



Inquiry into commuter car parking in New South Wales

Additional questions on notice

Transport for NSW

1. What data does Transport for NSW collect about the occupancy rates for commuter car parks across the state?
 - a. Other than the research referred to in your submission, do you have any information about whether people using commuter car parks are genuine commuters?
 - b. Do you have any data available on demographic breakdowns of people who use commuter car parks or other methods of accessing transport hubs?
 - c. Do you intend to conduct any further research in this area?

Answer:

Transport for NSW (TfNSW) collects information from Transport Customer Satisfaction surveys that ask customers how they accessed the station, stop or wharf, however it does not specify whether these customers used a commuter car park to access the transport hub. Some demographic information is collected enabling some profiling of how the customer accessed the station, stop or wharf.

To ensure the maximum number of spaces is available for public transport customers, TfNSW is investigating opportunities to improve parking availability for commuters through an Opal-activated commuter car park trial. The trial is proposed to commence in late 2017. Information will be collected during the trial regarding Opal trip usage and car park usage to assist with understanding commuter and non-commuter car park usage. Additional research may be conducted during the trial to understand additional detail as to who is using the opal-activated commuter car parks.

2. Can you provide the Committee with some more information about the changes to the Infrastructure SEPP proposed by the Department of Planning and Environment, in particular any specific improvements to the future of commuter car parking?
 - a. What is the current status of these proposed changes?
 - b. Has there been any feedback about the changes during the consultation phase?

Answer:

This question should be referred to the Department of Planning and the Environment.

3. Your submission highlights six commuter car parks which are currently at various stages of construction or planning.
 - a. Are there any other commuter car parks planned for the near future?

Answer:

In addition to the six projects at Ashfield, Eastwood, Merrylands, Prairiewood, Campbelltown and Pendle Hill, page 26 of the NSW Government submission identifies that new commuter car parking facilities are being constructed as part of the North-West Metro (4,000 spaces in total) and as part of the Northern Beaches B-line service (900 spaces in total). Further new commuter car parking is either being built or is planned at Beverley Hills, Cabarita, Casula, Carlingford, Cherrybrook, Eastwood, Hornsby, Lindfield, Rooty Hill, Showground, and West Pennant Hills.

4. Can you provide the Committee with some further detail on how decisions are made for where to locate new commuter car parks?

Answer:

Policies relating to the location of commuter car parking do not stand alone. They work together with policies relating to all aspects of interchanges. The NSW Government's submission (at pp 3-10) sets out the policy framework within which CCP provision operates.

The focus is on integrated interchange design. TfNSW undertakes precinct planning in and around public transport stations, considering demand, whether the station is currently accessible, the nature of the trips people are making through it and the nature of the local area.

Further, TfNSW considers the proximity of the proposed location to the Sydney CBD or other strategic centres, the availability of feeder services such as bus networks, the nature of the interchange in relation to the broader network (i.e. whether it is a gateway station to the rail network for regional customers), and the availability of commuter car parking at other locations on a transport line or section of a line. Land use, pricing, other parking options and related infrastructure and construction activity are also important considerations.

5. Can you provide the Committee with more information on the use of Opal cards to access bike sheds mentioned in your submission (p18)?
 - a. How many of these sheds are there and where are they located?
 - b. Has this program been considered a success? Are there any plans to expand it?

Answer:

Detailed information about free covered lockable bike sheds and rented individual bike lockers is available at www.bikelockers.com.au, including a full list of the current locations. Bike sheds are located at the following stations: Blacktown, Campbelltown, Caringbah, Edgecliff, Gosford, Holsworthy, Hornsby, Liverpool, Marrickville, Parramatta, Seven Hills, West Ryde and Woy Woy. The web page explains in detail how to access each type of facility.

Bike sheds are enclosed shared shelters where a bicycle can be stored out of the weather free of charge. They accommodate between 20 and 50 bicycles, depending on requirements at the bike shed location. Spaces do not need to be pre-booked. To gain entry to a bike shed, the customer links their Opal card and accepts the Bike shed terms and conditions. Customers must have a linked Opal card in order to be able to exit the bike shed to ensure security. Spaces cannot be guaranteed inside a shed as they are provided on a first in first served basis.

There are also over 950 bike lockers at over 130 interchanges across the public transport network. These do not require an Opal card for access.

6. Your submission notes that there is a scarcity of data available on the first mile/last mile role played by taxis and hire cars.
 - a. Are you doing any research to improve this data?

Answer:

TfNSW is not undertaking any data collection or research specifically on this topic. The Independent Pricing and Regulatory Tribunal (IPART) commissions regular surveys on taxi use in Sydney. The surveys include questions about use of hire cars, car share, ride share, courtesy transport and community transport, including journey purpose. Reports of these surveys are available at the IPART website: www.ipart.nsw.gov.au.

7. Your submission highlights the recent reforms to the point to point transport industry.
 - a. Can you provide any specific examples of how point to point transport has been considered to help commuters and potentially ease demand for commuter car parking?

Answer:

Point to point transport provides flexible, convenient options for passengers to get from A to B via the route they choose at a time that suits. It includes taxis, hire cars, tourist services in small vehicles and rideshare services.

The recent reforms in NSW represent the biggest change to the state's point to point transport industry in a generation. Significant reform has been underway since mid-2015. The new regulatory regime, set out in the *Point to Point Transport (Taxis and Hire Vehicles) Act 2016* and administered by the Point to Point Transport Commission, commenced in full on 1 November 2017.

These reforms are an example of how the government has created a more contestable market and allowed rideshare companies to operate legally, while continuing to regulate on issues in the public interest such as safety and consumer protection. The focus is to promote a culture of industry accountability for safety, taking a risk-based approach toward ensuring the industry is operating legally under the new laws.

TfNSW believes that these reforms will encourage all point to point transport providers to innovate in order to meet customer demand for greater flexibility and more choice. The reforms should lower barriers to entry for new service providers. Increased supply

should lead to more choice for consumers and put downward pressure on the cost of using point to point transport. It is likely that consumers will increasingly consider point to point transport as a cost-effective option for their first/last mile needs.

All new Sydney Metro stations will have dedicated 'kiss and ride' spaces that are also available to be used by ride share services.

8. The Committee understands that a trial of on-demand transport services which will take commuters from their homes to local transport hubs have recently begun.
 - a. Can you provide some further information on these trials?
 - b. Do you intend to expand the trials?
 - c. What is the proposed timeline for this trial and the implementation of any results?

Answer:

On 16 August 2017, eight pilots of On Demand Transport services were announced. The first one started on 16 October 2017. The impact on commuter car parking will be evaluated as part of the pilot and commuter car parking issues can be taken into consideration for future trials.

The majority of the pilots are aimed at improving the first/last mile component of customer journeys to provide better connections to transport hubs and points of interest with the aim to improve the overall journey time for customers. Learnings from the pilots will help inform TfNSW's thinking for future service contracts. Data from the trials will be used to plan future public transport improvements across all areas of Sydney.

On Demand public transport will allow customers to book vehicles from or near their homes, such as from bus stops, and connect them to local transport hubs or other centres including local hospitals. The objectives of several of the pilots are to encourage customers to leave their cars at home and utilise the On Demand services to connect with other transport services or points of interest.

Each trial is unique and will have its own fare pricing scheme ranging from \$2.60 to \$5.60 for a standard trip. Customers can book online, by phone or via an app.

The trials will be in the following areas:

- Bankstown: From 16 October 2017, an on demand service started running to Bankstown hospital with a standard fare of \$4.
- Central Coast: A service to take customers to Woy Woy station from locations along the Woy Woy peninsula will start in January 2018, with fares starting from \$3.10.
- Edmondson Park: From early 2018, a local area service to the train station for \$3.10.
- Macquarie Park: A service starting January 2018 to transport commuters living within 15 kilometres of the precinct from \$2.60.
- Manly and Eastern Suburbs: From 20 November, local bus services to run to Edgecliff and Bondi Junction stations or ferry wharves at Manly, Double Bay and Rose Bay for \$3.10.
- Northern Beaches: A service to begin on 26 November to connect customers from

Palm Beach to North Narrabeen to bus stops on the upcoming Northern Beaches B-Line at a cost of \$3.10.

- Sutherland Shire: A service starting on 19 November to pick customers up in Jannali West, Sylvania, Caringbah and Gymea and take them to transport hubs or local shops at a cost of \$2.60.
- Wetherill Park and Greystanes: A service starting 1 December 2017 to connect employment precincts to T-Way interchanges for \$3.10.

The initial term of each pilot will be 6 months and TfNSW has the option to extend each contract by 3 additional terms of 6 months - up to a maximum term of 24 months.

Each pilot will be monitored closely with monthly service review meetings, quarterly performance reviews and customer satisfaction surveys. The results of these pilots will set the scene for the way that we deliver services in the future.

Initially, the pilots will run alongside existing services and learnings from the pilots will help inform TfNSW's thinking for future service contracts and create potential opportunities for new models and entrants in the transport network of the future.

9. In the trial of charging non-commuters on the B-line through the use of the Opal card to validate that a journey on public transport has been taken, what happens during weekends for people wanting to use the car park?

Answer:

The Opal-activated commuter car parks will operate 24 hours per day, 7 days per week (where permitted) including public holidays and weekends. The proposed weekend parking fee will be reduced to a competitive level as, based on analysis, it is expected that there will be less demand for car parking spaces from commuters. While the parking fee will be lowered for the weekend period it will still be maintained in order to continue to assist in protecting the car spaces for commuters.

10. Would you support funds raised from non-commuters parking in commuter car parks being hypothecated to funding in this area, either for car parks or other accessibility options?

Answer:

The controlled access trial on the Northern Beaches is not a revenue raising exercise, it aims to make it easier for commuters to access public transport. The cost of operating the controlled access system is a cost to government. Private operators will receive a fee to run the system, which will be offset by any revenue raised. This is a trial, so we look forward to learning from it.

11. The Committee has received evidence about Mobility as a Service (MaaS) where commuters can use several different modes of transport to reach their destination.
 - a. Has any work been done by Transport for NSW in this area?
 - b. Would this be a feasible option?
 - c. Would Transport for NSW be open to partnering with private companies so

that commuters could use a mix of private and public transport?

Answer:

Mobility-as-a-Service relies on sharing real time information across different service providers to help customers optimise their journeys. It enables customers to plan and purchase their end-to-end journey from a retailer (most likely via an app) from a range of travel options, such as travelling by public transport, rideshare or bike hire. In real time, the app then guides the customer through their journey.

In 2016, in conjunction with the community and experts, TfNSW developed the Future Transport Technology Roadmap, which focuses on how we can take advantage of the fast moving pace of innovation and technological change. The Roadmap has identified the investments in technology we will make in the medium term and the future 'game changers' we need to be ready for. Mobility-as-a-service is one of these game changers.

Questions taken on notice

1. Mr GREG WARREN: Further to Ms McKay's earlier point with regards to Ashfield, Glenfield station had a sole purpose car park built. How much was that car park? My point is there must be an understanding as to how much these car parks cost in certain and varying areas, with an average cost broken down under each car parking space. I know that the private sector does this, whether it is in a shopping centre or elsewhere.

Mr BRAXTON-SMITH: When project costs are estimated they use quantity surveyors and quantity surveyors will provide you with a view as to what the construction cost may be and that will be driven by a number of variables to do with design. In other words, you could probably get a range but what is going to drive it is the associated land value and whether it is an at-grade car park or whether it is a multi-deck car park but land value is going to influence it strongly. Those sorts of costs will be held somewhere within Transport for NSW as part of estimates of construction costs of various locations but whether they could be separated out and identified, I cannot tell you because I do not know if the quantity surveyor just kind of looks at a project and goes, ""Well, there's so much concrete in this—some here, some here and some there.""

Ms JODI MCKAY: We can end this now. Could you provide the Committee with a range?

Mr BRAXTON-SMITH: We would have to take that on notice and see what we are able to provide."

2. Mr BRUCE NOTLEY-SMITH: I would like to know what the Glenfield standalone car park cost. Presumably you did not build it. It was constructed by the private sector, in which case they would have handed you invoices to be paid, so you would know the total cost to the private sector. Did you project manage it, do you know?

Mr BRAXTON-SMITH: The project management was handled by another division, so I am not aware of the costs. I am not sure if they provided us with an itemised account, but I am happy to take the question on notice.

Mr BRUCE NOTLEY-SMITH: But you paid the bill.

Ms JODI MCKAY: Coming back to the issue both of us are having here, is it possible for you to provide a cost for standalone commuter car parks that have not involved any interchange upgrade?

Mr BRUCE NOTLEY-SMITH: If we could go with the Glenfield one, if it is a standalone building."

3. Mr BRUCE NOTLEY-SMITH: We are not being bloody-minded here, it is part of the terms of reference for our inquiry. A number of other witnesses have led the inquiry to this point and we need to know what the costs are.

Mr BRAXTON-SMITH: We will take the question on notice. We are not trying to obscure things, we are trying to point out that generally, not in the case of Ashfield, when you look at a project there are a number of elements of which the car park is but one. It might not be the case that we can readily provide the information as to the costs. Item two, the costs are likely to vary and vary very

significantly dependent upon project specific positions: be they the underlying cost of the land or the nature of the car park design. We will take the question on notice and I will speak to our colleagues and see what information we can provide to you about a range of costs. You were specifically asking about Glenfield, so we will ask about Glenfield as an exemplar. You were asking about Ashfield.

Ms JODI McKAY: I am asking about all commuter car parks. Take that question on notice.

Answer:

The Glenfield Commuter Car Park was opened on 3 September 2010. The project was delivered as part of the South West Rail Link, an initiative of the NSW Government.

All commuter car parks delivered as part of the Transport Access Program undergo a rigorous planning process, including site specific assessments; concept design, cost estimation and detailed design work; as well as significant consultation with stakeholders. All proposed projects are subject to a detailed tender process – information of which is made publically available on the NSW Government eTendering site – which ensures both value for money and the best outcome for customers and community members.

Since 2012, the Transport Access Program has delivered a variety of commuter car parking initiatives, including multi-storey car parks (both stand alone and extensions), at-grade car parks, and car park conversions. The total cost of any car park is dependent on a broad range of factors including:

- The scope of the project as determined by existing and future car parking needs at the location.
- Analysis of site specific constraints (such as available land size and topography), in conjunction with broader Program budgets.
- Whether there is a need to acquire land from a third party.
- The cost of delivering a project as per scope, including the awarding of a construction contract, ongoing TfNSW program management, and necessary consultation processes.

A selection of car parking projects, either in construction or completed as part of the Transport Access Program, is provided below:

- Announced in March 2015, the new multi-storey commuter car park at Ashfield will provide an additional 124 car spaces for customers. The project, which is currently in construction, involves expanding the existing at-grade commuter car park to a three level multi-storey car park. Initially, the project included constructing a rooftop garden on the car park; this design element was initiated and later rescinded by Inner West Council in December 2016. The subsequent project redirection resulted in delays to awarding the design and construction contract (AW Edwards – February 2017).
- In August 2017, 487 new commuter car parking spaces were delivered at

Penrith Station – 131 more spaces than was initially announced. This project involved expanding the existing multi-storey car park on the north of the station to replace the existing at-grade car park. The project was delivered ahead of schedule and within budget.

- In May, June, and August 2017 respectively, at-grade commuter car parks were delivered at Marayong, Engadine and Asquith. In total, 217 new car parking spaces were provided, with the projects delivered within time and budget.
- In May 2016, work on the Holsworthy Car Park Extension Project was completed, providing an additional 462 car spaces – 20 more car spaces than the original scope. The Holsworthy Multi-Storey Car Park now has 1,638 car spaces on the eastern and western sides. The project was delivered ahead of schedule and within budget, owing in part to a change in construction from steel to concrete.
- From 2014 to 2016, TfNSW undertook work at over 90 locations across NSW to convert staff car parking spaces to commuter parking spaces. This work yielded 1,274 new commuter car parking spaces, with work delivered within time and budget.