

# SYDNEY'S BUS FUTURE

## Simpler, faster, better bus services

December 2013



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## **Sydney's Bus Future**

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## **Transport for NSW**

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## MINISTER'S MESSAGE



Buses are a key part of Sydney's growing and evolving public transport network.

*Sydney's Bus Future* is the NSW Government's long term plan to redesign our city's bus

network to meet customer needs now and into the future.

Today, Sydney's buses provide more than 220 million trips a year across the city. As Sydney grows, the bus system needs to meet the challenges growth brings.

*Sydney's Bus Future* sets out step-by-step actions to deliver fast and reliable bus services for customers where and when they are needed.

We are improving and creating new routes, simplifying timetables and making interchanges more convenient.

We are planning and investing in our city's buses for the future. This long term approach will pay off for customers. *Sydney's Bus Future* means over 1.5 million Sydneysiders will live within a 10 minute walk of a bus stop where they can catch a 'turn up and go' Rapid or Suburban service.

Customers will also benefit from fast, frequent connections on high demand routes and direct journeys between all major urban and suburban centres, such as the Sydney CBD, Liverpool, Parramatta, Castle Hill and Hornsby.

Buses will support the North West Rail Link, South West Rail Link and the expansion of the Sydney light rail network – as well as existing train, ferry and light rail services – giving customers a more integrated transport network than ever before.

Improving Sydney's bus network fills gaps in the city's transport puzzle and supports growth throughout Greater Sydney.

Redesigned bus services in the Sydney CBD will work together with light rail to reduce congestion and revolutionise the way residents, workers and visitors get around our city.

We have introduced more than 4,900 extra weekly bus services over the past two years – in urban growth areas, on high demand routes and as extra school services. We are trialling double-decker buses to combat congestion.

Earlier this year, we redirected 60 morning peak buses from the North West onto the Cahill Expressway to reduce congestion around Wynyard Station. We have prepared the Sydney City Centre Access Strategy, including plans to streamline bus routes ahead of light rail development.

We have introduced competitive tendering for metropolitan bus contracts to get the best deal for bus customers and taxpayers, with extra services already secured for Western Sydney.

We have introduced measures to give buses priority on our roads to increase reliability, including dedicated bus lanes, bus bays and traffic lights.

Customers also have access to real time bus apps, which were downloaded more than one million times within the first six months of availability. This, together with rolling out Opal electronic ticketing on buses by the end of 2014, is improving the way customers use and experience the bus network.

*Sydney's Bus Future* builds on these achievements to deliver simpler, faster, better bus services for customers.

**Gladys Berejiklian MP**  
**Minister for Transport**



## THE CHALLENGE: BUSES TODAY

- More than 220 million bus trips are made each year across Sydney
- Patronage on Sydney's buses has grown by 14 per cent over the past five years
- Sydney's bus network consists of more than 600 bus routes with many different types of bus services
- In the morning peak, more than 1,000 buses converge on the Sydney city centre
- Sydney is changing – and customers now want to access many major centres, not just the Sydney CBD
- Bus customers report frequency, travel time and on-time running as the most important service features.

### Bus customers

Greater Sydney is changing into a city with many major centres. Employment, education and recreational opportunities extend well beyond the Sydney CBD.

This means customers are increasingly looking to catch buses to and from other centres like Parramatta, Liverpool, Penrith, Castle Hill, Macquarie Park, Sydney Olympic Park and Sydney Airport.

Customer demand for bus travel across metropolitan Sydney is set to grow by 30 per cent by 2031. This is a result of the 500,000 extra jobs that will be created, along with an increase in the population by 1.6 million people, mostly living in the North West and South West of Sydney.

These changes present a challenge for Sydney's bus network. We need to take action now to deliver bus services that meet changing customer needs today and in the future.

### What is important to bus customers?

Customer research has shown there are four main areas that could be improved to encourage more people to catch buses in Sydney.

- **Convenience** – Overall, customers want bus services that are close to their home or workplace, arrive frequently and regularly, and get them from the start to the end of their journey faster and on schedule
- **Frequency and reliability** – Customers want regular bus services and expect them to run on schedule. However, traffic congestion can cause changes in services that customers are not expecting, leading to frustration
- **Connectivity** – Customers value opportunities to interchange easily onto another bus, train, ferry or light rail service, plus real time information and a flexible ticketing system to help them navigate their journey easily
- **Comfort** – Customers want modern, safe buses that have climate control, sufficient personal space and a clean seat plus a comfortable ride and friendly service from the driver.

Customers view end to end journey times as the most important factor in bus service effectiveness.



## Sydney's bus network today

Shaped by Sydney's history of growing outwards from the Harbour, more than 40 per cent of today's bus services travel through the Sydney CBD. Many bus services follow the original tram routes designed a century ago and do not take into account the shifting travel patterns of today's customers.

Today, Sydney's bus network includes more than 600 bus routes, with many different types of bus services.

Our population is also growing and there are more people living in the North West and South West growth centres as well as the inner suburbs. Bus services need to respond to both the growth in population and changing travel patterns.

Customers today want to travel not just to the Sydney CBD, but to other major centres. Currently, many customers have to travel into the Sydney CBD first and then change buses to continue their journey to another major centre.

Previous attempts to respond to changing customer needs have involved adding new services to Sydney's already complex bus network. While extra buses can carry more people, these services are not necessarily faster or more reliable. Without measures to improve journey times, adding more buses simply adds to congestion and each bus becomes less effective in meeting customer needs.

Services continue to experience significant delays in peak times, even with bus lanes and traffic light priority. Other than within the Sydney CBD itself, Victoria Road, the Warringah Freeway and Parramatta Road experience the most inconsistent journey times on the network.

We need to simplify the network and distribute buses more evenly across the city, to get customers to where they want to go and improve convenience.

We also need to address the impacts of road congestion as this causes delay and uncertainty for bus customers, with travel times varying significantly.

## Bus flexibility and access

Buses are a fundamental part of the public transport system. They can be put into service more quickly, more cheaply and to more places than any other type of public transport.

For almost 90 per cent of Sydneysiders, the local bus routes that run during the day are within 400 metres of home and offer connections to neighbourhood shops and services, major centres and the wider public transport system, including other buses, trains, light rail and ferries.

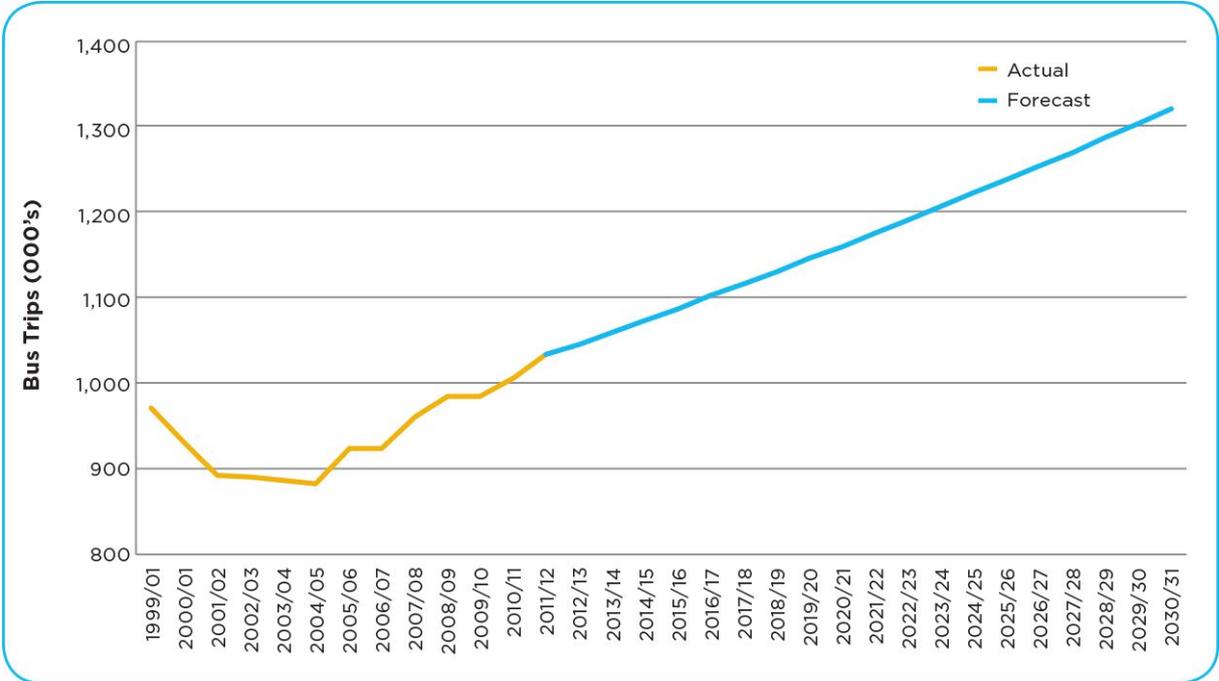
However, improvements to the bus network are essential to meet changing customer needs, including being able to access major centres outside the Sydney CBD.

*Sydney's Bus Future* sets out how these improvements will happen.

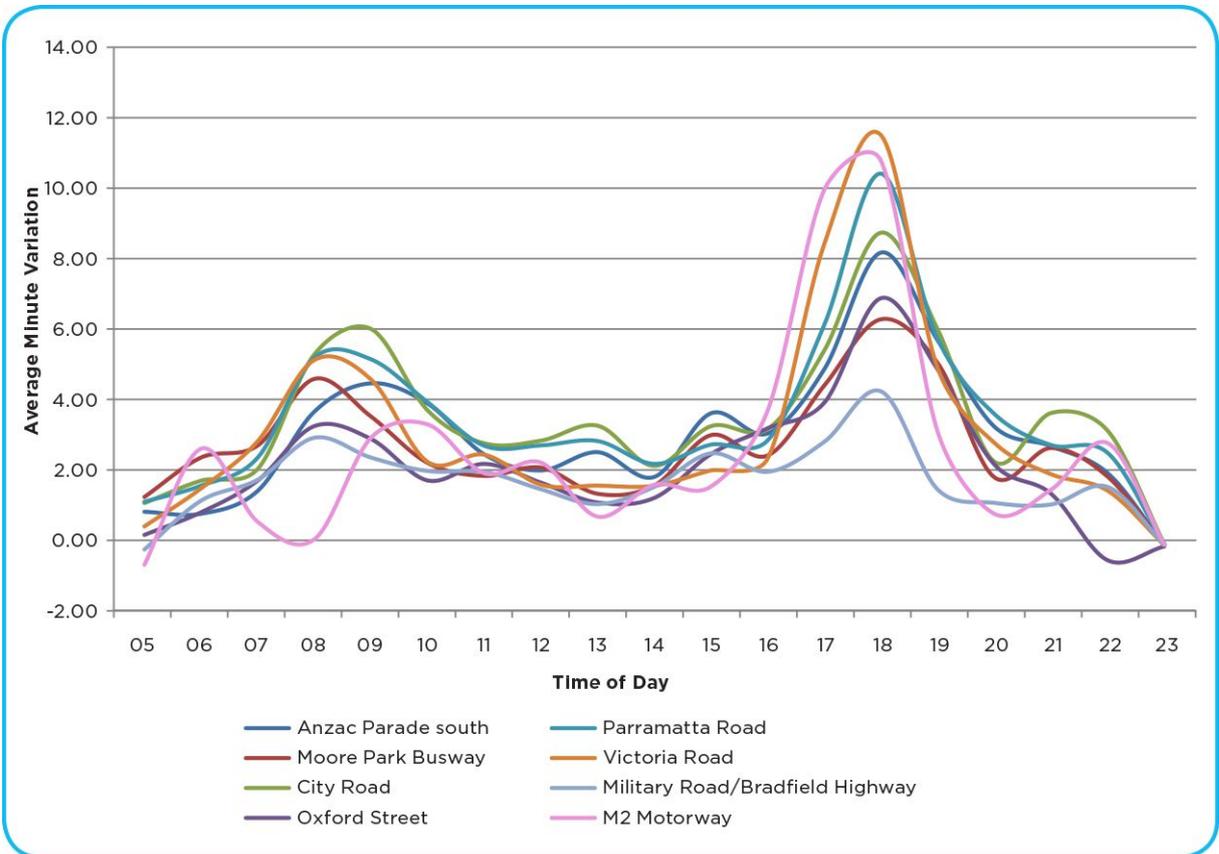




**Figure 1** The forecast growth in bus passenger levels - 2011 to 2031



**Figure 2** Across-the-day variation in customer travel times on some of Sydney's major bus corridors today



## OUR PLAN FOR SYDNEY'S BUS FUTURE

The NSW Government is taking action to deliver a modern and customer focused bus system. **We have taken a fresh look at the entire bus network** and its role in the wider public transport network. This is the first time we have looked at every aspect of the bus network as a whole and put the customer at the centre. As a result, we are delivering simpler, faster and better bus services for customers.

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

Our plan is to attract more customers to use bus services throughout Sydney.

### An integrated bus network

Based on the integrated approach set by the *NSW Long Term Transport Master Plan*, buses will connect seamlessly to other transport modes to deliver the right mix of services for customers. Interchanges will be enhanced to allow customers to connect easily to other bus, train, light rail and ferry services to take advantage of the whole transport network.

We will **keep the elements of the existing bus network that are working well**, such as frequent and comfortable cross-city services on Metrobus routes. We will **add additional services where they are needed most** and **create new routes to enable customers to travel directly to major centres**.

The *Draft Metropolitan Strategy for Sydney to 2031* highlights that there will be increased density in existing suburbs together with growth in the North West and South West. *Sydney's Bus Future* will support this growth by making travel to the Sydney CBD more efficient and effective and by connecting customers to centres across metropolitan Sydney.

*Sydney's Bus Future* will make it easier for customers to connect from one bus to another. Local services will integrate with fast, reliable cross-metropolitan routes – reducing customers' journey times by avoiding unnecessary travel through the Sydney CBD.

The CBD and South East Light Rail combined with a redesign of city centre buses will mean 220 fewer buses travelling into the city centre in the morning peak's busiest hour, relieving surface congestion. The North West Rail Link will further contribute to a reduction in buses with some 160 fewer buses entering the city centre.

### Services tailored to customer needs

We have put the customer first in redesigning Sydney's bus network. This means providing bus services where and when customers need them, as well as integrating bus services with other transport modes across the entire public transport network.

This three-tiered network includes mass transit delivering high frequency services for routes with the highest demand and routes that connect major centres; intermediate transit delivering shorter, lower demand services; and local transit services which play a number of different roles.

*Sydney's Bus Future* integrates with other transport modes and makes the role of buses in the public transport network simpler and easier to understand.



**A clear, three-tiered network will operate with each level delivering a defined level of service consistency and reliability.**

**Rapid service routes** form the backbone of the new bus network, offering fast, reliable bus travel for customers between major centres. Rapid routes provide customers with mass transit level services between centres which are not linked by trains or light rail.

**Suburban service routes** and **Local service routes** build on this foundation to improve access to local, neighbourhood destinations.

Across metropolitan Sydney, **13 Rapid bus routes** will operate and **20 Suburban routes** have also been confirmed, with more to be added. With these changes, **over 1.5 million Sydneysiders will live within a 10 minute walk of a Rapid or Suburban bus service** – meaning access to ‘turn up and go’ services, 7 days a week. **Half of these customers will live within a 10 minute walk of the Rapid network**, connecting major centres at least as often as every 10 minutes 6am to 7pm Monday to Friday and every 15 minutes on the weekend.

The process of streamlining bus services will be completed progressively across Sydney. To make sure we are offering the most responsive and flexible bus network, all services will be continually monitored and changes introduced to meet customer travel needs.

### Rapid

- Frequent ‘turn up and go’ services without the need for consulting a timetable
- 13 routes (2 Growth Centre routes, 5 new end-to-end services and 6 established routes)
- Stops every 800 metres to 1 km
- Investment in bus priority infrastructure for fast and reliable journeys.

### Suburban

- A mix of frequent ‘turn up and go’ and timetabled services
- 20 cross-metropolitan routes initially, including 8 new end-to-end services
- Additional Suburban routes to be identified and introduced
- Stops every 400 metres
- Bus priority targeted at key pinch points to speed up services.

### Local

- Timetabled services
- Completes the network, providing services such as local shopping services, CBD shuttles, peak expresses
- Stops every 400 metres
- Peak express services with variable stop spacing
- Services use local streets and roads, and bus priority for peak express connections.

### Bus Rapid Transit and light rail

Bus Rapid Transit (BRT) is a package of infrastructure, service, operations and bus improvements that together provide a higher level of bus service.

A staged approach will be taken to introducing BRT on targeted Rapid service routes. In the long term, it may be possible to convert Rapid routes to light rail in areas with high growth and density. Key high

growth corridors we will investigate for BRT or light rail include:

- Parramatta Road
- Victoria Road
- Anzac Parade between Kingsford and Maroubra or Malabar
- Northern Beaches
- Proposed Western Sydney Light Rail Network.



## Rapid routes

Rapid bus routes will directly connect major centres for jobs, shopping and services – supporting Sydney's cross-metropolitan public transport network. Rapid routes will extend from Sydney's Eastern Suburbs to the South West, and North West to the Hills District, as well as into the Sydney CBD and Parramatta.

Over 250,000 customers currently travel every weekday on existing services that operate along parts of the Rapid route network connecting established major centres. Improving the frequency and reliability of these 11 routes, and providing new end-to-end services, will encourage more people to catch a bus and take pressure off congested roads.

Two new Rapid bus routes will support urban development and integrate with our plans for the delivery of *Sydney's Rail Future*, in particular the North West Rail Link and the South West Rail Link.

Frequent services operated by a modern fleet of buses along Rapid routes will take advantage of existing and new bus priority treatments.

## How we chose Rapid routes

Rapid bus routes were selected using five criteria:

1. Routes that connect major centres
2. Routes that service areas where there is existing high demand
3. Areas where there will be future high demand because of new developments
4. Areas where there are urban renewal opportunities along the route
5. Getting more out of existing bus priority infrastructure such as T-ways and red bus lanes.

## Building on the Metrobus customer experience

To date, Metrobus routes have been introduced as additional services without considering how they fit into the overall bus network.

*Sydney's Bus Future* takes a fresh look at the network and puts the customer at the centre. By doing this we will ensure services run when and where they are needed most by customers.

In *Sydney's Bus Future* Sydney's popular and heavily patronised Metrobus routes will continue to operate as distinctive and high quality cross-metropolitan transit links. Services will continue to be provided by modern, comfortable buses. Service frequencies will be the same as, or better than, today.

Where Metrobus routes are duplicated by new public transport links, including light rail, we will review customer needs and reallocate bus services if required.



## RAPID ROUTES - WHAT YOU WILL SEE

### Short term

- Five new end-to-end Rapid services to connect existing major centres
- Six centre-to-centre routes converted to faster Rapid services to connect existing major centres
- Rapid route bus stops within easy walking distance for over 700,000 existing customers
- Average five minute wait for the bus, all day every weekday
- A minimum of 150 services on every Rapid route during daytime hours (6am-7pm) every weekday, and more than 100 services during daytime hours (6am-7pm) on weekends on all routes
- Over 500 new Rapid bus services will run every day on the 11 routes in Sydney's existing area, and the two new Growth Centre routes will have over 300 new services between them
- Frequent services across the peak, weekdays and weekends
- Will carry well over 170,000 customers every weekday
- Roll out of bus priority treatments
- Convenient connections to other buses, trains, ferry and light rail services with high quality interchanges
- Introduction of Opal electronic ticketing
- Consistent bus branding.

### Medium term

- Two new Rapid routes in the growing North West and South West Growth Centres
- Integrated with Suburban and Local bus services for a complete bus network
- Roll out of bus priority treatments to improve speed and reliability - see page 24
- Frequent 'turn up and go' services, meaning wait times will be no longer than 10 minutes during daytime hours (6am-7pm), Monday to Friday, and no more than 15 minutes on weekends
- Wider spaces between stops on Rapid routes, to speed up customer travel - bus stops generally every 800 metres to one kilometre. All buses travelling on a Rapid route will only stop at the new rationalised bus stops
- Each service can carry over 100 customers on high capacity 'bendy buses' or (subject to trial outcomes) double-deckers that are climate controlled, offer standing and sitting room, are clean and accessible.

### Long term

- Potential to introduce Bus Rapid Transit to the Northern Beaches, Victoria Road and Parramatta Road
- Investigation of potential conversion to light rail for key routes.



Rapid bus routes – Key actions	Customer benefits
<b>Mona Vale – CBD</b>	
<ul style="list-style-type: none"> <li>• Extra services planned for 2014</li> <li>• Bus priority projects under development for Pittwater Road</li> <li>• Further short term action to extend bus lane operating hours and speed up services through wider stop spacing</li> <li>• High capacity vehicles</li> <li>• High quality interchanges with consistent wayfinding and signage</li> <li>• Address bus pinch points with missing link bus priority treatments on:               <ul style="list-style-type: none"> <li>– Pittwater Road north of, and across, Narrabeen Lakes</li> <li>– Pittwater Road between Dee Why and Brookvale</li> <li>– Military Road between The Spit and Neutral Bay</li> </ul> </li> </ul> <p>In the longer term:</p> <ul style="list-style-type: none"> <li>• Complete investigation of Bus Rapid Transit for the Northern Beaches</li> <li>• New off-street bus interchange facility north west of Manly</li> <li>• New bus interchange facility at Neutral Bay Junction</li> </ul>	<ul style="list-style-type: none"> <li>• Faster journey times for over 10,000 weekday bus customers</li> <li>• First improvements to travel time and reliability in 2014-15</li> </ul>
<b>North Bondi – CBD</b>	
<ul style="list-style-type: none"> <li>• Short term action to extend bus operating hours and speed up services through wider stop spacing</li> <li>• Implement bus priority infrastructure along the corridor</li> <li>• High capacity vehicles</li> <li>• High quality interchanges with consistent wayfinding and signage</li> <li>• Address bus pinch points with bus priority treatments on:               <ul style="list-style-type: none"> <li>– Campbell Parade (in conjunction with Waverley Council)</li> <li>– Bondi Road</li> <li>– Oxford Street through Bondi Junction, Paddington and Darlinghurst to the CBD</li> </ul> </li> </ul> <p>In the longer term:</p> <ul style="list-style-type: none"> <li>• Investigation of Bus Rapid Transit</li> <li>• Interchange enhancements at Bondi Junction</li> </ul>	<ul style="list-style-type: none"> <li>• Faster journey times for over 10,000 weekday bus customers</li> <li>• First improvements to travel time and reliability in 2014-15</li> </ul>
<b>Castle Hill – Liverpool via Parramatta and T-way</b>	
<ul style="list-style-type: none"> <li>• Implement bus priority along the full corridor</li> <li>• High capacity vehicles on new end-to-end service</li> <li>• High quality interchanges with consistent wayfinding and signage</li> <li>• Address bus pinch points with bus priority treatments on:               <ul style="list-style-type: none"> <li>– Old Northern Road</li> <li>– Windsor Road between Baulkham Hills and North Parramatta</li> </ul> </li> </ul> <p>In the longer term:</p> <ul style="list-style-type: none"> <li>• Potential conversion to light rail as part of the Western Sydney Light Rail Network</li> </ul>	<ul style="list-style-type: none"> <li>• Able to carry over 2,000 extra customers each day</li> <li>• Over 50 new services every weekday between Castle Hill and Parramatta</li> <li>• More early morning, evening, night and weekend services</li> </ul>



## Rapid bus routes – Key actions

## Customer benefits

### Parramatta – CBD via Ryde (see Figure 3)

- Bus priority projects under development for Victoria Road
- Further short term action to extend bus lane operating hours and speed up services through wider stop spacing
- High quality interchanges with consistent wayfinding and signage
- Address bus pinch points with bus priority treatments on:
  - Victoria Road between Parramatta and Kissing Point Road
  - Victoria Road between Top Ryde and Anzac Bridge

In the longer term:

- Complete investigation of Bus Rapid Transit on the Victoria Road corridor
- Investigation of light rail
- Investigate interchange facilities for Inner West service transfers with potential locations in the Gladesville and Top Ryde areas
- Interchange enhancements at Parramatta

- 40 extra bus services every weekday
- Able to carry over 2,000 extra customers each day
- More early morning, evening, night and weekend services
- First improvements to travel time and reliability in 2014-15

### Burwood – CBD via Parramatta Road

- Extra services planned for 2014
- Short term action to extend bus lane operating hours and speed up services through wider stop spacing
- High capacity vehicles
- High quality interchanges with consistent wayfinding and signage
- Address bus pinch points with bus priority treatments on Parramatta Road between Burwood and Leichhardt

In the longer term:

- Bus lanes on a revitalised Parramatta Road completed in conjunction with WestConnex
- Investigate an interchange facility at Burwood
- Investigate an interchange facility for Inner West service transfers in the Ashfield area

- 80 extra bus services every weekday
- Able to carry over 3,000 extra customers each day
- More early morning, evening, night and weekend services
- First improvements to travel time and reliability in 2014-15

### Maroubra Junction – CBD\*

- South East bus services reallocated from the light rail corridor according to customer demand
- Extra bus services connecting Sydney Airport to Bondi Junction, Kingsford and the Inner West
- High capacity vehicles
- High quality interchanges with consistent wayfinding and signage
- Address bus pinch points with bus priority treatments on:
  - Anzac Parade between Maroubra Junction and Kingsford
  - (pending light rail development) Anzac Parade between Kingsford and Moore Park

In the longer term:

- Progressively extend the operating hours for bus lanes on Anzac Parade between Maroubra Junction and Kingsford

- Rapid route service to South East suburbs ahead of implementation of light rail
- Connections at Kingsford and Maroubra Junction to increased east-west services to Sydney Airport

\*Part of this route will be serviced by the new CBD and South East Light Rail



Rapid bus routes – Key actions	Customer benefits
<p><b>Parramatta – Macquarie Park via Carlingford and Epping</b></p> <ul style="list-style-type: none"> <li>• Extra services planned for 2014</li> <li>• Bus priority projects under development for Epping Road</li> <li>• Further short term action to extend bus lane operating hours and speed up services through wider stop spacing</li> <li>• High capacity vehicles</li> <li>• High quality interchanges with consistent wayfinding and signage</li> <li>• Address bus pinch points with bus priority treatments on:               <ul style="list-style-type: none"> <li>– Pennant Hills Road between North Parramatta and Carlingford</li> <li>– Carlingford Road and Epping Road between Carlingford and Macquarie Park</li> </ul> </li> </ul> <p>In the longer term:</p> <ul style="list-style-type: none"> <li>• Investigate Bus Rapid Transit along the length of the corridor with connections to Rydalmere</li> <li>• Interchange enhancements at Parramatta</li> <li>• Potential light rail via Eastwood as part of the Western Sydney Light Rail Network</li> </ul>	<ul style="list-style-type: none"> <li>• Over 50 extra bus services every weekday</li> <li>• Able to carry over 1,000 extra customers each day</li> <li>• More early morning, evening, night and weekend services</li> <li>• First improvements to travel time and reliability in 2014-15</li> </ul>
<p><b>Hurstville – Macquarie Park via Burwood</b></p> <ul style="list-style-type: none"> <li>• Implement bus priority along the corridor</li> <li>• High capacity vehicles</li> <li>• High quality interchanges with consistent wayfinding and signage</li> <li>• Address bus pinch points with bus priority treatments on:               <ul style="list-style-type: none"> <li>– Stoney Creek Road, Bexley Road, Concord Road and Lane Cove Road, between Hurstville and North Ryde</li> <li>– Waterloo Road, Macquarie Park (in conjunction with Ryde Council)</li> </ul> </li> </ul> <p>In the longer term:</p> <ul style="list-style-type: none"> <li>• Complete bus priority for the route and extend bus lane operating hours</li> <li>• Investigate an interchange facility at Burwood</li> <li>• Investigate an interchange facilities for service transfers with potential locations in the Top Ryde area</li> </ul>	<ul style="list-style-type: none"> <li>• Approximately 30 extra bus services every weekday</li> <li>• Able to carry over 700 extra customers each day</li> <li>• More early morning, evening, night and weekend services</li> </ul>
<p><b>Rouse Hill – Hurstville via T-way, Parramatta and Bankstown</b></p> <ul style="list-style-type: none"> <li>• Short term improvements to services between Rouse Hill and Parramatta</li> <li>• Fill in missing links in bus priority along the corridor</li> <li>• High capacity vehicles on new end-to-end service</li> <li>• High quality interchanges with consistent wayfinding and signage</li> <li>• Address bus pinch points with bus priority treatments on:               <ul style="list-style-type: none"> <li>– Church Street, south of Parramatta</li> <li>– Bus priority route between Granville and Chester Hill in conjunction with Parramatta and Bankstown councils</li> <li>– Hume Highway between Bass Hill and Bankstown</li> </ul> </li> </ul> <p>In the longer term:</p> <ul style="list-style-type: none"> <li>• Complete bus priority for the full route and extend bus lane operating hours</li> </ul>	<ul style="list-style-type: none"> <li>• Over 100 extra bus services every weekday between Rouse Hill and Parramatta, able to carry over 3,500 new customers</li> <li>• Over 20 extra bus services every weekday between Hurstville and Bankstown</li> <li>• More early morning, evening, night and weekend services</li> </ul>



## Rapid bus routes – Key actions

## Customer benefits

### Castle Hill – CBD via M2

- Short term improvements to M2 corridor services, plus better reliability following Motorway widening
  - Fill in missing links in bus priority along the corridor
  - High capacity vehicles
  - High quality interchanges with consistent wayfinding and signage
  - Address bus pinch points with bus priority treatments on Old Northern Road and Windsor Road between Castle Hill and North Parramatta
- 60 extra bus services every weekday

### Hornsby – Blacktown via Castle Hill and T-way

- Short term improvements to services between Castle Hill and Blacktown
  - Fill in missing links in bus priority along the corridor
  - High capacity vehicles on new end-to-end service
  - High quality interchanges with consistent wayfinding and signage
  - Address bus pinch points with bus priority treatments on:
    - Pennant Hills Road, Hornsby to Pennant Hills
    - Boundary Road, Pennant Hills to Cherrybrook
    - Bus priority route between Cherrybrook and Castle Hill (with The Hills Shire Council)
    - Showground Road and Norwest Boulevard between Castle Hill and Bella Vista
- 50 extra bus services every weekday between Hornsby and Blacktown
  - Able to carry over 1,500 extra customers each day
  - More early morning, evening, night and weekend services

### Growth Centre Rapid route: Rouse Hill – Blacktown via Marsden Park and Richmond Road

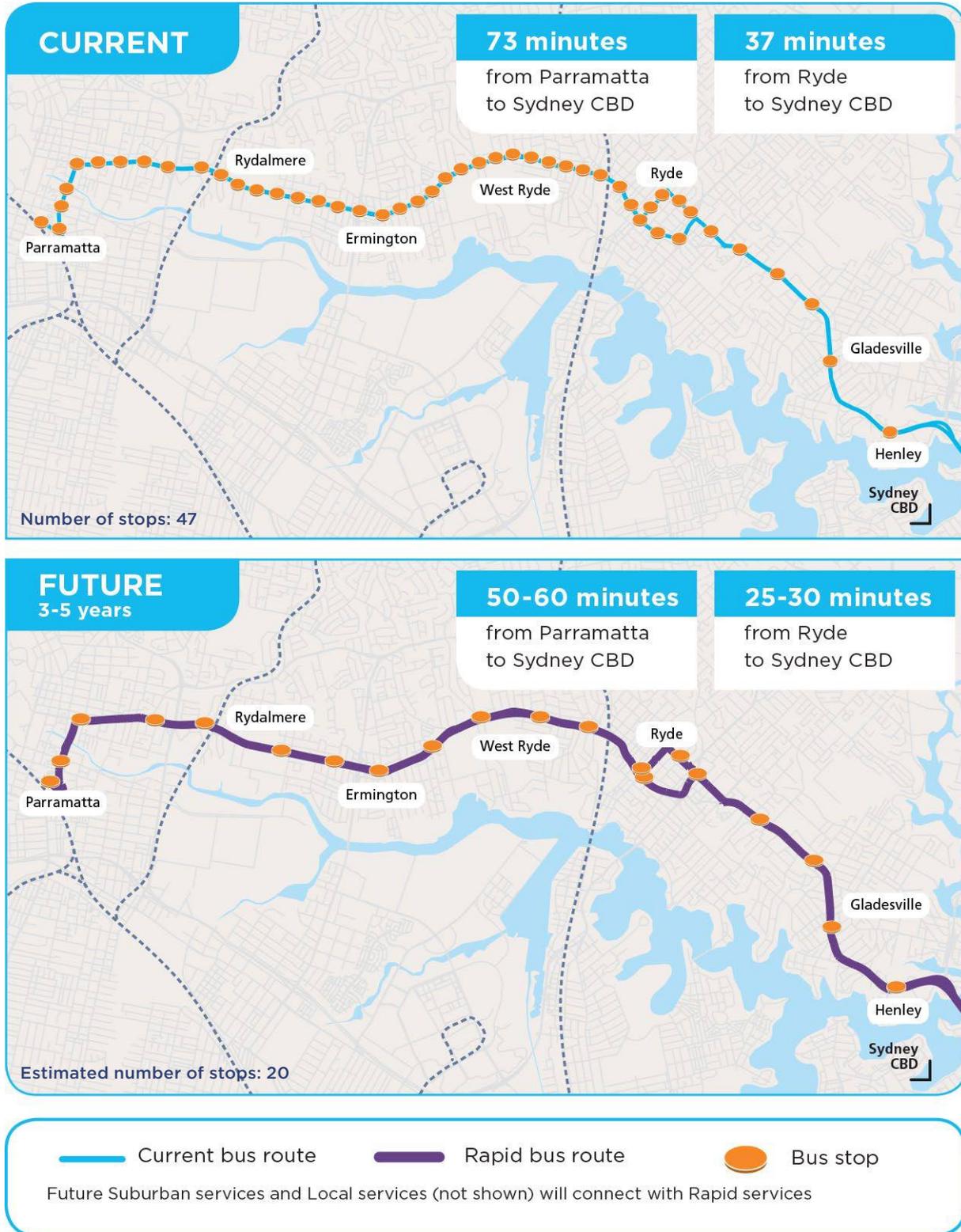
- New service connecting Western Sydney major centres
  - Services to commence in conjunction with new development to make public transport an attractive choice for new residents
- In the longer term:
- Investigation of Bus Rapid Transit
- Over 150 new services every weekday on this Growth Centre route
  - More early morning, evening, night and weekend services
  - Integrated with the delivery of the North West Rail Link

### Growth Centre Rapid route: Liverpool – Campbelltown via Leppington and Oran Park

- New service connecting Western Sydney major centres
  - Services to commence in conjunction with new development to make public transport an attractive choice for new residents
- In the longer term:
- Investigation of Bus Rapid Transit
- Over 150 new services every weekday on this Growth Centre route
  - More early morning, evening, night and weekend services
  - Integrated with the delivery of the South West Rail Link



Figure 3 Example of current and future Rapid route: Parramatta – Sydney CBD via Ryde



Rapid bus services are faster due to fewer stops, dedicated bus lanes and priority take off at intersections. Stops will generally be between 800 metres and one kilometre apart, allowing bus services to achieve faster speeds. Customers will be able to reach their destination quickly and more reliably.

**Figure 4** An integrated network approach with three bus service types

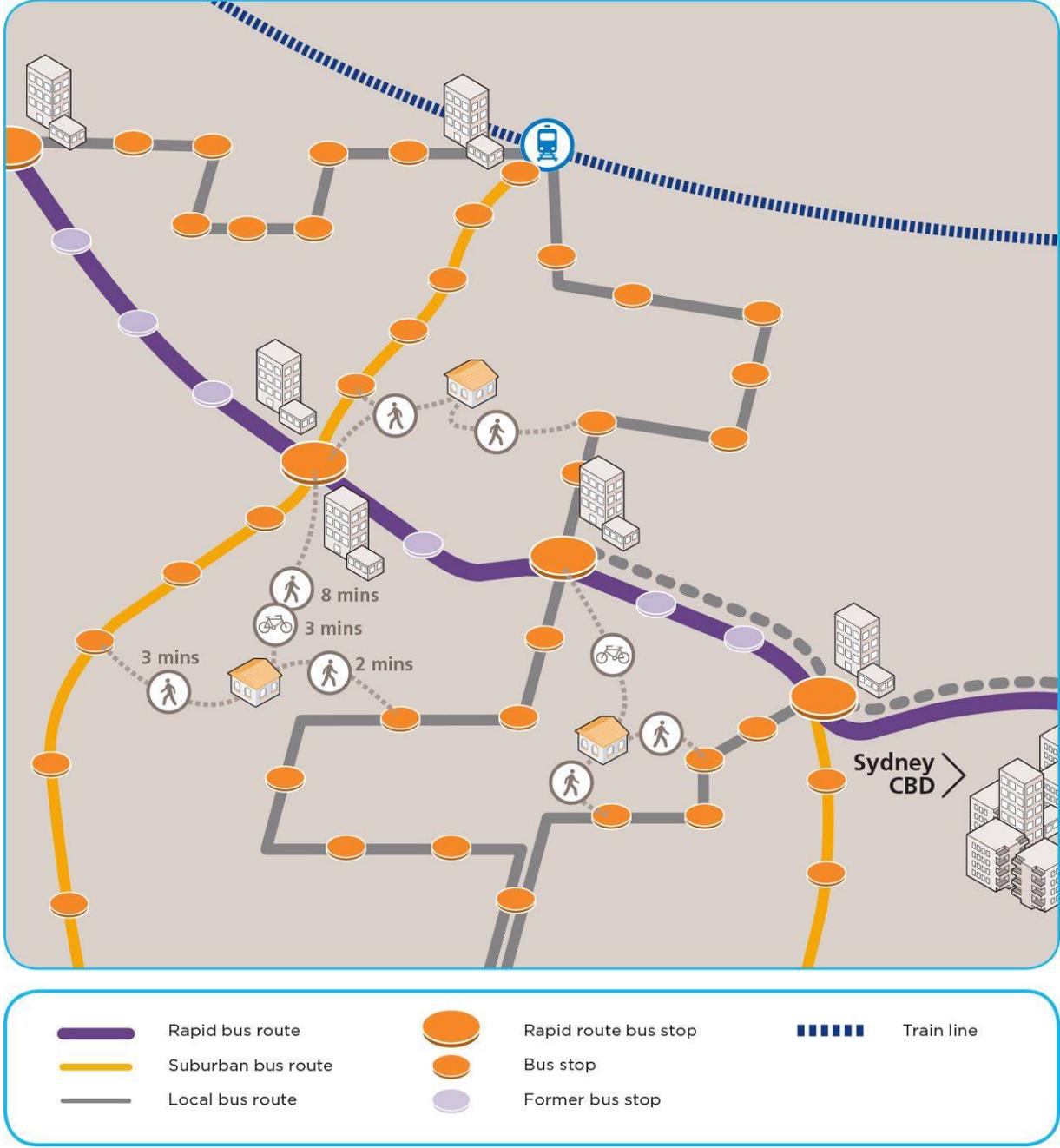


Figure 4 shows an area of metropolitan Sydney in more detail. It shows how Rapid, Suburban and Local bus services work together to form a complete bus network that integrates with other forms of public transport, plus walking and bicycle access.

## Suburban and Local routes to complete an integrated bus network

Suburban bus services offer greater travel opportunities across the metropolitan area. 20 Suburban routes are identified in *Sydney's Bus Future*, spanning from Randwick to Penrith. This includes the introduction of new Suburban routes to support growing demand in the South West, North West and Western Sydney. One of these new routes will support the South West Rail Link and one will support the North West Rail Link. We will undertake further analysis, identifying any network gaps, to determine additional Suburban bus routes. Over time, Suburban routes could become Rapid routes as travel demand increases.



### SUBURBAN ROUTES – WHAT YOU WILL SEE

#### Short term

- 20 Suburban bus routes identified across metropolitan Sydney
- Includes three new Suburban bus routes to meet North West and South West growth centre demand, and eight new end-to-end services providing cross regional connections to a major centre
- Immediate improvements to services in the Inner West, Western Sydney growth areas and the Western Sydney Employment Area
- Additional Suburban routes to be investigated

- About 400 metres between stops
- Average five minute walk to a bus stop
- Peak services turn up and go at least every 10 minutes – more often on many routes

#### Medium term

- Over 1,000 new services every weekday across the 20 Suburban routes
- Weekday off-peak and weekend daytime services are timetabled for every 15 minutes
- Services will use both high capacity 'bendy buses' that can carry

- up to 115 customers and standard buses that can carry up to 60 people. Buses are air-conditioned or heated, offer standing and sitting room, are clean and accessible
- Integrated with Rapid and Local bus services for a complete bus network
- Convenient connections to train, ferry and light rail services
- Targeted investment in bus priority infrastructure

#### Long term

- Some routes may be converted to Rapid routes.

## Major Suburban bus routes

### New Suburban bus routes to meet growing demand in Western Sydney Growth Centres

Penrith - Rouse Hill via Schofields and Marsden Park

Marsden Park - Prairiewood via Western Sydney Employment Area and Mount Druitt

Liverpool - Camden via Oran Park and Leppington

### New Suburban bus routes to provide direct, end-to-end access between centres

Miranda - Bankstown via Sutherland and Menai

Chatswood - Airport via Sydney CBD and Botany Road

Lane Cove - Eastgardens via Sydney CBD, Surry Hills and Botany Road

Hurstville - Sydney CBD via Earlwood and Newtown (King Street)

Burwood - Chatswood via Drummoyne and Lane Cove

Bankstown - Blacktown via Fairfield and Wetherill Park

Penrith - Mount Druitt via Werrington and Great Western Highway

Bondi Junction - Miranda via Airport and Eastgardens

### Existing routes converted to Suburban bus routes

Randwick - Sydney CBD via Moore Park Busway\*

Bondi Junction - Burwood via Eastgardens

Belrose - Sydney CBD via Eastern Valley Way

Hurstville - Burwood via Roselands

Liverpool - Burwood via Bankstown

Parramatta - Burwood via Newington

Bondi Junction - Burwood via Sydenham

Chatswood - Manly via Frenchs Forest, Dee Why and Brookvale

Miranda - Hurstville via Sylvania

\*Part of this route will be serviced by the new CBD and South East Light Rail.

## LOCAL ROUTES - WHAT YOU WILL SEE

### Short term

- Fill in gaps in service frequency and coverage
- Together with Rapid and Suburban services, Local services will provide daytime local services within 400 metres of home for 90 per cent of Sydneysiders
- Respond to customer demand, for example, special event services
- Stops are closer together - less than five minutes walk for most customers
- Target travel speeds vary depending on the route, for example, peak express services are faster than neighbourhood shopping services
- Timetabled services

### Medium term

- Integrated with Rapid and Suburban bus services for a complete bus network

### Long term

- Potential conversion to Suburban routes.

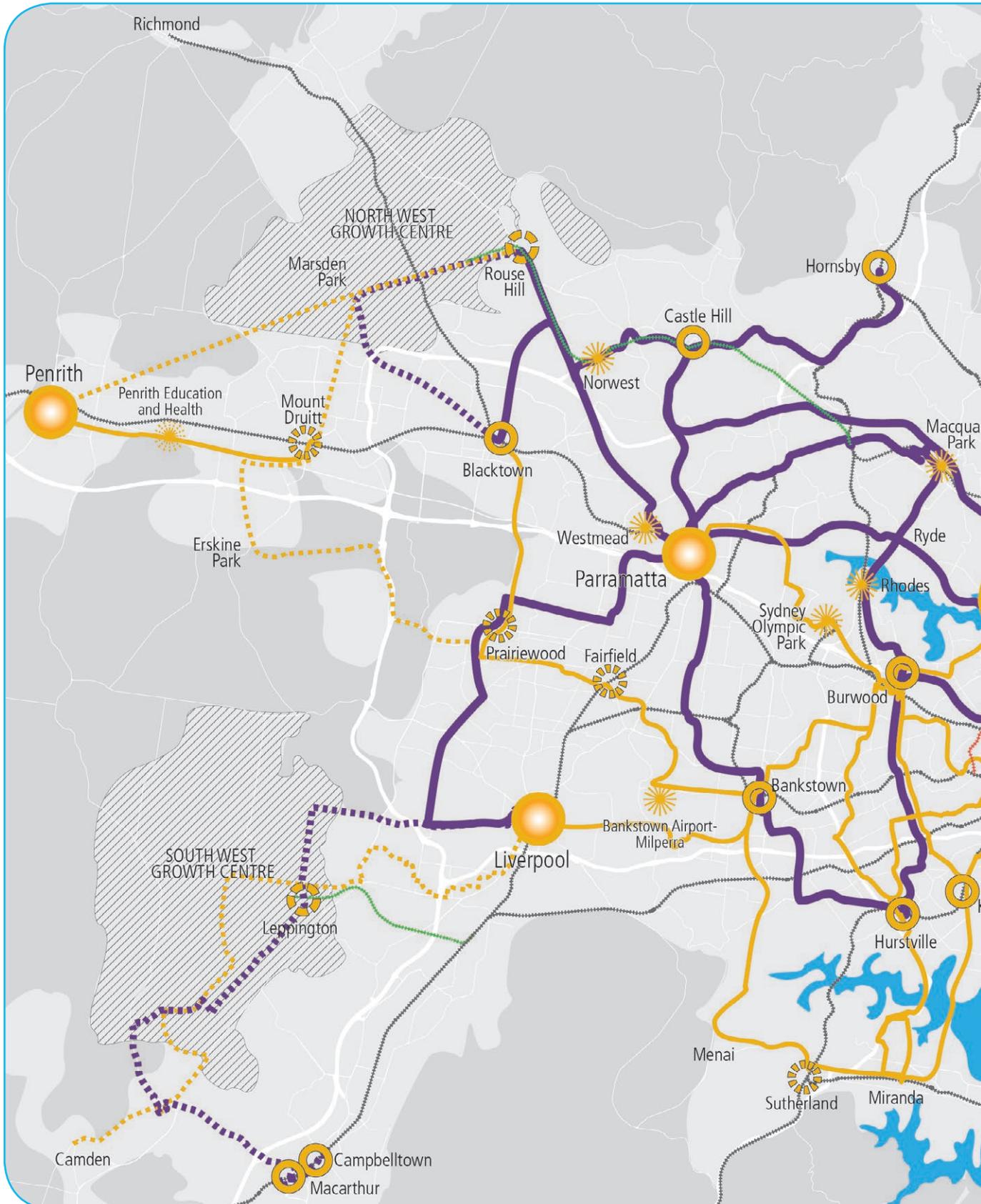
Local routes complete the bus network. Local services meet customers' travel needs throughout the day, with extra services running at busy times. This will help to ensure all customers can access Sydney's integrated public transport network. Local routes will generally use standard buses that can carry up to 60 people, are air-conditioned or heated for comfort, offer standing and sitting room, and are clean and accessible. We will also investigate using smaller buses on Local routes.

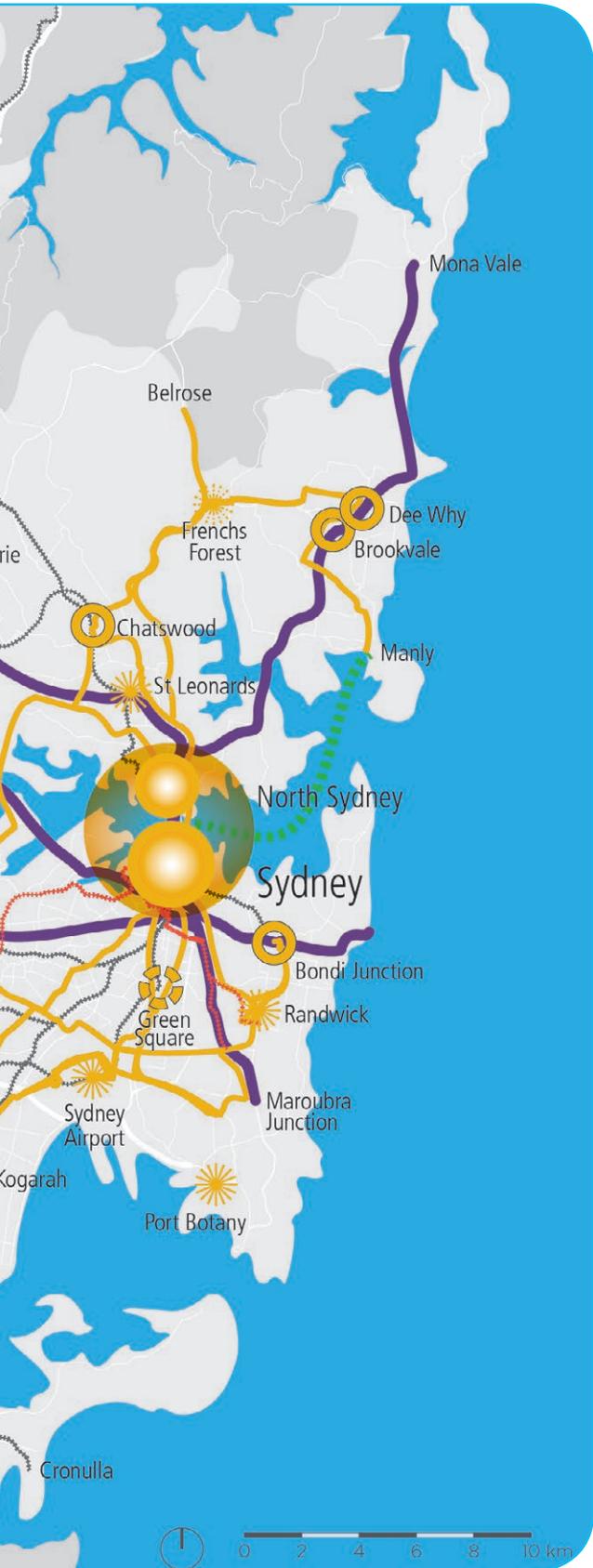
During peak periods, many existing local services already operate more frequently than every 10 minutes. This will not change under *Sydney's Bus Future*. Local services will continue to provide peak express and limited stop services, school services, local shopping services, CBD shuttles, special event access and late night services. Express and limited stop services will use higher capacity 'bendy buses' where required.

We will review the existing bus network to identify the complete Suburban and Local network.



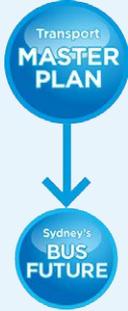
### 13 Rapid bus routes and 20 major Suburban bus routes





- Rapid bus routes
- Rapid future expansion
- Suburban bus routes
- Suburban future expansion
- Growth Centre
- Manly ferry
- Sydney Trains
- North West and South West Rail Links
- Light rail existing and future
- Global Sydney
- Regional City
- Major Centre
- Specialised Centre
- Potential Specialised Centre
- Planned Major Centre
- Potential Major Centre

(Not shown: Additional Suburban bus routes under investigation and Local bus routes)



## THE THREE STAGES OF SYDNEY'S BUS FUTURE



### Improve bus customers' experience

- Progressively implement 'turn up and go' services and bus priority on 11 existing Rapid routes and two new Growth Centre routes
- Introduce more frequent buses on 17 existing Suburban routes and three new Growth Centre routes
- Introduce more frequent bus services in Western Sydney to support urban development and a growing population
- Roll out Opal electronic ticketing on all of Sydney's buses, commencing in 2013 and completed by the end of 2014
- Expand and upgrade Sydney's bus fleet
- Improve accessibility at interchanges and when boarding buses
- Prioritise delivery of wayfinding on Rapid and Suburban routes
- Implement new customer focused bus contract arrangements in metropolitan Sydney.



### Integrate bus services across Sydney

- Relocate Sydney CBD bus routes, focusing on services that integrate with the CBD and South East Light Rail
- Improve bus access to Sydney Airport, including better east-west and southern links
- Redesign bus services to connect to the South West Rail Link and the North West Rail Link
- Identify additional Suburban and Local routes to meet cross-metropolitan and off-peak travel needs
- Review the bus network to ensure buses serve customer needs
- Deliver bus priority on roads, at traffic signals and through wider stop spacing where required on Rapid and Suburban routes.



### Serve future growth

- Implement bus lanes and additional infrastructure based priority measures on key corridors
- Continue to review bus services as travel patterns evolve and as demand levels shift
- Closely monitor service requirements of key centres where customers live and work
- Continue to improve access into and between major centres, in line with high population growth and demand
- Undertake infrastructure improvements, and investigate BRT services, for the Northern Beaches
- Investigate BRT and long term light rail for high growth corridors, including Parramatta Road (in association with WestConnex), Victoria Road and other established high demand corridors.

## PUTTING THE CUSTOMER FIRST

Customers have told us that faster journey time and frequent bus services are the most important factors in an effective bus service. *Sydney's Bus Future* responds to this, providing customers with more frequent services and better connections to where they want to go. We will continue to deliver frequent and reliable bus services to the Sydney CBD and will introduce more services to get customers to major centres such as Parramatta, Liverpool and Castle Hill. On higher demand routes we will introduce Rapid services that will make journey times shorter. Electronic ticketing and real time information services will mean buses are more convenient to use. Customers will also enjoy more comfortable buses that are modern and easy to access.

### Accessing more destinations through easier transfers

Service changes will mean customers will be able to interchange to other bus services to access a broader range of destinations and connect easily to the rest of the transport network. By providing key links on Rapid and Suburban routes, *Sydney's Bus Future* provides customers with the opportunity to travel to major centres by public transport from many more points across Sydney.

Interchanging between transport modes will also be made easier as Opal electronic ticketing is rolled out.

### Bus stops and interchanges

Purpose designed interchanges help customers transfer conveniently between public transport services.

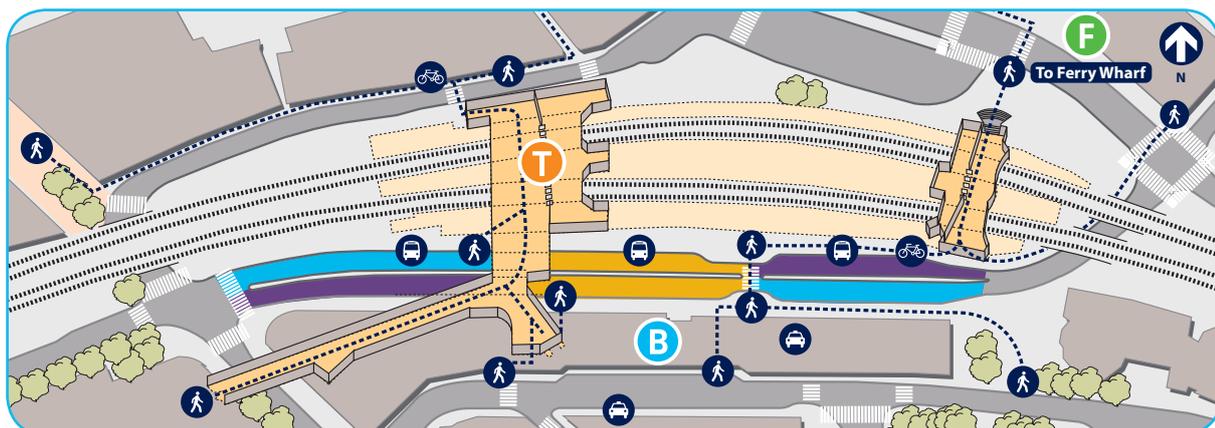
The NSW Government is investing more than \$770 million over four years in the Transport Access Program to deliver accessible, modern, secure and integrated transport infrastructure where it is needed most, including shelter, seating and lighting at bus stops and interchanges.

We will upgrade some existing interchanges and design new layouts for bus stops as part of *Sydney's Bus Future*. For example, we are upgrading the existing North West T-way terminus at Rouse Hill to provide access to North West Rail Link services and the expanding town centre.

We are developing a new interchange at Leppington to provide connections to the new South West Rail Link, and we are planning a brand new bus-rail interchange in Castle Hill as part of the North West Rail Link.

In the Sydney CBD, new interchange precincts centred around rail stations will feature bus stop arrangements that provide customers with access to more destinations, with increased comfort, wayfinding and travel information.

Figure 5 An integrated train and bus interchange



## Travel information and wayfinding

We have implemented real time information for customers using STA buses and buses run by private bus companies. We will also be introducing onboard next stop information on new buses. We have made it easier for customers to plan their journeys between over 40,000 different locations in and around Sydney by adding public transport to Google Maps. This is supported by six smartphone apps that allow customers to plan their trip on the go, offering real time service information.

These apps are changing the way people right across Sydney travel on public transport.

We are also trialling better wayfinding which means customers can navigate themselves to, from and within a transport interchange. A new colour and coding system, based on international best practice and using **T** for **Train**, **B** for **Bus**, **L** for **Light rail** and **F** for **Ferry**, is designed to make the public transport system as simple as possible for customers to understand. New signage designs are being trialled at Milsons Point Station and Wharf, Martin Place Station, Springwood Station and Circular Quay Station, Wharves and Bus Interchange.



## Opal card – faster bus journeys

Opal, the electronic ticketing system, provides an easy, convenient and fast new way of travelling on public transport. It is a smartcard similar in size to a credit card. Customers using the Opal card tap on at the start of their trip and tap off at the end. Customers keep their Opal card permanently and don't have to queue for tickets or worry about having the right change for their fare.

The Opal card has been rolled out on all Sydney Ferries services, and on trains on the City Circle and Eastern Suburbs lines and the North Shore Line up to Chatswood. An Opal card customer trial has started on selected bus routes. Following this trial the Opal card will be progressively rolled out on all of Sydney's bus network.

The incentives to encourage uptake of the Opal card include:

- Single fare for customers using more than one bus service in the same continuous journey – customers only pay for the distance between start and finish
- A reward of free travel for customers who have already made eight paid journeys in a week (Monday to Sunday)
- A daily cap of \$15 for Opal card customers from Monday to Saturday
- Opal fares cheaper than MyBus single fares and MyBus TravelTens for customers who travel twice a day, Monday to Friday
- \$2.50 Sunday fare for all Opal card customers.



## Modern and accessible buses

Under the Growth Buses and Bus Replacement programs, customers will enjoy the benefits of a modern bus fleet as we progressively upgrade and expand the fleet. New buses will have air-conditioning and low floors to improve customer comfort and accessibility. We are procuring a fleet to meet customer needs and demand, providing the right buses for the right routes.

For the Rapid routes this means using high capacity 'bendy buses' and, if successful, double-decker buses that are currently being trialled in North West Sydney and on the Northern Beaches.

Investment in infrastructure to support the operation of a modern and efficient bus network will continue, with the NSW Government delivering new depots and bus driver facilities at key locations across metropolitan Sydney and replacing ageing vehicles.

In the short term we are focusing on better depot facilities to support the growth in bus services in Western Sydney.

## Extended service hours, improved reliability and reduced waiting times

On Rapid bus routes, customers will wait no more than 10 minutes in daytime hours during the week and 15 minutes on weekends for a bus. Frequent timetabled services will meet demand after hours. On Suburban bus routes, peak services will run at least every 10 minutes, reducing waiting times between buses. Suburban services will run frequently during the off-peak and on weekends.

Rapid bus routes will have faster travel speeds and more reliable journey times through the introduction of bus lanes and other priority infrastructure, and wider stop spacing.

We will upgrade up to 120 km of bus routes with priority facilities across metropolitan Sydney over the next 10 years.

Importantly, more bus services will be timetabled to integrate with train, ferry and light rail services.

Figure 6 Bus types

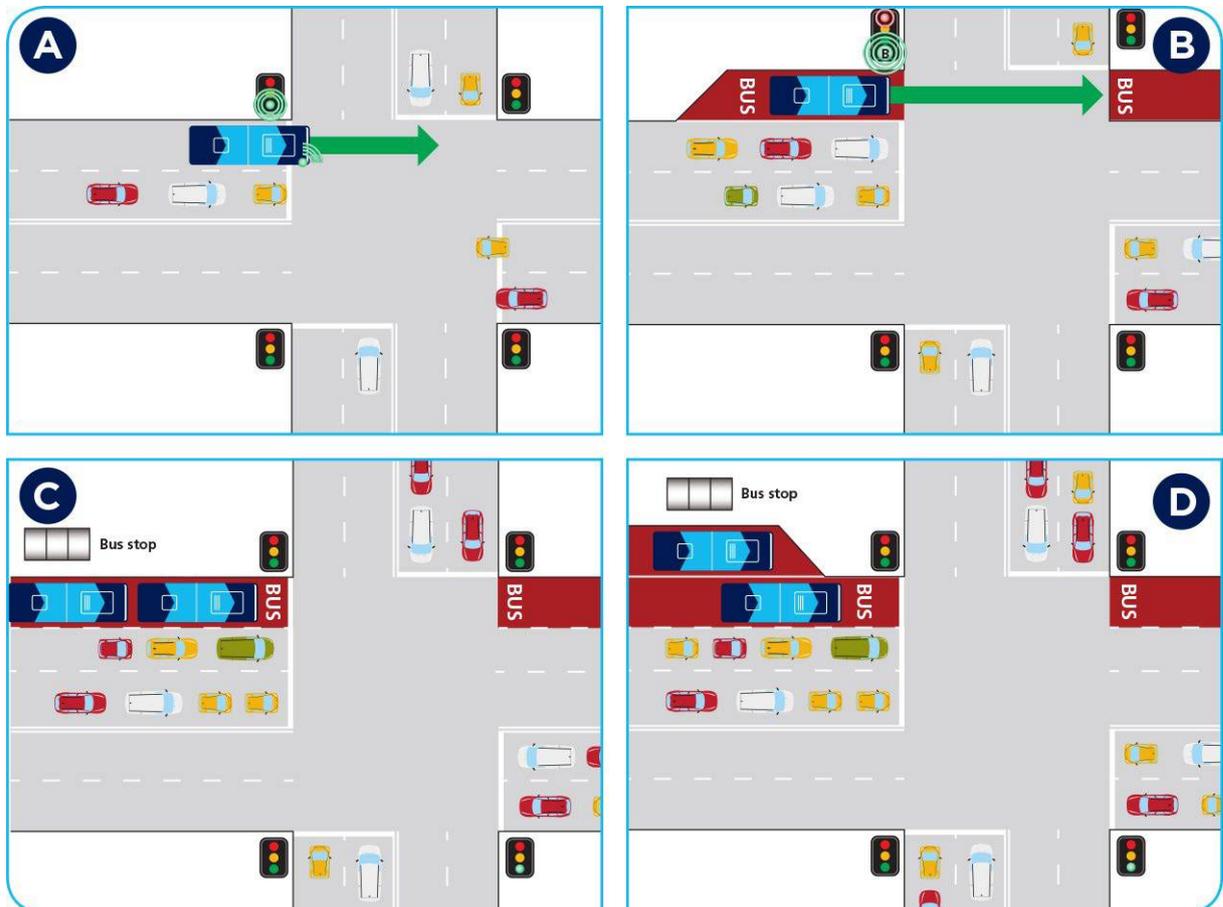
	<p><b>Bendy bus</b></p> <ul style="list-style-type: none"> <li>• Capacity for 115 customers</li> <li>• Suitable for high demand or long distance routes</li> <li>• Three sets of doors to make it quicker for customers to get on and off</li> <li>• Suitable for Rapid routes, selected Suburban routes and some Local routes operating as peak express services</li> </ul>
	<p><b>Double-decker bus</b></p> <ul style="list-style-type: none"> <li>• Currently being trialled</li> <li>• Capacity for 110 customers</li> <li>• Suitable for high demand, longer distance routes with fewer stops</li> <li>• Suitable for Rapid and Suburban routes</li> </ul>
	<p><b>Standard bus</b></p> <ul style="list-style-type: none"> <li>• Capacity for 60 customers</li> <li>• Suitable for intermediate demand routes</li> <li>• Suitable for Suburban and Local routes</li> </ul>
	<p><b>Smaller bus</b></p> <ul style="list-style-type: none"> <li>• Capacity for 50 customers</li> <li>• Suitable for average demand routes and tight street layouts</li> <li>• Suitable for Local bus services</li> </ul>



## BUS INFRASTRUCTURE

There are different ways in which we can give buses priority on our roads and make journey times faster.

**Figure 7** Bus priority measures



- A** shows Sydney's Public Transport Information and Priority System (PTIPS) in operation at traffic lights, keeping buses running to timetable
- B** shows buses being given a priority run through traffic lights
- C** shows dedicated bus lanes, which may include relocating existing car parking where appropriate. By extending bus lane hours in Sydney beyond peak times, we can provide reliable and efficient travel for customers in the evening and on weekends
- D** shows dedicated bus lanes with bus stop bays, which may also include relocating existing car parking where appropriate.

### CREATING FASTER SERVICES – BUS PRIORITY ON ROADS

We have already started to take action. New bus lanes along Anzac Parade, Kingsford; Victoria Road, Ermington, Silverwater and Gladesville; Church Street, North Parramatta; Balaclava Road, Marsfield; Epping Road, North Ryde; Condamine Street, Manly Vale and Pittwater Road, Brookvale have already made bus services more frequent and reliable. We will continue to roll out bus priority and traffic management measures to reduce bus travel times – including bus lanes, transit lanes, clearways and traffic signal priority – focusing on Rapid bus routes. These measures will create faster services and reduce customer journey times.

## YOUR BUS SERVICES

We will progressively deliver a bus network across metropolitan Sydney that is simpler, faster and better. Bus services will be integrated and seamlessly connect with train, ferry and light rail services.

The network will connect all key centres, and improvements will get people where they want to go on time. While the North West Rail Link and the introduction of light rail will result in fewer buses entering the centre of the Sydney CBD, helping to ease congestion, more buses will connect to local shops, businesses and stations.

### Inner Sydney – the Sydney CBD, North Sydney, Inner West and Eastern Suburbs

The Inner Sydney area covers suburbs within 10 km of the Sydney CBD.

#### New bus connections

- A new Rapid bus route will connect Burwood to Sydney CBD via Parramatta Road, with 80 new bus services every weekday on top of existing services. We are starting to introduce these service improvements in the short term. Bus priority for this route will be built or upgraded in stages and fully completed with the development of WestConnex
- The Inner West bus network will be streamlined to connect with the new Rapid route, take advantage of faster travel speeds and provide better north-south bus access to train stations
- Journey times will be improved for over 10,000 customers who currently use bus services on the Bondi Beach to Sydney CBD corridor every weekday
- With the introduction of light rail, South East services will be streamlined into the Sydney CBD. Additional services will be added to make travel to other major destinations such as Sydney Airport and the Inner West easier and more direct, with no detour via the CBD
- Extra weekday services will connect Bondi Junction to Sydney Airport. We will explore new bus links from Sydney Airport to other major centres such as Burwood – taking

advantage of WestConnex to improve bus access across the Princes Highway to the Inner West – and to South East suburbs. These changes will provide better public transport for workers and airport users.

#### More bus services to meet growing and changing demand

- Service frequencies will be enhanced in the evening, at night and on the weekend to meet increased customer demand for shopping, leisure and social travel outside commuter peaks
- More services, including cross-suburban east-west routes, will operate in response to population and employment growth at local centres such as Maroubra Junction. Over 100 extra weekday services will operate on routes connecting Burwood to Bondi Junction
- New bus priority will improve travel times for customers travelling to Bondi Junction and Sydney Airport, and speed up services along key routes such as Botany Road.

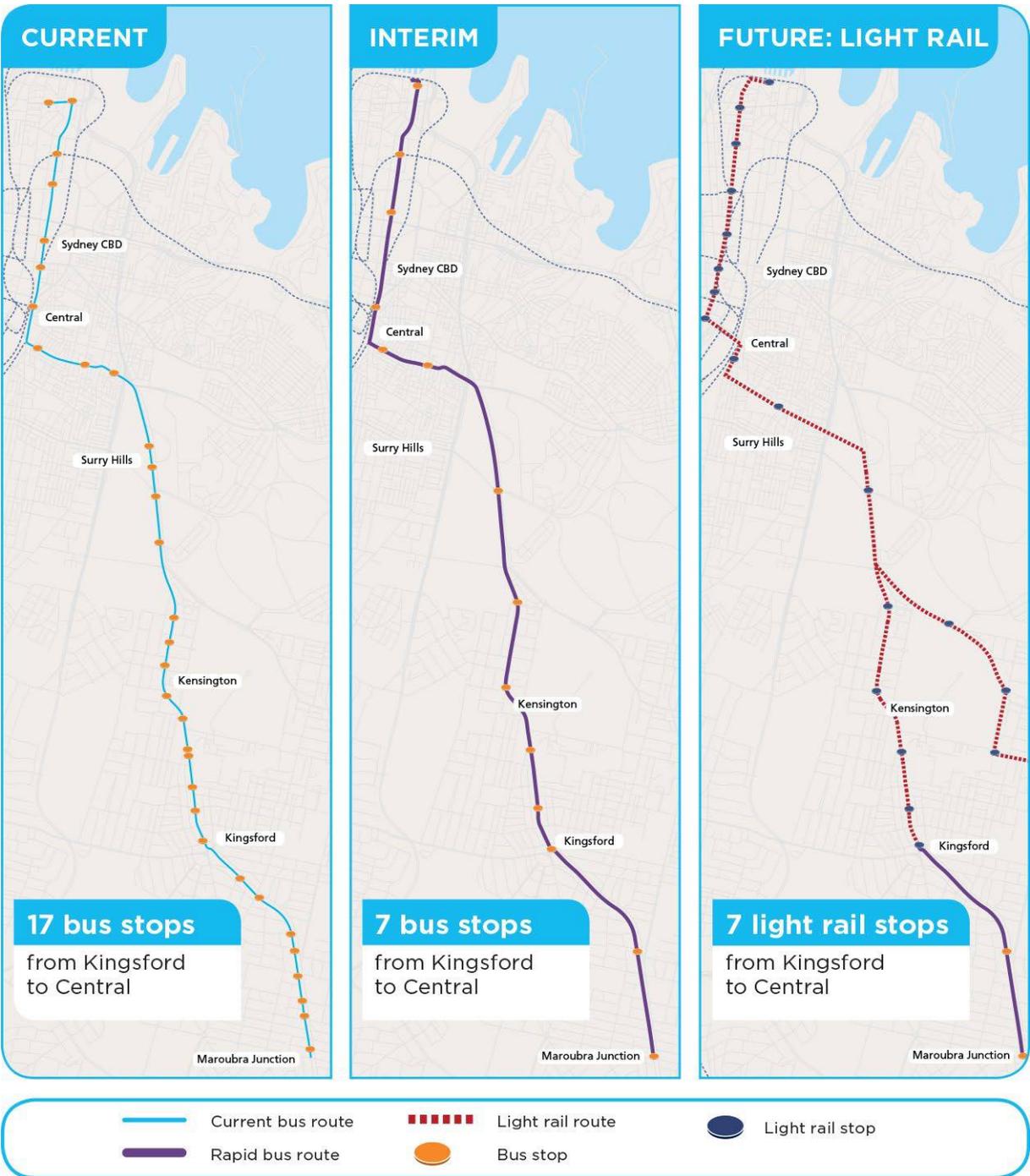
#### Better bus services for customers

- Rapid bus routes with upgraded and new bus priority features will operate on Parramatta Road, Victoria Road, Bondi Road, Oxford Street and the Military Road/Warringah Freeway corridor
- Rapid routes will have faster travel speeds. In the Inner West this will mean time savings for customers travelling from Canada Bay or Five Dock to Central Station
- Local services will continue to run as peak expresses for commuters to the CBD, providing fast, reliable and convenient access from inner Sydney suburbs such as North Sydney, Five Dock and Bondi Beach, supported by new bus priority
- Better bus customer facilities are being provided at Maroubra, and also as part of the upgrade of Marrickville Station
- We will investigate long term upgrades to BRT for Oxford Street and Bondi Road, and BRT or long term light rail development for Parramatta Road



- A Rapid bus route will connect Maroubra Junction to the Sydney CBD during the development of the CBD and South East Light Rail.
- Bus services to the Sydney CBD from suburbs south and east of Kingsford and Randwick will be streamlined to connect with the CBD and South East Light Rail when this is completed
- Once the CBD and South East Light Rail is in operation, connecting Rapid route buses will operate between the Kingsford light rail interchange and Maroubra Junction
- Customers using Broadway bus services will still be able to access northern parts of the CBD by bus, via Elizabeth Street.

Figure 8 Maroubra Junction - Sydney CBD



## BUSES IN THE SYDNEY CBD

Changes to Sydney city centre bus operations will provide the platform for progressive improvements to the bus network in the inner suburbs and for supporting *Sydney's Light Rail Future*. With more direct routes and rationalised stops, the redesigned bus system will be easier to understand than the current system for all customers, including residents, workers, visitors and tourists.

### Design a bus system that is easier to understand

The current bus network in the Sydney CBD uses multiple streets and can be difficult to navigate for customers who are not familiar with the system. By focusing bus routes on specific streets, the streets that no longer have buses become available for other road users, such as delivery vehicles, motorists accessing off-street parking, or bicycle riders.

### Designate interchange precincts for easier access to the public transport system

We will group existing bus stops into interchange precincts where buses will connect with different transport modes such as train, light rail and bus. The key interchange precincts will provide increased comfort, wayfinding and information for all customers. Improved connections to the key interchange precincts will provide customers with access to more destinations within and outside the city centre.

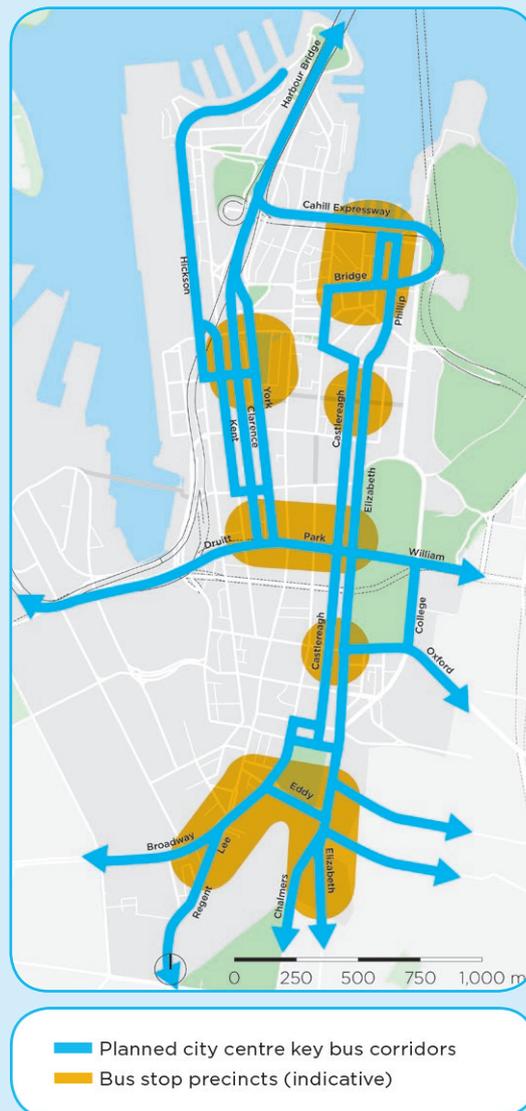
### Maintain options for future bus routes to provide flexibility

The Sydney CBD will continue to grow and evolve. New developments like Barangaroo will increase the number of people working and living in the CBD and change the places that buses need to service. By keeping in reserve more than one route option for buses that enter the CBD from different directions, we will be able to ensure that the bus network meets the city's changing needs.

### Implement priority bus spines

Providing a single kerbside bus lane is inefficient on roads used by multiple bus routes and with many bus stops. Buses are forced to weave in and out of traffic to pass stopped buses. Priority bus spines will be developed with continuous bus lanes second from the kerb and dedicated off-line stopping bays. They will improve travel time and reliability along the major bus streets in the Sydney CBD: Elizabeth/Castlereagh Street, Park/Druitt Street and Clarence/York Street.

**Figure 9** Sydney CBD strategic bus network redesign



## Northern Sydney – Hornsby, Ryde, North Shore and Northern Beaches

### New bus connections

- We will provide high frequency Rapid bus routes for travel between suburbs and centres not directly connected by rail. These include connections between Mona Vale and the Sydney CBD, with service improvements planned in the short term for this corridor; Top Ryde and the Sydney CBD; Hornsby and Castle Hill; and Macquarie Park and Burwood
- 40 new Rapid services will operate every weekday on Victoria Road between Ryde and the CBD, added over the short term
- 50 extra weekday services will connect Hornsby to Castle Hill
- Approximately 30 extra weekday services will link Macquarie Park to Burwood via Top Ryde
- Extra services will operate in the short term for the M2 corridor, with better reliability following Motorway widening
- Over 10,000 existing weekday bus customers will experience improved journey times on the Northern Beaches corridor between Mona Vale and the Sydney CBD as infrastructure improvements are made to the corridor
- As bus priority improvements are completed on Pittwater Road and Victoria Road, local bus networks will be streamlined to connect with these Rapid routes and take advantage of faster travel speeds
- Customers will enjoy easier and more convenient connections with Rapid services timetabled to integrate with train, ferry and light rail services
- Direct connections will link the Northern Beaches to major centres such as Chatswood, St Leonards and Macquarie Park, including more than 50 new Suburban services operating every weekday to connect Manly to Chatswood via Brookvale and the proposed Frenchs Forest Hospital.

### More bus services to meet growing and changing demand

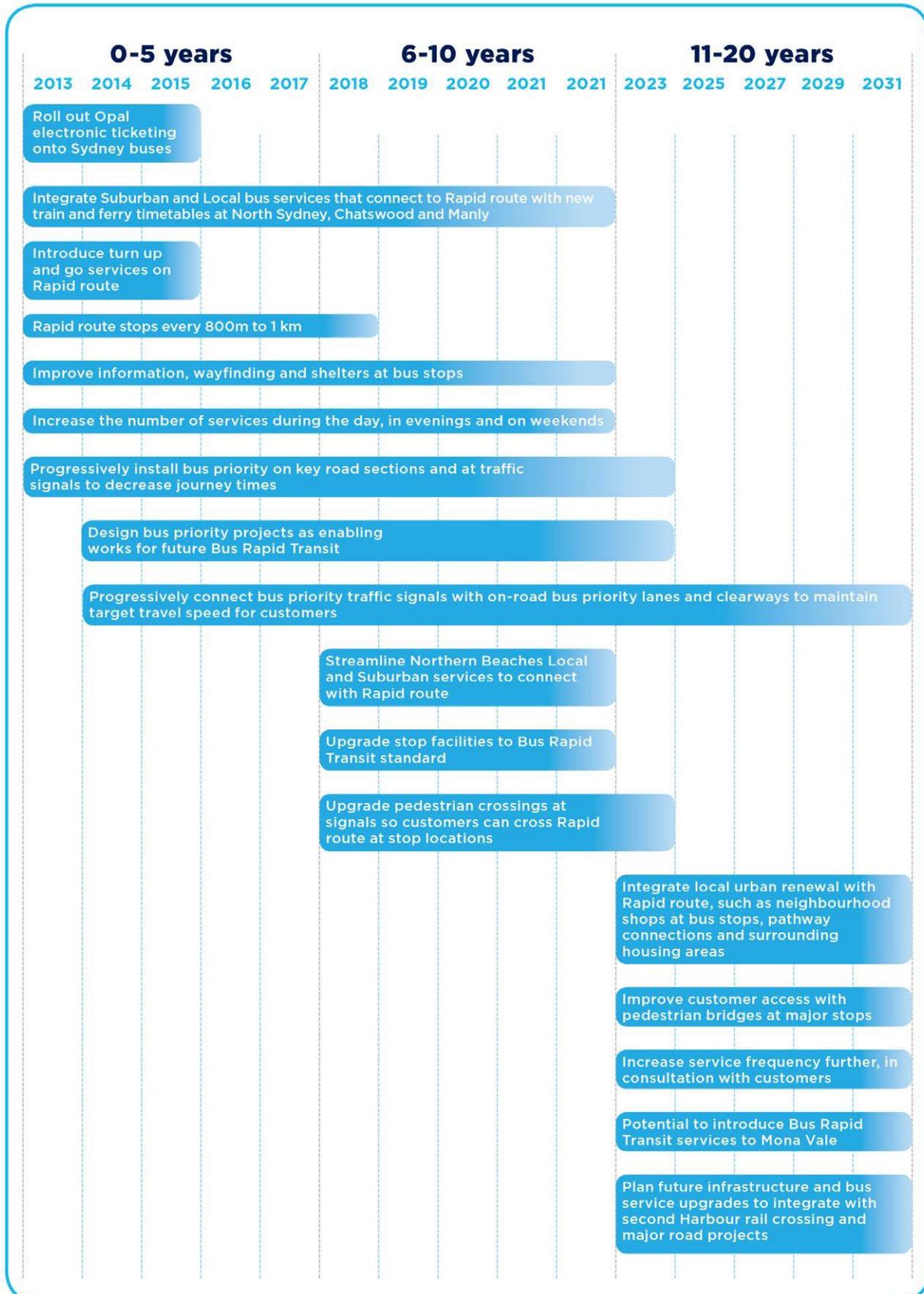
- Service frequencies will be enhanced in the evening, at night and on the weekend to meet increased customer demand outside traditional commuter peaks
- More services will operate in response to population and employment growth at major and local centres such as Brookvale, Chatswood and Macquarie Park. There will be 30 more weekday services between Chatswood and Sydney Airport and 30 more services on Eastern Valley Way connecting Belrose to the Sydney CBD, supported by new bus priority measures.

### Better bus services for customers

- New 'Ferry Express' bus services to Manly have been introduced in 2013 as part of the Local network, providing better connections between the Northern Beaches, Manly and fast ferry connections to the Sydney CBD
- As part of the Transport Access Program, new interchange facilities will provide better bus and rail connections for customers at Epping, Gordon, Normanhurst and Pennant Hills. An upgrade at Dee Why/Warringah will also improve access to bus services
- The staged delivery of bus priority for the Northern Beaches corridor will mean customers travelling from Mona Vale south towards the Sydney CBD will save journey time. Customers will also save time all day on Rapid services connecting Hornsby to Castle Hill and Top Ryde to the Sydney CBD via Gladesville
- Peak period Local services from Northern Sydney suburbs such as Dee Why, Warringah, Mosman, Top Ryde and Gladesville will match customer demand for fast, convenient and limited stop access to the Sydney CBD during peak hours
- We will investigate full Bus Rapid Transit for the Northern Beaches corridor and BRT or light rail for Victoria Road. We will consider opportunities for significant bus priority improvements to Pennant Hills Road in connection with the proposed M1 (F3)-M2 road link.



Figure 10 20 year roll out of Sydney's Bus Future for Mona Vale to Sydney CBD corridor (Rapid bus route)



## Parramatta and Western Sydney

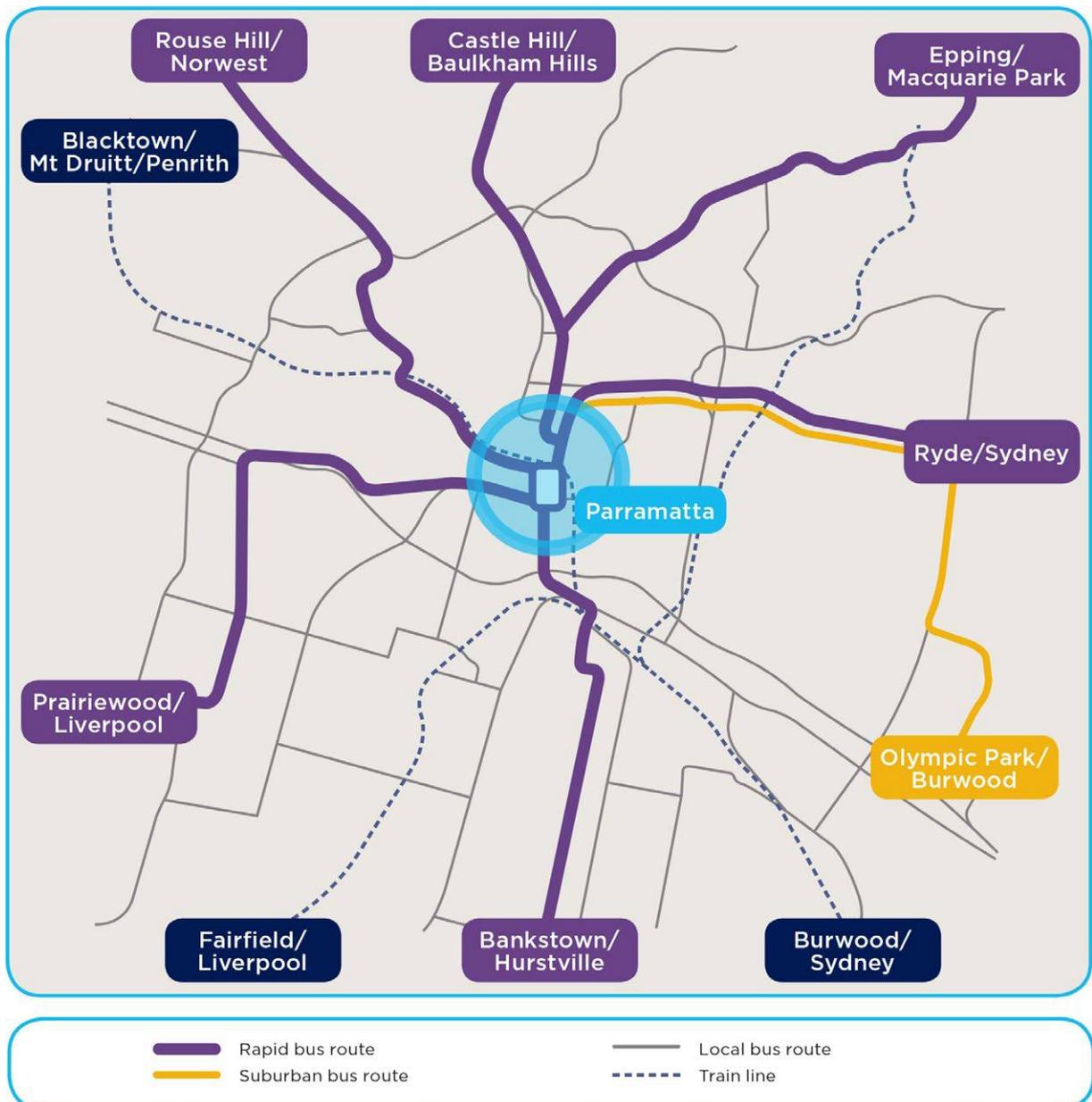
### New bus connections

- With most of Sydney's future growth set to take place in Western Sydney, a modern bus network that integrates with the wider transport network will be essential to connect customers to jobs, education and services. We will provide high-frequency Rapid services for travel between suburbs and centres not directly connected by rail.

These will provide significant support for Parramatta's development as metropolitan Sydney's 'second CBD'

- New and upgraded Rapid routes will strengthen connections between Parramatta, Macquarie Park, Castle Hill, Bankstown, Liverpool, the North West Growth Centre, and central Sydney via Top Ryde

**Figure 11** Rapid and Suburban bus routes supporting Parramatta, Western Sydney's major CBD



- Over 50 extra Rapid services will operate every weekday between Parramatta and Macquarie Park, with improvements starting to be delivered in the short term
- Approximately 100 more services will connect Rouse Hill to Parramatta, with improvements starting to be delivered quickly. Castle Hill and Parramatta will be linked by 50 more services. Victoria Road will see 40 more weekday services
- There will be over 50 extra weekday Rapid services connecting Blacktown and Castle Hill, with some service improvements planned in the short term
- More than 80 new Suburban bus services will provide direct connections on weekdays between Penrith and Mount Druitt via Werrington and the University of Western Sydney Kingswood campus. As demand for services between Penrith and the Growth Centres increases, Suburban routes could become Rapid routes. Over 60 new services will connect Parramatta to Sydney Olympic Park
- There will be over 50 new weekday services connecting Prairiewood and Fairfield to Bankstown, linking the Liverpool and Fairfield areas to Wetherill Park and Blacktown via the Greystanes employment area and connecting Liverpool to Bankstown via the University of Western Sydney Milperra campus
- Bus services will be improved to provide public transport access to the Western Sydney Employment Area.

### More bus services to meet growing and changing demand

- Rapid services will have the capacity to carry well over 10,000 extra customers every weekday between Castle Hill and Parramatta and over 10,000 extra customers between Parramatta and Macquarie Park
- As well as extra buses for commuters, service frequencies will be enhanced in the evening, at night and on weekends to meet increased customer demand for shopping, leisure and social travel

- Providing consistently high service frequencies between major Western Sydney centres will support sustainable urban growth or redevelopment along the Windsor Road/Old Windsor Road corridor, through Carlingford and Epping and in Granville and north Bankstown.

### Better bus services for customers

- As part of the Transport Access Program, we have completed interchange upgrades at North Strathfield, Kingswood, Bankstown, Padstow and Panania
- We are constructing a new bus-train interchange at Granville, as well as upgrading existing interchange facilities at Auburn, Campsie, Quakers Hill, Fairfield and Baulkham Hills
- We will prioritise the delivery of route improvements on Old Northern Road and Windsor Road to speed up Rapid services between Castle Hill and Parramatta, saving customers journey time. South of Parramatta these services will run directly to Wetherill Park, Prairiewood and Liverpool via the existing T-way
- New bus priority measures supporting Rapid routes between Parramatta and Macquarie Park will be focused on Pennant Hills Road and Carlingford Road, saving customers journey time. There will also be improved journey times for customers travelling between Parramatta and Bankstown
- Between Blacktown and Castle Hill, Rapid services will use the existing Sunnyholt Road T-way and new bus priority facilities on key roads including Norwest Boulevard and Showground Road, plus brand new interchanges with North West Rail Link stations
- For the longer term, both the Parramatta to Macquarie Park and Parramatta to Castle Hill corridors will be investigated for potential light rail development as part of the proposed Western Sydney Light Rail Network. The Victoria Road corridor will be considered for full BRT or light rail development.



## North West and South West Growth Centres

### High-standard bus services to keep pace with urban development

- Rapid bus routes will be developed for both the North West and South West Growth Centres. These Rapid routes will provide frequent, all-day cross-regional connections to existing and new major centres and rail stations
- In the North West Growth Centre, a Rapid route will be investigated and its alignment confirmed to connect Rouse Hill to Blacktown via Marsden Park, using major roads including Schofields Road and Richmond Road
- In the South West, a Rapid route will be investigated between Liverpool and Campbelltown via Leppington using the existing Hoxton Park Road T-way, Fifteenth Avenue, Narellan Road and a new road alignment between Leppington and Oran Park
- Suburban routes will be investigated and confirmed to connect the North West Growth Centre and its new rail link to Penrith via Ropes Crossing, and to the Western Sydney Employment Area and Prairiewood. In the South West Growth Centre a Suburban route will link Camden to Liverpool via Oran Park, Leppington and Edmondson Park
- We will provide additional new Local bus services to service new suburbs developing across Western Sydney
- In 2014 competitively tendered bus service contracts will see more than 60 brand new buses on the road in Western Sydney.

### Investment in bus infrastructure

- Bus priority projects for the two new Growth Centre Rapid routes (Rouse Hill to Blacktown and Liverpool to Campbelltown), and supporting Suburban routes will be delivered under the Bus Head Start Program
- New bus-train interchange facilities will be delivered as part of the North West Rail Link. There will be new or upgraded interchanges at Rouse Hill, Kellyville, Bella Vista, Norwest, Showground, Castle Hill and Cherrybrook
- New bus-train interchange facilities will be delivered on the South West Rail Link at Leppington and Edmondson Park, together with upgraded facilities at Glenfield.



## BUS HEAD START PROGRAM FOR GROWTH CENTRES

The Bus Head Start Program will improve connections, reduce travel times and provide better access to keep pace with growth in Sydney's North West and South West growth centres.

We will provide bus services as new homes are built, so customers can access major centres and public transport interchanges from the day they move in. We will deliver bus priority measures as roads are upgraded in these areas. Increased services, operating over extended hours, will encourage commuters to take public transport.

The Bus Head Start Program will offer customers sustainable travel options while

the North West Rail Link and South West Rail Link are under construction. Bus service networks will be integrated with the new rail links once these are operational.

Key corridors for investment under the Bus Head Start Program include:

- Rouse Hill – Marsden Park – Blacktown, including bus priority upgrades on Schofields Road and Richmond Road
- Liverpool – Leppington – Oran Park – Campbelltown, including bus priority measures on the South West Growth Centre road network.



## Southern Sydney – Sutherland, St George and Sydney Airport

### New bus connections

- Over 20 extra Rapid services between Hurstville and Bankstown and approximately 30 extra services between Hurstville and Burwood will provide frequent and faster connections
- High customer demand for travel from Southern Sydney to Sydney Airport will be met with the operation of a new Suburban route between Miranda and Sydney Airport via St George, providing a minimum 15 minute all-day frequency
- We will significantly improve integration with the rail network, with high-frequency connections to major transport hubs such as Hurstville, Miranda and Sutherland
- Suburban bus routes will provide minimum 15 minute daytime bus frequencies connecting suburbs such as Sylvania, Menai and Sans Souci to major centres and rail stations.

### More bus services to meet growing and changing demand

- Service frequencies will be enhanced in the evening, at night and on the weekend to meet increased customer demand for shopping, leisure and social travel outside traditional commuter peaks

- Providing consistently high service frequencies between major centres will support sustainable urban renewal along the King Georges Road corridor and in south Bankstown.

### Better bus services for customers

- Under the Transport Access Program, we have completed interchange upgrades at Allawah, Arncliffe, Kogarah and Narwee
- New interchange facilities at Sutherland and upgraded facilities at Beverly Hills will provide better bus-rail connections for customers
- New bus priority will improve travel times for customers travelling to Hurstville and Bankstown, and speed up services along key routes such as Croydon Road, Stoney Creek Road, Chapel Street and the Hume Highway
- We will target travel time savings for bus customers travelling between Hurstville and Burwood and between Hurstville and Bankstown.



## WE LISTENED

*Sydney's Bus Future* draws on extensive consultation carried out to develop the *NSW Long Term Transport Master Plan* and targeted customer research with bus customers.

Consultation on the *NSW Long Term Transport Master Plan* included:

- over 130,000 hits on a dedicated website
- more than 1,200 submissions from the public, industry and experts on the Discussion Paper
- over 480 submissions on the draft Master Plan
- over 320 attendees at public forums in Sydney
- consultation with customer, transport specialist, industry and local government advisory groups.

Specific suggestions were made through the consultation process to improve bus services, including:

- prioritise specific bus routes to improve travel times and reliability
- ensure buses remain a high priority in Sydney's integrated transport network, as it has the greatest reach of all modes and complements rail
- improve service reliability to meet customer needs
- support Bus Rapid Transit as a solution to congestion and to service Growth Centres
- introduce high frequency, turn up and go services in more areas
- improve bus information, including with real time updates at bus stops, on board and via smartphone apps
- operate modern, comfortable and safe buses
- support for Opal ticketing to improve convenience
- ensure bus and rail services connect and avoid duplication
- continue to ensure all buses are accessible for people using wheelchairs and prams.

Transport for NSW will continue to monitor performance of the current network, consider customer feedback and inform customers prior to modification of services.



## SYDNEY'S BUS FUTURE IN ACTION

Sarah wants to get from her home in Kingsgrove to Burwood at 11am for a weekday medical appointment. Sarah regularly catches the train to work in the city. But she's not sure how to get to Burwood by bus, at a time of day when she doesn't often use public transport.

### BEFORE SYDNEY'S BUS FUTURE

#### STEP 1

Sarah finds her nearest bus stop. The signage at the stop is faded and there is no shelter. Sarah has walked past the stop many times without knowing it was there.

#### STEP 2

The small bus stop sign shows the number of the bus stop, but no service information. Sarah calls 131500 Transport Info Line to find out what services leave the stop for Burwood and when.

#### STEP 3

Before getting on the bus, Sarah has to work out whether she needs to buy a ticket first and, if so, where tickets are sold. If Sarah does not have a ticket she will not be able to board a prepay-only service.

#### STEP 4

Sarah decides to buy a bus ticket at her local newsagent. She must work out what type of ticket to buy. This depends on whether she will travel from the start of her journey to the end in one go, or stop along the way to do some shopping. Sarah can choose from a MyBus single or TravelTen for the right number of sections, or a MyMulti - weekly, monthly or yearly. Sarah plans to use public transport more often, checks the number of sections for her bus trip, and decides to buy a TravelTen, valid for her next 10 bus trips.

#### STEP 5

Sarah goes to the bus stop and waits for the right service. At this time of day, Sarah's service runs every 30 minutes. Unless she has timed leaving home according to the timetable and the bus is running to schedule, she will wait on average 15 minutes for her bus to arrive.

#### STEP 6

After waiting for several services to pass, Sarah boards the right bus, which arrives five minutes later than timetabled.

#### STEP 7

During Sarah's bus journey her bus stops frequently, sometimes as often as every 200 metres. The bus gets caught up in traffic congestion and is delayed further.

#### STEP 8

Sarah arrives at Burwood, 10 minutes later than the scheduled time. She is late for her appointment.



## AFTER SYDNEY'S BUS FUTURE

### STEP 1

Sarah uses the real time app on her smartphone to find the best service to get to Burwood on time. She locates the correct bus stop for the most direct service.

### STEP 2

Sarah walks a bit further to catch a Rapid bus service, which will get her to her destination more quickly than a closer Suburban bus service.

### STEP 3

Sarah uses her smartphone app to track the bus and see how far away it is.

### STEP 4

Sarah's bus arrives at the time reported by the real time information app. Sarah boards and taps on with her Opal card.

### STEP 5

Bus lanes and traffic light priority for buses at congested points along the route keep Sarah's bus to timetable. Even with a stop every 800 metres, the journey is fast as the bus is able to skip the queued traffic.

### STEP 6

Sarah arrives at Burwood at the expected time, using her Opal card to tap off as she leaves the bus.





For more information visit NSW Long Term Transport Master Plan website:  
[www.transportmasterplan.nsw.gov.au](http://www.transportmasterplan.nsw.gov.au)

