

28 October 2011

Our reference: N0170

Dear resident,

Ongoing weekend work in the Norfolk Tunnel starts Friday 4 November

Excavation work in the citybound Norfolk Tunnel will start Friday 4 November and will continue until mid 2012. This essential work will be undertaken from **8pm on Fridays to 9am on Saturdays** and from **8pm on Saturdays to 5am on Mondays**.

Machinery and equipment required for this work includes light vehicles, trucks, mobile cranes, road headers, excavators with milling heads and hammer drills, concrete saws, rollers, industrial vacuum cleaner, lighting towers and hand tools. You may experience increased noise levels as a result of the work. The project team will take measures to keep this to a minimum, including:

- Closing the acoustic noise curtain at both ends of the tunnel during construction hours.
- Using non-tonal reversing alarms, which make a "quacking" sound instead of a "beeping" sound.
- Shrouding stationary equipment and using hoarding where possible.

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.hillsm2upgrade.com.au.

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@hillsm2upgrade.com.au.

Traffic conditions

- During the weekend tunnel works, the citybound tunnel will be temporarily closed and traffic will be diverted to the westbound lane between Beecroft Road and Terrys Creek Bridge.
- At least one lane will remain open in each direction. Two citybound lanes will be available on Saturdays and Sundays, during the daytime.
- Westbound on ramps at Herring Road and Lane Cove Road will be closed from **10am to 5pm on Sundays**.

Delays are expected so please plan your journey, allow extra travel time and consider using alternative routes such as Epping Road and Carlingford Road.



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

Traffic controls will be in place and speed limits will be reduced to 40km/h in the contra-flow. Please drive carefully and follow the signs.

For travel or traffic information, please contact 1800 196 266 or visit <http://livetrafficnsw.com.au/> to obtain the latest traffic information on the day.

We apologise for any inconvenience and thank you for your patience.

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 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: www.livetraffic.com

Email: enquiries@hillsm2upgrade.com.au

Call: 1800 196 266 (select option 2)

Post: PO Box 379, North Ryde BC NSW 1670



Norfolk Tunnel citybound weekend closures:

**8pm Friday to 9am Saturday &
8pm Saturday to 5am Monday**

November 2011	Fri 4 to Mon 7	Fri 11 to Mon 14	Fri 18 to Mon 21	Fri 25 to Mon 28	
December 2011	Fri 2 to Mon 5	Fri 9 to Mon 12	Sat 16 to Mon 19	Fri 23 to Mon 26	Fri 30 Dec to Mon 2 Jan
January 2012	Fri 6 to Mon 9	Fri 13 to Mon 16	Fri 20 to Mon 23	Fri 27 to Mon 30	
February 2012	Fri 3 to Mon 6	Fri 10 to Mon 13	Fri 17 to Mon 20	Fri 24 to Mon 27	
March 2012	Fri 2 to Mon 5	Fri 9 to Mon 12	Fri 16 to Mon 19	Fri 23 to Mon 26	Fri 30 Mar to Mon 2Apr
April 2012	Fri 6 to Mon 9	Fri 13 to Mon 16	Fri 20 to Mon 23	Fri 27 to Mon 30	
May 2012	Fri 4 to Mon 7	Fri 11 to Mon 14	Fri 18 to Mon 21	Fri 25 to Mon 28	

Weekend work



No weekend work



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