



COMMUNICATE INNOVATE COLLABORATE FACILITATE NEGOTIATE MEDIATE EDUCATE

WCRG – Rozelle Interchange

Meeting: WestConnex Community Reference Groups – Rozelle Interchange Group Meeting 4

Date: Tuesday 17 November 2020

Time: Zoom meeting available from 5:45pm from 6:00pm to 8:00 pm

Location: Zoom Online Meeting.

Attendees:

Independent Chair (IC)	Stephen Lancken
Associate	Lynette Edwards
Notetaker	Samuel Cheok
Transport for NSW Rozelle Interchange Project Team	
Project Director	Tarnjit Chahal
Deputy Project Director	Robert Strong
Director, Communications and Engagement	Lynne Machin
Principle Manager Communications	Dan Silburn
Senior Communication and Stakeholder Engagement	Sana El-Hussein
Senior Media Manager	Brendan Gullifer
Senior Community and Stakeholder Engagement Manager	Katie Xia
Department of Planning, Industry & Environment (DPIE)	
Team Leader Compliance	Rob Sherry
Team Leader	Thomas Minchin
Compliance Officer	Alyssa Norton
Environment Protection Authority (EPA)	
Unit Head, Regulatory Operations Metro South	Aleksandra Young
Senior Operations Officer	Chris Kelly
Rozelle Interchange Contractor JHCPB project team	
Community Relations Manager, Project Wide	Martha Halliday
Construction Director	Steve Kiddle
Community Relations Manager, Surface Works	Carla Poggioli
Community Relations Manager, Tunnelling	Roos Van Logtesijn
Environment, Approvals and Sustainability Manager	Charles Scarf
Project Manager	Brandon Perrin
Community Relations Advisor, Rozelle Railway	Laura Hogan

Inner West Council (IWC)

Senior Transport Planner
Traffic and Transport Planning Manager

City of Sydney

Manager, Transport Major Projects
Traffic and Transport Planner

Community Members

Coalition of Glebe
Leichhardt Against WestConnex

Kendall Banfield
Manod Wickramasinghe

Elise Webster
Asad Rajbhoy

Jan Wilson
Jennifer Aaron
Christina Valentine
Catherine Gemmel
Liza-Jayne Loch
Nick O'Dwyer
Ben Prag
Anne-Therese King
Sharon Laura
Martin O'Dea
Pieter van Zwieten
Greg Pattison

WestProtects
White Bay Strata
President of P&C Rozelle Public School
WestConnex Liaison for P&C Sydney Secondary College
Community Representative

Rozelle and Annandale Foreshore Community Group
Balmain Rozelle Chamber of Commerce

Apologies: Kate Moriarty

Meeting Notes

Key Matters Discussed and Presented

1. Welcome and Introductions

Member update: Sarah Forde has resigned from the Rozelle Interchange WCRG

No questions.

2. JHCPB Update Rozelle Interchange (Presentation attached)

2.1. There has been in a reduction in complaints lodged to the 1800 call centre. The community suggests that this might be due to difficulties in reaching the Rozelle Interchange Project and that residents have stopped calling the Call Centre. Will there be further improvements to the process?

2.1.1. Transport for NSW (TfNSW) is attempting to make the complaints lodging process as seamless as possible through the 1800 number. Weekly meetings with the service provider occur to resolve problems such as not connecting callers to the correct person in TfNSW.

2.1.2. Currently, there is a requirement to use the same 1800 number across all projects and this presents some challenges for the call takers.

- 2.1.3. Most complaints that have come through are received via the email address:
info@rozelleinterchange.com.au. The community can email their complaints to this address.
- 2.2. Community representatives expressed disappointment in the quality of the call centre experience. They believe call centre staff have a lack of understanding of the project they are taking calls on and a lack empathy when engaging with the community. A suggestion was made for the call centre staff to be trained with the assistance of community members who can share their experiences when ringing the call centre.
- 2.2.1. **TfNSW acknowledged the comment and will look into it.**
- 2.3. Does the call centre provide callers with a reference number for their call? One member was given a call centre ID number, which is a different number to the complaint number.
- 2.3.1. **Taken on notice.**
- 2.4. Residents at Callan Street were advised that the Sydney Metro West project is planning to undertake utilities work and will dig up the street in the same area that WestConnex had already dug up. Residents wanted to have utilities work coordinated across projects to reduce impacts on the community. What progress has been made on coordination of the work?
- 2.4.1. TfNSW cannot comment on the Sydney Metro West project
- 2.4.2. **Taken on notice** to follow up with the Sydney Metro West team.
- 2.5. Is there coordination between the Metro West team and Rozelle Interchange team?
- 2.5.1. There is co-ordination. TfNSW members from the Rozelle Interchange project present at this meeting do not have information relating to the Metro West. Information needs to be sought from the Metro West team.
- 2.6. A community representative commented that the community was advised there would be some collaboration across the different infrastructure projects to reduce community impact. It appears that this is not the case.
- 2.7. What will happen to the residual land at the top of Callan Street near Victoria Road? Will residents receive open space and parklands?
- 2.7.1. This residual land issue is currently being considered by TfNSW and the Inner West Council (IWC).
- 2.7.2. **Taken on notice.**
- 2.8. What is the Condition in the Conditions of Approval (CoA) for coordination of utility work to minimise community impact?
- 2.8.1. There is a condition in the Utilities Management Strategy Rozelle Interchange E141 which aims to minimise community impact within this particular project i.e. the Rozelle Interchange. It does not cover impacts by other infrastructure projects.

2.8.2. The Rozelle Interchange project has been able to avoid the issue which occurred during the M4 East project, where various utility providers consecutively worked in the same area for a number of weeks, prolonging the impact on the community in the area. This problem is minimised with current utilities' coordination setup, which is in line with the CoA. However, the condition does not account for future government projects.

2.8.3. TfNSW acknowledges that other infrastructure project utility work will overlap with the WestConnex project such as Metro West and Western Harbour Tunnel.

2.9. The Utilities Management Strategy Rozelle Interchange CoA E141 refers to a Utility Coordination Manager who must investigate complaints made through the community complaints mediator or public liaison officer. Community representatives expressed their concern for the health of the residents affected by the disruption.

2.9.1. TfNSW acknowledges the concern raised.

Complaints, slide 4

2.10. In relation to the presentation regarding complaints that have been received by the project teams, how many complaints have been resolved and how have then been resolved? What are the objective measures for complaint resolution?

2.10.1. An EPL (Environmental Planning License) requirement is that all complaints received between 12am to 12pm must be reported daily to the Environment Protection Authority (EPA) before 2pm of the same day.

2.10.2. Each week details of complaints received are provided to stakeholders, including Department of Planning, Industry and Environment (DPIE), along with whether the Key Performance Indicator (KPI) for complaints resolution (10 business days) has been met. Most are resolved within five days of receipt.

2.10.3. 'Resolved' is defined by whether the complaint is has been addressed with the complainant after internal investigation.. For example, a noise complaint will be investigated to ensure compliance with the relevant permit at the time. Coordination between the community and multiple teams within JHCPB occurs to ensure that what has been notified for is taking place. There is ongoing engagement with the complainant. If a complaint cannot be resolved directly with the resident/community member there is a process to refer the complainant to the Complaints Mediator.

2.10.4. There has been at least one case where the Complaints Mediator was offered to the resident. The resident chose not to pursue the issue with the mediator.

Property Condition Survey (PCS), slide 6

2.11. What is the timeline between the three offers of Property Condition Survey (PCS) and when will offers cease to be made?

- 2.11.1. Offers are made one to two weeks apart by registered post.
- 2.12. Are the letters addressed to the owner of the property if tenanted?
 - 2.12.1. The contractor attempts to identify the owner through the tenant and real estate agents if properties are tenanted. Contact is made at properties via door knocking, telephone, email and letters.
- 2.13. In the M4-M5 Link stage there has been an additional 240 properties identified to have a PCS. Have any other properties been identified outside of the 50 metres anywhere along the route of the Rozelle Interchange?
 - 2.13.1. Not at this stage.
- 2.14. What is the optimal time for the precondition survey to occur?
 - 2.14.1. As soon as the offer is made is the optimal time, as it takes some time to book the survey. It is best for owners to have the survey completed while the road header is more than 50m away from the property, as 50m is the zone of influence. The first offer is made approximately 3 months ahead of the road header reaching the property to ensure there is enough time to book and undertake the survey.
- 2.15. Are there more than the identified 4302 properties for which a PCS is expected to be offered?
 - 2.15.1. The 4302 properties were identified during the design phase. The design is now locked down so there is no expectation that this number will change.

Noise Insulation Program (NIP), slide 7

- 2.16. How were the 476 properties identified for noise remedies?
 - 2.16.1. The Environment Impact Statement (EIS) outlined the properties expected to be affected.
- 2.17. Were any residents, other than the identified 476 property owners, offered Noise Insulation treatment as a result of complaints?
 - 2.17.1. No. Some residents have asked to be considered for some type of noise treatment, outside the NIP, those are escalated to TfNSW and are dealt with on a case-by-case basis.

Property Damage Claims, slide 8

- 2.18. Satellite data and engineering information obtained by contractors has not been provided to residents who think that their properties may have been damaged. Will this information be shared with residents as part of the improved communication for the Stage 3B residents?
 - 2.18.1. Residents who have escalated claims to the Independent Property Impact Assessment Panel (IPIAP) have been provided with vast amounts of data, including engineering reports.

2.18.2. **Taken on notice.** Advise what information is or can be provided to residents through the IPIAP process.

2.19. The IPIAP process is an independent process according to the Terms of Reference (ToR).

A community representative was told that a community member felt intimidated because TfNSW insisted on attending the site visits (i.e. the community member's home) and was present at all discussions. What is JHCPB's role in the operation of the IPIAP?

2.19.1. JHCPB has no role to play within the IPIAP process. The IPIAP process is managed by TfNSW.

2.19.2. A communications representative has attended in one instance to answer any project related questions. The owner's permission is sought if a TfNSW staff member intends to attend.

2.20. How many property damage claims have been lodged in relation to this project?

2.20.1. In relation to tunnelling, the number is less than 15.

2.20.2. Exact number is **taken on notice**.

Urban Design and Landscape Plan (UDLP), slide 9

2.21. Community representatives believe the artist's impression included in the Urban, Design and Landscape Planning (UDLP) is misleading in that it includes mature trees and very few cars on the roads. The community have raised this issue in the past and were under the impression that the images would show what the area would look immediately after construction is finished.

2.21.1. TfNSW does not believe an undertaking was provided to amend the artist visualisation.

2.21.2. **Post meeting comment by IC:** I have reviewed the Rozelle Interchange notes through 2019 and 2020. At the extraordinary Modification 2 Rozelle Interchange meeting on 7 April 2020 the following was noted in Item 2.5:

2.5 Community are concerned about the mature trees which were removed in the area. The visualisations show mature trees. Will mature trees be planted?

2.5.1. The Condition of Approval states that the pot size planted must be a minimum of 75 litres. Mature trees will not be planted. It was acknowledged a caveat on the images used might include the number of years post opening of the project.

2.5.2. Generally, visualisations show a representation of 10 year post opening of the project. The visualisations show the best representation of what is proposed to be built, however the UDLP will determine the final landscaping outcome.

2.22. How many community representatives have been invited join the Rozelle Parklands Working Group?

2.22.1. Up to three community representatives will be part of the working group.

- 2.22.2. Other representation on the working group include one member each from DPIE, TfNSW, Office of Sport and IWC.
- 2.22.3. Time frame and commencement of meetings for the working group are yet to be determined.
- 2.22.4. The Rozelle Parklands Working Group was previously called the Technical Working Group.
- 2.23. Is there an update on remediation of roads and footpaths at Lilyfield and Leichhardt?
 - 2.23.1. Remediation will start in early December. The work will continue for approximately four to six months into 2021.
 - 2.23.2. Work will commence in Leichhardt. There will be some impact to businesses for a few days, and the community who may be impacted will be contacted before work commences.
 - 2.23.3. Areas that are trenched will be remediated as has been agreed with IWC.

Trucks and Safety, slide 13

- 2.24. A member observed that the number of construction trucks have increased. In the previous week about 35 B-Double trucks were observed in the left-hand lane travelling east on the City West Link (CWL). They drove three quarters up the left turn only lane leading to Balmain Road, and then started merging into the middle lane to continue travelling East on the CWL. This was dangerous.
- 2.25. A member commented that it takes local motorists up to 20 minutes more to drive into the city due to the increase in trucks. The trucks are also using local streets such as Allen Street, William Street and other local roads to get access to Norton Street.
 - 2.25.1. Drivers had been educated in relation to using the left lane of City West Link where it becomes a left turn only lane, another education will be scheduled with the full fleet.
 - 2.25.2. There was approval to use Johnston Street over two revisions to the traffic plan. The first approval is because there is work on both sides of Johnston St near the harbour. To access the work site trucks need to use Johnston Street.
 - 2.25.3. The second approval was provided for truck and dog vehicles to access the CWL sites highlighted in blue on slide 13, labelled “new approved truck route for Johnston Street”. There are restrictions in place which include trucks not being allowed to drive in the area during the morning school zone time and a limit in the number trucks that can drive in the area in the afternoon school zone. These restrictions are being monitored.
 - 2.25.4. A truck by itself carries 11 tons of material and a truck and dog carry 33 tons of material. Each truck and dog takes two trucks off the road. Both types of trucks are large

and the ability to reduce those large vehicles by using truck and dog trucks is considered a useful mitigation of traffic impacts.

- 2.26. Can you educate truck drivers with road rules and regulations? Trucks have been observed blocking intersections at Norton St and CWL preventing other traffic getting through.

2.26.1. Yes. The community relations team passes on any complaint about driver behaviour immediately, and the contractor contacts the offending truck drivers to inform them of the problem. The contractor is working continuously to ensure truck drivers follow the road rules.

- 2.27. **CWL at Norton St in the morning to access Orange Grove public school.** Community members observe trucks that appear to be travelling over the speed limit, blocking intersections, and not stopping behind white lines resulting in children not being visible to other traffic. In some instances, the trucks have blocked the pedestrian crossing, so children have had to walk on the road to cross the road. What will be done to address these issues?

2.27.1. A spoil management team will monitor the intersection and physically attend the site. This will take place at times when children are going and returning from school.

2.27.2. **Post meeting comment:** *In response to the complaint raised in the CRG regarding Rozelle Interchange trucks on City West Link intersecting with both James and Norton streets, JHCPB has, since the meeting, undertaken surveillance at both locations over a number of days in the morning and afternoon peaks. The surveillance observed truck driver behaviour and observations have been recorded. The compliance level of Rozelle Interchange trucks was high. Contact has been made with the few haulage company representatives whose drivers were observed not doing the right thing. We thank the CRG members for bringing the general issue to further attention. All responses to previous complaints had been thoroughly investigated when the complaint was made and information provided to the complainant.*

- 2.28. Will the police monitor trucks to check for speeding truck drivers? The community believe the speed camera at the intersection is not working.

2.28.1. The spoil management team can check GPS records on trucks for indications of exceeding the speed limit.

2.28.2. There are approximately 200 trucks which have a GPS navigation system installed. It tracks driver fatigue, speed, and Heavy Vehicle National Law (HVNL) obligations. If a driver is travelling over the speed limit the system generates an alarm. There have been very few indications of speeding through the GPS navigation system.

- 2.28.3. Community members are asked to please send through number plates or photographs of any offending trucks for the project team to investigate speeding and modify driver behaviour.
- 2.28.4. TfNSW will pass on community concerns to have the intersection monitored and speed camera checked.
- 2.28.5. Post meeting comment: JHCPB has contacted Traffic Patrol to request police monitor these intersections and fine truck drivers not doing the right thing.
- 2.29. Motorbike rider feedback is that some riders feel more vulnerable riding towards the ANZAC Bridge from the West on CWL. They believe the road has become dangerous due to dust, debris, trucks and the condition of the road.
- 2.29.1. Inspection of roadways and footpaths are carried out for cyclists, pedestrians, prams and vehicles.
- 2.29.2. **Taken on notice**, concerns about integrity of road in some areas.
- 2.29.3. There are numerous street sweepers on the project. They sweep every 30 minutes on the traffic light phasing. The team will continue to monitor this and adjust the time intervals of sweeping, if necessary.
- 2.30. Is the CWL congestion going to continue over the next three years, or is this temporary situation because construction is at its peak? The community is concerned about the level of congestion, the impacts on residents and the future of traffic congestion.
- 2.30.1. Traffic modelling was undertaken, and traffic numbers were counted on the CWL prior to the project commencing. Traffic numbers are currently less than prior to the project commencing, mainly due to COVID-19. Solutions are optimised based on the modelling. It is unlikely that traffic will reduce for at least the next 18 months.
- 2.30.2. Traffic congestion will vary as there are traffic changes to be implemented with the reconstruction of CWL and Victoria Road.
- 2.30.3. Traffic numbers do not correlate with congestion. Congestion can occur even with fewer vehicles on the road.
- 2.30.4. Traffic is expected to improve when the Rozelle Interchange has been completed, the WestConnex tunnels are open, and when the work on the CWL and Victoria Road are complete. As other infrastructure project work increases and impacts traffic it is expected that motorists will use the WestConnex tunnel.
- 2.31. Slide 14 shows *New approved truck routes for Whites Creek Link*. The community expressed their concerns on the risks and danger of truck movement particularly around school children. As many children walk on these streets what restrictions are imposed on trucks on Catherine, Moore, Brennan, Balmain, and Lilyfield roads?

- 2.31.1. The project is committed to not use truck and dogs on these streets.
- 2.31.2. Extensive, thorough analysis of truck movements have been made to maximise safety.
It is necessary for trucks to leave the construction worksite at the intersection of Brennan Street and Railway Parade.
- 2.31.3. There are thousands of movements a day, and JHCPB believe the mitigations in place are appropriate. JHCPB assure WCRG members that the number of trucks on the street are minimised and are only those necessary to assist with a few key construction activities that cannot be completed in a five-hour window, in the middle of the day.
- 2.31.4. The route selected (shown in slide 14) was the simplest and shortest route for trucks to get to the CWL.
- 2.32. The community is concerned about the risks and dangers posed by trucks to children, cyclists and pedestrians and would like to know what additional measures can be undertaken to guarantee safety for all?
 - 2.32.1. **Taken on notice.**
- 2.33. What proactive measures are being taken to reduce dust impact on residents?
 - 2.33.1. Mitigations include watering, sweeping, soil binding measures. The contractor talks to individuals who raise dust issues to see if there are other dust implementations they can address. This continues to be the case.
 - 2.33.2. The community suggested that the contractor should proactively gather feedback from residents to measure the impact of dust.

Car Parking Spaces, slide 28

- 2.34. How many car spaces does the project have at the railyards site at the present time?
 - 2.34.1. Rozelle Railyards now has over 200 car spaces on site. There are an additional 50 spaces at Glebe Island, where workers can park and take the shuttle bus to the site. There is an opportunity to increase the car spaces to 200 at Glebe Island if the parking there is well received by workers.
- 2.35. In the Proposed Rozelle and Lilyfield Resident Parking Scheme Survey was there an option for the parking changes to be temporary parking changes?
 - 2.35.1. The Proposed Rozelle and Lilyfield Resident Parking Scheme Survey stated parking issues would be reviewed at the end of the project. The option to review the parking at the end of the project was included because after the contractor completes the building of the Rozelle Parklands, the need for parking spaces might increase as other communities are attracted to the Parklands.
- 2.36. How many car spaces were required under the EIS and how many are available now?

- 2.36.1. The EIS required around 400 car spaces to be provided. The EIS informs the Conditions of Approval which refines the EIS proposal as the design is finalised.
- 2.36.2. The current Construction Parking and Access Strategy (CPAS) identifies 210 car spaces at the Rozelle Railyards site.
- 2.36.3. CWL and Iron Cove site have additional parking and Glebe Island port has the ability to provide another 200 if the trial of 50 car spaces is a success. The project team facilitated a bus route at Glebe Island port to cater for more car spaces
- 2.36.4. Currently there are approximately 300 car spaces provided. It is possible to provide up to 450 car spaces in total for workers.
- 2.36.5. There will shortly be information about the result provided to respondents to the parking survey.
- 2.37. The community were under the impression that the EIS stated there should be around 400 car spaces and around 400 car spaces would be provided. The community were not aware that the number of car spaces recommended in the EIS could be reduced.

Web Portal, slide 15

- 2.38. Is the web portal going to include information for the mainline tunnel or is it exclusive to Rozelle Interchange?
 - 2.38.1. The web portal will only include information regarding Rozelle Interchange. There is a considerable amount of surface works impacting the community in the construction of the Rozelle Interchange project.
 - 2.38.2. It is not known if the mainline tunnel will implement a web portal, however, there is much less surface impact from the M4/M5 Link Tunnel in comparison to the Rozelle Interchange.
- 2.39. Are the street specific tunnelling email notifications also posted on the WestConnex website? And if not, is it possible to have these notifications posted online?
 - 2.39.1. No, they are currently not posted on to the website.
 - 2.39.2. **Taken on Notice.**

Other Q&A

- 2.40. Is signage for cyclists and pedestrians in Rozelle working effectively, and are further measures being taken to improve signage?
 - 2.40.1. Methods of informing cyclists of detour routes is an area of constant improvement. Last week, site walks with engineers and Bicycles NSW and local cyclist groups took place to review the signage. As detours are reducing, TfNSW is preparing future signage for the interim longer-term cycling detour that will be used over the coming years. Over the last three months the detours were changing often, so it was difficult to implement signage.

3. TfNSW Update

3.1. Why was Moodie Street selected for trenching, instead of Callan Street, as the redesigned route for Sydney Trains pilot cable work?

3.1.1. There were two options for work the work required, either Callan Street or Moodie Street. Callan Street was the original location for trenching, but concerns raised in relation to Callan Street, in particular the previous impact of trenching works in Callan Street resulted in Moodie Street being chosen for alternative for trenching.

3.2. Slide 21 referenced a number of different bridges however, some community members will not know where these bridges are located. Community members requested maps as visual aids be included on the slides when referencing specific locations.

3.2.1. Yes, maps can be included. **On Notice**

3.3. Will the steep, and narrow footpath at Lilyfield Road and Victoria Road be changed?

3.3.1. Yes, the footpath will be resurfaced to make it smoother.

3.4. The community would like to see barriers along narrow footpaths separating pedestrians from motorists.

3.4.1. **Noted**

3.5. How much longer will the orange pipes remain on Brenan Street?

3.5.1. **Orange pipes were removed in December.**

3.6. Are there plans to allow a right-hand turn from Catherine Street on to CWL?

3.6.1. No.

3.7. The contractor would like to know what other information/topics the community would like to hear about in future presentations.

4. Other items

4.1. **Question from community member asked by a community representative (posted in chat):** I am also very interested to know why the two tunnels between Brenan and Piper Streets, Lilyfield have multiple pass throughs by the road headers for the northern 50% of that run - spread over at least 8 months - for just the initial excavation. Is this because of harder rock? It means we will have the road header noise for a very long period (we have already had 6 weeks of continuous road header noise).

4.1.1. The reason is that this tunnel is very wide (two tunnels merging) so we need to excavate in gradual approaches so that the ground doesn't settle too quickly.

4.2. Dan Silburn, Principal Manager Communications, will be moving into a different area of TfNSW. Community members thanked Dan for his work.

- 4.3. Lynne Machin, Director of Communications and Engagement and Katie Xia, Senior Community and Stakeholder Engagement Manager will replace Dan Silburn.
- 4.4. Confirmed meeting dates for 2021 will be sent out as soon as the dates are finalised. The next meeting is proposed for 16 February 2021.

Meeting closed at 8:27pm

These minutes were accepted on November 2020 by

A handwritten signature in black ink, appearing to read 'Steve Lancken', with a stylized, cursive script.

Stephen Lancken

Independent Chair

ACTIONS ARISING

Item	Actions Arising	Timeframe	Responsibility / Status Update	Response
2.2	Community representatives expressed disappointment in the quality of the call centre experience. They believe call centre staff have a lack of understanding on the project they are taking calls on and a lack empathy when engaging with the community. A suggestion was made for the call centre staff to be trained with the assistance of community members who can share their experiences when ringing the call centre.			See notes.
2.3	Does the call centre provide callers with a reference number for their call? One member was given a call centre ID number, which is a different number to the complaint number.			Taken on notice
2.4	Residents at Callan Street were advised that the Sydney Metro West project is planning to undertake utilities work and will dig up the street in the same area that WestConnex had already dug up. Residents wanted to have utilities work coordinated across projects to reduce impacts on the community. What progress has been made on coordination of the work?			Follow up with the Sydney Metro West team
2.7	What will happen to the residual land at the top of Callan Street near Victoria Road ? Will residents receive open space and parklands?			This residual land issue is currently being considered by TfNSW and the Inner West Council (IWC)

2.18	Satellite data and engineering information obtained by contractors has not been provided to residents. Will this information be shared with residents as part of the improved communication for the Stage 3B or residents?			Taken on notice.
2.19	The IPIAP process is an independent process according to the Terms of Reference (ToR). A community representative was told that a community member felt intimidated because TfNSW insisted on attending the site visits (i.e. the community member's home) and at all discussions. What is TfNSW's role in panel as it relates to the ToR?			Answered in notes
2.20	How many property damage claims have been lodged on the project?			See notes
2.21	Community representatives believe the artist's impression included in the Urban, Design and Landscape Planning (UDLP) is misleading in that it includes mature trees and very few cars on the roads. The community have raised this issue in the past and were under the impression that the images would be labelled with time stamps to indicate when the delivered project might look like the artist impression.			Answered in notes
2.29	Motorbike rider feedback is that some riders feel more vulnerable riding towards the ANZAC Bridge from the West. They believe the road has become dangerous due to dust, debris, trucks and the condition of the road.			See notes

2.32	The community is concerned about the risks and dangers posed by trucks to children, cyclists and pedestrians and would like to know what additional measures can be undertaken to guarantee safety for all?			Taken on notice
2.39	Are the street specific tunnelling email notifications also posted on the WestConnex website? And if not, is it possible to have these notifications posted online?			Answered in notes
3.2	Slide 21 referenced a number of different bridges however, some community members will not know where these bridges are located. Community members requested maps as visual aids be included on the slides when referencing specific locations.			To be included in future meetings.
3.5	How much longer will the orange pipes remain on Brenan Street?			Answered in notes
4.1	Question from community member asked by a community representative : I am also very interested to know why the two tunnels between Brenan and Piper Streets, Lilyfield have multiple pass throughs by the road headers for the northern 50% of that run - spread over at least 8 months - for just the initial excavation. Is this because of harder rock? It means we will have the road header noise for a very long period (we have already had 6 weeks of continuous road header noise.			Answered in notes.

Responses to Questions asked: Rozelle Interchange 17 Nov 2020.

Parking:

1: How many car spots are now available on site?

A: There are approximately 210 car spots available on site.

Mitigation options: Resident Parking Scheme and Leasing of parking at Glebe Island (Port Authority)

2: How many workers are now on site?

A: There are approximately 800 workers on site.

3: How many complaints have been received since the last meeting and how are they segmented across complaint issues?

A: This will be covered in the presentation on the night.

4: How many people have received noise mitigation measures?

A: This will be covered in the presentation on the night.

Artist Impression – Summary of the items raised

Three WCRG members have expressed dissatisfaction over the artist impression used for the Rozelle Parklands working group. [Link](#). The artist impression depicts mature trees and little traffic present on the road. The artist impression does not indicate a date when the parklands would look the way it is depicted in the impression.

Members state this impression is misleading and *that images used should not depict the site as at some unspecified date in the future.*

Members would like realistic images to be used indicating what the area would look like two to three years post-opening. Members have suggested this in the past and while suggestions are acknowledged, this artistic impression does not reflect implementation of the suggestions.

A: Generally, visualisations show a representation of 10 year post opening of the project. This is common practice for artists impressions for both public and private developments. The visualisations show the best representation of what is proposed to be built, however the approved UDLP will determine the final landscaping outcome, taking into account community feedback from the consultation period.



Rozelle Interchange WestConnex Community Reference Group

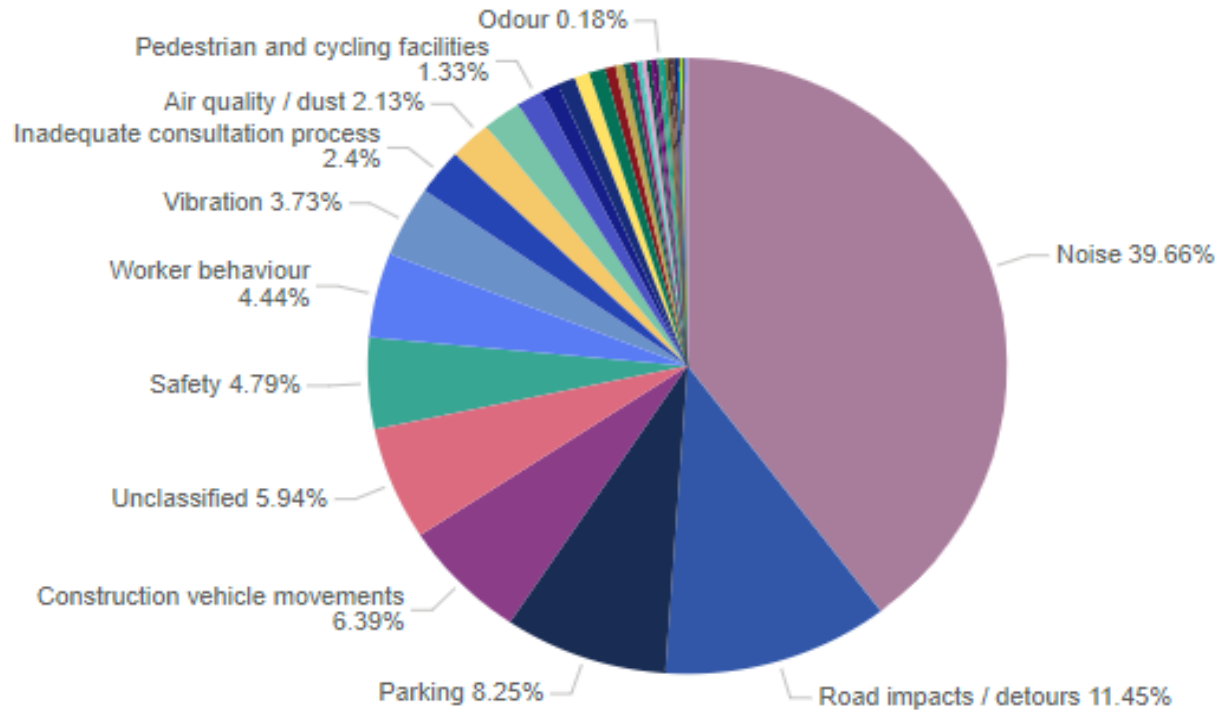
17 November 2020

Agenda

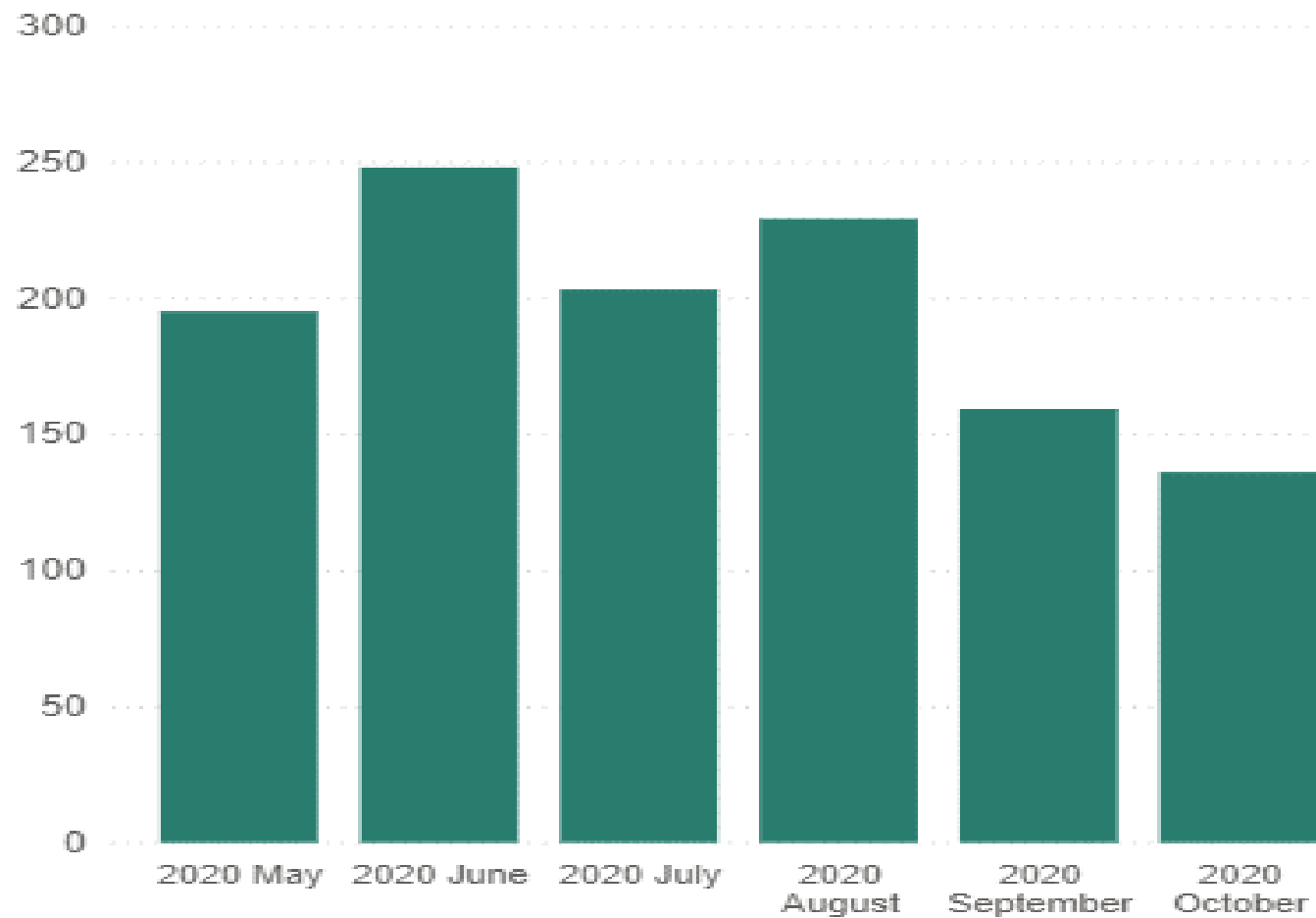
- Complaints mapping - JHCPB
- Property Team update - JHCPB
- Update on Urban Design and Landscape Plan – JHCPB/TfNSW
- Changes to truck routes - JHCPB
- Introduction to web portal - JHCPB
- Rozelle Interchange 2020 construction milestones – JHCPB
- 3 month look ahead – Tunnelling and surface works – JHCPB
- Resident Parking Scheme – TfNSW

Complaints mapping

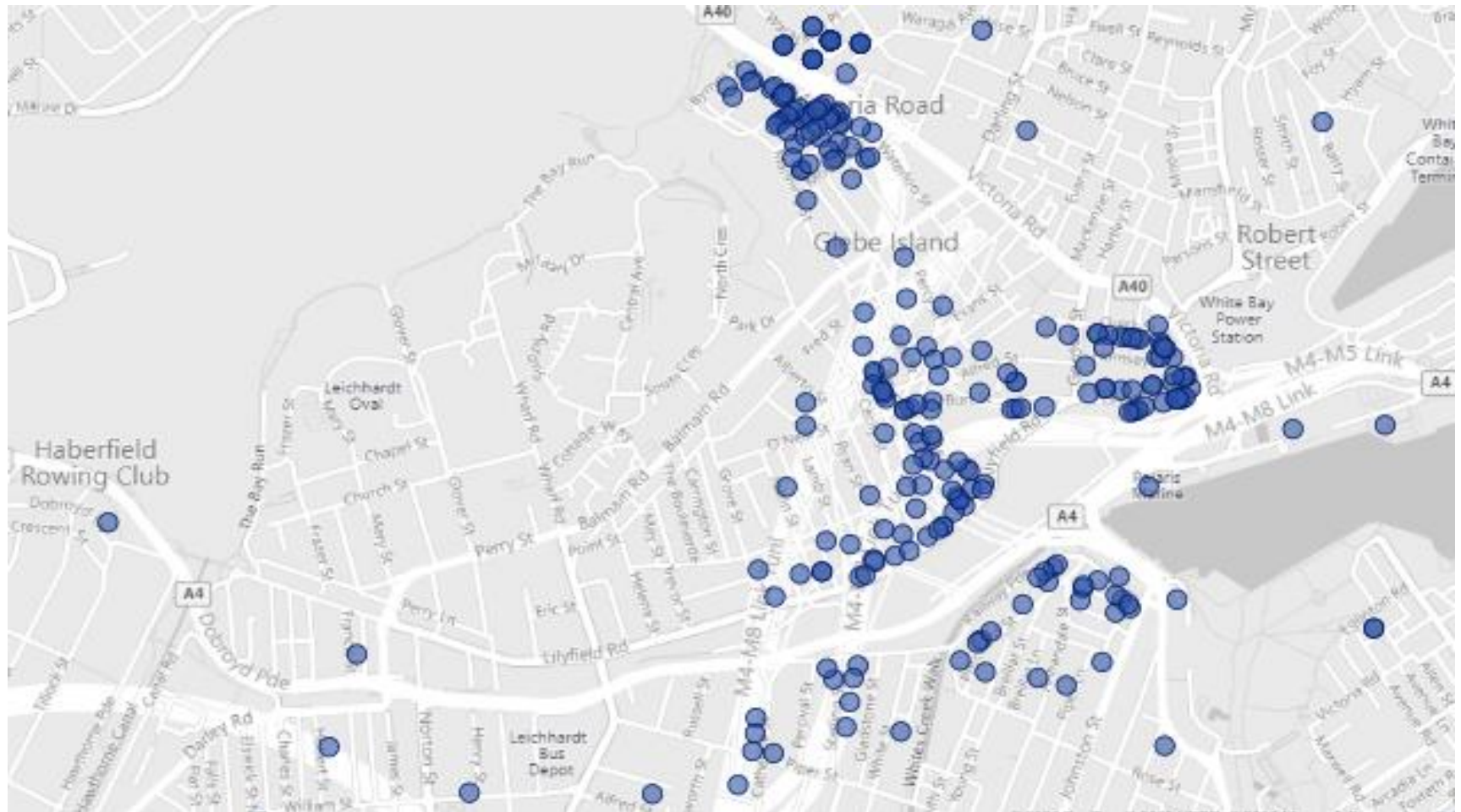
- Complaints by issue 1 May 2020 to 30 October 2020



Number of complaints



Complaints by location



Property team update

Pre Condition Survey status to date:

Properties Identified To Date	1st Offer Letter	2nd Offer Letter	3rd Offer Letter	PCS Open offers	PCS - No response/ Close out	PCS Completed		PCS offers to be sent
4302	3453	2553	1516	193	866	2394		849

Noise Insulation Program (NIP)

- 476 properties have been offered noise insulation treatment
- 355 properties have accepted an inspection to determine suitable treatment
- 197 properties have accepted the proposed treatment
- 173 installations completed

MOD 2 NIP properties (offer commenced October 2020)

- 19 properties offered treatment
- 6 properties have accepted an inspection to determine suitable treatment

Property damage claims

- Property owners can escalate their property damage claim to Transport for NSW if they are dissatisfied with the contractors' determination.
- Transport for NSW may use the Independent Property Impact Assessment Panel (IPIAP) to review these property damage cases. The information about individual cases are confidential and are only shared between the owner, Transport for NSW and the IPIAP.
- The Panel considers each case individually and will only provide its findings after careful and lengthy consideration of a range of data. Depending on the case, the IPIAP may consider a range of information to assist them in making a determination on the likely cause of damage at a property.
- This includes satellite data, property condition inspections carried out by an independent forensic engineering firm, contractors' information, and their own investigations.
- The panel often requests that Transport for NSW utilises the services of additional independent specialist contractors as well as obtains information from WestConnex and its contractors to assist it in its work.
- Procuring these services and information requests can increase the time required to make a determination

UDLP

Consultation

Pre-consultation value survey	897 responses
Community guide sent to	Approximately 8,000 residences
Submissions	723
VIC* unique visitors	6,809
VIC* visits	9,502
Full UDLP downloads	1,561
Total pageviews	14,178
Signed up for email updates	128

*VIC: Virtual Information Centre

UDLP

Progress

- All submissions have been collated into common themes
- The Project is separating the in-scope and out-of-scope feedback
- In-scope feedback is being assessed and UDLP updated accordingly
- Out-of-scope feedback is being worked through to pass onto relevant government departments
- Request for community representatives to join the Rozelle Parklands Working Group alongside members from NSW Government and Inner West Council

Current Sustainability Initiatives

- Use of low carbon concrete in lieu of ordinary Portland cement within pavements including the use of Emesh in replacement of traditional steel reinforcement
- Use of recycled crushed glass sand in concrete and bedding materials; collaboration with NSW EPA and UNSW for industry transformation
- Aboriginal & Torres Strait Islander business engagement; \$34M target, \$15M achieved to date with path beyond 100% mapped
- Water demand reduction using soil binders & reuse of treated tunnel water for construction supply
- Dry-flo® fire deluge commissioning
- PPE recycling programs
- WiFi functionality in tunnel plant to minimise power usage
- Finalising CBA for operational photo-voltaic power supply and increased operational water reuse
- Distribution of salvaged heritage items (from Iron Cove terraces) has received strong response rate

General environment updates

- Distribution of salvaged heritage items (from Iron Cove terraces) has received strong response rate

New approved truck route for Johnston Street

- Approved for truck and dogs (overall reduction of over 4,500 one-way truck movements over project duration)
- Maximum of 28 vehicles per day, 4 per hour
- Restrictions in place during school zone times:
 - School drop off (8am – 9.30am on school days): no truck and dogs
 - School pick up (2.30pm – 4.00pm on school days): maximum of 7 per hour



New approved truck route for Whites Creek Link site: use of Catherine and Moore streets & Balmain Road

- No truck and dogs
- Maximum of 22 per day and 6 per hour



Introduction of the web portal

Rozelle Interchange

WestConnex

JOHN HOLLAND

C&P

NSW

Rozelle Interchange

INTERACTIVE CONSTRUCTION PORTAL

Contact

Construction Works

About the Project

Previous notifications

Tunnelling

Notifications

Build

Annandale

11 November 2020 - 26 November 2020

Day and night work

Road closures during night shifts

Notification no. xxx

Iron Cove

09 November 2020 - 13 November 2020

Monday 7:00 PM - 6:00 AM

Tuesday 7:00 PM - 6:00 AM

Thursday 7:00 PM - 6:00 AM

Traffic changes

Balmain sewer connection

Notification no. xxx

Iron Cove

02 November 2020 - 02 November 2020

Monday 7:00 AM - 6:00 PM

Day work

Moderate noise

Traffic changes

Night work - Trenching for stormwater drainage and utility service installation

Notification no. xxx

Iron Cove

09 November 2020 - 13 November 2020

Monday 7:00 PM - 6:00 AM

Tuesday 7:00 PM - 6:00 AM

Thursday 7:00 PM - 6:00 AM

Night work

High noise

Map layers

Filter

Map key

Reset

Search for your address

Rozelle Interchange

WestConnex

JOHN HOLLAND

C&P

NSW

Rozelle Interchange

INTERACTIVE CONSTRUCTION PORTAL

Contact

Construction Works

About the Project

Previous notifications

Tunnelling

Temporary closure of Manning Street between Callan and Moodle streets

Notification no. xxx

Summary

Iron Cove

02 November 2020 - 21 November 2020

Weekdays 7:00 AM - 6:00 PM

Traffic changes

Where the work's taking place

Equipment and Impacts

Add to calendar

How to provide feedback

Download notification

Register for e-updates

Map layers

Map key

Reset

Search for your address

Work area

Detour route

Key construction milestones & lookahead



From where we are now..

To eventually get to this..



Milestones 2020: Rozelle Rail Yards site



M8 tunnel portals (located opposite Ryan and Cecily streets)

- Building the structural components of the tunnel portals including 45 concrete columns & roof slab



WHT tunnel portals (located opposite Foucart and Hutcheson streets)

- 95% of below ground walls have been built



M4 tunnel portal (located in the area between Gordon Street offices and Victoria Road)

- 30% of the tunnel portal roof is complete
- Excavation for tunnel roads underway

Milestones: Victoria Road key traffic changes 2020



Construction of the ANZAC Bridge Access Road

- new pedestrian and cyclist shared path opened 21 August
- new temporary road opened to traffic 26 September

Construction of the Victoria Road Access Road

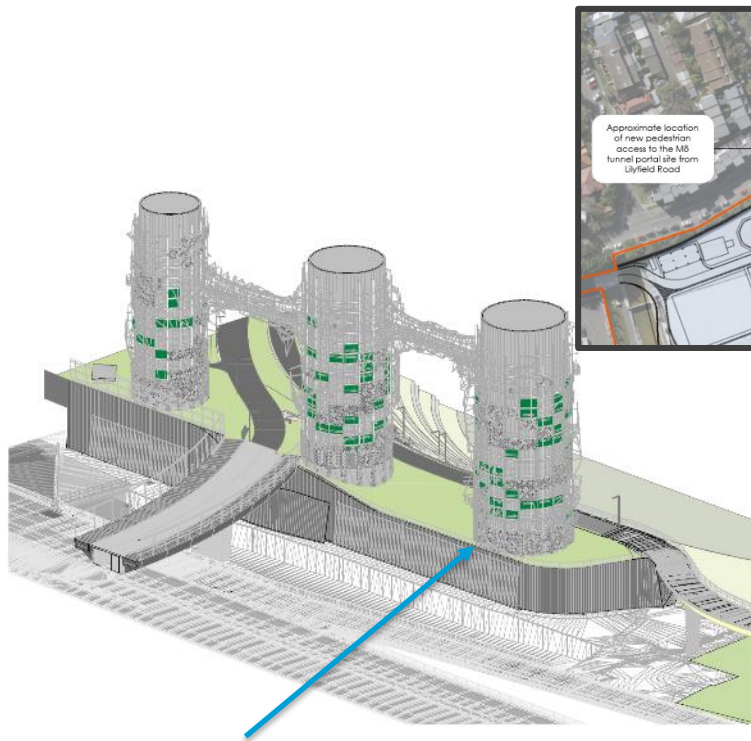
- new pedestrian and cyclist shared path opened 19 September
- new temporary road opened to traffic November

New pedestrian and cyclist path between Lilyfield Road and the Crescent

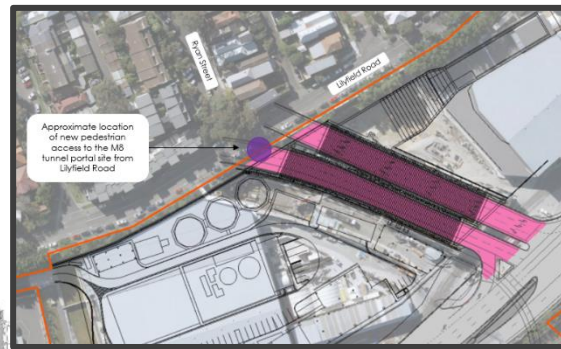
First motorists to use the ANZAC Bridge Access Road

Upcoming work for 2021 – Rozelle Rail Yards

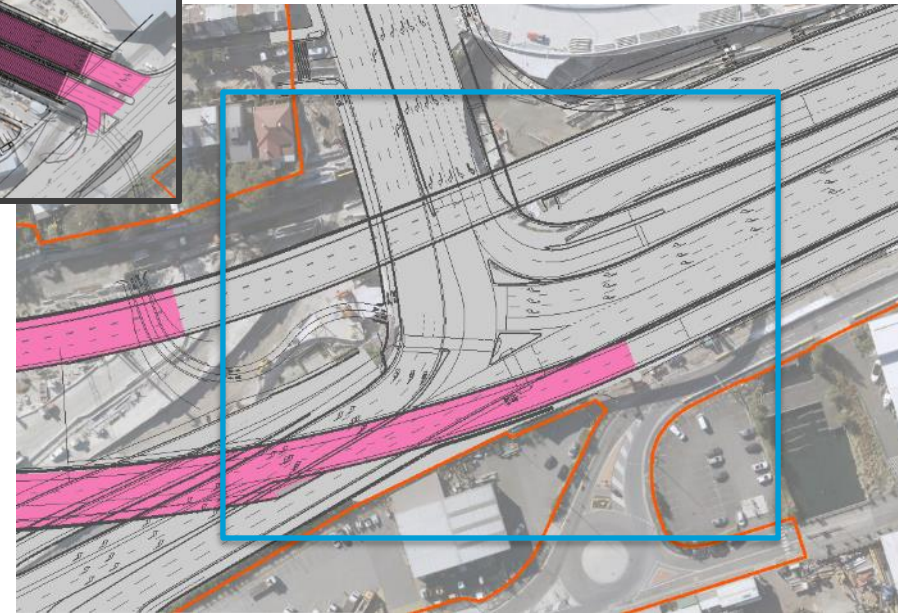
- Almost complete construction of all three tunnel portals structures and roads inside the Rozelle Rail Yards by end of 2021
- Relocate some site offices to sit on top of portals opposite Ryan Street (they will sit in line with the top of fencing along the project boundary)
- Almost complete construction of the ventilation building and shafts opposite The Crescent/City West Link intersection
- Demolition complete and re-construction well underway of Victoria Road bridge and intersection with The Crescent



The ventilation shafts will measure approximately 32m in height



Drawing showing the M8 tunnel portals – the site offices will be relocated to the shaded area on the structure which is shown in pink



Milestones: Annandale

- First traffic switch completed on The Crescent and City West Link

Section of City West Link widened and new traffic lanes open

City West Link/The Crescent intersection shifted to the east

New traffic lanes and shared user path completed on The Crescent

Minor adjustments to The Crescent/Johnston Street/Chapman Road intersection to align with new section of road

Access through Buruwan Park closed and larger site established for excavation and bridge construction

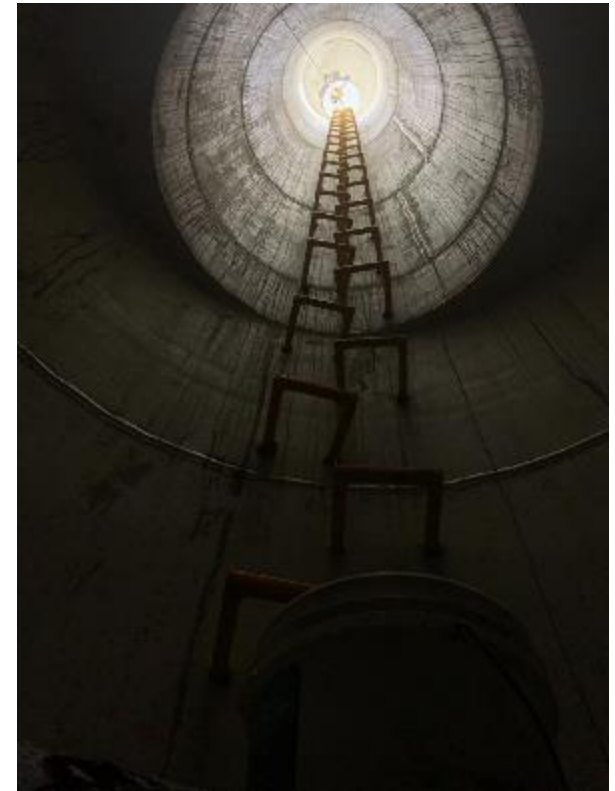


Upcoming work for 2021 - Annandale

- Realigning traffic lanes and intersections on The Crescent, City West Link and Johnston Street
 - Major traffic switch mid-2021
- Bridge construction and girder installation:
 - Whites Creek Bridge
 - Green Link Bridge
 - The Crescent overpass (traffic only) bridge
 - Whites Creek Link (Brenan Street)
- Final utility cutovers (gas, electricity, telecommunications and water)

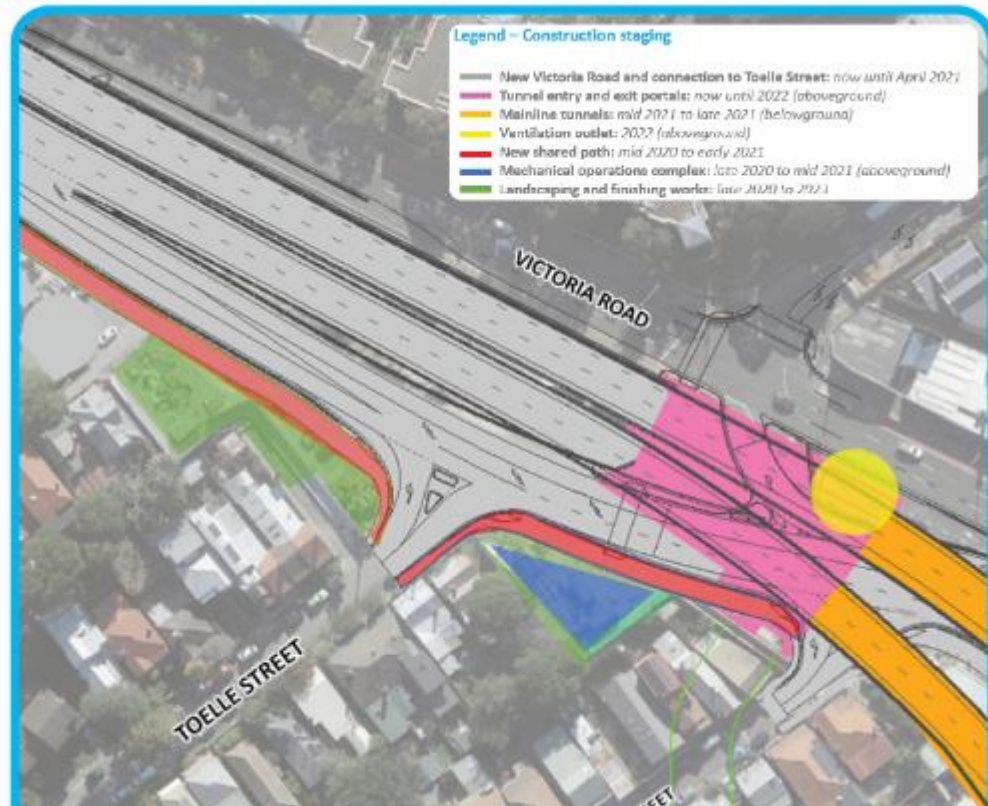
Milestones for 2020: Iron Cove

- Utilities relocation from Victoria Road - 70% complete
- Almost complete initial excavation of the tunnel entry/exit portals – first concrete pour complete
- Construction of new Victoria Road westbound lanes underway & westbound tunnel portal structure – expected completion Q2 2021
- Balmain sewer relocation completion delayed – unidentified underground concrete slab at Balmain Shores



Upcoming work for 2021 – Iron Cove

- Complete utilities relocation work
- New Victoria Road westbound lanes open to traffic and shared user path opened (yellow section)
- In Q2 construction work will move to middle of Victoria Road

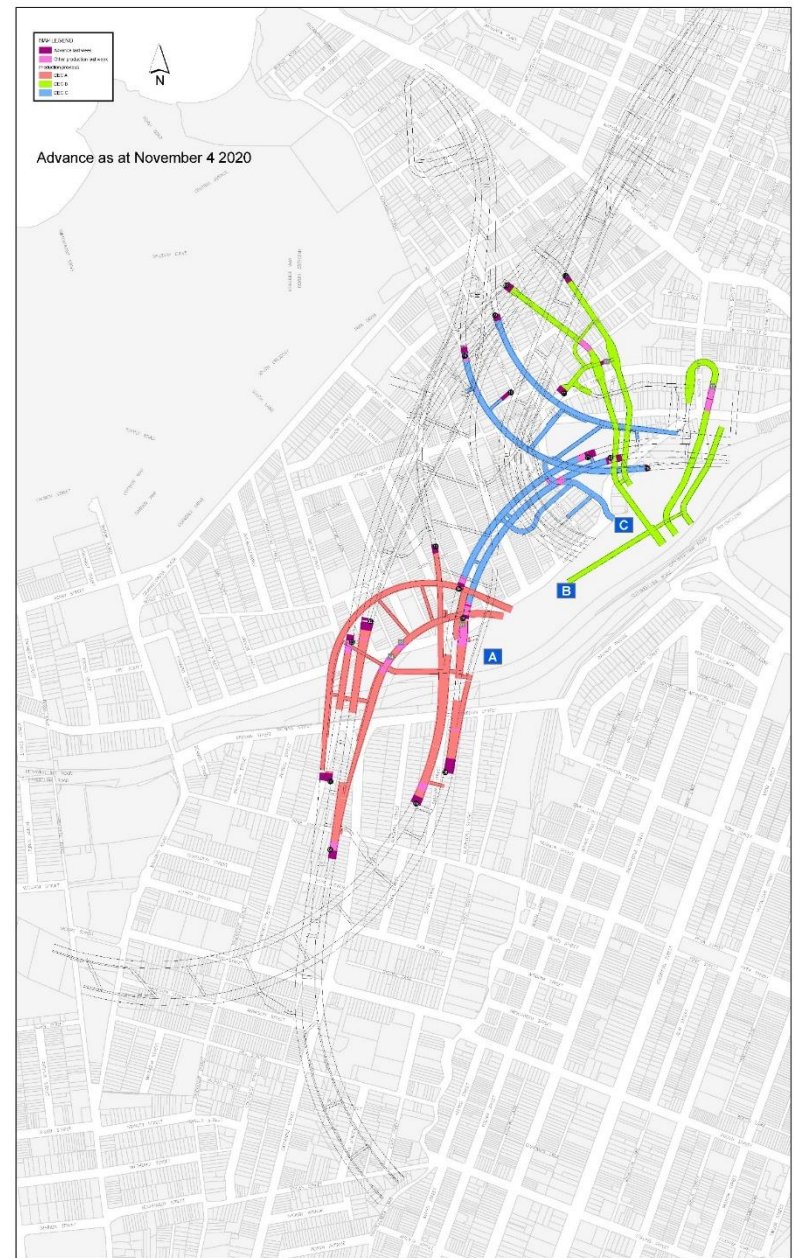


Milestones 2020: Tunnelling

- 32% of excavation complete
- 22 of 22 roadheaders in operation
- Tunnelling started in Iron Cove



Picture of roadheader no. 22 being delivered to our Iron Cove site last month



Tunnelling: weekly progress map



Tunnelling: street/area specific e-updates

Rozelle Interchange WestConnex



Tunnelling update: Brennan, Percival, Starling, Gladstone and Piper streets

Good afternoon

This email is to provide you with an update regarding tunnelling work in your area. Some of the excavation methodology has changed since our last update as explained in further detail under 'upcoming work'. Please refer to the map below to find out when we expect to be working near you.

We thank you for your patience so far as we understand that residents living close to the tunnels are experiencing some noise and vibration.

What we've done so far

We've completed roof excavation inside the tunnels shown in **green** on the map.

At a later stage, we'll pass through the green tunnels again with a roadheader or a rock hammer to remove the tunnel floor, known as benching. Noise and vibration impacts from benching will be similar to what you experienced during recent excavation activities but shorter in duration (between three days and two weeks, depending on the equipment used). Unfortunately, it is difficult for us to provide a more specific timeframe for this work as benching can occur anytime a roadheader or rock hammer is available.

Upcoming work

Roadheader 1 has recently excavated a section of the traffic tunnel under City West Link and Brennan Street. It's now heading in a southerly direction adjacent to Starling Street before excavating the cross passage (connecting tunnel) shown in **purple** on the map.

Following the completion of the purple section of the tunnel, Roadheader no.1 was originally meant to continue excavation of half the traffic tunnel on approach to Piper Street, before returning to excavate the other half of the tunnel. Due to a change in construction methodology since our last update, the roadheader will now excavate the full width of the traffic tunnel shown in **red** and **pink**. This methodology will reduce the amount of times the roadheader is required to pass through the area. Full width excavation is expected to progress at approximately 20 metres per week. We have updated the map to reflect the new excavation time frames.

Roadheader 2 will pass under City West Link in the coming weeks on approach to Brennan and Starling streets.



Tunnel roof excavation timeframes (subject to change)

approach to Brennan and Starling streets.

Noise and vibration impacts from tunnelling are generally most noticeable when we're closest to a property, increasing on approach and reducing as we move away. Please refer to the map to find out when we expect to be working near you.

Please get in touch if you have any questions about the map.

Hours of operation

Tunnelling activities in your area will be undertaken mainly between 6am Monday to 6am Saturday (24 hours per day).

The project has approval to carry out tunnelling activities 24/7 and work may occasionally take place inside the tunnels between 6am Saturday and 6am Monday, as required.

Further information about tunnelling

We've developed a detailed Tunnelling Information Pack, which explains tunnelling in further detail. Please contact us at info@rozelleinterchange.com.au if you would like to receive a copy of the pack.

Tunnel roof excavation timeframes (subject to change)

- Tunnelling progress to date*
- Current roadheader locations
- Tunnelling direction
- Current tunnelling locations until mid October 2020
- Mid October to Early November 2020
- Mid October to mid December 2020
- Intermittently between October 2020 to April 2021**
- Intermittently between December 2020 and May 2021**
- Early November until early December 2020
- March to April 2021
- Remaining tunnels to be excavated at a later date

*Excavation of the tunnel roof has been completed in these locations. Some benching may still be required, which involves removal of the tunnel floor using a roadheader or a rock hammer. Benchings can occur anytime, and nearby residents are likely to hear and feel this work for anywhere between three days and two weeks depending on the equipment used.

**Due to the width of the tunnels, we'll pass through multiple times to excavate the tunnel roof and floor.



The inside of a tunnel where one side of the tunnel has been excavated by a roadheader.



An operator controlling a shotcrete rig which is spraying shotcrete (a form of reinforcement) onto the tunnel roof.

Rozelle Interchange
WestConnex

Constructed by

JOHN HOLLAND
CPB CONTRACTORS

1800 660 248

| Info@rozelleinterchange.com.au

| westconnex.com.au

Christmas



Rozelle Interchange
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JOHN
HOLLAND | CPB
CONTRACTORS

PCYC | POLICE CITIZENS
YOUTH CLUBS NSW

H the harding miller
EDUCATION FOUNDATION

Toy & Book
Appeal

The Smith
Family
everyone's family

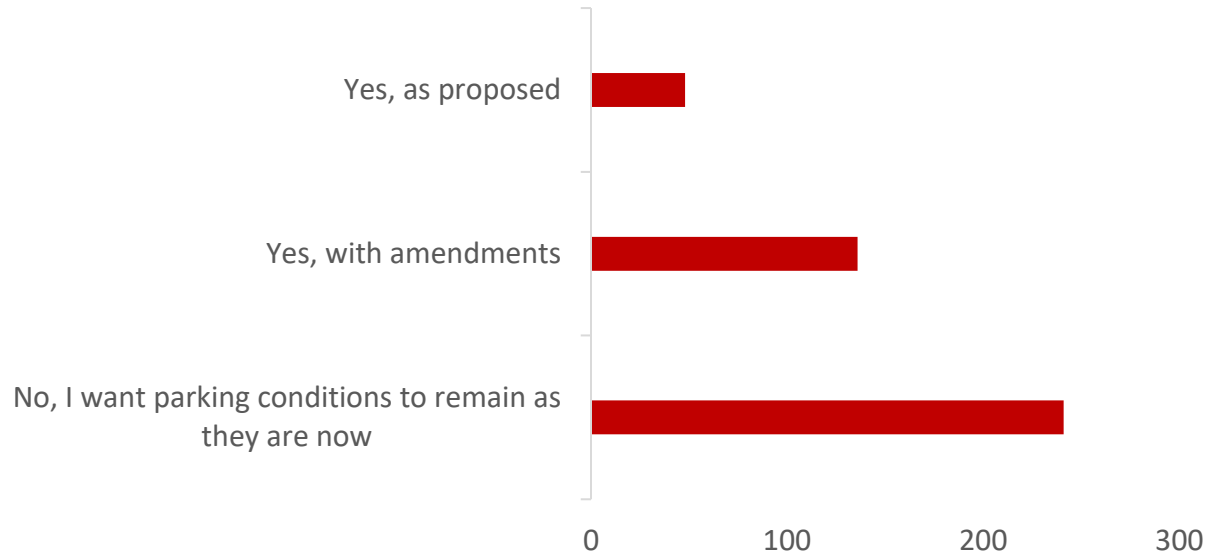
Rozelle Gives Back

To celebrate the end of a year of unprecedented challenges, we are giving back to those less fortunate than ourselves. This year, the Rozelle Interchange Project is running a gift drive in conjunction with The Smith Family foundation to make the holidays a bit more enjoyable for over 32,000 disadvantaged children.

THE SHORT STORY: Bring in an UNWRAPPED gift by **DECEMBER 4** or pool your money to buy something of greater value. For every \$30 spent on gifts the project will donate \$50 to a local charity for the first 200 gifts.

The gifts will be gathered at each site under a tree or you can drop

Proposed Rozelle and Lilyfield Resident Parking Scheme survey results



#	Answer	%	Count
1	Yes, as proposed	11%	48
2	Yes, with amendments	32%	136
3	No, I want parking conditions to remain as they are now	57%	242
Total			426