

5. Community and stakeholder engagement

This section provides an overview of the project's approach to community and stakeholder engagement.

In conjunction with Appendix D, this section describes the communication and consultation activities undertaken to date during preparation of the environmental assessment. It also outlines activities planned for the upcoming public exhibition of the environmental assessment as well as the future construction and commissioning phases of the project.

Director-General's Requirements	Where addressed
<i>The environmental assessment must reflect an appropriate and justified level of consultation with relevant stakeholders during the preparation of the environmental assessment, including:</i> <ul style="list-style-type: none"><i>The Department of Environment and Climate Change.</i><i>The Department of Water and Energy.</i><i>The Department of Primary Industries.</i><i>Ryde City Council, Hornsby Shire Council and Baulkham Hills Shire Council.</i><i>Relevant public stakeholders, including special interest groups and affected landowners.</i>	Chapter 5
<i>The environmental assessment must outline the consultation process, document all community consultation undertaken to date and identify the issues raised (including where these have been addressed in the environmental assessment).</i>	Chapter 5

5.1 Community and stakeholder engagement overview

5.1.1 Overview

Community and stakeholder engagement for the M2 Upgrade project engagement program has been undertaken in accordance with the DGRs, the Department of Planning's *Guidelines for Major Project Community Consultation* (2007) and in consultation with the RTA Infrastructure Communications Branch.

To determine appropriate levels of consultation the engagement approach has also considered the project's proposed scope to upgrade an existing and mature asset within its established boundary.

Communication and consultation activities have been tailored for each phase of the project, including:

- Preparation of the environmental assessment.
- Public Exhibition of the environmental assessment and subsequent environmental approval.
- Construction of the project.
- Commissioning and initial operation of the upgraded M2 Motorway.

5.1.2 Engagement approach

The engagement program aims to provide optimum opportunities for community and stakeholder involvement. Key objectives are to:

Provide an open, accountable and transparent engagement process.

- Offer a range of accessible opportunities for stakeholders and the community to be informed about the project.
- Foster two-way communication to achieve optimum outcomes for the community and the project.

The project's community engagement program proactively informs and involves stakeholders and community members at each stage. By maximising public access to information and feedback channels, the engagement approach aims to increase awareness and understanding of the project and encourage participation in consultation activities.

5.1.3 Identification of stakeholders

Project stakeholders have been identified from the DGRs and an assessment of the relevant government bodies, Motorway stakeholders and interest groups within the project area. Stakeholders have been classified into six key categories, which are:

- Government.
- Interest groups.
 - Motorway users including bus operators and cyclist groups.
 - Community groups.
 - Environmental groups.
 - Business groups.
- Affected landowners.
- Indigenous community.
- Local corridor community.
- Broader community.

Table 4, Table 5 and Table 6 list agency, local government and community issues and identify where these issues are addressed within this environmental assessment.

5.1.4 Communication and consultation activity – phase one environmental assessment preparation

During preparation of the environmental assessment, the consultation approach has focused on engaging with state and local government authorities and targeting relevant public stakeholders including special interest groups and affected landowners. Targeted stakeholders were selected to access a cross section of organisations and groups with an interest in the M2 Motorway and corridor. This approach has enabled the collection and consideration of diverse stakeholder feedback.

Information and discussion with stakeholders has addressed the project scope, approval process, environmental assessment specialist studies, geotechnical and services investigations, changes to noise walls and the proposed construction staging. Appendix D provides detailed information about specific tools and activities used to consult with these groups.

In conjunction with targeted stakeholder consultation, the corridor community and broader community were provided information about the project scope and the environmental assessment process and invited to contribute feedback during the public exhibition. Questions and concerns raised by the corridor community and broader community have been addressed through telephone contact, formal correspondence and on-site meetings where required. These issues were recorded and considered during preparation of the environmental assessment and design development.

5.2 Key consultation activities and outcomes

Key consultation activities undertaken during preparation of the environmental assessment are described in Table 3.

Table 3 Key consultation activities

Item	Summary	Date
Project website	Website includes project information materials and is updated regularly.	Established 13 November 2009.
Project telephone line and email address	The telephone is staffed during business hours (8.30am to 5.00pm) and during investigations or works conducted outside of business hours. The telephone line and email enquiries@hillsM2upgrade.com.au facilitates responses to community and stakeholders' enquiries.	Established 13 November 2009.
Community subscriber register	Community members have been invited to register their interest in receiving project updates. Over 339 subscribers have registered.	Established June 2008.
Corridor community correspondence	An unaddressed letter was delivered to approximately 7,000 householders and businesses located in the M2 corridor.	Issued 16 November 2009.
Shopping centre displays	Staffed displays were held at the Macquarie and Winston Hills shopping centres.	Held on 26 and 28 November 2009 respectively.
Planning Focus meeting	The Planning Focus Meeting was held with relevant Government agencies.	Held 19 March 2009.
Stakeholder meetings	48 meetings with stakeholders including: local councils, interest groups and affected landowners.	Held between 13 November 2009 to 30 January 2010.

5.3 Summary of issues raised during consultation

Issues raised during the consultation process by government agencies, local government, M2 Motorway stakeholders, interest groups and the broader community have been recorded and have been considered in the environmental assessment and ongoing development of the project. Table 4, Table 5 and Table 6 list the issues and where they are addressed in this document. The issues raised by stakeholders and the community generally questioned how the design, construction methodology or environmental management measures would minimise potential impacts.

Table 4 Agency issues

Item	Summary	Environmental assessment section
Department of Climate Change and Water	Construction work – program and planning Construction work – noise impact assessment and management	Section 7.2, Section 7.3 and Section 9.4.3
	Public transport – integration and outcomes Project scope – park and ride viability and assessment	Section 2.1, Section 2.2 and Section 3.1.
	Indigenous heritage – impact assessment and management	Section 9.7
	Noise and vibration – assessment of current and future noise levels	Section 9.3 and Section 9.4.3.
	Flora and fauna – threatened species	Section 9.5
	Water – surface water management, erosion and sedimentation control	Section 9.8 and Section 10.1.
	Consultation – community consultation	Chapter 5
	Climate change and drainage – historic and predicted rainfall patterns	Section 10.1 and Section 10.9.
Department of Primary Industries	Water – works to bridges, culverts and stormwater outlets to creeks Water – culverts and effects on aquatic life Water – water quality	Section 6.3, Section 9.8, Section 10.1 and Section 9.5.
Transport working group including: Department of Transport and Infrastructure, Hillsbus, Busways	Consultation – public perception of removal of Beecroft Road bus ramp. Commuter considerations – potential impacts on people using Epping Station through removal of Beecroft Road bus ramp. Bus operations – bus services to Epping continue to Macquarie Park. Bus operations – some services use the Beecroft Road bus ramp for convenience on 'dead runs' and to avoid tolls. Construction timing – timing of demolition of the Beecroft Road bus ramps is critical to programme. Construction timing – earliest closure of the Beecroft Road bus ramps is commencement of construction. Design – bus operators confirmed that the bus underpass at north rail line would no longer be required once the Beecroft Road bus ramp is closed.	Chapter 5 Section 9.1

Table 5 Local government issues

Issue	Details	Environmental assessment section
Hornsby Shire Council		
Construction	Traffic – impact of tunnel widening on traffic. Construction impacts – potential impact to private property from tunnel excavation and provision of condition surveys.	Section 9.2 and Section 9.4.
Economic	Tolling – consideration of implementation of variable tolling consideration. Planning – impact of bus ramp removal to Epping centre and longer term planning for Epping	Section 1.4, Section 3.1, Section 9.1 and Section 10.4.
Environment	Flora and Fauna – extent of bushland clearing near Devlins Creek and Terry's Creek. Water – impact on water quality, flooding and on site-detention and drainage. Urban design – opportunity to improve landscaping along M2 Motorway.	Section 9.5, Section 9.8, Section 10.1 and Section 9.5.
Functional	Traffic – impacts to Epping from Beecroft Road bus ramp removal. Traffic – reliability of traffic modelling. Traffic – increase in truck volumes resulting from project. Traffic – impact to traffic flow near Lane Cove Tunnel. Cyclist considerations – changes to the existing cycle route following the M2 Upgrade project. Project scope – scope for future upgrades of the M2 Motorway.	Section 9.1, Section 9.2 and Section 7.3, The M2 Upgrade project is proposed to meet demand until at least 2021 and does not preclude future changes to the M2 Motorway network.
Process	Consultation – informing and consulting the community and council throughout the project. Project award – process for appointing Leighton Contractors Pty Ltd as preferred contractor and determining project scope and cost. Planning – integration with public transport and other government transport plans.	Chapter 5, Section 1.3, Section 1.4 and Section 2.2.7.
Social	Noise walls – impact to residents along the M2 Motorway	Section 9.3 and 10.5.
Parramatta City Council		
Construction	Cyclist considerations – cycle detour during construction and council consultation on cycle detour.	Chapter 5, Section 9.2 and Section 7.3.
Economic	Tolling – value of toll cost at Windsor Road ramps. Property acquisition – extent of property acquisition.	Section 1.4 and Section 10.5.
Environment	Specialist studies – level of specialist engagement for environmental assessment technical reports.	Section 1.3 and Technical Papers.
Functional	Traffic – capacity of the M2 Motorway after the M2 Upgrade project. Traffic – reinstatement of cycle and pedestrian paths at Windsor Road following the M2 Upgrade project. Bus operations – whether buses heading north to Parramatta would be given priority through bus lanes. Bus operations – consideration of upgrades to bus stations along the M2 Motorway.	Section 9.1, Section 7.3, Chapter 6 and Chapter 3.
Process	Consultation – level and type of information to be provided to the community throughout the project.	Chapter 5.

Issue	Details	Environmental assessment section
Lane Cove Council		
Construction	Traffic – traffic and transport management during construction including location of spoil routes.	Section 9.2.
Economic	Tolling – consideration of implementation of peak tolling.	Section 1.4 and Section 3.1.
Functional	Traffic – extent and impact of widening and increased traffic on Lane Cove Tunnel, surrounding corridor area and wider network. Traffic – total capacity of M2 Upgrade project, remaining available capacity in M2 corridor and options for managing additional capacity requirements. Traffic – impact to residents in the Lane Cove Council area.	Section 9.1, The M2 Upgrade project is proposed to meet demand until at least 2021 and does not preclude future changes to the M2 Motorway network.
City of Ryde Council		
Construction	Traffic – impacts for traffic on council roads during construction. Compounds/site office – location and management of site offices and construction compounds.	Section 9.2 and Section 7.8.
Economic	Tolling – increase to tolls after the M2 Upgrade project. Economic – impact on Epping following the M2 Upgrade project if bus routes focus on Macquarie Centre. Property acquisition – impact on land owned by City of Ryde Council.	Section 1.4 Section 9.1, Section 10.4 and Section 10.5.
Environment	Flora and Fauna – extent and location of impact on bushland. Noise – impact and management of increased noise levels. Water – impact on bridges or drainage at creeks/water courses. Air quality – consideration of air quality impacts.	Section 9.3, Section 9.4 Section 9.5, Section 9.8 Section 10.1 and Section 10.6.
Functional	Traffic – impact of traffic on council roads after M2 Upgrade project Cyclist considerations – cycle access to the M2 Motorway and consideration of travel time savings for cyclists. Project scope – consideration of extra lane between Lane Cove Road and Lane Cove Tunnel. Project scope – type of works planned for Christie and Talavera Road Project scope – consideration of the Park and Ride as part of project. Project scope – consideration of public transport opportunities, such as metro and rail links.	Section 9.1, Section 6.3 and Chapter 3.
Process	Consultation – consultation strategy for impacted land owners. Environmental assessment – whether the project has been classified as critical infrastructure. Concession Deed – whether the length of the Deed of Concession has changed. Planning – integration with developments at Macquarie Centre bus interchange. Project funding – ways the project would be funded.	Chapter 5, Appendix A, Section 1.4 and Chapter 2.
The Hills Shire Council		
Construction	Staging – timing for the construction of Windsor Road ramps. Construction methodology – management of geomorphic changes. Spoil management – management of spoil/waste, including whether spoil would be sent to landfill or reused. Traffic – traffic management arrangements on local roads during construction, for example, Barclay Road.	Section 7.2, Section 7.4, Section 7.3, Section 7.7, Section 10.1, Section 10.8 and Section 9.2.

Issue	Details	Environmental assessment section
Economic	Tolling – consideration of implementation of distance based tolling. Property acquisition – impact or use of RTA land near Windsor Road and Perry Street.	Section 1.4, Section 3.1 and Section 10.5.
Environment	Urban design – potential urban design aspects being considered for Epping Tunnel. Flora and Fauna – impact on micro bat colony near Barclay Road overpass. Water – on-site and downstream management of drainage detention basins and floodplain.	Section 6.4, Section 7.2, Section 9.5, Section 9.5, Section 9.8 and Section 10.1.
Functional	Bus operations – location and extent of bus lanes along the M2 Motorway. Project scope – explanation of Windsor Road interchange design Project scope – reasons for exclusion of widening west of Pennant Hills Road Project scope – consideration of commuter parking.	Chapter 3, Section 6.2 and Section 6.3.
Process	Environmental assessment – availability of noise and vibration study. Planning – residual land available for Council use after the M2 Upgrade project.	Section 9.3 and Section 9.4, residual land is outside scope of environmental assessment.
Blacktown City Council		
Construction	Construction impacts – impact and management of traffic, noise and vibration during construction. Widening works – extent and width of the widening works and M2 corridor and whether works would be contained within the M2 lease boundary.	Section 9.2, Section 9.4, Section 6.2 and Section 10.5.
Economic	Tolling – value of toll increases. Property acquisition – extent and location of property acquisition. Planning – consideration of impact on growth centres.	Section 1.4, Section 9.1, Section 10.5 and Section 2.2.
Environment	Water – location and explanation of basins provided in the narrow corridor. Water – review of flood evacuation routes, for example, Devlin's Creek.	Section 6.3, Section 9.8 and Section 10.1.
Functional	Traffic – increasing heavy and commercial vehicle volumes using the M2 Motorway generated from Western Sydney Growth Centres. Traffic – resolving traffic bottleneck at Lane Cove Road. Project scope – consideration of future additional widening and potential for the provision of a connection between the M2 Motorway and the F3. Project scope – reasons for exclusion of widening west of Windsor Road. Design – adequacy of the new traffic lane width for the proposed 100 kilometres per hour speed limit.	Section 9.1, Chapter 2, Chapter 3 and Section 6.3, The M2 Upgrade project is proposed to meet demand until at least 2021 and does not preclude future changes to the M2 Motorway network.
Process	Consultation – timing and length of the Public Exhibition. Value for money – consideration of whether increases in capacity justify the cost, environmental impacts and toll increase.	Chapter 4, Chapter 5, Chapter 2 Section 1.4 and Chapter 12.

Table 6 Community and stakeholder issues

Issue	Issue details	Environmental assessment section
Functional		
Traffic	<p>Impact to traffic flow on the M2 Motorway, local area networks and the wider Sydney Orbital network.</p> <p>Level of improvement to the capacity of the M2 Motorway and peak travel times.</p> <p>Longer term impacts and management of the traffic resulting from the M2 Upgrade project for the east end of the M2 Motorway near Lane Cove Tunnel.</p> <p>Consideration of queuing and light sequencing in addressing westbound Pennant Hills Road exit congestion.</p> <p>Impacts and management of traffic at the Windsor Road intersection.</p> <p>Current and predicted percentage of heavy vehicles utilising the M2 Motorway, particularly at night.</p> <p>Utilisation of electronic variable messaging signs to display travel time and traffic incident information.</p> <p>Arrangements for access from Epping to the M2 Motorway.</p> <p>Consideration of parking facilities at strategic points to relieve congestion and increase public transport patronage.</p>	<p>Section 9.1, Section 9.2, Section 6.4, Section 7.4, Section 3.1 and Section 3.2.</p> <p>There are no works on Pennant Hills Road as part of the project therefore the level of service is not expected to change.</p>
Infrastructure reuse	Reuse or demolition of Beecroft Road bus ramp	Section 6.2 and Section 6.3.
Bus operations	Inclusion of bus operations in the project scope, including bus priority/transit lanes, merging, bus ramps and bus stations.	Section 2.1, Section 3.1 and Section 9.1.
Safety	<p>Reinstatement of median barriers to keep traffic separated where the median is being utilised for widening.</p> <p>Methods utilised to ensure pedestrian safety at intersections points, particularly Windsor Road.</p> <p>Safety improvements for traffic merging from the cash lane at the toll plaza.</p>	<p>Section 6.2, Section 7.3, Section 7.4, Section 9.1, and Section 9.2.</p> <p>The design of merges would be in accordance with RTA guidelines.</p>
Cyclist considerations	<p>Project scope for cycle facilities, including cycle routes, detours and grade separation at on/off ramps during construction and following the completion of the M2 Upgrade project.</p> <p>Appoint a specialist consultant for alternative cycle route planning.</p> <p>Safety considerations with regards to cycle access to the M2 Motorway during operation.</p>	<p>Section 6.2, Section 6.3, Section 7.3, Section 9.1, Section 9.2 and Chapter 5.</p>
Project scope	<p>Consideration of need for the M2 Upgrade project and alternatives other than widening.</p> <p>Adequacy of the M2 Upgrade project works to meet future needs, consideration of additional widening than proposed to meet future capacity requirements.</p> <p>Provision for a connection between the M2 Motorway and the F3.</p> <p>Scope for and justification of widening works, land acquisition, pedestrian paths and footbridges and noise wall changes.</p>	<p>Chapter 2, Chapter 3, Section 6.3, Section 7.3, Section 9.3, Section 10.5, and Chapter 12.</p> <p>the M2 Upgrade project is proposed to meet demand until at least 2021 and does not preclude future changes to the M2 Motorway network.</p>

Issue	Issue details	Environmental assessment section
Road surface	Inclusion of re-sheeting the road surface in the project scope. Timing of the M2 Upgrade project in relation to current re-sheeting works.	Section 6.3, current re-sheeting work is outside scope of the project.
Design	Comprehensiveness of traffic studies to achieve accurate traffic forecasting, infrastructure design and known accident black spots Adequacy of the new traffic lane width for the proposed 100 kilometres per hour speed limit. Adequacy of width of tunnel widening.	Section 9.1, Section 9.2, Section 6.2 and Section 6.3.
Transport planning	Description and extent of support for integrated transport planning. Opportunities to review or develop the public transport component of the M2 Upgrade project.	Chapter 2 and Section 3.1.
Construction		
Traffic	Measures used for traffic management to maintain flow and construction safety, including the use of barriers and speed limits. Description of traffic management arrangements for local roads.	Section 7.4 and Section 9.2.
Staging	Indication of construction timing and likelihood of completion by due date.	Section 7.2, construction proposed to proceed as set out in program.
Construction methodology	Requirement for night time work and measures used for the management of the impacts of this work.	Section 7.6, Section 7.8, Section 9.4 and Section 10.7.
Compounds/site office	Location of site office/s and compounds.	Section 7.8.
Bus operations	Construction impacts on bus operations and management of these impacts	Section 9.2.
Cyclist safety	Management of cyclist and pedestrian safety during construction, specifically near school zones, shops, bus stops. Readiness of alternative cycle route prior to the start of construction.	Section 7.3 and Section 9.2.
Widening works	Understanding of construction methods in relation to noise walls and widening.	Chapter 7.
Construction impacts	Extent of condition surveys to be undertaken for nearby properties potentially affected by construction. Method of construction noise, dust, vibration management to minimise impact to local residents and schools. Whether the M2 Motorway operator has an incentive or requirement to minimise construction impacts and maintain project delivery times.	Section 9.4, Section 10.6, Chapter 11 and Section 7.2, construction proposed to proceed as set out in program.

Issue	Issue details	Environmental assessment section
Tunnelling	Impact and management of tunnel widening works at surface and subsurface levels. Methods of traffic management during tunnel widening. Management of geomorphic changes.	Section 9.4.3, Section 7.2, Section 9.2, Section 6.3, and Section 10.1.
Project scope	Potential noise impacts of bridge expansion joints and whether there would be improvement to existing joints.	Section 9.3.
Environment		
Urban design	Consideration of urban design aspects for the tunnel.	Section 9.5, Section 7.2 and Section 6.4.
Flora and fauna	Extent of construction impacts on bushland flora and fauna and measures to manage this impact. Establishment of a maintenance and weed management plan as part of the M2 Motorway's plan of management/operations.	Section 9.5.
Bushland groups	Likelihood of the M2 Motorway operator supporting bushland groups in the future. Register of where bush care, bush regeneration and community garden groups are working near the M2 Upgrade project area.	Chapter 5, Section 7.8 and Section 9.5. Support for bushcare groups outside scope of this assessment (liaison included as part of consultation process).
Noise	Potential for investment in signs or driver education to lower noise impacts, particularly trucks. Management of truck noise issues including night time noise. Adequacy of traffic and noise models in considering total increased traffic levels. Methods of noise mitigation. Actions to address increased noise and air quality impacts from increased traffic. Method of measuring noise from increased traffic. Consideration of studies such as the North West Transport Link EIS in 1992. Degree of improvement of noise mitigation from reconfiguring existing noise walls and installing new noise walls where there are gaps in bushland/national park and residential areas. Degree of mitigation provided by noise walls and road resurfacing for life of project. Consultation of residents on noise management for construction and operations.	Section 9.3, Section 9.4, Section 9.1, Section 9.2, Chapter 5 and Section 10.6, previous studies were considered as background information for Technical Papers.
Spoil management	Management of spoil/waste, including whether spoil would be sent to landfill or reused and where spoil would be stockpiled on site.	Section 7.7 and Section 10.8.

Issue	Issue details	Environmental assessment section
Construction access	Locations where construction compounds would require access via local streets and bush areas and impacts how impact on these areas would be minimised. Availability of access to bush walking tracks throughout construction. Rehabilitation of bush walking tracks post construction.	Section 7.8, Section 7.3, Section 9.2 and Section 9.5.
Specialist studies	Impacts on heritage and environmental features.	Section 9.7, Section 9.9 and Chapters 9 and 10 generally.
Water	Management of potential impacts to creeks, watercourses, drainage detention basins and floodplain management.	Section 9.8, Section 10.1 and Section 9.5.
Air quality	Impacts of the project on air quality and green house gas emissions.	Section 10.6 and Section 10.9.
Environmental footprint	Monitoring of the project's environmental impact throughout construction to assess and address impact as the project progresses.	Monitoring would be considered within the CEMP, which is described in the Construction Environmental Management Framework (refer to Appendix F).
Social		
Noise walls	Impacts on residents from noise wall changes. Resumption of private land to accommodate the relocation of noise barriers.	Section 9.3, Section 9.5 and Section 10.5.
Construction impacts	Details of properties that would be acquired by the RTA as a result of the M2 Upgrade project.	Section 10.5.
Local assets	Provision of improvements to pedestrian access into Lane Cove National Park.	Not proposed as part of project as all work is within the M2 corridor.
Advertising	Introduction of advertising billboards on the M2 Motorway.	Not proposed as part of project.
Economic		
Bus operations	Potential decrease of passenger utilisation as a result of construction impact on timely bus operations	Section 9.2.
Tolling	Description of new tolling arrangements and changes, including details on electronic or cash tolling for new ramps. Consideration of implementation of peak and variable tolling.	Section 1.4, Section 2.2.7 and Section 6.4.
Property acquisition	Extent and location of property acquisition.	Section 10.5.

Issue	Issue details	Environmental assessment section
Economic impacts	Impact on Epping and other shopping areas if, following the M2 Upgrade project, the bus routes focus on Macquarie Centre. Economic impacts and benefits from the M2 Upgrade project for motorist, communities and businesses.	Section 10.4, Section 9.1 and Section 10.5.
Process		
Consultation	Potential for the formation of a working group to design and improve cyclists detour. Provision of a phone line throughout planning and construction and commitments on response times. Details of the communications program to advise the community of the M2 Upgrade project scope, environmental assessment results and exhibition period. Method of consultation with Macquarie University, schools, councils, social/environment groups, impacted land owners and public transport industry during planning and construction of the M2 Upgrade project.	Chapter 5, Section 9.1 and Executive Summary.
Value for money	Degree to which increase capacity justifies cost, impacts and toll increase. Process for appointing Leighton Contractors Pty Ltd. Progress on design to meet planned construction start.	Chapters 2, 3, and 12, and Sections 1.4 and 7.2, construction proposed to proceed as set out in program.
Project approval	Potential actions that may stop or delay the M2 Upgrade project.	Chapter 8 provides environmental risk assessment.
Environmental assessment	Assessment methodology for M2 Upgrade project. Details of the proponent for the M2 Upgrade project. Consideration of both construction and operational impacts. Degree to which issues raised by the community are adequately addressed. Degree to which the process is conducted in an independent manner.	Technical Papers, Chapter 9, Chapter 10, Section 1.3, Chapter 5 and Statement of Validity.
Environmental assessment	Finality of the concept design once Department of Planning gives M2 Upgrade project approval. Process for change to M2 Upgrade project elements post approval.	Section 6.6.
Concession Deed	Length and workings of the Concession Deed. Changes to the Concession Deed as a result of the M2 Upgrade project. Influence of the Concession Deed on government decisions about other public transport initiatives.	Section 1.4. Section 2.2.7 provides discussion regarding Metropolitan Transport Plan
Project funding	Funding of the project and level of government contribution.	Section 1.4 and Section 2.2.7.
Footbridge assessment	Review of the existing and expected increase in traffic at the intersection and the crossing outside the Our Lady Of Lourdes school.	Section 9.1 and Section 10.4.

5.4 Future and ongoing consultation

The project would continue to identify and manage issues of interest or concern during the approval process and, should the project be approved, during construction, commissioning and operation. The next phase of formal community consultation is expected to commence in the second quarter of 2010 as part of public exhibition of the environmental assessment. Communication and consultation activities are described in the following subsections.

5.4.1 Phase two – environmental assessment public exhibition

Consultation during this phase would continue to focus on building community awareness of the project and encourage participation in the public exhibition. The environmental assessment public exhibition period is determined by the Director-General and would extend for at least 30 days. During the exhibition period, the public is able to review the environmental assessment and send written submissions to the Director-General for consideration in its assessment of the project. During this time, the community would be provided with opportunities to discuss the environmental assessment with members of the project team. The RTA would advertise the dates and venues of the public display in the local and metropolitan press.

The comments and RTA's responses would be included in a submissions report. The submissions report would be considered by the Department of Planning in its assessment report to the Minister for Planning. Communication and consultation activities planned for the exhibition period include:

- Newspaper advertisements – public exhibition notification.
- Community update brochure.
- Community information sessions and display materials.
- Fact sheets.
- Stakeholder meetings.
- Email updates to registered list.
- Project telephone and email facilities.

5.4.2 Phase three – construction

Community engagement during the construction phase would focus on providing information about the works program, minimising potential impacts and providing timely response to concerns raised by community and stakeholders. The key construction activities and tools would include:

- Works notifications to residents and businesses.
- Traffic management notifications.
- Regular community newsletters.
- Regular website updates.
- Regular advertising in local and metropolitan newspapers.
- Compound site signage.
- Project telephone and email facilities.

5.4.3 Phase four – commissioning

Ongoing communications including a range of communication tools would be used to support transition of each element of the M2 Upgrade project from commissioning to operation.