

City of Port Phillip **Cycle Plan 2005 – 2010**

# **Taking pedal power to the streets**





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## Executive Summary

### The City of Port Phillip wants to provide an environment where cyclists of all abilities can ride their bikes on a safe, accessible and complete network.

Cycle Plan 2005 – 2010<sup>1</sup> represent the council's commitment to develop such an environment within the transport system, linking people with places.

Cycle Plan will bring together the Bicycle Works Program 2000 – 2010 and the communication plan for cycling. The Bicycle Works Program was established following amalgamation of the former municipalities and replaced the previous strategies.

Cycle Plan will consolidate the Bicycle Works Program by addressing promotion of cycling and encouraging more people to cycle more often. This is summarised in five response areas, with the goals and objectives as outlined in the table below.

Response Area	Goal	Objective
The Network	To provide a designated cycling route within 2 minutes of every residential and business premises	To develop at least 5% of the incomplete network per annum
End of Trip Facilities	To provide convenient, attractive, safe and abundant bicycle facilities in locations where cyclists would expect them to be	To observe at least a 5% increase in bicycles parked at key locations throughout the city per annum
Bicycle Facility Maintenance	To attend to, and resolve, bicycle facility maintenance issues within the expectations of the end user	To achieve an 85% satisfaction rate to requests lodged per annum
Green Transport Plan	To minimise impacts resulting from the City of Port Phillip organisation's travel choices	To increase organisational cycle usage by at least 5% per annum
Increasing Ridership	More people cycling more often	To increase commuter, recreational and learner cycling usage by at least 5% per annum

Four groups of cyclists have been identified and the council will make the following commitment to each group.

Group <sup>2</sup>	Commitment
Commuter Cyclists	We will encourage residents, business people, organisational staff and visitors to exchange some of their vehicle trips for cycling trips.
Training Cyclists	We will ensure that our commitment to training cyclists is maintained by providing a high-quality training environment that meets their specific needs.
Recreational Cyclists	We will enhance conditions and opportunities for residents to cycle for recreational purposes and continue to promote Port Phillip's strong reputation as a 'cycling tourist destination'.
Learner Cyclists	We will provide and promote safe and accessible environments for learner cyclists to develop and practice their skills, so they can become competent cyclists.

Ten strategies and more than 50 initiatives will be reviewed annually taking account of innovation, strategic opportunities, feedback and resourcing factors, recognising the individual needs of cyclists and tailoring actions to the specific needs of those groups.

These initiatives and future initiatives will be required to meet the four priorities contained within the Sustainable Transport Framework. These are to: Deliver Priority; Improve Safety; Increase Connections and Raise Profile of walking, cycling and public transport.

<sup>2</sup> Definitions for cyclist groupings are included in the glossary



## Where We're Coming From

**The City of Port Phillip's geographic location combined with better than average bicycle facilities and low journey-to-work travel distances provide a unique opportunity to further promote this attractive, healthy and environmentally friendly form of transport.**

The city already contains an extensive on and off-road bicycle network connecting the majority of areas within the municipality. There are approximately 70km of existing on-road routes and more than 20km of existing off-road routes (not including those within the Albert Park Lake Reserve).

The City of Port Phillip was formed in 1994, following the amalgamation of the Cities of St Kilda, South Melbourne and Port Melbourne. Each of these cities had a cycling strategy, which has shaped the bicycle network that we have in Port Phillip today. A strong focus of these strategies was to improve infrastructure and was largely based around engineering works.

Following amalgamation, the Bicycle Works Program 2000 – 2010 replaced these strategies and continued to carry an engineering

focus. Cycle Plan will shift our focus away from a purely engineering perspective by promoting cycling and encouraging more people to cycle more often.

### City Characteristics<sup>1</sup>

- Port Phillip is the second fastest growing municipality in the inner metropolitan region of Melbourne.
- Moderate growth across all neighbourhoods, however Port Melbourne (31.6%) and St Kilda Road (65%) are the fastest growing neighbourhoods.

### Population projection over plan<sup>2</sup>

2001	80,552
2006	85,674
2010	91,513

<sup>1</sup> Census data – 1996 - 2001

<sup>2</sup> Department Sustainability and Environment. [www.dse.vic.gov.au/knowyourarea](http://www.dse.vic.gov.au/knowyourarea)





# Cycling In The Right Direction

**Cycle Plan has been written in relation to various internal and external working documents. This will provide an integrated and unified approach to cycling improvements within the City of Port Phillip.**

## **Sustainable Transport Framework (see Appendix for detail)**

The Sustainable Transport Framework highlights four principles and defines a road user hierarchy to improve decision making in regards to sustainable transport policy and practice within the City of Port Phillip. The goals, strategies and initiatives of the Cycle Plan are based on the road user hierarchy and the four principles.

### **Road User Hierarchy**

Walking → Cycling → PT<sup>1</sup> → Freight → Single O.V.<sup>2</sup> → Multiple O.V.

Sustainable Transport Framework principles

1. **Deliver Priority** – by giving cyclists preference and right of way in terms of allocating time, space and facilities.
2. **Improve Safety** – by providing conditions that encourage greater public activity and provide cyclists with personal safety and confidence.
3. **Increase Connections** – by creating a more compact city where cycling is interlinked, efficient, direct, attractive and competitive.
4. **Raise Profile** – by promoting the benefits of cycling internally and externally with information, facilities and encouragement for travel behaviour change.

## **Melbourne 2030 – Planning for Sustainable Growth**

Integrated transport is one of nine directions outlined in the Victorian Government's Melbourne 2030 – Planning for Sustainable Growth. Road capacity can be improved by generating a substantial increase in cycling trips, replacing some of the one million short car trips (less than 1km) made in Melbourne.

To reach this goal, Melbourne 2030 supports:

- Developing a cycling action plan
- Giving priority to walking and cycling
- Promoting sustainable transport options
- Focusing and providing cycling facilities within and access to activity centres
- Incorporate into new developments, early provision of cycling

## **Inner Melbourne Action Plan (IMAP)**

The Inner Melbourne Action Plan (IMAP) responds to the demands of Melbourne 2030, covering the municipalities of Port Phillip, Yarra, Melbourne, Docklands, and part of Stonnington. IMAP aims to safeguard the liveability, attractiveness and prosperity of inner Melbourne.

IMAP proposes the following key actions in regards to cycling:

- Bicycle Network Legibility - Improve the legibility of the bicycle network (PBN and local links) with an emphasis on clear delineation of continuous links.
- Bicycle Network - Review the Principal Bicycle Network (PBN) and work with VicRoads to complete it within five years.

### Road User Safety Strategy 2002 – 2007

The City of Port Phillip's Road User Safety Strategy identifies four themes, all of which are relevant for cyclists.

1. **Reducing Car Dependence** – Improving the alternatives to car travel, such as cycling
2. **Road User Behaviour** – Targeting problem behaviours, especially those that cause dangers to cyclists
3. **Road Engineering and Design** – Designing roads that make it less likely for collisions with cyclists to occur
4. **Leadership, Coordination & Partnerships** – Identifying and working with cyclist groups and producing strategies so they can effectively work together

### Open Space Strategy

City of Port Phillip's Open Space Strategy is a commitment from the council to manage and plan for quality open space areas. Maintaining the integrity and aesthetic quality of our open spaces, such as cycling reserves, streetscapes and urban environments, is vital for the Greenway<sup>1</sup> bicycle network.

### Linking People and Spaces

Through Linking People and Spaces, Parks Victoria aims to create a linked network of open spaces. The following key outcome, is directly relevant to cycling within Port Phillip:

"Completing gaps and extending shared-use trails to support recreation and commuter use, including the Main Yarra Trail, the Bay Trail and Federation Trail, to create a 1200 kilometre network."

<sup>1</sup> Greenway - refer to glossary

<sup>2</sup> Refer to Appendix 4 - Visions and Priorities from National Cycling Strategy

### National Cycling Strategy 2005-2010<sup>2</sup>

The Australian Bicycle Council is responsible for the National Bicycle Strategy, which wants "More cycling, to enhance the well being of all Australians".

#### Priorities

1. **Improved Coordination:** Encourage coordination of activities relevant to increased cycling in the appropriate portfolios of Australian, state, territory and local government
2. **Integrated Planning:** Include cycling as an essential component in integrated transport and land use planning in all spheres of government
3. **Infrastructure and Facilities:** Create infrastructure and facilities that support increased cycling
4. **Road Safety:** Enable and encourage safe cycling
5. **Cycling Support and Promotion:** Provide leadership, and develop partnerships, to support and promote cycling in Australia
6. **Increased Professional Capacity:** Develop the skills needed to undertake actions that will increase cycling

### VicRoads: Providing For Cyclists

The State Government's practical commitment to delivering cycling infrastructure is outlined in Providing for Cyclists – The Role of VicRoads and Local Councils (1999). This document is built on previous state cycling strategies prepared in the 1980s and 1990s.

During 2005 the Victorian Bicycle Advisory Council will be assisting with the preparation of an updated Providing for Cycling statement to take account of these developments and outline new directions for cycling.

## Who Is Cycling?

**Some cyclists are comfortable riding on busy streets and mixing with traffic while others prefer quieter streets or off-street paths. There are also cyclists who ride a bicycle only a few times a year and those who ride often but primarily for recreation. Finally, some ride for their profession, such as couriers. Each type of cyclist has their own needs and philosophy about how bicycles fit into the transportation system.**

**Commuter Cyclists** - Commuter cyclists are experienced riders who are reasonably confident in traffic, value speed and directness with minimum delays and good road surface. They generally travel at speeds in the 20 to 30 km/hr range, cycling medium length trips of around 5 to 10 kilometres. They understand the “rules of the road” and are comfortable riding on the road with traffic.

**Training Cyclists** - Training cyclists travel above 30 km/hr and are prepared to be assertive in claiming their road space. They value good road surfaces and minimum delays. They often travel long distances over 40 kilometres. The City of Port Phillip is a key destination and attracts training cyclists from beyond the municipality.

**Recreational Cyclists** - Recreational cyclists are a mix of adults and children who are less familiar with proper cycling behaviour and feel uncomfortable sharing the road with traffic or in narrow bike lanes. They usually cycle below 20 km/hr and predominantly take short trips of less than 5 kilometres. They value routes separate from high traffic volumes and speed. Bicycle lanes and off road facilities need to be designed to make these riders feel comfortable and signed to explain proper behaviour.

**Learner Cyclists** - Learner cyclists are predominantly children and other riders with special needs. These riders are not familiar with road rules and should ride off road. While young children should only ride supervised, off road bike paths and safe neighbourhood streets give older children a way to independently travel to school, parks or visit friends.

### Note regarding short trip cyclists

Short trip cyclists, including cyclists who may use their bike for trips to local shops and to run errands have not been included. Cyclists

who fall into this category will be absorbed as either commuter cyclists if they make the trip as a method of saving time or recreational cyclists if their choice to cycle short trips is based upon enjoyment.

Tables 1 and 2 show the proportion of cycling trips taken relative to other transport modes and the trip purpose.

Mode	Proportion of Trips (%)	
	City of Port Phillip	Metropolitan Melbourne
Car as Driver	41.7	44.3
Walking	34.5	25.5
Car as Passenger	11.8	20.7
Tram	5.2	1.9
Bicycle	2.5	1.3
Other	2.0	1.1
Train	1.2	2.9
Bus	1.2	2.2

TABLE 1 – Mode of Travel to Work<sup>3</sup>

Trip Purpose	Proportion of Trips (%)	
	City of Port Phillip	Metropolitan Melbourne
Work	32	26
Shopping and accessing personal services	34	35
Social and recreational	15	16
Education	4	10
Links to public transport	15	13

**TABLE 2 – Trip Purposes<sup>3</sup>**

The following statistics suggests the City of Port Phillip could be considered to be 'a city of short trips'.

- More than 60% of all work trips to and from the City of Port Phillip are less than 8km long.
- 42% of all trips start and finish within the City. 75% of these trips are under 800 metres long of which 50% are travelled by cars.
- Trips that start and finish within the city seem to be largely confined to broad neighbourhoods. If the City of Port Phillip is divided into two broad areas – north and south of the Middle Park and St Kilda, only about 5% of internal trips cross between these two areas
- The council promotes cycling as an attractive mode to conduct some of these trips.

### Cyclist Crash History

The City of Port Phillip has one of the higher cyclist crash rates in the Melbourne metropolitan area. Table 3 details the cyclist crash history over the past 13 years.

<sup>3</sup> Victorian Activity and Travel Survey data, 2001

<sup>4</sup> Australian Government: Australian Traffic Safety Bureau

Year	Fatalities	Serious Injury	Minor Injury	Total
1992	0	18	16	34
1993	1	12	35	48
1994	0	10	31	41
1995	1	16	28	45
1996	0	21	36	57
1997	0	21	43	64
1998	0	15	34	49
1999	0	17	47	64
2000	0	14	46	60
2001	1	15	44	60
2002	0	29	52	81
2003	0	23	33	56
2004	0	19	40	59

**TABLE 3 – Cyclist Crash Statistics 1992 – 2004<sup>4</sup>**

While cyclist fatalities have dropped in recent years, serious and minor injuries generally increased through to the end of 2002. 2003 has shown a reduction, which is particularly positive, based on an assumption that crash reporting (particularly for minor injuries) has increased over the past five years.

### Cycling and safety<sup>4</sup>

- On average, 35 cyclists are killed and around 2500 are seriously injured on the Australian public road system each year.
- The number of cyclists killed has declined from 142 in 1950 to 26 in 2003.
- Cyclists account for around 2 percent of road deaths and about 11 percent of seriously injured each year.

**Streets for Living** → Deliver Priority • Improve Safety • Increase Connections • Raise Profile



## Why We Need To Cycle

### The City of Port Phillip wants to become a more sustainable city.

A more sustainable Port Phillip is a place where a strong economy is maintained within a healthy natural environment without compromising the cultural and social mix that defines the area.

Cycling improvements support a more sustainable city as outlined under the four pillars<sup>7</sup>:

1. **Environmental Responsibility** – More people cycling more often will have obvious environmental benefits. Cleaner air, less noise and the reduction of greenhouse gas emissions are some of these.
2. **Economic Viability** – A higher proportion of cycling trips increases the effectiveness and efficiency of the overall transport system. Cycling also increases the potential for greater use of local facilities.
3. **Cultural Vitality** – Port Phillip's neighbourhoods are quaint, unique and thriving urban villages. In response to impending growth, the neighbourhood's character can only be preserved if people replace their short, local car trips with an alternative such as cycling.
4. **Social Equity** – Increasing volumes and speed of vehicles reduce the ability for people to be active and interactive on the street. Inactivity is a major health problem and cycling promotes activity and interaction as well as improving physical and mental well-being.

Improving the existing transport system and providing more transport options are steps towards achieving a more sustainable city. The City of Port Phillip is a highly populated, yet compact city where cycling is a suitable mode of transport.

As highlighted in the previous section, the majority of journeys within the city are short trips. Most of trips are taken by car, yet to become a more sustainable city this won't be an option. Increased congestion already makes cycling a faster option during peak periods and without a change in trends, this will spread through out the rest of the city.

<sup>7</sup> The four pillars are the goals of the Council Plan 2005-2009

## Moving Forward

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Port Phillip

**Cycle Plan will be implemented through 10 strategies and more than 50 initiatives, which will be reviewed annually taking account of innovation, strategic opportunities, feedback and resourcing factors.**

Cycle Plan makes the following commitment to cyclists in general:

We will develop an environment where cyclists of all abilities can co-exist within the transport and open place / space systems and are encouraged to cycle comfortably and safely.

However cyclists of all abilities need to be catered for and this means different facilities and services need to be provided to ensure their individual needs are met.

Recognising this, Cycle Plan makes the following commitment to each group of cyclists.

**Commuter Cyclists** - We will encourage residents, business people, organisational staff and visitors to exchange some of their vehicle trips for cycling trips.

**Training Cyclists** - We will ensure that our commitment to training cyclists is maintained by providing a high-quality training environment that meets their specific needs.

**Recreational Cyclists** - We will enhance conditions and opportunities for residents to cycle for recreational purposes and continue to promote Port Phillip's strong reputation as a 'cycling tourist destination'.

**Learner Cyclists** - We will provide and promote safe and accessible environments for learner cyclists to develop and practice their skills and become competent cyclists.

Initiatives outlined in Cycle Plan recognise the individual needs of cyclists and actions are tailored to the specific needs of those groups.

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There are five key areas within Cycle Plan.

**01** The Network **02** End of Trip Facilities **03** Bicycle Facility Maintenance **04** Green Transport Plan **05** Increasing Ridership

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**01 The Network**  
**Network Routes and their Users**

A network that enables cyclists to ride safely in any street is the ultimate goal of a cycling friendly city.

Traditionally cycling networks consist of arterial routes that make up the Principal Bicycle Network (PBN) (Fig 2) and local routes that make up the Local Area Bicycle Network (LAN).

The City of Port Phillip has a mix of arterial roads and local streets. Arterial roads are predominantly managed by VicRoads and the City of Port Phillip is responsible for local streets. Local traffic management treatments provide conditions for a safe and comfortable passage of cyclists. While most residential streets will have some form of traffic control to assist cyclists, the heavier volume routes are formally designated. The large majority of local routes (roads carrying less than 3,000 vehicles per day) will have minimal or no particular designation for cyclists.

It is important to have a good understanding of how the network operates if we are to make changes that will provide a net benefit for all cyclists. Different cyclists have different needs and this should be reflected in the routes provided as part of the network.

'Network routes and their users' (Figure 1), illustrates the four different network types and the degree to which the various types of cyclists use the differing cycling infrastructure.

Cycle Plan will replace the terms PBN and LAN with Greenway and Speedway, which draw a link to the network users rather than network infrastructure.

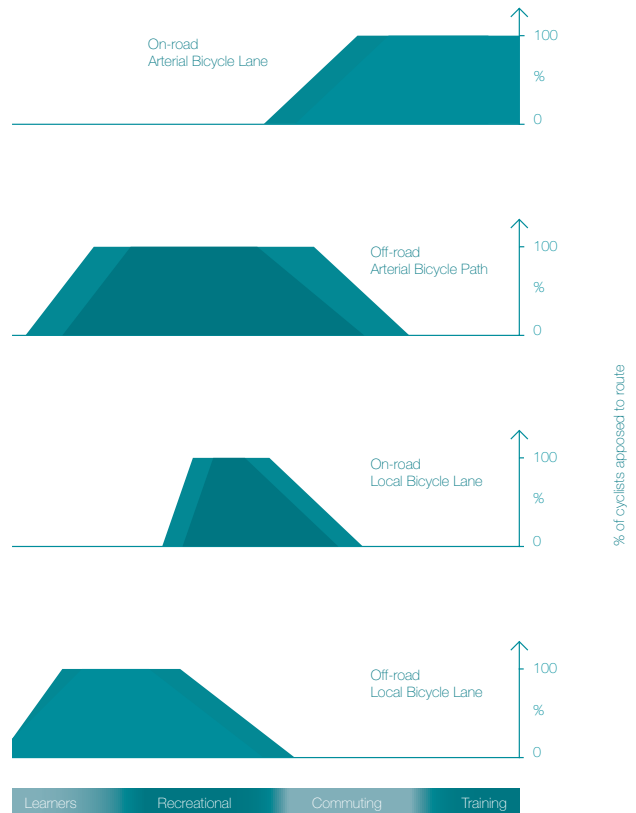


Fig. 1 Network routes and their users

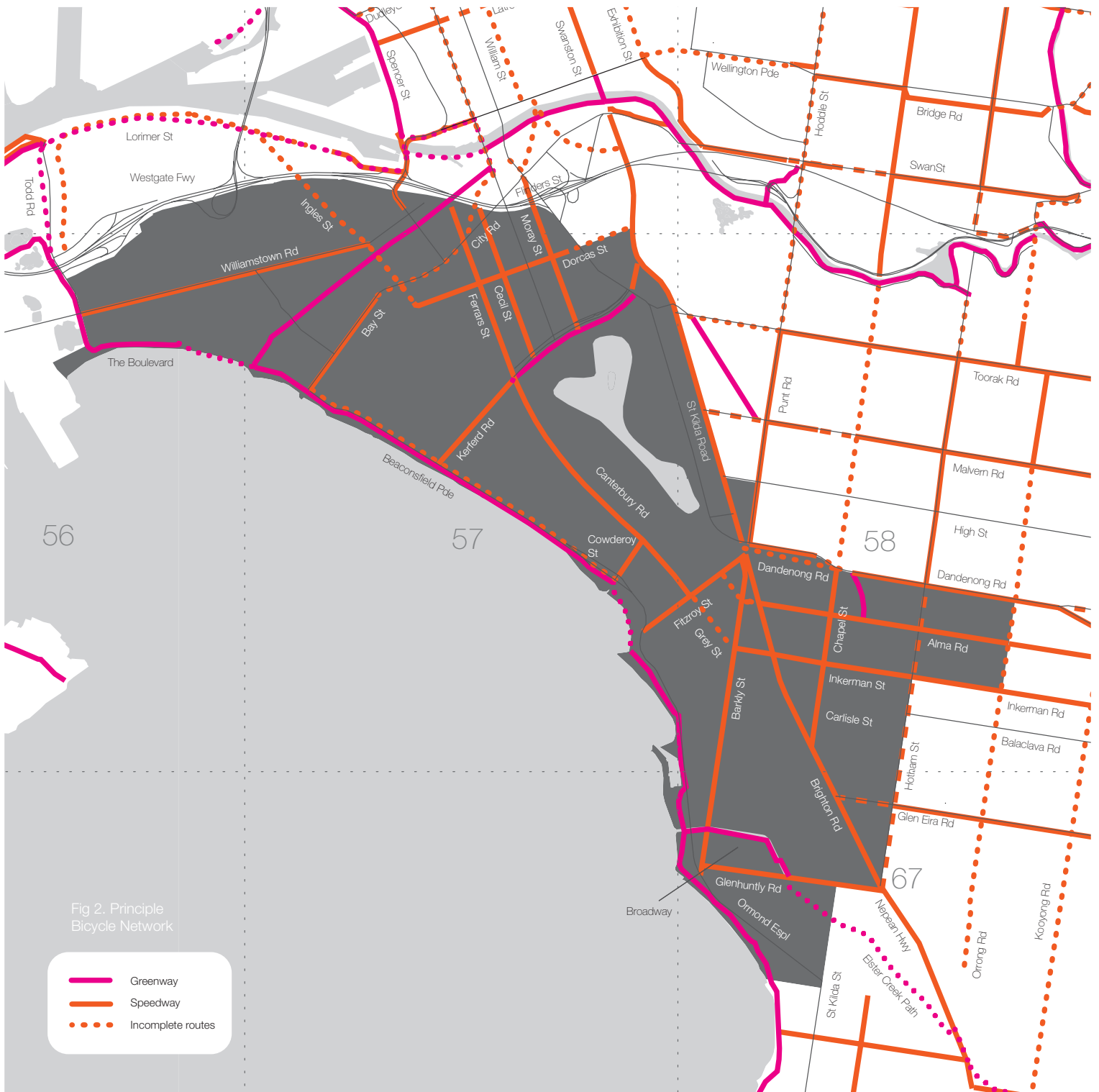


Fig 2. Principle Bicycle Network

## Speedways and Greenways

There is a variety of users with a variety of needs and abilities. Meeting these needs makes for a more efficient network with a happier and safer cycling community.

Defining routes as Greenways and Speedways is a step towards separating users to avoid conflicts and provide for each group's specific needs and abilities. Cyclist / pedestrian conflicts, particularly on shared paths, usually occur as a result of inappropriate speeds, designs and behaviours by users who are using the path, as there is no alternative.

It is noted that while separation is advocated in many instances, there will be situations where spaces are better managed by all users sharing the same space – i.e. some public promenade areas.

The City of Port Phillip already has a well-established bicycle network, however more cyclists will be attracted if make further improvements and additions.

Fig 3 identifies existing, potential and aspirational routes for both the Speedway and the Greenway. This can be summarised in the table below.

Route	Complete (km)	Incomplete (km)	Total (km)	% Complete
Speedway	73.42	60.55	134	54.80%
Greenway*	16.32	8.88	25.2	64.76%

The incomplete Greenway and Speedway routes include proposed and aspirational routes.

Proposed routes:

Can be achieved within the life of this strategy. They are not scheduled, but respond to needs (based on priority) and immediate financial support.

Aspirational routes:

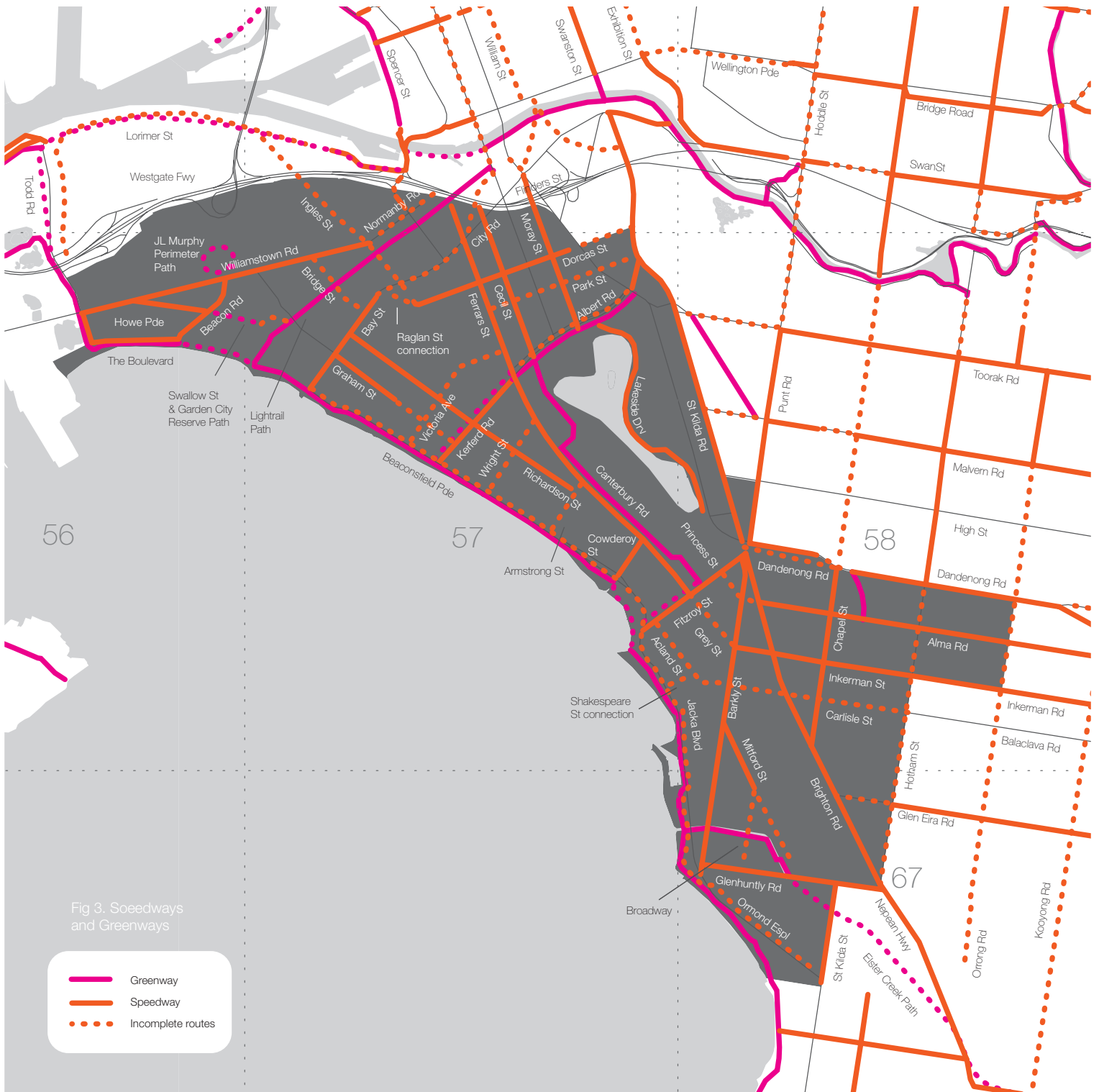
Are supported but not possible in the short term, due to a number of factors including the need to integrate with other projects. Integration with other projects, canvas public support (including attitude change) and secure longer term financial support.

### Goal

To provide a designated and continuous cycling route within 2 minutes of every residential and business premises.

### Objective

To develop at least 5% of the incomplete network per annum.



## Speedways

### Strategy

Deliver priority, improve safety and increase connections for on-road cyclists

Speedways are designed for commuters and training cyclists with the priority on getting them where they're going with minimal delays. Speedways are currently limited to on-road lanes, however there is a possibility of incorporating off-road facilities into the Speedway to improve rider safety. On-road lanes are marked with paint and don't offer cyclists any physical separation from motor vehicles.

Off-Road Speedways provide physical separation by devoting a path exclusively for cyclists, which is physically separated from the spaces allocated for pedestrians and motor vehicles. An opportunity to introduce an off-road speedway exists on Fitzroy Street (between Albert Park and Beaconsfield Parade).

Speedway design standards are consistent with Austroads Guide To Traffic Engineering Practice, Part 14 – Bicycles.

### Actions

1. Continue to investigate and implement designated 'speedway' routes as scheduled in the bicycle works program
2. Pursue the installation of an on-road cycling facility for the length of the Beach Road (both directions)
3. Progressively install relevant stop lines at all signalised intersections on the designated bicycle network
4. Implement coloured surface treatments through intersections or high conflict locations to increase visibility of cyclists as required
5. Investigate the potential for the trial implementation of broken lines to designate and connect a cycling lane through signalised intersections
6. Consider the pilot implementation of an off-road bicycle path on the north side of Fitzroy Street connecting the foreshore to Albert Park
7. Prepare applications and vigorously pursue external bicycle facility funding opportunities (eg annual VicRoads programs, AGO, other)
8. Audit and review existing directional and cycling information signage and prepare a strategic replacement and extension program, based on world best practice, eg naming routes
9. Retrofit 'bicycle lanterns' at all signalised intersections located on a designated bicycle route or represents a significant feeder access to a designated bicycle route
10. Ensure all bicycle facilities are designed in accordance with, or with reference to, Austroads Part 14 – Bicycles guideline and other relevant industry standards and guidelines
11. Continue to participate in the road space allocation debate, with a desire to improve the cyclist's share
12. Seek to apply local area traffic management more readily on designated bicycle routes in an effort to reduce vehicular speed and volume
13. Review all cyclists' fatalities and all cyclists casualty crash records every two years and develop accident counter measures as required
14. Immediately review the circumstances of any fatalities or serious injuries
15. Investigate a change in the roads rules, or provide an engineering solution, which permits two-way cycling in one-way streets

## Greenways

### Strategy

Deliver priority, improve safety and increase connections for off-road cyclists

Greenways are defined as off-road paths, which are predominantly designed for lower speeds, catering for learners and recreational cyclists. The major benefit of a greenway is the increased level of safety due to separation from the roadway. The greenway provides less disruptions and a more visually aesthetic environment in which to cycle. Passing through parks, the foreshore and local attractions, the greenway is attractive to tourists and locals alike.

Greenways also include perimeter paths, which aren't explicitly part of the network as they're not routes. Perimeter paths are located in areas where learner cyclists can develop their skills in a non-threatening environment, without disrupting other cyclists.

Greenway design standards are consistent with Austroads Guide to Traffic Engineering Practice, Part 14 – Bicycles.

### Actions

16. Continue to investigate and implement 'greenway' routes as scheduled in the bicycle works program – Particular priorities include:- Fitzroy Street - Albert Park Reserve, Pier Road, Elwood Canal, Sandridge Beach Foreshore Reserve, Todd Road through to Westgate Park and rethink various sections of the Bay Trail
17. Initiate discussions with City of Melbourne, City of Hobsons Bay, Parks Victoria and the private operator to improve the 'punt' service connecting Westgate Park to Williamstown

18. Improve the routes along Cecil Street or Moray Street as part of the Bay Trail – Fitzroy St – Albert Park – Southbank route
19. Continue to prioritise cyclists at vehicle conflict points along designated greenway routes
20. Identify, align and prioritise new greenways with reference to the council's 2005 Open Space Strategy
21. Continually pursue opportunities to upgrade existing greenway facilities as part of major projects and capital works upgrades
22. Audit and review existing directional and cycling information signage and prepare a strategic replacement and extension program, based on world best practice, eg name routes
23. Promote cyclists obligations to obey relevant road rules to improve cyclist safety and motorist perceptions of cyclist behaviour
24. Albert Park circuit closed to cars. Investigate closing all or part of the internal road network of Albert Park and making it available solely for cyclists, similar to Paris Breathes and Centennial Park Models.

## 02 End of Trip Facilities

### Goal

To provide convenient, attractive, safe and abundant bicycle facilities in locations where cyclists would expect them to be.

### Objective

To observe a 5% increase in bicycles parked at key locations throughout the city per annum.

Every bicycle trip has two basic components: the route selected by the cyclist, and the "end-of-trip" facilities available at the destination. These end-of-trip facilities include bicycle parking and potentially showers with changing space for commuters. If the users' needs are not met at the end-of-trip there is a risk that other means of transportation will be sought.

### Strategy

Provide superior public domain bike parking

Short-term parking in public areas is predominantly bicycle parking to accommodate visitors, customers, couriers and others expected to depart within two hours. Bicycle racks provide a short-term option for securing bikes.

Basic needs include an approved standard rack, appropriately located desirably with weather protection. The council's street furniture code outlines the criteria for site identification and installation of bike racks. Providing attractive and plentiful bicycle parking in key destinations remains an essential component of our bicycle transportation system. These will be installed in response to existing demand and strategically in other locations to attract cyclists.

Long-term parking facilities accommodate employees, students, residents, commuters, and others expected to park for more than two hours. This parking is to be provided within the private property, in a secure, weather-protected location. Long-term parking can be a

bicycle locker, a locked room with standard racks and limited access to cyclists or standard racks in a monitored location.

### Actions

24. Conduct an audit of all high activity cycling areas to understand bicycle parking needs – particular reference to major and minor activity centres, community facilities, foreshore and entertainment precincts, and along greenways
25. Continue to implement short term bicycle parking rails as requested by the community in public open place/ space locations
26. Pilot the installation and management of longer term secure bicycle parking facilities at key transport interchange locations, eg Port Melbourne light rail station, Balaclava and Ripponlea railway stations, St Kilda light rail station and Luna Park interchange
27. Review ways of connecting cyclists and the local economy, eg 'value add' a cyclist registration to a long term parking facility with discount coupons

### Private Bicycle Facilities

#### Strategy

Require new developments to, and promote that existing businesses provide superior bicycle facilities

End of trip facilities on private property will be promoted and encouraged by the council. This will be managed through the Victorian Planning Provisions Clause 52.34 Bicycle Facilities, which specifies the provision of bicycle parking, shower and change room facilities for individual users.

#### Actions

28. Apply the Victorian Planning Provisions, clause 52.34 Bicycle facilities policy where applicable
29. Encourage existing businesses to provide improved off-street (on-site) bicycle facilities, eg through the TravelSmart Better Ways to Work program and other promotional / awareness raising campaigns

### 03 Bicycle Facility Maintenance

#### Goal

To attend to, and resolve, bicycle facility maintenance issues within the expectations of the end user.

#### Objective

To achieve an 85% satisfaction rate to requests lodged per annum.

Maintaining and keeping the bike network free of hazards is equally as important as providing new routes to the network. Hazards within the city include drainage and utility grates, vegetation (tree branches and roots, bluestones, tram tracks, uneven surfaces, and slippery and/or dangerous surfaces).

#### Strategy

Strengthen relationships with in-house business units

#### Keeping Paths and Lanes Clean

A serious concern for cyclists is damage suffered by their bikes during a journey. This could be as the result of a collision or puncture damage due to sharp items in their path.

The city is committed to maintaining a clean and hazard free cycle network to ensure cyclists minimise their risk of damaging their bikes whilst using the network. Cycle routes are routinely swept fortnightly as part of the schedule maintained by the city's street cleaning contractor, however some risks need a more prompt response.

The service level proposed is for the emergency cleaning of lanes to remove any immediate risk to be conducted within one hour of receiving notification.

This service will be promoted to ensure all cyclists are made aware. It will be monitored to measure effectiveness in responses to calls from cyclists.

#### Line and Logo Marking

Ensuring that the cycle network is marked clearly is equally as important as adding new routes and connections to the network. New linemarking and associated maintenance will be carried out as required / requested and also having regard to requests from users. Council acknowledges that high volume routes will deteriorate faster than those with lower volumes. Accordingly the network will be maintained to reflect the usage of particular routes.

#### Actions

30. Develop a Service Level Agreement (SLA) with the council's civil works contractor detailing response and procedural issues surrounding the bicycle maintenance task. Specific attention to linemarking, potholes, rough surfaces, hazards will be required
31. Develop a Service Level Agreement (SLA) with the council's street cleaning contractor detailing response and procedural issues
32. Actively promote the these SLA as demonstrations of responsiveness to cycling needs

#### End of Trip Facilities

The council will attend to any damaged bike parking facility and repair or replace it within three days of notification.

#### Strategy

Strengthen business processes, which invite the community to proactively notify the council of maintenance concerns

#### Actions

33. Develop an interactive web-based application to provide a simple and efficient channel for cyclists to communicate with the council
34. Maintain regular and close contact with the Port Phillip Bicycle User Group and Bicycle Victoria

## 04 Green Transport Plan

### Goal

To ensure the City of Port Phillip organisation minimises the impact of its travel needs.

### Objective

To increase organisational cycle usage by at least 5% per annum.

The City of Port Phillip's Green Transport Plan identifies a number of internal organisational initiatives to promote cycling. The main suggestion is to improve bike parking and shower facilities at the Town Halls, which will enable a flow on effect by creating an environment where staff are able to cycle comfortably and conveniently.

Certain roles and functions of the council business are better carried out using a bike as a transport mode than the car. The city is relatively small and easy to negotiate with a bike. A cycling culture is being promoted and the council is supportive of cycling as an acceptable mode for work related trips.

### Strategy

Provide best practice on-site cycling facilities

### Actions

35. Maintain a high quality and accessible bicycle fleet for both organisational and limited private purposes
36. Maintain and improve the pool bike system as part of the redevelopment of the St Kilda Town Hall.
37. Apply the Victorian Planning Provisions, clause 52.34 Bicycle facilities policy to the St Kilda Town Hall Accommodation Project
38. Review cycling facilities and usage at other council buildings

### Strategy

Reduce the cost and increase the value of cycling

### Action

39. Investigate mechanisms to subsidise the cost of private bicycle equipment and accessories for employees, in a context that any program would be required to increase the overall value to the organisation, ie efficiency and health improvements

### Strategy

Increase cycling opportunities for employees

### Actions

40. Continue to actively and enthusiastically develop events around cycling, ie Ride to Work Day and Car Free Day
41. Increase the potential for participation by entering into 'friendly' competitions with other municipalities, ie Cities of Yarra, Stonnington and Darebin
42. Continue to investigate appropriate staff which could formally use bicycles, as part of their official duties, ie in a similar model to the Victoria Police
43. Provide rider training and incentives as part of a package of initiatives to assist in achieving the Green Transport Plan cycling goal.





## 05 Increasing Ridership

### Goal

More people cycling, more often

### Objective

To increase commuter, recreational and learner cycling usage by at least 5% per annum

The council's Sustainable Transport Framework includes promoting more people cycling, more often. This includes cyclists who regularly cycle and inviting those who cycle irregularly to make a few more trips. It is also important that the council promotes to people who have never cycled to 'give it a go' and learn in a safe and unthreatening environment.

### Strategy

Ensure bicycle travel is viewed as a legitimate form of transport in the school community

### Actions

44. Influence primary school policy to adopt formal pro cycling policies, through the council's school travel planning programs
45. Encourage the installation of secure bicycle parking within school grounds
46. Consider leveraging off the safety audits conducted on Walking School Bus routes and extend Cycling School Bus programs
47. Assist in the conduct of any road safety education programs, which include bicycles
48. Facilitate the delivery of BikeED programs
49. Encourage cycling to school through a variety of other programs

### Strategy

Increase the opportunities for inexperienced, unconfident or first time adult cyclists to cycle more often

### Action

50. Facilitate the conduct of training / information programs which meet the specific needs of any target group, ie Albert Park Lake circuit Sundays.

### Strategy

Increase awareness of the benefits of cycling in CoPP and in general to the resident, business, commuter and visitor communities

### Actions

51. Conduct the TravelSmart, Better Ways to Work program in partnership with the DoI, as opportunities arise.
52. In association with the Streets for Living promotional campaign, ensure the benefits of cycling are espoused at regional and local community public events, and through the media.

### Strategy

Improve and encourage information dissemination and exchange on general bicycle matters

### Actions

53. Stage, facilitate and participate in cycling industry events.
54. Maintain a high quality, accurate and relevant CoPP website.
55. Produce relevant, accurate and high quality bicycle maps, potentially integrated with other services / community information and/or produce other added value.





## Communications Plan

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### Communications Framework

The council's 'Streets for Living' campaign will deliver a number of initiatives as part of an annual program. The campaign promotes walking, cycling and public transport, treating each as one part of an integrated transport system.

The council will continue to support established events such as Car Free Day, Ride to Work Day, Bike Week, festivals and events. New relationships will be sought with external bodies to engage the community and promote cycling as a form of transport.

### Target Markets

Target markets will reflect the four types of cyclists identified in 'Knowing our Cyclists'.

**Commuter Cyclists** - Cyclists of both sexes with the majority in the age bracket 18-40, mainly commuting as employees or students. Can be residents of the city or travelling through the city from other municipalities.

**Training Cyclists** - Cyclists of both sexes across a wide age bracket, mainly 18-40. A high proportion of training cyclists are visitors to the city and use the city as a starting point for the return trip along the beach route.

**Recreational Cyclists** - Cyclists of both sexes across a wide age bracket. Cyclists include those living in the City and visitors to the city, who usually access the city along popular trails from neighbouring areas.

**Learner Cyclists** - Cyclists of both sexes, usually children, who can be reached through local schools. This may also include adults who would cite inexperience and lack of skills as a reason for not choosing cycling.

### Streets for Living<sup>1</sup>

'Streets for Living' is a campaign to communicate the value of a sustainable and integrated transport system and the council's commitment to establishing a network where walking, cycling and public transport are considered legitimate and attractive transport modes.

The campaign will deliver a schedule of actions and events, which will target cycling with the aim of increasing ridership through awareness, education and promotion.

'Streets for Living' is also promoted on the city's website Port Phillip Online. The cycling section will connect cyclists to the council so they can provide and receive information.

The Streets for Living Communication Strategy will be positioned alongside Bike Plan with the Bicycle Works Program 2005 - 2010.

### Neighbouring Councils

The City of Port Phillip has five neighbouring councils, the Cities of Melbourne, Bayside, Stonnington, Glen Eira and Hobsons Bay (via waterway links).

The City of Port Phillip will promote better cycle links with these councils to facilitate access into and out of Port Phillip. This benefits the city's residents and employees as well as the city's visitors.

**Streets for Living** → Why just drive down your street when you can live in it

<sup>1</sup> Refer to Streets for Living Section in Appendix

### **Bicycle User Group / Beach Road cyclists**

The City of Port Phillip welcomes cyclists to express how the city should cater for and support cyclists. The Port Phillip Bicycle User Group (BUG) is the main source of significant contributions toward cycling improvements, assisting the council in the decision making process.

The BUG serves as a reference group during planning, implementation and maintenance as well as promotion/awareness raising programs for cycling. Beginner and novice cyclists are encouraged build their confidence by joining them on group bike rides where skills and experience are shared.

The Beach Road cycling route stretches across five municipalities, including the City of Port Phillip. While there isn't any single group representing cyclists, there are as many as 10,000 cyclists using the route on any given weekend. There are various individual clubs, which can be targeted, under the banner of Beach Road cyclists.

### **Bicycle Victoria**

Bicycle Victoria has the mission statement of More People Cycling More Often. Bicycle Victoria is a major contributor to improving and encouraging more cycling within the City of Port Phillip.

It is important that the council and Bicycle Victoria continue to build a strong relationship and seek to improve cycling within and through the City of Port Phillip.

### **VicRoads and Parks Victoria**

VicRoads is the State Government authority for cycling infrastructure. They accept applications for funding requests for bicycle facilities on the PBN and provide advice for cycling infrastructure through the Cycle Notes information sheet series.

Parks Victoria is the State Government authority for park management and are directly responsible for the management of Albert Park. This is an important relationship as the park serves as a main connection through the city, a large part of the Greenway and an excellent environment for learner cyclists.



## Monitoring & Review

**To ensure that the strategy delivers on its commitment, a series of monitoring and evaluation procedures/practices will be adopted. A major aspect of the communication plan, the review serves as a dialogue for the community, for the council to obtain feedback and develop an understanding of the impact of the initiatives.**

The five objectives will be measured through collected from a variety of channels. This will determine actual outcomes (vs target) for each of the key issue / program areas.

Response Area	Objective	Method of Collection
The Network	To develop at least 5% of the incomplete network per annum	Length of new routes designed and/or implemented
End of Trip Facilities	To observe at least a 5% increase in bicycles parked at key locations throughout the city per annum	Twice annual bicycle observations in key locations
Bicycle Facility Maintenance	To achieve an 85% customer satisfaction rate to requests lodged per annum	Complaint register On-line feedback <sup>1</sup>
Green Transport Plan	To increase organisational cycle usage by at least 5% per annum	Bicycle fleet usage (bookings) Special event participation Commuter travel survey (annual)
Increasing Ridership	To increase commuter, recreational and learner cycling usage by at least 5%per annum	School bicycle policy change TravelSmart data Twice annual counts on key routes (BV) Mode choice to Port Phillip presents events

<sup>1</sup> Port Phillip Online Surveys



## Appendices

### Visions and priorities from National Cycling Strategy

#### 4. Vision and Priorities from National Cycling Strategy

The Australian Bicycle Council has a vision of a nation in which, as a result of the actions contained in the National Bicycle Strategy, there is: *More cycling, to enhance the well being of all Australians*

The overarching priority areas that follow encompass the actions that will lead to this vision becoming a reality. (Priorities are not listed in order of importance, with each area being given equal emphasis within this Strategy).

#### 4.1 Priority 1 Improved Coordination Encourage coordination of activities relevant to increased cycling in the appropriate portfolios of Australian, state, territory and local government

To be successful, the National Cycling Strategy needs to be supported by a range of policies and programs implemented by all spheres of government in Australia. Activities to support cycling need to be integrated across transport, planning, sport and recreation, health, environment, tourism and education.

Actions in this priority area aim to improve integration and coordination across the different spheres of government.

#### 4.2 Priority 2 Integrated Planning Include cycling as an essential component in integrated transport and land use planning in all spheres of government

Significant increases in cycling will only come about when cycling is central to integrated transport and land use planning. This will ensure that a mix of land uses are created, and include bicycle-friendly networks, in a way that makes it easy to access different activities by bicycle. It will also ensure that cycling facilities are integrated with public transport networks, providing safe cycle routes to and secure bicycle parking at public transport interchanges.

#### 4.3 Priority 3 Infrastructure and Facilities Create infrastructure and facilities that support increased cycling

A goal of the National Cycling Strategy is to accelerate the provision of infrastructure and facilities for cycling. These include (for instance) cycling networks, end-of-trip facilities, signposting and maps that together will enable people to cycle. Australian, state, territory and local governments will play complementary roles in the creation of cycling infrastructure and facilities.

#### 4.4 Priority 4 Road Safety Enable and encourage safe cycling

Ensuring that cycle trips can be undertaken safely will help address any perception that the nature of the cycling environment is a barrier to increased cycling. Changing this perception is a matter of addressing both the physical form of road networks, and the attitudes of road users. Where cycling trips can substitute for and be undertaken more safely than motor vehicle trips, wider road safety goals will be achieved.

#### **4.5 Priority 5 Cycling Support and Promotion** **Provide leadership, and develop partnerships,** **to support and promote cycling in Australia**

As well as improved infrastructure, a commitment to increased cycling calls for underlying social conditions, policies and programs to be addressed. This will affect institutional arrangements, communications, technology and management systems, and community education (including events and promotion). In many cases it will be necessary to remove barriers to cycling (such as the lack of cycling skills and confidence) so that more Australians can cycle.

Australian, state, territory and local governments need to show leadership to raise the profile of cycling as a sustainable and active transport, recreation and tourism choice. They can foster a positive view of increased cycling and a consequent reduction in the growth in car use. Cycling is also an area where there is the potential for valuable partnerships within and across the bicycle industry, cycling non-government organisations and private businesses, including major employers.

#### **4.6 Priority 6 Increased Professional Capacity** **Develop the skills needed to undertake actions that will** **increase cycling**

Whether in primary schools, universities, government departments, bicycle shops or elsewhere, people equipped with an understanding of the benefits of cycling, and appropriate technical skills, will be needed to complete the actions listed under the first five strategies.

# Sustainable Transport

The City of Port Phillip's Sustainable Transport Unit aims to encourage residents, business people, council staff and visitors to exchange some of their vehicle trips for walking, cycling and public transport wherever possible.

## Four Principles of Sustainable Transport

### 01 Ensure Priority

The council will give preference to, and right of way to sustainable transport modes in terms of allocating time, space and facilities.

### 02 Increase Connections

The council will strive towards a more compact city where walking, cycling and public transport are interlinked, efficient, direct, attractive and competitive.

### 03 Improve Safety

The council will strive to provide conditions which encourage greater activity, and increase actual and perceived road and personal safety.

### 04 Raise Profile

The council will strive to raise the profile of walking, cycling and public transport and the benefits of these transport modes through the provision of information, facilities and active promotion, both internally and externally, to drive change in travel behaviour.



## Road User Hierarchy

In managing and developing a safe and well connected transport system, council will give priority to transport modes in the following order: walking, cycling, public transport, freight, multiple-occupancy vehicles and then single-occupancy vehicles.



## Annual Campaign

01 Walking 02 Cycling 03 Public Transport 04 Road User Safety and Service 05 Parking Policy



## Streets for Living

**Streets for Living challenges the common assumption that streets are for cars and that those cars have automatic priority in all streets. It ensures a more balanced approach to sharing road space and reclaiming streets as living open spaces.**

Port Phillip is different from the rest of Melbourne and contains many differences within its boundaries. Around 80,000 residents live and 75,000 people work within the city. In addition to this more than a million tourists visit annually.

The Streets for Living campaign aims to inspire and promote activity within the streets of Port Phillip as the benefits are well worth the effort.

- 01 Promoting environmental sustainability by reducing car dependence. Reducing the number (and to an extent the length) of trips by car helps address global problems, notably the greenhouse effect, and local concerns, especially air quality, noise and speeds.
- 02 Improving local amenity by reducing the volume of traffic on roads and cars parked in Port Phillip.

03 Improving economic efficiency by shifting travel to more efficient modes, whilst increasing the potential for greater use of local facilities.

04 Promoting social equity by making car ownership an option, rather than a necessity, for Port Phillip residents and visitors. Reducing the barriers created by higher vehicle volumes and speeds, will enable more activity and interaction on the street.

05 Improving health by promoting less car-dependent lifestyles (sedentary lifestyles are a major cause of rising obesity and associated problems such as early-onset diabetes).

Port Phillip residents have indicated that they want a reduction in the impact of the motor vehicle on their streets and lives.

Streets for Living is what we aim to achieve.

## Links

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### **VicRoads for Cyclists: Cycle Notes**

[www.vicroads.vic.gov.au](http://www.vicroads.vic.gov.au)  
Search for [cycle notes]

Cycle Notes is a series of information bulletins on design standards for cycling infrastructure, intended for engineers, planners and cycling enthusiasts. Cycle Notes provide guidance on topics not covered in the Austroads Guide to Engineering Practice, Part 14 Bicycle.

#### **Cycle Notes series:**

1. Bicycle Facility Design Guidelines
2. Bicycle Lanes
3. Shared Bicycle/Pedestrian Path Design
4. Clearway Bicycle Lanes
5. 'Head Start' Storage Areas at Intersections
6. Signing of Rural Training circuits
7. On-Road Arterial Bicycle Routes
8. Providing for Cyclists at Signalised Intersections
9. Creating On-Road Space for Cyclists
10. Shared Path Behavioural Signs
11. Directional Signing for Off-Road Paths
12. Design Standards for Bicycle Facilities
13. Wide Kerbside Lane Markings
14. Coloured Surface Treatments for Bicycle Lanes
15. Providing for Cyclists at Roundabouts

### **Australian Bicycle Council: Publications and Resources**

[www.abc.dotars.gov.au](http://www.abc.dotars.gov.au)  
Search for [resources]

#### **Copies of the following documents are available to download**

- Australia Cycling National Strategy
- Cycling Data and Indicator Guidelines
- Forecasting Demand for Bicycle Facilities
- Austroads Guide to Engineering Practice, Part 14 Bicycle
- Green Bicycle Lanes

### **Bicycle Victoria: Information & Local Government Toolkit**

[www.bv.com.au](http://www.bv.com.au)  
Search for [topics listed below]

#### **Topics**

- Overview of road rules
- Bike lanes and cars
- Footpath cycling
- Helmet laws
- Riding with lights
- Sharing paths
- Sharing the road
- Tram lanes and bikes
- Bicycle Victoria's vision for local government toolkit



## Glossary

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### **Advanced start line / Storage box / Holding box**

**Advanced start lines** - include a cyclist lane that is closer to the pedestrian crossing than the other traffic lanes at traffic lights.

**Storage box/Holding box** - positioned between the pedestrian crossing at the stop lines for motor vehicles they allow for numerous cyclists to wait at traffic lights in a visible position and allow for early take off.

### **Bicycle lantern**

Bicycle Lanterns are attached to traffic signals. The lanterns allow cyclists to proceed through the intersection prior to other motor vehicles.

### **Coloured surface treatment**

Green for Bicycles • Yellow for Pedestrians • Red for Buses

Green lanes highlight the presence of a bicycle lane where vehicles are likely to cross it turn and change lanes. The treatment is advisory only. Standard linemarking, pavement symbols and regulatory signage must always be used to define bicycle lanes and bicycle operating space.

For more information see VicRoads Cycle Notes No. 14

### **Commuter cyclists**

Commuter cyclists are experienced riders who are reasonably confident in traffic, value speed and directness with minimum delays and good road surface. They generally travel at speeds in the 20 to 30 km/hr range cycling medium length trips of around 5 to 10 kilometres. They understand the "rules of the road" and are comfortable riding on the road with traffic.

### **Designated bicycle network**

The designated bicycle network consists of formal routes from the Greenway and Speedway network. Formal routes include features such as designated paths, exclusive bicycle lane, wide kerbside lanes and shared bicycle/parking lanes.

### **Exclusive bicycle lane**

Marked with a solid, white line and a bicycle painted in the delimited area, commonly against the kerb or the edge of the road. They provide good visual separation from motor vehicle traffic.

### **Greenway**

Greenways are defined as off road paths, which are predominantly designed for lower speeds, catering for learners and recreational cyclists. The major benefit of a greenway is the increased level of safety due to separation from the roadway. The greenway provides less disruptions and a more visually aesthetic environment in which to cycle. Passing through parks, the foreshore and local attractions, the greenway is attractive to tourists and locals alike.

Greenways also include perimeter paths, which aren't explicitly part of the network as they're not routes. Perimeter paths are located in areas where learner cyclists can develop their skills in a non-threatening environment, without disrupting other cyclists.

### **Learner cyclists**

Learner cyclists are predominantly children and other riders with special needs. These riders are not familiar with road rules and should ride off road. While young children should only ride supervised, off road bike paths and safe neighbourhood streets give older children a way to go independently to school, parks or visit friends.

### **Local area traffic management**

Speed limits, traffic calming infrastructure and one-way streets can be used to reduce traffic volumes and speeds in local streets. Various areas of the city such as Middle Park, Elwood and Port Melbourne have local traffic management measures in place to reduce traffic volumes and speeds. A road carrying less than 3000 vehicles per day is considered low volume and not in need of a designated cycle route.

**Streets for Living** → Why just drive down your street when you can live in it

### **PBN (Principle Bicycle Network)**

The PBN is a network of arterial bicycle routes. Arterial bicycle routes usually provide cyclists with the most direct route between major destinations. These routes support longer more purposeful journeys and provide connections to other cycling routes. Routes on PBN are the basis of state and federal decisions for infrastructure funding. The PBN can be changed to respond to demand or historical changes to the network.

### **Punt service**

Westgate Punt offers a regular weekend river crossing service for cyclists and pedestrians. It's useful for cyclists riding along the Bay Trail between Williamstown and St Kilda. Ferries cross over as needed, between 10am and 5pm. The punt can be caught from the jetty opposite Scienceworks in Spotswood or from the landing in Westgate Park (under the Westgate Bridge).

### **Recommended bicycle network**

The recommended bicycle network consists of informal routes, which can include local area traffic management measures and route signage. They may also be included in information material such as bicycle maps. There are no physical features that distinguish a recommended route.

### **Recreational cyclists**

Recreational cyclists are a mix of adult and children who are less familiar with proper cycling behaviour and feel uncomfortable riding sharing the road with traffic or in narrow bike lanes. They usually cycle below 20 km/hr and predominantly take short trips of less than 5 kilometres. They value routes separate from high traffic volumes and speed.

### **Shared bicycle/parking lanes**

Shared bicycle parking lanes are marked with a solid white line adjacent to parking spaces and dotted lines for continuity through intersections.

### **Speedway**

Speedways are designed for commuters and training cyclists with the priority on getting them where they're going with minimal delays. Speedways are currently limited to on-road lanes, however there is a possibility of incorporating off-road facilities (also known as Second Generation paths) into the Speedway to improve rider safety. Speedways include exclusive bicycle lanes, shared bicycle/parking lanes and wide kerbside lanes. They are marked with paint and don't offer cyclists any physical separation from motor vehicles.

### **Training cyclists**

Training cyclists travel above 30 km/hr and are prepared to be assertive in claiming their road space. They value good road surfaces and minimum delays. They often travel long distances over 40 kilometres. The City of Port Phillip is a key destination and attracts training cyclists from beyond the municipality.

### **Wide kerbside lane**

Wide kerbside lane - is a normal traffic lane on the outside lane of the carriageway that is wide enough to accommodate both a traveling cyclist and a motor vehicle side by side. No paint is used other than traffic lane line.







**For further information, visit [www.portphillip.vic.gov.au/streets.html](http://www.portphillip.vic.gov.au/streets.html) or contact the Sustainable Transport Unit on +613 9209 6450**

This information is provided by the City of Port Phillip to inform residents about council services and responsibilities. For a translation of this information contact the council's interpreter service. For a translation in Cantonese call 9679 9810, for Greek call 9679 9811 for Polish call 9679 9812 for Russian call 9679 9813.

August 2005. **Design** Studio Binocular **Images** See4 Productions