



# **Proposed bus priority intersection improvements at Wilde Avenue and Victoria Road, Parramatta**

Engagement Report

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# 1 Executive summary

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This report provides a summary of Transport for NSW's (Transport)<sup>1</sup> engagement with the community and key stakeholders about proposed bus priority improvements at the intersection of Wilde Avenue and Victoria Road, Parramatta. The improvements are proposed as part of the NSW Government's Bus Priority Infrastructure Program (BPIP), which is improving the reliability and efficiency of bus services, while easing congestion for all road users.

The BPIP is delivering these service improvements aligned with the longer term objectives of the NSW Government, including as set out in the Future Transport Strategy 2056<sup>2</sup>, which is the NSW Government's roadmap to deliver the state's future transport network. This acknowledges the vital role transport plays in the land use, tourism and economic development of towns and cities.

The intersection provides access to a number of high-frequency bus routes connecting the Parramatta Central Business District (CBD) with north-west Sydney, Macquarie Park and the Sydney CBD via Ryde. Around 17 bus routes travel through the intersection to and from the Parramatta Transport Interchange. During peak periods, more than 85 buses per hour travel through the intersection. The number of bus customers accessing the Parramatta CBD and Transport Interchange via the intersection is expected to increase due to future transport growth.

The proposed bus priority intersection improvements to the Wilde Avenue and Victoria Road, Parramatta intersection presented in late 2019 included:

- A new dedicated right turn bus lane from Wilde Avenue northbound into Victoria Road to enable buses and vehicles to turn right at the same time.
- Road widening in the following locations:
  - the eastern side of Wilde Avenue, to provide space for the new dedicated right turn bus lane and improved lane widths on Wilde Avenue
  - the southern side of Victoria Road east of Wilde Avenue, to improve kerbside lane widths.
- Property acquisition and adjustment along Wilde Avenue and Victoria Road within the All Saints Anglican Church North Parramatta (owned by the Anglican Church Property Trust Diocese of Sydney, referred to as 'the Church'), which is a property of local heritage significance.
- Improved pedestrian facilities, including realignment of the footpath on the south east corner of Victoria Road and Wilde Avenue, and associated utility relocations.

The proposal presented in late 2019 also identified some property impacts and these included:

- Installation of a new bus lane on Wilde Avenue and lane widening on Victoria Road, which would require acquisition of a strip of land of varying width from the Church.
- The retaining wall and steps to the church would be relocated and reconstructed.

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<sup>1</sup> In early December 2019 Transport for NSW and Roads and Maritime Services (RMS) came together as one new Transport agency. Engagement activity for this project was carried out under the name of RMS but this report refers to Transport.

<sup>2</sup> Future Transport Strategy 2056, Transport, 2018:

[https://future.transport.nesw.gov.au/sites/default/files/media/documents/2018/Future\\_Transport\\_2056\\_Strategy.pdf](https://future.transport.nesw.gov.au/sites/default/files/media/documents/2018/Future_Transport_2056_Strategy.pdf)

- The removal of trees and vegetation within the impacted area of the Church property (its existing road frontage boundary).

Transport will do everything it can to minimise the impact of these works on road users, local businesses and residents. The work may be noisy and cause traffic disruption at times, so it will be carried out at night and noisier activities will be completed by midnight. Every effort will also be made to minimise the impact of the works on trees.

The project would have a number of benefits:

- Improve the reliability of bus services and travel times through the intersection.
- Ease congestion and improve travel times for all road users, particularly during peak periods.
- Improve safety by providing a separate bus lane together with general traffic lane widening.
- Provide additional capacity at the intersection to cater for future growth in bus services.

On 28 October 2019, following consultation with the City of Parramatta Council (the Council) and Parramatta Light Rail, Transport informed the community and key stakeholders about the proposed changes and asked for their feedback by 18 November 2019. Feedback could be provided by telephone, email and post.

During the engagement period we:

- Delivered a community update (see Appendix A) through a letterbox drop (see Appendix B) to about 3,000 nearby addresses.
- Created a dedicated Transport webpage at [rms.work/wildevictoria](https://rms.work/wildevictoria) (see Appendix C).
- Prepared a media release, which resulted in coverage in the Parramatta Advertiser (see Appendix D).
- Undertook engagement with the Church and Moore College (owned by Moore Theological College Council), including ongoing meetings, phone calls and emails.
- Received one telephone call through the project hotline.
- No other correspondence was received by email or letter.

Matters raised during the engagement period included:

- Support for the project.
- Impact of the project on the Church and Moore College.
- Disturbance caused by construction.

A detailed summary of the feedback and responses can be found under section four, 'Feedback and Transport's responses' in this document.

## 1.1 The decision

Transport would like to thank everyone who provided feedback. After considering the feedback, we intend to proceed with the bus priority intersection improvements presented to the public in October 2019, subject to the outcomes of the environmental assessment for the proposal and the following key changes and / or requirements being met:

- Pavement rehabilitation will be extended to cover all southbound lanes on Wilde Avenue between Victoria Road and Barry Wilde Bridge (over the Parramatta River), as part of the proposed works (the extension of these works is at the request of the Council).

- Originally in the October 2019 community update we advised that about three trees and shrubs would require removal. Five trees are now identified for removal, three trees for potential removal and six trees at risk of trimming. The additional tree removals were identified after further review of the construction footprint and development of the design.
- An arborist will need to inspect the site prior to construction to confirm the extent of removals and recommend tree protection controls. An arborist will also need to go to the site periodically during construction to assess the impact of the construction on the trees, to ensure that the correct tree protection is in place prior to excavation commencing.
- The replacement planting strategy would be prepared in consultation with Council and the property owner, however ultimately the property owner has the final say on what is replaced on their land.
- The steps to the Church on the Wilde Avenue side will not be reinstated after construction at the request of the Church.

The following matters will receive particular attention prior to construction starting:

- An approved construction traffic management plan will be in place during construction to safely guide traffic and pedestrians through the work area.
- The construction schedule will be discussed with the Church and Moore College, in order to minimise disturbance to them.

During the construction phase:

- Most of the work will be carried out during the night to minimise disturbance to general traffic movements and provide a safer work environment for construction workers. Noisy work would be carried out before midnight to minimise impacts on nearby addresses.
- Work is anticipated to start in mid-2020 subject to the outcomes of the environmental assessment and availability of property access for construction.
- Transport will continue to monitor traffic conditions at the intersection.

We will continue to keep the community updated as this project progresses.

## 2 Introduction

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### 2.1 Background

The Sydney metropolitan road network is highly congested, which can result in delays and poor reliability for some bus services.

The BPIP is a NSW Government initiative, which aims to address congestion on the Sydney metropolitan road network, primarily by enhancing the efficiency and effectiveness of existing roads and traffic systems to provide improved priority and reliability for buses. It is a 10 year rolling program of targeted initiatives that will invest in bus priority infrastructure along key transport corridors, helping to address bus pinch points across the Sydney road network.

It is also one of a range of measures the NSW Government is investing in to better manage congestion on Sydney's roads, aligned with the longer term objectives set out in the Future Transport Strategy 2056.

The BPIP has the following core customer objectives:

1. Improve bus travel speeds and bus travel times along key bus corridors.
2. Improve bus service reliability to contribute to the achievement of 95 per cent on time running of bus services.
3. Improve road safety by improving bus operation infrastructure.
4. Support the future growth in bus services along key corridors connecting city and suburban centres.

BPIP projects help to provide:

1. Improved priority for buses with bus lanes.
2. Bus priority at signalised intersections.
3. More efficient bus stop placement.

The BPIP is delivering these improvements aligned with the longer term objectives of the NSW Government, including as set out in the Future Transport Strategy 2056, which is the NSW Government's roadmap to deliver the state's future transport network. Future Transport 2056's focus is to enable people and goods to move safely, efficiently and reliably around the Sydney Metropolitan area. The BPIP introduces measures to support reduced travel time for bus services and to make them more reliable by prioritising public transport on key corridors.

The intersection of Wilde Avenue and Victoria Road, Parramatta provides access to a number of high frequency bus routes connecting Parramatta CBD with north-west Sydney, Macquarie Park and the Sydney CBD via Ryde. Around 17 bus routes travel through the intersection to and from the Parramatta Transport Interchange. During peak periods more than 85 buses per hour travel through the intersection. The number of bus customers accessing the Parramatta CBD and Transport Interchange via the intersection is expected to increase due to future transport growth.

The proposed improvements will therefore benefit road users and pedestrians by directly addressing these problems.

## 2.2 The proposal

To support Sydney's growing population, the NSW Government is working towards delivering significant transport improvements to reduce Sydney's congestion.

The proposed improvements to the Wilde Avenue and Victoria Road, Parramatta intersection presented in October 2019 included:

- A new dedicated right turn bus lane from Wilde Avenue northbound into Victoria Road to enable buses and vehicles to turn right at the same time.
- Road widening in the following locations:
  - the eastern side of Wilde Avenue, to provide space for the new dedicated right turn bus lane and improved lane widths on Wilde Avenue
  - the southern side of Victoria Road east of Wilde Avenue, to improve kerbside lane width.
- Property acquisition and adjustment along Wilde Avenue and Victoria Road within the Church, which is a property of local heritage significance.
- Improved pedestrian facilities, including realignment of the footpath on the south east corner of Victoria Road and Wilde Avenue and associated utility relocations.

The project would have a number of benefits:

- Improve the reliability of bus services and travel times through the intersection.
- Ease congestion and improve travel times for all road users, particularly during peak periods.
- Improve safety by providing a separate bus lane and general traffic lane widening.
- Provide additional capacity at the intersection to cater for future growth in bus services.

The bus priority intersection improvements presented in October 2019 noted the following property impacts:

- Installation of a new bus lane on Wilde Avenue and lane widening on Victoria Road, which would require acquisition of a strip of land of varying width from the Church.
- The retaining wall and steps to the Church would be relocated and reconstructed.
- The removal of trees and vegetation within the impacted area of the Church property (its existing road frontage boundary).

During construction, which may take up to nine months, the following impacts are expected:

- Disturbance to the Church and Moore College and nearby residents, due to noise and dust during construction (most of the work will be carried out during the night with some work to be carried out during the day).
- Possible temporary service disruptions due to relocation of utilities.
- Partial/full lane closure and detours with possible delay through the intersection.
- Footpath closures and redirection of pedestrians.

Transport will do everything it can to minimise the impact of these works on road users, local businesses and residents. To minimise traffic impacts, most of the construction works will be carried out at night. To reduce the noise impact on residents, noisier activities will be completed by midnight.

Every effort will be made to minimise the impact of the works on trees.

No vehicle access points are situated within the proposed works area. An approved construction traffic management plan will be in place during construction to ensure the safety of pedestrians around the work site.

The potential impacts to customers and stakeholders will be assessed with suitable mitigation measures recommended where possible in the Review of Environmental Factors (REF).

**Figure 1: Intersection of Wilde Avenue and Victoria Road as seen from the north side of the intersection (looking south)**



**Figure 2: Intersection of Wilde Avenue and Victoria Road as seen from the south-east corner (looking north)**



Figure 3: Proposed intersection improvements

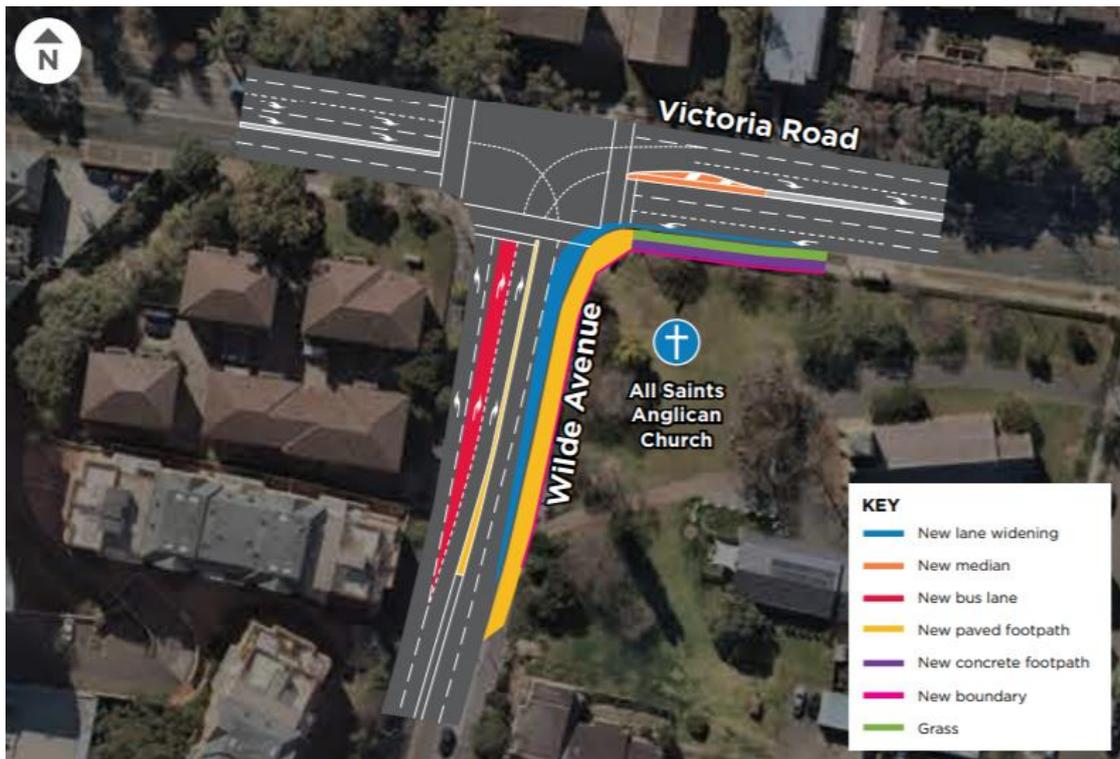


Figure 4: Proposed new property boundary



## 3 Engagement approach

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### 3.1 Objectives

Transport engaged with the community and key stakeholders about the proposed bus priority intersection improvements to understand their concerns and needs, so that feedback can be considered as part of the decision-making process where possible.

This has allowed us to:

- Seek comment, feedback, ideas and suggestions for consideration when making a decision on a matter that has not yet been determined.
- Advise directly affected stakeholders of changes and/or proposals.
- Build a database of interested and concerned community members with whom to continue engagement during the project's development and delivery.
- Advise the community on how they can obtain further information and communicate feedback.

### 3.2 How engagement was done

An 'inform', 'consult' and 'collaborate' engagement approach was used for the project to:

- 'Inform' the community, businesses and other stakeholders of the proposed changes. Provide the rationale and justification of the project to assist with their understanding of its benefits.
- 'Consult' with the community, businesses and other stakeholders to explain the project objectives, potential impacts and proposed mitigation measures.
- 'Collaborate' with key stakeholders (including the Council, bus planners, bus operators, Transport's Network and Safety, Transport's Network Operations, Transport's Transport Management Centre, Transport's Sydney Coordination Office, Parramatta Connect, Parramatta Light Rail, the Church and Moore College) to determine workable solutions and consider feedback and address concerns where appropriate.

Notifications were previously issued to the community for investigations carried out in 2018 and 2019. The latest notification informed people about investigation work in July and August 2019.

Transport began public engagement on 28 October 2019. Feedback closed on 18 November 2019 (see Table 1).

**Table 1: Community and stakeholder engagement timeline**

<b>Method</b>	<b>Event</b>	<b>Date</b>
<b>Community update</b>	Investigation and survey works	2018 and July – August 2019
<b>Stakeholder meetings and consultation</b>	Consultation with the Council: <ul style="list-style-type: none"> <li>- Initial discussions</li> <li>- Staff briefing</li> </ul>	Ongoing since October 2019
	Internal Transport stakeholders, including: bus planners, bus operators, Network Safety, Network Operations, Transport Management Centre, Sydney Coordination Office, Parramatta Connect, Parramatta Light Rail	Ongoing throughout 2019
	The Church and Moore College	Multiple and ongoing meetings, phone calls and emails through 2019
<b>Community update distribution</b>	Community update distributed to about 3,000 addresses within the distribution area	28 October 2019
	Emailed State Member for Parramatta – Geoff Lee MP	25 October 2019
	Emailed key stakeholders including the Council, police, emergency services and utility companies	May 2019 - Ongoing
<b>Webpage</b>	Project webpage with information including the community update	28 October 2019
<b>Media release</b>	Media release to raise awareness of the proposal, which secured local coverage in the Parramatta Advertiser	28 October 2019
<b>Referred to in community update</b>	Close of feedback	18 November 2019

### 3.3 Engagement outcome

On 28 October 2019, Transport informed the community and key stakeholders, including business owners and residents, about the proposed Wilde Avenue and Victoria Road, Parramatta bus priority intersection improvements.

The community was informed through a community update distributed to about 3,000 properties in surrounding addresses, as well as through media coverage.

We also provided the opportunity for feedback from the community by email, phone calls and letters.

Matters raised include:

- Support for the project.
- Impact of the project on the Church and Moore College.
- Disturbance caused by construction.

**Table 1: Community and stakeholder engagement outcomes during the consultation period (28 October 2019 – 18 November 2019)**

<b>Event type</b>	<b>Outcome</b>
<b>Customer engagement</b>	Informed and engaged with about 3,000 customers in 2019.  Engagement, including meetings with the Church and Moore College, are ongoing.
<b>Webpage</b>	Between 31 October 2019 and 30 March 2020 the project landing page received 122 total page views and 106 unique page views. This excludes visits from Transport staff on the corporate network and best represents the general public.
<b>Stakeholder engagement</b>	As outlined in Table 1. Ongoing.
<b>Correspondence</b>	Multiple emails from the Church and Moore College and no others. Engagement with both organisations is ongoing. No other emails were received.
<b>Telephone calls</b>	Received and returned one other feedback call through the project hotline to answer questions and encourage feedback.

## 4 Feedback and Transport's responses

Transport has summarised the feedback received and provided responses below in Table 3. This report is made available to the public.

All feedback has been considered to help Transport make decisions about delivery of the project.

**Table 2: Feedback received via written and direct stakeholder engagement during the consultation period (28 October 2019 – 18 November 2019)**

Category	Feedback	Transport's response
1. Impact on the Church and Moore College	Does Transport need to acquire Church land to complete the project?	<p>Yes and conversations are ongoing with the Church regarding the partial property acquisition.</p> <p>Installation of a new bus lane on Wilde Avenue and lane widening on Victoria Road would require acquisition of a strip of land of varying width from the Church. Partial acquisition is required in order to provide sufficient space for the new lane arrangement and to maintain pedestrian footpath access in this location.</p>
	How long will construction take?	<p>The majority of the works would be undertaken outside of standard working hours and they are estimated to take up to nine months to complete, subject to the availability of the Road Occupancy License (ROLs) and weather permitting.</p>
2. Construction	Will construction disturb student residents of Moore College, as well as the operations of the Church?	<p>The Church and Moore College are located on the south-east corner of the intersection, close to the proposed works.</p> <p>During construction, the proposed works would generate noise and dust, which has the potential to cause disruption to the Church and Moore College and nearby residents.</p> <p>Transport will be considering potential construction impacts on surrounding receivers as part of a Review of Environmental Factors (REF), currently being prepared in accordance with the Environmental Planning and Assessment Act 1979. This takes place when the proponent is both a public authority and the determining authority. It will include an assessment of the proposal's potential environmental impacts, including noise and dust, and propose suitable mitigation measures to minimise these potential impacts.</p> <p>The project team is currently considering construction timeframes and scheduling that would have the least possible impact</p>

Category	Feedback	Transport's response
		for both Moore College residents and the Church. This includes avoiding night works during 'agreed periods'. The timing of construction works would be discussed with both parties to minimise disruption and day works would be planned around both, as far as possible.
	How will Transport work to accommodate the potentially conflicting preferences of Moore College and the Church about the timing of works?	The timing of construction works would be discussed with the College and Church to minimise disruption and any required day works would be planned around their activities as far as possible.  Some of the feedback received suggests that while construction through December and January may suit students living at Moore College, this time is not favoured by the Church, as it is busy with Christmas events and summer weddings. This would be taken into account during ongoing discussions.
	Workers accessing Moore College land should have a 'Working With Children Check' as children live there.	This would be included as a requirement of Transport's construction contractor (and any associated sub-contractors) prior to construction starting.
<b>3. Support for the project</b>	The proposed works will help reduce congestion at the intersection.	Transport thanks you for your feedback and acknowledges your support for the project.

## 5 The decision

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Transport would like to thank everyone who provided feedback. After considering the feedback, we intend to proceed with the bus priority intersection improvements presented to the public in October 2019, subject to the outcomes of the environmental assessment for the proposal and the following key changes and / or requirements being met:

- Pavement rehabilitation will be extended to cover all southbound lanes on Wilde Avenue between Victoria Road and Barry Wilde Bridge (over the Parramatta River), as part of the proposed works (the extension of these works is at the request of the Council).
- Originally in the October 2019 community update we advised that about three trees and shrubs would require removal. Five trees are now identified for removal, three trees for potential removal and six trees at risk of trimming. The additional tree removals were identified after further review of the construction footprint and development of the design.
- An arborist will need to inspect the site prior to construction to confirm the extent of removals and recommend tree protection controls. An arborist will also need to go to the site periodically during construction to assess the impact of the construction on the trees, to ensure that the correct tree protection is in place prior to excavation commencing.
- The replacement planting strategy would be prepared in consultation with Council and the property owner, however ultimately the property owner has the final say on what is replaced on their land.
- The steps to the Church on the Wilde Avenue side will not be reinstated after construction at the request of the Church.

The following matters will receive particular attention prior to construction starting:

- An approved construction traffic management plan will be in place during construction to safely guide traffic and pedestrians through the work area.
- The construction schedule will be discussed with the Church and Moore College, in order to minimise disturbance to them.

During the construction phase:

- Most of the work will be carried out during the night to minimise disturbance to general traffic movements and provide a safer work environment for construction workers. Noisy work would be carried out before midnight to minimise impacts on nearby addresses.
- Work is anticipated to start in mid-2020 subject to the outcomes of the environmental assessment and availability of property access for construction.
- Transport will continue to monitor traffic conditions at the intersection.

We will continue to keep the community updated as this project progresses.

## 6 Appendix A – Community update October 2019



### Wilde Avenue and Victoria Road, Parramatta

#### Bus Priority improvements

October 2019

The NSW Government's Bus Priority Infrastructure Program is improving the reliability and efficiency of bus services, while easing congestion for all road users.

Roads and Maritime Services is proposing improvements at the intersection of Wilde Avenue and Victoria Road, Parramatta, including a dedicated right turn bus lane from Wilde Avenue northbound into Victoria Road.

The proposed intersection improvements will reduce delays for bus customers and motorists.

The intersection provides access to a number of high frequency bus routes connecting Parramatta CBD with North-West Sydney, Macquarie Park and

the Sydney CBD via Ryde. Around 17 bus routes travel through the intersection to and from the Parramatta Transport Interchange. During peak periods more than 85 buses per hour travel through the intersection.

The number of bus customers accessing the Parramatta CBD and Transport Interchange via the intersection is expected to increase due to future transport growth.



Intersection of Wilde Avenue and Victoria Road as seen from the north side of the intersection (looking south)

### Project location



### Current situation

- The Wilde Avenue and Victoria Road intersection is busy and congested, with more than 85 buses per hour travelling through it during the morning and afternoon peaks.
- Queued traffic waiting to turn right from Wilde Avenue into Victoria Road causes delays to buses and general traffic.
- Narrow lane widths on Wilde Avenue and Victoria Road make it difficult to turn:
  - right for buses from Victoria Road eastbound into Wilde Avenue
  - left for vehicles from Victoria Road westbound into Wilde Avenue
  - left for buses from Wilde Avenue northbound into Victoria Road

### Project benefits

- Improve the reliability of bus services and travel times through the intersection.
- Ease congestion and improve travel times for all road users particularly during peak periods.

- Reduce crash risk by providing a separate bus lane and lane widening.
- Provide additional capacity at the intersection to cater for future growth in bus services.

### What is happening at the intersection?

To minimise delays and improve bus travel reliability through the intersection, we are proposing:

- a new dedicated right turn bus lane from Wilde Avenue northbound into Victoria Road to enable buses and vehicles to turn at the same time
- road widening at the:
  - eastern side of Wilde Avenue to provide space for the new dedicated right turn bus lane and improved lane widths on Wilde Avenue
  - southern side of Victoria Road east of Wilde Avenue to improve kerbside lane widths
- property acquisition and adjustment along Wilde Avenue and Victoria Road within the All Saints Anglican Church, which is a property of local heritage significance
- improved pedestrian facilities including realignment of the footpath on the south east corner of Victoria Road and Wilde Avenue and associated utility relocations

### Property impacts

- Installation of a new bus lane on Wilde Avenue and lane widening on Victoria Road will require acquisition of a strip of land of varying width from the All Saints Anglican Church.
- The retaining wall and steps to the church would be relocated & reconstructed.
- About three trees and shrubs would be removed from the Church property.
- Efforts would be made to minimise impacts on trees and replacement landscaping would be provided in consultation with the church and the City of Parramatta Council.



Intersection of Wilde Avenue and Victoria Road as seen from the south-east corner (looking north)

### Intersection improvements



### New property boundary



## Next step

We will consider feedback and a community engagement report will be prepared as part of the consultation process outlining the matters raised and our responses. The community will be kept informed as the project progresses.

Keep up to date about this project by joining our mailing list. Sign up at [rms.work/wildevictoria](mailto:rms.work/wildevictoria) or email [buspriority@rms.nsw.gov.au](mailto:buspriority@rms.nsw.gov.au)

## What is the Bus Priority Infrastructure Program?

The Bus Priority Infrastructure Program delivers infrastructure that make bus services more reliable and efficient, such as bus lanes, increasing capacity and bus priority at intersections or 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.



## Feedback

We are seeking your feedback on this proposal until 5pm Monday 18 November 2019 by:

1800 575 250

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

[rms.work/wildevictoria](http://rms.work/wildevictoria)

Bus Priority  
PO Box 973  
Parramatta NSW 2124  
Wilde Avenue and Victoria Road,  
Parramatta



## 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 575 250.

**Arabic**  
إذا كنتم بحاجة إلى مترجم، الرجاء الاتصال بخدمة الترجمة الخطية والشفهية (TIS National) على الرقم **131 450** والطلب منهم الاتصال بوكالتكم 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 Roads and Maritime Services。

**Mandarin**  
如果您需要口译员，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 Roads and Maritime Services。

### Greek

Αν χρειάζεστε διερμηνέα, παρακαλείσθε να τηλεφωνήσετε στην Υπηρεσία Μετάφρασης και Διερμηνείας (Εθνική Υπηρεσία ΤΙΣ) στο **131 450** και ζητήστε να τηλεφωνήσουν Roads and Maritime Services 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 Roads and Maritime Services al 1800 575 250.

### Korean

통역사가 필요하시면 번역통역서비스 (TIS National)에 **131 450** 으로 연락하여 이들에게 1800 575 250 번으로 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 575 250.



October 2019  
RMS.19.1413

Privacy Roads and Maritime Services ("RMS") is subject to the Privacy and Personal Information Protection Act 1998 ("PPPI Act") which requires that we comply with the Information Privacy Principles set out in the PPPI Act. All information in correspondence is collected for the sole purpose of delivering this project. The information received, including names and addresses of respondents, may be published in subsequent documents unless a clear indication is given in the correspondence that all or part of that information is not to be published. Otherwise RMS will only disclose your personal information, without your consent, if authorised by the law. Your personal information will be held by RMS at 27 Argyle Street, Parramatta, 2124 NSW. You have the right to access and correct the information if you believe that it is incorrect.

## 7 Appendix B – Community update distribution area



## 8 Appendix C – Sample of project webpage



Transport for NSW

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Wilde Avenue and Victoria Road, Parramatta

### Wilde Avenue and Victoria Road, Parramatta - Bus Priority improvements

Proposed improvements at the intersection of Wilde Avenue and Victoria Road, Parramatta.

#### Latest news

**OCT 2019** Improving bus service reliability

The NSW Government's Bus Priority Infrastructure Program is improving the reliability and efficiency of bus services, while easing congestion for all road users.

[More information](#) ▾

## 9 Appendix D – Newspaper coverage, 30 October 2019

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### **Parramatta: George St becomes two-way road | Wilde Ave-Victoria Rd upgrade**

One of Parramatta's busiest streets will open two ways to traffic and an upgrade at an intersection which 2800 vehicles use each hour is being upgraded.

Joanne Vella, Parramatta Advertiser

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#### **Changes to George St kick in next month.**

George St at Parramatta will become a two-way street in November when works for Parramatta Light Rail get under way.

George St — between O'Connell St and the Harris-Macarthur St intersection — will be converted to two-way traffic from 10pm on Friday November 29.

Transport for NSW co-ordinator general Marg Prendergast said the traffic change would coincide with a speed limit reduction to 40km/h in that part of Parramatta.



**Two-way conversions run between O’Connell St and the Harris-Macarthur St intersection at George St.**

“George St is a busy pedestrian area with many office and retail buildings, so we are urging pedestrians and motorists to be mindful of the changes and to take extra care,” Ms Prendergast said.

“Along with the Parramatta Light Rail, there is a significant amount of development set to revitalise Parramatta so we are focused on facilitating the safe and efficient movement of all road users in and around this booming precinct.”

The changes have been designed to increase road capacity and help traffic flow more efficiently.

Motorists will start to see traffic and parking changes along George St from mid-November. From Friday November 22, the parking and one lane of traffic along the southern side of George St will be temporarily removed to allow motorists travelling east to become used to travelling on the northern side of the street.

Traffic controllers and police will be on hand to ensure the motorists and pedestrians can safely travel through George St.



**Changes are also earmarked for Wilde Ave, Parramatta.**

## **WILDE AVE AND VICTORIA RD**

The Victoria Rd and Wilde Ave intersection at Parramatta will be upgraded in an effort for drivers and bus passengers to experience fewer delays.

The proposed improvements included installing a dedicated right-turn bus lane from Wilde Ave northbound on to Victoria Rd.

Parramatta state Liberal MP Geoff Lee said during peak periods more than 2800 vehicles an hour travelled through the intersection and more than 85 buses an hour.

“The intersection provides access for 17 bus routes travelling to and from the Parramatta transport interchange, connecting Parramatta CBD with northwest Sydney, Macquarie Park and the Sydney CBD via Ryde,” he said.



### **Wilde Ave experiences heavy traffic.**

“The planned upgrade will reduce delays for bus passengers and motorists, which will be critical as demand and growth increases in the region in coming years.”

Mr Lee said the project would improve bus priority and address the narrow lane widths on Wilde Ave and Victoria Rd, which made it difficult for large vehicles and buses to turn.

“The new dedicated right turn bus lane from Wilde Ave northbound into Victoria Rd will enable buses and vehicles to turn right at the same time,” Mr Lee said.

Road widening on the south-eastern corner of Wilde Ave and Victoria Rd intersection will provide extra space to help traffic flow, he said.

The project is part of the government’s Bus Priority Infrastructure Program.