

**Report to General Manager**

Attachments:

1. Draft Taxi and Ride Sourcing Strategy and Action Plan

SUBJECT: Draft North Sydney Council Taxi and Ride Sourcing Strategy and Action Plan**AUTHOR:** Iman Mohammadi, Traffic and Transport Engineer**ENDORSED BY:** Duncan Mitchell, Director Engineering and Property Services**EXECUTIVE SUMMARY:**

Council at its meeting on 29 April 2019 resolved Minute No. 98 – MM01: Additional Taxi Ranks in the North Sydney CBD:

1. *THAT Council staff review the space available within the North Sydney CBD for taxis and ride share drop-offs and pick-ups and report back to Council on options for increasing the number of spaces if required.*
2. *THAT Council consult with stakeholders in preparing the report.*

This report and accompanying “Taxi and Ride Sourcing Strategy and Action Plan” have been prepared in response to the Council’s resolution.

The Draft North Sydney Council Taxi and Ride Sourcing Strategy and Action Plan has been developed to review the current provision of taxi ranks within the North Sydney LGA and identify gaps between the provision and demand for taxi and ride sourcing parking facilities.

Currently there are fourteen (14) dedicated taxi zones located in the North Sydney LGA which comprise a total of 49 spaces. In order to determine the turnover rate of the existing taxi ranks within the North Sydney LGA, cameras were installed at nine busy taxi ranks for a period of 24 hours. Other less busy taxi ranks were visited for 15 minutes on a weekday by Council’s Traffic Engineer to determine the turnover rate.

This Strategy and Action Plan will assist Council to determine any new suitable locations for taxi zones and parking facilities for taxi and ride share users, whilst balancing the need for other types of parking from all other road users.

FINANCIAL IMPLICATIONS:

The related financial implications include the cost of investigation and implementation of the taxi and ride sourcing action plans. The estimated cost over three (3) years is \$6,000 per year for data collection and \$6,000 per year for implementation of the Action Plan (total cost \$36,000). The cost of implementing the action plans can be funded from Council’s Traffic Studies and Signs and Line Marking budgets.

RECOMMENDATION:

1. THAT the Draft “North Sydney Council Draft Taxi and Ride Sourcing Strategy and Action Plan” be placed on public exhibition for 28 days.

2. THAT should Council receive submissions, a further report be prepared for Council’s consideration. Should Council receive no submissions, Council consider the “North Sydney Council Taxi and Ride Sourcing Strategy and Action Plan” as adopted at the end of the closing period for submissions.

LINK TO COMMUNITY STRATEGIC PLAN

The relationship with the Community Strategic Plan is as follows:

- Direction: 2. Our Built Infrastructure
- Outcome: 2.3 Sustainable transport is encouraged
2.4 Improved traffic and parking management

BACKGROUND

Council at its meeting on 29 April 2019 resolved Minute No. 98 – MM01: Additional Taxi Ranks in the North Sydney CBD:

- 1. THAT Council staff review the space available within the North Sydney CBD for taxis and ride share drop-offs and pick-ups and report back to Council on options for increasing the number of spaces if required.*
- 2. THAT Council consult with stakeholders in preparing the report.*

The Draft North Sydney Council Taxi and Ride Sourcing Strategy and Action Plan (Strategy and Action Plan) has been developed to review the current provision of taxi ranks within the North Sydney LGA and identify gaps between the provision and demand for taxi and ride sourcing parking facilities. This will assist Council to determine any new suitable locations for taxi zones and parking facilities for taxi and ride share users, whilst balancing the need for other types of parking from all other road users.

The key objectives of this Strategy and Action Plan are to:

- Locate and map the existing taxi ranks within the North Sydney LGA and assess how much these ranks are utilised;
- Locate high demand drop off / pick up areas for ride sourcing within the North Sydney LGA;
- Review current legislative provisions for taxi and ride sourcing operators.
- Increase the drop-off and pick-up spaces for taxi and ride sourcing within the North Sydney LGA by changing existing parking restrictions.
- Establish criteria for future request for additional taxi/ride sourcing ranks/spaces within the North Sydney LGA.

CONSULTATION REQUIREMENTS

Community engagement will be undertaken in accordance with Council's Community Engagement Protocol.

Once adopted, appropriate community engagement will be undertaken for all individual projects identified in the Strategy and Action Plan in accordance with Council's Community Engagement Protocol prior to implementation.

SUSTAINABILITY STATEMENT

The following table provides a summary of the key sustainability implications:

QBL Pillar	Implications
Environment	<ul style="list-style-type: none">• Implementation of taxi and ride sourcing strategy and action plan supports the use of ride share and taxis which may result in less use of private vehicles, hence less traffic volume and less pollution
Social	<ul style="list-style-type: none">• Implementation of taxi and ride sourcing strategy and action plan will improve the existing taxi services and provide better ride sourcing facilities in the North Sydney LGA. This will have a positive impact on accessing public transport.• Implementation of taxi and ride sourcing strategy and action plan enables finite parking resources to be managed and used more efficiently.
Economic	<ul style="list-style-type: none">• Implementation of taxi and ride sourcing strategy and action plan will have a positive impact on the local commercial and retail areas by supporting local business activities, especially retail and hospitality.• Implementation of taxi and ride sourcing strategy and action plan may increase the economy in the North Sydney LGA by providing more public transport type services to the community
Governance	<ul style="list-style-type: none">• Implementation of taxi and ride sourcing strategy and action plan may reduce the legislative and enforcement issues currently occurring in the North Sydney LGA.• This draft policy has been developed in accordance with the:<ol style="list-style-type: none">i. Australia Standard AS2890.5 – On-street parkingii. Road Rules 2014iii. North Sydney Transport Strategy (2017)iv. North Sydney Integrated Traffic & Parking Strategy (2015)v. Passenger Transport (General) Regulation 2017vi. Point to Point Transport (Taxis and Hire Vehicles) Regulation 2017

DETAIL

Demand for Taxi and Ride Sourcing in the North Sydney LGA

Investigation of the taxi and ride sourcing high demand areas in the North Sydney LGA revealed demand for drop off/pick up spaces in certain areas. Refer to the map in Figure 1.

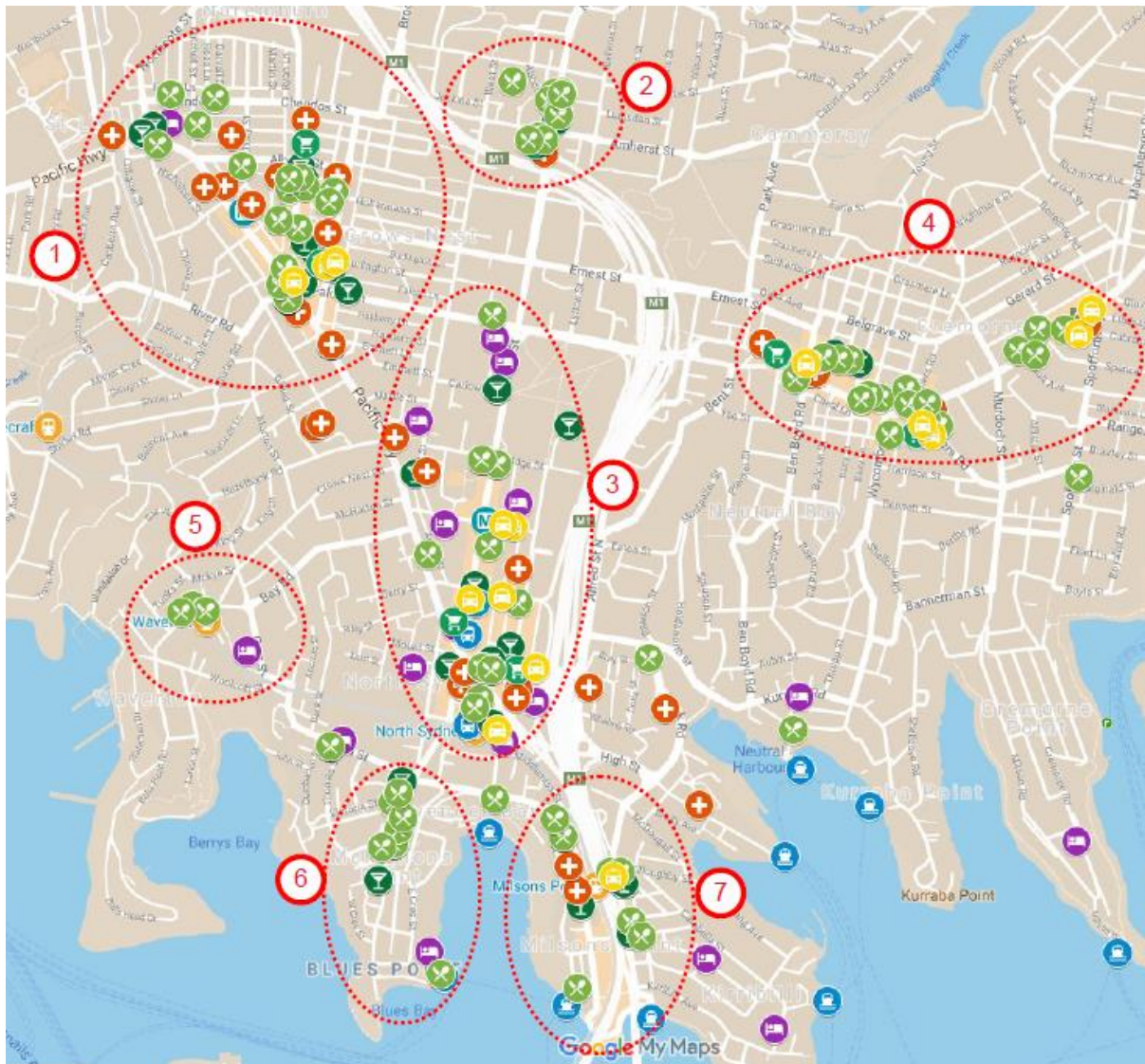


Figure 1: Map of key trip generations in the North Sydney LGA

The North Sydney LGA centre divided into seven (7) high demand areas for taxis and ride sourcing operators (high demand for pick up and drop off). These are:

LEGEND	
1.	Crows Nest/St Leonards
2.	Cammeray
3.	North Sydney
4.	Neutral Bay/Cremorne
5.	Waverton
6.	Blues Point Road
7.	Kirribilli/Milsons Point

LEGEND:	
Bus Interchange	
Ferry Wharf	
Train Station	
Metro (Future Stations)	
Hotels	
Restaurants	
Bars	
Shopping Centres	
Hospitals/Medical Centres	

Utilising Existing Taxi Ranks within the North Sydney LGA

In order to determine the turnover rate of the existing taxi ranks within the North Sydney LGA, cameras were installed at nine busy taxi ranks for a period of 24 hours. Other less busy taxi ranks were visited for 15 minutes on a weekday by Council's Traffic Engineer to determine the turnover rate.

Seven (7) high demand areas have been identified in the North Sydney LGA. Refer to Figure 1.

The outcome of this review found that the average peak time turnover across all 14 taxi zones is approximately 11.9 taxis per hour. The Taxi Zone locations have been classified as either Priority 1 or Priority 2.

Priority 1 locations have a relatively high or low turnover and therefore warrant changes to the parking restrictions to reflect current demand.

Priority 2 locations have turnover within acceptable ranges and no changes are required at this time.

Seven locations had turnover greater 5 or less than 2.5 taxis per hour per bay (Priority 1). These were located in Cremorne, Crows Nest, Neutral Bay and the North Sydney CBD.

Five (5) locations had turnover greater than 2.5 or less than 5 taxis per hour per bay (priority 2). These were located in sections of Crows Nest, Milsons Point Train Station, part of the North Sydney CBD and North Sydney Train Station.



Figure 2: Existing Taxi rank in Ben Boyd Road, Neutral Bay

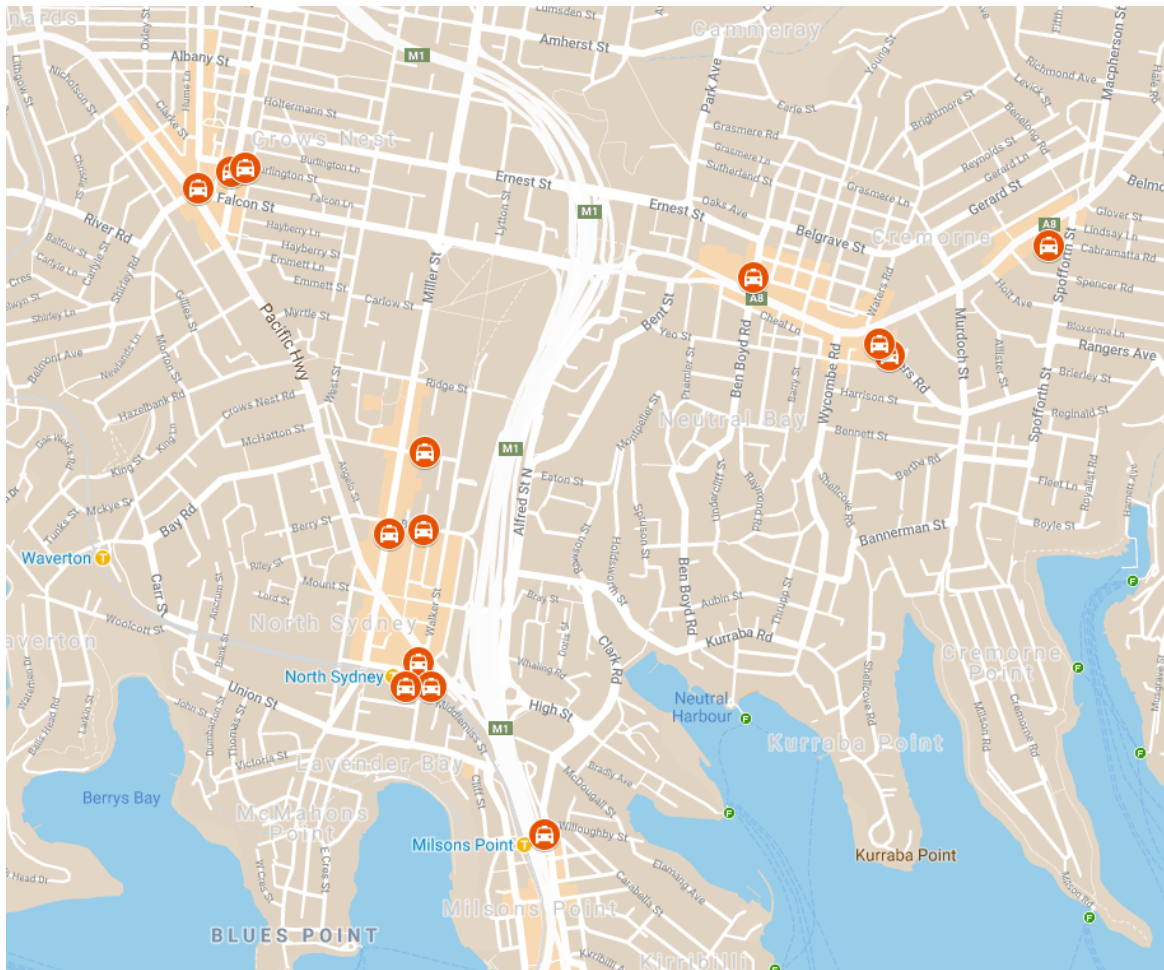


Figure 3: Map of existing 14 x taxi ranks Within the North Sydney LGA. These ranks currently comprise a total of 49 spaces



Figure 4: Police fining Taxis in North Sydney CBD, April 15, 2015

Source: <https://www.dailytelegraph.com.au/newslocal/north-shore/police-cracking-down-on-violent-cabbies-claiming-illegal-turf-in-north-sydney-cbd/news-story/d9053b90a18289daa8399c05caf4ba67>

Legislation and Enforcement

The NSW Road Rules 2014 currently in force allow a taxi driver to pull up to the kerb to pick up or set down a passenger in any legal parking space as well as a clearway, any driveway and any loading zone. Taxi drivers are not permitted to pick up passengers in No Stopping zones, within 10 metres of an intersection or in a bus zone.

Most issues with taxis in North Sydney area are not related to ranks or ranking but with potential customers hailing for taxis where there is nowhere for the taxi to stop other than double park (which causes an obstruction to all vehicles behind) or in a No Stopping zone where it creates a danger for other drivers and pedestrians by reducing the line of sight to an unacceptable level.

A particular issue in North Sydney is the willingness of taxi drivers to double park, stop in No Stopping zones and anywhere they can pick up a fare. These actions, particularly in the high traffic/high pedestrian environment of North Sydney, create an unsafe environment for pedestrians and all other road users.

Illegal taxi ranking prevents motorists using parking bays provided for private purposes as well as loading zones for approved loading operations. NSW Police and Transport for NSW Inspectors are authorised to issue on-the-spot penalty notices where illegal taxi ranking takes place, however Council Rangers are not authorised to issue penalties for this offence.

North Sydney Council Rangers do issue infringements to taxis for disobeying the Road Rules. Infringements by taxis make up 3.31% in 2016-2017, 1.42% in 2017-2018 and 2.23% in 2018-2019 of all parking infringements issued by Council. Statistics for ride sourcing vehicles are not available due to the way infringements are recorded.

The infringement records in the past three years revealed that most taxi infringements are issued around Crows Nest and North Sydney CBD taxi ranks.

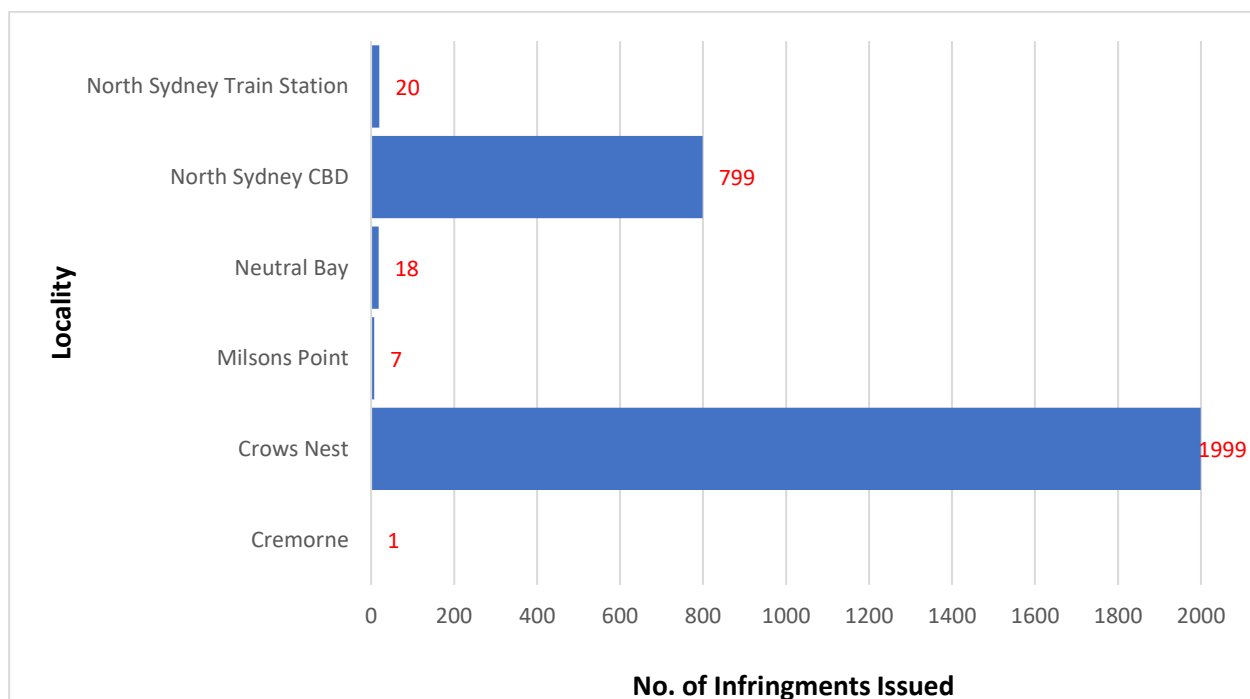


Figure 5: Figure 5: Taxi infringements issued in the North Sydney LGA (2016-2019)

Council records for a period of three years from 2016 to 2019 also reveal that taxi drivers have been issued with infringement notices at the following locations.

- **Falcon Street:** (total of 1,579 infringements)
- **Berry Street:** (total of 636 infringements)
- **Pacific Highway:** (total of 380 infringements)
- **Walker Street:** (total of 242 infringements)
- **Miller Street:** (total of 158 infringements)

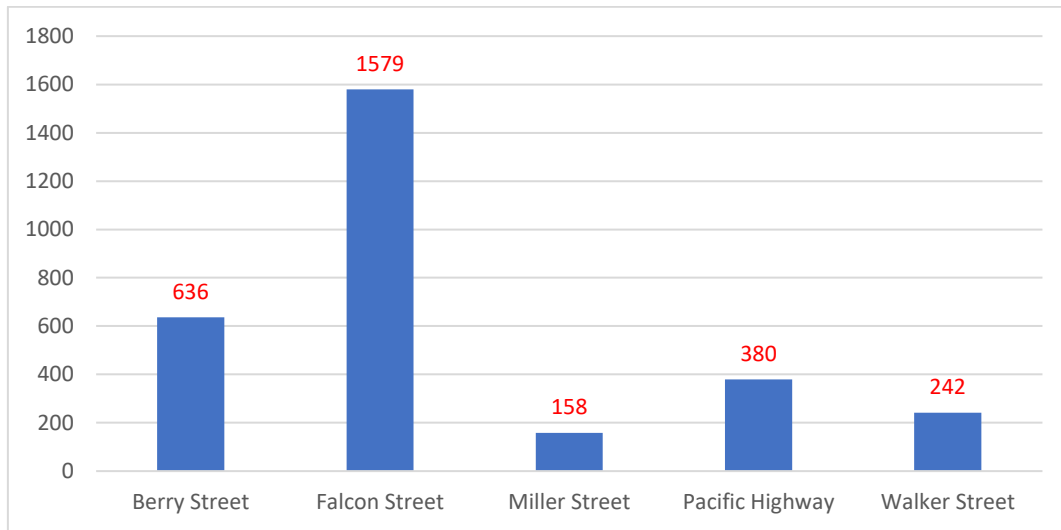


Figure 6: Taxi infringements by street of offence (2016-2019)

It was also revealed that most of infringement notices issued were related to disobeying the No Stopping restrictions, stop in bus zone and stop on side of road with yellow edge line.

- **Disobey No Stopping sign:** (total of 2,485 infringements)
- **Stop in Bus Zone (not clearway or transit/bus lane):** (total of 333 infringements)
- **Stop at side of road with continuous yellow edge line:** (total of 281 infringements)

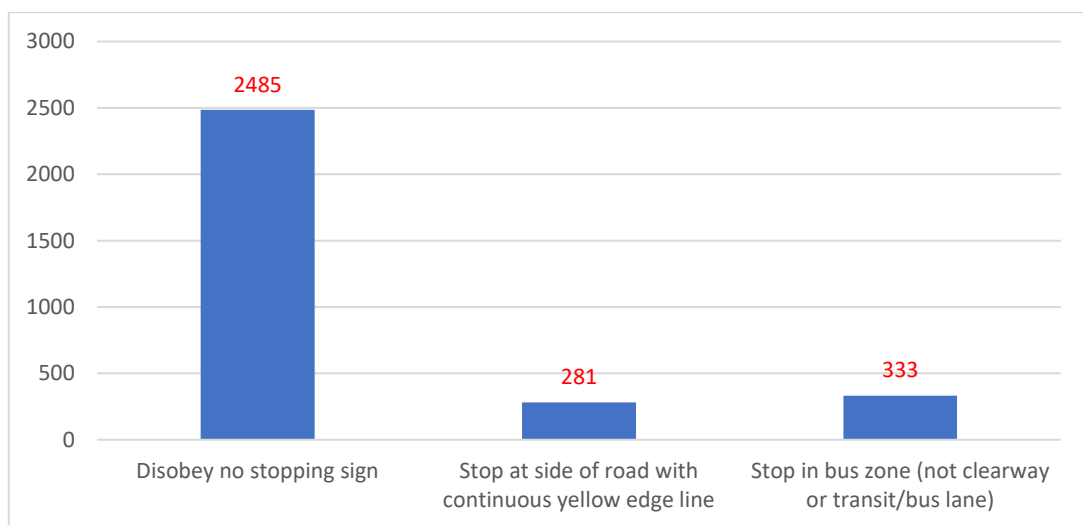


Figure 7: Taxi infringements by type of offence (2016-2019)

Details of Ride Sourcing

Ride sourcing, sometimes referred to as ride-sharing, is an ongoing arrangement where a driver makes a car available for public hire for passengers, a passenger uses a third-party digital platform, such as a website or an app to request a ride and the driver uses the car to transport the passenger for payment. For the purpose of this strategy the term “ride sourcing” is used.

Currently there are nine ride sourcing companies operating in NSW. These companies are: Blacklane, Bridji, Go Catch, Jayride, Ola, Shebah, Talixo, Toodooloo and Uber.

Ride sourcing services have been operating in Australia for approximately 6 years. Statistics from one ride sourcing company revealed that the drop off/pick up concentration in North Sydney LGA is similar to the high demand area for taxis and ride sourcing as shown on Figure 1.

Unlike the taxi industry, the legislation does not allow any exemptions for ride sourcing drivers to pull up to the kerb to pick up or set down a passenger in a clearway or any taxi zone. Also, ride sourcing vehicles are not permitted to pick up passengers in “No Stopping” zones, within 10 metres of an intersection or in a bus zone.

Ride sourcing drivers are strictly required to obey the Road Rules and pick up/drop off passengers at any legal parking spaces. Occasionally and for large events, ride sourcing vehicles are provided a dedicated area to drop off/pick up passenger under supervision of event organisers.

Recommendations:

Analysing the current taxi ranks turnover data, the following approach was applied to establish a Strategy and Action Plan to improve the existing taxi rank capacity and assess any future requests for new taxi ranks within the North Sydney LGA.

The average “Peak Turnover Rate per Hour per Bay” (PTRHB) of all the taxi ranks is 3 taxis which is a reasonable turnover for a taxi rank in North Sydney LGA during peak hours. This value was used as a baseline target for each bay in each taxi rank.

Recommendations for the existing Taxi ranks are produced in Table 1 below which results in the overall nett increase in taxi spaces by 2.

It is recommended that the taxi bays removed at the existing underutilised taxi ranks be relocated to higher demand location elsewhere in the North Sydney LGA subject to future requests from NSW Taxi Council and consultation with all stakeholders.

Any future requests for additional taxi spaces in North Sydney LGA, to be accommodated in the new “No Parking” and outside the “Loading Zones” operational times if the statistics show that at least 75% of drop off/pickups are being serviced by taxis in the requested zones/areas.

Taxis

Analysing the current taxi ranks data, the following approach was applied to establish a strategy and action plan to improve the existing taxi rank and assess any future requests for new taxi ranks within the North Sydney LGA.

The average “Peak Turnover Rate per Hour per Bay” (PTRHB) of all the taxi ranks is 3 which is a reasonable turnover for a taxi rank in North Sydney LGA during peak hours. This value was used as a baseline target for each bay in each taxi rank:

- **High-Range Taxi Ranks:** Taxi ranks with more than 3 PTRHB (greater than 100% turnover) is recommended for additional bays.
- **Mid-Range Taxi Ranks:** Taxi ranks between 2 and 3 PTRHB (between 70% and 100% turnover) is recommended for the number of taxi bays to retain the same.
- **Low-Range Taxi Ranks:** Taxi ranks with less than 2 PTRHB (less than 70% turnover) is recommended for reduction in taxi bays.
- The total current available bays are multiplied by this value to determine the final changes in the number of bays, rounded up/down to the nearest whole number.
- Adjustment to some taxi ranks were made due to their unique situations.

Cremorne

- The PTRHB at **Cabramatta Road**'s Taxi rank is 53% which falls into the Low-range taxi ranks. It is recommended that the taxi rank be reduced by 2 bays and leaving a total number of 3 bays.

Crows Nest

- The PTRHB at **Alexander Street** Taxi rank is 89% which falls into the Mid-Range taxi ranks, therefore no changes to the number of bays at this rank.
- The PTRHB at **Burlington Street** is 67% which falls into the Low-Range taxi ranks. It is recommended that the taxi rank be reduced by 1 bay and leaving a total number of 1 bay.

The combined PTRHB at **Willoughby Road** and **Angle parking spaces** is 119% which falls into the High-Range taxi ranks. Due to the use of unrestricted angle parking spaces on the eastern side of Willoughby Road by taxis, it is recommended that the taxi rank be retained, and 4 additional taxi spaces be provided on the eastern side of Willoughby Road (angle parking spaces) between 10pm-7am Mon-Fri. It is recommended that the taxi rank be increased by 4 bays, leaving a total number of 6 bays.

Milsons Point Train Station

- The PTRHB at **Ennis Road** is 100% which falls into the Mid-Range taxi ranks with no changes.

Neutral Bay

- The PTRHB at **Ben Boyd Road** (including the 2 Loading Zone spaces closer to Military Rd intersection) is 213% which falls into the High-Range taxi ranks. It is recommended that the taxi rank be increased by 3 bays and leaving a total number of 6 bays including Loading zones either sides of Taxi Rank.
 - The PTRHB at **Rangers Road (Location 1, part time taxi zone)** is 47% which falls into the Low-Range taxi ranks. This will result in loss of 3 bays and leaving a total number of bays to 2.
 - The PTRHB at **Rangers Road (Location 2, full time taxi zone)** is 50% which falls into the Low-Range taxi ranks. It is recommended that the taxi rank be reduced by 1 bay and leaving a total number of 1 bay.
-

North Sydney CBD

- The PTRHB at **Berry Street** is 100% which falls into the Mid-Range taxi ranks with no changes.
- The PTRHB at **McLaren Street** is 200% which falls into the High-Range taxi ranks. It is recommended that the taxi rank be increased by 2 bays and leaving a total number of 4 bays.
- The PTRHB at **Miller Street** is 133% which falls into the High-Range taxi ranks. It is recommended that the taxi rank be increased by 1 bay and leaving a total number of 2 bays. This can be reviewed/implemented once the Sydney Metro development is complete.

North Sydney Train Station

- The combined PTRHB at **Blue Street fronting Harbourview Hotel (North side), (South side) and Blue Street and fronting Harbourview** is 98% which falls into the Mid-Range taxi ranks.

These taxi ranks operate in loop; hence their combined turnover was used for the purpose of this strategy. It is recommended that the taxi rank be retained therefore no changes to the number of taxi rank bays.

No.	Locality	Address	Existing Restriction	Peak Time	Total Bays	Peak Priority	(Peak time Avg Turnover Rate / hr /Bay) / (reasonable turnover) %	Impact on Taxi Spaces	Nett Gain / Loss	Proposed total Bays	Recommendations	Impact on Adjacent parking	
1	Cremerne	Cabramatta Road	Taxi Zone	-	5	1	53%	Nett Loss	-2	3	2 Taxi spaces be converted to 1P 8:30am-6pm Mon-Fri , 8:30am-4pm Sat	increase in timed parking spaces by 2	
2	Crows Nest	Burlington Street	Taxi Zone	-	2	1	67%	Nett Loss	-1	1	1 Taxi space be converted to 1P 8:30am-6pm Mon-Fri , 8:30am-12:30pm Sat	increase in timed parking spaces by 1	
3	Crows Nest	Willoughby Road	Loading Zone 7am - 1pm Mon - Sat 1/4 Hour Parking 1pm - 6pm Mon - Sat 7am - 6pm Sun Taxi Zone 10pm - 7am Mon - Sun	12:30am - 1:30am	3	1	119%	Nett Gain	3	6	4 additional taxi spaces be provided on the eastern side of Willoughby Road (angle parking spaces) between the hours of 10pm-7am Mon-Fri.	Reduction in 4 unrestricted parking spaces between the hours of 10pm-7am Mon-Fri.	
			Angle Parking Unrestricted 10pm-8:30am	1:15am - 2:15am	7	1							
4	Neutral Bay	Ben Boyd Road *(total bays used for survey includes 2 Loading Zone spaces)	No Stopping 6.30am - 9.30am, 3.30pm - 6.30pm Mon - Fri Loading Zone 9.30am - 3.30pm Mon - Fri Taxi Zone other times	11:30pm - 12:30 am	5	1	213%	Nett Gain	3	6	3 additional taxi spaces be provided on the northern and southern sides of the existing Taxi Rank between the hours of 6:30pm - 6:30am Mon-Sun	1) Reduction in time for 2 Loading Zone spaces from 6:30pm - 6:30am Mon-Sun, 2) Reduction in 1 unrestricted parking from 6:30pm - 6:30am Mon-Sun	
5	Neutral Bay	Rangers Road	Bus Zone 5.45am - 10am, 5.45pm - 11.45pm Mon - Sun Taxi Zone other times	10am - 11am	5	1	47%	Nett Loss	-3	2	3 Taxi spaces be converted to 1P Meter Parking 10:00am - 5:45pm Mon - Fri, 10:00am - 12.30pm Sat	increase in timed parking spaces by 3	
6	Neutral Bay	Rangers Road	Taxi Zone	2:45 pm - 3:45pm	2	1	50%	Nett Loss	-1	1	4 Taxi spaces be converted to 1P Meter Parking 8.30am - 6pm Mon - Fri 8.30am - 12.30pm Sat	increase in timed parking spaces by 1	
7	North Sydney CBD	McLaren Street	Taxi Zone	5:30pm - 6:30pm	2	1	200%	Nett Gain	2	4	2 additional taxi spaces be provided on the western side of McLaren Street	Reduction in 2 Metered parking spaces	
8	North Sydney CBD	Miller Street	Taxi Zone Clearway 6am - 10am Mon - Fri	-	1	2	133%	Nett Gain	1	2	1 additional taxi space be provided on the eastern side of Miller Street	Reduction in 1 Metered parking space	
Existing Total number of Taxi spaces					49		Proposed Total number of Taxi spaces					51	

Table 1: Existing Taxi Zones Recommendations – Priority 1

No.	Locality	Address	Existing Restriction	Peak Time	Total Bays	Peak Priority	(Peak time Avg Turnover Rate / hr / Bay) / (reasonable turnover) %	Impact on Taxi Spaces	Nett Gain / Loss	Proposed total Bays	Recommendations	Impact on Adjacent parking
9	North Sydney Train Station	Blue Street fronting Harbourview Hotel (North)	Bus Zone 6pm-7am Mon-Fri, All Day Sat-Sun Taxi zone - All Other times	3pm - 4pm	6	2	98%	Retain	0	6	No changes	N/A
10	North Sydney Train Station	Blue Street fronting Harbourview Hotel (South)	Taxi Zone	7:15am - 8:15am	5	2	98%	Retain	0	5	No changes	N/A
11	North Sydney Train Station	Blue Street Train station	Taxi Zone	7:15am - 8:15am	3	2	98%	Retain	0	3	No changes	N/A
12	Crows Nest	Alexander Street	Taxi zone	-	3	2	89%	Retain	0	3	No changes	N/A
13	Milsons Point Train Station	Ennis Road	Taxi Zone	4pm - 5pm	5	2	100%	Retain	0	5	No changes	N/A
14	North Sydney CBD	Berry Street	1P Meter Parking 10am - 3pm Mon - Fri 4P 10am Sat - 7pm Sun Taxi Zone All other times	10pm - 11pm	4	2	100%	Retain	0	4	No changes	N/A

Table 2: Existing Taxi Zones Recommendations – Priority 2

Action Plan

An action plan has been developed and priorities established, based on the turnover rate of each area, with the objective of providing more opportunities for taxis and ride sourcing in the North Sydney LGA in the areas with the highest demand and consolidating drop-off and pick-up facilities in the lower demand areas. Refer to the Action Plan in Table 1.

Action	Location(s)	Action Description	Priority	Timeframe
1	<ul style="list-style-type: none"> • Willoughby Road, Crows Nest • Ben Boyd Road, Neutral Bay • McLaren Street, North Sydney • Miller Street, North Sydney 	Increase Taxi zone spaces as per recommendations in Table 6 (Nett GAIN of 9 spaces)	1	2019/2020
2	<ul style="list-style-type: none"> • Cabramatta Road, Cremorne • Burlington Street, Crows Nest • Rangers Road, Neutral Bay 	Reduce Taxi zone spaces as per recommendations in Table 6 (Nett LOSS of 7 spaces)	1	2019/2020
3	Ride Sourcing High Demand Areas. (Taxis are already permitted to drop off/pick up passengers at these locations)	Provide online map for Ride Share operators of existing loading zones and No Parking zones in High Demand areas (as per Figure 16)	1	2019/2020
4	Ride Sourcing High Demand Areas. (Taxis are already permitted to drop off/pick up passengers at these locations)	Introduce “No Parking” restriction outside the existing part-time loading zone/times	2	2020/2021
5	Ride Sourcing High Demand Areas. (Taxis are already permitted to drop off/pick up passengers at these locations)	<ol style="list-style-type: none"> 1. Convert the existing full time “Loading Zone” to Part time “Loading Zone”. 2. Introduce “No Parking” restriction outside the new part-time loading zone/times 	2	2020/2021
6	Ride Sourcing High Demand Areas. (Taxis are already permitted to drop off/pick up passengers at these locations)	Extend operating times of part-time “No Parking” zones to provide additional drop-off and pick-up zones outside the existing “No Parking” times in High Demand areas	3	2021/2022
7	Review outcomes of Taxi and Ride Sourcing Strategy and Action Plan	<ol style="list-style-type: none"> 1. Monitor number of infringements issued to taxis over the next 2 years. 2. Monitor number of taxi and ride sourcing trips to/from the North Sydney LGA over the next 2 years 	3	2021/2022

Table 3: Taxi and ride sourcing action plan

Community Consultation Processes

It is proposed that the Draft North Sydney Council Taxi and Ride Sourcing Strategy and Action Plan will be placed on Public Exhibition for 28 days prior to formal adoption by Council. The adopted Strategy and Action Plan will be available on Council's website for public access, hard copies will be available at Customer Service and the Library. Notifications will be sent to key stakeholders including local Chambers of Commerce, Precinct Committees, NSW Taxi Council, Taxi operators and ride sourcing companies.

Conclusion

The objective of this Strategy and Action Plan is not to reduce the amount of parking capacity on the streets and roads in North Sydney LGA by simply increasing the size of taxi ranks.

More opportunities for taxis and ride sourcing operators and all other road users can be provided to pick up and drop off passengers, by changing parking restrictions in areas of high demand.

This is achieved by introducing "No Parking" restriction outside the existing "Part time Loading Zone" operating hours. Additionally, changing the "Full time Loading Zones" to "Part time Loading Zones" and introduce "No Parking" restriction outside the Loading zone operating hours.

The proposed action plan will be monitored by Council once implemented, to measure the success/failure of the Strategy and Action Plan. This will be achieved by:

- Monitoring the number of infringements issued to taxis over the next 2 years and comparing the results with previous years.
- Monitoring the number of taxi and ride sourcing trips to/from the North Sydney LGA over the next 2 years and comparing the results with previous years.

The Strategy and Action Plan will be reviewed annually.

**TAXI AND
RIDE SOURCING
STRATEGY &
ACTION PLAN**

NORTH SYDNEY COUNCIL



2019

Table of Contents

1	Executive Summary	2
2	Definition	3
3	Key Objectives	3
4	Current Taxi and ride sourcing demand and utilisation	4
4.1	Existing taxi ranks in North Sydney LGA	6
4.2	Utilising existing taxi ranks within the North Sydney LGA	7
4.2.1	Cremorne	8
4.2.2	Crows Nest.....	8
4.2.3	Milsons Point Train Station.....	8
4.2.4	Neutral Bay.....	9
4.2.5	North Sydney CBD.....	10
4.2.6	North Sydney Train Station	11
4.2.7	Summary and findings	12
5	Legislation and Enforcement	17
5.1	Taxis.....	17
5.2	Ride sourcing groups.....	19
5.3	Summary of legislative provisions for taxi and ride sourcing.	19
6	Recommendations	21
	Taxis.....	21
	Ride Sourcing.....	25
7	Action Plan.....	27
8	Related Strategies, Policies and References:	29

1 Executive Summary

This Taxi and Ride Sourcing Strategy and Action Plan has been developed by Council's Traffic and Transport Operations business unit to review the existing taxi zones and consider what are the trip attractors that generate demand for taxis and ride sourcing in the North Sydney LGA.

The Strategy and Action Plan also identifies opportunities to increase taxi spaces and introduce new spaces for ride sourcing in high demand areas, while consolidating taxi zones in lower demand areas. The strategy maps land uses which are likely to generate the highest demand for taxi and ride sharing (Figure 1) and identifies the existing taxi ranks in the North Sydney LGA (Figure 2). Drop-off and pick-up statistics for the North Sydney LGA from one major ride sourcing company was also compared and produced similar findings to Council's analysis

In addition, data for the North Sydney LGA provided by NSW Taxi Council in August 2019, revealed that North Sydney CBD had the highest taxi pickups followed by Crows Nest and Neutral Bay, which is consistent with the above findings.

Investigations and observations were undertaken at each of the 14 existing Taxi Zones in the North Sydney LGA to determine utilisation and peak demand for each Taxi Zone. The Strategy uses the relative turnover rates and findings from these investigations to recommend an Action Plan to manage and extend the provision of Taxi Zones and ride share parking facilities based on demand.

The key strategic instrument used to increase the ability for taxis, ride sourcing operators and all other road users to pick up and drop off passengers is to simply change the existing parking restriction in areas of high demand.

This is achieved by introducing "No Parking" restriction outside the existing "Part time Loading Zone" operating hours. Additionally, changing the "Full time Loading Zones" to "Part time Loading Zones" and introduce "No Parking" restriction outside the Loading zone operating hours.

This allows for more opportunities for taxis and ride sourcing operators and all road users to pick up and drop off passengers.

These proposed changes are permissible under the current legislative provisions for taxis and ride sourcing services and will allow taxis and ride sourcing vehicles to stop legally to pick up and drop off without attracting an infringement.

Modifications to the number of zones and/or spaces for drop-off and pick-up purposes for taxi and ride sourcing within the North Sydney LGA will be subject to the current and forecast future demands around the North Sydney LGA.

A set of criteria has been established for future requests for additional taxi/ride sourcing ranks/spaces within the North Sydney LGA to ensure a systematic and consistent approach is achieved.

2 Definition

Ride sourcing, sometimes referred to as ride-sharing, is an ongoing arrangement where a driver makes a car available for public hire for passengers, a passenger uses a third-party digital platform, such as a website or an app to request a ride and the driver uses the car to transport the passenger in return for payment. For the purpose of this strategy the term "ride sourcing" is used.

3 Key Objectives

The key objectives of this strategy are to:

- Locate and map the existing taxi ranks within the North Sydney LGA and assess how much these ranks are utilised;
- Locate high demand drop off / pick up areas for ride sourcing within the North Sydney LGA;
- Review current legislative provisions for taxi and ride sourcing operators.
- Increase the drop-off and pick-up spaces for taxi and ride sourcing within the North Sydney LGA by changing existing parking restrictions.
- Establish criteria for future request for additional taxi/ride sourcing ranks/spaces within the North Sydney LGA.

Strategic Planning Context

The North Sydney Transport Strategy (2017) recognised ride sourcing as an emerging trend which has the potential to significantly change the number of distance journeys and/or the way that individuals travel.

In addition, the North Sydney Community Strategic Plan 2018-2028 objectives include promoting sustainable transport options, prioritising walking and cycling and minimising reliance on motor vehicles (Direction 2).

"The way people move around North Sydney will have improved. North Sydney has integrated transport system that make it easy to get to and around the local government area. North Sydney has a wide choice of transport. People can cycle, walk, take public transport or drive a vehicle. Public transport is efficient offering a good alternative to cars. Car ownership will decrease as more people take up car share options."

North Sydney Transport Strategy 2017, Direction 2 Our Built Infrastructure

The following outcomes and strategies are stated in the North Sydney Community Strategic Plan 2018-2028.

2.3 Sustainable transport is encouraged:

2.3.1 Facilitate, advocate and provide opportunities for improved public transport use, alternative modes of transport and end of trip facilities

2.3.3 Incentivise use of public transport and lower impact vehicles

2.3.6 Examine new forms of travel, including driverless cars

2.4 Improved traffic and parking management

2.4.1 Plan, design, investigate and manage traffic to minimise its adverse impacts on people, car commuters and through traffic

2.4.3 Provide integrated and efficient on-street and off-street parking options in residential and commercial areas

This strategy and action plan have been developed to review the current provision of taxi ranks within the North Sydney LGA and identify gaps between the provision and demand for taxi and ride sourcing parking facilities. This will assist Council to determine the most suitable locations for taxi zones and parking facilities for taxi and ride share users, whilst balancing the need for other types of parking from other road users.

4 Current Taxi and ride sourcing demand and utilisation

Taxis and ride sourcing are typically used for point to point transport. The venues that generate the most demand for taxis and ride sourcing include, but are not limited to, business and commercial zones, shopping centers, train stations, ferry wharf, bus interchanges, hotels and other types of accommodations, bars/pubs, hospitals and medical centers.

These trip attractions in the North Sydney LGA were identified and plotted on the map in Figure 1 and can be divided into seven (7) high demand zones.

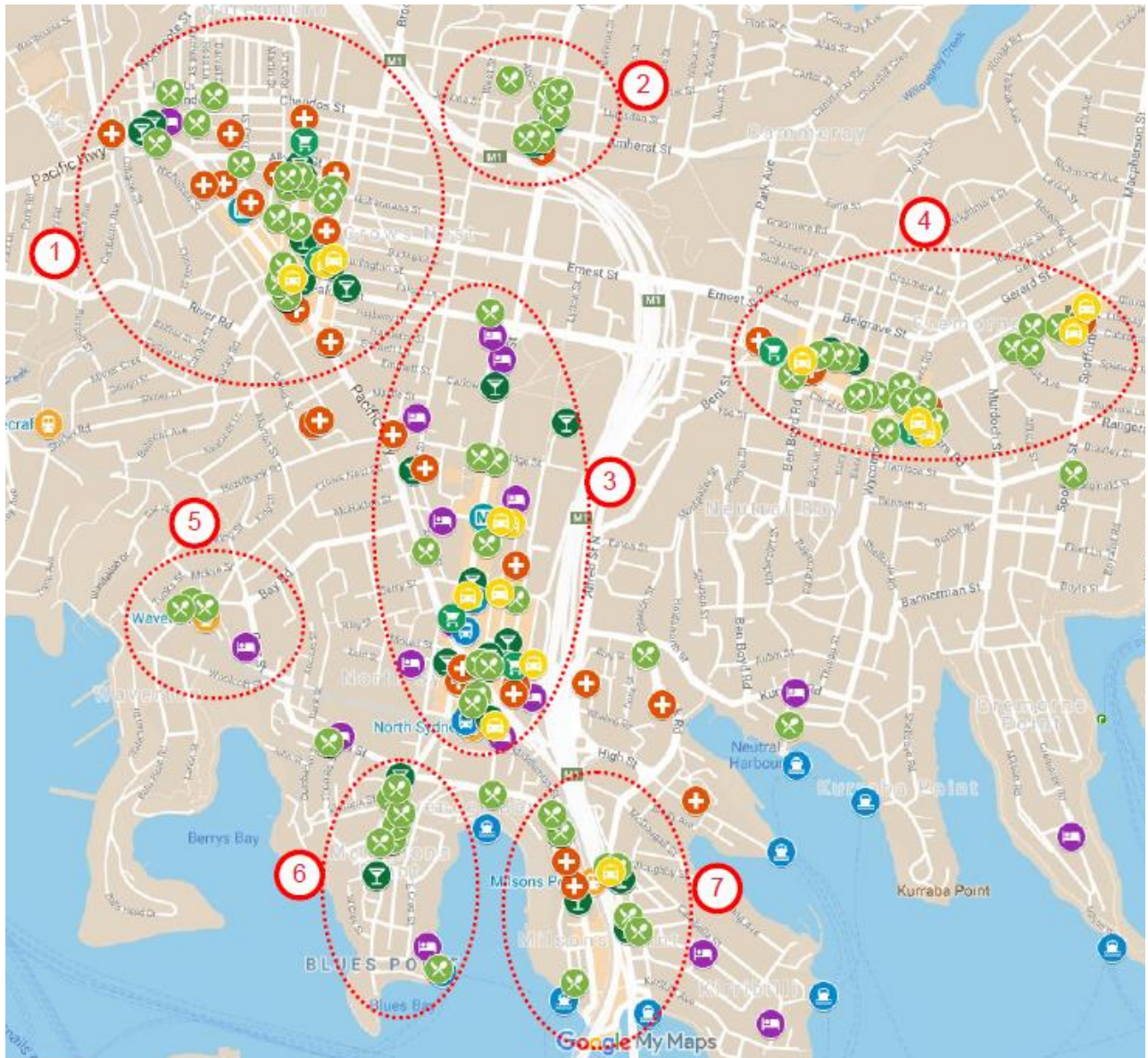


Figure 1 Map of key trip generations in the North Sydney LGA

LEGEND	
1.	Crows Nest/St Leonards
2.	Cammeray
3.	North Sydney
4.	Neutral Bay/Cremorne
5.	Waverton
6.	Blues Point Road
7.	Kirribilli/Milsons Point

LEGEND:			
Bus Interchange		Restaurants	
Ferry Wharf		Bars	
Train Station		Shopping Centres	
Metro (Future Stations)		Hospitals/Medical Centres	
Hotels			

4.1 Existing taxi ranks in North Sydney LGA

Currently there are 14 formalised taxi zones within the North Sydney LGA with approximately 49 spaces. These taxi zones are located in the areas shown in Table 1 and Figure 2.

Locality	No. of taxi zones	Number of spaces
Cremorne	1	5
Crows Nest	3	8
Milsons Point Train Station	1	5
Neutral Bay	3	10
North Sydney CBD	3	7
North Sydney Train Station	3	14
Total	14	49

Table 1: Taxi Zone locations

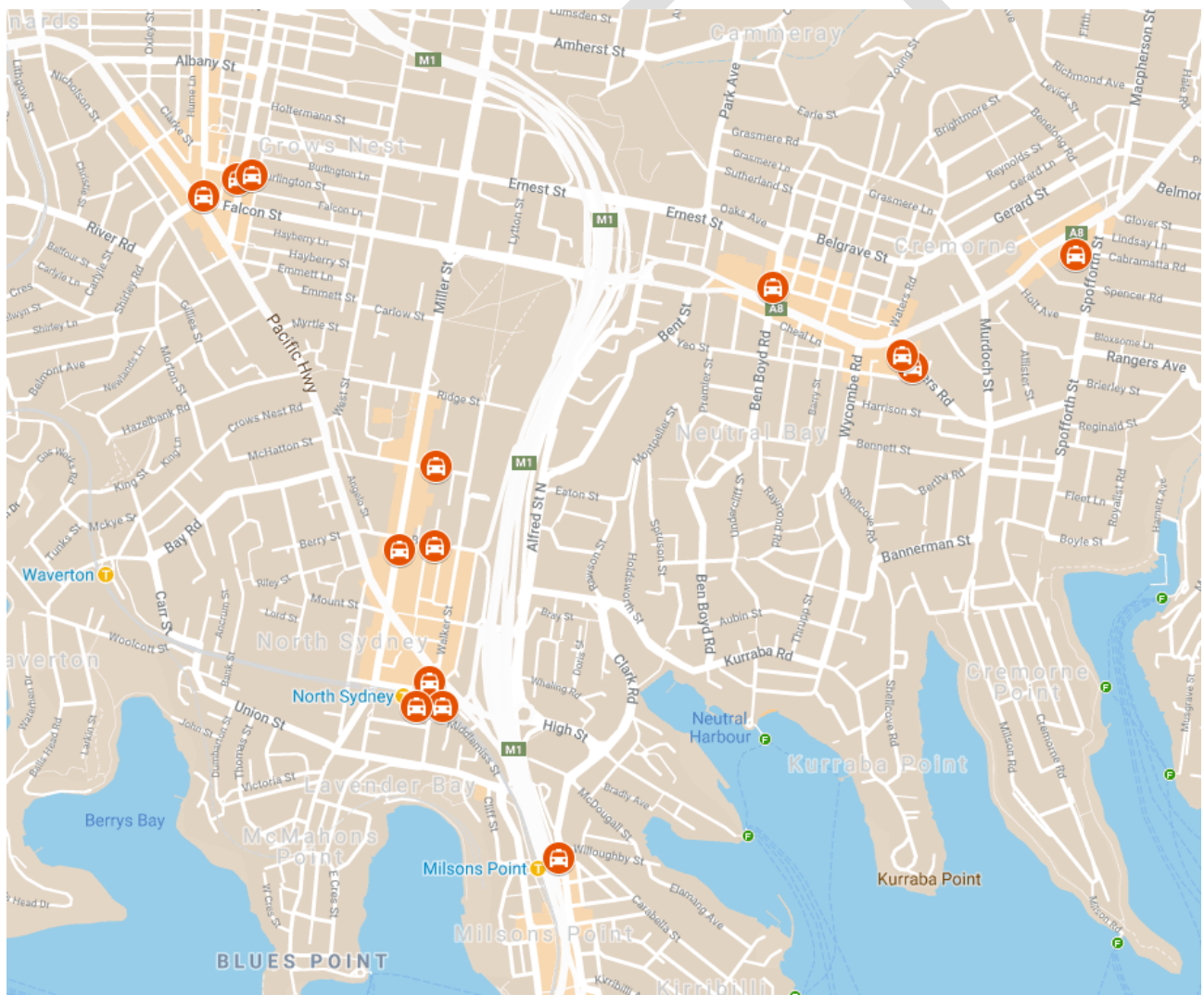


Figure 2 Map of existing 14 x taxi ranks Within the North Sydney LGA. These ranks currently comprise of 49 spaces

4.2 Utilising existing taxi ranks within the North Sydney LGA

In order to determine the turnover rate of the existing taxi ranks within the North Sydney LGA, cameras were installed at nine busy taxi ranks for a period of 24 hours. Other less busy taxi ranks were visited for 15 minutes on a weekday by Council's Traffic Engineer to determine the turnover rate.

Most taxi ranks operate 24 hours and others are designed to cater for the location specific conditions. Taxi ranks closer to the business areas may have an operational time during daytime on weekdays while others close to the restaurants and night life venues operate in the evenings and/or weekends.

For the purpose of this strategy and action plan, each taxi rank was reviewed based on its operational time and the peak time usage during day or night. Tables and outline the estimated peak period for taxi and ride sourcing around different venues and existing taxi zones.

Venue	Typical operational hours	Expected taxi/ride sourcing peak period
Shops	8am-5pm	2:30pm-5pm
Train Station	24 hours	7am-9am and 4pm-9pm
Restaurants	6pm – 12am	6pm – 12am
Night Life venues	7pm – 5am	7pm – 5am
Medical Centres	8am-5pm	8am-5pm
Business and offices	7am-6pm	7am-6pm
Visitor's Accommodation	24 hours	7am-10pm

Table 2: Venues, operational hours and expected taxi/ride sourcing peak period

	Shops	Train Station	Restaurants	Night Life venues	Medical Centres	Business and offices	Visitor's Accommodation	Typical operational hours
Alexander Street	8am-5pm		6pm – 12am					8am-12am
Ben Boyd Road	8am-5pm		6pm – 12am	7pm – 5am	8am-5pm			8am-12am
Berry Street						7am-6pm		7am-6pm
Blue Street		24 Hours				7am-6pm		24 Hours
Blue Street fronting Harbourview Hotel (North)		24 Hours				7am-6pm	7am-6pm	24 Hours
Blue Street fronting Harbourview Hotel (South)		24 Hours				7am-6pm	7am-6pm	24 Hours
Burlington Street	8am-5pm		6pm – 12am					8am-12am
Cabramatta Road	8am-5pm				8am-5pm		7am-6pm	8am-6pm
Ennis Road	8am-5pm	24 Hours	6pm – 12am					24 Hours
McLaren Street						7am-6pm	7am-6pm	7am-6pm
Miller Street						7am-6pm	7am-6pm	7am-6pm
Rangers Road (Location 1)	8am-5pm		6pm – 12am	7pm – 5am	8am-5pm			8am-12am
Rangers Road (Location 2)	8am-5pm		6pm – 12am	7pm – 5am	8am-5pm			8am-12am
Willoughby Road			6pm – 12am	7pm – 5am				6pm-5am

Table 3: Existing Taxi zone locations vs land use typical operational hours

4.2.1 Cremorne

- The existing Taxi Rank in **Cabramatta Road** is located within the proximity of shops and medical centres. It is operational 24 hours a day and has a total of 5 spaces. Site observations on a weekday at around midday, revealed that taxi turnover rate at this rank was low.

4.2.2 Crows Nest

- The existing taxi rank in **Alexander Street** is located within the proximity of shops and restaurants. It is operational 24 hours a day and has a total of 3 spaces. Site observations on a weekday at around midday, revealed that taxi turnover rate at this rank was low.
- The existing taxi rank in **Burlington Street** is located within the proximity of shops and restaurants. It is operational 24 hours a day and has a total of 2 spaces. Site observations on a weekday at around midday, revealed that taxi turnover rate at this rank was low.
- The existing taxi rank in **Willoughby Road** is located within the proximity of restaurants and other night life venues. It is operational from 10pm to 7am seven days a week and has a total of 3 spaces. Reviewing the video footage at this taxi rank revealed that between the peak hours of 2am and 4am, taxis, occasionally stopped at the taxi rank on the western side of Willoughby Rd or at the angled parking spaces on the eastern side of Willoughby Rd. It was also revealed that taxi and ride sourcing generally stop at the middle of the road to drop off or pick up passengers. Their preference was to stop/park at the angled parking spaces across the road from the Taxi Zone if waiting was necessary.

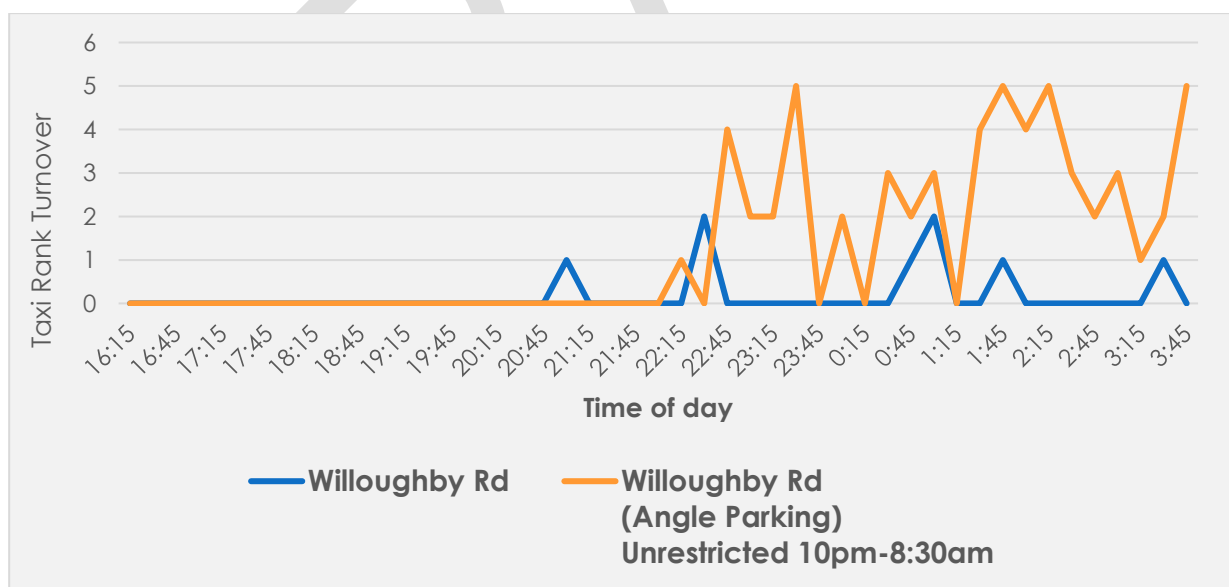


Figure 3 Willoughby Road, Crows Nest - Taxi Rank Turnover July 2019

4.2.3 Milsons Point Train Station

- The existing taxi rank in **Ennis Road** is located close to the Milsons Point Train Station, shops and restaurants. It is operational 24hr a day and has a total of 5 spaces. Reviewing the video footage at this taxi rank at the morning and evening peak hours revealed that taxi turnover rate at this rank was high.

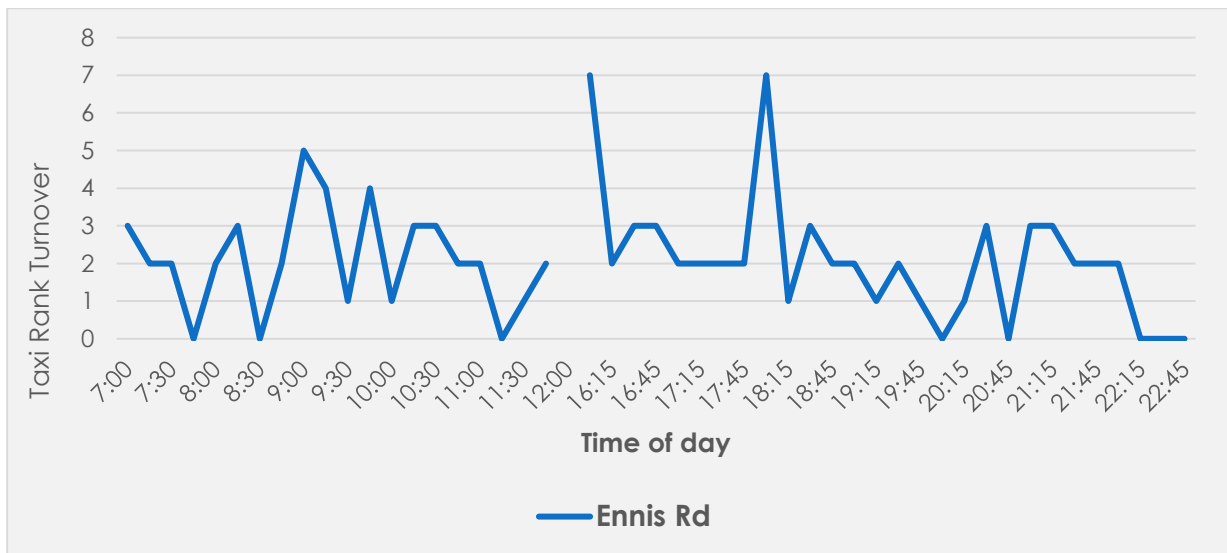


Figure 4 Ennis Road, Milsons Point - Taxi Rank Turnover July 2019

4.2.4 Neutral Bay

- The existing taxi rank in **Ben Boyd Road** is located close to the shops, restaurants and other night life venues. It is operational from 6:30 pm to 6:30 am weekdays and full time on weekend and has a total of 3 spaces. Reviewing the video footage at this taxi rank revealed that taxi turnover rate at this rank was high. Additionally, it was noted that taxis utilised the existing Loading zone close to the intersection for ranking.

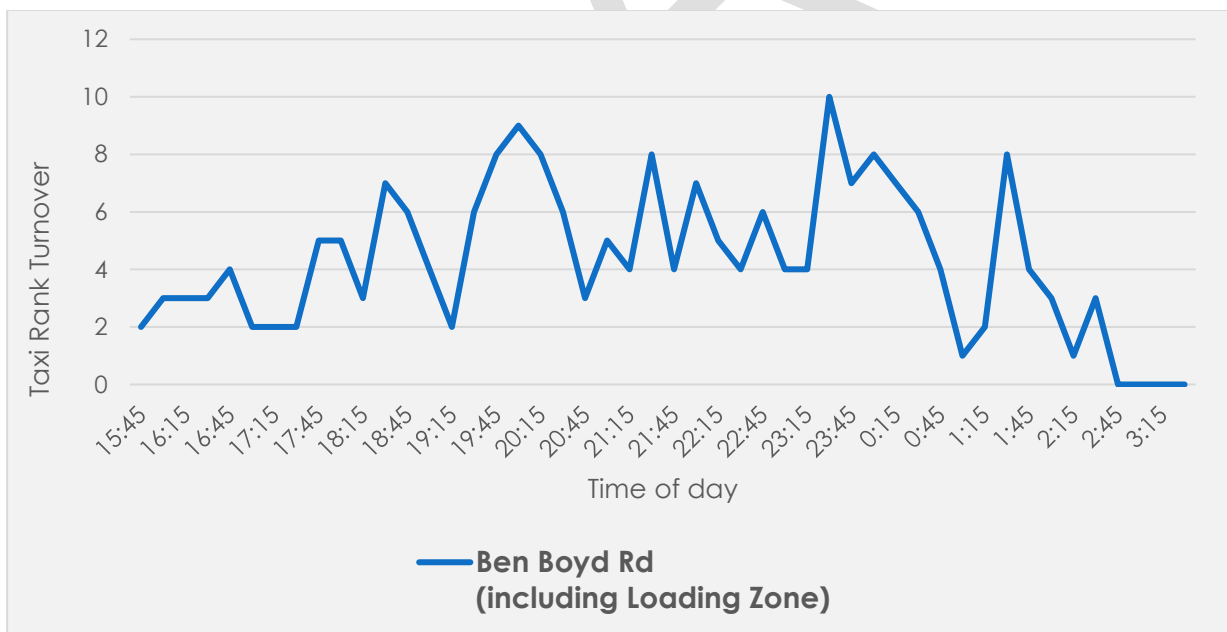


Figure 5 Ben Boyd Road, Neutral Bay - Taxi Rank Turnover July 2019

- The existing taxi rank in **Rangers Road (Location 1, part time taxi zone)** is located close to the shops and restaurants and other night life venues. It is operational from 10am-5:45pm and 11:45pm-5:45am every day and has a total of 5 spaces. Reviewing the video footage at this taxi rank revealed that the taxi zone was rarely used with a very low turnover.

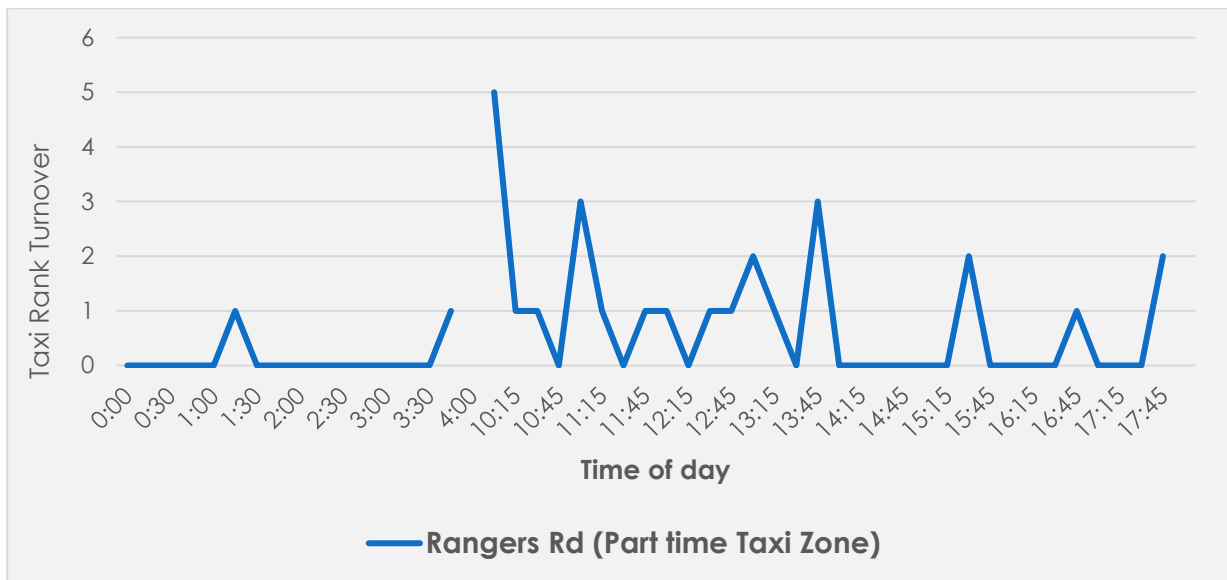


Figure 6 Rangers Road, Cremorne - Part-Time Taxi Rank Turnover July 2019

- The existing taxi rank in **Rangers Road (Location 2, full time taxi zone)** is located close to the shops and restaurants and other night life venues. It is operational 24 hrs and has a total of 2 spaces. Reviewing the video footage at this taxi rank revealed that the taxi zone was rarely used with a very low turnover.

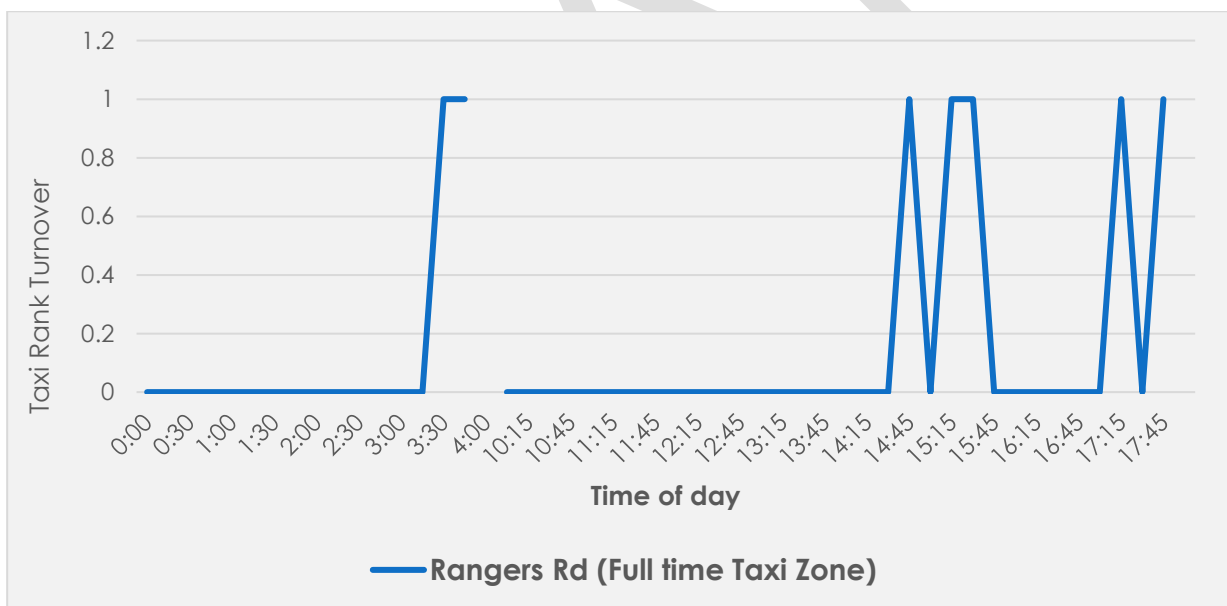


Figure 7 Rangers Road, Cremorne - Full-time Taxi Rank Turnover July 2019

4.2.5 North Sydney CBD

- The existing taxi rank in **Berry Street** is located close to business and office buildings. It is operational 3pm-10am Mon-Sat and 7pm-10am on weekends and has a total of 4 spaces. Reviewing the video footage at this taxi rank revealed that turnover rate at this rank was high.

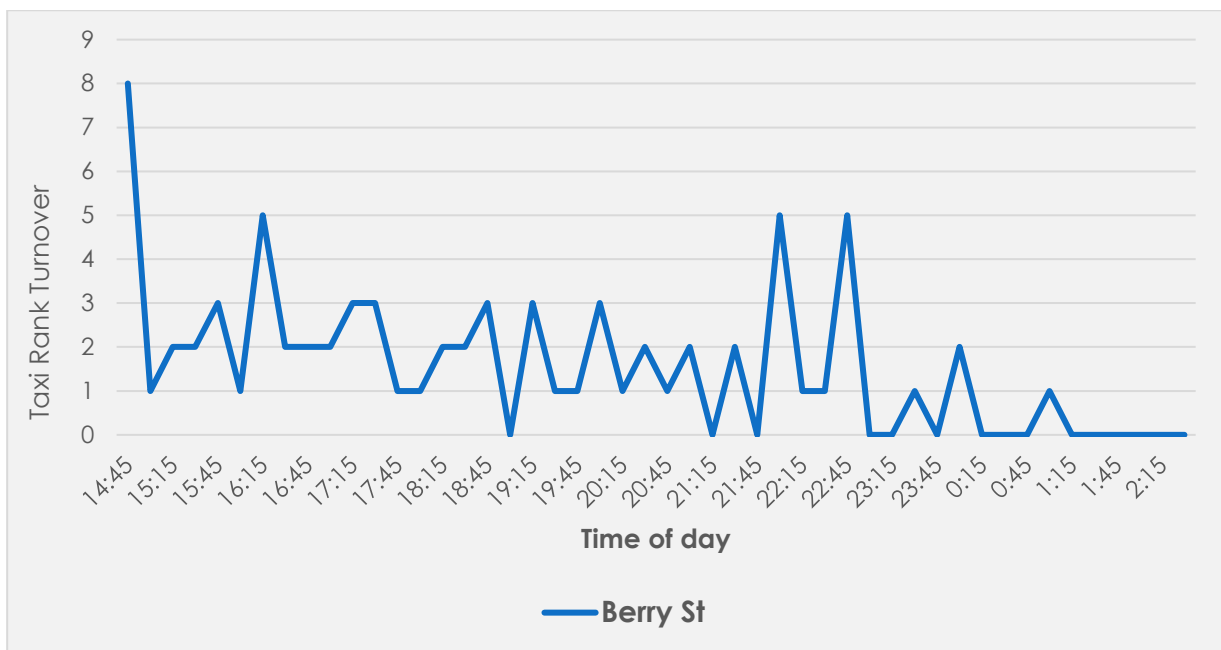


Figure 8 Berry Street, North Sydney - Taxi Rank Turnover July 2019

- The existing taxi rank in **McLaren Street** is located close to the business and office buildings. It is operational 24 hours a day every day and has a total of 2 spaces. Reviewing the video footage at this taxi rank revealed that turnover rate at this rank was high.

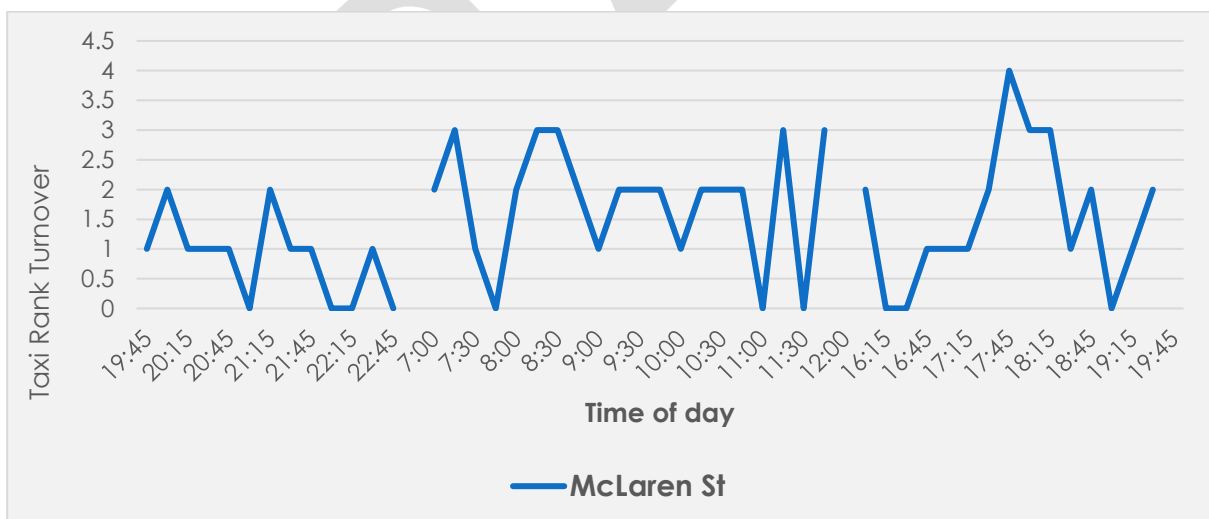


Figure 9 McLaren Street, North Sydney - Taxi Rank Turnover July 2019

- The existing taxi rank in **Miller Street** is located close to the business and office buildings. It is operational 24 hours a day every day except during clearways from 6am to 10am on weekdays and has a total of 1 space. Site observation on a weekday at around midday, revealed that turnover rate at this rank was low.

4.2.6 North Sydney Train Station

- The existing taxi ranks in **Blue Street** and **fronting Harbourview Hotel (South side)** are located close to North Sydney Station, business and office buildings. They are

operational 24 hours and have a combined total of 8 spaces. These taxi ranks operate in loop. Reviewing the video footage at these taxi ranks revealed that the combined turnover rate at these ranks were high.

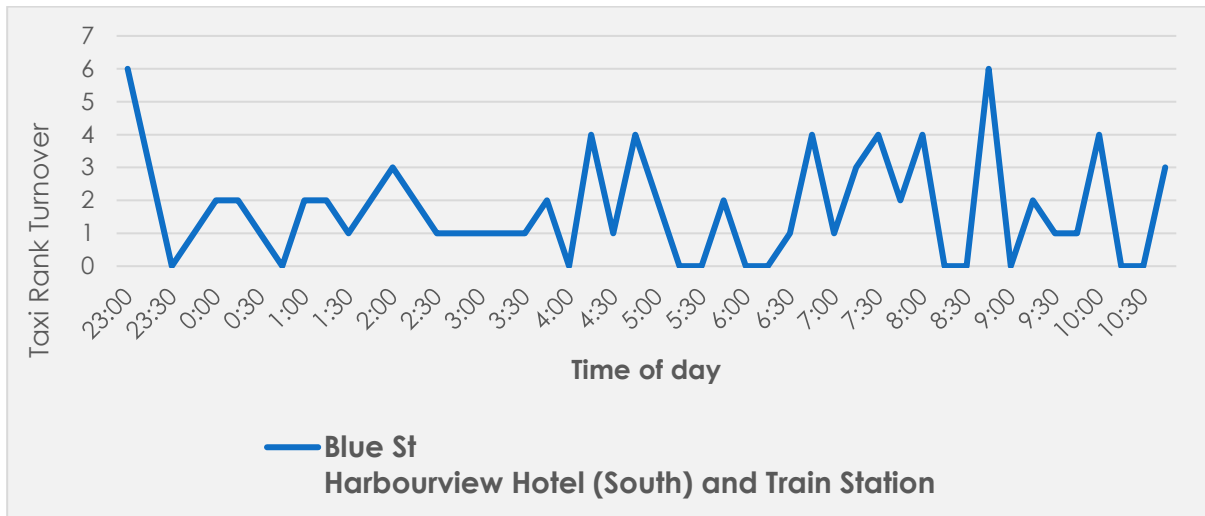


Figure 10 Blue Street, North Sydney - Taxi Rank Turnover (south side) July 2019

- The existing taxi rank in **Blue Street fronting Harbourview Hotel (North side)** is located close to North Sydney Station, business and office buildings. It is operational 7am-6pm on weekdays and has a total of 6 spaces. Reviewing the video footage at this taxi rank revealed that turnover rate at this rank was high.

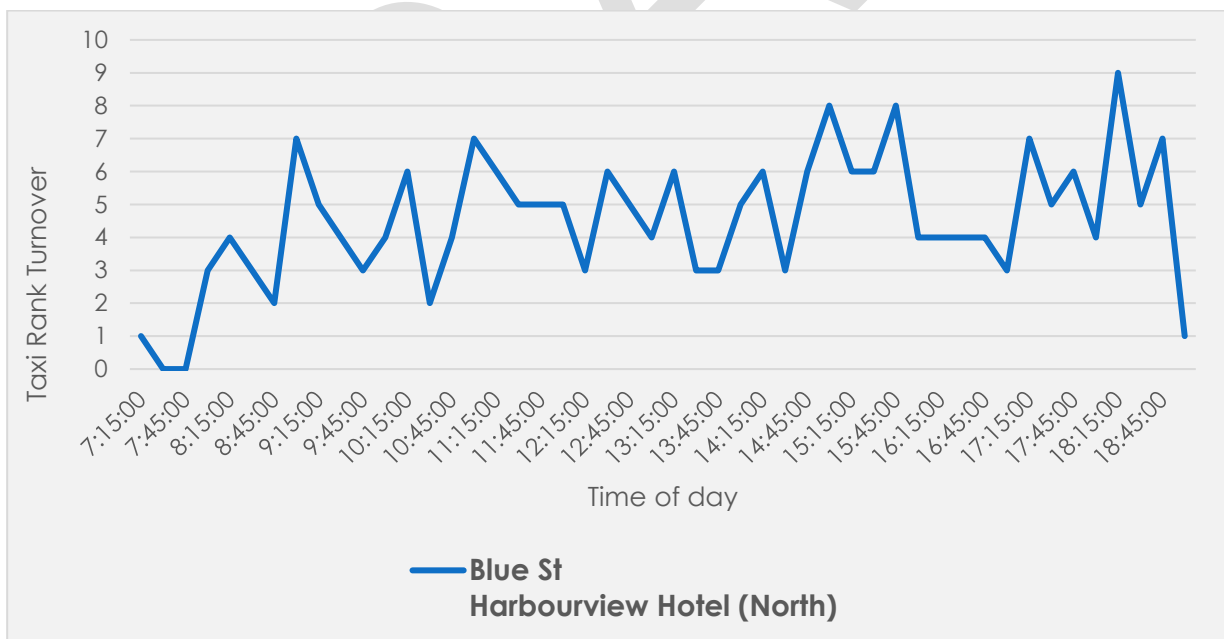


Figure 11 Blue Street, North Sydney - Taxi Rank Turnover (north side) July 2019

4.2.7 Summary and findings

A summary of the investigations of existing taxi zones is provided in Table 4. For the purposes of this strategy and action plan, the average peak period turnover was calculated as the average turnover rate, per hour, per bay during the peak period.

Each location was then allocated a priority for investigation based on current turnover and demand. In this regard, turnover greater than or equal to 5 (indicating high

utilisation) and turnover less than or equal to 2.5 (indicating low utilisation) is allocated priority 1. This will allow review of both high and low turnover taxi zones for possible extension or reduction of taxi spaces based on their relative turnover.

Other sites with peak period average turnover rate per hour per bay between 2.5 and 5 are allocated priority 2 for further investigation.

Note:

Priorities in both Blue Street and Willoughby Road taxi ranks were calculated slightly different to other ranks.

Blue Street taxi ranks have a combined peak time average turnover rate of 2.93 taxis per hour per bay. These taxi ranks (total of 14 spaces) operate in a loop and video footage at these locations revealed that they work smoothly together, hence the lower priority.

Willoughby Road has a peak time average turnover rate of 1 taxi per hour per bay. Reviewing the video footage revealed that taxis tend to use the angled parking across the road which has a higher peak time average turnover rate of 2.57 taxis per hour per bay compared to the taxi rank. Therefore, this rank requires a review under a higher priority than 2.

The result of this investigation is provided in tabular format below.

No.	Locality	Address	Existing Restriction	Operation	Type of Survey	observation/ Review time	Peak Time	Total Bays	Peak time Avg Turnover /hr	Peak time Avg Turnover Rate / hr /Bay	Peak Priority	Notes
1	Cremerne	Cabramatta Road	Taxi Zone	24 hr	Site visit	1 Hour mid-day	-	5	8	1.60	1	
2	Crows Nest	Alexander Street	Taxi zone	24 hr	Site visit	1 Hour mid-day	-	3	8	2.67	2	
3		Burlington Street	Taxi Zone	24 hr	Site visit	1 Hour mid-day	-	2	4	2.00	1	
4		Willoughby Road	Loading Zone 7am - 1pm Mon - Sat 1/4 Hour Parking 1pm - 6pm Mon - Sat 7am - 6pm Sun Taxi Zone 10pm - 7am Mon - Sun	night	Camera	4pm - 4am	12:30am - 1:30am	3	3.00	1.00	1	
			Angle Parking Unrestricted 10pm-8:30am	night	Camera	4pm - 4am	1:15am - 2:15am	7	18.00	2.57	1	*Changed to Priority 1 in conjunction with Willoughby Rd Taxi Rank
5	Milsons Point Train Station	Ennis Road	Taxi Zone	24 hr	Camera	7am-12pm and 4pm-11pm	4pm - 5pm	5	15.00	3.00	2	
6	Neutral Bay	Ben Boyd Road *(total bays used for survey includes 2 Loading Zone spaces)	No Stopping 6.30am - 9.30am, 3.30pm - 6.30pm Mon - Fri Loading Zone 9.30am - 3.30pm Mon - Fri Taxi Zone other times	night	Camera	3:45pm - 3:45am	11:30pm - 12:30 am	5	32.00	6.40	1	Total numbers includes usage of existing Loading Zone
7		Rangers Road	Bus Zone 5.45am - 10am, 5.45pm - 11:45pm Mon - Sun Taxi Zone other times	Part time day/night	Camera	12am - 4am and 10am - 6pm	10am - 11am	5	7.00	1.40	1	
8		Rangers Road	Taxi Zone	24 hr	Camera	12am - 4am and 10am - 6pm	2:45 pm - 3:45pm	2	3.00	1.50	1	

Table 4: Existing taxi ranks usage and turnover

No.	Locality	Address	Existing Restriction	Operation	Type of Survey	observation/ Review time	Peak Time	Total Bays	Peak time Avg Turnover /hr	Peak time Avg Turnover Rate / hr /Bay	Peak Priority	Notes
9	North Sydney CBD	Berry Street	1P Meter Parking 10am - 3pm Mon - Fri 4P 10am Sat - 7pm Sun Taxi Zone All other times	Part time day/night	Camera	2:45pm - 2:45am	10pm - 11pm	4	12.00	3.00	2	
10		McLaren Street	Taxi Zone	24 hr	Camera	7am-12pm and 4pm-7:45pm	5:30pm - 6:30pm	2	12.00	6.00	1	
11		Miller Street	Taxi Zone Clearway 6am - 10am Mon - Fri	24 hr except Clearway times	Site visit	1 Hour mid-day	-	1	4	4.00	2	
12	North Sydney Train Station	Blue Street fronting Harbourview Hotel (North)	Bus Zone 6pm-7am Mon-Fri, All Day Sat-Sun Taxi zone - All Other times	day	Camera	7:15am- 7:15pm	3pm - 4pm	6	41.00	2.93	2	
13	North Sydney Train Station	Blue Street fronting Harbourview Hotel (South)	Taxi Zone	24 hr	Camera	11pm - 11am	7:15am - 8:15am	5				
14	North Sydney Train Station	Blue Street Train station	Taxi Zone	24 hr	Camera	11pm - 11am	7:15am - 8:15am	3				

Table 4: Existing taxi ranks usage and turnover (Continued)

The average peak time turnover for taxis per hour across all 14 taxi zones is approximately 11.9.

Seven locations had turnover greater 5 or less than 2.5 (priority 1). These were located in Cremorne, Crows Nest, Neutral Bay and the North Sydney CBD.

Seven locations had turnover greater than 2.5 or less than 5 (priority 2). These were located in sections of Crows Nest, Milsons Point Train Station, part of the North Sydney CBD and North Sydney Train Station.

Based on seven-day survey data within the North Sydney Council LGA, between 10th and 16th August 2019 by NSW Taxi Council, it was revealed that North Sydney CBD had the highest taxi pick-ups, followed by Crows Nest and Neutral Bay. This data is also in line with the high demand area for taxis and ride sourcing identified in Section 4.

The NSW Taxi Council has also made recommendations based on customer usage engendering No Stopping violations for additional taxi zones within the North Sydney LGA. These locations are:

1. Corner of Falcon St and Pacific Highway outside the Crows Nest Hotel
2. Berry St, North Sydney
3. Blue St, North Sydney

There are existing taxi zones at or close to the above locations which will be investigated further as part of implementation process.

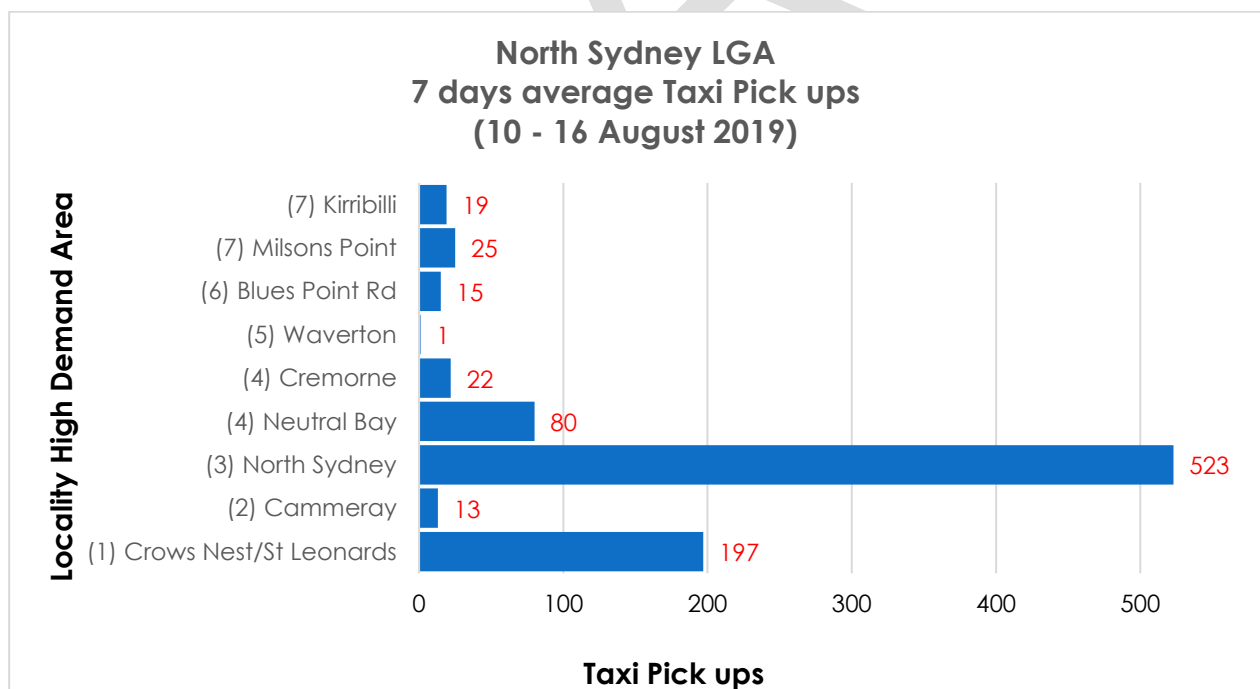


Figure 12: Taxi demand per locality (Source: NSW Taxi Council)

5 Legislation and Enforcement

5.1 Taxis

The NSW Road Rules 2014 allow a taxi driver to pull up to the kerb to pick up or set down a passenger in any legal parking space as well as a clearway, any driveway and any loading zone. Taxi drivers are not permitted to pick up passengers in No Stopping zones, within 10 metres of an intersection or in a bus zone.

Most issues with taxis in North Sydney area are not related to ranks or ranking but with potential customers hailing for taxis where there is nowhere for the taxi to stop other than double park (which causes an obstruction to all vehicles behind) or in a No Stopping zone where it creates a danger for other drivers and pedestrians by reducing the line of sight to an unacceptable level.

A particular issue in North Sydney is the willingness of taxi drivers to double park, stop in No Stopping zones and anywhere they can pick up a fare. These actions, particularly in the high traffic/high pedestrian environment of North Sydney, create an unsafe situation.

Illegal taxi ranking prevents motorists using parking bays provided for private purposes as well as loading zones for approved loading operations. NSW Police and Transport for NSW Inspectors are authorised to issue on-the-spot penalty notices where illegal taxi ranking takes place, however Council Rangers are not authorised to issue penalties for this offence.

Taxis have been issued with infringements in the past years for disobeying the Road Rules by North Sydney Council's parking officers. Infringements by taxis make up 3.31% in 2016-2017, 1.42% in 2017-2018 and 2.23% in 2018-2019 of all parking infringements issued by Council. Statistics for ride sourcing vehicles are not available due to the way infringements are recorded.

The infringement records in the past three years revealed that most taxi infringements are issued around Crows Nest and North Sydney CBD taxi ranks.

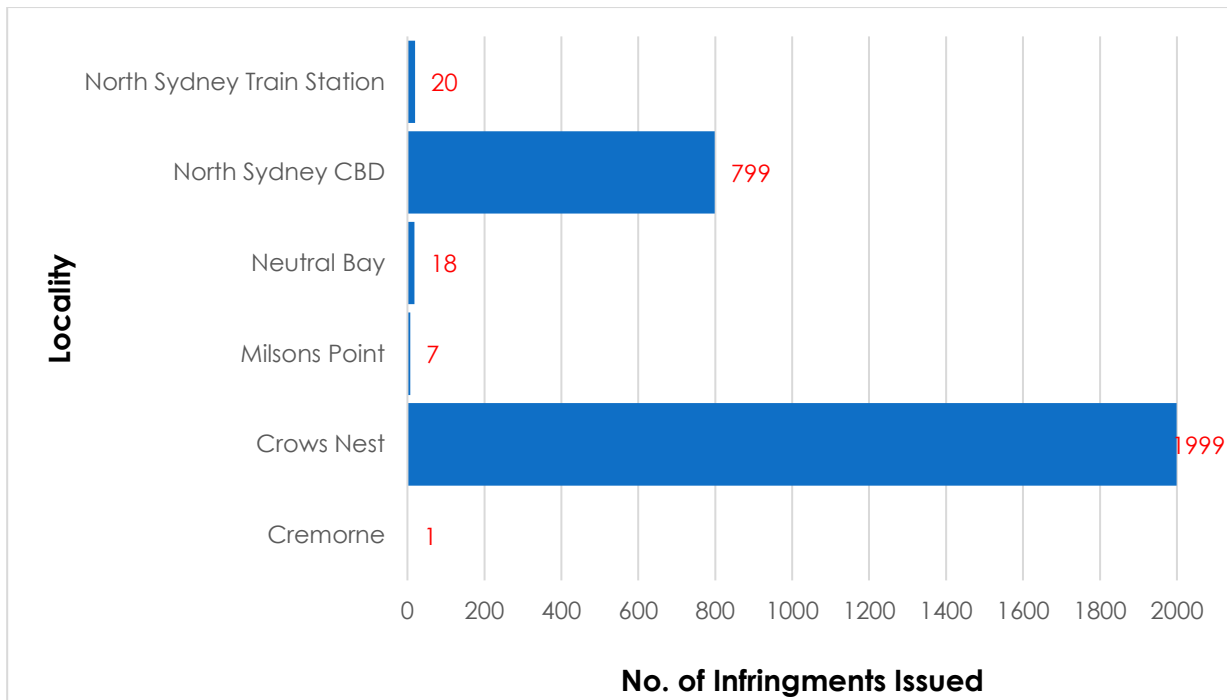


Figure 13 Taxi infringements issued in the North Sydney LGA (2016-2019)

Council records for a period of three years from 2016 to 2019 also reveal that taxi drivers have been issued with infringement notices at the following locations.

- **Falcon Street:** (total of 1579 infringements)
- **Berry Street:** (total of 636 infringements)
- **Pacific Highway:** (total of 380 infringements)
- **Walker Street:** (total of 242 infringements)
- **Miller Street:** (total of 158 infringements)

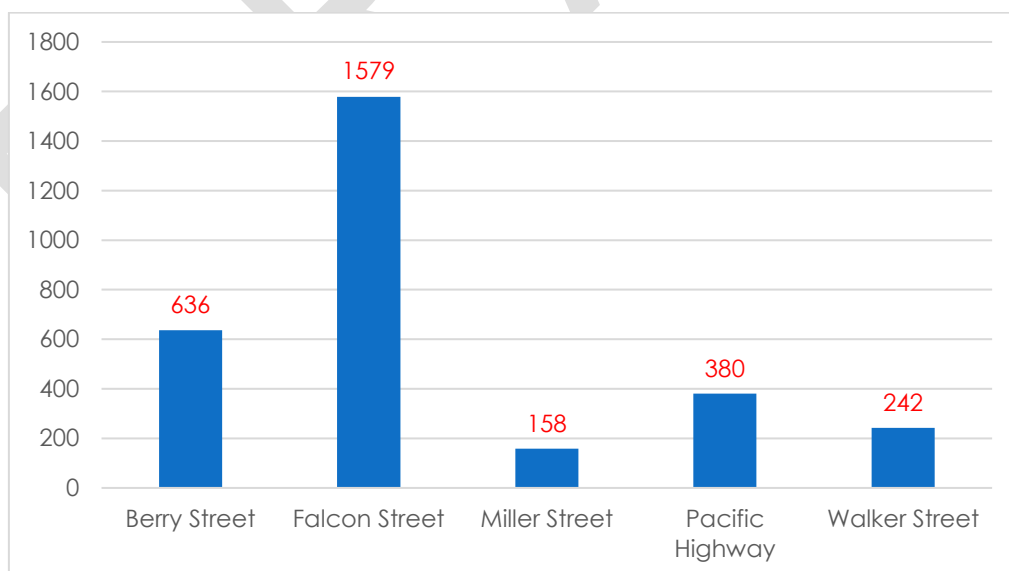


Figure 14 Taxi infringements by street of offence (2016-2019)

It was also revealed that most of infringement notices issued were related to disobeying the No Stopping restrictions, stop in bus zone and stop on side of road with yellow edge line.

- **Disobey No stopping sign:** (total of 2485 infringements)
- **Stop in bus zone (not clearway or transit/bus lane):** (total of 333 infringements)
- **Stop at side of road with continuous yellow edge line:** (total of 281 infringements)

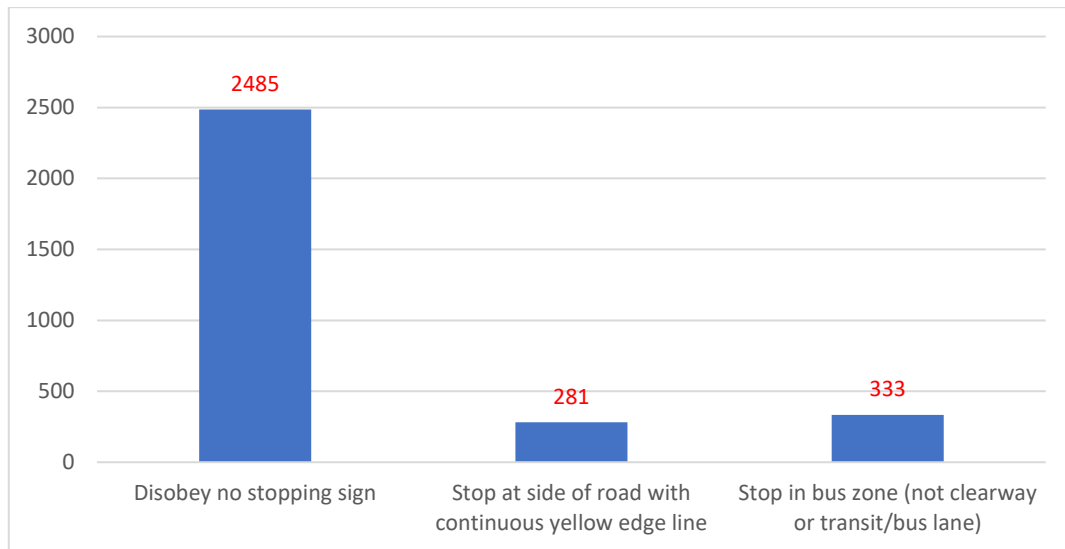


Figure 15 Taxi infringements by type of offence (2016-2019)

5.2 Ride sourcing groups

Currently there are nine ride sourcing companies operating in NSW. These companies are Blacklane, Bridji, Go Catch, Jayride, Ola, Shebah, Talixo, Toodooloo and Uber

Ride sourcing services have been operating in Australia for approximately 6 years. Statistics from one ride sourcing company revealed that the drop off/pick up concentration in the North Sydney LGA is similar to the high demand area for taxis and ride sourcing identified in Figure 1.

Unlike taxi industry, the legislation does not allow any exemptions for ride sourcing drivers to pull up to the kerb to pick up or set down a passenger in a clearway or any taxi zone. Also, ride sourcing vehicles not permitted to pick up passengers in No Stopping zones, within 10 metres of an intersection or in a bus zone.

Ride sourcing drivers are strictly required to obey the Road Rules and pick up/drop off passengers at any legal parking spaces. Occasionally and for large events, ride sourcing vehicles are provided a dedicated area to drop off/pick up passenger under supervision of event organisers.

5.3 Summary of legislative provisions for taxi and ride sourcing.

The legislative provision for taxi and ride sourcing services in different parking zones area summarised in Table 5

Type of Zone	Stopping / Parking Permitted		Road Rule 2014 Clause
	Taxis	Rideshares	
Bus Zone	No	No	183
Clearway	Yes - the driver is dropping off, or picking up, passengers	No	176
Clearway (No Stopping) Line	Yes - If the driver of a taxi dropping off, or picking up, passengers	No	176-1
Disabled Parking spaces	No	No	203
Double Parking	No	No	189
Loading Zone	Yes - if the driver is driving a vehicle that is dropping off, or picking up, passengers	Yes - if the driver is driving a vehicle that is dropping off, or picking up, passengers	179
Mail Zone	No	No	186
Metered Parking bays	Yes - within the times indicated on the sign, stay within the permitted time limit and pay the relevant fees for the duration of stay	Yes - within the times indicated on the sign, stay within the permitted time limit and pay the relevant fees for the duration of stay	207
Motorbike Parking spaces	No	No	202
No Parking	Yes - the driver is dropping off, or picking up, passengers for maximum 2 minutes and driver must stay 3 metres from the closest point of the vehicle	Yes - the driver is dropping off, or picking up, passengers for maximum 2 minutes and driver must stay 3 metres from the closest point of the vehicle	168
No Stopping	No	No	167
on or across Driveway	Yes - if the driver is dropping off, or picking up, passengers	Yes - if the driver is dropping off, or picking up, passengers	198
Shared Zone	Yes - if the driver is dropping off, or picking up, passengers or goods	Yes - if the driver is dropping off, or picking up, passengers or goods	188
Taxi Zone	Yes	No	182
Timed Parking bays	Yes - within the times indicated on the sign and stay within the permitted time limit	Yes - within the times indicated on the sign and stay within the permitted time limit	205, 205-1
Truck Zone	Yes - if a motor vehicle is dropping off, or picking up, passengers	Yes - if a motor vehicle is dropping off, or picking up, passengers	180
Work Zone	Yes - if the driver is driving a vehicle that is dropping off, or picking up, passengers	Yes - if the driver is driving a vehicle that is dropping off, or picking up, passengers	181

Table 5: Legislation provision for taxi/ride sourcing

As outlined above, there are a number of exemptions under the Road Rules that enable taxis and ride sourcing vehicles to drop off and pick-up passengers, however only taxis may drop off or pick-up passengers in a clearway or taxi zone.

6 Recommendations

Taxis

Analysing the current taxi ranks data, the following approach was applied to establish a strategy and action plan to improve the existing taxi rank and assess any future requests for new taxi ranks within the North Sydney LGA.

The average "Peak Turnover Rate per Hour per Bay" (PTRHB) of all the taxi ranks is 3 which is a reasonable turnover for a taxi rank in North Sydney LGA during peak hours. This value was used as a baseline target for each bay in each taxi rank.

- **High-Range Taxi Ranks:** Taxi ranks with more than 3 PTRHB (greater than 100% turnover) is recommended for additional bays.
- **Mid-Range Taxi Ranks:** Taxi ranks between 2 and 3 PTRHB (between 70% and 100% turnover) is recommended for the number of taxi bays to retain the same.
- **Low-Range Taxi Ranks:** Taxi ranks with less than 2 PTRHB (less than 70% turnover) is recommended for reduction in taxi bays.
- The total current available bays are multiplied by this value to determine the final changes in the number of bays, rounded up/down to the nearest whole number.
- Adjustment to some taxi ranks were made due to their unique situations.

Cremorne

- The PTRHB at **Cabramatta Road**'s Taxi rank is 53% which falls into the Low-range taxi ranks. It is recommended that the taxi rank be reduced by 2 bays and leaving a total number of 3 bays.

Crows Nest

- The PTRHB at **Alexander Street** Taxi rank is 89% which falls into the Mid-Range taxi ranks, therefore no changes to the number of bays at this rank.
- The PTRHB at **Burlington Street** is 67% which falls into the Low-Range taxi ranks. It is recommended that the taxi rank be reduced by 1 bay and leaving a total number of 1 bay.

The combined PTRHB at **Willoughby Road** and **Angle parking spaces** is 119% which falls into the High-Range taxi ranks. Due to the use of unrestricted angle parking spaces on the eastern side of Willoughby Road by taxis, it is recommended that the taxi rank be retained, and 4 additional taxi spaces be provided on the eastern side of Willoughby Road (angle parking spaces) between 10pm-7am Mon-Fri. It is recommended that the taxi rank be increased by 4 bays, leaving a total number of 6 bays.

Milsons Point Train Station

- The PTRHB at **Ennis Road** is 100% which falls into the Mid-Range taxi ranks with no changes.

Neutral Bay

- The PTRHB at **Ben Boyd Road** (including the 2 Loading Zone spaces closer to Military Rd intersection) is 213% which falls into the High-Range taxi ranks. It is recommended that the taxi rank be increased by 3 bays and leaving a total number of 6 bays including Loading zones either sides of Taxi Rank.
- The PTRHB at **Rangers Road (Location 1, part time taxi zone)** is 47% which falls into the Low-Range taxi ranks. This will result in loss of 3 bays and leaving a total number of bays to 2.
- The PTRHB at **Rangers Road (Location 2, full time taxi zone)** is 50% which falls into the Low-Range taxi ranks. It is recommended that the taxi rank be reduced by 1 bay and leaving a total number of 1 bay.

North Sydney CBD

- The PTRHB at **Berry Street** is 100% which falls into the Mid-Range taxi ranks with no changes.
- The PTRHB at **McLaren Street** is 200% which falls into the High-Range taxi ranks. It is recommended that the taxi rank be increased by 2 bays and leaving a total number of 4 bays.
- The PTRHB at **Miller Street** is 133% which falls into the High-Range taxi ranks. It is recommended that the taxi rank be increased by 1 bay and leaving a total number of 2 bays. This can be reviewed/implemented once the Sydney Metro development is complete.

North Sydney Train Station

The combined PTRHB at **Blue Street fronting Harbourview Hotel (North side), (South side) and Blue Street and fronting Harbourview** is 98% which falls into the Mid-Range taxi ranks.

These taxi ranks operate in loop; hence their combined turnover was used for the purpose of this strategy. It is recommended that the taxi rank be retained therefore no changes to the number of taxi rank bays

The recommendation will result in the overall nett increase in taxi spaces by 2.

It is recommended that the taxi bays removed at the existing taxi ranks be relocated to higher demand location elsewhere in the North Sydney LGA subject to future requests from NSW Taxi Council and consultation with all stakeholders.

Any future requests for additional taxi spaces in North Sydney LGA, to be accommodated in the new "No Parking" and outside the "Loading Zones" operational times if the statistics show that at least 75% of drop off/pickups are being serviced by taxis in the requested zones/areas.

No.	Locality	Address	Existing Restriction	Peak Time	Total Bays	Peak Priority	(Peak time Avg Turnover Rate / hr / Bay) / (reasonable turnover) %	Impact on Taxi Spaces	Nett Gain / Loss	Proposed total Bays	Recommendations	Impact on Adjacent parking	
1	Cremerne	Cabramatta Road	Taxi Zone	-	5	1	53%	Nett Loss	-2	3	2 Taxi spaces be converted to 1P 8:30am-6pm Mon-Fri , 8:30am-4pm Sat	increase in timed parking spaces by 2	
2	Crows Nest	Burlington Street	Taxi Zone	-	2	1	67%	Nett Loss	-1	1	1 Taxi space be converted to 1P 8:30am-6pm Mon-Fri , 8:30am-12:30pm Sat	increase in timed parking spaces by 1	
3	Crows Nest	Willoughby Road	Loading Zone 7am - 1pm Mon - Sat 1/4 Hour Parking 1pm - 6pm Mon - Sat 7am - 6pm Sun Taxi Zone 10pm - 7am Mon - Sun	12:30am - 1:30am	3	1	119%	Nett Gain	3	6	4 additional taxi spaces be provided on the eastern side of Willoughby Road (angle parking spaces) between the hours of 10pm-7am Mon-Fri.	Reduction in 4 unrestricted parking spaces between the hours of 10pm-7am Mon-Fri.	
			Angle Parking Unrestricted 10pm-8:30am	1:15am - 2:15am	7	1							
4	Neutral Bay	Ben Boyd Road *(total bays used for survey includes 2 Loading Zone spaces)	No Stopping 6.30am - 9.30am, 3.30pm - 6.30pm Mon - Fri Loading Zone 9.30am - 3.30pm Mon - Fri Taxi Zone other times	11:30pm - 12:30 am	5	1	213%	Nett Gain	3	6	3 additional taxi spaces be provided on the northern and southern sides of the existing Taxi Rank between the hours of 6:30pm - 6:30am Mon-Sun	1) Reduction in time for 2 Loading Zone spaces from 6:30pm - 6:30am Mon-Sun, 2) Reduction in 1 unrestricted parking from 6:30pm - 6:30am Mon-Sun	
5	Neutral Bay	Rangers Road	Bus Zone 5.45am - 10am, 5.45pm - 11.45pm Mon - Sun Taxi Zone other times	10am - 11am	5	1	47%	Nett Loss	-3	2	3 Taxi spaces be converted to 1P Meter Parking 10:00am - 5:45pm Mon - Fri, 10:00am - 12.30pm Sat	increase in timed parking spaces by 3	
6	Neutral Bay	Rangers Road	Taxi Zone	2:45 pm - 3:45pm	2	1	50%	Nett Loss	-1	1	4 Taxi spaces be converted to 1P Meter Parking 8.30am - 6pm Mon - Fri 8.30am - 12.30pm Sat	increase in timed parking spaces by 1	
7	North Sydney CBD	McLaren Street	Taxi Zone	5:30pm - 6:30pm	2	1	200%	Nett Gain	2	4	2 additional taxi spaces be provided on the western side of McLaren Street	Reduction in 2 Metered parking spaces	
8	North Sydney CBD	Miller Street	Taxi Zone Clearway 6am - 10am Mon - Fri	-	1	2	133%	Nett Gain	1	2	1 additional taxi space be provided on the eastern side of Miller Street	Reduction in 1 Metered parking space	
Existing Total number of Taxi spaces					49	Proposed Total number of Taxi spaces					51		

Table6: Existing Taxi Zones Recommendations – Priority 1

No.	Locality	Address	Existing Restriction	Peak Time	Total Bays	Peak Priority	(Peak time Avg Turnover Rate / hr / Bay) / (reasonable turnover) %	Impact on Taxi Spaces	Nett Gain / Loss	Proposed total Bays	Recommendations	Impact on Adjacent parking
9	North Sydney Train Station	Blue Street fronting Harbourview Hotel (North)	Bus Zone 6pm-7am Mon-Fri, All Day Sat-Sun Taxi zone - All Other times	3pm - 4pm	6	2	98%	Retain	0	6	No changes	N/A
10	North Sydney Train Station	Blue Street fronting Harbourview Hotel (South)	Taxi Zone	7:15am - 8:15am	5	2	98%	Retain	0	5	No changes	N/A
11	North Sydney Train Station	Blue Street Train station	Taxi Zone	7:15am - 8:15am	3	2	98%	Retain	0	3	No changes	N/A
12	Crows Nest	Alexander Street	Taxi zone	-	3	2	89%	Retain	0	3	No changes	N/A
13	Milsons Point Train Station	Ennis Road	Taxi Zone	4pm - 5pm	5	2	100%	Retain	0	5	No changes	N/A
14	North Sydney CBD	Berry Street	1P Meter Parking 10am - 3pm Mon - Fri 4P 10am Sat - 7pm Sun Taxi Zone All other times	10pm - 11pm	4	2	100%	Retain	0	4	No changes	N/A

Table 7: Existing Taxi Zones Recommendations – Priority 2

Ride Sourcing

The legislation does not make any provision for Ride Sourcing vehicles, however under the Road Rules 2014, Ride Sourcing vehicles may stop/park at certain locations as identified on table 5.

Ride Sourcing vehicles may drop off or pick up passengers using No Parking zones, Loading Zones, Metered parking spaces, Timed Parking Bays, Truck Zones and Work Zones. They are also permitted to drop off and pick up passengers on or across driveways.

Work zones are temporary measures during development of approved DA sites. There is high demand for Metered parking spaces and Timed Parking Bays, therefore it is not recommended to use these spaces for the purpose of Ride Sourcing vehicles.

There are two Truck Zones in the entire LGA, one with part time short term parking outside the Truck Zone hours, hence it is not recommended to be utilised for Ride Sourcing vehicles.

For the purpose of this strategy, Loading Zones and No Parking zones are considered suitable drop off and pick up zones for Ride Sourcing vehicles.

To make a provision for the Ride Sourcing vehicles using the available parking spaces in the North Sydney LGA with minimal impact on the existing on-street parking spaces, the "Loading Zones" and "No Parking" zones within the North Sydney LGA were identified and plotted on the map in Figure 17.

The current Loading zones and No Parking zones are sign posted differently with different time restriction. Therefore, every site needs to be investigated and re-signposted by Council if necessary.

This will be implemented by introducing a new "No Parking" restriction outside the "Loading zones" hours, where the extension complies with the road conditions, to allow for a 2 minute drop off/pick up.

The Full time "Loading zones" to be converted to timed loading zones, i.e 7am to 5pm Mon-Fri and 8am to 1pm Sat and introducing a new "No Parking" restriction outside the "Loading zones" hours, where the extension complies with the road conditions, to allow for a 2 minute drop off/pick up.

Similarly, the existing part time "No Parking" zones will be extended, where the extension complies with the road conditions to allow for a 2 minute drop off/pick up.

It is therefore recommended that the final locations of these zones be provided to the Ride Sourcing companies to be utilised by their Ride Sourcing partners for drop off and pick up purposes.

It is also recommended that any future requests for Ride Sourcing drop off/pick up locations to Council to be accommodated in new No Parking and Loading Zones subject to statistical evidence of increase in the number of drop off/pick ups in the requested areas/zones.

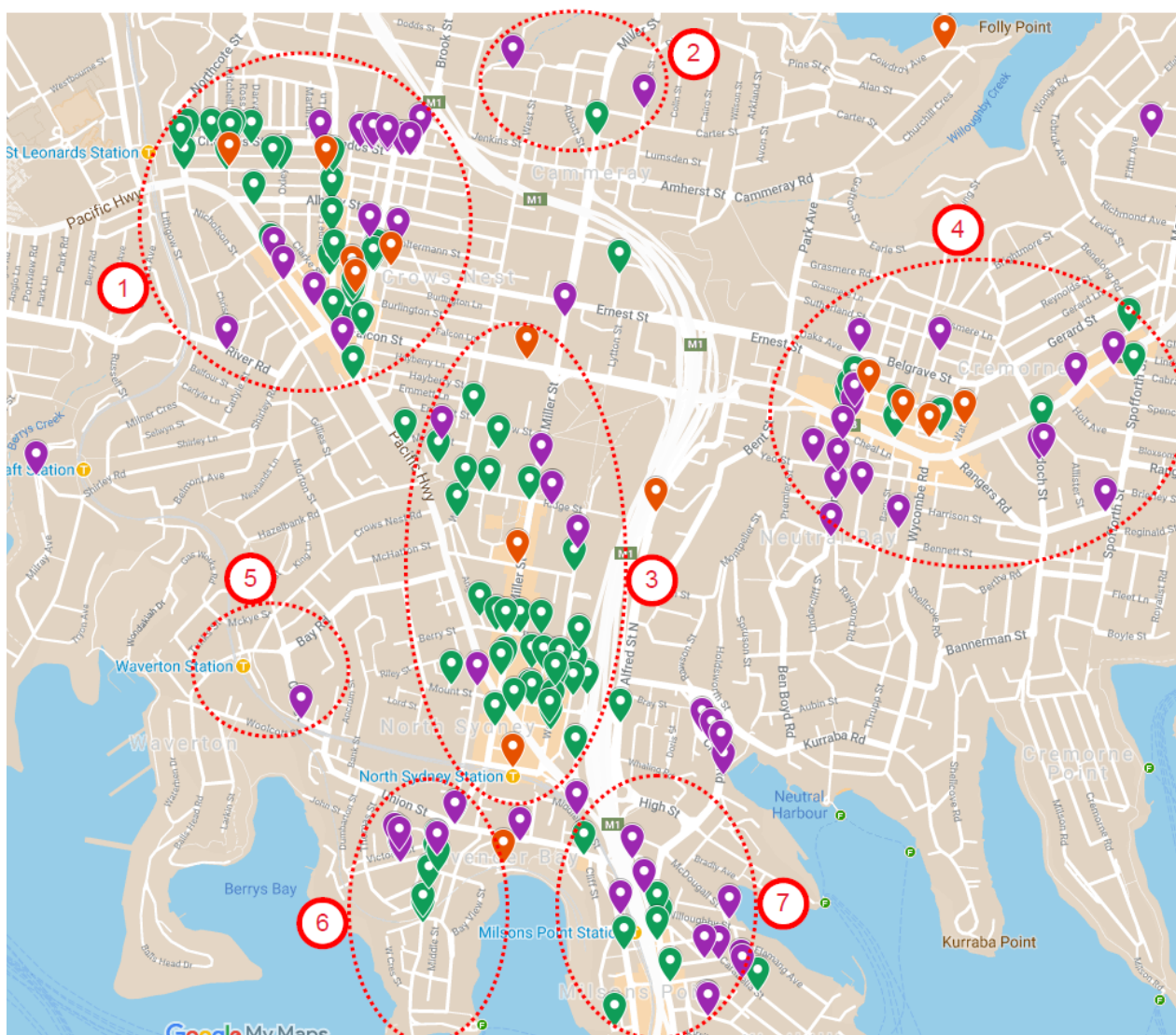





Figure 16 – Map of existing Loading zones and No Parking zones

LEGEND	
1.	Crows Nest/St Leonards
2.	Cammeray
3.	North Sydney
4.	Neutral Bay/Cremorne
5.	Waverton
6.	Blues Point Road
7.	Kirribilli/Milsons Point

LEGEND	
Existing Full time Loading Zones	
Existing Part time Loading Zones	
Existing No Parking Restrictions	

These zones are proposed to be changed to “No Parking” restrictions outside the existing “Part time Loading Zone” operating hours and changing the “Full time Loading Zones” to “Part time Loading Zones” and introduce “No Parking” restriction outside the Loading zone operating hours, allowing pick up and drop off passengers for taxis, ride sourcing and all road users.

7 Action Plan

The following Action Plan has been developed with the objective of providing more opportunities for taxis to pick up and drop off and create new spaces for ride sourcing in North Sydney in the identified high demand areas to support the existing and growing number of these services. The Strategy and Action Plan also consolidates taxi zones in lower demand areas to make more efficient use of the finite parking resources in the North Sydney LGA. Figure 16 shows the target improvement area for the taxi network and the ride sourcing network to be achieved through implementation of this strategy and action plan by 2022.

As discussed previously, priority 1 is given to the sites with a turnover rate equal or above 5 or below 2.5. Any other sites between the turnover rate of 2.5 and 5 are given a priority 2. Expansion of No Parking zones and review of the outcome of the Strategy and Action Plan is given priority 3.

The implementation of the action plan is subject to consultation with the affected community and all other stakeholders and approval by the North Sydney Traffic Committee.

Action	Location(s)	Action Description	Priority	Timeframe
1	<ul style="list-style-type: none"> • Willoughby Road, Crows Nest • Ben Boyd Road, Neutral Bay • McLaren Street, North Sydney • Miller Street, North Sydney 	Increase Taxi zone spaces as per recommendations in Table 6 (Nett GAIN of 9 spaces)	1	2019/2020
2	<ul style="list-style-type: none"> • Cabramatta Road, Cremorne • Burlington Street, Crows Nest • Rangers Road, Neutral Bay 	Reduce Taxi zone spaces as per recommendations in Table 6 (Nett LOSS of 7 spaces)	1	2019/2020
3	Ride Sourcing High Demand Areas. (Taxis are already permitted to drop off/pick up passengers at these locations)	Provide online map for Ride Share operators of existing loading zones and No Parking zones in High Demand areas (as per Figure 16)	1	2019/2020
4	Ride Sourcing High Demand Areas. (Taxis are already permitted to drop off/pick up passengers at these locations)	Introduce "No Parking" restriction outside the existing part-time loading zone/times	2	2020/2021
5	Ride Sourcing High Demand Areas. (Taxis are already permitted to drop off/pick up passengers at these locations)	<ol style="list-style-type: none"> 1. Convert the existing full time "Loading Zone" to Part time "Loading Zone". 2. Introduce "No Parking" restriction outside the new part-time loading zone/times 	2	2020/2021
6	Ride Sourcing High Demand Areas. (Taxis are already permitted to drop off/pick up passengers at these locations)	Extend operating times of part-time "No Parking" zones to provide additional drop-off and pick-up zones outside the existing "No Parking" times in High Demand areas	3	2021/2022
7	Review outcomes of Taxi and Ride Sourcing Strategy and Action Plan	<ol style="list-style-type: none"> 1. Monitor number of infringements issued to taxis over the next 2 years. 2. Monitor number of taxi and ride sourcing trips to/from the North Sydney LGA over the next 2 years 	3	2021/2022

Table 8: taxi and Ride sourcing action plan

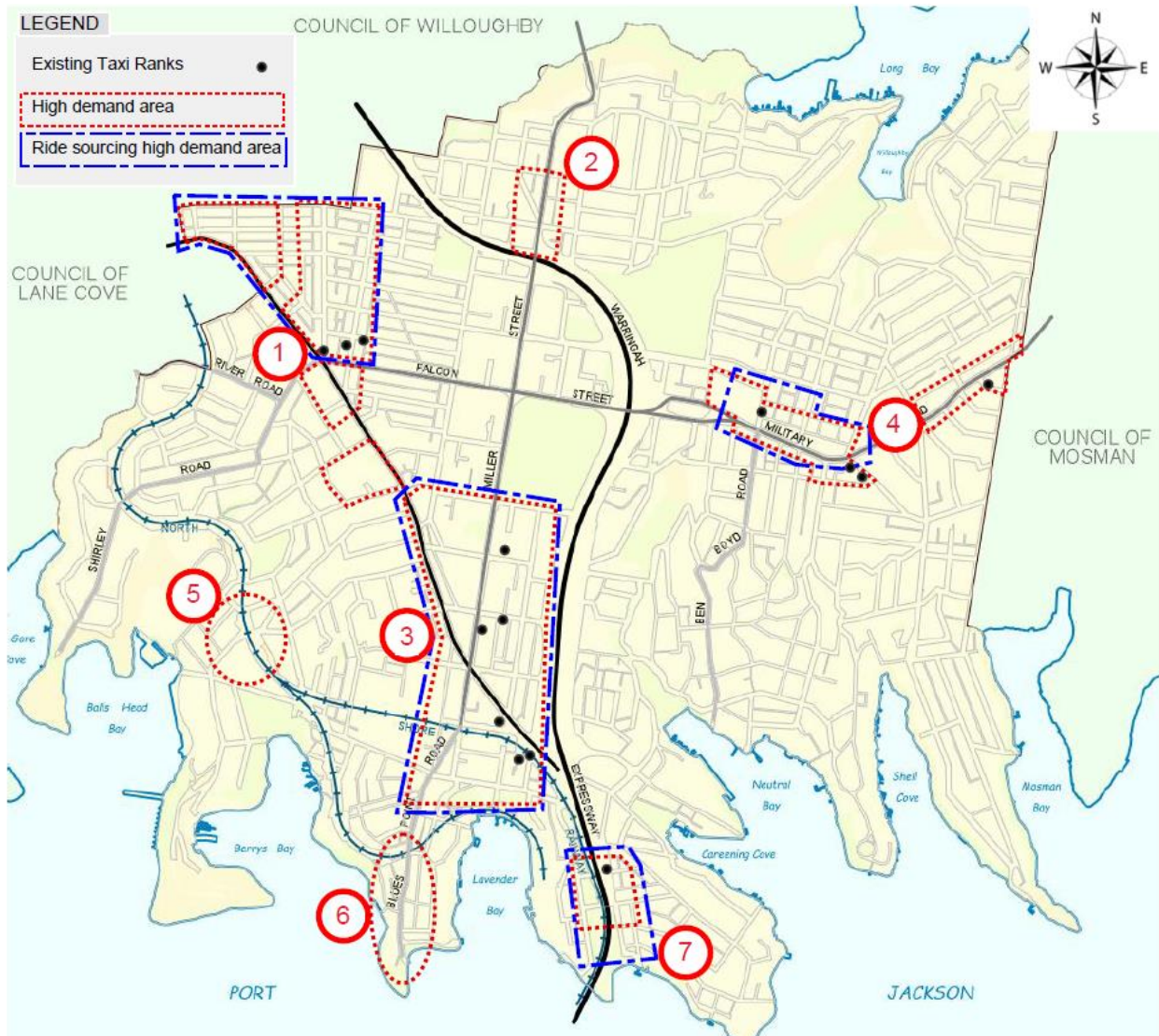


Figure 17: Target taxi ranks and Ride sourcing Spaces (3 years)

LEGEND	
1.	Crows Nest/St Leonards
2.	Cammeray
3.	North Sydney
4.	Neutral Bay/Cremorne
5.	Waverton
6.	Blues Point Road
7.	Kirribilli/Milsons Point

8 Related Strategies, Policies and References:

- North Sydney Transport Strategy (2017)
- North Sydney Integrated Traffic & Parking Strategy (2015)
- Australia Standard AS2890.5 – On-street parking
- Road Rules 2014
- Passenger Transport (General) Regulation 2017
- Point to Point Transport (Taxis and Hire Vehicles) Regulation 2017
- NSW Taxi Council
- Uber Australia