



Transport  
for NSW

# Bus Priority Infrastructure Program

## On-time running improvements in Rozelle, Lilyfield, Leichhardt, Camperdown

Community Consultation Report

August 2017  
RMS 17.377  
ISBN: 978-1-925659-58-0



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# 1 Executive Summary

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This report provides a summary of the community consultation carried out between December 2015 and January 2016 by Roads and Maritime Services (Roads and Maritime) in partnership with Transport for NSW.

We sought feedback on a proposal to improve the reliability of buses in Sydney's inner west by making changes to some bus stops on:

- Darling Street, Rozelle
- Balmain Road and Perry Street, Lilyfield
- Norton Street, Leichhardt
- Parramatta Road, Leichhardt to Camperdown.

We received comments from 298 people and organisations, with feedback about the changes including:

- Access to bus services and additional walking distances, particularly for less mobile people
- Access to community facilities
- Pedestrian safety
- Impacts on businesses
- Loss of parking
- Removal of trees on Norton Street
- Reduced attractiveness of public transport and a possible switch to cars
- Concern about the consultation process and the length of the comment period.

We have considered these comments in finalising the proposal and progressing the environmental assessment.

## 1.1 The decision

The proposal has been modified in response to community and stakeholder comments, including further input from the State Transit Authority. We are now proposing to proceed with removal of bus stops only at the following locations:

- Darling Street near Victoria Road, Rozelle
- Darling Street near Denison Street, Rozelle
- Balmain Road near The Boulevard, Lilyfield
- Norton Street near Carlisle Street, Leichhardt
- Norton Street near Norton Plaza, Leichhardt (one removal only)
- Parramatta Road near Mallet Street, Camperdown
- Parramatta Road near Larkin Street, Camperdown

We expect work to start at these locations later in 2017 and we will notify you again before this happens.

Following a review of the comments, we have decided not to proceed with proposed changes at the following locations:

- Perry Street near Glover Street, Lilyfield
- Norton Street near Norton Plaza, Leichhardt (three removals and two new stops)
- Parramatta Road near University Avenue, Camperdown

## 2 Introduction

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### 2.1 Background

Transport for NSW and Roads and Maritime and are working in partnership to improve the reliability of buses in Sydney's inner west. Roads and Maritime is the delivery agent for Transport for NSW.

We sought feedback on a proposal to make changes to some bus stops on:

- Darling Street, Rozelle
- Balmain Road and Perry Street, Lilyfield
- Norton Street, Leichhardt
- Parramatta Road, Leichhardt to Camperdown.

These changes support NSW Government's aim of achieving 95 percent reliability for bus services and the objectives of *Sydney's Bus Future*, the NSW Government's long term plan to redesign the bus network to meet customer needs now and into the future. *Sydney's Bus Future* identifies the city's most important bus routes and aims to provide:

- A simpler bus network that is easy for customers to understand and use. It makes routes more direct, reduces duplication and increases the number of locations which customers can travel between by bus
- A faster bus network which gets customers where they want to go in the shortest amount of time. It is reliable and delivers frequent services that connect seamlessly with other buses, trains, light rail and ferries
- A better bus network that is more efficient, convenient and cost-effective with features that include a modern, comfortable fleet, real time customer information and world-class customer service.

### 2.2 The proposal

Our proposal focuses on bus services in Rozelle, Lilyfield, Leichhardt and Camperdown and aims to improve bus service reliability by:

- Rationalising bus stop locations to optimise the spacing between bus stops
- Lengthening some bus stops to improve access for buses and assist passenger boarding and alighting
- Improving bus stop infrastructure at some locations including changes to bus stop signage
- Reducing delays for buses by moving bus stops to the departure side of traffic lights, allowing them to take advantage of the Public Transport Information and Priority System (PTIPS).

The proposal has been modified in response to community and stakeholder comments. The final proposal is detailed in Table 2-1.

**Table 2-1 The final proposal**

Map reference		Location	Final proposal
1 Darling Street near Victoria Road, Rozelle		Darling Street after Victoria Road (Stop 203939)	<ul style="list-style-type: none"> <li>Relocate bus stop about 40 metres and replace with No Stopping Zone (-4 car spaces)</li> </ul>
2 Darling Street near Denison Street, Rozelle		Darling Street near Denison Street (Stop 203940)	<ul style="list-style-type: none"> <li>Remove bus stop and replace with parking (+2 parking spaces)</li> </ul>
3, 4 Balmain Road near The Boulevarde, Lilyfield	A	Balmain Road near Carrington Street (Stop 204014)	<ul style="list-style-type: none"> <li>Remove bus stop and replace with parking (+2 parking spaces)</li> </ul>
	B	Balmain Road near May Street (Stop 204050)	<ul style="list-style-type: none"> <li>Remove bus stop and replace with parking (+3 parking spaces)</li> </ul>
5 Perry Street near Glover Street, Lilyfield		Perry Street near Glover Street (Stop 204048)	<ul style="list-style-type: none"> <li>Retain existing bus stop</li> </ul>
6 Norton Street near Carlisle Street, Leichhardt		Norton Street near Carlisle Street (Stop 204029)	<ul style="list-style-type: none"> <li>Extend bus zone by about 18 metres to allow for long buses. Remove parking (-3 car spaces and -1 motorbike parking space)</li> </ul>
7, 8, 9, 10 Norton Street near Norton Plaza, Leichhardt	D	Norton Street near Marion Street (Stop 204023)	<ul style="list-style-type: none"> <li>Retain existing bus stop</li> </ul>
	F	Norton Street near Norton Plaza (Stop 204024)	<ul style="list-style-type: none"> <li>Remove bus stop and replace with parking (+3 parking spaces)</li> </ul>
	E	New stop	<ul style="list-style-type: none"> <li>New stop no longer proposed</li> </ul>
	C	Norton Street near Norton Plaza (Stop 204027)	<ul style="list-style-type: none"> <li>Retain existing bus stop</li> </ul>
	A	Norton Street near Marion Street (Stop 204028)	<ul style="list-style-type: none"> <li>Retain existing bus stop</li> </ul>
	B	New stop	<ul style="list-style-type: none"> <li>New stop no longer proposed</li> </ul>
11, 12 Parramatta Road near Mallet Street, Camperdown	A	Parramatta Road before Denison Street (Stop 205025)	<ul style="list-style-type: none"> <li>Remove bus stop and replace with parking (+5 parking spaces)</li> </ul>
	B	New Stop	<ul style="list-style-type: none"> <li>New bus stop replaces parking (-7 parking spaces)</li> </ul>
	C	Parramatta Road at Mallet Street (Stop 205024)	<ul style="list-style-type: none"> <li>Remove bus stop and replace with No Stopping Zone</li> </ul>
13, 14, 15 Parramatta near Larkin Street, Camperdown	C	Parramatta Road opposite Larkin Street (Stop 205022)	<ul style="list-style-type: none"> <li>Remove bus stop and replace with parking (+3 parking spaces)</li> </ul>
	A	Parramatta Road at Missenden Road (Stop 205023)	<ul style="list-style-type: none"> <li>Remove bus stop and replace with No Stopping Zone</li> </ul>
	B	New Stop	<ul style="list-style-type: none"> <li>New bus stop replaces (-6 parking spaces)</li> </ul>
	D	Parramatta Road after Larkin Street (Stop 205017)	<ul style="list-style-type: none"> <li>Move bus stop about ten metres east and replace with No Stopping Zone, and extend bus stop by about 24 metres (-2 parking spaces)</li> <li>Remove one tree</li> </ul>

Map reference	Location	Final proposal
16 Parramatta Road near University Avenue, Camperdown	Parramatta near University Avenue (Stop 205019)	<ul style="list-style-type: none"> <li data-bbox="949 264 1268 295">• Retain existing bus stop</li> </ul>

## 3 Consultation approach

### 3.1 Consultation objectives

We consulted with the community about the proposal between December 2015 and January 2016 to:

- Seek comment, feedback, ideas, and suggestions for us to consider when developing the proposal
- Build a database of interested community members with whom we can continue to engage during the proposal's development.

### 3.2 How consultation was done

Community members were encouraged to provide their feedback, leave comments via mail or email. Our key consultation tools are listed in Table 3-1.

**Table 3-1 Community consultation activities**

Activities	Dates
Local media	<i>Inner West Courier:</i>
Newspaper advertisements	<ul style="list-style-type: none"> <li>• Tuesday 8 and 15 December</li> <li>• Tuesday 12, 19 and 26 January</li> </ul>
Local media Media release	Two media releases were issued to the Inner West Courier. Articles were published on: <ul style="list-style-type: none"> <li>• Tuesday 15 December</li> <li>• Tuesday 22 December</li> <li>• Tuesday 19 January</li> </ul>
Community update newsletter (Appendix)	Delivered to 23,000 residents and business in Rozelle, Lilyfield, Leichhardt, Annandale, Petersham, Stanmore, Camperdown and Glebe  Direct mailed to emergency services, schools and universities, large businesses, religious centres and community groups in the local area
Door knock	The project team door knocked resident and businesses between Tuesday 1 December and Friday 4 December on: <ul style="list-style-type: none"> <li>• Darling Street, Rozelle</li> <li>• Balmain Road, Lilyfield</li> <li>• Perry Street, Lilyfield</li> <li>• Norton Street, Leichhardt</li> <li>• Parramatta Road, Camperdown</li> </ul>

Activities	Dates
Webpage	<p>Project webpage launched on Tuesday 1 December 2015 with the latest project information including community update newsletter</p> <p>Project webpage was updated on Wednesday 23 December 2015 with information about the extended consultation period.</p>
Static poster display	Project posters were display at bus stops where a change was proposed
On-bus advertising Poster	<p>Project posters were placed on the buses that travelled on and near:</p> <ul style="list-style-type: none"> <li>• Darling Street, Rozelle</li> <li>• Balmain Road, Lilyfield</li> <li>• Perry Street, Lilyfield</li> <li>• Norton Street, Leichhardt</li> <li>• Parramatta Road, Camperdown</li> </ul>
On-bus advertising Flyer	Flyers were available on buses for passengers wanting more information.
Stakeholder briefings	Leichhardt City Council
Stakeholder meetings	<ul style="list-style-type: none"> <li>• United Seniors Gym Lilyfield</li> <li>• Bridge Road School, Camperdown</li> <li>• Palace Cinema and Moretti Restaurant</li> </ul>

## 4 Consultation summary

### 4.1 Overview

We received feedback from 298 people and organisations. There was some support for improving on-time running and well as changes to stops. Feedback about the changes included:

- Support for improved bus reliability
- Access to bus services and additional walking distances, particularly for less mobile people
- Access to community facilities
- Pedestrian safety
- Impacts on businesses
- Loss of parking
- Removal of trees on Norton Street
- Reduced attractiveness of public transport and a possible switch to cars
- Concern about the consultation process and the length of the comment period.

Members of the United Seniors Gym Lilyfield made several submissions about the proposed removal of the outbound bus stop on Perry Street near Glover Street. This included a petition with 42 signatures. Our project team have met with representatives from the United Seniors Gym to further discuss the proposal.

Table 4-1 summarises the general level support and opposition to the proposal. Table 4-2 summarises the main comments on the initial proposal as presented during the 'Have Your Say' period as well as Transport for NSW responses and changes to the proposal. Note that individual submissions often included comments on various aspects of the proposal.

**Table 4-1: Overview of support and opposition to the proposal**

Category	Comment
Support	General support <ul style="list-style-type: none"> <li>• 23 comments</li> </ul>
	Support for changes at Darling Street near Victoria Road (Location 1): <ul style="list-style-type: none"> <li>• 12 comments</li> </ul>
	Support for changes at Darling Street near Denison Street (Location 2): <ul style="list-style-type: none"> <li>• 2 comments</li> </ul>
	Support for changes at Balmain Road near The Boulevard (Locations 3, 4): <ul style="list-style-type: none"> <li>• 5 comments</li> </ul>
	Support for changes at Perry Street near Glover Street (Location 5): <ul style="list-style-type: none"> <li>• 1 comment</li> </ul>
	Support for changes at Norton Street near Carlisle Street (Location 6): <ul style="list-style-type: none"> <li>• 9 comments</li> </ul>

Category	Comment
	<p>Support for changes at Norton Street near Norton Plaza (Locations 7, 8, 9, 10):</p> <ul style="list-style-type: none"> <li>• 11 comments</li> </ul>
	<p>Support for changes at Parramatta Road near Mallet Street (Locations 11, 12):</p> <ul style="list-style-type: none"> <li>• 4 comments</li> </ul>
	<p>Support for changes at Parramatta Road near Larkin Street (Locations 13, 14 , 15)</p> <ul style="list-style-type: none"> <li>• 16 comments</li> </ul>
	<p>Support for changes at Parramatta Road near University Avenue (Location 16):</p> <ul style="list-style-type: none"> <li>• 7 comments</li> </ul>
Object	<p>General objection:</p> <ul style="list-style-type: none"> <li>• 37 comments</li> </ul>
	<p>Objection to changes at Darling Street near Victoria Road (Location 1):</p> <ul style="list-style-type: none"> <li>• 18 comments</li> </ul>
	<p>Objection to changes at Darling Street near Denison Street (Location 2):</p> <ul style="list-style-type: none"> <li>• 11 comments</li> </ul>
	<p>Objection to changes at Balmain Road near The Boulevard (Locations 3, 4):</p> <ul style="list-style-type: none"> <li>• 26 comments</li> </ul>
	<p>Objection to changes at Perry Street near Glover Street (Location 5):</p> <ul style="list-style-type: none"> <li>• 38 comments (including a petition)</li> </ul>
	<p>Objection to changes at Norton Street near Carlisle Street (Location 6):</p> <ul style="list-style-type: none"> <li>• 11 comments</li> </ul>
	<p>Objection to changes at Norton Street near Norton Plaza (Locations 7, 8, 9, 10):</p> <ul style="list-style-type: none"> <li>• 79 comments</li> </ul>
	<p>Objection to changes at Parramatta Road near Mallet Street (Location 11, 12):</p> <ul style="list-style-type: none"> <li>• 22 comments</li> </ul>
	<p>Objection to changes at Parramatta Road near Larkin Street Locations 13, 14, 15)</p> <ul style="list-style-type: none"> <li>• 22 comments</li> </ul>
	<p>Objection to changes at Parramatta Road near University Avenue (Location 16):</p> <ul style="list-style-type: none"> <li>• 19 comments</li> </ul>

**Table 4-2: Summary of feedback on the proposal and responses to feedback**

Location	Initial proposal	Comment summary	Transport for NSW response	Final proposal
<p>Location 1 Darling Street near Victoria Road, Rozelle (30 comments)</p>	<ul style="list-style-type: none"> <li>Relocate bus stop 203939 about 40 metres and replace with No Stopping Zone (-4 car spaces)</li> </ul>	<p>Support on the basis of improvements to traffic flow and /or safety</p>	<p>We note your support. There are currently localised delays for buses at this location. Moving the bus stop further west down Darling Street would improve traffic flow and reduce congestion. Congestion can occur in the AM peak period when vehicles turning into Darling Street from the dual right-turn lane on Victoria Road are blocked by buses picking up and dropping off passengers in the kerbside lane on Darling Street. This can impact traffic on Victoria Road and on Darling Street.</p>	<p>As per initial proposal, no change</p>
		<p>Loss of parking and impacts on nearby businesses for both customer access and loading</p>	<p>The proposal would mean four on-street car spaces between Victoria Road and Belmore Street would be lost. These parking spaces are currently unavailable between 3:30 pm and 6:30 pm Monday to Friday when a 'No Stopping' zone is in operation. On-street parking would still be available south-west of Belmore Street and two spaces would be gained if the bus stop near Denison Street is removed as part of this proposal.</p>	
		<p>Less convenient interchange with Victoria Road buses</p>	<p>The new proposed bus stop is about 60 metres west of Victoria Road. It would still provide easy access to services on Victoria Road.</p>	
		<p>New bus stop should be moved further to the south-west past Waterloo Street/Belmore Street or the right-turn into Waterloo Street should be banned to prevent congestion</p>	<p>A bus zone south-west of Hancock Lane is likely to allow traffic to use the kerbside lane to pass vehicles turning right into Waterloo Street. Parking is currently permitted in the kerbside lane outside 3:30 pm and 6:30 pm, Monday to Friday.</p>	
		<p>Proposal should be suspended until development of adjacent land is resolved.</p>	<p>As part of the development approval process, council or the relevant planning authority takes into consideration impacts to any transport infrastructure or facilities, including bus stops when assessing developments. Any change to this stop will be considered as part of any future development.</p>	

Location	Initial proposal	Comment summary	Transport for NSW response	Final proposal
Location 2 Darling Street near Denison Street, Rozelle inbound (13 comments)	<ul style="list-style-type: none"> <li>Remove bus stop 203940 and replace with parking (+2 parking spaces)</li> </ul>	Additional walking distances for the elderly, disabled and young families.	<p>The current stop is about 200 metres from both adjacent stops. Removing this stop would make the spacing between stops consistent with the 400 metre guideline stated in <i>Sydney's Bus Future</i> for local and suburban routes.</p> <p>The project team carried out usage surveys at all of the stops in mid-2015. They recorded that this stop was used less frequently, which is why it was identified to be removed.</p>	As per initial proposal, no change
Locations 3 & 4 Balmain Road near The Boulevard, Lilyfield (31 comments)	<ul style="list-style-type: none"> <li>Remove bus stop 204014 and replace with parking (+2 parking spaces)</li> <li>Remove bus stop 204050 and replace with parking (+3 parking spaces)</li> </ul>	<p>Additional walking distances for the elderly, disabled and young families.</p> <p>Currently used to access nearby facilities and places of employment, including those within Callan Park.</p> <p>Security concerns expressed by nurses returning to Callan Park nurses quarters late at night.</p> <p>Support on the basis removing the inbound bus stop would increase sight distances and improve safety.</p>	<p>We acknowledge that removing the inbound and outbound bus stops at this location may be less convenient for some bus users who live and work close to existing stops.</p> <p>However, our surveys indicate that both stops are underused. They are also close to other stops, with another inbound stop about 130 metres to the north (near Grove Street) and another outbound stop about 180 metres to the south (near Wharf Road).</p> <p>Pedestrian pathways are located on both sides of the road in this area and grades are gentle, allowing relatively easy access to adjacent bus stops.</p> <p>We note your support.</p>	As per initial proposal, no change
Location 5 Perry Street near Glover Street, Lilyfield (39 comments)	<ul style="list-style-type: none"> <li>Remove bus stop 204048 and replace with parking (+1 parking space)</li> </ul>	<p>Additional walking distances for the elderly, disabled and young families.</p> <p>Access to community facilities including Uniting Care Healthy Aging Centre, University of Tasmania, Leichhardt Swimming Centre and Mental Health Coordinating Council.</p> <p>Impact on Orange Grove Public School and markets</p> <p>Support due to impacts on current bus stop on residential amenity</p>	Following a review of the comments about access for elderly customers, we are now proposing to keep the bus stop on Perry Access to community facilities including Street near Glover Street.	Retain existing bus stop

Location	Initial proposal	Comment summary	Transport for NSW response	Final proposal
Location 6 Norton Street near Carlisle Street, Leichhardt (20 comments)	<ul style="list-style-type: none"> <li>Extend bus stop 204029 zone by about 18 metres to allow for long buses. Remove parking (-3 car spaces and -1 motorbike parking space)</li> </ul>	Concern about loss of parking and impacts on businesses.	<p>Lengthening this bus stop would reduce available on-street parking by three car spaces and one motorcycle space.</p> <p>We do not expect that the proposed change to significantly affect the attractiveness or operation of local businesses.</p> <p>Alternative on-street parking spaces are available on nearby streets including the parallel parking on Carlisle Street and angled parking on Macauley and Short streets.</p> <p>There is currently no loading zone outside the businesses on Norton Street between Carlisle Street and Macauley Street. When they are vacant, the two remaining parking spaces immediately to the north of the bus stop would still provide an opportunity for loading and unloading if needed.</p>	As per initial proposal, no change
		Support noting advantages of larger buses and benefits to traffic flow.	We note your support.	
Locations 7, 8 ,9 &10 Norton Street near Norton Plaza, Leichhardt (90 comments)	<ul style="list-style-type: none"> <li>Remove bus stop 204023 and replace with parking (+5 parking spaces)</li> <li>Remove bus stop 204024 and replace with parking (+3 parking spaces)</li> <li>New bus stop replaces parking (-3 parking spaces) and remove one tree</li> <li>Remove bus stop 204027 and replace with parking (+3 parking spaces)</li> <li>Remove bus stop 204028 and replace with No Stopping Zone</li> <li>New bus stop replaces parking (-3 parking spaces) and remove three trees</li> </ul>	Concern about impacts on businesses adjacent to the new consolidated bus stops (overcrowding, amenity for patrons, access, safe exit from Palace Cinema).	<p>Following a review of Opal data and the comments about access for elderly customers, high usage of the bus stops on Norton Street near Marion Street and tree removal, we have changed our proposal for the southern part of Norton Street. We will no longer implement the consolidated bus stops and will keep the two existing bus stops near Marion Street and the outbound bus stop opposite Norton Plaza. To improve bus reliability, we will remove the existing inbound bus stop near Norton Plaza, which is used less frequently.</p> <p>Customers currently boarding and alighting at this stop, , can use the preceding stop at Leichhardt Public School which is within reasonable walking distance of Norton Plaza (about 150 metres).</p> <p>Keeping the existing outbound stop opposite Norton Plaza will assist elderly customers travelling north from the Plaza with their shopping, avoiding the need to walk uphill to the other existing stop at the corner of Marion Street.</p> <p>The revised proposal for the southern part of Norton Street will see the addition of three car spaces in place of the bus stop outside Norton Plaza and will no longer require tree removal.</p>	<ul style="list-style-type: none"> <li>Retain existing bus stops 204023, 204027 and 204028</li> <li>Remove bus stop 204024 and replace with parking (+3 parking spaces)</li> <li>No new bus stops required</li> </ul>
		Additional walking distances due to loss of bus stops on Norton Street near Marion Street and Norton Plaza, particularly for less mobile people.		
		Concern about pedestrian safety with new stops located further away from the crossing near Norton Plaza.		
		Concern about less convenient interchange with services that bus services that use Marion Street.		
		Concern about impact to trees on Norton Street.		

Location	Initial proposal	Comment summary	Transport for NSW response	Final proposal
		Additional on-street parking is not need and near Marion Street it will cause congestion.		
Locations 11 & 12 Parramatta Road near Mallet Street, Camperdown (26 comments)	<ul style="list-style-type: none"> <li>Remove bus stop 205025 and replace with parking (+5 parking spaces)</li> <li>New bus stop replaces parking (-7 parking spaces)</li> <li>Remove bus stop 205024 and replace with No Stopping Zone</li> </ul>	<p>Impact of parking loss on adjacent businesses.</p> <p>Concern about safety with assisted school transport vehicles and buses sharing the same block</p> <p>Current bus stop near Australia Street provides good access to Newtown and it is well used.</p>	<p>When the work is complete, five spaces would be added near Denison Street, and seven spaces lost near Mallet Street. We do not expect that these changes to parking would significantly affect the attractiveness or operation of local businesses.</p> <p>A parking survey conducted in late June 2016 examined parking supply and utilisation within a radius of about 200 metres around the proposed bus stop. The survey found that throughout the day parking utilisation, as a percentage of available spaces, ranges between 73 per cent and 84 per cent. This equates to a total of 62-95 available parking spaces for use by customers wishing to access businesses on Parramatta Road.</p> <p>The parking spaces to be removed are currently not available when the bus lane operates 6am-10am and 3pm-7pm Monday to Friday.</p> <p>Additionally, some of the businesses near Mallet Street have parking off Victory Lane.</p> <p>The proposed new bus stop on the departure side of the Mallet Street intersection is located to the east of the Bridge Road School and is not expected to interfere with traffic movements at the school frontage.</p> <p>The proposal will help us improve the reliability of bus services. Convenient access will still be available at the proposed new bus stop on the departure side of the Mallet Street intersection. Pedestrians can also use Mallet Street and Church Street to reach Newtown.</p>	As per initial proposal, no change

Location	Initial proposal	Comment summary	Transport for NSW response	Final proposal
		Existing bus stop on the approach side of Mallet Street should be retained but made set down only.	Our preference is to locate bus stops on the departure side of intersections with traffic lights. This allows for the Public Transport Information and Priority System (PTIPS), which improves the operational efficiency by extending green time at the traffic lights when a bus is approaching. This means that the bus travels through the intersection and only needs to stop once to pick up and set down passengers on the departure side of the traffic lights.	
Locations 13, 14 & 15 Parramatta Road near Larkin Street, Camperdown (38 comments)	<ul style="list-style-type: none"> <li>Remove bus stop 205022 and replace with parking (+3 parking spaces)</li> <li>Remove bus stop 205023 and replace with No Stopping Zone</li> <li>New bus stop replaces (-6 parking spaces)</li> <li>Move bus stop 205017 about ten metres east and replace with No Stopping Zone, and extend bus stop by about 24 metres, remove one tree</li> </ul>	<p>Concern about the loss of the bus stop near Missenden Road and effect on access to Royal Prince Alfred Hospital for staff, visitors and outpatients</p> <p>General support for lengthening the inbound stop</p> <p>Safety concerns due to conflict with the service station's driveway</p> <p>Moving the bus stop away from the traffic lights will be unsafe because people will try and cross Parramatta Road mid-block.</p> <p>Consolidated bus stop will not be adequate to meet demand especially given planned future growth.</p>	<p>Service 412 travelling along Missenden Road is available for people who need access to the hospital. This service is available from the city.</p> <p>The new bus stop to the east of the existing stop would still provide convenient access to Royal Prince Alfred Hospital, with an increased walking distance of about 80 metres.</p> <p>We note your support.</p> <p>While access to the proposed new bus stop from the west would require bus users to walk across the driveway to the service station, there is a pedestrian path, and sight distances are considered sufficient.</p> <p>Currently, when the bus is stopped to pick up passengers at the corner of Parramatta Road and Missenden Road, vehicles heading westbound, travel in the middle lane, and then in front of the bus in the kerbside lane to turn left into Missenden Road. This causes a safety hazard as motorists do not have a clear line of sight of pedestrians crossing Missenden Road. Additionally, it also causes a safety hazard when buses move towards the traffic lights and vehicles crossing in front of them. By moving the bus stop back about 80 metres east, the hazard will be minimised.</p> <p>The proposed new consolidated bus stop is considered adequate to meet demand in the short and medium term. We are aware that Parramatta Road at Camperdown is identified as a precinct in the Draft Parramatta Road Urban Transportation Strategy and that future residential, mixed use, enterprise/business uses with an average of eight storeys and a maximum of twelve storeys is envisaged along Parramatta Road. Bus stops may be reviewed in the future, if necessary.</p>	As per initial proposal, no change

Location	Initial proposal	Comment summary	Transport for NSW response	Final proposal
Location 16 Parramatta Road near University Avenue, Camperdown (26 comments)		Increased walking distances for less mobile people who live on the northern side of Parramatta Road.	Following a review of the comments, we have decided to re-evaluate the proposed changes at this location. We will not make change to this bus stop at this time.	Retain existing bus stop

**Table 4-3 Summary of feedback outside the scope of the proposal and responses to feedback**

Issue type	Comment summary	Transport for NSW response
Bus lanes (Comments 3)	Hours of the bus lanes on Parramatta Road should be extended. Parramatta road is consistently bumper to bumper traffic up until 7:30pm - 8pm during the week and the bus lane currently finishes at 7pm.	Your feedback has been noted by Transport for NSW. This matter will be referred to the relevant roads authority for consideration.
	Introduce peak bus lanes on ANZAC Bridge.	
Suggestions about bus services, timetables and routes	Extend the 440 service into Balmain, make the 440 service operate 24 hours, make the 440 service a double decker bus, 440 passengers disembark on Victoria Road and Terry Street and embark on Wellington Street, have buses running every 15 minutes	Thank you for your feedback. Transport for NSW will take your comments into consideration as part of future bus service reviews in the area.
	Use small buses to take passengers to main roads or interchanges.	
	Use small buses to take passengers to main roads or interchanges.	
	Operate the 444 service more frequently.	
	Discontinue the 445 service, discontinue the 442 service.	
	Simplify the 445 route, reroute buses down Johnson Street, Annandale instead of Norton Street, Leichhardt	
	Add more buses that go to Martin Place, add a bus that goes to Circular Quay, add a service that terminates at Leichhardt, add buses from Rozelle to Newtown, add a services that travels from Drummoyne/Camperdown to Balmain/Leichhardt , add a services to Leichhardt Pool	
Extend the 461 service to Garden Island.		

Issue type	Comment summary	Transport for NSW response
	<p>Improve bus access from Balmain and Leichhardt to Royal Prince Alfred Hospital, improve access from Drummoyne to Concord Hospital.</p>	
	<p>The L39/37 should stop at the bus stops at the end of Cecily street during peak periods</p>	
	<p>Buses often travel in groups and only the first one (which is often crowded) will stop. This is followed by substantial waiting time.</p>	<p>This proposal aims to improve the reliability of bus services in the inner west by ensuring buses run as closely as possible to the timetable. When buses are running to schedule, the number of buses travelling in groups, or bunching, is reduced.</p>
	<p>The stop for 500 buses in Druitt Street has been moved down the street without any shade and too close the Anzac Bridge</p>	<p>The relocation of the bus stop was part of a large package of changes to CBD bus stops made necessary by CBD light rail construction work. As part of this, a new bus stop for 500 series route buses was created on Park Street between Pitt and Castlereagh Streets.</p>
	<p>Provide services to Leichhardt Pool.</p>	<p>This suggestion has been previously investigated; however the narrow streets near the pool are unsuitable for regular Sydney Buses services. It is understood the pool is currently being served by the Inner West Council's Leichhardt Local Link free community bus.</p>
	<p>440 patrons are allowed to disembark on Victoria Road and at Terry Street where it terminates and allow passengers to embark on Wellington St where the bus starts out.</p>	<p>Not all Route 440 buses use Terry Street. There is no plan at this stage to change the current first and last stops on Darling Street at Rozelle. Terry Street is used by 'Not in Service' buses for operational reasons.</p>
<p>CBD bus changes</p>	<p>Concern about the changes to CBD bus services that were implemented on 4 October 2015 including fewer options for people accessing the CBD.</p>	<p>Your feedback has been noted by Transport for NSW and will be taken into consideration as part of future bus service reviews in the area.</p>
	<p>A large number of buses were redirected down Bathurst to relieve the congestion on Druitt Street, which should be reconsidered.</p>	<p>Transport for NSW directed Victoria Road buses to Druitt Street in April 2016.</p>
	<p>There is overcrowding on Castlereagh Street at the bus stops as well as traffic congestion.</p>	<p>Traffic within the CBD is being monitored by the CBD Coordination Office, who will make changes to traffic arrangements where warranted to address concerns.</p>
<p>Suggestions to change other bus stops</p>	<p>Support for extending bus stop rationalisation to other places, including Missenden Road, Camperdown and Douglas Street, Stanmore.</p>	<p>Your feedback has been noted by Transport for NSW and will be taken into consideration as part of future bus service reviews in the area.</p>
	<p>Reconsider the location of the bus stop on Catherine Street and Piper outside the "Friendly Grocer" store so motorists overtaking the stationary bus can clearly see pedestrians.</p>	<p>Transport for NSW will take your comments into consideration as part of future bus service reviews in the area.</p>
	<p>Remove the stop nearest to Parramatta Road on Norton Street. Buses have difficulty stopping there in both directions and it is not well patronized.</p>	<p>During the development of this proposal, the stops nearest Parramatta Road on Norton Street were identified to stay due to their frequent use.</p>

Issue type	Comment summary	Transport for NSW response
	There too many bus stops on Glebe Point Road from Parramatta Road to Wigram Road.	Your feedback has been noted by Transport for NSW and will be taken into consideration as part of future bus service reviews in the area.
	Remove the bus stop at the University of Technology Sydney.	There are no plans to alter this stop at this stage. This stop was identified by Transport for NSW to stay as it is a major university set-down stop in a review of bus stops on Broadway in 2013.
	Railway square stop needs to be redesigned because it is a major bottleneck and creates confusion for bus users.	Your feedback has been noted by Transport for NSW. Operation of the stop is being monitored by the Transport for NSW CBD Coordination Office.
	<p>The stop after Johnston Street (near the corner of Nelson Street) could be moved to the other side of the Bridge Road traffic lights. There could be a stop outside the existing Antiques Market and possibly then, the stop after that could be eliminated.</p> <p>The bus stop in Parramatta Road near Johnston Street should be moved to the east side of Johnston Street so that it is easier and safer for students to walk to the public school.</p> <p>The current outbound bus stop on Parramatta Road outside the Victoria Park Pool should be reconfigured and improved.</p>	Bus stops along Parramatta Road were reviewed as part of this proposal and no changes were proposed to these stops.
	Put an extra bus stop on Marion Street (towards Haberfield), just around the corner from Norton Street as many people do not know the bus is going to turn left into Marion Street and the next bus stop is a long way away for them to get off and retrace their steps.	This proposal seeks to reduce delays to bus passengers. There are no plans to introduce additional stops on Marion Street at this time.
Bus stops and on-board experience	Passengers should enter the bus by the back and front doors.	Rear-door loading on buses has been introduced at five of the busiest bus stops in the Sydney CBD to assist loading during peak hours. Opportunities for these arrangements at other locations will be considered by Transport for NSW.
	There is a lack of visible information as to where the buses are going and where they stop.	Transport for NSW provides further information via <a href="http://www.transportnsw.info/">http://www.transportnsw.info/</a> with details provided on exiting new Smartphone apps to track your service.
	Need for standard safety guidelines for bus drivers when the bus is full.	The implementation of operating procedures to ensure safety and accessibility are the responsibility of the relevant bus company. We will pass this feedback on to the relevant bus operators.
	Discontinue paper tickets.	Customers are encouraged to apply for an Opal ticket. See website for more info: <a href="https://www.opal.com.au/">https://www.opal.com.au/</a>

Issue type	Comment summary	Transport for NSW response
	Opal card should be integrated with smartphones.	Your feedback has been noted by Transport for NSW and will be taken into consideration as part of future planning.
	Don't replace the yellow/black bus signs with faded blue and white ones.	The blue and white signs are new standard, bus stop signage. They have been developed as part of an integrated public transport wayfinding system, which is being rolled out across Sydney.
Active transport links	Consideration should be given to pedestrian access routes to all bus stops along local roads, rather than Parramatta Road. Intrusions on the footpath from businesses can make walking hazardous, especially for older pedestrians.	Footpaths, including paving, seating, signage and bus stop infrastructure are controlled by the relevant local council. We will forward this feedback to the Inner West Council for their consideration.
Future development	Any proposed changes should be deferred until completion of the major upgrade to Camperdown Park.	The subject bus stops on Parramatta Road do not immediately adjoin Camperdown Park and there is no justification for deferring changes in this situation.
Bendy buses	Use of bendy buses on the 440 route is impractical due to the turning circle required.	Consideration of the suitability and choice of bus types is the responsibility of the relevant bus operator. We will forward this feedback for their consideration.
Road environment	Cyclists using the bus lanes create delays.	<p>Bus lanes are sign-posted or marked as bus lanes. They are provided primarily for buses, but the NSW Road Rules 2014 state they can also be used by:</p> <ul style="list-style-type: none"> <li>• Taxis.</li> <li>• Hire cars (but not rental cars).</li> <li>• Motorcycles and bicycles.</li> <li>• Emergency vehicles.</li> <li>• Special purpose vehicles and vehicles also operated by or under the direction of Roads and Maritime Services.</li> </ul> <p>Bus only lanes are for the exclusive use of buses, with the exception of authorised special purpose vehicles.</p>
	Near 386 Darling Street, Balmain, the buses do not have enough space to park and the rear of bus extends out blocking all the traffic.	Your feedback has been noted by Transport for NSW. Will be taken into consideration as part of future planning in the area.
	Where possible, place bus stops after the traffic lights. One of the most frustrating elements of being a bus user is stopping at the bus stop and then missing the lights as they turn red.	Our preference is to locate bus stops only on the departure side of intersections with traffic lights because this doesn't interfere with left turning traffic help buses meeting the timetable using the Public Transport Information and Priority System (PTIPS).

Issue type	Comment summary	Transport for NSW response
	Mallet Street vehicles have "turn left on red permitted after stopping". The issue is that pedestrians crossing Mallet Street (often rushing to get the bus) are given a green light to walk and the cars are all looking right to see when to enter Parramatta Road.	Your feedback has been noted by Transport for NSW. Will be taken into consideration as part of future planning in the area.
	The road outside Leichhardt bus depot on Balmain Road near the City West Link intersection should be widened to enable a left hand turning lane as the traffic is congested and far-reaching in this location due to limitations on the lanes currently.	Your feedback has been noted by Transport for NSW. Will be taken into consideration as part of future planning in the area.
Local bus stops and roads	Seating arrangements at bus stops are inadequate due to poorly designed bus shelters. Individual seating is more appropriate than bench seating for elderly passengers.	Bus stop seating and infrastructure is the responsibility of the relevant council.
	Delays on Norton Street are caused by the pedestrian crossing. Replace this with pedestrian signals.	This matter is noted and will be referred to the relevant council.
	The current delays on Norton Street seem to be exacerbated by vehicle movements into and out of the underground car park. This opening should be closed, and an alternative vehicle entrance / exit provided in Balmain Road. Alternatively, right hand turns into and out of the car park should be banned.	

## 5 Recommendations

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Proceed with the proposed changes to bus stops at the following locations:

- Darling Street near Victoria Road, Rozelle
- Darling Street near Denison Street, Rozelle
- Balmain Road near The Boulevard, Lilyfield
- Norton Street near Carlisle Street, Leichhardt
- Norton Street near Norton Plaza, Leichhardt (one removal only)
- Parramatta Road near Mallet Street, Camperdown
- Parramatta Road near Larkin Street, Camperdown

Do not implement proposed changes at:

- Perry Street near Glover Street, Lilyfield
- Norton Street near Norton Plaza, Leichhardt (three removals and two new stops)
- Parramatta Road near University Avenue, Camperdown

### 5.1 Next steps

We have considered all submissions and will ensure our team is aware of concerns raised by the community. We will ensure that feedback highlighted by stakeholders and the community is appropriately addressed throughout the delivery of the project.

For those locations where we are proceeding with the proposed changes, we expect construction work to start later in 2017 and we will notify you again before this happens.

We will continue to keep the community informed of the project progress.



## Improving bus services in Rozelle, Lilyfield, Leichhardt, Annandale and Camperdown

### Transport for NSW has identified some ways to improve the reliability of buses in Sydney's inner west.

The NSW Government has fully funded the Bus Priority Program. The program aims to improve the reliability of bus services on Sydney's main bus corridors.

As part of this program, Transport for NSW, in conjunction with Roads and Maritime Services, is seeking feedback by **Friday 18 December** on a proposal to make changes to some bus stops on:

- ▶ Darling Street, Rozelle
- ▶ Balmain Road and Perry Street, Lilyfield
- ▶ Norton Street, Leichhardt
- ▶ Parramatta Road, Leichhardt to Camperdown.

There would also be some changes to on-street parking. We have included detailed maps to help explain our proposal.

#### HOW WILL WE IMPROVE THE RELIABILITY OF BUS SERVICES?

We plan to improve bus journey times by:

- ▶ Reducing the number of locations at which buses need to stop by combining or removing some bus stops
- ▶ Lengthening some bus stops to accommodate longer buses
- ▶ Making it easier for buses to move in and out of bus stops by removing or relocating on-street parking
- ▶ Reducing delays for buses at traffic lights.

We have carefully considered bus stops near schools, aged care facilities and shops to ensure access to key bus stops is maintained, while still improving bus journey times.

#### BACKGROUND

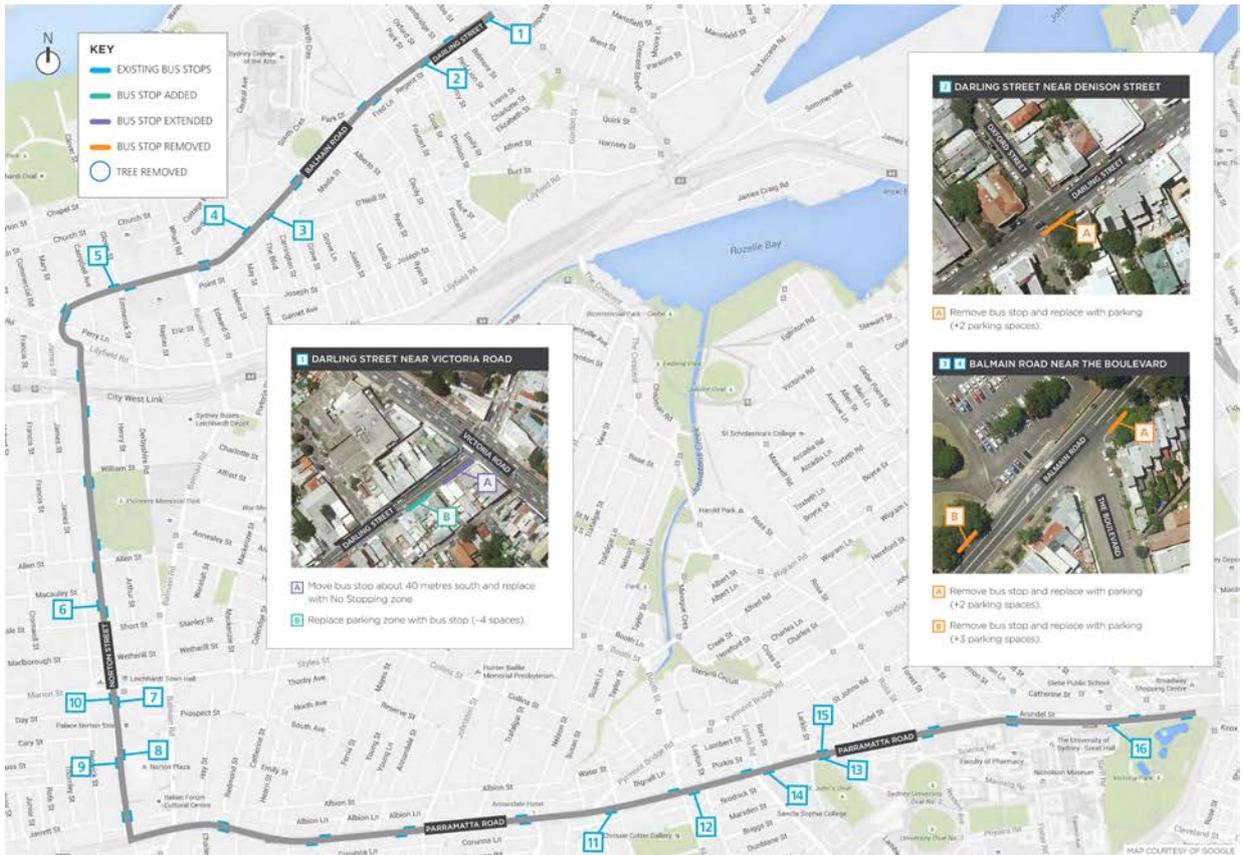
These changes are part of 'Sydney's Bus Future', the NSW Government's plan to redesign Sydney's bus network to meet customer needs now and into the future. Transport for NSW, Roads and Maritime, Sydney Buses and local councils have worked closely to develop this proposal.

Additionally, the proposed changes will be continually assessed when other major transport initiatives outlined in the NSW Government's Sydney CBD to Parramatta Strategic Transport Plan are implemented.

For more information about this plan, visit [www.transport.nsw.gov.au/sydney-cbd-to-parramatta](http://www.transport.nsw.gov.au/sydney-cbd-to-parramatta)

#### KEY OUTCOMES OF THE PROPOSAL

- ▶ More reliable travel times
- ▶ Achieving 95 per cent reliability of bus services
- ▶ Improving traffic flows and reducing traffic congestion for all road users
- ▶ On time running improvements.





- A** Remove bus stop and replace with parking (+5 parking spaces).
- B** New bus stop replaces parking (-7 parking spaces).
- C** Remove bus stop and replace with No Stopping Zone.



- A** Remove bus stop and replace with No Stopping Zone.
- B** New bus stop replaces parking (-6 parking spaces).
- C** Remove bus stop and replace with parking (+3 parking spaces).
- D** Move bus stop about 10 metres east and replace with No Stopping Zone, and extend bus stop by about 24 metres east. Tree to be removed.



- A** Remove bus stop and replace with parking (+1 parking space)



**A** Remove bus stop and replace with parking (+1 space).



**A** Extend bus zone by about 18 metres to allow for long buses. Remove parking (-3 car parking spaces and -1 motorbike parking space).



- A** Remove bus stop and replace with No Stopping Zone
- B** New bus stop replaces parking (-3 parking spaces). Three trees to be removed.
- C** Remove bus stop and replace with parking (+3 parking spaces).
- D** Remove bus stop and replace with parking (+5 parking spaces).
- E** New bus stop replaces parking (-3 parking spaces). Tree to be removed.
- F** Remove bus stop and replace with parking (+3 parking spaces).

## HAVE YOUR SAY

We welcome your written comments by  
Friday 18 December.

Please send your comments to:

Email: [rozellebuspriority@rms.nsw.gov.au](mailto:rozellebuspriority@rms.nsw.gov.au)

Mail: PO Box 973, Parramatta CBD NSW 2124

## WHAT HAPPENS NEXT?

We will consider all comments and respond to them in a community consultation report, which will be available early next year.

Depending on the outcomes of community consultation, implementation is expected to proceed in 2016.

We will continue to liaise with the community throughout the project.

## CONTACT US

If you have any questions, please contact our Project Manager Brenton Chalice:



1800 575 250



[rozellebuspriority@rms.nsw.gov.au](mailto:rozellebuspriority@rms.nsw.gov.au)

For more information visit:



[www.rms.nsw.gov.au/bpp](http://www.rms.nsw.gov.au/bpp)



## Translating and Interpreting Service

If you need an interpreter, please call the Translating and Interpreting Service (TIS National) on **131 450** and ask them to telephone Roads and Maritime Services on 1800 575 250.

### Arabic

إذا كنتم بحاجة إلى مترجم، الرجاء الاتصال بخدمة الترجمة الخطية والشفهية (TIS National) على الرقم **131 450**.  
والطلب منهم الاتصال بوكالتكم على الرقم 1800 575 250

### Cantonese

若你需要口譯員，請致電 **131 450** 聯絡翻譯和口譯服務署 (TIS National)，要求他們致電 1800 575 250 聯絡 Roads and Maritime Services。

### Mandarin

如果你需要口译员，请致电 **131 450** 联系翻译和口译服务署 (TIS National)，要求他们致电 1800 575 250 联系 Roads and Maritime Services。

### Greek

Αν χρειάζεστε διερμηνέα, παρακαλείστε να τηλεφωνήσετε στην Υπηρεσία Μετάφρασης και Διερμηνείας (Εθνική Υπηρεσία TIS) στο **131 450** και ζητήστε να τηλεφωνήσουν Roads and Maritime Services στο 1800 575 250.

### Italian

Se desiderate l'assistenza di un interprete, prego telefonare al Servizio Interpreti e Traduttori (TIS National) al **131 450** chiedendo di contattare Roads and Maritime Services al 1800 575 250.

### Korean

통역사가 필요하시면 번역통역서비스 (TIS National)에 **131 450** 으로 연락하여 이들에게 1800 575 250 번으로 Roads and Maritime Services 에 전화하도록 요청하십시오.

### Vietnamese

Nếu cần thông ngôn viên, xin quý vị gọi cho Dịch Vụ Thông Phiên Dịch (TIS Toàn Quốc) qua số **131 450** và nhờ họ gọi cho Roads and Maritime Services qua số 1800 575 250.

December 2015  
RMS 15.607