



**City & Southwest**

# Interchange Access Plan

Pitt Street Station

DRAFT - June 2022  
Version 14.17



## Contents

1.0	Introduction	1
2.0	Interchange and transfer planning	3
3.0	Consultation	13
4.0	Interchange Access Plans planning conditions	15
5.0	Regional context	19
6.0	Pitt Street Station – local context	23
7.0	Pitt Street Station – interchange and transfer requirements overview	27
8.0	Pitt Street Station – operations, maintenance and management provisions	41
9.0	Modal hierarchy review	45
10.0	Pitt Street Station– actions	49

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.





## 1.0 Introduction

Left: Pitt Street North

# 1.0 Introduction

## 1.1 Sydney Metro

Sydney Metro has four core components:

### Sydney Metro Northwest

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 new central business district (CBD) stations and southwest to Bankstown. It is due to open in 2024, and 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 will be a new underground metro railway that will double rail capacity between Greater Parramatta and the Sydney CBD transforming Greater Sydney for generations to come.

This once-in-a-century infrastructure investment will have a target travel time of about 20 minutes between Parramatta and the Sydney CBD, link new communities to rail services and support employment growth and housing supply.

The construction of Sydney Metro West will create more than 10,000 new direct jobs and 70,000 indirect jobs.

Stations have been confirmed at Westmead, Parramatta, Sydney Olympic Park, North Strathfield, Burwood North, Five Dock, The Bays, Pyrmont and Hunter Street in 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](http://www.sydneymetro.info).

## 1.2 Sydney Metro & 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 (IAP) 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 IAP 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 IAP has been prepared to:

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

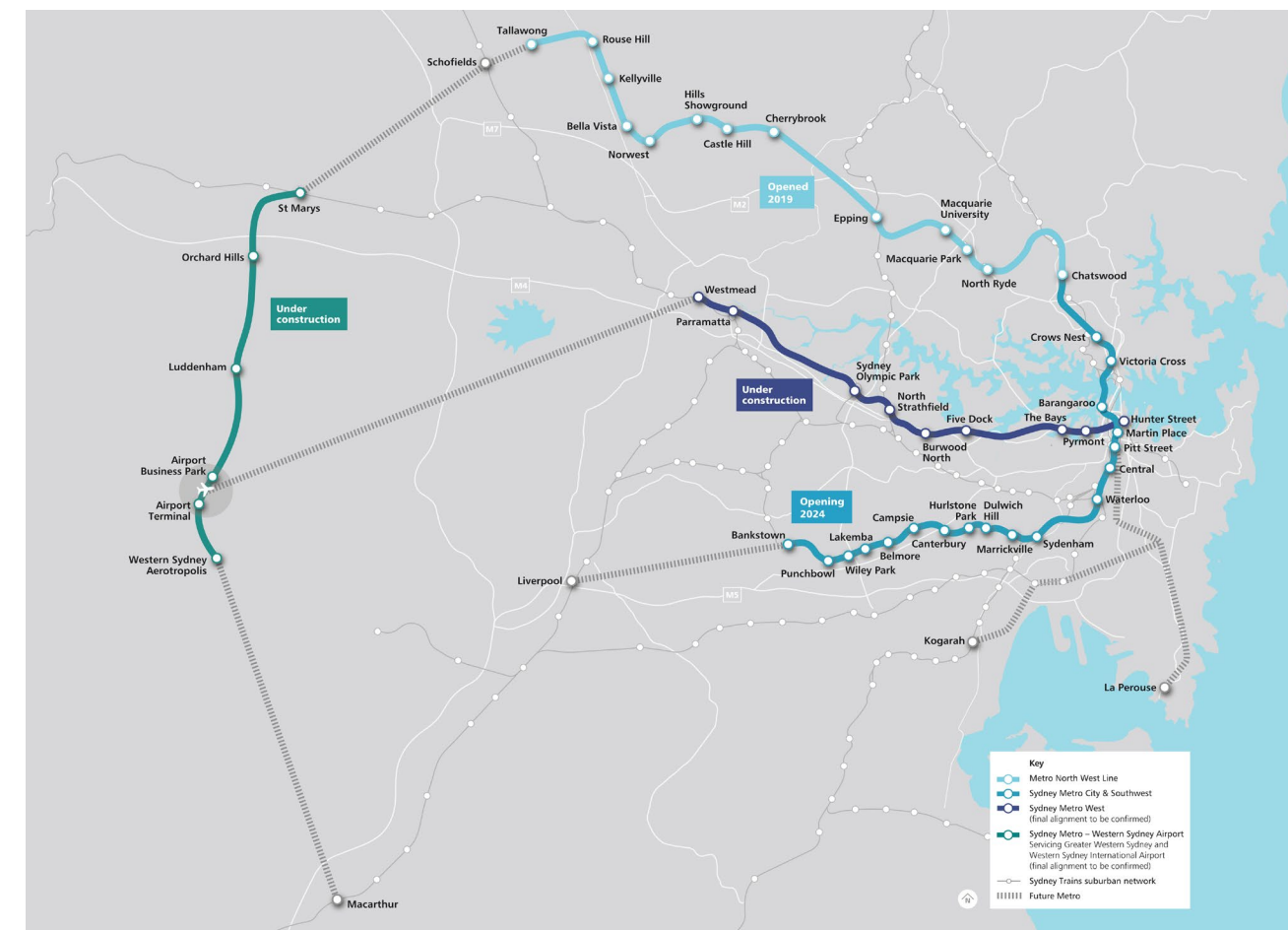
- Provide detailed interchange deliverables.

- 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 IAP is provided to inform planning and investment decisions. This document will be updated in response to station design as required.



Sydney Metro

# 2.0 Interchange and transfer planning

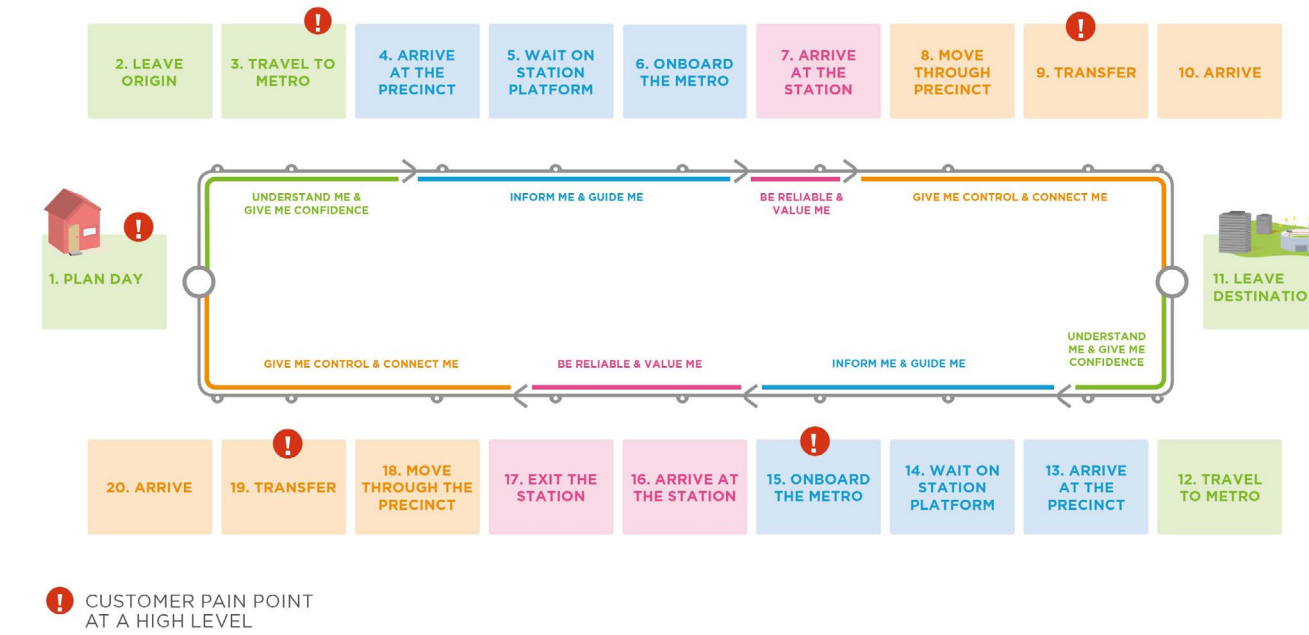


Left: Pitt Street North Platform

## 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.’**



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 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

Sydney Metro’s 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 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.

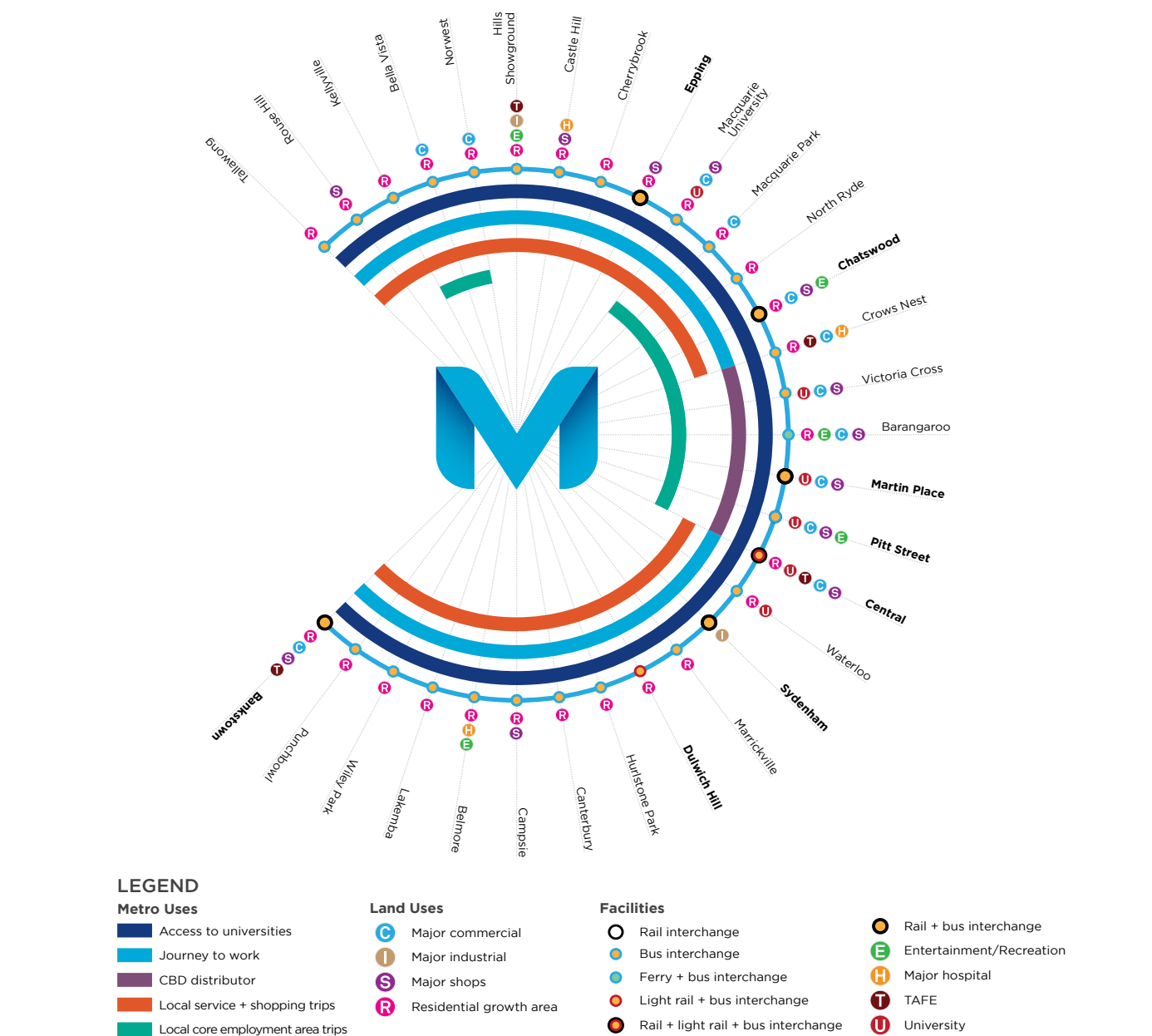
In general, stations with high levels of surrounding employment and/or educational institutions, such as Victoria Cross, Pitt Street or Macquarie University, tend to be destination stations in the morning peak period. Stations with high surrounding residential areas, such as Cherrybrook and Dulwich Hill,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

Kellyville were 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.



Examples of this include Tallawong, Rouse Hill and Sydney Metro trip diversity and accessibility.

# Interchange and transfer planning continued

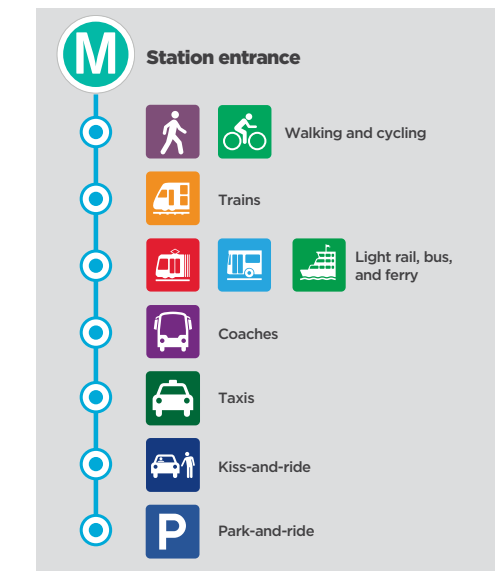
## 2.5 Modal hierarchy

Designing an efficient interchange requires the allocation of space to different users, according to Sydney Metro's modal hierarchy. The IAP responds to the modal hierarchy which prioritises 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
<b>Walking and cycling</b>	<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 upgrades. 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 routes 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 modelled 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>
<b>Rail</b>	<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>
<b>Light rail, bus and ferry</b>	<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>
<b>Coaches</b>	<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. Transfer 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
<b>Taxi</b>	<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>
<b>Kiss-and-ride</b>	<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 zone. 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>
<b>Park-and-ride</b>	<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 Northwest 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 &amp; Southwest Parking Management Strategy.</p>



Modes serving each station

# 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
<b>Legislation</b>	
<b>Disability Discrimination Act 1992</b>	Designated Sydney Metro stations and interchange facilities will be fully compliant with the <i>Disability Discrimination Act 1992</i> .
<b>Disability Standards for Accessible Public Transport 2002</b>	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'.
<b>Strategy and policy</b>	
<b>Future Transport 2056</b>	<p>The strategy is an update of the <i>2012 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>
<b>Eastern City District Plan</b>	<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>
<b>Sydney City Centre Access Strategy</b>	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.
<b>Guidelines</b>	
<b>Australian Standards</b>	Standards relevant to construction, operation and maintenance of interchanges and all relevant modes. 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.
<b>Austrroads guidelines</b>	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. 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.
<b>TfNSW Traffic and Transport Technical Directives</b>	These documents are TfNSW complementary documents to the <i>Austrroads Guide to Traffic Management</i> and the <i>Australian Standards AS1742, 1743 and 2890</i> . 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.

# Interchange and transfer planning continued

Legislation or guideline	Description
<b>Guidelines</b>	
<b>Local council guidelines</b>	Interchange facilities must comply with relevant local council guidelines.
<b>TfNSW Interchange Wayfinding Requirements</b>	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.
<b>TfNSW Interchange Planning Guidelines</b>	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.
<b>Crime Prevention Through Environmental Design</b>	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.
<b>NSW Bicycle Guidelines</b>	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 Austrroads 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.
<b>State Transit Bus Infrastructure Guide</b>	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.

## 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 IAP 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
<b>Station</b>	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.  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.	One or more of the following: <ul style="list-style-type: none"> <li>• Sydney Metro operator.</li> <li>• TfNSW.</li> <li>• Other transport operators.</li> </ul>
<b>Interchange*</b>	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 to right).  The interchange can have multiple sites that may not be connected, and includes areas that are owned by other stakeholders.	One or more of the following: <ul style="list-style-type: none"> <li>• Sydney Metro operator.</li> <li>• TfNSW.</li> <li>• Other transport operators.</li> <li>• Local council.</li> <li>• Private property owners.</li> </ul>
<b>Precinct</b>	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.  The precinct includes areas that are owned by other stakeholders.	One or more of the following: <ul style="list-style-type: none"> <li>• TfNSW.</li> <li>• Local council.</li> <li>• Private property owners.</li> </ul>
<b>Catchment</b>	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.  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.	One or more of the following: <ul style="list-style-type: none"> <li>• TfNSW.</li> <li>• Local council.</li> <li>• Private property owners.</li> </ul>

\* 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. This IAP acknowledges the need to consider the broader principles of customer transfer as an integral part of station design.

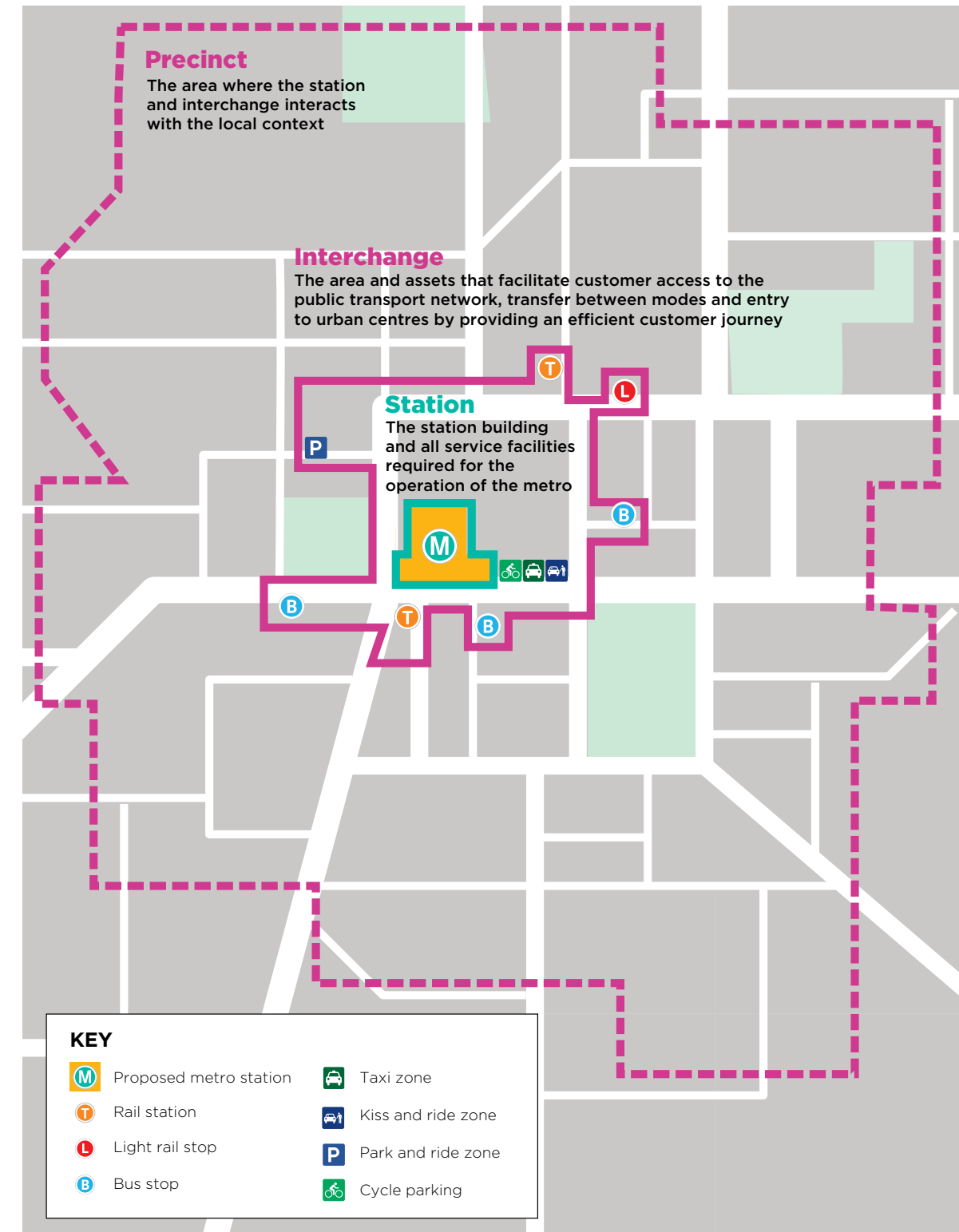


Illustration of terms and definitions

# Interchange and transfer planning continued

## 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 Pitt Street 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.

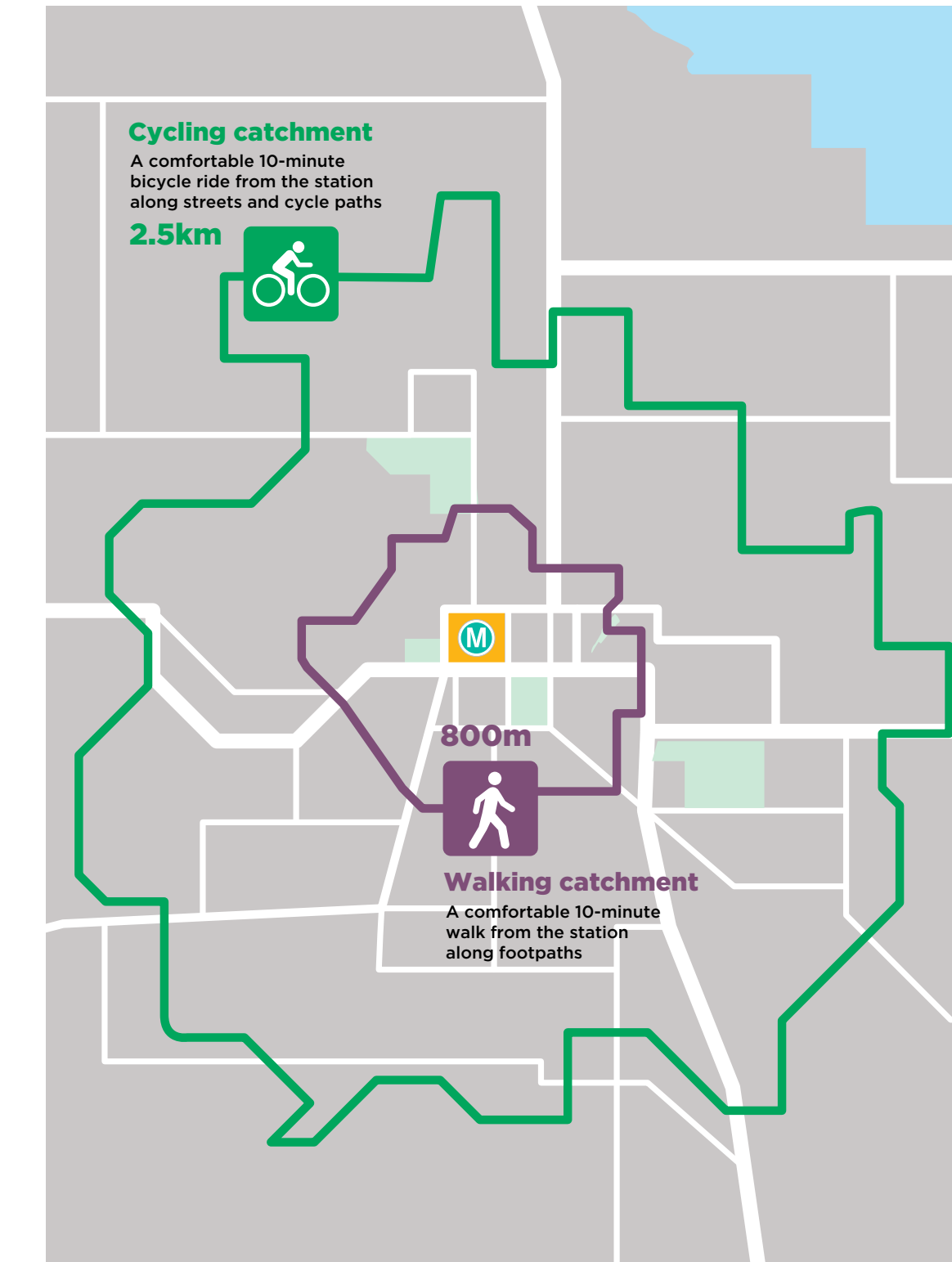
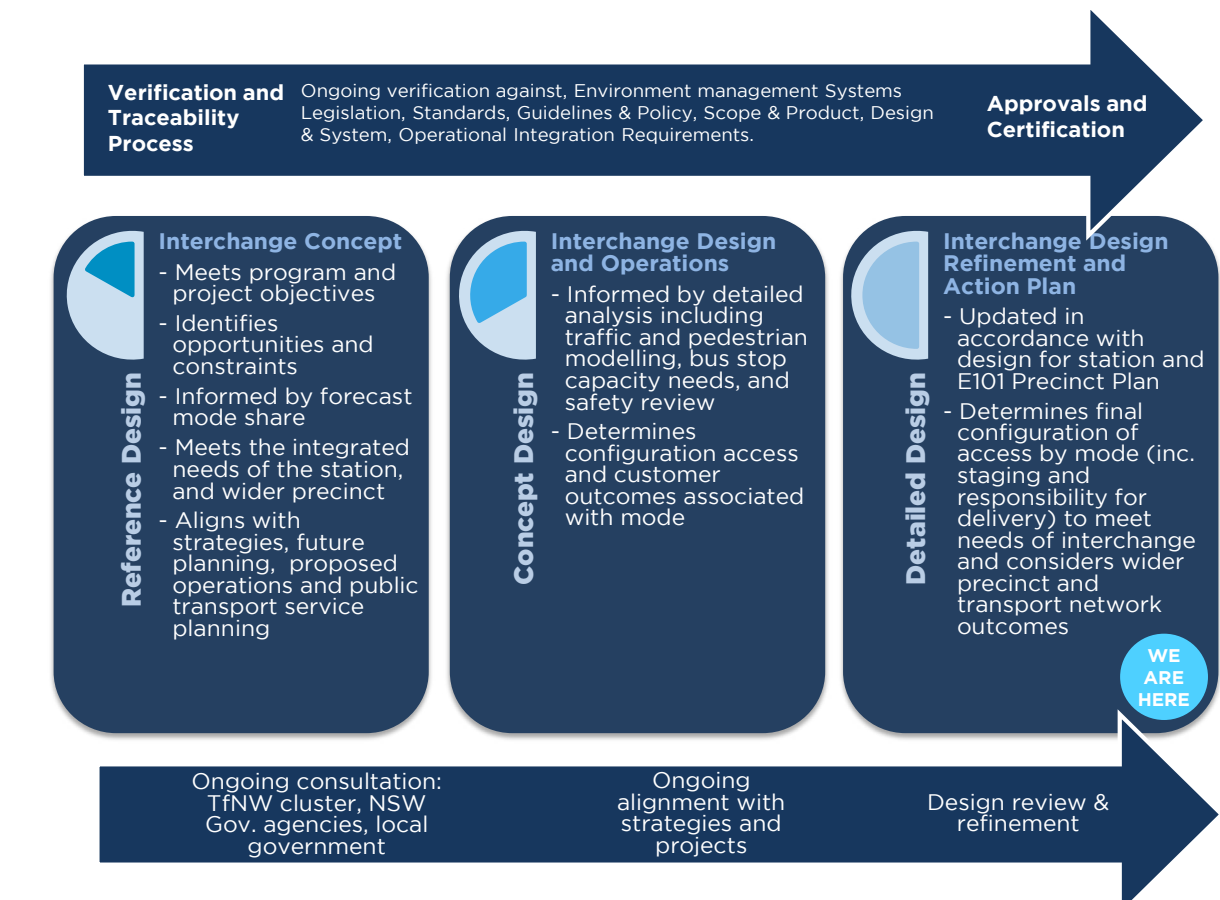


Illustration of terms and definitions





## Interchange and transfer planning continued



An artist's impression of Park Street entrance

### 2.11 Consideration of Station Design and Precinct Plan

The IAP is developed in conjunction with the Station Design and Precinct Plan (SDPP). The SDPP highlights urban outcomes within the Pitt Street Precinct 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 the needs of customers.
- 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.

### 2.13 Over station development

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

- All modal access points to the proposed over station development will be managed and designed to not conflict with station operations.
- The design will ensure that separate access points are provided that don't interfere with kerbside activity associated with the station interchange serving both the northern and southern access points.
- The design should allow for shared loading dock and maintenance bays with the station and/or surrounding development.

The design should allow for shared maintenance access for the over station development and station.



## 3.0 Consultation

Left: Pitt Street South

## 3.0 Consultation

Targeted consultation was undertaken for the Pitt Street Station 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 in the table.

Forum/organisation	Meeting dates	Key Aspects
<b>Design Review Panel</b>	February 2019	Presented IAP final design of transport access, facilities and services. Design Review Panel supportive of the IAP transport access, facilities and service arrangements. Suggested to allow sufficient space at the corner of the Pitt Street/Park Street intersection for pedestrian storage and movement. Sydney Metro was advised to consider all improvements to support metro customer movements are integrated into the broader City outcome noting that some actions will be the responsibility of other agencies such as Customer Journey Planning, Greater Sydney (such as; kerb extension at Park Street, removal of bus lane in Park Street).
<b>Traffic and Transport Liaison Group (TTLG)</b>	September 2021	The TTLG supported the IAP. CoS and TfNSW requested for a copy of the final IAP.
<b>TfNSW Greater Sydney Division (formerly RMS)</b>	February 2019	The TTLG supported the IAP.
<b>City of Sydney</b>		Presented Pitt Street Station interchange facilities and services design. This included the local context, OSD overview, operations, maintenance and management provisions, network role and demand, modal provisions, and actions.
<b>Emergency Services</b>		
<b>Transport operators</b>		
<b>Sydney Metro / TfNSW working group</b>	June 2018	Sydney Metro was requested to investigate potential loading area for Edenburg Hotel along the southern kerb of Bathurst Street due to the proposed footpath widening at the corner of Bathurst Street & Pitt Street. Suggested 'No Parking' restriction outside Pitt Street frontage of Pitt Street North rather than proposed '5-Minute Parking'.
<b>City of Sydney</b>	November 2018	Widening of the footpath on the southern side of Bathurst Street and the northern side of Park Street should be extended along the full block, even if the works are funded or undertaken by others. Pedestrian modelling should assure that the future street environment will be sustainable for pedestrian capacity and comfort, and account for obstructions on the footpath.
	April 2019	Queries raised about allowances for street furniture and clearances, Fruin and Transport for London Level of Service (LoS) comparisons, dynamic modelling software spatial representation.
	June 2019	Sydney Metro has used Transport for London methodology for use LOS is sufficient on eastern side of Pitt Street south of Bathurst Street if litter bin is relocated by City of Sydney.
	20 October 2021	Sydney Metro undertook consultation with Council regarding the final (draft) version of the IAP. Council has raised concerns on bollards, potential kerb extension on Park Street. Presented IAP final design of transport access facilities and services. Discussion around expanding IAP boundary to include George Street, reallocation of road space on Park Street, referral to Greater Sydney Division about reduction of speed limit around interchange precinct, maintenance and management provisions, network role and demand, modal provisions, and actions.
	24 February 2022	Stakeholder workshop with City of Sydney running through Sydney Metro's response on Council's comments. Sydney Metro provided update on responses to Council IAP comments, and informed Council that IAP boundary has been modified to include George Street, update on reallocation of road space on Park Street and associated deliver partner, provided overview of Council comments and Sydney Metro responses.
	8 April 2022	Sydney Metro response to Council to close all of their comments.

## Consultation continued

Forum/organisation continued	Meeting dates	Key Aspects
<b>Transport cluster</b>	August 2018	Sydney Metro was advised to manage loss of on-street loading along southern kerb of Bathurst Street if proposed footpath widening proceeds. Review existing speed limits on roads immediately surrounding Pitt Street Station to ensure they safely reflect the anticipated changes in land use, demand and activation once Pitt Street Station opens in 2024. The delivery of public domain improvements in the vicinity of Pitt Street Station should be coordinated with other non-metro infrastructure projects proposed in the surrounding area to minimise disruption and rework. Consideration must be given to the development of a rail possession strategy for Pitt Street Station to maintain customer demand when Sydney Metro City & Southwest is closed due to track possessions.
<b>• Sydney Metro</b>		
<b>• TfNSW Planning &amp; Program</b>		
<b>• TfNSW Customer Service Planning</b>		
<b>Fire and Rescue NSW</b>	December 2020	Sydney Metro was advised to maintain access for FRNSW from Bathurst Street to its private driveway.
<b>EuroTowers Body Corporate</b>	January 2021	Sydney Metro confirmed that vehicular access arrangements on Bathurst Street for the private driveway (adjacent to station entry) will not be affected by station entrance or interchange design.
<b>Independent review</b>	June 2022	The IAP was reviewed by an independent reviewer and the comments were addressed and closed satisfactorily.

A brief summary of the presentations given to key stakeholders on the IAP and the main issues raised during each session is included in the table below.

Group/organisation	Feedback themes
<b>TfNSW Greater Sydney (formerly RMS)</b>	TfNSW Greater Sydney requested to provide loading facility adjacent to the Edenburg Hotel at the corner of Bathurst Street & Pitt Street. Sydney Metro provided loading/unloading facility on the eastern side of Pitt Street adjacent to the Hotel.  Sydney Metro was requested to review speed limit surrounding Pitt Street Station. Sydney Metro noted that request and has been referred to Greater Sydney - Speed Management team to consider.
<b>TfNSW Greater Sydney Division (Customer Journey Planning, formerly Sydney Coordination Office)</b>	Sydney Metro was advised to consider to develop rail possession strategy to maintain customer demand during track possession. Sydney Metro has strategy for track possession for all City and Southwest stations including Pitt Street for a safe and comfortable journey.
<b>City of Sydney (Council)</b>	City of Sydney requested to widen footpath area on the northern side of Park Street between Pitt Street and Castlereagh Street. TfNSW is looking into this request part of 'Transit Mall' project with potential for widening footpath area by removing redundant bus lane from Park Street.  City of Sydney requested to provide bike parking lane adjacent to Castlereagh Street cycleway. Sydney Metro has investigated this matter and due to constraint in footpath width was not possible at this stage. However, if TfNSW's initiative for widening of the footpath in Park Street progress this will open an opportunity to relocate bicycle parking area from the corner of Park Street & Pitt Street to the corner of Castlereagh Street & Park Street.  City of Sydney has advised Sydney Metro to include George Street within the interchange boundary. Sydney Metro has included George Street around Town Hall within the interchange boundary.  City of Sydney requested Sydney Metro to de-clutter footpath area around Pitt Street station. Sydney Metro has provided City of Sydney the recommendations from 'pedestrian modelling report' for Pitt Street station which has identified that all footpaths and crossings are within the acceptable Level of Service (LoS) except corner of Bathurst Street & Pitt Street due to outdoor dining (by Edenburg Hotel) and street rubbish bins. Council was informed that by removing/relocating the outdoor dining and rubbish bins the footpath LoS will improve significantly.
	City of Sydney raised concern on bollards along the footpath on Park Street station frontage. Council was informed that since this is a CSSI (Critical State Significant Infrastructure) to mitigate any potential hostile attacks on the customers and infrastructure, Sydney Metro has been recommended by the Security experts to install bollards in all City & Southwest Metro station's frontage including Pitt Street.
	City of Sydney raised concerns on responsibility of on-going maintenance of footpath and bollards. Sydney Metro advised Council that there will be an agreement with Council and/or operator(s) for on-going maintenance of footpaths and bollards.



## 4.0 Interchange Access Plans planning conditions

Left: Pitt Street North over station development facing Park Street

## 4.0 Interchange Access Plans planning conditions

The Minister for Planning and Public Spaces 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 IAPs requirements under these conditions of approval are outlined below.

Condition	Description	Relevance in the document
<b>E92</b>	<b>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:</b>	
(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 Model 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 considered and included in the action plan. Refer to: <ul style="list-style-type: none"> <li>Section 6.0: Pitt Street Station - local context</li> <li>Section 7.0: Pitt Street Station - interchange and transfer requirements overview</li> <li>Section 10.0: Pitt Street Station - actions.</li> </ul>
(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"> <li>Section 7.1: Walking interchange and transfer requirements</li> <li>Section 7.2: Cycling interchange and transfer requirements</li> <li>Section 10.0: Pitt Street Station - actions.</li> </ul>
(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"> <li>Section 2.6: Legislative requirements and applicable guidelines</li> <li>Section 5.2: Related projects.</li> </ul>
(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: Pitt Street Station - local context and accounts for future land use, population and employment and are further outlined in Section 7.0: Pitt Street Station - 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: Pitt Street Station - 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: Pitt Street Station - 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.
(l)	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
<b>E92</b> continued	<b>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:</b>	
(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. Pedestrian modelling has been assessed to 2036 and is of an acceptable level of service.
(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 Section 8.0 - Operations, maintenance and management provisions.
	The IAP(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	This IAP has undergone various levels of consultation with stakeholders including council, the TTLG and the DRP, as documented in Section 3.0: Consultation. This document also details a program for delivery and implementation of the works required for the interchange, listed in Section 10.0: Pitt Street Station - actions. Traffic and transport analysis was undertaken to support the design and action plan.
<b>E93</b>	<b>In developing the Interchange Access Plan(s), the Proponent must consider:</b>	
(a)	traffic and accessibility design requirements; and	Traffic and accessibility design requirements were accounted for, including the <i>Disability Discrimination Act, Disability Standards for Accessible Public Transport and Roads and Maritime Services standards</i> . Refer to Section 2.6: Legislative requirements and applicable guidelines; and Section 10.0: Pitt Street Station - actions.
(b)	the Station Design and Precinct Plan(s) required by Condition E101.	The IAP and SDPP are being developed in conjunction with one another and give consideration to each other in their ongoing refinement. Refer to Section 10 design development process and Section 2.11 consideration of SDPP.
<b>E96</b>	<b>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.</b>	This IAP is undergoing review by independent traffic and transport professionals from various agencies. Refer to Section 3.0: Consultation.



An artist's impression of Pitt Street Station's southern entrance on Bathurst Street



## 5.0 Regional context

Left: Pitt Street South Bathurst Street frontage

## 5.0 Regional context

### 5.1 Crows Nest to Pitt Street Station

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 Tallawong 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.

Sydney 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.

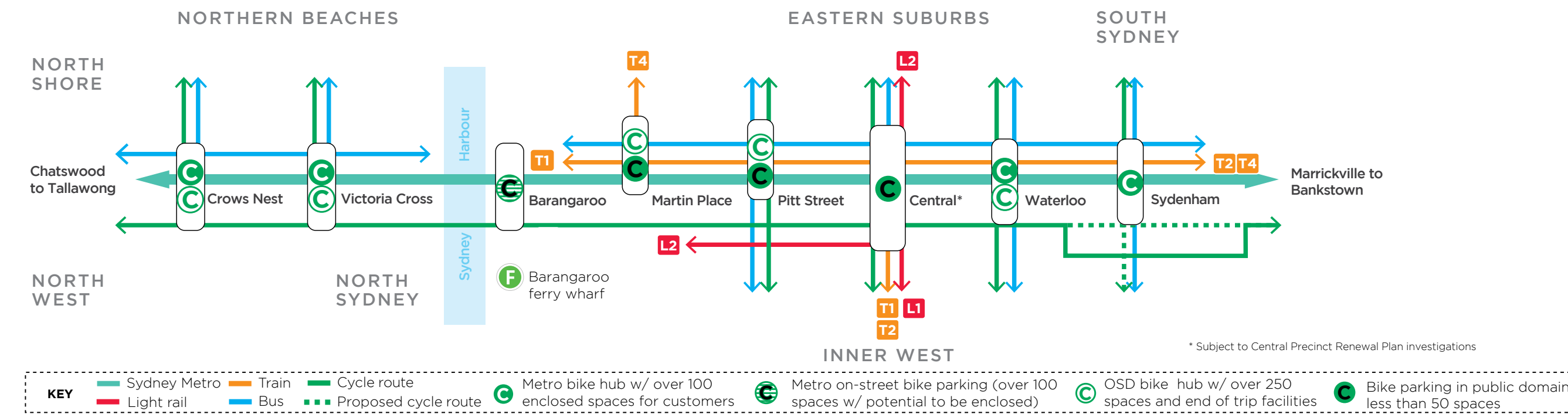
The integration of walking and cycling and public transport will increase metro's accessibility to more people in Sydney, helping to make journeys faster and more reliable and providing greater travel choices to communities.

### 5.2 Related projects

The following projects will be completed and operational when the Sydney Metro City & Southwest commences operations:

- Pitt Street over station development
- Redfern Station upgrade
- More Trains More Services
- Sydney CBD cycle routes (consistent with the Sydney City Centre Access Strategy)
- Chinatown and City South Public Domain Plan (City of Sydney, 2015)
- City North Public Domain Plan (City of Sydney, 2015)

At Pitt Street Station, as at several other stations on the Sydney Metro network including Chatswood, Martin Place, Sydenham, and Bankstown, the metro station should be considered within a broader rail station and network context.



## Regional context continued

### 5.3 City station bike parking hub strategy

The city station bike hub parking 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.



An artist's impression of Pitt Street North over station development looking east



## 6.0 Pitt Street Station – local context

Left: An artist's impression of Pitt Street North at Park Street entrance

## 6.0 Pitt Street Station – local context

### 6.1 Station interchange enhancements

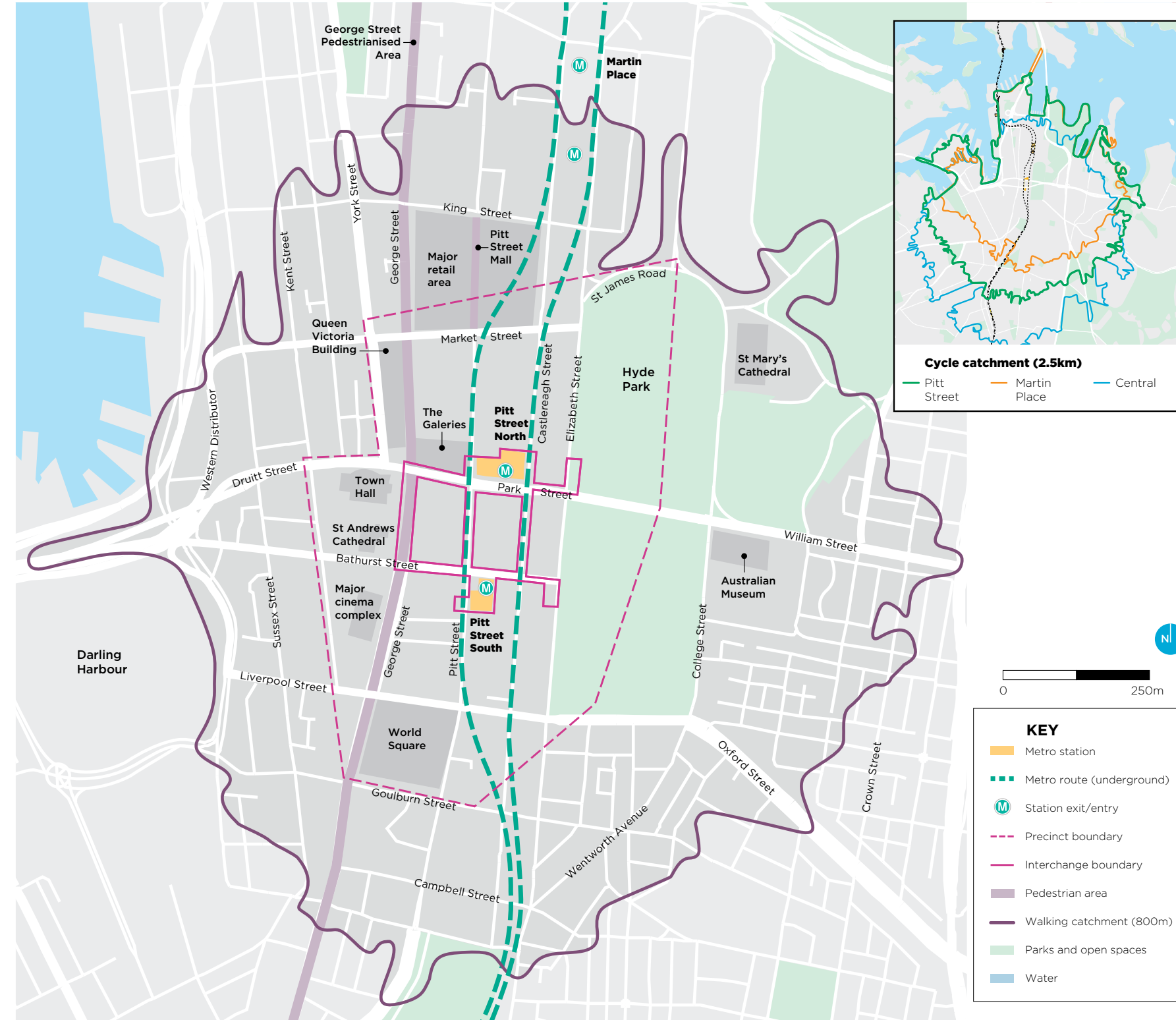
Pitt Street Station is a new underground station strategically located at the junction of Sydney's southern CBD and the midtown retail precinct.

Once operational, Pitt Street Station will service the retail areas on George and Pitt streets, the civic and entertainment uses on George Street and the emerging southern Sydney CBD residential developments between Park Street and Belmore Park. The station will also provide relief to nearby Town Hall Station, and encourage modal interchange between both active and sustainable transport modes.

Entry to Pitt Street Station will be via the following two new pedestrian plazas:

- Pitt Street North will be accessed from the northern footpath of Park Street between Pitt and Castlereagh streets
- Pitt Street South will be accessed from the southern footpath of Bathurst Street between Pitt and Castlereagh streets.

At an interchange level, Pitt Street Station interchange will overlap with nearby interchanges supporting Town Hall, Museum and St James stations.



Pitt Street Station – local context

## Pitt Street Station – local context continued

### 6.2 Station strategy

The station strategy for Pitt Street Station is to:

- provide easy, safe and intuitive transfer to and from the metro station within the existing network and road environment
- provide space for customers in a busy pedestrian environment by extending the public domain into the station entries
- integrate with the Sydney City Centre Access Strategy
- anticipate connections to a future Town Hall Square and other nearby developments

- extend the transport focus along Park Street, near Pitt Street by complementing the other interchanges within the precinct
- facilitate an alternate link to the Central CBD, thereby helping to reduce congestion at nearby Town Hall Station.

### 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 over station development.

### 6.4 Modes without provision

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

- Rail
- Light rail
- Ferry
- Coach
- Kiss-and-ride\*
- Park-and-ride

\*Kiss-and-ride can occur within existing 'No Parking' zones near the station entries.

### 6.5 Current land use and characteristics

Pitt Street Station will be located fronting on Park Street and Bathurst Street, between Pitt Street and Castlereagh Street. Northern station entry will be on Park Street where southern station entry will be on Bathurst Street.

Pitt Street Station is centrally located within the Sydney Central Business District (CBD) and surrounded by some high-amenity residential and mixed use precincts.

Historical Hyde Park is located to the east, Queen Victoria Building (QVB) and Darling Harbour to the west. Pitt Street Mall shopping precinct & Sydney Tower is to the north whereas China Town and Chinese Garden is located in the south-west.

### 6.6 Future changes and functional needs

#### Land use and transport integration

A metro station at Pitt Street will support state and local strategic objectives by encouraging economic growth and facilitating connections to the Global Economic Corridor. It is expected that a metro

station at Pitt Street will have the following specific benefits.

- The station will provide greater transport connectivity to the Global Economic Corridor for the western corridor, midtown and Chinatown precincts, in addition to the existing suburban rail services at Town Hall station.

- The station will further reinforce the Sydney CBD as Australia's largest employment centre. The station will provide further incentive for the Sydney CBD to continue to grow and evolve as a focus of global economic activities, including international headquarters, financial institutions, law firms, accountants and insurers.

- The station will form part of the interchange that provides safe and direct access to multiple modes and services to all regions of metropolitan Sydney – will provide the opportunity for the redevelopment of sites nearby.

- The station will reinforce the midtown retail, southern Sydney CBD and Chinatown precincts as the new growth areas of the Sydney CBD and serve the transitional precinct between the midtown retail precincts and the mixed, employment, residential, entertainment, cultural and events based activities within the southern Sydney CBD and Chinatown.

- The station will serve as the transport gateway to eastern Sydney, Hyde Park and Pitt Street Mall. The station will serve an increasingly diverse role throughout the day and week as an events, cultural, retail, employment and transport interchange precinct.

- The station will enable the renewal and redevelopment of the midtown and southern Sydney CBD precincts.

These strategies and opportunities will be further developed in consultation with the Department of Planning, Industry and Environment, Greater Sydney Commission, and the City of Sydney.

Feature	Description
<b>Location</b>	Pitt Street Station will be located below Pitt Street and Castlereagh Street, south of the Park Street intersection and north of the Bathurst Street intersection.
<b>LGA</b>	City of Sydney.
<b>Station entry</b>	Entry to Pitt Street Station will be via the following two new pedestrian plazas: <ul style="list-style-type: none"> <li>• Pitt Street North will be accessed from the northern footpath of Park Street between Pitt and Castlereagh Street.</li> <li>• Pitt Street South will be accessed from the southern footpath of Bathurst Street between Pitt and Castlereagh Street.</li> </ul>
<b>Transport interchange</b>	Walking, cycling, bus, light rail and taxi.
<b>Main features and traffic arrangements</b>	<ul style="list-style-type: none"> <li>• New bike parking on Park and Bathurst streets.</li> <li>• DDA-compliant station entries to maximise accessibility for all customers.</li> <li>• Footpath widening in Bathurst Street, immediately outside the Pitt Street Station south entry, to accommodate future pedestrian demand.</li> <li>• Integrate with existing bus stops on Park and Castlereagh streets to support seamless modal interchange.</li> </ul>
<b>Customers</b>	<ul style="list-style-type: none"> <li>• Midtown retail, employment, entertainment and residential precincts.</li> </ul>
<b>Key attractions</b>	<ul style="list-style-type: none"> <li>• Australian Museum</li> <li>• Chinatown</li> <li>• Darling Harbour</li> <li>• Major cinema complexes</li> <li>• Hyde Park</li> <li>• Pitt Street Mall</li> <li>• Queen Victoria Building</li> <li>• St Andrew's Cathedral</li> <li>• St Mary's Cathedral</li> <li>• Town Hall</li> <li>• Town Hall Station</li> <li>• Museum Station</li> <li>• Westfield Sydney</li> <li>• World Square</li> </ul>

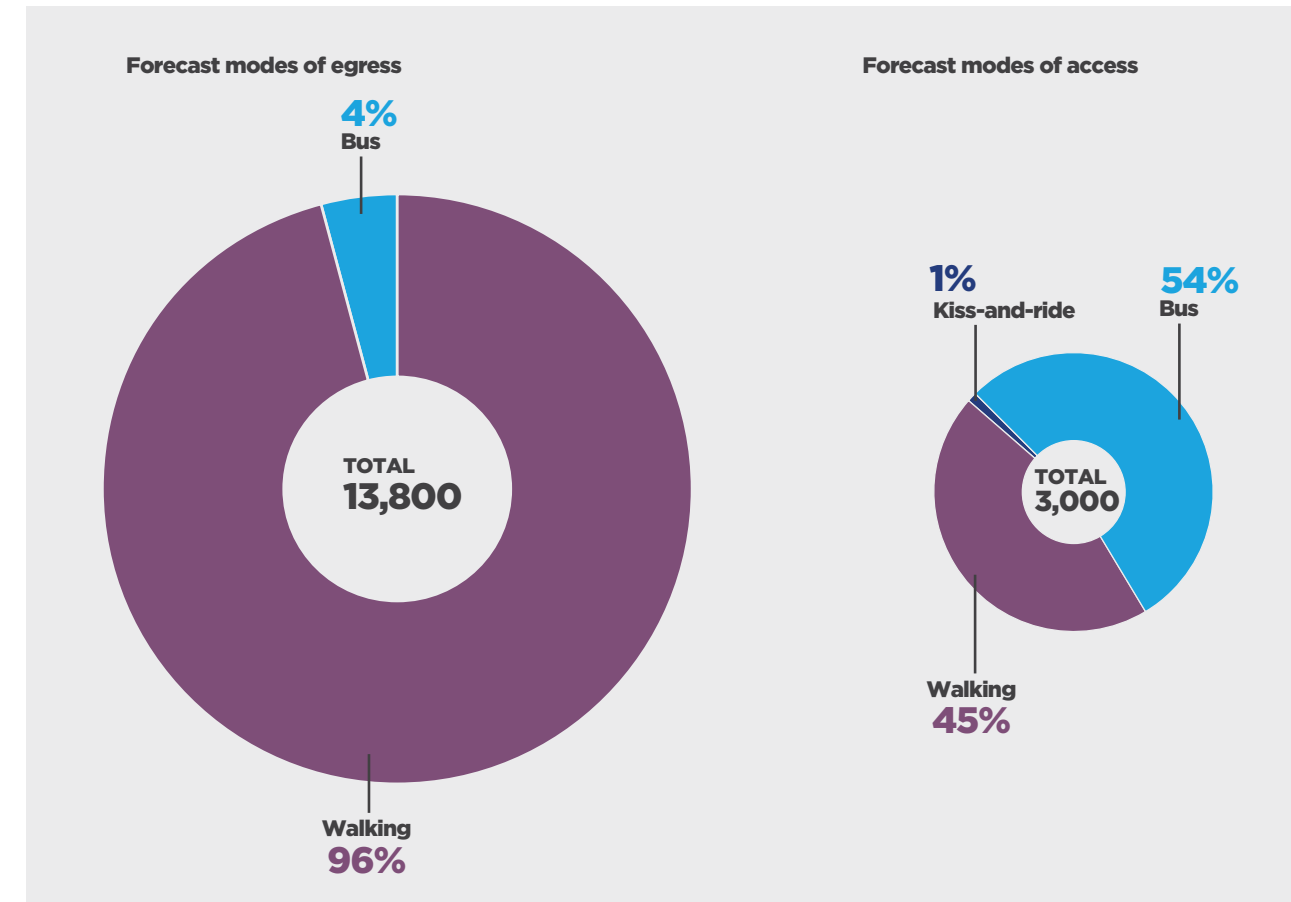


## Pitt Street Station – local context continued

### 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 Pitt Street Station. The 2036 AM peak hour demand profile and customer connectivity profiles present the following characteristics:

- alighting will be higher than boarding to the metro service during AM peak
- walking is the dominant mode share for egress in the AM peak
- connectivity between metro and bus services is important for customers boarding 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.



2036 3.5-hour AM peak demand and mode split. (PTPM4.1 City & Southwest Final Business Case 2026 and 2036 Project LUTI Scenarios (Run 143 and Run 144))

### 6.7 Opportunities and constraints

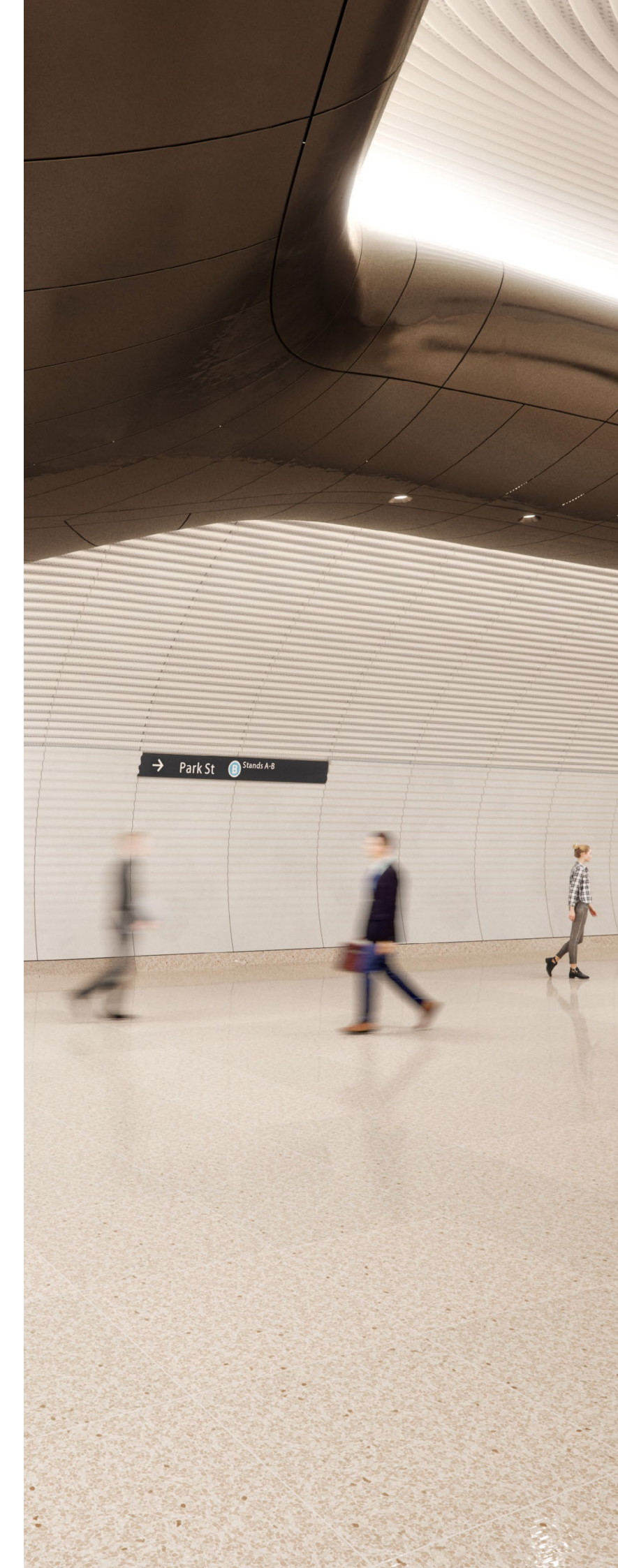
Pitt Street Station has the following opportunities and constraints.

#### Opportunities

- Support the effective integration of metro with nearby transport networks to encourage safe and efficient interchanges.
- Enhance the public domain surrounding metro entries to ensure future pedestrian demands are satisfactorily accommodated and active transport modes prioritised.
- Facilitate the activation of midtown retail, southern Sydney CBD and Chinatown precincts.
- Deliver improved public transport connectivity between the Sydney CBD and north-west Sydney.
- Relieve capacity constraints at nearby Town Hall Station.
- Reinforce Park Street as a key east-west public transport corridor.
- Increase the 'place' function of the area.

#### Constraints

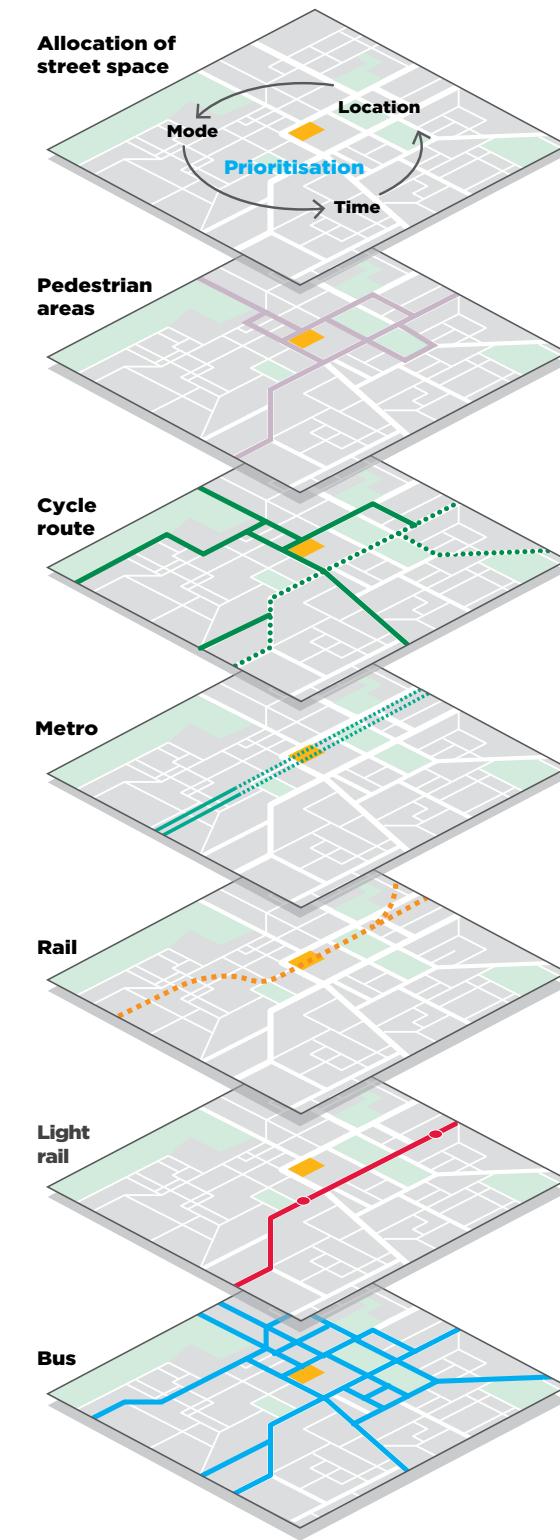
- Existing footpath widths and capacities, particularly during peak periods.
- Land ownership beyond the station footprint.
- Heavy traffic volumes on Bathurst Street, particularly during peak periods.



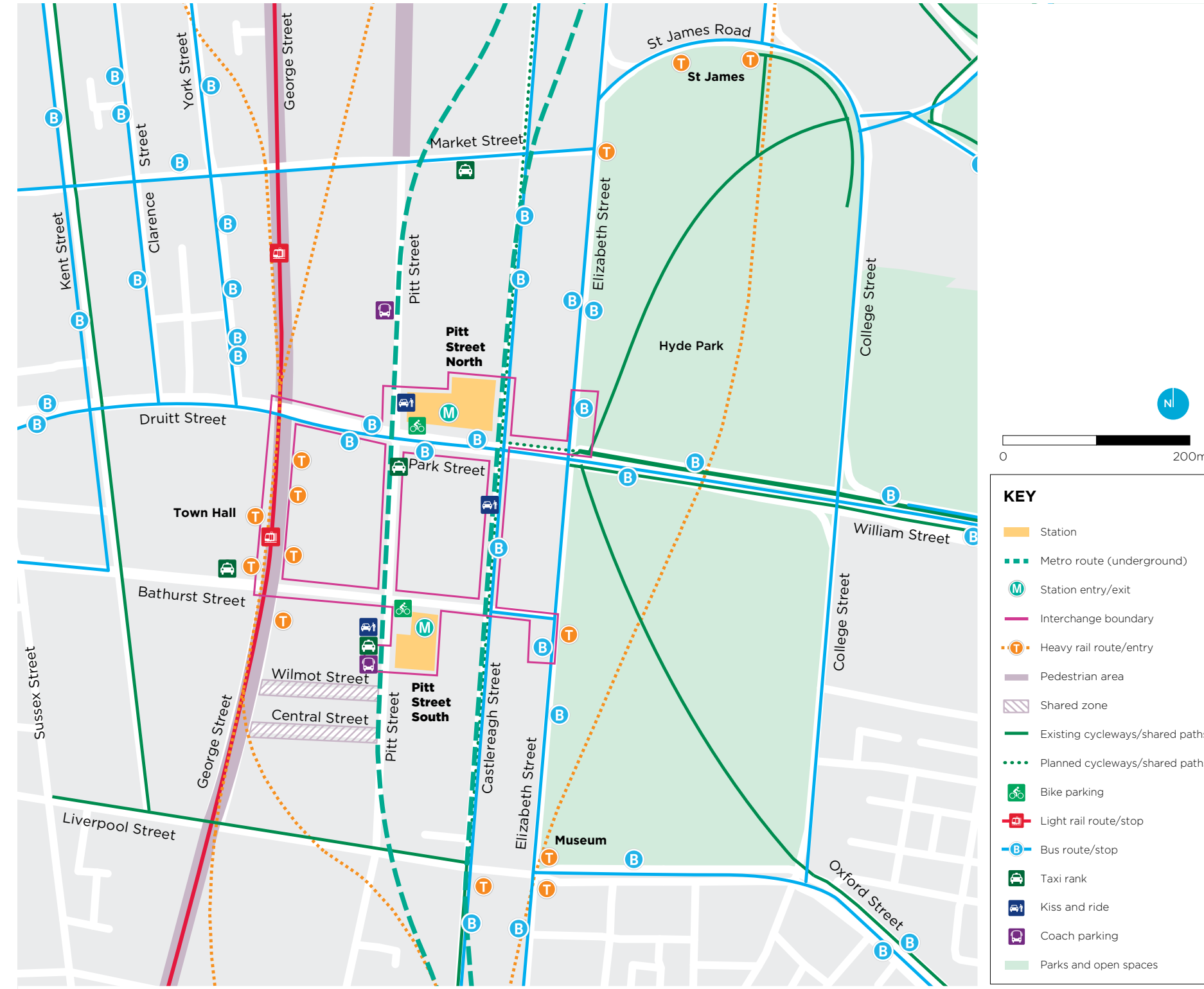
## 7.0 Pitt Street Station – interchange and transfer requirements overview

Left: Pitt Street North platform

## 7.0 Pitt Street Station – interchange and transfer requirements overview



Mode layers

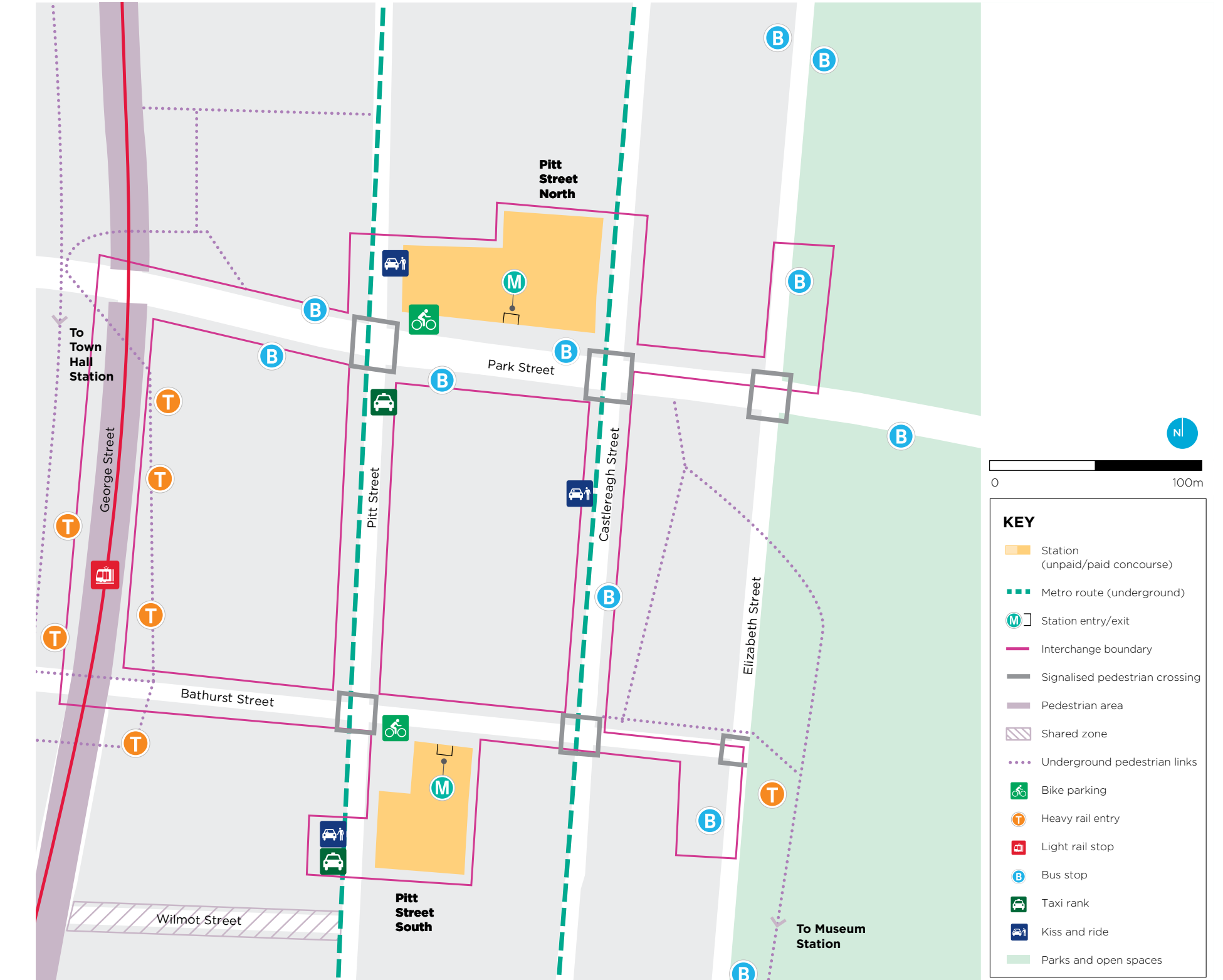


Pitt Street Station – interchange and transfer requirements overview

## 7.1 Pitt Street Station – walking interchange and transfer requirements



Mode layer - pedestrian areas



Pitt Street Station – pedestrian interchange and transfer requirements

## Pitt Street Station – walking interchange and transfer requirements continued

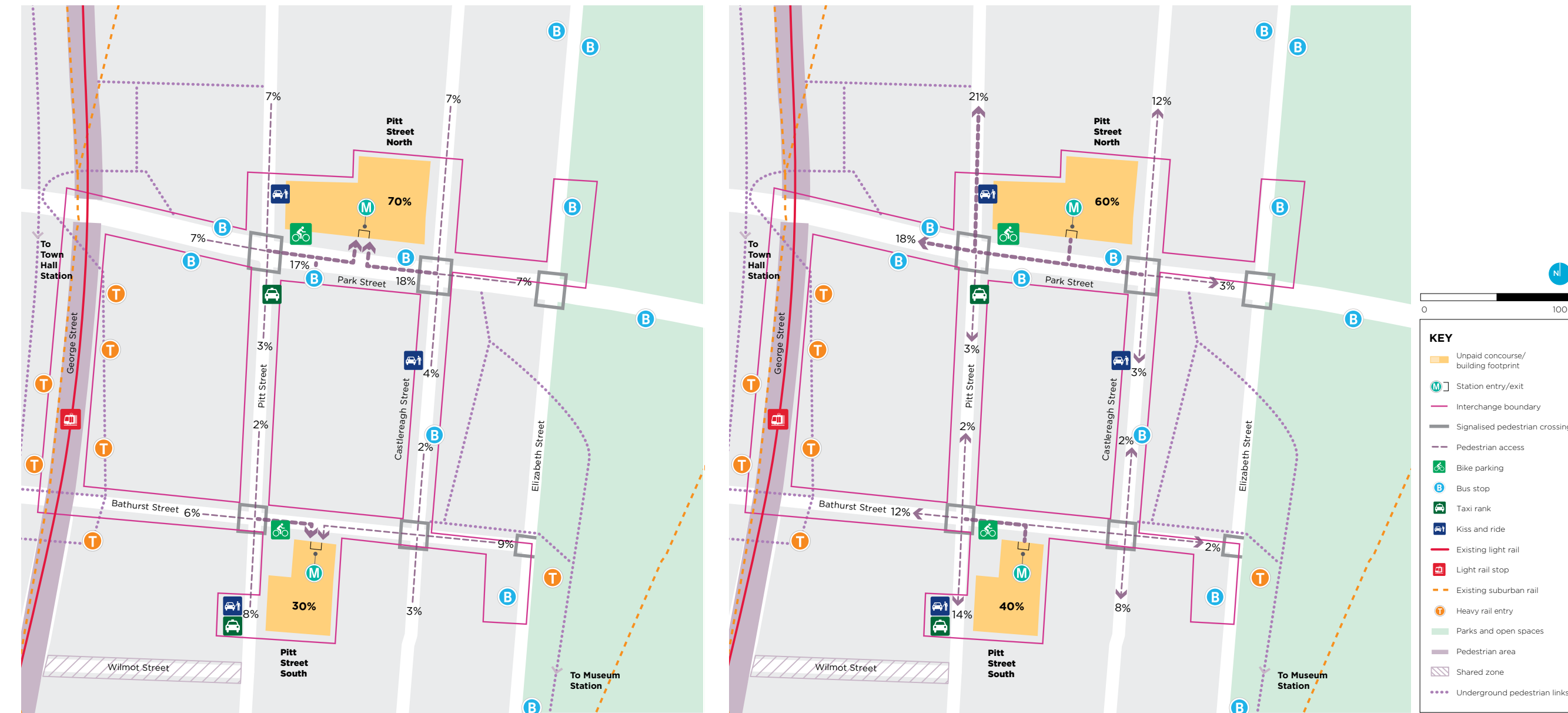
Item	Description
<b>Current state</b>	
<b>Current levels of access and service</b>	<ul style="list-style-type: none"> <li>The pedestrian network surrounding the site is well served by an existing network of footpaths.</li> <li>Signalised pedestrian crossings are located at the intersections of Pitt Street and Bathurst Street, Bathurst Street and Castlereagh Street, Pitt Street and Park Street and Park Street and Castlereagh Street.</li> </ul>
<b>Current mode splits and intermodal transfer</b>	The catchment has a high mode share for walking to bus and rail transfer, which is based on existing bus and rail services. The combination of planned growth in the CBD, mode share targets and the capacity limitations of the existing public transport system are the challenge that a new metro system is planned to help to address.
<b>Future station integration</b>	
<b>Station access location</b>	<p>The station is supported by two access points, which require safe, convenient and direct pedestrian routes:</p> <ul style="list-style-type: none"> <li>the northern access will be on the northern side of Park Street, between Pitt and Castlereagh streets</li> <li>the southern access will be on the southern side of Bathurst Street, between Pitt and Castlereagh streets.</li> </ul>
<b>Pedestrian environment and design considerations</b>	<p>The overall pedestrian environment in the catchment accommodates pedestrian movement associated with prime retail areas to the north and west, the emerging mixed-use precinct to the south and recreation and tourist precincts to the east.</p> <p>The pedestrian environment potentially impacted by the proposed station includes:</p> <ul style="list-style-type: none"> <li>Pitt Street North: <ul style="list-style-type: none"> <li>eastern footpath of Pitt Street</li> <li>northern footpath of Park Street</li> <li>western footpath of Castlereagh Street</li> <li>mall and retail access along Pitt Street and Park Street.</li> </ul> </li> <li>Pitt Street South: <ul style="list-style-type: none"> <li>east-west footpath provision running along the southern side of Bathurst Street</li> <li>north-south foot path provision along the eastern side of Pitt Street.</li> </ul> </li> </ul>
<b>Spatial considerations</b>	<p>The design should consider and integrate with Sydney City Centre Access Strategy actions including pedestrian areas and priority pedestrian improvements, CBD bus planning and kerbside zones. The design should also ensure that transfer between modes within the defined station interchange allows for accessible DDA compliant provision. Pedestrian modelling has been assessed to 2036 and is of an acceptable level of service.</p> <ul style="list-style-type: none"> <li>Pitt Street North: <ul style="list-style-type: none"> <li>maintain high east-west pedestrian movement along Park Street and north-south movement along Pitt Street</li> <li>allow for customer access through a combined plaza function for access to metro and other modes</li> <li>provide logical connectivity with surrounding transport interchanges, retail and commercial precincts, parklands, entertainment and civic areas</li> <li>ensure that access is not impacted by spatial and operational limitations at station access points, Park Street bus stops and the intersection of Park and Pitt streets.</li> </ul> </li> <li>Pitt Street South: <ul style="list-style-type: none"> <li>maintain north-south pedestrian movement along Pitt Street and east-west movement along the south side of Bathurst Street</li> <li>ensure that access is not impacted by spatial and operational limitations at the station access points and the intersection of Pitt and Bathurst streets.</li> </ul> </li> </ul>
<b>Underground pedestrian connection</b>	<p>Safeguard potential future underground connections to:</p> <ul style="list-style-type: none"> <li>The Galleries</li> <li>Future Sydney Square</li> <li>Foodbase on Park foodcourt</li> <li>Museum Station.</li> </ul>

## Pitt Street Station – walking interchange and transfer requirements continued

Item	Description
<b>Future station integration</b> <i>continued</i>	
<b>Safe, convenient, efficient and sufficient pedestrian access and transfer outcome</b>	<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"> <li>urban design and road design reports</li> <li>pedestrian modeling reports</li> <li>a road safety audit</li> <li>technical notes supporting Works Authorisation Deeds (WADs)</li> <li>Pitt Street Station Design and Precinct Plan (SDPP)</li> <li>The Sydney City Centre Access Strategy.</li> </ul> <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"> <li>sufficient public domain and footpath space to accommodate pedestrian flows in the vicinity of the station</li> <li>safe pedestrian crossings (signalised) at surrounding intersections which provide direct paths of travel along pedestrian desire lines.</li> </ul> <p>All outcomes were designed to comply with relevant legislation and guidelines such as the Disability Discrimination Act, DSAPT and Austroads guides.</p>
<b>Transfer to and from bike parking</b>	Class C bike racks will be provided on the northern footpath of Park Street and the southern footpath of Bathurst Street, immediately outside Pitt Street North and Pitt Street South plazas respectively.
<b>Transfer to and from other rail</b>	Pitt Street Station will be an alternative to Town Hall, St James and Museum Stations. As a result, transfer between the new metro and Town Hall, St James and Museum Stations will be possible using existing pedestrian desire lines.
<b>Transfer to and from light rail</b>	<p>Pitt Street Station will support easy transfer between the new metro and the CBD and South-East Light Rail (CSELR) through:</p> <ul style="list-style-type: none"> <li>footpath widening along the northern kerb of Park Street, between Pitt and Castlereagh streets</li> <li>footpath widening along the southern kerb of Bathurst Street immediately outside Pitt Street South</li> <li>widening the crossing across the Pitt Street (north) approach of the signalised intersection with Park Street</li> <li>widening the crossing across the Pitt Street (south) approach of the signalised intersection with Bathurst Street.</li> </ul>
<b>Transfer to and from bus</b>	Pitt Street Station will provide easy transfer to existing bus stops on Park, Castlereagh and Elizabeth streets.
<b>Transfer to and from taxi</b>	The station will provide easy access to the taxi ranks in Pitt Street.
<b>New pedestrian infrastructure by Sydney Metro</b>	<p>The following pedestrian infrastructure is proposed to be delivered in conjunction with the Pitt Street North and Pitt Street South plazas:</p> <ul style="list-style-type: none"> <li>footpath widening along the southern kerb of Bathurst Street between Pitt Street and the access driveway into 137-139 Bathurst Street, Sydney</li> <li>kerb extension along the northern kerb of Park Street just east of the intersection with Pitt Street</li> <li>widening of the signalised pedestrian crossing across the Pitt Street (south) approach to the intersection with Bathurst Street</li> <li>widening of the signalised pedestrian crossing across the Pitt Street (north) approach to the intersection with Park Street.</li> </ul>
<b>New pedestrian infrastructure by others</b>	<p>The following pedestrian infrastructure is proposed to be delivered by others in the vicinity of the Pitt Street North and Pitt Street South plazas:</p> <ul style="list-style-type: none"> <li>footpath widening along the southern kerb of Bathurst Street for the full frontage of 115-123 Bathurst Street, Sydney (Greenland Group)</li> <li>removal of 'green-on-green' conflicts at the intersections of Park and Castlereagh streets, Bathurst and Pitt streets, and Bathurst and Castlereagh streets (TfNSW)</li> <li>Sydney Square (City of Sydney).</li> </ul>

## Pitt Street Station – walking interchange and transfer requirements continued

### Pedestrian access



## Pitt Street Station – walking interchange and transfer requirements continued

The metro station at Pitt Street will support a reduction in the amount of space allocated to vehicles, and the reallocation of space to pedestrians to support increased pedestrian volumes within the precinct. This aligns with the TfNSW *Reallocation of Road Space Policy*.

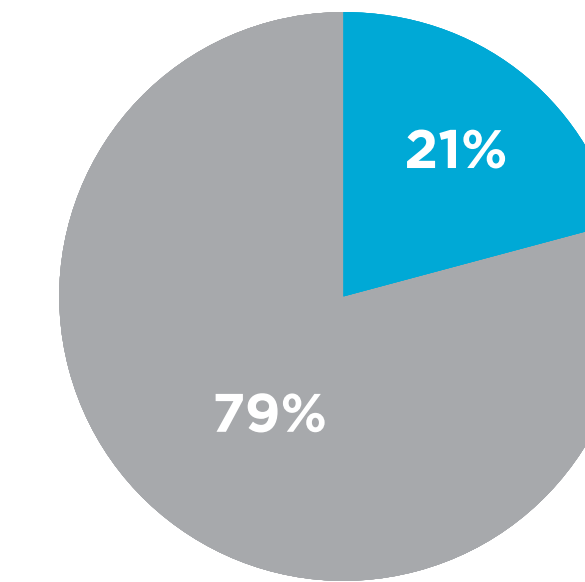
The reallocation of space changes presented in the pie charts presents the reallocation of road space within the Pitt Street Station precincts, displaying:

- increased building setbacks resulting in more space for footpaths in the precinct
- new separated cycleway on Castlereagh Street between Liverpool Street and King Street
- reduction of space allocated to roads due to increased footpath space.

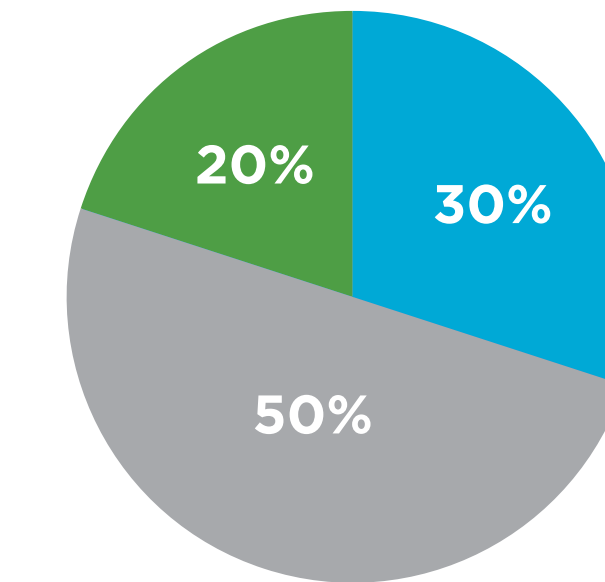
Further to these changes TfNSW is investigating options to minimise traffic on Park Street to further enable place making opportunities.

### Allocation of space changes in the Pitt Street North Station

#### 2017 Configuration

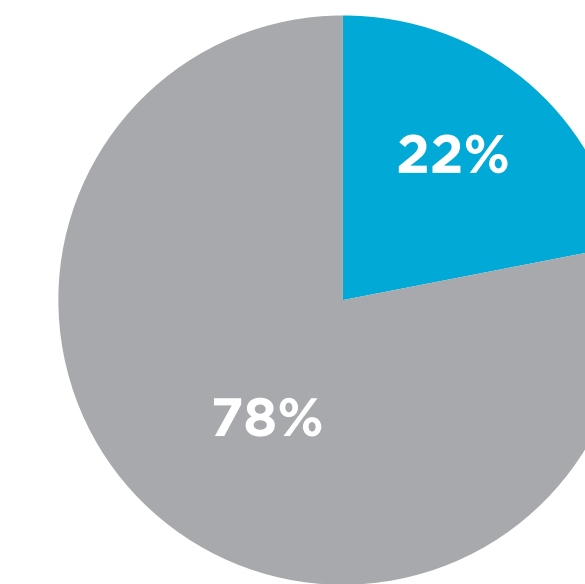


#### Future State with Metro

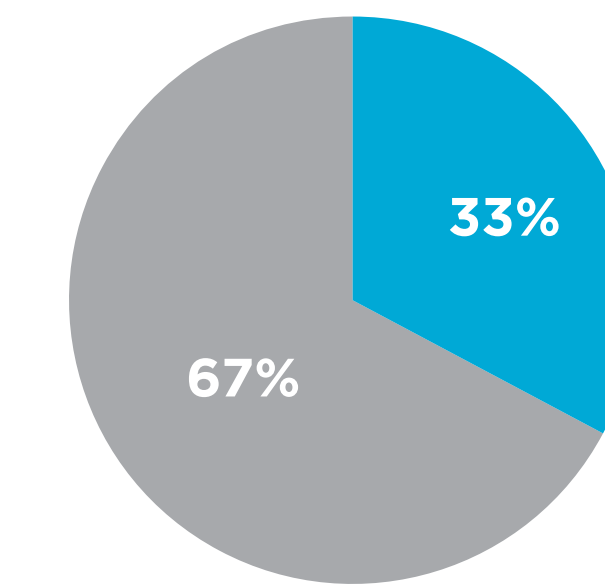


### Allocation of space changes in the Pitt Street South Station

#### 2017 Configuration



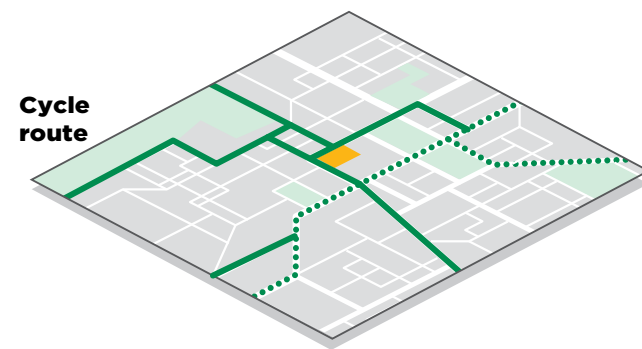
#### Future State with Metro



#### Key

- Footpath
- Roads
- Cycleway

## 7.2 Pitt Street Station – cycling interchange and transfer requirements



Mode layer - cycle route



Pitt Street Station – cycling interchange and transfer requirements

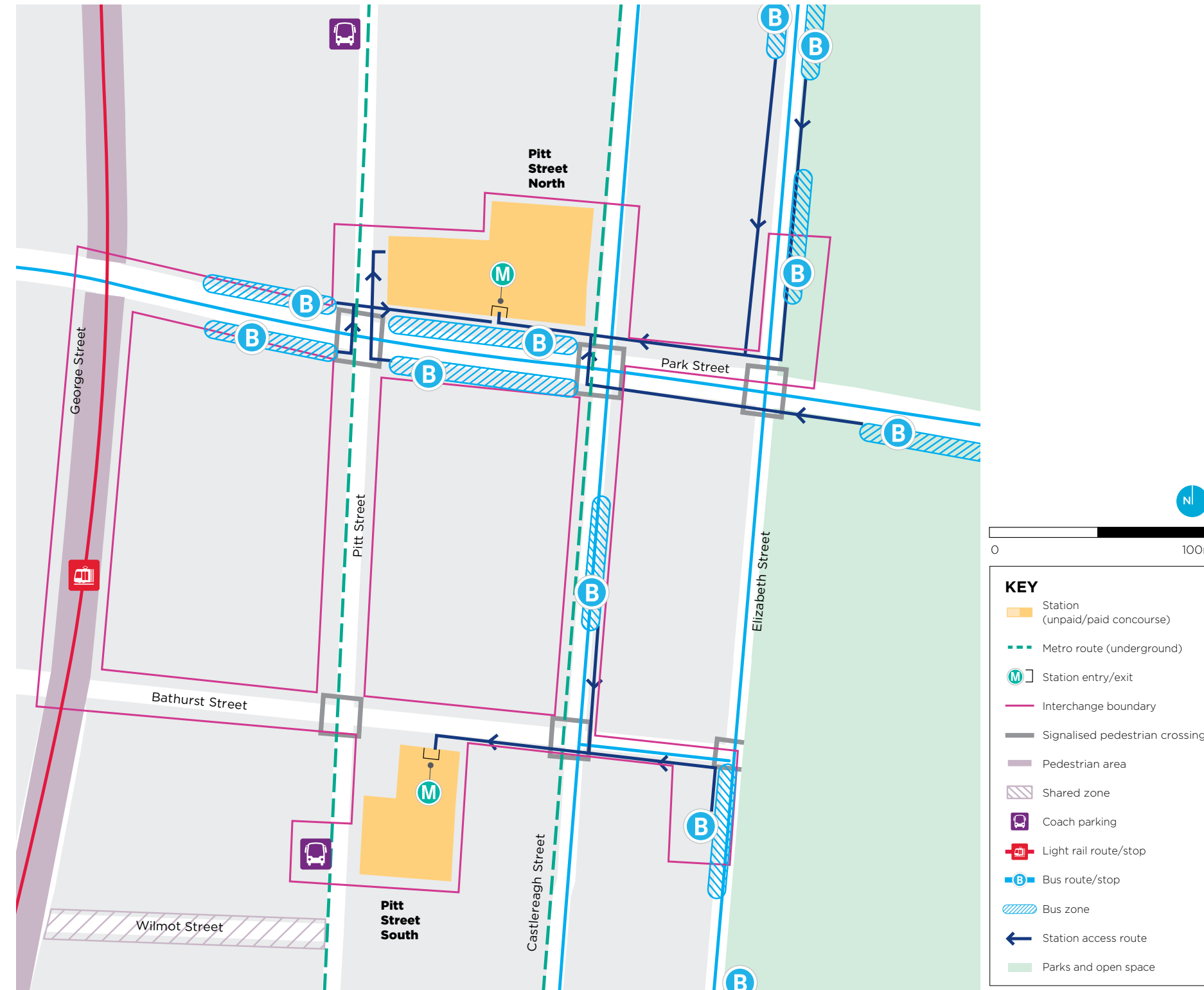
## Pitt Street Station – cycling interchange and transfer requirements continued

Item	Description
<b>Current state</b>	
<b>Current levels of access and service</b>	<p>The station is located close to the following existing cycleways:</p> <ul style="list-style-type: none"> <li>marked on-road cycle lanes in Park Street, between Elizabeth and College streets, and William Street, east of College Street</li> <li>shared paths through Hyde Park North and Hyde Park South</li> <li>separated bi-directional cycleways on Castlereagh Street, south of Liverpool Street, and Liverpool Street, west of Castlereagh Street</li> <li>dedicated bicycle parking on numerous footpaths.</li> </ul> <p>All other cycle routes in the vicinity of Pitt Street Station are on-road and with mixed traffic.</p>
<b>Future station integration</b>	
<b>Bike parking location principles</b>	<ul style="list-style-type: none"> <li>Entry/access to bike parking at street level should be convenient, easily visible and intuitive for customers.</li> <li>Bike parking should be on the main desire line of the cycle network where feasible.</li> <li>Bike parking and vehicle parking locations and access arrangements should be separated (i.e. no access through a loading dock).</li> </ul>
<b>Bike parking location requirements</b>	<ul style="list-style-type: none"> <li>Bike parking should be provided within 50 metres of the gatelines for the Pitt Street North and Pitt Street South plazas.</li> <li>Bike facilities must be designed and delivered in accordance with the Australian Standards, Austroads Guidelines and the NSW Bicycle Guidelines.</li> </ul>
<b>Bike parking facilities provision</b>	A minimum of 10 bicycle parking spaces are to be provided on the footpaths immediately outside the Pitt Street North and Pitt Street South plazas.
<b>Types of parking facilities</b>	A minimum of five Class C bicycle racks will be provided on the footpath immediately outside the Pitt Street North plaza and a minimum of five Class C bicycle racks will be provided on the footpath immediately outside the Pitt Street South plaza. The location of this bike parking is being investigated.
<b>Safe, convenient, efficient and sufficient cycling access outcome</b>	<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"> <li>urban design and road design reports</li> <li>a road safety audit</li> <li>technical notes supporting Works Authorisation Deeds (WADs)</li> <li>Pitt Street Station Design and Precinct Plan (SDPP)</li> <li>the City of Sydney Cycling Strategy</li> <li>The Sydney City Centre Access Strategy.</li> </ul> <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"> <li>cycle parking facilities (Class C) situated in convenient locations in the station plazas with efficient access to cycle routes</li> <li>safe and efficient integration with the existing and proposed cycleway networks in alignment with Council strategies</li> <li>controlled (signalised) or separated direct paths of travel along known cycling routes within low speed environments</li> <li>investigate alternate potential bike parking location adjacent to Castlereagh Street cycleway.</li> </ul>
<b>New cycle routes by others</b>	<p>The following cycle improvements are proposed in the vicinity of both Pitt Street North and Pitt Street South plazas:</p> <ul style="list-style-type: none"> <li>extension of the Castlereagh Street Cycleway north from Liverpool Street to King Street (City of Sydney)</li> <li>provision of a new cycle link between the existing on-road cycle lanes in Park Street, east of Elizabeth Street, and the extended Castlereagh Street Cycleway (City of Sydney)</li> <li>extension of the King Street Cycleway east from Clarence Street to King Street (City of Sydney).</li> </ul>

## 7.3 Pitt Street Station – bus interchange and transfer requirements



Mode layer - bus



Pitt Street Station – bus, coach and light rail interchange and transfer requirements

## Pitt Street Station – bus interchange and transfer requirements continued

Item	Description
<b>Current state</b>	
<b>Current levels of access and service</b>	A number of bus routes operate within the vicinity of the new Pitt Street Station. North-south routes using Castlereagh and Elizabeth streets primarily service the Eastern Suburbs, the Inner-West and the Inner-Southern Suburbs while east-west routes using Park and Druiit streets primary service both the Eastern Suburbs, as well as the Inner West via Victoria Road. The CBD and South-East Light Rail (CSELR) Project is currently under construction and will use the George Street corridor west of the Pitt Street North and Pitt Street South plazas. The project will be operational before Sydney Metro City & Southwest opens in 2024.
<b>Future station integration</b>	
<b>Bus stop location principle</b>	Bus services shall be easily and visibly accessible from the station entrance, located as close as feasible to the gateline and no more than 100 metres away.
<b>Bus bays principle</b>	Bus bays provided or modified as a result of the Sydney Metro project will be designed in accordance with relevant Australian Standards, Austroads Guidelines and NSW Government Technical Directives.
<b>Transfer to and from bus principle</b>	Customers transferring from nearby bus services and Sydney Metro (and vice-versa) will use existing footpaths, signalised intersections, and subterranean connections to safely transfer between modes.
<b>Safe, convenient, efficient and sufficient access and transfer outcome</b>	<p>Safe, convenient, efficient and sufficient pedestrian 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"> <li>urban design and road design reports</li> <li>pedestrian modeling reports</li> <li>a road safety audit</li> <li>technical notes supporting Works Authorisation Deeds (WADs)</li> <li>Pitt Street Station Design and Precinct Plan (SDPP).</li> </ul> <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"> <li>sufficient public domain and footpath space to accommodate pedestrian flows from the stations to bus stops including queuing space at the bus stops</li> <li>controlled (signalised), direct paths of travel along key pedestrian desire lines to bus interchange areas</li> <li>extended bus stops being provided within the proximity to the station entrances</li> <li>weather shelter at bus stops</li> <li>where possible, improvements will be made to signage and wayfinding to ensure an easy connected transfer through improved provision of information.</li> </ul> <p>All outcomes were designed to comply with relevant legislation and guidelines such as the Disability Discrimination Act, DSAPT and Austroads guides.</p>
<b>Transfer to and from bus (overnight) provision</b>	Regular bus stops on Park Street will be used for overnight bus operations.
<b>Changes to bus stops/route provision</b>	Sydney Metro proposes no changes to existing bus services in the vicinity of the new Pitt Street Station.
<b>Closest bus stops/routes</b>	<p>The primary bus stops within the interchange are:</p> <ul style="list-style-type: none"> <li>Castlereagh Street – one extended stop, southbound, between Park and Bathurst streets</li> <li>Park Street – one extended stop, eastbound, between Pitt and Castlereagh streets</li> <li>Park Street – one extended stop, westbound, between Pitt and Castlereagh streets.</li> </ul>

## 7.4 Pitt Street Station – vehicle drop-off interchange and transfer requirements



Pitt Street Station – vehicle drop-off interchange and transfer requirements

## Pitt Street Station – vehicle drop-off interchange and transfer requirements continued

Item	Description
<b>Current state</b>	
<b>Current levels of access and service</b>	<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"> <li>customers urban design and road design reports</li> <li>pedestrian modelling reports</li> <li>a road safety audit</li> <li>technical notes supporting Works Authorisation Deeds (WADs)</li> <li>Pitt Street Station Design and Precinct Plan (SDPP).</li> </ul> <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"> <li>sufficient public domain and footpath space to accommodate pedestrian flows from the stations to taxi and kiss-and-ride spaces</li> <li>controlled (signalised) and direct paths of travel along key pedestrian desire lines to kiss-and-ride areas on Pitt Street and Castlereagh Street</li> <li>where possible, improvements will be made to signage and wayfinding to ensure an easy connected transfer through improved provision of information.</li> </ul> <p>All outcomes were designed to comply with relevant legislation and guidelines such as the Disability Discrimination Act, DSAPT and Austroads guides.</p>
<b>Future station integration</b>	
<b>Safe, convenient, efficient and sufficient access and transfer outcome</b>	<p>Ensure the safety of pedestrians and protect them from other road users by providing:</p> <ul style="list-style-type: none"> <li>safe integration with existing networks</li> <li>controlled (signalised), direct paths of travel along pedestrian desire lines within low speed environments.</li> </ul>
<b>Transfer to and from taxi</b>	<p>Customers transferring from nearby taxi ranks and Sydney Metro (and vice-versa) will use existing footpaths, signalised intersections, and subterranean connections to safely transfer between modes.</p>
<b>Taxi rank locations</b>	<p>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.</p>
<b>Transfer to and from kiss-and-ride</b>	<p>Customers transferring from nearby kiss-and-ride zones and Sydney Metro (and vice-versa) will use existing footpaths, signalised intersections, and subterranean connections to safely transfer between modes.</p>
<b>Kiss-and-ride zone design</b>	<p>The dimensions of kiss-and-ride spaces shall comply with TfNSW and Australian Standards and Guidelines.</p>
<b>Potential changes to kiss-and-ride zones</b>	<p>As part of the over station development component for Pitt Street North, an additional 'No Parking' zone (three spaces) is proposed along the eastern kerb of Pitt Street, just north of the intersection with Park Street.</p>



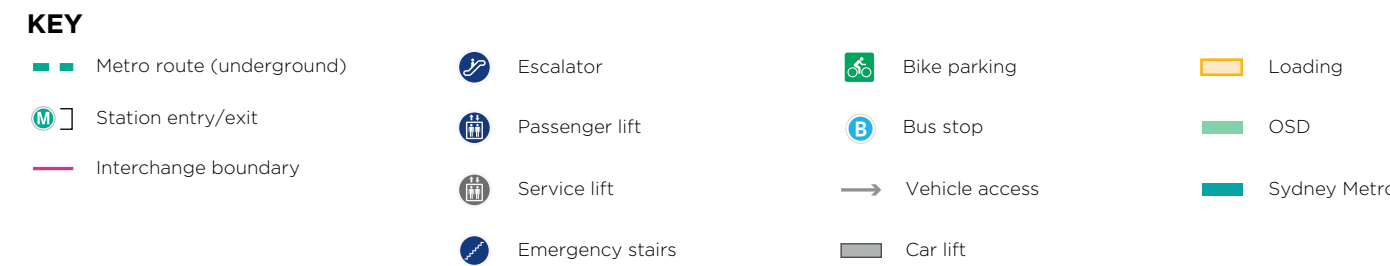
## 8.0 Pitt Street Station – operations, maintenance and management provisions

Left: Pitt Street Station - Park Street entrance



## 8.0 Pitt Street Station – operations, maintenance and management provisions

The spatial plan of the Pitt Street 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 interfaces with the existing street network.



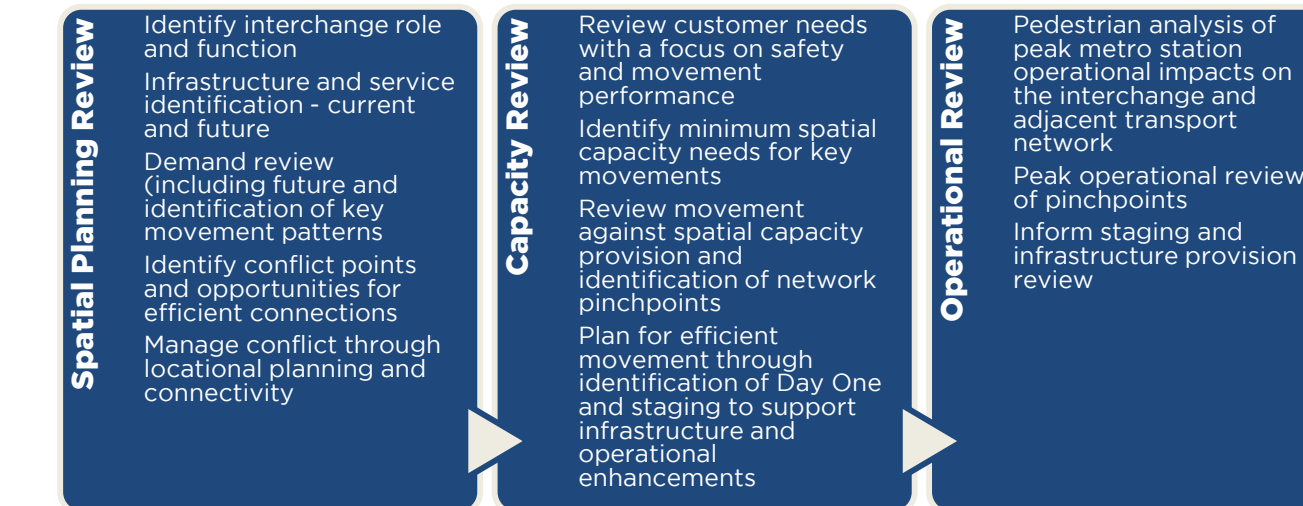
Pitt Street Station – operations, maintenance and management provisions

## Pitt Street Station – 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 figure below.



Assessment process

### 8.3 Interchange operational provisions

The operations and maintenance provisions will be documented, which will include:

- description of the asset owners, operators and maintainers
- asset operations description
- asset maintenance arrangements.

The following table outlines the principles for access to assets for operational and maintenance purposes.

Item	Description
<b>Safe access</b>	Ensure the safety of: <ul style="list-style-type: none"> <li>• maintenance workers and staff, and protect them from other road users by providing safe exclusion zones</li> <li>• pedestrians and protect them from service vehicles and working equipment.</li> </ul>
<b>Emergency vehicle access</b>	During emergency operations, emergency vehicles will use existing on-street parking in the streets surrounding both Pitt Street North and Pitt Street South.
<b>Servicing and maintenance access (day to day)</b>	Vehicular access for day-to-day servicing and maintenance will be via Castlereagh Street, just north of Park Street, for Pitt Street North, and via Pitt Street, just south of Bathurst Street, for Pitt Street South.
<b>Servicing and maintenance access (major)</b>	Vehicular access for major servicing and maintenance will be via Castlereagh Street, just north of Park Street, for Pitt Street North, and via Pitt Street, just south of Bathurst Street, for Pitt Street South.
<b>Rail replacement bus service access</b>	It is anticipated that rail replacement buses will use existing bus stops in Park Street between Pitt and Castlereagh streets.
<b>Delivery access (retail and operational)</b>	Vehicular access for retail and operational deliveries will be via Castlereagh Street, just north of Park Street, for Pitt Street North, and via Pitt Street, just south of Bathurst Street, for Pitt Street South.
<b>Staff car parking</b>	As staff will be encouraged to travel by public transport or active transport, no designated car parking for staff will be required.
<b>Interchange Operation and Maintenance Plan (IOMP)</b>	The IOMP documents the assets within the interchange and who is responsible for their operation and maintenance.

### 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.



## 9.0 Modal hierarchy review

Left: Pitt Street North Station Park Street frontage

## 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 Pitt Street 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 Pitt Street Station.

Mode	Provision	Consideration and Benefit
<b>Pedestrian</b>	<p>The station is supported by two access points, which require safe, convenient and direct pedestrian routes:</p> <ol style="list-style-type: none"> <li>Northern access on the northern side of Park Street, between Pitt and Castlereagh streets.</li> <li>Southern access on the southern side of Bathurst Street, between Pitt and Castlereagh streets. <ul style="list-style-type: none"> <li>The plaza function will be utilised as a means for customer access to Metro services and other transport modes.</li> <li>Footpath widening is to be undertaken along the northern kerb of Park Street, between Pitt and Castlereagh streets and the southern kerb of Bathurst Street immediately outside Pitt Street South.</li> <li>Signalised crossing widening works are to be undertaken across the Pitt Street (north) approach of the signalised intersection with Park Street and across the Pitt Street (south) approach of the signalised intersection with Bathurst Street.</li> <li>Safeguarding for future underground connections to The Galleries, Foodbase on Park foodcourt, Museum Station and Future Sydney Square.</li> </ul> </li> </ol>	<ul style="list-style-type: none"> <li>The project design prioritises pedestrian accessibility and connectivity through improving pedestrian capacity and amenity for customers accessing the station from the north and south, interchanging between modes and moving through Pitt Street Station in a safe and efficient manner.</li> <li>Existing pedestrian amenities will be utilised and optimised to ensure safety of pedestrians and facilitate direct connectivity.</li> <li>The design of the plaza will be highly intuitive, enabling customers to easily transfer between modes, and logically access nearby commercial and retail precincts, parklands, entertainment and civic areas.</li> <li>The safeguarding design provides opportunities for potential catchment growth, complementing the surrounding recreational and transport services.</li> <li>Civil works including footpath and crossing widening enhances pedestrian transfer between Pitt Street station and nearby Sydney Trains services as well as the South-East Light Rail.</li> </ul>
<b>Bike</b>	<ul style="list-style-type: none"> <li>A minimum of 10 bicycle parking spaces are to be provided on the footpaths immediately outside the Pitt Street North and Pitt Street South plazas.</li> <li>A minimum of five bicycle racks will be provided on the footpath immediately outside the Pitt Street North plaza and a minimum of five bicycle racks will be provided on the footpath immediately outside the Pitt Street South plaza.</li> <li>The existing cycle network will be seamless integrated and supported by the City of Sydney cycleway improvements, specifically along Castlereagh Street, which will directly and intimately connect the surrounding CBD with Pitt Street Station.</li> </ul>	<ul style="list-style-type: none"> <li>Bike parking provisions at Pitt Street Station satisfy the City station bike parking hub strategy and Australian Standards and is aligned with customer demand and encourages cycling as a transit mode to access the station.</li> <li>Access by bicycle on both North and South sides of Pitt Street is easily achieved via the existing cycle network, which is supported by on-road, share paths, separated bi-directional and dedicated cycleways within the vicinity of the station.</li> <li>These provisions support, promote and improve active transport as a primary mode of access, fully aligning with the interchange modal hierarchy principles.</li> </ul>
<b>Bus</b>	<ul style="list-style-type: none"> <li>Retain provisions along Park Street, Pitt Street and Castlereagh Street.</li> </ul>	<ul style="list-style-type: none"> <li>The existing Pitt Street bus interchange facilities comprehensively offer access to all routes that travel via Pitt Street Station.</li> <li>The existing pedestrian amenities and intuitive layout of the station will provide ease of transfer from Sydney Metro and bus services (and vice-versa).</li> <li>The existing bus provisions will be highly accessible and visible, in close proximity to the metro station gateline.</li> </ul>

## Modal hierarchy review continued

Mode	Provision	Consideration and Benefit
<b>Taxi, Park-and-ride, Kiss-and-ride and Accessible Kiss-and-ride</b>	<ul style="list-style-type: none"> <li>Retain all provisions with no additional design provisions to be considered.</li> <li>Proposed 'no-parking zone' along the eastern kerb of Pitt Street, North of the intersection with Park Street as a part of the over station development components for Pitt Street North.</li> </ul>	<ul style="list-style-type: none"> <li>Taxi, kiss-and-ride and park-and-ride provisions are required to provide for those unable to access the station through other public transport and active transit modes despite demand to be minimal.</li> <li>The existing taxi provisions are located nearby on Pitt Street, south of Park Street; Pitt Street, south of Bathurst Street; and Bathurst Street, west of George Street.</li> <li>The existing no-parking zones nearby support the existing kiss-and-ride operations located nearby in Pitt Street, south of Bathurst Street; Castlereagh Street, between Park and Bathurst streets; and Pitt Street, north of Park Street.</li> <li>The locality aligns with the modal hierarchy, minimising conflict with pedestrians and cyclists, prioritising active and efficient transit modes.</li> </ul>
<b>Loading and servicing</b>	<ul style="list-style-type: none"> <li>Delivery, service and maintenance access.</li> </ul>	<ul style="list-style-type: none"> <li>The delivery, service and maintenance access is provided within the over station development. It is located away from the station entrances and bus stops.</li> <li>The back of house area is also clustered on both ends of the station to minimise conflict with passenger movements.</li> </ul>



## 10.0 Pitt Street Station – actions

Left: An artist's impression of Pitt Street North and South over station development view from Hyde Park

## 10.0 Pitt Street Station – actions

The action plan provides an integrated planning response by capturing both Sydney Metro planned project commitments that help to enhance Pitt Street Station along with recognising other project commitments and investigations. This actions plan together with information contained in Section 10.1 and 10.2, provides a comprehensive understanding of the continuous planning and staged Pitt Street 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.

Section 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 Pitt Street 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.



Pitt Street Station – actions

## Pitt Street Station – actions continued

### 10.1 Pitt Street Station - Delivery and implementation program

This IAP sets out the intended design and operating outcomes required for customers to achieve an easy, safe and seamless transfer between modes at Pitt Street Station. A number of actions have been identified to support these outcomes, and are summarised below.

Actions involving activity by other parties, in collaboration with Sydney Metro, are identified in Section 10.2. Together they will support the effective provision, operation, and ongoing management and maintenance of the interchange at Pitt Street Station.

Action	Delivered by	Timing (start to finish)
<b>Walking</b>		
<b>W1</b> Bathurst Street and Pitt Street intersection: widen the signalised pedestrian crossing across the south approach of the intersection	Sydney Metro	2021-2024
<b>W2</b> Widen the footpath along the southern kerb of Bathurst Street (into adjacent parking lane) from Pitt Street east to access driveway into 137-139 Bathurst Street, Sydney.	Sydney Metro	2021-2024
<b>W3</b> Install a 2.5-metre kerb extension along northern kerb of Park Street, just east of the intersection with Pitt Street.	Sydney Metro	2021-2024
<b>W4</b> Park Street and Pitt Street intersection: widen the width of the signalised pedestrian crossing across the Pitt Street (north) approach of the intersection with Park Street.	Sydney Metro	2021-2024
<b>Bus</b>		
<b>B1</b> Ensure the bus stop immediately outside Park Street frontage of Pitt Street Station includes design elements to support use by both mobility-impaired and visually-impaired customers, all-weather protection and adequate seating to meet future customer demand.	Sydney Metro	2021-2024
<b>Cycling</b>		
<b>C1</b> Provide 5 bike rails (Class C) for 10 bikes close to the northern station entrance on Park Street.	Sydney Metro	2021-2024
<b>C2</b> Provide 5 bike rails (Class C) for 10 bikes close to the southern station entrance on Bathurst Street.	Sydney Metro	2021-2024
<b>C3</b> Investigate an alternative bike parking location which provides close access to the Castlereagh Street cycleway.	Sydney Metro	2021-2024
<b>Management and maintenance</b>		
<b>OM1</b> Prepare the operations, maintenance and management provisions to document the assets within the interchange and who is responsible for their ongoing operation and maintenance.	Sydney Metro	2021-2024

# Pitt Street Station – actions continued





## 10.2 Pitt Street Station - Other implementation plan

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 Pitt Street 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 Pitt Street Station precinct. Some of these items are necessary and some are complementary and their delivery is important for the operation of Sydney Metro at Pitt Street Station.

Due to their proximity to Pitt Street 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)
<b>Walking</b>		
<b>W5</b> Widen the footpath along southern kerb of Bathurst Street (into adjacent parking lane) west to the common boundary of 115-119 Bathurst Street, Sydney and 580 George Street, Sydney.	Greenland Group	2020-2024
<b>W6</b> Bathurst Street and Pitt Street intersection – Install red turn arrow to separate pedestrians and turning vehicles for the right-turn movement from Pitt Street (south) into Bathurst Street (east) and the left-turn movement from Bathurst Street (west) into Pitt Street (north).	Greater Sydney	Completed
<b>W7</b> Bathurst Street and Castlereagh Street intersection – Install red turn arrow to separate pedestrians and turning vehicles for the right-turn movement from Bathurst Street (west) into Castlereagh Street (south) and the left-turn movement from Castlereagh Street (north) into Bathurst Street (east).	Greater Sydney	Completed
<b>W8</b> Park Street and Castlereagh Street intersection – Install red turn arrow to separate pedestrians and turning vehicles for the right-turn movement from Castlereagh Street (north) into Park Street (west) and the left-turn movement from Park Street (east) into Castlereagh Street (south).	Greater Sydney	2021-2024
<b>W9</b> Investigate opportunities to declutter footpaths surrounding the station to increase pedestrian space.	City of Sydney, Greater Sydney	2021-2028
<b>W10</b> Investigate removing general traffic from Park Street and widening the footpaths through reducing the number of traffic lanes.	Greater Sydney	2021-2028
<b>Cycling</b>		
<b>C4</b> Provide a separated cycleway along the western kerb of Castlereagh Street between Liverpool Street and King Street.	City of Sydney	2021-2024
<b>C5</b> Provide a dedicated cycle link on Park Street between Castlereagh Street and Elizabeth Street.	City of Sydney	2021-2024
<b>Bus</b>		
<b>B2.1</b> Review bus route services and frequencies to provide easy access to the station from the surrounding bus catchment.	Greater Sydney	2021-2024
<b>B2.2</b> Implement recommended bus route and timetable services changes from B2.1.	Greater Sydney	2024-2026
<b>Road network modifications</b>		
<b>R1</b> Undertake a review of speed limits on all roads immediately surrounding Pitt Street Station.	Greater Sydney	2021-2024

### Contact us

-  **1800 171 386** Community information line open 24 hours
-  **[sydneymetro@transport.nsw.gov.au](mailto:sydneymetro@transport.nsw.gov.au)**
-  **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 171 386**



Fil Cerone  
Director of Sustainability, Environment and Planning  
Sydney Metro  
Level 43, 680 George Street  
Sydney, NSW, 2000

29/06/2022

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Subject: Pitt Street Station Interchange Access Plan for Sydney Metro City & Southwest Chatswood to Sydenham (E92 of SSI-7400)

Dear Mr Cerone

I refer to your submission dated 15 June, of the Pitt Street Station Interchange Access Plan (version 14.17, June 2022) and your request for approval of the Delivery and Implementation Program contained therein. I also acknowledge your response to the Department's review comments and requests for additional information.

I note the Pitt Street Station Interchange Access Plan:

- Has been prepared in consultation with the Traffic and Transport Liaison Group, Design Review Panel, City of Sydney Council, and Transport for NSW;
- Has been reviewed by Sydney Metro and no issues have been raised with the Department;
- Has been reviewed by an independent consultant and found to be satisfactory, and
- Contains the information required by the conditions of approval.

As nominee of the Planning Secretary, I approve the Delivery and Implementation Program contained within the Pitt Street Station Interchange Access Plan (version 14.17, June 2022) under Condition E92.

You are reminded that if there is any inconsistency between the approved document and the conditions of approval, then the requirements of the conditions of approval prevail.

Please ensure you make the document and this approval letter publicly available on the project website.

If you wish to discuss the matter further, please contact Minna Kilpelainen at [minna.kilpelainen@dpie.nsw.gov.au](mailto:minna.kilpelainen@dpie.nsw.gov.au).

Yours sincerely



A handwritten signature in black ink, appearing to read "D Crinnion". The signature is written in a cursive style with a large initial "D" and a smaller "C" followed by "rinnion".

Dominic Crinnion  
Acting Director  
Infrastructure Management

As nominee of the Planning Secretary