

CENTRAL WALK MODIFICATION SUBMISSIONS REPORT





6 Community submissions

6.1 Andrew Scott

Issue raised

Consider the need for an undercover secure bike storage area at Central Station, similar to ones currently being implemented across other stations in Sydney.

The small amount of outdoor bike racks are insufficient to meet the current demand, and are subject to bike theft and weather. Secure, high capacity bike storage at major trains stations mean that commuting cyclists that use the train can leave the bike at a station rather than bring it on a train with them.

Bike storage is cheap and easy to implement, and can provide for many more people than the equivalent number of car spaces.

Response

Transport for NSW is currently investigating opportunities to provide additional cycle parking at Central Station. As identified in Section 6.4 of the modification report, cycle parking would be provided within 50 metres of the station entries where feasible.

6.2 Julian Foster

Issue raised

The overall concept of Central Walk is excellent. However, it should be extended to go all the way through the station to connect to the Broadway side as well. It is obvious that is needed and adding it in the future will only be more expensive. Platforms 1-12 have a fair bit of spare capacity at the moment so, even if the extended tunnel couldn't be mined and had to be done as cut-and-cover, taking some of those platforms out of service periodically as the tunnel progressed wouldn't affect operations.

Users from the Broadway side accessing the suburban platforms currently have to walk all the way through Devonshire Street Tunnel (which is often very crowded and only going to get worse) or the Grand Concourse. If in future they are accessing the Sydney Metro platforms they will either still have to use the Devonshire Street Tunnel then come half way back through Central Walk – or walk above ground through the Grand concourse and then down to the Sydney Platforms.

Another possibility might be to at least add a link from the Devonshire Street Tunnel down to the southern end of the Sydney Metro platforms.

Response

As identified in the modification report, the design and delivery of Central Walk would allow for a new western entry through the extension of the underground concourse to the west of the metro platforms.

An option of connecting the future metro concourse to the Devonshire Street Tunnel was considered (refer to Section 3.2.3 of the modification report). Although this would provide improved access for customers to and from the west, it would not meet the long term demands of the station.

A future extension of the concourse to the west and a new western entry would better meet the long term demands of the station by providing a wider concourse, a new western entry, a new east-west connection, and interchange opportunities to all above ground platforms.

6.3 Geoff Thiel

Issue raised

Suggest that Central Walk should include a tunnel under Elizabeth Street, with an entry / exit point at Centennial Plaza. During peak hours, there are too many pedestrians queuing in front of Woolworths, with pedestrians sometimes being forced onto the street. A station access point at Centennial Plaza would mean people coming and going from north east Surry Hills could access the tunnel.

Response

Broader pedestrian improvements (beyond the proposed eastern entry) to the precinct to the east of Central Station is not within the scope of this project and is being investigated separately as part of the wider Central Station precinct renewal. The design of the eastern entry allows for a future connection through to Randle Lane and / or Elizabeth Street.

6.4 Roisin Kelly

Issue raised

The eastern entrance proposed at 20-28 Chalmers Street should open onto Randle Lane at the rear of the site as well as Chalmers Street to provide easy access to the area south-east of Central Station.

Response

Randle Lane is currently used for back of house access to properties fronting Chalmers Street, Randle Street and Elizabeth Street. The lane has narrow footpaths and is not currently conducive to supporting pedestrian flows in and out of a station entry.

Notwithstanding, the design of the eastern entry safeguards a future connection of the entry to Randle Lane should this become viable based on future developments or the wider Central Station precinct planning.

6.5 10,000 Friends of Greater Sydney

Issue raised

10,000 Friends of Greater Sydney generally support the proposal. However, there is a need for the new pedestrian walkway to connect to destinations on the western side of Central Station, especially to the major tertiary institutions and the existing bus interchange.

It will also be important to provide clear signage for users to capture the accessibility benefits of the proposal.

Response

As identified in the modification report, the design and delivery of Central Walk would allow for a new western entry through the extension of the underground concourse to the west of the metro platforms.

Construction of the extension of the underground concourse to the west of the metro platforms would likely involve cut-and-cover construction, and would be completed in coordination with the renovation of Central Station as part of the Central Precinct Renewal Project. To maintain intercity and regional rail services at Central Station, the construction of a west concourse and western entry cannot commence until platforms 13 and 14 have been reinstated as part of the approved Sydney Metro works. As such, these works are suited to being progressed as a separate project in the future. This would also allow additional time to identify the optimal solution for the west concourse and western entry and proposed pedestrian connections to ensure integration with the surrounding precinct and plans for its revitalisation.

A future extension of the concourse to the west and a new western entry would better meet the long term demands of the station by providing a wider concourse, a new western entry, a new east-west connection, and interchange opportunities to all above ground platforms.

Effective wayfinding and signage is a critical component of Sydney Metro. Requirements for wayfinding are identified in the Sydney Metro City & Southwest Design Guidelines. The latest version of this document was provided as Appendix B of the modification report and can be found at www.sydneymetro.info.

6.6 Anonymous 1

Issue raised

It is disappointing that this plan will do nothing to alleviate the existing peak hour crowding in the Devonshire Street Tunnel. Indeed, it will probably make crowding worse. This walkway is usually at, and often over, safe capacity during peak hours. There are often examples of 'pedestrian rage' and many encounters which could easily head that way. The tunnel is a prime target for people who want to cause trouble.

Response

Operational pedestrian modelling of customer movements was carried out as part of the modification report (refer to Section 10.3.1 of the modification report). This modelling shows that the level of service along the majority of the Devonshire Street Tunnel would not change as a result of the proposed modification. There may be some locations, particularly at the western extent of Devonshire Street Tunnel, which may experience some deterioration in level of service, however this would remain at generally acceptable levels.

As identified in the modification report, the design and delivery of Central Walk would allow for a new western entry through the extension of the underground concourse to the west of the metro platforms. A future west concourse and western entry would alleviate pedestrian congestion and crowding within Devonshire Street Tunnel.

6.7 Anonymous 2

Issue raised

The proposed modification of the approved Sydney Metro project to include a new eastern concourse and entry on Chalmers Street is supported.

As depicted in Figure 2-2 of the modification report, the existing concourse for the Eastern Suburbs railway, as constructed in the 1970s, provides the only north to south accessible flow between Central Station's other concourses, and from the Devonshire Street Tunnel.

This degree of connectivity is not being replicated with the new north to south Sydney Metro concourse indicated in the approved project - namely, there is no reference to a southern entry and exit from the Sydney Metro concourse.

It is appreciated that some 'back of house' infrastructure may be required in association with the concourse level of Sydney Metro. However, it remains a substantial missed opportunity not to contemplate a ticketed entry into the Sydney Metro concourse from the Devonshire Street Tunnel. This would reduce the interchange distance for pedestrians from the Railway Square bus interchange by around 200-250 metres.

Response

An option of connecting the future metro concourse to the Devonshire Street Tunnel was considered (refer to Section 3.2.3 of the modification report). Although this would provide improved access for customers to and from the west, it would not meet the long term demands of the station.

As identified in the modification report, the design and delivery of Central Walk would allow for a new western entry through the extension of the underground concourse to the west of the metro platforms.

Construction of the extension of the underground concourse to the west of the metro platforms would likely involve cut-and-cover construction, and would be completed in coordination with the renovation of Central Station as part of the Central Precinct Renewal Project. To maintain intercity and regional rail services at Central Station, the construction of a west concourse and western entry cannot commence until platforms 13 and 14 have been reinstated as part of the approved Sydney Metro works. As such, these works are suited to being progressed as a separate project in the future. This would also allow additional time to identify the optimal solution for the west concourse and western entry and proposed pedestrian connections to ensure integration with the surrounding precinct and plans for its revitalisation.

A future extension of the concourse to the west and a new western entry would better meet the long term demands of the station by providing a wider concourse, a new western entry, a new east-west connection, and interchange opportunities to all above ground platforms. Any future west concourse and western entry would be fully accessible.

6.8 Ian Hill

Issue raised

This project places the metro platforms in the wrong location. The metro platforms should be located east of the current Central Station platforms 16 to 24. This would:

- Preserve the heritage status of Sydney Terminal consistent with the objective to 'accentuate Central Station as a grand heritage asset'
- Allow for future expansion of terminating trains at Central Station such as for high speed rail links
- Reduce the congestion at Central Station caused by placing the Sydney Metro platforms inconveniently under platforms 12, 13, 14 and 15, and introducing the associated vertical transport (lifts and escalators).

Public transport use is increasing by 68 per cent on weekends as well as increases yearly for commuter work requirements and general travel. The need for more terminating platforms at Central Station will arise quite quickly in the coming decade requiring a more terminals and maximum space.

By placing the Sydney Metro platforms to the east of Central Station platforms 16 to 24 would help achieve the objectives stated on Page 23 of the modification report as follows:

- 1. Provide an intuitive and easy to use station environment for customers the new platforms would be intuitive and easy to access from the east
- 2. Accentuate Central Station as a grand heritage asset the heritage nature of the building would be preserved and there would be no damage during any construction phase for the new railway
- **3.** Re-establish Central as an iconic destination within an expanded CBD footprint Central Station is already one of the leading iconic buildings in Sydney and has been since construction and its opening on 4 August 1906. Placing the new railway to the east would expand its footprint.
- **4.** Develop a highly functional multi-modal transport interchange that accommodates long-term demand this proposal would make the interchange faster without having to build a further tunnel system under Central Station. The more tunnels the greater the threat of terrorism and loss of safety with underground evacuation and rescue
- **5.** Improve accessibility, permeability and connectivity within and across the station precinct by placing the new platforms east of platforms 16 to 24 it would be easier to exit the station and congestion would be reduced. This could be achieved by widening the existing northern pedestrian tunnel system.

The Executive Summary also states that the proposed modification would primarily support the objectives regarding the efficient operation of the station, but despite this, a number of adverse environmental impacts would remain including direct and indirect impacts to the State heritage listed Sydney Terminal and Central Railway Station group, and demolition of the locally listed Bounce Hostel (former MGM) building. Building the new platforms east of platforms 16 to 24 would remove this impact.

This suggestion would be quite cost effective saving excessive tunnelling under platforms 16 to 24. It would also save the cost of moving the platforms 1 to further out in to Sydney Yard.

Any further intensification of suburban traffic in or around the terminating platforms of Central Station platforms 1 to 15 is opposed.

Response

The location of the Sydney Metro platforms at Central Station forms part of the approved project and is not within the scope of this proposed modification.

Options for and the justification of the location of the Sydney Metro platforms at Central Station was provided in Section 4.8.2 of the Sydney Metro City & Southwest Chatswood to Sydenham Environmental Impact Statement. This included consideration of the option of constructing the metro platforms to the east of the existing station. A summary is provided below.

The introduction of underground metro platforms at Central Station would have material impacts to the station irrespective of the option chosen. Decision-making on the placement of the underground metro platforms seeks to balance the substantial benefits with the recognised constraints and challenges associated with its introduction.

Options to locate the metro platforms on the eastern side of Central Station did not maximise the efficiency of interchange for customers between metro and suburban and intercity rail and other transport modes. Other concerns related to potential property impacts, heritage impacts and the required depth of the new platforms, which would affect the quality of the transport experience for customers.

The proposed location for the new underground platforms below platforms 13 to 15 at Central Station has been selected for the following key reasons:

- It provides the most efficient interchange for customers between suburban and intercity platforms (and associated travel time benefits)
- The interchange and travel time benefits result in customer preference for interchange at Central Station rather than at Wynyard or Town Hall stations, providing congestion relief at these stations
- It best encourages the use of Sydney Metro as a service, resulting in a reduction in the use of crowded Central Station suburban platforms such as platforms 16 and 17
- It allows for an efficient construction method (shallow cut-and-cover arrangement) that minimises construction duration and disruption to customers using Central Station.

6.9 YHA Australia

Issue raised

YHA has two properties located directly adjacent to Central Station, being the Sydney Central YHA located at 11 Rawson Place, and the Railway Square YHA located at 8-10 Lee Street. Both properties are popular year round hosting local, interstate and international travellers in budget accommodation.

YHA requests that no demolition works, underground excavation or above ground new construction or related works that impact on YHA guests be permitted after 9pm and before 9am seven days per week.

Response

The proposed construction hours for each element of the proposed modification is provided in Section 7.8.9 of the modification report. The majority of construction work would be carried out during the standard daytime construction hours (7am to 6pm Monday to Friday, 8am to 1pm Saturday and no work on Sundays or public holidays).

However, substantial construction activities would need to be carried out outside these hours to maintain safety of the public, construction and rail workers, to protect rail assets and to minimise disruptions to the transport network. In particular, any activities requiring rail possessions or that require possession of areas within Central Station would be carried out up to 24 hours per day and seven days per week.

The potential noise impacts of these works are assessed in Chapter 11 of the modification report. In relation to the two YHA properties, the following impacts are predicted during activities outside standard daytime construction hours:

- At the Sydney Central YHA, exceedances of up to 10 dB of the noise management level during enabling works, excavation works and construction works
- At the Railway Square YHA, exceedances of between 10 and 20 dB of the noise management level during enabling works, excavation works and construction works.

These potential impacts would be further refined as part of the Construction Noise and Vibration Impact Statements that are required to be prepared in accordance with Condition E33, as the details of the construction methods are developed. Any potential impacts would be managed through implementation of site-specific mitigation measures identified through consultation with affected sensitive receivers, the Construction Noise and Vibration Strategy and the conditions of approval.

6.10 Eagle Partners

Issue raised

Transport for NSW's Design Guidelines for Sydney Metro require that station designs 'optimise timeliness' and 'reflect pedestrian desire lines'.

Earlier public documents released by Sydney Metro confirmed the need to reduce door-to-door travel times, and not just the on-train travel times. Chapter 6 of the Central Walk Modification Report continues to refer to improving accessibility and connectivity. However, it only promises that 'provision' has been made for extending Central Walk to the west, or to the Pitt Street end of the station at some indeterminate future date.

The report records that, of customers leaving the station in the morning peak, 36 per cent exit to the west. This figure is higher than that for any of the other station exits.

The report's analysis of expected pedestrian movements in the underground passages is noted (Chapter 10). However, that analysis focuses on coping with anticipated congestion. It does not consider minimising passenger walk-up times, or pedestrian desire lines.

If this proposed modification is approved as is, pedestrians from the west of the station must continue to access the station via the northern concourse or the eastern concourse. Both routes are circuitous and therefore time-consuming.

There are at least four major tertiary institutions immediately to the west of Central Station which generate large numbers of public transport trips. There is also a large bus interchange at Railway Square. These significant generators of train and Sydney Metro passengers deserve infrastructure which will minimise walk-up times.

Pedestrian access between the southern end of the Sydney Metro concourse and Railway Square must therefore be improved. One option would be a 150 metre long pedestrian tunnel between the southern end of the Sydney Metro concourse and Henry Deane Plaza. Given the density of current pedestrian flows to and from the west and south-west of the station, and the likelihood that those numbers will increase markedly over time, such a pedestrian tunnel can be justified on cost-benefit grounds and should be in place for the commencement of Sydney Metro services.

It should be a condition of any approval of this application that direct pedestrian access be provided between the Sydney Metro concourse and Henry Deane Plaza.

Response

As identified in the modification report, the design and delivery of Central Walk would allow for a new western entry through the extension of the underground concourse to the west of the metro platforms.

A future extension of the concourse to the west and a new western entry would better meet the long term demands of the station by providing a wider concourse, a new western entry, a new east-west connection, and interchange opportunities to all above ground platforms.

Construction of the extension of the underground concourse to the west of the metro platforms would likely involve cut-and-cover construction, and would be completed in coordination with the renovation of Central Station as part of the Central Precinct Renewal Project. To maintain intercity and regional rail services at Central Station, the construction of a west concourse and western entry cannot commence until platforms 13 and 14 have been reinstated as part of the approved Sydney Metro works. As such, these works are suited to being progressed as a separate project in the future. This would also allow additional time to identify the optimal solution for the west concourse and western entry and proposed pedestrian connections to ensure integration with the surrounding precinct and plans for its revitalisation.

Issue raised

Sydney Metro's 'Central Walk' brochure dated June 2017 states that 'State-of-the-art technology will keep customers connected at all stages of their journey, from smart phone travel apps, to real-time journey information at metro stations and on-board trains'. Incorporation of modern technology is understood and commended, but it should not be at the expense of making life more difficult for those passengers not immediately equipped to take advantage of it.

There is a need for a satisfactory level of 'low-tech', or paper-based Sydney Metro information, required by those in the community who may not have access to hand-held electronic devices.

The Legislative Assembly Committee on Community Services, in its December 2016 Report, said, in Recommendation No. 11, 'That Transport for NSW publish travel information in paper format. It should be in locations where it is easily available to people who do not have access to online information, such as community centres and doctors' surgeries in rural and regional areas.'

The NSW Government, in its response dated April 2017, supported the Committee's recommendations. It is expected that Transport for NSW and Sydney Metro will comply with government policy. Such compliance should be a condition of any approval of this application.

Response

The proposed use of modern technology to provide customer information as part of Sydney Metro will not be at the expense of other forms of customer information. Other forms of information, similar to those currently available for Sydney Trains services would also be available for Sydney Metro, noting that Sydney Metro would provide a turn-up-and-go service without the need for timetables.

Effective wayfinding and signage is a critical component of Sydney Metro. Requirements for wayfinding are identified in the Sydney Metro City & Southwest Design Guidelines. The latest version of this document was provided as Appendix B of the modification report and can be found at www.sydneymetro.info.

Issue raised

At an appropriate time, the 'Sydney Metro' branding for this project should cease. So far as the travelling public is concerned, this new railway is just that – a new railway. Retaining the Sydney Metro brand is unnecessary. It will be confusing for the thousands of travellers who will use Sydney's railway network over the coming years and will complicate the provision of wayfinding and service information. The potential for this confusion is already illustrated by the unnecessarily complex destination signage depicted in the artist's impressions of Central Walk in the public promotional material. Also, the artist's impressions in the Central Walk brochure dated June 2017 clearly show Sydney Metro Northwest as part of the Sydney Trains network, which it is not.

Sydney Metro's ticketing and fares are to be integrated with the other modes of public transport in Sydney; specifically, Sydney Trains. The new railway's service information, wayfinding, stations and platforms should be similarly integrated. In particular, the Sydney Metro platforms at Central Station should be numbered sequentially to reflect their physical location, and to conform with the platform numbers already in existence at Central, even if some existing platforms would need to be renumbered. It would help in wayfinding.

Response

The Sydney Metro network is being progressed as a differentiated service to the Sydney Trains network. The reasons for and justification of this decision are summarised in Chapter 4 of the Sydney Metro City & Southwest Chatswood to Sydenham Environmental Impact Statement and in *Sydney's Rail Future*. The Sydney Metro branding is an important component of this service differentiation.

Notwithstanding, the Sydney Metro network will include interchange capability with the existing Sydney Trains network at strategic locations. This includes Martin Place and Central stations. Interchange would also be available at Epping, Chatswood and Sydenham stations as part of other stages of Sydney Metro.

Effective wayfinding and signage is a critical component of Sydney Metro. Requirements for wayfinding are identified in the Sydney Metro City & Southwest Design Guidelines. The latest version of this document was provided as Appendix B of the modification report and can be found at www.sydneymetro.info. This will provide clear information to customers.

Issue raised

In November 2016 the government announced plans for Sydney Metro West, to be operational some time after 2025. There has been no public announcement as to whether, or where, the two metro lines will intersect. On the assumption that they will intersect, it is important to minimise overall travel times for passengers by minimising transfer times between the two lines. One obvious point of intersection to be considered would be Central Station.

Whilst it is too late for Sydney Metro West to be considered under this Application to modify the approval, the Department of Planning and Environment (or other body) should promptly initiate measures to arrange for the Sydney Metro platforms at Central Station, as currently planned, to be reconfigured into a 'stacked' arrangement, one above the other, to leave open the option of having the two Sydney Metro West platforms arranged alongside, for 'across-the-platform, same-direction' interchange between the two Sydney Metro lines.

It should be a condition of any approval for this application that a cost / benefit analysis of the reconfigured Sydney Metro platforms at Central Station be investigated.

Response

Early planning work has begun on Sydney Metro West with key precincts to be serviced identified as Parramatta, Sydney Olympic Park, the Bays Precinct and Sydney CBD. The location of a station in the Sydney CBD is currently under investigation.

The Sydney Metro City & Southwest Chatswood to Sydenham Submissions and Preferred Infrastructure Report provided information on how future extensions could be built. This identified that the Sydney Metro network could be extended by:

Direct connections to the tunnels proposed as part of this project. This approach could result in disruption to the metro network during construction, and would need to be considered at the time of any proposed extension. This approach would, however, provide flexibility in determining how and where the network should be extended

Separate independent metro alignments that provide connectivity through strategic interchange points.

These connection options would be considered during the design of Sydney Metro West to provide appropriate and efficient interchange between the metro lines.

6.11 Action for Public Transport NSW

Issue raised

Action for Public Transport NSW is concerned that proper attention has not been given to the thousands of people who use the Devonshire Street Tunnel daily. The modification report provides a discussion regarding the option of connecting to the Devonshire Street Tunnel. This section concludes that due to technical complexities of tunnel widening and the limited customer benefits, this option has not been progressed.

If the tunnel cannot be widened it should be duplicated. This could be done either to the south with a completely new tunnel about 220 metres long or to the north by extending paid area tunnels about 60 metres to Ambulance Avenue. The work should be included in the Sydney Metro Chatswood to Sydenham project and is justified by the expected increase in passenger numbers when Sydney Metro is operational. The work should be arranged so that at least one tunnel between Chalmers Street and Henry Deane Plaza is open at all times. Importantly, the southern end of the Sydney Metro platforms should have direct access to the paid area tunnel under platform 14.

Response

As identified in the modification report, the design and delivery of Central Walk would allow for a new western entry through the extension of the underground concourse to the west of the metro platforms.

An option of connecting the future metro concourse to the Devonshire Street Tunnel was considered (refer to Section 3.2.3 of the modification report). Although this would provide improved access for customers to and from the west, it would not meet the long term demands of the station. Additionally, duplication of the Devonshire Street Tunnel would face similar challenges to tunnel widening (the impacts of which are discussed in Section 3.2 of the modification report.

A future extension of the concourse to the west and a new western entry would better meet the long term demands of the station (including relieving congestion in Devonshire Street Tunnel) by providing a wider concourse, a new western entry, a new east-west connection, and interchange opportunities to all above ground platforms.

6.12 Alex Greenwich MP

Issue raised

Constituents are concerned that the proposed Central Walk does not improve access to the southern end of the train platforms through to Devonshire Street and Railway Square. A significant portion of passengers using both current train services and future Sydney Metro services will use this access and it should be included in the current project rather than being left to possible future proposals.

Response

As identified in the modification report, the design and delivery of Central Walk would allow for a new western entry through the extension of the underground concourse to the west of the metro platforms.