

20 April 2011

Dear resident,

Re: Night work in the Norfolk Tunnel – rock bolt installation trial

The 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 approximately 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 tunnel tube. This work is expected to take approximately two years to complete.

Before widening work starts, rock bolts need to be installed into the tunnel roof to strengthen the rock above the tunnel.

The work involves drilling into rock and as a result, residents may experience ground borne noise. This is generally a low rumbling sound which travels through the ground.

Residents may experience different levels of ground borne noise depending on:

- The distance between the drilling site and residences; and
- The type of material your residence is made from.

To find out how much ground borne noise this work will generate, a rock bolt installation trial will start from Friday 29th of April.

The works trial will be conducted at night from 8pm to 5pm on a single night. This will be followed by at least one night of no work and then a block of 2 consecutive nights. This works trial will be completed as described in 4 separate locations of the tunnel. A schedule of the locations and dates are shown on the following page.

Ground borne noise will be measured during the trial and we will use this information to revise future tunnel work schedules to minimise impacts on the community.

Machinery and equipment used will include rock drills, light vehicles, scissor lifts and small hand tools. You may experience increased noise levels as a result of this work. We will take measures to keep this to a minimum, including:

- Closing the acoustic curtains at each end of the eastbound tunnel portal to reduce airborne noise.
- Non-tonal reversing alarms that make a “quacking” rather than a “beeping” sound.

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

This work requires a full closure of the eastbound tunnel tube at night due to the high volume of traffic during daytime peak periods. Eastbound traffic will be diverted to the westbound tube which will operate with one lane in each direction.

The community complaints and information line 1800 196 266 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@hillsm2upgrade.com.au.



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

M2 Upgrade



Kind regards,

Sanjin Muhic

Hills M2 Upgrade Community Relations Manager

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.



M2 Upgrade project

A team consisting of The Roads and Traffic Authority of NSW, The Hills Motorway Limited and Hills Motorway Management Limited (as trustee of the Hills Motorway Trust)

Go to: www.hillsm2upgrade.com.au

Live traffic: <http://livetraffic.rta.nsw.gov.au/>

Email: enquiries@hillsm2upgrade.com.au

Call: 1800 196 266 (free call)

Post: Locked Bag 2215, North Ryde BC NSW 1670



April 2011					May 2011											
Date	28	29	30	1	2	3	4	5	6	7	8	9	10	11	12	12
Zone A	Green	Blue	White	Green	Blue	Blue	White	White	White	White	Green	White	White	White	White	Green
Zone B	Green	White	Blue	Green	White	White	Blue	Blue	White	White	Green	White	White	White	White	Green
Zone C	Green	White	White	Green	White	White	White	White	White	Blue	Green	White	White	Blue	Blue	Green
Zone D	Green	White	White	Green	White	White	White	White	Blue	White	Green	Blue	Blue	White	White	Green

Dates of night work  No work 



Google maps

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