NSW GOVERNMENT

sydney METRO

City & Southwest

SYDENHAM TO BANKSTOWN

SUBMISSIONS AND PREFERRED INFRASTRUCTURE REPORT

> June 2018

NSW GOVERNMENT

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Overview

The NSW Government has committed to building a significant piece of transport infrastructure by constructing Sydney Metro, a new standalone rail network providing 66 kilometres of metro rail line and 31 metro stations. Sydney Metro is Australia's biggest public transport project.

The NSW Government is currently delivering two stages of Sydney Metro – Sydney Metro Northwest (between Rouse Hill and Chatswood), and Sydney Metro City & Southwest (between Chatswood and Bankstown). The Sydney Metro Northwest project is currently under construction and will be operational in 2019.

Sydney Metro City & Southwest will extend Sydney Metro beyond Chatswood to Bankstown. Sydney Metro City & Southwest comprises two core components – the Chatswood to Sydenham project, and the Sydenham to Bankstown upgrade ('the project' for the purposes of this report). Planning approval for the Chatswood to Sydenham component of Sydney Metro City & Southwest was granted in January 2017, and construction has commenced.

Sydney Metro City & Southwest (including the project) is due to open in 2024 with the capacity to run a metro train every two minutes each way through the centre of Sydney – a level of service never before seen in Sydney. Sydney's new metro railway has a target capacity of about 40,000 customers per hour, similar to other metro systems worldwide. This is a major increase on Sydney's current suburban system, which can reliably carry 24,000 people an hour per line.

Sydney Metro was identified in *Sydney's Rail Future*, an integral component of the *NSW Long Term Transport Master Plan*, as part of a plan to transform and modernise Sydney's rail network so it can grow with the city's population and meet the future needs of customers. In early 2018, the *Future Transport Strategy 2056* was released as an update to the *NSW Long Term Transport Master Plan* and *Sydney's Rail Future*. The project is identified as a committed initiative in the *Future Transport Strategy 2056.*

Sydney Metro, together with signalling and infrastructure upgrades across the existing Sydney rail network, will increase the capacity of train services entering the Sydney CBD – from about 120 an hour today to up to 200 services beyond 2024. This is an increase of up to 60 per cent capacity across the network.

The project

The project involves upgrading 10 existing stations west of Sydenham (Marrickville to Bankstown inclusive), and a 13 kilometre long section of the Sydney Trains T3 Bankstown Line, between west of Sydenham Station and west of Bankstown Station, to improve accessibility for customers and meet the standards required for metro operations. The project would enable Sydney Metro to operate beyond Sydenham to Bankstown.

Sydney Metro City & Southwest (including the project) was declared to be critical State significant infrastructure in December 2015 due to its importance to the State, and is subject to approval by the Minister for Planning.

An Environmental Impact Statement was prepared to support Transport for NSW's application for approval of the project in accordance with the requirements of Division 5.2 (formerly Part 5.1) of the *Environmental Planning and Assessment Act 1979* (EP&A Act).

Further information on the project is provided in Chapters 1 and 2, and Chapters 8 to 10 of this report, and a preferred project description is provided in Appendix B.

Project objectives and benefits

The project forms one of two components of Sydney Metro City & Southwest, and is needed to complete Sydney Metro City & Southwest to realise its full strategic benefits as part of Sydney Metro.

The primary objectives of the project are to:

- improve the quality of the transport experience
- provide a system that is able to satisfy long-term demand
- improve the resilience of the transport network.

Secondary objectives are to:

- grow public transport patronage and mode share
- support the productivity of the Global Economic Corridor
- serve and stimulate urban development
- improve the efficiency and cost effectiveness of the public transport system
- implement a feasible solution recognising impacts, constraints and delivery risks.

The project also aims to:

- deliver accessible, modern, secure and integrated transport infrastructure
- contribute to the accessibility and connectivity of existing and future communities.

The Sydney Metro network will substantially increase rail network capacity by introducing new high-capacity rail connections between the Sydney CBD and other key economic centres in Sydney. It will cater for expected increased demand for rail services, and accommodate an extra 100,000 customers per hour across the Sydney CBD rail lines.

The project would address one of Sydney's biggest rail bottlenecks, delivering benefits across Sydney's rail network. The T3 Bankstown Line effectively slows down the Sydney Trains network because of the way it merges with other railway lines close to the city.

The project would have the following benefits:

- all stations fully accessible, with lifts and level access between trains and platforms
- faster, more frequent and direct access to key employment centres providing more job opportunities
- better access to education, with fast, more frequent and direct connections
- no timetable required – customers can just turn up and go
- direct access to new stations, including Waterloo, Martin Place, Pitt Street, Barangaroo, and Victoria Cross (at North Sydney)
- increased train frequency in morning and evening peak services – a train at least every four minutes
- improved interchange with light rail, pedestrian and cycling networks, and provision of taxi, kiss and ride and bike parking facilities at all stations
- fast, safe and reliable – a new generation of 21st century metro trains.

Consultation on the Environmental Impact Statement

The Environmental Impact Statement was placed on public exhibition by the Department of Planning and Environment for a period of eight weeks, commencing on 13 September 2017, and concluding on 8 November 2017.

During the exhibition period, interested stakeholders and members of the community were able to review the Environmental Impact Statement online or at display locations, participate in consultation and engagement activities, and make a written submission to the Department of Planning and Environment for consideration in its assessment of the project.

Consultation activities included eight community information sessions, community contact and information points, station handouts, door knocks, direct engagement by Place Managers, newsletters, media releases, email alerts, a project website, and provision of an Environmental Impact Statement overview document.

Government agencies and key stakeholders were briefed via meetings, presentations, phone calls and emails to ensure they were adequately informed of the project.

Further information on consultation undertaken is provided in Chapter 3 of this report.

Overview of submissions

The Department of Planning and Environment received 563 submissions during the Environmental Impact Statement exhibition period. Of these submissions, 13 were from government agencies and other key stakeholders. The remaining 550 submissions were received from members of the local community, interest/community groups, and businesses. Key issues of concern to the community included:

- project need and justification
- alternatives to the project and Sydney Metro as a whole
- impacts to traffic, transport and access during construction, particularly during possession periods
- noise impacts during construction and operation, particularly the approach to mitigating and managing impacts
- impacts to heritage listed stations.

Key issues of concern to government agencies and key stakeholders included:

- local impacts and integration with local government land use planning
- impacts to local character, amenity and accessibility
- hydrology, flooding and water quality
- station design
- active transport corridor
- impacts to non-Aboriginal heritage.

Further information on submissions, including issues raised, and responses by Transport for NSW, is provided in Chapters 4 to 7 of this report.

The preferred project

To address a number of issues raised in submissions during the public exhibition period, Transport for NSW has developed a design solution that enables the retention of existing station entrances, heritage buildings and concourses, but enables upgrades that provide accessible stations.

Importantly, these changes to the exhibited project have enabled the development of a preferred project that not only addresses a number of the issues raised in submissions, but also significantly minimises potential impacts - particularly in respect of heritage, vegetation, construction noise and traffic impacts while delivering a world class metro.

A comparison of the preferred project to the exhibited project is provided in Chapters 9 to 10 of this report.

Environmental impact assessment

The majority of potential impacts resulting from the preferred project would generally be reduced or consistent with the impacts of the exhibited project as described in the Environmental Impact Statement. Below is a summary of potential impacts that are expected to differ from those of the exhibited project. Chapters 12 to 15 of this report provide further detail on the environmental impacts of the preferred project.

Traffic, transport and access

Operation of the preferred project involves the retention of the existing station entrances and existing supporting infrastructure where possible, including kerbside facilities, accessible parking and bike parking. The preferred project has reduced impacts on operational parking compared to the exhibited project and Transport for NSW remains committed to no-net-loss of commuter parking across the study area.

Transport for NSW is developing a Walking and Cycling Strategy for the preferred project to identify specific measures that would encourage walking and cycling as a means to access the metro stations. The implementation of further walking and cycling facilities, as informed by the Strategy, would be considered in consultation with stakeholders, as part of the detailed design.

Construction of the preferred project requires a possession regime that would reduce the need to provide temporary transport arrangements for customers during peak periods, and the works can be carried out without long-term full bridge closures. This would result in reduced impacts to road traffic and intersection performance and less disruption to customers.

Noise and vibration

The retention of the majority of the existing track would minimise the potential for operational noise impacts from the preferred project. Noise barriers and at-property treatment would be provided along the corridor where exceedances of the operational noise goals are predicted. This would be considered in greater detail during the detailed design stage of the preferred project, when the rail track design is finalised.

During construction, some noise and vibration impacts are expected, with the highest noise impacts generally predicted to occur at Marrickville, Dulwich Hill, Hurlstone Park, Canterbury, Campsie and Bankstown, due to the close proximity of residential receivers to the worksites. However, the number of receivers affected and the extent of exceedances above the noise management levels have been reduced for the preferred project when compared to the exhibited project. In addition, the number of receivers that are predicted to be subject to noise impacts greater than 25 dBA above the noise management levels (i.e. the ‘Highly Intrusive’ category) is also lower.

Non-Aboriginal heritage

Potential heritage impacts of the preferred project would be reduced from those of the exhibited project. This would principally be due to the retention and internal refurbishment/re-purposing of heritage listed station buildings rather than demolition, and the re-levelling of station platforms rather than reconstruction.

All stations listed on the State Heritage Register would continue to meet the threshold for State significance under more than one significance assessment criteria. During refurbishment/ repurposing works, some impacts to original fabric of station buildings would be required, however it is expected that all would retain their assessed significance.

Landscape and visual impact

The legibility and accessibility of the stations would be improved with the new lifts, stairs, and improved kerbside facilities where required.

During operation, daytime and night-time visual impact at the majority of viewpoints for the preferred project would remain consistent with the exhibited project or result in a reduced adverse impact. This is due to the retention of existing station infrastructure, where possible, resulting in limited or no perceived change in the amenity of existing views.

The majority of construction impacts to landscape character and visual amenity identified for the preferred project have been reduced or remain consistent with the impacts identified for the exhibited project. This is due to the shorter duration of construction works required at the stations, construction sites and across the precincts.

Next steps

The Department of Planning and Environment will place this Preferred Infrastructure Report on public exhibition. During the exhibition period, government agencies, project stakeholders and the community will be able to review the Preferred Infrastructure Report, attend community information sessions and make a written submission to the Department of Planning and Environment for consideration in its assessment of the preferred project.

Sydney Metro will prepare a Preferred Infrastructure Report overview document to assist the community in its understanding of the Preferred Infrastructure Report. This summary will be available on the Sydney Metro website and at community information sessions. Further details on the exhibition period and information sessions are provided in Section 3.5 of this report.

Following the exhibition period, Transport for NSW will consider the issues raised in submissions and will respond to community feedback in a submissions report.

The Department of Planning and Environment will, on behalf of the Minister for Planning, review the Environmental Impact Statement, submissions received, this Submissions and Preferred Infrastructure Report, and any additional submissions report.

Once the Department of Planning and Environment has completed its assessment, a draft assessment report will be prepared for the Secretary of the Department of Planning and Environment, which may include recommended conditions of approval.

The assessment report will then be provided to the Minister for Planning for consideration. The Minister for Planning may then approve the project, with any conditions considered appropriate.

The Minister for Planning's determination, including any conditions of approval and the Secretary's report, will be published on the Department of Planning and Environment's website immediately after determination, together with a copy of this report.

Part A

Introduction and overview

Part A Introduction and overview

1. Introduction

1.1 Background

Sydney Metro was identified in *Sydney's Rail Future*, an integral component of the *NSW Long Term Transport Master Plan*, as part of a plan to transform and modernise Sydney's rail network so it can grow with the city's population and meet the future needs of customers. In early 2018, the *Future Transport Strategy 2056* was released as an update to the *NSW Long Term Transport Master Plan* and *Sydney's Rail Future*. The project is identified as a committed initiative in the *Future Transport Strategy 2056.*

Sydney Metro is a new, standalone rail network providing 66 kilometres of metro rail line and 31 metro stations. The NSW Government is currently delivering the first two stages of Sydney Metro, shown in Figure 1.1, which consist of Sydney Metro Northwest (between Rouse Hill and Chatswood) and Sydney Metro City & Southwest (between Chatswood and Bankstown). Early planning for Sydney Metro West is also underway.

Sydney Metro City & Southwest will extend the Sydney Metro system beyond Chatswood to Bankstown, delivering about 30 kilometres of additional metro rail, a new crossing beneath Sydney Harbour, new railway stations in the lower North Shore and Sydney central business district (CBD), and the upgrade of existing stations from Sydenham to Bankstown. Sydney Metro City & Southwest comprises two core components (shown in Figure 1.1):

- Chatswood to Sydenham
- Sydenham to Bankstown upgrade (the subject of the current application for approval).

The Chatswood to Sydenham component was approved by the Minister for Planning in January 2017 and construction has commenced. This component includes 15.5 kilometres of new underground rail line and seven new stations between Chatswood and Sydenham.

To further progress implementation of the *Future Transport Strategy 2056* and Sydney Metro City & Southwest, Transport for NSW ('the proponent') is seeking approval to construct and operate the Sydenham to Bankstown upgrade component of Sydney Metro City & Southwest ('the project').

The project involves upgrading 10 existing stations west of Sydenham (Marrickville to Bankstown inclusive), and a 13 kilometre long section of the Sydney Trains T3 Bankstown Line, between west of Sydenham Station and west of Bankstown Station. The project would improve accessibility for customers and meet the standards required for metro operations. The project would enable Sydney Metro to operate beyond Sydenham, to Bankstown.

A key element of the project is upgrading stations along the corridor from Marrickville to Bankstown, to allow better access for more people, by providing level platforms and lifts at all stations. These upgrades aim to provide a better, more convenient, and safer experience for public transport customers.

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Sydney Metro network

FIGURE 1.1

1.2 The assessment and approval process

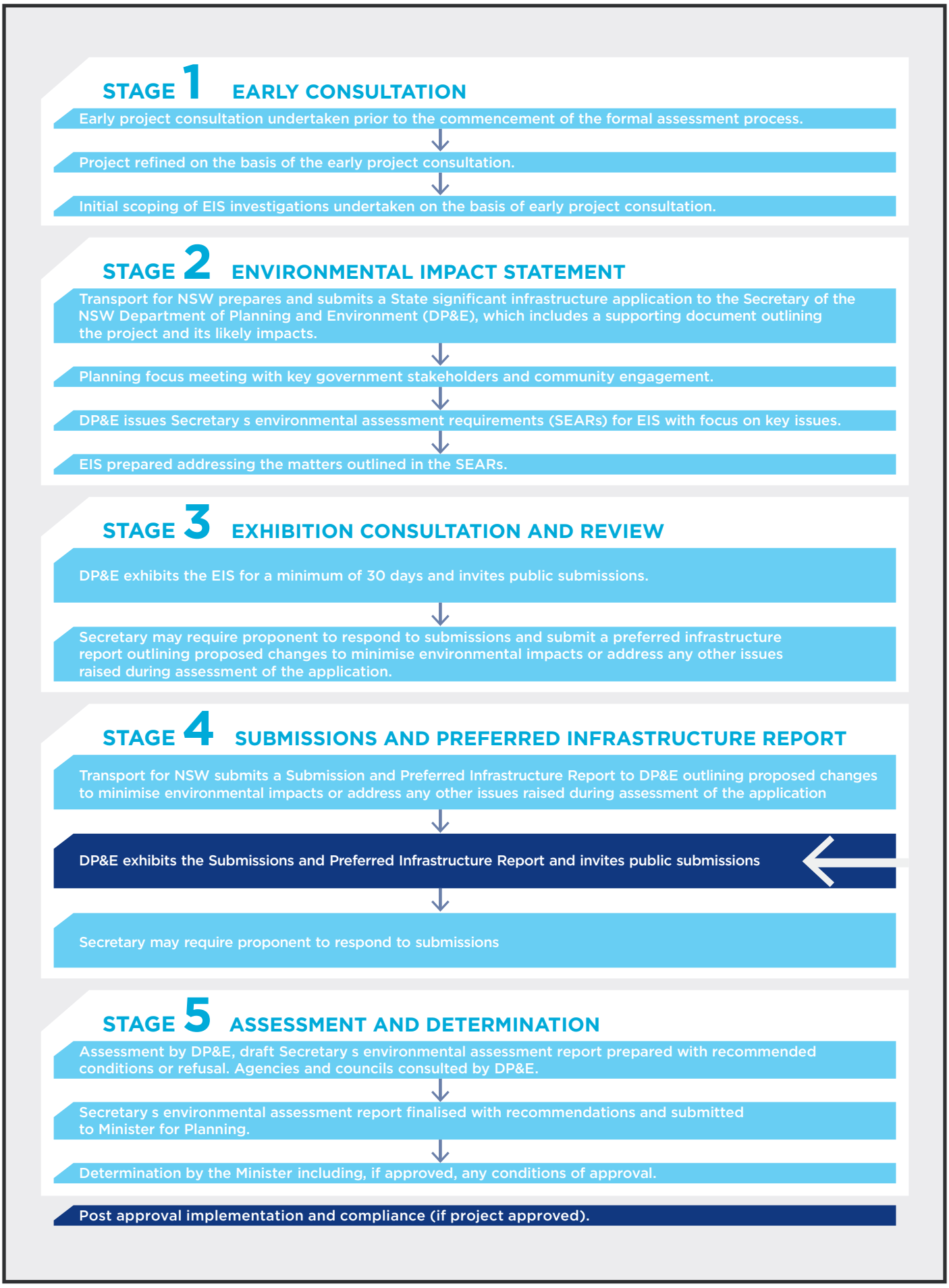
In December 2015, Sydney Metro City & Southwest (including the project) was declared to be critical State significant infrastructure by the NSW Minister for Planning under *State Environmental Planning Policy (State and Regional Development) 2011*. As critical State significant infrastructure, the project is permissible without development consent, and is subject to assessment and approval by the Minister for Planning under Division 5.2 (formerly Part 5.1) of the NSW *Environmental Planning and Assessment Act 1979* (EP&A Act).

An Environmental Impact Statement was prepared to support Transport for NSW's application for approval of the project in accordance with the requirements of Division 5.2 of the EP&A Act.

The Environmental Impact Statement was placed on public exhibition by the Department of Planning and Environment for a period of eight weeks, commencing on 13 September 2017, and concluding on 8 November 2017.

During the exhibition period, interested stakeholders and members of the community were able to review the Environmental Impact Statement online or at display locations (described in Section 3.2.1), participate in consultation and engagement activities (described in Section 3.2.2), and make a written submission to the Department of Planning and Environment for consideration in its assessment of the project.

An overview of the assessment process for the project is shown in Figure 1.2.



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The assessment and approval process for critical State significant infrastructure

FIGURE 1.2

1.3 Changes to the project as exhibited

To address a number of issues raised in submissions during the public exhibition period, Transport for NSW has developed a design solution that enables the retention of existing station entrances, heritage buildings and concourses, but enables upgrades that provide accessible stations.

Importantly, these changes to the exhibited project have enabled the development of a preferred project that not only addresses a number of the issues raised in submissions, but also significantly minimises potential impacts – especially in respect of heritage, vegetation, construction noise and traffic impacts, while delivering a world class metro.

By reusing existing infrastructure (where possible) Transport for NSW would reduce the amount of vegetation that needs to be removed.

An overview of the key changes associated with the refined project (the 'preferred project') compared to the project presented in the Environmental Impact Statement (the 'exhibited project') is provided below.

Works to upgrade stations

The preferred project upgrade works would be undertaken at the 10 stations from Marrickville to Bankstown. These stations would be provided with lifts and level access where not already available, and some works would be undertaken on station platforms to make stations accessible. Accessibility upgrades would be undertaken so that existing station buildings and entrances can be retained, including heritage buildings, which would be repurposed and refurbished.

Works would be undertaken in the areas around the stations to better integrate with other modes of transport including new bike parking, kiss and ride, taxi and accessible parking facilities. Where sufficient bike parking and kerbside facilities exist, these facilities would be retained.

The works at Bankstown Station would be as described in the exhibited project, as a new Sydney Metro station is required to retain the existing Sydney Trains station and its operations.

Track and rail system facilities

With the exception of the track in the immediate vicinity of Bankstown Station and a proposed crossover at Campsie, the preferred project would use the existing Sydney Trains tracks between west of Sydenham Station and west of Bankstown Station instead of changing the track alignment as identified for the exhibited project. Retaining existing track along the alignment means that track drainage would not need to be modified or augmented for the project. This means less need to close the rail line for track work and less disruption for the community and commuters.

Further, as the existing rail corridor is being utilised and not widened or changed as part of the preferred project, there would no longer be the space created to provide for an active transport corridor within the rail corridor.

Other project elements

Changes to other preferred project elements are as follows:

- Works at a number of overbridges and underbridges along the rail corridor would be refined to protection works only, reducing the need for longer term bridge closures and extended traffic diversions.

- A Walking and Cycling Strategy would be developed for the preferred project to encourage active transport to the station precincts. Transport for NSW would work with the Department of Planning and Environment, local councils, local community groups, bicycle user groups, relevant NSW government departments, agencies and utility providers to identify the best active transport routes in each suburb. Active transport routes may include pedestrian footpath upgrades, separated cycleways, shared footpaths and designated pedestrian and cyclist road crossings.
- No land would be permanently acquired and the number of commercial leases that would need to cease would reduce from 37 to one.

Construction methodology

Key changes to the construction methodology for the preferred project to reduce community impacts include:

- No commercial buildings or houses would be removed.
- The number of trees requiring removal in the vicinity of stations would be reduced by approximately 390 trees. The remnant native vegetation in the rail corridor that required removal for the exhibited project and triggered biodiversity offsets would be no longer impacted.
- No new embankments, cuttings and retaining walls are required, reducing noise, vibration and dust impacts.
- Station works would be reduced to one year instead of two years at each station. Possession of the rail line would not be required during the July school holidays and the December/January rail possession would be reduced from six weeks to two weeks for when most commuters are on holidays.

Further detail regarding the changes in the preferred project compared to the exhibited project is provided in Chapters 9 and 10 of this report.

1.4 Purpose and structure of the report

This report comprises the Submissions and Preferred Infrastructure Report for the project. It has been prepared in accordance with the requirements for State significant infrastructure under Division 5.2 (formerly Part 5.1) and, more specifically, section 5.17 (6) (formerly section 115Z(6)) of the EP&A Act. Section 5.17(6) of the EP&A Act specifies that:

> *'The Secretary may require the proponent to submit to the Secretary:*
>
> *a) a response to the issues raised in those submissions, and*
>
> *b) a preferred infrastructure report that outlines any proposed changes to the State significant infrastructure to minimise its environmental impact or to deal with any other issue raised during the assessment of the application concerned.'*

This report is structured as summarised below.

Part A – provides an introduction and overview including:

- an introduction to the report (Chapter 1)
- an overview of the project as exhibited including associated clarifications (Chapter 2)
- a description of the stakeholder and community consultation undertaken during and following the exhibition of the Environmental Impact Statement (Chapter 3).

Part B – provides an analysis of, and responses to, the submissions received regarding the exhibited project, including:

- an analysis of the submissions received, including numbers, types of submitters and key issues raised (Chapter 4)
- responses to the issues raised in community, key stakeholder, and government agency submissions (Chapters 5 to 7).

Part C – contains the preferred infrastructure report including:

- an introduction to the preferred project including justification and overview (Chapter 8)
- a description of the preferred project compared to the exhibited project (Chapters 9 to 10)
- a summary of the environmental risk rating for the preferred project compared to the risk rating provided in the State Significant Infrastructure Application Report, which was prepared to inform the Secretary's Environmental Assessment Requirements (Chapter 11)
- an environmental screening and impact assessment for the preferred project (Chapters 12 to 15)
- revised mitigation measures for the preferred project (Chapter 16).

Part D – provides a conclusion to the report including:

- a synthesis of submissions and preferred infrastructure, including approach to environmental management and performance outcomes (Chapter 17)
- a reference list (Chapter 18).

2. Overview of the exhibited project

This section provides an overview of the project as described in the Environmental Impact Statement. This includes an overview of the key features, the project need and benefits, and the main potential impacts identified by the Environmental Impact Statement for the exhibited project. This section also provides clarifications regarding information presented in the Environmental Impact Statement, where relevant to the preferred project.

2.1 Overview of the project as described by the Environmental Impact Statement

2.1.1 Location

The location of the exhibited project is shown in Figure 2.1. This remains relevant to the preferred project. The key elements of the project are located mainly within the existing rail corridor, from about 800 metres west of Sydenham Station in Marrickville, to about one kilometre west of Bankstown Station in Bankstown. The project is located in the Inner West and Canterbury-Bankstown local government areas.

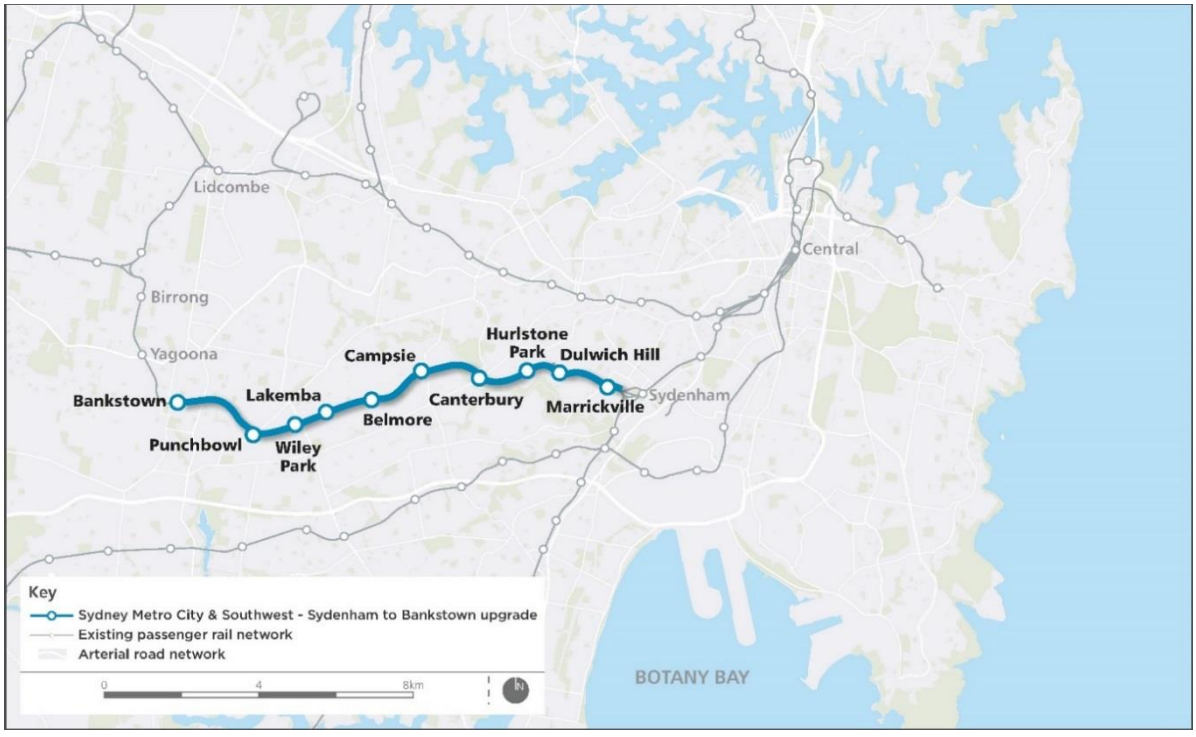
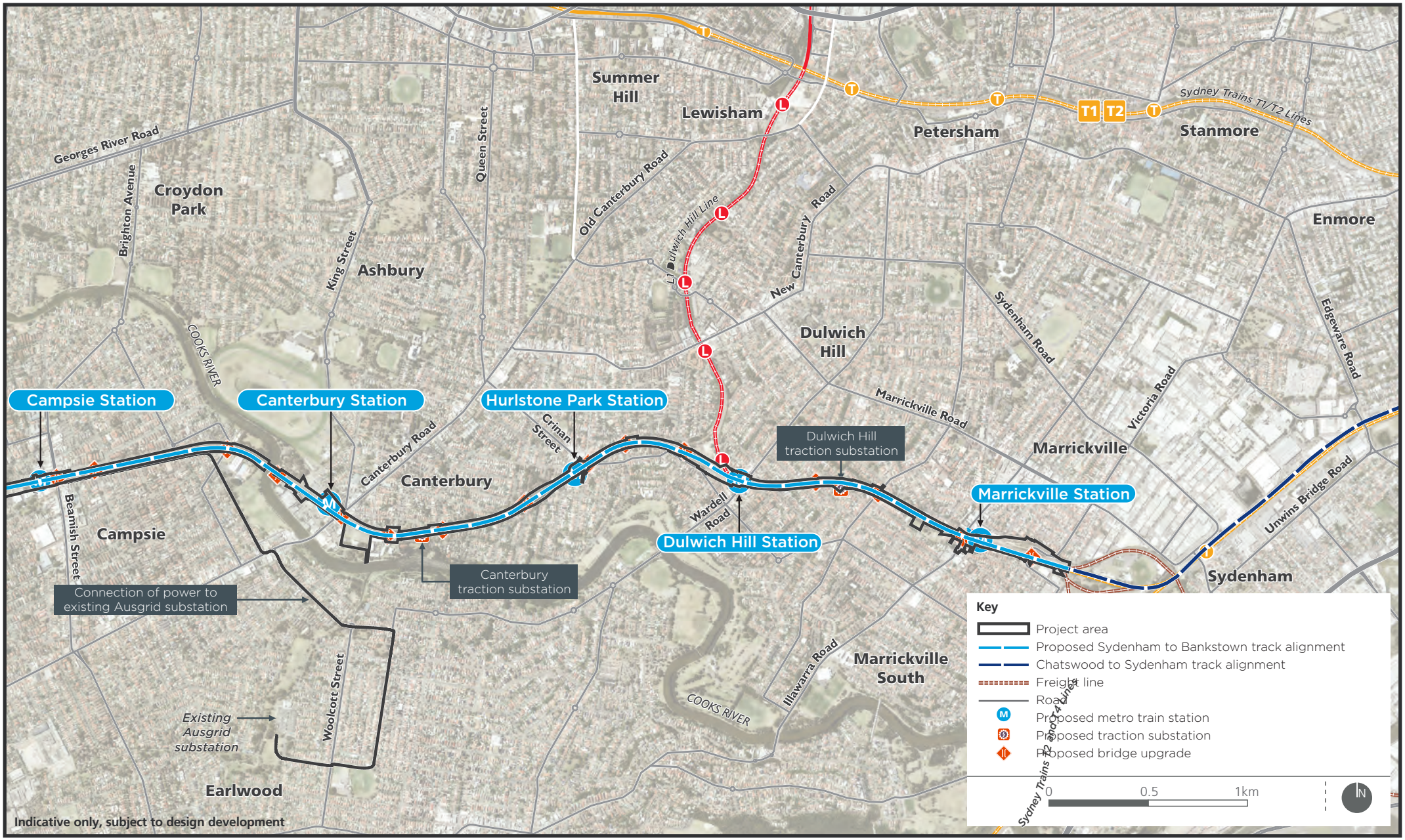


Figure 2.1 Location of the project

2.1.2 Key features of the exhibited project

The key features of the exhibited project, which are shown in Figure 2.2, included works to upgrade access at all stations from Marrickville to Bankstown (inclusive) and works to convert stations and the rail line to Sydney Metro standards.



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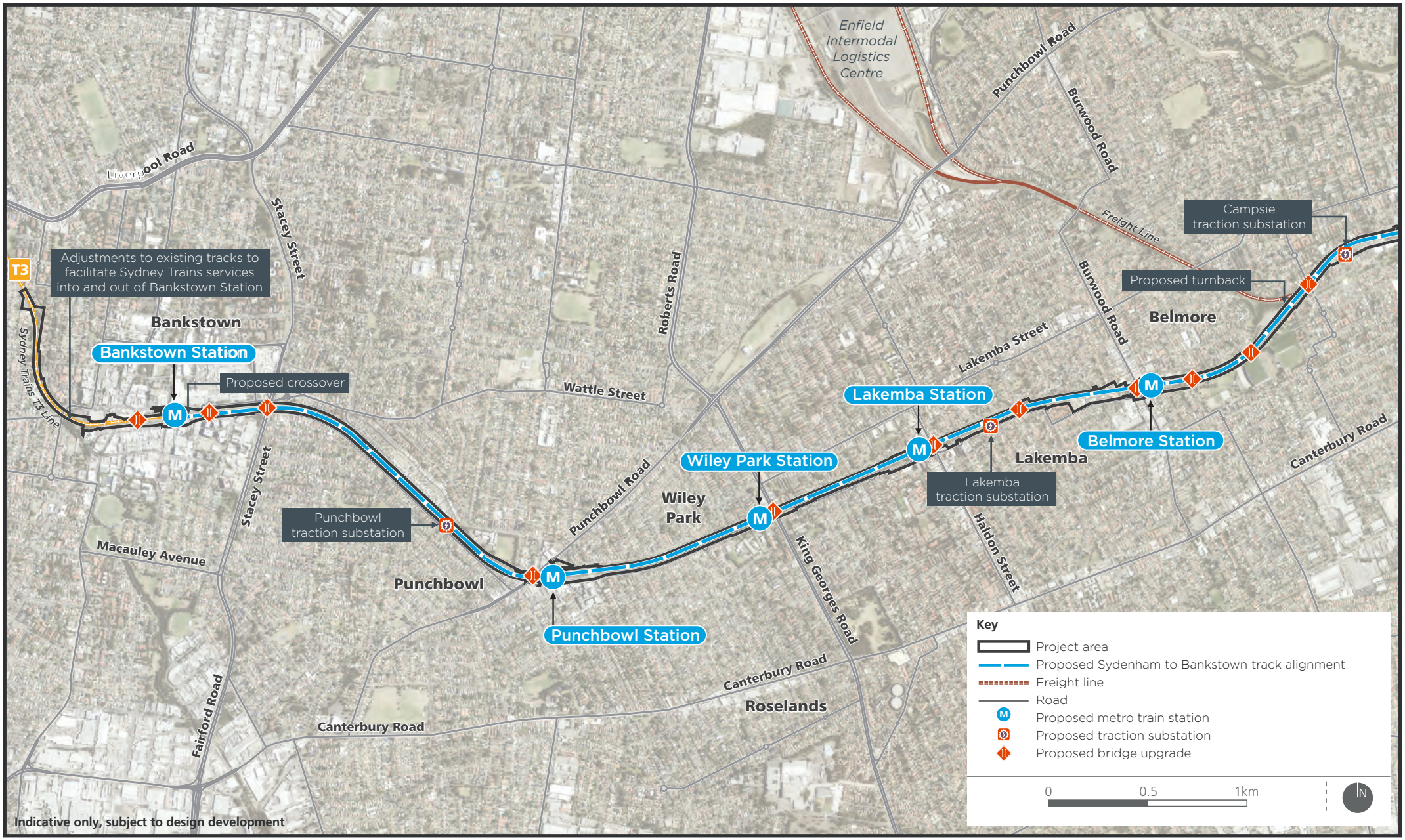
Overview of exhibited project - map 1

FIGURE 2.2



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Overview of exhibited project - map 2

FIGURE 2.2

Works to upgrade access at stations

The exhibited project included upgrading the 10 stations from Marrickville to Bankstown as required, to meet legislative requirements for accessible public transport, including the requirements of the *Disability Discrimination Act 1992* and the *Disability Standard for Accessible Public Transport 2002*. The proposed exhibited project works included:

- works to platforms to address accessibility issues, including levelling and straightening platforms
- new station concourse and station entrance locations, including:
  - new stairs and ramps
  - new or relocated lifts
- provision of additional station facilities as required, including signage and canopies.

Works for the exhibited project were also to be undertaken in the areas around the stations to better integrate with other modes of transport, improve travel paths, and meet statutory accessibility requirements. This included provision of pedestrian, cyclist, and other transport interchange facilities; as well as works to the public domain, including landscaping.

Works to convert stations and the rail line to Sydney Metro standards

Station works

In addition to the station upgrades to improve accessibility, works to meet the standards required for metro services were also to be carried out for the exhibited project, including:

- installation of platform screen doors
- provision of operational facilities, such as station services buildings.

Track and rail system facility works

Upgrading the track and rail systems to enable operation of metro services for the exhibited project were proposed to include:

- track works where required along the rail corridor, including upgrading tracks and adjusting alignments, between west of Sydenham Station and west of Bankstown Station
- new turn back facilities and track crossovers
- installing Sydney Metro rail systems and adjusting existing Sydney Trains rail systems
- overhead wiring adjustments.

Other works

Other works proposed to support Sydney Metro operations for the exhibited project were to include:

- upgrading or replacing existing bridges and underpasses across the rail corridor
- installation of security measures, including fencing
- installation of noise barriers where required
- modifications to corridor access gates and tracks
- augmenting the existing power supply, including new traction substations and provision of new feeder cables
- utility and rail system protection and relocation works
- drainage works to reduce flooding and manage stormwater.

Active transport corridor and future rail corridor development

The exhibited project would also have delivered:

- sections of an active transport corridor located around the station areas, to facilitate walking and cycling connections to each station, and between Marrickville and Bankstown
- enabling works to support future development at Campsie Station (future development would be subject to separate approval).

Temporary works during construction

During construction, the exhibited project would also have involved:

- provision of temporary facilities to support construction, including construction compounds and work sites
- implementation of alternative transport arrangements for rail customers during possession periods and/or station closures, guided by the Temporary Transport Strategy.

2.1.3 Project objectives and aims

The primary objectives of the exhibited project are to:

- improve the quality of the transport experience
- provide a system that is able to satisfy long-term demand
- improve the resilience of the transport network.

Secondary objectives are to:

- grow public transport patronage and mode share
- support the productivity of the Global Economic Corridor
- serve and stimulate urban development
- improve the efficiency and cost effectiveness of the public transport system
- implement a feasible solution recognising impacts, constraints and delivery risks.

The exhibited project also aims to:

- deliver accessible, modern, secure and integrated transport infrastructure
- contribute to the accessibility and connectivity of existing and future communities.

2.1.4 Construction

Construction of the exhibited project would have commenced once all necessary approvals are obtained (anticipated to be in the first half of 2018) and would have included the following stages of work:

- enabling works, including site establishment and building removal
- main construction works, including the station, track, and other works described above
- finishing works, including demobilisation, rehabilitation, landscaping and testing and commissioning.

Upgraded stations for the exhibited project would have been progressively delivered from 2019 until 2024. During this period, works to upgrade other infrastructure, such as bridges, embankments and drainage, would also have been undertaken.

The T3 Bankstown Line and freight tracks operated by Australian Rail Track Corporation (ARTC) (between Marrickville and west of Campsie) were to remain operational for the majority of the construction period. However, to ensure the station and infrastructure upgrade works are completed as efficiently and safely as possible, and to accommodate works that cannot be undertaken when trains are operating, it would have been necessary to undertake some work during rail possession periods, when trains are not operating. It was anticipated that these rail possession periods would comprise the routine weekend maintenance possessions scheduled by Sydney Trains (and ARTC), together with some longer possession periods during periods of reduced patronage such as school holidays.

A final, longer possession of about three to six months would also have been required as part of the exhibited project. This would have involved full closure of the line to enable it to be converted to metro operations. This final possession period was to enable works that can only be completed once Sydney Trains services are not operating. It would have included works such as the installation of new signalling, communication systems, and platform screen doors.

During each possession period, a temporary transport management plan was to be implemented to provide alternative transport arrangements and ensure that customers can continue to reach their destinations.

2.1.5 Operation

The exhibited project would connect with the Chatswood to Sydenham project within the existing rail corridor, about 800 metres to the west of Sydenham Station.

The exhibited project would operate in conjunction with Sydney Metro Northwest and the Sydney Metro City & Southwest Chatswood to Sydenham project, which extends from Chatswood Station to Sydenham Station.

Sydney Metro Northwest will be operational between Tallawong (formerly Cudgegong Road) and Chatswood stations by 2019. Sydney Metro City & Southwest would be fully operational by 2024, with the opportunity for operation to commence in two phases. Initially, Sydney Metro Northwest services would be extended by the Sydney Metro City & Southwest project, and would operate initially from Chatswood Station to Sydenham Station. Some months later, metro operations would extend from Sydenham Station to Bankstown Station, with both phases planned to be completed before the end of 2024. The opportunity for phased opening of the project would enable metro trains to operate from Tallawong Station to Sydenham Station prior to the final conversion of the T3 Bankstown Line to metro operations.

Once the exhibited project is operational, Sydney Trains services would no longer operate between Sydenham and Bankstown stations. Metro trains would run between Sydenham and Bankstown stations in each direction, at least every four minutes in peak periods, averaging around 15 trains per hour. The exhibited project was designed to enable the future provision of a train every two minutes.

Customers would be able to interchange with Sydney Trains services at Sydenham and Bankstown stations. Sydney Trains services to and from Bankstown Station to Liverpool and Lidcombe stations would not be affected.

More information on the exhibited project is provided in the Environmental Impact Statement.

2.2 Summary of exhibited project need and benefits

2.2.1 Key challenges

Sydney is experiencing sustained population and economic growth. The need for Sydney Metro is driven by the challenges being experienced in responding to this growth, including the existing and future capacity of Sydney's transport infrastructure.

Over the next 15 years, Sydney will require transport infrastructure to support 40 per cent more train trips, 30 per cent more car trips, and 31 per cent more households.

The rail network is heavily congested, with customers on most rail lines regularly experiencing significant crowding on trains and station platforms during the morning and evening peaks.

As population and employment continue to grow, rail is forecast to experience the highest growth in travel demand, with an additional 100,000 trips expected during the morning peak by 2036. It is forecast that without further investment, Sydney's rail network will reach capacity in the Sydney CBD and on critical suburban rail lines by the mid to late 2020s (Transport for NSW, 2012a).

The existing T3 Bankstown Line creates a significant bottleneck for the existing rail network. The line effectively slows down the network because of the way it merges with other railway lines close to the Sydney CBD, including the T2 Inner West & Leppington Line, and the T8 Airport & South Line.

In addition, parts of the T3 Bankstown Line are over 120 years old, with existing infrastructure in varying conditions. A key challenge for this line is customer accessibility, with five of the stations not having lifts. A number of the stations between Marrickville and Bankstown also have very large gaps between the platforms and trains, which makes access difficult for some customers, particularly the disabled, elderly, and those travelling with young children and prams.

2.2.2 Project need

The NSW Government's strategy for accommodating Sydney's future population growth over the next 20 years aims to ensure that a competitive economy is fostered with world class services and transport. The Sydney Metro system would improve infrastructure and remove existing bottlenecks, providing faster and more reliable connections to jobs, education facilities, health services, and sports and recreation facilities.

As part of Sydney Metro, the project is a key component of *Sydney's Rail Future*, a plan to transform and modernise Sydney's rail network so that it can grow with the city's population and meet the needs of customers in the future, as well as a committed initiative in the *Future Transport Strategy 2056*.

The project is needed to further progress implementation of the *Future Transport Strategy 2056* and Sydney Metro City & Southwest, enabling the provision of necessary public transport infrastructure to respond to the identified challenges and future demands. With at least 15 trains an hour or a train at least every four minutes in the peak when services start in 2024, the upgrade of the T3 Bankstown Line would deliver benefits across Sydney's rail network. These benefits would further increase when the number of trains increases to 20 per hour as part of the ultimate operations.

By converting the T3 Bankstown Line to metro and delivering greater efficiency and reliability along the line, the project would play a role in supporting transit oriented urban development around stations between Sydenham and Bankstown.

A key element of the project is upgrading all stations along the corridor between Marrickville and Bankstown, to allow better and safer access for more people, by providing new concourses, level platforms, platform screen doors and lifts at all stations. Improvements would also be undertaken within the immediate area surrounding the stations to provide accessible interchange with other forms of transport.

2.2.3 Project benefits

The exhibited project would have the following benefits:

- all stations fully accessible, with lifts and level access between trains and platforms
- faster, more frequent and direct access to key employment centres providing more job opportunities
- better access to education, with fast, more frequent and direct connections
- no timetable required – customers can just turn up and go
- direct access to new stations, including Waterloo, Martin Place, Pitt Street, Barangaroo, and Victoria Cross (at North Sydney)
- increased train frequency in the morning and afternoon peak services – a train at least every four minutes
- improved interchange with light rail, pedestrian and cycling networks, and provision of taxi, kiss and ride and bike parking facilities at all stations
- fast, safe and reliable – a new generation of 21st century metro trains.

More information on the exhibited project need, justification and benefits is provided in the Environmental Impact Statement.

2.3 Summary of key potential impacts

The key potential adverse impacts identified in the Environmental Impact Statement for the exhibited project are summarised in Table 2.1 and Table 2.2. Further information on these impacts is provided in Chapters 10 to 27 of the Environmental Impact Statement.

Table 2.1 Summary of key potential construction impacts of the exhibited project

Issue	Key potential construction impacts of the exhibited project
Traffic, transport and access	• Increase in vehicle movements on the local and regional road network due to construction traffic, resulting in increased congestion and delays. • Local traffic disruptions and short-term access restrictions and detours for road users during station and bridge works. • Access restrictions for pedestrians and cyclists within and surrounding the stations during station works. • A number of on and off-street (including commuter) parking spaces would be unavailable to the general public during construction at each station, with the main potential impacts being at Hurlstone Park, Belmore, Lakemba, Punchbowl, and Bankstown stations. • Additional temporary impacts to on and off-street parking are also predicted during possession periods, with the main potential for impacts during these periods at Dulwich Hill, Canterbury, Campsie, Belmore, Lakemba, and Punchbowl stations. • The establishment of temporary bus layovers and bus stops near stations for the operation of rail replacement buses would impact some on-street and off-street parking spaces, with the main potential impacts at Campsie, Lakemba, Wiley Park, and Bankstown stations. As a result of the operation

Issue	Key potential construction impacts of the exhibited project
	of rail replacement buses, some impacts to parking may also be experienced at other stations, including Sydenham, Birrong, Sefton, and Lidcombe stations. • Implementation of rail replacement buses during possessions, guided by the Temporary Transport Strategy, would add to road traffic and congestion, and change the amenity of public transport trips, with corresponding changes to travel times and mode choice. • Impacts to rail customers, as a result of changes to rail timetables on the T3 Bankstown Line and on the connecting lines during possession periods.
Noise and vibration	• Construction noise levels were predicted to exceed the relevant criteria within most noise catchment areas for the majority of construction scenarios modelled, with a number of exceedances at residential receivers being greater than 20 decibels above the relevant criteria during the day and night. These predictions identify noise levels at the most exposed receivers within each noise catchment area, and may not be reached, or only infrequently reached, during the construction period. • There is also the potential for sleep disturbance impacts during the night. • Construction traffic movements, including both heavy vehicles and rail replacement buses, may result in road traffic noise levels above the relevant criteria. • In the event that large hydraulic rock breakers are used at the edge of the work site closest to the receiver, a large number of buildings adjacent to the project area would be located within the recommended offset distance for potential amenity and cosmetic damage resulting from vibration. • Given the proximity of construction to a number of heritage items, particularly at stations, there is the potential for vibration impacts if appropriate mitigation measures are not implemented.
Non-Aboriginal heritage	• The exhibited project would result in the removal of one or more heritage elements at each station, which would directly impact on heritage listed items as follows: – a major impact to the State Heritage Register listed Marrickville Railway Station Group, mainly as a result of upgrading the Illawarra Road overbridge – moderate impacts to the State Heritage Register listed Canterbury and Belmore railway station groups – major impacts to four locally listed items (Dulwich Hill, Hurlstone Park, Wiley Park, and Punchbowl railway station groups) – moderate impacts to three locally listed heritage items (Campsie, Lakemba and Bankstown railway station groups) – a moderate impact to the locally listed Canterbury (Cooks River) Underbridge, as a result of the proposed removal and replacement of the parapets during bridge works. • Major visual impact to one item listed on the State Heritage Register (Marrickville Station). • Moderate visual impacts to two items listed on the State Heritage Register (the Canterbury and Belmore railway station groups). • Major visual impacts to four items with a local heritage listing (the Dulwich Hill, Hurlstone Park, Wiley Park, and Punchbowl railway station groups). • Potential for impacts to significant archaeological remains at Marrickville, Canterbury, Lakemba, and Belmore stations. • Two locally listed items (Wiley Park and Punchbowl railway station groups) would no longer meet the threshold for local significance and would likely be de-listed.
Aboriginal heritage	• Construction may disturb a potential Aboriginal archaeological deposit of moderate significance. This potential Aboriginal archaeological deposit has been identified as having low to moderate potential for intact archaeological deposits (S2B PAD 02), and is located adjacent to Punchbowl Station.

Issue	Key potential construction impacts of the exhibited project
Land use and property	• Acquisition of three privately owned lots under one ownership near Marrickville Station. • Partial acquisition of land from three publicly owned lots near Marrickville and Punchbowl stations, including a small area within Warren Reserve, adjacent to Punchbowl Station. • Some areas of land would need to be temporarily leased or occupied to locate some of the proposed construction compounds and work sites. • During construction, the use of land within the project area would change from its existing use (mainly transport) to use as a partial and temporary construction site. • Recreational use of that area of McNeilly Park in Marrickville proposed as an underground detention basin would be temporarily restricted during construction of the basin.
Socio-economic	• Changes in existing access arrangements and connectivity across and within the station areas. • Possessions and/or station closures, and the associated alternative public transport arrangements, have the potential to impact the community, including as a result of travel time delays, and a reduced likelihood to use public transport. • Impacts on the amenity of the local community, including as a result of an increase in noise levels, traffic movements and congestion, dust, and changes in visual outlook. • Impacts on community infrastructure located near the project area, mainly as a result of changes to amenity and access arrangements.
Business	• Cessation of a total of 37 existing commercial leases at seven stations, including one lease at each of Dulwich Hill, Belmore, Lakemba, Wiley Park, Canterbury, and Punchbowl stations, and 31 leases at buildings surrounding Campsie Station. • Temporary potential for slight impacts to property values and rental return. • Station and track closures would have the potential to affect businesses, mainly those located close to the stations that have a higher reliance on passing trade, particularly during longer duration possessions. • Temporary changes to the road network could result in inefficiencies, potentially reducing revenue and providing a disincentive for visiting some local centres near stations. • Changes to parking arrangements and the temporary removal of some existing parking spaces has the potential to affect deliveries and convenience for business employees and customers, particularly for areas where parking is already in short supply, businesses close to stations, and/or retail or service-oriented businesses that require quick and efficient access for customers. • Impacts on amenity for businesses, including as a result of an increase in noise levels, traffic movements and congestion, dust, and changes in visual outlook.
Landscape character and visual impact	• Visual impacts during construction as a result of the presence of construction works, plant, and disturbance. • Loss of mature street trees providing screening and amenity, particularly in the vicinity of stations.
Hydrology, flooding and water quality	• Potential for inundation of construction areas during flood events particularly in areas where flooding is currently problematic (such as high flood risk areas at Marrickville, Canterbury, and Campsie stations). • Changes in surface water flows as a result of construction activities. • Impacts on downstream water quality if management measures are not implemented, monitored, and maintained.

Issue	Key potential construction impacts of the exhibited project
Biodiversity	• It was assumed for the purpose of the biodiversity assessment that construction would require removal of all vegetation located along the rail corridor in the project area. This would involve removal of about 29.8 hectares of vegetation, the majority of which comprises exotic plants (about 21.5 hectares) or planted non-indigenous and native species on fill material (about 7.3 hectares). • Removing all vegetation in the rail corridor would impact about one hectare of native vegetation, including about 0.6 hectares of threatened ecological communities listed under the *Threatened Species Conservation Act 1995*[1]. • Removing all vegetation in the rail corridor would also impact some nesting and foraging habitat, including about 7.9 hectares of foraging habitat for the threatened Grey-headed Flying-fox, Eastern Bentwing Bat, and other threatened fauna species with known or potential habitat in the study area. • To mitigate potential impacts, a Biodiversity Offset Strategy would be implemented.

Table 2.2 Summary of key potential operation impacts of the exhibited project

Issue	Key potential operation impacts of the exhibited project
Traffic, transport and access	• Kerbside parking arrangements around some station areas would be reconfigured to support access to the stations. This would include reallocation of kerbside space, mainly to provide/upgrade accessible parking, and areas for kiss and ride, and taxis. This reallocation would result in a loss of some on-street parking spaces in the immediate vicinity of the majority of stations. • Creation of new station forecourts and active transport facilities would impact off-street parking areas adjacent to some stations, including a loss of about 58 off-street spaces at Belmore and Bankstown stations, and about 20 spaces at Campsie Station. All these spaces are adjacent to the stations and/or rail corridor, and are not designated commuter parking.
Noise and vibration	• Noise levels at a number of residential receivers adjacent to the rail corridor have the potential exceed the *Rail Infrastructure Noise Guideline* criteria, and are therefore eligible for further consideration of noise mitigation (i.e. noise barriers).
Land use and property	• The use of the portion of Warren Reserve to be acquired near Punchbowl Station (about 15 per cent of the overall reserve, located adjacent the existing rail corridor) would change from recreation to rail infrastructure. • The use of NSW Government (RailCorp) owned land at Charles Street, Canterbury would change from parking to rail infrastructure.
Business	• Loss of parking described above may impact the availability of parking for some customers of local businesses in the vicinity of stations.
Landscape character and visual amenity	• Introduction of new structures in the visual landscape, including upgraded stations (with elevated station concourses and buildings). The design of the project would include measures to integrate the changes to the stations into the surrounding urban fabric and to provide appropriate landscaping.

[1] It is noted that the Biodiversity Conservation Act 2016 commenced on 25 August 2017 and replaces the *Threatened Species Conservation Act 1995*.

2.4 Environmental Impact Statement clarifications

2.4.1 Overview

Since the exhibition of the Environmental Impact Statement it has been identified that some of the assessment results require clarification. The purpose of this section is to:

- clarify some of the information presented in the Environmental Impact Statement, including information related to the potential impacts of the preferred project
- provide clarification of some inconsistencies within the Environmental Impact Statement and the technical papers, where still relevant to the preferred project
- report on minor refinements to project features where no additional assessment is required.

The following clarifications are provided in this section:

- project description clarifications (Section 2.4.2)
- utilities management framework (Section 2.4.3)
- traction substations (Section 2.4.4)
- timetable and network changes as an outcome of the More Trains, More Services program (Section 2.4.5)
- construction vehicle types and numbers (Section 2.4.6)
- temporary leases (Section 2.4.7)
- noise assessment clarifications (Section 2.4.8)
- heritage assessment clarifications (Section 2.4.9).

Unless otherwise indicated, the mitigation measures referred to in this section are the revised mitigation measures provided in Chapter 16 of this report.

2.4.2 Project description clarifications

Bridge works - Charlotte Avenue underbridge

The Environmental Impact Statement referred to the underbridge at Victoria Road (east of Marrickville Station) as the Charlotte Avenue underbridge. The name of the bridge has been corrected and therefore is referred to as the Victoria Road underbridge in this report.

Construction haulage routes

The Environmental Impact Statement provided an overview of the preliminary construction haulage routes for the project. The routes were shown in Figure 9.1 (Project area – construction activities) and Figure 9.6 (Preliminary haulage routes) of the Environmental Impact Statement.

A review and further refinement of the preliminary construction haulage routes has been undertaken following consultation with councils and Roads and Maritime Services. These refinements aim to reduce the impacts of the haulage routes. This has also included further consideration of the suitability of roads for the movement of heavy vehicles. The following changes have been made:

- the section of Marrickville Road east of Victoria Road (north-east of Marrickville Station) would not be used as a haulage route
- the haulage route along Illawarra Road would extend north to construction compound C2 at Marrickville Station

- the section of Warren Road between Illawarra Road and Carrington Road (south of Marrickville Station) would not be used as a haulage route
- the haulage route along Illawarra Road would extend south of Warren Road to Homer Street and Bexley Road, south of Marrickville Station
- Wangee Road north of Lakemba Station would not be used as a haulage route
- the haulage route along Charles Street would extend under the rail corridor, and to the Broughton Street route at Canterbury Station.

The revised haulage routes for the preferred project are shown on Figure 2.3.

The traffic, transport and access assessment undertaken for the preferred project (provided in Appendix D of this report) took into consideration the revised haulage routes when assessing impacts associated with the preferred project.

The final haulage routes would be confirmed by the construction contractor through the development of construction traffic management plan(s). Confirmation of haulage routes would include consideration of traffic and noise impacts associated with the movement of trucks along the proposed routes.

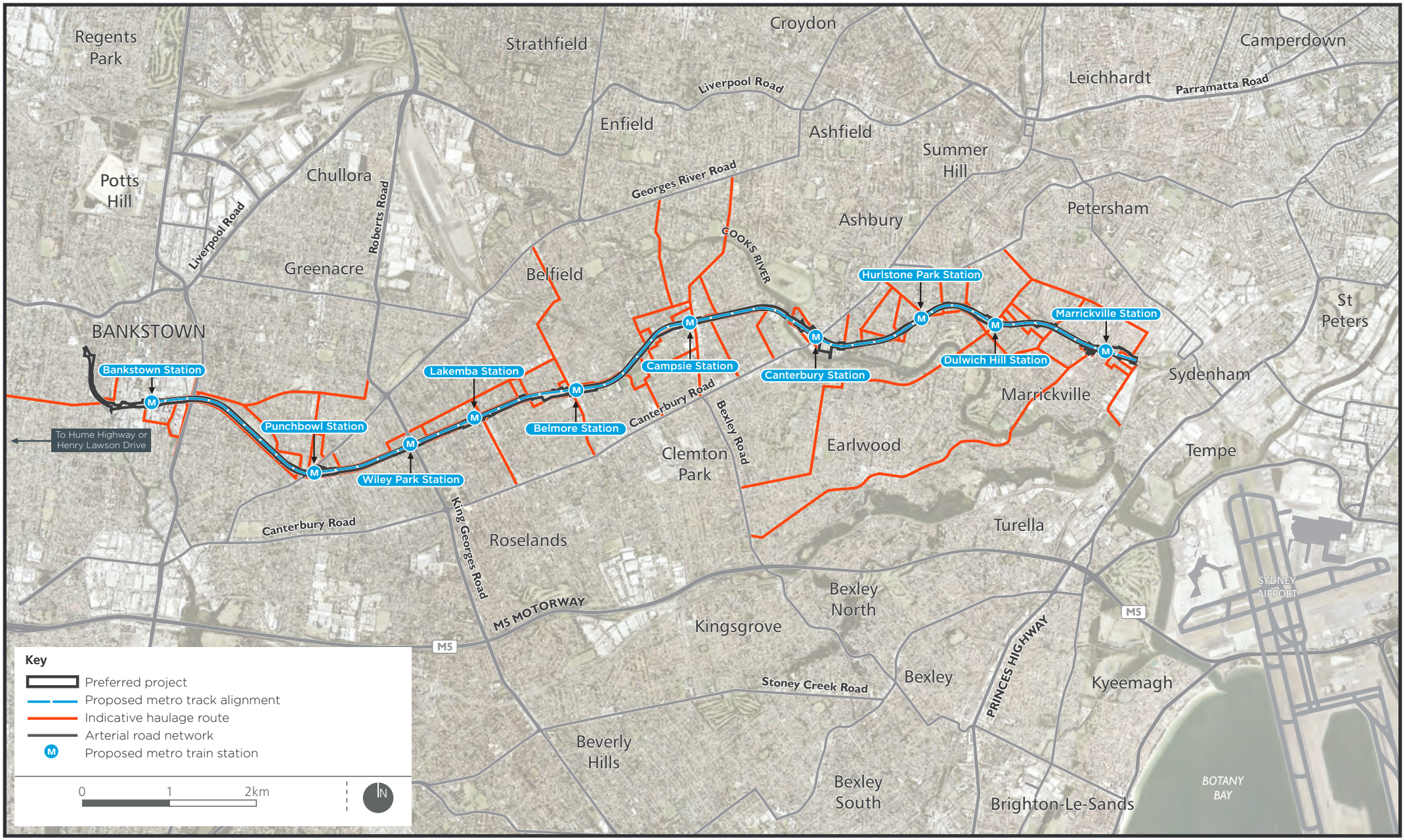
2.4.3 Utilities management framework

Section 9.10 (Utilities management) of the Environmental Impact Statement noted that a Utilities Management Framework was prepared to provide a risk-based approach to avoiding and/or minimising impacts associated with relocating and/or adjusting public utilities affected by the project. The framework, included as Appendix I (Utilities Management Framework) of the Environmental Impact Statement, provides a consistent approach to the assessment and management of public utilities across all project activities.

Following exhibition of the Environmental Impact Statement, further work on the framework was undertaken, including:

- reflecting the results of ongoing design development, including more details on utilities with the potential to be impacted around stations
- further definition of the preferred approach to managing impacts on utilities
- providing an overview of the potential environmental constraints around each station area, which may influence how works to utilities would be managed.

The updated Utilities Management Framework is provided in Appendix H of this report.



sydney METRO | city & southwest

Preliminary haulage routes

FIGURE 2.3

2.4.4 Traction substations

As described in Section 8.1.3 (Works to convert stations and the rail line to Sydney Metro operations – other works) of the Environmental Impact Statement, five new traction substations are proposed to power the metro trains. Substations are proposed at the following locations:

- Dulwich Hill – on the southern side of the railway corridor at Randall Street
- Canterbury – on the southern side of the railway corridor, north of Hutton Street and west of the Melford Street overbridge
- Campsie – on the southern side of the railway corridor, north of Lilian Street and east of Carrington Street
- Lakemba – on the southern side of the railway corridor, north of The Boulevarde and west of Taylor Street
- Punchbowl – on the southern side of the railway corridor, north of South Terrace and east of Scott Street.

The proposed locations were shown in Figure 8.1 (Project infrastructure and features) of the Environmental Impact Statement and are also shown in Figure 2.1 of the preferred project description in Appendix B of this report. The final locations would be confirmed during detailed design. The design features and appearance of each of the substation is subject to detailed design, however the following additional information is provided:

- The substations would be a single storey above ground level, with basement facilities included to reduce the size of buildings above ground, and minimise visibility from surrounding properties.
- The length and width of the substations would be determined during detailed design, and would take into account site constraints, such as available space and proximity to the tracks.
- The substations would be constructed using modular components, as much as practically possible. This approach, which is used to construct substations across the Sydney Trains network, would reduce the construction timeframe and associated impacts on the surrounding community.
- Electromagnetic fields would be considered further during the detailed design and commissioning of substations, with detailed analysis and monitoring undertaken to determine the potential and actual electromagnetic energy levels within and outside the substation to ensure they meet all relevant standards and guidelines for electromagnetic radiation.

The substations would have appropriate architectural treatment of the building facades to minimise impacts on visual amenity and landscape character.

An example of a recently completed Sydney Metro substation (located at Lindfield on the T1 North Shore Line) is shown in Figure 2.4.

To minimise the potential for visual impacts, mitigation measure LV9 commits to incorporating appropriate architectural treatments and landscaping into the design of the substations. This measure also commits to consulting with adjacent property owners during the detailed design process.

To minimise the potential for electromagnetic energy impacts, mitigation measure HRS2 commits to ensuring that the substations would be designed to meet relevant guidelines. It also commits to monitoring during the commissioning of the substations to determine the potential and actual electromagnetic energy levels within and outside the substations. Should exceedances of the criteria be found, methods to reduce these exceedances would be implemented.

The substations were considered as part of the Environmental Impact Statement, and the assessment in the Environmental Impact Statement is still relevant to the preferred project therefore no further assessment is considered to be required.

Figure 2.4 Example of a traction substation building

2.4.5 Changes to the Sydney Trains network and timetables

Section 2.4.5 (Transport infrastructure) of the Environmental Impact Statement noted that the NSW Government is implementing the More Trains, More Services program, which involves delivering extra services and upgraded rail infrastructure to the Sydney Trains rail network.

Further to the information presented in the Environmental Impact Statement, it is noted that the More Trains, More Services program would result in a number of changes across the Sydney Trains network, including:

- an increased number of services along a number of lines
- the introduction of new trains
- upgrades to infrastructure to increase capacity, improve stations, and improve power supply
- changes to the network, including some changes line names, and provision of a refreshed network map
- changes to train timetables for a number of lines.

Changes to the timetable and line names commenced on the 26 November 2017. Clarifications as to how these changes affect information in the Environmental Impact Statement are provided below.

Changes to the operation of the T3 Bankstown Line and associated lines

Changes to lines prior to introduction of Sydney Metro services

The line names used in the Environmental Impact Statement reflected the previous naming conventions. With the implementation of the More Trains, More Services program, the T3 Bankstown Line would continue to operate as it currently does, with trains travelling to and from the Sydney central business district (CBD) and around the City Circle via Sydenham and Central stations.

As described in Section 2.4.5 (Transport infrastructure) of the Environmental Impact Statement, two other rail lines operated by Sydney Trains pass through Sydenham Station to the east of the project area. Prior to the introduction of the More Trains, More Services program, these lines were referred to as the T2 Airport, Inner West & South Line, and the T4 Eastern Suburbs & Illawarra Line.

The part of the T2 Line that travels via Central Station and the Inner West to Leppington or Parramatta stations is now called the T2 Inner West & Leppington Line. Those parts of the line that travel via Sydenham Station or Sydney Airport to Campbelltown and Macarthur stations are now called the T8 Airport & South Line.

The name of the T4 Eastern Suburbs & Illawarra Line has not changed.

In summary, prior to operation of the project, the T3 Bankstown Line would continue to operate within the project area and west of Bankstown, providing services to Liverpool and Lidcombe stations to the west, and Sydenham and the Sydney CBD stations to the east. Following commencement of the project, the T3 Bankstown Line would provide services between Liverpool, Lidcombe, and Bankstown stations.

Prior to and following operation of the project, Sydney Trains would continue to operate suburban services via Sydenham Station to the east of the project area.

Changes to services

As part of the More Trains, More Services program, additional services now operate along the T3 Bankstown Line. These include:

- about 250 extra weekly services, including new fast services between Liverpool and the Sydney CBD
- more choice for Liverpool, Warwick Farm, and Cabramatta customers, with new fast services to the Sydney CBD via the T3 Bankstown Line (which would be quicker than services via the T2 Inner West & Leppington Line)
- more capacity in the AM peak, with the number of services increasing from four trains per hour to six trains per hour between Liverpool and the Sydney CBD
- doubling of services late at night between Bankstown and the Sydney CBD, with a train every 15 minutes on average
- new services between Lidcombe and the Sydney CBD, with a train (on average) every 15 minutes for the majority of the day on weekdays.

Changes to travel times outlined in the Environmental Impact Statement

Section 5.3.5 (Travel time savings) of the Environmental Impact Statement provided estimates of the indicative travel time savings once the project commenced operating. These travel time savings have been updated based on the new timetable, and the updated estimates are provided in Table 2.3. With the new timetable operating, the travel time savings offered by the project would be less than under the previous timetable. However, the estimates show that the project would offer savings in travel time.

The travel time savings with Sydney Metro operating, which were shown in Figure 5.3 (Indicative travel time improvements with Sydney Metro) of the Environmental Impact Statement) are current, and have not been affected by the new timetable.

Table 2.3 Revised estimate of indicative travel time savings

Journey	Old timetable travel time[1]	Travel time using metro	Travel time saving	New timetable travel time	New timetable time saving
Bankstown to Central	Up to 36 minutes	28 minutes	Up to 8 minutes	Up to 35 minutes	Up to 7 minutes
Sydenham to Macquarie Park	45 to 51 minutes	31 minutes	At least 14 minutes	45 to 59 minutes	At least 14 minutes
Bankstown to Martin Place	36 to 41 minutes	32 minutes	Up to 9 minutes	36 to 39 minutes	Up to 7 minutes

Note: 1. Travel times are based on the Sydney Trains timetable at the time of the Environmental Impact Statement (i.e. prior to the changes to timetables that occurred on the 26 November 2017)

2.4.6 Construction vehicle types and numbers

Section 9.8.9 (Construction traffic volumes) of the Environmental Impact Statement provided estimated construction traffic volumes. These volumes were based on the assumption that heavy vehicles up to 12.5 metres long would be used. Following exhibition, it was identified that semi-trailers up to 19 metres long may need to be used to transport some items required to construct the project. Detailed construction planning would confirm when and where semi-trailers are proposed to be used. The use of semi-trailers would allow increased material and equipment to be brought to site per load, this would therefore reduce the number of vehicle movements required for the project. Consideration of the use of semi-trailers would be considered on a case-by-case basis by the construction contractor to ensure any impacts such as increased noise and traffic impacts (due to reduce manoeuvrability of the vehicles) are minimised where possible.

It is also noted that the traffic volumes provided in Section 9.8.9 (Construction traffic volumes) of the Environmental Impact Statement for Canterbury Station were incorrect. The correct volumes are 48 heavy vehicles and 44 light vehicles per hour in peak periods. The correct volumes were used by the traffic, transport and access assessment (Technical Paper 1) and the noise and vibration assessment (Technical Paper 2) of the Environmental Impact Statement. As a result, the assessment results described in Chapters 10 (Construction traffic, transport and access) and 12 (Construction noise and vibration) of the Environmental Impact Statement are correct.

2.4.7 Temporary leases

Section 8.2.3 (Temporary lease of property) of the Environmental Impact Statement noted that some areas of land would need to be temporarily leased or occupied for construction compounds and other work sites during construction of the project. The majority of these sites would be located within the rail corridor, which would minimise the potential for direct impacts on land use and property. However, there would be some construction compounds and work sites located outside the rail corridor, generally within road reserves or other council owned land.

Since exhibition of the Environmental Impact Statement, further investigations have been undertaken to determine the infrastructure requirements for the implementation of the temporary transport plans. It has been identified that some new infrastructure would need to be installed during operation of the plans (such as temporary bus stops and signage). To install this infrastructure, temporary leases of land would potentially be required. The exact nature and location of land required would be confirmed during development of the temporary transport management plans for each possession period, in consultation with the relevant landowner. Potential impacts of installing or operating this infrastructure would be considered as part of the preparation of the temporary transport management plans.

2.4.8 Noise assessment clarifications

Clarification of noise receiver types

As described in Section 5.12 of this report, since exhibition, consultation with landowners in the vicinity of the project area has identified that two properties were incorrectly classified by the noise and vibration assessment. These properties have now been reclassified as residential. It should be noted that the reclassification from commercial to residential does not change the predicted noise levels at these properties as a result of the exhibited project, rather that the degree of impact reported is different considering the change in receiver type.

However, given there have been changes to the project since exhibition (which has significantly minimised impacts during construction), further assessment has been undertaken to determine the predicted noise and vibration levels at these properties and other properties as a result of the preferred project. Results of this assessment are presented in Appendix E of this report.

The classification of sensitive receivers was predominately undertaken based on a desktop review of the study area, which is consistent with the approach undertaken for major linear infrastructure projects as a result of the large number of receivers that need to be modelled. This involved reviewing street map imagery and mapping (e.g. using Google Maps/Streetview), with some site inspections/verification where required. In areas with a diverse mix of land uses and building types, it is possible that some properties can be incorrectly classified as to use type at this initial stage of the assessment process (for example, a shop building that is used as a residence).

It is noted that the noise assessment undertaken for the Environmental Impact Statement is only the first stage of the assessment for the project. More detailed, location specific assessments would be undertaken as design and construction planning progresses. This process includes reclassification of receivers where required.

Since exhibition commenced, it was identified that two properties were incorrectly categorised by the noise and vibration assessment:

- 1a Warburton Street, Marrickville (refer to Figure 2.5)
- 101 to 105 Duntroon Street, Hurlstone Park (refer to Figure 2.6).

These properties have been reclassified as residential, and the potential noise impacts at these residential receivers are considered in the noise and vibration impact assessment for the preferred project summarised in Section 15.2.2 and provided in Appendix E of this report.

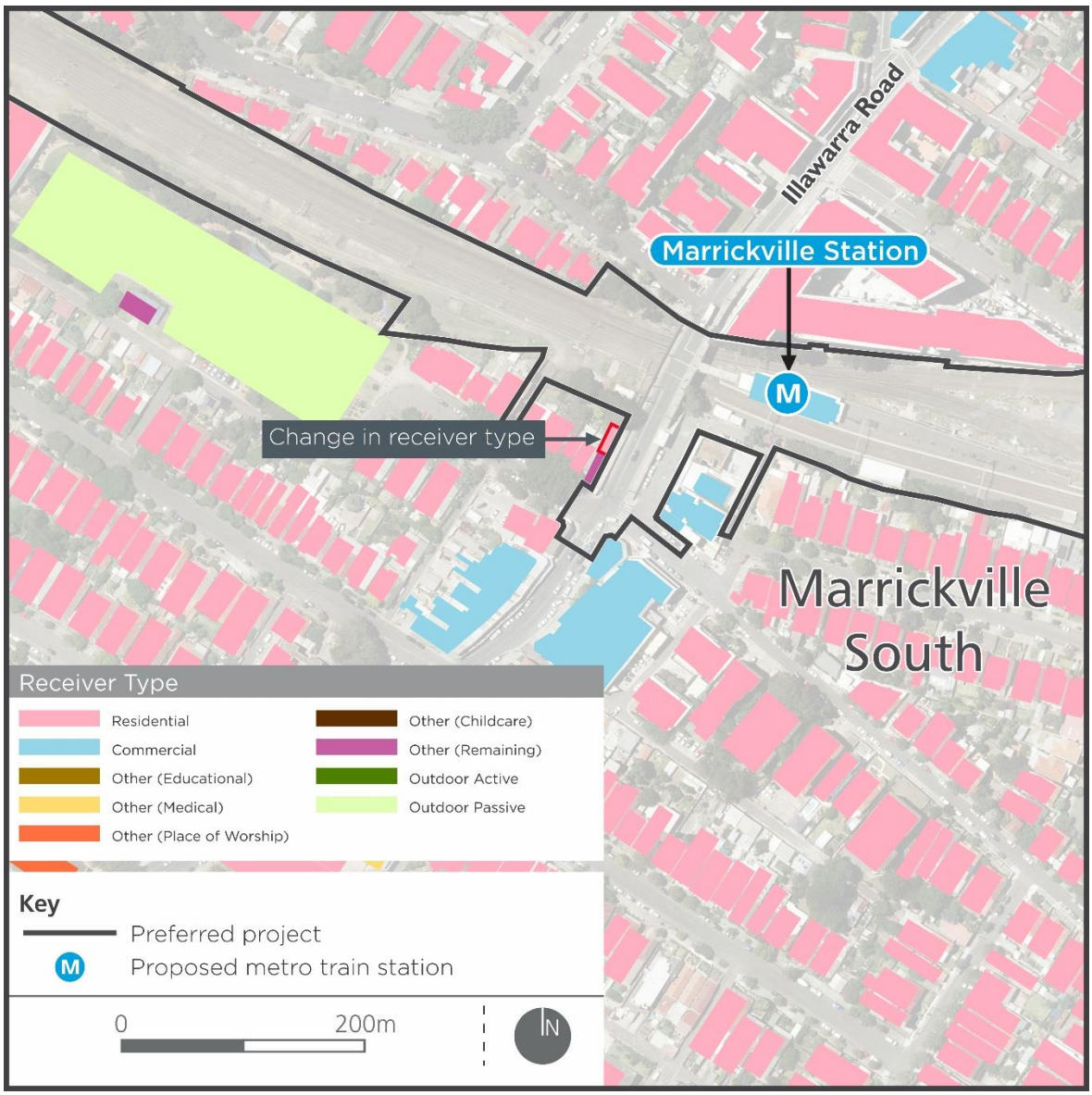


Figure 2.5 Sensitive receiver types clarification at Marrickville

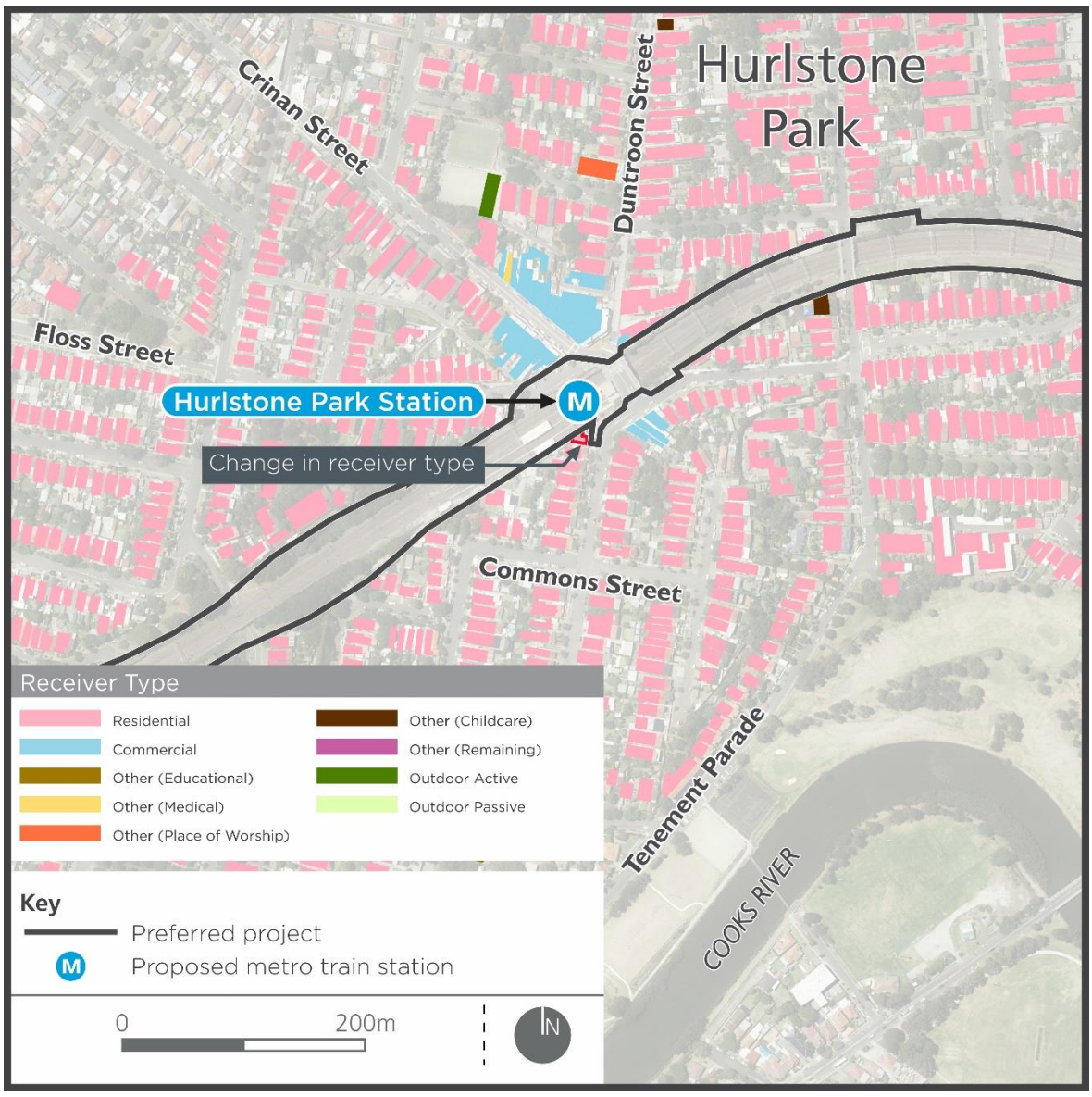


Figure 2.6 Sensitive receiver types clarification at Hurlstone Park

Operational noise exceedances

During consultation with key stakeholders, some inconsistencies were identified in the Environmental Impact Statement relating to the cause of operational noise impacts. With regard to the assessment of impacts at NCA11 (i.e. between Punchbowl and Bankstown stations), Section 13.4.2 (Potential impacts – amenity) of the Environmental Impact Statement noted that noise impacts were identified as a result of the need to move track and other track infrastructure closer to adjacent receivers. This is inconsistent with Technical Paper 2 (Noise and vibration assessment) of the Environmental Impact Statement, which stated that these impacts are due to the increase in trains and train speeds.

Exceedances of operational noise criteria generally occur along the corridor as a result of a number of factors, including increased train speeds, increased train volumes, installation of track infrastructure (such as crossovers), and the installation of tracks closer to the edge of the corridor.

With respect to the above inconsistency, it is confirmed that at this location, potential noise exceedances are predicted to occur as a result of an increase in the number of trains and train speeds.

Noise intensive works

In addition to the information presented in the Environmental Impact Statement, further clarification is provided regarding the potential timing of the use of highly noise intensive equipment (e.g. ballast tamper). The use of highly noise intensive equipment would be limited to the daytime and evening periods (i.e. 7 am to 10 pm), unless:

- the works need to be undertaken during a rail possession, which have a limited duration
- the relevant road authority, emergency services, or the Sydney Co-ordination Office require the works to be undertaken outside these hours.

This is confirmed by the revised mitigation measure NVC6 provided in Table 16.1 of this report.

2.4.9 Heritage assessment clarifications

Archaeological assessment and research design

Mitigation measure NAH10 in the Environmental Impact Statement committed to preparing an archaeological assessment and research design to define the need for archaeological testing and/or monitoring in the Marrickville, Canterbury, Belmore, and Lakemba station catchments.

The Archaeological Assessment and Research Design Report was prepared following exhibition of the Environmental Impact Statement and is provided in Appendix I of this report. For each of the above station catchments, the Archaeological Assessment and Research Design Report defines:

- the archaeological potential and significance of the catchment
- potential archaeological impacts
- the approach to archaeological mitigation and management, including the archaeological methodology and relevant research questions.

The archaeological mitigation measures recommended by the Archaeological Assessment and Research Design Report would be implemented during construction, and where required, would involve supervision by a suitably qualified Excavation Director with experience in managing State significant archaeology.

Mitigation measure NAH12 (formerly NAH10) has been revised to focus on implementing the Archaeological Assessment and Research Design Report. The revised mitigation measure is provided in Table 16.1 of this report.

Aboriginal cultural heritage assessment

Chapter 15 (Aboriginal heritage) of the Environmental Impact Statement described the potential impacts of the project on Aboriginal heritage. The chapter notes that:

- an area of potential archaeological deposit identified during field surveys near Belmore Station (S2B PAD01) is unlikely to be impacted as it is located outside the project area
- an area of potential archaeological deposit identified near Punchbowl Station (S2B PAD02) has the potential to be impacted by construction.

Mitigation measure AH2 in the Environmental Impact Statement committed to preparing an Aboriginal Cultural Heritage Assessment Report to guide the approach to managing Aboriginal heritage. Mitigation measure AH3 committed to minimising the potential impact on S2B PAD02 and, if impacts cannot be avoided, undertaking archaeological test excavation (and salvage when required) in accordance with the Aboriginal Cultural Heritage Assessment Report.

The Aboriginal Cultural Heritage Assessment Report was prepared following exhibition of the Environmental Impact Statement in accordance with the *Guide to investigating, assessing and reporting on Aboriginal cultural heritage in NSW* (Office of Environment and Heritage, 2011). The Aboriginal Cultural Heritage Assessment Report, which has been reviewed by registered Aboriginal parties, is provided in Appendix J of this report. The report documents the following:

- the Aboriginal cultural heritage values of the project area, including those that may be impacted by the project
- details of Aboriginal stakeholder consultation
- the methodology for archaeological management, including test excavation and salvage where required
- procedures for unexpected finds.

Mitigation measure AH2 has been revised to focus on implementing the Aboriginal Cultural Heritage Assessment Report in order to minimise any impacts on Aboriginal heritage. The revised mitigation measure is provided in Table 16.1 of this report.

3. Stakeholder and community consultation

This section describes the community and stakeholder consultation undertaken during and following the exhibition period, and the future consultation proposed. A summary of key issues raised during consultation for the revised draft Sydenham to Bankstown Urban Renewal Corridor Strategy that are relevant to the preferred project is also provided.

3.1 Overview

Transport for NSW is implementing a comprehensive community and stakeholder consultation program for Sydney Metro, to engage proactively with local communities and key stakeholders. Stakeholder and community consultation for Sydney Metro is an ongoing process that commenced with the release of *Sydney's Rail Future* in 2012.

For the Sydney Metro City & Southwest project, Transport for NSW has been consulting with the community and key stakeholders since June 2014. Feedback from the consultation activities has played an important role in informing and scoping the design of the project and the Environmental Impact Statement.

Transport for NSW's approach to consultation is described in Section 4.1 (Consultation approach and objectives) of the Environmental Impact Statement. The consultation activities undertaken prior to exhibition of the Environmental Impact Statement are described in Sections 4.2 (Consultation and engagement activities to date) and 4.3 (Results of consultation relevant to this Environmental Impact Statement) of the Environmental Impact Statement. The following sections describe the consultation undertaken in conjunction with the public exhibition of the Environmental Impact Statement, and the consultation that would be undertaken during future project stages.

3.2 Consultation associated with public exhibition of the Environmental Impact Statement

3.2.1 Environmental Impact Statement exhibition

The Environmental Impact Statement was placed on public exhibition by the Department of Planning and Environment for a period of eight weeks, from 13 September 2017 to 8 November 2017.

The Environmental Impact Statement and accompanying technical papers were made available on the Department of Planning and Environment's website (www.majorprojects.planning.nsw.gov.au) and on the Sydney Metro project website (www.sydneymetro.info).

Hard copies of the Environmental Impact Statement were available at the following nine locations:

- Inner West Council – Petersham Customer Service Centre
- City of Canterbury Bankstown – Bankstown Customer Service Centre
- City of Canterbury Bankstown – Campsie Customer Service Centre
- Marrickville Library
- St Peters Library
- Emanuel Tsardoulias Community Library, Dulwich Hill

- Campsie Library
- Lakemba Library
- Bankstown Library and Knowledge Centre.

Copies of the Environmental Impact Statement were also available at the community information sessions (described in the following section).

3.2.2 Consultation activities

The following consultation activities were undertaken to support exhibition of the Environmental Impact Statement:

- community contact and information points
- community information sessions
- community information events
- stakeholder briefings
- station handouts
- door knocks
- direct engagement with local communities by the Place Managers.

Further information on these methods and activities is provided below.

These activities were promoted and supported by the consultation materials described in Section 3.2.3.

Community contact and information points

Table 3.1 outlines the community contact and information points for the project.

Table 3.1 Community contact and information points

Activity	Detail
Community information line (toll free)	1800 171 386
Community email address	sydneymetro@transport.nsw.gov.au
Website	http://www.sydneymetro.info/
Postal address	Sydney Metro City & Southwest PO Box K659, Haymarket, NSW 1240
Place Managers	Contact details are provided at http://www.sydneymetro.info/

Community information sessions

Eight community information sessions were held at four different locations. Members of the community were invited to attend these sessions; view display material (described in Section 3.2.3) and the Environmental Impact Statement; and ask questions of the project team. Visitors were not required to make a booking and were able to drop in anytime within the advertised periods.

Table 3.2 lists the locations, dates and number of attendees at the sessions. As shown in the table, a total of 316 people attended the eight sessions. People were made aware of the sessions through the following materials/tools (described in Section 3.2.3):

- project newsletter
- Environmental Impact Statement overview document
- project website
- social media
- community emails
- advertisements in local newspapers.

Representatives from the Department of Planning and Environment attended all sessions.

Table 3.2 Community information sessions

Suburb	Dates	Location	Attendees
Marrickville	Saturday 23 September, 10am-2pm	Marrickville Town Hall	90
	Thursday 19 October, 3-5pm		39
Hurlstone Park	Wednesday 11 October, 3-7pm	Canterbury-Hurlstone Park RSL	54
	Saturday 28 October, 10am-2pm		38
Bankstown	Thursday 12 October, 3-7pm	Canterbury Bankstown Arts Centre	20
	Saturday 14 October, 10am-2pm		25
Belmore	Thursday 26 October, 3-7pm,	Canterbury League Club	29
	Saturday 28 October, 10am-2pm		21
Total attendees			**316**

Community events

Information about the project and the Environmental Impact Statement was also made available at two community events during the exhibition period (listed in Table 3.3). Representatives of the project team attended these events to provide information and answer questions.

Table 3.3 Community events

Location	Event	Date	Interactions with the project team
Punchbowl	Community information session and BBQ	Saturday 14 October	51
Lakemba	Haldon Street Festival	Saturday 28 October	570

Stakeholder briefings

Key stakeholders (including local government, NSW and Australian Government agencies, peak bodies, and industry associations) were briefed via emails, meetings, presentations and/or phone calls. The briefings were designed to ensure stakeholders were informed of the project (including the Environmental Impact Statement) and to encourage them to make a submission.

Table 3.4 lists the key stakeholders who were contacted about the project between 13 September and 8 November 2017.

Table 3.4 Key stakeholders contacted

Agency/group type	Stakeholders contacted
NSW Government	Sydney Coordination Office, RMS, Transport for NSW Divisions, Sydney Trains, NSW Trains
Local Government	Inner West Council Canterbury Bankstown Council
Other agencies	Australian Rail Track Corporation (ARTC) Greater Sydney Commission
Parliament of NSW Members	Member for Summer Hill Member for Canterbury Member for Lakemba Member for Sydney
Peak bodies	Engineers Australia Warren Centre for Advanced Engineering
Industry associations	Marrickville Chamber of Commerce NSW Property Council Infrastructure Partnerships Australia Sydney Business Chamber Western Sydney Business Chamber
Community and interest groups	Committee for Sydney Briefings with culturally and linguistically diverse groups
Major landowners/employers	Australian Turf Club

Station handouts

A total of 9,875 project newsletters (described in Section 3.2.3) were distributed to customers at each station between Marrickville and Bankstown on 21 September and 9 October 2017.

Door knocks

A total of 4,266 properties in the vicinity of the project area were door knocked during the exhibition period. Consultation material was distributed during this process.

Place Managers

The Sydney Metro Place Managers play a vital role in maintaining close and ongoing contact with local communities and stakeholders during the design and delivery of Sydney Metro.

Place Managers build relationships and act as a feedback mechanism to help ensure community and stakeholder aspirations are consistently considered in the planning process. Their role is to be a direct point of contact between affected members of the community and the project team.

During the exhibition period, the Place Managers engaged with local communities (including residents, tenants, and businesses) by phone, email, newsletter or doorknocks, to:

- ensure that they were aware of the Environmental Impact Statement
- invite them to community information sessions and events
- ensure that they had the information needed to make a submission.

3.2.3 Consultation materials

The following consultation materials were developed to support exhibition of the Environmental Impact Statement and the consultation activities described in Section 3.2.2:

- media releases
- newspaper advertisements
- email alerts to the project mailing list
- newsletters
- project website updates
- display materials
- Environmental Impact Statement overview document.

Media releases

Media releases issued during the exhibition period are listed in Table 3.5. The project was mentioned in the media 22 times (including on the radio, TV, print and online) concentrated around the main release on 13 September 2017.

Table 3.5 Media releases

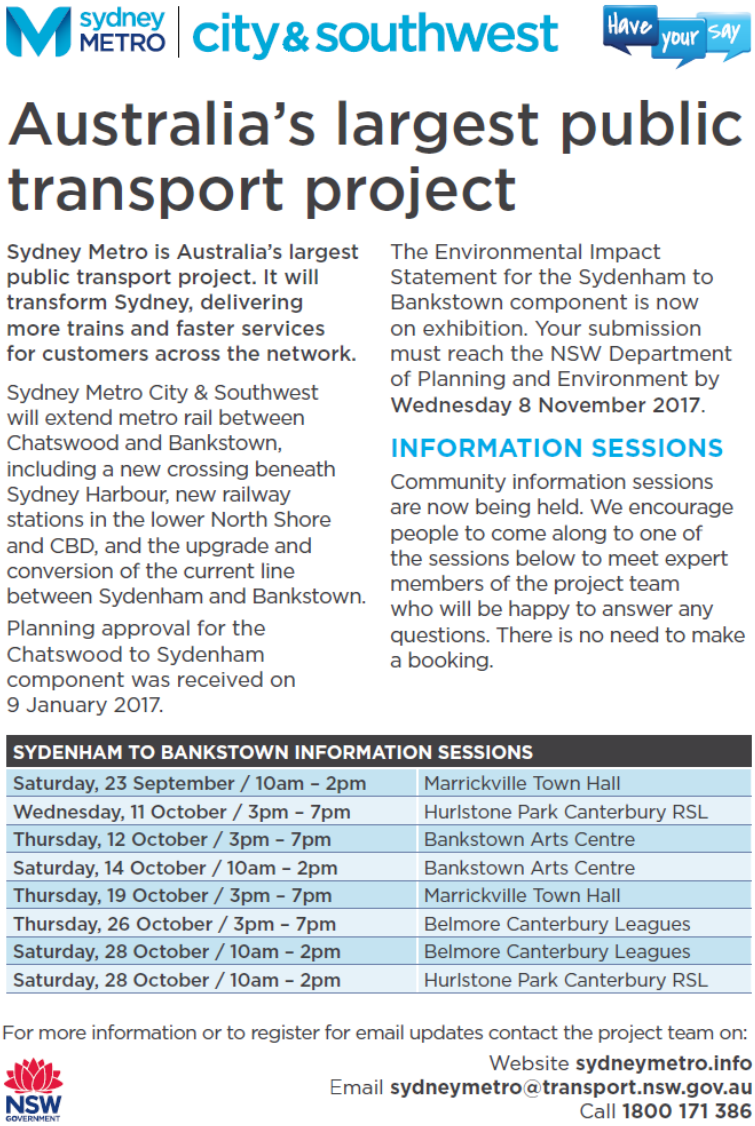
Date	Title
8 September 2017	Safeguarding underground platforms at Bankstown
13 September 2017	Station upgrades, more trains: Sydney metro transforms travel in South West Sydney
20 September 2017	Major Sydenham Upgrade for Sydney Metro

Newspaper advertisements

Advertisements placed by Transport for NSW during the exhibition period are listed in Table 3.6. An example advertisement is provided in Figure 3.1.

Table 3.6 Newspaper advertisements

Date	Publication
14 September 2017	Chieu Duong
	The Greek Herald
	Sydney Morning Herald
	Daily Telegraph
	Bankstown Torch, Inner West Courier, Canterbury Bankstown Express
15 September 2017	Korean Community Magazine
19 September 2017	Auburn Review Pictorial
20 September 2017	Fairfield Advance
	Fairfield City Champion
	Liverpool Leader
	Liverpool Leader Champion
22 September 2017	Indian Link



sydney METRO | city & southwest

Have your say

Australia's largest public transport project

Sydney Metro is Australia's largest public transport project. It will transform Sydney, delivering more trains and faster services for customers across the network.

Sydney Metro City & Southwest will extend metro rail between Chatswood and Bankstown, including a new crossing beneath Sydney Harbour, new railway stations in the lower North Shore and CBD, and the upgrade and conversion of the current line between Sydenham and Bankstown.

Planning approval for the Chatswood to Sydenham component was received on 9 January 2017.

The Environmental Impact Statement for the Sydenham to Bankstown component is now on exhibition. Your submission must reach the NSW Department of Planning and Environment by **Wednesday 8 November 2017**.

INFORMATION SESSIONS

Community information sessions are now being held. We encourage people to come along to one of the sessions below to meet expert members of the project team who will be happy to answer any questions. There is no need to make a booking.

SYDENHAM TO BANKSTOWN INFORMATION SESSIONS	
Saturday, 23 September / 10am – 2pm	Marrickville Town Hall
Wednesday, 11 October / 3pm – 7pm	Hurlstone Park Canterbury RSL
Thursday, 12 October / 3pm – 7pm	Bankstown Arts Centre
Saturday, 14 October / 10am – 2pm	Bankstown Arts Centre
Thursday, 19 October / 3pm – 7pm	Marrickville Town Hall
Thursday, 26 October / 3pm – 7pm	Belmore Canterbury Leagues
Saturday, 28 October / 10am – 2pm	Belmore Canterbury Leagues
Saturday, 28 October / 10am – 2pm	Hurlstone Park Canterbury RSL

For more information or to register for email updates contact the project team on:

NSW GOVERNMENT

Website **sydneymetro.info**
Email **sydneymetro@transport.nsw.gov.au**
Call **1800 171 386**

Figure 3.1 Newspaper advertisement

Email alerts to the project mailing list

An email alert was sent to over 4,000 community members registered on the Sydney Metro City & Southwest project database. The email advised of the Environmental Impact Statement exhibition dates and encouraged recipients to visit the project website for more information.

Newsletter

A Sydney Metro City & Southwest project newsletter, entitled 'A New 21st Century Railway', was prepared and issued in September 2017. The newsletter was delivered to 80,200 properties as part of a letterbox drop around the project area. It was also made available at display locations, community information sessions, and via the project website. The newsletter provides information on Sydney Metro; key features of the project; transport during rail possessions; the Environmental Impact Statement exhibition; how people can have their say; and where to find out more information.

To cater for the main non-English language groups around the project area, the newsletter was translated into seven languages – Greek, Arabic, Chinese, Hindi, Korean, Bengali, and Vietnamese. Translated versions of the newsletter were provided on the project website.

Project website updates

Information about the Environmental Impact Statement exhibition and associated consultation activities were made available on the project website (http://www.sydneymetro.info) and Facebook page. There were 334,586 website hits during the exhibition period, and 5,698 likes of the Facebook page.

Display materials

A range of display materials were prepared and made available at the community information sessions and events. These included:

- information boards providing information on the project, key features, potential impacts, proposed work at each station, and how to make a submission (a photo showing the display boards is provided as Figure 3.2)
- Sydney Metro video
- the Environmental Impact Statement
- newsletters and brochures
- the Environmental Impact Statement overview document.

Figure 3.2 Information boards

Environmental Impact Statement overview document

An A3 size full colour summary of the Environmental Impact Statement, prepared to support the public exhibition, was made available in September 2017. The overview document included:

- information on the project and Sydney Metro overall
- a summary of the Environmental Impact Statement assessment results
- a series of plans and artist's impressions for each station, to provide an indication of the scope and scale of the proposed upgrade works and key features.

The overview document was also available at the community information sessions and display locations to review and/or take home. A digital copy was available on the project website.

3.3 Sydenham to Bankstown Urban Renewal Corridor Strategy consultation

In June 2017 the Department of Planning and Environment released a revised draft of the *Sydenham to Bankstown Urban Renewal Corridor Strategy*. The strategy provides a planned approach to urban development and growth within 800 metres of stations along the T3 Bankstown Line.

Over 2,800 submissions were received on the revised strategy during the consultation period. Of these submissions, 224 submissions also provided comments on Sydney Metro. The majority of the people who commented on Sydney Metro lived in Marrickville, Hurlstone Park, Campsie or Belmore. The key issues raised included:

- privatisation – concern that the metro will be privatised and that this will lead to increased fares
- seating – concern that seating capacity on the metro is lower than what is currently provided on Sydney Trains, and that the seats will be uncomfortable and inward facing
- safety – concern that there are no drivers, guards, or station staff
- waste of taxpayers' money – money should be spent on areas that are currently not serviced by public transport
- disruption to current services during construction
- change of routes – concern that the new metro service will end the direct link that the T3 Bankstown Line currently has to Redfern, Town Hall, Wynyard, Circular Quay, St James, Museum, St Peters and Erskineville stations.

Similar issues were also raised in submissions to the Environmental Impact Statement, and responses to these issues are provided in Chapter 5 of this report.

3.4 Consultation during preparation of this report

Based on community and stakeholder feedback received during the public exhibition of the Environmental Impact Statement, Transport for NSW revised the project to significantly minimise heritage, vegetation, construction noise and traffic impacts, while delivering a world class metro (the preferred project).

Prior to the lodgement of this report, Transport for NSW briefed the following key stakeholders (including local government and NSW Government agencies) to ensure these stakeholders were informed about the preferred project:

- Department of Planning and Environment
- Inner West Council
- Canterbury Bankstown Council
- Environmental Protection Agency
- NSW Office of Environment and Heritage
- Heritage Working Group (which comprises representatives of the Department of Planning and Environment, Sydney Trains, and Heritage Division of the Office of Environment and Heritage).

3.5 Future consultation and engagement activities

3.5.1 Public exhibition of the Submissions and Preferred Infrastructure Report

The Department of Planning and Environment will place this Submissions Preferred Infrastructure Report on public exhibition. During the exhibition period, government agencies, project stakeholders and the community will be able to review the Preferred Infrastructure Report and make a written submission to the Department of Planning and Environment for consideration in its assessment of the preferred project.

During the consultation period Sydney Metro will host community information sessions in key locations within the project alignment to provide an opportunity for community members to ask question about the Preferred Infrastructure Report.

Sydney Metro will notify the community about the public exhibition, where the Preferred Infrastructure Report can be viewed and details of consultation activities by:

- advertisements in newspapers
- social media posts
- emails and letters to community members and stakeholders including those who provided submissions to the Environmental Impact Statement
- updates on the Sydney Metro website
- a media release.

Sydney Metro will prepare an overview document to assist the community in their understanding of the Submissions and Preferred Infrastructure Report. This summary will be available on the Sydney Metro website and at community information sessions.

Consultation activities will include:

- Preferred Infrastructure Report overview document
- media releases
- information sessions
- newsletter letterbox drops.

3.5.2 Ongoing consultation and engagement activities

Transport for NSW will continue to work with stakeholders and the community to ensure they are informed about the project and have opportunities to provide feedback to the project team.

A list of the proposed activities and timing is provided in Table 3.7.

Table 3.7 Ongoing consultation and engagement activities

Activity	Timing	Design	Construction	Operation
Awareness and marketing campaign to engage future customers	Ongoing	●	●	●
Community event stalls/community information displays	Ongoing	●	●	
Community information centre at Campsie	Ongoing	●	●	
Community and business forums	As required		●	
Overarching Community Communication Strategy for Sydney Metro City & Southwest	Existing		●	
Community Communication Strategy for project	Prior to construction		●	
Translated materials	Ongoing	●	●	●
Construction complaints management system	Existing		●	
Construction notifications	Seven days prior to construction starting		●	
Door knocks	As required	●	●	●
Email updates	At relevant milestones	●	●	●
Enquiries and complaints information line	Ongoing	●	●	●
Fact sheets	As required	●	●	●
Government stakeholder engagement	As required	●	●	●
Local business engagement	As required	●	●	●
Media releases	At relevant milestones	●	●	●
Newsletter	At relevant milestones	●	●	●
Newspaper advertising	At relevant milestones	●	●	●
Operation communications plan	Prior to operation			●
Place Managers	Ongoing	●	●	
Project briefings and presentations	Relevant milestones	●	●	
Project overview document	Relevant milestones	●	●	
Site signage	Prior to construction		●	
Social media updates	Ongoing	●	●	●
Stakeholder meetings	As required	●	●	●
Website, animations and online forums	Ongoing	●	●	

The existing community contact and information tools (listed in Table 3.1) would remain in place throughout the duration of the project. Translated materials and content will continue to be provided on the Sydney Metro website. All publications provide information on translation services available through the Translating and Interpreting Service (TIS National) and where appropriate, Sydney Metro will take translators to face-to-face meetings with stakeholders.

3.5.3 Consultation and complaints handling during construction

The Construction Environmental Management Framework for the preferred project (provided in Appendix D of the Environmental Impact Statement) sets out the environmental, stakeholder, and community management requirements for construction. It provides a linking document between the planning approval documentation and the construction environmental management plan to be developed by the construction contractor/s.

The Construction Environmental Management Framework requires the construction contractor/s to develop a Community Communications Strategy for construction, and defines what needs to be included and implemented as part of the strategy. A complaints handling procedure is another requirement of the framework. The Sydney Metro Construction Complaints Management System will be used to record, manage and where required escalate and mediate complaints. Further information is provided in the Construction Environmental Management Framework.