Sydney Metro State Significant Development, Development Application (SSD DA) Pitt Street North Over Station Development

Appendix V2 - Green Travel Plan

Pitt Street Developer North Pty Ltd

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Contents

1 Introduction

Aurecon was appointed by Pitt Street Developer North (PS Developer) to undertake a Green Travel Plan (GTP). This GTP will be used to support the State Significant Development Application (SSDA) for the Stage 2 design of the development above the northern portal of the future Pitt Street Metro Station (Pitt Street North Over Station Development or North OSD).

PS Developer, on behalf of Sydney Metro, are delivering the construction of Pitt Street North OSD as part of an Integrated Station Development (ISD) package, with the combined delivery of Pitt Street Station below North OSD (the Station), the North OSD development alongside the public domain improvements.

This report has been prepared in response to the requirements of the Secretary's Environmental Assessment Requirements (SEARs) that form part of the essential aspects of the Environmental Impact Statement (EIS), addressing transport, traffic, parking and access. The SEARs specifically outline the requirement to address the "*measures to encourage users of the development to make sustainable travel choices, including a green travel plan*" for the proposed development.

This GTP is a live document and therefore is subject to ongoing review and change.

2 Existing Conditions

2.1 Location of Development

The proposed Pitt Street North OSD site is located at the southern portion of the Sydney CBD block bounded by Pitt Street, Park Street and Castlereagh Street (refer to Figure 2-1), within the City of Sydney Local Government Area. The site consists of a total area of approximately 3,150m^2, of one consolidated lot: 20/DP 1255509.

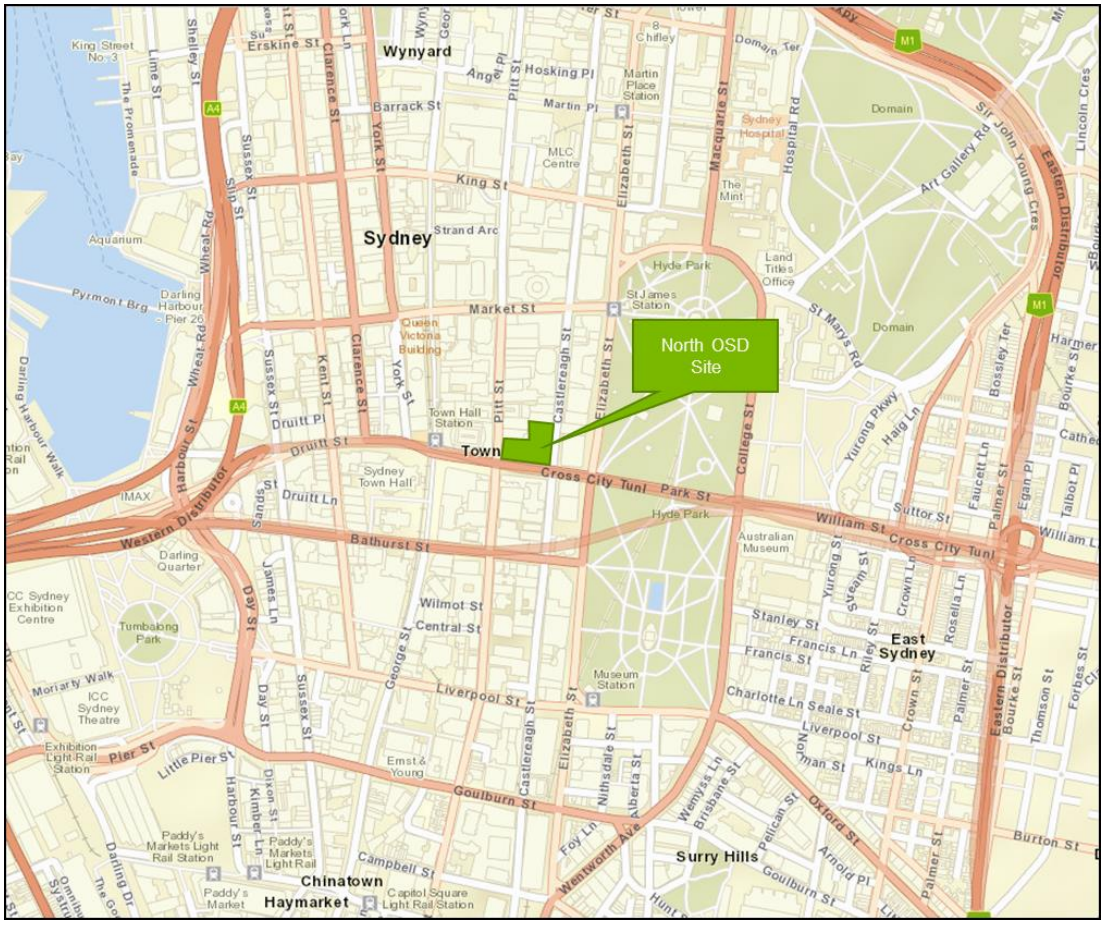


Figure 2-1: Proposed location Pitt Street Metro Station (Basemap: Esri, HERE, Garmin, NGA, USGS)

2.2 Current Travel Behaviour

The proposed site is situated in the heart of Sydney CBD (within the Statistical Area Level 2 (SA2) Sydney-Haymarket-The Rocks (Sydney SA2) and Sydney Local Government Area (Sydney LGA) (Figure 2-2). It offers a range of public transport services as well as high quality active transport infrastructure.

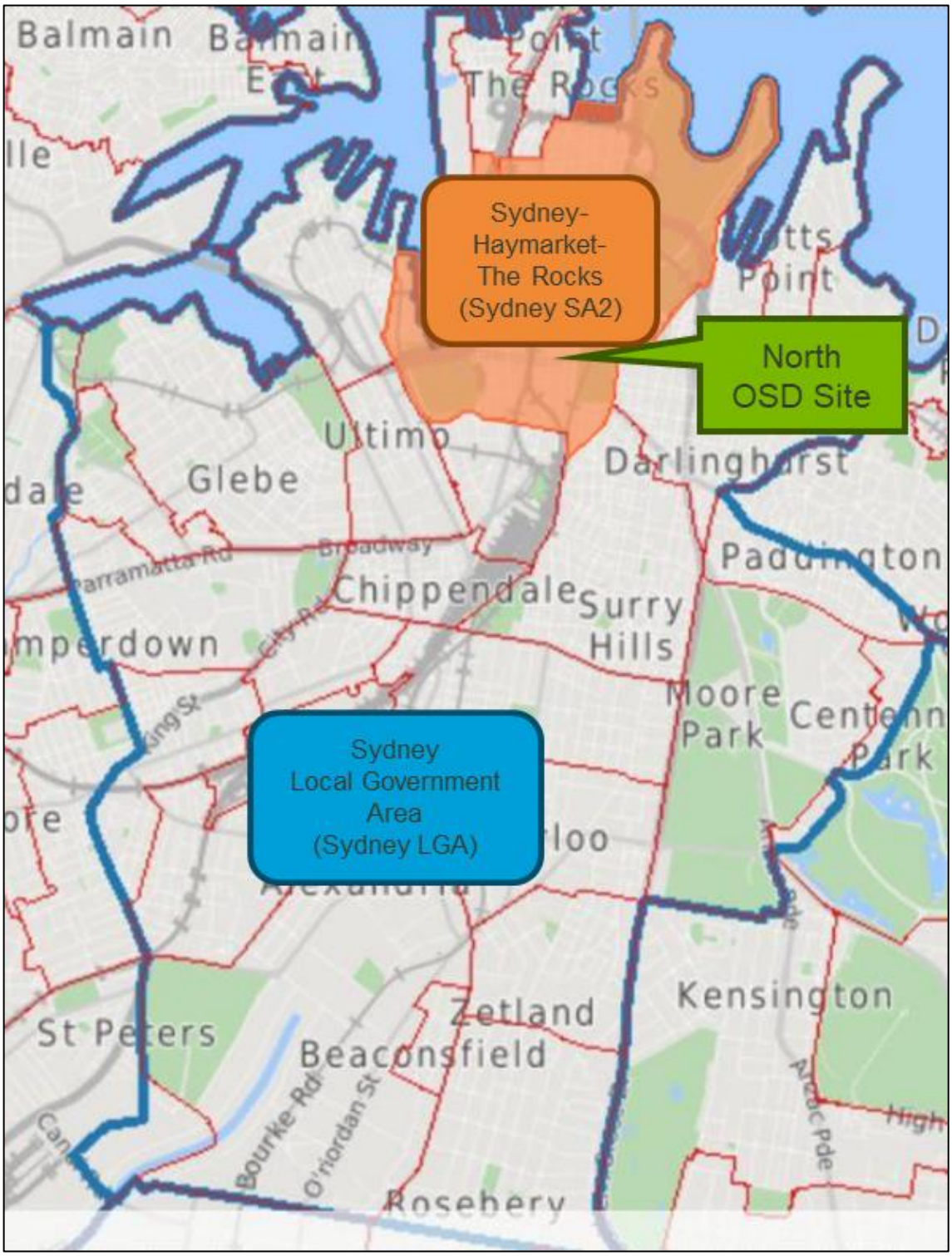


Figure 2-2: Australian Bureau of Statistics (ABS) 2016 Boundaries of Local Government Area (blue) and State Suburb (red) (Basemap: ABS Maps)

Regarding the people work in Sydney SA2, ABS 2016 Census data shows that a high proportion of commuters (85%) are using sustainable transport modes to commute. These modes include train (54%), bus (21%), ferry (2.5%), walk (6.0%) and bicycle (1.4%). The remaining 15% of commuters travel to work via private vehicle or taxi (see Figure 2-3).

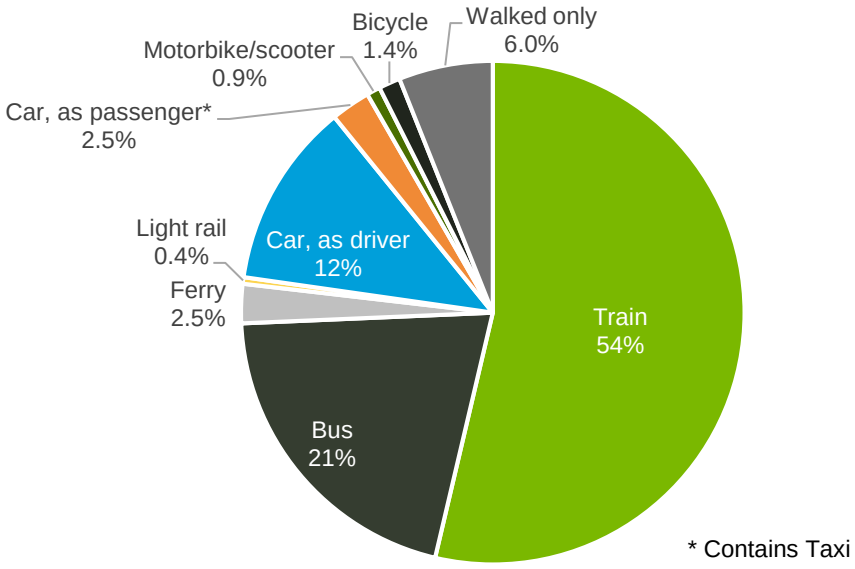


Figure 2-3: Mode of transport to work of people working within the Sydney SA2 (Source: ABS 2016 Census)

These travel mode choices are not only influenced by the existing car parking provisions and restrictions within the CBD but also by the quality, extent and connectivity of active transport infrastructure and available public transport options.

The quality of the active transport infrastructure is determined by various factors, including:

- the width and level of safety (on road vs. off road) of the foot and cycle paths;
- the connectivity of routes to points of interest;
- waiting times at intersections; and
- the general environment (exposure to elements (wind, sun), green spaces, noise, air quality, etc.).

The infrastructure and services provided within the development precinct include the following.

- There are several bus stops located within close proximity (400m) which are served by Sydney CBD high frequency buses during peak and off-peak periods, circulating within and around the Sydney CBD, as well as providing services to other suburbs and regions.
- The site has good accessibility to the existing train services within the Sydney CBD. There are three stations located within a 400m radius of the site.
- The closest stop from the site to the new light rail, Sydney CBD and South East Light Rail, which was opened to the public in December 2019, is Town Hall, located approximately 160m from the site on Druitt Street. This light rail service operates with a frequency of every four to eight minutes from 7:00am to 7:00pm every day.
- The Barangaroo Ferry Wharf is located at approximately 1km to the northwest of the site. There are currently two ferry lines operating at the wharf, but no public transport servicing between the site and Barangaroo Ferry Wharf. However, the new Sydney Metro line will have a station at Barangaroo and thus will improve accessibility for the site towards the ferry services from Pitt Street Station. Alternatively, the users could access all the ferry services at Circular Quay on the north via the train services (T2, T3 and T8) or the new Town Hall light rail stop for the Sydney CBD and South East Light Rail to reach Circular Quay.

Cycling routes on the surrounding network include separated off-road cycle ways, off-road shared paths and on-road bicycle lanes. In addition, the new cycleway on the south side of Castlereagh Street opened in September 2015, connecting between Central Station (Hay Street) and Liverpool Street. While the northern section of the proposed cycleway has been deferred due to the Sydney CBD and South East Light Rail construction. The completion of the cycle network connection along Castlereagh Street will provide direct access for cyclists (employees and visitors) to the site and minimise the reliance on private motor vehicles. Furthermore, substantial numbers of public bicycle parking spaces are available within the City of Sydney, with concentrated provision along the corridors that are surrounded by high density developments.

With respect to walking, the site is surrounded by approximately 3.3m wide footpaths along its frontages, with signalised pedestrian crossings available to the southwest at the Park Street/ Pitt Street intersection and southeast at the Park Street/ Castlereagh Street intersection. Footpaths of similar widths are also available along the surrounding corridors with pedestrian signal protection at signalised intersections and at the midblocks of corridors that have high pedestrian volumes. The City of Sydney Council and Transport for NSW have been developing strategies to assist with prioritising pedestrians and their movements such as allocating sufficient space to support the current levels of demand, as well the estimated growth in numbers in the CBD.

In general, the development and its location are rated as highly accessible via public transport modes.

For more detailed information regarding active and public transport options please refer to Section 2.6 of the Transport and Accessibility Impact Assessment report.

3 Proposed Development

3.1 Development Layout

The North OSD development consist of 39 floor levels of predominantly commercial land use, with retail. The development comprises of the following.

- Commercial (office) – 52,951m^2 GFA
- Retail (ground level and level 2) – 1,700m^2 GFA.
- Bicycle parking facilities (level 1):
  - 200 bicycle parking spaces (for opening year 2024);
  - An accessible shower room including 16 showers for each male and female and one Universal Access Toilet (UAT) shower.
- Vehicle parking provision – 40 bays, with a fully automated car stacker parking system.
  - Of the 40-vehicle parking provision within the automatic car stacker, 3 of the 40 bays may be used for service vehicle parking, accommodating vehicles no larger than a B99 vehicle.
- Service vehicle parking bays (ground level):
  - 1 Metro Station maintenance bay
  - 3 courier service bays;
  - 2 Small Rigid Vehicle (SRV) loading bays; and
  - 1 Medium Rigid Vehicle (MRV) loading bay suitable for a waste vehicle.

3.2 Car Parking Provision

As the site is surrounded by numerous multi-modal transport options (see Section 2.2), private vehicle usage by tenants is estimated to be minimal. The North OSD has been designed to integrate with the Pitt Street Metro Station (high service frequency, with peak services every 3 minutes during peak periods) sitting directly beneath the site, which will significantly improve the accessibility to public transport. Furthermore, the North OSD is expecting employees to utilise sustainable travel options (public transport and active transport) as their primary transport mode, while their occasional vehicle transport needs to be accommodated by taxi, ride-share and car share. Rideshare services such as Uber and Ola can also be accessed from the site via the adjacent on-street public facilities on the adjacent corridors, e. g. parking spaces and loading zones.

As a result, the North OSD has only included 40 vehicle parking spaces within the development, encouraging all other employees to adopt more sustainable transport choices.

3.3 Bicycle Parking Provision

The North OSD has adopted the recommendations from the Sydney Development Control Plan (DCP) 2012 to ensure adequate spaces are provided on site to accommodate the demand for cycling[1]. The recommended bicycle parking provision required for the North OSD development, as per the Sydney DCP 2012 Section 3.11.3, is summarised in Table 3-1 below.

Table 3-1: Bicycle parking provision required as per the Sydney DCP 2012

Land use	Bicycle parking space rates	Proposed Gross Floor Area (GFA)	Minimum bicycle parking provision required
Office	Employees – 1 per 150m^2	52,951m^2	353 spaces
	Visitor – 1 per 400m^2		133 spaces
Retail	Employees – 1 per 250m^2	1,700m^2	7 spaces
	Customers – 2 plus 1 per 100m^2		19 spaces
	Total	**54,651m^2**	**512 spaces**

The development allows for a total of 512 bicycle parking spaces in line with the Sydney DCP requirements. It is that 200 bicycle spaces are provided upon opening of the development, with allowance for additional parking spaces to be built as demand increases, to the maximum number in line with the DCP 2012 bike parking requirements. The location of bicycle End Of Trip (EOT) facilities upon opening of the development is shown in Figure 3-1 and Figure 3-2.

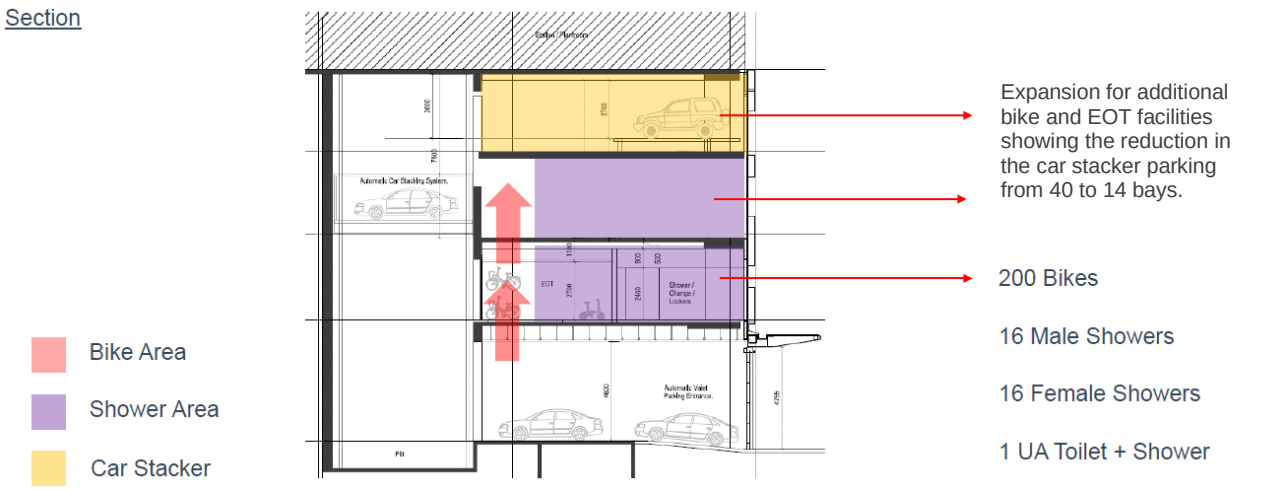


Figure 3-1: Opening Year of the development bike parking and EOT facilities (provided by Foster and Partners)

[1] It is understood the Sydney LEP 2012 has been referred as the main policy for the proposed site to comply. However, as no specification for bicycle parking provision is outlined in the Sydney LEP 2012, the Sydney DCP 2012 has been used.

Figure 3-2: Level 1 End of Trip Facilities for opening year of the development (provided by Foster and Partners)

A designated area has been allocated to increase the number of bike parking spaces and EOT facilities to accommodate future demand as required. Figure 3-1 shows the location for additional bike parking spaces and EOT facilities for future upgrades. The existing automatic car parking will be repurposed to provide bike parking facilities to provide increased capacity. This is proposed to be undertaken based on bike parking demand which will be regularly monitored and reported as further outlined in section 5.2 of this document.

A lower provision for bicycle parking upon opening of the development is considered appropriate. The North OSD is a Transport Orientated Development (TOD) where a Metro Station is being developed below the North OSD. Typically at TOD locations, the walking and cycling (active transport) mode share is higher than average, with walking and cycling as first/last mile options for people using public transport. Given the location of North OSD adjacent to multiple public transport options, for people living near and working at the site, it is likely that these traditionally active transport mode trips could be replaced by public transport (including short trips). This trend can be seen from Figure 2-3 where 1.4% of those who work in the Sydney SA2 area travel by bicycle to work, whereas a total of 77% use public transport.

It should be noted that the Sydney DCP 2012 also refers to the mode share target for trips by bike in the *Cycle Strategy and Action Plan 2007-2017*, which has been superseded by the more recent plan, the *City of Sydney Cycle Strategy and Action Plan 2018-2030* (City of Sydney, 2018). Figure 3-3 below is extracted from the *City of Sydney Cycling Strategy and Action Plan 2018 – 2030*, which shows a bike mode share target of 10% for the City of Sydney (LGA) by 2030 with interim targets in 2021.

Proportion of trips made by bike

Indicator	Baseline	Interim targets	2030	Data source	Data frequency
proportion of journeys to work by bike by City residents	1.9% (2006) 3.4% (2016)	5% (2021)	10%	Census	Every 5 years
proportion of journeys to work by bike by people working in the City	1.01% (2006) 1.8% (2016)	3% (2021)	10%	Census	Every 5 years

Note: Census data is used as a proxy for cycling for all trip purposes, since NSW has no reliable data on non-work cycling trips.

Figure 3-3: Proportion of trips made by bike

The earliest the OSD North development will be operational is in 2024, with the opening of the Pitt Street Metro. Linear interpolation of the *City of Sydney Cycle Strategy and Action Plan 2018-2031* using a baseline 2016 value of 1.4% (which is based on the 2016 Census mode share statistics for the Sydney, Haymarket and The Rocks (refer to Figure 2-3)), equates to a target bike mode share of 4.0% in 2024. The provision for 200 bicycle spaces upon opening corresponds to a mode share of 4.1% for cycling based on the estimated

number of staff with the development fully occupied which represents an approximate 300% increase from the travel mode share as measured in 2016. In line with the above, the development is targeting a significant shift in mode share for cycling, with the provision of sufficient bicycle parking to effect this change.

Furthermore, recent trends towards the use of bike share offers may see an increase in this mode share but this relies upon on-street parking and therefore does not require bike parking facilities. There are numerous public bike parking facilities located surrounding the development, as shown in Figure 3-4.

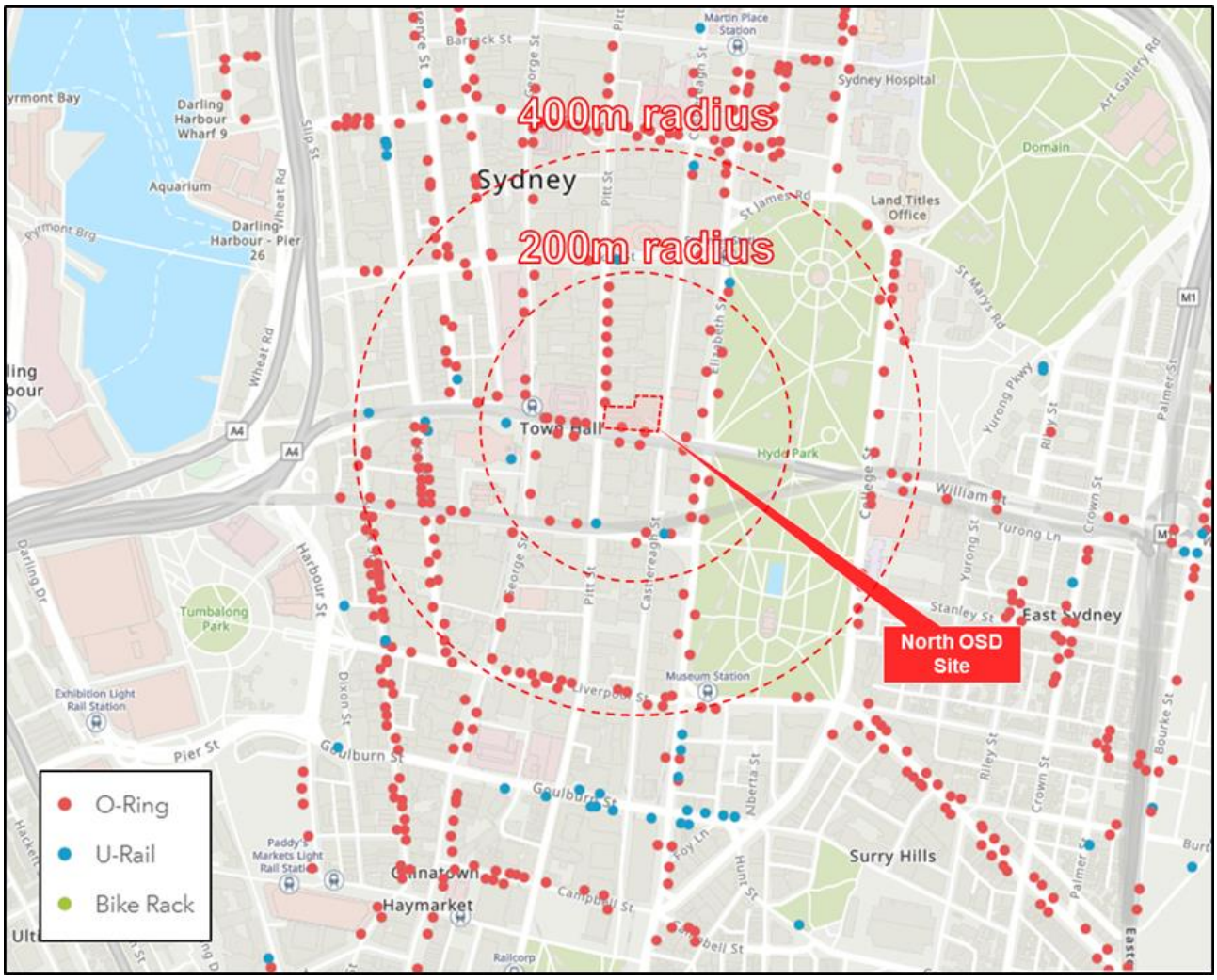


Figure 3-4: Location of public bicycle parking facilities surrounding the development

3.4 Public Transport

The site is located within the centre of Sydney CBD and is accessible (within 400m radius) to high frequency public transport services including buses and trains. The Pitt Street Metro Station directly beneath the site will significantly shorten the travel distance to public transport services for tenants and visitors and will provide an average service frequency of 4 minutes throughout the day. In addition, the recently opened Sydney CBD and South East Light Rail service has one of its stops (Town Hall) within 400m of the proposed development, which will provide another public transport option for development tenants and users. Overall, the site is accessible to numerous public transport options and this is expected to be the primary travel mode for most tenants and visitors.

4 Green Travel Plan measures

4.1 Objectives

The objective of this GTP is to put forward strategies and recommendations that are relevant, feasible and likely to be effective in encouraging safe, healthy and sustainable travel choices for the proposed development's new tenants. This means providing facilities, information and support to encourage walking, cycling, public transport and car-sharing whenever practicable, while discouraging private car use. More specifically, the objectives of this GTP can be grouped into the following areas:

- Creating awareness (information emanation)
- Improving safety and confidence (infrastructure and training)
- Provision of measures (recommendations and actions)
- Provision of mechanisms to review and update the GTP

Encouraging such travel mode behaviour changes will set in motion many related environmental and personal benefits (see Figure 4-1).

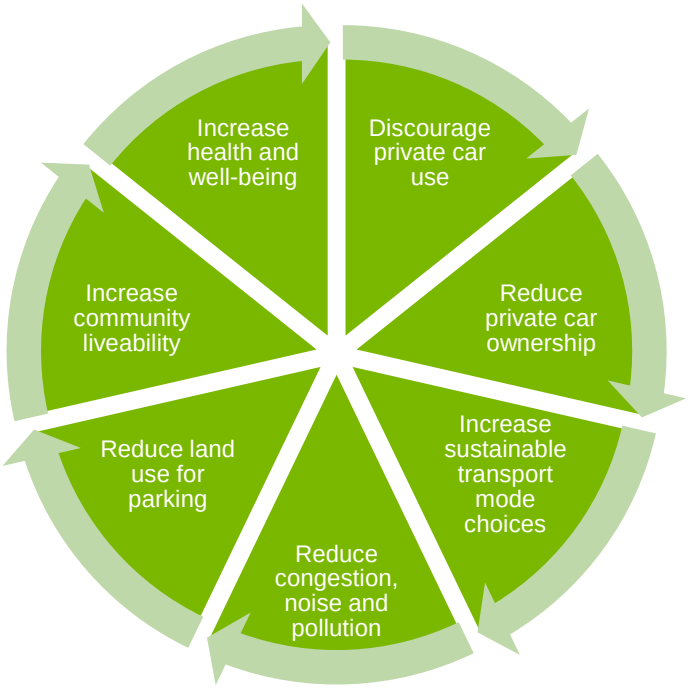


Figure 4-1: Environmental and personal benefits of travel mode behaviour change

4.2 Target Mode Share

The proposed site is surrounded by, and accessible to several public transport options. The new Pitt Street Metro Station sits beneath the proposed OSD North development and the new Sydney CBD and South East Light Rail in close proximity will increase the coverage and accessibility to public transport. Although, currently some facilities have been identified outside the comfortable walking distance (400m), such as Martin Place Train Station and Wynyard Train Station as well as additional car share bays, these can still be easily transferred to via other intermediate public transport services such as train, bus and light rail. Additionally, the proposed development has provided lockers and bicycle parking spaces for staff and visitors to encourage cycling. Thus, a similar transport mode share as the current trend (high usage of public and active transport) can be reasonably targeted for the proposed Pitt Street North OSD.

With the above expectation, this GTP aims to support and achieve the target mode share as shown in Table 4-1. This has been based on the existing mode share of people working within the Sydney SA2 (see Section 2) and adapted according to the site-specific opportunities.

Regarding the public transport options, as the new metro station (Pitt Street North) will be located directly below the development (OSD North), it is assumed that the Metro specific mode share will be approximately 25%, which is in line with the Stage 1 of the pedestrian modelling assessment undertaken for Pitt Street Metro. Furthermore, the mode share of the new light rail has been assumed to be 4%, based on estimated uptake due to the proximity of the development. Ferry as a further option of public transport has been kept at 2%, as no increase in patronage is expected there due to the distance of the ferry terminals from the site. As a consequence, the train and bus mode shares were reduced to 35% and 18% respectively.

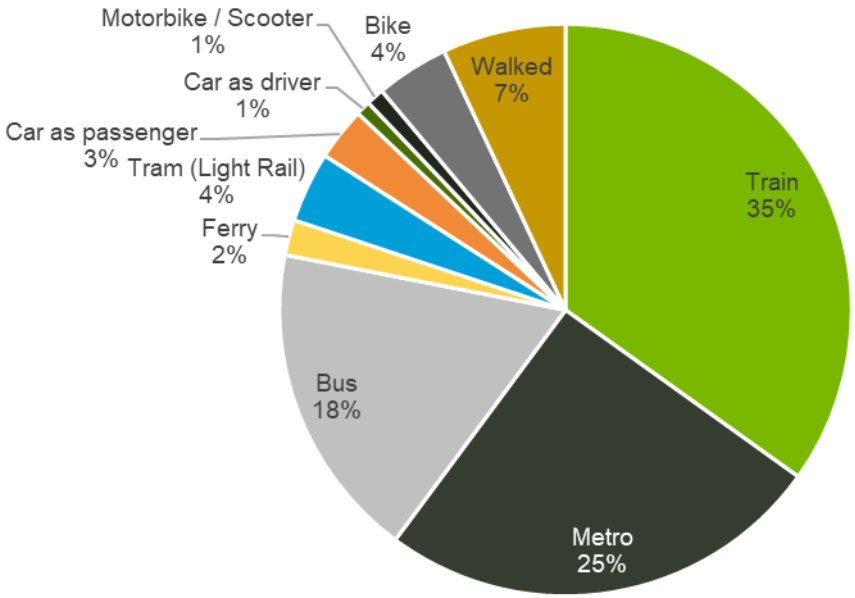
As the parking provided within the North OSD development is limited to a total of 40 parking bays, the mode share for car as a driver is estimated to be generated from occasional use for specific trips. The proportion will be considerably less than the current trend (12%). This reduction is likely to cause a mode shift towards public transport and active transport, given the high accessibility available at the site.

Similarly, the primary transport mode for visitors and customers are likely to be via active or public transport, with a similar mode share as work trips.

Overall, with the parking control planned in the vicinity (maximum parking rates recommended by the Sydney LEP 2012) and the very high accessibility to public transport and walkable destinations, a substantial proportion of work trips generated by the North OSD development are estimated to commute via public transport and active travel modes.

With respect to the active transport options, as mentioned in Section 3.4, the development is targeting a significant shift in mode share for cycling. The development allows for a total of 531 bicycle parking spaces in line with the Sydney DCP requirements. It is that 200 bicycle spaces are provided upon opening of the development, with allowance for additional bike parking spaces to be built as demand increases, to the maximum number in line with the DCP 2012 bike parking requirements. The provision for 200 bicycle spaces upon opening corresponds to a mode share of 4% for cycling based on the estimated number of staff with the development fully occupied, which is approximately and increase of 300% from the 2016 mode share value. This has been considered based on the current journey to work trends from 2016 Census mode share statistics for the Sydney SA2 where the development site falls. Due to the close proximity of the OSD South development and surrounding changes in land use, the mode share for walking was slightly increased to 7%.

The mode share by taxi was added to ‘car as passenger’, taking on a value of 3%, which contains taxi as well as ride share and ride hailing options. There are currently 2,227 bays available to public, located within 400m from the site, with various parking fees required. Additionally, on-street parking spaces are available in the surrounding network, with parking metered and limited for set maximum parking durations. However, as only 40 unlimited car parking bays are provided within the Pitt Street North OSD development, the mode share for ‘car as a driver’ for employees working within the building is estimated to be generated from the full utilisation of these car bays only. Although no parking for motorbikes or scooters is provided within the development, this mode share was kept at 1%, assuming there will be a low number who will travel via scooter or motorbike but utilise the nearby public parking facilities.



Mode	Existing*	Proposed and Total Number of Staff	
	%	%	Volume
Train	54%	35%	1691
Metro	0%	25%	1224
Bus	21%	18%	870
Ferry	2%	2%	97
Light Rail	0%	4%	190
TOTAL PT	**77%**	**84%**	**4072**
Taxi	1%	N/A	
Car as passenger	2%	3%	145
Car as driver	12%	1%	40
Truck	0%	0%	0
Motorbike / Scooter	1%	1%	46
Bike	1%	4%	200
Walked	6%	7%	330
Total	**100%**	**100%**	**4833**

Table 4-1: Existing and target mode share with resulting total number of staff (commercial and retail) per travel mode for North OSD

4.3 Obstacles to using sustainable transport methods

The physical, mental and practical obstacles to using alternative transport methods to private car are many. Some of the perceived barriers are:

- Lack of awareness of available alternative transport method
- Transportation of large/heavy goods
- Lack of end of trip facilities
- Lack of storage place for personal items
- Reduced off-peak / weekend public transport
- Temporary illness
- Physical disability
- Exposure to weather
- Breakdown of alternative transport method
- Safety concerns
- Lack of confidence of using alternative transport method
- Fashion awareness / vanity
- Affordability

Nevertheless, these obstacles also provide opportunities to apply measures to encourage behaviour change, such as the strategies listed in the following section.

4.4 Strategies

The strategies and recommendations listed in this section should aid in achieving the objectives and helping to overcome the obstacles listed above. This is shown in Figure 4-2.

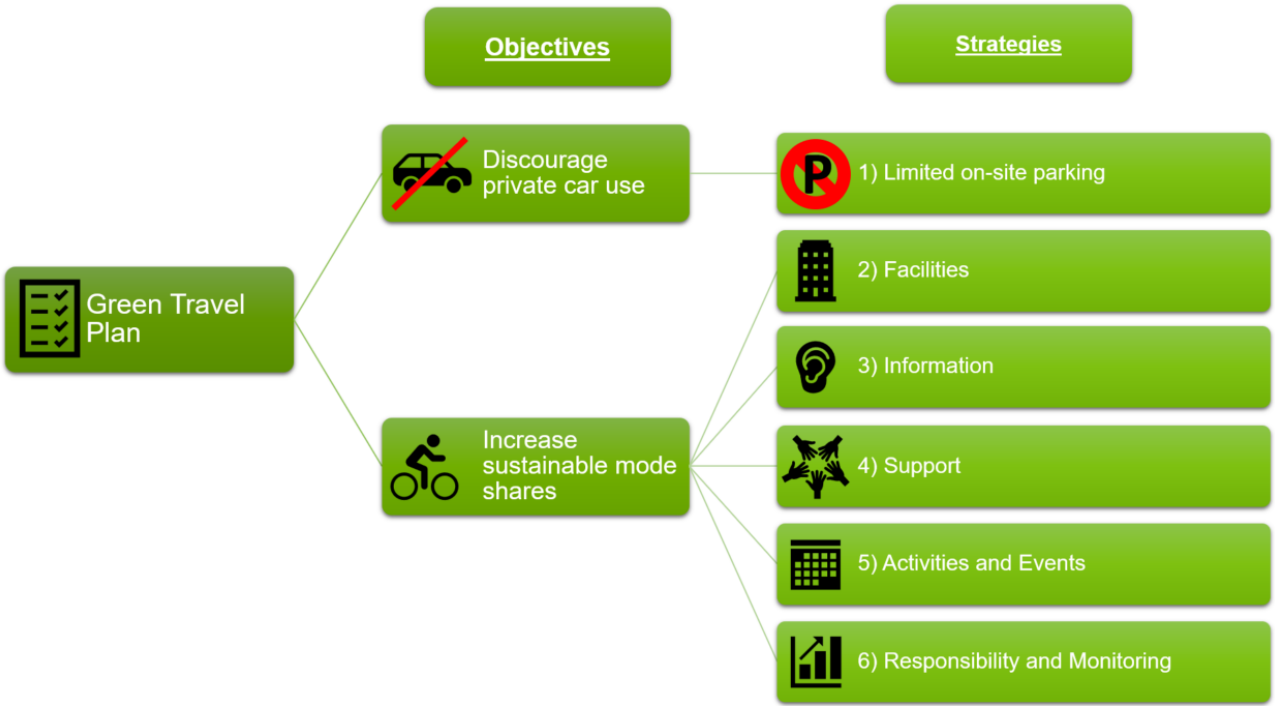


Figure 4-2: Overview of Objectives and Strategies

This section outlines the potential opportunities and measures that can be adopted by Pitt Street North OSD to meet the objectives and target mode share of the GTP. It should be noted that some of the recommendations noted below have already been implemented as part of the ongoing design development.

Objective 1		
Strategy 1 – Limited on-site vehicle parking provision to 40 bays		
No	Recommendation	Outcome/ Benefit
1.1	Limit the provision of on-site vehicle parking to a maximum of 40 fully automated car stacking system. Note this is has been implemented as part of the design for the development.	Discourages the use of private vehicles and encourages employees as well as customers to travel via sustainable transport modes. As the vehicle car parking is a fully automated 'valet' experience, it will likely be used by business executives only.

Objective 2		
Strategy 2 – Provision of facilities		
No	Recommendation	Outcome/ Benefit
2.1	Provide safe access and clear wayfinding signage within the building for cyclists to navigate to the bike parking areas.	Clear wayfinding enables tenants to use the provided infrastructure safely and confidently.
2.2	Implement security systems at the bike parking area, e.g. CCTV Note this is has been implemented as part of the design for the development.	Ensures the feeling of safety for facility users, minimises theft of belongings and discourages vandalism.
2.3	Provide direct access from proposed Castlereagh Bike Path to the EOT facilities via a wide footpath. Note this is planned to be implemented prior to the opening of the development.	Direct access to the EOT facility with minimised detours and of appropriate width reduces conflict between pedestrians and cyclists and maximises quality of use for cyclists.
2.4	Provide EOT facilities, including showers, dry room, hairdryer, iron, lockers etc. Note this is has been implemented as part of the design for the development.	Allows for commercial and retail staff to use facilities after commuting to and from work (and moreover encourage active lifestyle, e.g. recreational activity during lunch breaks).
2.5	Install facilities to provide umbrella plastic bags. Note this will be implemented during building operations.	Keeps the water contained to minimize risk of slip hazards.

Strategy 3 – Provision of information		
No	Recommendation	Outcome/ Benefit
3.1	Install a digital display board (iPad) in a public area such as the lobby, the lifts or within the lift waiting area, providing transport related information such as: ■ Weather forecast ■ Events calendar ■ Road closures and their impacts or traffic delays ■ Active transport options and updates to new or upgraded infrastructure and facilities ■ Public transport facilities, options and disruptions in particular for Pitt Street Metro Station and Town Hall Train Station	Provide tenants with the ability to make informed decisions regarding sustainable transport options, and adjust travel plans according to real time information.
3.2	Provide a welcome package for commercial and retail tenants comprising information about public and active transport facilities within the development and the surrounding area. This could include brochures or other advertising material, including maps, to inform tenants of: ■ the high walkability to public transport and key points of interest. ■ the available cycling infrastructure (i.e. location of cycling routes and bike parking, shared paths and others), including safe cycling routes to major points of interest. ■ the nearby available public transport options. This should include details on timetables and routes. ■ car and ride share providers and directions to the nearest pick-up locations.	New tenants will be aware of the active and public transport options and facilities surrounding the development. This information can then be forwarded to staff as part of the onboarding process as noted in Recommendation 3.3.
3.3	During negotiations for new tenants, or the lease renewal of current tenants, strategies should be discussed to provide physical information packs to new employees, containing information material similar to Recommendation 3.2.	Ongoing promotion to new starters increases awareness, and therefore likelihood of utilization, of available sustainable transport modes and facilities, particularly for retail tenants with high staff turnover.
3.4	Provide periodic electronic letters to retail and commercial tenants outlining and promoting travel related information, such as: ■ Sustainable transport events run by Building Management and City of Sydney ■ Major news impacting sustainable transport options i.e. road closures, long term public transport disruptions and cycle path upgrades ■ Information regarding bicycle end of trip facilities within the building (e.g. how to access them, how to rent lockers etc.) ■ Key information regarding access to the site, e.g. the times of the last public transport services from the site in the evening ■ Health benefits of sustainable transport options	Provides tenants with regular information updates regarding sustainable transport and reminders.
3.5	Promote the use of operators' websites/mobile applications, such as the Commuter NSW application.	Informing tenants of all the available public transport options in the vicinity.

Strategy 4 – Provision of support		
No	Recommendation	Outcome/ Benefit
4.1	Employ a sustainable travel coordinator or equivalent role (e. g. on site concierge) as part of the building's management activities.	This role will execute and monitor the GTP recommendations and acts as a contact person to help with travel planning, including: – Answer any questions related to the GTP – Encourage active transport for the tenants – Liaise with City of Sydney Active Transport business contact person as required
4.2	Provide communal bicycle repair toolkits within the building, located within the bike parking area to be used by both retail and commercial employees. Note this is has been implemented as part of the design for the development.	This removes a common barrier for people to cycle (i.e. a broken bicycle and building confidence in handling break down situations).
4.3	Consider a partnership with a nearby bicycle repair shop to provide discounts to tenants of the building for bicycle accessories/repairs. Undertake promotional initiatives, e.g. invite bicycle shop owner to hold a free 'bicycle check-up' or bike-repair sessions in the building.	This removes a common barrier for people to cycle (i.e. "my bike doesn't work", "I don't have … so I can't cycle). Increased awareness and confidence will help to promote cycling.
4.4	Consider partnerships with car share or ride share operators (membership options, discounts).	Provides further incentive to discourage private car ownership as alternative to active and public transport.
4.5	Establish a building committee to coordinate different aspirations and concerns of tenants. Discuss to include their sustainable transport aspirations.	Supports understanding and coordination of efforts with respect to potential solutions and removal of barriers regarding sustainable transport.

Strategy 5 – Promotion of social activities and events		
No	Recommendation	Outcome/ Benefit
5.1	Promote participation in public walking and cycling events, such as - Walking challenges; - Cycling challenges; - Charity bike rides; - Cultural walking tours; - Lunchtime walking groups; - Overall health and wellbeing initiatives; and - Events available on City of Sydney's website. Consider providing discounted entry prices to further promote participation.	Cultivates the habit of walking and cycling and promotes a healthy lifestyle, supports socialising with like-minded people and the exchange of knowledge of the area and experiences using active transport modes.
5.2	Employ an event coordinator to organise internal promotional events, such as "Cycle to Work" day or a walking challenge "Walk 10,000 steps each day for one week" and provide a free meal to the participants.	Encourages walking and cycling as a transport mode to work, supports socialising with like-minded people and the exchange of knowledge and experiences.

Strategy 6 – Responsibility and monitoring		
No	Recommendation	Outcome/ Benefit
6.1	Employ a sustainable travel coordinator or equivalent (e. g. on site concierge) role as part of the building's management activities.	This role will execute and monitor the GTP recommendations and acts as a contact person to help with travel planning and to answer any questions related to the GTP.
6.2	Actively monitor the travel mode share by retail and commercial tenants by undertaking periodic surveys (see Section 5)	Monitor the effectiveness of the GTP, update GTP targets and actively implement changes.

5 Monitoring, Review and Maintenance

5.1 Usage monitoring

Monitoring the use of bicycle parking and the sustainable travel mode share for the proposed development will be crucial in understanding the effectiveness of the adopted GTP.

5.1.1 Travel surveys

A travel survey involves participation of the development's employees and visitors and can be undertaken using questionnaires (example shown in Appendix A, Table 5-1). The travel survey is recommended to be undertaken bi-annually, preferably on a Tuesday in March and October. This allows the building management team to compare evolving trends against the baseline or precedent travel mode shares in alignment with the seasonal transport trends. The survey results will be used to understand the travel mode shifts and evaluate the success of the initiatives implemented.

During a Census year, a travel mode survey is recommended to be undertaken on the same day as Census date.

5.1.2 Monitoring of bike parking utilisation

Monitoring of the bike parking utilisation, i.e. physically counting the number of parked bicycles, may be undertaken during the time of the travel survey on a Tuesday in March and October and at a time of day when the utilisation is the highest. This highest utilisation may be estimated from swipe card data to understand when most cyclists have arrived. Counting of the parked bikes is to be undertaken once the number of arriving bikes to the facility has slowed down. The bike parking utilisation survey is to be undertaken by the building management on a monthly basis for the first year after opening of the development and bi-annually thereafter. Users of the facilities should also be surveyed to understand barriers and areas to improve to encourage increased uptake.

The facility is considered "full" at a utilisation of 85%, i.e. the facility is deemed at capacity once 170 bicycles are parked. This is based on the current facility design upon opening, which includes a total of 200 bays.

From the first instance the facility reaches its capacity, meaning 170 bicycles or more are parked within the facility, the utilisation survey, i.e. physical counting, will need to be undertaken daily on weekdays for the following fortnight. This serves to determine if the facility reaches its capacity on a regular basis or only under exceptional circumstances. Exceptional circumstances can then be determined and noted within the GTP to avoid any misleadingly high counts in the future. However, if the facility is deemed to reach capacity on a regular basis, e.g. at least once per week, the building developer / manager / operator will need to be informed that potential expansion may be required in the near future and the planning process to expand the facility, as per the initial plans outlined in Appendix B, is to be initialised. An understanding of how many users store their bike overnight is also important and should be investigated regularly. If a lack of available

bike parking spaces is due to bikes parked overnight, building management should notify the tenants to remove bikes. This process is summarised in Figure 5-1.

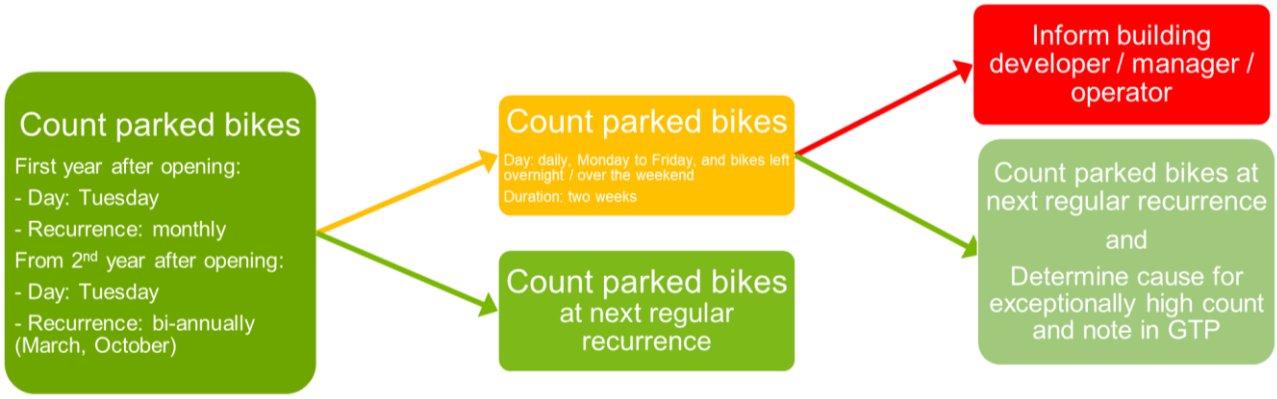


Figure 5-1: Bike parking utilisation survey process overview

5.2 Action Plan

A draft action plan is provided in Appendix C. The plan lists actions and incentives that will be initiated and adopted to support the implementation of the GTP aiming to encourage the use of sustainable transport modes.

5.3 Maintenance

5.3.1 Bicycle parking

The bicycle parking facilities should be well maintained by the building management with regular inspection. A security system is suggested to be implemented at the parking area to have on-going monitoring on the facilities.

5.4 Procedure and responsibility

The GTP implementation will predominantly be managed by the building management team, who will be responsible for ensuring that the aspects that require ongoing operation and activities are carried out as recommended in the GTP. This includes the collection of available information/data, review of this information to understand trends over time, evaluation against desired outcomes, and the establishment of any actions if required. The building management team will also require managing the day-to-day updates as part of the GTP recommendations to continually promote sustainable travel.

Appendix A – Sample Questionnaire

Table 5-1: Travel Survey Example

Travel Survey		
No	Question	Answer
1	Do you live within CBD?	☐ Yes ☐ No (please state the suburb) _____
2	Do you often travel outside of CBD (work-related)	☐ Yes (please state the suburb you commonly go) _____ ☐ No
3	Your primary transport mode to work	☐ Walk only ☐ Bicycle ☐ Bus ☐ Train ☐ Metro ☐ Light rail ☐ Ferry ☐ Combination of public transport ☐ Car share ☐ Car / taxi / Uber ☐ Other (please explain) _____
4	Your primary transport mode to work-related activities such as meetings outside the office	☐ Walk only ☐ Bicycle ☐ Bus ☐ Train ☐ Metro ☐ Light rail ☐ Ferry ☐ Combination of public transport ☐ Car / taxi / Uber ☐ Car share ☐ Other (please explain) _____
5	If you travel to work via car / taxi / Uber, car share or non-public transport and non-active, why is that?	
6	Are there any improvements you would like to see in your primary mode of transport?	
7	Do you know where the EOT facilities are and how to access them?	

Appendix B – Draft Action Plan

Objective 1			
Strategy 1 - Limit on-site vehicle parking provision			
No	Action	Timeline	Responsible
1.1	Limit the provision of on-site vehicle parking to a maximum of 40 fully automated car stacking system. Note this is has been implemented as part of the design for the development.	Development design phase	Developer

Objective 2			
Strategy 2 – Provision of facilities			
No	Action	Timeline	Responsible
2.1	Provide safe access and clear wayfinding signage within the building for cyclists to navigate to the bike parking areas. Note this is has been implemented as part of the design for the development.	Development design phase and prior to occupation	Developer
2.2	Implement security systems at the bike parking area, e.g. CCTV. Note this is has been implemented as part of the design for the development.	Development design phase and prior to occupation	Developer
2.3	Provide direct access from proposed Castlereagh Bike Path to the EOT facilities. Note this is planned to be implemented prior to the opening of the development.	Development design phase and prior to occupation	Developer
2.4	Provide EOT facilities, including showers, dry room, hairdryer, iron, lockers etc. Note this is has been implemented as part of the design for the development.	Development design phase and prior to occupation	Developer
2.5	Install facilities to provide umbrella plastic bags.	Prior to occupation	Developer

Strategy 3– Provision of information			
No	Action	Timeline	Responsible
3.1	Install a digital display board (iPad) in a public area such as the lobby, the lifts or within the lift waiting area, providing transport related information such as: ■ Weather forecast ■ Events calendar ■ Road closures and their impacts or traffic delays ■ Active transport options and updates to new or upgraded infrastructure and facilities ■ Public transport facilities, options and disruptions in particular for Town Hall Station and Pitt Street Station	Prior to occupation	Developer
3.2	Provide a welcome package for commercial and retail tenants comprising information about public and active transport facilities within the development and the surrounding area. This could include brochures or other advertising material, including maps, to inform tenants of: ■ the high walkability to public transport and key points of interest. ■ the available cycling infrastructure (i.e. location of cycling routes and bike parking, shared paths and others), including safe cycling routes to major points of interest. ■ the nearby available public transport options. This should include details on timetables and routes. ■ car and ride share providers and directions to the nearest pick-up locations.	Prior to occupation and ongoing	Building Manager
3.3	During negotiations for new tenants, or the lease renewal of current tenants, strategies should be discussed to provide physical information packs to new employees, containing information material similar to Recommendation 3.2.	Prior to occupation and ongoing	Building Manager
3.4	Provide periodic electronic letters to retail and commercial tenants outlining and promoting travel related information, such as: ■ Sustainable transport events run by Building Management and within the City of Sydney ■ Major news impacting sustainable transport options i.e. road closures, long term public transport disruptions and cycle path upgrades ■ Information regarding bicycle end of trip facilities within the building (e.g. how to access them, how to rent lockers etc.) ■ Key information regarding access to the site, e.g. the times of the last public transport services from the site in the evening ■ Health benefits of sustainable transport options	Ongoing	Building Manager
3.5	Promote the use of operators' websites/mobile applications, such as the Commuter NSW application.	Ongoing	Building Manager

Strategy 4 – Provision of support			
No	Action	Timeline	Responsible
4.1	Employ a travel coordinator or equivalent role (e. g. on site concierge) as part of the building's management activities.	Prior to occupation and ongoing	Building Manager
4.2	Provide communal bicycle repair toolkits within the building, located within the bike parking area to be used by both retail and residential employees.	Prior to occupation and ongoing	Building Manager
4.3	Consider a partnership with a nearby bicycle repair shop to provide discounts to tenants of the building for bicycle accessories/repairs. Undertake promotional initiatives, e.g. invite bicycle shop owner to hold a free 'bicycle check-up' or bike-repair sessions in the building.	Prior to occupation and ongoing	Building Manager
4.4	Consider partnerships with car share or ride share operators (membership options, discounts).	Prior to occupation and ongoing	Building Manager
4.5	Establish a building committee to coordinate different aspirations and concerns of tenants. Discuss to include their sustainable transport aspirations.	On occupation and ongoing	Building Manager

Strategy 5 – Promotion of social activities and events			
No	Action	Timeline	Responsible
5.1	Promote participation in public walking and cycling events, such as - Walking challenges; - Cycling challenges; - Charity bike rides; - Cultural walking tours; - Lunchtime walking groups; - Overall health and wellbeing initiatives; and - Events available on City of Sydney's website. Consider providing discounted entry prices to further promote participation.	Ongoing	Building Manager
5.2	Employ an event coordinator to organise internal promotional events, such as "Cycle to Work" day or a walking challenge "Walk 10,000 steps each day for one week" and provide a free meal to the participants.	Prior to occupation and ongoing	Building Manager
5.3	Coordinate a "children to school walking bus" or a "children to childcare walking bus" group based on demand of employees of different tenancies.	Ongoing	Building Manager

Strategy 6 – Responsibility and monitoring			
No	Action	Timeline	Responsible
6.1	Employ a travel coordinator or equivalent (e. g. on site concierge) role as part of the building's management activities.	Prior to occupation and ongoing	Building Manager

Strategy 6 – Responsibility and monitoring			
No	Action	Timeline	Responsible
6.2	Actively monitor the travel mode share by retail and residential tenants by undertaking periodic surveys (see Section 5)	Ongoing	Building Manager

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