

28 January 2022

Dear Sir / Madam,

**RE: 2021 Carlingford and Epping Neighbourhood Travel Survey**

		
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Thank you to everyone who participated in our third annual Carlingford and Epping Neighbourhood Travel Survey.

**We finished the year with 351 validated submissions, slightly higher than our 347 verified completes in 2020. We heard from people in most age groups and we received 38 responses in Chinese and 12 in Korean.**

### **What did we hear?**

As expected, the resurgence of Covid-19 in June 2021 meant a lot of residents were working/studying from home.

- For those who continued to travel, **the largest proportion of you were driving alone (42%), followed by those taking a combination of public transport of train (21%), bus (19%) and/or walking (14%).**
- Overall, we saw train and bus travel decline steeply - train travel dropped from 49% to 10% and bus travel 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 increased over the year.

- **In 2021, participants reported walking for just under half an hour, five (5) times a week – great work Carlingford and Epping!**

### **Some of you gave cycling a try**

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

- **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.**

**Contact us:**

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## Social outcomes

- Perceptions of safety 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.

## 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'll just have to keep telling you more about the work we have done and encourage you to explore your neighbourhood!

## Where do we need to focus our efforts, what happens next?

You were very clear on the issues that make it difficult for you to walk and cycle in your neighbourhood and what improvements are working. We'll look at all the submissions and start to plan the next lot of upgrades and the final study.

To see more detailed information on the 2021 study findings, to keep up to date with this year's projects, and to learn about the **2022 Carlingford and Epping Survey** please visit our engagement portal [www.participate.cityofparramatta.nsw.gov.au](http://www.participate.cityofparramatta.nsw.gov.au) or go directly to the page here [cityofparramatta.co/epping-carlingford](http://cityofparramatta.co/epping-carlingford).

## I have a question

If you would like any more information about the 2021 study, or have any questions about the project, please visit [cityofparramatta.co/epping-carlingford](http://cityofparramatta.co/epping-carlingford) or contact me directly.

Yours faithfully,

**Mark Crispin**, Transport Planning

[transportplanning@cityofparramatta.nsw.gov.au](mailto:transportplanning@cityofparramatta.nsw.gov.au) or via City of Parramatta Council on 1300 617 058.

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For non-English speakers, phone interpretation services are available via TIS National on 131 450.

### KOREAN

본 소식지와 관련해 통역 지원이 필요하신 경우, TIS (131 450)에 전화하여 Parramatta Customer Service (9806 5050)를 연결해 달라고 요청하시면 됩니다. 업무시간은 월요일에서 금요일, 오전 8시 30분부터 오후 5시까지입니다.

### ARABIC

إذا كنت بحاجة للمساعدة في ترجمة هذه النشرة، اتصل بـ TIS على الرقم 131 450 وأطلب منهم الاتصال نيابة عنك بخدمة زبائن باراماتا على الرقم 9806 5050 من الإثنين إلى الجمعة بين الساعة 8:30 صباحاً و 5:00 مساءً.

### CHINESE

如果你需要翻译协助阅读这份新闻简报，请联系 TIS，电话 131 450，要求他们代表你接通巴拉玛打市议会顾客服务处，电话 9806 5050。顾客服务处的工作时间是每星期一至星期五，上午 8:30 至下午 5:00。

### HINDI

यदि आपको यह सूचना-पत्र समझने में सहायता चाहिए तो कृपया TIS को 131 450 पर फोन करें और उनसे कहें कि आपकी तरफ से पैरामाटा कस्टमर सर्विस को 9806 5050 पर फोन करें। यह सेवा सोमवार से शुक्रवार, सुबह 8.30 बजे से शाम 5.00 तक उपलब्ध है।