

Transport  
for NSW

# Heavy Vehicle Rest Stop Stakeholder Engagement Report

August 2023



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## Glossary

Term	Meaning
Class 1 and Class 2 Heavy Vehicle Rest Stops <sup>1</sup>	<p>Class 1 and Class 2 heavy vehicle rest stops provide the highest level of service including:</p> <ul style="list-style-type: none"> <li>• Unidirectional flow</li> <li>• No reversing movements (pull-through (clearway) capability)</li> <li>• Safe vehicle movement and access, including accommodation dimensions reflecting the likely maximum truck size (this may include oversize/overmass (OSOM) vehicles operating under permit conditions)</li> <li>• Minimise opportunity for conflict between vehicles and pedestrians</li> <li>• Separation of light and heavy vehicles</li> <li>• Separation of vehicles carrying noisy freight</li> <li>• Separation for long term/short term visitors</li> </ul>
Formal rest stop	An opportunity for drivers to sleep and take breaks as well as allowing drivers to check their vehicles and loads. These rest stops are sealed and managed by TfNSW. Facilities and amenities vary depending on the class of rest stop.
Green Reflector sites	Informal truck rest areas with markings for a place to Rest, Revive, Survive.
Informal rest stop	Informal rest stops are not managed and have no engineering design. These stops have evolved through the ongoing use by heavy vehicles.
Long-term bay / stop	Class 1 and Class 2 rest stops will have separation for long term and short-term visitors. This allows for drivers who require sleep (7-hour break) to rest with minimised disruption from vehicles entering or exiting the stop frequently.
Over Size Over Mass (OSOM) vehicles	An Over Size Over Mass vehicle is a heavy vehicle or combination which alone, or together with its load, exceeds prescribed mass or dimension requirements, and is a heavy vehicle carrying, or designed for the purpose of carrying, a large indivisible item. Examples include a prime mover and extendable trailer or a prime mover and low loader combination. This does not include road trains, B-doubles or vehicles carrying a freight container designed for multi-modal transport.
Short-term bay / stop	Short term bay or stops cater for those drivers who need to rest for a shorter period of time and may not require a full sleep.
Shuttling Service	Operators / drivers meet at a point to swap loads and travel back to their starting location

<sup>1</sup> Guidelines for the Provision of Heavy Vehicle Rest Area Facilities (2019), Austroads Ltd.



## Executive Summary

Transport for NSW (Transport) recognises the importance of providing dedicated rest stops for heavy vehicle drivers to manage fatigue and enable safer journeys. Several initiatives are underway to increase the number and improve the quality of heavy vehicle rest stops across the state road network.

As part of a targeted stakeholder engagement program, Transport invited peak road freight industry bodies and heavy vehicle drivers to share their feedback on a range of initiatives and ensure the projects meet the current and future needs of heavy vehicle drivers.

Through four focus groups, participants discussed how to improve the quantity and standard of heavy vehicle rest stops on the NSW state road network. The areas presented and engaged on at the focus groups were:

- the Heavy Vehicle Rest Stop Improvement Program
- select highway upgrades
- the Heavy Vehicle Rest Stop Program of Work

Members from the following organisations participated in focus group discussions:

- Road Freight NSW (14 November 2022)
- NatRoad (18 November 2022)
- Livestock, Bulk and Rural Carriers Association (29 November 2022)
- National Road Freighters Association and Linfox (5 December 2022).

The feedback identified gaps in the NSW heavy vehicle rest stop network and opportunities to upgrade existing and install new rest stops at key locations.

Following the workshops, Transport initiated broader online engagement about heavy vehicle rest stops. This included a survey of optional questions, and an interactive map of the NSW road network highlighting existing rest stops, placement of potential new rest stops and rest stops where upgrades are required. Participants were able to drop a pin and provide feedback about their needs at these rest stop locations. The online engagement was open from 16 January – 25 March 2023.

Across both focus group sessions and online engagement, drivers reported limited capacity at existing heavy vehicle rest stops. This is attributed to the growing freight task requiring more vehicles on the road and ongoing issues with other vehicle types taking up dedicated heavy vehicle spots at rest stops, particularly during peak holiday seasons.

Access to basic amenity for drivers remains a priority for rest stop planning and upgrades, including sealed stopping areas, access to quality food and beverage options, running water bathrooms and showers, shade, lighting, and rubbish bins.

Parking configuration needs to be assessed against how drivers use or would use a particular rest stop, whether for a short rest or long break for a sleep.

Planning and providing rest stops for all heavy vehicle types including longer, higher productivity vehicles, vehicles carrying dangerous goods and livestock was a recurring theme throughout the focus group conversations.

The practice of shuttling was also raised, and a need to consider parts of the network where decoupling, parking of trailers and/or changing drivers as well as areas to rest.

There were no objections to the proposed initiatives or associated actions presented as part of the Program of Work. Discussions about the Program of Work initiatives and actions generated the following discussion and feedback:

- Parking capacity remains an ongoing issue. Heavy vehicle parking spaces are often in use by light vehicles or caravans; industry recommended compliance monitoring, signage, separation of heavy and light vehicle parking, and also the use of CCTV.
- Greater Sydney and the need for heavy vehicle rest stop opportunities in the metro area or parking opportunities to check loads.
- Rest areas are needed on the outskirts of major cities and along major freight routes from Sydney to Brisbane, Sydney to Melbourne and to and from the ACT to allow for fatigue management, staging to avoid curfews or congestion and driver change over.
- Construction stockpile sites are often utilised by drivers in lieu of stopping areas. TfNSW could leverage these sites as rest stops.
- Stopping bays need to be on flat parts of the network or at the top of a hill and have adequate sight distance.
- TfNSW needs to engage with regional and rural operators as they use smaller, inland routes to move freight.

This feedback, along with feedback prompted by discussions about other projects included as part of the engagement, have been captured and summarised in Table 1 and in Section 2 of this report.

In addition to the information gathered during the focus group sessions, the online engagement provided overarching sentiment to the quality and quantity of rest stops throughout the network:

- 90 per cent of participants identified there would still be a substantial gap in rest stops following the proposed rest stop identification in the Austroads Audit.
- 65 per cent of participants noted the quantity of rest stops is either **poor or very poor**.
- 59 per cent of participants who engaged with the interactive map in the HVRS online survey noted Greater Sydney remains the highest priority for rest stops of heavy vehicle drivers.
- 90 per cent of online survey respondents think that gaps in the network will persist unless improvements are made.
- With the increase of female drivers within the freight industry, Transport asked participants what additional facilities or upgrades would be required. A large number of participants stated better lighting, access to security, cleaner amenities, and unisex toilets would improve rest stops for all users as well as women.
- Participants would like to see more food and beverage options either located at or close to rest stops.
- Rest stops need to be designed for longer vehicles with adequate amount of parking spaces for a variety of vehicles. In addition, rest stop signage is required to note the separation between light vehicles/caravans and heavy vehicles to manage capacity.

- Participants noted they would like to see parking areas provided in industrial zones surrounding the outskirts of Sydney and within the Sydney Metro area.


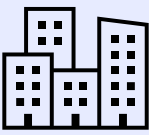

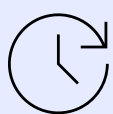

It is important to note that while some feedback has been recorded in this report against specific projects, such as the highway projects, all feedback included in this report should be considered and used to inform any work in delivering or improving heavy vehicle rest stops.

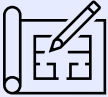


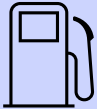
Industry encouraged continued engagement on rest stop planning and design to adequately factor in current and future needs of road freight.

This report outlines the engagement design, key findings and themes and feedback that emerged from the targeted industry engagement.

Table 1 provides an overview of the key themes that emerged from focus group discussions as well as the online engagement.

Table 1: Summary of Themes

Theme		Summary of feedback
	Gaps in the Heavy Vehicle Rest Stop Network	There are known and identified gaps in the existing network that impact a drivers' ability to safely manage their wellbeing. These gaps exist across the network, including in both regional and metropolitan areas and for formal and informal rest stops.
	Gaps in the Greater Sydney Metropolitan Area	There is a high prevalence of known and identified gaps in the Greater Sydney network that impact a drivers' ability to safely manage their wellbeing. These gaps often put drivers in the position where they are stopping unsafely in highly dense areas or prolonging their rest breaks.
	Quantity of rest stops	The delivery of more heavy vehicle rest stops is the priority to industry because they are needed for drivers to safely and professionally carry out their work, manage their fatigue and meet the mandatory rest stop requirements for the safety of all road users. Existing rest stops need more parking spaces specifically for heavy vehicles.
	Future needs and trends to inform design	Upgrades to existing and new rest stops must account for the future needs of drivers and industry, including the growing freight task, changes to vehicle types and industry practices such as shuttling and decoupling.
	Access and amenity for all heavy vehicle types	Ensuring drivers can safely enter and exit rest areas, find a suitable bay and access basic amenity including shade and bathrooms. Considering and accounting for all heavy vehicle types, including livestock carriers, Over Size Over Mass vehicles and vehicles carrying dangerous goods is important.

Theme		Summary of feedback
	Fit for purpose design of rest stops	The design of each individual heavy vehicle rest stop needs to be fit for purpose to meet the needs of customers. Herringbone is supported for short stays and to maximise the space for a higher volume of spaces. End to end is often preferred for rest stops where drivers need to sleep as it minimises noise and vehicle head light impact as well as accommodates long vehicles. The ground should be level to assist comfort and sleep, and separation of different types of vehicles should be considered as part of design.
	Capacity and compliance	Some rest stops are often full which impacts a drivers' ability to safely manage their fatigue and plan their journey. There is an ongoing issue with other vehicles, such as vehicles towing caravans and motorhomes, parking in heavy vehicle rest stops.
	Safety, quality and maintenance	Driver wellbeing is to be prioritised to ensure safety when accessing rest stops, including adequate lighting, locked facilities, privacy, separation from other vehicles and industry only access to bathroom using a universal access key.
	Partnerships and engagement	Explore partnerships with highway service centres to influence the design of centres to provide facilities and parking for drivers. Ongoing engagement with industry to inform location, design and type of rest stops is welcomed.



## Introduction

Driver fatigue is one of the highest contributors to road incidents and crashes. In regional NSW, driver fatigue is involved in at least 30 per cent of fatal crashes. To enable road users to manage fatigue effectively and reduce crash frequency, TfNSW provides and manages rest stops and signage for rest stops across the State Road Network.

Heavy vehicle drivers work long hours and must take mandatory rest breaks throughout their journey to manage their fatigue.

TfNSW recognises that roads are heavy vehicle drivers' workplace, and rest stops are critical to deliver a safe and efficient road network. Ensuring that drivers have safe, reliable, and regular access to dedicated rest stops is a priority for TfNSW.

TfNSW invited drivers and industry members to hear about specific heavy vehicle rest stop projects and provide their feedback.

As part of a targeted engagement program, key stakeholders were invited to provide feedback on major areas of work, including:

- the Heavy Vehicle Rest Stop Improvement Program – which aims to plan and prepare for new heavy vehicle rest stop opportunities and potential improvements to existing rest stops.
- select highway upgrades – will deliver improved rest stops as part of the upgrades.
- the Heavy Vehicle Rest Stop Program of Work – which aims to address the immediate unmet needs of the heavy vehicle freight industry through identifying initiatives and actions for TfNSW to prioritise.
- The program also incorporated engagement through a digital platform to explore:
  - The current network of heavy vehicle rest stops and existing gaps in this network
  - Overarching issues of the existing rest stop network.

## Engagement design

To create a better customer experience and for a more efficient way of working with our stakeholders, engagement for the separate projects was consolidated as part of structured online focus groups and through a digital consultation platform to:

- provide a detailed overview of the areas of work planned and underway specific to heavy vehicle rest stops
- collect qualitative feedback on each area of work and allow industry to focus on their priority areas throughout discussions
- identify gaps on key freight corridors and state-road network
- identify the needs of drivers to inform the scope, design and therefore estimated costs of delivery
- consider existing stops where the need for upgrades have been identified
- determine preferred location of proposed rest stops
- provide general feedback.

TfNSW hosted four online focus groups between 14 November and 5 December 2022.

Focus groups ran for approximately two hours and 15 minutes and included a detailed presentation with facilitated questions throughout. An agenda with a pre-reading document (see Appendix B) was issued prior to each workshop, to encourage informed and focused discussions.

Subject matter experts from across TfNSW attended the workshops to provide detail on each of the individual project areas, enabling staff to hear directly from customers.

The table below outlines the industry bodies invited to participate in the focus groups:

Table 2: Participating Stakeholder Groups

Stakeholder / Focus group	Description	Workshop date
<b>Focus group 1</b> Road Freight NSW, including its members	The peak industry organisation in NSW representing trucking operators and heavy vehicle drivers	Monday 14 November 2022
<b>Focus group 2</b> NatRoad, including its members	Independent national trucking association that supports truck operators through advocacy	Friday 18 November 2022
<b>Focus group 3</b> Livestock Bulk and Rural Carriers Association (LBRCA), and its members	Representatives of livestock, bulk and rural carriers across NSW	Tuesday 29 November 2022
<b>Focus group 4</b> National Road Freighters Association (NRFA) Linfox	National body representing heavy vehicle drivers and business owners Linfox is a major freight operator	Monday 5 December 2022

Following the workshops, TfNSW launched an online engagement platform to collect more information from a wider audience on the quality and quantity of rest stops including to identify gaps in the network and understand issues effecting the rest stop network. TfNSW hosted this consultation period online, encompassing an interactive map and optional survey, from 16 January through 25 March 2023. Direct and mass communication methods were used to promote the online engagement, including through a Ministerial media release, social media, and through subscription emailing.

The online engagement platform provided the following metrics of interaction:

- 931 unique visits
- 104 survey responses
- 22 pins placed across the interactive map

## Project Overview

### Heavy Rest Stop Improvement Program

The Heavy Vehicle Rest Stop Improvement Program (Improvement Program) is designed to help TfNSW prepare for new heavy vehicle rest stop opportunities and make necessary improvements to existing rest stops.

This program is currently in its strategic business case phase and includes a comprehensive audit of heavy vehicle rest stops against the Austroads Guidelines to identify gaps on the NSW state network.

Focus groups were provided with an overview of the Improvement Program as well as the process required as part of the audit of the existing network. This included a diagram of the audit results which are shown in Figure 1 and Table 3 below.

The online engagement was geared towards further informing the Improvement Program, as well as ongoing work to improve the quality and quantity of heavy vehicle rest stops in NSW.

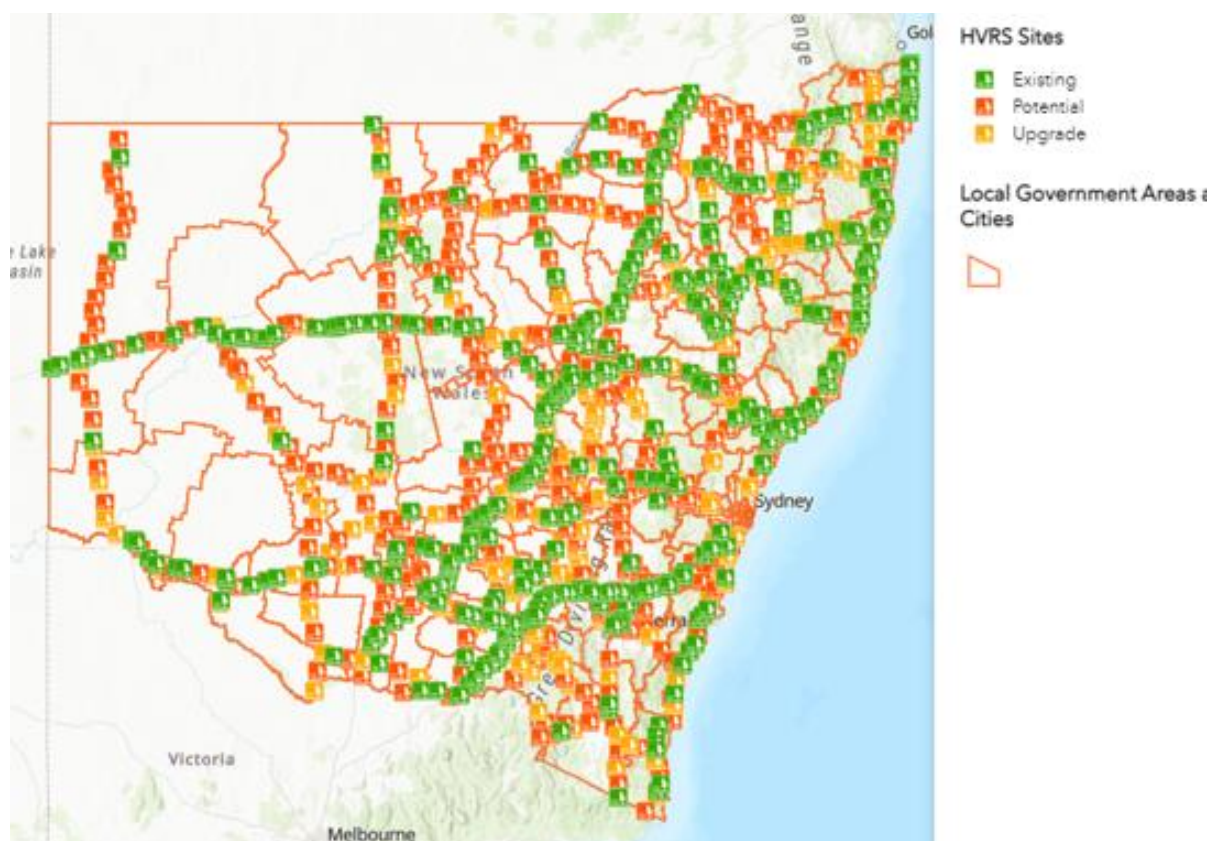


Figure 1: Mapped results of the audit against Austroads guidelines

Table 3: Results of the audit against Austroads guidelines

Existing formal heavy vehicle rest stops	1363
Potential new heavy vehicle rest stops	486
Potential upgraded heavy vehicle rest stops	356

### **Highway upgrades**

Focus groups and online respondents were invited to share their feedback, preferences and ideas on major highway upgrades that are currently in planning or underway across NSW.

Several of these projects leverage funding to deliver more and improved rest stops on the network. TfNSW invited feedback on four major highway upgrades, including:

- Newell Highway
- Barton Highway
- Princes Highway
- Great Western Highway

### **Heavy Vehicle Rest Stop Program of Work**

The Program of Work identifies six initiatives and 25 actions that brings together work that is or will be carried out across the agency to address the immediate or unmet needs of the freight industry.

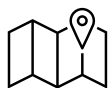
During the workshops TfNSW shared each initiative and action, opening the discussion to broad feedback.

The six initiatives shared include:

1. Improve the quality and quantity of heavy vehicle rest stops in NSW
2. Identify funding opportunities to improve the provision of heavy vehicle rest stops
3. Improve parking capacity at existing heavy vehicle rest stops
4. Improve rest stop information available to customers
5. Improve existing TfNSW guidance
6. Further engagement with industry

## Summary of Key themes

### Gaps in the Heavy Vehicle Rest Stop Network



*“Limited options for mandatory rest breaks are impacting driver wellbeing and compliance.” - Focus Group 1*

Stakeholders identified gaps in the heavy vehicle rest stop network in NSW. When asked where the greatest need for new informal and formal rest stops, 35 per cent of stakeholders highlighted a specific location requiring a rest stop:

Table 4: Network Gaps - Themes

Themes	%
<b>Location highlighted (see table below)</b>	<b>83</b>
Specific locations	35
Everywhere/evenly spaced – no specific location given	19
Around main cities (Sydney, Newcastle, Wollongong)	14
Secondary / regional roads	13
Other highways	11
Near towns	6

The following areas were identified as either requiring a rest stop or requiring improvement (not limited to):

Table 5: Areas requiring a rest stop or requiring improvement

Sydney Metro Area	Greater Sydney and Outer Metropolitan areas	Regional NSW
<ul style="list-style-type: none"> <li>Port Botany</li> <li>M7 in Sydney both directions</li> <li>Port Botany</li> <li>Blacktown</li> <li>Seven Hills</li> <li>Hoxton Park</li> <li>Campbelltown</li> <li>Badgerys Creek</li> <li>Eastern Creek</li> </ul>	<ul style="list-style-type: none"> <li>M1 motorway south of Hexham</li> <li>Along the M1 between Sydney and Newcastle.</li> <li>Close to Sydney from the north.</li> <li>Great Western Highway from Mount Boyce to Lapstone Hill</li> </ul>	<ul style="list-style-type: none"> <li>Moree to Bourke to Broken hill</li> <li>Between Wentworth and Broken Hill.</li> <li>Through the Blue Mountains and Central West.</li> <li>Kempsey to Clybucca</li> <li>Sturt Highway Darlington Point to Hay</li> <li>Orange</li> <li>Narrabri and Narrabri West.</li> <li>Cowra</li> <li>Along the Newell Hwy in both directions</li> <li>Hume Hwy</li> <li>Between Armidale and Tamworth</li> <li>Griffith to Goolgowi</li> </ul>



Stakeholders identified the New England and Pacific highways have the largest heavy vehicle rest stop gaps and should be considered as a priority of heavy vehicle rest stop network planning within the HVR SIP. The existing rest stops on the Oxley and New England Highways often do not fit larger vehicles, or the limited spaces are often occupied by other vehicles.

Stakeholders highlighted that smaller freight corridors such as the Oxley, Gwydir and Bruxner Highways are often overlooked for investment. However due to the quantity of freight and higher productivity vehicles that use these routes, industry would like to see an increase rest stopping opportunities.

### **Greater Sydney Network Gaps**

Industry expressed concern that the projects did not consider Greater Sydney, metro areas, and end to end journeys; stating that drivers currently have limited or no dedicated areas where they can stop and check their loads or take a mandatory fatigue break in Greater Sydney. Drivers reported they are often moved on by security or police if they are stopped in certain areas, including at port, depots, and industrial areas in and around Sydney. Industry would like the Heavy Vehicle Rest Stop Improvement Program to address areas in Greater Sydney. One of the focus groups also raised the importance of considering Over-Sized Over-Mass (OSOM) and dangerous goods vehicles in the development of rest stops. While out of scope for this project, there are additional complexities that affect rest stopping opportunities.

Industry also identified a shortage of safe stopping areas in metropolitan areas (Greater Sydney), forcing drivers to risk fines by stopping in No Stopping zones in industrial and urban areas. This also hinders the ability of drivers to decouple, take adequate rest breaks and complete a trip. They suggested that land use rules be revised to allow industrial parks to be utilised for overnight parking. Stakeholders highlighted that this flexible approach would not impact amenity and would allow drivers more options to safely park and rest at night.

Of those stakeholders who engaged with the online platform, 59 per cent of participants noted Greater Sydney remains the highest priority for rest stops of heavy vehicle drivers.

Furthermore, 13 out of the 22 pins that online engagement respondents placed to indicate needs in the network / upgrades were in the Sydney area, mostly for formal rest stop with overnight facilities.

The feedback provided during industry conferences (Road Freight NSW (RFNSW) Conference, Livestock Bulk and Rural Carriers Association (LBRCA) Conference) also show the interest for stops in the Sydney metro area as well as Greater Sydney generally. The feedback from LBRCA shows wider needs on the network, particularly for stops with sleeping facilities and with amenities.

Quantity of rest stops



*“Investment focus should be on increasing the total number of heavy vehicle rest stops on the network and increasing the number of truck parking spaces available at existing rest stops.”*

All stakeholders agreed that an increase in the frequency and number of heavy vehicle rest stops on freight routes would allow drivers to structure their journeys with maximum efficiency and considerations for safety. 65 per cent of participants noted the quantity of rest stops is either **poor or very poor**. A further breakdown of the overall quantity of rest stops as ranked by participants through the online engagement can be found below:

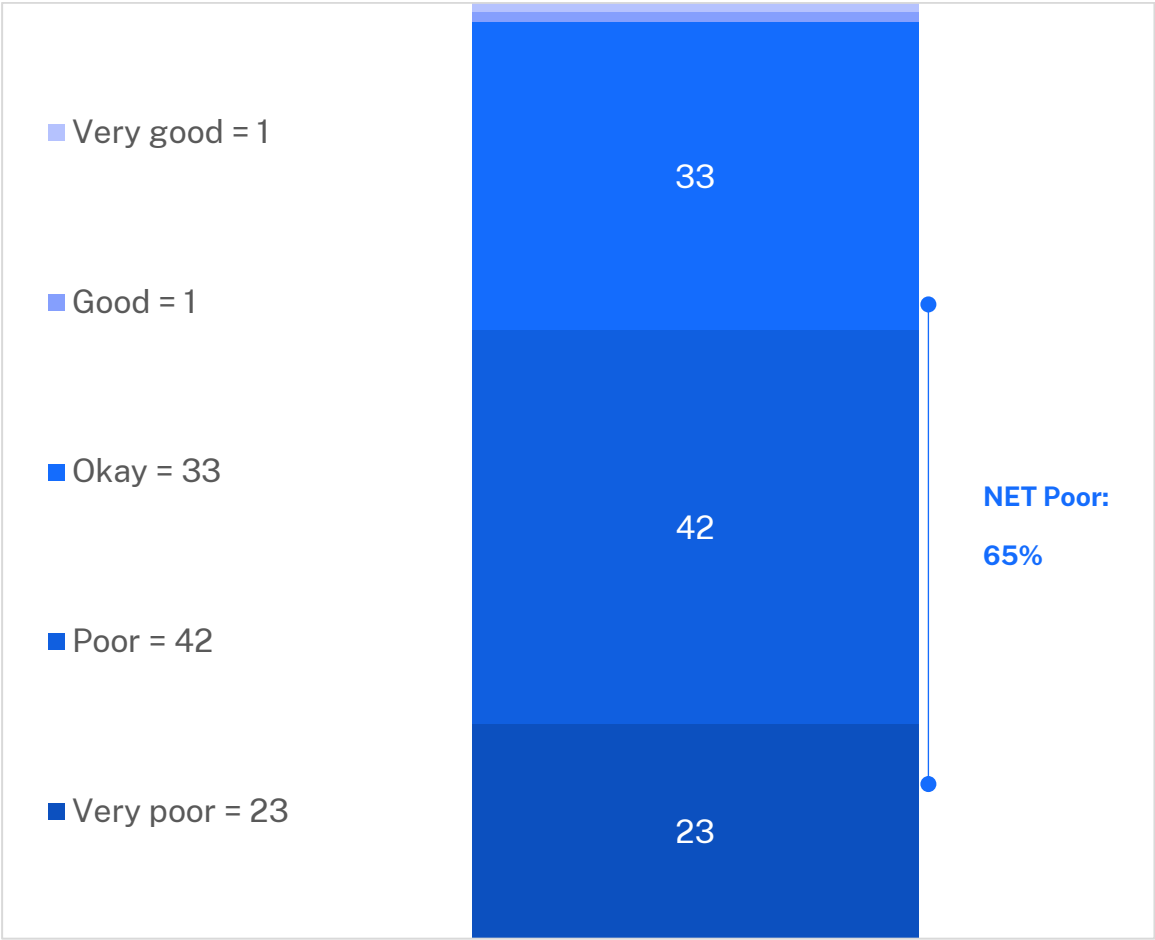


Figure 2: Overall quantity of rest stops - participant ranking

Feedback demonstrated a desire for more rest stops with basic amenity, rather than investment in only Class 1 and Class 2 rest stops with full infrastructure and service provisions.

Industry advised simpler provisions, such as sealed bitumen, designated and separated parking with shade and toilets, could save time and funding and allow for more heavy vehicle rest stops to be constructed in a shorter period.

While industry recognised drivers do require a network of Class 1 and Class 2 rest stops with a diverse range of provisions, the priority for all focus groups was to provide as many new rest stops as possible across the formal and informal rest stop network.

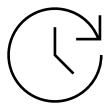
Each focus group also shared the desire to see existing rest stops expanded to include more parking for heavy vehicles. This idea is seen by some members as a simple and practical solution to capacity issues currently faced at many heavy vehicle rest stops.

Industry expressed a preference to have informal heavy vehicle rest stops sealed to improve driver and truck safety. It was reported that unsealed rest stops are often impacted by wet weather conditions, resulting in tyre blow outs, heavy vehicles becoming bogged in wet ground, and an inability to unhook trailers.

Industry noted drivers are often forced to take a rest break earlier than required to meet fatigue management requirements, due to the lack of available rest stops along the network or capacity issues at existing rest stops. This group also said more Class 1 and 2 heavy vehicle rest stops are needed on the outskirts of towns such as Tamworth, where drivers can stop to sleep, decouple trailers, and if possible, access local town facilities.

Of the 104 participants engaged in the online engagement platform, 90 per cent of participants identified there would still be a substantial gap in rest stops following the proposed rest stop identification in the Austroads Audit.

## Future needs and trends to inform design



*“Planning for heavy vehicle rest stops needs to accommodate innovative vehicle designs and new operating models.”*

- All focus groups and online respondents supported a heavy vehicle rest stop strategy that accounts for longer and more innovative vehicle types. The growing freight task is seeing increased uptake of longer and higher performing vehicles which requires dedicated planning to accommodate these types of vehicles.
- Stakeholders suggested the design and location of heavy vehicle rest stops need to account for changing and emerging industry practices such as shuttling.
- Shuttling is a growing method along certain freight routes where drivers meet at a mid-point to swap loads and travel back to their starting location. Drivers require a large space to manoeuvre their vehicles, pads/platforms to drop and swap their trailers, and a nearby interchange on the route where they can travel in either direction.
- All focus groups agreed that the Pacific Highway is in need of truck turnaround facilities to support the shuttling model, particularly around the Kempsey area.
- Industry asked that future rest stop planning considers the placement and height of powerlines, preferably not over parking spaces, as well as consideration for longer higher productivity vehicles particularly in relation to parking spaces and ingress and egress.

## Fit for purpose design of rest stops



Work with industry to understand and anticipate the need for rest stops by mapping end-to-end journeys

Industry expressed interest in being involved early in the design process of heavy vehicle rest stops to ensure any new or upgraded rest stop meets the specific needs of heavy vehicle drivers.

Online engagement participants ranked required improvements based on need across the network:

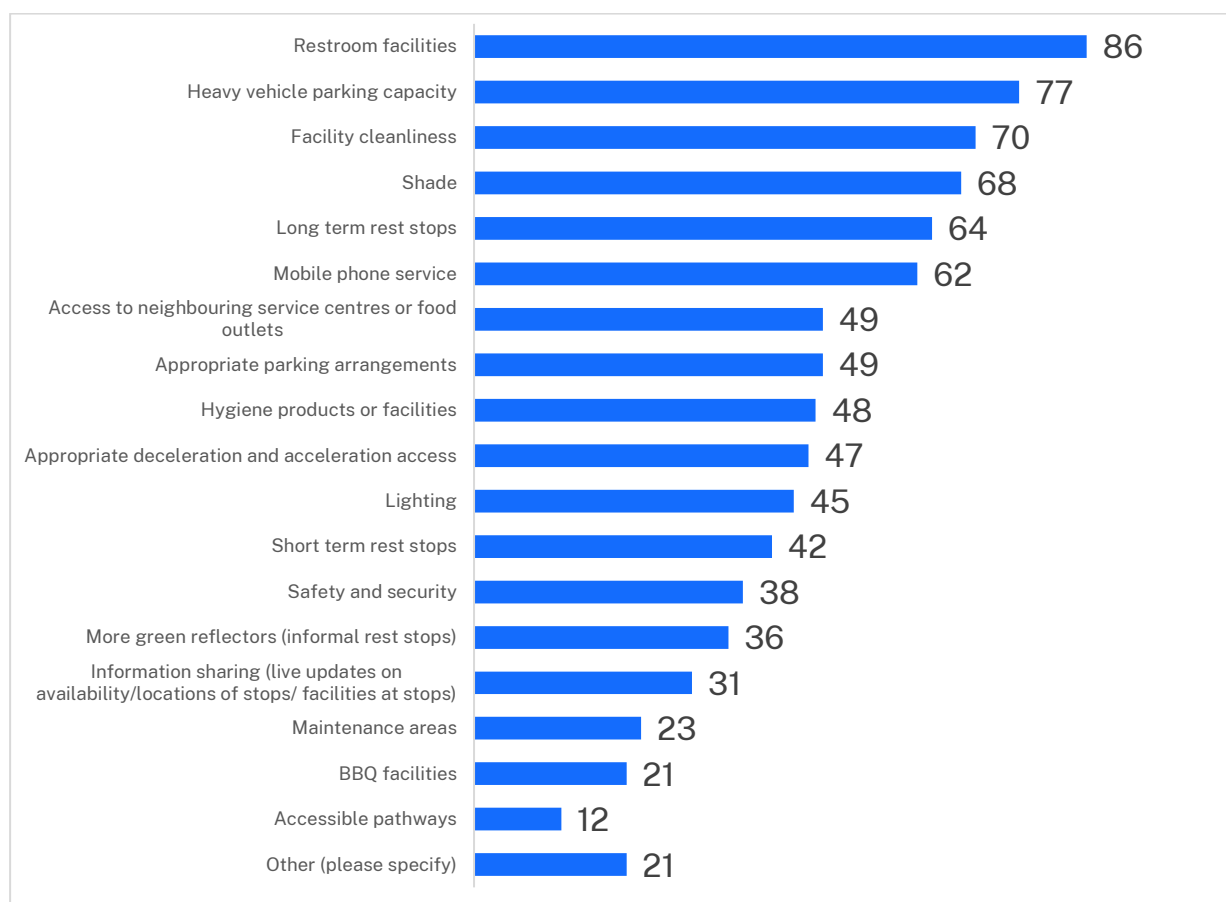


Figure 3: required improvements by need – participant ranking

Comments on rest stop design features included:

- Running water and bathroom availability and maintenance were supported by all participants in the focus groups particularly at rest stops that have high traffic volume. This is reflected in the online survey results as being highest priority for drivers.
- Shade was mentioned by all focus groups and 62 per cent of online respondents as one of the basic, but key requirements at rest stops to increase the comfort of drivers during both long and short rest breaks.

- More parking spaces over landscaping was preferred by all focus groups.
- Separation of heavy vehicles from other vehicle types at shared stops was preferred as it helps to reduce the misuse of parking bays and provides drivers with a greater sense of security, comfort, and accessibility.
- Separation of long and short stay heavy vehicle parking was supported by all focus groups to reduce disruption to drivers who are sleeping caused by noise, odour, and/or lighting.
- Deceleration and acceleration lanes were raised and supported by all focus groups and 43 per cent of online respondents to provide safe access into and out of rest stops. The location of rest stop positioning at the peak of inclines was industry preference, to enable easier acceleration and deceleration.
- Herringbone parking was preferred for increasing the number of parking spots but was more suitable to short rest breaks as this configuration can be disruptive for drivers sleeping in their trucks due to noise and lights. End to end parking is often preferred for rest stops where drivers need to sleep, however it was noted that this configuration can be difficult to manoeuvre within for certain truck types.
- Further understanding of the origin and destination of loads will help to inform the type of stop required and whether drivers will use it for a quick 30-minute break or a full seven-hour rest break.

### Access and amenity for all heavy vehicle types



*“Drivers have individual needs and depending on their loads, they may be restricted or reluctant to access some areas because of the noise of the truck or load.”*

Through both the focus groups and online engagement, 67 per cent of stakeholders noted the quality of rest stops is either **poor** or **very poor**. A further breakdown of the overall quality of rest stops as ranked by participants through the online engagement can be found below:

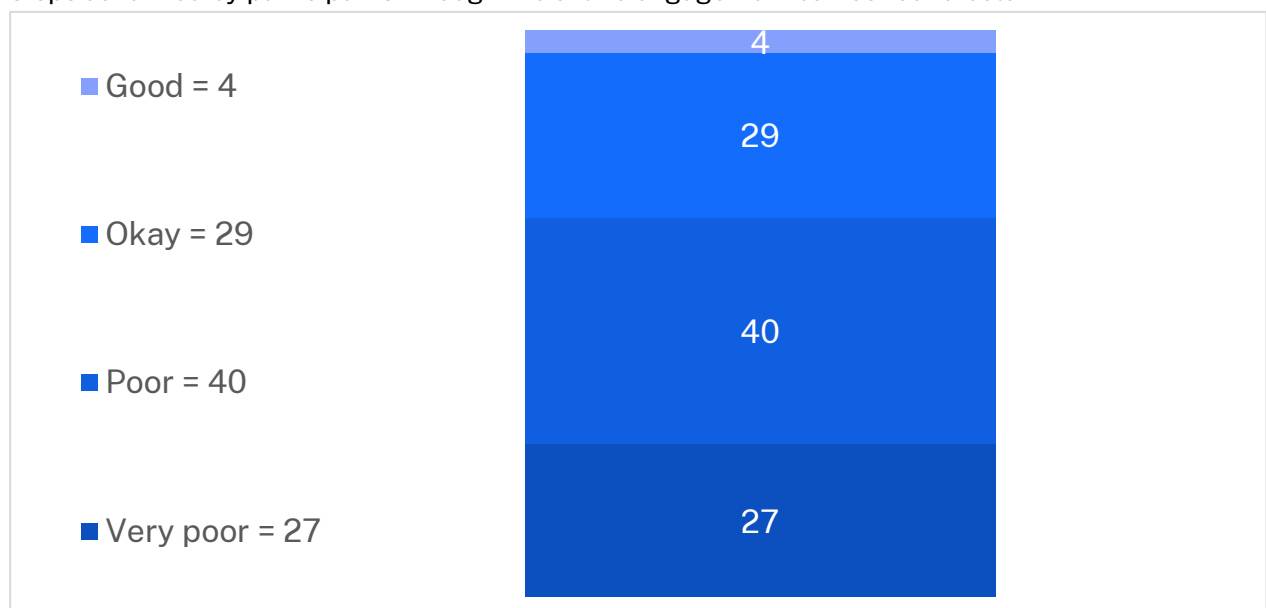




Figure 4: Overall quality of rest stops -participant ranking

There was diverse representation across the focus groups to account for truck drivers carrying a range of freight. This allowed for robust discussion around the specific requirements of drivers who are carrying specific freight, such as dangerous goods or livestock.

Participants raised that current rest stop limitations can create challenges for drivers carrying dangerous goods as they may be unable to access some stops due to regulatory requirements. Further, when parked at rest stops, some loads can have a higher noise and odour impact to other rest stop users such as refrigerator and livestock trucks.

Drivers carrying livestock specifically requested more rest stops on the outskirts of towns or cities, to allow them a safe place to stop and inspect their load before and after driving through.

All focus groups mentioned sealed surfaces and shade as key amenity requirements.

Industry requested TfNSW give attention to vehicles carrying livestock, as drivers face specific challenges such as being able to safely stop. In addition, it is preferred that dangerous goods vehicles are separated from other vehicles at rest stops.

Industry noted that drivers carrying dangerous goods cannot stop at all rest stops due to compliance restrictions.

Industry asked that the location of future rest stops considers easier access to local towns. Stakeholders noted rest stops located close to townships would benefit the local economy and allow drivers to access quality food and drink, as well as potentially access overnight accommodation. Heavy vehicle parking bays behind main streets in towns was one option raised that would allow drivers to visit shops before moving onto a heavy vehicle rest stops for longer breaks.

Industry also provided specific examples where the installation of roadside signage (not specific to rest stops) has restricted access to previously used, informal rest stops. An example was provided where roads into Banksmeadow and Botany recently had roadside signage installed on the road which meant heavy vehicles are unable to stop. Moving the signs off the roadside and onto the curb was recommended as a practical and cost-effective solution to improve driver experience.

## Capacity and compliance



*“Many drivers currently stop in unsuitable areas due to the lack of available parking spaces at rest stops or the lack of heavy vehicle rest stops on the network. Applying bitumen to unsealed informal rest stop sites will improve safety for drivers and provide additional stopping opportunities.”*

The current capacity of existing rest stops was raised by each focus group. The same question was asked through the online engagement with 85 per cent of online survey respondents noting capacity remains an ongoing issue for industry. All focus groups reported that other vehicle types, such as motorhomes and vehicles with caravans and trailers, park in heavy vehicle rest stops resulting in limited to no capacity for heavy vehicle drivers. Of participants in the online engagement, 28 per cent of respondents cited the same issue. This is likely to reflect that this is a location specific problem along with routes with high tourism.

When asked about specific locations that are impacted by capacity through the online engagement platform, stakeholders noted the following:

Table 6: Specific locations with capacity issues

Sydney Metro Area	Greater Sydney and Outer Metropolitan areas	Regional NSW
<ul style="list-style-type: none"> <li>Services centres on the outskirts of Sydney</li> <li>Port Botany</li> <li>Services Centres in Sydney Metro area</li> <li>Western Sydney</li> <li>BP Eastern Creek</li> </ul>	<ul style="list-style-type: none"> <li>Ampol Wyong Twin services</li> <li>Beresfield</li> <li>Great Western Hwy</li> <li>Hawkesbury River rest stop</li> </ul>	<ul style="list-style-type: none"> <li>Newell Hwy north of Dubbo</li> <li>Dunedoo</li> <li>Hume Hwy: <ul style="list-style-type: none"> <li>Yass</li> <li>Pheasants Nest</li> <li>Marulan</li> <li>Sutton Forest</li> </ul> </li> <li>Pacific Hwy <ul style="list-style-type: none"> <li>Ballina</li> <li>Chinderah</li> <li>Goulburn</li> <li>Kempsey</li> <li>Coffs Harbour</li> </ul> </li> <li>Browns Flat rest stop</li> <li>Lilyvale rest stop, west of Cobar</li> <li>Partridge VC at Menangle</li> <li>Nambucca Heads</li> <li>Moorelands</li> <li>Coloongalook</li> <li>Heatherbrea</li> <li>Brisbane</li> </ul>

The misuse of heavy vehicle rest stops is a source of tension. Drivers feel frustrated that they may be punished for being unable to take their mandatory breaks due to the actions of other motorists, limited to no available parking at existing rest stops, and/or the lack of heavy vehicle rest stops in NSW.

TfNSW outlined successful trials that used CCTV, signage, and police presence to reduce the misuse of heavy vehicle rest stops. These tactics were supported by all focus groups. Industry noted the effectiveness of police presence and issuing of fines to dissuade the misuse of these rest stops. Stakeholders suggested additional engagement with industry regarding the installation of CCTV at rest stops to avoid the perception that it is being used to monitor fatigue management breaks or driver compliance.

Drivers raised the importance of using holiday and peak periods as the baseline for any testing or monitoring of capacity and compliance, as these are the times most likely to cause conflict between drivers of different vehicle types. TfNSW encouraged industry to inform them of heavy vehicle rest stops that are frequently misused, to inform the selection of locations for the next CCTV and signage trials.

Yelgun heavy vehicle rest stop was reported by to have people camping in it and compliance signage has not had an effect. Wallacetown rest stop was also identified as often occupied by other vehicles using these essential parking spaces.

Industry reported some drivers are using the roadside for decoupling, because rest stops, and service stations are often at capacity. It was reported that up to 20 vehicles can be parked along the Oxley Highway, outside of Tamworth, due to capacity constraints and conflicts at the existing rest stops.

Industry expressed frustration about the misuse of rest stops for police enforcement operations, often forcing drivers to prolong a journey to find another suitable rest stop.

## Safety, quality and maintenance



*“Maintenance of heavy vehicle rest stops remains an ongoing issue.”*

All drivers who attended the focus groups support personal amenity/shower ‘pods’ that generally provide better privacy, comfort, and cleanliness than standard facilities. Industry recommended the use of a universal access key as they are currently used in the livestock industry and work well in order to manage access and security, including reducing vandalism.

A lack of lighting and secure doors/windows at some heavy vehicle rest stops were reported to have led to vandals and wildlife, including snakes entering facilities creating an unsafe area to rest.

Online engagement highlighted 86 per cent of respondents stated that restroom requirements are not being met with a further 70 per cent of these participants noting cleanliness to be an issue. TfNSW asked participants what additional facilities or upgrades would be required; participants stated better lighting, access to security, cleaner amenities, and unisex toilets would improve rest stops for all users as well as women.

One female industry representative provided insights into the challenges she has faced from both a design and cultural perspective. She outlined how the design of many heavy vehicle rest areas do not properly account for female drivers, with regards to privacy and adequate facilities. The focus groups also highlighted that female drivers may require different facilities and levels of privacy which are not always available at rest stops. For example, some rest stop areas have shared/unisex

showering facilities. She also raised the need for access to sanitary disposal facilities at rest stops. This was supported by the online consultation results, with 56 per cent of respondents indicating that existing rest stops had inadequate provisions for female drivers. A further 22 per cent also raised safety as a significant concern for all drivers.

One focus group highlighted that maintenance of heavy vehicle rest stops remains an ongoing issue and it was suggested that routine inspections of rest areas would be beneficial to monitor maintenance requirements. TfNSW encouraged drivers to provide feedback on heavy vehicle rest stops in need of maintenance, so they can be prioritised accordingly.

## Partnerships and engagement



*“Service centres provide a valuable stopping opportunity for drivers; however, they often suffer from capacity issues.”*

Highway Service Centres were identified as key opportunities to explore potential partnerships with and leverage the amenity provided.

Industry noted that due to the infrequency of Class 1 rest stops, service stations are often at capacity preventing drivers from taking adequate rest. This group highlighted an opportunity to strategically plan for additional rest stop parking areas alongside service stations to accommodate overflow trucks.

Industry asked for further consultation and input on the development of the service centre strategy.

Industry raised concerns about any removal of both formal and informal rest stops without replacing them at another nearby location or removing heavy vehicle rest stops without informing industry of the changes, which creates problems for driver’s planning their mandatory and/or wellbeing breaks. They requested proactive engagement prior to the removal of any rest stops to allow for drivers to safely plan their journeys.

## Focus Group feedback – Highway Upgrades

The following feedback summary relates only to the workshop engagement activities conducted with drivers and operators in November and December of 2022, in regards to the Newell Highway, Barton Highway, Princes Highway, and Great Western Highway.

### Newell Highway

TfNSW provided an overview of the work currently being undertaken on the Newell Highway before focusing on two proposed heavy vehicle rest stops located near Dubbo - one situated in the south of Dubbo near the Western Plains Zoo, and the second to the north near Dubbo Kart Club.

Dubbo was previously identified as having a significant gap in the heavy vehicle rest stop network with limited access to bathroom facilities along this route.

There was support for the Kart Club's two key distinctive features, it's herringbone parking and flow through access arrangement and the common features, including bathrooms, separated light and heavy vehicle areas, and the potential for showers were supported by all participants.

General comments were made in support for rest stops at both Dubbo locations. Limited feedback was provided on specific design features and no preference between the designs was given.

The separation of heavy and light vehicles dominated the discussion with strong support for the separation and clear identification of spaces. Spaces must be appropriately signposted to reduce the misuse of heavy vehicle parking spots by light vehicles.

Waste disposable facilities for caravans would be included as drivers have experienced caravaners dumping waste near heavy vehicle rest stops leading to poor odour and insects. Transport commented that they were not currently included but that sewerage infrastructure was available and therefore could be investigated.

Industry representatives reported the flow-through design better utilises available space, as a single ingress and egress design requires a large area for trucks to turn and manoeuvre. TfNSW raised that if the single access point was chosen for the Dubbo Zoo rest area design, further investigation would be carried out to allow safer access for trucks turning in and out of the heavy vehicle rest stop, such as lowering the speed limit.

Concerns were raised that end-to-end parking at Dubbo Zoo rest area may be difficult for larger trucks and road trains that are challenging to reverse, increasing the risk of trucks colliding while entering and exiting their parking space, particularly at night-time in lower visibility.

One participant stated that truck drivers should be trusted more to arrange themselves in an appropriate way and that all they require is an open concreted space, suggesting drivers do not require line marking or parking bays.

Flushing toilets and potential for showers were supported at both locations. Bathrooms were asked to be unisex to maximise availability with individual 'amenity pods' a preferred option (similar to Tarcutta); where each pod can be securely locked separate from others with shower and toilet facilities that provide greater privacy and comfort for users. An example, however was provided where a 'glass brick wall' feature at Tarcutta creates a silhouette of people using the shower at



night-time, visible to those outside of the bathroom which participants said was not preferred due to privacy concerns. There was a preference for the use of an Abdata key or similar as they are already in use by drivers.

Stakeholders supported the separation of light and heavy vehicles at heavy vehicle rest stops, stating it reduces the potential for conflict and makes drivers feel more comfortable when resting.

One group raised that it anticipated community concerns over the Dubbo Zoo rest stop with new housing and retirement communities currently being developed in close proximity which may impact community support of the rest stop. They acknowledged the proximity of the rest stop to the town was positive as it would allow better access to town amenities.

The proximity of the Dubbo Zoo rest stop to residential areas was raised with concerns that noise from livestock or refrigeration trucks will impact residents or other drivers. It was recommended that community consultation about noise and impacts be carried out to avoid these types of trucks from being potentially restricted from using this rest stop.

It was suggested that a section of the rest stop be dedicated to noisy vehicles, further away from sensitive receptors.

Industry raised that deceleration and acceleration lanes are not included in the Dubbo Zoo design which can make it difficult for drivers to safely access the rest stop. TfNSW explained that there was an overtaking lane nearby which would improve safety and allow other road users to overtake heavy vehicles.

An end-to-end parking configuration was the preferred as it has the least noise and lighting impacts on drivers. Herringbone configuration was said to be the most disruptive to drivers trying to sleep, however is sometimes suitable for short term fatigue breaks.

Industry recommended design focus on providing opportunities for good sleep (up to seven hours) at Dubbo Kart Club rest area.

Participants queried the number of heavy vehicle parking spaces in comparison to the number of spaces for light vehicles at Dubbo Kart Club rest area. Drivers would like the number of parking spaces prioritised in the design with a suggestion to move the amenity block to the side and create more space for parks and would rather space for amenities such as picnic facilities be replaced with additional parking.

It was also noted that this rest stop will become increasingly more popular if bathroom and showers are added and therefore parking volume should be the priority.

A concrete slab under the trailer legs for trailer drops was a design suggestion raised to help drivers when they need to unload, distribute and swap trailer loads.

## **Barton Highway**

TfNSW outlined the ongoing highway upgrades including road duplication and the inclusion of safety treatments on the Barton Highway. Feedback sought was industry sentiment for the potential removal of a northbound heavy vehicle rest stop as a result of the road duplication using the existing rest stop area.

There was limited feedback on the Barton Highway. Two of the focus groups did not support the removal of the northern rest stop, but one group indicated they were comfortable with its removal as they believe there are other rest areas within a reasonable distance.

The ACT was frequently mentioned for lacking heavy vehicle rest stops which can make some routes difficult for drivers to manage their fatigue breaks.

Further customer targeted consultation is required with operators that use the Barton Highway and Princes Highway regularly to gain representative view.

Industry reported that there are minimal heavy vehicle rest stops available on routes to and from the Australian Capital Territory (ACT) and supported the retention of any heavy vehicle rest stops.

They also enquired about planning for the Federal Highway as it is another key highway for ACT routes. TfNSW was unable to provide details on the Federal Highway but recorded feedback on a lack of heavy vehicle rest stops in and out of the ACT. Representatives did not have any other comments on the Barton Highway.

Industry also indicated there are only four areas where drivers can pull over on the Barton Highway between Yass and the ACT, with some of these areas being informal rest stops. They reported one frequently used rest stop southbound with facilities which is consistently full as it is one of the only available spots.

Concerns were raised with the potential removal of the northbound stop as part of the highway upgrade with a desire for some space to be available to drivers coming out of the ACT. It was noted that this would only have to be an informal rest stop with no requirement for any major facilities and amenities.

One group supported the removal of the northbound rest stop, stating that there is one located at Yass. It was mentioned that the parking area at one of the stops between Yass and the ACT has been closed off however it does not seem to have caused capacity issues at other rest stops. The specific rest stop was not known.

An upgraded rest stop at or near Murrumbateman was suggested that drivers traveling on the Hume Highway could also utilise. A Class 4 or 5 heavy vehicle rest stop in this area would be beneficial for drivers with refrigeration or livestock loads, so they can conduct a load check before entering or exiting the ACT.

It was noted that there are no heavy vehicle rest stops in the ACT besides a few informal ones. A heavy vehicle rest stop for longer rests could have some benefits for drivers who have to sit for extended periods.

## **Princes Highway**

TfNSW presented on six separate projects in planning on the Princes Highway. Industry was asked to provide general feedback on the highway and any areas where heavy vehicle rest stops are needed. No specific designs were presented.

Focus groups provided limited feedback on the Princes Highway as most did not utilise it regularly and further targeted consultation is required with operators who use the Princes Highway to inform their rest area strategy.

There was shared support for B-double access at Higher Mass Limits across the Princes Highway and that adequate rest stopping opportunities are provided. Focus groups noted that towns are often bypassed and helping drivers access town facilities for eating and washing would be beneficial.

Industry noted peak holiday periods are problematic for heavy vehicle drivers along the Princes Highway.

It was suggested that the Pacific Highway is a higher priority than the Princes Highway as the rest stops are over capacity.

There was a request for the Princes Highway to be upgraded to better accommodate B-double vehicles which would require new heavy vehicle rest stops to account for these larger vehicles.

## **Great Western Highway**

TfNSW provided an overview of the proposed upgrade to the Great Western Highway including a major tunnel that would bypass the existing highway which traverses Mount Victoria and inclusion of four rest stops.

Design and location of four new rest stops was also shared with stakeholders, as well as the three stages of the project. Feedback was sought on all aspects of the project and it was noted that the rest stops being bypassed would remain available post completion, in case the tunnel has to close for any reason.

The proposed tunnel along the Great Western Hwy upgrade was supported by all four focus groups for its potential to improve efficiency and safety.

While supported, all industry bodies raised the need to consider the increased volume of heavy vehicles using the tunnel and the subsequent requirements for drivers. They commented that planning should ensure there are enough parking spaces with appropriate facilities for drivers such as access to food and beverage, and that parking bays should consider the increasing length of vehicles.

There was feedback about the limited capacity at the Katoomba rest stop and requirements for additional rest stops on the outskirts of major cities for trucks to stage while either waiting for curfews to pass, avoid congestion or wait for timing of slot at port, Intermodal Terminal or the future Western Sydney airport.

There was also comment on the future growth of Western Sydney and what rest stops need to consider for getting to that destination.

Capacity issues at the Eastern Creek rest stop were raised.

Industry commented specifically on the presented design, enquiring about the amount of available shade and sought clarification from TfNSW that the existing rest stops were being retained despite being bypassed. They strongly supported the assurance that existing stops would remain available if the tunnel was closed.

Industry supports the investigation of dangerous goods transportation through the tunnel as it would increase use for freight operators.

Participants reiterated the lack of rest stop opportunities for heavy vehicle drivers in Greater Sydney.

Regarding the heavy vehicle rest stop design, questions were asked about the length and number of bays and showed support for inclusions of 36-metre bays to future-proof the site for future performance-based vehicles.

The timeframes and construction impacts were raised, highlighting that there will be a significant increase in heavy vehicles on this route to service the construction which will require more parking bays.

The proposed upgrade will greatly increase the volume of heavy vehicles on this route, therefore the number of available parking bays at new rest stops should be considered as part of this project. In addition to increasing parking bays, the group noted there will also be a requirement for food and beverage uplift; drivers will often use this stopping opportunity to manage fatigue as well as their wellbeing and noted Eastern Creek is not considered a viable rest stop as it is consistently at capacity.

## Other feedback from the focus groups

Industry requested detail and focus be given to the Pacific Highway and identified it as a critical route for freight with limited capacity at any rest stops during the night.

## Online Engagement Feedback

During the online engagement process, 104 survey responses and 22 interactive location pins were collected from a total of 931 online site visitors. Appendix C shows the landing page and contextual information for the online engagement tool.

Most feedback collected through the online engagement activity reinforced the concerns and opinions shared during the prior engagement workshops. Key themes that also resonated through the online engagement tool included:

- Gaps in the network, in particular in Greater Sydney.
- Quantity and capacity of rest stops.
- Access and amenity for all vehicle types.
- Safety, quality, and maintenance.

A general theme from the online engagement responses collected identified challenges currently with Heavy Vehicle Rest stops network, with 2 in 3 respondents rating the quantity and quality of heavy rest stops in NSW as poor or very poor.

A lack of heavy rest stops areas (with Sydney being a clear pain point) and insufficient parking in existing stops was consistent across both the workshop and the online engagement responses. Key takeaways from online engagement include:

- 90 per cent of respondents believe there would still be gaps in the network after considering the proposed plan.
- 85 per cent of respondents are pointing out parking capacity issues currently.
- Comments suggest that the capacity issues are driven by other non-heavy vehicles (caravan/light vehicles) using the space, as well as the general availability of parking space - particularly depending on the type of heavy vehicle / freight being transported.
- Respondents are overwhelmingly asking for more, and cleaner, restrooms facilities (86 per cent saying restrooms are a requirement not currently met, 70 per cent pointing out facilities cleanliness). Female respondents identified specific needs in relation to functional and appropriate facility needs, as well as design with safety and privacy in mind.

Overall, the responses from the online engagement tool have supported the findings from the workshops and have built a statistical basis for the commonly identified themes across the engagement and consultation activities taken thus far to inform the Heavy Vehicle Rest Stop Improvement Program.



## Commitment to further engagement

Transport for NSW is committed to continuing engagement with heavy vehicle drivers and peak industry bodies, as it undertakes work to improve quantity and standard of heavy vehicle rest stops in NSW.

This commitment is documented in the Program of Work that was presented to industry as part of this engagement program.

Transport for NSW is also committed to reporting on its progress in delivering the variety of projects and initiatives aimed to improve the rest stopping experience for heavy vehicle drivers.

# Appendix A

## Heavy Vehicle Rest Stopping Program of Work

Initiative	Actions
Improve the quality and quantity of Heavy Vehicle Rest Stop sites across NSW	<ol style="list-style-type: none"> <li>1. Identify gaps in the provision of rest stop opportunities against the Austroads guidelines and the Green Reflector Guide and produce a priority list of proposed new sites</li> <li>2. Upgrade existing rest stops. This includes minor to moderate works to approximately 40 heavy vehicle rest stops in the short term (12-18 months) to improve customer experience</li> <li>3. Review and improve maintenance surveillance practices</li> <li>4. Identify and install new informal (green reflector sites) at heavy vehicle rest stops</li> <li>5. Publish an internal TfNSW Highway Service Centre Strategy</li> <li>6. Deliver new rest stops sites that include: <ul style="list-style-type: none"> <li>o Four new rest stops on the Great Western Highway between Katoomba and Lithgow within five years</li> <li>o Two new rest stops, one Class 3 and one Class 5, on the Newell Highway between Narrabri and Moree</li> </ul> </li> </ol>
Identify funding opportunities to improve provision of heavy vehicle rest stops	<ol style="list-style-type: none"> <li>7. Submission of investment proposal to establish Heavy Vehicle Rest Stop Improvement Program to deliver key outcomes</li> <li>8. Submit nominations under Commonwealth funded programs</li> <li>9. Submission to Infrastructure Australia for NSW heavy vehicle rest stops to be added to the Priority List</li> </ol>
Improve parking capacity at existing heavy vehicle rest stops	<ol style="list-style-type: none"> <li>10. Identify (and where needed) extend the heavy vehicle parking signage trials at additional sites</li> <li>11. Utilise CCTV at key sites to monitor capacity and light vehicle parking issues</li> <li>12. Investigate sites that are regularly reported as reaching capacity to identify issues and solutions for future requirements</li> <li>13. Install improved compliance signage (vehicles over 12t GVM excepted) to identify and delineate areas for heavy vehicles</li> <li>14. Investigate how TfNSW can manage capacity issues at rest stops (including usage of and parking behaviour) and the feasibility of technology solutions to support rest stop users in fatigue management</li> </ol>
Improve rest stop information available to customers	<ol style="list-style-type: none"> <li>15. Investigate innovative solutions that can be used to inform customers on the network of rest stopping opportunities and facilities</li> <li>16. Audit and improve highway signage of rest stopping sites</li> <li>17. Review TfNSW online rest stop map, and ensure all stopping opportunities are presented (from service centres to green reflector sites)</li> <li>18. Investigate ways to provide rest stopping information to customers using non technological means</li> </ol>

	<b>19.</b> Identify and audit existing and potential green reflector sites to ensure safety, compliance, and mapping of existing sites
Improve existing TfNSW guidance	<b>20.</b> Develop internal TfNSW supplements for Austroads guide to heavy vehicle rest stopping <b>21.</b> Prepare a Customer Insights document to share learnings from engagement with industry stakeholders <b>22.</b> Update rest stop wayfinding signage guidelines
Further engagement with industry	<b>23.</b> Continue to engage with industry stakeholders on the design and delivery of heavy vehicle rest stopping initiatives and projects. <b>24.</b> Provide regular updates to industry stakeholders on delivering heavy vehicle rest stop initiatives and improvements <b>25.</b> Investigate the feasibility of and appetite for an Industry HVRS reference group

# Appendix B

## Pre-Reading (Focus Group) Document



### Background

The NSW Government is improving the number and quality of heavy vehicle rest stops across the state road network.

Transport for NSW recognises that drivers require reliable access to rest stops with supporting facilities to safely perform their jobs.

Several projects are underway across the investigation, planning, design and delivery phases for rest stop improvements. Industry feedback is guiding this work to ensure it meets the current and future needs of heavy vehicle drivers and the growing freight task.

As part of ongoing engagement with industry, TfNSW has invited key representatives to participate in a facilitated workshop and contribute to major areas of work, including:

- Heavy Vehicle Rest Stop Improvement Program
- major highway upgrades
- the Heavy Vehicle Rest Stop Program of Work.

This document provides a high-level overview of the key projects that will be shared and discussed at the workshop. We encourage you to familiarise yourself with the work underway and consider additional comments, feedback and opportunities to raise.

### Workshop purpose

Industry representatives have been invited to participate in an online workshop and provide insight, advice and feedback on TfNSW initiatives and projects, ensuring current and future work meets the needs of heavy vehicle drivers.

TfNSW is seeking feedback on:

- Identifying gaps on key freight corridors and state-road network
- needs of drivers to inform the scope, design and therefore estimated costs of delivery
- existing stops where the need for upgrades have been identified
- preferred location of proposed rest stops
- general feedback on the Heavy Vehicle Rest Stop Program of Work.

## Project Overview

We understand that industry would like to see new and improved heavy vehicle rest stops in NSW. Work to improve the heavy vehicle rest stopping experience for drivers has been grouped into three workstreams:



### Improvement Program

A Strategic Business Case is underway as part of the Improvement Program to research, audit, plan and prepare for new heavy vehicle rest stop opportunities and make necessary improvements to existing rest stops.

Generally, this work will help to identify future funding and delivery options. The Improvement Program will consider improvements to both formal and informal rest stops, including:

- where new rest stop facilities for heavy vehicles are required
- improvements to existing rest stop facilities for heavy vehicles, including high productivity vehicles
- stakeholder engagement to validate the research and inform the scope and type of rest stops and improvements required.

This strategic approach includes a comprehensive audit of heavy vehicle rest stops on the Regional State Road network and will test these against the [Austroads Guidelines](#) to identify gaps and deficiencies. This audit and gap analysis will be supplemented by industry's view of where rest stops are required and how those rest stops would be used.

At the workshop we will:

- share the initial research that identifies gaps in the network against the Austroads Guidelines
- ask your feedback about current rest stops and any additional priority rest stop opportunities required on the State-road network.
- identify requirements for the use of rest stop sites including facilities, location, parking and sleep
- request any further issues or areas of concern that need focus.

**Your input:** Consider known gaps in the network and share any issues, concern or information regarding rest stop improvement opportunities for the short, medium and longer term.

### Highway upgrades

There are major highway upgrades in planning or underway across the State, with several of these leveraging the work to deliver more and improved rest stopping opportunities in the medium term.

The workshop will share information on some of the key highway upgrade projects that will benefit heavy vehicle operators through the proposed or planned delivery of heavy vehicle rest stop initiatives.

#### Focused freight corridors will be:

Project	Phase	Scope (Heavy Vehicle Rest Stops)
Princes Highway upgrade	Planning	Provision of new or upgraded rest stops being considered
Barton Highway	Preliminary	Rest stop opportunities to be identified
Great Western Highway	Planning	Four new rest stops anticipated
Newell Highway	Delivery	Two new rest areas and Tycannah Rest Area upgrade as part of the Newell Highway upgrade between Narrabri and Moree
	Planning	Upgrades to rest areas as part of highway widening projects and overtaking lanes
	Preliminary	Investigation upgrades around the Dubbo region

**Your Input:** We will be seeking your advice about heavy vehicle driver needs along these corridors as well as your feedback on proposed heavy vehicle rest stop works.

### Program of Work

The program of work brings together, through a series of initiatives and actions, a range of work in planning or underway across Transport for NSW to improve the rest stopping experience for heavy vehicle drivers. It includes outputs of the Improvement Program Strategic Business Case and the heavy vehicle rest stop projects being proposed as part of the highway upgrades.

Other actions included in the Program of Work are intended to address immediate or unmet needs raised through previous and ongoing engagement with the road freight industry.

These priority actions have been informed by industry feedback to date and include a diverse mix of activities. Some of these actions are being delivered to provide immediate solutions for industry. Other items will be further explored and considered with industry as they progress.

Following this workshop, once we have considered and incorporated your feedback into the Program of Work, we will report back to industry through the road freight peak bodies our progress in delivering each of the initiatives.

**Your input:** Please read the initiatives and consider:

- Do the six Initiatives meet the needs of industry?
- What gaps still need to be addressed within the actions proposed?
- Are there any other needs that should be considered as part of this work?

## Heavy Vehicle Rest Stop Program of Work

Transport for NSW has identified initiatives to be achieved through a series of actions as outlined below:

Initiative	Actions	Status
Improve the quality and quantity of Heavy Vehicle Rest Stop sites across NSW	1. Identify gaps in the provision of rest stop opportunities against the Austroads guidelines and the Green Reflector Guide and produce a priority list of proposed new sites	In progress
	2. Upgrade existing rest stops. This includes minor to moderate works to approximately 40 heavy vehicle rest stops in the short term (12-18 months) to improve customer experience	In progress
	3. Review and improve maintenance CCTV measures in place at rest stops.	Not started
	4. Identify and install new informal (green reflector signs) at heavy vehicle rest stops	Not started
	5. Develop a strategy for the provision of Highway Service Centres	In progress
	6. Deliver new rest stops sites that include: <ul style="list-style-type: none"> <li>• Four new rest stops in total on the Great Western Highway between Katoomba and Lithgow</li> <li>• Two new rest stops, one Class 3 and one Class 5, on the Newell Highway between Narrabri and Moree</li> </ul>	In progress




Identify funding opportunities to improve provision of heavy vehicle rest stops	7. Submission of investment proposal to establish Heavy Vehicle Rest Stop Improvement Program to deliver key outcomes	In progress
	8. Submit nominations under Commonwealth funded programs	In progress
	9. Submission to Infrastructure Australia for NSW heavy vehicle rest stops to be added to the Priority List	Completed
Improve parking capacity at existing heavy vehicle rest stops	10. Identify (and where needed) extend the heavy vehicle parking regulatory signage trials at additional sites	Not started
	11. Utilise CCTV at key sites to monitor capacity and light vehicle parking issues	Not started
	12. Investigate sites that are regularly reported as reaching capacity to identify issues and solutions for future requirements	Not started
	13. Install improved compliance signage (vehicles over 12t GVM excepted) to identify and delineate areas for heavy vehicles	Not started
Improve rest stop information available to customers	14. Investigate how TfNSW can manage capacity issues at rest stops (including usage of and parking behaviour) and the feasibility of technology solutions to support rest stop users in fatigue management	Not started
	15. Investigate innovative solutions that can be used to inform customers on the network of rest stopping opportunities and facilities	Not started
	16. Audit and improve highway signage of rest stopping sites	Not started
	17. Review TfNSW online rest stop map, and ensure all stopping opportunities are presented (from service centres to green reflector sites)	Not started
	18. Investigate ways to provide rest stopping information to customers using non technological means	Not started
Improve existing TfNSW guidance	19. Identify and audit existing and potential green reflector sites to ensure safety, compliance, and mapping of existing sites	Not started
	20. Develop TfNSW internal resources for Austroads guide to heavy vehicle rest stopping	Not started
	21. Prepare a Customer Insights document to share learnings from engagement with industry stakeholders	In progress
Further engagement with industry	22. Update rest stop wayfinding signage guidelines	Not started
	23. Continue to engage with industry stakeholders and rest stop users on the design and delivery of heavy vehicle rest stopping initiatives and projects.	In progress
	24. Provide regular updates to industry stakeholders on delivering heavy vehicle rest stop initiatives and improvements	In progress
	25. Investigate the feasibility of and appetite for an Industry HVRS reference group	Not started

# Appendix C

## Agenda – Industry Focus Groups

Transport for NSW



Agenda  
Heavy Vehicle Rest Stop Workshop

**Chairperson/Facilitator** Jennifer Travis, Director Customer Engagement and Delivery, Freight Branch


Business items	Time	Responsibility
Item 1: Welcome & Acknowledgement of Country	5 mins	Chair
Item 2: Introduction	5 mins	Chair
Item 3: What we heard - Summary of Feedback from Industry	15 mins	Chair
Item 4: Overview of Heavy Vehicle Rest Stopping work in NSW	10 mins	Margy Andrews
Item 5: HVRs Improvement Program	5 mins	Dan Dunstan
Item 6: Highway Upgrades	15 mins	Josh Parkin
• Newell Highway	15 mins	Timothy Wilson
• Barton Highway	15 mins	Julian Watson
• Princes Highway	15 mins	John Dinan
• Great Western Highway	15 mins	
Item 7: Program of Work	30 mins	Monica Sirol

Business items	Time	Responsibility
Item 8: General feedback and questions	5 mins	Chair
Item 9: Next Steps and Close	5 mins	Chair
Item 10: Meeting Close		

# Appendix C

## Online engagement

# Have your say



[Home](#) > Improving heavy vehicle rest stops

## Improving heavy vehicle rest stops

Consultation has concluded

Transport for NSW is increasing the number and improving the quality of heavy vehicle rest stops across the state road network

The Heavy Vehicle Rest Stop Improvement Program aims to plan and prepare for new heavy vehicle rest stop opportunities and potential improvements to existing rest stops.

The program includes a comprehensive audit of the state road network and the existing and potential provision of heavy vehicle rest stops against the Austroads Guidelines.

Transport for NSW is delivering major highway upgrades across NSW. These projects will deliver improved rest stops as part of the upgrades.

### Tell us what you think

We are now seeking heavy vehicle drivers' feedback to inform network priorities. Heavy vehicle drivers and operators are invited to share their perspective to ensure the work meets the current and future needs of heavy vehicle drivers and the growing freight task by identifying any gaps in the network.

In seeking feedback, we would like industry to prioritise feedback on the Barton Highway, Princes Highway and Great Western Highway in the first instance and then consider the broader state road network.

You can provide your feedback via our survey or interactive map. Your feedback will be used to identify priority areas, inform future improvements to the quality and quantity of heavy vehicle rest areas.

You can provide feedback until 13 March 2023.

### Attention: NSW Caretaker Period has commenced

The caretaker period for the NSW Election commenced on 3 March 2023.

Accordingly, no ministerial press releases or related information issued by the Government from this date will be available on this website.

For copies of recently issued ministerial press releases or information on the election policies of any political party as they relate to this department/agency or its portfolio area, please go directly to the website of the relevant political party.

### Timeline

- Open and listening**  
This consultation is open for contributions until 13 March 2023.
- Under review**  
Thanks for your input. We're reviewing what you told us.
- Sharing what we heard**  
We'll share with you insights we learn from your feedback.

### Interactive map

3 months WESTERN

### Who's listening

[Interactive map](#) [Complete a survey](#) [Your privacy](#)

## Consultation page overview

### Consultation background (1)

- Provided information about the consultation to those interacting with the webpage.

### Interactive map (2)

- Map of NSW road network showing existing & potential upgrade of rest stops, where participants could drop a pin and provide feedback about their needs in this location

### Survey (3)

- 10 questions, with optional answers, about rest stops quantity, quality and existing needs on the network

### Timeline (4)

- Outline the process and timeline of the consultation

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