42% in 2020 to 47% in 2021 (equating to a 12% positive shift overall).

The number of residents who said they did not intend to walk more than they did in the previous week also decreased, down from 32% in 2020 to 27% in 2021 (equating to a 16% positive shift) – way to go Carlingford and Epping!

## Impact of COVID-19 on recreational walking

Over half (54%) of you told us walking for exercise had increased since the second outbreak of COVID-19 in June 2021. You were walking much more (32%) or a little more (22%). However, 16% were walking much less!

### In 2021:

You thought walking around your neighbourhood had become a little easier:

- 46% said it was 'very easy' (36.3% in 2020)
- 44% rated walking as 'somewhat easy' (40.1% in 2020)
- 9% said walking was 'not at all easy' (13% in 2020).

## What makes walking difficult?

Over the past three years the reasons you gave for walking being difficult have been similar. In 2021, 51% still find the local area "too hilly", and 39% see the heavy traffic as a deterrent to walking around their neighbourhood. Other reasons include:

- lack of footpaths, uneven, unpaved, one-sided and/or narrow
- overgrown shrubs/ bushes and no tree canopy/ shade over footpaths
- high traffic volumes, long wait times at crossings and a lack of safe crossings on busy roads
- construction work – dust/ dirt/ debris

- steep inclines/ hilly terrain
- low/no street and footpath lighting.

## What has changed?

You've reported traffic is on the decline, it may be as a result of COVID-19, but changes to roads and transport could be helping too.

The proportion who mentioned the heavy traffic as a barrier to walking has declined from 49% in 2019, to 39% in 2021.

We're now seeing some people tell us walking is becoming a little easier. Some of you mentioned:

- well-maintained footpaths and well-designed walking tracks
- 'good' flat, even, wide, interconnected footpaths
- off-peak/ lockdown traffic levels
- clear, well-maintained signage.

## Exercise

How much you and your neighbours exercise is now slightly higher too.

### In 2021:

- the number of residents who had walked for exercise or recreation (for at least 10 minutes continuously to get to and from place to place) increased by (+1%) compared to 2020, but this was after a dramatic increase (+9%) since 2019
- participants are walking for just under half an hour, five (5) times a week
- residents were exercising more than five (5) times per week (5.15) for a total average of 121 minutes (five times per week, for a total average of 219 minutes in 2020).



# Cycling

Over our study so far, the proportion of people who said they 'never cycle' has decreased, down from 80% in 2019 to 69% in 2021.

Cycling to work has reduced slightly (consistent with all modes of travel to work due to COVID-19). Cycling overall, for any purpose, has increased.

Those who rated cycling around the neighbourhood as 'extremely easy' has increased a little.

## In 2021:

- 35% of participants reported that cycling around their local neighbourhood was 'not at all easy' (41% in 2020)
- 31% of participants stated that they were cycling for any purpose (30% in 2020 and 20% in 2019)
- 30% stated that they don't know whether it is easy or not (consistent with 2020 and 2019)
- 2% said cycling around the neighbourhood was 'extremely easy' (1% in 2020 and 2019).

## Barriers to cycling

The reasons participants believed that cycling around their local area was hard were similar across years. These included a mix of safety concerns and obstacles:

- feels unsafe/ dangerous
- construction work
- inconsiderate car drivers and size/ frequency of trucks passing
- high volumes and/or speed of traffic
- no dedicated bicycle lanes
- conflict with or concerned about risk to pedestrians on shared footpaths
- lack of signage/ unable to find their way
- narrow roads and parked cars
- hilly terrain
- lack of confidence and/or don't own a bicycle.

## What's changed?

Amongst the small portion of residents who think cycling is 'easy' there were some compliments on the quality of roads, the relatively quiet streets, the multiple routes to get around and a mention of the recently constructed cycleway: **"Easy because of the recently installed bikes lanes..."**







## Social connection and places to go

Throughout our study we've asked about activities in the neighbourhood that would indicate social inclusion and over the years you've told us that you've seen signs of increased diversity in your community and noticed more children playing.

You've also reported that as 'walkability' has improved a little there is more opportunity for unplanned social connection as people see each other and stop to chat while walking around the neighbourhood.

Activities noted as occurring 'rarely' or 'never', were 'neighbours working together on community projects', with 70% combined 'never/rare' mentions in 2021. It was the same in 2020.

Interacting with and/or assisting strangers were also seen as rare occurrences, though this too was affected by COVID-19.

### What's changed?

#### In 2021:

- 77% of participants said they 'often' or 'always' noticed children playing in public - an increase from 65% in 2020 and 58% in 2019
- 68% reported an increased perception of diversity within their neighbourhood, up from 54% in 2020 and 58% in 2019
- 66% of participants said there is lots of greenery in the area - an improvement since 2020 (62%)
- 52% of participants think the shops are within easy walking distance and agreed there are many places to go/ walk to (similar to 2020 and 2019 figures).
- 41% agreed there is good tree canopy cover (40% in 2020, 36% in 2019)

The most positive social connectivity indicators remained constant or declined slightly, largely due to COVID-19.



## Safety

Over our study, perceptions of safety during the day have steadily improved, while feelings of safety at night have declined a little. Men still generally feel safer than women.

In 2021 during the day:	In 2021 during the night:
81% of respondents reported feeling safe undertaking various activities during the day. On average, across various activities, a sense of safety has increased +6%.	Consistent with previous years, perceived safety levels undertaking these same activities at night is less. In 2021, perception of safety at night, across various activities, declined (-9%).
83% felt safe when walking alone to local shops (up from 80% in 2020).	28% felt safe when walking alone to local shops (35% in 2020).
86% felt safe when home alone (up from 80% in 2020).	70% felt safe when home alone (up from 64% in 2020).



## Who participated in the 2021 Carlingford and Epping Neighbourhood Travel Survey?

Over our study so far, participation figures have been significantly affected by COVID-19. In our first survey (2019) more than 600 valid submissions were received, dropping to 347 in 2020, our first super-stressful COVID-19 year.

In 2021, our response rate was up a little, but the community was still juggling COVID-19 related priorities, and experiencing fatigue and stress.

The profile of those participating in our survey has been relatively consistent year on year.

### In 2021:

- Information on the opportunity to participate in the 2021 Carlingford and Epping Neighbourhood Travel survey was presented to around **80,000 people** (based on targeted letter box distributions, website traffic, social media followers, and email database contacts).

- Our reach and response rate was higher (577 in 2021, up from up from 450 submissions in 2020), but so was the screen-out rate.
- More than **900 surveys were commenced (980)** with **351 validated** completed surveys received, including **38 in Simplified Chinese** and **12 in Korean**.
- While we still reviewed all the information provided, 226 completed submissions could not be part of the formal NSW Health study. They were excluded for being outside of the targeted area and/or participants being younger than 18 years old.

## Awareness and usage of street upgrades

In 2021, around half of those who participated in our survey (46%) were not aware of any of the new infrastructure changes that were listed – those which had taken place since the previous survey.

Amongst the remainder of participants:

- 21% were aware of the new pedestrian and cyclist crossing at Midson Rd/ Wyalla Ave
- 19% were aware of the new footpath on Dunlop Street
- 20% of participants said they had not used any of the upgraded infrastructure.

Whilst these results may not be as high as we had hoped, it is an improvement on 2020, where 75% of participants were not aware of the new footpath upgrades to Talinga Park and Marsden Road (the only two upgrades surveyed at that time).

We hope that since the 2021 survey you've noticed the new street plantings and have used the new raised pedestrian crossings in Bridge Street, Ward Street and Essex Street.

Perhaps you've also used the new footpaths and shared paths, and the upgraded bridge on approach to Terry's Creek.



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