

Bike Parking Audit

Sydney Metro Chatswood to
Sydenham: Planning Condition E98

February 2026

sydneymetro.info



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Definitions

Term	Definition
Bike parking rack	A type of bike parking device as defined in AS2890.3 (2015) – a construction made of high security material designed to provide stability to bikes placed in or against the device. At Sydney Metro facilities, this includes hoops, vertical racks and multi-tier racks.
Class A bike parking	An individual locker with a high security locking mechanism. Sydney Metro does not include any Class A bike parking. Consistent with Bike parking facilities Security-level specified in AS2890.3 (2015)
Class B bike parking	Also referred to as “Bike shed” – a secure room or structure, protected from the weather, containing bike parking racks that allow users to lock the bike frame and both wheels. Consistent with Bike parking facilities Security-level specified in AS2890.3 (2015)
Class C bike parking	Also referred to as “Precinct bike parking” – a bike parking rack that is publicly accessible and located within a Metro station precinct but not within a bike shed. Consistent with Bike parking facilities Security-level specified in AS2890.3 (2015)
EACS	Electronic Access Control System (EACS)
Formally parked bike	A bike that is locked and positioned in a bike parking rack in the intended manner
Hoop	A static horizontal bike storage device that permits up to 2 bikes to be secured on each side of the device.
Informally parked bike	A bike that is positioned in a location that is not designated for bike parking
Interchange Access Plans	Sydney Metro Interchange Access Plans (IAPs) were developed in accordance with Condition E94 and can be found on the Sydney Metro website. The documents identify how the different interchange modes access the station.
MTS	Metro Trains Sydney (MTS) - the operator of the Sydney Metro M1 line
Multi-tier rack	A device that can store two bikes horizontally concurrently, where one bike is lifted above the other.
Non-standard bike	A bike which does not meet the typical dimensions or mass of a standard bike. Refer to Australian Standard AS 1927:1998. Examples of non-standard bikes are E-Bikes, cargo bikes, bikes with reclining seats and bikes with trailers attached and a bike that is considered an e-mobility device. This does NOT include shared devices (see definition below).
OSD	Over-Station Development
Passive surveillance	A situation where passing pedestrians and station patrons can view the inside and operation of the bike shed and integrated station facility as a secondary part of their trip. It is a layout that permits an informal observation such as walking past on the way to the station entry.
Shared bike	Bikes, typically electric, that are provided by private companies who make them available for people to hire in public spaces.

Shared device parking area	A formally demarcated area which may include geofencing restrictions to control the parking of shared devices (such as bikes) within the station precinct. The area should be designed according to the latest TfNSW guidelines and may include a painted area or decal on the pavement.
Southwest Link	The T3 Bankstown Line between Sydenham and Bankstown was closed in September 2024 to enable the final conversion of the rail line to metro standards. Free bus services, known as Southwest Link, have replaced trains between Sydenham and Bankstown and will continue for the entire conversion period.
Standard bike	A bike of typical dimensions based on the most common types of bike used for commuting and recreational purposes. Refer to AS 2890.3:2015.
Station Design and Precinct Plan	Sydney Metro Station Design and Precinct Plans (SDPPs) were developed in accordance with Condition E101 and can be found on the Sydney Metro website. The document guides the design of the permanent built surface works and landscaping associated with the project.
SWATL	The Southwest Active Transport Link (SWATL) is a new continuous pedestrian and cycling link along the Southwest Metro corridor between Sydenham Station and Bankstown Station
TOD	The NSW Government Transit Oriented Development (TOD) Program. The TOD Program was announced in December 2023 and included eight (8) priority high growth areas for accelerated rezoning. Rezoning around these transport hubs will create capacity for nearly 60,000 new homes over 15 years, within walking distance of these key stations.
Vertical cradle	A standalone bike storage device that permits a bike to be secured vertically.
Vertical wall mount	A standalone bike storage device that permits a bike to be secured vertically. The device is connected to a wall.
Wayfinding	All measures and devices to provide bike rider guidance to navigate to and from a station, interchange bike parking and key destinations in a precinct. The wayfinding is based on the Sydney Metro Wayfinding Strategy developed by TfNSW.

1. Context

1.1. Purpose

This report provides a framework to address the Chatswood to Sydenham Critical State Significant Infrastructure Condition of Approval E98, which is as follows:

The Proponent must undertake an audit of bicycle patronage at stations and end-of-trip facility adequacy 12 and 36 months following commencement of operation of the project to ensure the level of bike parking and end-of-trip facilities available are adequate in terms of both quantity and quality. The audit must be undertaken with the Relevant Council(s), RMS¹, Bicycle NSW and relevant local bike user groups.

1.2. Chatswood to Sydenham bike parking

Cycling is an important access mode to Sydney Metro stations – cycling along with walking is at the top of the Transport for NSW modal hierarchy (including Sydney Metro adaptations of this hierarchy) as they are the most sustainable, cost-effective, equitable and accessible modes of transport. Sydney Metro delivered new bike parking at all stations from Crows Nest to Sydenham (City section of the M1 Line) across eight (8) stations, as shown in Figure 1-1. The bike parking location at each station are shown in the Interchange Access Plans and Station Design Precinct Plans for each station.

The bike parking quantum assessed as part of the audit includes additional bike parking at Sydenham delivered post opening (20 Class B and 40 Class C) as shown in Figure 1-1.

¹ The Road and Maritime Services (RMS) agency was dissolved in 2019, DPHI endorsed that consultation with the Transport for NSW Active Transport team would meet this condition.

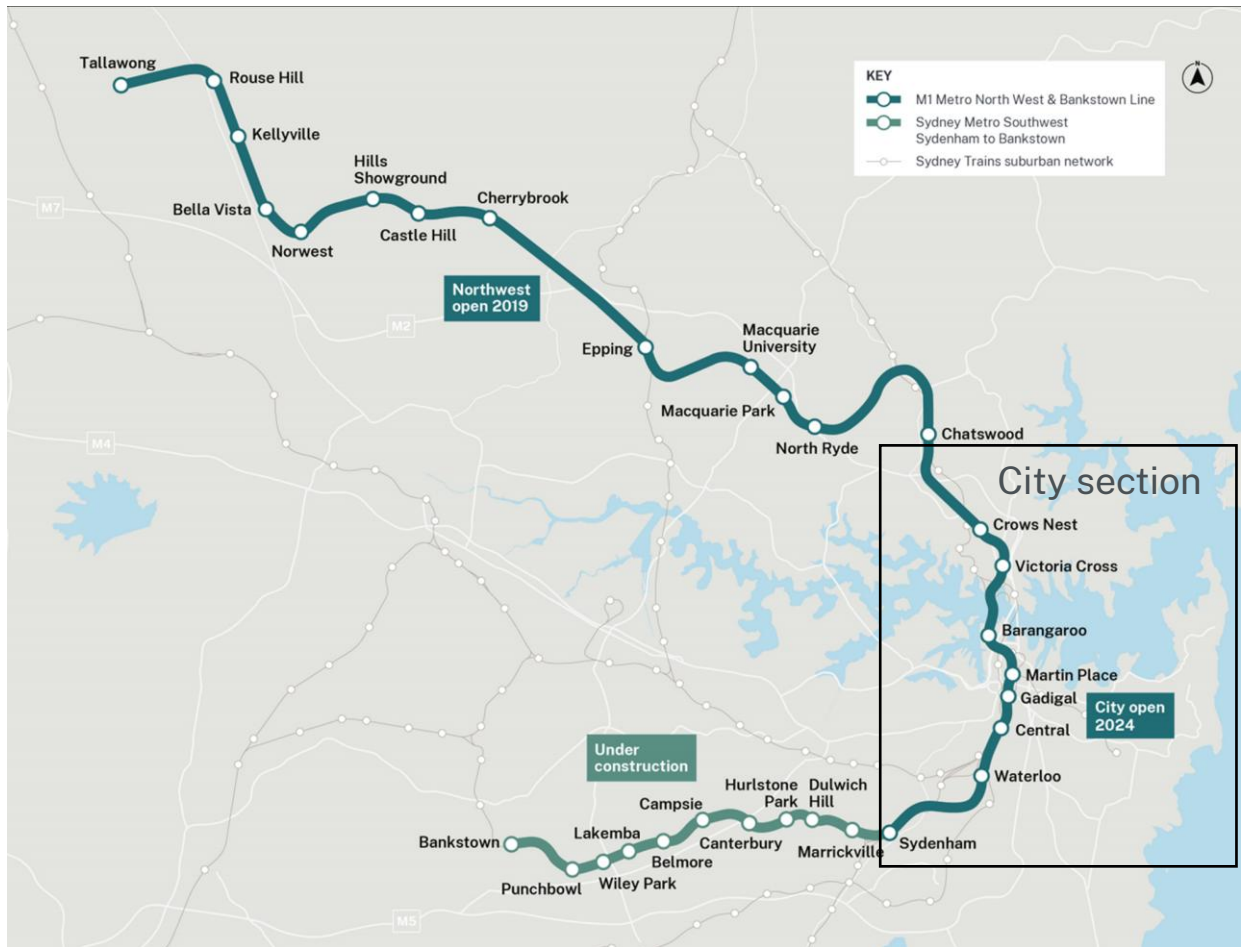


Figure 1-1: Sydney Metro M1 network (showing City section opened in 2024)

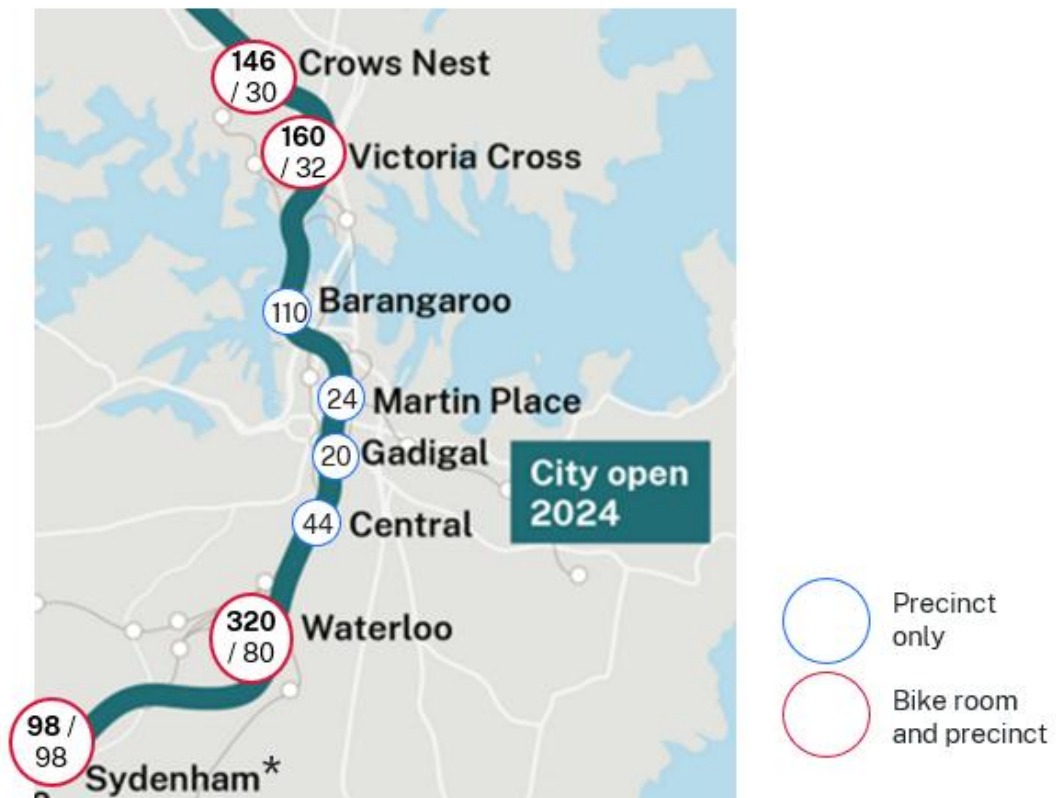


Figure 1-2: Sydney Metro City bike parking quantum assessed as part of the audit

2. Methodology

2.1. Scope

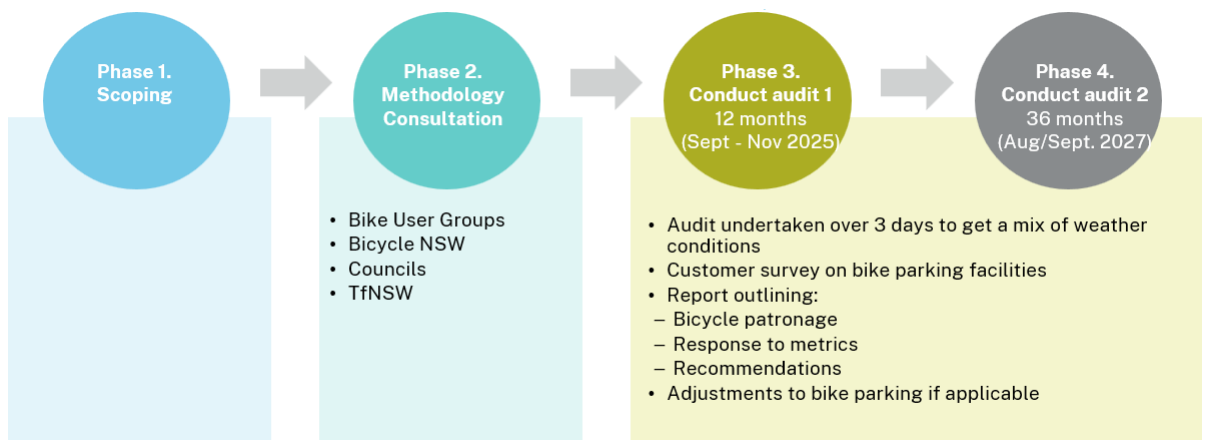
The scope of the Sydney Metro Bike Parking Audit (“the audit”) includes all eight stations along the City alignment from Crows Nest to Sydenham. The audit includes:

- Bike parking being delivered by Sydney Metro, as included in the Station Interchange Access Plans
- Existing bike parking within the bounds of the identified precinct for each station (including informally parked bikes)
- Customers boarding / alighting Sydney Metro with a bike
- Customer owned bikes and shared bikes
- Scooters and any other type of vehicle parked within a bike parking location

Not assessed and out of scope of this audit is:

- Over Station Development (OSD) bike parking and infrastructure
- Bike network beyond immediate access to/from the interchange

2.2. Approach



The audit is based on:

- Stakeholder audit conducted in-person to assess the quantity and conditions of the bike parking. This occurred in late September, following feedback from stakeholders that the audit should not occur in winter when cycling patronage is lower
- Customer feedback received via QR code survey and TfNSW website
- Questionnaire – a link provided to customers to an online survey
- Bike parking patronage data through Opal Data
- Sydney Metro operator feedback on customer complaints
- Supplementary internal team site visits to capture quality and quantity of the bike parking, including after dark

2.3. Stakeholder engagement

As part of the audit consultation, Sydney Metro received and responded to 33 pieces of individual feedback with relevant feedback incorporated into the methodology. A stakeholder audit occurred in-person over two days in September across the eight stations.

Key stakeholders involved in the consultation and audit process include representatives from:

- Sydney Metro – Customer Experience, Planning Approvals, Station Implementation Group
- Transport for NSW (TfNSW) – Active Transport, Urban Policy teams
- Councils – North Sydney Council, City of Sydney, Inner West Council
- Bicycle NSW
- Local Bicycle User Groups (BUGs) – Bike Marrickville, Bike North, Bike East

Stakeholders provided further feedback following the stakeholder site visits regarding improvements to the bike parking facilities (included in Appendix C – Stakeholder Feedback). This feedback was considered in the bike parking assessment against a set of metrics identified in Table 2-1.

2.4. Bike parking audit framework

The bike parking audit framework was initially developed based on bike parking principles in the TfNSW Cycleway Toolbox. The framework went through consultation as shown in Section 2.2 Approach and was refined based on feedback from stakeholders. The metrics that were measured and assessed as part of the audit are shown in Table 2-1. To inform whether improvements are needed, adequacy thresholds have been identified for the metrics.

Table 2-1: Bike parking audit framework

	Metric	Adequate benchmark
Quantity	Utilisation: including informally parked bikes and shared bikes	<ul style="list-style-type: none"> • >20% availability • Minimum 5% bike parking for non-standard bikes • Maximum 5% informally parked bikes in precinct • Shared bikes within shared device parking areas/not obstructing station access paths
	Damage and vandalism: cleanliness, graffiti, condition	<ul style="list-style-type: none"> • Minimal bike parking wear and tear, graffiti and etching, and litter.
Quality	Safety: CCTV, lighting, passive surveillance, entrapment, bike theft	<ul style="list-style-type: none"> • Partial / full CCTV coverage • Adequate lighting at all times of day • The location enables passive surveillance • Customers can exit bike sheds with a manual release door or fire egress route • Facilities discourage bike theft
	Access: door including proximity to Opal card reader, wayfinding, usability of bike racks, kerb ramps and no obstacles within the path accessing the bike shed.	<ul style="list-style-type: none"> • Door configuration including proximity to Opal card reader supports access • Wayfinding is clear • Kerb ramps and no obstacles within the path accessing the bike shed
	Awareness: of bike parking facilities and how to use bike parking racks	<ul style="list-style-type: none"> • Feedback from customers indicate they are generally aware of the bike parking facilities and how to use the bike parking. • MTS staff at stations are aware of how to access the bike sheds and how to use the bike racks (where applicable).

3. Audit Results

3.1. Overall results and key insights

This section presents key insights observed as part of the audit. The detailed assessment against quantitative and qualitative metrics is included, with images from the audit included in Appendix A –Audit Results and Appendix B –Audit Images respectively. A summary of stakeholder feedback provided as part of the audit is included in Appendix C –Stakeholder Feedback.

3.2. Bike patronage and utilisation

Bike shed (Class B)

Bike shed usage increased across most locations between September 2024 and September 2025, with Sydenham Northern Plaza showing the highest demand, peaking at 54 in March 2025. Waterloo maintained moderate usage, while Victoria Cross grew steadily. Crows Nest and Sydenham Southern Plaza remained low throughout. Mid-year dips across the stations indicates impacts of the cooler winter months on bike patronage.

These graphs approximate bike shed usage based on a data record of Opal card taps at the bike shed door and as such, the following caveats and assumptions apply:

- The first tap of a unique Opal card is assigned to an entry and a secondary tap is assumed to be an exit.
- If customers did not tap their card (for example, as the door was left open or they tail-gated someone into the bike shed), this usage is not captured.
- The data assumes that the bike shed is empty at 12am, hence the bike sheds may be fuller than what is identified in these graphs due to customers leaving their bike in the bike shed over multiple days.

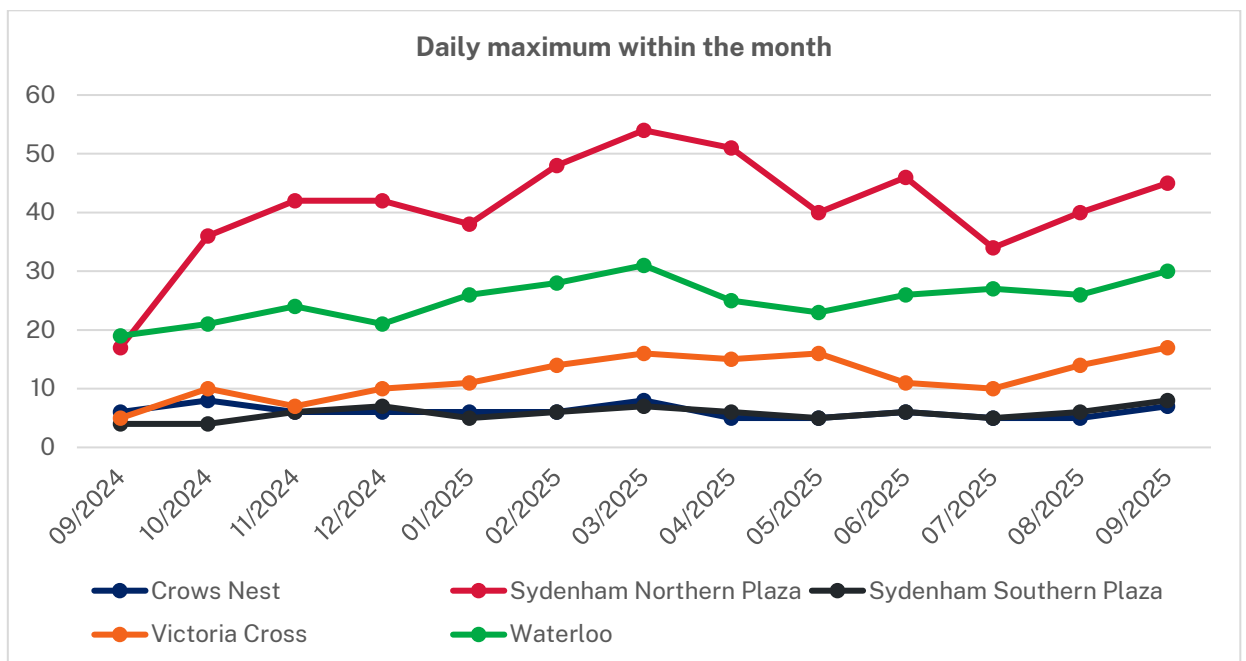


Figure 3-1 Bike shed monthly maximum usage (source Opal bike shed access data)

Across the month of March in 2025, on average Tuesdays to Thursdays are the busiest days of the week with minimal usage over weekends.

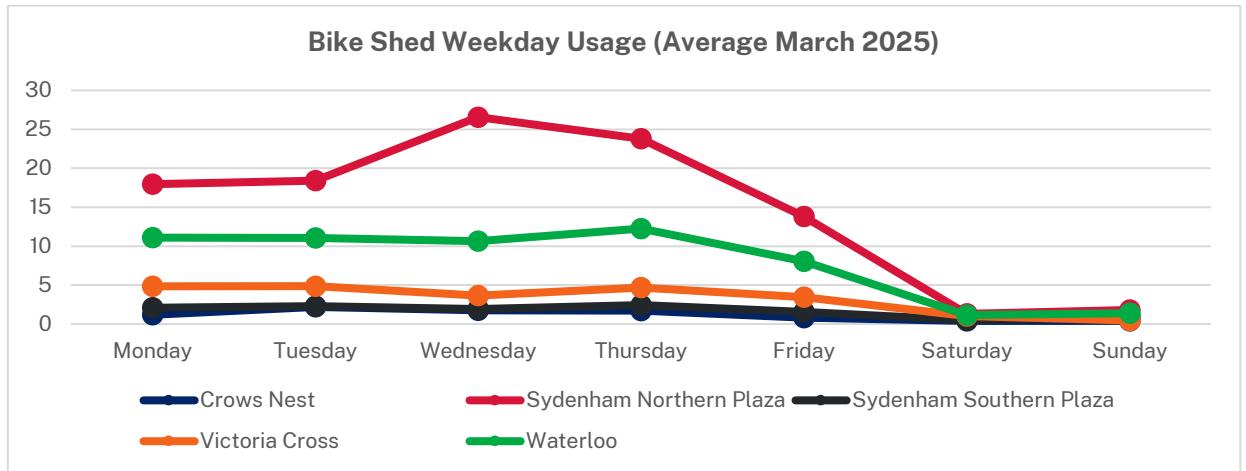


Figure 3-2 Bike shed Tuesday to Thursday weekday average usage (source Opal bike shed access data)

Across the day there is a sharp peak in usage to around mid-day with usage declining steadily after 4:00 PM.

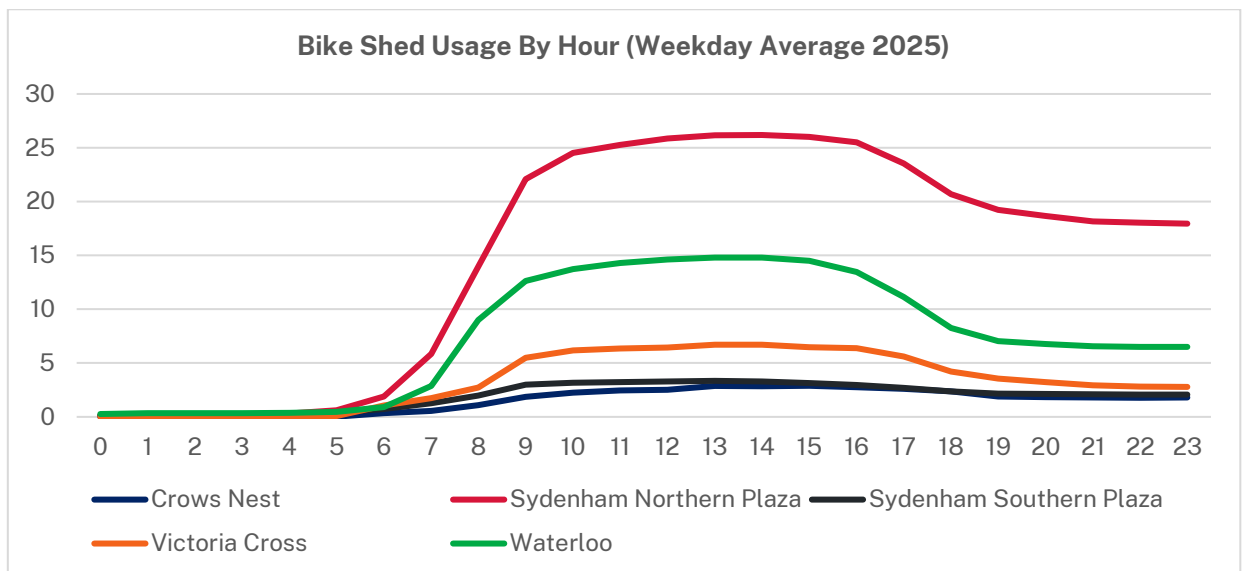


Figure 3-3 Weekday average usage by hour (source Opal bike shed access data)

Precinct bike parking (Class C)

Precinct bike parking is provided at each of the eight City stations. Utilisation was recorded as highest at Sydenham with an average of 47% of the 98 spaces utilised followed by Waterloo at 32% (74 spaces). Utilisation was consistent across most of the CBD stations, including Martin Place (25%), Gadigal (23%) and Central (20%). Like bike shed parking, the stations north of the harbour had relatively lower utilisation at 15% for Victoria Cross and 9% for Crows Nest, reflecting lower mode share for cycling trips in this area. The lowest utilisation of precinct bike parking was recorded at Barangaroo (5%), however this station has the most spaces (110) and second highest number of shared bikes, with both factors likely contributing to lower utilisation for private bikes.

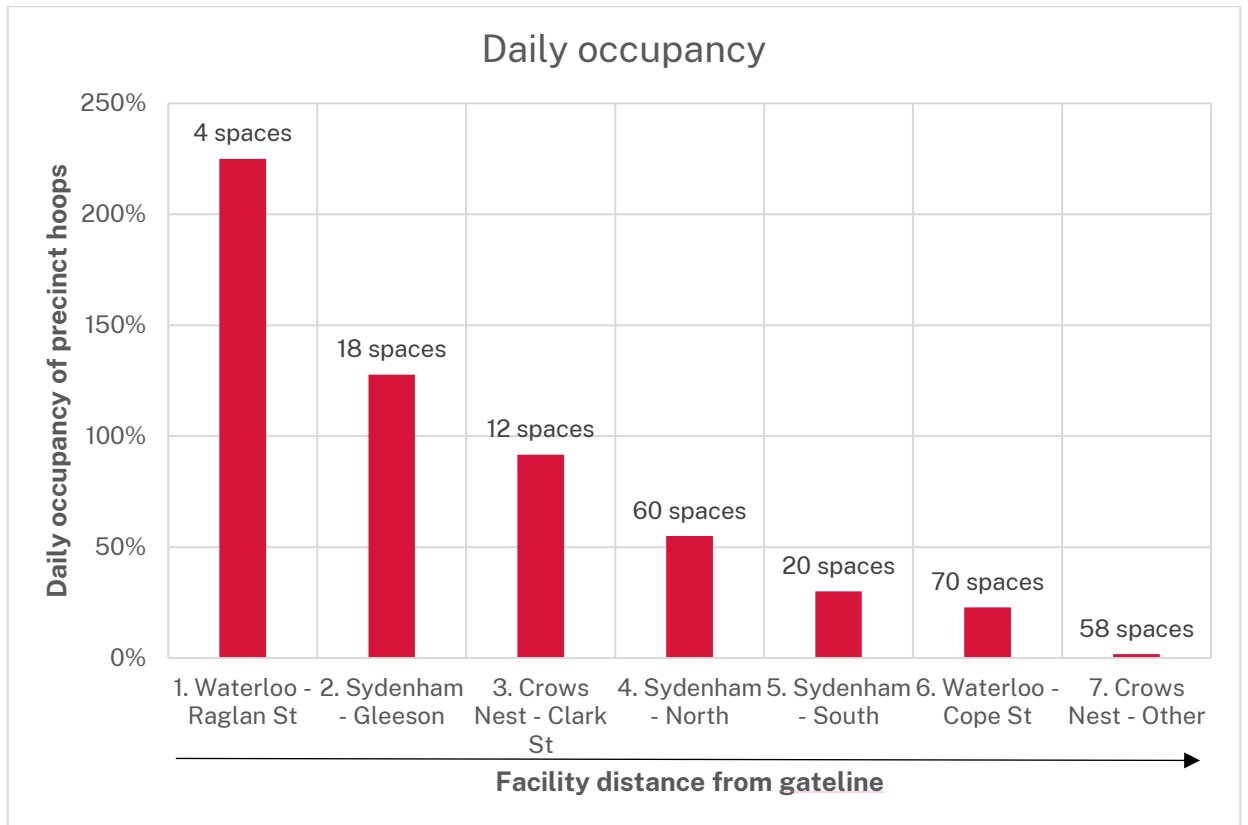


Figure 3-4 Daily average utilisation of Class C bike parking (source: In-person audit counts over 3 days in September 2025. Reported data includes the maximum over the survey period)

Emergence of non-standard bikes

The Cycling and Walking Australia & New Zealand (CWANZ) National Walking & Cycling Participation Survey (NWPCS) revealed the changing rider profiles in NSW, with 6% of households owning an e-bike in 2025. Consistently, an audit observation is that a large and increasing number of non-standard bikes (typically e-bikes and cargo bikes) have been parked at stations:

- A total of 37% of private bikes counted were identified as non-standard.
- Delivery bikes have emerged as a customer profile and are often left overnight in Class B bike sheds.
- There is an emergence of e-scooters in Class B bike sheds and in the precincts.

Sydenham and Southwest Link

As identified in the previous sections, Sydenham Station has the highest bike patronage across the stations included in the bike parking audit. Since Metro services commenced, and with the commencement of the T3 Bankstown train line conversion period to Metro standards, there has

been a significant increase in bikes parked at Sydenham station, as identified in

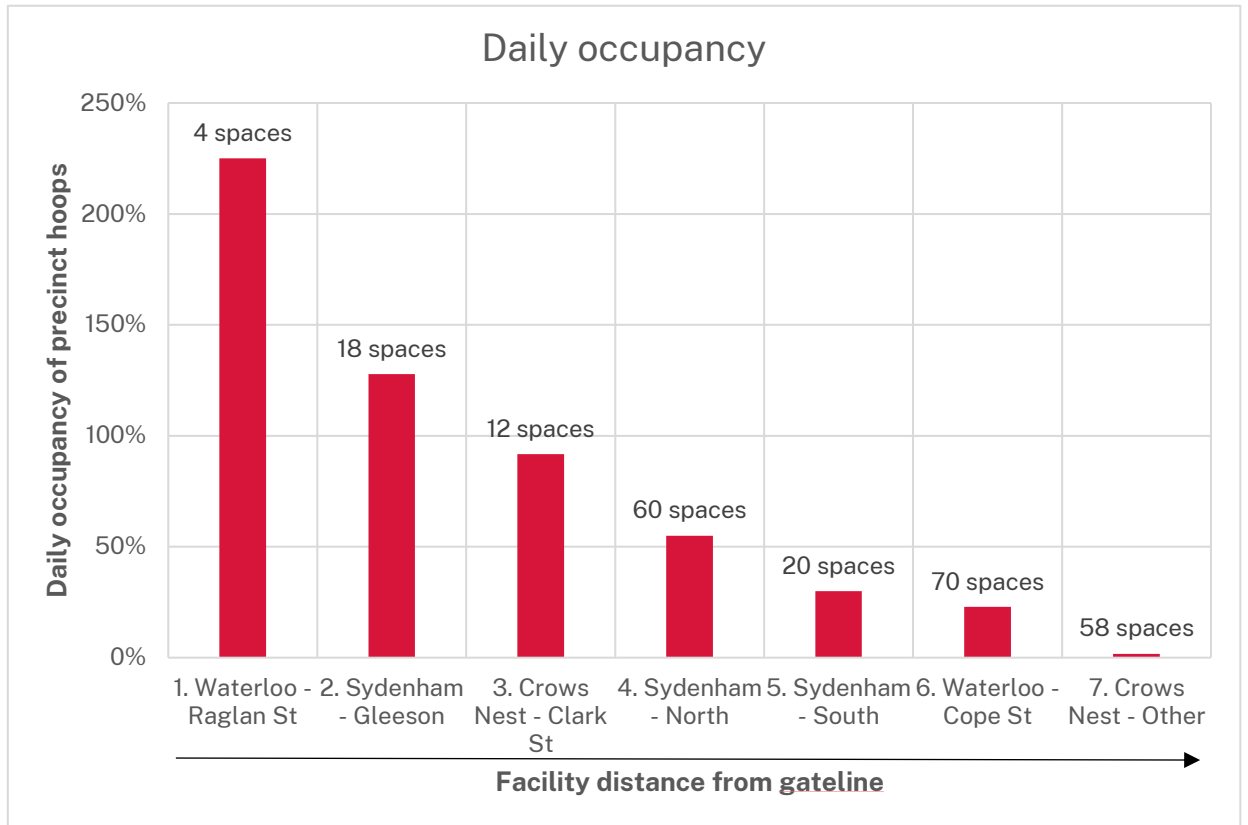


Figure 3-4.

To support active transport access to Sydenham Station during the T3 conversion period, there has been TfNSW cross-agency collaboration with Operations Planning, Active Transport & Vibrancy and Sydney Metro to:

- Deliver active transport infrastructure between Marrickville and Sydenham stations (interim Southwest Active Transport Link)
- Provide wayfinding for riding routes to Hurlstone Park
- Provide bike tune-ups at Sydenham Station
- Lowering speed limits on bike-enabled routes to the station.

As a high number of informally parked bikes were being parked in the precinct (chained to handrails and poles) an additional 60 bike parking spaces were added in June 2025.

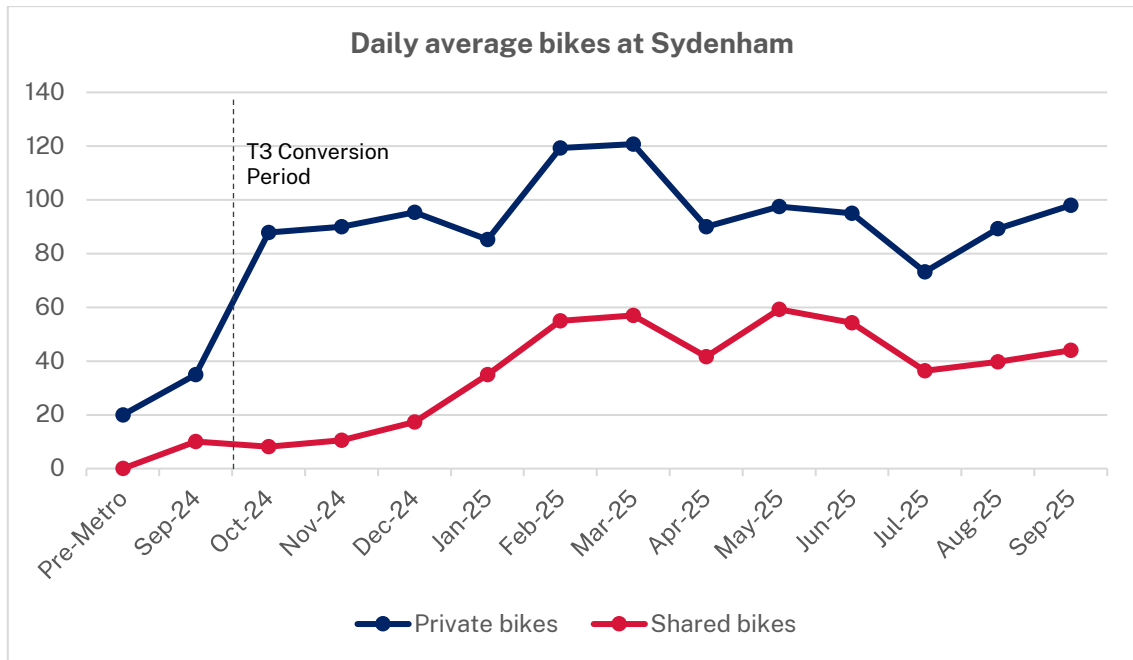


Figure 3-5: Daily average bikes parked at Sydenham including Class B and Class C facilities at Railway Parade, Burrows Avenue and Gleeson Avenue (Source: Southwest Links survey counts)

3.3. Shared bike usage

As identified in Figure 3-6 there has been significant growth in shared bike usage at Metro station precincts between Barangaroo to Sydenham. This indicates the trend towards increased usage of shared bikes to connect with Metro train services and the importance of providing dedicated locations for shared bikes and other micromobility devices to be parked. Crows Nest and Victoria Cross stations were not included in the graph, as shared bikes were only introduced to the North Sydney Council Local Government Area in November 2024.

Share bike trips starting locations prior vs post Metro (Jan – March 2024 VS Jan – March 2025)

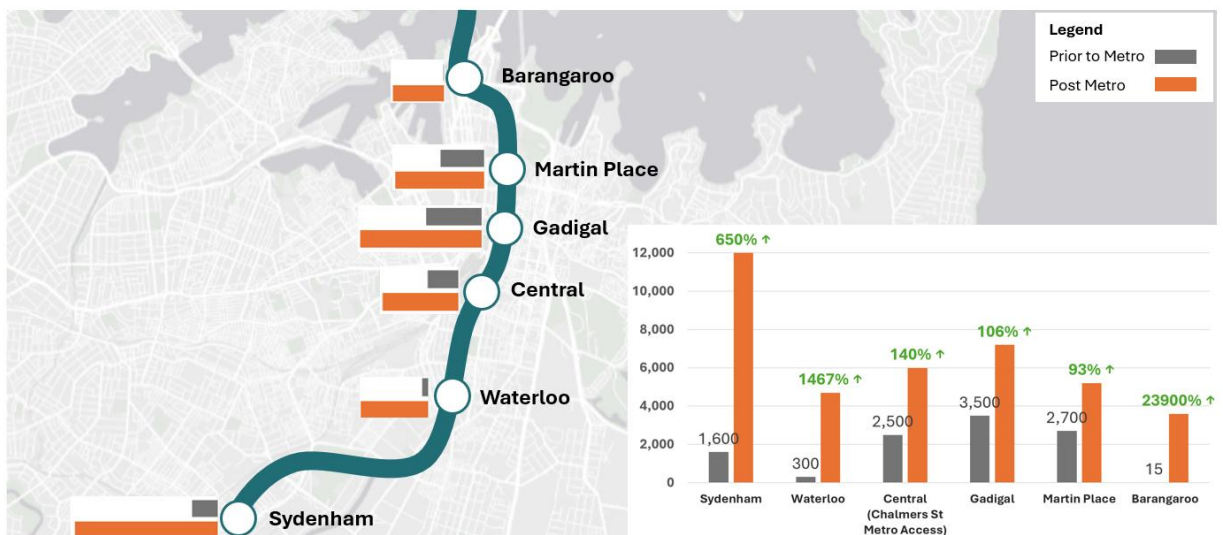


Figure 3-6 Shared bike usage at stations between Barangaroo to Sydenham (Data Source: INRIX Ride Report Micromobility platform and the City of Sydney)

Only 29% of shared bikes were identified as being parked within a dedicated parking area, demonstrating low levels of compliance as shown in Figure 3-7. However, it is noted that not every station precinct currently features a dedicated parking area at every entrance, and only a low

proportion (7%) were identified as conflicting with pedestrian flow. While 25% of shared bikes were parked between or near precinct bike racks, there is generally ample capacity to allow for this.

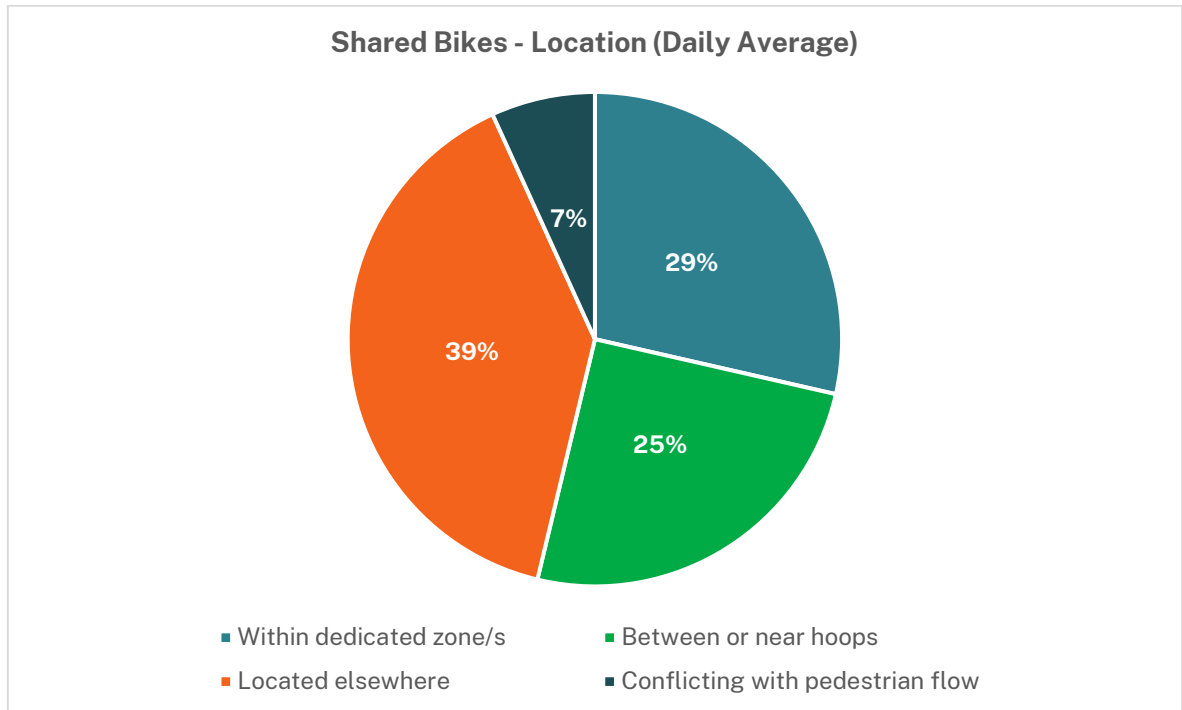


Figure 3-7: Shared bike parking by location

3.4. Customer survey results

Sydney Metro developed a survey in response to stakeholder feedback on the audit key metrics. The intent of the survey was to capture feedback and data from current Sydney Metro M1 users about their potential use of bike parking and understand the awareness of bike parking provided more generally.

The survey was open to the public from 8 October 2025 until 16 November 2025. The survey was promoted through the Sydney Metro M1 email distribution lists, Bicycle NSW webpage, the Public Transport Association Australia and New Zealand (PTAANZ) daily newsletter, and through social media. In total 349 responses to the survey were received. Key results of the survey are presented below and synthesised as part of the Audit Results.

Figure 3-8 shows customer respondents' willingness to cycle to a station. Nearly half said they would consider it, while 21% indicated they might consider it if barriers were addressed. This suggests the potential for growth in cycling mode share if key obstacles are removed.

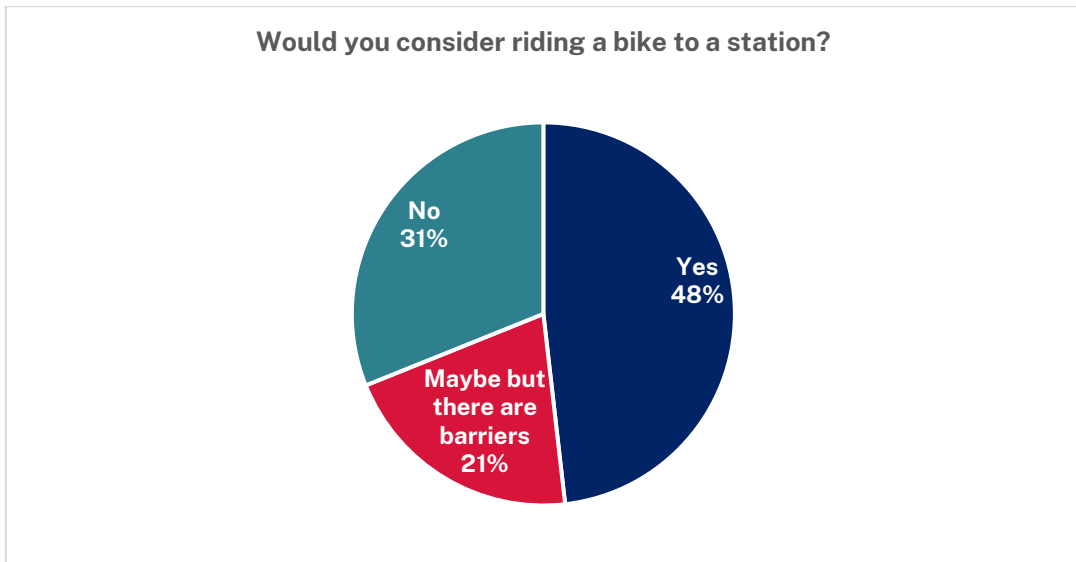


Figure 3-8: Customer survey response –Would you consider riding a bike to a station?

Figure 3-9 highlights the key challenges respondents face when considering cycling to the station, when asked to select up to three. The most significant barrier is inadequate bike network, followed by theft concerns and lack of awareness about bike parking provision. These insights suggest that improving information and the provision of dedicated infrastructure could encourage more people to cycle to Sydney Metro stations, and also improve the concerns around safe access.

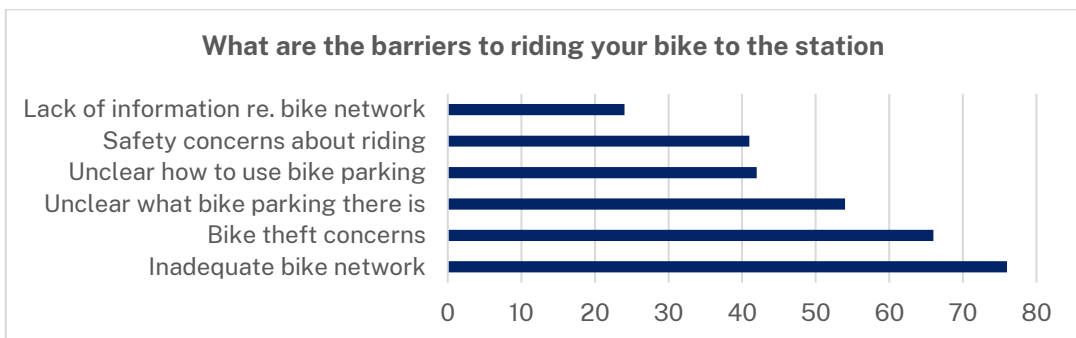


Figure 3-9: Customer survey response –What are your barriers to riding your bike to the station?

Figure 3-10 shows how respondents became aware of bike parking facilities. Visibility of the bike sheds was by far the most common sources of awareness, highlighting the importance of designing facilities that are integrated with the station precinct and near entrances, and are well signposted.

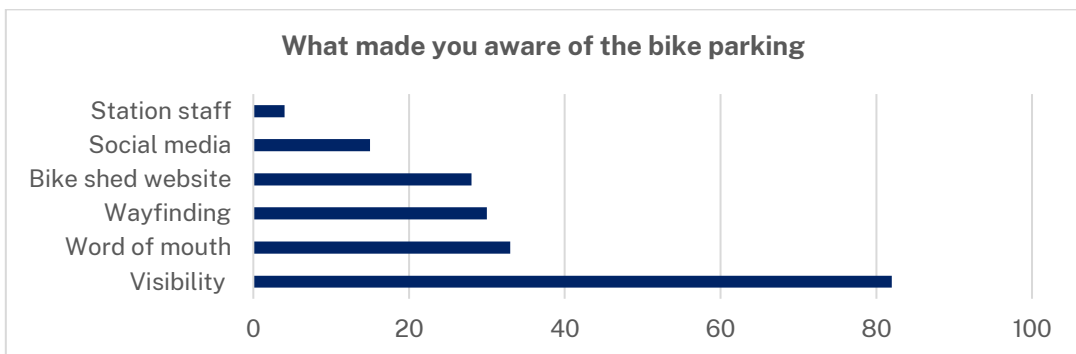


Figure 3-10: Customer survey response –What made you aware of the bike parking?

As identified in Figure 3-11, respondents identified the factors that would most improve their awareness of bike parking. Public awareness campaigns and better visibility were the top priorities, suggesting that targeted communication and clear signage could significantly improve awareness.



Figure 3-11: Customer survey response –What would have the greatest impact on your awareness of the bike parking?

Figure 3-12 illustrates preferences for different bike parking products. Bike hoops are the most popular option, followed by bike stackers and vertical bike racks.

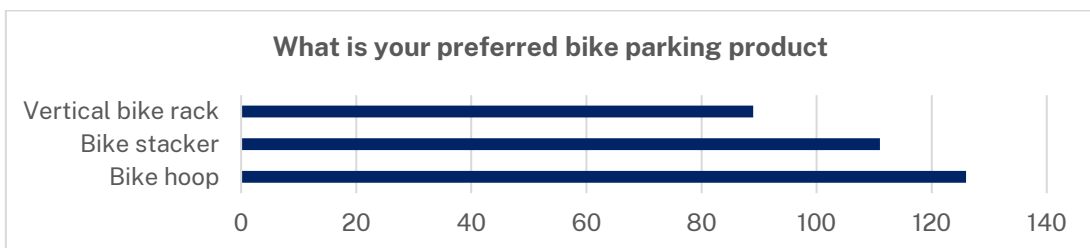


Figure 3-12: Customer survey response –What is your preferred bike parking product?

4. Summary of findings and recommendations

What has worked well?

- Stakeholders appreciate the investment in bike parking at Sydney Metro stations to support sustainable transport and integration between bikes and trains.
- The station designs generally enable a positive experience for customers travelling with bikes. In particular:
 - Lifts are accessible (wide enough to accommodate multiple bike users) and easy to find.
 - Gadigal Station enables a simple journey with one lift from gateline to platform level.
 - Boarding is typically easier near the carriage ends, where additional space is available.
- Since the M1 line opened, utilisation of the bike parking facilities has been monitored and shows growth over time, suggesting growing awareness of the bike parking facilities. It is recommended that a customer awareness campaign is implemented to better promote the bike parking facilities.
- Sydenham bike parking facilities are the most utilised and most liked by stakeholders and bike users. The design elements that contribute to this include:
 - Good location and visibility within the precinct in proximity to retail and the station gate line, enabling convenience and passive surveillance.
 - Ride-up access to the Class B facility on the northern side, separated from vehicles and pedestrians.
 - Horizontal bike racks (hoops) that accommodate a variety of bike types, used in the Class B facility and as Class C racks within the precinct.
 - Class C racks that are generally located beneath station awnings and provide weather protection.

Access to bike parking at Sydenham has been supported by network improvements, including initiatives delivered as part of the Southwest Link (see [*Emergence of non-standard bikes*](#))

The Cycling and Walking Australia & New Zealand (CWANZ) National Walking & Cycling Participation Survey (NWPCS) revealed the changing rider profiles in NSW, with 6% of households owning an e-bike in 2025. Consistently, an audit observation is that a large and increasing number of non-standard bikes (typically e-bikes and cargo bikes) have been parked at stations:

- A total of 37% of private bikes counted were identified as non-standard.
- Delivery bikes have emerged as a customer profile and are often left overnight in Class B bike sheds.
- There is an emergence of e-scooters in Class B bike sheds and in the precincts.

Sydenham and Southwest Link – [Section 3.2](#))

Recommendations

Table 4-1 provides a list of recommendations to be actioned and considered by Sydney Metro, Transport for NSW and local council. Where practical, customer and stakeholder feedback has been incorporated into the recommendations. A further breakdown on the audit results against key metrics and recommendations is provided in Appendix A – Audit Results.

Table 4-1: Bike parking audit recommendations summary

Theme	Audit Finding / Observation		Recommendation	Stakeholder input
General				
Utilisation	Monitoring	There has been significant growth in share bikes within Sydney Metro station precincts (see Section 3.33.3). Improper parking poses a risk of impacting pedestrian movements.	Shared bike parking at stations should continue to be monitored. Dedicated parking zones may be required in the future, including expansion of existing zones where applicable.	Bicycle NSW, City of Sydney (CoS)
Utilisation	Infrastructure	Hoops are considered the most suitable product for non-standard bike types, particularly for those that are larger and heavier than standard bikes (see Section 3.2). Some non-standard bikes have been observed to park and lock effectively in the lower racks of the multi-tiers.	Utilisation of bike parking facilities from non-standard bikes, including delivery bikes and e-scooters should be monitored over time, to ensure the infrastructure remains adequate	Bicycle NSW, CoS, Bike North, BIKEast
Utilisation	Infrastructure	There is low awareness of how to use the multi-tier racks, as identified by customer feedback.	Multi-tier racks instructional posters to be provided at Crows Nest and Waterloo bike sheds.	Bicycle NSW, CoS, Bike North, BIKEast
Damage and vandalism		Generally, the Metro stations were audited against KPIs as being in good condition.	Continue to monitor damage and vandalism in line with Sydney Metro quarterly MTS KPI audits.	BIKEast
Access	Wayfinding	During the audit, stakeholders highlighted gaps on the Metro station local area and station maps, including that bike access, networks and locations of parking infrastructure was not clear.	Improve the prominence of bike access on station local area and station maps to provide clear information on access routes and bike parking.	Bicycle NSW, CoS, Bike North, BIKEast
Access	Information	Opal access to the bike shed was seen as a barrier to customers, as was made evident through feedback and fewer people carrying a physical Opal card.	Update the TfNSW bike parking website with clear instructions on how to obtain and use an Opal card.	BIKEast, CoS
Awareness	Information	During the audit, MTS staff showed varying levels of awareness with the bike shed access requirements and rack-usage instructions. Generally, staff had low awareness of how to use the multi-tier racks.	Develop and distribute bike parking guidance to MTS staff to improve awareness and customer centred support.	BIKEast
Crows Nest				
Utilisation	Monitoring	The bike shed has a glass façade that supports passive surveillance; however, activation along Pacific Highway was low during the audit, with limited pedestrian traffic noted by stakeholders. In contrast, the bike hoops at the Clarke Street entrance are better utilised due to their proximity to a separated cycleway and strong activation from nearby businesses. While Crows Nest has been rezoned under the Transit Oriented Development Accelerated Precincts Program to allow for 5,900 new homes and 2,500 new jobs, these changes had not yet been realised at the time of the audit.	The usage of the Crows Nest Class B facilities should be monitored as awareness and development in the local area changes and increases.	Bicycle NSW, Bike North
Access	Wayfinding	Stakeholders advised the bike shed location at Crows Nest Station is unintuitive to find due to its disconnected location from the station entrances and limited wayfinding. The bike shed also has low utilisation.	Improvements to wayfinding (including additional signage).	Bicycle NSW, Bike North

Theme	Audit Finding / Observation		Recommendation	Stakeholder input
Access	Door	Customer and stakeholder feedback highlighted the difficulty of using the heavy manual door while holding a bike.	Mechanisms to address the door issue should be investigated further to ensure universal access.	Bicycle NSW, Bike North, BIKEast
Victoria Cross				
Utilisation	Information	Bikes parked informally within the precinct were consistently observed during the audit (1-2 bikes), located directly outside the bike shed at the northern entrance. Current requirement for a physical Opal card to access bike shed may be a barrier for some users.	Information should be provided at the bike shed regarding locations where an Opal card can be obtained to further reduce barrier to entry.	Bicycle NSW, Bike North
Utilisation	Monitoring	The Over Station Development (OSD) was still under construction at Victoria Cross Station southern entrance at the time of the audit. Utilisation of the precinct racks is possibly low due to proximity to the construction zone and should be monitored. Furthermore, a development proposal for the site adjacent to the Class B bike parking on McLaren Street will include a through-site link that will improve bike access from the surrounding network to the station.	Monitor Class C bike parking utilisation following the opening of the OSD and adjacent site development.	Bicycle NSW, Bike North,
Safety & Security	Information	Limited instructions provided to customers for what to do if the bike shed automatic door doesn't work. The risk to entrapment is low as the automatic door is motion-sensitive.	Improve information at the exit for what to do if the automatic door does not work.	NA
Safety & Security	Infrastructure	The audit included observed instances where the bolts had been partially unscrewed from the hoops in the bike shed.	Monitor condition of the bike parking hoops and attempted theft, noting that CCTV coverage is adequate. New or upgraded facilities should use antitamper bolts to discourage theft.	NA
Barangaroo				
Utilisation	Monitoring	Many shared bikes scattered throughout the precinct were observed despite a formal shared device parking area. Shared bike operators have been observed to relocate bikes into the geofenced zones.	As there are currently no obstructions to pedestrian walkways, it is recommended to monitor the precinct over time.	CoS, Bicycle NSW
Martin Place				
Utilisation	Monitoring	Consistently high number of shared bikes were observed (see Section 3.3), generally parked between or near Class C racks, despite no formal shared device parking area near either station entrance. There is currently spare capacity on the bike racks provided, hence it is not observed to be obstructing private bike usage.	Installation of a shared device parking area should be investigated in collaboration with City of Sydney. Parking around Class C racks should be monitored over time to ensure it does not preclude private bike usage.	CoS, Bicycle NSW
Gadigal				
Utilisation	Information	Shared bikes were observed (see Section 3.3) near the Bathurst Street entrance with minor obstruction to pathways (see Appendix B – Audit Images). The utilisation of private bikes in the Class C racks was relatively low near both entrances.	Installation of a shared device parking area should be investigated near the Bathurst Street entrance in collaboration with City of Sydney.	CoS, Bicycle NSW
Central				
Awareness	Information	There is spare capacity with the bike hoops provided on Chalmers Street and multiple locations to leave shared bikes.	Increase awareness of bike parking facilities and surrounding infrastructure as part of broader campaign.	NA
Other	Infrastructure	Feedback from stakeholders that a Class B bike parking facility is needed at Central Station.	Potential bike hub locations have been identified in the <i>Central Precinct Urban Design Framework Revised Proposal</i> in April 2025 – it should be noted that this is not a Sydney Metro project.	BIKEast
Waterloo				
Utilisation	Infrastructure	Consistently high number of shared bikes were observed on Cope Street and Raglan Street (see Section 3.3), despite no formal	Installation of a shared device parking area should be investigated in collaboration with City of Sydney.	CoS

Theme	Audit Finding / Observation		Recommendation	Stakeholder input
		shared device parking area with many instances of shared bikes parked in Class C racks, around planter beds and obstructing pedestrian footpaths (see Appendix B – Audit Images)		
Utilisation	Monitoring	At the time of the audit, the Wellington Street cycleway and southern plaza were both under construction, due to open in 2026. The opening is expected to contribute to increased awareness of, access to, and utilisation of the facility over time.	Monitor bike parking usage over time.	NA
Access	Information	Some challenges were observed using the stair-ramp to access the bike parking facility at Waterloo Station. The signage adjacent to the ramp has unclear guidance using the lift and informing customers to use 'walk mode' with e-bikes.	Clearer instructions are recommended for customers with non-standard bikes.	BIKEast
Other	Infrastructure	Stakeholder and customer feedback alongside site observations found that some non-standard bikes could not fit within the bike racks.	Parking racks compatible with non-standard bikes should be investigated at Waterloo Station. Hoops are considered the most suitable current product for non-standard bike types.	BIKEast, CoS
Sydenham				
Utilisation	Monitoring	Consistently high number of shared bikes observed adjacent to Railway Parade. Currently there is no impact to pedestrian flow.	Monitor if there are ongoing issues with share bikes conflicting with pedestrian flow.	NA