

5 Community and stakeholder consultation

Chapter 5 provides an overview of the community and stakeholder consultation activities that have been, and will continue to be, carried out for the Victoria Road upgrade project.

Director-General's requirements

You should undertake an appropriate and justified level of consultation with relevant parties during the preparation of the environmental assessment, including:

- Local, state or Commonwealth government authorities and service providers such as State Transit Authority, the Ministry of Transport, the Department of Environment and Climate Change, the Department of Primary Industries, NSW Maritime, NSW Health, Leichhardt Council, Canada Bay Council and the City of Sydney Council.
- Specialist interest groups including Local Aboriginal Councils, the NSW Rowing Association, Yachting NSW, Dragon Boats NSW Inc.
- The public, including affected landowners.

The EA must describe the consultation process, document all community consultation undertaken to date and identify the issues raised (including where these have been addressed in the EA).

5.1 Consultation objectives and strategy

The delivery of road projects is an important issue for the community as a range of stakeholders may be directly or indirectly affected.

The RTA has developed a specific and extensive communications strategy for the Victoria Road upgrade. The aim of the strategy is to inform the community and other stakeholders and provide them with the opportunity to comment on the project, to express their opinions, and to raise any important issues that may affect them, their neighbourhood, or business.

A key aspect of the strategy is a community involvement plan which sets out the RTA's approach to consultation with the community throughout design, environmental assessment, construction and completion of the project. The community involvement plan provides clear guidance on:

- Key outcomes for consultation.
- Stakeholder and community involvement in development and design of the project.
- Consultation and communications tools and activities.
- Consultation activities during each project stage.

5.2 The consultation process and consultation activities to date

5.2.1 Overview of consultation

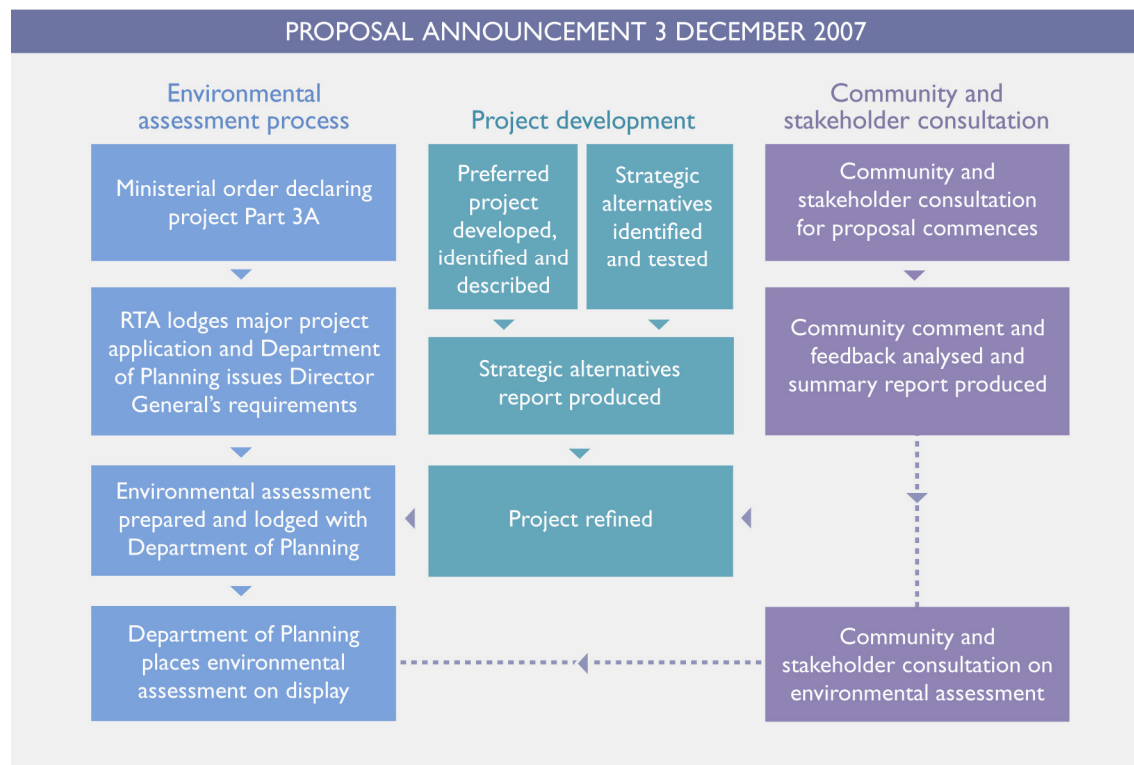
Community consultation on the project has been part of the overall project development and environmental assessment process. This is shown in Figure 5-1.

Consultation began before the start of the environmental assessment process, to inform the community of the project and allow people to register their interest in future consultation during project development, and will continue throughout the project, until construction is complete. Targeted consultation was also undertaken during the preparation of the environmental assessment.

Key consultation activities are listed in Section 5.2.3 and include a range of meetings as well as community update leaflets distributed throughout the area.

A consultation period extending for three months, from 3 December 2007 to 3 March 2008 also provided an opportunity for the community to make submissions.

Figure 5-1 **Project development and environmental assessment process**



5.2.2 Identification of stakeholders

In the initial phase, the RTA identified stakeholders relevant to the project. It then proceeded to engage with, communicate key elements of the project to, and receive submissions from them. Table 5-1 lists the stakeholders involved in consultation, and the consultation activities undertaken to date.

Table 5–1 **Summary of stakeholder consultation**

Stakeholder group	Individual stakeholders	Consultation activities undertaken to date
Government agencies	<ul style="list-style-type: none"> • Balmain and Drummoyne local MPs. • City of Canada Bay Council. • Leichhardt Municipal Council. • Hunters Hill Council. • City of Sydney Council. • Department of Environment and Climate Change. • State Transit Authority. • Ministry of Transport. • Department of Planning. • NSW Health. • NSW Maritime Authority. • Department of Lands. • Department of Primary Industries. • Sydney Harbour Foreshore Authority. • NSW Heritage Office. 	<ul style="list-style-type: none"> • Stakeholder meetings. • Planning focus meeting. • Telephone and letter contact.
Local businesses (existing and planned)	<ul style="list-style-type: none"> • Building owners. • Tenants. • Employees. • Landholders. 	<ul style="list-style-type: none"> • Stakeholder meeting. • Notifications. • Community updates. • Business owners' forum. • Community information sessions. • Surveys.
Local community	<ul style="list-style-type: none"> • Residents of Rozelle–Drummoyne peninsula. • Local commuters. • Recreational users — Bay Run users (pedestrian and cyclists). • Iron Cove users. • Recreational groups. • Community groups (Victoria Road Community Committee, Go West). 	<ul style="list-style-type: none"> • Community information sessions. • Community update newsletters • Notifications. • Newspaper advertising. • Survey. • Bus advertising. • Stakeholder meetings.
Broader community	<ul style="list-style-type: none"> • Metropolitan Local Aboriginal Land Council. • Residents (Glebe, Leichhardt, Gladesville, Ryde). • Business customers. • Long distance commuters (including bicycle user groups such as Canada Bay and Leichhardt bicycle user groups). • Marine users (including NSW Rowing, Yachting NSW and Dragon Boats NSW). 	<ul style="list-style-type: none"> • On-site meeting and walkover. • Stakeholder meetings. • Telephone and email contact. • Newspaper advertisements. • Bus advertisements. • Letterbox drops and updates.

Stakeholder group	Individual stakeholders	Consultation activities undertaken to date
Road users	<ul style="list-style-type: none"> • Car commuters. • Local drivers. • Public transport users. • Cyclists. • Pedestrians. • Peak bodies and representative groups (NRMA and Action for Public Transport). 	<ul style="list-style-type: none"> • Community updates. • Community information sessions. • Letterbox drops. • Newspaper advertising. • Bus advertising.
Media	<ul style="list-style-type: none"> • Local media. • Metropolitan media. 	<ul style="list-style-type: none"> • Newspaper advertising. • Media releases. • Telephone and email contact.

5.2.3 Key consultation activities

Some of the key consultation activities listed in Table 5-1 are described below.

- Community update newsletter (November 2006) — a community update newsletter was delivered to the homes of over 25,000 residents in the local area following the official project announcement (as part of the *Urban Transport Statement*).
- Project website (established December 2006) — the project website is updated regularly at key milestones with the latest project information including project reports, community updates, animations and project team contact details.
- Frequently asked questions (May 2007) — a 'frequently asked questions' document was posted on the project website (www.rta.nsw.gov.au/victoriaroad).
- Community update newsletter (June 2007) — a newsletter was distributed to local residents, hand-delivered to businesses on Victoria Road in Rozelle and Drummoyne, and posted on the project website.
- Community update newsletter (December 2007) — a newsletter was delivered to the homes of over 25,000 residents in the local area following the announcement of the RTA's proposal on 3 December 2007. The newsletter provided an overview of the project, timing and location of community information sessions, and identified how community members could make a submission or obtain more information on the project.
- Community update newsletter (February 2008) — a newsletter was delivered to the homes of over 45,000 residents in Drummoyne, Rozelle and surrounding suburbs as well as to bus commuters in the Gladesville and Ryde areas. The newsletter advised of further investigative works and community information sessions.
- Community update newsletter (April 2008) — a newsletter was delivered to the homes of over 45,000 residents in Drummoyne, Rozelle and surrounding suburbs as well as bus commuters in the Gladesville and Ryde areas. The newsletter provided an overview of issues raised during community consultation.
- Planning focus meeting (December 2007) — a meeting was held with key government agencies to explore issues associated with the project.
- Business forum (December 2007) — a forum was held to provide local business owners with detailed information about the project and find out how the project could affect their business.

- Other stakeholder meetings (December 2007 and January 2008) — multiple briefing sessions were held to provide information to key government/local agencies, resident groups, businesses and recreational associations.
- Community information sessions (December 2007, January 2008 and February 2008) — briefing sessions were held at local shopping precincts from Gladesville to Rozelle. The sessions included a display of options, and provided opportunities for discussion and asking questions.
- Notifications (December 2007 and January 2008) — a notification was letterboxed to local residents that could be affected by activities required for project development as part of the environmental assessment.
- Business, customer, community and bus passenger surveys (April–May 2008) — surveys were conducted as part of the social and economic study undertaken for the environmental assessment process, to identify any potential impacts on businesses as a result of the project and to obtain the views of bus users.
- Community update newsletter (July 2008) — newsletters were delivered to the homes of over 45,000 residents in Drummoyne, Rozelle and surrounding suburbs. This community update provided an overview of the preferred option for bus lane upgrades for Victoria Road and the new bridge. Contact details for further information or to comment were also provided.
- Stakeholder meetings (July and August 2008) — these briefing sessions were offered to key government/local agencies, resident groups, businesses and recreational associations to provide information on the preferred option for bus lane upgrades for Victoria Road and the new bridge crossing.

5.3 Summary of issues raised during consultation

Issues raised during the consultation process by the community, government agencies and specialist interest groups have been recorded and have informed key investigations, the environmental assessment and ongoing development of the project. Upon receipt of a submission, the stakeholder's details, issues raised and comments were entered into a stakeholder database.

5.3.1 Issues raised by government agencies

The issues raised by government agencies and special interest groups are listed in Table 5-2.

Table 5-2 **Summary of issues raised by government agencies and special interest groups**

Government agency/group	Issue	Section of this assessment addressing issue
City of Canada Bay Council	Strategic and project justification, including consideration of other options, long-term benefits and sustainability.	Chapter 2, Chapter 3 and Chapter 10
	Impacts on local community should be considered including community division, local traffic management, pedestrian safety, bus patrons and access.	Section 6.1 and Section 6.5
	Economic impact on residents and local businesses.	Section 6.5

Government agency/group	Issue	Section of this assessment addressing issue
	Environmental impacts – Drummoyne Swim Centre, fig tree, general amenity around Iron Cove.	Section 6.4 and Section 6.5
	Improvement to bicycle and pedestrian routes.	Section 6.1
Leichhardt Municipal Council	Need for integrated land use and transport planning to promote public transport and address car-based mobility.	Chapter 3
	Impact on local traffic network.	Section 6.1
	Pedestrian and cyclist infrastructure improvements.	Section 6.1
	No consideration of options and integration of other options such as tunnels.	Chapter 3
	Integration of other projects.	Chapter 3
	Pedestrian and motorist safety.	Section 6.1 and Section 6.5
	Outbound bus lane in the PM peak.	Chapter 3 and Chapter 4
	Impacts on residential and environmental amenity, such as noise and vibration, air quality, impact on parkland and trees, reduction of bus stops.	Chapter 6 and Chapter 7
	Water contamination – impact on aquatic flora and fauna.	Section 6.2 and Section 7.4
	Business viability and sustainability including parking and access changes.	Section 6.5
City of Sydney Council	Pedestrian and cyclist facilities.	Section 6.1
	Bus improvements.	Section 6.1
	Motorist safety, eg lane widths.	Chapter 4 and Section 6.1
Hunters Hill Council	Management of construction vehicles at compound site	Chapter 4 and Section 6.3
Department of Environment and Climate Change	Noise and vibration impacts.	Section 6.3
	Contaminated land and sediment.	Section 6.2
	Acid sulfate soils.	Section 6.2
	Construction management (waste, resource and spoil management and dust).	Section 7.6
	Air quality.	Section 7.1
	Aboriginal cultural heritage.	Section 7.5
	Water quality – surface and ground waters.	Section 6.2 and Section 7.3

Government agency/group	Issue	Section of this assessment addressing issue
State Transit Authority	Pedestrian safety.	Section 6.1 and Section 6.5
	Operation and timing of bus facilities.	Chapter 4 and Section 6.1
	Access – removal of bus stops.	Chapter 4 and Section 6.1
Ministry of Transport	General support for the project as a public transport measure.	Noted
	Noted that there are two strategic bus corridors in the area Victoria Road and Burwood-to-Chatswood via Lyons Road.	Noted
	Pedestrian and cyclist links.	Section 6.1 and Section 6.5
	Bus operation and timing.	Chapter 4 and Section 6.1
NSW Health	Environmental health issues – air quality, noise and amenity.	Chapter 6 and Chapter 7
	Contaminated sediments.	Section 6.2
	Private vehicle transport and effects of climate change.	Section 7.7
	Drummoyne Swim Centre – valuable health outcomes from swimming and there should be no adverse impacts that may discourage use of the pool.	Section 6.5 and Section 7.1
	Bay Run – redevelopment should ensure continued suitable links to the walk.	Chapter 4 and Section 6.5
	Cycling facilities – dedicated two-way bike paths provide a safe environment and encourage this mode of transport.	Chapter 4 and Section 6.1
NSW Maritime Authority	Navigation – recreational and commuter. Waterway and height clearances maintained during construction and operation.	Chapter 4, Section 6.1 and Section 6.5
	Contamination.	Section 6.2
	Maintenance of ferry wharf operation.	Chapter 6.1
	Notification/signage during construction.	Section 6.1
NSW Heritage Office	Identification of heritage items adjacent and in the vicinity affected by construction, such as footings of the previous Iron Cove Bridge.	Section 6.6 and Section 7.5
	Need for a dilapidation survey for heritage items.	Chapter 9
	Need for protective measures to prevent physical damage (eg from vibration) during construction and operation.	Chapter 9

Government agency/group	Issue	Section of this assessment addressing issue
	Visual impacts on the existing bridge and assessment of construction and operation impacts.	Section 6.4 and Section 6.6
	Provide heritage interpretation of the history and evolution of Victoria Road and of bridges in this area.	Section 6.6
Department of Lands	Environmental impacts (eg noise, shadowing and air quality) on Drummoyne Swim Centre, recreational amenity, the café and other receivers.	Chapter 6 and Chapter 7
	Acquisition of Crown land or a stratum subdivision.	Chapter 4
	Reduction in commercial opportunities and public amenity – Drummoyne Swim Centre recently subject of a development application for a restaurant.	Section 6.5
Department of Primary Industries	Impacts on aquatic environment, eg seagrass and sedimentation.	Section 6.2 and Section 7.4
Sydney Harbour Foreshore Authority	No perceived impact on their properties (Callan Park and White Bay).	Noted
Metro Local Aboriginal Land Council	Potential for items of Aboriginal heritage significance to be discovered during construction.	Section 7.5
NRMA	Generally supportive of the project including closure of Cary Street and improvements to safety.	Noted
Action for Public Transport	Supportive of prioritising public transport.	Noted
	Local traffic issues such as rat running and policing of proposed bus lane.	Section 6.1
	Pedestrian safety and amenity.	Section 6.1, Section 6.4 and Section 6.5
	Loss of recreational amenity.	Section 6.5
Go West	Traffic impacts of future developments including Tigers and M4 proposal.	Section 7.9
	Noise impacts during construction and operation.	Section 6.3
	Local and regional traffic issues.	Section 6.1
	Pedestrian safety and access.	Section 6.1

Government agency/group	Issue	Section of this assessment addressing issue
Victoria Road Community Committee	Support public transport options.	Noted
	Local traffic issues.	Section 6.1
	Pedestrian and cycle amenity and safety.	Section 6.1, Section 6.4 and Section 6.5
	Construction impacts.	Chapter 6 and Chapter 7
	Social and economic impacts.	Section 6.5
Recreational water users (NSW Rowing Association, Yachting NSW, Dragon Boats NSW)	Potential for construction activities to disrupt regattas and training.	Section 6.1
	Navigational clearance during construction.	Chapter 4 and Section 6.1
	Potential loss of trade during construction.	Section 6.1
	Water quality/contamination – school children fall into the water on a regular basis.	Section 6.2 and Section 7.3
	Insufficient lighting and barge ropes at head height were encountered during construction works on the clip-on lane.	Section 6.1
	Safety of rowers.	Section 6.1
	Impact on course length and inability to host official events.	Section 6.1

5.3.2 Issues raised by the community

As noted in Section 5.2.3, the RTA has undertaken a range of consultation activities in relation to the project. In particular, during the December to March consultation period the RTA received 1382 submissions from non-government stakeholders. The majority of submissions were made using the feedback sheet contained in the December 2007 community update.

The most frequently-raised issues are listed in Table 5-3, which also describes where each issue is considered in this environmental assessment. While many other issues raised in submissions are not included in Table 5-3, all issues raised in submissions were identified, entered into a database, and considered by the project team as part of the environmental assessment.

Table 5–3 Summary of the most frequently raised issues by non-government stakeholders

Issue	Details of issue	Number of submissions	Section of this assessment addressing issue
No new bridge	Submissions oppose construction of a new bridge.	480	Section 3.3 Strategic alternatives
Public transport options	Submissions were received in support of public transport alternatives and for enhancing existing services. Suggestions include: <ul style="list-style-type: none"> • Introducing new modes of public transport, including light rail and metro rail. • Park-and-ride facilities at major bus interchanges or other suitable locations. • More ferry services from Birkenhead Wharf, and extra ferry wharves in the area. • Improvements to bus services including pre-paid ticketing, bus priority at traffic lights, and electronic timetable information at bus stops. 	429	Section 3.3 Strategic alternatives
Traffic congestion	There are concerns that the project would attract more traffic through the introduction of an extra citybound lane on Victoria Road during the AM peak. There is also concern that providing eight lanes over Iron Cove would contribute to traffic congestion as drivers would be required to merge from eight lanes back to six on Victoria Road.	333	Section 6.1 Transport Chapter 3 Project need and alternatives Chapter 4 Description of the project
Bus improvements	Submissions suggested bus service improvements, such as increasing the number of bus services, introducing pre-pay only buses, bus priority at traffic lights, electronic timetable information at bus stops, and upgrading the bus fleet.	273	Section 6.1 Transport
Impacts on Drummoyne Swim Centre ('Drummoyne pool')	The community regards the potential impacts of the project on Drummoyne Swim Centre as a significant issue. Concerns include: <ul style="list-style-type: none"> • Additional shadowing caused by a new bridge. • Loss of parking at the pool. • An increase in noise and reduction in air quality due to the bridge bringing traffic closer 	263	Section 6.4 Visual amenity and urban design Section 6.5 Socio economic Section 7.1 Air quality

Issue	Details of issue	Number of submissions	Section of this assessment addressing issue
	<p>to the pool.</p> <ul style="list-style-type: none"> • Closure of the pool if the western option were adopted. 		
Impact on parks and natural environment	<p>There are concerns that the project would lead to:</p> <ul style="list-style-type: none"> • A loss of trees. • A loss of open space. • Impacts on visitors to the sports ground in King George Park. 	208	<p>Section 6.4 Visual amenity and urban design</p> <p>Section 7.4 Biodiversity</p> <p>Section 6.5 Socio economic</p>
Value for money/ use of public funds	<p>There are concerns that the upgrade project would not deliver value for money as it would not significantly improve general traffic congestion or travel times on Victoria Road.</p> <p>Some submissions express a preference for funding to be directed to other public transport projects, such as light rail or metro rail.</p>	208	<p>Section 4.2 Timing and funding</p> <p>Section 3.3.4 Consideration of other transport initiative</p> <p>Chapter 10 Strategic justification</p>
Air quality	<p>There are concerns that the new bridge would lead to potential changes to local air quality.</p>	194	Section 7.1 Air quality
Pedestrian and cycling facilities	<p>There is support for improvements to pedestrian and cycling facilities over Iron Cove.</p> <p>Suggestions include the separation of recreational and commuter cyclists, separation of cyclists and pedestrians, ramp access to the bridge, improved access to the Bay Run, and wider shared-path facilities.</p>	181	<p>Section 6.1 Transport</p> <p>Section 6.5 Socio economic</p>
Preference for a tunnel	<p>There are suggestions for tunnels of various lengths, such as from Gladesville Bridge to The Crescent, Rozelle, or a short tunnel under Iron Cove.</p> <p>There are also suggestions for underpasses or flyovers for major intersections, such as Darling Street and Lyons Road.</p>	131	Section 3.3 Strategic alternatives

5.4 Future and ongoing consultation

The RTA will continue to identify and manage issues of interest or concern to the community during the assessment and approval process and, if the project is approved, during its construction.

The aims of ongoing communications and consultation are to provide the community with:

- Accurate and accessible information regarding the processes and activities associated with the project.
- Information in a timely manner.
- Appropriate avenues for providing comment or raising concerns, and to ensure they are aware of the avenues.
- A high level of responsiveness to their issues and concerns throughout development and delivery of the project.

Following the announcement of the preferred project option on 9 July 2008, the following consultation activities were and will continue to be undertaken:

- Advertising of the preferred option in local and state newspapers.
- Letterbox drop of community updates outlining the preferred option to local residents.
- Briefings with key stakeholders regarding the preferred project.
- Email updates to subscribers.
- Media briefings.
- Community consultation summary reports sent to all stakeholders who submitted feedback during the community consultation period for the environmental assessment.
- Website update with information and animations of the preferred option.
- Community information line and email address available for community feedback.

5.4.1 Consultation during exhibition of the environmental assessment

The DoP is responsible for the public exhibition of the environmental assessment. The public exhibition period for the assessment extends for at least 30 days.

During the exhibition period, the public is able to review the environmental assessment, obtain information from display materials, and send submissions to the DoP for consideration in its assessment of the project. During this time, the RTA will provide opportunities for the community to discuss the environmental assessment with key members of the project team and to provide comments. The RTA will advertise the dates and venues of the public display in the local and metropolitan press, and provide the environmental assessment on the RTA website (for reading and downloading).

All written comments received by the DoP during the exhibition period will be provided to the RTA for its consideration. The comments and any RTA response will be considered by the DoP in its assessment report to the Minister for Planning.

5.4.2 Consultation during construction

The community involvement plan details the communication and consultation activities to be undertaken during construction of the project. The key activities and tools would include:

- Notification of any works that may disturb local residents and businesses (such as noisy activities and night works).
- Notification to commuters of works that may affect transport (such as road closures and changes to pedestrian routes).
- A 24-hour community information and complaints phone line.
- Regular community information sessions.
- Regular website updates.
- Regular community newsletters.
- Site signage.
- Regular advertising in local and metropolitan papers.
- Email and SMS notifications and radio traffic information to motorists, where appropriate.