



## Sydney Airport Master Plan 2039 Submission

### Executive Summary

BusNSW is the peak body for the NSW private bus and coach industry. Members provide essential services for the travelling public, including for significant numbers of domestic, interstate and international tourists. BusNSW's mission is to foster the safe, efficient and sustainable growth of public transport in NSW, and to promote the benefits of bus and coach travel to the public.

BusNSW supports many of the initiatives outlined in the Sydney Airport Master Plan, particularly the strong focus on public transport within the Airport precinct and the objective to reduce congestion and the Airport's impact upon the natural environment.

BusNSW believes that a few simple measures could add to the effectiveness of the Master Plan and support its Ground Transport objectives. These measures include:

- Priority to the construction of world class transport interchange facilities within any redevelopment to allow the efficient movement of mass transit services.
- A world class bus and coach layover and parking terminal in the Northern Lands Sector of Sydney Airport to provide ease of access to both domestic and international terminals.
- Improved digital wayfinding (including digital mobility) to enable passengers to be directed to their land transport within the shortest possible time. A digital solution including real time flight details at a Coach layover and parking terminal will also enhance the efficiency of bus and coach vehicle movements within the precinct.
- Distinct pick-up and set-down points for coaches at each Terminal located in close proximity to access points thereby demonstrating one of the many benefits of group travel.
- "Bus Only" lanes incorporated into the expansion of Airport Drive, along with the use of "Public Transport Information and Priority System" (PTIPS) or other bus priority signalling at traffic lights around the airport precinct.
- Coach pick up and drop off infrastructure incorporated into the planning approvals for new hotels developed as part of the Airport's commercial development.
- Factoring in new bus technology as part of airport and road infrastructure planning, including charging stations for electric buses and capacity for larger "higher productivity" buses and coaches.

These issues are expanded on in the following submission.

Matt Threlkeld  
Executive Director



## **Sydney Airport Master Plan 2039 Submission**

### **About BusNSW**

BusNSW is the peak body for the private bus and coach industry in NSW. BusNSW's mission is to foster the efficient and sustainable growth of public transport in NSW, and to promote the benefits of bus and coach travel.

BusNSW welcomes the invitation to comment on the Sydney Airport Master Plan. Our comments are mainly directed at Chapter 11, and to lesser extent, Chapter 10 of the Master Plan.

### **Introduction**

BusNSW supports many of the initiatives outlined in the Master Plan; particularly,

- The construction of an approved Ground Transport Interchange (domestic) providing additional capacity for public and private bus (subject to size, wayfinding, access etc);
- The potential redevelopment of P6 and P7 (international) to include a multi modal ground transport interchange;
- Support for better and increased public transport in the Airport vicinity, including new bus services and “turn up and go” services;
- The focus on reducing the dependence on single occupant or purpose vehicles by encouraging the use of public transport;
- Support for improving connections with public transport modes;
- New road / access links to West Connex and Sydney Gateway;
- The widening of Airport Drive up to four lanes in each direction;
- The assumptions on passenger growth and affirmation on the role of buses and coaches to meet this demand.

Our comments aim to support and improve on these initiatives via a number of supplementary measures.

### **Ground Transport and Multi Modal Interchange**

BusNSW supports the Master Plan's focus on reducing the dependence on single occupant vehicles by encouraging public transport. In this regard, BusNSW notes the percentage increase in people using rail to access the airport. We also note the slight percentage decrease in people accessing the airport by coaches, minibuses and shuttles between 2012 and 2017 (p.136).

While the emergence of ride sharing technology such as Uber goes part way to explaining this decline, BusNSW members report that increased Sydney CBD congestion and access issues surrounding coach transport within Sydney Airport may also be responsible for this slight decline.

BusNSW believes that there is significant opportunity and capacity to move more passengers to their destinations by bus and coach and as such supports any redevelopment within the airport precinct that provides additional capacity for these movements. The Bus and Coach mode currently offers the most flexible form of mass transit along with the ability to increase frequency and capacity to suit a changing airport environment in the most cost-effective way. Construction of a dedicated transport interchange will promote growth through the efficient movement of buses and coaches providing:

- Fixed route and timetabled services;
- Tourist and charter services;
- Long Distance services; and
- On Demand Transport services.

Ideally these services should operate independently of car, taxi and ride share and consider the use of technology to create the most efficient use of kerb space. The set down and pick up points should be complimented with comfortable, weather-proof customer waiting areas to ensure a high-end transit experience. BusNSW recommends that waiting areas include cover, comfortable seating, baggage storage, bathroom facilities, arrival and departure monitors, and Wi-Fi, to enhance the efficiency and comfort of connecting between modes.

### **Coach Layover and Parking**

Sydney is a major destination for tourists (both local and overseas), many of whom travel on coaches. This is particularly true of tourists from China and other East Asian nations. The provision of appropriate parking and layover (where coaches can wait to connect with tourists) within Sydney Airport terminal areas are essential to such tourism. BusNSW believes that the interchange of passengers between planes and coaches at Sydney Airport can be improved.

Currently, layover for coaches is provided within the South East Sector of the Airport. This provides a relatively short journey via a bus lane on Ross Smith avenue for coaches picking up passengers at the Domestic Terminals (North East Sector). However, for international pick-ups (North West) it means traversing (via Qantas Drive and Airport Drive) to the opposite end of the Airport precinct, with all the associated traffic issues. This often leads to delays in pick-ups and customer dissatisfaction.

BusNSW considers that appropriate coach layover and access for both domestic and international terminals need to be a priority in the Master Plan. Moreover, BusNSW believes a relatively simple solution is at hand. As indicated in the Master Plan (p.82), the Northern Lands Sector of the airport is largely undeveloped, except for an airport staff overflow car park.

With the recent opening of the Nigel Love Bridge, the Northern Lands Sector provides an ideal location for a world class coach layover and parking terminal to provide ready access to both domestic and international terminals.

The Master Plan notes the possibility of using the Northern Lands sector for various aviation support activities including truck staging and vehicle storage (p.131). BusNSW considers that an appropriate coach terminal allowing agile access to the airport terminals should be included as part of the Northern Land's planning. A small investment in coach related infrastructure here would help to meet the Master Plan's objectives of lowering traffic congestion, reducing pollution and

encouraging public transport use. It would also greatly improve the tourist experience and encourage more visitors to Australia in the longer term.

### **Wayfinding and Access**

As part of the plan for more efficient passenger transfers, BusNSW supports the need for a world class wayfinding system (including digital mobility) to enable passengers to be directed to a particular departure bay with a minimum of fuss and within the shortest possible time. Other airport terminals around the world have such wayfinding technology and Sydney Airport planning should also incorporate it. This could be combined with smart communications to provide arrival information to bus and coach drivers at any parking and layover facility.

One of the challenges facing Bus and Coach operators is the amount of time spent picking up passengers at the terminals and the commensurate Sydney Airport Access fees applying to these long wait periods. By implementing these two initiatives (a world class wayfinding system and a coach layover area close to both domestic and international terminals), the amount of time spent accessing the terminals and picking up tourists along with associated traffic congestion issues will be minimised.

BusNSW members have advised that the recent changes in the drop-off location for airline and other staff buses at T1 have had an adverse impact upon the operation of the current coach pickup bays due to additional congestion in the area. Whilst we understand this is a trial at this stage, close monitoring needs to be undertaken to ensure that the public are not impacted. BusNSW believes that there should be clear (and distinct) drop-off and pick-up points for coaches at each Terminal. BusNSW also continues to support Etag or Smart Plate technology for access by RMS accredited bus and coach operators only.

### **Dedicated Bus Lanes and Priority**

As noted in the Master Plan, the introduction of a bus lane on Ross Smith avenue has improved access to T2/T3, and additional bus priority lanes could lead to further improvements (p.142). BusNSW also notes the potential widening of Airport Drive up to four lanes in each direction (p. 135).

To that effect, BusNSW recommends that one of these four lanes (in each direction) be a “Bus Lane”. This would assist access for buses and coaches and help to promote the use of public transport in and around the Airport. Access would also be improved by incorporating “PTIPS” or some other form of bus priority signalling at traffic lights around the airport precinct.

### **New Hotels and Transport Options**

BusNSW also notes the planned commercial development around the Airport precinct including new hotels (p. 127). BusNSW supports such a plan and would stress the need for proper coach pick-up and drop-off infrastructure in these hotels as part of any development application approvals.

## **The Future Transport Landscape**

Attention to future transport models is also important, particularly given the longer (20 year) framework of the Master Plan. To that effect, road works will need to consider the operating requirements of autonomous and semi-autonomous vehicles. Bus and coach infrastructure should incorporate charging stations for electric buses and adequate space to facilitate the movement of larger “higher productivity” buses and coaches.

## **Consultation**

Private bus and coach operators provide fixed route services and all long distance, tourist and charter services in NSW. Consultation with BusNSW represents an opportunity to tap into a significant industry conduit, with the ability to engage and influence a large section of drivers, tourists and transport businesses. We believe that engagement and partnership with industry is the most effective way of instituting meaningful changes to land transport in the tourism area, and we look forward to working closely with Sydney Airport in finalising the vision outlined in the Sydney Airport Master Plan 2039.

## **Conclusion**

BusNSW supports many of the initiatives outlined in the Master Plan. We believe that a few simple additions could add to the effectiveness of the Master Plan and support its Ground Transport objectives of reducing congestion and encouraging the use of public transport. These additions include:

- The construction of world class transport interchange facilities to allow the efficient movement of mass transit services (subject to size, wayfinding, access etc).
- A world class coach layover and parking terminal in the Northern Lands Sector of Sydney Airport to provide ease of access to both domestic and international terminals.
- Improved real time digital wayfinding (including digital mobility) to enable passengers to be directed to and from their land transport within the shortest possible time.
- Distinct pick-up and set-down points for all transport types at each Terminal.
- “Bus Lanes” incorporated into the expansion of Airport Drive, along with “PTIPS” or other bus priority signalling at traffic lights around the airport precinct.
- Coach pick up and drop off infrastructure incorporated into the new hotels developed as part of the Airport’s commercial development.
- Factoring in new bus technology as part of airport and road infrastructure planning, including charging stations for electric buses and capacity for larger “higher productivity” buses and coaches.

Should you require further information on any of the initiatives outlined in this submission please do not hesitate to contact me on (02) 8839 9500.

Matt Threlkeld  
Executive Director  
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