Proposed intersection improvements at the Princes Highway and Box Road, Sylvania

Engagement report

July 2020 | Version: 1

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1 Executive summary

1.1 Overview

This report provides a summary of Transport for NSW's (Transport) engagement with the community and key stakeholders about proposed improvements at the intersection of the Princes Highway and Box Road, Sylvania. The improvements are proposed as part of Transport's Gateway to the South bus priority improvement program, which aims to ease congestion and improve journey reliability on southern Sydney's key road and bus corridors.

The Gateway to the South initiative was initiated by the NSW Government to improve the efficiency of transport flows between Sydney and the Illawarra through the southern Sydney Region.

Gateway to the South is delivering these service improvements aligned with the longer-term objectives of the NSW Government, including as set out in the Future Transport Strategy 2056[1], which is the NSW Government's roadmap to deliver the state's future transport network. This acknowledges the vital role transport plays in the land use, tourism and economic development of towns and cities.

The intersection is serviced mainly by bus route 970 and also some local bus services. It is busy and congested at times, with more than 4,000 vehicles travelling through it every hour during peak periods (see Figure 1). This results in delays during peak periods for buses and general traffic turning right from either side of Box Road onto the Princes Highway to travel north or south. As well as this, queuing impacts traffic turning left from Box Road (east) onto the Princes Highway to travel south and there is presently no signalised pedestrian crossing across Box Road (east).

The proposed improvements to the intersection first presented to the public on 9 March 2020 (see Figures 2 and 3) included:

- Providing dedicated right turn lanes on Box Road (east and west) for access onto the Princes Highway.
- Providing a dedicated left turn lane on Box Road (east), which will involve driveway and service road modifications.
- Improved pedestrian facilities, including a new signalised pedestrian crossing across Box Road (east). This also includes adjustments to the existing pedestrian crossings across the highway and Box Road (west).
- Service road access changes will include a new kerb ramp on the north-east corner of the intersection and a pedestrian crossing at the south-east corner of the intersection.
- Trimming the concrete median on the highway north and south of the intersection and reconstruction of the median on Box Road (east).
- Relocation of underground utilities due to the road widening required in the road reserve on Box Road (east and west).
- Banning vehicle exit onto Box Road (east) from the service road at the south-east corner of the intersection, thereby making it a one way (southbound) movement

[1] Future Transport Strategy 2056, Transport, 2018: **https://future.transport.nesw.gov.au/sites/default/files/media/documents/2018/Future_Transport_2056_Strategy.pdf**

(vehicle movements in both directions would be maintained within the service road itself, including for residents' access to their properties).

The project would have a number of benefits:

- Reduced congestion and more reliable travel times for buses and general traffic, particularly during peak periods.
- Improved intersection capacity and efficiency with new right turn lanes on both sides of Box Road onto the highway and a new left turn lane on Box Road (east) onto the highway.
- Improved travel time reliability for buses that travel through the intersection from Box Road (east) onto and off the highway.
- Improved pedestrian access and safety at the intersection, including a new signalised pedestrian crossing on Box Road (east) as well as improved access across the service road.

Some impacts of the proposed works were identified. These included:

- To add the new dedicated left and right turning lanes, road widening (within the road reserve) will be required on the south-east and south-west corners of the intersection. No property needs to be acquired.
- Three trees need to be removed (one has been identified by an arborist as having high levels of die back) because they are too close to the road that needs to be widened. These will be replaced in consultation with Sutherland Shire Council as part of an agreed replanting strategy.
- Access along the service road south of Box Road (east) will be one way only, heading south with no access permitted back onto Box Road (east) (vehicle movements in both directions would be maintained within the service road itself, including for residents' access to their properties).

Transport will do everything it can to minimise the impact of these works on road users, local businesses and residents. Given the location of the works, we anticipate that most of the work would need to be undertaken at night in order to minimise traffic and pedestrian disruption and provide a safer work environment for the contractor. Day shifts will also be undertaken where safe and practicable to do so. Noisier work undertaken during any night shifts will be carried out before midnight to minimise noise impacts on nearby properties.

Every effort will also be made to minimise the impact of the works on trees.

1.2 Summary of engagement

On 9 March 2020, following consultation with Sutherland Shire Council, Transport informed the community and key stakeholders about the proposed changes and asked for feedback by 6 April 2020. Feedback was invited by telephone, email or post.

During the engagement period we:

- Delivered a community update (see Appendix A) through a letterbox drop (see Appendix B) to about 750 nearby addresses. This was supported by a door knock of 23 addresses closest to the intersection.
- Created a dedicated Transport webpage at **nswroads.work/princesbox** (see Appendix C).

- Prepared a media release, which resulted in online (see Appendix D) and print (see Appendix E) coverage in the St George & Sutherland Shire Leader.
- Published a sponsored Facebook post, directing people towards the project webpage (see Appendix F).

Table 1: Community and stakeholder engagement outcomes during the consultation period (9 March – 6 April 2020)

Engagement type	Outcome
Community update distribution	750 addresses closest to the intersection received a printed four-page overview of the proposal, with contact information for the project team.
Doorknock	Door knocked 23 addresses closest to the intersection to offer an opportunity for more detailed discussion. 'Sorry We Missed You' cards with contact information were left at all addresses where nobody answered. Conversations took place with residents at 10 addresses and their feedback was captured.
Webpage	Project webpage went live on 9 March 2020. It received over 509 page views and 428 unique page views to 16 April 2020, shortly after the consultation period ended.
Social media	Awareness of the proposal was increased through sponsored content on Facebook from 9 to 13 March 2020. The post had a reach of 31,184 users. Four people commented (captured below) and five others shared the post. Facebook was also responsible for 43% of the referrals to the webpage.
Media release	The media release secured prominent coverage in the St George & Sutherland Shire Leader, which has the largest circulation of any suburban newspaper in Australia (almost 150,000 newspapers weekly). This included coverage on 25 March (print edition, page three) and 5 March 2020 (online).

48 people provided feedback and a significant majority were supportive of the proposed intersection improvements:

- Supportive 29
- Unclear 15 (most were positive in tone however)
- Unsupportive 4.

Key matters raised, which can be briefly summarised as follows, included:

- Support for the proposal
- Intersection design
- Safety
- The service road to the south-east of the intersection
- Congestion / delays
- Trees / vegetation
- Traffic lights
- Signage

- Pedestrian access
- Opposition to the proposal
- Noise
- Inappropriate use of a driveway
- Timescales
- Various out-of-scope matters.

A detailed summary of the feedback and responses can be found under ‘4 Feedback and Transport’s responses’ below.

1.3 The decision

Transport would like to thank everyone who provided feedback. After carefully considering it, we intend to proceed with the intersection improvements presented in March 2020, with the changes referred to below.

Changes to the original proposal, which follow discussion with Sutherland Shire Council, include:

- ‘NO STOPPING’ sign and parking removal on Box Road (west): A ‘NO STOPPING’ sign has been proposed on the westbound lane of Box Road (west). This will affect around 54 metres of the kerbside lane, which will no longer be available for parking. This is equivalent to about nine car parking spaces and will improve safety and sight distance.
- Length of right turn lane on Box Road (west): The length of the right turn lane on Box Road (west) has been reduced to 30 metres, considering the limited sight distance for motorists, due to the crest on the western approach of Box Road. The shortened right turn lane will be of sufficient length to provide improved intersection capacity and efficiency.
- Kerb adjustment on north-east corner: A minor kerb adjustment on the north-east corner has been accommodated, to improve the left turn movement for vehicles.

During the construction phase:

- An approved construction traffic management plan will be in place to safely guide traffic and pedestrians through the work area.
- Given the location of the works, we anticipate that most of the work would need to be undertaken at night in order to minimise traffic and pedestrian disruption and provide a safer work environment for the Contractor. Day shifts would also be undertaken where safe and practicable to do so.
- Noisier work undertaken during any night shifts would be carried out before midnight to minimise noise impacts on nearby properties.
- Work is anticipated to start in early 2021

2 Introduction

2.1 Background

The Sydney metropolitan road network is highly congested at times, which can result in delays and poor reliability for some bus services. The Gateway to the South program focuses on short to medium-term solutions to improve travel time and reliability for all road traffic, including buses and freight.

It is also one of a range of measures the NSW Government is investing in to better manage congestion on Sydney's roads, aligned with the longer-term objectives set out in the Future Transport Strategy 2056. This is the NSW Government's roadmap to deliver the state's future transport network. Future Transport 2056's focus is to enable people and goods to move safely, efficiently and reliably around the Sydney Metropolitan area.

The intersection of the Princes Highway and Box Road, Sylvania is serviced mainly by bus route 970 and also some local bus services. It is busy and congested at times, with more than 4,000 vehicles travelling through it every hour during peak periods. This results in delays during peak periods for buses and general traffic turning right from either side of Box Road onto the Princes Highway to travel north or south and traffic turning right from the Princes Highway on to Box Road also experiences delays. As well as this, queuing impacts traffic turning left from Box Road (east) onto the Princes Highway to travel south and there is presently no signalised pedestrian crossing across Box Road (east).

The number of bus customers accessing the intersection on bus services is expected to increase due to future transport growth.

The proposed improvements will therefore benefit road users, including bus customers and pedestrians, by directly addressing these issues.

2.2 The proposal

To support Sydney's growing population, the NSW Government is working towards delivering significant transport improvements to reduce Sydney's congestion and improve bus travel time reliability.

The proposed improvements to the intersection, first presented to the public on 9 March 2020, included:

- Providing dedicated right turn lanes on Box Road (east and west) for access onto the Princes Highway.
- Providing a dedicated left turn lane on Box Road (east), which will involve driveway and service road modifications.
- Improved pedestrian facilities, including a new signalised pedestrian crossing on Box Road (east). This also includes adjustments to the existing pedestrian crossings across the highway and Box Road (west).
- Service road access changes will include a new kerb ramp on the north-east corner of the intersection and a pedestrian crossing at the south-east corner of the intersection.
- Trimming the concrete median on the highway north and south of the intersection and reconstruction of the median on Box Road (east).

- Relocation of underground utilities due to the road widening required in the road reserve on Box Road (east and west).
- Banning vehicle exit onto Box Road (east) from the service road at the south-east corner of the intersection, thereby making it a one way (southbound) movement (vehicle movements in both directions would be maintained within the service road itself, including for residents' access to their properties).

The project would have a number of benefits:

- Reduced congestion and more reliable travel times for buses and general traffic, particularly during peak periods.
- Improved intersection capacity and efficiency with new right turn lanes on both sides of Box Road onto the highway and a new left turn lane on Box Road (east) onto the highway.
- Improved travel time reliability for buses that travel through the intersection from Box Road (east) onto and off the highway.
- Improved pedestrian access and safety at the intersection, including a new signalised pedestrian crossing on Box Road (east) as well as improved access across the service road.

Some impacts of the proposed works were identified. These included:

- To add the new dedicated left and right turning lanes, road widening (within the road reserve) will be required on the south-east and south-west corners of the intersection. No property needs to be acquired.
- Three trees need to be removed (one has been identified by an arborist as having high levels of die back) because they are too close to the road that needs to be widened. These will be replaced in consultation with Sutherland Shire Council as part of an agreed replanting strategy.
- Access along the service road south of Box Road (east) will be one way only, heading south with no access permitted back onto Box Road (east) (vehicle movements in both directions would be maintained within the service road itself, including for residents' access to their properties).

Transport will do everything it can to minimise the impact of these works on road users, local businesses and residents. Given the location of the works, we anticipate that most of the work would need to be undertaken at night in order to minimise traffic and pedestrian disruption and provide a safer work environment for the contractor. Day shifts would also be undertaken where safe and practicable to do so. Noisier work undertaken during any night shifts would be carried out before midnight to minimise noise impacts on nearby properties.

Every effort will also be made to minimise the impact of the works on trees.

An approved construction traffic management plan will be in place during construction to ensure the safety of pedestrians around the work site.

The potential impacts to customers and stakeholders will be assessed with suitable mitigation measures recommended where possible in the Review of Environmental Factors (REF).

Figure 1: Traffic on Box Road (east) at the intersection with the Princes Highway, looking east



Figure 2: Road widening and tree removal



Figure 3: Proposed intersection improvements



3 Engagement approach

3.1 Objectives

Transport engaged with the community and key stakeholders about the proposed intersection improvements to understand their concerns and needs, so that feedback could be considered as part of the decision-making process where possible.

This has allowed us to:

- Seek comment, feedback, ideas and suggestions for consideration when making a decision on a matter that has not yet been determined.
- Advise directly affected stakeholders about the proposal.
- Build a database of interested and concerned community members with whom to continue engagement during the proposal's development and delivery.
- Advise the community on how they can obtain further information and communicate feedback.

3.2 How engagement was done

An 'inform', 'consult' and 'collaborate' engagement approach was used for the project to:

- 'Inform' the community and stakeholders of the proposed changes. Provide the rationale and justification of the proposal to assist with their understanding of its benefits.
- 'Consult' with the community and stakeholders to explain the proposal objectives, potential impacts and proposed mitigation measures.
- 'Collaborate' with key stakeholders (including the Council, bus planners, bus operators, Transport's Network and Safety, Transport's Network Operations, Transport's Transport Management Centre and Transport's Sydney Coordination Office) to determine workable solutions and consider feedback and address concerns where appropriate.

Transport began public engagement on 9 March 2020. Feedback closed on 6 April 2020 (see Table 1).

Table 1: Community and stakeholder engagement timeline

Method	Event	Date
Community update distribution	Emailed key stakeholders including Sutherland Shire Council, the State MP, police, emergency services and utility companies.	6 – 10 March 2020
	Community update distributed to about 750 addresses closest to the intersection.	9 March 2020
Doorknock	Two Transport members of staff doorknocked 23 addresses closest to the intersection to offer an opportunity for more detailed discussion and to answer any questions.	9 March 2020
Webpage	Project webpage with information including the community update goes live.	9 March 2020

Method	Event	Date
Social media	A sponsored locally-targeted Facebook post goes live.	9 March 2020
Media release	Media release to raise awareness of the proposal.	25 March (print edition of Sutherland Shire & St George Leader, page three) / 5 March (Sutherland Shire & St George Leader online) 2020
Referred to in community update	Close of feedback.	6 April 2020

3.3 Engagement outcome

48 people provided feedback and a significant majority were supportive of the proposed intersection improvements:

- Supportive 29
- Unclear 15 (most were positive in tone however)
- Unsupportive 4.

Matters raised included:

- Support for the proposal.
- Intersection design: support for new dedicated right turn lanes, various comments about turning safely at the intersection (now and as proposed), use of turning lanes on the Princes Highway (including their length), safety of the concrete median, whether only buses could be allowed to turn at the intersection and suggestions regarding work on the corner of the intersection near 372 Princes Highway).
- Safety: current risk of collision for vehicles turning at the intersection, potential of the proposal to improve safety, current inappropriate driver behaviour at the intersection, safety risk to drivers exiting their properties directly onto Box Road (east), need for kerbside parking on Box Road (east) and speeding on Box Road (east).
- The service road to the south-east of the intersection: speeding by cars avoiding the intersection, ineffectiveness of the speed humps, safety danger from the lack of a footpath, difficulty joining Princes Highway from the service road, support for the proposal to make the service road access one way from Box Road (east) and a request from the resident of 372 Princes Highway for his driveway to be connected to the service road with paving.
- Congestion / delays: the intersection and Box Road is currently congested, the area around the intersection is congested, a question about whether vehicles could be encouraged to avoid the intersection and a question about whether buses could be excluded from the intersection during certain times.
- Trees / vegetation: the tree opposite 331 Box Road (west) and the grassy area at the top of Box Road (west) near the intersection should be protected, the large tree at the eastern side of Amaroo Street at the intersection with Box Road obscures drivers' sight and the tree on the corner of the intersection near 372 Princes Highway should be removed.

- Traffic lights: need for right turn arrow traffic lights on Box Road (east and west), request for traffic lights on Box Road (east) to be moved back behind the service road (south-east of the intersection) and concern that the short time available for vehicles turning on to the Princes Highway from Box Road increases the risk of dangerous driving.
- Signage: the proposed sign at the end of the service road should say 'NO EXIT' rather than 'NO ENTRY', a sign to enable left turning at any time should be placed on Box Road (west) at the intersection and signage should indicate the service road access is one way from Box Road (east) and for residents only.
- Pedestrian access: the improved pedestrian crossings are a welcome improvement and pedestrian crossing of the service road (south east of the intersection) should be improved.
- Opposition to the proposal: the proposal is a waste of money / not needed and won't work.
- Noise: potential disturbance caused by night works.
- Inappropriate use of a driveway: a driveway on Box Road (west) is being used frequently by turning vehicles, who come out of Bates Drive.
- Timescales: request for more information about the proposal delivery timeframe and comment that 'finally' the project is being delivered.
- Various out-of-scope matters: concern about the operation of the Box Road (east) and Amaroo Street intersection, concern about use of and speeding on Henry Avenue, the view that there should be a right turn from Box Road to Port Hacking Road, a question about work on the M6, a question about if traffic lights north of the intersection can be moved, a complaint about unfinished work in Kirrawee and a question about tolling.

A detailed summary of the feedback and responses can be found under '4 Feedback and Transport's responses' below.

Table 2: Community and stakeholder engagement outcomes during the consultation period (9 March – 6 April 2020)

Engagement type	Outcome
Community update distribution	750 addresses closest to the intersection received a printed four-page overview of the proposal, with contact information for the project team.
Doorknock	Door-knocked 23 addresses closest to the intersection to offer an opportunity for more detailed discussion. 'Sorry We Missed You' cards with contact information were left at all addresses where nobody answered. Conversations took place with residents at 10 addresses and their feedback was captured.
Webpage	Project webpage went live on 9 March 2020. It received over 509 page views and 428 unique page views to 16 April 2020, shortly after the consultation period ended.
Social media	Awareness of the proposal was increased through sponsored content on Facebook from 9 to 13 March. The post had a reach of 31,184. Four people commented (captured below) and five others shared the post. Facebook was also responsible for 43% of the referrals to the webpage.

Engagement type	Outcome
Media release	The media release secured prominent coverage in the St George & Sutherland Shire Leader, which has the largest circulation of any suburban newspaper in Australia (almost 150,000 newspapers weekly). This included coverage on 25 March (print edition, page three) and 5 March 2020 (online).

4 Feedback and Transport's responses

Transport has summarised the feedback received and provided responses below in Table 3.

All feedback has been considered to help Transport make decisions about the final scope and delivery of the project.

The table below shows the full range of feedback provided. This feedback is not repeated so, for example, although a majority of people said they support the proposal, this is listed just once.

Relevant matters will be raised directly with the appropriate authorities, including Sutherland Shire Council, including those that are out-of-scope.

Table 3: Feedback received during the consultation period (9 March – 6 April 2020)

Feedback	Transport's response
Support for the proposal	
The proposal is a good idea.	Transport is grateful for your feedback and acknowledges your support for the proposal.
Intersection design	
I support the new right turn lanes.	New right turn lanes are proposed on both sides of Box Road onto the Princes Highway and a new left turn lane is proposed on Box Road (east) onto the Princes Highway. These are fundamentally important aspects of the proposal, which were strongly supported in the feedback received, and they will improve the intersection's capacity and efficiency for all road users.

Feedback	Transport's response
Currently vehicles do not observe lane discipline when turning south onto the Princes Highway from Box Road (east). A solid line between westbound lanes on Box Road (east) would avoid drivers thinking they can access all three lanes when turning left. Dedicated right turn lanes are needed on Box Road (west). There should be a dedicated left turn for vehicles on Box Road (east). Can line marking and/or a signpost be added on Box Road (east and west) to help make sure vehicles stay in lane when turning south on to the Princes Highway? Line marking should indicate which lanes the vehicles should turn in to. If this cannot be achieved and these turns made safely at the same time, then traffic lights should be programmed to allow vehicles approaching the intersection in each direction to make their turn south at different times. One of the major problems at present is people turning left from Box Road (east) onto the highway going south, who turn immediately on to the right lane. This greatly slows any traffic coming from Box Road (west), wishing to turn right onto the highway going in the same direction.	Transport proposes widening of Box Road to the east and west of the intersection with the Princes Highway. This will allow for new dedicated turn lanes to be provided, which will reduce inappropriate lane use by drivers. This improvement to lane usage will also help the intersection to operate more efficiently. 'Figure 3: Proposed intersection improvements' shows the proposed layout of the intersection, with lane and line markings. Right turning arrows are proposed at the traffic lights on either side of the intersection on Box Road. The traffic lights will be coordinated to regulate traffic flow from Box Road to the east and west of the intersection, joining the Princes Highway. This would directly address some of the concerns raised.
Traffic exiting Box Road (west) via a right turn (south), often holds through traffic heading east due to the single lane configuration. This holding in turn allows traffic from Box Road (east), to turn right (north) onto the Princes Highway. With the provision of a through traffic lane from Box Road west to Box Road east, the holding will cease and possibly negate the benefit of a dedicated right turn lane from Box Road east to the Princes Highway northbound.	As described above, right turning arrows are proposed at the traffic lights on either side of the intersection on Box Road. With the new right turn lanes on Box Road the intersection will also be able to operate more efficiently as an opposing right turn signal phase will be installed, allowing the right turns from Box Road to take place at the same time. This would address the current issues with these movements at the intersection.
The proposal should allow drivers approaching the intersection travelling on Box Road (east) to turn on to the lane closest to the median strip travelling south on the Princes Highway.	The proposal does allow for this movement.
Provision of a through lane from Box Road east to west is unnecessary. Would this be	Traffic modelling of the intersection has shown that the proposed configuration will provide benefit by reducing delays and

Feedback	Transport's response
better used as a combined left turn and through lane, given the volume of traffic?	queue length on the Box Road approaches to the intersection during the AM peak. During the PM peak, the proposal does provide the same level of benefit compared to the AM peak, particularly on Box Road (east). However the separation of left, through and right turning vehicles will improve safety and overall intersection efficiency on both Box Road approaches to the intersection compared to the current situation. Further review of the traffic signal phasing would also be carried out by the Transport Network Operations team once the intersection improvements are in place, to identify opportunities to improve traffic signal phasing to maximise overall benefit.
Will the turning lane for a car travelling south on the Princes Highway on to Box Road (west) still be operative?	Yes, this will still be operative.
The turning lane on the Princes Highway on to Box Road (west) should be extended north (including for safety and efficiency). The proposed turning lanes should be extended.	An extension of the right turn lane on to Box Road (west) from the Princes Highway is not part of the proposal.
Any work to the concrete median on the highway north and south of the intersection should improve protection to road users.	Yes, this will certainly be the case. The proposal includes trimming the concrete median on the highway north and south of the intersection and reconstruction of the median on Box Road (east).
Can turning at the intersection be for buses only?	No, this is not a practical option given the high traffic volume at the intersection.
The corner near 372 Princes Highway should be more consistent with the work proposed on the opposite south west corner (the Golf Course corner) [N.B. the correspondent does not provide further detail]. The corner near 372 Princes Highway should be reduced sufficiently to allow drivers approaching the intersection traveling west along Box Road to safely turn on to the correct lane and to stay in the correct lane as they complete their maneuver.	Dedicated left, through and right turn lanes that are proposed on Box Road (east) will ensure that vehicles stay in the correct lane and will enable motorists to undertake respective movements safely.

Feedback	Transport's response
Safety	
The intersection is currently unsafe, with vehicles turning in different directions risking collision. The proposal could improve the safety of the intersection.	Improving the safety of the intersection, for all road users and pedestrians, is an important aim of the proposal. The improved intersection capacity with dedicated turn lanes and also a new pedestrian crossing will assist in improving safety.
Vehicles travelling along Box Road (east to west) illegally uses the left hand turn only lane to cross the intersection, often nearly colliding with vehicles turning right onto the Princes Highway from Box Road (west).	Box Road (east) will now have a dedicated left turn lane and right turn lane for access onto the Princes Highway, together with a separate through lane for travel from Box Road (east) across into Box Road (west). These lane improvements will address the current issue of lane misuse.
The inability of vehicles to turn out of Box Road (west) causes some drivers placed second in the queue to overtake the first vehicle and turn right.	Providing new dedicated right turn lanes on Box Road (east and west) for access onto the Princes Highway will reduce queuing at this intersection and should also reduce this unsafe driving behaviour.
It is currently unsafe for residents on Box Road (east) to drive off their property directly onto Box Road. [N.B. This concern was raised by properties on the westbound side of Box Road (east)].	Providing an upgraded dedicated left turn on Box Road (east) will involve driveway modifications and the removal of two trees. This will improve visibility when reversing, which will also improve the manoeuvre from the driveway into the travel lane.
Box Road is so narrow some vehicles have to mount the footpath to park. A mountable kerb would facilitate traffic flow.	Changes to the current parking restrictions on Box Road close to the intersection with the Princes Highway are not part of the proposal, apart from a new 'NO STOPPING' zone on Box Road (west) to improve sight distance. There is insufficient space for parking close to the intersection. Decisions about parking further away on Box Road are the responsibility of Sutherland Shire Council.
Speeding on Box Road (east) is a safety risk.	The proposal focuses on intersection improvements and not measures to reduce speeding further away on Box Road. This is the responsibility of Sutherland Shire Council and also the NSW Police.

Feedback	Transport's response
The service road to the south-east of the intersection	
Cars speed on the service road when using it to avoid the intersection. The speed humps on the service road are ineffective. The service road is unsafe, including for vulnerable elderly pedestrians and children who have to walk in the road, and it should have a footpath.	The new pedestrian crossing across the service road at the south-east corner of the intersection will help reduce speeding. Vehicles will also be banned from exiting the service road (at the south east corner) onto Box Road (east), which will improve safety. Decisions about measures to reduce speeding and improve pedestrian safety further away on the service road are the responsibility of Sutherland Shire Council.
It is difficult to exit the service road to join the Princes Highway.	The proposal includes changes to the north east of the service road here (the new pedestrian crossing and kerb adjustment) and vehicles will also be banned from exiting onto Box Road. Additional regulatory signage is proposed as part of this proposal.
The service road should be one way and the proposal is supported in this respect.	Transport is grateful for your feedback and acknowledges your support for this part of the proposal for the service road at the south east of the intersection.
The resident of 372 Princes Highway would like his driveway to be connected to the service road by paving.	This is out-of-scope and not a part of the proposal.
Congestion / delays	
The intersection is often congested. Box Road (west) is particularly congested. Exiting Box Road west takes too long.	The proposal will directly address these concerns, reducing congestion and resulting in more reliable travel times for all road users.
Some respondents raised general concerns about congestion in the wider area around the intersection, especially on Box Road.	The proposed intersection improvements would help reduce delays for bus customers and motorists at the intersection and in the wider area.
Can vehicles be encouraged to use other routes to avoid the intersection?	This is not part of the proposal, which is intended to improve the intersection for bus customers and other road users, rather than divert them elsewhere via potentially longer and less suitable routes.
Can buses be excluded from the intersection during certain times?	No, this would be contrary to the objective of the proposal.

Feedback	Transport's response
Trees / vegetation	
The tree opposite 331 Box Road is an attractive local feature, with long branches that touch the ground beneath it. It would be good if this tree can be protected.	Every effort will be made to minimise the impact on trees and shrubs and this tree will not be removed. Some trimming may be required to this tree however, as part of trimming across the wider project area, including to improve sightlines and stop branches encroaching onto the road. Replacement tree planting and landscaping will be carried out in discussion with Sutherland Shire Council for those trees that are identified for removal.
The grassy area opposite homes at the top of Box Road (west), close to the intersection, should be kept.	This area will be kept, although some kerb adjustment would be required in front of it as part of the road widening work.
The large tree at the eastern side of Amaroo Street at the intersection with Box Road is an obstruction to the line of sight of vehicles turning on to Box Road, close to the intersection.	Works for the proposal would begin to the west of this intersection. This sight distance issue will be raised with Sutherland Shire Council.
The tree on the corner near 372 Princes Highway should be removed.	This would be removed as part of the proposal, to enable kerb adjustment for road widening.
Traffic lights	
Each side of Box Road should have right turn arrow traffic lights / there should be a right turn arrow / green right turn arrows are needed.	New right turning arrows are proposed at the traffic lights for the right turns out of Box Road (east and west). This is a key part of the proposal to improve overall intersection efficiency.
Can the traffic lights on Box Road (east) be moved back to before the service road?	This would reduce, rather than improve, the efficiency of the intersection, together with reducing sight distances and it is not part of the proposal.
The short time available for vehicles turning from Box Road means vehicles take dangerous risks when turning to join the Princes Highway.	The new turning lanes and right turn arrows at the traffic lights on Box Road on either side of the intersection will improve safety for vehicles turning on to the Princes Highway. They will also make the intersection operate more efficiently, which will reduce delays.

Feedback	Transport's response
Signage	
The proposed sign at the end of the service road should say 'NO EXIT' rather than 'NO ENTRY', for the avoidance of any doubt.	'NO ENTRY' is consistent with the latest regulatory sign guidance from Transport and a 'ONE WAY' sign will also be installed (for travel one way southbound along the service road from Box Road (east)). The exact location of the signs will be incorporated into the final detailed design of the proposal following input from Transport's Network and Safety branch and Sutherland Shire Council.
The service road should be one way, for residents only and there should be a sign to say so.	The proposal is to make the service road at the south-east of the intersection one way southbound from Box Road (east) (vehicle movements in both directions would be maintained within the service road itself, including for residents' access to their properties). Two signs would be placed at the top of the service road near the intersection with Box Road to make this clear. There are no plans to restrict service road use for residents. Sutherland Shire Council will monitor the service road entry and additional signage will be provided by the Council after it has monitored the operation of the changes.
A sign to enable left turn at any time should be placed on Box Road (west) at the intersection.	This is considered unsafe given the high volume of traffic and 70km/h speed limit on the highway, therefore it is not part of the proposal.
Pedestrian access	
The improved pedestrian crossings are a welcome improvement.	Transport is grateful for your feedback and acknowledges your support for this part of the proposal.
Pedestrian crossing of the service road (south east of the intersection) should be improved.	Service road access changes will include a new kerb ramp on the north-east corner of the intersection and a pedestrian crossing at the south-east corner of the intersection.

Feedback	Transport's response
Opposition to the proposal	
The proposal is a waste of money. I travel through the intersection every day and nothing is wrong with it. Bus priority is a good idea but I don't agree with the proposal. The proposal won't work.	The project team has carried out a benefits assessment of this proposal to understand the benefit compared to the cost. The assessment (benefit-cost ratio analysis) demonstrates the proposal provides value for money by improving safety and overall intersection performance
Noise	
Potential disturbance caused by night works is a concern (the resident who gave this feedback has a bedroom on the corner of the intersection).	Routine short-term noise monitoring will be carried out by the contractor during construction. A Review of Environmental Factors (REF) has been prepared to assess the environmental impacts of the project and to outline the measures that must be taken in order to manage and mitigate construction noise impacts (and other identified project impacts). The REF includes consideration of construction noise impacts to surrounding addresses and identify suitable mitigation measures to minimise noise impacts from construction activities. These mitigation measures will be based on best practice and Transport's Construction Noise and Vibration Guidelines. As part of the construction planning, the contractor will also be required to prepare a Construction Noise and Vibration Plan to ensure noise and construction impacts are minimised and managed effectively.
Inappropriate use of a driveway on Box Road (west)	
A driveway on Box Road (west) is being used frequently by turning vehicles, who come out of Bates Drive. Can anything be done to stop this?	Improved efficiency of the intersection would reduce queuing and intersection delay and should reduce this undesirable behaviour.
Timescales	
Requests more information about delivery timeframe. Finally the project is being delivered.	The intention is to begin work on the proposal in early 2021.
Out-of-scope	

Feedback	Transport's response
Concern about the operation of the Box Road (east) and Amaroo Street intersection. Amaroo Street gets blocked and 'KEEP CLEAR' should be painted on the road).	See 'Trees / vegetation' above for an enquiry about a tree at this intersection. Similarly, this matter will be raised with Sutherland Shire Council.
Concern about speeding on Henry Avenue and the lack of signage to discourage this. Concern about Henry Avenue being used as a diversion after an accident, or as a short cut at other times.	This is out-of-scope for the project. However, these concerns will be raised with Sutherland Shire Council.
There should be a right turn from Box Road to Port Hacking Road.	This is not a part of the project scope and also not in the project area.
A resident asked about work on the M6.	The latest information about this project, as well as contact details for the project team, are available on the project webpage: **https://www.rms.nsw.gov.au/projects/f6/index.html**
Can the traffic lights north of the intersection be moved?	This is not a part of the project scope and also not in the project area.
What about the unfinished work in Kirrawee, before starting another unfinished project. Will this be another toll project?	Transport has a large number of projects underway simultaneously. The intersection improvements will not be tolled.

4.1 The decision

Transport would like to thank everyone who provided feedback. After carefully considering it, we intend to proceed with the intersection improvements presented to the public in March 2020, with the changes referred to below.

Changes to the original proposal, which follow discussion with Sutherland Shire Council, include:

- 'NO STOPPING' sign and parking removal on Box Road (west): A 'NO STOPPING' sign has been proposed on the westbound lane of Box Road (west). This will affect around 54 metres of the kerbside lane, which will no longer be available for parking. This is equivalent to about nine car parking spaces.
- Length of right turn lane on Box Road (west): The length of the right turn lane on Box Road (west) has been reduced to 30 metres, considering the limited sight distance for motorists, due to the crest on the western approach of Box Road.
- Kerb adjustment on north-east corner: A minor kerb adjustment on the north-east corner has been accommodated, to improve the left turn movement for vehicles.

During the construction phase:

- An approved construction traffic management plan will be in place to safely guide traffic and pedestrians through the work area.

- Given the location of the works, we anticipate that most of the work would need to be undertaken at night in order to minimise traffic and pedestrian disruption and provide a safer work environment for the Contractor. Day shifts would also be undertaken where safe and practicable to do so.
- Noisier work undertaken during any night shifts would be carried out before midnight to minimise noise impacts on nearby properties.
- Work is anticipated to start in early 2021.

5 Appendix A – Community update, 9 March 2020

Transport for NSW

Intersection improvements Princes Highway and Box Road, Sylvania

Have your say | March 2020



Traffic on Box Road (east) at the intersection with the Princes Highway, looking east.

Proposed intersection improvements

Transport for NSW's Gateway to the South Pinch Points Program aims to ease congestion and improve journey reliability on Sydney's key southern road and bus corridors. The program is linked to the NSW Government's roadmap to deliver the state's future transport network, the Future Transport Strategy 2056. This acknowledges the vital role transport plays in the land use, tourism and economic development of towns and cities.

As part of this program we are proposing improvements at the intersection of the Princes Highway and Box Road, Sylvania. The work on Box Road will involve road widening (within the road reserve) to provide turning lanes for improved access onto the highway, including a signalised pedestrian crossing across Box Road (east).

The proposed intersection improvements would reduce delays for bus customers and motorists, while improving safety and pedestrian access.

The intersection is serviced mainly by bus route 970 and also some local bus services.

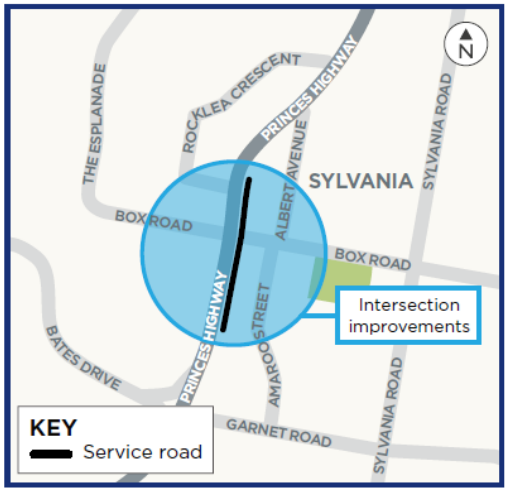
This update provides an overview of the proposed improvements and tells you how you can have your say about them. The consultation will be open until Monday 6 April 2020.

Current situation

- The Princes Highway and Box Road intersection is busy and congested at times, with more than 4,000 vehicles travelling through it every hour during peak periods.
- There are currently delays during peak periods for buses and general traffic turning right from either side of Box Road onto the Princes Highway to travel north or south.
- Traffic turning right from the Princes Highway into Box Road also experiences delays.
- Queuing also impacts traffic turning left from Box Road (east) onto the Princes Highway to travel south.
- There is also no signalised pedestrian crossing across Box Road (east).

March 2020

Project location



Project benefits

- Reduced congestion and more reliable travel times for buses and general traffic, particularly during peak periods.
- Improved intersection capacity and efficiency with new right turn lanes on both sides of Box Road onto the highway and a new left turn lane on Box Road (east) onto the highway.
- Improved travel time reliability for buses that travel through the intersection from Box Road (east) onto and off the highway.
- Improved safety of the intersection for pedestrians, including a new signalised pedestrian crossing on Box Road (east) as well as improved access across the service road.

What is happening at the intersection?

To reduce delays and improve bus travel time reliability through the intersection, we are proposing to widen Box Road to the east and west of the intersection with the Princes Highway. This will allow for new dedicated turn lanes to be provided, which will increase the capacity and efficiency of the intersection.

The proposed works include:

- Providing dedicated right turn lanes for buses and general traffic on Box Road (east and west).
- Providing a dedicated left turn on Box Road (east), which will involve driveway and service road modifications.
- Improved pedestrian facilities, including a new signalised pedestrian crossing on Box Road (east). This also includes adjustments to the existing pedestrian crossings across the highway and Box Road (west).
- Service road access changes will include a new kerb ramp on the north-east corner of the intersection and a pedestrian crossing at the south-east corner of the intersection.
- Trimming the concrete median on the highway north and south of the intersection and re-construction of the median on Box Road (east).
- Relocation of underground utilities due to the road widening required in the road reserve.
- Banning vehicle exit onto Box Road from the service road at the south-east of the intersection.

Impact of the works

- To add the new dedicated left and right turning lanes, road widening (within the road reserve) will be required on the south-east and south-west sides of the intersection. No property needs to be acquired.
- Three trees need to be removed because they are very close to the road that needs to be widened. These will be replaced in consultation with Sutherland Shire Council as part of an agreed replanting strategy.
- Access to the service road south of Box Road (east) will be one way only, heading south.

What is the Gateway to the South Pinch Point Program?

This program focuses on short to medium term solutions to improve travel time and reliability for all road traffic, including buses and freight.

In February 2015 the NSW Government committed $300 million to address critical pinch points along the A1, A3 and A6 routes of the M5 Motorway. This includes the Princes Highway.

What happens next?

We will consider feedback as part of the consultation process and a community engagement report will be prepared outlining the matters raised and our responses. The community will be kept informed as the project progresses.

For information about other Gateway to the South Pinch Point Program projects see **rms.nsw.gov.au/g2s**

We will continue to liaise with the community as the project progresses.

Transport for NSW

Road widening and tree removal



Proposed intersection improvements



Transport for NSW

Have your say

We welcome your comments on the proposed improvements at the intersection of the Princes Highway and Box Road by **Monday 6 April 2020.**

1800 575 250

buspriority@rms.nsw.gov.au

nswroads.work/princesbox

Bus Priority,
PO Box 973, Parramatta NSW 2124

131 450

If you need help understanding this information, please contact the Translating and Interpreting Service on 131 450 and ask them to call us on 1800 575 250.

Investigation work at the intersection of Princes Highway and Box Road, Sylvania from Monday 16 March

To help inform the design of the proposed intersection improvements we are carrying out investigation works in March and April. This includes surveying, potholing and cutting the road surface and footpaths to investigate underground utilities and ground conditions. We will also be carrying out noise monitoring during this time.

How will the work affect you?

This work may be noisy at times but we will do everything we can to minimise its impact, including completing the noisier activities, like concrete cutting, drilling and operating heavy machinery by **midnight**.

Traffic changes

There will be some temporary traffic changes during our work hours to ensure the work zone is safe. Lane closures will be in place and may affect travel times. Please keep to speed limits and follow the direction of traffic controllers and signs. For the latest traffic updates, you can call **132 701**, visit **livetraffic.com** or download the **Live Traffic NSW App**.

Our investigation schedule

We will be on site for up to **five day shifts and five night shifts between 16 March and 3 April**, weather permitting. Our day work hours will be between **7am and 6pm** from **Monday to Friday** and **8am to 1pm on Saturday**. Our night work hours will be between **8pm to 5am** from **Sunday to Friday.**

Contact

If you have any questions, please contact Transport for NSW on **1800 572 114** or **buspriority@rms.nsw.gov.au**
For more information on the project please visit **nswroads.work/princesbox.** Thank you for your patience during this important work.

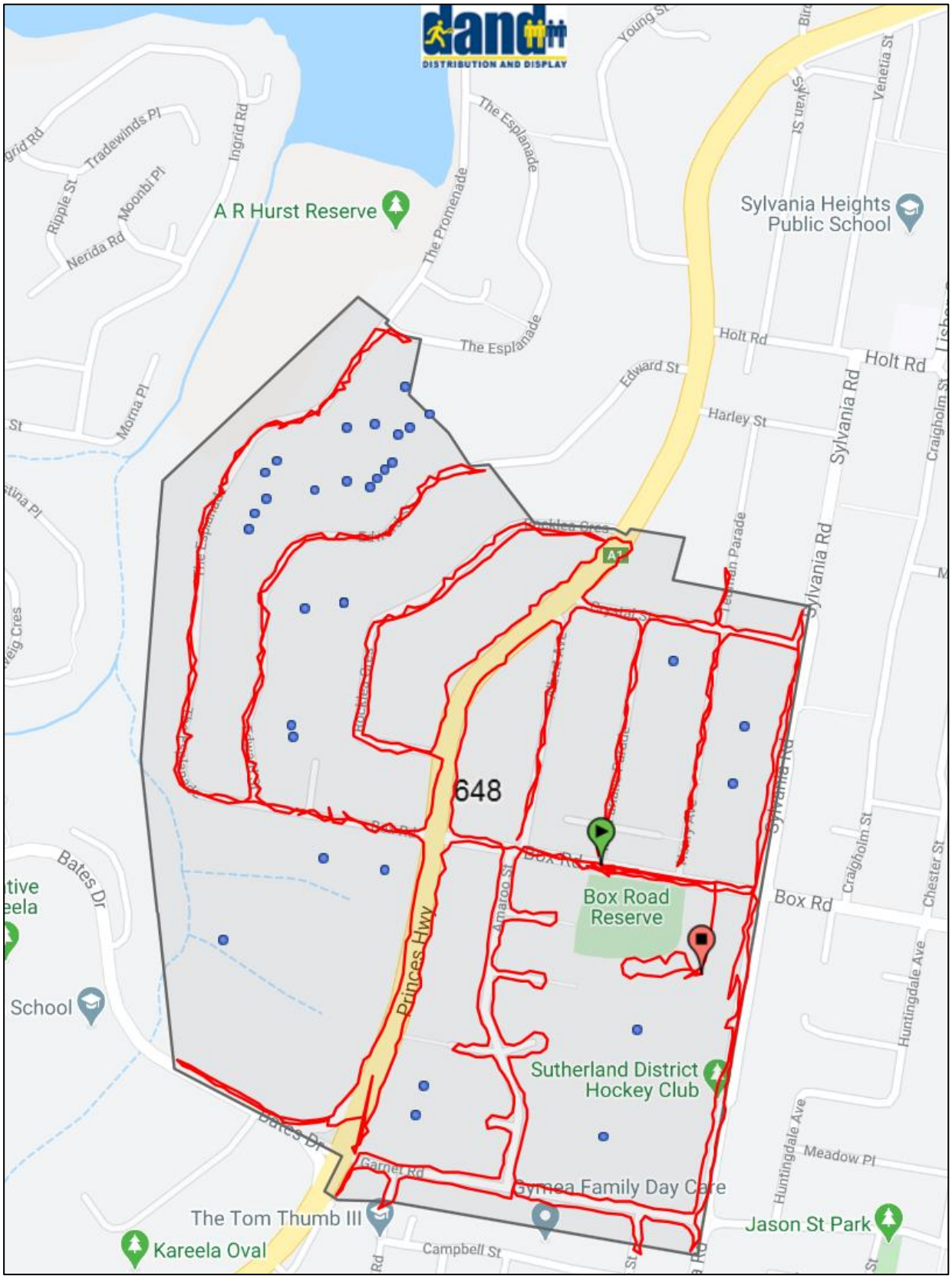
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March 2020
TfNSW 20.096

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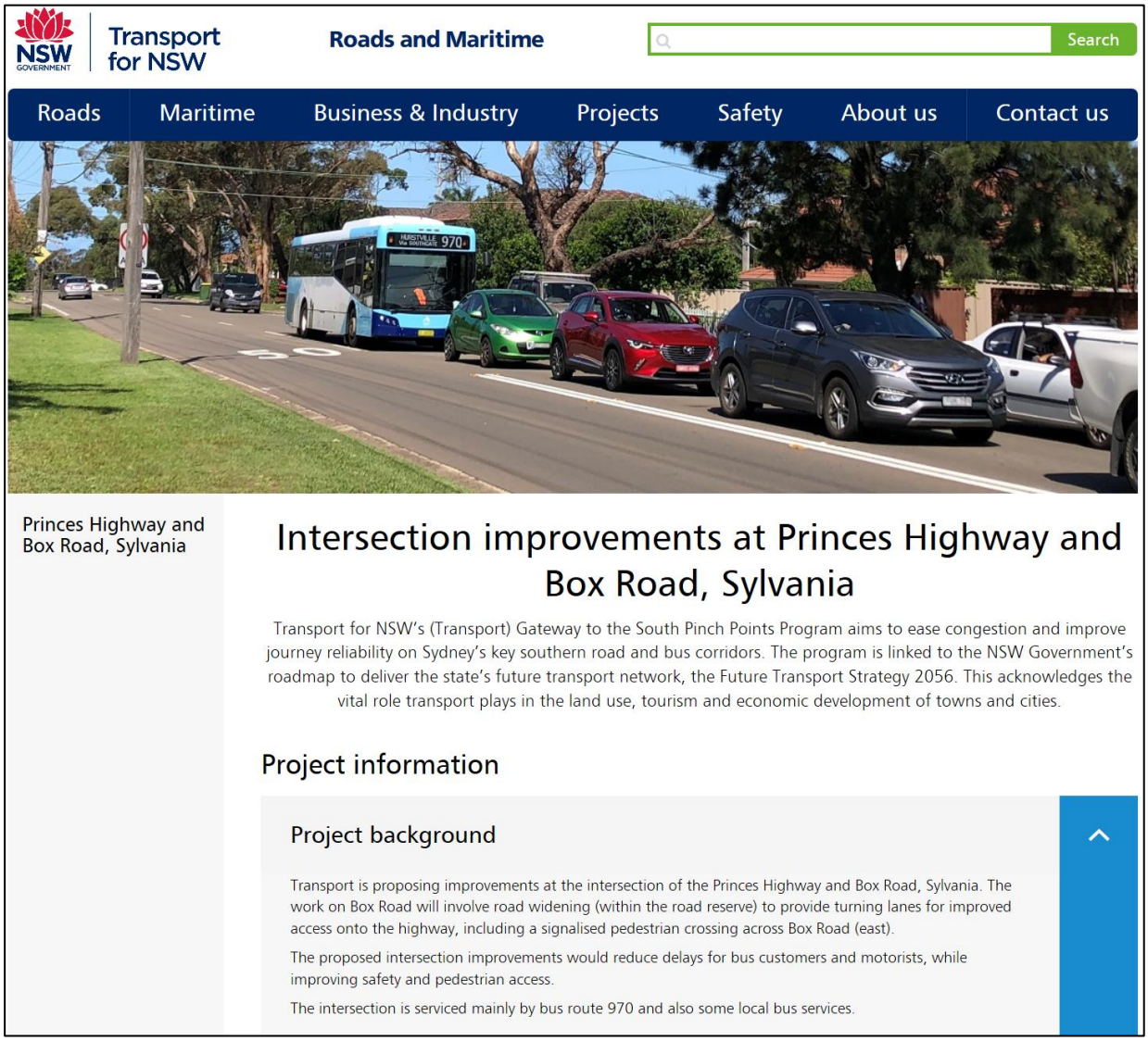
transport.nsw.gov.au

6 Appendix B – Community update distribution area



Proposed intersection improvements at the Princes Highway and Box Road, Sylvania – July 2020

7 Appendix C – Sample of project webpage, 9 March 2020 onwards



8 Appendix D – Newspaper coverage, St George & Sutherland Shire Leader, 5 March 2020 (online)

Right turn lanes proposed for intersection of Princes Highway and Box Road at Sylvania Heights



Intersection of Princes Highway and Box Road at Sylvania Heights. Picture: Chris Lane

Motorists travelling through Sylvania could experience smoother journeys with improvements planned for the intersection of the Princes Highway and Box Road.

Miranda MP and Parliamentary Secretary for Transport and Roads Eleni Petinos said the community can have a say on the proposal from Transport for NSW until Monday April 6.

"The planned work includes improving traffic flow onto the Princes Highway from Box Road by installing dedicated right turn lanes on both approaches to the intersection," Ms Petinos said.

"There would also be improved pedestrian access and safety with a new signalised pedestrian crossing on the eastern side of the intersection.

"More than 4000 motorists travel through this intersection every day, so these improvements plan to help deliver more reliable travel times, increasing capacity and efficiency, especially in peak periods.

"The project will also benefit passengers commuting on public transport, including route 970, a key bus service from Miranda to Hurstville."

To help inform the final design of the project, Transport for NSW will carry out investigation work from Monday March 16 to Friday April 3, weather permitting.

Work will be carried out during the day from 7am to 6pm on weekdays and 8am to 1pm on Saturdays, and at night from 8pm to 5am from Sunday to Friday.

There will be some temporary traffic changes to ensure the work zone is safe.

To have your say, contact Transport for NSW on 1800 575 250, or at buspriority@rms.nsw.gov.au

The community will be kept updated as the project progresses. For more information, visit: nswroads.work/princesbox

https://www.theleader.com.au/story/6664320/highway-crossing-to-be-improved/

9 Appendix E – Newspaper coverage, St George & Sutherland Shire Leader, 25 March 2020 (print)



UPGRADE PLANNED: Intersection of Princes Highway and Box Road, Sylvania Heights. **Picture: Chris Lane**

Right turn lanes for traffic bottleneck

MOTORISTS travelling through Sylvania could experience smoother journeys with improvements planned for the intersection of the Princes Highway and Box Road.

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"The project will also benefit passengers commuting on public transport, including route 970, a key bus service from Miranda to Hurstville."

To help inform the final design of the project, Transport for NSW is carrying out investigation work until April 3, weather permitting.

To have your say, contact Transport for NSW on 1800 575 250, or at buspriority@rms.nsw.gov.au

– **MURRAY TREMBATH**

10 Appendix F – Facebook post, 6 to 13 March 2020

