Proposed extension of right turn bays on Norwest Boulevard between Greenhill Drive and Old Windsor Road, Glenwood

Community Consultation Report

March 2016
Executive summary

This report provides a summary of the community and stakeholder consultation carried out by Roads and Maritime Services in January and February 2016, on a proposal to extend the right turn bays on Norwest Boulevard between Greenhill Drive and Old Windsor Road, Glenwood.

The NSW Government is funding this $820,000 proposal as part of its $246 million Pinch Point Program, which aims to reduce traffic delays, manage congestion and improve travel times on Sydney’s major roads, particularly during weekday peak periods. The proposal includes:

- Extending the westbound right turn bay on Norwest Boulevard into Greenhill Drive
- Extending the eastbound right turn bay on Norwest Boulevard onto Old Windsor Road
- Removing part of the existing concrete median on Norwest Boulevard
- Installing new kerb, concrete, asphalt and line marking.

Roads and Maritime distributed more than 1500 letters to the community in Glenwood and Bella Vista and stakeholders inviting feedback on the proposal.

Roads and Maritime received feedback from 28 people who raised 46 matters. There were 18 people who supported the proposal, nine were neutral and one was against.

Key points raised by the community included the design, traffic light phasing, public transport, safety and matters that were out of scope for this proposal.

Roads and Maritime thanks everyone who provided comments and the community and stakeholders for considering the proposal.

Following a review of the comments, we have decided to proceed with the project without change. We will update the community and stakeholders on construction timeframes and seek feedback on the proposed night work construction schedule.
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1. Introduction

1.1. Background

Norwest Boulevard provides a critical east west connection linking between Blacktown, Seven Hills, Bella Vista and Castle Hill. Norwest Boulevard is a four lane divided carriageway that links Windsor Road at Baulkham Hills with the M7 Motorway at Glenwood. The section of road where the work is proposed on Norwest Boulevard is a divided carriageway with two through lanes in each direction and right turn bays. Greenhill Drive is a local road connecting residential precincts. Old Windsor Road is a main road linking Parklea with Parramatta.

Rocks and Maritime is proposing to improve safety and ease congestion on Norwest Boulevard between the intersection of Greenhill Drive and Old Windsor Road.

1.2. The proposal

The NSW Government is funding this $820,000 proposal as part of its $246 million Pinch Point Program, which aims to reduce traffic delays, manage congestion and improve travel times on Sydney’s major roads, particularly during weekday peak periods.

Rocks and Maritime is proposing to extend the westbound and eastbound right turn bays on Norwest Boulevard at the intersection with Old Windsor Road and Greenhill Drive, in Glenwood.

The objectives of the proposal are to:

- Reduce congestion and improve traffic flow
- Reduce queuing and waiting times for westbound and eastbound vehicles
- Improve road safety on Norwest Boulevard
- Increase efficiency and safety at the intersections of Old Windsor Road and Greenhill Drive.

The work would include:

- Extending the westbound right turn bay on Norwest Boulevard onto Greenhill Drive
- Extending the eastbound right turn bay on Norwest Boulevard onto Old Windsor Road
- Removing part of the existing concrete median on Norwest Boulevard
- Installing new kerb, concrete, asphalt and line marking.
2. Consultation approach

2.1. Consultation objectives

We consulted with the community in January and February 2016 to:

- Seek comment, feedback, ideas and suggestions for us to consider when developing the proposal, including consultation outcomes into the environmental impact assessment known as the Review of Environmental Factors.
- Build a database of interested and concerned community members with whom we can continue to engage during the proposal’s development.

2.2. How consultation was done

We sought feedback on the proposal between 29 January 2016 and 15 February 2016. Community members and stakeholders were encouraged to provide their feedback and make comments via email, mail or phone contact with the project team. Our consultation tools were:

Table 1 – How consultation was done

| Have your say letter – January 2016 (Appendix A) | • Delivered to 1500 residents and businesses in Glenwood and Bella Vista (Appendix B – distribution area map).  
• Direct emails were sent to NSW Members of Parliament for Riverstone and Baulkham Hills and to Blacktown City Council, local transport, educational facilities, utilities and emergency services in the local area. |
| Website | • Details of the proposal were provided on the Roads and Maritime website and also the NSW Government’s community consultation website. |
3. Consultation summary

3.1. Overview

Roads and Maritime received comments from 28 people who raised 46 matters. There were 18 people who supported the proposal, nine were neutral and one was against.

Six comments referred to the design, eight to traffic light phasing, two to public transport, one to safety and 29 were out of scope of the proposal.

We thank everyone who provided comments and the community and stakeholders for considering the proposal.
### 3.2. Feedback and Roads and Maritime’s responses

Roads and Maritime has provided responses to all feedback received on this proposal. The responses are provided directly to the person who commented as well as in this report, which will be made available to the public through our website rms.nsw.gov.au.

All comments have been considered to help Roads and Maritime make decisions on this proposal. Matters raised during consultation that are not within Roads and Maritime’s area of responsibility have been forwarded to the relevant authority.

#### Table 2 – Feedback and Roads and Maritime’s responses

<table>
<thead>
<tr>
<th>Category</th>
<th>Matters raised</th>
<th>Roads and Maritime response</th>
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<tbody>
<tr>
<td>Design</td>
<td>The right turn bays on Norwest Boulevard should be extended to cover the entire section between Greenhill Drive and Old Windsor Road.</td>
<td>The Greenhill Drive right turn bay has been extended for the full length of the site. The Old Windsor Road right turn bay has been extended to improve accessibility, but is restricted in length because there are significant underground utilities in the area.</td>
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<td>The design is ineffective and could increase congestion.</td>
<td>Roads and Maritime is aware of the congestion experienced during peak periods, particularly at the Old Windsor Road and M7 interchange. To alleviate congestion, the NSW Government is committed to major road and transport upgrades in Sydney’s north west. Providing additional capacity for turning vehicles will help stop queuing in the through lanes which will improve traffic flow and reduce congestion.</td>
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<td>The concrete medians should be replaced with concrete barriers along Norwest Boulevard in order to prevent motorists mounting the median.</td>
<td>The Greenhill Drive right turn bay has been extended for the full length of the site. The Old Windsor Road right turn bay has been extended to improve accessibility. When this improvement work is finished it is less likely vehicles will mount the median. Enforcement of traffic laws is a primary responsibility of NSW Police. People can contact the Hills Local Area Command on 02 9680 5399, about traffic matters and the police will determine whether targeted enforcement is appropriate. The NSW Centre for Road Safety has also set up the Safer Roads website saferroadsnsw.com.au, which gives people the opportunity to nominate intersections or lengths of road where they feel enforcement is needed.</td>
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<td>Vehicles coming from the M7 off ramp turn left turn onto Greenhill Drive, then u-turn at the first roundabout back onto Norwest Boulevard, in an attempt to beat the traffic.</td>
<td>Roads and Maritime is aware of the congestion experienced during peak periods, particularly around Old Windsor Road and the M7 interchange. Following this proposed work, and subsequent improvements in the area, left turns into Greenhill Drive to beat the traffic are less likely to occur.</td>
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<td>There should be a no left turn from the M7 off ramp eastbound onto Greenhill Drive between 8am and 10am.</td>
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| Traffic light phasing | Roads and Maritime should adjust traffic light phasing by:  
  - Lengthening the amount of time that the right green arrow from Norwest Boulevard into Greenhill Drive is on
  - Coordinating traffic light phasing between Old Windsor Road and Greenhill Drive
  - Adjusting the phasing at Greenhill Drive and Meurant’s estate.                                                                                                                                                                                                                                                                                        |
<p>| 8 comments  | The traffic lights at Norwest Boulevard and Greenhill Drive are part of the Sydney Coordinated Adaptive System (SCATS). The green time for each phase or movement is allocated by SCATS. This allocation is determined by measured traffic demand and density and continually varies for all approaches to ensure maximum efficiency for all road users.                                |
| Public transport | Consider improving bus services in the area.                                                                                                                                                                    | Bus services in the area are the responsibility of Transport for NSW and we have passed on these comments for its consideration.                                                                                           |
| 2 comments  |                                                                                                                                                                                                               |                                                                                                                                                                                                                            |
| Safety      | A pedestrian tunnel should be built below the intersection of Norwest Boulevard and Lexington Drive to allow pedestrians to cross safely.                                                                     | The objectives of this proposal are to reduce congestion and improve both traffic flow and road safety on Norwest Boulevard, on approach to the intersections of Greenhill Drive and Old Windsor Road, Glenwood. A pedestrian tunnel is outside the scope of this proposal. Roads and Maritime will consider your feedback about improving pedestrian safety in the area when planning future work. |
| 1 comment   |                                                                                                                                                                                                               |                                                                                                                                                                                                                            |</p>
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<tr>
<td>Out of scope of this proposal</td>
<td>A solution is needed to ease congestion at the roundabout at the intersection</td>
<td>Roads and Maritime is aware of the congestion experienced during peak periods, particularly around the Old Windsor Road and M7 interchange.</td>
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<td>of Norwest Boulevard, Lexington Drive and Elizabeth Macarthur Drive. Suggestions include:</td>
<td>To help reduce congestion, the NSW Government is committed to a number of major road and transport upgrades in Sydney’s north west. In addition to Roads and Maritime’s road upgrades, there is the $8.3 billion Sydney Metro Northwest project which will deliver several road and intersection improvements and provide new rail stations at Bella Vista and Norwest.</td>
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<td>- Traffic lights</td>
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<td>- A policemen at the intersection</td>
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<td>- An overpass or underpass.</td>
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<td>29 comments</td>
<td>Turning lanes on Old Windsor Road onto Norwest Boulevard need to be extended.</td>
<td>The objectives of this proposal are to reduce congestion and improve traffic flow on Norwest Boulevard. The proposal includes extending the westbound and eastbound right turn bays on Norwest Boulevard for the intersection with Greenhill Drive and Old Windsor Road. The Old Windsor Road right turn bay has been extended to improve accessibility, but is restricted in length because there are significant underground utilities in the area. The extension of turning lanes on Old Windsor Road into Norwest Boulevard are outside the scope of this proposal.</td>
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<td>A long term, integrated solution is needed to ease congestion in the area.</td>
<td>Roads and Maritime is aware of the congestion experienced during peak periods, particularly around the Old Windsor Road and M7 interchange.</td>
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<td>To help reduce congestion, the NSW Government is committed to a number of major road and transport upgrades in Sydney’s north west. In addition to Roads and Maritime’s road upgrades, there is the $8.3 billion Sydney Metro Northwest project which will deliver several road and intersection upgrades and provide new rail stations at Bella Vista and Norwest.</td>
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<tr>
<td>Out of scope of this proposal</td>
<td>More entry and exit points are needed to the Glenwood estates.</td>
<td>Entry and exit points for commercial and residential developments are determined as part of the development approval process with local councils. Roads and Maritime is not authorised to move entry and exit points for the Glenwood estates. This is outside the scope of this proposal.</td>
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<td>A left turn lane is needed for employees turning into the Woolworths offices.</td>
<td>Entry and exit points for commercial and residential developments are determined as part of the development approval process with local councils. Roads and Maritime is not authorised to move entry and exit points for the Glenwood estate. This is outside the scope of this proposal.</td>
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<td>An incentive needs to be created to encourage drivers to use Old Windsor Road instead of Elizabeth Macarthur Drive and Lexington Drive.</td>
<td>The objectives of this proposal are to reduce congestion and improve traffic flow on Norwest Boulevard, Glenwood. The proposal includes extending the westbound and eastbound right turn bays on Norwest Boulevard on approach to the intersections of Greenhill Drive and Old Windsor Road. This suggestion is outside the scope of this proposal. Following the proposed work, Roads and Maritime will consider your feedback in planning for future work in the area.</td>
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</table>
4. **Decision**

Roads and Maritime thanks everyone who took the time to consider our proposal and provide feedback.

We have decided to proceed with the project to extend the turning lanes without change.

5. **Next Steps**

Roads and Maritime will continue design for the project and will seek feedback on the proposed construction night work schedule in March 2016.

The community will be kept informed as the project progresses.
Appendix A – Have Your Say January/February 2016

Have your say – Proposed extension of right turn bays on Norwest Boulevard between Greenhill Drive and Old Windsor Road, Glenwood

The NSW Government is funding this $820,000 proposal on Norwest Boulevard as part of its $246 million Pinch Point Program, which aims to reduce traffic delays, manage congestion and maintain travel times on Sydney’s major roads, particularly during weekday peak periods.

Roads and Maritime Services is seeking your feedback by Monday 15 February on a proposal to extend the right turn bays on Norwest Boulevard on approach to the intersections of Greenhill Drive and Old Windsor Road, Glenwood. The work would improve safety and ease congestion.

We have included a map to help explain the proposal.

The work would include:

- Extending the westbound right turn bay on Norwest Boulevard onto Greenhill Drive
- Extending the eastbound right turn bay on Norwest Boulevard onto Old Windsor Road
- Removing part of the existing concrete median on Norwest Boulevard
- Laying concrete and asphalt over the removed concrete median
- Installing new kerbing within the median area between the extended right turn bays
- Line marking

Have your say

We encourage you to send us your comments on the proposal by Monday 15 February to:

Email: enquiries_nsw@downtermouchel.com

Mail: DownerMouchel, Norwest Boulevard road improvements, PO Box 6465, North Ryde NSW 2113

We will carefully consider your feedback and continue to keep you updated as the proposal progresses.

Contact

If you have any questions, please contact our delivery partner DownerMouchel on 1800 332 660 or email enquiries_nsw@downtermouchel.com. For more information on our projects, visit rms.nsw.gov.au
Consultation Report on the proposed extension of right turn bays on Norwest Boulevard, Glenwood

Extend eastbound right turn bay on Norwest Boulevard onto Old Windsor Road

Extend westbound right turn bay on Norwest Boulevard onto Greenhill Drive

**KEY**
- Removal of existing median
- Installation of new kerbing

If you need an interpreter, please call TIS National on 131 450 and ask them to call DownerMouchel on 1800 332 660.

**Arabic**
إذا كنت بحاجة إلى مترجم، يمكنك الاتصال بـ TIS National على الرقم 131 450 أو دعوهم للاتصال بـ DownerMouchel على الرقم 1800 332 660.

**Cantonese**
若你需要翻譯員，請致電 131 450 聯絡翻譯和口譯服務署 (TIS National)。要求他們致電 1800 332 660 連絡 DownerMouchel。

**Mandarin**
如果你需要口譯員，請致電 131 450 聯絡翻譯和口譯服務署 (TIS National)。要求他們致電 1800 332 660 聯絡 DownerMouchel。

**Greek**
εάν θέλετε περισσότερα πληροφορίες, μπορείτε να επικοινωνήσετε με την TIS National (131 450) ή τη DownerMouchel (1800 332 660).

**Russian**
Если вам нужна переводчик, вы можете позвонить в TIS National по номеру 131 450 или в DownerMouchel по номеру 1800 332 660.

**Korean**
번역요원이 필요하시면 TIS National(131 450) 또는 DownerMouchel(1800 332 660)에 연락하여 역할을 하도록 요청하시십시오.

**Vietnamese**
Nếu cần thông tin dịch, xin quý vị gọi cho Dịch vụ Dịch thuật (TIS Tổng Quơi) qua số 131 450 và dịch vụ Dịch thuật DownerMouchel qua số 1800 332 660.
Appendix B – Distribution Area