



Transport for NSW

Moss Vale transport improvements and station upgrade

Consultation report | September 2021





Contents

| | |
|--|-----------|
| Executive summary | 2 |
| 1. Purpose of this report | 4 |
| 2. Project overview | 6 |
| Moss Vale transport improvements | 7 |
| 3. Objectives of consultation | 8 |
| How we consulted | 8 |
| 4. Design considerations | 10 |
| 5. Engagement approach | 12 |
| Outline of approach | 12 |
| Engagement activities | 13 |
| 6. What we heard | 14 |
| Early consultation – May and June 2021 | 14 |
| Summary | 14 |
| Transport experiences – individuals | 18 |
| Place-based mapping | 22 |
| Transport experiences – Moss Vale businesses | 23 |
| Moss Vale Station upgrade | 33 |
| Place-based mapping | 40 |
| 7. Consultation outcomes and next steps | 42 |
| Consultation outcomes | 42 |



Executive summary

Moss Vale is one of the Southern Highland's most prized historical towns and is home to the heritage-listed Moss Vale Station, which that first opened as Sutton Forest Station in 1867. With more people moving to regional areas, Moss Vale Station and the surrounding transport network is in demand for more accessible public transport.

The Moss Vale Station upgrade project is proposing to improve accessibility to the station in order to meet Disability Standards for Accessible Public Transport 2002 (DSAPT) compliance, including lift access, upgrade of existing facilities and various access points to provide a safer and more convenient customer experience.

The Moss Vale Station upgrade project is a NSW government stimulus commitment made in 2019. In conjunction with this project, Transport for NSW carried out high-level consultation to inform future developments to improve the transport network across Moss Vale.

In May 2021, consultation began with the local community and stakeholders. Transport customers, key stakeholder groups and community members were initially asked to provide feedback on early design options for the station upgrade as well as their experience in using all modes of travel across the broader transport network.

A total of 274 responses were received over a four-week feedback period. The community provided their comments on this project through the use of an interactive online mapping tool, three different online surveys, post, project email and via the 1800 number.



The feedback received was highly supportive of improving accessibility at Moss Vale Station through the installation of lifts at both Argyle Street and Lackey Road entry points. A large number of comments from the community expressed their support for improvements to pedestrian access from Dalys Way carpark and station-specific facilities.

We received a strong response from the public to maintain the station's heritage features and liaise with urban designers. A large number of responses requested that we explore opportunities to improve the availability of parking, including long-term parking for transport customers. Some residents expressed a desire for improved lighting and wayfinding signage in and around the station, neighbouring parks and town centre.

Transport for NSW is now starting the planning approval process with a concept design that reflects the key preferences as expressed by the community in this consultation period. Minor updates to the level of scope have addressed some concerns raised in submissions. Ongoing engagement with local residents, stakeholders and the Wingecarribee Shire Council will be carried out to inform the detailed design of the station and any provisions for future improvement work.



1. Purpose of this report

The Disability Standards for Accessible Public Transport 2002 (DSAPT) set out minimum accessibility requirements for public transport providers and ensure people with disabilities have equivalent access to public transport services.

Community consultation on the ease of accessibility to Moss Vale Station was carried out over a four-week period from 31 May to 28 June 2021. The community was invited to provide feedback on early design considerations for areas in need of improvement across the station precinct and Moss Vale town centre.

Feedback received from the community, key stakeholder groups and transport customers has helped progress a preferred option for the station upgrade and inform future planning priorities for Moss Vale.

This report has been prepared to outline the feedback received by Transport for NSW during the community consultation period. It provides an overview of:

- consultation activities carried out
- themes in community feedback
- how feedback was considered
- next steps.





2. Project overview

The Moss Vale Station upgrade was announced in 2019 as part of the NSW Government's state election commitments for 2019-2023. A feasibility study was conducted by Transport for NSW's Rail Delivery team in 2019, including a high-level design that consolidates options to achieve Disability Standards for Accessible Public Transport 2002 (DSAPT) compliance. In October 2020, Stimulus funding was allocated to the Moss Vale Station upgrade and NSW Treasury requested acceleration of the project.

Moss Vale Station upgrade

Upgrading Moss Vale Station will make it easier for all customers to access rail passenger services, as well as improve connections between the station and key destinations in the area.

Benefits of this project include:

- improving access to station platforms with new lifts and upgraded footpaths, benefitting those with limited mobility, a disability, parents/carers with prams and customers with luggage
- improving amenities, wayfinding signage and digital displays at the station precinct
- improving intermodal connectivity, including an upgraded bus stop (Argyle Street), for a more efficient transport network
- improving integration in planning and community benefits across related infrastructure projects in the area.

Upgrading Moss Vale Station is an important first step in improving the broader transport network for the people of Moss Vale.

Moss Vale transport improvements

Transport is currently investigating initiatives to improve the transport network in the greater Moss Vale area. This forms part of our long term commitment to provide safe, efficient and reliable journeys through Moss Vale while maintaining the character and amenity of the town centre. This future planning for a well-connected transport network focuses on all modes of transport for the community, from walking and cycling through to cars, buses and trains. It encourages meaningful discussions with communities on how to address existing and expected future transport challenges.

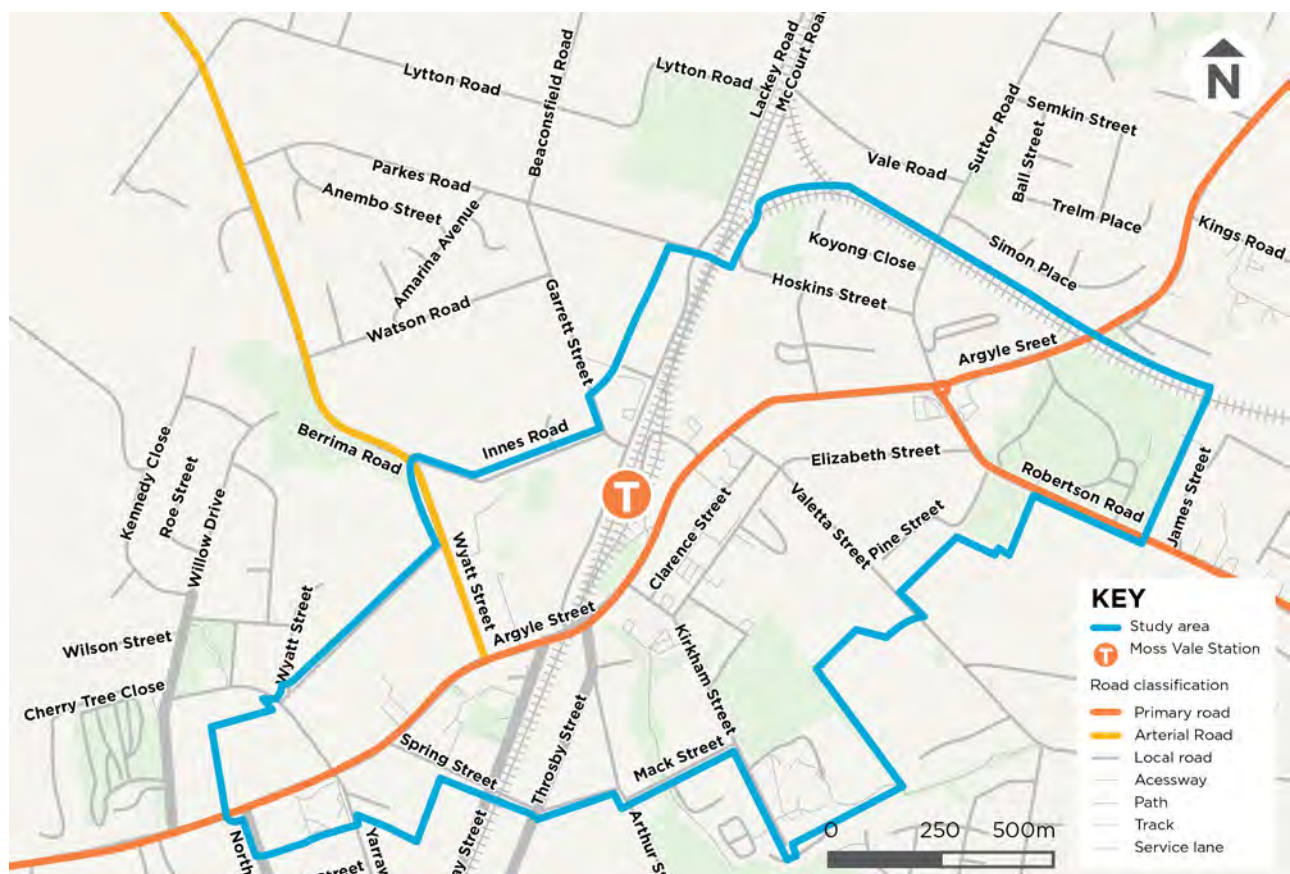
The objectives of this project are to:

- carry out community consultation and stakeholder engagement to understand the community view to inform the preferred treatment

- carry out a Movement and Place assessment using a co-design approach with Transport and Wingecarribee Shire Council to develop a Town Centre Action Plan for Moss Vale to ensure alignment of projects
- integration of all modes of transport, including improved pedestrian and cyclist connectivity and integration with rail and bus services
- contribute to the NSW Government's commitment of zero fatal and serious injury crashes in NSW by 2056 through improving shared transport connections and reducing interactions between pedestrians and vehicles.

The study area for this project is highlighted in Figure 1.

Figure 1 Moss Vale transport improvements study area





3. Objectives of consultation

The consultation was designed to seek feedback on potential design options for the station upgrade and capture high-level responses about how people are typically getting around Moss Vale.

Community feedback positively influenced the preferred option for the upgrade of Moss Vale Station and will feed into future plans for improvements in the area. Additional factors, such as, transport integration, customer experience, heritage, urban design and precinct planning, environment and sustainability are also considered in determining the preferred design.

How we consulted

Following the project announcement in 2019 and subsequent funding allocation in October 2020, consultation began in May 2021 with the local community and key stakeholders.

Transport customers, stakeholder groups and the community were asked to provide feedback on early design options that included new lifts, upgraded footpaths, improved accessibility from both Lackey Road and Argyle Street as well as proposed improvements to station amenities. The community was also invited to share its experiences with transport connectivity, accessibility for cyclists and walkers in the town centre, traffic congestion and car parking.

During this consultation, we heard support for improving accessibility to the station and to car parking. We also received feedback requesting further connectivity across the rail corridor to ease traffic congestion along Argyle Street at peak periods during the day.

The following consultation activities were carried out as part of this feedback period in May/June 2021:

- community group and stakeholder meetings
- placement of project consultation signage at the Moss Vale Station and town centre
- distribution of 6,550 postcards to residents in Moss Vale with an invitation to have their say
- radio and newspaper advertisements with a call to action for residents to have their say
- webpage with project information including FAQs and link to online interactive mapping tool and surveys
- community infoline number and email address
- individual meetings/presentations with key stakeholder, disability, heritage and community groups.

Throughout the consultation period, there were three online surveys and two interactive mapping tools that were used to help encourage feedback. The three surveys targeted:

- shoppers
- transport users
- business owners.

A precursor to the mapping tool included a set of questions to help raise previous concerns or recommendations that the community might have in regard to their experiences at the station and across the broader transport network in Moss Vale. Respondents were asked to consider different themes when dropping pins on the map of the station, such as:

- accessibility
- parking
- public transport
- safety and lighting
- facilities
- environment
- heritage.

Comments submitted for the transport improvements mapping tool were categorised into themes, such as:

- parking
- walkways
- cycleways
- accessibility
- public transport
- environment
- traffic and road safety.



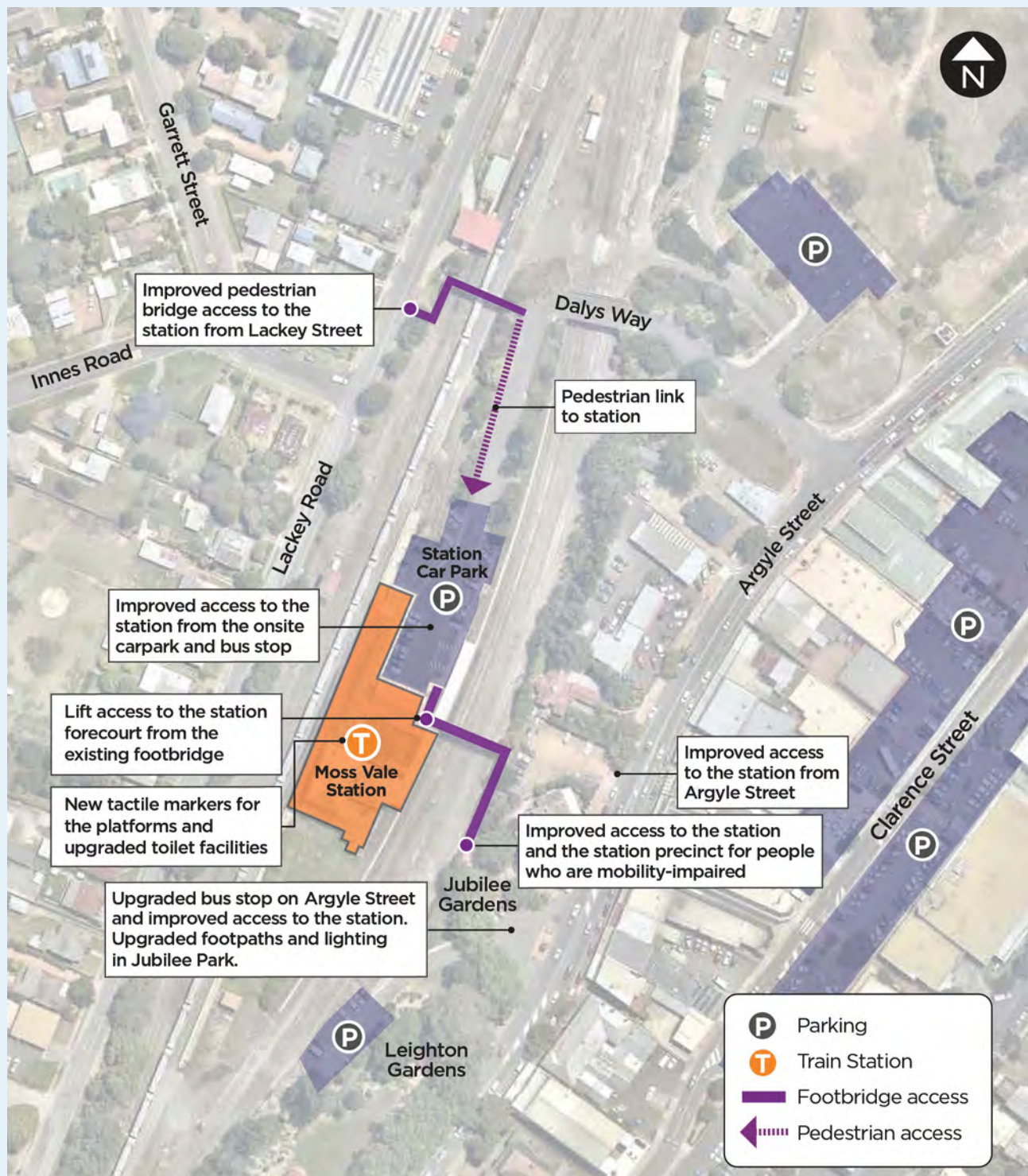
4. Design options

Transport for NSW welcomed feedback on a selection of design options from transport customers, key stakeholders and the broader community over a four-week consultation period.

These design options included:

- improved pedestrian bridge access to the station from Lackey Street
- upgraded footpath along Dalys Way
- improved access to the station from the onsite carpark
- lift access to the station forecourt from the existing footbridge (Argyle Street entrance)
- new tactile markers for the platforms and upgraded toilet facilities
- upgraded bus stop on Argyle Street
- upgraded footpath and lighting at entrance to Jubilee Park
- improved access to the station from Argyle Street.

Figure 2 Moss Vale Station upgrade – proposed improvements





5. Engagement approach

Outline of approach

Three online surveys were accompanied by a place-based interactive mapping tool on the Transport website to consult with transport customers, including train station users and business owners in Moss Vale.

The surveys were available on the Transport website from 31 May 2021 – 28 June 2021:
<https://yoursay.transport.nsw.gov.au/mossvale>.

It was originally anticipated that a business and shoppers survey would be carried out in person. However, due to COVID restrictions, the business survey was undertaken over the phone instead. A total of 102 businesses were called between the Friday 2 July and Tuesday 6 July 2021. A total of 36 businesses

owners or operators completed the survey over the phone. These conversations generated further qualitative data that has been captured in this report. The phone calls represented 36 of the total 42 responses received for the business survey. The remainder of the responses were captured through the online platform.

The outcomes of all three surveys and the interactive mapping tool are presented and analysed in this report.

Engagement activities

The surveys and interactive maps reached a cross-section of the community that included Moss Vale residents, transport customers and business owners/operators. A total of 274 engagement responses were received across all three surveys, two mapping tools as well as email or letter communications (refer to Table 1).

Table 1

| Surveys/mapping tools | Surveys – number of responses | Interactive map – number of comments | Emails/letters |
|-------------------------------------|-------------------------------|--------------------------------------|----------------|
| Moss Vale Station upgrade | 59 | 9 | NA |
| Transport Experiences – Individuals | 117 | 27 | NA |
| Transport Experiences – Businesses | 42 | NA | NA |
| Sub Total | 218 | 36 | 20 |
| Total | | | 274 |

Each survey included different questions based on the demographic of the respondent and therefore the results are tallied separately. This report includes a detailed analysis of results for each survey.

Figure 3 Postcard notification and decal



Transport for NSW invites you to have your say!
Moss Vale transport improvements and station upgrade

Transport for New South Wales is investigating improvements to the transport network at Moss Vale including the upgrade of Moss Vale Station.

Key features of the station upgrade include:

 Improved access to the station and the station precinct for people who are mobility-impaired

 Lift access to the station forecourt from the existing footbridge, tactile markers for the platforms

 Upgraded toilet facilities

 Improved access to the station from Lackey Street, Argyle Street, the onsite carpark and bus stop

 Upgraded bus stop (Argyle Street)

 Improved access to the station via upgrades to footpaths and lighting in Jubilee Park

We want to hear from you about:

- Your experiences using Moss Vale Station
- How you get around the broader Moss Vale area



Have your say!

Moss Vale transport improvements and station upgrade

Stay informed and have your say. **Scan here.**





6. What we heard

Early consultation – May and June 2021

Community feedback showed a great amount of support for improving accessibility to Moss Vale Station, for the mobility-impaired as well as cyclists and pedestrians.

Summary

A summary of the key responses is presented in the pages ahead and aligned to the themes of the NSW Government's Movement and Place framework (refer to Figure 4). These responses were received via online survey, place making tool, handwritten letter, telephone or through email correspondence.

“Improving access to the station for mobility-impaired people would definitely be a positive project. During this, and any other project, the preservation of the station’s heritage must be given high priority.” **Moss Vale resident**

“Lackey Road access is currently very poor. When we lived on that side of the line with three little kids, my wife would dread using the bridge. Recommend a ramp to replace the stairs with a barrier to stop young children falling onto Lackey Road.” **Moss Vale resident**

Figure 4 Movement and Place framework



Access and Connection

The businesses in Moss Vale service both Moss Vale and the surrounding Southern Highlands.

Vehicle congestion in the town centre occurs during school hours – with some reporting 25-minute delays and expressing a desire to avoid the town centre. This includes businesses choosing to schedule deliveries or jobs outside of peak travel times.

There are issues accessing local employment opportunities due to a lack of public transport.

Community mini-buses are used to transport senior residents from surrounding villages to Moss Vale.

The town centre was described as having most necessities within walking distance.

Although there appears to be varied levels of understanding regarding the area that the Moss Vale bypass would service, all responses that mentioned it expressed the importance and urgency of a bypass.

Responses requested additional public transport services, noting the need for improved connections between the surrounding areas of the Southern Highlands and Moss Vale town centre, including more local buses with greater frequency.

Public transport was described by many respondents as a high-risk choice due to unreliability.

Almost all staff from local businesses drive to work.

Character and Form

The Moss Vale town centre qualities most cited by businesses are:

- distinct local character
- village feel
- country ambience
- Aussie culture
- main street vibe

The character of Clarence Street was reported to be “uninviting” and “hostile”, though practical for business deliveries. This feedback focused on the varying quality of the off-street parking areas, which makes up much of this space, including various surface treatments and level changes, lack of dedicated walking connection between car spaces and pedestrian areas, high volumes of traffic and poor wayfinding.

There were concerns regarding not wanting to shift away from Moss Vale’s rural character.

Amenity and Use

The majority of business customers use on-street parking.

Residents reported struggling to find all-day parking availability for train trips.

All-day parking within the town centre (both on- and off-street parking) is full before 9am. Employees that arrive after this time need to regularly leave work to move their car.

In order of most frequently to least, people tend to use Moss Vale Town Centre to access the supermarkets, followed by the service station, cafes/restaurants and community/recreational uses.

There is a need for management of congestion caused by on-street parking in the town centre as well as on-site parking on Clarence Street.

There is a lack of infrastructure to support people with mobility limitations wishing to access the train station.

Green and Blue

There are opportunities to provide additional active transport infrastructure to connect green spaces and activate Whites Creek.

Moss Vale businesses identified the existing green infrastructure including Whites Creek, Leighton Gardens and the urban tree canopy as features they enjoy about the town centre.

Comfort and Safety

Hazardous conditions were reported on Clarence Street that allegedly led to multiple falls per week.

Safe crossings of Argyle Street were requested for both car and active transport users.

There are access and safety issues related to the train station.

There are safety concerns arising from conflicts between users of on-street parking, heavy vehicles, buses and pedestrians and cyclist.



Transport experiences – individuals

Who was engaged?

27

Place-based responses on the
interactive mapping tool

117

Online survey
responses

Question 1: Which suburb do you live in?

Responses to Question 1 are detailed in Table 2.

Table 2

| Response | Number of responses | Percentage of total responses |
|--------------|---------------------|-------------------------------|
| Moss Vale | 91 | 78% |
| Bowral | 5 | 4% |
| Bundanoon | 5 | 4% |
| Robertson | 3 | 3% |
| Exeter | 3 | 3% |
| Other | 10 | 8% |
| Total | 117 | |

Question 2: How often do you visit Moss Vale town centre?

Responses to Question 2 are detailed in Table 3.

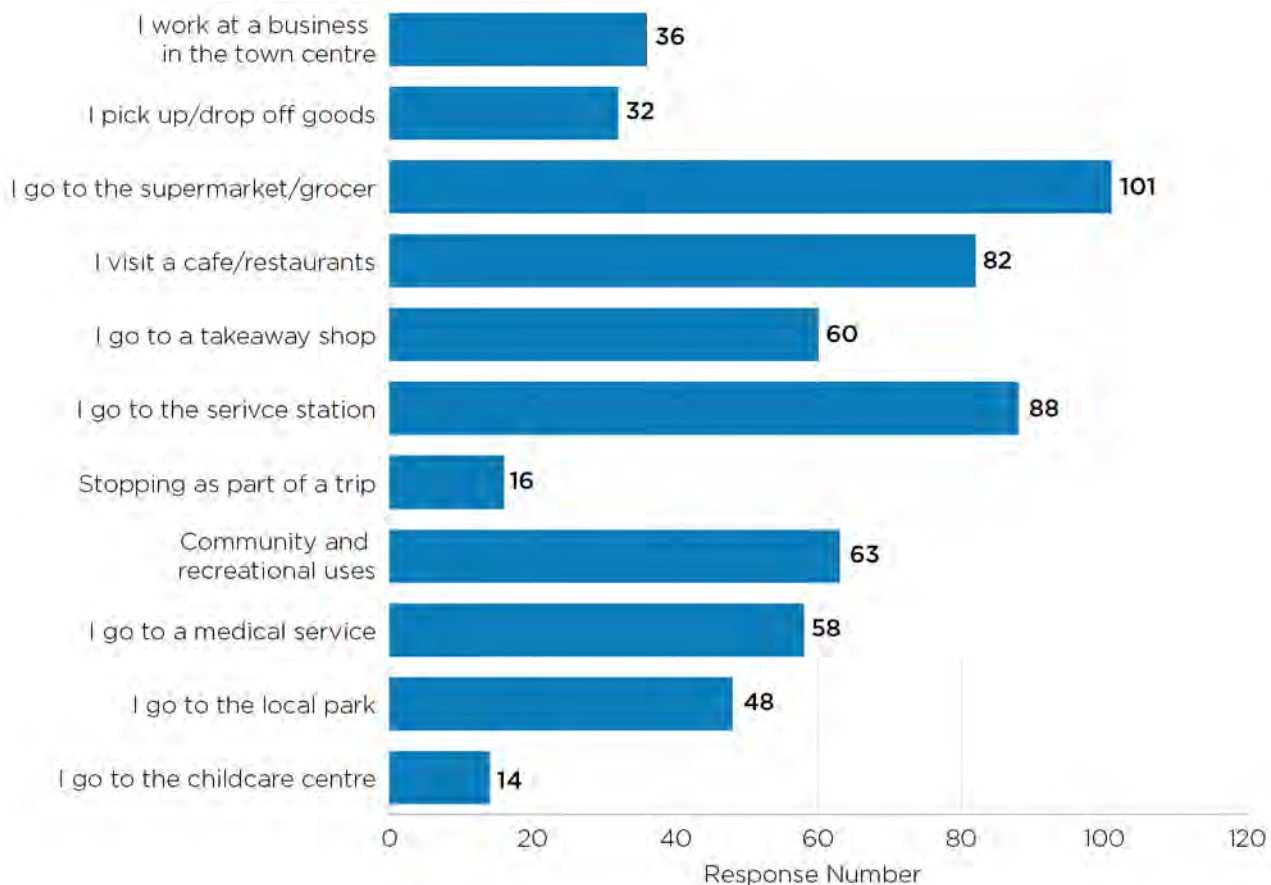
Table 3

| Response | Number of responses | Percentage of total responses |
|------------------------------|---------------------|-------------------------------|
| Daily | 93 | 82% |
| Weekly | 18 | 16% |
| Monthly | 2 | 2% |
| Total response number | 113 | |

Question 3: What is the purpose of your visit to Moss Vale?

This question had 115 respondents, for which more than one response was allowed. The responses are summarised in Figure 5.

Figure 5



Question 4: How do you get to Moss Vale?

Responses to Question 4 are detailed in Table 4.

Table 4

| Response | Number of responses | Percentage of total responses |
|-------------------|---------------------|-------------------------------|
| Walked only | 32 | 19% |
| Bus then walked | 4 | 2% |
| Train then walked | 10 | 6% |
| Bicycle | 12 | 7% |
| Car | 112 | 65% |
| Other | 2 | 1% |
| Total | 172 | |

Question 5: Are there any transport or accessibility issues that may affect people's access to the town centre?

Responses to Question 5 are detailed in Table 5.

Table 5

| Response | Number of responses | Percentage of total responses |
|--------------|---------------------|-------------------------------|
| Yes | 98 | 88% |
| No | 14 | 12% |
| Total | 112 | |

The detailed responses from Question 5 have been summarised under the relevant Built Environment Themes below.

Comfort and Safety

Responses mentioned safety regarding the relationship between on-street parking, pedestrians and cyclists.

11 responses (12%) noted concerns with safe crossings of Argyle Street, for both cars and active transport, with mention of Clarence Street, Lackey Road and Suttor Road, along with lighting and footpath width approaching the train station.

Concerns were raised regarding the gradient of the stairs at the railway station as well as a lack of covered and well-lit bus stops and covered walkways.

There were issues identified with trucks and buses using Argyle Street, including concerns regarding pedestrian and cyclist safety.

Amenity and Use

30 responses (27%) noted concerns with the provision of parking. These included safety and capacity issues with on-street parking, off-street parking, parking for shop owners, traffic flow through the IGA car park and on-street parking opposite Lackey Road exacerbating traffic congestion. Two responses suggested introduction of clearway times and more off-street parking behind businesses.

Accessibility issues were identified including no lifts at the train station, lack of wheelchair access from the station to the town centre, pavement quality of pedestrian walkways and insufficient parking spaces for disabled persons. One response suggested that provision of a lift at the rail crossing bridge over Lackey Road would increase the allowance for active transport trips in the town centre.

Responses noted issues with ticketing services at the train station for older customers and those who require assistance.

Access and Connection

66 responses (59%) mentioned significant traffic congestion along Argyle Street during morning and afternoon peak times and over weekends. Up to 25-minute delays were reported for movement through the town centre as well as a desire to avoid entering the town centre for local trips and shopping.

Responses noted an increase in demand for movement across Moss Vale, Bundanoon, Exeter, Coomungie and Chelsea Gardens due to housing growth.

Movement issues turning on/off Argyle Street were identified, with Suttor Road, Throsby Street, Lackey Road, Berrima Road, Arthur Street, Railway Street, Waite Street and the Illawarra Highway intersections in particular.

Traffic congestion on local roads was reported as a result of road users avoiding Argyle Street, in particular around Mack/Spring Street and Elizabeth Street.

Traffic congestion identified along local streets with high pedestrian activity including Clarence Street near the IGA, Elizabeth Street, Lackey Road and near the public school during school hours.

Suggestions were made to improve the bicycle network including provision of a bike lane from the train station to the TAFE/university campus, from residential areas to local shops, as well as providing a safer connection between Arthur Street and Caber Street to cross Argyle Street towards the daycare centre.

Improvements to the pedestrian network were suggested, including safe and continuous footpaths and pedestrian crossings on the north section of Argyle Street, crossing at the Throsby Street intersection, the Illawarra Highway near Moss Vale High School, Lackey Road intersection, crossing Argyle Street from the train station and additional pedestrian crossing points. Restricting vehicles and prioritising pedestrian movements on a section of Argyle Street was suggested by one response, between Valetta and Kirkham Streets, to encourage use of Leighton Gardens and local restaurants and businesses. Re-opening the railway line crossing between Parkes Road and Hoskins Street as well as

the underpass between Lackey Road and McCourt Road were also suggested.

All responses that mentioned the Moss Vale bypass expressed the importance and urgency of a bypass. One response included detailed suggestions for bypass routes, including a two-lane Road Bridge from either Vale Road to Lytton Road or Hoskins Street to Parkes Road/ Berrima Road and onto the Hume Highway.

Responses noted that train services are good, however improvements in frequency and reliability were suggested.

Responses requested additional public transport connections, noting the need for improved connections from the villages into town and more local buses with increased frequency. One response suggested frequent short journey public transport services from residential areas into the town centre.

Green and Blue

No responses emphasised any green or blue networks.

Character and Form

Concerns were raised with a noticeable shift away from the rural character due to population growth.

Question 6: If you drive, where do you park?

Respondents were able to provide more than one response for question 6, therefore there were 113 respondents and 189 responses to this question as detailed below in Table 6.

Table 6

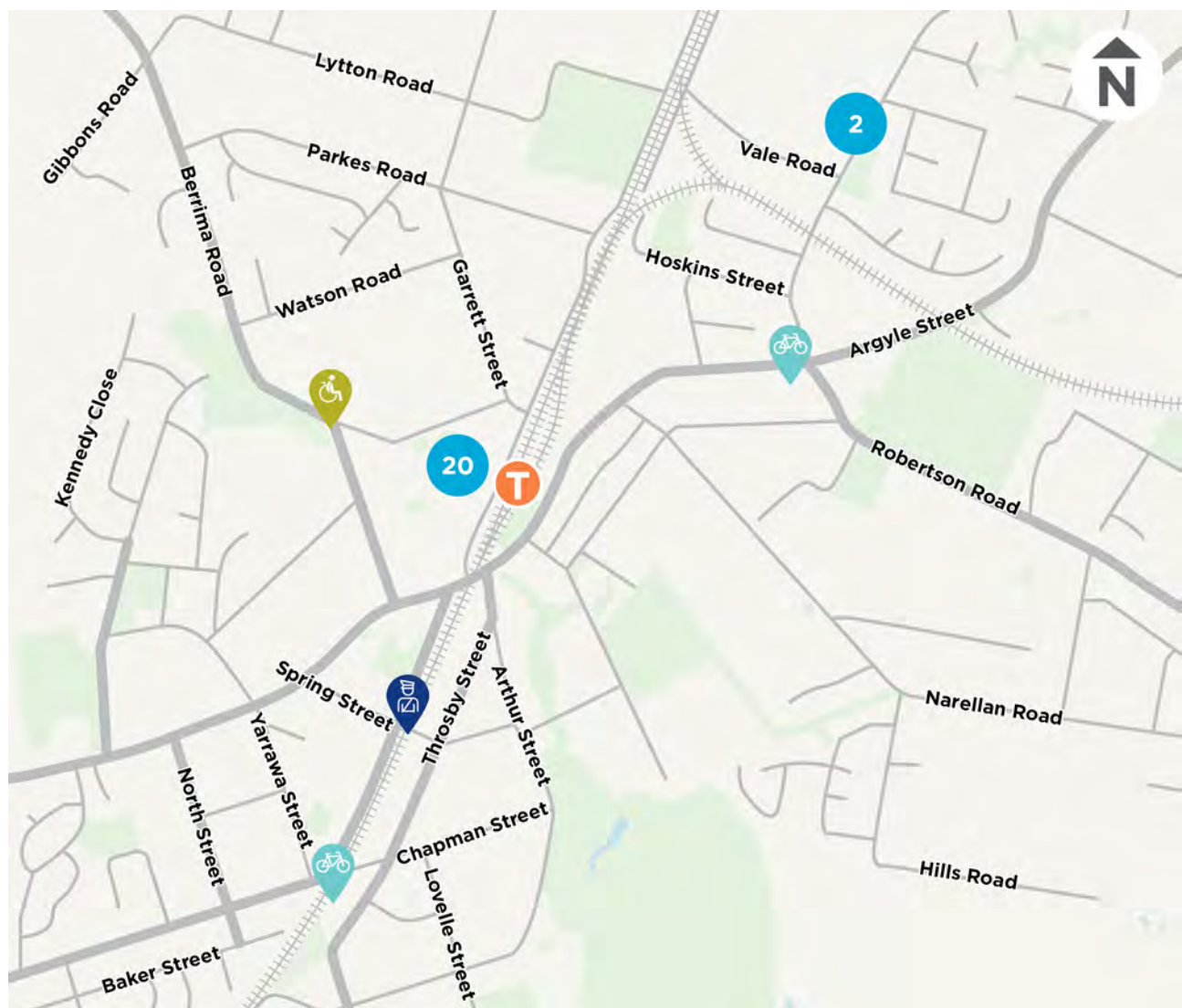
| Response | Number of responses |
|---------------------------------|---------------------|
| On-street parking | 57 (30%) |
| Supermarket car parks | 57 (30%) |
| Other Clarence Street car parks | 23 (12%) |
| Council/ aquatic centre | 5 (0.2%) |
| Train station | 5 (0.2%) |
| Other | 13 (0.6%) |
| Undefined | 29 (15%) |
| Total responses | 189 |

Place-based mapping

The interactive mapping platform received 27 place-based submissions on the Have Your Say website (Figure 6). These responses highlighted the need for:

- provision of continuous, safe cycling infrastructure
- additional pedestrian crossings over Argyle Street, Arthur Street and Waite Street
- improvements to street lighting, signage and footpath/footbridge surface for safety and comfort
- management of impacts that a lack of on-street parking has on traffic flow and cyclist safety
- active transport infrastructure to connect green spaces and activate Whites Creek.

Figure 6



Note: Online survey response locations depicted by coloured teardrop icons. Where responses overlap, the circles show number of overlapping responses.

Transport experiences – Moss Vale businesses

Who was engaged?

102

Businesses called

36

+6

Entries
through phone
conversations

Online
responses

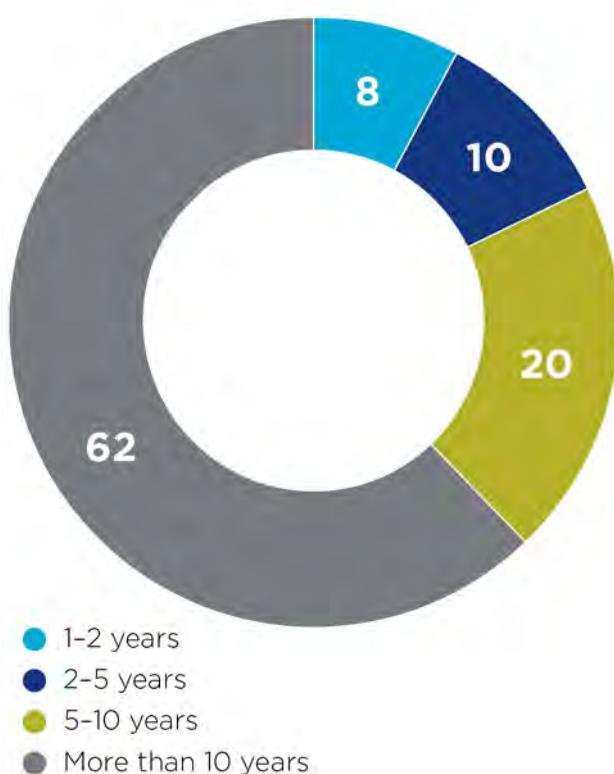
42

Responses

Question 1: Are you a business owner? If so, how long have you been operating your business at this location?

Of the 42 respondents to the Business Survey, Question 1 received 39 responses, which are depicted in Figure 7.

Figure 7



Question 2: Why did you choose to locate your business in this area?

Of the 42 respondents to the Business Survey, Question 2 received 26 responses, which are summarised as follows:

Six responses (23%) identified benefits from connectivity and local facilities including accessibility, proximity to Sydney and parking availability.

Six responses (23%) noted that the location choice is due to the proximity to their residence.

Five responses (19%) cited economic advantages including servicing, less competition and a stronger retail sector than Sydney.

Four responses (15%) identified the elements of the local character and amenity as reasons for locating in Moss Vale, including the “country town” and “countryside” character and access to sporting facilities and shops/services.

Two responses noted their connection to the local community from childhood and family.

Two responses identified that they chose to locate in Moss Vale due to availability of space.

Two responses indicated the business started during the historic development of the town, and the site and business was purchased or inherited.

Question 3: What are the features that you like/enjoy about the town centre?

Of the 42 respondents to the Business Survey, Question 3 received 36 responses, which are described as follows under the Built Environment Themes.

Access and Connection

Seven responses (19%) identified features including proximity of facilities and shops to each other, walking catchments, and access to public transport.

Character and Form

17 responses (47%) noted the distinct local character, describing the “village feel”, “country ambience”, “Aussie culture” and “main street vibe”.

Responses also noted enjoying the closeness of the community, landscaping and green infrastructure and the historic character of built form, the main street and railway station.

Amenity and Use

Nine responses (25%) identified enjoying features of amenity and use including the local shops and cafes, open space and services.

Green and Blue

Four responses (11%) cited the existing green and blue infrastructure, including Whites Creek, Leighton Gardens and trees.

Question 4: Are there any features that you think could be improved in the town centre?

Responses to Question 4 are detailed in Table 7.

Table 7

| Response | Number of responses | Percentage of total responses |
|--------------|---------------------|-------------------------------|
| Yes | 37 | 93% |
| No | 3 | 7% |
| Total | 40 | |

The detailed responses from Question 4 have been summarised under the relevant Built Environment Theme.

Access and Connection

The majority of responses (62%) cited improvements to access and connection, with 23 responses identifying that improvements are needed to traffic flow and active transport infrastructure.

Character and Form

Three responses (7.5%) identified improvements to local character and form including additional trees, lighting, beautification of shopfronts and celebrating a distinct local identity for Moss Vale.

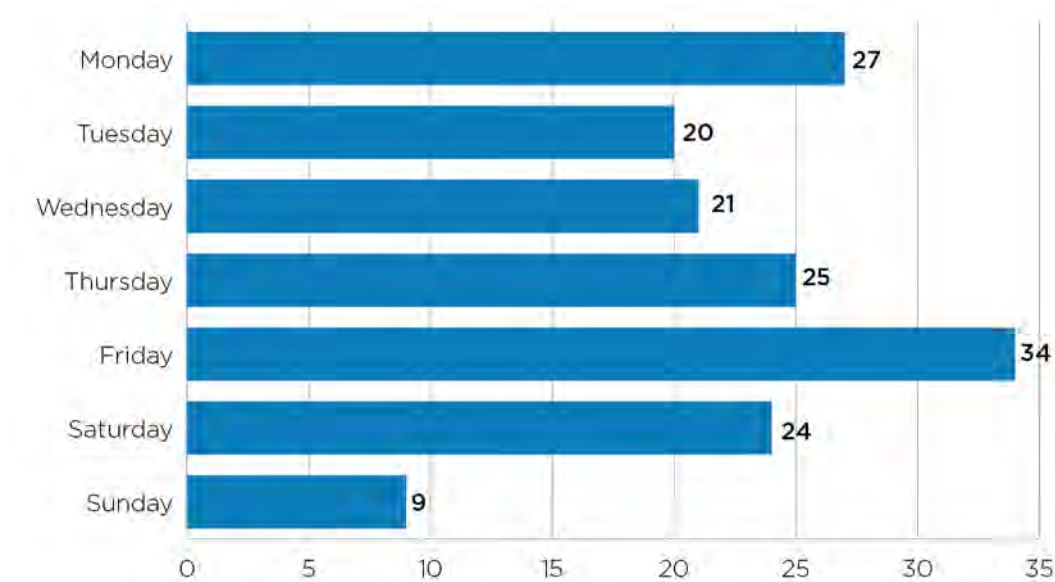
Amenity and Use

12 responses (30%) requested that improvements be made to amenity and use, nine of which focused on the need for improved parking facilities, more facilities to support caravan parking and tourism, and more diverse retail offerings.

Question 5: Which day(s) of the week are busiest for customers?

Question 5 of the Business Survey had 40 respondents. More than one response was allowed which resulted in a total of 160 responses as summarised in Figure 8.

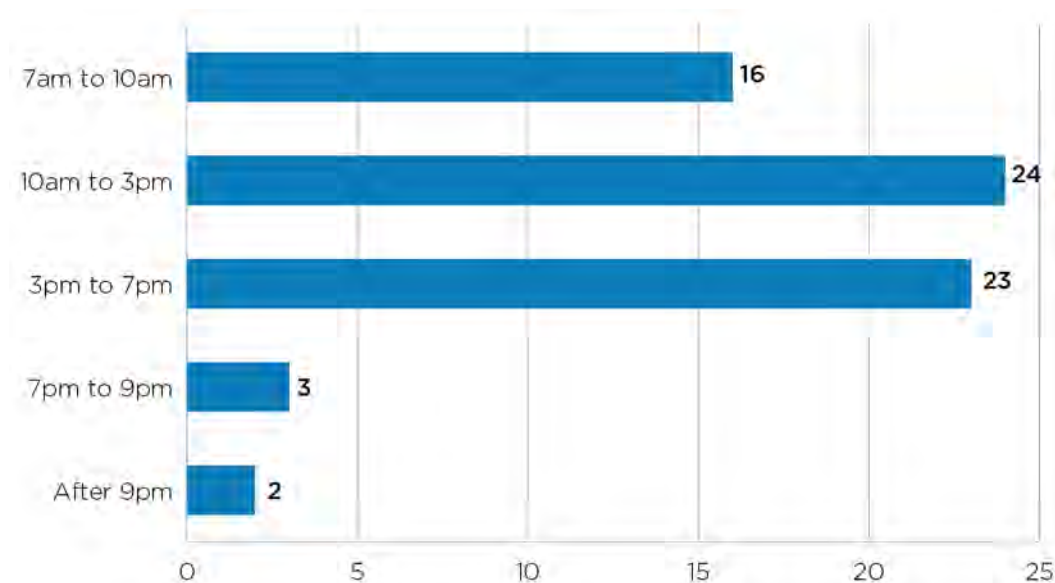
Figure 8



Question 6: What are the busiest times of day for customers?

Question 6 had 39 respondents. More than one response was allowed which resulted in a total of 68 responses as summarised in Figure 9.

Figure 9



Question 7: Where do your customers come from?

Responses to Question 7 are detailed in Table 8. Question 7 asked respondents to rank origins of customers from most common (1) to least common (5).

Table 8

| Response | Average ranking |
|---------------------|-----------------|
| Moss Vale | 1.55 |
| Surrounding suburbs | 1.8 |
| Sydney region | 3.33 |
| Other | 3.53 |
| Wollongong region | 3.75 |

The responses indicate that the businesses have a predominant catchment of Moss Vale and its surrounding towns. Sydney, Wollongong and other sources ranked lower, without a significant difference between them.

Question 8: How do customers travel to your business?

Responses to Question 8 are described in Table 9. Question 8 asked respondents to rank travel modes of customers from most common (1) to least common (5).

Table 9

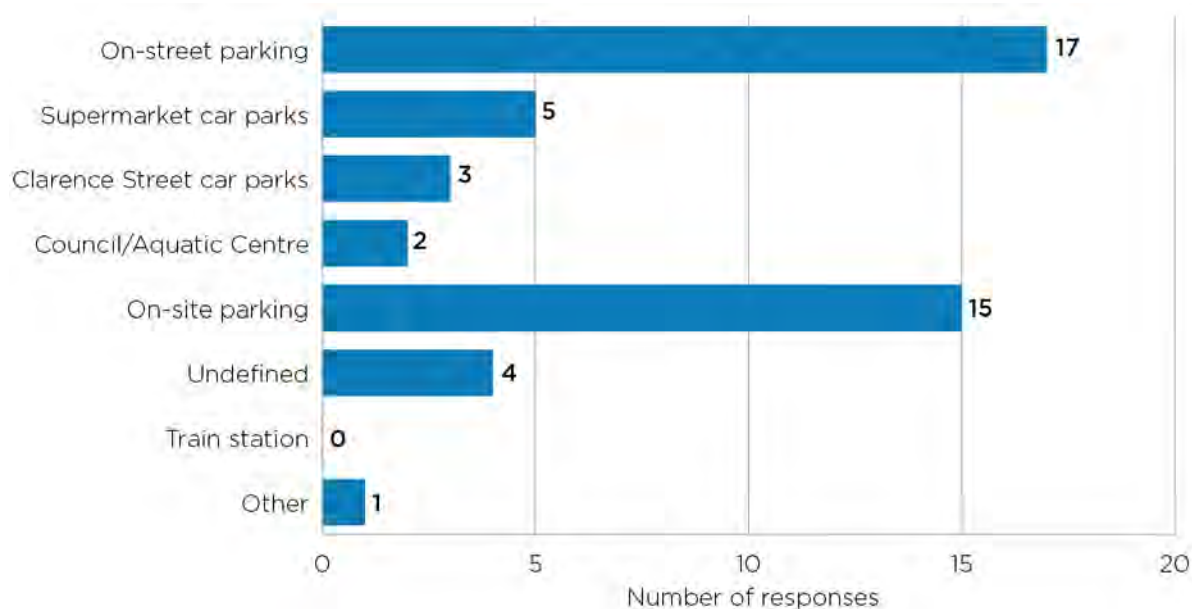
| Response | Average ranking |
|-----------------|-----------------|
| Car | 1.05 |
| Walk only | 2.58 |
| Train then walk | 3.55 |
| Bus then walk | 4 |
| Other | 4 |
| Motorbike | 4.29 |
| Bicycle | 5 |

The responses indicate that businesses believed the majority of customers arrived by car, followed by walking only, then by train. As the question asked the respondent to rank all options, the clustering of other responses around 4 and above suggest these were not commonly observed by businesses.

Question 9: Where do your customers usually park?

Question 9 had 35 respondents. More than one response was allowed and respondents were asked to specify the locations. The responses are summarised in Figure 10.

Figure 10



Question 10: Does your business require access to a loading zone for deliveries?

Responses to Question 10 are detailed in Table 10.

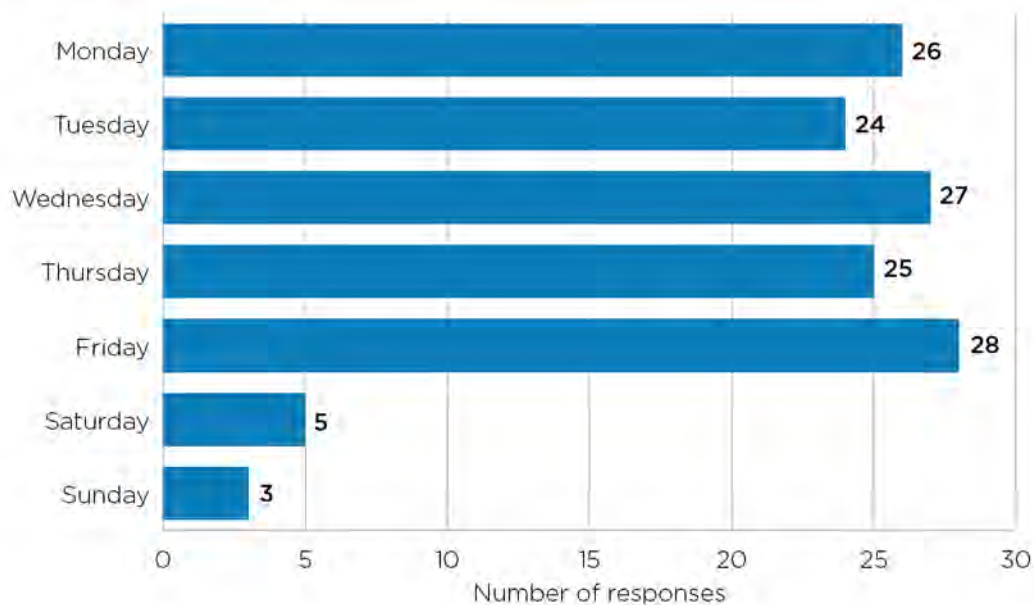
Table 10

| Response | Number of responses | Percentage of total responses |
|--------------|---------------------|-------------------------------|
| Yes | 23 | 59% |
| No | 16 | 41% |
| Total | 39 | |

Question 11: Which days of the week do you receive deliveries?

Question 11 had 31 respondents and 138 responses (more than one response was allowed per respondent). The responses are summarised in Figure 11.

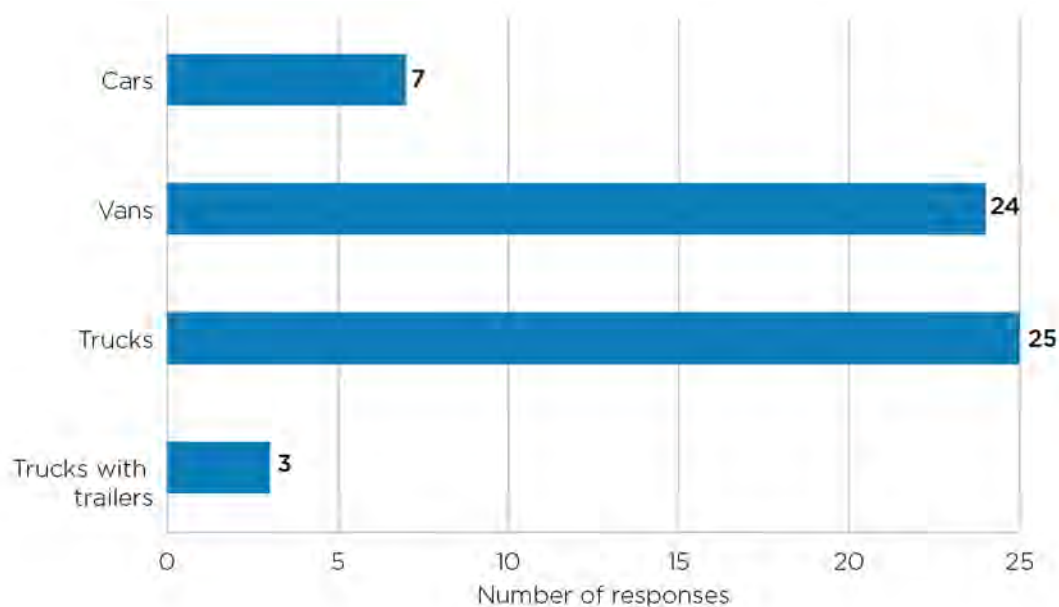
Figure 11



Question 12: How does your business receive deliveries?

Question 12 had 33 respondents and 59 responses (more than one response was allowed per respondent). The responses are summarised in Figure 12.

Figure 12



Question 13: How do your staff usually travel to work?

Responses to Question 13 are described in Table 11. Question 13 asked respondents to rank travel modes of staff from most common (1) to least common (5).

Table 11

| Response | Average ranking |
|-------------------|-----------------|
| Car | 1.05 |
| Walked only | 2.36 |
| Train then walked | 3.1 |
| Motorbike | 3.25 |
| Bicycle | 3.6 |
| Other | 5.4 |
| Bus, then walked | 5.5 |

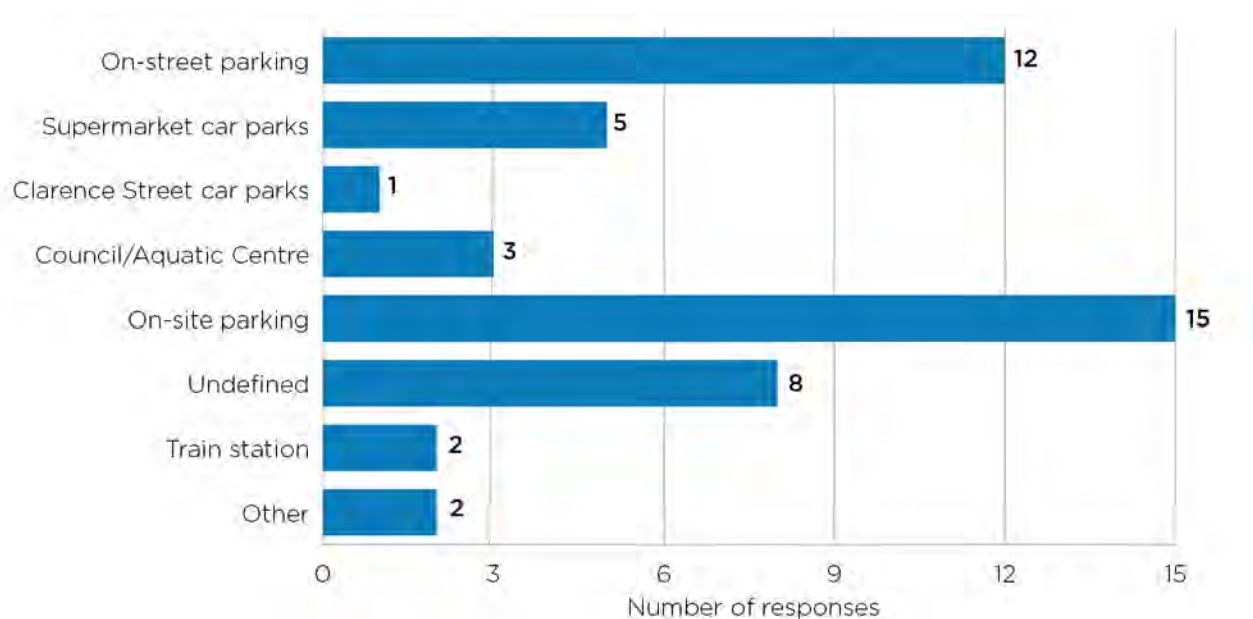
The rankings indicate that respondents believed most staff drive their cars to work.

While the rest of the rankings do suggest an order of uptake, the conversational responses provided when answering this question indicated that either all staff travelled by car, or in a few instances an individual staff member walked. Only one instance of a staff member travelling by train was reported.

Question 14: Where do your staff usually park?

This question had 41 respondents. Respondents were asked to specify the locations of staff parking and more than one response was allowed. The responses are summarised in Figure 13.

Figure 13



Question 15: Are there any transport or accessibility issues that may affect people's access to the town centre?

Responses to Question 15 are described in Table 12.

Table 12

| Response | Number of responses | Percentage of total responses |
|--------------|---------------------|-------------------------------|
| Yes | 32 | 86% |
| No | 5 | 14% |
| Total | 37 | |

The detailed responses from Question 15 have been summarised under the relevant Built Environment Theme.

Access and Connection

26 responses (70%) identified traffic flow as an issue along Argyle Street, Elizabeth Street and Clarence Street.

Two responses (5%) identified issues in freight and local deliveries between 8am and 4pm due to poor traffic flow and a limited number of crossings over the railway.

Comfort and Safety

Three responses (8%) identified comfort and safety issues including uneven footpaths and car parks leading to falls, and inadequate crossings for seniors.

One respondent spoke of the need to pause employment for workers travelling from Greater Sydney due to COVID-19 safety concerns when travelling on public transport.

Amenity and Use

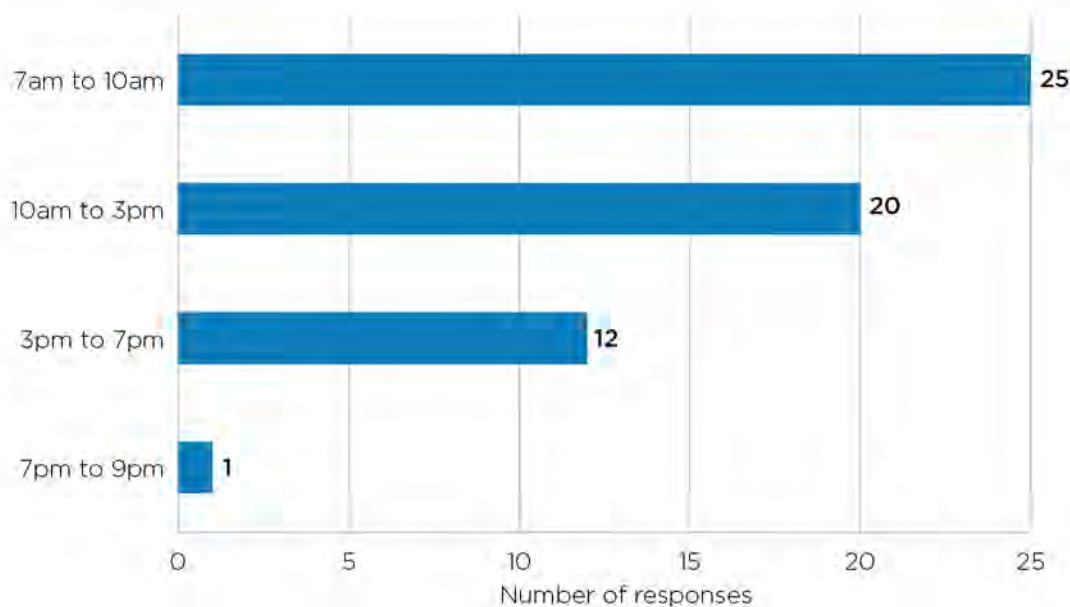
Six responses (16%) identify parking issues, including limited availability and the impact of on-street parking on traffic flow.

One respondent identified the need for improved active transport facilities.

Question 16: Which times do you receive deliveries?

Question 16 had 30 respondents. More than one response was allowed per respondent. The responses are summarised in Figure 14.

Figure 14



Question 17: Is there parking within your premises?

Responses to Question 17 are detailed in Table 13.

Table 13

| Response | Number of responses | Percentage of total responses |
|--------------|---------------------|-------------------------------|
| Yes | 29 | 71% |
| No | 12 | 29% |
| Total | 41 | |

Moss Vale Station upgrade

Who was engaged?

Interactive mapping tool: Nine place-based responses received

Survey: 59 responses were received through the online survey tool for users of Moss Vale Train Station

9

Place-based responses on the
interactive mapping tool

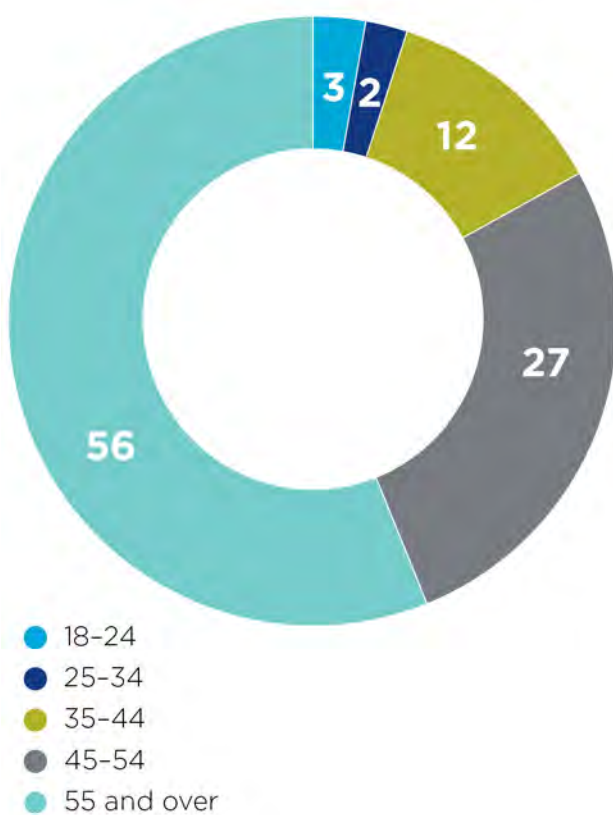
59

Online survey
responses

Question 1: Age of respondents

Responses to Question 1 are illustrated in Figure 15.

Figure 15



Question 2: Which suburb do you live in?

Responses to Question 2 are detailed in Table 14.

Table 14

| Response | Number of responses | Percentage of total responses |
|--------------------|---------------------|-------------------------------|
| Moss Vale, NSW | 42 | 71% |
| Bundanoon, NSW | 8 | 14% |
| Exeter, NSW | 2 | 3% |
| Sutton Forest, NSW | 1 | 2% |
| Glenquarry, NSW | 1 | 2% |
| Burrawang, NSW | 1 | 2% |
| Bowral, NSW | 1 | 2% |
| Burradoo, NSW | 1 | 2% |
| Avoca, NSW | 1 | 2% |
| Robertson, NSW | 1 | 2% |
| Total | 59 | |

Question 3: If you live in Moss Vale, how long have you lived there?

Responses to Question 3 are described in Table 15.

Table 15

| Response | Number of responses | Percentage of total responses |
|---------------------------|---------------------|-------------------------------|
| I don't live in Moss Vale | 14 | 24% |
| 1-5 years | 10 | 17% |
| 5-10 years | 16 | 27% |
| 10-20 years | 8 | 14% |
| More than 20 years | 11 | 19% |
| Total | 59 | |

It is noted that 71% of respondents indicated they live in Moss Vale in Question 2 compared with 76% in Question 3.

Question 4: For what purpose do you most often use Moss Vale Station?

Responses to Question 4 are described in Table 16.

Table 16

| Response | Number of Responses |
|-----------------------------|---------------------|
| Work | 19 |
| Leisure | 22 |
| Visit family and/or friends | 10 |
| Other | 6 |
| Total | 57 |

Question 5: Please specify how you most often use Moss Vale Station

Responses to this question were limited to six respondents. Two responses identified the use of the station once every few months. The remaining responses noted they use the train station to access the town centre, as part of a broader rail/car trip and for trips, or when travelling to Sydney's CBD and airport.

Question 6: How do you get to and from Moss Vale Station?

Responses to Question 6 are described in Table 17. More than one response was allowed.

Table 17

| Response | Number of Responses |
|-----------------------|---------------------|
| Walk | 33 |
| Bicycle | 3 |
| Car | 44 |
| Ride share or carpool | 3 |
| Bus | 3 |
| Taxi | 5 |
| Other | 4 |

Question 7: How easy is it for you to transfer between different modes of transport at Moss Vale Station?

There were 52 responses to Question 7. The detailed responses from Question 7 have been summarised under the relevant Built Environment Theme.

Access and Connection

26 responses (59%) identified ease in accessing and transferring between modes of transport.

Eight (15%) identified difficulty relating to access and connection issues, including: coordination of train services with bus services and availability of bus or other public transport options to and from the station.

Improved pedestrian access, including a pedestrian bridge from the north end of Argyle Street and better connectivity to walking and cycling paths.

Provision of pick-up and drop-off zones.

Comfort and Safety

Ten responses (19%) identified difficulty relating to safety and comfort including:

The steep incline of the stairs to access the station without infrastructure to support prams or wheelchairs.

Uneven and often slippery surfaces including paths and bridges.

Poor street lighting, road signage and marked pedestrian crossings.

Amenity and Use

Seven responses (13%) identified difficulty relating to walking and cycling infrastructure, including the need for lift access, bike facilities and improved footpaths.

Ten responses (19%) identified limited availability of parking infrastructure for train station customers.

Question 8: How often do you use Moss Vale Station as part of your journey?

Responses to Question 8 are described in Table 18. Respondents were given the example of bus and train services.

Table 18

| Response | Number of responses | Percentage of total responses |
|-------------------------|---------------------|-------------------------------|
| Every day | 6 | 10% |
| 2-3 times per week | 10 | 17% |
| Weekly | 7 | 12% |
| Fortnightly | 11 | 19% |
| Monthly | 8 | 14% |
| Every 2-3 months | 10 | 17% |
| Every 3-6 months | 3 | 5% |
| Every 6-12 months | 2 | 3% |
| Less than once per year | 2 | 3% |
| Total | 59 | |

Question 9: What times do you usually use Moss Vale Station as part of your journey?

Responses to Question 9 are described in Table 19. More than one response was allowed.

Table 19

| Response | Number of responses |
|--|---------------------|
| Morning peak (Between 6.30am and 9.30am) | 38 |
| Daytime | 28 |
| Afternoon peak (Between 3pm and 6pm) | 25 |
| Evening | 17 |
| Saturday | 20 |
| Sunday | 17 |
| Late night / early morning | 12 |

Question 10: Which exit or entrance do you normally use when arriving at or departing from Moss Vale Station?

Responses to Question 10 are described in Table 20.

Table 20

| Response | Number of responses | Percentage of total responses |
|---------------|---------------------|-------------------------------|
| Argyle Street | 36 | 50% |
| Lackey Road | 17 | 24% |
| Dalys Way | 19 | 26% |
| Total | 72 | |

Question 11: Do you have a disability or accessibility requirement that affects your use of public transport?

Responses to Question 11 are described in Table 21.

Table 21

| Response | Number of responses | Percentage of total responses |
|--------------|---------------------|-------------------------------|
| Yes | 8 | 14% |
| No | 51 | 86% |
| Total | 59 | |

Question 12: What improvements would you like to see happen at Moss Vale Station?

There were 59 respondents (the full amount of survey respondents) to Question 12. The detailed responses from Question 12 have been summarised under the relevant Built Environment Theme.

Access and Connection

11 responses (19%) identified a need for improvements to walking and cycling access, including the footpath from the car park, pedestrian crossing at the Dalys Way entrance, quality of walking surfaces, additional ramp and lift access from both sides of the rail station, ramp access to Lackey Road from the footbridge, and improved vehicle access from Dalys Way to Argyle Street.

Nine responses (15%) identified the need for an increase in frequency, reliability or the speed of rail services provided.

Five response (8%) identified the need to manage traffic congestion to improve journey time reliability when driving to the station.

Two responses (3%) also noted the importance of integration between rail services, bus services and peak transport times.

Amenity and Use

37 responses (63%) identified the need for improved facilities, including lift access, additional ramp access, additional parking including undercover parking and improvements to lighting and toilet facilities.

Comfort and Safety

Safety and comfort concerns were raised in 11 responses (19%), including limited safe areas for women, poor heating and lighting upgrades to the women's bathrooms, poor visibility from the waiting room, improved lifts and ramp access, improved lighting at road crossings and stairs/bridges, as well as a safer passage for pedestrians and traffic/cars parking at the railway station.

Character and Form

Two responses (3%) identified the need to retain and protect the heritage classification and qualities of the station.

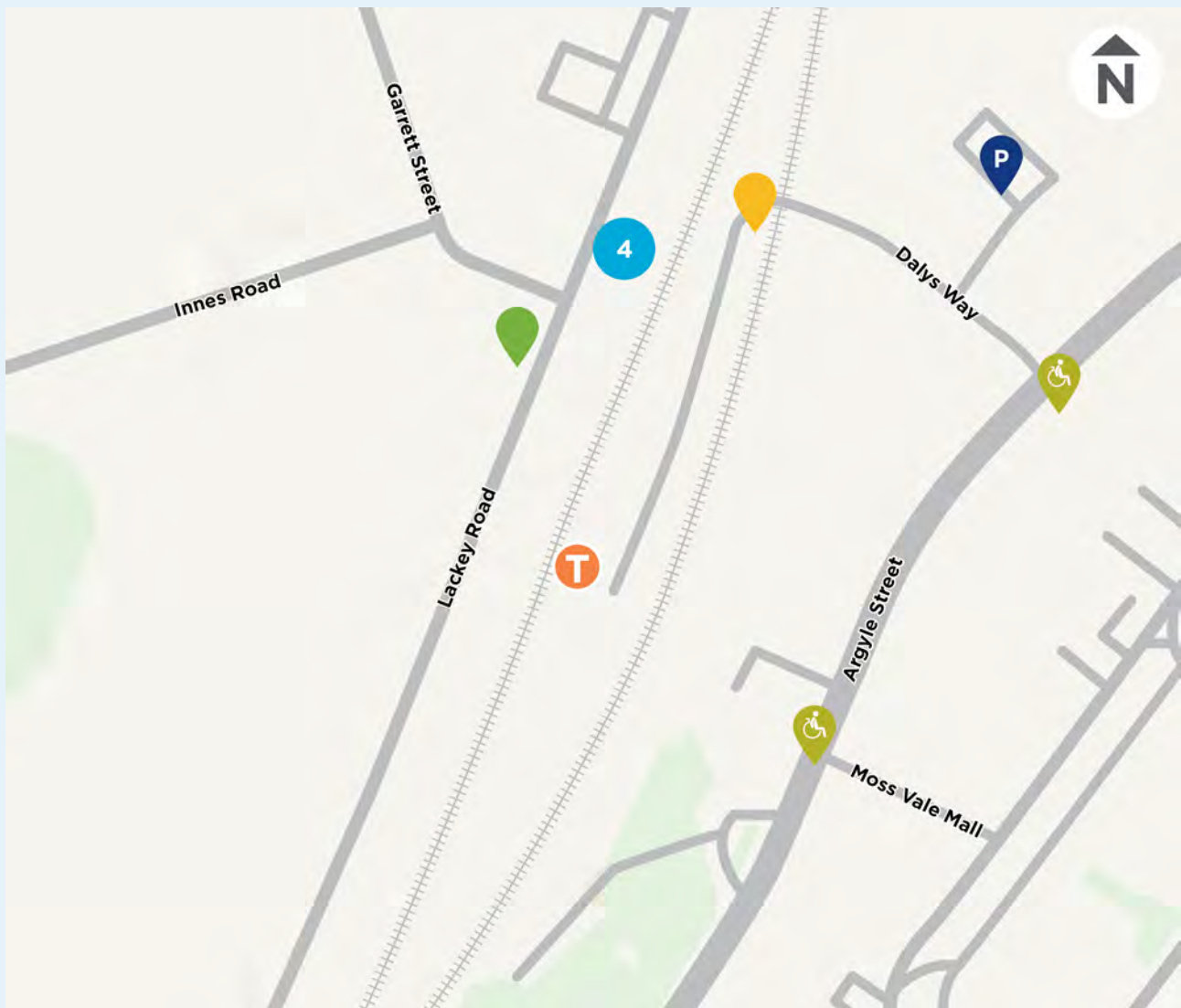
Place-based mapping

The interactive mapping tool captured 9 place-based responses on the Have Your Say website (Figure 16).

The responses included the following feedback:

- a pedestrian crossing at Dalys Way across Argyle Street and at Moss Vale Mall
- additional parking
- improved pedestrian access including additional ramp and lighting
- noise abatement infrastructure for residents on Lackey Road

Figure 16



Note: Online survey response locations depicted by coloured teardrop icons. Where responses overlap, the circles show the number of overlapping responses.





7. Consultation outcomes and next steps

Consultation outcomes

Community feedback on this project is helping to develop the preferred design for the Moss Vale Station upgrade.

Some of the responses we received have resulted in additional scope for the project. This includes:

- exploring opportunities to offset some removal of parking
- digital displays on platforms.

It was evident through consultation with local residents and the broader community that they value the local character and heritage features of the station precinct. Transport for NSW is committed to ongoing engagement with residents, council, stakeholders, heritage advisors, architects, station users and the community as the project progresses into the detailed design phase.

The responses we received regarding the transport improvements project will inform future planning for transport infrastructure projects in the region. Hearing from the community about their concerns/experiences with moving around Moss Vale will help to shape future projects, ensuring place-making and social value are carefully considered.

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

Transport for NSW will take the feedback received from the community to help refine and develop the detailed design for the station upgrade as well as inform the planning phase for future infrastructure projects in Moss Vale.

We are committed to working with the community as the plans for the upgraded train station develop. The next step will be releasing the detailed design and Review of Environmental Factors (REF).

Planning process

2002

The Australian Government released the Disability Standards for Accessible Public Transport 2002 (DSAPT). Under DSAPT, there is a requirement for the transport network to be 100 per cent compliant by December 2022.

March 2019

The NSW Government announces the Moss Vale Station upgrade project as part of the NSW State Election Commitments for 2019–2023.

October 2020

Economic stimulus funding is allocated to accelerate the project.

Early to mid-2021

Transport starts development of key scope items to achieve DSAPT compliance and improve pedestrian connectivity.

May-June 2021

Transport invites the community to provide feedback on key design considerations.

HAVE
YOUR
SAY

WE
ARE
HERE

Late 2021

Feedback from the community consultation is considered as part of the refinement process to prepare the detailed design of the proposed station upgrade.

Early 2022

A Review of Environmental Factors (REF) document is released and open for the community to comment on.

HAVE
YOUR
SAY



Moss Vale





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