

24 February 2022

Our Ref: OLM2022/000560

Ms Carole Ferrier
Convenor, 2011 Residents' Association

C/o Mr Paul Wagner
Secretary, 2011 Residents' Association
By email: 2011rai@gmail.com

Dear Ms Ferrier

Bus shelters

I refer to your letter to the Lord Mayor about bus shelters being removed as part of the City of Sydney's street furniture renewal program across our local government area. As this is an operational matter, the Lord Mayor has asked me to respond on her behalf.

I appreciate that the bus shelters, their seating and timetable panels play a crucial role in the community, and that their removal can create distress and discomfort. The City has entered a new street furniture management contract with QMS Media and is working with both its previous and current suppliers to coordinate the transition to a brand-new suite of furniture. We acknowledge the impacts of this process on residents.

Installation

We have now moved to the phase of installing new furniture, which will take place gradually across the City over the next four months. The upgraded bus shelters and seats will be installed from March in East Sydney, including at the corner of William and Palmer Streets, Darlinghurst. This is not as soon as we would like, and I assure you we are working closely with our contractors to replace the furniture as quickly as possible.

As the sites are set up as construction zones to install the new furniture, unfortunately, we are unable to install temporary seating and shelters. I appreciate this is frustrating for residents and I share your concerns for older people and those with reduced mobility.

Design and position

The new bus shelters will face traffic and will include a seat that accommodates three people. The previous bus shelters supplied by JCDecaux also seated three people.

The advertising panels will be mostly digital and of similar shape and size to those previously used, and can also display real-time event information, community updates and public safety messaging. The revenue that is raised from advertising will allow the City to offset the cost of the ongoing maintenance of the shelters. The screens have been designed to ensure they meet today's standards of function, accessibility, and sustainability.

Better protection from the weather is one of the main improvements resulting from the change. The design of the new shelters is finalised and does not include a solid roof. However, the thermal glass is made to reduce or remove the impacts of UV and heat, and its frit pattern will reduce sun exposure while enabling sufficient light levels.

As Transport for NSW has full control over bus services, the City's replacement of bus shelters won't affect any stops or routes.

Most of our street furniture had been in place since 1997 and our local area has changed considerably since then. The new suite of furniture aligns with industry developments over the past 20 years, especially in terms of disability access requirements. The new bus shelters will increase accessibility with more footpath space, making it easier for people using wheelchairs to get on and off the bus.

City staff and contractors are making every effort to minimise disruption to the community as we make these important changes. Once completed, these changes will help modernise our streets, and make the City more accessible for everyone. You can find more information about our street furniture upgrade on our website at <https://bit.ly/3HdeFR1>.

If you would like to speak with a Council officer about this upgrade, you can contact Glen Hogan, Contract Coordinator – Street Furniture, on 9265 9333 or at ghogan@cityofsydney.nsw.gov.au.

Yours sincerely



Monica Barone
Chief Executive Officer