

6 Consultation

This chapter provides a summary of the community and stakeholder consultation activities undertaken prior to and during the preparation of this EIS. It also describes the future consultation activities proposed for the EIS exhibition period and construction phase of the project. The Director General's requirements have been addressed in preparing this chapter as detailed below.

Director General's requirements	Where addressed
During the preparation of the EIS, you should undertake an appropriate and justified level of consultation with relevant parties, including but not limited to:	
<ul style="list-style-type: none"> • Local, State and Commonwealth government authorities including the: <ul style="list-style-type: none"> - Department of Primary Industries – Agriculture and Fishing and Aquaculture - Heritage Council of NSW - Maritime Services - NSW Office of Water - Office of Environment and Heritage - Transport for NSW and - Hawkesbury City Council 	Section 6.2
<ul style="list-style-type: none"> • Specialist interest groups, including Local Aboriginal Land Councils, Aboriginal stakeholders 	Section 6.2
<ul style="list-style-type: none"> • Utilities and service providers 	Section 6.2.3
<ul style="list-style-type: none"> • The public, including community groups and adjoining and affected landowners. 	Section 6.2
<ul style="list-style-type: none"> • The EIS must describe the consultation process, document consultation undertaken and identify the issues raised (including where these have been addressed in the EIS). 	Section 6.2

6.1 Consultation objectives and strategy

The delivery of road projects is an important issue for the community as a range of stakeholders may be directly or indirectly affected. RMS has developed a consultation strategy that covers all phases of project planning and future delivery for the project. Delivery of the strategy is ongoing. The objectives of the consultation strategy are to:

- Keep stakeholders and the community informed about the project, including decisions about project options and design.
- Clearly explain how stakeholders and the community can participate in project planning and how their input will be used in decision-making.
- Provide opportunities for stakeholders and the community to:
 - Ask questions about the project.
 - Raise and discuss any issues or concerns they may have about the project.
 - Have input to the project planning, development and delivery processes.

- Enable community expectations and concerns to be addressed in project planning and design to the greatest extent practicable.
- Manage stakeholder and community feedback and complaints in an appropriate and timely manner.

6.2 Consultation process and activities to date

In line with the Director General's requirements, RMS has undertaken an appropriate level of consultation to meet the consultation objectives. The consultation process has involved using a wide range of activities to provide information about the project to the community and stakeholders and obtain their input and feedback. This has included:

- Activities that provide information – providing accurate and timely information about the status of the project and key environmental and planning issues associated with the project.
- Activities that provide the community and stakeholders with opportunity to provide input and feedback – providing suitable opportunities for the community to provide input and/or feedback into the ongoing development of the project, including design refinement, potential environmental issues and identification of potential environmental management measures.
- Direct engagement – providing opportunities for directly and indirectly affected landowners and other relevant parties to meet privately with the project team to discuss their specific concerns.

Consultation for the project began in July 2009 with the release of a community update outlining the nine options being considered to rehabilitate or replace the existing bridge. Details of the consultation activities undertaken before and during the preparation of the EIS are provided in **Sections 6.2.2** and **6.2.3**. A total of 136 submissions were received during the display of the nine options (between July 2009 and August 2009) and 72 submissions were received during the display of the preferred option (between August 2011 and September 2011).

6.2.1 Aboriginal cultural heritage consultation

Aboriginal cultural heritage consultation was undertaken in accordance with RMS' Procedure for Aboriginal Cultural Heritage Consultation and Investigation (PACHCI), which provides for a consistent standard of consultation that meets legislative requirements, as well as a staged risk management approach to minimising impacts on Aboriginal cultural heritage.

Details of the Aboriginal cultural heritage consultation activities undertaken before and during the preparation of the EIS are provided in **Sections 6.2.2, 6.2.3** and **7.2.2**.

6.2.2 Consultation undertaken before preparation of the EIS

A summary of the consultation activities undertaken before preparation of the EIS is provided in **Table 6-1**. Further details of key public consultation activities are provided in **Table 6-2**. Feedback forms with pre-paid reply envelopes were provided to attendees of all community events. Further details of agency consultation are provided in **Section 4.1.3** of Chapter 4.

Table 6-1 Consultation undertaken before EIS preparation (July 2009 - November 2011)

Community/ stakeholder group	Individual stakeholders	Consultation activities
Councils and government agencies	Department of Planning and Infrastructure Heritage Branch and Heritage Council Office of Environment and Heritage Hawkesbury City Council Maritime Services Division of RMS	Letters Telephone calls Meetings and briefings Stakeholder workshop
Specialist interest groups, including Local Aboriginal Land Councils and Aboriginal stakeholders	Hawkesbury Nepean User Group Windsor Business Group Royal Australian Historical Society National Trust of Australia Deerubbin Local Aboriginal Land Council Darag Tribal Aboriginal Corporation	Letters Telephone calls Meetings and briefings Stakeholder workshop
The public, including community groups and adjoining and affected landowners ¹	Residents Business owners Windsor Residents First Group	Community update newsletter Public displays Project website Shopping centre display Community workshop Meetings and briefings

1. Further details of activities provided in **Table 6-2**.

Table 6-2 Details of key public consultation activities

Activity	Date(s)	Details
Community update newsletter	July 2009	Distributed to 12,000 local residents, businesses, government agencies and registered project stakeholders. The community update provided background information on the project as well as information on the project objectives and the nine options being considered. It also provided details of the community workshop to be held on 1 August 2009.
Public displays	July – August 2009	Details of the nine options were placed on display at Hawkesbury City Council (administration building and library) and Richmond Motor Registry. Written comments were invited on all the options.
Project website	July 2009 - present	Website launched, providing project information and project documents (including the July 2009 community update). An invitation for the community to provide feedback on the nine options being considered was also placed on the website.

Activity	Date(s)	Details
Shopping centre display	July 2009	Staffed display held at Riverview Shopping Centre, Windsor, to raise community awareness of the project and invite the community to the following week's workshop. Around 140 people visited the display.
Community workshop/ Information session	August 2009	Advertisements were placed in local newspapers inviting the community to attend the workshop, which was held on 1 August 2009 at Windsor Central Library. Members of the project team were available to answer questions about the project and receive feedback about the nine options being considered. About 90 people attended. Attendees were invited to provide feedback and make written comments on the options. Feedback forms and reply paid envelopes provided to attendees for this purpose.
Meetings and briefings	July – September 2009	Held between the project team and various groups and organisations including government agencies, council and local business and community groups.
Newspaper advertisements	August 2011	Newspaper advertisements for the online discussion forum and community workshop were posted in the Hawkesbury Gazette on 24 August 2011 and the Hawkesbury Courier on 25 August 2011. A newspaper article providing information about the preferred option and advertising the evening workshop and the online discussion forum was also included in the Hawkesbury Gazette on 31 August 2011. Feedback forms and reply paid envelopes were provided to attendees of community events.
Online discussion forum	26 August – 6 September 2011	An online discussion forum was launched for the public to submit suggestions, share opinions and join the discussion about the preferred option for the replacement bridge. The forum was live on the RMS project website and asked the community to comment on three chosen topics: <ul style="list-style-type: none"> • General thoughts about the project. • Details and design. • Issues or impacts to be considered in the environmental assessment of the project. <p>A total of 22 comments were received on the forum.</p>

6.2.3 Consultation undertaken during the preparation of the EIS

Preparation of the EIS commenced in November 2011 following the release of the Director General's Environmental Assessment Requirements on 24 November 2011.

A range of consultation activities have been carried out since the start of EIS preparation. These activities are listed in **Table 6-3**, with further details of key activities provided below.

Table 6-3 Consultation undertaken during EIS preparation (November 2011 to September 2012)

Community/stakeholder group	Individual stakeholders	Consultation activities
Councils and government agencies	Department of Primary Industries (Fisheries NSW and Agriculture NSW) Office of Environment and Heritage Hawkesbury City Council Maritime Services Division of RMS Heritage Council of NSW NSW Office of Water Transport for NSW Environment Protection Authority	Meetings and briefings Letters and emails Telephone and letter contact
Specialist interest groups, including Local Aboriginal Land Councils, Aboriginal stakeholders	Hawkesbury Nepean User Group Windsor Business Group Royal Australian Historical Society National Trust of Australia Deerubbin Local Aboriginal Land Council Darag Tribal Aboriginal Corporation Hawkesbury City Council Fellowship of the First Fleeters	Meetings and briefings Letters and emails Aboriginal focus group meetings
Utility and service providers	Telstra Sydney Water Endeavour Energy Hawkesbury City Council Jemena Optus	Meetings and briefings Letters and emails
The public, including community groups and adjoining and affected landowners	Residents Property owners of adjoining and affected properties Design and Heritage Community Focus Group Business owners Windsor Residents First Group Community Action for Windsor Bridge	Community update Letters and emails Displays Information session Workshop Letterbox drop of flyers Online discussion forum Online mapping portal Community focus group One-on-one meetings Project Website

Community updates

The August 2011 community update was distributed to residents and businesses in Berkshire Park, Windsor Downs, South Windsor, Windsor, McGraths Hill, Pitt Town, Wilberforce and Freemans Reach. A total of 12,000 copies were distributed. The community update:

- Summarised the options considered.
- Explained the project objectives and the selection of the preferred option.
- Described the preferred option.
- Provided details of two staffed shopping centre displays, a community information session, community workshop and display locations.
- In May 2012 a project update brochure was distributed to residents and businesses in the Windsor township and to key stakeholders and government agencies. A total of 1,500 copies were distributed. The brochure:
 - Updated the concept design for the preferred option.
 - Identified the proposed bridge type.
 - Identified options for the renewal of Thompson Square.
 - Provided information about Aboriginal and historic heritage items.

Leaflet distribution and door knocking

Leaflets advertising the online discussion forum and the community workshop for the project were distributed to 12,000 residential and business properties in Berkshire Park, Windsor Downs, South Windsor, Windsor, McGraths Hill, Pitt Town, Wilberforce and Freemans Reach. Door knocking at residences and businesses located immediately adjacent to the project was also carried out, with a community update document left at all properties visited.

Roads and Maritime Services website

The RMS project website, established before the start of EIS preparation, continued to provide information to the public throughout the EIS preparation period. The information on the website includes all public documents and media releases produced to date, including the community update, options report, and supporting documents. A 'questions and answers' document and workshop notes were also posted on the website.

Displays

Public information displays of the preferred option were held from 4 August 2011 to 9 September 2011 at Hawkesbury City Council, Windsor Central Library and Richmond Motor Registry. Displays were also held at Windsor Riverview Shopping Centre on 11 August 2011 and 13 August 2011, with members of the RMS project team available to provide information, answer questions and receive feedback about the project. The 11 August display was attended by 140 people and the 13 August display by 165. Community updates, feedback forms and reply paid envelopes were provided at all display locations. Shopping centre information displays were held at Windsor Riverview Shopping Centre on Saturday 1 September and at Windsor Marketplace on Saturday 8 September 2012. Community updates/brochures, feedback forms and reply paid envelopes were provided at both displays.

Information session

A community information session took place at the Deerubbin Centre (Windsor Central Library) on 20 August 2011, with 19 people attending. RMS project team members were available to provide information, answer questions and receive feedback about the project and preferred option. Community feedback forms and reply paid envelopes were also provided.

RMS staff also attended Hawkesbury-Nepean Water Users Group meetings to provide the group with information on the project on 6 February 2012, 7 May 2012 and 6 August 2012.

Workshop

A community workshop was held at Windsor Function Centre on 31 August 2011. The workshop encouraged discussion with RMS project team members and enabled the attendees to ask questions and provide feedback about the project and preferred option. Fifty eight people attended the workshop. A letter and email invitation to the community workshop was sent to stakeholders and government agencies who had previously commented on the project.

Online discussion forum

An online discussion forum to discuss the latest design and community ideas for the project ran between Monday 28 May and Friday 15 June 2012 on the RMS project website and asked the community to comment on:

- Any suggestions to improve the design.
- The composition of Thompson Square.
- The refined bridge design.

A total of 301 comments were received from the online forum.

Aboriginal focus group

An Aboriginal focus group was established to discuss the project and potential impacts on Aboriginal cultural heritage, and to seek comment on the methodology for heritage investigations. The group was comprised of eight Aboriginal stakeholders who registered their interest following invitation. Meetings of the group were held in February and May 2012. Section 7.2.2 discusses the Aboriginal consultation process in more detail.

Community focus group

A community focus group, with a focus on heritage and design, was established in November 2011. The purpose of the focus group was to allow the community to work closely with the RMS project team and contribute to the concept design development and environmental assessment for the preferred option. The group met seven times, with meetings attended by an average of 20 to 30 community and stakeholder representatives.

Deliberative forum

A deliberative forum was conducted by GA Research on behalf of RMS on 30 May 2012. The objective was to explore knowledge and perceptions of the Windsor Bridge Replacement Project among the community. The forum found that traffic, rather than the project, was the main issue in the Windsor area. Participants felt disappointed that RMS was not taking the opportunity to do anything substantial to address current and future traffic issues. . However there was a general agreement that Windsor Bridge needs to be replaced as it is seen as very narrow and dangerous. Overall the forum identified the perceived negative issues associated with the project and the concerns of the participants, including clarification of the decision making process and evidence of past consultation among others.

Other meetings and briefings

Meetings were held between the project team and various groups and organisations during preparation of the EIS including:

- Community groups.
- Windsor Business Group.
- Hawkesbury City Council.
- Office of Environment and Heritage.
- Heritage Council of NSW.
- Maritime Services division of RMS.
- Transport for NSW
- Environment Protection Authority (EPA)

Meetings were also held with residents and businesses in close proximity to the project.

6.3 Summary of issues raised

6.3.1 Issues raised by government agencies

All issues raised during consultation have been recorded and have helped inform investigations and ongoing project development. All stakeholder activity is recorded in a secure database called Consultation Manager. The database records contact details, type of activity and issues raised. All information recorded is used and managed in accordance with the *Privacy Act 1998*.

A summary of the main issues raised at various stages of the project and where these are addressed in the EIS is provided in **Table 6-4** (issues raised by government agencies), **Table 6-5** (specialist interest groups, utilities and service providers) and **Table 6-6** (the public).

Table 6-4 Summary of issues raised - Local, State and Commonwealth government authorities

Stakeholder	Issues raised	Where addressed
Department of Primary Industries (Fisheries NSW and Agriculture NSW)	<ul style="list-style-type: none"> • River bed and bank stability and impacts on aquatic flora and fauna. • Hawkesbury River is deemed a Class 1 (major fish habitat) waterway and mapped as 'Key Fish Habitat'. • Threatened species and key threatening processes should be specifically addressed. • Assessment should refer to the aquatic habitat and threatened species provisions of the <i>Fisheries Management Act 1994</i> and any relevant policies and guidelines. 	Chapter 7 (Section 7.9)
Heritage Branch, Office of Environment and Heritage	<ul style="list-style-type: none"> • The project is located within a highly sensitive archaeological landscape feature, with the potential to contain some of the oldest surviving evidence of Aboriginal life along the Hawkesbury River and in NSW. • The alluvial terrace in the location of the proposed bridge is potentially of very high Aboriginal cultural heritage significance. • The project requires adequate treatment of pre-Macquarie history including Jan Barclay-Jack's research on Green Hills and the pre-Macquarie creation of a civic space precinct where Thompson Square would grow. 	Chapter 7 (Sections 7.1 and 7.2) Historic Heritage working paper (Volume 2-working paper 1)
Heritage Council of NSW	<ul style="list-style-type: none"> • Exceptional heritage significance of Thompson Square and Windsor. • Thompson Square is of crucial importance to the heritage of the State and the preferred option is likely to have a long-term irrevocable impact on Windsor as a whole and Thompson Square in particular. The preferred option does not adequately respect the unique history and State heritage significance of this area. • Any option that passes through Thompson Square cannot be supported on heritage grounds. • Refurbishment of the existing bridge (option 9) or a bypass (option 6) would be the only acceptable options. • Consideration should be given to separating local and through traffic. • Urban design input, detailed design review and further heritage advice must be obtained so that modifications can be made to reduce impacts on Thompson Square. • Consideration should be given to reducing the overall bulk and scale of the road embankments and increasing the visual permeability of the structure to prevent imposing a solid barrier across Thompson Square. 	Chapter 3, Chapter 4 and Chapter 7 (Section 7.1 and Section 7.4)

Stakeholder	Issues raised	Where addressed
	<ul style="list-style-type: none"> • Comprehensive archaeological investigations need to be conducted to identify the potential archaeological resource and inform detailed design. • Detailed assessment, including Statements of Heritage Impact and adequate field survey, need to be undertaken. • Specific assessment is required to identify the heritage impacts arising from construction and operation of the preferred option (including impacts arising from vibration, demolition, archaeological disturbance, changes to historical arrangements and access, changes to the landscape and vistas, and architectural noise treatment of buildings). • Proposed research design and methodology for physical archaeological works needs to be reviewed by the Department of Planning and Infrastructure and the Heritage Council, prior to commencement, to check that strategies are appropriate and in accordance with standard archaeological practice for State listed sites and areas. 	
NSW Office of Water	<ul style="list-style-type: none"> • The number of bridge piers in the river should be minimised. • Impacts on the aquatic and riparian environment, including bed and bank stability, aquatic and riparian vegetation, aquatic and riparian fauna, and fish passage. • Measures to mitigate impacts need to be identified, including measures for stabilisation and rehabilitation of the river bank as a natural system, identification of minimum riparian widths (measured from top of bank) to be protected and enhanced, and contingency plans for remediation and rehabilitation of riparian areas. • Impacts on groundwater. 	Chapter 4, Chapter 5 and Chapter 7 (Section 7.6, Section 7.7 and Section 7.9)
Transport for NSW	<ul style="list-style-type: none"> • Commented that the project planning process appeared to be robust and well-considered. • Transport for NSW will track and support the investment required for the project. 	No response required
Hawkesbury City Council	<ul style="list-style-type: none"> • Interested in ongoing involvement in design development to ensure that potential impacts are managed and mitigated (especially landscape and heritage aspects). • Requested justification (other than cost) for the relatively limited width of the bridge. • Council supports RMS' selection of the preferred option and would like the works to proceed as soon as possible. • Improved connection at Freemans Reach Road and Wilberforce Road needs to be considered. 	Chapter 3, Chapter 4, Chapter 5 and Chapter 7 (Section 7.1, Section 7.3, Section 7.4, Section 7.5,

Stakeholder	Issues raised	Where addressed
	<ul style="list-style-type: none"> • Improved access along The Terrace is required, including the connection to the wharf and Governor Phillip Park. • Project needs to increase flood immunity. • Access along The Terrace needs to be available for service vehicles and buses. • Access to Windsor Wharf needs to be provided for large coaches. • Dilapidation reports need to be prepared for all heritage and non-heritage structures adjoining the project before the start of works. • The reinstatement and rehabilitation of Thompson Square needs to provide more than just additional generic parkland. Council's existing Plan of Management should be considered. • Need to minimise the road grade to minimise traffic noise impacts. • The right turn from Bridge Street southbound into George Street westbound is important for trade and needs to be considered in both stages of the project. • The Hawkesbury Residential Land Strategy (May 2011), which addresses the Draft North West Subregional Strategy, needs to be considered in any future traffic modelling. • Council have no interest in retaining any structural element of the old bridge structure including the abutments. Other viewing platform opportunities are included in Council's River Foreshore Management Plan. • Council identified the locations of existing and proposed assets and utilities, and the locations where assets will require protection or relocation during construction. 	Section 7.7 and Section 7.8)
Maritime Services Division of RMS	<ul style="list-style-type: none"> • The river is extensively used by recreational boaters engaged in high-speed towing and other activities. • Licensed aquatic boating activities are regularly held in the waters directly adjacent to the bridge and Governor Phillip Park and may be disrupted as a result of the project. • No supporting structures or pylons should be placed in navigable water where high-speed towing and other activities take place. • The possible shadowing effect of the bridge on the boating race course needs to be investigated. • The span width and height of the bridge may affect navigation of vessels. The possible restriction of the passage of larger commercial vessels to their permanent moorings next to the public wharf at Windsor needs to be investigated. 	Chapter 3, Chapter 4 and Chapter 7 (Sections 7.3, Section 7.4, Section 7.7 and Section 7.8)

Stakeholder	Issues raised	Where addressed
Environment Protection Authority (NSW)	<ul style="list-style-type: none"> • The project has the potential to create dust and impact local air quality during construction. Potential impacts on local and regional air quality need to be assessed and mitigated, with materials handled in a proper and efficient manner to minimise air pollution. • The project has the potential to pollute the Hawkesbury River during construction, especially as a result of the handling and storage of waste materials. Potential water impacts need to be assessed and mitigated and waste materials need to be handled and stored in a proper and efficient manner at all times. • The proposed construction site on the northern side of the river is located on a floodplain. Materials would be stockpiled in a flood affected area. Construction activities in flood prone areas need to be thoroughly scrutinised to ensure appropriate impact mitigation and environmental management processes are identified and implemented. 	Chapter 7 (Section 7.6, Section 7.7 and Section 7.10)

Table 6-5 Summary of issues raised - Specialist interest groups, utilities and service providers

Stakeholder	Issues raised	Where addressed
Royal Australian Historical Society	<ul style="list-style-type: none"> • The bridge replacement would affect the significant historical values of the Thompson Square landmark. 	Chapter 3 and Chapter 7 (Section 7.1)
National Trust of Australia	<ul style="list-style-type: none"> • Impacts on Thompson Square, including visual integrity, buildings and public space. 	Chapter 3 and Chapter 7 (Section 7.1 and Section 7.4)
Windsor Business Group	<ul style="list-style-type: none"> • Need to maintain all turning movements at the George Street and Bridge Street intersection. • Construction impacts on Thompson Square would affect businesses. • Construction activities should focus on the northern side of river. • Need for ongoing consultation with business owners continuing through construction. 	Chapter 4, Chapter 5 Chapter 6 and Chapter 7 (Section 7.3 and Section 7.8)

Stakeholder	Issues raised	Where addressed
Hawkesbury Nepean User Group	<ul style="list-style-type: none"> Concerned about the timing, cost and impacts of options 6 and 7 (including parking and boat racing course issues). 	Chapter 4
Deerubbin Local Aboriginal Land Council	<ul style="list-style-type: none"> No specific issues raised about the project. Comments on archaeological investigation methodology were made and adopted. 	Chapter 7 (Section 7.2)
Darug Tribal Aboriginal Corporation	<ul style="list-style-type: none"> No specific issues raised about the project. Comments on archaeological investigation methodology were made and adopted. 	Chapter 7 (Section 7.2)
Fellowship of the First Fleeters	<ul style="list-style-type: none"> Recommended interpretation of early European and Aboriginal activity in the renewal of Thompson Square. No heritage buildings should be demolished. 	Chapter 7 (Section 7.1, Section 7.2 and Section 7.4)
Endeavour Energy	<ul style="list-style-type: none"> Endeavour Energy planning to upgrade a 33kV feeder from Windsor to Cattai that would impact the project. Provided details of feasibility study for possible relocation options this 33kV upgrade. The proposed relocation of the 11kV conduits to be laid under the shared path across the new Windsor Bridge. 	Chapter 5
Sydney Water	<ul style="list-style-type: none"> Provided details of existing water mains and pipes that would be affected by the project. Relocation options were provided. 	Chapter 5
Telstra	<ul style="list-style-type: none"> Provided details of existing and proposed Telstra services and requirements for asset protection. Any relocations must be carried out by Telstra contractors. EIS needs to assess impacts associated with asset relocations, including heritage impacts. 	Chapter 4 and Chapter 7 (Section 7.1)

Table 6-6 Summary of issues raised – The public, including community groups and affected landowners

Issue category	Issues raised	Where addressed
Aboriginal and historic heritage	<ul style="list-style-type: none"> • Heritage and character of the local area, and the need to preserve this in the project design. • Potential disturbance of historic archaeological artefacts (both above and underground). • Construction activities could damage historically and archaeologically significant Aboriginal and historic heritage items and relics. • Construction and operation of the project would damage heritage buildings in Thompson Square. • The project would threaten the State heritage significance of Thompson Square. • Evidence of the early existence of First Fleeters who settled in Windsor would be destroyed. • The project will impact negatively on the surrounding heritage buildings as a result of increased noise and vibration. • Concerned about the objectivity of the archaeological review of Thompson Square. Queried whether an independent archaeological investigation would occur before the concept design was finalised. • Irreversible damage to archaeological evidence (including wharves, sandstone gutters, underground pipeline, tunnels and other early remains) would occur during construction and operation. • Irreversible damage or loss of old trees in Thompson Square would occur. • Design of the bridge could contrast with the heritage 'feel' of the town. • Any negative impacts on heritage would also affect tourism and businesses. • Alternative options which avoid Thompson Square should be considered. 	Chapter 7 (Section 7.1, Section 7.2, Section 7.4 and Section 7.8)
Traffic	<ul style="list-style-type: none"> • Improvement in traffic conditions is required. • Concerned about the volume of traffic during and outside peak hours. • The increase in the number of heavy vehicles using the bridge (eg semi-trailers) as a result of the project. 	Chapter 3, Chapter 4 and Chapter 7 (Section 7.3)

Issue category	Issues raised	Where addressed
	<ul style="list-style-type: none"> • Expressed dissatisfaction with the congestion caused by existing infrastructure (eg the roundabout at the corner of George Street and Windsor Road). • Expressed doubts that the preferred option would alleviate current congestion issues in the township. Concerns were raised about the lane numbers on the bridge and traffic management features at each end of the bridge. • Roundabout at the corner of George Street and Bridge Street would potentially cause both traffic and safety issues, particularly during peak periods. • The steep incline heading southbound through Windsor is currently hazardous for drivers (particularly heavy vehicles) due to delays at the roundabout at the George Street-Bridge Street intersection. • During peak periods, traffic is banked up halfway to Wilberforce along Wilberforce Road and a similar distance towards Freemans Reach on Freemans Reach Road. This congestion would be amplified by new traffic lights. • Trucks are 'choking' the roads through Windsor and need to bypass the town. • A bridge with a wider road would encourage more traffic and lead to further congestion and traffic issues. • Drivers bypass the roundabout at George Street and Bridge Street by driving through backstreets ('rat running'). • Construction traffic impacts. • Expressed dissatisfaction with traffic queues on Bridge Street. It is lucky if three vehicles are able to turn left from Macquarie Street onto Bridge Street at the traffic lights. • Traffic in Windsor seems to be worse on Tuesdays and Thursdays. • People are frustrated with the traffic delays at North Richmond and are therefore taking a detour to Wilberforce Road and crossing the Hawkesbury River via Windsor Bridge. This is why there is so much traffic in the Windsor area as people are avoiding crossing the North Richmond Bridge. • The project would not resolve the bank up of morning peak traffic on the Wilberforce side and afternoon peak traffic on the McGraths Hill side. 	

Issue category	Issues raised	Where addressed
Flooding	<ul style="list-style-type: none"> • Maintaining access during flooding. • Bridge design needs to provide for a 1 in 50 year flood event, as opposed to 1 in 5 year event as stated in the 2011 community update. • Northern approach roads will still be under water with the new bridge. Raising the approach roads should be included in the design, extending as far as Wilberforce. • Bridge could be lengthened and the height increased. • Flood data for the last 50 years needs to be considered in the flood impact assessment. • Compliance with the 1 in 100 year flood requirement would not be achieved. 	Chapter 3, Chapter 4 and Chapter 7 (Section 7.7)
Motorist safety	<ul style="list-style-type: none"> • Safety of motorists across the bridge and approaches. • Peak hour congestion causes southbound drivers reaching the roundabout to give way for long periods, therefore delaying the traffic behind them. This is an issue due to the steep incline on Bridge Street and can be particularly dangerous for southbound heavy vehicles idling for an extended amount of time. • Expressed support for the roundabout at the intersection of George Street and Windsor Road to be replaced with traffic lights. However, lines of sight are limited by the crest in the road, which may reduce the ability of drivers to react to a red light. 	Chapter 4 and Chapter 7 (Section 7.3)
Pedestrian safety	<ul style="list-style-type: none"> • Unsafe conditions for local pedestrians and cyclists in the Windsor Peninsula precinct. • Pedestrian safety is compromised by lack of crossing facilities at the Bridge Street and George Street roundabout. Noted that no pedestrian crossing is proposed at the intersection of Bridge Street and George Street or in popular areas, such as the music store (corner of Bridge Street and George Street) and Thompson Square. During peak periods pedestrians are often weaving through traffic stopped at the intersection of Bridge Street and George Street. • Access to homes along the proposed route would be impeded, making entry and egress dangerous for residents and their visitors. 	Chapter 4 and Chapter 7 (Section 7.3)

Issue category	Issues raised	Where addressed
Removal of the existing Windsor bridge	<ul style="list-style-type: none"> • The existing bridge should be retained in any capacity. • Historical significance of the project site would be affected by the project • Existing bridge could be used as a pedestrian/cycleway. This would provide more space on the replacement bridge for four traffic lanes and keep cyclists and pedestrians away from traffic. • Existing bridge could be used for recreational purposes such as fishing. • Existing bridge could be used as a direct access route to Thompson Square. • Existing bridge could be included as part of the town's heritage listed items. • Keeping the existing bridge would eliminate cost of removal. • Concerned about safety due to the condition of the existing bridge. 	Chapter 3, Chapter 4 and Chapter 7 (Section 7.1)
Amenity and visual impacts	<ul style="list-style-type: none"> • Heavy transit bridge would destroy the amenity, ambience and village atmosphere of the town. • Height of the bridge could 'dwarf' and affect the readability and visual sight lines of Thompson Square. • Height of the bridge should be comparable to western side of Hawkesbury. • Existing heritage 'feel' of Windsor should be maintained by incorporating existing town design and colour schemes into the proposed bridge design. A highly modern structure and/or colour scheme would contrast with the town. A large ugly concrete structure will over shadow a historical town. • Thompson Square would be greatly enhanced with the proposed alignment, providing an opportunity to create a useable public space. • RMS needs to work with Council to ensure the work integrates with plans for Windsor wharf. • Higher noise levels from the new bridge and approach roads would make Thompson Square park unusable. • Higher noise levels from the new bridge and approach roads would make Macquarie Park unattractive to picnickers. • Properties adjacent to the new bridge and approach roads would experience unacceptable noise impacts. 	Chapter 3 and Chapter 7 (Section 7.1, Section 7.4, Section 7.5 and Section 7.8)

Issue category	Issues raised	Where addressed
Operational noise and vibration	<ul style="list-style-type: none"> • Negative impacts on heritage items located above and underground. • Noise and vibration impacts on nearby residents during construction and operation. • Increased traffic noise as a result of future traffic growth. • Negative impacts on the recreational use of Thompson Square parkland and Macquarie Park due to noise. 	Chapter 7 (Section 7.1, Section 7.2, Section 7.3 and Section 7.5)
Socio-economic impacts	<ul style="list-style-type: none"> • Local community needs must be considered, such as pedestrian and cyclist connections, recreational space, and access to business and shopping. • Once the bridge is constructed, the homeless people living under the bridge will have nowhere to go. • Project may restrict power boat racing activities. Events held in the park by the Upper Hawkesbury Power Boat Club bring significant financial support to the Windsor community by bringing hundreds of people to the area. • New structure may be targeted by anti-social behaviour, such as graffiti and vandalism. • Design should integrate recreational activities such as the Great River Walk, potential canoe and boat access, and Windsor wharf access. • Design should integrate a regatta style access platform to the river – eg Parramatta River Rowing Club. • Design should include the construction of a bridge walkway to give access to a walking trail to Wisemans Ferry. 	Chapter 3 and Chapter 7 (Section 7.3, Section 7.4 and Section 7.8)
Impacts on businesses	<ul style="list-style-type: none"> • There would be a lack of desire to travel through and/or work in Windsor due to current and future congestion. • Vehicles heading north and requiring access to two properties on Old Bridge Street would have to cross the bridge, turn around and travel southbound to access these properties. This inconvenience could result in a loss of business. • Increased traffic congestion during peak periods would cause difficulties for travel to work, particularly if coming from a southbound direction over the bridge. • Any negative impacts on heritage would also affect tourism and businesses. • Physical presence of a wide road bridge and an increase in traffic would have a negative impact on nearby retail and hospitality businesses. • Traffic would be drawn away from Windsor's already struggling central businesses. 	Chapter 3 and Chapter 7 (Section 7.3 and Section 7.8)

Issue category	Issues raised	Where addressed
Health	<ul style="list-style-type: none"> • Traffic-related air pollution. • Increase in traffic would pollute the area with traffic fumes. 	Chapter 7 (Section 7.10)
Justification of the selection of the preferred option	<ul style="list-style-type: none"> • Advocated options, particularly option 6, which would bypass Windsor. 	Chapter 3 and Chapter 4

6.4 Future consultation

The project team will continue to identify and manage the issues and concerns of the community during the assessment and approval process and, if the project is approved, during its construction. Further details of future consultation are provided below.

6.4.1 Consultation during the exhibition of the EIS

The Department of Planning and Infrastructure is responsible for the public exhibition of the EIS. The required public exhibition period for the EIS is at least 30 days. During the exhibition period, the public will be able to review the EIS and send submissions to the Department of Planning and Infrastructure for consideration in its assessment of the project.

The Department will advertise the dates and venues for exhibition of the EIS in the local and metropolitan press, and provide the EIS on the Department's website (for reading and downloading). RMS will also place the EIS on the project website and will distribute a community update to residents and business of Windsor and surrounding suburbs when the exhibition commences. The community update will provide an update of the project (including an overview of the concept design), explain the EIS exhibition process, provide details of the upcoming exhibitions and information sessions, and explain how comments can be submitted. A letter and email will also be sent to all community members, stakeholders and government agencies who have previously commented on the project to inform them of the exhibition of the EIS and the opportunities to make submissions.

During the public exhibition period, RMS will also hold a community information session and staffed shopping centre display to provide an opportunity for the public to directly discuss the project and EIS with key members of the RMS project team. Staffed shopping centre displays will be held at Windsor Marketplace and Windsor Riverview Shopping Centre. Display boards will be provided at both venues to provide information on the project, the concept design, the environmental impact assessment and project planning process, and the impacts and issues identified. Unstaffed information displays will also be set up during the EIS exhibition period at the following locations:

- Hawkesbury Council Chambers.
- RMS Motor Registry, Richmond.
- RMS Office, Blacktown.
- RMS Head Office, North Sydney.
- Deerubbin Centre (Windsor Central Library).
- NSW Department of Planning and Infrastructure, Bridge Street, Sydney.
- Nature Conservation Council of NSW, Newtown.
- Meetings will be offered to stakeholders who are unable to visit the information session, information displays or EIS exhibition.

At the completion of the EIS public exhibition period, the Director General of the Department of Planning and Infrastructure will provide RMS with a copy of all submissions or a summary of the issues raised in submissions. RMS will then prepare a submissions report that will respond to the issues raised. This report will include any proposed changes to the project, including proposed changes in response to submissions. If required, a Preferred Infrastructure Report would also be prepared at this time.

All submissions made to the Department of Planning and Infrastructure during the public display period will be posted on the department's website.

6.4.2 Consultation during the construction phase

Should the project proceed to construction, the project team would continue to work with the community to ensure they are informed about the project and have opportunities to provide feedback to the project team. Key consultation activities and tools would include:

- Development and implementation of a detailed construction communications plan.
- Notification of works (including targeted letterbox drops).
- 24-hour toll-free project information phone line.
- Complaints management process.
- Regular updates on RMS' website and/or a project website.
- Newsletters, information brochures and fact sheets.
- Clear signage at construction sites.
- Media releases and project advertisements in local and metropolitan papers.
- Construction updates (including for Council, emergency services and bus operators).

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