

PROJECT INTEGRATION AND COORDINATION

Key lessons learnt	Guidelines are mandatory and should be followed as closely as possible whilst templates and other supporting material are guides to support the development of best-practice reporting frameworks
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Introduction

Transport Integration is the way that a new service or piece of infrastructure fits into the wider network around it. Recognising that a transport system is the sum of many parts that consists of a series of handovers between links, integration is essential to ensure that the efficient operation of the network and realisation of benefits from service and infrastructure is delivered.

For the purposes of this guideline, the focus is on the integration of transport infrastructure. It should be noted however that other kinds of infrastructure, such as schools or hospitals, can generate significant transport demand and can require integration into the transport network.

Key considerations

It is important for transport projects to demonstrate how they will integrate into the transport network, from both a services and infrastructure perspective. Infrastructure delivery should enable services. The integration of both needs to be demonstrated such that:

- ▶ Infrastructure should demonstrate how it integrates over the short, medium and long term into the network around it; that is, how a piece of infrastructure complements the network to produce improved conditions such as greater capacity, reduced congestion or a safer system.
- ▶ It should demonstrate how it will adapt to forecasted land use changes. In some cases, where infrastructure delivery is staged, the problem being solved through delivery may simply be moved. An example may be where congestion is shifted from one link on the network to another, as only part of the corridor is upgraded. In this case, this should be clearly identified along with strategies to manage the problem, and the future roadmap to deliver the end state solution.
- ▶ Infrastructure should be a product of service need. It should be demonstrated how a desired level of service is achieved by the infrastructure, or in the case

of public transport, be supported by a robust service plan that demonstrates how the infrastructure will enable service delivery.

- ▶ Services alone should demonstrate how they integrate within the network. From the point of view of a customer or passenger, it should demonstrate how a service enables a customer to move across the network seamlessly, without long waits or missed connections, between defined origins and destinations. A total journey perspective should be taken that enables door to door access.
- ▶ All modes and purposes should be considered. This includes active transport modes of walking and cycling, as well as public transport, all road user cohorts including freight and how various road users will be prioritised, kerbside usage (where appropriate) and 'back of house' functions like layover, stabling (depots), maintenance and driver facilities as well as the community impact from intensification or reduction in transport activity.

All business cases developed for the NSW Government should clearly articulate how they address a key need, such as a problem that needs to be solved; an outcome that seeks to be induced; or how an emerging issue can be avoided. The business case should also consider how the new or changed integrated network will be funded, including growth in the services.

Key metrics should be identified to enable benefits to clearly understood and measured against. Identification of network impacts, across all modes, should be articulated and where appropriate, strategies put in place to deliver changes to ensure delivery of a piece of infrastructure or a service does not result in negative impacts elsewhere. That is, there should be a clear, whole-of-network approach to delivery and integration.