Executive summary

This report provides a summary of Roads and Maritime Services community and stakeholder consultation for the proposed night work construction schedule for the Sydney Harbour Bridge Southern Toll Plaza Precinct Upgrade Project.

The project was approved in 2012 and is an important part of a number of proposed improvements to the Sydney Harbour Bridge.

To complete the project, Roads and Maritime is proposing to:

- Work up to five nights a week at peak periods throughout the project
- Complete noisier work by midnight
- Carry out lengthier closers of up to 56 hours at a time with noisier work continuing throughout the night.

Roads and Maritime invited the community and stakeholders to provide feedback on the proposal from Wednesday 3 August to Wednesday 17 August 2016. Comments were received from 17 people, raising 27 different matters.

Key matters raised included concerns around the impact of night work on the local residents and businesses and requests for ongoing engagement.

More detailed information regarding the duration of the work was also requested. This information will be provided to the community once a more detailed schedule is finalised. The impact of the proposed night work construction schedule will be assessed and addressed in an addendum to the existing Review of Environmental Factors for the project.

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 project progresses.
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1. Introduction

1.1. Background
In December 2012 Roads and Maritime first consulted with the community and stakeholders about the proposal to realign and resurface the traffic lanes on the Bradfield Highway, on the southern approaches to the Sydney Harbour Bridge. Following consultation on the Review of Environmental Factors (REF), the project was approved in 2012.

This project includes the removal of the toll booths on the southern approaches to the Bridge. The toll booths cannot be removed until the tolling system on the northern side of the Sydney Harbour Bridge has been upgraded.

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. This combined tolling upgrade on the north side of the Sydney Harbour Bridge and Sydney Harbour Tunnel is underway and due for completion by the end of 2016.

In August 2016, Roads and Maritime sought feedback from the community on an accelerated program of work beyond the scope detailed in the original project approval.

This report provides a summary of the community consultation for this proposal which will be assessed and addressed in an addendum to the REF on the project.

A map of the project area

Work to be completed during the upgrade includes:

- Removal of the southern toll booths
- Removal of redundant and installation of new concrete traffic barriers and kerbs
- Realigning lanes
- Improvements to drainage and underground services
- Improvements to the intersection of York and Grosvenor streets
- Trimming and removal of trees.

The project is aimed at simplifying traffic movements and reducing road safety hazards for motorists. Removal of the toll booths from the southern approaches to the Sydney Harbour Bridge where tolling operations have been carried out since the bridge was opened to traffic in 1932. Electronic tolling became fully operational in 2009, which means the additional road lanes which facilitated manual tolling are no longer required.

This project has been made possible by a separate project to modernise and relocate the bridge tolling system to a location north of the bridge, allowing an opportunity to rationalise the southern toll plaza precinct to simplify traffic movements on the bridge, improve operational flexibility and reduce road safety hazards.

Simplifying and rationalising the lanes would also support separate initiatives to improve bus travel-time reliability to Wynyard in the northern Sydney central business district.

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

1.2. The proposal

Roads and Maritime is proposing an accelerated schedule of work to complete the Sydney Harbour Bridge Southern Toll Plaza Precinct Upgrade. This upgrade will involve the removal of the redundant toll booths and the realignment of lanes as well as other improvements. Where possible, work will be carried out during standard working hours, which may involve a series of traffic diversions to create available work areas.

However, due to the complexity of changing traffic conditions on the Sydney Harbour Bridge and approaches, work times will need to vary in response to the availability of lane closure permissions. As a result, the proposed accelerated schedule of work includes:

- Work up to five nights a week at various periods throughout the project
- Completion of noisier work by midnight
- Carry out lengthier closers of up to 56 hours at a time to complete larger amounts of work and reduce the number of night shifts impacting residents and road users.

Access across the Sydney Harbour Bridge will be maintained in both directions during this upgrade however the number of lanes open to traffic in the southern toll plaza precinct will be reduced while work is carried out. Any lane closures will need to be approved by the Transport Management Centre, and the community and motorists would be notified well in advance.

Roads and Maritime invited the community and stakeholders to provide feedback on the proposal from Wednesday 3 August to Wednesday 17 August 2016.
2 Consultation approach

2.1 Consultation and communication objectives

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

- Identify and incorporate emerging community and stakeholder matters where possible
- Identify night affected stakeholders
- Ensure key stakeholders and target audiences are identified, consulted and informed at relevant stages of the project.
- Manage stakeholder expectations through the dissemination of clear, relevant, timely and accurate information
- Engage in a manner that is collaborative, innovative, adaptive and sustainable
- Create a positive public perception and clearly communicate the project’s objectives and benefits
- Ensure community and stakeholder enquiries about the project are managed and resolved effectively
- Ensure project information is distributed in an effective and timely manner.
- Ensure the communication and engagement approach is consistent with the Sydney Harbour Bridge Project Coordination and Stakeholder Engagement Strategy.

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

- Seek comment, feedback, ideas and suggestions for Roads and Maritime to consider when developing an accelerated schedule of work for the upgrade. The consultation outcomes will also inform an addendum to the 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

<table>
<thead>
<tr>
<th>Community update - proposal update and Have Your Say opportunity</th>
<th>April 2016</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Delivered to 1,500 businesses and residents living in Sydney and the Rocks (Appendices A)</td>
<td></td>
</tr>
<tr>
<td>• Directly emailed to emergency services, government agencies, large businesses and other key stakeholders in the local area.</td>
<td></td>
</tr>
<tr>
<td>Door knocking</td>
<td>Roads and Maritime Communications and Stakeholder Engagement staff visited businesses and residences on 10 August to encourage residents to respond to the proposal by 17 August. Staff also offered to answer questions or clarify points for people if they wished.</td>
</tr>
<tr>
<td>Web Page</td>
<td>Project webpage with latest project information.</td>
</tr>
<tr>
<td>Stakeholders meetings</td>
<td>Meetings with stakeholders on Observatory Hill were carried out to broaden the project team’s understanding of any operational considerations relevant to putting together an accelerated schedule of work.</td>
</tr>
<tr>
<td></td>
<td>• Residential building managers and Management of hotels we also met with to discuss the proposed schedule, its impacts, and the best way to maintain communication during all phases of the upgrade.</td>
</tr>
</tbody>
</table>

3 Consultation summary

3.1 Overview

Roads and Maritime received comments from 17 people, raising 27 different matters. Key matters raised included concerns around the impact of night work on the local residents and businesses and requests for ongoing engagement.

More detailed information regarding the duration of the work was also requested. This information will be provided once a more detailed schedule is finalised.
### Table 2

<table>
<thead>
<tr>
<th>Category</th>
<th>Matters raised</th>
<th>Roads and Maritime response</th>
</tr>
</thead>
<tbody>
<tr>
<td>Night work concerns</td>
<td>What are the alternatives to night work</td>
<td>To carry out work on State Roads in New South Wales, Roads and Maritime needs to gain some approvals. This includes obtaining a Road Occupancy License (ROL) from the Transport Management Centre (TMC).</td>
</tr>
<tr>
<td></td>
<td>Reconsider carrying out work at night</td>
<td>Where possible, and in conjunction with consultation with the TMC, work areas will be developed to allow for day work to be carried out without affecting the available traffic lanes.</td>
</tr>
<tr>
<td></td>
<td>Noisier work should take place at a move civilised hour, that is well before midnight</td>
<td>The remainder of the work has an impact on the traffic lanes, and it is not expected that ROLs would be issued to allow for lane closures during day time hours. As a result, a large proportion of work can only be carried out at night.</td>
</tr>
<tr>
<td></td>
<td>No noisier work should be carried out past midnight</td>
<td>The impact associated with the increase in proposed night work and the accelerated work plan will be assessed and addressed in an Addendum REF for the proposed increase in project scope.</td>
</tr>
<tr>
<td></td>
<td>Can noisier work be restricted to before 11pm and after 7am?</td>
<td>When working at night, we will aim to finish noisier work by midnight, where possible. This timing has been chosen as it finds a balance between construction outcomes and respect for community needs.</td>
</tr>
<tr>
<td></td>
<td>Can the noisiest work be limited to 0700hrs to 2200hrs?</td>
<td>Given the bridge facilitates 160,000 vehicle movements per day it is unlikely we will be able to gain access to any lane closure to facilitate an early evening start and in turn earlier than midnight finish to noisier work.</td>
</tr>
<tr>
<td></td>
<td>Can noisier work be restricted to day time on the weekend?</td>
<td>It is unlikely work will be carried out for five nights a week throughout the full duration of the project. However, when ROL’s are granted, work will be carried out to complete the project as quickly as possible and minimise the impact of an extended project timeframe on residents, businesses and road users.</td>
</tr>
<tr>
<td></td>
<td>Works extending to midnight and beyond, five nights a week</td>
<td>More detailed updates on construction activities will be provided to those who register interest in the project through our delivery partner Ventia Boral Amey Joint Venture.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Where possible, weekend work will be investigated. However it is not expected that ROLs would be issued to allow for lane closures during day time hours on</td>
</tr>
<tr>
<td>Category</td>
<td>Matters raised</td>
<td>Roads and Maritime response</td>
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<tr>
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</tr>
<tr>
<td></td>
<td></td>
<td>weekends. The Addendum REF will establish noise management and mitigation measure to be implemented during the construction period.</td>
</tr>
<tr>
<td>Noise, vibration and light at all hours</td>
<td>Roads and Maritime understands the impact construction work at night can have on local residents and businesses.</td>
<td></td>
</tr>
<tr>
<td>Giving us the opportunity to provide feedback is not going to change the fact that residents won’t be able to sleep at night</td>
<td>Due to operational restrictions placed on construction work around Sydney, particularly on the Sydney Harbour Bridge, some work impacting of traffic lanes has to be carried out at night. While it is unavoidable residents will experience noise at night during this project, careful scheduling of the work program will assist in minimising the impact of this as much as possible. This includes carrying out noisier activities during the day and before midnight, where possible. Also scheduling periods of respite and alternating the location of site activity across the length of the work footprint will assist with minimising noise impact. More detailed information will be provided to impacted stakeholders once the program for the work is finalised.</td>
<td></td>
</tr>
<tr>
<td>Even with double glazing on windows road works are still heard causing sleepless nights</td>
<td>The impact associated with the increase in proposed night work and the accelerated work plan will be assessed and addressed in an Addendum REF for the proposed increase in project scope. The Addendum REF will establish noise management and mitigation measure to be implemented during the construction period.</td>
<td></td>
</tr>
<tr>
<td>How are residents supposed to get no sleep at night and still go to work the next morning</td>
<td>At this stage Roads and Maritime is working with TMC on staging opportunities with periods of respite between each. The work is estimated to be completed in stages over a period of 18 months. The community will be notified when more detailed information is available.</td>
<td></td>
</tr>
<tr>
<td>Being able to sleep at night is crucial for mental and physical health</td>
<td>Any lengthier closures would be used to achieve key outcomes such as physically craning the toll booths off the bridge deck, carrying out work on the intersection of Grosvenor Street and York Street or doing a final asphalt re-sheeting. This provides a key opportunity to get an efficient block of work</td>
<td></td>
</tr>
<tr>
<td>Category</td>
<td>Matters raised</td>
<td>Roads and Maritime response</td>
</tr>
<tr>
<td>-----------------</td>
<td>-----------------------------------------------------</td>
<td>--------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
</tbody>
</table>
|                 | period?                                              | achieved and would thereby reduce the total duration of the project schedule by several weeks each time.  
In the event of a 56 hour lane closure, noise will be intermittent. There may be periods during this closure where noisier work will be carried out, however this will not be continuous. The community will be provided with detailed information regarding the work and the expected impact in advance of the closure.  
Noisier work may be required beyond midnight under exceptional circumstances during the lengthier closures, but in these instances specific consultation on these activities will be carried out and noise management and mitigation measures will be implemented in accordance with the requirements set in the Addendum REF and 2012 Project REF.  
Reversing alarms regarded as ‘less noisy’|                                                                                     |
|                 | Reversing alarms regarded as ‘less noisy’           | It is a safety requirement that vehicles on construction sites be fitted out with some sort of reversing alarm. Squawkers will be used where possible to minimise impact in accordance with the noise management and mitigation measures outlined in the Addendum REF and 2012 Project REF.  
A squawker is a ‘non-tonal’ reversing beeper, which is used for out of hours work and has a lesser noise impact than a reversing alarm. |                                                                                     |
| Light           | Increased light at night due to construction work    | Portable temporary light towers would be used during construction to provide a safe working environment. These lights are directional and are pointed on the work area. The Sydney Harbour Bridge and CBD area are already quite illuminated with street lighting. It is not expected the light produced from the day makers will have an impact on residents and businesses. |                                                                                     |
| 1 comment       |                                                                                     |                                                                                     |
| Work duration   | What is the duration of the works?                 | At this stage work is expected to start in October. We are working with TMC on staging opportunities, while taking into consideration community impacts. The work is estimated to be completed in stages over a period of 18 months.  
The community will be notified when this information is available. |                                                                                     |
<p>| 3 comment       | When is the project due to commence?               |                                                                                     |
|                 | What date is the project due to be completed?       |                                                                                     |
| Resurfacing     | Will the work include resurfacing                  | There is need to broaden the scope of the proposal approved in the 2012 |                                                                                     |</p>
<table>
<thead>
<tr>
<th>Category</th>
<th>Matters raised</th>
<th>Roads and Maritime response</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 comment</td>
<td>of the approaches to the bridge from Grosvenor Street?</td>
<td>Project REF to include additional work in York Street and Grosvenor Street. This additional scope would be assessed and determined under an addendum to the REF. If approved, this work is expected to be carried out towards the end of the project.</td>
</tr>
<tr>
<td>Road closures</td>
<td>Will Upper Fort Street and Watson Road remain accessible?</td>
<td>The proposal to carry out additional night work and an accelerated construction plan would not result in an increase to the impact on traffic on Upper Fort Street beyond that already approved in the 2012 Project REF.</td>
</tr>
<tr>
<td></td>
<td>Will there be an impact to local traffic and parking availability on Upper Fort Street?</td>
<td></td>
</tr>
<tr>
<td>Environmental impacts</td>
<td>Will there be any excess dust or pollutants in the air as a result of this work?</td>
<td>Dust and Air Pollution will be managed in accordance with the Construction Environmental Management Plan (CEMP) as determined in the 2012 REF. All reasonable measures will be taken to minimise impact to the environment and community.</td>
</tr>
<tr>
<td>1 comment</td>
<td>Acknowledgement that the proposed work schedule will be impactful</td>
<td>Roads and Maritime will continue to engage with the local community throughout the development and construction of the project. We understand this work will have an impact on local residents and businesses and we will continually provide updates.</td>
</tr>
<tr>
<td>Request for ongoing engagement</td>
<td>Updates on schedule changes and extended noise work would be appreciated</td>
<td></td>
</tr>
<tr>
<td>4 comments</td>
<td>What is the complaints procedure for those who wish to complain during the night work?</td>
<td>Any individual who wishes to enquire can call 1800 677 700 (24 hours). Alternatively they can email <a href="mailto:nswenquiries@vbajv.com.au">nswenquiries@vbajv.com.au</a> and a response will be provided during business hours.</td>
</tr>
</tbody>
</table>
4 Decision

After reviewing the community feedback, we have decided to proceed with the proposed accelerated schedule of work subject to the determination of an addendum to the Review of Environmental Factors for the project.

We will inform residents who made submissions and continue working with residents and businesses in the area surrounding the work locations to identify opportunities to minimise impact from the work.

We will inform the community about our work schedule before the construction activities start. Motorists will also be informed of any traffic impacts in advance.

Measures to mitigate construction impact including noise, vibration and traffic are detailed in the Review of Environmental Factors.
5 Appendices

5.1 Appendix A – Community letter inviting feedback (front)

Have your say - Night work for the Sydney Harbour Bridge Southern Toll Plaza Upgrade project

The NSW Government is funding an upgrade to the Sydney Harbour Bridge Southern Toll Plaza Precinct which involves the removal of the toll booths and realignment of lanes.

Roads and Maritime Services is delivering this project, and is seeking your feedback by Wednesday 17 August on a proposed night construction work schedule for work starting later in the year.

Have your say on the night work schedule

We plan to carry out day work wherever possible from 7am to 6pm, however due to the complexity of changing traffic conditions on the Sydney Harbour Bridge and approaches, work times may vary throughout the project.

As a result, it will be necessary to carry out work at night. We are proposing to work up to five nights a week at peak periods throughout the project.

Generally our working hours will be from 8pm to 5am for night work. We aim to complete noisier work by midnight however there may be times where noisier work continues throughout the night for the work to be completed during the road closure.

There may also be times when lengthier road closures of up to 56 hours at a time are required to complete larger amounts of work and reduce the number of night shifts impacting residents and road users. Access across the Sydney Harbour Bridge will be maintained in both directions during this work however the number of lanes open to traffic will be reduced.

Any lane closures will need to be approved by the Traffic Management Centre, and the community and motorists would be notified well in advance.

How will this work affect you?

While there will be some noise associated with this work, we will make every effort to minimise its impact by carrying out the noisiest night work by midnight. We have included a table to help explain the type of equipment and activities that will be used.

<table>
<thead>
<tr>
<th>Noisier construction activities and equipment</th>
<th>Less noisy construction activities and equipment</th>
</tr>
</thead>
<tbody>
<tr>
<td>Saw cutting</td>
<td>Removing and laying new asphalt</td>
</tr>
<tr>
<td>Jack hammering</td>
<td>Loading trucks with excavated material</td>
</tr>
<tr>
<td></td>
<td>Reversing alarms and moving trucks and machinery</td>
</tr>
<tr>
<td></td>
<td>Compacting new road layers</td>
</tr>
<tr>
<td></td>
<td>Line marking</td>
</tr>
</tbody>
</table>
Map of the project area

How can you give feedback?

We welcome your feedback on our proposed night work schedule by Wednesday 17 August. Please send your comments to our delivery partner via email nswenquiries@vbjv.com.au or via post:

Ventia Boral Amey Joint Venture
Communication and Stakeholder Engagement
PO Box 838 Rockdale NSW 2215

All comments received will be considered in finalising the schedule of work. An addendum to the existing Review of Environmental Factors (REF) for this project will be determined and a report summarising the comments raised during consultation and a response to each comment will be available later this year.

We will continue to keep the community updated as the project progresses. Please note that concurrent to the above consultation feedback and REF addendum process, we will be carrying out some preliminary investigation work in the area to inform future work.

Contact

If you have any questions about this project, please call our delivery partner Ventia Boral Amey Joint Venture on 1800 677 700 or email nswenqueries@vbjv.com.au

If you would like more information about other projects related to the Sydney Harbour Bridge please visit www.rms.nsw.gov.au/shb or email SydneyHarbourBridgeProjects@rms.nsw.gov.au

Translating and Interpreting Service

If you need an interpreter, please call the Translating and Interpreting Service (TIS National) on 131 450 and ask them to telephone Ventia Boral Amey Joint Venture on 1800 677 700.
6.2 Appendix B Distribution area