



National Coach Connections Summit

MOVING PEOPLE * Long Distance * Charter * Express

**Sydney CBD, partnering with the coach industry
for solutions**

***Steve Issa, Executive Director of Operations and
Planning, Sydney Coordination Office – Transport for NSW***

The Future for Long Distance, Charter and Express



Transport
for NSW

Sydney CBD - Partnering with the coach industry for solutions

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Executive Director Operations and Planning
Transport for NSW

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Tomorrow's Sydney

Responding to growth:

- Sydney's population is expected to leap by more than 2.1 million people in the next 20 years - about 170,000 more than predicted only two years ago.
- Transport for NSW is overseeing the largest transformation of the Sydney CBD transport network in decades to address it.

The demand :

- Over 630,000 trips are made to the city centre daily – 67% by public transport and 20% by car. This is forecast to increase by 25% (155,000 trips) by 2031.
- Over 1.26M travel trips are made within the city for work, education, shopping, leisure and city living each day. These trips will increase by 35% to 1.7M by 2031.
- 100,000 jobs created in the city centre over the next 20 years.

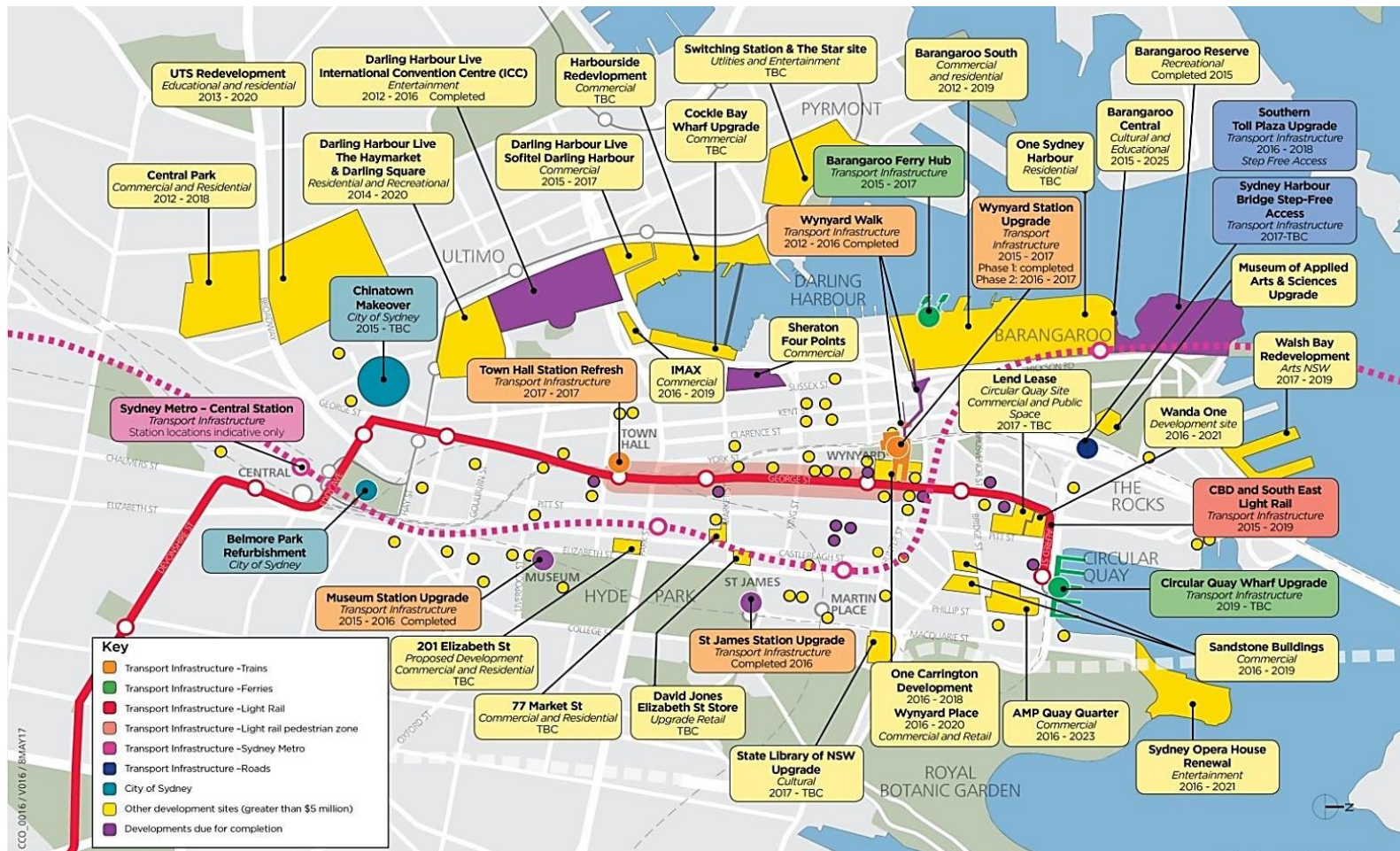


Sydney Coordination Office



Functions include:

- **Communications**
- **Operational planning:** traffic management and contingency planning
- **Strategic and land use planning** (including development approvals)
- **Freight planning:** deliveries and servicing
- **Business and community support** (i.e. activation during periods of disruption)
- **Facilitating special events and tourism**



Developing Sydney



1 Carrington, Brookfield



Quay Quarter Tower, AMP



333 George St, Charter Hall

CBD Transport Projects



Managing kerbside space

- Major transport projects have reduced overall loading zone capacity by:
 - 13% in the morning peak
 - 2% in the inter-peak
 - 20% in the afternoon peak
- Additional private and public construction will place greater pressure on kerbside capacity
- Special events also have an impact

TfNSW is continuously exploring opportunities for kerbside use changes to meet the demands of our growing city



Engagement and activation

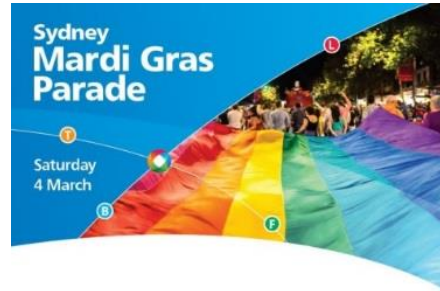


Working with businesses during construction



Photo credit: City of Sydney

Maintaining a Vibrant City – Major Events



Don't rush home. Enjoy yourself in the city after Mardi Gras.

With extra trains and buses, it's easy with public transport.



Central Station

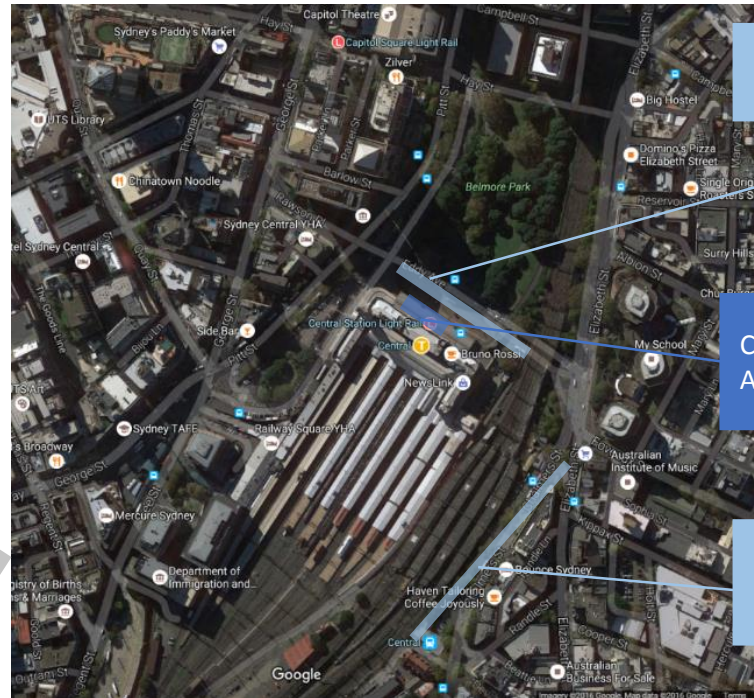
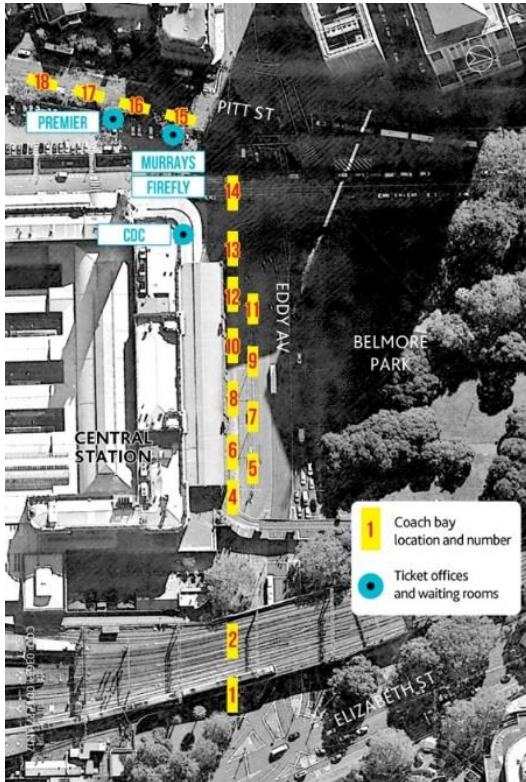
- Coach terminal on Eddy Avenue was relocated to the Western Forecourt in April 2017
- Eddy Avenue will become part of the Sydney Light Rail route
- TfNSW successfully worked with Bus NSW and the Bus industry to plan and implement the relocation
- The Western Forecourt houses the intercity Coaches and rail replacement coaches
- Coach Marshals were engaged by TfNSW during the change
- Temporary wayfinding signage was in place to help customers find their way
- Positive feedback received from customers



Central Station – pre Light Rail Construction

Project impacts on coach / bus operations

535 coaches operate each week from 17 bays at Central Coach Terminal (excl. snow and unscheduled)



Closure of 13 coach bays

Closure of Coach Terminal Office on Eddy Avenue (relocated to Grand Concourse)

Relocation of rail replacement bus bays (move south on Chalmers St)

Central Station – Western Forecourt solution

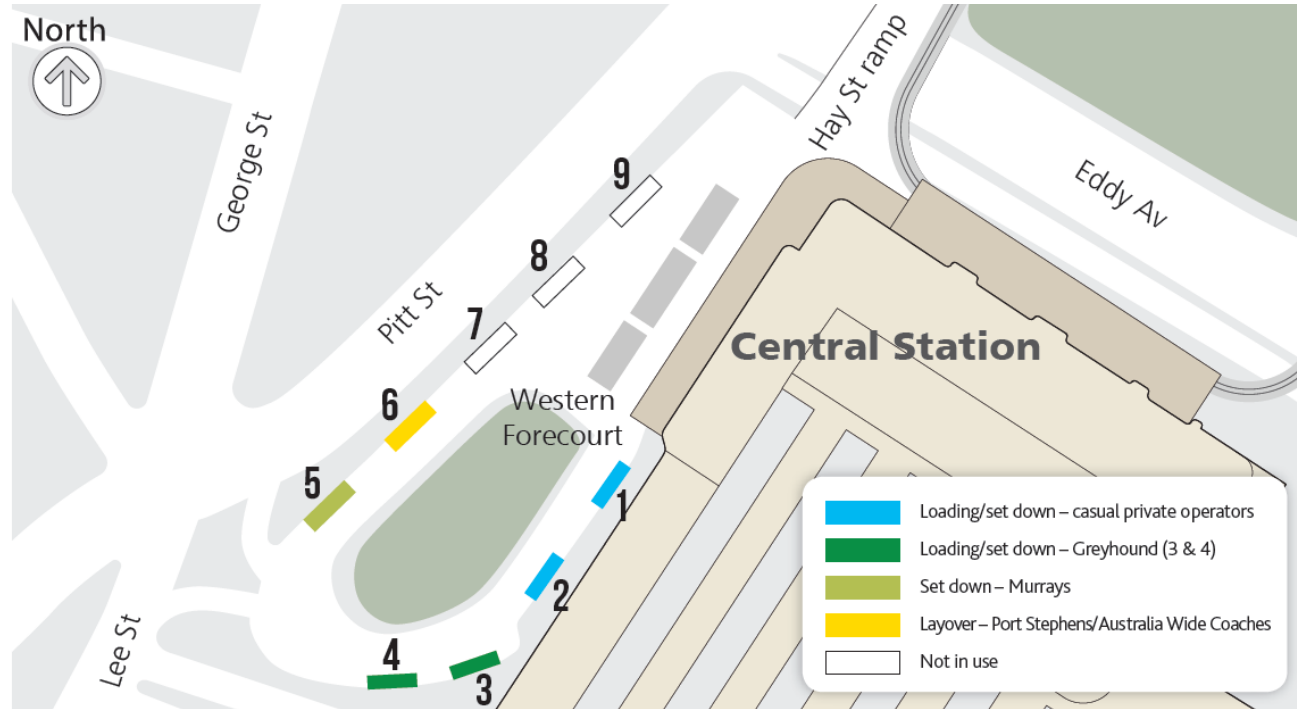
- 5 bays allocated to coach operations - which reflects 90% peak demand (based on CCTV survey)
- Coaches continue to operate in accordance with current timetable
- Shared use of coach Bays
- Coaches access and egress the Coach Terminal via the Hay Street ramp or Lee Street
- Maximum layover time for Coaches will be 30 minutes within the Western Forecourt due to constrained space
- Balance the kerbside space with other Western Forecourt users



Central Station – the solution

Normal operation

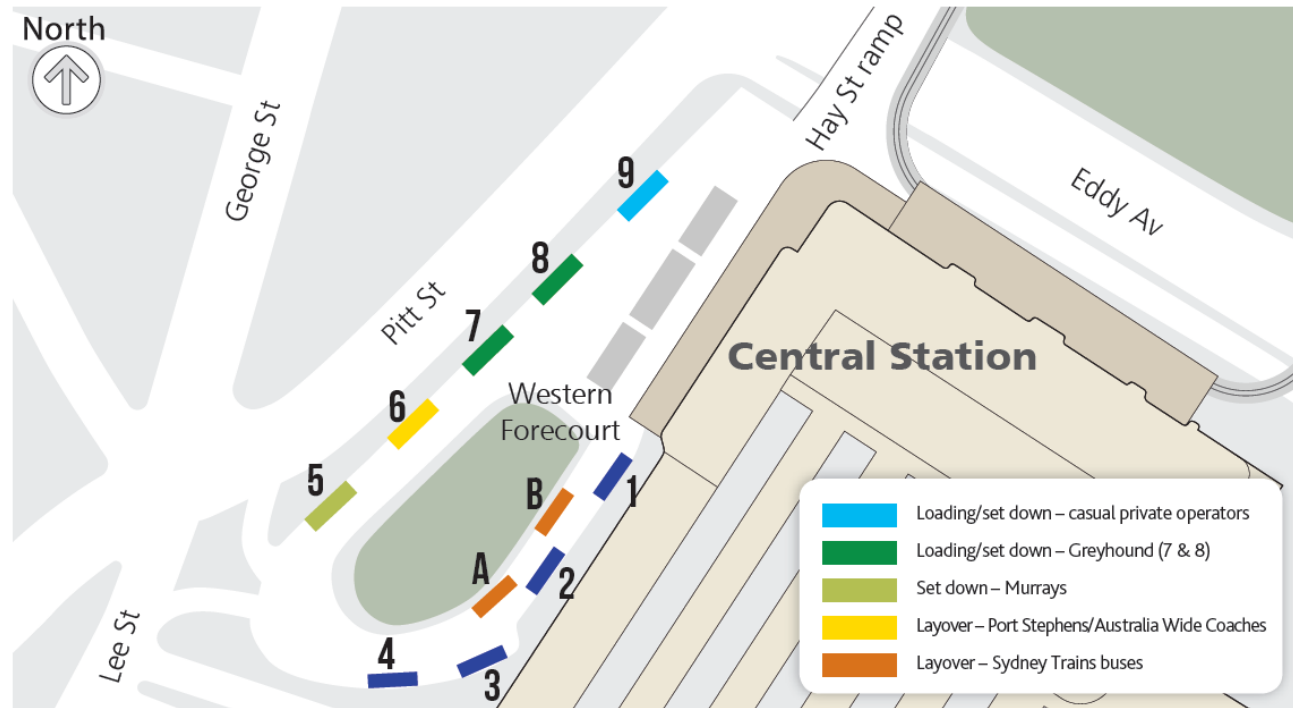
In this business as usual scenario, private coach operators will operate from the South of the Western Forecourt (noting a maximum layover of 60 minutes is required).



Central Station – the solution

Intercity/suburban emergency and planned bussing

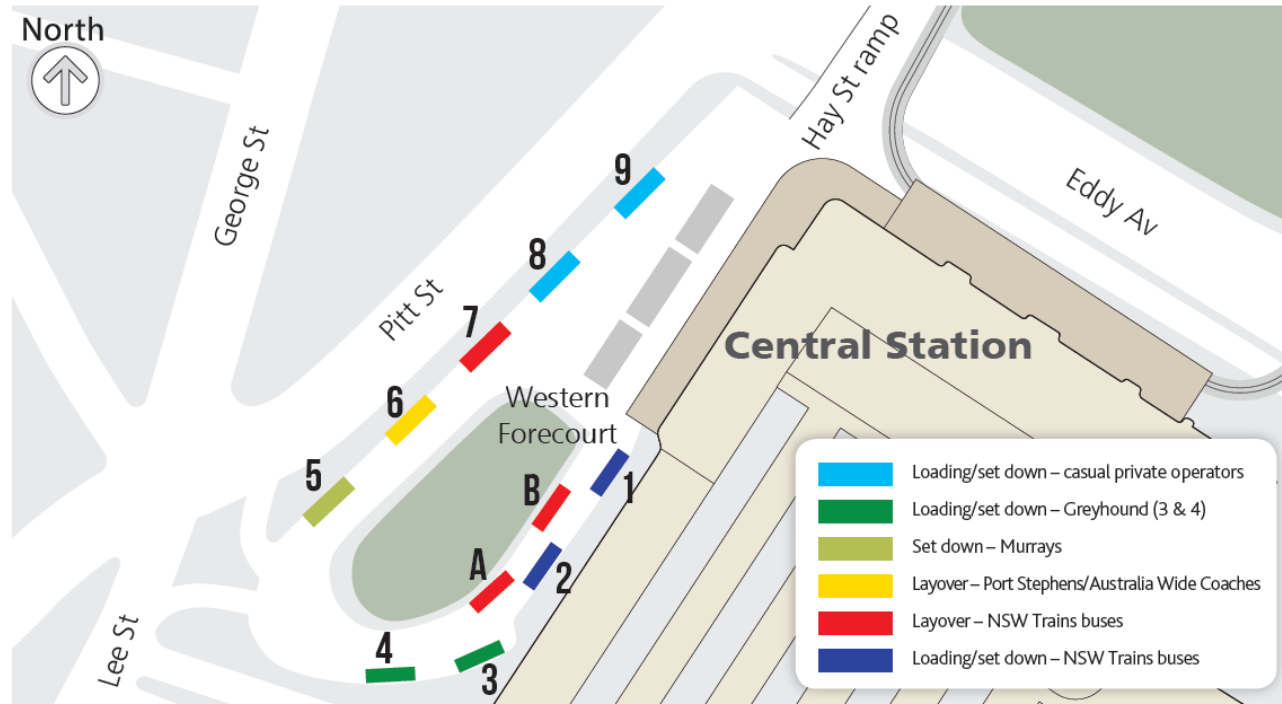
When there is an intercity or suburban rail shutdown, there can be up to 20 buses operating per hour. Therefore coaches operating from bays 1-4 will be displaced to bays 7-9. Rail replacement bussing will be able to use Hay Street ramp and Lee Street Layover for additional layover capacity. A bus marshal will be deployed to manage bus and coach operations.



Central Station – the solution

Regional emergency and planned coaching

When there is a regional rail shutdown, coaches operating from bays 1-2 will be displaced to bays 8 and 9 to enable bussing to operate.



Central Station – Customer considerations

Customer Information

Customers access coach information such as destination, stopping pattern, due out next time, next train services and departure bay from the Terminal office or the Marshal (for a period after the change).

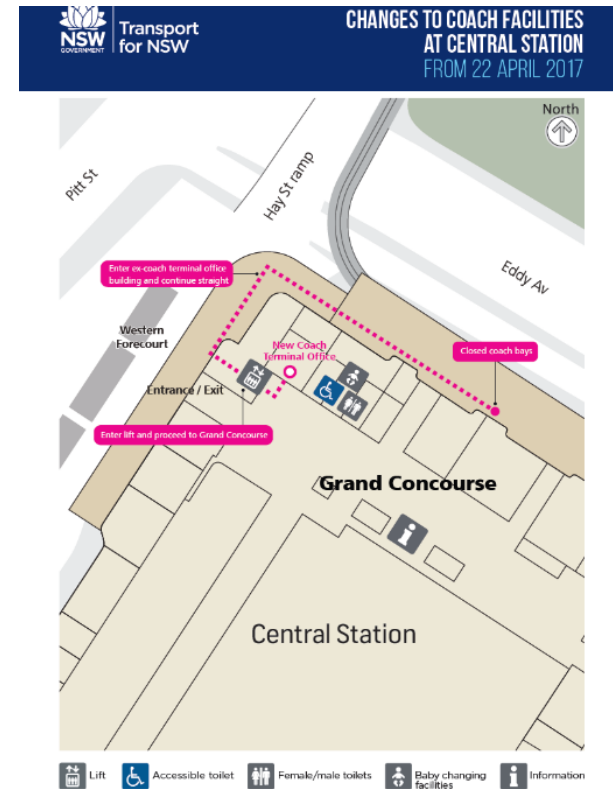
Wayfinding

Signage to guide coach customers:

- Place markers at each coach bay (including number and operator)
- Sandwich sign outside coach terminal
- Wayfinding (in accordance with broader wayfinding strategy)

Customer Safety and Comfort

- CCTV within the Western Forecourt is monitored by NSW Trains
- Pedestrian walkways throughout the Western Forecourt



King Street Wharf

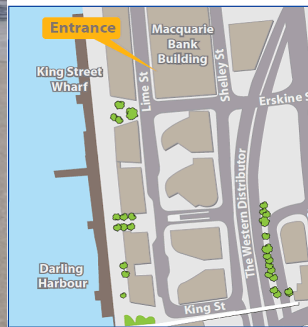


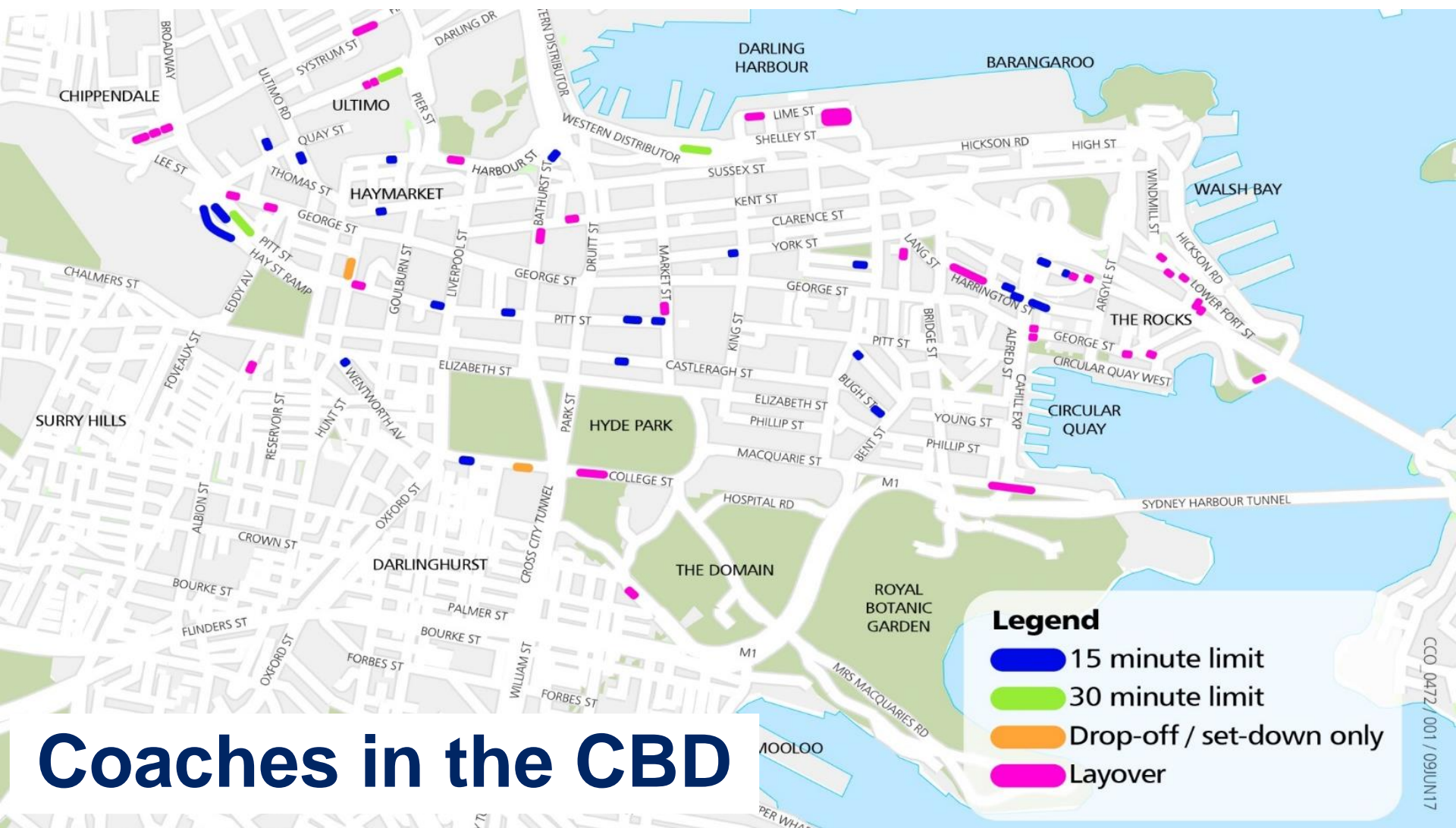
Parking is free of charge
Maximum stay is 24 hours
24/7 with onsite staff during peaks
Accredited long distance, tourist and charter coaches only

Not permitted

- No passengers allowed or utilise the facility as a meeting point
- Washing vehicles or carrying out mechanical repairs
- No rubbish is to be left within the facility

Reconfigured the road network to improve interaction between coaches, buses, taxis and to address community concerns





CBD Coach Survey – kerbside utilisation

Utilisation survey undertaken

- Thursday 1 December 2016, 7am - 7pm (Weekday)
- Saturday 4 December 2016, 7am - 7pm (Weekend)

Cameras set up at each of the 65 designated coach parking/layover areas within the CBD

Scope

- Type of vehicle utilising the facility i.e. coach, mini bus, public/tour bus
- Vehicle arrival, departure times and subsequent dwell times



CBD Coach Survey – results

No / low utilisation of existing coach facilities

- 14 locations that has no or little use by coaches/buses and mini buses

High utilisation of existing coach facilities

- 21 locations that had regular high occupancy (> 50% occupancy) indicating an efficient use of the facility

Over utilisation of existing coach facilities

5 locations showed long duration or excessively exceeded coach/minibus facility capacity

- Harbour Street between Goulbourn Str and Liverpool Str (west kerb)
- Pitt Street between Park Street and Market Street (west kerb)
- York street between Market Street and King Street (east kerb)
- Bathurst Street between Kent Street and George Street (north kerb)
- Cumberland Street between Essex Str and Gloucester Str (west kerb)



CBD Coach Survey - summary

Average Dwell Time		Median Dwell Time	
Weekday	Weekend	Weekday	Weekend
0:36:39	0:42:59	0:33:14	0:34:22

Majority of coach parking in the CBD are signposted with 15 minute limit

Survey: average dwell time is more than double the legal limit

Long dwell times highlight the need for more longer term options for the coaches on the periphery of the CBD core



Projects and precincts

