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Transport Assessment
Seniors Living Development Modification
27 – 29 North Avalon Road, Avalon Beach
for
Armada Avalon Pty Ltd

Document Control

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1 Introduction

1.1 Overview

arc traffic + transport has been engaged by Armada Avalon Pty Ltd to prepare a **Transport Assessment** to support a Section 4.55 Modification (the **Modification**) to a recently approved seniors living development at 27 – 29 North Avalon Road, Avalon Beach (the **Site**).

An approval of DA2019/1260 (the **Approval**) was issued by the Land & Environment Court of NSW (the **LEC**) in August 2021, further to Case Number 2019/00404226, Armada Avalon Pty Ltd v Northern Beaches Council Case Number (the **Site Proceedings**). One of the key issues examined by the LEC was the provisions of State Environment Planning Policy (Seniors Living) 2004 (**SEPP Seniors**) relating to access to services, as detailed in Chapter 3 Part 2, Clause 26 (**Clause 26**) of SEPP Seniors.

In this regard, the LEC determined Conditions of Consent (**Conditions**) that required significant upgrades to local pedestrian infrastructure so as to allow future residents an appropriate path of travel to bus stops located in Barrenjoey Road to the west of the Site. These include new and upgraded footpaths in North Avalon Road, and an upgrade of the pedestrian refuge and other works in Barrenjoey Road.

The LEC determined that this pedestrian infrastructure was required further only to making a determination that Keoride - an on-demand public transport service operating across the Northern Beaches – did not satisfactorily meet (in and of itself) the requirements of Clause 26. While a more detailed review of the decision of the LEC in this regard is provided in Section 2.5, subsequent Proceedings in the LEC (in regard to other developments) have now determined that Keoride **does** satisfactorily meet the requirements of Clause 26.

As such, the Modification proposes revisions to the Conditions relating to the broader upgrade of pedestrian infrastructure between the Site and the Barrenjoey Road bus stops, and specifically:

- The removal of Condition 18(d);
- The removal of Condition 20; and
- The removal of Condition 20A.

This will also require revisions to Condition 1 relating to the Approved Public Works Plans in accordance with which the development must be carried out.

The Modification does not propose any further revisions to Condition 18, nor any revisions to Condition 26 or Clause 50, relating to the new and upgraded footpaths in North Avalon Road between the Site and 7 North Avalon Road; the design of the new/upgraded footpaths; and the completion of all such works to the satisfaction of Council.

1.2 Bassett Street Seniors Living Development

arc traffic + transport recently prepared an assessment of Keoride services for a similar seniors living development in Bassett Street, Mona Vale, where Northern Beaches Council (**Council**) had similarly conditioned new and upgrade footpaths to provide access to bus stops in Pittwater Road.

In LEC Proceedings 2021/00361685 (the **Bassett Proceedings**) the LEC was again asked to determine whether Keoride met the requirements of Clause 26.

Further to the provision of additional information in regard to Keoride to Council and the LEC, and consultation with Council as part of the Section 34 Conference process, it was agreed by all parties that Keoride does fully meet the requirements of Clause 26, and the conditions relating to the provision of additional pedestrian infrastructure (between the Bassett Street site and the bus stops in Pittwater Road) were subsequently removed.

With reference to the Bassett Proceedings Judgment prepared by Commissioner Pullinger dated 27 July 2022:

22. *Clause 26 of SEPP Seniors provides that, prior to the grant of consent, the consent authority must be satisfied that residents of the proposed development will have appropriate access to shops, bank service providers and other retail and commercial services, community services and recreation facilities, and the practice of a general medical practitioner.*
23. *Although the site is situated more than 400m away from the services identified at cl 26(1), the proposed development complies with these access requirements in accordance with cl 26(2)(b), since there is a public transport service, being the on-demand "Keo Ride" [sic] service, available to residents who occupy the proposed development, located not more than 400m from the site by means of a suitable access pathway. The amended DA includes footpath upgrades and pedestrian refuges within the vicinity of the development site necessary to meet the requirements of cl 26 of SEPP Seniors.*

1.3 Transport Assessment

While the LEC decision in the Bassett Proceedings has in our opinion inherently provided a precedent from the LEC endorsing Keoride as meeting the Clause 26 requirements, this Transport Assessment nonetheless examines the same issues as were examined in the Bassett Proceedings so as to provide Council with confidence that Keoride will fully meet the requirements of Clause 26 at the Site. These include:

- All available information relating to the history of Keoride and the services it provides;
- All available information relating to the designation of Keoride as a public transport service such as would provide Council confidence that it will continue to operate in compliance with the requirements of a public transport service as defined in Clause 26 through the life of the development;

- All available information relating to the designation of Keoride as a public transport service such as would provide Council confidence that it will provide future residents with access to the range of personal, community, recreational and medical services as defined in Clause 26; and
- All available information relating to the designation of Keoride as a public transport service in accordance with the standard and distance of access (walk) paths between the Site and a Keoride set down location as defined in Clause 26.

1.4 Reference Documents

1.4.1 Development Application Documents

In preparing this Transport Assessment, **arc traffic + transport** has referenced the following documents prepared in relation to the DA2021/1901 submission and subsequent Approval.

- Land & Environment Court of NSW Judgement in Proceedings 2019/00404226 (the **Site Judgment**); and
- Notice of Orders Made, Land & Environment Court Proceedings 2019/00404226 (the **Conditions**).

1.4.2 Planning Documents

In preparing this Transport Assessment, **arc traffic + transport** has referenced the following key planning documents relating to the broader assessment of seniors living developments:

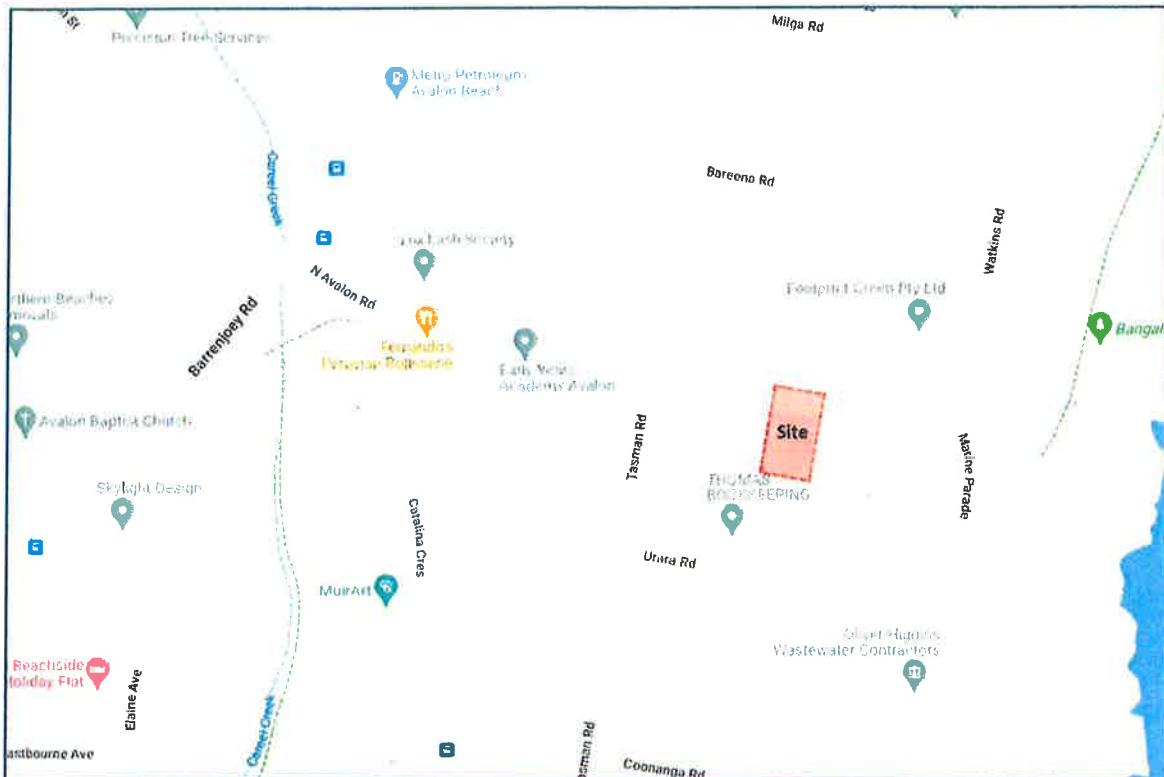
- SEPP Seniors;
- Northern Beaches Development Control Plan (the **DCP**);
- Planning Guidelines for Walking & Cycling 2004, NSW State Government (**Walking Guidelines**);
- Future Transport Strategy 2056, NSW State Government (**Future Transport 2056**);
- Integrated Public Transport Service Planning Guidelines – Sydney Metropolitan Area 2013, TfNSW (**PT Guidelines**); and
- Numerous TfNSW documents relating to bus contracts and services across Metropolitan Sydney (referenced as required).

2 The Approval

2.1 Site Location

The Site is located at 27 – 29 North Avalon Road, Avalon Beach, and is shown in its local context in Figure 1.

Figure 1: The Site



Source: Google

2.2 Approved Development

The Approval provides for the development of 10 seniors living dwellings, as well as on-site parking, servicing and other ancillary infrastructure.

2.3 Access to Public Transport: SEPP Seniors Requirements

The provision of suitable access to personal, community, recreational and medical services is a key requirement under SEPP Seniors. In this regard, the LEC's determination specifically referenced Clause 26, which states the following:

- (1) A consent authority must not consent to a development application made pursuant to this Chapter unless the consent authority is satisfied, by written evidence, that residents of the proposed development will have access that complies with subclause (2) to*

(a) shops, bank service providers and other retail and commercial services that residents may reasonably require, and

(b) community services and recreation facilities, and

(c) the practice of a general medical practitioner.

(2) Access complies with this clause if

(a) the facilities and services referred to in subclause (1) are located at a distance of not more than 400 metres from the site of the proposed development that is a distance accessible by means of a suitable access pathway and the overall average gradient for the pathway is no more than 1:14, although the following gradients along the pathway are also acceptable

(i) a gradient of no more than 1:12 for slopes for a maximum of 15 metres at a time,

(ii) a gradient of no more than 1:10 for a maximum length of 5 metres at a time,

(iii) a gradient of no more than 1:8 for distances of no more than 1.5 metres at a time,

or

b) in the case of a proposed development on land in a local government area within the Greater Sydney (Greater Capital City Statistical Area) - there is a public transport service available to the residents who will occupy the proposed development -

(i) that is located at a distance of not more than 400 metres from the site of the proposed development and the distance is accessible by means of a suitable access pathway, and

(ii) that will take those residents to a place that is located at a distance of not more than 400 metres from the facilities and services referred to in subclause (1), and

(iii) that is available both to and from the proposed development at least once between 8am and 12pm per day and at least once between 12pm and 6pm each day from Monday to Friday (both days inclusive), and the gradient along the pathway from the site to the public transport services (and from the public transport services to the facilities and services referred to in subclause (1)) complies with subclause (3).

Further to the above, given that these services themselves are not located within 400m of the Site, the key consideration of the LEC was whether an appropriate public transport service was available within 400m of the Site.

2.4 Existing Bus Services

The LEC identified that bus stops in Barrenjoey Road are located at a distance of just under 400m (southbound) and just over 400m (northbound) from the Site. While the southbound bus stop is located slightly further than the 400m limit identified in Clause 26, the LEC determined that – taken together – the round trip of approximately 800m total would meet the intent of Clause 26, and as such these bus stops could be relied upon for the purpose of meeting the Clause 26 requirements.

2.5 Keoride Determination

As discussed, in the Site Proceedings the LEC determined that Keoride did not meet the requirements of Clause 26. In this regard, the Judgment states the following:

39 *On the basis of all of the evidence before me, I find the Keoride service is not a public transport service described at cl 26(2)(b)(i) of the SEPP HSPD for the reasons that follow:*

- 1) *Firstly, while the Applicant submits otherwise, I find that the Court cannot be satisfied, by written evidence, that the Keoride service will utilise the waiting area proposed in the road reserve at the subject site. The result may therefore be that residents are required to walk a distance for the service that is greater than 400m.*
- 2) *I do not consider the email exchange at [35(3)] to provide sufficient certainty that those operating the Keoride service will prioritise use of the waiting area because the service is not 'door to door', but is instead, as I understand it, a route that may be described as a 'line of best fit' determined by all of those seeking to use the service at the time. On the basis of the limited, and general email exchange at [35(3)], I cannot conclude that Keoride undertakes, whether or not a person has mobility issues, to be bound to an agreement to pick and drop off at the waiting area, or within a distance of 400m.*
- 3) *I also do not have any written evidence before me to satisfy the Court that Keoride has any incentive or requirement to ensure that the point of pick up, if not at the waiting area, would be at a location that is accessible via a suitable access pathway in the terms required by cl 26(4)(a) of the SEPP HSPD.*

A detailed response to these issues is provided in Section 3.

2.6 Conditions

Further to the above, the LEC turned to the provision of suitable pedestrian paths between the Site and the Barrenjoey Road bus stops, and determined that a series of upgrades were required to provide pedestrian access compliant with the requirements of Clause 26. These infrastructure upgrades are detailed in Condition 1, Condition 18, Condition 20, Condition 20A and Condition 50, which are provided in full in Appendix A, but in summary require:

- A new 1.5m pedestrian path along the southern side of North Avalon Road from the Site to Tasman Road, and new pram ramps on each side of North Avalon Road;
- An upgrade of the existing pedestrian path on the southern side of North Avalon Road between Tasman Road and Catalina Crescent from 1.2m to 1.5m;
- The provision of all new and upgraded pedestrian paths in accordance with the gradient requirements in Clause 26;
- An upgrade of the pedestrian refuge in Barrenjoey Road; and
- A minor relocation of the southbound travel lane in Barrenjoey Road.

3 Public Transport Services

3.1 On-Demand Public Transport

Many jurisdictions around the world are exploring the potential of using on-demand technologies to complement or replace some conventional public transport services, recognising that on-demand public transport offers significant potential for delivering more efficient services with improved customer service levels and satisfaction.

The term on-demand service is defined by TfNSW in Future Transport 2056 as follows:

Transport services that are responsive to the demands of individual customers, rather than a fixed timetable or route. They can provide new or improved coverage to areas where traditional public transport is difficult to provide. They may act as feeder services to stronger public transport corridors.

There are many benefits of on-demand transport, including providing more efficient and convenient pick-up and drop-off locations and reducing travel duration. According to the Independent Pricing and Regulatory Tribunal Information Paper published in December 2020:

The introduction of on-demand services is supported by the NSW government's long-term transport strategy. This strategy includes the introduction of "flexible/demand-responsive public transport offering a mix of services", as part of its target to increase the use of public transport.

On-demand transport benefits customers by responding more closely to their transport needs in terms of pick-up and drop-off locations, and in the timing of the service, reducing travel duration. Tailored pick-up and drop-off is of particular benefit to the elderly and others with limited mobility

Mr Rob Stokes, in his capacity as Minister for Pittwater and Transport, has stated that the popularity of the B-Line, the introduction of the Keoride on-demand service, and the COVID-19 pandemic have seen significant shifts in how and when people are using public transport. In response to these changes, network updates were being made by the State Government to simplify the timetable, reduce service duplication, improve choice of travel time, and better use the empty buses currently travelling across the network (*Pittwater Online News October 11 - 17, 2020: Issue 469*).

Changing passenger travel patterns, the addition of all-day services operating along the main transport corridor and the introduction of high frequency feeder services mean certain routes will be replaced or reconfigured. Minister Stokes is quoted as saying:

These changes reflect the significant shifts we're seeing in how people are using our public transport network. A lot has changed recently with new routes, new technology, new on-demand services and new travel habits. It's important these factors are echoed in timetable updates. The sight of empty buses trundling along back streets obviously isn't responsible or sustainable.

We need to see more buses allocated to where they're needed most, and more people given flexibility to travel at different times of the day.

Almost 3 years since its successful launch – these changes will be a big birthday boost for the B-Line. The uptake of Keoride among commuters has certainly exceeded all expectations and the B-Line is now firmly established as our community's go-to service. Even before COVID, Opal card data was showing a gradual shift in people commuting outside the usual peak periods, and the rising appeal of high-frequency, turn-up-and-go services. By providing improved connections to our local transport hubs, and rapid services throughout the day along our main transport corridor, we're quickly moving towards a point where timetables are becoming unnecessary.

Further information in regard to these comments, and the background development of on-demand services in NSW, is available via the following links:

https://www.ipart.nsw.gov.au/sites/default/files/documents/information-paper-on-demand-transport-services-in-rural-and-regional-nsw_0.pdf

<https://www.pittwateronlinenews.com/B-Line-to-operate-24-7-High-Frequency-Bus-Network.php>

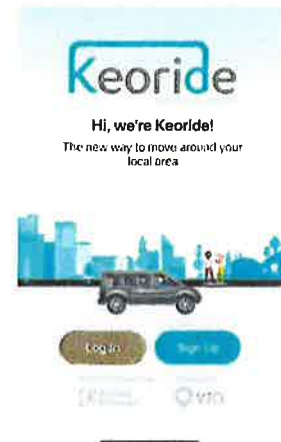
<https://future.transport.nsw.gov.au/plans/tourism-and-transport-plan/glossary>

3.2 Keoride

3.2.1 What is Keoride?

Keoride is an app-based public transport service which allows customers to order a vehicle when they want to travel to key hubs across the Northern Beaches. Keoride transports passengers between their place of residence and designated set down 'hubs' – including B-Line interchanges and centres across the Northern Beaches.

The service – jointly operated by Keolis Down and TfNSW - commenced a 4 year trial in 2017, and in 2021 was designated a **permanent public transport service**, with Keolis Downer awarded an 8 year contract to operate the service (as well as B-Line services).



3.2.2 How it Works

The Keoride app *matches customers who are travelling in the same direction and calculates an optimised flexible route to pick up and drop off customers close to their destination.* The app also allows customers to track the approach of the Keoride vehicle in real time.

Keoride primarily uses smaller passenger vehicles, as it is designed to transfer smaller groups of people more quickly for each trip.

This form of public transport - often called *first and last mile transport* - is designed to get passengers to/from transport or service hubs in the easiest possible way with minimal wait times, meaning that people do not need to use their car for these short journeys, nor require a long walk.

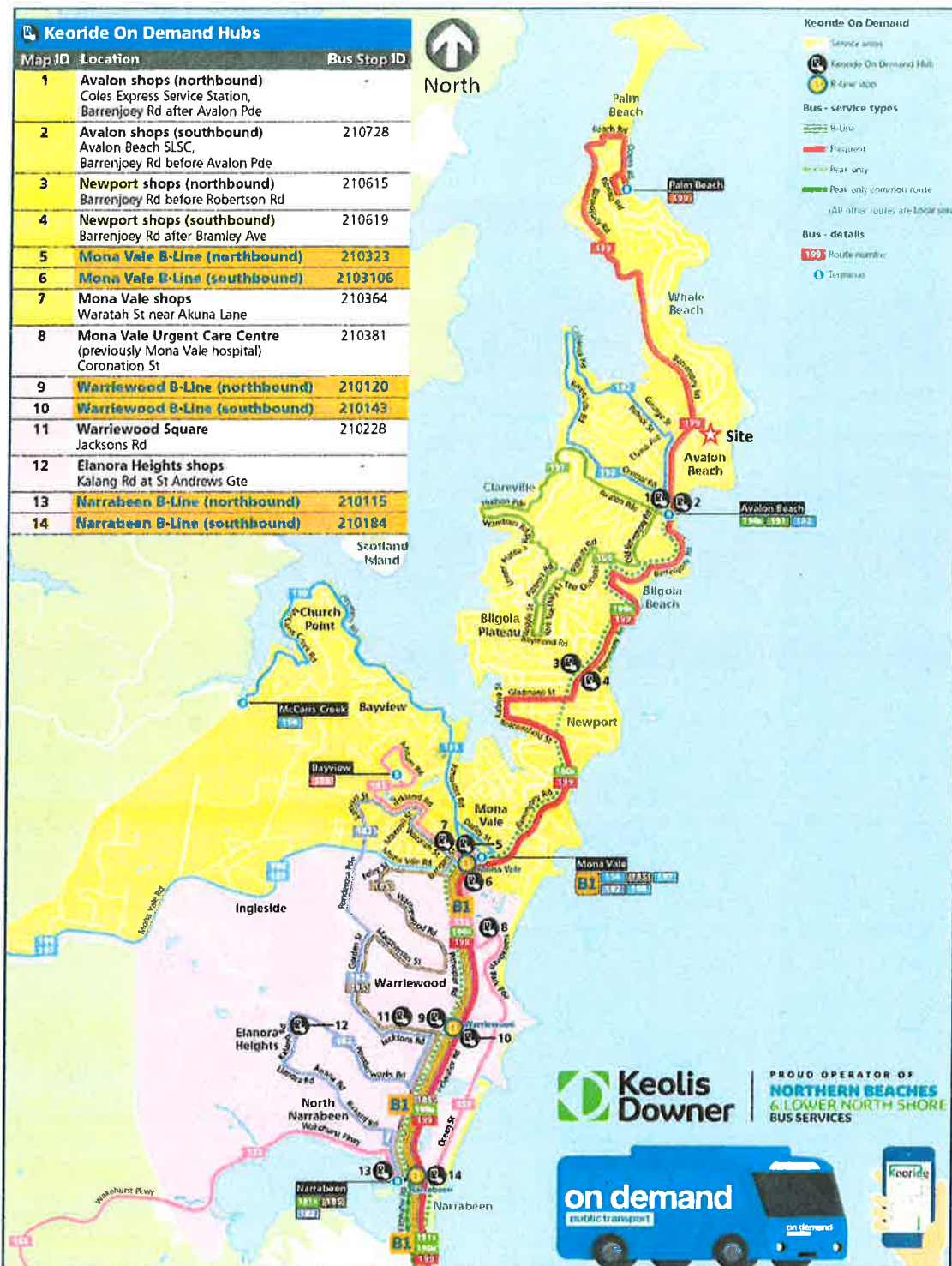
Through the later period of the Keoride trial, the vehicle fleet was further expanded, and now also includes a number of accessible (wheelchair capable) vehicles. The increased fleet size has also resulted in passengers being picked-up and dropped-off in even closer proximity to their place of residence (see also Section 3.4) and a further increase in the frequency of services.



3.2.3 Service Area

The Keoride service area covers the Northern Beaches from Palm Beach in the north to North Narrabeen in the south, and west to Elanora Heights. The Keoride Service Area Map is reproduced below.

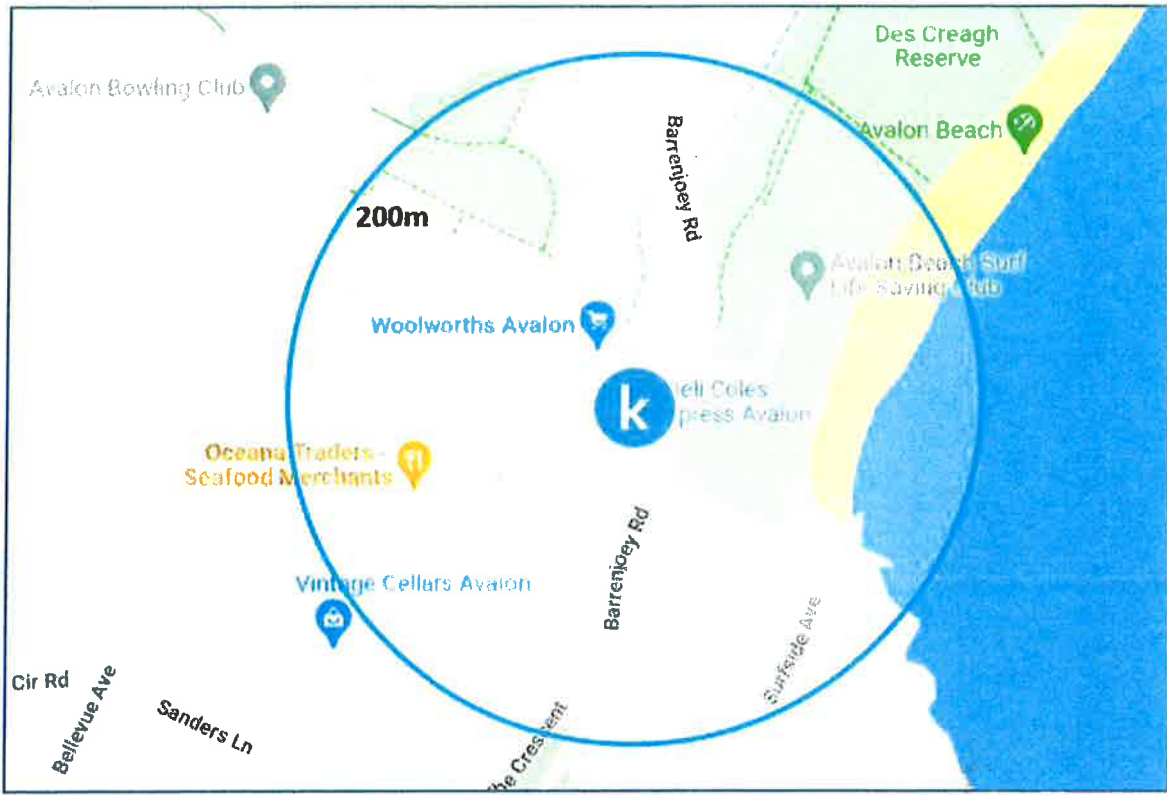
Figure 2: Keoride Service Area



Source: TfNSW

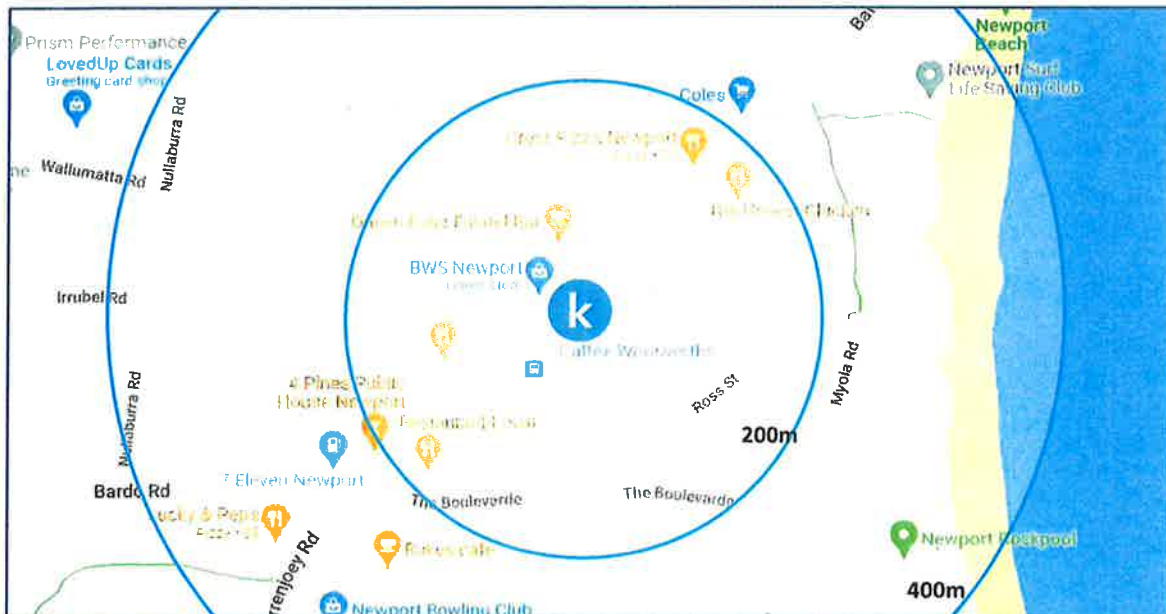
Along with connections to B-Line interchanges, numerous centres across the Northern Beaches have also been designated as Keoride hubs; these set down hub locations, and the range of services within 200m and 400m of each hub location, are shown in the figures below.

Figure 3: Keoride Avalon Hub



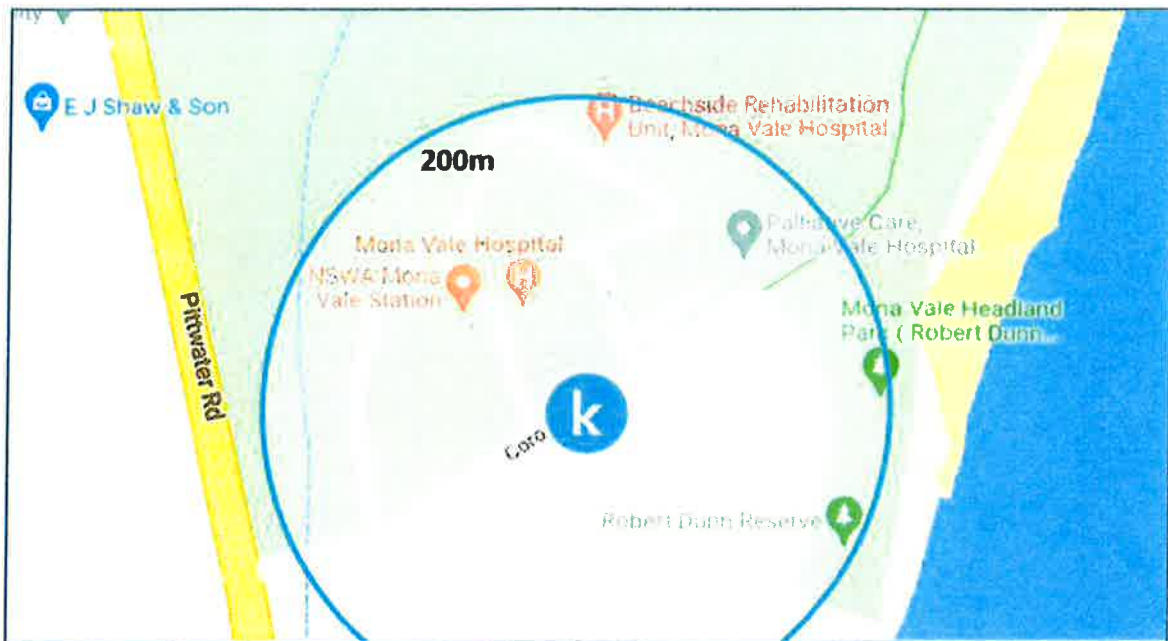
Source: Google

Figure 4: Keoride Newport Hub



Source: Google

Figure 5: Keoride Mona Vale Hospital Hub



Source: Google

Figure 6: Keoride Mona Vale Hub



Source: Google

Figure 7: Keoride Warriewood Plaza Hub



Source: Google

Figure 8: Keoride Elanora Heights Hub



Source: Google

Figure 9: Keoride Narrabeen Hub



Source: Google

Critically, with the exception of Mona Vale Hospital and Engadine, all of these hubs provide immediate access to all of the essentially services required under Clause 26, including:

- (a) shops, bank service providers and other retail and commercial services that residents may reasonably require, and
- (b) community services and recreation facilities, and
- (c) the practice of a general medical practitioner.

Noting that Clause 26 actually requires these services need only be provided in a single centre, Keoride actually provides future residents with a level of immediate accessibility and service choice that is significantly superior to that which would be provided via a single local bus service.

3.2.4 Operating Periods

Keoride services are available over extended periods every day of the week, including:

- 6:00am to 10:00pm Monday to Wednesday;
- 6:00am and 11:30pm Thursday and Friday;
- 7:00am to 11:30pm Saturday;
- 7:00am to 9:00pm Sunday; and
- 7:00am to 9:00pm on public holidays.

3.3 Keoride: A Permanent Public Transport Service

3.3.1 Keoride Trial Period

As discussed, a 2 year joint-venture trial between Keolis Downer and the NSW State Government of Keoride services commenced in 2017, primarily intended as a supplement to the introduction of B-Line services between the Northern Beaches and the Sydney CBD to reduce the need for commuters to drive to the B-Line bus stops. During the trial period (which was then extended to 2021) new hubs (primary set down locations) were added to assist in essential travel demands in response of the COVID pandemic

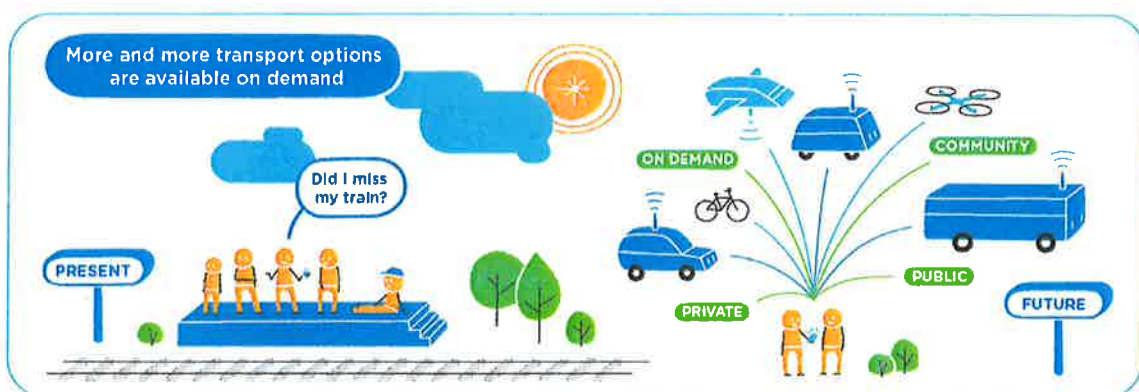
3.3.2 Keoride Permanent Public Transport Service

Further to the success of the Keoride trial, a press release announcing the designation of Keoride as a permanent public transport service was made public by the then NSW Minister for Transport & Roads Mr Andrew Constance in May 2021; the full press release is provided in Appendix B, but in part states the following:

Bus customers on Sydney's Lower North Shore and Northern Beaches will soon benefit from a new fleet of electric buses and permanent On-Demand services, after the NSW Government appointed Keolis Downer as the new operator of local bus services.

Minister for Transport and Roads Andrew Constance said Keolis Downer will deliver more than 1.2 million services a year for customers, while also saving taxpayers more than \$100 million over the eight-year contract...

As part of the new deal, the trial On-Demand service between Palm Beach and North Narrabeen will be made permanent. Around 540 customers use this service each day to connect to major public transport hubs and routes like the B-Line.



Further to the Minister's announcement, in October 2021 the State Government designated Keoride as a permanent public transport service, and subsequently awarded Keolis Downer an 8 year contract (with a value of almost \$1 billion) to operate the service for this contract period (until 2029) across Region 8 of the broader Sydney bus network.

A copy of the Keoride Contract Award & Tender Notice (published by TfNSW in May 2022) is attached as Appendix C.

Importantly, it is noted that all NSW State Government bus contracts are for a set period, ranging (based on available contract details) for between 5 and 10 years. As such, the awarding of an 8 year contract to Keolis Downer to operate the Region 8 services including Keoride should not in and of itself in any way suggest that the future of these Region 8 buses services after the contract period would somehow be in doubt simply because a (standard) contract period is in place.

3.3.3 Evolution of Sydney Bus Services

Further to the above, it is critical to acknowledge that bus services/contracts have been evolving for many years, particularly since the 2004 Unsworth Review of bus services across Metropolitan Sydney reduced the number of bus (operator) regions to 15 regions (from some 87 regions prior to the Unsworth Review).

Keoride is simply an extension of these changes, directly responding to the transport needs of the Northern Beaches community; indeed Keolis Downer and TfNSW have been able to further rationalise (yet improve) bus routes across the Northern Beaches further to the introduction of B-Line service and Keoride.

This rationalisation of services is demonstrated by comparing the Region 8 Bus Network in 2017 (prior to Keoride and B-Line services) and the current (2022) Region 8 Bus Network, as illustrated in Figure 10.

Figure 10: Northern Beaches Bus Routes 2017 and 2022



Source: TfNSW

3.3.4 Future Transport Strategy 2056

Importantly, on-demand services are now often being included in bus operator contracts with the State Government for regions across Metropolitan Sydney; indeed, permanent on-demand services are currently operating in the Inner West, the Hills Shire and Newcastle, and a trial of on-demand services in Edmondson Park is also under way.

The proliferation of on-demand services is also one of the key principles detailed in Future Transport 2056, a suite of strategies and plans that set the 40-year vision, directions and principles for customer mobility in NSW. In prescribing the future hierarchy of the Sydney transport network, Future Transport 2056 identifies a three-tiered network, that includes:

- **'Turn-up-and-go' rapid public transport services on city-shaping and city-serving corridors:** *These include services operating on corridors in Greater Sydney and outer metropolitan areas of Greater Newcastle, Central Coast and Illawarra, with turn-up-and-go services already provided as part of Sydney Metro. Services carry large numbers of customers on fast, frequent and reliable services – customers simply 'turn up and go'*
- **Frequent and reliable local services:** *In metropolitan areas, centre-serving networks operate local public transport services with frequencies and capacities to match demand to connect to city-shaping and city-serving networks. In regional areas, services operate on a 'hub and spoke' network, with more frequent services on higher demand routes, and reliable services for same day returns between regional cities and centres – together offering regional customers more frequent, reliable, affordable and sustainable connections.*
- **Flexible or on-demand services:** *These services support both metropolitan and regional services. They operate as on-demand services on centre-serving corridors in metropolitan areas, such as between local train stations and residential areas, and in less densely populated areas where customers' travel patterns are more disperse. Flexible services include point-to-point services, allowing customers to travel the route they choose, at a time that suits.*

3.3.5 Keoride: Permanent Public Transport Service Compliance with SEPP Seniors

With reference to sections above, it is clear that Keoride should be considered as a permanent public transport service in the same manner as any other public transport service – be it a bus, rail or ferry service. In turn, **it is the opinion of arc traffic + transport that Keoride fully meets the requirements of Clause 26 as a public transport service in an identical manner to that which would apply to other public transport services operating across Metropolitan Sydney.**

3.4 Keoride: Walk Distance to/from Set Down Location

Since the trial period - and further to being made a permanent public transport service - Keolis Downer (in association with TfNSW) has continued to increase the size of the vehicle fleet, with a particular focus on providing more equality of movement for all users, and particularly the elderly and those with additional accessibility needs.

In turn, the average walk distance to a set down location has been further reduced; based on our recent discussions with Keoride (Appendix D) the average walk distance to/from a set down location is less than 100m; indeed, based on correspondence prepared by TfNSW to Keoride (Appendix E) the walk distance is nearer to an average of 43m.

The PT Guidelines provide information in regard to the standard of bus services that should be provided by bus operators contracting to the State Government. While the PT Guidelines recognise the *uniform geographic coverage cannot always be achieved due to constraints such as topography and street network restrictions*, Table 10 of the PT Guidelines sets out the key planning targets for service

catchment areas, and moreover a walk catchment target of 400m from bus stops for local bus routes, and is reproduced below.

Table 1: PT Guidelines – Service Catchment Areas

Integrated Public Transport Service Planning - Service Catchment Areas		
Strategic Transit Network	Service Type Attribute	Description
Mass	Rapid, express and all-stop services. Focus on train services. Limited bus services on strategic corridors.	Walking catchment is generally within 800 metres (as the crow flies) of the station for train services. Access to the catchment widens with travel by public transport services or by car or bicycle.
Intermediate	Express services in peak periods and all-stop all day services. Focus on some bus, ferry, light rail and train services.	Walking catchment is generally within 800 metres (as the crow flies) of the stop/wharf/station for priority bus, ferry, light rail and train services. Access to the catchment widens with travel by public transport services or by car or bicycle.
Local	All-stop or tailored services only. Focus on bus and ferry services.	Walking catchment is generally within 800 metres (as the crow flies) of the stop/wharf for bus and ferry services. Walking catchment is generally within 400 metres (as the crow flies) of the stop for bus services.

Source: PT Guidelines

Finally, while arc traffic + transport has not been able to obtain the detailed contract between the NSW State Government and Keolis Downer for the operation of Region 8 bus services, reference to the detailed contract between the NSW State Government and Transit Systems for Region 6 on-demand bus services provides specific performance standards for on-demand services.

In this regard, Clause 4.26 of the Region 6 Contract is reproduced below.

Table 2: NSW State Government Bus Region 6 Contract: On Demand Walk Distance

4.26	Allocated customers a pick-up stop and drop-off stop based on the parameters below: a) pick-up stop: 90% of passengers within the Catchment Zones for each On Demand Service Option are required to walk less than 400m from their point of origin (as nominated in their booking) to reach their pick-up stop; b) drop-off stop: 90% of passengers within the Catchment Zones for each On Demand Service Option are required to walk less than 400m walking from their drop-off stop to reach their point of destination (as nominated in their booking).	O	O		T	T	From the commencement of the relevant On Demand Service Option
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Source: Bus Region 6 Contract

In summary, all available information in regard to the contracted obligations of bus service operators – including on-demand services – indicates that catchment zones of no more than 400m are required to meet accessibility requirements for local services, and there is no information to suggest that this is not the same for the Region 8 services.

3.5 Set Down Locations

Significant kerbside space for Keoride set down is available in North Avalon Road, and also in Tasman Road, within 400m of the Site. Notwithstanding, a number of Keoride trips were undertaken in February 2023 to determine the exact locations where pick-up and drop-off occurred in the vicinity of the Site.

While a more detailed record of each of these trips is provided in [Appendix F](#), the Keoride records (and accompanying photos provided by Armada Avalon Pty Ltd) show that all trips to and from the Site had a set down location immediately adjacent to the Site on the southern side of North Avalon Road, i.e. the walk distance to the Site was essentially zero.

This was the case even for trips from the south, where quicker route might have used Barrenjoey Road and then turned left to North Avalon Road and – potentially – set down opposite the Site (i.e. on the northern side of North Avalon Road).

Again, this was not the case for any of the trips, with the Keoride route maps showing that Keoride vehicles arriving from Barrenjoey Road then turned right from North Avalon Road into Tasman Road, left to Urara Street and then left to Marine Drive so as to set down directly adjacent to the Site on the southern side of North Avalon Road.

Finally, while the Keoride trips undertaken as part of the assessment were to/from the Keoride Newport Hub – again a location providing all of the requisite services to provide compliance with Clause 26 – all other Keoride hubs are also located to the south of the Site. There is no information available to suggest that trips from other southern Keoride hubs would not use the same arrival and departure routes so as to continue to provide set down in the immediate vicinity of the Site on the southern side of North Avalon Road.

3.6 Keoride: Walk Distance Compliance with SEPP Seniors

With reference to sections above, it is clear that Keoride typically provides a set down location in close proximity to passenger origins/destinations; based on the Keoride data, actual walk distances between a residence and set down location are well less than 100m, and moreover usually in the immediate proximity of a dwelling (or destination). Moreover, and with reference to Section 3.5, based on numerous Keoride trips both to and from the Site during different times of the day and week, the walk distance was essentially zero, with all set downs occurring immediately adjacent to the Site on the southern side of North Avalon Road.

As such, it is the opinion of arc traffic + transport that Keoride fully meets the requirements of Clause 26 with regard to walk distance to public transport services.

4 Pedestrian Infrastructure Upgrades

4.1 Overview

As discussed in Section 2.6, the Conditions require significant upgrades of the pedestrian network so as to provide access to the existing Barrenjoey Road bus stops; however, based on our assessment of the Keoride services, the full set of conditioned upgrades are not required, as the Keoride services will provide full compliance with Clause 26, and set down locations are provided near the Site than the Barrenjoey Road bus stops.

Notwithstanding, Armada Avalon Pty Ltd remains committed to providing new and upgraded pedestrian paths in North Avalon Road in accordance with Condition 18, as discussed in sections below.

4.2 North Avalon Road Pedestrian Path

The Modification does not provide for any changes to the conditioned new and upgraded footpaths in North Avalon Road. These include:

- A new 1.5m pedestrian path along the southern side of North Avalon Road from the Site to western side of Tasman Road;
- New pram ramps at the intersection of North Avalon Road & Tasman Road.
- An upgrade of the existing pedestrian path on the southern side of North Avalon Road between Tasman Road and the existing pedestrian path at 7 North Avalon Road; and
- The provision of all new and upgraded pedestrian paths in accordance with the gradient requirements in Clause 26.

These works (per Condition 18) are shown in Figure 11.

Figure 11: New North Avalon Road Footpath and Pram Ramp



Source: Nearmap

4.3 Barrenjoey Road Works

As discussed, the provision of Keoride services means that there is no requirement to provide a pedestrian travel path to the bus stops in Barrenjoey Road, nor would the Approval (and Modification) affect the design/profile of the intersection of Barrenjoey Road & North Avalon Road in any way.

As such, the Modification provides for the works conditioned under Condition 20 and Condition 20A to be removed from the Approval (see also Section 5.2).

5 Conclusions & Recommendations

5.1 Conclusions

Further to a detailed assessment of the Approval and a review of Keoride services, arc traffic + transport provides the following Conclusions:

- The Keoride services in the Northern Beaches meet all of the requirements for public transport as detailed in Clause 26, including compliance as a permanent public transport service, and compliance with walk distances between the Site and set down locations.
- Keoride provides significantly superior public transport outcomes than are available to most seniors living sites across Sydney, including on-demand services operating for more than 12 hours every day of the week; access to accessible (wheelchair capable) services; and access to numerous centres with Keoride hubs across the Northern Beaches which provide all of the essential services required in Clause 26.
- There is very significant kerbside space in the vicinity of the Site for a Keoride vehicle to set down in close proximity to the Site, including the new and upgraded footpaths in North Avalon Road between the Site and Catalina Crescent which are not affected by the Modification.
- Further to the Bassett Proceedings, both the LEC and Council have agreed that Keoride does provide a permanent public transport service that provides full compliance with Clause 26.
- As a result, the conditioned works to provide access to the Barrenjoey Road bus stops are no longer required to provide access to public transport in full accordance with Clause 26.

5.2 Recommendations

Further to the Conclusions above, arc traffic + transport provides the following Recommendations:

- That Armada Avalon Pty Ltd liaise with Council in regard to the provision of new and upgraded pedestrian facilities in North Avalon Road per Condition 18 to ensure they are provided in accordance with Council's engineering specifications, and the relevant sections of the Roads Act 1993.
- That Council amend the relevant Conditions to reflect the fact that an appropriate public transport service will be available to future residents without the full upgrades as currently detailed in Condition 20 and Condition 20a. In this regard, arc traffic + transport provides the following recommended revisions to the Conditions:

18. Submission Roads Act Application for Works in the Public Road

The Applicant is to submit an application for approval for public domain improvement works on Council's roadway, for so much of the approved plans in Condition 1.

Engineering and Landscaping plans for the new development works within the road reserve and this development consent are to be submitted to Council for approval under the provisions of Sections 138 and 139 of the Roads Act 1993.

The application is to include four (4) copies of Civil Engineering plans, generally in accordance with the approved plans, for the design of the driveway crossing, footpath, reinstatement of existing driveway crossing, and stormwater connections from the site to new inlet pit which are to be generally in accordance with the Council's specification for engineering works - AUS-SPEC #1. The plan shall be prepared by a qualified civil engineer and access consultant.

a. A 6.0 meter wide vehicular crossing in accordance with Northern Beaches Council Drawing No A4-3330/ 3NL.

b. The construction of a 1.5m wide concrete footpath between the three proposed pedestrian pathways at the frontage of the site and the Tasman Road/North Avalon Road intersection, including the necessary kerb ramp at the corner.

c. The widening of the existing footpath on the southern side of North Avalon Road that runs immediately adjacent to the kerb (in front of 5, 7, 9, 11 and 13 North Avalon Road and 64 Tasman Road) to achieve a width of 1.5m.

~~d. The upgrade of the existing footpath on the southern side of North Avalon Road, from the western alignment of the existing building at 2 North Avalon Road to the intersection of North Avalon Road and Catalina Crescent, including the upgrade of the kerb ramp connecting to the pedestrian crossing to ensure safe access for seniors and people with a disability.~~

e. The overall average gradient of any footpath shall be no more than 1:14, although the following gradients along the pathway are also acceptable;

i. a gradient of no more than 1:12 for slopes for a maximum of 15 metres at a time,

ii. a gradient of no more than 1:10 for a maximum length of 5 metres at a time,

iii. a gradient of no more than 1:8 for distances of no more than 1.5 metres at a time.

f. The footpath levels are to match the existing levels along the boundary of the site and adjoining properties.

g. Junction/blind pit on the Council pipeline in front of 27-29 North Avalon Road with 900mm x 900mm Solid Gatic Cover – Class D at surface level to be constructed in accordance to Council's standard drawings; No lintel to be constructed within the nature strip.

The design of the footpath and kerb ramps are to be certified by a suitably qualified access consultant, to ensure compliance with the provisions of clause 26 of State Environmental Planning Policy (Housing for Seniors and People with a Disability) and relevant Australian Standards.

~~20. Works to Barrenjoey Road~~

~~The proposed pedestrian refuge on Barrenjoey Road shall be designed to meet TfNSW's requirements, and endorsed by a suitably qualified practitioner. The design requirements shall be in accordance with AUSTRROADS and other Australian Codes of Practice. The certified copies of the civil design plans shall be submitted to TfNSW for consideration and approval prior to the release of the Construction Certificate by the Certifying Authority and commencement of road works.~~

~~The developer is required to enter into a Works Authorisation Deed (WAD) for the abovementioned works. Please note that the WAD will need to be executed prior to TfNSW's assessment of the detailed civil design plans.~~

~~Reason: To ensure compliance with the requirements of TfNSW.~~

~~20A. Amendments to Barrenjoey Road upgrade works~~

~~The Applicant is to amend the Public Work Plans in Condition 1 in respect of the Barrenjoey Road works, to upgrade the intersection of Barrenjoey Road / North Avalon Road as per Annexure C in the Supplementary Joint Traffic Report dated 20 July 2021 in Condition 1 with the right turn bay and eastern edgeline for the southbound travel lane of Barrenjoey Road required to be relocated to the south east by 300mm.~~

In addition, Condition 1 would be amended to remove reference to the development being carried out in accordance with the following **Approved Public Works Plans**:

- ~~• P3 – Path Detail Plan Sheet No.1;~~
- ~~• P3 – Path Detail Plan Sheet No.2;~~
- ~~• P3 – Path Detail Plan Sheet No.3; and~~
- ~~• P3 – Path Detail Plan Sheet No.4.~~

Appendix A: DA2019/1260 Relevant Conditions of Consent

18. Submission Roads Act Application for Works in the Public Road

The Applicant is to submit an application for approval for public domain improvement works on Council's roadway, for so much of the approved plans in Condition 1.

Engineering and Landscaping plans for the new development works within the road reserve and this development consent are to be submitted to Council for approval under the provisions of Sections 138 and 139 of the Roads Act 1993.

The application is to include four (4) copies of Civil Engineering plans, generally in accordance with the approved plans, for the design of the driveway crossing, footpath, reinstatement of existing driveway crossing, and stormwater connections from the site to new inlet pit which are to be generally in accordance with the Council's specification for engineering works - AUS-SPEC #1. The plan shall be prepared by a qualified civil engineer and access consultant.

a. A 6.0 meter wide vehicular crossing in accordance with Northern Beaches Council Drawing No A4-3330/ 3NL.

b. The construction of a 1.5m wide concrete footpath between the three proposed pedestrian pathways at the frontage of the site and the Tasman Road/North Avalon Road intersection, including the necessary kerb ramp at the corner.

c. The widening of the existing footpath on the southern side of North Avalon Road that runs immediately adjacent to the kerb (in front of 5, 7, 9, 11 and 13 North Avalon Road and 64 Tasman Road) to achieve a width of 1.5m.

d. The upgrade of the existing footpath on the southern side of North Avalon Road, from the western alignment of the existing building at 2 North Avalon Road to the intersection of North Avalon Road and Catalina Crescent, including the upgrade of the kerb ramp connecting to the pedestrian crossing to ensure safe access for seniors and people with a disability.

e. The overall average gradient of any footpath shall be no more than 1:14, although the following gradients along the pathway are also acceptable;

i. a gradient of no more than 1:12 for slopes for a maximum of 15 metres at a time,

ii. a gradient of no more than 1:10 for a maximum length of 5 metres at a time,

iii. a gradient of no more than 1:8 for distances of no more than 1.5 metres at a time.

f. The footpath levels are to match the existing levels along the boundary of the site and adjoining properties.

g. Junction/blind pit on the Council pipeline in front of 27-29 North Avalon Road with 900mm x 900mm Solid Gatic Cover – Class D at surface level to be constructed in accordance to Council's standard drawings; No lintel to be constructed within the nature strip.

The design of the footpath and kerb ramps are to be certified by a suitably qualified access consultant, to ensure compliance with the provisions of clause 26 of State Environmental

Planning Policy (Housing for Seniors and People with a Disability) and relevant Australian Standards.

20. Works to Barrenjoey Road

The proposed pedestrian refuge on Barrenjoey Road shall be designed to meet TfNSW's requirements, and endorsed by a suitably qualified practitioner. The design requirements shall be in accordance with AUSTRROADS and other Australian Codes of Practice. The certified copies of the civil design plans shall be submitted to TfNSW for consideration and approval prior to the release of the Construction Certificate by the Certifying Authority and commencement of road works.

The developer is required to enter into a Works Authorisation Deed (WAD) for the abovementioned works. Please note that the WAD will need to be executed prior to TfNSW's assessment of the detailed civil design plans.

Reason: To ensure compliance with the requirements of TfNSW.

20A. Amendments to Barrenjoey Road upgrade works

The Applicant is to amend the Public Work Plans in Condition 1 in respect of the Barrenjoey Road works, to upgrade the intersection of Barrenjoey Road / North Avalon Road as per Annexure C in the Supplementary Joint Traffic Report dated 20 July 2021 in Condition 1 with the right turn bay and eastern edgeline for the southbound travel lane of Barrenjoey Road required to be relocated to the south-east by 300mm.

50. Access to services

The upgrades to footpaths and landscaping in the public domain, as required by this consent (Condition 18 'Submission Roads Act Application for Works in the Public Road' and Condition 20 'Works to Barrenjoey Road') must be completed, to the satisfaction of Council.

Written confirmation from Council must be submitted to the Principal Certifying Authority prior to the issuance of any occupation certificate. Reason: To ensure access is available when required by residents of the development, in accordance with clause 26 of State Environmental Planning Policy (Housing for Seniors and People with a Disability) 2004.

Appendix B: Keoride Permanent Public Transport Service Press Release



Andrew Constance
Minister for Transport and Roads

MEDIA RELEASE

Friday, 28 May 2021

***Grabs available to download

NEW BUS OPERATOR TO ELECTRIFY FLEET

Bus customers on Sydney's Lower North Shore and Northern Beaches will soon benefit from a new fleet of electric buses and permanent On-Demand services, after the NSW Government appointed Keolis Downer as the new operator of local bus services.

Minister for Transport and Roads Andrew Constance said Keolis Downer will deliver more than 1.2 million services a year for customers, while also saving taxpayers more than \$100 million over the eight-year contract.

"We are lucky to have some of the best transport operators in the world running buses in Sydney, and customers on the Lower North Shore and Northern Beaches will soon benefit from the expertise and efficiency Keolis Downer brings to the table," Mr Constance said.

"Keolis Downer will be ordering electric buses to replace their older diesel buses as they are retired from the fleet, with more than 100 new zero-emission buses to be introduced to the area over the next eight years.

"As part of the new deal, the trial On-Demand service between Palm Beach and North Narrabeen will be made permanent. Around 540 customers use this service each day to connect to major public transport hubs and routes like the B-Line."

Keolis Downer will start running services for customers around the end of October, with all State Transit drivers and maintenance staff offered a two-year job guarantee.

Keolis Downer will be responsible for delivering around 24,000 services each week, including the 24-hour B-Line and all day express services between Dee Why and Chatswood via Frenchs Forest, which were introduced as part of 2,000 additional weekly services last year.

"Keolis Downer will also trial new innovative technology to deliver a better customer experience, including a system which provides drivers with feedback in real-time, to help them manage regular frequency of bus services," Mr Constance said.

Transport for NSW will work closely with Keolis Downer on any improvements that can be made to the network in the coming years, with the Government continuing to regulate all routes, timetables and fares, as well as retain ownership and control of the existing depots and buses.

Grabs from Minister Constance available to download: <https://bit.ly/2RPlI7d>

MEDIA: Kaycie Bradford | Minister Constance | 0417 129 445

Appendix C: NSW State Government and Keolis Downer Region 8 Contract

Home / Contracts Register Search / Contracts Register
/ Contract Award Notice Detail View - TfNSW 2020-008

Greater Sydney Bus Contract 8 (GSBC8) - TfNSW 2020-008

Contract Award Notice ID TfNSW 2020-008

Publish Date 29-Jul-2021

Category (based on UNSPSC)

78111802 - Scheduled bus services

Agency Transport NSW - Corporate

Particulars of the goods or services to be provided under this contract

Bus services including depot and fleet operations and maintenance in the Northern Beaches.

Contract Duration 27-May-2021 to 31-Oct-2029

Contract Award Notice Details

Contractor Name Keolis Downer Northern Beaches Pty Ltd

ACN 621012717

ABN 39 621 012 717

Is an Aboriginal or Torres Strait Islander owned business No

Street Address Level 2, T3 Triniti Business Campus 39 Delhi Road

Town/City North Ryde

State/Territory NSW

Postcode 2113

Country AUSTRALIA

Related RFT ID

TfNSW 2020-008

Other private sector entities involved in, with an interest in or benefiting from this contract

Not Applicable

Estimated amount payable to the contractor (including GST)

\$987,500,000.00 (Goods or services supplied)

Any provisions for payment to the contractor for operational or maintenance services

Amount payable to the contractor includes payments for delivery of public transport services and asset maintenance.

Method of Tendering

Open

Description of any provision under which the amount payable to the contractor may be varied

Price may be varied due to service variations, special services, exercising of options, performance payments, abatements and escalation.

Description of any provisions under which the contract may be renegotiated

Not Applicable

Appendix D: Correspondence, arc traffic + transport and Keolis Downer, April 2022

RE: KeoRide Proximity of Pick-Up



Eamonn Murray <eamonn.murray@keolisdowner.com.au>
To: Anton Reisch

 You replied to this message on 12/04/2022 4:15 PM.

Oh ok .. I can see that if you type In google search you can still see that .. it has actually been removed from our live website www.keoride.com.au

Eamonn

From: Anton Reisch <antonreisch@optusnet.com.au>
Sent: Tuesday, April 12, 2022 3:22 PM
To: Eamonn Murray <eamonn.murray@keolisdowner.com.au>
Subject: RE: KeoRide Proximity of Pick-Up

If you type in Keoride FAQs and then select how far will I walk it comes up.

Kind regards,

anton



anton reisch. director
m. +61 427 995 160
a. 19 canoon road, south turramurra, NSW 2074
e. antonreisch@optusnet.com.au
w. www.arcrt.com.au

Confidentiality Note: The information contained in this email (including attachments) is strictly confidential and for the use of the intended recipients only. If you have received this email in error, please notify arc traffic + transport immediately and delete all copies of this email and attachments. Thank you.

From: Eamonn Murray <eamonn.murray@keolisdowner.com.au>
Sent: Tuesday, 12 April 2022 3:17 PM
To: Anton Reisch <antonreisch@optusnet.com.au>
Subject: RE: KeoRide Proximity of Pick-Up

Whereabouts are you seeing that ? I'm just looking at website and can't see that mentioned

Eamonn

From: Anton Reisch <antonreisch@optusnet.com.au>
Sent: Tuesday, April 12, 2022 3:07 PM
To: Eamonn Murray <eamonn.murray@keolisdowner.com.au>
Subject: RE: KeoRide Proximity of Pick-Up

Brilliant thank you! Do you think you will change the caveat on the webpage re might be out to 500m?

Kind regards,

anton



anton reisch. director
m. +61 427 995 160
a. 19 canoon road, south turramurra, NSW 2074
e. antonreisch@optusnet.com.au
w. www.arcrt.com.au

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From: Eamonn Murray <eamonn.murray@keolisdowner.com.au>
Sent: Tuesday, 12 April 2022 2:59 PM
To: Anton Reisch <antonreisch@optusnet.com.au>
Subject: RE: KeoRide Proximity of Pick-Up

That's just a general rule I believe that everyone needs be within 400m of a bus stop within certain hours of the day so we need to be able to offer that or a better offer to a customer

Eamonn

From: Anton Reisch <antonreisch@optusnet.com.au>
Sent: Tuesday, April 12, 2022 2:43 PM
To: Eamonn Murray <eamonn.murray@keolisdowner.com.au>
Subject: RE: KeoRide Proximity of Pick-Up

Outstanding Eamonn! Is the 400m distance a reference to seniors living development controls, which require a walk distance of no more than 400m to public transport?

Kind regards,

anton



anton reisch, director

m. +61 427 995 160
a. 19 canoon road, south turramurra, NSW 2074
e. antonreisch@optusnet.com.au
w. www.arcit.com.au

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From: Eamonn Murray <eamonn.murray@keolisdowner.com.au>
Sent: Tuesday, 12 April 2022 2:18 PM
To: antonreisch@optusnet.com.au
Subject: RE: KeoRide Proximity of Pick-Up

Good afternoon Anton

The average walking distance is just less than 100m currently in the northern beaches. The maximum distance has to be no less than the 400m. Generally however the virtual stops are based around corners and so in this case if the development is on the corner of Mona and Bassett St then the pickup would be very close to the development. If the development had scope to have kerbing and an ability to stop outside (no parking signage or similar) then the vehicle would be able to sit outside. We also are able to designate a passenger with mobility issues as a from the door pickup

Regards

Eamonn Murray
On Demand Manager



PRIDE OPERATOR OF
NORTHERN BEACHES
& LOWER NORTH SHORE
BUS SERVICES



eamonn.murray@keolisdowner.com.au
www.keolisdowner.com.au

M: 61 425 235 143

Keolis Downer
T2, Trinit Business Campus,
Level 6, Suite 6 01,
39 Delhi Road
North Ryde 2113 NSW Australia
Brookvale 2100 NSW Australia

PO Box 7438 Warringah Mall
NSW Australia

We care We connect We imagine Think like a passenger Zero Harm



We acknowledge Aboriginal and Torres Strait Islander peoples as the First Australians and Traditional Custodians of the lands where we live, learn and work.

Keolis Downer Artwork by Elizabeth Close



From: Anton Reisch <antonreisch@optusnet.com.au>
Sent: Monday, 11 April 2022 10:31 AM
To: KDNB Keoride <kdnb.keoride@keolisdowner.com.au>
Subject: KeoRide Proximity of Pick-Up

Good morning,

I am a transport consultant and I am looking at a new development at the corner of Bassett Street and Mona Street in Mona Vale; the development is an over 55 development, and as such needs to provide public transport accessibility within 400m. Question therefore is how close to a Site do passengers get picked up/dropped-off on average? I can see on you Adelaide site that mentions within 500m, but no similar detail for the Northern Beaches.

If someone could let me know that would be much appreciated!

Kind regards,

anton



anton reisch. director
m. +61 427 995 160
a. 19 canoon road, south lurrumurra, NSW 2074
e. antonreisch@optusnet.com.au
w. www.arclt.com.au

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From: Melanie Carson <Melanie.Carson@keolisdowner.com.au>
Sent: Wednesday, 13 April 2022 2:46 PM
To: Anton Reisch <antonreisch@optusnet.com.au>
Subject: RE: Keoride Northern Beaches

Hi Anton,

Thank you for making contact. I have discussed your query with our Keoride team to understand the average distances for customers walking to and from pick-up points.

Since Keoride On Demand became a permanent transport service from 31st October 2021, the average walking distances for both pick up and drop off points is 43m.

Since inception (2017) there have been occasions where this distance has exceeded 400m. The maximum distance over the last 6 months has been 761m and 726m respectively.

The management team advise that if the development were to consider pick-up/drop-off kerbside facilities, Keoride vehicles would have the ability to wait directly outside the Senior Living facility. It should also be noted that when an On Demand service is booked, customers can indicate mobility issues which automatically instructs drivers to pick up from their door, facility entrance or closest location to safely stop and park.

I hope this information helps and let me know if there is anything further you need.

Kind regards

Melanie Carson
Communications & Stakeholder Engagement Manager



PROUD OPERATOR OF
**NORTHERN BEACHES
& LOWER NORTH SHORE**
BUS SERVICES

THINK LIKE A PASSENGER

melanie.Carson@keolisdowner.com.au
kdnorthernbeaches.com.au

M: +61 404 099 576

Keolis Downer Northern Beaches
PO Box 7438 Warringah Mall, NSW 2100

We care | We commit | We imagine | Think like a passenger | Zero Harm

**We acknowledge Aboriginal and Torres Strait Islander peoples
as the First Australians and Traditional Custodians of the lands
where we live, learn and work.**



Keolis Downer Artwork by Elizabeth Close

From: Anton Reisch <antonreisch@optusnet.com.au>
Sent: Tuesday, 12 April 2022 11:16 AM
To: Melanie Carson <melanie.carson@keolisdowner.com.au>
Subject: Keoride Northern Beaches

Good morning Melanie,

I am a transport consultant and I am working on a couple of seniors living developments in the Northern Beaches. One of the controls for such development is access to public transport within 400m of a residence; while Keoride is considered to be such a service (which is great!) the Land & Environment Court recently judged that it was not appropriate for seniors living because – as stated on the Keoride website – passengers may need to walk up to 500m.

With the service now becoming permanent, and more vehicles being added to the fleet, has this maximum distance been reduced, or is there data to show the average pick-up/drop-off distance, or how often it exceeds 400m? If you are able to provide any assistance, that would be very much appreciated, and of course please don't hesitate to get in touch to discuss further.

Kind regards,

anton



anton reisch. director
m. +61 427 995 160
a. 19 canoon road, south turramura, NSW 2074
e. antonreisch@optusnet.com.au
w. www.arctt.com.au

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Appendix E: Correspondence, Keolis Downer and TfNSW, May 2022

Sent: Friday, 6 May 2022 10:02 AM
To: Melanie Carson <melanie.carson@keolisdowner.com.au>
Subject: FW: PLEASE REVIEW FW: Keoride Confirmation.

Hi Melanie,

I hope this email find you well.

I believe that average walking distance for both pick-up and drop-off mentioned in one of the emails (roughly 43m) is correct. The draft letter for Northern beaches council in support of the new development, does captures the main points requested by Build Projects.

I don't have any further comments to add, as the letter suffice the compliance requirement of a convenient local transport mode availability to the residents of the development.

Warm Regards,

MA

Mukhwinder Athwal

Senior Service Planner

Planning and Programs

Greater Sydney

Transport for NSW

231 Elizabeth Street

Sydney NSW 2000



**Transport
for NSW**



I acknowledge the Aboriginal people of the country on which I work, their traditions, culture and a shared history and identity. I also pay my respects to Elders past and present and recognise the continued connection to country.

Please consider the environment before printing this email.

Appendix F: Keoride Trip Reports, February 2023

Sources: Keolis Downer (Keoride Trip Reports)
Armada Avalon Pty Ltd (Set-Down Location Photos)

Keoride Trip Thursday 9 February 2023: 29 North Avalon Road to Newport Keoride Hub

Your Keoride Receipt (for your ride on February 09, 2023 at 02:53 PM)

1 message

Keoride <northernbeaches@keolisdowner.com.au>
Reply-To: northernbeaches@keolisdowner.com.au
To: nick@hayberry.com.au

Thu, Feb 9, 2023 at 3:48 PM



Hi Nick,

Thanks for riding with Keoride! Here's the receipt for your recent ride.

- The Keoride team
P.S. Have any questions or concerns about Keoride?
Email us at northernbeaches@keolisdowner.com.au

Trip Date:
02:53 PM | February 09, 2023

Base Fare: \$3.93
Total Fare: \$3.93

Passenger Charged:
Nick Dunnet

Charged to Visa-9592 (Credit Card): \$3.93
Total Amount Charged: \$3.93

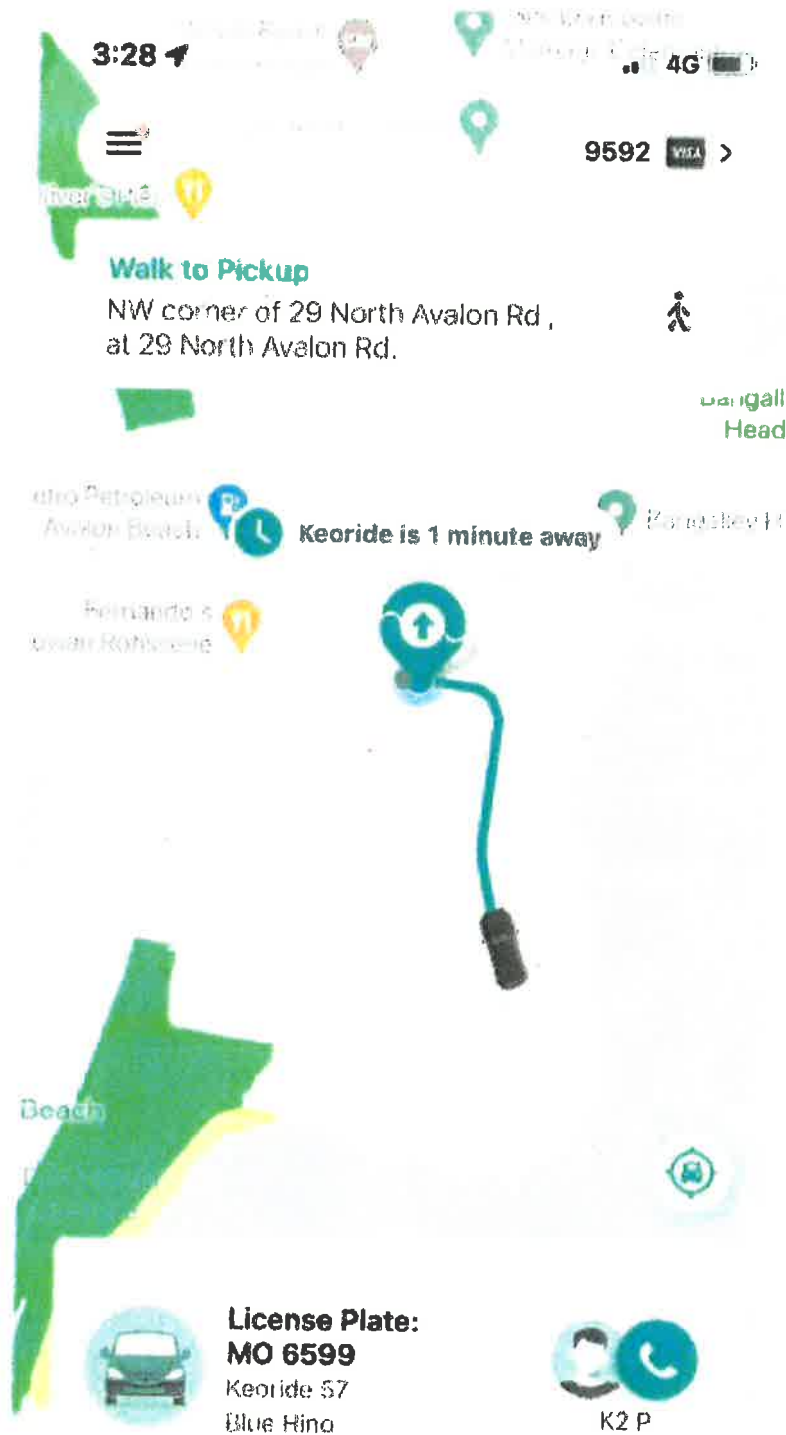
Pickup Location:
29 North Avalon Rd

Remaining Ride Credit: \$0.00

Dropoff Location:
Newport Shops Northbound

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You are receiving this email because you signed up for or expressed interest in Keoride.

Our mailing address is:
Level 3, T1
Trinity Business Park
39 Delhi Rd
North Ryde, NSW 2113
Australia







3:46

5G



9592 VISA >

Enjoy your ride!
Share with friends



ETA: 3:47 pm



Google



Keoride Trip Thursday 9 February 2023: Newport Keoride Hub to 29 North Avalon Road

Your Keoride Receipt (for your ride on February 09, 2023 at 03:53 PM)

1 message

Keoride <northembeaches@keolisdowner.com.au>
Reply-To: northembeaches@keolisdowner.com.au
To: nick@hayberry.com.au

Thu, Feb 9, 2023 at 4:44 PM



Hi Nick,

Thanks for riding with Keoride! Here's the receipt for your recent ride.

- The Keoride team
P.S. Have any questions or concerns about Keoride?
Email us at northembeaches@keolisdowner.com.au

Trip Date:
03:53 PM | February 09, 2023

Base Fare: **\$3.93**
Total Fare: **\$3.93**

Passenger Charged:
Nick Dunnet

Charged to Visa-9592 (Credit Card): **\$3.93**
Total Amount Charged: **\$3.93**

Pickup Location:
Newport Bishops Northbound

Remaining Ride Credit: **\$0.00**

Dropoff Location:
29 North Avalon Rd

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North Ryde, NSW 2113
Australia

4:19

5G

9592 WSA >

Pitiwater

Pickup at:
Newport Shops Northbound, at 337 Barrenjoey Rd, in front of Newport Shops Northbound.

soth: sland

Pickup in 9 min

2 Pickups

License Plate: CO 08 RE
Kooride O
White Mercedes

David S

Cancel Ride





4:44

4G



9592 VISA >

Enjoy your ride!
Share with Friends



ETA: 4:44 pm



Google



Keoride Trip Saturday 11 February 2023: 29 North Avalon Road to Newport Keoride Hub



Hi Ben,

Thanks for riding with Keoride! Here's the receipt for your recent ride.

- The Keoride team

P.S. Have any questions or concerns about Keoride?

Email us at northernbeaches@keoridowner.com

Trip Date:
09:00 PM | February 11, 2023

Passenger Charged:
Ben Dunnet

Pickup Location:
29 North Avalon Rd

Dropoff Location:
Newport Shops Northbound

Base Fare: \$2.75
1 Extra Rider: \$2.75
Total Fare: \$5.50

Charged to Visa-9542 (Credit Card):
\$5.50

Total Amount Charged: \$5.50

Remaining Ride Credit: \$6.00

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You are receiving this email because you signed up for or expressed interest in Keoride

Our mailing address is:

Level 3 T1

Trout Business Park

39 Delhi Rd

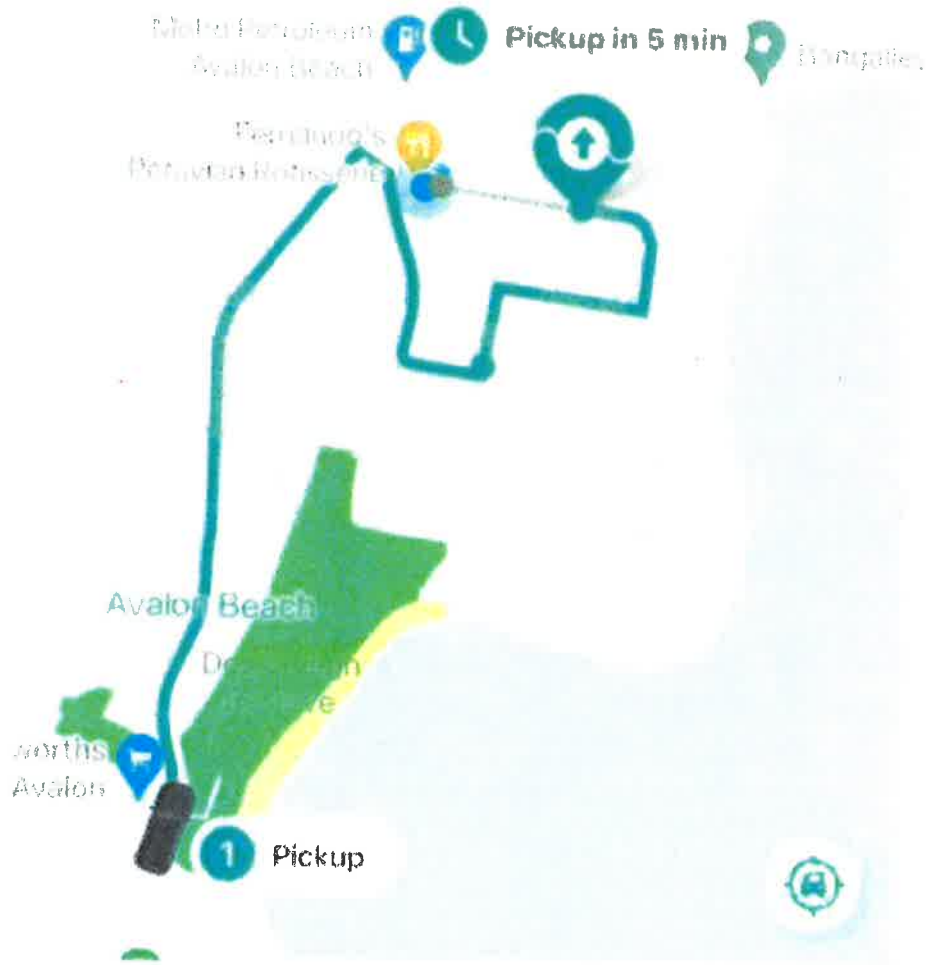


Pickup at:

NW corner of 29 North Avalon Rd.,
at 29 North Avalon Rd.



gall
lead



License Plate:

MO 6600

Keonda 58
Blue Porcho



K3 P



Keoride Trip Saturday 11 February 2023: Newport Keoride Hub to 29 North Avalon Road



Hi Ben,

Thanks for riding with Keoride! Here's the receipt for your recent ride.

- The Keoride team

P.S. Have any questions or concerns about Keoride?

Email us at northernbeaches@keolisowner.com.au

Trip Date:
04:25 PM | February 11, 2023

Base Fare: \$2.75
Total Fare: \$2.75

Passenger Charged:
Ben Dunnet

Charged to Visa-9542 (Credit Card):
\$2.75
Total Amount Charged: \$2.75

Pickup Location:
Newport Shops Northbound

Remaining Ride Credit: \$0.00

Dropoff Location:
29 North Avalon Rd

Copyright © 2018 *

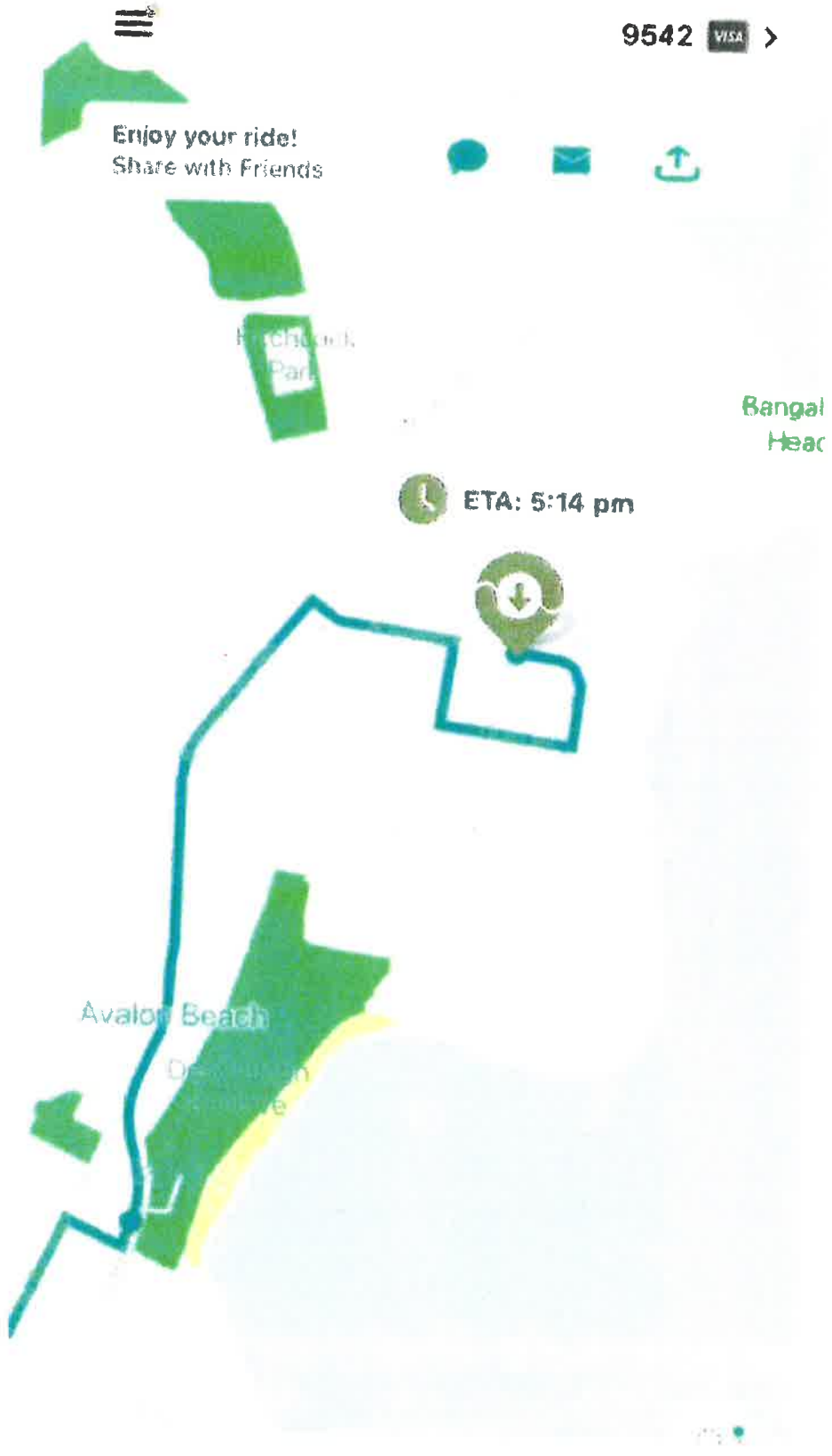
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Our mailing address is:

Level 3, T1
Trinity Business Park
39 Delhi Rd







Keoride Trip Monday 13 February 2023: 29 North Avalon Road to Newport Keoride Hub

Your Keoride Receipt (for your ride on February 13, 2023 at 03:17 PM)

1 message

Keoride <northernbeaches@keoridowner.com.au>
Reply-To: northernbeaches@keoridowner.com.au
To: nick@hayberry.com.au

Mon, Feb 13, 2023 at 3:48 PM



Hi Nick,

Thanks for riding with Keoride! Here's the receipt for your recent ride.

- The Keoride team
P.S. Have any questions or concerns about Keoride?
Email us at northernbeaches@keoridowner.com.au

Trip Date:
03:17 PM | February 13, 2023

Base Fare: \$3.93
Total Fare: \$3.93

Passenger Charged:
Nick Dunnet

Charged to Visa-9592 (Credit Card): \$3.93
Total Amount Charged: \$3.93

Pickup Location:
29 North Avalon Rd

Remaining Ride Credit: \$0.00

Dropoff Location:
Newport Shops Northbound

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Our mailing address is:
Level 3, T1
Trinity Business Park
39 Daffin Rd
North Ryde, NSW 2113
Australia

3:31

Safari

5G



9592

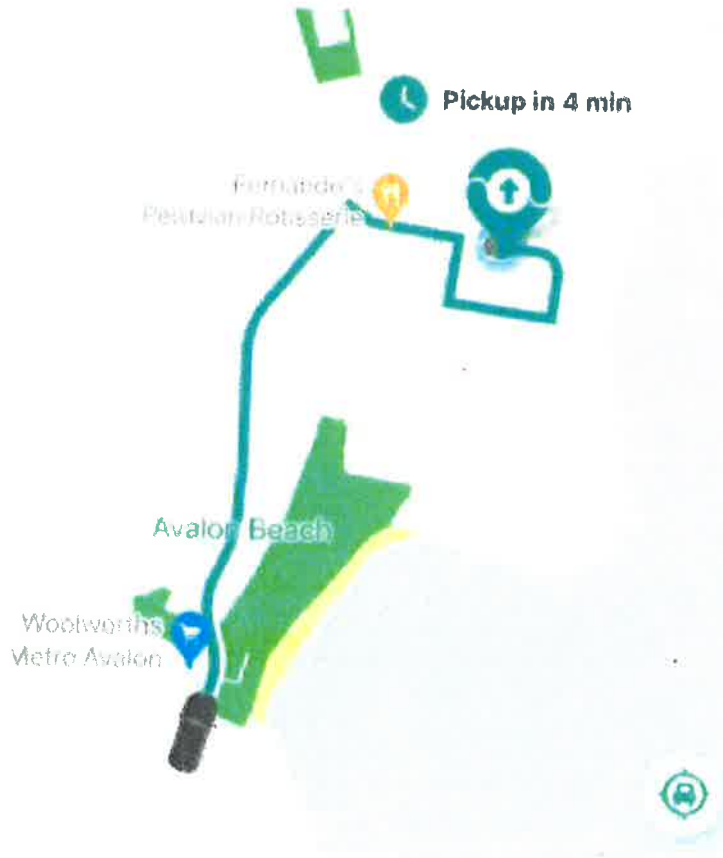


Walk to Pickup

NW corner of 29 North Avalon Rd,
at 29 North Avalon Rd.



Pickup in 4 min



**License Plate: CO
05 RE**
Keonide O
Silver Sprinter



Christian S

Cancel Ride



Keoride Trip Tuesday 14 February 2023: 29 North Avalon Road to Newport Keoride Hub

Your Keoride Receipt (for your ride on February 14, 2023 at 09:52 AM)

1 message

Keoride <northernbeaches@keolisdowner.com.au>
Reply-To: northernbeaches@keolisdowner.com.au
To: nick@hayberry.com.au

Tue, Feb 14, 2023 at 10:55 AM



Hi Nick,

Thanks for riding with Keoride! Here's the receipt for your recent ride.

- The Keoride team
P.S. Have any questions or concerns about Keoride?
Email us at northernbeaches@keolisdowner.com.au

Trip Date:
09:52 AM | February 14, 2023

Base Fare: **\$2.75**
Total Fare: **\$2.75**

Passenger Charged:
Nick Dunnet

Charged to Visa-9592 (Credit Card): **\$2.75**
Total Amount Charged: **\$2.75**

Pickup Location:
29 North Avalon Rd

Remaining Ride Credit: **\$0.00**

Dropoff Location:
Newport Shops Northbound

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Our mailing address is:
Level 3, T1
Trinity Business Park
39 Delhi Rd
North Ryde, NSW 2113
Australia

10:35

5G



0592

Pickup at:

NW corner of 29 North Avalon Rd ,
at 29 North Avalon Rd.



Surprise Studio -
Permaculture Design

Bangalley Head | not out



0511



**License Plate: CQ
68 HD**
Keoride O
White Mercedes



Chen S

Cancel Ride



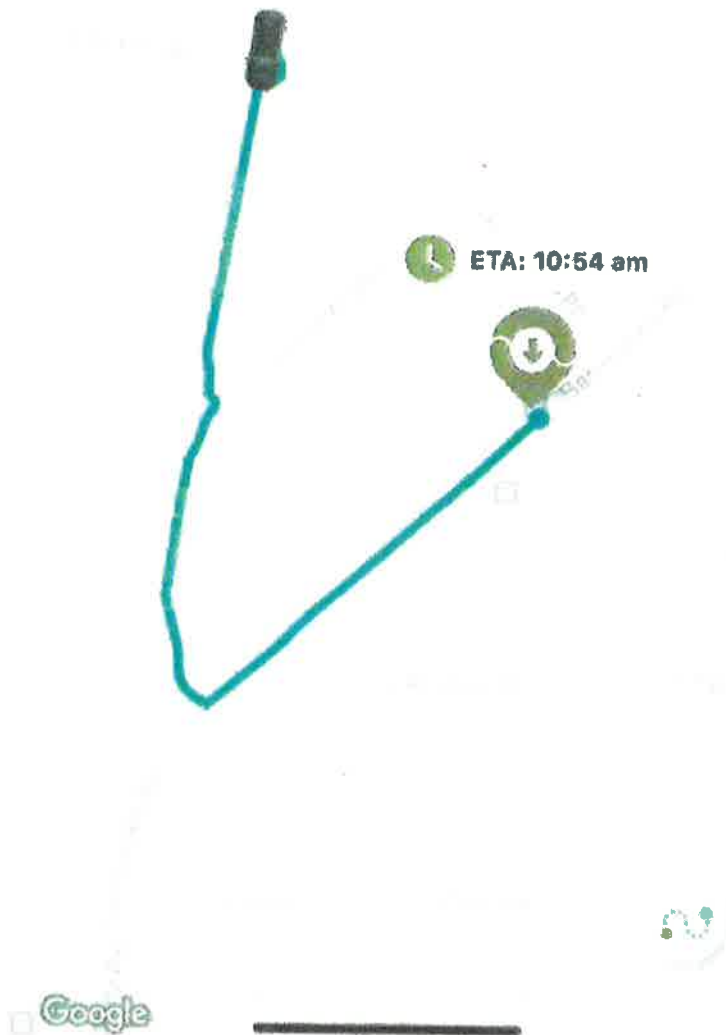
10:52 ↖

5G 🔋



9592 📄 >

Enjoy your ride!
Share with Friends



Keoride Trip Tuesday 14 February 2023: Newport Keoride Hub to 29 North Avalon Road

Your Keoride Receipt (for your ride on February 14, 2023 at 10:56 AM)

1 message

Keoride <northernbeaches@keolisdowner.com.au>
Reply-To: northernbeaches@keolisdowner.com.au
To: nick@haybeny.com.au

Tue, Feb 14, 2023 at 11:41 AM



Hi Nick,

Thanks for riding with Keoride! Here's the receipt for your recent ride.

- The Keoride team
P.S. Have any questions or concerns about Keoride?
Email us at northernbeaches@keolisdowner.com.au

Trip Date:
10:56 AM | February 14, 2023

Base Fare: ~~\$2.75~~
Total Fare: ~~\$2.75~~

Passenger Charged:
Nick Dimmet

Charged to Visa-9592 (Credit Card): ~~\$2.75~~
Total Amount Charged: ~~\$2.75~~

Pickup Location:
Newport Shops Northbound

Remaining Ride Credit: ~~\$0.00~~

Dropoff Location:
29 North Avalon Rd

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Our mailing address is:
Level 3, T1
Trinity Business Park
36 Delhi Rd
North Ryde, NSW 2113
Australia



11:32

5G



9592 VISA

Enjoy your ride!
Share with Friends

Whale Beach



ETA: 11:46 am

Avalon Beach

Bigola Beach

ola Plateau

Newport

Google





Keoride Trip Wednesday 15 February 2023: 29 North Avalon Road to Newport Keoride Hub

Your Keoride Receipt (for your ride on February 15, 2023 at 10:55 AM)

1 message

Keoride <northernbeaches@keolisdowner.com.au>
Reply-To: northernbeaches@keolisdowner.com.au
To: nick@hayberry.com.au

Wed, Feb 15, 2023 at 11:34 AM



Hi Nick,

Thanks for riding with Keoride! Here's the receipt for your recent ride.

- The Keoride team

P.S. Have any questions or concerns about Keoride?

Email us at northernbeaches@keolisdowner.com.au

Trip Date:
10:55 AM | February 15, 2023

Base Fare: \$2.75
Total Fare: \$2.75

Passenger Charged:
Nick Dunnet

Charged to Visa-9592 (Credit Card): \$2.75
Total Amount Charged: \$2.75

Pickup Location:
29 North Avalon Rd

Remaining Ride Credit: \$0.00

Dropoff Location:
Newport Shops Northbound

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You are receiving this email because you signed up for or expressed interest in Keoride.

Our mailing address is:

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North Ryde, NSW 2113
Australia

11:21

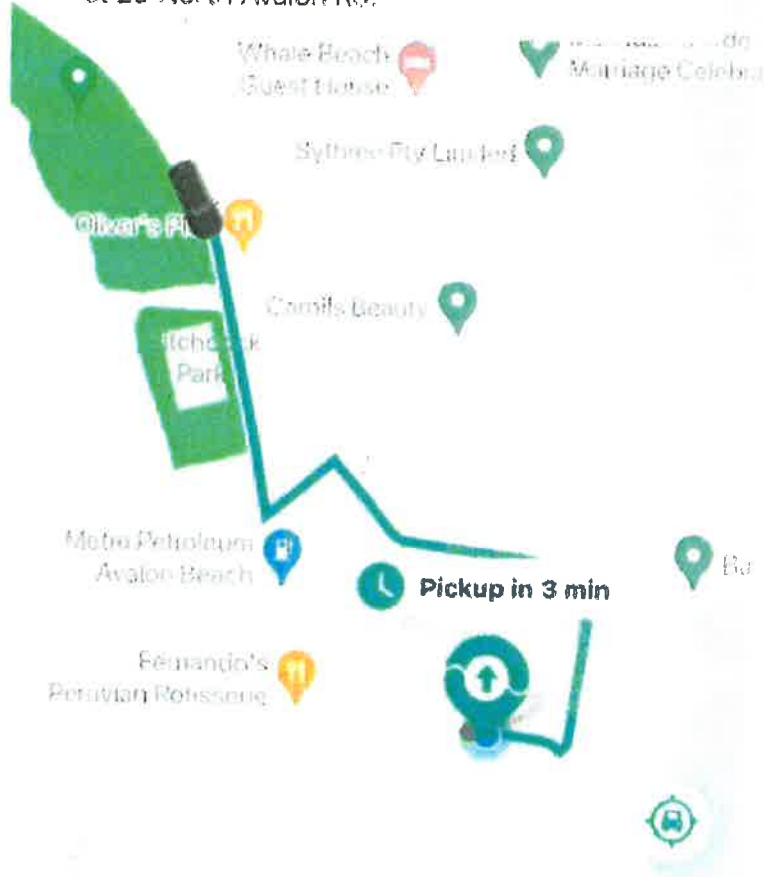
5G



9592 VISA >

Walk to Pickup

NW corner of 29 North Avalon Rd,
at 29 North Avalon Rd.



Pickup in 3 min



License Plate: CO
06 RE
Kooride O
Rodger Sprinter



Rodger S

Cancel Ride





Keoride Trip Wednesday 15 February 2023: Newport Keoride Hub to 29 North Avalon Road

Your Keoride Receipt (for your ride on February 15, 2023 at 11:36 AM)

1 message

Keoride <northernbeaches@keolisdowner.com.au>
Reply-To: northernbeaches@keolisdowner.com.au
To: nick@hayberry.com.au

Wed, Feb 15, 2023 at 12:05 PM



Hi Nick,

Thanks for riding with Keoride! Here's the receipt for your recent ride.

- The Keoride team
P.S. Have any questions or concerns about Keoride?
Email us at northernbeaches@keolisdowner.com.au

Trip Date:
11:36 AM | February 15, 2023

Base Fare: **\$2.75**
Total Fare: **\$2.75**

Passenger Charged:
Nick Dunnet

Charged to Visa-9592 (Credit Card): **\$2.75**
Total Amount Charged: **\$2.75**

Pickup Location:
Newport Shops Northbound

Remaining Ride Credit: **\$0.00**

Dropoff Location:
29 North Avalon Rd

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You are receiving this email because you signed up for or expressed interest in Keoride.

Our mailing address is:
Level 3, T1
Triniti Business Park
39 Delhi Rd
North Ryde, NSW 2113
Australia

11:54

5G



9592

9592 VISA

Pickup at:

Newport Shops Northbound, at 337 Barrenjoey Rd, in front of Newport Shops Northbound.



Keoride is 1 minute away

License Plate: CQ
69 HD
Keoride: O
White MB

Ben S

Cancel Ride

