



**St Ives High School P&C Association
2020 Student Transport & Traffic Survey.
Open 26th August to 5th September 2020.**

This survey had a 46% response rate. 400 families completed the survey, representing 517 students



**Local St Ives Community Outreach.
Open 3rd to 18th October 2020.**

St Ives High School P&C Association wants St Ives High to be a good neighbour. Our transport issues go hand-in-hand with local traffic issues around St Ives High. We used an online form to collect feedback from local residents regarding traffic (volumes/flow/management), pedestrian safety and experience, and public transport services to the area.

We received 135 responses from concerned local residents

The St Ives High Transport and Traffic Campaign

is a uniting force across schools and communities. We have built a campaign network from stretching from Mt Ku-ring-gai to St Ives and beyond. This campaign has demonstrated an unprecedented level of co-operation between P&C Associations.

Over 1,250 participants

Thank you to the following P&C's who are actively working together to promote our campaign:

- Asquith Public P&C Association*
- Hornsby North Public P&C Association*
- Mt Colah Public P&C Association*
- Mt Ku-ring-gai Public P&C Association*
- St Ives Public P&C Association*
- St Ives High P&C Association*
- Waitara Public P&C Association*



**St Ives High Northern Draw Primary P&C Association
Petition for**

**Improved Student Transport to St Ives High.
Open 2nd-20th September 2020.**

495 signatories from ten primary schools and families living in nine suburbs in the Hornsby and Ku-ring-gai areas want improved student transport to St Ives High. 164 families also provided written comments on this issue.



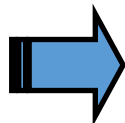
**St Ives Primary P&C Association Traffic & Pedestrian
Survey Open 13-24th October**

The purpose of this survey is to gather data from the St Ives Public School (SIPS) community about how our children are travelling TO and FROM school and what the St Ives Primary community concerns are regarding the pedestrian experience and traffic in the local area.

227 families have responded to this survey, representing approximately 58% of families at the school.

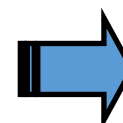
How did the St Ives High P&C Association Student Transport & Traffic Campaign Come About?

Since 2012 St Ives High P&C Association has conducted regular parent surveys of the St Ives High school community. Feedback regarding student transport issues and traffic have been a common themes throughout. Complaints to Transdev have not prompted any active assessment of the issues raised by the school community.



Student enrolments at St Ives High have increased by more than 30% since 2014.. Estimated intake for 2021 is 1,200 students.

This is a result of local government Housing Strategies driving the continued expansion of housing supply in catchment, Strong HSC results and more families choosing to enrol their children in their 'local' co-educational high school

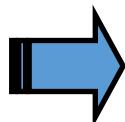


St Ives High has a large catchment, from Mt Ku-ring-gai in the north to St Ives. Over 50% of families live in suburbs where their children qualify for free student transport. Around 70% of St Ives High students need to take transport to and from school

Existing transport services to St Ives High have reached breaking point, feeding congestion and traffic issues around the school

Is there a Problem?

Over the years, Transdev responses to parental and school complaints regarding the student transport services to St Ives High have failed to address the specific issues continually raised by the school or St Ives High community. Their responses are at odds with what we are told by the users. We considered the possibility that perhaps the reason these issues were not addressed is because Transdev does not perceive there to be any problems



In February 2020 St Ives High P&C Association formed a Student Transport and Traffic working group to investigate the scale and nature of the problems reported by the St Ives High School Community relating to student travel and traffic congestion around St Ives High. With the support of St Ives High School Executive, we held meetings to workshop the issues, involving parents, teachers and the School Executive.



Our guiding principle is the belief that the St Ives High Student Transport & Travel Plan should:

Be Fair and Safe for all students – students should not be disadvantaged by the suburb they are travelling from or by participating in the school transport scheme. Travel arrangements should not compromise student safety (whether as a traveller or pedestrian).

Be Sustainable – provide a service that encourages students to make sustainable travel choices by offering a reliable service with sufficient capacity

Aim to minimize congestion in the area around SIHS – enable students to make transport choices that do not add to traffic congestion and impact upon pedestrian safety.

Our Hypotheses

1. There is **insufficient capacity** for the growing numbers of students on current transport services
2. There is **insufficient integration** of transport services
3. **Families are preferencing private transport over public** because of the problems with student travel services, and this **exacerbates the traffic problems** around the school.

A Survey to Test our Hypotheses

To test our Hypothesis and gather evidence , we created and conducted the **St Ives High P&C Student Transport and Traffic Survey.**

A unique survey link was sent to every St Ives High family. **400 families responded, representing 46% of families surveyed and 517 students.**

Families were asked to answer the data questions on a PRE COVID basis.

Filling the Information Gap Evidence of Problems

The St Ives High P&C Student Transport & Traffic Survey Structure:

Part 1: Captured feedback from families relating to their travel and transport issues for the purposes of lobbying for improved services.

Part 2: Captured data about student travel to and from school, regardless of draw area.

Part 1 and Part 2 fill the 'information gap' that exists. The survey results clearly establish that there are problems with transport and traffic.

Survey Results

Part 1: Participants were given the opportunity to provide feedback on issues they are concerned about for regarding student transport and traffic issues lobbying purposes .

This feedback has been compiled by NSW State Representative for ease of reference.

Responses are very consistent regarding the transport and traffic issues identified.

Surveys Results—Transport

Part 2: Captured data from families relating to student travel, regardless of drawing area. Families with students eligible for free student travel were asked to rate their satisfaction with current student travel services to St Ives High.

Student Transport Services to and from St Ives High School achieved a Net Promoter Score of minus 63, confirming the high level of dissatisfaction with current services in the school community.

Surveys Results Traffic

Part 2: Data from families with students who do not qualify for student travel shows that there is a strong preference for private transport over public as a means of getting to and from school. Where students travel by car, the majority are dropped in Yarrabung Road, where the main entrance to the High School is situated. There are currently no designated drop or pick up zones. The traffic, lack of pedestrian crossings and footpaths are a barrier to walking to school.

From a St Ives High Community Survey to a Campaign From Mt Ku-ring-gai to St Ives.

St Ives P&C used email, social media and the [St Ives High P&C Website](#) to engage our School Community and generate interest in completing our survey.

Very quickly, the St Ives High P&C Student Transport and Traffic Survey generated considerable external interest from:

1 Prospective St Ives High Parents from the Northern Draw who are already cognisant of student travel issues to St Ives High

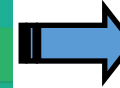
2 The local residents living near St Ives High School.

3 Members of the St Ives Primary School Community.

.....and this is how our St Ives High Survey grew into a Campaign, engaging groups beyond our immediate school community who wanted to have their say about the St Ives High related transport and traffic issues affecting their lives

Northern Draw Primary P&C Petition for Improved Student Transport to St Ives High.

1



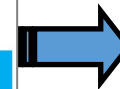
495 signatories would like to see:

- A dedicated afternoon bus services to Gordon Train station, originating at St Ives High.
- Additional dedicated and public bus services between Gordon Train Station and St Ives High School between 7 am and 9 am and 2:15 pm & 5 pm.
- Increased frequency of train services from Gordon Train Station to beyond Hornsby
- The re-introduction of the cancelled 594H direct bus services from Hornsby Station to St Ives High School and an extension of the existing 591 Service to include St Ives High

164 families provided feedback as well as signing the petition

Local St Ives Community Outreach.

2



St Ives High School P&C Association wants St Ives High to be a good neighbour. Our transport issues go hand-in-hand with local traffic issues around St Ives High. Using social media and a leaflet drop, **we collected feedback from 135 local residents** regarding traffic (volumes/flow/management), pedestrian safety and experience, and public transport services to the area. **We will use this feedback when working with KMC to find solutions.**

St Ives Primary P&C Association Traffic & Pedestrian Survey

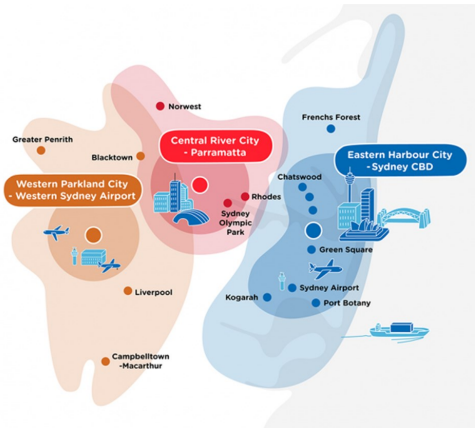
3



St Ives Primary is located next door to St Ives High School. In 2020 there are 1,654 enrolled students attending schools on Yarrabung Road. In the afternoon, bell times for the schools are only 5 minutes apart. The lack of official drop zones, poor driver behaviour and the high volume of traffic pose a real threat to pedestrians and road users. **This survey aims to capture data and feedback regarding SIPS community concerns about the pedestrian experience and traffic in the local area then use it to work with government agencies to find and implement solutions. 227 families responded to this survey, representing approximately 58% of families at the school.**

Transport for NSW Future Transport 2056 Strategy

“Our customers are at the centre of everything we do”



This plan seeks to create three cities within Greater Sydney as a means of realising the vision for Sydney as a 30-minute city, where people can conveniently access jobs and services within 30 minutes by public or active transport, 7 days a week. The vision is based on research that indicates that if people are required to travel more than 90 minutes a day, their quality of life and the liveability of their city is impacted.

Quotes Reference: Transport for NSW Future Transport Strategy 2056 , Chapter 4

Future Transport 2056 places the customer at the centre of everything we do. It outlines a vision, strategic directions and customer outcomes, with infrastructure and services plans underpinning the delivery of these directions across the state.”

Moving people from private vehicles to more sustainable transport modes will reduce congestion and the transport sector’s emissions intensity, improve air quality and support better health and wellbeing.

At Transport for NSW we are increasingly using “co-design” approaches, aimed at identifying factors that impact the customers travel experience and assessing, testing and validating solutions with customers. This collaborative approach has a high rate of success in providing solutions that address the root cause of customer pain points.

Improving the responsiveness of transport services to the needs of customers with mobility constraints is a significant priority.

future transport 2056

Children and young people are another group of customers who require access to safe, accessible and affordable transport. While school travel is subsidised, many children can miss out on participating in sporting and cultural activities that can supplement their education and promote their health.

Our plans to extend the network of separated walking and cycling pathways will help connect children and young people to schools and other facilities.

Who are our customers, and what do they value?

The reliability of transport services will always be a key contributor to customer satisfaction. A successful transport system that encourages greater active and public transport can deliver positive outcomes in terms of physical and mental health, social capital and social and economic participation.

A ‘flagship initiative’ in this transport strategy is “the significant development of the mass transport network supporting Greater Sydney”. The increasing importance of being able to get to centres of employment, learning and recreation by means of ‘convenient and reliable’ public and active transport is noted as being especially important for productivity, liveability and sustainability. Constrained mobility, due to example, for limited transport options, limits participation in work, education, civic, social and leisure activities.

Increasing the provision of an integrated public transport service to the St Ives High locale which is responsive to the needs of the customers will ease human congestion at bell times. More importantly, it will also encourage students and their families to choose public rather than private modes of transport to school, thereby helping to reduce traffic congestion around the school. L

Local residents and other large community facilities near the schools will also benefit from a reduction in congestion and improved transport services to the area.

Students from all drawing areas need good pedestrian facilities, such footpaths and designated crossings make walking to school or the first transport node safe and accessible.

Appropriate pedestrian facilities encourage students to take active forms of transport to and from school.

Waiting areas for transport are also important. Bus stops should display bus timetables, and, where the level of patronage demands, seating and a shelter.

We want to work with Hornsby Shire Council and Ku-ring-gai Municipal Council to achieve this.

The Aims of Our Campaign Sit Well with the Transport NSW 2056 Future Transport Policy.

A student's journey starts from the moment they leave home to travel to their first transport node, get in the car, or walk/cycle to school.



"Moving people from private vehicles to more sustainable transport modes will reduce congestion and the transport sector's emissions intensity, improve air quality and support better health and wellbeing."

Fixing the transport to and from St Ives High is an issue of equity.

Students require access to safe, accessible and regular transport services to and from School that facilitate their participation in School sporting, cultural and educational activities that promote their health and mental wellbeing.

The data from our outreach confirms that the St Ives High Precinct is poorly serviced by public transport with a resulting inequity for students from the Northern Draw, whose ability to participate is currently dictated by their ability to access private transport to and from their co-educational **catchment** school.

For local St Ives school communities, **consultation to update Student Travel plans, improvements in pedestrian facilities and pedestrian and driver education** will encourage St Ives High and St Ives Primary families to move from private to active transport modes. This in turn, will help alleviate traffic congestion and the problems it creates on the roads to and around both schools.

We want to work with Ku-ring-gai Municipal Council achieve this.