



West of Bankstown rail services in 2024

Consultation Report





Note

Throughout this report we have included quotations from participants across various engagement activities. These have been incorporated ‘as is’ without any changes from Transport for NSW. Transport for NSW has taken steps to de-identify any personal information in submissions which are extracted in this report.

Disclaimer

Information in this report has been gathered from community consultation activities. The information has been prepared in good faith and with due care to ensure that views that came out of the consultation were accurately represented in this report. Transport for NSW makes no representation or warranty (express or implied) as to the accuracy, adequacy or reliability of any statements, opinions or other information contained in this report. The information, statements, or other opinions provided by third parties in this report are neither endorsed or supported by Transport for NSW and does not necessarily reflect any policies, procedures, proposals or plans of Transport for NSW or the NSW Government. To the extent permitted by law, Transport for NSW (including its agents and employees) disclaims any liability whatsoever in connection with, reliance on or use of this report by any person.



This document contains important information about public transport projects in your area. If you require the services of an interpreter, please contact the Translating and Interpreting Service on **131 450** and ask them to call Transport for NSW on **1800 684 490**. The interpreter will then assist you with translation.

Vietnamese

Tài liệu này có các thông tin quan trọng về các dự án giao thông công cộng trong khu vực của quý vị. Nếu quý vị cần sự giúp đỡ của thông dịch viên, xin vui lòng liên hệ với Dịch vụ Thông Phiên Dịch ở số điện thoại 131 450 và yêu cầu họ gọi cho Cơ quan Giao thông Tiểu bang NSW ở số điện thoại 1800 684 490. Sau đó thông dịch viên sẽ giúp thông dịch cho quý vị.

Arabic

تتضمن هذه الوثيقة معلومات عن مشاريع النقل العام في منطقتكم. إذا كنتم بحاجة إلى خدمات مترجم، الرجاء الإتصال بخدمة الترجمة الشفهية والخطية على رقم 131 450 واطلبوا منهم ان يتصلوا بقسم مشاريع النقل على رقم 1800 684 490. عندها يساعدهم المترجم بالترجمة .

Simplified Chinese

这份文件包含你所在地区公共交通工程项目的重要信息。如果你需要传译服务，请致电翻译与传译服务机构，电话 131 450，要求他们为你接通交通部 (Transport Projects)，电话是 1800 684 490。传译员会为你做翻译。

Traditional Chinese

這份文件包含你所在地區公共交通工程項目的重要信息。如果你需要傳譯服務，請致電翻譯與傳譯服務機構，電話 131 450，要求他們為你接通交通部 (Transport Projects)，電話是 1800 684 490。傳譯員會為你做翻譯。

Contents

1	Executive summary	2
2	Project overview	6
3	The options	8
4	Communications and engagement approach	12
	Key engagement results	14
5	What we heard	16
	Initial feedback	16
	Formal feedback	17
	Online survey results for Option 1	17
	Online survey results for Option 2	18
	Online survey results for Option 3	19
	Stakeholder submissions	20
	Community feedback via project hotline and inbox	21
	Key themes	22
6	Consultation outcomes	32
7	Next steps	33

Author: Transport for NSW
Date: December 2020



1 Executive summary

Transport for NSW is currently planning how rail services on the T3 Bankstown Line for stations west of Bankstown will operate as part of the integration of Sydney Metro City & Southwest in 2024.

Customers will have a new metro train every four minutes in the peak from Bankstown to the city and beyond as part of the Sydney Metro project.

This project includes upgrading the existing suburban line between Bankstown and Sydenham to metro rail standards which means services west of Bankstown will need to operate differently.

Such changes need to balance community needs across this part of Sydney while working within the confines of a constrained network.

With this in mind, rail planners developed three three potential train service options using available infrastructure that would ensure customers could continue to make convenient connections on an expanded and more integrated railway network. Rail planners also analysed Opal data and customer feedback to develop the three proposed options.

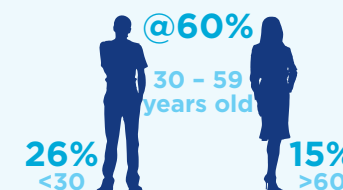
Key engagement results



About **600 submissions** received from organisations, groups and customers during the five-week formal feedback period



95% of people who filled in the online survey used the 14 stations west of Bankstown



Almost 60% of respondents were aged between 30 and 59, with 26% under 30 years and 15% above 60 years old



Chester Hill was the most used station of respondents



51% of survey respondents typically catch the train four or more days a week



Work was the main reason for travel, followed by recreation or entertainment



Walking, driving or catching a bus were the top three ways that people got to and from the train station



More than 650 visits to the project website per day, with Facebook and Instagram as the main drivers of traffic

The service options and engagement strategy

In February, details of three service options were shared with the community to recognise its strong interest in the project and to encourage initial feedback before a formal engagement process from late-June.

The three options were:

- **Option 1:** shuttle train services between Bankstown and Liverpool, and Bankstown and Lidcombe
- **Option 2:** train services between Liverpool and the City Circle via Regents Park and shuttle train services between Bankstown and Lidcombe

- **Option 3:** train services between Bankstown and the City Circle via Regents Park and shuttle train services between Bankstown and Liverpool

Option 2, which offers a direct connection to and from the city for the vast majority of west of Bankstown stations, was identified by Transport for NSW as the preferred option as it would deliver the best overall outcome for customers.

Shortly after the options were released, Transport for NSW had to adjust its engagement strategy as the implications of the COVID-19 pandemic became more apparent.

Plans to send engagement staff to the train stations to speak with customers about the proposed options were no longer viable.

Transport for NSW developed a consultation and engagement strategy that would overcome barriers to reaching the target audience and use alternative platforms for genuine and meaningful engagement without compromising the health and safety of staff or the community.

As a result, the engagement shifted to focus primarily on promoting an online feedback survey. A comprehensive communications and engagement campaign was developed to capture a wide cross-section of the community.

To further raise awareness of the survey, the project team briefed key stakeholders including local councils, state and federal MPs and reached out to schools, hospitals, business chambers and local community groups.

Community feedback

Initial feedback prior to the formal engagement process showed that direct services to and from the city were incredibly important to customers.

As a result, option two was clearly the most preferred as the vast majority of customers west of Bankstown would continue to receive a direct service to and from the city under this proposal.

Option 3 received a small amount of support as it gave some respondents a direct link to and from the city. Given option 1 would not provide a direct link to and from the city, this was the least favoured by respondents.

In late June, a formal five-week feedback period was launched, attracting an enthusiastic response with about 600 submissions from the community and stakeholders via an online survey, a project hotline and a project inbox.

Ninety-five per cent of people who provided feedback via the online survey used the 14 stations west of Bankstown, indicating that the engagement activities undertaken successfully reached those who may be most affected by any potential service changes.

Respondents again showed a strong preference for option 2 with the community listing the following three reasons for why this solution best suited them:

- Direct service to and from the city maintained
- Better or more direct access to other locations such as the Inner West
- Less crowding on services and at stations

This feedback mirrored Transport for NSW’s own analysis which shows about 90 per cent of customers west of Bankstown travel to the city in the AM peak.

Therefore, implementing option 2 would ensure most customers west of Bankstown continue to receive direct access to the city. Option 2 would also provide better connections to the Inner West for most customers.

As options 1 and 3 provided no customers or fewer customers with direct services to and from the city and the Inner West, both received significantly less support from the community.

Option 2 also ensures the impacts to the rest of the network are minimised.

Based on our modelling, option 2 would ensure demand does not increase onto the already busy T2 Line because existing T3 customers west of Bankstown would use the Liverpool-City via Regents Park services.

This was well recognised by the community who believed option 2 would create a more even spread of South West Sydney customers across the network.

Again, options 1 and 3 were less favoured as crowding was likely to increase on T2 services with more Liverpool, Warwick Farm and Cabramatta customers using T2 services so they could continue to have a direct service to the city.



Transport for NSW will progress service option 2 into the next phase of planning and development.

Next steps

Transport for NSW would like to thank everyone who provided submissions during the initial and formal feedback periods as these comments are an invaluable part of the planning process.

Based on the views of the community and a detailed analysis of travel patterns, service option 2 is considered the most effective solution to meet the needs of the vast majority of customers.

As such, Transport for NSW will progress service option 2 into the next phase of planning and development.

This decision now gives customers certainty as to how services will operate to and from west of Bankstown stations as part of the integration of Sydney Metro City & Southwest in 2024.

We will continue to listen to the community as service plans are developed for stations west of Bankstown.

This will involve working with key stakeholders and incorporating Opal data and customer feedback, to ensure we balance the needs of west of Bankstown customers, as well those travelling on other parts of the transport network.

Transport for NSW will continue to update the community as the project progresses.

2 Project overview

The NSW Government is delivering Sydney Metro, Australia's biggest public transport project. Services started in May 2019 on the Metro North West Line with a train every four minutes in the peak. Metro rail will be extended into the CBD and beyond to Bankstown.

In 2024, Sydney will have 31 metro railway stations and a 66 km standalone metro railway system – the biggest urban rail project in Australian history. There will be ultimate capacity for a metro train every two minutes in each direction under the Sydney city centre. The upgrade of the T3 Bankstown Line to metro standards between Sydenham and Bankstown received planning approval on 19 December 2018.

Customers will have a new metro train every four minutes in the peak from Bankstown to the Sydney CBD and on to the North West as part of the Sydney Metro City & Southwest project.

The upgrade of the T3 Bankstown Line, with sections that are more than 125 years old, to metro standards includes upgrades to existing stations between Sydenham and Bankstown. The upgrades will make all 11 stations fully accessible, with lifts for the first time at Punchbowl, Wiley Park, Canterbury, Hurlstone Park and Dulwich Hill stations.

Some stations are going from four trains per hour to 15 trains per hour during peak hours, meaning that over the three-hour morning peak, Sydney Metro will be able to move 51,000 people in each direction on the Bankstown Line. That's 15,000 more people than now.

Sydney Metro City & Southwest will deliver a significant increase in capacity across the rail system.



There will be changes to travel patterns in the South West, particularly for customers who use the existing suburban railway west of Bankstown.

Sydney Metro City & Southwest will deliver a significant increase in capacity across the rail system. It will transform the way customers get around, with a more integrated and expanded network than ever before.

However there will be changes to travel patterns in the South West, particularly for customers who use the existing suburban railway west of Bankstown.

Transport for NSW developed three potential options for how these existing suburban services could operate for customers west of Bankstown in 2024.

These rail options were shared with the community encouraging their feedback to ensure the most suitable services are delivered for customers.

3 The options

Planned changes to rail services need to balance the needs of customers while working within the confines of a constrained train network.

Based on these considerations, three feasible rail options were developed using available infrastructure to provide services for customers as part of the integration of Sydney Metro City & Southwest in 2024.

Initial planning conducted by Transport for NSW identified option 2, which offers a direct

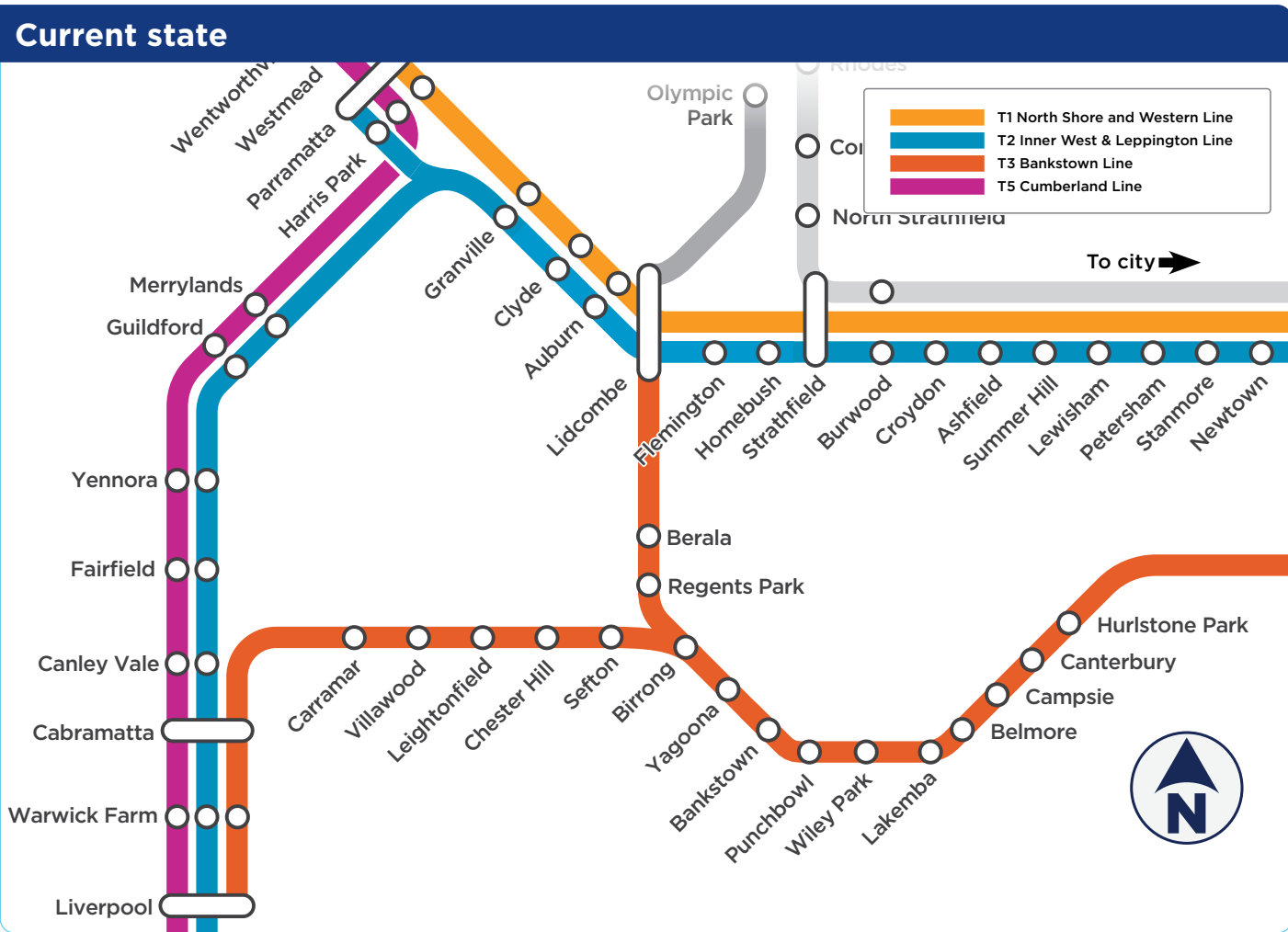
connection to and from the city for the vast majority of west of Bankstown stations, as the 'preferred' option because it would deliver the best overall outcome for rail customers.

This was deduced based on an analysis of customer feedback and current and forecast travel data across the network.

Current state

The T3 Bankstown Line operates as two branches, with services available from Liverpool and Lidcombe.

Services travel via Bankstown and Sydenham to the City Circle.

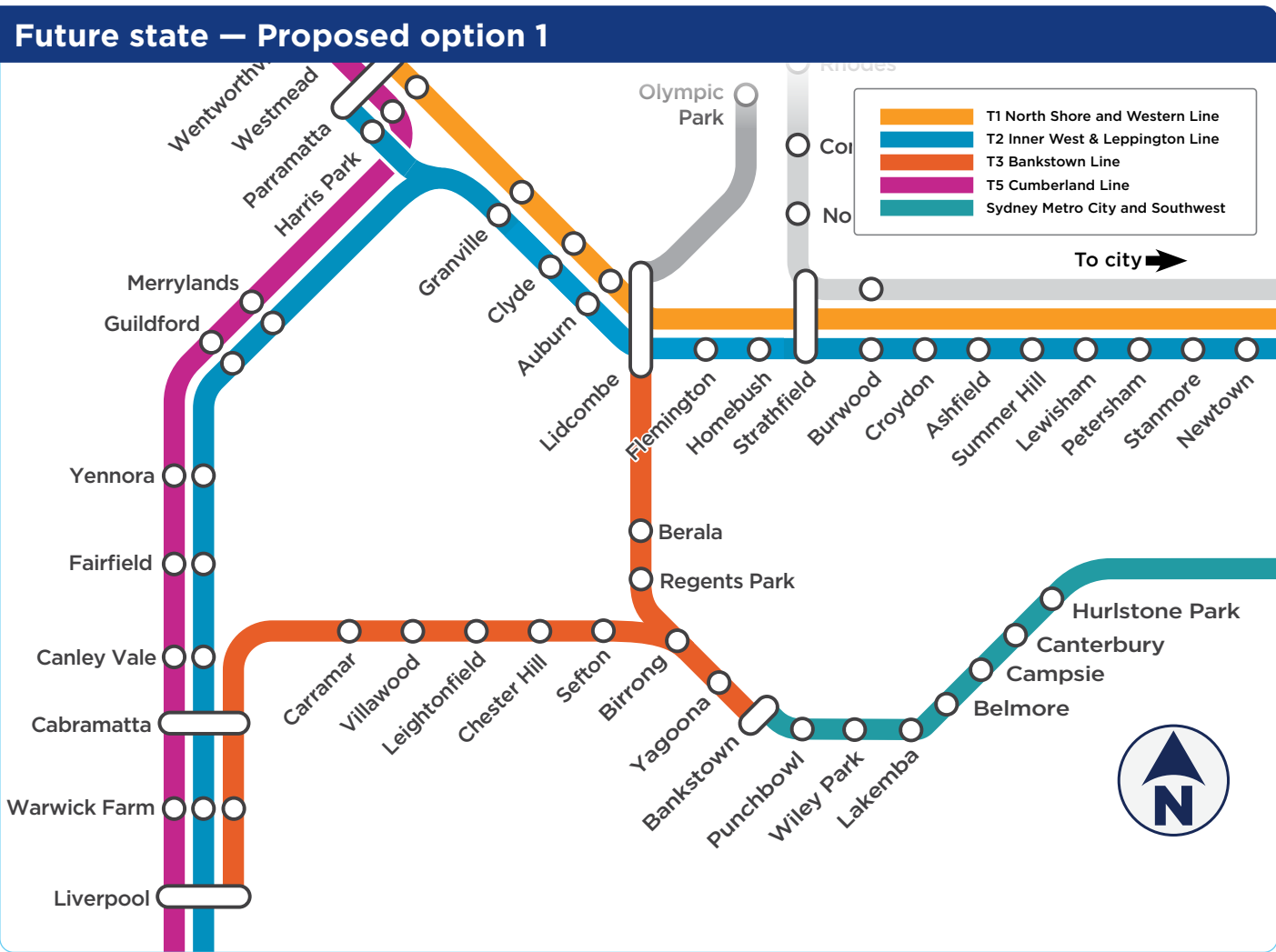


2024 Option 1

Shuttle train services to operate between Bankstown and Lidcombe and Bankstown and Liverpool.

Outcomes

- Carramar, Villawood, Leightonfield, Chester Hill, Sefton, Regents Park, Berala, Birrong and Yagoona customers would be required to interchange for trains to the city
- Increase of Liverpool-Cabramatta customers using T2 services via Granville to travel directly to the city resulting in more crowding on this line
- Direct access for customers to metro services at Bankstown or interchange at Lidcombe for other destinations



Adjustments to bus services in Sydney's South West will also be considered to ensure they complement the rail option selected so customers have more options available to them on a more integrated and expanded network.

2024 Option 2 (Preferred option)

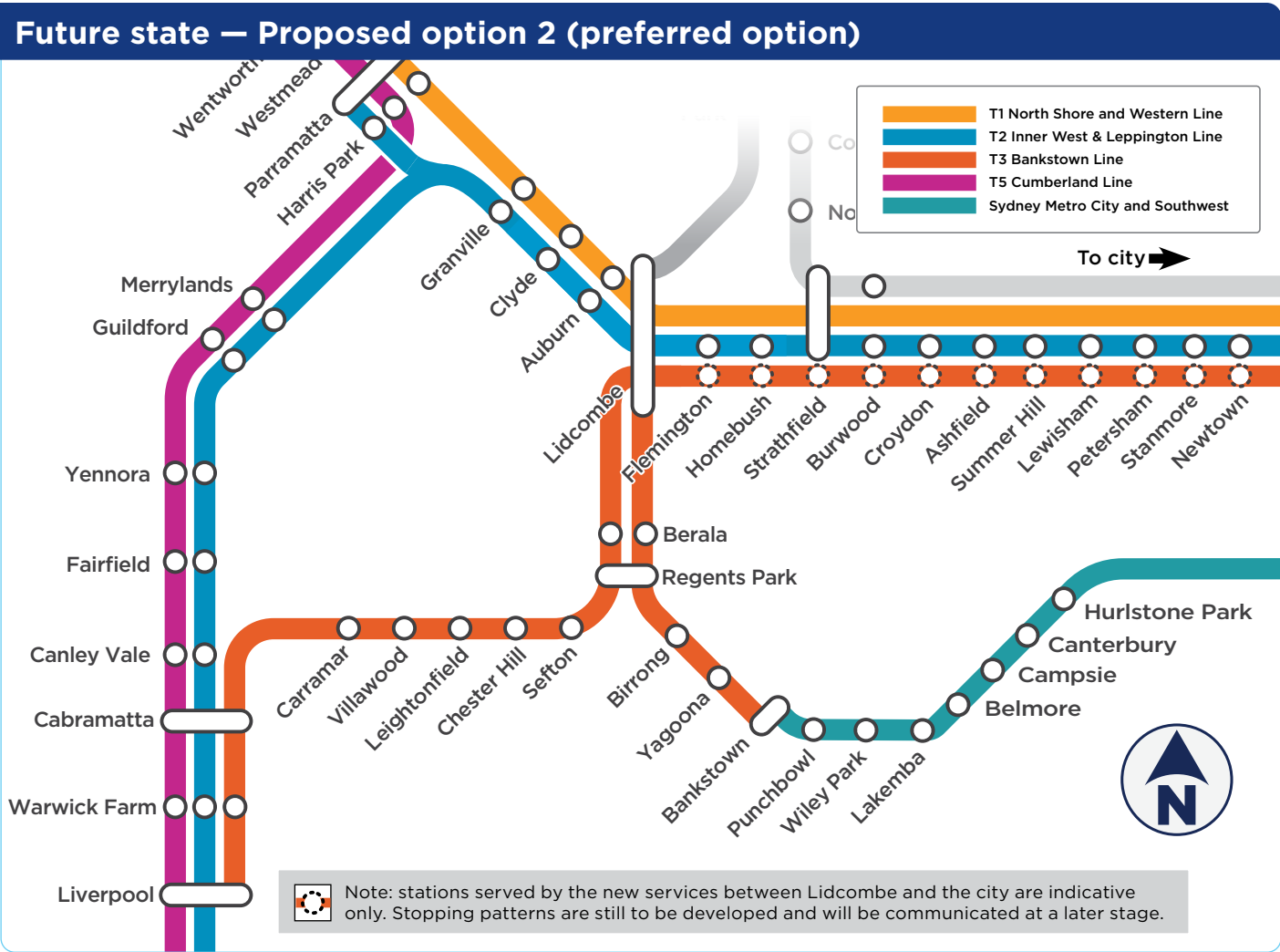
Services currently operating between Liverpool and the City Circle via Bankstown would instead run via Regents Park.

Shuttle train services to operate between Lidcombe and Bankstown.

Regents Park would be the main interchange point for customers switching between the two Bankstown Line branches.

Outcomes

- Direct option to the city for most customers west of Bankstown (Liverpool, Warwick Farm, Cabramatta, Carramar, Villawood, Leightonfield, Chester Hill, Sefton, Regents Park and Berala)
- Direct connections to the Inner West for Liverpool, Warwick Farm, Cabramatta, Carramar, Villawood, Leightonfield, Chester Hill, Sefton, Regents Park and Berala customers
- Less crowding on T2 Line as most Liverpool-Cabramatta customers opt for Liverpool-City via Regents Park services
- Liverpool-Sefton customers are required to interchange at Regents Park for access to metro services at Bankstown
- Birrong and Yagoona customers required to interchange at Bankstown for metro services or travel to Lidcombe/Regents Park for access to other destinations



Adjustments to bus services in Sydney's South West will also be considered to ensure they complement the rail option selected so customers have more options available to them on a more integrated and expanded network.

2024 Option 3

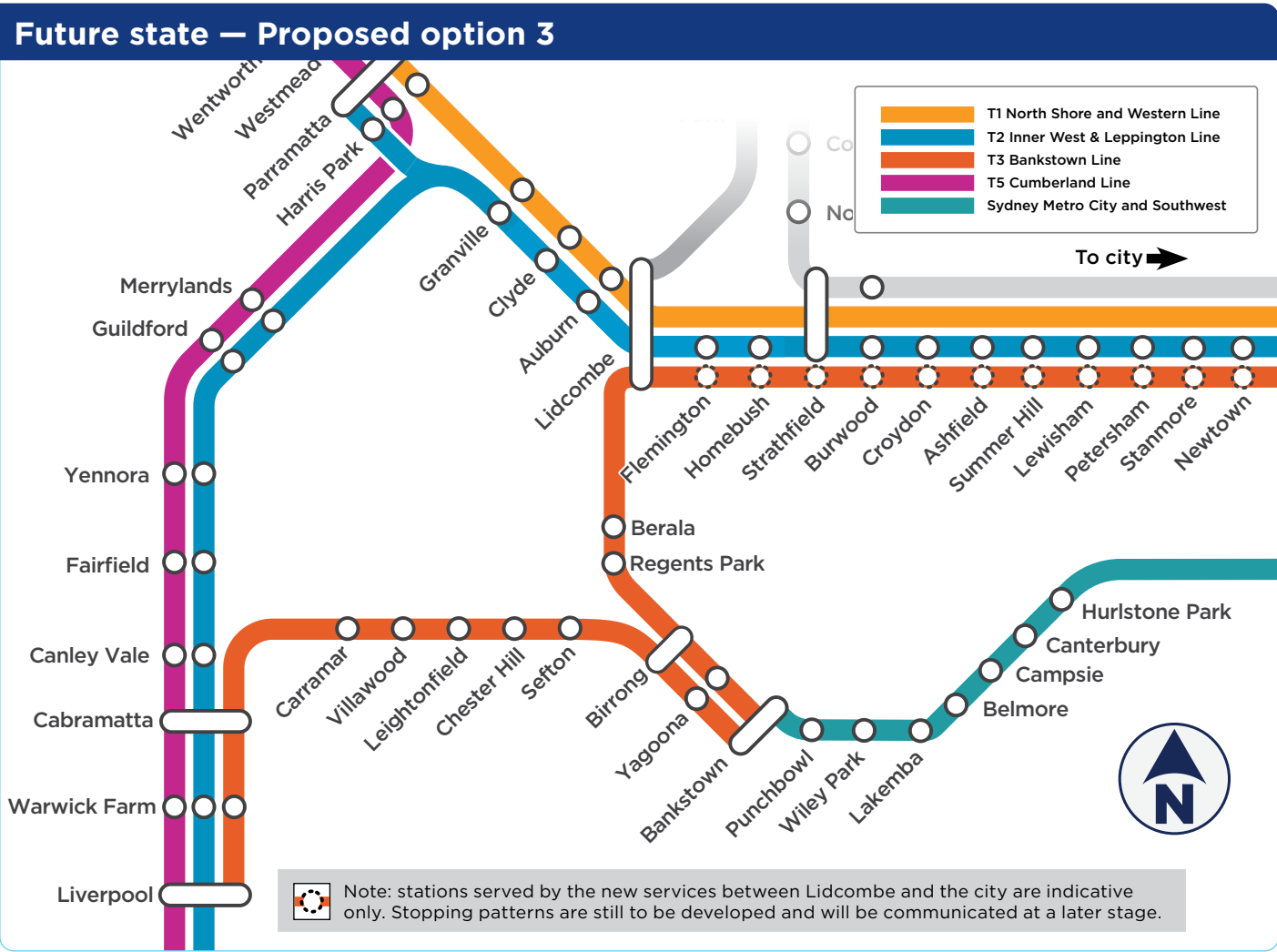
Services would operate between Bankstown and the City Circle via the Inner West.

Shuttle train services to operate between Liverpool and Bankstown.

Birrong would be the main interchange point for customers switching between the two Bankstown Line branches.

Outcomes

- Carramar, Villawood, Leightonfield, Chester Hill and Sefton customers would be required to interchange for trains to the city
- Increase of Liverpool-Cabramatta customers using T2 services to travel directly to the city resulting in more crowding on this line
- Direct access for customers to metro services at Bankstown



Adjustments to bus services in Sydney's South West will also be considered to ensure they complement the rail option selected so customers have more options available to them on a more integrated and expanded network.

4 Communications and engagement approach

In February 2020, Transport for NSW released information of the rail options proposed to serve west of Bankstown customers.

This was to acknowledge the community's strong interest in the project, provide assurances that options had been assessed, and give people the opportunity to provide some initial feedback ahead of a formal engagement process in the months to come.

Community feedback is an important part of the planning process. Therefore, the main objectives of the engagement were to raise awareness of the proposed options with the customers that the changes would directly impact and to encourage them to provide feedback.

Initial feedback was sought via a short online form where customers provided their comments on the three proposed options.

Shortly after the options were released, the project team had to adjust its engagement strategy as the implications of the COVID-19 pandemic became more apparent.

Plans to send engagement staff out to the 14 target train stations to speak with customers about the options and the online survey were no longer viable.

Transport for NSW developed a revised engagement strategy that would overcome barriers to reaching the target audience and use alternative platforms for genuine and meaningful engagement without compromising the health and safety of staff or the community.

As a result, the engagement shifted to focus primarily on promoting an online feedback survey. A targeted, multi-channel communications and engagement campaign was developed to reach impacted customers and capture a wide cross-section of the community. The project team also proactively publicised the online survey with key stakeholders, which attracted a significant audience (Figure 1).

Community feedback is an important part of the planning process.



Key engagement results

About 600 submissions were received during the five-week formal feedback period, reflecting strong interest from the community on this issue.

Ninety-five per cent of people who provided feedback via the online survey used the 14 stations west of Bankstown that these options will impact, indicating that the engagement activities undertaken successfully reached those who may be most affected by any potential service changes.

Almost 60 per cent of survey respondents were aged between 30 and 59, with 26 per cent under 30 years and 15 per cent above 60 years old.

Chester Hill was the most used station, followed by Birrong, Liverpool, Bankstown and Sefton.

More than half of the respondents who filled in the survey caught the train four or more days a week, with work as the main reason for travel, followed by recreation or entertainment.

Walking, driving or catching a bus were the top three ways that people got to and from the train station, with the morning and evening periods being the most popular time of travel.

On average, there were more than 650 visits to the project website per day, with Facebook being the main driver of traffic, followed by Instagram, Transport for NSW’s website and the Restore Inner West Line website.

As a direct result of briefings and proactive engagement with key stakeholders, several local councils and local MPs leveraged their own communication channels to help promote the online survey.

Examples included Liverpool City Council and City of Canterbury Bankstown calling on residents to participate in the survey on their official Facebook accounts while local MPs shared links with their constituents via traditional and digital platforms.

About 600 submissions were received during the five-week formal feedback period.

Figure 1: Reach of engagement

How we engaged		Stakeholder/audience reach
Online	Initial feedback on project website	yoursay.transport.nsw.gov.au/west-of-bankstown Opened for about four months from February to June Online feedback form 161 items of feedback 2820 visits 1763 information factsheet downloads
	Formal online survey on project website	yoursay.transport.nsw.gov.au/west-of-Bankstown/survey_tools/have-your-say Opened for five weeks from 22 June to 27 July 21 questions 564 surveys 14,500 visitors 1121 information fact sheets downloads Survey was available in English, Vietnamese, Arabic, Simplified and Traditional Chinese 470 respondents requested project updates
	Email	Written submissions accepted during the engagement period 29 submissions 8 enquiries for further information
	Facebook and Instagram ads	Static and interactive advertisements were produced for Facebook and Instagram, linking to the project page and online survey Each ad appeared in a person’s feed up to three times Geo-targeted approach based on postcode The ads were available in English, Vietnamese, Arabic, Simplified and Traditional Chinese Links for the ads were shared with key stakeholders to further extend reach About 11,500 clicks on the ads About 835,000 people saw the ads at least once More than 1500 likes 55 shares on Facebook About 200 comments

How we engaged		Stakeholder/audience reach
Indirect	Letterbox drop	In first week of engagement, an information flyer was distributed by post Reached more than 90,000 households within a 2km radius of the 14 target stations
	1800 projects hotline	Respondents could call a dedicated hotline to share feedback 7 submissions 4 enquiries
	Mail box	Option for postal submissions None
	Print ads*	Full-colour half-page advertisement in early general news section of local community papers Advertisements were published between 24 June and 22 July Two advertisements in each of the four newspapers (Auburn Review, Bankstown Torch, Fairfield Champion, Liverpool Champion)
Direct	Briefings via video conferencing	One-on-one stakeholder briefings Followed up with calls/emails Shared social media links City of Canterbury Bankstown staff Cumberland Council Mayor and staff Fairfield Council staff Liverpool Council staff State MPs: Guy Zangari (Fairfield), Tania Mihailuk (Bankstown), Lynda Voltz (Auburn), Nick Lalich (Cabramatta) Federal MPs: Jason Clare (Blaxland), Chris Hayes (Fowler), Fiona Martin (Reid) Restore Inner West Line community action group
	Phone calls and emails	Reached out to a range of stakeholders identified as impacted and also in a position to help promote the engagement Explained the options and the online survey High schools (state, independent and religious) Universities and colleges Hospitals Business chambers Community groups Department of Health Department of Education
	Media release	Sent out to six media outlets when survey launched on 22 June 2020 Media coverage in Auburn Review and Canterbury-Bankstown Express

*In the lead-up to and during the formal feedback period, a number of local newspapers were not printing so advertisements could not be placed in these publications.

5 What we heard

The community shared its views on the proposed options during an initial feedback period from February to June, followed by a formal five-week consultation period from late-June to late-July.

Both feedback periods were primarily conducted via an online platform, with respondents also able to have their say via a project hotline, inbox and postal address (Figure 6).

Initial feedback

The community was able to have its say during this initial feedback period via an online feedback form on the project website.

Out of the 161 items of feedback we received, 52 categorically stated their preference for one of the proposed options.

The breakdown (Figure 2) of the “stated support” was:

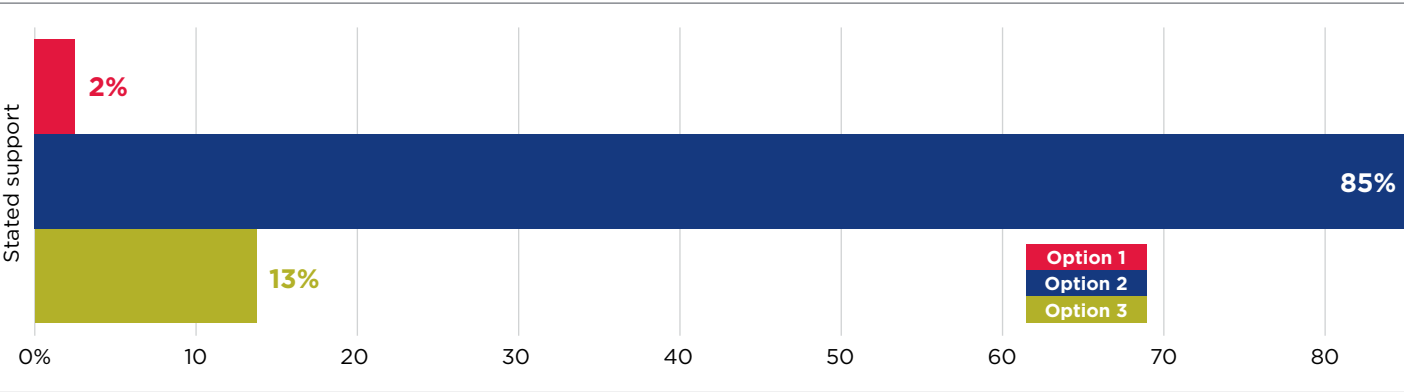
- two per cent for option 1
- 85 per cent for option 2
- 13 per cent for option 3

Chester Hill was the most popular station used by respondents, followed by Sefton, Berala and Birrong.

Respondents highlighted a broad range of opinions in the feedback with the key issues being:

- direct access to and from the city, including express services
- direct heavy rail connection between Liverpool and Bankstown
- improved journey times and greater frequency of services
- services that would limit the number of interchanges and reduce crowding
- the impact of Sydney Metro on journey times
- concerns that Birrong and Yagoona may have fewer options
- the possible re-naming of the service between Liverpool and the CBD via Regents Park if option 2 is selected
- access to better bus and light rail connections
- the need to address commuter car park capacity
- wanting improved station facilities such as lifts
- questions about the possible extension of Sydney Metro beyond Bankstown

Figure 2: Stated support for proposed options during initial feedback period



“Option 2 is my preferred option. It allows connections to the Inner West lines, Sydney Olympic Park and allows those between Cabramatta and Liverpool a faster and less crowded option...” — survey respondent

Formal feedback

During the five-week formal feedback period, about 600 submissions were received via an online survey, a projects hotline and inbox. Key stakeholders also sent in submissions to the project team.

The community shared its views primarily via the online survey which received 564 respondents. Feedback was also received through the other channels available, including eight written stakeholder submissions, seven phone calls via the 1800 project hotline and 21 emails to the project inbox.

In this section, we have categorised the feedback into three sections: online survey results, stakeholder submissions, and community feedback via calls/emails.

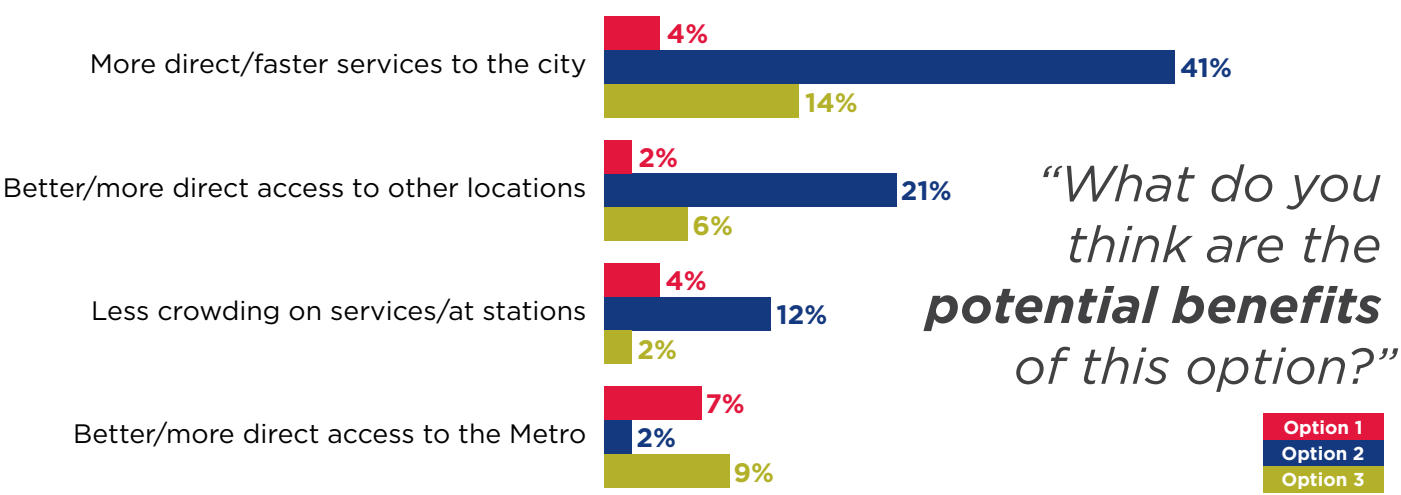
i. Online Survey results for Option 1

Option 1, which provides customers with shuttle train services between Liverpool and Bankstown, and Lidcombe and Bankstown, was the least favoured option both as stated by respondents and based on positive and negative comments by respondents in the online survey.

As a result, there was a small number of key benefits identified for this option by respondents.

Of these, some respondents liked this option because it would give them better/more direct access to metro services at Bankstown. Some respondents were also happy that this option was similar to the service structure already in place. Other benefits respondents identified for this option were a greater frequency of services, less crowding and more/direct faster services to the city.

Figure 3: Top benefits for each option



“(Option 2) gives the most passengers the best options to be able to access as much of the network without interchange, or with as few interchanges as possible.” – survey respondent

However there was significantly more negative commentary from respondents on this option. In fact, 57 per cent of online survey respondents said they could not see any benefits for customers if this option was implemented (Figure 5).

The primary reasons most respondents disliked this option were due to the loss of direct services to get to their destination and the increasing need to change trains as part of their journey.

Others thought this option would lead to more crowding and increased travel times.

ii. Online Survey results for Option 2

Option 2, which provides a direct link to the city for most customers, received the strongest support overall, with potential advantages as identified by the community far outweighing the disadvantages.

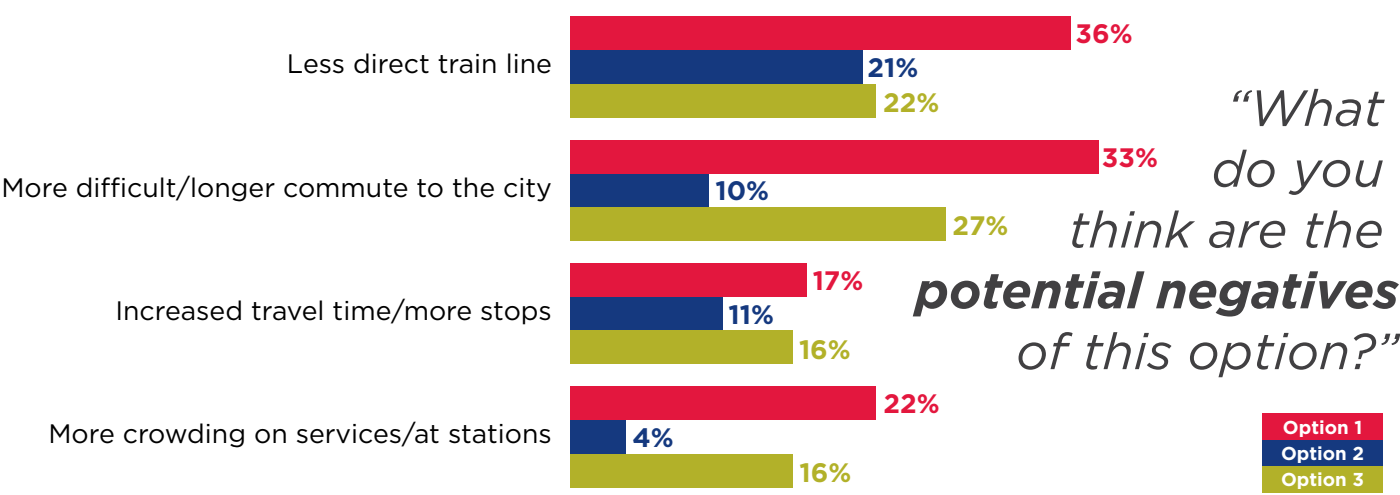
Forty-one per cent of respondents said the main benefit of option 2 would be more direct and faster services to the city, which was overwhelmingly the biggest response for any benefit across all three options (Figure 3).

Having better or more direct access to other locations such as Parramatta, Lidcombe and Sydney Olympic Park was the second most popular benefit for option 2, with one respondent also adding that it would be easier to get to the “entertainment district in Homebush”.

Respondents also said that option 2 would lead to less crowding as customers would be spread across different services and stations, thereby reducing congestion on the T2 Inner West Line and other parts of the network.

When talking about some of the negatives of this option, respondents said it would mean a less direct train line because potential interchanges would make it harder to coordinate a trip.

Figure 4: Top negatives for each option



Others said this option was not good for Birrong and Yagoona customers with increased travel times and crowding also highlighted as potential disadvantages of this option.

About 30 per cent of respondents said they could not identify any negatives for option 2, compared to two per cent for option 1 and eight per cent for option 3 (Figure 5).

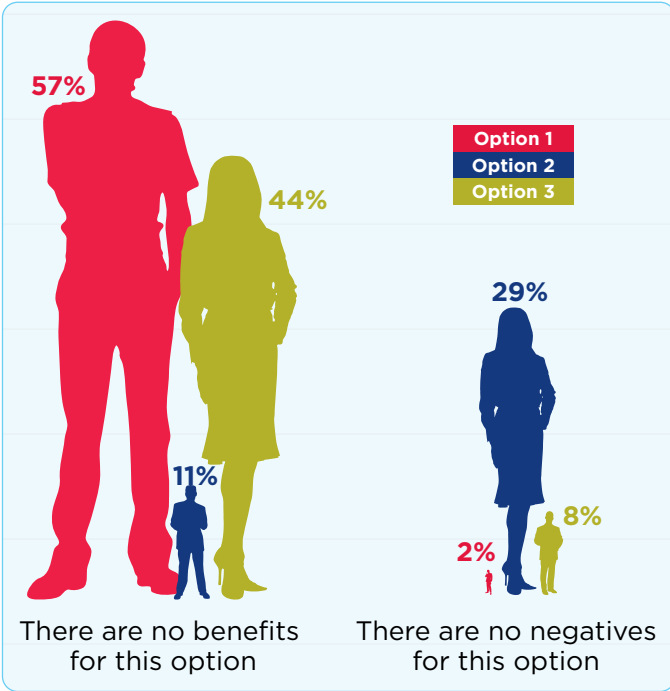
iii. Online Survey results for Option 3

Option 3 provides customers with services between Bankstown and the City Circle via Lidcombe and a shuttle service between Bankstown and Liverpool. According to feedback by respondents in the online survey, this was the second most preferred option.

Of the positive comments received, respondents liked this option because it provided them with more direct/faster services to the city. Some respondents indicated that this option would offer better/more direct access to metro services while others thought it would provide a more direct option to other key locations.

Some respondents also identified Birrong, Yagoona, Berala and Regents Park as having an improved service offering if this option was implemented.

Figure 5: No benefits Vs No negatives



However there were many concerns raised by respondents, with 44 per cent saying they could not see any benefits for this option (Figure 5).

The main issues identified by respondents were the lack of a direct train service, more crowding, increased travel times and a more difficult commute because of the need to change trains.



“Having a more direct link to the city for Liverpool and Cabramatta is ideal and will reduce crowding on T2 services.” — survey respondent

iv. Stakeholder submissions

Transport for NSW was in contact with a number of key stakeholders throughout the consultation process including local councils, local MPs, high schools, hospitals and community groups.

Written submissions were received by City of Canterbury Bankstown, Cumberland City Council, Liverpool City Council, Guy Zangari MP (State Member for Fairfield), Tania Mihailuk MP (State Member for Bankstown), the Western Sydney Business Chamber, the Restore Inner West Line community action group and the University of Sydney.

Out of the eight written submissions received from the above stakeholders, four stated their support for Transport for NSW’s preferred option 2. There was no support stated outright for option 1 or option 3.

The State Member for Bankstown conducted her own survey which was provided to Transport for NSW for consideration. Eighty per cent of respondents indicated a preference for Transport for NSW’s preferred option 2, 13 per cent for option 3 and seven per cent for option 1.

All stakeholders emphasised that further public transport improvements were needed for west of Bankstown customers in the future.

Key commentary included the following preferences for:

- Express services to and from the Sydney CBD
- Direct heavy rail connections to be maintained between Liverpool and Bankstown
- More improved connections not only to the Sydney CBD but also to key Western Sydney hubs such as Parramatta
- Community consultation to have occurred earlier when the options were being developed
- An extension of Sydney Metro beyond Bankstown, and an additional Sydney Metro station required at Camperdown to provide better access for west of Bankstown customers to the Camperdown-Ultimo Health and Education Precinct
- Improved journey times, increased frequencies and better/more direct connection

- Alternative options to be explored such as the service offering available for west of Bankstown customers pre the 2013 rail timetable
- The option selected should be implemented as early as possible
- The possible re-naming of the service travelling between Liverpool and the City via Regents Park in option 2

v. Community feedback via project hotline and inbox

Community members were also able to provide their feedback by calling the project hotline, emailing the project inbox, or sending a submission via post.

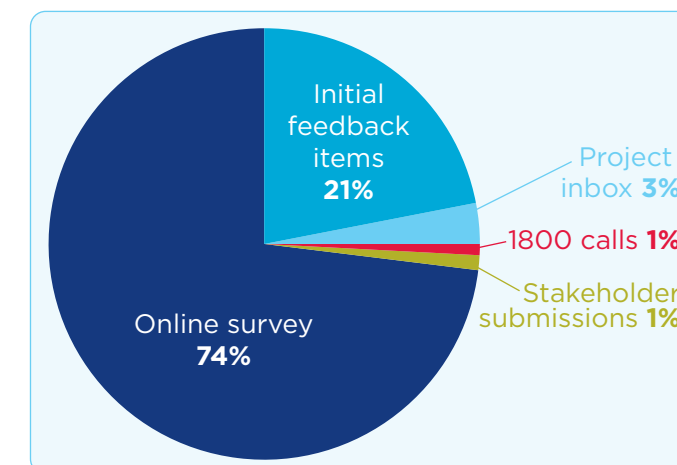
Of the seven submissions received via phone, two stated their support for option 2. None stated support for option 1 or 3.

Of the 21 email submissions, nine categorically supported option 2, three supported option 3 and none supported option 1. There were no submissions sent via post.

The key issues in the feedback from phone calls and emails included:

- The need for more services for west of Bankstown customers
- Concerns that Birrong and Yagoona may have fewer options under option 2
- That a possible benefit of option 2 would be reduced crowding on the T2 Line

Figure 6: Feedback profile



- The desire for the Sydney Metro to be extended beyond Bankstown
- Concern over future development along the rail corridor
- Accessibility issues for disabled, elderly, students and families with young children if interchanges were needed
- Preference for improved connectivity to other modes of transport
- Calls for facility upgrades for some stations such as lifts
- The need for more commuter car parking
- Desire for better connectivity to Parramatta and further west



Under the preferred option, direct access to and from the city will be maintained for most customers west of Bankstown.

Key themes

The following themes were prominent throughout the online survey responses and other feedback we received. Transport for NSW has provided responses to the key themes.

Direct access to the city and other locations

Having direct access to the city and other key locations was identified by many respondents and stakeholders as one of the most important issues when evaluating the proposed options.

Respondents said it was crucial to continue to have direct and convenient access to their destinations, with a range of reasons such as work, education, shopping or entertainment.

Some respondents also said that direct access meant a safer journey, as customers such as older people, people with disability or young families would not have to change trains.

While direct access to the city was a high priority for many respondents, the feedback provided showed that customers valued access to other parts of the network such as the Inner West.

Stakeholders also reflected this sentiment, adding that local communities valued direct access to their destinations, whether it be the city or other locations.

Response:

Transport for NSW recognises that people want direct services, which is why under the preferred option, direct access to and from the city will be maintained for most customers west of Bankstown.

The preferred option would also ensure most customers benefit from direct access to the Inner West as well as improved connections to Parramatta.

Transport for NSW is investing at record levels to improve rail links for South West Sydney and Western Sydney customers now and into the future.

Better connectivity to and from major hubs such as Western Sydney and the Inner West

Improving rail links between South West Sydney and other major hubs in Western Sydney and the Inner West was a recurring theme raised by respondents and stakeholders.

Some pointed out that South West Sydney will undergo significant population and jobs growth over the next few decades so improving rail links between Bankstown, Liverpool, Lidcombe and Parramatta was vital to ensuring the community, especially those who are socially and economically disadvantaged, would have easy and convenient access to public transport.

Having reliable access to the Inner West was also frequently raised by respondents with some pointing out that being able to get to Burwood, Ashfield and Newtown was important for work, shopping and recreation. Being able to access different parts of the wider rail network also meant more options if there were delays on one part of the network, according to respondents.

Response:

Transport for NSW is investing at record levels to improve rail links for South West Sydney and Western Sydney customers now and into the future.

Major rail projects to support our long term Future Transport strategy are the world class Sydney Metro and the \$4.3 billion More Trains, More Services Program.

This is on top of regular adjustments to services we're delivering and/or investigating in the short term to improve connectivity for customers working within the confines of the rail infrastructure available.



In March 2019 the NSW Government announced early planning to begin on four additional Sydney Metro routes.

Possible extension of metro beyond Bankstown

Some respondents suggested an extension of Sydney Metro City & Southwest to Birrong and Yagoona, while others said they would like to see the line extended to Cabramatta or Liverpool. Sefton, Regents Park and Lidcombe were also nominated as stations for the Sydney Metro.

Respondents said extending Sydney Metro west of Bankstown would give people more options with the potential for fewer interchanges.

Response:

In March 2019 the NSW Government announced early planning to begin on four additional Sydney Metro routes over the next four years.

This includes early planning for a potential Sydney Metro City & Southwest extension from Bankstown to Liverpool.

These early planning activities are considering a range of transport options and will be informed by engineering and environmental constraints as well as an assessment of costs and benefits.

This early planning forms part of a long-term transport vision for Greater Sydney, and build on the Western Sydney Rail Needs Study.

Any extension to Sydney Metro City & Southwest would be subject to further community consultation and a separate planning approval process.

In 2024, customers will have a new metro train every four minutes in the peak from Bankstown to the city.

Timing of implementation

Some respondents said they wanted a direct city service from Liverpool via Regents Park, as proposed in option 2, to be implemented today, and not in 2024.

Response:

It is not possible to implement this option today because during peak times, rail tracks running through the City Circle are currently at capacity. Sydney Metro City & Southwest will release capacity on the City Circle, which would allow us to make this change.

Benefits of metro services

The community and stakeholders provided a variety of comments on how Sydney Metro City & Southwest would impact them. The feedback ranged from those who were excited and looking forward to having a new turn-up-and-go service at Bankstown while others labelled the Sydney Metro as less convenient than heavy rail and said they did not want it to go ahead, with some suggesting that it should stop at Sydenham.

Response:

In 2024, customers will have a new metro train every four minutes in the peak from Bankstown to the city and on to the North West as part of the Sydney Metro City & Southwest project.

The upgrade of the T3 Bankstown Line, with sections that are more than 125 years old, to metro standards includes upgrades to existing stations between Sydenham and Bankstown. The upgrades will make all 11 stations fully accessible, with lifts for the first time at Punchbowl, Wiley Park, Canterbury, Hurlstone Park and Dulwich Hill stations.

Some stations are going from four trains per hour to 15 trains per hour during the peak, meaning that over the three-hour morning peak, Sydney Metro will be able to move 51,000 people in each direction on the Bankstown Line. That's an extra 15,000 more people than now.

Sydney Metro City & Southwest will deliver a significant increase in capacity across the rail system. It will transform the way customers get around, with a more integrated and expanded network than ever before.

Direct access to metro services

Some respondents raised concerns that it was important to have direct access to metro services at Bankstown while others appreciated that some of the proposed options would provide them with the choice of either heavy rail or Sydney Metro to get to the city.

Response:

Customers will have access to regular train services to and from Bankstown. Under our preferred option, customers west of Regents Park wishing to connect with high frequency turn-up-and-go metro services at Bankstown will be able to do so by changing trains at Regents Park.

Additionally customers will still have access to frequent bus services that connect with Bankstown as they do today.

Adjustments to bus services in Sydney's South West will also be considered to ensure they complement the new train service option in the area so customers have additional options available to them on a more integrated and expanded network.

Customers can rest assured there will be regular services available which will be in line with demand.

Crowding

Respondents raised concerns that some of the options might contribute to increased crowding on services and at stations. Some respondents also noted that the proposed options could positively address crowding issues. In particular, many respondents who supported option 2 said they felt this proposal would help to alleviate crowding on the T2 Inner West & Leppington Line as it would allow a better spread of customers across the network.

Response:

Close to 90 per cent of customers west of Bankstown travel to the city in the AM peak. Therefore, implementing option 2 would ensure the vast majority of customers west of Bankstown will continue to receive direct access to the city in 2024.

Option 2 would also ensure demand does not increase onto the already busy T2 Line because existing T3 customers west of Bankstown are likely to use the Liverpool-City via Regents Park services, with a direct travel option to and from the city still in place for the vast majority.

Interchanging

Many respondents were concerned that some of the options would mean they would have to interchange to get to their destination, and in some cases, they may have to interchange twice. This would add to their journey time and make public transport less attractive.

Respondents also pointed out that interchanging was difficult for some people including those with mobility needs, people with disability, families with young children and older people. Others said certain stations were not convenient for changing trains due to distance between platforms or the need to wait long times for a connecting service.

Response:

Changing trains is common place in major rail systems around the world and is necessary to accommodate Sydney's growing transport needs.

However, we recognise people want direct services, which is why under the preferred option, direct access to and from the city will be maintained for most customers west of Bankstown.

Journey times and frequencies, particularly express services for South West Sydney

In assessing the options, a number of respondents asked about journey times and frequencies as there was concern that some trips might be longer as a result of the changes. Respondents also wanted to know if the number of peak and off peak services they currently received would be maintained.

Some respondents noted that journey times and service frequencies would improve as a result of metro for those who used the service at Bankstown.

Respondents also raised concerns about stopping patterns which might add to journey times while other respondents suggested their trips could be faster depending on how many stations were included in a service.

Several stakeholders pointed out that it was difficult to assess the options without more detail on travel times and a proposed timetable, and that express services should be considered during the planning process for South West Sydney customers.

Response:

We appreciate customers may want further detail such as service levels, journey times and stopping patterns however our work is still in the early development phase. Further detail will be provided over the coming years as part of the timetable development process. This will involve working with key stakeholders and incorporating



Opal data and customer feedback, to ensure the best possible solution is developed.

Customers can rest assured there will be regular services available which will be in line with demand.

Birrong and Yagoona

Some respondents highlighted the different outcomes for Birrong and Yagoona, depending on the option. Under option 3, Birrong and Yagoona customers would continue to have a direct service to the city, while under options 1 and 2, these customers would interchange at

Bankstown or Lidcombe. Some said they felt Birrong and Yagoona would be significantly disadvantaged as a result of the proposed changes under options 1 and 2.

Response:

Under our preferred option, customers from Birrong and Yagoona would still have access to regular trains at their local station to connect with turn-up-and-go metro services at Bankstown to take them to the city and beyond to the North West. Alternatively, customers could also travel to Lidcombe or Regents Park for access to other destinations.



Improving multi-modal trips as part of future planning

The community said it was important to ensure other modes of transport such as buses were considered when planning rail services, as many depended on multi-modal options to complete their journeys. More frequent bus services could also alleviate pressure on commuter car parks, according to some respondents, while extra bus services that cover a greater area could help customers impacted by rail changes. Improving the timing of bus services so they coincide with the train timetable was also raised by respondents.

A wide range of suggestions were received on possible bus routes including:

- Liverpool to Lidcombe
- connections between Chester Hill and Sefton to Birrong and Yagoona
- an express bus between Bankstown and Cabramatta
- a direct bus to the city from Yagoona
- express buses from Lidcombe to Bankstown

Response:

Adjustments to bus services in Sydney's South West will be considered to ensure they complement the new train service option in the area so customers have additional options available to them on a more integrated and expanded network.

Rename part of the T3 Bankstown Line

A small number of respondents as well as stakeholders said they would like to see the renaming of the service travelling between Liverpool and the City via Regents Park if option 2 was chosen. Part of the reasoning for a new name would be to recognise the re-routing of the Liverpool-City via Bankstown service.

Response:

Transport for NSW will, in due course, review naming of railway services and lines prior to Sydney Metro services beginning in 2024. Prior customer feedback will be studied as part of this review.

Consultation of options

Some stakeholders and community members were concerned that they had not been consulted during the development of the proposed options, while others welcomed the opportunity to provide feedback on the proposed options.

Response:

Planned changes to rail services like the ones proposed for the T3 Bankstown Line need to balance the community needs across this part of Sydney, while working within the confines of a constrained network.

Based on these considerations, three feasible rail options were developed using available infrastructure to provide services for customers as part of the integration of Sydney Metro City & Southwest in 2024.

Pre-2013 timetable option

Some respondents suggested creating an alternative option by combining option 2 and 3, similar to the timetable that was in place prior to changes introduced in October 2013.

A number of respondents said restoring direct services to the city for all stations west of Bankstown was important as it would benefit many commuters and that the 2013 timetable changes had made public transport less attractive.

Response:

The service offerings available prior to the 2013 timetable changes were possible due to lower demand and fewer trains running on the network.

However, Transport for NSW are now running more services in response to increased demand. This is particularly evident around the busy Liverpool-Cabramatta and Inner West corridors, where there are multiple lines in operation.

Accommodating the pre-2013 option today would force a reduction in the number of T5 Cumberland and T2 Inner West & Leppington services we could operate in these corridors.

This is something we can no longer afford to do as it would result in poor outcomes like crowding and longer journey times for thousands of customers, including those in the South West who rely on these train services.

Out of scope

Theme	Feedback	Transport response
Additional stop at Camperdown as part of Sydney Metro West	One of the stakeholder submissions asked that Sydney Metro West should re-visit providing a station at Camperdown. The stakeholder suggested the new stop would provide better access for west of Bankstown customers to the Camperdown-Ultimo Health and Education Precinct.	<p>Sydney Metro has been working with stakeholders, local communities and industry to refine the project since 2016 – so that it delivers a fast, safe and reliable metro journey while providing the most benefits to local communities.</p> <p>Sydney Metro has confirmed stations at Westmead, Parramatta, Sydney Olympic Park, North Strathfield, Burwood North, Five Dock and The Bays. The NSW Government is assessing an optional station at Pyrmont and further planning is underway to determine the location of a new metro station in the Sydney CBD.</p> <p>When determining station locations, detailed economic research, key engineering considerations and project objectives are all taken into account before making a decision.</p>
Accessibility	Respondents listed a number of accessibility issues such as the need for lifts and more commuter car spaces for some stations. They also called for measures to improve safety at stations such as better lighting, CCTV and staff. Birrong, Yagoona, Carramar, Chester Hill and Villawood were some of the stations that were highlighted.	<p>Commuter Car Parking</p> <p>While there are no current plans to provide additional commuter parking spaces at Birrong, Yagoona, Carramar, Chester Hill and Villawood, the NSW Government is committed to making it easier for customers to access public transport in Sydney.</p> <p>Transport for NSW continually reviews our services to ensure we are meeting the needs of our customers and communities across NSW and Council’s feedback will be taken into consideration for future initiatives.</p> <p>Station Upgrades</p> <p>At Birrong Station, planning approval has been received for an upgrade, with major construction underway. The project is expected to be completed in 2022. For more information, please visit transport.nsw.gov.au/projects/current-projects/birrong-station-upgrade.</p> <p>At Yagoona Station, planning is currently underway to improve accessibility. The project is expected to be completed in 2023. For more information, please visit transport.nsw.gov.au/projects/current-projects/yagoona-station-upgrade.</p> <p>Upgrades at Carramar, Chester Hill and Villawood will be considered as part of future tranches of the Transport Access Program. See transport.nsw.gov.au/projects/current-projects/tap-3.</p>



6 Consultation outcomes

Based on the views of the community and a detailed analysis of Opal data, service option 2 is considered the most effective solution to meet the needs of the vast majority of customers.

As such, Transport for NSW will progress service option 2 into the next phase of planning and development.

This decision now gives customers certainty as to how services will operate to and from west of Bankstown stations as part of the integration of Sydney Metro City & Southwest in 2024.

This is supported by the many items of feedback which were consistent with Transport for NSW’s own analysis, identifying option 2 as the preferred solution.

For example, we knew customers wanted to maintain a direct service to the city.

This was based on ongoing customer feedback and an analysis of Opal data which shows around 90 per cent of customers west of Bankstown travel to the city in the AM peak.

Therefore, implementing option 2 would ensure most customers west of Bankstown continue to receive direct access to the city.

Feedback from the community strongly supported this, with more than 40 per cent of respondents nominating direct services to and from the city as the most important factor in choosing option 2.

As options 1 and 3 either provided no customers or fewer customers with a direct option to the city, both received significantly less support.

The preferred option 2 will provide many west of Bankstown customers with direct access to the Inner West which was another key factor for the community in their support for this option.

Option 2 also ensures the impacts to the rest of the network are minimised.

Based on our modelling, option 2 would ensure demand does not increase onto the already busy T2 Line because existing T3 customers west of Bankstown would use the Liverpool-City via Regents Park services.

However both options 1 and option 3 would result in more Liverpool, Warwick Farm and Cabramatta customers catching T2 services so they could continue to travel to the city directly.

Given the T2 is already well patronised, this outcome would likely lead to overcrowding on these services.

This was well recognised by the community who believed option 2 would create a more even spread of South West Sydney customers across the network, largely due to the Liverpool-City via Regents Park services on offer.

On the other hand, the community felt crowding would likely increase on the T2 Line under options 1 and 3.

COVID-19 impact

We understand that travel patterns may change into the future as a result of the COVID-19 pandemic.

We are working across government to ensure our plans in relation to the service option selected can be readily adapted based on emerging trends.

7 Next steps

Thank you to everyone who provided feedback during the consultation period.

We will continue to listen to the community as service plans are developed for stations west of Bankstown.

This will involve working with key stakeholders and incorporating Opal data and customer

feedback, to ensure we balance the needs of west of Bankstown customers, as well those travelling on other parts of the transport network.

Transport for NSW will continue to update the community as the project progresses.



Based on the views of the community and a detailed analysis of Opal data, service option 2 is considered the most effective solution to meet the needs of the vast majority of customers.



For more information

Phone 1800 684 490

Email projects@transport.nsw.gov.au

Visit yoursay.transport.nsw.gov.au/west-of-bankstown

