



Transport
for NSW

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

Proposed bus stop changes at Miranda, Caringbah and Taren Point

Consultation report
June 2021

Executive summary

1.1 Overview

This report provides a summary of Transport for NSW's (Transport's) engagement with the community and key stakeholders about proposed bus stop changes in Miranda, Caringbah and Taren Point, between Kingsway at Miranda and Box Road at Taren Point.

The improvements are proposed as part of the NSW Government's Bus Priority Infrastructure Program (BPIP) and supports the State's plan to deliver the future transport network (*Future Transport 2056 Strategy*), to ensure that every customer enjoys safe travel across a high performing and reliable bus network.

The proposed changes in this location would improve the travel time reliability of the section of the Suburban Bus Route 3 bus corridor in the Sutherland Shire local government area, primarily serviced by routes 477 (Miranda to Rockdale) and 478 (Miranda to Rockdale via Ramsgate).

The main features of the proposal are:

- Rationalising bus stop locations to optimise the spacing between bus stops
- Relocating some bus stops to optimise spacing and/or address traffic and safety issues.
- Upgrading the adjacent bus stops (where changes are proposed) to comply with the Disability Standards for Accessible Public Transport and the *Disability Discrimination Act (DDA) 1992*, as a result of the removal / relocation of bus stops.

A summary of the proposed changes presented to the community and key stakeholders is provided below:

- Four bus stop removals (including the removal of signage and other bus stop infrastructure)
- Three bus stop relocations
- Nine bus stop upgrades (including bus stops adjacent to the ones for proposed removal and proposed relocation).

1.2 Summary of engagement

On 1 February 2021, Transport informed the community and key stakeholders about the proposed bus stop changes in Miranda, Caringbah and Taren Point, and asked for feedback on the proposal by 15 February 2021. Feedback was invited by telephone, email or via the project 'Have Your Say' portal.

Transport subsequently extended the proposal feedback period until 3 March 2021, after correcting an error in our project contact details.

Due to COVID-19 and the social distancing order, Transport adopted a slightly different approach to engage with the community and key stakeholders during the consultation period. We were not able to doorknock in person, but we did everything we could to engage with the customers impacted by the bus stop changes.

During the engagement period, Transport:

- distributed a community update (see Appendix A) through a letterbox drop (see Appendix B) to about 3049 nearby addresses. The distribution was based on a 400 metre radius from each bus stop proposed for removal / relocation
- created a dedicated project webpage that the community could access at nswroads.work/suburbanbusroutes3 (see Appendix C)
- created a project 'Have Your Say' portal with an interactive map to provide the community details on bus stop changes (see Appendix D)
- displayed posters at bus stops proposed for removal / relocation, and provided a QR code for community access to the 'Have Your Say' portal to provide feedback (see Appendix E)
- published a newspaper notice in the leading local newspaper, St George & Sutherland Shire Leader (see Appendix F).

Transport received feedback from 25 customers:

- 16 emails from unique senders
- 3 phone calls
- 6 submissions/feedback via the 'Have Your Say' portal
- 1 site meeting with residents from a nearby aged care facility in Miranda

The key matters raised included:

- loss of amenity and access to services for residents at nearby retirement village by removing bus stop ID 2228102 on Kingsway, Miranda
- further walking distance to adjacent bus stops may not be possible for seniors with mobility impairment
- queries and comments in regards to the information provided on the community notification
- suggestions for other bus service improvements
- pedestrian safety issues from relocating bus stops further from traffic signals near schools

A detailed summary of the feedback and responses can be found in the section of this document titled: 4 Feedback and Transport's responses.

1.3 The decision

Transport would like to thank everyone who provided feedback.

We have listened to the community and carefully considered the feedback received.

Transport intends to proceed with the proposed bus stop changes in Caringbah and Taren Point, but have made some changes to the original proposal to exclude bus stop changes in Miranda as a result of feedback from the local community and discussions with Sutherland Shire Council.

Transport will not be progressing with the removal of bus stop ID 2228102 on Kingsway in Miranda. As a result of this decision, the proposed upgrades to the adjacent bus stops ID 2228101 and 2228103 will be omitted from the proposal.

We will continue to work with Sutherland Shire Council and bus operators to progress with the bus stop changes in Caringbah and Taren Point.

Transport will keep the community updated as this project progresses.

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Introduction

2.1 Background

The Sydney metropolitan road network is highly congested at times, which can result in delays and poor reliability for some bus services.

The BPIP is a Transport initiative that aims to address congestion on the network, primarily by enhancing the efficiency and effectiveness of existing roads and traffic systems to provide improved priority and reliability for buses. It is a 10 year rolling program of targeted initiatives that will invest in bus priority infrastructure along key transport corridors.

The BPIP has the following core customer objectives:

- Improve bus travel speeds and bus travel times along key bus corridors.
- Improve bus service reliability to contribute to the achievement of 95 per cent on time running of bus services.
- Improve road safety by improving bus operation infrastructure.
- Support the future growth in bus services along key corridors connecting city and suburban centres.

BPIP projects help to provide:

- Improved priority for buses with bus lanes.
- Bus priority at signalised intersections.
- More efficient bus stop placement.

Transport is delivering these improvements aligned with the longer term objectives of the NSW Government's Future Transport 2056 Strategy, which is the NSW Government's roadmap to deliver the State's future transport network. The focus of the strategy is to enable people and goods to move safely, efficiently and reliably around the Sydney metropolitan area. The proposed bus stop changes support wider measures to reduce travel times for bus services and to make them more reliable, by prioritising public transport in key corridors.

The section of Kingsway in Miranda and Taren Point Road in Caringbah and Taren Point were identified as a suitable location for improvements that can deliver benefits in line with these wider objectives. The key bus routes here are 477 (Miranda to Rockdale) and 478 (Miranda to Rockdale via Ramsgate), which play an important role in moving people and goods from Miranda to Rockdale Station, Kogarah Station and St George Hospital in Kogarah.

2.2 The proposal

Transport is proposing to improve the reliability of buses by making changes to bus stops along Kingsway in Miranda and Taren Point Road in Caringbah and Taren Point, serviced mainly by bus route 477 and 478.

The key features of the proposal are:

- rationalising bus stop locations to optimise the spacing between bus stops
- relocating some bus stops to optimise spacing and / or address traffic and safety issues

- upgrading adjacent bus stops to comply with the Disability Standards for Accessible Public Transport and the *Disability Discrimination Act (DDA) 1992*, as a result of removal / relocation of bus stops

The proposed bus stop changes presented to the community and key stakeholders on Kingsway in Miranda are listed below and shown in Figure 1:

- Removal of the southbound bus stop ID 2228102 between Miranda Road and Carramar Crescent as there are alternative bus stops within 215m and 165m. Replace with 'No Stopping'.
- Upgrading adjacent bus stops ID 2228101 and 2228103 to be DDA compliant.

The proposed bus stop changes on Taren Point Road in Caringbah presented to the community and key stakeholders are listed below and shown in Figure 2:

- Removal of the southbound bus stop ID 222934 between Captain Cook Drive and Kingsway as there are alternative bus stops within 240m and 140m. Replace with 'No Stopping'.
- Upgrading adjacent bus stops ID 222933 and 222935 to be DDA compliant.
- Relocating bus stop ID 222933 by 60m south to provide extra space for bus queue approaching stop. The new relocated bus stop will be upgraded to be DDA compliant.
- Relocating bus stop ID 222944 by 90m south to provide extra space for bus queue departing bus stop. The new relocated bus stop will be upgraded to be DDA compliant.

The proposed bus stop changes on Taren Point Road in Taren Point presented to the community and key stakeholders are listed below, as shown in Figure 3:

- Removal of the southbound bus stop ID 222922 near Bay Road as there are alternative bus stops within 290m and 210m. Replace with 'No Stopping'.
- Upgrading adjacent bus stops ID 222921 and 222923 to be DDA compliant.
- Removal of the northbound bus stop ID 222949 at Box Road as there are alternative bus stops within 280m and 90m. Replace with 'No Stopping'.
- Upgrading adjacent bus stop ID 222948 near Parraweena Road to be DDA compliant.
- Relocating bus stop ID 222950 by 90m south closer to Box Road signalised pedestrian crossing. The new relocated bus stop will be upgraded to be DDA compliant.



Figure 1 Proposed bus stop changes on Kingsway, Miranda

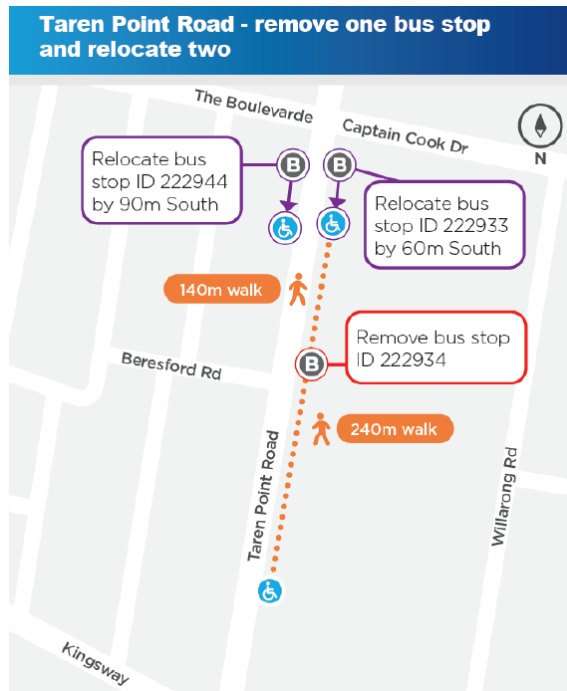


Figure 2 Proposed bus stop changes on Taren Point Road, Caringbah



Figure 3 Proposed bus stop changes on Taren Point Road, Taren Point

Engagement approach

3.1 Objectives

Transport engaged with the community and key stakeholders about the proposed bus stop changes to understand their concerns and needs, so that feedback could be considered as part of the decision-making process where possible.

This has allowed us to:

- seek comment, feedback, ideas and suggestions for consideration when making a decision on a matter that has not yet been determined.
- advise directly affected stakeholders about the proposal.
- build a database of interested and concerned community members with whom to continue engagement during the proposal’s development and delivery.
- advise the community on how they can obtain further information and communicate feedback.

3.2 How engagement was done

An ‘inform’, ‘consult’ and ‘collaborate’ engagement approach was used for the project to:

- **‘Inform’** the community and stakeholders of the proposed changes. Provide the rationale and justification of the proposal to assist with their understanding of its benefits.
- **‘Consult’** with the community and stakeholders to explain the proposal objectives, potential impacts and proposed mitigation measures.
- **‘Collaborate’** with key stakeholders (including the Council, bus planners, bus operators, Transport’s Network and Safety, Transport’s Network Operations, Transport’s Transport Management Centre and Transport’s Sydney Coordination Office) to determine workable solutions and consider feedback and address concerns where appropriate.

Transport commenced engagement with key stakeholders early 2020 and began engaging with the community on 1 February 2021. Feedback initially closed on 15 February 2021, but was extended until 3 March 2021 (see Table 1).

Table 1: Community and stakeholder engagement timeline

Engagement channel	Communication	Date
Stakeholder meetings	Briefed Sutherland Shire Council staff Briefed Georges River Council staff Briefed Bayside Council staff	September 2019 September 2019 February 2020
Community update distribution	Emailed State MPs office: - Miranda - Rockdale	29 January 2021
	Community update (see Appendix A) distributed to 3049 addresses (see Appendix B) within a 400 metre radius of each bus stop for proposed removal / relocation.	1 February 2021

Engagement channel	Communication	Date
	Revised community update (see Appendix A1) was redistributed to 3049 addresses.	24 February 2021
Webpage	Project webpage (see Appendix C) with information including the community update and link to 'Have Your Say' portal.	1 February 2021
'Have Your Say' portal	Project portal go live to provide interactive map for 'Have Your Say' and project information (see Appendix D).	1 February 2021
Poster	Posters (see Appendix E) displayed at each bus stop for proposed removal / relocation.	1 February 2021
Newspaper advertisement	Publication in the St George & Sutherland Shire Leader (see Appendix F).	3 February 2021
Referred to in community update	Close of feedback. Extended feedback period.	15 February 2021 3 March 2021

3.3 Engagement outcome

Transport received feedback from 25 people, 16 via email, 3 phone calls and 6 via the 'Have Your Say' portal.

The key matters raised included:

- loss of amenity and access to services for residents at nearby retirement village by removing bus stop ID 2228102 on Kingsway, Miranda
- further walking distance to adjacent bus stops may not be possible for seniors with mobility impairment
- queries and comments in regards to the information provided on the community notification
- suggestions on other bus service improvements
- pedestrian safety issues from relocating bus stops further from traffic signals near schools

Feedback and Transport's responses

Transport has summarised the feedback received and provided responses below in Table 2.

All feedback has been considered to help Transport make decisions about the final scope and delivery of the project.

The table below shows the full range of feedback provided. This feedback is not repeated so, for example, if more than one person said they support the proposal, this is listed just once.

Relevant matters will be raised directly with the appropriate authorities such as local councils, including those that are out-of-scope.

Table 2: Feedback received during the consultation period

Category	Feedback	Transport's response
Justification for the proposal	How will the removal of bus stops make the service more reliable? How will the removal of bus stops provide greater customer safety? How will the removal of bus stops provide greater motorist safety? How will the removal of bus stops guarantee that the buses will run on time?	Every year, Transport and bus operators receive thousands of complaints about slow and unreliable bus services. This can affect people's perception of bus service quality compared to other travel choices and their ability to reliably access employment, education, medical and other services. A number of measures have been identified to address these issues targeting particular bus corridors that currently experience lower service reliability.
	The general rule of a standard 400 metres between bus stops should be reviewed where there is a concentration of individuals with mobility challenges residing in the area.	Adjusting the number and location of bus stops along a bus corridor is one measure that can help reduce the risk of delays to customers. It limits the need for buses to continually pull in and out of traffic from poorly located bus stops where the number of customers may be considerably lower compared to other adjacent bus stops along the route, or where buses may miss green traffic lights or get caught in queues behind turning cars. Maintaining suitable access to bus stops and adjacent land uses which the bus stop services is an important consideration when determining if a bus stop should be

Category	Feedback	Transport's response
		<p>removed or relocated. The proposal aims to strike a balance between:</p> <ul style="list-style-type: none"> • maintaining a suitable walking distance to bus stops (i.e. within a 400 metre radius or an average five minute walk) and those key land uses which they service, and • providing a bus service that can keep to time and enable bus customers to reach their destinations quickly and reliably. <p>While at individual locations the proposed changes may only seem to have small benefits, collectively they can deliver an important cumulative benefit to service reliability across locations along the corridor.</p>
	<p>Have you surveyed the area and the customers who are using these bus services? Many are older and elderly that already have difficulty in walking the distance to the existing bus stops and now you are proposing an extra 120 - 230m walk. Members of the community who have a back, leg or foot injuries, permanent or short term, will find the extra distance prohibitive.</p>	<p>Transport carried out a preliminary assessment for each bus stop to determine whether the bus stop should be retained, upgraded, relocated, removed or extended, including a review and analysis of:</p> <ul style="list-style-type: none"> • Customer number counts (Opal data) to identify usage at each bus stop (compared to adjacent bus stops) including identifying the busiest times and the relative numbers of seniors/pensioners and students • Public Transport Information and Priority System (PTIPS) data showing bus performance along routes, compared with schedules • Key customer number generators • Topography and bus stop spacing, having regard to the 400 metre spacing guideline (which helps with efficient bus operation) whilst maintaining a suitable

Category	Feedback	Transport's response
		walking distance to bus stops (i.e. within a five minute walk or 400 metre radius).
Removal of bus stop ID 2228102 on Kingsway, Miranda	<p>Bus stop ID 2228102 was previously recognised by Transport as 'Logeman Court Retirement Malvern Road, Miranda' on bus timetables, but was recently changed to 'Kingsway opposite Junction Street, Miranda'. The historic purpose of this bus stop was to cater for the needs of the residents of Logeman Court.</p> <p>Council has recently improved access to the bus stop from the aged care facility by the provision of an additional pathway across the road reserve in Malvern Road to the Kingsway. It is clear that Council in conjunction with the providers of the residential aged care facility supported the establishment of the current location to optimise the ease of access for elderly residents.</p> <p>The removal of the bus shelter/stop could be seen to decrease practical compliance with the accessibility principle outlined in the State Environmental Planning Policy (Housing for Seniors or People with a Disability) 2004. The reduction in practical compliance arises from the increased travel distances that aged care facility residents will need to travel to the other stops in the same Kingsway block.</p> <p>The importance of this stop for residents at the age care facility is so imperative to their outings, wellbeing and general lifestyle qualities. There is a specially designed pathway for the safe</p>	<p>Transport considered all feedback from residents and have made changes to the proposal. We have decided to retain bus stop ID 2228102, and as a result of this decision, the adjacent bus stops ID 2228101 and 2228103 will also remain as is without further upgrades.</p> <p>We acknowledge the importance of this bus stop for residents in the nearby aged care facility, and also note that Sutherland Shire Council installed a pathway to optimise the ease of access for elderly residents just recently.</p> <p>Sutherland Shire Council will continue to work with the community to implement future bus stop upgrades in the area.</p>

Category	Feedback	Transport's response
	<p>access of this stop for these residents and they should not be disadvantaged by the removal it.</p>	
	<p>The rationale for the proposed changes ignores special needs of existing users. Whilst travelling distances of 215m or 165m poses no impediment to fully abled residents, many of the residents of Logeman Court and Juliana Village suffer from mobility issues or disabilities and are reliant upon walking frames. Removal of bus stop ID 2228102 will not result in these residents travelling to the adjoining bus stops and shelters but rather becoming reliant on taxis or other forms of private transportation.</p>	
	<p>The removal of both the stop and the shelter shed will have a huge impact on the wellbeing of our elderly residents, particularly those who are handicapped as am I, and who require a walking frame to get to the existing stop/shelter. It may not seem far for able-bodied people to walk the extra distance to either of the two alternate stops suggested, but it will make it extremely difficult for those of us who are not able-bodied, to negotiate this extra distance.</p>	
	<p>The benefit of keeping the bus stop as it is for the residents far outweighs any benefits that might be assumed to be gained by Transport for their timetables.</p>	
	<p>Forcing the elderly and disabled residents to walk up to 200m either uphill or downhill to the other bus stops is absurd. The residents depend on the close proximity of bus stop ID 2228102 for their shopping trips and social outings which</p>	

Category	Feedback	Transport's response
	<p>play a major part in the upkeep of their livelihoods and independence.</p>	
	<p>I rely on this bus stop and I'm 80 years old. Removing this bus stop removes my independence and not everyone finds it easy to walk further to another bus stop.</p>	
	<p>I support deleting bus stop ID 2228102, but would note this bus stop is used by a number of routes you have not listed in the proposal operated by Transdev, including routes 969, 971 and 985.</p>	
	<p>Whilst Transport notes that bus stop ID 2228102 is mainly serviced by bus routes 477 and 478 along the Miranda to Bondi Junction via Airport corridor, this ignores that the stop also caters to routes 969, 971, 977, 978, 985, 988, 750S, which are heavily relied upon by the residents of Malvern Road to access shopping and leisure centres throughout the Sutherland Shire.</p>	
	<p>This bus stop is serviced within the Sutherland-Cronulla area by bus routes 985, 969, 971, 977, and 978. These routes provide me and other residents also on walking frames with a positive service.</p>	
	<p>Kingsway northbound towards Miranda Westfield between Hinkler Ave and Montgomery Street there are 5 bus stops. All about only 150m apart.</p>	

Category	Feedback	Transport's response
	<p>I totally disagree with the impending changes and if anything would petition the addition of an extra bus stop at Ventura Ave and the Kingsway.</p> <p>If this bus stop is removed then the alternatives are either Westfield Miranda 750m uphill or Kareena Hospital bus stop 850m uphill.</p>	
<p>Upgrade of bus stop ID 2228103 on Kingsway, Miranda</p>	<p>Based on the ride data from Opal, is there really a justifiable business case for building a modern bus stop/shelter at bus stop ID 2228103 as promised in your glossy brochure when (or before?) bus stop ID 2228102 is removed? Has a cost-benefits analysis taken place?</p> <p>From my personal observation, buses hardly ever stop at bus stop ID 2228103. How many seconds would be saved before the terminus at Miranda, where buses layover for a period before the next trip?</p> <p>One of the proposed replacement bus stops is bus stop ID 2228103 (Kingsway westbound, towards Miranda terminus, at the bottom of the hill). This stop is marked only by a sign nailed to a telegraph pole. This is the last stop before the Miranda terminus and in all the years I have travelled by bus I have never seen anyone board a bus there for the one stop to Miranda terminus. There is no corresponding eastbound bus stop on the opposite side of Kingsway, the first stop after Miranda terminus being bus stop ID 2228115, opposite bus stop ID 2228102.</p>	<p>The original proposal to remove bus stop ID 2228102 would have resulted in the reuse of bus stop shelter at bus stop ID 2228103. However Transport have decided to retain bus stop ID 2228102 following feedback from residents and discussions with Sutherland Shire Council. As a result, no upgrades are proposed to bus stop ID 2228103 as part of this proposal.</p>

Category	Feedback	Transport's response
Relocation of bus stop ID 222944 on Taren Point Road, Caringbah	<p>I am not convinced that bus stop ID 222944 should be relocated further to the south. It makes students from both high schools walk longer. More students from Caringbah High School will cross the road direct from the school side to the bus stop side instead of using the traffic lights to cross the road because they will need to walk longer and worry about missing the bus.</p>	<p>Relocating the bus stop 90 metres away from the intersection would allow sufficient maneuverability for the buses.</p> <p>This recommended setback addresses driver and pedestrian safety and sight distance issues close to an intersection.</p>
	<p>Please confirm the house number where the proposed relocation of bus stop ID 222944 will be in front of on Taren Point Road, Caringbah?</p>	<p>The proposed location is outside 251 Taren Point Road, within the existing 'No Parking at all times' restrictions.</p>
Relocation of bus stop ID 222950 on Taren Point Road, Taren Point	<p>I support moving bus stop ID 222950 further south, closer to the traffic lights. Commuters often run across the road to get the bus which is dangerous here.</p>	<p>Transport thanks you for your feedback and support on this proposal.</p>
Upgrade of bus stop ID 222923 on Taren Point Road, Taren Point	<p>Route 477 turns left from Taren Point Road into Box Road. Are you moving this bus stop? I strongly oppose moving this bus stop, as route 477 couldn't access it if you move it here.</p>	<p>Transport is not intending to relocate bus stop ID 222923, but this bus stop will be upgraded to be DDA compliant as a result of the removal of bus stop ID 222922.</p> <p>We acknowledge an error on the placement of bus stop ID 222923 on the initial community notification, and have made adjustments to reflect the correct location of the bus stop on an updated community notification. Transport apologise for any confusion caused.</p>
Removal of bus stop ID 222922 on Taren Point Road, Taren Point	<p>Please don't remove bus stop ID 222922. Currently it took me 15 minutes to walk to the bus stop every day. If I need to take the bus near Box Road it will take me approximately 20 minutes.</p>	<p>The additional walking distance to adjacent bus stops are 290 metres (to the north) and 160 metres (to the south) respectively on a flat grade. The nearest bus stop is 160 metres away to the south which is about a two minutes' walk from bus stop ID 222922. We note that the initial notification had incorrectly stated 190 metres.</p>

Category	Feedback	Transport's response
Communications	The bus stop ID 222923 is not where you have pictured it on the map. It is currently on the northern side of Box Road.	We acknowledge an error on the placement of bus stop ID 222923 on the initial community notification, and have made adjustments to reflect the correct location of the bus stop on an updated community notification. Transport apologise for any confusion caused.
	The contact number is incorrect on the printed document.	<p>Transport acknowledges an error was made on the first community notification and apologise for any inconvenience caused.</p> <p>We updated the correct contact details on the community notification and redistributed a second notification in Miranda, Caringbah and Taren Point.</p> <p>The feedback period was also extended to 3 March 2021 to provide the community extra time to submit feedback.</p>
	The attendance by two senior transport officials to the aged care facility to discuss the bus stop proposal showed great consideration and care to our aged residents with disabilities and others within the immediate area of this bus stop ID 2228102.	Transport appreciates the opportunity to meet with residents to discuss about the bus stop changes. All feedback received was carefully considered in the decision making process.
	Your brochure states that "These bus stop changes are mainly serviced by bus routes 477 and 478 along the Miranda to Bondi Junction via Airport corridor", does this mean that the 477 would continue from Miranda to the airport? Or would I have to get off at Rockdale to pick up another 477 bus to the airport? It would be too good to be true if the 477 went from Miranda all the way to Bondi Junction via the Airport.	At this stage there is no plans on services changes

Category	Feedback	Transport's response
Other suggested bus service improvements	<p>From my continued observation, the delays in arriving and leaving Miranda Westfield Changeover are to a great degree in peak hours, contributed by the traffic lights at Jackson Avenue and The Kingsway, Miranda. Jackson Avenue is a transport bottleneck so why not find out why?</p>	<p>Jackson Avenue is a local road under the care of Sutherland Shire Council. This feedback has been passed onto Council for consideration.</p>
	<p>I work in Taren Point and I commute with bus route 377 every morning and afternoon. The afternoon services are definitely not enough especially between 3 to 4 pm those schools hours. Normally people need to wait at least 2 to 3 buses for over an hour to get on the bus.</p>	<p>Thank you for your feedback, we have passed on your feedback to our bus planning team and bus operators for consideration.</p>
	<p>The bus stop ID 222969 'Kingsway opposite The Sutherland Hospital' is too close to the busy intersection of Kareena Road/Port Hacking Road/Kingsway. School children often overcrowd at this bus stop, some spilling too close to the kerb. Safety concerns of vehicles/trucks travelling at 70kmh would run into school kids when turning at speed.</p>	<p>Thank you for your feedback, we have passed on your feedback to our bus planning team and Network Transport and Safety department for consideration.</p>
	<p>Strongly recommend you consider moving bus stop ID 222921 further north towards the signalised intersection on Taren Point Road. This stop was originally further north however it was moved back to allow route 478 to use the stop before it turned right at the lights onto Toorak Avenue to complete the 'Taren Point loop'. However, for several years now, the route 478 no longer uses this stop and bypasses it to allow an easier right turn. Given the stop doesn't</p>	<p>Thank you for your feedback, we have passed on your feedback to our bus planning team and bus operators for consideration.</p>

Category	Feedback	Transport's response
	<p>need to be far from the intersection for the 478, it could return further north, allowing for a shorter walk to the traffic lights and people's homes in the residential part of Taren Point. The stop is also used by elderly residents of the Woollooware Shores retirement village, and this would shorten the walk for these vulnerable commuters. The further from the Toorak Avenue/Holt Road intersection this stop is, the less safe and convenient it is for commuters.</p>	
	<p>With the closure of stops, bus timetables will need to be updated. Outside of daytime, route 477 often runs several minutes early between Captain Cook Bridge and Miranda in the southbound direction, due to the timetable allowing too much time between stops. The closure of stops will exacerbate this further. Timing needs to be reviewed and brought in closer outside daytime hours.</p>	<p>Transport will liaise with bus operators to ensure that bus timetables are updated to reflect any changes in estimated time of arrival.</p>
	<p>For bus stops you are deleting, please remove the bus stop shelters. Often when stops are removed, the shelters are left behind. This creates confusion as to whether the bus stop still exists or not. Many of the stops you are removing have shelters. Please commit to removing these as well, and preferably relocating them where possible to nearby stops without shelters.</p>	<p>Bus shelters are under the care and control of Council. Transport will work with Sutherland Shire Council to coordinate the removal of bus shelters from the bus stops being removed or relocated. It is intended that any removed shelters would be re-used at other bus stops nearby where space allows. As part of the proposal, other bus stop infrastructure such as the bus zone signage, standing areas and bus flag will be removed from the bus stops subject to removal or relocation.</p>
	<p>Why can't the upgrades be made over time to all bus stops, so that they all comply with</p>	<p>Transport adopts the principal guidelines as set out in the Older Persons Transport and Mobility Plan 2018-2022, whereby if a bus stop is removed or relocated, the</p>

Category	Feedback	Transport's response
	accessibility standards in accordance with the Disability Discrimination Act (DDA) 1992?	adjacent bus stops must be upgraded to comply with DDA 1992.
Streetscape improvements	Any flora plantings coming to enhance the area?	Flora plantings are outside the scope of the proposal. The proposal would not require the removal of any flora plantings or establishment of additional plantings, only minor tree trimming. Streetscape plantings is under the care and control of the local council and we have passed on your feedback to Sutherland Shire Council for consideration.

4.1 The decision

Transport would like to thank everyone who provided feedback.

We have listened to the community and carefully considered the feedback received.

Transport intends to proceed with the proposed bus stop changes in Caringbah and Taren Point, but have made some changes to the original proposal to exclude bus stop changes in Miranda based on feedback from the local community and discussions with Sutherland Shire Council.

Transport will not be progressing with the removal of bus stop ID 2228102 on Kingsway in Miranda. As a result of this decision, the proposed upgrade of the adjacent bus stops ID 2228101 and 2228103 will be omitted.

We will continue to work with Sutherland Shire Council and bus operators to progress with the bus stop changes in Caringbah and Taren Point.

Transport will keep the community updated as this project progresses.

Appendix A – Community update, 1 February 2021



Changes to bus stops in Miranda, Caringbah and Taren Point

Transport for NSW | February 2021

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.

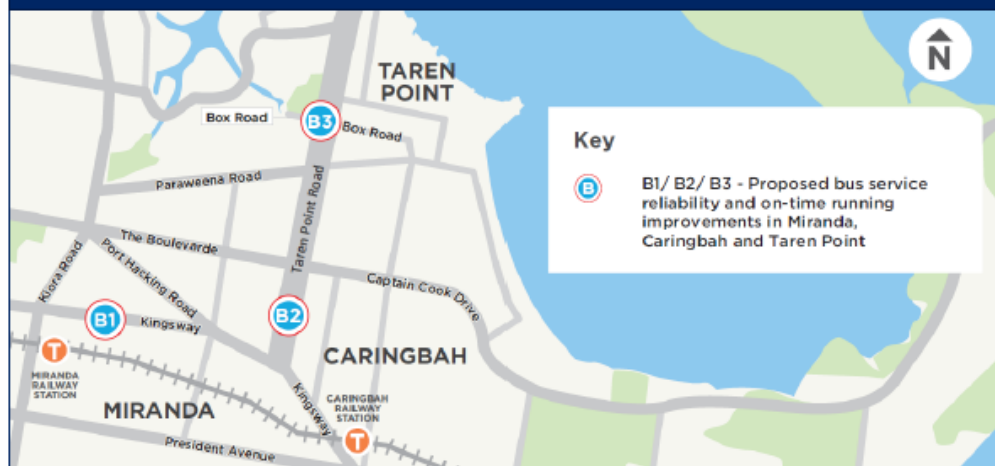
Transport for NSW (Transport) is working with bus operators and local councils to improve bus reliability and on-time running in Miranda, Caringbah and Taren Point.

The proposed bus stop changes aim to strike a balance between maintaining a reasonable walking distance (i.e. within 400m radius or an average five minute walk) to bus stops and an efficient bus network. Transport will also make accessibility upgrades to any new or existing bus stops adjacent to impacted bus stops. See insets overleaf for details.

These bus stop changes are mainly serviced by bus routes 477 and 478 along the Miranda to Bondi Junction via Airport corridor.

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.

Proposed bus stop changes in Miranda, Caringbah and Taren Point



Transport for NSW
roads-maritime.transport.nsw.gov.au

1

B1 Miranda



The bus stop changes on the Kingsway, Miranda would include:

- removal of the southbound bus stop ID **2228102** between Miranda Road and Carramar Crescent as there are alternative bus stops within 215m and 165m. Replace with 'No Stopping'
- upgrading adjacent bus stops ID 2228101 and 2228103 to be DDA compliant.



Transport will be upgrading the adjacent bus stops that bus customers will use as a result of the removal/relocation of bus stops. The bus stop upgrades will be carried out to comply with accessibility standards in accordance with the *Disability Discrimination Act (DDA) 1992*.

B2 Caringbah



The bus stop changes on Taren Point Road, Caringbah would include:

- removal of the southbound bus stop ID **222934** between Captain Cook Drive and Kingsway as there are alternative bus stops within 240m and 140m. Replace with 'No Stopping'
- upgrading adjacent bus stops ID 222933 and 222935 to be DDA compliant
- relocating bus stop ID **222933** by 60m south to provide extra space for bus queue approaching stop. The new relocated bus stop will be upgraded to be DDA compliant.
- relocating bus stop ID **222944** by 90m south to provide extra space for bus queue departing bus stop. The new relocated bus stop will be upgraded to be DDA compliant.



B3 Taren Point



The bus stop changes on Taren Point Road near Gwawley Park would include:

- removal of the southbound bus stop ID 222922 near Bay Road as there are alternative bus stops within 290m and 210m. Replace with 'No Stopping'
- upgrading adjacent bus stops ID 222921 and 222923 to be DDA compliant
- removal of the northbound bus stop ID 222949 near Parraweena Road as there are alternative bus stops within 280m and 90m. Replace with 'No Stopping'
- relocating bus stop ID 222950 by 90m south closer to Box Road signalised pedestrian crossing. The new relocated bus stop will be upgraded to be DDA compliant.



Have your say

We welcome your feedback on the proposed bus stop changes by **Monday 15 February 2021**.



Have your say by visiting nswroads.work/miranda-airport



1800 572 250



buspriority@transport.nsw.gov.au



131 450

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 572 250.

February 2021

Privacy: Transport for NSW ("TNSW") 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 names and addresses of respondents, may be published in subsequent documents unless a clear indication is given in the correspondence that all or part of that information is not to be published. Otherwise TNSW will only disclose your personal information, without your consent, if authorised by the law. Your personal information will be held by TNSW at 27 Argyle Street, Parramatta. You have the right to access and correct the information if you believe that it is incorrect.

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Appendix A1 – Revised community update, 24 February 2021



Note: Updated contact details. Extension of Have Your Say until 3 March 2021. Apologies for any inconvenience caused.

Changes to bus stops in Miranda, Caringbah and Taren Point

Transport for NSW | February 2021

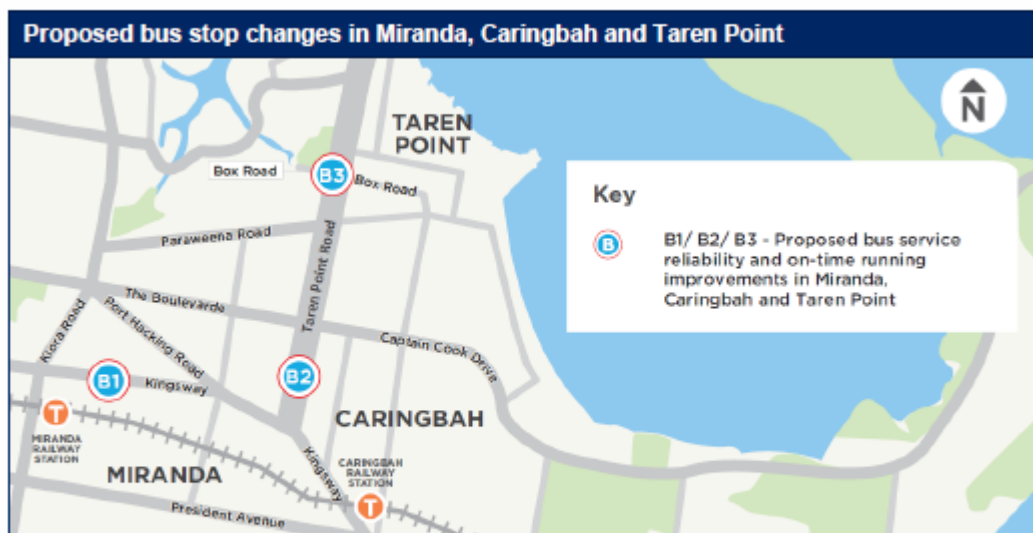
The NSW Government has funded the Gateway to the South bus improvements program. The program aims to improve the reliability of bus services on southern Sydney's main bus corridors.

Transport for NSW (Transport) is working with bus operators and local councils to improve bus reliability and on-time running in Miranda, Caringbah and Taren Point.

The proposed bus stop changes aim to strike a balance between maintaining a reasonable walking distance (i.e. within 400m radius or an average five minute walk) to bus stops and an efficient bus network. Transport will also make accessibility upgrades to any new or existing bus stops adjacent to impacted bus stops. See insets overleaf for details.

These bus stop changes are mainly serviced by bus routes 477 and 478 along the Miranda to Bondi Junction via Airport corridor.

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.



B1 Miranda



The bus stop changes on the Kingsway, Miranda would include:

- removal of the southbound bus stop ID 2228102 between Miranda Road and Carramar Crescent as there are alternative bus stops within 215m and 165m. Replace with 'No Stopping'
- upgrading adjacent bus stops ID 2228101 and 2228103 to be DDA compliant.



Transport will be upgrading the adjacent bus stops that bus customers will use as a result of the removal/relocation of bus stops. The bus stop upgrades will be carried out to comply with accessibility standards in accordance with the *Disability Discrimination Act (DDA) 1992*.

B2 Caringbah



The bus stop changes on Taren Point Road, Caringbah would include:

- removal of the southbound bus stop ID 222934 between Captain Cook Drive and Kingsway as there are alternative bus stops within 240m and 140m. Replace with 'No Stopping'
- upgrading adjacent bus stops ID 222933 and 222935 to be DDA compliant
- relocating bus stop ID 222933 by 60m south to provide extra space for bus queue approaching stop. The new relocated bus stop will be upgraded to be DDA compliant.
- relocating bus stop ID 222944 by 90m south to provide extra space for bus queue departing bus stop. The new relocated bus stop will be upgraded to be DDA compliant.



B3 Taren Point



The bus stop changes on Taren Point Road near Gwawley Park would include:

- removal of the southbound bus stop ID 222922 near Bay Road as there are alternative bus stops within 290m and 210m. Replace with 'No Stopping'
- upgrading adjacent bus stops ID 222921 and 222923 to be DDA compliant
- removal of the northbound bus stop ID 222949 at Box Road as there are alternative bus stops within 280m and 90m. Replace with 'No Stopping'
- upgrading adjacent bus stop ID 222948 near Parraweena Road to be DDA compliant
- relocating bus stop ID 222950 by 90m south closer to Box Road signalised pedestrian crossing. The new relocated bus stop will be upgraded to be DDA compliant.



Have your say

We welcome your feedback on the proposed bus stop changes until **Wednesday 3 March 2021**.



Have your say by visiting nswroads.work/suburbanbusroutes3 or scan the QR code below.



1800 575 250



buspriority@transport.nsw.gov.au



131 450

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.



February 2021

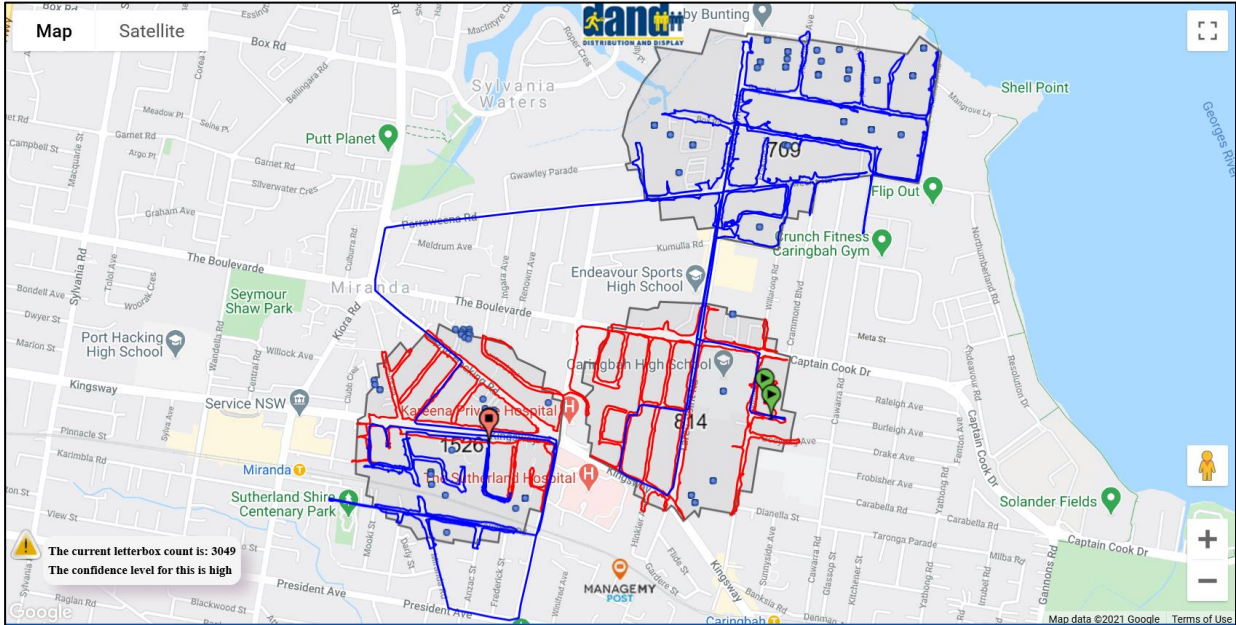
Privacy: Transport for NSW ("TfNSW") is subject to the Privacy and Personal Information Protection Act 1998 ("PPPI Act") which requires that we comply with the Information Privacy Principles set out in the PPPI Act. All information in correspondence is collected for the sole purpose of assisting in the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

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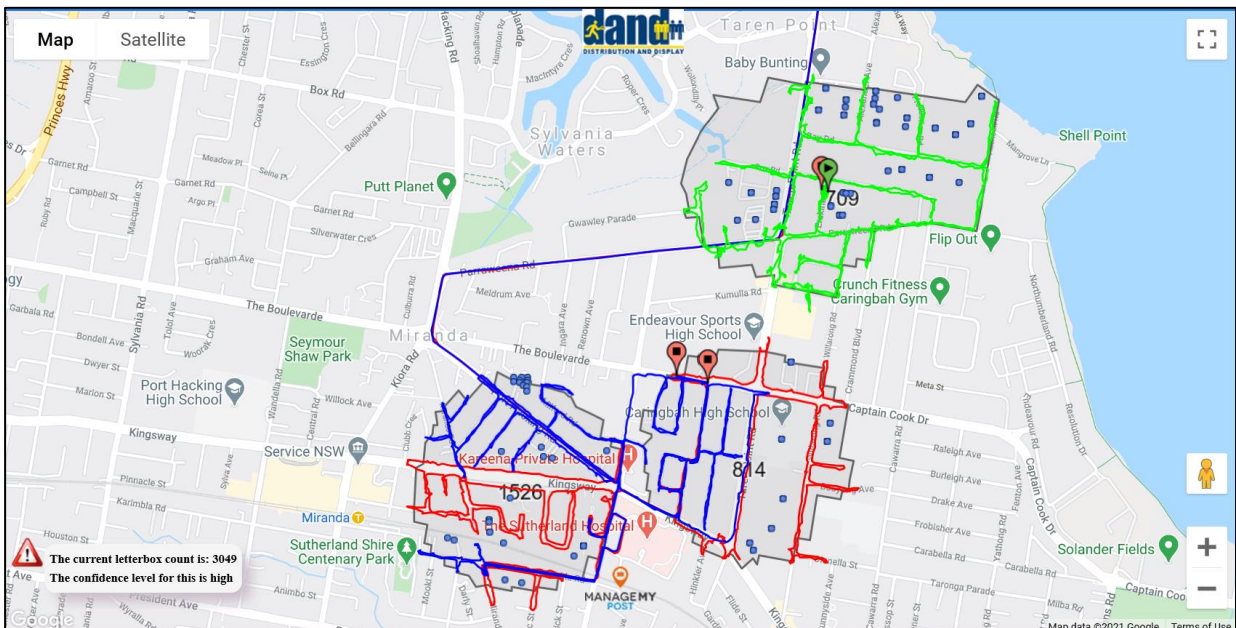
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Appendix B – Community update distribution area

Distribution on 1 February 2021



Distribution on 24 February 2021 – Revised notification



Appendix C – Project webpage

The screenshot shows a webpage for Transport for NSW. At the top left is the NSW Government logo and the text 'Transport for NSW'. To the right is the 'Roads and Maritime' department name and a search bar. A dark blue navigation bar contains links for 'Roads', 'Maritime', 'Business & Industry', 'Projects', 'Safety', 'About us', and 'Contact us'. The main content area features a sidebar on the left with the text 'Suburban Bus Routes 471, 477, 478' and a link '< All projects'. The main heading is 'Bus stop changes at Miranda, Caringbah, Taren Point, Sans Souci and Ramsgate'. Below this is a paragraph: '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.' A light blue call-to-action box contains a video player icon, the text 'Have Your Say', and a link to an 'interactive portal'. Below this is a 'Project information' section with a 'Project background' sub-section. The background text states: 'Transport for NSW understands that customers enjoy safe travel across a high performing and efficient network. We are proposing changes to some bus stops in Miranda, Caringbah, Taren Point, Sans Souci and Ramsgate, in consultation with bus operators and local council. The changes are to improve bus reliability and on-time running along the Miranda to Bondi Junction via the Sydney Airport bus corridor. The changes will include bus stop removals and upgrades to comply with accessibility standards as per the Disability Discrimination Act 1992.' A blue vertical bar with an upward arrow is on the right side of the project information section.

NSW Government | Transport for NSW | Roads and Maritime

Search

Roads | Maritime | Business & Industry | Projects | Safety | About us | Contact us

Suburban Bus Routes 471, 477, 478

< All projects

Bus stop changes at Miranda, Caringbah, Taren Point, Sans Souci and Ramsgate

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.

Have Your Say

Check out our [interactive portal](#) for details and have your say on the proposed bus stop changes in Miranda, Caringbah, Taren Point, Sans Souci and Ramsgate.

Project information

Project background

Transport for NSW understands that customers enjoy safe travel across a high performing and efficient network. We are proposing changes to some bus stops in Miranda, Caringbah, Taren Point, Sans Souci and Ramsgate, in consultation with bus operators and local council.

The changes are to improve bus reliability and on-time running along the Miranda to Bondi Junction via the Sydney Airport bus corridor. The changes will include bus stop removals and upgrades to comply with accessibility standards as per the Disability Discrimination Act 1992.

Appendix D – ‘Have Your Say’ portal

The screenshot shows a web interface for bus stop changes. At the top, it features the NSW Government logo, 'Transport for NSW', and the project title 'Creating Reliable Journeys INTERACTIVE PROJECT PORTAL'. A 'Contact' link is in the top right. The main content is divided into a left sidebar and a right map area. The sidebar has a blue header with a back arrow and the text 'Miranda, Caringbah, Taren Point'. Below this, it lists 'Bus stop changes' with five items, each with a bus stop icon and a description of the change. At the bottom of the sidebar are buttons for 'Download project update' and 'Back to overview'. The map area shows a map of the region with bus stop locations marked by icons. A search bar at the top of the map area contains the text 'Search for your address'. The map labels include 'SYLVANIA WATERS', 'MIRANDA', and 'CARINGBAH'. The bus stop icons are color-coded: blue for existing stops and red for stops to be removed or relocated.

NSW Government
Transport for NSW
Creating Reliable Journeys
INTERACTIVE PROJECT PORTAL

Contact

Map key Reset Search for your address

Miranda, Caringbah, Taren Point

Bus stop changes

- Kingsway, Miranda** – Remove Bus Stop ID 2228101 (westbound) between Miranda Road and Carramar Crescent
- Taren Point Road, Caringbah** – Remove Bus Stop ID 222934 between Kingsway and The Boulevard/Captain Cook Drive
- Taren Point Road, Taren Point (northbound)** – Remove Bus Stop ID 222949 between Parraweena Road and Box Road
- Taren Point Road, Taren Point (northbound)** – Relocate Bus Stop ID 222950 at Cwawley Park
- Taren Point Road, Taren Point (southbound)** – Remove Bus Stop ID 222922 near Bay Road

Download project update

Back to overview

MIRANDA CARINGBAH TAREN POINT

SYLVANIA WATERS

Box Rd Parraweena Rd Taren Pt Rd Kingsway

Appendix E – Poster with QR code

Miranda

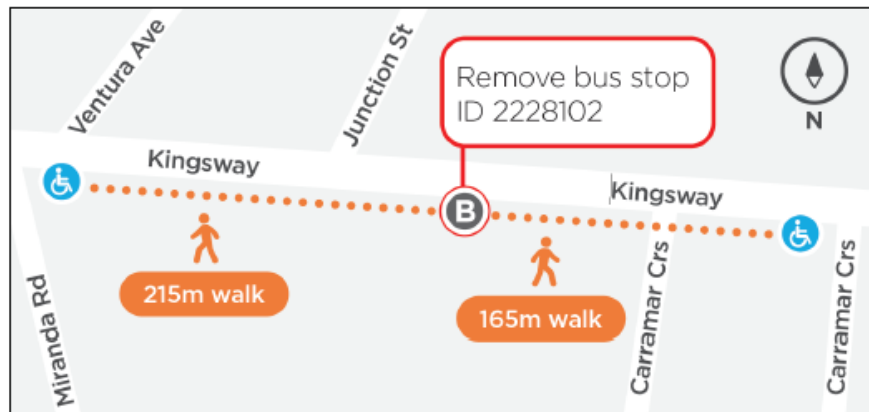
Bus stop changes

Have your say on proposed changes to Bus Stop ID 2228102

Kingsway, Routes 477, 478, 969, 971, 977, 978, 985, 988, 731S, 750S, S262, S381, S382

Transport for NSW is proposing some bus stop changes to improve bus travel time and on-time running for our customers.

We are proposing to remove Bus Stop ID 2228102, and upgrade adjacent bus stops to comply with accessibility standards in accordance with the Disability Discrimination Act 1992.



For more information about the proposed bus stop changes, please visit nswroads.work/miranda-airport-portal, or simply scan the code below.



Bus stop changes

Have your say on proposed changes to Bus Stop ID 222933, 222934 and 222944

Taren Point Road, Routes 477, 478, 977, 731S, 750S, S43, S262

Transport for NSW is proposing some bus stop changes to improve bus travel time and on-time running for our customers.

We are proposing to remove Bus Stop ID 222934 and relocate Bus Stop ID 222933 and 222944.

Further to that, we are proposing to upgrade the adjacent bus stops to comply with accessibility standards in accordance with the Disability Discrimination Act 1992.

For more information about the proposed bus stop changes, please visit nswroads.work/suburbanbusroutes3, or simply scan the code below.



Bus stop changes

Have your say on proposed changes to Bus Stop ID 222949 and 222950

Taren Point Road, Routes 477, 478, 730S, 733S, 734S, 750S, S8, S255, S308

Transport for NSW is proposing some bus stop changes to improve bus travel time and on-time running for our customers.

We are proposing to remove Bus Stop ID 222949 and relocate Bus Stop ID 222950 by 115m south.

Further to that, we are proposing to upgrade adjacent bus stops to comply with accessibility standards in accordance with the Disability Discrimination Act 1992.

For more information about the proposed bus stop changes, please visit nswroads.work/suburbanbusroutes3, or simply scan the code below.



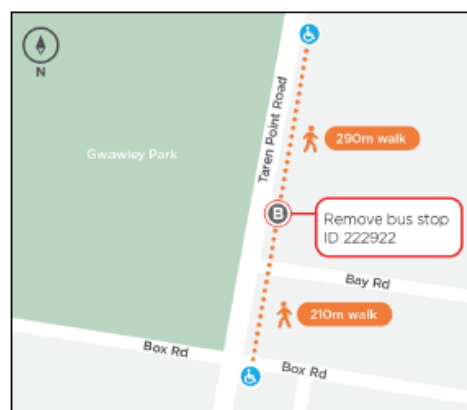
Bus stop changes

Have your say on proposed changes to Bus Stop ID 222922

Taren Point Road, Routes 477, 478, 731S, 733S, 750S, 768S, S14, S262

Transport for NSW is proposing some bus stop changes to improve bus travel time and on-time running for our customers.

We are proposing to remove Bus Stop ID 222922, and upgrade adjacent bus stops to comply with accessibility standards in accordance with the Disability Discrimination Act 1992.



For more information about the proposed bus stop changes, please visit nswroads.work/suburbanbusroutes3, or simply scan the code below.



Appendix F – Newspaper advertisement, St George & Sutherland Shire Leader, 3 February 2021

Student eye test urged

Have a job before school

BY MERRYN PORTER

PARENTS are being urged to book their children in for a back-to-school eye test after it was found increased screen time during the pandemic was putting a strain on children's eyes.

New research released by Specsavers also found parents were not treating their children's eye health as a priority, despite increased screen time, which could lead to digital eye strain.

Specsavers said an increase in remote learning last year led to a significant rise in children presenting with digital eye strain.

Specsavers Rockdale optometrist Helen Lee said virtual and screen-based learning meant children and teens were spending more time on their laptops and tablets than before.

"I've noticed a significant rise in the number of children presenting with digital eye strain," she said. "We recommend Rockdale parents bring their child to see an optometrist for a routine eye test before they begin school. An eye test for your child



EYE EYE: Children should have an eye test before starting school and at least every two years after that, experts say.

should be a part of that back-to-school checklist, even if you aren't concerned about any changes in their vision or they don't wear glasses."

Specsavers estimates as many as 60,000 Australian children and teens have missed having an eye test due to COVID-19.

In the Rockdale area, Specsavers says there are

1804 children and young adults between the ages of five and 19 who may have missed an eye test, which can detect the most common problems - short and long-sightedness.

Specsavers optometrists recommend parents take their child for a routine eye test before they begin school and at least every two years

afterwards, unless otherwise directed by an optometrist.

If a child complains about headaches, blurred vision or any other eye issues, it is recommended parents book an appointment with an optometrist straight away.

The research also revealed that Australian parents were managing their children's eye health differently, de-

pending on the age of the parent. While eye health was a concern across all generations of parents, especially relating to screen time, this concern was not leading parents to seek professional advice, with 14 per cent of parents of children aged 5 to 17 not acting when their child experienced or complained about an eye issue.

PARENTS and carers are being urged to ensure their child's immunisation schedule is up-to-date as the new school year gets under way.

NSW Health's Director of Health Protection Richard Broome said while the NSW vaccination rate was high, some children have missed important vaccines to protect against highly-infectious diseases such as whooping cough and measles.

Carers are asked to check immunisations are up-to-date if their child is starting pre-school, childcare, primary school or secondary school. Children starting preschool, childcare, primary or secondary school in 2021 must provide an immunisation history, and children can only be enrolled in childcare where evidence is provided that they are fully immunised for their age, or on a recognised catch-up schedule or have a medical reason not be vaccinated.

- MERRYN PORTER

Changes to bus stops in Miranda, Caringbah and Taren Point



Transport for NSW (Transport) is working with bus operators and local councils to improve bus reliability and on-time running in Miranda, Caringbah and Taren Point.

The proposed bus stop changes aim to strike a balance between maintaining a reasonable walking distance (i.e. within 400m radius or an average five minute walk) to bus stops and an efficient bus network. Transport will also make accessibility upgrades to any new or existing bus stops adjacent to impacted bus stops. See insets for details.

These bus stop changes are mainly serviced by bus routes 477 and 478 along the Miranda to Bondi Junction via Airport corridor.

Taren Point Road - remove one bus stop and relocate two



The bus stop changes on Taren Point Road, Caringbah would include:

- removal of the southbound bus stop ID 222934 between Captain Cook Drive and Kingsway as there are alternative bus stops within 240m and 140m. Replace with 'No Stopping'
- upgrading adjacent bus stops ID 222933 and 222935 to be DDA compliant
- relocating bus stop ID 222933 by 60m south to provide extra space for bus queue approaching stop. The new relocated bus stop will be upgraded to be DDA compliant.
- relocating bus stop ID 222944 by 90m south to provide extra space for bus queue departing bus stop. The new relocated bus stop will be upgraded to be DDA compliant.

Have your say

We welcome your feedback on the proposed bus stop changes by Monday 15 February 2021. Visit nswroads.work/suburbanbusroutes3, or simply scan the QR code to the interactive portal.



Kingsway - remove one bus stop



The bus stop changes on the Kingsway, Miranda would include:

- removal of the southbound bus stop ID 2228102 between Miranda Road and Carramar Crescent as there are alternative bus stops within 215m and 145m. Replace with 'No Stopping'
- upgrading adjacent bus stops ID 2228101 and 2228103 to be DDA compliant.

Transport will be upgrading the adjacent bus stops that bus customers will use as a result of the removal/relocation of bus stops. The bus stop upgrades will be carried out to comply with accessibility standards in accordance with the Disability Discrimination Act (DDA) 1992.

Taren Point Road near Gwawley Park - remove two bus stops and relocate one



The bus stop changes on Taren Point Road near Gwawley Park would include:

- removal of the southbound bus stop ID 222922 near Bay Road as there are alternative bus stops within 290m and 210m. Replace with 'No Stopping'
- upgrading adjacent bus stops ID 222921 and 222923 to be DDA compliant
- removal of the northbound bus stop ID 222949 near Parraweena Road as there are alternative bus stops within 280m and 90m. Replace with 'No Stopping'
- relocating bus stop ID 222950 by 90m south closer to Box Road signalised pedestrian crossing. The new relocated bus stop will be upgraded to be DDA compliant.

Contact us

1800 572 250
 @ buspriority@transport.nsw.gov.au
 Bus Priority, PO Box 973, Parramatta NSW 2124

- End of report -