Proposed Manns Road upgrade between Stockyard Place, West Gosford to Narara Creek Road, Narara

Community Consultation Report

October 2016
Executive summary

The NSW Government provided $500,000 in 2015/16 to plan for the future upgrade of Manns Road between Stockyard Place, West Gosford to Narara Creek Road, Narara.

The proposal includes widening the road to provide two lanes in each direction, installing a raised central median and controlled intersections. The existing bridge over the creek near the intersection of Manns Road and Nells Road is also proposed to be replaced.

The proposed upgrade would deliver benefits to road users by improving safety, travel conditions and mean more reliable travel times, reduce congestion especially in morning and afternoon peak times, and improved pedestrian and cyclist access.

Roads and Maritime Services sought feedback on this proposal from stakeholders and the community between 23 May and 17 June 2016.

To inform the community and stakeholders of the proposal, Roads and Maritime:

- Delivered over 2,200 Community Updates to residents and key stakeholders in the Manns Road upgrade area
- Provided information about the proposal on the Roads and Maritime website
- Ran advertisements and arranged a media release promoting the information sessions in the local paper
- Placed the Community Updates on display in various government buildings near the proposal.
- Conducted two community information sessions

We received a total of 25 submissions from the community and business owners during the consultation period, including letters, emails, and phone calls as well as three face-to-face property meetings with business owners. Thirty seven people attended the community information sessions over two days.

The main comments received included:

- Concerns about impacts on access to businesses from Manns Road due to the raised central median strip and during construction
- Concerns about direct property impacts.

The proposed design is part of the NSW Government's commitment to planning for future important infrastructure.

NSW Government has provided $500,000 in 2016/17 to continue planning for this upgrade.
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1. Introduction

1.1 Background

Roads and Maritime is planning a future upgrade to Manns Road between Stockyard Place, West Gosford to Narara Creek Road, Narara to improve traffic flow, reduce congestion and increase safety for all road users.

The 2.7 kilometre section of road is part of the north-south Gosford bypass, a major transport route for both local businesses and residents. Manns Road connects the Central Coast Highway to the industrial area of West Gosford and Pacific Highway at Narara.

West Gosford is undergoing light industrial and commercial redevelopment and traffic volumes are forecast to increase to about 39,000 vehicles per day by 2039. Therefore Roads and Maritime is preparing the road infrastructure to support this future growth.

The proposed upgrade for Manns Road between Stockyard Place, West Gosford and Narara Creek Road, Narara was on public display for community comment between 23 May 2016 and 17 June 2016.

This report details the consultation and engagement activities completed throughout this period. It summarises feedback received and details responses to inquiries from the local and wider community, and property and business owners.

1.2 Proposal

The upgrade to Manns Road proposal displayed in May 2016 includes:

- Widening the road to two lanes in each direction
- Separating traffic flow by means of a raised median strip
- Installing or upgrading traffic lights at the Manns Road intersections with:
  - Narara Creek Road
  - Dell Road
  - Merinee Road
  - Carnarvon Road
  - Stockyard Place
- Constructing a new bridge over the creek on Manns Road
- Improving access to industrial area access through dedicated turning lanes and link roads
- Providing pedestrian and cyclist facilities.

The primary objectives of the proposal include:

- Improving traffic flow along Manns Road
- Improving safety for all road users
- Reducing congestion for motorists, particularly during peak times.

Please note there is currently no allocation for funding, or commitment to construction of the future upgrade so timing is not yet unknown.

A plan of the proposed upgrade can be found at Appendix A.
2. Consultation approach

2.1 Purpose of consultation
The purpose of the consultation was to ensure the community, local residents, property and business owners, and other affected stakeholders were aware of the consultation period and could provide feedback on the proposal.

The consultation objectives were to:

- Provide timely information regarding the upgrade to the community, residents, property owners and business owners
- Set expectations among stakeholder groups regarding the feedback process
- Ensure issues and potential impacts to local residents, property owners and business owners are identified as early as possible, and managed respectfully
- Respond to community feedback in a respectful manner
- Monitor and review feedback to ensure it forms part of the review planning and delivery wherever feasible
- Establish a database of interested and engaged stakeholders, ensuring Roads and Maritime can continue to engage with these stakeholders as the proposal develops.

2.2 Values
Our values underpin our decisions and behaviours when working with customers, colleagues, stakeholders and partners.

- Customer focus – We place the customer at the centre of everything we do
- Collaboration – We value each other and create better outcomes by working together
- Solutions – We deliver sustainable and innovative solutions to NSW’s transport needs
- Integrity – We take responsibility and communicate openly
- Safety – We prioritise safety for our people and our customers.

2.3 Community stakeholder identification
As part the engagement and consultation process, a number of stakeholders were identified including:

- Directly affected stakeholders
  - Property owners
  - Residents
  - Business owners
- Community members and groups
  - Road users
  - Cyclists
  - Pedestrians
  - Users of potentially affected facilities and businesses
- Local services and facilities
  - Transport groups and companies
- Utility providers
  - Telecommunications
  - Electricity
  - Water
- Emergency Services
  - NSW Police
2.4 How consultation was done
Consultation ran from 23 May 2016 and closed on 17 June 2016. The community were invited to view the proposed upgrade and provide feedback:

- **In person** at community information sessions held Monday 30 May 2016 from 4pm to 7pm and Tuesday 31 May 2016 from 7am and 10am at the Roads and Maritime Services Heavy Vehicle Inspection Station, corner of Manns Road and Dells Road, West Gosford
- **By phoning** (02) 4379 7068 during office hours
- **By mail** addressed to Roads and Maritime Services, Locked Bag 2030, Newcastle NSW 2300
- **Online** at rms.nsw.gov.au/mannsroad
- **Email** central.coast.office@rms.nsw.gov.au
<table>
<thead>
<tr>
<th>Consultation Activity</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Information sessions</td>
<td>Roads and Maritime provided the community and interested stakeholders with the opportunity to view and comment on the public display of the proposed upgrade to Manns Road.</td>
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<td></td>
<td>Two sessions were held on Monday 30 May 2016, from 4pm to 7pm and Tuesday 31 May 2016, from 7am to 10am at the Roads and Maritime Services Heavy Vehicle Inspection Station, corner of Manns Road and Deils Road, West Gosford. The sessions were attended by 37 community members and the project team was on hand to address any questions or concerns regarding the preferred design.</td>
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<td>Face-to-face meetings</td>
<td>Upon request, the project team met with the owners / occupiers of three properties who could be directly impacted upon by the proposal. These meetings were held in person with the project team and the business owners / occupiers, allowing the project team to provide specific information about the impact to their property.</td>
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<tr>
<td>Community update</td>
<td>A Community Update was delivered to over 2,200 businesses and residents inside the proposal area, during the week commencing 16 May 2016. The update included background information on the issues currently faced by road users of the 2.7 kilometre stretch of Manns Road as well as information on where to view the proposed design and how to provide feedback. A copy of this Community Update is included at Appendix B.</td>
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<td>Direct mail</td>
<td>A letter outlining the potential impacts to directly affected businesses and residents was delivered the week commencing 16 May 2016. The direct mail outlined the benefits to the upgrade as well as providing directions for the affected businesses and residents to contact the project team to ask questions or highlight concerns.</td>
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<tr>
<td>Website updates</td>
<td>The preferred design for the upgrade to Manns Road was available to view on the Roads and Maritime website at rms.nsw.gov.au/mannsroad</td>
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</table>
| Static displays            | The proposed upgrade to Manns Road was on display, including posters and Community Updates, during the consultation period at:  
  - Central Coast Council, ground floor reception, 49 Mann Street, Gosford. Monday to Friday 8:30am to 5pm  
  - Services NSW, Park Plaza Shop 11 - 12 131 - 135 Henry Parry Drive, Gosford. Monday to Friday 8:30am to 5:30pm and Saturday 8:30am to 12pm. |
| Newspaper advertisements   | Print advertisements were placed in the Central Coast Express Advocate on 20 May 2016, 25 May 2016 and 27 May 2016. A copy of the advertisement is included at Appendix C. |
| Media activities           | A media release was sent to relevant local media on 23 May 2016, announcing the public display and outlining the process for providing feedback on the proposed upgrade. A copy of this media release is included at Appendix D. |
3. Consultation summary

Roads and Maritime consulted with the community from 23 May 2016 to 17 June 2016.

The purpose of this consultation was to seek feedback from the local residents and business owners to be used to guide and shape the decision making and design process for the Manns Road upgrade. It also built a database of interested community members, residents and business owners to consult with throughout the proposal and design process.

3.1 Overview

Throughout the consultation period, Roads and Maritime received and responded to a total of 25 submissions including:

- nine emails
- five letters
- 11 phone calls

Thirty seven people attended the two community information sessions.

The project team also conducted three meetings with potentially affected property owners throughout this period.

From the correspondence and feedback received throughout the consultation period, a total of eight issues were raised by residents and business owners.
3.2 Issues
A number of key issues were raised throughout the consultation process. Below provides an overview of these issues and Roads and Maritime's response.

Figure 1. Issues raised

![Pie chart showing the distribution of issues raised.](chart)

Figure 2. Number of comments by key issue category

<table>
<thead>
<tr>
<th>Key Issue</th>
<th>Number of comments regarding the issue</th>
</tr>
</thead>
<tbody>
<tr>
<td>Design and business impacts associated with inclusion of central median and u-turn facilities</td>
<td>31</td>
</tr>
<tr>
<td>Business impact – Trade</td>
<td>18</td>
</tr>
<tr>
<td>Heavy vehicles movements</td>
<td>13</td>
</tr>
<tr>
<td>Business impact – Parking</td>
<td>12</td>
</tr>
<tr>
<td>Consultation</td>
<td>11</td>
</tr>
<tr>
<td>Road Safety</td>
<td>7</td>
</tr>
<tr>
<td>Project Support</td>
<td>5</td>
</tr>
<tr>
<td>Congestion</td>
<td>4</td>
</tr>
</tbody>
</table>
### Figure 3. Issues and Roads and Maritime response

<table>
<thead>
<tr>
<th>Issue</th>
<th>Comments received</th>
<th>Roads and Maritime Response</th>
</tr>
</thead>
<tbody>
<tr>
<td>Design and business impacts associated with inclusion of central median and u-turn facilities</td>
<td>Roads and Maritime received a total of 31 comments regarding the design of the upgrade. The majority of these comments highlighted issues regarding the raised central median separating traffic along Manns Road. This was particularly a concern for business owners who were concerned the median strip would deter customers from entering their business premises due to extended travel times to perform a u-turn.</td>
<td>The strategic design is based on current and future peak traffic demand, taking into account population and employment growth in the area. In the five years between 2010 and 2014 there were 51 reported crashes along the proposed upgrade section of Manns Road (an average of ten crashes per year). There were 19 injury crashes and 32 non-casualty crashes. Forty five per cent of crashes were rear end crashes and 20 per cent of crashes involved opposing vehicles turning. Many rear end and opposing direction crashes involved vehicles entering one of the many driveways associated with adjacent businesses. The provision of the central median is expected to reduce the number crashes a year by separating traffic and controlling turning movements at traffic lights and u-turn facilities. The strategic design has incorporated u-turn facilities where possible to provide the ability for traffic to turn around and access businesses located on the other side of the road. The local road network also allows u-turning. Traffic light u-turns have been incorporated into the intersections at Carnarvon Road and Dell Road. The new link road to Dignity Crescent also allows for u-turns. The u-turn facilities have also been designed for heavy vehicles to use. The proposed traffic lights at several major intersection aims to ensure traffic flow is improved and congestion is reduced. The proposal is in early stages of design and planning, and is subject to change as it develops. The issues raised regarding access will be taken into consideration as planning, design and environmental impact assessment progresses. As we develop the design we will review the design of the u-turn facilities to examine if greater functionality can be provided and to maximise turning opportunities.</td>
</tr>
</tbody>
</table>
| **Business impacts**  
| **Trade** | Roads and Maritime received 18 comments from concerned business owners regarding the potential impacts the upgrade may have to their ability to trade.  
These concerns included disruption to service and the ability for suppliers to access their sites during construction. | Roads and Maritime will work with all residents and business owners who are directly impacted by the proposed upgrade during construction. Mitigation measures will be implemented where practical in consultation with businesses to provide suitable property entry and exit.  
Some of these mitigation measures may include:  
• Controlled staging of the construction works  
• Staging hours of construction works to minimise impacts  
• Working closely with residents and business owners to provide workable solutions to preserve access where possible. |
| **Heavy Vehicles** | We received 13 comments regarding heavy vehicle access and u-turn facilities to access businesses. | The design has considered the movement and turning of heavy vehicles. The signalised u-turns have been specifically sized to enable the controlled turning of larger vehicles. As we develop the design we will review the design of the u-turns to examine if greater functionality can be provided and to maximise turning opportunities for heavy vehicles. |
| **Business impact**  
| **Parking** | Twelve comments were received by Roads and Maritime regarding the impact the road widening would have on the parking for businesses along Manns Road. | The road widening needed for additional traffic lanes along Manns Road is likely to have an impact on car parking and the access to the front of some properties on Manns Road.  
The proposal is in the early stages of design and planning and is subject to change as it develops. The issues brought up about access and parking will be taken into consideration as the planning, design and environmental impact assessment progresses.  
Roads and Maritime will work closely with the impacted residents and business owners to ensure they have the opportunity to inform any property adjustments that may be required. |
| **Consultation** | There were 11 comments regarding the consultation process and many were requests for further or specific consultation with directly impacted property and business owners. | Roads and Maritime is committed to providing accurate and timely information regarding the proposed upgrade to interested community members, impacted residents and business owners.  
The project team responded to requests for further information from stakeholders and the community throughout the public display period.  
Roads and Maritime will keep stakeholders and the community updated as the project progresses through project updates, letters, the website and email |
<table>
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<tr>
<th>Category</th>
<th>Notes</th>
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<tr>
<td>Road Safety</td>
<td>Roads and Maritime received seven comments regarding the safety of roads users, including pedestrians and cyclists, during and after construction.</td>
<td>Roads and Maritime will work closely with residents, businesses and community groups who utilise the roads, cycle ways and footpaths as the project progresses. Impact to users will be minimised wherever possible. Safety measures will be considered and implemented to ensure community safety at each stage of the proposal. The Manns Road upgrade project is a planned to make the road safer, less congested and to make it easier and safer for motorist to enter and exit Manns Road.</td>
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<td>Project support</td>
<td>Roads and Maritime received five comments which expressed support for the upgrade.</td>
<td>The comments were noted.</td>
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</table>
| Congestion    | Four comments were received regarding business owners and residents concerns the upgrade would result in further congestion of Manns Road.                                                               | This proposed future upgrade of Manns Road is part of an overall upgrade of Manns Road and the Pacific Highway between West Gosford and the M1 Motorway at Ourimbah. This strategic route is part of the north-south Gosford Bypass and is currently being implemented from north to south:  
  - Pacific Highway: M1 to Ourimbah (complete)  
  - Pacific Highway: Ourimbah to Lisarow – Glen Road to Ourimbah Street (under construction)  
  - Pacific Highway: Lisarow – Ourimbah Street to Parsons Road (in detailed design)  
  - Pacific Highway / Manns Road – Parsons Road, Lisarow to Narara Creek Road, Narara (concept design and environmental assessment)  
  - Manns Road – Narara Creek Road, Narara to Stockyard Place, West Gosford (initial planning)  
A traffic management plan will be developed as part of the environmental impact assessment to investigate the impact of the proposal on traffic |
conditions. The upgrade is proposed to provide controlled, safe access to connecting local roads, with a priority given to traffic flows on Manns Road. The proposal is intended to provide the benefits of reducing travel times, reducing vehicle operating costs, and potentially reducing crashes and the severity of crashes. Further planning will include revisions of the traffic modelling, which is based on recent peak time traffic counts at each intersection and reasonable projections of growth over a 20 year period.
4. **Next steps**

Roads and Maritime would like to thank everyone who took the time to consider our proposal and provide feedback. We have considered the comments received and provided our responses.

We will proceed with refining and developing a concept design, and conducting an environmental assessment. We will display the concept design and Review of Environmental Factors for this proposal when ready.

The community will be informed when these go on display for comments through the local media, project web page and distribution of an updated Community Update.

We will continue to keep the community informed of the proposal as it progresses. For the latest information visit rms.nsw.gov.au/mannsroad
Appendix A – Manns Road upgrade

Manns Road upgrade

[Map showing proposed upgrades]

Key:
- Manns Road upgrade area
- Pedestrian and cycle path
- Pedestrian path
- Road cycle path
- Bus stops
- Raised medians
- New bridge

Proposed cross section of Manns Road between Dell Road and Narara Creek Road

Key:
- Pedestrian and cycle path
- Pedestrian path
- Road cycle path
- Bus stops
- Raised medians
- New bridge

Median to improve safety
- Widening the road, two lanes in each direction
- Traffic lights and u-turn facility
- Footpath for pedestrians
- Shared path for pedestrians and cyclists

New link road and intersection with dedicated turning lanes and traffic lights to improve industrial area access

New bridge over creek

New turn lanes and traffic lights to improve industrial area access

Dedicated left in/ left out turn

Traffic lights and u-turn facility

Left in/ left out

North Gosford

Manns Road + Narara Creek Road future upgrades
Appendix B: Community Update

Key features

- Widening the road to provide two lanes in each direction with a central median and controlled intersections.
- Replacing the bridge over the creek near the intersection of Manns Road and Nells Road.
- Upgrading surface water drains to current standards.
- Providing bus, cyclist and pedestrian facilities.
- Improving access to public transport.

What happens next?

The community is invited to comment on the proposed design by Friday 17 June 2016. Feedback received will be considered when planning for this future upgrade.

The proposed design is part of the NSW Government’s commitment to planning for future important road infrastructure. At this stage there is no funding or timeline for construction. The proposed design is part of future planning. The Atlantic Road upgrade may be staged and delivered as a single or multiple projects to minimise impacts to the community.

Community involvement

Roads and Maritime is committed to working with the community and stakeholders during the planning process to understand issues and maximise potential impacts.

The community is invited to view the plans and find out more at staffed displays to be held on

Monday 30 May, 4pm to 7pm Roads and Maritime Heavy Vehicle Inspection Station Corner of Manns Road and Dal Road, West Gosford

Tuesday 31 May, 7am to 10am Roads and Maritime Heavy Vehicle Inspection Station Corner of Manns Road and Dal Road, West Gosford

Manns Road upgrade

Stockyard Place, West Gosford to Narara Creek Road, Narara

May 2016

The NSW Government has provided $500,000 in 2015/16 to plan for a future staged upgrade of Manns Road, linking the Central Coast Highway and Pacific Highway to improve safety and travel times, and reduce congestion for motorists.

This community update provides information on the proposed design which includes widening the road to provide two lanes in each direction with a central median and controlled intersections, and replacing the bridge over the creek near the intersection of Manns Road and Nells Road.

Feedback on the proposed design is invited by Friday 17 June 2016 and will be considered in developing the design.

Background

Manns Road is part of the north-south Gosford By-pass, a major transport route for local businesses and residents. Manns Road connects the Central Coast Highway to the industrial area of West Gosford and Pacific Highway at Narara.

Roads and Maritime Services is planning for the future upgrade of the 2.7 kilometre section of road. The section links the completed upgrade of Manns Road at the Central Coast Highway with the planned upgrades work on Manns Road at Narara.

During peak travel times motorists experience congestion and queuing along Manns Road. The section of Manns Road proposed for future upgrade has a history of crashes involving intersections and showrooms.

West Gosford is undergoing light industrial and commercial redevelopment and traffic volumes are forecast to increase to about 56,000 vehicles per day by 2039.

This upgrade would improve traffic flow and safety.
The NSW Government is planning a future upgrade of Manns Road between Stockyard Place, West Gosford and Narara Creek Road, Narara. Roads and Maritime Services is planning for the future widening to provide two lanes in each direction with a central median and upgraded intersections. The bridge over the creek near the intersection of Manns Road and Nells Road will be replaced and surface water drains will be upgraded to current standards.

The upgrades, improving public transport access and providing pedestrian and cycling shared pathways would improve traffic flow and safety.

The plans and community update are available to view at rms.nsw.gov.au/mannsroad and Gosford City Council. The community can view the plans and find out more from staff at information sessions. Drop in to the RMS Heavy Vehicle Inspection Station on the corner of Manns Road and Dell Road, West Gosford

- Monday 30 May 2016, 4pm to 7pm
- Tuesday 31 May 2016, 7am to 10am

We invite the community to comment about the upgrade by Friday 17 June 2016.

For more information and feedback please phone 4379 7068, email Central.Coast.Office@rms.nsw.gov.au or visit rms.nsw.gov.au/mannsroad
Appendix D: Media releases

NSW GOVERNMENT

Scot MacDonald MLC
Parliamentary Secretary for the Central Coast

MEDIA RELEASE

23 May 2016

PROPOSED DESIGN FOR UPGRADE OF MANNS ROAD

The community is invited to have a say on the proposed design for a future upgrade of Manns Road between Stockyard Place, West Gosford and Narara Creek Road at Narara.

Parliamentary Secretary for the Central Coast, Scot MacDonald MLC said the NSW Government had allocated $500,000 this financial year to start planning the upgrade which aims to improve traffic flow and safety for motorists using this stretch of road.

"Manns Road is part of the north-south Gosford Bypass, a major transport route for local businesses and road users. It connects the Central Coast Highway to the industrial area of West Gosford and Pacific Highway at Narara," Mr MacDonald said.

"During peak travel times motorists experience congestion and queuing along Manns Road.

"Roads and Maritime Services is planning the 2.7 kilometre upgrade to link the completed upgrade of Manns Road at the Central Coast Highway with the planned upgrade work on Manns Road from Narara Creek Road northwards, which would help reduce congestion and cater for forecast traffic of up to 39,000 vehicles per day in the next 20 years.

"The proposed upgrade would include widening the road to provide two lanes in each direction with a central median and intersections with traffic lights, upgrading drainage, providing bus, cyclist and pedestrian facilities and improving access to public transport.

"The bridge across the creek near the intersection of Manns Road and Nells Road would also be replaced with a new four lane bridge including pedestrian access," Mr MacDonald said.

"The community is invited to attend drop in sessions between 4pm and 7pm on Monday 30 May and between 7am and 10am on Tuesday 31 May at the RMS Heavy Vehicle Inspection Station, Corner of Manns Road and Dell Road, West Gosford.

Feedback is invited by 5pm on Friday 17 June via email at central.coast.office@rms.nsw.gov.au, in writing to Roads and Maritime Services Central Coast Office, Locked Bag 2030, Newcastle NSW 2300 or by phoning (02) 4375 7068 during..."