

Consultation Summary

Western Distributor Network Improvements

Harris Street bus stop relocation

November 2023



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Summary

Between Monday 16 October and Sunday 5 November 2023, Transport for NSW invited community and stakeholder submissions to a proposal to relocate a bus stop on Harris Street as part of the Western Distributor Network Improvements project.

The consultation was promoted via two social media campaigns, letterbox drops, direct electronic mailout, a livestream and face-to-face events. In total, we estimate the reach of engagement was around 4225 people.

Information about the proposal was provided through an online portal, at two community face-to-face pop-up events, door knocking and a community update.

This Consultation Report summarises the promotion and consultation activities held during the public display period for the proposal and contains an analysis of the feedback received during the three-week consultation period.

A total of 120 individual submissions to the survey were received during the public display period, including via direct email, and online project portal entries. These submissions have been analysed and will be used to inform the future design of the Harris and Allen Street intersection.

Snapshot of consultation during the REF display period



Pop up events



Social media campaign



Door knocking



Online survey



Stakeholder emails



Community update

Background to the project

The NSW Government is building and managing a transport network to support the growth and development of Greater Sydney.

Projects like WestConnex, Western Harbour Tunnel and the M6 will become the backbone of our network to move people, goods, and services across Sydney.

Around 130,000 vehicles use the Western Distributor each day, making it Sydney's busiest transport corridor. Transport will make incremental improvements to modernise and upgrade this section of the network and futureproof the Western Distributor and Anzac Bridge as a safe and reliable connection for people travelling to and from the city's west.

Current projects to upgrade the Western Distributor include the Road Network Improvements and Smart Motorways projects. The Western Distributor Road Network Improvements project will improve safety and efficiency on the Western Distributor and reduce the flow on effect of incidents on surrounding roads.

Why are improvements needed?

The Western Distributor is currently operating at capacity and experiencing heavy congestion, particularly during the weekday morning peak.

The introduction of Smart Motorway technologies and other upgrades to the Western Distributor will assist the growing number of road users to navigate through the road network more efficiently. These enhancements will also play a vital role in reducing the flow on effect of incidents on nearby roads.

Key features

- modifying the intersection at Allen Street and Harris Street to provide three lanes northbound towards Harris Street, and removing a pedestrian crossing
- enhancing visitor experience and refurbishing the two Anzac digger sculptures on the Anzac Bridge
- modifying the Pyrmont Bridge Road and Bank Street intersection, removing turning movements onto Bank Street from the eastbound Pyrmont Bridge Road off-ramp and extending the off-ramp from one lane to two lanes
- constructing a new on-ramp connection to the Western Distributor from Fig Street, Pyrmont, (subject to a future investment decision)

Benefits

- improve traffic flow at the intersections of Allen Street and Harris Street, Pyrmont Bridge Road and Bank Street, and reduce queuing on the Allen Street and Pyrmont Bridge Road off-ramps following the opening of Rozelle Interchange
- improve safety and smoother travelling for motorists (less stop-start driving and reduced need for motorists to cross multiple lanes)
- preserve and refurbish the Anzac digger memorial sculptures
- improve connectivity between the Anzac statues and other memorials in the area
- improve reliability at road network pinch points
- reduce crash incidents where multiple lanes merge

Previous community feedback

The Review of Environmental Factors (REF) for the Western Distributor Network Improvements was on display from Wednesday 21 September to Friday 28 October 2022. During the five-week public consultation period, Transport hosted 11 community information sessions in the local community. The project team received 264 submissions from the community during the public display period. The submissions were considered by the project team and responded to in the Submissions Report.

As part of the Western Distributor Road Network Improvements project, the Harris Street pedestrian crossing on the southern side of the intersection at Allen Street will be removed.

In response to community feedback received during the project's Review of Environmental Factors (REF) display, Transport sought further feedback on the relocation of a bus stop on Harris Street, servicing routes 389, 501 and the 740 school bus.

Engagement process

The engagement period launched on Monday 16 October 2023 and promotion occurred over a three-week period until the engagement period ended at midnight on 5 November 2023. It is estimated the campaign had a reach of approximately 4225 people over the consultation period.

A range of channels was employed to promote the consultation to residents in the local area, the wider community, and others who currently use or may use the 389, 501 and 740 school bus services in the future. A combination of social media, emails, door knocks, and letterbox drops were used to reach a wide demographic of people.

A second round of promotion was undertaken towards the end of the engagement period to remind people of the opportunity to give their feedback via targeted social media advertising. Table 1 outlines the engagement and communication channels used during the consultation period, a description, and the estimated reach of each.

Table 1 Communication channels and reach

Channel	Details	Measure	Reach
Community update	Community update delivered to properties in the immediate area on 16 October 2023.	Number delivered	3712
Have your say website	A QR code was provided on all material linking to the portal. A social media campaign was also run with two posts (described below) to drive traffic to the portal.	Visits to the website	180
Electronic direct mail	An electronic direct mail was sent to the project mailing list on 16 October 2023, providing a link to the Have your say survey page.	Individuals registered to the project mailing list	241
Social media	16 October – 23 October	Reach	32083
	Two Facebook campaigns were run to drive traffic to the Have your say page. The first was from the HYS launch from 16 to 23 October.	Reactions Comments Shares Link clicks	33 21 7 833
Social media	30 October – 5 November	Reach	35379
	A second post was run from 30 October to 5 November as a reminder before consultation closed.	Reactions Comments Shares Link clicks	57 10 6 731
Posters	A poster advertising the Have your say (including a QR code) was installed at the bus stop that is proposed to be relocated. A poster was also provided to City West Housing, Pyrmont where identified stakeholders reside.		

Channel	Details	Measure	Reach
Community update hand outs	Community updates were provided at the two community pop-up events on		

Consultation activities

Consultation and interaction with stakeholders were centred around pop-up events held during the engagement period, door knocks of businesses along Harris and Allen Street, and through the Have your say website. A description of these activities and channels is provided below.

Online survey

A have your say page was established to notify the community of the proposed changes. The community were encouraged to provide feedback through an online survey.

Pop-up events

To promote the project and encourage submissions, the project team planned and delivered pop-up consultation events during the consultation period, where subject matter experts and engagement specialists distributed community updates, recorded conversations, and encouraged the community to make formal submissions to the survey.



Figure 1 & 1 Pop-up community events during the public display

Door knocks

Project team members carried out door knocking for local businesses during the display period along Harris and Allen streets. As these locations are immediately impacted by the changes to the intersection, and the proposal to relocate the bus stop, these residents and businesses are key stakeholders in the project.

The team focused on local businesses to confirm receipt of the community update, take any feedback on the proposal, encourage submissions and feedback on the proposed parking changes, and to also advise on the engagement period.

Communication channels

To facilitate communication and submissions during the public display period, a phone line, email address and submission form were promoted as a way for the public to find out more about the project and make a formal submission. Community and stakeholders were able to make a formal submission through the online form, and via the project email address.

Harris Street bus stop relocation

Transport for NSW is seeking feedback on the relocation of a bus stop on Harris Street.



Consultation period

From: 16 October 2023
To: 5 November 2023

[See consultation methods](#)

More information

Email: [Project team](#) 
Phone: 1800 684 490
[Agency Website](#) 
[Consultation Website](#) 

Figure 2 Have your say page

Table 2 outlines specific consultation activities during the engagement period, and the number of interactions for each.

Channel/activity	Details	Date	Total
Have your say page	Submissions collected via the online survey	16 Oct – 5 Nov 2023	116 submissions
Inner West community livestream	Online participants	18 Oct 2023	53 online participants
Pop-ups*	Pirrama Park	21 Oct 2023	43 interactions
	Pirrama Park	25 Oct 2023	37 interactions
Phone calls	The project 1800 number advertised on collateral	16 Oct – 5 Nov 2023	0 Calls
Emails	westerndistributor@transport.nsw.gov.au	16 Oct – 5 Nov 2023	6 enquiries
Door knocks	Door knocks to local businesses	1 Nov 2023	14 interactions

* Due to the nature of the pop-up events, some brief conversations were not documented and therefore the number of interactions was higher than listed above.

What we heard

During the public display, we had many conversations with engaged residents, wider community members, and stakeholders about different aspects of the project. We spoke to about 94 people during the door knocks and the pop-ups at Pirrama Park.

We estimate that the total number of interactions was higher, as not all conversations were able to be documented during the pop-up events due to the conversational and informal nature of the interactions. Wherever possible, the community and stakeholders were encouraged to make a formal submission to the project.

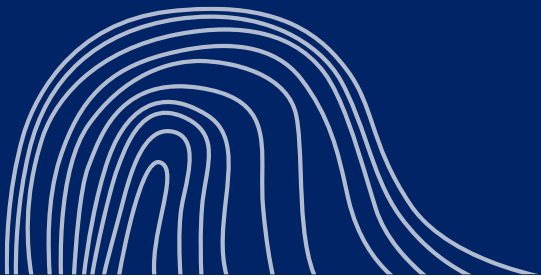
This report outlines the key feedback and themes that were identified from conversations, as well as the analysis of the survey results we received during the public engagement period.

Note that more than one theme could be attributed to a single interaction. Overall, the conversations at the pop-up events and door knocks were generally positive about the benefits of the proposed relocation of the bus stop. However, the sentiment through the survey was not as positive, as the community opposed the change. There were concerns that residents and business owners had about parking provisions on Harris and Allen Streets.

Key themes that emerged from our conversations with the community and through the survey outlined below capture both opposing and supportive sentiments.

Table 3 Key themes for engagement

Theme	Description
Description of the proposal	Comments about the bus stop relocation proposal
General support	Comments in support of the proposal
Need and options considered (project benefits)	Comments about improved safety, reducing congestion, increased access
Traffic and transport (Parking)	Comments about removal of parking
Traffic and transport (Pedestrian/motorist safety)	Comments about the safety of interactions between pedestrians and motorists
Need and options considered (project need and justification)	Mention of safety constraints, queuing, bottleneck, sustainability, increasing/encouraging motorists, active transport
Neutral/No comments	Comments about the proposal providing no direct impacts, and therefore of no concern
Not applicable	Comments made that are not about the project
Consultation	Comments about the consultation process
Construction program and staging	Comments about timing of construction
General Opposition	Comments opposed to the project
Traffic and transport (surrounding road network)	Comments about impacts to congestion, increase in traffic, 'banked up' buses



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