

**Report to General Manager**

Attachments:

1. Taxi and Ride Sourcing Strategy and Action Plan
2. Submissions Summary

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

At its meeting on 28 October 2019 (Minute No. 306) Council resolved to place the draft Taxi and Ride Sourcing Strategy and Action Plan on public exhibition for a period of 28 days.

Following a review of submissions, it is proposed that the draft Taxi and Ride Sourcing Strategy and Action Plan be adopted.

**FINANCIAL IMPLICATIONS:**

The initial related financial implications include cost of investigation and implementation of the taxi and ride sourcing action plans. The estimated cost over 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 financial implications as a result of additional actions after the Public Exhibition will be increased. The estimated cost over 3 years is \$8,000 per year for data collection and \$8,000 per year for implementation of the Action Plan (total cost \$48,000).

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 Taxi and Ride Sourcing Strategy and Action Plan be adopted.

## **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 28 October 2019 (Minute No. 306) resolved to place the draft Taxi and Ride Sourcing Strategy and Action Plan on public exhibition for a period of 28 days.

The draft Taxi and Ride Sourcing Strategy and Action Plan was placed on public exhibition from 5 December 2019 to 17 February 2020. Advertisements were placed in local newspapers, on Council's website, Social media and direct letter to corporations to advise of the public exhibition of the policy.

## **CONSULTATION REQUIREMENTS**

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

## **SUSTAINABILITY STATEMENT**

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

<b>QBL Pillar</b>	<b>Implications</b>
Environment	<ul style="list-style-type: none"><li>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</li></ul>
Social	<ul style="list-style-type: none"><li>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.</li><li>Implementation of taxi and ride sourcing strategy and action plan enables finite parking resources to be managed and used more efficiently.</li></ul>
Economic	<ul style="list-style-type: none"><li>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.</li><li>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</li></ul>

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<b>QBL Pillar</b>	<b>Implications</b>
Governance	<ul style="list-style-type: none"><li>• Implementation of taxi and ride sourcing strategy and action plan may reduce the legislative and enforcement issues currently occurring in the North Sydney LGA.</li><li>• This draft policy has been developed in accordance with the:<ol style="list-style-type: none"><li>i. Australia Standard AS2890.5 – On-street parking</li><li>ii. Road Rules 2014</li><li>iii. North Sydney Transport Strategy (2017)</li><li>iv. North Sydney Integrated Traffic &amp; Parking Strategy (2015)</li><li>v. Passenger Transport (General) Regulation 2017</li><li>vi. Point to Point Transport (Taxis and Hire Vehicles) Regulation 2017</li></ol></li></ul>

## **DETAIL**

Following a review of detailed submissions, it is proposed that the policy as attached (Attachment 1) be adopted.

There were 22 submissions received and a submissions assessment summary table is attached to this report (Attachment 2). A summary of these amendments is included in Table 1 below.

The revised policy is inclusive of additional amendments following the public exhibition period.

## **PROGRAM**

The actions identified in this strategy and action plan will be implemented over the next 3 financial years.

### **Recommendations as a result of the Public Exhibition:**

The draft Taxi and Ride Sourcing Strategy and Action Plan was placed on public exhibition from 5 December 2019 to 17 February 2020. Advertisements were placed in local newspapers, on Council's website, Social media and direct letter to corporations to advise of the public exhibition of the policy. The additional recommendations of the Taxi and Ride Sourcing Strategy and Action Plan outlined in Table 1:

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**Table 1. Summary of Additional Action Plans as a result of the Public Exhibition**

Action	Location(s)	Action Description	Priority	Timeframe
1	Pacific Highway, south of Berry street, in front of Vodafone building.	Convert the existing Bus Zone to Taxi Zone (3 spaces) subject to consultation with the STA and TfNSW as priority 1 due to the high use of this zone by Taxis.	1	2019/2020
2	North Sydney LGA	Consider using 'No Parking' signs to allow everybody to stop and set down or pick up people and at specific locations.	3	2021/2022
3	North Sydney LGA	Installation of signs to show people on the footpath that taxis/rideshare can stop	3	2021/2022
4	Alexander St north of Ernest St	convert no stopping zone to one space of "No Parking Taxis Excepted"	2	2020/2021
5	Alexander St south of Holtermann St	convert no stopping zone to one space of "No Parking Taxis Excepted"	2	2020/2021
6	Pacific Highway, north of Miller St	Convert the existing Bus Zone to one space of "No Parking Taxis Excepted"	2	2020/2021
7	Pacific Highway south of Miller St outside HSBC	Convert no stopping zone to one (or more) space/s of "No Parking Taxis Excepted"	2	2020/2021
8	Walker St outside Coles south of Mount St	Convert no stopping zone to 3 spaces of "No Parking Taxis Excepted"	2	2020/2021
9	Miller St south of Blue St	Convert no stopping zone to 3 spaces of "No Parking Taxis Excepted"	2	2020/2021
10	North side of Amherst St between Miller St and Miller Lane	Convert no stopping zone to 2 spaces of "No Parking Taxis Excepted"	2	2020/2021
11	<ul style="list-style-type: none"> <li>• Berry Street</li> <li>• Miller Street</li> <li>• There are several other illegal hoarding taxi areas which are high frequency pick up areas e.g. outside Coca-Cola.</li> </ul>	Investigate ranks to be converted to / called pop-up ranks	3	2021/2022

Action	Location(s)	Action Description	Priority	Timeframe
12	Arthur Street, North Sydney	Investigate suitable location/s for new Taxi Rank/s	2	2020/2021
13	North Sydney LGA	Installation of “No Stopping, Taxis Excepted, 1 minute limit” signage	3	2021/2022
14	Council should also consider the demand for these modes of transport at popular visitor attractions, such as the Coal Loader, the Ensemble Theatre, Hayden Orpheum Picture Palace, Luna Park and the North Sydney Olympic Pool.	Investigate suitable location/s for new Taxi Rank/s	2	2020/2021
15	North Sydney LGA	Whilst “Monitor number of infringements issued to taxis over the next 2 years” is supported, we believe that the same would need to be applied to Rideshare (Ride Sourcing) vehicles, (enforcement)	3	2021/2022
16	North Sydney LGA	Include an action in the Draft Strategy and Action Plan to make it easier for ride sharing to take place at events.	3	2021/2022
17	Ride Sourcing High Demand Areas. (Taxis are already permitted to drop off/pick up passengers at these locations)	Provide an online map for Ride Share operators of existing loading zones and no parking zones in high demand areas, to include details of taxi zones and venues in the LGA	1	2019/2020
18	North Sydney LGA	As identified in Council’s Smart City Strategy, Council is currently developing a Data Sharing Policy. The above information could also be provided as open data on either the Australian Government or NSW Government’s data sharing portals: <a href="http://data.gov.au">data.gov.au</a> and <a href="http://data.nsw.gov.au">data.nsw.gov.au</a> (respectively) to encourage the development of online tools or apps.	3	2021/2022
19	North Sydney LGA	With regard to ongoing monitoring and reporting, there are a range of smart city solutions to gauge the effectiveness of the implementation of the Strategy and Action Plan. Such solutions could potentially reduce officer time and provide more real-time information.	3	2021/2022
20	North Sydney LGA	Clear, customer friendly wayfinding and signage which describes its intended purposes would help promote use for rideshare pick up and drop off.	3	2021/2022

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

## **NORTH SYDNEY COUNCIL**



Note:  
Amended after Public Consultation  
Mar 2020

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## 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 Figure1 and can be divided into seven (7) high demand zones.

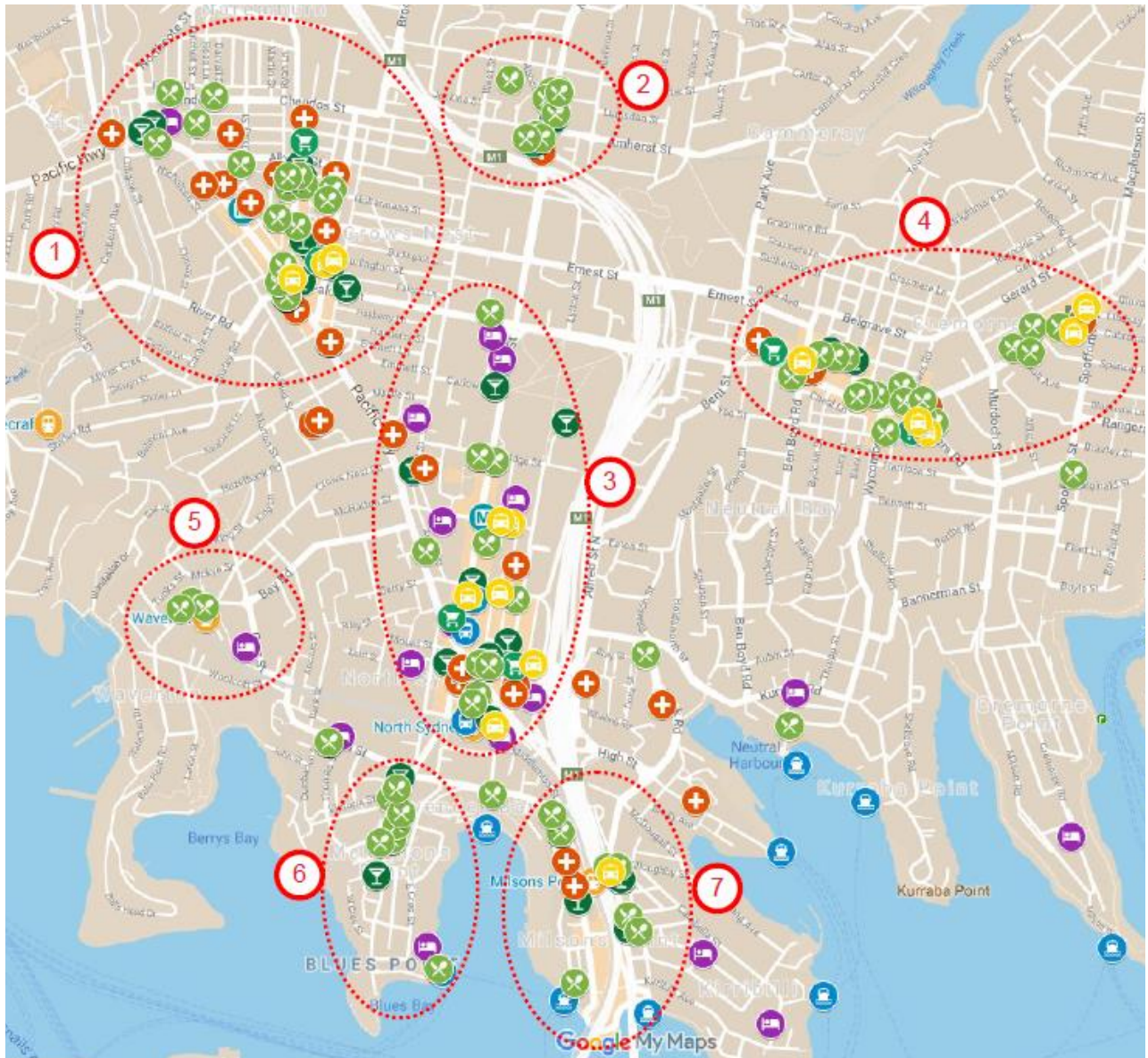


Figure 1 Map of key trip generations in the North Sydney LGA

LEGEND	
1.	Crow's Nest/St Leonard's
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
Crow's Nest	3	8
Milsons Point Train Station	1	5
Neutral Bay	3	10
North Sydney CBD	3	7
North Sydney Train Station	3	14
<b>Total</b>	<b>14</b>	<b>49</b>

Table 1: Taxi Zone locations

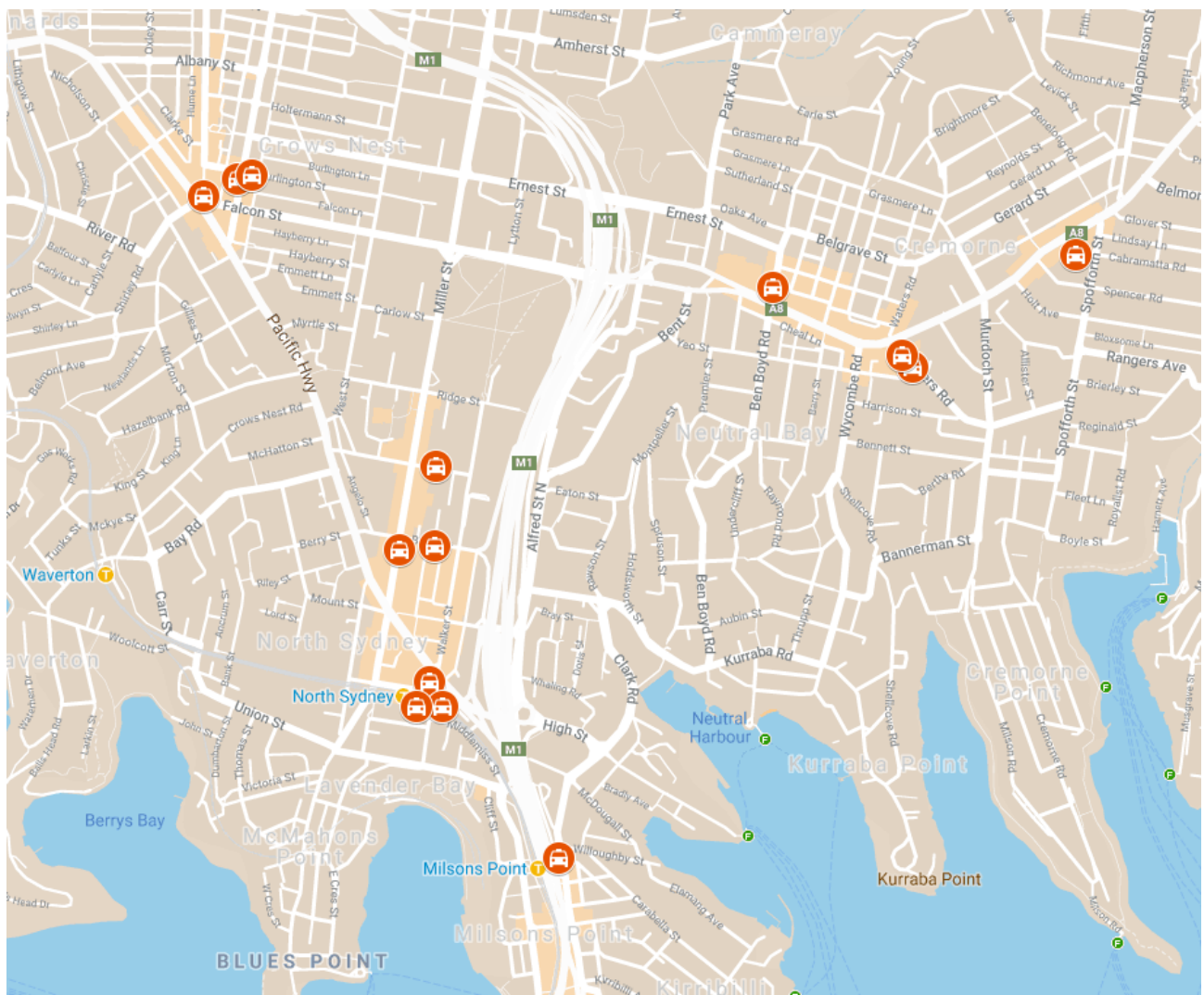


Figure 2 Map of existing 14 x taxi ranks Within the North Sydney LGA. These ranks currently comprise of 49 spaces

## 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 Accomodation	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	7am-7pm	24 Hours	11am – 12am		8am-5pm	7am-6pm		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 Crow's 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.

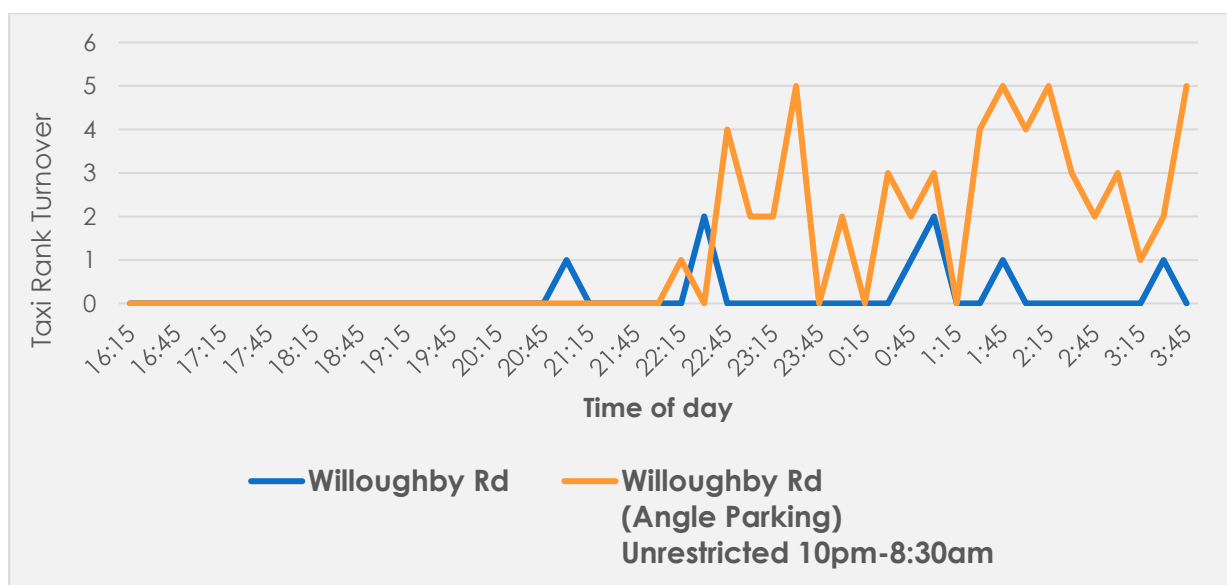


Figure 3 Willoughby Road, Crows Nest - Taxi Rank Turnover July 2019

#### 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.

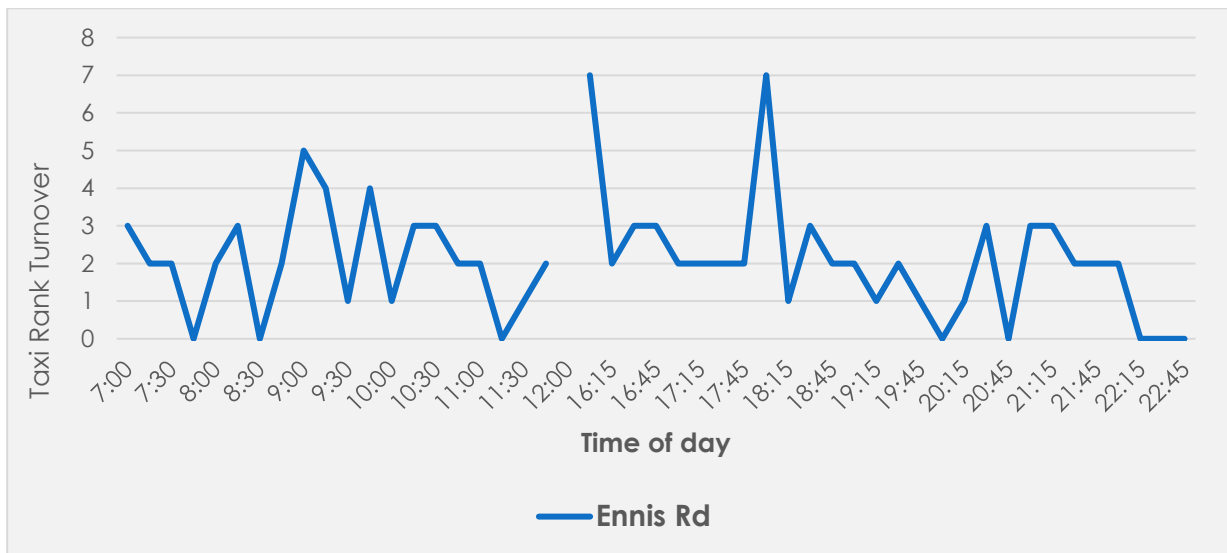


Figure 4 Ennis Road, Milsons Point - Taxi Rank Turnover July 2019

#### 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.

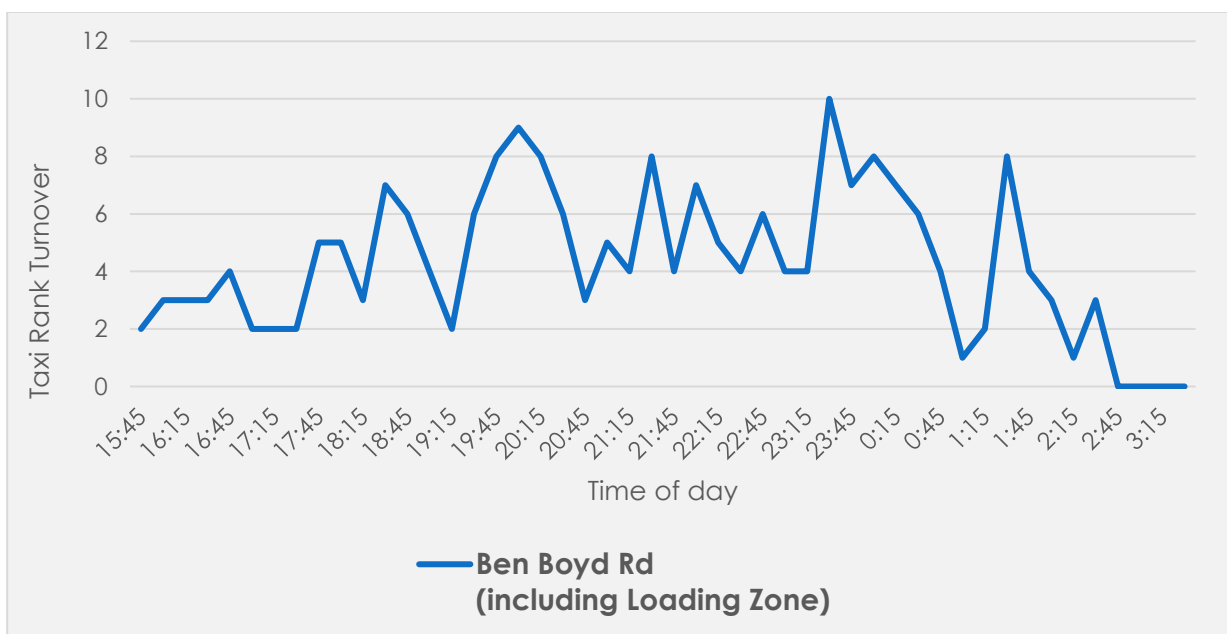


Figure 5 Ben Boyd Road, Neutral Bay - Taxi Rank Turnover July 2019

- 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.

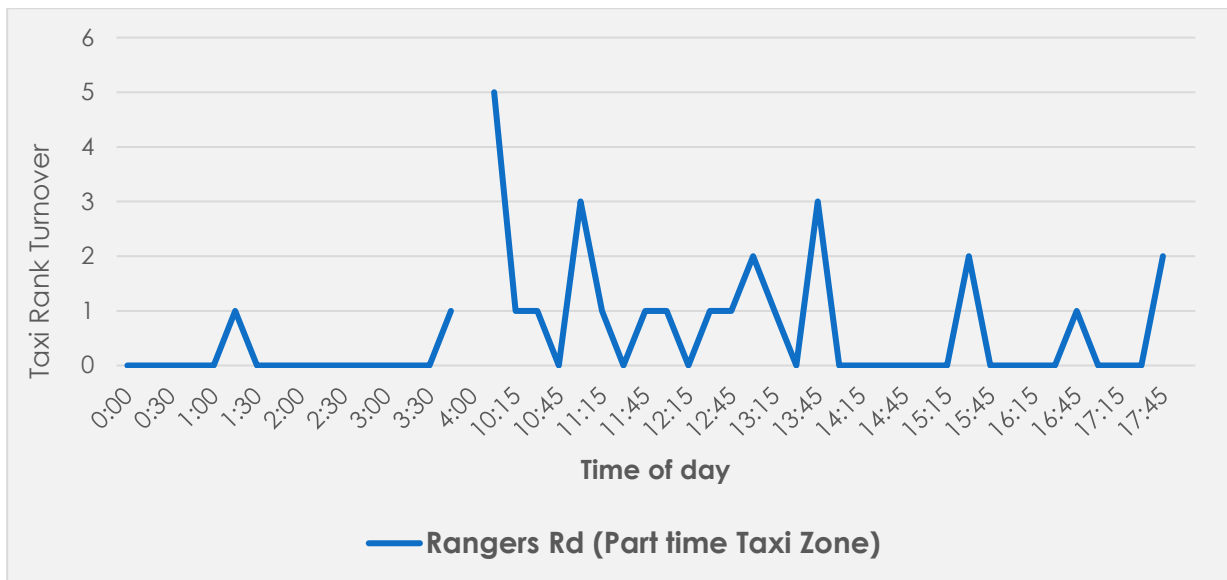


Figure 6 Rangers Road, Cremorne - Part-Time Taxi Rank Turnover July 2019

- 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.

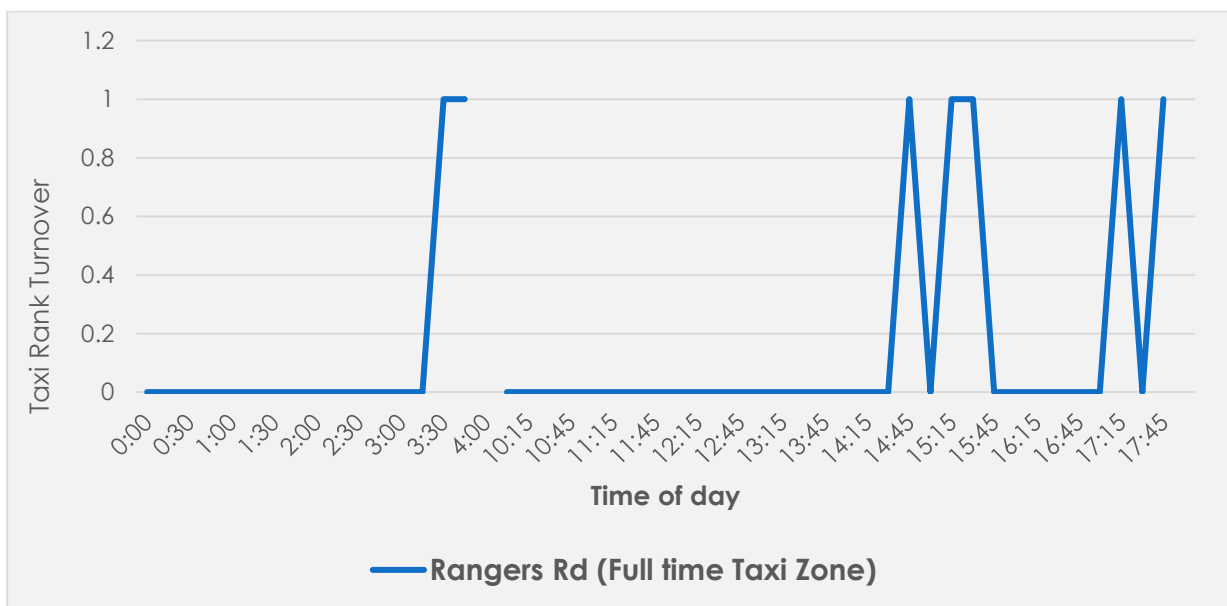


Figure 7 Rangers Road, Cremorne - Full-time Taxi Rank Turnover July 2019

#### 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.



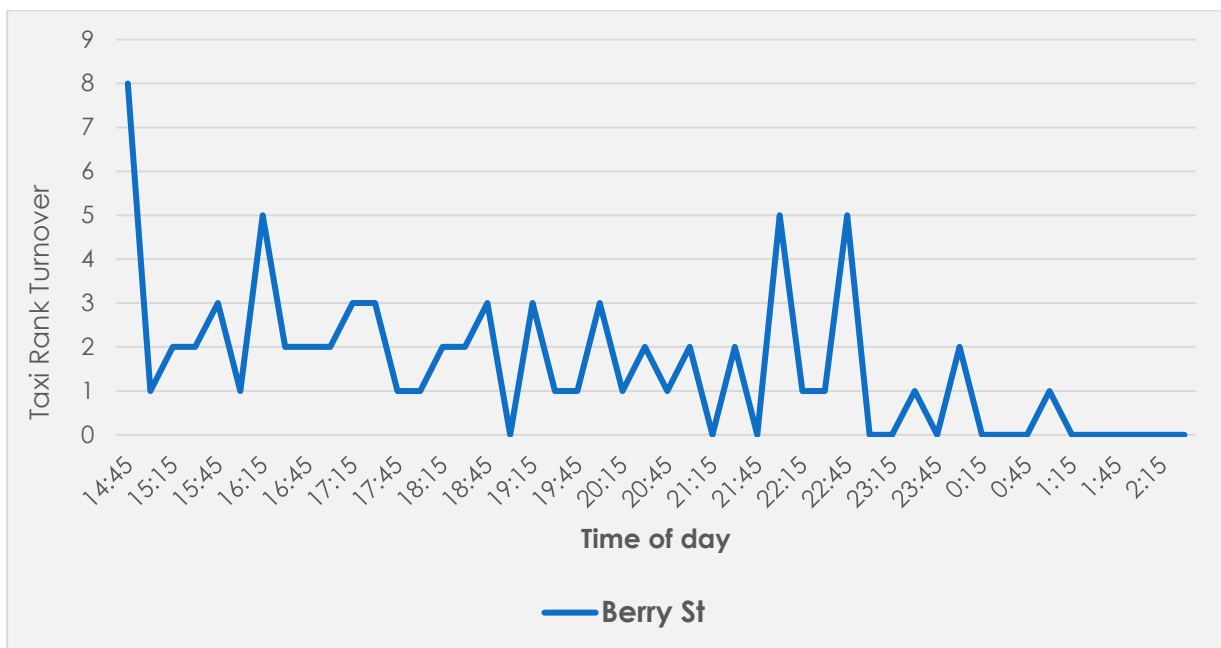


Figure 8 Berry Street, North Sydney - Taxi Rank Turnover July 2019

- 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.

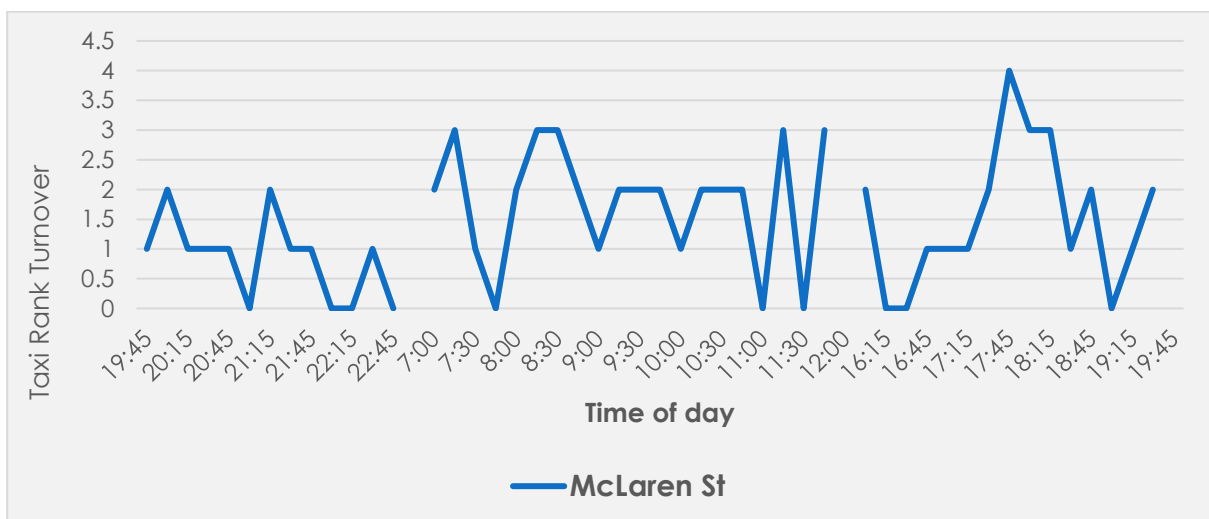


Figure 9 McLaren Street, North Sydney - Taxi Rank Turnover July 2019

- 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.

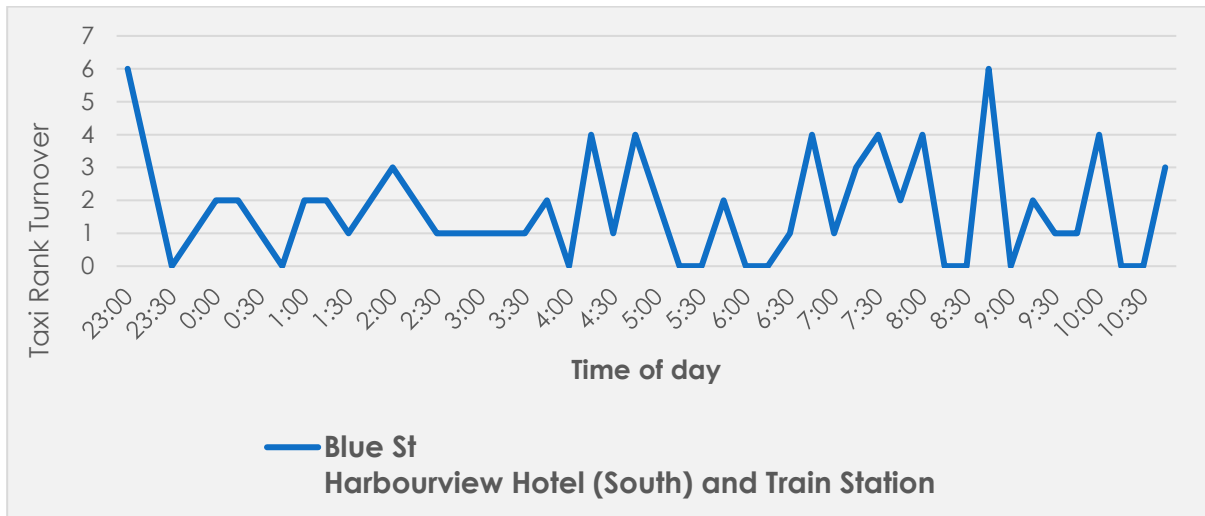


Figure 10 Blue Street, North Sydney - Taxi Rank Turnover (south side) July 2019

- 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.

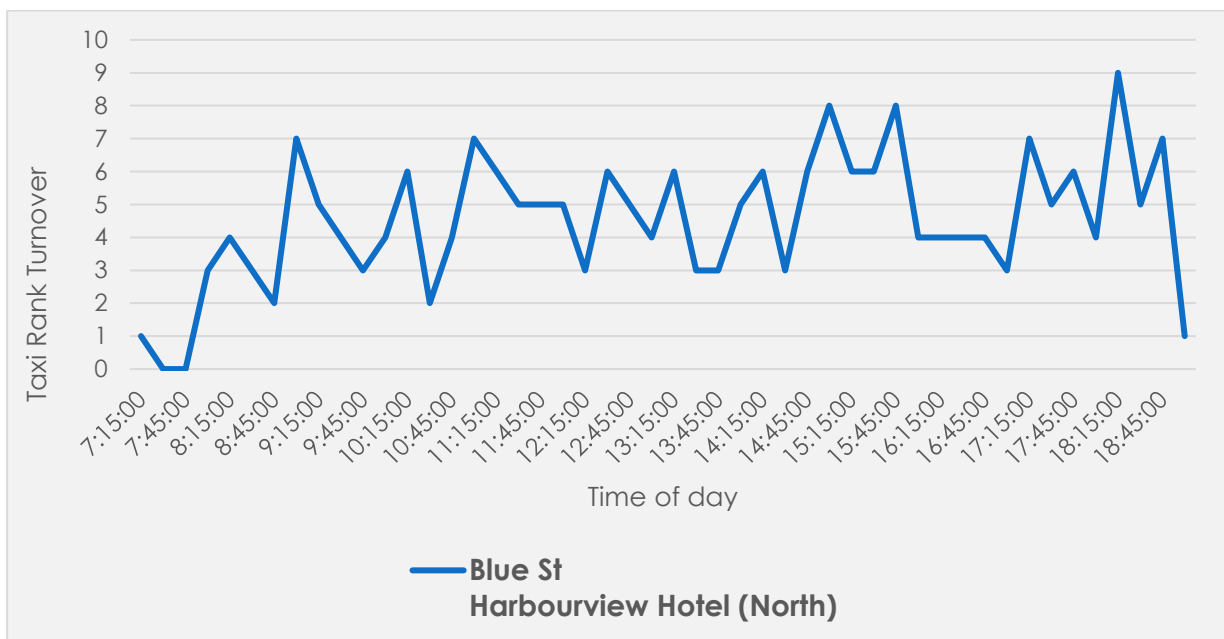


Figure 11 Blue Street, North Sydney - Taxi Rank Turnover (north side) July 2019

#### 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 10<sup>th</sup> and 16<sup>th</sup> 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 Crow's 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.

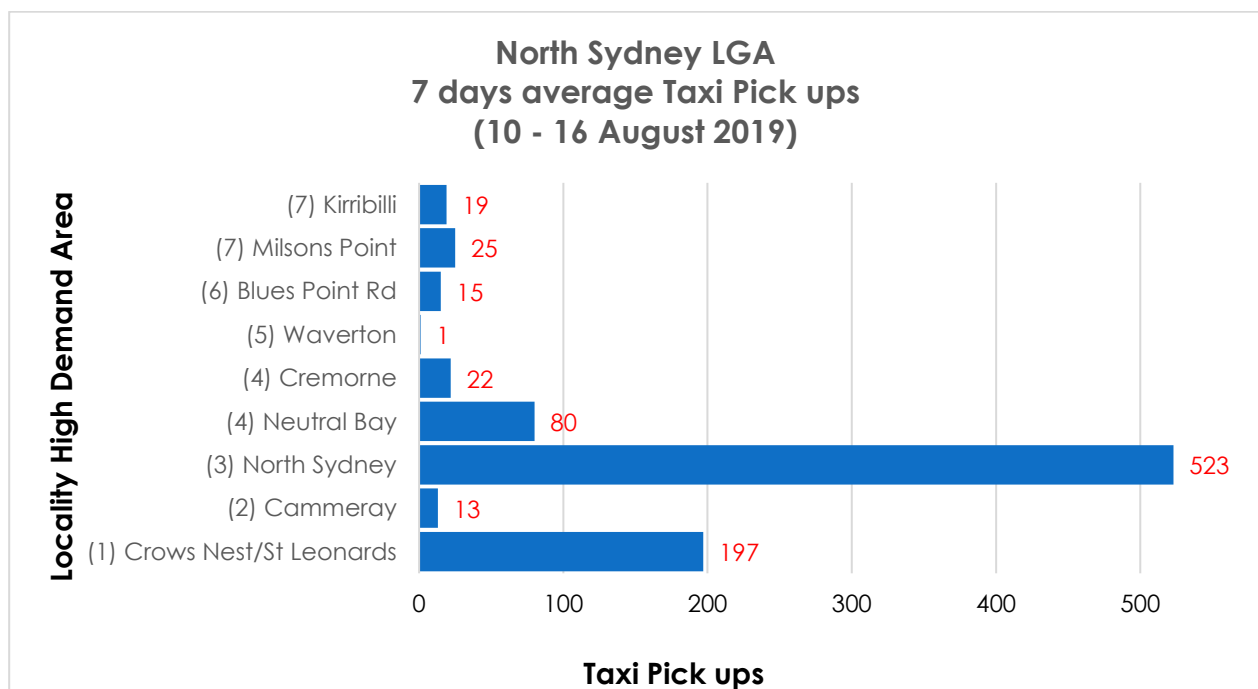


Figure 12: Taxi demand per locality (Source: NSW Taxi Council)

## 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.

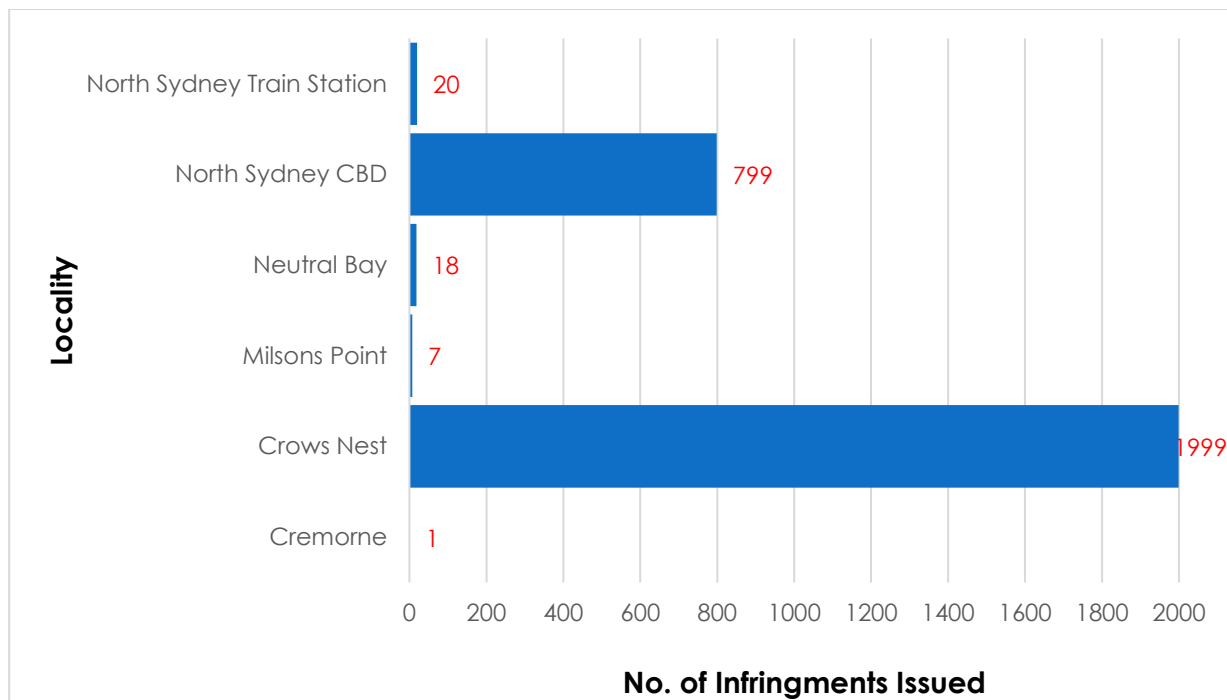


Figure 13 Taxi infringements issued in the North Sydney LGA (2016-2019)

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)

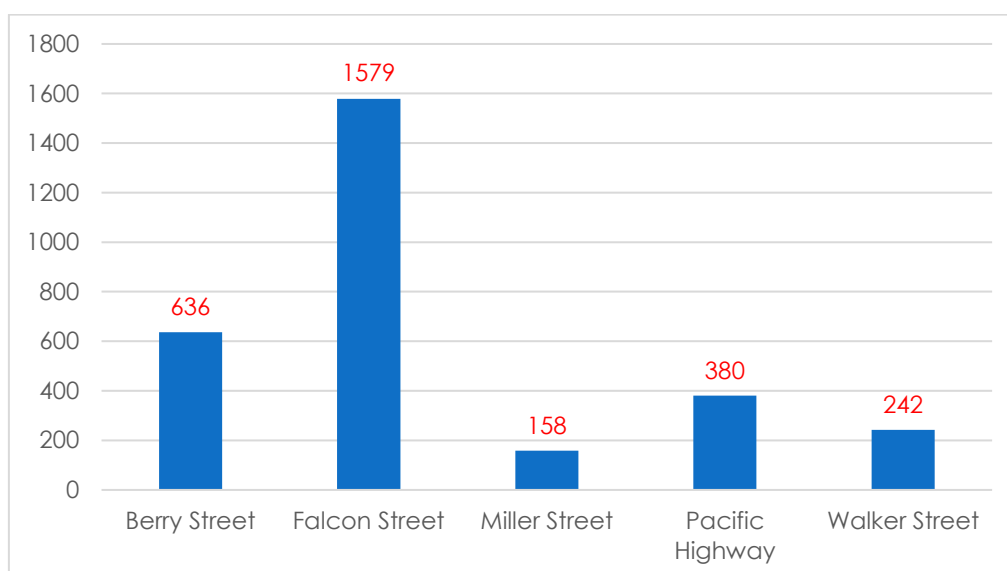


Figure 14 Taxi infringements by street of offence (2016-2019)

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)

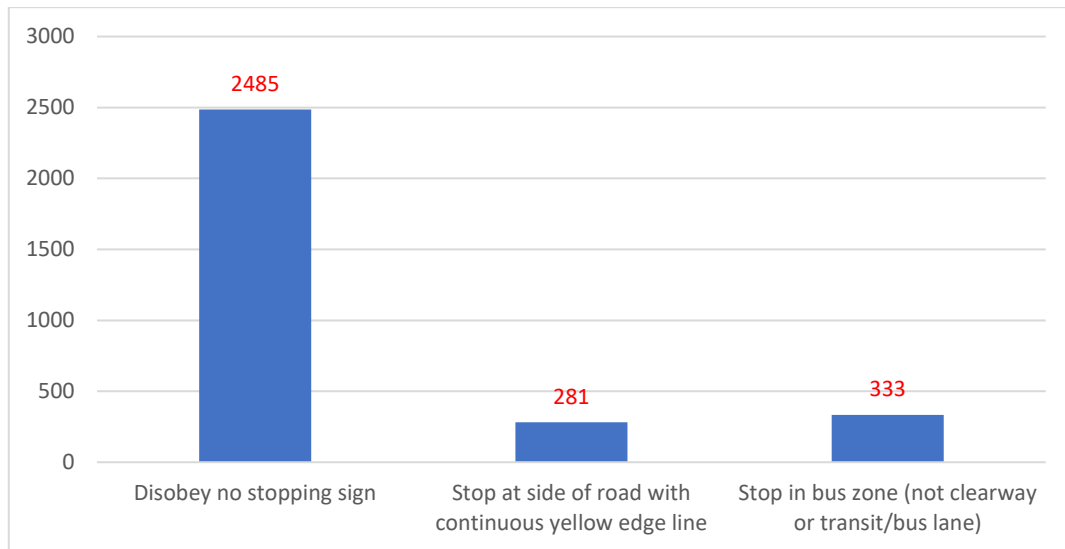


Figure 15 Taxi infringements by type of offence (2016-2019)

## 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	
<b>Bus Zone</b>	No	No	183
<b>Clearway</b>	Yes - the driver is dropping off, or picking up, passengers	No	176
<b>Clearway (No Stopping) Line</b>	Yes - If the driver of a taxi dropping off, or picking up, passengers	No	176-1
<b>Disabled Parking spaces</b>	No	No	203
<b>Double Parking</b>	No	No	189
<b>Loading Zone</b>	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
<b>Mail Zone</b>	No	No	186
<b>Metered Parking bays</b>	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
<b>Motorbike Parking spaces</b>	No	No	202
<b>No Parking</b>	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
<b>No Stopping</b>	No	No	167
<b>on or across Driveway</b>	Yes - if the driver is dropping off, or picking up, passengers	Yes - if the driver is dropping off, or picking up, passengers	198
<b>Shared Zone</b>	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
<b>Taxi Zone</b>	Yes	No	182
<b>Timed Parking bays</b>	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
<b>Truck Zone</b>	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
<b>Work Zone</b>	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.

### Crow's 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
					<b>Existing Total number of Taxi spaces</b>		<b>49</b>	<b>Proposed Total number of Taxi spaces</b>		<b>51</b>		

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.

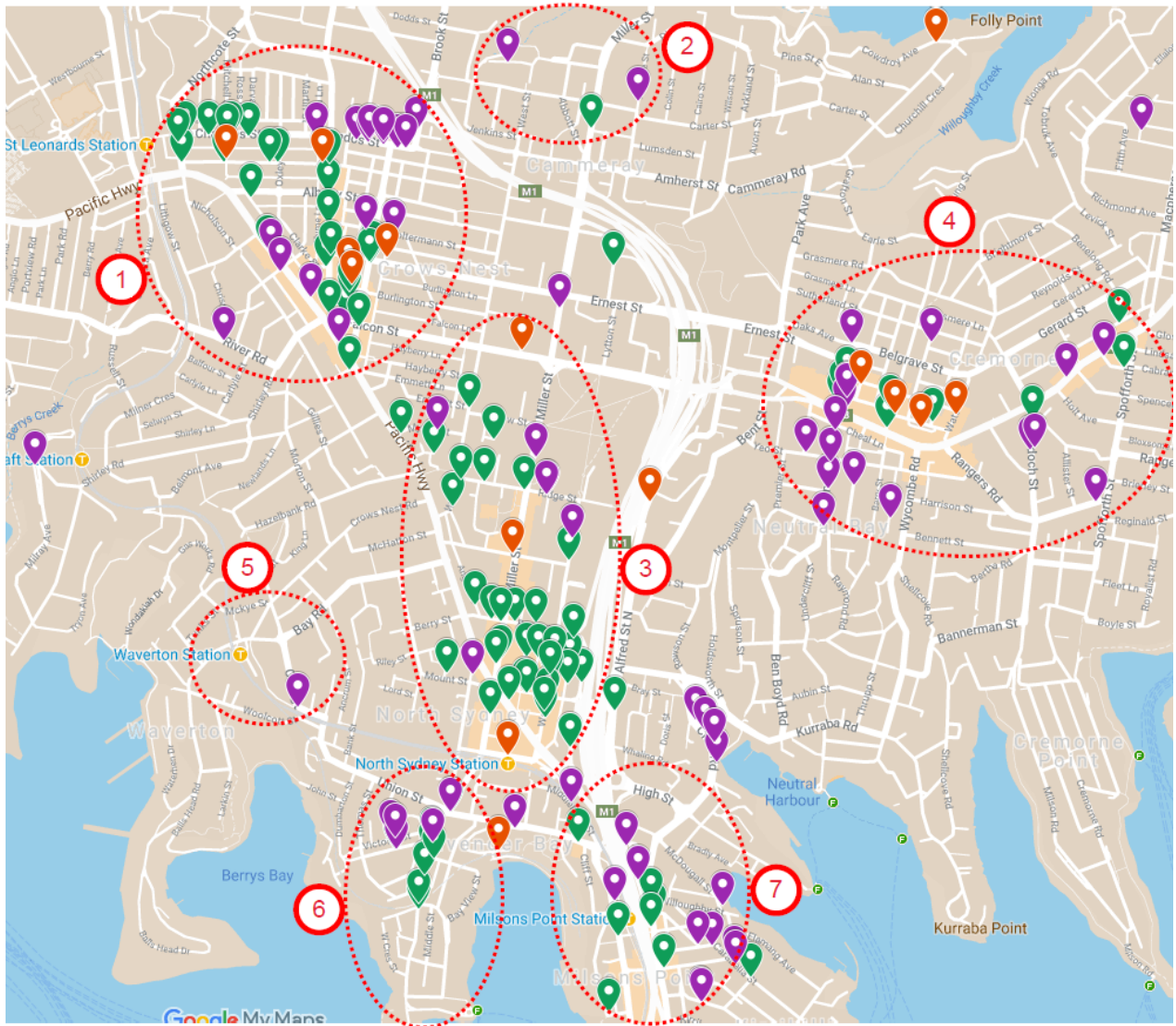





Figure 16 – Map of existing Loading zones and No Parking zones

LEGEND	
1.	Crow's Nest/St Leonard's
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.



### **Recommendations as a result of the Public Exhibition:**

The draft Taxi and Ride sourcing Strategy and Action Plan was placed on public exhibition from 5 December 2019 to 17 February 2020. Advertisements were placed in local newspapers, on Council's website, Social media and direct letter to corporations to advise of the public exhibition of the policy. The recommendations of the Taxi and Ride Sourcing Strategy and Action Plan are as follows:

#### **Taxis: Site Specific:**

1. Convert the existing Bus Zone in **Pacific Highway**, south of Berry street, in front of Vodafone building to Taxi Zone (3 spaces) subject to consultation with the STA and TfNSW as priority 1 due to the high use of this zone by Taxis.
2. Consider using 'No Parking' signs to allow everybody to stop and set down or pick up people and at specific locations.
3. Installation of signs to show people on the footpath that taxis/rideshare can stop
4. convert no stopping zone to one space of "**No Parking Taxis Excepted**" in Alexander St north of Ernest Street.
5. convert no stopping zone to one space of "**No Parking Taxis Excepted**" in Alexander St south of Holtermann Street.
6. Convert the existing Bus Zone to one space of "**No Parking Taxis Excepted**" in Pacific Highway, north of Miller street
7. Convert no stopping zone to one (or more) space/s of "**No Parking Taxis Excepted**" in Pacific Highway south of Miller Street outside HSBC
8. Convert no stopping zone to 3 spaces of "**No Parking Taxis Excepted**" in Walker St outside Coles south of Mount St.
9. Convert no stopping zone to 3 spaces of "**No Parking Taxis Excepted**" in Miller St south of Blue Street.
10. Convert no stopping zone to 2 spaces of "**No Parking Taxis Excepted**" on the north side of Amherst St between Miller St and Miller Lane.
11. Below ranks to be called pop-up ranks:
  - a. Berry Street is used by taxi's 24hr and very busy during office hours. Your Survey only took in the operational rank hours not the actual hours Taxi's rank there be it illegal
  - b. Miller Street rank between Berry & Highway is not frequent used by passengers. It is a feeder for taxis to move down 50m to where they rank illegally because that's where the customers are.
  - c. There are several other illegal hoarding taxi areas which are high frequency pick up areas e.g. outside Coca-Cola.

12. Arthur Street, North Sydney (100 Arthur St) is a high volume demand location for Taxis. It is, however, a clearway. Whilst the NSW Taxi Council promotes the safe and legal pick up and drop off provisions for anyone wishing to provide Passenger Services, it must be noted that a high volume of patrons, still use this location to hail a Taxi.

**Taxis: General recommendations:**

13. Installation of "No Stopping, Taxis Excepted, 1 minute limit" signage, rather than "No Parking" be considered where practicable and subject to consultation with TfNSW.
14. Council should also consider the demand for these modes of transport at popular visitor attractions, such as the Coal Loader, the Ensemble Theatre, Hayden Orpheum Picture Palace, Luna Park and the North Sydney Olympic Pool.
15. Whilst point number one, "Monitor number of infringements issued to taxis over the next 2 years" is supported, we believe that the same would need to be applied to Rideshare (Ride Sourcing) vehicles.

**Ride sourcing: General recommendations:**

16. Include an action in the Draft Strategy and Action Plan to make it easier for ride sharing to take place at events.
17. Council should consider broadening action 3, which relates to providing an online map for Ride Share operators of existing loading zones and no parking zones in high demand areas, to include details of taxi zones and venues in the LGA. This would allow both taxi drivers and ride sourcing drivers to see where stopping or parking is permitted
18. As identified in Council's Smart City Strategy, Council is currently developing a Data Sharing Policy. The above information could also be provided as open data on either the Australian Government or NSW Government's data sharing portals: [data.gov.au](http://data.gov.au) and [data.nsw.gov.au](http://data.nsw.gov.au) (respectively) to encourage the development of online tools or apps.
19. With regard to ongoing monitoring and reporting, there are a range of smart city solutions to gauge the effectiveness of the implementation of the Strategy and Action Plan. Such solutions could potentially reduce officer time and provide more real-time information.
20. Uber appreciates that under the Road Rules these areas will need to officially remain 'No Parking' and 'Loading' zones, and that that signage will remain, however clear, customer friendly wayfinding and signage which describes its intended purposes would help promote use for rideshare pick up and drop off.

## 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 new priority 4 is given to the new sites and subject to further detailed investigation by Council and consultation with all stakeholders.

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.

### Summary of Action Plans prior to the Public Exhibition

Action	Location(s)	Action Description	Priority	Timeframe
1	<ul style="list-style-type: none"> <li>• Willoughby Road, Crows Nest</li> <li>• Ben Boyd Road, Neutral Bay</li> <li>• McLaren Street, North Sydney</li> <li>• Miller Street, North Sydney</li> </ul>	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"> <li>• Cabramatta Road, Cremorne</li> <li>• Burlington Street, Crows Nest</li> <li>• Rangers Road, Neutral Bay</li> </ul>	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"> <li>1. Convert the existing full time "Loading Zone" to Part time "Loading Zone".</li> <li>2. Introduce "No Parking" restriction outside the new part-time loading zone/times</li> </ol>	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"> <li>1. Monitor number of infringements issued to taxis over the next 2 years.</li> <li>2. Monitor number of taxi and ride sourcing trips to/from the North Sydney LGA over the next 2 years</li> </ol>	3	2021/2022

Table 8: taxi and Ride sourcing action plan (pre Public Exhibition)

### Summary of Action Plans as a result of the Public Exhibition

Action	Location(s)	Action Description	Priority	Timeframe
1	Pacific Highway, south of Berry street, in front of Vodafone building.	Convert the existing Bus Zone to Taxi Zone (3 spaces) subject to consultation with the STA and TfNSW as priority 1 due to the high use of this zone by Taxis.	1	2019/2020
2	North Sydney LGA	Consider using 'No Parking' signs to allow everybody to stop and set down or pick up people and at specific locations.	3	2021/2022
3	North Sydney LGA	Installation of signs to show people on the footpath that taxis/rideshare can stop	3	2021/2022
4	Alexander St north of Ernest St	convert no stopping zone to one space of "No Parking Taxis Excepted"	2	2020/2021
5	Alexander St south of Holtermann St	convert no stopping zone to one space of "No Parking Taxis Excepted"	2	2020/2021
6	Pacific Highway, north of Miller St	Convert the existing Bus Zone to one space of "No Parking Taxis Excepted"	2	2020/2021
7	Pacific Highway south of Miller St outside HSBC	Convert no stopping zone to one (or more) space/s of "No Parking Taxis Excepted"	2	2020/2021
8	Walker St outside Coles south of Mount St	Convert no stopping zone to 3 spaces of "No Parking Taxis Excepted"	2	2020/2021
9	Miller St south of Blue St	Convert no stopping zone to 3 spaces of "No Parking Taxis Excepted"	2	2020/2021
10	North side of Amherst St between Miller St and Miller Lane	Convert no stopping zone to 2 spaces of "No Parking Taxis Excepted"	2	2020/2021
11	<ul style="list-style-type: none"> <li>• Berry Street</li> <li>• Miller Street</li> <li>• There are several other illegal hoarding taxi areas which are high frequency pick up areas e.g. outside Coca-Cola.</li> </ul>	Investigate ranks to be converted to / called pop-up ranks	3	2021/2022
12	Arthur Street, North Sydney	Investigate suitable location/s for new Taxi Rank/s	2	2020/2021
13	North Sydney LGA	Installation of "No Stopping, Taxis Excepted, 1 minute limit" signage	3	2021/2022

14	Council should also consider the demand for these modes of transport at popular visitor attractions, such as the Coal Loader, the Ensemble Theatre, Hayden Orpheum Picture Palace, Luna Park and the North Sydney Olympic Pool.	Investigate suitable location/s for new Taxi Rank/s	2	2020/2021
15	North Sydney LGA	Whilst “Monitor number of infringements issued to taxis over the next 2 years” is supported, we believe that the same would need to be applied to Rideshare (Ride Sourcing) vehicles, (enforcement)	3	2021/2022
16	North Sydney LGA	Include an action in the Draft Strategy and Action Plan to make it easier for ride sharing to take place at events.	3	2021/2022
17	Ride Sourcing High Demand Areas. (Taxis are already permitted to drop off/pick up passengers at these locations)	Provide an online map for Ride Share operators of existing loading zones and no parking zones in high demand areas, to include details of taxi zones and venues in the LGA	1	2019/2020
18	North Sydney LGA	As identified in Council’s Smart City Strategy, Council is currently developing a Data Sharing Policy. The above information could also be provided as open data on either the Australian Government or NSW Government’s data sharing portals: <a href="http://data.gov.au">data.gov.au</a> and <a href="http://data.nsw.gov.au">data.nsw.gov.au</a> (respectively) to encourage the development of online tools or apps.	3	2021/2022
19	North Sydney LGA	With regard to ongoing monitoring and reporting, there are a range of smart city solutions to gauge the effectiveness of the implementation of the Strategy and Action Plan. Such solutions could potentially reduce officer time and provide more real-time information.	3	2021/2022
20	North Sydney LGA	Clear, customer friendly wayfinding and signage which describes its intended purposes would help promote use for rideshare pick up and drop off.	3	2021/2022

Table 9: taxi and Ride sourcing action plan (Post Public Exhibition)

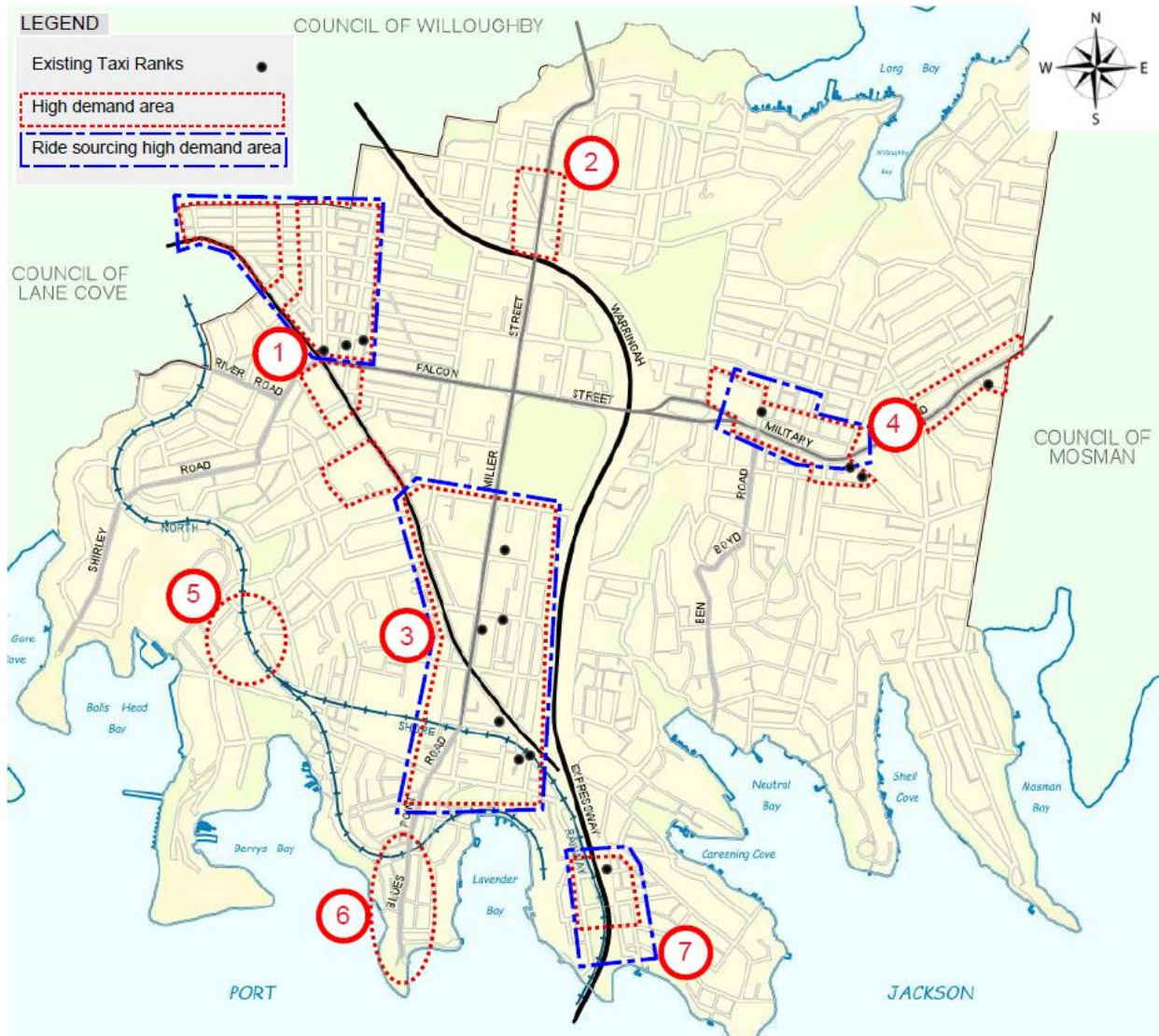


Figure 17: Target taxi ranks and Ride sourcing Spaces (3 years)

## 7 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

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

**Taxi and Ride sourcing Strategy and Action Plan  
Summary of submissions received during public exhibition period**

**Prepared March 2020**

The following criteria are used to analyse all submissions received, and to determine whether or not the plan would be amended:

1. The Taxi and Ride sourcing Strategy and Action Plan **would be** amended if the point:
  - a provided additional information of relevance.
  - b indicated or clarified a change in government legislation, Council's commitment or management policy.
  - c proposed strategies that would better achieve or assist with Council's objectives.
  - d was an alternate viewpoint received on the topic and is considered a better option than that proposed in the Draft Plan or;
  - e indicated omissions, inaccuracies or a lack of clarity.
  
2. The Taxi and Ride sourcing Strategy and Action Plan **would not be** amended if the point:
  - a addressed issues beyond the scope of the Plan.
  - b was already in the plan or will be considered during the development of a subordinate plan (prepared by Council).
  - c offered an open statement, or no change was sought.
  - d clearly supported the draft proposals.
  - e was an alternate viewpoint received on the topic but the recommendation of the draft plan was still considered the best option.
  - f was based on incorrect information.
  - g contributed options that are not possible (generally due to some aspect of existing legislation or government policy) or;
  - h involved details that are not appropriate or necessary for inclusion in a document aimed at providing a strategic community direction over the long term.



No	Taxi / Ride Sourcing driver/ operator	Key Points Raised	Response	Recommend Plan be Amended Y or N	Criteria Code	Plan Page No.
1	No	1. The problem for taxis is that the ranks are not where they are need e.g. Vodafone building	1. Proposal to convert the existing Bus Zone in Pacific Hwy, south of Berry street, in front of Vodafone building to Taxi Zone will be considered under the Strategy and action plan subject to consultation with the STA and TfNSW.	Y	1a	All
		2. Many of the taxi ranks just throughout N/Sydney are heavily used by construction vehicles over the past year or so	2. This is an enforcement issue unless the Taxi Ranks/spaces have been converted to a temporary Work Zone for a construction site. Generally, if special parking zones, i.e. Taxi zones, Loading zones etc. are impacted by WZs Council will utilise these spaces elsewhere.	N	2h	All
		3. change our signage to no standing etc	3. The road rule does not permit for stopping at any No Stopping restriction area; therefore, it may become an enforcement issue. However, the "No Stopping, Taxis Excepted, 1 minute limit" signage will be considered under the strategy and action plan and in consultation with TfNSW	Y	1a	All
2	No	<p><b>Consider</b></p> <p>1. improving the ability for all drivers including taxi and rideshare drivers to stop legally to set down and pick up passengers safely.</p> <p>2. Consider using 'No Parking' signs to allow everybody to stop and set down</p>	<p><b>Consider</b></p> <p>1. Noted and already included in the strategy.</p> <p>2. Noted and already included in the strategy.</p> <p>3. Noted and will be forwarded to the ride share companies for consideration.</p>	N	2b	All

No	Taxi / Ride Sourcing driver/ operator	Key Points Raised	Response	Recommend Plan be Amended Y or N	Criteria Code	Plan Page No.
		<p>or pick up people and at specific locations</p> <p>3. Ride sharing companies can have a GPS database of 'No Parking' zones and apps could direct intending passengers to the zone able to be picked up safely in the direction of travel</p>				
		<p>4. Covert 'No Stopping' zones to 'No Parking' at selected locations if safe to do so</p> <p>5. Change 'Taxi Zones' to 'No Parking Taxis Excepted' to better utilise spaces</p> <p>6. Have signs to show people on the footpath that taxis/rideshare can stop (see picture)</p>	<p>4. Noted and will be investigated by Council and in consultation with the TfNSW.</p> <p>5. Noted and will be investigated by Council and in consultation with the TfNSW.</p> <p>6. Noted and will be investigated by Council.</p>	Y	1a	All
		<p>7. Have the number of taxis permitted at any time 'No Parking 4 Taxis excepted' (see picture)</p> <p>8. Trial converting existing taxi zones to 'No Parking Taxis Excepted' better utilise space</p> <p>9. Wherever possible use existing infrastructure to mount signs reducing roadside hazards</p>	<p>7. The distance between the opening and closing of the Taxi Zone signs will determine the number of Taxis that could be accommodated within the zone.</p> <p>8. The distance between the opening and closing of the Taxi Zone signs will determine the number of Taxis that could be accommodated within the zone.</p>	N	2a	All

No	Taxi / Ride Sourcing driver/ operator	Key Points Raised	Response	Recommend Plan be Amended Y or N	Criteria Code	Plan Page No.
		10. Reduce number of lanes entering North Sydney CBD Pacific Hwy 11. Re-route bus services through North Sydney CBD to better utilise parking and taxi ranks 12. Make Victoria Cross a pedestrian mall allowing only buses from Miller St at 20km/hr	9. Not related to Taxi and Ride Share Strategy, h 10. Not related to Taxi and Ride Share Strategy, 11. Not related to Taxi and Ride Share Strategy, 12. Not related to Taxi and Ride Share Strategy,			
		<b>Locations to install 'No Parking Taxis Excepted'</b> 13. Alexandra St northbound after Ernest 1 spot convert no stopping zone (see below) 14. Alexandra St southbound after Holtermann St 1 spot convert no stopping zone 15. Pacific Hwy city bound after Berry St convert bus zone 16. Pacific Hwy city bound before Miller convert bus zone 17. Amherst St between Miller St and Miller Ln outside Water shop, 2 spots convert no stopping zone 18. Pacific Hwy city bound after Miller St remove no stopping times & clearway outside HSBC 19. Walker St outside Coles after Mount St 3 spots allowing shoppers to take weekly shopping home	<b>Locations to install 'No Parking Taxis Excepted'</b> 13. Noted and will be considered/investigated by Council. 14. Noted and will be considered/investigated by Council. 15. Noted and will be considered/investigated by Council and subject to approval by STA and TfNSW. 16. Noted and will be considered/investigated by Council and subject to approval by STA and TfNSW. 17. Noted and will be considered/investigated by Council.	Y	1a	All

No	Taxi / Ride Sourcing driver/ operator	Key Points Raised	Response	Recommend Plan be Amended Y or N	Criteria Code	Plan Page No.
		20. Miller St southbound after Blue St convert no stopping zone that was a bus stop in 2017	18. Noted and will be considered/investigated by Council and TfNSW. 19. Noted and will be considered/investigated by Council and TfNSW. 20. Noted and will be considered/investigated by Council and TfNSW.			
		21. South side of Ben Boyd Rd convert no parking signs 22. Amherst St before Miller St north side convert no parking signs 23. Christie St north bound after Sergeants Ln convert no stopping 2 spots	21. Location not specific 22. Cannot be supported as the existing No Stopping cannot be reduced to less than 20m from intersection 23. Cannot be supported as the existing No Stopping cannot be reduced to less than 20m from intersection	N	2g	All
		24. <b>Locations to install 'No Parking Taxis Excepted All Other Times'</b> Military Rd city bound before Bydown St covert no stopping zone previously bus zone 25. Pacific Hwy city bound before Albany St convert no stopping zone 26. Pacific Hwy city bound after Christie St move parking forward and install 2 spots 27. Miller St outside number 60 from bus zone to old red light camera sign pole outside Lumix Hair	<b>Locations to install 'No Parking Taxis Excepted All Other Times'</b> Suggested locations are in state road or require removal of parking spaces that is not supported by North Sydney Council	N	2g	All

No	Taxi / Ride Sourcing driver/ operator	Key Points Raised	Response	Recommend Plan be Amended Y or N	Criteria Code	Plan Page No.
		28. Miller St south bound before Berry St outside Rag and Famish 2 spots convert no stopping 29. Miller St outside MLC building before bus zone 30. Pacific Hwy outside No 93-95 convert 1 parking spot 31. Pacific Hwy before Miller St outside Greenwood Medical Centre convert 'No Parking' 32. Military Rd northbound after Ben Boyd Rd outside TAB extend zone to end of fence 33. Miller St outside North Sydney Hotel reinstall no parking zone 34. Miller St outside Library convert 2 parking spots before bus zone 35. Miller St outside council chambers existing no parking zone 36. Miller St opposite Rag and Famish convert 1 parking spot after Berry St 37. Cabramatta Rd remove completely taxi zone and place 2 spots Military Rd after Cabramatta Rd				
		38. Rangers Rd outside Woolworths change 'taxi zone all other times' Change evening bus zone to 5pm-7pm as buses no longer operate late at night		N	2b	14
3	No	1. Council should also consider the demand for these modes of transport at popular visitor attractions, such as the Coal Loader, the Ensemble Theatre,	1. Noted and will be considered/investigated by Council and other authorities if necessary.	Y	1a	All

No	Taxi / Ride Sourcing driver/ operator	Key Points Raised	Response	Recommend Plan be Amended Y or N	Criteria Code	Plan Page No.
		<p>Hayden Orpheum Picture Palace, Luna Park and the North Sydney Olympic Pool.</p> <p>2. include an action in the Draft Strategy and Action Plan to make it easier for ride sharing to take place at events.</p> <p>3. Council should consider broadening action 3, which relates to providing an online map for Ride Share operators of existing loading zones and no parking zones in high demand areas, to include details of taxi zones and venues in the LGA. This would allow both taxi drivers and ride sourcing drivers to see where stopping or parking is permitted</p> <p>4. As identified in Council's Smart City Strategy, Council is currently developing a Data Sharing Policy. The above information could also be provided as open data on either the Australian Government or NSW Government's data sharing portals: <a href="http://data.gov.au">data.gov.au</a> and <a href="http://data.nsw.gov.au">data.nsw.gov.au</a> (respectively) to encourage the development of online tools or apps.</p> <p>5. With regard to ongoing monitoring and reporting, there are a range of smart city solutions to gauge the effectiveness of the implementation of</p>	<p>2. It is noted that generally event organisers in discussion with the relative authorities, dedicate an area for the ride share users. This can be achieved if event organisers approach Council in advance for navigating different options.</p> <p>3. This will be added to the existing Council's mapping which will be available to public. In addition, ride share and taxi companies will be notified of this facility should they wish to add these locations to their mapping systems.</p> <p>4. Similar to item 3 this can be achieved as suggested.</p> <p>5. Noted and will be utilised in future.</p>			

No	Taxi / Ride Sourcing driver/ operator	Key Points Raised	Response	Recommend Plan be Amended Y or N	Criteria Code	Plan Page No.
		the Strategy and Action Plan. Such solutions could potentially reduce officer time and provide more real-time information.				
5	No	<p>Additional information re- Ennis Rd Taxi ranks, land use and typical operational hours as stated on Table 3 of the Strategy</p> <ol style="list-style-type: none"> <li>1. a medical centre directly across from the train station in Milsons Point, as well as a dentist in Kirribilli.</li> <li>2. are a number of businesses and offices in the area including the NSW Government office of Roads and Maritime Services which is located in Ennis Road.</li> </ol> <p>With regard to the opening hours timing of both shops and restaurants in the Ennis Road zone:</p> <ol style="list-style-type: none"> <li>3. Most of the shops are open longer than 5pm, however the actual timing depends on the type of business, i.e. food shops stay open much later into the evening, Woolies Metro for example is open from 6am to 11pm. Is 7am to 7pm a better generalisation as shops are generally open longer and later than office/business hours?</li> </ol>	All items are noted	N	2b	7

No	Taxi / Ride Sourcing driver/ operator	Key Points Raised	Response	Recommend Plan be Amended Y or N	Criteria Code	Plan Page No.
		4. All of the restaurants in Kirribilli are also open for lunch.				
6	Y	Ride Sourcing vehicles are classified as hire vehicles in the Point to Point Transport (Taxis and Hire Vehicles) Regulation 2017 and are subject to Part 6 Division 3 Clause 84 No plying or standing for hire	<p>Noted., However in relation to the new “No Parking” restriction outside the “Loading zones” hours the strategy states that:</p> <p><i>“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.”</i></p> <p>The provision of “No Parking” zones is for the use of 2 minute drop off/pick up which complies with the “Road Rule” and “the Point to Point Transport (Taxis and Hire Vehicles) Regulation 2017”</p>	N	2f	25 and 28
7	Y	Concerns are raised over provision of facilities for ride sourcing companies in North Sydney which has and still effects the Taxi Industry	<p>North Sydney Council aims to make a balance between different sources of public transport.</p> <p>Under the Taxi and Ride sourcing strategy and action plan, North Sydney Council has made provision for Taxi zones within the North Sydney LGA as well as Ride Sourcing which is another mode of transport in NSW.</p>	N	2c	All
8	Y	1. Uber supports actions 3, 4, 5 and 6 of the Strategy. Introducing more ‘No Parking’ zones and extending the operating times of these zones will help	1. Noted	Y	1a	All



No	Taxi / Ride Sourcing driver/ operator	Key Points Raised	Response	Recommend Plan be Amended Y or N	Criteria Code	Plan Page No.
		<p>provide additional pick up and drop off locations in high demand areas.</p> <p>2. Uber appreciates that under the Road Rules these areas will need to officially remain 'No Parking' and 'Loading' zones, and that that signage will remain, however clear, customer friendly wayfinding and signage which describes its intended purposes would help promote use for rideshare pick up and drop off.</p>	<p>2. Noted and will be considered/investigated by Council and TfNSW.</p>			
9	Y	<p>As a taxi owner and Driver for 30+ years working the low north shore North Sydney area it has become impossible to conduct my business.</p> <p>So has most of Sydney.</p> <p>The reason is the inability for me to legally stop to pick up or drop off my passengers.</p> <p>There is just an Inadequate legal provision to do so.</p> <p>1. The existing taxi ranks are not the appropriate areas. These are not where our client base is. This can be seen by the Street signage which states taxis do not rank here.</p>	<p>1. More details on locations require for investigation</p>	N	2c	All

No	Taxi / Ride Sourcing driver/ operator	Key Points Raised	Response	Recommend Plan be Amended Y or N	Criteria Code	Plan Page No.
		<p>2. These are the exact places that taxis illegally hoard and rank because of their demand. These areas where taxis hoard Or rank should be called Pop Up Ranks. Create them as their demand requires.</p>	<p>2. Referred to Berry St, McLaren St and Miller St by Mr Skarparis on a mark-up page. The proposed "pop up" ranks will be investigated by Council and in consultation with the TfNSW.</p>			
		<p>3. Since taxis are the only vehicles allowed to Stop in a clearway which in reality is a no stopping area. The no stopping rule should be rewritten to say; Taxis may stop momentarily if safe to do so Only while dropping off or picking up passengers.</p> <p>4. The reason is once upon a time we had no parking &amp; No standing signs which were replaced by no stopping signs and the laws were not adjusted to accommodate Taxi's and their Commuters</p>	<p>3. The "No Stopping, Taxis Excepted, 1 minute limit" signage will be considered under the strategy and action plan and in consultation with TfNSW</p> <p>4. Noted and similar response to item 3</p>	Y	1a	15

No	Taxi / Ride Sourcing driver/ operator	Key Points Raised	Response	Recommend Plan be Amended Y or N	Criteria Code	Plan Page No.
		<p>Also, your Survey of the North Sydney ranks is incorrect.</p> <p>A. Berry St is used by taxi's 24hr and very busy during office hours. Your Survey only took in the operational rank hours not the actual hours Taxi's rank there be it illegal</p> <p>B. Miller St rank between Berry &amp; Hwy is not frequent used by passengers. It is a feeder for taxi's to move down 50m to where they rank illegally because that's where the customers are.</p> <p>C. There are several other illegal hoarding taxi areas which are high frequency pick up areas e.g. outside Coca-Cola.</p> <p>These are the exact sort of ranks that should be called pop-up ranks.</p>	All noted and will be considered in the Strategy and action plan	Y	1a	15
10	Not Known	<p>Ride sourcing cars ,as you (North Sydney Council ) describe , are actually classified as hire vehicles in the current regulations. I advise council to read the transport regulation Point to Point Transport (Taxis and Hire Vehicles) Regulation 2017</p> <p>Specifically, Part 6 Division 3 Clause 84</p>	<p>Noted., However in relation to the new "No Parking" restriction outside the "Loading zones" hours the strategy states that:</p> <p><i>"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."</i></p>	N	2b	25 and 28
11	Y					
12	Not Known					
13	Not Known					

No	Taxi / Ride Sourcing driver/ operator	Key Points Raised	Response	Recommend Plan be Amended Y or N	Criteria Code	Plan Page No.
14	Not Known	It clearly states that a hire vehicle must not stand or park the vehicle for hire on any road or road related	The provision of "No Parking" zones is for the use of 2 minute drop off/pick up which complies with the "Road Rule" and "the Point to Point Transport (Taxis and Hire Vehicles) Regulation 2017"			
15	Not Known	area or use the hire vehicle to carry out a hiring other than for a booking made before the driver stops the vehicle at the place where the passenger is picked up.				
16	Not Known	If you allow any zones to allow for hire vehicles to pick up you are facilitating the breaking of laws/regulations.				
17	Y	We strongly suggest you reconsider any such move that may bring your council under any legal threat or class action .				
18	Not Known	You probably aren't aware of the regulations . Now that you are , you should immediately stop any action to facilitate and encourage hire vehicles to break the law .				
19	Not Known	<p><a href="https://www.google.com/url?sa=t&amp;source=web&amp;rct=j&amp;url=https://www.legislation.nsw.gov.au/regulations/2017-424.pdf&amp;ved=2ahUKEwj58unbqMrnAhWYdGdGHQ1OASsQFjADegQIBhAI&amp;usg=AOvVaw2OF-j3Sue3BbhK2ooKkMbj">https://www.google.com/url?sa=t&amp;source=web&amp;rct=j&amp;url=https://www.legislation.nsw.gov.au/regulations/2017-424.pdf&amp;ved=2ahUKEwj58unbqMrnAhWYdGdGHQ1OASsQFjADegQIBhAI&amp;usg=AOvVaw2OF-j3Sue3BbhK2ooKkMbj</a></p>				
20	Y	As you may or may not know that under Point to Point Transport (Taxis and Hire Vehicles) Regulation 2017, more specifically Part 6 Division 3 Clause 84, The driver of a hire vehicle is not permitted to				

No	Taxi / Ride Sourcing driver/ operator	Key Points Raised	Response	Recommend Plan be Amended Y or N	Criteria Code	Plan Page No.
		<p>either ply, stand or park the hire vehicle on any road or road related area.</p> <p>By creating a rank specifically for what you describe as ride sourcing vehicles means that you are also facilitating the breach of the Point to Point regulations.</p> <p>I urge that North Sydney Council look into this matter closely, as we believe this creates the opportunity for hire vehicle drivers not only break the law but to also tout for passengers. Under the current regulations only taxis are permitted to rank and hail.</p> <p>We strongly encourage your Councils proposal in increasing the number of spaces available to taxis for ranking purposes.</p>				
21	Not Known	U should make taxi rank in Arthur St North Sydney Sometimes hard to find taxi there	3. Noted and will be considered/investigated by Council.	Y	1a	All
22	Y	<p><b>ACTION ITEM 1. Increase Taxi Zone Spaces</b></p> <p>North Sydney Council is proposing to increase the number of spaces at the following Taxi Zones; (net gain of 9 spaces). Willoughby Road, Crows Nest, Ben Boyd Road, Neutral Bay, McLaren</p>	<p><b>ACTION ITEM 1. Increase Taxi Zone Spaces</b></p> <p>NSW Taxi Council's Support is noted.</p>	N	2d	28

No	Taxi / Ride Sourcing driver/ operator	Key Points Raised	Response	Recommend Plan be Amended Y or N	Criteria Code	Plan Page No.
		<p>Street, North Sydney, Miller Street, North Sydney</p> <p>The NSW Taxi Council supports the view that the Taxi Zone locations listed above have an increased number of spaces for Taxis. It has been proposed that the net gain will be a total of nine additional spaces.</p>				
		<p><b>ACTION ITEM 2. Reduce Taxi Zone Spaces in Cabramatta Road, Cremorne, Burlington Street, Crows Nest, Rangers Road, Neutral Bay</b></p> <ol style="list-style-type: none"> <li>1. How was the appropriate time selected for each of these Taxi Zones to visit?</li> <li>2. Were these Taxi Zones occupied with taxis during the time of the visit by the Traffic Engineer?</li> <li>3. Were these Taxi Zones being utilized by members of the public during the times not visited by the Traffic Engineer?</li> <li>4. Are these Taxi Zones being occupied by Taxis during the other times, the rank was not visited by the Traffic Engineer?</li> </ol>	<p><b>ACTION ITEM 2. Reduce Taxi Zone Spaces in Cabramatta Road, Cremorne, Burlington Street, Crows Nest, Rangers Road, Neutral Bay</b></p> <ol style="list-style-type: none"> <li>1. Considering the location of these Taxi ranks (land use) and the expected taxi users at these ranks, a mid-day site visit during weekday was deemed appropriate. It is normal practice to conduct a shorter survey as a sample and use the result for conclusion. NOTE: Rangers Rd Taxi zone was investigated by installation of camera recording for 24 Hours.</li> <li>2. Yes. The turnover rates of each taxi zone have been tabled in "Table 4: Existing taxi ranks usage and turnover" on page 14 of the "North Sydney Taxi and Ride Sourcing Strategy"</li> <li>3. This can be confirmed for the sites with 24hour camera recording.</li> </ol>	N	2c	28

No	Taxi / Ride Sourcing driver/ operator	Key Points Raised	Response	Recommend Plan be Amended Y or N	Criteria Code	Plan Page No.
			<p>The peak turnover rates of the sites determined based on the location of these Taxi ranks (land use) and the expected taxi users at these ranks.</p> <p>4. They could be occupied but not at a maximum rate due to the location, land use and expected users at these ranks.</p>			
		<p><b>ACTION ITEM 3. Provide online map for Ride Share operators of existing loading zones and No Parking zones in High Demand areas</b></p> <p>5. concern with Rideshare Operators utilizing “No Parking” information to plan locations to “rank up” and use as a holding location to wait for their next fare. This practice will make it very difficult for other Taxi and Rideshare Operators who need to genuinely pick up or drop off passengers in a safe and legal location, providing less space for this to occur.</p>	<p><b>ACTION ITEM 3. Provide online map for Ride Share operators of existing loading zones and No Parking zones in High Demand areas</b></p> <p>5. The NSW Road Rules 2014 states that:</p> <p><b>“168 No parking signs</b>  <i>The driver of a vehicle must not stop on a length of road or in an area to which a no parking sign applies, unless the driver—</i></p> <ul style="list-style-type: none"> <li>• <i>is dropping off, or picking up, passengers or goods, and</i></li> <li>• <i>does not leave the vehicle unattended, and</i></li> <li>• <i>completes the dropping off, or picking up, of the passengers or goods, and drives on, as soon as possible and, in any case, within the required time after stopping.”</i></li> </ul>	N	2f	28

No	Taxi / Ride Sourcing driver/ operator	Key Points Raised	Response	Recommend Plan be Amended Y or N	Criteria Code	Plan Page No.
		<p><b>ACTION ITEM 4. Introduce “No Parking” restriction outside the existing part-time loading zone/times.</b></p> <p>6. The introduction of No Parking signs would see an over utilization of Rideshare and other Private Vehicles occupying “No Parking” spaces. This will have significant impact on the function of the No Parking zone as a pick up and drop off location. We have seen a majority of No Parking zones in key locations, being mis –used by Operators, leading to unsafe and unlawful practices as a result.</p> <p>7. The NSW Taxi Council would prefer to see North Sydney Council adopt “No Stopping – Taxis Excepted. 1 minute limit” signage, rather than “No Parking”.</p>	<p><b>ACTION ITEM 4. Introduce “No Parking” restriction outside the existing part-time loading zone/times.</b></p> <p>6. Similar response as item 5.</p> <p>7. Noted and will be considered/investigated by Council and subject to approval by STA and TfNSW.</p>	Y	1a	28
		<p><b>ACTION ITEM 5. Changes to full time Loading Zones.</b></p> <p>8. We believe that a more workable solution would be the installation of “No Stopping, Taxis Excepted, 1 minute limit” signage, rather than “No Parking”.</p> <p>9. With Rideshare Vehicles that are providing passenger services permitted to pick up and drop off at a Loading Zone location, why is North Sydney Council</p>	<p><b>ACTION ITEM 5. Changes to full time Loading Zones.</b></p> <p>8. Similar response as item 5. In addition, the proposed “No Stopping, Taxis Excepted, 1 minute limit” signage will be considered under the strategy and action plan and in consultation with TfNSW</p> <p>9. The loading and unloading to and from a property is generally carried out</p>	N	2f	28



No	Taxi / Ride Sourcing driver/ operator	Key Points Raised	Response	Recommend Plan be Amended Y or N	Criteria Code	Plan Page No.
		proposing to change the timing of the Loading Zone from full time to part time. This will only allow other private vehicles to occupy this space, reducing the space for Taxis and rideshare vehicles providing passenger services.	during business hours, i.e. 7am to 5pm either under an existing approved Development Consent or a new one. Provision of No Parking restriction outside the Loading Zone hours will also help separating the Loading Zone use and No Parking restriction. It will also provide more opportunities for vehicles to use the zone for drop off and pick up without a conflict with the loading zone.			
		<p><b>ACTION ITEM 6. Extend operating times of part-time “No Parking” zones.</b></p> <p>10. how will North Sydney Council be able to distinguish the use of a “No Parking” zone between a private vehicle and a rideshare vehicle. This will not deliver an effective outcome as it will encourage “fare waiting” operators to utilise this space as a rank until the next job comes along</p> <p>11. How will North Sydney Council be able to measure proper usage and effectiveness of such a change?</p>	<p><b>ACTION ITEM 6. Extend operating times of part-time “No Parking” zones</b></p> <p>10. Similar response as item 5.</p> <p>11. Any approved changes will be due for review in 6 month or 12 months’ time and Council welcomes any feedbacks during the trial period.</p>	N	2f	28
		<p><b>ACTION ITEM 7. Review outcomes of Taxi and Ride Sourcing Strategy and Action Plan</b></p> <p>12. Whilst point number one, “Monitor number of infringements issued to taxis over the next 2 years” is supported, we</p>	<p><b>ACTION ITEM 7. Review outcomes of Taxi and Ride Sourcing Strategy and Action Plan</b></p> <p>12. Noted and will be added to the strategy Action Plan for attention of Council’s Rangers.</p>	Y	1a	28

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		believe that the same would need to be applied to Rideshare (Ride Sourcing) vehicles				
		<p><b>OTHER MATTERS/ISSUES FOR CONSIDERATION:</b></p> <p>13. <b>Falcon St, Crows Nest (Crows Nest Hotel)</b> We have identified an issue, with there being no proposal to review the Taxi Rank located in Falcon Street, Crows Nest.</p>	<p><b>OTHER MATTERS/ISSUES FOR CONSIDERATION:</b></p> <p>13. It should be noted that currently there is no Taxi zone/rank in Falcon Street fronting Crows Nest Hotel. The current restriction is "No Stopping" restriction with additional "Taxis Must Not Stop Here" sign above it. The proposed taxi rank at this location will be investigated and consulted with TfNSW under the Action Plan</p>	Y	1a	All
		<p>14. <b>Arthur Street, North Sydney</b></p> <p>Arthur Street, North Sydney (100 Arthur St) is a high volume demand location for Taxis. It is, however, a clearway. Whilst the NSW Taxi Council promotes the safe and legal pick up and drop off provisions for anyone wishing to provide Passenger Services, it must be noted that a high volume of patrons, still use this location to hail a Taxi.</p>	<p>14. The proposed taxi rank at this location will be included in the Action Plan to be investigated and consulted with TfNSW.</p>	Y	1a	All
		<p>a) <b>Review of other Taxi Rank locations within North Sydney LGA</b></p>	<p>15. <b>Review of other Taxi Rank locations within North Sydney LGA.</b></p> <p>Suggested locations will result in removal of parking spaces that is not supported by North Sydney Council</p>	N	2g	All

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		b) A Taxi Rank installed on both sides of Miller St between Blues St and Pacific Highway c) The Miller St rank over Berry St facing south to be increased to 4 cars and moved 30 meters south of its current location. d) A Taxi Rank with minimum of three Taxi spaces be installed in Walker St between Mount St and Berry St.				
		15. Point to Point Transport (Taxis and Hire Vehicles) Regulations 2017: <b>Division 3 Hire vehicles:</b> <b>84 No plying or standing for hire</b>  NSW Taxi Council would request that North Sydney Council remove the proposal to change full time Loading Zones to part time loading zones. A passenger vehicle (i.e. Taxi or Rideshare) is permitted under the NSW Road Rules to drop off or pick up a passenger when providing a passenger service.	16. Noted., However in relation to the new “No Parking” restriction outside the “Loading zones” hours the strategy states that:  <i>“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.”</i>  The provision of “No Parking” zones is for the use of 2 minute drop off/pick up which complies with the “Road Rule” and “the Point to Point Transport (Taxis and Hire Vehicles) Regulation 2017”	N	2b	25 and 28
		16. <b>Installation of No Stopping – “Taxis Excepted, 1 minute limit”.</b> Installation of No Stopping – Taxis excepted 1 minute would also address	17. The proposed “No Stopping, Taxis Excepted, 1 minute limit” signage will be considered under the strategy and	Y	1a	All

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		the legal issues outlined in point 3, involving Rideshare Vehicles.	action plan and in consultation with TfNSW			