



2021 Carlingford and Epping Neighbourhood Travel Survey

Take part in the 2021 Neighbourhood Travel Survey and win more great prizes!

With more than 340 Carlingford and Epping residents participating in our 2020 survey we are hoping to have more residents share their thoughts in the 2021 survey.

Because COVID-19 has had such an affect on our community, we'll be asking a few questions about how you managed through lockdowns.

We'll also be asking if there has been any change to how you travel around your neighbourhood. Have the changes in public transport services, new footpaths or bike paths, or even COVID-19 changed how you move?

Because we value your input we'll be offering prizes for participating in our 2021 survey. You can go into a draw to win one of 20 AT PARRAMATTA gift cards for meals at local restaurants or cafes or to use in hundreds of local businesses – each to the value of \$50. The past 12 months have been challenging for many, so we're looking to support our community and our local businesses.

There will be more information in your letterbox about the 2021 Survey in October. But for those who are keen to get started, you can go directly to the 2021 Carlingford and Epping Neighbourhood travel survey by scanning the QR code at the bottom of page 2.

I have a question

For more information about the 2020 Carlingford and Epping Neighbourhood Travel Survey, or to find out about the 2021 survey, please contact Mark Crispin on 9806 5632 or visit Participate Parramatta.

The project page can be found here

cityofparramatta.co/epping-carlingford

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Carlingford and Epping Neighbourhood Travel Survey 2021 and 2020

In September 2019, City of Parramatta Council and NSW Health invited you and your neighbours to participate in a survey in order to learn how people in the Carlingford and Epping area travel around their neighbourhood. We were delighted that more than 600 participated. We repeated the survey in 2020, and will be conducting the survey in 2021 and 2022 to better understand the needs of residents and how daily movement and travel habits can influence their feelings of health and wellbeing.

Thank you to everyone who contributed in 2021, we had 347 residents complete the survey, with 24 responses provided in Simplified Chinese, and 5 in Korean.

While another 103 submissions were excluded for being outside of the targeted area and/or respondents being under 18 years old, these responses were still considered.

COVID-19 has profoundly changed the way people are living their lives. We've seen more people walking and riding since COVID-19 and a lot less people on public transport. We also saw more people enjoy their local parks and green spaces and use their neighbourhood cycle paths.

It has been a difficult time for many. We hope you have found support in your community and have been able to safely enjoy your neighbourhood.

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

본 뉴스레터는 영어, 한국어, 중국어 간체자로 이용가능합니다.

cityofparramatta.co/epping-carlingford 에서 자료 부분을 참고해 주십시오.

本简报可提供英语、韩语和简体中文版本——请参阅

cityofparramatta.co/epping-carlingford 网站上的资源栏



The 2021 Carlingford and Epping Neighbourhood Survey is also available in English, Korean and Simplified Chinese, scan the QR code.

2021년 Carlingford 및 Epping 주변 지역 내 설문조사는 영어, 한국어, 중국어 간체자로 이용가능합니다. QR 코드를 스캔하십시오.

2021年 Carlingford 和 Epping 社区调查还提供英语、韩语和简体中文版本, 请扫描二维码。





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 2023).

City of Parramatta has installed new footpaths, shared-paths and separated cycleways; installed traffic signals; and improved a number of pedestrian crossings.

Almost 100 trees have been planted in and around the study area.

Some of Council's work includes:

New footpaths and shared paths:

- installed new shared paths on the eastern side of Marsden Road and through Talinga Park
- new footpaths in Dunlop Street and Milton Street in Carlingford and on Barellan Avenue, Wyralla Avenue, Hepburn Avenue, Chelmsford Avenue, Third Avenue and Cumberland Street.
- upgraded the path between Barallen Avenue and Pennant Parade

- started construction on a shared path on Bridge Street and a shared path and separated cycleway on Epping Road.

Improved traffic facilities 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
- raised the existing pedestrian crossings in Bridge Street Epping
- raised pedestrian crossings on Essex Street at Pembroke Street and in Pembroke Street
- new pedestrian and cyclist refuges in Midson Road near Wyralla Avenue and in Pennant Parade near Willoughby Street
- improved crossing of Evans Road at Pennant Hills Road.



This newsletter shares some of what we learned in 2020.

Overall, you all love your neighbourhood and it seems you are more active than the average NSW resident – good work Carlingford and Epping!

Please join the 2021 survey and help us to continue to improve your local parks, footpaths and create an even better Carlingford and Epping.

Results of the 2020 Carlingford and Epping Neighbourhood Travel Survey. What we heard in a sound bite

We found **the way you travelled didn't change** a lot between 2019 and 2020.

- 60% of participants usually travel to and from work and/or study by car alone, while 40% catch the train (respondents could select more than one option)
- 69.5% of participants stated that they never cycle, 40.9% believe cycling in their area was 'not at all easy' (a major contributing factor to low bike riding figures)
- Just over 50% of participants believed walking in their neighbourhood was 'somewhat easy'
- When asked about social connection in their community, 41% of respondents believed that this is best displayed by children playing together in public
- Generally, respondents reported feeling safe in their neighbourhood during the day, however they felt less safe at night.



Travel and modes of transport

We asked how you travelled to and from work and/or study in 2019 and in 2020. In 2020, we did not include people who were working from home or no longer working due to COVID-19. Participants could select as many transport options as they wished.

For those travelling to work/study, **we found the way you used some types of transport didn't change** a lot between 2019 and 2020.

- Car (travel alone) in 2019 (59.4%) and 2020 (53.6%)
- Metro in 2019 (17.3%) and 2020 (13.5%)
- Cycling in 2019 (3.2%) and 2020 (3.2%)
- Light-rail in 2019 (0.5%) and 2020 (1.2%)
- Ferry in 2019 (1.1%) and 2020 (0.9%)
- Car-pool in 2019 (11.8%) and 2020 (7.5%).

What did change?

In 2020, you used public transport to get to and from work/study less. In 2019 (32.7%) of respondents told us they used public transport 'most days'. In 2020, (12.1%) of respondents used public transport 'most days'.

We found a **significant decrease** in people who travel by:

- Train (39.4%) in 2019 to (27.4%) in 2020
- Bus (36.4%) in 2019 to (26.5%) in 2020
- Walk (26.5%) in 2019 to (19.0%) in 2020.

Car travel

There was very little change in the number of respondents who travelled by car to work/study. In 2019 (60.2%) respondents travelled by car on 'most days' and in 2020 (60.7%).

COVID-19 and travel

Over half of respondents (59.0%) reported that their usual mode of travel to and from work has not changed since the COVID-19 outbreak in March 2020.

Of the 41.0% who did say their usual travel mode had changed, we found the top three modes that changed were:

- from pre-COVID-19 times: bus (52.7%), train (50%) and car, travel alone (28.6%)
- to car, travel alone (56.3%), walk (17.0%), and bus (10.7%).

How Carlingford and Epping compares to the rest of our Local Government Area

The number of people in your neighbourhood who told us their usual trips in 2020 were made by train (27.4%) and bus (26.5%) is high when compared with the most recent data from the Household Travel Survey. In the Parramatta LGA, (7%) travel by train and (7%) by bus.

The data on walking is about the same. In 2020, our study found that 19.0% of people in Carlingford and Epping walked to get around their neighbourhood, compared with 20% of trips made by walking in the Parramatta LGA.



Walking

There was an **increase** from 2019 (74.8%) to 2020 (83.9%) in people who reported they had **walked for at least 10 minutes continuously** to get to and from place to place for exercise or recreation.

The belief about how easy it is walking for transport in the neighbourhood was similar in 2019 and 2020, and in 2020, you told us **walking was easy because of maintained footpaths and signage**.

In 2020:

- 40.1%, the majority of participants, believed walking in their neighbourhood for transport was 'somewhat easy'
- 36.3% believed walking was 'very easy'
- 12.7% believed walking was 'not at all easy'.

What makes it difficult to walk around the neighbourhood?

Your response in 2019 and 2020 were similar. These included:

- a high volume of traffic
- lack of footpaths or uneven and narrow footpaths
- lack of tree coverage and shade over footpaths
- lack of safe crossings especially on busy roads like Carlingford Road
- construction work
- the area is hilly!

The majority of respondents (74.9%) were not aware of the new path upgrades to Talinga Park and Marsden Road. We hope since the survey you've started to use these new paths when walking around your neighbourhood.





Cycling

There was an **increase** in respondents saying they cycled for any purpose in 2020 compared to 2019.

- There was a decrease in the proportion of respondents who said they never cycled, (79.6%) in 2019 to (69.5%) in 2020
- There was an increase in the proportion of people who cycled once a month or less from (5.3%) in 2019 to (7.8%) in 2020
- There was an increase in the proportion of people who cycled a few days a week from (2.8%) in 2019 to (5.2%) in 2020.

While the majority of 2020 participants, 142 (40.9%), stated they believed cycling in their area was 'not at all easy', and many of you don't own a bike, there was an **increase** in respondents who

said it was 'somewhat easy' to cycle in their local area from (18.0%) in 2019 to (27.7%) in 2020. Some of you said it was 'very easy' - 13 respondents (3.7%).

Why you hit the brakes on cycling

The reasons people believed that cycling was not easy were similar in 2019 and 2020. You told us you felt unsafe because of construction work and high volumes of traffic that travelled at speed. Narrow roads and parked cars were also a concern.

The lack of dedicated bicycle lanes and concerns about riding on the footpath with pedestrians were other reasons. For others – it's because your neighbourhood has lots of hills!





Social connection and places to go

In 2019 and 2020, we asked about activities in the neighbourhood that would indicate social inclusion.

The activities reported as happening 'often' didn't change over the year. We saw a **decrease** in the proportion of respondents reporting that community events and local activities attracted different people from the local areas, dropping from 'sometimes' to 'rarely'.

In 2020, you told us 'children playing in public' (40.6% of respondents) and 'people of different incomes, ages, cultures and physical abilities in public places' (32.6% of respondents) were the main signs of social inclusion.

Children, older people and people with disabilities travelling independently and interactions with strangers were reported as 'sometimes' - this was the same in 2019 and 2020.

As in 2019, in 2020 the majority of participants told us neighbours working together on community projects 'rarely' or 'never happened'.

Places to go

More respondents agreed that there were places to go to within easy walking distance of their home.





Safety

Generally, men felt safer during the night compared to women.

In 2020, the majority of respondents reported feeling safe in the day, with feelings of safety decreasing in the night, especially when asked about walking during the night. This was similar to what we heard from respondents in the 2019 survey.

In 2020 during the day:	In 2020 during the night:
79.5% of respondents felt safe when walking alone to local shops	34.6% felt safe when walking alone to local shops
80.1% of respondents felt safe when home alone	64% of respondents felt safe when home alone
70.0% of respondents felt safe when walking in Carlingford	19.9% of respondents felt safe when walking in Carlingford



Who participated in the 2020 Carlingford and Epping Neighbourhood Travel Survey?

In our first survey (2019) more than 600 valid submissions were received (a further 102 were reviewed but could not be reported on because they were from people under the age of 18 or outside the study area).

In 2020, a year like no other, 347 valid submissions were received, but we understand there was a lot going on!

In 2020, a number of communication channels were activated to reach as many community members within the targeted area as possible. Communications and engagement activities included: targeted letter box drops, use of the City of Parramatta website and social media.

- 90,000 people on average saw the opportunity to provide feedback
- 347 valid submissions were received via Council's engagement portal and other City of Parramatta channels

- 29 valid submissions were received in community languages 24 in Chinese and 5 in Korean
- 103 submissions were excluded for being outside of the targeted area and/or below 18 years old, however these comments will be reviewed but cannot be reported
- 47.0% of participants identified as male and 51.9% of participants identified as female
- Majority of participants (40.9%) identified as 35-49 years of age
- 59.7% of participants speak a language other than English at home: Mandarin (19.3%), Cantonese (16.4%) and Korean (4.3%).



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