

# Proposed intersection improvements at Elizabeth Drive and Marsden Road, Liverpool

## Community Consultation Report

July 2017

"{Double click to insert image}"

THIS PAGE LEFT INTENTIONALLY BLANK

## Executive summary

This report provides a summary of the community and stakeholder consultation carried out by Roads and Maritime Services in May and June 2017 on the proposed intersection improvements at Elizabeth Drive and Marsden Road, Liverpool.

The proposed improvement includes:

- widening the east side of Marsden Road to create a dedicated left turn lane onto Elizabeth Drive
- widening the west side of Marsden Road to allow through traffic northbound on Marsden Road.

The NSW Government is funding this proposal as part of its \$300 million Urban Roads Pinch Points Program, which aims to reduce congestion and improve travel times on Sydney's busiest road corridors, particularly during weekday peak periods.

Roads and Maritime invited feedback on the proposal in May and June. We distributed over 6600 community updates to the local area and key stakeholders, inviting feedback on the proposed improvements.

We received responses from 13 community members and organisations, six of which supported the proposal. We also received six responses conditionally supporting the proposal and one response not supporting the proposal.

## The decision

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

We will continue to keep the community and stakeholders informed as the project progresses.

## Contents

Executive summary.....	1
The decision.....	1
1. Introduction.....	3
1.1. Background .....	3
1.2. The proposal.....	3
2. Consultation approach .....	5
2.1. Consultation objectives .....	5
2.2. How consultation was done .....	5
3. Consultation summary .....	6
3.1. Overview.....	6
3.2. Feedback and Roads and Maritime’s responses.....	6
4. Decision.....	12
5. Next steps.....	12
6. Appendices.....	13
6.1. Appendix A – ‘Have your say’ letter May 2017 .....	13
6.2. Appendix B – Distribution map.....	15

## Figures and tables

Figure 1 - Location of proposed intersection improvement .....	4
Table 1 - How consultation was done .....	5
Table 2 - Feedback summary and Roads and Maritime's responses .....	7

## 1. Introduction

### 1.1. Background

The NSW Government is funding a proposal to improve the intersection of Elizabeth Drive and Marsden Road as part of its \$300 million Urban Roads Pinch Points Program, which aims to reduce congestion and improve travel times on Sydney's busiest road corridors.

**Marsden Road** is a local road in a largely residential area, with Marsden Road Public School located on the north west corner of the intersection. The northern leg of the intersection (Marsden Road), on approach to the Elizabeth Drive, can experience heavy queuing during peak times. Vehicles occupying the single carriageway, on the approach to the intersection can either turn right or left onto Elizabeth Drive.

**Elizabeth Drive** is an important arterial road that runs from east to west, connecting Liverpool with Luddenham. In 2015, the average daily traffic count on Elizabeth Drive, near the intersection with the Hume Highway, was 45,883 vehicles. There has been an increase in vehicle usage on Elizabeth Drive between 2006 and 2015. The eastern approach to the intersection along Elizabeth Drive experiences queuing when the right turn bay (for vehicles turning into Marsden Road) reaches capacity and vehicles overflow into the through lane.

The proposed intersection improvements would:

- improve traffic flow through the intersection by separating left and right turn vehicles from Marsden Road onto Elizabeth Drive
- improve traffic flow on Marsden Road northbound and subsequently through the intersection by widening the carriageway
- ease congestion through the intersection by reducing the number of crashes.

### 1.2. The proposal

Roads and Maritime is proposing improvements at the intersection of Elizabeth Drive and Marsden Road, Liverpool. The proposed improvements include:

- providing an additional dedicated left turn lane on Marsden Road, which would improve traffic flow through the intersection by separating right turning vehicles and left turning vehicles onto Elizabeth Drive
- minor widening to the west side of Marsden Road, in close proximity to the intersection with Elizabeth Drive, to mitigate delays and congestion associated with vehicles turning into the service station. This current arrangement leads to congestion at Elizabeth Drive, including delaying vehicles departing from the right turn lane on Elizabeth Drive into Marsden Road.

We have included a map on the following page to explain the proposal.

Proposed intersection improvement at Elizabeth Drive and Marsden Road, Liverpool



Figure 1 - Location of proposed intersection improvement

## 2. Consultation approach

### 2.1. Consultation objectives

We consulted with the community and key stakeholders on the proposal to:

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

### 2.2. How consultation was done

Consultation on the proposed intersection improvements was carried out between Wednesday 31 May and Wednesday 14 June. Community members and stakeholders were encouraged to provide their feedback and make comments via email, mail or phone contact with the project team.

Table 1 - How consultation was done

<b>Have Your Say community update: 31 May 2017 (Appendix A)</b>	<ul style="list-style-type: none"><li>• Distributed to over 6600 local residents, businesses and key stakeholders in the Liverpool area (Appendix B)</li><li>• Direct emails and letters sent to businesses, utilities, emergency services, schools, community groups and relevant stakeholders in the local area</li><li>• Direct email to Liverpool City Council, State and Federal ministers.</li></ul>
<b>Door Knocking</b>	<ul style="list-style-type: none"><li>• Door knocked a residence on Elizabeth Drive, whose driveway would be impacted by the improvements.</li></ul>
<b>Newspaper Advertising</b>	<ul style="list-style-type: none"><li>• Adverts placed in the Liverpool Leader and Liverpool City Champion local newspapers.</li></ul>
<b>Website</b>	<ul style="list-style-type: none"><li>• Details of the proposal were provided on the Roads and Maritime website.</li></ul>

### **3. Consultation summary**

#### **3.1. Overview**

We received responses from 13 community members and organisations, six of which supported the proposal. We also received six responses conditionally supporting the proposal and one response not supporting the proposal.

We thank everyone for considering the proposal and for their feedback.

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

#### **3.2. Feedback and Roads and Maritime's responses**

Roads and Maritime has provided responses to all feedback received on this proposal. The responses have been provided directly to those 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. Matters raised during consultation that are not within Roads and Maritime's area of responsibility have been forwarded to the relevant stakeholders.

**Table 2 - Feedback summary and Roads and Maritime's responses**

<b>Category</b>	<b>Number of comments</b>	<b>Matters raised</b>	<b>Roads and Maritime's response</b>
Full support for the proposal	Six comments	Supportive of the proposed intersection improvements.	Thank you for your comments on our proposal; we acknowledge your support for the proposed improvements.
Conditional support for the proposal	Six comments	Supportive of aspects of the proposed intersection improvements.	Thank you for your comments on our proposal; we acknowledge your conditional support for the proposed improvements.
No support for the proposal	One comment	Not supportive of the proposed intersection improvements.	Thank you for your comments on our proposal, we acknowledge your feedback on the current status of the intersection and surrounding roads and note that you do not support the proposed improvements.
Congestion on Marsden Road is heavy during the peak school period.	Three comments	Congestion on Marsden Road is worse during school hours as a result of parents parking in side streets.	<p>Roads and Maritime acknowledge the congestion of Marsden Road during the peak school period was a key area of interest for the community.</p> <p>It is illegal for any vehicles to drive over double yellow lines. The enforcement of traffic laws remains the sole responsibility of the NSW Police force.</p> <p>As Marsden Road is a local road which is maintained and managed by Liverpool Council, we have forwarded your comments around the peak school period congestion to Council for consideration.</p>
		The dedicated drop-off areas near Marsden Road Public School are not used properly and double lines are being ignored.	
		Parents park illegally on side streets, stopping and blocking traffic on Marsden Road.	
Population increases within the local area are causing congestion to increase.	Four comments	An increase in housing density on Marsden Road is causing congestion.	<p>The impact that urban development will have on local traffic is considered as part of the development application process which is managed by Liverpool City Council.</p> <p>We have forwarded your comments around urban development to Liverpool City Council for consideration.</p>
		A proposal to build high-rise buildings on Elizabeth Drive will increase traffic at the intersection.	
		Marsden Road is creating more traffic, which is causing congestion.	
		An increase in the number of buses travelling on Marsden Road is causing congestion.	

<b>Category</b>	<b>Number of comments</b>	<b>Matters raised</b>	<b>Roads and Maritime's response</b>
Heavy vehicles should not travel on Marsden Road	One comment	Heavy vehicles are not allowed on Marsden Road however this is often ignored and causes congestion.	As Marsden Road is a local road which is maintained and managed by Liverpool City Council, we have forwarded your comments around the heavy vehicle congestion to Council for consideration.
Motorists use Marsden Road to avoid congestion on the intersection of Orange Grove Road and Hume Highway.	One comment	Motorists are using Marsden Road in order to avoid congestion at the Orange Grove Road and Hume Highway intersection.	As Marsden Road is a local road which is maintained and managed by Liverpool City Council, we have forwarded your comments around the use of Marsden Road to avoid other congestion to Council for consideration.
Safety of pedestrians	One comment	Can signs be posted on the verge of the vacant block next to the service station on Marsden Road to stop motorists driving on the footpath to gain entry into the service station?	<p>It is illegal for any vehicles to drive on the footpath. The enforcement of traffic laws remains the sole responsibility of the NSW Police force. The proposed improvements should help with the queueing across the intersection by providing a dedicated left hand turn lane for motorists to use, therefore reducing congestion.</p> <p>As Marsden Road is a local road which is maintained and managed by Liverpool City Council, we have forwarded your comments around the illegal use of the footpath to Council for consideration.</p>
The proposal itself	Two comments	Will the proposed left turn lane on Marsden Road be long enough for the vehicles using it?	Traffic data and analysis undertaken during the design phase has informed the length of the left turn bay. The bay has been designed in accordance with existing and future forecast demand.
		The left turn slip lane out of Marsden Road will create more traffic on Elizabeth Drive, making it more difficult for motorists to turn out of Carboni Street onto Elizabeth Drive [eastbound].	The proposed left turn lane is not a slip lane, but a dedicated left turn lane from Marsden Road on to Elizabeth Drive; it will be controlled by traffic lights, similar to the current arrangement.

Category	Number of comments	Matters raised	Roads and Maritime's response
Entry to and exit from the service station on the corner of Marsden and Elizabeth Drive	Six comments	<p>Inclusion of Keep Clear road markings at the service station entrance on Marsden Road.</p> <p>Stop the use of the petrol station as a bypass for the lights on the corner of Marsden Road and Elizabeth Drive.</p> <p>Can you block off the entry into the service station from Marsden Road during peak school periods?</p> <p>Can parking be restricted at the service station at peak school periods?</p> <p>Vehicles entering and leaving the service station contribute to the congestion at the intersection.</p> <p>Can you block off the entry into the service station from Marsden Road?</p>	<p>Roads and Maritime acknowledge the entry and exit from the service station from Marsden Road was a key area of interest for the community.</p> <p>The proposed improvements to the eastern side of Marsden Road should help with the queueing providing a dedicated left hand turn lane for motorists to use, therefore reducing congestion.</p> <p>The proposed improvements include the widening to the western side of Marsden Road will allow northbound vehicles on Marsden Road to bypass vehicles that are turning into the service station.</p> <p>The enforcement of traffic laws remains the sole responsibility of the NSW Police force. The proposed improvements should help with the queueing on Marsden Road and reduce this occurrence.</p> <p>As Marsden Road is a local road which is maintained and managed by Liverpool City Council, we have forwarded your comments around the peak school period congestion to Council for consideration.</p>
Extension of right turn lane	One comment	Can the right turn lane from Elizabeth Drive onto Marsden Road be extended?	There are no plans as part of this proposal to extend this turning lane, however, the proposed improvements on Marsden Road should ease congestion and have a positive impact on the performance of the whole intersection.

Category	Number of comments	Matters raised	Roads and Maritime's response
Road maintenance	One comment	The round-about on Woodlands Drive and Marsden Road needs repair	<p>The request for the repair and maintenance of the round-about on Woodlands Drive and Marsden Road is out of scope for this project.</p> <p>As Marsden Road is a local road which is maintained and managed by Liverpool City Council, we have forwarded your comments to Council for consideration.</p>
Pedestrian crossing on Elizabeth Drive	Two comments	<p>Pedestrians who use the crossing on Elizabeth Drive do not obey the Don't Walk sign. This inhibits cars from turning left onto Elizabeth Drive when the arrow is green.</p> <p>The pedestrian crossing on Elizabeth Drive contributes to congestion.</p>	<p>Pedestrian crossings allow people to cross the road safely. The timing allowed for pedestrians to cross is determined by the width of the road being crossed and the speed is calculated based on the diversity of pedestrians that use the crossing i.e. children, families with prams and the elderly.</p> <p>A green man is displayed to show when pedestrians can start to cross the road. This is followed by a red flashing man, which provides enough time to finish crossing the road.</p> <p>Under the Australian Road rules, motorists are required to give way to pedestrians crossing at a signalised pedestrian crossing.</p> <p>There are no plans as part of this proposal to remove the pedestrian crossing on Elizabeth Drive, however the proposed improvements on Marsden Road should reduce queue lengths and travel time.</p>
Median strip	One comment	Can the median strip on Elizabeth Drive be shortened by 10 to 12 metres so that vehicles can safely turn right from Marsden Road onto Elizabeth Drive?	There are no plans as part of this proposal to shorten the median strip on Elizabeth Drive however the proposed improvements on Marsden Road should ease congestion and have a positive impact on the performance of the whole intersection.

<b>Category</b>	<b>Number of comments</b>	<b>Matters raised</b>	<b>Roads and Maritime's response</b>
Traffic light phasing	Two comments	The traffic arrow allowing motorists to turn left from Marsden Road onto Elizabeth Drive does not let enough cars go through.	The traffic light phasing will be considered at this intersection as part of this work, and the traffic lights will be adjusted and optimised where possible.
		This intersection will always cause problems as traffic travelling west towards Liverpool along Elizabeth Drive blocks the intersection during traffic light changes.	It is illegal for any vehicles to queue through an intersection. The enforcement of traffic laws remains the sole responsibility of the NSW Police force. The proposed improvements should help with the queueing across the intersection by providing a dedicated left hand turn lane for motorists to use, therefore reducing congestion.
Project update confusion	One comment	The map within the project update shows the widening of Marsden Road on the eastern side however the text within the map states the widening is on western side.	Roads and Maritime apologises for any confusion which occurred as a result of inconsistencies within the project update. The content of the project update has been modified and updated on our website. A copy of the modified project update is also attached below.

## **4. Decision**

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

After reviewing the feedback, we have decided to proceed with the proposal unchanged.

## **5. Next steps**

We have considered all submissions and will ensure our team is aware of concerns raised by the community. We will ensure that issues highlighted by stakeholders and the community are appropriately addressed throughout the delivery of the project.

Roads and Maritime will keep the community updated on the progress of the project and consult on a night work construction schedule in early 2018.

## 6. Appendices

### 6.1. Appendix A – ‘Have your say’ letter May 2017



May 2017

#### **Have Your Say – Proposed intersection improvements at Elizabeth Drive and Marsden Road, Liverpool**

**The NSW Government is funding this proposal as part of its \$300 million Urban Roads Pinch Point Program, which aims to reduce congestion and improve travel times on Sydney's busiest corridors**

Roads and Maritime Services is seeking feedback by **Wednesday 14 June** on proposed intersection improvements at Elizabeth Drive and Marsden Road, Liverpool.

The proposed improvement includes:

- widening the east side of Marsden Road to create a dedicated left turn lane onto Elizabeth Drive.
- widening the west side of Marsden Road to allow through traffic northbound on Marsden Road

#### **Key benefits**

The proposal will:

- improve traffic flow through the intersection by separating left and right turning vehicles from Marsden Road onto Elizabeth Drive
- improve traffic flow on Marsden Road northbound and subsequently through the intersection by widening the carriageway
- ease congestion through the intersection by reducing the number crashes

#### **How can you give feedback?**

We invite your feedback on the proposed improvements by **Wednesday 14 June**. Please send your comments to our Project Engineer, Trung Huynh during business hours on 02 8849 2411, or write to:

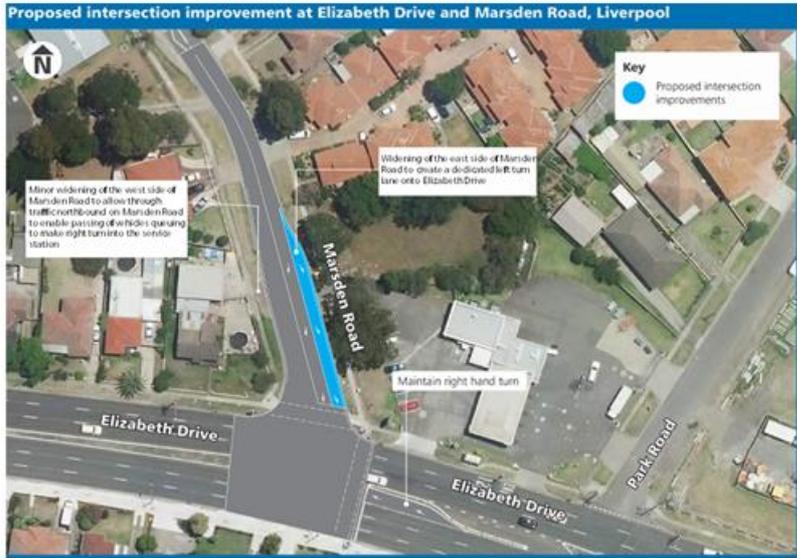
Pinch Points Program Project Team  
Roads and Maritime Services  
PO Box 973, Parramatta, NSW, 2124

[qr.pinchpoints@rms.nsw.gov.au](mailto:qr.pinchpoints@rms.nsw.gov.au).

#### **Next Steps**

We will carefully consider all feedback received. A community consultation report will be prepared, summarising the matters raised and our responses. This will be made available on our website. We will keep you updated as the proposal progresses.

---



**Translating and Interpreting Service**

If you need an interpreter, please call the Translating and Interpreting Service (TIS National) on **131 450** and ask them to telephone Roads and Maritime Services on 8588 4298

**Arabic**  
إذا كنتم بحاجة إلى مترجم، الرجاء الاتصال بخدمة الترجمة العائلية والشخصية (TIS National) على الرقم 131 450، والطلب منهم الاتصال بخدماتكم على الرقم 8588 4298

**Cantonese**  
若你需家口譯員，請致電 131 450 聯絡翻譯和口譯服務署 (TIS National)，要求他們致電 8588 4298 聯絡 Roads and Maritime Services。

**Mandarin**  
如果您需要口译员，请致电 131 450 联系翻译和口译服务署 (TIS National)，要求他们致电 8588 4298 联系 Roads and Maritime Services。

**Greek**  
Αν χρειάζεστε διαγλώσσα, παρακαλείσθε να τηλεφωνήσετε στην Υπηρεσία Μετάφρασης και Διαγλώσσας (Εθνική Υπηρεσία ΤΙΣ) στο **131 450** και ζητήστε να τηλεφωνήσουν Roads and Maritime Services στο 8588 4298

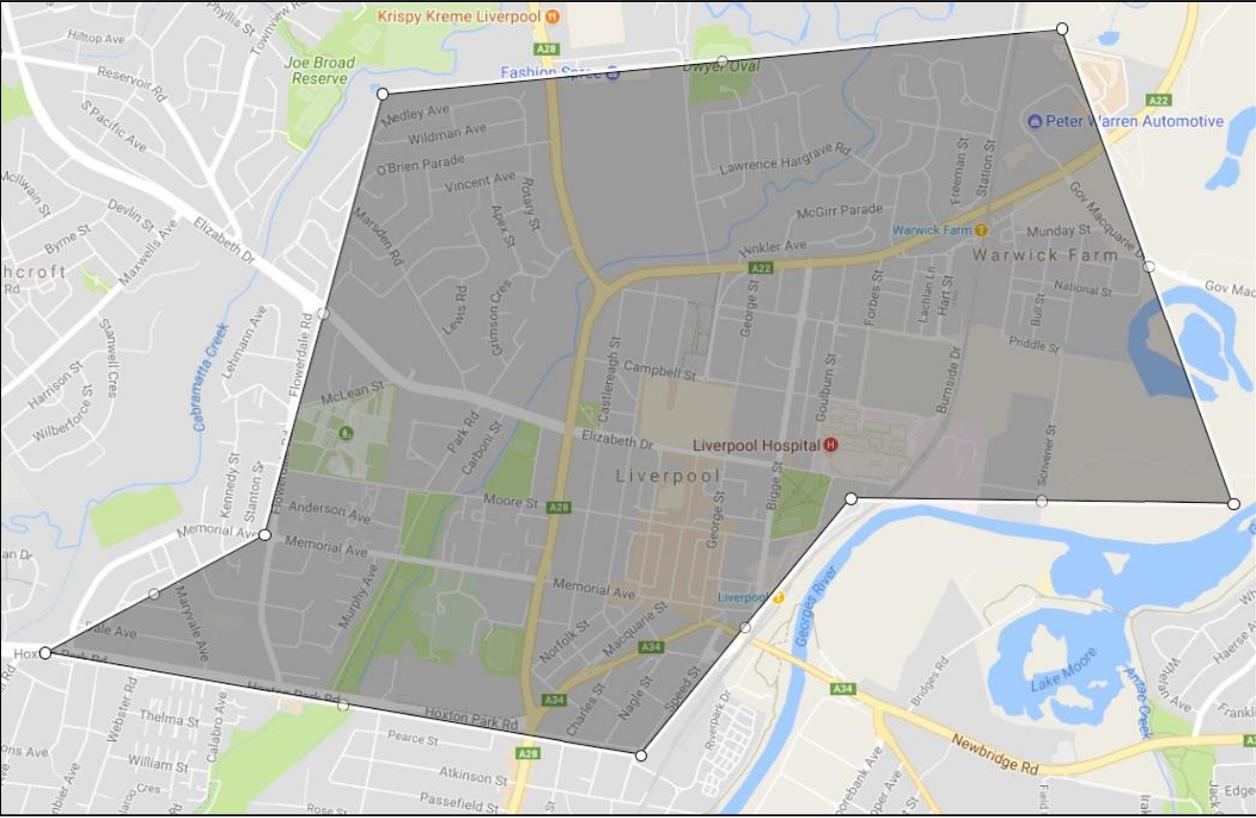
**Italian**  
Se desiderate l'assistenza di un interprete, prego telefonare al Servizio Interpreti e Traduttori (TIS National) al **131 450** chiedendo di contattare Roads and Maritime Services al 8588 4298

**Korean**  
통역사가 필요하시면 번역통역서비스 (TIS National) 에 **131 450** 으로 연락하여 이들에게 8588 4298 번으로 Roads and Maritime Services 에 전화하도록 요청하십시오.

**Vietnamese**  
Nếu cần thông ngôn viên, xin quý vị gọi cho Dịch Vụ Thông Phiên Dịch (TIS Toàn Quốc) qua số **131 450** và nhờ họ gọi cho Roads and Maritime Services qua số 8588 4298



6.2. Appendix B – Distribution map





[rms.nsw.gov.au](http://rms.nsw.gov.au)



13 22 13



Customer feedback  
Roads and Maritime  
Locked Bag 928,  
North Sydney NSW 2059

August 2017  
RMS 17.385  
ISBN: 978-1-925659-62-7