



City & Southwest

Interchange Access Plan

Martin Place

April 2023
FINAL VERSION



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

Cover: Martin Place Station South, looking east in Martin Place

Right: Martin Place Station South, exit to Martin Place



↓   Lift

↑ Martin Pl  ↑

Lift  ↓

↑  Platforms 1-2

Martin Place



← Metro

Metro

↑ Train

out



1.0 Introduction

Left: Retail above Martin Place Station

1.0 Introduction

1.1 Sydney Metro

Sydney Metro has four core components:

Sydney Metro Northwest

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

Sydney Metro City & Southwest

The Sydney Metro City & Southwest project includes a new 30 kilometre metro line extending metro rail from the end of the Metro North West Line at Chatswood, under Sydney Harbour, through new central business district (CBD) stations and southwest to Bankstown. It is due to open between Chatswood and the Sydney CBD in 2024, and will deliver new metro stations at Crows Nest, Victoria Cross, Barangaroo, Martin Place, Pitt Street, Waterloo and new underground metro platforms at Central Station. In addition, it will upgrade and convert all 11 stations between Sydenham and Bankstown to metro standards.

Sydney Metro West

Sydney Metro West will be a new underground metro railway that will double rail capacity between Greater Parramatta and the Sydney CBD transforming Greater Sydney for generations to come. This once-in-a-century infrastructure investment will have a target travel time of about 20 minutes between Parramatta and the Sydney CBD, link new communities to rail services and support employment growth and housing supply.

The construction of Sydney Metro West will create more than 10,000 new direct jobs and 70,000 indirect jobs. Stations have been confirmed at Westmead, Parramatta, Sydney Olympic Park, North Strathfield, Burwood North, Five Dock, The Bays, Pyrmont and Hunter Street in the Sydney CBD.

Sydney Metro - Western Sydney Airport

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

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

1.2 Sydney Metro & Southwest objectives

The objectives of Sydney Metro are to:

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

1.3 Interchange Access Plan

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

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

1.4 Purpose of the Plan

The IAP has been prepared to:

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










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

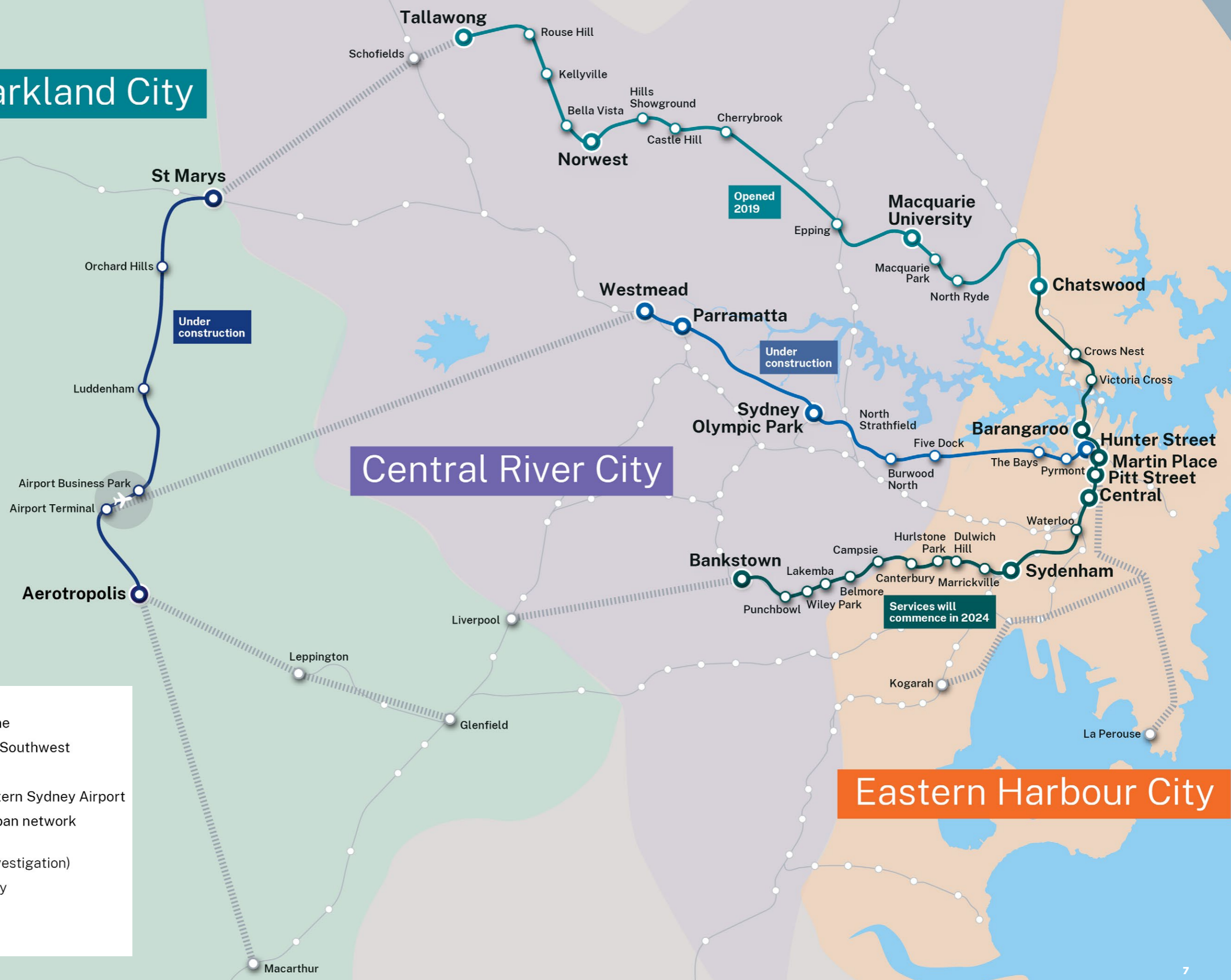
Western Parkland City

Central River City

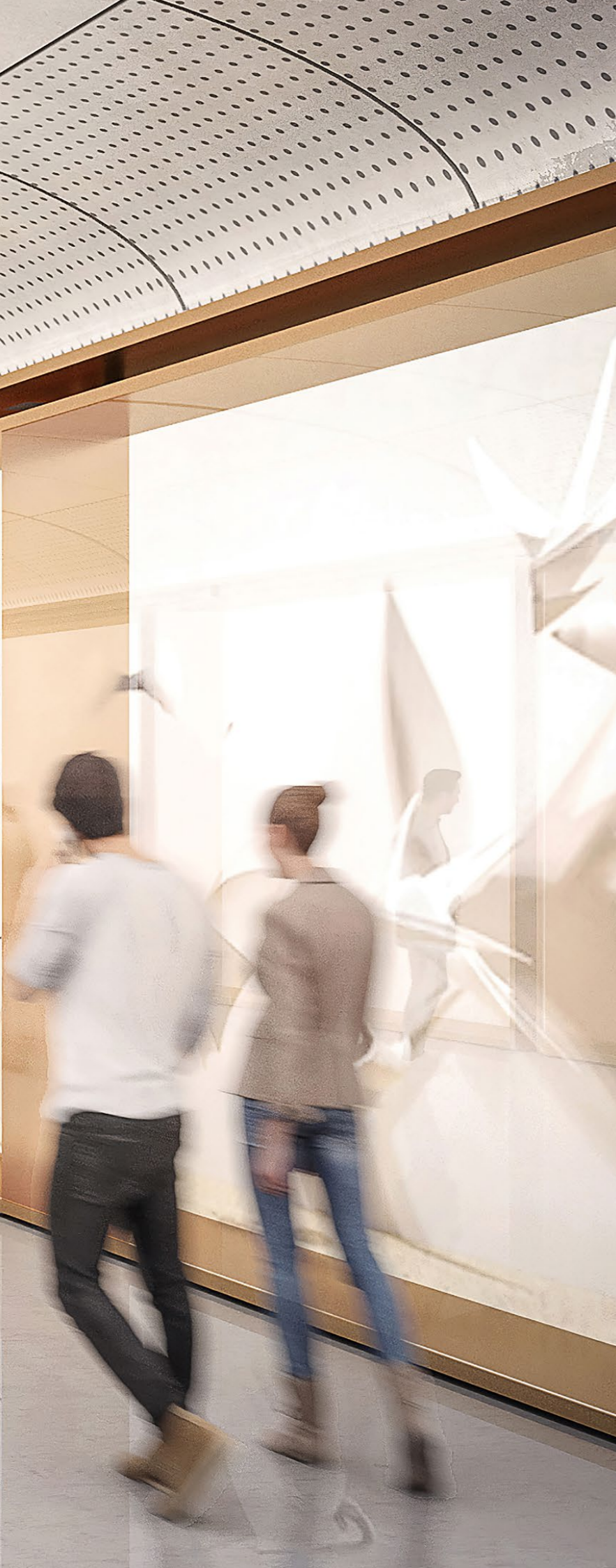
Eastern Harbour City

Key

-  Metro North West Line
-  Sydney Metro City & Southwest
-  Sydney Metro West
-  Sydney Metro - Western Sydney Airport
-  Sydney Trains suburban network
-  Future Metro (subject to further investigation)
-  Western Parkland City
-  Central River City
-  Eastern Harbour City







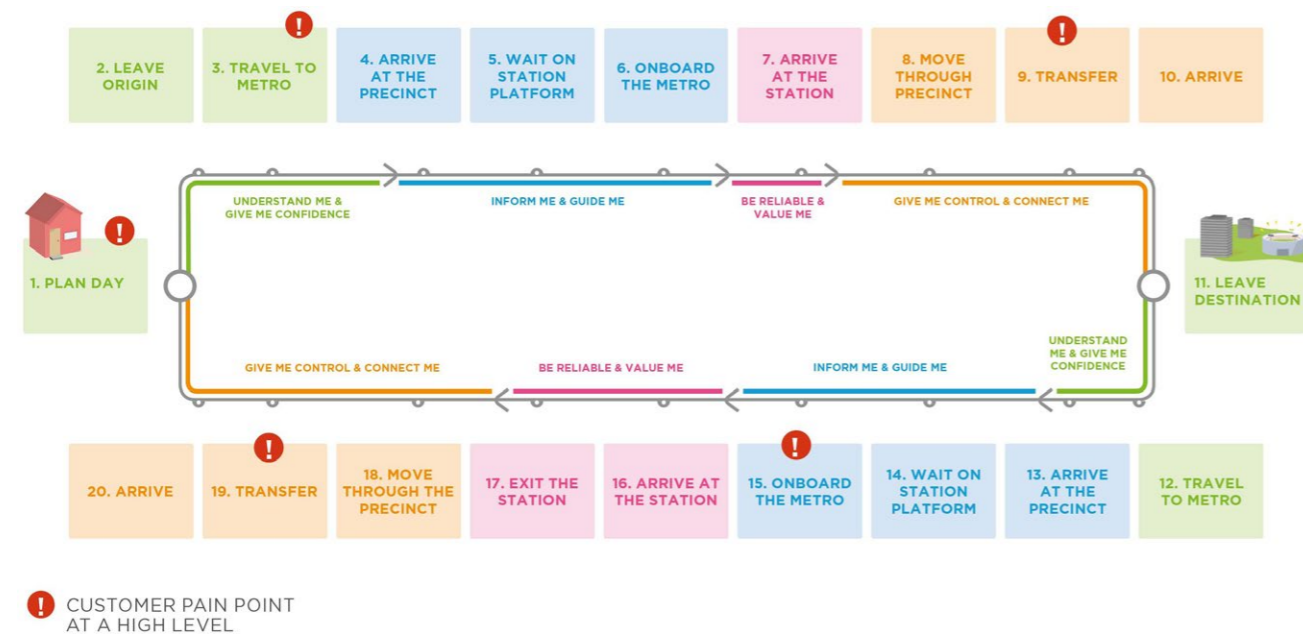
2.0 Interchange and transfer planning

Left: Retail above Martin Place Station

2.0 Interchange and transfer planning

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

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



Door-to-door-to-door experience for Sydney Metro

2.1 Customer-centred design

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

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

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

Customers expect the provision of a service that is on time, clean, safe, comfortable, efficient, convenient, has the right information and has adequate customer service. These basics are key drivers of customer satisfaction.

Sydney Metro's goal is to deliver a level of service that goes beyond satisfaction, makes it easy for customers to use the metro and encourages repeat use across the multiple types of journeys they may make. This will support TfNSW's goal of increasing the number of journeys taken on public transport by the public, both in the peak and off-peak periods.

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

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

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

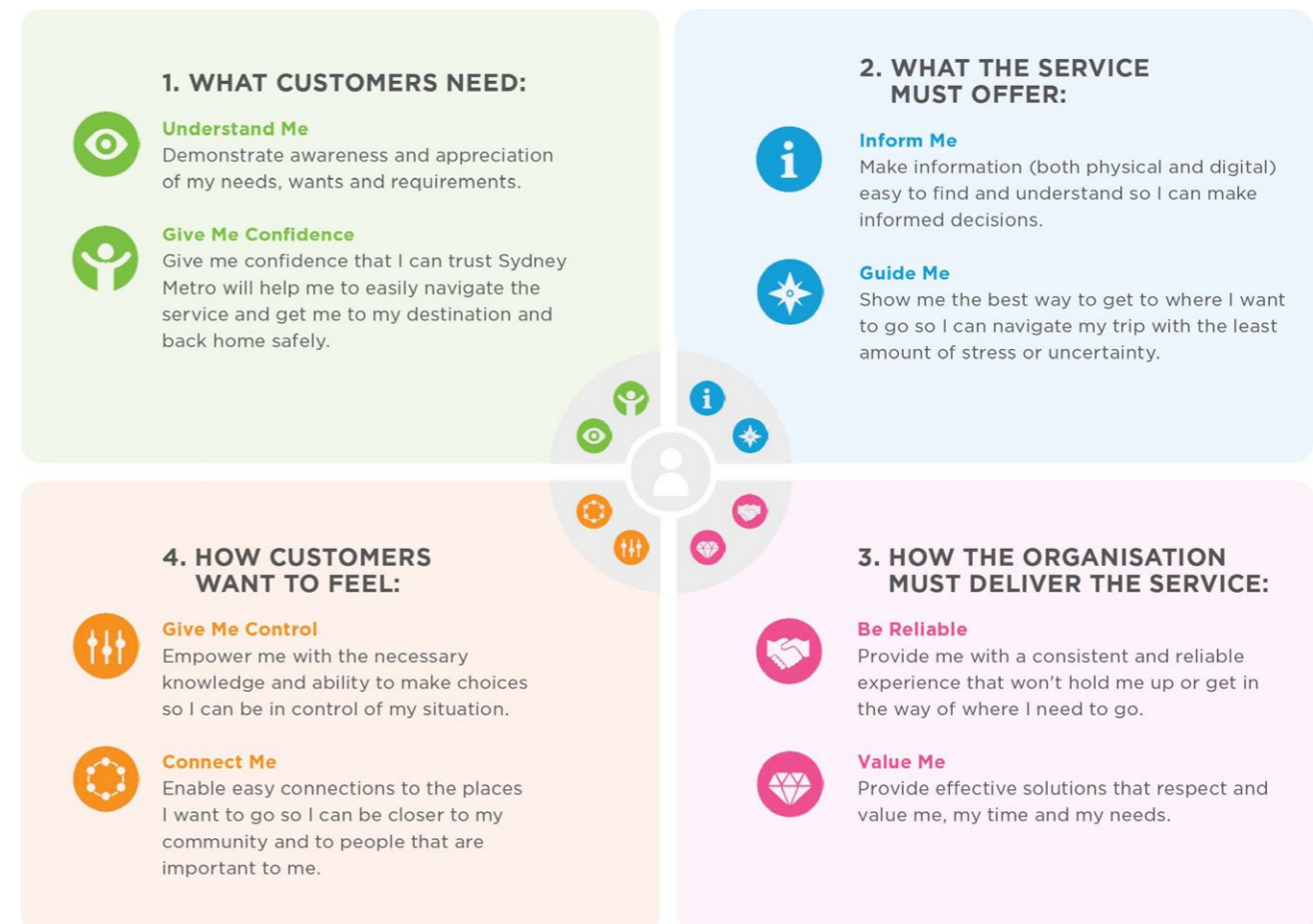
The stations, interchanges, trains and complete travel experience all contribute to and will be integral to the customer experience. A high-quality transport

product is critical to attracting and retaining customers, and also to meeting broader transport goals.

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

2.2 Sydney Metro customer principles

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



Sydney Metro customer principles

Interchange and transfer planning continued

2.3 An integrated customer journey

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

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

2.4 Interchange functionality and role

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

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

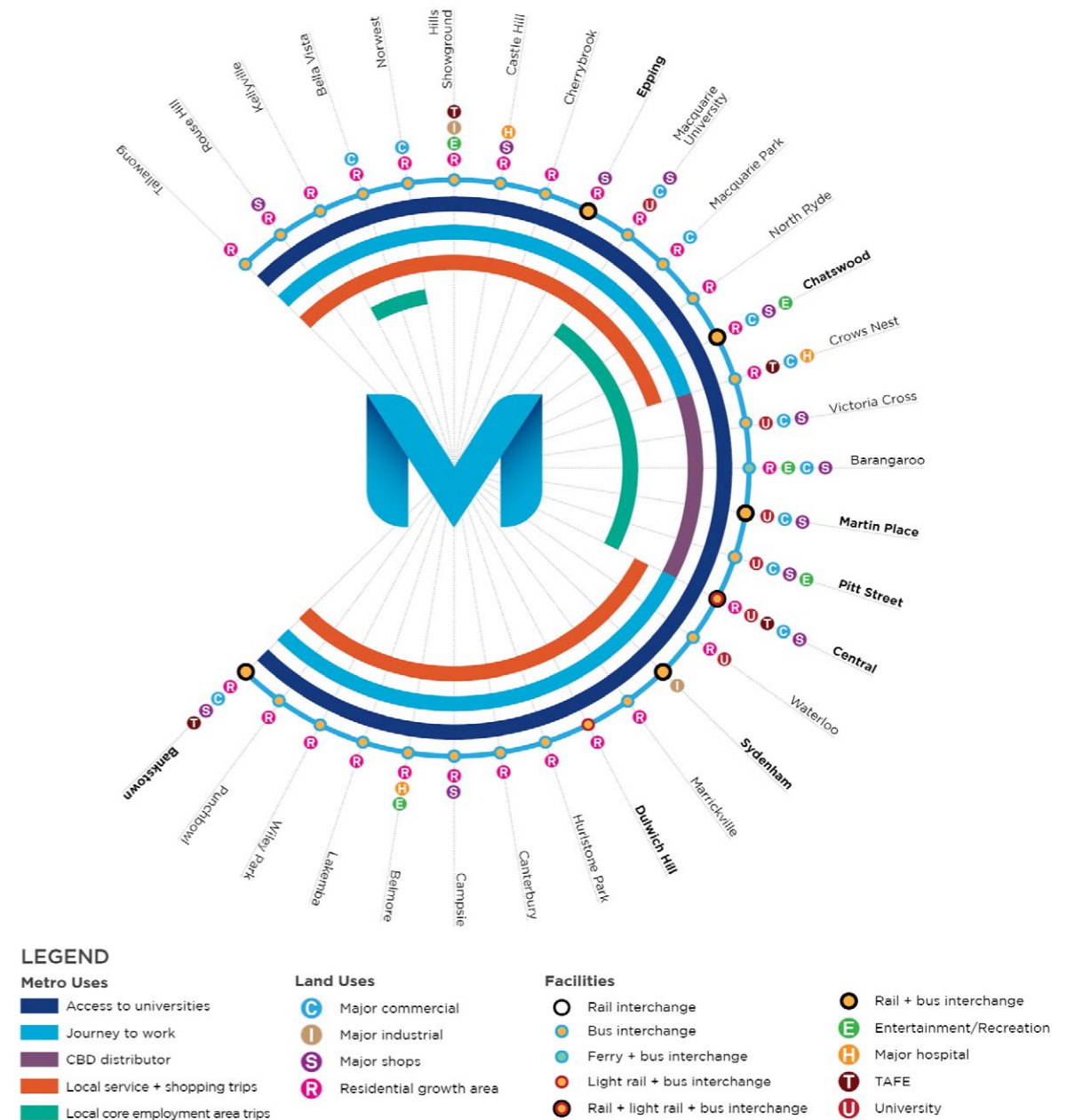
In general, stations with high levels of surrounding employment and/or educational institutions, such as Victoria Cross, Pitt Street or Macquarie University, tend to be destination stations in the morning peak period. Stations with high surrounding residential areas, such as Cherrybrook and Dulwich Hill,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

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

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

where these stations sit at critical decision making points in established areas of Sydney for travel across the network. In these situations its focused providing customers with the opportunity to connect between rail to rail, or metro or light rail lines. In less established locations, the focus may be

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



Sydney Metro trip diversity and accessibility.

Interchange and transfer planning continued

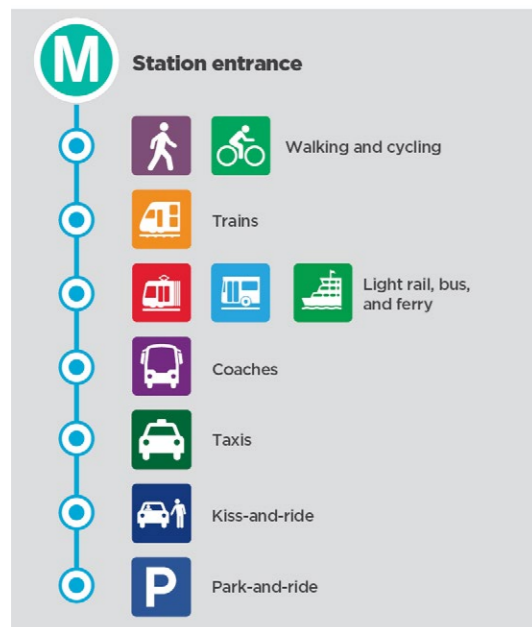
2.5 Modal hierarchy

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

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

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

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



Modal hierarchy

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

Interchange and transfer planning continued

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

Modes serving each station

Interchange and transfer planning continued

2.6 Legislative requirements and applicable guidelines

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

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

Interchange and transfer planning continued

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

2.7 Operations and maintenance

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

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

2.8 Defining the interchange area

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

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

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

Interchange and transfer planning continued

2.9 Terms and definitions

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

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



Illustration of terms and definitions

Interchange and transfer planning continued

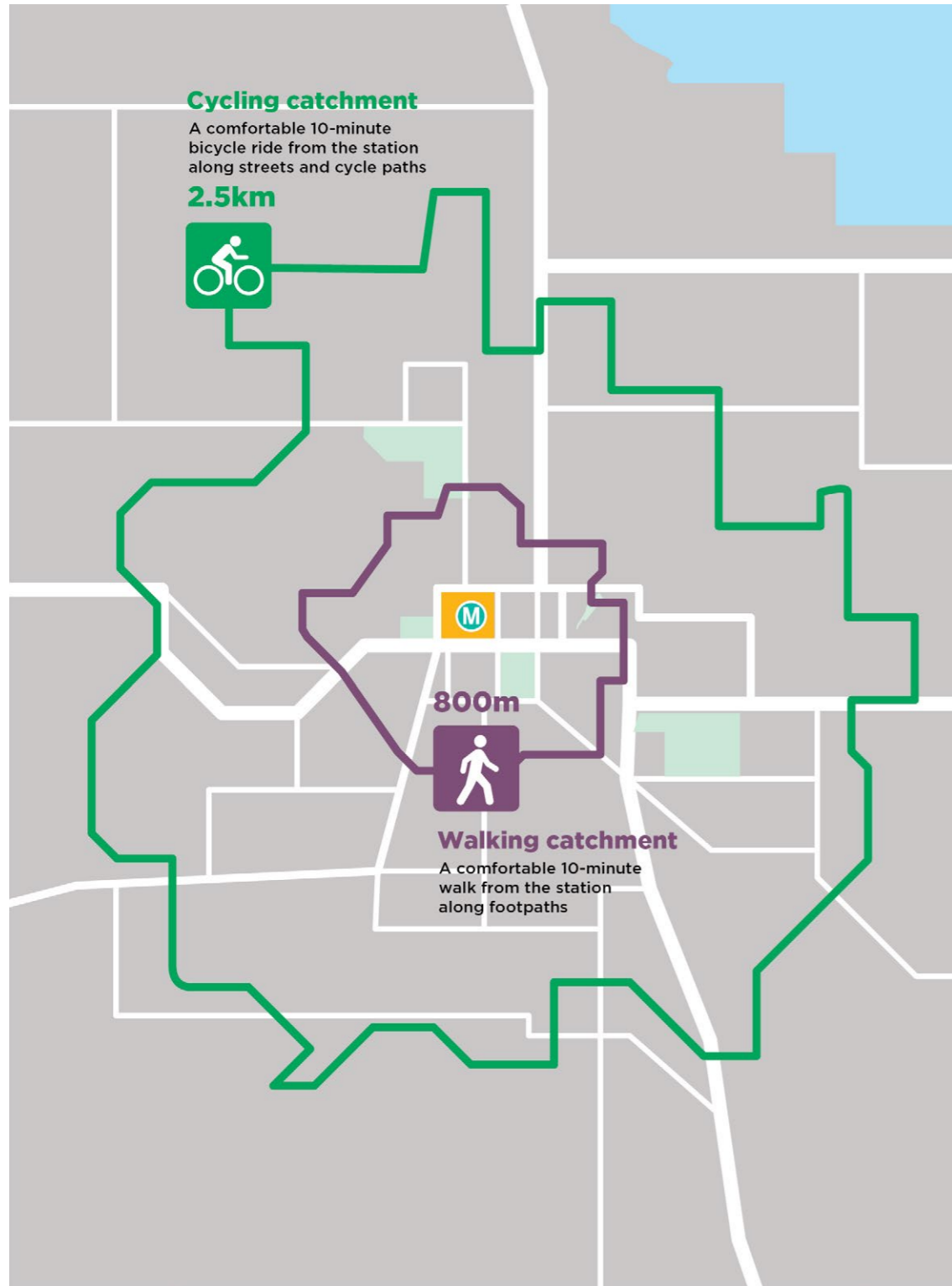
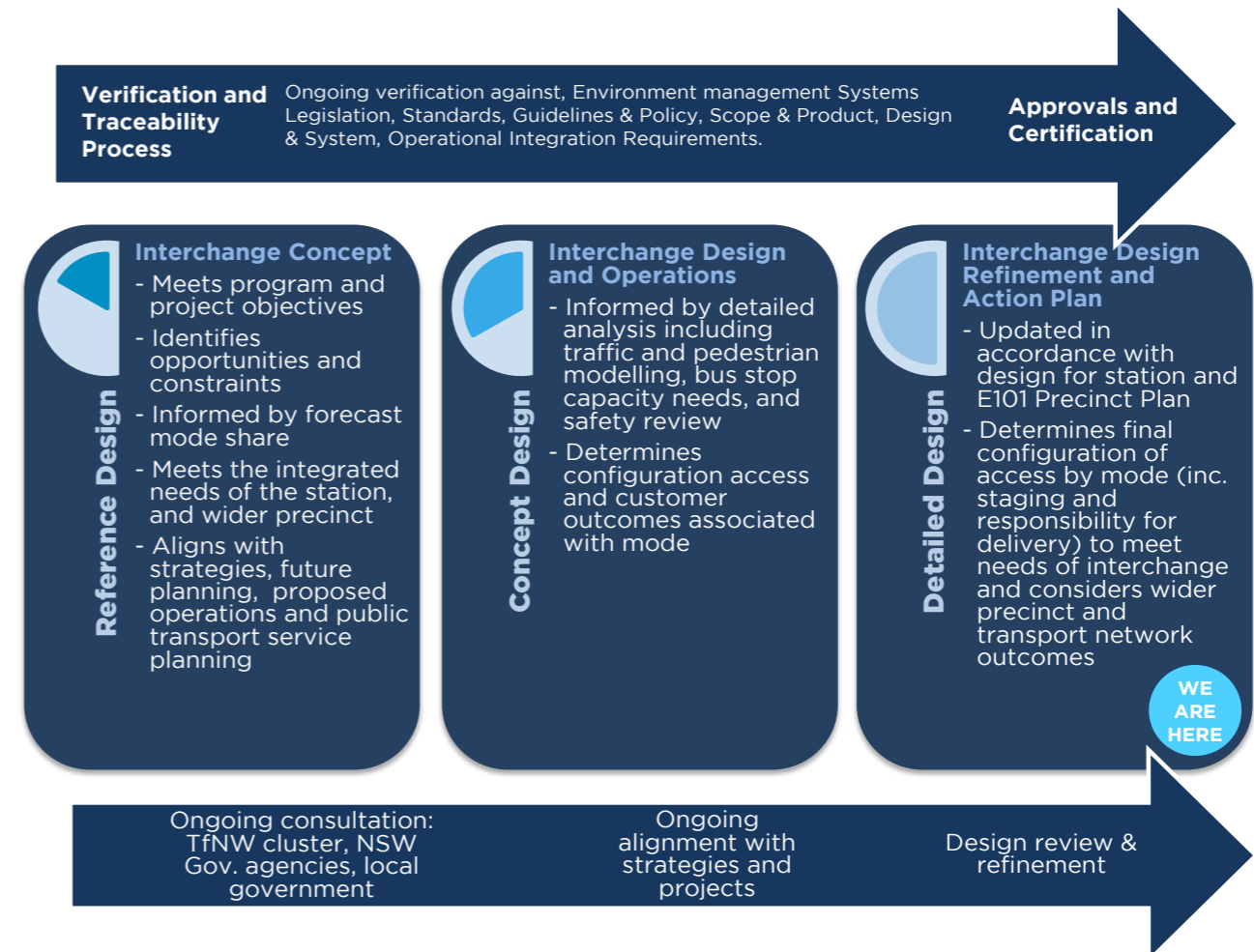


Illustration of terms and definitions

2.10 Design development process

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

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



Interchange and transfer planning continued

2.11 Consideration of Station Design and Precinct Plan

The IAP is developed in conjunction with the Station Design and Precinct Plan (SDPP). The SDPP highlights urban outcomes within the precinct surrounding Martin Place Station, and enables other programs to develop the potential for wider place improvements. The IAP demonstrates urban and place making outcomes by identifying a new plaza and how these facilitate safe and comfortable movement through to interchange facilities. The SDPP equally considers items in the IAP, for example, by identifying pedestrian amenity and kerbside facilities that are required to bring about an integrated customer journey. Refer to the following sections in the SDPP:

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

2.12 Wayfinding

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

Legible wayfinding will ensure that all customers can travel independently and easily on Sydney Metro.

This can be achieved by:

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

Wayfinding will be available to customers when they are:

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

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

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

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

2.13 Over station development

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

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



3.0 Consultation

Left: Retail above Martin Place Station

3.0 Consultation

Targeted consultation was undertaken for the Martin Place IAP and included all major stakeholders. The consultation process involved the following steps:

- organising briefing sessions with key stakeholders
- presenting the key elements of the IAP to stakeholders and allowing time for discussion
- distributing the IAP to any additional personnel identified during the briefing session for further review and comment
- reviewing comments received and incorporating feedback into the IAP where applicable
- responding to each stakeholder and seeking contentment with responses to be able to close out comments where applicable.

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

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

Forum/organisation	Meeting dates	Key Aspects
Design Review Panel	26 October 2022	Presented Martin Place Station interchange facilities and services design. This included the local context, OSD overview, operations, maintenance and management provisions, network role and demand, modal provisions, and actions. DRP mentioned that the pop-up cycleway in Pitt Street is now a permanent separated cycleway and has been reflected in the IAP. DRP supported the IAP without any further comments.
Traffic and Transport Liaison Group (TTLG)	21 September 2022	Presented Martin Place Station interchange facilities and services design. This included the local context, OSD overview, operations, maintenance and management provisions, network role and demand, modal provisions, and actions. Greater Sydney Customer Journey Planning (GS CJP) raised enquiry on potential connection from Martin Place North to Bligh Street which will be investigated part of Sydney Metro Hunter Street project.
<ul style="list-style-type: none"> • TfNSW Greater Sydney Division • City of Sydney • Emergency Services • Transport operators 	6 February 2019	Sydney Metro presented TfNSW & CJP the background information and technical difficulties with providing the MLC link. CJP informed Sydney Metro that it is CJP's preference to retain the MLC link even if it is not DDA compliant.
Sydney Metro / TfNSW working group	31 August 2022	Presented Martin Place Station interchange facilities and services design. This included the local context, OSD overview, operations, maintenance and management provisions, network role and demand, modal provisions, and actions. Greater Sydney (GS) commented on Taxi Zones and Bus Zones (with time restrictions) to reflect in the interchange maps. GS requested for up to date drawings of kerb side parking restrictions/changes adjacent to Martin Place Metro Station. GS commented that all access to/from Martin Place Metro Station does not need to be DDA compliant, as Sydney Metro informed that MLC pedestrian link would not comply with DDA requirements.
City of Sydney	17 November 2022	George Street pedestrian zone should be extended up to Bridge Street, as the street will be closed to vehicles from January 2023.
	19 July 2019	Presented Martin Place Station interchange facilities and services design. Include MLC link in the station maps and pedestrian crossing points. How the interchange and transfer requirements for each mode will be met. Specify the responsibilities of Sydney Metro and others with timeframe to implement the actions. Investigate footpath capacity and investigate on widening footpath widths.

Consultation continued

Forum/organisation	Meeting dates	Key Aspects
Transport cluster <ul style="list-style-type: none"> • Sydney Metro • TfNSW Planning & Program • TfNSW Customer Service Planning 	17 November 2022 4 April 2019	Presented Martin Place Station interchange facilities and services design. TfNSW raised no objections to investigate to widening existing pedestrian crossings as far as it is practicable and reviews will further be undertaken at other associated TCS sites to assist with movement of pedestrians. Sydney Metro should consider to widen footpaths to improve storage of increases in pedestrian demands, without significantly impacting on bus and public transport movements on Castlereagh St, Elizabeth St, Hunter Street to ensure a sustainable road network. Installation of any new traffic signals or modification of existing signals must comply with TfNSW Traffic Signal Design Guidelines. To improve bus and general public transport operations on the existing road network kerb side parkings around the station should be reviewed and on-street parking should be removed where possible. Even MLC link does not comply with DDA compliance, the link still should be open. Cumulative pedestrian impacts associated with both the operation of the Martin Place Station and the Martin Place Integrated Station Development (ISD) will be addressed as part of the Interchange Access Plan.
Fire and Rescue NSW	Via TTLG	No comments
Independent review	26 November 2022	The IAP has been reviewed by a qualified traffic and transport professional (Samsa Consulting), who is independent of the detail design process of the CSSI and has deemed the IAP as satisfactory in meeting the planning condition(s).

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

Group/organisation	Feedback themes
TfNSW Greater Sydney (Planning & Programs)	<ul style="list-style-type: none"> • Widening crossings should consider potential cost involved with services/ utility relocations. • Optimisation of traffic signals should assess and consider other nearby signal operation/impacts. • Supported possible full pedestrian protection at the traffic signals on Hunter Street at Castlereagh and Elizabeth Street intersections. • MLC pedestrian link should be retained (or reinstated) by Sydney Metro in the end state and available for use at opening of Metro.
TfNSW Greater Sydney Division (Customer Journey Planning, formerly Sydney Coordination Office)	<ul style="list-style-type: none"> • Potential widening of footpaths and crossings. • Signal optimisation considering no/minimum impact on bus movements. • Kerb side parking restriction should be reviewed to improve public transport operations. • Consider opening MLC link regardless of DDA non-compliance.
City of Sydney (Council)	<ul style="list-style-type: none"> • Council requested to retain existing MLC link which Sydney Metro will retain by keeping provision for future potential connection listed under actions table. • Pedestrian movements and demand management with potential improvements to adjacent footpaths and crossings. • Footpath space, potential footpath widening. • Safety and comfort of pedestrians particularly accessing buses on Castlereagh Street and Elizabeth Street. • George Street pedestrian zone would be extended up to Bridge Street, and this section of the street will be closed to vehicles from January 2023.





4.0 Interchange Access Plans planning conditions

Left: Martin Place Station North, looking north in Elizabeth Street

4.0 Interchange Access Plans planning conditions

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

Condition	Description	Relevance in the document
E92	The Proponent must develop an Interchange Access Plan for each station to inform the final design of transport and access facilities and services, including footpaths, cycleways, passenger facilities, parking, traffic and road changes, and integration of public domain and transport initiatives around and at each station. The Interchange Access Plan(s) must consider walking and cycling catchments and take into account:	
(a)	a station access hierarchy consistent with the transport planning principles defined within the EIS;	A modal hierarchy consistent with the principles defined in the EIS was adopted. Refer to: <ul style="list-style-type: none"> Section 2.5: Modal hierarchy. Section 9.0: Modal hierarchy review.
(b)	safe, convenient, efficient and sufficient access to stations and transfer between transport modes (including subterranean connections and the safeguarding of additional entrances in response to land use change and patronage demand);	Safe, convenient, efficient and sufficient access was considered for each travel mode in the development of the IAP. Safeguarding for future demand was considered and included in the action plan. Refer to: <ul style="list-style-type: none"> Section 6.0: Martin Place Station - local context. Section 7.0: Martin Place Station - interchange and transfer requirements overview. Section 10.0: Martin Place Station - actions and the following Section 10.1 and Section 10.2.
(c)	the maintenance or improvement of pedestrian and cyclists level of service within a justified proximity to stations;	The level of service for pedestrians and cyclists was considered and used to inform the design of pedestrian thoroughfares and crossings, planned cycleways and other infrastructure. Refer to: <ul style="list-style-type: none"> Section 7.1: Walking interchange and transfer requirements. Section 7.2: Cycling interchange and transfer requirements. Section 10.0: Martin Place Station - actions..
(d)	current transport initiatives and plans;	All current transport initiatives and plans were considered, including state government strategies, Council plans and general transport design guidelines. Refer to: <ul style="list-style-type: none"> Section 2.6: Legislative requirements and applicable guidelines. Section 5.2: Related projects.
(e)	opportunities and constraints presented by existing and proposed transport and access infrastructure and services;	Key opportunities and constraints affecting the design are presented in Section 6.6: Opportunities and constraints.
(f)	patronage changes resulting from land use, population, employment, transport infrastructure and service changes;	Forecast patronage is presented in Section 6.0: Martin Place Station - local context and accounts for future land use, population and employment and are further outlined in Section 7.0: Martin Place Station - interchange and transfer requirements overview. Potential future service changes have informed the design process and the provision of interchange facilities.
(g)	integration with existing and proposed transport infrastructure and services;	The station and precinct has been designed to integrate effectively with existing and proposed transport infrastructure and services for all travel modes. The interchange provides for safe and efficient transfer to all modes in close proximity to the station. Refer to Section 7.0: Martin Place Station - interchange and transfer requirements overview for further information on each mode's provisions within the interchange area (except those excluded in Section 6.4: Modes without provision).
(h)	pedestrian, cycle, bus, taxi, vehicle and emergency vehicle access and parking infrastructure and service changes;	Access for all modes has been accounted for and has considered potential service changes. Refer to Section 7.0 Martin Place Station - interchange and transfer requirements overview for further information on each mode's provisions within the interchange area (except those excluded in Section 6.4: Modes without provision). Emergency vehicle access is accommodated within the station's adjacent kerbside spaces.
(l)	legislative requirements and applicable guidelines;	All applicable legislation, standards and guidelines were used in the development of the design and Interchange Access Plan. Refer to Section 2.6: Legislative requirements and applicable guidelines.

Interchange Access Plans planning conditions continued

Condition	Description	Relevance in the document
E92 continued	The Proponent must develop an Interchange Access Plan for each station to inform the final design of transport and access facilities and services, including footpaths, cycleways, passenger facilities, parking, traffic and road changes, and integration of public domain and transport initiatives around and at each station. The Interchange Access Plan(s) must consider walking and cycling catchments and take into account:	
	(j) safety audits, including but not limited to a review of traffic facility and cycle changes to ensure compliance with Austroads design criteria;	A safety audit will be undertaken in Design Stage 3 (DS3) of the road network and will be used to inform further development of the IAP.
	(k) final design, infrastructure, management and service measures and the level of access and service to be achieved for all users; and	Design principles and access and service objectives are detailed in Section 2.0: Interchange and transfer principles and Section 7.1 Martin Place Station - walking interchange and transfer requirements. Pedestrian modelling has been assessed to 2036 and is of an acceptable level of service.
	(l) the contents of the Interchange Operations and Maintenance Plan (IOMP) and operational management provisions for future operational requirements, including maintenance, security and management responsibilities.	The IOMP was used to inform operations and maintenance access requirements. Refer to Section 8.0: Operations, maintenance and management provisions.
	The Interchange Access Plan(s) must be prepared in consultation with the Traffic and Transport Liaison Group (TTLG) and the Design Review Panel and must be supported by traffic and transport analysis. Where necessary, consultation must also be undertaken with major landholders adjoining station precincts. The Plan(s) must detail a delivery and implementation program which must be provided to and agreed by the Secretary before commencement of permanent aboveground facilities at any station site	This IAP has undergone various levels of consultation with stakeholders including council, the TTLG and the Design Review Panel, as documented in Section 3.0 Consultation. This document also details a program for delivery and implementation of the works required for the interchange, listed in Section 10.0 Martin Place - actions. Traffic and transport analysis was undertaken to support the design and action plan.
E93	In developing the Interchange Access Plan(s), the Proponent must consider:	
	(a) traffic and accessibility design requirements; and	Traffic and accessibility design requirements were accounted for, including the Disability Discrimination Act, Disability Standards for Accessible Public Transport and Roads and Maritime Services standards. Refer to: <ul style="list-style-type: none"> • Section 2.6: Legislative requirements and applicable guidelines. • Section 10.0: Martin Place Station - actions.
	(b) the Station Design and Precinct Plan(s) required by Condition E101.	The Interchange Access Plan and Station Design and Precinct Plan are being developed in conjunction with one another. Refer to Section 2.11 Consideration of Station Design and Precinct Plan.
E96	The Interchange Access Plan(s) must be reviewed by a qualified traffic and transport professional(s), independent of the detailed design process for the CSSI, having regard to the requirements of this approval.	This IAP is undergoing a review by independent traffic and transport professionals from various agencies. Refer to Section 3.0: Consultation.





5.0 Regional context

Left: Martin Place Station South, looking east in Martin Place

5.0 Regional context

5.1 Crows Nest to Martin Place Station

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

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

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

In this context, Sydney Metro will deliver interchanges that help achieve this outcome by putting the customer at the centre.

Sydney Metro's high-frequency service means that there will never be a long wait time when transferring between services. Interchange connectivity combined with high-quality links between rapid and suburban buses will help transform the travel experience and enable access to more places.

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

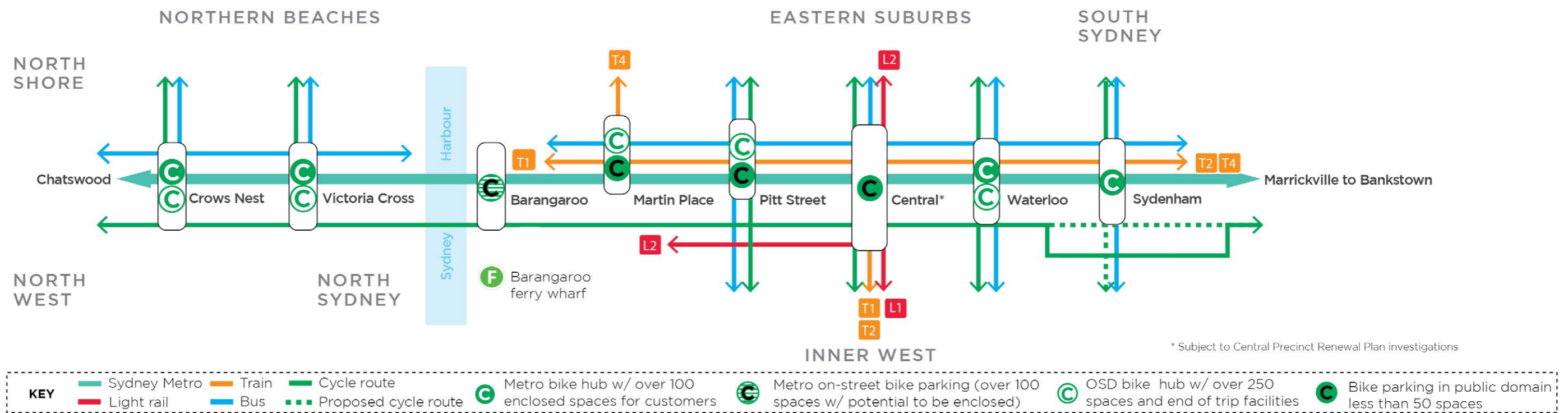
The integration of walking and cycling and public transport will increase metro's accessibility to more people in Sydney, helping to make journeys faster and more reliable and providing greater travel choices to communities.

5.2 Related projects

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

- Martin Place over station development
- More Trains More Services
- Sydney CBD cycle routes (consistent with the Sydney City Centre Access Strategy)
- City North Public Domain Plan (City of Sydney, 2015)

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



Regional context - Chatswood to Sydenham

Regional context continued

5.3 City station bike parking hub strategy

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

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

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

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

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

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

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

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







6.0 Martin Place Station – local context

Left: Martin Place Station South, looking east in Martin Place

6.0 Martin Place Station – local context

6.1 Station interchange enhancements

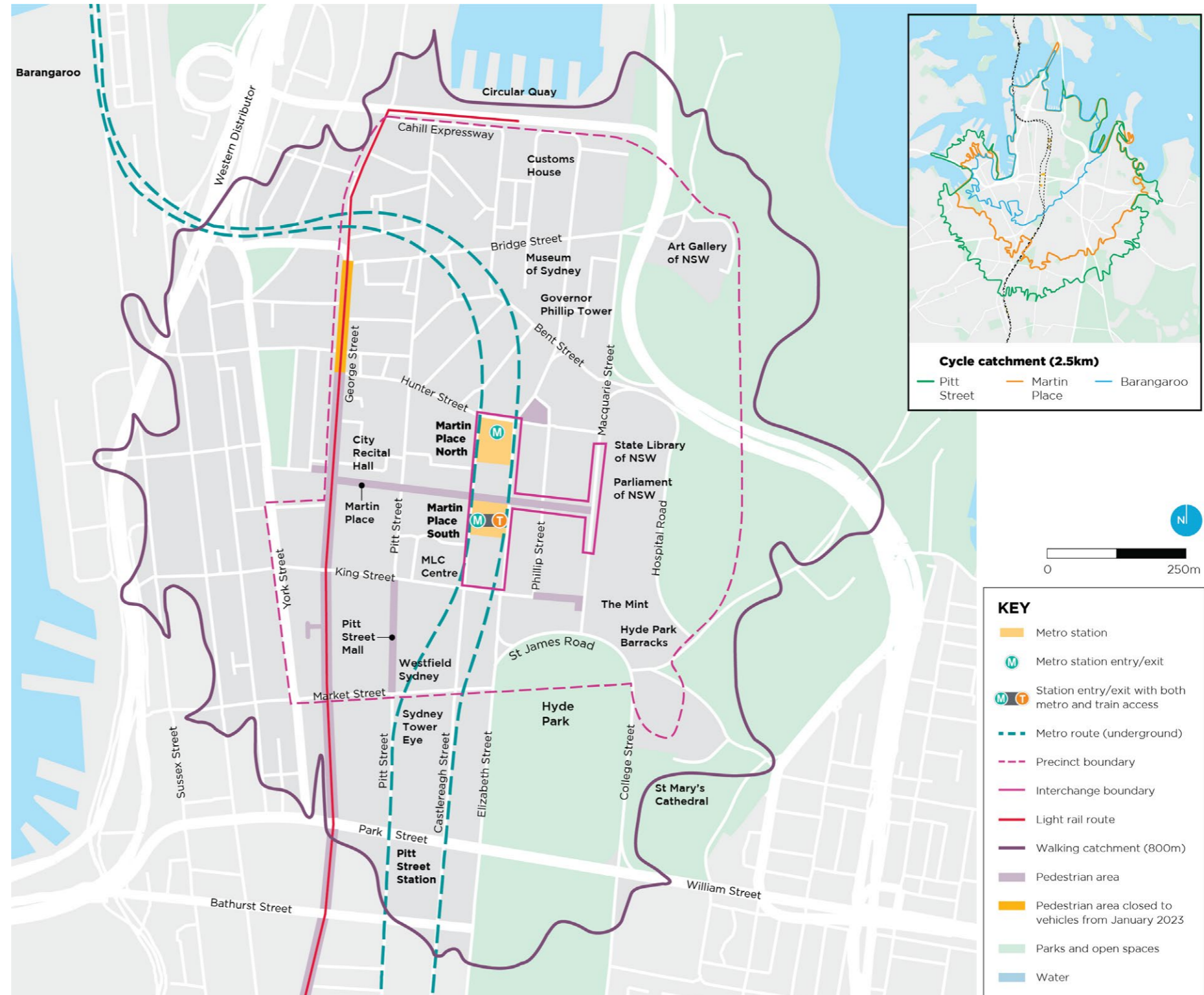
Martin Place Station will provide a new underground station with direct connections to suburban and intercity services at the existing station at Martin Place. The station will service Sydney’s financial district, the Macquarie Street civic precinct, the Pitt Street retail zone and Martin Place (Sydney CBD’s primary east-west pedestrian corridor).

Martin Place Station will have two main entrances, a northern entry at Hunter Street between Castlereagh Street and Elizabeth Street, and a southern entry at Martin Place. A potential entry on either O’Connell Street or Bligh Street will be safeguarded. All three entrances will open on to commercial and recreational facilities, and provide access to Martin Place and the northern CBD.

Martin Place Station will serve Sydney’s high-end commercial and financial district, the Macquarie Street precinct (including Parliament House, Sydney Hospital and medical services) and the area’s retail businesses.

Martin Place Station will have a connection between T4 Eastern Suburb and Illawarra Lines and Metro.

Martin Place interchange interfaces with and overlaps adjacent interchanges, including Town Hall, Wynyard and St James.



Martin Place Station – local context

Martin Place Station – local context continued

6.2 Station strategy

The station strategy for Martin Place is to:

- provide an easy safe and intuitive transfer to and from the metro station within the existing network and road environment
- reflect the significance of Martin Place and flagship status of the station by designing clear, legible, iconic, integrated entries
- provide generous space for customers in a busy pedestrian environment by extending the public domain into station entries
- provide an efficient interchange in the centre of

the Sydney CBD through convenient, direct connections to the T4 Eastern Suburbs and Illawarra Line platforms

- integrate with the public domain and transport access improvements currently planned
- facilitate an alternate link to the Central CBD, thereby helping to reduce congestion at nearby Wynyard Station.

6.3 Over station development strategy

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

- all access points (entries, driveways, etc.) to the over station development will be managed and designed to not conflict with station access and interchange facilities
- the design will ensure that separate access points are provided that don't interfere with kerbside activity associated with the station interchange serving both the northern and southern access points
- the design should allow for shared loading dock and maintenance bays with the station and over station development
- the design should allow for shared maintenance access for the over station development and station.

The station will be the primary transport gateway to the Sydney CBD financial district that occupies approximately 50 hectares of the most prestigious real estate in the Sydney CBD. Martin Place is a major cultural, social and leisure destination during the working week and on weekends.

To the north of the proposed Martin Place Station is the northern Sydney CBD and Circular Quay precinct.

To the east is Sydney Hospital, the State Library of NSW, the Royal Botanic Gardens, The Domain and Hyde Park.

To the south is the midtown retail precinct, anchored by Pitt Street Mall, with major shopping centres and retail outlets, the Queen Victoria Building, and many smaller malls and arcades.

To the west is a mixed commercial precinct.

Existing station precinct strategic planning context

The *Greater Sydney Region Plan* (Greater Sydney Commission, 2018) identifies the Harbour CBD as a Metropolitan Centre. The Harbour CBD is part of the Global Economic Corridor and a global financial, professional, health and education, and innovation centre. Martin Place Station is located within the Harbour CBD.

The *Eastern City District Plan* (Greater Sydney Commission, 2018) sets priorities and actions for the Harbour CBD, including driving the growth of the Eastern City through the planning and delivery of regionally significant infrastructure. Martin Place is identified as a Place for People in the Eastern City District Plan, performing an intense place function and significant local pedestrian movements.

The *Sustainable Sydney 2030: Community strategic plan* (City of Sydney, 2030) sets the following strategic directions that are supported by the project:

- A globally competitive and innovative city by providing public transport infrastructure to support a growing city.

The table below summarises the overall features of Martin Place Station, including the interchange area's key attractions

Feature	Description
Location	Underground, south of Hunter Street between Castlereagh and Elizabeth streets.
LGA	City of Sydney.
Station entry	<ul style="list-style-type: none"> • A northern entry via a pedestrian plaza opening to Castlereagh, Hunter and Elizabeth streets. • A southern entry via a pedestrian plaza opening to Martin Place and Castlereagh Street. • A potential underground pedestrian connection to O'Connell Street and/or Bligh Street. • Retained underground pedestrian connection to the MLC Centre.
Transport interchange	Walking, cycling, bus, suburban rail, intercity rail and taxi.
Main features and traffic arrangements	<ul style="list-style-type: none"> • New underground pedestrian link between the existing suburban and intercity Martin Place Station platforms and the metro station platforms. • New bike parking on Castlereagh Street at both station entries. • Existing bus stops retained on Elizabeth and Castlereagh streets. • Existing taxi ranks close to the station retained.
Customers	Employment, civic, commercial, retail, entertainment and recreational precincts.
Key attractions	<ul style="list-style-type: none"> • Circular Quay • George Street shopping precinct • Hyde Park • Hyde Park Barracks • Martin Place • Museum of Sydney • NSW Parliament • Pitt Street Mall shopping precinct • The Royal Botanic Garden • State Library • Sydney Conservatorium of Music • Sydney Hospital • The Domain • The Mint

6.4 Modes without provision

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

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

*Light rail transfer can occur via existing footpaths.

**Ferry passenger transfer will occur from the Circular Quay interchange via existing footpaths.

***Customers will be able to use existing short stay or 'No parking' zones in the vicinity of the station.

6.5 Current land use and characteristics

Existing land use and characteristics

Martin Place Station will be located between Castlereagh and Elizabeth streets, between Hunter Street and Martin Place. Station entries will be south of Hunter Street (from Castlereagh and Elizabeth streets) and south of Martin Place (from Castlereagh Street and Martin Place).

Martin Place Station – local context continued

- Integrated transport for a connected city through the delivery of a new metro station which is integrated with existing infrastructure and the city,
- Sustainable development, renewal and design through the delivery of sustainable transport which supports long term access to the city.

City of Sydney’s *City Plan 2036: Local strategic planning statement* (City of Sydney, 2020), identifies Martin Place as part of the CBD and Harbour Village.

6.6 Future changes and functional needs

Land use, transport integration and opportunities

A metro station at Martin Place will support state and local strategic objectives by encouraging

economic growth and facilitating connections to the Global Economic Corridor. It is expected that a metro station at Martin Place will have the following specific benefits:

- The station will form part of the interchange that provides safe and direct access and further reinforce the Sydney CBD as the anchor of global Sydney and the largest employment centre within Australia. The station will provide further incentive for Sydney CBD to continue to grow and evolve as a focus of global economic activities, including international headquarters, financial institutions, law firms, accountants and insurers.
- The station will play an increasingly diverse role throughout the day and week as an events, cultural, retail, employment and transport interchange precinct. Martin Place would be

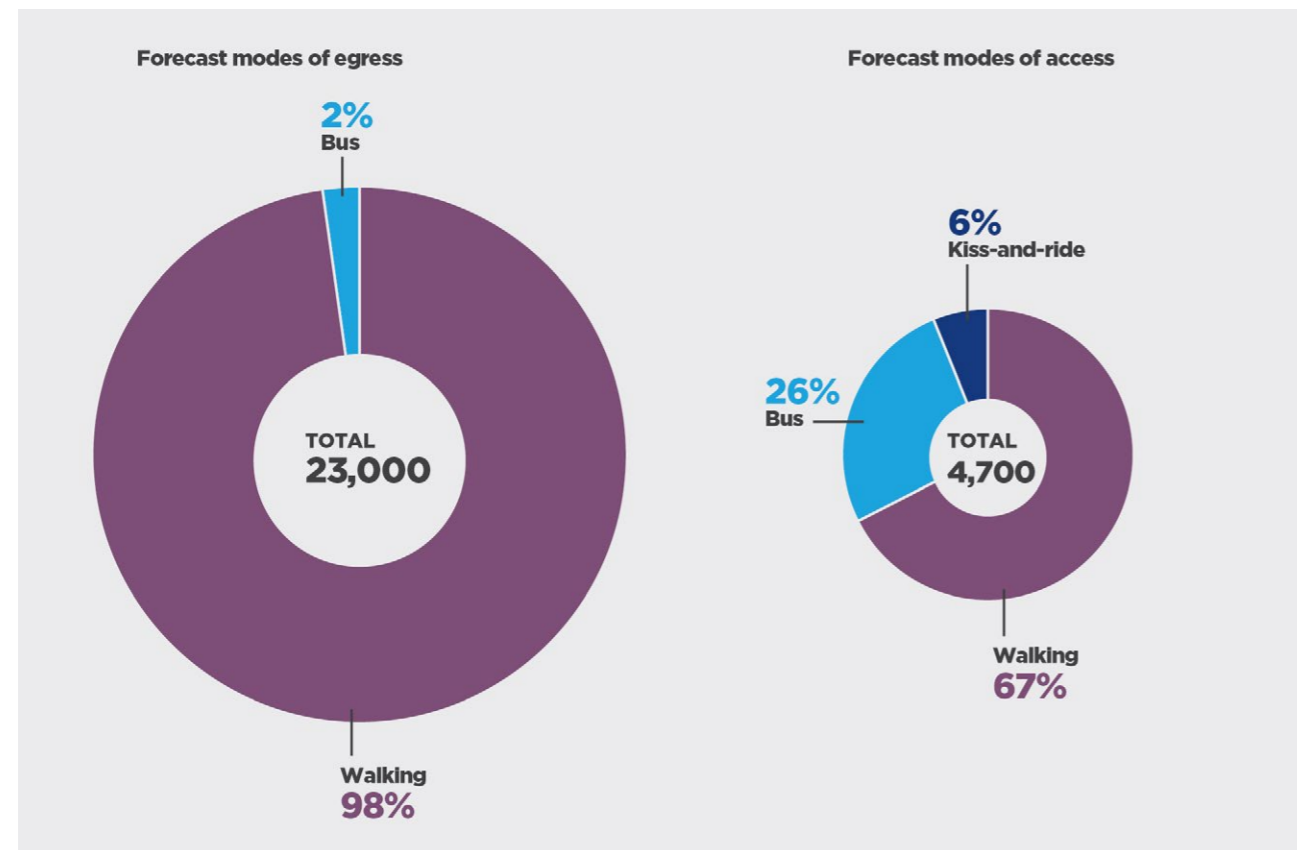
- reinforced as the civic spine of the city bounded by Circular Quay, the Royal Botanic Gardens, The Domain, Hyde Park and numerous cultural institutions on Macquarie Street.
- Future interchange with Hunter Street station as part of the Sydney Metro West project.
- The station will further drive the attractiveness of Martin Place as the economic engine of the Sydney CBD, increasing connectivity between Martin Place and the strategic centres of the Global Economic Corridor.
- The station will provide the opportunity for the renewal and development of a number of underutilised commercial sites between Castlereagh Street and Pitt Street north of Martin Place.

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

Future metro demand and modal transfer splits

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

- Majority of customers will egress the station during the AM peak hour.
- Majority of people egressing the station are walking.
- Walking and buses make up the highest access modes to Martin Place Station.
- These observed trends are likely to be reversed in the PM peak.



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

Note: The cyclist transfer volumes are not shown as they aren't included in the PTPM model.

6.7 Opportunities and constraints

Martin Place Station has the following opportunities and constraints.

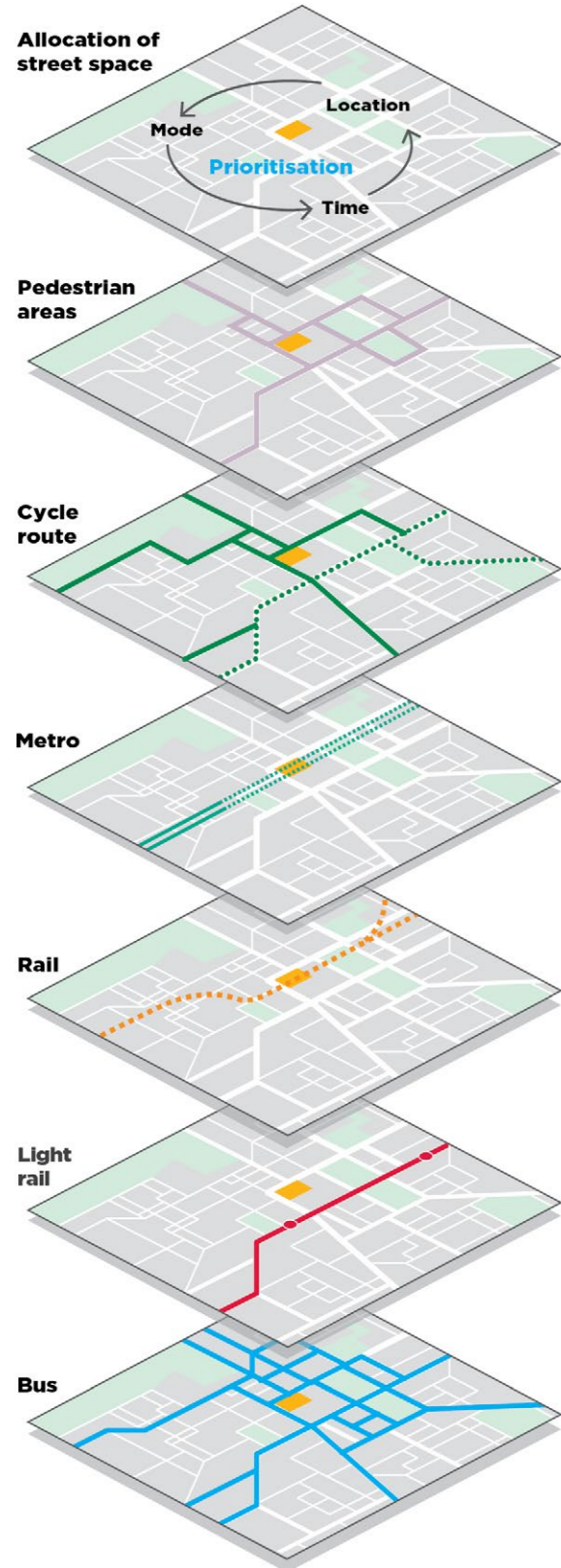
Opportunities	Constraints
<ul style="list-style-type: none"> • Ensure safe integration of the metro station with the existing road network to facilitate safe pedestrian transfers to and from the station and passengers' destinations. • Reflect the significance of Martin Place by designing clear, legible, iconic, integrated entries. • Provide generous space for customers by extending the public domain into station entries. • Ensure efficient transfers through convenient, direct connections to the T4 Eastern Suburbs and Illawarra Line platforms. • Integrate with public domain and transport access improvements. • Integration with over station development. • Future potential pedestrian connection to MLC Centre and Hunter Street Metro Station. • Future interchange with Hunter Street station as part of the Sydney Metro West project. 	<ul style="list-style-type: none"> • Heritage (Macquarie Bank). • Slope and access restricting accessibility. • Soil depth and underground services. • Materials to be consistent with the City of Sydney palette. • Existing footpath widths and capacities, particularly during peak periods. • Land ownership beyond the station footprint. • Heavy traffic volumes on Elizabeth Street, particularly during peak periods.



7.0 Martin Place Station - interchange and transfer requirements overview

Left: Martin Place Station South, exit to Martin Place

7.0 Martin Place Station - interchange and transfer requirements overview



Mode layers



Martin Place Station - interchange and transfer requirements overview

7.1 Martin Place Station - walking interchange and transfer requirements



Mode layer

Martin Place Station - pedestrian interchange and transfer requirements

Martin Place Station – walking interchange and transfer requirements continued

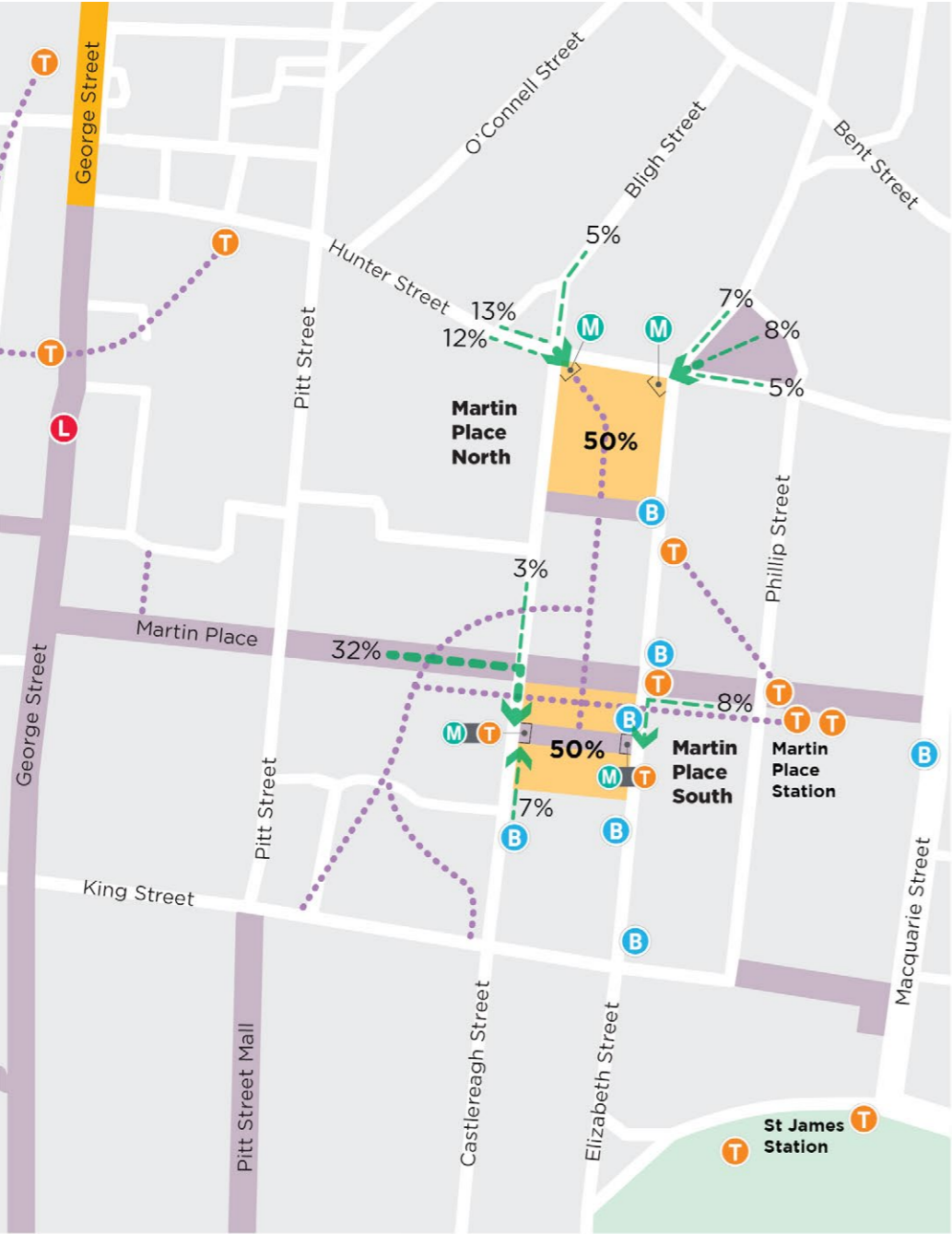
Item	Description
Current state	
Current levels of access and service	<ul style="list-style-type: none"> The pedestrian network surrounding the site is well served by an existing network of footpaths. Signalised pedestrian crossings are located at the intersections of Martin Place and Castlereagh Street, Martin Place and Elizabeth Street, Hunter Street and Elizabeth Street and Hunter Street and Castlereagh Street. Underground pedestrian links connect the existing Martin Place Station to various access points in Martin Place.
Current mode splits and intermodal transfer	The catchment has a high mode share for walking to bus and rail transfer, which is based on existing bus and rail services. The combination of planned growth in the CBD, mode share targets and the capacity limitations of the existing public transport system are the challenge that a new metro system is planned to help to address.
Future station integration	
Station access location	<p>The station will support two new access points and a potential future access point as follows:</p> <ul style="list-style-type: none"> A new northern access point south of Hunter Street between Castlereagh Street and Elizabeth Street. A new southern access point south of Martin Place between Castlereagh Street and Elizabeth Street. A potential future access point safeguarded to the south of O'Connell Street and/or to the west of Bligh Street.
Pedestrian environment and design considerations	<p>The overall pedestrian environment in the catchment accommodates pedestrian movement associated with Macquarie Street civic precinct in the east, Pitt Street retail zone to the south-west (Westfield), and recreation and tourist precincts to the west (Darling Harbour) and north (Circular Quay).</p> <p>The pedestrian environment potentially impacted by the proposed station includes:</p> <ul style="list-style-type: none"> Martin Place North: <ul style="list-style-type: none"> southern footpath of Hunter Street eastern footpath of Castlereagh Street Martin Place South: <ul style="list-style-type: none"> eastern footpath along Castlereagh Street western footpath along Elizabeth Street
Spatial considerations	<p>The design should consider and integrate with Sydney City Centre Access Strategy actions including pedestrian areas and priority pedestrian improvements, CBD bus planning and kerbside zones.</p> <p>The design should also ensure that transfer between modes within the defined station interchange allows for accessible provision that is DDA compliant.</p> <ul style="list-style-type: none"> Martin Place North <ul style="list-style-type: none"> maintain high east-west pedestrian movement along Hunter Street and north-south movement along Elizabeth Street allow for customer access through a combined plaza function for access to metro and other modes. provide for high volumes of pedestrian movement at the intersections of Hunter Street with Castlereagh Street and Elizabeth Street provide logical connectivity with surrounding transport interchanges, retail and commercial precincts, parklands, entertainment and civic areas ensure that access is not impacted by spatial and operational limitations at station access points, Elizabeth Street bus stops and the intersection of Hunter and Castlereagh streets. Martin Place South <ul style="list-style-type: none"> maintain north-south pedestrian movements in Castlereagh Street and Elizabeth Street along station frontages maintain east-west pedestrian movements along Martin Place ensure that access is not impacted by spatial and operational limitations at the station access points and the intersection of Martin Place with Castlereagh and Elizabeth Streets Allow for customer access through a combined plaza function for access to metro and other modes. Provide for high volumes of pedestrian movement at the signalised pedestrian crossings of Castlereagh Street and Elizabeth Street at Martin Place.

Martin Place Station – walking interchange and transfer requirements continued

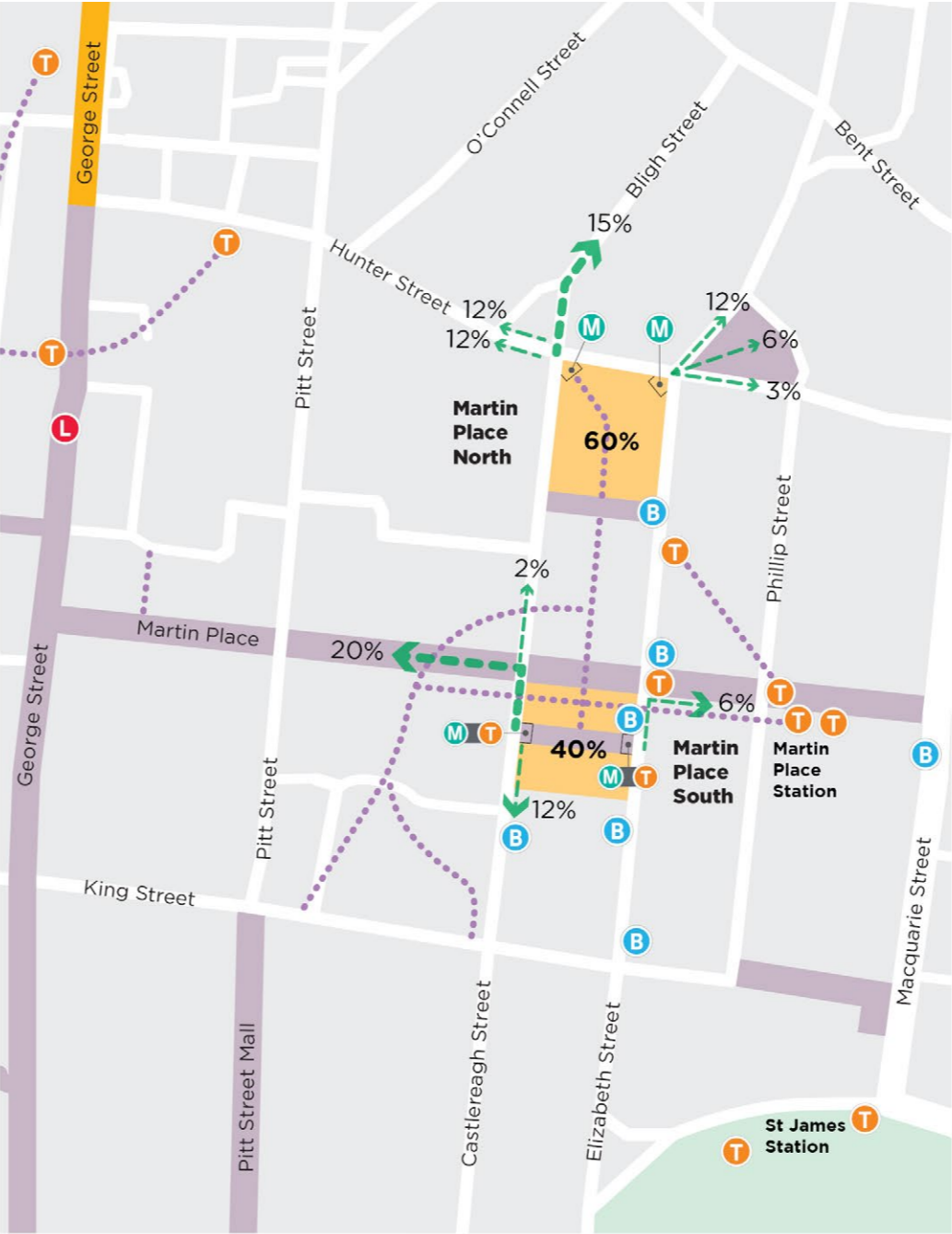
Item	Description	
Future station integration continued		
Safe, convenient, efficient and sufficient pedestrian access and transfer outcome	<p>Safe, convenient efficient and sufficient pedestrian access and transfer to and from the station and between transport modes was developed through the design process and supported through various documents including:</p> <ul style="list-style-type: none"> • Urban design and road design reports, • Pedestrian modelling reports. • A road safety audit. • Technical notes supporting Works Authorisation Deeds (WADs). • Martin Place Station Design and Precinct Plan (SDPP). • The Sydney City Centre Access Strategy . 	<p>Transport and pedestrian analyses were used to provide the high quality provisions identified above, which enable the following outcomes:</p> <ul style="list-style-type: none"> • Sufficient public domain and footpath space to accommodate pedestrian flows in the vicinity of the station. • Safe pedestrian crossings (signalised) at surrounding intersections which provide direct paths of travel along pedestrian desire lines. <p>All outcomes were designed to comply with relevant legislation and guidelines such as the Disability Discrimination Act, DSAPT and Austroads guides.</p>
Underground pedestrian connections	<p>Safeguard potential future underground connections to:</p> <ul style="list-style-type: none"> • MLC Centre • connections to O’Connell Street and/or Bligh Street • potential connection to the future Hunter Street metro station (subject to further investigation). 	
Transfer to and from bike parking	Class C bike hoops will be provided on the footpath outside the northern and southern station entry.	
Transfer to and from light rail	<p>Martin Place Station will support easy transfer between the metro and the CBD and South-East Light Rail (CSELR) through:</p> <ul style="list-style-type: none"> • footpath widening along the eastern side of Castlereagh Street between (and including) Martin Place and the southern station entry • footpath widening along the southern side of Hunter Street between Castlereagh and Elizabeth Streets • widening the crossing on Castlereagh Street at signalised intersection with Martin Place • widening the crossing on Castlereagh Street at signalised intersection with Hunter Street 	
Transfer to and from other rail	<ul style="list-style-type: none"> • Convenient transfer between the new metro and the T4 Eastern Suburbs and Illawarra Line will be provided at Martin Place within the paid area. This will reduce customer transfers and relieve congestion at Town Hall Station. • Potential connection to the future Hunter Street metro station (subject to further investigation). 	
Transfer to and from bus	Martin Place Station will provide easy transfer to existing bus stops on Castlereagh and Elizabeth streets and will be possible using existing pedestrian desire lines	
Transfer to and from taxi	<p>Easy access will be available to existing taxi ranks and set-down areas at:</p> <ul style="list-style-type: none"> • Pitt Street, between Hunter Street and King Street • Castlereagh Street between Hunter Street and King Street • Elizabeth Street between Hunter Street and King Street • Phillip Street north of Hunter Street adjacent to Chifley Square. 	
Transfer to and from kiss-and-ride	Existing ‘No parking’ zones in the vicinity of the station will be able to be used for kiss and ride transfers.	
New pedestrian infrastructure by Sydney Metro	<ul style="list-style-type: none"> • widen footpath by 2.5m along the eastern side of Castlereagh Street between (and including) Martin Place and the southern station entry • widen footpath along the southern side of Hunter Street between Castlereagh and Elizabeth Streets • widening of the signalised pedestrian crossing on Castlereagh Street at intersection with Martin Place • widening of the signalised pedestrian crossing by approximately 1m on southern leg of Castlereagh Street at intersection with Hunter Street • removal of existing concrete medians and replacing with complaint line marking and upgrading kerb ramps to standard at the intersection of Elizabeth Street and Martin Place • removal of existing concrete median along Elizabeth Street, replacing with complaint line marking and upgrading kerb ramps to standard at the intersection of Elizabeth Street and Hunter Street. 	

Martin Place Station - walking interchange and transfer requirements continued

Pedestrian access



Pedestrian egress



0 150m

KEY

- Metro station
- Metro station entry/exit
- Existing station entry/exit
- Bus stop
- Light rail stop
- Pedestrian access / egress
- Pedestrian area
- Pedestrian area closed to vehicles from January 2023
- Underground pedestrian links
- Parks and open spaces

Martin Place Station – walking interchange and transfer requirements continued

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

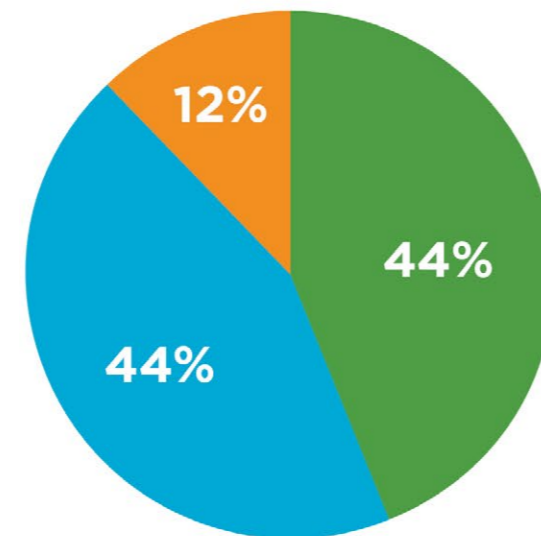
The reallocation of space changes presented in the pie charts presents the reallocation of road space within the Martin Place Station precincts, displaying:

- increased building setbacks resulting in more space for footpaths in the precinct
- new underground pedestrian link between Martin Place North, South and Eastern Suburb Line (ESL)
- reduction of space allocated to roads due to increased footpath space.

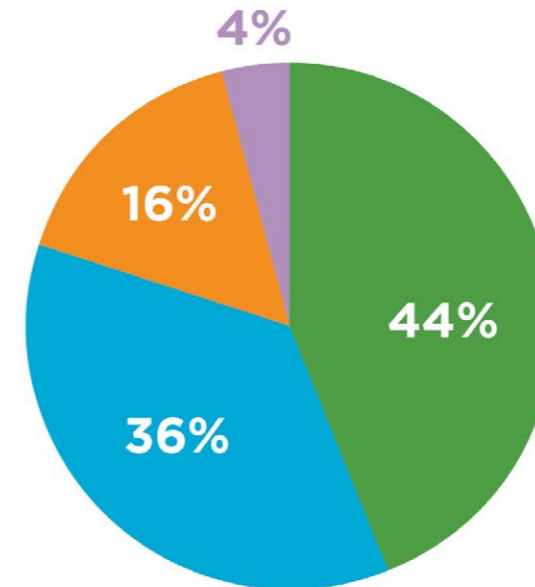
Further to these changes TfNSW is investigating options to optimise signal operations at Hunter Street and Elizabeth Street intersection.

Allocation of space changes in the Martin Place North precinct

2017 Configuration

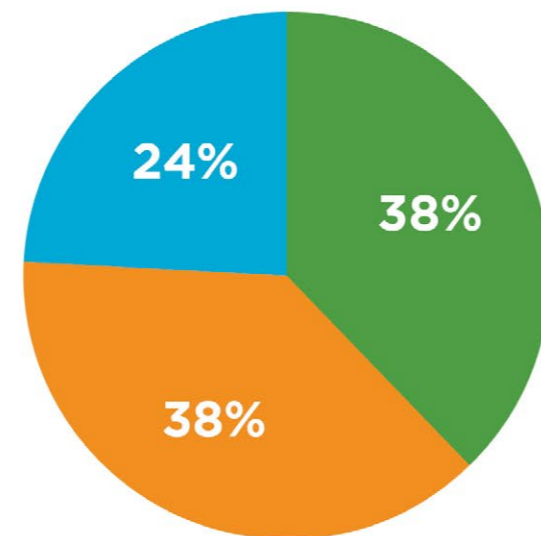


Future State with Metro

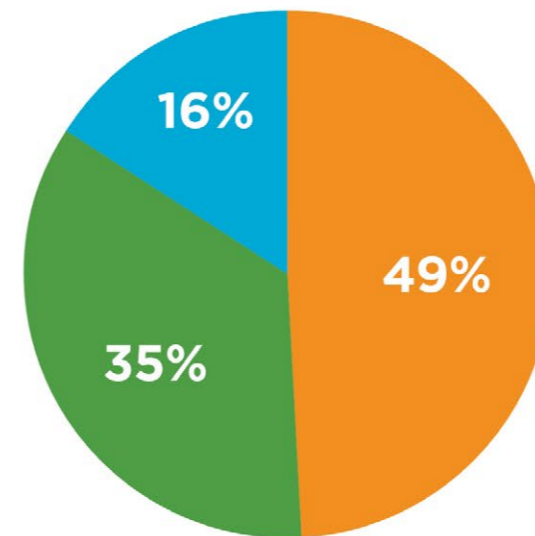


Allocation of space changes in the Martin Place South precinct

2017 Configuration



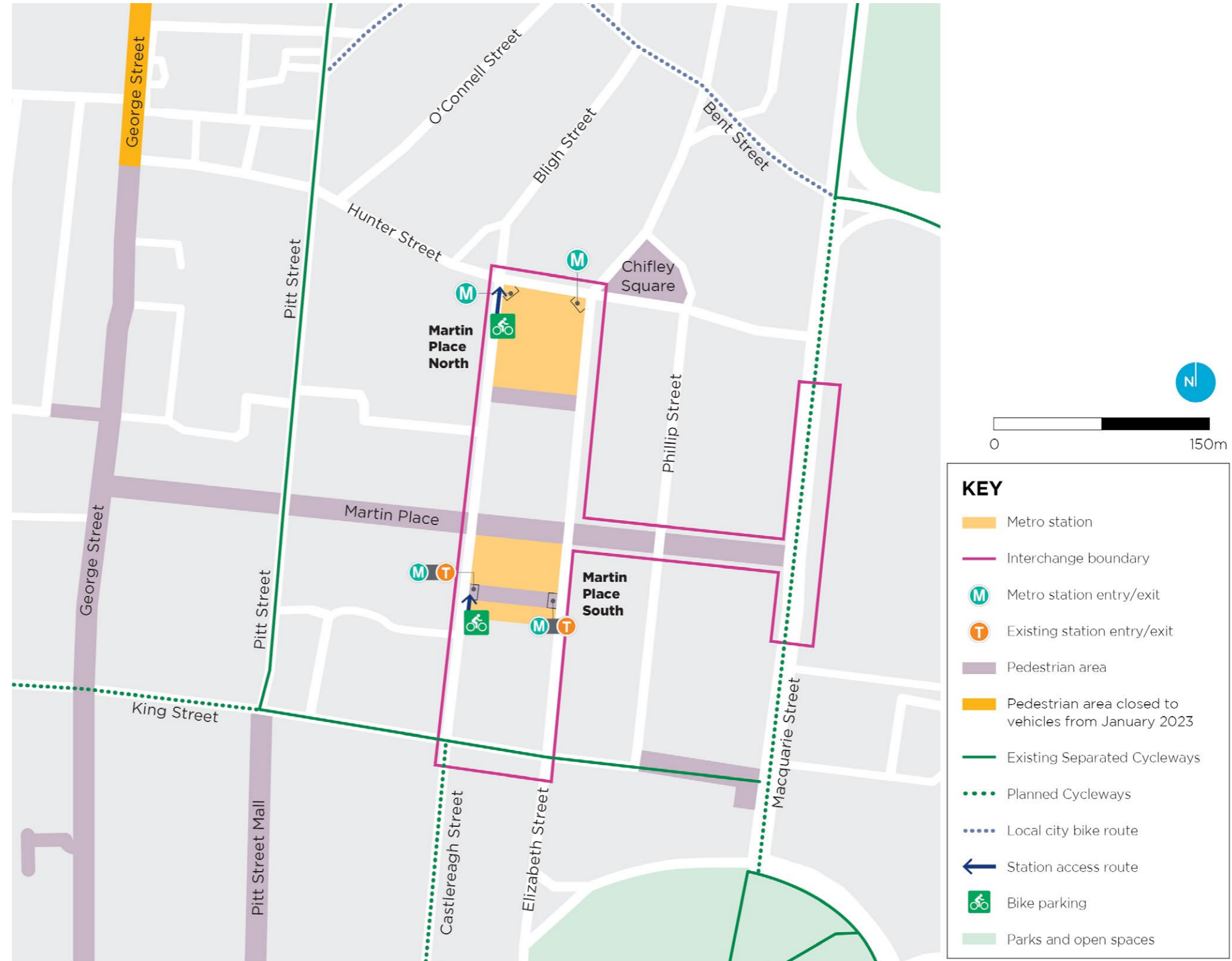
Future State with Metro



Key

- Buildings
- Footpath
- Through-site link
- Roads

7.2 Martin Place Station - cycling interchange and transfer requirements



Mode layer

Martin Place Station - cycling interchange and transfer requirements

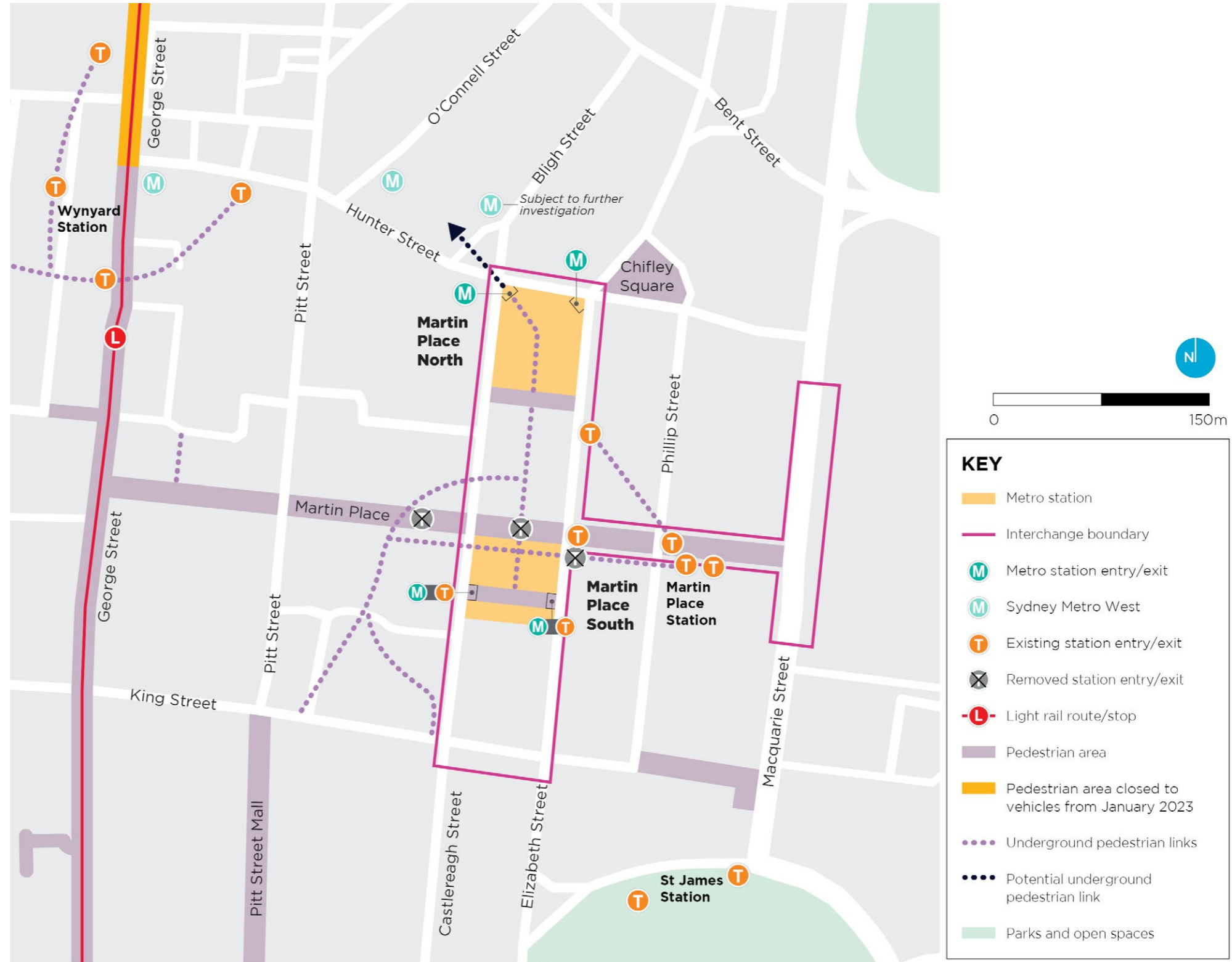
Martin Place Station – cycling interchange and transfer requirements continued

Item	Description
Current state	
Current levels of access and service	<p>The station is well located close to the open space and cycle network north east of the city. The station is located close to the following existing cycleways:</p> <ul style="list-style-type: none"> • separated bi-directional on-road cycleway on Pitt Street north-south cycleway between King Street and Bridge Street • separated bi-directional on-road cycleway - King Street east-west cycleway between Pitt Street and Elizabeth Street • shared paths through Hyde Park North and Hyde Park South • shared path through The Domain • dedicated bicycle parking on numerous footpaths. <p>All other cycle routes in the vicinity of Martin Place Station are on-road and with mixed traffic in a low speed environment</p>
Future station integration	
Bike parking location principles	<ul style="list-style-type: none"> • Entry/access to bike parking should be at street level, convenient, easily visible and intuitive for customers. • Bike parking should be located on the main desire line of the cycle network where feasible. • Bike parking and vehicle parking locations and access arrangements should be separated (i.e. no access through a loading dock).
Bike parking location requirements	<ul style="list-style-type: none"> • Bike parking should be provided within 50 metres of the gatelines for the Martin Place North and Martin Place South plazas. • Bike facilities must be designed and delivered in accordance with the Australian Standards, Austroads Guidelines and the NSW Bicycle Guidelines.
Bike parking facilities provision	<p>A minimum of 20 bicycle parking spaces (10 Class C bike hoops) are to be provided on the footpaths immediately outside the Martin Place North plaza. A minimum of 4 bicycle parking spaces (2 Class C bike hoops) are to be provided on the footpaths immediately outside the Martin Place South plaza.</p>
Types of parking facilities	<p>A minimum of ten Class C bicycle hoops (2 bicycles can park in each hoop) will be provided on the footpath immediately outside the Martin Place North plaza. The location of this bike parking is being investigated.</p> <p>A minimum of two Class C bicycle hoops (2 bicycles can park in each hoop) will be provided on the footpath immediately outside the Martin Place South plaza. The location of this bike parking is being investigated.</p>
Safe, convenient, efficient and sufficient cycling access outcomes	<p>Safe, convenient, efficient and sufficient cycling access to and from the station and between transport modes was developed through the design process and supported through various documents including:</p> <ul style="list-style-type: none"> • urban design and road design reports • a road safety audit • technical notes supporting Works Authorisation Deeds (WADs) • Martin Place Station Design and Precinct Plan (SDPP) • the City of Sydney Cycling Strategy • the Sydney City Centre Access Strategy. <p>Transport analyses were used to provide the high quality provisions identified above, which enable the following outcomes:</p> <ul style="list-style-type: none"> • cycle parking facilities (Class C) situated in convenient locations in the station plazas with efficient access to cycle routes • safe and efficient integration with the existing and proposed cycleway networks in alignment with Council strategies • controlled (signalised) or separated direct paths of travel along known cycling routes within low speed environments • investigate alternate potential bike parking location adjacent to Castlereagh Street cycleway.
New cycle routes by others	<ul style="list-style-type: none"> • completion of planned regional bicycle route along Pitt Street north of King Street • completion of planned regional bicycle route in King Street between Macquarie Street and Clarence Street • completion of planned regional bicycle route along Castlereagh Street south of King Street

7.3 Martin Place Station - train interchange and transfer requirements



Mode layer

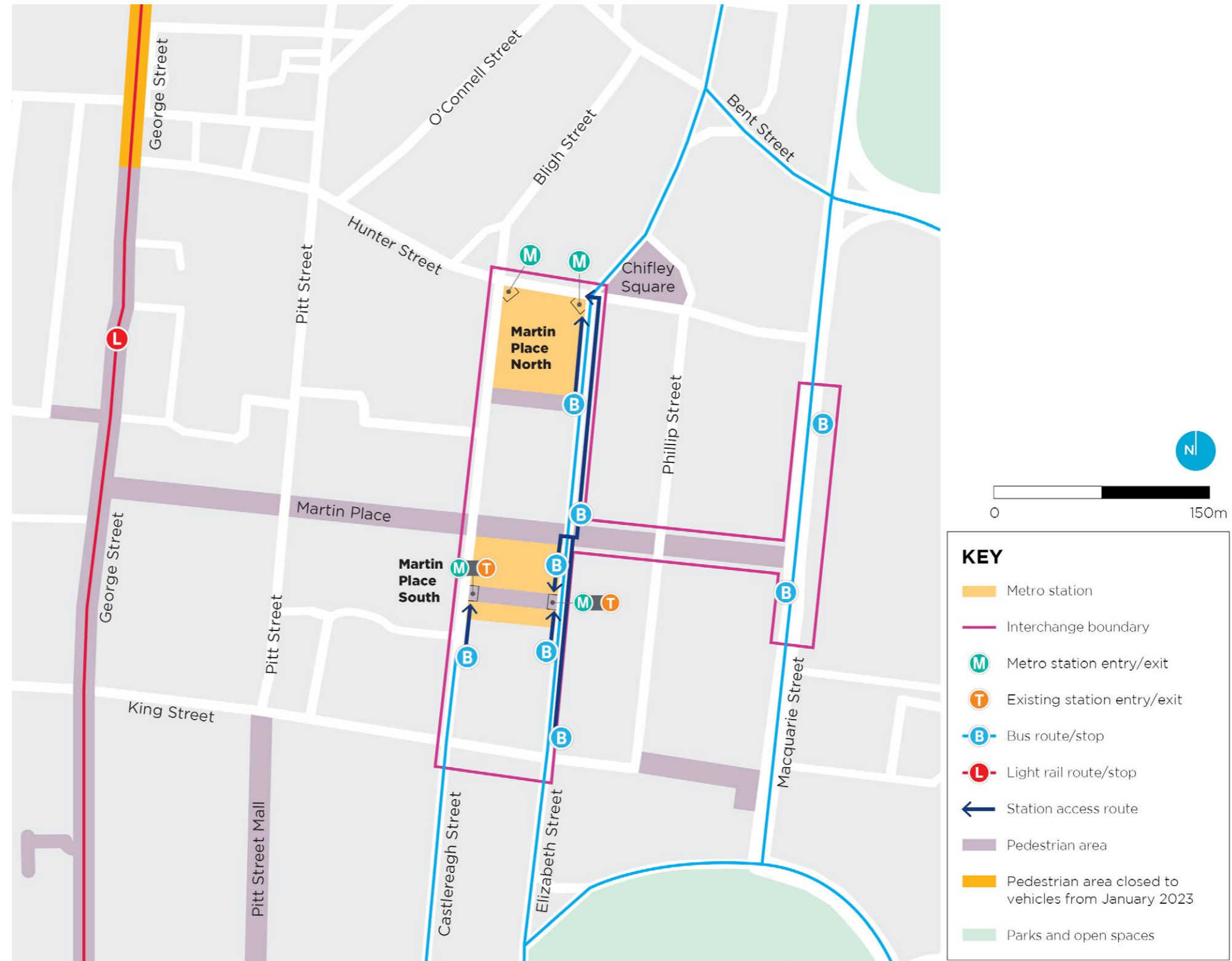


Martin Place Station - train interchange and transfer requirements

Martin Place Station – train interchange and transfer requirements continued

Item	Description
Current state	
Current levels of access and service	Martin Place Station provides direct access to intercity T4 Eastern Suburb and Illawarra (ESL) lines. The new Metro Concourse enhances accessibility, capacity, convenience and connectivity for rail to rail transfers.
Future station integration	
Closest rail stations	<ul style="list-style-type: none"> • Martin Place Station • Future Hunter Street metro station
Type of interchange	Direct connection within the paid areas of the station.
Transfer to and from rail	<p>The following transfer arrangements will be provided between the Train services and Metro platforms:</p> <ul style="list-style-type: none"> • pedestrian walkways will connect the Metro concourse providing an accessible connection between the suburban platforms and the Metro platforms • potential connection to the future Hunter Street metro station (subject to further investigation).
Safe, convenient, efficient and sufficient access and transfer outcome	<p>Safe, convenient, efficient and sufficient pedestrian access to and from the station platforms and metro platforms was developed through the design process and supported through various documents including:</p> <p>Safe, convenient, efficient and sufficient cycling access outcome:</p> <ul style="list-style-type: none"> • Martin Place Station Design and Precinct Plan (SDPP) <p>Transport analyses were used to provide the high quality provisions identified above, which enable the following outcomes:</p> <ul style="list-style-type: none"> • Sufficient space to accommodate pedestrian flow demand between the suburban trains and metro platforms. • Where necessary, improvements will be made to signage and wayfinding to ensure an easy connected and accessible transfer through improved provision of information. <p>All outcomes were designed to comply with relevant legislation and guidelines such as the <i>Disability Discrimination Act</i>, <i>DSAPT</i> and <i>Austrroads</i> guides.</p>

7.4 Martin Place Station - bus interchange and transfer requirements



Mode layer

Martin Place Station - bus and light rail interchange and transfer requirements

Martin Place Station – bus interchange and transfer requirements continued

Item	Description
Current state	
Current levels of access and service	A number of bus routes operate within the vicinity of the proposed Martin Place Station, particularly those that run north-south along Elizabeth and Castlereagh streets. These routes serve a variety of locations to the east, south and west of the city, operating primarily along the Oxford Street, Anzac Parade, City Road and Parramatta Road corridors.
Future station integration	
Bus stop location principle	Bus services shall be easily and visibly accessible from the station entrance, located as close as feasible to the gateline and no more than 100 metres away.
Bus bay principle	Bus bays provided or modified as a result of the Sydney Metro project will be designed in accordance with relevant <i>Australian Standards</i> , <i>Austrroads Guidelines</i> and <i>NSW Government Technical Directives</i> .
Transfer to and from bus principle	Customers transferring from nearby bus services and Sydney Metro (and vice-versa) will use existing footpaths, signalised intersections, and subterranean connections to safely transfer between modes.
Safe, convenient, efficient and sufficient access and transfer outcome	<p>Safe, convenient, efficient and sufficient pedestrian access and transfer to and from the station and between transport modes was developed through the design process and supported through various documents including:</p> <ul style="list-style-type: none"> • Customers Urban design and road design reports. • Pedestrian modelling reports. • A road safety audit. • Technical notes supporting Works Authorisation Deeds (WADs). • Martin Place Station Design and Precinct Plan (SDPP). <p>Transport and pedestrian analyses were used to provide the high quality provisions identified above, which enable the following outcomes:</p> <ul style="list-style-type: none"> • Sufficient public domain and footpath space to accommodate pedestrian flows from the stations to bus stops, including queuing space at the bus stops. • Controlled (signalised), direct paths of travel along key pedestrian desire lines to bus interchange areas on Castlereagh Street. • Where necessary, improvements will be made to signage and wayfinding to ensure an easy connected transfer through improved provision of information. • Weather shelter at bus stops. <p>All outcomes were designed to comply with relevant legislation and guidelines such as the <i>Disability Discrimination Act</i>, <i>DSAPT</i> and <i>Austrroads</i> guides.</p>
Transfer to and from bus (overnight)	Regular bus stops on Castlereagh Street will be used for overnight bus operations.
Changes to bus stops/route provision	Sydney Metro proposes no changes to existing bus services in the vicinity of the new Martin Place Station
Closest bus stops/routes	<p>The primary bus stops within the interchange are:</p> <ul style="list-style-type: none"> • Castlereagh Street – one extended stop, southbound, north of Martin Place. • Castlereagh Street – one extended stop, southbound, south of Martin Place. • Elizabeth Street – two extended stops, northbound, north and south of Martin Place. • Elizabeth Street – two extended stops, southbound, north and south of Martin Place.

7.5 Martin Place Station - vehicle drop-off interchange and transfer requirements



Martin Place Station - vehicle drop-off interchange and transfer requirements

Martin Place Station – vehicle drop-off interchange and transfer requirements continued

Item	Description
Current state	
Current levels of access and service	<p>Existing taxi ranks are at:</p> <ul style="list-style-type: none"> • Pitt Street between Hunter Street and King Street. • Phillip Street south of Bent Street. <p>Existing kiss-and-ride at:</p> <ul style="list-style-type: none"> • Eastern side of Chifley Square north of Hunter Street. <p>There is no park-and-ride facility.</p>
Future station integration	
Safe, convenient, efficient and sufficient access and transfer	<p>Safe, convenient, efficient and sufficient pedestrian access and transfer to and from the station and between transport modes was developed through the design process and supported through various documents including:</p> <ul style="list-style-type: none"> • customers urban design and road design reports • pedestrian modelling reports • a road safety audit • technical notes supporting Works Authorisation Deeds (WADs) • Martin Place Station Design and Precinct Plan (SDPP). <p>Transport and pedestrian analyses were used to provide the high quality provisions identified above, which enable the following outcomes:</p> <ul style="list-style-type: none"> • sufficient public domain and footpath space to accommodate pedestrian flows from the stations to taxi and kiss-and-ride spaces • controlled (signalised) and direct paths of travel along key pedestrian desire lines to taxi ranks and kiss-and ride areas on Pitt Street, Castlereagh Street, Elizabeth Street, King Street and Phillip Street • where possible, improvements will be made to signage and wayfinding to ensure an easy connected transfer through improved provision of information. <p>All outcomes were designed to comply with relevant legislation and guidelines such as the <i>Disability Discrimination Act</i>, <i>DSAPT</i> and <i>Austroads</i> guides.</p>
Transfer to and from taxi	Customers transferring from nearby taxi ranks and Sydney Metro (and vice-versa) will use existing footpaths, signalised intersections, and subterranean connections to safely transfer between modes.
Taxi rank locations	Multi-purpose ranks that service local centres as well as stations are supported as long as they are located within 100 metres of the station access point.
Transfer to and from kiss-and-ride	<p>No new/additional kiss-and-ride zone will be provided.</p> <p>Customers will be able to use existing short stay or 'No parking' zones in the vicinity of the station.</p> <p>Customers transferring from nearby kiss-and-ride zones and Sydney Metro (and vice-versa) will use existing footpaths, signalised intersections, and subterranean connections to safely transfer between modes.</p>





8.0 Martin Place Station – operations, maintenance and management provisions

Left: Martin Place Station South, entry from Martin Place

8.0 Martin Place Station – operations, maintenance and management provisions

The spatial plan of the Martin Place Station and interchange provides a broad understanding of the future station infrastructure and interchange facilities and its interfaces and integration planned by the Sydney Metro project. This includes interfaces with the existing street network.



KEY

- Metro route (underground)
- Sydney Metro
- OSD
- Loading
- Station entry/exit
- Passenger lift
- Emergency stairs
- Interchange boundary
- Escalator
- Service lift
- Vehicle access

Martin Place Station – operations, maintenance and management provisions

Martin Place Station – operations, maintenance and management provisions continued

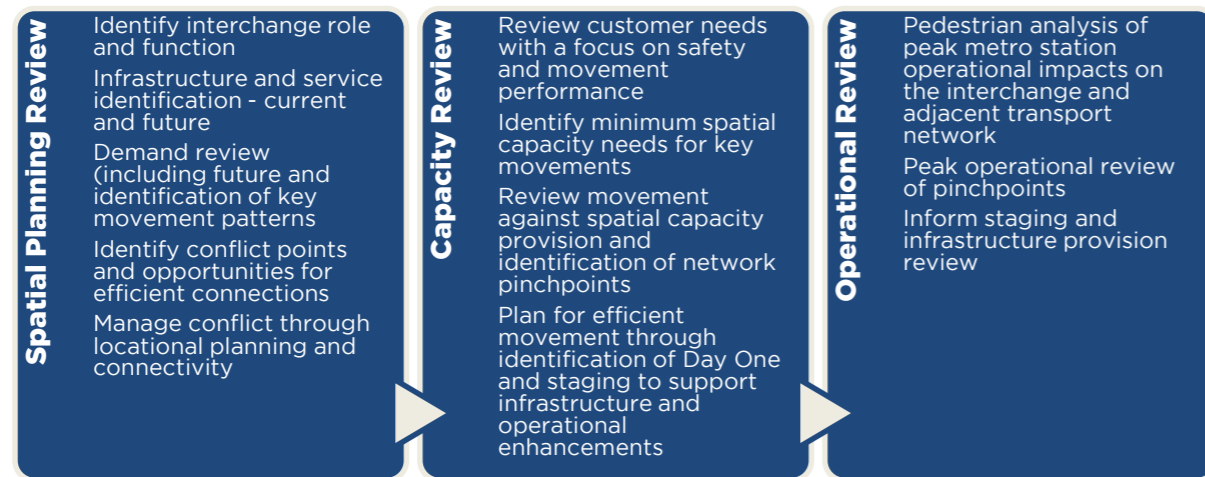
8.1 Reviews and assessment process

A performance review of the station facilities, vertical transport provision, footpaths and intersections has been undertaken using both pedestrian and traffic static analytical and simulation modelling tools.

The outputs from the models have been used to understand the operating performance of the

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

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



8.3 Interchange operation provisions

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

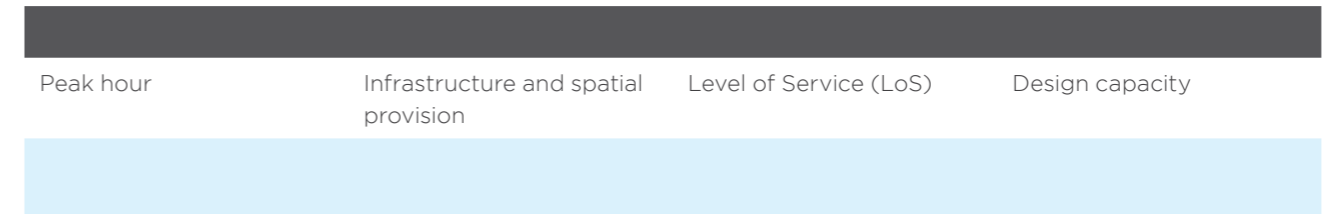
- Description of the asset owners, operators and maintainers.
- Asset operations description.
- Asset maintenance arrangements.

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

Item	Description
Integration	
Emergency vehicle access	During emergency operations, emergency vehicles will use existing on-street parking in the streets surrounding both Martin Place North and Martin Place South.
Safe access	Ensure the safety of: <ul style="list-style-type: none"> • maintenance workers and staff, and protect them from other road users by providing safe exclusion zones • pedestrians and protect them from service vehicles and working equipment.
Servicing and maintenance access (day-to-day)	During emergency operations, emergency vehicles will use existing on-street parking in the streets surrounding both Martin Place North and Martin Place South.
Servicing and maintenance access (major)	Vehicular access for major servicing and maintenance will be via Castlereagh Street just south of Martin Place for the southern entry and between Martin Place and Hunter Street for the northern entry.
Rail replacement bus service access	Martin Place Station is easily accessible to other nearby transport interchanges therefore the need for rail replacement buses are not required.
Delivery access (retail and operational)	Vehicular access for retail and operational deliveries will be via Castlereagh Street.

8.2 Facility Testing Process

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



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

An assessment against the peak 15 minute period provides a measure to determine required infrastructure to accommodate forecast peak demand. While assessment of the peak minute demand provides further insight into customer experience during peak surges from train arrivals and similar events associated with network operations.





9.0 Modal Hierarchy Review

Left: Martin Place Station North, exit to Hunter Street

9.0 Modal Hierarchy Review

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

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

Mode	Provision	Consideration and Benefit
Pedestrian	<p>The station is supported by multiple access points, which require safe, convenient and direct pedestrian routes:</p> <ol style="list-style-type: none"> Access to Martin Place North will be provided via two access points, one access at the corner of Hunter Street and Castlereagh Street and the other access will be at the corner of Hunter Street and Elizabeth Street on the southern side of Hunter Street between Castlereagh Street and Elizabeth Street. Access to Martin Place South will be provided via eastern side on Castlereagh Street and western side of Elizabeth Street between Martin Place and King Street. <ul style="list-style-type: none"> Additional public domain space provided at the northern entry to accommodate increased pedestrian flows. 2.5-metre-wide footpath extension along the eastern side of Castlereagh Street at the Martin Place mid-block crossing including adjustments to traffic signal infrastructure Widening of the southern marked foot crossings at the Castlereagh Street and Hunter Street intersection, which include line marking, and changes to the kerb ramps and traffic signal infrastructures. Removal of existing concrete medians and replacing with complaint line marking and upgrading kerb ramps to standard at the intersection of Elizabeth Street and Martin Place. Removal of existing concrete median along Elizabeth Street, replacing with complaint line marking and upgrading kerb ramps to standard at the intersection of Elizabeth Street and Hunter Street Investigation of red arrow protection for pedestrians crossing at the intersections of Hunter Street with Castlereagh Street and Elizabeth Street. Safeguard for future potential underground pedestrian link to the MLC Centre. Safeguard underground pedestrian connection to O'Connell Street and/or Bligh Street. 	<ul style="list-style-type: none"> The project design prioritises pedestrian accessibility and connectivity through improving pedestrian capacity and amenity for customers accessing the station from Martin Place North and Martin Place South, interchanging between modes and moving through Martin Place Station in a safe and efficient manner. Existing pedestrian amenities will be utilised and optimised to ensure safety of pedestrians and facilitate direct connectivity. The design of the plaza will be highly intuitive, enabling customers to easily transfer between modes, and logically access nearby commercial and retail precincts, parklands, entertainment and civic areas. The multiple station entries align with the interchange modal hierarchy principles in prioritising pedestrians. The additional public domain space and the widening of footpaths will enhance the customer's experience, allowing for efficient movement. Full pedestrian protection with red arrow ensures safety of pedestrian are met. Pedestrian links assist in making interchange accessible by directly integrating the station with its surroundings. Safeguard for future potential underground pedestrian MLC link will enhance the stations connectivity to George Street and Macquarie Street and provide direct interchange with Martin Place Station. Safeguarding a northern pedestrian link will enhance the stations integration with its surroundings via Bligh Street and future potential connection to Hunter Street Metro Station. Pedestrian modelling has been assessed to 2036 and 2056 and is of an acceptable level of service. Pedestrian signal timing optimisation to maximise pedestrian movement outcomes along and across the Hunter Street corridor.
Bike	<ul style="list-style-type: none"> A minimum of 20 bicycle parking spaces are to be provided on the footpaths immediately outside the Martin Place North station plaza. A minimum of 4 bicycle parking spaces are to be provided on the footpath immediately outside the Martin Place South station plaza. Safe integration with existing networks. Extension of the separated bi-directional on-road cycleway on Castlereagh Street to King Street. Separated bi-directional on-road cycleway on Pitt Street from King Street to Circular Quay has been implemented. Separated bi-directional on-road cycleway on King Street between Pitt Street and Elizabeth Street has been implemented. The existing cycle network will be seamless integrated and supported by the City of Sydney cycleway improvements, specifically along Castlereagh Street, King Street, Bligh Street which will intimately connect the surrounding CBD with Martin Place Station. 	<ul style="list-style-type: none"> Bike parking provisions at Martin Place Station satisfy the City station bike parking hub strategy and Australian Standards and is aligned with customer demand and, encourage and supports cycling as a transit mode to access the station. Access by bicycle on both North and South sides of Castlereagh Street is easily achieved via the existing cycle network, which is supported by combination on-road, share paths, separated bi-directional and dedicated cycleways within the vicinity of the station. These provisions support, promote and improve active transport as a primary mode of access, fully aligning with the interchange modal hierarchy principles. Forecast mode access for 2036 has indicated the bicycle facilities maintain an adequate level of service.

Modal Hierarchy Review continued

Mode	Provision	Consideration and Benefit
Train	<ul style="list-style-type: none"> Sub-surface connection will allow direct interchange between Martin Place Metro Station and the T4 Eastern Suburbs and Illawarra Line at Martin Place 	<ul style="list-style-type: none"> Convenient and efficient interchange will relieve congestion at Town Hall Station.
Bus	<ul style="list-style-type: none"> Retain provisions along Elizabeth Street and Castlereagh Street. 	<ul style="list-style-type: none"> The existing Elizabeth Street bus interchange facilities comprehensively offer access to all routes that travel via Martin Place Station. The existing pedestrian amenities and intuitive layout of the station will provide ease of transfer from Sydney Metro and bus services (and vice-versa). The existing bus provisions will be highly accessible and visible, in close proximity to the metro station gateline.
Taxi and kiss-and-ride	<ul style="list-style-type: none"> Existing taxi ranks on Pitt Street between Hunter Street and King Street and on Phillip Street south of Bent Street will be retained. There will be no dedicated kiss-and-ride or park-and-ride facilities. 	<ul style="list-style-type: none"> Taxi and Kiss-and-ride provisions are required to provide for those unable to access the station through active transit modes despite demand to be minimal. Not providing dedicated kiss-and-ride and park-and-ride facilities as well as the locality of the taxi ranks aligns with the modal hierarchy, minimising conflict with pedestrians and cyclists, prioritising active and efficient transit modes. The existing 'No Parking zones' within the station vicinity will be able to be utilised.





10.0 Martin Place Station – actions

Left: Martin Place Station South, looking east in Martin Place

10.0 Martin Place Station - actions

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

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



Martin Place Station - actions

Martin Place Station – actions continued

10.1 - Martin Place Station – Delivery and implementation program

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

Actions involving other projects, in collaboration with Sydney Metro, are identified in Section 10.2. Together they will support the effective provision, operation, and ongoing management and maintenance of the interchange at Martin Place Station.

Action	Delivered by	Timing (start to finish)
Walking		
W1	A 2.5-metre-wide footpath extension along the eastern side of Castlereagh Street between (and including) Martin Place and the southern station entry including adjustments to traffic signal infrastructure.	Sydney Metro 2022-2024
W2	Widening of the southern leg of Castlereagh Street signalised crossing at Hunter Street intersection including changes to the associated line markings, kerb ramps and traffic signal infrastructure.	Sydney Metro 2022-2024
W3	Removal of existing concrete median-island and replacing with complaint line marking and upgrading kerb ramps to standard at the intersection of Elizabeth Street and Martin Place.	Sydney Metro 2022-2024
W4	Removal of existing concrete median-island along Elizabeth Street, near intersection with Hunter Street, and replacing with complaint line markings and upgrading kerb ramps to the standards.	Sydney Metro 2022-2024
W5	Safeguard for the future provision of pedestrian underground connections to Bligh Street and/or O'Connell Street, to connect with the future Hunter Street Station.	Sydney Metro 2022-2024
W6.1	A 'soft wall' opening to the concourse level of the Martin Place South to allow future access from the MLC Centre to be delivered by others.	Sydney Metro 2022-2024
W7	Close the non-DDA compliant existing underground pedestrian connections (Castlereagh Street stairs) from the existing Martin Place Station to Martin Place to align with CoS Martin Place vision.	Sydney Metro 2022-2024
Cycling		
C1	Provide a total of 24 Class C bike parking spaces on the footpath at the northern and southern station entry.	Sydney Metro 2024
Rail		
R1	Provide platform to platform interchange with Sydney Trains platforms at the existing Martin Place Station via a new underground pedestrian connection.	Sydney Metro 2022-2024
Management and maintenance		
OM1	Prepare an Interchange Operations and Maintenance Plan (IOMP) in accordance with the Interchange Operations and Maintenance Framework to allocate clear responsibility for all aspects of the day-to-day running of the interchange, and to ensure that nominated infrastructure and assets in the interchange are monitored and maintained to a high standard.	Sydney Metro 2022-2024

Martin Place Station – actions continued

10.2 - Martin Place Station - Other implementation plan





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

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

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

Action	Delivered by	Timing (start to finish)
Walking		
W6.2 Deliver pedestrian connectivity changes to help manage and facilitate access to the MLC Centre, subject to the findings of action W6.1.	MLC Centre	2024 (dependent on future development of MLC Centre)
W8 Investigate provision of pedestrian underground connections to Bligh Street and O'Connell Street.	Sydney Metro West	2030 (subject to Hunter Street Metro Station)
W9 Investigate provision of underground connection between the future Sydney Metro Hunter Street station and Martin Place station	Sydney Metro West	2030 (subject to Hunter Street Metro Station)
Cycling		
C2 New separated cycleway on Pitt Street between King Street and Circular Quay	TfNSW Greater Sydney Division	Implemented
Bus		
B1 Review bus route services and frequencies to provide easy access to the station from the surrounding bus catchment.	TfNSW Greater Sydney Division	2021-2024
Road Network		
RN1 Ongoing investigation of pedestrian signal timing optimisation to maximise pedestrian movement and sustainability outcomes along and across the Hunter Street corridor.	TfNSW Greater Sydney Division	2024 onwards

Contact us

-  **1800 171 386** Community information line open 24 hours
-  **sydneymetro@transport.nsw.gov.au**
-  **Sydney Metro City & Southwest**, PO Box K659, Haymarket NSW 1240
-  If you need an interpreter, contact TIS National on **131 450** and ask them to call **1800 171 386**

Fil Cerone
Director of Sustainability, Environment and Planning
Sydney Metro
PO Box K659
HAYMARKET NSW 1240

Attention: Dylan Jones

30/3/23

Subject: Sydney Metro City and Southwest – Martin Place Station Interchange Access Plan Ver 4.2

Dear Mr Jones

I refer to your submission dated 28 November 2022, requesting approval of the Martin Place Station Interchange Access Plan, Version 4.2, dated 14 February 2023 (the IAP). I also acknowledge your response to the Department's review comments and request for additional information.

I note the IAP:

- has been prepared in consultation with City of Sydney Council, the TTLG and the DRP;
- has been reviewed by Sydney Metro and no issues have been raised with the Department; and
- contains the information required by the conditions of approval.

Accordingly, as nominee of the Planning Secretary, I approve the IAP.

You are reminded that if there are any inconsistencies between the IAP and the conditions of approval, the conditions prevail.

Please ensure you make the document publicly available on the project website at the earliest convenience.

If you wish to discuss the matter further, please contact Grant Rokobauer at grant.rokobauer@dpie.nsw.gov.au.

Yours sincerely



Grant Rokobauer
Acting Team Leader – Rail
Infrastructure Management

As nominee of the Planning Secretary