TTW

Structural
Civil
Traffic
Façade

Preliminary Green Travel Plan

Shoalhaven Hospital Redevelopment

Prepared for Health Infrastructure NSW c/o Johnstaff / 14 December 2022

201815

Your Partner in Engineering

Contents

Revision Register

Rev	Date	Prepared By	Approved By	Remarks
0	14/12/2022	EC	-	Issued as preliminary GTP

Prepared by
TTW (NSW) PTY LTD

EMMA COWDERY
Traffic Engineer

Reviewed by
TTW (NSW) PTY LTD

MICHAEL BABBAGE
Associate (Traffic)

Authorised By
TTW (NSW) PTY LTD

PAUL YANNOULATOS
Technical Director

P:\2020\2018\201815\Reports\TTW\Traffic\6 - Green Travel Plan\221214 Shoalhaven Hospital GTP Rev 0.docx

1.0   Introduction

A Green Travel Plan (GTP) is a way to sustainably manage the transport needs of staff, patients, and visitors to a development. The aim of the Plan is to reduce the environmental impact of travel to and from the site and to provide a clear plan of management for vehicle and pedestrian movements within and around the site. This includes encouraging alternate travel methods such as active transport, public transport, and car-pooling, while reducing dependence on private vehicles. This Plan contains management strategies intended to fulfil the objectives and mode share targets outlined in Section 0 and 0, respectively.

This preliminary GTP has been prepared to support the development and future operation of the hospital, and to satisfy conditions of the SEARs issued by the Department of Planning, requiring the provision of a GTP to promote sustainable travel choices for employees and visitors.

This preliminary GTP has been prepared in knowledge of and with reference to the NSW Travel Plan Toolkit for Hospital Precincts. The Toolkit outlines the process of developing a Travel Plan, and this GTP aligns with this process by first assessing the existing conditions including an analysis of existing travel modes, then developing measurable travel mode targets and implementing actions and activities to fulfil these targets. Strategies for ongoing management of the GTP is also provided in accordance with the Toolkit.

This document is preliminary in nature and is intended to be dynamic and respond to the future operation of the site. It is anticipated that this preliminary GTP will be developed into a more comprehensive and final GTP prior to commencement of operations of the new hospital, which is expected to be required as a condition of development consent.

2.0   Travel Plan Management and Engagement

2.1   Transport Coordinator Roles and Responsibilities

Transport programs must be implemented to achieve travel behaviour change and a specific role is required to implement and manage these programs. It is recommended that a Transport Coordinator role be appointed at the hospital to provide a central point of contact and a responsible person for travel plan implementation.

The nominated Transport Coordinator shall:

- Liaise with the hospital and LHD representatives
- Liaise with other internal stakeholders (see below)
- Coordinate communications and publications to staff, patients and visitors as required
- Directly oversee implementation of transport programs where relevant
- Consult and engage external parties to implement transport programs where relevant
- Liaise with the Contractor prior to the construction phase to review and approve proposed construction traffic and access methodologies
- Liaise with the Contractor during the construction phase to maintain safe operations at and around the site

2.2   Internal Hospital Stakeholders

The list of internal stakeholders to be consulted by the Travel Coordinator includes:

- Hospital Executive Staff as relevant
- Asset Management
- Grounds Management
- WHS Representative

2.3   State and Local Government Stakeholders

The list of external stakeholders to be consulted by the Travel Coordinator includes:

- Shoalhaven City Council
- Transport for NSW
- Busways

In the event of external consultation being required, various state and local stakeholders have provided a nominated contact person, either for addressing concerns and comments or for providing alternative best contacts for a specific issue.

The nominated point of contact at **Shoalhaven City Council** is as follows:

- Name:
  - To be advised by Council for inclusion in post-approval documentation.
- Role:
  - *TBC*
- Phone:
  - *TBC*
- Email:
  - *TBC*

The nominated point of contact at **Transport for NSW** is as follows:

- Name:

- o To be advised by TfNSW for inclusion in post-approval documentation.
- Role:
  - o *TBC*
- Phone:
  - o *TBC*
- Email:
  - o *TBC*

The nominated point of contact at **Shoalbus** is as follows:

- Name:
  - o To be advised by Shoalbus for inclusion in post-approval documentation.
- Role:
  - o *TBC*
- Phone:
  - o *TBC*
- Email:
  - o *TBC*

The nominated point of contact at **Nowra Coaches** is as follows:

- Name:
  - o To be advised by Nowra Coaches for inclusion in post-approval documentation.
- Role:
  - o *TBC*
- Phone:
  - o *TBC*
- Email:
  - o *TBC*

The nominated point of contact at **Stuart's Coaches** is as follows:

- Name:
  - o To be advised by Stuart's Coaches for inclusion in post-approval documentation.
- Role:
  - o *TBC*
- Phone:
  - o *TBC*
- Email:
  - o *TBC*

The nominated point of contact at **Kennedy's Bus & Coach** is as follows:

- Name:
  - o To be advised by Kennedy's Bus & Coach for inclusion in post-approval documentation.
- Role:
  - o *TBC*
- Phone:
  - o *TBC*
- Email:
  - o *TBC*

3.0   Travel Plan Outcomes

3.1   Reduce the Environmental Footprint of the Development

Reducing the environmental footprint of a development is an essential component of any sustainable transport plan. The use of private vehicles by staff, patients and visitors is a contributor to the environmental footprint of the hospital.

This Plan seeks to decrease the site's environmental footprint by promoting and increasing the use of more sustainable travel options such as public and active transport and educate users about the importance of sustainable practices. These measures aim to decrease the overall environmental impact of the hospital development, advocating the importance of sustainable behaviours to those attending the site and providing a sustainable future.

3.2   Increase Awareness of Travel Options

Users may perceive barriers in using alternative travel modes due to a simple lack of awareness of their options. If these options can be presented to users in an easy-to-understand format, they may be more likely to change their travel behaviours.

Increased awareness and education around travel mode options is of significant long-term benefit to the general public, by developing a community with a good understanding of transport and who are more likely to make deliberate choices about their travel in the future.

3.3   Reduce Parking Impacts

To reduce parking demands within and around the site, this GTP seeks to reduce the total volume of vehicles requiring parking at the site through use of sustainable alternative travel options. Even small changes in overall travel habits will reduce the utilisation of parking. A reduced parking demand will improve relationships with neighbours, local residents, and the local council, and ensure availability of nearby parking for those who need it most with no alternative options.

3.4   Improve User Safety

In the interest of user safety around the hospital campus, it is important that the volume of vehicles moving around and through the site is reduced as much as possible. This applies to vehicles interacting with pedestrians, and vehicles interacting with other vehicles. While pedestrian paths are provided throughout the site providing separation in most locations, mistakes and accidents can occur which cannot be foreseen or fully prevented. Additionally, the hospital is a high-speed environment when considering ambulance movements.

To improve user safety for pedestrians and vehicles around the hospital, this GTP seeks to reduce the total volume of vehicles travelling to the site.

We note that it is not only hospital user safety but also the safety of the wider road network and community that shall be improved by a reduction in vehicle volumes.

3.5   Improve Health and Wellbeing

It is in the interest of any hospital or health provider to ensure the health and wellbeing of its users. This responsibility extends beyond work hours to include daily travel to and from the site. A change from vehicular transport to active transport such as walking, or cycling provides health benefits to users by increasing their amount of daily physical activity.

To improve health and wellbeing of hospital staff, this GTP seeks to increase the use of active transport modes such as walking or cycling.

A reduction in vehicle usage will also create environmental benefits through reduced emissions, which provides further improvements to health and wellbeing of the community more broadly.

4.0 Travel Mode Targets

The target travel mode splits for staff, visitors and patients are outlined in Table 4.1. The existing mode split results are taken from a travel mode survey distributed to hospital users in May 2022. Travel mode split targets have been developed based on the responses received in the survey and the existing travel habits.

In particular, the travel survey contained various questions about sustainable travel initiatives, including whether the survey respondent would be interested in taking up an alternative travel mode (such as cycling or car share / carpooling). These results have been used to calculate mode share targets for the opening year of 2026 as contained in Table 4.1. The following assumptions and key issues have been considered when calculating the targets:

- It is assumed that 50% of staff who <u>expressed interest</u> in an alternative travel mode in the survey will switch to using this mode by 2026.
    - o To cater for visitors who by nature are less likely to travel via alternative modes, this value was halved to represent the uptake in sustainable travel by visitors (i.e. halved again to 25%).
    - o To cater for patients who by nature are even less likely to travel via alternative modes, this value was quartered to represent the uptake in sustainable travel by patients (i.e. halved again to 12.5%).
- The travel mode survey reports the proportion of staff, patients and visitors who use private vehicle to travel to the hospital but does not breakdown this number to those who currently participate in carpooling.
- A growth of 1% is allocated to the walking mode share for each hospital user. A growth of 2% of allocated to the public transport mode share for staff.
- Some hospital staff are not local to their place of work and travel significant distances. For some of these staff, public transport is limited or unavailable.
- Some hospital staff work at unusual times of the day when public transport may be unavailable and active transport may be unattractive.
- Due to the unique nature of hospital visitor and patient travel (often in emergency or undesirable scenarios), minor changes to visitor and patient mode share are currently proposed. The most significant opportunity for reduced private vehicle usage is by staff who are better equipped to switch to an alternative travel mode due to the planned nature of their trip to site.

Table 4.1: Mode Share Targets

	Travel Mode	Existing Mode Share	Target for 2026	% Change from Existing
Staff	Private vehicle	98.1%	89.4%	-8.7%
	Public transport	0.0%	2.0%	+2.0%
	Bicycle	0.9%	6.6%	+5.7%
	Walk	0.9%	1.9%	+1.0%
Patients	Private vehicle	94.3%	91.9%	-2.4%
	Community Transport	3.8%	3.8%	0.0%
	Public transport	0.0%	0.0%	0.0%
	Bicycle	0.0%	1.4%	+1.4%
	Walk	1.9%	2.9%	+1.0%
Visitors	Private vehicle	99.3%	95.4%	-3.9%
	Public transport	0.0%	0.0%	0.0%
	Bicycle	0.0%	2.9%	+2.9%
	Walk	0.7%	1.7%	+1.0%

In addition to the travel mode share targets above, this GTP also seeks to increase the number of staff, patients and visitors participating in carpooling. The travel mode survey captures the number of users participating in carpooling, regardless of whether they are the driver or passenger. The targets for carpooling are outlined in Table 4.2.

Table 4.2: Carpooling Targets

User	Existing % Split	Target for 2026	% Change from Existing
Staff	3.9%	17.0%	+13.2%
Patients	0.0%	3.3%	+3.3%
Visitors	39.3%	45.9%	+6.6%

5.0   Travel Plan Outputs

In order to achieve the mode share targets previously outlined in Section 0, a number of initiatives and programs are recommended to be implemented as detailed in the following sections. The transport initiatives and actions contained in this section are examples only to indicate potential policies that could be implemented at the hospital. These actions do not reflect confirmed or committed initiatives and policies, which would be finalised in a detailed Green Travel Plan prior to occupation of the new building.

The following base strategies are considered which aim to meet the objectives of the Plan:

1. Encourage active transport
2. Encourage public transport
3. Encourage carpooling
4. Ongoing management

5.1   Encourage Active Transport

The actions outlined in this section aim at increasing the uptake of active transport in order to achieve the targets relating to walking and cycling in Table 4.1. In summary, these targets include the following:

- Staff:
    - Increase cycling mode share by **5.7%**
    - Increase walking mode share by **1.0%**
- Patients:
    - Increase cycling mode share by **1.4%**
    - Increase walking mode share by **1.0%**
- Visitors:
    - Increase cycling mode share by **2.9%**
    - Increase walking mode share by **1.0%**

5.1.1   Bicycle Storage and End-of-Trip Facilities

Bicycle storage and end-of-trip facilities including showers, change rooms and lockers are important in encouraging hospital users to travel using active transport such as cycling and walking. In particular, these facilities are important for those travelling long distances or during warmer seasons.

Bicycle storage is proposed in the undercroft parking area of Block B. This area contains 90 bicycle parking spaces and is shown in Figure 5.1. The proposal contains the existing end-of-trip facilities in Block B as shown in Figure 5.1 and are located in close proximity to the bicycle storage areas providing convenient access.

These facilities are to be maintained and kept to an appropriate standard as part of ongoing maintenance procedures. Installation of any future bicycle storage should be in accordance with Australian Standards AS2890.3 *Bicycle parking*, and any other specifications from authorities including Shoalhaven City Council.

Usage of bicycle parking and end-of-trip facilities should be monitored over time and additional parking spaces, showers and/or change rooms provided if demand requires. Promotion of these facilities may include:

- Nominating lockers to be used only by staff who travel via active transport modes to encourage more active transport users
- Wayfinding to improve accessibility of end-of-trip facilities and bicycle parking

Promoting bicycle parking and end-of-trip facilities through correspondence with staff e.g. staff newsletters or staff meetings
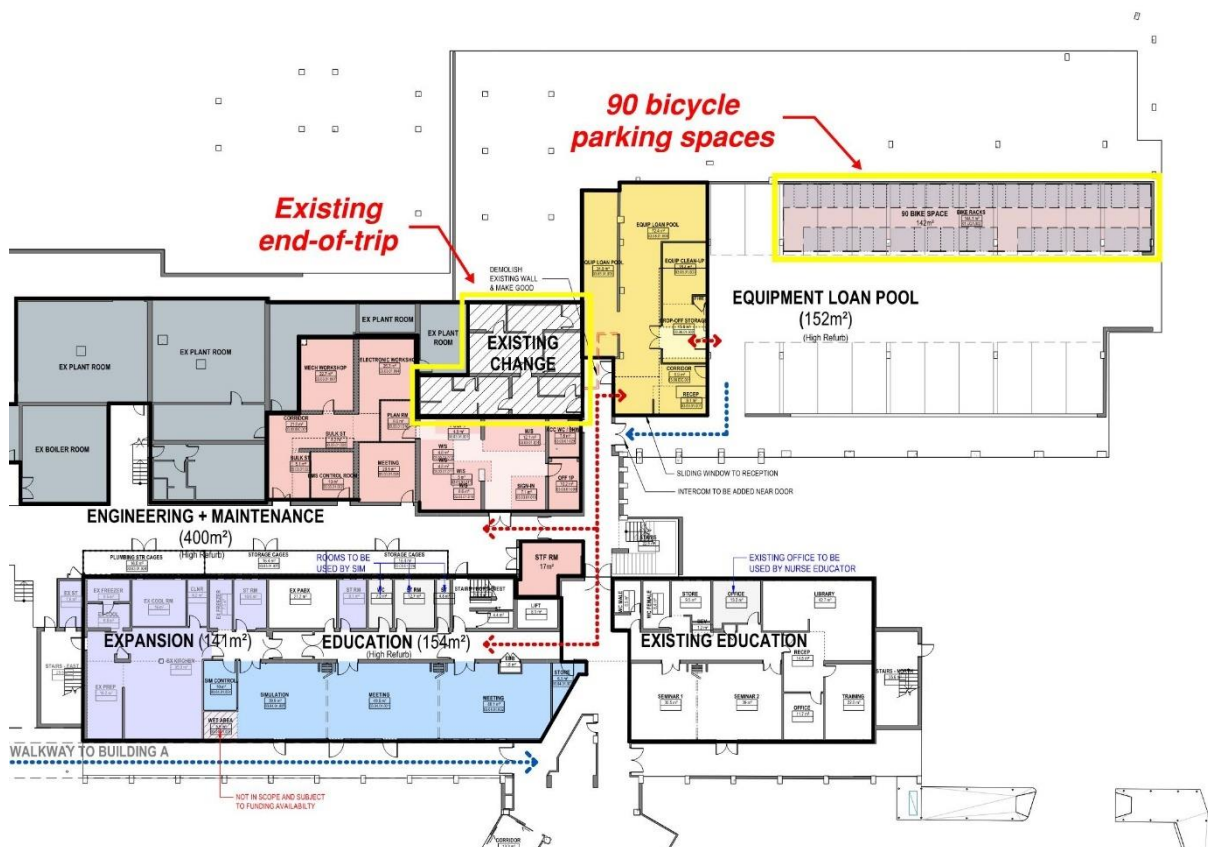
Figure 5.1: Proposed Bicycle Storage and End-of-Trip Facilities
Source: Conrad Gargett (BLB-DD-DR-AR-22101, 16/06/22, Rev 7)

5.1.2 'Ride2Work Day' and Health Events

Various organisations and groups develop programs and events to encourage active transport. For example, Bicycle Network coordinates a Ride2Work Day each year. These events provide a good opportunity for organisations to encourage cycling for their staff, and each event can also assist in influencing the travel behaviour of others through general publicity and awareness. Events hosted at or by the hospital could include organised preferred cycling routes, bike safety programs, bike maintenance instructions, and more.

The hospital should investigate avenues to promote this event and encourage staff involvement. Subject to further discussion, incentives may include competitions or rewards such as a free breakfast.

This and other events should be considered annually. The Hospital General Manager has proposed twice-yearly promotions, in spring and autumn.

5.1.3 Salary Sacrifice for Active Transport Purchases

This strategy involves providing the option for staff members to participate in salary sacrificing for the purchase of micro-mobility vehicles such as bicycles, e-bikes or electric scooters. By reducing the upfront cost of these types of vehicles, active transport may become more desirable and accessible.

5.1.4 Subsidised Carry Bags

The hospital may wish to investigate opportunities to provide subsidised backpacks or panniers (for bicycles) for staff who are committed to practice sustainable travel to and from work. This strategy would allow sustainable transport to become a more feasible option.

5.2   Encourage Public Transport

The actions outlined in this section aim at increasing the uptake of public transport by 2% for staff as per the travel mode targets in Table 4.1.

5.2.1   Opal Top-up Facilities

There is limited availability of physical top-up facilities for Opal cards in the vicinity. If users do not utilise automatic top-up, they may avoid public transport options if unsure about their Opal balance or where to add funds to their card. Transport for New South Wales has recently started facilitating debit/credit cards as a replacement to Opal cards. By placing an information board or leaflets outlining options for opal top-up and use of credit/debit card at tapping points would encourage hospital users to use these options.

5.2.2   Pre-Loaded Opal Cards for New Staff

As an incentive to encourage staff to consider and participate in travel by public transport, pre-loaded opal cards could be distributed to new staff as part of an induction pack or similar. Providing this incentive during the induction process would encourage staff to use public transport and create sustainable habits from the start.

5.2.3   Increased Public Transport Services

The hospital should remain up to date with any proposed plans by Council or TfNSW to increase the public transport services as the local area goes through future development. If the current public transport services are not meeting the demand, the hospital may consult with Council and TfNSW about potential upgrades to the offered services. NSW Health has worked with TfNSW in developing the hospital redevelopment plan, and TfNSW are accounting for this in their current planning for public transport in the region.

5.2.4   Real-Time Public Transport Information Screens

To increase the accessibility of public transport, the hospital could install information screens on-site to inform staff, visitors and patients of upcoming bus and train services, and where to access these services.

5.2.5   Shuttle Bus to Transport Hubs

Providing a shuttle bus service between the hospital and transport hubs would encourage all hospital users to travel via public transport. Connectivity to bus and train transport hubs such as Bomaderry station and Nowra CBD is currently limited, and the provision of shuttle buses would respond to this issue by improving accessibility of public transport services. This would be a long-term initiative which the hospital could investigate during the future operation of the hospital.

5.3   Encourage Carpooling

The actions outlined in this section aim at increasing the uptake of carpooling for staff, visitors and patients as per the targets outlined in Table 4.2. In summary, these targets include the following:

- Increase carpooling for staff by **13.2%**
- Increase carpooling for visitors by **6.6%**
- Increase carpooling for patients by **3.3%**

5.3.1   Promotion of Liftango Carpooling

A strategy to encourage hospital users to carpool involves a pairing system that informs of other users who live in nearby areas or along their travel route. Initiating this system might involve a meeting to provide an opportunity for staff members to discuss carpooling options, including coordination of staff by local area. Off-the-shelf alternatives such as the Liftango app may also be an option for staff, patients, and visitors to utilise.

5.3.2   Priority Parking

A strategy to encourage carpooling further is to allocate priority parking spaces to those committed to carpooling or car share. Priority parking ensures that carpooling staff will be able to park on-site, while other users may be required to use on-street parking. This may act as an incentive for others to investigate carpooling opportunities. Priority spaces could also come with other benefits, such as a prime location with good accessibility as further encouragement.

5.3.3   Funded Guaranteed Ride Home

Staff, patients and visitors may be reluctant to participate in carpooling if there is uncertainty about whether a ride home will be available at the end of their shift / visit. To combat this issue and improve the likelihood of hospital users participating in carpooling, the hospital could investigate a Guaranteed Ride Home scheme. For example, staff who are committed to sustainable travel could be eligible for up to 10 free rides home per year.

5.4   Ongoing Management

5.4.1   Support Working from Home

Offering support and provisions for working from home is a strategy to further reduce the volumes of private vehicles travelling to and from the site. This initiative applies to staff members who do not need to be present on site such as administrative staff. Working from home 2 or 3 days a week can reduce the car activity around the site and reduce parking impacts, as well as reduce the overall environmental footprint of the site as staff are not travelling to and from the hospital each day, some of which often travel for long distances. The hospital and the health district have committed to making this option available to staff.

5.4.2   Improved Signage and Wayfinding

Effective signage and wayfinding at the hospital site is important to assist users in locating and accessing active and public transport facilities and services. This includes signage and wayfinding to direct users to the end-of-trip facilities, bus stops and footpaths.

To assist with travel to and from the hospital site, the wayfinding and signage at major transport hubs such as Bomaderry station and Nowra CBD could be reviewed. The hospital could liaise with relevant authorities regarding any improvements to signage and wayfinding which would improve accessibility and connectivity to the hospital by active and public transport.

5.4.3   Regular Reviews of Travel Plan

This GTP, and other associated documentation (such as a Travel Access Guide) should be reviewed regularly and updated as required. The review should include:

- Updating to reflect any travel-related changes in the local area such as bus services, new cycle routes or pedestrian crossings (this should occur as changes arise)
- Reviewing progress against the proposed mode share targets and update targets if required
- Identification of any shortfalls in the Plan and an updated action plan to address these shortfalls
- An updated travel mode survey to be distributed to all staff, patients, and visitors. Collect data including residential postcodes to inform where hospital users are travelling from.
- Consultation with staff, patients, and visitors to understand travel behaviours and any barriers and facilitators to shift to sustainable travel.
- Adjustments to initiatives and targets based on updated survey results and in response to any issues that may arise

5.4.4 Transport Coordinator

To ensure that the ongoing review of this Plan is carried out as expected, responsibility of this task should be allocated to a specific staff member or Transport Coordinator. This staff member could form a sustainability group that would assist in updating the GTP and champion the travel initiatives. Responsibilities of the Transport Coordinator may include:

- Implementation and promotion of the actions outlined in the GTP
- Monitoring the effectiveness of the actions
- Ongoing maintenance of the GTP
- Providing advice to staff, patients, visitors, or contractors about transport-related issues
- If required, liaising with external parties such as Council or public transport operators

6.0   Travel Plan Summary

The following table summarises the actions detailed in Section 0, and outlines why the initiative is important, how it can be implemented and a timeline for when it should be implemented at the hospital.

Action	Why	How	When
Encourage Active Transport			
Provide bicycle storage area and end-of-trip facilities	Bicycle parking and end-of-trip facilities encourage greater usage of active transport.	Monitor usage over time and increase parking provisions if necessary.	Ongoing
Promotion of 'Ride2Work Day' and other health events	Hospital users exposed to active travel in an organised manner may be more likely to consider it for their own travel and may also enjoy improved education regarding their options and safety.	Ensure events such as 'Ride2Work Day' and other relevant events are advertised by the hospital with special events held. This may be organised by the sustainable travel representative.	Ongoing; every 6 months
Salary sacrifice for active transport purchases	Reducing the upfront cost of bicycles, e-bikes or electric scooters can encourage staff to invest in these active transport options.	The hospital should investigate opportunities for salary sacrifice options and promote these to all staff members.	Ongoing
Subsidised carry bags	Subsidised backpacks or panniers can act as an incentive to encourage active transport.	The hospital should investigate opportunities for subsidising carry bags to staff who are committed to active travel.	Ongoing

Action	Why	How	When
Encourage Public Transport			
Opal card top-up facilities	There are limited top-up facilities (e.g. retail stores) near the site. Users may avoid public transport if they are unsure of their Opal balance or know they have insufficient funds. Facilities also act as a reminder of public transport availability to influence travel habits.	Investigate the feasibility of providing an Opal top-up facility at the main building reception and/or inform people of the options for opal top-up and use of credit/debit card at tapping points	Ongoing
Pre-loaded opal cards for new staff	This action would incentivise staff to consider travel by public transport from the start.	Distribute pre-loaded opal cards to new staff as part of an induction pack or similar.	Ongoing; as new staff are inducted
Increased public transport services	If public transport services do not meet the demand, then hospital users are more likely to use unsustainable travel modes.	The hospital should consult with Council and TfNSW about plans to upgrade the local public transport services.	Ongoing; if services do not meet demand
Real-time public transport information screens	Providing up-to-date service information improves accessibility of public transport.	Install information screens at prominent on-site locations such as building entries.	Prior to operation
Shuttle bus to transport hubs	To respond to the existing lack of connectivity to Bomaderry station and Nowra CBD.	Provided by the hospital for staff or other users. The main pick up and drop off area has spatial allowance for bus access which could be used for shuttle bus services.	Long-term action to be investigated during future operation of the hospital.

Action	Why	How	When
Encourage Carpooling			
Promotion of Liftango carpooling app	Staff may not be aware of carpooling options and systems available to coordinate travel.	Arrange meeting or workshop with staff, seek additional information from app developer if available.	Ongoing
Provide priority parking for carpooling staff	Staff are more likely to use carpool programs if parking is guaranteed.	Allocate priority parking spaces to those engaging in carpooling.	Ongoing
Funded Guaranteed Ride Home	A guaranteed ride home at the end of a shift / hospital visit would encourage users to participate in carpooling.	Investigate a Guaranteed Ride Home scheme for staff committed to sustainable travel.	Ongoing
Ongoing Management			
Support working from home	The ability to work from home allows staff to reduce the private vehicle trips made to and from the hospital.	Provide support and a policy for eligible staff to work from home.	Ongoing
Improved signage and wayfinding	Signage and wayfinding provisions improves accessibility of sustainable travel modes.	Ensure the site contains effective signage and wayfinding to direct users to end-of-trip facilities, bus stops and footpaths.	Prior to operation

Action	Why	How	When
Review this Green Travel Plan regularly	Consistent review will allow revision of mode share targets and provide an understanding of any deficiencies and possible improvements.	Undertake regular reviews of this GTP including an updated travel mode survey of staff, patients, and visitors.	Ongoing; as required
Allocate responsibility to a staff member	Sustainable travel documentation, initiatives, and education are unlikely to be maintained if responsibility is not allocated to a particular staff member.	Seek out one or more hospital or LHD representatives to take responsibility for sustainable travel. Staff members should also ensure that responsibility is transferred if they leave the LHD.	Ongoing

7.0   Monitoring and Reporting

7.1   Data Collection

7.1.1   Transport Data Collection

Data collection is required for the ongoing management and reviewing of this Plan. These investigations are intended to evaluate whether a particular operation or system is still successfully functioning and meeting demands. Table 7.1 contains suggestions for the data collection context and the types of data to be collected.

Table 7.1: Data Collection Summary

Context	Data to be collected
Buses	• Number of public bus users (during peak periods and overall) • Observational assessments (e.g. queuing, safety concerns)
Drop off Zones (General Access and Emergency Department)	• Number of users • Set down times • Arrival and departure times • Any non-formal drop-off occurrences • Observational assessments (e.g. queuing, safety concerns)
Car Parking	• Number of daily vacant and occupied spaces • Number of passengers per vehicle • Arrival and departure times
Pedestrian Facilities	• Number of pedestrians entering through gates • Arrival and departure times • Number of pedestrians jaywalking as well as the time and location
Cyclist Facilities	• Number of daily vacant and occupied bicycle parking spaces • Number of cyclists entering through each site access point • Number of end-of-trip facility users

7.1.2   Incident Recording System

It is recommended that the hospital should keep and maintain an on-site traffic incident record. This record would contain a description of the incident, including contact details and what actions were taken by the hospital in response to the incident. It is advised that records of incidents be kept for an extended period of time following the incident occurrence.

The hospital should be able to provide the traffic incident register to relevant authorities on request.

7.1.3   Complaints Management

It is recommended that the hospital should keep and maintain a record of all complaints made in relation to any transport or access issues in a complaint register. Suggestions for what the record may include are:

- The date and time of the complaint
- The method by which the complaint was made (e.g. phone or email)
- Any personal details provided by the complainant

- The nature of the complaint
- Any action taken by the hospital in relation to the complaint including any follow-up communication

It is advised that records of the complaint be kept for an extended period of time after the complaint was made. The hospital should be able to provide a copy of the complaints register to relevant authorities on request.

7.2   Program Evaluation

The finalised GTP it is to be maintained by the hospital and shall be distributed to all the concerned logistic personnel and managers. The hospital is also responsible for distributing appropriate information to staff, patients, visitors, volunteers, and contractors as necessary. A copy of the GTP is always to be held on-site and available for review.

The GTP should be reviewed regularly and updated as required. It is recommended that an initial review should take place following 18 months of operation. This review should include detailed observations of the transport operations of the site and adjustments to procedures where necessary.

To ensure that ongoing reviews of this GTP are carried out as expected, responsibility for this task should be allocated to the Travel Coordinator or a specific alternative staff member.

7.3   Reporting Findings

The GTP and other associated documentation including the Travel Access Guide should be regularly reviewed and updated as required. The review should include an updated travel mode survey, consultation with staff, patients and visitors, and adjustments to initiatives and targets as necessary.

Sample evaluations and outputs to stakeholders may include:

Hospital data	Health Infrastructure NSW	Staff, patients, and visitors	State / local government
▪ Annual update ▪ Compare results ▪ Document progress or deficiencies during delivery ▪ Communicate results ▪ Analyse policies, infrastructure, or programs to revisit	▪ Annual update ▪ Compare results ▪ Document progress or deficiencies during delivery ▪ Communicate results ▪ Analyse policies, infrastructure, or programs to revisit	▪ Issue report	▪ Issue verification ▪ Issue resolution ▪ Review public transport network and services

8.0   Communications Plan

8.1   Channels

8.1.1   New Starter Kits

To ensure new travellers have information regarding all their travel options, the Travel Access Guide (TAG) as outlined in Section 8.3 below should be provided. This can easily be included as part of an induction or orientation package. This is especially important for travellers new to the area and who may be completely unfamiliar with the transport options.

8.1.2   Periodic Reminders

Travel options can change over time and regular updating and conveying of new information is required to ensure travellers have the most accurate and recent information. Periodic reminders can assist in providing continued information to users and aim to provide a greater reach and impact. One convenient way to reach a broad user base is to include information and reminders in periodic staff newsletters or updates. Content could include details on new travel initiatives, mode share progress, and upcoming events or changes, as well as reminding users of the importance of sustainable travel.

This style of communication could also request feedback from staff and other hospital users regarding current initiatives and any other travel-related concerns.

8.1.3   Hospital Website

The hospital website can be utilised to provide up-to-date transport information, and to provide a central source of information for staff, visitors and patients. External contractors would also have access to the website.

8.2   Messages

Key points of information and typical messages to the hospital users could include:

- Transport goals, safety requirements, and expectations
- On-site bicycle storage areas and end-of-trip facility locations
- Changes to local public transport routes (as they occur)
- Changes to local pedestrian and cyclist facilities (as the occur)
- Any available memberships or discounts
- How to contact the Travel Coordinator or governance committee

8.3   Travel Access Guide (TAG)

The aim of a TAG is to present staff, visitors and patients with information about the available safe and sustainable transport options in the local area. This involves presenting information in a simple and understandable manner through an educational brochure. Hospital users are more likely to change their travel behaviour after being made aware of the public and active transport options and how to safely and easily utilise these alternatives.

Recommendations for the brochure content includes bus routes and how to access these from the site. It should also include information about end-of-trip facilities and safe routes to surrounding neighbourhoods for users able to participate in active transport.

TAGs can be distributed to staff, visitors and patients, and also be accessible online through the hospital's website for ease of access.

An example of a TAG can be seen in Figure 8.1.

Figure 8.1: TAG Brochure Example
Source: Northern Sydney Local Health District