

Interchange Access Plan

Waterloo

July 2021
Version 3.18



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Sydney Metro respectfully acknowledges the traditional owners and custodians of this great land and we pay our respects to Elders past, present and future, extending this respect to all Aboriginal and Torres Strait Islander peoples.

Cover: Waterloo Station entrance facing Cope Street
Right: Waterloo Station Concourse





WATERLOO

CAFÉ



1.0 Introduction

Cope Street Plaza

1.0 Introduction

1.1 Sydney Metro

Sydney Metro has four core components:

Metro North West Line

Services started in May 2019 in the city’s north west between Rouse Hill and Chatswood, with a metro train every four minutes in the peak. The project was delivered on time and \$1 billion under budget.

Sydney Metro City & Southwest

The Sydney Metro City & Southwest project includes a new 30 kilometre metro line extending metro rail from the end of the Metro North West Line at Chatswood, under Sydney Harbour, through the Sydney CBD and southwest to Bankstown. It is due to open in 2024 with the ultimate capacity to run a metro train every two minutes each way through the centre of Sydney.

Sydney Metro City & Southwest will deliver new metro stations at Crows Nest, Victoria Cross, Barangaroo, Martin Place, Pitt Street, Waterloo and new underground metro platforms at Central Station. In addition it will upgrade and convert all 11 stations between Sydenham and Bankstown to metro standards.

Sydney Metro West

Sydney Metro West is a new underground railway connecting Greater Parramatta and the Sydney CBD. This once-in-a-century infrastructure investment will transform Sydney for generations to come, doubling rail capacity between these two areas, linking new communities to rail services, and supporting employment growth and housing supply between the two CBDs.

Sydney Metro West stations have been confirmed at Westmead, Parramatta, Sydney Olympic Park, North Strathfield, Burwood North, Five Dock, The Bays, Pyrmont, and the Sydney CBD.

Sydney Metro - Western Sydney Airport

Metro rail will also service Greater Western Sydney and the new Western Sydney International (Nancy Bird Walton) Airport. The new railway line will become the transport spine for the Western Parkland City’s growth for generations to come, connecting communities and travellers with the rest of Sydney’s public transport system with a fast, safe and easy metro service. Six new stations will be delivered at St Marys, Orchard Hills, Luddenham, Airport Business Park, Airport Terminal, and Western Sydney Aerotropolis. The Australian and NSW governments are partners in the delivery of this new railway.

Additional information can be obtained from the Sydney Metro website at www.sydneymetro.info.

1.2 Sydney Metro City & Southwest objectives

The objectives of Sydney Metro are to:

- Improve the quality of the transport experience for customers.
- Provide a transport system that is able to satisfy long-term demand.
- Grow public transport patronage and mode share.
- Support the productivity of the Eastern Economic Corridor.
- Improve the resilience of the transport network.
- Improve the efficiency and cost effectiveness of the public transport system.

1.3 Interchange Access Plan

The Interchange Access Plan has been developed by applying broad transport and access standards, guidelines, principles and strategies to the specific physical and operating environment of the interchange. It consolidates the requirements and aspirations for good customer transfer and identifies potential barriers or risks to achieving them, considering anticipated patronage and movement

patterns once metro services are in operation.

The Interchange Access Plan sets out areas that are likely to require attention, either as part of the metro development or subsequently, and identifies the agency or stakeholder responsible for delivering improvements. Some improvements to infrastructure and operations will be made as a direct result of constructing the metro stations and associated works.

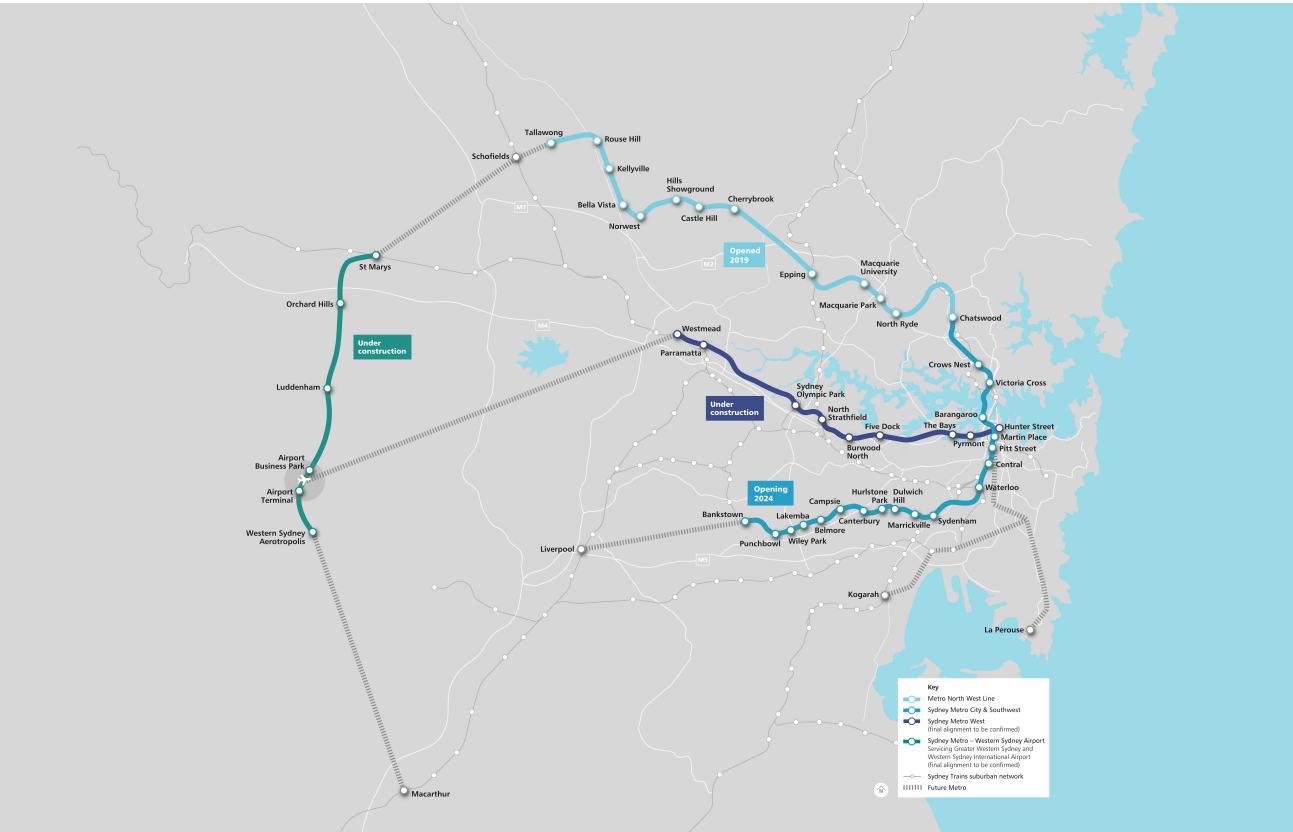
1.4 Purpose of the Plan

The Interchange Access Plan has been prepared to:

- Respond to the requirements of the Sydney Metro City & Southwest – Chatswood to Sydenham conditions of approval.

- Provide detailed interchange deliverables.
- Inform the interchange design of transport and access facilities, including footpaths, cycle paths and bike parking, bus stops (temporary transport requirements considered), and car parking.
- Identify customer amenities, shelter, and road and traffic management required to ensure easy, accessible, safe and efficient customer transfer when services start in 2024.
- Provide a list of actions for delivery partners and other stakeholders to enable the implementation of an easy customer transfer which supports the project objectives.

The Interchange Access Plan is provided to inform planning decisions. This document will be updated in response to station design as required.



Sydney Metro



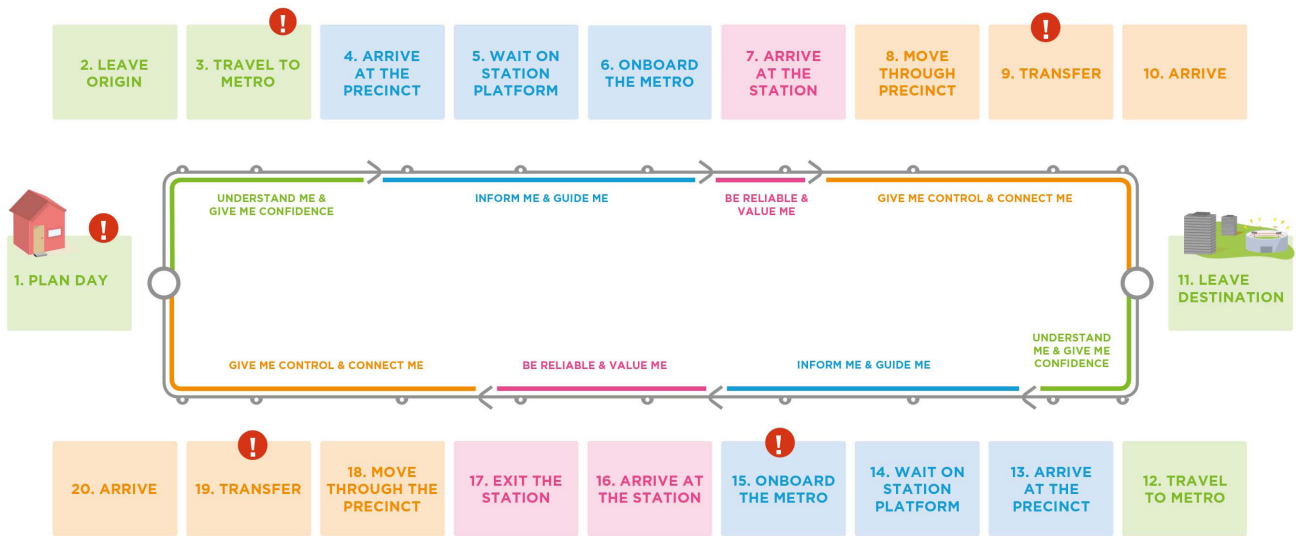
2.0 Interchange and transfer planning

Waterloo Station Entry facing Raglan Street

2.0 Interchange and transfer planning

Transport for NSW (TfNSW) is responsible for ensuring the needs of the customer are at the centre of planning and decision making for the transport system, and that all projects and services are designed and operated accordingly. This is reflected in the TfNSW mission statement:

‘The customer is at the centre of everything we do in transport.’



! CUSTOMER PAIN POINT AT A HIGH LEVEL
Door-to-door-to-door experience for Sydney Metro

2.1 Customer-centred design

Sydney Metro aims to serve a diverse set of customers who will undertake a number of journeys throughout the day and week using the metro. The design and delivery of service is centred around the customer – their needs, behaviours, and their jobs to be done.

Sydney Metro’s commitment is to deliver a reliable ‘door-to-door-to-door’ (from origin to destination and back again) transport solution, which is easy for all customers. This is through designing a seamlessly integrated experience with a focus on moving customers around safely, quickly and easily, and that is adaptive to change.

Providing services centred around the customer is key to Sydney Metro’s ongoing success and building a solid customer base.

Customers expect the provision of a service that is on time, clean, safe, comfortable, efficient, convenient, has the right information and has adequate customer service. These basics are key drivers of customer satisfaction. Sydney Metro’s goal is to deliver a level of service that goes beyond satisfaction, makes it easy for customers to use the metro and encourages repeat use across the multiple types of journeys they may make. This will support TfNSW’s goal of increasing the number of journeys taken on public transport by the public, both in the peak and off-peak periods.

Sydney Metro provides a customer focus by addressing customer needs at all stages of the journey. A critical principle of Sydney Metro is that every effort will be made to make good connections to other modes, ensuring an easy and quick transfer. It is critical to customers that their journey is

seamless and well integrated across all connecting modes and that there is easy and safe access to connect to/from the metro.

At each stage of the journey there are a number of touchpoints where the customer will interact with a TfNSW product, service, system or is interacting in one of TfNSW’s spaces such as a station or an interchange or using one of TfNSW’s modes. At these touchpoints the aim is to make it easy to interact as well as provide consistency in service delivery and information, such that it is easy for a customer to have a seamless journey.

The stations, interchanges, trains and complete travel experience all contribute to and will be integral

to the customer experience. A high-quality transport product is critical to attracting and retaining customers, and also to meeting broader transport goals.

Linking communities, schools, hospitals, key destinations and businesses with the new metro network is key in delivering the easy customer experience.

2.2 Sydney Metro customer principles

The Sydney Metro customer principles inform the design, development and operation of the services, products, systems and spaces to enable customers to have an easy and safe customer experience.



Sydney Metro customer principles

Interchange and transfer planning continued

2.3 An integrated customer journey

Customers see their journey from ‘door-to-door-to-door’ and may plan and use multiple travel modes throughout their journey in order to achieve their tasks. It is critical to customers that their journey is seamless and well integrated across all connecting modes, and that access to/from the metro from other modes is easy, efficient and safe.

The Sydney Metro customer journey map captures the touchpoints in a customer’s journey from door (origin – planning the day) to door (destination) to door (return to origin). Key customer satisfaction drivers and customer principles that are important to customers have been noted at each journey stage. The satisfaction drivers indicate the service attributes that customers consider most important, what customers believe represents value, and the elements of the transport experience that contribute to customer satisfaction. Customer experience of the transport system is made up of two core elements – the functional benefit and the experience of the journey itself. Customer Value Proposition research suggests there are a number of broad factors that encourage people to use public transport. These factors reflect the trade-offs customers consider when making their travel choices and indicate known customer ‘pain points’ that impact customer interaction with public transport. Sydney Metro must ensure that these elements are well understood in order to deliver products, services, systems and stations that match customer needs and increase its customer base.

2.4 Interchange functionality and role

Sydney Metro will facilitate a diverse range of trips, providing not only a fast journey to work but also encouraging trips for other purposes such as access within the Sydney’s north-west, Sydney’s Eastern Economic Corridor, the north-west business park, local or business trips, access to universities and educational institutions, and service and recreational uses.

In order to facilitate a range of trips across the multitude of destinations Sydney Metro stations will

act as both origins and destinations for these trips. Each station will vary to the extent that it is a trip origin or destination throughout the day. The diagram on this page shows the diverse range of trips to a variety of land use categories.

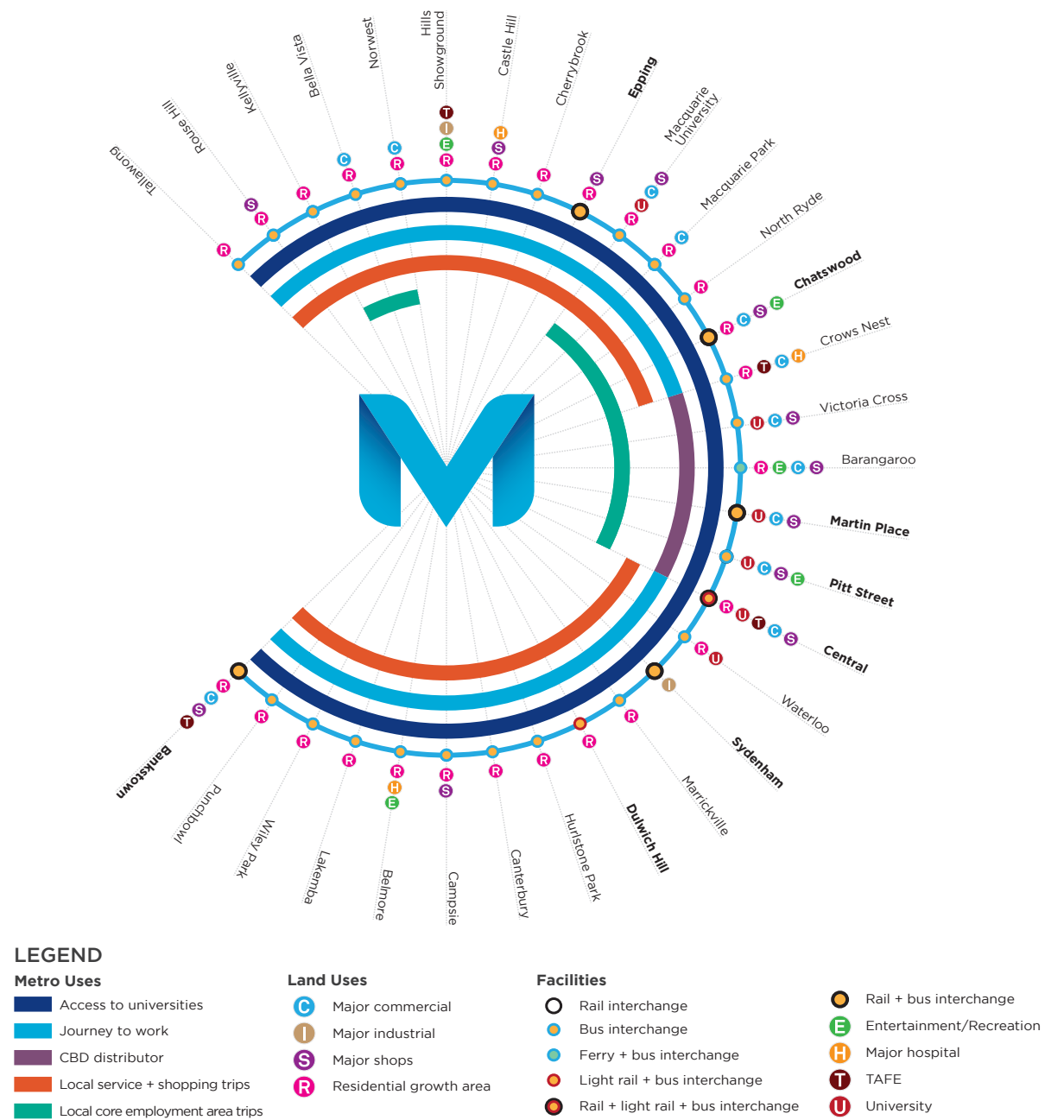
In general, stations with high levels of surrounding employment and/or educational institutions, such as Victoria Cross, Pitt Street or Macquarie University, tend to be destination stations in the morning peak period. Stations with high surrounding residential areas, such as Cherrybrook and Dulwich Hill, tend to be origin stations in the morning peak period. This trend reverses in afternoon as people return to their homes.

Other functional and node based characteristics of interchanges along the corridor including centres that both generate significant volumes of trips (origins from the catchment) as well as trips with destinations in or near the centre. This is typically associated with its positioning of the station within the overall network, as well as its proximity, density and importance of the surrounding land uses and in the centre it serves. Examples are Castle Hill, Crows Nest and Waterloo, where these stations have both significant residential catchments and employment zones that generate opposing two way flows through the stations during typical weekday peak periods.

The final interchange characteristic is that which has a significant internal transfer role between transport modes with a focus on connecting services for customer journeys across Sydney. These network nodes are functionally important and critical for supporting the delivery of efficient and seamless travel across the transport network. In some cases, the major design changes occur internally with only minor modifications to station access points, connections and facilities. Factors such as its historical establishment and its role in continuing to support growth in public transport use as well as in shaping an urban centre are also key considerations. Examples are Central, Chatswood and Sydenham, where these stations sit at critical decision making points in established areas of Sydney for travel

across the network. In these situations its focused on providing customers with the opportunity to connect between rail to rail, or metro or light rail lines. In less established locations, the focus may be on bus to metro connectivity or commuter parking.

Examples of this include Tallawong, Rouse Hill and Kellyville where customers key travel choices are based around these modes and the design is driven by these modal considerations that may be external to the station.



Sydney Metro trip diversity and accessibility

Interchange and transfer planning continued

2.5 Modal hierarchy

Designing an efficient interchange requires the allocation of space to different users, according to TfNSW’s modal hierarchy. Wherever possible, this hierarchy aims to prioritise transfers from more equitable and sustainable modes, such as walking and cycling, over vehicle-based modes, including the provision of supporting infrastructure. The modal hierarchy used in this plan is consistent with the transport planning principles defined in the Environmental Impact Statement (EIS).

Due to the location of each station, particularly within the Sydney CBD, in general, metro customers are not expected to access the station by driving their car. No car parking is to be provided at any of the metro stations between Chatswood and Sydenham and no additional parking will be provided between Sydenham and Bankstown.

Every arrival or departure from each station will be as a pedestrian – either from the precinct or after transferring from or to connecting modes.

Consideration is given to accessible facilities for all modes of travel. The design of the interchange aims to prioritise customers with accessible requirements.



Modal hierarchy

Transport mode	Description
Walking and cycling	<p>Walking and cycling are the highest priority access modes as they are the most sustainable, cost-effective, equitable and accessible. Pedestrians and bicycle riders have the lowest environmental impact and (typically) require the least amount of space, while they also contribute to personal safety, urban and commercial viability.</p> <p>For stations located within established urban areas, walking and cycling access will be predominantly along existing paths and routes, which may require upgrade. Additional new paths and routes may also be required. For stations located within new or developing urban development areas, additional new paths and routes may be proposed.</p> <p>The interchange must provide safe, easy, quick, direct, continuous, high-quality, clearly signposted and accessible access between the station and other modes for connecting and transferring customers.</p> <p>A safe and well-defined pedestrian connection shall be provided from the station entry/exit to the nearest footpath on the adjacent street network. Pedestrian routes within the station and interchange shall be clear, direct, unimpeded, accessible, provide for clear sight lines and passive surveillance, and facilitate easy circulation. Pedestrian risks within the station and interchange shall be reduced by highlighting all hazards with high-contrast finishes, special lighting or tactile paving.</p> <p>Pedestrian networks in and around the station must encourage walking, cater for forecast demand, minimise delays crossing roads, and provide safe access to the station and other modes for all (including older people, and people with young families and disabilities, who have greater safety and mobility needs) in line with <i>Disability Discrimination Act 1992</i> (DDA) requirements. Through-site links to stations should be open 24 hours a day (or as long as metro is operating).</p> <p>Pedestrian infrastructure shall be designed to accommodate modeled volumes/demands and to protect pedestrians from other road users in accordance with relevant Australian Standards, and Austroads and NSW Government guidelines.</p> <p>For bicycle riders, the interchange must provide safe and clear bicycle access in the vicinity of the station, signage and bike parking facilities at stations, in order to encourage cycling to Sydney Metro.</p> <p>Cycle routes must be of a high quality outside the stations, be designed to accommodate forecast user demands in accordance with Australian Standards and Austroad Guidelines, and be safely integrated with the local network.</p> <p>The station must enable through-access to allow for bicycles to be taken on metro trains. Cycleways need to be separated from vehicles, pedestrians and parked cars in accordance with Austroads Guidelines and NSW Government directions.</p> <p>Bicycle access and bike parking must be provided at all stations in accordance with Australian Standards, Austroads Guidelines and NSW Government directions.</p>
Rail	<p>Customer transfer from rail services will occur between platforms at Epping, Chatswood, Martin Place, Central, Sydenham, and Bankstown stations. At these stations clear and intuitive wayfinding should be provided to ensure an easy customer transfer. At other stations customers will need to exit the stations and use existing footpaths to connect to other rail stations.</p> <p>Sydney Metro interchanges shall incorporate accessible facilities, and safe, accessible paths of travel between Sydney Metro platforms and other rail platforms, in accordance with the <i>Disability Standards for Accessible Public Transport 2002</i> (DSAPT).</p>
Light rail, bus and ferry	<p>Transfer to other public transport modes is a high priority in station planning. These services expand the effective catchment area of Sydney Metro. Seamless and safe transfer is required in order to encourage linked trips within the public transport network.</p> <p>Sydney Metro interchanges shall incorporate accessible facilities and safe, accessible paths of travel between station and light rail, bus and ferry facilities, in accordance with the DSAPT.</p>
Coaches	<p>Transfer to coaches is the next highest priority after public transport in station planning. Coach services provide connection to major city and regional NSW destinations. Safe transfers between coaches and the connecting public transport services and/or surrounding land use is important to ensure a high level customer experience.</p> <p>Sydney Metro interchanges shall incorporate accessible facilities and safe, accessible paths of travel between the station and the coach facility, in accordance with the DSAPT.</p>

Interchange and transfer planning continued

Transport mode	Description
Taxi	<p>Taxis are the highest priority of the car-based modes, supplementing the public transport system for access to destinations separated from the public transport network.</p> <p>Taxi access and parking should be provided at all stations, with shelters, seating and taxi providers' contact details.</p> <p>Taxi zones are to be visible and well signposted, and located where taxis can depart easily in most directions to reduce any unnecessary travel to reach the passenger's destination.</p> <p>Sydney Metro interchanges shall incorporate accessible facilities, and accessible paths of travel between station and taxi facilities, in accordance with the DSAPT.</p>
Kiss-and-ride	<p>Kiss-and-ride is the preferred mode of those accessing the station by private vehicle, but a relatively low priority. Kiss-and-ride supports the concept of car sharing, trip chaining and ride sharing, reducing the number of single-occupant trips, and, in some instances, parking demand.</p> <p>Kiss-and-ride spaces are to be provided where safe and efficient vehicle access and high vehicle turnover is available, as part of kerbside parking or within station car parks closest to the station. Kiss-and-ride in CBD areas will not be provided for exclusively, but could occur in existing short-term parking zones. Access must be safe and easy for vehicles to enter and exit, minimising conflicts with pedestrians, cycles, buses and other vehicles.</p> <p>Ridesharing services, such as GoCatch and Uber, will use kiss-and-ride zones to pick up and drop off passengers.</p> <p>Sydney Metro station interchanges shall incorporate accessible facilities and accessible paths of travel between station and kiss-and-ride facilities in accordance with the DSAPT.</p>
Park-and-ride	<p>Park-and-ride is the lowest priority of all modes. Given the high accessibility to sustainable transport modes in Sydney, formal parking facilities are only suggested outside of major centres. The stations between Chatswood and Sydenham will not include park-and-ride facilities and there is no additional car parking proposed for stations between Sydenham and Bankstown. For Sydney Metro North West line, due to the extent of likely station catchments and the nature of the local transport networks, 4,000 parking spaces were provided for metro customers at Tallawong, Kellyville, Bella Vista, Hills Showground and Cherrybrook stations.</p> <p>Access to parking areas should be located away from town centres where possible, with new parking areas accessible by a safe, well-lit footpath to enable customers to drive and catch the train. Parking areas should also be located and designed to minimise disruption to walking connections between town centres and the station.</p> <p>Car park layouts shall ensure safe and efficient entry, exit and circulation for pedestrians and vehicles. Car parks shall have clearly marked pedestrian circulation to achieve safe segregation of pedestrian pathways and vehicles in car parks. Car park access points shall be oriented away from station entries to avoid conflicts between pedestrians and vehicles.</p> <p>Park-and-ride shall be compliant with the Sydney Metro Northwest Parking Management Strategy and the Sydney Metro City & Southwest Parking Management Strategy.</p>

	Walking	Cycling	Trains	Light rail	Bus	Ferry	Coaches	Taxi	Kiss-and-ride	Park-and-ride
CHATSWOOD										
CROWS NEST										
VICTORIA CROSS										
BARANGAROO										
MARTIN PLACE										
PITT STREET										
CENTRAL										
WATERLOO										
SYDENHAM										
MARRICKVILLE										
DULWICH HILL										
HURLSTONE PARK										
CANTERBURY										
CAMPSIE										
BELMORE										
LAKEMBA										
WILEY PARK										
PUNCHBOWL										
BANKSTOWN										

Modes serving each station
*No direct rail to metro interchange connection

Interchange and transfer planning continued

2.6 Legislative requirements and applicable guidelines

Sydney Metro stations and interchanges must comply with the following legislative requirements and guidelines.

Legislation or guideline	Description
Legislation	
Disability Discrimination Act 1992	Designated Sydney Metro stations and interchange facilities will be fully compliant with the <i>Disability Discrimination Act 1992</i> .
Disability Standards for Accessible Public Transport 2002	The purpose of <i>Disability Standards for Accessible Public Transport 2002</i> (Transport Standards) (DSAPT) is to enable public transport operators and providers to remove discrimination against people with disabilities from public transport services ‘as far as possible’.
Strategy and policy	
Future Transport 2056	<p>The strategy is an update of the 2012 <i>NSW Long Term Transport Master Plan</i>. It outlines a vision, strategic directions and customer outcomes. The strategy acknowledges the vital role transport plays in the land use, tourism, and the economic development of towns and cities. It includes issue-specific and place-based supporting plans that focus on integrated solutions rather than individual modes of transport. The strategy also focuses on the role of transport in delivering movement and place outcomes that support the character of the places and communities needed for the future.</p> <p>The principles of this strategy have been applied in the development of this plan, including the six state-wide outcomes to guide the provision of interchange facilities, integration of the metro station with the future strategic transport networks and consideration of future changes in technology and innovation affecting customer transfers. Future Transport also commits to the Towards Zero vision by creating a safe system road environment that is free from fatalities and reduces serious injury. Safe integration of metro stations within the existing environment is key to achieving this commitment around metro stations.</p>
Eastern City District Plan	<p>Prepared by the Greater Sydney Commission (GSC), the <i>Eastern City District Plan</i> is a 20-year plan to manage growth in the context of economic, social and environmental matters to achieve the 40-year vision for Greater Sydney. It contains the planning priorities and actions for implementing the <i>Greater Sydney Region Plan: A Metropolis of Three Cities</i>, at a district level and is a bridge between regional and local planning.</p> <p>The Eastern City District covers the Bayside, Burwood, City of Canada Bay, City of Sydney, Inner West, Randwick, Strathfield, Waverley and Woollahra local government areas.</p> <p>The content of the strategy has been considered in this plan by examining the context of the station in relation to the surrounding regional land uses and growth precincts, linkages to local, strategic and metropolitan centres, and connectivity to transport networks including rail, light rail and road corridors.</p>
Sydney City Centre Access Strategy	The strategy outlines how people will enter, exit, and move in and around the Sydney CBD over the next 20 years, and demonstrates how light rail, buses, trains, ferries, cars, taxis, pedestrians and cyclists will interact in the heart of Sydney. The strategy will also be updated to reflect current changes in an evolving plan that allows for the growth of Sydney as a global centre through the establishment of a multi-modal transport access plan for the city centre.
Guidelines	
Australian Standards	<p>Standards relevant to construction, operation and maintenance of interchanges and all relevant modes.</p> <p>The relevant standards have been considered throughout the development of this plan and were used to guide the design development of the interchange. The standards were used to ensure the provision of safe and efficient multi-modal interchange facilities.</p>
Austrroads guidelines	<p>Austrroads’ levels of service (LoS) establish standards of performance for key infrastructure, based on its ability to accommodate forecast use and movements safely and efficiently. Levels range from A to F, in descending order of performance.</p> <p>Austrroads guidelines were considered throughout the development of this plan, and were used to guide the design development process to provide safe and efficient interchange facilities..</p>
RMS Traffic and Transport Technical Directives	<p>These documents are Roads and Maritime Services (RMS) complementary documents to the <i>Austrroads Guide to Traffic Management</i> and the Australian Standards AS1742, 1743 and 2890</p> <p>The content of the directives were applied in conjunction with the relevant Austrroads guidelines, and were incorporated in the design of the multi-modal interchange facilities, such as crossing facilities, and changes to the existing road layout.</p>

Interchange and transfer planning continued

Legislation or guideline	Description
Guidelines	
Local council guidelines	Interchange facilities must comply with relevant local council guidelines.
TfNSW Interchange Wayfinding Requirements	Sets out requirements for wayfinding in transport interchanges. A comprehensive wayfinding strategy for the interchange has been developed in accordance with the core principles of the wayfinding requirements as outlined by TfNSW, and outlines objectives and controls to ensure that intuitive, clear and consistent signage is provided at the interchange.
TfNSW Interchange Planning Guidelines	Guidelines for the development of interchanges. These guidelines have been considered in the design of the interchange, to ensure high quality infrastructure and a safe and efficient service is provided throughout
Crime Prevention Through Environmental Design	Provides guidance on crime prevention strategies through the design of physical spaces. The content of this crime prevention strategy has been considered through the development of this plan, as demonstrated through the station and interchange layout that includes the provision of pedestrian plazas and additional public domain to improve pedestrian safety.
NSW Bicycle Guidelines	Provides guidance to assist in the planning and design of high-quality cycleways within the on-road and off-road environments. The guide should be read in conjunction with Austroads guidelines, however it prevails for any differences. This plan responds to the relevant guidelines by incorporating the design principles in the delivery of bicycle facilities throughout and within proximity to the interchange, including bicycle paths and bicycle parking.
State Transit Bus Infrastructure Guide	Provides guidance to ensure the consistent delivery of safe and effective bus-related infrastructure across New South Wales. The key components of the guide have been considered throughout the development of this plan, including the planning of bus facilities and consideration of the availability and quality of the interchange and transfer facilities.

Relevant TfNSW (formerly RMS) and DSAPT standards and guidelines were adhered to during the design of the interchange and will continue to be throughout the detailed design stages. In addition, the Design Review Panel (DRP) also considers accessibility requirements, TfNSW has been consulted on the IAP, and the design review process carried out by Sydney Metro comprises three stages.

2.7 Operations and maintenance

The station must provide access for operations and maintenance activities. Sufficient space shall be provided at stations for the accommodation of buses in the event of planned or unplanned disruption of normal operations.

Further detail regarding the operation and maintenance of the interchange can be seen in the operations, maintenance and management provisions, which fits within the TfNSW Interchange

Operations and Maintenance Framework.

2.8 Defining the interchange area

The area to be included in the Interchange Access Plan has been determined by the particular local context of each metro station. The definition of the ‘interchange’ area reflects local pedestrian routes, circulation patterns and desire lines; land use and the level of activity around the station; relationships to other transport networks and modes; and the proximity of local access roads and routes.

The area to be considered as the interchange is effectively determined by:

- The current and likely demands for pedestrian access to the station entry/entries as currently proposed.
- Formal or informal bike routes and desire lines, in relation to the station entry/entries.

- The path of travel from the surrounding rail stations.
- The path of travel from the surrounding light rail stops.
- The path of travel from the surrounding bus stops.
- Current or planned taxi zones, ranks or stands, as well as informal customer drop-off/pick-up points from/to taxis.
- The anticipated propensity for, and location of, drop-off and pick-up of customers as passengers in private cars.
- Major destinations within the immediate catchment of the station, including over site development to be undertaken as part of the metro project.
- Where appropriate, transfer from other modes, including coaches.

Interchange and transfer planning continued

2.9 Terms and definitions

Term	Definition	Ownership/responsibility
Station	<p>The station building and all service facilities required for the operation of the metro, including the entries and exits, and under the direct responsibility of the contracted operator.</p> <p>The station is within the interchange area, and includes the area directly owned by TfNSW as part of Sydney Metro or Sydney Trains, including the ground plane that will be used for over station development, the licensed maintenance area, and any other areas required for station operation.</p>	<p>One or more of the following:</p> <ul style="list-style-type: none">• Sydney Metro operator.• TfNSW.• Other transport operators.
Interchange*	<p>The area and assets that facilitate easy, safe and intuitive customer access to and egress from the public transport network, transfer between modes by accessible paths, entry to urban centres, and an efficient customer journey. The interchange includes the station (see above).</p> <p>The interchange can have multiple sites that may not be connected, and includes areas that are owned by other stakeholders.</p>	<p>One or more of the following:</p> <ul style="list-style-type: none">• Sydney Metro operator.• TfNSW.• Other transport operators.• Local council.• Private property owners.
Precinct	<p>The area that influences and interacts with the station and interchange, within the local context. The interchange provides a transport access focal point for the precinct, serving key attractions and generating opportunities for land use change and place-making opportunities within the precinct.</p> <p>The precinct includes areas that are owned by other stakeholders.</p>	<p>One or more of the following:</p> <ul style="list-style-type: none">• Local council.• TfNSW.• Private property owners.
Catchment	<p>The station walking catchment is generally within an 800-metre walk of the station. For suburban stations the catchment and the precinct may be the same. For urban stations the precinct will generally be smaller than the catchment. The Project may seek greater catchment areas to assess specific outcomes, such as parking impacts on local streets.</p> <p>The cycling catchment for Sydney Metro stations is taken as 2.5 kilometres, due to their proximity to each other and potential destinations along the network. This is a comfortable 10-minute bike ride for an average rider.</p>	<p>One or more of the following:</p> <ul style="list-style-type: none">• Local council.• TfNSW.• Private property owners.

* For Epping, Chatswood, Martin Place, Central, Sydenham and Bankstown stations, many customers will transfer within the boundaries of the station – both between Sydney Trains services and between Sydney Trains and Sydney Metro services. These Interchange Access Plans acknowledge the need to consider the broader principles of customer transfer as an integral part of station design.

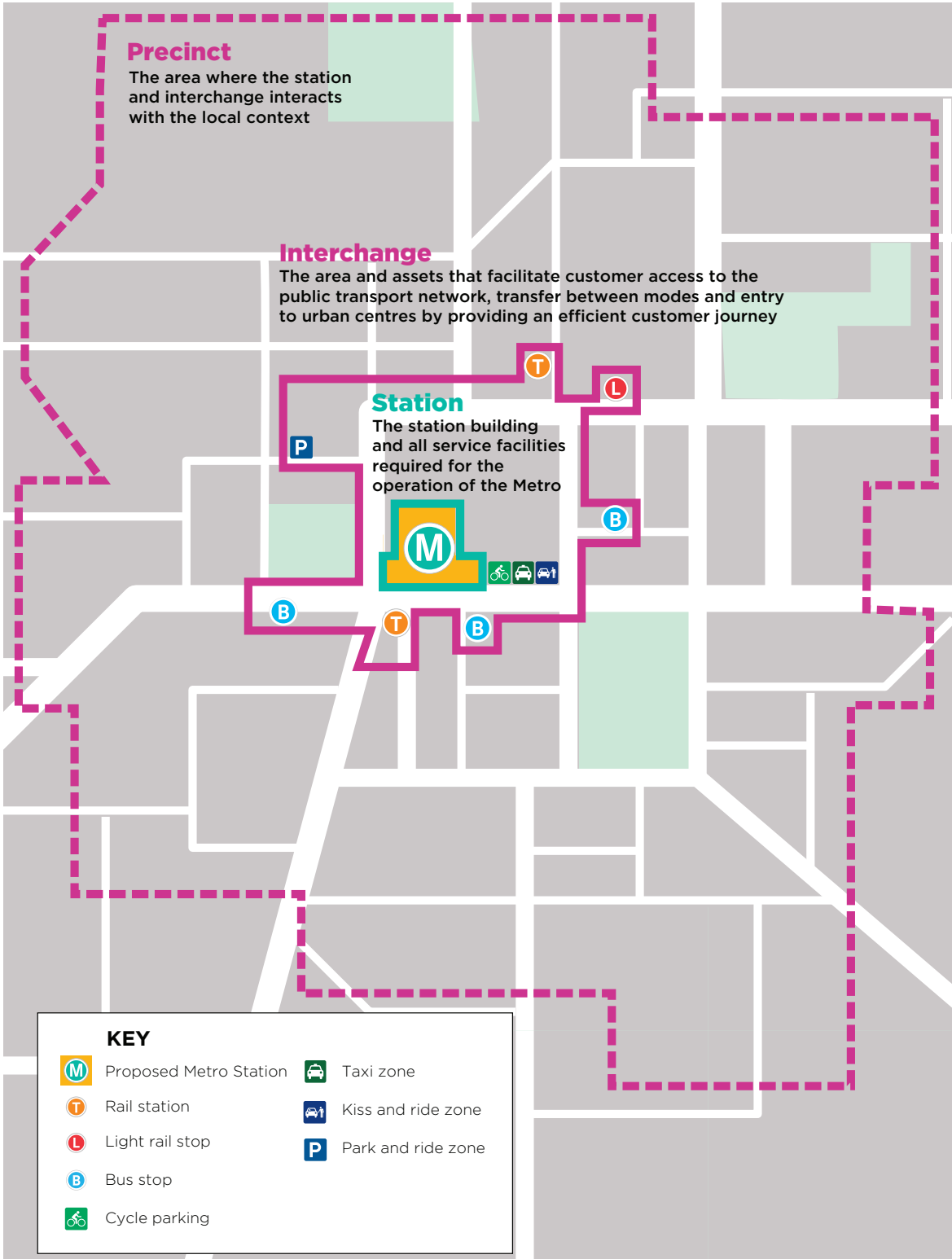


Illustration of terms and definitions

Interchange and transfer planning continued

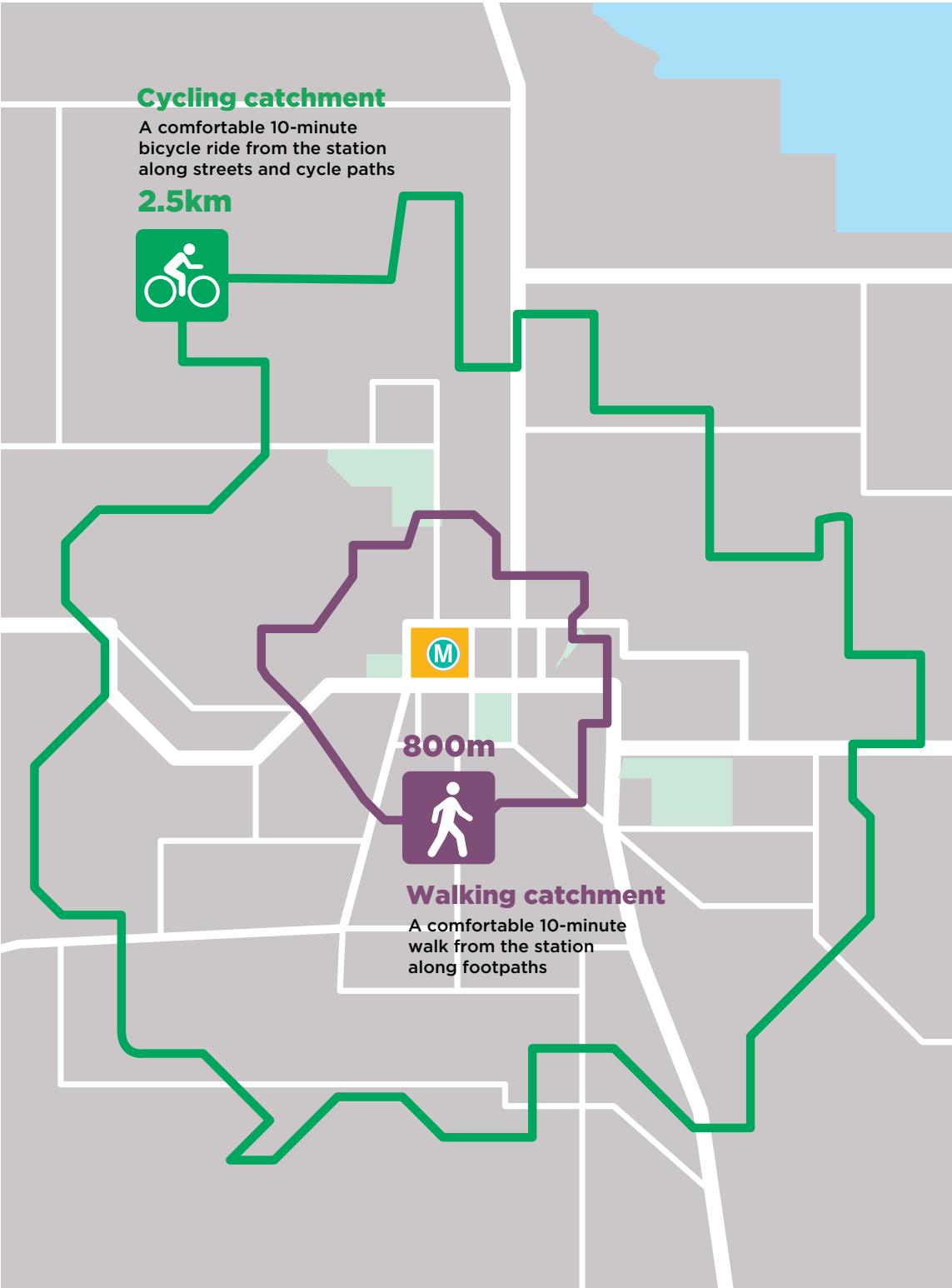
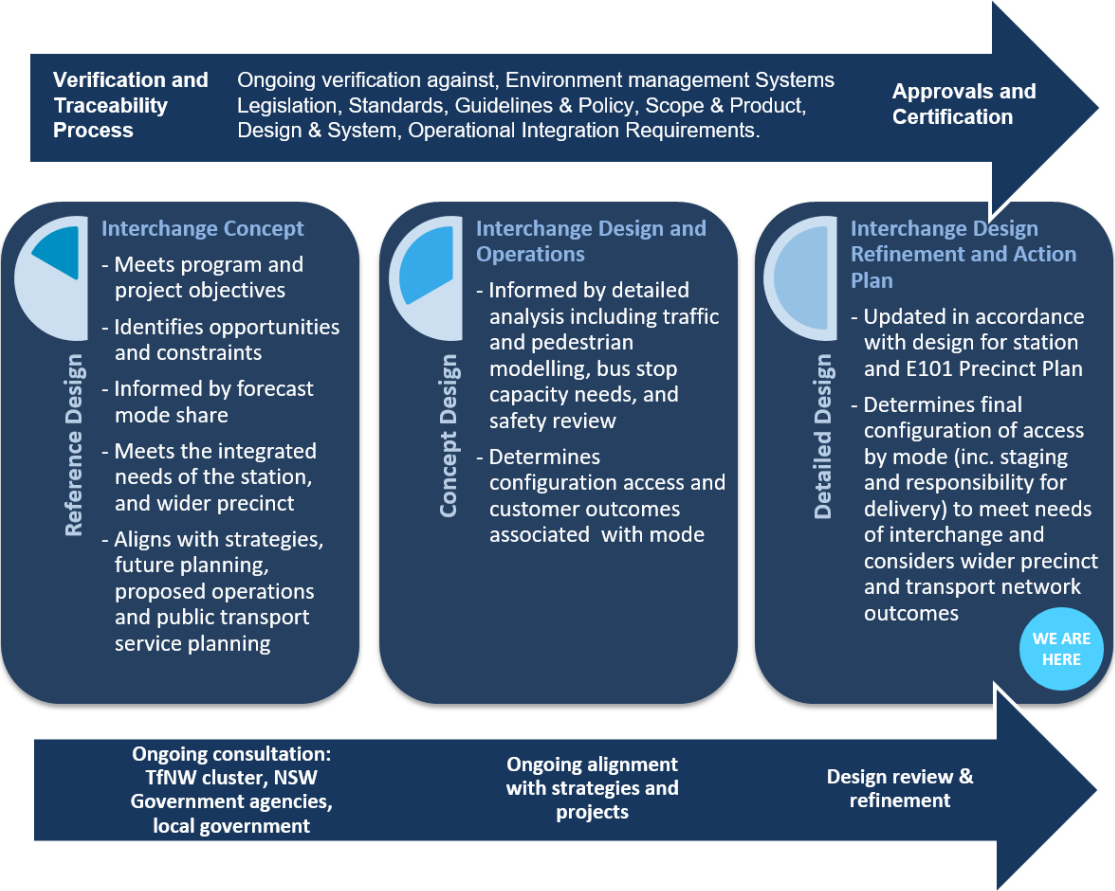


Illustration of terms and definitions

2.10 Design Development Process

Sydney Metro undertakes interchange planning by considering the role of the interchange and requirements and aspirations for an easy customer journey throughout the design process. As identified in the figure below, the interchange planning process broadly comprises three stages: interchange concept, interchange design and operational analysis, and interchange design refinement and action plan. This process is undertaken to align with the design development process and to effectively integrate planned facilities, plazas and connections with other planned station projects and precinct enhancements.

As part of the Critical State Significant Infrastructure (CSSI) Conditions of Approval (CoA) for the new metro platform, station entry and associated connections within Waterloo Station, the quality of the interchange design and its overall performance is required to be validated to support the detailed design development phase. The robustness of the design and its compliance to requirements, specification, standards and guidelines is verified at each design stage (refer to Figure below), and this design process captures technical design audits, safety assurance, safety-in-design and risk reviews. This process also captures continuous stakeholder inputs along with any required updates to transport modelling appraisals required to support road agency applications and approvals.



Interchange and transfer planning continued



2.11 Consideration of Station Design and Precinct Plan

The Interchange Access Plan is developed in conjunction with the Station Design and Precinct Plan (SDPP). The SDPP highlights urban outcomes within the Waterloo Metro Quarter and enables other programs to develop the potential for wider place improvements. The IAP includes relevant items from the SDPP. For example, the IAP demonstrates urban and place making outcomes by identifying a new plaza that facilitates safe and comfortable movement through to interchange facilities. The SDPP equally considers items in the IAP, for example, by identifying pedestrian amenity and the kerbside facilities required to bring about an integrated customer journey. Refer to the following sections in the SDPP:

- Section 4.1 on design objectives, principles and standards
- Section 4.2 on public space and permeability
- Section 4.4 on urban design context.

2.12 Wayfinding

All Sydney Metro interchanges aim to provide intuitive, clear and consistent information to make customer journeys more efficient. Effective wayfinding will help customers to navigate the space to reach their destination.

Legible wayfinding will ensure that all customers can travel independently and easily on Sydney Metro. This can be achieved by:

- Understanding customers needs.
- Providing accurate information at the right time.
- Planning and creating predictable and intuitive environments.
- Applying a consistent system of signs and information.

Wayfinding will be available to customers when they are:

- Interchanging between services or modes.
- Connecting to and from public transport by walking, cycling, catching a taxi, being dropped off or picked up in private vehicle or parking in their car.

A clear wayfinding system will support pedestrian safety as it provides controlled and direct travel paths along the desire line within low speed environments. This will in turn protect them from other road users, allowing safe integration with existing transport networks.

The wayfinding will be visually simple, intuitive and consistent with TfNSW guidelines. It will contribute to an easy customer experience by:

- Providing visibility between station levels where possible.
- Using intuitive design to minimise wayfinding choices and the need for signage.
- Providing safe, legible, efficient, convenient, obstruction-free, level, direct and attractive routes for customer access.



3.0 Consultation

Waterloo Station Platform

3.0 Consultation

Targeted consultation was undertaken for the Waterloo Station Interchange Access Plan (IAP) and included all major stakeholders. The consultation process involved the following steps:

- Organising briefing sessions with key stakeholders.
- Presenting the key elements of the IAP to stakeholders and allowing time for discussion.
- Distributing the IAP to any additional personnel identified during the briefing session for further review and comment.
- Reviewing comments received and incorporating feedback into the IAP where applicable.
- **Responding to each stakeholder and seeking contentment with responses to be able to close out comments where applicable.**

In many cases, pre-consultation sessions with key stakeholders were held to identify and resolve anticipated issues in advance of the formal consultation process. Furthermore, previous consultation was also undertaken with many stakeholders on the concept design of the station.

This section refers to the consultation undertaken during the detailed design process via various working groups and forums. The results are summarised here:

Forum/organisation	Meeting dates	Key Aspects
Design Review Panel	19/03/2021	Cope Street design features Confirmation of marked speed limit on Raglan Street and Wellington Street
Traffic and Transport Liaison Group (TTLG)	24/03/2021 31/10/2018	Proposed transport interchange for Waterloo Station Bike hub, Cope Street design, Raglan Street bus stop alternative locations, investigation of kerb/pram ramps
Waterloo Station and City of Sydney Design Meeting	5/05/2020 17/06/2020 19/06/2020 3/07/2020 23/11/2020 17/12/2020	Site overview and objectives, road network design, intersection design, walking and cycling connections, car parking, hostile vehicle mitigation Public domain, road network design, interchange design and layout Hostile vehicle mitigation Flooding, road network design, water sensitive urban design, and security bollards Public domain and potential impacts to trees Road network and public domain design, and lighting
City of Sydney	28/08/2018 11/09/2018 20/11/2018 29/01/2021	Interchange planning and design, public domain, demand and pedestrian modelling, mid-block crossings, Wellington Street cycleway, traffic signal phasing, and intersection upgrades Intersection planning and design, and pedestrian modelling Wellington Street design Update on status of Waterloo IAP, purpose and overview of the document contents, and key milestones
Sydney Metro and TfNSW Working Group	04/11/2020	Waterloo Precinct overview, road network design, interchange layout design, and walking and cycling connections
<ul style="list-style-type: none"> • Planning and Programs • Customer Service Planning 	17/06/2020	Loading and servicing
TfNSW Design Meeting	17/09/2020	Road network overview, design and layout, and placement of interchange components
<ul style="list-style-type: none"> • Planning and Programs • Customer Service Planning 		
Customer Journey Planning meeting	09/11/2020 1/12/2020	Interchange design and layout, road network design, bus network planning, and bus operations Loading and servicing

Consultation continued

This table summarises the presentations given to key stakeholders on the IAP and the main issues raised during each session.

Group/organisation	Feedback themes
City of Sydney	<p>Coordination is needed between the planning of Waterloo Metro Quarter, Land & Housing Commission, and the City of Sydney's vision.</p> <p>Acknowledge and consider:</p> <ul style="list-style-type: none">• City of Sydney's vision for Cope Street.• Safe-guard mid-block crossing at Botany Road.• Pedestrian priority in signal phasing of signalised crossings on Botany Road.• Speed limit reductions on Cope Street, Raglan Street, and Wellington Street are supported by City of Sydney.• Balancing bus priority and heavy vehicle movements with anticipated volume of pedestrian needs.• Placement of hostile vehicle management measures and consideration given to location close to building line or property boundary.
Customer Strategy and Technology, TfNSW	<p>Ensure pedestrian connectivity and safety across Botany Road whilst considering the high traffic volumes.</p> <p>Consider bus stop locations that maximise catchment for all customers accessing the broader Waterloo precinct.</p>
Planning and Programs, TfNSW	<p>Consider suitability of mid-block crossing on Botany Road, grade separated crossing should be considered.</p> <p>Pram ramps at the Botany Road, Raglan Street and Henderson Road intersection are not up to current standards or compliant with DDA requirements.</p>
Greater Sydney Division, TfNSW	<p>Bus reliability and priority on Botany Road should be considered due to recent and forecasted increase in bus service levels.</p> <p>Ensure extent of the interchange boundary includes full length of bus stops on Raglan Street and Botany Road.</p> <p>Henderson Road and Raglan Street should be supported to become the main heavy vehicle route instead of Buckland Street and Wellington Street to ensure alignment with the medium term bus plans for the area.</p>





4.0 Interchange Access Plans planning conditions

Botany Road

4.0 Interchange Access Plans planning conditions

The Minister for Planning granted approval to carry out Critical State Significant Infrastructure (Sydney Metro City & Southwest- Chatswood to Sydenham) on 9 January 2017, subject to conditions of approval. The Interchange Access Plans (IAP) requirements under these conditions of approval are outlined below.

Condition	Description	Relevance in the document
E92	The Proponent must develop an Interchange Access Plan for each station to inform the final design of transport and access facilities and services, including footpaths, cycleways, passenger facilities, parking, traffic and road changes, and integration of public domain and transport initiatives around and at each station. The Interchange Access Plan(s) must consider walking and cycling catchments and take into account:	
	(a) a station access hierarchy consistent with the transport planning principles defined within the EIS;	A modal hierarchy consistent with the principles defined in the EIS was adopted. Refer to Section 2.5: Modal hierarchy.
	(b) safe, convenient, efficient and sufficient access to stations and transfer between transport modes (including subterranean connections and the safeguarding of additional entrances in response to land use change and patronage demand);	Safe, convenient, efficient and sufficient access was considered for each travel mode in the development of the IAP. Safeguarding for future demand was also considered and included in the action plan. Refer to: <ul style="list-style-type: none">• Section 6.0: Waterloo - local context.• Section 7.0: Waterloo - interchange and transfer requirements overview.• Section 10.0: Waterloo - actions.
	(c) the maintenance or improvement of pedestrian and cyclists level of service within a justified proximity to stations;	The level of service for pedestrians and cyclists was considered and used to inform the design of pedestrian thoroughfares and crossings designs, cycleways, bike parking and other infrastructure. Refer to: <ul style="list-style-type: none">• Section 7.1: Walking interchange and transfer requirements.• Section 7.2: Cycling interchange and transfer requirements.• Section 10.0: Waterloo - Actions and the following Appendix A and Appendix B.
	(d) current transport initiatives and plans;	All current transport initiatives and plans were considered in the IAP development, including state government strategies, Council plans and general transport design guidelines. Refer to: <ul style="list-style-type: none">• Section 2.6: Legislative requirements and applicable guidelines.• Section 5.2: Related projects.
	(e) opportunities and constraints presented by existing and proposed transport and access infrastructure and services;	Key opportunities and constraints affecting the design are presented in Section 6.6: Opportunities and constraints.
	(f) patronage changes resulting from land use, population, employment, transport infrastructure and service changes;	Forecast patronage is presented in Section 6.0: Waterloo - local context and accounts for future land use, population and employment and are further outlined in Section 7.0: Waterloo - interchange and transfer requirements overview. Potential future service changes have informed the design process and the provision of interchange facilities.
	(g) integration with existing and proposed transport infrastructure and services;	The station and precinct has been designed to integrate effectively with existing and proposed transport infrastructure and services for all travel modes. The interchange provides for safe and efficient transfer to all modes in close proximity to the station. Refer to Section 7.0: Waterloo - interchange and transfer requirements overview for further information on each mode's provisions within the interchange area (except those excluded in Section 6.4: Modes without provision).
	(h) pedestrian, cycle, bus, taxi, vehicle and emergency vehicle access and parking infrastructure and service changes;	Access for all modes has been accounted for and has considered potential service changes. Refer to Section 7.0: Waterloo - interchange and transfer requirements overview for further information on each mode's provisions within the interchange area (except those excluded in Section 6.4: Modes without provision). Emergency vehicle access is accommodated within the station's adjacent kerbside spaces.
	(I) legislative requirements and applicable guidelines;	All applicable legislation, standards and guidelines were used in the development of the design and IAP. Refer to Section 2.6: Legislative requirements and applicable guidelines.

Interchange Access Plans planning conditions continued

Condition	Description	Relevance in the document
E92 continued	The Proponent must develop an Interchange Access Plan for each station to inform the final design of transport and access facilities and services, including footpaths, cycleways, passenger facilities, parking, traffic and road changes, and integration of public domain and transport initiatives around and at each station. The Interchange Access Plan(s) must consider walking and cycling catchments and take into account:	
	(j) safety audits, including but not limited to a review of traffic facility and cycle changes to ensure compliance with Austroads design criteria;	A safety audit is being undertaken for the Stage 1 design and will be used to inform further development of the IAP.
	(k) final design, infrastructure, management and service measures and the level of access and service to be achieved for all users; and	Design principles and access and service objectives are detailed in Section 2.0: Interchange and transfer planning.
	(l) the contents of the Interchange Operations and Maintenance Plan (IOMP) and operational management provisions for future operational requirements, including maintenance, security and management responsibilities.	The IOMP was used to inform operations and maintenance access requirements. Refer to – Operations, maintenance and management provisions.
	The Interchange Access Plan(s) must be prepared in consultation with the Traffic and Transport Liaison Group (TTLG) and the Design Review Panel and must be supported by traffic and transport analysis. Where necessary, consultation must also be undertaken with major landholders adjoining station precincts. The Plan(s) must detail a delivery and implementation program which must be provided to and agreed by the Secretary before commencement of permanent aboveground facilities at any station site	<p>This IAP has undergone various levels of consultation with stakeholders including council, the TTLG and the DRP, as documented in Section 3.0: Consultation.</p> <p>This document also details a program for delivery and implementation of the works required for the interchange, listed in Section 10.0: Waterloo - actions. Traffic and transport analysis was undertaken to support the design and action plan.</p>
E93	In developing the Interchange Access Plan(s), the Proponent must consider:	
	(a) traffic and accessibility design requirements; and	<p>Traffic and accessibility design requirements were accounted for, including the Disability Discrimination Act, Disability Standards for Accessible Public Transport and Roads and Maritime Services standards.</p> <p>Refer to Section 2.6: Legislative requirements and applicable guidelines; and Section 10.0: Waterloo - actions.</p>
	(b) the Station Design and Precinct Plan(s) required by Condition E101.	The Interchange Access Plan and Station Design and Precinct Plan are being developed in conjunction with one another. Refer to Section 2.11: Consideration of Station Design and Precinct Plan.
E96	The Interchange Access Plan(s) must be reviewed by a qualified traffic and transport professional(s), independent of the detailed design process for the CSSI, having regard to the requirements of this approval.	<p>This IAP is undergoing review by independent traffic and transport professionals from various agencies.</p> <p>Refer to Section 3.0: Consultation.</p>





5.0 Regional context

Wellington Street and Cope Street Intersection

5.0 Regional context

5.1 Crows Nest to Waterloo

Sydney Metro will deliver a world-class metro rail system for the people of Sydney. The most obvious benefit will be to people in local communities from Rouse Hill to Bankstown walking to their nearest metro station.

The schematic map below shows metro's role in the context of the wider transport system. Many more people will be able to benefit from fast, accessible, reliable and frequent metro services by travelling to a metro station by bike or other public transport modes.

Providing seamless multi-modal journeys for customers is a key outcome of *Future Transport Strategy 2056*.

In this context, Sydney Metro will deliver interchanges that help achieve this outcome by putting the customer at the centre. Metro's high-frequency service means that there will never be a long wait time when transferring between services. Interchange connectivity combined with high-quality links between rapid and suburban buses will help transform the travel experience and enable access to more places.

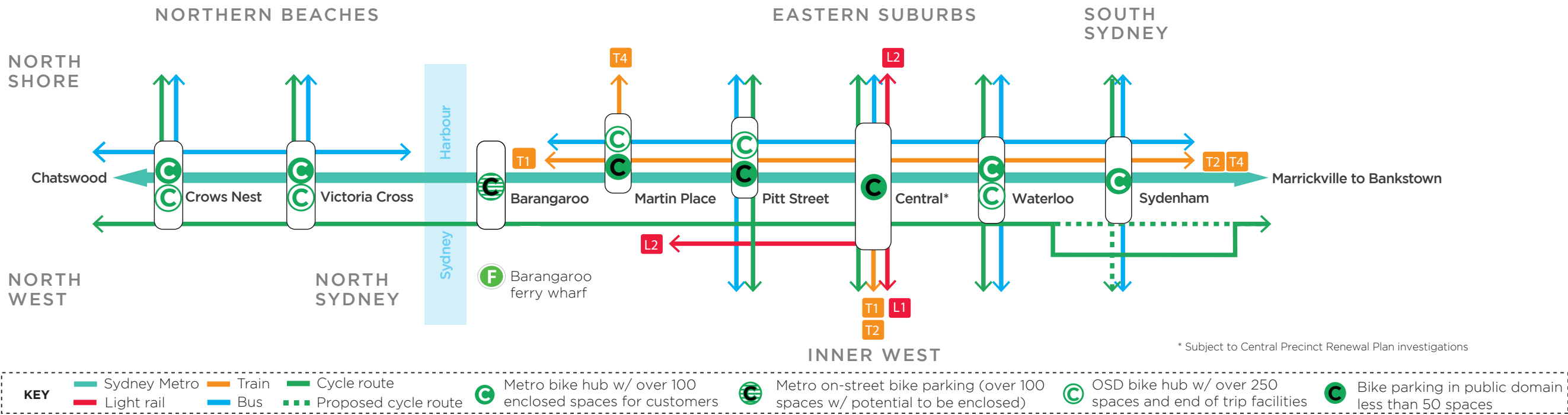
Improved cycling infrastructure will enable easier travel by bike, connecting metro stations to surrounding cycle routes. Each metro station will connect into the surrounding walking and cycling network, and will provide bike parking facilities.

The integration of walking and cycling and public transport will increase metro's accessibility to more people in Sydney, helping to make journeys faster and more reliable and providing greater travel choices to communities.

5.2 Related projects

The following projects will be either in planning and implementation, or completed and operational when the Sydney Metro City & Southwest commences operations:

- Waterloo Estate redevelopment
- Redfern Station upgrade
- More Trains More Services



Regional context – Chatswood to Sydenham

Regional context continued

5.3 City station bike parking hub strategy

The city station bike parking hub strategy considers the access required for different customer types and how provisions for these customers can be effectively accommodated. The strategy recognises the following unique customer and integrated station development profiles:

1. Access provision and long-term bike parking needs associated with interchange customers wanting to access the metro service.
2. Access provision and long-term bike parking needs associated with the over station development
3. Access provision and short-term bike parking needs associated with the over station development and in some cases customers travelling by metro.
4. Spatial provision and consideration of the design flexibility to accommodate shared bike parking schemes as an option for customers, if required.
5. Spatial provision and consideration of the station and metro train-sets to enable customer to travel on metro with bikes.

All customer-designated bike parking is aligned with serving customer demand profiles, offering appropriate choices, managing access and network impacts, and enabling potential growth in the typical station catchment size.

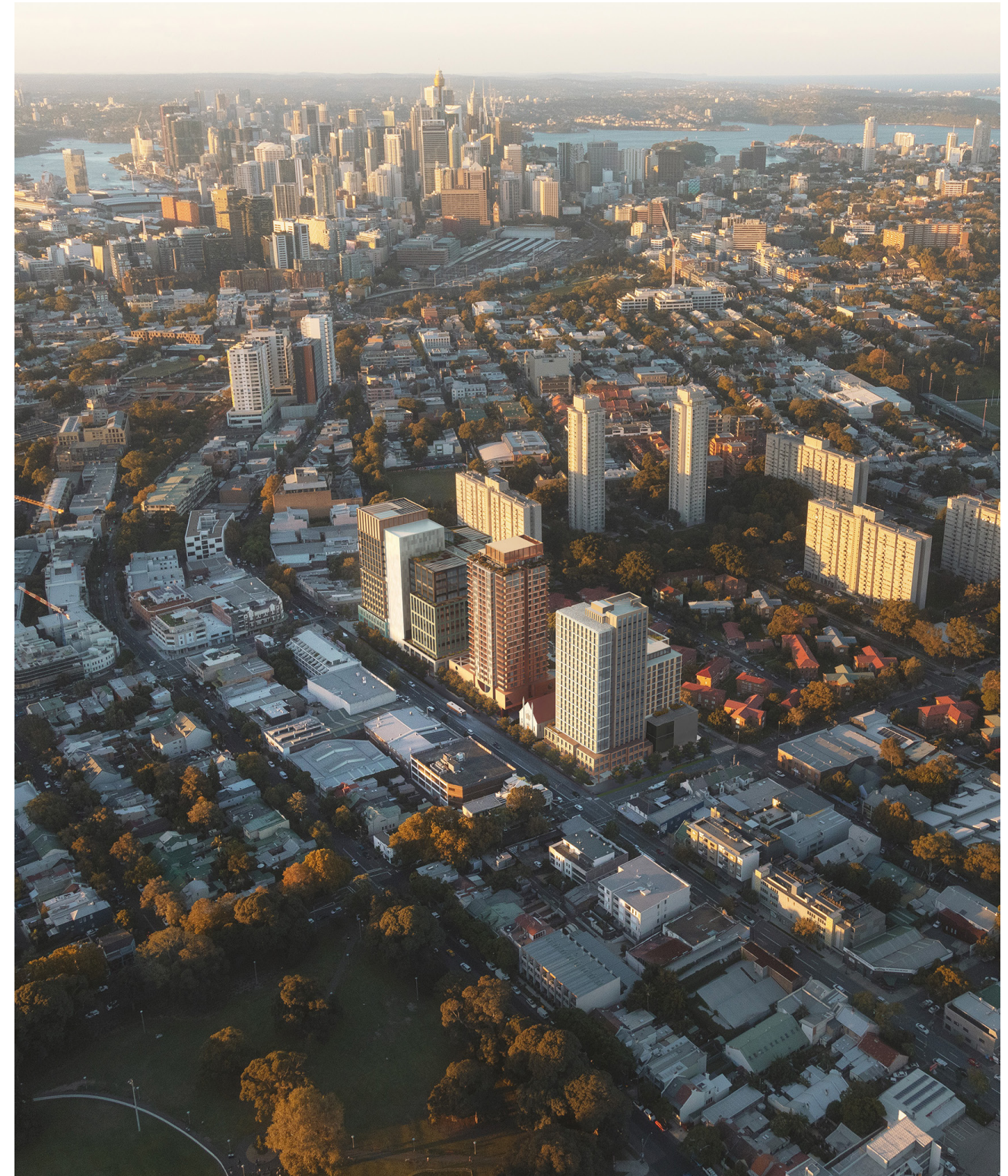
The strategy consolidates customer bike parking provision at select station locations situated on approaches to the core area of the Sydney CBD. These locations offer customers choices that are well connected to the bike network and:

- avoid areas with high activity levels and conflict
- have the spatial availability to accommodate an enclosed bike parking hub
- offer opportunities for activation and community support.

These key elements contribute towards the design and future delivery of approximately 1,000 bike parking spaces for city station customers with approximately 70 per cent of these situated at four nominated bike parking hubs.

More than 3,000 bike parking spaces have also been allocated within five over station developments along the city section of the Sydney Metro City & Southwest corridor. Designated bike parking space provisions at the over station development directly aligns with a high Greenstar building rating and Council's Development Control Plan (DCP).

Promoting cycling through this hub concept is only one part of the Sydney Metro's contribution to access and travel by cycling. These facilities, together with the fast and frequent metro services, help minimise car parking provision at these strategic and highly constrained nodes and the likely knock-on effects to the network.



Context of Waterloo Station and Waterloo Metro Quarter





6.0 Waterloo – local context

Church Walk

6.0 Waterloo – local context

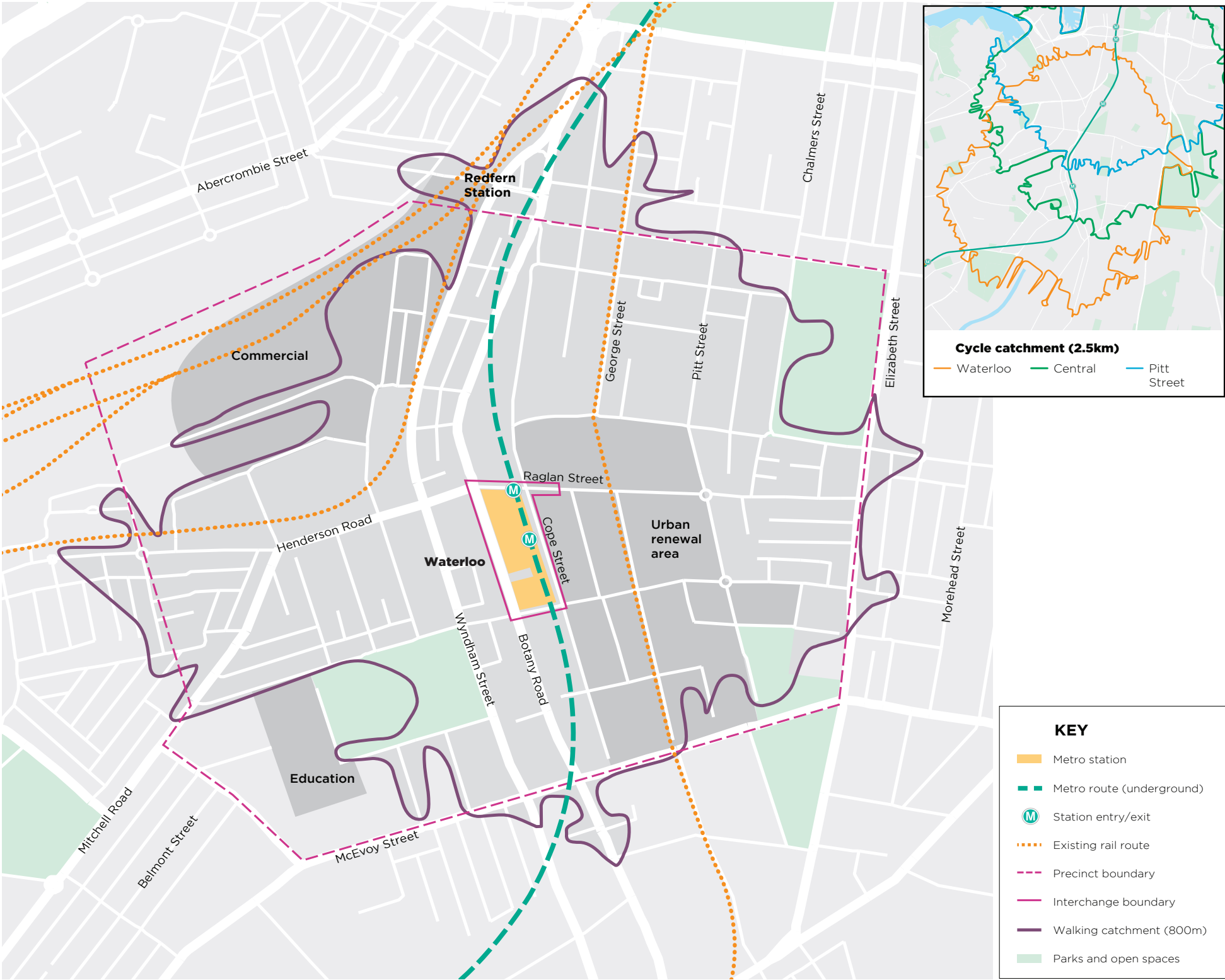
6.1 Station interchange enhancements

Waterloo Station is a new underground station in the heart of the Waterloo precinct. The new Waterloo Station will help to revitalise the Waterloo precinct and support the extension of the Sydney Central Business District (CBD).

Waterloo Station will have two entrances. It will be accessible from Raglan Street near the corner of Cope Street and mid-block on Cope Street, as shown on the following map. The station entrances will be connected to commercial, community and residential facilities in Waterloo.

Waterloo Station will be a catalyst for a transformation program to regenerate social housing stock, support greater residential development and urban renewal.

Waterloo Station creates a new public transport catchment whilst interfacing with the nearby transport interchanges, including Green Square and Redfern stations.



Waterloo Station – local context

Waterloo – local context continued

6.2 Station strategy

- The station strategy for Waterloo is to:
- Provide easy, safe and intuitive transfer to and from the metro station within the transport network and road environment.
 - Contribute to the sense of place and public domain.
 - Integrate the station with local improvement plans.

The table to the right summarises the Waterloo Station’s overall features, including the interchange area’s key attractions.

Feature	Description
Location	Underground, between Botany Road, Cope Street, Raglan Street and Wellington Street.
LGA	City of Sydney.
Station entry	<ul style="list-style-type: none">• Corner of Raglan and Cope streets• Mid-block on Cope Street
Transport interchange	Walking, cycling, bus, taxi and kiss-and-ride.
Main features and traffic arrangements	<ul style="list-style-type: none">• New pedestrian crossings on Raglan and Cope streets.• New taxi, kiss-and-ride bays and bike parking.• New on-road marked cycle link on Wellington Street.• Existing bus stops retained northbound along Botany Road.• Relocation of the bus stops southbound, mid-block on Botany Road between Raglan and Wellington streets.
Customers	Residential, education, and commercial precincts.
Key attractions	<ul style="list-style-type: none">• Alexandria Park• Alexandria Park Community School• South Eveleigh• Green Square• National Centre for Indigenous Excellence• Redfern Oval• Redfern Park

6.3 Over station development strategy

The following principles will apply to the integration of the over station development and the metro station:

- All access points (entries, driveways, etc.) to the over station development will be managed and designed to not conflict with station access and interchange facilities.

The design should allow for shared loading dock and maintenance bays with the station and/or surrounding development.

6.4 Modes without provision

There is no design provision considered for the following modes at Waterloo:

- Rail
- Light rail
- Ferry
- Coach
- Park and ride

6.5 Current land use and characteristics

Waterloo Station will be located between Botany Road, and Cope, Raglan and Wellington streets. A station entry will be on the corner of Cope and Raglan streets,

To the north is a commercial and mixed-use area leading to Redfern Station. To the east is a low- to medium-density residential area leading to Moore Park.

To the west and south are lower-density residential and mixed-use areas, including South Eveleigh and public recreation areas such as Alexandria Park.

6.6 Future changes and functional needs

Land use and transport integration

The Waterloo Station precinct is identified as a priority area by Infrastructure NSW (INSW), the precinct will experience progressive renewal of the social housing estate to create a vibrant and more sustainable community.

Waterloo Station will support state and local strategic and planning controls by enabling opportunities for urban renewal including housing diversification and intensification, meeting the needs of residents, workers and visitors.

Waterloo Station is expected to provide the following benefits:

The station will form part of the interchange that provides safe and direct access to the existing employment area, and could deliver a significant number of jobs in an area with high levels of amenity, recreation and access to public transport.

The station will provide further incentive for the progressive renewal of the ageing Waterloo social housing estate, including a mix of private, affordable and social housing.

The station will enable further development of the area as a mixed-use centre with strong public transport links to the Sydney CBD and other centres throughout the Eastern Economic Corridor.

The station will provide opportunities to increase residential density within walking distance from the station.

These future changes and opportunities will be further developed in consultation with the Department of Planning, Industry and Environment, INSW, City of Sydney Council and other relevant agencies.

Waterloo – local context continued

Future metro demand and modal transfer splits

The demand and mode split data presented in the two pie charts present a broad level understanding of the functional role of the metro service at Waterloo Station. The 2036 AM peak hour demand profile and customer connectivity profiles present the following characteristics:

- Boardings will be higher than alightings during the AM peak
- Walking is the dominant mode share for egress and access in the AM peak
- Connectivity between metro platforms and bus

services is equally important for customers boarding and alighting metro services in the AM peak

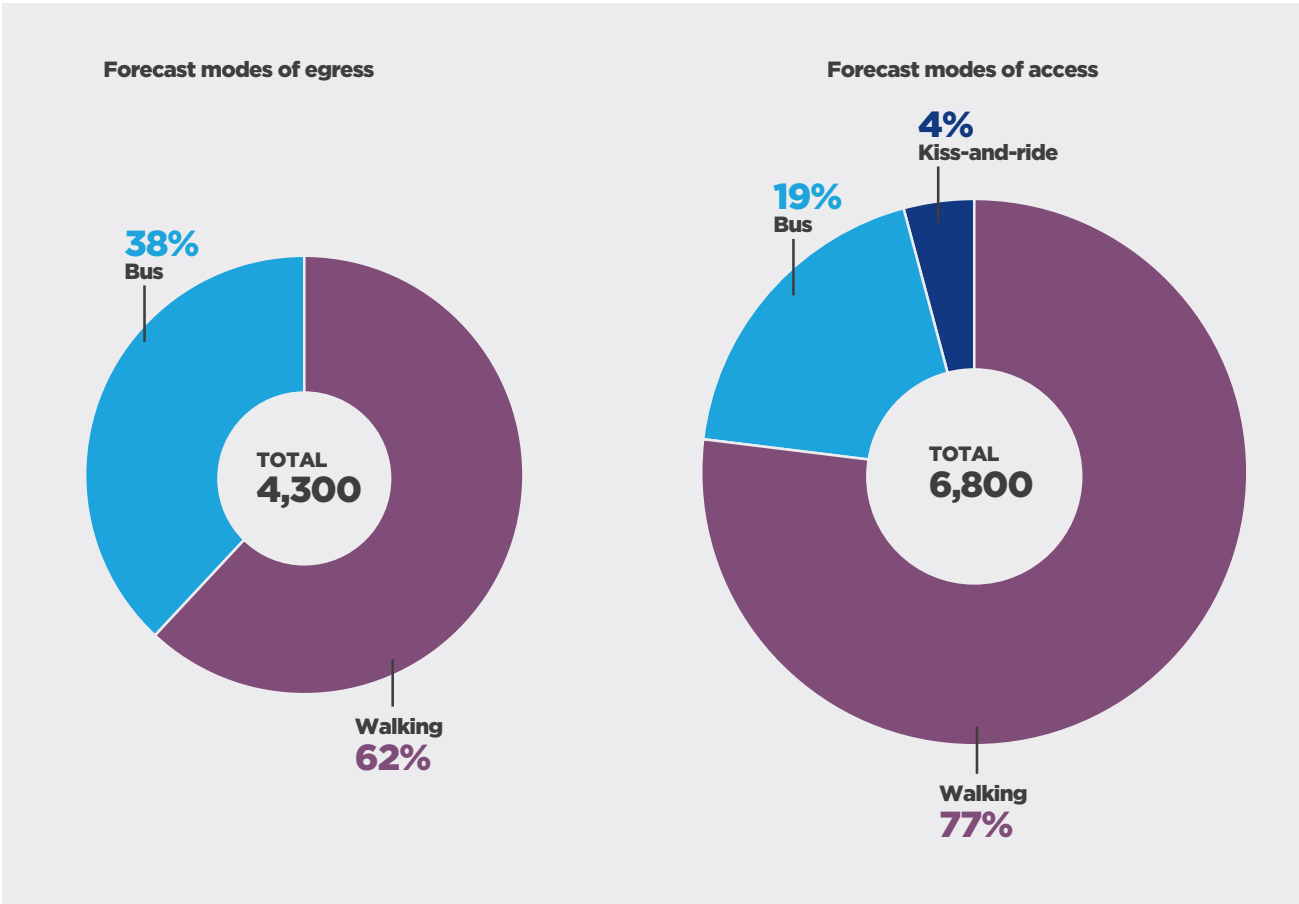
- Kiss-and-ride represents a small proportion of the total demand generated by customers boarding Metro services
- These observed trends are likely to be reversed in the PM peak.

Pedestrian through-site links and footpath widening in the Waterloo Metro Quarter block play a vital role in supporting station access and egress to these connecting transport modes.

6.7 Opportunities and constraints

Waterloo Station has the following opportunities and constraints.

Opportunities	Constraints
<ul style="list-style-type: none">• Waterloo Station can support state and local government plans to redevelop the area• A well-designed station with public amenities can contribute to the sense of place (community) and public domain• High demand at Green Square and Redfern stations suggest high public transport usage in the area and a metro alternative can relieve customer congestion at these stations• Increase permeability through providing new pedestrian through-site links• Flat topography and high-density catchment which is conducive to a high cycling mode-share• Increase tree canopy coverage on Botany Road to support a more attractive pedestrian environment	<ul style="list-style-type: none">• Botany Road lacks attractive pedestrian environment with most businesses providing parking at their entrance• Footpath quality varies throughout Waterloo, with low quality footpath in some areas• Traffic congestion impacts bus service reliability• Some key intersections in Waterloo lack priority for pedestrians (long wait time)• Footpaths are constrained by built form and high traffic volumes (particularly Botany Road) which creates a barrier for pedestrian access.



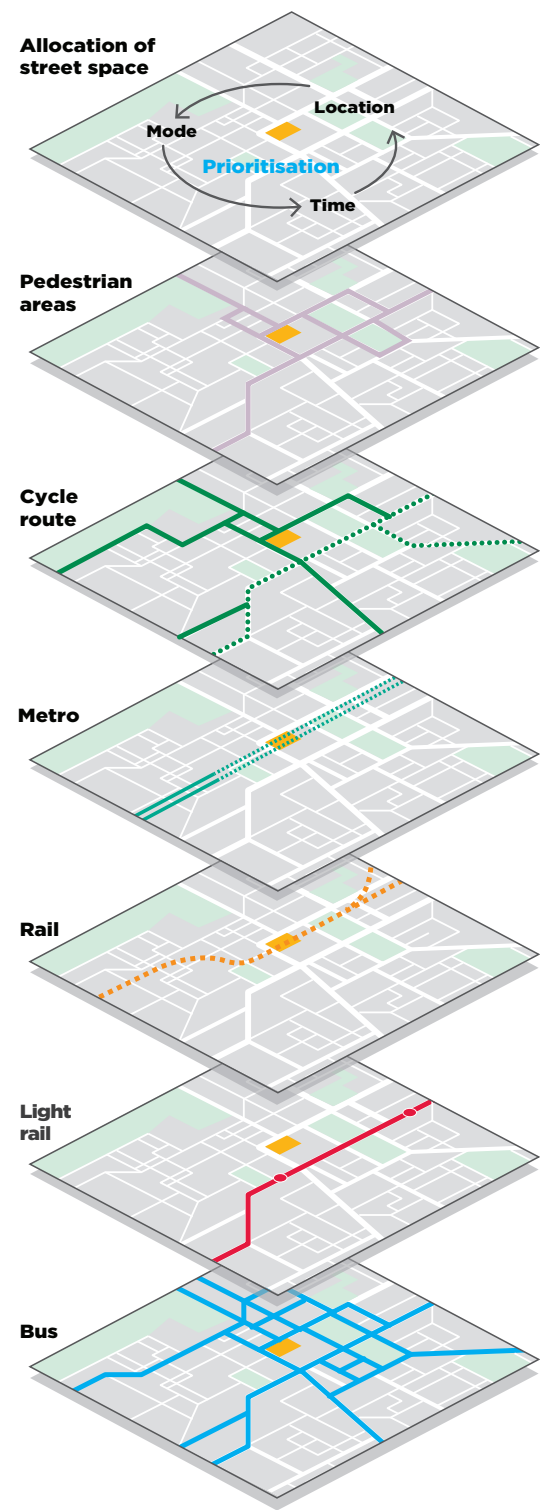
2036 3.5-hour AM peak demand and mode splits (PTPM4.1 City and Southwest Final Business Case 2026 and 2036 Project LUTI Scenarios (Run 143 and Run 144))
Note: The cyclist transfer volumes are not shown as they aren't included in the PTPM model



7.0 Waterloo – interchange and transfer requirements overview

Church Yard

7.0 Waterloo – interchange and transfer requirements overview



Mode layers

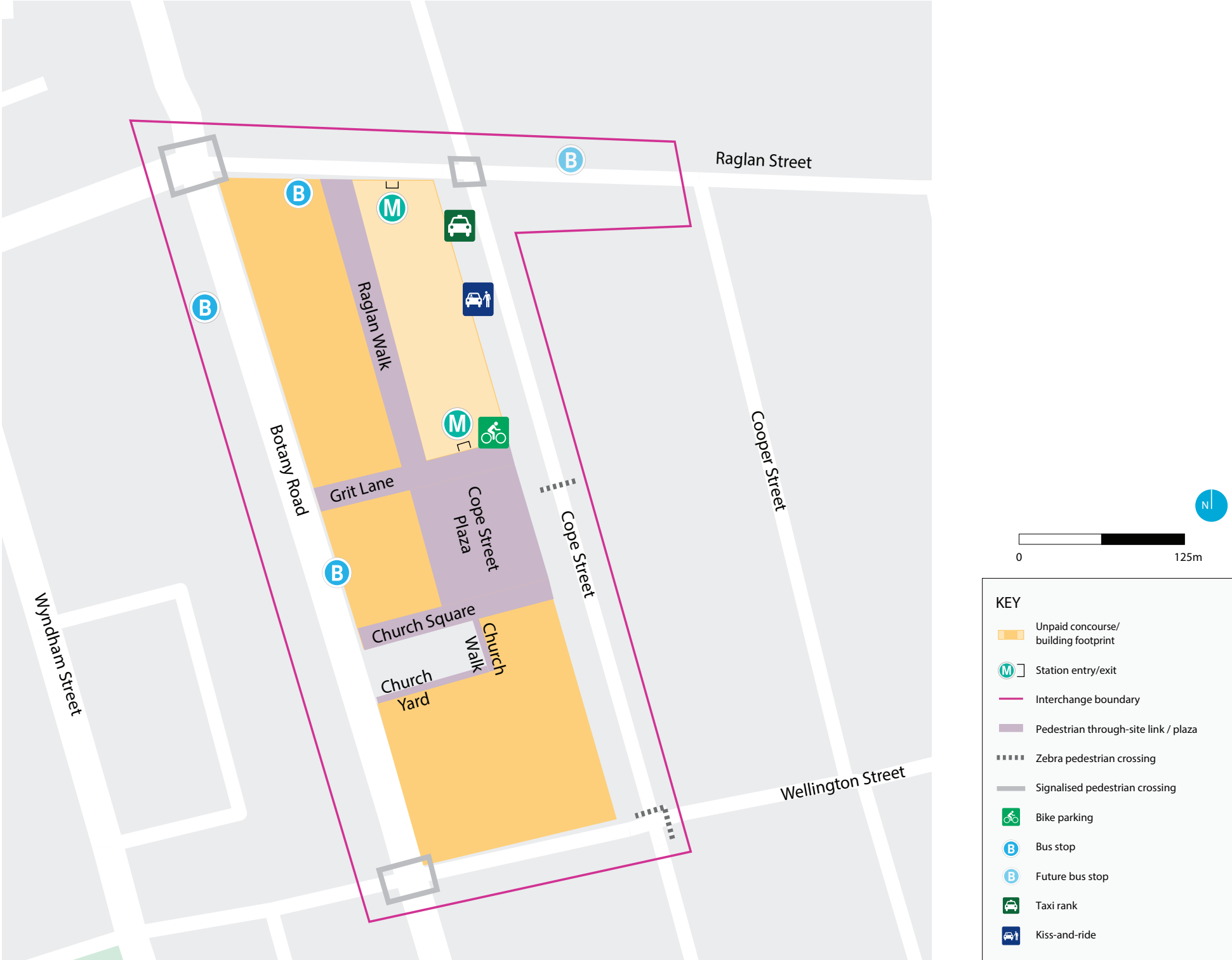


Note: the bike parking location is being investigated and is to be confirmed.
 Waterloo Station – interchange and transfer requirements overview

7.1 Waterloo – walking interchange and transfer requirements



Mode layers



Waterloo – walking interchange and transfer requirements continued

Item	Description	
Current state		
Current levels of access and service	<ul style="list-style-type: none">The pedestrian network surrounding the site is well served by an existing network of footpaths.Pedestrian refuges are located on all arms of the roundabouts at Cope and Raglan streets and Cope and Wellington streets, and signalised crossing facilities are located at the intersections of Botany Road and Raglan Street, and Botany Road and Wellington Street.	
Future station integration		
Station access location	<ul style="list-style-type: none">The station supports two access points, which require safe, convenient and direct pedestrian routes.The access will be via the corner of Raglan Street and Cope Street as well as a mid-block entry at Cope Street, opening up to a central plaza.	
Pedestrian environment and design considerations	<ul style="list-style-type: none">The interchange area's overall environment should accommodate pedestrian movements associated with commercial and light industrial areas to the north, west and south, and regenerated social housing to the east, including new commercial, retail and eateries.The pedestrian environment potentially impacted by the proposed station includes station access to the west, along Raglan Street to Botany Road.	
Spatial considerations	<ul style="list-style-type: none">The design should ensure that transfer between modes within the interchange area allows for accessible, DDA-compliant provision. The station access should:<ul style="list-style-type: none">Allow for customer access through a combined plaza function for access to metro and other modes.Provide for high pedestrian movement across Raglan Street and across Cope Street.	
Safe, convenient, efficient and sufficient pedestrian access and transfer outcome	<p>Safe, convenient, efficient and sufficient pedestrian access and transfer to and from the station and between transport modes was developed through the design process and supported through various documents including:</p> <ul style="list-style-type: none">Urban design and road design reportsPedestrian modeling reportsA road safety auditTechnical notes supporting Works Authorisation Deeds (WADs).Waterloo Station Design and Precinct Plan	<p>Transport and pedestrian analyses were used to provide the high quality provisions identified above, which enable the following outcomes:</p> <ul style="list-style-type: none">Sufficient public domain and footpath space to accommodate pedestrian flows in the vicinity of the station.Safe pedestrian crossings (signalised and zebra) at surrounding intersections and mid-block on Cope Street which provide direct paths of travel along pedestrian desire lines. <p>All outcomes were designed to comply with relevant legislation and guidelines such as the Disability Discrimination Act, DSAPT and Austroads guides</p>
Transfer to and from bike parking	<ul style="list-style-type: none">Class B bike parking facility within close proximity to the station entryClass C bike racks outside of the station entry adjacent to the footpaths.	
Transfer to and from bus	<ul style="list-style-type: none">The station will provide easy transfer to bus stops on Botany Road and Raglan Street.	
Transfer to and from taxi	<ul style="list-style-type: none">The station will provide easy access to the taxi rank on the west side of Cope Street, south of Raglan Street.	
Transfer to and from kiss-and-ride	<ul style="list-style-type: none">The station will provide easy access to proposed on-street kiss-and-ride zone on west side of Cope Street, south of Raglan Street.	
New pedestrian infrastructure by Sydney Metro	<ul style="list-style-type: none">Four signalised pedestrian crossings at the intersection of Cope and Raglan streets.Two new pedestrian zebra crossings at the intersection of Cope and Wellington streets (north and east approaches).Mid-block zebra crossing on Cope Street between Raglan and Wellington streets near the proposed entrance.Widening of the signalised pedestrian crossing across Botany Road at the south and north approach to the intersection with Raglan Street and Henderson Road.Through-site links in the Metro Quarter blockFootpath widening on all of the footpaths on the station side of the roadways surrounding the station precinct.	

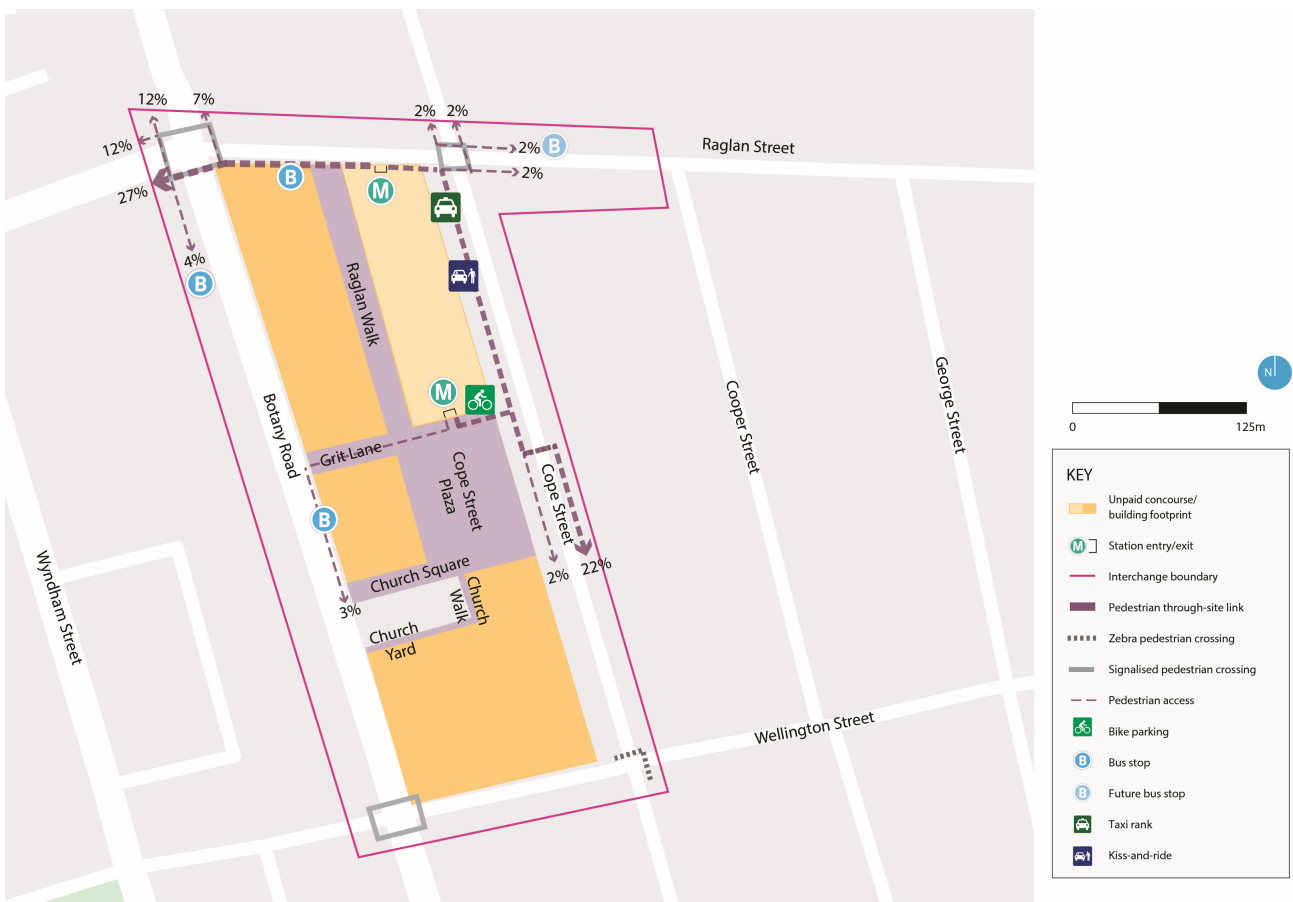
Waterloo – walking interchange and transfer requirements continued

Pedestrian access



Note: the bike parking location is being investigated and is to be confirmed.

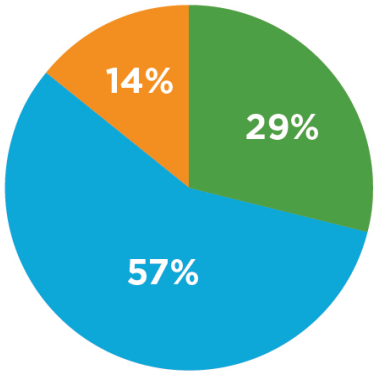
Pedestrian egress



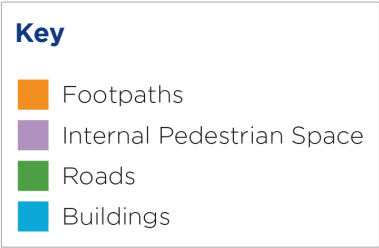
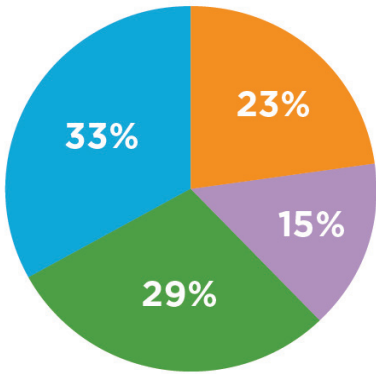
Note: the bike parking location is being investigated and is to be confirmed.

Allocation of space changes in the Waterloo Metro Quarter Block

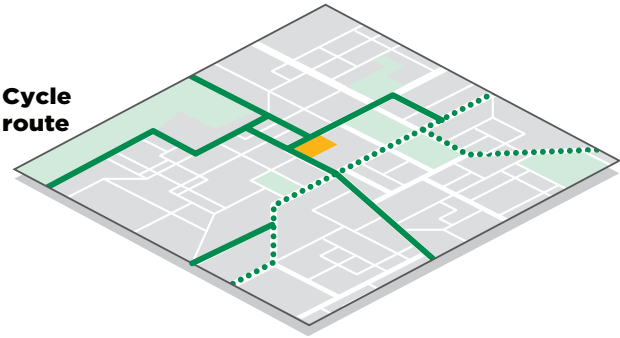
2017 Configuration



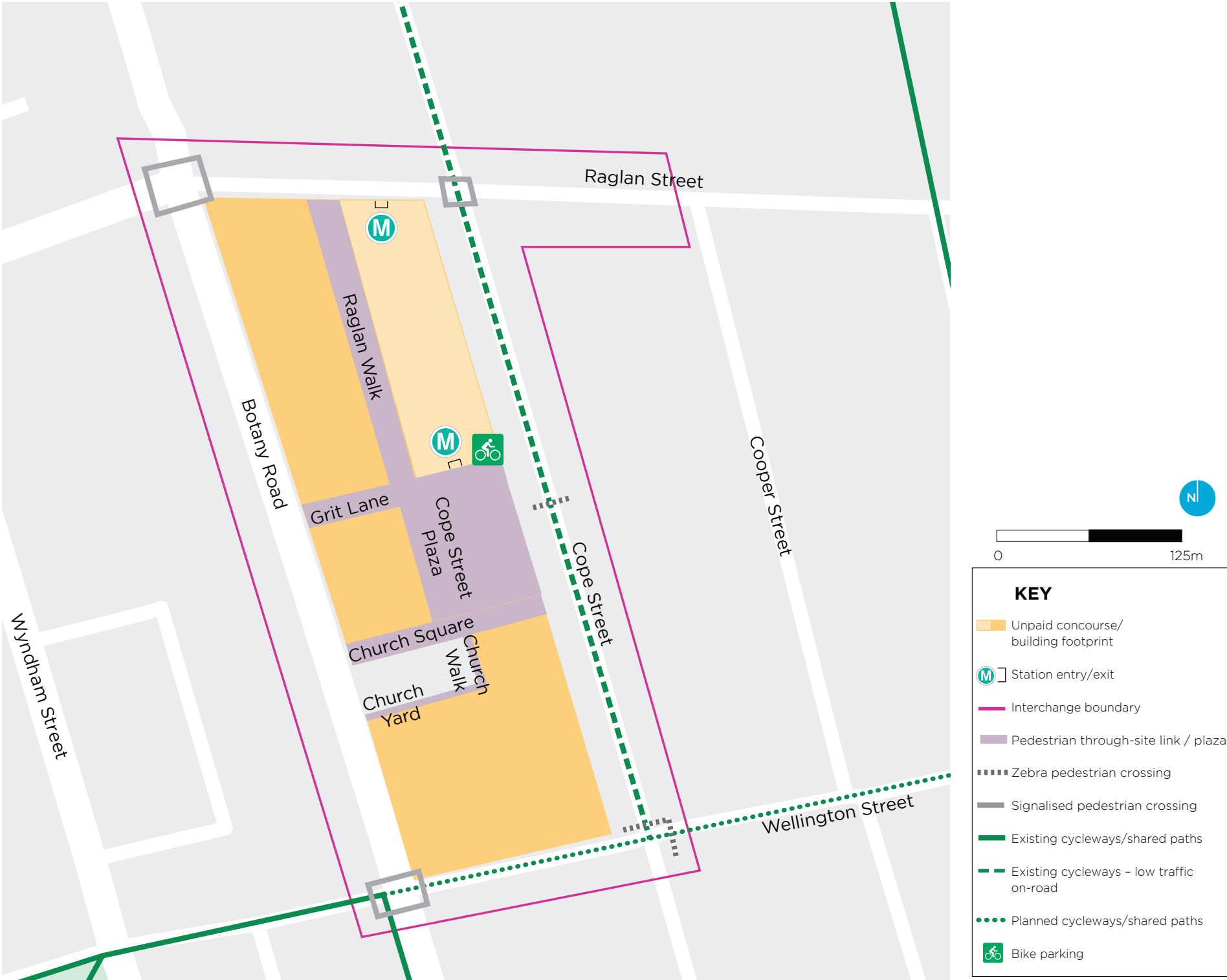
Future State with Metro



7.2 Waterloo – cycling interchange and transfer requirements



Mode layers



Note: the bike parking location is being investigated and is to be confirmed.
Waterloo Station – cycling interchange and transfer requirements

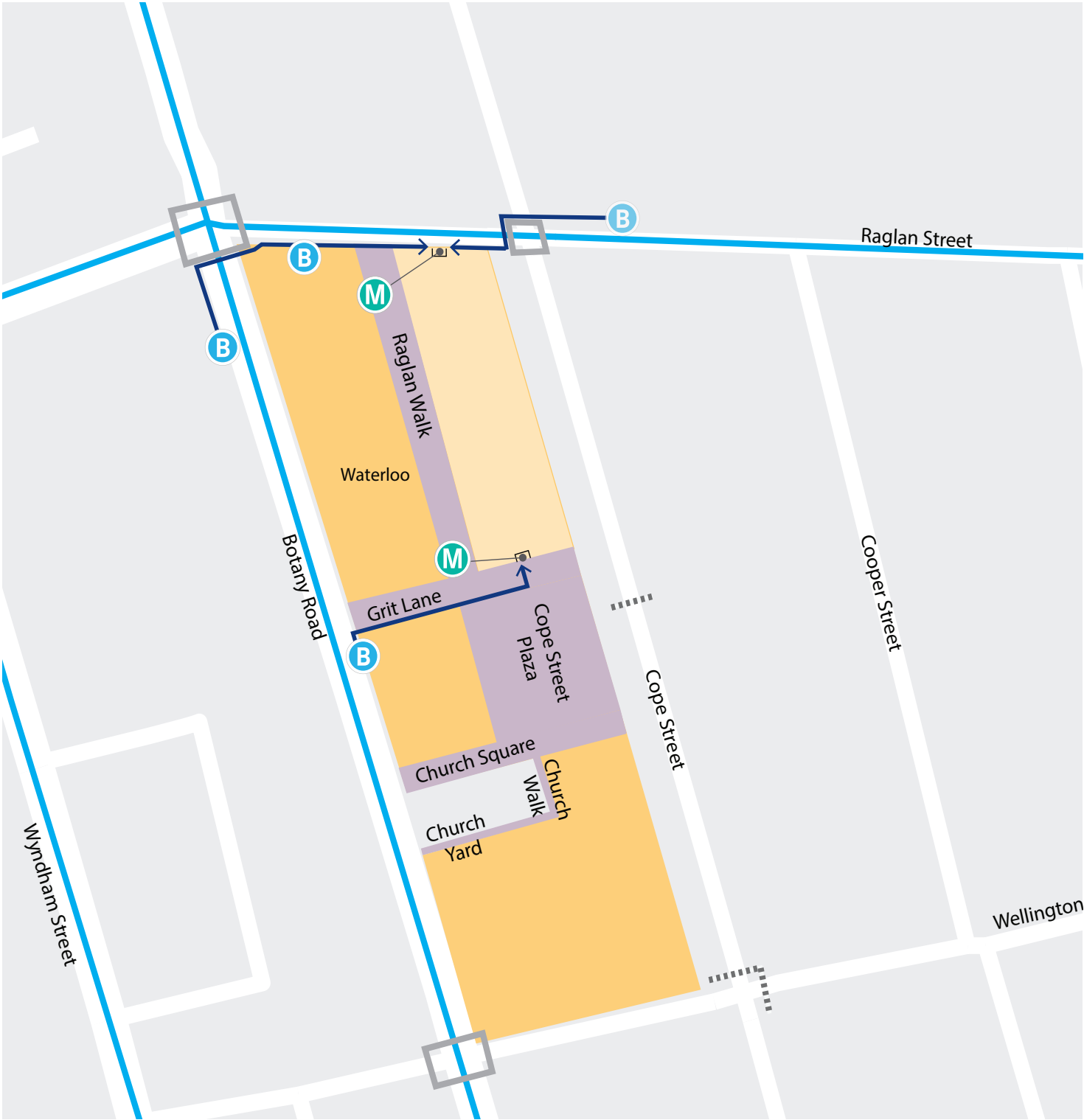
Waterloo – cycling interchange and transfer requirements continued

Item	Description	
Current state		
Current levels of access and service	<p>The station is located close to the following existing cycleways:</p> <ul style="list-style-type: none">• George Street north-south strategic cycleway – separated bi-directional on-road cycleway.• Wellington Street east-west on-road cycle route to the south of the station. <p>The station and interchange will be designed to allow bicycles to connect with and move through the precinct and be able to board Sydney Metro services.</p>	
Future station integration		
Bike parking location principles	<ul style="list-style-type: none">• Entry/access to bike parking at street level should be convenient, easily visible and intuitive for customers.• Bike parking should be on the main desire line of the cycle network where feasible.• Bike parking and vehicle parking locations and access arrangements should be separated (i.e. no access through a loading dock).	
Bike parking location requirements	<ul style="list-style-type: none">• Bike parking located within close proximity to the station entrance and the cycle network.• Bike facilities designed in accordance with Australian Standards and Austroad Guidelines.	
Bike parking facilities provision	<ul style="list-style-type: none">• Approximately 280 bicycle parking spaces within the interchange (breakdown below).• Safeguarded additional bike parking spaces in the station precinct, as needed.	
Types of parking facilities	<ul style="list-style-type: none">• Class B bike parking for approximately 200 bicycles.• Class C bike parking for 80 bicycles.	
Safe, convenient, efficient and sufficient cycling access outcome	<p>Safe, convenient, efficient and sufficient cycling access to and from the station and between transport modes was developed through the design process and supported through various documents including:</p> <ul style="list-style-type: none">• Urban design and road design reports• A road safety audit• Technical notes supporting Works Authorisation Deeds (WADs).• The City of Sydney Cycling Strategy and Action Plan	<p>Transport analyses were used to provide the high quality provisions identified above, which enable the following outcomes:</p> <ul style="list-style-type: none">• Cycle parking facilities (Class B and Class C) situated in convenient locations in the station plazas with efficient access to cycle routes• Safe and efficient integration with existing and proposed cycle networks in alignment with Council strategies with Cope Street and Wellington Street providing cycle access to the broader cycle network.• Controlled (signalised) or separated direct paths of travel along key cyclist desire lines to minimise vehicle-cyclist conflict.
New cycle routes by Sydney Metro	<ul style="list-style-type: none">• Bi-directional cycleway on Wellington Street, between Botany Road and Cope Street• Cope Street mixed traffic road for cyclist access to the station	
New cycle routes by others	<ul style="list-style-type: none">• Bi-directional cycleway on Wellington Street, between Cope Street and George Street	

7.3 Waterloo – bus interchange and transfer requirements



Mode layers



Waterloo Station – bus interchange and transfer requirements

0

125m

N

KEY

Unpaid concourse/
building footprint

Station entry/exit

Interchange boundary

Pedestrian through-site link

Zebra pedestrian crossing

Signalised pedestrian crossing

Station access route

Bus route/stop

Future bus stop

Waterloo – bus interchange and transfer requirements continued

Item	Description	
Current state		
Current levels of access and service	A number of bus routes operate outside of Waterloo Station along Botany connecting to the northern and southern suburbs. A local bus route operates along Cope Street, Wellington Street and Raglan Street.	
Future station integration		
Bus stop location principle	Bus services shall be easily and visibly accessible from the station entrance, located as close as feasible to the gateline	
Bus bays principle	Bus bays provided or modified by the project will be designed in accordance with relevant Australian Standards, Austroads Guidelines and NSW Government Technical Directives.	
Transfer to and from bus principle	Customers will be able to transfer between bus stops at metro station entries using existing footpaths and new pedestrian through-site links. Where necessary, improvements will be made to signage, crossings and wayfinding to ensure an easy customer transfer.	
Safe, convenient, efficient and sufficient access and transfer outcome	<p>Safe, convenient, efficient and sufficient pedestrian access and transfer to and from the station and between transport modes was developed through the design process and supported through various documents including:</p> <ul style="list-style-type: none">• Urban design and road design reports• Pedestrian modeling reports• A road safety audit• Technical notes supporting Works Authorisation Deeds (WADs).• Waterloo Station Design and Precinct Plan	<p>Transport and pedestrian analyses were used to provide the high quality provisions identified above, which enable the following outcomes:</p> <ul style="list-style-type: none">• Sufficient public domain and footpath space to accommodate pedestrian flows from the stations to bus stops including queuing space at the bus stops.• Controlled (signalised), direct paths of travel along key pedestrian desire lines to bus interchange areas including the ‘Grit Lane’ link providing direct access to the southbound bus stop on Botany Road.• New bus stops being provided within close proximity with the new stop outside the station entrance on Raglan Street.• Weather shelter at bus stops <p>All outcomes were designed to comply with relevant legislation and guidelines such as the Disability Discrimination Act, DSAPT and Austroads guides</p>
Transfer to and from bus (overnight) provision	Regular bus stops on Botany Road will be used for overnight bus operations.	
Transfer to and from bus (school) provision	No design provision is considered for this location.	
Changes to bus stops/route provision	<ul style="list-style-type: none">• Relocation of Cope Street stops, streamlining east-west bus services to either Raglan Street or Wellington Street.• Relocation of the southbound stop on Botany Road to mid-block between Wellington and Raglan streets.	
New bus stops/routes provision	<ul style="list-style-type: none">• Botany Road – one stop, northbound, south of Raglan Street.• Botany Road – one stop, southbound, mid-block between Raglan Street and Wellington Street.• Raglan Street – one stop, eastbound, mid-block between Cope Street and Cooper Street• Raglan Street – one stop, westbound, mid-block between Cope Street and Cooper Street (potential future stop)• Raglan Street – one stop, westbound, east of Botany Road	

7.4 Waterloo – vehicle drop-off interchange and transfer requirements



Waterloo Station – vehicle drop-off interchange and transfer requirements

Waterloo – vehicle drop-off interchange and transfer requirements continued

Item	Description
Current state	
Current levels of access and service	There are no existing taxi ranks near the station. There are no existing kiss-and-ride or park-and-ride facilities.
Future station integration	
Safe, convenient, efficient and sufficient access and transfer	Ensure the safety of pedestrians and protect them from other road users by providing: <ul style="list-style-type: none">• Safe integration with existing networks.• Low speed environment on Cope Street• No crossing of roads required to access taxi ranks or kiss and ride bays
Transfer to and from taxi	New taxi ranks at Cope Street, near Raglan Street.
Taxi rank locations	Multi-purpose ranks that service local centres as well as stations are supported as long as they are located within 100 metres of the station access point.
Transfer to and from kiss-and-ride	Kiss-and-ride zones at west side of Cope Street – south of Raglan Street.
Kiss-and-ride zone design	The dimensions of kiss-and-ride spaces shall comply with TfNSW and Australian Standards and Guidelines.



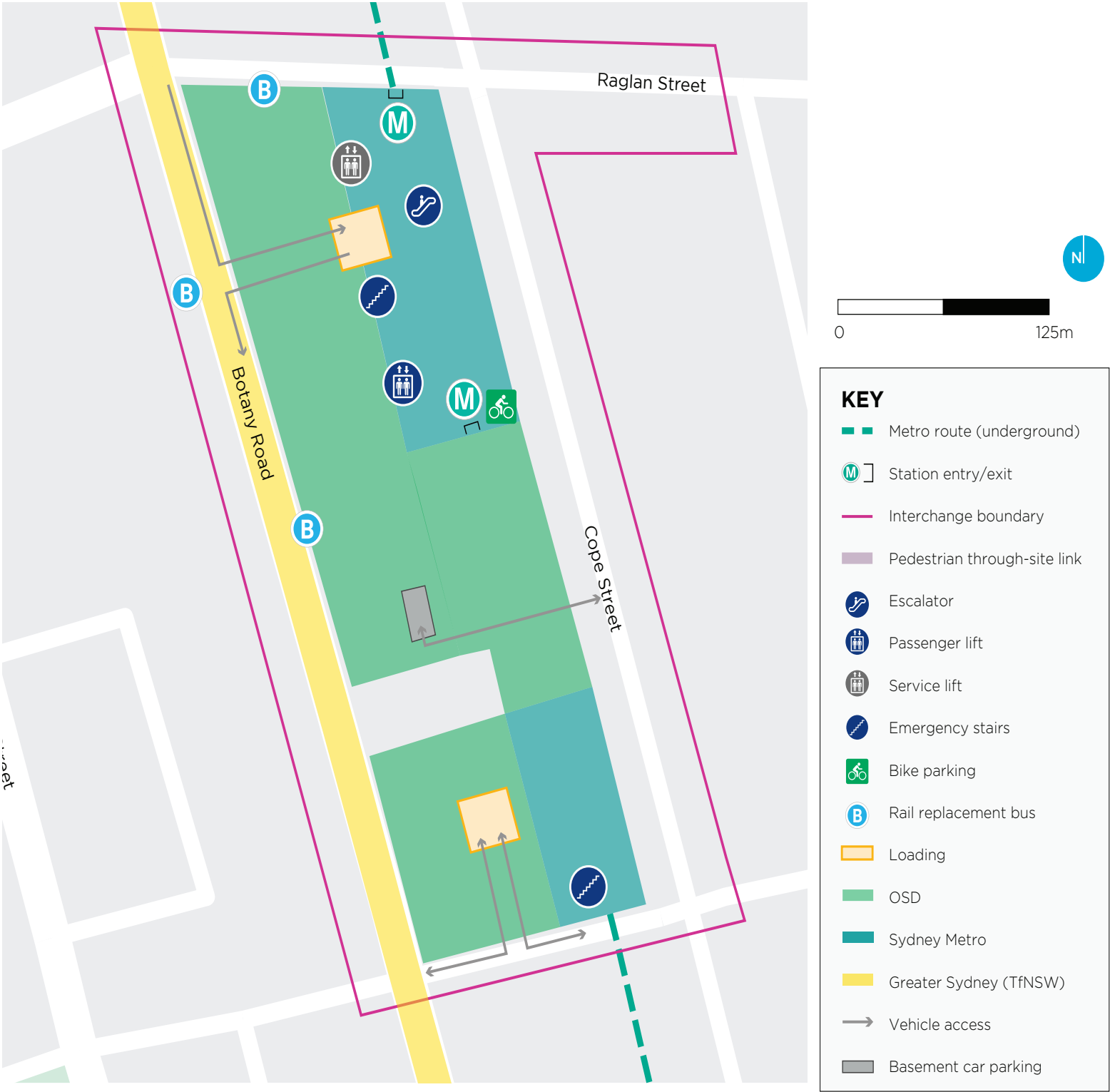


8.0 Waterloo – operations, maintenance and management provisions

Botany Road

8.0 Waterloo – operations, maintenance and management provisions

The spatial plan of the Waterloo station and interchange provides a broad understanding of the future station infrastructure and interchange facilities and its interfaces and integration planned by the Sydney Metro project. This includes new streets and interfaces with the existing street network. The new interchange will increase permeability between Cope Street and Botany Street, whilst providing new connections through the new precinct and to the new station entrances.



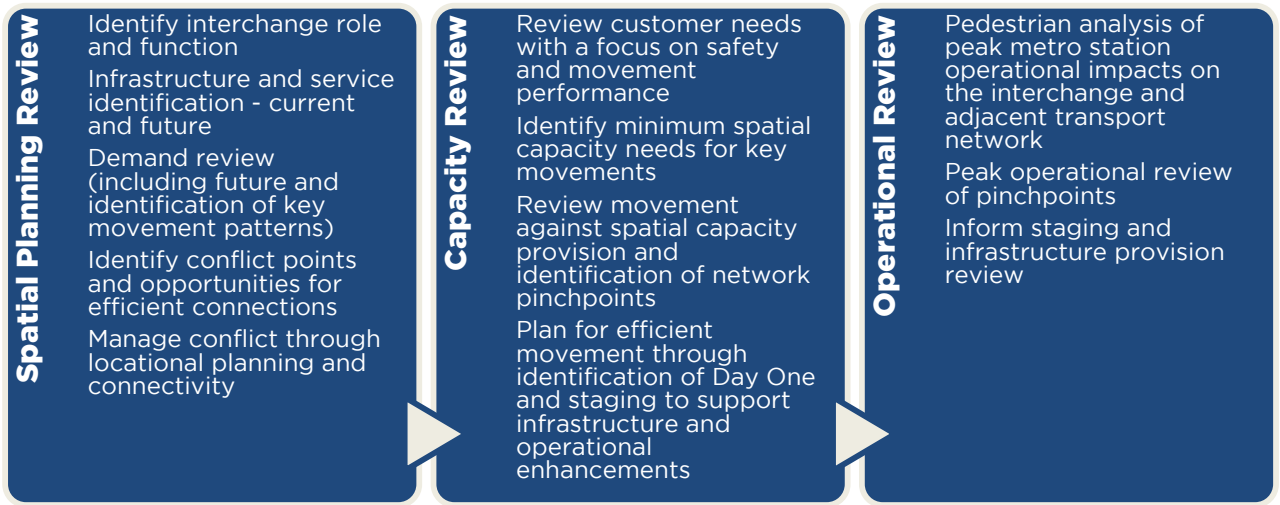
Waterloo – operations, maintenance and management provisions continued

8.1 Reviews and assessment process

A performance review of the station facilities, vertical transport provision, footpaths and intersections has been undertaken using both pedestrian and traffic static analytical and simulation modelling tools. The outputs from the models have been used to understand the operating performance

of the interchange, points of conflict and potential deficiencies, and to inform the design development process.

An overview of the process for assessing the proposed interchange design is provided in the below figure.



8.2 Facility Testing Process

The performance of the design was tested through the application of the following assessment techniques.

Demand Profile	Design Testing	Measure	Review Type
Peak hour	Infrastructure and spatial provision	Level of Service (LoS)	Design capacity
Peak 15 minutes (average)	Peak infrastructure and spatial provision	LoS	Peak design capacity
Peak minute (surge)	Customer experience	LoS & duration	Operational experience

The above three levels of testing enables a design to be reviewed against both standard peak capacity applications and to understand how infrastructure performs under more short term demand surges relating to the operation of the system or the surrounding transport network.

An assessment against the peak 15 minute period

provides a measure to determine required infrastructure to accommodate forecast peak demand. While assessment of the peak minute demand provides further insight into customer experience during peak surges from train arrivals and similar events associated with network operations.

8.3 Interchange operational provisions

The following table summarises the operational provisions at Waterloo Station.

Item	Description
Safe access	Ensure the safety of: <ul style="list-style-type: none">Maintenance workers and staff, and protect them from other road users by providing safe exclusion zones.Pedestrians and protect them from service vehicles and working equipment.
Emergency vehicle access	Kerbside parking in the vicinity of the station should be managed to accommodate emergency vehicles.
Servicing and maintenance access (day-to-day)	Will be within the over station development – see reference design for provision.
Servicing and maintenance access (major)	Will be within the over station development – see reference design for provision.
Rail replacement bus service access	Rail replacement buses will use the existing bus zone on Botany Road.
Delivery access (retail and operational)	Will be within the over station development – see reference design for provision.
Staff car parking	As staff will be encouraged to travel by public transport or active transport, no designated car parking for staff will be required.
Interchange Operation and Maintenance Plan (IOMP)	The IOMP documents the assets within the interchange and who is responsible for their operation and maintenance.





9.0 Modal Hierarchy Review

Raglan Walk

9.0 Modal Hierarchy Review

The interchange has been designed to prioritise access following the transport modal hierarchy design principles. Adopting these principles in the Waterloo Station design will help manage existing conflict, provide safer and efficient access and improve amenity and connectivity for customers moving through the interchange, so that the station can support continued growth.

This table lists the considerations and benefits of interchange access enhancements and the modal access hierarchy provision for Waterloo Station.

Mode	Provision	Consideration and Benefit
Pedestrian	<ul style="list-style-type: none">Through-site links connecting Botany Road, Cope Street and Raglan StreetPedestrian crossings on Cope Street and all corners surrounding the station	<ul style="list-style-type: none">Through-site links help make the interchange area more walkable. They help increase Waterloo Station's accessibility from all directions, seamlessly integrating it with the surrounding places. Two through-site links connect Botany Road and Cope Street, connecting commercial areas to the west of the station with residential areas to the east. Another through-site link from Raglan Street also allows easy movement between metro entrances, bike parking and bus stops.The crossings will provide for safe and efficient pedestrian access to the Waterloo Station precinct and integrate with Cope Street which has been designed to prioritise walking, cycling and slow-moving local vehicle access.Widening of crossings at Botany Road and Raglan Street increasing capacity of the pedestrian crossing.Footpath widening on all footpaths surrounding the Metro Quarter will improve the pedestrian environment and cater for higher pedestrian volumes.Safeguarded mid-block crossing on Botany Road enabling future growth to the west of Waterloo Station.
Bike	<ul style="list-style-type: none">Approximately 200 Class B bike parking spaces.Class C bike parking (80 spaces)	<ul style="list-style-type: none">Bike parking in Waterloo Station forms part of the city station bike parking hub strategy. This provision satisfies the estimated bike parking demand and further encourages cycling as a way to access metro services. The Class B bike parking location is being investigated but will be within close access to the station entrance.Cyclists can easily access the bike parking via Cope Street which is an existing on-road cycle route. Following metro opening, Cope Street will be designed and intended to operate for local traffic access only, making it safe for cyclists. Cope Street is connected to George Street (to CBD and Green Square) and Buckland Street (to Alexandria Park and Moore Park recreational areas) cycleways via Wellington Street. This helps integrate Waterloo Station with the wider cycle network.New cycleway on Wellington Street between Botany Road and Cope Street, linking to existing and future cycling infrastructure.
Bus	<ul style="list-style-type: none">Bus stops relocation to either Raglan Street, or Botany RoadOvernight bus operations on Botany Road	<ul style="list-style-type: none">Bus stops relocated from Cope Street and Wellington Street to the northern side of Waterloo Station on Raglan Street makes buses more visible to metro passengers, facilitating smooth transfers across the two modes. The relocated bus stop on Botany Road allows customers to connect and move through the station via the planned 'Grit Lane' through-site link.
Taxi, Point to Point and Kiss-and-Ride	<ul style="list-style-type: none">On-street taxi stand on Cope StreetOn-street kiss and ride zone on Cope Street	<ul style="list-style-type: none">While metro will provide high-frequency, high-speed public transport network, taxi stand and kiss-and-ride zones are still important to facilitate last mile connections for those who need it. The provisions are located on the kerb on Cope Street, outside the station building and public plaza. The placement aligns with the interchange modal hierarchy principles that prioritises other more sustainable and efficient travel modes.
Loading and servicing	<ul style="list-style-type: none">Delivery, service and maintenance access	<ul style="list-style-type: none">The delivery, service and maintenance access is provided within the over station development. It is located away from the station entrances and bus stops.The back-of-house area is also clustered on both ends of the station to minimise conflict with passenger movements.



10.0 Waterloo – actions

Cope Street Plaza

10.0 Waterloo – actions

The action plan provides an integrated planning response by capturing both Sydney Metro planned project commitments that help to enhance Waterloo Station while recognising other project commitments and investigations. This action plan, together with information contained in Sections 10.1 and 10.2, provides a comprehensive understanding of the continuous planning and staged changes to Waterloo Station. This also shows how the Sydney Metro project contributes and enables improved amenity and connectivity choices, and an easy, safe and seamless customer journey.

Sections 10.1 and 10.2 detail the committed changes and enhancements to the station and interchange facilities, which are separated into two clear implementation plans. Section 10.1 contains the committed implementation plan for Sydney Metro City & Southwest project at Waterloo Station, and Section 10.2 recognises the implementation plans and opportunities to be delivered by other programs. These other changes are recognised by the project to be delivered by other parties and would help enhance and complement the planned works contained in Section 10.1.



Note: the bike parking location is being investigated and is to be confirmed.
Waterloo Station – actions

10.1 - Waterloo – City & Southwest Delivery & Implementation Program

This Interchange Access Plan sets out the intended design and operating outcomes required for customers to achieve an easy, safe and seamless transfer between modes at Waterloo Station.

A number of actions have been identified to support these outcomes, and are summarised below.

Action		Delivered by	Timing (start to finish)
Walking			
W1	Provide a through-site pedestrian link from Cope Street and Botany Road that provides a convenient connection from Waterloo Station to the southbound bus stop.	Sydney Metro	2021-2024
W2	Provide a secondary through-site pedestrian link from Cope Street and Raglan Street which supports connectivity from the Waterloo Estate to the bus stops.	Sydney Metro	2021-2024
W3	Widen the pedestrian crossings at the Botany Road/Raglan Street intersection southern and northern approaches.	Sydney Metro	2021-2024
W4	Provide a mid-block zebra pedestrian crossing on Cope Street between Raglan Street and Wellington Street.	Sydney Metro	2021-2024
W5	Provide a signalised pedestrian crossing at the Cope Street and Raglan Street intersection on all legs.	Sydney Metro	2021-2024
W6	Provide a pedestrian crossing at the Cope Street and Wellington Street intersection on the eastern and northern approaches.	Sydney Metro	2021-2024
W7.1	Safeguard a mid-block pedestrian crossing on Botany Road between Raglan Street and Wellington Street on the eastern side of Botany Road.	Sydney Metro	2021-2024
W8	Widen the footpath on the southern side of Raglan Street between Botany Road and Cope Street.	Sydney Metro	2021-2024
W9	Provide adequate building setback on Botany Road in the area around the bus zone to provide additional pedestrian capacity and to support place-making.	Sydney Metro	2021-2024
W10	Widen the footpath on Cope Street between Raglan Street and Wellington Street (western side).	Sydney Metro	2021-2024
Cycling			
C1.1	Provide approximately 200 Class B bike parking spaces and investigate a suitable location for Class B bike parking in the station precinct.	Sydney Metro	2021-2024
C1.2	Provide bike rails (Class C) for a minimum of 80 bike parking spaces.	Sydney Metro	2021-2024
C2	Provide a separated cycleway (conventional running) along Wellington Street between Botany Road and Cope Street.	Sydney Metro	2021-2024
C3	Safeguard for additional bike parking in the station precinct, should demand warrant the bike parking.	Sydney Metro	2021-2024
Bus			
B1	Provide a southbound bus stop mid-block on Botany Road between Raglan Street and Wellington Street.	Sydney Metro	2021-2024
B2	Remove the southbound bus stop on Botany Road north of Wellington Street.	Sydney Metro	2021-2024
B3	Provide a bus stop on the southern side of Raglan Street between Botany Road and Cope Street.	Sydney Metro	2021-2024
B4	Remove the southbound bus stop on Botany Road north of Raglan Street.	Sydney Metro	2021-2024
Taxi			
T1	Provide a taxi rank on Cope Street for two bays.	Sydney Metro	2021-2024
Kiss-and-ride			
K1	Provide a kiss-and-ride zones for four bays on Cope Street.	Sydney Metro	2021-2024
Road network modifications			
R1	Provide traffic calming measures on Cope Street to encourage traffic to travel at a lower speed.	Sydney Metro	2021-2024
R2	Investigate Cope Street kerb side use to optimise place-making and station pedestrian access outcomes.	Sydney Metro, Land & Housing Commission, TfNSW	2024-2028
Management and maintenance			
OM1	Prepare an Interchange Operations and Maintenance Plan (IOMP) in accordance to the Interchange Operations and Maintenance Framework to allocate clear responsibility for all aspects of day-to-day running of the interchange, and to ensure that nominated infrastructure and assets in the interchange are monitored and maintained to a high standard.	Sydney Metro	2021-2024

10.2 Waterloo – Other Implementation Plans





A number of items are to be delivered by stakeholders as part of other projects or have been identified for further investigation as a means to achieve additional improvements beyond those delivered by the Sydney Metro City & Southwest project at Waterloo Station.

These investigation items will inform delivery programs carried out by stakeholders as part of other projects and will enable the progressive improvement of the wider Waterloo Station precinct. These items are complementary and their delivery is not required for the operation of Sydney Metro at Waterloo Station.

Due to their proximity to Waterloo Station, the complementary items and investigations are listed in the table below to help understand their contribution and integration with wider area planning goals.

Action	Delivered by	Timing (start to finish)
Walking		
W7.2 Safeguard a mid-block pedestrian crossing on Botany Road between Raglan Street and Wellington Street on the western side of Botany Road.	Transport for NSW	2021-2030
W11 Progress pedestrian path improvements to South Eveleigh including pedestrian wait times at intersections.	Transport for NSW	2021-2024
Cycling		
C4 Investigate a cycleway along Wellington Street between Cope Street and George Street.	City of Sydney, Land & Housing Commission	After Sydney Metro opens
C5 Investigate extending the cycling connection on Henderson Road to the George Street cycleway.	Transport for NSW and City of Sydney	2021-2030
Bus		
B5 Provide a bus stop on the northern side of Raglan Street within close proximity to Waterloo Station.	Transport for NSW, Land & Housing Commission	2021-2028
B6 Reroute bus services from Wellington Street to Raglan Street.	Transport for NSW	2021-2024
B7.1 Review bus route services and frequencies to provide easy access to the station from the surrounding bus catchment.	Transport for NSW	2021-2024
B7.2 Implement recommended bus route and timetable services changes from B7.1.	Transport for NSW	2021-2024
B8 Investigate bus priority on the road network for bus corridors connecting with Waterloo Station.	Transport for NSW	2021-2024
Road network modifications		
R3 Excluding Botany Road, implement 40km/h speed limit on all streets surrounding the Botany Road precinct.WW	City of Sydney, Transport for NSW cluster	2021-2024

Contact us

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-  **Sydney Metro City & Southwest**, PO Box K659, Haymarket NSW 1240
-  If you need an interpreter, contact TIS National on **131 450** and ask them to call **1800 171**

