



# **NSW Government response**

Inquiry into Impact of Rozelle Interchange

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# 1 Recommendation 1

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That the NSW Government implement the recommendations included in the:

- Legislative Council's Public Accountability Committee's 2018 report, *The Impact of the WestConnex Project*
- Auditor-General's 2021 report *WestConnex: Changes since 2014*

## NSW Government response

### Support

In response to the Legislative Council's Public Accountability Committee's 2018 report, *The Impact of the WestConnex Project* and the Auditor-General's 2021 report *WestConnex: Changes since 2014*, the NSW Government has implemented 28 recommendations, and is working through one recommendation.

Further, the Chief Scientist & Engineer's review of the air quality report is underway and is anticipated to be completed by November 2024.

## 2 Recommendation 2

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That the NSW Government reject:

- any further privatisation of the State's roads
- new major road-based infrastructure projects that do not align with government strategy and which are not in the public interest.

### NSW Government response

#### Support

The NSW Government is committed to no further privatisation of roads. In 2023, the NSW Government retained public (Government) ownership of Sydney Harbour Bridge and Sydney Harbour Tunnel tolling concessions as well as ownership of Western Harbour Tunnel tolling concessions, with all tolling revenue to be returned to Government. The toll free M12 Motorway, which was recommended as a high priority project by Infrastructure Australia, forms part of a wider Western Sydney roads upgrade as the NSW Government is committed to delivering the critical roads the community needs.

The NSW Government is prioritising the urban road network rather than toll roads. Transport is continuing with the planning and delivery of projects that support connectivity and development of key road corridors, getting people home sooner and safer, including projects within the Urban Road Fund and Connecting Sydney Roads.

### 3 Recommendation 3

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That Transport for NSW review its traffic modelling approach, with a view to adopting the 'vision and validate' model as an alternative to the 'predict and provide' model.

#### NSW Government response

##### Support

In line with Government policy, Transport for NSW (Transport) plans for the transport needs of communities by setting a vision and testing network and policy settings to achieve the desired outcomes. This approach was first introduced in 2018.

WestConnex traffic modelling was carried out as part of project and business case development in 2013. It was updated in 2015, prior to the introduction of the 'vision and validate' approach.

To support best-practice adoption of the vision and validate model, Transport is:

- reviewing organisational training
- developing an internal 'vision and validate' content hub
- reflecting the approach when undertaking organisational design
- reviewing and update planning guidance.

In July 2024, Transport updated its Road User Space Allocation Policy<sup>1</sup>. This requires Transport to allocate road space based on a number of principles including the network vision and road functions considering (in order):

- walking (including equitable access for people of all abilities)
- cycling (including legal micro-mobility devices)
- public transport
- freight and servicing
- point to point transport
- general traffic and on-street parking for private motorised vehicles.

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<sup>1</sup> [Road Safety Policy](#)

## 4 Recommendation 4

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That Transport for NSW ensures that existing active transport links along Lilyfield and Victoria Roads meet the needs of active transport users, particularly cyclists, by addressing any gaps and concerns raised by active transport advocates, including delivering safe separated cycleways for these routes.

### NSW Government response

#### Support in principle

Transport for NSW (Transport) will continue to improve the active travel experience along Victoria Road and Lilyfield Road. These improvements will respond to feedback from the community and stakeholders and deliver on the NSW Government's long-term vision to revitalise Victoria Road and better connect town centres through safer and more sustainable public and active travel links.

Work underway includes:

- an audit to identify obstacles like signposts for pedestrians and cyclists along the Victoria Road shared path
- implementing the audit findings and reducing obstacles by removing redundant signs and signposts and/or consolidating signs on to a single post, where appropriate and feasible.
- providing \$17 million<sup>2</sup> through the reVITALise Program to Placemaking NSW to widen the shared path along the eastern side of Victoria Road to the south of Robert Street by between one and 1.5 metres. This will:
- better connect commuters from the inner west to the city, the White Bay Precinct, Rozelle Parklands and the Light Rail.
- substantially improve the safety, accessibility and useability of the path, as well as the overall amenity of the White Bay precinct.
- providing \$360,000 to Inner West Council through the 2023-24 Get NSW Active Program to design a bike route along Lilyfield Road between Sydney City/Pymont and Greenway/Bay Run, including off-road connections to Glebe and Annandale.
- preparing a final business case to deliver improved bus services and contribute to better walking, riding and place outcomes to realise the long-term vision for Victoria Road.
- funding two traffic light upgrade projects as part of the current road safety program: one at City West Link and James Street, Lilyfield; and another at City West Link and Norton Street, Lilyfield. These projects aim to improve safety and reduce the risk of serious pedestrian crashes.
- investigating the opportunity for a pedestrian mid-block crossings on Johnston Street, Annandale, between Piper Street and Rose Street. This is funded through the Towards Zero Safer Roads Program (Round 1) and is expected to be delivered by 30 June 2025.
- providing \$20 million to Inner West Council to deliver the Master Plan the Rozelle Parklands in consultation with the community. This includes two new, raised shared crossings on Lilyfield Road.

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<sup>2</sup> [The show goes on for White Bay Power Station, with walking and cycling improvements the ticket in | NSW Government](#)

## 5 Recommendation 5

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That the NSW Government consider reviewing its consultation practices and policies for large infrastructure projects to ensure community consultation is meaningful and genuine and that there is greater transparency, accessibility and accountability of community consultation processes.

### NSW Government response

#### Support

Transport for NSW (Transport) will continue to regularly review and update its practices and policies across all infrastructure projects to ensure community consultation is meaningful and genuine and that there is greater transparency, accessibility and accountability of community consultation processes. This includes:

- aligning with best practice approaches and International Association of Public Participation (IAP2) principles.
- Continuously improving engagement processes and practises by applying lessons learned. This includes sharing learnings across projects and between project teams through a dedicated internal forum.
- updating engagement toolkits, including tools to evaluate and measure engagement methods.

New and refined communication and engagement approaches have been adopted on the Sydney Gateway project, in response to lessons learned on WestConnex. This included:

- an independent human factors review in the lead up to the Sydney Gateway opening, consulted with road-users and tested their comprehension of the of the new road signage, name abbreviations and lane configurations. This review led to changes in the signs and pavement markings a local communications campaign to engage local residents on potential impacts to local access (identified using traffic modelling). This allows local road users ask Transport questions before the new arrangements are introduced and to plan their journeys after the road has opened.
- earlier, more detailed communication and engagement with councils and local community groups. This has allowed continuous open dialogue and information sharing before opening, so stakeholders can plan for the change if required.

Where possible, Transport will confirm project opening to traffic dates earlier to:

- ensure third-party digital map providers have sufficient time to update their maps and systems.
- ensure the 131500 call centre and Transport Operations Room at Transport Management Centre are ready.

## 6 Recommendation 6

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That Transport for NSW provide an update to Portfolio Committee No. 6 on the status of the proposed joint consultative committee comprising Transport for NSW, City of Canada Bay Council and Drummoyne Residents' Traffic Committee, and if established, provide information regarding its operations and outcomes, particularly as they relate to the traffic study undertaken in the Drummoyne area led by Transport for NSW.

### **NSW Government response**

#### **Support**

Transport for NSW (Transport) has commenced the Drummoyne Local Access Study (Recommendation 8) to identify and address rat running in Drummoyne. Transport continues to engage with stakeholders on the study, including City of Canada Bay Council and Drummoyne Residents' Traffic Committee. This includes meetings on 9 May 2024 and 22 July 2024. There was a further meeting on 29 July 2024 with the broader community, Council, the resident traffic committee and the Member for Drummoyne.

Transports will continue consultation with the City of Canada Bay Council and the Drummoyne Resident's Traffic Committee as the study progresses. Transport is committed to providing updates to the Portfolio Committee No. 6.



## 7 Recommendation 7

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That Transport for NSW, as an immediate priority and in a consultative and transparent manner, review the traffic light signalling on local roads in Balmain, Rozelle and Drummoyne that intersect with Victoria Road to mitigate traffic congestion on local roads.

### NSW Government response

#### Support

Traffic signals in New South Wales use the Sydney Coordinated Adaptive Traffic System (SCATS), which allocates the length of green time, based on real time traffic flows. Sensors embedded beneath the road measure the flow and density of traffic approaching the signals in each direction and the green time is allocated accordingly, noting that the main road corridor generally receives enhanced priority. The length of time the signals stay green varies dynamically in response to changing traffic conditions.

Traffic signals are configured to optimise the operation of the entire network. Individual traffic signal sites may appear to be operating inefficiently however, this operation may be necessary for a wider network benefit.

Big changes in traffic patterns happen when new roads and upgrades open to traffic. When this happens, Transport for NSW (Transport) can manually configure the traffic signals and review this regularly as traffic settles into a stable pattern.

Accordingly, Transport continues to review traffic light phasing and operations to accommodate the opening of the Rozelle Interchange. The decisions on traffic signals consider recent feedback from the community and balance the needs of local communities, road users and the wider transport network.

Transport for NSW respects the local knowledge held by communities and the contributions and insights local people can offer. As councils are a conduit for the local communities they represent. Therefore, in consultation with councils, Transport will prepare reviews of WestConnex Stage 3 (M4 and M8 extensions and Rozelle Interchange) 12 months and five years after opening. The first of these reviews has now commenced and will consider traffic light phasing and operations. The report will be publicly available.

## 8 Recommendation 8

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That Transport for NSW, as an immediate priority, investigate and implement mitigation strategies to prevent rat running on local roads that is occurring as a result of the Rozelle Interchange.

### NSW Government response

#### Support

Transport for NSW (Transport) is committed to improving local access for communities around Rozelle Interchange including addressing rat running. Transport is:

- In consultation with councils, preparing a 12 -month and five-year post-opening Plan for WestConnex Stage 3 (M4 and M8 extensions and Rozelle Interchange). The 12-month review has now commenced.
- Commenced the Drummoyne Local Access Study to identify and address rat running in Drummoyne. Transport has been meeting with City of Canada Bay regularly to progress the study.
- Meeting with stakeholders, including City of Canada Bay Council and Drummoyne Residents' Traffic Committee to discuss the progress and outcomes of the traffic study (Recommendation 6)
- Thoroughly review the feedback received from communities surrounding the Rozelle Interchange and determine, if any, additional measures are required to address any rat-running issues that may have emerged following the opening of the Rozelle Interchange.

## 9 Recommendation 9

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That Transport for NSW, as an immediate priority, review the left turn only lane and the effectiveness of the dedicated bus lane on Victoria Road, as well as the need for a continual dedicated bus lane approaching Anzac Bridge.

### NSW Government response

#### Not supported

The NSW Government has a long-term vision to revitalise Victoria Road and rebalance road space to encourage people to change the way they travel. This includes encouraging uptake of bikes, walking and public transport and providing better access to one of Sydney's most important transport corridors.

A final business case for Victoria Road and Parramatta Road has been funded and is underway. This will:

- consider the needs of public transport as well as walking, bike riding and place-making
- examine how to improve the experience of people riding and walking along and across Victoria Road.

In the interim, prioritising public transport within the existing road space is critical and is consistent with the future vision for Victoria Road. It encourages use of public transport to ease congestion on our roads.

Transport for NSW has improved bus priority along Victoria Road through Rozelle by instating a citybound offset bus lane and outbound kerbside bus lane. This helps make bus services more reliable and efficient, and supports the frequent bus services that run along Victoria Road. Transport has analysed the bus performance on a representative week in June 2023 and 2024. This analysis showed:

- average hourly bus travel times through Rozelle improved by up to 1.5 minutes.
- the variability in travel times reduced from a maximum of 2.2 minutes in 2023 to a maximum of 1.2 minutes in 2024.
- improved bus travel times saved about 8500 passenger minutes during the comparison week.
- In addition, between 2023 and 2024: general traffic on Victoria Road (at Wellington Street) reduced by about 55% during the day and about 60% in the morning peak (8am-9am).
- general traffic travel speed has decreased through Rozelle by 3km/h.

If sustained, these changes on Victoria Road will provide opportunities for further public transport and urban amenity improvements, in line with the long-term vision.

Dedicated left turn only lanes on Victoria Road were introduced (buses excepted) on approach to Darling, Evans and Robert streets to improve local access; maintain traffic flow in all lanes; and enhance pedestrian safety.

Local traffic emerging from a side street can use the kerbside lane and then merge into the bus lane and remain in a bus lane for up to 100 metres before merging into general travel lanes.

## 10 Recommendation 10

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That Transport for NSW, as an immediate priority, install an operational red light speed camera at the intersection of Darling Street and Victoria Road.

### NSW Government response

#### Support

An operational safety camera (red light and speed) has been in operation since 18 December 2023 at the intersection of Victoria Road and Darling Street in Rozelle.<sup>3</sup>

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<sup>3</sup> [Dangerous driving given the red light in Rozelle | Transport for NSW](#)

## 11 Recommendation 11

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That the NSW Environment Protection Authority work with the local community to install air quality monitors that provide accessible and real-time information to the public, at appropriate locations to monitor particulates from the exhaust stacks and increased traffic from the Rozelle Interchange.

### NSW Government response

#### Noted

There are a range of existing ways for the public to access real time data on air quality in the Rozelle area. The NSW government provides real time ambient air quality monitoring through [www.airquality.nsw.gov.au](http://www.airquality.nsw.gov.au), including a monitoring station in Rozelle (<https://www.airquality.nsw.gov.au/east-sydney/rozelle>). Air quality readings and Air Quality Categories (AQC) are updated hourly.

The development consent for the WestConnex tunnel, granted under the Environmental Planning & Assessment Act 1979, includes extensive requirements for monitoring, analysis and reporting of air quality in the vicinity of the tunnel. This includes a total of 8 air quality monitoring stations with 2 located at Rozelle, the establishment of an Air Quality Community Consultative Committee, and reporting of the results of monitoring in an easy to understand and accessible format including hourly updated real-time monitoring on a website. Air quality reports and real time data can be accessed via <https://www.linkt.com.au/using-toll-roads/safety/air-quality/sydney>.

Under the environment protection licence, granted under the Protection of the Environment Operations Act 1997, WestConnex is required to undertake air quality monitoring of its tunnel ventilation stack emissions. Additionally, monitoring data is required to be made available via their website and provided to the EPA for review. This data is accessible at <https://www.westconnex.com.au/environment/air-quality/>.

## 12 Recommendation 12

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That Transport for NSW address concerns regarding pedestrian safety along Victoria Road by installing more, and safer, pedestrian crossings including pedestrian overpasses.

### NSW Government response

#### Support in principle

The NSW Government has developed a long-term vision to revitalise Victoria Road, improving liveability and better connecting local centres with safer and more sustainable public and active travel links.

Transport for NSW (Transport) has started work on a Victoria Road final business case, which will investigate opportunities to improve bus services and contribute to better walking, riding and place outcomes – in line with the vision for Victoria Road.

In the interim, to improve pedestrian safety along Victoria Road, Transport has:

- reviewed footpaths and shared paths to identify opportunities to improve safety by removing obstructions and consolidating signs; and installing new line-marking and missing signs. Work is underway to address this review.
- provided funding through the reVITALise Program to Placemaking NSW to:
- install a signalised intersection at Robert and Mullens streets
- install a new signalised pedestrian crossing on Robert Street for access to the planned Metro Station
- upgrade the pathway and cycleway along Victoria Road, which connects commuters from the inner west to the city and a new walking and cycling link between the precinct, Rozelle Parklands and the Light Rail.
- added a new pedestrian crossing at the intersection of Robert Street and Victoria Road to provide safe crossing towards White Bay and the Bays Metro station precinct.
- added bollards at the signalised intersection of The Crescent and Johnston Street to prevent larger vehicles overhanging the footpath when they turn right from The Crescent into Johnston Street.

Transport has no current plans to install a pedestrian overpass along Victoria Road, any such proposal would be subject to a future investment decision by the NSW Government.

## 13 Recommendation 13

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That Transport for NSW work with cycling advocates to undertake an urgent safety and useability assessment of cycling infrastructure in areas impacted by the Rozelle Interchange, including Victoria and Lilyfield Roads and surrounding local streets, and commit to a plan to improve and upgrade that cycling infrastructure to best standard.

### NSW Government response

#### Support in principle

Transport for NSW (Transport) will continue to improve the active travel experience along Victoria Road and Lilyfield Road. These improvements will respond to feedback from the community and stakeholders and deliver on the NSW Government's long-term vision to revitalise Victoria Road and better connect town centres through safer and more sustainable public and active travel links.

Work underway includes:

- an audit to identify obstacles like signposts for pedestrians and cyclists along the Victoria Road shared path. This will be shared with relevant stakeholders and advocacy groups
- implementation of the audit findings and reducing obstacles by removing redundant signs and signposts and/or consolidating signs on to a single post, where appropriate and feasible
- providing \$17 million<sup>4</sup> through the reVITALise Program to Placemaking NSW to widen the shared path along the eastern side of Victoria Road to the south of Robert Street by between one and 1.5 metres. This will:
- better connect commuters from the inner west to the city, the White Bay Precinct, Rozelle Parklands and the Light Rail
- substantially improve the safety, accessibility and useability of the path, as well as the overall amenity of the White Bay precinct
- providing \$360,000 to Inner West Council through the 2023-24 Get NSW Active Program to design a bike route along Lilyfield Road between Sydney City/Pymont and Greenway/Bay Run, including off-road connections to Glebe and Annandale.
- preparing a final business case to deliver improved bus services and contribute to better walking, riding and place outcomes to realise the long-term vision for Victoria Road.

In addition to the above, Transport has:

- developed a Movement and Place Framework<sup>5</sup> to support designs that enhance the movement of people, the functionality and liveability of places and the operation of the transport network
- prepared and consulted on a Design of Roads and Streets Guide, to assist all designers with applying appropriate standards and guidelines in the context of the Movement and Place Framework.

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<sup>4</sup> [The show goes on for White Bay Power Station, with walking and cycling improvements the ticket in | NSW Government](#)

<sup>5</sup> [NSW Movement and Place Framework | Transport for NSW](#)

## 14 Recommendation 14

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That the NSW Government ensure there is ongoing and genuine community engagement and consultation between Transport for NSW, local councils and community members to address issues and concerns following the opening of the Rozelle Interchange.

### NSW Government response

#### Support

Transport for NSW (Transport) respects the local knowledge held by communities and the contributions and insights local people can offer. Community meetings have been held to hear community concerns firsthand and Transport will continue to listen and respond to issues raised by the community.

As councils are a conduit for the local communities they represent, Transport will also hold consultation workshops with councils. This will help ensure community concerns identified and opportunities for improvement, where feasible, are implemented. Transport also will engage with the wider community on potential solutions before implementation.

In consultation with councils, Transport will also prepare a 12-month and five-year post-opening Road Network Performance Review Plan for WestConnex Stage 3 (M4 and M8 extensions and Rozelle Interchange). The first of these reviews has now commenced.

Transport is currently consulting with City of Canada Bay Council and the Drummoyne Resident's Traffic Committee to address issues and concerns in Drummoyne following the opening of the Rozelle Interchange (refer Recommendations 6 and 8).



## 15 Recommendation 15

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That the NSW Government ensure that all future road-based projects prioritise the inclusion of safe and accessible active transport infrastructure

### NSW Government response

#### Support

The NSW Active Transport Strategy (2021) demonstrates Transport for NSW's (Transport) commitment to delivering and enabling delivery of walking and cycling infrastructure in ways that are faster, simpler and more efficient.

In February 2021, the 'Providing for Walking and Cycling in Transport Projects Policy'<sup>6</sup> was approved. It states that 'every transport project funded by Transport for NSW must include provision for walking and cycling within the core scope of the project'.

The Policy:

- reflects the importance that Transport for NSW places on enabling the provision of active transport in all new NSW infrastructure projects applies to anyone in transport working on projects or assets throughout their lifecycle.
- requires early consideration and delivery of safe, integrated, reliable, accessible and connected walking and cycling infrastructure to enhance the local environment; help drive behavioural change; and achieve a sustained uptake of walking and cycling.
- This means active transport infrastructure needs to be included and described in project briefs and project client requirement definitions at project development inception.
- is supported by frameworks to guide the provision of appropriate facilities in project development throughout the development lifecycle.

In July 2024, Transport also updated the Road User Space Allocation Policy. This requires Transport to allocate road space based on a number of principles including the network vision and road functions considering (in order):

- walking (including equitable access for people of all abilities)
- cycling (including legal micro-mobility devices)
- public transport
- freight and servicing
- point to point transport
- general traffic and on-street parking for private motorised vehicles.

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<sup>6</sup> <https://www.transport.nsw.gov.au/system/files/media/documents/2021/providing-for-walking-and-cycling-in-transport-projects-policy.pdf>

## 16 Recommendation 16

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That the NSW Government ensure all public transport solutions are exhausted through a comprehensive options analysis before committing to major new road projects.

### NSW Government response

#### Support in principle

To articulate the 40-year vision for the NSW transport network, and guide long-term service and infrastructure planning, Transport for NSW (Transport) develops network plans.

These plans:

- use data, evidence, insights, and mega trends to identify and prioritise initiatives to ensure investment decisions today contribute to desired future outcomes
- outline the Government's vision for transport to align with the vision of the Department of Planning, Housing and Infrastructure
- guide investment decision-making by government agencies, local government and industry
- include policy, services, technologies and infrastructure that will support the liveability and economic growth of the NSW.

In developing these plans, Transport analyses existing and future demand corridors for road users, public transport passengers and goods across NSW.

When selecting solutions to address transport and mobility challenges, Transport for NSW aligns to the Australian Transport Assessment and Planning (ATAP) Guidelines. The Guidelines are endorsed by all Australian jurisdictions as a decision-support framework and closely aligned with the Infrastructure Australia Assessment Framework (IA 2017).

In 2020, Transport for NSW used the ATAP guidelines to develop an Integrated Transport Planning Framework (ITPF).

The Framework:

- includes steps to help achieve an integrated and multimodal transport system
- starts with identifying a problem or opportunity and steps users through a process to develop options and potential solutions, and more detailed planning and analysis
- allows users to identify a range of solutions – including policy, service changes and improvements, and infrastructure initiatives
- considers prioritisation throughout the process.

Solutions identified may be considered through a business case process. A business case is a key decision-making and management tool that demonstrates the purpose, justification, deliverability and benefits or outcomes of potential investments. Strong evidence-based decision-making is a key contributor to the realisation of outcomes through successful delivery of transport investments.

The Transport Business Case Policy requires business cases to underpin evidence-based and outcomes-focused whole of life expenditure decisions that are in the public interest and demonstrate value for money. The policy applies to all Transport programs and projects, including capital and recurrent expenditure on infrastructure.

To assist best-practice design of places and streets, Transport for NSW has developed the NSW Movement and Place framework and the Road User Space Allocation Policy. These two policies guide decision-making to support the function of streets and places, considering people walking and riding, deliveries, public transport and private vehicles.

## 17 Recommendation 17

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That Transport for NSW, as an immediate priority, investigate additional public transport options, including bus and ferry services, to assist impacted communities and improve traffic congestion resulting from the Rozelle Interchange.

### NSW Government response

#### Noted

The NSW Government is committed to increasing public transport in NSW. This includes a commitment to:

- review the RiverCat ferry (F3 Parramatta River) timetable, to add additional services during the morning and evening peak
- create two new ferry stops along the F10 ferry route at:
  - Rozelle Bay (Chapman Road) in North Annandale
  - Pirrama Wharf (Elizabeth Macarthur Public Pontoon) in Pyrmont.
- reopen existing Elliott St Wharf at West Balmain and return ferry services to the wharf.

In 2024 additional services were introduced on the F3 Parramatta River, increasing service frequency:

- during weekday shoulder peak
- on weekends
- during weekday off peaks.

Since June 2023, Transport for NSW has also:

- added 450 additional services per week to the L1 Inner West Light Rail
- increased Light Rail services to a 6-minute frequency during the weekday peak (previously every 8 minutes). This increased peak passenger capacity by 33 per cent.<sup>7</sup>
- extended operating hours, with the Light Rail now running between 5.00am and 1.00am (formerly 6.00am to 11.00pm).

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<sup>7</sup> <https://www.nsw.gov.au/media-releases/ferry-and-light-rail-service-boost#:~:text=The%20new%20timetable%20will%20increase,fleet%20from%2012%20to%2016.>