

Transport Access Program

Normanhurst Station Upgrade

Have your say



Artist's impression of the proposed Normanhurst Station Upgrade, subject to detailed design.

The NSW Government is improving accessibility at Normanhurst Station

Planning is currently underway to improve accessibility at the station. The community is invited to provide feedback on the Review of Environmental Factors (REF) from **Monday 8 February until Monday 22 February 2021**. Community feedback will help us understand what is important to customers and the community.

Key features of the proposed upgrade include:

- two new lifts to provide access to the station platforms
- new weather protection screens and canopies at the lift entries
- improved accessibility to the waiting rooms
- a new family accessible toilet and male and female ambulant toilets
- installation of new tactiles on both platforms
- new kiss and ride spaces on Denman Parade
- new accessible pedestrian pathways throughout the station precinct
- new accessible entrance to Platform 1
- new canopy coverage over Boarding Assistance Zones
- new bicycle hoops
- upgrades to the bus stops on Denman Parade and Malsbury Road
- improvements to CCTV, lighting and wayfinding signage.

For more information call 1800 684 490

Email projects@transport.nsw.gov.au or visit transport.nsw.gov.au/normanhurst

Key features of the proposal



Indicative layout of Normanhurst Station Upgrade, subject to detailed design.

Have your say

The Review of Environmental Factors (REF) is on public display until **5pm Monday 22 February 2021**, and community feedback is invited during this time.

To view the REF, please scan the QR code or visit transport.nsw.gov.au/normanhurst



Feedback can be provided by:

- emailing projects@transport.nsw.gov.au
- completing the feedback form at transport.nsw.gov.au/normanhurst
- mailing **Transport Access Program – Normanhurst**
Associate Director Environmental Impact Assessment
Transport for NSW
PO Box K659 Haymarket NSW 1240

Your feedback will help Transport for NSW understand what is important to customers and the community.

COVID-19 social distancing measures

Under normal circumstances Transport for NSW would hold community information sessions at the station. Due to COVID-19 social distancing measures we are available by phone and email and look forward to hearing your questions and feedback that way.

If you have any questions, please call the Project Infoline on **1800 684 490** or email projects@transport.nsw.gov.au

Next steps

Subject to planning approval, construction is expected to commence in mid 2021 and take around 24 months to complete

Transport for NSW develops initial concept design options for the project, including identification and consideration of environmental constraints, risks and opportunities.



Transport for NSW conducts early engagement with identified stakeholders to obtain preliminary public feedback on the concept design.



**We are
here**

Transport for NSW prepares a Review of Environmental Factors (REF) for public display and invites submissions.



Transport for NSW assesses and responds to feedback and prepares a submission report/determination report with proposed conditions to minimise environmental impacts.



Transport for NSW determines the Proposal.
Conditions of Approval made available on Transport for NSW website.



Construction commences subject to compliance with conditions.

Review of Environmental Factors

The Review of Environmental Factors (REF) is a planning document outlining the proposed work, potential impacts and mitigation measures.

The document includes comprehensive assessments on the existing environment and potential impacts of the project on the following areas including traffic and transport, biodiversity, heritage, noise and vibration and visual impacts.

Previous Community Feedback

Between Monday 7 December and Monday 21 December 2020, the community were invited to provide feedback on the concept design for the proposed Normanhurst Station Upgrade.

Key themes that emerged were:

- general support for the station to become more accessible
- consideration for commuter, accessible and bicycle parking
- consideration for minimal tree removal in the area
- consideration for location of the proposed kiss and ride area on Denman Parade

- consideration for design aspects relating to lift façade, landscaping and public art
- consideration for improved station amenities including more passenger information display screens at the station entries, toilets on Platform 2, Wi-Fi access and lighting.

Thank you to everyone who provided feedback. This will help the project team understand what is important to customers and the community and will be considered during the detailed design.

Feedback related to train services and operation of the station has been forwarded to the relevant department within Transport for NSW for consideration.

Construction Timeframes

Major projects in and around the rail corridor like station upgrades are complex and require careful planning.

Preparation work needs to be completed before the new lifts can be installed. This includes service relocation, excavation, piling and platform work and installing new electrical services underneath the tracks.

For the safety of the community and workers, and to minimise disruptions to train services, major

construction activities are completed during scheduled trackwork weekends when trains don't run.

This means the major construction work needed to upgrade a station can only occur during the limited number of trackwork weekends throughout the year.

As a result, station upgrades generally take longer to build than other construction projects outside the rail corridor.

Thank you for your patience as we work towards delivering this important project.



This document contains important information about public transport projects in your area. If you require the services of an interpreter, please contact the Translating and Interpreting Service on **131 450** and ask them to call Transport for NSW on **1800 684 490**. The interpreter will then assist you with translation.

Chinese (simplified)

这份文件包含你所在地区公共交通工程项目的重要信息。如果你需要传译服务，请致电翻译与传译服务机构，电话 131 450，要求他们为你接通交通部(Transport for NSW)，电话是 1800 684 490。传译员会为你做翻译。

Chinese (traditional)

這份文件包含你所在地區公共交通工程項目的重要信息。如果你需要傳譯服務，請致電翻譯與傳譯服務機構，電話 131 450，要求他們為你接通交通部(Transport for NSW)，電話是 1800 684 490。傳譯員會為你做翻譯。

Korean

이 문서는 귀하의 해당 지역에 있는 대중교통 프로젝트에 관한 중요한 정보를 담고 있습니다. 통역사 서비스가 필요하시면 통번역서비스에 131 450 으로 연락하셔서 이들에게 NSW 대중교통 (Transport for NSW)에 1800 684 490 으로 연락하도록 요청하십시오. 그러면 통역사가 번역과 함께 귀하를 도와드릴 것입니다.

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