

Safety work on Victoria Road between Pemberton Street and Pennant Street, Parramatta

Frequently Asked Questions

November 2023



Australian Government



Transport for NSW acknowledges the Dharug people as the Traditional Custodians of the lands on which we work and pays respect to Elders past and present.

Transport for NSW (Transport) has developed this factsheet to provide more detail about the revised scope of works for the safety improvement project on Victoria Road, between Pemberton Street and Pennant Street, Parramatta. The factsheet will provide answers to frequently asked questions from stakeholders and the community.

What changes are being made?

To support the Victoria Road future vision, the existing bus lane on Victoria Road, between Grandview Street and Pennant Street will now be retained and extended.

In addition to retaining the existing bus lane, other changes to the project scope include:

- a 220m extension of the Victoria Road (westbound) bus lane through the Pennant Street signalised intersection
- retaining the existing No Right Turn from Victoria Road (westbound) into Pennant Street (northbound)
- removing the existing pedestrian refuge island on Pennant Street (north of Collett Village shops) and providing a new signalised pedestrian crossing and zebra crossing across Pennant Street
- removing one car parking space (reduced from two) in front of Collett Village shops
- adjusting the existing median strip on Victoria Road to the east Pemberton Street

- road resurfacing and line marking
- tree trimming and minor landscaping.

Transport for NSW acknowledges that upgrading and extending the westbound bus lane will mean that we are no longer able to construct the new right turn lane for Victoria Road (westbound) traffic turning right into Pennant Street.

If you would like to provide feedback, please contact our delivery partner Fulton Hogan via 1800 568 981 or info.river@fultonhogan.com.au

How will the changes benefit the community?

Retaining the westbound bus lane on Victoria Road, between Grandview Street and Pennant Street, aligns with Transport's long-term vision for Victoria Road as a key public transport corridor providing improved access to Parramatta CBD and interchanges.

Retaining the westbound bus lane is expected to improve public transport reliability and performance and will:

- better support and future proof the reliability and travel times of Public Bus Services - Routes 501, 521, 523, 524, 525 and 500N along Victoria Road at Pemberton Street which currently service up to 4,700 passenger trips on a typical weekday. On average:
 - 51% of westbound buses operate behind schedule with up to 2,493 passengers delayed
 - 87% of eastbound buses operate behind schedule with up to 2,396 passengers delayed



- better support Private Bus Services, notably the Western Sydney University student shuttle buses which operate along Victoria Road, connecting its campuses with up to 4 circulating buses carrying up to 6,000 students on weekdays.

As part of the revised project scope, Transport will also investigate the relocation of bus stops on Victoria Road towards the new pedestrian crossing facilities at Pennant Street, in consultation with City of Parramatta Council.

Why is Transport retaining the existing bus lane ?

Transport is prioritising the movement of public transport on the Victoria Road corridor as it is a primary bus access route from the east and north to the Parramatta CBD and interchanges.

The existing road corridor is not wide enough to accommodate both the westbound bus lane and introduction of an additional right turn lane on Victoria Road into Pennant Street.

The road corridor would have to be widened to accommodate an additional turning lane. As this would require land acquisition, this is not a feasible option for consideration when there are nearby alternate routes to access Pennant Street.

Why can't the right turn in and out of Pemberton Street be reinstated?

Right turn movements into and out of Pemberton Street cannot be reinstated for safety reasons.

This project was developed with a new continuous central median to address the incidence of right turn crashes at this intersection.

To improve pedestrian safety and reduce the high incidence of unsafe crossing movements in this area, the Victoria Road median will have a pedestrian fence installed, to redirect pedestrians to the new signalised pedestrian crossing at Pennant Street.

Traffic modelling undertaken before (February 2023) and after (May 2023) the introduction of the right turn bans at Victoria Road and Pemberton Street found that the removal of the right turn movements resulted in:

- a moderate volume increase in the total number of right turning vehicles at the signalised intersection of Victoria Road and Macarthur Street (northbound) of up to 80

vehicle/hour peak period (or +710 daily), which has been accommodated at this intersection

- a minor volume increase at Collett Parade (westbound) of +20 vehicle/hour peak period (or +215 daily)
- a small volume of vehicles have diverted via James Ruse Drive (northbound) or Pennant Street (southbound).

The right turn removal into and out of Pemberton Street is changing local traffic movements. Transport acknowledges community concern regarding the impact that detoured Pemberton Street traffic may have on the local road network and the amenity of the area.

An origin-destination study, undertaken by an external provider in June 2023, confirmed that the previous right turning traffic into Pemberton Street included regional traffic.

From this study it was identified that:

- Pemberton Street and Thomas Street were likely being used as a faster rat run to avoid congestion on Victoria Road and James Ruse Drive
- while Pemberton Street is used by a high proportion of local users it is also used by people not residing in the area, suggesting that people were using Pemberton Street as a connection for travel.

Following the right turn bans traffic volumes have reduced on Pemberton Street.

Will these changes affect traffic congestion at Macarthur Street?

Transport acknowledges community concern regarding the capacity at the existing Victoria Road right turn bay into Macarthur Street.

In response, Transport has added additional green time for the right turn movement into Macarthur Street (north) to allow for the slight increase in traffic using this right turn.

Transport will furthermore continue to monitor and take any appropriate action as needed to optimise the intersection operation.

The detours are adding on additional travel time

Transport acknowledges that not installing a new right turn lane from Victoria Road into Pennant Street will require motorists to continue to use the current detour routes.

For further information on the alternate routes please view the detour maps document which is

available to view and download on the project webpage at nswroads.work/victoriaroadsafety

Who has Transport for NSW consulted with regarding the changes?

Transport for NSW has engaged with numerous stakeholders including City of Parramatta Council on the decision to:

- retain and extend the Victoria Road westbound bus lane
- retain the existing right turn ban from Victoria Road into Pennant Street.

What is the Victoria Road Vision?

The NSW Government has developed a long term vision to uplift and prioritise public transport on Victoria Road and better connect town centres through safer and more sustainable travel modes. This includes better access to, and connectivity between, centres along the corridor and the Parramatta CBD.

Prioritising public transport within the existing road space is a vital step towards encouraging people onto public transport and easing congestion on our roads.

Transport is taking action to enhance bus services along Victoria Road. These enhancements are expected to improve bus service reliability, reduce journey times for bus users and support the frequent bus services that run along Victoria Road.

For further information visit:

www.transport.nsw.gov.au/victoria-road-vision

What work is happening on Victoria Road at Melrose Park and Ermington?

Transport is taking key steps to enhance bus services along the Victoria Road corridor with new westbound bus lanes expected to commence in Melrose Park and Ermington in late 2023. These new westbound lanes will connect and extend existing westbound bus lanes along Victoria Road to improve bus reliability and efficiency in the afternoon weekday peak periods.

These improvements are expected to help make westbound weekday afternoon bus services more reliable and efficient, to encourage more people to use public transport and to support the frequent bus services that run along Victoria Road.

For further information on Victoria Road work at Melrose Park and Ermington please visit www.transport.nsw.gov.au/victoria-road-vision

What have we done so far?

Since our last update in April 2023, we have carried out numerous investigation activities to help inform the revised design. This has included utility investigations and traffic observations to better understand the impact to traffic and pedestrians from the introduction of the right turn ban into and out of Pemberton Street from March 2023. Traffic counts were also undertaken both before and after the right turn ban was introduced.

When will construction commence?

Work is expected to commence in January 2024. A further notice on the start of works will be provided in late December 2023.

What is a traffic signal control box?

As part of the revised project scope, you will notice two traffic signal control boxes placed at the front of Collett Park, Parramatta. A traffic signal control box, also referred to as a traffic control cabinet, regulates the sequencing and timing of traffic signals, crucial electronic controls from any potential theft or environmental damage. An example is pictured below.



What is a mast arm?

A key part of the project's safety improvements include two new mast arms which will improve visibility for motorists approaching the intersection. A mast arm is a horizontal arm which extends across the roadway. Traffic signals are mounted to the arm allowing increased visibility of signals for motorists. An example of a mast arm at the intersection of Victoria Road and Wilde Avenue is shown below.



Community feedback

If you have any questions about the changed project scope, or would like to receive project updates via email, please contact our delivery partner Fulton Hogan via 1800 568 981 or info.river@fultonhogan.com.au

Where can I get further information?

Please contact our delivery partner Fulton Hogan via 1800 568 981 or info.river@fultonhogan.com.au for further information on this project or visit the project webpage at nswroads.work/victoriaroadsafety

How can I receive project updates?

To receive project updates please contact our delivery partner, Fulton Hogan via 1800 568 981 or info.river@fultonhogan.com.au and request to be added to the project's distribution list.

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