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Rozelle Interchange Group – WestConnex CRG Meeting 1

Meeting: WestConnex CRG – Rozelle Interchange Group Meeting 1

Date: Tuesday 18 February 2020

Time: Arrive at 5:45, meeting from 6 – 8pm

Location: Rozelle Bay Maritime Service Centre (Transport for NSW)
33 James Craig Road, Rozelle

Attendees: Independent Chair (IC)
Mediation Associate
Notetaker

Stephen Lancken
Lynette Edwards
Samuel Cheok

TfNSW

Project Director
Director Communications
Principal Manager Relations
Snr Communications & Stakeholder Engagement Mgr
Senior Environment Officer

Tarnjit Chahal
Lynne Machin
Dan Silburn-Evans
Alison Jones Powell
Roy Morizzi

JHCPB

People, Environment and Stakeholder Director
Community Manager
Environmental Approvals Advisor

John Crane
Martha Halliday
Katie Baxter

Department of Planning, Industry & Environment (DPIE)
Environment Protection Agency (EPA)
Inner West Council

Rob Sherry
Aleksandra Young
Kendall Banfield
Manod Wickramasinghe

City of Sydney
Community (Coalition of Glebe Groups)

Asad Rajhboy
Jan Wilson
Helen Randerson

Community (WestProtects)
Community (White Bay Strata)
Community (Sydney Secondary College – P&C President)
Community (Rozelle Public School – P&C Vice President)

Liza-Jayne Loch
Nick O'Dwyer
Anne-Therese King
Ben Prag

Balmain Chamber of Commerce
Haberfield Community Representative
Rozelle and Annandale Foreshore Community Group

Leichardt Against WestConnex
WestConnex Action Group
Balmain Chamber of Commerce Representative

Kate Moriarty
Sharon Laura
Sarah Forde
Pieter van Zwieten
Christina Valentine
Rhea Liebmann
Maureen Thronette

Apologies: Elise Webster
Catherine Gemmel
Kate Moriarty

Meeting Notes

Key Matters Discussed and Presented

1. **Welcome and introduction by Independent Chair (IC).**
2. **Project update Rozelle Interchange (presentation attached) by JHCPB.**
3. **Presentation about how JHCPB best communicate with community**
 - 3.1. Members commented that when some community members tried to attend meetings organised by JHCPB they were advised that the meetings were full, in some instances the timeslots were inappropriate while in others there was insufficient notice of the meeting. Some were told that they were ineligible to attend as they were not in the impacted area.
 - 3.1.1. Extra meetings were held on Saturday morning from 10am to 1pm. Many people were invited to this meeting, and those who could not attend the original timeslot were referred to another session. Whilst there was some feedback that both timeslots did not suit, JHCPB believe the impact was very low.
 - 3.2. Members commented that Slide 3 referring to '15% response rate' needs some context as it does not explain what is counted as a 'response'.
 - 3.2.1. This means that 15% of those invited to the information session actually attended.
 - 3.3. Members commented that on their group's Facebook page, around 20 people had made complaints about the timing of the sessions, and these were not addressed. Also, the letterbox notifications are still not reaching some residents.
 - 3.4. The community suggests that WestConnex should communicate and answer questions in a public forum. Currently, there are concerns over lack of transparency and accountability. If the project could answer questions in a public forum, it would help alleviate these concerns.
 - 3.4.1. There have been many avenues for the community to communicate with WestConnex. Each community has had town hall presentations which are open public meetings.

- 3.4.2. There is a trend noticed whereby one to five people at these town hall meetings monopolise the meetings and are overbearing; the community recognises this behaviour is problematic. Most of the feedback to JHCPB indicates that people prefer one on one “drop-in sessions” where questions are answered by experts.
- 3.5. The community expressed the view that a variety of communication methods is beneficial to reach more members of the community.
- 3.5.1. Noted and JHCPB are using a variety of methods to engage with communities to be impacted. For example, street meetings took place for 6 – 66 Lilyfield Road and at Iron Cove, town hall sessions occurred in Annandale, drop-in sessions near the Rozelle Railway were conducted, etc.
- 3.6. The community is concerned with the effectiveness of letterbox drops, as many residents’ letterboxes contain junk mail. Has this been recognised?
- 3.6.1. This has been recognised and is the reason why information is sometimes left under the resident’s front door. This is also one of the reasons why JHCPB are considering a move to use more digital communication.
- 3.7. **Comment** Residents who are not technologically literate, such as the elderly residents will not be able to access information digitally. Currently there is some amount of misinformation and rumours surrounding the project. The community suggests having physical, visual information, such as maps, guides, pictures and posters around the area which indicate how, why and when the project is being worked on and how it will impact the community.
- 3.7.1. This feedback is noted, and different measures can be adopted for computer illiterate communities.
- 3.8. Members also suggest that informational guides be dropped at residents’ front doors before the online tool is up and running. It was acknowledged that this may be costly however informing residents is very important.
- 3.9. The number of letterbox drops is very low, at 8000? Given there are more residents than this in the area why was it only dropped to 8000 residents?
- 3.9.1. The letterbox drops targeted residents affected along the alignment, not the general community.
- 3.10. Will the proposed digital tool include notification of cable work, and everything related to the tunnel?
- 3.10.1. Yes, the digital tool will record all work related to the project.
- 3.11. Will the digital tool operate like the Rural Fire Service (RFS) “app” and send alerts and also advise residents when scheduled work has been cancelled?
- 3.11.1. Yes, a similar service will be offered.

- 3.12. Would SMS message alerts be sent to registered users?
- 3.12.1. It is possible. Previous experience has shown that the community is generally willing to provide an email address but reluctant to provide their mobile phone numbers so this may be problematic.
- 3.13. Who runs the *Live Traffic* application? If people want to know what is going on, they should have the opportunity to find out.
- 3.13.1. Transport for NSW runs *Live Traffic*. The new app being developed is similar to the *Live Traffic* application.
- 3.14. It is possible a prototype might be demonstrated at the next CRG meeting?
- 3.14.1. This is currently being investigated.
- 3.15. Will the advertising campaign to publicise the web site be broader than just the inner west suburbs?
- 3.15.1. Yes, it will be a broad campaign targeting any impacted resident or business.

4. Noise Insulation Program

- 4.1. Where will night work take place, and will affected residents be eligible for property noise treatment?
- 4.1.1. Night surface work will take place on the Western side near the Iron Cove Link, and along The Crescent and City West Link (CWL). Residents who received the early 'At Property Treatment' due to night work have been offered noise insulation treatment due to night-time surface work that is intense on this project. The Contractor cannot close major roads like the City West Link during the day time because of the impact on traffic flows so the work has to occur at night.
- 4.2. Some residents received the proposal for the Noise Insulation Program (NIP) almost six months after night work commenced. Could the NIP be offered prior to night work commencing, not after it has commenced?
- 4.2.1. Yes.
- 4.3. The community commented that referring to residents affected by noise as "receivers" is offensive and requested this term not be used.
- 4.3.1. The comment was acknowledged and noted. Addition: Please note that this is the term used by the EPA and is not meant to be offensive. We cannot commit to not using this term in future as this is the accepted term used in project communications with EPA.
- 4.4. Residents living near the Rozelle Railyards are concerned that glass doors at their premises are not eligible for treatment as part of the Noise Insulation Program.
- 4.4.1. Glass doors that lead to habitable rooms qualify for the insulation program.

- 4.5. Was retrofitting Perspex material on the inside facing window surface in heritage homes offered for Stages 1 and 2?
- 4.5.1. No, it has only been offered for Stage 3. There are two noise insulation programs, Operational Noise and Vibration Review (ONVR) and the Noise Insulation Program (NIP). The ONVR's plans are for permanent solutions to operational traffic noise. For the NIP, as it only relates to noisy night work during construction, a temporary noise insulation program is offered which is effective in reducing construction out of hours noise.
- 4.6. Would the Community Information Centre (CIC) be able to explain the NIP to residents?
- 4.6.1. Yes residents can get information about the insulation programs at the CIC.
- 4.7. Will permanent fixtures and insulation be sensitive to the type of and style of the house e.g. heritage properties?
- 4.7.1. Yes, the Department of Planning, Infrastructure and Environment (DPIE) must approve the recommended installations. DPIE values heritage properties and it is desired to protect and retain the heritage style.
- 4.8. Do houses have to be heritage listed in order to have their style retained?
- 4.8.1. No, all houses are treated on a case by case basis.
- 4.9. Some residents were not aware that noise insulation treatment was available for operational noise. They were led to believe the noise insulation treatment was a temporary measure offered for construction noise only. Better communication is needed to convey that permanent noise solutions are available.
- 4.9.1. This feedback is noted.
- 4.10. How many houses are covered under the Noise Insulation Program?
- 4.10.1. 476 addresses, which include apartment blocks, are covered.
- 4.11. What is the process for people who are not covered but may be affected?
- 4.11.1. A buffer has already been built into the NIP boundaries. The boundary has been extended out, to cover more properties. People whose homes reside on the boundary are eligible. JHCPB are undertaking the NIP and will subcontract the work at the property.
- 4.12. If something has gone wrong and a non-eligible resident has been severely impacted, what can the resident do?
- 4.12.1. They should contact the project community team via the 1800 number or info@rozelleinterchange.com.au.
- 4.13. Is JHCPB responsible for the subcontractor's work?
- 4.13.1. Yes. Affected residents should contact JHCPB if there is a problem.
- 4.14. If residents declined the NIP, and later wish to apply for the NIP can they still take part in the NIP?

- 4.14.1. Yes, they can contact JHCPB at any time during construction.
- 4.15. Are electricity costs, etc., of running the Aeropacs (air flow systems used for noise insulation) included in the NIP?
- 4.15.1. Costs associated with power consumption are not included and will not be reimbursed.
- 4.16. How much will it cost to run the Aeropacs for power etc?
- 4.16.1. Filter life: The carbon filter life is typically around 14-16 months, however it may be shorter in a heavily polluted environment. Typical cost to replace a carbon filter is approximately \$25. It is difficult to determine electrical costs as this will depend on how often the Aeropac is running. The unit has a minimum power consumption of 2 watts and a maximum power consumption of 30 watts (<https://www.acoustica.com.au/wp-content/uploads/2018/04/AeroPac-Brochure.pdf>). In comparison, when used on high settings, most general purpose hair dryers consume between 1900 watts and 2400 watts (<https://www.canstarblue.com.au/electricity/hair-dryer-electricity-usage/>).
- 4.17. When will the operational noise offers commence?
- 4.17.1. Anytime between now and three years, although it is highly likely it will not be in 2020.
- 4.18. How many owners have been contacted and offered the NIP? And how many offers have been rejected, accepted or not responded?
- 4.18.1. All 476 owners were contacted in July 2019, before the NIP was submitted to the DPIE, to notify them of their eligibility.

5. Victoria Road Pedestrian bridge removal and temporary removal of shared user path to ANZAC Bridge

- 5.1. What areas will be covered for the notifications of the changes that will impact pedestrians and cyclists?
- 5.1.1. A major communications strategy is proposed to notify as many people as possible. A brochure will be letter box dropped with a specific notification followed by duplicated information in the March monthly notification. Pamphlets will be handed out to bridge and path users the week prior to the closures and after the existing shared path is closed. This may start as early as next week.
- 5.1.2. There will also be informational signage in the area, advertisements in the local paper, social media posts from Council and Bicycle NSW. There is also a strategy targeting cyclists that use the roads.
- 5.1.3. From the first day of closure, Transport for NSW will have people on the ground at strategic locations providing on-the-spot assistance to affected community members.
- 5.1.4. They will be easily identifiable, wearing pink shirts.

- 5.1.5. They will initially be on site for one week and their presence will be extended for as long as is needed.
- 5.2. The most direct way for residents on the south side of Victoria Road near The Crescent at Rozelle to get to the city is to turn right from Gordon Street onto Victoria Road. Can consideration be given to provide another right-hand turn on another street in this area to avoid creating traffic congestion on Gordon Street?
- 5.2.1. This is currently being investigated.
- 5.3. Can the left turn lane from Gordon Street onto Victoria Road be removed in order to reduce traffic congestion?
- 5.3.1. The suggestion was acknowledged and taken on notice.
- 5.4. Community comment – there is a major issue with traffic heading West on the Anzac Bridge travelling to City West Link via Victoria Road. Motorists have been observed using the right-hand turn lane for Drummoyne to forcefully merge left into the lane for the City West Link or to run the red light and merge left to get to the City West Link. This is a safety concern.
- 5.4.1. This feedback has been acknowledged and noted.
- 5.5. Is it possible to install temporary bollards on Victoria Road for traffic heading West to the City West Link from the ANZAC Bridge to prevent people forcefully merging in from the dedicated right hand turn lane on Victoria Road leading to Drummoyne? Red light cameras might be a preventative measure to prevent this behaviour continuing.
- 5.5.1. This feedback has been acknowledged and will be considered. Red light camera may not be possible due to the construction work which will make many changes to the intersection during construction.
- 5.6. Will the cyclist path on the Eastern side of Victoria Road remain open?
- 5.6.1. Yes.
- 5.7. What studies or research show that Gordon Street can handle the traffic of cyclists? There are concerns that it will be overcrowded, and cyclists will use the road instead.
- 5.7.1. A Traffic Management Plan has been developed, and a road safety audit has been carried out. A number of mitigation measures were identified and implemented.
- 5.8. Why is there no temporary structure to replace the overhead bridge?
- 5.8.1. The idea of an alternative overhead bridge has been investigated. With considerations given to the space available, the width of the bridge, supports for the bridge, traffic impacts and construction work it was found that a replacement bridge was not possible.
- 5.9. Is there a bicycle lane going down James Craig Road?
- 5.9.1. Yes, there is a shared user path on James Craig Road.

5.10. The community requests that a copy of the map in the presentations be made available to them so that they can inform their communities.

5.10.1. The map is part of the presentation pack included with these notes.

5.11. What is stopping the Stage 2 solution (pathway to the north of ANZAC Bridge) happening immediately, leaving the bridge up and traffic not affected?

5.11.1. There is a construction time for the stage 2 solution. In order to allow for construction to begin earlier the stage 2 solution cannot be in place immediately. If we wait for the stage 2 solution to be built, the project will be delayed by at least eight months.

5.12. What is going to happen to the Beatrice Bush Plaque Memorial?

5.12.1. It is currently planned for it to be removed, retained and then reinstalled post construction.

6. Transport for NSW (TfNSW) Update – Crescent Overpass and Active Transport Link Modification

6.1. There will be an extra meeting of this WCRG prior to Easter to address Modification 2. A date will be provided to members after the meeting.

6.1.1. *Post meeting: the date has been set for 7 April and members have been advised.*

6.2. Members believe that the overpass for pedestrians and cyclists over City West Link will be ineffective as shared paths for cyclists and pedestrians do not work. It was suggested that there be separate pathways for pedestrians and cyclists.

6.2.1. This suggestion can be discussed at the additional meeting in April.

6.3. Community members thanked TfNSW for taking on board community feedback regarding the modification and arranging the extra meeting.

7. Other items:

7.1. Comment regarding the electricity cabling work in Leichhardt especially effecting Sydney Secondary College. Previously the community were informed that this work would take three months, however it has gone on for much longer. Roads are still being closed, there are open pits in the ground, and residents are still affected by noise from night work. What is the latest update?

7.1.1. The electricity cabling was thought to be almost finished. However, the utility provider, Ausgrid, has advised they require additional work, requiring additional cable joins accessible via the open pits. Everyone is disappointed with the requirement and delay. The contractor recognises the impact to local business, schools and residents. They are looking at how to minimise the impact of this extra work. It is not known how long this additional work will continue.

7.2. Where will the joint bays be located, and how long will it take to construct? The members would like to understand how they will be impacted.

- 7.2.1. At 6 April 2020, work on the construction power is almost completed. All going well, we will advise the community within the next two weeks that the construction work for the construction power is now complete. However we do need to reinstate the road and footpaths. There is no schedule yet for the reinstatement work.
- 7.3. The Contractor clarified: pits and trenches will need to be reconstructed.
- 7.4. Members believe this is an example of lack of co-ordination where the issue should be addressed as a 'whole of government' issue. Community members asked to be informed of latest plans and completion date ASAP, so that everyone can be made aware and updated.
- 7.4.1. Response above.
- 7.5. The community is concerned in relation to construction parking, particularly on Lilyfield Road, Dennison Street, Allen Street and Burt Street, as residents are impacted by reduced parking in these areas. How many parking spots are there currently on site, and how many will you have on site? The EIS states there should be 450 car parking spaces.
- 7.5.1. The Contractor recognises that there are additional cars in the area due to additional people working on the project.
- 7.5.2. There are 350 car parking spaces planned on site.
- 7.5.3. Measures to mitigate this issue include setting up a parking shed for on-site parking. The Dasani building will be demolished for parking spaces and another area behind the tunnelling shed will be made available.
- 7.5.4. An additional 100 car spaces have been purchased at the multi-level car park on Rozelle Bay. There will be measures put in place where construction workers will be allocated parking spaces, and a system which encourages workers to carpool with a minimum of three employees per car.
- 7.5.5. Public transport is also being encouraged, and a shuttle bus service from Rhodes to the Iron Cove Link is being investigated.
- 7.5.6. There is also work being done in consultation with the Council to implement a Resident Parking Scheme.
- 7.6. The community thanked those on the project who have attended the meeting tonight and appreciate the new venue for the meetings which was considered more suitable than accommodation last year.

Meeting closed at 8:04pm

These minutes were accepted on 27 February 2020 by



Stephen Lancken
Independent Chair

ACTIONS ARISING

Item	Actions Arising	Timeframe	Responsibility / Status Update	Response
5.2	The most direct way for residents on the South side of Victoria Road near The Crescent at Rozelle to get to the city is to turn right from Gordon St onto Victoria Road. Can consideration be given to provide another right-hand turn on another street in this area to allow cars to exit and avoid creating traffic congestion?			Suggestion taken to the project team for consideration.
5.3	The community suggests prohibiting the left turn from Gordon Street onto Victoria Road to reduce traffic congestion.			Noted
7.4	Members believe this is an example of lack of co-ordination where the issue should be addressed as a 'whole of government' issue. Community members asked to be informed of latest plans and completion date asap, so that everyone can be made aware and updated.			Re 'whole of government' issue – the Project works closely with utilities providers to deliver the Rozelle Interchange work in a timely manner and to minimise impacts to residents, where possible.

Transport for NSW

Rozelle Interchange

WestConnex Community Reference Group

18 February 2020



Agenda

JHCPB update

- How we best communicate with you
- Update on the noise insulation program
- Removal of Victoria Road shared user bridge and access path to ANZAC bridge

Transport for NSW update

- The Crescent overpass and active transport link Modification
- Q&A

Current modes of communication

What we do

- Monthly notifications
- Tunnel design brochure – 3,600 copies
- Update slips
- Weekly e-updates
- Street meetings

The good and bad

- “We don’t go to the letterbox”
- 15% response rate to sessions
- Some get, some don’t
- High open rates, high levels of email addresses supplied
- Well attended.



Moving away from paper to digital

Surface works portal – similar design to tunnel tool

Advantages

- resident centred, targeted and relevant
- area specific and/or whole of project
- multi media: smart phone, tablet, laptop
- interfaces with Outlook calendar
- easily read and accessed.

Next steps

- two to three month campaign prior to digital migration
- opt-in to receive paper notifications
- can opt-out of all notifications if desired
- residents can move to digital at any time
- website available to everyone at all times.

Noise Insulation Program

Requirements under the Ministers Conditions of Approval (MCoA)

E87 – Out of Hours Work – Mitigation

Noise mitigation in the form of at-property treatment must be offered to the land owner before out of hours work commencing.

E89 – Noise Insulation Program

Must be prepared and implemented for the duration of CSSI work for eligible receivers and incorporated into the Construction Noise and Vibration Management sub-plan.

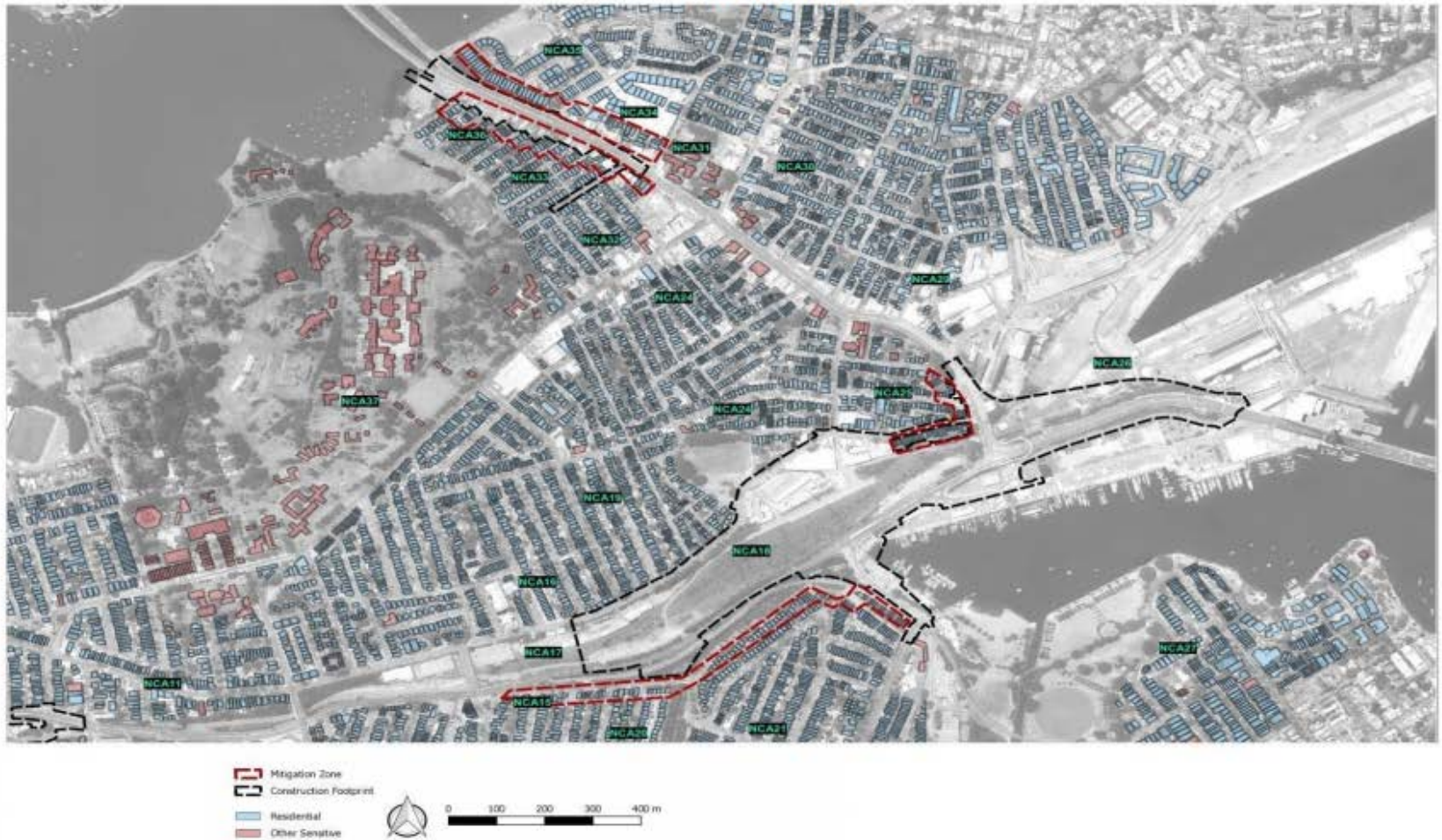
E90 – Eligible receivers must have treatment implemented within six months following the construction which may impact receivers and prioritised on the degree and duration.

Who is high priority?

- Eligible receivers who have >5 shifts in the first six months of out of hours construction
- Eligible receivers who are considered to be ‘highly noise affected’ (EIS AECOM 2017) under detailed noise modelling.

Noise Insulation Program scope

APPENDIX D OUT-OF-HOURS - MITIGATION (Condition E87)



Noise Insulation Program

At-property treatments

- Inspections are undertaken to determine which facades are noise affected and which rooms are 'habitable' (according to the Building Code of Australia)
- At-property treatments include one or more of the following:
 1. Door seals, wall vent seals and windows seals
 2. Acoustic curtains
 3. Mechanical ventilation (e.g. 240v Aeropac systems)
 4. Provision of a secondary glazing system
- A report will be provided to the owner and will include an offer of one or more of these treatment options.

Noise Insulation Program

Program roll out

- Offer letters sent out to owners before out of hours construction work starts
- Inspection offer letters sent out to owners
 - JHCPB 3 x initial attempts to elicit response
- Set up and carry out inspection
- Provide report and offer to owner
- Owner to accept or reject offer
- Organise and install treatment.

JHCPB will continue to attempt to contact owners when scheduled out of hours construction work will affect the property.

Limitations

- Timing of program relies on owners responding promptly to the offers, and providing reasonable access
- Safety is paramount; where treatments cannot be installed in a safe manner, offer will need to be reviewed
- JHCPB are not responsible for the running costs of at-property treatment provided
- JHCPB are not responsible for treatments installed by owners that are not offered by the program.

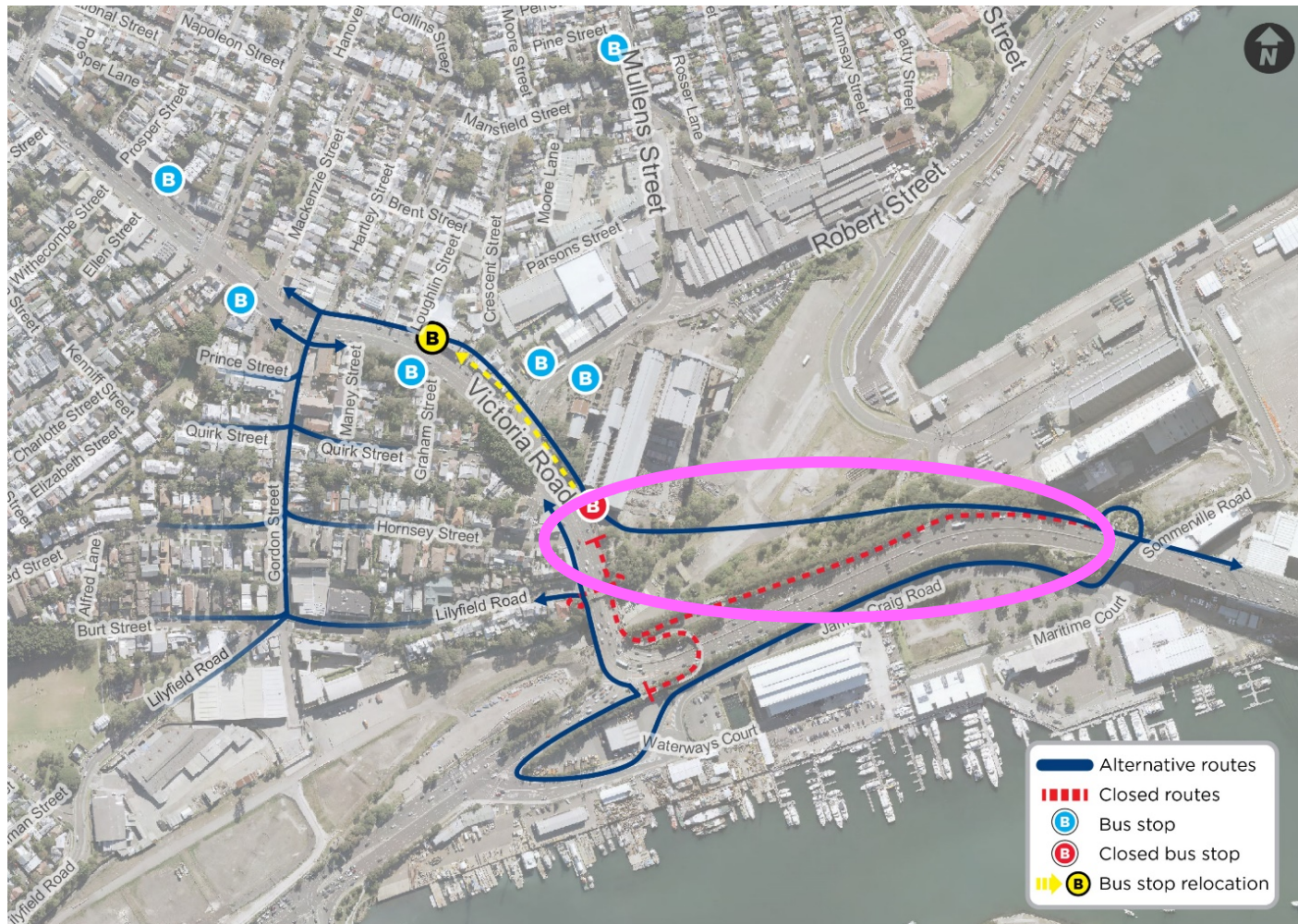
Victoria Road pedestrian bridge removal and temporary removal of shared user path to ANZAC Bridge

Stage 1: Pedestrian / cyclist diversions



Victoria Road pedestrian bridge removal and temporary removal of shared user path to ANZAC Bridge

Stage 2: Pedestrian / cyclist diversion for Beatrice Bush Bridge removal



The EIS identifies removal of the Beatrice Bush Bridge. As a result of the bridge removal the key change is the new shared user path along City West Link to connect users to the city.

Safety control measures

Results of Independent Road Safety audit

Gordon Street

- Signposting and pavement markings to advise of road changes
- Traffic management and control devices proposed to be installed include cyclist signposting and cyclist pavement marking compliant with AS-1742
- JHCPB will consider repairing any areas of deterioration in consultation with Inner West Council.

Victoria Road

- Installation of a pedestrian mid-block, galvanised steel mesh fencing on the Victoria Road median between Roberts Road and Gordon Street
- The galvanised steel mesh fencing will be approximately 230 meters long and 1.5 metres high.

Sommerville Road

- Pavement widening from the gutter of Sommerville Road shoulder with tie-in into the existing user path.

Communications and engagement

Who	What
Community	<ul style="list-style-type: none">• Focus notification (approx. 6000 distributed)• Pamphlet for pedestrians and cyclists• Corflutes on bridge and shared user path• Ad in Inner West Courier• E-updates• February and March monthly notifications
<ul style="list-style-type: none">• Inner West Council• City of Sydney• Port Authority of NSW• Bicycles NSW	<ul style="list-style-type: none">• Briefings on changes to pedestrian and cyclist connectivity
Special interest groups	<ul style="list-style-type: none">• Series of briefings

The Crescent overpass and active transport link Modification

Design review and refinement process

Date	Activity
26 November 2019	Consultation with Inner West Council/ Bikes NSW/ Bicycle user groups
18 December 2019	Government Architect's Special Design Review panel initial workshop
09 January 2020	Government Architect's Special Design Review panel response letter received
January 2020	Investigation and refinement of design to address community and Design Review panel recommendations
07 February 2020	Second Government Architect's Special Design Review panel workshop

Aims and outcomes of design review

- Improved urban design and reduced visual impacts
- Strong focus on pedestrian and cyclist user experience
- Improved connectivity between RRY and the Rozelle Bay foreshore
- Focus on improving pedestrian and cyclist safety
- Focus on incorporating elements to improve sense of place

The Crescent overpass and active transport link Modification

Planned engagement activities

Date	Activity
March / April 2020	Inter-governmental department briefing sessions
March / April 2020	Special interest group briefing sessions
Late March / Early April 2020	Special Community Reference Group meeting re Modification 2 and UDLP
Late April 2020	Exhibition period for responses to Modification 2 submissions