

# SYDNEY CITY CENTRE ACCESS STRATEGY

December 2013



# CONTENTS

MINISTERS' MESSAGE	1
EXECUTIVE SUMMARY	2
AN INTEGRATED NETWORK IN THE CITY CENTRE	4
PROGRESSING INITIATIVES IN THE CITY CENTRE	6
INTEGRATED OUTCOMES IN THE CITY CENTRE	7
TRANSFORMING SYDNEY'S CBD	8
THE CHALLENGES	9
OUR PLAN FOR IMPROVING ACCESS TO AND WITHIN SYDNEY'S CITY CENTRE	18
ACTIONS IN DETAIL	27
OUR FUTURE TRANSPORT NETWORK – STREET BY STREET	58
HOW YOU HELPED – THE CONSULTATION PROCESS	68

## **SYDNEY CITY CENTRE ACCESS STRATEGY**

December 2013

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## MINISTERS' MESSAGE

Sydney is Australia's leading global city and primary economic centre with outstanding natural assets, attractions and a strong business and employment base. The city centre is a hub of activity with more than 630,000 trips made to the centre each weekday. This is expected to grow to 775,000 trips over the next 20 years.

Sydney's status as a liveable and vibrant global city relies on efficient access to, and movement around, the city centre. We need to provide better public transport options for a growing transport task and make our city streets work more effectively.

Our extensive harbour frontage is a natural wonder; however the geography presents challenges for our transport network and means we have constraints affecting how we cater for growth.

Developing the *Sydney City Centre Access Strategy* is a key action in the *NSW Long Term Transport Master Plan*. The Access Strategy is the state's first detailed plan showing how people will enter, exit and move in and around the CBD over the next 20 years. The Access Strategy demonstrates how light rail, buses, trains, ferries, cars, taxis, pedestrians and cyclists will interact in the heart of Sydney. The Access Strategy also provides a clear direction for how all the different transport modes will work together in the city centre to:

- Reduce congestion
- Provide for future growth
- Improve the customer experience.

Better facilities for pedestrians and a completed city centre cycleway network will make it easier to move around within the city centre. We will also make better use of limited road space within the city centre to manage congestion and to meet the needs of business for efficient access for deliveries and services.



The Access Strategy will transform many aspects of the city centre's transport network. It will also transform parts of the central city creating new precincts and places that are attractive and where people will want to spend more time. It is an important step to prepare Sydney for future growth and to create a seamless, integrated and fully- functioning transport system that meets the needs of our customers travelling to, from and within the city centre.

The *Sydney City Centre Access Strategy* has been informed by a clear understanding of the existing and future transport task to and within the city centre, as well as in-depth analysis of transport as an integrated system. The Access Strategy has also been informed by community feedback. We released the *Sydney City Centre Access Strategy for further consultation* in September 2013.

We acknowledge and thank everyone who provided comments on that version of the Access Strategy. Your feedback has helped to strengthen the final Strategy. We are now getting on with the job of delivering this plan of action to put the right mode in the right place in the city centre, cut congestion and support a globally competitive city.

**Gladys Berejiklian MP**  
Minister for Transport

**Duncan Gay MLC**  
Minister for Roads and Ports



## EXECUTIVE SUMMARY

The *Sydney City Centre Access Strategy* will deliver a fully integrated transport network in Sydney's city centre that puts the customer first and meets the growing transport task. It will mean more people use public transport to access the city centre and it will change the way people move around within it.

Rail will remain the dominant mode for getting to the city centre. The North West and South West Rail Links will mean customers from Sydney's growth areas are able to access the city centre rapidly and reliably. The *NSW Long Term Transport Master Plan* has highlighted the Second Harbour Crossing as Sydney's next major rail project. This project is a new rail line under the city, it will expand the rapid transit network already being delivered by the North West Rail Link and feature fully automated, single deck trains and new underground stations. It will relieve congestion at existing stations and also open up new connections to the city centre.

Together with other measures to fix Sydney's trains, the Second Harbour Crossing will enable Sydney's rail network to carry up to 100,000 more people an hour, unlock significant capacity on key rail corridors and provide rail access to growing parts of the city. This will create significant incentive for customers to shift from cars to public transport.

We will also undertake station upgrades at Central and Wynyard with further upgrades at Town Hall, Martin Place, St James and Museum. We are starting detailed planning to transform Central Station into an iconic world class transport hub and the southern arrival gateway to the Sydney CBD.

The new CBD and South East Light Rail will connect the south eastern suburbs to Central Station and Circular Quay and move up to 9,000 people per hour in each direction through the city centre. Together with the Inner West Light Rail extension, the CBD and South East Light Rail will bring new options for moving through the city centre, and provide customers with seamless interchange with the bus and rail networks.

Bus routes will be redesigned to include new and improved services that are more reliable, easier to understand and offer better flexibility for transfer with other modes. These changes, together with the commencement of the CBD and South East Light Rail, will mean 220 fewer peak hour buses would enter the city centre, relieving congestion. The North West Rail Link will further contribute to a reduction in buses with some 160 fewer buses entering the city centre.

An additional 55 extra weekly ferry services, including ferry routes with more consistent stopping patterns and longer hours of operation to better match demand, were introduced in October 2013 as part of the first integrated timetable for ferries, buses and trains. A new ferry hub at Barangaroo opening in 2016 will connect ferry customers to the western and mid-town parts of the city centre. A high quality pedestrian link, the Wynyard Walk, will connect Barangaroo and Wynyard.

Access for motorists - including service and delivery vehicles - will be maintained. Service and delivery vehicles will be encouraged to make deliveries outside peak hours and use off-street loading docks. For motorists, traffic bypass routes will be optimised, including getting more traffic into the Cross City Tunnel, and establishing priority routes for motorists around the city centre on streets such as the Wentworth Avenue / College Street / Macquarie Street route.

The Access Strategy clearly prioritises and allocates street space for public transport, general traffic, pedestrians, cyclists, taxis and service vehicles, helping to unlock Sydney's transport capacity. Improved signage and wayfinding will also help manage the demand for limited space in the city centre and make it easier for people to move around.



Walking is the dominant way of travelling within the city centre, and a program of initiatives will improve the safety, amenity and capacity for pedestrians in the city centre. We will create a safer environment with 40 km/h speed limits in parts of the city centre. Forty percent of George Street will be pedestrianised; footpaths will be de-cluttered and there will be reduced waiting times for pedestrians at traffic lights. The city centre cycleway network will be completed, supporting the rapid growth in cyclists to the city centre, without compromising access for other modes in the city centre. The College Street cycleway will be removed after key links of the expanded cycleway network are completed.

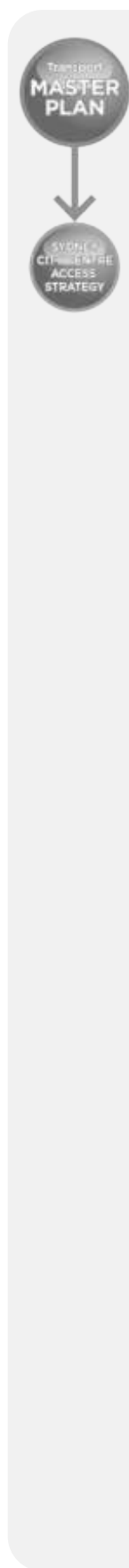
Implementing the Access Strategy will involve periods of construction and change. To support these changes, detailed planning is well advanced on initiatives that will keep the city moving and minimise impacts on businesses, workers, visitors and residents in the city centre during the implementation of the CBD and South East Light Rail. Before major light rail construction commences, the bus network within the city centre will be modified, and some on-street parking spaces reallocated to provide more taxi ranks and to ensure an adequate supply of loading zones. Taxi ranks will be better located to make sure customers are not more than 150 metres from a taxi rank.

A City Centre Transport Taskforce, a permanent specialist team based at the Transport Management Centre, will be responsible for the smooth operation of the city centre 24/7.

The *NSW Long Term Transport Master Plan* identifies the need for better access to and within the CBD and to provide transport to a growing CBD. More than 100,000 jobs will be created in the city centre over the next 20 years. The Access Strategy is a detailed plan that outlines initiatives to make travel easier to, from and within the city centre for all customers and support greater public transport use to meet future growth.

The draft *Metropolitan Strategy for Sydney to 2031* sets priorities for the Sydney CBD such as 'strengthen connections to the rest of the Sydney Metropolitan Area' and 'prioritise transport investment'. The Access Strategy identifies enhancements on key corridors connecting the city centre with the rest of Sydney and identifies transport initiatives required to respond to demand in order to prioritise investment.

The Access Strategy will be updated in five years to take account of the light rail development and the associated major transformation of the city centre's transport system.



## AN INTEGRATED NETWORK IN THE CITY CENTRE

The Access Strategy considers all transport modes and their key networks (each shown as a layer in the adjacent figure). The development of the Access Strategy has balanced the needs of customers for each transport mode in order to deliver a more integrated network that makes the best use of finite space in the Sydney city centre. The different transport modes do not function in isolation, but together as an integrated transport system.

An integrated network has significant customer benefits including:

- Making interchange easier.
- Improving reliability of surface public transport (buses, light rail and taxi).
- Improving safety for all users.
- Reducing conflict between modes.

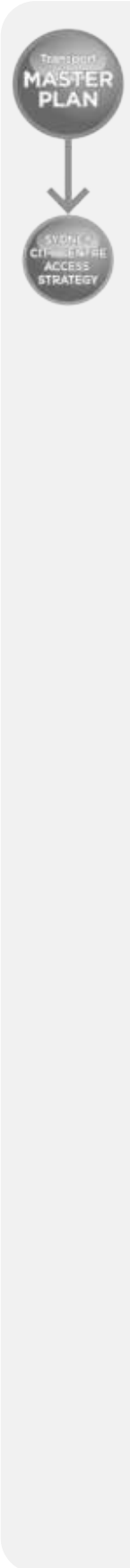
The integrated city centre transport network of the future will look and operate differently than today for most customers. Key features of a future integrated network include:

- Light rail on George Street between Central and Circular Quay
- Pedestrianisation of George Street between Bathurst and Hunter Streets
- Improved pedestrian connections throughout the city centre including Wynyard Walk
- Redesigned bus services with priority routes on Elizabeth Street/ Castlereagh Street, Park Street/ Druiitt Street and Clarence Street / York Street
- New interchange precincts at Town Hall, Wynyard, Central and Circular Quay, and also at Martin Place and Museum
- An integrated cycleway network
- A new ferry hub at Barangaroo
- A new railway line and train stations for the city centre
- New designated traffic routes through and around the city centre.

The NSW Government's commitment to implementing the CBD and South East Light Rail signals an exciting chapter in Sydney's development.

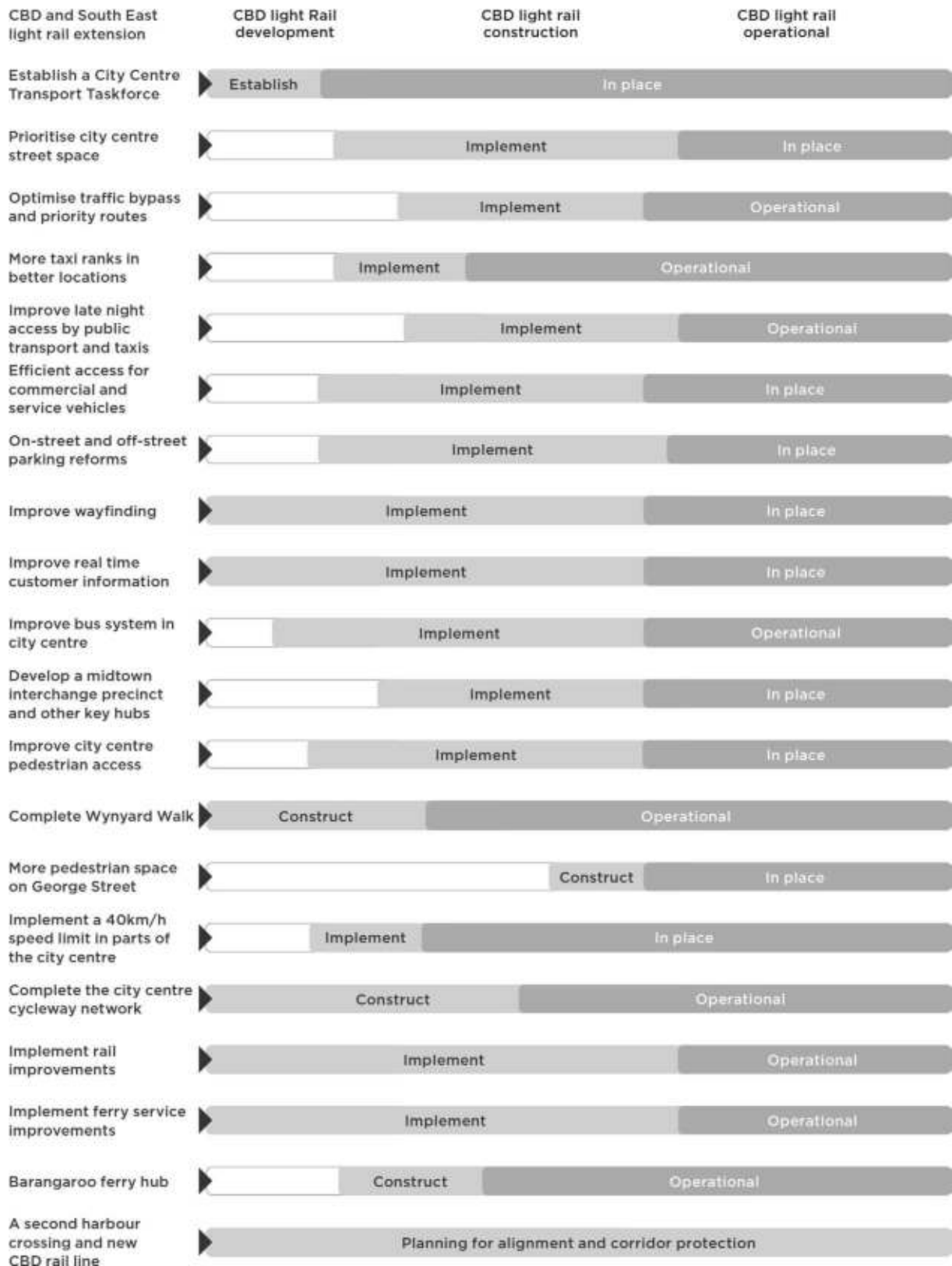


2031 city centre transport network



**Note:** A new CBD rail line and rail crossing under the harbour will also exist on an as yet undefined alignment.

## PROGRESSING INITIATIVES IN THE CITY CENTRE





# INTEGRATED OUTCOMES IN THE CITY CENTRE

## Connect Barangaroo to the city centre and Sydney transport network

- Wynyard Walk will provide a direct, accessible pedestrian connection between Barangaroo and the Wynyard Station interchange precinct
- New bus routes serving Barangaroo and Walsh Bay
- A new Barangaroo ferry hub and new routes to provide more opportunities to access Barangaroo and the mid town precinct by public transport.

## Making public transport transfers easier

- Interchange precincts at key transport hubs will make it easier for public transport customers to transfer between trains, buses, light rail and ferries. These key transport hubs will include Opal ticketing, decluttered footpaths, improved wayfinding, real time passenger information, accessible pathways and better shelters.

## Connect the Sydney International Convention, Exhibition and Entertainment Precinct to the city centre and metropolitan transport network

- The redevelopment of the Sydney International Convention, Exhibition and Entertainment Precinct (SICEEP) will be supported by a number of new and enhanced transport options
- The extension of the existing light rail network will provide a regular and easy to use transport service, connecting SICEEP through the CBD, to the Inner West and to the South East
- Improved pedestrian and cycling links will connect SICEEP to Central Station via the extended Goods Line
- New taxi ranks and improved wayfinding will also support customers visiting SICEEP.



## Circular Quay revitalisation

- Revitalised Circular Quay interchange precinct with a new light rail stop, fewer buses, decluttered footpaths and improved wayfinding.

## Improving access to commercial and retail activity

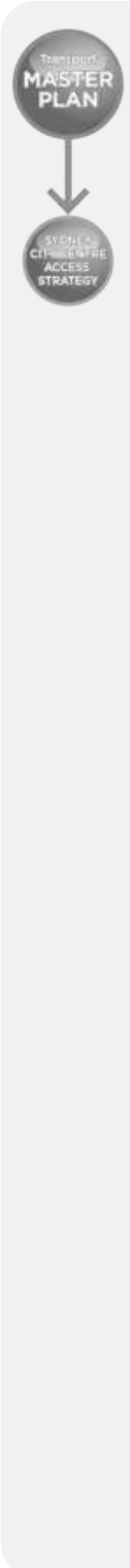
- Pedestrian improvements in areas of highest pedestrian activity will include reduced waiting time at intersections, the introduction of the George Street pedestrian zone and localised areas of footpath widening
- The late night public transport network will be extended and there will be an increase in the secure taxi ranks at Town Hall, helping to stimulate the late night economy.

## Improving safety in the city centre

- Improve safety for all customers by managing traffic speeds at gateways to the 40km/hr high pedestrian activity areas.

## Increasing public transport access to and capacity in the city centre

- The CBD and South East Light Rail is a high capacity, reliable and sustainable mode of public transport that will ease the pressure on Sydney's roads by reducing the city's reliance on buses. The redesigned city centre bus and light rail system will provide easier to understand routes, better stops and higher frequencies throughout the day and into the night
- Station improvements at Central, Town Hall and Wynyard through boarding and alighting management, platform redesigns and timetable changes will provide short term capacity increases.



## TRANSFORMING SYDNEY'S CBD

Light rail provides an opportunity to transform the transport system and contribute to major improvements in people's overall experience of the Sydney city centre. Light rail will also be a critical element in meeting the future transport needs of our global city.

The improvements light rail will deliver in terms of capacity and reliability will enable major reforms to the transport system within the city centre. It will reduce bus numbers, facilitate the pedestrianisation of 40 per cent of George Street and enable the completion of a network of cycleways. We will preserve access for motorists, delivery vehicles and taxis by prioritising traffic movements on certain routes through signal optimisation and reconfiguring intersections.

To support these changes, detailed planning is well advanced on a number of initiatives to keep the city moving during the implementation of the light rail project, while also minimising impacts on residents, workers, visitors and business in the city centre.

Initiatives that will be completed in advance of major light rail construction include:

- Establishing a dedicated City Centre Transport Taskforce with responsibility for the smooth operation of city centre transport on a 24/7 basis. It will provide a single point of reference for transport incident response and oversee management of transport impacts due to construction and other changes.
- Modifying the bus network within the city centre so that it operates effectively before, during and after light rail construction. The redesigned bus network will see buses relocated from George Street and reduce the number of buses that need to move through the city centre.
- Working with the City of Sydney, the taxi industry and businesses to increase the number and improve the location of taxi ranks, and to ensure sufficient loading zones in the city centre.
- Improving signage, wayfinding and customer information to make it easier for people to locate major transport hubs and transfer between different services.

- Completing the extension of the Kent Street cycleway and a new east-west cycleway along Liverpool Street, working closely with the City of Sydney.
- Completing Wynyard Walk to provide a direct connection between Barangaroo and the major transport interchange at Wynyard.
- Removing the monorail, which will free up street space for other uses.
- Rolling out the Opal card across all public transport modes to make travel easier and transfers between services and modes more efficient.

Careful sequencing of transport projects and other initiatives will minimise disruption for customers, businesses and residents during construction. We are working with the City of Sydney and engaging with the community and property owners to understand their specific access needs during construction. We are committed to maintaining property access to George Street at all times during construction of the CBD and South East Light Rail.

The initiatives outlined above will also help manage other changes taking place during this period of city centre transformation, including landmark projects like Barangaroo and the new Sydney International Convention, Exhibition and Entertainment Precinct.

Light rail and the other changes in the CBD provide the opportunity to rethink how all transport services can work more effectively together to reduce congestion, improve access and help people move more seamlessly around the city. The robust analysis and integrated planning that sits behind the *Sydney City Centre Access Strategy* makes it possible to address many shortcomings of the current transport system. Light rail is the catalyst for transforming the city – and the *Sydney City Centre Access Strategy* provides the blueprint to deliver integrated, multi-modal transport outcomes for the city centre that unlock Sydney's capacity and meets the needs of our customers.



## THE CHALLENGES

### Growing demand for access to Sydney's city centre

Sydney's city centre is a growing economic hub and cultural focal point for metropolitan Sydney and the whole of Australia. It generates \$70 billion of economic activity each year. The efficient and reliable movement of people and goods to, from, through and within the city centre is essential to maintaining Sydney as a competitive global city, as well as a liveable city for residents, workers and visitors.

Over 630,000 trips are made to the city centre each day and a further 1.27 million within the centre for work, education, shopping, tourism and by those who live there, generating demand for a mix of high capacity transport services.

The number of people travelling to the city centre each day will grow to 775,000 by 2031 - an extra 145,000 trips.

Major developments at Barangaroo and Darling Harbour will generate significant travel demand, with the development at Barangaroo alone bringing an additional 23,000 jobs to the city centre.

Efficient, high capacity public transport services are needed to meet this growing demand to get people into the city centre and to make it easy to move around once there.

The trends in how people access the city centre are changing. Over the last ten years, the number of people driving to the city centre in the morning peak hour has plateaued at around 25,000 trips and the number of people arriving by public transport has increased from 105,000 to 145,000 trips. From a low base, walking and cycling trips to the city centre in the morning peak hour has more than doubled in just ten years from 5,000 to 11,000 trips.

Sydney city centre



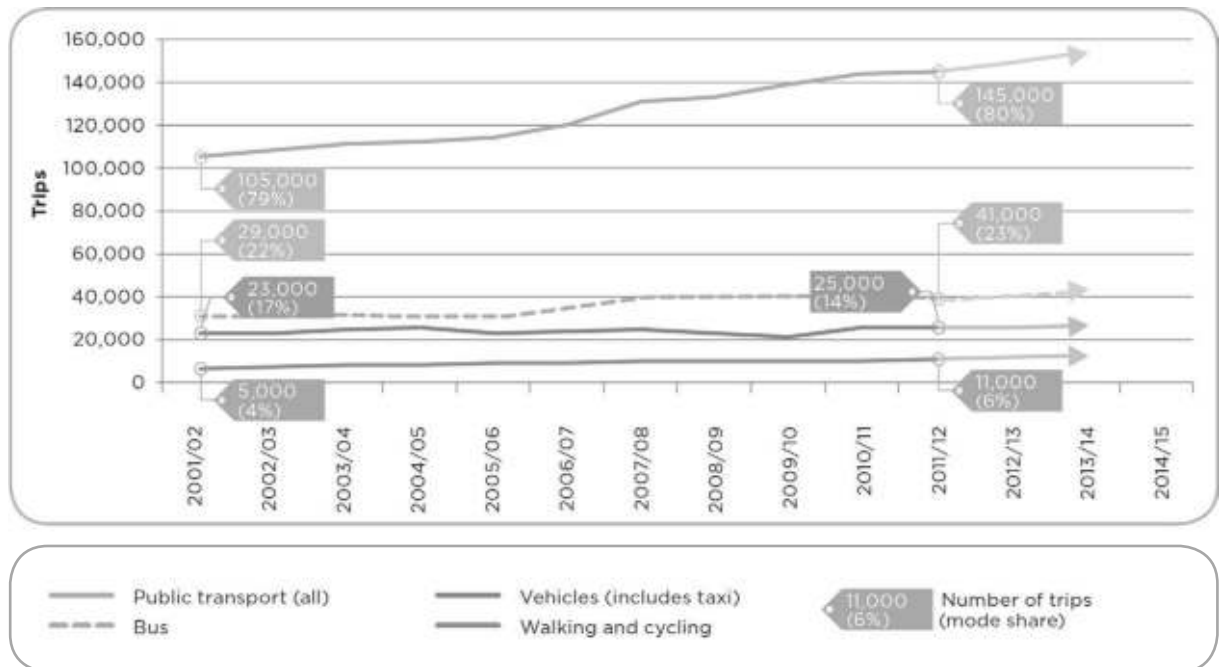


Throughout the day, how customers choose to travel to and from the city centre is very different to the journeys made within it. More than 60 per cent of people travelling to or from the city centre travel by rail, bus or ferry and 25 per cent by car. In the morning peak hour, a smaller proportion of people drive, with only 14 per cent of trips to the city centre made by car.

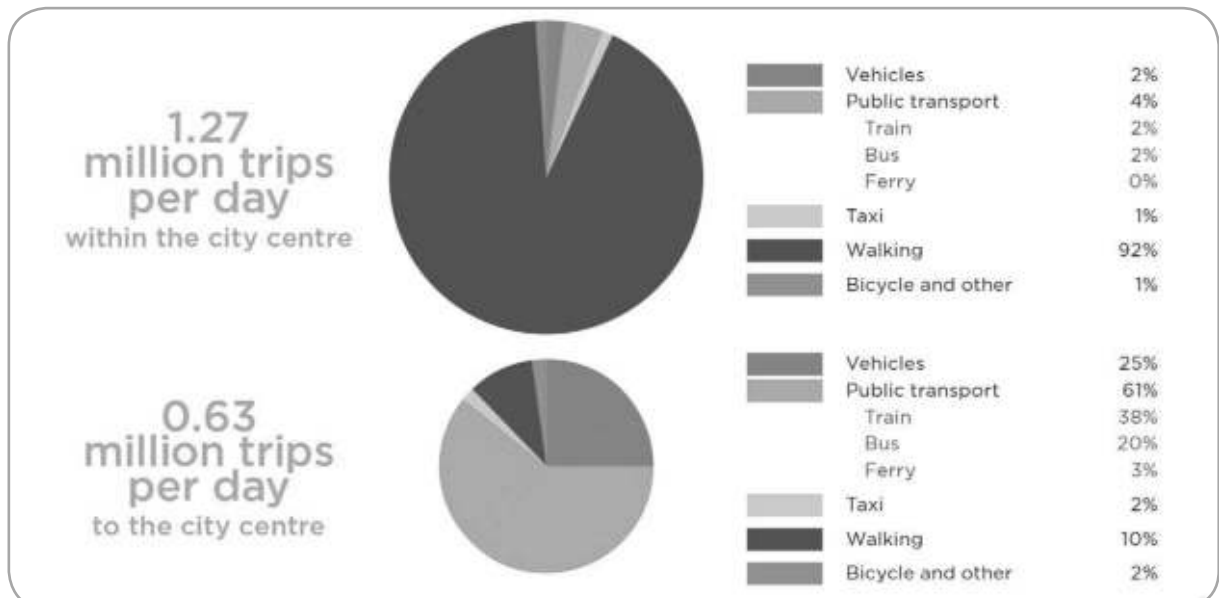
The Access Strategy recognises that the characteristics and demand for travel to, from and within the city centre are very different to the rest of metropolitan Sydney and plans for this accordingly. The Access Strategy is focussed on providing a range of transport choices for our customers, while prioritising different transport modes in different parts of the city centre.

Within the city centre walking makes up 90 per cent of the trips made over the course of the day.

Trends in travel to the Sydney City Centre - AM peak 1 hour



Daily trips within the city centre and to the city centre



## Congestion and access to the city centre

Congestion across metropolitan Sydney is estimated to cost up to \$5 billion per annum and is forecast to increase to around \$8 billion per annum by 2020.

At least half of all weekday trips to the city centre are from adjacent inner-city areas with about 30 per cent from middle ring suburbs and less than 20 per cent from the outer metropolitan regions.

The morning and afternoon peak periods are the critical period when people are travelling into and out of the city centre to work and study, provide services and make deliveries.

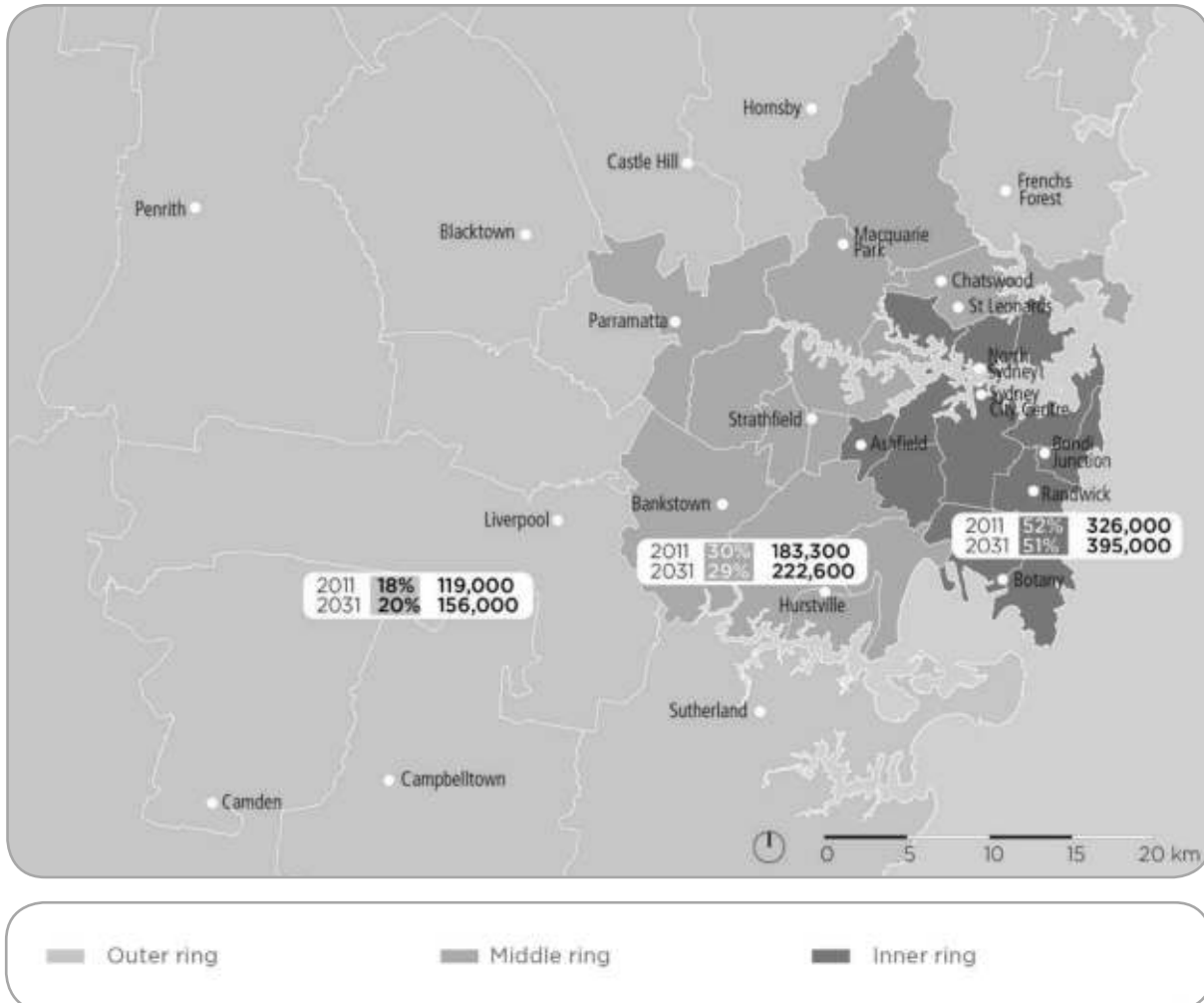
About 180,000 of the over 630,000 trips made into the city centre each weekday are in the morning one hour peak. Over 80 per cent of these

peak hour trips are made by public transport with rail carrying the biggest share of public transport trips.

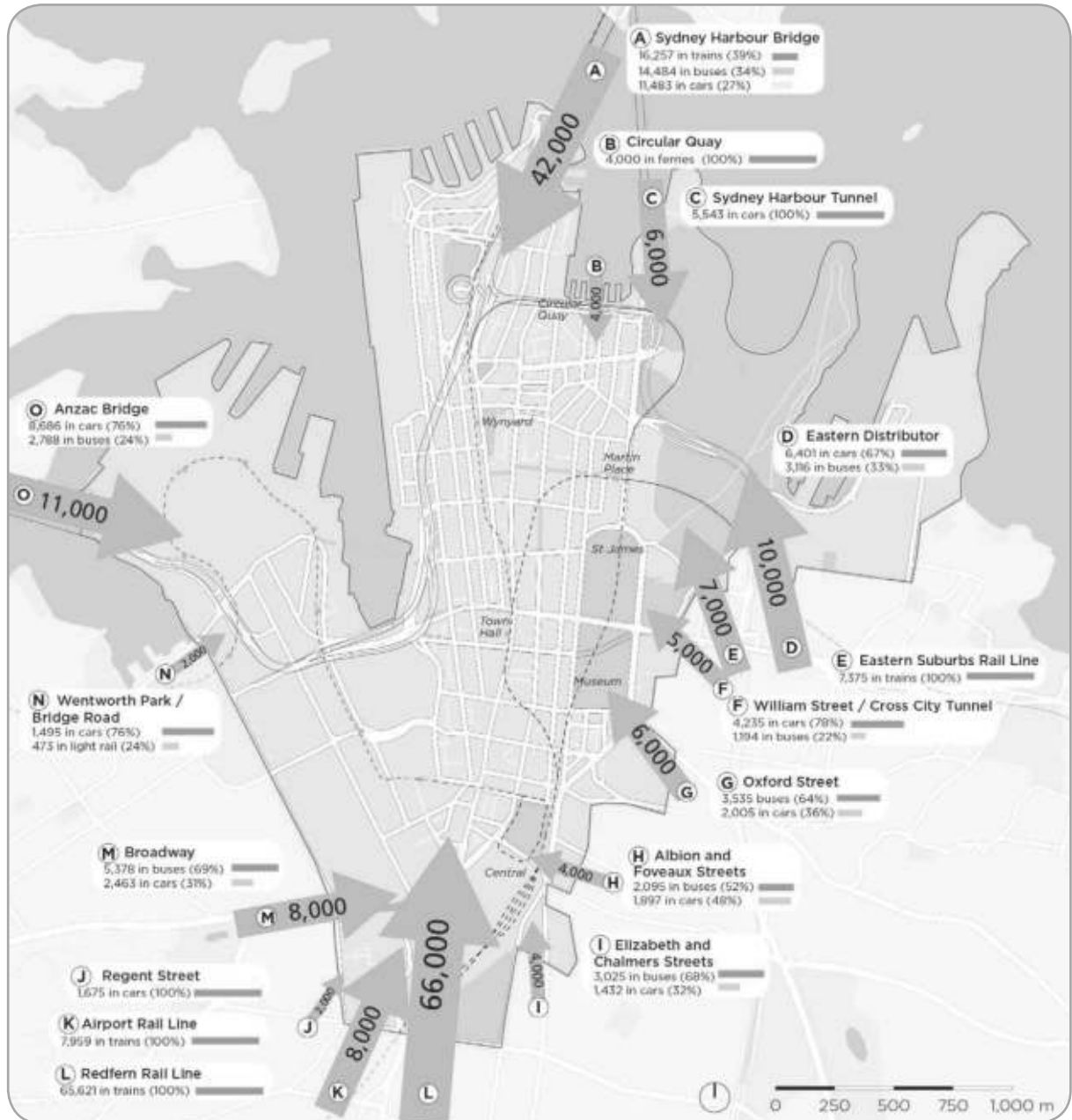
The number of people entering the city centre in the morning peak hour (8.00am – 9.00am) is expected to grow from 180,000 to 225,000 trips in 2031 and more than half of this increase will need to be met by rail services.

Over 115,000 of the 180,000 trips to the city centre in the morning peak hour occur in two main corridors: the multi-modal Harbour Bridge corridor to the north (with rail the dominant mode) and the rail corridor through Central Station. Increasing access through key corridors will be a critical part of meeting future demand.

Origin of weekday (all day) trips to the city centre – 2011 to 2031



Entries into city centre (location and current passenger volumes entering the city centre through key gateways 8:00am-9:00am)



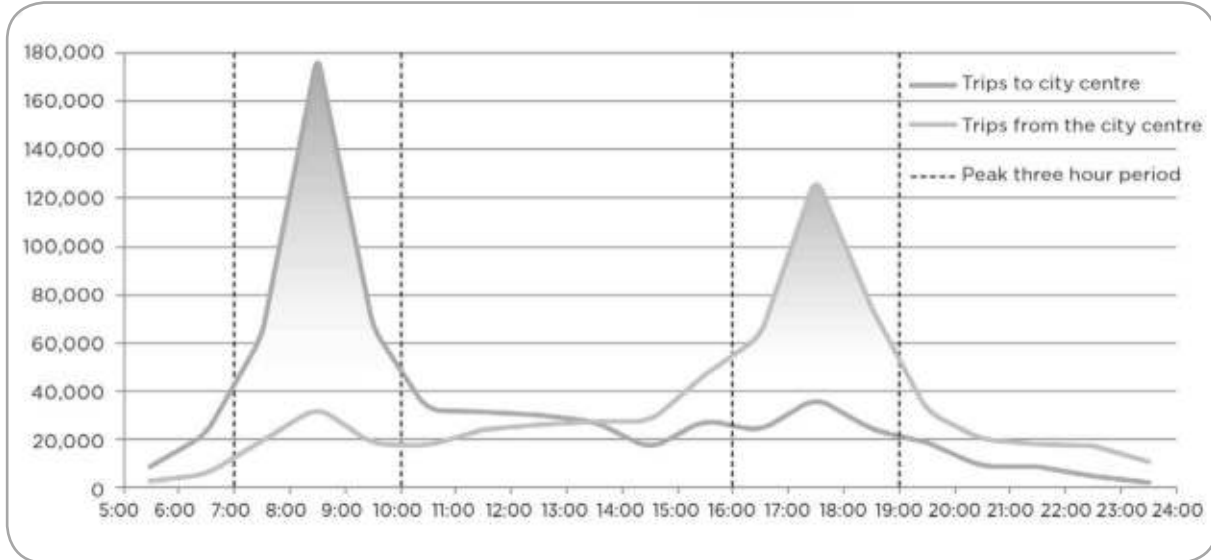
**Notes:**

Some corridors such as the Eastern and Western Distributors, Cahill Expressway and Cross City Tunnel carry significant volumes of passengers through, under and around the city centre.

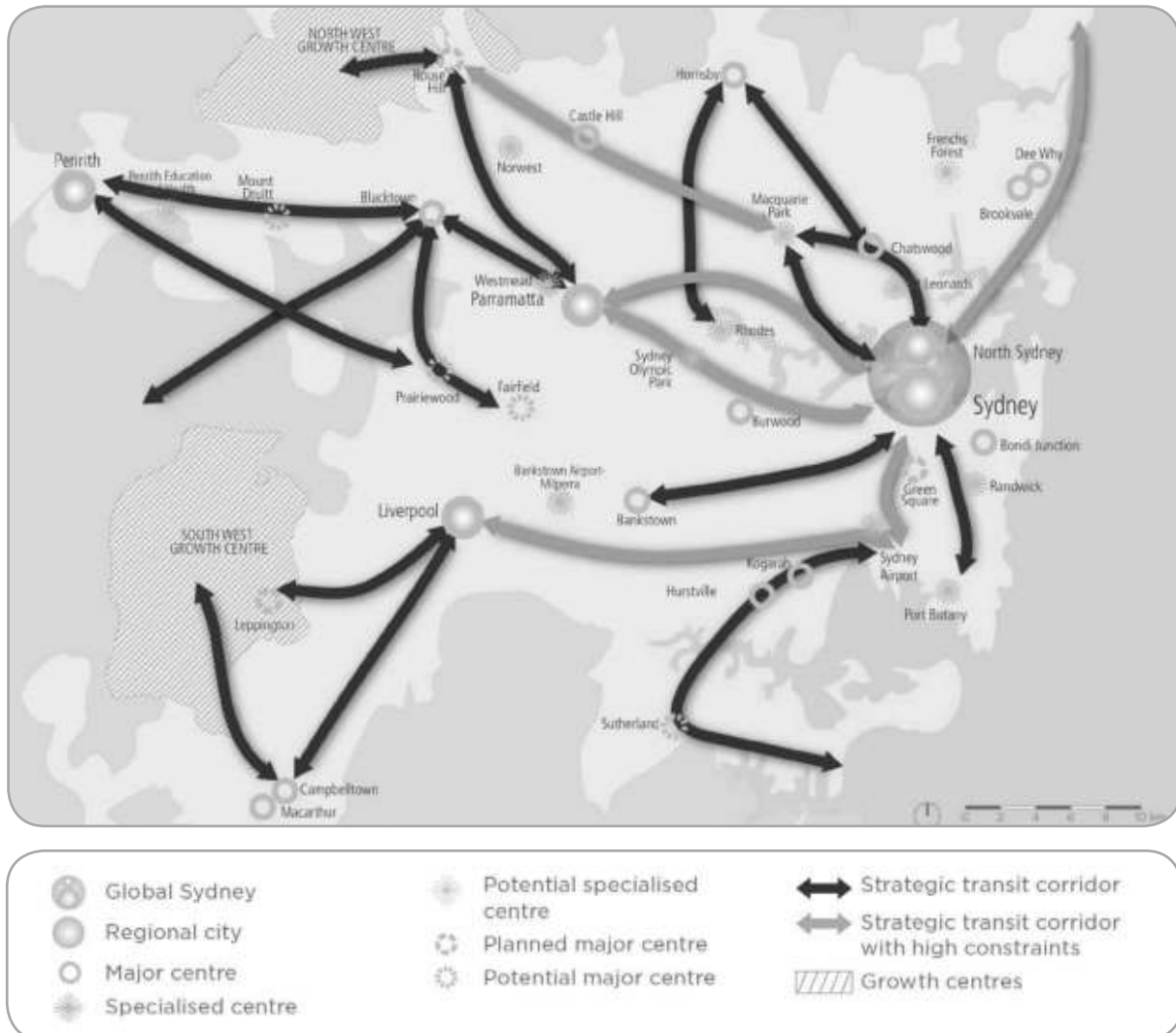
WestConnex will link Sydney's west and the city centre via Anzac Bridge (through a connection to the City West Link at Haberfield) and via Broadway (through a connection to Parramatta Road in the Camperdown area). It will provide high quality access for a wide range of daily freight, commercial and business trips essential for serving economic activities in the city centre.



Passenger trips to and from the city centre on an average weekday by time of day 2010-11



Sydney's constrained strategic corridors in 2031 without action



## Public transport capacity

Some public transport services, stations and stops are operating above their intended capacity during peak periods. The Western rail line is already at capacity with regular overcrowding and is the least reliable service of any line. *Sydney's Rail Future* forecasts that without action the whole rail network would exceed capacity at some point in the mid to late 2020s.

Bus services are often delayed because of congestion and they are struggling to meet growing demand. More than 1,000 buses converge on the city centre in the morning peak hour, adding to congestion.

There is spare capacity on ferry services but they are currently only serving a small part of the overall transport task to the city centre.

## Road capacity

Without action, congestion on our roads will worsen. For example, by 2031 peak travel times by road are forecast to increase by an average of 15 minutes between Parramatta and the city centre and by a similar amount between Mona Vale and the city centre. The city centre gateways from William Street and Oxford Street at College Street are already operating above capacity causing significant delays for all road users.

## Meeting future demand for access to the city centre

While many people will travel to work and access services in other Sydney centres such as Macquarie Park and Parramatta, the city centre will remain a key commuter, retail and tourism destination for people living in metropolitan Sydney and beyond.

More than 100,000 jobs will be created in the city centre over the next 20 years, about five times more than the next largest centre, Parramatta, which will have an additional 21,000 jobs.

The number of people accessing the city centre from outer suburban growth areas will increase by around 37,000 over the next 20 years as new suburbs are built. A similar increase is forecast for middle ring suburbs as urban infill occurs but the greatest increase will be from adjacent inner city areas (69,000) where there are the highest dwelling densities. This degree of growth means that the transport system needs to meet a variety of needs as well as an overall increase in demand over the next 20 years, which affects a number of key corridors as shown on the previous page.

To cater for future demand a shift to greater use of public transport is necessary. This will be achieved through providing quality transport services that meet customers' preferences.





## Congestion and getting around within the city centre

During work hours the number of people in the centre of Sydney grows tenfold. The daily influx of people and the provision of goods and services results in congestion which increases travel times, reduces reliability and affects the amenity of the city centre.

On an average weekday almost 1.3 million trips occur within the city centre, over twice as many trips as those made into the city centre, and this is expected to approach 1.7 million by 2031.

Walking is the dominant mode with 1.15 million walking trips each day - that is 92 per cent of all trips within the city centre. Walking trips are mostly for short distances - 46 per cent are less than 500 metres and 80 per cent are less than one kilometre.

Pedestrian safety is critical. Between 2007 and 2011, there were 904 casualties involving a pedestrian in the city centre.

In addition to an increase in walking trips, it is expected that cycling trips will grow. Cycling trips have doubled between 2010 and 2012 (25,000 to 50,000 trips a day) and significant future growth is anticipated. Research suggests two-thirds of inner

Sydney residents would ride to work at least once a week if they had access to separated bike paths for the full distance of their trip.

## Demand for street space

Within the city centre, pedestrians, cyclists, buses and other vehicles compete for the use of limited space on streets and through intersections.

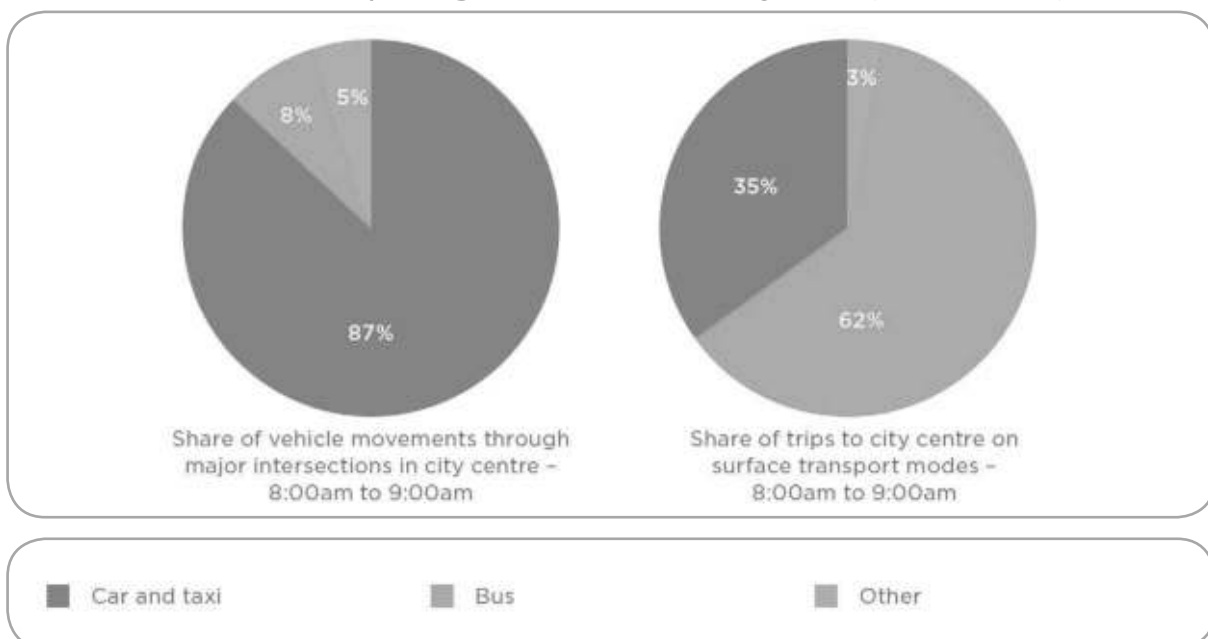
Cars dominate the space on streets across the city centre, including during the morning and afternoon peak periods. Between 8.00am and 9.00am, 87 per cent of traffic movements through city centre intersections are made by cars and taxis, eight per cent are by buses and the remaining five per cent are made by trucks and cyclists.

Despite the large number of cars, they move only 35 per cent of all people who come into the city centre on the street network.

Buses perform a much larger role, moving around 62 per cent of people on the street network into the city centre and along key streets. For example, in the morning peak hour, George Street near Goulburn Street currently carries approximately

5,900 people northbound on 170 buses compared to around 900 people northbound in 720 cars.

Share of vehicle and share of passenger movements in the city centre (street network)



Taxis and commercial vehicles also compete for the limited street space – the timely movement of commercial traffic is critical to supporting the city centre’s economy.

Light commercial vehicles represent 95 per cent of weekday commercial vehicles. Approximately 29 per cent of commercial traffic movements occur in the morning and afternoon peak periods.

## Intersections and pinch points

The capacity of many intersections in the city centre is exceeded during the morning and afternoon peaks, causing delays to road users and affecting the entire city centre road network.

Delays for vehicles are especially long at Castlereagh Street/Park Street, Druitt Street/Park Street/George Street, and George Street/Grosvenor Street/Bridge Street intersections.

Pedestrians experience longer delays at intersections than other road users as a result of different timing and phasing allocations at traffic signals, even though they are often the largest proportion of people passing through an intersection.

## Meeting future demands within the city centre

To meet increased demands within the city centre, we need to make better use of the available street space.

As the number of people living and working in the city grows, pedestrians will need more space and improved footpaths to easily and safely move around. An extended bicycle network will also support continued growth in cycling within the city centre.

Use of street space needs to be prioritised and allocated for public transport, general traffic, taxis and service vehicles to manage congestion so that the city centre functions effectively.

Also, with transformation we need to accommodate the transport requirements associated with major construction projects within the city centre. Through the Transport Taskforce we will actively manage traffic associated with major projects as part of maintaining the effective operation of the city centre.

The development of the Access Strategy has been informed by a strong evidence base (including traffic analysis) and feedback from our customers. The light rail and other transformative projects will have a significant influence on how initiatives in the Access Strategy are rolled out in the city centre. Further traffic analysis will be undertaken to progress key elements of the Access Strategy through detailed design to implementation. This work may give rise to modifications to continue to improve aspects of the Access Strategy.



## What is important to customers?

Customers accessing and travelling within the city centre use a range of transport modes and services. Many customers come into and leave the city centre in the morning and afternoon peaks. Our customer research has shown that no matter what time of day or which mode of travel, there are key attributes of travel that are important to customers:

- **Time** – customers value reduced and predictable journey times (on roads, footpaths and cycleways as well as public transport), and frequent public transport services.
- **Reliability** – customers expect public transport services to turn up as scheduled. Road users value direct routes and by-passes that help to avoid unpredictable delays due to congestion.
- **Information** – customers value real time information and clear signage that helps them make informed transport choices. Road signs might direct a driver to a by-pass route, signs on the footpath can help people find a station or an app might help identify the next connecting public transport service.

- **Efficient travel** – customers value the systems and facilities that make their trip easier such as direct access to car, motorcycle and bike parking, electronic ticketing for public transport services, reduced delays at traffic signals and seamless connections between transport modes and services.
- **Reassurance** – customers value feeling safe and secure while they travel and while they are waiting for services. Drivers, pedestrians and people who ride motorbikes and bicycles value well maintained roads and safe and courteous behaviour from other road users. Public transport customers value safe and comfortable waiting areas. Active transport customers value changing facilities at the end of their trip.
- **Comfort** – customers value modes and services that are clean and spaces that are less crowded with features like air-conditioning, shade and shelter.

The Access Strategy has been developed to meet the needs of all of our customers, including residents, workers and visitors, throughout the day and night. We have broadened our focus to ensure we provide quality transport services that cater for the growing number of people accessing the city centre and that these services are designed to reflect what our customers' value most.



## OUR PLAN FOR IMPROVING ACCESS TO AND WITHIN SYDNEY'S CITY CENTRE

**Our solution for improving access to the city centre, and access within it, is focused on three priorities:**

- Reducing congestion
- Servicing future growth in demand
- Improving the customer experience.

Each action delivers against one or more of these priorities.

### Access to the city centre

The Access Strategy responds to the challenges facing the city centre by defining a series of actions to increase the capacity, reliability and quality of public transport services while better managing congestion on roads with targeted investments to relieve pinch points and to improve traffic flows. The actions in the Access Strategy aim to improve access to, from and within the city centre for all of our customers.

The Access Strategy has been developed in conjunction with the modal plans identified in the *NSW Long Term Transport Master Plan*. These provide details of key connections between the city centre and the wider Metropolitan area for each mode.

### Rail

Rail will continue to be the 'heavy lifter' of the transport system, carrying the largest share of growing travel demand to the city centre. Improvements to existing rail services will be supported by new railway infrastructure to provide fast, high capacity transport into the heart of the city centre.

Rail travel will be a more attractive transport choice for customers with the progressive rollout of additional brand new air-conditioned Waratah trains across the Sydney rail network and train carriages will be cleaner with the establishment of a specialist cleaning service.

*Sydney's Rail Future* outlines several initiatives that benefit rail customers travelling to the city centre.

1,000 extra train services across the network were added in October 2013 with the implementation of the new public transport timetable.

The South West Rail Link and North West Rail Link are extending the reach of the Sydney rail network, improving rail access to the city centre for customers living in outer suburban growth areas.

Major station upgrades will be undertaken at Central and Wynyard to accommodate future growth and relieve congestion. These will focus on improving the customer experience at stations through infrastructure upgrades and operational improvements.



A new CBD rail line and crossing under the harbour will provide a step change in capacity for rail customers. It will enable the Sydney rail network to deliver more than a 60 per cent increase in services to the Sydney CBD and carry an additional 100,000 people across the network in the peak hour. In addition, capacity on Western line (T1) will be increased by more than 60 per cent by 2026, to carry an additional 14,000 customers on this line.

This will help to unclog the two most heavily used gateways to the city – the multi-modal Sydney Harbour Bridge and the multiple rail lines passing through Redfern and Central stations.

Investment in rapid transit combined with upgrades of the existing rail system will add significant capacity to the rail system within and to the city centre and provide for growth well beyond 2031.

### Light rail

More customers will be able to access reliable light rail services with the extension of the Inner West Light Rail and the new CBD and South East Light Rail. The light rail network across Sydney is being extended because it provides higher capacity and greater reliability compared to existing bus services.

### Bus

Bus services to the city centre will benefit from improved routes, more convenient interchanges and provide greater flexibility for customers to transfer to other transport modes.

A simpler and easier to use bus network outside the city centre will provide easy to access, reliable bus services where rail and light rail do not operate. Where there is high population growth, we will stage the implementation of Bus Rapid Transit on transport corridors.

### Ferry

Additional ferry services will be introduced across the network. Most of these will provide access to the city centre. Construction of a new ferry hub at Barangaroo will also provide greater capacity for customers to access the western and central parts of the city centre by ferry.

### Road

The main focus for the road network is to better manage congestion. This will be achieved by extending clearways on key routes into the city centre and targeted action on pinch points. Motorists travelling to destinations outside the city centre will be encouraged to use by-pass routes to avoid being delayed on slower moving city streets through traffic management measures including signage. WestConnex is one the NSW Government's key infrastructure projects which aims to ease congestion, create jobs and connect communities. The 33 kilometre motorway will support Sydney's economy by providing improved access for freight, commercial and business vehicles.

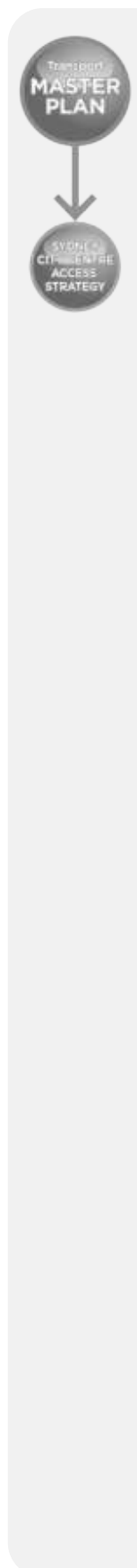
### Cycling

Completing safe and direct cycleway connections to the north, east, west and south of Sydney's CBD will provide the infrastructure needed for the increasing number of people who are choosing to ride between the city and surrounding suburbs. Our initial focus will be on providing separated cycleways to the city centre within five kilometre catchments of major centres. We will then broaden our focus to cycleways outside of these areas.

### Walking

With more than 20,000 people set to join the 240,000 residents already living on the fringe of Sydney's city centre in the next five years, walking is becoming an increasingly important way for people to get to and from the city. Already, more than a quarter of City of Sydney residents walk to work. Walking is an efficient, healthy and environmentally friendly mode of transport.

Our aim is to make walking quicker and easier by reducing delays to pedestrians at intersections. We will work with councils to increase the appeal of walking by improving the amenity and safety of key walking links and providing better information and signage.



## Access within the city centre

The focus within the city centre is to improve transport services and manage congestion by prioritising different modes in different parts of the city centre.

The Access Strategy has been developed with a clear focus on delivering an integrated transport system to seamlessly take people where they need and want to go and to support the ongoing development of Sydney as a world class city.

The Sydney city centre is the State's key destination and should be the showcase of design that is accessible to people of all level of mobility.

The diagram on the next page illustrates key aspects of the Access Strategy.

- In the central spine of the city centre the movement of public transport and pedestrians will be prioritised. Our analysis shows that the already high levels of pedestrian activity in the core of the city centre will continue to grow around the high capacity public transport services provided by the future light rail line and the existing and future underground rail lines.
- Alongside and across the central spine, multi modal transport corridors will support access to the city centre by buses, taxis, cyclists, motorcycles, private and delivery vehicles. The road space in these corridors will be allocated and managed to prioritise the different modes to ensure they move as freely and efficiently as possible.
- A network of outer routes will be prioritised for private vehicle access to and around the city centre. These routes will link to key traffic gateways to the north, west, east and south.

Modal priorities within the city centre



- Pedestrian and rail access priority
- Mixed access priority (bus, vehicle and cyclist)
- Traffic bypass and priority access
- Rail stations
- Light rail stops
- Ferry wharfs

## Walking

Analysis shows 92 per cent of trips within the city centre are walking trips and this will continue to grow. Changes to bus and light rail services will enable the pedestrianisation of 40 per cent of George Street, creating a more pleasant and accessible environment for pedestrians. This will be further supported by priority pedestrian improvements on city centre streets that have very high levels of pedestrian activity.

The Wynyard Walk, a fully accessible pedestrian link, will enable people to access Barangaroo and the Western and mid town part of the city centre from Wynyard in about six minutes.

We are taking action to make walking easier by providing better signage; de-cluttering footpaths; reducing waiting times at traffic lights and rolling out a series of footpath improvements at priority locations. These improvements will be designed to improve access for people with disability or limited mobility.

Lowering the speed limit to 40 km/h in parts of the city centre will also help to improve road safety for pedestrians in the city centre.

## Public transport

The different modes of public transport will work together to meet the growing demand for access to and within the city centre.

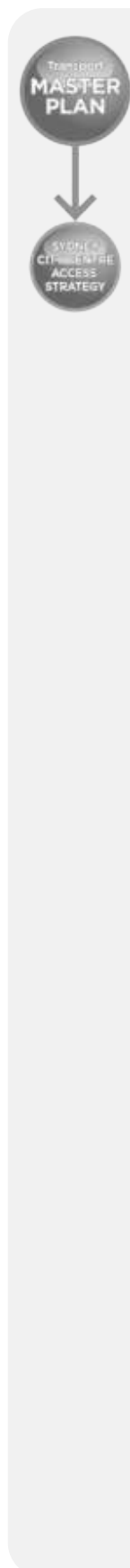
- **Rail** – Rail provides underground access for large volumes of customers to the city centre. The rail system runs under the core of the city centre. The rail network provides the easiest access to the city centre for the highest number of people. Work has commenced on detailed planning for a second crossing under the harbour and new CBD rail line is planned to provide for future demand and will include new CBD stations helping to increase capacity across the network. We are already getting on with the job of improving rail services, by implementing the actions set out in *Sydney's Rail Future*. This includes the de-cluttering of platforms, use of better dwell time management, and other works to increase capacity at city centre stations making it easier for more customers to get on and off trains.

- **Light Rail** – Light rail has been adopted in cities around the world to assist with the task of moving a growing population around city centres. The new light rail extension from Circular Quay to Central and the South East along the George Street spine will have capacity to move 9,000 people per hour in each direction through the city centre with much greater reliability than buses currently travelling along George Street. Light rail will transform the city centre by reducing bus numbers entering the CBD from the South East and circulating through busy city centre streets. It will provide an easy to use hop- on hop-off public transport service.
- **Bus** – a redesign of city centre bus services will mean buses run along a network of key bus corridors that skirt the core of the city centre. This network of high frequency, all day services will be easy for customers to understand. Interchange precincts will also be created where bus customers can easily transfer to rail, light rail and other buses. The redesigned bus service together with the extensions to the light rail network will mean 220 fewer buses travelling into the city centre in the morning peak's busiest hour, relieving road congestion. The North West Rail Link will further contribute to a reduction in buses with some 160 fewer buses entering the city centre.

## Road

Street space within the city centre will be allocated to reduce conflicts between public transport movements and other transport activity on the road network to provide access for private vehicles, taxis and service and delivery vehicles.

- **Preserving access for motorists** – The Access Strategy preserves access for motorists to the city centre using:
  - *Bypass Routes* that will continue to bring cars into, out of or around (or under) the city centre
  - *Traffic Priority Routes* which will distribute cars within the city centre
  - *Local Access Routes* (most of the remaining streets) which will get motorists to their final destination within the city centre and provide access to public or private car parks.





- **Parking** - We will work with the City of Sydney to reallocate some of the space currently used for on-street parking to provide for new and expanded taxi zones, more loading zones and to make way for traffic prioritisation, bus lanes and stops, light rail and cycleways. This reallocation will be made possible by encouraging greater use of the spare capacity in off-street parking (spare daytime capacity in the city is around 10-30 per cent of the total supply of 70,000 spaces). Importantly, access to off street parking will be maintained. On-street parking will be reduced on Castlereagh Street, Liverpool Street, Park Street, College Street and Elizabeth Street.
- **Taxis** - We will work with the City of Sydney and the taxi industry to create new and expanded taxi zones around the city centre with taxi ranks every 150 metres, so that more customers will be closer to taxi ranks than they currently are. We will also establish short-stay multi-use spaces in the CBD to provide additional pick up/set down points for taxis.

### Servicing and deliveries

Service and delivery vehicles are critical to the efficient operation of city centre businesses and contribute to the overall health of the economy. Service and delivery vehicles will benefit from improved management of the street network, reduced congestion and improved journey times.

The Access Strategy will maintain access for these vehicles to commercial premises.

We will also work with businesses to promote off-street deliveries over on-street deliveries and to schedule more servicing outside peak periods. Together, these changes will reduce congestion in the city centre.

### Cycling

The number of cyclists accessing the city centre through key gateways has increased significantly over recent years. In the past four years the Sydney Harbour Bridge has seen a 70 per cent increase in cyclists and the Anzac Parade cycleway has seen a 109 per cent increase. This rapid rate of growth in the number of customers choosing to cycle to and around the city centre is expected to continue and will be supported by completing the city centre cycleway networks. This means some existing cycleways will be extended and additional cycleways will be built to connect the whole city centre. In most cases, cycleways will be provided in street space currently not used for traffic movement, including parking and loading zones and some areas of wide footpaths.

Separating cycleways from vehicles, buses and pedestrians will provide safer and more direct access for cyclists and encourage them to use dedicated routes. This will reduce the conflicts between cyclists and other customers.





## A focus on our customers

### Integration of services

We will deliver much improved customer information as well as initiatives to integrate transport services. For example, Opal ticketing and interchange precincts at key transport hubs will make it easier for customers to choose their best transport option and to transfer between services within the city centre.

The Opal card will facilitate much easier interchange between different modes. Customers will also be able to take advantage of free transfers between services of the same mode within an hour. For example, catching a bus within 60 minutes of leaving another bus will count as one journey and one fare when using an Opal card.

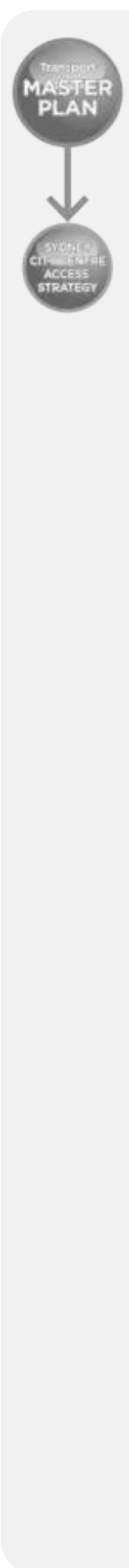
The interchange precincts will be developed at key transport hubs, where they will enable easy access between rail, bus, light rail and ferry. Service planning, as well as the design of the interchange precincts will make them the natural, easy, place to transfer between public transport services.

Most interchange movements will take place at street level, with footpath de-cluttering, reduced pedestrian delays at crossings, better shelters, clear signage and real time information ensuring easy and comfortable transfers between modes.

## A better experience for all our customers

The Access Strategy aims to improve the travel experience for all our customers. A number of initiatives will encourage customers to better share road space and respect each other's' needs, and diffuse some of the current frustrations experienced by customers. These include:

- Shorter waiting times for pedestrians at intersections to reduce the currently high instance of customers walking against the lights, increasing the chance of being involved in a crash
- Taxi ranks every 150 metres will encourage taxi customers and drivers to use taxi ranks and reduce the instance of taxis stopping in locations that impact on the safe and efficient operation of the transport network
- A connected network of separated cycleways and improved signals that better detect cyclists will enable and encourage cyclists to obey the road rules at intersections
- 40km/hr speed limits in parts of the city centre to improve safety for pedestrians.



## Our customers include visitors

Sydney's city centre is home to some of Australia's most important visitor and cultural attractions, public spaces and natural sights, as well as a range of restaurants, shops and entertainment venues. Festivals and events are playing an increasingly important role in attracting visitors. The high concentration of accommodation in the city centre means many visitors use the city centre as a base for sightseeing.

Visitors move around in every part of the city centre, but most frequently visit key locations such as the Rocks/Circular Quay; and key cultural attractions between Walsh Bay and the State Library, and Darling Harbour. Barangaroo and the new Sydney International Convention, Exhibition and Entertainment Precinct will grow in their importance as key destinations for business visitors.

The actions in the Access Strategy will benefit visitors, in addition to people who travel regularly to the city centre.

Some of the specific changes that will benefit visitors include:

- Improving visitor information including wayfinding and signage to other CBD destinations and transport hubs in major visitor precincts such as Circular Quay including the Overseas Passenger Terminal, the new Sydney International Convention, Exhibition and Entertainment Precinct, and the new Barangaroo development
- Improved coach and taxi access near major attractions and visitor destinations
- Dedicated and safe areas at key precincts and locations for loading and unloading passengers and luggage from vehicles
- Working with coach operators to identify coach layover requirements in the CBD to support the growing visitor economy including investigating a potential layover in the east of the CBD.



## Managing the transformation of the city centre

The actions in the Access Strategy will transform parts of the city centre. Periods of construction and change can disrupt customers' usual journeys but a program of initiatives is already being developed to minimise the inconvenience for customers and businesses to maintain access to the city centre during this period.

A permanent City Centre Transport Taskforce will be established working 24/7 at the Transport Management Centre. The Taskforce will be responsible for the smooth operation of city centre transport, helping to manage congestion and providing a rapid response to incidents. The Taskforce will also ensure the smooth operation of special events and during the construction of the CBD and South East Light Rail.

The Taskforce is part of the NSW Government's broader focus on integrating and coordinating construction activities in the city centre in order to minimise the risk of disruption of customers. Our project teams are already working together to better understand potential disruptions in order to manage travel demand in critical locations at critical times.

## Influencing travel behaviour to improve the journey experience

We are developing programs directed at influencing travel behaviour, to assist customers adapt to, and get the best value out of, changes in transport services. This includes providing customers with information and incentives to change their travel behaviour to minimise disruptions to their journeys during the construction of the CBD and South East Light Rail.

New travel behaviours that people may consider include:

- Using public transport, taxis, car pooling and active transport rather than private vehicles
- Trying different routes, or walking part of the journey
- Travelling outside peak times
- Making use of technology to reduce the need to travel.

We will consult with the community and business in the city centre and communicate in advance proposed changes in services, traffic flows and road works to assist people to prepare and make the most efficient travel choices.

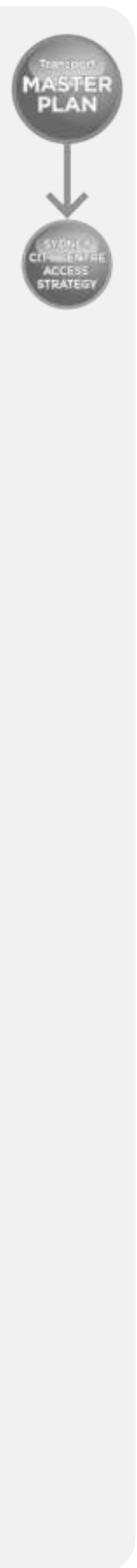
We will also facilitate the development and implementation of workplace travel plans and travel access guides. Workplace travel plans and travel access guides are tools used by organisations to manage the impact of travel to their sites and to inform visitors of the transport options available to them.

Local planning instruments already require that travel plans be prepared for new developments. We are improving the guidance and resources available to support developers, businesses and major trip-generating institutions to develop and implement these tools to promote sustainable and efficient travel to the city centre.



## Overview of actions

Improve access within the city centre	Prepare for change within the city centre	<ul style="list-style-type: none"> <li>Establish a City Centre Transport Taskforce responsible for smooth operation of the city centre network</li> <li>Prioritise city centre street space and signal operation for specific purposes including:                             <ul style="list-style-type: none"> <li>public transport</li> <li>taxi, service vehicles and loading</li> <li>traffic bypasses</li> <li>cycling</li> <li>general traffic within the city centre</li> <li>parking</li> </ul> </li> <li>Improve wayfinding in the city centre for pedestrians and vehicles, with upgraded signs, maps and real time information for public transport services</li> <li>Redesign the city centre bus network and, following commencement of light rail in the CBD, reduce the number of buses travelling through the city centre (as light rail is extended and as North West Rail Link services commence)</li> <li>Develop an interchange precinct at Town Hall and other hubs to optimise transfers between public transport services</li> <li>Complete Opal card roll-out to all public transport modes</li> </ul>
	Improve safety, amenity and capacity for walking and cycling in the city centre	<ul style="list-style-type: none"> <li>Declutter and improve footpaths at priority locations</li> <li>Complete the Wynyard Walk connecting Barangaroo and Wynyard</li> <li>Pedestrianise 40 per cent of George Street (with introduction of light rail)</li> <li>Introduce a 40 km/h speed limit in parts of the city centre to improve pedestrian safety</li> <li>Complete the city centre cycleway network including:                             <ul style="list-style-type: none"> <li>Extending existing north-south cycleway on Kent Street</li> <li>An east-west cycleway along Liverpool Street</li> <li>Completing the existing King Street Cycleway</li> <li>A new north-south Castlereagh and Pitt Street Cycleway which allows decommissioning of the existing College Street cycleway (to accommodate traffic diverted from George Street)</li> </ul> </li> </ul>
	Ensure efficient access for commercial and service vehicles in the city centre	<ul style="list-style-type: none"> <li>Encourage loading and servicing to occur out of peak periods and promote off-street deliveries where possible rather than on-street deliveries</li> <li>Maintain sufficient on-street loading to serve the needs of the business community</li> </ul>
Improve access to the city centre	Operational changes to increase capacity	<ul style="list-style-type: none"> <li>Provide more rail services to the city centre starting with more than 1,000 extra weekly train services with the new timetable implemented in October 2013</li> <li>Implement priority bus corridors, new routes and services to the city centre</li> <li>Provide more frequent ferry services and more direct routes starting with 55 new services with the 2013 timetable</li> <li>Extend clearways on major traffic routes</li> <li>Declutter and reconfigure city centre train stations</li> </ul>
	Extend public transport access	<ul style="list-style-type: none"> <li>Complete the Inner West Light Rail extension</li> <li>Commence services on South West and North West Rail Links</li> <li>Complete the CBD and South East Light Rail extension through the city centre to Circular Quay and the University of NSW and Randwick</li> <li>Construct a new ferry hub at Barangaroo</li> </ul>
	A step change in future capacity for access to the city centre	<ul style="list-style-type: none"> <li>Construct a new rail crossing under Sydney Harbour and a new CBD rail line and stations</li> <li>Provide higher levels of service on principal bus routes on key corridors and in the longer term investigate possible conversion of some routes to light rail where there is high population growth and density</li> </ul>



## ACTIONS IN DETAIL

### Prepare for change within the city centre

Implementing the Access Strategy will transform parts of the city centre and change the way the transport system operates. Making changes to the existing system in the short term has immediate benefits for customers but will also enable better integration of future services. It will help us make the most of future investment in new services and capacity.

### Establish a City Centre Transport Taskforce

The Transport Management Centre currently coordinates and manages incidents and events on the transport network across the state and provides customers with information on changes to transport services and traffic conditions.

Due to the significant transport and customer impact of even minor incidents in the city centre, there is a need to create a permanent, specialised taskforce focused on transport management in the city centre – the City Centre Transport Taskforce.

Substantial change will occur over the next few years in the city centre including construction of light rail, and major developments at Barangaroo and the new Sydney International Convention, Exhibition and Entertainment Precinct.

The Taskforce will be responsible for the smooth operation of city centre transport on a 24/7 basis and will provide a single point of reference for transport incident responses.

It will coordinate the transport operations within the city centre and develop, ahead of time, plans to handle special events and major construction periods. It will apply travel demand management

practices (similar to those used during the Sydney Olympics) to manage demand in critical locations at critical times. This will include:

- Working closely with project teams to understand and coordinate the phasing of construction works in the city centre to minimise impacts on customers
- Identifying the times and locations of unavoidable disruptions
- Contingency planning and active management of the transport system in recognition of potential disruptions
- Working with customers, stakeholders and businesses to inform them of ways to avoid the area of likely impact. This could include travelling by different modes, via an alternate route or at different times.

The Taskforce will have access to the tools required to manage transport within the city centre, including control of traffic lights, variable message signage and the ability to propose changes to the street network.

It will be able to use the highly effective NSW Police Force motorcycle response team and other enforcement mechanisms.

The Taskforce will respond with immediate intervention in the event of traffic or other incidents with the potential to cause major network disruption. This includes ensuring that there is timely and coordinated information communicated to people affected by an incident.



## Prioritise city centre street space

Different transport modes will be prioritised along different streets in the city centre so that each street can perform its role most efficiently.

The allocation of road space for particular purposes on certain streets could change throughout a typical day to reflect changing activities.

Certain streets will be earmarked as priority routes for public transport. On these streets there may be limitations on parking, taxi stopping and loading activities that can interrupt bus and light rail movements.

Other traffic will be encouraged or directed to use alternative routes, where private vehicles will be given priority. Examples of routes that currently prioritise private vehicles include: Goulburn Street, Harbour Street and Hunter Street / Margaret Street. An example of a proposed route where private vehicles will be given enhanced priority is Wentworth Avenue / College Street / Macquarie Street.

Motorists travelling from one side of the city to the other will be encouraged to use traffic bypass routes. These include grade-separated routes such as the Eastern and Western Distributors, Cahill Expressway and the Cross City Tunnel, and surface routes such as Harris Street / Regent Street and Wattle Street / Abercrombie Street.

On other streets, traffic management and street design will be used to create safer places for loading, building access, pedestrian activity, taxi servicing and cycling.

This new approach will:

- Reduce the likelihood of conflicts and competition between street users
- Reduce the impact of private vehicle traffic in the city centre
- Encourage through traffic to avoid the city centre
- Improve the ease of use and competitive advantages of public transport, including taxis
- Provide safe and connected routes for cyclists and improve pedestrian safety and amenity
- Encourage people who are walking, cycling, and driving or in taxis to select the most efficient route for their needs.

## The role of intersections

One of the ways we are prioritising city centre street space is by improving the operation of intersections to better allocate signal time to different customers. We will review the signalling system used in the city centre to help relieve congestion and improve journey times.

Key considerations include:

- Optimising how intersections work to move the maximum amount of people by all modes of transport
- Minimising signal cycle times at intersections by simplifying intersections in terms of the turning movement required
- Using the most appropriate technologies, processes and policies to manage transport in the city centre.

## Prioritising kerbside lanes

In some parts of the city centre, kerbside lanes will be used for bus stops, taxi ranks, loading zones, coach pick-up or layover, mobility parking and short-stay, multi use parking.

As part of our integrated, multi modal approach, we will progress more detailed investigations into the allocation of kerbside space for different customers at different times of the day.

The southern part of the city centre requires careful consideration when prioritising street space as it is undergoing a major evolution in land use, development and population. This area is becoming an important residential, employment and educational precinct. Major developments include Central Park, the Sydney Convention and Exhibition Centre and the University of Technology Sydney City Centre redevelopment.

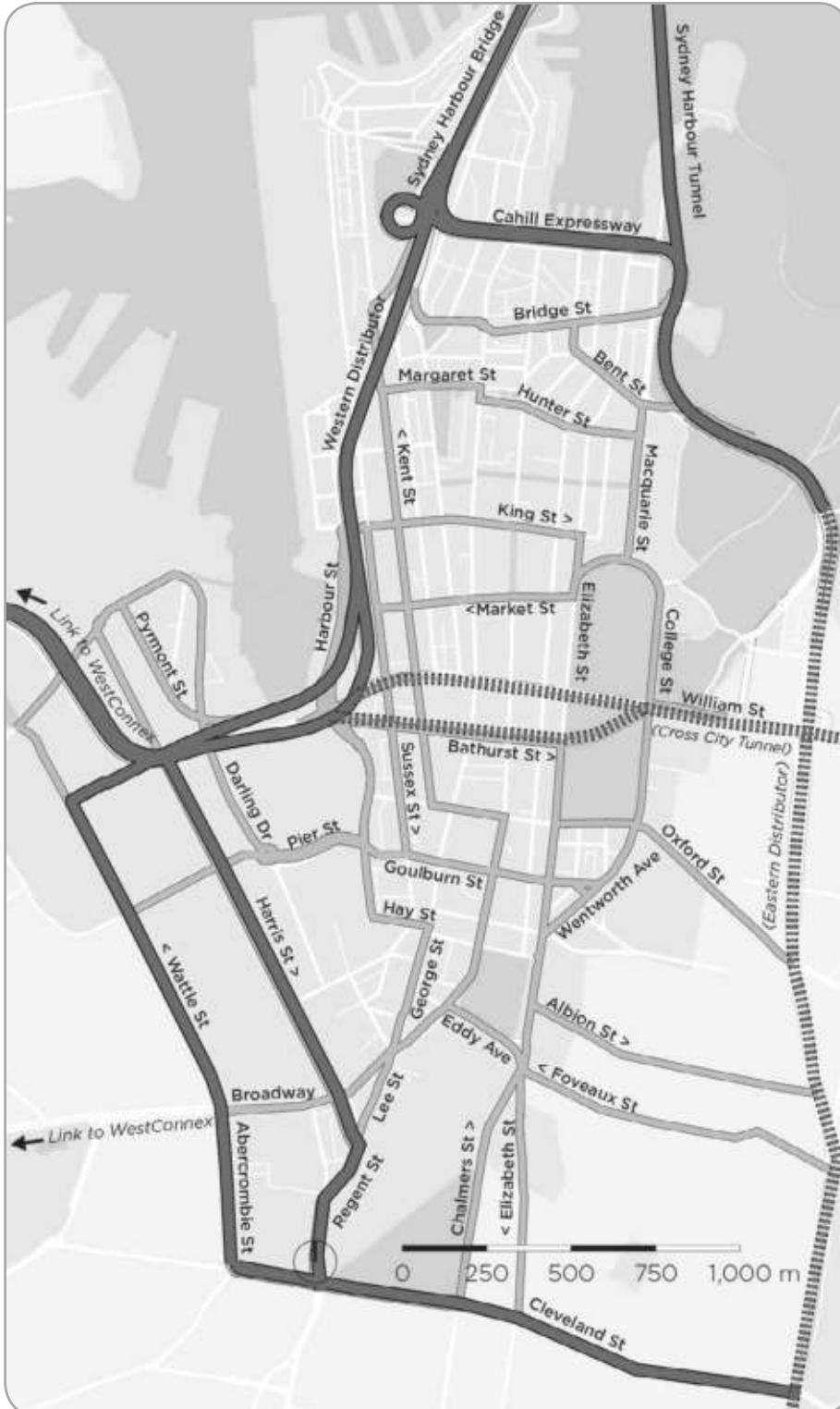
With these changes more people will be accessing the area, increasing the need to provide both public transport and road solutions and more importantly, make it safer and easier to walk in the area.




As the land use adjacent to priority traffic routes within or bordering the southern part of the city centre and Pyrmont change, we will review

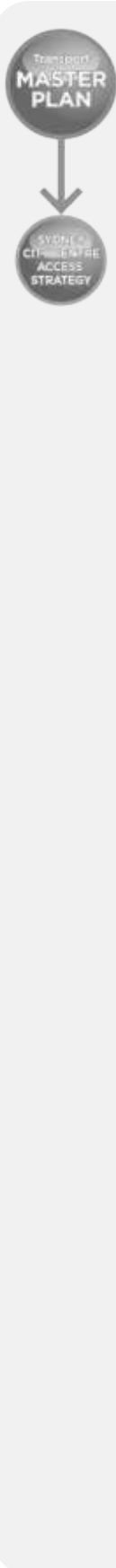


how the street network operates to ensure that it responds to the future needs of customers in this area. Future changes could include reconfiguration of street configurations and traffic management, intersection redesign, modifications to signal operations and improvements to the public domain and pedestrian arrangements.

Future city centre major street network



-  Major routes for traffic bypassing city centre
-  Underground traffic routes for bypassing city centre
-  Priority route for general vehicle traffic within city centre



## Establish traffic bypass and priority routes to move traffic around and within the city centre

A network of traffic bypass routes and traffic priority routes will be established using the existing road network to move traffic more efficiently around and within the city centre and with less impact on other modes.

Motorists whose destination is not within the city centre will be encouraged to avoid the city centre road network.

Traffic bypass routes within the city centre include:

- Grade-separated roadways such as the Eastern and Western Distributor, Cahill Expressway and the Cross City Tunnel.
- Surface routes include Harris Street / Regent Street, Wattle Street / Abercrombie Street and Cleveland Street.

Traffic priority routes link the city centre's key access points to the network of local access streets serving destinations within the city centre. Examples of east-west traffic priority routes include key links such as Bridge / Grosvenor Street, Hunter / Margaret Street, Market Street and Goulburn Street. Examples of north-south traffic priority routes include Kent Street, Harbour Street and Wentworth / College / Macquarie Street.

By optimised traffic light operations, better signage and targeted intersection design, motorists driving to or beyond the city centre will be encouraged to choose routes that will enable them to reach their destination most effectively.

The Cross City Tunnel could play a more important and useful role in diverting through traffic away from city centre streets. Additional use of this bypass route will be beneficial for the city centre.

In some cases bypass routes will be prioritised for the movement of general traffic, through capacity and operational improvements. An example is the grouping of the Wentworth Avenue, College Street and Macquarie Street into a priority traffic route.

These improvements will result in:

- Reduced congestion as traffic travelling to and beyond the city centre will use bypass routes

- Reduced travel times for those using periphery roads and tunnels, avoiding the use of slower moving city streets
- Easier navigation for motorists both into and within the city centre
- Better servicing of city centre businesses
- Increased reliability on designated bus corridors.

## More taxi ranks in better locations

The current approach to taxi servicing in the city centre means that a high proportion of customers request taxi drivers to stop for pick up or set down in locations that can disrupt bus and traffic flows.

The NSW Government with the City of Sydney will establish a network of taxi ranks within the city centre so customers are not more than 150 metres from a taxi rank. By improving the level of taxi rank coverage within the city centre, customers will only ever be a short distance from a taxi rank.

The ranks will be provided in locations that are easy to access, well signposted and safe for customers and taxi drivers. They will operate from early in the morning to late in the evening and will be supported by additional one minute pick-up / set down zones in the area of high taxi demand in the core of the CBD. We will investigate the best way to provide more wheelchair accessible taxi ranks within the city centre. We will also investigate other ways to make better use of kerb space in the city centre, such as sharing the use of mail zones for taxi pick-up / set down.

This will:

- Reduce the incidence of customers flagging taxis or requesting to be set down in random locations (sometimes illegally), which has major impacts on the safe and efficient movement of pedestrians, buses and general traffic
- Reduce the amount of taxi "cruising" within the city centre, which currently generates unnecessary traffic congestion
- Reduce the risk of taxis causing delays to buses, traffic and light rail services.

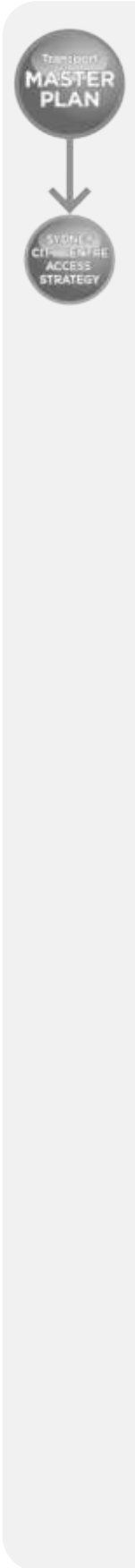




Proposed and retained taxi ranks



- Existing taxi ranks to be retained
- Proposed new taxi rank locations (under investigation)
- Potential one minute taxi drop off/pick up zones in core activity area (under investigation)



## Improve late night access by public transport and taxis

Other than on Friday and Saturday nights, many Sydney trains do not operate between midnight and 4:30 am, and are replaced by NightRide bus services. The frequency of bus services also reduces significantly.

This reduces the opportunity customers have to travel by public transport home or to other destinations late at night. It often means customers have to stay in the city centre longer than necessary, resulting in increased competition for safe travel home and customers being concerned for their personal safety.

Action will be taken to:

- Simplify and extend the late night public transport network, including transporting people from key night time precincts into Town Hall for easy distribution on to the late night public transport and NightRide system
- Extend and/or modify secure taxi rank locations and hours to ensure that they are appropriately aligned to those businesses and areas where they are required
- Increase bus frequencies on routes and corridors serving the late night economy
- We will work with industry to investigate the best way for taxis and hire cars to access late night activity precincts including the George Street pedestrian zone.

This will result in:

- New bus services and longer hours of service for bus passengers
- More integrated late night bus services connecting to key late night hubs including NightRide services
- Improved safety for those travelling late at night
- Support for the late night economy.

## Efficient access for commercial and service vehicles

The efficient access of vehicles delivering goods and services is vital to support the economic activity of a modern and globally competitive city centre. But on city streets in peak periods they can contribute to traffic congestion, compete for loading space and delay buses.

Deliveries and servicing will be promoted outside peak periods and off-street deliveries will be promoted over on-street deliveries.

Action will be taken to:

- Encourage loading and servicing to occur out of peak periods and during the evening by working with businesses and providing appropriate incentives
- Ensure off-street loading is available as an attractive alternative to on-street loading
- Allocate adequate kerb space to commercial and service vehicles, taking the needs of other road users into consideration. On-street loading will be prioritised outside peak periods
- Identify routes and access for specific vehicle types at specific times to minimise conflicts and congestion, particularly balancing the needs of businesses with priority public transport movements. We will ensure that business owners and the delivery and servicing industries are informed of the best way to access loading zones by providing the necessary information (including through web based and phone applications).
- Encourage the use of off-street break-freight facilities to consolidate loads destined for the city centre. These could be combined with "freight lockers" to enable businesses to store freight arriving outside business hours.

Better arrangements for commercial deliveries and service vehicles will improve efficiency for businesses and reduce the impact of commercial and service vehicles on other road users including pedestrians and public transport customers.



## On-street and off-street parking reforms

On-street parking facilitates car access to the city centre and supports retail and commercial activity. But while it only serves a small number of people who access the city by car, it contributes significantly to traffic congestion and delays to bus services by occupying valuable street space.

On-street parking in the city centre will be reviewed with the City of Sydney to identify locations where:

- Converting on-street parking to other functions such as loading, mobility access or taxi pick-up/set-down would be beneficial
- Short-stay (five minutes or less), multi-use parking spaces can be created to enable drop-off and pick up for taxis, couriers, motorists, business owners and service vehicles
- Investigate the potential to remove on-street parking within defined areas at specified times, for example, in interchange precincts critical to the operation of the public transport system.

Off-street parking is the major generator of vehicle traffic entering and exiting the city centre during peak periods. The location of parking facilities, as well as their size and how they are accessed, determines how much congestion they cause.

Initiatives such as 'early bird' parking encourage drivers to access parking facilities in or near the city centre during the morning peak, when the impacts of this traffic are most acute.

To balance the benefits and impacts of off-street parking, we will work with car park owners and operators to review the current management and pricing of off-street parking facilities at different times of the day.

The scale, location and access to off-street parking within the city centre will be reviewed and action will be focused on:

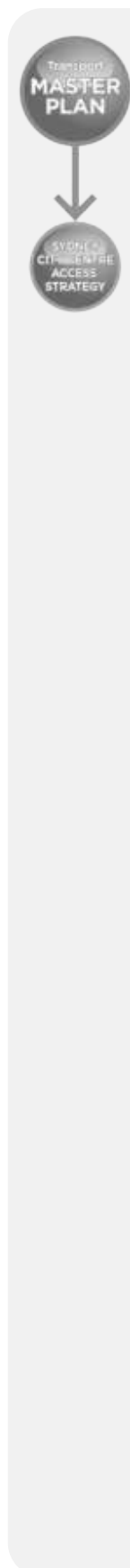
- Influencing times of access to parking at pre-peak and peak periods
- Working with the City of Sydney and consulting with developers to make changes to local government planning controls to allow a reduction in the rate of provision of parking spaces where congestion is worst
- Examining the Parking Space Levy Act which could include an approach to charging based on demand.

These actions aim to encourage more selective use of off-street parking in order to:

- Encourage motorists to travel outside peak periods where possible
- Reduce congestion and delay for people accessing off-street car parks
- Encourage motorists to select routes that do not conflict with public transport priority routes to access off-street parking
- Reduce travel times for surface public transport services
- Improve pedestrian amenity and safety
- Reduce overall demand for off-street parking
- Minimise demand for on-street parking and prioritise on-street spaces for loading, taxis and mobility access.

For people with disability accessing the city centre as motorists, we will work with the City of Sydney, disability stakeholders and the private sector to ensure an adequate supply of mobility parking within the city centre.

The Access Strategy reflects research that shows that within the city centre – and up to 10 to 15 kilometres from the city centre – access to public transport stations and stops is generally more economical and quicker by walking, cycling or catching a bus. The focus on providing commuter car parks will be in the wider metropolitan area where it can play an important role in making Sydney's public transport network more attractive to our customers.



## Improve wayfinding

Wayfinding describes the way that people use maps, direction signage, information boards, apps and landmarks to help understand both where they are and the best route to take to their destination.

Inconsistent information, occasionally misleading signs and too much or too little information provided in the wrong place makes for poor pedestrian amenity. It makes it hard to understand the transport network and difficult for people to make confident choices about their travel options.

We will work with all government agencies to modify wayfinding across the city centre to present clear, concise and consistent information. Actions include:

- Upgrading signage, information and wayfinding at major city centre transport hubs and interchanges
- Providing neighbourhood maps at transport sites, to help people find local destinations
- Better aligning information at stations, stops and streets with digital transport information provided through websites, apps and electronic information display
- De-cluttering the transport environment, improving sight lines, and more consistently organising the location of services and facilities such as ticketing, seating, information and help points
- Consistent naming strategies for places and facilities to reduce confusion and inconsistency
- Implementing new entrance, exit and connection strategies for wayfinding in complex city centre interchanges

Better wayfinding in the city centre will:

- Make navigating the city centre easier
- Enable customers to make informed and confident choices between walking and transport options
- Make the public transport system easier to identify and access
- Help customers to connect between their points of origin, destinations and public transport.

Improved wayfinding will benefit customers, visitors and tourists, particularly in locations where there are high numbers of customers using public transport or visiting tourist destinations. We will focus our initial efforts on Circular Quay (including the Overseas Passenger Terminal), Barangaroo, the Sydney International Convention, Exhibition and Entertainment Precinct and key transport hubs.



## Improve real time customer information

Real time customer information facilities will be installed at key public transport interchange precincts and major bus and light rail stops in the city centre.

Enhanced real time information can:

- Improve the range of choices for transport customers
- Reduce real and perceived customer waiting and interchange time
- Decrease boarding times, reducing congestion at stops.

A range of technology is already in place to assist and improve the customer experience including:

- The Public Transport Information and Priority System (PTIPS), deployed to over 3,300 buses
- Real time bus and train applications
- Public transport service information on the Transport info website
- The Live Traffic NSW website
- Real time Passenger Information Displays trialled on the Northern Beaches routes.

The NSW Government will continue to work with industry to develop better real time information and communication technology for customers.

## Complete Opal card rollout

Sydney's electronic ticketing system, the Opal card, will make commuter journeys easier and enable people to use all forms of public transport with a single ticket. The Opal card will be available on all public transport modes in 2015.

The Opal card is crucial to the success of other transport improvements. For example, the Opal card is projected to reduce travel times for bus services because it will be quicker for passengers to board.

The Opal card will benefit all public transport customers in the city centre by promoting:

- Faster boarding times at bus stops that will enhance the redesigned bus network
- Seamless interchange between modes
- Making travel easier for commuters with tap on and tap off ticket operations
- No need to buy a ticket at busy rail stations.



## Interchange precincts

Hundreds of thousands of people transfer between transport services every day and modern interchanges are essential to link customers from one mode of transport to another and make our integrated transport system work.

To provide for easier and quicker transfers between trains, buses, light rail and ferries a number of 'interchange precincts' will be developed in the city centre. These will be located at key transport hubs including Town Hall, Wynyard, Circular Quay, Martin Place and Central.

The easiest and most efficient way for customers to move between different modes of transport is at street level. These purpose-designed precincts will be developed as high quality and high amenity areas with improvements focused on pedestrian access, street furniture, lighting, signage and other amenities. These improved interchanges will make a real difference to the people who use public transport every day and make it a more attractive option for those who currently don't.

The interchange precincts will deliver:

- increased footpath capacity through consolidating street furniture, decluttering and design improvements
- Improved pedestrian crossing conditions, for example by amending traffic light phasing at intersections to reduce waiting time for pedestrians
- Improved customer comfort by providing improved passenger shelters and better pavement quality
- An easier to understand and use public transport system through better wayfinding and public transport identity
- Real time passenger information at key locations in the city centre
- Rationalisation of bus stops to consolidate them within the interchange precincts and make it easier for customers to board the correct bus
- Improved access for people with disability and accessible pathways within interchange precincts.

## The Circular Quay interchange precinct – revitalising the harbour's gateway

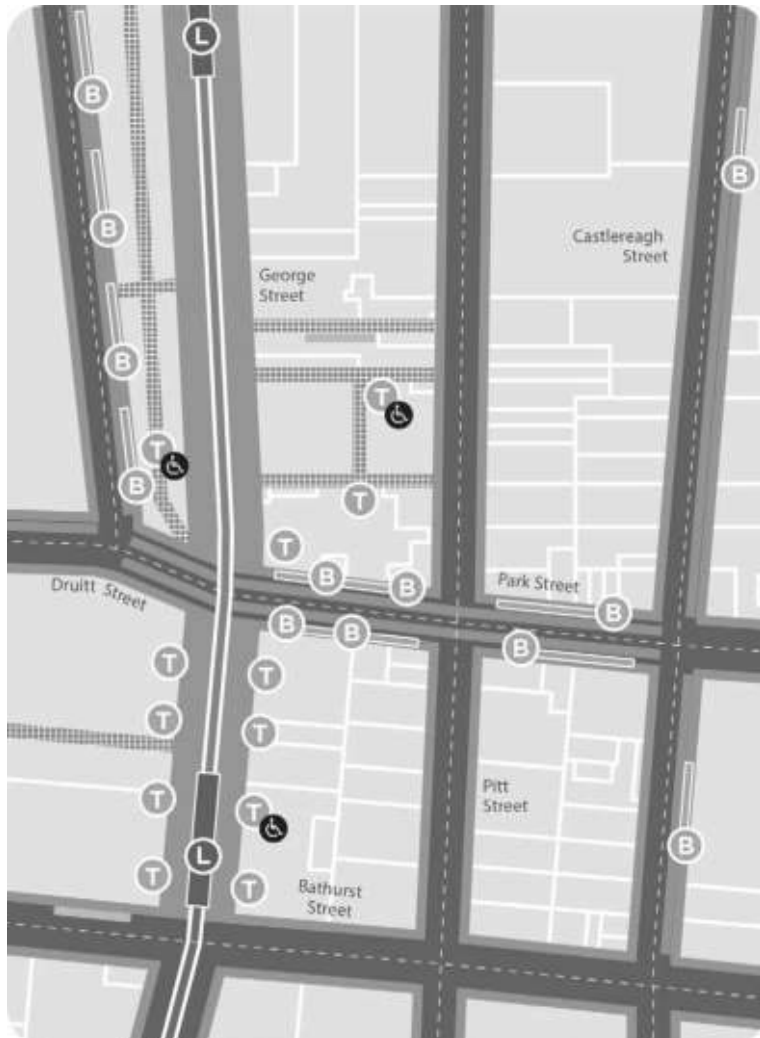
Circular Quay is Sydney Harbour's most iconic precinct and a gateway to the Sydney CBD. The area has multifaceted roles as a tourist and transport hub, and a business precinct. The introduction of the CBD and South East Light Rail and the associated redesign of the city centre bus system will reduce bus and traffic activity at Circular Quay, contributing to the revitalisation of the area.

A light rail stop will be located in Alfred Street, which will be closed to traffic and buses between George Street and Young Street. As a result, the role of Alfred Street (as well as sections of Pitt Street and Loftus Street) will change and allow improvements to the urban environment in these streets.

The Overseas Passenger Terminal is also an important part of the transport system at Circular Quay. We will ensure that as it develops, we maintain efficient access for passengers and providing vehicles serving this important cruise ship terminal while avoiding impacts on the surrounding area.



Interchange precincts in the city centre – Town Hall



- L** Light rail stop
- B** Bus stop
- T** Train station entrance
- Disabled access to train station
- Bus stop/shelter
- Light rail platform
- Pedestrian area
- Pedestrian access
- Bus lane
- Taxi rank

**Simpler** access and transfers

- More space for pedestrians by decluttering footpaths
- Improved access for people with disability
- Clearer wayfinding and signage to guide people to transport services (including taxis) and to other key destinations
- Real-time information to keep passengers up to date
- Bus stops within interchange precincts to make the system easier to understand
- Redesigned bus routes to provide access to multiple destinations

**Faster** access and transfers

- Faster walking, reduced wait time at intersections
- Opal card to make changing modes easier
- Train, bus and light rail (and in some cases ferry) located close together
- Redesigned bus routes to enable easier transfers onto frequent services
- Taxi ranks and loading zones relocated to prioritise light rail and buses on key streets

**Better** access and transfers

- Increased frequency of transport services to more locations, throughout the day and night
- Extended hours of operation for transport services – including late night services
- Better (and more) shelters and improved footpath quality
- Safer and more secure due to better lighting, 40km/h speed limits, nearby taxi ranks



## An improved bus system in the city centre to reduce congestion

The city centre bus network will be redesigned to establish an easy to understand, all-day network of reliable, high frequency bus routes.

The redesign will help to address congestion and capacity constraints in the short term but also responds to the future role of light rail and the integration of bus and light rail services.

Some of the key changes that will benefit customers include:

- Existing Metrobus routes will be configured to operate more efficiently through the city centre and better serve customer demand
- Some services currently travelling over the Sydney Harbour Bridge will be rerouted via the Cahill Expressway and then along Elizabeth and Castlereagh Streets to the southern end of the CBD
- The remaining bus routes that enter the city centre via the Sydney Harbour Bridge will use York and Clarence Streets and either terminate at Wynyard or at the Queen Victoria Building (Town Hall)
- New bus routes will service Barangaroo and Walsh Bay via the city centre and midtown interchange precinct
- Some bus services entering the city from the Inner West along Broadway terminate at Central, or will be through-routed to other destinations. The remaining services will continue to the northern end of the city centre via Elizabeth Street northbound and Castlereagh Street southbound
- All bus routes that service the south eastern suburbs will only use Elizabeth Street en-route to and from Circular Quay

- Some routes will be connected to operate as through-routed services to reduce the overlap of bus services on city centre streets and the need for bus lay-over in the city centre
- Victoria Road bus routes that currently use George Street and terminate at Circular Quay will continue through the city centre via either Druiitt Street or Park Street to lay-over outside the city centre.
- Trials of double deck buses are currently underway to assess potential benefits across the transport network.

The key benefits of these changes are:



- Concentrating more buses on fewer streets, reducing impacts on other road users and making the bus system easier to understand
- Major bus stops located within interchange precincts at Town Hall, Wynyard, Central and Circular Quay, and also at Martin Place and Museum. These interchange precincts will connect different transport modes such as rail, light rail, ferry and bus
- Interchange precincts providing increased comfort for all customers by de-cluttering footpaths, providing new shelters, better signage and the provision of real time information
- Other bus stops outside the interchange precincts rationalised to improve bus travel speeds and improve customer understanding of the network
- Priority bus corridors developed with enhanced bus lanes and dedicated stopping bays. They will improve travel time and reliability along Elizabeth Street/ Castlereagh Street, Park Street / Druiitt Street and Clarence Street / York Street.





Future city centre bus network



-  Planned city centre key bus corridors
-  Bus stop precincts (indicative)

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SYDNEY  
CITY CENTRE  
ACCESS STRATEGY

## Improve safety, amenity and capacity for walking and cycling in the city centre

Within the city centre, walking is the dominant mode while cycling accounts for a low proportion of trips but is growing rapidly as cycleway infrastructure is extended.

Crash data profiles indicate a high number of pedestrian casualties in peak commuter periods, and at lunch times in the city centre. There is also a significant number of crashes involving alcohol affected pedestrians late at night and into the early morning around entertainment venues.

The success of planned improvements to the city centre transport system at the ground level will rely on high quality and high capacity pedestrian connections and a network of separated cycleways.

### Improve city centre pedestrian access

Transport for NSW and the City of Sydney will develop and implement a pedestrian improvement program in the city centre including:

- Improvements to the quality and condition of footpaths including paving, shelter and urban design
- De-cluttering footpaths by rationalising street furniture, signage and commercial activity such as street vending
- Reducing pedestrian delays and congestion at intersections through prioritisation of pedestrian phases at intersections
- Improving signage to support walking
- Providing Disability Discrimination Act compliant crossings and signalling and ensure the effective safety management of shared zones.

These improvements will make walking trips quicker and easier encouraging more customers to choose walking as their transport mode.

Streets that are prioritised for improvements are:

- Pitt Street (beyond the existing pedestrian mall) north to Bridge Street and south to Park Street
- Margaret Street between York Street and George Street
- Hunter Street between George Street and Castlereagh Street
- King Street between Sussex Street and Phillip Street

- Market Street between Kent Street and Elizabeth Street
- Park Street between Kent Street and Elizabeth Street as part of the Town Hall interchange precinct
- Bathurst Street between Kent Street and Elizabeth Street
- Liverpool Street between Kent Street and Pitt Street
- George Street between Goulburn Street and Bridge Street.

### More pedestrian space on George Street

The CBD and South East Light Rail project will change the face of the city centre.

George Street will be pedestrianised between Bathurst and Hunter Streets. The changes will create a more pleasant and accessible environment for pedestrians moving around the city centre. The light rail stops will be designed to minimise their impact in this area.

Cars will still be able to access 60 per cent of George Street. In addition, residents, emergency vehicles, and certain delivery vehicles will retain access to the pedestrian area at certain times of the day. We will work with the taxi industry to investigate the best way for taxis and hire cars to access late night activity precincts including the George Street pedestrian zone.

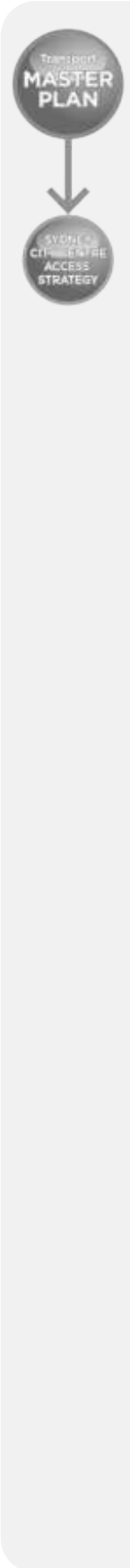
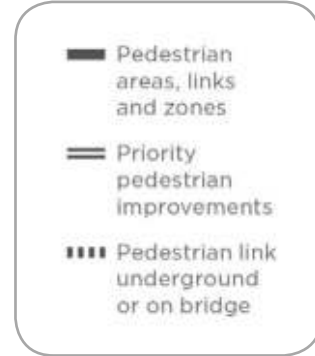
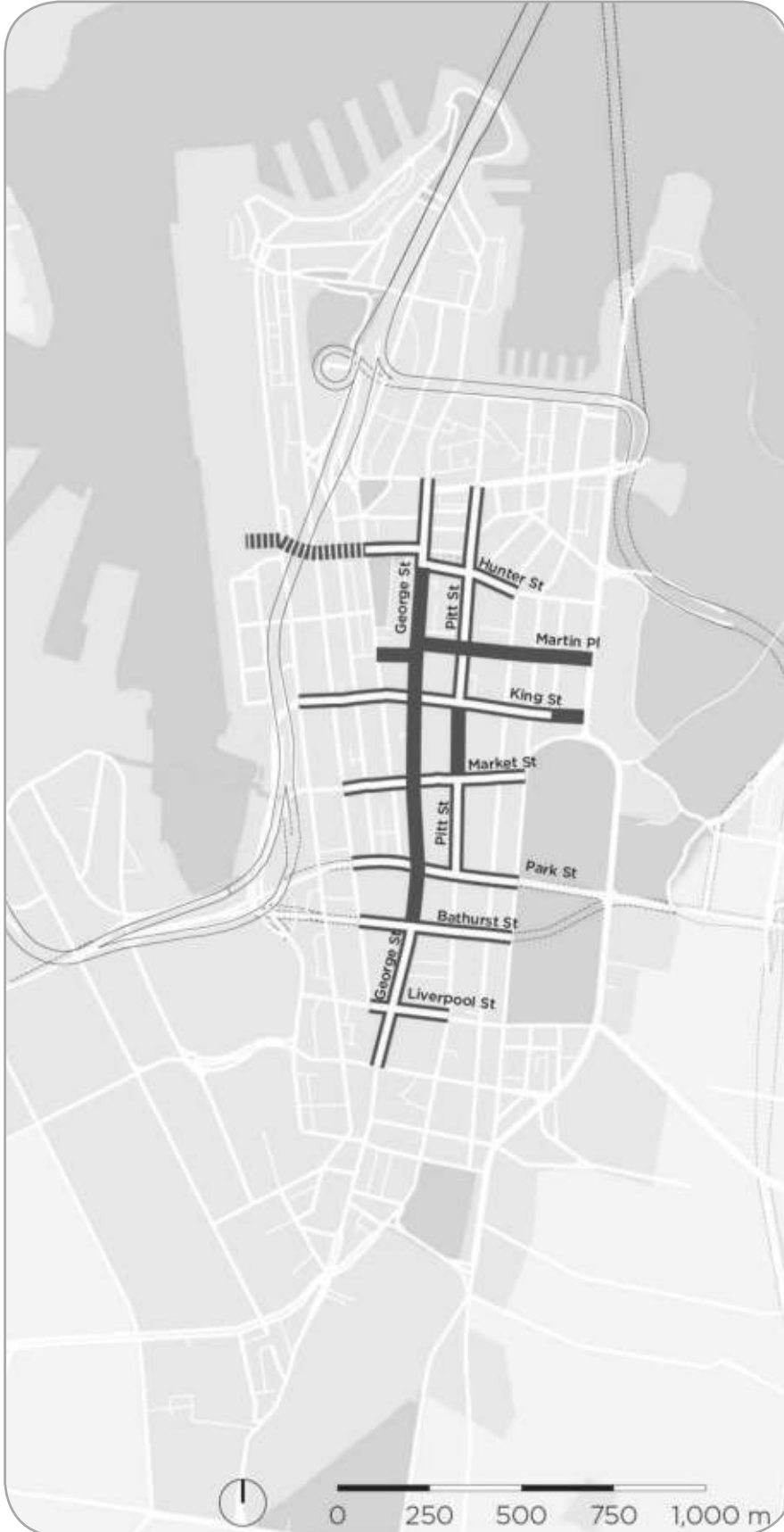
Beyond the George Street pedestrian zone, there will be general traffic lanes on either side of the light rail. Motorists will still be able to travel east-west along all cross streets in the pedestrianised zone, as well as other north-south streets within the city centre.

When complete, the changes will:

- Benefit pedestrians through providing a more amenable and safe environment
- Establish George Street as the geographical and cultural spine of the Sydney city centre through the reinvigoration of street activity
- Benefit all modes travelling east and west across the city, including pedestrians, buses, and general traffic
- Benefit light rail customers through seamless access to new stops.



Future city centre strategic pedestrian access improvements



## Complete Wynyard Walk

Wynyard Walk will provide a fully accessible pedestrian link between Wynyard Station and the developing western city centre including Barangaroo.

The project will increase the entry and exit capacity of Wynyard Station to meet current and future demands for the western city centre and waterfront.

The walkway will allow pedestrians to walk from the Wynyard transport precinct to the Barangaroo waterfront in approximately six minutes, avoiding steep inclines and road crossings.

Key features of the project include:

- A new western entrance to Wynyard Station (via Clarence Street) to provide direct access to the station concourse
- A new 3.5 metre high by 9 metre wide underground pedestrian link from the new western station entrance of Wynyard Station to the intersection of Kent and Napoleon Streets (approximately 180 metres long)

- A pedestrian bridge over Sussex Street, with lifts and escalators connecting to the Barangaroo development, the ferry hub and the waterfront.

When complete, Wynyard Walk will:

- Accommodate the increase in demand for pedestrians travelling from Wynyard Station to Barangaroo and the western CBD
- Provide a safe and quick route for pedestrians to travel from Wynyard Station to the city's western waterfront
- Provide relief to the congested street network by separating pedestrian movements
- Provide improved access for people with a disability, those who are older and people with strollers and luggage.

## Artist impression of Wynyard Walk



## Implement 40 km/h speed limit in parts of the city centre

Travelling at lower speeds improves a driver's ability to stop and avoid crashes and where crashes do occur, they are less severe. A pedestrian is half as likely to be killed by a vehicle travelling at 40km/h than a vehicle travelling at 50km/h.

Between 2007 and 2011, there were 904 casualties in the city centre involving a pedestrian.

40 km/h high pedestrian activity areas have the benefit of improving road safety throughout the day as well as later at night when there are higher rates of pedestrian crashes due to alcohol affected pedestrians and higher than average vehicle speeds.

40 km/h high pedestrian activity areas will be established based on the location and severity of crashes affecting pedestrians; the structure of the street network; and the where it is important to manage speeds at key traffic gateways.

This change will be implemented by:

- Developing design changes, including signage and pavement markings with appropriate treatments for a CBD environment
- Implementing treatments that improve pedestrian access and visual cues to inform drivers that they are entering or are within a low-speed area
- Developing an education and awareness campaign to encourage drivers to travel at lower speeds.

The key benefits will be:

- Reduced crash rates and severity of crashes at all times of day, particularly for pedestrians and cyclists
- Support for the late night economy
- Improved amenity and reduced noise in the city centre
- Improved perception of the city centre as a pedestrian-friendly place.



## Complete the city centre cycleway network

The rapid rate of growth in cycling is expected to continue and will be supported by completing the network of separated cycleways in the city centre. Some existing cycleways will be extended and additional cycleways will connect the whole city centre cycleway network.

Connecting the cycleway network within the city centre will encourage growth in cycling, alleviate road congestion and reduce pressure on the public transport system by:

- Extending the existing bi-directional separated Kent Street cycleway to Liverpool Street and implementing related improvements through The Rocks to connect to the Harbour Bridge
- Constructing the Liverpool Street cycleway between Darling Harbour and Castlereagh Street
- Establishing a bi-directional separated north-south cycleway along Castlereagh Street (between Hay Street and King Street), and Pitt Street (between King Street and Circular Quay). This will include a short east-west cycleway connection along King Street (one block between Pitt Street and Castlereagh Street). In most instances, the separated cycleway will be constructed within the lane currently designated for parking / loading to maximise traffic lanes and capacity
- Extending the east-west cycleway along Park Street to connect with the Castlereagh Street cycleway.

A new north-south cycleway along Castlereagh Street and Pitt Street will be built to provide better connectivity for more cyclists compared to the existing College Street cycleway. Once this cycleway has been built, the existing cycleway along College Street can be removed in order to accommodate the traffic expected to be diverted from George Street (due to the CBD and South East Light Rail and pedestrianisation of George Street) and Elizabeth Street (due to improvements for buses).

The next phase will involve extending the existing bi-directional separated King Street cycleway east to Pitt Street. This will provide the second dedicated east-west cycleway through the city and complete a holistic network that cyclists can use.

Establishing cycleway links in key locations before major light rail, traffic and bus changes are made in the city centre means we will provide a viable transport alternative for our customers.




We are also investigating future cycleway connections in the city centre, including:

- Improving the existing (partial) cycleway between the Sydney Harbour Bridge and the eastern CBD (and Woolloomooloo) via a high level connection along the Cahill Expressway
- A cycle connection along Oxford Street between Taylor Square and Castlereagh Street
- Cycle connections to Barangaroo
- A pedestrian and cycle connection from George Street, Redfern through to Darling Harbour. The link is being explored along the disused train goods line running under George Street and connecting through to the Ultimo Pedestrian network
- Improving the safety at key locations on existing cycleway links such as access to the Sydney Harbour Bridge at the northern end of the CBD and the link between the Pyrmont Bridge and King Street.



Completed strategic cycleway network



-  Strategic cycleway network
-  Strategic cycleway network - routes to be determined
-  Existing separated cycleway - identified for removal

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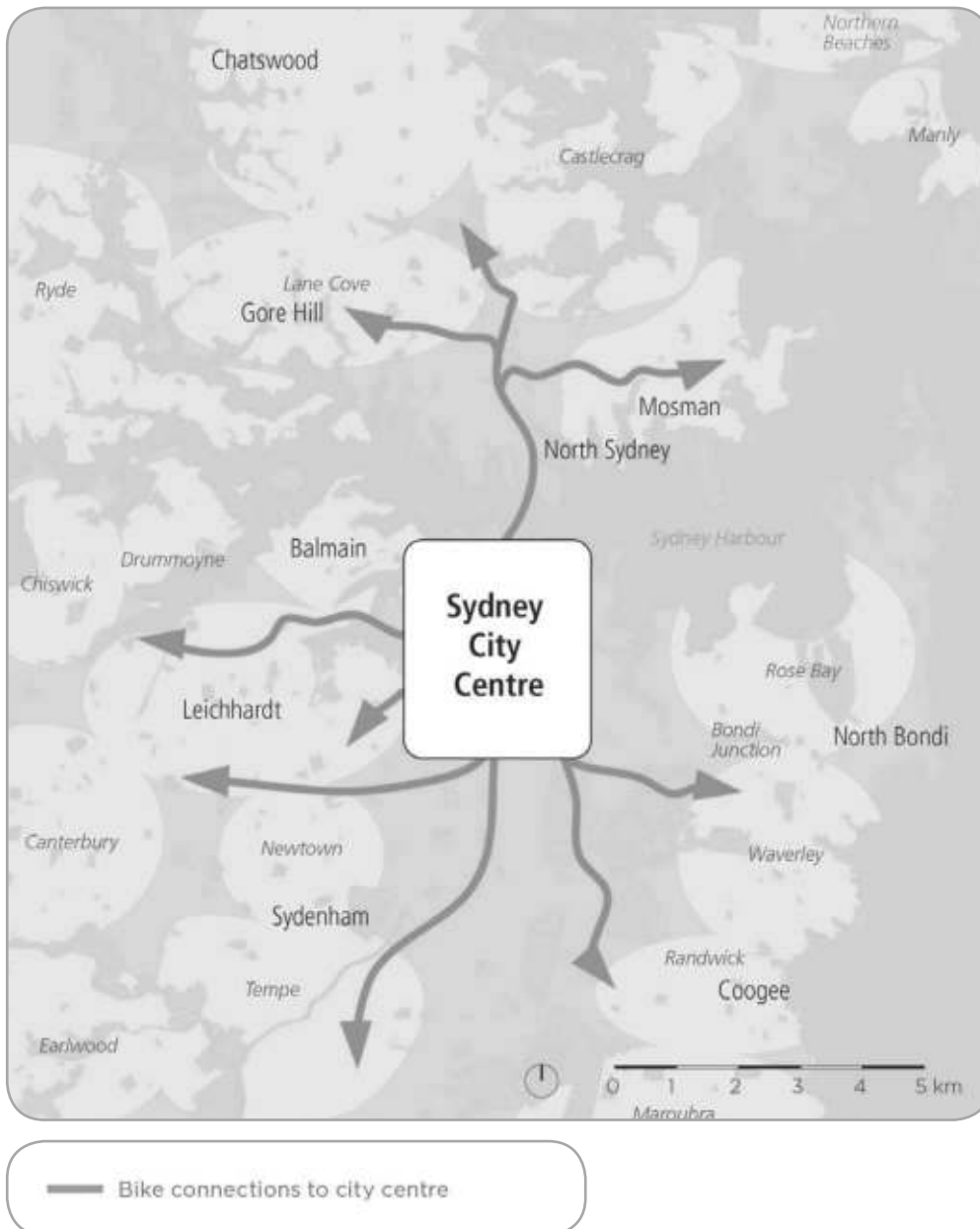
Detailed planning and design is advancing and will ensure the cycleway network meets the needs of our cycling customers and is compatible with the whole city centre transport system. We will also continue to consider impacts on other transport modes, in particular, cars, public transport and pedestrians.

We will look at a range of improvements for cyclists including improving detection of cyclists at signals and better signal phasing at intersections along cycleways. These will also help to improve the level of cyclist compliance at signals along

cycleways. We will also look opportunities for public bicycle parking and encouraging end of trip facilities such as showers and lockers.

As for other modes of transport, we are taking action beyond the CBD to meet the needs of the growing number of people cycling in the city centre. We recognise the need to establish cycling connections to and from major centres and are developing a new cycling strategy which will identify key cycling links to serve the Sydney city centre.

The integrated cycle network will increase transport choices, improve amenity and improve safety for all road users.





## Operational changes to increase capacity

Changes will be made to all transport modes to make the most of the existing network and provide for short term growth in demand.

### Implement rail improvements

*Sydney's Rail Future* sets out a strategy for improving and growing the rail network serving the Sydney metropolitan area. The focus of the first stage is implementing operational efficiencies that make the most of the existing system.

Immediate operational priorities include:

- Timetable changes introduced in October 2013 enabling 1,000 extra weekly train services and standardised stopping patterns
- Improved management of boarding and alighting (train dwell times) at stations (particularly at Town Hall Station)
- Improved information available to customers
- Platform redesign, including de-cluttering to make passenger movement entering and exiting platforms easier
- Better incident recovery management through improved operations and digital train radio systems
- Improving dwell time management to ease and speed up customer boarding and alighting at the most crowded platforms.

We will make a range of improvements to key city centre rail stations to provide increased capacity:

### Central

Central Station is the busiest station in NSW, and is the southern gateway to Sydney's city centre. Central's role as a grand heritage asset will be accentuated through a suite of improvements to make using the station easier and more intuitive and better integrate with the CBD and South East Light Rail.

Actions we will take include:

- Delivering a one-stop customer service facility to provide consistent and accurate information to customers
- Reconfiguring the concourse and improved interchange arrangements between platforms
- In the longer term, unlocking the potential of Central Station through a program of detailed planning and development works
- Involving the private sector to improve the retail and commercial offerings at Central, drawing on the opportunities offered by the heritage elements of the station.

### Town Hall

At the heart of Sydney's commercial and retail core, Town Hall delivers our customers to jobs, shopping and recreation facilities. Actions we will take include:

- Modifications to the layout and operation of the station to help unlock capacity and reduce congestion during the busiest periods
- De-cluttering of concourse and platform space
- Improving signage and wayfinding within the station
- Optimising connections between the concourse and light rail on George Street
- In the longer term there will be further station improvements.



## Wynyard

Wynyard is the gateway to global Sydney's financial district. With the development of Barangaroo, customer demand is set to increase. Actions we will take include:

- Better interchange facilities for rail, bus and ferry customers at the station and at Barangaroo
- Station reconfigurations to facilitate Wynyard Walk and patronage growth anticipated from Barangaroo
- De-cluttering of platforms and improved station amenity
- In the longer term, there will be further works to integrate access paths with the surrounding precinct and consider upgrading retail and public spaces.

## Circular Quay, Martin Place, St James and Museum

Actions we will undertake:

- At Circular Quay, there will be centralised customer information and services to deliver an improved interface and experience within the precinct, as well as precinct works to facilitate the introduction of light rail.
- At Museum, improved station entries and new lifts to provide access between station entries and the concourse and between the station concourse and platforms without adversely impacting its heritage nature.

Rail enhancements will provide:

- An improved experience for customers including better information and less crowding at city stations
- More reliable services
- Enhanced capacity on rail lines serving the city centre

The key benefits will be:

- Reduced congestion in the city centre's main rail stations
- An improved customer experience
- Easier pedestrian access within stations
- Vibrant, attractive and user friendly stations
- Contribution to the delivery of more reliable rail services.



## Implement ferry service improvements

Ferries play an important role in connecting the city centre, inner harbour and other suburbs including Manly.

As set out in *Sydney's Ferry Future*, we want to ensure ferries can maximise their service offering as part of a well-integrated transport system. Short term improvements will be made that make better use of the existing fleet and wharf infrastructure, and provide practical alternatives to Circular Quay.

Simplified stopping patterns, increased frequency of services (additional services will be introduced across the network), real time information at wharves and on ferries and improved coordination with bus services will make it easier to use ferries to access the city centre.

We will also enhance the ferry service offering, with better Parramatta River, Eastern Suburbs and Darling Harbour/Barangaroo services and new cross harbour links.

Ferry service improvements have commenced with the new integrated public transport timetable introduced in October 2013, with 55 extra weekly ferry services including ferry routes with more consistent stopping patterns and longer hours of operation to better match demand.

## Extending clearways on major traffic routes

Extending clearways will allow motorists to use all road traffic lanes on major roads by restricting on-street parking, particularly during the peak periods. Clearways provide greater capacity and travel benefits for public transport and general traffic, particularly on congested road corridors in locations where on-street parking obstructs the efficient performance of the whole corridor.

The *Sydney Clearways Strategy* identifies five priority routes for consultation. Victoria Road at Rozelle is a key road corridor for accessing the city centre and will be included in this pilot.

The changes will potentially include extensions to the hours of operation during weekday peaks, introduction of Saturday morning peak periods, and extension to the length of routes covered by the clearways.



## Redesigned bus network for metropolitan Sydney

We are redesigning the bus network to create an easier to use network to the city centre with better located stops and easier to understand routes.

*Sydney's Bus Future* identifies a clear, three-tiered network to replace the 15 different types of bus services that exist today. Together, the three tiers provide a complete, integrated bus network that meets customer needs and caters to growth in bus travel demand across Sydney. Service frequency across the three tiers will be optimised to improve the base level of service and to serve customers' travel needs at different times throughout the week.

Customers will experience fast, frequent connections on high demand routes, easy connections to other public transport services and direct journeys between all major centres, including the Sydney city centre.

Changes have already been made. More than 3,000 extra weekly bus services have been introduced across metropolitan Sydney over the past two years and double deck buses are being trialled to combat congestion. We will investigate the potential to use double deck buses instead of bendy buses where they can reduce congestion and provide a better service for customers. At the start of 2013, 60 buses were redirected from the North West in the morning peak onto the Cahill Expressway to reduce congestion around Wynyard Station.

With the October 2013 timetable changes we have also added more than 1,700 extra bus services a week, including 800 in the morning and afternoon peak periods.

The map on the following page shows how people will be able to use the redesigned bus network to travel to and from the city centre.

Benefits for customers include:

- An increased number of Metrobus-style services running through the city centre, better linking major travel destinations
- Access to more destinations within and outside the city centre through improved connections at key interchange precincts.

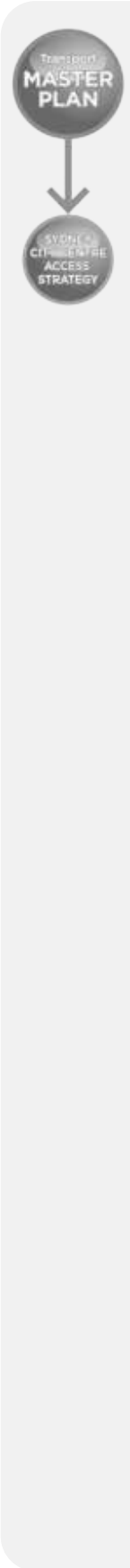
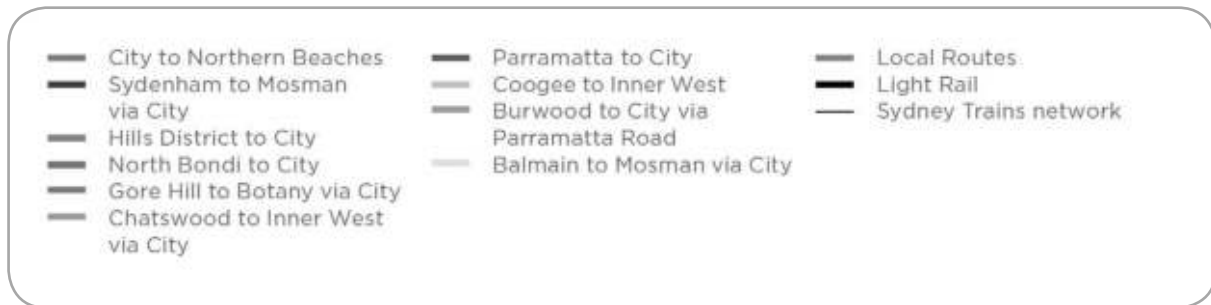
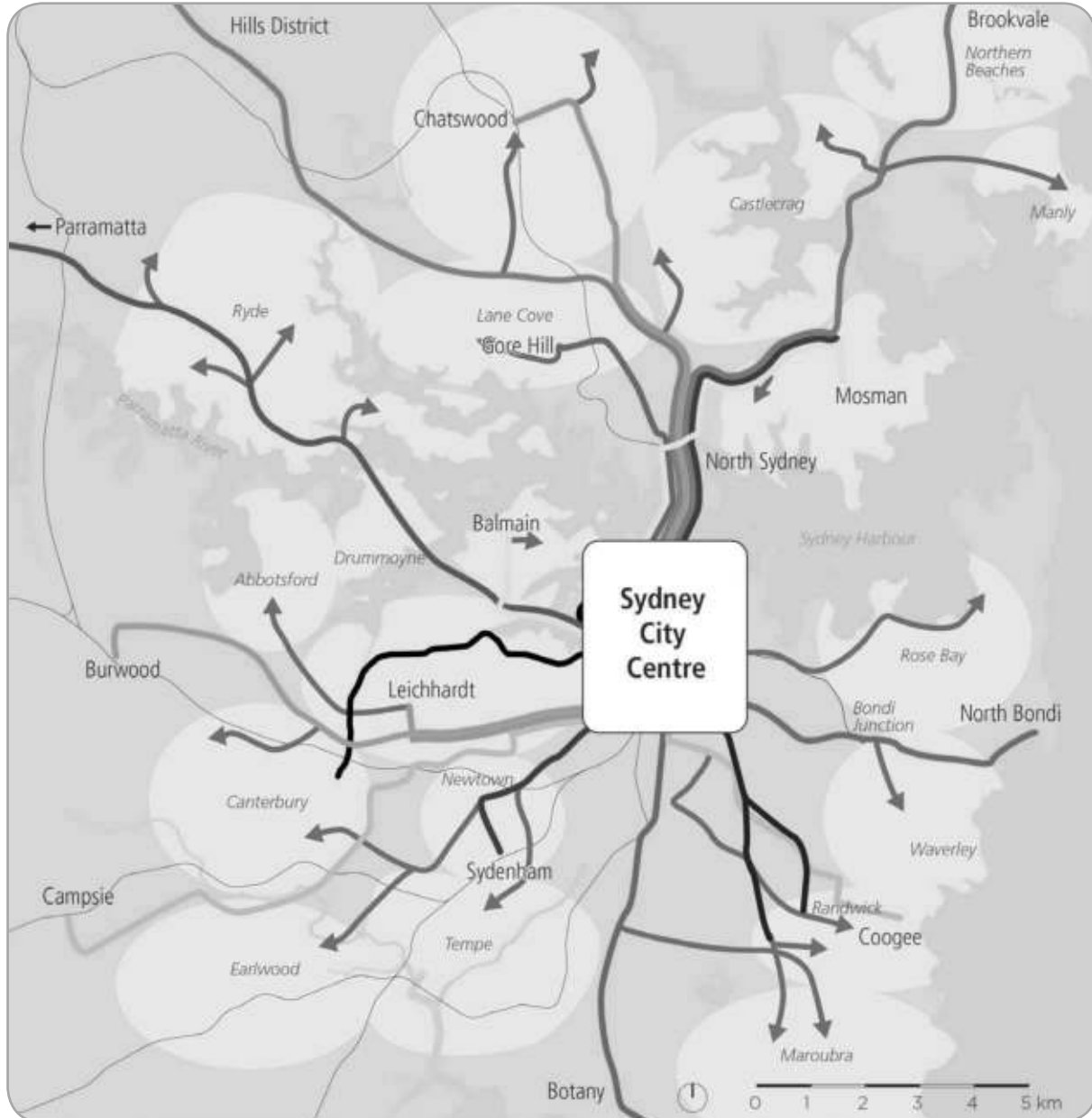
The Access Strategy identifies a number of initiatives that address the cause of the delays for bus customers travelling to the CBD.

These include:

- Fewer buses continuing all the way to the far side of the city centre and more through-routed buses to reduce buses circulating and laying over within the city centre
- Improving the speed, reliability and capacity of key bus routes by rationalising stops and improving the operation of bus lanes for example moving the Elizabeth Street bus lane to the second lane
- Redirecting buses onto other streets (such as via the Cahill Expressway or to Barangaroo)
- Future changes to the structure of the bus network outside the city centre to provide more cross-metropolitan services that travel around the city centre and increased opportunities for transfer at interchange hubs 5 – 15 kilometres outside the city centre. The CBD and South East Light Rail envisages two such hubs at Randwick and Kingsford.



Major bus corridors to the city centre



## Extend public transport access

A program of integrated public transport projects will provide better access to the city centre from more areas of Sydney by extending the rail and light rail networks.

### Complete the Inner West Light Rail extension

Light rail services will operate to Dulwich Hill from 2014. The services will improve public transport integration, allowing passengers to transfer between light rail, bus and heavy rail at Lewisham and Dulwich Hill stations.

Key benefits of the Inner West Light Rail extension include:

- Improved access to public transport and connections between where people live, work and visit
- Urban renewal encouraged along the corridor
- Safe, accessible, clean, quiet and reliable services for commuters that are environmentally friendly.

### CBD and South East Light Rail extension

Light rail will be extended from Circular Quay along George Street to Central Station and then to the Kingsford via Anzac Parade and to Randwick via Alison Road. It will provide:

- Reliable 15 minute journeys from Circular Quay to Central Station along George Street
- Capacity to move up to 9,000 people per hour in each direction
- 180 fewer buses entering the city centre in the morning peak hour between 8:00am-9:00am (rising to 220 fewer buses when combined with other bus network changes)
- Urban renewal as a result of the associated improvements to the public domain, including revitalised public spaces.

High frequency light rail services will benefit commuters travelling from the South East suburbs to the city centre for work, shopping and entertainment, students travelling to the University of NSW, Sydney Boys and Sydney Girls high schools at Moore Park, and customers, staff, patients and visitors travelling to the Randwick health precinct. It will also serve as a fast connection to sporting and other events at Moore Park and at Randwick Racecourse.

Within the city centre, it will offer a simple, user-friendly way to travel between key attractions – from the Rocks and Circular Quay to the city's retail heart and Town Hall and on to Chinatown and Central Station.

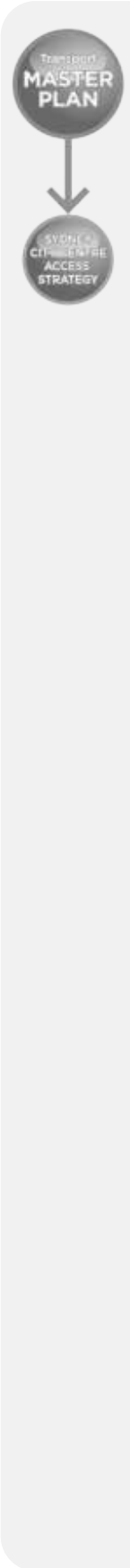
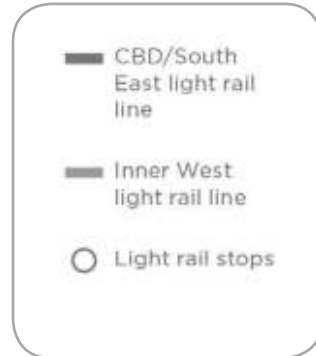
Light rail expansion is a catalyst for improving other services and city centre amenity.

It will allow for:

- The pedestrianisation of around 40 per cent of George Street between Bathurst and Hunter Streets
- Continued access for emergency vehicles, property owners and certain delivery vehicles to the pedestrianised zone
- Maintained and improved east-west traffic movements across George Street
- Retention of general traffic lanes on either side of the George Street light rail line outside of the pedestrian zone between Bathurst and Hunter Streets
- Improvements to existing and new interchange precincts, for example at Park Street (Town Hall), Chalmers Street and Eddy Avenue/Rawson Place (Central).



Future city centre light rail network



## South West Rail Link

The opening of the South West Rail Link in 2016, as well as extra capacity between Kingsgrove and Revesby, will enable more rail services to be provided from the south west and extend the reach of the rail network to growth areas.

It will also help to spread rail demand more equally across city centre stations and reduce crowding at Town Hall and Wynyard stations.

## North West Rail Link and the transition to a rapid transit system

The North West Rail Link will provide a 36km rail link for the growing North West region and will open by the end of 2019.

Rapid transit train services will offer a comfortable, frequent, fast and high capacity link between suburban regions that will have a considerable impact on travel patterns into and out of the city centre. It will provide the impetus for the roll out of a rapid transit system throughout the Sydney rail network.

The outcomes will include:

- A rapid-transit, high capacity, fast single deck train every five minutes, providing access to key destinations in Sydney's major employment and education centres.
- Journey time savings between Rouse Hill and the city centre.
- No timetable required on rapid transit system – customers turn up and go.
- Reliable services supported by new infrastructure and technology.

In addition to providing a benchmark improvement to public transport links between Sydney's North West and CBD, the North West Rail Link will contribute to a reduction of some 160 buses entering the city centre.

## Barangaroo ferry hub

A new ferry hub at Barangaroo, delivered in time for major tenants moving in to the development, will support the commercial development of Barangaroo, with new ferry services from the east and north, as well as to existing western ferry catchments.

The new ferry hub will:

- Serve the new commercial development at this site with plans for a relatively high proportion of commuters and visitors to access the site by ferry
- Connect ferry customers to the western and midtown parts of the city centre – a high quality pedestrian link, the Wynyard Walk, will connect Barangaroo and Wynyard
- Relieve capacity constraints at the Circular Quay ferry terminal.

The ferry hub will enable new ferry services to improve access to Barangaroo and the western and mid-town parts of the city centre, including:

- A new cross harbour route that provides direct access to Barangaroo from the Eastern Suburbs via Milsons Point with an improved frequency of service
- Expansion of options for additional deregulated ferry routes to serve Barangaroo – supporting the existing Manly ferries





## A step change in future capacity for access to the city centre

Rail and bus with light rail, will continue to have the largest mode share of trips to the city centre in the future, and by 2031 demand for each will have grown significantly.

These modes, especially rail, will not cope with the additional demand without major investments.

### Bus Rapid Transit and Light Rail

Ongoing investigations to determine the best way to provide fast, reliable and flexible transport on key corridors throughout Sydney will address continued growth in demand and changing needs.

Bus Rapid Transit (BRT) is a package of infrastructure, services, operations and bus improvements that together provide a high level of service compared to standard bus operations.

A staged approach will be taken to introducing BRT on targeted high demand routes. In the long term, it may be possible to convert these routes to light rail in areas with high growth and density. Key high-growth corridors servicing the city centre that will be investigated for BRT and light rail include:

- Parramatta Road
- Victoria Road
- Anzac Parade between Kingsford and Maroubra or Malabar
- Northern Beaches.

Extensions to bus services will be supplemented with improvements in service frequency and connections to the existing and future CBD and South East light rail network.



## A new CBD rail line and harbour crossing

A new rail crossing under the harbour and CBD is part of *Sydney's Rail Future* – a solution to support future growth and create a seamless, integrated and fully-functioning transport system. This will deliver a step change for Sydney's rail services and provide the foundation for a 60 per cent increase in the number of trains that can run during the busiest and most congested times.

The Second Harbour Crossing is the vital next step following the delivery of the North West Rail Link to expand the rapid transit and deliver the much needed capacity on Sydney's rail network.

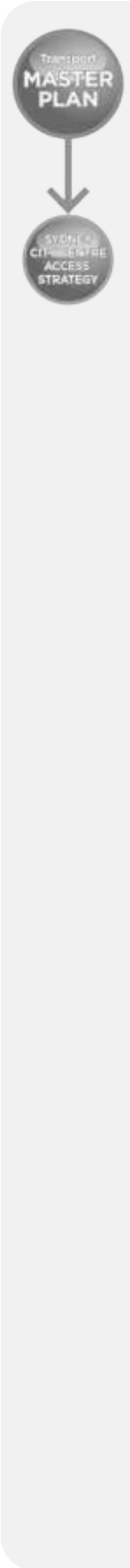
This investment will enable the Sydney network to carry an additional 100,000 people per hour in the peak, delivering sufficient capacity to serve the city centre well into the future.

When complete, the second harbour crossing will:

- Unlock the CBD rail bottleneck and enable more services from the West, South West, Illawarra, Bankstown, North Shore and the North West
- Provide up to an extra 60 train services per hour across the Harbour and through the city centre
- Create new train stations relieving pressure on existing crowded platforms in the city centre
- Enable better connections to employment opportunities across Sydney
- Help reduce the number of buses travelling into the city centre from north of the Sydney Harbour Bridge.



Future city centre rail network



# OUR FUTURE TRANSPORT NETWORK – STREET BY STREET



## George Street

George Street will be the public transport and walking spine of the city centre transport network.

### Pedestrians

Street space will be mostly allocated to light rail and pedestrians between Hunter Street and Bathurst Street (1).

In the pedestrian zone, access will be maintained for emergency vehicles at all times. The appropriate level of access for delivery vehicles, taxis and other vehicles at different times of the day is currently being determined but George Street will be open for property owners and deliveries.

### Public transport

George Street will continue to be an important public transport spine, but in future services will be delivered by light rail rather than bus.

Light rail (2) will run along George Street between Alfred Street (Circular Quay) and Rawson Place (Central). The light rail will run down the centre of the street and will be separated from other traffic. Outside the

pedestrian zone, general traffic will continue to use George Street, but capacity will be reduced (Cross Section A).

The light rail line through the city centre will include six stops, most with side platforms.

There will be increased opportunity for seamless transfer between light rail, rail and bus on George Street at Wynyard (3), Town Hall (4), and Central (5).

### General traffic and vehicle access

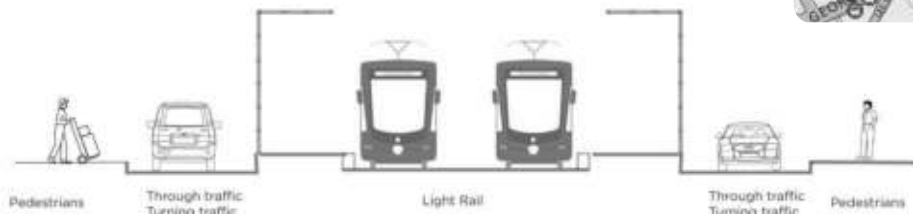
Private vehicle traffic in George Street will be reduced but access to properties on George Street will be maintained.

The change in traffic priorities along George Street will increase the priority and capacity for east-west travel for all modes. Examples include higher priority for east-west movements on: Hunter Street/Margaret Street (6), Market Street (7), Park Street/Druitt Street (8) and Bathurst Street (9).

George Street precinct



George Street cross section A (at light rail stop) - looking north



## Wentworth Avenue / College Street

Wentworth Avenue and College Street will be two-way streets dedicated to general motor vehicle traffic moving around the core of the city centre.

### General traffic

These streets will be the main access route for drivers entering the city centre from the eastern suburbs. Drivers will be guided to the most appropriate east-west street to access their final destination.

The capacity of these roads will be enhanced.

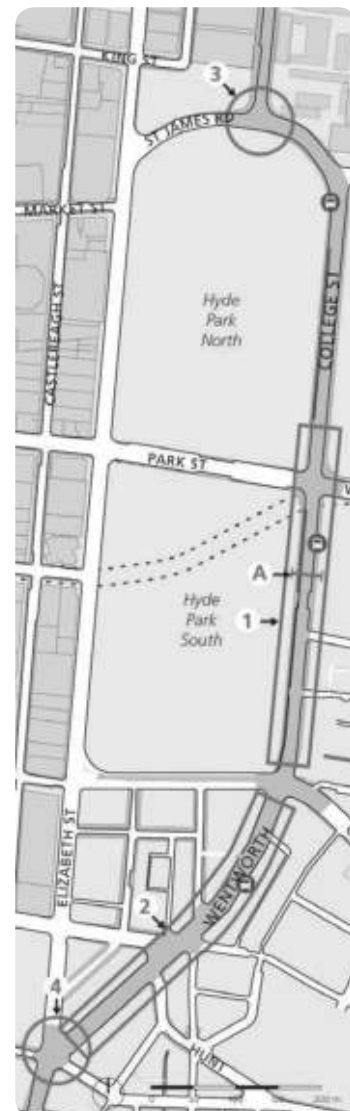
College Street will be reconfigured to provide an additional lane and increased traffic capacity (1). The existing cycleway will be relocated to Pitt Street and Castlereagh Street and some of the on-street parking that is currently provided on the eastern side of the street will be removed (Cross Section A).

Wentworth Avenue will be reconfigured by removing some of the existing parking on its western side (2).

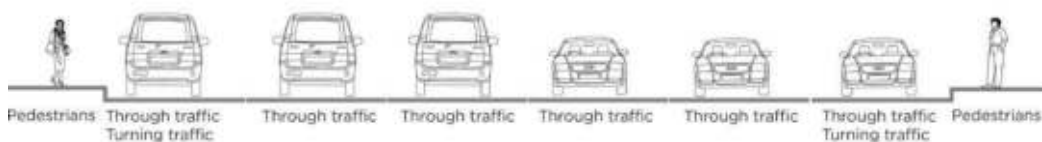
Signage and potentially intersection design will guide drivers to Wentworth Avenue and College Street with the intersections at the northern end (3) and southern end (4).

It is projected that the increased capacity of this road, coupled with operational improvements to the network, will off-set some of the reductions in capacity for motor vehicle traffic in George Street and Elizabeth Street.

Wentworth Avenue and College Street precinct



Wentworth and College cross section A - looking north





## Elizabeth Street

Elizabeth Street will support reliable, frequent public transport access in a north and south direction along the eastern side of the city centre.

Elizabeth Street will also provide access for general traffic to some east-west roads.

### Public transport

Elizabeth Street will be a priority bus corridor (1), with enhanced bus lanes on both sides of the road. By relocating bus lanes to the second lane from the kerb and implementing 'skip-stop' operation, the capacity and reliability of bus operations on this street will be improved (Cross Section A).

During light rail construction, there will be an increase in the number of buses travelling along Elizabeth Street, as many George Street services will be re-routed along Elizabeth Street.

New and improved kerbside bus stops at key interchange precincts will also be provided including at Town Hall.

### General traffic and vehicle access

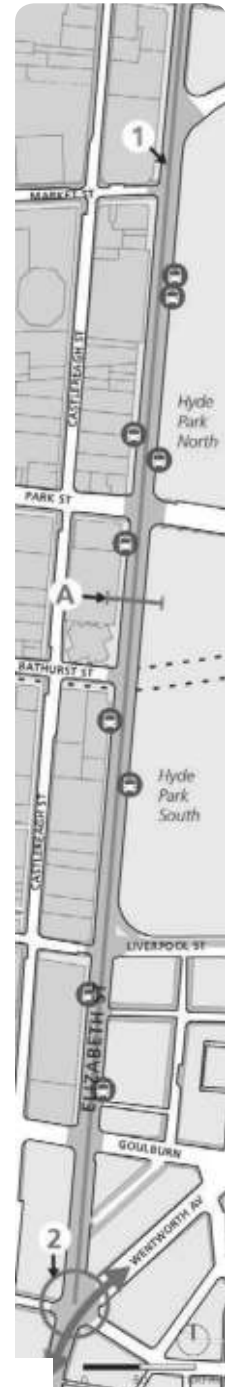
Elizabeth Street will continue to support general traffic via one continuous lane in each direction. The ability for traffic to turn right and left will remain unchanged.

Some motor vehicle traffic will be displaced by the increased north-south capacity for buses. This displaced traffic will be able to use Wentworth Avenue and College Street as an alternative (2).

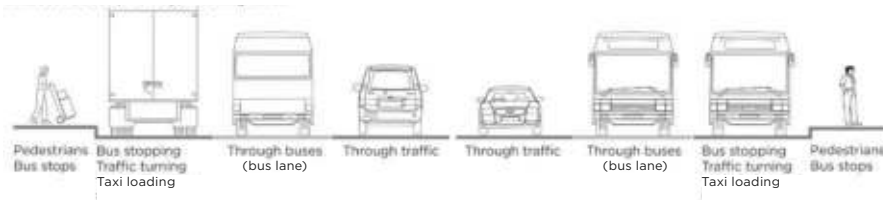
The kerb side lane in each direction will provide access for bus stops, traffic turning left, and loading and access to properties. Current Street planning for Elizabeth Street is shown indicatively in Cross Section A.

All existing access to properties on Elizabeth Street will be maintained.

### Elizabeth Street precinct



Elizabeth Street cross section A - looking north



## Castlereagh Street

Castlereagh Street is a one-way (southbound) street that will provide local access for all transport modes (including people walking, driving to parking areas, making deliveries, buses and cycling).

Public transport Castlereagh Street will support the Elizabeth Street bus corridor by continuing to serve as a major southbound bus route providing dedicated access for south-bound buses in the afternoon peak hour through the city. It is expected that there will be a slight increase in bus numbers along Castlereagh Street during construction of the CBD and South East Light Rail.

Southbound bus services along Castlereagh Street will form a 'couplet' with northbound bus services along Elizabeth Street, making the system easy to understand and access for customers.

The existing bus lane in Castlereagh Street will be retained (1) (Cross Section A). New and improved bus stops at key interchange precincts will also be provided.

### Cyclists

A bi-directional segregated cycleway will be developed along Castlereagh Street and Pitt Street (Castlereagh Street south of King Street only). It will run along the western side of the road (2), taking the lane currently used for loading and parking (Cross Section A). The segregated cycleway may need to be located in the area that is currently used as footpath / loading bays between Market Street and Martin Place, where the western footpath has been widened. Some parking / loading spaces on the eastern side of the street may be affected.

### General traffic

One continuous lane (one-way, southbound), with right and left turn functionality similar to the existing configuration will be maintained.

### Commercial vehicles

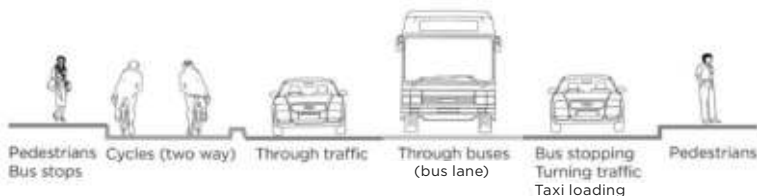
Vehicle access to properties will be maintained with ongoing management of crossings of the cycleway.

A number of on-street loading bays will no longer be available on the western side of Castlereagh Street but there is potential to maintain this activity in appropriate locations on the eastern side or move them into off-street parking facilities.

Castlereagh Street precinct



Castlereagh Street cross section A - looking north



## Pitt Street

Pitt Street will mainly have a local access role for people walking, driving to parking areas making deliveries and cycling.

The removal of the Monorail from the western side of Pitt Street (between Market and Liverpool Streets) means there is potential to reallocate space to transport activity and to improve the amenity of the area (Cross Section below).

### Pedestrians

Pitt Street will continue to be important for pedestrian access. Many of the intersections along Pitt Street currently serve very high numbers of pedestrians. For example, during the midday and afternoon peaks, over 6,000 pedestrians per hour move through the intersection of Pitt Street and Market Street, making it one of the busiest intersections for pedestrians in the city centre.

The Pitt Street Mall is an intensively used pedestrian-only space and walking trips extend from the mall in all directions. Together with the George Street pedestrian zone, it is expected to attract increased intensities of pedestrian traffic in the future. Priority pedestrian improvements have been identified on key cross streets including: Hunter Street, King Street, Market Street, Park Street, Bathurst Street and Liverpool Street.

Improvements have also been identified on Pitt Street north and south of the Mall.

### General traffic and vehicle access

Pitt Street will continue to support general traffic access to properties - through the current mix of one way traffic (southbound north of the Mall and northbound south of the Mall) and two way traffic (south of Goulburn Street).

The need and ways to improve access to properties serviced by current one way traffic arrangements in some access constrained sections of Pitt Street will be investigated.

An example is converting the section of Pitt Street north of Bridge Street to two-way operation as a result of future light rail operations in Alfred Street.

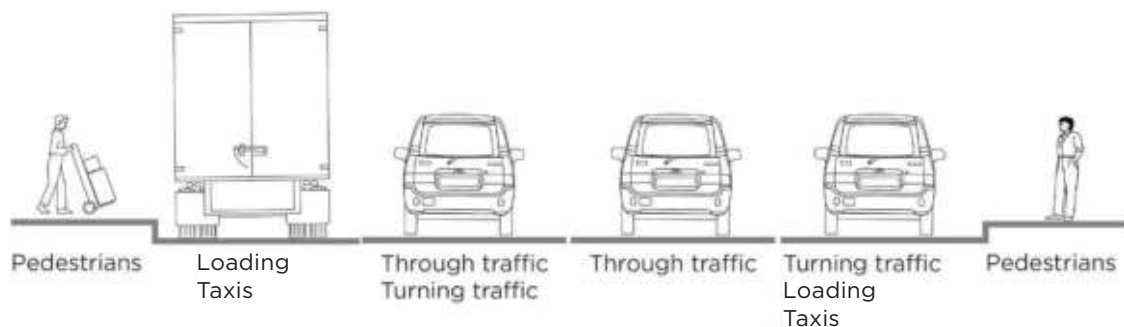
### Bus

Bus activity will be limited to a small number of tourist coaches in most of Pitt Street. It will carry some bus traffic between Bridge Street and Hunter Street and with a commuter bus role only south of Campbell Street to Railway Square.

### Cyclists

Plans for a bi-directional segregated cycleway along Pitt Street / Castlereagh Street (Pitt Street north of King Street only) are being developed. This cycleway will run along the western side of the road.

Pitt Street cross section (south of Market Street) - looking north





## Liverpool Street

Liverpool Street will remain a westbound traffic link for destinations in the city centre. This supports the more important links provided by the Cross City Tunnel and Goulburn Street.

### Cyclists

The Monorail (currently on the southern side of Liverpool Street west of Pitt Street) will be removed by 2014 and will create additional usable

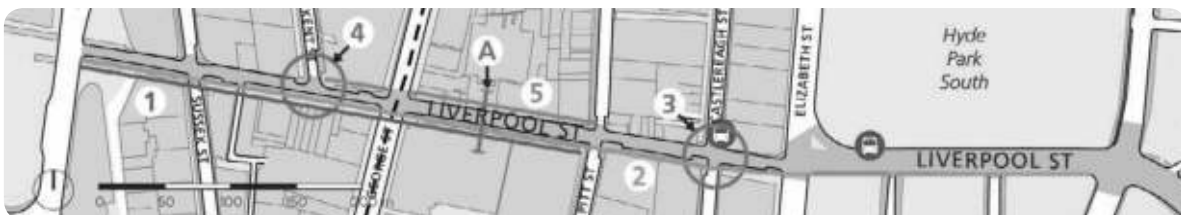
space for transport (1). This space is being investigated to establish a bi-directional segregated cycleway between Castlereagh Street and Darling Harbour (2). This cycleway has been identified as a priority cycling link for the city centre and will connect with future north-south cycleways at Castlereagh Street (3) and Kent Street (4).

### Pedestrians

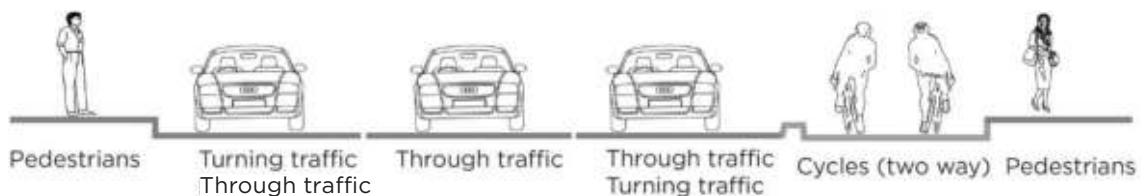
Pedestrian priority improvements have been identified on Liverpool Street for the block each side of George Street (5) in order to meet an expected increase in demand in pedestrian activity in this area which includes World Square.

Current street planning for Liverpool Street is shown indicatively in Cross Section A.

### Liverpool Street precinct



### Liverpool Street cross section A - looking east



## Streets within Central Station Precinct

The transport system will change around Central Station to accommodate planned city centre initiatives. These changes affect a number of key streets.

### Chalmers Street

The key interchange between the CBD and South East light rail and the Sydney Trains network (1) will be located in Chalmers Street. In addition to commuters accessing the city for work, this interchange will be used by people travelling to the University of NSW and Randwick health precinct as well as sporting and other events at Moore Park and at Randwick Racecourse.

Further planning is being undertaken as part of the light rail project to confirm the future layout of Chalmers Street.

Cyclists travelling past Central Station currently use a shared path along the western side of Chalmers Street (3). Alternative arrangements for cyclists are being investigated as part of light rail planning.

### Eddy Avenue

Based on current planning, the light rail line will run along the southern edge of Eddy Avenue, but there will be no light rail stop in the street.

Eddy Avenue will remain an important link for traffic moving east-west across the city centre and traffic and bus use of this road will continue to operate as it does currently.

Coach operations will continue to be served on Eddy Avenue with some modifications to the current arrangements.

### Rawson Place

Rawson Place will provide a key interchange between the CBD and South East light rail and the bus network (4).

Based on current planning, the light rail line will run two-way along the southern edge of Rawson Place with buses running westbound along its northern edge.

The configuration of the light rail line, bus routing and platforms within Rawson Place will facilitate easy customer transfer between bus and light

rail. This transfer will occur either “cross-platform” within Rawson Place or “around-corner” between Rawson Place and Pitt Street or George Street.

General traffic would no longer operate in Rawson Place (5).

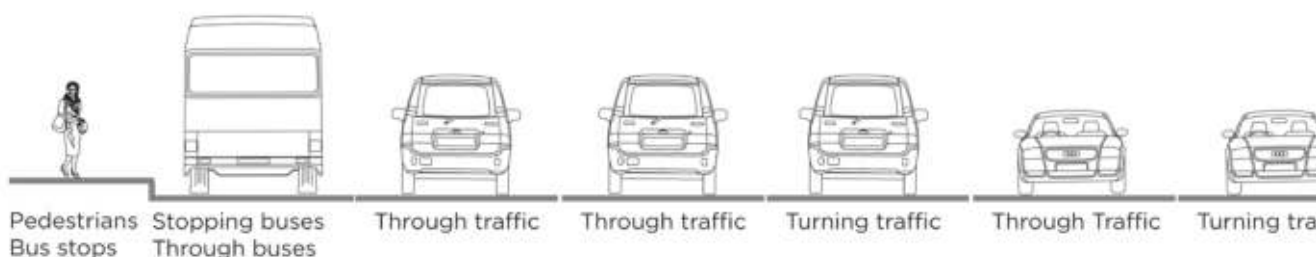
Rawson Lane would be closed at Rawson Place, but access to the laneway would be maintained via Pitt Street (6).

### Pitt Street (between Railway Square and Hay Street)

Pitt Street between Railway Square and Hay Street (7) will serve an increasingly important role for buses as well as carrying significant volumes of traffic because of the closure of George Street to buses and (for some of its length) to cars.

There will be important bus stops on the western side of Pitt Street on either side of the light rail interchange in Rawson Place and bus stops and layover areas along its eastern edge between Eddy Avenue and Hay Street. Current planning is considering

E



a short section of bus lane in Pitt Street between Hay Street and Campbell Street (8).

The section of Pitt Street between Railway Square and Hay Street is much wider than the section to the north, and a preliminary assessment indicates that the proposed changes would have minimal impact on traffic operations in this section.

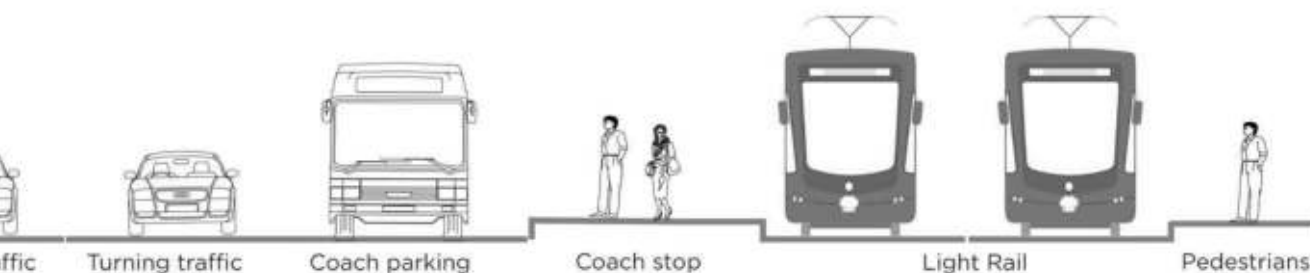
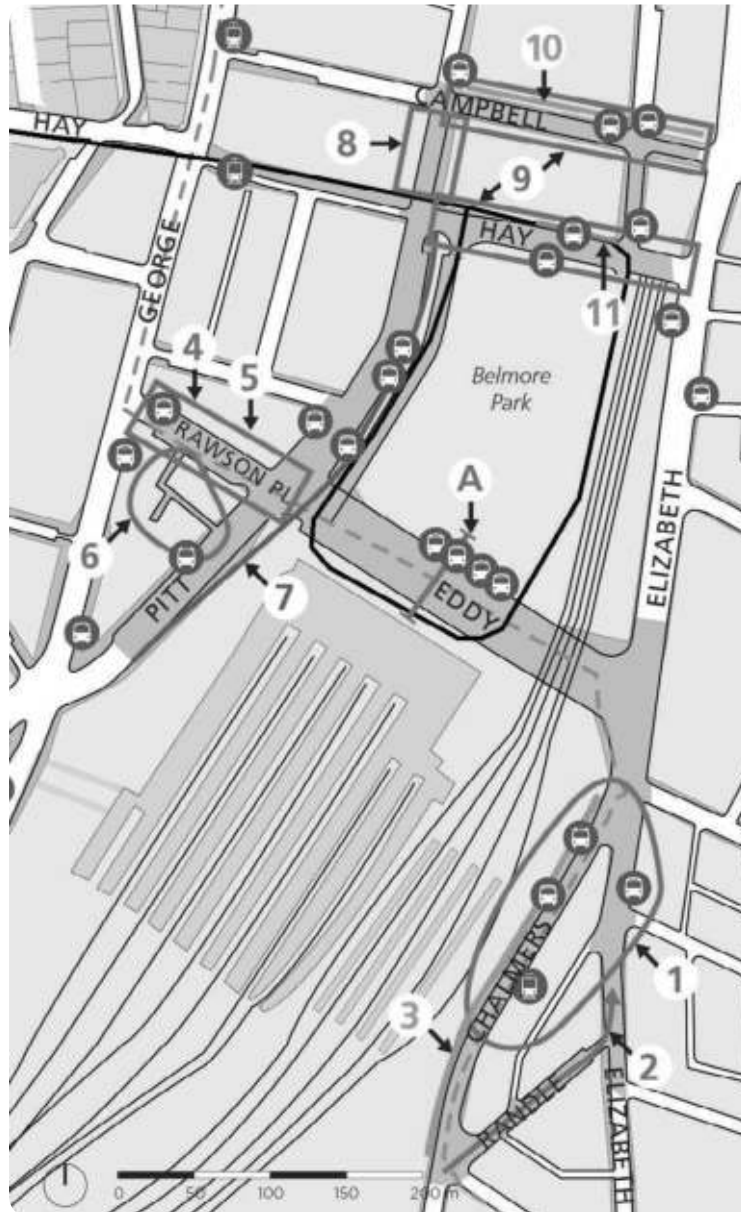
### Hay Street and Campbell Street Bus Termini

Bus termini will be located in Hay Street and Campbell Street, providing space for bus stops, layovers and operations enabling buses to turn around at the southern end of the city centre (9). These streets will also carry some through-routed bus services.

Current planning indicates that a short section of bus lane might be required along Campbell Street between Pitt Street and Castlereagh Street (10).

A small amount of on-street parking would be lost along the northern side of Hay Street to provide space for bus layover (11).

Central Station precinct



## Park and Druiitt Streets

Park and Druiitt Streets will support reliable, frequent public transport access in an east and west direction, passing through the Town Hall interchange precinct (1). This public transport hub is where rail, light rail and bus will come together to link the core of the city centre to every part of the metropolitan area.

Park Street will continue to provide access for general traffic as it does today.

### Bus

Park Street will be a priority bus corridor (2), with continuous bus lanes on the second lane from the kerb on both sides of the street (Cross Section A). This means a new bus lane will be added to the southern side of the road (between Pitt Street and Elizabeth Street) to support the existing bus lane on the northern side of the street.

Because of the short east-west block lengths in Park Street, kerb space available for bus stopping is at a premium. This makes 'off-line' bus stop bays essential to maintain the reliability of the network as a whole.

Once light rail commences operation in George Street, bus volumes on Park and Druiitt streets will be reduced.

On Druiitt Street, the major bus stop between York Street and Clarence Street (3) be relocated west of Kent Street (4).

### Public transport interchange

The midtown public transport interchange precinct in Park Street (1) will enable customers to move easily and comfortably between all public transport modes that come together in the city centre and to travel to any destination outside the city that the public transport network serves.

### Cyclists

The existing cycleway on Park Street and William Street will be extended to a future Castlereagh Street cycleway (5). This will provide an east-west connection to the north-south cycleway on Castlereagh Street.

### Pedestrians

Park Street is a key location where priority pedestrian improvements will be

implemented to facilitate quicker and easier walking trips and easy movement within the public transport interchange precinct.

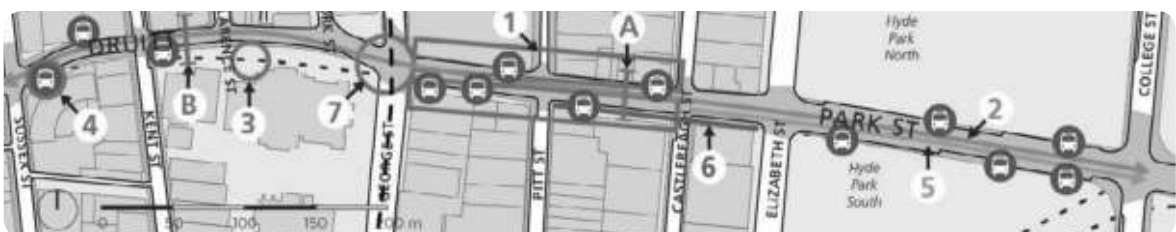
### General traffic and vehicle access

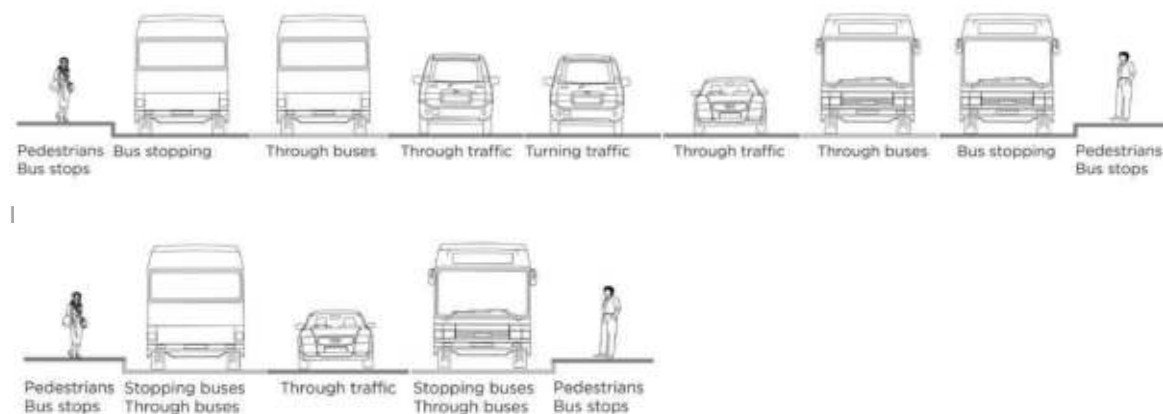
Traffic arrangements in Park Street and Druiitt Street will remain similar to the current situation.

But in order to provide dedicated bus lanes and stopping bays, Park Street between Pitt Street and Elizabeth Street will support one through lane for general vehicle traffic in the western direction (6) rather than the two lanes provided at present. Traffic analysis indicates that, with George Street closed to north-south traffic movements, there will be improvements to east-west traffic flow in this location (7) and Park Street and Druiitt Street will operate better than they currently do.

The relocation of the existing major bus stop outside the City of Sydney offices will remove a cause of congestion for westbound traffic in Druiitt Street (Section B).

Park and Druiitt Street precinct





## King Street

King Street will continue to be an eastbound traffic link for destinations in the city centre. This supports the more important links provided by the Cross City Tunnel and Bathurst Street.

The closure of George Street to motor vehicles between Hunter Street and Bathurst Street will simplify the operation of the traffic lights at the intersection of King Street and George Street and improve east-west traffic operations in this location.

The existing King Street cycleway will be completed by extending the bi-directional separated cycleway east to Castlereagh Street. This cycleway has been identified as a priority cycling link for the city centre and will connect with north-south cycleways at Castlereagh Street / Pitt Street and Kent Street.

Pedestrian priority improvements have been identified on King Street between Sussex and Phillip Streets in order to meet the expected increased pedestrian activity in this area.

## York and Clarence Streets

York Street and Clarence Street will continue as major bus corridors for Sydney Harbour Bridge services. Investigations are currently underway to identify the most effective way to address current congestion associated with buses along these key corridors.

## Kent Street

Kent Street will be an important northbound traffic link to the Sydney Harbour Bridge. Existing levels of service for the movement of motor vehicle traffic will be maintained along this street.

The existing Kent Street cycleway will be completed by extending the bi-directional separated cycleway south to Liverpool Street. Significant investigation and design development has confirmed the feasibility of this project. At its northern end (through The Rocks), a range of improvements to cycling conditions on Kent Street for cyclists accessing the Sydney Harbour Bridge cycleway will be implemented.

## Key East-West Links

Access for east-west movements will be maintained or improved for traffic in the city centre. Vehicle and foot traffic movement will be prioritised along key east-west corridors such as Bridge and Grosvenor Streets, Margaret and Hunter Streets, King Street, Market Street, Bathurst Street and Goulburn Street to manage congestion on the roads and footpaths at key intersections.

## Other Streets

All other streets within the city centre will continue to play the role that they do today – moving general traffic and pedestrians. Improvements to these streets may be made in the future to meet the demands of users and respond to changing travel patterns.

## HOW YOU HELPED – THE CONSULTATION PROCESS

During development of the Access Strategy we consulted broadly and widely. We invited anyone with an interest in improving transport to, from and within the city centre to tell us their views on the city's transport system. This included CBD workers, residents, industry representatives, business people and visitors.

More than 30 briefings were held for organisations with a particular interest in the CBD, including industry groups, academia, local chambers of commerce, and transport interest groups.

In response, we received more than 300 submissions via email, mail and the Transport for NSW website.

### What changed as a result of your contributions

Our customers and stakeholders provided us with detailed insight into what they consider important to improving the city centre's transport system, including connecting the city centre with metropolitan Sydney.

Feedback on the Access Strategy released for further consultation in September 2013 has strengthened the final Access Strategy. The key areas where this has occurred include:

- Broadened focus to ensure the needs of the full spectrum of customers are considered, including residents, workers and visitors, throughout the day and night
- Increased recognition of the different characteristics and demand for travel to, from and within the city centre compared with the rest of metropolitan Sydney
- Acknowledgement that planning strategies, management approaches and technology needs to reflect the city's unique characteristics
- Greater recognition of how people's travel behaviour responds to the available transport choices
- Strengthened focus on providing a wide range of transport choices in the city centre, to support a growing transport task and ensure our city streets work more efficiently
- Greater emphasis on ensuring government agencies provide consistent information and signage across the CBD, to make it easier for pedestrians and customers to find their way around
- Strengthened focus on making the CBD more accessible for everyone, including older people and people with disabilities
- Strengthened focus on moving more people more efficiently by better managing the operation of intersections and reviewing the signalling system
- More detailed discussion about better bus services resulting from improved routes and more convenient interchanges with greater flexibility to transfer to other modes outside and within the CBD
- Strengthened focus on rail improvements in the CBD with further detail provided about improvements for each of the CBD stations
- Increased focus on completing safe and direct cycleway connections between the city and surrounding suburbs
- Strengthened focus on walking as an important way for people to get to and from the city and initiatives to increase the appeal of walking
- Acknowledgement that the southern part of the city centre is experiencing a major evolution in land use, development and population and that our transport solutions need to respond accordingly
- A focus on enabling customers to better share the busy street network within the city centre and an increased focus on improving the safety of vulnerable road users, including pedestrians, cyclists and motorcyclists by encouraging safe and courteous behaviour by all road users
- Strengthened focus on better allocation of street space, including replacing on-street parking with loading, mobility access







For more information, visit [www.transport.nsw.gov.au](http://www.transport.nsw.gov.au)

