

23 January 2012

Our reference: N0297

Dear resident,

Re: Norfolk Tunnel work update, January 2012

Significant progress has been made on the Hills M2 Upgrade since major work started in January 2011. The project will reduce congestion and travel times during the busy morning and afternoon periods and improve access to the motorway. The upgrade will be completed in the first half of 2013.

As part of the upgrade, the Norfolk Tunnel will be widened to provide three lanes and a breakdown lane in each direction. Work in the tunnel is being undertaken during both the day and night.

Day work

Excavation work inside the citybound tunnel is undertaken during standard construction hours **Monday to Friday 7am to 6pm** and **Saturdays 8am to 1pm**. Some work to excavate the rock walls either side of the tunnel is also scheduled on **Sundays from 8am to 6pm** to minimise night work requirements. The day time work is carried out behind the traffic barriers and no lane closures are required.

Day time excavation work inside the citybound tunnel will continue until the end of April 2012. Rock wall excavation at either end of the citybound tunnel is almost complete.

Night work

Night and weekend excavation in the citybound tunnel will continue until mid 2012. This work includes installing new services in the widened areas. Modifications to the citybound tunnel portals will continue until April 2012. The new pavement will be constructed after the tunnel excavation work is completed.

Night work is undertaken **Mondays to Thursdays from 8pm to 5:30am, Fridays 8pm to 9am** and **from 8pm Saturday to 5am Mondays** when traffic volumes on the motorway are lower.

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

- Completing rock and pavement breaking by midnight and saw cutting by 1am during week nights.
- Using non-tonal reversing alarms, which make a “quacking” sound instead of a “beeping” sound.
- Shrouding all stationary equipment and using hoarding where possible.
- Closing the acoustic curtains at either end of the tunnel during night work.

Notifications will be provided to residents in advance of any new night work activities or changes to currently planned works. 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 management

The citybound tunnel will be closed while night work is undertaken. Citybound traffic will be diverted to the westbound tunnel under a contra flow arrangement (one lane in each direction). Speed limits will be reduced to 40 km/h in the contra flow area. 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



**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

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.

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

如果你需要口譯員，請致電**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