



E39 CONSULTATION REPORT (OCTOBER TO DECEMBER 2021)

OCTOBER TO DECEMBER 2021

Parramatta
Connect

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1. Introduction

1.1 Background

Parramatta Light Rail is one of the NSW Government's major infrastructure projects being delivered to serve a growing Sydney.

Parramatta Light Rail Stage 1 ('Stage 1') will connect Westmead to Carlingford via Parramatta Central Business District (CBD) and Camellia. Stage 1 is expected to be operational in 2023.

Stage 1 will create new communities, connect great places and help both local residents and visitors move around and explore what the region has to offer. The route will link Parramatta's CBD and train station to a number of key locations, including the Westmead Precinct, the Parramatta North Growth Centre, the new Western Sydney Stadium, the Camellia Town Centre, the new Powerhouse Museum and Riverside Theatre arts and cultural precinct, the private and social housing redevelopment at Telopea, the Rosehill Gardens Racecourse and the three Western Sydney University campuses.

In summary, the key features of Stage 1 include:

- A new dual track light rail network of approximately twelve (12) kilometres in length, including approximately seven (7) kilometres within the existing road corridor and approximately five (5) kilometres within the existing Carlingford Line and Sandown Line, replacing current heavy rail services
- Sixteen (16) stops that are fully accessible and integrated into the urban environment including a terminus stop at each end of Westmead and Carlingford
- High frequency 'turn-up-and-go' services operating seven days a week from 5am to 1am. Weekday services will operate approximately every 7.5 minutes in the peak period between 7am and 7pm
- Modern and comfortable air-conditioned light rail vehicles, nominally 45 metres long and driver-operated, each carrying up to 300 passengers.
- Intermodal interchanges with existing public transport services at Westmead terminus, Parramatta CBD and the Carlingford terminus
- Creation of two light rail and pedestrian zones (no general vehicle access) within the Parramatta CBD along Church Street (generally between Market Street and Macquarie Street) and along Macquarie Street (generally between Horwood Place and Smith Street)
- A Stabling and Maintenance (SaM) Facility located in Camellia for light rail vehicles to be stabled, cleaned and maintained
- New bridge structures along the alignment including over James Ruse Drive and Clay Cliff Creek, Parramatta River (near the Cumberland Hospital), Kissing Point Road and Vineyard Creek, Rydalmere
- Alterations to the existing road network including line marking, additional traffic lanes and turning lanes, new traffic signals, and changes to traffic flows
- Relocation and protection of existing utilities

- Public domain and urban design work along the corridor and at Stop precincts
- Closure of the heavy rail line between Carlingford and Clyde
- Active transport corridors and additional urban design features along sections of the alignment and within Stop precincts
- Integration with the Opal Electronic Ticketing System (ETS)
- Real time information in light rail vehicles and at Stops via visual displays and audio.

An overview of Parramatta Light Rail Stage 1 route is shown in **Figure 1-1**.

Figure 1-1 Parramatta Light Rail Stage 1 Route



The Parramatta Light Rail is subject to environmental impact assessment under the Environmental Planning and Assessment Act 1979 (EP&A Act). It is classified as Critical State Significant Infrastructure (CSSI). The EIS assessed impacts for Parramatta Light Rail Stage 1 (Westmead to Carlingford). This covered the light rail and associated works including road enabling work.



Stage 1 received Infrastructure Approval from the Minister for Planning under Section 5.19 of the EP&A Act on 29 May 2018 (Critical State Significant Infrastructure Application SSI-8285), subject to the conditions provided in the Instrument of Approval, specifically Schedule B – Ministerial Conditions of Approval.

The Infrastructure Approval was subsequently modified under Section 5.25 of the EP&A Act on 21 December 2018 and 25 January 2019.

The planning approval, modifications and related environmental assessment documents are located at: http://majorprojects.planning.nsw.gov.au/index.pl?action=view_job&job_id=8285.

1.2 Stage 1 Delivery Strategy

Delivery of Stage 1 is achieved through the following five packages of work:

- **Enabling Works** (Package 1) – Local road network improvements including O’Connell Street and George Street (off-alignment)
- **Westmead Precinct Works** (Package 2) – Hawkesbury Road widening and demolition at Cumberland Hospital (east and west Campus)
- **Early Works** (Package 3) – Remediation of the Stabling and Maintenance (SaM) Facility
- **Infrastructure Works** (Package 4) the subject of this Report – Design and construction of civil works, public domain and light rail infrastructure up to road level/top of rail and to the top of the concrete slab at stops, including provision of utility services (excluding high-voltage power supply and cabling for rail systems), and decommissioning of the T6 Carlingford Line)
- **Supply, Operate and Maintain Works** (Package 5) – Design and construction of the light rail systems, high-voltage power supply and stops above slab level, the supply of light rail vehicles, and the design and construction of the SaM Facility, including all light rail operations, customer service and asset management.

Each package of work is to be delivered under separate contracts on behalf of the proponent Transport for NSW (TfNSW). While the packages will commence at different times under separate construction approvals, there will be periods during which the package works will overlap. The interactions between the packages are shown in **Figure 1-2**.

Parramatta Connect (the CPB Contractors and Downer EDI Works Joint Venture) has been engaged to deliver the Infrastructure Works. For construction, the Infrastructure Works are divided into portions and sub-portions. The portions, light rail stops, and precincts are depicted in **Figure 1-3**.

Figure 1-2 Parramatta Light Rail Stage 1 Delivery Strategy

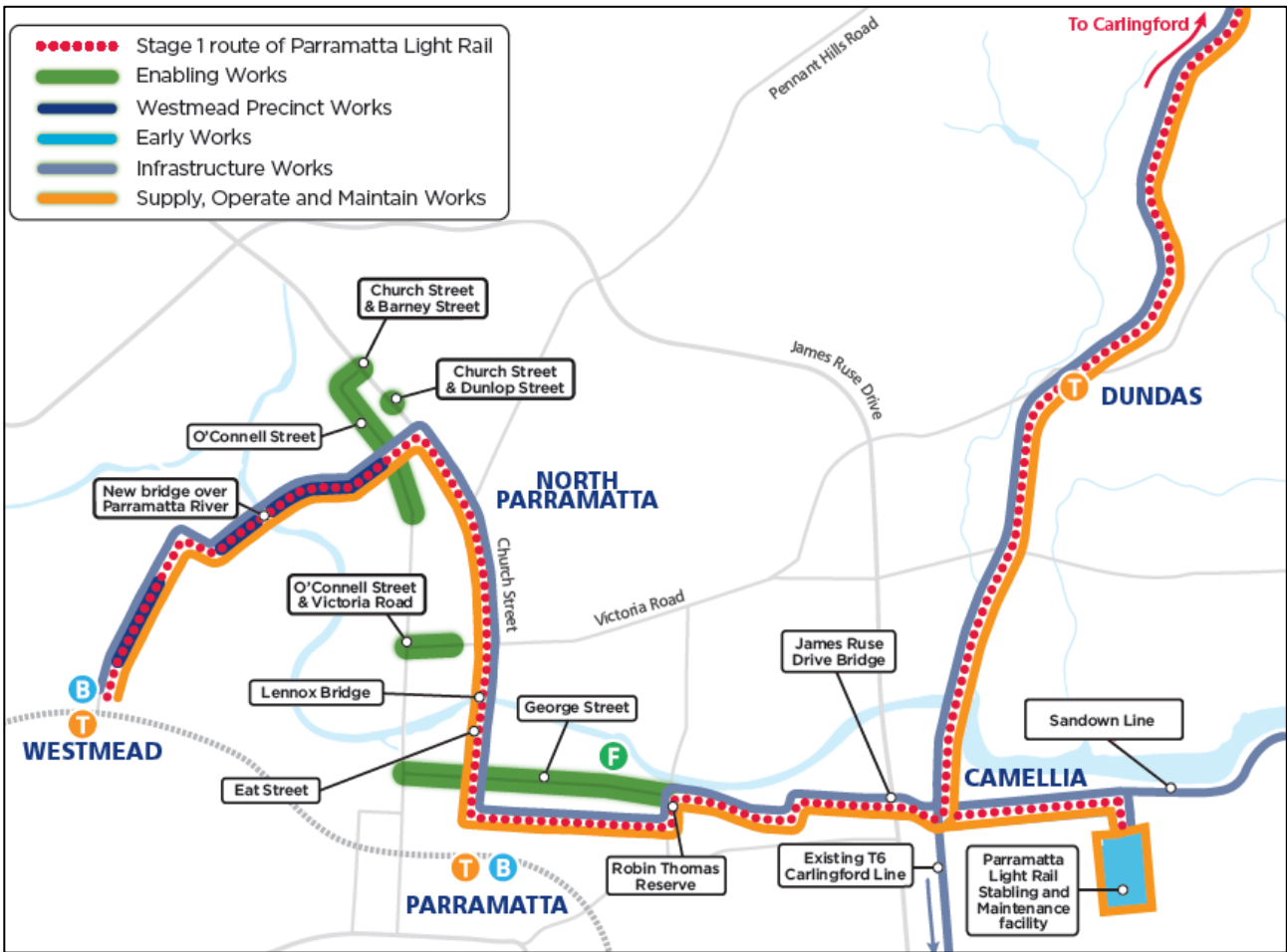


Figure 1-3 Infrastructure Works Portions, Precincts and Stations

Portion 1A			Portion 1B			Portion 1C		Portion 1D		Portion 2				
Westmead Precinct			North Parramatta Precinct			Parramatta CBD Precinct		Rosehill & Camellia		Carlingford Precinct				
Westmead Station	Westmead Hospital	Children's Hospital at Westmead	Cumberland Hospital	Factory Street	Fennell Street	Prince Alfred Square	Eat Street	Parramatta Square	Harris Street	Tramway Avenue	Camellia	Rydalmere	Dundas	Teloopa
														Carlingford



1.3 Scope of this report

This report has been prepared to demonstrate compliance with Conditions E37 and E39 of the Parramatta Light Rail (Stage 1) Infrastructure Approval (CSSI 8285).

This report has been prepared for works outside of the standard construction hours from October to December 2021 across all precinct(s) (refer to Figure 1-3).



2. Reporting Requirements

The reporting requirements are in accordance with Condition E37, E39 and Table 2 of the Infrastructure Approval.

Condition E37 states:

Where works are undertaken outside hours specific in Condition E21 and E22 and construction noise levels exceed 65 dB(A) LAeq (15 mins) at the façade of the building of a residential receiver, the Proponent must only work 4 nights in any 7 day period. The 4 nights worked must be informed by community consultation referenced in Condition E39.

Outcomes of the community consultation, the identified works and respite periods and the scheduling of the likely out-of-hour works must be provided to the AA, ER and the Secretary for information.

Relocation of work following 4 nights of works in any 7 day period must be sufficiently removed so as to provide clear respite of 3 days. Works in areas of respite must be subject to noise levels of no more than 5 dB(A) above the rating background level at any residence in accordance with the Interim Construction Noise Guideline (DECC, 2009).

The requirements of this condition may be varied with the approval of the Secretary following the Secretary's review of community consultation outcomes, construction noise and vibration impacts and the implementation of noise management and mitigation measures.

Condition E39 states:

In order to undertake out-of-hours work described in Condition E25(c) and (d), the Proponent must identify appropriate work and respite periods for the works in consultation with the community at each affected precinct at three monthly intervals. This consultation must be ongoing and include (but not be limited to) providing the community with:

- (a) a schedule of likely out-of-hours work for a period of no less than two (2) months for medium to high risk work (as defined in the Out-of-Hours Work Protocol (Condition E28));*
- (b) a schedule of likely out-of-hours work for a period of no less than seven (7) days for low risk work (as defined in the Out-of-Hours Work Protocol (Condition E28));*
- (c) the potential works, location and duration;*
- (d) the noise characteristics and likely noise levels of the works; and*
- (e) likely mitigation and management measures.*

The Proponent shall consider and respond to the affected community's preference for alternative hours and/or durations.

The outcomes of the community consultation, the identified respite periods and the scheduling of the likely out-of-hour works must be provided to the AA, ER and the Secretary.

Table 2 of the Infrastructure Approval states that documentation on the outcomes of the community consultation is to be provided to the Secretary at three monthly intervals.

3. Community Consultation

This section details the channels of communication used by Parramatta Connect to consult and engage stakeholders on the works program and impacts.

Parramatta Connect offers residents, businesses and the wider community the opportunity to provide feedback and preferences on work hours through regular consultation on upcoming works in the form of works schedules, website updates, letterbox notifications, construction updates, consultation, meetings, door knocks, door slips, phone calls and email.

In accordance with NSW COVID-19 Public Health Orders, stay-at-home orders were partially lifted on 11 October 2021 with some restrictions still in force on 31 December 2021. During this period, a COVID-19 Contingency Schedule was in operation, partially restricting implementation of the Community Communication Strategy.

3.1 Weekly Works Schedule

Parramatta Connect publishes an online [weekly works schedule](#) to provide the community with advance information on planned work in their area. A link to this schedule is provided in all community notifications and bimonthly construction updates. It is also provided in response to enquiries where relevant. The online weekly works schedule invites the community to contact the project to express preferences for work hours.

See **Appendix A-1** for an example of the weekly works schedule.

3.2 Community Notification

Parramatta Connect delivered 35 formal notifications during the reporting period to **64,436** stakeholders.

Reflecting the requirements of Condition E39, all notifications included information on:

- Where and when the work will take place
- What to expect
- How Parramatta Connect will minimise the impact of noise and vibration
- How stakeholders can contact Parramatta Connect to find out more about the project, discuss preferences for work hours and make complaints
- Where to access the weekly works schedule.

Table 3-1 provides a summary of the community notifications during the reporting period.

Table 3-1 Community notification letterbox deliveries

#	Date	Works	Location	Area	Number
IW374a	1 October 2021	Rail grinding	Church Street between Lennox Bridge and Macquarie Street	2	3935
IW379	1 October 2021	OOHW, intersection closure	Macquarie and Smith Streets Intersection	2	2355
IW369a	2 October 2021	OOHW, intersection closure	Harris and Hassall Streets intersection	2	2352
IW387	12 October 2021	OOHW, traffic changes	Church, Dunlop-Market and Pennant Hills Road-Victoria Road closures	1	5212
IW386	15 October 2021	Driveway access	Church Street	1	110
IW369b	22 October 2021	OOHW, intersection closure	Harris and Hassall Streets intersection	2	3239
IW381	26 October 2021	OOHW	Hawkesbury Road & Railway Parade	1	1200



#	Date	Works	Location	Area	Number
IW400	1 November 2021	Driveway access	Factory Street	1	80
IW396	8 November 2021	OOHW	Westmead	1	2800
IW406	8 November 2021	HYS driveway access	12-30 Hainsworth Street	1	60
IW397	9 November 2021	OOHW	North Parramatta	1	4000
IW417	13 November 2021	Traffic changes	Queens Road and Darcy Road	1	3500
IW402	15 November 2021	OOHW, utility works	Church Street	2	100
IW422	19 November 2021	OOHW	Church Street between Lennox Bridge and Palmer Street	1&2	200
IW411	25 November 2021	OOHW	Parramatta CBD East and West Area 2	2	3000
IW408	26 November 2021	HYS road closure, OOHW	Macquarie and Charles Streets intersection	2	3000
IW433	30 November 2021	HYS road restoration	Macquarie Street between O'Connell and Church	2	1000
IW411a	1 December 2021	OOHW	Parramatta CBD East and West Area 2	2	400
IW436	3 December 2021	OOHW, traffic changes	Macquarie Street, O'Connell to Horwood	2	3000
IW411b	6 December 2021	OOHW	Macquarie Street between O'Connell and Church	2	3000
IW438	8 December 2021	OOHW and driveway access	Factory Street north, O'Connell St to New/Fleet St	1	18
IW439	10 December 2021	HYS driveway access	8 Hainsworth Street and 35 Park Avenue	1	20
IW438a	13 December 2021	OOHW, driveway access	Factory Street north, O'Connell Street to New/Fleet Street	1	18
IW439a	13 December 2021	Driveway access	Hainsworth Street	1	20
IW400a	14 December 2021	Driveway access	Factory Street	1	120
IW438b	14 December 2021	OOHW, driveway access	Factory Street south, O'Connell St to New/Fleet St	1	50
IW438c	14 December 2021	OOHW, driveway access	Factory Street north, O'Connell St to Church St	1	50
IW442	17 December 2021	End state traffic changes	Macquarie Street, O'Connell to Horwood Place	2	8000
IW438e	20 December 2021	OOHW, driveway access	Factory Street south, O'Connell St to New/Fleet St (3&14 Factory, 49&55 O'Connell)	1	50
IW446	20 December 2021	Driveway access	Church Street	1	100
IW389	21 December 2021	OOHW, intersection closure	Macquarie and Charles Streets Intersection	2	3617
IW411c	23 December 2021	OOHW	Parramatta CBD East and West Area 2	2	3000
IW439b	23 December 2021	Driveway access	Hainsworth Street	1	30
IW444	23 December 2021	OOHW	Westmead	1	2800
IW445	23 December 2021	OOHW	North Parramatta/Parramatta	1	4000
TOTAL					64,436

Construction notifications are delivered to letterboxes in the impact zone 5-14 days before works commence and are published on the Parramatta Light Rail website at www.parramattalightrail.nsw.gov.au.

Notifications are also distributed via email to stakeholders on the relevant e-notification lists.

See **Appendix A-2** for an example of a notification.



3.3 Bimonthly Construction Updates

During the reporting period, Parramatta Connect distributed a construction update every two months. The construction updates provided stakeholders with a two-month overview of upcoming works in their area, including the scope, duration and impact of works. These construction updates were emailed to **31,500** stakeholders.

Reflecting the requirements of Condition E39, the bimonthly construction update also includes a request for feedback on the works schedule.

Table 3-2 Bimonthly construction updates

#	Date	Works	Location	Area ¹	Number
PLR IW 375	2 October 2021	Bimonthly Construction Update	Westmead & Cumberland	1	5500
PLR IW 376	8 October 2021	Bimonthly Construction Update	Parramatta CBD	2	8000
PLR IW 377	9 October 2021	Bimonthly Construction Update	Carlingford to Camellia	3	5000
PLR IW 428	29 November 2021	Bimonthly Construction Update	Westmead & Cumberland	1	5500
PLR IW 429	1 December 2021	Bimonthly Construction Update	Parramatta CBD	2	8000
PLR IW 430	2 December 2021	Bimonthly Construction Update	Carlingford to Camellia	3	5000
TOTAL					31,500

The distribution zones for each area are provided as follows:

- Area 1 – Westmead, Cumberland, Parramatta and North Parramatta
- Area 2 – Parramatta CBD
- Area 3 – Camellia to Carlingford

See **Appendix A-3** for an example of a bimonthly construction update.

3.4 Door Slips

Parramatta Connect delivers door slips directly to stakeholders to:

- Inform residents and businesses of small packages of works that will impact them
- Offer an opportunity to contact Parramatta Connect to discuss project work further
- Reach stakeholders not available during a door knock or face-to-face consultation
- Comply with social distancing requirements limiting face-to-face contact.

See **Appendix A-4** for an example of a door slip.

3.5 Website

Parramatta Connect publishes project-related collateral including notifications, bimonthly construction updates, media releases, fact sheets and the weekly works schedule on the project website at www.parramattalightrail.nsw.gov.au. This collateral includes a request for feedback on work hours where relevant.

During the reporting period, Parramatta Connect continued to update the 'Changed traffic conditions' webpage, initially developed to keep the community informed of COVID-19 related traffic changes and associated out-of-hours work to safely maintain road and lane closures.



See **Appendix A-5** for an example of website collateral including request for feedback and **Appendix A-6** for an example of the 'Changed traffic conditions' webpage.

3.6 Consultation

Parramatta Connect is continuing regular consultation with properties along the alignment to collect information such as preferred workdays and hours, property access requirements, parking, deliveries and waste collection.

Parramatta Connect refers to previously collected data on property and business requirements to inform the construction program and reduce construction impacts. Outcomes from local access consultations are recorded in the project stakeholder database.

A specific consultation to identify HSC students potentially impacted by works was carried out in October 2021 ahead of HSC exams in November 2021. Schools along the alignment were contacted and 13,000 flyers were distributed along the alignment.

Table 3-3 provides a summary of temporary construction-related consultation for the reporting period.

Table 3-3 Consultations

Area	Number of Consultations
1	34
2	21
3	0

3.7 Door Knocks

Parramatta Connect limited door knock campaigns except where strictly necessary during the period October to December 2021, due to COVID-19 considerations. Door knocks would usually take place in addition to notifications where possible when particularly high impact work is planned. Instead of doorknocks, notifications were placed under doors, in screen doors and attached to building external doors to ensure residents and businesses were aware of the upcoming works and able to provide feedback. Community members were also emailed, telephoned or sent an SMS in some instances.

Table 3-5 provides a summary of the communications where receivers where doorknocked, or notification was provided other than in letterboxes.

Table 3-5 Door knocks

Date	Ref	Purpose	Location	Stakeholders Reached
2 October 2021	IW385	Pedestrian access	195 Hawkesbury Road	18
5 October 2021	IW283v	Property adjustment	2-4 New Street	9
6 October 2021	IW390	OOHW	Hawkesbury Road	100
8 October 2021	IW283m	Property adjustment	465-473 Church Street	12
8 October 2021	IW283q	Property adjustment	30 Caroline Street	14
11 October 2021	IW392	Driveway access	30 & 32 Jessie Street, 199 Hawkesbury Road	50
11 October 2021	IW393	Driveway access	35 Park Avenue	5



Date	Ref	Purpose	Location	Stakeholders Reached
12 October 2021	IW392a	Driveway access	30 & 32 Jessie Street, 199 Hawkesbury Road	26
12 October 2021	IW393a	Driveway access	35 Park Avenue	3
14 October 2021	IW395	HYS, OOHW	Hawkesbury Road & Hainsworth Street	180
15 October 2021	IW395a	HYS, OOHW	Hawkesbury Road & Hainsworth Street	500
20 October 2021	IW394	Water outage	Pennant Hills Road	66
20 October 2021	IW398	Driveway access	128 Macquarie Street	50
20 October 2021	IW399	Power outage	1 River Road	20
21 October 2021	IW392b	Driveway access	199 Hawkesbury Road	12
22 October 2021	IW401	OOHW, traffic changes	George Street between Purchase & Alfred Streets, Tramway Avenue	650
25 October 2021	IW392d	Driveway access	30 Jessie Street	6
26 October 2021	IW405	Property adjustment	175-187 George Street	23
28 October 2021	IW383	Pedestrian access	Fennell to Grose Street, eastern side	16
28 October 2021	IW409	Pedestrian access	410 Church Street	60
29 October 2021	IW407	Driveway access	8-14 Hainsworth Street	200
3 November 2021	IW383a	Pedestrian access	Fennell to Grose Street, eastern side	16
3 November 2021	IW409a	Pedestrian access	410 Church Street	60
4 November 2021	IW413	Property adjustment	175 George Street	2
4 November 2021	IW413a	Property adjustment	179 George Street	5
4 November 2021	IW413b	Property adjustment	181 George Street	5
4 November 2021	IW414	Pedestrian access	Ross-Street to Victoria Road, eastern side	10
4 November 2021	IW415	Property Adjustment	1A Noller Parade, 204 to 214 George Street	15
5 November 2021	IW418	Driveway realignment	209 and 211 Hawkesbury Road, 16-30 Hainsworth Street	20
9 November 2021	IW420	Driveway access	485-495 Church Street	50
10 November 2021	IW413d	Property adjustment	175 George Street	2
10 November 2021	IW413aa	Property adjustment	179 George Street	5
10 November 2021	IW413bb	Property adjustment	181 George Street	5
10 November 2021	IW415a	Property adjustment	1A Noller Parade, 204 to 214 George Street	15
12 November 2021	IW424	Pedestrian access	Church Street, Lennox Bridge, south side	6
15 November 2021	IW427	Pedestrian access	9a Factory Street/31 Galloway Street & 102 O'Connell Street	22
16 November 2021	IW283u1	Property adjustment	518-524 Church Street	30
16 November 2021	IW426	Driveway access	27 Railway Parade	12
16 November 2021	IW427a	Driveway access	9a Factory Street/31 Galloway Street & 102 O'Connell Street	22
16 November 2021	IW432	Driveway access	128 Macquarie Street	300
19 November 2021	IW420a	Driveway access	485-495 Church Street	50
3 December 2021	IW423	Water outage	12-30 Hainsworth Street	80
3 December 2021	IW435	Driveway access	Factory Street	20



Date	Ref	Purpose	Location	Stakeholders Reached
20 December 2021	IW438d	Driveway access	Factory Street	50
22 December 2021	IW424b	Pedestrian access	Church Street, Lennox Bridge, south side	5
23 December 2021	IW400b	Driveway access	Factory Street	120
23 December 2021	IW447	Driveway access	George Street	20
TOTAL				2,967

3.8 Letterbox Deliveries

Parramatta Connect delivered 76 communications to **57,513** stakeholders during the period October to December 2021. Letterbox deliveries include notifications and door slips.

Table 3-6 provides a summary of letterbox deliveries completed during the reporting period.

Table 3-6 Letterbox deliveries

Date	Purpose	Location	Number
2 October 2021	Pedestrian access - Hawkesbury Road	Area 1	18
5 October 2021	Property adjustment - New Street	Area 1	9
6 October 2021	OOHW – Hawkesbury Road	Area 1	100
8 October 2021	Property adjustment – Church Street	Area 1	12
8 October 2021	Property adjustment – Caroline Street	Area 1	14
11 October 2021	Driveway access – Jessie Street	Area 1	50
11 October 2021	Driveway access – Park Avenue	Area 1	5
12 October 2021	Driveway access – Jessie Street	Area 1	26
12 October 2021	Driveway access – Park Avenue	Area 1	3
14 October 2021	HYS OOHW - Hawkesbury Road & Hainsworth Street	Area 1	180
15 October 2021	Driveway access – Church Street	Area 1	110
15 October 2021	OOHW - Hawkesbury Road & Hainsworth Street	Area 1	500
20 October 2021	Water outage – Pennant Hills Road	Area 1	66
20 October 2021	Driveway access – Macquarie Street	Area 2	50
20 October 2021	Power outage – River Road West	Area 2	20
21 October 2021	Driveway access – Hawkesbury Road	Area 1	12
22 October 2021	OOHW – George Street	Area 2	650
25 October 2021	Driveway access – Jessie Street	Area 1	6
26 October 2021	OOHW – Hawkesbury Road	Area 1	1200
26 October 2021	Property adjustment – George Street	Area 2	23
28 October 2021	Pedestrian access - Fennell to Grose Street, eastern side	Area 1	16
28 October 2021	HYS, HSC – Residential areas	Area 1,2	13000
28 October 2021	LAP, pedestrian access – Church Street	Area 2	60



Date	Purpose	Location	Number
29 October 2021	Property adjustment – Victoria Road	Area 1	200
29 October 2021	Driveway access – Hainsworth Street	Area 1	200
3 November 2021	Pedestrian access - Fennell to Grose Street, eastern side	Area 1	16
3 November 2021	Pedestrian access – Church Street	Area 2	60
4 November 2021	Property adjustment – George Street	Area 2	2
4 November 2021	Property adjustment – George Street	Area 2	5
4 November 2021	Property adjustment – George Street	Area 2	5
4 November 2021	Pedestrian access - Ross-Street to Victoria Road, eastern side	Area 1	10
4 November 2021	Property adjustment – Noller Parade	Area 2	15
5 November 2021	OOHW – Harris and Hassall Streets	Area 2	1700
5 November 2021	Driveway access – Hawkesbury Road	Area 1	20
8 November 2021	OOHW – Westmead	Area 1	2800
8 November 2021	HYS driveway access – Hainsworth Street	Area 1	60
9 November 2021	OOHW – North Parramatta/Parramatta	Area 1	4000
9 November 2021	Driveway access – Church Street	Area 1	50
10 November 2021	Property adjustment – George Street	Area 2	2
10 November 2021	Property adjustment – George Street	Area 2	5
10 November 2021	Property adjustment – George Street	Area 2	5
10 November 2021	Property adjustment – Noller Parade	Area 2	15
12 November 2021	Pedestrian access – Church Street	Area 2	6
13 November 2021	Traffic changes – Queens Road	Area 1	3500
15 November 2021	OOHW – Church Street	Area 2	100
15 November 2021	Driveway access – Factory Street	Area 1	22
16 November 2021	Property adjustment – Church Street	Area 1	30
16 November 2021	Driveway access – Railway Parade	Area 1	12
16 November 2021	Driveway access – Factory Street	Area 1	22
16 November 2021	Driveway access – Macquarie Street	Area 2	300
19 November 2021	Driveway access – Church Street	Area 1	50
19 November 2021	OOHW – Church Street	Area 1,2	200
25 November 2021	OOHW – Parramatta CBD	Area 2	3000
26 November 2021	HYS, OOHW – Macquarie Street	Area 2	3000
1 December 2021	OOHW – Parramatta CBD	Area 2	400
3 December 2021	Water outage – Hainsworth Street	Area 1	80
3 December 2021	Driveway access – Factory Street	Area 1	20
3 December 2021	OOHW – Macquarie Street	Area 2	3000
6 December 2021	OOHW – Parramatta CBD	Area 2	3000
8 December 2021	OOHW – Factory Street	Area 1	18



Date	Purpose	Location	Number
13 December 2021	OOHW – Factory Street	Area 1	18
13 December 2021	Driveway access – Hainsworth Street	Area 1	20
14 December 2021	Driveway access – Factory Street	Area 1	120
14 December 2021	OOHW – Factory Street	Area 1	50
14 December 2021	OOHW, driveway access – Factory Street	Area 1	50
16 December 2021	Water restoration works – Church Street	Area 1	20
17 December 2021	End state traffic changes – Macquarie Street	Area 2	8000
20 December 2021	Driveway access – Factory Street	Area 1	50
20 December 2021	OOHW, driveway access – Factory Street	Area 1	50
20 December 2021	Driveway access – Church Street	Area 1	100
22 December 2021	Pedestrian access – Church Street	Area 2	5
23 December 2021	Driveway access – Factory Street	Area 1	120
23 December 2021	Driveway access – Hainsworth Street	Area 1	30
23 December 2021	OOHW – Westmead	Area 1	2800
23 December 2021	OOHW - North Parramatta/Parramatta	Area 1	4000
23 December 2021	Driveway access – George Street	Area 2	20
TOTAL			57,513

3.9 Key Stakeholder Meetings

Parramatta Connect coordinates regular meetings and briefings with key stakeholders, including:

- City of Parramatta Council
- Transport for NSW
- Customer Journey Planning
- Schools Infrastructure NSW
- Department of Education and Training
- Western Sydney Local Health District
- The Children's Hospital at Westmead
- Health Administration Corporation
- Western Sydney University
- Australian Turf Club.

These meetings provide a forum for key stakeholders to provide feedback on the program of works, as well as exchange information on stakeholder concerns and preferences.

Table 3-7 provides a summary of the regular stakeholder meetings Parramatta Connect attended during the reporting period.

A further 21 ad-hoc stakeholder meetings were convened by Parramatta Connect during the reporting period to discuss construction impacts.



Table 3-7 Key stakeholder meetings

Stakeholders	Meeting Title	Organiser	Frequency
City of Parramatta Council Transport for NSW	City of Parramatta Council Construction Coordination	Parramatta Connect	Fortnightly
Arthur Phillip High School Parramatta Public School Watpac	Parramatta Light Rail – Arthur Phillip High School/ Parramatta Public School Interface	Department of Education and Training	Fortnightly
City of Parramatta Council Transport for NSW	Parramatta CBD Engagement	Transport for NSW	Fortnightly
Western Sydney Local Health District	Cumberland Coordination Meeting	Parramatta Connect	Weekly
Health Administration Corporation	PLR/HAC Internal Coordination	Health Administration Corporation	Weekly
Businesses along the alignment Parramatta Chamber of Commerce City of Parramatta Council	Business Reference Group	Transport for NSW	Bi-monthly
Australian Turf Club	Australian Turf Club Coordination	Transport for NSW	As required
Western Sydney University	Western Sydney University Coordination	Parramatta Connect	As required
The Children's Hospital at Westmead	Children's Hospital Coordination	Parramatta Connect	Weekly
The Westmead Institute for Medical Research Children's Medical Research Institute The Children's Hospital at Westmead Western Sydney Local Health District	Parramatta Light Rail Health Update	Parramatta Connect	Fortnightly
Customer Journey Planning Transport for NSW Planning Transport for NSW Network Integration	Transport Working Group	Parramatta Connect	Weekly
Customer Journey Planning Transport for NSW Planning Transport for NSW Network Integration Great River City Light Rail Emergency Services Sydney Metro West	Traffic and Transport Liaison Group	Parramatta Connect	Monthly
Customer Journey Planning Transport for NSW Planning Transport for NSW Network Integration Great River City Light Rail City of Parramatta Council	Traffic Control Group	Parramatta Connect	Monthly
City of Parramatta Council Emergency Services	Local Emergency Management Committee	City of Parramatta Council	Quarterly

3.10 Business Reference Group

The Parramatta Light Rail Business Reference Group (BRG) gives local businesses, community members and stakeholders the opportunity to share advice and collaborate on initiatives that will support businesses across the alignment during construction and operation of the light rail.

The BRG includes representatives from 20 businesses (**Table 3-8**) across the alignment and is a forum for businesses to provide feedback on works and preference for work hours.

Parramatta Connect provides a project progress update to the BRG and also consults with businesses on working hours in Eat Street outside of the forum.



Table 3-8 Business Reference Group

Business Reference Group Members
Parramatta Chamber of Commerce
175 One Hotels and Apartments
Alex and Co.
Australian Turf Club
Bay Vista Dessert Bar & Cafe
Chemist Warehouse
City of Parramatta Council
Coronation Property
Crown Hotel
El-Phoenician
Epic Dry Cleaning & Laundry
Ernst & Young
Formal Image
Frank Law
Independent Locksmiths & Security
Khourys & Associates
McGrath Estate Agents
Milky Lane
Novotel Hotel
Pharmacy 4 Less
Sound Agents

3.11 Community Events

Parramatta Connect previously participated in community events and hosted mobile displays, providing an opportunity for the public to provide feedback on our works and preference for work hours. All of these events were postponed for the reporting period due to COVID-19 Public Health Orders.



4. Feedback and Consultation Outcomes

During the reporting period, Parramatta Connect continued to seek specific feedback on working hours in a proactive manner. Stakeholders commenting on working hours were encouraged to specify a preference during their interaction with the project. Additionally, stakeholders are invited in relevant project communications to specify preferences for working hours.

4.1 Enquiries

Parramatta Connect receives regular enquiries and feedback from the community. This engagement also includes complaints. Preferences for work hours are captured in conversations and correspondence with the project team and documented in the project stakeholder database when they are raised for discussion.

Parramatta Connect managed incoming stakeholder enquiries during the reporting period through phone, SMS, social media, email and face-to-face meetings.

Table 4-1 provides a summary of the incoming stakeholder events during the reporting period.

Table 4-1 Enquiries

Type	Number
Email	510
Phone	248
Meeting	21
SMS	30
Social Media	11
TOTAL	820

Table 4-2 provides a summary of the issues raised via enquiries during the reporting period.

Table 4-2 Issues raised via enquiries

Issues	Number
Construction impacts	285
Access - driveway	268
Access - property	196
Access - business	187
Access - pedestrian	186
Local access plan consultation	180
Parking impacts	142
Noise	117
TOTAL EVENTS	1,561



4.2 Community Feedback

During the reporting period, 33 community members expressed a preference for working days/hours or work methodology (**Table 4-5**). Preferences were communicated directly to the Construction team for review of program and methodology.

The majority of feedback is resultant from community members contacting the project at the time of, or shortly after, noisy works to complain, comment or request further information about the impact. Some respondents mentioned working or studying from home due to COVID-19 as a factor in their enquiry.

Table 4-5 Community work preferences

Number of respondents	Preference
20	Not night/OOH work
3	Not day work
10	No noisy work at any time
0	Day work

4.3 Business Reference Group Feedback

In November 2021, the BRG and businesses were consulted on a proposal to amend the BRG out-of-hours work agreement. This involved extending construction hours to 7am-6pm on Saturdays, Sundays and public holidays between Lennox Bridge and Palmer Street.

Following approval from businesses and the BRG, Parramatta Connect extended working hours to install drainage, multifunction poles, track and landscaping on weekends and public holidays to accelerate the program.

Mitigation measures agreed for this work include completing highly noise intensive works on weekdays were practicable and limiting highly noise intensive works to a maximum continuous period of three hours followed by one hour of respite.

In a letter dated 30 November 2021, the BRG Chairperson expressed their appreciation for consultation undertaken:

...Parramatta Connect implemented the working hours that the local businesses had decided were preferable and adjusted the project's work program.

By Parramatta Connect following this consultative approach, the BRG was able to make an informed decision ensuring the concerns of businesses was heard and issues were able to be negotiated.

I am thankful for the efforts Parramatta Connect has taken and look forward to continuing to work collaboratively with you during the ongoing construction of the Light Rail.



4.4 Consultation Outcomes

Information provided

Respondents were provided with the following information regarding the works program, where applicable to the enquiry or complaint:

- Due to the nature of utility relocation works, safety risks and impacts to traffic, high noise activities are unavoidable at night
- Duration of night work schedules including mitigation nights, scheduling of noisy works, link to weekly works schedule
- Explanation of the work being undertaken
- Explanation of the plant and equipment being used
- Explanation of Parramatta Connect Environment Protection Licence including description of the Construction Noise and Vibration Management Sub-plan, noise modelling and noise monitoring.

Additionally, at-receiver noise monitoring was offered and mitigation measures already implemented, such as noise blankets, were checked for suitability and effectiveness.

Most respondents were satisfied with the explanation of the need for, and approval of work hours.

Program changes

Where reasonable and feasible, Parramatta Connect altered the works schedule or methodology in response to stakeholder preferences. This included:

- Cutting pavers away from sensitive receivers
- Limiting use of compressor and compound air conditioner
- Scheduling paving works for outside peak trading times
- Managing pedestrian diversions to maintain preferred business access arrangements
- Delaying business driveway closures until after trading finished
- Scheduling service outages at convenient times for stakeholders
- Scheduling road closures and works for weekends
- Scheduling works outside planned business Zoom meetings
- Installing additional noise blankets and shade cloth
- Providing access for removalist vehicles and oversize deliveries for residents and businesses
- Restricting parking and access by project heavy vehicles.

Parramatta Connect site teams are often contacted directly by members of the public, business operators and residents and the works methodology or timing is altered on the spot to suit the circumstances. This has included rescheduling works near Marie Stopes health facility and the use of lower impact work methods near Westmead research centres following direct feedback during the reporting period.

Utilising the knowledge gained of sensitive receivers and community preferences since construction started in 2020, works have been proactively planned to avoid impacts and minimise disruption to the community. This included:

- Scheduling residential driveway closures to start after 9am and finish before 4pm
- Scheduling high impact works outside peak trading hours
- Scheduling noisy works during the day or early in the night shift
- Planning road closures for weekends to minimise business impacts
- Providing generators, alternative water supply and emergency services access to allow businesses to continue operations during service outages.



Other mitigation measures

The project has offered individually tailored solutions to manage construction impacts such as noise cancelling headphones, earplugs, movie tickets, restaurant vouchers, supermarket vouchers, alternative accommodation, alternative parking, and reimbursement of parking, transport and utility expenses.

Patronage of businesses impacted by construction continued to be encouraged by initiatives such as:

- Team lunches and celebrations purchased at local restaurants and bakeries
- Food vouchers, alternative accommodation and other mitigation measures purchased locally.

Schools contacted to provide feedback on potential construction impacts during HSC examinations were offered noise monitoring prior to examination dates to mitigate adverse impacts. One HSC student and a university student were offered alternative accommodation.

The project has also provided assistance in innovative ways to minimise disruption. This included:

- Providing direct site team contact for sensitive receivers during high impact works to ensure disruption ceased immediately
- Providing designated parking spaces for residents, carers, visitors, staff, customers and deliveries during temporary parking removal
- Providing alternative transport, reimbursement of car wash expenses, and trolleys for residents impacted by driveway closures
- Supplying staff to assist businesses and residents with deliveries during driveway closures
- Moving waste bins to and from collection points to ensure no disruption to service
- Developing tailored wayfinding signage in collaboration with stakeholders
- Providing tailored notification to receivers such as shift workers, hearing impaired and businesses with extended or variable trading hours.

Collaborating with key stakeholders such as traffic authorities, local council, asset owners and major construction projects in the area has provided opportunities to minimise impacts such as:

- Coordinating works to ensure respite periods are provided
- Providing out-of-hours works information for third party distribution including City of Parramatta Council, The Children's Hospital at Westmead and Western Sydney Local Health District
- Providing additional notification of unrelated works
- Facilitating access to construction areas for third parties
- Sharing information on known impacts and solutions
- Referring unrelated enquiries and complaints directly to the responsible authority.



5. Conclusion

Parramatta Connect has continued to proactively engage with the community throughout the reporting period in the planning of works, investigating preferences and offering tailored solutions.

Stakeholders were supplied with frequent opportunities and channels to express preferences including the project website, weekly works schedule, notifications for out-of-hours work and construction updates inviting feedback.

Feedback received during the reporting period generally received at the time of, or soon after the impact of out-of-hours work and expressed a general preference for no night, day or noisy work, rather than a preference for specific dates or times of work. Relevant information provided to stakeholders on the requirement for out-of-hours work, duration, approvals and the mitigation measures implemented was generally met with stakeholder acceptance.

Targeted consultation with schools and HSC students along the alignment ensured adverse impacts were mitigated prior to and during the November HSC examination period.

Consultation with the BRG and affected businesses achieved a mutual benefit in extending working hours to accelerate the program and minimise overall duration.

Proactive engagement by the team and knowledge of sensitive receivers gained during the infrastructure construction phase has ensured stakeholder preferences have been incorporated into work programs where possible.

Appendices



A-1 Example – Weekly works schedule



In line with the current Public Health Order, Parramatta Light Rail works is recommencing under strict requirements.

For more information, visit [Infrastructure NSW: Response to COVID-19](#) or visit [Changed traffic conditions](#) for existing road closures and traffic changes.

Day Works: 18 - 24 October

SUBURB/ AREA	Monday 18 October	Tuesday 19 October	Wednesday 20 October	Thursday 21 October	Friday 22 October	Saturday 23 October	Sunday 24 October
WESTMEAD	<ul style="list-style-type: none"> • Foxheadbury Rd (Railway Pkwy to Fox Creek St) – earthworks, utilities, street lighting, traffic signals, track services, footpath, paving and kerbs, kerbs (paving), footwork, rail bedding and concrete track slab construction • Foxheadbury Rd (Church St to Macquarie St) – utilities, drainage, road pavement, street lighting, traffic signals, property adjustments, track services and platform works • Church St – property adjustment works 						
NORTH PARRAMATTA & PARRAMATTA	<ul style="list-style-type: none"> • Church St (Foxheadbury Rd to Church St) – track services, drainage, road pavement, street lighting, traffic signals, footpath, paving, kerbs and gutters, rail bedding works and concrete track slab construction • Church St (Foxheadbury Rd to Church St) – track services, drainage, road pavement, street lighting, traffic signals, footpath, paving, kerbs and gutters, rail bedding works and concrete track slab construction 						
PARRAMATTA CBD	<ul style="list-style-type: none"> • Church St (Foxheadbury Rd to Church St) – platform construction, utilities and concrete works • Foxheadbury Rd (Foxheadbury Rd to Church St) – excavation works • Foxheadbury Rd (Church St to Foxheadbury Rd) – road pavement and low marking works • Church St (Foxheadbury Rd to Foxheadbury Rd) – kerbs and footpath works • Church St (Foxheadbury Rd to Foxheadbury Rd) – electrical connection, utilities, stormwater drainage, footpath, track, concrete, platform and property adjustment works 						
	George St (Harris St to Alfred St) – earthworks, track, concrete, footpath, road pavement and landscaping works						
	<ul style="list-style-type: none"> • Harris St (George St to Hassall St) – stormwater drainage, track, landscaping, pavement, parking, services and traffic signal works • Trenchard Ave (Alfred St to Arthur St) – roadworks, retaining wall, track embankment and foundation, pavement and platform works • Harris St (Macquarie St to George St) – stormwater drainage, track, pavement and traffic signal works • Macquarie St (Church St to Harris St) – earthworks, track, line pins, track services, utilities, footpath and paving works 						
	<ul style="list-style-type: none"> • Macquarie St (Marshall St to Smith St) – stormwater drainage, road pavement, footpath, concrete, track, kerbs, paving and platform works • Macquarie St (Smith St to Marshall St) – concrete, track, utilities, kerbs, footpath, and road resurfacing works • Church St (Marshall St to Macquarie St) – footpath, concrete and paving works • O'Connell St (Marshall St to George St) – earthworks, stockpile management, deliveries and material storage 						
	O'Connell St intersection – traffic signal works						
CAMELLIA TO CARLINGFORD	<ul style="list-style-type: none"> • Carlingford stop to Boundary Rd – Active Transport Lane construction and landscaping works • Adderley Rd, Telopea – handrails, landing, track, concrete, retaining walls and traffic signal works • Adderley Rd (Carlingford Rd intersection) – temporary parking removal and road pavement works • Wyndham St, Telopea – landscaping • Dundas Stop – track and concrete works • Rydalmere Stop – track concrete kerbs, signage and landscaping works • Reserve St, Rydalmere – fencing works • Grand Ave, Camellia – drainage, concrete, earthworks, landscaping, track services and retaining wall works • Camellia Stop – electrical connection works • Camellia to Carlingford rail corridor – earthworks, electrical, signalling, piling, drilling, excavation, track concrete works (signage installation and landscaping works) • Camellia to Dundas – fencing installation, kerbs and rail grinding works • James Ruse Drive Bridge – street work, water piling, concrete works, and safety barrier installation • Telopea Stop – paving, street furniture installation signage and completion works 						

Night Works: 18 - 24 October

SUBURB/ AREA	Monday 18 October	Tuesday 19 October	Wednesday 20 October	Thursday 21 October	Friday 22 October	Saturday 23 October	Sunday 24 October
WESTMEAD	Foxheadbury Rd (Railway Pkwy to Fox Creek St) – paving works				Foxheadbury Rd (Church St to Foxheadbury Rd) – traffic signal works		
	Foxheadbury Rd (Church St to Foxheadbury Rd) – traffic signal works						
			Church St (Foxheadbury Rd to Foxheadbury Rd) – street light installation				
NORTH PARRAMATTA & PARRAMATTA			Church St (Foxheadbury Rd to Foxheadbury Rd) – traffic signal and existing works			Church St (Foxheadbury Rd to Foxheadbury Rd) – water utilities works	
		Church St (Foxheadbury Rd to Foxheadbury Rd) – street lights, footpath and traffic signal works					
		Church St (Foxheadbury Rd to Foxheadbury Rd) – footpath works					
		Church St (Foxheadbury Rd to Foxheadbury Rd) – street light works					
PARRAMATTA CBD	<ul style="list-style-type: none"> • Macquarie St (Church St to Smith St) – footpath works • Church St (George St to Macquarie St) – footpath and finishing works • Church St (George St to Macquarie St) – paving works • Macquarie St (Smith St to Marshall St) – concrete, track, utilities, kerbs, footpath, and road resurfacing works 						
			Harris St (George St to Hassall St) – traffic, lighting, signage and barrier adjustments			Harris St (George St to Hassall St) – traffic, lighting, signage and barrier adjustments	

A-2 Example – Community Notification

Parramatta Light Rail

Upcoming work and access changes

Factory Street, North Parramatta

COMMUNITY NOTIFICATION
2 November 2021 – PLR IW 400

The Parramatta Light Rail will connect Westmead to Carlingford via the Parramatta CBD and Camellia, transporting around 28,000 people every day to key destinations, new communities and essential services. It is expected to open in 2023.

Parramatta Connect has been engaged by Transport for NSW to complete this work.

This work is in line with the current Public Health Orders and a COVID-19 Safety plan is in place.

Planned work at Factory Street, North Parramatta

Work to construct the Parramatta Light Rail is continuing along Factory Street. Work activities include:

- installing safety barriers, fences and signage to maintain a safe work zone and access
- installing conduits and formwork
- excavating and removing the existing road and footpath
- pouring concrete, constructing new footpaths and road surface layers
- installing tree pits, soil and new plants.

What equipment is being used?

Equipment includes power tools, hand-held tools, drills, jackhammers, concrete saw cutters, concrete pumps, excavators with attachments, mini-loaders, vacuum trucks, lighting towers, mulchers, horizontal grinders, compactors, trucks and light vehicles.

Temporary access changes on Factory Street

To carry out the construction work safely, temporary access changes are required on Factory Street between Church Street and New Street.

Existing access changes at the Church and Factory Streets intersection

Factory Street remains closed at the Church Street intersection until January 2022. For traffic changes visit parramattalightrail.nsw.gov.au/traffic-changes. For final access arrangements visit parramattalightrail.nsw.gov.au/access.

Planned access changes between Church Street and New Street

From Monday 15 November 2021, for approximately two months, we are planning to install road and footpaths in driveway areas along both sides of the road on Factory Street. This work will be done in sections and we will contact you closer to the time to provide further details on the timing and disruption.

Pedestrian diversions will be in place on both sides of Factory Street. Pedestrian and driveway access will be maintained under traffic control, however there may be short delays of up to five minutes while road plates are installed for your vehicle to travel safely. See the map over the page for work locations.

Translating and Interpreting Services
If you require the services of an interpreter, please contact the Translating and Interpreting Service (TIS National) on 131 450 and ask them to telephone Parramatta Light Rail on 1800 139 389.

Arabic
إذا كنت بحاجة إلى مترجم ، يرجى الاتصال بخدمات الترجمة والتفسير الوطنية (TIS National) على الرقم 131 450 واطلب منهم الاتصال بالخط الساخن 1800 139 389 (Parramatta Light Rail) على الرقم 1800 139 389.

Traditional Chinese
如需翻譯及口譯服務，請致電 131 450 或查詢 1800 139 389 (Parramatta Light Rail) 或 1800 139 389。

Hindi
यदि आपको अनुवाद की आवश्यकता है तो कृपया अनुवाद सेवा (TIS National) को 131 450 पर कॉल करें और उन्हें यह कि वह पारामट्टा लाइट रेल (Parramatta Light Rail) से संपर्क करें 1800 139 389 पर कॉल करें।

Korean
통역사가 필요할 경우, 신원번호 131 450의 번호 또는 통역 서비스 (TIS National)에 전화하십시오 1800 139 389에 국가번호 +1800 139 389 (Parramatta Light Rail)에 전화하십시오.

Simplified Chinese
如需翻譯及口譯服務，請致電 131 450 或查詢 1800 139 389 (Parramatta Light Rail) 或 1800 139 389。

Translating and Interpreting Service (TIS National)
如需翻譯及口譯服務，請致電 131 450 或查詢 1800 139 389 (Parramatta Light Rail) 或 1800 139 389。

For information about the Parramatta Light Rail project, visit parramattalightrail.nsw.gov.au
Email: parramattalightrail@transport.nsw.gov.au | Call: 1800 139 389 (24 hours)

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Parramatta Light Rail

Upcoming work and access changes – Factory Street, North Parramatta

Access for emergency services, waste collection and cyclists will be maintained. Please follow the direction of traffic controllers and signs, proceed carefully and allow extra travel time.

If the planned access changes present an unacceptable disruption for you, or if you would like more information about the proposed work, please contact us on 1800 139 389 or parramattalightrail@transport.nsw.gov.au by Wednesday 10 November 2021. If we do not hear from you, we will assume you are in agreement with this access plan arrangement.

What other impacts can I expect?

There will be some noise, dust and vibration associated with this work which at times may be loud, continuous and disruptive. Some of the ways we manage this is by:

- completing the noisiest work activities during the day or less sensitive periods, where possible
- providing respite periods for high noise activities
- using non-tonal reversing beepers and noise blankets
- monitoring and reviewing noise levels
- using recycled water to suppress dust.

Timing of work

Most work is carried out during the day 7am to 7pm, 7 days a week. Some work is also carried out at night 7pm to 7am, 7 nights a week, to mitigate unacceptable safety risks. High noise night work is carried out in different locations over the week so individual properties are not affected by noise for more than four nights in a seven day period. See the detailed work schedule at parramattalightrail.nsw.gov.au/weekly-works. We apologise for any disruption and thank you for your patience during this important work.

Plan ahead to check the latest on traffic and transport

- For Parramatta Light Rail traffic changes visit parramattalightrail.nsw.gov.au/traffic-changes
- For real-time traffic conditions visit livetraffic.com, download the Live Traffic NSW app or call 132 701
- For public transport visit transportnsw.info.

Contact us

If you have any urgent enquiries or complaints during this work, please call our 24-hour Community Information Line on 1800 139 389. To find out more about the project, be added to our email list, or to discuss your preference for respite periods and work hours, visit parramattalightrail.nsw.gov.au or email parramattalightrail@transport.nsw.gov.au.

Work location and changed driveway and pedestrian access

KEY
Work area and changed driveway access
Map is indicative only and not to scale

For information about the Parramatta Light Rail project, visit parramattalightrail.nsw.gov.au
Email: parramattalightrail@transport.nsw.gov.au | Call: 1800 139 389

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A-3 Example – Bimonthly Construction Update

Parramatta Light Rail

Construction Update

Parramatta CBD – December 2021 to January 2022

COMMUNITY NOTIFICATION
29 November 2021 – PLR IW 429

The Parramatta Light Rail will connect Westmead to Carlingford via the Parramatta CBD and Camellia, transporting around 28,000 people every day to key destinations, new communities and essential services. It is expected to open in 2023.

Parramatta Connect has been engaged by Transport for NSW to complete this work.

Work schedule

Standard construction hours are 7am to 7pm, seven days a week. Noise intensive work hours are 8am to 6pm, Monday to Friday and 8am to 1pm, Saturday. Most work is carried out during these hours. Working times and conditions are detailed in the project's [Environment Protection Licence](#).

Conditions where work may be done outside standard construction hours are:

- Low noise generating work – for example, surveying, use of hand-held tools, deliveries and vehicle movements
- To mitigate risks of cracking and defects with large concrete pours
- Delivery of oversized plant or structures requiring special arrangements to transport on public roads
- Work carried out by utility authorities under separate environmental approvals and conditions
- To mitigate unacceptable risks to safety or traffic flow, or emergency work to prevent harm.

When work is required at night, noisy work will be carried out for a maximum of four nights in a seven-day period. Noisy work will be done as early in the night shift as possible. See the detailed work schedule at [parramattalightrail.nsw.gov.au/weekly-works](#).

Parramatta's 'Eat Street' (Church Street between George and Palmer Streets) standard construction hours are 7am to 6pm, Monday to Sunday and public holidays. By agreement with the Parramatta Light Rail Business Reference Group, work outside standard hours on 'Eat Street' are limited to the hours of 12am to 8am, and weekends 8am to 6pm at Church Street, north of Lennox Bridge.

Location	Activity
Church Street, Market to Macquarie Streets Parramatta River footpath Phillip Street, Freemasons Arms to Phillip Lanes George Street, Freemasons Arms Lane to Smith Street Market Street, Marsden to Church Streets Centenary Square Macquarie Street, O'Connell Street to Argus Lane	Check for traffic direction changes in these locations <ul style="list-style-type: none"> Civil (surface) works including earthworks, low voltage electrical conduit works, drainage work, concreting, piling, drilling, excavation and landscaping Track grinding
Church Street, Market to Macquarie Streets Lennox Bridge and Parramatta River footpath/foreshore Phillip Street, Freemasons Arms to Phillip Lanes George Street, Freemasons Arms Lane to Smith Street Smith Street, George to Darcy Streets Charles Street, Hassall to Union Streets Macquarie and Harris Streets intersection Macquarie Street, O'Connell to Harris Streets Macquarie and Marsden Streets intersection Macquarie and O'Connell Streets intersection Horwood Place and United Lane	Check for temporary closures in these locations <ul style="list-style-type: none"> Utility works including investigation, installation and relocation (water, sewer, communications, gas, electricity, streetlights) Footpath works – concrete slabs, paving, street lighting works Concrete pours for track slab installation, track installation
Macquarie Street, Church to Harris Streets Church Street, Market to Macquarie Streets	<ul style="list-style-type: none"> Construction of track slab and rail installation
Macquarie and Smith Streets intersection Macquarie and Harris Streets intersection closure George and Purchase Streets intersection closure George and Alfred Streets intersection closure	Check for temporary closures in these locations <ul style="list-style-type: none"> Removal and excavation of existing road Services and drainage installation Concrete pours for track slab installation, track installation Reinstating the roadway, footpath construction

For information about the Parramatta Light Rail project, visit [parramattalightrail.nsw.gov.au](#)
Email: [parramattalightrail@transport.nsw.gov.au](#) | Call: 1800 139 389 (24 hours)

Parramatta Light Rail
Parramatta CBD – December 2021 to January 2022

Church, Phillip and George Streets intersection Macquarie, Smith, Charles and Harris Streets intersections Macquarie and Marsden Streets intersection Macquarie and O'Connell Streets intersection Harris and Hassall Streets intersection	<ul style="list-style-type: none"> Civil works, including investigation works for traffic signal foundations, drainage and installation of service conduits, footpath concrete slab and paving works
Macquarie Street, O'Connell to Harris Streets Weekend road closures 6pm Friday to 6am Monday Macquarie Street, O'Connell, Marsden, Charles and Smith Streets intersections Weekend traffic changes 6pm Friday to 6am Monday	<ul style="list-style-type: none"> Utility works
Macquarie Street, Smith to Harris Streets	<ul style="list-style-type: none"> Installation of new traffic arrangements and work sites Drainage works and commissioning of new utilities Construction of track, footpath and road pavements
Barrack Lane Intermittent closures at night	<ul style="list-style-type: none"> Drainage installation Civil (surface) works including earthworks, low voltage electrical conduit works, drainage work, concreting, piling, drilling, excavation and landscaping
Queens Wharf Reserve Robin Thomas Reserve	<ul style="list-style-type: none"> Restoration works of Queens Wharf Reserve Track construction works Footpath works and landscaping
Harris Street, Hassall to George Streets George Street, Harris to Arthur Streets George Street, Harris to Purchase Streets George Street, at Noller Parade Intersection Noller Parade, George to Alfred Streets Alfred Street, Hassall Street to River Road West Tramway Avenue, Alfred to Arthur Streets Arthur Street, Tramway Avenue to Hassall Street	<ul style="list-style-type: none"> Civil works (drainage, excavation, earthworks, concreting, utility conduits, footpaths, roads) Vegetation removal including tree removal Property adjustment and temporary driveway access changes Work site establishment and traffic direction changes Road pavement construction through intersections Concrete pours for track slab installation, track installation Landscaping including tree installation

Holiday shutdown

Construction activity will pause during the holiday shutdown period from Friday 24 December 2021 to Monday 3 January 2022 to provide a respite for workers and the community. Work will resume on Tuesday 4 January 2022. The team at Parramatta Light Rail wish you all a safe and happy holiday season.

Access

Pedestrian and traffic control is in place as needed to ensure the safe movement around the work zones. Traffic management includes temporary road, footpath or lane closures, traffic and pedestrian diversions, contraflows and the removal of parking within and around work zones. Businesses and residents are separately contacted if access to driveways and waste collection will be affected.

Impacts

There are some noise, dust and vibration impacts associated with these works, which at times will be loud, continuous and disruptive. Some of the ways we manage this are by:

- Using water carts to wet down areas as required
- Turning off equipment and vehicles when not in use
- Using noise blankets where possible and non-tonal reversing beepers
- Consulting with directly affected residents and businesses
- Completing work during standard construction hours where possible
- Providing respite periods for any high noise activities, monitoring and reviewing noise levels.

Plan ahead


To check the latest on traffic and transport:

- For Parramatta Light Rail traffic changes visit [parramattalightrail.nsw.gov.au/traffic-changes](#)
- For real-time traffic conditions visit [live traffic](#), download the Live Traffic NSW app or call 132 701
- For public transport visit [transport.nsw.info](#).

Contact us

If you have any urgent enquiries or complaints during this work, please call our 24-hour Community Information Line on 1800 139 389. To find out more about the project or provide your feedback on working times, call 1800 139 389, email [parramattalightrail@transport.nsw.gov.au](#) or visit [parramattalightrail.nsw.gov.au](#).

For information about the Parramatta Light Rail project, visit [parramattalightrail.nsw.gov.au](#)
Email: [parramattalightrail@transport.nsw.gov.au](#) | Call: 1800 139 389





A-4 Example – Door Slip

Parramatta Light Rail



Seeking your feedback...

Dear Stakeholder

28 October 2021

Parramatta Connect has been engaged by Transport for NSW to construct the Parramatta Light Rail from Westmead to Carlingford. We would like to talk to you about construction work in your area leading up to the Higher School Certificate exams in November.

If you are completing your HSC in November 2021, we would like to hear from you.

We understand our construction may impact you at times and we are seeking your feedback prior to this year's HSC exams. Most work is completed during daytime hours however there are times where night work will be necessary.

Please call us on **1800 139 389** or email parramattalightrail@transport.nsw.gov.au if you have any questions or feedback regarding preferences for work days and times. We will notify you in advance of planned work dates as the work is scheduled.

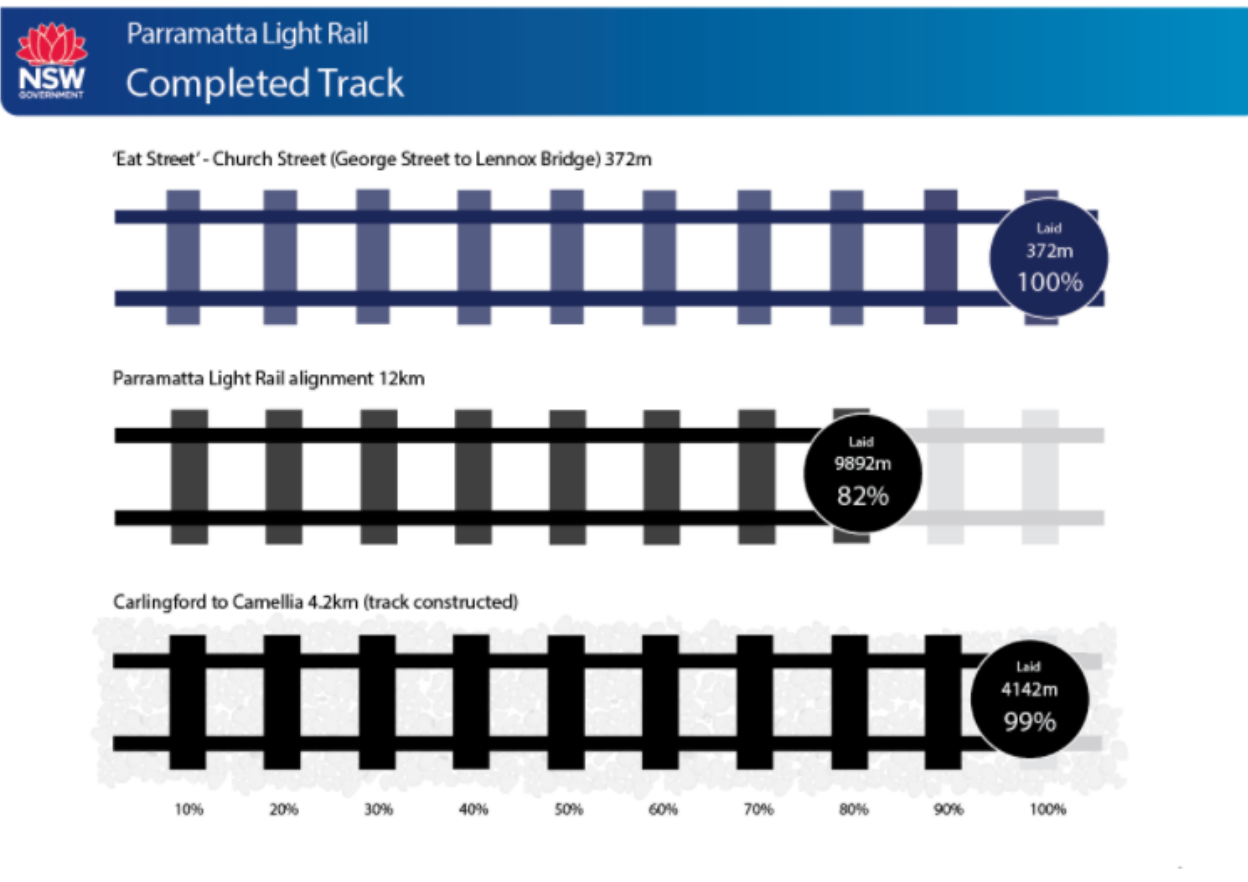
To learn more about the Parramatta Light Rail project, please call our community information line on 1800 139 389, email us at parramattalightrail@transport.nsw.gov.au or visit www.parramattalightrail.nsw.gov.au.

IW403

 Translating and Interpreting Services If you require the services of an interpreter, please contact the Translating and Interpreting Service (TIS National) on 131 450 and ask them to telephone Parramatta Light Rail on 1800 139 389.	Traditional Chinese 如果您需要一位口譯員，請撥打131 450 到華譯與口譯服務 (Translating and Interpreting Service (TIS National))，要求他們撥打 Parramatta 輕軌 (Parramatta Light Rail) 的電話 1800 139 389	Hindi यदि आपको दुभाषिण की आवश्यकता है तो कृपया अनुवाद व दुभाषिया सेवा (TIS National) को 131 450 पर फ़ोन करें और उनसे कहें कि वह पैरामाटा लाइट रेल (Parramatta Light Rail) से टेलिफोन नम्बर 1800 139 389 पर फ़ोन मिला दें
Arabic إذا كنت بحاجة إلى مترجم ، فيرجى الاتصال بخدمة الترجمة والتفسير الفورية (TIS National) على الرقم 131 450 واطلب منهم الاتصال بالسكك الحديدية الخفيفة ببيراماتا (Parramatta Light Rail) على الرقم 1800 139 389	Simplified Chinese 如果您需要一位口譯員，請撥打131 450 到華譯與口譯服務 (Translating and Interpreting Service (TIS National))，要求他們撥打 Parramatta 輕軌 (Parramatta Light Rail) 的電話 1800 139 389	Korean “통역사가 필요할 경우, 전화번호 131 450의 번역 및 통역 서비스 (TIS 내셔널)에 전화한 다음 1800 139 389로 파라미타 라이트 레일 (Parramatta Light Rail)에 전화해 달라고 요청하십시오.”

A-5 Example – Website

Track progress



A-6 Example – Changed Traffic Conditions



In line with the current Public Health Order, Parramatta Light Rail works are currently paused.

To comply with this directive:

- Parramatta Light Rail sites continue to remain closed with adequate supervision and maintenance.
- Traffic controllers will be on site 24/7 to manage existing traffic arrangements to ensure driver and pedestrian safety.
- At 6 Grand Ave, Camellia, urgent works are continuing for the purposes of dealing with environmental risks on the site. These works involve remediation works to cap and contain the contaminated materials onsite. Once these works are complete, the site will be made secure.
- These works are in line with the current Public Health Order.

For more information, visit [Infrastructure NSW: Response to COVID-19](#).

While lockdown restrictions are in place, road closures and traffic changes may be extended and implemented to keep the work areas safe.

Existing road closures and traffic changes

Parramatta

Purchase Street closed at George Street/Noller Parade intersection

Macquarie and Harris Streets intersection closed

Church Street from Market Street to Victoria Road will open to northbound traffic when lockdown restrictions cease

North Parramatta

Factory Street east of Church Street will open when lockdown restrictions cease

Factory Street east of O'Connell Street closed at O'Connell Street. Access to and from Factory Street via Galloway Street

Factory Street west of O'Connell Street closed. Access to and from Factory Street via Fleet and New Streets

O'Connell Street at Factory Street reduced to one lane under stop/go arrangement until lockdown restrictions cease

Church Street from Dunlop Street to Pennant Hills Road/Albert Street open to southbound traffic when lockdown restrictions cease

Pennant Hills Road lane closures at Church Street intersection until lockdown restrictions cease

Church Street closed from Grose Street to Victoria Road until lockdown restrictions cease