

18 November 2011

Our reference: N0234

Dear resident,

Re: Excavation and rock bolting work east and west of the Norfolk Tunnel at Epping

The Hills M2 Upgrade will widen the existing motorway between Windsor Road, Baulkham Hills and Lane Cove Road, North Ryde and will deliver four new ramps to improve access to the motorway. The project aims to provide efficient and integrated transport for the community of Sydney's North-West. Major work started in January 2011 and is expected to take around two years to complete.

As part of the upgrade, the Norfolk Tunnel will be widened to provide three lanes and a breakdown lane in each direction. Excavation and rock bolting of the face of the rock walls at both ends of the citybound tunnel will be undertaken from **27 November** until late January 2012. Please refer to the table over the page for the dates of work.

This work will be carried out on **Sundays from 8am to 6pm** and will coincide with weekend work being carried out inside the citybound tunnel. This work has been rescheduled from night-time on weekdays to daytime on Sundays to minimise the impact on local residents.

Work activities

Machinery and equipment required for this work includes excavators, rock drills, light vehicles, scissor lifts, cranes, trucks and small power tools. The rock excavator will be fitted with a water hose to dampen the rock wall and minimise dust.

You may experience increased noise levels as a result of these activities. The project team will take measures to keep this to a minimum, including:

- Adhering to one hour of respite after every three hours of rock breaking.
- Using non-tonal reversing alarms, which make a "quacking" sound instead of a "beeping" sound.

For more information about how we will manage noise, please refer to the *Hills M2 Upgrade Noise Management Fact Sheet* which is available on the project website www.hillm2upgrade.com.au.

Traffic

This work requires closure of the citybound tunnel. Citybound traffic will be diverted to the westbound tunnel in a contra-flow arrangement with at least one lane available in each direction. There will be speed reductions in place. Please follow the signs and drive with care.

The community complaints and information line 1800 196 266 (select option 2) will be attended day and night during construction. Complaints received will be responded to within two hours and we will investigate the complaint as soon as possible. If you have any questions or would like to provide feedback please contact us on the 1800 number or email enquiries@hillm2upgrade.com.au.

Kind regards,



Sanjin Muhic

Hills M2 Upgrade Community Relations Manager



**Hills M2 Upgrade
breakdown safety**

In the case of breakdown:

- Stay in your vehicle
- Switch on your hazard lights
- Call **1800 196 266**
- Wait for assistance

Hills M2 Upgrade



If you need an interpreter, please call the Translating and Interpreting Service (TIS National) on **131 450** and ask them to telephone the M2 Upgrade project information line on 1800 196 266. Our business hours are 8.30am to 5.00pm Monday to Friday.

Cantonese

若你需要口譯員，請致電**131 450**聯絡翻譯和口譯服務署 (TIS National)，要求他們致電 1800 196 266 聯絡 M2 Upgrade project information line。我們的工作時間是 8.30am to 5.00pm Monday to Friday。

Mandarin

如果你需要口译员，请致电**131 450**联系翻译和口译服务署 (TIS National)，要求他们致电1800 196 266 联系 M2 Upgrade project information line。我们的工作时间是 8.30am to 5.00pm Monday to Friday。

Korean

통역사가 필요하시면 번역통역서비스 (TIS National)에 131 450으로 연락하여 이들에게 1800 196 266 번으로 M2 Upgrade project information line에 전화하도록 요청하십시오. 저희의 근무시간은 8.30am to 5.00pm Monday to Friday 입니다.



Hills M2 Upgrade

A team consisting of Roads and Maritime Services, The Hills Motorway Limited and Hills Motorway Management Limited (as trustee of the Hills Motorway Trust)

Go to: www.hillsm2upgrade.com.au
Live traffic: www.livetraffic.com
Email: enquiries@hillsm2upgrade.com.au
Call: 1800 196 266 (select option 2)
Post: PO Box 379, North Ryde BC NSW 1670