



# **Bus improvements on the Pacific Highway, Hornsby between Edgeworth David Avenue and Leonard Street**

## Community Consultation Report

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## Executive summary

This is a report of Transport for NSW's (Transport) consultation with the community and key stakeholders on the proposed bus improvements on the Pacific Highway, Hornsby between Edgeworth David Avenue and Leonard Street.

The community was invited to have their say about the proposed extension of the southbound bus only lane on the Pacific Highway south of Edgeworth David Avenue and the relocation of the existing bus stop (ID 2077157) south of its current location on the Pacific Highway.

The NSW Government is funding the proposed bus improvements as part the Bus Priority Infrastructure Program aimed at improving the reliability and efficiency of bus services, while easing congestion for all road users. The program is linked to the NSW Government's roadmap to deliver the State's future transport network, the Future Transport Strategy 2056.

On the Pacific Highway near Edgeworth David Avenue, nearly 5000 bus customers travel on 600 bus services on eight different bus routes each week. In peak periods there are 12 buses per hour, or one bus every five minutes, running on this section of the Pacific Highway.

Buses on these routes carry many commuters, students, local residents and visitors to the area. The bus stop (ID 2077157) on the Pacific Highway just south of Edgeworth David Avenue connects visitors to the Westfield Hornsby shopping centre and students, staff and carers to Hornsby Girls High School, as well as servicing the local community's public transport needs.

The proposal will create enough space for buses to use the bus stop south of the Pacific Highway and Edgeworth David Avenue intersection without queuing across the intersection and provide enough space for buses to merge onto the general traffic lane, improving traffic flow and safety for all road users.

## Proposed upgrades

The proposed improvements presented to the community in May 2020 included:

- extending the southbound bus only lane on the Pacific Highway south of Edgeworth David Avenue by 120 metres requiring the permanent removal of 14 time restricted on-street parking spaces
- moving the nearby bus stop (ID 2077157) 35 metres south of its current location
- upgrading the bus stop to meet current standards and improve accessibility for people with disabilities.

## Consultation

Transport invited feedback on the proposal from 8 May 2020 to 29 May 2020. During the consultation, 39 people provided more than 89 comments by email, phone and social media. See **Table 2** for a summary of feedback received and responses provided.

Key feedback on our proposed bus improvements on the Pacific Highway between Edgeworth David Avenue and Leonard Street included:

- explanation of the proposal
- removal of parking spaces
- alternative parking in the area
- bus stop relocation.

## Decision

Transport would like to thank the community and key stakeholders for considering the proposal and everyone who took the time to provide feedback.

We listened to what the community said during consultation and whilst also taking into consideration the project's objectives we have used this information to make some modifications and will deliver the following improvements as part of the project scope.

We will extend the existing kerbside southbound 24-hour 'Bus Only' lane at the intersection of Pacific Highway and Edgeworth David Avenue about 65 metres south of the intersection. This will remove permanently nine time-restricted parking spaces (rather than 14 time-restricted parking spaces required in the original proposal).

The remaining section of the bus lane (about 55 metres) will only operate during peak periods when bus services are most frequent on weekdays between 6am and 10am and between 3pm and 7pm and on weekends and public holidays between 7am and 2pm. Five time-restricted parking spaces available outside these peak periods.

We will move bus stop (ID 2077157) 35 metres south of its current location as previously proposed.

We will upgrade the bus stop (ID 2077157) as previously proposed to meet current standards and improve accessibility for people with disabilities. The installation of a bus shelter, as requested during the consultation period, is not part of Transport's scope of work. This feedback has been passed onto Hornsby Shire Council.

## Next steps

Transport will finalise Review of Environmental Factors (REF) for the bus improvements on the Pacific Highway between Edgeworth David Avenue and Leonard Street in Hornsby.

We will keep the community updated as the project progresses, with work beginning in early 2021.

# 1 Introduction

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This is a report of Transport's consultation with the community and key stakeholders on the proposed bus improvements on the Pacific Highway, Hornsby between Edgeworth David Avenue and Leonard Street.

The community was invited to have their say about our proposal to:

- extend the bus only lane on the Pacific Highway south of Edgeworth David Avenue by 120 metres
- move the nearby bus stop (ID 2077157) 35 metres south of its current location
- upgrade the bus stop to meet current standards and improve accessibility for people with disabilities.

Our proposal aims to:

- improve the reliability of bus services and reduce travel time
- improve traffic flow through the intersection
- ease congestion and improve travel times for all road users during peak periods
- improve safety at the intersection of the Pacific Highway and Edgeworth David Avenue
- provide for future growth in bus services
- improve accessibility of the bus stop for all bus customers

## 1.1. Background

The Pacific Highway through Hornsby is an important and busy bus corridor. Currently, bus customers can experience slow travel times and delays on their journey. The number of bus customers using these routes is expected to increase due to future public transport growth.

On the Pacific Highway near Edgeworth David Avenue, nearly 5000 bus customers travel on 600 bus services on eight different bus routes each week. In peak periods there are 12 buses per hour, or one bus every five minutes, running on this section of the Pacific Highway.

Buses along these routes carry many commuters, students, local residents and visitors to the area. The bus stop (ID 2077157) on the Pacific Highway just south of Edgeworth David Avenue connects visitors to the Westfield Hornsby shopping centre and students, staff and carers to Hornsby Girls High School, as well as servicing the local community's public transport needs.

## 1.2. Proposed improvements

To improve bus travel times and reduce congestion, we proposed to the community to:

- extend the southbound bus only lane on the Pacific Highway south of Edgeworth David Avenue by 120 metres south requiring the permanent removal of 14 time-restricted parking spaces
- move the nearby bus stop (ID 2077157) 35 metres south of its current location
- upgrade the bus stop to meet current standards and improve accessibility for people with disabilities

**Map: Pacific Highway, Hornsby proposed bus improvements between Edgeworth David Avenue and Leonard Street as presented to the community**



## 2 Consultation approach

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Transport engaged with the community and key stakeholders to inform them about the proposal and to provide them with an opportunity to give feedback.

### 2.1 Consultation objectives

Transport engaged with the community and key stakeholders to understand their concerns and needs, so that their feedback could be considered as part of the decision-making process where possible.

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

- seek comment, feedback, ideas and suggestions on the proposal, to inform decisions on matters that have not yet been determined
- advise directly affected stakeholders of the proposal
- build a database of interested and concerned community members to continue engagement with during the project's development and delivery
- advise the community on how they can obtain further information and provide feedback.

### 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

On 8 May 2020, we distributed 1650 community updates to local residents and businesses, inviting feedback on the proposal; see Appendix A. Comments could be made via email, post and phone; see Table 1. The consultation was open for three weeks and closed on 29 May 2020.



**Table 1: Consultation methods**

<b>Consultation methods</b>	
<b>Tool</b>	<b>Method</b>
<b>Have Your Say community update</b>	<ul style="list-style-type: none"> <li>• A community update (see Appendix A) was distributed to 1650 residences and businesses in the local area on 8 May 2020 (see distribution zone in Appendix B)</li> <li>• A reminder notification (see Appendix E) was distributed to 1650 residences and businesses in the local area on 22 May 2020 (see distribution zone in Appendix B)</li> </ul>
<b>Stakeholder emails</b>	<ul style="list-style-type: none"> <li>• Emails including our proposal were sent to the Hornsby MP, businesses and schools whose school bus services would be impacted by the relocation of the bus stop (ID 2077157)</li> </ul>
<b>Website</b>	<ul style="list-style-type: none"> <li>• Project page on the Transport for NSW (Roads and Maritime) website: <a href="https://www.rms.nsw.gov.au/projects/pacific-highway-hornsby/index.html">https://www.rms.nsw.gov.au/projects/pacific-highway-hornsby/index.html</a></li> <li>• NSW Government Have Your Say website: <a href="https://www.nsw.gov.au/have-your-say">https://www.nsw.gov.au/have-your-say</a></li> </ul>
<b>Media releases</b>	<ul style="list-style-type: none"> <li>• Media release was distributed on 11 May 2020</li> </ul>
<b>Advertising</b>	<ul style="list-style-type: none"> <li>• Online advertisement in the Hornsby and Upper North Shore Advocate, Daily Telegraph and News.com.au; 54,765 displays (impressions); see Appendix D</li> </ul>
<b>Social media</b>	<ul style="list-style-type: none"> <li>• Geo-targeted Facebook post ran from 11 May 2020 to 17 May 2020. It reached 19,888 people; see Appendix C</li> </ul>
<b>Stakeholder meetings</b>	<p>We met with a number of key stakeholders about the proposal. Due to COVID-19, these meetings were online or via phone:</p> <ul style="list-style-type: none"> <li>• Hornsby Girls High School</li> <li>• Office of the Member for Hornsby</li> <li>• Sydney Trains</li> <li>• local businesses.</li> </ul>

## 3 Consultation summary

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### 3.1 Overview

Transport invited feedback on the proposal to extend the southbound bus only lane south of Edgeworth David Avenue by 120 metres south and relocate the bus stop (ID 2077157) 35 metres south of its current location.

There were 39 submissions from local residents and businesses who provided 89 comments via emails, phone calls and social media.

Key issues raised included:

- explanation of the proposal
- removal of parking spaces
- alternative parking in the area
- bus stop relocation.

### 3.2 Feedback and Transport for NSW responses

Transport has now responded to the feedback we received about the proposal for the bus improvements on the Pacific Highway, Hornsby between Edgeworth David Avenue and Leonard Street in Hornsby (see Table 2).

We listened to what the community said during consultation and whilst also taking into consideration the project's objectives we have used this information to make some modifications and will deliver the following improvements as part of the project scope.

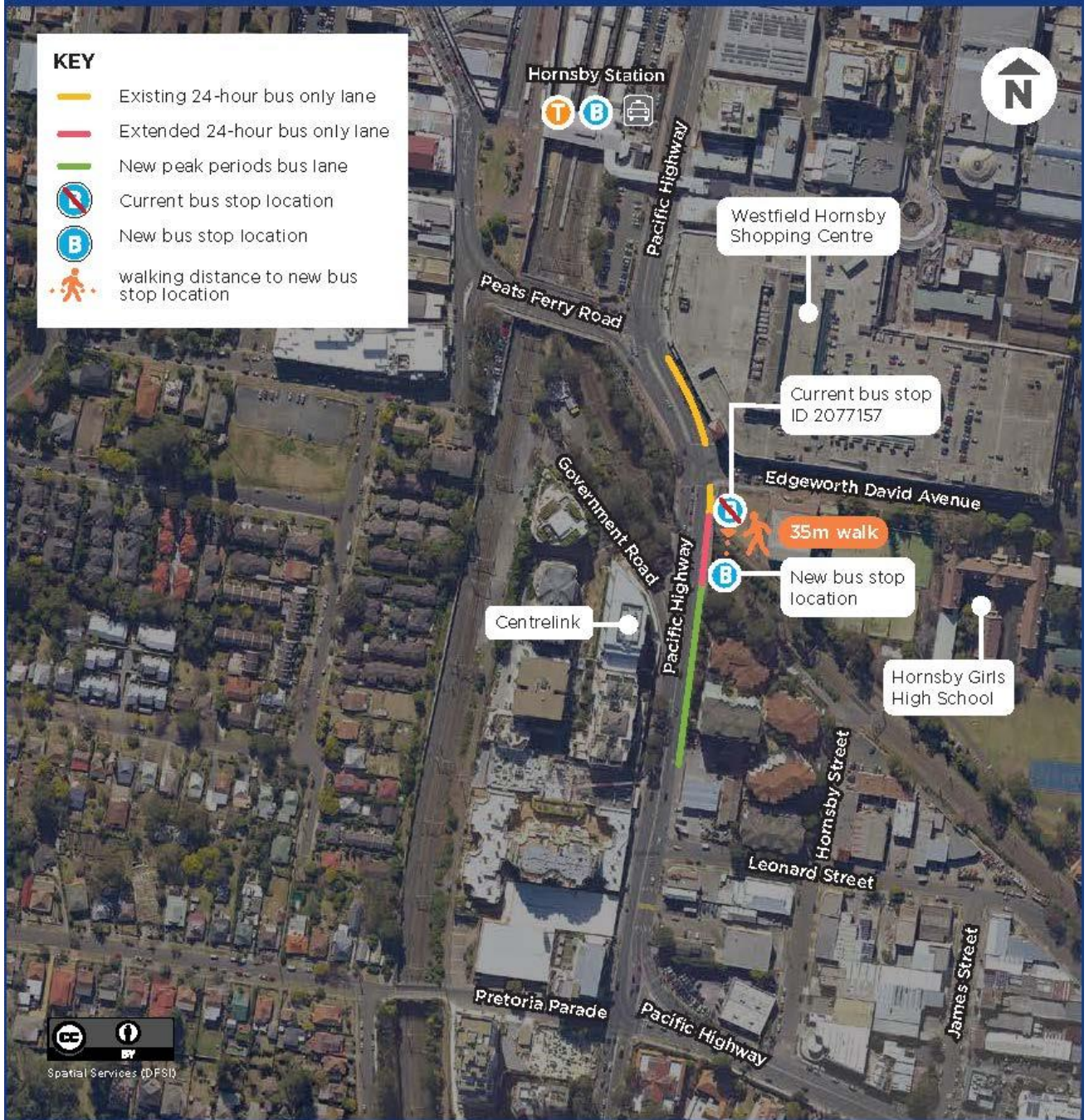
We will extend the existing kerbside southbound 24-hour bus only lane at the intersection of Pacific Highway and Edgeworth David Avenue to terminate about 65 metres south of the intersection. This will remove permanently nine parking spaces, rather than 14 parking spaces required in the original proposal.

The remaining section of the bus lane (about 55 metres) will only operate during peak periods when bus services are most frequent on weekdays between 6am and 10am and between 3pm and 7pm and on weekends and public holidays between 7am and 2pm. Five parking spaces available outside these peak periods.

We will move bus stop (ID 2077157) 35 metres south of its current location as previously proposed.

We will upgrade the bus stop (ID 2077157) as previously proposed to meet current standards and improve accessibility for people with disabilities. The installation of a bus shelter (as requested during the consultation period) is not a part of Transport's scope of work but has been brought up for consideration and approval of Hornsby Shire Council. Below is the map with the revised bus improvements based on the outcome of the community consultation.

Pacific Highway, Hornsby bus improvements updated after community consultation



**Table 2: Feedback and Transport’s response on the proposed bus improvements**

Pacific Highway, Hornsby bus improvements – Feedback summary and Transport’s responses		
Category	Key issues raised	Transport’s response
Justification of the proposal	The existing bus stop (ID 2077157) can already accommodate two buses.	<p>The current bus stop (ID 2077157) can only safely fit one bus at a time. Two buses do stop here, but often they are stopping in the ‘No Stopping’ zone just after the Pacific Highway and Edgeworth David Avenue intersection, queuing across the intersection or in the general traffic lanes.</p> <p>By relocating the existing bus stop, we will create enough space for two buses to stop safely south of the Pacific Highway and Edgeworth David Avenue intersection. This will stop buses queuing across the intersection and the ‘No Stopping’ zone.</p>
	The bus only lane extension will not solve the congestion or help with faster travel times, as buses will still have to merge with the traffic after the Horizon Towers.	The proposal will give buses more space and time to merge with traffic, particularly during peak hours when the road is busy. Currently buses do not have enough space to merge into the general traffic lane after picking up and dropping off bus customers at the bus stop.
	Why is the bus only lane extension required?	This will help improve the reliability of bus services, improve traffic flow through the intersection, ease congestion and improve safety at the intersection of the Pacific Highway and Edgeworth David Avenue for all road users especially during peak hours.
	Why do the marginal bus travel time improvements outweigh the loss of amenity for nearby residents, businesses and Centrelink clients?	<p>Improvement in bus service reliability is not the only benefit of the proposal. The proposed changes will also create enough space for two buses to stop safely south of the Pacific Highway and Edgeworth David Avenue intersection and stop buses queuing across the intersection.</p> <p>We have listened to the community and have adjusted our proposal based on your feedback by reducing the number of car parking spaces removed whilst also maintaining priority for buses during busy times.</p>

**Pacific Highway, Hornsby bus improvements – Feedback summary and Transport’s responses**

Category	Key issues raised	Transport’s response
		<p>We will extend existing kerbside southbound 24-hour bus only lane at the intersection of Pacific Highway and Edgeworth David Avenue about 65 metres south of the intersection. This will remove nine parking spaces rather than 14 parking spaces required in the original proposal.</p> <p>The remaining section of the bus lane (about 55 metres) will only operate during peak periods when bus services are most frequent on weekdays between 6am and 10am and between 3pm and 7pm and on weekends and public holidays between 7am and 2pm. Five time-restricted parking spaces available outside these peak periods.</p> <p>We believe that this change will still deliver bus priority and road user improvements while still providing parking options to the local community, businesses and visitors.</p>
	<p>Any improvements in bus travel time are likely to be minor. In the busiest hour of the PM peak, the bus stop (ID 2077157) handles an average of one bus every five minutes. It is not clear why the two general traffic lanes cannot accommodate this.</p>	<p>The current bus stop (ID 2077157) can only safely fit one bus at a time. On the Pacific Highway near Edgeworth David Avenue, nearly 5000 bus customers travel on 600 bus services on eight different bus routes each week. In peak periods there are 12 buses per hour, or one bus every five minutes, running on this section of the Pacific Highway.</p> <p>While this is an average, often there are a number of buses wanting to pick up and set down passengers at the same time, causing buses to queue across the intersection or in general traffic lanes while waiting to access the bus stop.</p> <p>By relocating the bus stop we will create enough space for two buses to stop safely south of the Pacific Highway and Edgeworth David Avenue intersection. This will stop buses queuing across the intersection.</p> <p>The extension of the bus only lane will give buses more space and time to merge with traffic, particularly during peak hours when the</p>

**Pacific Highway, Hornsby bus improvements – Feedback summary and Transport’s responses**

Category	Key issues raised	Transport’s response
	<p>Hornsby Station has multiple bus stops that can accommodate a large number of customers for current and future growth.</p>	<p>road is busy. Currently buses have little space to merge into the general traffic lane after picking up and dropping off bus customers at the bus stop.</p> <p>The proposed changes will help improve the reliability of bus services, improve traffic flow through the intersection, ease congestion, improve travel time and improve safety at the intersection of the Pacific Highway and Edgeworth David Avenue for all road users especially during peak hours.</p> <p>Hornsby Station has bus stops that are used by a number of bus routes. Bus stop (ID 200760) at Hornsby Station, Stand D is used by the same bus routes as the bus stop we are proposing to relocate on the Pacific Highway (ID 2077157).</p> <p>The bus stop on the Pacific Highway at Edgeworth David Avenue (ID 2077157) provides access to public transport for commuters, students, local residents and visitors to the area. It connects visitors to the Westfield Hornsby shopping centre and nearby businesses and services and students, staff and carers to Hornsby Girls High School.</p> <p>The distance between the bus stop at Hornsby Station and the bus stop on the Pacific Highway near Edgeworth David Avenue is about 330 metres away and would require customers to cross two busy roads.</p> <p>Transport determines the distance between bus stops. As a general guide, bus stops are to be spaced at 200 metre to 400 metre intervals. Given the current usage of these bus stops (ID 2077157 and 200760) and their distance from each other, we will not be removing the bus stop (ID 2077157) or redirecting passengers to the bus stop (ID 200760) at Hornsby Station.</p>

## Pacific Highway, Hornsby bus improvements – Feedback summary and Transport’s responses

Category	Key issues raised	Transport’s response
<b>Removal of 14 parking spaces</b>	The removal of 14 parking spaces will have a big impact on residents who use them frequently.	Thank you to everyone who provided feedback on our proposal.
	People going to Centrelink and Medicare offices use this parking. There is no on-site parking at these government offices, especially for people with disabilities.	We have listened to the community and have adjusted our proposal based on your feedback.
	Those 14 parking spaces are a lifeline for customers of the businesses at Horizon Towers and those on the other side of the Pacific Highway.	We will extend existing kerbside southbound 24-hour bus only lane at the intersection of Pacific Highway and Edgeworth David Avenue to terminate about 65 metres south of the intersection. This will remove nine parking spaces rather than 14 time-restricted parking spaces required in the original proposal.
	The removal of on-street parking is likely to increase the instances of motorists parking illegally on Government Road and in the ‘No Stopping’ zone outside the Domino’s on the Pacific Highway, in apartment complex visitor areas and in the Shell petrol station forecourt.	The remaining section of the bus lane (about 55 metres) will only operate during peak periods when bus services are most frequent on weekdays between 6am and 10am and between 3pm and 7pm and on weekends and public holidays between 7am and 2pm. Five parking spaces available outside these peak periods.
<b>Alternative parking in the area</b>	The suggested alternative parking on Government Road, Leonard Street, Hornsby Street and James Street are too far and there is limited availability.	We believe that this change will still deliver bus priority and road user improvements while still providing parking options to the local community, businesses and visitors in the area.
	Leonard Street is not a good alternative parking option as the street is not level and will be difficult for couriers and those with a physical disability.	
	The alternative parking at Westfield which requires more walking and two road crossings is a big concern with my health conditions.	
	There is no alternative parking on the northbound side of the Pacific Highway within 100 metres of the parking on the southbound side of the Pacific Highway.	We apologise for the misinformation in our communications materials of the alternative parking in this area. Thank you for reaching out and letting us know.

## Pacific Highway, Hornsby bus improvements – Feedback summary and Transport’s responses

Category	Key issues raised	Transport’s response
<b>Bus stop (ID 2077157)</b>	<p>Reduce the need for bus passengers to use this bus stop (ID 2077157) by directing them to Hornsby Station.</p>	<p>The bus stop on the Pacific Highway at Edgeworth David Avenue (ID 2077157) provides access to public transport for commuters, students, local residents and visitors to the area. It connects visitors to the Westfield Hornsby shopping centre and nearby businesses and services and students, staff and carers to Hornsby Girls High School.</p> <p>The nearest bus stop that has the same bus services is at Hornsby Station, Stand D (ID 200760), about 330 metres away and requires customers to cross two busy roads.</p> <p>Transport decides on the distance between bus stops. As a general guide, bus stops are to be spaced at 200 metre to 400 metre intervals. Given the current usage of these bus stops (ID 2077157 and ID 200760) and their distance from each other, we will not be removing the bus stop (ID 2077157) or redirecting passengers to the bus stop (ID 200760) at Hornsby Station.</p>
	<p>Transport should relocate the bus stop (ID 2077157) as proposed and cancel the bus only lane extension.</p>	<p>Thank you for your support for our proposal to relocate the bus stop (ID 2077157).</p> <p>The extension of the bus only lane will give buses more space and time to merge with traffic, particularly during peak hours when the road is busy. Currently buses have little space to merge back onto the general traffic lane after picking up and dropping off bus customers at the bus stop.</p> <p>We will extend the bus only lane by 120 metres south as proposed. However, the 24 hour bus only lane will be extended by 65 metres requiring the permanent removal of nine time-restricted parking spaces.</p> <p>The rest of the extended bus lane (about 55 metres) will only be used by buses on weekdays between 6am and 10am and between 3pm and 7pm, and on weekends and public holidays between 7am</p>



## Pacific Highway, Hornsby bus improvements – Feedback summary and Transport’s responses

Category	Key issues raised	Transport’s response
		and 2pm. Outside of these hours, vehicles can still park in the remaining five spaces, subject to the current one-hour parking restriction.
	Build a decent bus shelter at the new location of the bus stop (ID 2077157).	Thank you for your feedback. The installation of a bus shelter, as requested during the consultation period, is not a part of Transport’s scope of work. However, we have passed this feedback onto the Hornsby Shire Council.
	If the bus stop (ID 2077157) is relocated 35 metres south of its current location, people will shelter under the sheltered front access of the Horizon Tower complex.	The planned new location of the bus stop will be about 70 metres north of the main entrance of Horizon Towers. At this location, customers at the bus stop will have minimal impact on the residents and businesses at Horizon Towers.
	People congregating in front of the Horizon Tower complex to wait for the bus will block residents’ access and increase potential for crime with access to the complex such as stealing from mailboxes.	No additional bus services will use this bus stop, so we don’t expect any increase in the number of people using the bus stop, outside of normal passenger growth.
	Increase litter in front of the complex (from people waiting at the bus stop) with cleaning costs being borne by Horizon Tower residents.	There is an existing rubbish bin on the road adjacent to the existing bus stop for bus customers to use which would still be convenient to use following the bus stop relocation.
	Concerned for the safety of motorists and pedestrians who don’t use the nearby pedestrian crossing.	We encourage pedestrians to use dedicated pedestrian crossings. At the intersection of the Pacific Highway and Edgeworth David Avenue there is a pedestrian crossing on the southern leg of this intersection at the traffic lights. This crossing is within a convenient walking distance from the bus stop (ID 2077157) and will continue to be so following the relocation. We encourage pedestrians to use this crossing.

## Pacific Highway, Hornsby bus improvements – Feedback summary and Transport’s responses

Category	Key issues raised	Transport’s response
	<p>The large number of people at new bus stop 35 metres south closer to Horizon Towers may make social distancing more difficult and increase the risk of COVID spread.</p>	<p>The bus stop (ID 2077157) will be relocated to about 70 metres north of the main entrance of Horizon Towers. No additional bus services will use this bus stop, so we don’t expect any increase in the number of people using the bus stop, outside of normal passenger growth.</p> <p>To help limit the spread of COVID-19, Transport for NSW encourages customers using public transport to:</p> <ul style="list-style-type: none"> <li>• consider travelling outside peak travel times - this will help support social distancing measures</li> <li>• keep in mind the distance between you and others when travelling including when waiting at bus stops</li> <li>• if you are sick, stay home</li> <li>• practice good hand hygiene after coming in contact with handles, rails, buttons and windows</li> <li>• wear a mask on public transport</li> <li>• practice coughing and sneezing etiquette - cover your mouth with your elbow or with tissue and avoid touching your face.</li> </ul>
<p><b>Environmental impacts</b></p>	<p>Increased noise pollution with buses coming and going from the bus stop and running on the lane in front of the Horizon Tower complex.</p>	<p>The bus stop will be relocated about 70 metres north of the main entrance of Horizon Towers. No additional bus services will use this bus stop after it is relocated, so we don’t expect any increase in the number of buses using the bus stop. Noise associated with the stopping and going of buses at the bus stop would therefore remain similar to existing noise levels.</p> <p>A bus lane is now proposed in front of the Horizon Tower complex will only operate in peak hours between 6am and 10am and between 3pm and 7pm on weekdays and between 7am and 2pm on weekends and public holidays. Outside of these periods five time-restricted parking spaces will be available.</p>

## Pacific Highway, Hornsby bus improvements – Feedback summary and Transport’s responses

Category	Key issues raised	Transport’s response
	<p>If the trees are trimmed, the aesthetics (of Horizon Towers), privacy (of residents), and quality of life / property values will likely to suffer.</p>	<p>Only trees with branches that might infringe on the driver’s visibility or touch the roof or side mirrors of buses running along the bus only lane will be trimmed.</p> <p>This is necessary to ensure that these branches do not cause a safety hazard for the buses that run along this section of the Pacific Highway. It also ensures the street trees are not continuously hit by moving vehicles which can impact their long-term health.</p>
	<p>During heavy rains, the kerbside lane where the current parking is gets flooded due to blocked stormwater drains. If the bus only lane is extended, the floodwater will splash on to the footpath and pose a potential health risk to customers waiting at the bus stop and for residents.</p>	<p>Thank you for your feedback. The maintenance of stormwater drainage is the responsibility of the local council. We have passed your feedback onto the Hornsby Shire Council.</p>
<p><b>Community suggestions</b></p>	<p>Consider limiting the bus only lane operations to the PM peak when bus patronage is busy or establishing a PM peak bus only lane in the centre lane instead.</p>	<p>We have listened to the community and have adjusted our proposal based on the feedback received.</p> <p>We will extend existing kerbside southbound 24-hour bus only lane at the intersection of Pacific Highway and Edgeworth David Avenue to terminate about 65 metres south of the intersection. This will remove permanently nine parking spaces rather than 14 parking spaces required in the original proposal.</p> <p>The remaining section of the bus lane (about 55 metres) will only operate during peak periods when bus services are most frequent on weekdays between 6am and 10am and between 3pm and 7pm and on weekends and public holidays between 7am and 2pm.</p> <p>Five parking spaces available outside these peak periods.</p>
	<p>If it has been decided to extend the bus only lane, leave 8-10 parking spaces at the southern end of the current parking zone.</p>	

## Pacific Highway, Hornsby bus improvements – Feedback summary and Transport’s responses

Category	Key issues raised	Transport’s response
	Install a mail box at the new bus stop location.	Transport has passed on this suggestion to Australia Post. The public can suggest locations for new mail boxes on the Australia Post website at: <a href="https://auspost.com.au/help-and-support/answers?s=apply+for+street+post+box">https://auspost.com.au/help-and-support/answers?s=apply+for+street+post+box</a>
	If you are concerned about buses queuing across the intersection, you should teach your bus drivers to obey the traffic rules and not do this.	<p>The proposal will enable more buses to stop safely to pick up and set down bus customers. This will reduce the number of buses queuing across the intersection.</p> <p>All bus drivers in NSW are well trained and highly qualified. Knowledge of the traffic rules and regulations, including no queuing across intersections, is a prerequisite to obtain a bus driver’s license.</p> <p>Bus drivers are subject to the same penalties as any other motorist if they violate any of the traffic rules and regulations.</p>
	Relocate Centrelink to another location, such as Westfield, that has adequate parking and facilities.	<p>The Centrelink is managed by the Federal government. Suggestions on the location of Centrelink offices can be made online at:</p> <p><a href="https://www.centrelink.gov.au/custsite_feedback/feedback/feedbackBasePage.xhtml?wec-appid=ufeedback&amp;wec-locale=en">https://www.centrelink.gov.au/custsite_feedback/feedback/feedbackBasePage.xhtml?wec-appid=ufeedback&amp;wec-locale=en</a></p>
	Northpoint Apartments has allocated underground parking for Centrelink as a condition of its building approval by Hornsby Shire Council. The notice to access parking is posted on the steel shutter of the parking area and requires customers to call Centrelink to open the shutter. Northpoint Apartments should be advised to make sure parking can be used by Centrelink customers.	<p>The Northpoint Apartments is a private property. Availability of parking for Centrelink customers is something that needs to be arranged between the Centrelink and the building managers.</p> <p>We suggest Centrelink customers to look into this online at: <a href="https://www.centrelink.gov.au/custsite_feedback/feedback/feedbackBasePage.xhtml?wec-appid=ufeedback&amp;wec-locale=en">https://www.centrelink.gov.au/custsite_feedback/feedback/feedbackBasePage.xhtml?wec-appid=ufeedback&amp;wec-locale=en</a></p>

**Pacific Highway, Hornsby bus improvements – Feedback summary and Transport’s responses**

<b>Category</b>	<b>Key issues raised</b>	<b>Transport’s response</b>
	Fix any cracks in the road surface on the bridge over the rail tracks.	<p>Our work will involve resurfacing the southbound lanes of the Pacific Highway after the intersection with Edgeworth David Avenue.</p> <p>During the work we will check if there are any cracks on the road surface over the bridge. If there are any issues, and if possible, we will fix them as part our work. If we aren’t able to fix the issue at the time, we will come back at a later date to complete this work.</p>

## 4 Decision

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Transport would like to thank the community and key stakeholders for considering the Pacific Highway bus improvements between Edgeworth David Avenue and Leonard Street, Hornsby and everyone who took the time to provide feedback.

We listened to what the community said during consultation and whilst also taking into consideration the project's objectives we have used this information to make some modifications the original project proposal.

We will extend existing kerbside southbound 24-hour bus only lane at the intersection of Pacific Highway and Edgeworth David Avenue to terminate about 65 metres south of the intersection. This will remove nine parking spaces, rather than 14 parking spaces required in the original proposal.

The remaining section of the bus lane (about 55 metres) will only operate during peak periods when bus services are most frequent on weekdays between 6am and 10am and between 3pm and 7pm and on weekends and public holidays between 7am and 2pm. Five parking spaces available outside these peak periods.

We will move bus stop (ID 2077157) 35 metres south of its current location as previously proposed.

We will upgrade the bus stop (ID 2077157) as previously proposed to meet current standards and improve accessibility for people with disabilities. We have brought up the installation of a bus shelter (as requested during the consultation period) for consideration and approval by Hornsby Shire Council, as it is not a part of Transport's scope of work.

## 5 Next steps

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Transport will finalise the Review of Environmental Factors (REF) for the bus improvements on the Pacific Highway between Edgeworth David Avenue and Leonard Street in Hornsby.

We will keep the community updated as the project progresses, with work beginning in early 2021.

## 6 Appendices

### Appendix A – ‘Have your say’ letter May 2020



Transport for NSW

# Bus improvements on the Pacific Highway, Hornsby between Edgeworth David Avenue and Leonard Street

Have your say | May 2020

The NSW Government’s Bus Priority Infrastructure Program is improving the reliability and efficiency of bus services, while easing congestion for all road users. The program is linked to the NSW Government’s roadmap to deliver the State’s future transport network, the Future Transport Strategy 2056.

### Current situation

The Pacific Highway through Hornsby is an important and busy bus corridor. Currently, bus customers can experience slow travel times and delays on their journeys. The number of bus customers using these routes is expected to increase due to future public transport growth.

On the Pacific Highway near Edgeworth David Avenue, nearly 5000 bus customers travel on 600 bus services on eight different bus routes each week. In peak periods there are 12 buses per hour, or one bus every five minutes, running on this section of the Pacific Highway.

Buses on these routes carry commuters, students, local residents and visitors to the area. The bus stop (ID 2077157) on the Pacific Highway just south of Edgeworth David Avenue connects visitors to the Westfield Hornsby shopping centre and students, staff and carers to Hornsby Girls High School, as well as servicing the local community’s public transport needs.

### Our proposal

To improve bus travel times and reduce congestion, Transport for NSW is proposing to:

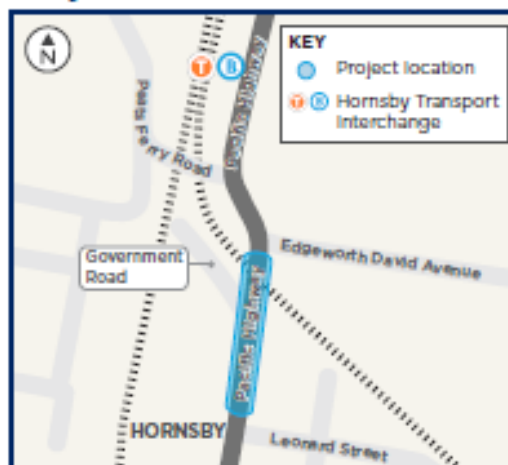
- extend the southbound bus only lane on the Pacific Highway south of Edgeworth David Avenue by 120 metres south
- move the nearby bus stop (ID 2077157) 35 metres south

- upgrade the bus stop to meet current standards and improve accessibility for people with disabilities.

The proposal will create enough space for two buses to stop south of the Pacific Highway and Edgeworth David Avenue intersection. This will stop buses queuing across the intersection and in general traffic lanes and will improve traffic flow and safety for all road users.

We have developed this proposal in consultation with Hornsby Shire Council and bus operators CDC Hills Bus and Transdev NSW.

### Project location





### Pacific Highway, Hornsby bus improvements



 **Improvements**  
to public transport

 **More reliable**  
bus travel

 **More time with**  
family and friends

## What is happening?

To extend the bus only lane on the Pacific Highway to help improve bus reliability and travel times, we propose to:

- remove 14 parking spaces on the Pacific Highway, south of Edgeworth David Avenue, where the extended bus only lane will go
- install new kerbside bus only lane markings
- carry out road resurfacing and signage changes
- remove an existing raised concrete traffic island located 35 metres south of the Edgeworth David Avenue intersection
- move the current bus stop about 35 metres south of its current location
- install tactile ground surface indicators around the bus stop to let people who are vision impaired know where to wait for the bus and where the bus will stop
- trim nearby trees.

## Project benefits

- Improve the reliability of bus services and reduce travel time.
- Improve traffic flow through the intersection.
- Ease congestion and improve travel times for all road users during peak periods.
- Improve safety at the intersection of the Pacific Highway and Edgeworth David Avenue.
- Cater for future growth in bus services.
- Improve accessibility of the bus stop for all bus customers.

## Alternative parking

To extend the bus only lane we need to remove 14 parking spaces from the southbound kerbside lane of the Pacific Highway between Edgeworth David Avenue and Leonard Street. There is alternative parking on Government Road, Leonard Street, Hornsby Street and James Street and also on the northbound side of the Pacific Highway within 100 metres walking distance.

### What is a bus only lane?

Bus only lanes are for the exclusive use of buses. These lanes are sign-posted or marked as bus only lanes. A continuous white line generally separates a bus only lane from a general traffic lane. No other vehicles are permitted to travel or stop in a bus only lane except for emergency service vehicles and those accessing a business or a residence.

It is prohibited for private vehicles to use a bus only lane and to stop or pick up or set down passengers in a bus only lane.



Traffic along the Pacific Highway south of Edgeworth David Avenue





Buses waiting at bus stop ID 2077757 on the Pacific Highway, Hornsby


## Have your say

We are seeking your feedback on our proposal to extend the bus only lane and move the bus stop on the Pacific Highway, just south of Edgeworth David Avenue, Hornsby. We welcome your comments on our proposal until 5pm Friday 29 May 2020.

You can provide comments by:

 1800 575 250

 [buspriority@rms.nsw.gov.au](mailto:buspriority@rms.nsw.gov.au)

 BPIP - Hornsby, Transport for NSW,  
PO Box 973, Parramatta, NSW 2124


## What is the Bus Priority Infrastructure Program?


The Bus Priority Infrastructure Program delivers infrastructure that makes bus services faster and more reliable, such as bus lanes, bus priority at intersections and more effective bus stop placement.

Buses are a key part of Sydney's growing and evolving public transport network. Sydney's buses provide more than 220 million trips a year across the city. As Sydney grows, the bus system needs to meet the challenges growth brings.

## Contact us

If you have any questions, please contact the BPIP project team:

 1800 575 250 (during business hours)

 [buspriority@rms.nsw.gov.au](mailto:buspriority@rms.nsw.gov.au)

 [rms.nsw.gov.au/projects/pacific-highway-hornsby](https://rms.nsw.gov.au/projects/pacific-highway-hornsby)

## Next steps

After the consultation closes, we will consider all the feedback before making a final decision on the project. We will keep the community informed as the project progresses.



## Translating and Interpreting Service

If you need an interpreter, please call the Translating and Interpreting Service (TIS National) on **131 450** and ask them to telephone Transport for NSW on 1800 575 250.

### Arabic

إذا كنتم بحاجة إلى مترجم، الرجاء الاتصال بخدمة الترجمة الخطية والشفوية (TIS National) على الرقم **131 450**.  
والطلب منهم الاتصال بوكالتكم Transport for NSW على الرقم 1800 575 250.

### Cantonese

若你需要口譯員，請致電 **131 450** 聯絡翻譯和口譯服務署 (TIS National)。要求他們致電 1800 575 250 聯絡 Transport for NSW。

### Mandarin

如果你需要口译员，请致电 **131 450** 联系翻译和口译服务署 (TIS National)。要求他们致电 1800 575 250 联系 Transport for NSW。

### Greek

Αν χρειάζεστε διαμεγμεία, παρακαλούμε να τηλεφωνήσετε στην Υπηρεσία Μετάφρασης και Διαμεγμείας (Εθνική Υπηρεσία ΤΙΣ) στο **131 450** και ζητήστε να τηλεφωνήσουν Transport for NSW στο 1800 575 250.

### Italian

Se desiderate l'assistenza di un interprete, prego telefonare al Servizio Interpreti e Traduttori (TIS National) al **131 450** chiedendo di contattare Transport for NSW al 1800 575 250.

### Korean

통역사가 필요하시면 번역통역서비스 (TIS National)에 **131 450** 으로 연락하여 이들에게 1800 575 250 번으로 Transport for NSW 에 전화하도록 요청하십시오.

### Vietnamese

Nếu cần thông ngôn viên, xin quý vị gọi cho Dịch Vụ Thông Phiên Dịch (TIS Toàn Quốc) qua số **131 450** và nhờ họ gọi cho Transport for NSW qua số 1800 575 250.



May 2020

Pub No. 20173

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[transport.nsw.gov.au](https://transport.nsw.gov.au)

## Appendix B – Distribution map May 2020



## Appendix C – Facebook post May 2020



## Appendix D – Online advertising May 2020

1h ago

### Bus improvements on the Pacific Highway, Hornsby

Have your say on the proposed bus improvements on the Pacific Highway between Edgeworth David Avenue and Leonard Street

[Click here for more information](#)

### TOP NEWS

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### 📌 Jones' shock 2GB retirement as Fordham wins coveted slot

**BREAKING** Legendary radio broadcaster Alan Jones is set to hang up the microphone, announcing his retirement after 35 years on the airwaves, with Ben Fordham beating Ray Hadley to the coveted breakfast slot at 2GB. LISTEN TO THE ANNOUNCEMENT

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📌 Where mini-metro hospitals will be built in Sydney

### Bus improvements on the Pacific Highway, Hornsby

Have your say on the proposed bus improvements on the Pacific Highway between Edgeworth David Avenue and Leonard Street

[Click here for more information](#)

## Appendix E – ‘Have your say’ follow-up letter May 2020

**NSW GOVERNMENT**

May 2020

### Bus improvements on the Pacific Highway, Hornsby between Edgeworth David Avenue and Leonard Street

#### Have your say

Transport for NSW | May 2020

We are inviting the community to provide feedback on our proposal to extend the bus only lane and move the bus stop on the Pacific Highway, just south of Edgeworth David Avenue, Hornsby. We welcome your comments on our proposal before our consultation closes on **Friday 29 May 2020**.

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**Project benefits**

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- Ease congestion and improve travel times for all road users during peak periods.
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**Next steps**

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**Translating and Interpreting Service**

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**Accessibility**  
 Auslan: 131 456 (Toll free) or 1800 725 222 (Toll free) (Monday to Friday, 9:00 am to 5:00 pm)  
 Signlanguage: 131 456 (Toll free) or 1800 725 222 (Toll free) (Monday to Friday, 9:00 am to 5:00 pm)

**Customer Service**  
 131 456 (Toll free) or 1800 725 222 (Toll free) (Monday to Friday, 9:00 am to 5:00 pm)  
 131 456 (Toll free) or 1800 725 222 (Toll free) (Monday to Friday, 9:00 am to 5:00 pm)

**Feedback**  
 We value your feedback. If you have any comments, please contact us on 131 456 (Toll free) or 1800 725 222 (Toll free) (Monday to Friday, 9:00 am to 5:00 pm)

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