PARK 'N' RIDE STRATEGY

The role of park 'n' ride

Park 'n' ride facilities play an important role in South East Queensland's (SEQ) public transport system. They connect a diverse range of customers to public transport, can help reduce traffic congestion and improve access for those with mobility difficulties.

Park 'n' ride is one element of a complex transport system designed to facilitate access to major stations. This system also includes local buses, taxis, rideshare, walking and cycling.

Emerging transport options, such as Personal Mobility Devices and 'Mobility as a Service' providers may over time influence the role park 'n' ride plays in enabling people to access transport networks.

The Park 'n' Ride Strategy provides direction to the ongoing development of SEQ's park 'n' ride network as part of the regional transport system and our transport future.

SEQ has
158 park 'n' ride facilities

More than
31,500 spaces

4400
additional spaces since 2015

Queensland Government

Challenges

Effective park 'n' ride planning and investment must address a range of complex challenges.

Costs to build and maintain

Park 'n' ride facilities are expensive to construct and maintain. Costs for surface car parks can range from $10,000 to more than $30,000 per space. Multi-storey or underground facilities can cost significantly more. Land acquisition and ongoing maintenance costs, for example, landscaping, lighting and CCTV surveillance can also be substantial.

Matching demand and supply

In many locations demand for park 'n' ride exceeds current supply and as the region continues to grow, demand will further increase. However, approximately one third of park 'n' ride facilities have spare capacity. Demand is often difficult to predict and is influenced by factors such as ease of access, the type and frequency of services or proximity to schools and shops to support multi-purpose trips.

Diverse users and future needs

Everyone in our community should have the opportunity to use public transport. The park 'n' ride network needs to cater for an increasing mobility challenged population. As personal travel patterns, behaviours and expectations change, the park 'n' ride network will need to evolve to continue to meet future customer needs. This may include providing for new transport technologies and customer services.

Avoiding transport and land-use impacts

If inappropriately located or designed, park 'n' ride facilities can have unintended negative impacts on the transport network, local character or future development potential of an area.

Customer expectations for information

Customers have a growing expectation that they will be able to access reliable, tailored information on their travel options and probability of securing a park 'n' ride car space at a preferred facility.

Planning principles

Five key planning principles underpin decision-making on park 'n' ride development.

1

Park 'n' ride should increase public transport patronage

Investment should expand the public transport network to new users, not just accommodate existing users who are currently walking, cycling or catching local buses to access trunk services.

2

Park 'n' ride should be affordable to build, maintain and operate

Park 'n' ride facilities must be designed and located to maximise value-for-money, minimise ongoing operational costs and make the most of the available budget.

3

Park 'n' ride should support strategic transport and land-use planning outcomes

Facilities must be considered as part of broader transport and land-use planning goals for the region. Park 'n' rides should reinforce strategic networks identified in the SEQ Regional Transport Plan and land-use outcomes identified in Shaping SEQ: South East Queensland Regional Plan 2017.

4

Park 'n' ride should be integrated into the surrounding environment

Facilities should be planned and designed, in consultation with local councils, to minimise impacts on adjacent land uses and support desired economic, environmental and social outcomes. Universal Design principles should be applied to maximise accessibility.

5

Park 'n' ride should help reduce traffic congestion

Location and design of facilities should relieve pressure on nearby arterial roads and minimise local traffic impacts.

1 Strategy – enhance customer experience

A comfortable and convenient customer experience is central to the ongoing success of the park 'n' ride network. From basic customer needs of safety and security, to meeting expectations for real-time information and accommodating future travel options, the Department of Transport and Main Roads (TMR) is working to enhance customer experience.

Safe, secure and inclusive environment

Park 'n' ride design will continue to be reviewed and refined to provide facilities and access pathways that are comfortable and convenient for all transport users. Careful attention will be provided to the provision of lighting, landscaping, CCTV, and passive surveillance opportunities to maintain safe and secure environments

Though the application of Universal Design principles TMR will continue to ensure that parking spaces are conveniently located and appropriately designed to facilitate access for people disabilities and those with other specific needs.

Advanced traveller information systems

TMR will seek to provide customers with relevant and reliable information about travel options, preferred park 'n' ride options and parking availability. The introduction of Smart Ticketing will make the public transport system easier to use and more convenient. It will also provide TMR with an ability to provide customers with tailored information that relates to their local services and typical trips. This will help customers make informed travel decisions that save them time.

Future mobility options

The way people travel is evolving and changing. Customers now have more options to access stations, and this will continue to increase. TMR is examining how to accommodate and encourage new and emerging options like personal mobility devices, car share and electric vehicle charging at park 'n' ride facilities. In the future, some facilities may become hubs to access a range of mobility services.
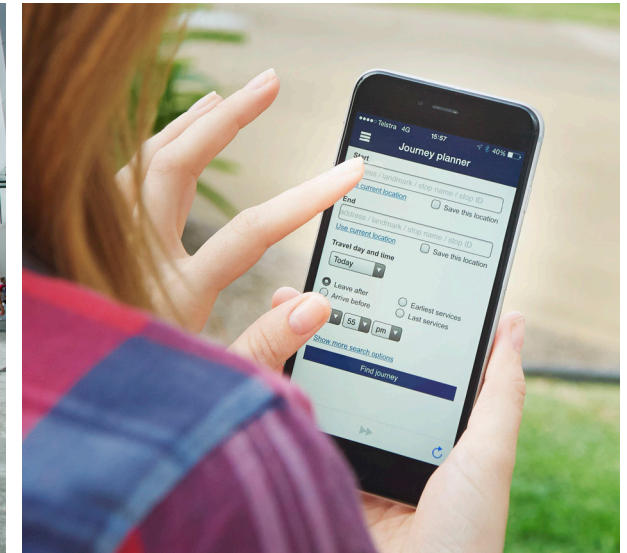
2 Strategy – manage for greater customer benefits

By managing facilities more effectively, more customers will be able to access park 'n' ride facilities and public transport services. Demand at specific locations can be influenced through measures such as reserving spaces for specific groups, timeframes or times of day to optimise the use of these facilities. This will enable park 'n' ride facilities to cater for a broader range of customers and make the most of the infrastructure we already have.

Parking allocation

In addition to supporting '9 to 5' commuters, the park 'n' ride network also has a role to play for customers outside peak hours. At new or expanded park 'n' rides TMR may investigate reserving spaces for shift workers and short stay commuters.

TMR will also consider opportunities to promote more sustainable travel practices by allocating parking to hybrid/electric vehicle types, car poolers or car share schemes.

Managing access

In some locations, park 'n' ride facilities are treated as 'free parking' to access nearby shopping centres, education facilities or hospitals. TMR will examine control measures, where required, to maximise spaces for genuine commuters, reducing the need to expand existing facilities, and using available funding more efficiently.

Smart park 'n' ride

In addition to making the public transport system easier to use, Smart Ticketing will provide TMR with enhanced information on how the public transport system is being used. This information, coupled with regular park 'n' ride surveys, will provide TMR with a comprehensive understanding of park 'n' ride demand and customer behaviour to inform decisions on how best to manage facilities to benefit customers.

TMR will continue to explore opportunities to provide customers with information on park 'n' ride use and car space availability. This may include providing information on alternate park 'n' ride locations or other ways to access the public transport network.

Improvements to services

Network and service improvements can enhance the convenience of park 'n' ride sites. TMR will continue to investigate opportunities to enhance services to encourage better use of public transport and under-utilised park 'n' ride facilities and take pressure off locations that are over capacity.

Active transport improvements

In many locations park 'n' ride facilities are being accessed by commuters who live close to the station. TMR will continue to work with councils to make it easier and more convenient for people to walk or cycle to the facility. This will free up car parking spaces for commuters without other options.

3 Strategy – expand parking space supply

The supply of park 'n' ride spaces can be increased by developing new sites or expanding existing facilities. As demand for station access increases, TMR will prioritise solutions that best address demand and support the park 'n' ride planning principles. This will include selecting the most effective locations, fit-for-purpose and flexible design, and applying innovative delivery models to reduce costs.

Strategic investment in key catchments

TMR will continue to target investment in areas with high existing and forecast demand. The benefits of expanding park 'n' ride facilities will be considered against other access options, such as new or enhanced bus services or active transport connections to select the right mix. The scale of each facility will be tailored to overall catchment demand, and care will be taken to ensure infrastructure investment does not undermine alternative transport services and active transport. Where walking, cycling or bus connections are not viable, investment in park 'n' ride will be prioritised.

Design and land-use integration

New facilities need to be designed and delivered efficiently and cost-effectively, while minimising impacts on surrounding land uses. Location and design will be considered, in consultation with local councils, to complement neighbourhood amenity, walkability, local network connections and the planned intent for the precinct. The principles of Universal Design will be applied to cater for all customers, including those with mobility difficulties, and the TransLink Access Hierarchy (figure 1), will be considered in all aspects of planning and development.

In some challenging locations, alternative designs may be required to ensure facilities complement other land uses and support sustainable transport outcomes. For example, multi-level structures can provide additional capacity where land is limited, or where a surface car park would have a negative impact on nearby land-use, social or environmental factors. TMR will continue to work with councils to identify appropriate design solutions in these instances.

Park 'n' ride design must also consider our changing world. The way customers access public transport stations is likely to change in coming decades. Facilities will be designed to be flexible and adaptable to accommodate future changes in mobility and travel behaviours, without requiring significant rebuilding.

Partnering opportunities

Innovative delivery partnerships can reduce construction costs and maximise use of park 'n' ride assets. For example, the Mains Road bus park 'n' ride at the Queensland Sports and Athletics Centre was upgraded in partnership with the Queensland Government's new State Netball Centre. During the week it is used by commuters, and at other times for events at the Netball Centre. This has delivered a more sustainable outcome for the local community, and additional commuter parking without increasing the overall parking footprint.

TMR will continue to pursue opportunities to partner with the private sector and other government agencies to deliver integrated projects, achieve cost savings and maximise public benefits.

Figure 1 TransLink Access Hierarchy

TransLink's Access Hierarchy provides the framework for how access should be prioritised when planning or designing services or infrastructure.

Walk and Cycling

Bus feeder services

Taxi

Kiss 'n' ride

Park 'n' ride