Transport for NSW

Picton Road upgrade

Community Consultation Report

April 2022

PEMBROKE
PARADE
PICTON ROAD
B88
Wollongong

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Executive Summary

Executive Summary

Transport for NSW is investigating options to upgrade Picton Road between the Wilton Growth Area and the M1 Princes Motorway, including the interchanges at the M1 Princes Motorway and the Hume Motorway.

Between 16 August and 13 September 2021, Transport for NSW (referred herein as Transport) engaged with key stakeholders, transport customers, freight operators and the community to gain an understanding of peoples' experiences and concerns when accessing and travelling on Picton Road.

The "Have Your Say" consultation was carried out to inform the designs, options and priorities for the future upgrade of Picton Road between the Wilton Growth Area and the M1 Princes Motorway, including the interchange between Picton Road and the Hume Motorway.

The consultation aimed to identify current issues and concerns using and accessing Picton Road, as well as seeking suggestions for the future upgrade. The feedback gained from the community and key stakeholders will help Transport identify options to reduce travel times, improve road safety and ensure the future design caters for the expected future population and economic growth.

The targeted consultation area included the 32 kilometre length of Picton Road between the Wilton Growth Area and the M1 Princes Motorway, including the interchange between Picton Road and the Hume Motorway.

Consultation was carried out from Tuesday 17 August 2021 to Monday 13 September 2021 and included the following:

- An interactive map that allowed for location-specific comments to be made
- On-line survey questions to enable comments on a range of themes
- A community update published on the project webpage and distributed to local residents and businesses along the alignment of Picton Road
- A 1800 project information telephone number
- Submission of feedback and enquiries via project email
- A targeted four week digital strategy via Facebook posts with a call to action to provide feedback via the on-line engagement portal to complete the survey and/or 'pin' comments on the map
- Targeted stakeholder briefings with key agencies, organisations and businesses.

Transport received a total of 113 comments (by 17 participants) on the interactive map and 324 people completed the on-line survey.

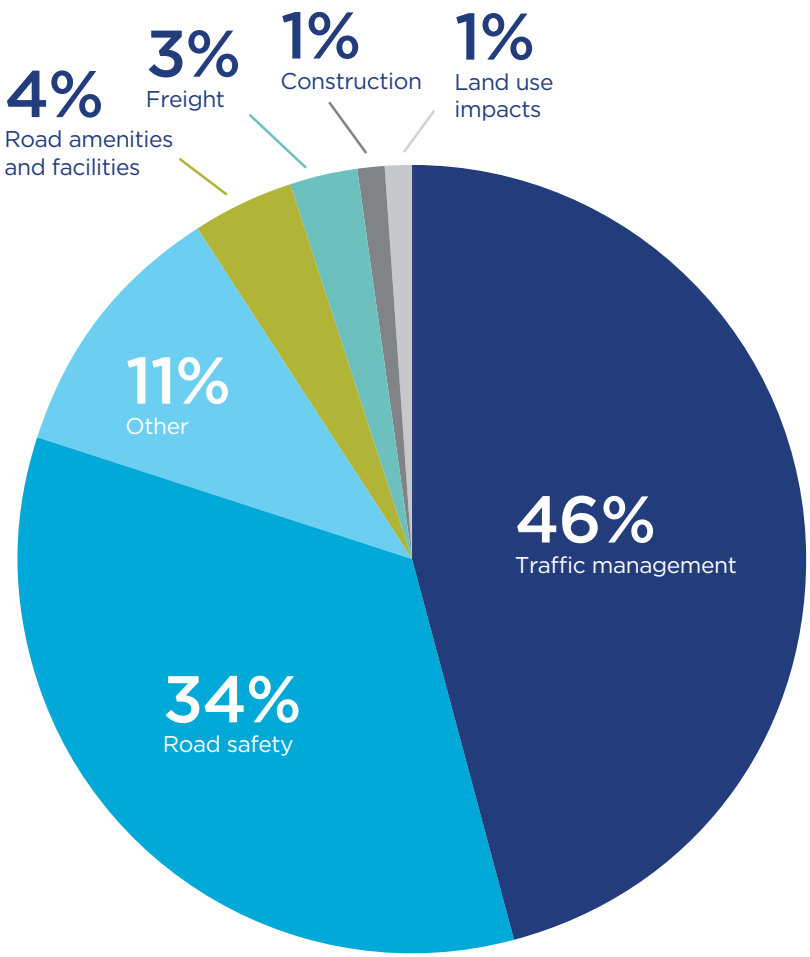
A further 44 people provided feedback and formal submissions via email and a further 292 comments (896 reactions and 106 shares) were received via Facebook.

Transport received a total of

113
comments (by 17 participants) on the interactive map

324
people completed the online survey

44
people provided feedback and formal submissions via email



Graph 1.1 Main areas of focus

The main areas of feedback included:

Traffic management 46% – additional lanes/duplication, interchanges and intersections, merging, overtaking, speed limits, traffic lights and grade separation.

Road safety 34% - lane duplication, animal crossings, emergency access, overtaking safely, lighting, speed, enforcement, road condition, rest areas, weather related hazards, phone reception, signage, speeding, speed enforcement, barriers, traffic lights.

Road amenities and facilities 4% - bins, crossings, lack of facilities, lighting, merge lanes, parking, toilets, rest areas, water, road condition.

Freight 3% - overtaking/duplication, safety, rail, speed, congestions, intersections, efficiency, rest areas, parking, merge lanes.

Construction 1% - design, impacts, urgency, prioritisation, intersections, bypass, tunnels and Wilton interchange.

Land use impacts 1% - future planning, growth, population, timing, future proofing, safety, access, intersections, active and public transport.

A breakdown of the key issues raised is contained in Chapter 3, with more detailed analyses shown in the interactive dashboard on our webpage.

Comments provided via the map tool and survey questions specifically related to location were largely centred on the areas below:

- Hume Motorway interchange
- Entry and exit points at Picton Road and M1 Princes Motorway
- Intersections and access points around Wilton at Almond Street, Pembroke Parade, Jendarra Lane and MacArthur Drive
- To a lesser extent than the above locations, Menangle Road, Prince Street, Alkoomie Place and Mount Keira Road.

The feedback will be used to inform the design development, preferred option selection and environmental assessment.

Transport will continue to engage with the community, including the freight industry and local councils, while the project progresses.

Timing and funding for the construction of the upgrade is yet to be confirmed.

Project timeline

"Our investigation work for the Picton Road upgrade will help us move one step closer to providing communities with improved transport connections between the Illawarra Shoalhaven region and the Western Sydney Parklands and Aerotropolis."

Chapter

01

Introduction

1 Introduction

The Picton Road upgrade consultation report provides details on the feedback received during the "Have Your Say" consultation undertaken between 16 August and 13 September 2021.

1.1 Purpose of this Report

Community consultation on the proposed upgrade of Picton Road was carried out from Tuesday 17 August to Monday 13 September 2021. The community and key stakeholders were invited to provide feedback on their concerns and issues when using Picton Road, and on locations and improvements to be considered in future design options and prioritisation.

Feedback received from the community, key stakeholder groups and Transport customers will help develop a preferred option for the upgrade and inform future planning priorities for each of the five sections along the alignment (refer to the map on page 13).

This report has been prepared to outline feedback received by Transport during the community consultation. It provides an overview of:

- Consultation activities carried out
- Themes in community feedback
- How feedback was considered
- Next steps.

1.2 Project overview

In November 2020, the NSW Government announced $44 million to plan for an upgrade of Picton Road between the Wilton Growth Area and the M1 Princes Motorway.

Picton Road is an important transport corridor linking the Illawarra Region with Sydney and the Greater MacArthur Growth area and is one of two major east-west links between the M1 Princes Motorway and M31 Hume Motorway.

The corridor plays a significant role in the movement of supplies from key industries including manufacturing, construction, mining and logistics from the region to Melbourne, Canberra, Sydney and broader areas of Western NSW.

Picton Road provides access to the major centres in Greater Sydney and will play a key role in opening up substantial employment and business opportunities in the future. Having capable, reliable and safe transport links is key to continued economic prosperity.

Leveraging connectivity to Western Sydney Parklands and Aerotropolis will lead to the creation of economic opportunities for the Illawarra Shoalhaven in aerospace and defence, education, advanced manufacturing, visitor economy, freight and logistics and smart city technology.

Improvements to Picton Road would enable heavy vehicle operators and local workers to travel safely and efficiently to business hubs, industries and key assets such as Port Kembla.

The NSW Government has a vision for vibrant and growing regional economies, which includes better connectivity between regional cities, key centres and Greater Sydney. Reduced travel times will give people more choice about where they live and work and provide a catalyst for regional growth.

With significant future population growth and new housing developments planned for the Wilton Growth area, Picton Road will play a key role in fostering and supporting connectivity and great places to live.

An upgrade of Picton Road would improve accessibility and connectivity for transport customers and residents in new and emerging housing developments to diverse employment opportunities, retail, health and education facilities.

The broader Illawarra Shoalhaven region will leverage its location and strengths to provide smart, efficient and reliable connections that bring residents and visitors closer to jobs, town and city centres, entertainment hubs and the natural environment.

An upgrade would also address safety issues on this road, which have contributed to 139 crashes, including six fatal crashes and 35 serious injury crashes on this section of road in the five years from 2015 to 2019.

The Western Sydney Parklands and Aerotropolis is a place of tremendous growth and opportunity.

It will provide new housing development together with the new Western Sydney International Airport, creating 200,000 new jobs and generating greater movement in and out of the region.

The Picton Road upgrade would cover the length of the Picton Road corridor between the Wilton Growth Area and the M1 Princes Motorway. The investigations include the interchange at the Hume Motorway and also the M1 Princes Motorway.

An upgrade would address safety issues on this road, which have contributed to 139 crashes, including six fatal crashes and 35 serious injury crashes on this section of road in the five years from 2015 to 2019.

The Illawarra Shoalhaven is also anticipating regionally significant growth in population and employment. It is home to a key international trade gateway at Port Kembla, offering a link to domestic and export markets for a large variety of products including coal, steel, agricultural products and imported vehicles.

An upgrade to Picton Road would improve accessibility to jobs, goods, services and education opportunities and better links between clusters of growing business activity. Improved access will give people more choice in where they work, live, study and visit, with these regions offering iconic landscapes, national parks, rivers, escarpments and south coast beaches.

The investigation work for the Picton Road upgrade will harness opportunities for both regions. Our goal is to help create great places by providing a reliable and safe road network to access high value employment and social amenities so people can live, work and play closer to home.

1.3 Project area

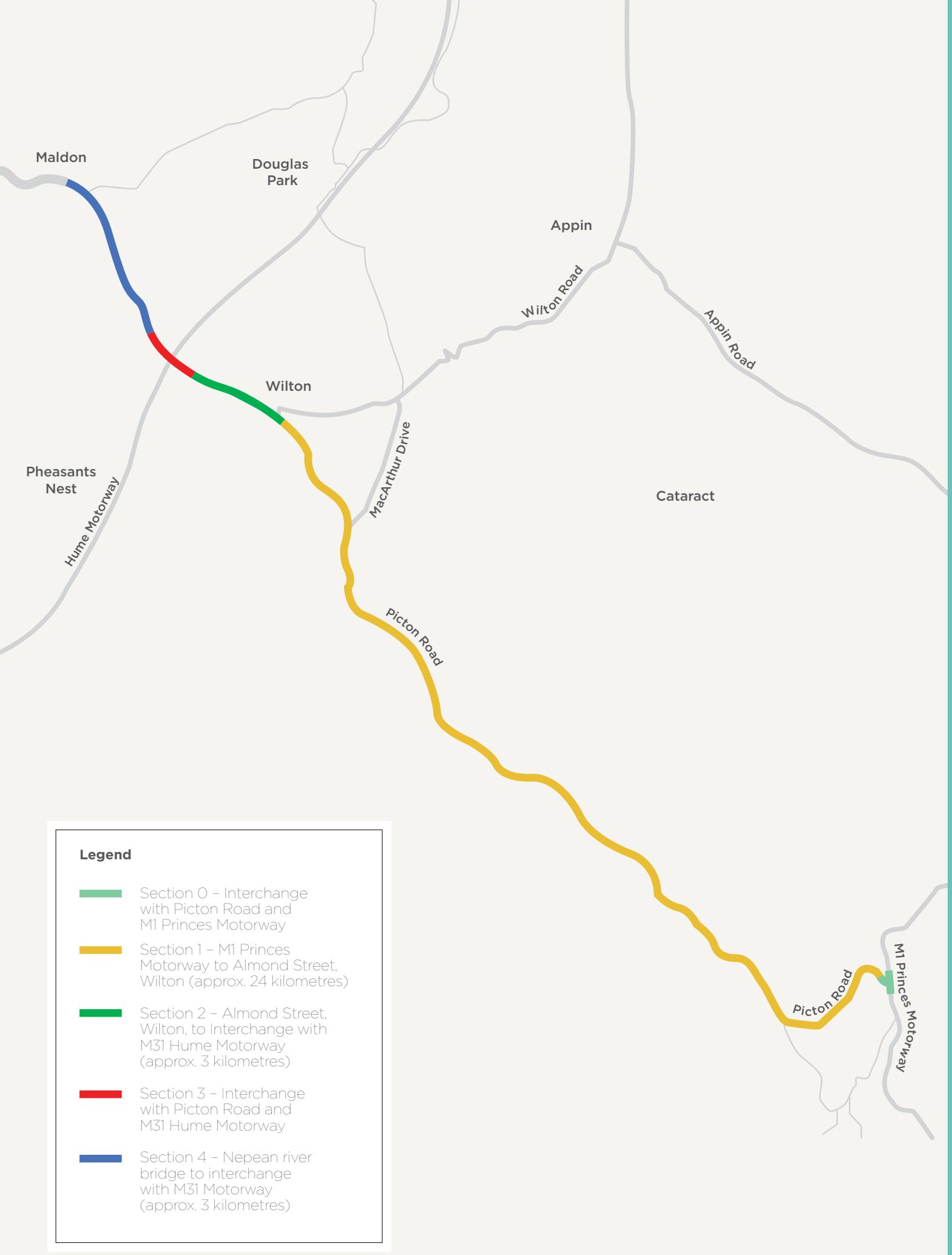
The project area covers approximately 30 kilometres of the Picton Road corridor between the Wilton Growth Area and the M1 Princes Motorway.

The Picton Road upgrade area has been split into the following five sections:

- Section 0 – Interchange with Picton Road and M1 Princes Motorway
- Section 1 – M1 Princes Motorway to Almond Street, Wilton (about 24 kilometres)
- Section 2 – Almond Street, Wilton, to Interchange with M31 Hume Motorway (about 3 kilometres)
- Section 3 – Interchange with Picton Road and M31 Hume Motorway
- Section 4 – Nepean river bridge to interchange with M31 Motorway (about 3 kilometres).

Feedback received during initial community consultation will be used to help identify options and prioritise a program of work.

Full details of the feedback received is available via our interactive dashboard on our webpage or by scanning the QR code


Maldon
Douglas Park
Appin
Wilton Road
Appin Road
Wilton
MacArthur Drive
Pheasants Nest
Hume Motorway
Cataract
Picton Road
Picton Road
M1 Princes Motorway
Legend
Section 0 – Interchange with Picton Road and M1 Princes Motorway
Section 1 – M1 Princes Motorway to Almond Street, Wilton (approx. 24 kilometres)
Section 2 – Almond Street, Wilton, to Interchange with M31 Hume Motorway (approx. 3 kilometres)
Section 3 – Interchange with Picton Road and M31 Hume Motorway
Section 4 – Nepean river bridge to interchange with M31 Motorway (approx. 3 kilometres)

In February 2019, Infrastructure Australia added the need to address capacity and safety issues on Picton Road between the M31 Hume Motorway and M1 Princes Motorways to the Infrastructure Priority List; a prioritised list of nationally significant investments that provides decision makers with advice and guidance on specific infrastructure investments that will underpin Australia's continued prosperity.

The Picton Road upgrade is listed as a 'Priority Initiative' that will need to be addressed within the next 5 to 10 years.

In August 2019, the Department of Planning, Industry and Environment (DPIE) publicly exhibited the Draft Wilton Growth Area Development Control Plan (DCP).

The Draft DCP provides detailed planning controls for urban development in the Wilton Growth Area, including the new Wilton Town Centre, which will be positioned immediately west of the Picton Road/M31 Hume Motorway interchange.

As part of the alignment's future planning, the project area was extended to the Nepean River Bridge (Section 4, about 3 kilometres in length) to include consideration of the transport impact associated with the Wilton Growth Area west of the M1 Hume Motorway, including the new Wilton Town Centre. The interchange between Picton Road and the Princes Motorway (Section 0) has also been incorporated into the project area and scope of work.

Our goal is to help create great places by providing a reliable and safe road network to access high value employment and social amenities so people can live, work and play closer to home.

Upgrading Picton Road will make it safer and more efficient for all transport customers to access and use Picton Road and address the following key community outcomes.

Growth

The Illawarra Shoalhaven region has a major role to play in enabling both current and future nearby areas such as the Western Sydney Parklands and Aerotropolis and the Wilton Growth Area to reach their full potential

Economy

The Illawarra region is the third largest economy in NSW and the state's third most populous area. The Illawarra Shoalhaven region has a major role to play in enabling both current and future nearby areas such as the Western Sydney Parklands and Aerotropolis and the Wilton Growth Area to reach their full potential

Safety

An upgrade would address safety issues on the corridor related to 139 crashes, including six fatal crashes and 35 serious injury crashes on this section of road between 2015 and 2019. Over 22,000 vehicles a day use Picton Road, of which 23 per cent, or 5,100 are heavy vehicles

Connectivity

To ensure connectivity to both the region and key local industries such as manufacturing, construction, mining and logistics means the community and its workers can continue to thrive

Industry

Identified as a National Key Freight Route, Picton Road provides an important connection from Port Kembla and the Illawarra Region to the rapidly expanding Western Sydney industrial precincts and Moorebank Intermodal Terminal

Community

To create great places by providing a reliable and safe road network to access high value employment and social amenities so people can live, work and play closer to home. This also includes maximising future tourism potential for the local and extended area

“This is a once in a generation project so government should consider the growing population both in Wollongong and Picton area. My concern is that if there is too many cars accessing the intersection of Hume and Picton road, there will be a significant delays in and out of the area.”

Resident, Wilton

1.4 Project objectives and benefits

The upgrade of Picton Road would support future population and employment growth in surrounding areas in Western Sydney and the Illawarra, and improve safety, accessibility to jobs, goods, services and education opportunities and better link between clusters of growing business activity.

The primary objectives of the project will be to:

Improve safety

Improve safety for all users of the corridor.

Efficiency with freight

Improve efficiency and access for freight.

More time with family and friends

Increase connectivity and liveability for communities serviced by the corridor, while supporting sustainable transport choices.

Save travel time

Enable more reliable and efficient trips between Western Sydney, Wilton New Town and the Illawarra Shoalhaven to support future growth.

Preserve natural environment

Provide a resilient transport corridor that seeks to protect cultural heritage and the environmental outcomes, by conserving biological diversity, balancing resource consumption and responding to climate change.

"Let's be honest, Picton Road is a beast of a road that really has some negative reputations out there. It's a phenomenal road and to think about the people who have travelled it all these years is astounding. A significant portion of funds needs to be put towards actual improvement to the road so it's as much of a consistent drive for all road users... heavy vehicles and light vehicles" Commuter

Chapter 02

Consultation approach

2 Consultation approach

The "Have Your Say' consultation was designed to gain feedback from the community, key stakeholders, businesses and Transport customers to understand their experiences living, travelling along and accessing Picton Road between the Wilton Growth Area, the Hume Motorway interchange and the M1 Princes Motorway.

2.1 Consultation objectives

Community feedback is an important part of the project development process and will help identify preferred options and prioritisation for the future upgrade of Picton Road. Transport integration, operability and maintenance, deliverability, customer experience, safety, urban design and precinct planning for future growth, environment, sustainability, culture and heritage are also considered as part of the project planning process.

The aim of the consultation for the Picton Road upgrade was to:

- Ensure a targeted consultation to maximise potential for feedback
- Use engagement tools that effectively capture location-specific feedback
- Use engagement methods that help build relationships and create opportunities for effective planning with stakeholders and the community from the start of the project .

"It was good to see that I could easily make a comment about my experience driving on this road for the past 20 years."

Heavy vehicle driver

2.2 Who and how we consulted

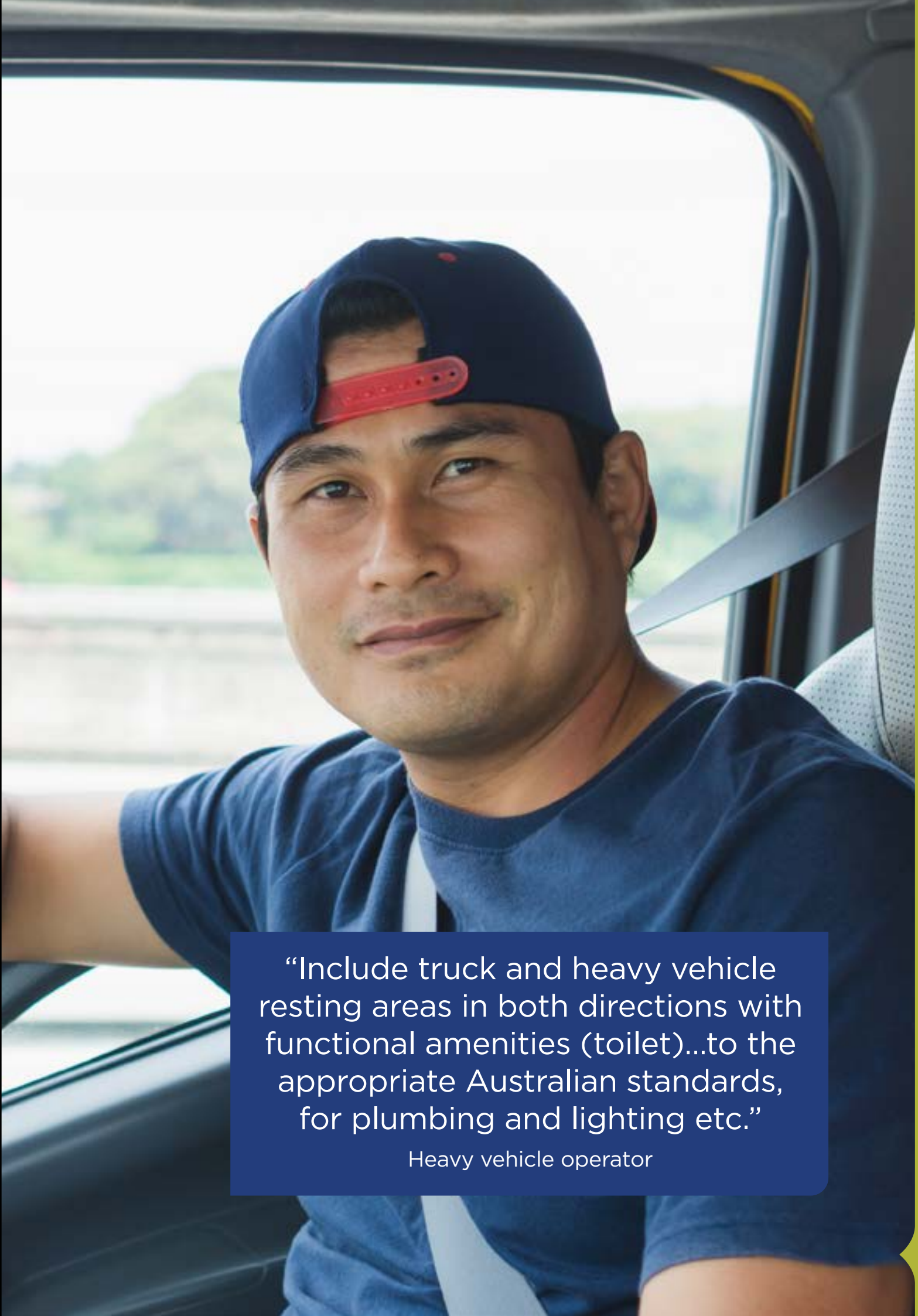
A range of consultation tools and activities were used to encourage participation from the following stakeholders and primary target audiences:

- Communities/residents/business owners along the Picton Road corridor and surrounding townships and new developments at Wilton and Bingara Gorge
- Transport customers including pedestrians, cyclists and motorists
- Freight owners, operators and customers
- Commuters, including students of University of Wollongong, Government and non-Government agencies, utilities and service providers with an interest in existing or future planning for the upgrade of Picton Road between the Wilton Growth Area and the M1 Princes Motorway, including the interchange with the Hume Motorway
- Community interest groups and organisations with an interest in or affiliation with the Picton Road corridor between the Wilton Growth Area and the M1 Princes Motorway, including the interchange with the Hume Motorway
- Other key stakeholder groups identified as having an interest in existing or future planning for the upgrade of Picton Road between the Wilton Growth Area and the M1 Princes Motorway.

The following consultation activities were carried out during the feedback period:

- Key stakeholder meetings with Government and Non-Government agencies/industry and peak body associations, utilities and service providers, business and advocacy groups, and Local Aboriginal Land Councils (LALC's)
- Placement of project consultation signage (with QR codes to provide quick links to the online consultation platform) at the rest stop areas on Picton Road between Hume Motorway interchange and M1 Princes Motorway interchange, Pheasants Nest Service Centres and Frank Partridge Rest Area targeting transport customers utilising rest areas
- Distribution of 1,450 Community Updates to residents along the Picton Road corridor
- Radio and newspaper advertisements with a call to action for all Transport customers and residents to 'have their say'
- Project webpage with project information including FAQs and link to online interactive mapping tool and survey
- Community Information telephone line and email address
- Dedicated social media campaign for the duration of the 'Have Your Say' consultation
- Individual meetings/presentations with key stakeholders as requested
- Emails to existing distribution groups and subscribers.

The consultation tools used are outlined in Table 2.1.



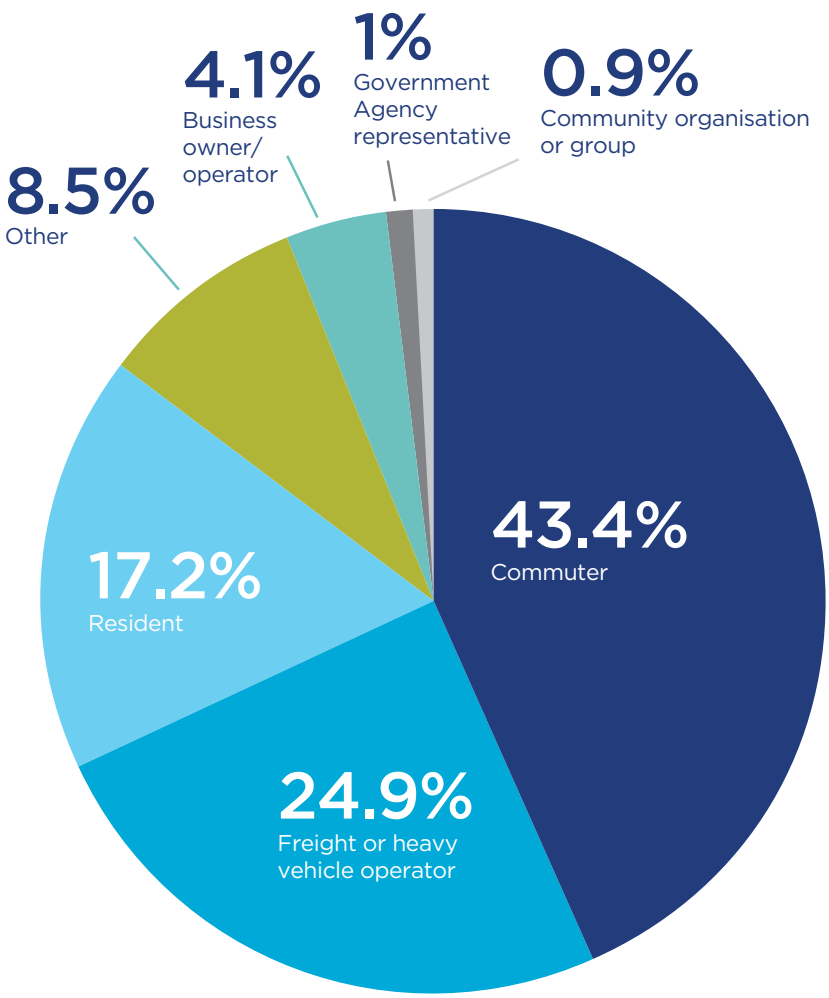
"Include truck and heavy vehicle resting areas in both directions with functional amenities (toilet)...to the appropriate Australian standards, for plumbing and lighting etc."

Heavy vehicle operator

Throughout the consultation period, there was an online survey and an interactive mapping tool used to collect feedback. The survey targeted:

- **Commuters**
- **Residents**
- **Business owners/operators**
- **Students**
- **Freight/heavy vehicle operators**
- **Community organisation or group**
- **Government and Non-Government Agency representatives**

Participation rates in the survey and online mapping tool by profile are shown below.



Graph 2.1 Participation rates

“Dear Transport, Thank you for providing the opportunity to submit comments to the Transport on the upcoming Picton Road upgrade. As a daily user of the road I have seen it all and have a great understanding of areas that might be considered in the design phase”

Organisation representative.

Table 2.1: Consultation tools

Consultation Tools	Engagement
Webpage	Details of the project, including Frequently Asked Questions, were provided on the Picton Road upgrade dedicated project webpage
Online interactive map/ mapping tool	The interactive map invited community members to submit comments onto a project area map, accessible via the project webpage
Online survey	The online survey invited community members to respond to survey questions, accessible via the project webpage
Social Media	Facebook posts were shared throughout the consultation period with links to the webpage, online survey and interactive map
Briefings and interviews	Project briefings and interviews offered to key stakeholders local to the project area
Radio, print and digital advertising	Print and digital advertisements were placed in key publications for the duration of the consultation period. Radio advertising was also carried out for the duration of the consultation period
1800 telephone number and email	The community was encouraged to contact the project team via a 1800 telephone number and dedicated project email address **pictonroad@transport.nsw.gov.au**
Project update	A project update was published to the webpage and 1,450 copies were distributed to local businesses and residents along Picton Road
QR Codes at rest stops	Picton Road between Hume Motorway Interchange and M1 Princes Motorway interchange Pheasants Nest Service Centres Frank Partridge Rest Area.
Email	Emails sent to 725 project subscribers

**** Refer to Appendix A for a complete library of assets used and corresponding media coverage.***

Figure 2.1 – Sample of collateral used

2.3 Engagement insights – survey and mapping tool

How people accessed the on-line survey and mapping tool and visited our project page

The majority of visits (942) came from our social media posts.

Referrer URL	Visits
facebook.com	939
roads-waterways.transport.nsw.gov.au	145
www.bing.com	6
android-app	5
statics.teams.cdn.office.net	2
www.illawarramercury.com.au	2
newsletter.internetix.com.au	2
www.linkedin.com	2
webdefence.global.blackspider.com	1
au.search.yahoo.com	1
www.nsw.gov.au	1
auc-excel.officeapps.live.com	1
www.urbanaffairs.com.au	1

Participant summary

17

Pin placement

322

Survey participants

2.4 Mapping and survey tool details

The mapping tool included a set of 'pins' that participants could use to identify their areas of concern at various locations on the map that were grouped into themes such as:

- Heavy vehicles and trucks/freight
- Cycling
- Motor vehicles
- Intersection and access
- Safety
- Water
- Rest stops and toilets
- Lighting
- Growth and development
- Public transport
- Facilities
- Environment and sustainability
- Other

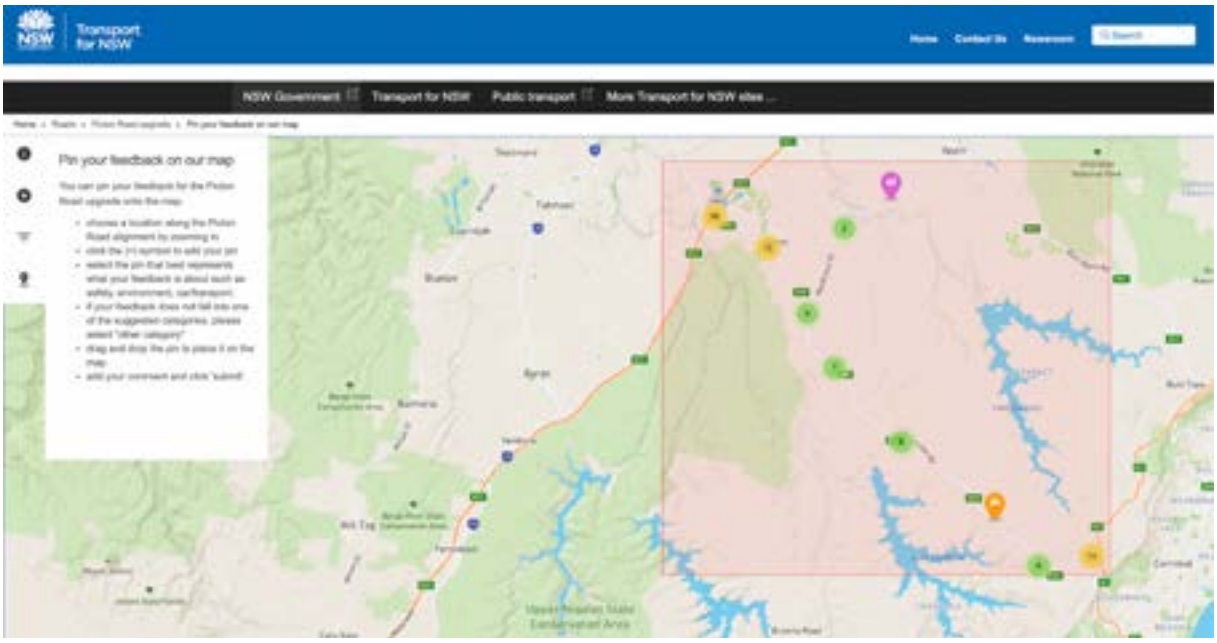


Figure 2.2 – Interactive mapping tool

Data from the mapping tool was then analysed in more detail and feedback shown in the interactive dashboard, including locations of comments against each section as shown in Figure 2.4.

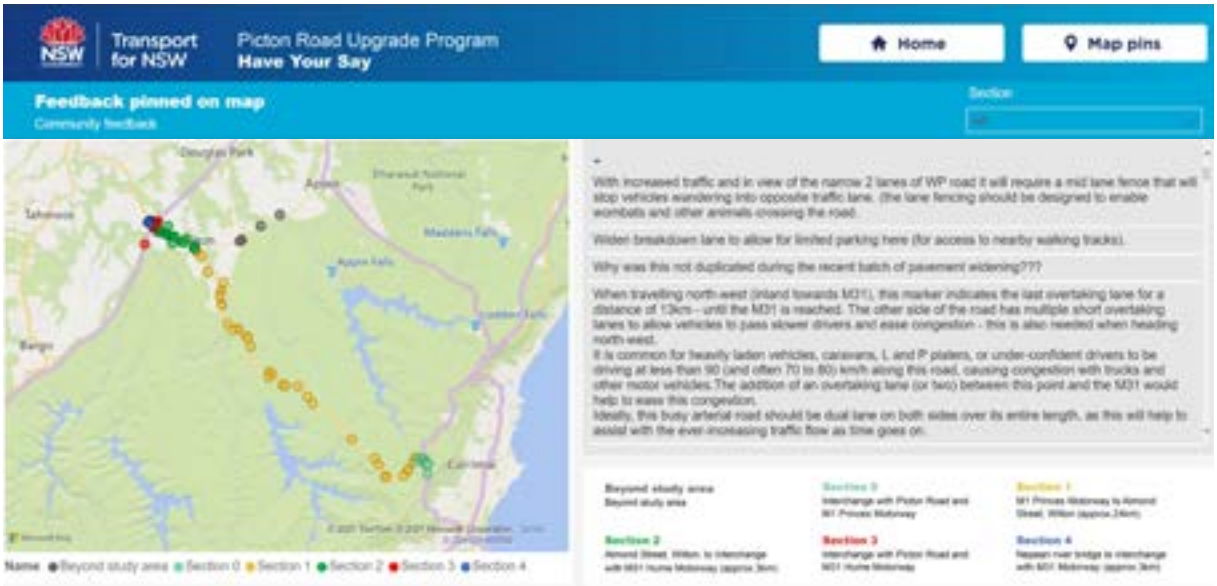


Figure 2.4 – Interactive dashboard summary of feedback extracted from mapping tool

Online survey tool

Participants accessed the online survey tool via the interactive portal set up on the Picton Road project webpage. This was accessed either directly via a visit to our page or via the link provided in social posts, QR codes and electronic newsletters.

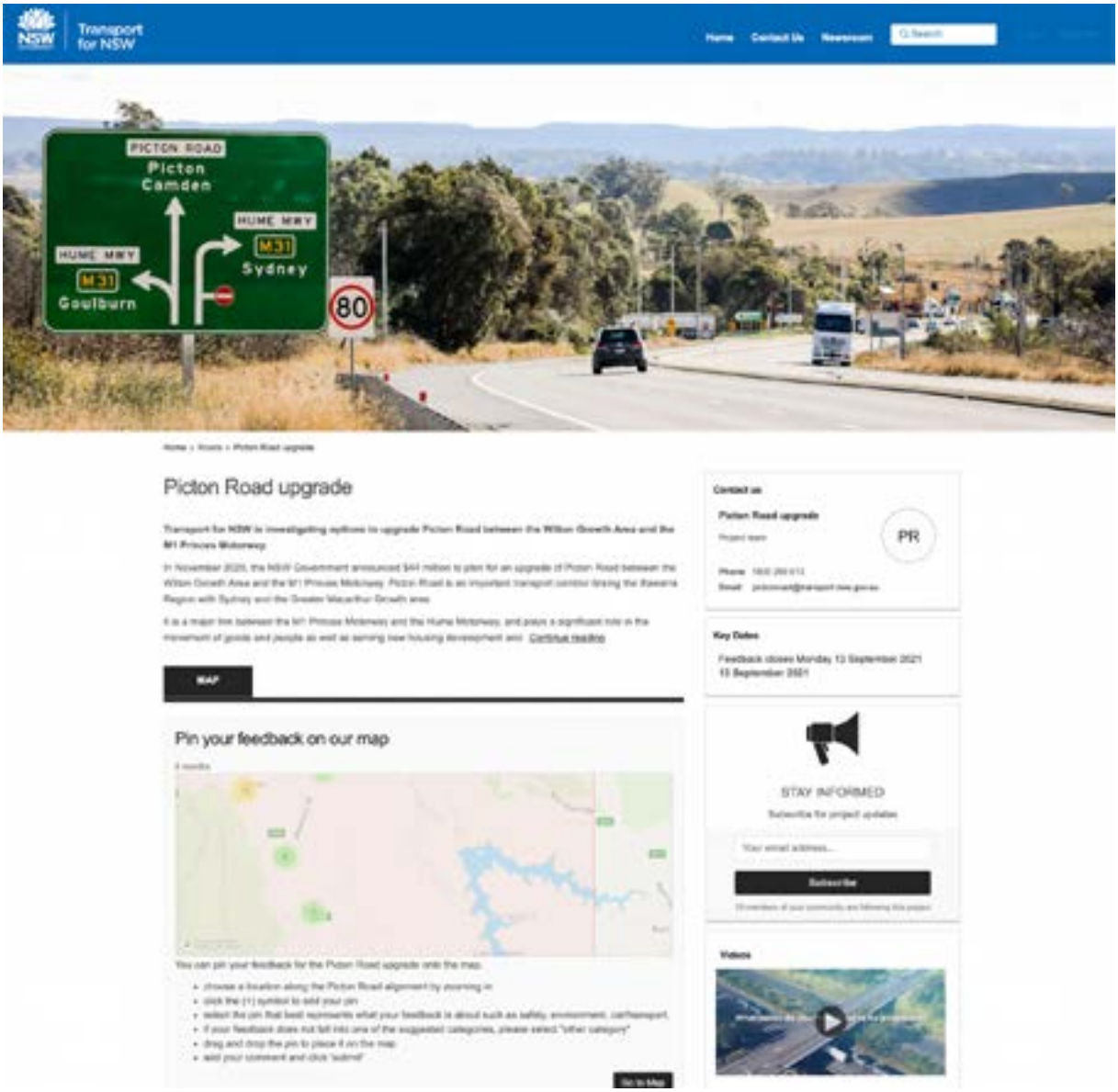


Figure 2.5 – Online survey landing page

7
29

Survey Questions

Q1

Tell us about yourself – Are you a? (demographic segment choice which included commuter, resident, business owner/operator, student, freight/heavy vehicle operator, community organisation or group or Government Agency representative)

Q2

What are your main concerns about both using and accessing Picton Road?

Q3

Are there any specific locations along Picton Road that are of more concern to you than others? Please describe those locations and concerns.

Q4

Do you have any specific concerns about the impact an upgrade might have on the surrounding environment? These might include environmental, cultural, recreational, flora and fauna or heritage issues?

Q5

Can you share any specific suggestions you have around the general safety of Picton Road? Consider things like road width, line marking, speed zones, lighting or anything else specific to the safety of Picton Road.

Q6

Would you recommend any improvements you have seen on other similar roads that could be considered here?

Q7

If you use the existing rest areas along Picton Road, are there any issues you have experienced when using or accessing these areas you would like to comment on?

Q8

Do you have any other comments you would like to add to help the Project Team in their development of future options?

Q9

If you would like to be updated on the progress of Picton Road upgrade please share your email address below

For the purposes of the survey analysis questions 3 - 7 were segmented into two key sentiments – Value or Concern.

Value – Specific questions on what the community would 'value' for a future upgrade when considering future plans and designs (Questions 2, 4,5 and 6 focused on community values)

Concern – Specific questions on what the community sees as current concerns with Picton Road (Questions 2, 3 and 7 focused on community concerns)

Question 2 was a combination of both value and concern, demonstrating a general 'view' of the present sentiment and included feedback from all sources including Facebook, online survey, mapping tool and email submissions.

An analysis of survey responses is detailed in Section 3.2 with full details available in the interactive dashboard on our webpage.

Comments submitted via the survey tool were then categorised into top themes and sub themes, as well as by demographic category:

- Commuters
- Residents
- Business owners/operator
- Students
- Freight/heavy vehicle operators
- Community organisation or group
- Government agency representative

Source of feedback for Q2 was also segmented into the following source categories:

- Email submission
- Facebook
- Formal submission
- Map pins
- Survey

2.6 Feedback themes

The survey data was analysed and grouped according to top line themes and sub-themes as detailed below.

Road safety

Traffic management

Access and connections

Freight

Construction and design

Growth and development

Active and public transport

Pedestrians and cyclists

Road amenities and facilities

Property and access

Land use impacts

Environment - including wildlife, heritage and cultural amenity impacts

Other

Table 2.2 Key themes

2.6.1 Sub themes

Traffic management

- Additional lanes
- Bypass
- Congestion
- Dual carriageway
- Egress
- Heavy vehicles
- Interchanges
- Intersections
- Merging
- Overtaking
- Overtaking lanes
- Restricted lanes
- Road access
- Roundabouts
- Speed limits
- Traffic lights
- Grade separation

Road safety

- Additional lanes
- Animal crossings
- Animal fencing
- Animals
- Barriers
- Bike lanes
- Crossings
- Drainage
- Dual carriageway
- Egress
- Emergency access
- Emergency lanes
- Evacuation
- Fly overs
- Grade
- Heavy vehicles
- Interchanges
- Intersections
- Lighting
- Merge lanes
- Merging
- Overtaking
- Overtaking lanes
- Phone reception
- Rain
- Rest areas
- Road access
- Road condition
- Road width
- Roundabouts
- Sense of safety
- Shoulders
- Signage
- Speed cameras
- Speed limits
- Speeding
- Traffic lights
- Trees

Environment / heritage / cultural amenity impacts/ cultural and Aboriginal considerations

- Animal fencing
- Animal crossings
- Bike trails
- Construction
- General
- Impacts on natural environment
- Impacts on vegetation
- Koalas
- Litter
- Noise
- Pollution
- Signage
- Trees
- Walking tracks
- Water impacts

Active and public transport

- Public transport
- Walking path

Pedestrians and cyclists

- Barriers
- Bike lanes
- Walking path

Road amenities and facilities

- Access
- Barriers
- Bins
- Condition
- Coverage
- Crossings
- Lack of facilities
- Lighting
- Location
- Merge lanes
- Parking
- Phone reception
- Rest areas
- Safety
- Signage
- Toilets
- Water

Construction and design

- Bypass
- Construction impacts
- Interchanges
- Intersections
- Picton Bypass
- Tunnel
- Wilton interchange

Other

- Electric vehicles

Chapter 03

Consultation Summary

3 Consultation Summary

We are developing strategic options to upgrade Picton Road and prioritise a program of work.

3.1 Overview and participation

All feedback was analysed using a project specific data and insights tool, showing the concentration of location-specific comments within the study area and specific user groups.

Transport received a total of 113 comments on the interactive map, made by 17 participants, and 44 email responses (including formal detailed submissions).

A further 292 comments were received on social media during the 4-week campaign with 896 reactions and 106 shares of content. A total of 942 social media participants accessed the webpage and survey tool via the link in the social posts (as shown in Section 2.3).

Feedback was grouped into the following top line themes/insights by category as shown in tables 2.6 and 2.61.

Top line themes were also subsequently further analysed into a number of sub themes.

Detailed analysis of the feedback is available on our interactive dashboard on the TfNSW Picton Road Upgrade webpage.

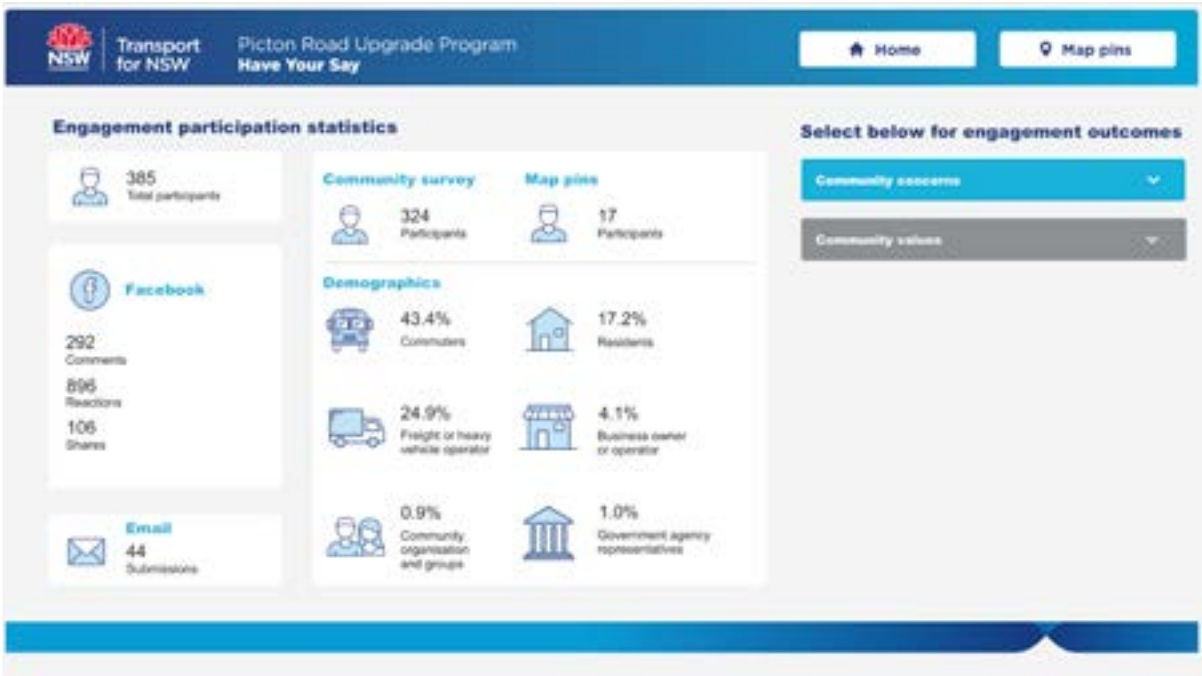


Figure 3.1 – Summary of feedback participation and source

3.2 Key issues

Feedback was analysed according to two data and insights sources gained directly from the survey questions, map or language in emails, social posts and formal submissions

"What frustrates me is the lack of overtaking lanes especially travelling west bound. Obviously the solution is to build a dual carriageway in both directions. This road carries an enormous amount of traffic."

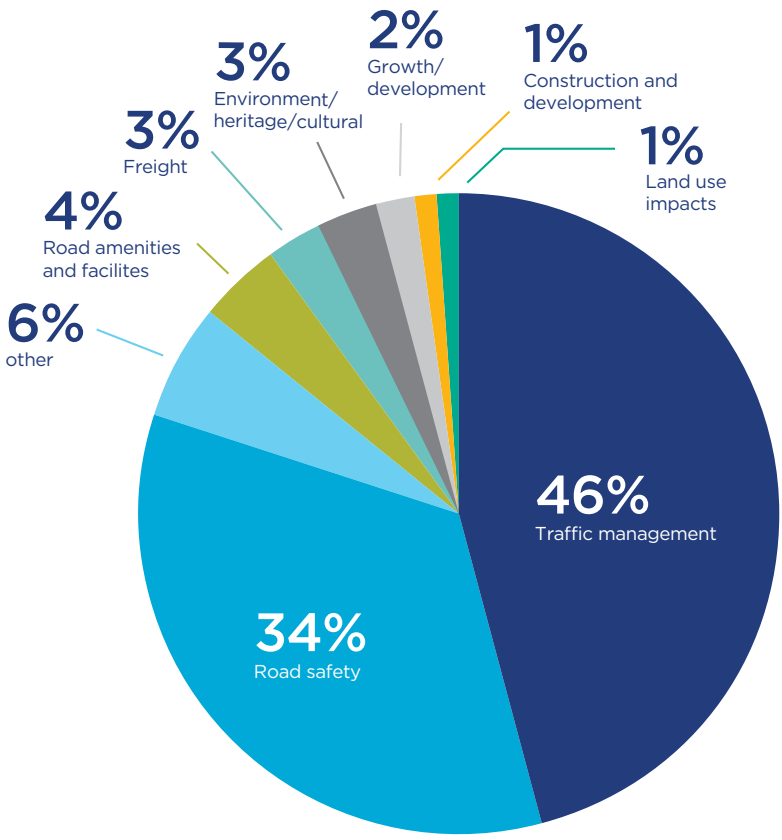
Commuter feedback

1. Community concerns – where we asked about current 'concerns' specifically

2. Community values – where we asked what the community 'valued' in terms of future improvements, general suggestions and recommendations

Each of the survey questions were analysed against the two "Value" or "Concern" categories with the outcomes detailed in sections 3.2.1 and 3.2.2 and also available on our webpage.

Overview of current concerns using and accessing Picton Road



Graph 3.1 Current concerns

In summary, the main concerns with the current experience accessing and using Picton Road are as follows:

Traffic management 46% - including sub-issues such as additional lanes/ duplication, interchanges and intersections, merging, overtaking, speed limits, traffic lights and grade separation.

Road safety 34% - including sub-issues such as lane duplication, animal crossings, emergency access, overtaking, lighting, speed, enforcement, road condition, rest areas, weather related hazards, phone reception, signage, speeding, speed enforcement, barriers, traffic lights.

Other 6% - Electric vehicles, amenities (petrol, food, rest, parking), lighting, planning, timing, cleaning.

Road amenities and facilities 4% - including sub-issues such as bins, crossings, lack of facilities, lighting, merge lanes, parking, toilets, rest areas, water, condition.

Environment/Heritage/cultural 3% - wildlife strikes, wildlife fencing, animal crossings, koala habitat, noise, water quality, litter and cultural heritage.

Freight 3% - including sub-issues such as overtaking/duplication, safety, rail, speed, congestions, intersections, efficiently, rest areas, parking, merge lanes.

Construction 1% - including sub-issues such as design, impacts, urgency, prioritisation, intersections, bypass, tunnels and Wilton interchange.

Land use impacts 1% - including sub-issues such as future planning, growth, population, timing, future proofing, safety, access, intersections, active and public transport.

3.2.1 Data and Insights - Community Concerns

Community concerns were analysed as issues that were viewed as 'current' concerns with the existing Picton Road corridor. The objective of these sets of questions was to gain insight and understanding on what the community currently sees as their top issues around problematic locations, safety, traffic management, access and connections, land use and growth and environment.

Comments and concerns in response to the online survey questions numbers 2, 3 and 7 are detailed below.

Question 2
Engagement insights community concerns using and accessing Picton Road

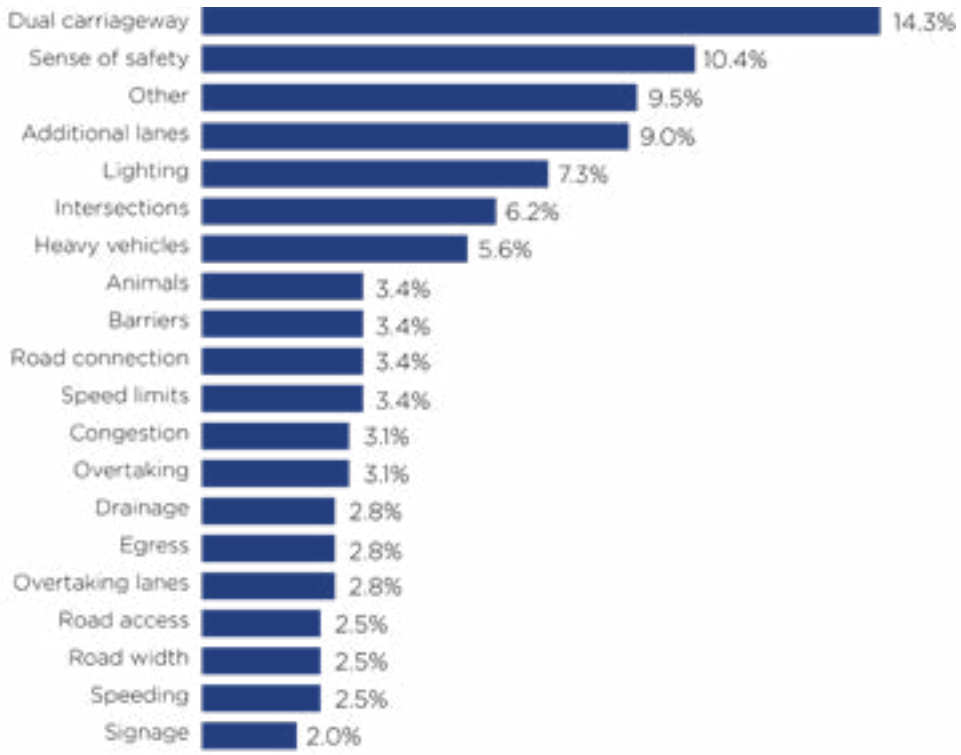
Q2

What are your main concerns about both using and accessing Picton Road?

Theme — Road safety

Q2

Main concerns about using and accessing Picton Road?

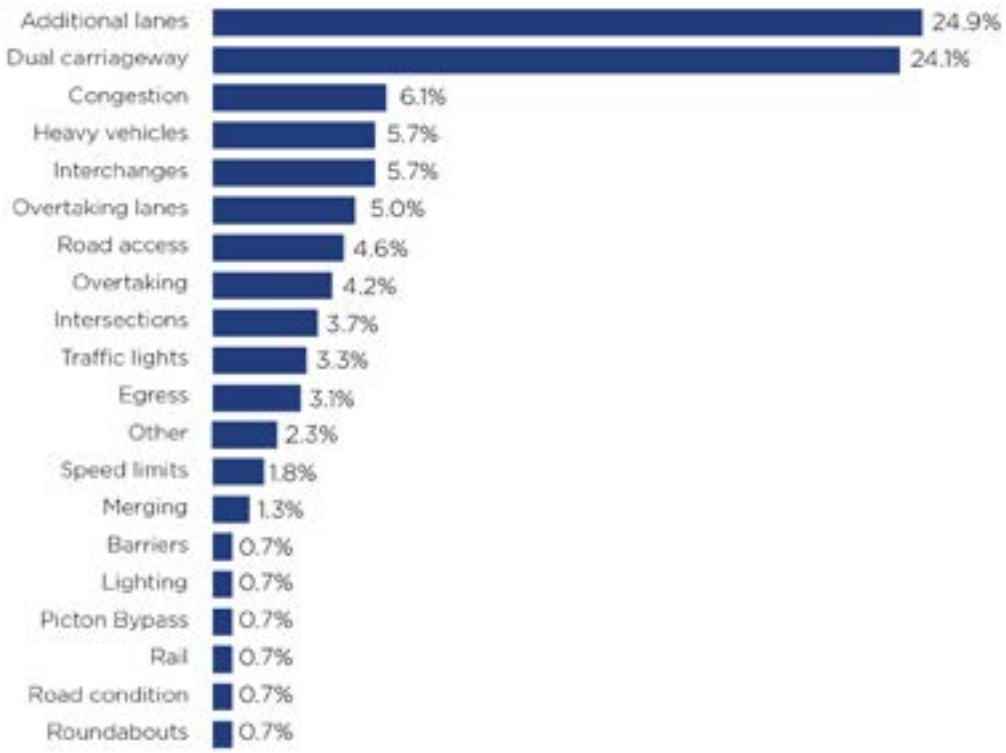


Graph 3.2 Road safety

Theme – Traffic management

Q2

Main concerns about using and accessing Picton Road?



Graph 3.3 Traffic management

Summary community concerns

Road safety and traffic management insights – use and access

The majority of current concerns related to improving road safety through dual carriageways/additional lanes, lighting, intersections improvements particularly at the Hume Motorway interchange, M1 Princes Motorway, Almond Street, Pembroke Parade, Jendarra Lane, MacArthur Drive and, to a lesser extent, Menangle Road, Prince Street, Alkoomie Place and Mount Keira Road.

Feedback indicated concern for existing lighting (particularly in fog/rain events), limited U-turn opportunities, congestion at and operation of traffic lights at the Hume Motorway interchange, road conditions (water pooling/rough surface) and general alignment of the road with opportunities to 'straighten out' some areas and reduce inclines.

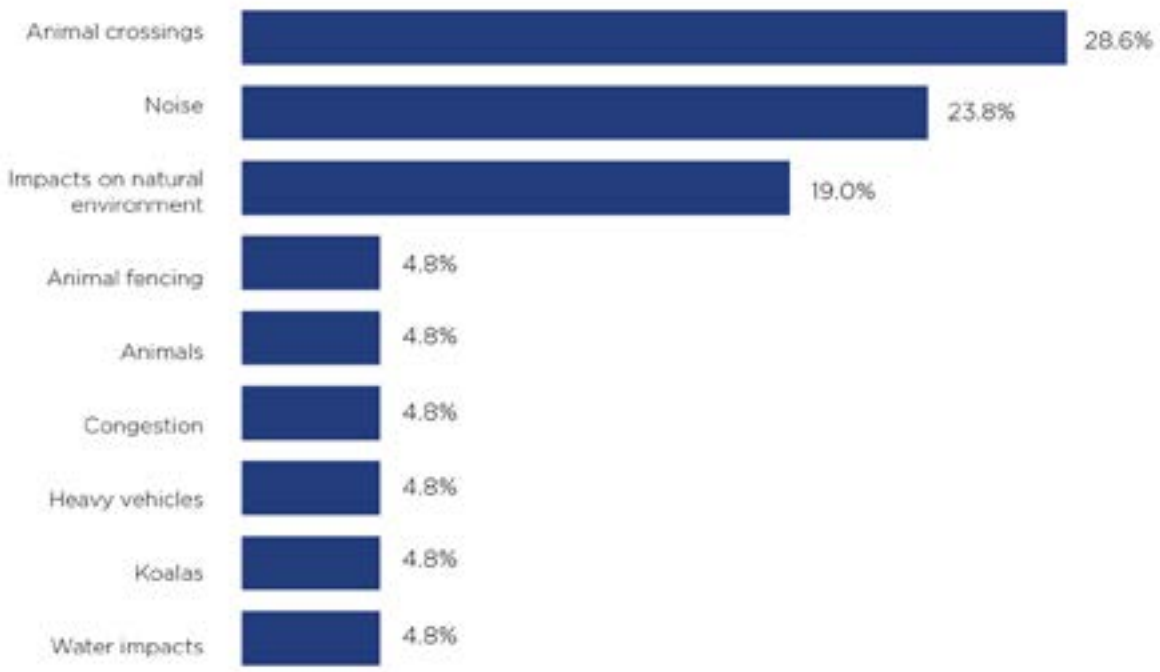
The mixed volume of heavy vehicles and light vehicles was frequently mentioned in terms of safety, as well as lack of cycling opportunities due to lane width, shoulders and dedicated lanes.

A sense of 'feeling unsafe' when travelling on or accessing Picton Road was a consistent and a key concern for all groups.

Theme – Environment

Q2

Main concerns about using and accessing Picton Road?



Graph 3.4 Environment

Summary community concerns

Environment insights – use and access

Current concerns around environmental issues on Picton Road focused on wildlife strikes, and the safety and preservation of wildlife in general. The existence of current wildlife fencing was acknowledged but this was suggested to be considered to include animal crossings and continued preservation of koala habitat. Noise from decelerating trucks near residential areas was mentioned as was water quality (impacted by litter) and air quality due to current traffic congestion.

Cordeaux Dam © WaterNSW

Theme – Access and connections

Q2

Main concerns about using and accessing Picton Road?

Graph 3.5 Access and connections

Summary community concerns

Access and connections insights – use and access

Current issues with access and connections was similar to issues raised under safety and traffic management, particularly concentrated at Wilton (access points around Wilton at Almond Street, Pembroke Parade, Jendarra Lane, Wilton Park Road and MacArthur Drive) as well as difficulty accessing and connecting with the interchange at Picton Road and Hume Motorway.

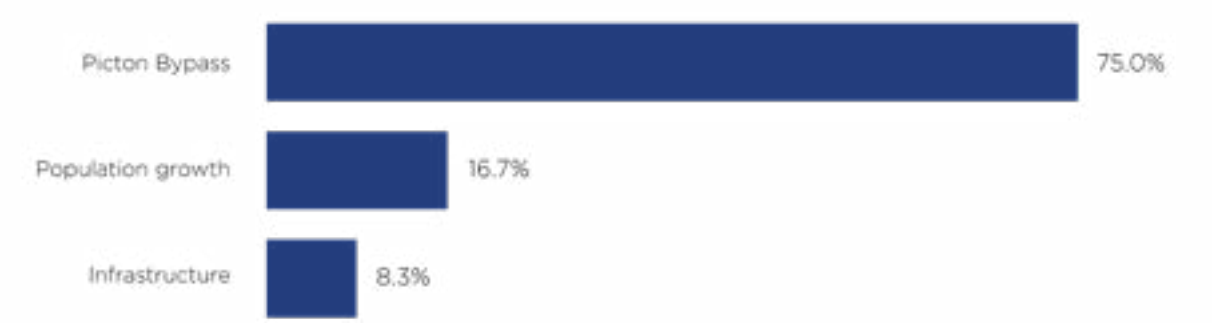
Some respondents noted the amount of time it takes to access Picton Road from Wilton at either MacArthur Drive or Almond Street, suggesting it can take up to 10 minutes to turn right in the mornings onto Picton Road. Also mentioned was safety at the east bound right turn from Picton Road into Janderra Lane at Wilton and the exit from Pembroke Parade to Picton Road.

Some residents commented that the entry from Wilton has vehicles coming straight into the main flow of traffic "I avoid going into Wilton so I don't have to turn right out of there". The entry from Mount Ousley Road requires vehicles to slow to a very low speed in order to make the sharp turn. A larger radius turn was suggested as an improvement.

Theme – Growth and development

Q2

Main concerns about using and accessing Picton Road?



Graph 3.6 Growth and development

Theme – Land use impacts

Q2

Main concerns about using and accessing Picton Road?

Graph 3.7 Land use impacts

Summary community concerns

Growth and development and land use insights – use and access

When talking about concerns for current use and access to/from Picton Road, growth and development and land use were frequently referenced. There was a concern that current and future developments might progress before the upgrade, therefore worsening the congestion and safety issues currently experienced. A common request was to complete the upgrade before substantial new development occurs.

People talked about Picton Road being a link from the Illawarra to the Hume Motorway and as such it is extremely busy with commuters and heavy vehicles, particularly during peak holiday times. It was noted that Picton Road has become busier with the new developments at Wilton.

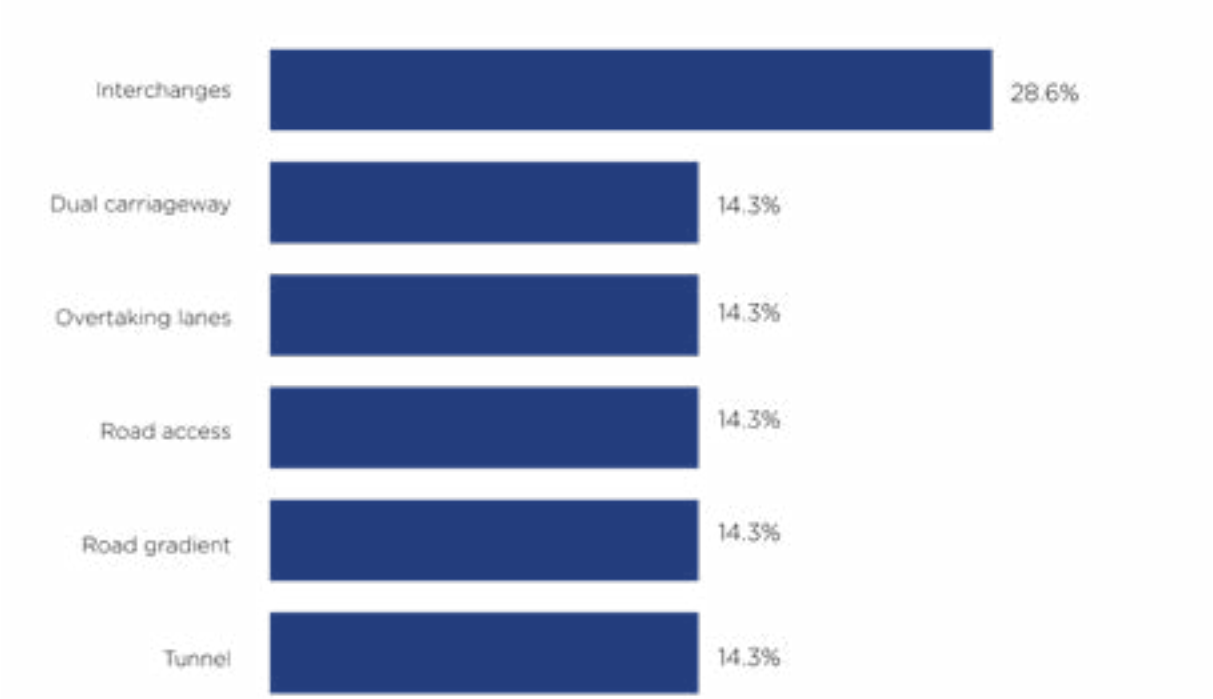
There was uniform agreement that Picton Road, as a minimum, needs to be duplicated to cope with the increased traffic through this corridor now and into the future. Specific mention was made about existing road design/intersection points to current and future growth areas causing frequent delays.

There were suggestions around constructing a bypass of the area rather than upgrading the existing road, as well as a concern for future noise from construction work and subsequently increased traffic, particularly in the residential areas. Lighting and improved electrical infrastructure in general was also considered a concern.

Theme – Construction and design

Q2

Main concerns about using and accessing Picton Road?



Graph 3.8 Construction and design

Summary community concerns

Construction and design insights – use and access

The most common concern related to the current road design and the impact this has on using and accessing Picton Road. The Hume Motorway/Picton Road interchange was frequently referenced, followed by the lack of consistent dual carriageway and overtaking lanes. Design of current access points beyond the Hume Motorway including those in and around Wilton, Mount Keira and entry to Picton Road at Mount Ousley/M1 Princes Motorway were of equal concern to all participants in a design sense.

Theme – Freight

Q2

Main concerns about using and accessing Picton Road?

Graph 3.9 Freight

Summary community concerns

Freight insights – use and access

Current concerns using and accessing Picton Road in relation to freight centred on the number of heavy vehicles using the road and limited overtaking lanes.

There were comments made in regard to 'getting more freight off the road and onto rail' and 'this would help reduce conflict and improve safety and congestion'.

Theme – Pedestrians and cyclists

Q2

Main concerns about using and accessing Picton Road?

Graph 3.10 Pedestrians and cyclists

Theme – Active and public transport

Q2

Main concerns about using and accessing Picton Road?

Graph 3.11 Active and public transport

Summary community concerns

Pedestrians and cyclists /active and public transport insights – use and access

The number of heavy vehicles using Picton Road combined with the current alignment and design presents challenges for cyclists.

Lack of a conforming bicycle lane and a shoulder with significant discontinuities in both directions was noted to place cyclists too close to heavy vehicle and high-speed traffic.

One resident said 'there are presently three sections along the road in both directions where the huge shoulders of 1-2m to 6m wide go down to almost nothing, like 30cm from the passing lane, forcing cyclists into the path of heavy vehicles and cars travelling at high speed'.

Public transport was mentioned in relation to significant investment being required for necessary public transport corridors that are experiencing (or will in the future) substantial growth, such as those around Wilton.

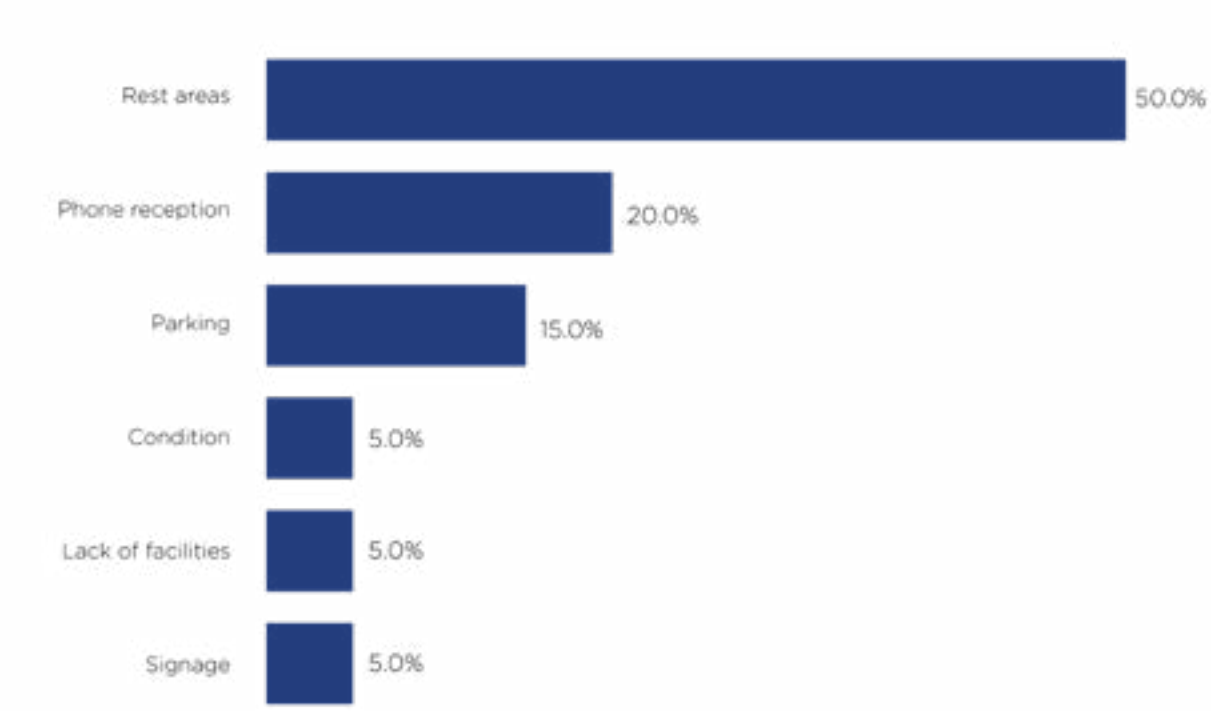
Some participants felt that there are limited and infrequent bus services at the moment which restrict access to employment and study for those without a car.

Driving to a train station in Campbelltown was mentioned as not being a feasible or long-term solution (some suggested rail to be considered). Concerns that integrated transport solutions will not be in place prior to the development sites being approved and constructed were also raised.

Theme – Road amenities and facilities

Q2

Main concerns about using and accessing Picton Road?



Graph 3.12 Road amenities and facilities

Summary community concerns

Road amenities and facilities

Current concerns around using Picton Road and the existing amenities and facilities were related to safety (lighting at rest areas, and phone reception at both rest areas and black spots along the corridor), cleanliness of existing amenities (at rest areas) and absence of additional facilities such as service centres (with fuel and food) that were open all hours.

There was feedback around lack of additional facilities for commuter parking so that those who carpool could park somewhere that is safe and convenient.

Feedback from some freight operators included that current facilities were small and therefore often full meaning they could not stop to take a break. One operator commented they do not cater for 'wide-load' vehicles.

There were was feedback on the lack of approaching signage that made it difficult to plan your exit and lack of safe turning facilities.

In the 'other' category of concerns raised included the lack of facilities for Electric Vehicles (EV's) and a request that this should be considered as part of the future upgrade.

Better access to the rest areas was raised as a concern, particularly a desire for longer turning lanes into east and westbound rest areas.

Theme – Other

Q2

Main concerns about using and accessing Picton Road?

Graph 3.13 Other

Summary community concerns

Road amenities and facilities and 'other' insights – use and access

Current concerns around using Picton Road and the existing amenities and facilities were related to safety (lighting at rest areas, and phone reception at both rest areas and black spots along the corridor), cleanliness of existing amenities (at rest areas) and absence of additional facilities such as service centres (with fuel and food) that were open all hours.

There was feedback around lack of additional facilities for commuter parking so that those who carpool could park somewhere that is safe and convenient.

Feedback from some freight operators included that current facilities were small and therefore often full, meaning they could not stop to take a break. One operator commented they do not cater for 'wide-load' vehicles.

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In the 'other' category of concerns raised was the lack of facilities for Electric Vehicles (EV's) and a request that this should be considered as part of the future upgrade.

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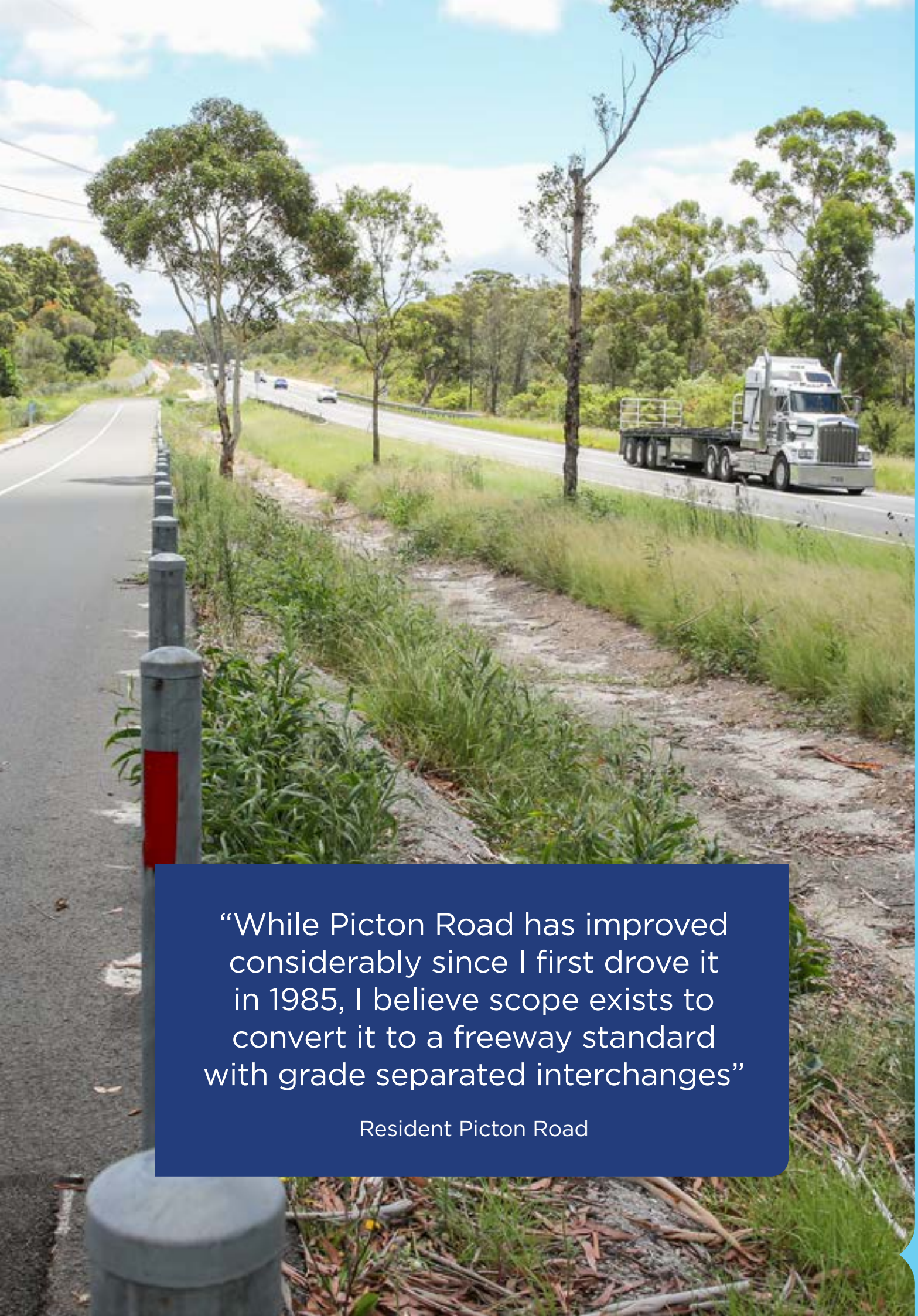


"While Picton Road has improved considerably since I first drove it in 1985, I believe scope exists to convert it to a freeway standard with grade separated interchanges"

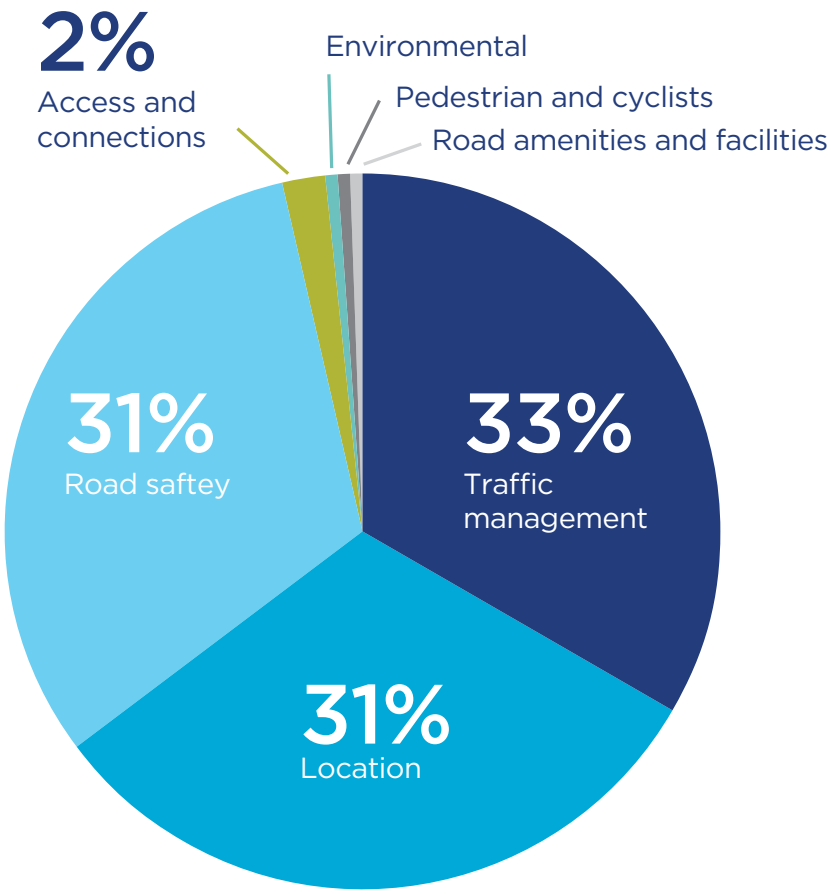
Resident Picton Road

Responses from Question 3 Community concerns
Location

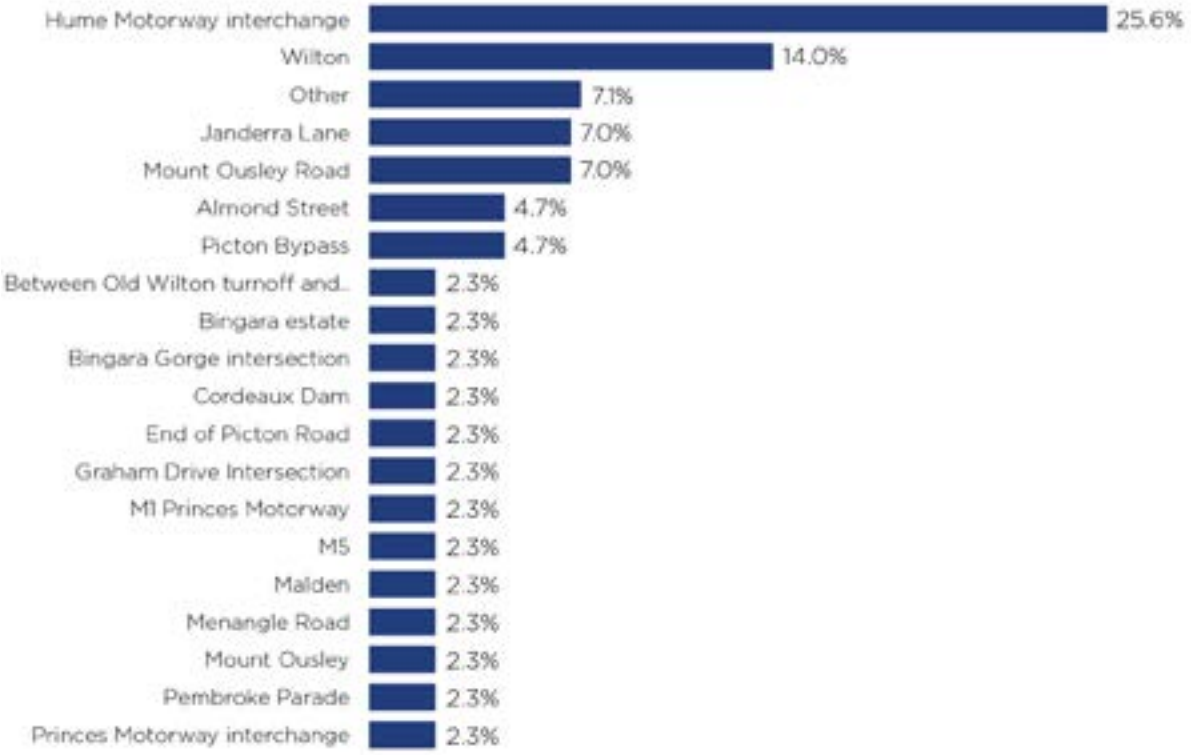
Q3

Are there any specific locations along Picton Road that are of more concern to you than others? Please describe those locations and concerns.

Figure 6: Q3 Percentage of issues by category – community concerns



Any specific locations along Picton Road that are of concern?



Graph 3.14 Location

Overview community concerns – location

When indicating specific locations of greatest concern, comments were largely concentrated on the locations below across the project area:

- Interchange at Picton Road and Hume Motorway
- Entry and exit points at Picton Road and M1 Princes Motorway
- Intersections and access points around Wilton at Almond Street, Pembroke Parade, Jendarra Lane and MacArthur Drive
- To a lesser extent, Menangle Road, Prince Street, Alkoomie Place, Douglas Park Drive and Mount Keira Road

Concern at these locations related to speed of incoming traffic where there are no signalised intersections, turning across lanes of traffic travelling at high speed, inadequate length of merging lanes, sections of road that do not allow for overtaking lanes and do not have median barriers.

Feedback referenced a number of serious injury and fatal crashes as part of the history of the road and why these specific locations required priority consideration.

There were also comments related to vehicles making illegal right-turns from the westbound rest stop to head east, as well as a general lack of locations to safely turn around if you needed to change direction.

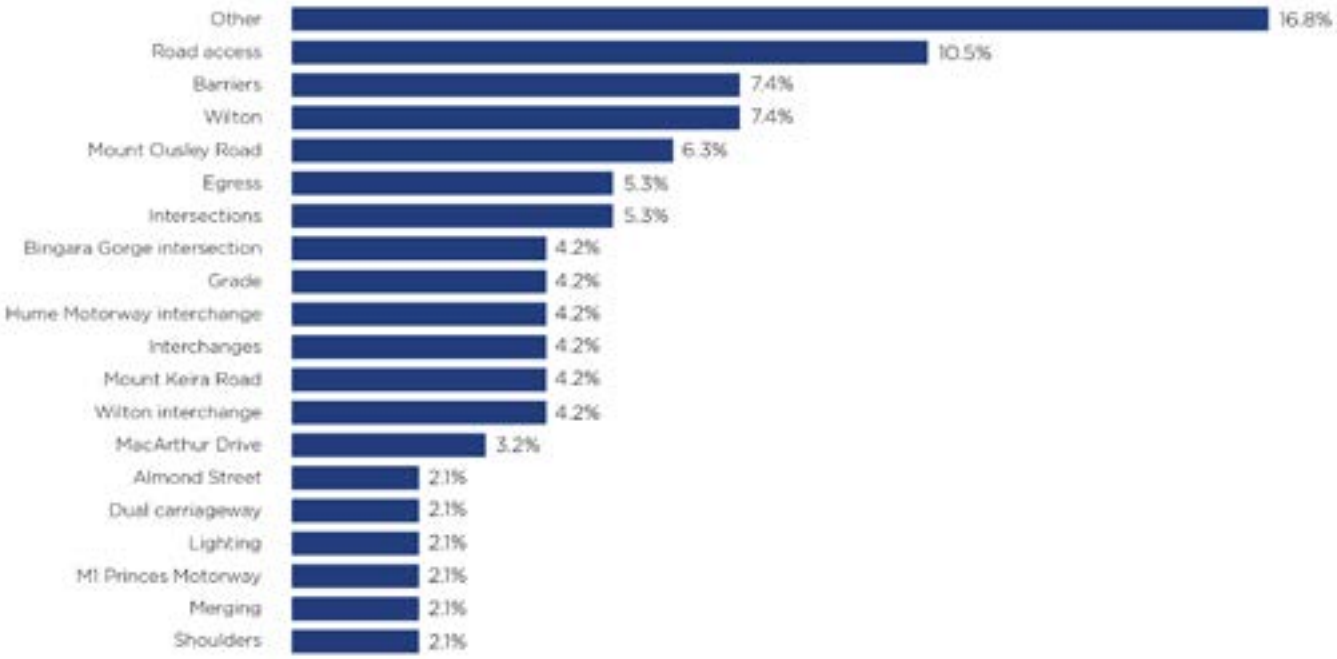
Some also made observations of vehicles 'queue hopping' in front of trucks at the Hume Motorway interchange which also became dangerous and frustrating for others.

Question 3 engagement insights
Community concerns location
Themes

Theme – Road safety

Q3

Any specific locations along Picton Road that are of concern?

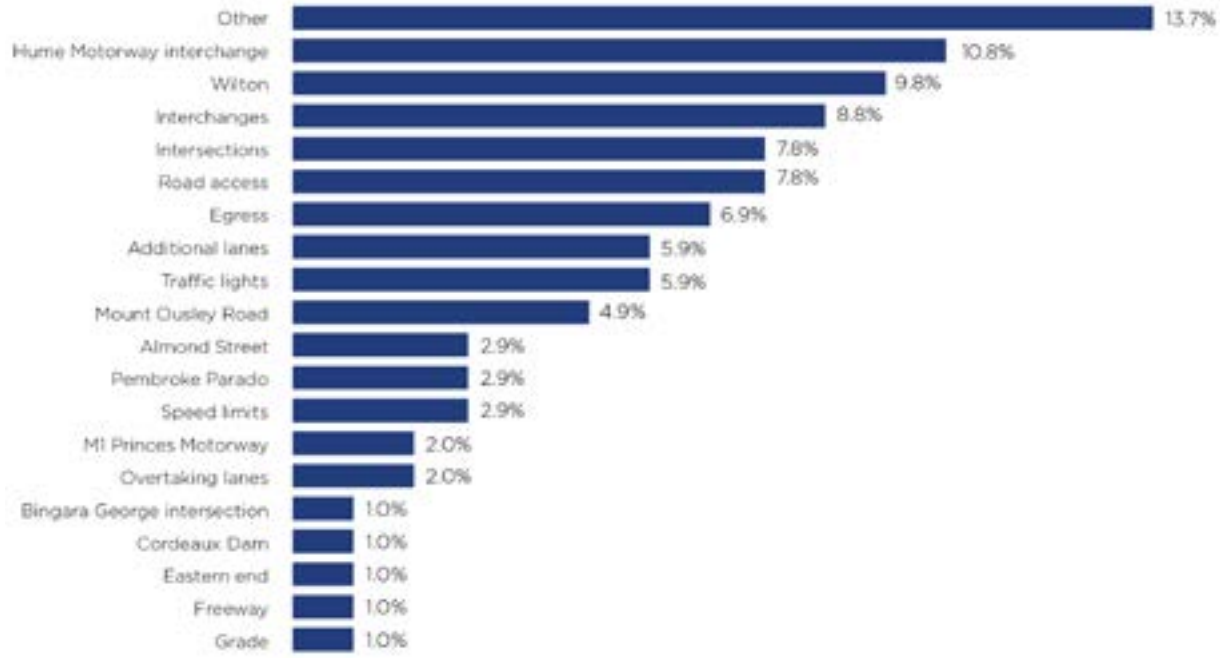


Graph 3.15 Road safety

Theme – Traffic management

Q3

Any specific locations along Picton Road that are of concern?



Graph 3.16 Traffic management

Theme – Access and connections

Q3

Any specific locations along Picton Road that are of concern?

Graph 3.17 Access and connections

Summary community concerns

Road safety, traffic management and access and connections location insights

When indicating specific locations in regard to road safety, traffic management and access and connections the locations were consistently the same as shown in the graphs.

Locations where there were no median barriers, no additional/overtaking lanes, poor lighting, no controlled intersections and changes in speed limits (that may not be consistent with road conditions) were a concern.

Feedback around the length of merging lanes, entry and exit points, road alignment and incline were referenced at the locations identified as being of greatest concern.

The top 2 areas of concern raised were the intersections/access points around the Wilton area and the current configuration of the Hume Motorway interchange.

Theme – Environment

Q3

Any specific locations along Picton Road that are of concern?

Graph 3.18 Environment

Summary community concerns

Environment location insights

No specific locations were mentioned along Picton Road as being of more or less concern in terms of the environment. There was acknowledgment of different lengths having wildlife/koala fencing where others did not, and noticeable differences in wildlife strikes at some spots along the road (more frequent near Mount Ousley). Feedback was more general in nature.

There were consistent requests to ensure the future upgrade would provide an increase in animal crossings.

"I understand progress must happen for safety, but please do it in a way that targets access for animals to cross in many places safely."

Theme – Pedestrians and cyclists

Q3

Any specific locations along Picton Road that are of concern?

Graph 3.19 Pedestrians and cyclists

Summary community concerns

Pedestrians and cyclists insights

Specific locations of concern to cyclists were mostly pinned and documented on the mapping tool where there is no useable shoulder or it is too narrow. Feedback indicated that much of the road provides emergency lanes for cycling but often they are in poor condition and require the user to transfer onto the main road and into the path of motorists. Lack of a conforming bicycle lane and a shoulder with significant discontinuities in both directions was noted to place cyclists too close to heavy vehicle and high speed traffic.

The stretch of road from Wilton Park Road to Pembroke Parade and the overtaking lanes Eastbound just east of the creek past the Cordeaux Dam entrance were identified as locations of particular concern.

Riding a bike on the existing road is considered high risk, with most cyclists indicating they do not choose this mode of travel (because of safety concerns. With cycling as a sport growing in popularity, and limited low traffic route options around Wollongong, access to this western passage was suggested as an area for improvement.

Theme – Road amenities and facilities

Q3

Any specific locations along Picton Road that are of concern?

Graph 3.20 Road amenities and facilities

Summary community concerns

Road amenities and facilities location insights

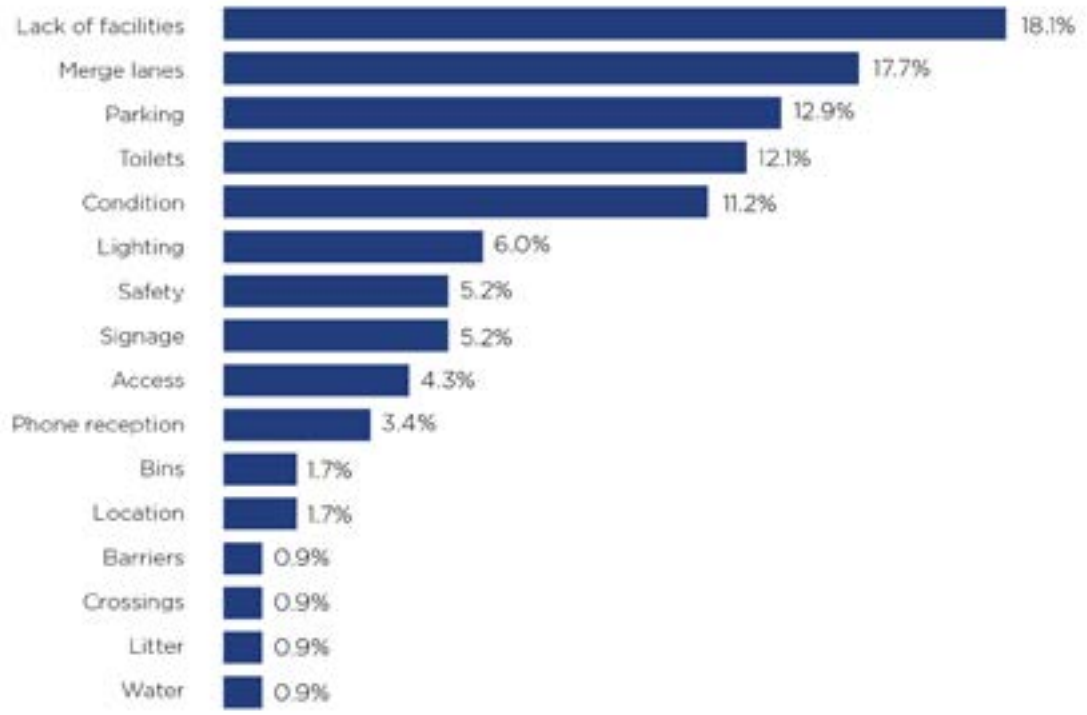
When responding to this question, feedback was centred on current parking options at rest areas. Current observations were related to a general lack of parking being available particularly during holiday periods as well as no alternative areas established to allow commuter parking when carpooling.

Responses from question 7
Community concerns
Road amenities and facilities/ rest areas

Q7

If you use the existing rest areas along Picton Road, are there any issues you have experienced when using or accessing these areas you would like to comment on?

Issues communities experienced when using existing rest areas along Picton Road



Graph 3.21 Rest areas

Summary

18% of respondents indicated there are not enough facilities along Picton Road including toilets, rest areas (for heavy and light vehicles) and food/petrol/service amenities.

A sizeable proportion of the community (15%) indicated it is dangerous to enter and exit the rest areas, commenting the current entry and exit lanes are not long enough to do this safely. Feedback included improved acceleration and deceleration lanes to enable safer entry and exit to rest areas.

The insights are generally consistent across all community profiles, however heavy vehicle operators indicated parking in existing rest areas is their top challenge when using Picton Road.

"Picton Road serves as the primary freight connection between West/ South West Sydney and the Illawarra/ South Coast and is used by thousands of heavy vehicles every day. It is critical that these vehicles are provided with adequate stopping areas to ensure compliance with fatigue/logbook requirements."

3.2.2 Community values

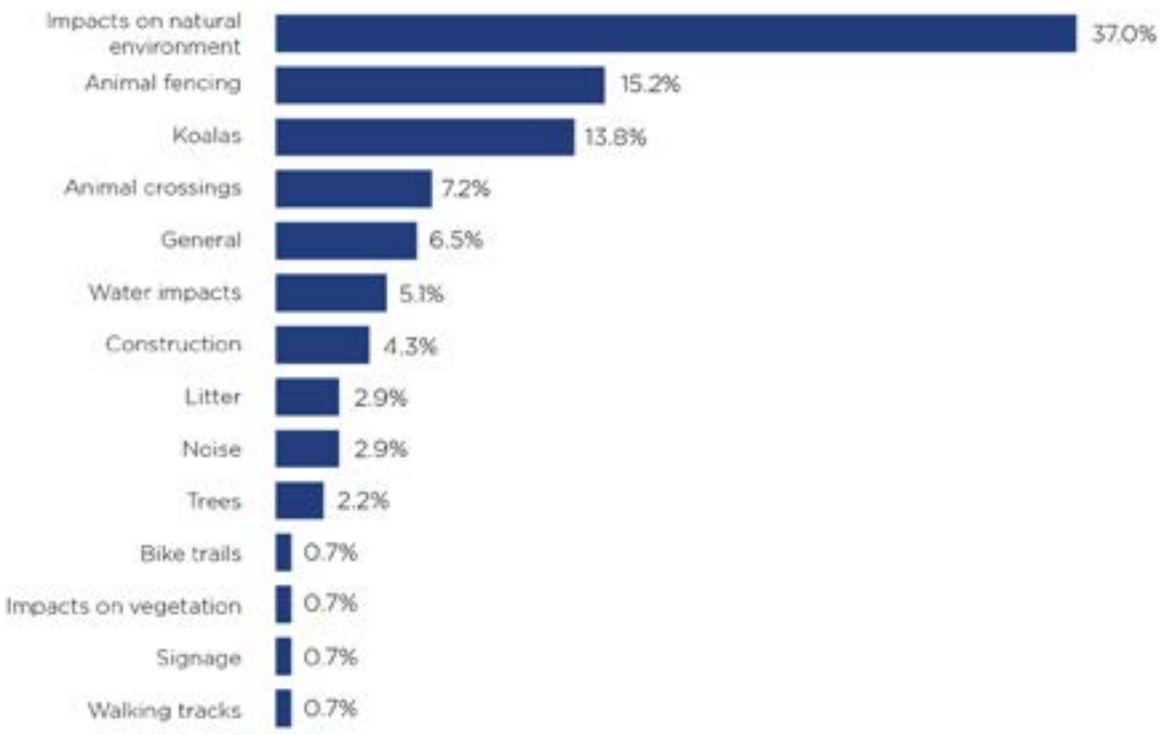
Questions 2, 3 and 7 focused on seeking feedback to identify what the community would 'value' as part of a potential future upgrade of Picton Road.

Responses from question 4
Community values
Environment

Q4

Do you have any specific concerns about the impact an upgrade might have on the surrounding environment? These might include environmental, cultural, recreational, flora and fauna or heritage issues?

Do you have specific concerns an upgrade to Picton Road might have on the surrounding environment



Graph 3.22 Q4 Percentage of issues by category – community values (all sources)

Response Summary

A large number of respondents indicated the significance of potential impacts of the proposed upgrade of Picton Road on the natural environment, which had the highest score of 37% followed by animal fencing and koalas. Some of these respondents also indicated that the project should consider ensuring appropriate animal fencing and the provision of animal crossings as a requirement of the work.

6.5% of respondents indicated that they value the natural environment in general and believe that this needs to be respected and managed, but should not stop the progress of the upgrade.

The insights are similar for the commuter and the resident groups, indicating impacts on the natural environment and protecting wildlife is significantly important to these groups. In contrast, heavy vehicle operators and business owners indicated that the government 'generally' takes environment and wildlife related issues into consideration on any road projects.

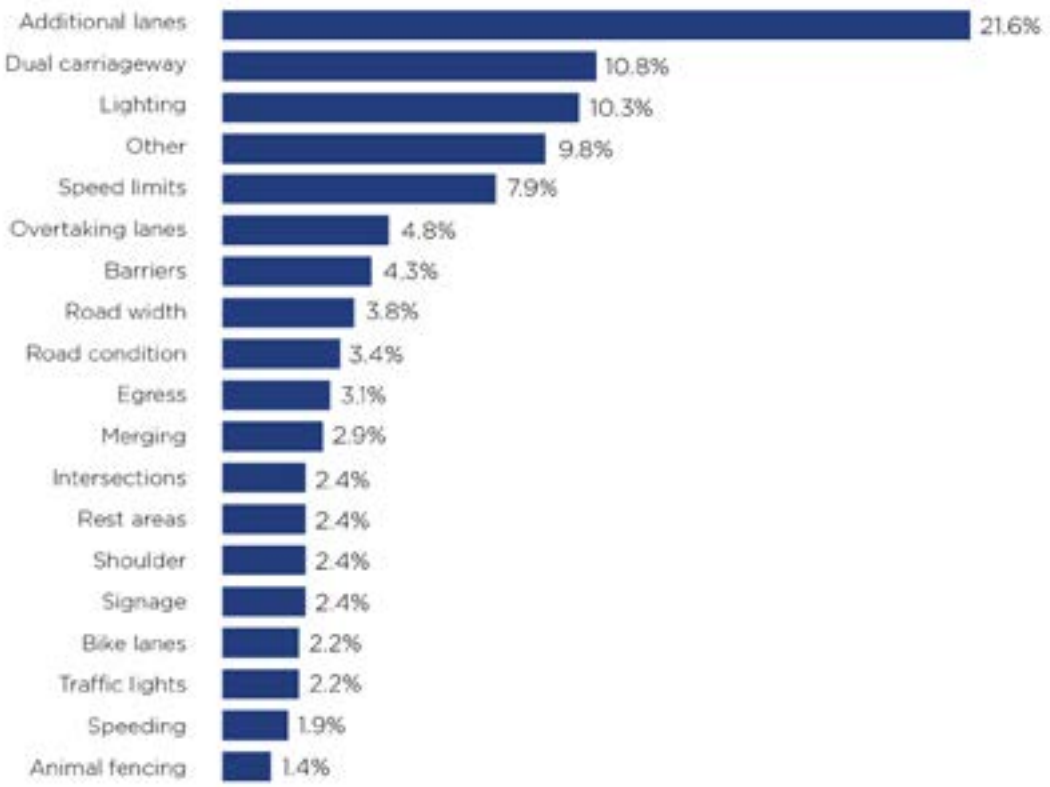
MAINFREIGHT

Responses from question 5
Community values
Safety

Q5

Can you share any specific suggestions you have around the general safety of Picton Road? Consider things like road width, line marking, speed zones, lighting or anything else specific to the safety of Picton Road.

Suggestions around general safety of Picton Road



Graph 3.23 Safety

Response summary

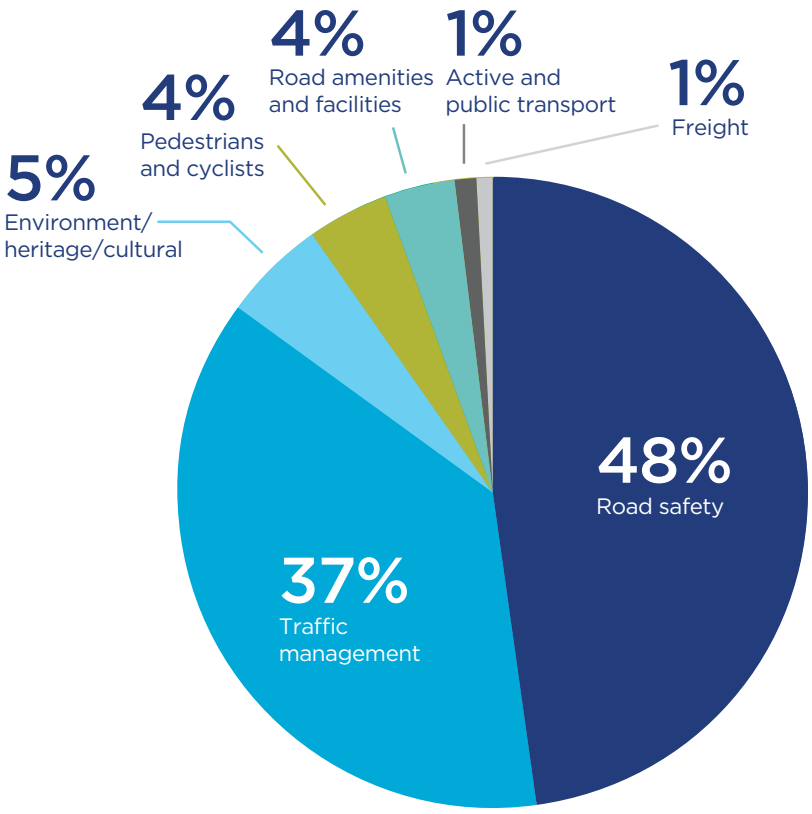
A large number of respondents (26%) indicated the need for additional lanes to be provided as part of the upgrade, followed by dual carriageways along the length of the corridor and improved lighting more generally. The need for dual, triple and/or overtaking lanes is highlighted across all community feedback with a strong view that additional lanes will help manage the traffic and safety issues that are currently being experienced by those using Picton Road.

The insights are consistent across all community profiles including commuter and resident groups, as well as the heavy vehicle operators.

Responses from question 6
Community values
Design

Q6

Would you recommend any improvements you have seen on other similar roads that could be considered here?



Graph 3.24 Design

Summary community values – design – improvements seen on other roads

The majority of the feedback for Q6 included roads that were typically seen as 'motorway standard' with multiple lanes, provision for cyclists, designs that are sensitive to the environment and general high standard conditions in regard to lighting, speed and alignment were considered of most value.

Theme – Road amenities and facilities

Q6

Recommendations on improvements seen on other similar roads?

Graph 3.25 Road amenities and facilities

Summary road amenities and facilities community values design insights

There was one mention of rest areas in other locations that was seen of value to be considered when planning the upgrade. The rest areas referenced were in general terms 'like the ones on the north coast when travelling from Sydney to QLD'. These were seen to be large enough to accommodate all sizes of light and heavy vehicles as well as having capacity in holiday periods for caravans and trailers. Rest areas integrated with other facilities (fuel and food) like the 'twin service centres' on the central coast were raised.

Responses from question 6
Engagement insights
Community values
Design themes

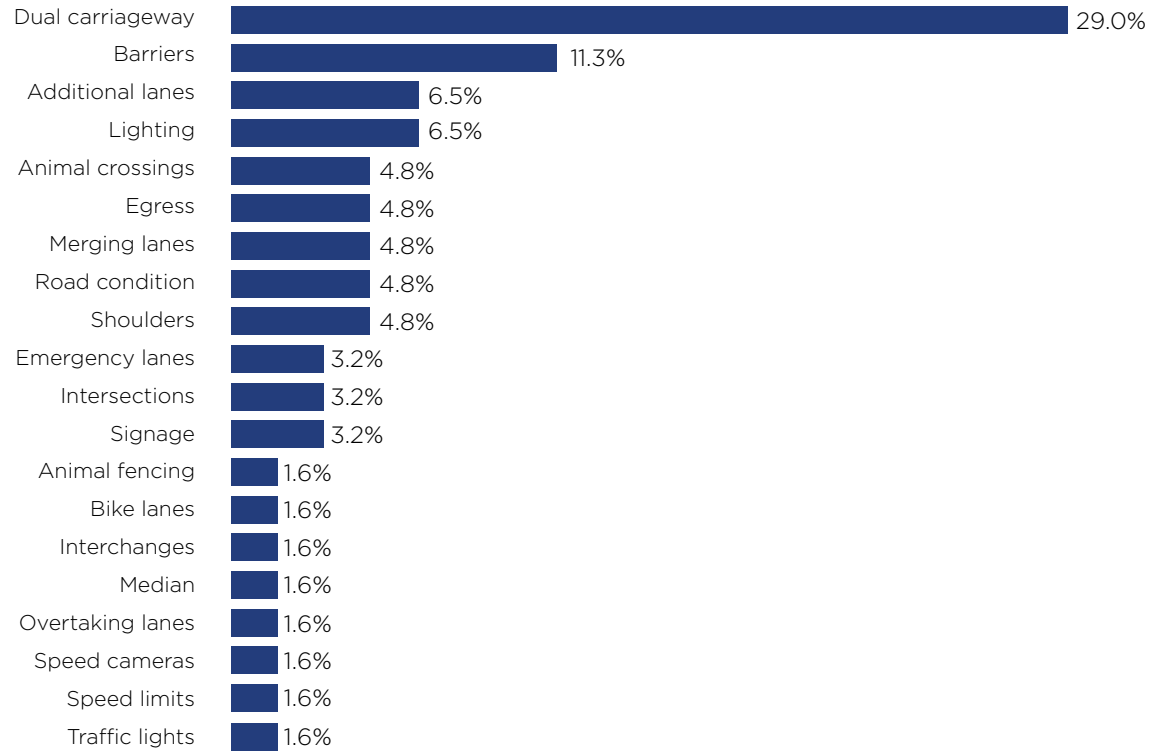
Q6

Would you recommend any improvements you have seen on other similar roads that could be considered here?

Theme – Road safety

Q6

Recommendations on improvements seen on other similar roads?

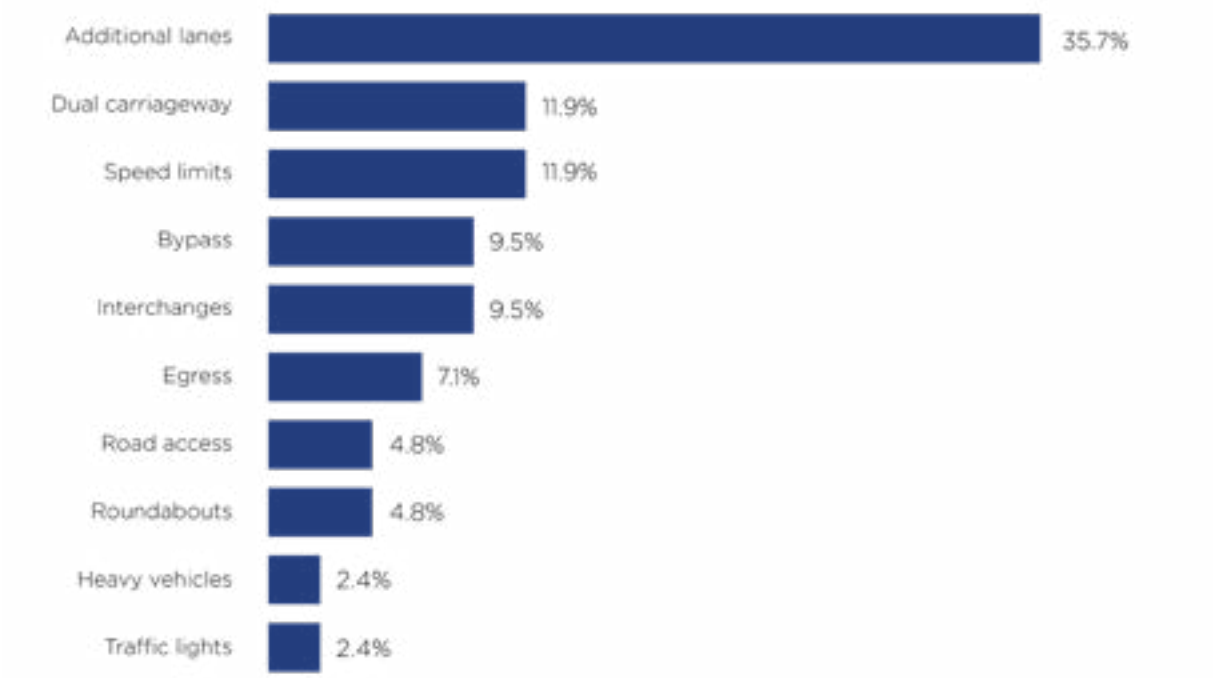


Graph 3.26 Road safety

Theme – Traffic management

Q6

Recommendations on improvements seen on other similar roads?



Graph 3.27 Traffic management

Summary road safety and traffic management community values design insights

Respondents valued improvements seen on other roads that included dual carriageways (entire length) with a central median separator/ barrier, better lighting and premium road surface and line marking.

Respondents want to see a well-planned solution that significantly improves the existing conditions for all users, so there is a clear reduction in the potential for serious injury and fatal crashes; in particular, at locations where overtaking opportunities are limited, there is poor lighting and complex, uncontrolled intersections carrying large volumes of traffic at high speeds.

Good examples referenced included the M1 North Coast, Princes Highway upgrade (Berry to Bomaderry/Albion Park Rail bypass), The Northern Road, M7 Light Horse interchange, Hunter Valley Expressway, M4/M7 intersection and the Tonkin Highway in Western Australia.

Specific suggestions for future improvements (but not referenced on other roads) included dedicated right turn lanes, u-turn bays and upgrading intersections around Wilton with traffic lights.

There were some opposing views to traffic lights (citing more lights will increase congestion). Other suggestions included roundabouts, underpasses/overpasses and tunnels, flyovers, and 'clover leaf design' intersections.

Theme – Environment

Q6

Recommendations on improvements seen on other similar roads?

Graph 3.28 Environment

Summary environment community values design insights

Values that were important to the future upgrade in terms of environment were primarily in relation to animal crossings.

Examples where this had been done well as part of a road project included Mona Vale Road, Wakehurst Parkway, areas around Port Stephens and the far north coast in general.

Theme – Active and public transport

Q6

Recommendations on improvements seen on other similar roads?

Graph 3.29 Active and public transport

Theme – Pedestrians and cyclists

Q6

Recommendations on improvements seen on other similar roads?

Graph 3.30 Pedestrians and cyclists

Summary active and public transport, pedestrians and cyclists community values design insights

As demonstrated in community concerns, community values related to the future design of active and public transport connections, pedestrian and cyclist facilities.

Main suggestions included adequate provision of cycling lanes, pedestrian access to walking tracks at key intersections where there were currently no pedestrian facilities (lights or refuges) and a review of public transport options, particularly in light of the future growing population and access to employment and study.

Theme – Freight

Q6

Recommendations on improvements seen on other similar roads?

Graph 3.31 Freight

Summary freight community values design insights

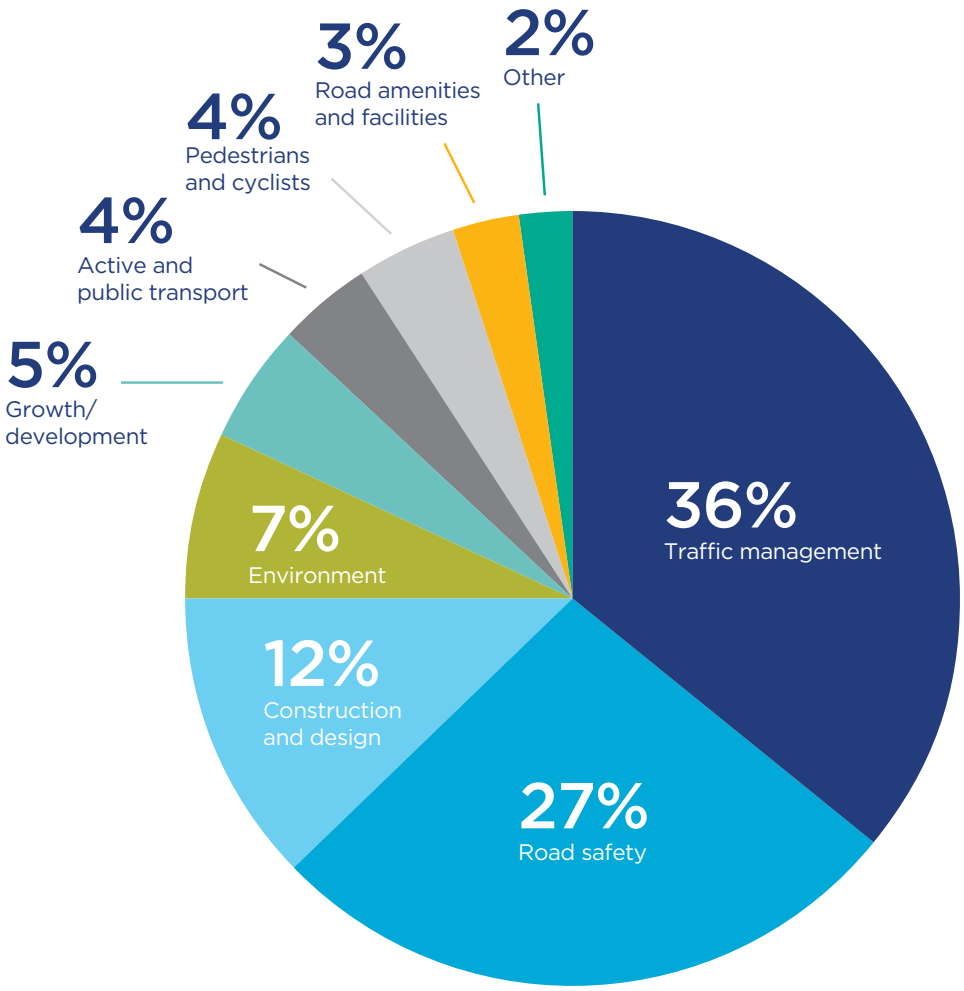
Values for future design regarding freight received limited feedback. The feedback received related to putting more freight on rail noting that Port Kembla is a freight hub, and an investment in rail could improve efficiency and safety.

PEMBROKE
PARADE
PICTON ROAD
B88
Wollongong

Responses from question 8
Community values
Other

Q8

Do you have any other comments you would like to add to help the Project Team in their development of future options?



Graph 3.32 Community values Other

Summary – community values 'other'

Feedback in the 'other' category largely echoed comments and suggestions for future planning that had been raised previously as current 'community concerns'.

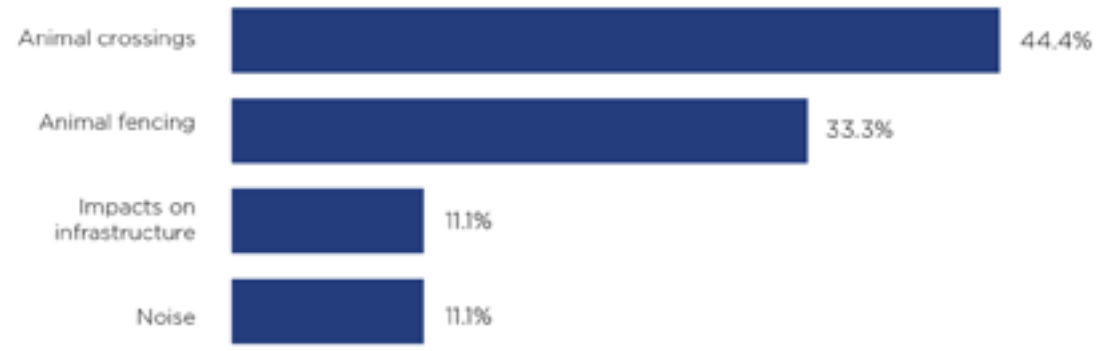
They broadly covered environmental values (animal crossings and fencing, cultural preservation, vegetation and water quality and noise), dual carriageway and providing a 'motorway standard' road, planning for pedestrians, cyclists, public transport and future employment and population growth/ development.

Question 8
Engagement insights
Community values
Other - themes

Theme – Environment

Q8

Other - comments on developments of future options?



Graph 3.33 Environment

Summary community values other

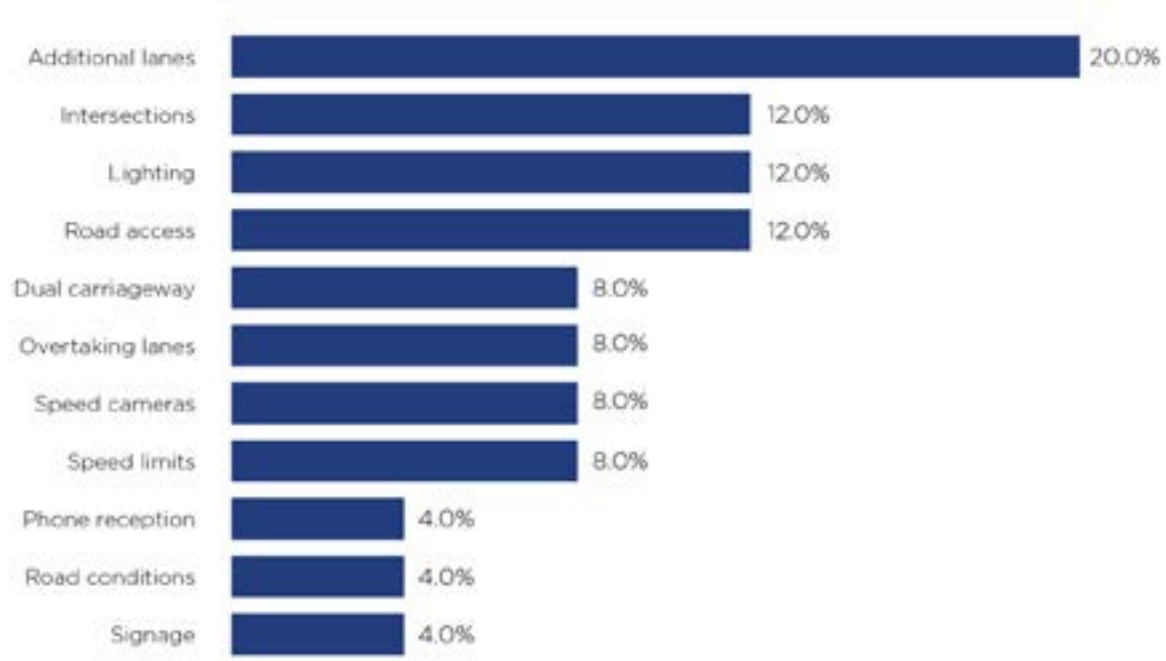
Environment insights

Future value is placed on the provision of animal fencing and crossings, minimising noise and sensitively planning and managing construction work to minimise all environmental impacts.

Theme – Road safety

Q8

Other - comments on developments of future options?

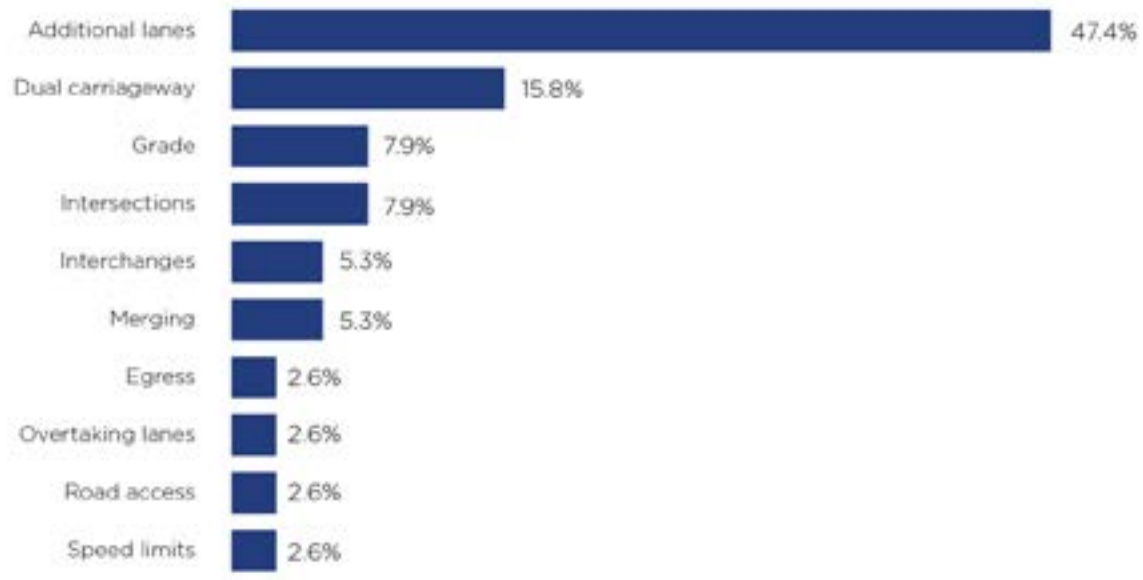


Graph 3.34 Road safety

Theme – Traffic management

Q8

Other - comments on developments of future options?

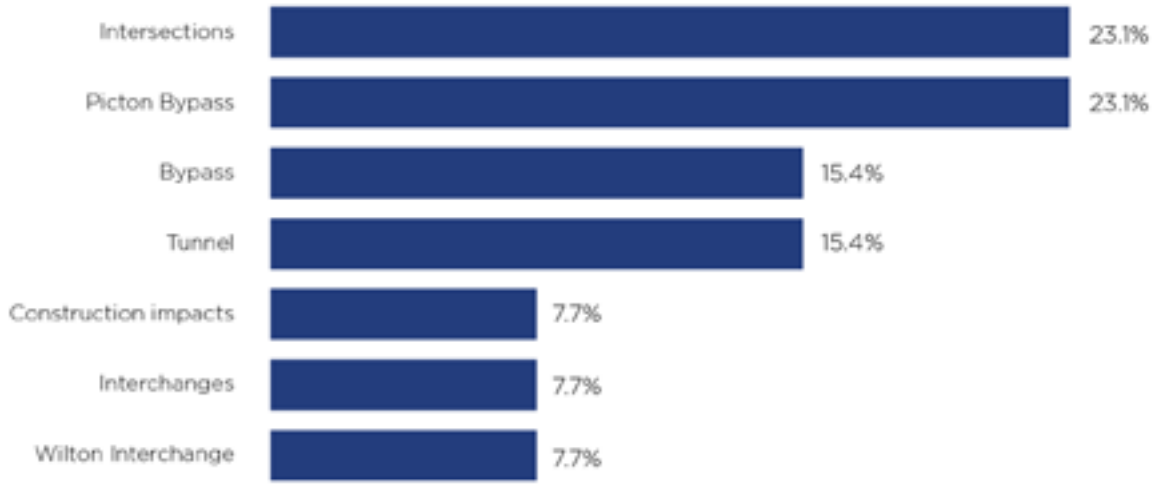


Graph 3.35 Traffic management

Theme – Construction and design

Q8

Other - comments on developments of future options?



Graph 3.36 Construction and design

Summary community values other

Feedback received reinforced the importance of providing additional lanes/duplication, interchanges and intersections, merging, overtaking, speed limits, traffic lights and grade separation.

Values also aligned with improving animal crossings, emergency access, lighting, speed, enforcement, road condition, rest areas, rain, phone reception, signage, speeding and speed enforcement.

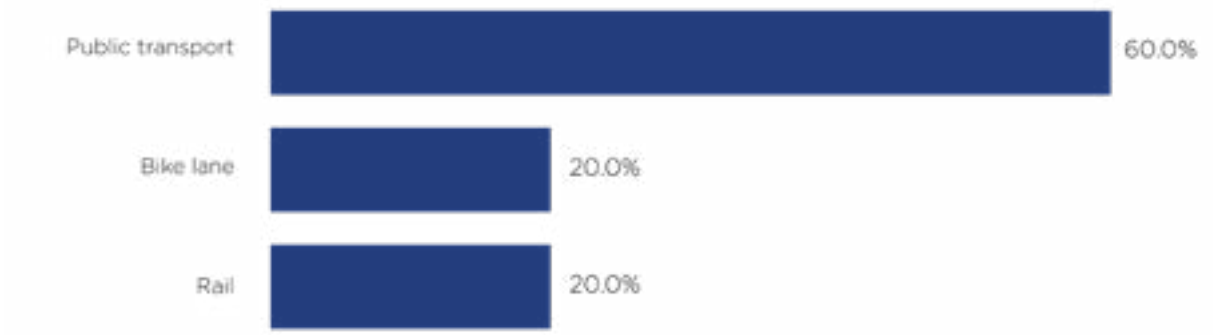
The upgrading of existing and provision of new road amenities and facilities was also mentioned, as was planning for better emergency access and management during natural disasters, crashes and major weather events that have the potential to close Picton Road.

Proactive planning and management of future construction impacts was also important. The timing of the upgrade was of importance, with respondents indicating they would like to progress the upgrade as soon as possible.

Theme – Active and public transport

Q8

Other - comments on developments of future options?



Graph 3.37 Active and public transport

Theme – Pedestrians and cyclists

Q8

Other - comments on developments of future options?

Graph 3.38 Pedestrians and cyclists

Summary community values other

Active and public transport, pedestrians and cyclists insights

The same values for the future planning of the upgrade were expressed including provision of cyclist lanes, improved public transport and connections for pedestrians.

Theme – Road amenities and facilities

Q8

Other - comments on developments of future options?

Graph 3.39 Road amenities and facilities

Summary community values other

Road amenities and facilities Insights

Upgrading existing rest areas and issues concerning rubbish, toilets, EV, additional parking for larger and mixed vehicles and lighting were considered valuable. Respondents indicated they would like to see safe entry and exits to any new or existing facilities be considered as part of the upgrade work.

Theme – Growth and development

Q8

Other - comments on developments of future options?

Graph 3.40 Growth and development

Theme – Land use impacts

Q8

Other - comments on developments of future options?

Graph 3.41 Land use impacts

Theme – Access and connections

Q8

Other - comments on developments of future options?

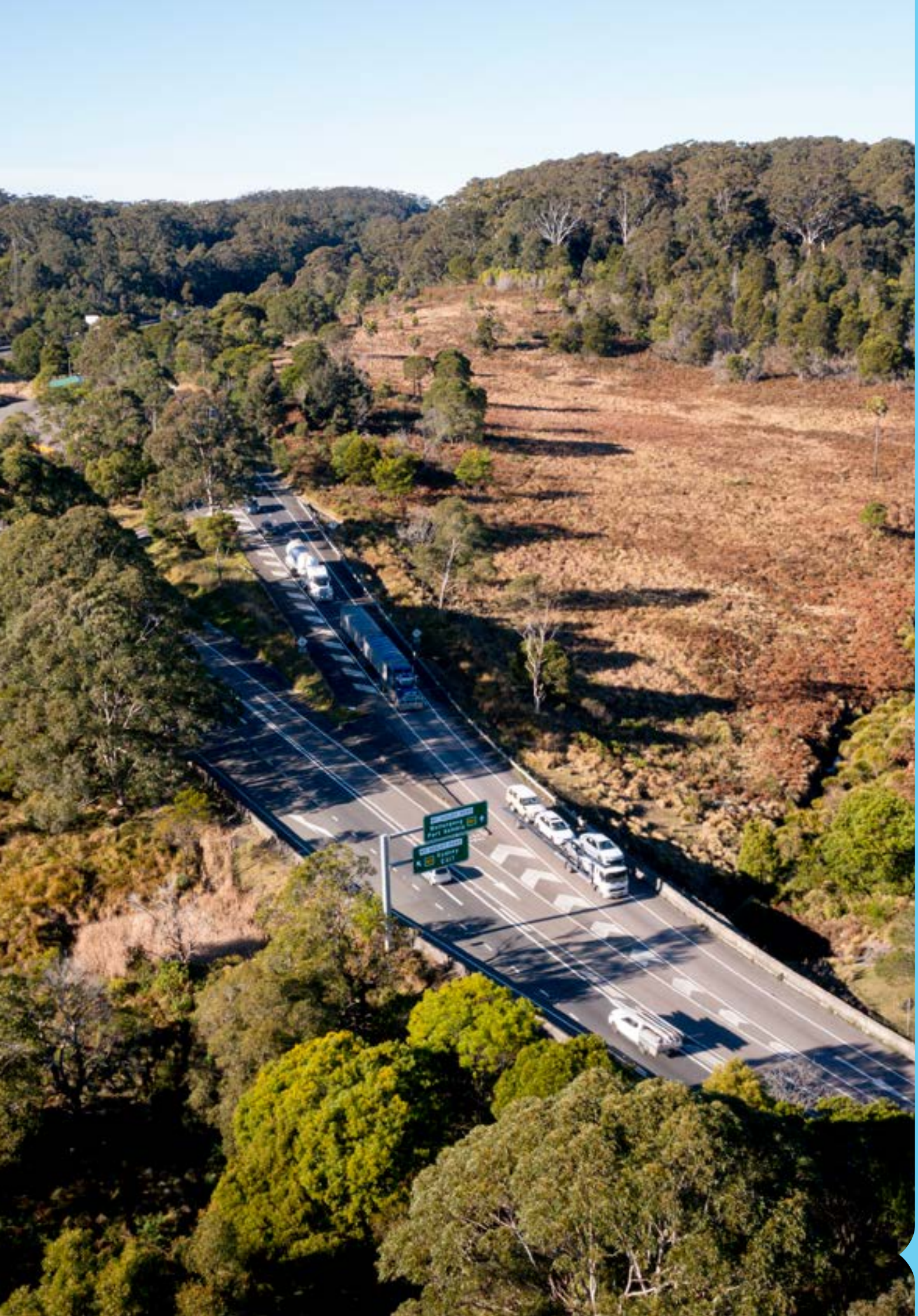
Graph 3.42 Access and connections

Summary community values other

Growth and development, land use impacts, access and connections insights

The value for future planning of the upgrade continued to be a main consideration in relation to the timing of the planned population growth and residential development, which will ultimately lead to greater employment opportunities and the need to travel to adjacent employment areas via Picton Road.

There was one comment related to extending the planned Western Sydney Orbital to be integrated with Picton Road.



Online interactive map feedback

The online interactive map enabled community members to pin their comments to a specific location on an aerial map of Picton Road. The greatest density of comments are at the following locations:

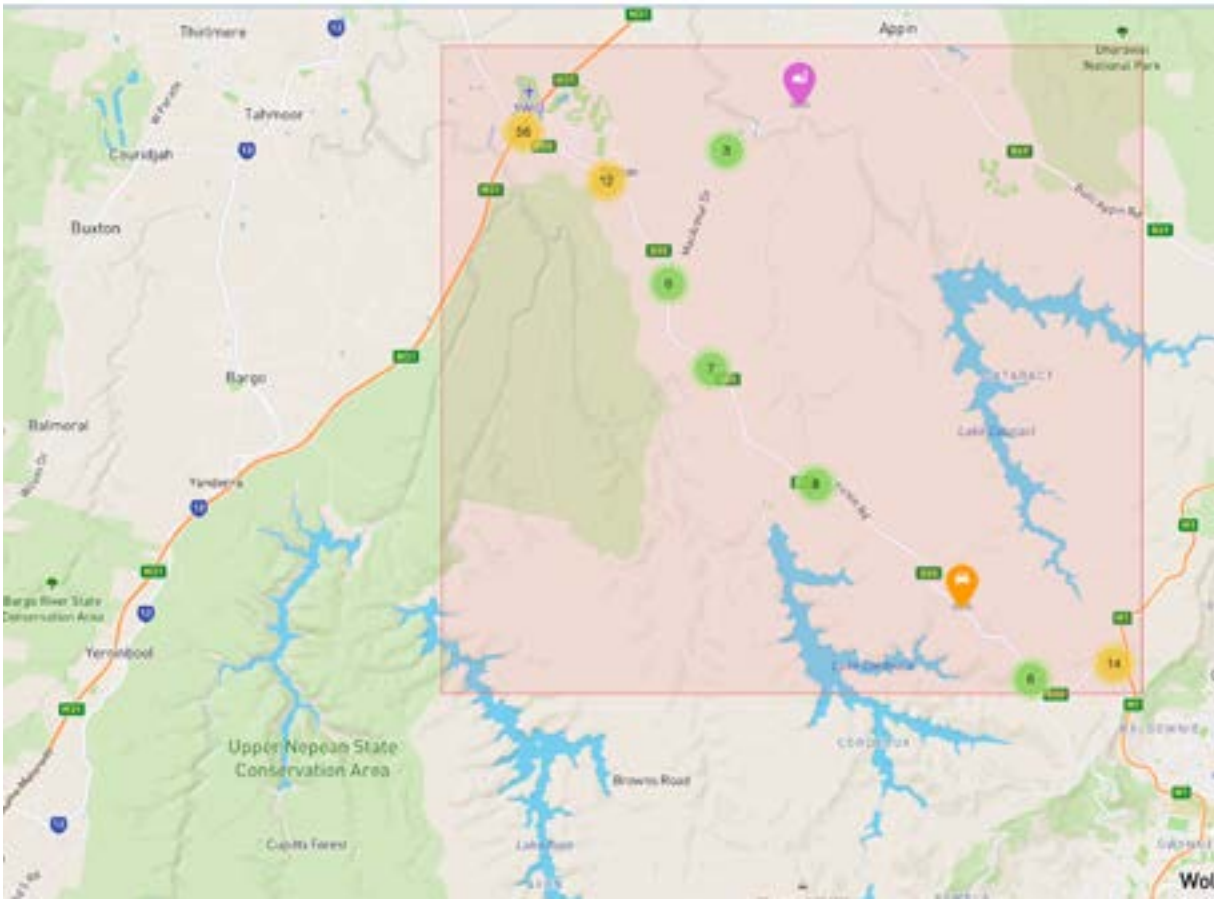
- Interchange at Picton Road and Hume Motorway
- Entry and exit points at Picton Road and M1 Princes Motorway
- Intersections and access points around Wilton at Almond Street, Pembroke Parade, Jendarra Lane and MacArthur Drive
- Also listed (to a lesser extent than the above locations) were Menangle Road, Prince Street, Alkoomie Place and Mount Keira Road

Comments received by email generally described issues at similar locations to comments received via the online interactive map.

Some comments raised issues at locations outside the scope of the Picton Road Upgrade, including a number of comments related to Mount Ousley interchange and Picton bypass. This feedback has been passed on to the relevant project teams within Transport.

For detailed comments on each location please refer to our interactive dashboard on our webpage.

Figure 3.2 Interactive map comments



3.3 What we heard – Key themes and suggestions

An upgrade of Picton Road would support growing communities and businesses across Western Sydney and the Illawarra Shoalhaven by providing improved access to jobs, services, education and suppliers between the neighbouring regions.

Feedback gathered during the consultation provided key insights into the current issues experienced by Transport customers as well as a number of suggestions for the future design of a potential upgrade. Feedback relating to including the reopening of rail lines and changes to existing programs of works and public transport in Wilton are outside of the scope but have been passed on to the relevant departments.

Following is a summary of the existing issues raised and potential improvements suggested by stakeholders.

"Attracting tourists relies on fast, easy and safe access to the region. As the Illawarra increasingly becomes 'The Beach for Western Sydney' capacity constraints and safety issues on Picton Road will become a key factor in maintaining growth in the key tourism sector" – Key stakeholder

Summary of key stakeholder feedback and suggestions

Road safety

Feedback

Feedback was focused on prioritising the duplication (dual carriageway with a central median separator/barrier) for the entire length of Picton Road. There was a strong preference for improved lighting and speed zone reviews, as well as consistent feedback on poor mobile reception in some 'black spots' that could compromise safety in a breakdown or crash.

The overwhelming majority of stakeholder groups raised the crash history of the road and the importance of 'getting the work done now'.

Respondents wanted to see a well-planned solution that significantly improves the existing conditions for all users, so there is a clear reduction in the potential for serious injury and fatal crashes, particularly at locations where overtaking opportunities are limited, there is poor lighting, and at intersections and turning points to enter and exit Picton Road.

Suggestions

The main concern raised was the need for a dual carriageway and central median barriers. Feedback referenced roads travelled on that were viewed as 'safer roads' or suggested design elements seen in other road projects including the M1 North Coast, Princes Highway upgrade (Berry to Bomaderry/Albion Park Rail bypass) and The Northern Road.

Respondents wanted to see a 'motorway standard' with a minimum of two lanes each direction and central median/barriers to reduce risk of head on-crashes.

There were suggestions made for increased police enforcement, CCTV cameras, point-to-point speed cameras, reviews of existing speed limits until the upgrade is completed and improving lighting, particularly in high fog areas.

Traffic management/construction and design

Feedback

Feedback on traffic management was aligned with comments regarding safety. Respondents prioritised dual carriageway to manage congestion, allow for safer overtaking and separation of heavy and light vehicles. There were also multiple requests to better manage traffic and safety at key intersections around Wilton (Almond Street, Pembroke Parade, Jendarra Lane and MacArthur Drive).

There was also consistent comments around better management/sharing the road with heavy vehicles, light vehicles and cyclists.

Suggestions

Included dedicated right-turn lanes, U-turn bays, upgrading intersections around Wilton with traffic lights, though some suggested no traffic lights and use of alternative solutions such as roundabouts, flyovers and 'clover design' intersections.

The dominant suggestion was to upgrade Picton Road to a dual carriageway as a minimum. There were also suggestions to improve existing lights at the Hume Motorway interchange with current phasing/sensors to allow for additional traffic in peak periods to get through.

Access and connections/property and access

Feedback

There was feedback on access for existing residents in new estates around Wilton including Bingara Gorge as well as planning for increases at new estates in areas including the Wilton Green Development.

Respondents indicated the need for better connections to and from the Illawarra for the purpose of work and recreation as well as the importance of connections for freight between Sydney/Melbourne and Port Kembla.

Suggestions

Comments were similar to those for traffic management and safety. Most focused on existing access and connections for residents to Picton Road being extremely difficult at present, and the need for this to be carefully considered giving the growing rate of Picton Road and surrounding new residencies that will require more efficient and safe access.

Freight

Feedback

Feedback was directly related to efficiency and safety. Common themes and requests included dual carriageways, intersection improvements for free flowing traffic movements (especially at the Hume Motorway interchange), planning for future increases in freight movements to and from Port Kembla and general safety/sharing the road with light vehicles and centre barriers.

Feedback was made in relation to amenities and facilities around rest areas, merge lanes, shoulders and general road condition and alignment. Speed limits, topography (making some areas difficult for trucks to climb) and general driver behaviour.

Suggestions

Similar to previous themes feedback included dual carriageway, driver behaviour (overtaking/speed) provision of adequate facilities for rest areas to manage fatigue, looking ahead to freight increases and subsequent vehicle movements, improvements to merge lanes and road incline/alignment/widened shoulders. There were also suggestions to move freight off the road and onto rail by constructing new rail lines along the corridor to cater for freight.

Environment

Feedback

Feedback indicated wildlife, vegetation, sustainability, heritage and culture should be an important consideration for any upgrade.

There was a strong desire for the environment to be protected (particularly wildlife) and the upgrade to take careful consideration of increasing wildlife crossings and protection of habitat as well as water catchments. There were mixed comments around vegetation as some participants saw some of the existing trees to be a safety risk and visual impairment at some locations.

Roadside rubbish was mentioned and the concern that upgrading the road would lead to more litter that could damage the environment, particularly the water catchment. Consideration and good management of the construction phase was raised, in particular related to impacts to water catchment.

Suggestions

Any potential impacts to the environment (including wildlife, vegetation, water catchments, culture and heritage) should be assessed in detail by specialists as part of the planning process, and the community would like to have an opportunity to view and make comment on these assessments.

The common suggestions for inclusion were wildlife crossings/underpasses (suitable for possums, wombats and kangaroos), koala fencing, improved lighting to reduce roadkill, and preservation of Aboriginal heritage and cultural items.

Growth and development/land use

Feedback

There was consistent feedback around concern for the future planned growth in the areas around Wilton as well as adjacent growing areas of South West Sydney, Wollongong and Illawarra and Western Sydney Parklands and Aerotropolis and the impact this would have on traffic conditions and safety, access to employment and recreation, tourism and business operations.

Ensuring any upgrade planned for future population growth was deemed critical so the road did not require another upgrade in the short term due to poor planning or design solutions.

Prioritisation of the upgrade in the sections immediately adjacent to current and future growth areas was seen as most important when staging the program of works (in particular, intersections around Wilton such as Almond Street, Pembroke Parade, Jendarra Lane and MacArthur Drive) as well as the Hume Motorway interchange.

Suggestions

There were consistent suggestions around prioritisation and focusing first on addressing and improving the sections of road with the most congestion and safety issues. Other comments included considering a 'noise mound', not adding to congestion with too many signalised intersections and ensuring protection and management of the environment to complement the vision for the area.

Streetscape improvements, including the planting of trees and other vegetation, were seen as minimising any noise and lighting impacts on residents, while also improving the streetscape.

Active and public transport

Feedback

There was limited feedback relating to active and public transport. Respondents focused on improving access for pedestrians to recreational areas via new shared paths and connectivity in new development areas.

Some feedback suggested a review of existing public transport (bus services reported as very infrequent and limited services, little infrastructure such as bus stops and shelters) to enable less cars on the road and more people able to use transport between Wilton and the Illawarra for work, study and recreation.

There was limited feedback on building a passenger rail line or revising existing non-operational/closed lines. Requests for cycling facilities were common, referencing the option to cycle to work or have existing recreational cycling groups being able to use Picton Road safely on a regular basis.

Pedestrians and cyclists

Feedback

Respondents expressed the value they held for the local environment and wanting to spend more time exploring the recreational opportunities on offer.

However, respondents indicated that limited pedestrian access and parking at areas of interest has made it difficult to maximise their recreational use, particularly for families new to the area.

Suggestions

Construction of shared paths that connect Picton Road into and out of new and existing developments, parking areas at key locations to enable pedestrian access, widening shoulders to enable recreational cycling (also noted in Active Transport) and safe gaps between cyclist and vehicles. Some feedback suggested dedicated cycling lanes, painting some areas with green cycle lane markings to improve visibility and safety.

Road amenities and facilities

Feedback

Feedback related to existing rest areas and some difficulties finding parking, condition of toilets, bins/rubbish, lack of 'traveller' facilities such as food/petrol/service centres and general parking for commuters and 'carpoolers'. Safety was mentioned regarding accessing the rest areas (merge lanes/ entry and exit lengths/advanced signage/ inadequate lighting) and general fatigue – ensuring these areas are able to cater for all travellers (heavy and light vehicles) to utilise on long trips given the distance between Sydney and Wollongong as an example.

Suggestions

These were in relation to increasing the cleaning schedule of the toilets/general rubbish removal, planning for a service centre like those on the north coast, improving lighting and entry/exits, signage, increasing the size of the existing rest areas to allow for more parking for truck and cars as well as caravans and potentially an adjacent area for commuter car parking. There were suggestions to incorporate EV charging options given the future of EV vehicles and improving mobile coverage/ service.

Chapter 04

Consultation outcomes and next steps

4 Consultation outcomes and next steps

Thank you to everyone who provided feedback during the consultation.

Transport thanks everyone who took the time to provide feedback about their experiences accessing and travelling along Picton Road. The feedback and ideas received provide valuable input into the project development.

Transport appreciates the thought and effort that was put into the alternative suggestions submitted by stakeholders, and will consider these suggestions as part of the development of future designs and prioritisation of the program of work.

Balancing cost, delivery timing, construction impacts and customer benefits are key considerations when developing and designing options. Some suggestions including new metro/ underground rail lines and flyovers will not form part of part of the scope for the Picton Road upgrade proposal.

TfNSW will also continue to progress the Outer Sydney Orbital Stage 2 investigation of corridor preservation needs for new connections between Western Sydney and the Illawarra Shoalhaven region. This will consider complementary links, including potentially new a connection between the Hume Motorway and Picton Road and long-term Illawarra Escarpment crossing options.

Feedback from the consultation, along with studies carried out by Wollongong City Council, Business Illawarra and the Picton Road Motorway Coalition, will be used to help Transport identify options.

Next Steps

Transport will use this feedback to inform the design development, preferred option selection and environmental assessment.

Transport will keep the community informed as the project progresses.

Project timeline

Figure 3.3 shows the proposed pathway from development, approval, construction and delivery

"An upgrade to Picton Road would improve accessibility to jobs, goods, services and education opportunities and better link between clusters of growing business activity. Improved access will give people more choice in where they work, live, study and visit, with both regions offering iconic landscapes, national parks, rivers, escarpments and south coast beaches"

Appendix A

Appendix A

Media coverage – paid and unpaid

Media coverage was effective especially within print. News headlines such as "Plan to Shake Up Picton Road" and "Plans to upgrade Picton Road" gained traction in a number of local news outlets. The overall tone of coverage was positive. Wollondilly Advertiser had an overall reach of 175 600, Camden Narellan Advertiser had an overall reach of 47 800, Campbelltown MacArthur Advertiser had an overall reach 146 600 and Illawarra Mercury an astounding 871 600 reach. Project awareness was prompted through advertisements in print and online outlets such as the Southern Highland News, Illawarra Mercury, Wollongong Advertiser and Wollondilly Advertiser. Radio advertisements were also used to showcase the "Have Your Say" campaign, with ABC Illawarra, 198FM Illawarra, South West Voice and 2SM radio covering the information.

Advertisements and coverage:

LIFE

Closing entry disappoints

Have your say on the Picton Road upgrade until 13 September 2021

Anytime Gifts

NEWS

New role for Gong family lawyer

Mountain bike million

INSIDE TODAY

WEATHER

CONTACTS

LOTTO

MERCURY

Have your say on the Picton Road upgrade until 13 September 2021

TRAVEL FOR LESS

Plan to shake up Picton Road

Have your say on upgrade

PLANS. Millions will be spent on upgrading Picton Road. Picture: Robert Peet

Plans to upgrade Picton Road

ROADS

DRIVERS who use Picton Road can have their say on where to spend the millions planned to upgrade the road.

In November last year Transport and Roads Minister Andrew Constance announced $44 million in funding to improve what he called an "unforgiving" road with an "unacceptable" rate of crashes.

Transport for NSW is calling for feedback from the public on what improvements are most important.

"We're now calling on the community to give us feedback so we can prioritise the work to boost safety, ease congestion, improve access for freight and overall create a more resilient transport network," he said.

"This will help us to further investigate and develop options that will provide safe, efficient and reliable journeys on this important freight corridor while supporting future population and employment growth in Western Sydney and the region."

People can leave feedback via the RMS website.

- GLEN HUMPHRIES

Social Media Campaign

The ‘Have your Say’ social media campaign ran from Tuesday 17 August until Monday 13 September. We had a great response with 324 people participating and providing feedback. A three-part series of Facebook posts was created to encourage people to visit the consultation hub and tell us their concerns with Picton Road while suggesting how it could be improved.

Respondents could complete a short survey or leave comments “pinned” to a map. Overall 17 contributors left 114 pins on the pinned map. Social media provided the biggest source of traffic to the consultation platform. People were not just concerned about the dual carriageway but also passionate about consistent mobile reception to improve communication and safety on Picton Road.

Ad 1 – Audience: Geo-target

Started	August 17
Ended	August 24
Ad spend	
Reach	23,303
Frequency	2.84
Thruplays	4,490
Avg play time	5 seconds
Link clicks	495
Reactions	103
Comments	177
Shares	20
Saves	10

Ad 1 – Audience: Students

Started	August 17
Ended	August 24
Ad spend	
Reach	17,468
Frequency	3.48
Thruplays	3,562
Avg play time	5 seconds
Link clicks	395
Reactions	68
Comments	78
Shares	20
Saves	10

Ad 1 – Audience: Freight

Started	August 17
Ended	August 24
Ad spend	
Reach	41,477
Frequency	2.18
Link clicks	1,421
Reactions	219
Comments	189
Shares	20
Saves	6

Ad 2 – Audience: Geo-target

Started	August 26
Ended	Sept 4
Ad spend	
Reach	16,604
Frequency	2.38
Thruplays	1,653
Avg play time	5 seconds
Link clicks	532
Reactions	61
Comments	159
Shares	12
Saves	9

Ad 2 – Audience: Freight

https://www.facebook.com/NSWRoads/posts/1457478910649928

Started	August 26
Ended	Sept 4
Ad spend	
Reach	27,602
Frequency	2.32
Link clicks	442
Reactions	445
Comments	217
Shares	35
Saves	8

Ad 3 – Audience: Geo-target

https://www.facebook.com/NSWRoads/posts/1513211505078000

Started	7 Sept
Ended	13 Sept
Ad spend	
Reach	26,454
Frequency	2.18
Link clicks	664
Reactions	37
Comments	47
Shares	9
Saves	2

Ad Set 3 – Audience: Freight

https://facebook.com/NSWRoads/posts/1513248805072272

Started	7 Sept
Ended	13 Sept
Ad spend	
Reach	21,064
Frequency	2.02
Link clicks	250
Reactions	100
Comments	20
Shares	11

Collateral Library

QR Code at rest areas

QR code placed at Rest Areas on Picton Road between Hume Motorway Interchange and M1 Princes Motorway interchange, Pheasants Nest Service Centres and Frank Partridge Rest Area for duration of the campaign.

Radio advertisement

Campaign period Tuesday 17 August 2021 to Monday 13 September 2021

Campaign start date: 17 August

Campaign end date: 13 September inclusive

Stations: WAVE FM, 2SM, i98, C91.3/Mac

Frequency: Once during the morning and once during the afternoon – 15 seconds

Script:

Transport for New South Wales wants you to have your say on using and accessing Picton Road between the Wilton Growth Area, the Hume Motorway interchange and the M1 Princes Motorway.

Visit **nswroads.work/pictonupgrade**

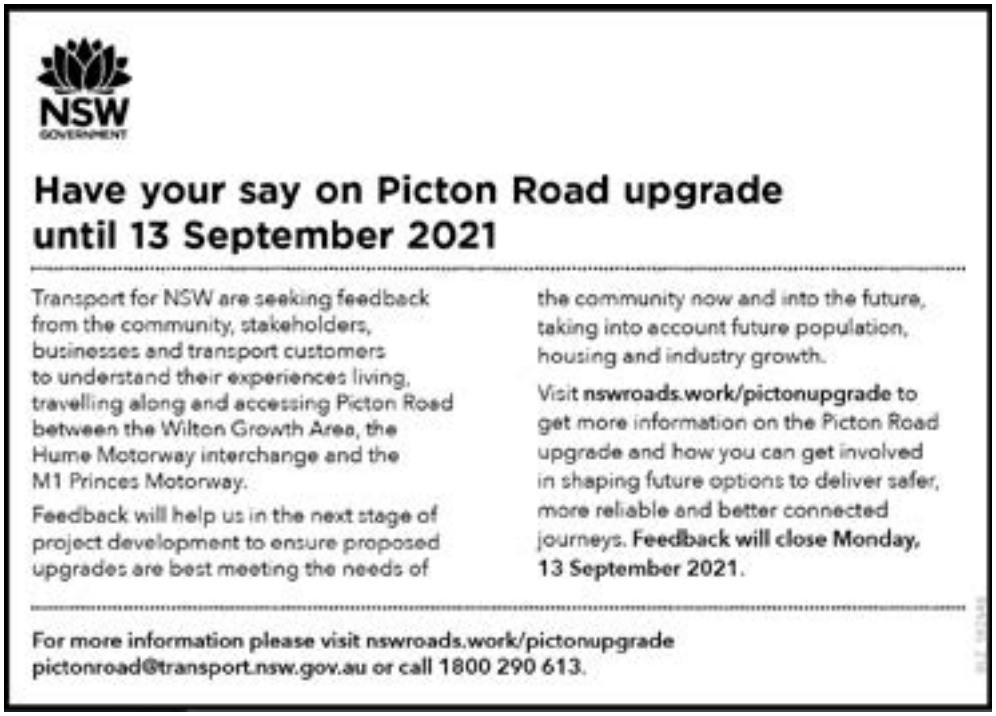
Print advertisement

Campaign period Tuesday 17 August 2021 to Monday 13 September 2021 *(the number of publications available was impacted by COVID with some papers not running at the time)*

Publications included

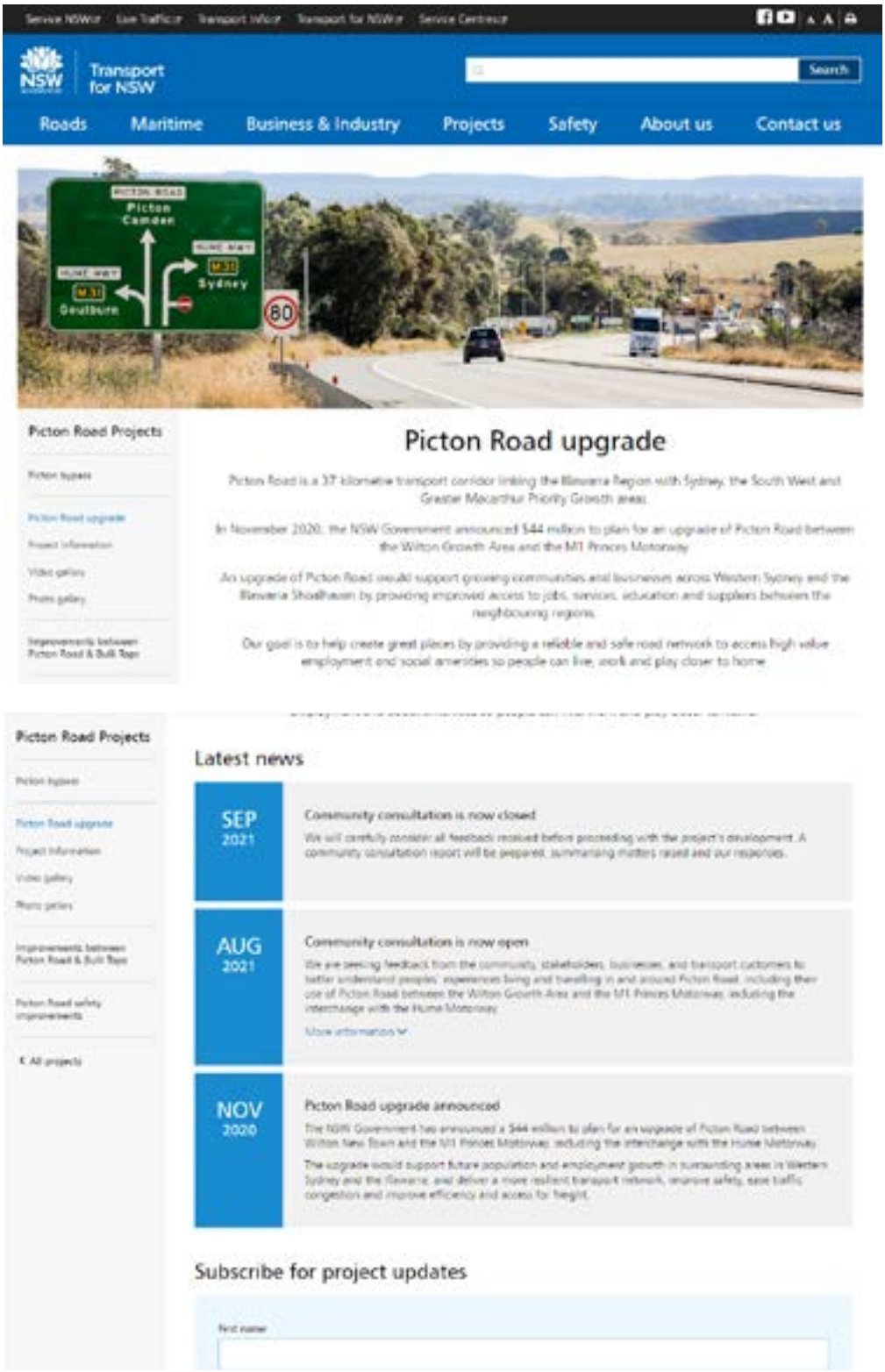
- Illawarra Mercury
- Bowral Southern Highlands News
- Wollondilly Advertiser

A digital MREC was also published.



Updated project website

https://roads-waterways.transport.nsw.gov.au/projects/picton-road-projects/index.html



FAQS

Published on the Picton Road website page nswroads.work/pictonupgrade

Transport for NSW

Picton Road upgrade

Frequently asked questions

What is happening?

Find out more

Contact us

Community Update

Distributed on 17 August 2021 to 1450 residences along Picton Road alignment and placed on the website as well as attached to stakeholder emails

E-blast

Issued 17 August 2021 to 725 project subscribers

Have Your Say on the Picton Road upgrade

Media Release Issued 16 August 2021

Monday, 16 August 2021

HAVE YOUR SAY ON PICTON ROAD UPGRADE PLAN

Drivers who use Picton Road are being encouraged to have their say to help the planning of future upgrades.

Minister for Roads Andrew Constance said planning is progressing quickly after the NSW Government announced a $44 million upgrade plan.

“Transport for NSW has done a lot of technical work on the Picton Road upgrade between the Wilton Growth area and the M1, including the Hume Motorway interchange,” Mr Constance said.

“We’re now calling on the community to give us feedback so we can prioritise the work to boost safety, ease congestion, improve access for freight and overall create a more resilient transport network.

“This will help us to further investigate and develop options that will provide safe, efficient and reliable journeys on this important freight corridor while supporting future population and employment growth in Western Sydney and the Illawarra.”

Member for Wollondilly Nathaniel Smith said an upgrade of Picton Road would support growing communities and businesses across Western Sydney, the Illawarra and Shoalhaven by providing improved access to jobs, services, education and suppliers.

“It’s critical that a future upgrade of Picton Road improves safety and caters for residential growth at Wilton,” Mr Smith said.
“As one of two major east-west links between the Princes Motorway and Hume Motorway, the corridor also plays a significant role in the movement of goods and people from the region to Melbourne, Canberra, Sydney and broader areas of western NSW.”

Mr Constance said the upgrade will be the latest improvement in more than a decade of investment in this road.

“More than $60 million has been invested by the Australian and NSW Governments in Picton Road since 2010 in a commitment to improved safety and efficiency for the 22,300 vehicles that use this road every day, including 5,100 heavy vehicles,” Mr Constance said.

“This investment has really paid off, with the number of crashes falling by almost 25 per cent in recent years and the incidence of head-on crashes falling by almost 80 per cent.”

Consultation opens today and will close on Monday 13 September, go to https://nswroads.work/pictonupgrade.

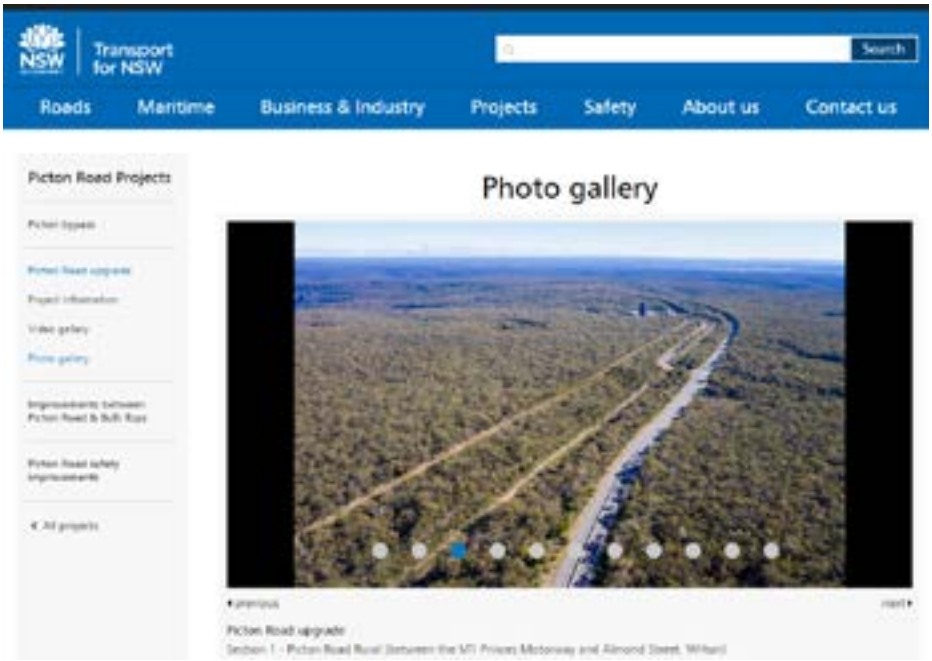
Video

Video was created for the website showing the drone footage along the length of the Picton Road corridor

https://roads-waterways.transport.nsw.gov.au/projects/picton-road-projects/picton-road-upgrade/video-gallery.html

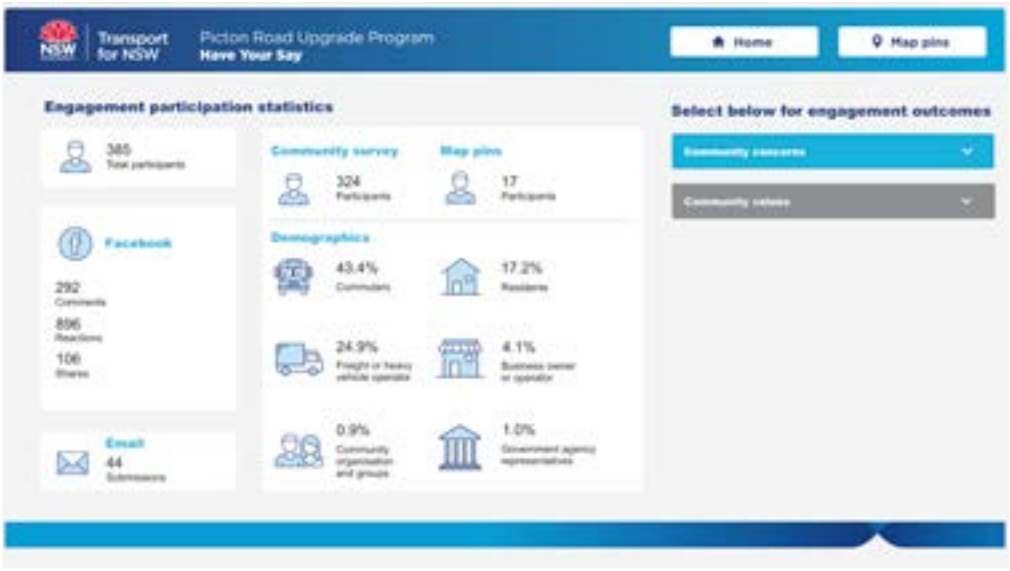
Photo Gallery

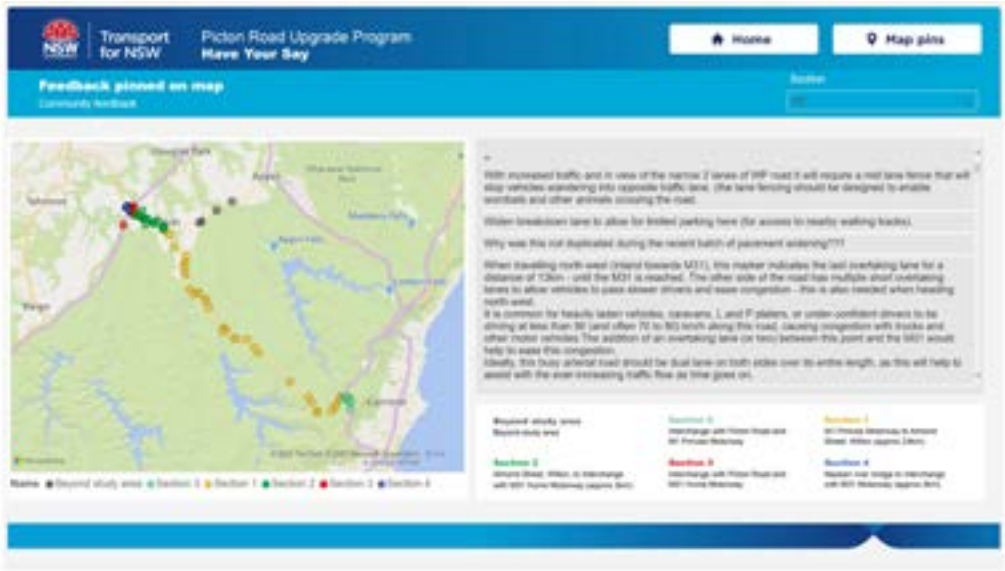
A photo gallery was created for the website showing key locations (both aerial and roadside) along the length of the Picton Road corridor



Picton Road interactive dashboard

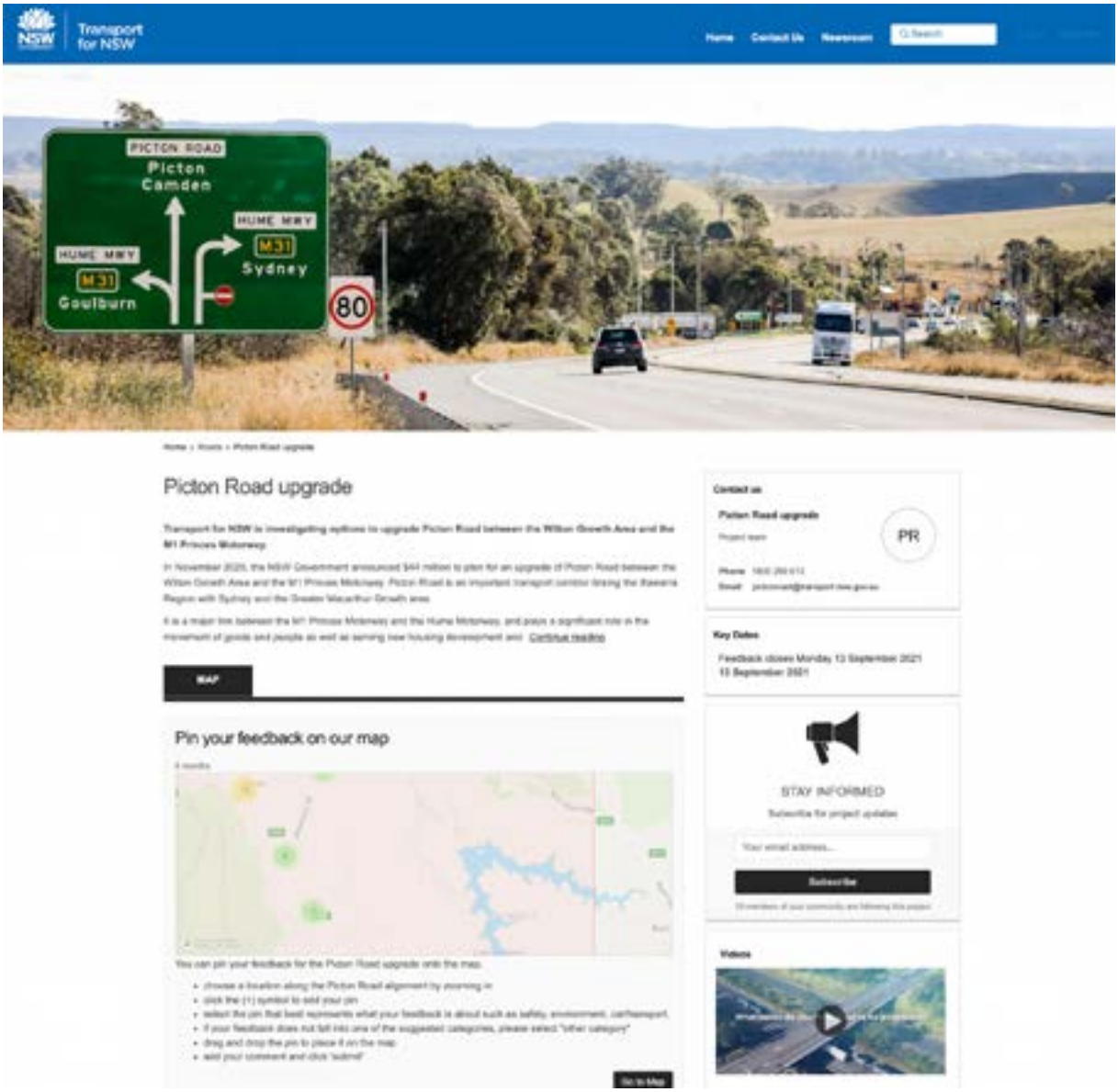
An interactive dashboard has been created to show feedback gained from surveys, emails, formal submissions, social media and the interactive mapping tool.

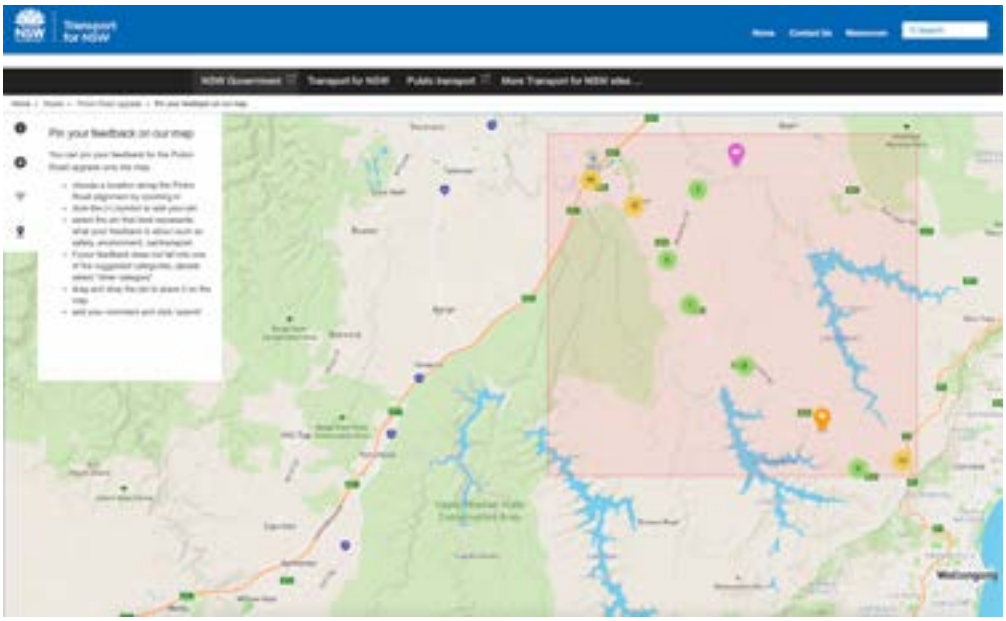




Picton Road On-line survey and mapping tool

On line survey landing page accessed via the Picton Road upgrade web page

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