



Pacific Highway Charmhaven

Community Consultation Report
April 2021

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1 Introduction

1.1. Background

Transport for NSW investigated safety improvements along a 1.7 kilometre section of the Pacific Highway at Charmhaven, between Moala Parade and Lowana Avenue, as part of the Safer Roads program.

Our proposed improvements for the Pacific Highway safety upgrades project would reduce the risk and severity of crashes.

Consultation for the proposed safety improvements was carried out in February 2020.

1.2. The proposal

The February 2020 proposal included:

- providing dedicated right turn bays on the Pacific Highway to assist motorists turning into Jetty Avenue, the shopping village service road and Awaba Avenue
- installing raised concrete medians to prevent motorists from making right turn movements in and out of Parkside Drive, Norah Avenue, Windermere Avenue and Munmorah Avenue. These intersections would become left in and left out only
- banning the right turn from the Pacific Highway into Lowana Avenue (the right turn movement from Lowana Avenue onto the Pacific Highway would still be permitted)
- widening the western side of the Pacific Highway to accommodate the new right turn bays and medians
- installing 170 metres of guardrail to help prevent motorists from veering off the road
- some minor improvements to the shopping village service road
- installing new signage and improving line marking.

2 Consultation approach

2.1 Consultation objectives

We consulted with the community and key stakeholders on the proposal to:

- inform the community and stakeholders of the proposal and possible impacts
- seek feedback on the proposal and issues of concern for consideration in developing the detailed design and method of construction. The feedback will be incorporated into the environmental impact assessment.
- build a database of interested and concerned community members with whom we can continue to engage with during the proposal's development.

2.2 Values

Our values underpin our decisions and behaviours when working with customers, colleagues, stakeholders and partners.

- **Customer focus** - We place the customer at the centre of everything we do
- **Collaboration** - We value each other and create better outcomes by working together
- **Solutions** - We deliver sustainable and innovative solutions to NSW's transport needs
- **Integrity** - We take responsibility and communicate openly
- **Safety** - We prioritise safety for our people and our customers.

2.3 How consultation was done

We consulted with the community in February 2020 on the proposed design. Community members were encouraged to provide their feedback via mail, email, online or by phone contact with the Project Manager. Our key consultation tools are listed below:

Table 1

Project Notification	<ul style="list-style-type: none">• Delivered via mail to about 900 residents and stakeholders in the Charmhaven area.• A copy of the project notification is available at Appendix A.
Webpage	<ul style="list-style-type: none">• Project webpage created and updated with latest project information.

The Project Manager also consulted directly with Central Coast Council to seek their feedback on the proposed design.

3 Consultation summary

3.1 Overview

Comments on the proposed upgrade closed on Friday 14 February 2020, with 41 submissions received about a range of issues. Some submissions included multiple comments and raised multiple issues.

The feedback received in formal submissions raised a number of issues including requests for right turn facility at intersections, upgrades to the highway corridor, requests for traffic lights or a roundabout at the intersection and concern about the condition of side streets.

After considering all responses, along with the proposal's aims and design requirements, we have completed additional investigations and design work to help inform the next steps for the proposal.

Issue category	Number of submissions	Issues raised	Our response
Intersection improvements	10	Request for right turn facility at intersections	We have considered and investigated a number of options for this section of the highway. Right turn bays will be installed at Jetty Avenue and Awaba Avenue due to the higher turning movements at these streets. The area surrounding these intersections also allows for road widening without impacting adjacent properties. We appreciate the project will change how residents move around the suburb, however the changes will not have significant time travel impacts but they will significantly reduce the risk of crashes along this section of the highway. Options to install traffic lights or roundabouts would have major impacts to adjacent properties, and are therefore not possible due
	2	Request for traffic lights or roundabout	
	2	Request for traffic lights at Wyreema Avenue	
	1	Request for right turn facility at Lowana Avenue	
	1	Request for "keep clear" markings at intersections	
	1	Request for right turn facility at the BP service station	
	1	Concerned about blocking right turns from side streets	

	1	Believes that Jetty Ave and Moala Parade should become no rights	to project scope and funding constraints at this time. Additional funding has been committed to the project to provide a u-turn facility on the Pacific Highway, south of Jetty Avenue. The u-turn facility will allow motorists to safely change their direction of travel and help to minimise travel time impacts associated with the removal of some right turn movements onto the highway. Right turns will continue to be permitted from Jetty Avenue, Awaba Avenue and Lowana Avenue.
	1	Request for traffic lights or roundabout at Awaba Avenue or Jetty Avenue	
Road corridor	1	Suggests upgrading the road to dual lanes	Funding has been provided through the Safer Roads program to address a history of crashes on this stretch of the Pacific Highway and to improve safety for motorists. The project has to meet these objectives, and be designed within the constraints of the funding available. Duplication of the highway would have impacts on adjacent properties and is outside the current project scope and funding.
	2	This section of the highway needs to be upgraded	
	1	Request for no stopping along the highway to allow motorists to pass turning vehicles	“No stopping” signs will be considered where necessary along the length.

Flooding	1	Concerns changes will cause flooding issues in Panorama Road	An environmental assessment will be completed for the project and the design will consider drainage and flooding to ensure the changes do not worsen flooding in the area.
Local roads	1	Concerns about condition of side streets	Local roads are managed by Central Coast Council. We suggest contacting Council on 1300 463 954 or at www.centralcoast.nsw.gov.au/council/contact to report any issues with local roads.
Pedestrian facilities	1	Request for pedestrian refuges to improve safety	This project does not involve the installation of any pedestrian refuges. However your feedback will be considered for future funding.
Access	1	Restricting right turn movements at Parkside Avenue impacts access for the Rural Fire Service	The design has been revised so right turn movements at Parkside Avenue will be restricted with line marking and signage only. We will no longer be installing a concrete median barrier at this intersection. Emergency vehicles only will be permitted to make right turns at this intersection.

3.2 Recommendations

A majority of feedback related to improvements to intersections and upgrades to the road corridor. We are unable to address all of these issues with the current funding and project scope, however Transport for NSW has sought additional funding to provide a u-turn facility on the Pacific Highway. The u-turn facility will allow motorists to safely change their direction of travel and help to minimise travel time impacts associated with the removal of right turn movements onto the highway.

In addition to the u-turn facility, Transport for NSW has also carried out further investigations and has made some changes to the design of the project following a review of the feedback. We will be proceeding with the project with some changes, including:

- changing the proposed concrete median at Parkside Avenue to a painted median to retain access for rural fire service vehicles during emergencies
- Installing a 0.6m wide painted median between Awaba Avenue and Lowana Ave in place of the concrete median originally proposed

Please see **Appendix B** for a copy of the revised design.

We will work closely with local residents and stakeholders in relation to the potential impacts of this project. We will do this by:

- informing the community and stakeholders of consultation outcomes and the next steps for the proposal via publication of this report
- continuing to carry out communication activities as the project progresses and informing the community through the Transport for NSW website and project notifications.

3.3 Next steps

We have considered all submissions and will ensure our team is aware of concerns raised by the community. We will ensure issues highlighted by stakeholders and the community that are unable to be addressed by this project will be considered for future funding.

We will continue to keep the community informed of the project progress. Work on the project is expected to start in late April 2021.

4 Appendix A

February 2020

Have your say – Proposed safety improvements on the Pacific Highway, Charmhaven

The NSW Government is investing in a proposal to improve safety between Awaba Avenue and Moala Parade.

Transport for NSW is seeking your feedback on a proposal to improve safety along this 1.7 kilometre section of the Pacific Highway at Charmhaven.

In the five years to June 2019, there were 41 crashes along this section of the highway, including 26 rear end crashes and 30 crashes which resulted in injury.

We have included a map to show the proposed work, which aims to reduce the risk and severity of crashes along the highway.

The proposal involves:

- providing dedicated right turn bays on the Pacific Highway to assist motorists turning into Jetty Avenue, the shopping village service road and Awaba Avenue
- installing raised concrete medians to prevent motorists from making right turn movements in and out of Parkside Drive, Norah Avenue, Windermere Avenue and Munmorah Avenue. These intersections will become left in and left out only
- banning the right turn from the Pacific Highway into Lowana Avenue (the right turn movement from Lowana Avenue onto the Pacific Highway will still be permitted)
- widening the western side of the Pacific Highway to accommodate the new right turn bays and medians
- installing 170 metres of guardrail to help prevent motorists from veering off the road
- some minor improvements to the shopping village service road
- installing new signage and improving line marking.

How can you give feedback?

You are invited to provide feedback by **Friday 14 February** by completing our online survey at nswroads.work/charmhaven or by contacting our Project Manager, David Crowley, at david.crowley@transport.nsw.gov.au or:

David Crowley
Transport for NSW
Locked Bay 2030, Newcastle NSW 2300

We will consider your feedback and continue to keep you updated as the project progresses.

Contact

If you have any questions, please contact our Project Manager, David Crowley on 02 4352 5411 or david.crowley@transport.nsw.gov.au.



If you need help understanding this information, please contact the Translating and Interpreting Service on 131 450 and ask them to call us on 02 4352 5411.

Proposed safety improvements



Central median at Parkside Drive



Central median at Norah, Windermere, Munmorah and Lowana Avenues



5 Appendix B

April 2021

Project update – Safety improvements on the Pacific Highway, Charmhaven

The Australian and NSW Governments are investing in a project to improve safety and reduce the risk of crashes between Moala Parade and Lowana Avenue.

Transport for NSW sought feedback from the community in February 2020 on a proposal to improve safety along this 1.7 kilometre section of the Pacific Highway at Charmhaven.

Following a review of feedback, further investigations and design work have been carried out. A project design has now been finalised and incorporates some changes responding to the feedback we received.

The project now includes a U-turn bay which will be built south of Jetty Road. The U-turn bay will allow motorists to safely change their direction of travel to head north on the Pacific Highway. It will also help to minimise travel time impacts associated with the removal of right turn movements onto the highway.

The previously proposed concrete median at Parkside Avenue will be replaced with a wide painted central median which means access for emergency vehicles will be retained. Right turn in and out of Parkside Avenue will still be prohibited for all other vehicles.

The final project involves:

- Building a U-turn bay south of Jetty Road, for motorists wanting to travel north on the Pacific Highway
- Providing dedicated right turn bays for motorists turning into Jetty Avenue and Awaba Avenue
- Installing a wide painted central median to provide greater distance between opposing traffic north of Awaba Avenue
- Banning right turn movements in and out of Parkside Drive, Norah Avenue, Windermere Avenue and Munmorah Avenue. These intersections will become left in and left out only. Access for emergency vehicles will be permitted
- Banning the right turn from the Pacific Highway into Lowana Avenue (the right turn movement from Lowana Avenue onto the Pacific Highway will still be permitted)
- Widening the western side of the Pacific Highway to accommodate the new right turn bays and medians
- Installing new signage and improving line marking.

We have included a copy of the final project design. More information about the project, including a copy of the community consultation report, is available online at nswroads.work/charmhaven

Work on the project is expected to start in late April. We will notify the community before work starts.

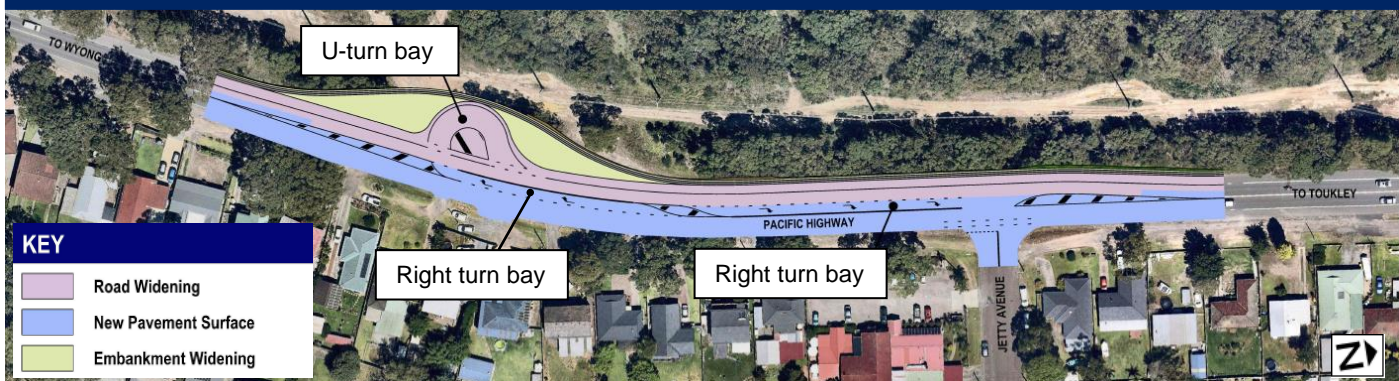
Contact

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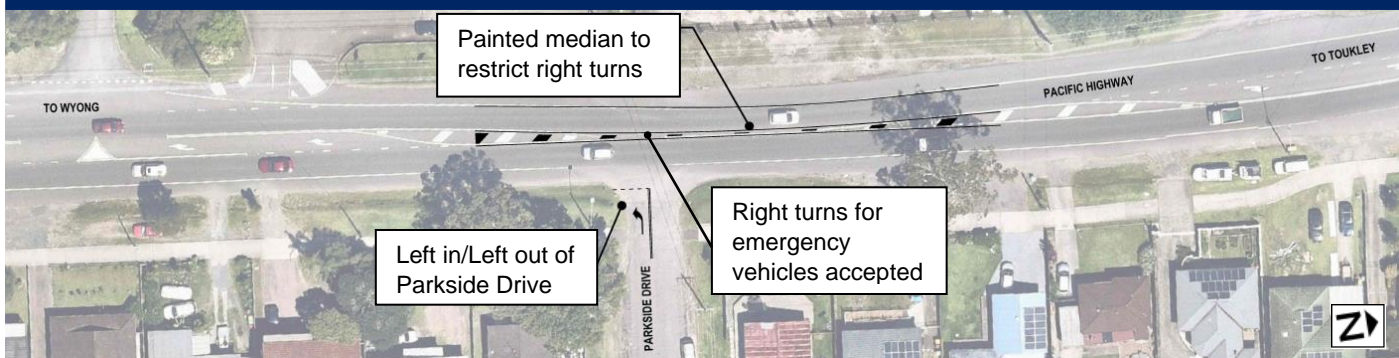


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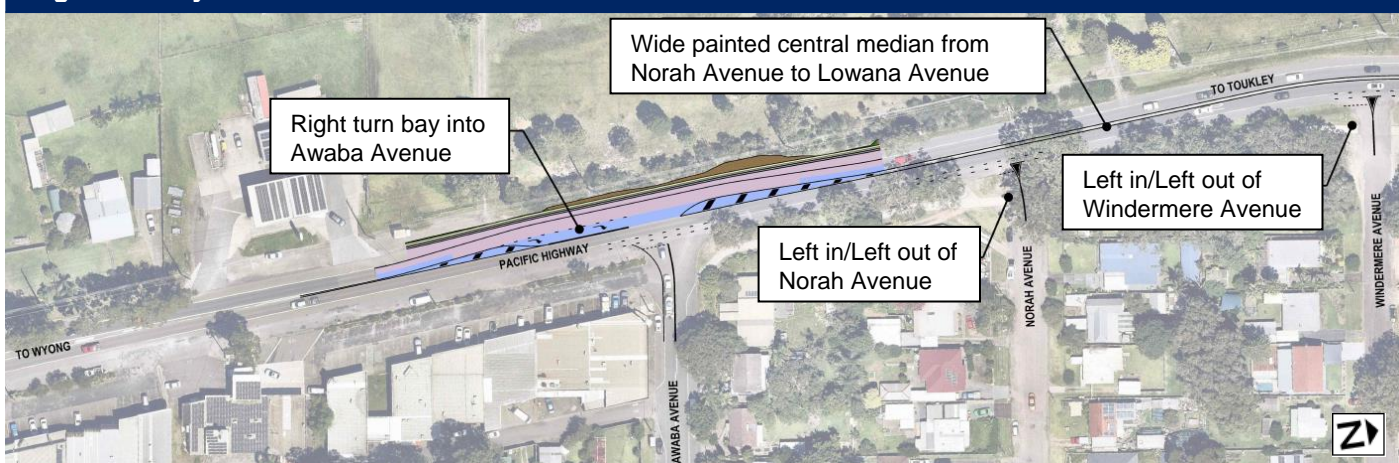
U-turn facility and right turn bay at Jetty Avenue



Painted median at Parkside Drive



Right turn bay at Awaba Avenue



Wide centreline from Norah Avenue to Lowana Avenue, with turning restrictions

