

# Great Western Highway at Pitt Street and Marsden Street, Parramatta

Intersection improvements

Community Consultation Report

Roads and Maritime Services | November 2017



## Executive Summary

This report provides a summary of Roads and Maritime Services' consultation with the community and key stakeholders on proposed intersection improvements along the Great Western Highway at Pitt Street and Marsden Street, Parramatta.

The intersections of Pitt Street and Marsden Street along the Great Western Highway, Parramatta, have been identified as important intersections to manage the increasing traffic demand and to improve traffic flow around the Parramatta CBD.

The proposal would serve future traffic and transport needs of the Parramatta CBD by reducing queue lengths, and easing congestion along the Great Western Highway.

The proposal includes:

- provision of an eastbound left turn lane on the Great Western Highway into Marsden Street
- provision of a westbound left turn lane on the Great Western Highway into Pitt Street
- provision of three northbound lanes in Pitt Street on approach to the Great Western Highway
- provision of one southbound lane in Pitt Street on the departure from Great Western Highway
- extension of the westbound right turn lane on the Great Western Highway into Pitt Street
- removal of up to 16 trees and shrubs at the intersection of the Great Western Highway and Pitt Street
- modification to the layout of traffic lights at both intersections.

Roads and Maritime invited feedback on the proposal in August 2017. We received feedback from 26 people with 10 people supporting the proposal, one person against the proposal and 15 people who did not state a preference. Key matters raised included:

- scope of the proposal
- congestion caused by traffic entering/existing Parramatta Westfield's
- items not related to the scope of this proposal.

We thank everyone for considering the proposal and for their feedback.

## Decision

After considering all responses, along with the proposal's aims and design requirements, we have decided to proceed with the proposal unchanged.

We will continue to keep the community and stakeholders informed as the project progresses.

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# 1. Introduction

## 1.1. Background

The NSW Government has committed \$30 million to the Parramatta Congestion Improvement Program to reduce congestion in Parramatta and surrounding areas by upgrading key intersections.

The intersections of Pitt Street and Marsden Street along the Great Western Highway, Parramatta, have been identified as important intersections to manage the increasing traffic demand and to improve traffic flow around the Parramatta CBD.

Currently, the intersections of the Great Western Highway and Pitt Street, and the Great Western Highway and Marsden Street are congested during the AM and PM peaks. Heavy left turn movements from Great Western Highway to Pitt Street and Marsden Street contribute to congestion at these intersections. Northbound right turning traffic on Pitt St also contribute to delays by blocking or delaying through movements and reducing throughput traffic along Pitt Street in the northbound direction.

The Roads and Maritime proposal is expected to:

- improve the operational efficiency of the two intersections along the Great Western Highway
- reduce queue lengths and increase through traffic
- increase access to and from the Parramatta CBD
- improve safety for all road users.

The proposal includes:

- provision of an eastbound left turn lane on the Great Western Highway into Marsden Street by relocating the median island on the Great Western Highway between O'Connell Street and Marsden Street
- provision of a westbound left turn lane on the Great Western Highway into Pitt Street by widening the southern side of the Great Western Highway
- provision of three northbound lanes in Pitt Street on approach to the Great Western Highway and one southbound lane in Pitt Street on the departure from Great Western Highway
- extension of the westbound right turn lane on the Great Western Highway into Pitt Street by up to seven car spaces
- removal of up to 16 trees and shrubs at the intersection of the Great Western Highway and Pitt Street to accommodate the new left turn lane on the corner of Pitt Street
- modification to the layout of traffic lights at both intersections.

We have included a map to explain the proposal.



**Figure 1: Proposed intersection improvements along the Great Western Highway at Pitt Street and Marsden Street, Parramatta**

## 2. Consultation approach

### 2.1. Consultation objectives

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

- Seek comment, feedback, ideas and suggestions for us to consider when making a decision
- Build a database of interested and concerned community members with whom we can continue to engage during the proposal's development and delivery.

### 2.2. How consultation was done

Community members and stakeholders were encouraged to provide their feedback and make comments via email, mail or phone contact with the project team.

**Table 1: How Consultation was done**

Have your say community update – August 2017	<ul style="list-style-type: none"><li>• Distributed 19,232 letters (Appendix A) to local residents and businesses (Appendix B) inviting feedback on the proposal.</li><li>• Direct emails to Parramatta Council, State and Federal Ministers.</li><li>• Council has been consulted on the proposal and will be involved in the continual development of the proposal.</li></ul>
Website	Roads and Maritime project webpage updated with latest project information including the community update.
Online consultation tool	An online consultation tool was made available for the community to provide feedback. Feedback was provided via an interactive map using drop pin comments and was open to the public during the consultation period.
Social media	A targeted Facebook campaign ran between Monday 14 August and Thursday 17 August, reaching 233,106 residents and road users travelling within the area.
Newspaper advertisement	<ul style="list-style-type: none"><li>• Public notice appeared in Parramatta City Sun on Thursday 10 August and Thursday 17 August</li><li>• Public notice appeared in Parramatta Advocate on Wednesday 9 August and Wednesday 16 August</li></ul>

## 3. Consultation summary

### 3.1. Overview

Roads and Maritime invited feedback on the proposal in August 2017. We received feedback from 26 people with 10 people supporting the proposal, one person against the proposal and 15 people who did not state a preference. Key matters raised included:

- scope of the proposal
- congestion caused by traffic entering/existing Parramatta Westfield's
- items not related to the scope of this proposal.

### 3.2. Feedback and Roads and Maritime's responses

Roads and Maritime has provided responses to all feedback received on this proposal. The responses are provided directly to the person who commented, as well as in this report, which will be made available to the public.

All comments have been considered to help Roads and Maritime make decisions on this proposal. Matters raised during consultation that are not within Roads and Maritime's area of responsibility have been forwarded to the relevant departments.



**Table 2: Feedback summary and Roads and Maritime's responses**

Category	Key Matters Raised	Response
<p><b>Proposal</b></p> <p>24 Comments</p>	<p>The proposal does not address congestion during peak hours. People race through Pitt Street and Burnett Street to avoid the Great Western Highway to get into Parramatta CBD faster, especially during peak hours.</p>	<p>Currently, the intersections of Great Western Highway and Pitt Street, and Great Western Highway and Marsden Street are congested in the AM and PM peaks. Heavy left turn movements from Great Western Highway to Marsden Street and Pitt Street contribute to congestion at these intersections. Northbound right turning traffic on Pitt St also contributes to delays by blocking or delaying through movements and reducing throughput traffic along Pitt St in the northbound direction.</p> <p>Traffic modelling indicates the proposed improvements will improve the overall efficiency of the intersections and allow quicker access to and from the Parramatta CBD.</p>
	<p>The pedestrian crossings across O'Connell Street and Great Western Highway should change immediately when the pedestrian button is pushed. They should be synchronised, so if someone is crossing the north side of Great Western Highway they do not have to wait to cross O'Connell Street.</p>	<p>The staged pedestrian crossing from O'Connell Street to the Great Western Highway balances the competing needs of the road network whilst still ensuring pedestrian safety.</p>
	<p>To improve pedestrian access consider widening kerb ramps at the pedestrian crossing from O'Connell Street to the Great Western Highway.</p>	<p>The pedestrian island at the intersection of O'Connell Street and the Great Western Highway will be widened to the south, towards the Great Western Highway. This will reduce the crossing distance across the Great Western Highway. The kerb ramp impacted by this widening work will be increased in size. At this stage kerb ramps not impacted by this proposal will be retained as they currently exist.</p>
	<p>There should be two right turn lanes on to Pitt Street northbound from Great Western Highway westbound.</p>	<p>Traffic modelling and surveying indicate that the length of the right turn bay is sufficient to accommodate right turn demands from Great Western Highway to Pitt Street in the northbound direction.</p>

Category	Key Matters Raised	Response
	<p>Enable the right turn from the Great Western Highway to Pitt Street in the southbound direction to direct road users travelling to Merrylands away from Marsden Street.</p>	<p>Removing the 'No Right Turn' from Great Western Highway to Pitt Street in the southbound direction is likely to:</p> <ul style="list-style-type: none"> <li>• reduce the capacity of eastbound through traffic along the Great Western Highway; and</li> <li>• negatively impact the operational performance of this intersection through the introduction of an additional traffic signal phase to enable right turn movements from the Great Western Highway to Pitt Street in the southbound direction.</li> </ul> <p>The impact on traffic may be reduced by widening Great Western Highway, at this location, to maintain two dedicated eastbound through lanes. This is not being considered at this time.</p>
	<p>No stopping yellow grid lines should be painted on the Great Western Highway where it overlaps the intersection with O'Connell Street, to prevent cars blocking the intersection.</p>	<p>The provision of a dedicated left turn lane from Great Western Highway to Marsden Street is expected to reduce congestion at this location and reduce the likelihood of cars blocking the intersection of O'Connell Street and the Great Western Highway.</p>

Category	Key Matters Raised	Response
	<p>Better synchronisation of signalised intersections along the Great Western Highway would solve most of the congestions issues related to traffic entering and exiting the Great Western Highway.</p>	<p>Traffic lights in NSW are controlled by the Sydney Coordinated Adaptive Traffic System (SCATS), which allocates the length of green time based on real time traffic flow. Sensors beneath the road measure the flow and density of traffic approaching the lights in each direction and the green time is allocated accordingly. The length of time the light stays green varies in response to changing traffic conditions. This ensures that the traffic light phasing is operating at maximum efficiency.</p> <p>As part of this proposal Roads and Maritime will review and make necessary adjustments to the operation of traffic signals along the Great Western Highway in the vicinity of Pitt Street and Marsden Street, Parramatta.</p>
	<p>The length of the left turn bay into Pitt Street is inadequate.</p>	<p>This solution has been determined following detailed Roads and Maritime Services traffic modelling supported by an economic analysis.</p> <p>Following stakeholder collaboration, Roads and Maritime is satisfied that the proposed lane lengths are the correct blend of cost and benefit, supported by up-to-date traffic survey and modelling information.</p>
	<p>The length of the left turn bay into Marsden Street is inadequate.</p>	<p>This solution has been determined following detailed Roads and Maritime traffic modelling supported by an economic analysis.</p> <p>Following stakeholder collaboration, Roads and Maritime is satisfied that the proposed lane lengths are the correct blend of cost and benefit, supported by up-to-date traffic survey and modelling information.</p>

Category	Key Matters Raised	Response
	<p>Widen the road to three lanes for eastbound traffic between Pitt Street and O'Connell Street, with a 'left lane must turn left at Marsden Street' sign. The existing traffic island would no longer need extending.</p>	<p>Thank you for your feedback</p> <p>The proposed improvements will help to ease congestion and improve traffic flow in the area.</p>
	<p>The Great Western Highway should be widened into a four lane road in the eastbound direction consisting of two left turn lanes and two right turn lanes.</p>	<p>There are no plans to widen Great Western Highway in the eastbound direction to enable three lanes from Pitt Street to O'Connell Street. Therefore, this is considered out of scope for this project.</p>
	<p>Marsden Street southbound could benefit from an additional turn left only lane.</p>	<p>Thank you for your feedback</p> <p>The purpose of this consultation was to seek feedback on the proposed intersection improvements on the Great Western Highway at Pitt Street and Marsden Street. Widening Marsden Street is not part of the proposal and considered out of scope for this project.</p>
<p><b>Westfield Parramatta</b></p> <p>Nine comments</p>	<p>Create another lane on Marsden Street northbound to have three lanes entering the CBD. This should consist of a shared through and left turn lane, a straight through lane and a shared through and right turn lane.</p>	<p>Thank you for your feedback.</p> <p>The purpose of this consultation was to seek feedback on the proposed intersection improvements on the Great Western Highway at Pitt Street and Marsden Street. Widening Marsden Street is not part of the proposal and considered out of scope for this project.</p>
	<p>Marsden Street after Great Western Highway is congested due to cars waiting to enter into Westfield, an additional lane is needed.</p>	

Category	Key Matters Raised	Response
	Roads and Maritime needs to work with Westfield to improve traffic management and entry/exit flow into their carpark.	Thank you for your feedback. Roads and Maritime are consulted by Westfield Parramatta on any works which may impact traffic around Westfield Parramatta.
	Closing the Westfield carpark entrance at the top of Marsden Street will solve the majority of the traffic issues.	We are not aware of any permanent changes to the Westfield's car park entrance on Marsden St, near the Great Western Highway. Please consider contacting Westfield Parramatta with your feedback.
	Traffic from the Great Western Highway turning into Westfield through Marsden Street blocks the O'Connell Street entrance to Great Western Highway.	Traffic modelling indicates the provision of a dedicated left turn lane from the Great Western Highway to Marsden Street will reduce congestion at this location and reduce the likelihood of cars blocking the intersection of O'Connell Street and the Great Western Highway.
<p><b>Out of Scope</b></p> <p>Twenty three comments</p>	<p>Some people turning left from the Great Western Highway eastbound on to Good Street use the middle lane instead the left bus lane.</p> <p>Change a small section of the bus lane back to a Blank Road and add left turn arrows with bus exempt road markings.</p>	<p>Thank you for your feedback.</p> <p>The purpose of this consultation was to seek feedback on the proposed intersection improvements on the Great Western Highway between Pitts Street and Marsden Street. Good Street is not part of the proposal and considered out of scope for this project.</p>
	Put "Keep Clear" road markings on the eastbound side of Great Western Highway to stop people from queuing in front of Good Street.	<p>Thank you for your feedback.</p> <p>The "Keep Clear" line markings on the eastbound side of Great Western Highway at Good Street is not being considered as part of the proposed traffic improvements works along the Great Western Highway at Marsden Street and Pitt Street, Parramatta.</p>

Category	Key Matters Raised	Response
	Turning left or right out of Fitzwilliam Street onto Church Street only ever allows 1-2 vehicles to turn on green light.	<p>Thank you for your feedback.</p> <p>The purpose of this consultation was to seek feedback on the proposed intersection improvements on the Great Western Highway between Pitts Street and Marsden Street. Fitzwilliam Street and Church Street, Parramatta is not part of the proposal and considered out of scope for this project.</p>
	The entrance to the M4 Motorway on Church Street should be improved as there is no entry for road users travelling on Church Street wanting to enter the M4 motorway westbound.	<p>Thank you for your feedback.</p> <p>The purpose of this consultation was to seek feedback on the proposed intersection improvements on the Great Western Highway between Pitts Street and Marsden Street. The M4 Motorway and Church Street, Parramatta is not part of the proposal and considered out of scope for this project.</p>
	The entry to James Ruse Drive from Victoria Road should also be improved as there is no easy entrance onto Victoria Road from James Ruse Drive for road users travelling southbound.	<p>Thank you for your feedback.</p> <p>The purpose of this consultation was to seek feedback on the proposed intersection improvements on the Great Western Highway between Pitts Street and Marsden Street. James Ruse Drive and Victoria Road, Parramatta is not part of the proposal and considered out of scope for this project.</p>
	The pedestrian zebra crossing on Macarthur Street seems to contribute to delays with traffic banking up past Victoria Road. Can we investigate what options we can have to improve traffic flow here, perhaps change it to some lights?	<p>Thank you for your feedback.</p> <p>The purpose of this consultation was to seek feedback on the proposed intersection improvements on the Great Western Highway between Pitts Street and Marsden Street. Macarthur Street, Parramatta is not part of the proposal and considered out of scope for this project</p> <p>Concerns about the pedestrian zebra crossing on Macarthur Street have been referred to our Network and Safety department for consideration.</p>

Category	Key Matters Raised	Response
	Traffic through the intersection of James Ruse Drive and Grand Avenue is slow eastbound on Grand Avenue.	<p>Thank you for your feedback.</p> <p>The purpose of this consultation was to seek feedback on the proposed intersection improvements on the Great Western Highway between Pitts Street and Marsden Street. James Ruse Drive and Grand Avenue, Parramatta is not part of the proposal and considered out of scope for this project.</p>
	Consider building a tunnel across (or under the Great Western Highway) for pedestrians to safely cross the intersection from Marsden Street to Great Western Highway.	<p>Thank you for your feedback.</p> <p>The purpose of this consultation was to seek feedback on the proposed intersection improvements on the Great Western Highway between Pitts Street and Marsden Street. Constructing major infrastructure, such as a bridge or tunnel, or installing art is not part of the proposal and considered out of scope for this project.</p>
	The round-a-bout at Marsden Street and Glebe Street should have a sculpture or art installed.	
	The existing Great Western Highway non-trafficable median located east of Peggy Street should be extended to Steele Street, Parramatta to prevent road users illegally turning right from the right lane across double white unbroken continuous lines.	<p>Thank you for your feedback.</p> <p>The enforcement of traffic laws remains a primary responsibility of the NSW Police Force. This includes motorists disobeying road rules. Roads and Maritime encourages you to contact Parramatta Local Area Command on 02 9633 0799, who will determine whether targeted enforcement activities may be appropriate.</p>

## 4. Decision

We thank everyone who provided comments and the community and stakeholders for considering the proposal.

After reviewing the feedback, we have decided to proceed with the proposal unchanged.

## 5. Next steps

Roads and Maritime will finalise the detailed design and environmental assessment for the project.

We will continue to keep the community informed as the project progresses.



## 6. Appendices

### 6.1. Appendix A – ‘Have your say’ letter August 2017



August 2017

#### **Have Your Say – Proposed intersection improvements along the Great Western Highway at Pitt Street and Marsden Street, Parramatta**

**The NSW Government has committed \$30 million to reduce congestion around the Parramatta local government area by upgrading key intersections that access the Parramatta Central Business District.**

Roads and Maritime Services is seeking feedback by **Wednesday 23 August** on proposed intersection improvements along the Great Western Highway at Pitt Street and Marsden Street, Parramatta. The proposed improvements include:

- provision of an eastbound left turn lane on the Great Western Highway into Marsden Street by relocating the median island on the Great Western Highway between O'Connell Street and Marsden Street
- provision of a westbound left turn lane on the Great Western Highway into Pitt Street by widening the southern side of the Great Western Highway
- provision of three northbound lanes in Pitt Street on approach to the Great Western Highway and one southbound lane in Pitt Street on the departure from Great Western Highway
- extension of the westbound right turn lane on the Great Western Highway into Pitt Street by up to seven car spaces
- removal of up to 16 trees and shrubs at the intersection of the Great Western Highway and Pitt Street to accommodate the new left turn lane on the corner of Pitt Street
- modification to the layout of traffic lights at both intersections.

We have included a map to show the location and detail of the proposal.

#### **Key benefits**

The proposal will:

- Improve the operational efficiency of the two intersection along the Great Western Highway
- reduce queue lengths and increase through traffic
- increase access to and from the Parramatta CBD
- improve safety for all road users.

#### **Have your say**

Roads and Maritime welcomes your comments on the proposal by **Wednesday 23 August**. You can provide your comments by:

**Online** [mrs.nsw.gov.au/pcip](https://www.mrs.nsw.gov.au/pcip)

**Calling** 1800 316 763 and leaving a message for the project team

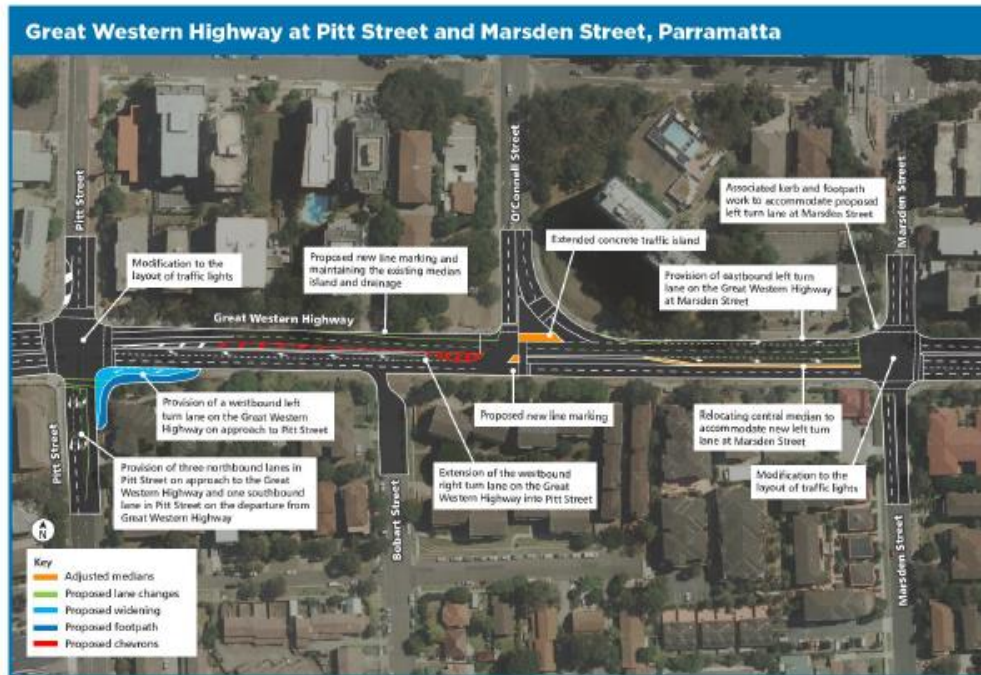
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Emailing [PCIP@ms.nsw.gov.au](mailto:PCIP@ms.nsw.gov.au)

Writing to the Parramatta Congestion Improvement Program, Roads and Maritime Services, PO Box 973, Parramatta, NSW, 2124. For more information on our projects, visit [rms.nsw.gov.au](http://rms.nsw.gov.au).

### Next Steps

We will carefully consider all feedback received before deciding whether or not to proceed with this proposal. A community consultation report will be prepared, summarising the matters raised and our responses. This will be made available on our website. We will keep you updated as the proposal 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 Roads and Maritime Services on 1800 316 763

**Arabic**  
إذا كنت بحاجة إلى مترجم، الرجاء الاتصال بخدمة الترجمة الخلفية والفقهية (TIS National) على الرقم **1800 316 763** والطلب منهم بشأن بونا نكم Roads and Maritime Services على الرقم **131 450**

**Cantonese**  
若你需開口譯員，請致電 **131 450** 聯絡翻譯和口譯服務處 (TIS National)。要查詢詳情，請電 **1800 316 763** 聯絡 Roads and Maritime Services。

**Mandarin**  
如需需要口譯員，請致電 **131 450** 联系翻译和口译服务处 (TIS National)。要查询我们，请在 **1800 316 763** 联系 Roads and Maritime Services。

**Greek**  
Αν χρειάζεστε διαμετρητές, παρακαλείσθε να τηλεφωνήσετε στην Υπηρεσία Μετάφρασης και Διαμετρήσεως (Εθνική Υπηρεσία ΤΙΣ) στο **131 450** και ζητήστε να τηλεφωνήσουν Roads and Maritime Services στο 1800 316 763

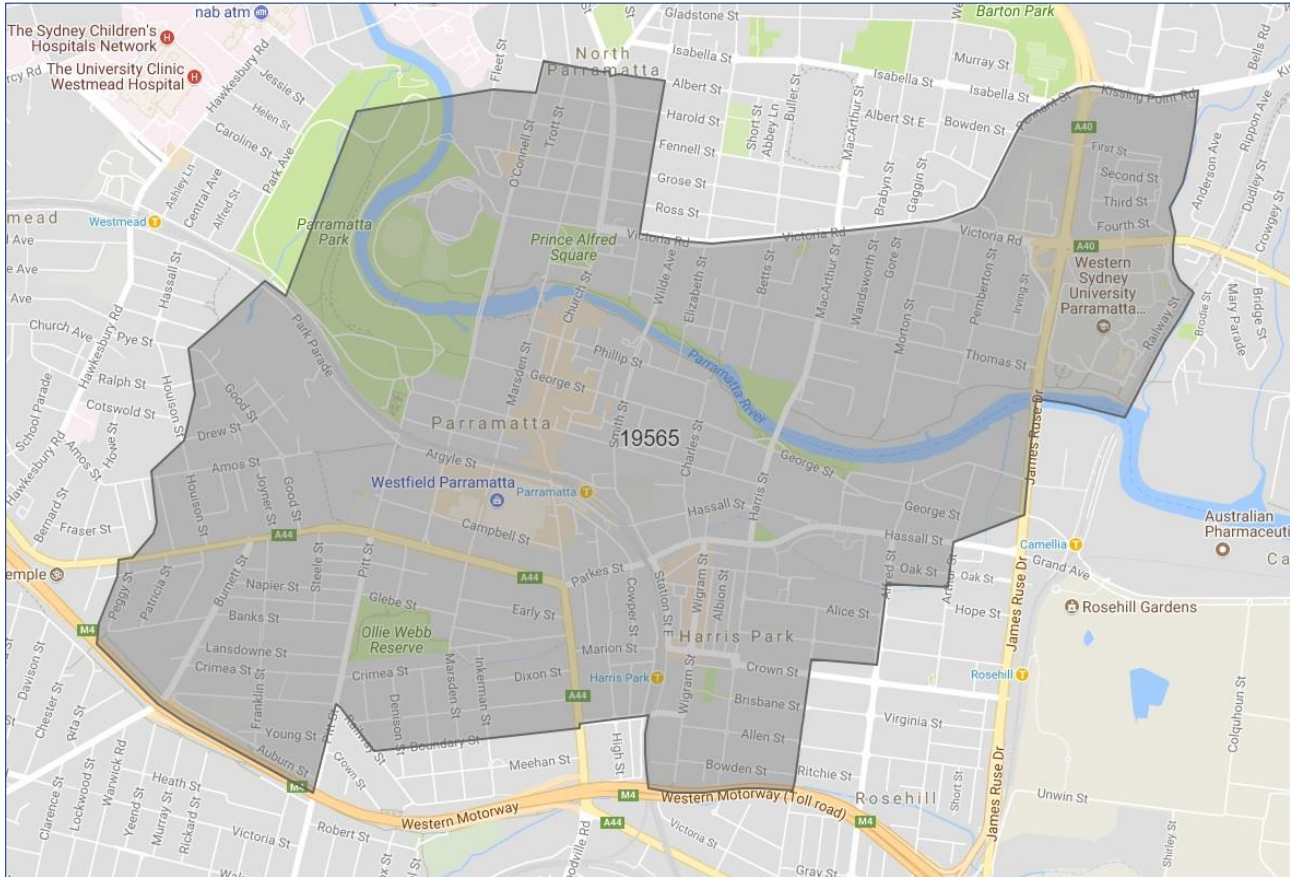
**Italian**  
Se desiderate l'assistenza di un interprete, prego telefonare al Servizio Interpreti e Traduttori (TIS National) al **131 450** chiedendo di contattare Roads and Maritime Services al 1800 316 763

**Korean**  
통역사가 필요하시면 번역통역서비스 (TIS National) 여 **131 450** 으로 연락하여 이들에게 **1800 316 763** 번호로 Roads and Maritime Services 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 Roads and Maritime Services qua số 1800 316 763



## 6.2. Appendix B – Distribution map





[rms.nsw.gov.au/PCIP](https://rms.nsw.gov.au/PCIP)



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