



Northbound bus bay extension on Windsor Road, Baulkham Hills
Community Consultation Report

April 2017

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Executive summary

This report provides a summary of the community and stakeholder consultation carried out by Roads and Maritime Services on a proposal to extend the bus bay on the northbound side of Windsor Road. The proposal includes:

- extending the bus bay on the northbound side of Windsor Road
- relocating utilities
- removing vegetation near the bus bay
- modifying the bus shelter.

In January 2017 Roads and Maritime invited community and stakeholders to provide feedback on the proposal.

We received feedback from six people.

Key issues raised by the community included suggestions to extend the bus bay, questions about vegetation removal and a request for a second bus shelter.

We also received feedback about the proposed work schedule with two people supporting the proposed night work schedule and one supporting the alternative schedule. In response to this feedback we are investigating options to adjust the work plan and reduce the number of night shifts..

After considering all responses, along with the proposal's aims and design requirements, we have decided to proceed with the proposed design unchanged.

We thank everyone who provided comments and the community and stakeholders for considering the proposal.

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1. Introduction

1.1. Background

Windsor Road is predominantly a six lane road with three lanes in each direction. It is a major road linking city centres such as Parramatta with Sydney's western region.

The bus stop between Torrs Street and Cook Street is used by people commuting to work and students attending nearby schools. Sixty-five buses arrive at the northbound bus stop between 6pm and 7pm. During peak periods it is common for several buses to arrive at the bus bay at the same time and queue to service the stop. This obstructs through traffic travelling north, causes congestion and impacts traffic flow on Windsor Road.

1.2. The proposal

The objectives of this proposal are to improve:

- bus service reliability by increasing the capacity of the bus bay to three buses
- travel times for motorists by reducing congestion and allowing northbound traffic to move past the bus stop
- accessibility to bus services for the community
- safety for pedestrians and motorists.

This project is part of the NSW Government's Bus Priority Program which aims to make bus services faster and more reliable for customers now and into the future. The program is part of Sydney's Bus Future, a long term plan to redesign the bus network and better link Sydney's growing city centres and regional areas.

The proposal includes:

- extending the bus bay on the north bound side of Windsor Road
- relocating utilities
- removing vegetation near the bus bay
- modifying the bus shelter.

We have included a map to show the location of the proposal.

Proposed extension of the bus bay on Windsor Road, Baulkham Hills



Figure 1 - Project map

2. Consultation approach

2.1. Consultation objectives

We consulted with the Baulkham Hills community to:

- seek comment, feedback, ideas and suggestions for us to consider when developing the proposal
- build a database of interested and concerned community members with whom we can continue to engage during the project.

2.2. How consultation was done

We consulted between 30 January 2017 and 13 February 2017. Community members and stakeholders were encouraged to provide their feedback and make comments via email, mail or phone.

The following table outlines the communication tools used:

Table 1 - How consultation was done

Have Your Say letter (Appendix A)	<ul style="list-style-type: none">• Delivered to 800 people within the distribution area (Appendix B)• Direct emails to emergency services, schools, hospitals and community groups and relevant stakeholders in the area
Stakeholder briefings	<ul style="list-style-type: none">• Hills Shire Council• Local bus companies• Adshel (owner of the existing bus shelter)

3. Consultation summary

3.1. Overview

During the consultation period we received feedback from six people.

Key issues raised by the community included suggestions to further extend the bus bay, questions about vegetation removal and a request for a second bus shelter.

We also received feedback about the work schedule with two people supporting the proposed night work schedule and one supporting the alternative schedule.

3.2. Feedback and Roads and Maritime's responses

Roads and Maritime has provided responses to all feedback received on this proposal and are outlined in the table below. The responses are provided directly to the person who commented as well as in this report, which will be made available to the public.

All comments have been considered to help Roads and Maritime make decisions on this proposal.

Table 2 - Feedback and Roads and Maritime's responses

Issue category	Issues raised	Roads and Maritime response
Suggestions/questions about further improvements	Two adjacent bus shelters should be built.	Bus patronage data collected over a nine week period between October and December 2016 indicates that 253 customers (excluding students) boarded buses at this stop. This does not support the need for a second bus shelter at this location.
Five comments	What changes are being made to the bus shelter?	The existing bus shelter will be moved eight metres north of its current location to better align with the extended bus bay.
	Can the bus bay be extended further to hold four buses?	Extending the bus bay to accommodate four buses would result in the permanent loss of 12 car spaces in the Torrs Street carpark, and additional loss of vegetation. Further utility adjustments would also be required and would increase the duration of the construction period and the cost. The existing decision to extend the bus bay to hold three buses was based on the survey of buses utilising the bus bay carried out in 2016.
	The project will not improve traffic flow on Windsor Road.	<p>The objective of this proposal is to make bus services faster and more reliable. The existing situation allows only one bus to service the stop at any one time. Buses waiting to service the stop queue in the kerbside lane and obstruct northbound through traffic.</p> <p>The extended bus bay will accommodate an additional two buses and reduce the need for buses to queue in the through lanes. This is expected to create a supplementary benefit of reducing congestion near the bus bay.</p>

Issue category	Issues raised	Roads and Maritime response
	Is there work planned for the southbound bus bay on Windsor Road?	Roads and Maritime is investigating options for improving the southbound bus bay on Windsor Road, between Cook Street and Oakland Avenue. The community will be consulted on any future changes to the bus bay.
Environment Two comments	Will all of the trees be removed in the area proposed for vegetation removal? Windsor Road already has little vegetation.	<p>Eight trees will need to be removed to allow for the bus bay extension.</p> <p>Roads and Maritime is preparing a Review of Environmental Factors to assess the environmental impacts of the proposal and outline measures to reduce these impacts.</p> <p>The design has been developed to minimise the impact on mature trees as much as possible, however we need to remove some vegetation to allow us to build the project.</p>
Construction Seven comments	Concern about sleep disturbance due to illness.	<p>Roads and Maritime is working with individual residents on a case by case basis to address concerns about the construction schedule, some proposed solutions to reduce noise during construction include:</p> <ul style="list-style-type: none"> • installing a noise barrier at the site • investigating options to adjust the work plan and reduce the number of night shifts • using non-tonal reversing alarms.
	Where will the temporary bus stop be?	The temporary bus stop will be located 60 metres north of the existing stop.
	The noise impacts during construction will not justify the benefits of the bus bay extension.	<p>Currently, buses queue to service the bus stop and obstruct northbound through traffic.</p> <p>While there will be noise during construction, the expected benefits of this proposal include faster and more reliable bus services and reduced congestion near the bus bay.</p> <p>Local bus companies and the Hills Shire Council have been consulted throughout the design process and are supportive of the improvements.</p>

Issue category	Issues raised	Roads and Maritime response
	<p>Can the loss of car spaces in the Torrs Street carpark be minimised during construction? Surrounding residential streets are already congested with parked cars.</p>	<p>In developing this proposal the project team has taken into account the need to minimise the loss of parking during construction. As a result, we will take up a maximum of 25 spaces in the Torrs Street carpark and about 20 spaces will not be impacted.</p> <p>This is the minimum amount of space needed to establish a site office and allow workers' to park near the construction site.</p> <p>In order to minimise the amount of parking taken up during construction, an additional site at Yattenden Oval will be used, mainly to store materials.</p> <p>The use of these locations has been agreed to with Council.</p>
<p>Out of scope</p> <p>One comment</p>	<p>High rise apartments should be banned in the area.</p>	<p>Banning high rise apartments is outside the scope of this Bus Priority Infrastructure Program project.</p> <p>Your suggestion has been passed onto Hills Shire Council for its consideration.</p>

4. Decision

After reviewing the feedback we have decided to proceed with the proposed design as planned.

In response to feedback we are investigating options to adjust the work plan and reduce the number of night shifts to be completed. We will continue to keep the community and stakeholders informed as the project progresses.

5. Next steps

Roads and Maritime will continue with planning for this project. We expect to start work in mid-2017 and will notify the community seven days before start of work. The community will be kept informed as the project progresses.

Appendix A – Have Your Say letter January 2017



January 2017

Have your say – Proposed northbound bus bay extension on Windsor Road, Baulkham Hills

The NSW Government is funding this proposal to upgrade the bus bay between Torrs Street and Cook Street as part of the Bus Priority Program to make bus services faster and more reliable.

Roads and Maritime Services is inviting your feedback on the proposal, which includes extending the bus bay on the north bound side of Windsor Road. The benefits of the proposed work include:

- Improving bus service reliability and accessibility by increasing the capacity of the bus bay to three buses
- Improving traffic flow for northbound motorists caused by buses waiting to enter the bus bay
- Improving safety for pedestrians and motorists.

Work will include:

- Extending the bus bay on the north bound side of Windsor Road
- Relocating utilities
- Removing vegetation near the bus bay
- Modifying the bus shelter.

We are proposing to use sections of the carpark and Yattendon Oval as site compounds during the work, this would result in the loss of up to 25 car spaces. The use of these locations has been agreed with Council. We have included a map to explain the proposal.

The bus stop will need to be temporarily relocated during construction. Community members will be given advanced notice of the temporary change.

Proposed night work schedule

Roads and Maritime is also seeking your feedback on a proposed night work construction schedule from **May 2017**. Due to high traffic volumes in this area, Roads and Maritime need to carry out the work at night. The proposed construction schedule will take about **seven and a half months (31 weeks)**, weather permitting.

Our proposed work schedule is:

Week one to four – Survey, investigating utilities, establishing a site compound, temporarily relocating the bus stop, removing vegetation, installing safety barriers

Week five to 24 – Relocating utilities, removing and building new pavement and kerb

Week 25 to 31 – Building a concrete footpath, modifying the bus shelter, removing and replacing asphalt, line marking, installing signage, and removing the site compound.

We are proposing to work up to **five nights a week** for a **seven and a half month period** from **May 2017**, with noisier work until **midnight**. Alternatively, we could work **two nights a week**, which would increase the construction schedule by approximately **18 and a half months**.

The work includes 155 night shifts between 8pm and 5am, including public holidays. We have included a table to help explain the types of equipment and activities that will be used.

Construction activities and equipment

- Demolishing and excavating pavement and kerb (jackhammering and digging)
- Sawcutting concrete and asphalt
- Removing vegetation
- Removing and replacing asphalt and line marking.

We encourage you to send us your comments on the proposed night work by **Monday 13 February** to:

Email: nsw_projects@downermouchel.com

Mail: DownerMouchel, Windsor Road bus bay
PO Box 6465
North Ryde NSW 2113

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

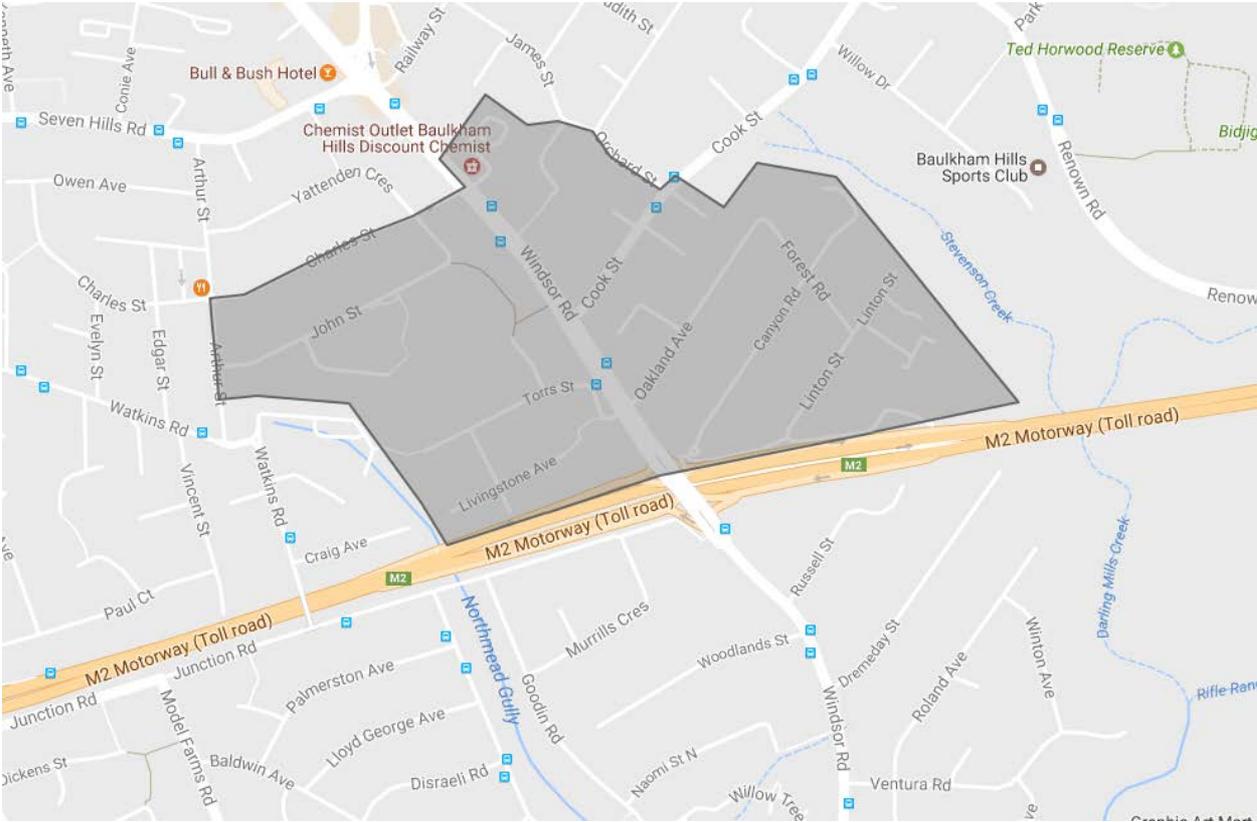
Contact

If you have any questions, please contact our delivery partner DownerMouchel on 1800 332 660 or email nsw_projects@downermouchel.com. For more information on our projects, visit rms.nsw.gov.au



If you need help understanding this information, please contact the Translating and Interpreting Service on 131 450 and ask them to call us on 1800 332 660.

Appendix B – Distribution area





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