

Macdonaldtown Station upgrade

Safe Accessible Transport program

August 2024



Macdonaldtown Station, February 2024

The NSW Government is improving accessibility and safety at Macdonaldtown Station

This upgrade is being developed as part of the Safe Accessible Transport program. The program aims to make public transport safer, more inclusive and easier to use for all passengers.

Improvements will be designed to support our diverse customers, such as people with disabilities, parents or carers with prams, the elderly, and women and girls.

Key features



- A new lift to improve access to platforms, subway and surrounding streets



- An accessible parking space and an accessible kiss and ride space on Burren Street



- A new family accessible toilet, new hearing loops, platform regrading and tactile indicators



- Safety improvements including lighting, CCTV, and wayfinding signage



- Placemaking enhancements that consider Connecting to Country.



Project status

We have developed a draft concept design by looking at the site's unique opportunities and constraints, and through undertaking targeted stakeholder engagement.

We are now seeking wider community feedback on the draft concept design.

Pending funding for project delivery, the next phase of the project would include Review of Environmental Factor (REF) for Planning Approval and detail design development prior to commencing construction.

Engagement will be ongoing throughout project development.

What we have heard so far

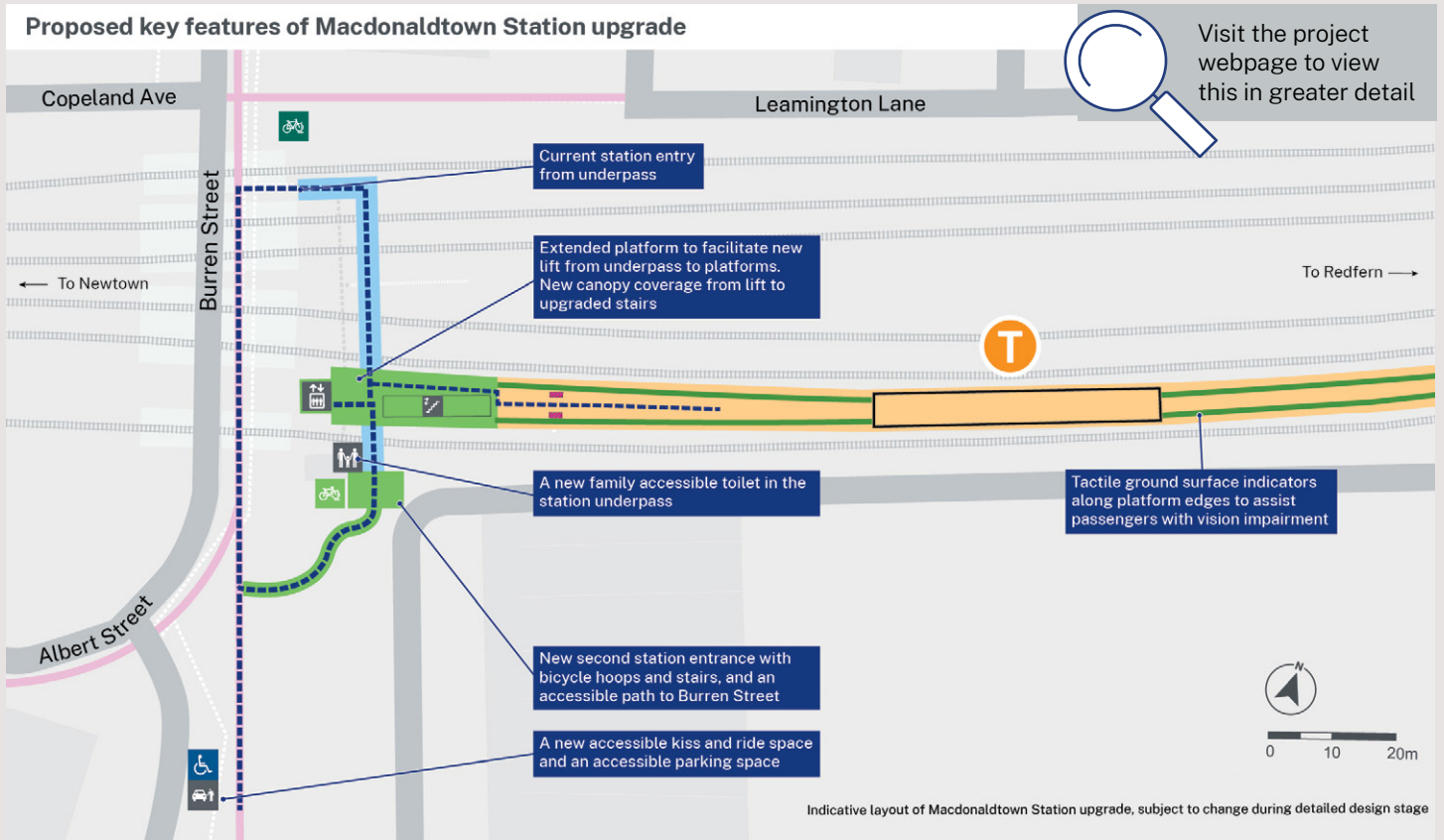
So far, we have engaged with various groups including City of Sydney Council, people with disability, and separately with women and girls from the local community through a Safer Cities Program workshop.

We also accessed existing customer feedback about Macdonaldtown Station to help understand community sentiment. These engagements and research provided insights into how the transport network is used and the opportunities we have to improve passengers' experiences.

Feedback we have heard so far includes:

- More safety and security measures such as additional CCTV cameras, emergency help points and mirrors for better visibility could make the station underpass feel safer at night. Warmer lighting and public art could also make it less sterile, and also deter vandalism.
- Uneven and narrow footpaths, particularly on Burren Street, are a trip hazard and add to the sense of being unsafe.
- Limited availability of amenities such as seating, water fountains and toilets at the station.
- Ensure sufficient space on platform for safe wheelchair/scooter reversing out of the lift.

Proposed key features of Macdonaldtown Station upgrade



KEY

 Proposed features	 New stairs	 Existing bicycle hoops	 Existing footpath
 Existing features	 New lifts and landings	 Accessible kiss and ride space	
 Boarding Assistance Zone	 New family accessible toilet	 Accessible parking space	
 Accessible path of travel	 New bicycle hoops	 Existing underpass	

- Suggestion to include additional signage to help customers use the accessible station when it is unmanned.
- Include Opal poles at lift entries so customers can tap on/off while they wait.
- Can damp walls in the subway be addressed, as people with mobility problems need to be able to lean for support on occasion.
- Include platform information displays closer to the stairs/lift so passengers don't have to travel to the current shelters for service information.

Have your say

To view the draft concept design and learn more about the project, please scan the QR code on the next page or visit transport.nsw.gov.au/macdonalddtown

Feedback can be submitted by:

- Emailing projects@transport.nsw.gov.au
- Calling 1800 684 490
- In person at a pop-up information session (details on page 4)

Please provide your feedback by **5pm Wednesday 21 August**.

Feedback received will be considered in finalising the concept design.

Next steps

Community Engagement





Meet the project team

We invite you to come and meet the team where you may ask questions and learn more about the proposed project.

You can drop in any time during the informal sessions.

Come and see us at
Macdonaldtown Station on
Saturday 10 August, 10am - 1pm
Wednesday 14 August, 4pm - 6pm



Macdonaldtown Station, February 2024

Safe Accessible Transport program

This project is being delivered as part of the Safe Accessible Transport program, which aims to make public transport safe, inclusive and easy to use for all passengers, especially people with disability, older people, people with prams or luggage and others who may be experiencing mobility problems.

The program will upgrade stations to achieve Disability Standards for Accessible Public Transport (DSAPT) compliance, improving amenity, access and safety and acknowledging the important role these locations have to the communities they serve.

The modernisation of the network also helps bring ageing infrastructure in line with current accessibility standards, making it possible for everyone to access transport services.



Get in touch

If you have any questions or would like more information please contact our project team:



1800 684 490



projects@transport.nsw.gov.au



transport.nsw.gov.au/macdonaldtown



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