

Appendix D Consultation summary

1 Introduction

1.1 Purpose of appendix

The purpose of this appendix is to provide supporting documentation and further detail on community and stakeholder engagement and consultation activities undertaken for the M2 Upgrade during the preparation of the environmental assessment. The appendix also provides an overview of consultation planned for future project phases. This document should be read in conjunction with Chapter 4 of the Environmental Assessment.

2 Consultation activities and outcomes

As detailed in Chapter 4, the M2 Upgrade's engagement program proactively informs and involves stakeholders and community members at each stage of the project. 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.

In summary, the engagement approach enables the project to benefit from greater insight into the community's issues, priorities and perspectives on mitigation strategies and opportunities to improve project outcomes.

During preparation of the environmental assessment, phase one of the engagement program has focused on engaging with state and local government authorities and targeted stakeholders identified by the DGRs including interest groups and affected landowners. In conjunction with targeted stakeholder consultation, the M2 corridor community and general public have also been engaged.

Section 3 provides details of how feedback data has been managed.

The following tables provide an overview of stakeholder and community consultation to date, including:

- A consultation timeline – Table 2.1.
- A summary of activities undertaken with each stakeholder group – Table 2.2.
- A qualitative summary of consultation activities – Table 2.3.
- A quantitative summary of consultation activities – Table 2.4.

Table 2.1 Phase one consultation timeline

Timing	Milestone
February 2009	
February	Commencement of project declaration process
March 2009	
19 Mar	Planning focus meeting
April 2009	
6 Apr	Director General's Requirements issued
October 2009	
13 Oct	Media release on in-principle agreement for M2 Upgrade
November 2009	
10 Nov – 11 Dec	Briefings to interest groups

Timing	Milestone
12 Nov – 19 Nov	Briefings to councils
13 Nov	Website launched for M2 Upgrade
13 Nov	Telephone number established for M2 Upgrade
16 Nov	Letterbox drop – M2 corridor community
17 Nov – 13 Jan 10	Working groups for transport and cyclists
18 Nov – 17 Dec	Briefings to MPs
26 Nov 09	Shopping centre display - Macquarie Shopping Centre, Marsfield
28 Nov 09	Shopping centre display - Winston Hills Shopping Centre, Winston Hills
30 Nov 09 – 17 Dec	Meetings with interest groups
December 2009	
2 Dec – 4 Jan 10	Meetings with affected landowners
10 Dec – 29 Jan 10	Council cycle way meetings
11 Dec	Meetings with Aboriginal heritage groups
15 – 17 Dec	Site visits with Aboriginal heritage groups

Table 2.2 Phase one stakeholder groups and consultation activities

Category	Stakeholder	Consultation activity											
		Planning focus meeting	Letter	Telephone	Advertising	M2 corridor community letterbox drop	Briefing	Site visit	Working group	Council cycle way meeting	Display	Affected landowner meeting	Other meeting
Government													
	State Agencies												
	NSW Dept of Planning	x											
	Department of Environment and Climate Change	x											
	Department of Primary Industries	x											
	NSW Dept of Transport and Infrastructure						x		x				
	NSW Dept of Education and Training						x						
	Roads and Traffic Authority												
	Ministers of Parliament												
	Victor Dominello MP, Member for Ryde		x	x									

Category	Stakeholder	Consultation activity												
		Planning focus meeting	Letter	Telephone	Advertising	M2 corridor community letterbox drop	Briefing	Site visit	Working group	Council cycle way meeting	Display	Affected landowner meeting	Other meeting	
	Alex Hawke MP, Member for Mitchell		x	x										
	Hopwood, Judy MP, Member for Hornsby		x	x										
	Maxine McKew MP, Member for Bennelong		x	x										
Interest group	Wayne Merton MP, Member for Baulkham Hills		x	x										
	Michael Richardson MP Member for Castle Hill		x	x			x							
	Greg Smith MP, Member for Epping		x	x			x							
	Phillip Ruddock MP Member for Berowra		x	x			x							
	Local Government													
	Blacktown City Council		x				x							
	City of Ryde Council		x				x			x		x		
	Hornsby Shire Council		x				x			x			x	
	Lane Cove Council		x				x							
	Parramatta City Council		x				x			x				
	The Hills Shire Council		x				x			x			x	
	Northern Sydney Regional of Councils (NSROC)		x											
	Western Sydney Regional of Councils (WSROC)		x											
	Interest group													
		Motorway Network												
M7 West Link			x											
Connector Motorways			x				x							
Transport and emergency services														
NRMA			x	x										
NSW Taxi Council			x				x							
Australian Trucking Association			x										x	

Category	Stakeholder	Consultation activity											
		Planning focus meeting	Letter	Telephone	Advertising	M2 corridor community letterbox drop	Briefing	Site visit	Working group	Council cycle way meeting	Display	Affected landowner meeting	Other meeting
	Hillsbus		x				x		x				
	Bus and Coach Association		x										
	Ambulance Service NSW		x				x						
	NSW Fire Brigades		x				x						
	NSW Police Force		x				x						
	Busways Group								x				
	Cyclists												
	Bicycle NSW		x				x		x				
	Bike North		x				x		x				
	CAMWEST		x				x		x				
	Social/environment groups – West												
	The Willows Retirement Village		x										
	Royal Institute for Deaf and Blind Children		x										
	Pennant Hills Civic Trust		x				x						
	Excelsior Park Bushland Society		x				x						
	Winston Hills Neighbourhood Watch		x										
	West Pennant Hills Valley Progress Association		x				x						
	The Hills Shire Council Bushland Conservation Committee		x				x						
	Bidjigal Reserve Trust		x										
	Social/environment groups – East												
	Poplars Private Hospital		x										
	Chesalon Care Beecroft Nursing Home		x										
	Ray Park Heritage Group		x				x						x
	Beecroft Cheltenham Scouts Group		x										
	Beecroft Cheltenham Civic		x				x						x

Category	Stakeholder	Consultation activity											
		Planning focus meeting	Letter	Telephone	Advertising	M2 corridor community letterbox drop	Briefing	Site visit	Working group	Council cycle way meeting	Display	Affected landowner meeting	Other meeting
	Trust												
	Beecroft Chilworth Bushcare		x				x						x
	Epping Civic Trust		x				x						x
	Economic and business groups – West												
	Sydney Hills Business Chamber		x				x						
	ResMed		x										
	Woolworths Ltd		x										
	Parramatta City Chamber of Commerce		x										
	Economic and business groups – East												
	Ryde Business Forum		x				x						
	Optus Singtel		x										
	AMP Capital		x										
	Macquarie Centre		x										
	Macquarie University		x				x						
	Microsoft		x										
	Johnson and Johnson		x										
	SanofiAventis		x										
	Foxtel		x				x						
	Eden Gardens and Garden Centre		x										
	Colliers International		x										
	Contract Pharmaceutical Services of Australia Pty Ltd (CPSA)		x										
	Canon Australia Pty. Ltd.		x										
	Beiersdorf Australia Ltd.		x										
	Eli Lilly Australia Pty. Ltd.		x										
	Knight Frank Australia		x										
	Macquarie Park Chamber						x						
	M2 corridor Schools												
	Our Lady of Lourdes Primary School, Baulkham Hills		x				x						x

Category Stakeholder		Consultation activity											
		Planning focus meeting	Letter	Telephone	Advertising	M2 corridor community letterbox drop	Briefing	Site visit	Working group	Council cycle way meeting	Display	Affected landowner meeting	Other meeting
	Epping Heights Public School, Epping		x				x						
	Muirfield High School		x										
	Epping Boys High School		x										
	Model Farms School		x										
	Winston Hills Public School		x										
Affected landowners													
	Properties impacted by surface partial-property acquisition		x	x		x						x	
	Properties impacted by sub-surface property acquisition		x	x		x							
	Properties impacted by noise wall changes (Tier 1 and Tier 2)		x	x		x							
	Properties impacted by services and geotechnical investigations		x	x		x							
Indigenous community													
	Yarrawalk			x	x			x					x
	Darug Aboriginal Cultural Heritage Assessment			x	x			x					x
	Darug Land Observations			x	x			x					x
	Darug Custodian Aboriginal Corporation			x	x			x					x
Local M2 corridor community													
	Householders and businesses located in the M2 corridor					x					x		
General public													
	General community and M2 Motorway users										x		

Table 2.3 Phase one key consultation activity qualitative outcomes

Activity	Description	Outcome
Project Media Releases	Issued by RTA and Transurban on 13 October 2009 advising of the project announcement, overview of the project scope, benefits, approvals process and funding model.	Awareness – Media releases generated TV, radio and newspaper coverage.
Project Web Site	Established 13 November 2009. Key items currently on the website include: fact sheet, media release links, project documentation including Project announcement and Director General Requirements, fact sheets, media archive, question and answer document, scope map and drive through animation. The project website will be updated at key milestones with the latest project information.	Awareness – Website has attracted 1043 unique website visits since its launch.
Community Fact sheet / Update	A project fact sheet was posted to the website and distributed at all briefings and meetings. The fact sheet provided an overview of the project's background, scope, benefits and assessment process. A further fact sheet/ update will be distributed in the first quarter 2010. This update will provide an overview of project progress, future public exhibition and details of how community members can make a submission.	Awareness – Provides a summary of the project scope and the environmental assessment.
Project Telephone line and Email address	The project's community relations team facilitates responses to community and stakeholders' enquiries via email and telephone.	Engagement – Provides timely responses to community enquiries with all community contact recorded in the project's contact data base.
Correspondence Response	A range of community members and stakeholders have sent correspondence to the project, the RTA, their local Member of Parliament or the Minister for Transport.	Engagement - Correspondence has received a formal tailored response providing information available to date.
Community Subscriber Register	Community members have been invited to register their interest in receiving project updates by registering their contact details on line over the telephone when speaking with a project team member.	Engagement – Over 339 subscribers have registered.
M2 corridor Community Correspondence	The unaddressed letter was issued 16 November 2009 to both householders and businesses located in the M2 corridor and advised readers of project announcement, project scope, approvals process, project contact details, shopping centre display details and website location for further information.	Awareness - The letter was distributed to over 7,000 properties.
Shopping Centre Displays	Staffed displays were held on 26 and 28 November 2009 at the Macquarie and Winston Hills shopping centres. Communication tools at each display included the project fact sheet, project scope maps, the environmental approvals process map, feedback sheets and registration forms. M2 corridor community members received an invitation to attend via correspondence issued on 16 November 2009.	Awareness and engagement – Approximately 140 community members attended the Macquarie Centre display and 180 attended the Winston Hills display. Attendees contributed comments on feedback sheets. Attendees interested in receiving future project information and updates recorded contact details on registration forms.

Activity	Description	Outcome
Planning Focus Meeting	The Planning Focus Meeting was held in March 2009 with NSW Dept of Planning, Department of Environment and Climate Change, Department of Primary Industries, NSW Dept of Transport and Infrastructure, NSW Dept of Education and Training and the Roads and Traffic Authority.	Engagement – The meeting provided participants with project information and commenced discussions on key project issues and the environmental assessment.
MP Briefings	Briefings to State and Federal Members of Parliament in November to December 2009 provided an overview of the proposed project, approvals process and construction approach.	Engagement – Discussion included participants' views on potential issues, impact mitigation strategies and opportunities to improve project outcomes.
Council Briefings	Briefings in November 2009 to January 2010 were provided to councils as required under the Director General's Requirements. These included City of Ryde Council, Hornsby Shire Council, and The Hills Shire Council. Additionally briefings were provided to Parramatta City Council, Blacktown City Council and Lane Cove Council due to their close proximity to the project. Briefings provided an overview of the proposed project, approvals process and construction approach.	Engagement – Discussion included participants' views on potential issues, impact mitigation strategies and opportunities to improve project outcomes.
Interest Group Briefings	Briefings in November to December 2009 were provided to social, economic, environmental, transport and cyclist interest groups. Attendance at the briefings was by invitation issued to all identified stakeholder groups. Briefings provided an overview of the proposed project, approvals process and construction approach.	Engagement – Discussion included participants' views on potential issues, impact mitigation strategies and opportunities to improve project outcomes. Participants contributed further detailed comments on Feedback sheets.
Transport Working Group	Following the Transport Interest Group briefing, a working group was established to allow transport stakeholders and project team members to work together at a greater level of detail, examining design issues. The Transport Working Group included participants from NSW Transport and Infrastructure, Hillsbus and Busways. This group met on a regular basis from November 2009 and has focused on areas including: T2 lane, removal of the Beecroft Road bus ramps, broader M2 corridor issues and construction impacts.	Engagement - Key outcomes of the transport working group have included agreement on: <ul style="list-style-type: none"> • The tidal bus lane arrangement during construction. • Timing of closure of the Beecroft Road bus ramp.
Cyclist Working Group	Following the Cyclist Interest Group briefing, a working group was established to allow cyclist stakeholders and project team members to work together at a greater level of detail, examining design issues. The Cyclist Working Group included participants from Bicycle NSW, Bike North and Camwest. This group met from November 2009 and has focused on the design of the alternate route for cyclists during construction.	Engagement – Key outcomes of the cyclist working group have included consideration of cyclist requirements regarding: <ul style="list-style-type: none"> • The alternate route. • Safety. • Gradients. • Connectivity.

Activity	Description	Outcome
Council Cycle Way Meetings	Following the Council briefings, meetings were held in December 2009 to February 2010 with council officers responsible for cycle and pedestrian ways.	Engagement – Council input on cyclist and pedestrian issues was considered in conjunction with input from the Cyclist Working Group described above.
Affected Landowner Consultation	Properties impacted by surface partial-property acquisition: Consultation with those potentially affected by surface partial-property acquisition was undertaken from November 2009 to February 2010. This has included correspondence, telephone contact, email enquiries and multiple site meetings to address each individual site's specific impacts, property adjustment design and access requirements, property acquisition and valuation processes.	Engagement - Property owners are engaged in the RTA's formal property acquisition process and are liaising with the project team regarding property adjustments and access arrangements. This process is ongoing
	Properties impacted by sub-surface property acquisition: Consultation with those potentially affected by sub-surface property acquisition was undertaken from November 2009 to February 2010. This has included correspondence, email enquiries and telephone interviews to explain rock bolt installation for tunnel works and the relevant property acquisition process.	Engagement - Property owners are engaged in the RTA's formal property acquisition process. This process is ongoing.
	Properties impacted by noise wall changes: The consultation program has applied a principle of providing early advice to potentially indirectly affected properties. All noise wall changes will occur inside the Motorway lease boundary and will not require property acquisition or directly impact private property. Consultation with nearby land owners has initially included correspondence. Future consultation will include correspondence, face to face meetings, visual materials to show noise wall locations and changes, information regarding the construction process.	Engagement – Neighbouring property owners are aware of noise wall changes. The project team has responded to property owners initially questions. This process is ongoing.
	Properties impacted by services and geotechnical investigations: Consultation with this group has included correspondence and response to telephone and email enquiries.	Awareness – Property owners in the vicinity of investigations have been provided information on the nature of investigations, timing and likely impact of the work.

Table 2.4 Phase one consultation activity quantitative data

Communication method	Incoming as at 31 January 2010
Telephone calls in from stakeholders	30
Telephone calls out to stakeholders	13
Letters in	3
Letters out (addressed)	166
Letterbox drop – M2 corridor community letter (unaddressed)	7000
Letterbox drop – geotechnical investigations (unaddressed)	209
Emails in	216
Emails out	78
Faxes out	1
Website visits to www.hillsm2upgrade.com.au	1043
Petitions	1
Displays held	2
Attendance at staffed displays	320
Affected landowner meetings	9
Briefings and meetings	36
Community information subscriptions for Project updates	339

3 Feedback data management

3.1 Community consultation data management

All questions and issues arising from consultation activities have been recorded in the project's feedback data base. Feedback was gathered from briefings and meetings, feedback sheets and correspondence sent to the project team, RTA, local members of parliament and the Minister for Transport. These inputs have been analysed and considered in the preparation of the environmental assessment.

Documentation and analysis of community feedback to identify issues is a key element of the engagement process. Rigorous data management enables transparent and comprehensive consideration of feedback in conjunction with the technical inputs, specialist studies and value management design studies.

Consolidation and analysis of issues is provided in Chapter 4 with references identifying where issues are addressed in the environmental assessment. To consolidate the inputs, issues were categorised by topic, to allow similar issues to be grouped together.

Each issue was allocated to one of the six following categories:

- Functional (e.g. design, engineering, traffic management).
- Construction.
- Environment.
- Social.
- Economic.
- Process (e.g. planning, approval, consultation processes).

Some wording of issues documented in Chapter 4 have been modified or abbreviated where appropriate to allow consolidation of issues raised by multiple contributors. Every attempt has been made to maintain the integrity of issues raised. Wording has also been adjusted to represent all elements of the issues as raised by different contributors.

All issues were provided to the environmental assessment's specialists and have been considered in a coordinated review process.

All information recorded is used and managed in accordance with the Privacy Act 1988.

4 Phase one consultation activities


This section outlines further detail of activities undertaken during the preparation of the environmental assessment, and includes:

- Media releases.
- Letterbox drop.
- Project telephone and email address.
- Website.
- Information subscription register.
- Project fact sheet.
- Briefings, meetings and working groups.
- Affected landowner consultation.
- Feedback forms.
- Displays.
- Correspondence.
- Stakeholder database.

4.1 Media releases

A media release was issued by the RTA on behalf of the Minister for Transport, David Campbell MP on 13 October 2009. The release announced the project, provided an overview of the project scope, project benefits, approvals process and a funding model. On the same day Transurban issued a release to the Australian Stock Exchange.

Table 4.1.1 Media release issued by the RTA

<p>MEDIA RELEASE</p> <p>David Campbell MP Minister for Transport Minister for the Illawarra</p> <p></p> <p>IN-PRINCIPLE AGREEMENT REACHED FOR M2 UPGRADE</p> <p>Tuesday 13 October 2009</p> <p>Minister for Transport David Campbell today said the NSW Government and Transurban, the owner of the Hills M2, had signed an in-principle agreement to develop a major upgrade of the motorway.</p> <p>Mr Campbell welcomed the in-principle agreement, which provided a green light for further design work, and an environmental assessment to proceed, in consultation with the community.</p> <p>"This is great news for the thousands of bus commuters and motorists who use the M2 every day," Mr Campbell said.</p> <p>"The upgrade will reduce peak hour congestion and provide new access points to Sydney's fastest growing business and residential centres. It has a current cost estimate of \$550 million."</p> <p>"The project will also provide a significant jobs boost with an estimated 600 new direct jobs and 2,400 indirect jobs created through the life of the project."</p> <p>"The M2, from Old Windsor Road, Baukham Hills to Epping Road, North Ryde, is one of Sydney's busiest transport corridors, with 17,000 bus commuters and more than 100,000 motorists using it each work day."</p> <p>Mr Campbell said the upgrade would be funded by Transurban, with the NSW Government contributing by extending the M2 concession by four years, and allowing for a one-off increase in the toll of around 6 per cent on completion of the work.</p> <p>"The upgrade will include widening the tunnel in both directions and reinstating the emergency breakdown lane westbound between Lane Cove Road and Beecroft Road, used by cyclists," Mr Campbell said.</p> <p>"The speed limit will also be lifted to 100km/h and access from the Sydney orbital to Windsor Road and Macquarie Park will be greatly improved."</p> <p>The in-principle agreement was reached following negotiations over the technical and commercial details of the project.</p>	<p>The upgrade will also include:</p> <ul style="list-style-type: none">• New west facing Windsor Road on and off ramps• An additional eastbound lane from Windsor Road to Pennant Hills Road• An additional eastbound lane from Pennant Hills Rd through M2 Tunnel to Lane Cove Road• New Christie Road eastbound on ramp• New Herring Road westbound off ramp• Widening between Lane Cove Road and Beecroft Road to reinstata the 3.5 metre traffic lanes and 2.5 metre breakdown shoulder• Additional lane westbound from Beecroft Road to Pennant Hills Road. <p>M2 toll points will be based at new ramps on Windsor Road, Christie Road and Herring Road. The toll will be introduced once the new ramps and lanes are open to traffic.</p> <p>Transurban CEO Chris Lynch said the in-principle agreement was a great step forward for a project that would demonstrate the benefits of Government partnering with the private sector to meet Sydney's infrastructure needs.</p> <p>"We are pleased to have reached an in-principle agreement with the NSW Government and will continue to work closely with them over the next year to finalise the agreement and deliver much needed congestion relief to this busy corridor," Mr Lynch said.</p> <p>"Projects like the M2 Upgrade show that by working together it is possible to deliver outcomes that work for the community, government and private sector partners."</p> <p>The next stage of the process is to prepare a thorough environmental assessment for the project. This assessment will be put on public display and the community will be given an opportunity to provide feedback.</p> <p>Work is expected to begin in 2010 and be completed within two years. Work will proceed once appropriate planning approvals are achieved and after a contract is agreed for the delivery phase of the work.</p> <p>Media Contact: Suele Brady - 0411 104 339</p>
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Australian stock exchange release issued by Transurban

[illegible]

4.2 Letterbox drop – M2 corridor community

On 16 November 2009 the project team conducted a letterbox drop to both householders and businesses located in the M2 corridor and advised readers of project announcement, project scope, approvals process, project contact details, shopping centre display details and website location for further information.

Approximately 7,000 unaddressed letters were distributed.

4.3 Project telephone and email address

The project team established a 1800 number and email address to provide the community and stakeholders with a central reference point for contact on all project matters. Feedback from the community is important consideration, along with various studies and technical reports, in the assessment of potential impacts and identifying impact mitigation strategies.

The project's community relations team facilitates responses to community and stakeholders' enquiries via email and telephone.

The number: 1800 196 266 and email address: enquires@m2upgrade.com.au is published on all printed M2 Upgrade communications materials, the website and on email signatures.

Table 4.3.1 Telephone line statistics

Activity	Total since Project launch (Jun 2008)
Telephone calls received from stakeholders	31
Telephone calls out to stakeholders	15
Emails received	216
Emails sent to stakeholders	78

4.4 Website

The website www.hillsm2upgrade.com.au was launched on 13 November 2009 and provides up to date information about the project for a range of stakeholders. It includes a central home page, an overview of the project, a registration form, a timeline, fact sheets, media releases, frequently asked questions (FAQs) and contact details.

The table below provides a snapshot of website statistics since project inception.

Table 4.4.1 Web statistics table

Activity for www.hillsm2upgrade.com.au	Total since website inception (13 Nov 2009)
Website total visits	1,252
Unique visitors	1,043
Page views	3,820
Top three pages visited:	Home – 41.31% Project – 16.07% Document links – 9.69%
Average time spent on web site	2.37 minutes

4.5 Information subscription register

Community members have been invited to register their interest in receiving project updates. Contact details can be provided at the project website or via email (enquiries@hillsm2upgrade.com.au). Alternatively, community members can register their contact details over the telephone (1800 196 266) when speaking with a project team member.


Currently, a total of 339 stakeholders have subscribed to receive information updates.

4.6 Project fact sheet

The M2 Upgrade has provided the community with a fact sheet on project background, benefits and key attributes. The fact sheet has been distributed on the website, at briefings and meetings, and mailed to stakeholders as required or upon request. Fact sheets will be updated throughout the life of the project to provide information on project progress and address key areas of interest.

Table 4.6.1

Fact sheet



HILLS M2 UPGRADE PROJECT

The New South Wales Government and Hills Motorway, owners of the Hills M2 Motorway, have reached an in-principle agreement for an upgrade of the motorway.

Project details
The M2 Upgrade project would reduce congestion in peak periods, improve access to major growth areas, and provide new bus priority access.
The M2 Upgrade project would include:

- New west facing Windsor Road on and off ramps.
- Additional eastbound lane from Windsor Road to Penrith Hills Road.
- Additional eastbound lane from Penrith Hills Road through M2 Tunnel to Lane Cove Road, which includes a T2 bus lane from Terry's Creek.
- A new Christie Road eastbound on ramp.
- A new Herring Road westbound off ramp.
- Additional lane westbound from Lane Cove Road to Penrith Hills Road.

Background

- On a typical work day, the M2 is used by more than 100,000 vehicles and over 17,000 bus commuters.
- Construction of the M2 Tunnel and Lane Cove Tunnel combined with strong commercial and residential growth in the north-west has led to heavy congestion on the M2 during peak periods.
- Current planning for Sydney's north-west includes 140,000 new homes and 100,000 new jobs over the next 25 years.


Benefits
Major project benefits include:

- Reduction in congestion during morning and afternoon peak periods.
- New access points to Sydney's growing residential and business centres.
- Reconstruction of M2 with speed limit along the motorway from Lane Cove to Beecroft Road.
- 800 new construction and engineering jobs through the life of the project.
- 2,400 indirect jobs created through the life of the project.
- Increased capacity to accommodate planned residential and business growth.


Project financing

- The project is expected to cost approximately \$550 million.
- The NSW Government would contribute by:
 - extending the M2 concession by four years;
 - allowing for new toll points for motorists accessing the motorway from new areas of Windsor, Christie and Herring roads; and
 - allowing for a one-off toll increase of approximately eight percent following completion of the work.
- The length of time the concession is extended and the toll cost will be determined in the final agreement between the NSW Government and Hills Motorway and will be subject to ongoing Government regulation under the M2 Concession Deal.

Page 1



HILLS M2 UPGRADE PROJECT



Next steps:

- Detailed design and an environmental assessment of potential project impacts will begin immediately. Construction will only begin if planning approval is granted.
- The M2 Upgrade project will be assessed as a Major Project under Part 3A of the Environmental Planning and Assessment Act 1979.
- The environmental assessment will be placed on public exhibition in 2010 of which time comments will be invited.
- Should planning approval be granted, construction would commence in late 2010 and would be completed in about two years.

For more information
Visit www.hills2upgrade.com.au
Comments or questions
Email: info@hills2upgrade.com.au
Project information line: 1800 196 266

11 November 2009

Hills M2 Upgrade
A joint venture of The Roads and Traffic Authority of NSW,
The Hills Motorway Limited and Hills Motorway Management Limited
(a member of the Hills Motorway Trust)
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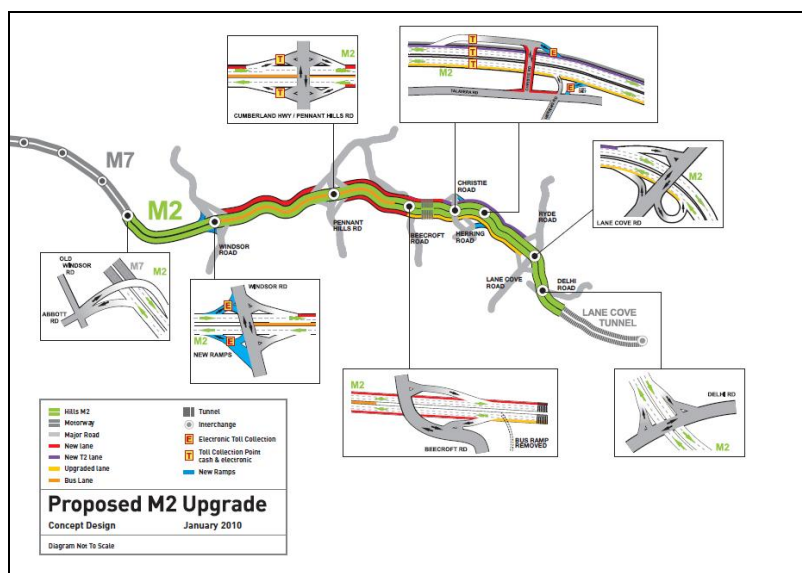


Table 4.6.2

Scope map



4.7 Briefings, meetings and working groups

Targeted stakeholder briefings and meetings were held on a number of dates to various stakeholders.

Table 4.7.1 Targeted briefings, meetings and working groups

Date	Stakeholders
	Planning focus meeting
19 March 09	The Planning Focus Meeting was held with key government agencies including, the NSW Department of Planning, the Department of Environment and Climate Change; the Department of Primary Industries; NSW Dept of Transport and Infrastructure; NSW Dept of Education and Training; Roads and Traffic Authority
	MP briefings
18 Nov 09	Michael Richardson MP Member for Castle Hill
3 Dec 09	Phillip Ruddock MP Member for Berowra
17 Dec 09	Greg Smith MP Member for Epping
	Council briefings
12 Nov 09	Hornsby Shire Council
13 Nov 09	Parramatta City Council
16 Nov 09	Lane Cove Council
16 Nov 09	City of Ryde Council
18 Nov 09	Hills Shire Council
19 Nov 09	Blacktown City Council
	Council meetings
15 Dec 09	Hills Shire Council
27 Jan 10	Hornsby Shire Council
	Council cycle way meetings
10 Dec, 14 Dec, 16 Dec 09, 21 Jan, 22 Jan, 25 Jan, 29 Jan 10	The Hills Shire Council Hornsby Shire Council Parramatta City Council City of Ryde
	Interest group briefings
10 Nov 09	Transport and Emergency Services
10 Nov 09	Cyclists
12 Nov 09	Motorway network
16 Nov 09	Social and Environmental (east)
17 Nov 09	Business (east)
19 Nov 09	Business (west)
23 Nov 09	Social and Environmental (west)
24 Nov 09	Our Lady of Lourdes Primary School
30 Nov 09	Epping Heights Public School

Date	Stakeholders
	Interest group meetings
30 Nov 09	Australian Trucking Association
1 Dec 09	Epping Civic trust
7 Dec 09	Our Lady of Lourdes Primary School (Parents and Friends)
30 Nov 09	Social Environmental (east)
11 –16 Dec 09	Indigenous heritage meeting and site visit
	Working group meetings
17 Nov 09	Transport working group
25 Nov 09	Cyclist working group
9 Dec 09	Transport working group
13 Jan 10	Transport working group
	Landowner meetings
2 Dec – 4 Jan 10	Affected landowner meetings

Table 4.7.2 Targeted briefings, meetings and working groups by type

Activity	Total since Project launch (Jun 2008)
Planning focus meeting	1
MP briefings	3
Council briefings	6
Interest group briefings	9
Council meetings	2
Council cycle way meetings	8
Interest group meetings	4
M2 corridor community meetings	2
Affected landowner meetings	9
Working groups	4
Total	48

4.8 Affected landowner consultation

The M2 Upgrade team met with affected landowners on a number of dates. These landowners are identified as those with properties impacted by surface partial-property acquisition, properties impacted by sub-surface property acquisition, properties impacted by noise wall changes and properties impacted by services and geotechnical investigations.

Table 4.8.1 Affected landowner consultation

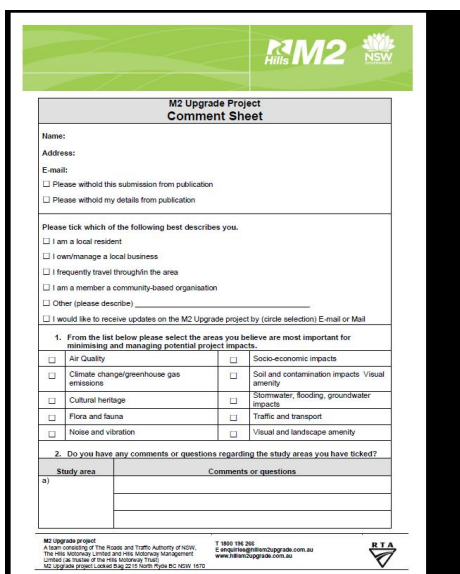
When	Activity	Total since Project launch (Jun 2008)
Nov 2009 - Feb 2010	Correspondence and some site meetings with properties impacted by surface partial-property acquisition.	6
Nov 2009 - Feb 2010	Correspondence and some phone calls with properties impacted by sub-surface property acquisition.	14
Nov 2009 – Feb 2010	Correspondence to properties impacted by noise wall changes: <ul style="list-style-type: none"> 33 properties (Tier 1) – land owners closest to noise wall changes, potentially indirectly affected or have a perception of indirect impact. 42 properties (Tier 2) – landowners in general vicinity but not directly or indirectly affected by noise wall changes. 	75
Nov 2009 - Feb 2010	Correspondence to properties impacted by services and geotechnical investigations.	209

4.9 Feedback forms

Feedback forms have been made available at each briefing. These forms were provided to offer stakeholders an opportunity to register key issues, questions and general comments on the M2 Upgrade.

A total of 33 feedback forms have been collected from stakeholders.

Table 4.9.1 Feedback forms



M2 Upgrade Project Comment Sheet

Name: _____
Address: _____
E-mail: _____
☐ Please withhold this submission from publication
☐ Please withhold my details from publication

Please tick which of the following best describes you.

☐ I am a local resident
☐ I own/manage a local business
☐ I frequently travel through/in the area
☐ I am a member a community-based organisation
☐ Other (please describe) _____
☐ I would like to receive updates on the M2 Upgrade project by (circle selection) E-mail or Mail

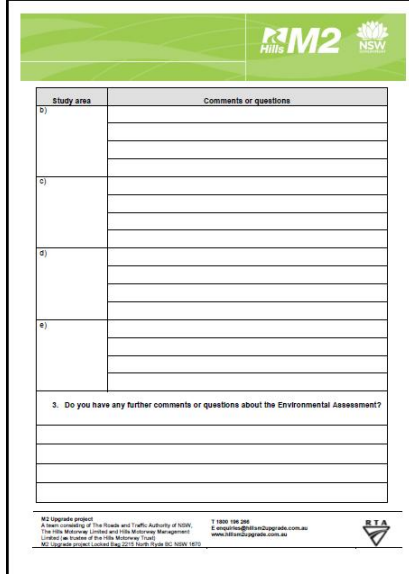
1. From the list below please select the areas you believe are most important for minimising and managing potential project impacts.

<input type="checkbox"/> Air Quality	<input type="checkbox"/> Socio-economic impacts
<input type="checkbox"/> Climate change/greenhouse gas emissions	<input type="checkbox"/> Soil and contamination impacts / Visual amenity
<input type="checkbox"/> Cultural heritage	<input type="checkbox"/> Stormwater, flooding, groundwater impacts
<input type="checkbox"/> Flora and fauna	<input type="checkbox"/> Traffic and transport
<input type="checkbox"/> Noise and vibration	<input type="checkbox"/> Visual and landscape amenity

2. Do you have any comments or questions regarding the study areas you have ticked?

Study area	Comments or questions
a)	

M2 Upgrade project
A joint venture of the Roads and Traffic Authority of NSW, the New South Wales Motorway Corporation and the New South Wales Motorway Corporation.
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M2 Upgrade Project Comment Sheet

Study area	Comments or questions
b)	
c)	
d)	
e)	

3. Do you have any further comments or questions about the Environmental Assessment?

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4.10 Displays

M2 Upgrade displays were stationed at two shopping centres in close proximity to the M2 Motorway and encouraged people to review the project and register to receive project updates and information about the upcoming public exhibition period.

Communication tools at each display included the project fact sheet, project scope maps, the environmental approvals process map and information subscriptions register. The M2 corridor community received an invitation to attend via the letterbox drop that was issued on 16 November 2009.

Over the two days, 320 people attended the shopping centre displays.

Table 4.10.1 Shopping centre displays

Date	Location
26 Nov 2009	Macquarie Shopping Centre, Marsfield - opposite Franklins
28 Nov 2009	Winston Hills Shopping Centre, Winston Hills - opposite Big W

4.11 Correspondence

The M2 Upgrade team has corresponded with a number of stakeholders since project inception.

Table 4.11.1 Correspondence statistics

Activity	Total since Project launch (Jun 2008)
Letter/emails in	219
Letters/emails out (addressed)	234
Letterbox drop – M2 corridor community letter (unaddressed)	approx 7,000
Letterbox drop – geotechnical investigations (unaddressed)	209
Email out to RTA for Ministerial Co-ordination Unit responses	2

4.12 Stakeholder database

The M2 Upgrade team manages all stakeholder content and activity via a secure database.

By tracking and recording incoming feedback and project team responses, the project team is able to effectively distribute communication updates to all stakeholders. All enquiries, comments and complains received by telephone, email or letter are entered into this database along with details of events such as information session, meetings, displays and issues raised at each of these events.

5 Future consultation activities

The project will continue to identify and manage issues of interest or concern during the approval process and, should the project be approved, during construction and commissioning.

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.

5.1 Communication and consultation activity – phase two environmental assessment public exhibition

Consultation during this phase will continue to focus on building community awareness of the project and encourage participation in the public exhibition.

The Department of Planning is responsible for the public exhibition of the environmental assessment. The public exhibition period for the assessment extends for at least 30 days.

During the exhibition period, the public is able to review the environmental assessment, obtain information from display materials, and send submissions to the Department of Planning for consideration in its assessment of the project. All written comments received by the Department of

Planning during the exhibition period will be provided to the RTA and M2 Upgrade team for consideration. The comments and any RTA response will 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.
- Display materials.
- Fact sheets.
- Community information sessions.
- Stakeholder meetings.
- Email updates to registered list.
- Project telephone and email facilities.

5.2 Communication and consultation activity – phase three construction

Community engagement during the construction phase will focus on providing information about the works program, minimising potential impacts and providing timely response to any concerns raised by community and stakeholders.

Communication and consultation activities planned for the construction phase 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.

5.3 Communication and consultation activity – phase four commissioning

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