

# Appendix F

## Community and Stakeholder Engagement Report



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## Executive Summary

The Parramatta Light Rail Stage 2 project (the project) would connect Parramatta Light Rail Stage 1 and the Parramatta CBD to Camellia, Rydalmere, Ermington, Melrose Park, Wentworth Point, Sydney Olympic Park and the Carter Street precinct in Lidcombe, adjacent to Sydney Olympic Park.

In 2022, Transport for NSW undertook two separate engagement campaigns to support the development and design of the project:

1. 2 May to 29 July 2022 – proposed alignment and stop location engagement
2. 30 September to 14 October 2022 – extended construction hours engagement.

The proposed alignment and stop location engagement, which ran between 2 May and 26 June 2022 (eight weeks in total), utilised a broad suite of tools and activities to reach a large and diverse audience base. On request from the community and stakeholders, a four week extension to the 'Have your say' survey was given, with the survey closing on 29 July 2022.

Various channels were utilised to gather feedback, with the key 'call to action' to complete the online 'Have your say' survey.

In total, 1194 people undertook the 'Have your say' survey, which had the following key findings:

- 80 per cent of respondents support the project
- widespread support for the proposed stop locations although the stops within the Rydalmere, Ermington and Melrose Park precincts received the least support
- 75 per cent of respondents either support the preferred alignment or have no preference, although a small number of respondents would like to see better connections to Newington
- 37 per cent of respondents are not concerned about construction times compared to 29 per cent of respondents who are concerned about night works
- impacts to traffic, parking and local roads ranked the highest area of concern for respondents (46 per cent), with comments provided specifically relating to South Street, Rydalmere and Hill Road, Wentworth Point
- more generally, the community is keen to understand the current status of the project, when construction would commence and how it would connect to other transport modes, specifically Sydney Metro West
- email (53 per cent) is the most preferred form of communication, while newsletters (16 per cent), website (14 per cent) and social media (13 per cent) are relatively similar as preferred communication methods.

Additional feedback was provided to Transport for NSW through the project's community information lines (email and telephone), as well as from briefings to individuals, businesses and key stakeholder organisations. Concerns about property impacts was the most common issue raised through these channels (10 per cent of submissions).

The extended construction hours engagement, which ran from 30 September to 14 October 2022, primarily targeted properties along or immediately adjacent the Parramatta Light Rail Stage 2 alignment. Extended construction hours refers to the project's proposal to amend standard construction hours to 7am to 7pm, seven days per week (inclusive of public holidays). Feedback was gathered by online survey.

A letterbox drop was undertaken to properties along the alignment, and one social media post delivered, to make potentially impacted residents and stakeholders aware of the survey.

During the course of the survey, 257 responses were received indicating that:

- 75 per cent of respondents supported extended construction hours on weekdays (as opposed to 21 per cent against and 4 per cent neutral)
- 67 per cent of respondents supported extended construction hours on Saturdays (as opposed to 30 per cent against and 3 per cent neutral)
- 53 per cent of respondents supported extended construction hours on Sundays and public holidays (as opposed to 40 per cent against and 7 per cent neutral)

The project has endeavoured to refine the project design and construction method in consideration of the feedback received, where feasible and reasonable. These changes are detailed in the project's Environmental Impact Statement (EIS).

The project team is committed to providing comprehensive and appropriate communication and engagement with the community and key stakeholders throughout the project's design and construction phases.

This report provides details of these communication and engagement campaigns.

# 1 Introduction

## 1.1 Project overview

The Parramatta Light Rail Stage 2 project (the project) would connect Stage 1 and the Parramatta CBD to Camellia, Rydalmere, Ermington, Melrose Park, Wentworth Point and Sydney Olympic Park (refer to Figure 1-1).

The project comprises two main elements:

- construction of about 10 kilometres of new light rail infrastructure between Camellia and the Carter Street precinct adjacent to Sydney Olympic Park
- operation of about 13 kilometres of light rail alignment between the Parramatta CBD and the Carter Street precinct, including a section of infrastructure constructed by Parramatta Light Rail Stage 1 between Camellia and the Parramatta CBD.

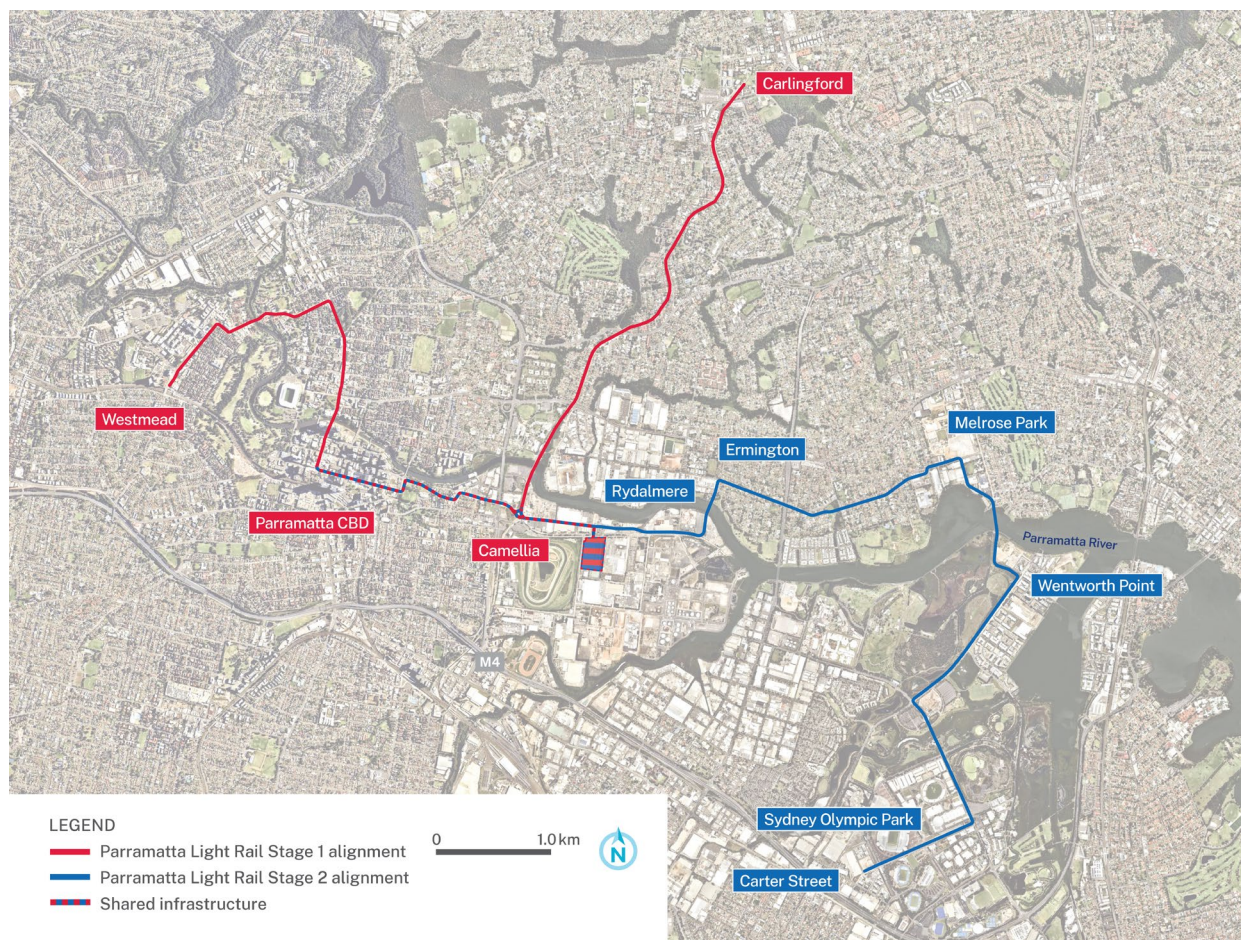


Figure 1-1: Parramatta Light Rail Stages 1 and 2 alignment map

## 1.2 Key features

The key features of the project, which are shown on Figure 1-2 include:

### Light rail line and bridges

- a new 10 kilometre long dual light rail track, with 14 stops, between the Camellia and the Carter Street precinct adjacent to Sydney Olympic Park



- two bridges over the Parramatta River between Camellia and Rydalmere, and between Melrose Park and Wentworth Point
- a bridge over Silverwater Road between Rydalmere and Ermington
- other bridge works in Ken Newman Park and Sydney Olympic Park.

#### **Active and public transport integration**

- about 8.5 kilometres of new active transport links between Camellia and the Carter Street precinct, which would connect with the existing cycling and pedestrian network
- interchanges with other forms of public transport, including trains, ferries, buses and Sydney Metro West, with the main interchanges located in the Parramatta CBD, Rydalmere and Sydney Olympic Park
- a shared light rail and pedestrian zone (no through vehicle access) within Sydney Olympic Park along Dawn Fraser Avenue between Australia Avenue and Olympic Boulevard
- bus access over the proposed bridge between Melrose Park and Wentworth Point.

#### **Other works**

Works proposed to support the project's operation:

- a turnback facility, including along part of Macquarie Street in the Parramatta CBD
- adjustments to the Parramatta Light Rail Stage 1 stabling and maintenance facility at Camellia
- five new traction power substations to provide electricity
- new and improved open spaces and recreation facilities at Ken Newman Park, the Atkins Road stop and Archer Park.

Further information on the project's design features is provided in the EIS (see Chapter 6 (Project description – infrastructure and operation)).



Figure 1-2: Key features of the project



## 1.3 Operation

The project would operate between the Parramatta CBD and the Carter Street precinct, using a section of the Parramatta Light Rail Stage 1 alignment and the alignment constructed as part of the project.

Between the Parramatta CBD and Camellia, the project would operate along about three kilometres of the Parramatta Light Rail Stage 1 alignment. Parramatta Light Rail Stage 2 services would terminate at the Stage 1 Parramatta Square stop to allow customers direct and convenient access to Parramatta's CBD, and interchange with Stage 1 light rail services, trains, buses and Sydney Metro West.

From Camellia, the project would operate along the new light rail infrastructure through Rydalmere, Ermington, Melrose Park, Wentworth Point and Sydney Olympic Park, terminating at the Carter Street precinct. The project would operate as a turn-up-and-go light rail service from 5am to 1am, seven days a week, in line with Parramatta Light Rail Stage 1. The project would have travel times of around 31 minutes from the Carter Street stop in Lidcombe to the Sandown Boulevard stop in Camellia, and a further seven minutes to the Parramatta Square stop in the Parramatta CBD.

Further information on the project's operation is provided in the EIS (see Chapter 6 (Project description – infrastructure and operation)).

## 1.4 Project background

The NSW Government announced the preferred Stage 2 alignment in October 2017, with two options proposed for connecting to the Stage 1 alignment – one north of the Parramatta River along South Street, Rydalmere, and the other south of the Parramatta River along Grand Avenue, Camellia (see Figure 1-3).

Stakeholder and community consultation on these options was undertaken in 2017 and 2018 whilst technical assessments continued.



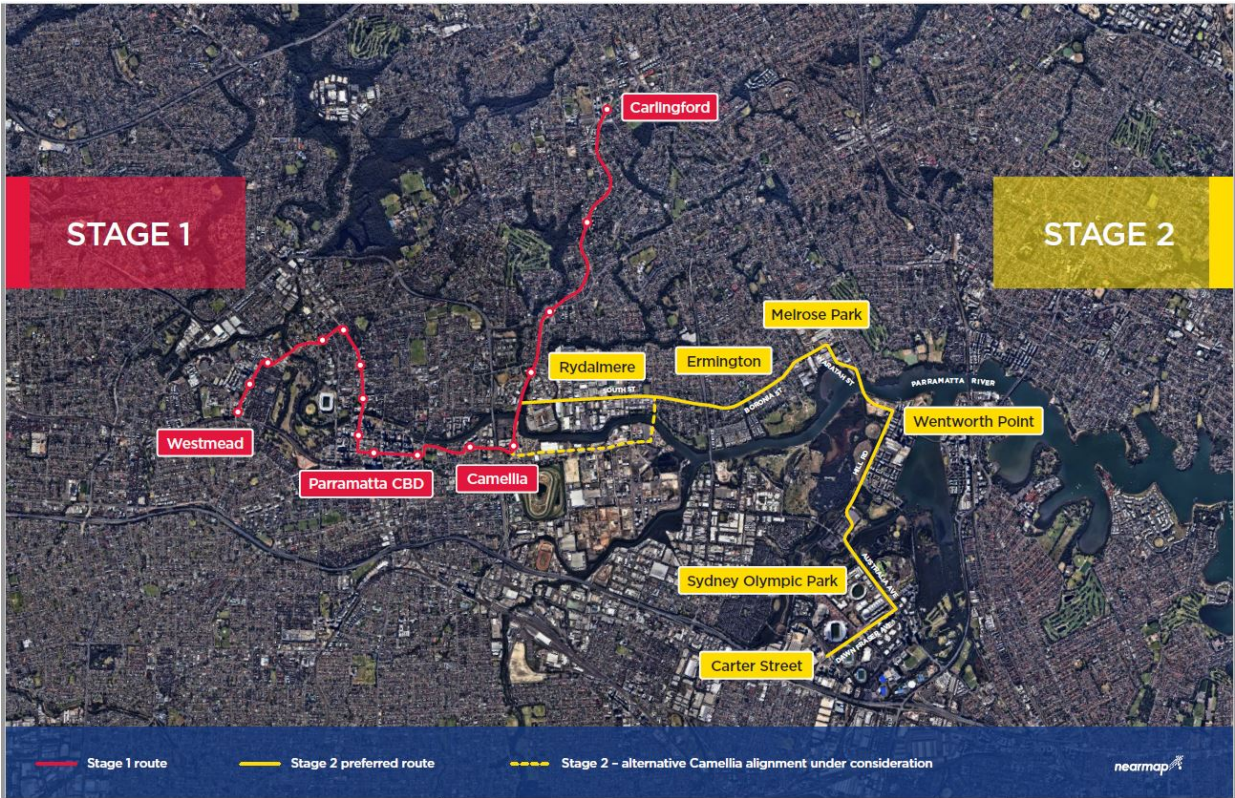


Figure 1-3: Project alignment announced in 2017 as the preferred alignment

On 30 April 2022, the NSW Government confirmed that the alignment would run south of the Parramatta River, along Grand Avenue, to support the future growth and development of the area including the proposed Camellia-Rosehill Precinct. This alignment included the proposed stop locations and two alternative alignments which were announced for the first time (see Figure 1-4).

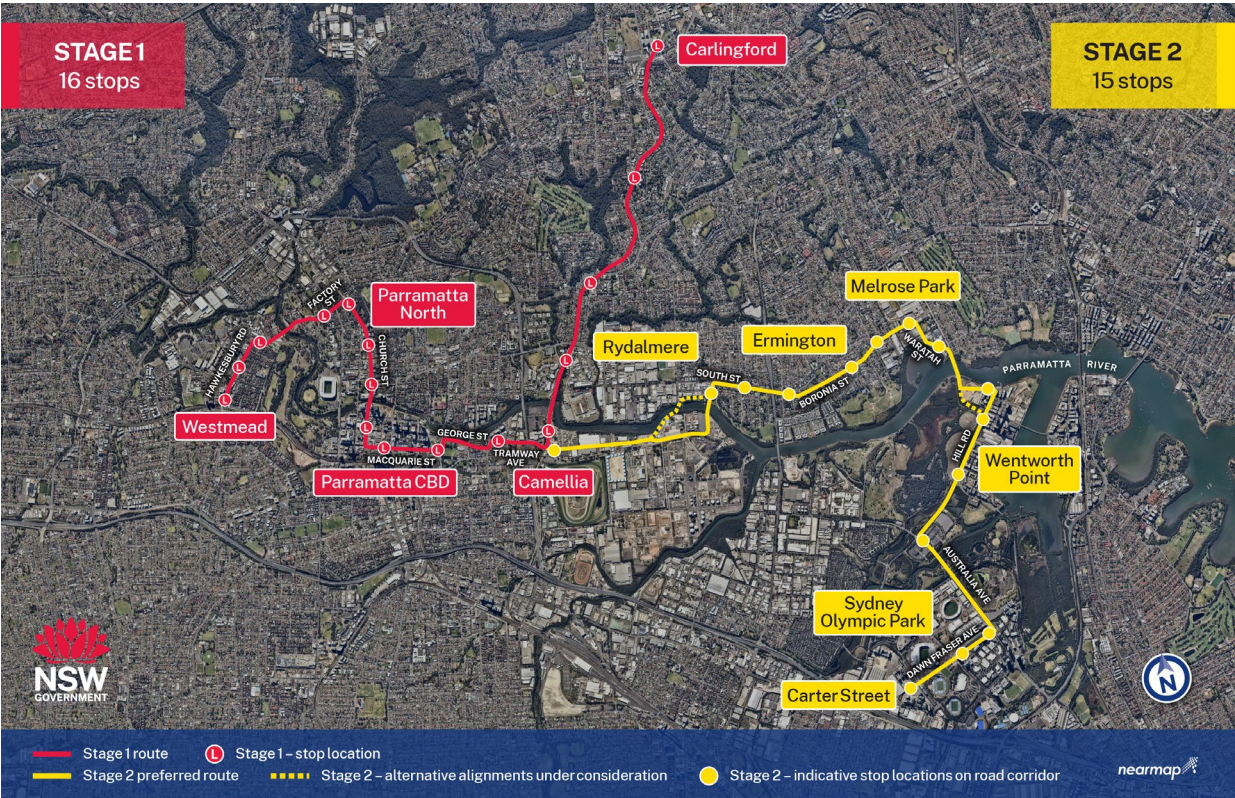


Figure 1-4: Project alignment announced in April 2022, including potential alternative alignments and stop locations



## 1.5 Purpose of report

In 2022, Transport for NSW undertook two separate engagement campaigns to support the development and design of the project:

1. 2 May to 29 July 2022 – proposed alignment and stop location engagement
2. 30 September to 14 October 2022 – extended construction hours engagement.

This report provides summaries of both engagement campaigns. It provides details and results of the community and stakeholder engagement program, including:

- engagement approach and objectives
- events and activities
- feedback received
- next steps.

### 1.5.1 Proposed alignment and stop location engagement

In order to understand the community's views regarding the 2022 proposed alignment, two alternative alignments and stop locations, an eight-week consultation phase was held between 2 May and 26 June 2022, supported by extensive community and stakeholder engagement. The program was designed to meet the requirements of the Department of Planning and Environment's *Social Impact Assessment Guidelines* (2021) and to support the development of the project's EIS.

On request from the community and stakeholders, a four-week extension to the 'Have your say' survey was given, with the survey closing on the 29 July 2022.

### 1.5.2 Extended construction hours engagement

From 30 September to 14 October 2022, Transport for NSW undertook a two-week online survey seeking feedback on a proposal to include extended construction hours in the EIS. The extended construction hours proposed were 7am to 7pm, seven days per week (inclusive of public holidays).

## 2 Engagement approach

The project is committed to identifying all impacted communities and user groups, understanding their concerns and issues, and providing a range of communication and engagement techniques that not only meet their needs but increase the chances of them remaining engaged throughout the project lifecycle.

As a transport mode that sits within an urban context, light rail inevitably impacts, benefits and is shaped by the communities and precincts through which it passes.

Many precincts along the alignment are also undergoing significant change as a result of private development by third parties. Engagement with these third parties—as well as the communities affected by and benefitting from light rail—would be critical as the project progresses.

### 2.1 Parramatta Light Rail engagement principles

The project utilises the same principles as those applied to Parramatta Light Rail Stage 1. These principles are:

**We know our communities and understand our stakeholders**—we have undertaken a thorough analysis and mapping of local communities to identify organisations and individuals who are potentially interested in, or impacted by, the project, and who have a potential influence over it. We have asked them how they want to be engaged and listened to their ideas, views and concerns. We have become part of the community by establishing a local project office and seeking out partnerships with Local Authorities that may also be delivering projects in the area. We would continue to do this through the construction period.

**We appreciate the importance of early engagement for businesses and industry**—the project would engage with local businesses and industry partners early on in our consultation. We understand how challenging and disruptive major construction can be for businesses and want to provide as much support as possible to businesses.

**We provide direct access to the project team at the right level**—the project would publish contact details (phone and email) on the project website and printed collateral. Throughout the phases of the project, community information sessions would be held across the project corridor, and collateral including fact sheets distributed. Consideration would be given to appointing a team of Place Managers who would work with our communities to provide a local, single point of contact and be a source of information.

**We meet our stakeholders as often as needed**—we hold regular meetings with our key stakeholders as required. We ensure these meetings are well structured to ensure transparent and open discussion, and are conducted in accordance with Covid-Safe principles to ensure the safety of the community in light of the Covid-19 pandemic. On occasions, we may need to bring different stakeholder organisations together to work through and resolve issues that require numerous inputs. We would make available the appropriate team members for meetings to assist in developing collaborative relationships between the Parramatta Light Rail team and key stakeholders.

**We strive to be open and transparent in our decision making**—we seek the input of our stakeholders (as appropriate) before critical decisions are made. We aim to provide full explanations of our decisions and be open and honest when we cannot adopt a stakeholder's suggestion or deliver their specific desired outcomes.

**We have strong processes for recording and circulating stakeholder feedback**—this ensures that all feedback is captured and fully considered during project development. It also assists with



reporting back to stakeholders to show where their views did or did not influence the project and the reasons why.

## 2.2 DPE Social Impact Assessment Guidelines

This report and the community engagement completed considered the requirements of the *Social Impact Assessment Guideline for State Significant Projects* (NSW Department of Planning, Industry and Environment, 2021). The Guideline identifies relevant engagement activities required to support the Social Impact Assessment. These activities include:

- implement any engagement activities required by the Secretary’s Environmental Assessment Requirements (SEARs) (including engagement with relevant government agencies, council and the community)
- inform the community about opportunities to engage
- explain how community feedback will be considered and documented
- provide relevant information in plain English so that potential impacts and implications can be readily understood
- be clear about the level of influence engagement will have by identifying what elements can be changed as a result of feedback
- give the community the opportunity to voice their concerns or share local knowledge so this information can be considered early on in planning, design and assessment
- consider the issues raised by the community, council and relevant government agencies when making project refinements and accurately reflect how these issues have been addressed in EIS documentation
- keep the community, council and relevant government agencies informed with up-to-date information on the project.

## 2.3 Secretary’s Environmental Assessment Requirements (SEARs)

The EIS has been prepared to support an application for approval of the project in accordance with Division 5.2 of the *Environment Protection and Assessment Act 1979*. It addresses the environmental assessment requirements of the SEARs.

This report has been prepared as part of the EIS to discuss the community engagement requirements for the project. The report addresses the relevant SEARs listed in Table 2-1.

Table 2-1: SEARs – Community engagement

| SEARs  | Where addressed in this report  |
|--|---|
| <b>General SEARs</b>   |   |
| <b>2. Environmental impact statement</b>   |   |
| 2.1 The EIS must include, but not necessarily be limited to, the following:  |   |
| (f) the community and agency engagement undertaken and to be undertaken for the proposal, and how this has been addressed in | This report summarises the community engagement undertaken for the project, prior to the exhibition of the EIS. Section 3.2 and |

| SEARs  | Where addressed in this report   |
|--|--|
| the design of the proposal or the assessment of the impacts of the proposal;   | Appendix 3 identify the issues raised by the community during this engagement and how this feedback has been addressed in the design of the project.   |
| <b>4. Key Appendices</b>   |  |
| 4.1 The EIS must include the following appendices:   |  |
| (c) a community engagement table, identifying where the issues raised by the community during engagement have been addressed in the EIS; | This report summarises the community engagement undertaken for the project, prior to the exhibition of the EIS. Section 3.2 and Appendix 3 identify the issues raised by the community during this engagement and how this feedback has been addressed in the design of the project. |

## 2.4 Engagement objectives

The objectives of the community engagement undertaken during this discrete phase were to:

- seek feedback in relation to the suitability of the 2022 proposed alignment, alternative alignments and stop locations
- seek feedback on perceived impacts such as noise and vibration, traffic and parking, property and business impacts
- seek feedback on how best to communicate with the broader community moving forward, including vulnerable community groups such as non-English speakers and people with a disability
- identify and increase understanding of the communities that live in the area or may be impacted –or potentially impacted –by the project
- increase awareness of the project in general.

## 3 Proposed alignment and stop location engagement program

### 3.1 Communication and engagement tools

Transport for NSW utilised a broad suite of communication and engagement tools to promote the Proposed alignment and stop location engagement program from May to July 2022 and optimise the potential for community feedback. These tools included:

- media release
- a virtual engagement room (dedicated online space)
- pop up events (face-to-face)
- social media
- newsletters (digital and hard copy)
- printed materials and collateral including:
  - postcard with QR code linking directly to the Virtual Engagement Room
  - Parramatta Light Rail Stage 2 factsheet
  - Parramatta Light Rail Stage 2 frequently asked questions
  - updated map showing the preferred alignment and proposed stop locations
- project website – [www.parramattalightrail.nsw.gov.au](http://www.parramattalightrail.nsw.gov.au)
- letterbox drops
- community enquiries:
  - 24/7 community information line – 1800 189 389
  - project email address – [parramattalightrail@transport.nsw.gov.au](mailto:parramattalightrail@transport.nsw.gov.au)
- emails
- phone calls
- briefings
- on-site meetings.

### 3.2 Engagement activities

The program of engagement was announced on 30 April 2022 through a joint media release by the Minister for Transport and Veterans, David Elliot, and the Minister for Corrections, Dr Geoff Lee (see Appendix 1).

Communication and engagement activities were undertaken between 2 May and 26 June 2022, including the 'Have your say' survey which was open from 2 May to 29 July 2022.

### 3.2.1 Virtual Engagement Room

The Virtual Engagement Room was visited more than 4,700 times during the course of the engagement program.

The Virtual Engagement Room houses all current information on the Parramatta Light Rail Stage 2, in addition to the existing Parramatta Light Rail website (refer to Figure 3-1).


The Virtual Engagement Room provides a place for dedicated collateral, including a factsheet, maps and direct link to the 'Have your say' survey (refer to Figure 3-2 for an example).



Figure 3-1: Landing page of the Parramatta Light Rail Stage 2 Virtual Engagement Room (available at: <https://plr2.ghdengage.com/virtual-room/>).

Transport for NSW

## Parramatta Light Rail Stage 2



**Planning and development work for Stage 2 of the Parramatta Light Rail is underway, which will connect Stage 1 and Parramatta's CBD to Sydney Olympic Park via Camellia, Ermington, Melrose Park and Wentworth Point.**

**What do I need to know?**

Stage 2 of the Parramatta Light Rail will link communities north and south of the Parramatta River directly to the Parramatta CBD, the Camellia Town Centre, as well as the booming sport, entertainment, education and employment hub at Sydney Olympic Park, and to the Carter Street Precinct.

Major attractions along the alignment include Accor Stadium, Qudos Bank Arena and various events throughout Sydney Olympic Park, the annual Royal Easter Show, Sydney Showground and future URBNSURF development.

**What's new?**

- 15 stops over a 10-kilometre two-way track
- Travel times of around 25 minutes from Sydney Olympic Park to Camellia, and a further 8 minutes to Parramatta CBD
- Will connect to three transport interchanges on the Stage 1 alignment: future Sydney Metro West and heavy rail in Parramatta and Sydney Olympic Park, and ferry services at Rydalmere and Sydney Olympic Park
- 8.5-kilometre walking and bike-riding path running parallel to the light rail corridor and linking to the existing network
- A shared light rail and pedestrian zone along Down Fraser Avenue in Sydney Olympic Park between Australia Avenue and Olympic Boulevard
- New light rail and active transport bridges, including vital connections over the Parramatta River from Camellia to Rydalmere and Melrose Park to Wentworth Point

**What's happening?**

Planning and development work is underway, including utilities and geotechnical investigations, and progressing the development of the Environmental Impact Statement.

Transport for NSW is also investigating Australian manufacturing opportunities for light rail vehicles and equipment, which will inform the Final Business Case.

There is ongoing community and stakeholder engagement to inform the planning and design phases of the project.

**Stage 1 of the Parramatta Light Rail**

- Major construction is underway on Stage 1, connecting Westmead to Carlingford via the Parramatta CBD
- Destinations en route include the Westmead Health Precinct; the dining and entertainment precinct on Parramatta's Church Street; CommBank Stadium; the new science, technology and innovation museum Powerhouse Parramatta; Rosehill Gardens Racecourse; and three Western Sydney University campuses
- 16 accessible stops over a 12-kilometre two-way track
- Connects to existing rail, bus and ferry interchanges at Westmead, Parramatta CBD and Carlingford
- Passenger services are expected to start in 2023.

Stay informed via [parramattalightrail.nsw.gov.au](http://parramattalightrail.nsw.gov.au) for project updates, news and events.

Figure 3-2: An example of collateral available in the Virtual Engagement Room.



### 3.2.2 'Have your say' survey

The majority of feedback was received through the online 'Have your say' survey. A total of 1194 people undertook the 'Have your say' survey between 2 May and 29 July 2022. A copy of the 'Have your say' questionnaire is provided in Appendix 2.

A summary of the key findings is provided below.

#### Project interest

- 86 per cent of respondents live, work or study in the project area.
- 3 per cent of respondents own or operate a business in the project area.
- 11 per cent of respondents are just interested in the project.

#### Sentiment

- 80 per cent of respondents support the project.
- 5 per cent are neutral towards the project.
- 14 per cent do not support the project.

#### Stop location

Figure 3-3 shows community views in relation to the proposed stop locations.

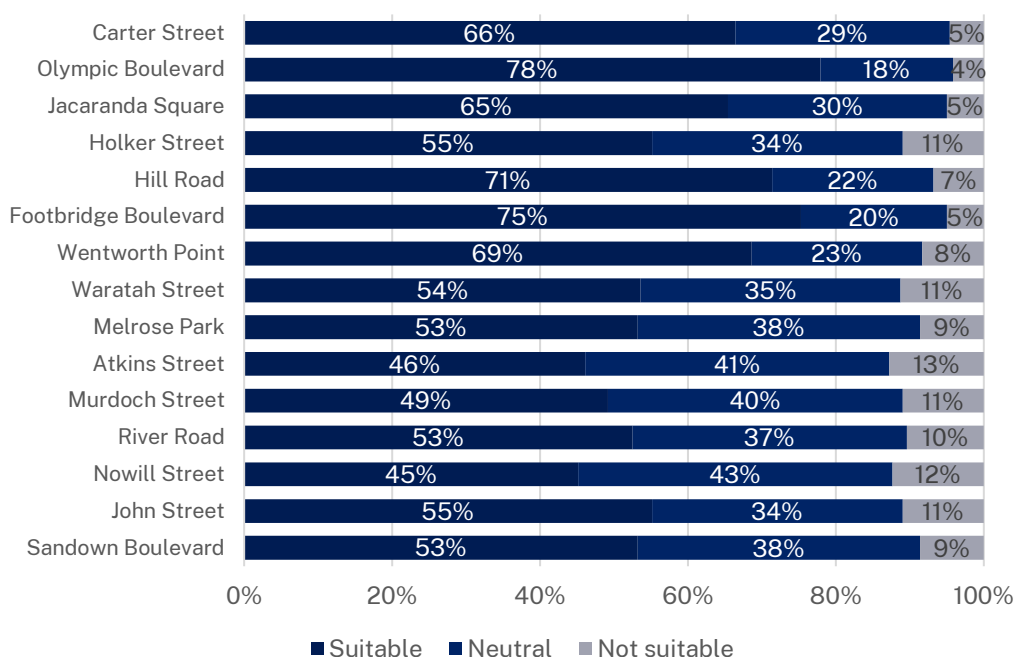


Figure 3-3: Community feedback on the suitability of the proposed light rail stop locations

The majority of respondents believe the proposed stop locations are either suitable or have neutral views towards the stop locations.

The Olympic Boulevard stop location received the most support from the community, with 78 per cent of respondents saying the location was suitable, while 4 per cent believe the location is unsuitable.

The proposed stops within the Rydalmere, Ermington and Melrose Park precincts were least supported by the community. Notably, over 32 per cent of respondents identified these locations specifically as their precincts of interest.

### Alignment

- 35 per cent of respondents support the preferred alignment while 40 per cent stated no preference
- 11 per cent of responses suggested alternate routes including: south of the river (8 per cent), along the river (1 per cent) and the project corridor announced in October 2017 (1 per cent)
- 7 per cent of responses prefer the alternate alignment at Wentworth Point due to a reduced impact on the foreshore, as cited by several respondents
- Twenty-four respondents would like to see the alignment connect directly with Newington.

### Construction timing

- 37 per cent of respondents are not concerned about construction times
- 28 per cent of respondents are concerned about night works compared to 7 per cent who are concerned about day works
- 17 per cent of responses raised concern about all construction times.

### Impacts

Figure 3-4 shows respondents' concerns regarding specified impacts associated with the project.

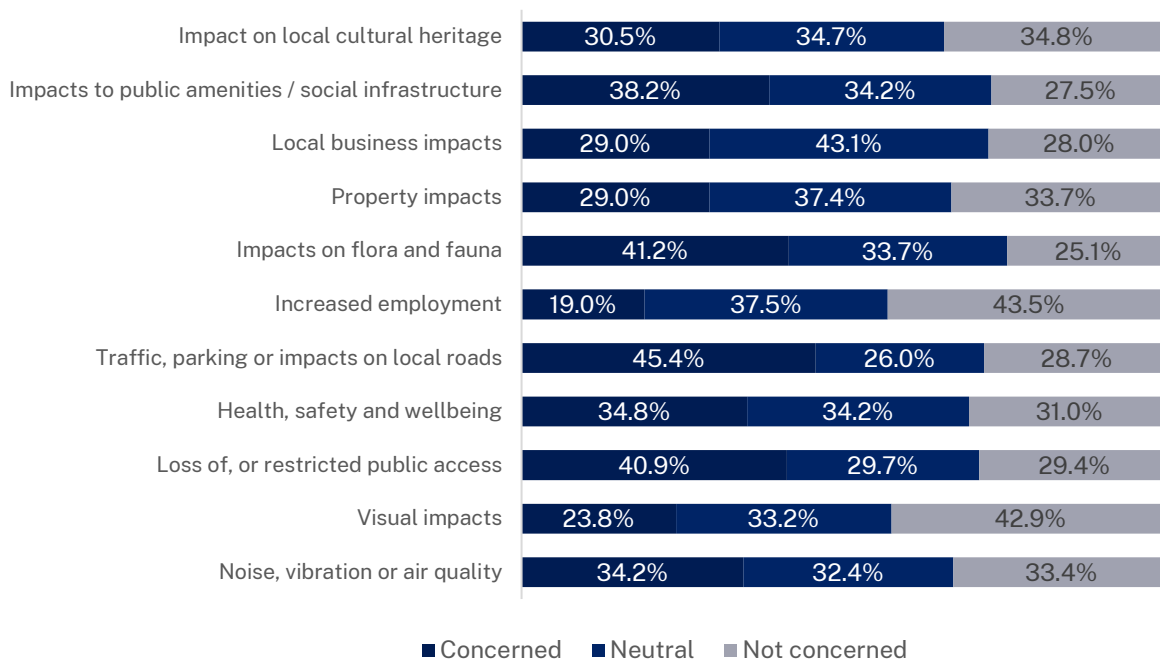


Figure 3-4: Community concerns on potential impacts associated with the project

Of the potential impacts surveyed, the highest number of respondents were concerned with traffic, parking and impacts to local roads (46 per cent), followed by loss of or restricted public access (42 per cent) and impacts on flora and fauna (42 per cent).

In relation to traffic impacts, several respondents specifically expressed concerns about traffic impacts to Hill Road, Wentworth Point, and South Street, Rydalmere.

Only 19 responses were provided from people identifying as business owners along the alignment, which equates to approximately 1.6 per cent of the sample pool. However, 30 per cent of respondents expressed concerns about business impacts in general.

Residents from precincts north of the Parramatta River (including Rydalmere, Ermington and Melrose Park) identified different levels of concern for some construction issues, when compared to precincts south of the Parramatta River (including Wentworth Point, Sydney Olympic Park, Carter Street), which in turn is different when compared to the average across all participants. Figure 3-5 displays the differences in these levels of concern. Residents from precincts both north and south of the Parramatta River identify a high level of concern for traffic, parking and other impacts on local roads. Generally, residents from precincts north of the river have higher levels of concern across all possible impact areas, reflecting perceived impacts on residents in low-density areas. While residents in precincts south of the river are in higher density areas and generally place more value on long term improvements in public transport options with 93 per cent of respondents indicating that better connectivity with other areas is important.

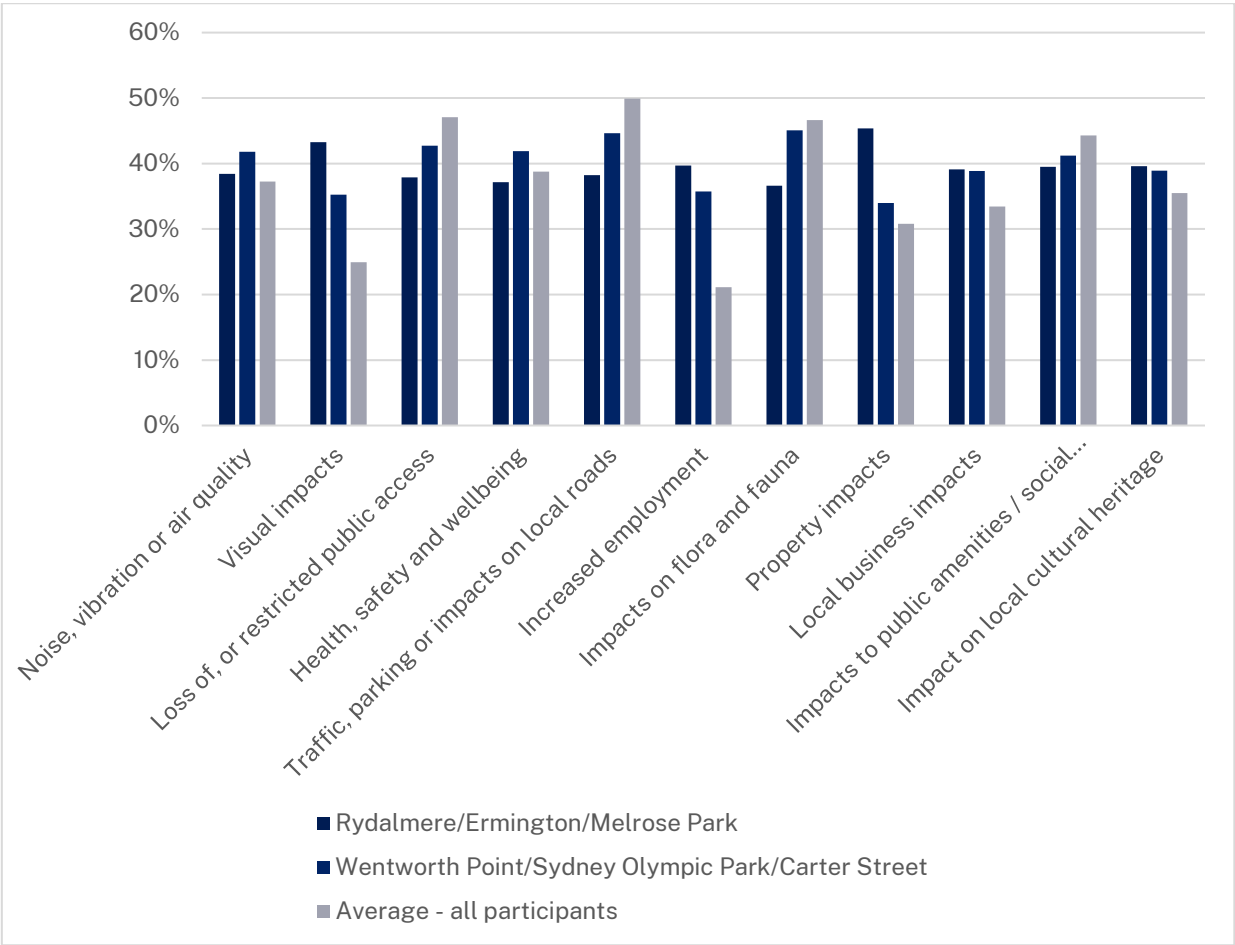


Figure 3-5: Community concerns on potential impacts associated with the project –by larger precinct areas

**Communication**

Email (53 per cent) is the most preferred form of communication with the project, while newsletters (16 per cent), website (14 per cent) and social media (13 per cent) are relatively similar as preferred communication methods.

Mandarin, Cantonese and Korean were the three main languages other than English cited, representing 68 responses in total.

**3.2.3 Pop up events**

Seventeen community information sessions (pop up events) were held during the engagement program, targeting a range of locations and communities across the project alignment. The events were held on different days of the week and at varying times of the day to increase the chances of

community participation. Where possible, the Parramatta Light Rail Mobile Community Information Centre (a public information stand) was used and a range of project staff attended to answer any questions the attendees had.

Table 3-1 below provides a summary of the pop up events held, including the main issues raised at each of these events, with photos from some of these events included in Figure 3-5.

Table 3-1: Summary of pop up events held in 2022 and the key issues raised

| Event / location                            | Date / time                      | Face-to-face interactions (approx.) | Enquiries/ key issues raised / feedback provided  |
|---|----------------------------------|-------------------------------------|---|
| Parramatta Farmers Market, Centenary Square | Wed 4 May<br>7:30 am – 2:30 pm   | 22                                  | <ul style="list-style-type: none"> <li>project timeframe – approval, delivery, operation</li> <li>Australian-made vehicles (local content)</li> <li>bridges – location, design</li> <li>active transport link – location, connections</li> <li>connection to Lidcombe</li> <li>ticketing – fare price, Opal enabled, credit card payments</li> <li>network connectivity – Sydney Metro West</li> <li>road impacts – topography / gradient of Boronia Street</li> </ul>  |
| Sydney Olympic Park station concourse       | Sat 7 May<br>10:00 am – 2:00 pm  | 31                                  | <ul style="list-style-type: none"> <li>difference between Metro and Light Rail alignment</li> <li>network connectivity – Sydney Metro West, heavy rail</li> <li>Wentworth Point stop location</li> <li>connection to Lidcombe / Strathfield</li> </ul>  |
| Wentworth Point, Marina Square              | Sat 14 May<br>10:00 am – 2:00 pm | 70                                  | <ul style="list-style-type: none"> <li>network connectivity – Sydney Metro West</li> <li>connection to Carter Street</li> <li>project status – planning and funding commitment</li> <li>Wentworth Point stop – only one stop required</li> <li>preservation of foreshore and open space – alignment should go behind the Sanctuary Wentworth Point development</li> <li>traffic impacts – to Hill Road and private vehicle use</li> <li>project timeframe – construction and operation</li> <li>alignment suggestion – continue along Hill Road as far as Pondage Link or Carter Street then north along Dawn Fraser to create a loop</li> <li>connect to Rhodes</li> <li>connect to Newington</li> </ul> |
| Rydalmere Wharf                             | Tue 17 May<br>6:00 am – 9:00 pm  | 20                                  | <ul style="list-style-type: none"> <li>service frequency – suggestion to include a 3 am service for shift workers</li> <li>network connectivity – on-demand services</li> </ul>   |
| Ermington Library                           | Wed 18 May<br>10:00 am – 2:00 pm | 15                                  | <ul style="list-style-type: none"> <li>project cost – too expensive / waste of money and resources; suggestion to allocate funds to education and health care instead</li> <li>project status – belief the project had been cancelled</li> <li>accessibility and inclusion – vehicles and stops</li> </ul>  |



| Event / location                            | Date / time                     | Face-to-face interactions (approx.) | Enquiries/ key issues raised / feedback provided  |
|---|---------------------------------|-------------------------------------|---|
|   |                                 |                                     | <ul style="list-style-type: none"> <li>traffic impacts – construction</li> </ul>  |
| Parramatta CBD, Church Street               | Fri 20 May<br>3:30 pm – 7:30 pm | 18                                  | <ul style="list-style-type: none"> <li>timeframe – construction</li> <li>network connectivity – to Parramatta Light Rail Stage 1 services</li> <li>project cost – allocate to roads instead</li> <li>vehicle design – to accommodate bicycles</li> <li>business impacts – construction</li> <li>traffic impacts – construction</li> </ul>   |
| Parramatta Farmers Market, Centenary Square | Wed 25 May<br>7:30 am – 2:30 pm | 85                                  | <ul style="list-style-type: none"> <li>network connectivity – heavy rail, buses, Sydney Metro West</li> <li>transport impacts – concern bus services will be cancelled when light rail becomes operational</li> <li>timeframe – route finalisation, construction, operation</li> <li>journey times</li> <li>connection to Harris Park</li> <li>project cost – too expensive</li> <li>property impacts – increased property values</li> <li>ticketing – improvements to Opal system</li> <li>vehicle design – concerns about cracking and maintenance</li> </ul>   |
| Wentworth Point, Sydney Olympic Park Wharf  | Sun 29 May<br>9:00 am – 1:00 pm | 75                                  | <ul style="list-style-type: none"> <li>project status – belief the project had been cancelled</li> <li>project status – current funding commitment</li> <li>timeframe – construction</li> <li>property and traffic impacts – existing road corridor width</li> <li>stop locations – confirmation</li> <li>property impacts – increased property values</li> <li>bridge design – height and river craft impacts, location, future vehicle use</li> <li>network connectivity – to Sydney CBD</li> <li>connection to Strathfield</li> <li>journey times</li> <li>connectivity with residential developments – Melrose Park</li> <li>alignment – Camellia and connection to industrial area</li> <li>alignment – go behind Sanctuary Wentworth Point development, build on western side of Hill Road to avoid property impacts</li> </ul> |
| Melrose Park, Ermington Boat Ramp           | Sun 29 May<br>9:00 am – 1:00 pm | 20                                  | <ul style="list-style-type: none"> <li>Melrose Park to Wentworth Point bridge design – location, design, property impacts and acquisitions, utility impacts (132kV power line)</li> <li>connectivity with residential developments – Melrose Park North and South</li> <li>environmental impacts – trees, mangrove community, birdlife, protected species</li> <li>property impacts</li> </ul>  |

| Event / location  | Date / time                         | Face-to-face interactions (approx.) | Enquiries/ key issues raised / feedback provided  |
|---|-------------------------------------|-------------------------------------|---|
|   |                                     |                                     | <ul style="list-style-type: none"> <li>engagement –local residents (Melrose Park Residents Action Group), City of Parramatta Council</li> <li>impacts to Ermington Boat Ramp –construction / operation, car park</li> <li>active transport link –separated lanes for pedestrians, cyclists and motor vehicles</li> <li>road impacts –general traffic, parking</li> <li>car parking –parking loss; commuter car parks</li> <li>alignment –along Waratah Street and Wharf Road</li> <li>patronage and connectivity –future passengers and destinations</li> <li>Ken Newman Park –end-state design</li> </ul>  |
| North Parramatta Heritage Festival, Cumberland Hospital | Sun 29 May<br>10:00 am –<br>4:00 pm | 110                                 | <ul style="list-style-type: none"> <li>timeframe –construction</li> <li>parking –commuter carparks at light rail stops</li> <li>network connectivity –improve bus services to connect with light rail</li> </ul>  |
| Newington Shopping Village                              | Thu 2 June<br>1:00 pm –<br>5:00 pm  | 200                                 | <ul style="list-style-type: none"> <li>over-development concerns</li> <li>Australian-made vehicles (local content)</li> <li>stop locations –nearest to Newington</li> <li>alignment –travel options to Parramatta CBD, Westmead, Newington</li> <li>active transport links –alignment, connections</li> <li>timeframe –construction, operation, likelihood of delays</li> <li>project funding –total cost; recent funding allocation</li> <li>network connectivity –heavy rail, buses, Sydney Metro West</li> <li>bridges –Silverwater Road, Wentworth Point to Melrose Park dimensions</li> <li>difference between metro and light rail</li> <li>noise and vibration –mitigation measures</li> <li>similarities to other (Sydney) light rail projects</li> <li>light rail vehicles –driverless</li> <li>lessons learnt –from Parramatta Light Rail Stage 1</li> <li>traffic impacts –congestion during construction</li> </ul> |
| Meadowbank Netball Courts                               | Sat 4 June<br>8:00 am –<br>1:00 pm  | 150                                 | <ul style="list-style-type: none"> <li>alignment –Wharf Road vs Waratah Street; Western Sydney University campuses</li> <li>network connectivity –heavy rail, buses, Sydney Metro West, improve connecting services</li> <li>journey times –Parramatta CBD to Sydney Olympic Park Local impacts (residential)</li> <li>connect to Meadowbank Station, Top Ryde, Victoria Road, Gladesville</li> <li>an extension of the network beyond Carter Street</li> <li>project funding –source of money; recent funding allocation</li> </ul>  |

| Event / location                      | Date / time                      | Face-to-face interactions (approx.) | Enquiries/ key issues raised / feedback provided  |
|---------------------------------------|----------------------------------|-------------------------------------|---|
|                                       |                                  |                                     | <ul style="list-style-type: none"> <li>timeframe – confirmation of impacts; construction</li> <li>property impacts – business, residential, access, compulsory acquisition</li> <li>project status – belief the project had been cancelled</li> <li>noise and vibration – mitigation measures</li> <li>business impacts – compensation</li> <li>traffic impacts – Boronia Street</li> <li>engagement channels – how to voice concerns through project lifecycle</li> <li>Melrose Park to Wentworth Point bridge – avoid impacting the houses on Wharf Road, request to provide feedback on design</li> <li>over-development concerns</li> <li>flooding</li> </ul>   |
| Ermington Shopping Village            | Tue 7 June<br>8:00 am – 12:00 pm | 93                                  | <ul style="list-style-type: none"> <li>project status – belief the project had been cancelled</li> <li>timeframe – construction, operation</li> <li>network connectivity – heavy rail, buses, Sydney Metro West</li> <li>alignment – Wharf Road</li> <li>stop locations – Carter Street</li> <li>track configuration – road and pedestrian impacts, Boronia Street</li> <li>traffic impacts – emergency vehicles</li> <li>connect to Victoria Road</li> <li>noise and vibration – operational mitigation measures</li> <li>journey times – Ermington and Melrose Park to Parramatta CBD and Sydney Olympic Park</li> <li>Silverwater Road bridge</li> <li>translated communication material – Arabic</li> </ul> |
| Sydney Olympic Park, Jacaranda Square | Thu 9 June<br>10:00 am – 2:00 pm | 30                                  | <ul style="list-style-type: none"> <li>stops – Sydney Olympic Park</li> <li>network connectivity – heavy rail, buses, Sydney Metro West</li> <li>alignment – Dawn Fraser Avenue</li> <li>traffic impacts</li> <li>track configuration – one traffic lane and light rail only, elevated track along Boronia Street</li> <li>timeframe – construction, operation</li> </ul>   |
| Parramatta CBD, Church Street         | Sat 18 June<br>3:00 pm – 7:00 pm | 42                                  | <ul style="list-style-type: none"> <li>timeframe – construction, operation</li> <li>when will Parramatta Light Rail Stage 1 start operations/testing</li> <li>wire free areas</li> <li>journey times – Parramatta CBD to Sydney Olympic Park</li> <li>network connectivity – Parramatta Light Rail Stage 1</li> </ul>   |

| Event / location                              | Date / time                       | Face-to-face interactions (approx.) | Enquiries/ key issues raised / feedback provided  |
|---|-----------------------------------|-------------------------------------|---|
| Wentworth Point Market, Marina Square         | Sun 19 June<br>8:00 am – 2:00 pm  | 79                                  | <ul style="list-style-type: none"> <li>• what is the timeframe – development approval, construction, operation</li> <li>• property impacts – access, future land use / zoning</li> <li>• network connectivity – heavy rail, buses, Sydney Metro West</li> <li>• bridges – number, buses on Melrose Park to Wentworth Point bridge</li> <li>• concerns about overdevelopment</li> <li>• traffic impacts – along Hill Road, South Street</li> <li>• track configuration – set back distance onto grass verge on Boronia Street</li> <li>• light rail vehicle design</li> <li>• noise and vibration – operational mitigation measures</li> <li>• journey times – Parramatta CBD to Sydney Olympic Park</li> <li>• construction – timeframe, sequencing, impacts</li> </ul> |
| Wentworth Point, Community Centre and Library | Tue 21 June<br>10:00 am – 2:00 pm | 150                                 | <ul style="list-style-type: none"> <li>• stop locations</li> <li>• timeframe – development approval, construction, operation</li> <li>• traffic impacts – along Hill Road</li> <li>• Melrose Park to Wentworth Point bridge – construction timing, car usage, access</li> <li>• alignment – confirmation</li> <li>• layover facilities – Camellia</li> </ul>  |



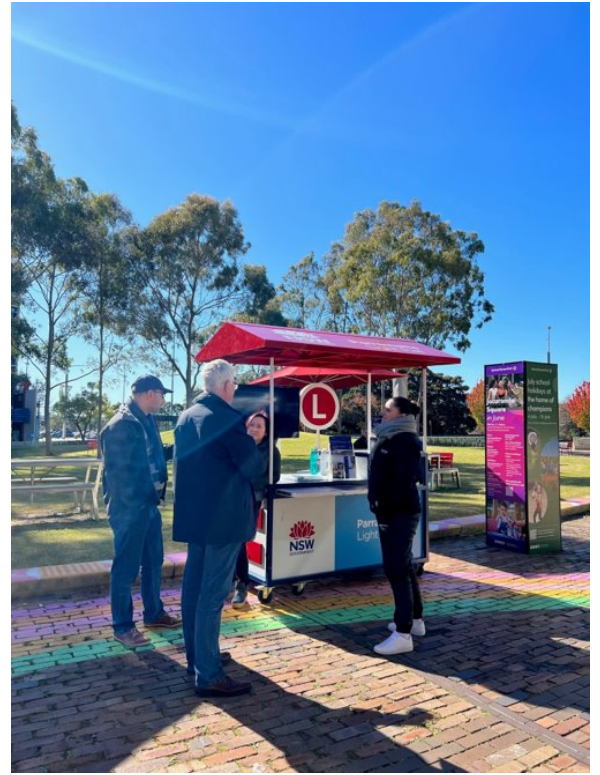


Figure 3-5: Photographs from pop up events (clockwise from top left): Rydalmere Wharf, Sydney Olympic Park – Jacaranda Square, Parramatta Farmers Market – Centenary Square, Wentworth Point Market – Marina Square.

Over 1,200 people engaged with the project team at the pop up events, and the sentiment they expressed towards the project was predominantly positive. Figure 3-6 includes some of the comments recorded during the pop up events.



Figure 3-6: Selection on feedback and questions recorded during the pop up events.

### 3.2.4 Social Media

Transport for NSW published five Facebook posts to over 7,000 followers with a total reach of over 75,000 people, promoting the 'Have your say' survey and pop up events. An example of a social post is included in Figure 3-7.





Figure 3-7: Example social media post, promoting the ‘Have your say’ survey and pop up events

### 3.2.5 Letterbox drops

Transport for NSW delivered the ‘Have your say’ postcard (DL size) to 29,500 properties within the project area (refer to Figure 3-8).

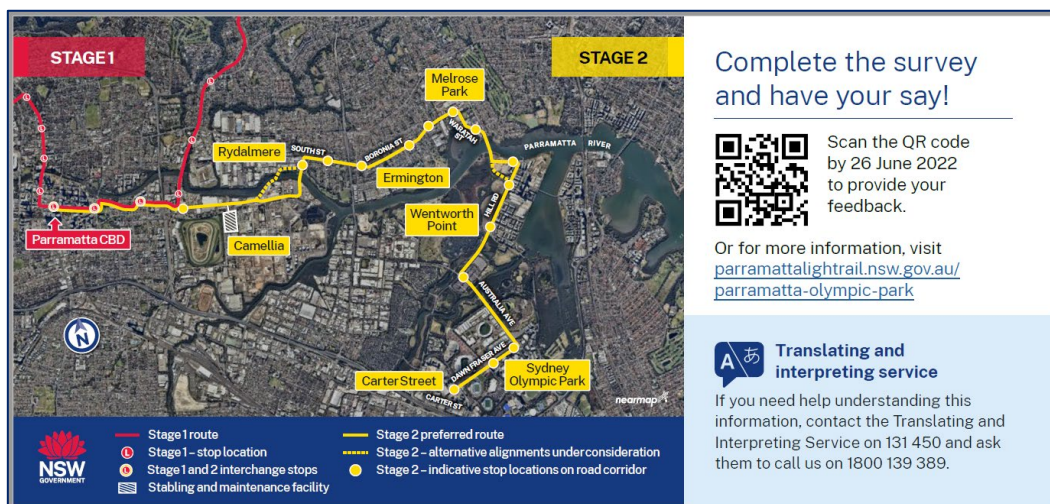


Figure 3-8: ‘Have your say’ postcard which was delivered to 29,500 properties

### 3.2.6 Parramatta Light Rail website

The Parramatta Light Rail website houses information specific to the Parramatta Light Rail Stage 2 project, as well as providing links to the Virtual Engagement Room and ‘Have your say’ survey.

The ‘Have your say’ on Parramatta Light Rail Stage 2’ webpage (refer to Figure 3-9) was visited more than 700 times during the course of the engagement program, and the ‘Stage 1 and Stage 2 Map’ webpage was visited more than 1,000 times.

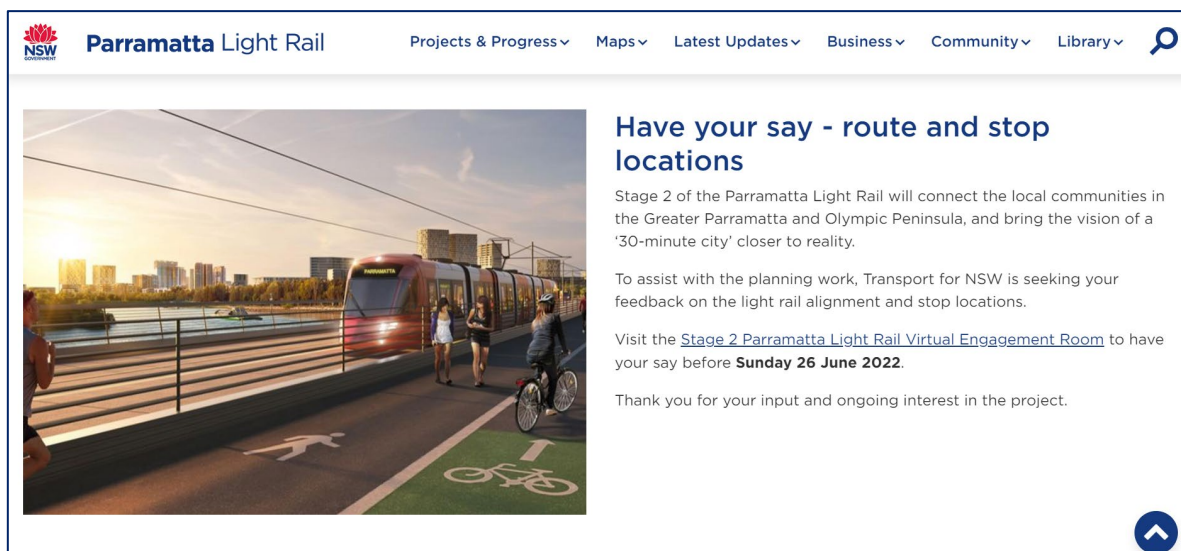


Figure 3-9: The “Have your say’ on Parramatta Light Rail Stage 2’ webpage

### 3.2.7 Stakeholder updates

The Virtual Engagement Room and ‘Have your say’ survey were promoted in two separate ‘Stakeholder Updates’, a monthly newsletter which is issued by Parramatta Light Rail to over 75 key stakeholders including, City of Parramatta Council, Sydney Olympic Park Authority, Royal Agricultural Society and Business Western Sydney among others.

### 3.2.8 Stakeholder engagement

Specific and targeted engagement was provided to a range of stakeholders from various sectors through emails, telephone calls and door knocks. All stakeholders were invited to complete the survey (either online or face-to-face) and were offered a follow up briefing with members of the project team should they have additional questions.

Table 3-2 summarises the targeted stakeholder engagement undertaken during the engagement program (refer to Figure 3-10 for attendance at some of these briefings).

Table 3-2: Targeted stakeholder engagement undertaken during the community engagement program

| Stakeholder group                      | Stakeholder / distribution reach  | Engagement method/s                                  |
|--|---|--|
| Local Government                       | City of Parramatta Council (COPC)<br>City of Ryde Council (CORC)  | Email<br>Briefing<br>Meeting                         |
| Aboriginal and Torres Strait Islanders | COPC Aboriginal and Torres Strait Islander Advisory Committee<br>Transport for NSW Aboriginal Engagement Team   | Email (request to distribute to members)             |
| Accessibility                          | Transport for NSW Accessible Transport Advisory Committee<br>COPC Access Advisory Committee<br>Combined membership includes: <ul style="list-style-type: none"> <li>Arthritis NSW</li> <li>Assistance Dogs Australia</li> </ul> | Email (request to distribute to members)<br>Briefing |

| Stakeholder group                            | Stakeholder / distribution reach   | Engagement method/s                                      |
|--|--|--|
|  | <ul style="list-style-type: none"> <li>• Blind Citizens Australia</li> <li>• Carers NSW</li> <li>• Combined Pensioners and Superannuants Association of NSW</li> <li>• Community Transport Organisation</li> <li>• Council on the Ageing NSW</li> <li>• Deaf Australia</li> <li>• Deafblind Association NSW</li> <li>• Deafness Forum of Australia</li> <li>• Dementia Australia</li> <li>• Disability Council NSW</li> <li>• Forward Ability Support</li> <li>• Guide Dogs NSW/ACT</li> <li>• Multicultural Disability Advocacy Association of NSW</li> <li>• NSW Council for Intellectual Disability</li> <li>• NSW Council of Social Service</li> <li>• NSW Office of Veterans' Affairs</li> <li>• People with Disability Australia</li> <li>• Physical Disability Council of NSW</li> <li>• Self-Advocacy Sydney</li> <li>• Spinal Cord Injuries Australia</li> <li>• Stroke Recovery Association NSW</li> <li>• Synapse Australia</li> <li>• Vision Australia.</li> </ul> |  |
| CALD (culturally and linguistically diverse) | Multicultural NSW<br>NSW Family and Community Services   | Email (request to distribute to members)<br>Briefing     |
| Business organisations                       | Sydney Olympic Park Business Association (SOPBA)<br>Parramatta Light Rail Stage 1 Business Reference Group<br>Parramatta Chamber of Commerce<br>Business Western Sydney  | Email (request to distribute to members)                 |
| Local business                               | <p>More than 70 businesses on or adjacent the project alignment. Major businesses include:</p> <ul style="list-style-type: none"> <li>• Quest Apartments</li> <li>• Pullman Hotel</li> <li>• Novotel</li> <li>• Ibis</li> <li>• George Western Foods</li> <li>• Knauf.</li> </ul> <p>Note: businesses were contacted as part of the Project's Business Impact Survey (refer to</p>   | <p>Door knock</p> <p>Email</p> <p>EDM</p> <p>Meeting</p> |



| Stakeholder group               | Stakeholder / distribution reach  | Engagement method/s                                      |
|---------------------------------|---|--|
|                                 | Technical Paper 8 (Business Impact Assessment))   |  |
| Active transport                | COPC Cycleways Advisory Committee<br>Bicycle NSW  | Email (request to distribute to members)<br>Briefing     |
| Education                       | Wentworth Point Public School<br>Rydalmere East Public School<br>Melrose Park Public School<br>Western Sydney University  | Email  |
| Maritime                        | Boating Industry Australia<br>Boating Owners Association of NSW<br>Commercial Vessels Association<br>Port Authority NSW<br>Maritime, Property<br>Glebe Rowing Club<br>Rowing NSW<br>University of NSW Rowing<br>Sydney Rowing<br>Paddle NSW<br>Captain Cook Cruises<br>Transdev Sydney Ferries<br>Dragon Boats NSW<br>D'Albora Marina (Cabarita Point)<br>Gladesville Bridge Marina<br>Drummoyne Sailing Club<br>Concord & Ryde Sailing Club<br>Parramatta River Sailing Club<br>Dobroyd Aquatic Club<br>Bayswater Safety Group | Email (request to distribute to members)<br>Presentation |
| Developers / landowners         | Payce<br>Holdmark<br>Goodman<br>Sekisui House<br>Billbergia<br>GPT Group<br>Landcom   | Email<br>Meeting   |
| Key stakeholder groups / forums | Parramatta Liquor Accord<br>Parramatta Events Group<br>Greater Parramatta Group<br>Combined membership includes: <ul style="list-style-type: none"> <li>Powerhouse Parramatta</li> <li>Business Western Sydney</li> </ul>   | Email<br>Briefing<br>Meeting                             |

| Stakeholder group       | Stakeholder / distribution reach  | Engagement method/s              |
|-------------------------|---|----------------------------------|
|                         | <ul style="list-style-type: none"> <li>• NSW Department of Planning and Environment</li> <li>• Royal Agricultural Society</li> <li>• Infrastructure NSW</li> <li>• Western Sydney University</li> <li>• Property Council of Australia, NSW</li> <li>• Sydney Olympic Park Business Association</li> <li>• Parramatta Leagues Club</li> <li>• Venues NSW</li> <li>• NRMA</li> <li>• Parramatta Chamber of Commerce</li> <li>• Sydney Olympic Park Authority</li> <li>• Australian Turf Club (ATC)</li> <li>• COPC</li> <li>• NSW Fire</li> <li>• NSW Health</li> <li>• NSW Police</li> <li>• NSW Taxi Council</li> <li>• Parramatta Park Trust &amp; Western Sydney Parklands Trust</li> <li>• Venues Live</li> <li>• Transport for NSW</li> </ul> |                                  |
| Special interest groups | <p>Meadowbank Combined Probus</p> <p>Guildford Probus</p> <p>Melrose Park Resident Action Group</p>   | <p>Email</p> <p>Presentation</p> |



Figure 3-10: Photographs below from stakeholder forums: Parramatta Light Rail Stage 1 Business Reference Group (top) and Greater Parramatta Group (bottom)

### 3.2.9 Community enquiries

Excluding formal submissions and ‘Have your say’ responses, a total of 101 incoming and outgoing events were recorded in the project’s customer relationship manager database, Consultation Manager, between 2 May and 26 June 2022. The chart in Figure 3-11 summarises these activities by event type.

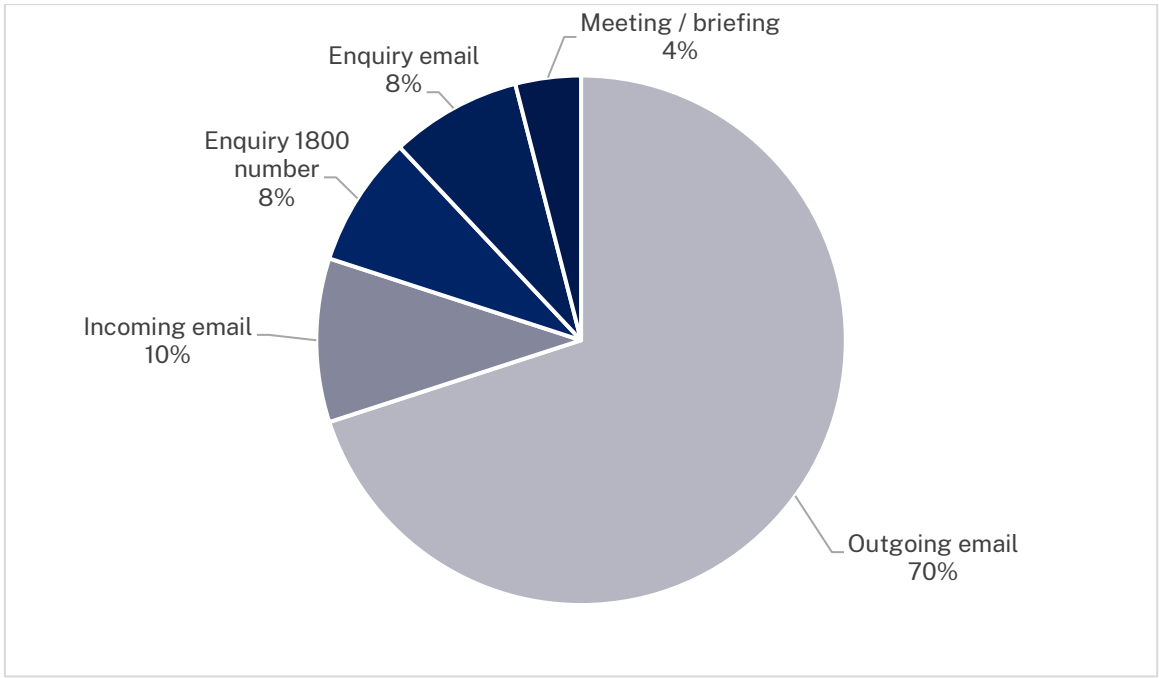


Figure 3-11: Summary of Consultation Manager events

While the majority of outgoing correspondence targeted businesses, and therefore sought feedback in relation to perceptions of business impacts, incoming correspondence raised concerns in relation to:

- Property (10 per cent)
- Alignment (7 per cent)
- Residence (7 per cent)
- Property access (3 per cent)
- Traffic (3 per cent)
- Accessibility (2 per cent).

3.2.10 Formal submissions

In addition to feedback received through community enquiries and the online survey, six formal submissions were received from, and on behalf of, key stakeholder and community organisations. Table 3-3 summarises these submissions.

Table 3-3: Summary of formal submissions received

| Organisation         | Sentiment | Issues  |
|----------------------|-----------|---|
| City of Ryde Council | Support   | <ul style="list-style-type: none"><li>• Supports improved public and active transport connectivity</li><li>• Suggests the project alignment should connect to West Ryde train station or Meadowbank train station</li><li>• Suggests the Parramatta Light Rail Stage 1 alignment should extend to Epping</li><li>• Encourages ongoing collaboration and communication / engagement.</li></ul> |

| Organisation   | Sentiment | Issues   |
|--|-----------|--|
| Western Sydney University                              | Support   | <ul style="list-style-type: none"> <li>• Supports improved public and active transport connectivity</li> <li>• Project must be accelerated</li> </ul>  |
| Western Sydney Leadership Dialogue                     | Support   | <ul style="list-style-type: none"> <li>• Project should be delivered in advance of Sydney Metro West completion</li> <li>• Funding model suggestions</li> <li>• Supports bus usage on Melrose Park to Wentworth Point bridge</li> <li>• Supports the Grand Avenue, Camellia, alignment decision as it avoids Rydalmere businesses</li> <li>• Encourages improved connectivity and interchange to ferry, pedestrian paths and Parramatta Light Rail Stage 1, particularly to facilitate access to Western Sydney University Rydalmere campus</li> <li>• Consideration for traffic and construction impacts</li> </ul> |
| Australian Turf Club                                   | Support   | <ul style="list-style-type: none"> <li>• Seeking improved transport connectivity to Rosehill Gardens Racecourse (light rail and Sydney Metro West)</li> <li>• Management of construction impacts</li> <li>• Encourage ongoing collaboration and communication/engagement.</li> </ul>   |
| Local resident and member of Melrose Park Action Group | Support   | <p>Generally supportive of the project although raised concerns regarding the location of the Melrose Park to Wentworth Point bridge if the existing 132kV powerlines are not relocated.</p> <p>Without relocation, the bridge would have the following perceived impacts:</p> <ul style="list-style-type: none"> <li>• property access / acquisitions</li> <li>• visual amenity</li> <li>• environmental</li> <li>• active transport</li> <li>• boat ramp and parking.</li> </ul> <p>Recommends relocating the existing 132kV powerlines</p>  |
| City of Parramatta Council                             | Support   | <p>Overall support for the project and seeks ongoing engagement regarding future land use and the management of community and environmental impacts including:</p> <ul style="list-style-type: none"> <li>• open space / public amenity</li> <li>• urban design / design excellence</li> <li>• community consultation</li> <li>• flooding</li> <li>• Camellia Place Strategy</li> <li>• Ken Newman Park.</li> </ul>  |

### 3.2.11 Media

During the course of the engagement program, the project was featured in local, regional and state media outlets outlined below, and was promoted by various stakeholder groups and external organisations to a broad and diverse audience.



#### **TV coverage**

- Channel 7
- Channel 9
- Southern Cross Newcastle
- Channel 9 Illawarra
- Channel 9 Orange
- Channel 9 Central West
- Channel 9 Riverina

#### **Newspaper and print media**

- Parra News
- Rail Express
- Sydney Morning Herald
- Daily Telegraph

#### **Online coverage**

- Daily Telegraph
- Herald Sun
- Courier Mail
- The Advertiser
- Gold Coast Bulletin
- The Mercury
- Townsville Bulletin
- Cairns Post
- Mirage News
- National Tribune
- Rail Express
- Council Magazine
- Parra News
- AFN Daily
- Roads and Infrastructure Australia

#### **Radio**

- 2GB
- 2CC Talking Canberra
- 2PM
- Radio 97
- 2DU
- 2VM Feeling Good

#### **Stakeholder publications**

- EPulse
- SOPBiz
- Parramatta Chamber of Commerce
- City of Parramatta Business News
- Western Sydney Leadership Dialogue
- City of Parramatta website

### **3.3 Engagement summary**

The program, which ran between 2 May and 26 June 2022 (8 weeks in total), utilised a broad suite of tools and activities to reach a large and diverse audience base. While the program aimed at increasing awareness of the project, it also invited the community and stakeholders to provide feedback on the proposed alignment, alternative alignments and stop locations.

Various channels were utilised to gather feedback, with the key 'call to action' to complete the online 'Have your say' survey. On request from the community and stakeholders, a four week extension to the 'Have your say' survey was given, with the survey closing on 29 July 2022.

In total, 1194 people undertook the 'Have your say' survey, with key findings including:

- 80 per cent of respondents support the project

- there is widespread support for the proposed stop locations although the stops within the Rydalmere, Ermington and Melrose Park precincts received the least support
- 75 per cent of respondents either support the preferred alignment or have no preference, although a small number of respondents would like to see better connections to Newington
- 37 per cent of respondents are not concerned about construction times compared to 29 per cent of respondents who are concerned about night works
- impacts to traffic, parking and local roads ranked the highest area of concern for respondents (46 per cent), with comments specifically relating to South Street, Rydalmere and Hill Road, Wentworth Point provided
- more generally, the community is keen to understand the current status of the project, when construction would commence and how it would connect to other transport modes, specifically Sydney Metro West
- email (53 per cent) is the most preferred form of communication about the project, while newsletters (16 per cent), website (14 per cent) and social media (13 per cent) remain relatively similar as preferred communication methods.

### 3.4 Responding to feedback

The feedback received has been collated and is summarised in Appendix 3, along with the project team's response to key questions and concerns. The project has endeavoured to update the project design and construction method in consideration of the feedback received, where feasible and reasonable. However, there are instances where this feedback could not be acted upon, and an explanation has been provided.

Parramatta Light Rail is committed to maintaining an open dialogue with the community and stakeholders throughout the next stages of the project.

## 4 Extended construction hours engagement campaign

### 4.1 Primary project working hours

The *Interim Construction Noise Guideline* (Department of Environment and Climate Change, 2009) provides the following hours for normal construction work:

- Monday to Friday: 7am to 6pm
- Saturday: 8am to 1pm
- no work on Sundays or public holidays.

As the project would be constructed along road corridors for most of its length, including adjustments to a number of utilities in key locations, working hours are proposed that would extend the recommended standard hours outlined in the *Interim Construction Noise Guideline* to:

- Monday to Sunday, including public holidays: 7am to 7pm

The proposed primary project working hours would have the potential to:

- reduce the duration of construction in any one location and associated amenity (including noise and access, etc) impacts
- permit works within the road corridor at times when traffic volumes are lower, reducing the potential for disruption to the general public and providing safety benefits for workers
- enable works within Sydney Olympic Park to be planned around special events.

A similar approach was implemented during construction of Parramatta Light Rail Stage 1 which significantly reduced the number of nights worked and the associated noise and access impacts to the community.

### 4.2 Engagement activities

Transport for NSW sought feedback from the community on the proposed primary project working hours via an online survey. Residents and businesses directly adjacent to a work area are most likely to be impacted by construction activities, therefore the engagement campaign sought to target properties in close proximity to the project alignment.

The survey was open from 30 September to 14 October 2022, and communication activities were undertaken to make the community aware of the survey. The survey is available in Appendix 4.

A project notification was letterbox dropped to about 7000 properties along the alignment, inviting them to complete the survey. A copy of the notification is provided in Appendix 5.

Transport for NSW also issued an electronic direct mail to approximately 1500 recipients, and published one Facebook post midway through the campaign, promoting the survey.

Where possible, feedback was sought from potentially directly impacted businesses and residents along the alignment, however, engagement activities reached a broader audience.

### 4.3 Survey results

During the course of the survey, 257 responses were received indicating that:

- 75 per cent support extended construction hours on weekdays (as opposed to 21 per cent against and 4 per cent neutral)
- 67 per cent support extended construction hours on Saturdays (as opposed to 30 per cent against and 3 per cent neutral)
- 53 per cent support extended construction hours on Sundays and public holidays (as opposed to 40 per cent against and 7 per cent neutral)
- more than 60 per cent of respondents recommended the proposed mitigation measures be implemented during the works.

Although the results indicate preliminary support for the extended construction hours, in response to feedback received a requirement has been included in the EIS for no work to be undertaken one weekend per month in areas to provide respite where there is the potential for construction noise impacts.

## 5 Ongoing engagement

The project team is committed to providing comprehensive and appropriate communication and engagement with the community and other key stakeholders, both during exhibition of the EIS and during the design and construction phases. Chapter 8 (Community and stakeholder engagement) of the EIS provides detail on how this ongoing engagement would be undertaken.



## 6 References

Department of Environment and Climate Change (2009), *Interim Construction Noise Guideline*, July 2009. Available at: [Interim Construction Noise Guideline \(nsw.gov.au\)](#)

Department of Planning, Industry and Environment (2021), *Social Impact Assessment Guideline for State Significant Projects*. Available at: [Social Impact Assessment Guideline \(nsw.gov.au\)](#)

## Appendix 1 Ministerial media release



**David Elliott**  
Minister for Transport  
Minister for Veterans

**Geoff Lee**  
Minister for Corrections

### MEDIA RELEASE

*\*Updated animation and maps: <https://bit.ly/3vpZEbN>*

Saturday, 30 April 2022

#### **PLANNING FOR PARRAMATTA LIGHT RAIL STAGE 2 REACHES NEXT STOP**

Western Sydney locals and stakeholders are invited to have their say on the Parramatta Light Rail Stage 2 preferred route and 15 stop locations from Camellia to Sydney Olympic Park, as the Business Case for the project nears completion.

Minister for Transport and Veterans David Elliott said the early engagement was part of the project's ongoing planning work which feeds into the design, Environmental Impact Statement and Final Business Case.

"We want to ensure Stage 2 of the Parramatta Light Rail meets the transport needs of the rapidly growing and diverse residential, business and entertainment hub in Western Sydney," Mr Elliott said.

Minister for Corrections and Member for Parramatta Geoff Lee said this was a key opportunity for the community to have their say.

"This process ensures community feedback is considered before the formal Environmental Impact Statement process occurs.

"Site investigation work, including the mapping of utilities such as water mains, electricity and gas, and geotechnical investigations begins Monday and will form part of the Final Business Case," Mr Lee said.

The new map confirms the preferred Stage 2 route will travel south of the Parramatta River through Camellia, which will support up to 10,000 new homes and 14,500 jobs in the proposed Camellia-Rosehill Precinct, before crossing the river to Rydalmere.

Federal Candidate for Parramatta Maria Kovacic said this project will give the people of Western Sydney a voice to ensure the right connection was in place to support future residential and commercial growth opportunities, major attractions, and precincts.

"I encourage my local community to have their say as the final design will be based on feedback to ensure this fantastic project supports the growth of the Greater Parramatta and Olympic Peninsula," Ms Kovacic said.

Stage 2 of the Parramatta Light Rail project will connect to the future Metro West and heavy rail in Parramatta and Sydney Olympic Park, and ferry services at Rydalmere and Wentworth Point.

The consultation period is open from Monday 2 May to Sunday 26 June 2022. Visit the [Stage 2 Parramatta Light Rail Virtual Engagement Room](#) to access the 'Have your say' survey.

**MEDIA: Vanessa Till | Minister Elliott | 0419 603 586**  
**Jonathan Talbot | Minister Lee | 0419 164 314**

## Appendix 2 ‘Have your say’ questionnaire

### Introduction

The NSW Government's announcement of the Parramatta Light Rail Program has been a catalyst for investment and development in the Greater Parramatta to the Olympic Peninsula (GPOP). Delivery of Stage 1 and 2 of the Parramatta Light Rail will support the NSW Government's Future Transport 2056 vision for the Greater Sydney city-shaping network, enabling people to have access to jobs and services within 30 minutes.

The project is committed to delivering an integrated light rail service that supports the population and employment growth, as well as the development expected throughout the area.

Stage 2 will connect Stage 1 and the Parramatta CBD to Camellia, Ermington, Melrose Park, Wentworth Point and Sydney Olympic Park. It will also connect to the future Sydney Metro West and heavy rail in Parramatta and Sydney Olympic Park, and ferry services at Rydalmere and Sydney Olympic Park.

### About this survey:

Planning and development work for Stage 2 of the Parramatta Light Rail is underway, including utilities and geotechnical investigations, as well as progressing the development of the project's Environmental Impact Statement.

To inform the planning work, Transport for NSW is seeking to better understand some of the potential impacts, benefits, outcomes and concerns you may have about the light rail alignment and stop locations.

### Data privacy

Transport for New South Wales is subject to the *Privacy and Personal Information Protection Act 1998* in managing your personal information. Please review our privacy statement for further information.



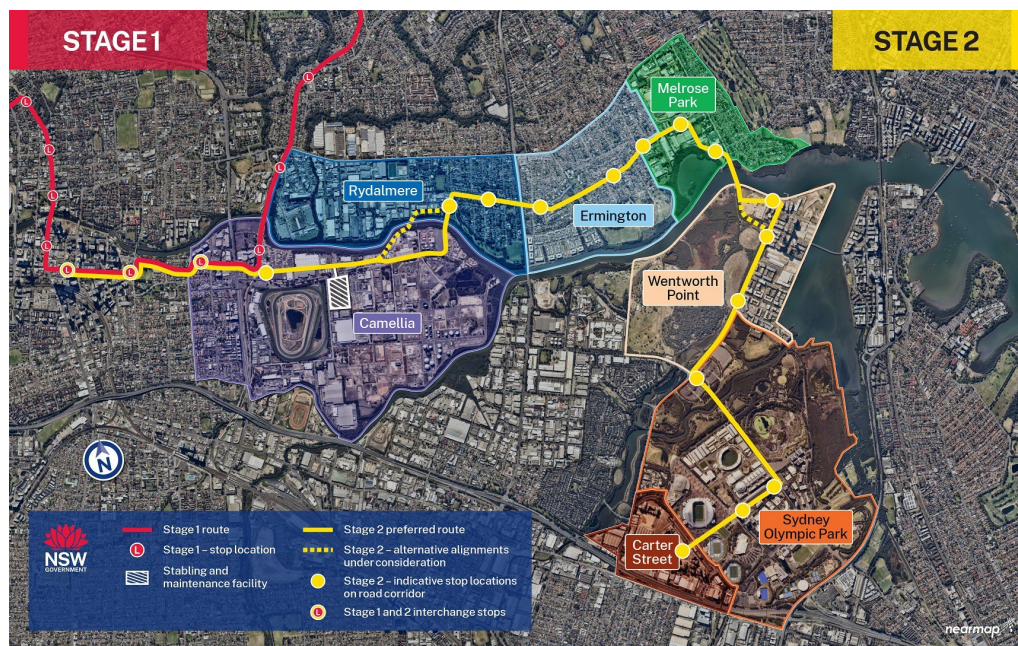
**\* 1. Please select the statement that most accurately reflects your connection to the study area. (Refer to the map above)**

- I live/ work/ study on the proposed route alignment



- I live/ work/ study in the general area but not on the proposed route alignment I own/ operate a business on the proposed route alignment
- I own/ operate a business in the general area but not on the proposed route alignment I own/ operate a business and live on the proposed route alignment
- I don't live/ work/ study near the proposed route alignment, but I am interested in the project

**Business Owner / operator questions:**



**\* 2 / The proposed Stage 2 alignment includes seven precincts. Please specify the precinct/s which are of interest to you (tick all that apply). (Refer to map above)**

- The whole alignment study area (all seven precincts)
- Camellia precinct
- Rydalmere precinct
- Ermington precinct
- Melrose Park precinct
- Wentworth Point precinct
- Sydney Olympic Park precinct
- Carter Street precinct

**\*3. What is your business type?**

- Transportation and Logistics Construction
- Manufacturing
- Wholesale and Retail Trade Accommodation and Food Services
- Other (please specify)\_\_\_\_\_



**4. How long have you been located at this address?**

- Less than 1 year 1-3 years
- 3-10 years
- 10+ years

**5. Do you lease or own the premises?**

- Lease
- Own

**6. How many employees do you have?**

- Less than 10
- 10-50
- 50-100

**7. What are your main trading days and hours?**

- Monday
- Tuesday
- Wednesday
- Thursday
- Friday
- Saturday
- Sunday
- Standard: 9am -5pm
- Long: 7am -5pm
- Other (please specify)\_\_\_\_\_

**8. How do your staff and customers usually travel to your business?**

- Private vehicle (car, van)
- Public transport (bus, train, ferry)
- Active transport (bike, ebike, walking)

**9. Which of the following best describes your opinion of Parramatta Light Rail Stage 2?**

- Supportive

- Neutral
- Not supportive

All participants

**\*10. The proposed Stage 2 alignment includes seven precincts. Please specify the precinct/s which are of interest to you (tick all that apply). (Refer to map above)**

- The whole alignment study area (all seven precincts)
- Camellia precinct
- Rydalmere precinct
- Ermington precinct
- Melrose Park precinct
- Wentworth Point precinct
- Sydney Olympic Park precinct
- Carter Street precinct

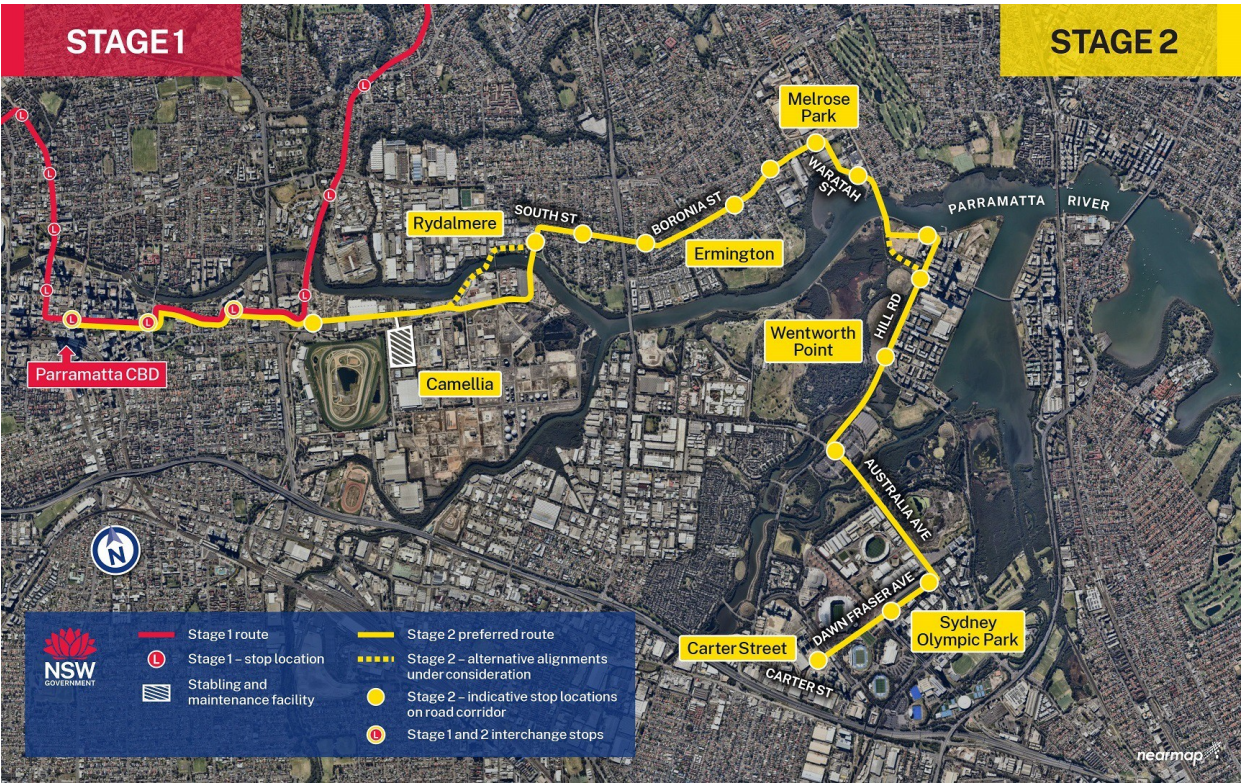


**\* 11. Please rate the suitability of the light rail stop locations along the alignment (Refer to map above)**

|                     | Suitable | Neutral | Not Suitable |
|---------------------|----------|---------|--------------|
| 1 Sandown Boulevard |          |         |              |
| 2 John Street       |          |         |              |
| 3 Nowill Street     |          |         |              |

|                         | Suitable | Neutral | Not Suitable |
|-------------------------|----------|---------|--------------|
| 4 River Road            |          |         |              |
| 5 Murdoch Street        |          |         |              |
| 6 Atkins Street         |          |         |              |
| 7 Melrose Park          |          |         |              |
| 8 Waratah Street        |          |         |              |
| 9 Wentworth Point       |          |         |              |
| 10 Footbridge Boulevard |          |         |              |
| 11 Hill Road            |          |         |              |
| 12 Holker Street        |          |         |              |
| 13 Jacaranda Square     |          |         |              |
| 14 Olympic Boulevard    |          |         |              |
| 15 Carter Street        |          |         |              |

**12. In 700 words or less, please provide any further information to support your responses above.**



**\* 13. Do you have any feedback about the preferred alignment (solid yellow line) or the alternate options (dotted yellow lines) under consideration? Please provide it below in 700 words or less (refer to the image above).**

**\* 14. What would be your main reasons for using Parramatta Light Rail Stage 2? Please tick all that apply.**

- ☐ To commute to work
- ☐ For education/ child care purposes
- ☐ To attend an event at Sydney Olympic Park
- ☐ To attend an event at Comm Bank Stadium (connecting with Stage 1)
- ☐ To visit recreational facilities or social engagements along the alignment
- ☐ To connect to other transport services (example, Sydney Metro West, heavy rail or ferry services)
- ☐ To access the Westmead Health Precinct (connecting with Stage 1)
- ☐ Other (please specify)\_\_\_\_\_

**\* 15. Are you concerned about these potential impacts during construction of the project? Please select an answer for each potential impact during construction.**

|                                 | Concerned | Neutral | Not Concerned |
|---------------------------------|-----------|---------|---------------|
| Noise, vibration or air quality |           |         |               |

|   | Concerned | Neutral | Not Concerned |
|---|-----------|---------|---------------|
| Visual impacts (i.e., machinery, construction materials, night light illumination)                                |           |         |               |
| Loss of, or restricted public access (i.e., pedestrian access, cycleways)   |           |         |               |
| Health, safety and wellbeing (i.e., pedestrian and road safety or impact on physical/ mental health)              |           |         |               |
| Traffic, parking or impacts on local roads (i.e., construction vehicles, delays during construction)              |           |         |               |
| Increased employment  |           |         |               |
| Impacts on flora and fauna  |           |         |               |
| Property impacts (i.e., property acquisition, access)   |           |         |               |
| Local business impacts  |           |         |               |
| Impacts to public amenities/ social infrastructure (i.e., community facilities, schools, leisure services, parks) |           |         |               |
| Impact on local cultural heritage (Aboriginal and European)   |           |         |               |

**\* 16. Construction for a significant transport infrastructure project may include day, evening and night works. Are you concerned about potential construction impacts during:**

- Day works
- Evening works
- Night works
- All of the above
- None of the above

**\* 17. Are there any mitigation measures that could be implemented to minimise impacts during construction for local businesses?**



|   | Yes | No |
|---|-----|----|
| Provide regular updates and ensure clear and good communication with businesses |     |    |
| Install local signage to identify business locations                            |     |    |
| Maintain employee and customer access   |     |    |
| Maintain access for deliveries, freight and couriers for businesses             |     |    |
| Deliver promotional events and campaigns to attract customers                   |     |    |

**18. Are there any further measures you would like to see put in place to reduce the potential impacts during construction for community members, visitors or local businesses?**

**\* 19. How important are the potential outcomes once the project is complete and operational? Please indicate how important these outcomes are to you once the project is complete and operational.**

|  | Important | Neutral | Not Important |
|--|-----------|---------|---------------|
| Improved local amenity (i.e., access to shops and other services required for daily living including employment, health care, education) |           |         |               |
| Increased active transport options (i.e., walking, cycling to light rail stops)  |           |         |               |
| Changes to traffic congestion or flow  |           |         |               |
| Changes to on-street parking   |           |         |               |
| Better connectivity with neighbouring areas and Greater Sydney   |           |         |               |
| Improved look and feel of the public domain  |           |         |               |
| Increased urban density (i.e., facilitation of more urban development)   |           |         |               |

**\* 20. Are there any measures you would like to see put in place to enhance the outcomes once the project is complete and operational as mentioned above?**

- Yes
- No
- I don't know

**21. In 50 words or less, tell us what measures you would like to see put in place to enhance project outcomes when it is complete and operational?**

**22. Do you have a preference for how the team communicates with you?**

- Email updates
- Newsletter
- Website
- Social media
- Other (please specify)

**And finally, please tell us a bit about yourself:**

**\* 23. Please identify your gender:**

- Male
- Female
- Other
- Prefer not to say

**24. Do you identify as Aboriginal or Torres Strait Islander?**

- Yes
- No
- Prefer not to say

**25. Do you identify as having a disability?**

- Yes
- No
- Prefer not to say

**26. Do you speak a language other than English at home?**

- Yes
- No
- Prefer not to say

***27. If answered yes to the above, please note the language:***

***\* 28. Please indicate which age group you belong to:***

- 18 -24 years
- 25 -34 years
- 35 -44 years
- 45-54 years
- 55 -64 years
- 65+ years

***29. Is there anything else you would like to tell us?***

***Survey close***

Thank you for taking the time to answer these questions.

If you require further information about the project, or would like to elaborate on any of the responses you have provided, please contact us via:

[parramattalightrail@transport.nsw.gov.au](mailto:parramattalightrail@transport.nsw.gov.au)

## Appendix 3 Summary of enquires and feedback received and project response

Community engagement for the Parramatta Light Rail Stage 2 project included undertaking a Community Engagement Survey to further understand community sentiment and potential opportunities and issues.

The table below provides an analysis of the results of two of the survey questions relating to the proposed stop locations and the proposed alignment as well as questions and queries that were raised by community members during local in-person pop up sessions.

### Support for the project

The results indicate that there is overwhelming support for the project. Some comments are provided below.

| Feedback you provided  | Transport for NSW response   |
|--|--|
| <p>The project is a great idea</p> <p>The project is needed in the area and the sooner works can start the better</p> <p>Will reduce traffic and congestion and provide better public transport access for residents</p> | <p>Thank you for your valuable feedback, which will help us to deliver a project that meets the needs of the community and supports future growth.</p> |

### Questions and feedback provided

Of the responses provided, there were 275 open-ended comments on the proposed stop locations and 439 open-ended comments on the proposed alignment. The tables below outline a summary of the questions and feedback provided by the community.

| Questions / feedback provided  | Transport for NSW Response   |
|--|--|
| <b>General questions on the project</b>  |  |
| Are future patronage levels understood and will this project meet future demand?                   | <ul style="list-style-type: none"> <li>• <i>A Metropolis of Three Cities</i> aims to restructure economic activity and access to the developing and growing Central River City by aligning infrastructure to growth and improving amenity in the city.</li> <li>• The population of the Central River City is projected to increase from 1.3 million people to 1.7 million people over the next 20 years.</li> <li>• It is critically important to integrate the mass transit network with the economic corridors, centres, transit-oriented development, urban renewal, and health and education precincts. The Parramatta Light Rail network is central to this.</li> <li>• Further detail on the project need is provided within Chapter 3 (Strategic context and need).</li> </ul> |
| The project status and program were queried, including the status of Parramatta Light Rail Stage 1 | <ul style="list-style-type: none"> <li>• Subject to NSW Government funding, construction of the bridge between Melrose Park and Wentworth Point is expected to commence in 2025.</li> <li>• Further detail on the construction program is provided within Chapter 7 (Project description -construction)</li> </ul>   |

| Questions / feedback provided   | Transport for NSW Response  |
|---|---|
|   | <ul style="list-style-type: none"> <li>Passenger services on the Parramatta Light Rail Stage 1 are expected to commence in 2024. For further detail on the Parramatta Light Rail Stage 1 project contact the team on: 1800 139 389 / <a href="mailto:parramattalightrail@transport.nsw.gov.au">parramattalightrail@transport.nsw.gov.au</a><br/>Parramatta Light Rail,<br/>Level 10, 130 George Street, Parramatta NSW 2150</li> </ul>  |
| Is it feasible to underground the proposed light rail route to minimise impacts on the local community? | <ul style="list-style-type: none"> <li>Light rail as a transit system is designed to be integrated with the local road network and built environment to help customers access specific places such as health and education facilities, shopping districts and residential areas, as well as to connect to other mass transport options to travel further afield (e.g. heavy rail and metro). Surface light rail also has greater placemaking potential at the light rail stop precincts, balancing the tension between movement and place. The ability of the project to meet these key purposes would be reduced if the system was placed underground. Furthermore, the cost increase in undergrounding a light rail system in a major metropolitan centre would be prohibitive. The project has developed mitigation measures in the EIS to minimise the impacts of construction and operation on the community.</li> </ul> |
| Interest in whether the project would have access for those with a disability                           | <ul style="list-style-type: none"> <li>All platforms and light rail vehicles would be designed to comply with the <i>Disability Discrimination Act 1992</i> (DDA) and Disability Standards for Accessible Public Transport.</li> <li>This includes the stops being designed to be level with the floor of the light rail vehicle to ensure there is no need to step up to the vehicle.</li> </ul>   |
| Interest in the fares and a concern that fares would be too expensive                                   | <ul style="list-style-type: none"> <li>The NSW Government would be responsible for setting fares for the Parramatta Light Rail. It would be integrated with the Sydney public transport network and its fare structure through the Opal card.</li> <li>It is not possible at this stage to confirm the fare levels and structure, including any impact on customers transferring from other services, would be for Parramatta Light Rail. However, as an indication, other light rail fares in Sydney are determined based on distance travelled, whether travel was during peak or off-peak periods and if an Opal single trip ticket was used, e.g. a trip between 3-8km ranges from \$2.75 - \$4.70.</li> <li>Information on fares for Parramatta Light Rail would be made available prior to operation of the network.</li> </ul>   |
| Queries regarding the difference between the Metro and light rail                                       | <ul style="list-style-type: none"> <li>Light rail as a transit system is designed to be integrated with the local road network and built environment to help customers access specific places such as health and education facilities, shopping districts and residential areas, as well as to connect to other mass transport options to travel further afield (e.g. heavy rail and metro). Metro, on the other hand, is a mass transit option designed to carry more people bigger distances between major centres. Metro stops may not always be a customer's end of journey destination, but rather connect to other transport options that get them to their destination (e.g. light rail and bus). Light rail provides a more flexible solution than heavy rail or metro systems, which are highly complex, require significant investment, and have lengthy lead times to deliver and commission.</li> </ul>           |
| Concern that the light rail vehicles may have similar issues to those on the Inner West light rail line | <ul style="list-style-type: none"> <li>The technical specifications of the light rail vehicles for Parramatta Light Rail Stage 2 will be confirmed during further design development and the procurement process.</li> </ul>  |



| Questions / feedback provided  | Transport for NSW Response  |
|--|---|
|  | <ul style="list-style-type: none"> <li>The vehicles being procured for Parramatta Light Rail Stage 1 are an evolved design to incorporate upgrades based on fleet performance around the world.</li> <li>The vehicles used for Parramatta Light Rail Stage 2 would continue to build upon and consider these improvements.</li> </ul>   |
| <p>The existing bus network already meets a need, why is light rail needed?</p>  | <ul style="list-style-type: none"> <li>The NSW Government has set a new vision for Greater Sydney based on a metropolis of three cities, where most residents live within 30 minutes access by public transport to jobs, education, health facilities and other services. The Greater Parramatta and the Olympic Peninsula (GPOP) is one of the fastest growing areas in the city, however this growth is constrained by a range of issues including connectivity, accessibility and congestion. For residents of Sydney Olympic Park and Wentworth Point, current public transport focuses on services to the Sydney CBD, with no direct bus services connecting Parramatta and Wentworth Point, and no direct bus services between precincts north of the Parramatta River and Sydney Olympic Park. The Parramatta Light Rail would provide frequent and reliable city-serving transport that is necessary for such a densely populated corridor, connecting people to jobs, services, education and cultural precincts.</li> </ul>   |
| <b>Alignment – general feedback</b>  |   |
| <p>Amendments to the route were suggested including:</p> <ul style="list-style-type: none"> <li>Rerouting along the Parramatta River</li> <li>Using Wharf Road rather than Waratah Road</li> <li>Returning to the original route through Rydalmere and not through Camellia</li> <li>Adding a river crossing at Meadowbank rather than the proposed crossings at Camellia and Wentworth Point</li> <li>Connecting directly to the Sydney CBD.</li> </ul> | <ul style="list-style-type: none"> <li>A more connected, accessible and convenient transport network is fundamental to making the GPOP an attractive place to live, visit and do business. However, many journeys to and within the GPOP are currently serviced by indirect and slow transport options. The Parramatta Light Rail and project alignment were selected to address four core problems: <ul style="list-style-type: none"> <li>Limited public transport accessibility</li> <li>Poor existing public transport service in the GPOP</li> <li>Significant growth and potential for growth could exacerbate traffic congestion</li> <li>Parramatta is not reaching its potential as Sydney's second CBD.</li> </ul> </li> <li>Transport for NSW developed and evaluated nineteen possible corridor options between Camellia and Strathfield via Sydney Olympic Park</li> <li>In 2019, a design was developed for the preferred light rail alignment between Camellia and the Carter Street precinct via Ermington and Sydney Olympic Park</li> <li>Further information on how the preferred alignment was developed is available in the EIS Chapter 5 (Design development, alternatives and options) and <a href="#">Parramatta Light Rail: How the preferred network was determined</a></li> <li>The current alignment is preferred as it would service areas of current and future population growth and transport demand, is considerate of minimising impacts to environmentally sensitive areas and complements rather than duplicating existing public transport networks, including metro and heavy rail routes to the Sydney CBD</li> <li>The project sought feedback from the community in 2018 on a light rail corridor which utilised Wharf Road. Residents and stakeholders in Melrose Park provided feedback on the proposed corridor, which resulted in an alternative corridor being developed along Waratah Street. The Waratah Street alignment and stop location is still within easy walking access for Wharf Road residents</li> <li>The Camellia route was selected as preferred, rather than the original Rydalmere route, as it provides better placemaking and city-serving outcomes. It also responds to poor transport access</li> </ul> |

| Questions / feedback provided   | Transport for NSW Response   |
|---|--|
|   | currently within Camellia, and meets the public transport demands of the future Camellia-Rosehill precinct and development of the Camellia Town Centre.  |
| <p>Interest in how the route and stop locations were selected, and queries including:</p> <ul style="list-style-type: none"> <li>Where are the bridge locations and would these impact upon ferry services?</li> <li>Will the route use Bennelong Bridge between Wentworth Point and Rhodes?</li> <li>Why does the route pass through Melrose Park?</li> <li>Why does the route pass through industrial areas?</li> </ul> | <ul style="list-style-type: none"> <li>The project would connect Parramatta Light Rail Stage 1 and the Parramatta CBD to Camellia, Rydalmere, Ermington, Melrose Park, Wentworth Point, Sydney Olympic Park and the Carter Street precinct in Lidcombe.</li> <li>The project would include two new bridges over the Parramatta River to cross between Camellia and Rydalmere, and between Melrose Park and Wentworth Point; a bridge would also be provided over Silverwater Road between Rydalmere and Ermington</li> <li>During construction of the bridges, the river's navigational channel would be required to be temporarily closed for defined periods. During these periods the Parramatta River ferry would not be able to operate to / from Rydalmere Wharf and Parramatta Wharf and passengers would need to alight Sydney Olympic Park Wharf.</li> <li>The Footbridge Boulevard Stop at Wentworth Point would provide an interchange for local bus services to and from Rhodes via the Bennelong Bridge, however no works would be required on this bridge</li> <li>Light rail stops have been provided in Melrose Park to provide access to future Melrose Park developments (Northern Precinct and Southern Precinct), Melrose Public School, Ermington Boat Ramp and Parramatta River recreational paths</li> <li>Further detail on the route and options considered is provided in Chapter 5 (Design development, alternatives and options).</li> </ul> |
| Interest in journey times and service frequency, including a request for services to commence at 3am to consider shift workers  | <ul style="list-style-type: none"> <li>The project would operate as a turn-up-and-go light rail from 5 am to 1 am, seven days a week</li> <li>When considering extending service times and frequency the project would consider the demand, balanced with operational impacts, such as special event servicing.</li> </ul>   |
| Request for further visibility around project cost and construction timelines of preferred versus alternate alignments suggested at Camellia and Wentworth Point  | <ul style="list-style-type: none"> <li>The Parramatta Light Rail network (Stages 1 and 2) was selected as it best serves the objectives of the GPOP vision and provides the biggest benefit to the community</li> <li>The EIS Chapter 7 (Project description – construction) provides further detail on the construction program for the project</li> <li>The <i>Building Momentum: State Infrastructure Strategy 2018 – 2038</i> (Infrastructure NSW, 2018) recommends the development of a business case for the project to enable the NSW Government to make an informed investment decision on the project.</li> <li>The final budget would be determined following a procurement process and once major contracts are awarded.</li> </ul>   |
| The proposed alignment is too close to houses (in general) and will impact on resident's amenity and access   | <ul style="list-style-type: none"> <li>The light rail alignment has been selected to service areas of current and future population growth and transport demand, and is considerate of minimising impacts to environmentally sensitive areas whilst also delivering improved public domain outcomes</li> <li>Whilst access and amenity impacts are inevitable in a project of this magnitude, the project would work with impacted residents and stakeholders to mitigate these impacts</li> <li>Further information on amenity and access impacts during construction and operation and the mitigation measures proposed is provided in Chapter 9 (Transport and traffic), Chapter 10 (Noise and vibration), Chapter 13 (Land use and property), Chapter 15 (Landscape and visual) and Chapter 20 (Air quality).</li> </ul>   |
| The preferred alignments proposed are longer and will make  | <ul style="list-style-type: none"> <li>The Parramatta Light Rail network (Stages 1 and 2) was selected as it best serves the objectives of the GPOP vision and provides</li> </ul>   |

| Questions / feedback provided   | Transport for NSW Response   |
|---|--|
| the journey longer. A shorter route would mean better outcomes for commuters  | the biggest benefit to the community. Parramatta Light Rail Stage 2 would connect the Parramatta CBD and the Parramatta Light Rail Stage 1 to Camellia, Rydalmere, Ermington, Melrose Park, Wentworth Point, Sydney Olympic Park and the Carter Street precinct in Lidcombe. The project would have travel times of around 31 minutes from the Carter Street stop in Lidcombe to the Sandown Boulevard stop in Camellia, and a further seven minutes to the Parramatta Square stop in the Parramatta CBD.  |
| Waratah Street is very small and close to a school. This alignment would mean more traffic and potential safety issues. | <ul style="list-style-type: none"> <li>The project would include the light rail track, road and an active transport link generally within the existing road corridor of Waratah Street</li> <li>Where changes to the road network are proposed road safety audits would be undertaken to ensure the safety of all road users, pedestrians and cyclists</li> <li>Traffic and safety have been assessed in Chapter 9 (Transport and traffic) and potential impacts to community facilities, such as Melrose Park Public School, are detailed in Chapter 14 (Socio-economic impacts).</li> </ul>                |
| What is the justification of going through Camellia if it is only industrial land?                                      | <ul style="list-style-type: none"> <li>In 2017, the NSW Government announced the preferred route for Stage 2 of the Parramatta Light Rail, which included an option to extend east through Camellia before crossing the Parramatta River to Rydalmere</li> <li>Following further assessment and engagement, the preferred route south of the Parramatta River was considered the best option to support the future growth and development of the area, including the proposed Camellia-Rosehill Precinct and the future Camellia Town Centre.</li> </ul>   |
| A query was raised about how the project would connect with Parramatta Light Rail Stage 1                               | <ul style="list-style-type: none"> <li>Parramatta Light Rail Stage 2 would connect with Parramatta Light Rail Stage 1 at Camellia where it would continue along the existing Stage 1 alignment for around 3km to Macquarie Street in the Parramatta CBD. Customers would be able to transfer between Stage 1 and Stage 2 at three interchanges at the Parramatta Square, Harris Street and Tramway Avenue stops.</li> </ul>  |
| <b>Alignment – Support for alternate alignment at Wentworth Point</b>   |  |
| There is current congestion at the ferry stop, will the proposed alternative route avoid increasing the congestion?     | <ul style="list-style-type: none"> <li>The EIS has assessed a preferred alignment which includes the alternative alignment through Wentworth Point</li> <li>Traffic modelling indicates that the Hill Road/ Burroway Road intersection, close to the Sydney Olympic Park Wharf would operate at a satisfactory level of service. More information on traffic is provided in Chapter 9 (Transport and traffic).</li> </ul>  |
| Does the alternative alignment mean less impact on parkland and shared footpaths?                                       | <ul style="list-style-type: none"> <li>A range of benefits and impacts have been considered in determining the preferred alignment for the project, including environmental impacts, property impacts, cost and service demand</li> <li>The project would provide new and improved open spaces and repurpose some residual land. This would offset the areas of open space directly impacted by the project</li> <li>Around 8.5 kilometres of additional active transport links would be constructed as part of the project to connect with and enhance existing pedestrian routes and cycleways.</li> </ul> |
| Will the alternative alignment at Wentworth Point create wheel squeal and increase noise for local residents?           | <ul style="list-style-type: none"> <li>The project described in the EIS adopts the “alternate alignment” at Wentworth Point which would offer safer light rail operations by removing a tight left-hand curve for light rail vehicles heading south over the new bridge between Melrose Park and Wentworth Point. It also realigns the track away from the river foreshore and</li> </ul>  |

| Questions / feedback provided   | Transport for NSW Response  |
|---|---|
|   | <p>preserves this public space based on feedback received from the community during the 'Have your say' survey in May-July 2022</p> <ul style="list-style-type: none"> <li>While wheel squeal is possible on bends on the light rail track, the alternate alignment decreases the sharpness of the bend around the Sanctuary Wentworth Point buildings and would likely reduce noise impacts</li> <li>The noise assessment completed for the EIS (refer to Chapter 10 (Noise and vibration)) considers the impacts of wheel squeal and mitigation measures have been identified to address this impact.</li> </ul>  |
| <b>Alignment – Extending the route and other transport connections</b>  |   |
| Some respondents queried whether the project could link to other transport options, with a range of locations suggested, including Auburn, Burwood, Epping, Homebush, Lidcombe, Meadowbank, North Strathfield, Rhodes, Rydalmere Wharf. | <ul style="list-style-type: none"> <li>The project would deliver transport interchanges with existing light rail, rail, bus and ferry facilities and Sydney Metro West in the Parramatta CBD, Rydalmere and Sydney Olympic Park. These interchanges would provide many connections, including to the suburbs of Lidcombe, Strathfield, Rhodes, Newington, Harris Park and the Sydney CBD and Carlingford Court.</li> </ul>  |
| A query was raised about why the project doesn't connect to Carlingford and then on to Epping.  | <ul style="list-style-type: none"> <li>A light rail connection to Epping is discussed in the Parramatta Light Rail Stage 1 Submissions Report, Section 5.23.1. The connection from Carlingford to Epping is not part of the current Parramatta Light Rail program. A transport connection between Parramatta and Epping has been identified in the <i>Future Transport 2056 Strategy</i>, the NSW Government's overarching vision for the Sydney transport network. Visit <a href="https://future.transport.nsw.gov.au">future.transport.nsw.gov.au</a> to find out more.</li> </ul>  |
| A request that on-demand services link with the project network   | <ul style="list-style-type: none"> <li>Transport for NSW has delivered 23 on-demand public transport trials and 11 permanent services across the State, providing more than 1.1 million customer journeys.</li> </ul>   |
| What are travel times between the proposed stops?   | <ul style="list-style-type: none"> <li>Travel times would be around 31 minutes from the Carter Street stop in Lidcombe to the Sandown Boulevard stop in Camellia, and a further seven minutes to the Parramatta Square stop in the Parramatta CBD.</li> </ul>   |
| <b>Property/land use impacts</b>  |   |
| Which properties will be acquired to make way for the project?  | <ul style="list-style-type: none"> <li>Most land required for the project's operational infrastructure is located within existing road reserves and land owned by Transport for NSW. However, some privately-owned land and other public land would be permanently required</li> <li>Further information about the project's land requirements, including property impacts associated with these requirements, is provided in Chapter 13 (Land use and property).</li> </ul>  |
| The alignment is very close to homes and community members want to understand how their concerns about access to properties and negative noise impacts will be addressed  | <ul style="list-style-type: none"> <li>Once operational, the project would change the way some properties located along roads in the project site are accessed. This may include traffic signals or restricted movements (to left in, left out) which are detailed in Chapter 9 (Transport and traffic). This chapter also provides information on potential temporary access changes during construction, along with how these would be managed</li> <li>Construction and operational noise have been modelled for receivers along the alignment to identify where there may be exceedances of noise criteria during the day, evening or night-time periods. The results are provided in Chapter 10 (Noise and vibration) along with mitigation measures that Transport for NSW</li> </ul> |

| Questions / feedback provided   | Transport for NSW Response   |
|---|--|
|   | would implement to manage impacts during construction and operation.   |
| Will there be a loss of character of the local streets and community?                           | <ul style="list-style-type: none"> <li>The vision for the project is to foster environmental and social resilience and celebrate the local character of the GPOP precinct. The project would seek to enhance the character of local streets and improve public amenity through: <ul style="list-style-type: none"> <li>Urban Design Requirements (to achieve consistency and excellence in design across the alignment)</li> <li>a Tree Offset Strategy (to reduce the impact of tree removal and provide additional tree plantings across the alignment)</li> <li>improved active transport infrastructure and connections to provide alternate, healthier travel options for the local community</li> <li>a sustainable public transport option (to decrease the number of private vehicles on the roads).</li> </ul> </li> <li>To protect the existing visual character of Sydney Olympic Park, wire-free power supply would be provided along Dawn Fraser Avenue between the Jacaranda Square and Carter Street stops. A portion of Dawn Fraser Avenue would also be pedestrianised to contribute to the vibrancy of the precinct for locals and event goers.</li> <li>Further investigations would be conducted during design development in consultation with key stakeholders to assess the potential to incorporate wire-free power in other locations</li> <li>Visual amenity would also be improved in some locations through the undergrounding of existing overhead services.</li> </ul> |
| Interest in the impacts of the project on property prices and future development                | <ul style="list-style-type: none"> <li>Changes to property values, both positive and negative, are driven by a range of economic, social and amenity factors, for example housing supply and demand, interest rates, economic growth, local amenity and accessibility to things such as employment and social infrastructure</li> <li>It is acknowledged that public transport accessibility can make developments more attractive to households, however it is likely that broader external factors would influence property values more than perceived or actual impacts resulting from the project.</li> </ul>  |
| What will be the impacts on industrial areas along the route during construction and operation? | <ul style="list-style-type: none"> <li>Where land is permanently required outside existing transport corridors, there would be a change in land use from the existing use – this would be about four hectares of land that is currently zoned for industrial use</li> <li>In addition to the estimated permanent land requirements, some land would be required during construction only (refer to Chapter 13 (Land use and property) for more detail)</li> <li>During construction there may be increases in traffic volumes on some roads in industrial areas along the route, however these roads are expected to perform satisfactorily and within the capacity of the road</li> <li>Once operational, the project would change the way some properties located along roads in the project corridor are accessed. This may include traffic signals or restricted movements (to left in, left out) which are detailed in Chapter 9 (Transport and traffic). This chapter also provides information on potential temporary access changes during construction, along with how these would be managed.</li> </ul>   |
| <b>Public space</b>   |  |
| What will be the tree planting plan for the alignment?  | <ul style="list-style-type: none"> <li>The landscaping design would include tree planting along the alignment, prioritising areas where trees have been removed and</li> </ul>   |



| Questions / feedback provided   | Transport for NSW Response   |
|---|--|
|   | <p>promoting tree canopy to provide shade and maximise amenity along active transport links and open spaces, where suitable. Chapter 15 (Landscape and visual) provides more information including on the tree offset strategy that would be implemented</p>   |
| What is the exact impact on access to the Ermington Boat Ramp on Waratah Road?                | <ul style="list-style-type: none"> <li>During construction, Ermington Boat Ramp would need to be closed for a period of up to three years to facilitate construction of the bridge between Melrose Park and Wentworth Point. Boat users would need to access the Parramatta River from other nearby boat ramps, such as Kissing Point on the north side of Parramatta River, or Silverwater and Rhodes on the south side of the river. These boat ramps are all within about five kilometres of Ermington Boat Ramp</li> <li>During operation, there would be no change with access to the Ermington Boat Ramp from Wharf Road</li> <li>More information is available in Chapter 9 (Transport and traffic) and Chapter 14 (Socio-economic impacts).</li> </ul> |
| <b>Traffic, parking, and impacts on local roads</b>   |  |
| How can the timing of construction works minimise impacts on local parking during work hours? | <ul style="list-style-type: none"> <li>The project would impact upon some on-street parking spaces, either temporarily during construction or permanently.</li> <li>This would result in potential impacts on residents and visitors in residential areas and deliveries in commercial zones</li> <li>The project would assess parking impacts due to the project, and work closely with City of Parramatta Council and other key stakeholders on strategies to lessen the impacts on residential parking. This may include the provision of alternative parking and staged removal of parking spaces.</li> <li>Parking impacts during construction are detailed in Chapter 9 (Transport and traffic).</li> </ul>  |
| What will be the impact on the already congested Hill Road?                                   | <ul style="list-style-type: none"> <li>The light rail route on Hill Road would occupy land to the west of the road.</li> <li>During construction two-way access would be maintained along Hill Road for the duration of the works.</li> <li>The proposed bridge between Melrose Park and Wentworth Point would provide opportunities for existing bus routes to be redirected, potentially increasing the number of buses using Hill Road.</li> </ul>  |
| Will Holker Street be widened to support light rail?  | <ul style="list-style-type: none"> <li>The project alignment would not run along Holker Street but would utilise the Holker Busway, the section of road between Hill Road and Kevin Coombs Avenue/Marjorie Jackson Parkway which is restricted for buses, cyclists and authorised Sydney Olympic Park Authority vehicles. The existing Holker Busway can readily accommodate existing bus traffic and light rail vehicles as private vehicles are restricted from this section of road, therefore a general widening is not required. Additional width would be required to accommodate the Holker Street light rail stop next to the URBNSURF site.</li> </ul>  |
| Hope Street is very narrow, how will the project and existing road vehicles fit?              | <ul style="list-style-type: none"> <li>While the project takes every care to reduce the need to acquire private property, some property acquisitions may be required to construct and operate the light rail. Property impacts are further discussed in the EIS Chapter 13 (Land use and property).</li> </ul>   |
| Interest in whether the project would result in changes to other public transport services    | <ul style="list-style-type: none"> <li>Existing bus routes along roads affected by the project would be retained as far as practicable</li> <li>An initial review has identified some changes to the bus network may be required</li> </ul>  |

| Questions / feedback provided   | Transport for NSW Response   |
|---|--|
|   | <ul style="list-style-type: none"> <li>Changes to the bus network are outside the scope of the project and would be assessed and delivered separately by Transport for NSW.</li> </ul>   |
| Will the project take away parking spaces and access for deliveries to businesses?  | <ul style="list-style-type: none"> <li>Parking for local business would be impacted during construction however Camellia, Rydalmere, Ermington, and Melrose Park have sufficient parking on side-streets within the vicinity of the project site to accommodate displaced car parking due to road and car park closures</li> <li>Access for deliveries during construction would be maintained (although may be temporarily modified). Loading provisions to businesses along Dawn Fraser Avenue would be maintained during operation.</li> <li>Some parking would be permanently removed which could potentially impact businesses during operation, which is discussed in more detail in Chapter 14 (Socio-economic impacts).</li> </ul>   |
| <b>Active transport</b>   |  |
| Some respondents expressed interest in the proposed active transport links  | <ul style="list-style-type: none"> <li>The project would deliver about 8.5 kilometres of new active transport links between Camellia and the Carter Street precinct to connect with the existing cycling and pedestrian network</li> <li>Further detail on the links which would be provided is in Chapter 6 (Project description – infrastructure and operation).</li> </ul>  |
| Can bicycles can be taken on the light rail vehicles?   | <ul style="list-style-type: none"> <li>The project is working through design options and the consideration to accommodate bicycles on Parramatta Light Rail Stage 2 vehicles. It is noted that bicycles would be accommodated on Parramatta Light Rail Stage 1 vehicles.</li> </ul>  |
| <b>Local business impacts</b>   |  |
| How will the impacts on local businesses be minimised to ensure no repeat of the impacts on businesses in the Parramatta CBD. | <ul style="list-style-type: none"> <li>The impact assessment includes detailed assessments on socio-economic and business impacts. It also identifies the mitigation measures required for all phases of the project which are summarised in Chapter 14 (Socio-economic impacts)</li> <li>As part of the project's detailed environmental assessment process, the project team engaged with local businesses to understand potential impacts as a result of the project both during construction and operation. This helped to develop a consideration of needs and identify opportunities to minimise impacts to business operations</li> <li>Transport for NSW would work closely businesses and their employees to ensure they are kept well informed of construction impacts and have opportunities to provide comments and feedback</li> <li>A business management and activation plan would be prepared and implemented for businesses with the potential to be affected by the project, including those located on roads impacted by construction.</li> </ul> |
| <b>Local cultural heritage</b>  |  |
| Will Rydalmere Bridge be impacted as it is a local landmark?  | <ul style="list-style-type: none"> <li>The pedestrian bridge associated with the Sydney Water pipeline that extends over the river between Camellia and Rydalmere is located west of the project site and would not be directly impacted.</li> </ul>   |

| Questions / feedback provided  | Transport for NSW Response   |
|--|--|
| <b>Flooding</b>  |  |
| How does the proposed alignment take into account flooding impacts along the foreshore?  | <ul style="list-style-type: none"> <li>The proposed bridges over the Parramatta River are predicted to result in minor increases in upstream flood levels of up to 50 millimetres in the one per cent Annual Exceedance Probability (i.e. 1 in 100 year) event at properties that are already impacted by flooding under existing conditions based on the current design</li> <li>Similar increased flood levels are also predicted within Newington Nature Reserve. As discussed in Chapter 17 (Water), bridge designs would be further refined to minimise these potential impacts.</li> </ul>   |
| <b>Proposed stops</b>  |  |
| Journey times will be slow, the proposed route needs less stops to improve travel times  | <ul style="list-style-type: none"> <li>The project's stop locations would ensure that most of the existing and planned future high density mixed use, commercial and residential development in GPOP falls within a 400 metre, or 5 minute walking, catchment. The preferred alignment and stop locations have been determined following a rigorous design process and consultation with stakeholders and the community. Further information on stop locations is provided in Technical Paper 1 (Design Place and Movement). The project would have travel times of around 31 minutes from the Carter Street stop in Lidcombe to the Sandown Boulevard stop in Camellia, and a further seven minutes to the Parramatta Square stop in the Parramatta CBD</li> <li>Furthermore, following community feedback, one stop has been removed from Wentworth Point due to the adoption of the "alternative alignment" in this area, thus improving journey times and preserving the valued foreshore.</li> </ul>  |
| How can traffic congestion be avoided as some stops are too close together?  | <ul style="list-style-type: none"> <li>Light rail is an inherently sustainable form of transport that can significantly reduce traffic congestion, noise, air pollution, and greenhouse gas emissions by encouraging a mode shift away from private vehicle use. Parramatta Light Rail Stage 2 provides an opportunity to bring significant sustainability benefits to an area of Sydney that has so far been shaped by the car-dependent urbanism prevalent in mid-twentieth century urban planning</li> <li>Ultimately, the project would involve significant changes to road conditions along the alignment, including to existing intersections and road space allocation. A traffic assessment has been completed for the operational project (refer to the EIS Chapter 9 (Transport and traffic)) and has found that during operation the road network would generally continue to operate at a satisfactory level. Management measures would continue to be explored during design development to further mitigate impacts and to ensure both private vehicles and light rail vehicles can operate safely and efficiently.</li> </ul> |
| <p>There were a number of questions and comments relating to specific proposed stops:</p> <ul style="list-style-type: none"> <li>There needs to be more stops along Grand Avenue in Camellia for workers</li> <li>Sandown Boulevard is too close to the Camellia stop</li> <li>The area surrounding Nowill Street is low density, why is there a need for this stop, given it is very close to other stops?</li> </ul> | <ul style="list-style-type: none"> <li>The project's stop locations would ensure that most of the existing and planned future high density mixed use, commercial and residential development in GPOP falls within a 400 metre, or 5 minute walking, catchment, specifically: <ol style="list-style-type: none"> <li>The project includes scope for an additional stop to be constructed in Camellia should demand increase with the delivery of the Camellia-Rosehill Masterplan</li> <li>The Sandown Boulevard stop is located to provide ease of access to the Rosehill Gardens Racecourse and the Rosehill Gardens light rail stop (constructed as part of the Parramatta Light Rail Stage 1 project), and to allow passengers to interchange onto Stage 1 northbound services to Carlingford. It is also at the centre of the future Camellia Town Centre to</li> </ol> </li> </ul>  |

| Questions / feedback provided  | Transport for NSW Response  |
|--|---|
| <ul style="list-style-type: none"> <li>Stops should be consolidated at Spurway Street, having both proposed stops is unnecessary</li> <li>How will Transport for NSW minimise the impact of the proposed Murdoch Street stop on the new local business?</li> <li>Atkins Road stop is not necessary as it is very close to others</li> <li>Number of stops along Hill Road should be more/ and less.</li> </ul> | <p>serve residents, visitors and workers once the Camellia-Rosehill Masterplan becomes a reality</p> <ol style="list-style-type: none"> <li>3) Whilst the Nowill Street stop would be located in a relatively low density precinct of Ermington, this stop location is intended to catalyse urban renewal opportunities in this precinct. Planning investigations commissioned by the project – in collaboration with the City of Parramatta Council, Department of Planning and Environment, and the Greater Sydney Commission – have identified potential for significant urban growth in this area</li> <li>4) The River Road stop has been located to allow for connections to bus routes on Silverwater Road about 100m away (1-2 minutes) and Rydalmere Public School. The Murdoch Street stop would serve a suburban catchment in Ermington with significant urban uplift potential, providing convenient access to light rail for local residents between Melrose Park and Ken Newman Park. Consolidation of these stops would increase the distance between stops in this area to more than 800 metres</li> <li>5) The Murdoch Street stop would be situated on Boronia Street, west of Murdoch Street. While the local business in this location would potentially experience construction impacts, the project does not require this property. Transport for NSW would deploy a range of business support measures to assist local businesses through construction and into operation. These measures would be provided in a business management and activation plan</li> <li>6) The Atkins Road stop would serve the western portion of the Melrose Park town centre, as well as the anticipated future uplift of the surrounding neighbourhood. It would be located to minimise impacts on the locally heritage listed Bulla Cream Dairy (Willowmere), and the area around the stop would be transformed into new public space with a unique placemaking opportunity. Transport for NSW would continue to consult with the City of Parramatta Council, key stakeholders and the community as the design is further developed</li> <li>7) The location of stops in Wentworth Point attempts to balance coverage of the high density residential catchment with other design considerations such as the siting of new crossings on Hill Road. The majority of the existing and future residential population in the area would be within 400 metres of a stop, although walk-in distances of up to 800 metres would be experienced in parts of the peninsula.</li> </ol> <ul style="list-style-type: none"> <li>Following community feedback, one stop has been removed from Wentworth Point due to the adoption of the “alternative alignment” in this area, thus improving journey times and preserving the valued foreshore. The preferred alignment and stop locations have been determined following a rigorous design process and consultation with stakeholders and the community.</li> </ul> |
| <b>Proposed stop - Wentworth Point</b>   |   |
| Will both the Wentworth Point and Footbridge stops be included? There will be too many stops at Wentworth Point.   | <ul style="list-style-type: none"> <li>Transport for NSW has considered the feedback provided and has altered the route at Wentworth Point to avoid the foreshore area and pass to the south of Wattlebird Road, hence one stop has been removed.</li> </ul>  |
| Stop at Wentworth Point (close to Ferry Wharf) is unnecessary. It is better placed at Footbridge Boulevard.  | <ul style="list-style-type: none"> <li>Transport for NSW has considered the feedback provided and as a result of the amended route at Wentworth Point has reduced the stops in this area to two stops, the Footbridge Boulevard stop and Hill Road stop.</li> </ul>   |

| Questions / feedback provided                        | Transport for NSW Response   |
|--|--|
| <b>Out of scope</b>                                  |  |
| Feedback that the Opal Card system could be improved | <ul style="list-style-type: none"><li>• Thank you for your feedback and additional suggestions for improving the Opal Card system and for future light rail projects. These suggestions are outside the design scope of the project; however Transport for NSW will consider your suggestions and comments in future planning.</li></ul> |



# Appendix 4 Extended construction hours questionnaire

Transport for NSW is seeking approval for extended construction hours on Parramatta Light Rail Stage 2. These extended hours are: **7:00am to 7:00pm Monday to Sunday (inclusive of public holidays)**.

**1. Would you support extended construction hours (7am -7pm) on weekdays? Please select your response.**

(Answer options –multiple choice: Yes / No / Neutral)

**2. Would you support extended construction hours (7am -7pm) on a Saturday? Please select your response.**

(Answer options –multiple choice: Yes / No / Neutral)

**3. Would you support construction work being undertaken on a Sunday (and/or public Holidays) between 7am – 7pm? Please select your response.**

(Answer options –multiple choice: Yes / No / Neutral)

**4. Do you think extended construction hours would impact your day to day lifestyle? Please select your response.**

(Answer options –multiple choice: Yes / No / Neutral)

**5. If extended construction hours were to be implemented, what mitigations would you recommend? Tick all that apply.**

| Mitigation option  | Recommend | Neutral | Would not recommend |
|--|-----------|---------|---------------------|
| Consultation with the community to determine local working hours and respite periods           |           |         |                     |
| Identified respite periods and minimum respite days per week                                   |           |         |                     |
| Use of “at source noise measures” such as using smaller or less noisy equipment                |           |         |                     |
| Installation of noise barriers   |           |         |                     |
| Early use of operational noise controls, such as permanent noise walls and property treatments |           |         |                     |

| Mitigation option  | Recommend | Neutral | Would not recommend |
|--|-----------|---------|---------------------|
| Seeking community agreements to determine the duration of construction works (such as a neighbourhood agreeing to continuous works to minimise the length of time construction occurs at any one noise catchment area/neighbourhood) |           |         |                     |
| Ongoing monitoring and reporting of noise levels   |           |         |                     |

**6. Do you have other suggestions for mitigation measures?**

[Open ended comments box]

**7. Please indicate your suburb.**

**8. Do you have further comments for the project team to consider?**

[Open ended comments box]

**Thank you for your time.**

## Appendix 5 Extended construction hours notification

Transport for NSW



### Parramatta Light Rail Stage 2

#### Extended construction hours consultation

Transport for NSW | September - October 2022

Parramatta Light Rail Stage 2 will connect Stage 1 and Parramatta's CBD to Sydney Olympic Park via Camellia, Rydalmere, Ermington, Melrose Park and Wentworth Point. It will connect the local communities in the Greater Parramatta and Olympic Peninsula and bring the vision of a '30-minute city' closer to reality.

During May and June 2022, Transport for NSW engaged with the community to seek feedback on the preferred route and proposed stop locations for Stage 2, as well as to further understand the issues and potential impacts arising from the construction and operation of the light rail.



#### What we heard

Transport for NSW received feedback from 17 face to face pop-up information stalls and close to 2,000 people completed the 'have your say' survey. Overall, there is overwhelming support for the delivery of Parramatta Light Rail Stage 2 and a desire for the project to be delivered as quickly as possible.

Based on this feedback, Transport for NSW is seeking further input from community on proposed extended construction hours to be included in the project's planning approval. Construction of the project will not commence until planning approval is received, with enabling works to build the bridge between Wentworth Point and Melrose Point expected to commence in 2024.

Current standard construction hours are: 7am to 6pm Monday to Friday; 8am to 1pm Saturday; no work on Sunday or public holidays.

Transport for NSW is proposing extended construction hours: **7am to 7pm Monday to Sunday (inclusive of public holidays)**.

The possible benefits of extended construction hours are to:

- potentially shorten the duration of construction in any one location and associated amenity including noise and access impacts
- provide the flexibility to program works within the road corridor at times when traffic volumes are lower in daytime and evening periods, minimising the potential for disruption and providing safety benefits for workers and the general public
- enable works within Sydney Olympic Park to be planned around special events.

### Have your say

Despite the potential benefits of extended construction hours, some evening or night works will still be required to reduce impacts on traffic and utilities.

Transport for NSW will consult directly with impacted communities prior to work starting to understand the community's preference for respite provisions and mitigation measures. This community feedback will inform the programming of work.



To further explore your thoughts on extended construction hours, please complete this short survey. It will take 5 minutes to complete and is pivotal to us understanding your thoughts on the proposed hours.

To access the survey, please scan the QR code or type in this address into your internet browser:

[parramattalightrail.nsw.gov.au/parramatta-olympic-park](https://parramattalightrail.nsw.gov.au/parramatta-olympic-park)

### Contact us

If you have any questions or would like more information, please contact our project team:

**1800 139 389**

[parramattalightrail@transport.nsw.gov.au](mailto:parramattalightrail@transport.nsw.gov.au)

[parramattalightrail.nsw.gov.au](https://parramattalightrail.nsw.gov.au)

### Translating and interpreting service

If you need help understanding this information, please contact the Translating and Interpreting Service on 131 450 and ask them to call us on 1800 139 389.



### September 2022

Privacy Transport for NSW (TfNSW) is subject to the Privacy and Personal Information Protection Act 1998 ("PPIP Act") which requires that we comply with the Information Privacy Principles set out in the PPPI Act. All information in correspondence is collected for the sole purpose of assisting in the delivery of this project. The information received, including names and addresses of respondents, may be published in subsequent documents unless a clear indication is given in the correspondence that all or part of that information is not to be published. Otherwise we will only disclose your personal information, without your consent, if authorised by the law. Your personal information will be held by us at 27 Argyle Street, Parramatta. You have the right to access and correct the information if you believe that it is incorrect.