Sydney Metro
Level 40, 680 George Street
SYDNEY NSW 2000

9th October 2025

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Dear Imogen and Jessica,

Re: Sydney Metro bike parking audit

Thank you so much for inviting Bicycle NSW and the Bicycle User Group representatives to the site visits for the bike parking audits.

The 4 bike parking sheds are an incredible step forward for multi-modal travel in Sydney. Although there are things to improve, it is very clear that well-designed and well-located bike parking is popular. The new facilities demonstrate Transport for NSW's strong commitment to providing better transport options for the people of NSW. Secure bike parking, alongside good share bike availability, is critical to improving access to Metro stations and maximising the Metro's catchment.

We appreciate the Metro's investment in the audit, and including bike riders who really want these sheds to reach their full potential.

The Bicycle NSW feedback is structured as follows:

- Feedback common to all facilities with short- and long-term recommendations
- Feedback on Crows Nest and Victoria Cross stations with short- and long-term recommendations
- Recommendations for future planning

Bicycle NSW wrote an article in May, **Bike, park and ride on Sydney Metro**, which highlighted the good and the bad of each Metro City facility.

This commentary is included here to ensure it is noted as part of our official feedback. The site visits threw up some additional comments that are set out in this letter. Of course, please also include the verbal feedback in the Sydney Metro report.

There are no comments specific to Waterloo and Sydenham in this letter. Bicycle NSW did not attend the second day of site visits. The sheds are reviewed in the article and detailed feedback has been sent by BIKEast and City of Sydney.

A huge thanks to Yvonne and Tegan, and to Tony of Bike North who wrote extremely useful notes about Crows Nest. Bicycle NSW supports and aligns with these submissions.

Feedback common to all facilities:

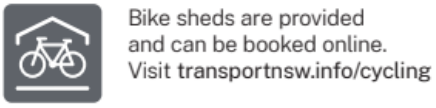
- **Every facility is different and passenger don't know what to expect**. There is no consistency in door function, rack design, security, location or wayfinding. This is because every station had a different contractor who was free to work within poorly defined guidelines.

- **There has been a focus on quantity over quality.** Although it is necessary to future proof the sheds, it would be better to start with fewer of the accessible and popular floor-mounted racks. Once patronage has grown, more space efficient options can be considered – in consultation with the users.
- **Designers have assumed that all bike commuters will be using lightweight road bikes.** The bike sheds are largely planned for the existing confident and physically-able riders, not the future or desired cohort - for example, families using cargo bikes.
- **There was no proper engagement during design and construction** with bicycle user advocacy organisations like Bike North, BIKEast and Bicycle NSW. By the time we learnt what was planned, it was too late to influence the outcomes.
- **The facilities do not comply with the Transport for NSW standard for bicycle parking.** This has recently been updated, and the new facilities do not all meet the earlier version of the standard.
- It is disappointing that **the CBD stations do not have secure, undercover bike parking**. In particular, Central Station has gone through many rounds of refurbishment, expansion and modernisation – and still there is no secure bike parking for train and metro passengers. This is despite years of requests and advocacy from the bike community.

Additional points raised during the site visits:

- **Wayfinding and signage are very poor.** Station precinct maps and metro signage do not show bike parking or cycleways. There is a missed opportunity to inform the community and encourage cycling to and from stations.
- **Well-located Class C racks are very popular**. It is evident that bike riders prefer to leave their bikes in visible areas with high pedestrian activity and good natural surveillance.
- **Share bike parking is chaotic at Metro stations.** The bikes often occupy the public bike racks even though they have integral stands and do not need to be locked to anything. Transport for NSW and the councils have begun to trial solutions but much more needs to be done to ensure that share bikes meet their potential for last-mile trips and develop a strong social licence
- **There is missing or incorrect information around how to access bike parking.** It is not clear how to use and register an Opal card, how long the process takes, how and where to buy an Opal card (noting that many people no longer have one), or that the sheds are free to use.

For example, this inaccurate note is on the Victoria Cross station guide map:



Recommendations common to all facilities:

Short term

- **Improve wayfinding:**
  - Review the precinct plans to ensure that clear information about walking and cycling is included. Add local cycling infrastructure and bike parking, both the Metro facilities and other options in the locality.
  - As suggested on site, switch the colour scheme, making footpaths, laneways and plazas white and the road grey so that the roads recede and space for walking is visually prioritised.
  - Don't cover up important sections of the precinct plan with the enlarged station map inset.
  - Ensure that councils, bicycle user groups and pedestrian and disability advocacy groups review the maps prior to printing and uploading.

- Have a printed version available as leaflets to highlight multi-modal options and encourage behaviour change.
- Add physical signage to point users to the entrance of the shed and external hoops.

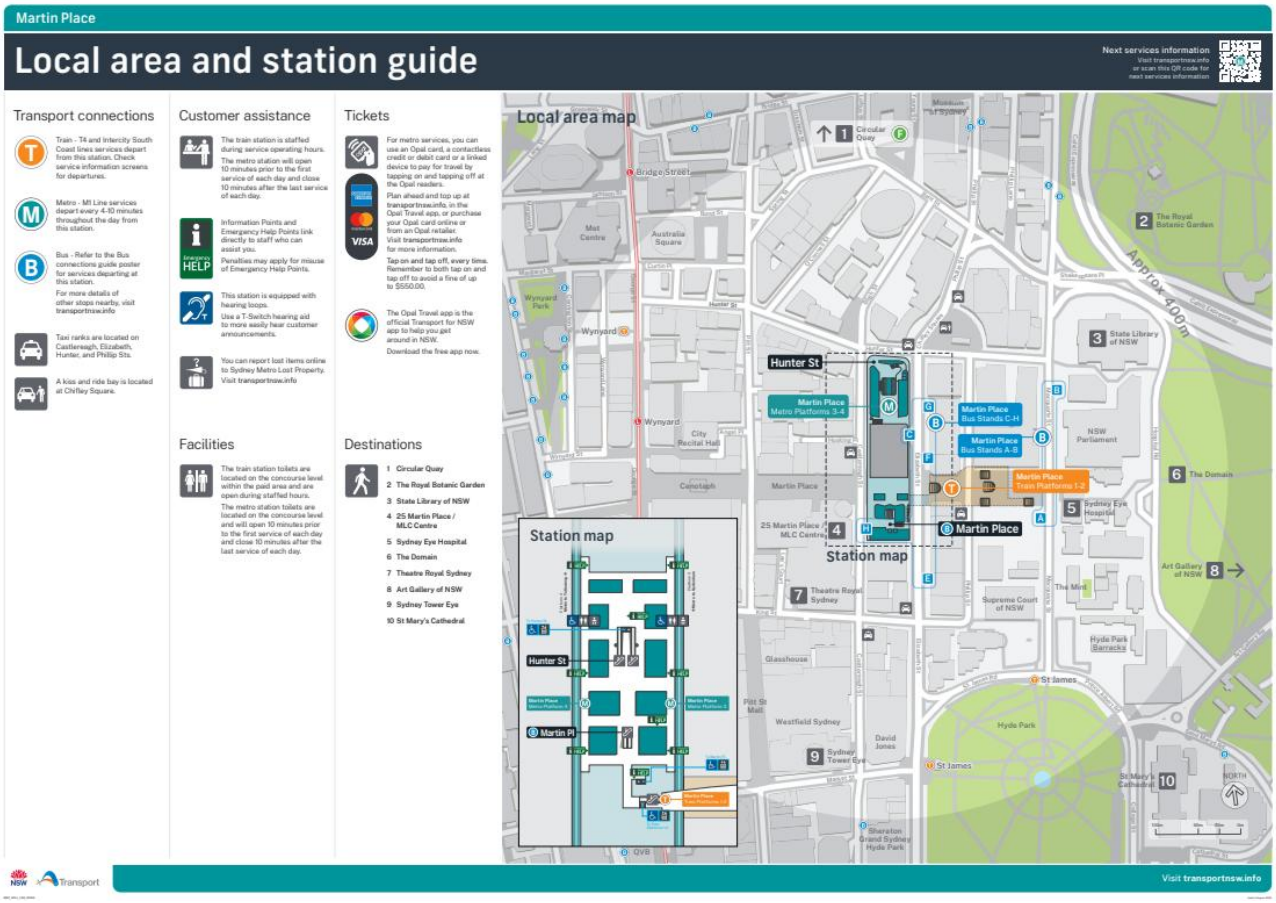


Figure 1: The Martin Place maps miss a lot of important information for people navigating the area on foot and by bike (Image: TfNSW)

- **Clarify the access to the bike shed**

  - Add a QR code to register an Opal card to signs at the entrance of the bike sheds and on wayfinding maps at each station.
  - Review TfNSW advice about registration timeframes. Access is now provided within 5 minutes.
  - Provide nearby locations where an Opal card can be purchased.

- **Provide additional space for share bike parking at all Metro stations**

  - Reallocate taxi, no stopping or kiss-and-ride zones for on-street share bike parking
  - Ensure the spaces are where customers want and need them. Observe current usage patterns to inform parking bay locations. Don't make decisions based on what is convenient for cars, or tuck bikes away out of sight.
  - Use clear and consistent markings that are easy to maintain. City of Sydney, Waverley and North Sydney have all begun to use similar markings. Our article **Councils tackling share bike parking** has more information.
  - Avoid impacting any pedestrian space
  - Negotiate with share bike companies to geofence the agreed on-street bike parking locations.

Longer term

- **Develop well-located secure bike parking at all stations**

We recognise that this is challenging in constrained environment where real estate is very valuable. But bike parking is essential for maximising the use of the Metro and ensuring it is properly integrated into Sydney's transport network.

Transport for NSW should think outside the box. Find opportunities within neighbouring developments, whether existing or planned. Look at creating an area for storing the bikes of Transport for NSW customers in existing or future commercial car parks. Work with councils to identify spaces withing public realm upgrades.

Feedback on Crows Nest:

- Crows Nest was least functional of the bike sheds we reviewed.
- The bike shed is in a secondary building on the Pacific Highway. It is 140m, a busy road crossing and a steep hill away from the entrance to the metro at the corner of Hume and Clarke Street.
- That's if you can find the bike room. Wayfinding is non-existent.
- The door is very heavy and manual. It is difficult to manoeuvre a bike into the shed particularly an e-bike with panniers or a child onboard.
- The racks are all double stacker or vertical hangers. The verticals and the top level of the stackers only suit fit riders with light bikes.
- Heavy bikes can go in the bottom level of the double stackers. If there are any spots free – these are of course the most popular spots. But these don't accommodate thick tires, and there are limited options for securing the bike to the rack.
- There is no shared path on the Pacific Highway between the Hume St bicycle path and the bike room, so riders officially need to dismount and walk 50m up the hill with a gradient >5%.
- There is no kerb ramp near the bike shed door for riders approaching on the Pacific Highway kerb lane.

Additional points raised during the site visits:

- The shed is not being used as intended by day commuters. Only 4 bikes were parked on audit day and these were all food delivery bikes. This is actually a good use of the shed, providing a semi-secure option for overnight parking (noting that charging is no longer possible). It helps riders who have no space at home to store bikes, and others who ride the metro to start shifts without needing to squeeze a bike on crowded trains.
- The shed was clean and well-maintained
- The double stacker and vertical bike racks are not bolted down securely and could be removed.
- It was difficult to use the top level racks – they are very stiff and there are no instructions.
- E-bikes which do fit the bottom rack often have small wheels and the design of the rack means that disc brakes get trapped and damaged.
- Passive surveillance is not good. The windows are large but tinted. Very few pedestrians use this part of the Pacific Highway as it is very hostile and parallel Clarke Street is a much nicer route to the Crow Nest town centre and other useful destinations.

- Most of the bikes observed being ridden in the precinct were e-cargo bike, share bikes, food delivery bikes and other e-bikes. These are clearly the bike the shed needs to accommodate.
- Some of the rings on the bollards outside are very hard to attach bikes to due to the geometry of the bollards
- There are a ridiculous number of these very large HVM bollards – they are ugly and complicate pedestrian movements. The close spacing of the bollards also makes it difficult for cargo bike users carrying children to access the station and bike parking shed
- The high usage of the bike racks directly outside the station show the clear demand for well-located floor-mounted hoops in areas with high pedestrian traffic and good surveillance. Even expensive cargo bikes prefer this area over the shed.
- There is welcome share bike parking on the Pacific Highway but not at the much more popular eastern exit where there are more useful destination and much safer streets to ride on.

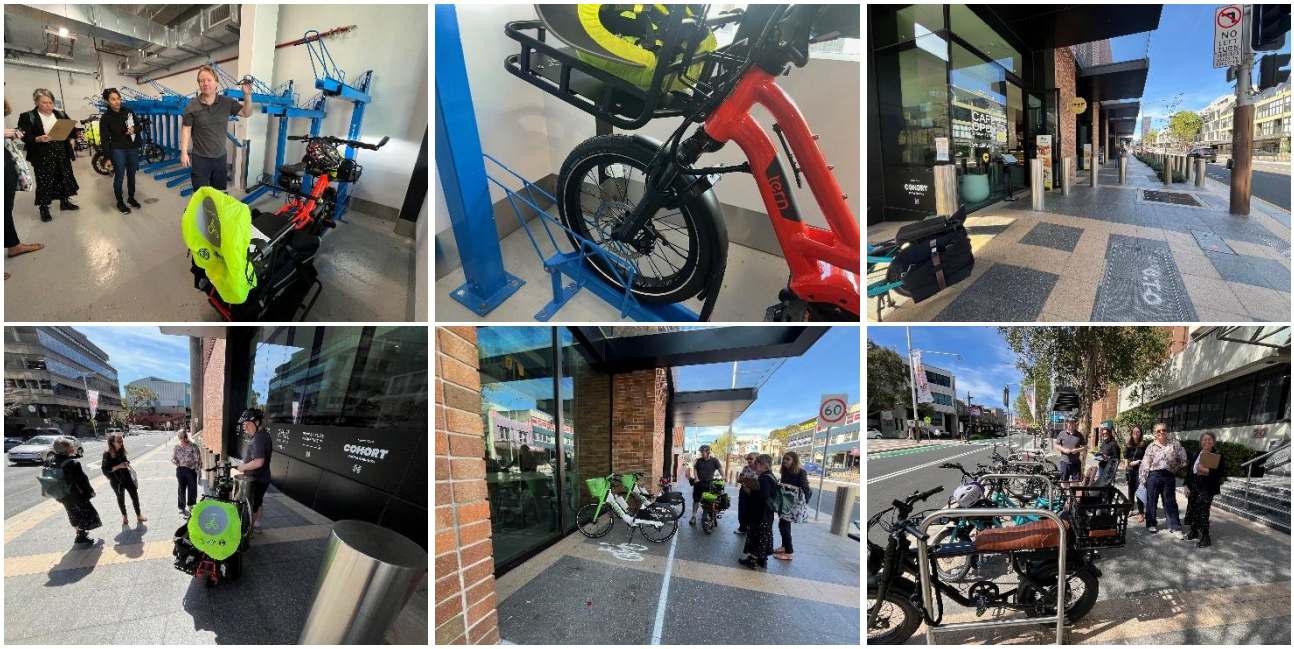


Figure 2: Photos from the Crows Nest site visit. From left to right - the double stacker racks have a very stiff top tier and no instructions about usage; the thin metal bars damage the disc braked of smaller-wheeled bikes; the sea of bollards in the precinct; some of the bollards have rings that could be used for bikes but the geometry makes this hard; the share bike parkig area on the Pacific Highway, the full Class C racks on Clarke Street (Images: Bicycle NSW)

Recommendations for Crows Nest:

Short term

- Replace the bike shed door with a sensor/button based automatic sliding door as at Victoria Cross
- Facilitate *legal, safe and convenient* access to the bike shed by bike, without dismounting:
  - Classify the wide footpath between Hume St and the bike shed as a shared path
  - Remove some of the large bollards that restrict access for larger bikes onto this shared path between Hume St and the bike shed
  - Classify the wide footpath on the northern intersection of Hume and Pacific Hwy as a shared path area so bikes can legally ride up to access the crossing

  - Install bike lanterns to cross Hume St and move the crossing button so that it is accessible for riders who have just crossed the Pacific Hwy from Nicholson St -> Hume St.
  - Remove the car parking along the Pacific Hwy from Hume St south to the bike shed so confident rider can approach safely on the road all day
  - Remove the large bollards adjacent to the bike shed along the Pacific Hwy and add a kerb ramp to allow cyclists to access the bike shed from Pacific Hwy.
  - Remove the 'Bike Lane' sign from Hume St eastbound so that cyclists can legally use the right turn lane to turn right onto the Pacific Hwy.
- Remove one row of the vertical racks and replace with floor-mounted hoops. The vertical racks can be stored until demand increases, or deployed elsewhere.
- Add instructions for using the upper of the double stackers.
- Increase the number of outdoor hoops available near the Clarke Street entrance and add more share bike parking bays. Consider removing some of the car parking spaces to make space without impacting the pedestrian realm.
- Improve signage, wayfinding and Opal information as discussed above

Longer term

- Construct a new bike shed in a more convenient and accessible location

The bike shed is in the wrong place. It's too far from the metro entrance. There will always be limited non-traffic on the car traffic on the highway and will always have poor passive security making it unattractive to women and less able riders in particular.

We urge TfNSW to identify opportunities to relocate the shed to another site closer to the Clarke Street entrance. Liaise with developers of the TOD buildings around Clarke Lane. Work with North Sydney Council to grab any upcoming opportunities to integrate secure and open bike parking in council projects – for instance, the existing Kelly's Place childcare centre and associated plaza is due to be redeveloped. The existing Pacific Highway bike shed could then be reallocated to another use.

Feedback on Victoria Cross:

- Victoria Cross is much better but there are still some accessibility issues.
- The bike room is integrated into the northern station building just a few meters from the station entrance. However, it is down a very steep hill, a barrier for some riders.
- The interior of the bike shed is very visible and open with a glazed wall to McLaren St.
- The door opens and closes automatically, making it easy to manoeuvre bikes in and out.
- There is a mix of vertical hanging racks (111 or 69%) and floor-mounted asymmetrical hoops (49 or 31%) which suit most bikes. Of course, these horizontal hoops are the first to fill up each morning.
- There is no official shared path on McLaren St, and no kerb ramps to allow access from the road. Riders have to dismount and walk down the steep hill, difficult for less able riders or those with heavy bikes.

Additional points raised during the site visits:

- There is still no take-up of the vertical hanging racks. Everyone prefers the floor mounted ones.

- The bike symbols on the glazing is large and visible. However, there are no signs around the precinct to direct riders here.
- The pedestrian crossing of Miller St to reach the northern station entrance is very congested and many pedestrians cut across at an angle. This makes difficult for bike riders leaving the bike parking to turn north onto Miller St.

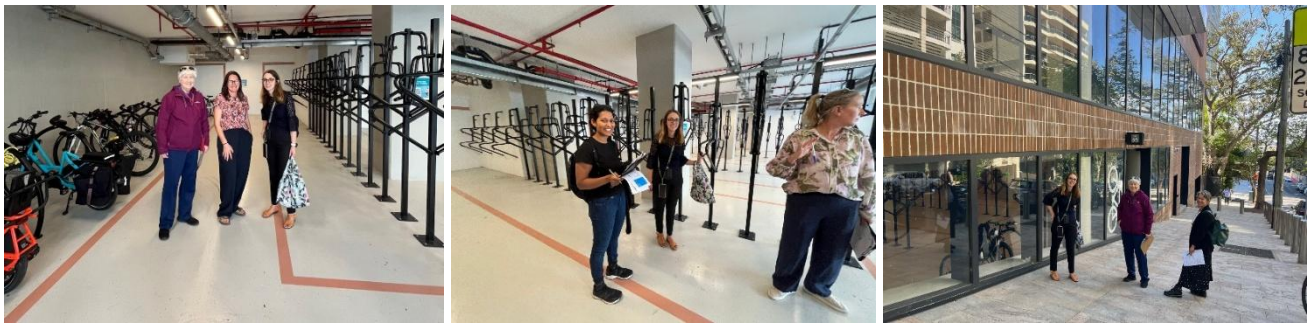


Figure 3: Photos from the Victoria Cross site visit. The floor racks are full but no-one is using the vertical racks (Images: Bicycle NSW)

Recommendations for Victoria Cross:

Short term

- Set back the stop line for vehicles the Miller/McLaren signalised intersection to create more space for pedestrians and bike riders.
- Add a kerb ramp on McLaren by the bike parking entrance, and adjust the bollards as needed, so riders approaching on the road can reach the door without dismounting.
- Classify the wide footpath on the north side of McLaren St, between Miller St and the future laneway to Elliot Street, as a shared path.
- Remove one row of the vertical racks and replace with more floor mounted hoops. The vertical racks can be stored until demand increases, or deployed elsewhere.
- Although the sliding door is excellent, it would be helpful to add a card reader on the other side of the door so riders can reach it easily whether they approach from uphill or down.
- Improve signage, wayfinding and Opal information as discussed above.

Longer term

There is no new bike infrastructure connecting to the station. However, it is only one block south of the Ridge St cycleway and connections north, via West St, and east, via St Leonards Park or the Ridge Street Bridge. Fixing up this gap must be a key priority for Transport for NSW and North Sydney Council.

It is encouraging to learn about the shared laneway that will be created by the development just east of the station. Well-located mid-block raised crossings will be required on Ridge and McLaren to ensure this laneway fills a missing link in North Sydney bike network.

What happens next?

Bicycle NSW looks forward to receiving Sydney Metro's audit report with data, observations and recommendations for adjusting the bike parking and the surrounding infrastructure to properly connect each bike shed to the local bike network and improve accessibility.

We hope there will be a timeframe and budget for making changes.

Of course, the really critical issue is that outcomes of the review feed into future contracts to ensure that best-practice bike parking is the norm.

It is essential to ensure that the mistakes made to date are not repeated. The next batch of Sydney Metro stations must have excellent bike parking that suits all bicycle riders using all types of bikes.

It is therefore frustrating that only projects initiated after 2024 will have to comply with the updated standard new standard for Bicycle Parking at Stations, Mass Transit Stops and Ferry Wharves. Projects underway will adhere to the requirements of the 2018 Bicycle Parking Facilities Standard.

Because of this loophole, secure bike sheds are only planned for **3 out of 10** new or upgraded stations on the Sydenham to Bankstown section of the City and Southwest line. These will be at Bankstown, Campsie and Marrickville.

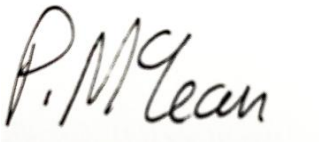
This is not adequate to meet current or future passenger needs. Or to kick start a multi-modal revolution in southwest Sydney.

Recommendations for future planning

- Secure, undercover, well-located and accessible bike sheds must be a key element of all Metro station precincts.
- Transport for NSW must consult closely with Bicycle User Groups when planning and specifying the bike parking at each station
- Passive surveillance is a central issue for the design phase to ensure that bike parking facilities – both Class B sheds and Class C racks - are located in well-lit spaces with clear sight lines. Both personal and property safety must be considered.
- Ensure that at least 50% of bike racks in any new bike shed are static horizontal hoops. This provision meets the benchmark set out in the new standard for Bicycle Parking at Stations, Mass Transit Stops and Ferry Wharves.
- Ensure that contractors and design teams are working to consistent guidelines so that all bicycle parking facilities meet best-practice standards for door function, rack design, security, location and wayfinding.
- Precinct planning must develop a network of safe walking and cycling paths, including road crossings, within the walking catchment of the station. And these plans must be adhered to!

Bicycle NSW looks forward to contributing to the planning of the Metro West bike sheds.

Yours sincerely,



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Bicycle NSW has been the peak bicycle advocacy group in NSW for nearly 50 years, and has more than 35 affiliated local Bicycle User Groups. Our mission is to 'create a better environment for all bicycle riders', and we support improvements to facilities for pedestrians and cyclists. Bike riding provides a healthy, congestion-reducing, low-carbon form of travel that is quiet, efficient and attractive for all ages with the correct infrastructure design.

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