

20 December 2011

Our reference: N0210

Dear resident,

Norfolk Tunnel widening work during the day and night over the Christmas and New Year period

Major road work to widen the citybound Norfolk Tunnel will continue over the Christmas and New Year period when traffic volumes on the motorway are at their lowest of the year. Work in the citybound tunnel will be undertaken during the day and night from **7am on Tuesday 27 to 9am on Saturday 31 December 2011** and from **7am on Tuesday 3 to 5am on Monday 9 January 2012**.

There will be no upgrade work on the motorway or in the tunnel from Friday 23 to Monday 26 December 2011 and from Sunday 1 to Monday 2 January 2012.

Excavation work to widen the tunnel will be completed in sections. Each excavated section will be reinforced with bolts and shotcrete before the team excavates the next section.

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 noise curtain over both ends of the tunnel between 8pm and 7am.
- 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.hillsm2upgrade.com.au.

Traffic conditions

Citybound traffic will be diverted to the westbound carriageway under a contra-flow arrangement from **7am Tuesday 27 to 9am Saturday 31 December 2011** and from **7am Tuesday 3 to 5am Monday 9 January 2012**. At least one lane will remain open in each direction during this work. Please note that two lanes in each direction will be made available during daytime peak periods. All motorway on and off-ramps will be open during these work times.

Speed limits will be reduced to 40km/h in the contra-flow area. Please drive carefully and follow the signs.

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.

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

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

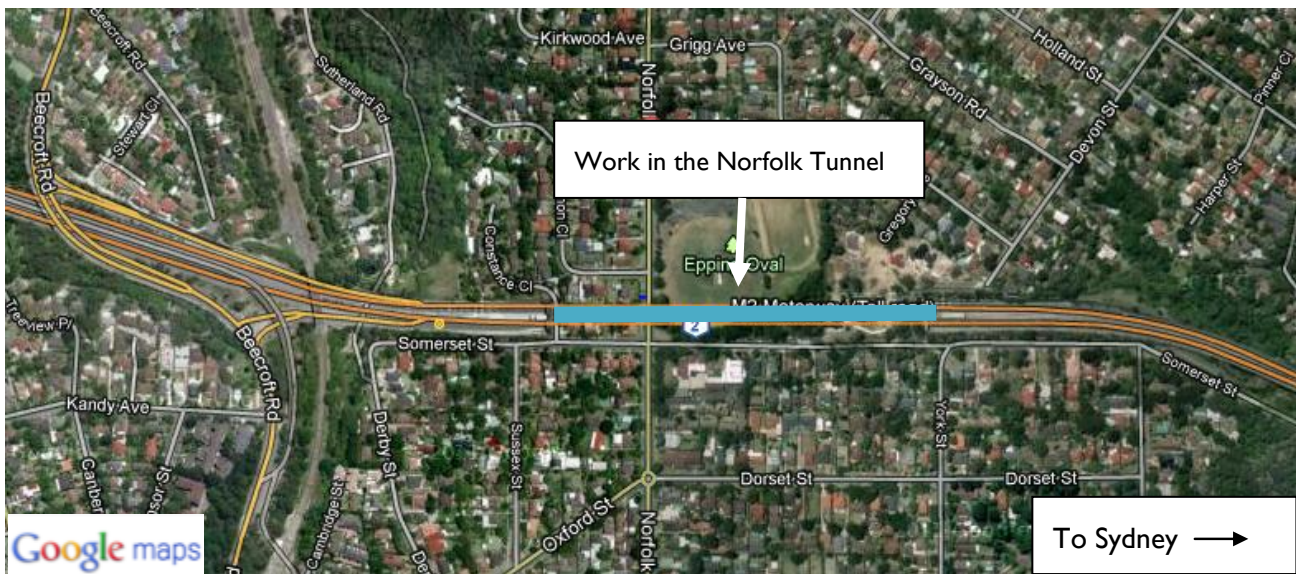
December 2011

Date	Mon 26	Tue 27	Wed 28	Thu 29	Fri 30	Sat 31	Sun 1
Day and night work							

January 2012

Date	Mon 2	Tue 3	Wed 4	Thu 5	Fri 6	Sat 7	Sun 8
Day and night work							

Work in the citybound Norfolk Tunnel



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

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.



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