

Appendix A - Working Paper 2: Consultation

City of Ryde

Ryde Integrated Transport
Strategy

Working Paper 2 -
Consultation

Project Ref: A0271

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1 Introduction

This working paper outlines the consultation process undertaken throughout the development of the ITS. The success of the ITS depends largely on the support of key stakeholders, including the wider community. It is important that the ITS is reflective of stakeholder and community aspirations for the LGA.

Stakeholders have been consulted with through individual meetings, e-mails and telephone calls as well as workshops. All discussions held with stakeholders have been taken into account and integrated into the ITS. It is important the stakeholders have an input into the ITS and understand the aim and objectives of the ITS. The successful implementation of the ITS is dependant on partnerships between third party stakeholders and Council.

Community consultation to date has been undertaken through consultation with major trip generators in the LGA. More general community consultation will be in the form of a public exhibition of the draft ITS document. All comments received as a result of this consultation will be taken account of in the development of the final ITS document.

2 Stakeholder Consultation

2.1 Introduction

A number of stakeholders have been consulted in the development of the ITS. Stakeholders were contacted both individually and through a workshop held at council offices on 3rd May 2006.

A summary of the main comments made by stakeholders through both individual contact and through the workshop are outlined below. Detailed minutes of meetings are contained in **Appendix A**.

2.2 Stakeholder Consultation

2.2.1 RTA

A meeting with the RTA was held on 3rd February 2006. The RTA would like to see moderated growth or a reduction in the rate of growth of traffic on the RTA road network in the Ryde LGA. A trade off in car speed for reliability in bus speed and timetables would be desirable and acceptable to the RTA.

The RTA is particularly concerned with the section of Lane Cove Road between The M2 and Epping Road. The RTA is currently in contact with City of Ryde (CoR) regarding possible works on this section of the road.

There is limited scope for improvements to the Lane Cove Road / Waterloo Road intersection due to various limitations including the railway station. There is scope to improve the Lane Cove Road / Talevera intersection by grade separating the northbound right turn. There is no prospect of the RTA funding this improvement in the next 5 years. Funding would be dependant on CoR and development contributions.

At the reference group workshop the subject of reallocation of road space was broached with The RTA. Reallocation of road space on arterial routes is not a feasible option for the RTA. The RTA will support the widening roads to proved bus lanes where possible. Bus priority treatments at intersections on arterial roads will be considered on a site by site basis.

The issue of pedestrian safety on arterial roads was discussed with the RTA at the stakeholder's workshop. It was recommended that an RTA road safety officer be contacted to discuss this issue.

The RTA road safety department have advised that any queries/issues regarding safety on arterial roads in Ryde should be formalised through Council via the Ryde Traffic Committee to the RTA's Traffic Committee representative for the Ryde LGA.

The RTA currently has no plans to extend legal taxi loading/unloading in no stopping zones from the CBD to Ryde.

2.2.2 Department of Planning

TravelSmart – Implementation reports for TravelSmart projects in Ermington and Woy Woy are expected soon. Initial indications suggest that there has been no/limited public transport patronage increases, some increase in walking and cycling and reduced length car trips resulting in reduced VKT. There are no current proposals for future household based projects.

It is likely that the focus for NSW TravelSmart will be on schools in the future. A school pilot is currently underway in the Inner West involving 16 schools.

2.2.3 Transport Infrastructure Development Corporation (TIDC)

CoR planning policy impacts on the future potential use of TIDC sites. There are a number of vacant sites in addition to the TIDC owned sites and all are likely to be available for development at the same time, increasing local supply. It is unclear if private sector demand will match supply. Given the TIDC land is owned by the State it is considered that returns to the taxpayer should be maximised.

TIDC would welcome residential development in the Macquarie Park corridor to engender a vibrant urban area and increase demand for rail services outside the JTW peak periods.

It is important that other transport facilities and plans for the Macquarie Park corridor are progressed to be available when the rail line opens. These include bus services and cycle facilities, including the cycle lanes along Waterloo Road.

The Clearway projects will improve reliability on the Northern Line and generally increase capacity across the rail network.

At the stakeholder's workshop TIDC expressed concern that safe pedestrian access to the new train stations on the Epping to Chatswood rail line is provided. High quality access by other forms of public transport together with any necessary infrastructure requirements should also be provided.

The issue of pedestrian accidents at major destinations was raised at the workshop. TIDC expressed particular concern at the obvious problems around Macquarie University.

The raise in the price of petrol will increase demand for public transport in the area.

2.2.4 CityRail

CityRail provided 2005 rail patronage figures for the existing train station in Ryde. CityRail currently has no plans to increase or change servicing levels on the Northern Line.

CityRail attended the reference group workshop on the 3rd of May. CityRail will have a much greater presence in Ryde with the opening of the Epping to Chatswood Rail Line.

2.2.5 Ministry of Transport

Ministry of Transport (MoT) attended the reference group workshop on the 3rd May.

The contract for region 7 which includes Ryde has been recently signed. The contractor (Sydney Buses) has two years to plan and implement the new contract including new routes / strategic routes. The next step in the process is a regional planning forum in May to consult with Stakeholders. Ryde will receive an invite to this forum and should use it as an opportunity to lobby for new routes / changes to existing routes.

The new contract for area 7 will capitalise on new infrastructure currently planned in Ryde e.g. on Victoria Road. It is thought that the opening of the Epping – Chatswood Rail line will not result in changes to city bus services but will concentrate on providing routes to link people outside of Ryde to the new stations. Improvements to connections from contract area 4 – Hill district to Ryde and other areas will have a positive effect on Ryde.

DDA requires that 25% of all scheduled bus services need to be wheelchair accessible by next year (2007), 55% by 2012, 80% by 2017 and 100% by 2022. This requirement needs to be backed up by infrastructure such as fully accessible bus stops.

Local area traffic management measures such as speed humps and roundabouts can cause problems for buses. Any measures should be bus friendly and bus operators should be consulted before construction.

Bus connections to ferry services are sometimes not practicable due to low patronage levels.

Integration of Land use planning and public transport is vital. Higher density land uses will support public transport where as providing public transport to developments in sparsely populated outlying areas is uneconomical. Parking controls at developments is also important to encourage public transport usage.

2.2.6 Sydney Buses

A phone call with Sydney Buses (Peter Hammond) revealed that there are currently no capacity issues on buses in Ryde. However, bus routes which pass through Ryde experience capacity issues closer to the CBD due to the high patronage on these buses at Ryde. Any capacity issues are dealt with as they arise.

Sydney Buses attended the reference group workshop on the 3rd May. Sydney Buses have been awarded the contract for area number 7 which includes the Ryde LGA. Origin Destination information is already being examined to determine new and altered bus routes in the area especially with regard to the opening of the Epping – Chatswood Rail Line.

Sydney Buses believe that reliability of buses is of paramount importance. Appropriate infrastructure needs to be provided to ensure reliability is achieved. Bus stops need to be accessible for both drivers and passengers. Regularly problems are encountered with illegal parking and inappropriate placing of street furniture. Infrastructure needs to be updated to suit modern buses such as articulated and

kneeling buses. Articulated buses are currently being rolled out on Victoria Road routes. Layover and terminus areas also need to be provided.

New developments should be public transport friendly. New developments are often not accessible for buses due to design issues. Public Transport should be integrated into new developments at DA stage. A good example of this is the Shopping Centre redevelopment at Blacktown which incorporates a bus interchange in the development.

Sydney Buses would welcome taxi infrastructure to ensure that taxis don't have to stop in bus zones.

2.2.7 Sydney Ferries

Sydney Ferries are currently looking at the service levels and frequencies on all of their routes. They have found that it is not viable to increase services to Meadowbank wharf even considering the new development happening in the area.

A trial of extra weekend and evening services at Meadowbank over a six week period during the summer proved successful and will now be extended. This could eventually lead to enough of an increase in demand at Meadowbank to increase peak period services.

There are environmental difficulties in providing services to Parramatta. Dredging of the river is required to ensure that the Parramatta River can be accessed in the future.

NSW Maritime has now taken over all wharves.

2.2.8 NSW Taxi Council

A representative of the NSW Taxi Council attended the reference group workshop on the 3rd May. The main concern from a taxi point of view is that taxis have very few locations where they can drop off and pick people up legally. This can particularly affect dropping off mobility impaired or less mobile passengers. The NSW taxi council feels that possible solutions could include drop off areas at the end of bus stops or the extension of the rule in the CBD that allows taxis to stop in no stopping zones for 1 minute to pick up or drop off passengers.

Taxis are currently involved in a community transport project for Willoughby Council. The project is called CouncilCab and hires taxis on an hourly basis to provide a pre booked community transport service. Taxis are also occasionally hired by pubs/hotels on an hourly basis to bring customers home. This kind of partnership approach between taxis and business provides a safer environment for taxis to work in.

Due to the difficulty of providing bus services to link with ferry services in Ryde, Council should consider providing maxi taxis to link with ferry services.

2.2.9 Ryde Hunters Hill Community Transport

Older or less mobile passengers who complain to Council regarding difficulties accessing regular bus services should be referred to community transport.

Community transport buses could possibly be hired by Council for specific transport projects such as social transport for younger people at weekends and evenings.

2.2.10 Bicycle NSW / Bike North

Bicycle NSW and Bike North were invited to attend the reference group workshop but could not attend. These groups will be consulted as part of the upcoming Bicycle Plan review.

2.3 **Other Stakeholders**

During the course of the ITS development other stakeholders were contacted to provide information or input into the strategy.

2.3.1 Bruce Jeffries – Go Get

Car Share (car club) services will only succeed in mixed land use areas where demand is balanced throughout the week. Single land use areas (residential or commercial) do not provide demand throughout the week and therefore services are not viable.

In Ryde the only likely area for GoGet is currently Macquarie University, where demand will be generated by University staff and students, surrounding workplaces and nearby residential areas. Future mixed use development would potentially generate demand for car share.

2.3.2 Willoughby Council

Willoughby Council was contacted for information on their CouncilCab project. Council provide a taxi service from 10am to 4pm Monday to Friday. The taxi service has to be pre booked by 4pm the day before you travel but can be made up to one week in advance. The taxi service is paid for by CouncilCab vouchers which cost \$20 for five.

2.3.3 Brisbane City Council

Brisbane City Council commenced a Maxi Cab trial in September 2005. Two residential areas are served by fixed route hail and ride services operated by Maxi Cabs in place of traditional full length buses. The cost of operating the services using Maxi Cabs is around half the cost of traditional vehicle bus services. Neither area generated sufficient demand for a regular service. Both services focus on peak periods and operate as feeder services.

The demand for the services has remained steady and patronage has met expectations. A \$1 flat fare is charged and while the services have required Council subsidy they have been funded within the initial \$150,000 annual budget. Council plans to add a further two services in the next financial year.

3 Community Consultation

3.1 Introduction

To facilitate community input into the ITS two workshops with key trip generators in the area were held in Council offices on the 22nd February 2006. A number of stakeholders were invited to attend the workshops including: educational establishments, hospitals, major land owners and community organisations. Detailed minutes of these workshops are contained in **Appendix B**.

A Feedback form was issued at the trip generators workshop. Eight forms were returned and are attached in **Appendix B**.

3.2 Identified Issues

The main issues raised at the workshops have been summarised under a number of headings in the following sections. These issues will be considered during the development of the ITS topic based action plans.

3.2.1 Roads

- Through traffic in Ryde is a major problem.
- Peak hour spreading.
- Victoria Road / Church Street – congestion.
- Development in Meadowbank is causing traffic problems.
- A tunnel under Victoria Road was previously proposed and should be reconsidered.
- Transit lanes are often blocked.
- Pattern of traffic flows and congestion needs to be looked at.
- Phasing of lights should be examined.
- Provide pool cars at places of employment.
- Provide more transit lanes.
- Need more grade separation and fewer signals.
- Transit lanes not being maximised.

3.2.2 Car Parking

- Shops competing with business when it comes to parking.
- Against increasing parking restrictions due to affect on businesses.
- More park and ride should be available at major train stations.
- Introduce park and ride (rail) integrated tickets.
- Multi storey park and ride with shuttle buses to shopping centres.
- Incentives by Council to reduce parking.
- Look at pricing of parking to encourage public transport use.
- Need more off street parking at Macquarie Park.

3.2.3 Public Transport

- Poor links between, hospital, shopping centres and other trip generators.
- The journey from Ryde to the city is quicker by bus than car.
- No direct transport link down Lane Cove Road.
- Poor links between areas such as Ryde and St. Leonards, Artarmon, North Sydney, Epping, Lane Cove, Northern Beaches and Silverwater Industrial area.
- There should be regional connection buses.
- Push state government to extend rail line to Parramatta.
- We need a reliable, clean and frequent public transport system.
- Public transport is perceived as unsafe.
- Provide light rail.
- Introduce electric buses.
- A light rail system was originally proposed as part of Epping Road.
- Bus only lanes on Victoria Road will kill off shops.
- Lobby for metro trains and to bring timeframe of proposed rail forward.
- Consider light rail on existing unused road reserves.
- Ferries should be more frequent especially at Meadowbank.
- Optimise bus services at new rail stations.
- Bus stops need to be maintained.
- Need more information on public transport services.
- Incentives for public transport use.
- Off peak public transport needs to be more frequent.
- Introduce more bus lanes.

3.2.4 Integration

- Bad integration between public transport services.
- Poor bus services between Eastwood Station and Ryde Hospital.
- It should be an easy/straight forward process to travel to work / other places by public transport.
- Public transport is tacky and not integrated.
- Public transport doesn't integrate land use and transport.
- Maximise existing transport nodes.
- Long waiting times between linked services.
- Need to correlate residential and corporate growth.
- Need to integrate public transport with new rail stations.
- Introduce higher densities and mixed used over rail lines.

3.2.5 Walking / Cycling

- The topography of the area is hilly for cycling and walking.
- Improve cycle facilities along routes with good topography.
- A pedestrian access plan should be developed for the area.
- The mix of pedestrians and cyclists on shared paths is sometimes dangerous;
- Cycle links to other LGAs should be provided.

- Need to provide adequate bicycle parking.
- Need to make cycling feel safer.
- Consider cycle pools at large establishments.
- Need more maintenance of footpaths.
- Pedestrian accident black spot around Blaxland Rd/Church St.

3.2.6 Schools / Children

- Most parents don't trust public transport or letting their children walk to school.
- Primary schools at workshops don't recommend cycling to students and the police to not recommend cycling by children under 10.
- Problems with public transport at schools. Meadowbank Public School finishes at 3:15 and bus to the station stops outside at 3:10 – the next bus is not for an hour. Bus timetables should take into account school finishing times.
- Meadowbank Public School tried to implement a walking school bus but encountered difficulties.
- Children are getting a bad impression of public transport from an early age because of unreliable timetables.
- People / children should be educated about cycling.
- Provide school shuttle buses.

3.2.7 Disabled / Elderly Access

- A home delivery service by shopping centres would complement the community transport service.
- Information on community transport services is lacking.
- Low floor buses may still not be fully accessible as they do not pull right up to the kerb.
- The area around all bus stops should be level and maintained for ease of use by the disabled / elderly.
- Something to hold onto at bus stops for people alighting would be advantages for the elderly.
- Elderly people don't feel safe on normal buses because of speed.

3.2.8 General

- A lot of school children travelling from Parramatta to Meadowbank Public School.
- Ryde is like an island surrounded by rivers and the railway line with only a few accesses in and out.
- Sydney is heading in the wrong direction with tunnels.
- Employ local workers.
- Stagger work hours.
- Encourage car sharing.
- Review fringe benefit tax for vehicles.
- Locally source goods to reduce freight traffic.
- Provide facilities for motor scooters.
- Increase fuel costs.

- The Metro Strategy will have an impact on through traffic by dispersing employment.
- ITS needs to integrate with other Council projects.
- Change mind set of public.
- Population density in the area is a problem.
- Public transport should not be expected to pay for itself and should be subsidised.
- Introduce congestion tax.
- Push for alternative fuels.
- Modal split targets for businesses should be staged.
- Workplace travel plans should be considered.

3.3 Feedback Form Analysis

The feedback form distributed at the trip generators workshop has been analysed section by section below.

3.3.1 What do you see as the five most critical challenges of the City of Ryde Integrated Transport Strategy?

The main answers to this question are outlined below (number of responses in brackets):

- A reduction in the problems associated with through traffic and support for local traffic (6)
- Integrating transport methods i.e. parking, public transport, cycling and walking (4)
- Reducing traffic congestion in areas such as Top Ryde and Macquarie Park (2)
- Encourage and create awareness of walking / cycling and bus routes (2)
- Lack of support from State and Federal governments to encourage people from cars to public transport / poor perception of public transport (3)
- Parking availability (2)
- Creating better infrastructure / Public transport (2)
- Extend T3 along Victoria Road
- Parking for waterways transport
- Developing practical solutions for transport i.e. not just cycling.
- Free transport / pay for parking mixed ticket
- Speed of traffic flow
- Driving over the rail bridge at Meadowbank
- No pedestrian crossing from Meadowbank College to shops
- Cycle tracks need lighting (solar) for night riding
- Control of Council over the transport process
- Concern for where the money will come from to improve public transport
- Urban sprawl in Sydney and the Central Coast

The greatest concern for participants of the survey was a reduction in the traffic problems originating from through traffic. Through traffic was seen as a challenge to local transport. Other important issues highlighted in this question was integrating modes of transport and reducing congestion in central locations such as Top Ryde.

3.3.2 Please rate the importance of the following outcomes in a Transport Strategy for the City of Ryde from 1 to 5 with 1 being the **least important** and 5 being the **most important**.

Transport Strategy Outcomes	Number of Responses				
	1	2	3	4	5
*Improved public transport	1	1	0	1	3
-Improved information regarding public transport	1	1	1	2	1
-Improved facilities i.e. bus stops and vehicles	1	1	0	1	3
-Increased frequency of existing public transport services	0	0	1	2	3
-New routes for public transport services	0	1	0	4	1
-Improved integration/connections between services and modes	0	0	0	1	5
-Improved travel times	0	0	0	1	5
*Improved pedestrian facilities and information	0	1	0	0	2
-Develop safe pedestrian links which minimise the distance required to walk to transport nodes and key trip destinations	1	1	1	1	3
*Improved cyclist facilities and information	4	2	0	1	2
*Improved taxi facilities (ranks) and availability	1	3	0	1	0
*Improved community transport facilities, services and information	0	0	4	1	2
*Develop a parking strategy which takes into account demand and supply whilst balancing this against environmental, social and economic objectives.	0	1	0	2	2
-Public parking in areas of high public transport accessibility managed to promote usage of public transport.	0	0	0	2	4
-Private parking in areas of high public transport accessibility managed to promote usage of public transport.	2	0	1	1	2
-Public parking in commercial areas with high demand managed to ensure availability of spaces to short term parkers (visitors/shoppers)	0	1	1	0	4
*Providing a strategy for future development of the road network which takes into account capacity whilst balancing this against physical limits, environmental and economic constraints.	0	0	1	3	2
*Better connections/ integration between transport modes and services i.e. cycling, walking, bus, rail, driving.	0	0	0	2	6
*Better integration of transport and land use objectives in planning policies	0	0	2	1	4
*Better information about sustainable transport choices i.e. timetable information, maps, transport access guides.	1	1	3	0	2

From the survey results, the most pressing concerns for respondents were:

- Improvement of integration / connections between services and modes
- Improved travel times
- Better integration of transport and land use objectives in planning policies

At the other end of the scale, the survey highlighted areas that were of least importance to respondents. They included:

- Developments for cyclist facilities and information
- Private parking in areas of high public transport accessibility

3.3.3 What do you see at the five most important outcomes for transport in the City of Ryde?

- Increased use / development of public transport (3)
- Decrease in car usage and ownership (2)
- Provide free commuter parking areas along major bus routes and railway lines (2)
- Increase in the number of walking and cycling trips
- Reduction in traffic congestion
- More extensive road access in the Sydney metropolitan area
- Incorporate train, bus, taxi, kiss 'n' ride and bicycle facilities
- Research into and for generation of non-polluting energy supplies to use in public transport and motor vehicles
- Collaboration and cooperation with RTA
- Greater traffic flow speeds
- Consultation with local residents
- Through traffic bypass Ryde
- Parramatta to Epping Rail Link

The results from this question are reflective of the previous responses. Respondents feel that important outcomes for transport strategies include the increased use and development of public transport, and the decrease of car usage within Ryde. Respondents also indicated the need for free commuter parking in areas along major bus and train stations.

3.3.4 What do you see as the key opportunities for improving transport in the City of Ryde?

- Proper planning with consultation defined milestones leading to positive outcomes
- Local council can lobby state and federal government for better public transport infrastructure
- Shuttle buses to and from key locations that can travel a relatively short distance to enable continuous timetabling
- Improve access and integration of public transport modes and timetables
- Extend Epping – Chatswood rail line to Parramatta
- Employ local workers and stagger work hours
- Charge for public car parking
- Review FBT for company cars or increase fuel costs
- More transit lanes.

The responses to this question identify potential opportunities for Ryde Council to implement and improve transport within the LGA. Good planning for development and infrastructure was considered important, as well as providing free public transport while charging for car parking.

Appendix A – Stakeholder Consultation

Meeting Minutes

Ryde Integrated Transport Strategy
TIDC Consultation Meeting
1 February 2006
TIDC Offices, Chatswood

Participants

TIDC	Louise Sureda
PBAI	Michael Grosvenor
PBAI	Bryony Cooper

Notes

The Ryde LEP adopted in January 2006 has an impact on the TIDC owned sites. TIDC is considering a disposal strategy for their sites and will go to the market reasonably soon. The LEP does not apply to deferred sites and those of state significance which will be determined by the Minister for Planning. The state significant sites are not constrained by the LEP and the FSRs identified within the Macquarie Park Master Plan.

TIDC would like to see residential development within the corridor contrary to the Master Plan. Residential development would bring 24 hour vibrancy and an increase in rail patronage.

A number of other land owners are likely to be looking to develop / sell land so supply may exceed demand.

Sydney Buses are reluctant to identify and run new services ahead of the rail services. Cycle lanes have been identified to be provided along Waterloo Road (which is to become a boulevard). Cycle facilities will be provided at the new stations and these need to connect with facilities.

The rail line will open in 2008 and needs to be successful from 'day one'. TIDC needs to understand current proposals and timelines for implementation. There is some frustration that while there is considerable commitment to the rail line and construction is underway there is no firm commitment to other transport facilities within the corridor or a land use strategy that will maximise demand and create a vibrant 24 hour urban area.

Two sets of Clearway projects are underway – the first set of projects to be delivered in 2008 and the second set to be delivered in 2010. These projects will increase reliability on the Northern Line and generally increase capacity across the network as a whole.

Meeting Minutes

Ryde Integrated Transport Strategy
RTA Consultation Meeting
3 February 2006, 10:00am
RTA Offices, Blacktown

Participants

RTA	Matt Faber – Manager, Network Planning, Sydney Region
RTA	Angelo Arul – Manager, Network Planning, Transport Planning
PBAI	Michael Grosvenor
PBAI	Susan Francis

Notes

Top Ryde:

RTA is currently reviewing a development application for the redevelopment of Top Ryde shopping centre. The proposal includes grade separated access to the centre from Devlin Street. There are also plans to increase the capacity of the Devlin Street / Blaxland Road intersection.

Lane Cove Road

The RTA is particularly concerned with the section of Lane Cove Road between The M2 and Epping Road. The RTA has been in contact with City of Ryde (CoR) regarding possible works on this section of the road but has not received a response from CoR. There is limited scope for improvements to the Lane Cove Road / Waterloo Road due to various limitations including the railway station. There is scope to improve the Lane Cove Road / Talevera intersection by grade separating the northbound right turn. There is no prospect of the RTA funding this improvement in the next 5 years. Funding would be dependant on CoR and development contributions.

Lane Cove Tunnel

Proposals for bus priority and walking and cycling facilities as outlined in the EIS will be implemented. No other improvements are anticipated. Pre construction travel time surveys including bus travel times have been carried out and could be made available for base year model calibration if required. Angelo Arul can be contacted for more information.

Victoria Road

A strategic bus corridor project is currently being planned for Victoria Road. The strategic bus corridors department of the RTA should be contacted for further information.

Section 93F

Matt Faber discussed the possibility of linking section 94 developer contributions to section 93F. This would allow contributions to be collected for recurrent costs as well as capital costs. For example less parking could be required for a new development but developer contributions could be sought towards an improved or additional bus service.

MG asked the question: “What outcomes would the RTA like to see in a Ryde Integrated Transport Strategy?”

The RTA would like to see moderated growth or a reduction in the rate of growth of traffic on the RTA road network. A trade of in car speed for reliability in bus speed and timetables would also be desirable.

Meeting Minutes

Ryde Integrated Transport Strategy
Reference Group Workshop
3 May 2006, 11:30am – 1:30pm
City of Ryde Offices

Participants

Jenai Davies	City of Ryde
Sam Cappelli	City of Ryde
Jan McCredie	City of Ryde
Warren Latham	City of Ryde
Stewart Seale	City of Ryde
Ramesh Desai	City of Ryde
Bryony Cooper	PBAI
Susan Francis	PBAI
Lauren Bruce	Railcorp
Alistair Richards	Sydney Ferries
Adrian Dessanti	Ministry of Transport
Angelo Arul	RTA
Shayne Schneider	RTA
Martin Halliday	TIDC
John Jenkins	State Transit
Warren Finnan	State Transit
Jenny Burnell	NSW Taxi Council
Christine Nafe	Ryde Hunters Hill Community Transport
Bill Elliot	Ryde Hunters Hill Community Transport

Notes

Public Transport

Buses

- The contract for region 7 which includes Ryde has been recently signed. The contractor has two years to plan and implement the new contract including new routes / strategic routes. The next step in the process is a regional planning forum in May to consult with Stakeholders. Ryde should already have been invited to this and this is a chance for Ryde to lobby for new routes / changes to existing routes.
- STA have the contract for region 7 and have already begun to look at origin destination information.
- The new contract will capitalise on new infrastructure currently planned in Ryde e.g. on Victoria Road.
- It is thought that the opening of the Epping – Chatswood Rail line will not result in changes to city bus services but will concentrate on providing routes to link people outside of Ryde to the new stations.
- Improvements to connections from contract area 4 – Hill district to Ryde and other areas will have a positive effect on Ryde.

- The reliability of buses is important and requires appropriate infrastructures such bus stops for articulated vehicles and terminus areas. It is planned to have articulated buses running on Victoria Road.
- A good example of how private development can be involved in bus infrastructure is at Blacktown where Council sold a street to a developer who in turn incorporated a bus station into the development design.
- Bus stops need to be accessible especially considering the new DDA requirements to have 25% of all scheduled services wheelchair accessible by 2007.
- Bus access to hospitals is important, many services do not go right to the front door which is a problem for the mobility impaired, e.g. Royal North Shore.
- The design of bus stops to ensure that street furniture such as chairs and bins do not impede access/egress is important.
- Bus stops that mobility impaired people regularly use should be targeted for improvement first.
- The location of signs and traffic management treatments should be carefully considered with buses in mind e.g. roundabouts and ramps.

Taxis

- Taxis have very few locations where they can drop off and pick people up legally. This can particularly affect dropping off mobility impaired or less mobile passengers.
- Possible solutions include drop off areas at the end of bus stops or the extension of the rule in the CBD that allows taxis to stop in no stopping zones for 1 minute to pick up or drop off passengers. RTA currently has no plans to extend this rule.

Community Transport

- Willoughby Council has a good example of demand responsive transport. Taxis are hired by Council on an hourly basis. Taxis can be booked by people in the community 24 hours in advance through the Council. A nominal fee may apply.
- Community transport can fill a gap when older routes which are no longer in demand are discontinued. Often older people rely on these routes and community transport can provide this service for them.
- Community transport could possibly be used for younger people at weekends and evenings to get to/from social outings?

Ferries

- Sydney ferries are currently looking at the service levels and frequencies on all of these routes. They have found that it is not viable to increase services to Meadowbank wharf even though there is so much new development in the area. There was a trial of extra weekend and evening services during the summer which was successful and will now be extended. This could eventually lead to enough of an increase in demand at Meadowbank to increase peak period services.
- NSW maritime have now taken over all wharves.
- Ferries are not integrated with the rail network as a whole particularly in the CBD.

Walking and Cycling

- Pedestrian safety in Ryde particularly on arterial routes and around Top Ryde is an issue. RTA design pedestrian crossing to include a safe crossing time – this is in dispute at some locations in Ryde. The use of pedestrian refuges and secondary pedestrian push buttons at refuges was broached with the RTA. No definite answer was given.
- Grade separated pedestrian crossings are being implemented in a number of locations in Ryde. It is unclear if they improve safety and may not be used by some of the most vulnerable groups of pedestrians such as children and the elderly.

Road Management

- The reallocation of road space to non car modes was discussed. This will not be done on strategic arterial routes such as Lane Cove Road. Bus priority treatments at intersections would be considered.
- Balaclava Road and Lane Cove Road are very congested during peak periods causing major delays to buses.

Travel Demand Management and Educational Strategies

- Education for pedestrians crossing the road should be provided, e.g. not texting when crossing, wearing bright colours at night.
- The benefit of using public transport from a cost perspective should be highlighted to people. The drop of in the number of people using the M7/Cross City Tunnel after the free toll period shows that people are sensitive to cost.
- The health benefits of switching to public transport modes should be highlighted, e.g. the walk to the bus stop / train station could contribute to you required 30 minutes of walking a day.

Integrated Land Use and Transport Planning / Car Parking

- It is important that land use and transport are integrated into developments from inception. Subsidies or agreements should be entered into with developers to provide public transport links and facilities through developments e.g. Blacktown bus station.
- Permeability and street layout in new developments is very important in new developments and should be used to encourage people to walk and cycle.

Possible Partnerships

- An existing partnership exists between MOT, State Rail, bus operators and TIDC with regard to buses.
- Partnerships and agreements between state and local government should be entered into for state significant DA's to ensure that integrated land use and transport planning is achieved.
- A possible partnership between bus operators and Council could be entered into. Council would provide improved infrastructure such as bus stops in return bus operators would provide additional services.

Other Issues

- Safety is integrated into all road design and should be included in the objectives for the ITS.

Susan Francis
04/05/06



MINUTES OF INTEGRATED TRANSPORT STRATEGY PROJECT REFERENCE GROUP WORKSHOP

Held 11:30PM-1:30PM
Wednesday, 3 May 2006
On Level 5, Ryde City Council Civic Centre, Top Ryde

Present:

Bryony Cooper- PBAI Australia
Susan Francis- PBAI Australia
Lauren Bruce- Railcorp
Angelo Arul- RTA
Shane Schneider- RTA
John Jenkins- State Transit
Warren Finnan- State Transit
Adrian Dessanti- Ministry of Transport
Alistair Richards- Sydney Ferries
Martin Halliday- TIDC
Jenny Burnell- NSW Taxi Council
Christine Nafe- Ryde Hunters Hill Community Transport
Bill Elliot- Ryde Hunters Hill Community Transport
Jenai Davies- City of Ryde
Sam Cappelli- City of Ryde
Jan McCredie- City of Ryde
Warren Latham- City of Ryde
Ramesh Desai- City of Ryde
Stewart Seale- City of Ryde

Workshop began at 11:30 on Wednesday, 3 May 2006 on Level 5, Ryde City Council Civic Centre, Top Ryde.

Bryony Cooper gave a short presentation on the objectives of the Integrated Transport Strategy and the key outcome areas which are being looked at. She then facilitated a group discussion, the responses to which are recorded below

ISSUES DISCUSSED	Comments made by
BUS PLANNING	
*MoT will be holding regional planning forums over May-Jun. Council will be invited to forum for Region 7 in a few weeks time for beginning of process. Actual bus routes will not be planned for a few years.	AD
*Looking to improve new connections from Hills Area to Mac Uni and other areas to Ryde. Decisions made using O-D, patronage and modelling data.	AD
Q) Will new bus routes be looked at in Chatswood Station Upgrade? A) ???	AA
*Strategic Corridors will be looked at in planning new bus routes	AD
*Difficult to achieve objectives of ITS, need public transport reliability, better layover at terminals and better onroad facilities and priority for buses which may mean reducing onstreet parking at times.	JJ
*Can bus routes be altered to go directly to hospital doors?	BE
*Don't design buses out of new areas with bad turning circles/traffic control devices etc	JJ
*Why do people expect a good level of service for outlying areas? Who should fund long distance uneconomical school bus services. Need higher densities and better placed land uses to support higher patronage.	AD
*Because of more students living at Eastwood can now support an evening shuttle to Mac Uni. Out of peak so not costing much to provide. Are probably other sites where these improvements can be looked at. Balance in provision of services needs to be addressed (i.e. many buses along Victoria Rd which is like a tree bus pattern)	WF
*Need to cater for Thursday night shopping and also provide services which correspond to peak demand although outside Mon-Fri peak times.	BC
*For new developments in Mac Park eg Optus with their Workplace Travel Plan should State Transit try to accommodate new bus services as soon as they move in or wait until the new rail line.	WF
*RTA is not going to reallocate road space towards bus lanes. Will only support widening of roads for new bus lanes. RTA has already done studies of new bus corridors.	SS
*Congestion is making public transport impossible to operate quickly or reliably.	WF
BUS PARTNERSHIPS	
*Council is looking to form bus partnerships.	BC
*Get developers to build interchanges i.e. over roads and build over.	JJ
*Better provision of footpaths and bus stops needed to support more accessible buses Q) Can we identify certain bus services where low floor buses can be catered for with accessible footpaths/kerbs etc?	AD BC
A) DDA regulations require over next year 25% of all buses to be wheelchair accessible also taxis. Need to work with LG to identify improvements required to footpaths etc.	AD
*About to rollout articulated buses along Vic Rd and carrying out a review of what is needed. They will need longer bus stops so that buses don't extend into traffic for articulated and normal buses which will be longer at 12.5m. Bus seats should be located to not impede passengers getting off buses. Offset trees, bus stops and other signs from street so buses don't hit them. Need clear ingress/egress from bus stops.	WF
*Bus drivers need to be educated to pull up at kerb. Important to get Mac Uni bus interchange back on agenda.	WL
*Address accessibility where services are actually being used by less mobile. Use Council's Access Committee to identify.	JJ
*Problem with speed humps/roundabouts on certain routes for buses means services can't be provided.	AD
*Problems at Top Ryde with buses queuing and signal times and integration problem for buses along Blaxland Rd.	BE
*Bus problems should be solved with the new Top Ryde shopping centre development.	WF

<p>PLANNING FOR THE NEW RAIL LINE</p>	
<p>*State Transit already has O-D matrices to determine how to cater for new rail lines.</p>	WF
<p>*We need to plan how to get people to new railway lines using public transport and at what infrastructure improvements are needed to do so.</p>	MH
<p>*Mentioned the City of Ryde's renewed campaign to have a bus interchange provided at Mac Uni when the new rail line opens. Info will be forwarded to participants.</p>	WL
<p>TAXIS</p>	
<p>*Taxis move many people but few legal places to pick up and drop off eg outside doctors rooms. Would like to be able to have more locations where they can stop legally and perhaps phones to call cabs.</p>	JB
<p>*Taxis won't rank on demand. In City Taxis can stop in No Stopping Zone, could extend to Ryde. Also can do pickup/drop off 24 hrs ahead in 20-30 mins slot. They do a lot of community transport jobs and Willoughby Council has developed a voucher system for cab hire.</p>	JB
<p>*State Transit would support additional infrastructure to get taxis out of bus zones.</p>	JJ
<p>*RTA not currently considering extending City No Stopping Zones for taxis to other areas</p>	SS
<p>*Many taxis offer their services to venues on an hourly rate. There is now a taxi voucher service to pubs/clubs through liquor accords. Hourly rate typically \$50-\$55</p>	JB
<p>FERRIES</p>	
<p>*Ferries additional/improved services limited because of lack of passenger reliability. River recognised as growth area inc Meadowbank. Currently at Stage 1 of plans for next 3-6 months just to control problems. Then looking to come up with solutions. Looking to increase capacity of Huntley Point/Drummoyne by using faster boats. Meadowbank talking about new services but doing feasibility at present. Proposing within current assets new extra evening services. Not enough growth to support new services/boats at peak hours.</p>	AR
<p>*Maritime Services has taken over all wharves</p>	AR
<p>*Not many ferry/bus connections work very well. Just not enough passenger numbers</p>	AD
<p>*Only 3 people get picked up of an evening on 515 bus connecting to Meadowbank ferry</p>	WF
<p>*Better to have maxi taxi at ferry wharves</p>	JB
<p>*Changing nature of CBD affects access modes (i.e. a long way to walk from Circular Quay Ferries to work in centre)</p>	WF
<p>*Has put in a proposal to increase ferries to Darling Harbour (although sounds like mostly from harbour suburbs). Re connecting buses people are not prepared to walk to Victoria Rd, they want to be picked up from wharf.</p>	AR
<p>*Difficult to put in extra services to Parramatta. If the river is not dredged in the next few years it will be impossible to get into upper Parra River. Is possible that in the future they may give consideration to Meadowbank as a hub.</p>	AR
<p>PARKING</p>	
<p>*Need more commuter parking to connect with public transport, not just ferries. However parking at rail stations has reduced bus patronage for linking services.</p>	AD
<p>*Important to restrict carparking at destinations to promote public transport. North Ryde operations will need to wear the cost of new services.</p>	AD
<p>*People from NW pushing for parking to access high speed buses/rail.</p>	WL
<p>GENERAL: PUBLIC TRANSPORT</p>	
<p>*Need more integrated ticketing/fares</p>	AD/JM

PEDESTRIANS AND CYCLISTS	
*Not enough to have high densities to reduce vehicle dependency, also need better pedestrian and cycle links.	JM
*ITS would like to establish how to connect pedestrians with bus corridors and how to prioritise improvement for pedestrians along key routes and at intersections?	BC
*Would need to consider pedestrian safety on a site by site basis. RTA already provides adequate crossing times at intersections.	SS
*This is untrue for example Victoria Rd and Station St etc. For a disabled or elderly person there is insufficient time to cross safely.	WL
*Need not only more time but more pedestrian refuges/mid block push buttons etc	SF
*Pedestrian accidents and safety need to be considered at major destinations particularly Mac Uni as obviously problems already.	MH
*For Top Ryde and other situations where providing a preferred pedestrian alternative (i.e. footbridge) need to close off other alternatives (i.e. fence) so that people behave safely and do not take risks.	AD
*Need more pedestrian safety education targeted not just at kids.	JB
*Suggest contacting RTA Road Safety Office (can provide details). For blackspot funding should consider accidents on a linear basis.	AA
OTHER PARTNERSHIPS	
*Where developments moved to State Government control we need greater partnership to ensure that we agree on transport outcomes.	BC
COMMUNITY TRANSPORT	
*Look at Ryde HHCT Plans.	CN
*Perhaps older less mobile passengers who Council is catering for through normal bus services should be referred to community transport.	BE
*MoT is including community transport in regional transport planning.	AD
Q) Can role of community transport and relevant funding mechanisms be expanded to include youth services and other non traditional community transport services?	JD
A) MoT would consider and may be able to provide some support to developing new youth/late night services eg. possibility of funding.	AD
ROAD SAFETY	
Q)Will Road Safety be one of the objectives of the ITS?	AA
A)Yes	BC
OTHER CONSIDERATIONS	
*Rise in price of petrol will increase demand for public transport	MH
*Developer agreements important. Road pricing for M7 has affected demand.	AA

Brief Notes taken by
Jenai Davies
Sustainability Engineer, The Environment
3.5.06