



**Gateway to the South
bus improvements program
Bus reliability and
on-time running improvements**

**Suburban bus route 11
Miranda to Hurstville via Sylvania**

Consultation report

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1. Contents

1. Contents	3
2. Executive summary	4
Table 1: Community and stakeholder engagement summary	5
2.1 The decision	6
3. Introduction	7
3.1 Background	7
3.2 The proposal.....	8
4. Engagement approach	10
4.1 Objectives.....	10
4.2 How engagement was carried out	10
Table 2: Community and stakeholder engagement timeline	11
4.3 Engagement outcome	12
5. How we listened and responded	14
Table 3: Feedback received via written and verbal stakeholder engagement.....	14
6. The decision	16
Table 4: Amendments to the original proposal and associated bus stop upgrades.....	16
7. Appendix A: Have your say - Community notifications in November 2019	19
8. Appendix B – Have your say - Community notification distribution areas	26
9. Appendix C – Bus reliability and on-time running project web portal	27
10. Appendix D – Have your say - Bus stop posters.....	29

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2. Executive summary

Transport for NSW¹ (Transport) has proposed some bus reliability and on-time running improvements on suburban bus route 11 in consultation with local councils and bus operators.

Suburban bus route 11 runs along the Miranda to Hurstville bus corridor and is serviced by the 970 and 971 buses. This key corridor connects the major southern Sydney suburban hubs of Miranda and Hurstville via Sylvania.

The proposal presented to the community on 21 November 2019 reflects what customers are telling us about our services, with travel time and on-time running being some of the most important service features.

The proposed changes support the NSW Government's Future Transport 2056 Strategy. In this plan, a key customer outcome is safety and performance, which seeks to ensure that every customer enjoys safe travel across a high performing and efficient network.

This bus reliability and on-time running initiative is a part of the NSW Government's Gateway to the South bus improvements program and aligned with the Future Transport 2056 Strategy in its focus to enable people and goods to move safely, efficiently and reliably around the Sydney metropolitan area.

The proposal for suburban bus route 11 prioritises:

- Bus reliability and on-time running to reduce travel time for customers along the Miranda to Hurstville via Sylvania bus corridor.
- Reducing congestion and improving safety for all road users along the corridor, particularly where bus stop changes are proposed on the Princes Highway in Sylvania and Blakehurst as well as Woniora Road and King Georges Road in South Hurstville.
- Upgrading bus stop infrastructure at (where bus stop changes are proposed) to comply with the Disability Standards for Accessible Public Transport (DSAPT) and the *Disability Discrimination Act 1992* (DDA).
- Improving traffic movement and efficiency along the bus corridor to reduce journey times for bus customers and motorists.

By removing under-utilised bus stops, improving the accessibility at adjoining bus stops, and relocating some bus stops to safer locations, we aim to improve bus service features, including on-time running and reliability, as well as customer experience for bus and road users of this bus corridor.

The proposed bus stop changes also aim to strike a balance between maintaining a reasonable walking distance (i.e. within a 400m radius or an average five minute walk) to bus stops and an efficient bus network.

Key features of the proposal

The key features of the proposal to improve bus reliability and on-time running on suburban bus route 11 along the Miranda to Hurstville via Sylvania bus corridor include:

- Bus stop changes that balance a reasonable walking distance to bus stops whilst improving efficiency of the bus network;
- Spacing bus stops effectively by removing or consolidating bus stops with low usage to reduce stopping delays;

¹ In early December 2019 Transport for NSW and Roads and Maritime Services (RMS) came together as one new agency. Engagement for this project was carried out under the name of RMS but this report refers to Transport for NSW.

- Relocating bus stops to safer crossing points, such as pedestrian crossings and refuges to provide safer access for bus customers, as well as improving general traffic, safety and congestion;
- Moving bus stops to the departure side intersections with traffic lights (where possible) so buses can be prioritised using the Public Transport Information and Priority System (PTIPS) to improve travel times;
- Improving bus access into and out of bus stops by enhancing the length of bus zones; and
- Upgrades to bus stop infrastructure (where changes are proposed) to ensure compliance with the Disability Standards for Accessible Public Transport (DSAPT) and the *Disability Discrimination Act 1992* (DDA).

The proposal

The proposal presented to the community on 21 November 2019 comprised 11 bus stop removals to improve bus service reliability and on-time running along the suburban bus route 11 in Sylvania, Blakehurst and South Hurstville. The proposed changes were to bus stops mainly serviced by the 970 and 971 buses. Each bus stop location was considered with a focus on the safety of bus customers and motorists.

Community feedback

Transport informed the community and stakeholders in Sylvania, Blakehurst and South Hurstville of the proposed changes to bus stops and invited their feedback from 21 November 2019 to 13 December 2019.

Respondents engaged in two-way feedback directly with Transport via email, telephone and face-to-face. The community were also informed of the project through web pages kept up to date for engagement throughout the duration of the project.

Table 1: Community and stakeholder engagement summary

Engagement channels	Outcomes
Community notifications	4,850 community stakeholders informed and engaged through letter box drop
Bus stop posters	Bus stop users and commuters informed
Web portal	174 members of the community informed and engaged
Face to face/door knocks	25 available property owners informed and engaged
Project email	26 email correspondents informed and engaged
Project feedback hotline	6 callers from the community informed and engaged

Further details of the community feedback received by Transport and our responses is available in the **Feedback** section of this report.

2.1 The decision

Transport would like to thank the community and everyone who engaged with us in helping decide the final scheme of bus reliability and on-time running improvements proposed for the Miranda to Hurstville via Sylvania bus corridor.

Following careful consideration of all community feedback, Transport has decided to go ahead with the proposal with some amendments, now retaining three out of the 11 bus stops that were originally proposed for removal.

Transport will also carry out 13 bus stop upgrades. The upgrades will ensure that the bus stops closest to those removed (since these are the bus stops that customers will be using or have been redirected to) meet the necessary accessibility requirements.

These planned upgrades ensure compliance with the Disability Standards for Accessible Public Transport (DSAPT) and the *Disability Discrimination Act 1992* (DDA).

The amendments in brief are:

- 11 bus stop removals amended to eight: two in Sylvania, two in Blakehurst and four in South Hurstville; and
- 13 bus stop upgrades adjoining those removed for DSAPT and DDA compliance: three in Sylvania, four in Blakehurst and six in South Hurstville.

Details of the bus stop changes proposed as part of the bus reliability and on-time running improvements in Sylvania, Blakehurst and South Hurstville can be found in the **Decision** section of this report on page 15.

Implementation of bus stop changes will be completed in mid-2020. We will continue to keep the community updated as the project progresses.

3. Introduction

3.1 Background

Buses are a fundamental part of our growing and evolving public transport network. The Sydney metropolitan road network is highly congested at times, resulting in delays and poor reliability for some bus services.

The Gateway to the South bus improvements program has the following core customer objectives:

- Improve bus service reliability and on-time running to reduce travel times along key bus corridors;
- Improve road safety by improving bus operation infrastructure; and
- Support the future growth in bus services along key corridors connecting city and suburban centres.

The bus reliability and on-time running initiative is a part of the Gateway to the South bus improvements program, which has bus travel time and on-time running as key program outcomes aligned with the NSW Government's Future Transport 2056 Strategy.

The Future Transport 2056 Strategy is to focus on enabling people and goods to move safely, efficiently and reliably around the Sydney metropolitan area.

In this bus reliability and on-time running initiative, a key customer outcome is safety and performance, which seeks to ensure that every customer enjoys safe travel across a high performing and efficient network.

On-time running and bus reliability projects aim to:

- Improve bus service reliability by combining or removing bus stops that have low usage for effective bus stop spacing in order to reduce stopping delays;
- Upgrade bus stops adjoining those removed to ensure they comply with the Disability Discrimination Act 1992 (DDA);
- Move bus stops to the departure side of intersections with traffic lights (where possible) to harness the benefits of the Public Transport Information and Priority System, which coordinates green light priority to buses as they approach;
- Relocate bus stops nearer to safer crossing points, such as pedestrian crossings and refuges to provide safer access for bus customers;
- Lengthen bus zones to improve bus access in to and out of bus stops;
- Provide more efficient bus stop placement by relocating bus stops to improve general traffic, safety and reduce congestion;
- Improve infrastructure at identified bus stops where necessary; and
- Strike a balance between maintaining a reasonable walking distance (i.e. within a 400m radius or an average five minute walk) to bus stops and an efficient bus network.

As part of this proposal, Transport is proposing improvements to the suburban bus route 11 along a key bus corridor connecting the major southern Sydney suburban hubs of Miranda and Hurstville via Sylvania.

3.2 The proposal

Transport in consultation with bus operators and local councils is proposing some changes along suburban bus route 11 to deliver bus reliability and on-time running improvements for bus customers and road users of the bus corridor from Miranda to Hurstville via Sylvania.

Suburban bus route 11, which is serviced mainly by the 970 and 971 buses, runs from the Miranda Transport Interchange in Miranda to Ormonde Parade near the Hurstville Transport Interchange, via Sylvania.

The Miranda to Hurstville bus corridor includes major roads with heavy traffic including King Georges Road and the Princes Highway. Making adjustments to the number of bus stops along a bus corridor helps improve bus travel times and reduces congestion.

In this proposal, the improvements identified for each bus stop location have been considered with a focus on the safety of bus customers, motorists and pedestrians.

The improvements also include upgrading identified bus stops where necessary to ensure bus stops are accessible in accordance with the *Disability Discrimination Act 1992*.

The proposed bus stop changes aim to strike a balance between maintaining a reasonable walking distance (i.e. within a 400m radius or an average five minute walk) to bus stops and an efficient bus network.

These changes support the NSW Government's Future Transport 2056 Strategy. In this strategy, a key customer outcome is safety and performance, which seeks to ensure that every customer enjoys safe travel across a high performing and efficient network. It also reflects what our customers tell us about bus services, with travel time and on time running being some of the most important service features.

Sylvania

The following bus stops changes were proposed for Sylvania and presented to the community for their feedback on 21 November 2019:

Princes Highway

- Removal of the southbound bus stop ID 222413 at Southgate Shopping Centre, as there are alternative bus stops within 270 metres and 415 metres. This will be replaced with 'No Stopping'.
- Removal of the southbound bus stop ID 2224114 after Harley Street as there are alternative bus stops within 115 metres and 330 metres. This will be replaced with 'No Stopping'.
- Removal of the northbound bus stop ID 222445 opposite Lisbon Street as there are alternative bus stops within 150 metres and 390 metres. This will be replaced with 'No Stopping'.

Blakehurst

The following bus stops changes were proposed for Blakehurst and presented to the community for their feedback on 21 November 2019:

Princes Highway

- Removal of the southbound bus stop ID 222154 between Beach Street and Torrens Street, as there are alternative bus stops within 220 metres and 215 metres. This will be replaced with 'No Stopping'.

Removal of the northbound bus stop 1D 222160 between Hatfield Street and towards Water Street, as there are alternative bus stops within 200 metres. This will be replaced with 'No Stopping'.

South Hurstville

The following bus stops changes were proposed for South Hurstville and presented to the community for their feedback on 21 November 2019:

Woniora Road

- Removal of the northbound bus stop ID 222151 on Woniora Road at Culwulla Street, as there are alternative bus stops within 140 metres and 350 metres. This will be replaced with two unrestricted parking spaces.

King Georges Road

- Removal of the southbound bus stops ID 222136 and ID 222137 at Grosvenor Road and Tavistock Road respectively, as there are alternative bus stops within 110 metres and 200 metres. This will be replaced with 'No Stopping'.
- Removal of the northbound bus stop ID 2221137 opposite Grosvenor Road as there are alternative bus stops within 200 metres and 300 metres. This will be replaced with 'No Stopping'.
- Removal of the southbound bus stop ID 222140, opposite Cooleen Street, as there are alternative bus stops within 160 metres and 270 metres. This will be replaced with 'No Stopping'.
- Removal of the northbound bus stop ID 222192 approaching Cooleen Street as there are alternative bus stops within 110 metres and 260 metres. This will be replaced with 'No Stopping'.

4. Engagement approach

4.1 Objectives

Transport engaged with the community about the proposed improvements to on-time running and bus reliability along the suburban bus route 11 to understand their concerns and needs, so that feedback can be considered as part of the decision-making process to determine the final scheme.

This has allowed us to:

- Seek feedback, listen to ideas and suggestions for consideration when making a decision on a matter that has not yet been determined;
- Advise directly affected stakeholders of the proposal;
- Build a database of interested and concerned community members with whom to continue engagement during the project's development and delivery; and
- Advise the community on how they can obtain further information and communicate feedback.

4.2 How engagement was carried out

An '**inform**', '**consult**' and '**collaborate**' engagement approach was used for the project to:

- **Inform** the community, businesses and other stakeholders of the proposed changes in each locality. This provides the rationale and justification of projects to assist with community understanding of the project benefits;
- **Consult** with community, businesses and other stakeholders to get feedback on the project objectives, potential impacts and proposed mitigation measures;
- **Collaborate** with key stakeholders (Councils, bus operators, Transport's Network and Safety and Network Operations divisions, as well as residents and managers of community centres) to determine workable solutions and address concerns where appropriate; and

Transport commenced community engagement for the proposed improvements to suburban bus route 11 on 21 November 2019 and this closed on Friday 13 December 2019 (see Table 2).

Table 2: Community and stakeholder engagement timeline

Date	Engagement channel	Communication/key message	Stakeholder/ audience reach
21 November 2019	Print community update/letter	'Have your say' on bus stop changes on the Princes Highway in Sylvania and Blakehurst.	2,500 properties in Sylvania and Blakehurst
21 November 2019	Print community update/letter	'Have your say' on bus stop changes on Woniara Road and King Georges Road in South Hurstville.	2,350 properties in South Hurstville
21 November 2019	Bus stop posters	'Have your say' on bus stop changes.	Bus customers using bus stops in Sylvania, Blakehurst and South Hurstville
28 November 2019	Project briefing to key stakeholders	Transport for NSW is proposing to make changes to some bus stops to improve on-time running and bus reliability along Suburban bus route 11 in South Hurstville, Blakehurst and Sylvania. The community has been invited to provide their feedback from 21 November 2019 to 13 December 2019. All feedback will be considered in making a final decision. We will continue to keep you updated as the project progresses.	Georges River and Sutherland Shire Councils, bus operators, taxi companies and State Emergency Services
26 November 2019	Doorknock	'Have your say' draft proposal' to stakeholders available at doorknock. 'Sorry we missed you, please have your say' note with project contact details.	25 properties near bus stops where changes are proposed across Sylvania, Blakehurst and South Hurstville
21 November 2019	Project web portal	Project web portal goes live with two dedicated project web pages including all information to open consultation, including the community notification PDF.	213 visits to the project web portal.
13 December 2019	Community update	Close of feedback.	4,850 community updates distributed with website and all contact details
16 December 2019 to 1 February 2020	Phone calls to stakeholders	Clarifications on bus stop improvements and locations to questions from stakeholders.	Callers from the community and stakeholder groups
6 February 2020	Follow up phone calls following feedback and follow-up site visits to bus stop locations	We are considering all feedback and investigating any concerns you've raised.	Callers from the community and stakeholder groups

4.3 Engagement outcome

On 21 November 2019, Transport informed the community and key stakeholders, including business owners and residents, about the proposed improvements to suburban bus route 11.

The community was informed through two separate community notifications (reaching out to the communities in Sylvania and Blakehurst as well as the community in South Hurstville). The notifications were distributed via letter box drop to a total of 4,850 properties surrounding the bus stops identified for change or improvements.

Matters raised by the community as part of the community consultation process included:

- Reason for bus stop changes;
- General support;
- Pedestrian safety;
- Elderly customers;
- Project update interest;
- Walking distance;
- Value for money; and
- Out of scope matters.

A detailed summary of the feedback and responses is available in the **Feedback** section and Transport's response in this report.

Community and stakeholder engagement outcome

The community consultation period opened on 21 November 2019 and closed on 13 December 2019.

Respondents engaged in two-way feedback directly with Transport via email, telephone and face to face. The community were also informed of the project web pages which are being kept updated for engagement throughout the project.

During the consultation period we engaged with the community by:

- Distributing two community notifications to explain the draft proposal for the Princes Highway in Blakehurst and Sylvania and Woniara Road in South Hurstville (**Appendix A and B**);
- Bus stop posters with details of 'Have your say' feedback channels at the 11 bus stops identified for removal across Sylvania, Blakehurst and South Hurstville;
- Reaching out to stakeholders via the project hotline, including councils and schools in the areas proposed for change (**Appendix B**);
- Engaging online through two separate project webpages – one for Sylvania and Blakehurst and the other for South Hurstville, to keep the community updated at all times (**Appendix C**); and
- Door-knocking 25 addresses to communicate face to face with the community surrounding the bus stops identified for change on the Princes Highway in Sylvania and Blakehurst, and Woniara Road in South Hurstville.

Engagement metrics – how many people engaged with us?

A significant number of people engaged with us throughout the engagement period through a number of different channels: the Bus Priority Infrastructure Project website, email, phone and face to face.

Project web portal

213 visits by the community to the project webpages included:

- 90 visits to view the improvements on the Princes Highway in Sylvania and Blakehurst with 75 unique page views from the community at www.rms.nsw.gov.au/projects/blakehurst-and-sylvania/index.html
- 123 visits to view the improvements proposed on Woniara Road in South Hurstville with 99 unique page views from the community at www.rms.nsw.gov.au/projects/south-hurstville/index.html

Email feedback

- 26 emails came to the Bus Priority inbox at buspriority@rms.nsw.gov.au from the community

Phone feedback

- Six phone calls providing verbal feedback from the community via the Bus Priority hotline at 1800 575 250.

Doorknocks

- A total of 25 door-knocks facilitated face to face feedback.

Other

Feedback was also received from other stakeholder groups, including transport specialists, planners and local government.

5. How we listened and responded

Transport has summarised the feedback received and provided responses below in Table 3. This report is made available to the public. All feedback has been considered to help Transport make decisions about the delivery of the bus reliability and on-time running improvements along suburban bus route 11 in Sylvania, Blakehurst and South Hurstville.

Table 3: Feedback received via written and verbal stakeholder engagement

Themes	Feedback	Transport response
1. Support for the proposal	The project is a good idea.	Thank you for your feedback and we acknowledge your support for the project.
2. Bus stop changes	Why are bus stops being proposed for removal?	Transport has identified some ways to improve the on-time running and reliability of buses. Making adjustments to the number of bus stops along a bus corridor improves bus travel times. Each bus stop location is considered with a focus on the safety of bus customers and motorists. These changes support the Future Transport 2056 Strategy, which is the NSW Government's plan to deliver the future transport network.
	How do you decide to remove a bus stop?	The proposed bus stop changes aim to strike a balance between maintaining a reasonable walking distance (i.e. within a 400m radius or an average 5 minute walk) to alternative bus stops and an efficient bus network.
	Why remove bus stops, why not add them instead?	In identifying ways to improve the reliability of buses, Transport identifies bus stops for removal or relocation by closely studying the levels of patronage from Opal data, new bus stops and infrastructure are also added where needed. The proposed changes reflect what our customers tell us about bus services, with travel time and on time running being some of the most important service features.
	Can my feedback be taken into account since I was only able to provide feedback after the consultation closed?	Transport has also included feedback that was received slightly after the consultation closing date of 13 December 2019.
3. Pedestrian safety	The bus stop removal at Southgate shopping centre will make crossing the road difficult	Thanks for your feedback. We have reassessed the original proposal and have decided to retain the bus stop in consideration of pedestrian safety, elderly customers and those with mobility needs.
4. Children and the elderly	The bus stop removal at Southgate shopping centre will result in a greater walking distance for children and the elderly	Thanks for your feedback. We have reassessed the original proposal and have decided to retain the bus stop in consideration of pedestrian safety, elderly customers and those with mobility needs.

5.Walking distance	<p>The bus stop removal is inconvenient and means I will have to walk longer.</p>	<p>The bus stop changes are proposed with an aim to strike a balance between maintaining a reasonable walking distance (i.e. within a 400m radius or an average five minute walk) to bus stops and an efficient bus network.</p> <p>The proposed changes reflect what our customers tell us about bus services, with travel time and on time running being some of the most important service features.</p>
6. Value for money	<p>If my bus stop gets removed, it will cost me more money to travel from the preceding bus stop.</p>	<p>Thank you for your feedback.</p> <p>In looking at ways to improve bus reliability and on-time running, Transport identifies bus stops for removal or relocation based on safety, usage (as measured by Opal data) and performance.</p> <p>Poor on-time performance can be equated to a loss of money to the individual customer as well as to the broader community. When on time performance is poor, passengers may miss a connection resulting in loss of time and money.</p> <p>The proposed changes reflect what our customers tell us about bus services, with travel time and on time running being some of the most important service features.</p> <p>The bus stop changes are proposed with an aim to strike a balance between maintaining a reasonable walking distance (i.e. within a 400m radius or an average five minute walk) to bus stops and an efficient bus network</p>
7. Out of scope matters	<p>I would like road widening to be considered on the Princes Highway adjoining my location.</p>	<p>Thank you for your feedback. This is outside the scope of this project.</p>

6. The decision

Transport, in consultation with bus operators and local councils, is proposing to make changes to some bus stops on the suburban bus route 11.

Suburban bus route 11 runs from Miranda to Hurstville via Sylvania and is serviced by the 970 and 971 bus services. It starts at the Miranda Transport Interchange and ends at the Hurstville Transport Interchange on Ormonde Parade in South Hurstville.

Following careful consideration of all community feedback, Transport has decided to proceed with the proposal for bus reliability and on-time running improvements presented to the public on 21 November 2019, with amendments based on community consultation and the feedback received during the consultation period.

The following amendments have been made to the original proposal for bus stop changes in Sylvania, Blakehurst and South Hurstville.

Bus stop removals: The original proposal was for 11 bus stop removals along the Suburban bus route 11 in Sylvania, Blakehurst and South Hurstville. This has now been amended to eight following careful consideration of community feedback.

Bus stop upgrades: Transport will carry out some infrastructure upgrades to 13 bus stops adjoining those bus stops identified for removal. These upgrades are as per the *Disability Discrimination Act 1992* (DDA) and in accordance with the bus stop infrastructure guidelines of the related local council.

See table 4 for a list of bus stops by suburb as per the original proposal presented for the community's feedback, as well the amendments and any related upgrades in the final proposal.

Table 4: Amendments to the original proposal and associated bus stop upgrades

Sylvania	Original proposal	Amendments	Associated bus stop upgrades
Princes Highway at Southgate Shopping Centre	Remove southbound bus stop ID 222413. Replace this with 'No Stopping'.	Retain as it's a key bus stop for the elderly and shoppers	The adjoining bus stops comply with DDA requirements.
Princes Highway after Harley Street	Remove southbound bus stop ID 2224114. Replace this with 'No Stopping'.	No change	Upgrade southbound bus stop ID 222459 on Princes Highway at Crystal Street to comply with DDA requirements.
Princes Highway opposite Lisbon Street	Remove northbound bus stop ID 222445. Replace this with 'No Stopping'	No change	Upgrade northbound bus stop ID 222444 on Princes Highway opposite Sylvania Street to comply with DDA requirements.
			Upgrade northbound bus stop ID 222446 on Princes Highway opposite Corea street to comply with DDA requirements.

South Hurstville	Original proposal	Amendments	Associated bus stop upgrades
Woniora Road at Culwulla Street	Remove northbound bus stop ID 222151 at Culwulla Street. Replace this with two unrestricted parking spaces.	No change	The adjoining bus stops comply with DDA requirements.
King Georges Road near Grosvenor Road and Tavistock Road	Remove southbound bus stop ID 222136 at Grosvenor Road. Replace this with 'No Stopping'.	Retain bus stop	Upgrade this bus stop to comply with DDA requirements.
	Remove southbound bus stop ID 222137 at Tavistock Road. Replace this with 'No Stopping'.	No change	Upgrade neighbouring bus stop ID 222136 at Grosvenor Road to comply with DDA requirements.
			Upgrade southbound bus stop ID 222138 on King Georges Road opposite Mary Andrews Retirement Village to comply with DDA requirements.
	Remove northbound bus stop ID 2221137 before Grosvenor Road. Replace this with 'No Stopping'.	Retain as it is a bus stop for the night ride bus	The adjoining bus stops comply with DDA requirements.
King Georges Road near Cooleen Street	Remove southbound bus stop ID 222140 opposite Cooleen Street. Replace this with 'No Stopping'.	No change	Upgrade southbound bus stop ID 222152 on King Georges Road opposite Phillip Street to comply with DDA requirements.
			Upgrade southbound bus stop ID 222139 on King Georges Road at Terry Street with tactile ground indicators to comply with DDA requirements.
	Remove northbound bus stop ID 222192 approaching Cooleen Street. Replace this with 'No Stopping'.	No change	Upgrade northbound bus stop ID 222193 at Terry Street to comply with DDA requirements.
			Upgrade northbound bus stop ID 222191 on King Georges Road at Terry Street to comply with DDA requirements.

Blakehurst	Original proposal	Amendments	Associated bus stop upgrades
Princes Highway between Beach Street and Torrens Street	Remove southbound bus stop ID 222154. Replace this with 'No Stopping'.	No change	Upgrade southbound bus stop ID 222153 on the Princes Highway after Bunyala Street to comply with DDA requirements.
			Upgrade southbound bus stop ID 222155 on Princes Highway opposite Beach Street to comply with DDA requirements.
691 Princes Highway between Hatfield Street and Water Street	Remove northbound bus stop ID 222160. Replace this with 'No Stopping'.	No change	Upgrade bus stop ID 222161 on the Princes Highway opposite Torrens Place to comply with DDA compliance
			Upgrade northbound bus stop ID 222159 on Princes Highway at Beach Street to comply with DDA requirements.

Implementation

The implementation of bus stop changes proposed as part of the bus reliability and on-time running improvements for suburban bus route 11 will take place around mid-2020.

We will continue to keep the community updated on the implementation of the improvements from Miranda to Hurstville via Sylvania, as the project progresses into delivery.

Efforts will be made to minimise any disruption to nearby residents and businesses, bus customers and road users. All bus stop work will be carried out during the day.

Transport thanks the community for all the feedback received. We will continue to keep the community updated as this project progresses.

7. Appendix A: Have your say - Community notifications in November 2019



Changes to bus stops on Woniara Road and King Georges Road, South Hurstville

Have your say – November 2019

The NSW Government has funded the Gateway to the South bus improvements program. The program aims to improve the reliability of bus services on southern Sydney's main bus corridors.



Transport for NSW has identified some ways to improve the reliability of buses along the Miranda to Hurstville bus corridor.

As a part of this program, Transport for NSW and Roads and Maritime Services, in consultation with bus operators and local councils are proposing to make changes to some bus stops on Woniara Road and King Georges Road in South Hurstville.

The proposed changes to bus stops are mainly serviced by bus routes 970 and 971.

We have included a map to help explain our proposal.

Background

These changes support the Future Transport 2056 Strategy, which is the NSW government's plan to deliver the future transport network.

In this plan, a key customer outcome is safety and performance, which seeks to ensure that every customer enjoys safe travel across a high performing and efficient network. It also reflects what our customers tell us about bus services, with travel time and on time running being some of the most important service features.

The proposed bus stop changes aim to strike a balance between maintaining a reasonable walking distance (i.e. within a 400m radius or an average five minute walk) to bus stops and an efficient bus network.

Making adjustments to the number of bus stops along a bus corridor also helps improve bus travel times. Each bus stop location is considered with a focus on the safety of bus customers and motorists.

Woniara Road at Culwulla Street, South Hurstville Remove one bus stop (ID 222151)



The bus stop change on Woniara Road, South Hurstville would include:

- removal of the northbound bus stop **ID 222151** at Culwulla Street, as there are alternative bus stops within 140m and 350m. Reinststate with two unrestricted parking spaces.

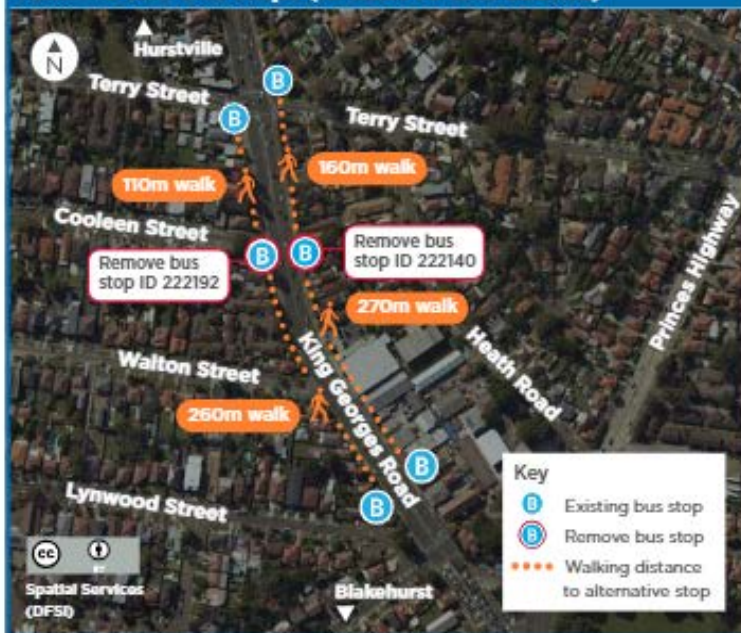
King Georges Road near Grosvenor Road and Tavistock Road, South Hurstville. Remove three bus stops (ID 222136, 222137 and 2221137)



The bus stop changes on King Georges Road, South Hurstville would include:

- removal of the southbound bus stops **ID 222136** at Grosvenor Road and **ID 222137** at Tavistock Road as there are alternative bus stops within 110m and 200m. Replace with 'No Stopping'.
- removal of the northbound bus stop **ID 2221137** before Grosvenor Road as there are alternative bus stops within 200m and 300m. Replace with 'No Stopping'.

King Georges Road near Cooleen Street, South Hurstville Remove two bus stops (ID 222140 and 222192)



The bus stop changes on King Georges Road, South Hurstville would include:

- removal of the southbound bus stop ID 222140, opposite Cooleen Street as there are alternative bus stops within 160m and 270m. Replace with 'No Stopping'
- Removal of the northbound bus stop ID 222192 approaching Cooleen Street as there are alternative bus stops within 260m and 110m. Replace with 'No Stopping'.

Key outcomes

Key outcomes of the bus stop changes include:

- making travel times more reliable for bus customers
- improving customer and motorist safety for bus operations
- contributing to the NSW Government's target of 95 per cent on time running bus services.

What happens next?

We will consider all feedback and respond in a community consultation report, which will be available in early 2020.

We will continue to liaise with the community as the project progresses

For other changes on this bus corridor see www.rms.nsw.gov.au/bplp

Have your say

We welcome your comments on these bus stop changes by Friday 13 December 2019.

You can provide your comments to the Bus Priority Infrastructure team on:

@ buspriority@rms.nsw.gov.au

1800 575 250

Bus Priority
PO Box 973, Parramatta CBD NSW 2124

Register your email address with us to receive future community updates about this project.



If you need help understanding this information, please contact the Translating and Interpreting Service on 131 450 and ask them to call us on 1800 575 250.



November 2019
RMS.19.1468

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King Georges Road near Cooleen Street, South Hurstville Remove two bus stops (ID 222140 and 222192)



The bus stop changes on King Georges Road, South Hurstville would include:

- removal of the southbound bus stop **ID 222140**, opposite Cooleen Street as there are alternative bus stops within 160m and 270m. Replace with 'No Stopping'
- Removal of the northbound bus stop **ID 222192** approaching Cooleen Street as there are alternative bus stops within 260m and 110m. Replace with 'No Stopping'.

Key outcomes

Key outcomes of the bus stop changes include:

- making travel times more reliable for bus customers
- improving customer and motorist safety for bus operations
- contributing to the NSW Government's target of 95 per cent on time running bus services.

What happens next?

We will consider all feedback and respond in a community consultation report, which will be available in early 2020.

We will continue to liaise with the community as the project progresses

For other changes on this bus corridor see www.rms.nsw.gov.au/bplp

Have your say

We welcome your comments on these bus stop changes by Friday 13 December 2019.

You can provide your comments to the Bus Priority Infrastructure team on:

@ buspriority@rms.nsw.gov.au

1800 575 250

Bus Priority
PO Box 973, Parramatta CBD NSW 2124

Register your email address with us to receive future community updates about this project.



If you need help understanding this information, please contact the Translating and Interpreting Service on 131 450 and ask them to call us on 1800 575 250.



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Changes to bus stops on Princes Highway, Blakehurst and Sylvania

Have your say – November 2019

The NSW Government has funded the Gateway to the South bus improvements program. The program aims to improve the reliability of bus services on southern Sydney's main bus corridors.



Transport for NSW has identified some ways to improve the reliability of buses along the Miranda to Hurstville via Blakehurst and Sylvania bus corridor.

As a part of this program, Transport for NSW and Roads and Maritime Services, in consultation with bus operators and local councils are proposing to make changes to some bus stops on the Princes Highway in Blakehurst and Sylvania.

The proposed changes to bus stops are mainly serviced by bus routes 970 and 971.

We have included a map to help explain our proposal.

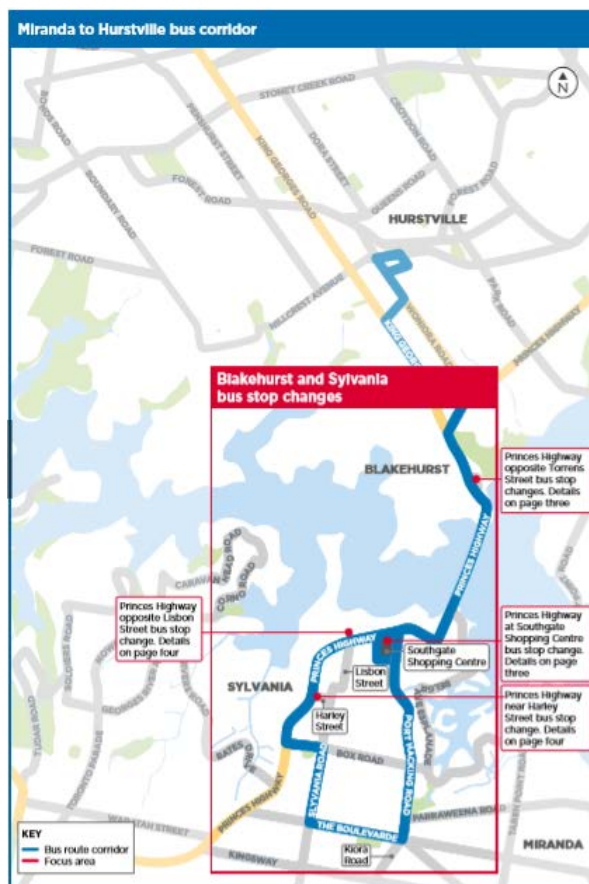
Background

These changes support Future Transport 2056 Strategy, which is the NSW government's plan to deliver the future transport network.

In this plan, a key customer outcome is safety and performance, which seeks to ensure that every customer enjoys safe travel across a high performing and efficient network. It also reflects what our customers tell us about bus services, with travel time and on time running being some of the most important service features.

The proposed bus stop changes aim to strike a balance between maintaining a reasonable walking distance (i.e. within a 400m radius or an average five minute walk) to bus stops and an efficient bus network.

Making adjustments to the number of bus stops along a bus corridor also helps improve bus travel times. Each bus stop location is considered with a focus on the safety of bus customers and motorists.



Roads and Maritime Services



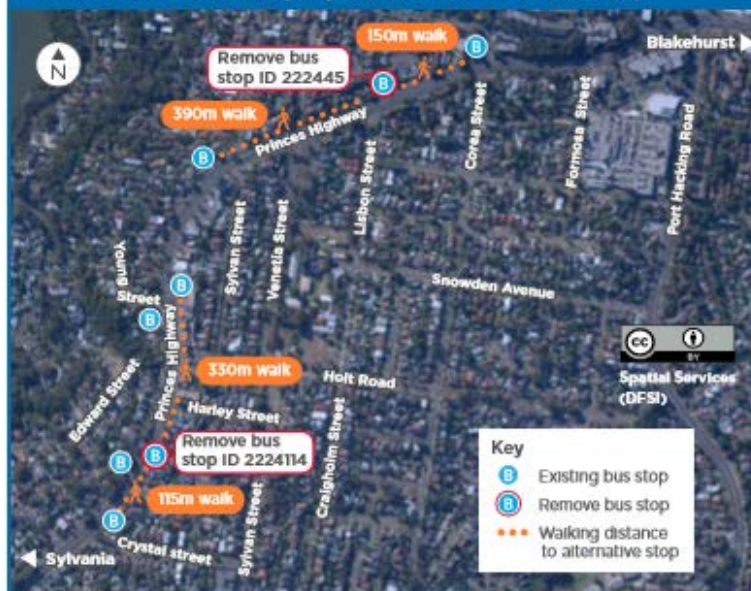
The bus stop changes on the Princes Highway, Blakehurst would include:

- removal of the southbound bus stop ID 222154 between Beach Street and Torrens Street as there are alternative bus stops within 220m and 285m. Replace with 'No Stopping'
- removal of the northbound bus stop ID 222160 between Hatfield Street and towards Water Street, as there are alternative bus stops within 200m. Replace with 'No Stopping'

The bus stop change on the Princes Highway, Sylvania would include:

- removal of the westbound bus stop ID 222413 at the Southgate Shopping Centre, as there are alternative bus stops within 270m and 415m. Replace with 'No Stopping'

Princes Highway near Harley Street and opposite Lisbon Street, Sylvania Remove two bus stops (ID 2224114 and 222445)



The bus stop changes on the Princes Highway, Sylvania would include:

- removal of the southbound bus stop ID 2224114 after Harley Street as there are alternative bus stops within 115m and 330m. Replace with 'No Stopping'.
- removal of the northbound bus stop ID 222445 opposite Lisbon street as there are alternative bus stops within 150m and 390m. Replace with 'No Stopping'.

Key outcomes

Key outcomes of the bus stop changes include:

- making travel times more reliable for bus customers
- improving customer and motorist safety for bus operations
- contributing to the NSW Government's target of 95 per cent on time running bus services.

What happens next?

We will consider all feedback and respond in a community consultation report, which will be available in early 2020.

We will continue to liaise with the community as the project progresses.

For other changes on this bus corridor see www.rms.nsw.gov.au/bpip

Have your say

We welcome your comments on these bus stop changes by Friday 13 December 2019.

You can provide your comments to the Bus Priority Infrastructure team on:

@ buspriority@rms.nsw.gov.au

☎ 1800 575 250

✉ Bus Priority
PO Box 973, Parramatta CBD NSW 2124

Register your email address with us to receive future community updates about this project.



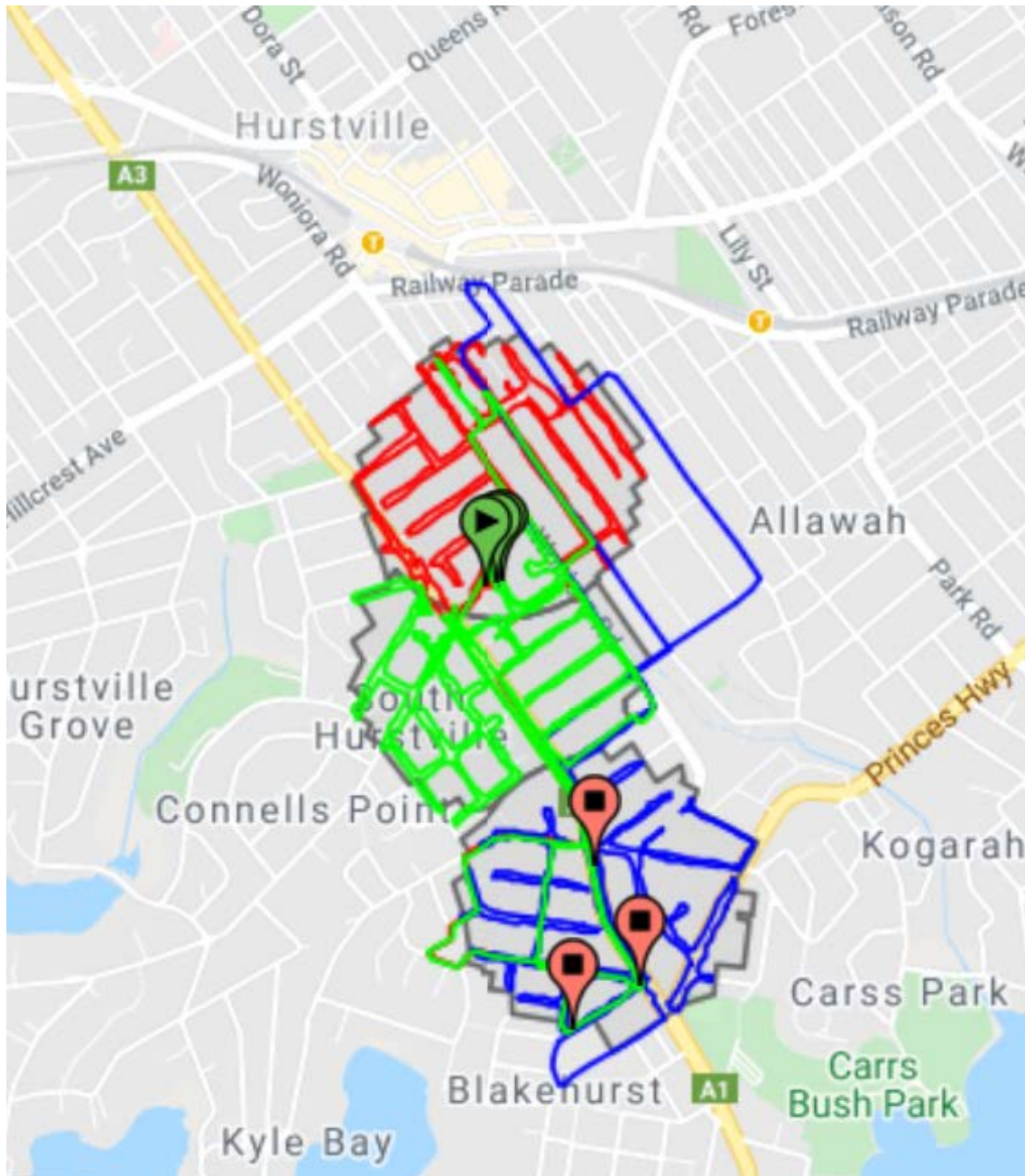
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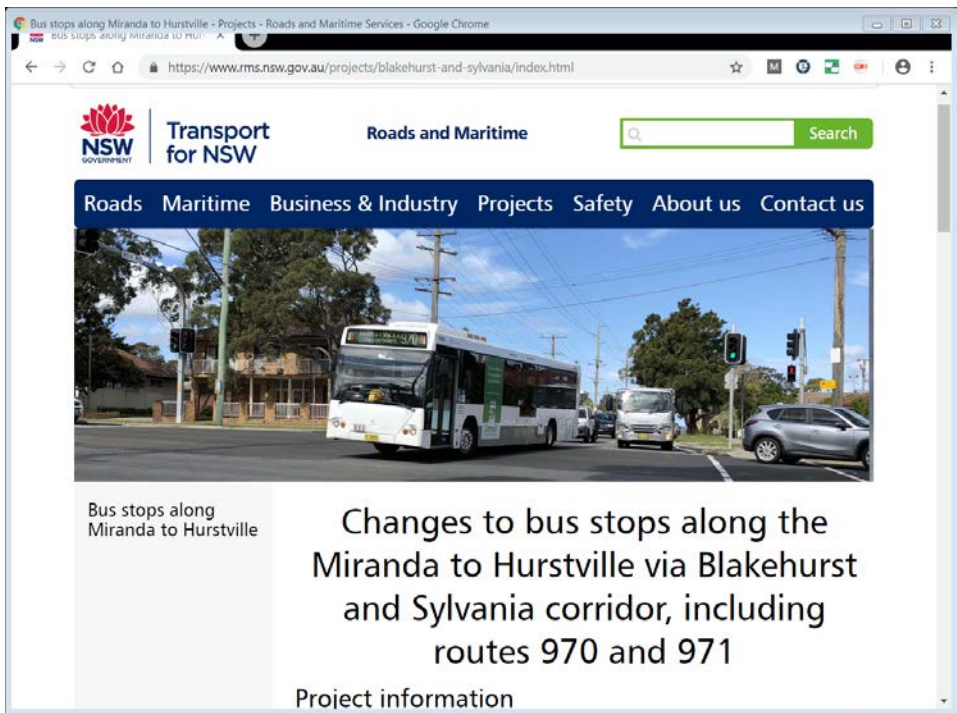
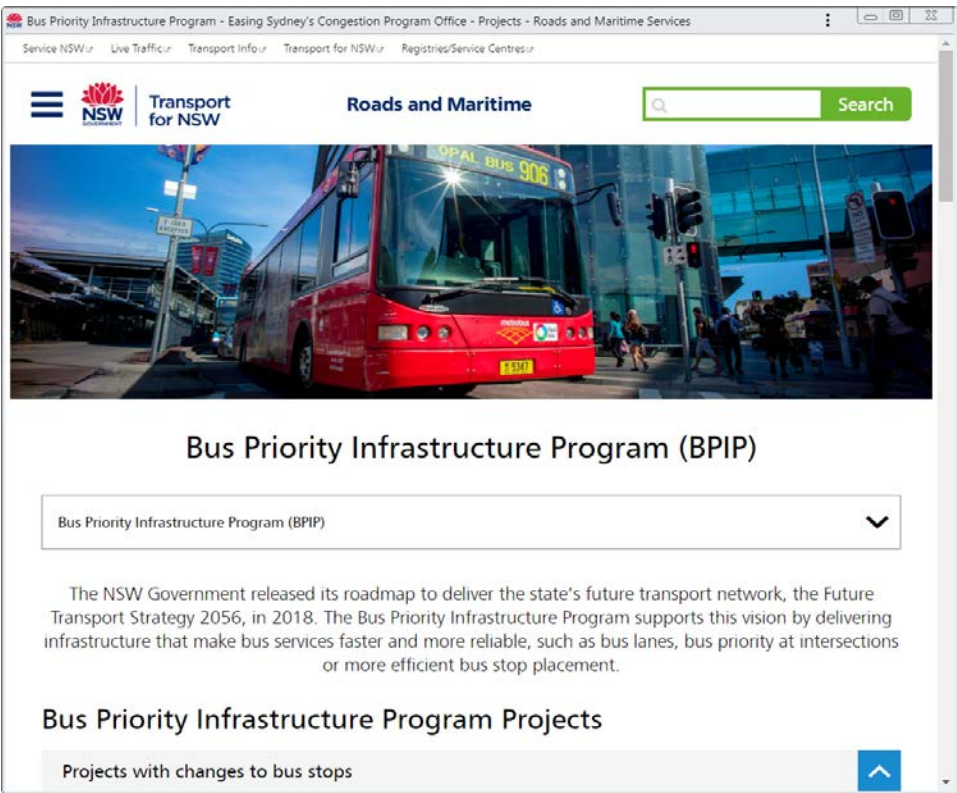
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8. Appendix B – Have your say - Community notification distribution areas




9. Appendix C – Bus reliability and on-time running project web portal




[Bus stops - South Hurstville](#)
[Projects - Roads and Maritime Services](#)

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Transport for NSW

Roads and Maritime



Woniora Road and King Georges Road, South Hurstville (routes 970/971)

Woniora Road and King Georges Road, South Hurstville (routes 970/971)

The NSW Government has funded the Gateway to the South bus improvements program. The program aims to improve the reliability of bus services on southern Sydney's main bus corridors.

Project information

Background

10. Appendix D – Have your say - Bus stop posters



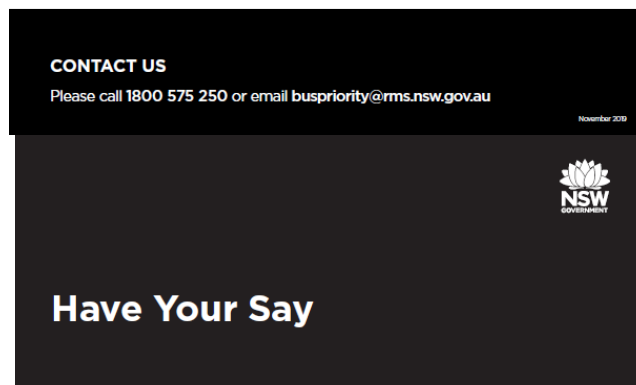
Proposed changes to bus stops in Blakehurst

The NSW Government has funded the Gateway to the South bus improvements program. The program aims to improve the reliability of bus services on southern Sydney's main bus corridors.

As a part of this program, Transport for NSW, in conjunction with Roads and Maritime Services is proposing to make changes to some bus stops on Princes Highway in Blakehurst.

The proposed changes to bus stops are mainly serviced by bus routes 970 and 971.

There are changes proposed for this bus stop.
Please visit www.rms.nsw.gov.au/bpip for more information.



Proposed changes to bus stops in South Hurstville

The NSW Government has funded the Gateway to the South bus improvements program. The program aims to improve the reliability of bus services on southern Sydney's main bus corridors.

As a part of this program, Transport for NSW, in conjunction with Roads and Maritime Services is proposing to make changes to some bus stops on Woniara Road in South Hurstville.

The proposed changes to bus stops are mainly serviced by bus routes 970 and 971.

There are changes proposed for this bus stop.
Please visit www.rms.nsw.gov.au/bpip for more information.

