



GLEN EIRA
CITY COUNCIL

Glen Eira Travel Survey 2023

Engagement summary report

DECEMBER 2023

Executive summary

Glen Eira’s population is projected to increase by around 30,000 people by 2036, meaning nearly 20,880 more cars on our roads if current usage and ownership rates continue.

Our *Integrated Transport Strategy 2018-2031* includes a goal of increasing the share of active and sustainable types of transport including walking and bicycles. We’d love to see car trips and non-car trips being equally balanced by 2031 as part of an overall framework focusing on sustainable transport options.

Every five years, we need to review our commitments to sustainable transport to ensure our transport strategy and actions remain relevant, achievable and deliver better facilities for sustainable transport.

The Glen Eira Travel Survey 2023 was the first phase of community engagement to form part of the review process of the *Integrated Transport Strategy 2018-2031*.

We sought input from our community into how and why they travelled in Glen Eira, and captured ideas we should bring into focus to achieve our goal of an equal balance of car and non-car trips by 2031.

The travel survey was open for a six-week period from 25 September to 5 November 2023. The survey aimed to gain high-quality insights from our community on how they currently travel to places including work, school, or to the shops, and what might help them to use alternative modes of transport (to a car) in the future, particularly for short trips. This feedback will be critical to informing the next steps in the review process.





During the consultation period, we received 480 survey responses. The engagement program was supported by a broad promotional campaign that included digital, hard copy and face-to-face activities.

We heard from a varied and diverse group of community members, including 54 people with a disability or limited mobility and 17 people who were carers of someone with a disability. We also heard from a range of people from all of Glen Eira’s suburbs, age groups and household arrangements. Review the **Response from our community** section of this report for more detail about the different demographics we heard from.





The community survey showed that while a large proportion of participants used petrol cars, they would like to use alternative modes of transport more often.

A high-level summary of the community responses is outlined below.





Most frequent modes of transport:

 Petrol car 45 per cent	 Walking 20 per cent	 Bicycle 14 per cent	 Train 11 per cent
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Modes of transport they would like to use more often:

 Bicycle 54 per cent	 Train 30 per cent	 Bus 26 per cent	 Tram 24 per cent
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Main reasons for travel in Glen Eira:

 <p>Shopping 81 per cent</p>	 <p>Exercising 61 per cent</p>	 <p>Working 56 per cent</p>	 <p>Visiting friends/family 50 per cent</p>
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Other feedback:

- The following principles were most important to our participants: 54 per cent indicated 'car alternatives can improve our health and the environment'; 46 per cent indicated 'continued growth of car use will contribute to further traffic congestion and parking concerns'; 43 per cent indicated 'transport is for people, so a range of options is needed to suit our busy lives'.
- 'Exercise and health benefits', 'proximity to work/shops and other amenities', 'cost effectiveness' and 'convenience' were among the most common reasons for participants choosing active transport modes most frequently (bicycle and walking).
- 'Travel to work or school' was among the most common reasons for participants choosing public transport modes most frequently (train, bus and tram).
- 'Convenience' was the main reason for participants choosing car (either petrol or electric) as the mode most frequently used.
- 60 per cent or more participants indicated it was 'very important' for Council to advocate for: 'increased public transport services' (63 per cent) and 'strategic cycling corridors towards Melbourne CBD on key arterial routes' (60 per cent).
- 'Walkable Activity Centres' was the top priority for transport in neighbourhood and local streets, with 50 per cent of participants ranking it first, but it was also the first priority when ranking was weighted against alternatives.

Refer to the **Insights and analysis** section of this report for the detailed engagement findings.

Recommendations following community consultation will be provided separately to this engagement report as those are not within the scope of this report.

Background

In June 2018, Glen Eira City Council adopted the *Integrated Transport Strategy 2018-2031* with the goal of providing a clear local policy direction and reducing local congestion through improved transport options.

Five years have now passed since the strategy's initial adoption, and we are committed to reviewing and updating the actions outlined in the strategy.

We sought feedback from the community about how and where they travel in Glen Eira. We will use the data and trends we collected to help guide our refresh of the *Integrated Transport Strategy 2018-2031*.

We use 'journey to work' census data to measure how people travel to and within Glen Eira.

However, census data has limitations, and we require a broader understanding of how people travel beyond just journey to work information. We are interested in gaining an in-depth understanding of all trips made by residents.

The disruptions to general travel caused by COVID-19 around 2021 means we have a gap in travel data. As such, we need to engage with a wide range of diverse community members from a large sample, using a methodology which could be easily replicated for future transport survey projects. The feedback we collect will be used to inform the *Integrated Transport Strategy 2018-2031* refresh to ensure that we tailor actions to the needs of the community.

Engaging the community

The travel survey was open for a six-week period from 25 September to 5 November 2023. The activity aimed to gain high-quality insights from our community on how they currently travel to places including work, school, or to the shops, and what might help them to use alternative modes of transport (to a car) in the future, particularly for short trips. This feedback will be critical to informing the next steps in the review process.

Communication activities	Reach
Glen Eira News articles November and December	64,500 households Articles in each of these editions
Have Your Say webpage Live from 25 September to 5 November 2023	1,184 visits
Poster and postcards available and on display	<ul style="list-style-type: none"> • Town Hall's service centre • Glen Eira Maternal and Child Health Centres • Glen Eira Libraries (Caulfield, Elsternwick, Carnegie and Bentleigh) • Community Houses (Caulfield South, Glen Eira Adult Learning Centre, Godfrey Street, Moorleigh Community Village)
Social media advertisements	1 post on Facebook and 1 on Instagram 7,686 reach 303 clicks and engagements
Social media organics posts	2 posts on Facebook and Instagram 8,409 reach 331 clicks and engagements
e-Newsletters	3 newsletters sent including Community Engagement, Sustainability and Community Development 8,962 subscribers reached (total)
Emails to key stakeholder groups notifying them about consultation, such as:	<ul style="list-style-type: none"> • Integrated Transport Strategy consultation participants • Advisory committees, such as Youth, Rainbow Pride, Business and Sustainability • Local schools • Carnegie Laneways Group
Postcards	500 postcards
Posters	50 A3 posters
Signs	15 signs were put on street furniture around Glen Eira
Electronic noticeboards	Glen Eira Leisure noticeboards: 12 October to 5 November
Golden Days radio	Listeners: approx. 8,000 (per broadcast)

Broadcast dates: 30 September, 28 October	
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Engagement activities	Number who participated
Online community survey	480 surveys completions 1,184 page visits 40 document downloads

Response from the community

All community feedback was captured through our online travel survey, which reflected a broad section of the community with representation from a varied and diverse cohort.

Item	Responses
<p>Community survey responses</p>	<p>480 people, including:</p> <ul style="list-style-type: none"> • a broad cross-section of age groups; • 54 per cent identified as a woman/girl (256 participants) and 42 per cent identified as a man/boy (200 participants). 10 per cent as LGBTQIA+ (46 participants); • 15 per cent were aged under 30 years of age (72 participants) – two per cent were under 18 years of age (nine participants); • one per cent identified as Aboriginal or Torres Strait Islander (six participants); • seven per cent from people with disability (31 participants) and four per cent were carers for people with a disability (17 participants); • people living in every suburb across the municipality, including smaller suburbs like Gardenvale and St Kilda East; • nine per cent of participants (42 participants) spoke a language other than English at home; and • 34 per cent of participants (181 participants) were couple-with-children households, 24 per cent (113 participants) were couple-without-children households, 17 per cent (79 participants) were lone-person households.

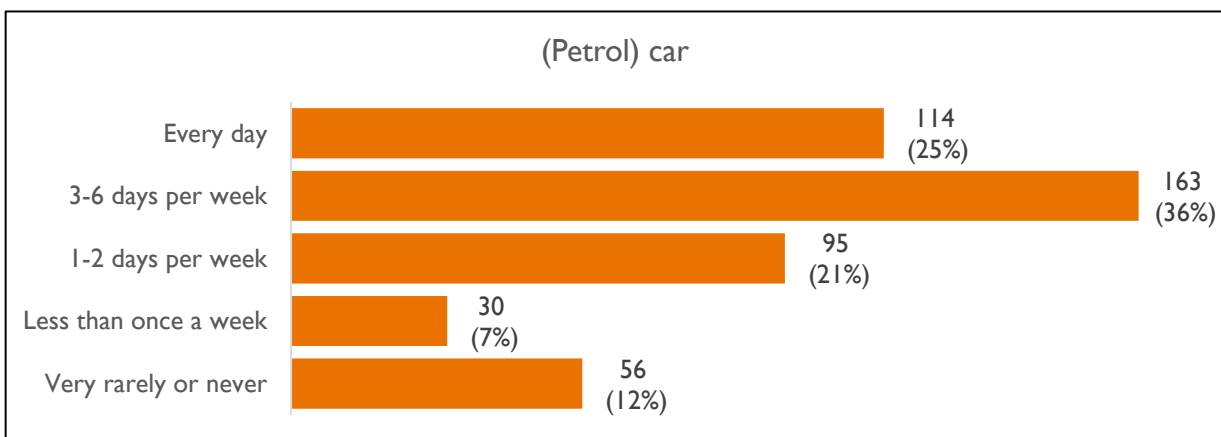
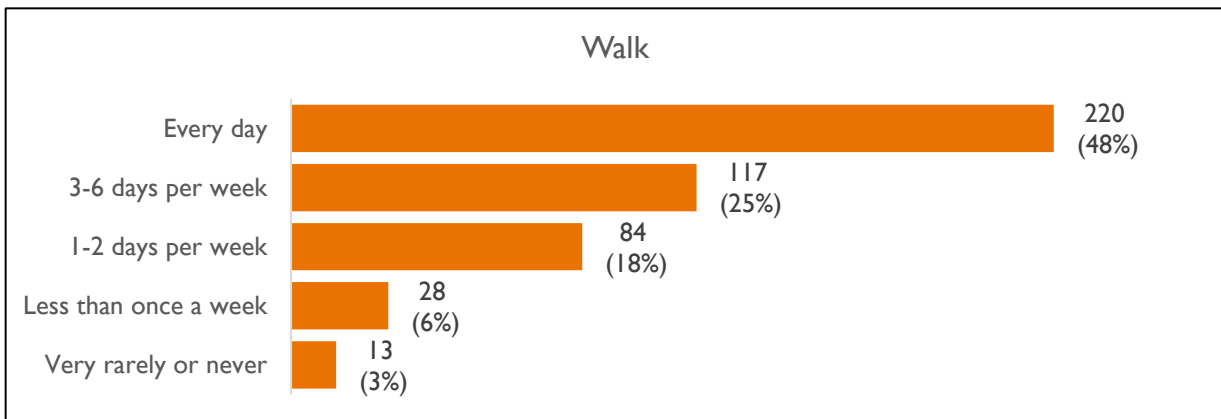
Insights and analysis

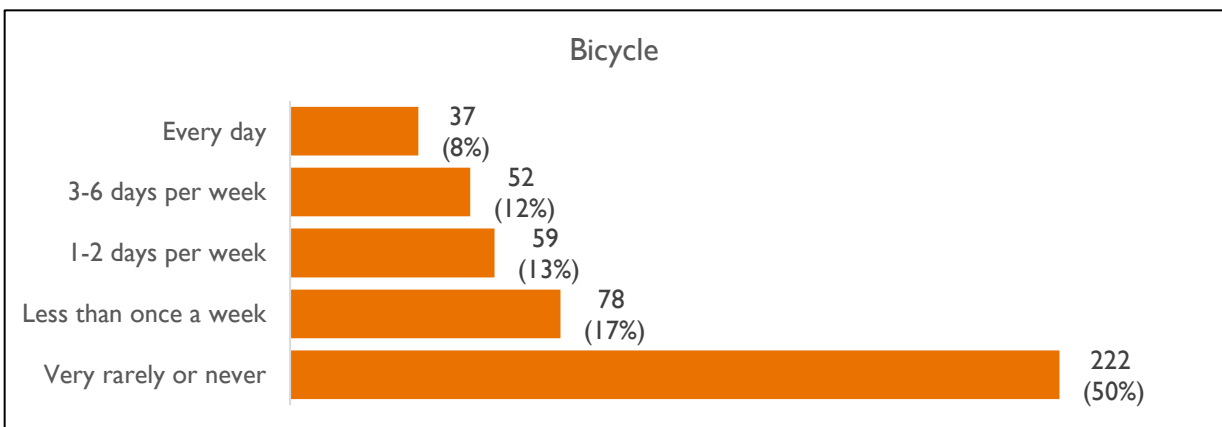
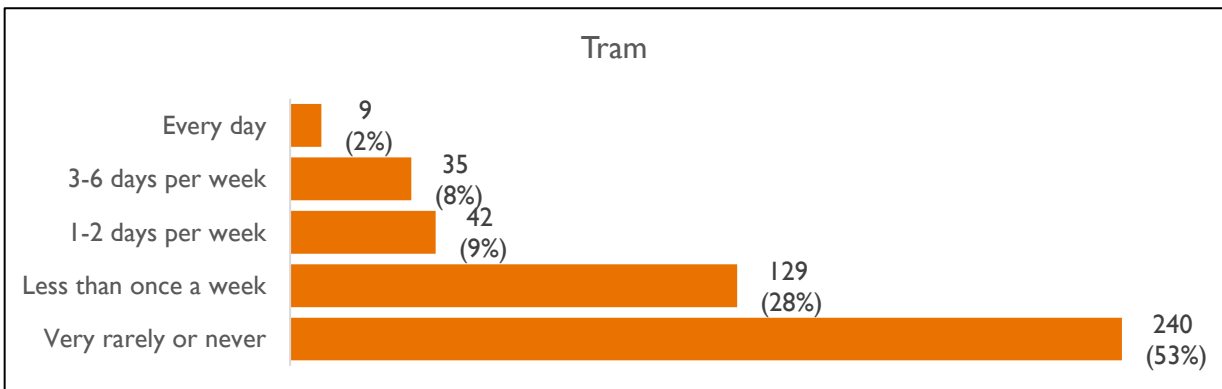
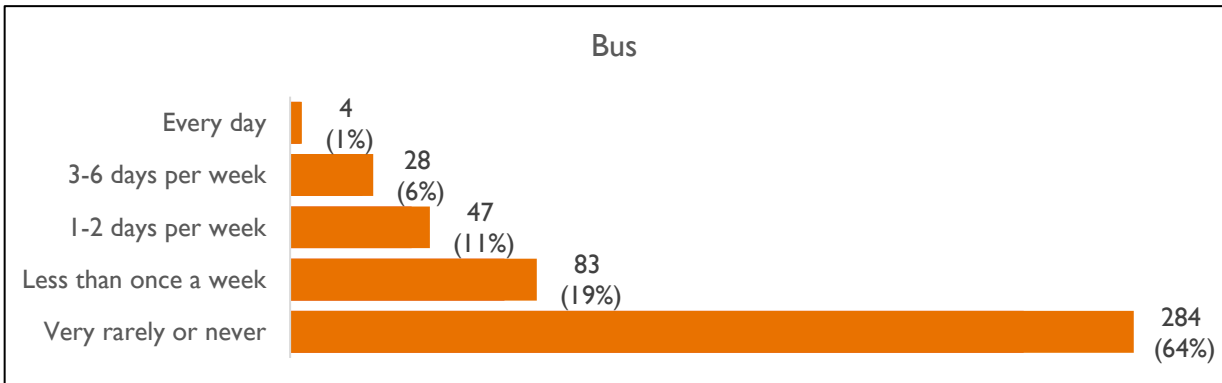
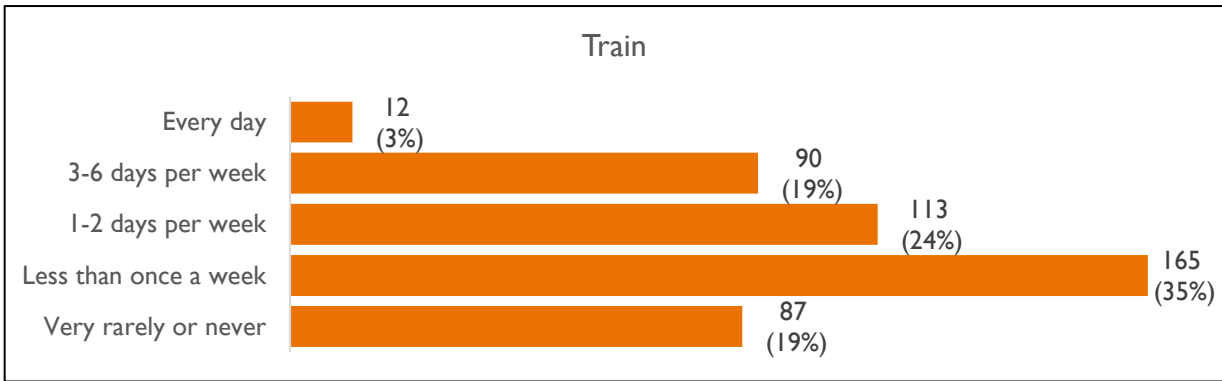
The travel survey generated insights to help us understand our community’s current travel needs, challenges and opportunities, and shape our transport priorities. Hearing how and why our community travels is intended to help us review our commitments to sustainable transport and ensure our transport strategy and actions remain relevant, achievable and deliver better facilities for sustainable transport.

HAVE YOUR SAY ONLINE COMMUNITY SURVEY RESPONSES

Question 1. On average, how often do you currently use the following modes of transport in Glen Eira?

This question sought to identify how often our participants currently used various modes of transport. **Walking** was the option selected as being used every day most often (48 per cent, 220 participants), followed by **petrol car** (25 per cent, 114 participants). Of the public transport options, **train** was the option most used with nearly a quarter of participants (22 per cent, 102 participants) using it three or more times per week.





(Hybrid or plug-in) car



(Electric) car

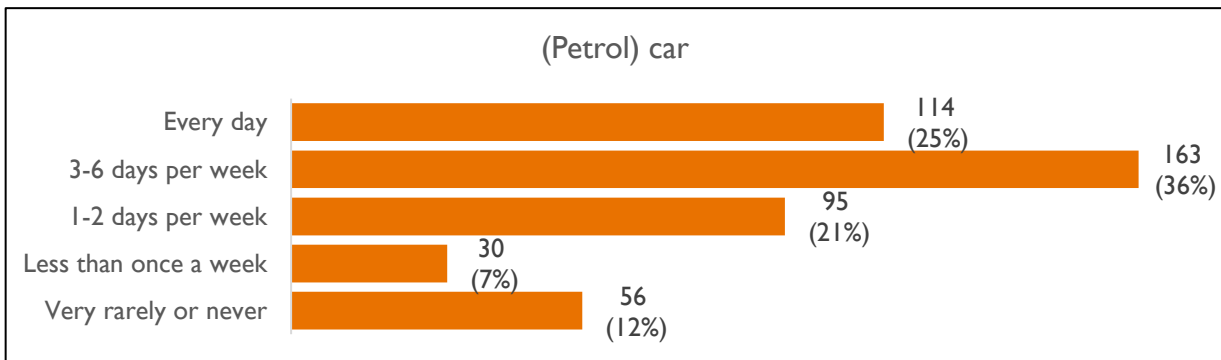
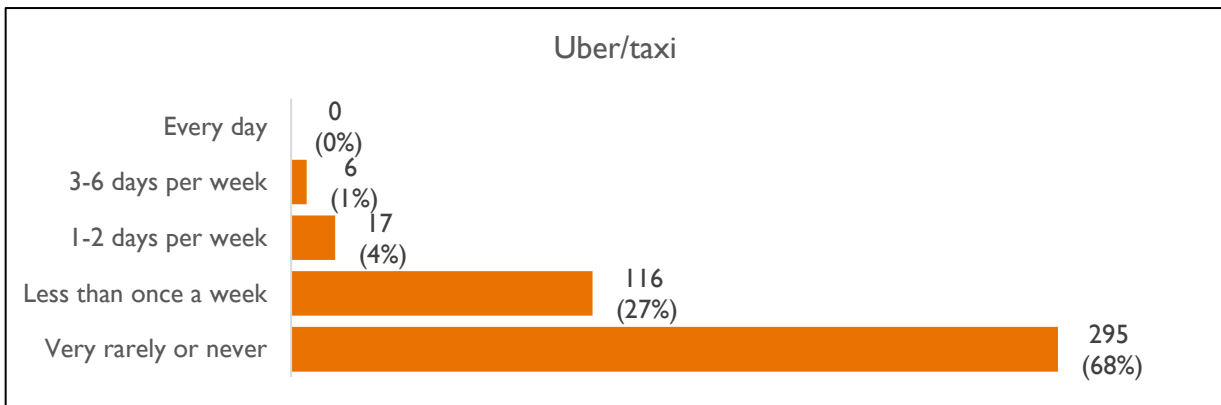


Motorbike



Scooter/skateboard



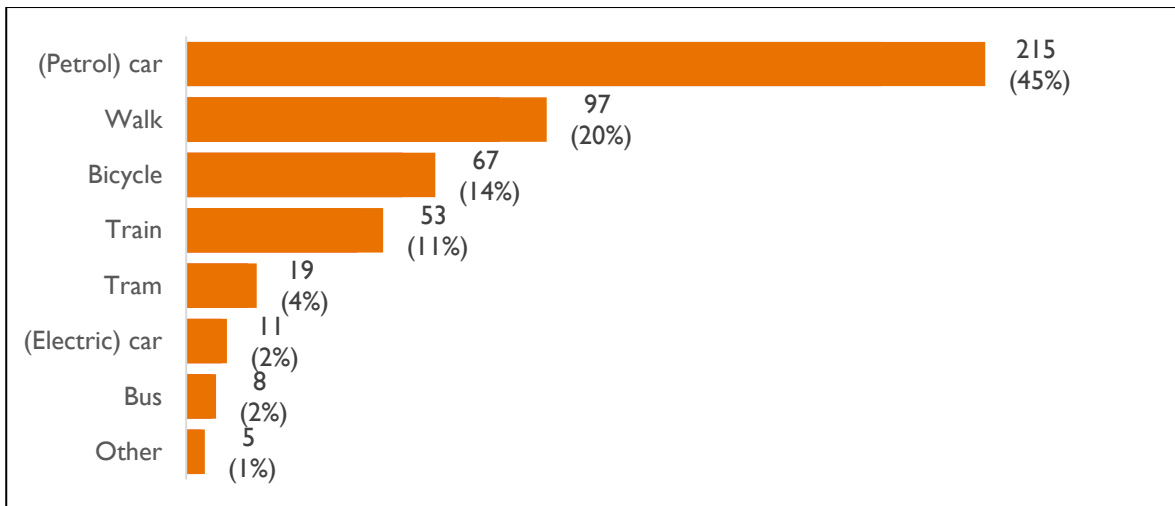


Some participants indicated they also frequently use the following transport modes to travel in Glen Eira:

- Cargo bike
- Carpool
- Community transport - bus and car
- Diesel/gas car
- eBike or eScooter
- Helicopter
- Pram
- Share car (goget and popcar)
- Tricycle
- Wheelchair

Question 2. Which mode of transport do you use most frequently?

Participants could select one travel mode for this question as their most frequently used. **Petrol car** was the mode selected most (45 per cent, 215 participants), followed by **walking** (20 per cent, 97 participants) and **bicycle** (14 per cent, 67 participants).



Some participants indicated other transport modes they used most frequently:

- Diesel car
- eBike
- Hybrid petrol/electric self-charging
- Helicopter

Question 3. Why are the above-mentioned modes of transport your most frequently used?

Participants who selected **train** as their most frequently used mode elaborated on their answer (percentages are of the total responses to this question):

Key themes of participant feedback	Number of mentions by participants (total responses 29)
Travel to work / school	43 per cent
The quickest mode of transport (mainly to the CBD)	29 per cent
Convenient / ease of transit	21 per cent
Commute to the city	14 per cent
Lives close to a train station	11 per cent
Cost effective	7 per cent
Lack of parking / cost of parking	7 per cent
Comfort	4 per cent
Sustainability and environmental benefits	4 per cent
Doesn't own a car	4 per cent
Other	4 per cent

Participants who selected **bicycle** as their most frequently used mode elaborated on their answer (percentages are of the total responses to this question):

Key themes of participant feedback	Number of mentions by participants (total responses 61)
Exercise / health benefits	47 per cent
Cost effective	32 per cent
Sustainability & environmental benefits	32 per cent
Convenient / ease of transit / flexibility	25 per cent
Fastest / most efficient	20 per cent
Relaxation / enjoyment	17 per cent

Commute to work / school / drop offs	13 per cent
Short trip benefits	12 per cent
Avoids traffic congestion / need to park	8 per cent
No need for a car / avoids using car	7 per cent
Cycles to train	7 per cent
Suggests more bike lanes / infrastructure	5 per cent
Uses basket on bike	2 per cent
Reliable	2 per cent

Participants who selected **(petrol) car** as their most frequently used mode elaborated on their answer (percentages are of the total responses to this question):

Key themes of participant feedback	Number of mentions by participants (total responses 215)
Convenient / ease of transit / flexibility	70 per cent
Travel to work / school	27 per cent
Limited service / public transport options	26 per cent
Driving others / family / children	25 per cent
Fastest / most efficient	18 per cent
Shopping	15 per cent
Lack of cycling infrastructure / quality of cycling infrastructure	13 per cent
Safety / safety at night / safer than public network	12 per cent
Can carry items in car that aren't feasible on public transport or bike	6 per cent
Traveling at night / odd hours	6 per cent
Travels long distances	6 per cent
Cost effective	5 per cent
Work vehicle	4 per cent
It is reliable	4 per cent
Experiences mobility issues	4 per cent
Travels a short distance	4 per cent
Off topic	3 per cent
Dislikes / does not value public transport	3 per cent
Likes the idea of electric car, but cites lack of charging stations, etc.	3 per cent
Electric option not feasible - costs	2 per cent
Drives to train station	2 per cent
Can travel in all weather conditions	2 per cent
Only drives petrol while waiting for electric car	2 per cent
Travels by car as they own a car	2 per cent
Effective mode of transport	1 per cent
Suits older generations	1 per cent
Enjoys driving	1 per cent
Owns both petrol and electric car	1 per cent

Participants who selected **(electric) car** as their most frequently used mode elaborated on their answer (percentages are of the total responses to this question):

Key themes of participant feedback	Number of mentions by participants (total responses 11)
Convenience	18 per cent
Cost effective	18 per cent
Commute to work	9 per cent

Local travel	9 per cent
Prefers hybrid vehicle	9 per cent
Lack of public transport options	9 per cent

Participants who selected **tram** as their most frequently used mode elaborated on their answer (percentages are of the total responses to this question):

Key themes of participant feedback	Number of mentions by participants (total responses 19)
Convenience / most accessible	33 per cent
Travel to work / school	28 per cent
Travel to the CBD or other station on the public transport network	22 per cent
Doesn't drive / own a car	17 per cent
Frequent services	11 per cent
Sustainability & environmental benefits	6 per cent
More reliable	6 per cent
Parking costs	6 per cent
Fastest mode of transport	6 per cent

Participants who selected **bus** as their most frequently used mode elaborated on their answer (percentages are of the total responses to this question):

Key themes of participant feedback	Number of mentions by participants (total responses 7)
Travel to work / school	29 per cent
Connecting to other modes on the public transport network	29 per cent
Close to home	14 per cent
No other option of travel	14 per cent
Shopping	14 per cent

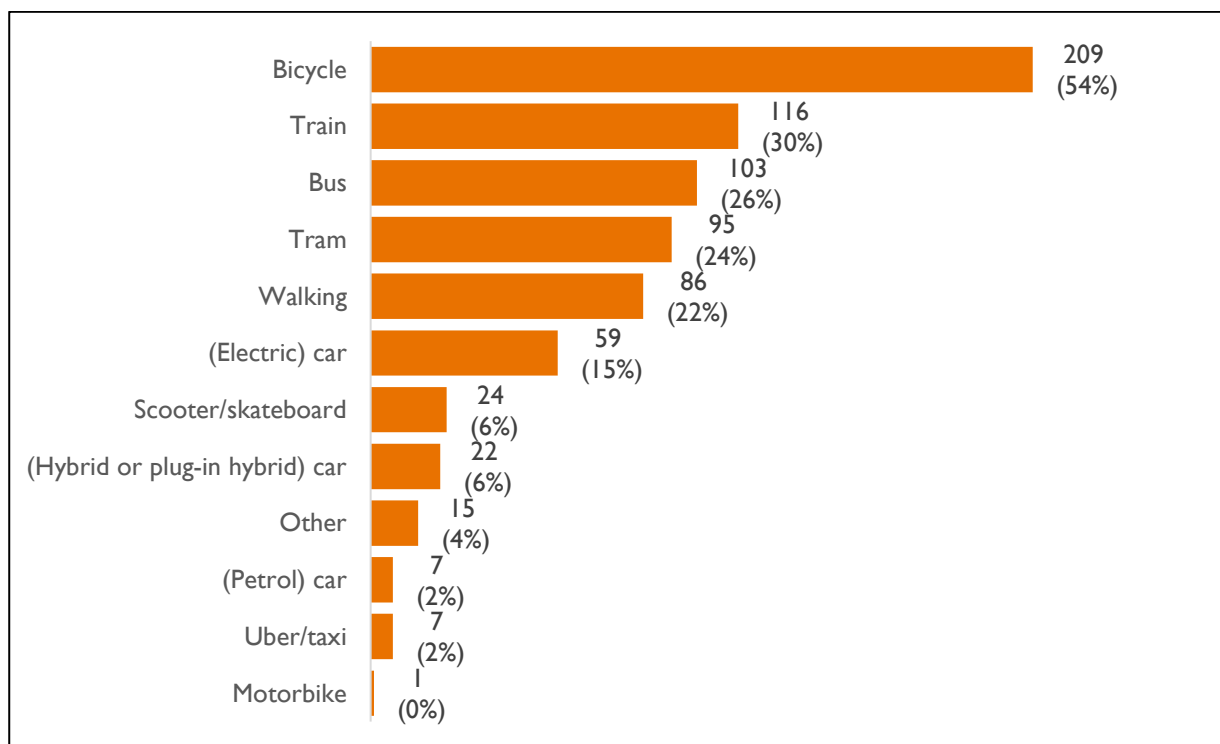
Participants who selected **walking** as their most frequently used mode elaborated on their answer (percentages are of the total responses to this question):

Key themes of participant feedback	Number of mentions by participants (Total responses 81)
Lives near work / shops and other amenities	49 per cent
Exercise / health benefits	35 per cent
Convenient / ease of transit / flexibility	16 per cent
Walks to other public transport options	14 per cent
Enjoyment / likes walking	11 per cent
Sustainability and environmental benefits	9 per cent
Doesn't enjoy road congestion / parking	8 per cent
Walks the dog	6 per cent
Cost effective	6 per cent
Fastest / most efficient	4 per cent
Short trip benefits	3 per cent
Lack of public transport options	3 per cent
Walking is accessible	3 per cent
Other options seem unsafe	1 per cent
Off topic	1 per cent

The following modes of transport – scooter/skateboard, (hybrid or plug-in hybrid) car, motorbike and uber/taxi – were not selected as most frequently used and therefore did not feature for further analysis in a follow-up question.

Question 4. Are there any modes of transport you would like to use more often in Glen Eira?

390 participants responded to this question and **bicycle** was selected by more than half of them (54 per cent, 209 participants) as a mode they would like to use more often. **Train** (30 per cent, 116 participants) and **bus** (26 per cent, 103 participants) were also selected by more than a quarter of participants. While currently being a frequent mode of transport, only two per cent (seven participants) indicated they would like to use a **petrol car** more often.



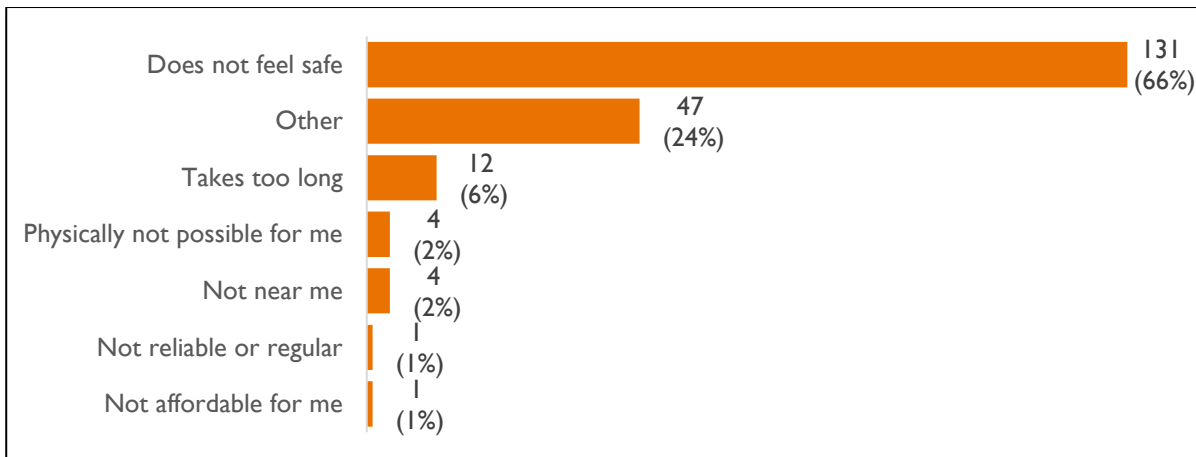
Some participants indicated other transport modes they would like to use more frequently:

- Bike with trailer for kids
- Car share
- eBike
- Minibus
- Private jet
- Roller skate
- Roller blades

Question 5. What is the main reason that you currently aren't using each mode more often?

Bicycle

200 participants responded to this question and percentages are calculated on this number of responses (not total survey responses):

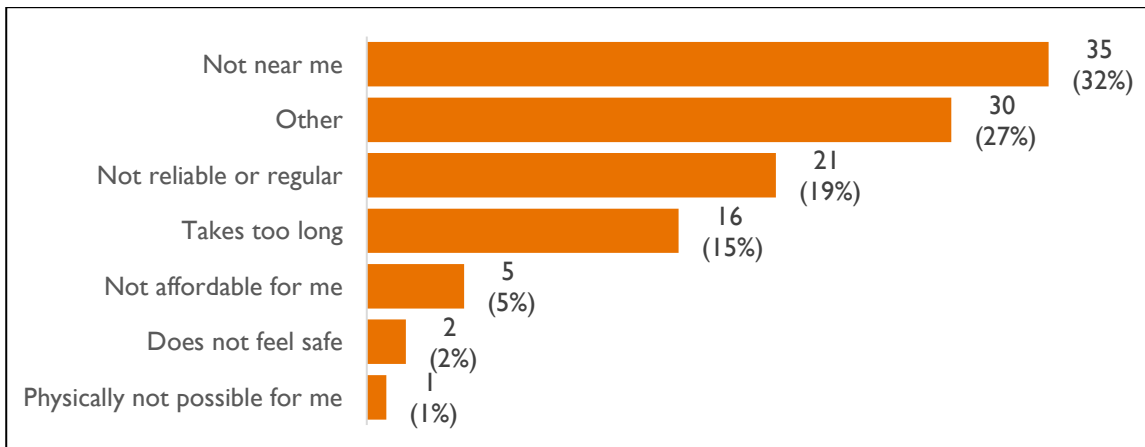


Comments provided by participants who selected 'other' included:

- Don't own one
- Expense to buy and maintain
- Greater dedicated path linkages (to the city, to Gardiners Creek or to shopping centres)
- Lack of planning
- Lack of storage at home
- Need more infrastructure, such as bike lanes and secure storage
- Need to purchase a trailer for the kids
- Practicality reasons (time constraints, can't carry things, distances too far)
- Prefer walking
- Safety reasons (cars, dogs off-leads, kids playing)
- State laws restricting use to roads only and requiring wearing helmets
- Weather dependency

Train

110 participants responded to this question and percentages are calculated on this number of responses (not total survey responses):



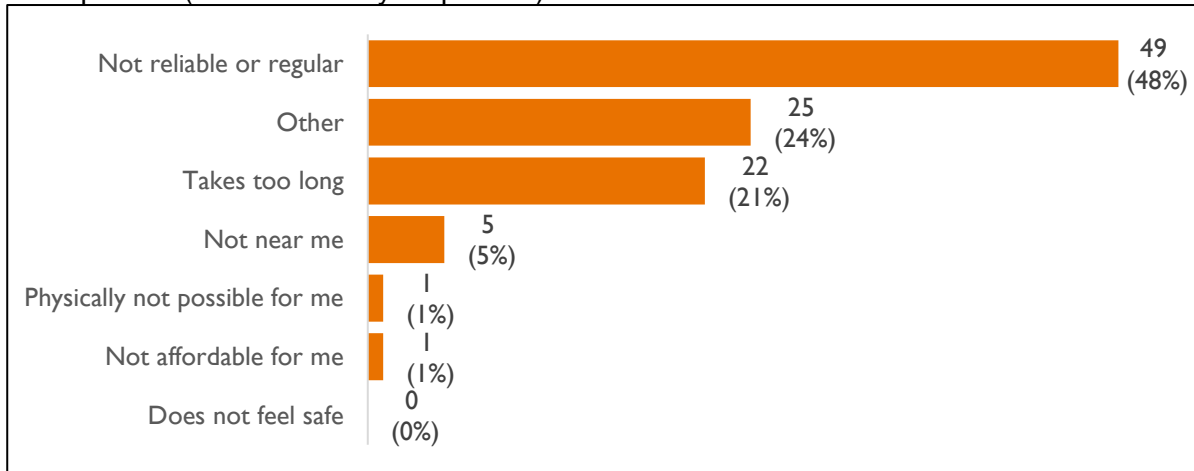
Comments provided by participants who selected 'other' included:

- Connections from between public transport modes is poor
- Expense reasons (alternative modes cheaper i.e. Uber)
- Inefficient transport mode
- More frequent service would be desirable
- No need
- Parking inadequate at train stations

- Places I want to go aren't close to train stations
- Prefer other transport modes preferred (i.e. e-bike)
- Safety concerns (needing to walk to or from train in the dark)
- Station is too far away for practicality
- Too congested with people
- Unreliable
- Wheelchair access at Elsternwick station too unsafe using steep ramp

Bus

103 participants responded to this question and percentages are calculated on this number of responses (not total survey responses):

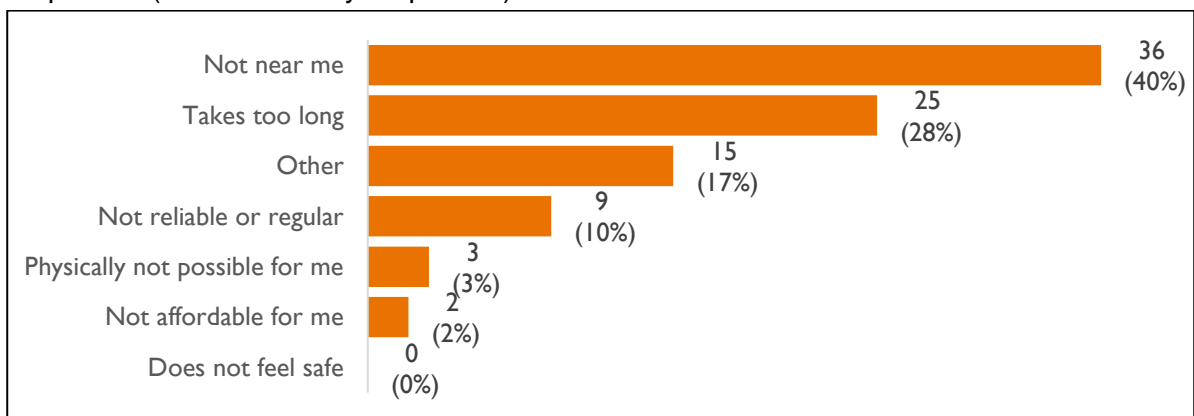


Comments provided by participants who selected 'other' included:

- Alternative transport modes cater to needs
- Bus routes are unsuitable
- Buses run too infrequently or are at unsuitable times
- Buses are too expensive
- Buses are inefficient
- Buses are unreliable
- Can't put bike on buses
- Tricky to get pram on and off bus

Tram

90 participants responded to this question and percentages are calculated on this number of responses (not total survey responses):

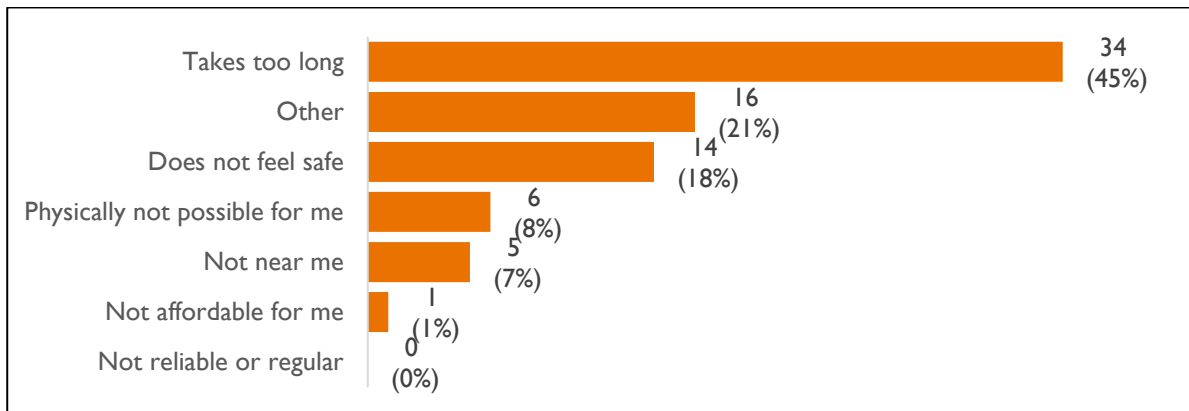


Comments provided by participants who selected 'other' included:

- Can't take bike on tram
- Connections from between public transport modes is poor
- Expense reasons
- More frequent service would be desirable
- No need
- No tram nearby
- Routes don't go where I need to go
- Travel time too long
- Too inconvenient with pram

Walking

76 participants responded to this question and percentages are calculated on this number of responses (not total survey responses):

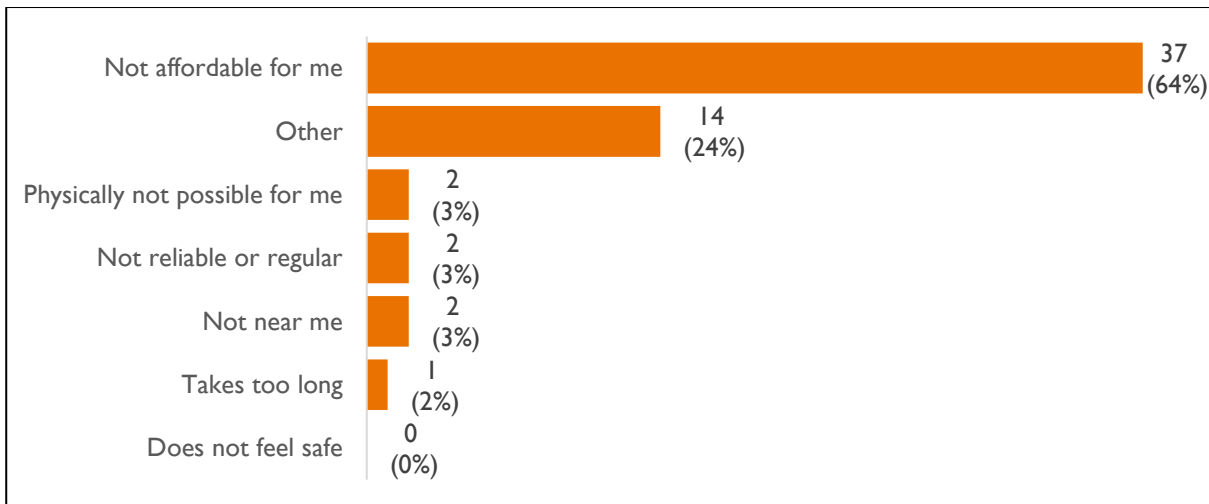


Comments provided by participants who selected 'other' included:

- Areas I would walk are too crowded (e.g. sports games/kids activities).
- I do walk
- I walk to and from dog off leash parks twice a day, every day
- I would every day if I could
- Lack of planning
- Nicer places to walk would motivate me to walk more
- Not enough time
- Nothing really
- Self-motivation
- Try to walk every day
- Weather dependent

(Electric) Car

58 participants responded to this question and percentages are calculated on this number of responses (not total survey responses):

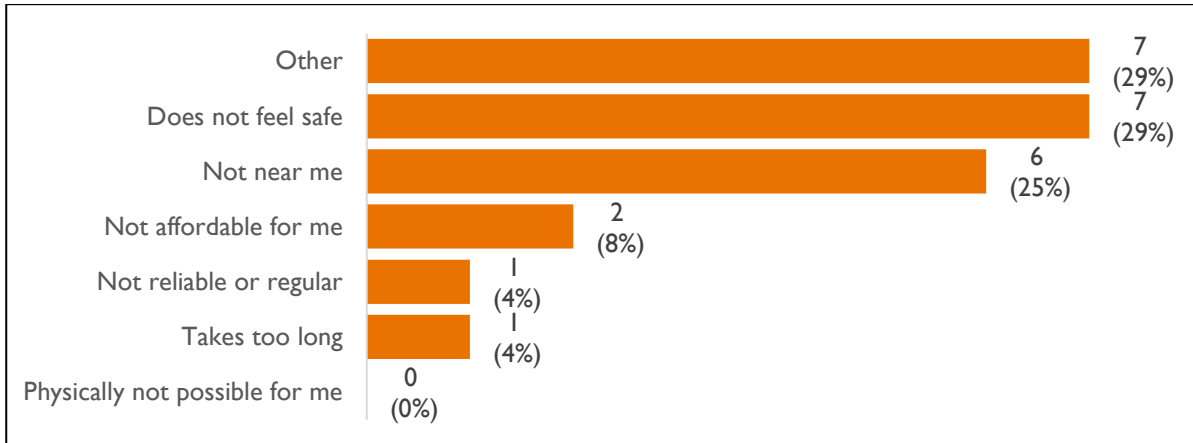


Comments provided by participants who selected 'other' included:

- Don't have an electric car
- Charging practicality reasons (needed at home and more public infrastructure)
- Expense reasons (to purchase or change to an electric car)
- Unlikely to be driving much longer (due to infirmity and age).
- Waiting for Government initiatives and/or better market selection.
- Waiting for technology advancements (vehicle to grid, improved batteries).

Scooter/skateboard

24 participants responded to this question and percentages are calculated on this number of responses (not total survey responses):

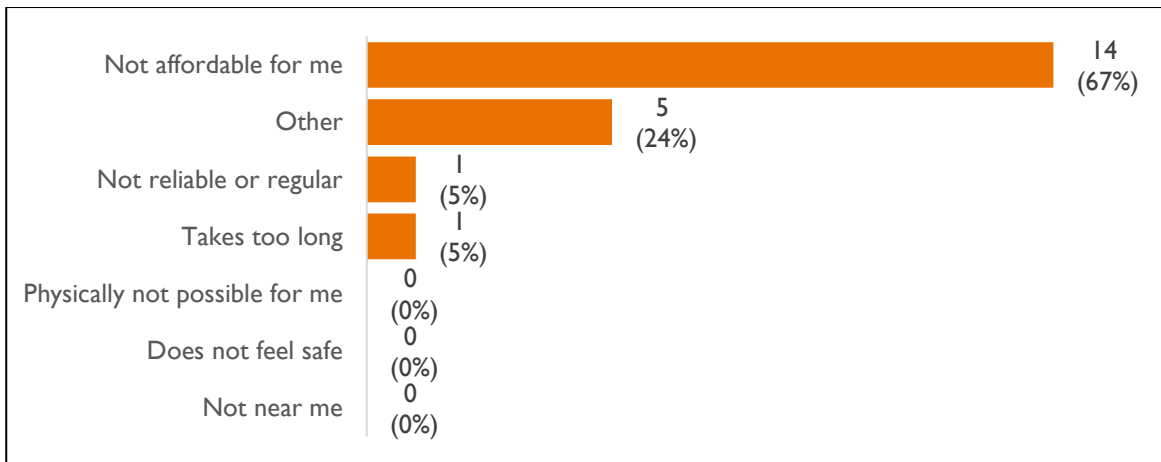


Comments provided by participants who selected 'other' included:

- Does not feel safe locking scooter in the street
- Greater linkage of safe bike/scooter lanes
- No good paths
- Not sanctioned properly by state governments
- Safety reasons
- Waiting to purchase one
- Weather dependency

(Hybrid or plug-in hybrid) Car

21 participants responded to this question and percentages are calculated on this number of responses (not total survey responses):

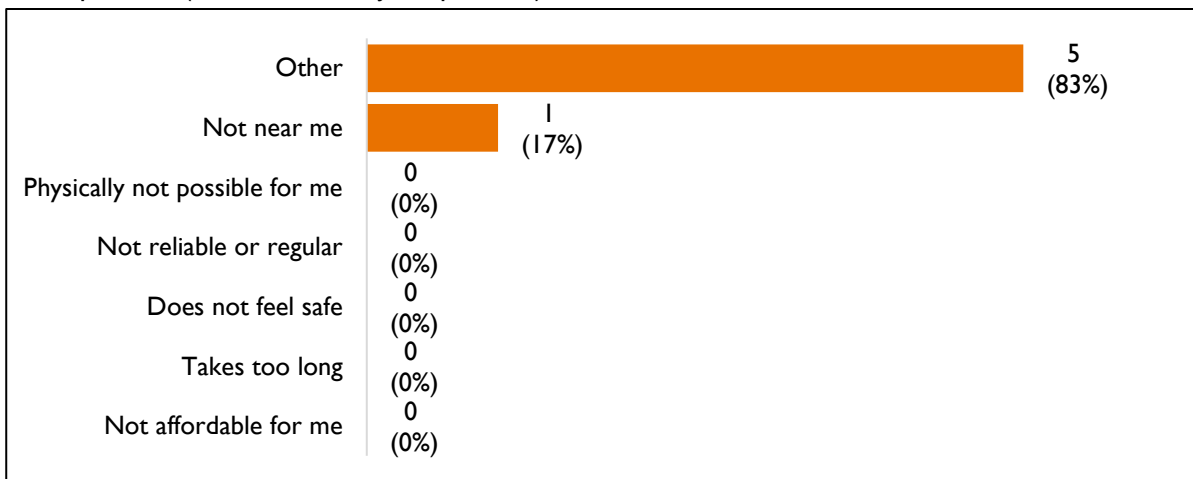


Comments provided by participants who selected 'other' included:

- One-car household
- Unlikely to be driving much longer (due to infirmity and age)
- Wait time on new hybrid electric cars too long

(Petrol) Car

Six participants responded to this question and percentages are calculated on this number of responses (not total survey responses):

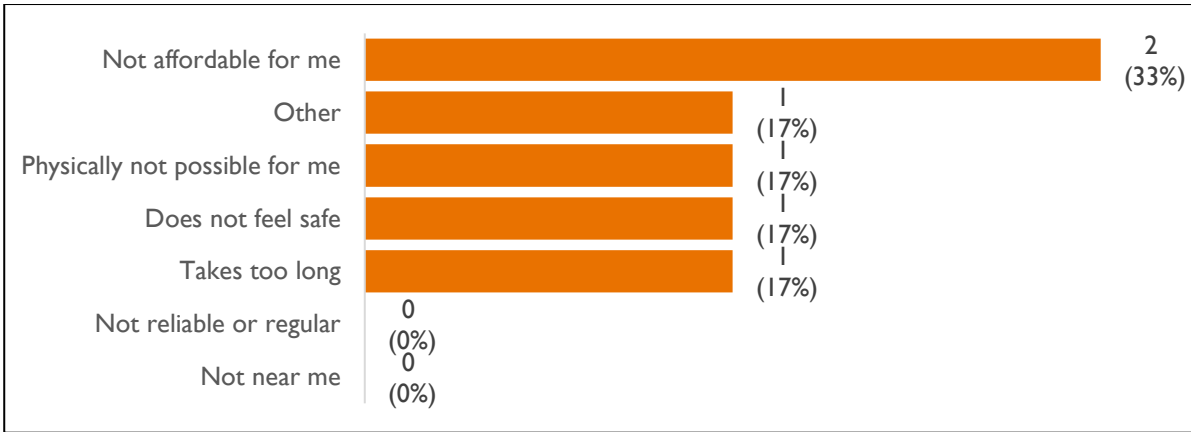


Comments provided by participants who selected 'other' included:

- I use it often
- I only use a petrol car to get around

Uber/taxi

Six participants responded to this question and percentages are calculated on this number of responses (not total survey responses):



Comments provided by participants who selected 'other' included:

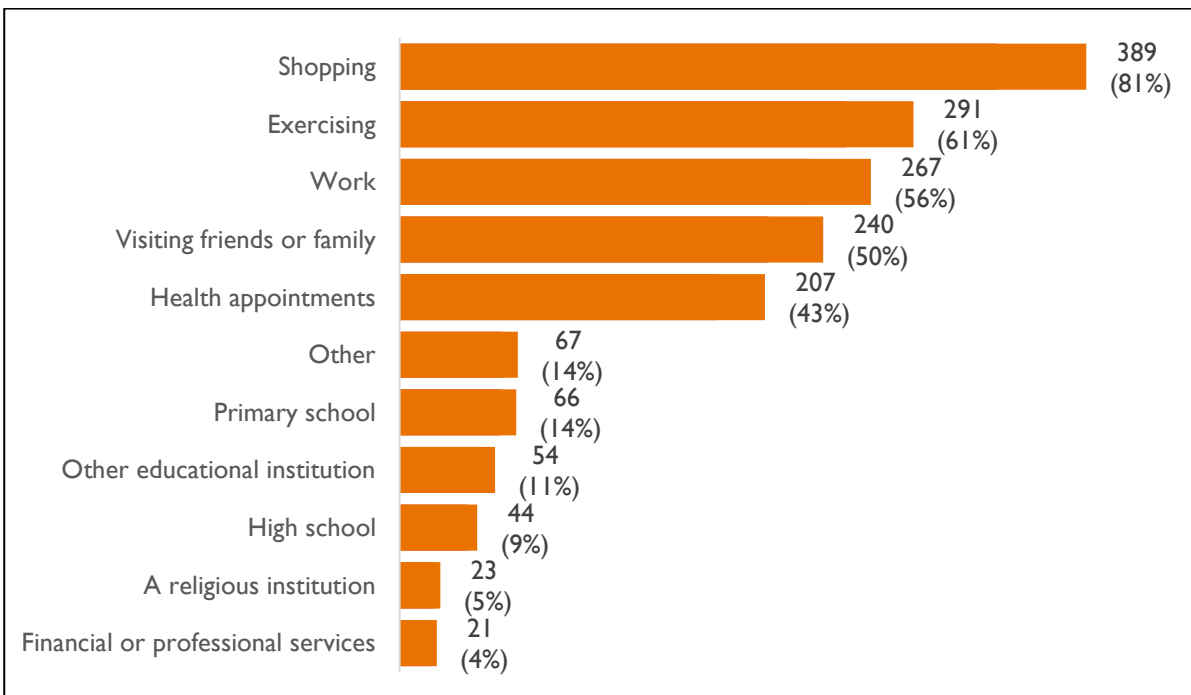
- Convenient when it is raining

Motorbike

Only one participant responded to this question. They said it was because they didn't own one.

Question 6. What are your main reasons for travelling in Glen Eira?

Shopping was selected more than three-quarters of participants (81 per cent, 389 participants) as the main reason for travelling in Glen Eira. **Exercising** (61 per cent, 291 participants), **working** (56 per cent, 267 participants) and **visiting friends or family** (50 per cent, 240 participants) were also selected by at least half of participants.



Other reasons indicated by participants for travelling in Glen Eira:

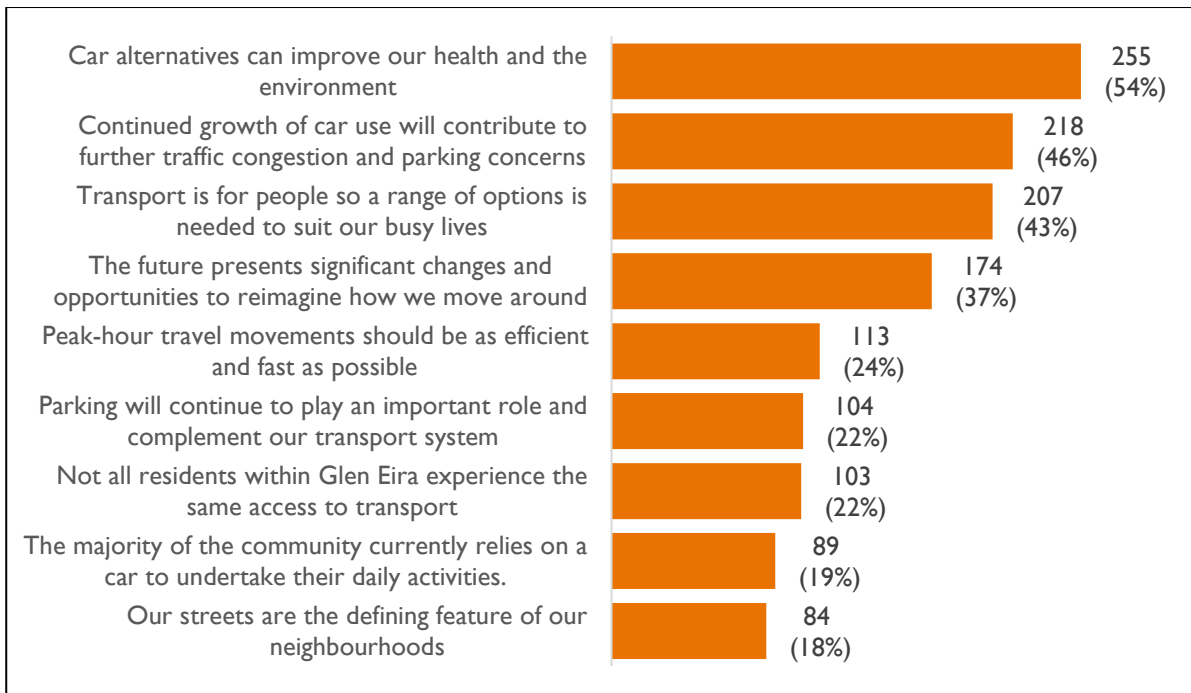
- Cafes/restaurant
- Church

- Commuting to train station
- Community group
- Cultural pursuits
- Exercise
- Gym
- Going to the park
- I live here
- Kids activities
- Participation in community services/agencies
- Putting baby to sleep
- Seeing a movie
- Social activities
- Social events at night
- Socialising
- Sport
- Visiting exhibitions at Glen Eira Town Hall
- Visiting library
- Visiting places outside Glen Eira
- Visiting playgrounds
- Volunteering
- Walking dog
- Work

Question 7. Which principles are most important to you?

Participants could select up to three options as their most important when responding to this question. The top four options selected were, in order:

- **Car alternatives can improve our health and the environment** (54 per cent, 255 participants)
- **Continued growth of car use will contribute to further traffic congestion and parking concerns** (46 per cent, 218 participants)
- **Transport is for people, so a range of options is needed to suit our busy lives** (43 per cent, 207 participants)
- **The future presents significant changes and opportunities to reimagine how we move around** (37 per cent, 174 participants).



Question 8. Can you think of anything missing from the principles above?

This question was an open-ended response question and responses have been themed and marked as a percentage against total survey participants:

Key themes of participant feedback	Number of mentions by participants (total responses 132)
Encourage other modes of transport - mainly cycling / walking / public transport	5 per cent
Ensure that future transport is sustainable and environmentally friendly	5 per cent
Prioritise safety	5 per cent
Prioritise public transport infrastructure and upgrades / frequency	4 per cent
Creation of more cycle paths / cycle related infrastructure bike lockers, etc.	3 per cent
Discourage driving of petrol cars / remove parking	3 per cent
Further consideration to other modes of transport in street scape design in future	1 per cent
Off topic / other	1 per cent
Development / housing density causes travel issues / congestion	1 per cent
Traffic engineering upgrades / changes	1 per cent
More electriccar infrastructure	1 per cent
Prioritise accessibility for people with disabilities and the elderly	1 per cent
Other / off topic	1 per cent
Preference to continue to drive cars	0 per cent
Prioritise parking - remove paid bays - remove paid permits	0 per cent
Encourage active transport / health of residents	0 per cent

Street design should be considered for other modes of transport (other than cars)	0 per cent
Work with other levels of government	0 per cent
Prioritise affordable travel means / options	0 per cent
Create a community bus service	0 per cent
Community related benefits - cycling in groups / walking in groups	0 per cent
Varied modes of transport causes congestion	0 per cent

Illustrative quotes:

“It should be greater network of dedicated bicycle paths so people do not have to ride on the busy roads. It is unsafe and i would use my bicycle more often if there were more dedicated bicycle paths. Also like for the cars on parkings for bicycles should be parking places. Currently there are no dedicated parking places on the car parking at Woolworth at Bentleigh.” – A woman/girl, 60-69, McKinnon

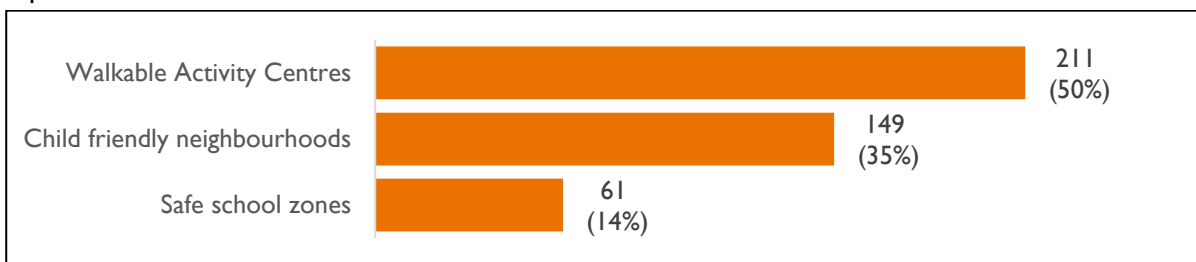
“The vast majority of road accidents are due to cars hitting pedestrians, cyclists or other cars. We need council to plan for the future by making our streets safer for all modes of transport, which will mean dedicated separate bike lanes, appropriately wide and clear footpaths and crossings, and traffic calming measures on streets to reduce car speeds and hence traffic accidents.” – A woman/girl, 30-39, Bentleigh

“Current levels (not just future growth) of car use is unsustainable, unsafe, inequitable, and creates poorly performing streets.” – A man/boy, 18-29, Murrumbeena

Question 9. Please order the priorities for transport in neighbourhood and local streets.

For this question, participants were asked to order priorities from most to least preferred. **Walkable Activity Centres** was selected as the first priority by 50 per cent of participants (211 participants), but when weighted by preferences (factoring in order of preference), it was closely followed by **child-friendly neighbourhoods**.

Options selected first



Weighted results



Question 10. Is there another priority relating to neighbourhoods and local streets that is missing from above?

This question was an open-ended response question and responses have been themed and marked as a percentage against total survey participants. Themes with '0 per cent' registered as a response, but not enough for a percentage point.

Key themes of participant feedback	Number of mentions by participants (total responses 132)
Prioritise cycling infrastructure / safety / cycle lanes / bike parking	6 per cent
Prioritise safety	4 per cent
Encourage other modes of transport - mainly cycling / walking / public transport	4 per cent
Discourage driving of petrol cars / remove (or reduce) parking	2 per cent
Prioritise accessibility for people with disabilities and the elderly	2 per cent
Traffic engineering upgrades / changes	2 per cent
Prioritise targeting climate change / sustainable travel	1 per cent
Plant trees for shade when walking / other sustainable benefits / pocket parks on streets	1 per cent
Prioritise public transport infrastructure and upgrades / frequency	1 per cent
More street lighting	1 per cent
Prioritise parking - remove paid bays - remove paid permits	1 per cent
Increase speed limits / traffic flow	1 per cent
Off topic / other	1 per cent
Ensure all modes of transport are connected and accessible	1 per cent
Feel as though all types of people require consideration and not only children	1 per cent
Reduce speed limits	0 per cent
Remove cycling lanes	0 per cent

Development / population growth is impacting traffic / travel congestion	0 per cent
Reduce trucks on arterial roads	0 per cent
Prioritise electric vehicles and electric bike/scooter infrastructure	0 per cent
Ensure access to varied service including health services	0 per cent
Further consideration to other modes of transport in street scape design in future / design	0 per cent
Prioritise travel by car	0 per cent

Illustrative quotes:

“Safer and better bike paths (off main roads). Encouragement to get out of the car and use bike, tram, train and walking” – A man/boy, 40-49, Caulfield North

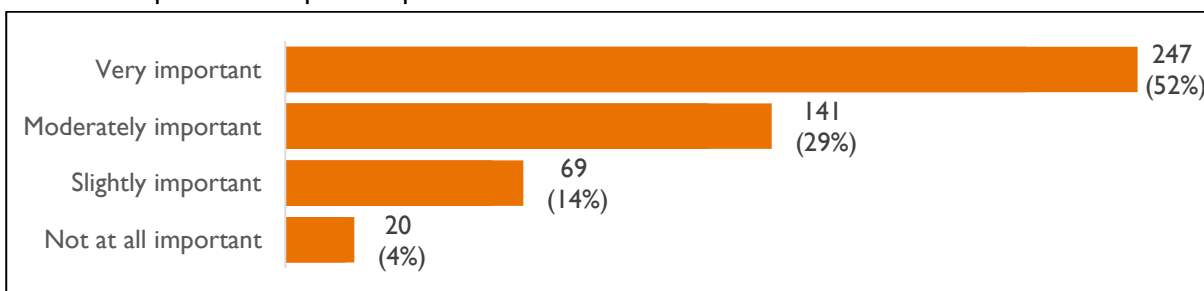
“Freedom of choice - Everyone should have the right to travel without barriers. Currently in Glen Eira the 0km of safe on road bike lanes prevents many people from riding instead of driving.” – A man/boy, 18-29, Carnegie

“Not just 'child friendly' neighbourhoods, but also friendly for elderly, disabled and ALL residents.” – A woman/girl, 60-69, McKinnon

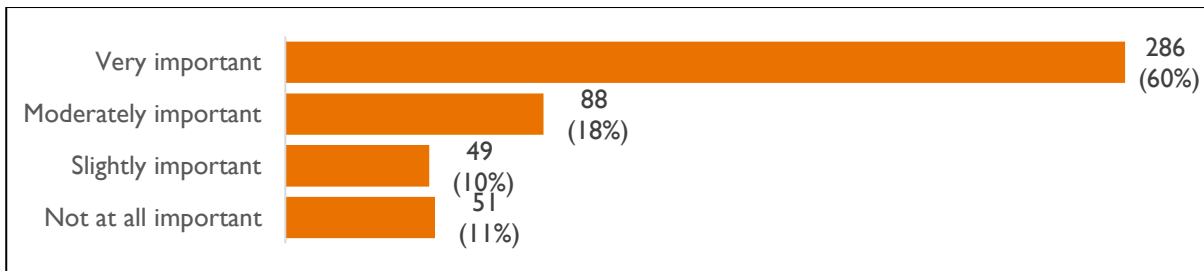
Question 11. How important are the following ideas for Council to advocate for:

Participants were asked to rate their perceived importance on a scale from ‘very important’ to ‘not at all important’ of several advocacy ideas in the transport space.

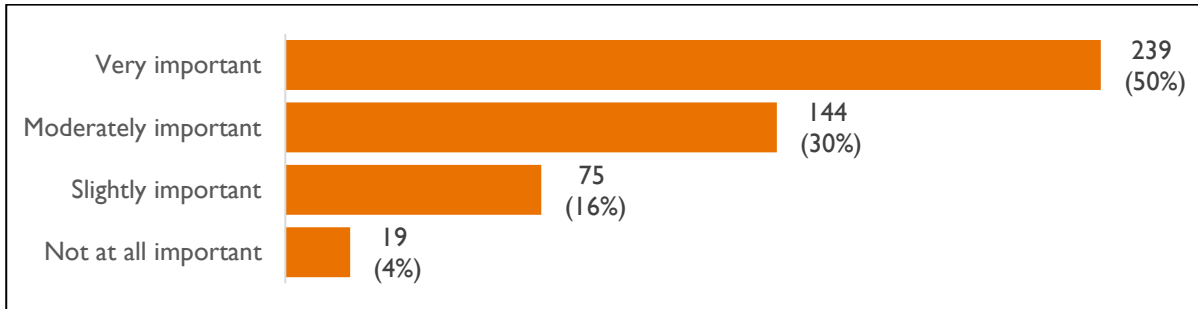
Accessible public transport stops and low-floor vehicles



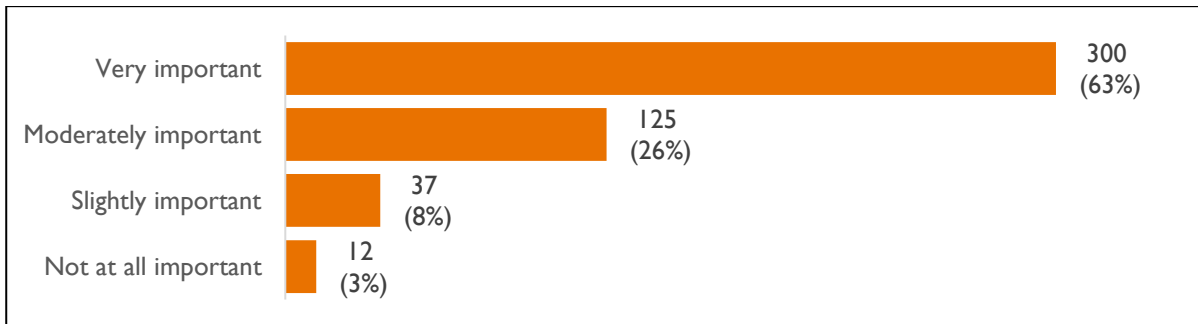
Strategic cycling corridors towards Melbourne CBD on key arterial routes



Improved safety and security on public transport



Increased public transport services



New light rail/rapid transport along North Road



New premium bus service in Bentleigh East



Question 12. Is there an advocacy idea missing from above?

This question was an open-ended response question and responses have been themed and marked as a percentage against total survey participants. Themes with '0 per cent' registered as a response, but not enough for a percentage point.

Key themes of participant feedback	Number of mentions by participants
Prioritise cycling infrastructure / safety / cycle lanes / bike parking	5 per cent
Prioritise public transport infrastructure and upgrades / frequency - advocate for upgrades with Public Transport Victoria	2 per cent
Protect trees when creating cycle paths / footpaths / other modes of transport	2 per cent
Other / off topic	2 per cent
Prioritise safety	1 per cent
Road upgrades / traffic engineering upgrades or changes to create traffic flow	1 per cent
Focus on communities	1 per cent
Reduce traffic congestion	1 per cent
Focus on education related to travel	1 per cent
Focus on underpinning the concept of 20-minute cities	1 per cent
Prioritise sustainability	1 per cent
Prioritise electric modes of transportation	1 per cent
Prioritise travel by car	1 per cent
Reduce speed limits	1 per cent
Advocate for the elderly / vulnerable - travel options	0 per cent
Create car free zones	0 per cent
Encourage other modes of transport - mainly cycling / walking / public transport	0 per cent

Illustrative quotes:

"The quality and safety of our residents in Glen Eira depend on Public Transport Victoria and Victoria Police to improve, which living on the Frankston line and close, can be dangerous for some. As a resident; I want to feel safe coming home at night on trains and buses." – A man/boy, under 18, McKinnon

"Need new Road Defect Maintenance standard appropriate for bicycles etc that would apply to any routes designated as cycling routes. Car/Truck tyre pothole standards are unsafe for bike/scooter wheels." – A man/boy, 60-69, Bentleigh East

"Car-free zones within Glen Eira. This would be an active and effective step towards meeting the ambitious 2031 target" – A man/boy, 28-29, Caulfield North

Question 13. Based on your transport experiences, is there an idea that could improve the way we move around Glen Eira?

This question was an open-ended response question and responses have been themed and marked as a percentage against total survey participants. Themes with '0 per cent' registered as a response, but not enough for a percentage point.

Key themes of participant feedback	Number of mentions by participants
Prioritise cycling infrastructure / safety / cycle lanes / bike parking	15 per cent
Prioritise public transport infrastructure and upgrades / frequency	10 per cent
Prioritise safety	4 per cent
Encourage other modes of transport - mainly cycling / walking / public transport	4 per cent
Road upgrades / traffic engineering upgrades or changes to create traffic flow	3 per cent
Prioritise Electric Vehicles and electric bike/scooter infrastructure	3 per cent
Prioritise parking - remove paid bays - remove paid permits - more spaces at stations	2 per cent
Off topic /other	2 per cent
Reduce parking	1 per cent
Reduce speed limits	1 per cent
Discourage driving of petrol cars / remove (or reduce) parking	1 per cent
Plant trees for shade when walking / other sustainable benefits / pocket parks on streets	1 per cent
Further consideration to other modes of transport in street scape design in future	1 per cent
Development / housing density - causes travel issues / congestion	1 per cent
Prioritise accessibility for people with disabilities or the elderly	1 per cent
Encourage car owners to drive smaller vehicles	1 per cent
Remove bike lanes / restrict use of bikes on footpaths	1 per cent
Limit development without sufficient parking	1 per cent
More pedestrian crossings to encourage walking / safer crossings	1 per cent
More street lighting	1 per cent
Prioritise travel by car	1 per cent

Traffic engineering policy upgrades / changes	1 per cent
Increase parking patrols	0 per cent
Prioritise education around travel	0 per cent
Community shuttle busses	0 per cent
Exempt cyclists from traffic calming measures.	0 per cent
More car share locations	0 per cent
Create permits for other types of travel / footpath use	0 per cent
Prioritise travel connection (north south)	0 per cent
Focus on the concepts of a 15-minute city	0 per cent
Upgrades to make wet weather travel more approachable	0 per cent

Illustrative quotes:

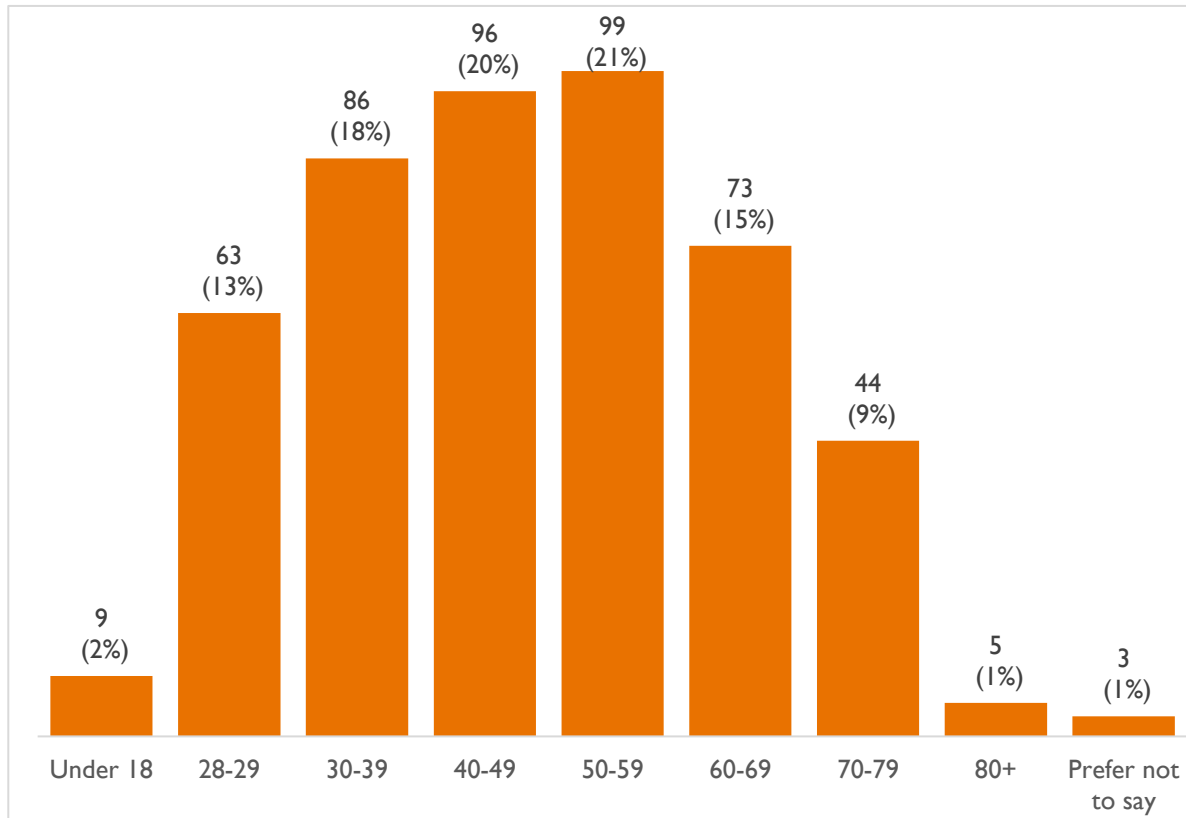
“More community transport. Some older adults can't afford taxi's/uber's. a bus is not always an option especially when safety/stability and location is a concern. If they don't have family available, they cannot attend important appointments. There is a real need for more accessible community transport.” – A woman/girl, 80+, Bentleigh East

“Be more deliberate about how we plan our streets, reduce car dependency to increase community interaction (people are far friendly outside their cars). Prioritise active transport and public transport over cars - if not, people will just keep driving because it's the most convenient. Don't be put off by people pushing back against change eg removing parking - they will be converted once they experience the alternative.” – A man/boy, 40-49, Elsternwick

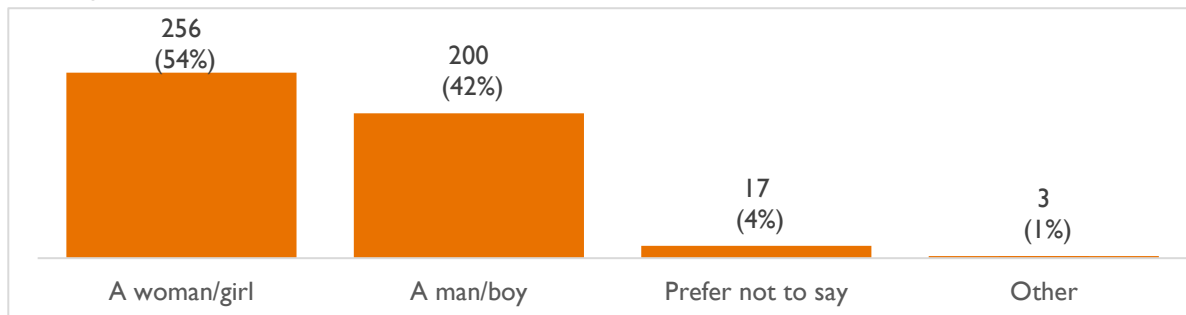
“This ties into increasing public transport services, but improving bus reliability is a major advocacy point for me. Despite living close to many bus lines, and living almost a 30 minute walk away from a train station, I find it difficult to rely solely on buses (mostly when it involves taking 2 buses, such as my school journey) due to reliability concerns. For example, during peak morning times, such on North Road's 630 route, buses on many occasions have been over 5 minutes late, and not all of these 630 buses have accurately shown updated times on the PTV app. Greater bus reliability, especially during peak, is needed for me, and i'm sure many others, to be able to rely solely on bus connections. This also ties into creating a light rail or rapid transit route along North Road. Whilst I would love a light rail along North Road and think it would significantly improve my travel (I leave school this year, but will likely need to use the train daily for connecting to uni next year, and will therefore still need to get to a train station ideally without a 30 min walk). However I understand creating a new light rail route along North Rd (ideally from Hawthorn Rd to Monash Uni) would be an expensive state government investment, and as such, a rapid bus route would be an okay compromise.” – A woman/girl, under 18, Bentleigh East

Who participated in the travel survey?

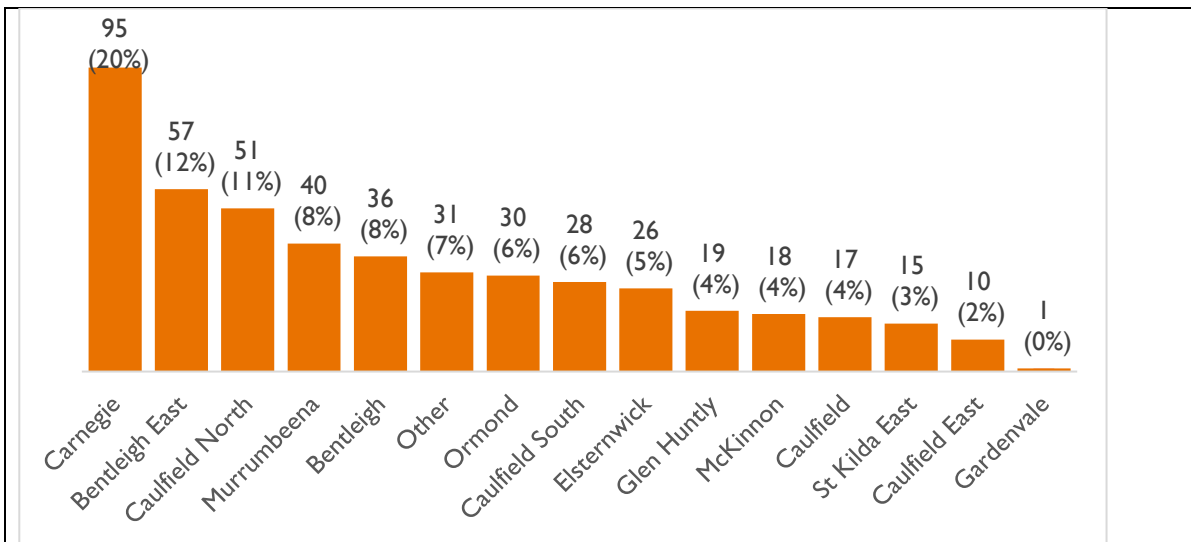
Participant ages:



Participants identified as:



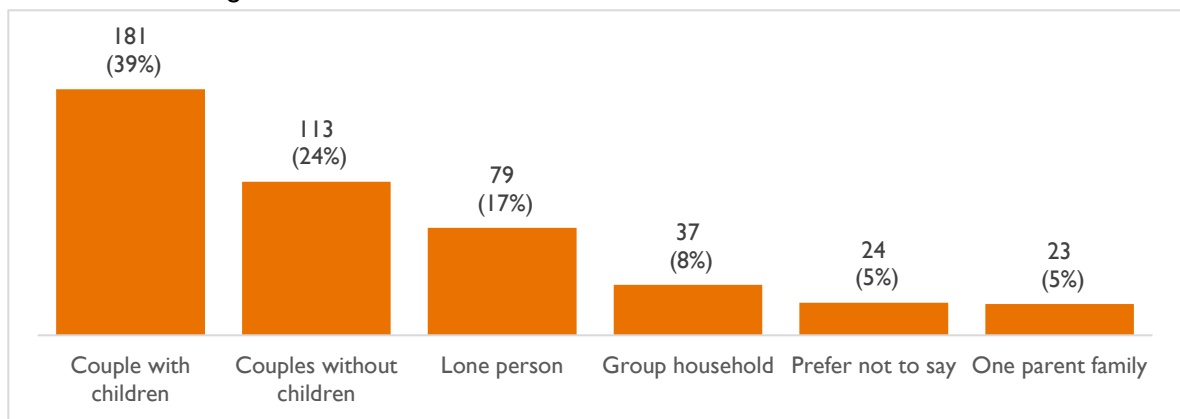
Suburb participants lived in:



‘Other’ respondent suburbs:

Aspendale, Balaclava, Brighton, Carrum Downs, Clayton, Elwood, Glen Iris, Hawthorn East, Highett, Malvern, Malvern East, Melbourne, Moorabbin, Mount Waverley, Noble Park, Nunawading, Oakleigh South, Port Melbourne, Sandringham, South Melbourne, South Yarra, St Kilda.

Household arrangement:



Participants identified as:

