



Transport and Access Action Plan

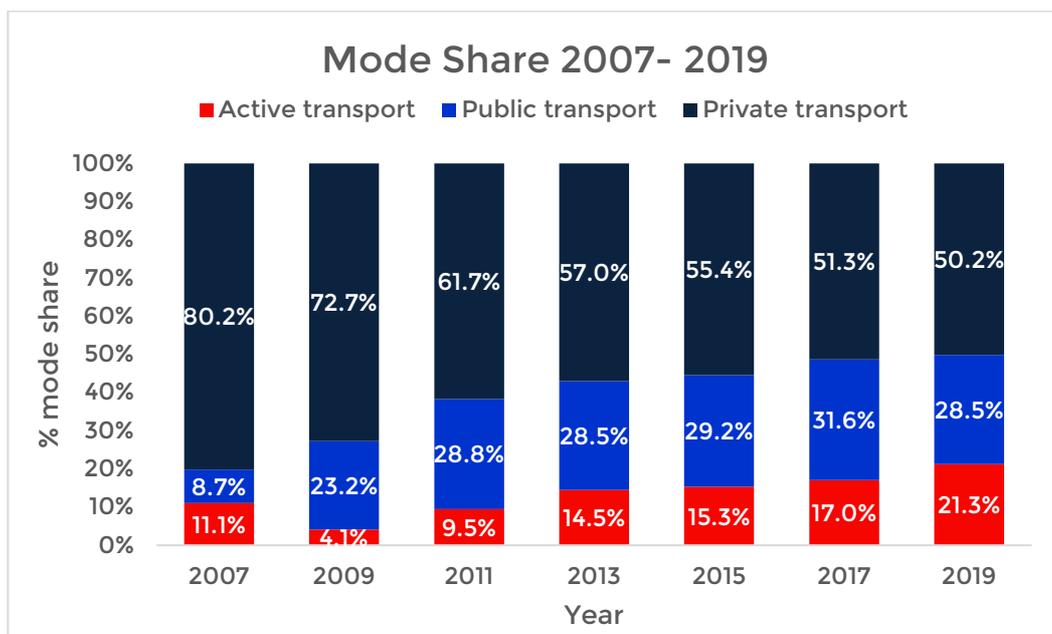
Progress Report 2019

MAY 2020 - FACILITIES MANAGEMENT DIVISION

1 INTRODUCTION

A Transport and Access Action Plan was developed to establish priorities and tasks to be actioned over 2019-2021 specific to transport, parking and access to the Wollongong Campus. These actions support modal shift of commuters to the Wollongong Campus from private transport to active and public transport. Current modal shift results (Figure 1) show that nearly 50% of staff and students use public and active transport to get to the campus.

Figure 1: UOW Mode Share Comparison 2007 - 2019



The action plan focuses on the following areas:

- **Active transport** – walking, skateboarding and cycling to campus. Transport strategies are intended to encourage greater take up of these modes instead of private transport.
- **Private transport and parking** – driving and private vehicle related travel to campus including, carpooling and car share. Also includes parking technologies and carpark infrastructure and policies.
- **Public transport** – encouraging greater utilisation of free shuttle buses, local bus services, and train travel and ease of access to the campus.
- **Strategy, data analysis and reporting** – transport and parking surveys, analysis and reporting.
- **Monitoring systems and services** – includes shuttle bus contract, services and utilisation, Parking Guidance System contract, systems and technologies, and bike base locker and end of trip facilities. These services and systems are closely monitored by FMD to maintain effective performance.

2 PROGRESS IN 2019

The following tables summarise progress made in 2019 towards implementing actions in these strategic areas.

Table 1: Strategic Area: Active Transport

ACTION	2019 STATUS	COMMENTS
Encourage local and state government to improve bike/walking routes, crossing and general connectivity/amenity between Wollongong Campus and CBD, and Wollongong Campus and Innovation Campus.	Completed	Participated in discussions to improve active transport links including the Keiraville Gwynneville Access and Movement Study and Mt Ousley Interchange Upgrade. These projects are ongoing and further discussions will take place in 2020. Promoted Wollongong City Council events and projects via UOW Sustainability Facebook page and Getting to Campus website to encourage staff and students to provide input.
Review bike rack locations and suitability	Completed	Facilitated discussions with cycling advocates on campus and considered feedback about existing racks and locations. Removed and replaced damaged bike racks. Current locations of bike racks will be assessed in early 2020 through a campus wide asset survey. Additional bike racks will be installed in 2020 through building 29 and Molecular Horizons projects. This will include new hanging bike racks in the building 32 bike base to maximise the number of cyclists able to use this in-demand room.
Participate in investigations into improvements to on campus paths, ring road, and pedestrian crossings to ensure cyclist and pedestrian safety and access.	Completed	Participated in investigations to improve campus access paths. Discussions are continuing for improving pedestrian and cyclist access at key locations with Capital Works and Planning and Development Units.
Engage with the campus community regarding major changes to active transport routes e.g. new cycle ways.	Completed	Participated in discussions about potential active transport upgrades through masterplan realisation projects such as Planning 2020.
Provide input into investigations for new bike bases and end of trip facilities at key locations on campus and at student accommodation sites.	Completed	Participated in discussions about potential end of trip facility locations through masterplan realisation projects such as Planning 2020. An additional bike base is being constructed outside building 29 (completion expected May 2020).
Participate in local, regional, and national cycling events to raise awareness (such as Ride to Work Day).	Completed	Ride to Uni Day was held 16 October 2019 in line with national Ride to Work Day. Breakfast was provided by FMD for about 25 attendees, and UniLife organised a bicycle maintenance workshop with Giant Wollongong. Participated in discussions for Global Climate Change Week. The Ride to Uni Day was held during the GCCW week.
Participate in and promote cycling skills and bike maintenance workshops (in conjunction with UOW Wellbeing and Wollongong City Council).	Completed	A cycling skills workshop was planned by Wollongong City Council, but was deferred. UOW endeavours to be involved in future events. As part of Ride to Uni Day, UniLife organised a bike maintenance workshop with Giant Wollongong.
Explore a bike donation program or formalise bike repair for abandoned bikes.	In progress	Abandoned bikes on campus have been collected by UOW Security. There are plans for these bikes to be repaired in 2020.
Contribute to discussions on improvements to wayfinding on and around campus.	Completed	Participated in discussions led by the Planning and Development Unit. Roll out of new wayfinding system is underway on campus.

Table 2: Strategic Area: Private Transport and Parking

ACTION	2019 STATUS	COMMENTS
Investigate new schemes to incentivise and encourage greater carpool take up and increase compliance with carpooling policies, including new carpooling technologies for connecting users.	Completed	Two research internships were carried out in 2019 to better understand motivations and barriers for students carpooling to UOW. The internships were held by the School of Geography and Sustainable Communities and Facilities Management Division. They involved a literature review of carpooling research in Australia and abroad, and the development of a questionnaire survey to understand students' perspectives on carpooling to UOW. A second group of interns surveyed students using the questionnaire, analysed the data and then presented the results to UOW senior managers. Further data analysis needs to take place, but initial findings have been considered when promoting carpooling to current students. Carpooling technology and third-party programs are continually being investigated and reviewed for potential implementation at UOW.
Review existing parking operations, fee structures and allocations and investigate alternative parking systems (i.e. electronic permits/tickets).	In progress	A Scope of Work has been developed to engage a consultant to review parking operations. Further progress will take place in 2020. Documentation, processes and data are being reviewed to better understand parking operations.
Participate in investigations into optimisation of the Ring Road and Northfields Ave including crossing points, possible northern entry, congestion issues, and drop off/pick up zones.	Completed	Participated in discussions through masterplan realisation projects such as Planning 2020. This involved discussions with internal UOW stakeholders and external stakeholders. Further progress to take place in 2020.
Review and update existing parking guidelines, procedures and policies.	Completed	Updated parking forms and some procedures in 2019. The parking guidelines are currently being updated to support the parking operations and systems review (as above) and will be completed in 2020.

Table 3: Strategic Area: Public Transport

ACTION	2019 STATUS	COMMENTS
Investigate inclusion of all low floor wheelchair accessible buses on UOW Shuttle bus services as part of future shuttle bus contracts.	Completed	All UOW bus services from 2020 onwards are low floor wheelchair accessible. A second hybrid bus was purchased by UOW's shuttle bus contractor. This bus is low floor and will replace the last non-wheelchair accessible bus in the fleet.
Participate in investigations into expanding bus stops/ bus interchange to meet demand, and improvements to infrastructure at bus stops outside Botanic Gardens and the Ring Road.	Completed	Contributed to discussions for masterplan realisation projects such as Planning 2020. Additional bus layover parking is being considered on Northfields Ave by City of Wollongong Traffic Committee.

Table 4: Strategic Area: Strategy, Data Analysis and Reporting

ACTION	2019 STATUS	COMMENTS
Carry out the 2019 transport headcount and access survey and analyse data.	Completed	A headcount access survey was carried out in April 2019. The results from this survey were used in preparing the Transport and Access Action Plan 2019-2021 and the Transport and Access Performance Report 2019. The results demonstrated that almost 50% of commuters to the Wollongong Campus use public and active transport, continuing the decline of private vehicle use.
Monitor and report on progress towards mode share targets and KPIs.	Completed	The results from the transport headcount and access survey are used to measure progress towards mode share targets set in the Wollongong Campus Masterplan 2016-2036. Progress continues to be made towards these targets. Since 2007 there has been a decline in private vehicle use of 30%. These actions and strategies, among others, contribute to achieving this mode shift.
Review current processes for survey collection.	Completed	Survey processes were reviewed and consolidated to provide better value for money. This allowed resourcing to be made available for proposed surveys in 2020.
Facilitate future transport surveys.	Deferred	A headcount access survey was planned for March 2020 but has been deferred due to the COVID-19 pandemic. The next potential survey period is April 2021.
Carry out annual neighbourhood parking surveys and analyse data.	Completed	These surveys were carried out in February, March and April. Results of the parking surveys were incorporated in the Transport and Access Performance Report 2019. The results show a slight increase in on street parking during session. However, there was a slight increase in on street parking demand throughout the year generally, which may have increased this result.
Provide data and reports as required for enquiries and business needs (e.g. NGER, TEFMA etc.)	Completed	Prepared data for TEFMA, NGER, business needs and decision making purposes for a variety of stakeholders. This included reviewing carpooling take-up, parking utilisation, bus patronage, pedestrian and cyclist movements, vehicle entries to the campus,
Review inter-campus travel options – i.e. Liverpool, Shoalhaven, Loftus, iC commuters to Wollongong Campus.	Completed	Updated information made available on the <i>Getting to Campus</i> website. Will continue discussions with staff at other campuses in 2020.
Participate in local and state government discussions and projects (i.e. Keiraville Gwynneville study, Mt Ousley Interchange).	Completed	Participated in discussions about projects with Wollongong City Council and Transport for NSW about transport services and networks in the region. Shared Wollongong City Council events and projects via UOW Sustainability Facebook page and Getting to Campus website to encourage staff and students to provide input.
Contribute to an accessible transport strategy review.	Completed	Participated in discussions led by the Planning and Development Unit. Further progress to be made in 2020.
Network and liaise with other universities to understand common issues and opportunities.	Completed	Participated in networking opportunities with other universities such as Charles Sturt University and UNSW about sustainability initiatives and related projects.
Develop and implement behavioural change and awareness programs for commuters.	Completed	A variety of behavioural change initiatives were implemented and progressed in 2019. This included continuing to provide free shuttle buses, free carpool parking, end of trip cycling facilities and other initiatives to encourage commuters to travel sustainably. Two carpooling internships were carried out to understand students' motivations and barriers to carpooling. A significant amount of data was analysed to better understand barriers and motivations for commuters, and to assess how the programs were achieving KPIs. This included reviewing bus patronage data to adjust timetables and provide additional services where required. Bus marshals were also engaged in Autumn and Spring Sessions to support safe boarding practices and etiquette for bus passengers on campus. Feedback, surveys and data are used to measure success of these programs.

ACTION	2019 STATUS	COMMENTS
Monitor and update <i>Getting to Campus</i> website and transport information on UOW intranet.	Completed	In May 2019, public facing UOW websites were migrated into a new system. This required a major review of existing webpages and development of new content. From the release of the new website until the end of the year (May-Dec 2019), webpages on the Getting to Campus site were viewed over 67,000 times. The “bus” and “parking availability” pages were the most visited pages with over 15,000 page views each. The Getting to Campus website is updated as required, but generally weekly to ensure relevant and accurate information is maintained.
Provide transport information and promotion bus and train services, and active transport options through print and digital methods.	Completed	Major website updates took place as noted above. The Environment Unit regularly updated print and digital bus timetables, contributed to staff and student handbooks and guides prepared by other areas, and developed posters for use across the campus. The Unit also prepared flyers and brochures and these were shared to student facing help desks, staff office areas, student residences and other locations across campus. Regular updates were also made to the interactive campus map as required.
Facilitate and attend events to provide information to future and current staff and students (e.g. Enrolments, O week).	Completed	Held <i>Getting to Campus</i> stalls at Enrolment and O week festivals for Autumn and Spring sessions. Approximately 200-300 people engaged with the stall each day during the festivals. Transport information was given to students and prizes were awarded to students during these events to encourage engagement.

Table 5: Strategic Area: Monitoring Systems and Services

ACTION	2019 STATUS	COMMENTS
Monitor parking guidance system, infrastructure and carpark operations, and contract management of existing system.	Completed	The parking guidance system was monitored consistently throughout 2019 to ensure accurate parking occupancies were displayed on the signs and parking app for drivers to the campus. This included monitoring infrastructure to ensure counts were accurate and liaising with contractors to ensure any system issues were addressed in a timely manner.
Monitor and respond to feedback, enquiries and complaints.	Completed	Feedback is a key measure of success of behavioural change initiatives. The Environment Unit responded to a large amount of feedback, enquiries and complaints received throughout the year. Majority of the feedback received was from staff about parking availability particularly during peak periods, and additional parking was constructed north of P5 Carpark which was completed in November.
Contact management for UOW Shuttle buses including optimising the existing services and preparing future contracts.	Completed	Monthly contract meetings took place to review service requirements and monitor performance. Timetables and utilisation data were regularly reviewed to ensure the services met demand, expectations and met scheduled trains wherever possible. Additional buses were scheduled to meet demand during peak session periods, as well as individual trips where unexpected high demand was experienced. A trial of a reduced service for the GK Shuttle took place, but due to low patronage this was discontinued.
Monitor and review bike base utilisation, condition for users, card and key access, lockers, DIY tools and pumps.	Completed	Fortnightly inspections of the bike bases and maintenance stations took place in late 2019 to ensure good condition was maintained. 70 new bike base applications were received in 2019. Utilisation of the bike bases and card access processes will be reviewed in 2020.
Improve user experience and back end updating of UOW Shuttle and UOW Parking apps.	Completed	IMTS progressed some updates to the shuttle and parking apps in 2019 to improve the user experience and address bugs. The Environment Unit updated the apps on a regular basis to ensure timetables and parking data was up to date. The Environment Unit plans to work with IMTS in 2020 to determine what improvements can be made to the apps.