

Safety improvements on Victoria Road between Pennant and Pemberton streets, Parramatta

Community Consultation Report
July 2022



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Executive summary

This report provides a summary of Transport for NSW's consultation with the community and key stakeholders on proposed safety improvements on Victoria Road, between Pennant and Pemberton streets, Parramatta.

The Australian and NSW Governments are investing more than \$400 million to improve safety and reduce crashes on NSW roads. In response, Transport for NSW has developed a design to improve the safety at Victoria Road, between Pennant and Pemberton streets, Parramatta. The proposed improvements have been developed in response to community feedback around the lack of pedestrian crossing facilities at Victoria Road and road safety statistics on pedestrian crashes near the Victoria Road and Pemberton Street intersection.

The proposed improvements will provide:

- improved road safety for all road users and in particular pedestrians who use this section of the corridor
- improved traffic and turning movements from installation of new traffic signals
- improved network accessibility
- improved and safe pedestrian link to Collett Village Shops.

The proposed improvements advised in the Have Your Say included:

- two new signalised pedestrian crossings to allow safer crossing of Victoria Road and Pennant Street
- removal of existing median island crossing on Pennant Street, to provide new signalised crossing facility and the zebra crossing to allow pedestrian access to Collett Village shops
- removal of two car parking spaces near the zebra crossing to facilitate safety improvements and entry and exit from the carpark
- extension of median strip on Victoria Road to beyond the intersection of Pemberton Street, to include a pedestrian fence to restrict jay-walking
- new right turning bay for motorists travelling westbound on Victoria Road to turn right into Pennant Street
- removal of the right turn and through movements in and out of Pemberton Street as a result of the extended median and pedestrian fence on Victoria Road
- removal of bus lane on approach to Pennant Street to allow for new signalised crossing on Victoria Road
- road resurfacing and line marking
- tree trimming and minor landscaping.

Transport for NSW invited community feedback on the proposed design in November 2021. We received feedback from 37 people. Of the 37 submissions, eight responses were supportive or partially supportive of the proposal, 17 responses were against the proposal and 12 did not state a preference, instead focusing their submission on particular areas of concern or interest.

Key matters raised included:

- support for various aspects of the proposed safety improvements on Victoria Road between Pennant and Pemberton streets, Parramatta
- objection to the proposed restrictions to right turn movements into and out of Pemberton Street including additional travel time required
- objection to the proposed removal of two parking spaces near Collett Village shops
- requests for further information on various aspects of the proposed safety improvements on Victoria Road between Pennant and Pemberton streets, Parramatta.

Transport for NSW also consulted with City of Parramatta Council on the proposal.

Transport for NSW would like to thank everyone for considering the proposal and for taking the time to provide their feedback.

The decision

After considering all responses from the Have Your Say community consultation, along with the proposal's safety aims and design requirements, Transport for NSW has decided to proceed with the project.

Construction is expected to commence in late 2022.

Transport for NSW will continue to communicate with the community and stakeholders prior to start of construction and during the construction phase.

1 Introduction

1.1 Background

Transport for NSW is committed to improving road safety and reducing the number of deaths and serious injuries on NSW state roads. The Australian and NSW Governments are investing more than \$400 million to improve safety and reduce crashes on NSW roads under the Road Safety Stimulus Program.

As a result of receiving funding from the Road Safety Stimulus Program, Transport for NSW has developed a design to improve pedestrian safety and better regulate traffic flow at, and around, the intersections of Victoria Road and Pemberton Street, and Victoria Road and Pennant Street, Parramatta.

Currently, the intersection of Victoria Road and Pemberton Street allows all movements (except U-turns) from all four approaches to the intersection, including through movements across Victoria Road, with approximately 25,000 vehicles travelling in both directions on a typical weekday. The nearest pedestrian crossing to Victoria Road from Pemberton Street is approximately 400 metres to the west (approximately 4-minute walk) of the intersection, at the signalised crossing on Victoria Road, near Gore Street.

These intersections serve as the primary access for residents on the south of Victoria Road, as well as access to the Western Sydney University (WSU) North Parramatta campus. As such, it is likely to be used by a higher proportion of students, including younger drivers.

From a road safety perspective, there were 22 crashes in the five years to 30 September 2020, in the vicinity of the intersections at Victoria Road and Pennant Street and Victoria Road and Pemberton Street. Of significance are four crashes involving pedestrians and three crashes involving vehicles from conflicting movements.

Road Safety Stimulus Program funding to upgrade the intersections will address these key safety concerns.

The proposed improvements are expected to provide:

- improved road safety for all road users, in particular pedestrians using this section of the corridor
- improved traffic and turning movements from the installation of new traffic signals
- improved network accessibility
- improved and safe pedestrian link to Collett Village Shops.

Within the consultation process, Transport for NSW also sought feedback on the proposed work schedule. It was proposed to complete construction on these improvements by working up to five nights a week and six days a week. This proposed schedule will allow us to complete the work as quickly as possible to minimise the impact to the community, including nearby residents, businesses and road users.

The proposal

Transport for NSW has developed a design to improve the safety of Victoria Road, between Pennant and Pemberton streets, Parramatta. The proposed improvements have been developed in response to community feedback about the lack of pedestrian crossing facilities at Victoria Road and road safety statistics on vehicular and pedestrian crashes in the area near the Pemberton Street and Victoria Road intersection.

Key features of the design include the installation of two new signalised crossings on Victoria Road and Pennant Street to provide safer pedestrian access to Collett Park, Collett Village shops and the bus stops on Victoria Road. A new right turn bay on Victoria Road will also allow westbound motorists to turn right into Pennant Street.

The proposed design also includes an increase in the length of the central median strip on Victoria Road between Pennant and Pemberton streets. To improve pedestrian safety and reduce the high incidence of crashes involving vehicles and pedestrians in this area, the extended median will have a pedestrian barrier. This barrier will restrict motorists accessing the right turn into and out of Pemberton Street, limiting the motorists using the street to left-in and left-out movements only. This change will also promote the use of the new signalised pedestrian crossings on Victoria Road and Pennant Street.

The proposed improvements advised in the Have Your Say included:

- two new signalised pedestrian crossings to allow safer crossing of Victoria Road and Pennant Street
- removal of existing median island crossing on Pennant Street, to provide new signalised crossing facility and the zebra crossing to allow pedestrian access to Collet Village shops
- removal of two car parking spaces near the zebra crossing to facilitate safety improvements and entry and exit from the carpark
- extension of median strip on Victoria Road to beyond the intersection of Pemberton Street, to include a pedestrian barrier to restrict jay-walking
- new right turning bay for motorists travelling westbound on Victoria Road to turn right into Pennant Street
- removal of the right turn and through movements in and out of Pemberton Street as a result of the extended median and pedestrian fence on Victoria Road
- removal of bus lane on approach to Pennant Street to allow for new signalised crossing on Victoria Road
- road resurfacing and line marking
- tree trimming and minor landscaping.

The below map explains the proposal in more detail:

Intersection improvements



Figure 1: Proposed safety improvements on Victoria Road between Pennant and Pemberton streets, Parramatta

2 Consultation approach

2.1 Consultation objectives

Transport for NSW 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 community members interested in the project who we will continue to engage with during the proposal's development and delivery.

2.2 How consultation was done

Consultation on the proposed improvements was carried out between Monday, 8 November and Sunday 28 November 2021. Community members and stakeholders were encouraged to provide their feedback and make comments to the project team via email, mail or phone.

When consulting on the proposed design, Transport for NSW followed NSW Health advice at the time and changed the way we engaged with the community to limit the spread of COVID-19.

As the COVID-19 outbreak was in a dangerous stage within the community during the consultation period, face-to-face communication methods were not carried out as part of the campaign. Instead, Transport for NSW targeted residents and stakeholders by providing clear and effective communication accessible from multiple digital, verbal and online platforms.

The following table outlines the communication tools used to inform the community about the proposal:

Table 1: How Consultation was done

<p>Have Your Say community update – November 2021 (Appendix 5.1)</p>	<ul style="list-style-type: none"> • distributed to approximately 5,700 notifications to local residents, businesses and key stakeholders in the Parramatta area surrounding Victoria Road, Pennant and Pemberton streets. (Appendix 5.2) • direct emails and letters sent to businesses, utilities, emergency services, schools, hospitals, community groups and relevant stakeholders in the local area
<p>Corflute Signage</p>	<ul style="list-style-type: none"> • details of the proposed design and HYS campaign adhered at local bus stops and Collet Street Village Shops. (Appendix 5.3)
<p>Social Media</p>	<ul style="list-style-type: none"> • details of the proposed design and HYS campaign posted on the NSW Roads Facebook page (Appendix 5.4)
<p>Website</p>	<ul style="list-style-type: none"> • details of the proposed design and HYS campaign uploaded on the Transport for NSW website (Appendix 5.7)

3 Consultation summary

3.1 Overview

Transport for NSW invited feedback on the proposed design in November 2021. We received feedback from 37 people. Of the 37 submissions, eight responses were supportive or partially supportive of the proposal, 17 responses were against the proposal and 12 did not state a preference, instead focusing their submission on particular areas of concern or interest.

Key matters raised included:

- support for various aspects of the proposed safety improvements on Victoria Road between Pennant and Pemberton streets, Parramatta
- objection to the proposed restrictions to right turn movements into and out of Pemberton Street including additional travel time required
- objection to the proposed removal of two parking spaces near Collett Village shops
- requests for further information on various aspects of the proposed safety improvements on Victoria Road between Pennant and Pemberton streets, Parramatta.

Transport for NSW would like to thank everyone for considering the proposal and for taking the time to provide feedback.

3.2 Feedback and Transport for NSW's responses

Transport for NSW has provided responses to all feedback received on the proposal in this report, which is available to the public to view or download at nswroads.work/victoriaroadsafety.

All comments were considered to help Transport for NSW make decisions on this proposal.

Table 2: Feedback summary and Transport for NSW responses

Category	Key Matters Raised	Response
<p>Positive and partially positive support for the proposed safety improvements on Victoria Road between Pennant and Pemberton streets, Parramatta.</p>	<p>Positive support for the proposed safety improvements on Victoria Road between Pennant and Pemberton streets, Parramatta.</p> <p>Partially positive support for the proposed safety improvements on Victoria Road between Pennant and Pemberton streets, Parramatta including:</p> <ul style="list-style-type: none"> • comments agreeing with the need for new pedestrian crossings are required in the area • comments agreeing with the need to remove right turn movements at Pemberton Street. • comments agreeing with the pedestrian fence on Victoria Road to stop unsafe pedestrian crossings • comments acknowledging a construction work schedule of five nights and six days a week. 	<p>Thank you for your comments on the proposal. Transport for NSW acknowledges and appreciates your support.</p> <p>Thank you for your comments on the proposal. Transport for NSW acknowledges and appreciates your partial positive support.</p>
<p>Concerns and objections for the proposed safety improvements on Victoria Road between Pennant and Pemberton streets, Parramatta.</p>	<p>Concerns and objections for the proposed safety improvements on Victoria Road between Pennant and Pemberton streets, Parramatta.</p>	<p>Thank you for your comments on the proposal. Transport for NSW acknowledges your comments and will respond to specified details within this Consultation Report.</p>

Category	Key Matters Raised	Response
<p>Removal of two parking spaces on the service road adjacent to Collett Village shops.</p>	<p>Concerns relating to the removal of two parking spaces for residents who use Collett Village Shops.</p> <p>Concerns relating to the removal of two parking spaces and impact to businesses located at Collett Village Shops.</p> <p>Concerns relating to the removal of the longer-term (two hour) car parking spaces adjacent to Collett Village shops.</p>	<p>The objective of this proposal, as part of the Road Safety Stimulus Program, is to increase pedestrian safety on Victoria Road, between Pennant and Pemberton streets in Parramatta.</p> <p>Transport for NSW acknowledges the loss of two car parking spaces within the service road adjacent to Collett Village shops.</p> <p>Removal of these car parking spaces is necessary to:</p> <ul style="list-style-type: none"> • provide a continuous safe pedestrian link for residents and business customers who want to cross Victoria Road and access Collett Village Shops, and • provide road users a safer entrance and exit path from the service road adjacent to Collett Village shops. <p>Concerns relating to longer-term parking (two hour) in the service road adjacent to Collett Village Shops has been passed on to City of Parramatta Council for their consideration.</p>
<p>Removal of the right turn into and out of Pemberton Street as a result of the pedestrian fence along Victoria Road between Pennant and Pemberton streets</p>	<p>Concerns from motorists regarding the removal of the right turn into and out of Pemberton Street because of the pedestrian fence along Victoria Road between Pennant and Pemberton streets resulting in extended travel time, shorter merging distances and congestion on local roads.</p>	<p>The removal of the right turn and through movements into and out of Pemberton Street is necessary to:</p> <ul style="list-style-type: none"> • prevent road crashes occurring at this uncontrolled intersection • improve road safety and to increase pedestrian safety in the area. <p>Transport for NSW will continue to monitor the traffic and safety conditions for critical corridors like Victoria Road.</p>

Category	Key Matters Raised	Response
<p>Concerns around additional travel time as a result of removal of the right turn into and out of Pemberton Street.</p>	<p>Concerns from motorists in relation to additional travel time, as a result of removal of the right turn into and out of Pemberton Street, including:</p> <ul style="list-style-type: none"> • the estimated travel time of the alternative routes of three to four minutes is inaccurate, particularly during peak periods • the removal of the right turn into and out of Pemberton Street because of the pedestrian fence along Victoria Road between Pennant Street and Pemberton streets will lead to an increase of travel time for motorist, causing inconvenience • suggestion to allow right turn movements from Pemberton Street onto Victoria Road during non-peak periods. 	<p>Transport for NSW acknowledges the potential for ‘variance’ in travel time that motorists will incur, when using the alternative routes suggested in peak and non-peak hours. Transport for NSW further notes that the estimated travel times are ‘typical’ traffic delays.</p> <p>The removal of the right turn into and out of Pemberton Street is necessary to prevent road crashes occurring at this uncontrolled intersection.</p> <p>Allowing right turn movements from Pemberton Street onto Victoria Road during non-peak periods will not be consistent with safety strategy and approach.</p>
<p>Installation of the pedestrian fence along Victoria Road between Pennant and Pemberton streets.</p>	<p>Concerns from pedestrians regarding the installation of the pedestrian fence along Victoria Road between Pennant and Pemberton streets will provide a significant barrier for amenity between Parramatta and North Parramatta.</p>	<p>Installation of the pedestrian fence provides a physical barrier to prevent pedestrians from crossing this busy intersection. The new signalised crossing will also facilitate better amenity by providing a safer crossing experience at the intersection of Victoria Road and Pennant Street.</p>
<p>Proposed design of the zebra crossing within the slip lane on Pennant Street.</p>	<p>Concerns around zebra crossing within the slip lane on Pennant Street, including cars and buses often navigate the left slip lane from Victoria Road on to Pennant Road at high speed. Installing a zebra</p>	<p>The proposed upgrade of Victoria Road and Pennant Street intersection is being designed to comply with Australian Standards and Austroads Guidelines.</p>

Category	Key Matters Raised	Response
	<p>crossing on the left slip lane may impede the ability for cars to stop successfully at speed.</p>	<p>The current configuration allows for sufficient stopping distance.</p> <p>As part of the proposal, adjustments are being proposed for the slip lane into Pennant Street, which would further regulate vehicle speeds for the left turning traffic.</p>
<p>Impacts to pedestrians walking extended distances.</p>	<p>Comments that proposed improvements will have impacts on pedestrian amenity in the local area. The requirement for pedestrians to walk an extended period to cross Victoria Road at the intersection of Pennant Street will be challenging.</p>	<p>The objective of this proposal, as part of the Road Safety Stimulus Program, is to increase pedestrian safety on Victoria Road, between Pennant and Pemberton streets. The proposal aims to:</p> <ul style="list-style-type: none"> • increase pedestrian safety on Victoria Road, and its surrounds • address the adverse crash history involving pedestrians in the area. <p>Transport for NSW acknowledges that while the changes will direct pedestrians to walk additional distance (depending on their origin/destination) the proposal aims to provide a safer road environment for all road users.</p>
<p>Comments relating to location of bus stops and bus lanes on Victoria Road, Parramatta, near the project location.</p>	<p>The proposed improvements will cause impacts to local bus stops and bus routes travelling Victoria Road, Parramatta, including:</p> <ul style="list-style-type: none"> • suggestion to install dedicated bus bays at the existing bus stops on Victoria Road near Pemberton Street to allow traffic to continue to 	<p>The objective of this proposal, as part of the Road Safety Stimulus Program, is to increase pedestrian safety on Victoria Road, between Pennant and Pemberton streets.</p> <p>The infrastructure that is needed to install indented bus bays at the bus stops near Pemberton Street cannot be</p>

Category	Key Matters Raised	Response
	<p>flow when buses need to stop to allow passengers to alight or board</p> <ul style="list-style-type: none"> suggestion to relocate the westbound bus stop on Victoria Road to remove the congestion experienced when passengers are embarking or alighting from the bus. 	<p>accommodated within the current road reserve. Property acquisition cannot be justified as a part of this safety project.</p>
<p>Impacts to bus users travelling on bus routes on Victoria Road, Parramatta.</p>	<p>The proposed improvements will have impacts on pedestrian amenity in the local area, including.</p> <ul style="list-style-type: none"> the requirement for pedestrians to walk an extended period to cross the Victoria Road at the intersection of Pennant Street may be challenging for some bus users requests for a signalised pedestrian crossing on Victoria Road at Pemberton Street to be included within the scope of proposed safety improvements to Victoria Road between Pennant and Pemberton streets requests for a small gap in the pedestrian fence to be included within the scope of proposed safety improvements to Victoria Road between Pennant and Pemberton streets, in Parramatta to increase pedestrian safety. 	<p>The objective of this proposal, as part of the Road Safety Stimulus Program, is to increase pedestrian safety on Victoria Road, between Pennant and Pemberton streets.</p> <p>There is currently no pedestrian crossing on Victoria Road at Pemberton Street, Parramatta. The level of pedestrian activity at this location does not meet the warrant for consideration of a signalised crossing.</p> <p>Installing a signalised pedestrian crossing would require a dedicated set of traffic lights at the location of the crossing and would create further congestion on this stretch of road.</p> <p>Allowing a gap in the pedestrian fence is not consistent with the Transport for NSW safety strategy and approach. It would allow pedestrians to cross Pemberton Street in a dangerous manner and therefore cannot be supported.</p>

Category	Key Matters Raised	Response
<p>Request for further information on various aspects within the proposal.</p>	<p>Requests for further information on number or frequency of pedestrians injured within the project area.</p> <p>Concerns were raised that no information was given on the historic nature of the crashes that have occurred on this stretch of road or clarification given how these crashes will be prevented from the proposed improvements.</p> <p>Requests for further information on the placement of pedestrian crossings on Victoria Road and Pennant Street in Parramatta.</p>	<p>Transport for NSW notes that within the five-year period from 1 October 2015 to 30 September 2020, approximately 22 crashes were reported within vicinity of the intersections of Victoria Road and Pennant Street and Victoria Road and Pemberton Street in Parramatta.</p> <p>Of these crashes:</p> <ul style="list-style-type: none"> • four crashes involved pedestrians at both intersections, with one of the crashes occurring with serious injury near Pemberton Street • three crashes were related to pedestrians crossing Victoria Road, near Pemberton Street, where no crossing facilities are provided resulting in moderate injuries • three crashes involved vehicles from conflicting movements resulting in moderate injuries. <p>Transport for NSW continues to monitor crashes on Victoria Road as part of its ongoing safety monitoring.</p> <p>Transport for NSW has developed a design for proposed safety improvements to Victoria Road between Pennant and Pemberton streets, Parramatta.</p> <p>Within this design, Transport for NSW has proposed two signalised pedestrian crossings at the intersection of Victoria Road and Pennant Street, Parramatta. One signalised pedestrian crossing will assist pedestrians to cross Victoria Road at the intersection of Pennant Street. The second pedestrian crossing will assist pedestrians to cross Pennant Street at the intersection of Victoria Road.</p>

Category	Key Matters Raised	Response
	<p>Requests for further information on the reason for removing the westbound traffic lane on Victoria Road, Parramatta. The area is already very congested.</p>	<p>Victoria Road has two westbound general traffic lanes at Pemberton Street, with the corridor widening to allow for three lanes on approach at Pennant Street intersection (with the kerbside lane being a bus lane in the PM peak periods). The proposal is to maintain the two general traffic lanes at Pennant Street by reallocating the bus lane and providing a dedicated right turn only lane for general traffic to turn into Pennant Street.</p>
<p>Concerns regarding the safety of alternative routes.</p>	<p>Comments expressing concern about the safety of motorists travelling through the intersection of Thomas and Pemberton streets, Parramatta.</p>	<p>Thomas Street and Pemberton Street are local roads under the care and control of City of Parramatta Council. Investigations into road safety concerns at this intersection are matters for consideration by Council.</p> <p>Transport for NSW has reviewed the five-year reported crash history between January 2016 and December 2020 at the intersection of Thomas and Pemberton streets and identified one crash in 2018. This crash history indicates motorists are driving to existing driving conditions.</p> <p>These concerns have been passed onto City of Parramatta Council for their consideration.</p>
<p>Out of scope.</p>	<p>Suggestion to remove the Pennant Street slip lane and modify the area within Collett Park to create an entry to Pennant Street further along Victoria Road to add more car parking to Collett Village Shops.</p>	<p>Matters concerning the remodeling of the intersection to increase car parking at Collett Village Shops are considered out of scope.</p> <p>This suggestion has been passed onto City of Parramatta Council for their consideration.</p>

Category	Key Matters Raised	Response
	<p>Comments advising of issues relating to the car parking in Gaigan Street, Parramatta.</p>	<p>Matters concerning the car parking on Gaigan Street in Parramatta are considered out of scope.</p> <p>This matter has been passed onto City of Parramatta Council for their consideration.</p>
	<p>Comments requesting priority be given to improving other areas of congestion within the Parramatta area and/or its immediate surrounds. (i.e., Victoria Road and Macathur Street intersection, Victoria Road eastbound to James Ruse Drive southbound, Thomas Street eastbound to James Ruse Drive southbound).</p>	<p>Transport for NSW acknowledges the growth in other areas of Parramatta. Matters concerning congestion on local roads, under the care and control of local council, are considered out of scope.</p> <p>These matters have been passed onto City of Parramatta Council for their consideration.</p>
	<p>Comments describing the proposal as an inappropriate use of government money.</p>	<p>The project has been endorsed as part of the Road Safety Stimulus Program which aims to improve safety and reduce crashes on NSW roads. In addition, the project enhances pedestrian connectivity for residents and business customers using Collett Village Shops.</p>
	<p>Comments on complying with government policies relating to the environment and carbon emissions.</p>	<p>Transport for NSW does not comment on NSW Government policies.</p> <p>We note that the project's design and construction will comply with best practise sustainability and environment guidelines, in conjunction with current NSW Government direction.</p>

Category	Key Matters Raised	Response
	<p>Request for changes in speed limits be added to the scope of proposed safety improvements to Victoria Road between Pennant and Pemberton streets, Parramatta.</p>	<p>Transport for NSW is responsible for the setting and signposting of safe and appropriate speed limits in accordance with NSW Speed Zoning Guidelines.</p> <p>Speed limits in NSW, as in other parts of Australia, are determined by several factors including the road geometry, surrounding conditions, road use, adjacent development, vehicle types and volumes, crash history and the number of access points along the route.</p> <p>Transport for NSW aims to provide consistent speed limits for motorists on NSW roads.</p> <p>The NSW Centre for Road Safety regularly receives requests from the community to review the speed limit of roads in their local area.</p> <p>We encourage you to visit the website: www.saferroadsnsw.com.au/haveyoursay.aspx to have your say about speed limits in your area. The information you provide, together with crash data and other road safety information will help to prioritise future reviews for speed limits in NSW.</p>
	<p>Comments relating to concerns with traffic light sequencing on Thomas Street and Macarthur Street, Parramatta.</p>	<p>Traffic signals at the intersection of Macarthur Street and Thomas Street are controlled by the Sydney Coordinated Adaptive Traffic System (SCATS), which allocates the length of green time based on real time traffic flows.</p> <p>Matters in relation to traffic light sequencing on Thomas Street and Macarthur Street are considered out of scope.</p>

Category	Key Matters Raised	Response
	<p>Suggestion to install a roundabout to the network at the intersection of Victoria Road and Pemberton Street, Parramatta.</p>	<p>These suggestions have been passed onto the relevant team within Transport for NSW for consideration.</p> <p>Victoria Road is a state road and is designed to carry significant traffic including large and heavy vehicles. If a roundabout was installed, it would require significant property acquisition to maintain the current lane arrangements (two/three lanes with 60km/h speed) and would create delays for traffic along Victoria Road (as traffic on Victoria Road would need to give way to traffic turning out of Pemberton Street).</p> <p>Furthermore, the proximity of this intersection to the two existing sets of traffic signals on Victoria Road, at the James Ruse Drive off-ramp and at Pennant Street, means that overall network performance in the area would be adversely impacted.</p> <p>A roundabout at the intersection of Victoria Road and Pemberton Street would also encourage rat-running on Pemberton Street which is a local road.</p> <p>The current proposal aims to achieve a balance between maintaining network performance, accessibility and local amenity while improving road safety and addressing the adverse crash history involving pedestrians.</p>
	<p>Suggestion to increase the project scope of proposed safety improvements to Victoria Road between Pennant and Pemberton streets, Parramatta</p>	<p>Matters concerning safety issues on local roads are under the care and control of local Council and are considered out of scope.</p>

Category	Key Matters Raised	Response
	<p>to include the cross street of Symonds Road and Bowden Street.</p>	<p>These matters have been passed onto City of Parramatta Council for their consideration.</p>
	<p>Concerns about the bus route and increased travel time to Western Sydney University and the impact the proposed removal of the right turn movements at Pemberton Street will have.</p>	<p>Right turn movements for westbound traffic turning into Pemberton Street northbound will be facilitated through the signals at Pennant Street.</p> <p>Transport for NSW will continue to liaise with private and public bus companies in the area that service the University of Western Sydney.</p>
	<p>Suggestion to relocate the pedestrian lights between Gore and Wandsworth streets, helping traffic flow along Victoria Road.</p>	<p>Matters concerning the pedestrian lights between Gore and Wandsworth streets in Parramatta are considered out of scope.</p> <p>Transport for NSW is currently reviewing the corridor of Victoria Road for travel flow efficiencies.</p> <p>These suggestions have been passed onto the relevant team within Transport for NSW for consideration.</p>
	<p>Alternate proposal is to re-align a key side street in order to provide a hard left turn which is signalised from Victoria Road, opposite Grandview Avenue. Use footprint of slip lane to create more parking for Collett Village Shops.</p>	<p>The slip lane has been retained to minimise delays for traffic turning left from Victoria Road into Pennant Street.</p>

Category	Key Matters Raised	Response
	<p>Suggestion to install a pedestrian bridge at the intersection of Victoria Road and Pemberton Street, Parramatta.</p>	<p>The infrastructure that is needed to complete a pedestrian overpass cannot be accommodated within the current road reserve.</p> <p>The additional acquisition of properties meant this option was not considered a viable solution at this time.</p>
	<p>Suggestions to adjust the phasing and sensors of the traffic lights at the intersections of Victoria Road and Macarthur Street; and Macarthur Street and Thomas Street to optimise traffic light response in peak periods.</p>	<p>Traffic signals at the intersection of Macarthur Street and Victoria Road are controlled by the Sydney Coordinated Adaptive Traffic System (SCATS), which allocates the length of green time based on real time traffic flows.</p> <p>These suggestions have been passed onto the relevant team within Transport for NSW for consideration.</p>
	<p>Suggestions to install a pedestrian crossing at the intersection of Pemberton Street and Pennant Street, near the Western Sydney University buildings.</p>	<p>Matters concerning installation of a pedestrian crossing on a local road under the care and control of local Council are considered out of scope.</p> <p>These suggestions have been passed onto City of Parramatta Council for their consideration.</p>
	<p>Suggestion to install low rise roundabouts on Thomas Street at the intersections of Morton Street and Pemberton Street to increase safety and relieve congestion in the area.</p>	<p>Matters concerning safety and congestion on local roads are under the care and control of local Council and are considered out of scope.</p> <p>These suggestions have been passed onto City of Parramatta Council for their consideration.</p>

Category	Key Matters Raised	Response
	<p>Suggestion to install traffic lights at the intersection of Pemberton and Thomas streets to increase safety and relieve congestion in the area.</p>	<p>Matters concerning safety and congestion on local roads are under the care and control of local Council and are considered out of scope.</p> <p>These suggestions have been passed onto City of Parramatta Council for their consideration.</p>
	<p>Suggestion to install traffic lights at the intersection of James Ruse Drive and Thomas streets to increase safety and relieve congestion in the area.</p>	<p>Matters concerning the installation of traffic lights at the intersection of James Ruse Drive and Thomas streets in Parramatta are considered out of scope.</p> <p>Transport for NSW is currently reviewing the corridors of Victoria Road and James Ruse Drive for traffic efficiencies.</p> <p>These suggestions have been passed onto the relevant team within Transport for NSW for consideration.</p>
	<p>Suggestion to allow entry and exit at Morton Street onto Victoria Road to alleviate congestion occurring on Macarthur Street and Thomas Street, Parramatta</p>	<p>Matters regarding the opening of Morton Street on to Victoria Road to traffic are considered out of scope.</p> <p>Opening access to Morton Street from Victoria Road would impact road safety and cannot be supported.</p>

3.3 Project webpage

The Transport for NSW project web page went live on Monday 8 November 2021. It housed information on the proposed design and Have Your Say campaign, including:

- The Have Your Say notification (See Appendix 5.1)
- Frequently asked Questions (See Appendix 5.5)
- Alternative routes (See Appendix 5.6)

3.4 Social Media

Two geographically targeted Facebook posts were posted to the NSW Roads Facebook page during the consultation period. (See Appendix 5.4)

4 Decision and next steps

Transport for NSW would like to thank everyone who took the time to consider our proposal and provide feedback.

After considering all responses to the Have Your Say consultation request, along with the proposals' safety aims and design requirements, Transport for NSW has decided to proceed with the project.

Construction is expected to commence in late 2022.

Transport for NSW will continue to communicate with the community and stakeholders prior to start of construction and during the construction phase.

5 Appendices

5.1 Have Your Say letter November 2021



Australian Government

Transport for NSW

Safety improvements on Victoria Road between Pennant and Pemberton streets, Parramatta

November 2021



Intersection of Victoria Road and Pennant Street, Parramatta

The Australian and NSW Governments are investing more than \$400 million to improve safety and reduce crashes on NSW roads.

About the project

Transport for NSW (TfNSW) is developing a design to improve pedestrian safety and ease traffic flow at and around the intersection of Victoria Road and Pennant Street, Parramatta.

The proposed improvements are being developed in response to community feedback about the lack of pedestrian crossing facilities at Victoria Road and road safety statistics on pedestrian crashes in the area near the Pemberton Street intersection.

Have your say

Community feedback is now invited on the proposed design. The key safety improvements

will include the introduction of two new signalised crossings on Victoria Road and Pennant Street to assist pedestrian access to Collett Park, Collett Village shops and the bus stops on Victoria Road.

A new right turn bay on Victoria Road would allow westbound motorists to turn right into Pennant Street. The proposed design also includes an increase to the length of the centre median strip on Victoria Road.

To improve pedestrian safety and reduce the high incidence of jay-walking in this area, the extended median will have a pedestrian barrier which will restrict motorists accessing the right turn into and out of Pemberton Street, limiting the street to left-in and left-out movements only. This change will also promote the use of the new signalised pedestrian crossing.

Intersection improvements



Map data: © 2021 Google

The map above shows the locations of the proposed safety improvements, including:

- two new signalised pedestrian crossings to allow safer crossing of Victoria Road and Pennant Street
- removal of existing median island crossing on Pennant Street, to provide new signalised crossing facility and the zebra crossing to allow pedestrian access to Collet Village shops
- removal of two car parking spaces near the zebra crossing to facilitate safety improvements and egress from the carpark
- extension of median strip on Victoria Road to beyond the intersection of Pemberton Street, to include a pedestrian fence to restrict jay-walking
- new right turning bay for motorists travelling westbound on Victoria Road to turn right into Pennant Street

- removal of the right turn and through movements in and out of Pemberton Street as a result of the extended median and pedestrian fence on Victoria Road
- removal of bus lane on approach to Pennant Street to allow for new signalised crossing on Victoria Road
- road resurfacing and line marking
- tree trimming and minor landscaping

Your feedback is also invited on the proposal to complete construction on these improvements by working up to five nights a week and six days a week. This schedule will allow us to complete our work as quickly as possible to minimise the disruption period for residents, businesses and road users.

How to 'Have your say'

Your comments on the proposed improvements to pedestrian safety, traffic flow and work schedule are requested by Sunday, 28 November at 5pm. You can 'Have your say' by:

Calling our project team on 1800 979 577 during business hours

Emailing our project team at parramatta@transport.nsw.gov.au

Writing to our project team at
Central River City, Parramatta and Cumberland C/- Level 11
130 George Street
PARRAMATTA NSW 2150

Next steps?

While the project is still in its concept design stage, site investigations to explore the preferred placement of the proposed design will continue.

Following the close of this 'Have your say' consultation in November, all comments will be considered and responded to individually and a summary of your feedback will be published on our website in a community consultation report. It may take a few months to consider all feedback received and your patience would be appreciated during this time.



Intersection of Victoria Road and Pemberton Street, Parramatta

Removal of right turn at Pemberton Street

While the removal of the right turn in and out at Pemberton Street may be inconvenient to some local residents, we have proposed a signalised alternative to increase safety for motorists. For access to the southern side of Victoria Road, motorists would be recommended to use Macarthur Street.

For access to the northern side of Victoria Road, motorists would be asked to use Pennant Street. These alternatives will add approximately three to four minutes to your journey. For more information on suggested alternative routes, please see <https://nswroads.work/victoriaroadsafety>.

Join our email distribution list.



Subscribe to our email distribution list via our website so you can receive timely updates and works notifications direct to your email.

Your personal details will be stored securely and will only be used to send updates on the proposal, direct to your email.



Contact us

If you have any questions regarding the safety improvements on Victoria Road between Pennant and Pemberton streets, Parramatta, please contact our project team by:

-  **1800 979 577**
-  **parramatta@transport.nsw.gov.au**
-  **nswroads.work/victoriaroadsafety**



If you need help understanding this information, please contact the Translating and Interpreting Service on **131 450** and ask them to call us on **1800 979 577**.



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 979 577.

Arabic
إذا احتجت إلى مترجم لغوي في حق الاتصال ببنية الترجمة الوطنية (TIS National) على الرقم 131 450 واتصال بنا
على الاتصال بنا. Transport for NSW على الرقم 1800 979 577

Cantonese
若您需要傳譯員，請撥打 131 450 免費傳譯員二線服務熱線 (TIS National)，並要求他們轉接
1800 979 577 免費 Transport for NSW。

Greek
Αν χρειάζεστε διαφώνηση, παρακαλούμε καλέστε την Υπηρεσία Μετάφρασης και
Διαφώνησης (TIS National) στο 131 450 και ζητήστε τους να τηλεφωνήσουν στις
Transport for NSW στο 1800 979 577.

Macedonian
Ако ви треба преводувач, во молбава (запраша се во Службата за писмено и усмено
преведување (TIS National) на 131 450 и замовете гда се јават во Transport for NSW на
1800 979 577.

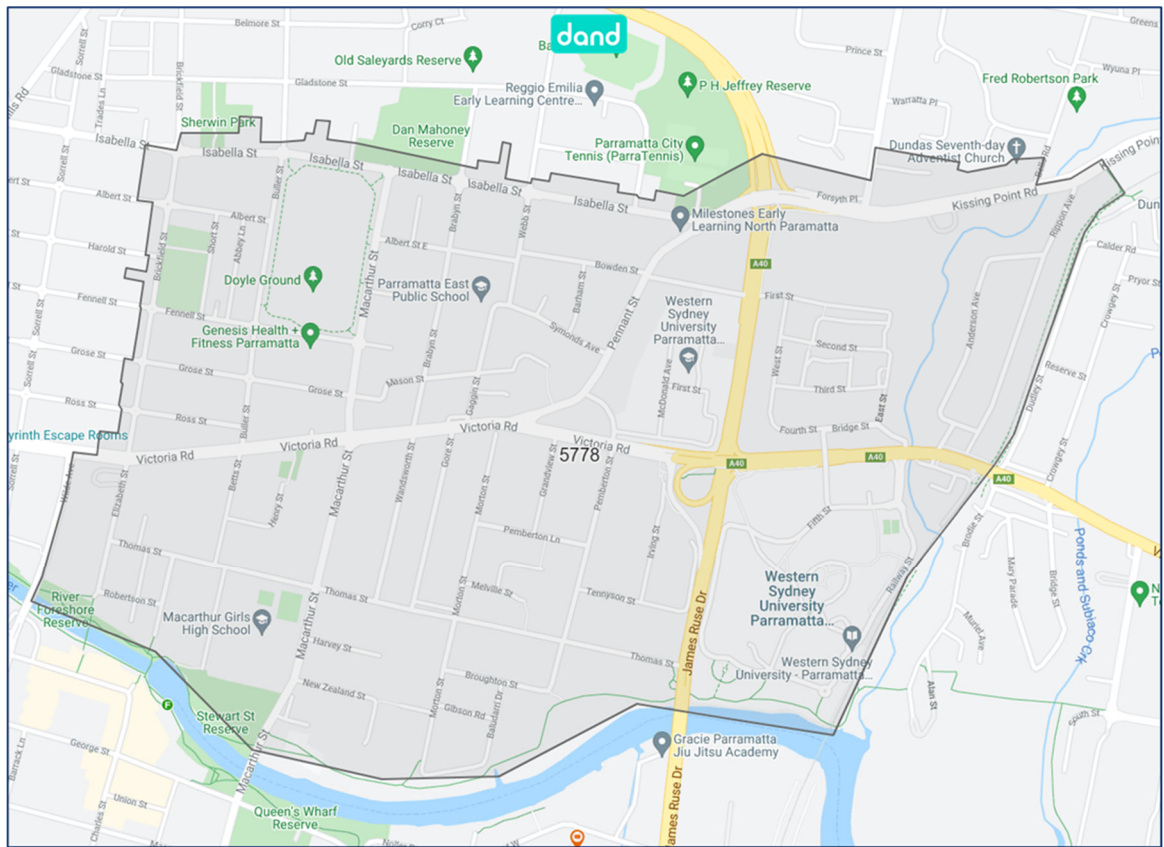
Mandarin
若您需要口譯員，請撥打 131 450 免費轉譯及口譯服務熱線 (TIS National)，並要求他們轉接
1800 979 577 免費 Transport for NSW。

Nepali
यदि तपाईंको नेपाली भाषाको अनुवादको आवश्यकता छ भने तपाईंको नेपाली भाषा (TIS National)
को सहायताको लागि कृपया Transport for NSW 1800 979 577 को नम्बरमा सम्पर्क गर्नुहोस्।

Privacy Statement: Transport for NSW ("we") are collecting your personal information in connection with public consultation on the Intersection Improvements at Victoria Road and Pennant Street, Parramatta ("the Program"). We will retain and use this information for consultation purposes, including communications and analysis in connection with the Program. We may share your submission or complaint with another NSW government agency where relevant having regard to the nature of the submission or complaint. Otherwise, except for anonymous information which does not identify you, we will not publish or disclose your personal information to any third parties without your consent unless authorised by law. Providing your personal information is voluntary but if you do not provide it we may not include you on our stakeholder database and you might miss further consultation opportunities. Your personal information will be held and managed by Transport for NSW in accordance with the Privacy and Personal Information Protection Act 1998 and you can contact us to access or correct it. Please email us at whitbl@transport.nsw.gov.au, write to us at Transport for NSW, Locked Bag 928, North Sydney NSW 2050, or call us on 1800 931 180.

Publication Number 2.20

5.2 Distribution map



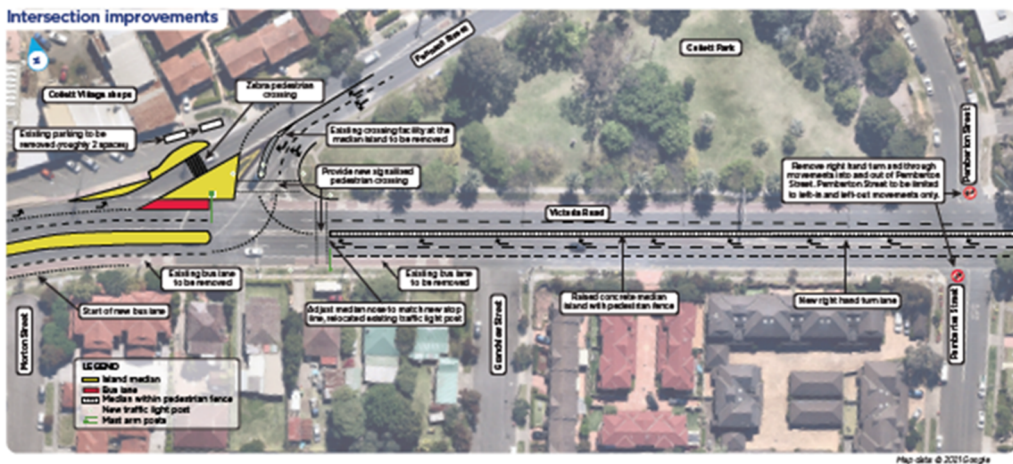
5.3 Corflute Signage



Transport for NSW

Have your say

Safety improvements on Victoria Road between Pennant and Pemberton streets, Parramatta



The community is invited to have their say on pedestrian safety upgrades along Victoria Road in Parramatta. These changes include the introduction of new turning restrictions in and out of Pemberton Street.

Contact us

1800 979 577

nswroads.work/victoriaroadsafety

If you need help understanding this information, please contact the Translating and Interpreting Service on 131 450 and ask them to call us on 1800 979 577.



5.4 Facebook Posts

NSW Roads November 15, 2021 · 🌐

Have your say on proposed safety improvements on Victoria Road in Parramatta. Give us your feedback by 28 Nov at 5pm. 🙌

NSWROAD.WORK/VIC-RD-SAFE
Have your say by 28 Nov
Victoria Road, Parramatta safety

[Learn more](#)

Date	November 15-21 2021
Reach	16,101
Link Clicks	821
Reactions	21
Comments	18
Shares	2

 **NSW Roads** ✓
November 15, 2021 · 🌐

Don't forget to have your say on proposed safety improvements on Victoria Road in Parramatta before consultation closes on 28 Nov, 5pm. 📌



[NSWROAD.WORK/VIC-RD-SAFE](#)
Have your say by 28 Nov
Victoria Road, Parramatta safety

[Learn more](#)

Date	November 22-28 2021
Reach	13,431
Link Clicks	316
Reactions	9
Comments	5
Shares	0

5.5 Frequently Asked Questions



November 2021

Safety improvements on Victoria Road between Pennant and Pemberton streets, Parramatta

Frequently Asked Questions

Why is the NSW Government investing in safety improvements for Victoria Road between Pennant and Pemberton streets, Parramatta?

Transport for NSW (TfNSW) is developing a design to improve pedestrian safety and improve traffic flow at and around the intersection of Victoria Road and Pennant Street, Parramatta.

The improvements are being proposed in response to community feedback about:

- the lack of pedestrian crossing facilities at Victoria Road and;
- road safety in the area near the Pemberton Street intersection.

How is Transport for NSW funding the proposed safety improvements on Victoria Road between Pennant and Pemberton streets, Parramatta?

The Australian and NSW Governments are investing more than \$400 million to improve safety and reduce crashes on NSW roads.

What are the main benefits of the proposed safety improvements on Victoria Road between Pennant and Pemberton streets, Parramatta?

The proposed improvements are expected to deliver:

- Improved pedestrian safety
- Improved road safety for all road users
- Improved traffic flow

What are the features of the proposed design to improve the safety on Victoria Road between Pennant and Pemberton streets, Parramatta?

The proposal includes:

- two new signalised pedestrian crossings to allow safer crossing of Victoria Road and Pennant Street
- removal of existing median island crossing on Pennant Street, to provide new signalised crossing facility and the zebra crossing to allow pedestrian access to Collet Village shops
- removal of two car parking spaces near the zebra crossing to facilitate safety improvements and egress from the carpark
- extension of median strip on Victoria Road to beyond the Intersection of Pemberton Street, to include a pedestrian fence to restrict jay-walking
- new right turning bay for motorists travelling westbound on Victoria Road to turn right into Pennant Street
- removal of the right turn and through movements in and out of Pemberton Street as a result of the extended median and pedestrian fence on Victoria Road
- removal of bus lane on approach to Pennant Street to allow for new signalised crossing on Victoria Road
- road resurfacing and line marking
- tree trimming and minor landscaping

Why is Transport for NSW proposing to remove the right turns and through movements on Pemberton Street?

To improve pedestrian safety and reduce the high incidence of jay-walking in this area, Transport for NSW is proposing to extend the median on Victoria Road to beyond Pemberton Street. The median will include a pedestrian barrier which will restrict motorists accessing the right turn and through movements into and out of Pemberton Street, limiting the street to left-in and left-out movements only. These works will encourage pedestrian use of the new signalised crossing facility at Pennant Street and allow for a long right turn bay for traffic turning into Pennant Street.

Has Transport for NSW investigated the possibility of installing traffic signals (including a signalised pedestrian crossing) at the intersection of Victoria Road and Pemberton Street, Parramatta?

Transport for NSW investigated the option to install traffic signals at the Victoria Road and Pemberton Street intersection, Parramatta. This option was not supported. The proximity of this intersection to the two existing sets of traffic signals on Victoria Road at the James Ruse Drive off-ramp and Pennant Street meant that overall network performance in the area would be adversely impacted. An additional set of traffic lights on the intersection of Victoria Road and Pemberton Street would also encourage rat-running on Pemberton Street which is a local road.

The current proposal aims to achieve a balance between maintaining network performance, accessibility and local amenity while improving road safety and addressing the adverse crash history involving pedestrians.

What are the features of the proposed design to improve the safety on Victoria Road between Pennant and Pemberton streets, Parramatta?

The proposal includes:

- two new signalised pedestrian crossings to allow safer crossing of Victoria Road and Pennant Street
- removal of existing median island crossing on Pennant Street, to provide new signalised crossing facility and the zebra crossing to allow pedestrian access to Collet Village shops
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The current proposal aims to achieve a balance between maintaining network performance, accessibility and local amenity while improving road safety and addressing the adverse crash history involving pedestrians.

5.6 Alternative Route Maps



November 2021

Safety improvements on Victoria Road between Pennant and Pemberton streets, Parramatta

Alternative route information

The community is invited to have their say on pedestrian safety upgrades along Victoria Road in Parramatta. These changes include the introduction of new turning restrictions in and out of Pemberton Street.

The proposed changes to be introduced will result in restriction of following turning movements:

- Eastbound Victoria Road turning right into Pemberton Street (S)
- Westbound Victoria Road turning right into Pemberton Street (N)
- Through and right movements from Pemberton Street (N)
- Through and right movements from Pemberton Street (S)

The community is advised of the following possible alternate routes.

Right turn from Victoria Road (W) Into Pemberton Street (S)

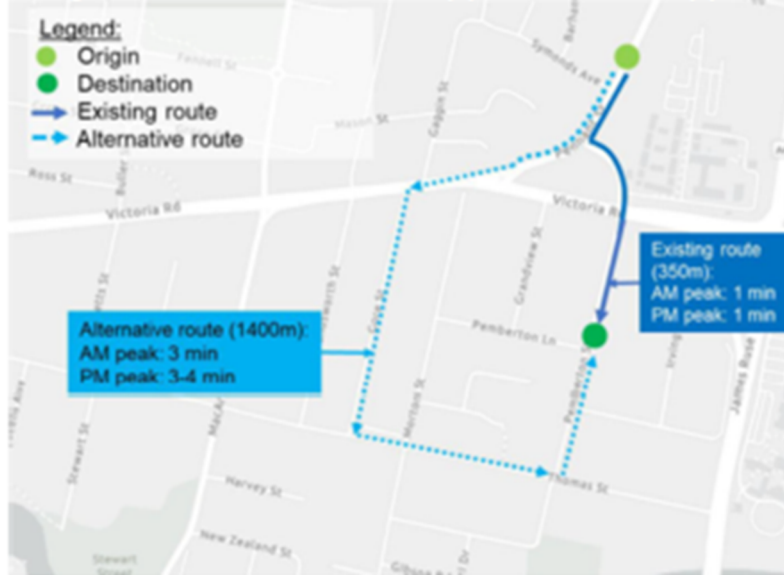


1

Right turn from Victoria Road (E) Into Pemberton Street (N)



Through movement from Pemberton Street (N) to Pemberton Street (S)

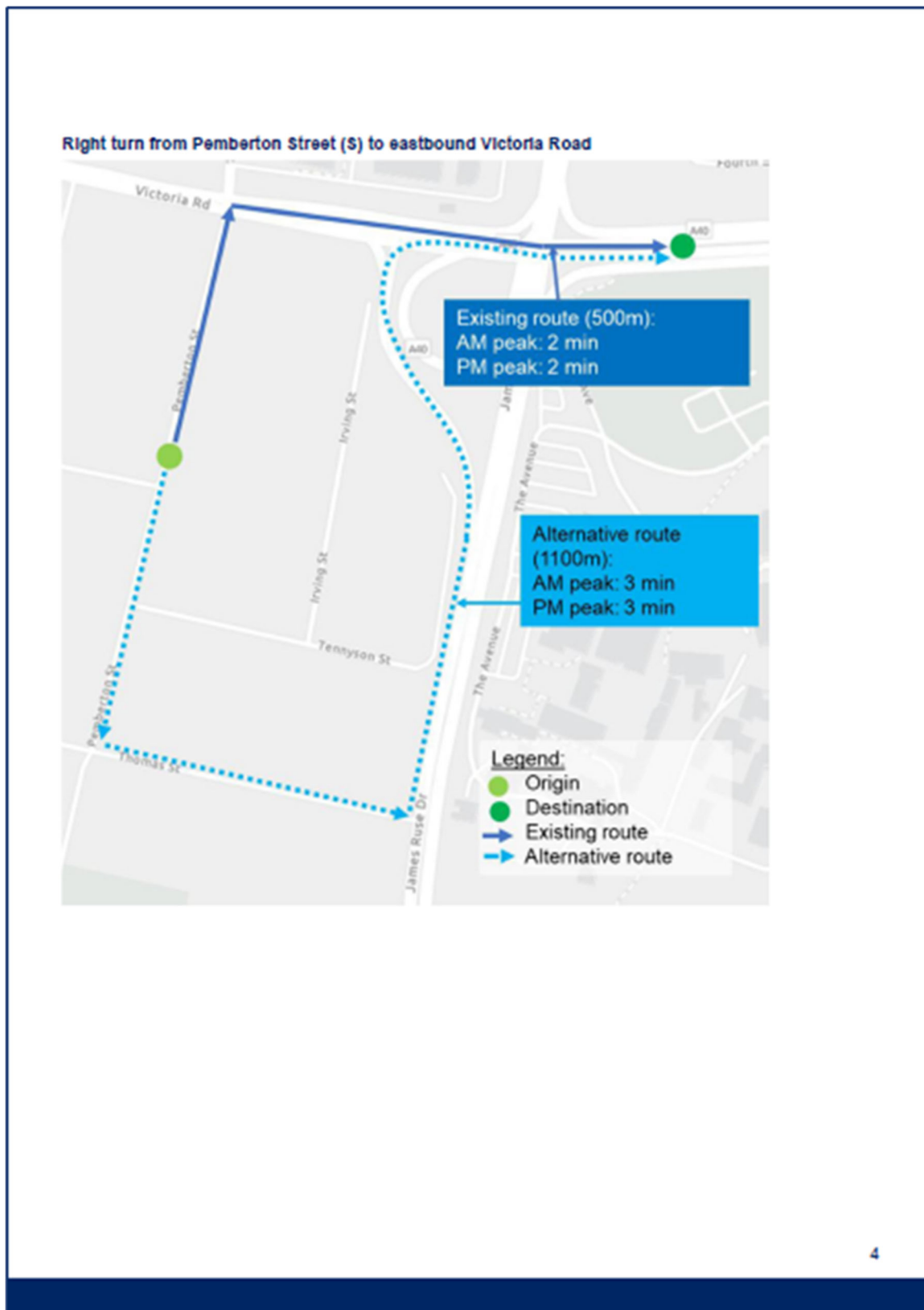


Right turn from Pemberton Street (N) to westbound Victoria Road



Through movement from Pemberton Street (S) to Pemberton Street (N)





5.7 Transport for NSW website

The screenshot shows the Transport for NSW website interface. At the top, there is a navigation bar with links for 'Transport Info', 'Transport for NSW', and 'Service Centres'. Below this is a search bar and a main image of a road intersection with a sign for 'PENNANT ST Dundas Eastwood'. The page title is 'Safety improvements on Victoria Road between Pennant and Pemberton Streets, Parramatta'. A sub-header reads 'Victoria Road, Parramatta' with a link to 'All projects'. The main content area includes a summary: 'The Australian and NSW Governments are investing more than \$400 million to improve safety and reduce crashes on NSW roads.' Below this is a 'Project information' section with a sub-section 'About the project' which contains several paragraphs of text describing the project's goals, proposed improvements, and safety features. A 'Have your say has now closed' message is also present. At the bottom, there are sections for 'Project documents' (with an accessibility notice), 'Project notifications', and 'Frequently asked questions', each with a 'Show files' button.

Transport Info [Transport for NSW](#) [Service Centres](#)

Transport for NSW

Search

Safety improvements on Victoria Road between Pennant and Pemberton Streets, Parramatta

Victoria Road, Parramatta

[All projects](#)

The Australian and NSW Governments are investing more than \$400 million to improve safety and reduce crashes on NSW roads.

Project information

About the project

Transport for NSW (TfNSW) is developing a design to improve pedestrian safety and ease traffic flow at and around the intersection of Victoria Road and Pennant Street, Parramatta.

The proposed improvements are being developed in response to community feedback about the lack of pedestrian crossing facilities at Victoria Road and road safety statistics on pedestrian crashes in the area near the Pemberton Street intersection.

The key safety improvements will include the introduction of two new signalised crossings on Victoria Road and Pennant Street to assist pedestrian access to Collett Park, Collett Village shops and the bus stops on Victoria Road.

A new right turn bay on Victoria Road would allow westbound motorists to turn right into Pennant Street. The proposed design also includes an increase to the length of the centre median strip on Victoria Road. To improve pedestrian safety and reduce the high incidence of jay-walking in this area, the extended median will have a pedestrian barrier which will restrict motorists accessing the right turn into and out of Pemberton Street, limiting the street to left-in and left-out movements only.

Further information on the suggested [alternative routes \(PDF, 1.42Mb\)](#) is available for review.

Full details of the proposed scope can be reviewed as part of our [recent notification \(PDF, 2.07Mb\)](#).

Further information about the funding of this project can be found at the [Road Safety Stimulus Program webpage](#).

Have your say has now closed

Project documents

Some documents on this page may not comply with accessibility requirements (WCAG). If you are having trouble accessing information in these documents, please [contact us](#).

Project notifications

Show files

Frequently asked questions

Show files

Project information

About the project

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Have your say has now closed

Project documents

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Project notifications

Show files >

Frequently asked questions

Show files >

Contact us

For further information about this project or to join the email distribution list, please contact:

Phone: [1800 979 577](tel:1800979577) (during business hours)

Email: parramatta@transport.nsw.gov.au

Mail: Central River City, Parramatta and Cumberland C/- Level 11 130 George Street, Parramatta NSW 2150

Date	8 November to 28 November 2021
Unique Page Views	1,589

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Australian Government

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