Sydney Harbour Bridge and Tunnel Tolling Upgrade
Community Consultation Report
June 2016
Executive summary

This report provides a summary of Roads and Maritime Services’ community and stakeholder consultation for the proposal to upgrade the tolling infrastructure on the Sydney Harbour Bridge and Sydney Harbour Tunnel to ensure its ongoing reliability and future capacity.

The proposal is an important part of modernising the Sydney Harbour Bridge.

Roads and Maritime is proposing to:

- Install one double span toll gantry over the Warringah Freeway, north of Mount Street
- Install one single span toll gantry over the Western Sydney Harbour Bridge on-ramp from Mount Street
- Install one single span toll gantry over the Eastern Sydney Harbour Bridge on-ramp from Mount Street
- Install one single span toll gantry over the Sydney Harbour Bridge on-ramp from High Street
- Remove two of the three current Sydney Harbour Tunnel toll gantries

Roads and Maritime invited the community and stakeholders to provide feedback on the proposal from 8 April to 22 April 2016. Comments were received from 13 people, raising 20 different matters.

Key matters raised include suggestions for alternate toll gantry placement, requests for information on plans for removal of Cahill Expressway toll booths and concerns over potential noise, air quality and visual impacts.

The community also put forward requests which were beyond the scope of the current proposal for noise abatement measures, improved cycle and pedestrian facilities in the vicinity.

Roads and Maritime thanks everyone who provided comments and to the community and stakeholders for considering the proposal.

Matters highlighted by stakeholders and the community are considered in our decision making and planning.

We will keep the community and stakeholders updated as this proposal progresses.
1. Introduction

1.1. Background
The plan to replace the tolling equipment was first announced in 2012, with Roads and Maritime initially developing a program for the Sydney Harbour Bridge. This was followed in 2013 by Roads and Maritime reviewing its timetable for upgrading the Sydney Harbour Tunnel tolling equipment, which resulted in a proposal to combine and upgrade both sets of equipment at the same time.

Roads and Maritime first consulted with the local community and stakeholders about the proposal to upgrade the tolling infrastructure on the Sydney Harbour Bridge and Sydney Harbour Tunnel in November and December 2014. The proposal at this time would have involved installing four twin-gantry toll points in different locations to where the current equipment is located.

Since 2014, Roads and Maritime has carried out a wider strategic review of its tolling technology which led to the decision to use similar equipment to that being installed across other parts of the road network. A number of options for tolling types, styles, technologies and locations have been considered and reviewed. Community consultation with the community and stakeholders about some of the designs was also carried out. This led to the current proposal to install four gantries to toll all southbound lanes of the Sydney Harbour Bridge and Sydney Harbour Tunnel.

As a result, in April 2016, Roads and Maritime went back out to the community to seek their feedback on the revised proposal to upgrade the tolling infrastructure for the Sydney Harbour Bridge and Sydney Harbour Tunnel to ensure its ongoing reliability and future capacity.

This report provides a summary of Roads and Maritime Services’ community consultation for this proposal.

1.2. The proposal
Roads and Maritime is proposing to upgrade the tolling infrastructure on the Sydney Harbour Bridge and Sydney Harbour Tunnel to ensure its ongoing reliability and future capacity.

The proposal is needed to allow for the continued tolling of all southbound traffic that uses the Sydney Harbour Bridge and Sydney Harbour Tunnel as the existing tolling equipment is nearing the end of its serviceable life.

To do this, we are proposing to build one double span and three single span gantries in North Sydney over the:

- Warringah Freeway, north of Mount Street (double span)
- Western Sydney Harbour Bridge on-ramp from Mount Street
- Eastern Sydney Harbour Bridge on-ramp from Mount Street
- Sydney Harbour Bridge on-ramp from High Street

Each gantry is about 9 metres high and about 2.5 metres thick. The span of each gantry will vary from 48 metres wide to 12 metres depending on its location. These gantries require a combination of equipment cabinets, new maintenance service areas, safety barriers, signage and access walkways.
Additionally, we are proposing to remove two Sydney Harbour Tunnel tolling gantries. The proposed work would include:

- excavating for underground conduits
- installing cables, equipment and cabinets
- constructing the maintenance service areas
- installing the gantries and the foundations
- installing new footpaths and crash barriers
- testing and commissioning the new tolling equipment
- removing some trees and vegetation.

A Map indicating where each of the proposed tolling gantries will be

Key benefits of the proposal include:

- New technology means the gantries would not require to have any lighting installed, eliminating light shining from the gantries at night
- All vehicles travelling southbound on the Warringah Freeway will be tolled at the main gantry located north of Mount Street while vehicles entering from North Sydney and Kirribilli will be tolled at gantries on the three on-ramps
- The technology can be maintained without impacting the road network
- The new technology will provide a similar multi-lane tolling capability used on other Sydney toll roads, which does not impact the flow of traffic.

The work proposed is an important part of a suite of projects under way or in planning to modernise the Sydney Harbour Bridge.
2 Consultation approach

Roads and Maritime consulted with the local community and stakeholders about the previous proposal in November and December 2014. This included one-on-one consultation with directly impacted residents as well as key stakeholders such as Transport for NSW and North Sydney Council. There were seven matters raised and these were addressed in the consultation report prepared and published at the time.

Roads and Maritime also consulted with the local community and stakeholders about the current proposal in April 2016, which included one-on-one consultation with directly impacted residents as well as key stakeholders such as Transport for NSW and North Sydney Council. The results are summarised in this report.

2.1 Consultation and communication objectives

Roads and Maritime’s communication objectives for the proposal are to:

- Provide stakeholders with clear, relevant, timely and accurate information about the proposal, proposed changes and impacts
- Identify local issues to ensure the proposal aligns with community needs
- Inform and consult impacted and interested stakeholder groups
- Manage commuter and residential expectations while the proposal is being built.
- Communicate that the proposed upgrade is an important part of modernising the Sydney Harbour Bridge Precinct
- Engage with highly impacted residents about the revised design
- Keep the local community and other key stakeholders informed of project progress and other projects in the area including the southern plaza toll removal project

We consulted with the community in April 2016 on this proposal specifically to:

- Seek comment, feedback, ideas and suggestions for Roads and Maritime to consider when developing the proposal including consultation outcomes into the environmental impact assessment known as Review of Environmental Factors
- Build a database of interested community members who Roads and Maritime could continue to engage and inform during the development of the proposal.

2.2 How consultation was done

Community members were encouraged to provide their feedback, leave comments and make submissions via mail, email or phone contact with the project team.

A summary of our consultation and engagement activities are listed below:
Table 1

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<thead>
<tr>
<th>Proposal update and Have Your Say opportunity</th>
<th>April 2016</th>
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<tr>
<td>• Delivered to 8,500 residents living in North Sydney and Milsons Point (Appendices A)</td>
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<td>• Directly emailed to emergency services, government agencies, large businesses and other key stakeholders in the local area.</td>
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<tr>
<th>Door knocking</th>
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<tr>
<td>• Roads and Maritime Communications and Stakeholder Engagement staff visited residences on 18 and 19 April to encourage residents to respond to the proposal by 22 April. Staff also offered to answer questions or clarify points for people if they wished.</td>
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<th>Web Page</th>
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<tr>
<td>• Project webpage with latest project information.</td>
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<th>Stakeholders meetings</th>
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<tr>
<td>• Transport for NSW and North Sydney Council were included in the planning process of the project</td>
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3 Consultation summary

3.1 Overview

Roads and Maritime received comments from 13 people raising more than 20 different matters. Key matters raised include suggestions for alternate toll gantry placement, requests for information on plans for removal of Cahill Expressway toll booths and concerns over potential noise impacts and matters that were outside the scope or area of the proposal.
### Table 2

<table>
<thead>
<tr>
<th>Category</th>
<th>Matters raised</th>
<th>Roads and Maritime response</th>
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| **Noise concerns**     | Construction impacts                     | A construction noise and vibration management plan would be developed before construction starts. This plan forms part of the Construction and Environment Management Plan (CEMP) which describes the mitigation measures and processes to minimise impacts during construction. Measures to mitigate noise impacts include:  
  • Advance notification of work activities including out of hours work  
  • Ensuring the noisiest work activities are carried out before midnight  
  • Tool box talks with workers on the importance of managing noise in sensitive locations  
  • Locate equipment as far from residences as possible and behind site structures  
  • Use of less noise/vibration equipment where feasible and reasonable |
| 8 comments             |                                          |                                                                                                                                                                                                                                                                                                                                                          |
| Driver behaviour       |                                          | Once the new tolling gantry system is installed, there is no requirement for drivers to change their travelling speed as they pass through. As a result should be no changes to vehicle braking or acceleration in the proposal area which would result in no change to noise or air quality levels.                                               |
| Increased capacity of the road network |                                          | The change in this tolling infrastructure will ensure its ongoing reliability and future capacity to meet the tolling needs in the proposed locations. This proposal does not impact on the vehicle capacity of the road network where it is located.                                               |
| Noise Abatement program | (Out of scope)                           | There would be no operational change to traffic flows, volumes, speed or the road alignment under the proposal. This means there would be no operational noise impacts which would require noise abatement for nearby properties.  
  Roads and Maritime Services does have a Noise Abatement Program aimed at providing noise mitigation treatment for dwellings and noise sensitive land-uses that are exposed to high levels of road traffic noise.  
  To determine eligibility and for more information please visit: http://www.rms.nsw.gov.au/about/environment/reducing-noise/noise-abatement-program.html  |
<table>
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<tr>
<th><strong>Support</strong></th>
<th>Favouring toll point 1 (TP1) as the preferred tolling point.</th>
<th>TP1 forms one of four required toll points needed to capture all southbound traffic using the Sydney Harbour Bridge and Sydney Harbour Tunnel. Support for the proposal is noted.</th>
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<tr>
<td><strong>Removal of infrastructure</strong></td>
<td>Potential removal of the Toll Booths on the Cahill Expressway</td>
<td>Once the new tolling infrastructure is operating, the redundant infrastructure on the Cahill Expressway would be considered for removal and the lanes realigned. This work would be separately assessed and is not part of this proposal.</td>
</tr>
<tr>
<td><strong>Impact on lane width</strong></td>
<td>Concerns the current proposal may require a reduction in lane width</td>
<td>There are no planned changes to the current lane widths associated with this proposal.</td>
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<tr>
<td><strong>Design</strong></td>
<td>Design the toll gantries to replicate the original design of the Sydney Harbour Bridge toll booths</td>
<td>The new toll gantries would be located outside of the Sydney Harbour Bridge Heritage curtilage. This will have the effect of removing visual clutter from the bridge. The new toll gantries are designed with a modern, sleek design to draw minimal interest to the structure, which also avoids driver distraction. For a full report on the visual impact of this proposal, please refer to the Review of Environmental Factors – section 6.4 Landscape Character and Visual Amenity.</td>
</tr>
<tr>
<td><strong>Safety</strong></td>
<td>Safety concerns for drivers travelling through toll gantries close to a bus lane crossing</td>
<td>The design of the proposed toll gantries will have little or no impact on driver speed or distraction. The functionality of this technology allows for lane changes while passing through the gantries.</td>
</tr>
<tr>
<td><strong>Cost</strong></td>
<td>Potential changes to Toll Charges</td>
<td>This proposal will update the toll technology and equipment used to collect the existing tolls that are applicable. It does not include any proposal to change the existing fee structure for the use of the Sydney Harbour Bridge and Sydney Harbour Tunnel. Concern the that the proposal would toll traffic travelling to North Sydney and Kirribilli</td>
</tr>
</tbody>
</table>
| Cost continued | Change of toll gantries locations to save costs | Extensive feasibility studies and assessments were carried out to identify the preferred location of the gantries. In addition to the need to capture all southbound traffic, the preferred locations considered the following constraints:  
  - Physical space including area to install the infrastructure  
  - Access to power and communication networks  
  - Technology  
  - Road geometry (including sloped lanes)  
  - Environmental and community including heritage and visual impact |
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<tr>
<td>Property value impact</td>
<td>Potential impact on property values</td>
<td>Roads and Maritime will not be compensating residents for any perceived reduction in property value as a result of installing toll gantries in their proposed locations.</td>
</tr>
<tr>
<td>2 comments</td>
<td></td>
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</table>
| Visual impact | The visual impact from the west side of the Warringah Freeway, across to the south east | A detailed visual impact assessment was carried out to assess the level of impact that would result from the proposal. The proposal is assessed as having a moderate adverse visual impact on the receiving environment overall.  
For a full report on the visual impact of this proposal, please refer to the Review of Environmental Factors – section 6.4 Landscape Character and Visual Amenity.  
 This breaks down the visual impact into character zones in order to specifically address impacts from different locations  
A digital render of the view from the west side of the Warringah Freeway, across to the south east has been created to provide clarity. Refer appendix 6.2 |
| 4 comments |  | |
| Plans for tree removal | There are eight trees to be removed as part of this proposal near the toll gantries and a further two trees to be removed to provide machinery access.  
The same number of new trees will be replanted in the same location at the end of the project where space permits. Where there is no room for replanting, new trees will be planted within the local area. |
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<tr>
<th>Out of scope</th>
<th>Additional functionality: Design the toll gantry to facilitate a pedestrian crossing over High Street.</th>
<th>Incorporating a pedestrian crossing as part of the toll gantry is outside the scope of this proposal. While the toll gantry must facilitate maintenance access, it must not be accessible to the public. Roads and Maritime Services will direct this issue to the Roads and Maritime Services Network Sydney team for further investigation.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Out of scope</td>
<td>Additional functionality: Have the toll gantries include variable speed signage and remove existing speed sign gantries.</td>
<td>The current design of the toll gantry does not include capacity to incorporate speed sign mounting and wiring. The locations of the toll points are not in the vicinity of the speed sign gantries.</td>
</tr>
<tr>
<td>Out of scope</td>
<td>Cycleway at the northern end of the Sydney Harbour Bridge</td>
<td>Installing a cycleway is outside the scope of this proposal. Roads and Maritime Services is separately assessing potential improvements to cycle access for the Sydney Harbour Bridge precinct. The community will be informed at key stages of any future proposal.</td>
</tr>
</tbody>
</table>
| Alternate locations for Toll Gantries | Replace existing toll equipment with new infrastructure in the same locations | Extensive feasibility studies and assessments were carried out to identify the preferred location of the gantries. The alternate options presented are not feasible due to:  
  - road geometry (sloping road surface)  
  - the existing anchor points not being compatible with the new gantry design  
  - space and access for footings  
  - visual disruption of the Lavender Street bridge  
  - location within the heritage curtilage of the bridge  
  - the interruption to tolling capacity during the removal and installation phases of changing over to the new technology  
For a full report on all of the options considered for this proposal, please refer to the Review of Environmental Factors – section 2 Need and options considered. |
4 Decision

After reviewing the community feedback, we have decided to proceed with the proposal. We will inform residents who made submissions and will notify the residents and businesses in the area surrounding the work locations about our work schedule before any construction activities start. Motorists will also be informed of any traffic impacts in advance. Measures to mitigate construction impacts including noise, vibration and traffic are detailed in the review of environmental factors.
5 Appendices

5.1 Appendix A – Community Update inviting feedback (front)

Background

The proposal has been further developed since the original proposal in 2012 due to changes in Roads and Maritime tolling standards, advances in technology, and changes to the target customers. The proposal details include the locations of the gantries, type and size of gantry and the type of technology.

Southern toll plazas

Roads and Maritime has separately assessed removing the southern toll booths. This work will be carried out only if the proposed tolling equipment is installed and operational.

Have your say

Roads and Maritime Services is seeking feedback on this proposal until Friday 22 April 2016. Please send your written comments to our project team by:

- SubNetting@rmm.nsw.gov.au or to
- PO Box 973 Parramatta NSW 2124

For more information about this Sydney Harbour Bridge and Tunnel Tolling Systems Upgrade project, please contact our project team on:

1800 581 505 (during business hours) or visit www.rmm.nsw.gov.au/htb

What happens next?

All comments received will be considered in finalising the proposal.

A final Environmental Factors and report summarising the comments received during consultation and a response to each comment will be available later this year.

We will continue to keep the community updated on the proposal progress.

Please note that comments to the above consultation feedback and EIS process, we will be conducting some preliminary gas sink and field investigation works in the four areas proposed for the new tolling gantries to facilitate construction and minimise community impact should the proposal go ahead as planned.

April 2016

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Note: Roads and Maritime Services are subject to the Privacy and Personal Information Protection Act 2016 (NSW). Personal information may be collected in order to consider comments, respond to feedback and finalise the proposal. For more information on the Privacy Act 2016, visit www.privacy.gov.au or call 1300 130 306. As the privacy Act requires, we will not collect any personal information unless it is directly related to the consultation process. The data collected in the consultation process will be stored in a secure location on our network. Further information is provided at the back of this consultation document.
6.1. Cont. Appendix A – Community Update inviting feedback (back)
6.2 Appendix C Project update distribution area
6.3 Appendix C – Digital render of the view from the south side of the Warringah Freeway looking south east