

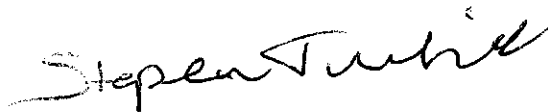
NORTH WEST RAIL LINE EIS 2 COMFORTDELGRO CABCHARGE (CDC) RESPONSE

The main issues on buses interacting with the NWRL services that have been raised in EIS 2 and on which CDC would like to respond:

- The travel times for the services quoted in the document are a concern to any parties wanting to sell better public transport. Attachment 1 shows the travel time for various origins within the CDC operating area comparing the new rail system with feeder bus network and the existing bus travel times. It is more than just west of Castle Hill that will be in the category of being a bus feed onto the rail. The assumption is that NWRL service running a five (5) minute frequency service to the rail. The worst case of comparing rail travel time with the current bus time shows an additional 35 minute travel time from Baulkham Hills to the Wynyard via the rail option. This is twice as long as the current time of 35 minutes to Wynyard by bus.
- There is no provision for transfer time for bus to rail at the stations and Metro to heavy rail at Chatswood. I have allowed 5 minutes for transferring by a passenger from a bus covering the walking and catching of escalators to the platform and an average waiting time of 2.5 minutes. This is probably understating the time but I think to acknowledge transferring rail to rail at Chatswood is providing a more realistic time for customers.
- I am using the current running times of the two Seven Hills depots introduced on 12 November 2012. I observed that services are operating close to time. The examination of services operating to the rail does not take into account the travel times improvements after the completion of the M2 road works. The completion of road works will give the M2 services both faster travel times and improved reliability
- A significant catchment area for NWRL services will come from the western side of Old Windsor Road. Although the area is Region 1, services to the City and Parramatta are provided by Region 4 buses at present. Busways, Transport for NSW and CDC should sit down and examine how the best services for the area should be delivered.
- While there has been some work done on bus services to the City after the introduction of the NWRL services, there will need to be decisions made on frequencies to make for provision for layover at Castle Hill and Rouse Hill termini

- Walking from Norwest Business Park and Bella Vista Stations to buildings such as Woolworths is 1.2 and 1.0 kilometres respectively. This is a fifteen minute walk in the open with no awnings. Shelter should be provided to pedestrian routes. It may also require the short cutting of pedestrian routes by providing access between buildings similar to what is to happen at Macquarie Park.
- There will need to be a separation of buses from the general traffic in the non centre stations (all stations except Castle Hill or Rouse Hill) where I believe the kiss and ride interchanging will predominantly take place. We could have buses caught in these interchanges with excessive kiss and ride cars
- The tunnels on the rail line are being built for the Metro type of train but are servicing a Tier 2 market. This defies the philosophy of having the three tiered approach to the development of rail transport –Tier one for the inner market such as Chatswood to the City operated as a Metro, Tier 2 for Berowra to the City and Tier 3 for Newcastle to Sydney Terminal. CDC believes it is quite short sighted in not building the tunnel to fit the double deck trains when it would be only be marginal cost to take the tunnel to the level to be able to fit the standard double deck carriage. Metro is better suited to high density residential and employment areas which are not present on the NWRL.
- CDC supports the hierarchy of services for proximity to the station with walking, cycling, bus, taxi, kiss and ride and finally park and ride
- Terminating bus services at Castle Hill and/or Rouse Hill is where the bus/rail interchanging would take place through the integration of the timetables. This would not be necessary during peak when a train will operate every five (5) minutes
- The other stations are touch and go types of facilities where the bus passes through the station and picks up or drops but does not terminate
- Bus Zones shown at Kellyville Station are on the Tway and passengers will have considerable walk through the car park to the station

- CDC supports the Transit Mall at Castle Hill. Buses need to be closer to shops at Castle Hill than is provided where the Interchange. If QIC (owners of Castle Towers) were to put a car park where the interchange is planned, there would be outrage over their customers having to walk so far to the shop. And yet we make our passengers do it. A suggested solution is to have the buses operate through the Transit Mall to provide easy access for our customers to the shopping centre. By only having the core services operate through the Mall will result in approximately 20 buses in each direction per hour at the present time.
- There will be a need to layover and turn around for buses on the south side of the Castle Hill Transit Mall



Stephen Timbrell
Service Innovation Manager
ComfortDelgro Cabcharge

3 December 2012