

JOINT SELECT COMMITTEE

**SYDNEY'S NIGHT TIME ECONOMY
Responses to Questions on Notice**

1. What time is, and what is the final destination of, the last train on Friday and Saturday night from:

- a. Kings Cross train station;**
- b. Town Hall train station;**
- c. Central train station;**
- d. Circular Quay train station?**

Response:

- a. Friday – departs Kings Cross 0141, destination is Cronulla
Saturday – departs Kings Cross 0144, destination is Central
- b. Friday – departs Town Hall 0146, destination is Cronulla
Saturday – departs Town Hall 0149, destination is Central
- c. Friday – departs Central 0149, destination is Cronulla
Saturday – departs Central 0132, destination is Cronulla
- d. Friday – departs Circular Quay 0136, destination is Central
Saturday – departs Circular Quay 0131, destination is Central

2. What time is the last NightRide service on Friday and Saturday night?

a. How frequent are the NightRide services?

b. What is the capacity of a NightRide bus?

c. At what capacity do NightRide buses usually operate?

Response:

A number of routes operate 24 hours a day, 7 days a week.

- a. Services operate every 15 minutes, 30 minutes and in some cases hourly.
- b. The buses used for Nightride are typically two door city buses. These have a seating capacity (45 – 48) and standing capacity (16 – 25) depending on model of bus.
- c. Weekday in June 2019
 - o Nightbus Services: 119
 - o Customers: 2,329
 - o Customers per Trip (Average): 20

Weekend Day in June 2019

- o Nightbus Services: 154
- o Customers: 3,282
- o Customers per Trip (Average): 21

Transport for NSW notes that in December 2013, between the hours of 24.00 and 02.00 on both Friday and Saturday nights, Sydney Trains ran train services on the T4 Eastern Suburbs and Illawara Line offering a total capacity for over 32,000 people. Ticketing data indicates that less than 3% of the available capacity on the line, during these times, was utilised by passengers entering or exiting Kings Cross Station.

3. How will the new light rail network affect the availability of late night public transport?

a. What time will the light rail stop running?

Response:

The CBD&SE light rail will operate between 5am and 1am each day.

The frequency between 7am and 7pm will be 4 minutes in the CBD to Moore Park and 8 minutes on each of the Randwick and Kingsford branches.

TfNSW is targeting commencement of services between Circular Quay and Randwick in December 2019 and between Circular Quay and Kingsford by March 2020.

4. What work has Transport for NSW done to improve access to taxis and other on-demand services in the Sydney CBD and the Kings Cross area?

Response:

Legislative reforms

The *Point to Point Transport (Taxis and Hire Vehicles) Act 2016* established a new regulatory framework for point to point transport. It began on 1 November 2017, following a reform process that began in mid-2015. An important first step was the legalisation of rideshare in December 2015.

The reforms have led to an increase in the number of point to point transport vehicles offering services to customers in Sydney.

There has also been market diversification, with hundreds of new businesses becoming authorised service providers since 1 November 2017, including Bolt and Ola. Uber's "pool" product which involves shared rides with other passengers, often combined with a short walk to a pick up point, is now available in inner Sydney.

Demand for point to point transport in Sydney continues to grow, with around half of Sydneysiders in 2018 reporting that they have used rideshare services, up from a third in 2017.

The increased demand for point to point transport services is being met primarily by rideshare services with survey participants saying they offer good value for money and more reasonable waiting times than taxis, particularly on Friday and Saturday nights.

Kerbside access

- With the increasing numbers of point to point transport vehicles on the road there is an increasing issue about legal access to kerbside space for pick-ups and drop-offs. Steps taken to alleviate this problem include:
 - Increases in night time No Parking areas to facilitate point to point transport booked services pickup and drop-off: The Sydney Coordination Office has worked with the City of Sydney to increase the number of 'No Parking' opportunities across the Sydney CBD to allow for the safe and legal operation of all point to point transport vehicles in the CBD with a focus on night time operations.
 - Changing landscape of managing point to point transport vehicles in the CBD at night: The Sydney Coordination Office has worked with the City of Sydney to increase the number of taxi ranks available in the CBD over the past four years to ensure that taxis have a place to store (rank) while they are waiting for fares, which is in addition to the increase in 'No Parking' spaces mentioned above. There has been around 25% increase in the number of taxis spaces after 10pm in the CBD

since 2015, noting that this may change as the city transforms and kerbside use changes are implemented.

On Demand Services

- There are currently no On Demand services contracted to Transport for NSW, operating in the Sydney CBD or Kings Cross areas.
- The On Demand Transport program was launched in November 2016 to identify and pilot creative new ways to deliver transport services – on demand. The overarching objective of the Program is to test and learn through the delivery of temporary pilots of new and creative transport services with data from the pilots will be used to inform improvements across the entire network.
- 11 contracts were awarded in 2017, to deliver On Demand transport pilots across Sydney, Newcastle, Central Coast and the Illawarra. The contracts were in place for an initial term of six months, with the option to extend up to a maximum of 24 months, at the discretion of Transport for NSW.
- Eight of these pilots are still in operation and continue to deliver on demand trial services in the Sutherland Shire, Eastern Suburbs, Northern Beaches, Thirroul/Shellharbour, Edmondson Park, Macquarie Park, Woy Woy and Newcastle (electric bike share).
- On Demand Public Transport will be an important feature of future networks, supporting metropolitan, outer metropolitan and regional services by offering convenient first and last-mile options.
- In the future, on demand public transport services will form part of the integrated public transport network, replacing suboptimal route services, enabling convenient and efficient connections from residential areas to key interchanges and places of interest.

5. What safety and security measures are available on late night public transport for:

- a. passengers;**
- b. staff?**

6. What safety and security measures are available for passengers waiting to catch late night transport?

Response:

Safety and security of our customers remains the highest priority of Transport. There are a range of security features to help keep customers safe on Public Transport. Transport for NSW publishes Guidelines for customers when on Transport and these are available at <https://transportnsw.info/travel-info/safety-security>.

Transport for NSW works closely with the Police Transport and Public Safety Command to ensure there is a dedicated Police presence on public transport. There are Police Officers dedicated to patrol all modes of public transport and act as a significant deterrent to crime and anti-social behaviour, and to reassure customers as to their safety through their highly visible presence.

The NSW Police Force regularly patrol trains based on intelligence received about security incidents to the areas and at the times where they are most needed.

Secure Taxi Ranks:

- Since 2015 Transport for NSW has worked with the City of Sydney on providing Secure Taxi Ranks in the CBD on Friday and Saturday nights and Sundays before long weekends. These ranks are well lit, have security guards and CCTV cameras monitored by the City of Sydney when the Secure Taxi Ranks are in operation.

Light Rail

- The CBD and South East Light Rail vehicles will be fitted with on-board CCTV cameras, as well as on-board passenger intercoms, to contact the driver in case of emergency.

State Transit Buses

- Security screens are fitted around the driver cabin on around 80% of the State Transit fleet, and this will increase as new buses enter the network.
- Training for State Transit drivers is provided in how to manage disruptive and unlawful behaviour by monitoring passenger behaviour and by following State Transit's policies and procedures for managing such incidents.
- Duress alarms are fitted to all State Transit buses and are for drivers to use in emergency situations.

- State Transit drivers have direct and immediate radio contact with State Transit's Network Control Centre for support and advice, and PTIPS technology allows Network Control Centre staff to access the bus location.
- The Network Control Centre can coordinate the rapid attendance of emergency services including police, ambulance and fire services.
- CCTV security cameras are installed on every State Transit bus. NSW Police can use CCTV footage as evidence for investigations and prosecutions.
- For buses in Sydney, customer satisfaction with safety and security is at its highest level (November 2018 Customer Satisfaction Index – published 21/6/2019).

Sydney Trains:

- All Waratah, Millennium, Hunter and Oscar trains have on-train CCTV. Internal CCTV is included in the planned upgrades to the existing Tangara fleet.
- Emergency Help Points and/or Emergency Alarms alert on-train crew, and are available on board all NSW TrainLink trains and most of the Sydney Trains fleet, including all Waratah, Tangara and Millennium trains. Help Points and 'on-train' CCTV cameras have become standard features in the design of all new passenger rolling stock utilised by Sydney and NSW TrainLink.
- Sydney Trains has entered into a contract with a supplier for a new Duress Alarm service for staff. Vendor engagement commenced on Monday 29 July 2019 with the aim of deploying the app for testing in October 2019 with a small group of staff prior to the full rollout.
- Sydney Trains is also investing in:
 - A new digital CCTV system across the entire Sydney Trains and NSW TrainLink network, which uses digital technology and includes high definition cameras and video analytics to help manage the safety and security of the rail network.
 - New Customer Help and Information Points along with digital CCTV cameras at regional stations.
 - Personal Safety Cameras (body worn CCTV) for regional on-board staff.
- Sydney Trains contracts a small number of Security Officers at certain stations, depots and yards, with the primary focus of protecting trains and equipment against graffiti and vandalism. Contract Security Officers are required to observe and report incidents to the 24/7 Security Control Centre, and may intervene if a crime is occurring, and only if it is safe to do so.
 - Planned (regular ongoing) deployment of Security Officers includes two officers at Kings Cross station during the station's opening hours, for an average of 21 hours per day, seven days per week.

- Ad hoc deployment of Security Officers occurs at Town Hall, Central and Circular Quay during special events, such as New Year's Eve.
- Customer communication campaigns advising the range of security measures in place on our network and how customers can access help if they need it are also undertaken on a regular basis. The Sydney Trains Chief Executive regularly provides interviews to the media on security issues, such as trespass, graffiti, and train "buffer riding".

Other Security Initiatives:

- Providing more than 7,000 high intensity lights.
- Long Line Public Address System which allows remote announcements to passengers on the stations from the Rail Operations Centre.
- Providing frequent announcements on high risk stations reminding passengers of security issues.
- Security monitoring of building alarms.

7. Has there been any change in reported incidents of violence or other antisocial behaviour on public transport since the introduction of the suite of legislation in 2014?

Response:

Transport for NSW continues to work closely with the NSW Police Force and many other stakeholders to work towards managing crime and anti-social behaviour on the public transport network.

No data is available relating specifically to the introduction of Legislation changes in 2014.

8. Can you provide the Committee with information on Secure Taxi Ranks?

a. Are there plans to provide more of these?

Response:

The Government Secure Taxi Rank Program was established to provide a safe environment for taxi passengers and taxi drivers.

Security guards help customers get a cab and provide a safe and secure environment for waiting passengers and taxi drivers – increase patronage by reducing the amount of anti-social behaviour and making the rank more appealing to taxi drivers and passengers.

A secure rank is staffed by licensed security guards principally on weekends and during holiday periods. Additional hours of operation are requested at special events and peak periods such as Christmas, New Year and some public holidays.

Secure Taxi Ranks in the Sydney CBD and Kings Cross are located at:

Rank Name	Location	Hours of Operations	Number of Guards
33 Bayswater Rd Taxi Rank	Kings Cross	Fri & Sat 10:00pm to 5:00am	4
Darlinghurst Rd near Roslyn St Taxi Rank	Kings Cross	Fri & Sat 10:00pm to 5:00am	3
Darling Harbour, northern end of Lime St Taxi Rank	Sydney CBD	Fri & Sat 10:00pm to 5:00am	3
51-57 Pitt St (north of Bridge St), Circular Quay Taxi Rank	Sydney CBD	Fri & Sat 10:00pm to 5:00am	3
12 Argyle St, The Rocks (opp. Clock Tower Square Shopping Centre) Taxi Rank	Sydney CBD	Fri & Sat 10:00pm to 5:00am	3
Sydney CBD Goulburn St, outside 43-57 Goulburn St, Haymarket Taxi Rank	Sydney CBD	Fri & Sat 10:00pm to 5:00am	3
201 Sussex St (outside Healthline Pharmacy, darling Park Centre) Taxi Rank	Sydney CBD	Fri & Sat 10:00pm to 5:00am	3
18a Martin Place - between Martin Place and Hunter St near Angel Place Taxi Rank	Sydney CBD	Fri & Sat 10:00pm to 5:00am	5

Slip Lane, Iron Wharf Place, Darling Harbour	Sydney CBD	Fri & Sat 10:00pm to 5:00am	3
Bathurst Street, west of George Street outside St Andrew's Cathedral Taxi Rank	Sydney CBD	Fri & Sat 10:00pm to 5:00am	2

A complete list of secure taxi ranks, their locations and operating hours can be found at: <https://transportnsw.info/travel-info/safety-security/safe-travel-in-taxis-hire-vehicles/secure-taxi-ranks>

On occasions, sites may be required to be temporarily relocated to accommodate special events or road closures. There is no current plan to expand the current number of ranks.

9. Has there been any change in the number of alcohol related road incidents since the introduction of the suite of legislation in 2014?

Response:

Pedestrians with a BAC of 0.05 or more

- During the four-year period 2010-2013 there were 40 casualty crashes recorded between the hours of 9pm and 3:59am involving a pedestrian with a blood alcohol concentration of 0.05 or more within the Sydney CBD and Kings Cross Entertainment Precincts. During the four-year period 2015-2018 (following the introduction of lockout laws in 2014), 12 casualty crashes were recorded, a decrease of 70%.

Motor Vehicle Crashes with illegal alcohol

- During the four-year period 2010-2013 there were 12 casualty crashes recorded between the hours of 9pm and 3:59am involving a driver or motorcycle rider with an illegal blood alcohol concentration within the Sydney CBD and Kings Cross Entertainment Precincts. During the four-year period 2015-2018 (following the introduction of lockout laws in 2014), 10 casualty crashes were recorded, a decrease of 17%.

10. Can you provide the Committee with information on the Late Night Transport Working Group and any of its major findings?

Response:

The Late Transport Working Group is chaired by the City of Sydney Council and reports into the Night Time Economy Operations Group. The Working Group has focused on providing night time transport options, including Secure Taxi Ranks in the CBD to ensure that customers are able to travel home safely.