



Greenwich Point Wharf Upgrade Concept Design

Community Consultation Report

Transport for NSW | October 2021

Contents

1	Executive summary.....	3
2	Introduction.....	4
2.1	Background.....	4
2.2	The concept design proposal.....	4
3	Consultation approach.....	5
3.1	Consultation objectives.....	5
3.2	How was consultation done.....	5
3.3	Key feedback topics.....	7
4	Design investigations and refinements.....	9
4.1	Full ramp option.....	9
4.2	Ramp with 'half lift' option.....	10
4.3	Revised lift option.....	11
5	Preferred option and next steps.....	13
6	Summary of feedback and Transport response.....	14
7	Appendices.....	27
7.1	Appendix A – Plan of proposed Greenwich Point Wharf Upgrade.....	27
7.2	Appendix B – 'Have your say' community update.....	28
7.3	Appendix C – A5 postcard.....	29
7.4	Appendix D – Letterbox distribution zone.....	30
7.5	Appendix E – Project webpage and interactive portal.....	30
7.6	Appendix F – Social Media (Facebook post).....	31
7.7	Appendix G – Greenwich Point Wharf Upgrade poster.....	32

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1 Executive summary

Transport for NSW (Transport) is proposing to upgrade Greenwich Point Wharf as part of the Transport Access Program (TAP). The upgrade would make the wharf accessible to people with additional mobility requirements, parents/carers with prams and customers with luggage.

In late March 2021, Transport invited the community and stakeholders to have their say on the proposed concept design of the wharf upgrade. The design was on public display between 29 March and 5 May 2021.

During this time, our engagement campaign reached around 18,327 people¹ and we received 237 submissions.

Thank you to everyone who took the time to consider our proposal and provided feedback.

We have listened to the community and as a result Transport has refined the design so the existing ramp can be maintained as it is highly valued by the community.

The lift structure is now proposed to be located next to the existing stairs which would also be upgraded. The lift remains the preferred option as it provides the safest and most equitable access from street level to the wharf.

In summary, the benefits of the revised design include:

- ✓ safest and most equitable access for all customers with mobility requirements
- ✓ retains existing ramp which is highly valued by the community
- ✓ upgraded stairs
- ✓ lower overall footprint size (on the landside)

Transport is also investigating ways to improve the weather protection on the pontoon and access for recreational berthing.

The lift shaft wall design options and finishes to the stairs will also be investigated during detailed design to reduce the visual impact.

¹ This number includes the combined reach of the Facebook post, unique website visits, outgoing email correspondence, outgoing phone calls, letterbox drop recipients and community drop-in interactions.

2 Introduction

2.1 Background

The NSW Government is progressively upgrading ferry wharves across Sydney Harbour to improve Sydney's ferry service for customers. New and improved wharves are being delivered as a part of NSW Government's Transport Access Program (TAP) – an initiative to deliver modern, safe and accessible transport across the state.

The Wharf Upgrade Program being delivered by Transport, aims to improve:

- access for customers with assisted and unassisted mobility needs
- access for customers with prams
- protection from the wind, rain and sun
- seating and waiting areas
- safety for customers and staff
- ferry pick-up and drop-off
- pedestrian access around the wharf
- access for commercial and recreational berthing where possible.

The wharf upgrades are being delivered in stages, with some projects already underway or completed including Kissing Point Wharf and Woolwich Wharf.

2.2 The concept design proposal

Customers with mobility needs are currently unable to access Lower Serpentine Road from Greenwich Point Wharf unassisted. The existing wharf at Greenwich Point includes a set of tidal steps for ferries to berth, a concrete jetty connecting the wharf to the land and a small waiting shelter for passengers at the end of the wharf. Access from the street down to water level is via a non-'Disability Standards for Accessible Public Transport' (DSAPT)-compliant ramp and set of stairs.

The proposed wharf concept design, presented to the community during concept design consultation in March 2021, included a new floating pontoon. This would improve the efficiency and safety for ferries to pick-up and drop-off passengers. It would also provide an area for recreational boats to berth.

The pontoon would have a waiting area with a curved roof, seating, and glass weather protection panels to provide passengers with a comfortable place to wait for their ferry. The pontoon would be connected to land by an uncovered gangway.

A new lift and stairs would provide safe access from the ferry to the road for all passengers.

The existing bus shelter on Lower Serpentine Road would be relocated closer to the new access points. New bicycle hoops would also be installed.

The existing ramp along the foreshore would connect to the new stair structure.

The new wharf would provide Greenwich Point with facilities that all members of the community can access.

See [Appendix A](#) for the original concept design proposal plan for the wharf upgrade.

3 Consultation approach

3.1 Consultation objectives

The community and stakeholders were invited to have their say on the project's concept design from 29 March to 5 May 2021. Due to school holidays in April the consultation period was extended to six weeks to allow time for people to provide feedback. The purpose of this consultation was to:

- inform community and stakeholders of the proposed wharf upgrade concept design
- obtain feedback from the community on the proposal
- build a database of community members interested in the project who we can continue to engage with and inform as the project progresses
- consider all feedback and provide responses.

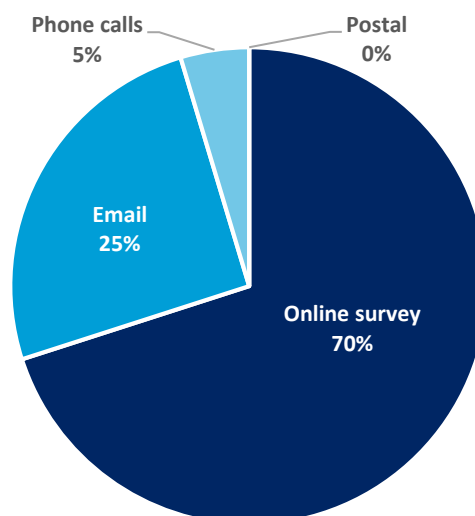
3.2 How was consultation done

Community members and stakeholders were encouraged to ask questions and provide feedback via:

- Phone 1800 770 973
- Email wharfupgradeprogram@transport.nsw.gov.au
- Online survey
- In person at a community drop-in session or meeting
- Mail (Wharf Upgrade Program – Greenwich Point, Communication and Stakeholder, Engagement, PO Box 973, Parramatta NSW 2124)

We received 237 submissions during the consultation period.

Figure 1 – Percentage of responses received for each feedback channel



Here's what we learnt from the survey respondents: **Figure 2 – Snapshot of key survey findings**



The top three wharf facilities:



Table 1: Communication and engagement tools used and number of people reached

Communication tool / channel	Details	Audience reach
Letterbox drop 1 (Appendix B)	Four-page community update distributed to residents and businesses (within around 400 metres from wharf, see Appendix D)	176
Letterbox drop 2 (Appendix C)	A5 postcard	176
Email	Sent to businesses, organisations, and interest groups in the area	145
Website	Project webpage: www.nswroads.work/greenwichwharf	2,378
Project portal (Appendix E)	Interactive portal available via project page	381
Facebook post (Appendix F)	Paid advertisement to targeted audience	14,992
Phone calls	Individual booking with project team	11
Community drop-in sessions	Two sessions on Saturday 17 April and Tuesday 20 April 2021	68
Poster (Appendix G)	Displayed at the wharf	N/A

3.3 Key feedback topics

The key feedback topics raised during consultation included:

Feedback	Response
<p>Questions, concerns and suggestions regarding the proposed wharf design including the new pontoon, lift, stairs and impacts to the existing ramp</p>	<p>The wharf has been designed to provide customers with modern, safe and accessible infrastructure that meets key requirements under the <i>Disability Discrimination Act 1992</i> (DDA) and Disability Standards for Accessible Public Transport (DSAPT).</p> <p>The design also aims to unify and identify the harbour wharves and the ferry commuter transport system.</p> <p>Several options were investigated, however a lift remains the preferred option as it provides the safest and most equitable access from street level to the wharf for customers with mobility requirements.</p> <p>We have listened to community concerns around impacts to the existing ramp and have refined the design so the existing ramp can be maintained.</p>
<p>Requests for improved weather protection</p>	<p>The pontoon would provide a waiting area with a curved roof, seating and glass weather protection panels for passenger comfort. Additional glass paneling in the centre of the pontoon will be investigated as part of detailed design to address community feedback.</p>
<p>Questions and concerns around potential visual and construction impacts</p>	<p>Information about the potential environmental, visual and construction impacts will be included in the Review of Environmental Factors (REF) report due to be released later this year.</p> <p>During detailed design we will investigate lift shaft wall design options and finishes to the stairs to improve visual amenity.</p>
<p>Requests for recreational berthing access</p>	<p>Commercial and recreational vessels will continue to be permitted to berth at the new wharf. During detailed design we will investigate options to provide an area on the pontoon to allow the safe berthing of smaller vessels.</p>

The key areas of support for the proposed wharf upgrade included:

- the design is cohesive with the other wharves Transport has upgraded during the program
- the upgrade, including the lift, will provide improved access and allow more regular use of the ferry

- the upgrade is overdue.

4 Design investigations and refinements

We have investigated options to further refine the design to address feedback and suggestions from the community, these have been summarised below.

4.1 Full ramp option

A full ramp was considered as part of the original options assessment process. This option would involve:

- re-grading part of the existing footpath at street level
- replacing/re-profiling the existing ramp with a new compliant 1:14 ramp, around 130 metres long with 18 landings, from street level down to the wharf
- installing a new compliant gangway and pontoon to the east of the existing wharf
- removing the existing wharf structure and shelter
- retaining the existing stairs.



4.2 Ramp with 'half lift' option

This option was investigated following community feedback and would involve:

- re-grading part of the existing footpath at street level
- installing a new compliant 1:14 ramp, around 94 metres long with 11 landings, from street level down to a new lift and stair structure (the lift would be located at a lower elevation than the current concept design lift)
- installing a new compliant gangway and pontoon to the west of the existing wharf
- removing the existing wharf structure and shelter
- retaining part of the existing ramp
- retaining the existing stairs.



Simple plan image of the approximate location of the ramp, lift and pontoon structures for illustrative purposes.

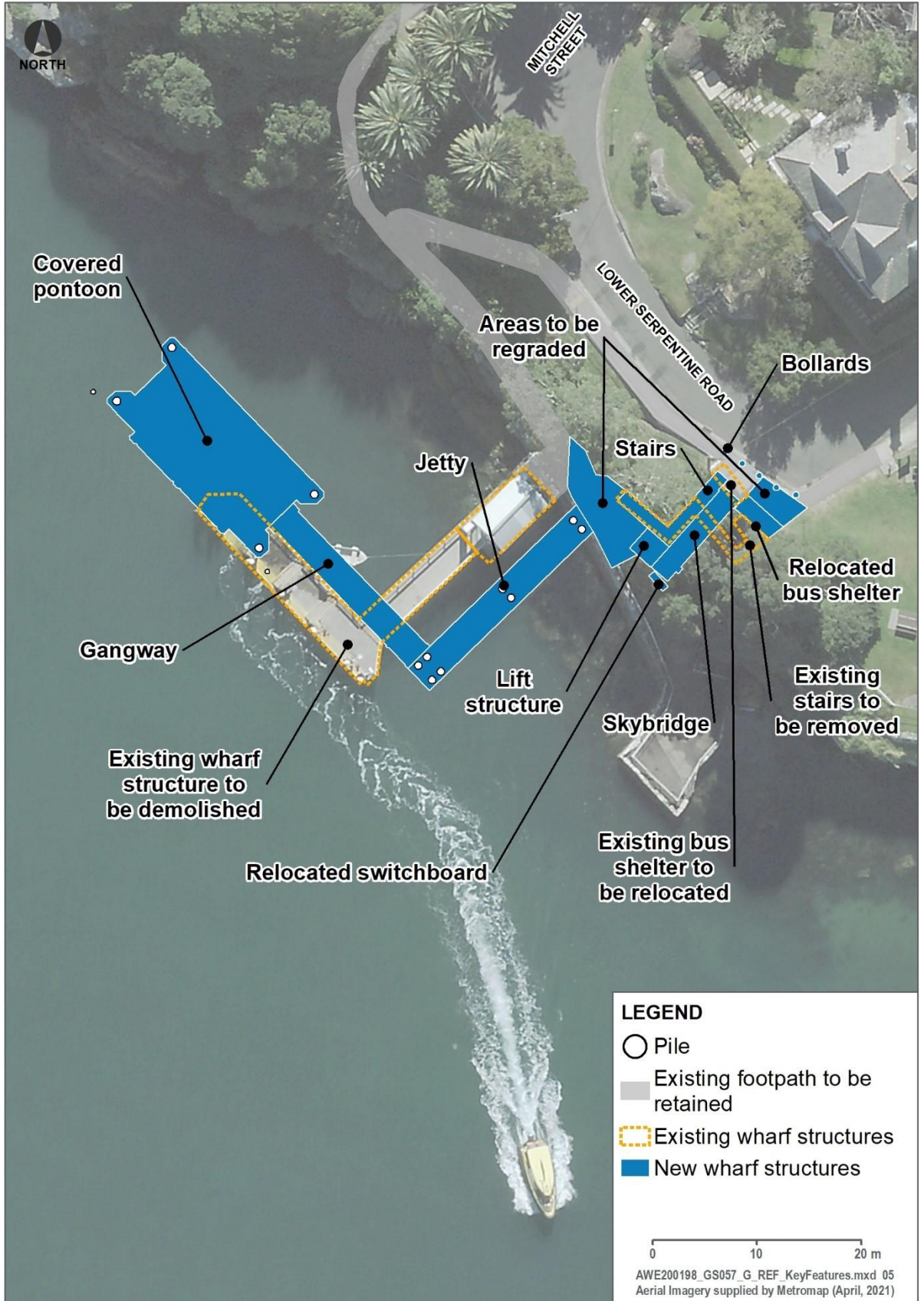
4.3 Revised lift option

This option was investigated following community feedback and would involve:

- installing a new lift next to the existing stairs
- installing a sky bridge to connect the footpath and lift
- upgrading the existing stairs to be compliant
- retaining the existing ramp
- keeping the bus shelter in a location similar to its existing position
- installing a new compliant gangway and pontoon in a similar position as the existing wharf
- removing the existing wharf structure and shelter



Artist's impression of the revised lift and stair structures for illustrative purposes.



Greenwich Point Wharf concept design plan.

5 Preferred option and next steps

Installing a lift remains the preferred option as it provides the safest and most equitable access from street level to the wharf for customers with mobility requirements. However, by shifting the lift next to the existing stairs, we are able to retain the existing ramp, which is highly valued by the community, and reduce the project footprint on the landside.

The revised design (as shown in section 4.3) would provide lift and stair access to the wharf and retain the existing ramp access.

During detailed design we will investigate lift shaft wall design options and finishes to the stairs to improve visual amenity.

The REF will provide more information about the options considered and why the preferred option was chosen.

The potential environmental, visual and construction impacts will also be included in the REF report. The community will have an opportunity to provide feedback on the REF later this year.

We will continue to keep the community updated as the project progresses.

6 Summary of feedback and Transport response

The comments we received have been summarised and responded to in the tables below.

Table 2: Feedback and response table – wharf design

Feedback	Response
<p>The gangway should be covered in the wharf design to protect ferry users from wind, sun and rain.</p> <p>The pontoon, gangway and stairs all require a roof as these areas will get very slippery in bad weather.</p> <p>There needs to be sufficient shelter at the base of the lift for commuters to wait under while the lift descends from street level.</p>	<p>The proposal includes a waiting area on the pontoon itself with a curved roof, seating and glass weather protection panels to provide a comfortable and sheltered place to wait for the ferry.</p> <p>The proposal includes an uncovered gangway as it minimises the visual impact of the new wharf and leads to an uncovered area on the foreshore. Shelter would be provided for customers waiting for the ferry on the wharf pontoon itself.</p> <p>Covered gangways are provided on wharf upgrade projects when the customer is already under cover when they arrive at the wharf interchange. For example Neutral Bay Wharf, Cremorne Point Wharf and Mosman Bay Wharf.</p> <p>Anti-slip finishes are used on the pontoon and gangway to improve safety for customers during wet weather.</p> <p>There will be shelter at the entrance of the lift.</p>
<p>The open-design floating pontoon is highly unsuitable for the Greenwich weather.</p>	<p>The proposed wharf design includes a new floating pontoon. The floating pontoon design was chosen because it is considered the safest and most efficient design for ferry operations and supports DDA compliance.</p> <p>A floating pontoon allows for movement up and down with the tide to provide safe and level access between the ferry and wharf. This design has been used for Woolwich and Kissing Point wharf upgrades, and will also be delivered at a number of other wharf upgrade projects across Sydney Harbour including South Mosman and Double Bay wharves.</p> <p>The pontoon would provide a waiting area with a curved roof, seating and glass weather protection panels for passenger comfort.</p> <p>Additional glass panelling in the centre of the pontoon will be investigated as part of detailed design to address community feedback.</p>

Feedback	Response
<p>What building code regulations used in the design of the wharf structure and the ramp?</p>	<p>The wharf has been designed to provide customers with modern, safe and accessible infrastructure that meets key requirements under the DDA, DSAPT, AS 1428.1 and AS1428.2 and the National Construction Code (NCC).</p>
<p>The lift is unnecessary and costly; why not build a ramp instead?</p>	<p>Several options were investigated including a ramp and 'half lift' with ramp.</p>
<p>Why can't the existing ramp be re-profiled to achieve compliance (DDA)?</p>	<p>To re-profile/replace the existing ramp to be compliant, the ramp would be around 130 metres long with 18 landings at a 1:14 grade. The 'half lift' and ramp option would include a compliant 1:14 ramp around 94 metres long with 11 landings.</p>
<p>A 1:20 switchback ramp could be built to fit in the heritage foreshore landscape.</p>	<p>Both ramp options would have a larger project footprint and increased vegetation impacts compared to the revised lift option. Ramp options would also require a 'cut-and-fill' process to achieve the required grades, which would involve building retaining walls, and earthwork to adjust the levels of the ramps. Installing a lift remains the preferred design as it provides the safest and most equitable access from street level to the wharf for customers with mobility requirements. However, by shifting the lift to a new location next to the existing stairs, we are able to retain the existing ramp, which is highly valued by the community.</p>
<p>Can a ramp and a smaller lift structure be included instead?</p>	<p>Both ramp options would have a larger project footprint and increased vegetation impacts compared to the revised lift option. Ramp options would also require a 'cut-and-fill' process to achieve the required grades, which would involve building retaining walls, and earthwork to adjust the levels of the ramps. Installing a lift remains the preferred design as it provides the safest and most equitable access from street level to the wharf for customers with mobility requirements. However, by shifting the lift to a new location next to the existing stairs, we are able to retain the existing ramp, which is highly valued by the community.</p>
<p>A ramp is a much more environmentally friendly option.</p>	<p>Both ramp options would have a larger project footprint and increased vegetation impacts compared to the revised lift option. Ramp options would also require a 'cut-and-fill' process to achieve the required grades, which would involve building retaining walls, and earthwork to adjust the levels of the ramps. Installing a lift remains the preferred design as it provides the safest and most equitable access from street level to the wharf for customers with mobility requirements. However, by shifting the lift to a new location next to the existing stairs, we are able to retain the existing ramp, which is highly valued by the community.</p>
<p>How tall does the hill have to be for a lift to be used instead of a ramp?</p>	<p>Elevation requirements are considered on a case-by-case basis however Transport aims to achieve NCC standards that state the maximum elevation difference before a lift is required is 3.6 metres. The elevation difference at Greenwich Point is around seven metres.</p>
	<p>More information about the options assessment, the revised design and the potential environmental, visual and construction impacts will be included in the REF report.</p>

Feedback	Response
<p>How will the lift be maintained to prevent corrosion?</p> <p>Is the lift going to be reliable?</p> <p>Will the lift be maintained and cleaned regularly?</p> <p>What are the reliability statistics on similar lifts at other transport spots?</p> <p>What will happen when the lift is out of order or being cleaned for those who need to use it?</p> <p>How long will it take the lift to be repaired when it is out-of-order?</p> <p>What alternative access will be provided when the lift is out-of-order?</p> <p>The lift will be prone to vandalism and lurking.</p>	<p>The lift would be designed to minimise corrosion. Transport has a number of lift maintenance contracts across the transport network and Greenwich Point will be maintained as part of our existing maintenance schedule for wharves.</p> <p>For more information on your day of travel, check for travel alerts including out-of-order lifts and toilets.</p> <p>Alternative access to the wharf could be made via the stairs or the existing ramp, which we have been able to retain as a result of community feedback.</p> <p>A range of safety and security facilities would be installed including lighting and closed circuit television (CCTV) cameras.</p> <p>Security measures at the wharf will be reviewed during detailed design as part of the Crime Prevention Through Environmental Design (CPTED) review.</p>
<p>What is the capacity of the lift?</p> <p>How many people will use the lift?</p> <p>Will the lift be big enough to fit a bicycle inside?</p> <p>The lift will be at capacity and create congestion of customers waiting to use it.</p> <p>People with prams, wheelchairs, kid towing wagons, trolleys, luggage, walkers and scooters will all be waiting for the lift.</p>	<p>The size of the lift will be finalised during detailed design once further environmental assessments and community feedback is received. However it will be large enough to accommodate a bicycle.</p> <p>The lift would be available for all members of the community to use.</p>
<p>The proposed gangway is too long making the whole structure more prominent than the existing wharf.</p>	<p>The length of the gangway is determined to provide a DSAPT compliant gradient of 1:14 for at least 80 percent of the tidal range. The pontoon will generally be in line with the existing wharf's berthing face.</p> <p>The REF will assess the visual impact of the proposal and seek to minimise visual impacts to the landside character, which is expected to be released for community feedback later this year.</p>
<p>There should be regular maintenance to keep the wharf clean.</p>	<p>All wharf facilities on the network are regularly cleaned and maintained. Feedback regarding maintenance can be reported at https://transportnsw.info/contact-us/feedback/ferry-feedback</p>

Feedback	Response
<p>The existing stairs are difficult when carrying luggage or other heavy items.</p> <p>The existing stairs are dangerous and slippery when they are wet.</p> <p>People will be running down stairs to make the ferry on time.</p> <p>The existing stairs are a hazard at night due to no lighting.</p> <p>The existing stairs are difficult to use for the elderly and people with accessibility issues.</p> <p>The proposed stairs will be too tight to manoeuvre a bicycle around.</p> <p>E-bikes are too heavy to be lifting up and down stairs.</p>	<p>The revised wharf design includes a new lift and upgrades to the existing stairs to make them safe and compliant.</p> <p>Customers who cannot use the stairs would be able to use the new lift or the existing ramp.</p> <p>The stairs would be lit in accordance with Transport lighting guidelines and incorporated in the detailed design.</p>
<p>Please include CCTV for the proposed lift and stairwell.</p>	<p>A range of safety and security facilities would be installed including lighting and CCTV cameras.</p> <p>Security measures at the wharf will be reviewed during detail design as part of the CPTED review.</p>
<p>Why does the curved roof have to be so high?</p>	<p>The Wharf Upgrade Program has been designed to create a recognisable theme for Sydney Harbour. The design aims to identify the harbour wharves and the ferry commuter transport system.</p> <p>The curved roof is designed to be low profile and minimise the impact on the views to and from the water.</p> <p>Materials and finishes are selected to fit into the surrounds and minimise potential visual impacts.</p> <p>The zinc roof sheeting is a natural product that will weather and form a natural patina over time.</p>
<p>Will the proposed pontoon have more seating than the current wharf?</p>	<p>The existing pontoon has one bench seat about 4.5 metres long, and another bench seat about 5.8 metres long. The proposed pontoon will have two six-metre long benches for seating.</p>
<p>Install a bin near the shelter to reduce waste.</p>	<p>Bins would be provided on the new pontoon where customers wait for the ferry.</p> <p>For concerns or questions regarding the installation of additional bins around the park, please contact Lane Cove Council on 9911 3555.</p>
<p>Toilet facilities should be included in the wharf design.</p>	<p>Toilet facilities are available to customers on board ferry services.</p> <p>Toilet facilities on the foreshore are the responsibility of Lane Cove Council and outside the scope of this project. Please contact Lane Cove Council on 9911 3555.</p>
<p>Include a small café or food/coffee cart on the wharf for commuters and people waiting for the ferry.</p>	<p>The primary purpose of this proposal is to upgrade the wharf to meet accessibility requirements under the DDA and DSAPT, to ensure equitable access is provided for all public transport ferry customers. Retail amenities on the ferry wharf are not part of the project's scope.</p>

Feedback	Response
What is the purpose of the new bicycle hoops on the gangway?	There are no bicycle parking hoops on the gangway. Bicycle parking hoops would be provided at street level for customers who want to park and secure their bike.

Table 3: Feedback and response table – construction and environmental impacts

Feedback	Response
<p>Don't remove the local vegetation in the vicinity of the wharf. Will the local fig trees be kept in the design?</p>	<p>Environmental impacts, including vegetation removal, is assessed as part of the REF which will be released later this year.</p> <p>The revised design indicates that minimal vegetation will be impacted, but pruning of some branches may be required to install the new lift.</p>
<p>There will be a loss of privacy for nearby properties.</p> <p>There will be a loss in value for nearby properties and Greenwich Point.</p>	<p>We have considered potential visual impacts and privacy in developing the concept design.</p> <p>Visual impacts are assessed in the REF which will be available later this year.</p> <p>Individual property owners are encouraged to contact the Project Team to discuss their concerns regarding loss in property value.</p>
<p>There is concern about lighting and light pollution around the wharf.</p> <p>Can more lighting be added to the area?</p>	<p>Lighting would be provided on and around the wharf for the safety of our customers and staff.</p> <p>Lighting is generally designed to spill downwards.</p> <p>Lighting would turn on automatically in the evening when the sun sets and is reduced to 'half-light mode' after the last ferry service at night to save power and reduce light spill. The lights turn off in the morning when the sun rises. During winter, the lights would turn on for ferry services scheduled to arrive before the sun rises.</p> <p>Visual impacts such as lighting is assessed in the REF which will be released later this year.</p>

Feedback	Response
<p>The proposed design is not in keeping with the local heritage of Greenwich Point.</p> <p>Each wharf should be uniquely designed for the area.</p> <p>The proposed design is ugly and will stand out amongst the natural look of Greenwich Point.</p> <p>The lift and stair structure will be an eyesore from the land and water.</p> <p>Can the lift design use local flora and fauna elements?</p> <p>The proposed upgrade is overkill and the current wharf is fine.</p> <p>The proposed roof will impact the view from the park and the local heritage properties.</p>	<p>The wharf has been designed to meet key accessibility requirements of the DSAPT and DDA and to create a distinctive theme for Sydney Harbour. The design aims to unify and identify the harbour wharves and the ferry commuter transport system.</p> <p>Materials and colours have been selected to fit into the surrounds and minimise potential visual impacts, such as using glass walls on the pontoon. The curved zinc roof is low profile to minimise the impact on views to and from the water, and the sheeting on the pontoon is a natural product that will weather and form a natural patina over time.</p> <p>The pontoon size is determined by factors such as wind and wave conditions, maritime activities and space to accommodate future customer demand. The REF will assess the visual impact of the proposal and to seek to minimise visual impacts to the landside character.</p> <p>During detailed design we will investigate lift shaft wall design options and finishes to the stairs to improve visual amenity.</p>
<p>When will construction start?</p> <p>How long will construction take?</p> <p>Do not construct in the summer, it will impact tourism.</p> <p>Avoid construction in the early morning, due to noise pollution.</p>	<p>We expect construction would take up to six months to complete, based on previous upgrades. Construction details such as timing will depend on the outcomes of the REF community consultation process and detailed design.</p> <p>It is expected the community will have the opportunity to view and make a submission on the REF later this year.</p>
<p>What will be done in relation to the construction impact for the residents? That is, noise and access.</p> <p>Concerned about weekend work during construction.</p>	<p>Generally, standard work hours would apply for the upgrade. However, for safety reasons, some activities such as piling may require work to be carried out at night or early mornings when conditions are most calm. Work would be planned to minimise disruption.</p> <p>More information on proposed work hours, and potential noise and vibration impacts and mitigations will be outlined in the REF.</p> <p>We would make every effort to minimise disruption to residents and customers during construction.</p>
<p>What are the alternative transport options during construction?</p> <p>Will a replacement bus be provided during the closure?</p> <p>It will be disruptive to stop the ferry service for six months.</p> <p>Could Greenwich Wharf (Bay Street) be used during construction?</p>	<p>Alternative transport options would be considered and presented to the community later this year during the REF consultation.</p>

Feedback	Response
Will the park be affected by construction impacts?	Construction impacts will be identified and assessed through the REF process. A site compound may be required near the wharf and possibly in Greenwich Park. Once construction is complete, the site compound would be removed and the area reinstated. The community will have the opportunity to review the proposed arrangements for a construction site compound during the REF consultation process.

Table 4: Feedback and response table – general project

Feedback	Response
<p>Why is there an upgrade when there is low use of the ferry?</p> <p>What is the justification for this upgrade?</p> <p>The wharf upgrade is a waste of taxpayers' money.</p> <p>Why is this wharf being prioritised over other wharves?</p> <p>Has there been proper analysis of the costs and benefits of the project?</p>	<p>The NSW Government is progressively upgrading ferry wharves across Sydney as part of the Transport Access Program (TAP). TAP is an initiative to provide a better experience for public transport customers by delivering modern, safe and accessible transport across the state. Greenwich Point Wharf has been identified for an accessibility upgrade as it does not currently meet key requirements of the DSAPT or DDA.</p> <p>At present, elements of the existing wharf interchange including the tidal steps and ramp are non-compliant. The primary purpose of the upgrade is so the wharf is accessible from a compliance perspective for all customers.</p> <p>In addition, the existing wharf is approaching the end of its design life. The new wharf would have a design life of 50 years with regular maintenance regimes and provide safe and comfortable facilities that all members of the community can use.</p> <p>Ferry wharves have been progressively upgraded over the past nine years. For more information on the Transport Access Program please visit www.transport.nsw.gov.au/projects/current-projects/tap-3</p>
What is the budget for this upgrade?	Ferry wharves at Double Bay, Darling Point and Greenwich Point are among those being made safer and accessible as part of the NSW Government's TAP. \$37 million has been allocated to tranche three of the program. More information can be found on our website
Was a climate change risk assessment conducted?	Yes, a climate change risk assessment has been carried out as part of the preliminary assessments for concept design.
<p>The artist's impressions don't provide a clear look for what the wharves will look like.</p> <p>The initial drawings don't provide enough detail to form an extensive response during the consultation period.</p>	<p>The artist's impression images are indicative only and are designed to provide the community with a visual aid during consultation. Artist's impressions of the refined design will be shared during the REF consultation.</p>

Feedback	Response
<p>How many people with a disability and the elderly use the wharf?</p> <p>How many people per week would benefit from the project?</p>	<p>The existing wharf is non-compliant for people with a disability or those with limited mobility and parents with prams.</p> <p>23.1% of Lane Cove Local Government Area residents are parents and home-builders (35-49 years old) and 3.1% of people in the area reported needing help in their day-to-day lives due to disability.</p> <p>28 people travel through Greenwich Point Wharf during peak times. This is expected to increase to 42 people by 2036.</p> <p>As an operator of public transport under the DDA, we are required to provide equitable access for all customers across our network. Providing equitable access ensures people with a disability but also those with limited mobility and parents with prams can access transport.</p> <p>In addition, the existing wharf is approaching the end of its design life. The new wharf would have a design life of 50 years with regular maintenance regimes and provide safe and comfortable facilities that all members of the community can use.</p>
<p>What is the current service life of the wharf?</p> <p>Is it due to be upgraded regardless?</p> <p>Is the upgrade design future proof and can it cope with the possibility of increased demand in the future?</p>	<p>The wharf is approaching the end of its design life. The new wharf would have a design life of 50 years with maintenance.</p> <p>The size of waiting areas, the lift, stairs and other choke points have been designed to cater for 2036 projections of patronage at Greenwich Point Wharf.</p>
<p>Please extend the consultation period until June 15.</p>	<p>Transport provided a six week period for consultation on the concept design – this was an extension to the four week period normally provided due to the Easter break.</p> <p>The community will have another opportunity have their say during the public display of the REF later this year.</p>
<p>When the feedback from this stage has been collated there should be an actual community meeting/forum.</p>	<p>The community will have another opportunity to provide feedback during the REF public display later this year. This will include opportunities to speak with the project team directly. If you have any questions about this report or the project please call 1800 770 973 or email wharfupgradeprogram@transport.nsw.gov.au</p>

Feedback	Response
<p>There should be a participatory design workshop for community consultation where a minimum of two designs are presented.</p>	<p>An engagement approach for this project has been developed based on the International Association for Public Participation (IAP2) framework of inform and consult. This level of engagement aims to provide stakeholders and the community with balanced and objective information to assist them in understanding the problems and solutions and to obtain feedback on these.</p> <p>We provide two opportunities for the community to share their feedback on the proposed upgrade: firstly through the concept design consultation and then through the REF consultation. Our project team carefully considers all feedback received during these public consultations.</p> <p>Following community feedback on the concept design we have made changes to the design as described in (insert relevant part of this report).</p> <p>More information about the options assessment will be included in the REF.</p>

Table 5: Feedback and response table – existing wharf

Feedback	Response
<p>The existing wharf structure should be retained. There is nothing wrong with the existing wharf, it shouldn't be changed.</p> <p>The seawall and existing surface of the original wharf could be repaired, and the refurbished wharf relocated to original wharf.</p>	<p>As an operator of public transport under the DDA, Transport is required to upgrade the public transport precincts to ensure equitable access is provided for all customers.</p> <p>Greenwich Wharf has been identified for an accessibility upgrade as it does not currently meet key requirements of the DDA or DSAPT.</p> <p>In addition, the existing wharf is approaching the end of its design life. The new wharf would have a design life of 50 years with regular maintenance regimes and provide safe and comfortable facilities that all members of the community can use.</p> <p>The wharf needs to be upgraded with a new pontoon and gangway, including upgraded landside access linking it to other modes of transport to meet these requirements.</p>
<p>The turning circle for cars and drop-off is very busy at different times.</p> <p>The current ramp's turning circle is too tight for large bicycles and kayaks.</p>	<p>The proposed concept design does not change the function of the turning circle.</p> <p>There is no plan to make changes to the existing ramp's turning circle.</p>
<p>The existing sandstone wall should be retained, refurbished and used in the design.</p>	<p>We do not anticipate any impacts to the existing seawall.</p>

Feedback	Response
<p>Will the existing shelter at the bottom of the ramp be removed?</p> <p>The waiting shelter is a period piece, do not remove it.</p> <p>The current waiting shelter provides great protection from the elements, the proposed design will be exposed to cold wind and rain.</p> <p>Please keep the community notice board which is in the shelter.</p>	<p>The existing shelter is not a heritage item and will be removed as part of the proposed upgrade.</p> <p>The proposal includes a waiting area on the pontoon itself with a curved roof, seating and glass weather protection panels to provide a comfortable and sheltered place to wait for the ferry. Additional glass panelling in the centre of the pontoon will be investigated as part of detailed design to address community feedback.</p> <p>The project team will consider a new location for the community notice board as part of detailed design.</p>
<p>There is a lack of parking around the existing wharf.</p>	<p>Additional parking is not in the scope of this project.</p> <p>Parking enquiries can be directed to Lane Cove Council on 9911 3555.</p>
<p>Will accessible parking be provided in the upgrade?</p>	<p>No accessible parking space has been included in the proposed upgrade.</p> <p>Transport investigated accessible parking options near the wharf, however determined that this would take space from Mary Carlson Park or Greenwich Park. Feedback received from the community indicated that this was not preferred.</p>
<p>Will there be provisions for electric car charging?</p>	<p>This is not within the scope of this project.</p>
<p>Can the existing bus shelter be moved down to the wharf's level?</p>	<p>The bus shelter will remain at street level to provide an area for customers to wait for their bus.</p>

Table 6: Feedback and response table – recreational activities at the wharf

Feedback	Response
<p>What will happen to the water-based recreational activities in the area during construction?</p>	<p>We will work with local clubs and recreational providers in the area to minimise disruption during construction.</p> <p>Some exclusion areas may need to be established to maintain the safety of people using the park and water in the area during construction.</p>

Feedback	Response
<p>Will the wharf be stepped for tides and provide safe access for recreational vessels?</p> <p>The floating pontoon will make it hard for watercraft to launch safely.</p> <p>Will there be a separate side dedicated for temporary recreational berthing for private vessels of all sizes?</p> <p>Will there be an area for recreational boats to be tied up safely?</p> <p>The drop-off zone should be clearly signed as a five minute drop-off area for the vessels.</p>	<p>The pontoon will rise and fall with the tide level to improve the efficiency and safety for ferries to pick-up and drop-off passengers.</p> <p>Recreational and commercial vessels will be permitted to berth at the new wharf for drop off and pick up. There will be a ladder from the pontoon to the water to assist with access. During detailed design we will investigate options for providing an area on the pontoon to allow the safe berthing of smaller vessels for loading and offloading purposes.</p> <p>Current rules for recreational and commercial vessels would apply at the new wharf. Vessels would be permitted to berth for pick-up and drop-off, however they are not permitted to tie up to the wharf. Signage requirements will also be considered during detailed design.</p> <p>Commuter Wharves cannot be booked. To use a Commuter Wharf, a commercial vessel operator must purchase a Regular Use Permit or a Voucher pack from Transport. Timetabled services, such as ferries, have priority access to the Commuter Wharves over other commercial or recreational vessel operators. Please see a full list of Commuter Wharves included in the Wharf Access Policy.</p>
<p>Greenwich Point is at capacity particularly for manoeuvring sailing crafts. Why move the pontoon out into an already cluttered area?</p>	<p>Maintaining access to the existing navigational channel in front of the wharf is a key requirement and this will be addressed further during detailed design. In the revised wharf design the pontoon has been repositioned in line with the current wharf's berthing face. The channel may be reduced at times during construction and boat operators are encouraged to practice safe navigation.</p>
<p>How will people with kayaks and canoes take their vessels down the stairs/ in the lifts?</p> <p>The stairs and the lift are unsuitable for bicycles and scooters.</p> <p>Large bicycle groups often take the Greenwich Point ferry and will create a bottleneck of users for the lift.</p> <p>Please keep the proposed ramp.</p>	<p>Following community feedback we have revised the design so we are able to maintain the existing ramp to provide more access choices for customers, including people with bikes and water vessels.</p>

Table 7: Feedback and response table – fishing activities at the wharf

Feedback	Response
A review is needed on the current fishing practices at the wharf.	Signage would be installed as part of the upgrade to inform and remind the fishing community of the requirements of responsible fishing at Greenwich Point Wharf which includes: consideration of nearby residents, other wharf and park users, keeping noise to a minimum and not leaving hooks, bait and fishing lines at the wharf.
There needs to be more signage and education on fishing guidelines.	
There is a problem with fishermen who leave bait and fish guts on the wharf area.	
The fishermen will defecate in the proposed lift and stairwell.	Recreational fishing in Sydney Harbour is regulated by the NSW Department of Primary Industries and is currently permissible at Greenwich Point Wharf.
There should be no fishing or a hose to wash area down after fishing.	Report suspicious fishing activity to the Fishers Watch Phone line on 1800 043 536 or contact NSW Police to report any anti-social behaviour.
Will there be provision for fishers and anglers to safely fish?	
Please make the upgrades similar to the Huntley Street wharf for fishers.	For general fishing information, call the Fisheries Information Line on 1300 550 474.

Table 8: Feedback and response table – ticketing and services

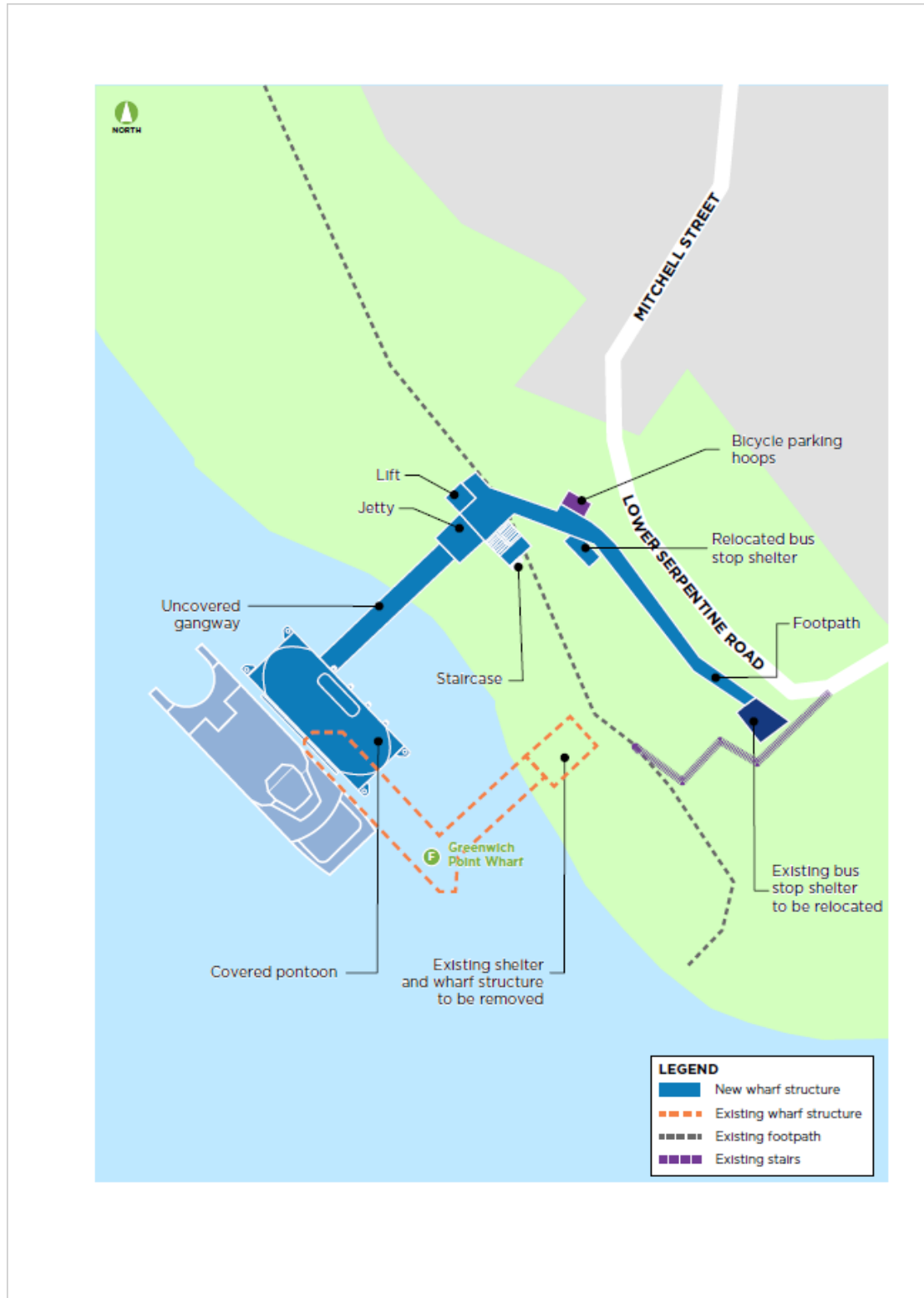
Feedback	Response
Will ferry services be stopped during the construction of the wharf?	Ferry services to Greenwich Point Wharf will be impacted during the construction and the wharf may be closed for up to six months, weather permitting. Alternative transport options would be considered and presented to the community later this year during the REF consultation.
Can there be ferry services connected to Cockatoo Island?	The primary purpose of this proposal is to upgrade the wharf to meet accessibility requirements under the DDA and DSAPT, to ensure equitable access is provided for all public transport ferry customers. The F8 ferry service provides connectivity between Greenwich Point Wharf and Cockatoo Island Wharf. For more information on current and future services visit https://yoursay.transdev.com.au/2020-service-changes or to submit a request for a service change call 131 500.
Why is the existing bus stop being moved? Can the bus stop be moved to the eastern or western side of Greenwich Point? Can the drop-off be moved closer to Mary Carlson Park?	Following community feedback, the location of the lift has moved closer to the existing stairs. The bus shelter in the revised design remains in a similar location to its current position. We will investigate moving the bus stop closer to Mary Carlson Park.
Buses run far too infrequently and rarely line up with the times the ferry runs.	Timetabling and services are outside the project scope, however we will provide this feedback to the bus and ferry service teams.

Feedback	Response
<p>Mobile reception is poor at the Greenwich Point wharf and people might have an issue if needing to call for help.</p>	<p>All wharves are fitted with Emergency Help Points. If you press an Emergency Help Point on any wharf, assistance will be provided by a trained operator.</p> <p>A security control centre operates 24 hours a day, seven days a week, with communication links to transport officers, police and emergency services.</p>
<p>The wharf needs a digital timetable.</p>	<p>Customers are able to access the online trip planner via mobile for up-to-date ferry timetables. A new digital timetable will be provided as part of the upgrade</p>

7 Appendices

7.1 Appendix A – Plan of proposed Greenwich Point Wharf Upgrade

Released during concept design public display. For illustrative purposes.



7.2 Appendix B – ‘Have your say’ community update



Greenwich Point Wharf Upgrade

Have your say

Transport for NSW | March 2021

The NSW Government is planning to improve Greenwich Point Wharf as part of the Transport Access Program.



An artist's impression of the proposed Greenwich Point Wharf improvements.

Transport for NSW is improving Sydney's ferry services for customers. New and upgraded wharves are being delivered as part of the NSW Government's Transport Access Program. This program has most recently delivered upgraded wharves at Parramatta, Kissing Point, Woolwich, Rydalmere, Cabarita and Abbotsford.

The Greenwich Point Wharf

Customers with mobility needs are currently unable to access Lower Serpentine Road from Greenwich Point Wharf.

The existing wharf at Greenwich Point includes a set of tidal steps for ferries to berth, a concrete jetty connecting the wharf to land and a small waiting shelter for passengers at the end of the wharf.

The proposal at Greenwich Point Wharf would improve accessibility for our customers. A concept design has been developed and we are inviting the community and customers to have their say on the suggested changes.

Accessible Public Transport

The Transport Access Program is an initiative to provide a better experience for public transport customers by delivering accessible, modern, secure, and comfortable transport that connects with other transport infrastructure. It is a legal requirement that all public transport infrastructure, including wharves, have fully compliant disability access by December 2022, excluding exemptions under special circumstances.



Plan of proposed new Greenwich Point Wharf for illustrative purposes.

Proposed concept design

The proposed wharf design includes a new floating pontoon. A new pontoon would improve the efficiency and safety for ferries to pick-up and drop-off passengers. It would also provide an area for recreational boats to berth.

Upgrades would include:

- a waiting area with a curved roof, seating and glass weather protection panels for passenger comfort
- an uncovered gangway and jetty
- a new lift and stairs
- new bicycle parking hoops
- existing bus shelter on Lower Serpentine Road relocated closer to the stairs and lift.

The new wharf would provide Greenwich Point with facilities that all members of the community can access.

For more information and images of the proposed wharf design visit our website nswroads.work/greenwichwharf

Wharf design

The Wharf Upgrade Program has been designed to create a distinctive theme for Sydney Harbour. The design aims to unify and identify the harbour wharves and the ferry commuter transport system.

Improvements

The proposal would improve:

- access for customers with assisted and unassisted mobility needs
- access for customers with prams
- protection from the weather
- seating and waiting areas
- safety for customers and staff
- efficiency of ferry pick-up and drop-off
- pedestrian access around the wharf
- access for recreational berthing.

Existing wharf structure

The existing wharf structure and shelter would be removed as part of this upgrade.

Customers are advised the existing footpath and stairs along the foreshore will connect to the new stair structure.

Potential construction impacts

Ferry services to Greenwich Point Wharf may be interrupted during the construction of the proposed wharf. Every effort would be made to lessen the disruption to the community. More information and the opportunity to provide feedback about how construction could affect you will be provided as part of the Review of Environmental Factors process.



The existing Greenwich Point Wharf.

How to have your say

We invite you to provide feedback on the proposed wharf design. Feedback will be considered until 5pm Wednesday 5 May 2021.

Due to school holidays we have extended consultation to six weeks so that everyone has a chance to have their say.

Complete our online survey at nswroads.work/greenwichwharf or contact us on the details below.

All feedback will be considered by the project team and used to inform the design. We will continue to keep customers and the community updated as the project progresses.

Community drop-in sessions

We invite you to come along to a community drop-in session in Greenwich Point, where members of the project team will be available to answer questions and provide information about the concept design. There will be no formal presentation so drop in at any time.

Social distancing measures will be in place to protect the safety of our staff and the community, we ask you to respect these measures when you visit our team.

Where: Mary Carlson Park, Lower Serpentine Road, Greenwich Point (near the Greenwich Point ferry Wharf entrance)

When: Sunday 18 April 2021 between midday and 3pm
Thursday 22 April 2021 between 2pm and 5pm

Other wharf upgrades in the area

Wharf interchanges across Sydney are being upgraded to improve the transport experience for customers and the community.

To find out more about wharf upgrades in your area visit nswroads.work/wharfupgrades

What are the next steps?



Scan the QR code to visit the project web page and learn more

Contact us

For more information or to subscribe for email updates contact:

1800 770 973
nswroads.work/wharfupgrades
wharfupgradeprogram@transport.nsw.gov.au

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 770 973.



March 2020
Transport for NSW (‘TfNSW’) is subject to the Privacy and Personal Information Protection Act 1998 (‘PPIP Act’) which requires that we comply with the Information Privacy Principles set out in the PPIP Act. All information in correspondence is collected for the sole purpose of assisting in the delivery of this project. The information received, including name and address of respondents, may be published in subsequent documents unless clear indication is given in the correspondence that all or part of that information is not to be published. Otherwise we will only disclose your personal information, without your consent, if authorized by the law. Your personal information will be held by us at 27 Angle Street, Parramatta. You have the right to access and correct the information if you believe that it is incorrect.

You can view a copy of the community update on our [webpage](#) under ‘community updates’.

7.3 Appendix C – A5 postcard

Greenwich Point Wharf Upgrade

Have your say - closing 5pm on Wednesday 5 May 2021



The NSW Government is proposing to improve Greenwich Point Wharf as part of the Transport Access Program.

The Greenwich Point Wharf

The proposal at Greenwich Point Wharf would improve accessibility for our customers. A concept design has been developed and we want to know what you think of the proposal.

How can I have my say?

To learn more, visit the project page at nswroads.work/greenwichwharf or call us on 1800 770 973. You can take our online survey or get in touch with the project team to have your say.

Feedback is open until **5pm on Wednesday 5 May 2021**.



An artist's impression of the proposed Greenwich Point Wharf improvements.

We encourage you to ask questions and provide feedback on the proposed wharf design by **5pm on Wednesday 5 May 2021**



Scan the QR code to visit the project web page and learn more



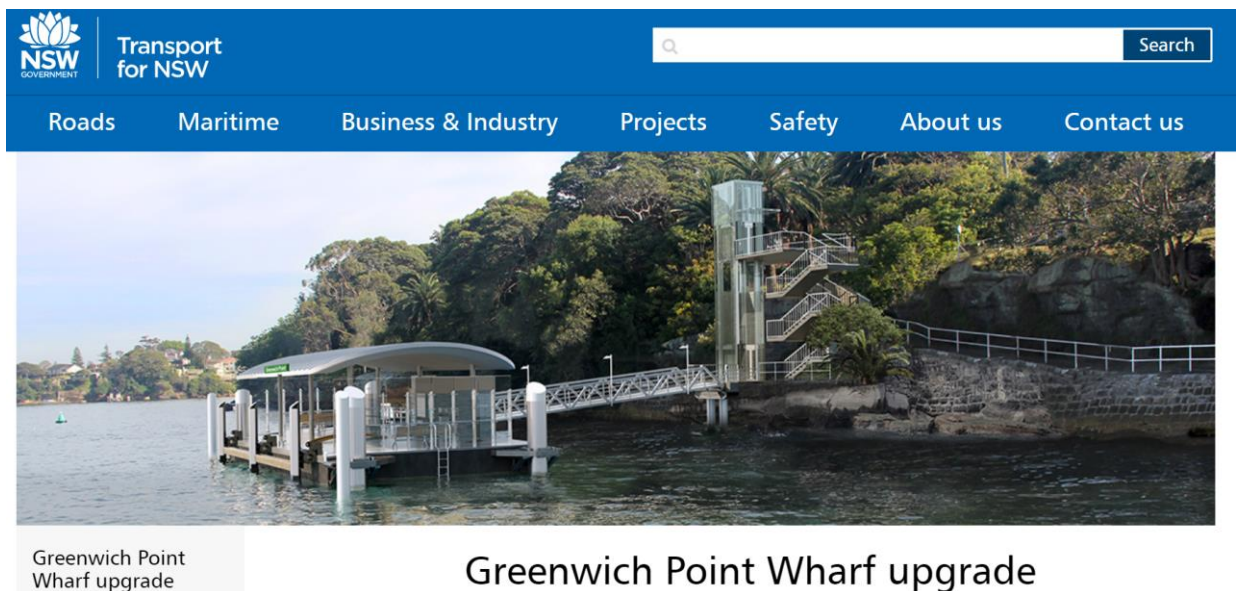
An artist's impression of the proposed Greenwich Point Wharf improvements.

7.4 Appendix D – Letterbox distribution zone

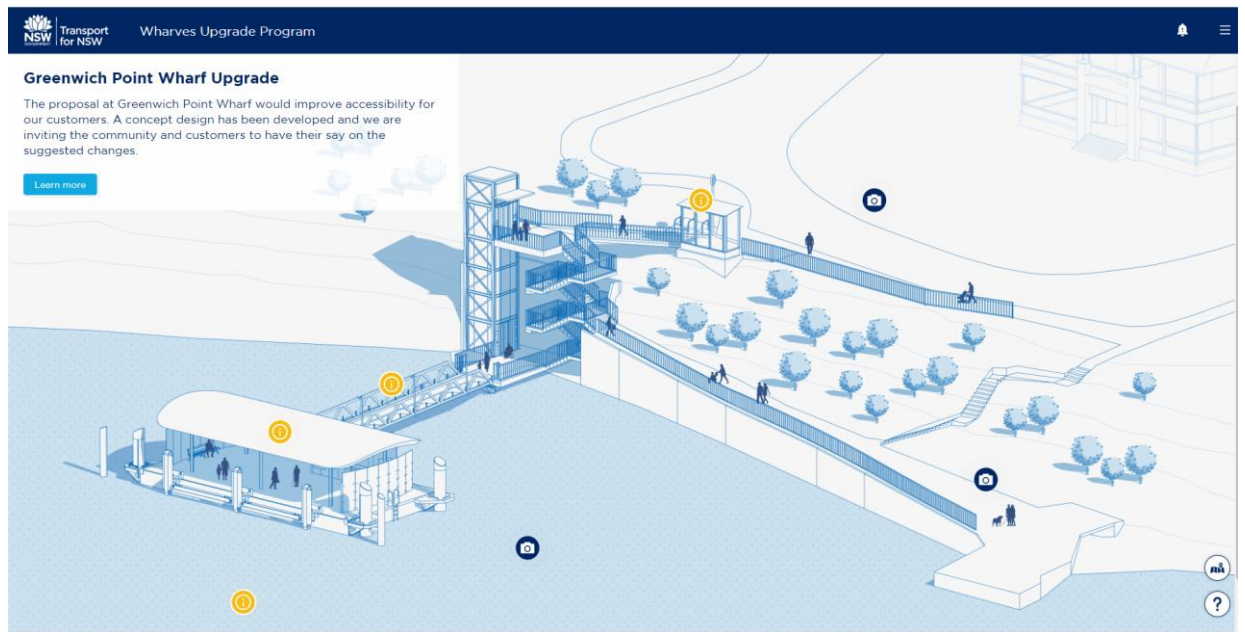


7.5 Appendix E – Project webpage and interactive portal

[Project webpage](#)



Interactive portal



7.6 Appendix F – Social Media (Facebook post)

 **Transport for NSW** 
Published by Sarah Friggieri  · March 29 · 

We want your feedback on the proposed Greenwich Point Wharf accessibility upgrades 
Click the 'Learn more' button to have your say.



RMS.NSW.GOV.AU
Greenwich Point Wharf
Have your say by 5 May

[Learn More](#)

7.7 Appendix G – Greenwich Point Wharf Upgrade poster



Greenwich Point Wharf Upgrade

Have your say
Transport for NSW | March 2021

The NSW Government is planning to improve Greenwich Point Wharf as part of the Transport Access Program



An artist's impression of the proposed Greenwich Point Wharf improvements.

Transport for NSW is improving Sydney's ferry services for customers. New and improved wharves are being delivered as part of the Transport Access Program.

Proposed concept design

The proposal at Greenwich Point Wharf would improve:

- access for customers with assisted and unassisted mobility needs
- access for customers with prams
- protection from the weather
- seating and waiting areas
- safety for customers and staff
- efficiency of ferry pick-up and drop-off
- pedestrian access around the wharf
- access for recreational berthing.

How to have your say

We invite you to provide feedback on the proposed wharf design. Feedback will be considered until **5pm Wednesday 5 May 2021**.

Complete our online survey at nswroads.work/greenwichwharf

Community drop-in sessions

Ask questions and learn more about the proposed upgrade. There will be no formal presentation so drop in at any time.

Where: Mary Carlson Park, Lower Serpentine Road, Greenwich Point (near the Greenwich Point ferry Wharf entrance)

When: Sunday 18 April 2021 between midday & 3pm
Thursday 22 April 2021 between 2pm & 5pm

Scan the QR code to visit the project web page and learn more



