Roads and Maritime Services

Report for Pacific Highway through Wyong Town Centre Planning Study
Issues Summary Report
February 2014
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PACIFIC HIGHWAY THROUGH WYONG TOWN CENTRE PLANNING STUDY

Issues Summary Report

FEBRUARY 2014
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1. Introduction

In July 2013 Roads and Maritime Services invited stakeholders and the community to comment on the revised option for a future upgrade of the Pacific Highway through Wyong.

This report provides details of the participation and communication activities carried out from July to September 2013 and summarises the stakeholder and community feedback received during this period.

1.1 Proposal background and objectives

The Pacific Highway is the main route through Wyong Town Centre and is a major urban arterial road connecting the northern suburbs of the Central Coast. It is currently a single lane in each direction through the township of Wyong.

Wyong and surrounding suburbs have experienced a large increase in the volume of through traffic in recent times due to sustained urban growth across the Central Coast region.

Roads and Maritime identified this study as a priority in order to:

- Provide a basis for the future development of Wyong.
- Assist Council in preparing a new Local Environmental Plan (LEP).

The future works proposed by Roads and Maritime could have an impact on locally recognised heritage buildings, affect access to businesses along the Pacific Highway and reduce parking available in the immediate vicinity of the railway station.

Planning to date has been funded by the NSW State Government.

1.1.1 Previous community and stakeholder participation and communication

In 2006, the Roads and Traffic Authority (RTA) displayed western, eastern and central corridor options for community feedback. The community was invited to indicate a preferred corridor.

Comments from the community and stakeholders were considered with the majority of respondents suggesting that the eastern and western corridors had unacceptable impacts and should not be further examined. These impacts included home/property acquisition, the severance of suburbs and ecological impacts. The RTA concluded that the preferred corridor was the central corridor, through the township of Wyong.

Origin and destination traffic surveys in 2002, 2007 and 2011 showed that the majority of traffic travelling on the Pacific Highway has an origin or destination within Wyong itself or near surrounds. The upgrade of a central corridor is considered the best option to cater for this demand as there would be a low number of vehicles attracted to any alternate route.
In 2008 the RTA displayed an *Options Study Report* showing a number of options for the central corridor. This included widening the existing carriageway, a tunnel, a land bridge, an alignment using Howarth Street, and a split level carriageway.

Community feedback was sought on the preferred option. Widening the existing carriageway was preferred over other options due to the less significant impact on retail trade, the provision of adequate capacity for traffic growth, good local traffic access, comparative ease of construction and its lower estimated cost.

Roads and Maritime considered comments received during the 2008 consultation period and carried out additional studies to revise the preferred option for the future upgrade.

The revised option was displayed for comment in November 2011 and feedback was also sought on two intersection options for access to Church Street, Wyong. Feedback was generally divided and a number of key issues regarding the proposal were raised, including traffic flow, on-road parking and potential impact to heritage buildings.

In June 2012 Evans & Peck Pty Ltd was appointed to carry out an independent evaluation of the project options for the Office of the NSW Minister for Roads and Ports. The draft report was available for comment direct to Evans & Peck in late 2012. A total of 49 submissions were received, 40 of which outlined concerns with an eastern corridor option and supported a through town, widened carriageway proposal.

In March 2013, after considering the independent review and the submissions received, the Minister for Roads and Ports announced that any future upgrade of the Pacific Highway at Wyong would be along the existing highway alignment.

Roads and Maritime reviewed the option displayed in November 2011 and considered the feedback and issues raised by the community to refine and improve the through town proposal. The revised option was placed on public display for community comment in July 2013.

1.1.2 Proposal objectives

The objectives of the proposal are to:

- Improve the safety of all road users including pedestrians, cyclists and motorists.
- Reduce traffic congestion.
- Provide a high standard direct link between the commercial and industrial precincts of Tuggerah and the residential precincts to the north of Wyong.
- Improve urban amenity in the township of Wyong.
- Allow for improvements to road-based public transport services along the corridor.
- Provide facilities for pedestrians and cyclists along the corridor.
2. Participation and communication

2.1 Participation and communication objectives
The overall aim of the project’s consultation process is to ensure that the development of the revised option involves the community and stakeholders and considers their interests.

Objectives of the revised option display included:

- Informing the community about the project and raising awareness of the comment period.
- Involving the community in the project by building understanding of the values and issues.
- Ensuring that community input and concerns are considered in finalising the revised option.

2.2 Community and stakeholder identification
A number of community and stakeholder groups were identified for inclusion in the participation and communication process.

These groups included:

- **Nearby property owners, residents and businesses** including those potentially affected by property acquisition as a result of the proposal.
- **Community members** including local road users, cyclists and pedestrians, users of local facilities and services, businesses and residents of the wider Central Coast area.
- **Business community** including local businesses, services and facilities, Wyong Chamber of Commerce, businesses on the Pacific Highway and Alison Road.
- **Indigenous groups** including the Darkinjung People and Local Aboriginal Land Council.
- **Commuter population and transport services** including users of Wyong rail and bus stations, bus companies and NSW Train Link (previously RailCorp).
- **Community groups** including Wyong Warriors.
- **Local schools and child care centres.**
- **Environmental organisations and groups.**
- **Government agencies and representatives** including Wyong Shire Council and Government elected representatives.
- **Emergency services.**
- **Utility providers.**
Potential stakeholders were reviewed throughout the proposal to ensure that all stakeholders had the opportunity to be included in the participation and communication activities.

2.3 Participation and communication tools and activities

The revised option was announced on 26 July 2013 and the public comment period was carried out from 26 July 2013 to 6 September 2013. The participation and communication activities conducted during this period included:

- Community update mail out to approximately 3,000 local residents and businesses around the study area.
- Door knocks along the Pacific Highway and Alison Road.
- Stakeholder meetings.
- Information on the Roads and Maritime website.
- Newspaper advertising.
- Media activities.
- Submission response letter.

2.3.1 Community update

A community update was delivered to approximately 3,000 properties around the study area on 26 July 2013. A copy of the community update can be found in Appendix A and the distribution area can be found in Appendix B.

The community update was also delivered via door knocks to businesses along the Pacific Highway and Alison Road on 1 August 2013. Copies were also available at the:

- Wyong Motor Registry.
- Office of the Member for Wyong, Darren Webber.
- Roads and Maritime Central Coast Office, Woy Woy.
- Roads and Maritime Services website.

The document included:

- Background to the revised option.
- Details of the features and benefits of the option.
- Changes since the display of the revised preferred option in 2011.
- Potential impacts to commuter parking and heritage properties.
- How the community could provide comments and feedback.
- Proposal contact details.
2.3.2 Door knocks
Roads and Maritime staff visited properties from 10 to 142 Pacific Highway, and 1 to 13 Alison Road, Wyong on 1 August 2013. A copy of the community update was delivered to each property and owners were encouraged to provide feedback.

2.3.3 Stakeholder meetings
Meetings were held with the following stakeholders:

- Owners of businesses and properties potentially affected by property acquisition as a result of the proposal.
- Wyong Shire Council.
- Wyong Regional Chamber of Commerce.
- Wyong Warriors (community group).
- RailCorp/Sydney Trains.
- Bus operators.

Meetings provided stakeholders with an overview of the revised design and the key changes since the 2011 display. The meetings also provided an opportunity for the Roads and Maritime project team to gather stakeholder feedback and answer questions.

2.3.4 Roads and Maritime website
The proposal was available to view on the Roads and Maritime website at rms.nsw.gov.au.

The website included:

- Details of the proposal background.
- Benefits of the revised option.
- Links to proposal documents and community updates.
- Video animations of what the upgrade may look like.
- Project team contact details.

The website will be updated throughout all stages of the project to keep the community informed of project progress.

2.3.5 Static displays
The proposal was displayed with the community update in locations accessible to the community throughout the consultation period, including:

- Wyong Motor Registry.
- Office of the Member for Wyong, Darren Webber.
- Roads and Maritime Central Coast Office, Woy Woy.
2.3.6 Newspaper advertisements
A newspaper advertisement about the proposal was placed in the Central Coast Express Advocate on 26 and 31 July 2013. The advertisement is available at Appendix C.

2.3.7 Media activities
A media release about the proposal was issued on 26 July 2013. Media coverage included an article in the Central Coast Express Advocate on 2 August 2013.

2.3.8 Consultation update letter
Individual responses were provided to community members and stakeholders who provided their comments and contact details to Roads and Maritime.
In addition a letter was sent to stakeholders acknowledging receipt of their submission and providing an update on the proposal based on outcomes from the public display.
The letter stated that the Issues Summary Report would be completed and made available as soon as practical on the Roads and Maritime website and also provided contact details if further discussion or a hard copy of the report was required.
A copy of this consultation update letter can be found in Appendix D.

2.3.9 Proposal contact details
Proposal contact details were provided on all communications materials. A number of contact mechanisms were provided to enable community members to contact Roads and Maritime easily, should they wish to provide comments or ask questions.
- Telephone: (02) 4379 7001.
- Email: Central.Coast.Office@rms.nsw.gov.au.
- Mail: Roads and Maritime Services Central Coast Office, Upper Level, The Pavilion, 29-37 George Street (PO Box 766), Woy Woy 2256.
3. Participation and communication outcomes

The revised option public comment period was from 26 July 2013 to 6 September 2013. Roads and Maritime recorded 144 comments about a range of issues during this period.

Comments were received through:

- 9 written submissions
- 4 telephone calls
- 13 stakeholder meetings

Several of the recorded community and stakeholder responses contained multiple comments and/or issues.

This section details the issues that were raised most often from the overall comments and Roads and Maritime’s responses to these issues.

### 3.1 Key issues

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<thead>
<tr>
<th>Issue</th>
<th>Number of comments made about this issue</th>
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<td>2. Access During Operation</td>
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<td>7. Parking - Commuter</td>
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<td>11. Public Transport Facilities</td>
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<td>12. Church Street</td>
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<td>15. Property Adjustments</td>
<td>5</td>
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<tr>
<td>16. Rose Street</td>
<td>5</td>
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</tbody>
</table>

**Total comments** | 144
3.1.1 On-road parking

Parking along the Pacific Highway was an issue for many respondents, with 17 comments (11.8%) relating to this issue. The majority of these comments focused on retaining parking along the Pacific Highway and included:

- The impact on disabled parking spaces.
- Support for the proposed 34 short term parking spaces at street level.
- The requirement for easy access to, and visibility of, these spaces.
- Retention of as much parking as possible, particularly directly outside business locations.
- Policing of short term parking areas should be carried out by Council.
- The effect of the removal of on-road parking spaces on the viability of a retail business.

Roads and Maritime response

Parking is acknowledged as an important issue in and around Wyong town centre, including short and long-term parking opportunities as well as provision of parking for people with mobility disabilities. Additional options for retaining as much parking as reasonably practicable will be investigated.
The Roads and Maritime proposal retains as much of the on-street parking on the western side of the highway between Church Street and North Road as reasonably practical, while still providing for a safe and efficient four lane upgrade of the highway.

Currently there are around 55 parking spaces on the Pacific Highway between Church Street and North Road. The current proposal has been able to retain around 25 of these parking spaces.

The proposal requires approximately 116 long term car parking spaces to be relocated from the commuter car park on the western side of the transport interchange. The parking configuration adopted under the proposal has prioritised all available spaces here as short term or disabled parking, providing the most convenient available access to nearby businesses and offsetting the reduction in on-street parking.

Several options for replacing the long term car spaces on the eastern side of the transport interchange are currently being investigated. Details on possible options will be presented to the community when available.

3.1.2 Access during operation

Access to businesses, Wyong Railway Station (Station) and Wyong town centre by both pedestrians and vehicles was important to many respondents, with 16 comments (11.1%) relating to this issue.

Comments focused on the importance of kerbside access to businesses, access from both directions to the Station and access to short term parking.

**Roads and Maritime response**

The proposal provides access for pedestrians and cyclists via an off-road shared pathway through the town centre along the eastern side of the highway that connects to the existing cycleway on Tuggerah straight.

The existing pedestrian crossings at Johnson Road and Church Street would be retained. In addition, new signalised pedestrian crossings are proposed at Rose Street (railway overbridge), Anzac Avenue and North Road. The potential for a pedestrian facility near Alison Road will be investigated as part of the concept design development. The combination of these measures would contribute to enhanced pedestrian safety along the upgrade length.

Access to the Station for vehicles from both directions at Church Street is currently available. This includes provision for northbound traffic via a right turn lane on the Pacific Highway at Church Street. This manoeuvre has not been included in the current refined design option. The inclusion of a right turn bay would increase the impact on the Warner Shops. As noted in the July 2013 Community Update this area will be subject to further investigation involving a range of stakeholders.

Information about access to the Station is further explained in section 3.1.12.
3.1.3 Pedestrian facilities
A total of 12 comments (8.3%) raised the importance of providing adequate pedestrian facilities along the route of the upgrade. Topics that were raised included:

- Importance of pedestrian access to parking and complying with the Disability Discrimination Act.
- Importance of pedestrian access between the Station and the town centre.
- Suggestions of a pedestrian overbridge connecting the Station and the town centre.
- Suggestion of a signalised pedestrian crossing connecting the Station and the town centre.
- Footpath facilities.
- Pedestrian safety.

Roads and Maritime response
The combination of the proposed measures detailed in section 3.1.2 relating to pedestrian facilities would contribute to enhanced pedestrian safety along the upgrade length. This includes providing a proposal that accommodates all road users including community members who have a disability that may involve impairment to mobility, vision or hearing.

The suggestions regarding a pedestrian overbridge will be considered in terms of design feasibility, safety and cost effectiveness during further development of the proposal.

3.1.4 Property acquisition
The potential property acquisition required to proceed with the proposal was an issue for a number of respondents, with 11 comments (7.6%) submitted relating to this issue.

Comments regarding property acquisition focused on the desire to minimise property acquisition and on the potential effect of the proposal on the following business issues:

- Heritage values.
- Signage.
- Visibility.
- Trade.
- Operation.
- Parking.
- Access (pedestrian and vehicular).
- Disruption to tenants.
**Roads and Maritime response**

The current proposal includes a range of potential direct property impacts on both government and commercial properties. Where a partial (or strip) acquisition from a property is required as a result of a proposal, Roads and Maritime would (at its cost) also adjust affected services or public utilities, relocate fences, adjust driveways and undertake adjustments to other properties as necessary to suit the new alignment as a direct result of the partial land acquisition. These adjustments are a component of compensation and are in addition to any monetary compensation that may be payable to the property owner by Roads and Maritime as a consequence of land acquisition.

Please refer to section 3.1.5 for further information.

Potential heritage impacts associated with the proposal have been subject to extensive and ongoing investigations. In late 2010, Roads and Maritime commissioned an historic overview of the locally listed Warner Shops and Station Master’s Cottage.

The report considered the potential options that Roads and Maritime were investigating at the time of the study, including one option that had a comparable layout adjacent the Warners Shops and Station Master’s Cottage as the current proposal. The report identified a range of mitigation and management measures including further investigation. These investigations will continue throughout the development of the concept design and environmental impact assessment. Roads and Maritime will continue to develop the proposal in close collaboration with heritage experts, urban and landscape design consultants, property owners and Wyong Shire Council.

Detailed and comprehensive analysis will continue during the concept design phase to ensure that the highway upgrade contributes to Wyong town centre functioning as a vibrant, attractive and liveable place.

The Heritage Assessment is available for viewing on the Roads and Maritime website, rms.nsw.gov.au.

### 3.1.5 Trade loss

Loss of trade for businesses along the route of the upgrade as a result of the proposal is an issue for some respondents, with 11 comments (7.6%) stating concern that the proposal could affect their own and/or other businesses.

A reduction in on-road parking and the possible issues this would cause with limiting access to shops and businesses was a major concern for these respondents.

The effect of property acquisition on trade was a key concern for potentially affected stakeholders.

**Roads and Maritime response**

The importance of parking in and around Wyong has been recognised throughout the development of the proposal. Roads and Maritime is currently assessing alternate parking opportunities as a result of the parking loss from the proposal.
A Business Impact Assessment was undertaken in December 2010, following on from an initial study in 2007. The updated study reviewed changes in business activity, shopping behaviour and parking since the original (2007) study. The study concluded that as a result of a highway upgrade, “loss of trade would be insignificant”, during operation of the proposal. There is potential for some loss of trade during the construction period. This would be most prevalent where there is a substantial direct property impact, such as at the Warner Shops, where access during large parts of construction would not be possible. Roads and Maritime would strive to minimise these impacts where reasonably practicable.

The Business Impact Assessment is available for viewing on the Roads and Maritime project website, rms.nsw.gov.au.

In relation to property acquisition, the current proposal includes a range of potential direct property impacts on both government and commercial properties. A property is said to be directly affected by a road project when Roads and Maritime need to acquire part or all of the property, in order to construct the project.

Current potentially directly affected properties include impacts on the rail corridor, Apex Park, Warner Shops, the Station Master’s Cottage as well as businesses on the corner of Pacific Highway and Anzac Avenue and some businesses fronting South Tacoma Road. The owners and operators of potentially directly impacted businesses have been contacted directly by Roads and Maritime.

### 3.1.6 Anzac Avenue

Respondents submitting 10 comments (6.9%) stated that the following were important considerations for this intersection:

- The proposed medians in Anzac Avenue and Pacific Highway near Anzac Avenue would restrict access to businesses.
- Suggestion to retain the roundabout in Anzac Avenue at Hely Street.

**Roads and Maritime response**

As a result of discussions with adjacent businesses and concerns over the presence of the central median and possible business impacts, Roads and Maritime has commenced investigations into an alternate design. The removal of the central median would address some of the concerns relating to business access. It would also have the benefit of reducing the space required for the upgrade of Anzac Avenue, thus reducing the potential acquisition from adjacent businesses.

While an updated design has not been completed, Roads and Maritime expects that a design can be developed that addresses the access concerns for businesses in Anzac Avenue while also meeting safety and traffic operation requirements.

A modified design for Anzac Avenue will be presented to the community once available.
The proposal developed by Roads and Maritime extends west from the highway up Anzac Avenue as far as the roundabout at Hely Street. While some adjustment to the roundabout is likely, Roads and Maritime has no plans to remove the roundabout.

Wyong Shire Council has undertaken a range of planning studies over several years. More information on Council’s planning for Wyong town centre can be found on Council’s website, www.wyong.nsw.gov.au. Roads and Maritime will continue to work with Wyong Shire Council in support of integrated transport planning outcomes.

### 3.1.7 Commuter parking

Commuter parking was an important issue in nine comments (6.3%), focusing on access to parking for Wyong Station and the safety of access to the current commuter car park on the eastern side of Station (Rose Street).

A suggestion was made that the Rose Street car park was adequate and that no more commuter car parking needs to be provided.

**Roads and Maritime response**

As part of the proposal, approximately 116 long term parking spaces would need to be removed from the commuter car park on the western side of the transport interchange. Roads and Maritime together with Transport for NSW will work towards replacing these car spaces on the eastern side of the transport interchange and several options are currently being investigated. Access to the eastern side of the transport interchange would be enhanced with the installation of traffic signals at the intersection of the Pacific Highway and Rose Street and an underpass installed at Rose Street for bus access to the transport interchange.

Roads and Maritime has noted the comment relating to the currently available commuter car parking on the eastern side of the transport interchange and its current level of utilisation. This will be considered in finalising the options under investigation.

### 3.1.8 Business exposure

Nine comments (6.3%) related to concern regarding the impact on the proposal of exposure to businesses.

Comments stated that some of the proposed changes to intersection design and direction of traffic flow would restrict the exposure of some businesses along the Pacific Highway and Alison Road.

**Roads and Maritime response**

The proposal would generally provide improvements to Wyong township access by upgrading key intersections with the Pacific Highway at Church Street, Rose Street, Anzac Avenue and North Road. The access to Alison Road would be changed, with the removal of the current traffic signals and subsequent removal of right turn access into Alison Road. Current on street parking would be maintained at Alison Road. Roads and Maritime will continue to consider options relating to access to and from
Alison Road and work with Wyong Shire Council in relation to the way the proposed upgrade of the Pacific Highway integrates with Council’s planning for the town centre.

3.1.9 Pedestrian overbridge

Seven comments (4.9%) were made supporting the possibility of a pedestrian overbridge to connect the Station to the town centre, at a central location to avoid pedestrians having to walk increased distances north or south to cross the Pacific Highway.

*Roads and Maritime response*

The suggestions regarding a pedestrian overbridge or other pedestrian facility in the vicinity of Alison Street may have merit and will be considered in terms of design feasibility, safety and cost effectiveness during further development of the proposal.

3.1.10 Public transport operations

The operation of public transport following the proposal was raised in seven comments (4.9%) and focused on:

- The impact of the proposal on the railway station precinct, both during and following construction
- The ability of buses to fit under current bridge heights.
- Bus access to South Tacoma Road and Pioneer Dairy.

*Roads and Maritime response*

Roads and Maritime recognises the current operation of buses passing beneath the Pacific Highway along South Tacoma Road (south of Wyong River) and Panonia Road (north of Wyong River). The provision of a new road bridge across Wyong River would seek, at a minimum, to maintain existing clearance heights. This would ensure that existing bus operations servicing South Tacoma Road, including the Pioneer Dairy and Panonia Road could continue to function without restriction.

In relation to potential impacts on the station precinct during construction and operation, Roads and Maritime will continue to develop and refine the current proposal to allow for safe and efficient operation for buses during construction. In addition, as part of the development of the concept design and environmental assessment, Roads and Maritime will commence looking at construction staging options to safely manage the interface between bus operations and construction activity.

This ongoing development will involve ongoing consultation and engagement with Sydney Trains, Bus Operators, Taxi Operators, Wyong Shire Council, adjacent businesses and the community.
3.1.11 Public transport facilities
Ensuring suitable access to the Wyong Rail Station and nearby parking was raised in seven comments (4.9%). The location of bus stops and suitable bus stops for wheelchair access were also raised in comments submitted.

Roads and Maritime response
The revised proposal would provide enhanced bus facilities to allow patrons to use bus services to access the town centre and surrounding areas with increased efficiency. Roads and Maritime would design the facilities to be accessible for all passengers including community members who have a disability that may involve impairment to mobility, vision or hearing. This could include measures such as the grading and width of access paths, manoeuvring areas, ramps, waiting areas, surfaces and tactile ground surface indicators (TGSIs) as well as audio-tactile provision for push-buttons at adjacent traffic signals.

3.1.12 Church Street
The design of the Church Street intersection was important to a number of respondents, with six comments (4.2%) submitted relating to the alignment for bus access and concern regarding no provision for a right turn into the Station.

Roads and Maritime response
A four lane upgrade of the Pacific Highway through Wyong would have a direct impact on the Warner Shops and the Station Master’s Cottage. The provision of a right turn into the Station from the Pacific Highway would require the introduction of a turn lane on the southern side of the intersection of Church Street with the Pacific Highway. This would further increase the impact on the Warner Shops and the Station Master’s Cottage.

The revised option that Roads and Maritime placed on display in July 2013 did not include provision of a right turn from the Pacific Highway into the station area. However, it did note that consultation and investigations would need to continue during the concept design phase into the area around the Warner Shops and Station Master’s Cottage.

As noted in the community update, this ongoing investigation will seek to develop a proposal in close collaboration with heritage experts, urban and landscape design consultants, property owners and Council. The aim of this engagement is to ensure that the highway upgrade contributes to Wyong town centre functioning as a vibrant, attractive and liveable place.

The location of bus stops adjacent to Church Street and the entry and exit provisions for buses is being reviewed in consultation with bus operators and Transport for NSW.

3.1.13 Movement control
Six comments (4.2%) were made regarding the flow of traffic in and around Wyong town centre. Comments included:
• Suggestions that the u-turn lane at Johnson Road should also be available to cars to assist them in returning to Wyong, with signage to highlight this to drivers.

• Suggestions of an upgrade to River Road and changes to its intersection with the Pacific Highway, to improve traffic flow into the town.

• Clarification required of the origin and destination information used to determine traffic flows.

• Support of the traffic signals at the North Road/ Pacific Highway intersection.

**Roads and Maritime response**

The option of making the turn lane at Johnson Road available for all traffic is acknowledged and supported. Provision of this facility at Johnson Road was intended for use by buses and cars and will be marked and signposted accordingly.

The connection of the Pacific Highway and River Road would become left-in/ left-out only. Roads and Maritime is proposing minor work on River Road only, focussed around its intersection with the Pacific Highway. River Road is a local road, under the care and control of Wyong Council. Development of River Road generally, including any plans for the current Council car park behind the Royal Hotel would need to be considered by Council. A reference to Council’s planning documents is noted in section 3.1.6.

As noted in section 1.1.1, origin and destination traffic surveys were undertaken in 2002, 2007 and 2011. These studies showed that the majority of traffic travelling on the Pacific Highway has an origin or destination within Wyong itself or near surrounds.

The 2011 study found that “approximately 60 per cent of traffic in peaks is either going to local destinations or stopping on the way through. During the midday period this rises to approximately 75 per cent”. This data supports an upgrade along the alignment of the existing Pacific Highway.

The full report is available for viewing on the Roads and Maritime project website, rms.nsw.gov.au.

Support for the proposed traffic signals at North Road is acknowledged. As previously noted, Roads and Maritime will continue to work with council to achieve an integrated transport outcome.

**3.1.14 Alison Road**

Comments relating to proposed changes to the direction of traffic flow and a no right turn option into Alison Road were raised as an issue in six comments received (4.2%), which indicated a concern that businesses could suffer a loss of trade as a result of the proposal.

Suggestions included making Alison Road a two-way road or changing the direction of Alison Road from Margaret/ Hely streets to the Pacific Highway.
The importance of the current pedestrian crossing at the intersection with the Pacific Highway was also raised, indicating that the crossing brings foot traffic past businesses in Alison Road.

**Roads and Maritime response**

The current proposal developed by Roads and Maritime does not currently include a change in the direction of traffic flow on Alison Road. The conversion of Alison Road to a two-way road would further reduce available on-street parking in the Wyong town centre.

Roads and Maritime will further investigate a possible change to the direction of traffic flow along Alison Road in consultation with Wyong Shire Council.

The potential for a pedestrian facility near Alison Road will be investigated as part of the concept design development. See also the response in section 3.1.3.

### 3.1.15 Property adjustments

Property adjustments as a result of the proposal were raised as an issue in five comments submitted (3.5%), focusing on the potential resulting effect on business aspects including:

- Heritage values.
- Signage.
- Visibility.
- Trade.
- Operation.
- Parking.
- Access (pedestrian and vehicular).
- Disruption to tenants.

**Roads and Maritime response**

Please refer to sections 3.1.4 and 3.1.5.

### 3.1.16 Rose Street

There were five comments (3.5%) made regarding the design of the intersection and bridge, including stating the importance of appropriate landscaping and egress from Rose Street.

A suggestion was made that the Rose Street bridge section be extended to two lanes from the east and west.

Comment was also made that the proposed traffic lights are too close to other traffic lights along the route.
**Roads and Maritime response**

Urban design and landscape development will be an integral and integrated component of the concept design development and environmental impact assessment and would include the area around Rose Street.

The Rose Street intersection currently operates without traffic lights. The proposed scheme expands the intersection and installs traffic lights, which would allow the intersection to operate more efficiently. The proposal provides for two lanes of storage at the hold line of the intersection (for traffic heading toward the Pacific Highway) but returns to one lane in each direction over the railway line. Given the cost, complexity and disruption that would be involved in replacing the bridge and satisfactory operation of the road at this location, widening the bridge over the railway line is not justified.

The proximity of adjacent sets of traffic lights does severely affect the operation of the route. Roads and Maritime needs to balance the efficiency and safety of the route. While the traffic signals at Rose Street and Anzac Avenue are closer than desirable from a traffic operation perspective, both sets of signals are required to ensure safe operation of the road network. Roads and Maritime will manage all signals in a coordinated manner to support the efficient operation of the network.

3.1.17 Comments regarding alternate options for the upgrade

A couple of submissions were received which proposed routes other than an upgrade of the Pacific Highway through the town centre.

**Roads and Maritime response**

While comments on the merits of any option that does not involve the upgrading of the existing Pacific Highway route through the town centre are acknowledged, the Minister for Roads and Ports has determined that any future upgrade will be along the existing highway route. Detailed information in support of an upgrade along the existing route can be found on the project website.
4. Conclusion and Recommendations

Based on community and stakeholder feedback received during the display of the revised option, respondents were generally supportive of the changes made to the design since the 2011 display.

Many respondents were concerned about loss of on-road parking and property acquisition, and the resulting potential impacts to businesses, such as restricted access for vehicles and pedestrians resulting in a potential loss of trade.

Pedestrian facilities and railway access was also raised as a key issue, focusing on suitable access between the Station and Wyong town centre.

To ensure ongoing community and stakeholder engagement and opportunity to strengthen support for the proposal, Roads and Maritime will:

- Inform the community and stakeholders via publication of this report and the next steps for the proposal.
- Continue to carry out participation and communication activities as the proposal progresses.
- Ensure community and stakeholder comments and suggestions are considered in the ongoing development of the proposal.
5. Next Steps

Planning for the proposal is a priority and moving forward Roads and Maritime will:

- Finalise the strategic design following consideration of comments received.
- Work with Council and the local community to address pedestrian safety and accessibility in the area.
- Investigate the best outcome for the heritage buildings in the Station precinct due to impacts from the proposal.
- Undertake additional detailed survey and geotechnical investigations along the Pacific Highway to inform the concept design.
- Continue to investigate boundaries along the entire alignment for planning purposes and to inform landowners.
- Commence concept design and environmental impact assessment by way of a Review of Environmental Factors (REF).
- Investigate constructability constraints.
- Keep community and stakeholders informed of progress through the Roads and Maritime website.
- Display the REF for comment prior to finalising the concept design.
Appendix A
Community update – July 2013
Pacific Highway through Wyong Planning Study
Revised option

In November 2011 Roads and Maritime Services (RMS) displayed a revised option for a future upgrade of the Pacific Highway at Wyong for community and stakeholder comment. RMS has altered the proposal after taking into consideration comments received during the display period. RMS will now move from the planning study phase of investigations into concept design involving specialists from many areas to further refine and improve the proposal.

Background

The Pacific Highway through Wyong is currently a single lane in each direction. Roads and Traffic Authority (RTA) and RMS studies and displays resulted in an outcome of any future upgrade being along the route of the existing Pacific Highway. This was confirmed in March 2013 by the Minister for Roads and Ports following an independent review by Evans & Peck.

RMS reviewed the option displayed in November 2011 and took into account comments received from the community where possible.

This display builds on previous displays and seeks further community input in order to finalise strategic planning and proceed into the design phase.
What has happened since November 2011?

Independent evaluation of project options

Evans & Peck Pty Ltd was appointed to carry out an independent evaluation for the Office of the Minister for Roads and Ports. The evaluation was guided by the terms of reference which were endorsed by the Minister. The draft report was available for comment direct to Evans & Peck in late 2012.

Evans & Peck collated all submissions received and delivered them directly to the Minister for Roads and Ports. The final Evans & Peck independent evaluation report along with the submissions were considered by the Minister in confirming the way forward for the future upgrade of the Pacific Highway at Wyong.

A total of 49 submissions were received, 40 of which outlined concerns with an eastern corridor option and supported a through town, widened carriageway proposal. The report and comments submitted are available on the RMS website.

In March 2013, after considering the independent review and the submissions received, the Minister for Roads and Ports announced that any future upgrade of the Pacific Highway would be along the existing highway alignment, through the township of Wyong.

The next steps as outlined by the Minister were for RMS to consider feedback and issues raised by the community to refine and improve the through town proposal.
Features and benefits of displayed option

- Provides two through lanes in each direction.
- Retains much of the on-street parking on the western side of the highway between Church Street and North Road.
- Integrates with the bus-rail interchange. All day parking spaces for commuters would be relocated and the short term parking reconfigured.
- Pedestrian crossings across the Pacific Highway between Church Street and North Road. Crossings would be located at Church Street, Rose Street (railway overbridge), Anzac Avenue and North Road. A pedestrian facility near Alison Road will be considered in the next phase of planning.
- Improves Wyong township access by upgrading key intersections with the Pacific Highway at Church Street, Rose Street, Anzac Avenue and North Road.
- Configures Anzac Avenue as the main entry and exit to the town centre on the western side of the highway.
- Provides an off-road shared pathway through the town centre along the eastern side of the highway that connects to the existing cycleway on Tuggerah Straight.
- Retains many of the existing palm trees.
- Retains the right turn into Church Street.
What has changed since the last display

Based on community stakeholder consultation improvements that have been investigated include:

- The Wyong town centre palm trees could remain in their current location and this area would become a new median dividing the northbound and southbound lanes (the palm trees may need to be removed during the construction period and re-instated after works have been completed).

- The transport interchange arrangement has been altered to improve safety by separating out bus, taxi and general road transport areas. This has led to a more efficient arrangement for general traffic entering the interchange area.

- Greater bus provisions have been provided in the scheme to allow patrons to utilise the bus services of the town centre and surrounding areas with increased efficiency.

Commuter parking

As part of the proposal approximately 116 long term car parks will need to be removed from the commuter car park on the western side of the transport interchange. RMS together with Transport for NSW will be working towards replacing these car spaces on the eastern side of the transport interchange, and several options are currently being investigated.
Warner Shops and Station Master’s Cottage Area

RMS has carried out investigations on many aspects of the Warner Shops and Station Master’s Cottage area including:

- Heritage assessment and statement of impact
- Structural relocation assessments
- Building façade surveys
- Utility detection
- Preliminary geotechnical investigations

RMS recognises that any upgrade of the Pacific Highway through the town centre needs to fit in with the existing built environment, infrastructure and themes of the town, and this includes the precinct around the Warner Shops and Station Master’s Cottage.

To ensure a good outcome for the community, RMS plans to develop the proposal in close collaboration with heritage experts, urban and landscape design consultants, property owners and Council. For this reason the detail around these buildings has not been presented at this stage.

Detailed and comprehensive analysis will continue during the concept design phase to ensure that the highway upgrade contributes to Wyong town centre functioning as a vibrant, attractive and liveable place.
What happens next?

- Consultation on the Proposed Upgrade
- Selection of Preferred Design
- Concept Design and Review of Environmental Factors
- Approval to Proceed
- Detailed Design and Land Acquisition
- Commencement of Construction

We are here.

TWO-WAY COMMUNITY CONSULTATION

Where to from here?

At this time planning for the proposal is the primary task and moving forward RMS will:

- Finalise the strategic design following consideration of comments received.
- Work with Council and the local community to address pedestrian safety and accessibility in the area.
- Investigate the best outcome for relocation or adjustments to the heritage buildings in the Station precinct.
- Undertake additional detailed survey and geotechnical investigations along the Pacific Highway to progress to concept design.
- Continue to investigate boundaries along the entire alignment for planning purposes and to inform landowners.
- Commence concept design and environmental impact assessment (REF).

- Investigate constructability constraints.
- Engage with the community through the RMS website to keep everyone informed of progress.
- Display the REF for comment prior to finalising the design.

Further information

For more information or to comment on the proposal, please contact the project team:

T (02) 4379 7001 (during business hours)
E Central.Coast.Office@rms.nsw.gov.au

RMS Central Coast Office,
Upper Level, The Pavilion,
29-37 George Street (PO Box 766)
Woy Woy NSW 2256

Information is also available on the RMS website at: www.rms.nsw.gov.au
Further copies of this community update are available at the RMS Central Coast Office, The Pavilion Building, Upper Level, 29 George Street, Woy Woy, 9.00am to 4.30pm Monday to Friday.
Appendix B

Community update distribution area
Appendix C

Newspaper advertisement
Revised option for Pacific Highway upgrade through Wyong

Roads and Maritime Services (RMS) is planning a future upgrade of the Pacific Highway through Wyong.

RMS has revised the option for the upgrade, which follows the route of the existing Pacific Highway through the Wyong town centre.

The plans and community update are available at www.rms.nsw.gov.au and at the RMS Motor Registry in Wyong.

Please provide your feedback by Friday 6 September 2013. Comments on the revised option will be considered by RMS in finalising the strategic design.

For more information contact the RMS Central Coast office on 02 4379 7001 or visit www.rms.nsw.gov.au
Appendix D

Consultation update letter
20 January 2014

SF2012/049634

Dear <Name>,

Pacific Highway Upgrade through Wyong Town Centre

Thank you for taking the time to provide feedback in relation to the proposed upgrade of the Pacific Highway through Wyong Town Centre.

The proposal was displayed for community and stakeholder feedback between July and September 2013. Roads and Maritime Services has completed an Issues Summary Report, which summarises the stakeholder and community feedback received.

The report is available for download from the project website which can be accessed at rms.nsw.gov.au/roadprojects/

The Community Update released in July 2013 noted that any future upgrade of the Pacific Highway through Wyong would be along the route of the existing highway.

This revised option also identified that additional work was required on various aspects of the design, including the area around Warner Shops and the Station Master’s Cottage, pedestrian accessibility and safety in the vicinity of the Pacific Highway and Alison Road and additional commuter car parking provision.

SMEC Pty Ltd has been appointed to carry out the concept design and environmental assessment which will include assisting Roads and Maritime to develop a preferred option for each of these design elements. Details on possible options will be presented to the community when available.

If you wish to discuss this matter further or would like to receive a hard copy of the Issues Summary Report, please contact Mr Simon Cusack by emailing Central.Coast.Office@rms.nsw.gov.au or by phone on (02) 4379 7001.

Yours sincerely

Colin Nunn
Principal Manager, Project Development
Development North

Roads & Maritime Services
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Level 1, The Pavilion, 29 George Street, Woy Woy NSW 2256
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www.rms.nsw.gov.au
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21/22551 Wyong Town Centre Planning Study
Issues Summary Report February 2014