

# Consultation Summary - Frome Street Bikeway Stage 3

Attachment B - Section 2: Carrington Street to Pirie Street Summary and Top 10 topics by respondent type and media method

Your Say  
Adelaide

The majority of residents, commuters and comments made via the Your Say Adelaide page are positive about the project. The feedback provided by businesses and those made by social media were largely negative.

A summary of the responses received, classified by the respondent type and by the medium used, is provided below.

Respondent type or Response medium	Positive responses	Neutral responses	Negative responses
Businesses	2 (25%)	1 (13%)	5 (63%)
Residents	6 (67%)	0 (0%)	3 (33%)
Commuters	37 (71%)	2 (4%)	13 (25%)
Feedback forms & Your Say Adelaide	44 (68%)	2 (3%)	19 (29%)
All combined (excluding Social media)	48 (67%)	3 (4%)	21 (29%)

Social Media only* <sup>1</sup>	31 (26%)	9 (8%)	79 (66%)
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\*<sup>1</sup> Only social media comments made from people resident in South Australia were counted, 18% were located interstate or internationally.

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## Businesses comments

420 letters were sent to non-residential land within the Bikeway corridor. In addition, individual meetings took place and discussions started on social media forums. Eight responses were received via the Your Say Adelaide website, returned comment forms, email and discussions at meetings. This response represents 1.9% of businesses along the corridor.

Rank	Number of times topic mentioned	Topic	Comment
1	5 (42%)	Concerned with loss of parking	<p>Some business respondents stated that they are dependent on convenient and available car parking and would seek alternative premises located outside of the City if parking was removed. Safety concerns were raised if motorists were required to walk further from / to a parking space.</p> <p>The parking survey results indicate that the peak parking demand is 61, occurring between 9 am and 10 am, with an average demand of 39 spaces between 8 am to 6 pm. As part of the project 64 spaces will be provided (from Carrington Street to Pirie Street) accommodating the parking demand.</p> <p>There are also two multi-deck car parks located within 5 minutes' walk of Regent Street North and this section of Frome Street.</p>
2	4 (33%)	The project will ruin business and trade	Four businesses consider the loss of parking and any increase in congestion as being bad for business. Refer to comments above.
3	1 (8%)	Great design / strong support	The University of Adelaide supports the bikeway due to the many staff and students that use Frome Street when cycling to the North Terrace campus.
4	1 (8%)	Expand the project to: RAH site / Frome Rd / Hutt St / to North Terrace / unspecified	The Frome Street Bikeway forms part of the north-south bikeways route, extending through to the northern Park Lands and the suburbs beyond. To achieve this, the Bikeway will be continued along Frome Street to North Terrace, with bicycle contra-flows introduced in some streets in North Adelaide and additional shared paths in the Park Lands.
5	1 (8%)	Opposes the scheme because of increased delays / congestion / delays during CLIPSAL	<p>Computer traffic simulation modelling indicates that the current traffic flows will be maintained if the right turns at the intersections are prohibited during the peak periods.</p> <p>During CLIPSAL, the reduced capacity of Frome Street will be offset by improvements to the capacity of other north-south routes and promotion of alternative transport options during CLIPSAL.</p>

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## Residents (Owners and occupiers) comments

657 letters were sent to residential owners and occupiers (Home Unit, House, Residential Flat and Serviced Apartment) within the bikeway corridor. Chat room discussions were started on social media forums. Nine responses were received from owner / occupiers via the Your Say Adelaide website, returned comment forms and email.

Rank	Number of times topic mentioned	Topic	Comment
1	5 (33%)	Great design / strong support	<p>Elements identified as being good included:</p> <ul style="list-style-type: none"> <li>The safety provided by the separation of the bike lane from moving traffic.</li> <li>Bin presentation zones.</li> <li>The Bikeway connects places.</li> </ul>
2	3 (20%)	The bike lanes will improve safety / encourage cyclists	The safety of the separated bike lanes was identified as being a key element in encouraging cycling.
3	2 (13%)	Opposes the scheme because of increased delays / congestion / emergency vehicle delays / delays during CLIPSAL	<p>Computer modelling indicates that restricting right turns during the peak traffic periods is required to keep motor traffic moving.</p> <p>During CLIPSAL, the reduced capacity of Frome Street will be offset by improvements to the capacity of other north-south routes and promotion of alternative transport options during CLIPSAL.</p>
4	2 (13%)	Remove / replace motorcycle parking as it is a nuisance	Motorcycle parking in the predominantly residential areas has been replaced with bicycle parking. Additional motorcycle parking has been provided between Flinders Street and Pirie Street.
5	2 (13%)	Expand the project to: RAH site / Frome Rd / Hutt St / to North Terrace / unspecified	The Frome Street Bikeway forms part of the north-south bikeways route (refer to Smart Move) extending through to the northern Park Lands and the suburbs beyond. To achieve this, the Bikeway will be continued along Frome Street to North Terrace, with bicycle contra-flows introduced in some streets in North Adelaide and additional Park Lands shared paths.
6	1 (7%)	Bin presentation zones are a good idea	

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## Comments by commuters

23 responses were identified as being made by commuters, with comments received via the Your Say Adelaide website, returned comment forms, email and telephone conversations.

Rank	Number of times topic mentioned	Topic	Comment
1	22 (24%)	Great design / strong support	Elements identified as being good included: the safety provided by the separation of the bike lane from moving traffic, enhances the aesthetic of the street, design is sensitive to the area and the bike lane being located inside of the car parking.
2	19 (21%)	The bike lanes will improve safety / encourage cyclists	The safety of the separated bike lanes was identified as being a key element in encouraging cycling.
3	14 (16%)	Expand the project to: RAH site / Frome Rd / Hutt St / to North Terrace / unspecified	The Frome Street Bikeway forms part of the north-south bikeways route (refer to Smart Move) extending through to the northern Park Lands and the suburbs beyond. To achieve this, the Bikeway will be continued along Frome Street to North Terrace, with bicycle contra-flows introduced in some streets in North Adelaide and additional Park Lands shared paths.
4	11 (12%)	Opposes the scheme because of increased delays / congestion / emergency vehicle delays / delays during CLIPSAL	Computer modelling indicates that restricting right turns during the peak traffic periods is required to keep motor traffic moving.  During CLIPSAL, the reduced capacity of Frome Street will be offset by improvements to the capacity of other north-south routes and promotion of alternative transport options during CLIPSAL.
5	6 (7%)	Believe the project will encourage visitors to the City	Respondents believe that improved safety for cyclists will encourage visitors.
6	4 (4%)	Concerned with the loss of parking	Four commuters stated that they would not come into the City if the parking was removed and felt there was no alternative to the car (poor public transport / transporting young children). Two of these commuters live within 2 km of the City.  The parking survey results indicate that the peak parking demand is 61, occurring between 9 am and 10 am, with an average demand of 39 spaces between 8 am to 6 pm. As part of the project 64 spaces will be provided (from Carrington Street to Pirie Street) accommodating the parking demand.  There are also two multi-deck car parks located within 5 minutes' walk of Regent Street North and this section of Frome Street.
7	3 (3%)	Don't ban right turns	Reasons stated include: <ul style="list-style-type: none"> <li>Increased difficulty for couriers when delivering goods.</li> <li>Benefits of right turns outweigh benefit of providing bike lanes.</li> <li>Motorists would be inconvenienced.</li> </ul>

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8	2 (2%)	Project will ruin business / trade	Removal of parking and increased congestion was cited as having a negative effect on business.
9	2 (2%)	Cyclists should obey the Road Rules / wear Hi-viz clothing / use their bells / keep to bike lanes	One commuter felt that increasing the number of cyclists would result in more cyclists not complying with the Road Rules. A second commuter requested tougher penalties for cyclists not complying with the Road Rules.
10	1 (1%)	Money better spent elsewhere: bus / rail / medical / homeless / or waste of money	One commuter felt that the scheme is a waste of money as it would cause more congestion for motorists.
10	1 (1%)	Better to wait until public transport / less congestion / no CLIPSAL event	One commuter believed that the bikeway should be delayed until better public transport was made available.
10	1 (1%)	No cyclists / get cyclists off the road / won't or don't encourage cycling	One respondent stated that cycling in the City should not be encouraged as it is too dangerous.
10	1 (1%)	Cyclists should pay registration / tax / rego / licence	The financial contribution made by cyclists was questioned by one respondent. Evidence would suggest that most cyclists also own a vehicle and pay these fees.
10	1 (1%)	Separate bike lanes increase car / bike collisions at side road	DPTI-Traffic Access and Standards (DPTI-TASS) analysis of the Sturt Street trial found that the crash rate did not increase and DPTI-TASS are confident that the current road rules and traffic control devices will adequately protect cyclists from motorist conflict. Stop signs and lines will be provided at side roads together with 'WATCH FOR BICYCLES' signs.
10	1 (1%)	Concerned with pedestrian and bicycle conflicts	A concern was raised with the potential for misinterpreting the priority at the shared path and footpath intersections. Tactile paving will be used to delineate the extents of the shared path and standard give-way signs and road markings used to give priority to pedestrians.
10	1 (1%)	Modify Frome St / Carrington St junction; widen median / provide bicycle bypass / roundabout / zebra crossings	One suggestion was to provide a roundabout at the Frome Street / Carrington Street junction as the respondent felt that the proposed layout is 'too busy'.  The size of the roundabout needed to accommodate the turn of a large refuse truck would be too large to fit in the available space. Roundabouts also have a high crash rate for cyclists and pedestrians as, by their nature, they encourage a free flow of traffic making it difficult to cross or enter.

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## Comments received by feedback forms (Posted & Your Say Adelaide)

The Your Say Adelaide page recorded the following activity:

- 611 unique visitors who viewed 2,285 pages
- 994 site visits (an average of 1.6 visits per unique visitor)
- 1,270 document downloads (see activity report for the full breakdown)
- 60 completed feedback forms (9.8% of visitors to the site completed a survey)

Five feedback forms were received in the post resulting in a total of 65 comment forms received.

Rank	Number of times topic mentioned	Topic	Comment
1	29 (25%)	Great design / strong support	Comments made showing strong support included: <ul style="list-style-type: none"><li>• 'safer and easier travel for pedestrians'</li><li>• 'will encourage cycling by improving safety'</li><li>• 'will encourage more students to Adelaide'</li><li>• 'the City needs this, provides protection for cyclists, enhances the street aesthetics'</li><li>• 'separates bikes from parked cars'</li><li>• 'it will encourage me to get back on my bike, thank you for being so proactive'</li><li>• 'provides more landscaped open space'</li><li>• 'it is very much appreciated'</li><li>• 'bin presentation zones are a good idea'</li></ul>
2	22 (19%)	The bike lanes will improve safety / encourage cyclists	The safety of the separated bike lanes was identified as being a key element in encouraging cycling.
3	17 (15%)	Expand the project to: RAH site / Frome Rd / Hutt St / to North Terrace / unspecified	The Frome Street Bikeway forms part of the north-south bikeways route (refer to Smart Move) extending through to the northern Park Lands and the suburbs beyond. To achieve this, the Bikeway will be continued along Frome Street to North Terrace, with bicycle contra-flows introduced in some streets in North Adelaide and additional Park Lands shared paths.

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4	14 (12%)	Opposes the scheme because of increased delays / congestion / emergency vehicle delays / delays during CLIPSAL	<p>Computer modelling indicates that restricting right turns during the peak traffic periods is required to keep motor traffic moving.</p> <p>During CLIPSAL, the reduced capacity of Frome Street will be offset by improvements to the capacity of other north-south routes and promotion of alternative transport options during CLIPSAL.</p>
5	7 (6%)	Concerned with the loss of parking	<p>Some business respondents stated that they are dependent on convenient and available car parking and would seek alternative premises located outside of the City if parking was removed. Safety concerns were raised if motorists were required to walk further from / to a parking space.</p> <p>Four commuters stated that they would not come into the City if the parking was removed and felt there was no alternative to the car (poor public transport / transporting young children). It should be noted that two of these commuters live within 2 km of the City.</p> <p>The parking survey results indicate that the peak parking demand is 61, occurring between 9 am and 10 am, with an average demand of 39 spaces between 8 am to 6 pm. As part of the project 64 spaces will be provided (from Carrington Street to Pirie Street) accommodating the parking demand.</p> <p>There are also two multi-deck car parks located within 5 minutes' walk of Regent Street North and this section of Frome Street.</p>
6	6 (5%)	Believe the project will encourage visitors to the City	Respondents believe that improved safety for cyclists will encourage visitors.
7	5 (4%)	Project will ruin business / trade	Removal of parking and increased congestion was cited as having a negative effect on business.
8	3 (3%)	Don't ban right turns	<p>Reasons stated include:</p> <ul style="list-style-type: none"> <li>• Increased difficulty for couriers when delivering goods.</li> <li>• Benefits of right turns outweigh the benefit of providing bike lanes.</li> <li>• Motorists would be inconvenienced.</li> </ul>
9	2 (2%)	Remove / replace motorcycle parking as it is a nuisance	Motorcycle parking in the predominantly residential areas has been replaced with bicycle parking. Additional motorcycle parking has been provided between Flinders Street and Pirie Street.
10	2 (2%)	Cyclists should obey the Road Rules / wear Hi-viz clothing / use their bells / keep to bike lanes	<p>A respondent felt that increasing the number of cyclists would result in more cyclists not complying with the Road Rules. A second respondent requested tougher penalties for cyclists who do not comply with the Road Rules.</p> <p>Administration will produce a series of education leaflets to foster a spirit of co-operation between different road users, informing them of their responsibilities and to provide guidance on good etiquette.</p>

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## Social Media posts

Comments were captured from the following social media pages:

- Frome Street Bikeway – Ten News Adelaide Facebook page
- Frome Street Bikeway – Indaily Facebook page
- Frome Street Bikeway Stage 3 Consultation – Adelaide Cyclists Forum, 5 comments
- RAA wary of Frome Street bikeway plan (ABC News Online, 3/09/2013)

The Ten News facebook page doesn't allow us to see who made a 'like' against a post, which makes it impossible to gauge how many times one person has made a comment. Often the majority of 'likes' are made by people who have already provided comment. To avoid double counting, the 'likes' from the Ten News facebook page have not been counted.

The Indaily facebook page does allow us to see who made a 'like' against a comment. Therefore 'likes' have been counted as we can identify who made the post and whether they have already provided comment.

Some pages display the location where the post was made from. Where they could be identified, the posts made from outside of South Australia were not counted. The number of posts originating from outside of the State was counted at 23.

The number of posts included as part of the consultation amounted to 119. 18% of social media posts were made by a member of the teaching profession, with the vast majority of teachers opposed to the bikeway.

The Top Ten Topics posted on Social Media are as follows.

Rank	Number of times topic mentioned	Topic	Comment
1	33 (27%)	Opposes the scheme because of increased delays / congestion / emergency vehicle delays / delays during CLIPSAL	Concerns were expressed with the potential of increased congestion, particularly during CLIPSAL. Computer modelling indicates that restricting right turns during the peak traffic periods is required to keep motor traffic moving. During CLIPSAL, the reduced capacity of Frome Street will be offset by improvements to the capacity of other north-south routes and promotion of alternative transport options during CLIPSAL.
2	21 (17%)	Better to wait until public transport / less congestion / no CLIPSAL event	The majority of posts and supporting 'likes' believed that the Bikeway should be delayed until better public transport was made available or the CLIPSAL race no longer occurred.
3	13 (11%)	Money better spent elsewhere: bus / rail / medical / homeless / or waste of money	Comments suggested that the money allocated to construct the bikeway would be better spent on: <ul style="list-style-type: none"><li>• Improving buses / rail / trams</li><li>• Improving hospitals</li><li>• Helping the homeless</li><li>• Or felt that the scheme is a waste of money as it would cause more congestion for motorists.</li></ul>

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4	12 (10%)	The bike lanes will improve safety / encourage cyclists	The improved safety provided by the separated bike lanes was identified as being crucial if cycling is to be encouraged.
5	10 (8%)	Cyclists should pay registration / tax / rego / licence	The financial contribution made by cyclists was questioned in 10 posts and associated 'likes'. Evidence suggests that most cyclists also own a vehicle and pay these fees.
6	6 (5%)	Less parking and / or more congestion will mean that I will not go to the City	It should be noted that many posts that provided this comment also added that they currently never or rarely visited the City.
7	6 (5%)	Great design / strong support	Posts that demonstrated strong support included: <ul style="list-style-type: none"> <li>• 'Great idea'</li> <li>• 'expand to other parts of the City'</li> <li>• 'keep up the good work and let's make Adelaide the cycling capital of Australia'</li> <li>• 'will reduce the obesity problem'</li> <li>• 'I like this a lot'.</li> </ul>
8	5 (4%)	Cyclists should obey the Road Rules / wear Hi-viz clothing / use their bells / keep to bike lanes	General comments were made regarding cyclists not complying with the Road Rules and not mentioning the bikeway.  Administration is producing information leaflets on various pedestrian and cycling topics, including etiquette when sharing paths or road space and the need for cyclists to operate within the Road Rules.
9	2 (2%)	Concerned with the loss of parking	One post indicated a desire to be able to quickly access the City for shopping / lunch and if no parking was available then they will never return.  The parking survey results indicate that the peak parking demand is 61, occurring between 9 am and 10 am, with an average demand of 39 spaces between 8 am to 6 pm. As part of the project 64 spaces will be provided (from Carrington Street to Pirie Street) accommodating the parking demand.  There are also two multi-deck car parks located within 5 minutes' walk of Regent Street North and this section of Frome Street.
10	2 (2%)	Don't ban right turns	Concerns were expressed that the introduction of right turn restrictions will increase the amount of traffic using Carrington Street and that motorists would be inconvenienced.  Computer modelling indicates that restricting right turns during the peak traffic periods is required to keep motor traffic moving.

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## All comments received (excluding social media)

Overall 72 comments were received.

Rank	Number of times topic mentioned	Topic	Comment
1	31 (25%)	Great design / strong support	<p>Comments made showing strong support included:</p> <ul style="list-style-type: none"> <li>• 'safer and easier travel for pedestrians'</li> <li>• 'will encourage cycling by improving safety'</li> <li>• 'will encourage more students to Adelaide'</li> <li>• 'the City needs this, provides protection for cyclists, enhances the street aesthetics'</li> <li>• 'separates bikes from parked cars'</li> <li>• 'it will encourage me to get back on my bike, thank you for being so proactive'</li> <li>• 'provides more landscaped open space'</li> <li>• 'it is very much appreciated'</li> <li>• 'bin presentation zones are a good idea'</li> </ul>
2	22 (18%)	The bike lanes will improve safety / encourage cyclists	The improved safety provided by the separated bike lanes was identified as being a key element in encouraging cycling.
3	22 (18%)	Expand the project to: RAH site / Frome Rd / Hutt St / to North Terrace / unspecified	<p>The Frome Street Bikeway forms part of the north-south bikeways route extending through to the northern Park Lands and the suburbs beyond. To achieve this, the Bikeway will be continued along Frome Street to North Terrace, with bicycle contra-flows introduced in some streets in North Adelaide and additional Park Lands shared paths.</p> <p>The possibility of providing a bicycle path through a redeveloped RAH site is being pursued by Administration.</p>
4	22 (9%)	Opposes the scheme because of increased delays / congestion / emergency vehicle delays / delays during CLIPSAL	<p>Computer modelling indicates that restricting right turns during the peak traffic periods is required to keep motor traffic moving.</p> <p>During CLIPSAL, the reduced capacity of Frome Street will be offset by improvements to the capacity of other north-south routes and promotion of alternative transport options during CLIPSAL.</p>
5	9 (7%)	Concerned with the loss of parking	<p>Some business respondents stated that they are dependent on convenient and available car parking and would seek alternative premises located outside of the City if parking was removed. Safety concerns were raised if motorists were required to walk further from / to a parking space.</p> <p>Four commuters stated that they would not come into the City if the parking was removed and felt there was no alternative to the car (poor public transport / transporting young children). Two of these commuters live within 2 km of the City.</p> <p>The parking survey results indicate that the peak parking demand is 61, occurring between 9 am and 10 am, with an average demand of 39 spaces between 8 am to 6 pm. As part of the project 64 spaces will be provided (from Carrington Street to Pirie Street) accommodating the parking demand.</p> <p>There are also two multi-deck car parks located within 5 minutes' walk of Regent Street North and this section of Frome Street.</p>
6	6 (5%)	Project will ruin business / trade	Removal of parking and increased congestion was cited as having a negative effect on business.

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7	6 (5%)	Believe the project will encourage visitors to the City	Respondents believe that improved safety for cyclists will encourage visitors.
8	3 (2%)	Don't ban right turns	Concerns were expressed that the introduction of right turn restrictions will increase the amount of traffic using Carrington Street and that motorists would be inconvenienced.  Computer modelling indicates that restricting right turns during the peak traffic periods is required to keep motor traffic moving.
9	2 (2%)	Cyclists should obey the Road Rules / wear Hi-viz clothing / use their bells / keep to bike lanes	General comments were made regarding cyclists not complying with the Road Rules and not mentioning the bikeway.  Administration is producing information leaflets on various pedestrian and cycling topics, including etiquette when sharing paths and road space and the need for cyclists to operate within the Road Rules.
10	2 (2%)	Remove / replace motorcycle parking as it is a nuisance	Motorcycle parking in the predominantly residential areas has been replaced with bicycle parking. Additional motorcycle parking has been provided between Flinders Street and Pirie Street.