

PREFERRED INFRASTRUCTURE ENGAGEMENT

CHAPTER TEN



10 Preferred infrastructure engagement

During the preparation of this report, Transport for NSW engaged with those stakeholders and community members who would be directly impacted by additional items or a revised project scope. These additional items are:

- Northern surface track work – changes in construction methodology
- O’Connell Street – future underground pedestrian link
- Waterloo Station – revised footprint.

The aim of this engagement was to provide clear, factual and timely information about the timing and impacts associated with the work, including proposed mitigation measures, and provide the opportunity for the community to provide feedback on the proposed changes and additional assessment to be considered as part of the assessment of the application.

10.1 Northern surface track works – changes in construction methodology

The stakeholder and community engagement activities included:

- Phone calls to directly impacted property owners at 1–3 Gordon Avenue (where contact details were available)
- Development of a project update brochure including details of the assessment, map and project contact details
- Letterbox drop with project update brochure to 323 properties on Hammond Lane, Ellis Street, Gordon Avenue, Nelson Street and Hopetoun Avenue
- 140 doorknocks to directly impacted properties on Gordon Avenue Ellis Street and Nelson Street. If residents were home, they were provided with information about the changes including a project update brochure. If residents were not home, the project update and a calling card was left behind
- Information via email (including project update brochure) to strata managers, with details of changes to the project scope, for distribution to tenants and owners (Gordon Avenue and Nelson Street)
- Briefings with directly affected property owners and occupiers, if requested or required
- Briefings with Willoughby electorate office and Willoughby Council
- Updated website content including project update brochure and chapter excerpt from the preferred infrastructure report
- Letterbox drop on 30 August with an invitation to attend a community information session (also sent by email to known stakeholders)
- Community information session held on 6 September at the Chatswood Bowling Club (attended by 40 people including a representative from the Chatswood West Ward Progress Association and three representatives from Willoughby Council).

A summary of the issues raised during the above stakeholder and community engagement activities is provided in Table 10-1, along with responses.

Table 10-1 Summary of issues and responses – Northern surface track works stakeholder and community engagement

Issue	Response
Stakeholder and community engagement	
<ul style="list-style-type: none"> ○ Opposition to the Preferred Infrastructure Report consultation process ○ The consultation process should have been extended to allow more time for consideration of the changes and for more people to be consulted ○ Inadequate communication to local properties about the changes ○ The Environmental Impact Statement should be exhibited again 	<p>Information has been provided to the community via a two letter box drops, a project update brochure, updates across the website, doorknocks and a community information session as outlined above.</p> <p>Where properties would be directly impacted, phone calls were made to property owners (where contact details were available) and information distributed by email to strata managers. Briefings with directly affected property owners and occupiers were also made available.</p> <p>Transport for NSW will continue to engage closely with stakeholders and affected properties owners and occupiers through all stages of design, planning, and construction. Further information regarding consultation during construction is provided in Section 4.5.4.</p> <p>The Secretary of the Department of Planning and Environment may require the exhibition of the preferred infrastructure report if the Secretary considers that significant changes are proposed to the nature of the project. The proposed changes are not considered to be significant. The preferred infrastructure report will be made available to the public.</p>
Project description – construction	
<ul style="list-style-type: none"> ○ Uncertainty around the use of the new Gordon Avenue access for piling and retaining wall construction ○ Piling and retaining wall construction should occur from the new ramp once it is constructed as there is enough room in the rail corridor ○ The Ausgrid site should be used for corridor access and storage of plant and equipment. The Gordon Avenue park should not be used for construction storage ○ Concern regarding impacts to underground cables under Frank Channon Walk and uncertainty as to whether they will be moved for construction 	<p>Further construction planning outlined in Section 9.1.1 has identified the need for this work to be carried out directly from the Frank Channon Walk given the complexity of construction and the narrowness of the rail corridor at this location. Occasional vehicular access would occur via Ellis Street, Gordon Avenue and / or Nelson Street as the work progresses.</p> <p>The use of the small park at the eastern end of Gordon Avenue would be required to allow vehicles to access from Gordon Avenue to the western side of the rail corridor. As outlined in Section 9.1.2, the park would be reinstated and landscaped in consultation with Willoughby City Council once the temporary construction access is no longer required.</p> <p>Utilities located under Frank Channon Walk would be protected or relocated as required during site establishment works in accordance with Section 7.11.6 of the Environmental Impact Statement. A program of ongoing consultation has been established with service providers to further assess requirements for utilities.</p>

Issue	Response
Construction traffic and transport	
<p>Vehicle movements and traffic flow</p> <ul style="list-style-type: none"> ○ Opposition to 160 heavy vehicle movements per day ○ Impacts to traffic flow caused by large trucks turning into Gordon Avenue from the Pacific Highway ○ Concern regarding truck impacts to road surfaces 	<p>As discussed in Section 9.1.4, during use of the Gordon Avenue site access there are anticipated to be around 78 heavy vehicle movements per day. A maximum of four light vehicles and four heavy vehicles per hour are anticipated to turn into and out of Gordon Avenue during the peak construction period. These low volumes would have a minimal impact on the intersection performance. Breaks in traffic flow on the Pacific Highway may also occur due to heavy vehicles requiring a large turning circle and longer lead times to enter traffic. However, since the maximum construction vehicle volumes are expected outside of the network peak period, these breaks in traffic flow are likely to be short in duration and have minor impacts to southbound vehicles on the Pacific Highway.</p> <p>Mitigation measure GWG2 (refer to Chapter 11) and the Construction Environmental Management Framework (Appendix B of this report) provide the process for carrying out condition surveys. This process would also apply to all local public roads proposed to be used by construction heavy vehicles. In the event that damage is caused to local public roads by construction vehicles, this would be rectified by the project.</p>
<p>Vehicular construction site access</p> <ul style="list-style-type: none"> ○ Query as to whether there are secondary site access points for construction vehicles other than Gordon Avenue, and whether access could be shared across multiple roads ○ Concern that Gordon Avenue will be used as a turning circle for trucks ○ Uncertainty around the use of Hawkins Street and Brand Street for construction site access ○ Construction site access should be provided via Ellis Street 	<p>Gordon Avenue would become the primary access and egress point for work on the western side of the rail corridor to the north of the Chatswood dive site between mid-2017 and mid-2020. Occasional vehicular access to this section of work would occur via Ellis Street, Gordon Avenue and / or Nelson Street as the work progresses.</p> <p>As outlined in Section 9.4.6 of the Environmental Impact Statement, the main access point for works in the Chatswood area would remain through the Chatswood dive site using Nelson Street and Mowbray Road.</p> <p>In addition, access to the northern surface track works site (metro tracks and the adjustments to the T1 North Shore Line) would be provided by existing access points on Hopetoun Avenue, Chatswood and Drake Street, Artarmon as well as a proposed new access point at Brand Street, Artarmon.</p> <p>Construction traffic movements for site access would be managed in accordance with the mitigation measures specified in Chapter 11 of this report.</p>
<p>Parking</p> <ul style="list-style-type: none"> ○ Construction traffic and construction worker parking around the new access point would impact parking on Gordon Avenue for residents and local retail customers ○ Sydney Metro should organise for parking on Gordon Avenue and Nelson Street to be restricted to residents and their visitors during construction 	<p>There is potential for about four on-street parking spaces to be removed to cater for the additional site access at Gordon Avenue. As assessed in Section 9.1.4, this is unlikely to substantially impact the surrounding community given that the nearby residential, recreational and commercial properties have available off-street parking. Opportunities to limit the number of on-street parking spaces impacted would be explored during detailed design.</p>

Issue	Response
<p>Pedestrian and bicycle movements</p> <ul style="list-style-type: none"> ○ Frank Channon Walk will be closed for too long. The second stage of the closure should be completed in two stages to lessen the impacts ○ Closure of Frank Channon Walk impact pedestrian safety by diverting pedestrians to narrower paths along major arterial roads ○ Query as to how pedestrians and cyclists using Frank Channon Walk will be separated from construction traffic when crossing Gordon Avenue ○ Walking an extra 10 minutes to Chatswood is too far ○ Cyclists cannot use the Pacific Highway between Nelson Street and Albert Avenue or along Orchard Road between Nelson Street and Albert Avenue 	<p>The proposed staged closure of the Frank Channon Walk would result in a longer disruption to pedestrians and cyclists that use this shared path than assessed in the Environmental Impact Statement. Further construction planning outlined in Section 9.1.1 has identified the need for this longer closure to enable work to be carried out directly from the Frank Channon Walk due to the complexity of construction and the narrowness of the rail corridor at this location.</p> <p>Alternative routes would remain available as identified in Section 9.1.4. Mitigation measures in the Environmental Impact Statement (T2, T3, T6 and T7) would provide further mitigation, including advanced notification, road safety audits, safety enhancements and directional signage.</p>
Construction noise and vibration	
<p>Proximity of construction to residential properties</p> <ul style="list-style-type: none"> ○ Concern regarding the proximity of construction to residential properties (1-3 Gordon Avenue and 9 -11 Nelson Street) ○ Query as to whether construction in close proximity to residents will be 24 hours per day 	<p>Activities that were to be carried out from within the rail corridor, such as piling, would now occur from the Frank Channon Walk. As a result, construction activities would now occur immediately adjacent to sensitive receivers that adjoin the Frank Channon Walk. This could result in additional airborne noise and vibration impacts, as discussed in Section 9.1.5. Consistent with the commitments in the Environmental Impact Statement, construction hours and any noise and vibration level exceedance would be managed in accordance with the mitigation measures in Chapter 11 of this report and the Sydney Metro Construction Noise and Vibration Strategy as provided in Appendix C of this report.</p>
<p>Property noise treatments</p> <ul style="list-style-type: none"> ○ Request for at property noise treatments for the entire block at 1-3 Gordon Avenue prior to construction ○ Property noise treatments should be offered at 2-8 Gordon Avenue and 9-11 Nelson Street ○ Query as to whether residents will be relocated due to predicted noise criteria exceedances. 	<p>Where properties are eligible for noise treatment for operational impacts, opportunities to install the treatments early would be investigated.</p> <p>As described in the Sydney Metro Construction Noise and Vibration Strategy (Appendix C of this report), alternative accommodation options may be provided for residents living in close proximity to construction works that are likely to incur unreasonably high impacts over an extended period of time. Alternative accommodation will be determined on a case-by-case basis.</p>

Issue	Response
<p>Noise barrier</p> <ul style="list-style-type: none"> ○ The existing noise barrier is not effective for current rail noise ○ The proposed construction noise barrier height and materials (marine ply) are not sufficient ○ Query as to whether the existing noise barrier will be demolished and the time period between demolition and construction of the new noise barrier ○ Clear panels should be used in the new noise barrier to allow for natural light 	<p>The existing noise barriers would need to be removed to facilitate construction works. During this period, temporary construction barriers would be provided. This is accounted for in the construction noise modelling carried out for the project.</p> <p>As specified in Section 10.4 of the Environmental Impact Statement, noise barrier heights and the specific height of construction noise barriers would be identified during detailed construction planning through the implementation of the Sydney Metro Construction Noise and Vibration Strategy.</p> <p>Operational noise barriers would be transparent where they are augmenting existing transparent noise barriers, in accordance with mitigation measure LV17 in the Environmental Impact Statement.</p>
<p>Vibration impacts</p> <ul style="list-style-type: none"> ○ Piling will create vibration impacts 	<p>Activities that were to be carried out from within the rail corridor, such as piling, would now occur from the Frank Channon Walk. As a result, construction activities would now occur immediately adjacent to sensitive receivers that adjoin the Frank Channon Walk. This could result in additional airborne noise and vibration impacts.</p> <p>Consistent with the commitments in the Environmental Impact Statement, noise and vibration impacts would be managed in accordance with the mitigation measures in Chapter 11 of this report and the Sydney Metro Construction Noise and Vibration Strategy as provided in Appendix C of this report.</p>
<p>Mitigation measures</p> <ul style="list-style-type: none"> ○ Construction impacts have increased but the relevant mitigation measures have not been revised ○ Permanent noise and vibration monitors should be installed ○ Noisy work should be limited to standard construction hours 	<p>To assess the change in impact, the additional activities have been incorporated into the earthwork scenario as presented in the Environmental Impact Statement. As a consequence of this change, exceedances of noise management levels at the nearest receiver during this scenario have increased, and would now be similar or greater than the exceedances predicted for the surface track works scenario in the Environmental Impact Statement.</p> <p>The revised noise assessment for these works, provided in Section 9.1, identified that no additional mitigation measures would be required. These works would be managed in accordance with the mitigation measures in Chapter 11 of this report and Sydney Metro Construction Noise and Vibration Strategy as provided in Appendix C of this report.</p>
<p>Land use and property</p>	
<ul style="list-style-type: none"> ○ Concern regarding impact on property values and the ability to rent or sell properties ○ Uncertainty of land ownership to be used for the diversion of Frank Channon Walk at Gordon Avenue 	<p>Property values are based a number of complex factors including demand at a certain point in time, general location, accessibility, traffic and traffic noise on the street and proximity to transport infrastructure. In the long-term, and based on experience around other rail stations within Sydney and elsewhere, the proximity to a rail station would be anticipated to have a positive impact on property prices.</p> <p>The diversion of Frank Channon Walk would be contained to the road reserve or land owned by Willoughby Council.</p>

Issue	Response
Landscape character and visual amenity	
<ul style="list-style-type: none"> ○ More control of light spill impacts from night works at adjacent properties is required ○ Concerns regarding the removal of vines growing over the existing noise wall which prevent graffiti 	<p>As per mitigation measure LV3 in the Environmental Impact Statement, lighting of construction sites would be oriented to minimise glare and light spill impact on adjacent receivers.</p> <p>The landscape character and visual impact assessment contained in the Environmental Impact Statement includes the potential impacts associated with the removal of vegetation and changes to Frank Channon Walk.</p> <p>Mitigation measures, identified in Chapter 11 of this report, would be implemented to minimise potential impacts of this vegetation removal.</p>
Biodiversity	
<ul style="list-style-type: none"> ○ Resumption of the parkland, removal of mature vegetation in the reserve and street trees is not necessary ○ Concern that the park will be paved rather than reinstated following construction ○ Trees alongside 9-11 Nelson were planted as part of a local development application. Query as to whether the trees can they be removed and not replaced, and whether Council approval is required ○ Concern for the brush turkey family present in the reserve 	<p>The use of the small park at the eastern end of Gordon Avenue, including vegetation clearance, would be required to allow vehicles to access from Gordon Avenue to the western side of the rail corridor. As outlined in Section 9.1.2, the park would be reinstated and landscaped in consultation with Willoughby City Council once the temporary construction access is no longer required.</p> <p>The project is seeking approval for the removal of these trees under Part 5.1 of the <i>Environmental Planning and Assessment Act 1979</i>. Approval from local council is not required.</p> <p>As per mitigation measure B3 in the Environmental Impact Statement, the local WIRES group and / or veterinarian would be contacted if any fauna are injured on site or require capture and / or relocation.</p>
Air quality	
<ul style="list-style-type: none"> ○ Concern regarding the management of dust during construction 	<p>As per the mitigation measures outlined in Chapter 22 of the Environmental Impact Statement, dust would be managed to minimise impacts.</p> <p>Stockpiles and demolition would be managed to minimise dust generation. All vehicles carrying loose or potentially dusty material to or from the site would be fully covered.</p> <p>Hard surfaces would be installed on long term haul routes and regularly cleaned, while unsurfaced haul routes and work area would be regularly damped down in dry and windy conditions to minimise dust impacts.</p>

10.2 O’Connell Street – future underground pedestrian link

The stakeholder and community engagement activities included:

- Phone calls to directly impacted building owners
- Doorknocks of directly impacted tenants
- Information via email to building managers, with details of changes to the project scope, for distribution to tenants and owners
- Briefings with directly affected stakeholders, if requested or required
- Updated website content
- A notification letter outlining details of the assessment, a map and project contact details.

A summary of the issues raised during the above stakeholder and community engagement activities is provided in Table 10-2, along with responses.

Table 10-2 Summary of issues and responses – O’Connell Street future underground pedestrian link stakeholder and community engagement

Issue	Response
Strategic need and justification	
<ul style="list-style-type: none"> ○ Expression of support for this element of the project from five submissions 	Support for this element of the project is noted.
Stakeholder and community engagement	
<ul style="list-style-type: none"> ○ Inadequate notification of the proposal to stakeholders ○ Inadequate time and information provided to enable meaningful feedback. Request for extension to properly review all information 	<p>As outlined above, phone calls were made to building owners and doorknocks / notification letters were made to tenants of buildings that would be directly impacted by the project. Information was provided via email to building managers for distribution to tenants and owners. Briefings with directly affected property owners and occupiers were also made available.</p> <p>Transport for NSW would continue to engage with stakeholders and affected properties owners and occupiers through all stages of design, planning, and construction. Further information regarding consultation during construction is provided in Chapter 4.</p>

Issue	Response
Spoil removal	
<ul style="list-style-type: none"> The transport of 229,000 cubic metres of spoil (comprising the 175,000 cubic metres identified in the Environmental Impact Statement and the additional 54,000 cubic metres for the O’Connell Street pedestrian link) from 33 Bligh Street by truck will have significant impacts on adjoining properties and impact on their ability to be leased during the period of construction 	<p>The assessment provided in Section 3.3 of this report identifies an additional 54,000 cubic metres of spoil associated with the construction of the O’Connell Street pedestrian link. This brings to total spoil for Martin Place, as assessed in the Environmental Impact Statement and this report to 229,000 cubic metres. This spoil would be transported from the three identified Martin Place construction sites. The final quantity of spoil to be removed specifically from the O’Connell Street construction site would be subject to more detailed construction planning.</p> <p>The Environmental Impact Statement and the revised assessment in Section 3.3 of this report has shown that the potential impacts of the project can be managed, with the implementation of feasible and reasonable mitigation measures, to within acceptable levels at nearby receivers.</p> <p>Transport for NSW would continue to engage closely with stakeholders and affected properties owners and occupiers through all stages of design, planning, and construction. The project team can be contact via the community information line (1800 171 386) or project email (sydneymetro@transport.nsw.gov.au).</p> <p>Further information regarding consultation during construction is provided in Chapter 4.</p>
Construction traffic and transport	
<ul style="list-style-type: none"> Truck movements should be restricted to off-peak times outside of business hours Higher traffic volumes and heavy vehicle movements on O’Connell and Bligh streets will reduce pedestrian safety Concern regarding the interface between buses and heavy vehicle movements More information requested regarding potential full or partial temporary road closures during construction 	<p>The assessment of traffic movements provided in Section 3.3.4 shows there would be no change to the predicted level of service (compared with the assessment in the Environmental Impact Statement) at all key intersections during construction as a result of the additional construction vehicles for the O’Connell Street site.</p> <p>Construction traffic movements, road closures and road safety would be managed in accordance with the mitigation measures specified in Chapter 11 of this report.</p>
Construction noise and vibration	
<p>Noise receivers</p> <ul style="list-style-type: none"> There are no residential receivers at 17 Castlereagh Street (residential receivers are located behind 17 Castlereagh Street) Through discussions at a meeting, advice received that part of the 31 Bligh Street property is used for special events and conference type activities, which in some instances involve filming and recording. 	<p>This change has been noted and relevant mapping and assessments updated accordingly.</p> <p>The particular uses at 31 Bligh Street would be considered as part of the Construction Noise Impact Statement process (described in the Sydney Metro Construction Noise and Vibration Strategy (Appendix C of this report)). As part of this process, consultation would be carried out with 31 Bligh Street (in accordance with mitigation measure B11 – refer to Chapter 11 of this report) to identify and develop mitigation measures to manage the specific construction impacts to 31 Bligh Street.</p>

Issue	Response
<p>Noise and vibration impacts More information requested regarding specific impacts to neighbouring buildings</p>	<p>The assessment of potential construction noise impacts in the Environmental Impact Statement presents a worst-case 15-minute assessment in accordance with the approach required by the Interim Construction Noise Guideline. This approach assumes that all construction equipment for a particular construction scenario is operating at the same time and at the closest point on the site to any receiver. In reality, construction equipment would operate at varying locations around the site and would rarely all be in use at the same time. As such, the actual noise levels experienced by individual receivers would vary throughout the construction works.</p> <p>Predicted noise level exceedances at receivers surrounding the O’Connell Street site are detailed in Section 3.3.5 and Table 3-11.</p> <p>As identified in the Environmental Impact Statement, noise and vibration mitigation measures would be implemented, where feasible and reasonable, in accordance with the measures in Chapter 11 of this report and the Sydney Metro Construction Noise and Vibration Strategy (refer to Appendix C of this report) to minimise construction noise and vibration impacts where exceedances are predicted.</p> <p>The Sydney Metro Construction Noise and Vibration Strategy also provides the process for carrying out more detailed construction noise and vibration impact statements prior to each construction activity based on further understanding of the construction equipment and construction processes, which would be confirmed during detailed construction planning. This process would provide further detail regarding the actual noise levels which would be experienced by individual receivers.</p>
<p>Construction hours</p> <ul style="list-style-type: none"> ○ Concern regarding noise impacts from proposed 24 hour construction on adjacent hotel ○ Works exceeding 75 dB should be completed on weekends and outside of business hours 	<p>The assessment of potential construction noise impacts in the Environmental Impact Statement presents a worst-case 15-minute assessment in accordance with the approach required by the Interim Construction Noise Guideline. This approach assumes that all construction equipment for a particular construction scenario is operating at the same time and at the closest point on the site to any receiver. In reality, construction equipment would operate at varying locations around the site and would rarely all be in use at the same time. As such, the actual noise levels experienced by individual receivers would vary throughout the construction works.</p> <p>The Sydney Metro Construction Noise and Vibration Strategy (Appendix C of this report) provides the process for carrying out more detailed construction noise and vibration impact statements prior to each construction activity based on further understanding of the construction equipment and construction processes, which would be confirmed during detailed construction planning. This process would provide further detail regarding the actual noise levels which would be experienced by individual receivers.</p> <p>Noise and vibration mitigation measures, including construction hours and staging of works, would be implemented in accordance with the measures in Chapter 11 of this report and the Sydney Metro Construction Noise and Vibration Strategy.</p>

Issue	Response
<p>Mitigation measures</p> <ul style="list-style-type: none"> ○ Inadequate information provided around mitigation measures to reduce impacts on adjacent properties ○ Request for weekly noise monitoring to ensure work stays within approved limits ○ Request for ground-borne noise mitigation measures 	<p>Noise monitoring and noise and vibration mitigation measures would be implemented in accordance with the measures in Chapter 11 of this report and the Sydney Metro Construction Noise and Vibration Strategy (refer to Appendix C of this report). Standard mitigation measures that could be implemented include avoiding the coincidence of noisy plant operating simultaneously close together, use of dampened rock hammers, scheduling of noisy activities during less sensitive periods, and considering opportunities in site layouts to provide shielding from noise for receivers.</p>
Land use and property	
<p>Property access during construction</p> <ul style="list-style-type: none"> ○ Concern regarding impacts to property access for tenants, visitors and restaurant patrons ○ Concern regarding impacts to underground parking access from O'Connell Street. 	<p>The O'Connell Street site is currently an active construction site. While there would be an increase in vehicles accessing or departing the site, and associated additional construction activity, there would be no changes to pedestrian access or visibility of surrounding businesses as a result of this activity. Mitigation measure T8 (refer to Chapter 11 of this report) commits to maintaining access to existing buildings and properties.</p>
<p>Structural concerns</p> <ul style="list-style-type: none"> ○ Request for property dilapidation reports to be issued ○ Concerns regarding structure and cosmetic damage to buildings 	<p>During construction of the shafts, vibration levels are anticipated to remain well below the vibration screening levels associated with minor cosmetic building damage for all the surrounding buildings except at one commercial building located immediately to the south of the southern shaft (at Martin Place Station construction site), and the adjacent building to the north of the shaft at the O'Connell Street site.</p> <p>Where exceedances of the cosmetic damage screening levels are predicted, a more detailed assessment of the structure and attended vibration monitoring would be carried out to ensure vibration levels remain below appropriate limits for this structure. This would include consideration of the heritage values of the structure.</p> <p>The process for carrying out condition surveys of adjacent properties is provided in the Construction Environmental Management Framework (Appendix B of this report). These would be offered to the owners of buildings and structures in the vicinity of the tunnel and excavations prior to the commencement of excavation at each site. In the unlikely event that building damage does occur as a result of the project, this would be rectified by the project at no cost to the building owner.</p>
<p>Impacts on land use at neighbouring properties</p> <ul style="list-style-type: none"> ○ Concern regarding impacts on ability of property owners to attract and retain tenants adjacent to a major construction site leading to loss of rental income ○ The site is currently undeveloped. Development for the project may impact the viability of neighbouring properties 	<p>The Environmental Impact Statement and the revised assessment in Section 3.3 of this report has shown that the potential impacts of the project can be managed, with the implementation of feasible and reasonable mitigation measures, to within acceptable levels at nearby receivers. Transport for NSW would continue to engage with stakeholders and property owners during the design and delivery of Sydney Metro to manage the potential impacts. The project team can be contact via the community information line (1800 171 386) or project email (sydneymetro@transport.nsw.gov.au).</p> <p>In the long-term the development of the site and the potential future entry to Martin Place Station would be expected to increase the attractiveness of neighbouring properties.</p>

Issue	Response
Business impacts	
<ul style="list-style-type: none"> ○ Amenity impacts to nearby hotel and restaurant due to construction noise and vibration may contribute to loss of income 	<p>Section 3.3.7 of this report concluded that activities at the proposed site would have amenity impacts that are generally consistent with those assessed in the Environmental Impact Statement. Consequently, impacts to businesses in the vicinity of the O’Connell Street site would be mitigated in accordance with the measures described in Chapter 11 of this report. This would include specific consultation with businesses potentially impacted during construction and the development of business impact registers and mitigation measures for individual businesses.</p>
Hazard and risk	
<ul style="list-style-type: none"> ○ Concerns regarding dangerous goods storage on-site 	<p>As per Section 23.3 of the Environmental Impact Statement, typically, low volumes of potentially hazardous materials would be stored on site. Environmental hazards and risks associated with the on-site storage would be managed through standard mitigation measures to be developed as part of the construction environmental management documentation.</p> <p>Construction site planning would ensure hazardous materials are stored appropriately and at an appropriate distance from sensitive receivers, in accordance with the thresholds established under Applying SEPP 33. Should the minimum buffers be unable to be maintained, either due to space constraints, the close proximity of sensitive receivers, or a requirement to store volumes of hazardous materials in excess of storage thresholds, a risk management strategy would be developed on a case by-case basis.</p>

10.3 Waterloo Station – revised footprint

The community engagement activities for Waterloo Station included targeted engagement with the Congregational Church (the only directly affected property owner). This was supported by a letter that included details of the proposed change in project scope and project contact details.

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