



Transport
for NSW

NSW Government response

Inquiry into Commuter Car Parking in New South Wales

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Summary of NSW Government Response to the Committee's Recommendations

Report Recommendation	Government Position
Recommendation 1	SUPPORTED
Recommendation 2	SUPPORTED
Recommendation 3	SUPPORTED IN PRINCIPLE
Recommendation 4	SUPPORTED IN PRINCIPLE
Recommendation 5	SUPPORTED IN PRINCIPLE
Recommendation 6	SUPPORTED
Recommendation 7	SUPPORTED IN PRINCIPLE
Recommendation 8	SUPPORTED
Recommendation 9	SUPPORTED IN PRINCIPLE
Recommendation 10	SUPPORTED
Recommendation 11	SUPPORTED

Recommendation 1

The Committee recommends that commuter car parking be included as part of the Greater Sydney Parking Guideline which will be developed and implemented in collaboration with local government.

NSW Government response

Supported

Transport for NSW (TfNSW) has committed through *Future Transport 2056* (Future Transport) to investigating the development and implementation of the *Greater Sydney Parking Guideline* (the Guideline) in collaboration with local government in the next 10 years. This Guideline will help to ensure car parking complements alternative modes of transport. It is also expected to address the future provision of commuter car parks.

In the *Greater Sydney Region Plan*, the Greater Sydney Commission (GSC) has identified the need for a Sydney-wide Strategy that may be relevant to the development of the Guideline (Strategy 12.2).¹ The Strategy considers the evolving future provision of adaptable car parking within precincts and centres, including adaptable car parking and infrastructure that may evolve over time, and how this interacts with public transport.

¹ Greater Sydney Regional Plan: A Metropolis of Three Cities – p. 76
<https://gsc-public-1.s3.amazonaws.com/s3fs-public/greater-sydney-region-plan-0318.pdf>

Recommendation 2

The Committee recommends that Transport for NSW makes more information available on its decision making process on the location of commuter car parks to clarify what evidence is considered.

NSW Government response

Supported

TfNSW's decision-making process for upgrading existing commuter car parks considers a range of factors including current usage levels, available parking in surrounding areas, and overall access that customers have to the public transport interchange by all available transport modes, including active transport, public transport and point to point services. It also takes into account the physical characteristics and urban context of the precinct in which the interchange is located.

For significant new infrastructure projects such as Sydney Metro, access, road capacity, site constraints and environment are considered when locating car parking and determining the spaces to be allocated. Commuter car parking will be provided in locations with good road network access outside of strategic centres, in order to maximise station access and minimise peak congestion in commercial hubs. These locations and the number of planned car parking spaces are available on the Sydney Metro website.

TfNSW's approach to locating commuter car parks and upgrading their capacity is intended to undergo a review in response to the objectives of Future Transport and the GSC's *Greater Sydney Region Plan*. In *Future Transport 2056*, TfNSW made a commitment to this review as a means to provide a policy framework for commuter car parks. It is anticipated that information about the evidence base and decision-making process will be integrated with the Greater Sydney Parking Guideline that will be the result of this review.

Recommendation 3

The Committee recommends that Transport for NSW's trial of Park&Ride Opal activated car parks be expanded, as soon as is feasible, with priority given to car parks which are located in or near commercial hubs.

NSW Government response

Supported in principle

The Park&Ride pilot is intended to provide insight which will inform consideration of the future expansion of Park&Ride including prioritisation of locations as well as operational features related to implementation.

Currently the pilot is proceeding at Brookvale, Dee Why, Mona Vale, Kogarah and Ashfield, having begun in 2018. Three other commuter car parks are identified for implementation of the Park&Ride pilot in the future –Narrabeen, Warriewood and Manly Vale.²

² <https://transportnsw.info/travel-info/ways-to-get-around/drive/transport-parkride-car-parks> & <https://www.transport.nsw.gov.au/news-and-events/media-releases/opal-park-ride-securing-more-parking-for-public-transport-customers>

Recommendation 4

The Committee recommends that any revenue raised by future trials or the implementation of the Park&Ride system across the transport network, should be reinvested in specific commuter access projects.

NSW Government response

Supported in principle

The primary objective of Park&Ride is to assist in preserving parking spaces in commuter car parks for customers connecting with public transport. Any revenue generated from charges to users who did not take public transport contributes to the cost of operating and maintaining the car park management system.

Initial projections of revenues and costs indicate Park&Ride is unlikely to generate a net surplus. As part of the trials, evidence will be gathered on the costs and revenue arising out of the Park&Ride concept. This evidence base will inform decision-making on further trials. The option of reinvesting will be given consideration in the event that surpluses are generated.

Recommendation 5

The Committee recommends that the trial of on-demand services to access transport interchanges be expanded.

NSW Government response

Supported in principle

The NSW Government is conducting extensive trials of on-demand services to gauge customer usage levels and patterns, effect on public transport services, and overall viability as a new and innovative means of making first-and-last-mile connections to public transport interchanges.

Following a competitive market process, TfNSW has launched 11 on-demand public transport pilot services that operate across Greater Sydney, the Illawarra, the Central Coast and Newcastle. The pilots are scheduled to run for a minimum term of six months (with the ability for TfNSW to extend contracts for up to 24 months).

To date, more than 100,000 passenger trips have been delivered, and patronage growth across the trials has been positive, with incremental week-on-week growth. TfNSW is looking at opportunities to truly integrate on-demand services with existing transport networks.

Lessons learned and evidence gathered during these pilots will inform future decision-making on innovative new models for public transport service delivery and network management.

On-demand transport is expected to be a component of many future public transport service contracts in NSW, having already been incorporated into two long-term contracts. The Newcastle Integrated Services Contract that commenced in July 2017 includes an extended trial of on-demand transport services being provided in the Lake Macquarie Area.⁴ The first permanent on-demand public transport service has been introduced as part of the Transit Systems West (TSW) Region 6 Bus Contract in Sydney's Inner West.³

In Sydney's inner west, customers can now book an on-demand bus pick-up from a convenient location anywhere within a geo-fenced area. The bus is booked via the TSW App called Bridj (or by phone) and can be paid for using OpalPay. These on-demand services provide customers with transport to existing transit points across the Inner West, between hubs like Concord Hospital, train stations and ferry wharves.

Early feedback from these services indicates that in some cases customers in the Inner West are making travel time savings of up to 30 minutes each way. The evidence being gathered in this service area will inform future decisions on expansion of on-demand services in Region 6. TSW's eight-year contract provides for up to 10 on-demand zones, enabling government to respond flexibly to future demand once the business case for it is established.

³ <https://www.newcastletransport.info/latest-updates/news-and-events/newcastle-transport-on-demand-app-now-available>

⁴ <https://transportnsw.info/travel-info/ways-to-get-around/on-demand-public-transport/inner-west-on-demand-service>

Recommendation 6

The Committee recommends that Transport for NSW considers working with the point-to-point transport industry to explore options to provide alternative methods for commuters to access transport interchanges.

NSW Government response

Supported

The recent reforms to the point to point transport industry have lowered barriers to entry (while maintaining a focus on safety) and promoted innovation to meet customer demand for greater flexibility and more choice.

The NSW Government is committed to investigating the implementation of 'Mobility as a Service' for the Greater Sydney region through *Future Transport*, which states that in the future, personal mobility packages will bundle traditional 'modes' with technology platforms and new service offerings like on-demand, car share, rideshare and smart parking.

New service offerings emerging in the market continue to provide new first-and-last-mile solutions that can connect customers to public transport interchanges, relieving pressure on commuter car parks. As new entrants establish operations, increased options and availability of point to point transport should put downward pressure on its cost to the customer. This is likely to increase the attractiveness of point to point transport as an alternative for connecting to local transport interchanges.

TfNSW will continue to work with the point to point industry to explore ways to encourage commuters to use alternative forms of transport to access transport interchanges.

Recommendation 7

The Committee recommends that Transport for NSW trials reserve priority parking spaces in commuter car parks for commuters who 'carpool'.

NSW Government response

Supported in principle

Government supports in principle the Committee's position that encouraging several commuters to travel together in one vehicle, rather than each driving their own car, should be used as a means of reducing demand for parking spaces.

Carpooling is promoted as part of the TfNSW Travel Choices Program, which has been delivered in the Sydney CBD since August 2015 and subsequently on the Northern Beaches and also Macquarie Park. This Program encourages businesses and organisations to prepare for and adapt to the changes to Sydney's transport network, and encourages a shift to more sustainable ways of moving into, out of, and around Sydney.

Since its implementation, the Travel Choices Program has contributed to a reduction in vehicles entering the Sydney CBD in the morning peak of 12 per cent, and an increase in public transport use in the morning peak of 11 per cent. The promotion of sustainable modes of travel such as public transport, carpooling, point to point transport services and active transport, through public information, activations and Travel Action Plans, has been central to the Program's approach with businesses. As a result of this success, the Program is now being rolled out to the Northern Beaches and Macquarie Park.

In addition, carpooling facilities are already available to motorists in some instances. For example, commuter car parks are provided at certain motorway interchanges (i.e. not in association with public transport interchanges) to enable motorists to carpool and reduce congestion on key road corridors. Carpooling parking facilities are currently provided at:

- Kariong, junction of Central Coast Highway and Kangoo Road
- Ourimbah, M1 interchange, junction of Pacific Highway and Burns Road
- Tuggerah, M1 interchange, Wyong Road.

Further facilities are under construction at the Warnervale M1 interchange on Sparks Road.

Reserving parking spaces in commuter car parks on the public transport network for commuters who carpool has the potential to better utilise existing commuter car park assets, and reduce pressure to upgrade or expand facilities. The practicality and feasibility of implementing reserved priority parking spaces as recommended will be further investigated. Subject to TfNSW demonstrating a practical model to manage appropriate usage, the NSW Government will consider trialling it in 2019.

Recommendation 8

The Committee recommends that Opal card accessed bike sheds be provided at more stations, with priority given to those stations which have proven demand for cycling.

NSW Government response

Supported

The availability of bike sheds and lockers is one of several means by which TfNSW promotes active transport and integrates it with other modes.

Opal card accessed bike sheds are available at 22 locations across NSW and there are even more locations with key-accessed individual bike lockers. TfNSW monitors the operation of the Opal activated bike sheds, usage levels and customer feedback. This evidence base will be used to inform recommendations to Government on any future expansion.

When Sydney Metro Northwest opens in the first half of 2019, it will provide over 300 bike spaces at eight stations, via a mix of rings or loops in the precincts as well as through bike sheds. Further space may be provided in the event that usage warrants it.

TfNSW also recognises that many customers may wish to connect to public transport using active transport, and that share bikes may have a role in the first and last mile of our customers' journeys. Dockless share bikes have been deployed in Sydney by private companies since July 2017. On 19 May 2018, it was announced that the NSW Government would give councils enhanced powers to manage the impacts of share bikes through an enforceable code of practice to be introduced into Parliament later in 2018. The code will ensure operators encourage users to park share bikes in designated parking areas where they are provided. The NSW Government will set up parking sites at transport hubs and will work with local government to identify appropriate locations across the city.

Recommendation 9

The Committee recommends that Transport for NSW conducts research to identify relevant trends in commuter activities, including:

- Whether people parking in commuter car parks are genuine commuters;
- Commuters' willingness to use alternative methods to travel to a transport interchange, rather than using a private vehicle;
- Occupancy rates of commuter car parks; and
- The distance commuters would be willing to travel from a commuter car park to access a transport interchange.

NSW Government response

Supported in principle

TfNSW periodically conducts research to identify relevant trends in commuter activities.

TfNSW conducted customer evaluations to assess the benefits to customers of enhancing commuter car parks under the Transport Access Program. Evaluations were completed between 2016 and 2018 in relation to Ashfield, Engadine and Penrith stations. An evaluation for Campbelltown Station is in progress.

In 2016, research undertaken at Gordon, Kogarah, Penrith, Seven Hills, Wollongong and Woy Woy explored occupancy rates and the incidence of non-commuters parking in commuter car parks. This research has informed the current Park&Ride trials. TfNSW also conducts a wide range of related research including origin and destination trip data to inform transport and infrastructure planning and design.

Recommendation 10

The Committee recommends that the Government works with private companies to share data, including data on commuter car parks, and encourage the development of mobility-as-a-service apps.

NSW Government response

Supported

Future Transport 2056 acknowledges the potential role 'Mobility as a Service' (MaaS) could play in conveniently connecting customers to mobility services, and commits TfNSW to identifying opportunities and challenges in supporting data platforms for MaaS models.

In June 2018, a MaaS Innovation Challenge was launched through the Transport Digital Accelerator. TfNSW is currently evaluating a range of innovative proposals to help give customers a better door-to-door mobility service experience and seamless combinations including the first-and-last-mile options.⁴ The vision is to establish a vibrant, open mobility marketplace where providers compete to best meet community and customer needs with compelling alternatives to car ownership. The intent is to encourage innovations in MaaS through engaging with the technology start-up, developer and innovator community.

Once evaluation of proposals is complete and start-ups engaged later in 2018, Government will provide further information on its plans for trial of MaaS.

⁴ <https://maaschallenge.transport.nsw.gov.au/>

Recommendation 11

The Committee recommends that Transport for NSW develops an awareness campaign highlighting the various options available to travel to transport interchanges.

NSW Government response

Supported

Since 2015, TfNSW has been directly promoting awareness of the options for travel to transport interchanges via its Travel Choices Program (as detailed in the response to Recommendation 7).

As part of the on-demand transport trials (as detailed in the response to Recommendation 5), a number of promotional approaches are being trialled with the objective of raising awareness and increasing usage. The outcomes of these campaigns will be evaluated as part of the overall on-demand transport trial evaluation, to provide evidence-based analysis of the business case for promotion as part of potential future roll-outs of on-demand transport services.

An integrated local area launch marketing campaign was implemented for Park&Ride pilots (as described in the response to Recommendation 4) to generate awareness of the trial and prompt usage by public transport customers. The campaign included paid media at a local level, media publicity, on-mode messaging and operator communications. Campaigns are geo-targeted to reach audiences within a 10km catchment of the car parks, as this equates to 10-15 minutes of driving.

TfNSW continues to promote the various options available to travel to transport interchanges through its journey planning website – transportnsw.info – by working with App providers who use the TfNSW open data platform and via data feeds to map service providers such as Google. Collectively, these services provide millions of journey plans each week that include the options available to travel via transport interchanges.