

# Compliance Report Declaration Form



Project Name	Parramatta Light Rail – Stage 1
Project Application Number	SSI 8285
Description of Project	Development for the purpose of the Parramatta Light Rail – Stage 1.
Project Address	Land in the suburbs of Westmead, North Parramatta, Parramatta, Rosehill, Camellia, Rydalmere, Dunas, Telopea, Carlingford, Granville and Clyde.
Proponent	Transport for NSW
Title of Compliance Report	Construction Compliance Report #5 February 2021 to July 2021
Date	15 October 2021

I declare that I have reviewed relevant evidence and prepared the contents of the attached Compliance Report and to the best of my knowledge:

- The Compliance Report has been prepared in accordance with all relevant conditions of consent
- The Compliance Report has been prepared in accordance with the Compliance Reporting Post Approval Requirements
- The findings of the Compliance Report are reported truthfully, accurately and completely
- Due diligence and professional judgement have been exercised in preparing the Compliance Report
- The Compliance Report is an accurate summary of the compliance status of the development.

Notes:

- Under section 10.6 of the *Environmental Planning and Assessment Act 1979* a person must not include false or misleading information (or provide information for inclusion in) a report of monitoring data or an audit report produced to the Minister in connection with an audit if the person knows that the information is false or misleading in a material respect. The proponent of an approved project must not fail to include information in (or provide information for inclusion in) a report of monitoring data or an audit report produced to the Minister in connection with an audit if the person knows that the information is materially relevant to the monitoring or audit. The maximum penalty is, in the case of a corporation, \$1 million and for an individual, \$250,000; and
- The *Crimes Act 1900* contains other offences relating to false and misleading information: section 307B (giving false or misleading information – maximum penalty 2 years' imprisonment of 200 penalty units, or both).

Name of Authorised Reporting Officer	
Title	A/Director Environment & Sustainability – Eastern Harbour & Central River
Signature	
Qualification	Ba. App. Sc. Environmental Biology, Grad. Cert. Environmental Engineering and Management
Company	Transport for NSW
Company Address	130 George Street, Parramatta

# **Construction Compliance Report #5**

**February 2021 to July 2021**

**Parramatta Light Rail – Stage 1 (SSI-8285)**

**PLR-TFNSW-PJT-EE-RPT-000019**

**Revision 0**

**September 2021**

# Executive Summary

This Construction Compliance Report #5 documents Transport for NSW and its Contractors' compliance as required by the project's planning approval granted by the Secretary of the NSW Department of Planning, Industry and Environment (the Secretary). This report covers the period from 1 February 2021 to 31 July 2021.

The vast majority of construction activities during the reporting period were undertaken by the Infrastructure Contractor.

Onsite environmental performance was generally well managed across the project, two (2) non-compliances were raised during the reporting period, which is a significant decrease from last reporting period of fourteen (14). During the reporting period the Project received 2 Record Breaches and 1 Warning Letter.

The total number of complaints received during the reporting period increased to 474 compared with the previous reporting period 450. Complaints were dominated by noise and vibration (both standard construction hours and out-of-hours), which represented 47.91% of complaints. All but 67 complaints were attributable to project works.

The following table provides a summary of each Construction Package.

Construction Package	Ongoing Requirements (non-compliances raised)	Notifiable Incidents	ER Inspections (Issues/opportunities for improvement raised)	Environmental Audit Reports (findings)	Complaints Attributable to Project Works (total complaints received)
Package 1 Road Enabling Works	355 (0)	0	3 (2)	0 (0)	0
Package 2 PLR Westmead Precinct	0 (0)	0	0 (0)	0 (0)	0
Package 3 Early Works Portion 2	266 (1)	0	12 (27)	0 (0)	4
Package 4 Infrastructure Works	449 (1)	0	24 (170)	1 (1)	400
Package 5 Supply, Operate and Maintain	287 (0)	0	0 (0)	0 (0)	0
Project Wide TfNSW	140 (0)	0	0 (0)	1 (1)	3
Total	1497 (2)	0	39 (199)	1 (2)	407 (474)
Total from previous report	1547 (16)	3	41 (231)	0 (0)	445 (450)

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## Document control

### Approval and authorisation

Title	Parramatta Light Rail – Stage 1 Construction Compliance Report #5 February 2021 to July 2021
Document Reference	PLR-TFNSW-PJT-EE-RPT-000019

### Version status

Revision	Date	Description	Approval/ Reviewer	Declaration
A	31 August 2021	Compliance report for Internal Review	Senior Manager Environment Sustainability	Not Applicable
0	11 October 2021	Compliance report for Submission	Senior Environment Manager	Director – Safety, Sustainability, Environment and Assurance

# Glossary / Abbreviations

Abbreviation	Expanded text
AA*	The Acoustics Advisor for the CSSI.
Active Transport Link*	An active transport link (pedestrian and cycling) connecting Carlingford to the Parramatta Valley Cycleway at Rydalmere, with bridge crossings at Parramatta River and James Ruse Drive, and ending at Alfred Street, Parramatta
Ancillary facility*	A temporary facility for construction of the project including an office and amenities compound, construction compound, material crushing and screening plant, materials storage compound, maintenance workshop, testing laboratory, material stockpile area car parking compound and truck marshalling facility.
Annoying activities*	As defined in the <i>Interim Construction Noise Guideline (DECC, 2009)</i>
CCR	Construction Compliance Report
CEMP*	Construction Environmental Management Plan
CoA	The Planning Minister's conditions of approval
Completion of construction*	The date upon which all construction works and activities described in the EIS/Submissions Report (incorporating Preferred Infrastructure Report) are completed and all requirements of the Secretary (if any) and the whole of the CSSI has been constructed to the appropriate standard for operation
Construction*	<p>Includes all works required to construct the CSSI as described in the EIS/Submissions Report (incorporating Preferred Infrastructure Report), including commissioning trials of equipment and temporary use of part of the CSSI, but excluding the following low impact work:</p> <ul style="list-style-type: none"> <li>(a) survey works including carrying out general alignment survey, installing survey controls (including installation of global positioning system (GPS)), installing repeater stations, carrying out surveys of existing and future utilities and building and road dilapidation surveys;</li> <li>(b) investigations including investigative drilling, contamination investigations and excavation;</li> <li>(c) establishment of ancillary facilities in approved locations including constructing ancillary facility access roads and providing utilities to the facility;</li> <li>(d) operation of ancillary facilities if the ER has determined the operational activities will have minimal impact on the environment and community;</li> <li>(e) minor clearing and relocation of native vegetation, as identified in the EIS/Submissions Report (incorporating Preferred Infrastructure Report);</li> <li>(f) installation of mitigation measures including erosion and sediment controls, temporary exclusion fencing for sensitive areas and acoustic treatments;</li> <li>(g) property acquisition adjustment works including installation of property fencing, and relocation and adjustments of property utility connections including water supply and electricity;</li> <li>(h) relocation and connection of utilities where the relocation or connection has a minor impact to the environment as determined by the ER;</li> <li>(i) reconfiguration of Robin Thomas Reserve for the purposes of maintaining two sports playing fields;</li> <li>(j) archaeological testing under the <i>Code of practice for archaeological</i></li> </ul>



Abbreviation	Expanded text
	<p><i>investigation of Aboriginal objects in NSW (DECCW, 2010), archaeological investigations to inform design or archaeological monitoring undertaken in association with [a]-[i] above to ensure that there is no impact to heritage items;</i></p> <p>(k) other activities determined by the ER to have minimal environmental impact which may include construction of minor access roads, temporary relocation of pedestrian and cycle paths and the provision of property access including access and egress to construction ancillary facilities; and</p> <p>(l) maintenance of existing buildings and structures required to facilitate the carrying out of the CSSI.</p> <p>However, where heritage items, or threatened species, populations or ecological communities (within the meaning of the <i>Biodiversity Conservation Act 2016</i>) are affected or potentially affected by any low impact work, that work is construction, unless otherwise determined by the Secretary in consultation with OEH or DPI Fisheries (in the case of impact upon fish, aquatic invertebrates or marine vegetation).</p> <p>Construction does not include site establishment works where such works are included as part of a <b>Site Establishment Management Plan</b> approved under <b>Condition C18</b>.</p>
CSSI*	The Critical State Significant Infrastructure as described in Schedule 1 of this approval, the carrying out of which is approved under the terms of this approval.
CSSI, the	Parramatta Light Rail – Stage 1 (Westmead to Carlingford)
CTP	Compliance Tracking Program
Department*	NSW Department of Planning and Environment
DECC*	Former NSW Department of Environment and Climate Change
DPIE	NSW Department of Planning, Industry and Environment (formerly DPE – NSW Department of Planning and Environment)
DoI*	NSW Department of Industry
DPI*	NSW Department of Primary Industries including DPI Agriculture, DPI Biosecurity and Food Safety, DPI Land and Natural Resources, DoI Water and DPI Fisheries
Eat Street*	That section of Church Street between Palmer and George streets.
EIS*	The Environmental Impact Statement submitted to the Secretary seeking approval to carry out the project described in it, as revised if required by the Secretary under the EP&A Act and including any additional information provided by the Proponent in support of the application for approval of the project.
EMS*	Environmental Management System
Environmental Representative Protocol*	The document of the same title published by the Department (2017)
EP&A Act*	<i>Environmental Planning and Assessment Act 1979 (NSW)</i>
EPA*	NSW Environment Protection Authority
EPL*	Environment Protection Licence under the POEO Act

Abbreviation	Expanded text
ER*	The Environmental Representative for the CSSI
Heritage Division*	The Heritage Division of OEH
Heritage item*	A place, building, work, relic, archaeological site, tree, movable object or precinct of heritage significance, that is listed under one or more of the following registers: the State Heritage Register under the <i>Heritage Act 1977</i> (NSW), a state agency heritage and conservation register under section 170 of the <i>Heritage Act 1977</i> (NSW), a Local Environmental Plan under the EP&A Act, the World, National or Commonwealth Heritage lists under the <i>Environment Protection and Biodiversity Conservation Act 1999</i> (Cth), and an "Aboriginal object" or "Aboriginal place" as defined in section 5 of the <i>National Parks and Wildlife Act 1974</i> (NSW).
Highly Noise Intensive Works*	Rock breaking, rock hammering, sheet piling, pile driving and any similar activity
ICNG*	<i>Interim Construction Noise Guideline</i> (DECC, 2009)
Incident*	An occurrence or set of circumstances that causes, or threatens to cause material harm. <i>Note: "material harm" is defined in this approval.</i>
Land*	Has the same meaning as the definition of the term in section 1.4 the EP&A Act
Landowner*	Has the same meaning as "owner" in the <i>Local Government Act 1993</i> and in relation to a building means the owner of the building
Material harm*	Is harm that: (a) involves actual or potential harm to the health or safety of human beings or to ecosystems that is not trivial, or (b) results in actual or potential loss or property damage of an amount, or amounts in aggregate, exceeding \$10,000, (such loss includes the reasonable costs and expenses that would be incurred in taking all reasonable and practicable measures to prevent, mitigate or make good harm to the environment).
Minister*	NSW Minister for Planning
NCA*	Noise catchment area
NML*	Noise management level as derived from the <i>Interim Construction Noise Guideline</i> (DECC, 2009)
Non-compliance*	An occurrence, set of circumstances or development that is a breach of this approval but is not an incident.
NSW Heritage Council*	Heritage Council of NSW
OEH*	NSW Office of Environment and Heritage
OEMP*	Operational Environmental Management Plan
Operation*	The carrying out of the CSSI (whether in full or in part) upon the completion of construction for the applicable stage (if any), excluding the following activities: <ul style="list-style-type: none"> <li>• commissioning trials of equipment;</li> <li>• temporary use of any part of the CSSI; and</li> <li>• maintenance works.</li> </ul> <i>Note: There may be overlap between the carrying out of construction and</i>



Abbreviation	Expanded text
	<i>operation if the phases are staged. Commissioning trials of equipment and temporary use of any part of the CSSI are within the definition of construction.</i>
Parramatta Strategic Planning Framework*	Planning policies developed by City of Parramatta Council (in consultation with Government Architect NSW) including the Parramatta Strategic Framework, Parramatta City Link Strategy, and Parramatta River Strategy.
PCCR	Pre-Construction Compliance Report
PIR*	The Preferred Infrastructure Report submitted to the Secretary under the EP&A Act (referred to as part of the Submissions Report (including Preferred Infrastructure Report)).
Planning Approval	The Planning Approval includes the Conditions of Approval, the EIS and the Submissions and Preferred Infrastructure Report
PLR	Parramatta Light Rail (Stage 1)
POEO Act*	<i>Protection of the Environment Operations Act 1997</i> (NSW)
Precinct*	The precincts of Westmead; Parramatta North; Parramatta CBD; Rosehill and Camellia; and Carlingford as described in the EIS and illustrated in Figures 5.2a to 5.2h of Volume 1
Proponent*	The person identified as such in Schedule 1 of this approval
Relevant Council(s)*	Any or all as relevant: <ul style="list-style-type: none"> <li>• City of Parramatta; and</li> <li>• Cumberland Council</li> </ul>
Relevant Road Authority*	The same meaning as the road authorities defined in the <i>Roads Act 1993</i> .
Relic*	Has the same meaning as the definition of the term in section 4 of the <i>Heritage Act 1977</i> (NSW)
REMMMs	Revised Environmental Management and Mitigation Measures
RMS*	NSW Roads and Maritime Services
Secretary*	Secretary of the NSW Department of Planning and Environment (or nominee, whether nominated before or after the date on which this approval was granted)
Sensitive receiver*	Includes residences, temporary accommodation such as caravan parks and camping grounds, and health care facilities (including nursing homes, hospitals).  Also includes the following, when in use: educational institutions (including preschools, schools, universities, TAFE colleges), religious facilities (including churches), child care centres, passive recreation areas, commercial premises (including film and television studios, research facilities, entertainment spaces, restaurants, office premises and retail spaces), and others as identified by the Secretary
SES*	NSW State Emergency Services
SOM	Supply, Operate and Maintain
Submissions Report*	The report comprising the Proponent's response to written submissions received in relation to the application for approval for the CSSI under the EP&A Act. The Proponent has prepared a Submissions Report (incorporating the Preferred Infrastructure Report) for the CSSI

Abbreviation	Expanded text
TfNSW	Transport for NSW (the Proponent)
TMC*	Transport Management Centre for NSW
Tree*	As defined in Australian Standard AS 4970-2009 <i>Protection of trees on development sites</i> .
Unexpected heritage find*	An object or place that is discovered during the carrying out of the CSSI and which may be a heritage item but was not identified in the documents referred to in <b>Condition A1</b> or suspected to be present. An unexpected heritage find does not include human remains.
Work*	All physical work for the purpose of the CSSI including construction

\* As defined in the infrastructure Approval

# 1 Introduction

## 1.1 Context

This Construction Compliance Report (CCR) has been prepared for Parramatta Light Rail (Stage 1) (the CSSI). The Staging Report (PLR-TFNSW-CBD-PE-RPT-000001) describes the staging of the delivery and operation of the CSSI in compliance with the requirements of the Infrastructure Approval SSI 8285.

Condition of Approval (CoA) A37 of the PLR Infrastructure approval requires that the CCR must be prepared and submitted to the Secretary for information every six months from the date of commencement of construction for the stage and package of works to which the report applies. The CCR is to be made publicly available by TfNSW in accordance with A33.

## 1.2 Purpose of this report

The purpose of this CCR is to address the requirements of CoA A37 of the PLR Infrastructure approval. This CCR has been prepared in accordance with the Project Compliance Tracking Program (CTP). The CTP was issued to Department of Environment, Industry and Planning (DPIE) by Transport for NSW (TfNSW) on 6 December 2018 and subsequently updated and resubmitted on 16 October 2019.

This is issue number five (5) of the six-monthly CCR. Subsequent six-monthly CCRs will continue to be prepared and submitted subsequently to this CCR. The Contractors and Transport for NSW are jointly responsible for compliance with the project conditions of approval and other requirements. As identified in the Staging Report (PLR-TFNSW-CBD-PE-RPT-000001), this CCR will be submitted every 6 calendar months (for example February to July / August to January) for all active packages.

In this reporting period the following Packages are approved for Construction and had works being undertaken in the reporting period:

- Package 1 – Road Enabling Works
- Package 3 – Portion 2 Early Works
- Package 4 – Infrastructure Works
- Package 5 – Supply, Operate and Maintain
  - Activity A Stabling and Maintenance (SaM) Facility (had not commenced)

CCR Number 5 is the fifth construction compliance report for the construction phase and reports on the fifth period of construction for the CSSI (February 2021 to July 2021). The requirements of the construction compliance related CoA are listed in Table 1-1, together with a cross-reference to where the requirements are addressed in this CCR.

Table 1-1 Conditions applicable to the Construction Compliance Report

CoA No.	Condition Requirements	Document reference	How Addressed
A34	Construction Compliance Reports must be prepared	This document	This construction compliance report has been prepared to address this condition.
A34	and submitted to the Secretary for information every six (6) months from	Section 1.2	This Report will be written every six calendar months as

CoA No.	Condition Requirements	Document reference	How Addressed
	the date of construction for the duration of construction.		per the Staging Report. The Report will be submitted to the Secretary for information.
A34	The Construction Compliance Reports must include: (a) A results summary and analysis of environmental monitoring	Section 2.4	Environmental monitoring results for this reporting period are discussed in Section 2.4.
A34	(b) The number of complaints received, including a summary of main areas of complaint, action taken, response given and proposed strategies for reducing the recurrence of such complaints	Section 2.3	Complaints received within this reporting period are discussed in Section 2.3.
A34	(c) Details of any review of, and minor amendments made to, the CEMP as a result of construction carried out during the reporting period	Section 3.3	Reporting on the CEMP and any minor amendments undertaken during this reporting period is discussed in Section 3.3.
A34	(d) A register of any reviews of consistency undertaken including outcome	Section 3.4	A register of consistency reviews undertaken during this reporting period is discussed in Section 3.4.
A34	(e) Results of any independent environmental audits and details of any actions taken in response to the recommendations of an audit	Section 2.5	Results of independent environmental audits and actions taken during this reporting period are discussed in Section 2.5.
A34	(f) A summary of all incidents notified in accordance with Conditions A44 and A46 of this approval	Section 2.6	Notifiable incidents for this reporting period are discussed in Section 2.6.
A34	(g) Any other matter relating to compliance with the terms of this approval or as requested by the Secretary	Section 4 Business monitoring (under CoA E110)	Results from business monitoring required under Condition E110 is provided for this reporting period in Section 4.

A brief overview of the project is provided in Table 1-2.

During the reporting period there was one Pre-Construction Compliance Report (PCCR) submitted to the Secretary:

- Package 5 – Supply, Operate and Maintain PCCR. Submitted to DPIE on 14 May 2021.



Table 1-2 Parramatta Light Rail overview

<b>Project Name</b>	Parramatta Light Rail – Stage 1
<b>Project Application Number</b>	SSI 8285
<b>Site Address</b>	Land in the suburbs of Westmead, North Parramatta, Parramatta, Rosehill, Camellia, Rydalmere, Dunas, Telopea, Carlingford, Granville and Clyde.
<b>Name of Compliance Report</b>	Construction Compliance Report – CCR Number 5
<b>Dates covered by this Report</b>	February 2021 to July 2021
<b>Summary of project activities that occurred during the reporting period</b>	Completion of road enabling works in Parramatta CBD including Robin Thomas Reserve realignment and continuing the early works at SAM facility and main infrastructure construction along the alignment.

### 1.3 Background and Parramatta Light Rail project description

Parramatta Light Rail is one of the NSW Government's major infrastructure projects being delivered to serve a growing Sydney.

Parramatta Light Rail Stage 1 ('the CSSI') will connect Westmead to Carlingford via Parramatta Central Business District (CBD) and Camellia. The CSSI is expected to be operational in 2023.

The project will create new communities, connect great places and help both local residents and visitors move around and explore what the region has to offer. The route will link Parramatta's CBD and train station to a number of key locations, including the Westmead Precinct, the Cumberland Hospital Precinct, Bankwest Stadium, the Camellia Town Centre, the Parramatta Powerhouse and Riverside Theatre arts and cultural precinct, the private and social housing redevelopment at Telopea, the Rosehill Gardens Racecourse and the three Western Sydney University campuses.

In summary, the key features of the project include:

- A new dual track light rail network of approximately twelve (12) kilometres in length, including approximately seven (7) kilometres within the existing road corridor and approximately five (5) kilometres within the existing Carlingford Line and Sandown Line, replacing current heavy rail services
- Sixteen (16) stops that are fully accessible and integrated into the urban environment including a terminus stop at each end of Westmead and Carlingford
- High frequency 'turn-up-and-go' services operating seven days a week from 5am to 1am. Weekday services will operate approximately every 7.5 minutes in the peak period between 7am and 7pm
- Modern and comfortable air-conditioned light rail vehicles, nominally 45 metres long and driver-operated, each carrying up to 300 passengers.
- Intermodal interchanges with existing public transport services at Westmead terminus, Parramatta CBD and the Carlingford terminus



- Creation of two light rail and pedestrian zones (no general vehicle access) within the Parramatta CBD along Church Street (generally between Market Street and Macquarie Street) and along Macquarie Street (generally between Horwood Place and Smith Street)
- A Stabling and Maintenance (SaM) Facility located in Camellia for light rail vehicles to be stabled, cleaned and maintained
- New bridge structures along the alignment including over James Ruse Drive and Clay Cliff Creek, Parramatta River (near the Cumberland Hospital), Kissing Point Road and Vineyard Creek, Rydalmere
- Alterations to the existing road network including line marking, additional traffic lanes and turning lanes, new traffic signals, and changes to traffic flows
- Relocation and protection of existing utilities
- Public domain and urban design works along the corridor and at Stop precincts
- Closure of the heavy rail line between Carlingford and Clyde
- Active transport corridors and additional urban design features along sections of the alignment and within Stop precincts
- Integration with the Opal Electronic Ticketing System (ETS)
- Real time information in light rail vehicles and at Stops via visual displays and audio.

An overview of Parramatta Light Rail route is shown in **Figure 1-1**.



**Figure 1-1: Parramatta Light Rail Route**

### 1.3.1 Statutory Context

The Parramatta Light Rail is subject to environmental impact assessment under the *Environmental Planning and Assessment Act 1979* (EP&A Act). It is classified as Critical State Significant Infrastructure (CSSI).

Detailed environmental impact assessments have been carried out and approved by the Minister for Planning. The Planning Approval for the project is described in Section 1.3.2 below.

### 1.3.2 Parramatta Light Rail Planning Approval

The Environmental Impact Statement (EIS) assessed impacts for Parramatta Light Rail Stage 1 (Westmead to Carlingford). This covered the light rail and associated works including road enabling work. It was approved by the Minister for Planning on 29 May 2018. The Infrastructure Approval was subsequently modified under Section 5.25 of the EP&A Act on 21 December 2018 (MOD 1) and 25 January 2019 (MOD 2).

The planning approval (Infrastructure approval SSI 8285) and related environmental assessment documents are located at Department of Planning's Major Projects website:

[http://majorprojects.planning.nsw.gov.au/index.pl?action=view\\_job&job\\_id=8285](http://majorprojects.planning.nsw.gov.au/index.pl?action=view_job&job_id=8285)



Figure 1-2 Aerial image taken of Cumberland Health Precinct (Transport for NSW July 2021)

## 1.4 Project Staging

Transport for NSW has elected to stage the Parramatta Light Rail (Stage 1) in accordance with CoA A13. The stages are described in detail in the Parramatta Light Rail Staging Report (PLR-TFNSW-CBD-PE-RPT-000001) and summarised in Table 1-3.



Table 1-3 Project staging

Stage	Package	Contractor	Project location	Description
Enabling Stage	1 – Road Enabling Works	Diona Ward Joint Venture	O'Connell Street, North Parramatta and George Street, Parramatta	Specific local road network improvements and adjustments to maintain performance of the local road network during the light rail construction period and during light rail operations. These works focus in particular on increasing the capacity of O'Connell Street and George Street to accommodate the loss of capacity on Church Street and Macquarie Street. Also conducted Robin Thomas Reserve realignment work.
Enabling Stage	2A – Hawkesbury Road Widening	Health Infrastructure (Ford Civil Contractors)	Hawkesbury Road, Westmead	The widening of the north-western side of Hawkesbury Road including piling to accommodate for future NSW Health development, within Westmead Hospital land.
Enabling Stage	2B – Cumberland Hospital (East Campus) demolition	Health Infrastructure (Renascent)	Cumberland Hospital (East Campus) Fleet Street, North Parramatta	Demolition of buildings within the Cumberland Hospital (East Campus) area.
Enabling Stage	2C – Cumberland Hospital (West Campus) demolition	Health Infrastructure (Donnelley Constructions)	Cumberland Hospital (West Campus) Hainsworth Street, Westmead	Demolition of buildings within the Cumberland Hospital (West Campus) area.
Enabling Stage	3 – Early Works Portion 2	Ventia	6-8 Grand Avenue, Camellia	Remediation (capping) of the site at 6-8 Grand Avenue, Camellia. This is the allocated site for the Stabling and Maintenance (SaM) Facility.
Infrastructure Delivery	4 – Infrastructure	Parramatta Connect (formerly known as CPBD Joint Venture)	Land in the suburbs of Westmead, North Parramatta, Parramatta, Rosehill, Camellia, Rydalmere, Dunas, Telopea, Carlingford, Granville and Clyde.	Design and construction of civil works, public domain and light rail infrastructure up to road level / top of rail and to the top of the concrete slab at Stops, including provision of all Utility Services (excluding high-voltage power supply and cabling for rail systems), and decommissioning of the Carlingford T6 Line.
Supply, Operation &	5A – Stabling and	Great River City Light Rail Consortium	Land in the suburbs of	Design and construction of the SaM Facility, including all light rail

Stage	Package	Contractor	Project location	Description
Maintain (SOM)	Maintenance Facility		Rosehill and Camellia	operations, customer service and asset management.
Supply, Operation & Maintain (SOM)	5B – Remaining elements such as Stops and Substations and Testing	Great River City Light Rail Consortium	Land in the suburbs of Westmead, North Parramatta, Parramatta, Rosehill, Camellia, Rydalmere, Dunas, Telopea, Carlingford.	Design and construction of light rail systems, high-voltage power supply and Stops above slab level, the supply of LRVs, the design and construction of the SaM Facility, including all light rail operations, customer service and asset management.

## 1.5 Approval documentation

Documentation relevant to the CSSI CCR includes:

- Parramatta Light Rail (Stage 1) Environmental Impact Statement (EIS) (Transport for NSW 2017)
- Parramatta Light Rail (Stage 1) Submissions and Preferred Infrastructure Report (SPIR) (Transport for NSW 2018)
- Infrastructure Approval SSI-8285 (approved by the Minister for Planning on 29 May 2018).
- Infrastructure Approval Modification SSI-8285 (approved by the Delegate to Minister for Planning on 21 December 2018).
- Infrastructure Approval Modification SSI-8285 (approved by the Delegate to Minister for Planning on 25 January 2019).





Figure 1-3 Aerial image of construction occurring in Church Street and Pennant Hills Road in Parramatta (Transport for NSW July 2021)



Figure 1-4 Aerial image of construction works at Factory Street in North Parramatta (Transport for NSW June 2021)



## 2 Project status update

### 2.1 Project activities

#### 2.1.1 Overview

Project works are proceeding generally in accordance with the construction program.

The commencement date for the Project was 26 March 2019. Table 2-1 summaries the status of each of the Packages for the reporting period.

Table 2-1 Status of Construction Packages during the reporting period

Package	Contractor	Status
1 – Road Enabling Works	Diona Ward Joint Venture	Construction* commenced 26 March 2019, substantially completed Q2 2020.  Construction works re-commenced on 27 January 2021 for Robin Thomas Reserve Playing Fields reconfiguration and correction work at Woolpack Hotel.  Construction completed 5 June 2021
2A – Hawkesbury Road Widening	Health Infrastructure (Ford Civil Contractors)	Construction* commenced 15 August 2019  Construction completed 1 June 2020
2B – Cumberland Hospital (East Campus) demolition	Health Infrastructure (Renascent)	Construction* commenced 19 February 2020  Construction completed 11 June 2020
2C – Cumberland Hospital (West Campus) demolition	Health Infrastructure (Donnelley Constructions)	Construction* commenced 19 February 2020. Construction was on hold from February 2020 and re-commenced in December 2020.  Construction completed 22 December 2020
3 – Early Works Portion 2	Ventia	Construction* commenced 26 September 2019
4 – Infrastructure	Parramatta Connect	Construction* commenced 5 January 2020  Construction ongoing during reporting period for the entire alignment.
5A – SaM Facility	Great River City Light Rail Consortium	Construction* is yet to be commenced
5B – Remaining elements such as Stops and Substations and Testing	Great River City Light Rail Consortium	Minimal low impact work occurred during the reporting period

\* Refer to the definition of 'Construction' in the glossary in accordance with the Conditions of Approval as issued by the Secretary.

### 2.2 Previous Report actions

There was one Independent Audit undertaken during the reporting period (Feb 2021-July 2021). Refer to Section 2.5.

There were no open actions from the previous Construction Compliance Report (#4) that were closed in this reporting period or remain open in this reporting period.

## 2.3 Complaints

The project received a total of 474 complaints during the reporting period. Of these, 407 complaints were determined to be attributable to project works following investigation.

Complaints during the reporting period were heavily dominated by Noise and Vibration, representing 48% of all complaints attributable to project works (refer to Figure 2-1). Access (16.7%) represented the next highest level of complaints attributable to project works. Where complaints had more than one type (e.g. Noise & Vibration and Access), this was counted for both types.

The Infrastructure contractor generated the majority of complaints (98.2% of all complaints attributable to project works). Of these, 195 were Noise & Vibration related (representing 48% of all complaints attributable to the project). It is noted that various Noise & Vibrations complaints were received for day work and can likely be attributed to COVID-19 changing residential receiver's work location (i.e. working from home).

The breakdown of the complaints for each contractor is shown in Figure 2-2. In summary there were:

- Zero (0) complaint against the Road Enabling contractor
- Zero (0) complaints against the Westmead Precinct contractors
- Four (4) complaints against the Early Works contractor
- Four hundred (400) complaints against the Infrastructure contractor
- Three (3) complaints directly attributed to TfNSW
- Zero (0) complaint not able to be attributed to a Contractor
- Sixty seven (67) complaints which were not relevant to the Project.

Works at the Parramatta Precinct generated the most complaints during the reporting period (147) representing 36% of all complaints attributable to the project).

Complaints have been actioned and resolved in accordance with the Complaints Management System. There are no matters which are currently subject to independent mediation. A copy of the complaint register is provided to the Department daily.

A number of strategies were adopted by Infrastructure Contractors to reduce the recurrence of complaints including:

- Regular engagement with stakeholders to establish expectation on the program of works including Out of Hours Works.
- Prompt investigation of complaints and response to stakeholders
- Development of resident-specific solutions in response to noise complaints including moulded earplugs, noise cancelling headphones, supermarket vouchers and alternative accommodation.
- Regular delivery of toolbox training to the workforce within the theme of 'Be a Good Neighbour'

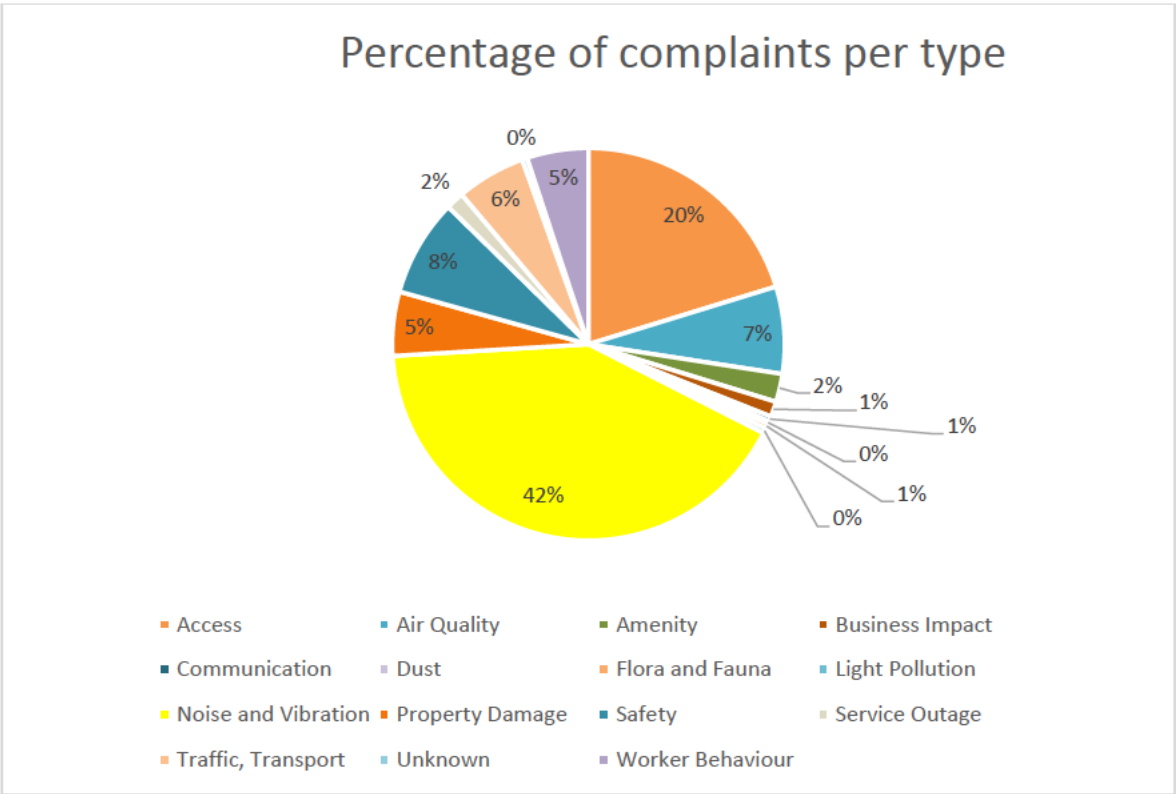


Figure 2-1 Percentage of total complaints for the project by type of complaint

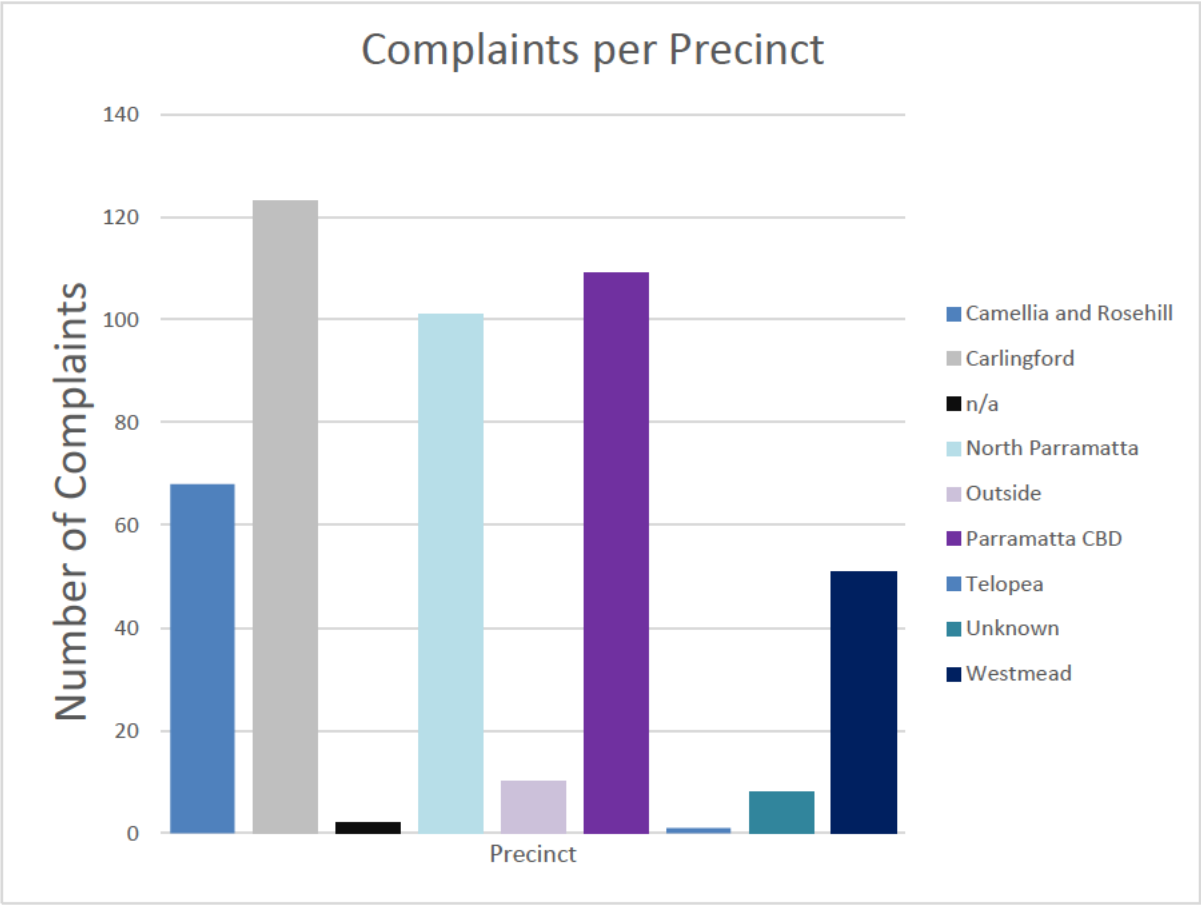


Figure 2-2 Total complaints per precinct

Survey results from business monitoring during the reporting period is provided in Section 4 in accordance with the Business Activation Plan required under CoA E110.

## 2.4 Environmental monitoring

Environmental monitoring is used to review potential environmental risks caused by project activity. It allows the project to assess and evaluate receiving environment trends and ensure installed controls are appropriate and effective.

A range of environmental monitoring is required by the CoA throughout the duration of construction of the project. These measures are listed in the CEMP. The results of the monitoring programs are described in this section.

### 2.4.1 Water quality (turbidity) monitoring

This condition is not triggered for Stage 1 (Packages 1 to 3) and Stage 3 (Package 5) of the CSSI. Water quality monitoring was undertaken by Package 4 during the reporting period.

In accordance with the Package 4 Infrastructure Construction Soil and Water a Management Plan, construction-phase surface water quality monitoring is undertaken quarterly and after wet-weather (exceeding 20 mm in 24 hours) events during the reporting period. A summary of the key parameter results is provided in Table 2-2.

Table 2-2 Results Summary of Water Quality (Turbidity) Monitoring Parameters during the Reporting Period

Location	Average Acidity (pH)	Average Electrical Conductivity (µS/cm)	Average Turbidity (Nephelometric Turbidity Unit)
A'becketts Creek (AC1)	7.87	4603.2	13.8
A'becketts Creek (AC2)	7.95	4441.8	13.94
Clay Cliff Creek (CC1)	8.18	4790.5	11.47
Clay Cliff Creek (CC2)	8.11	7095.6	12.36
Domain Creek (DC1)	7.84	379.75	2.77
Parramatta River (PR1)	7.85	572.5	10.57
Parramatta River (PR2)	7.83	383.66	16.16
Parramatta River (PR3)	7.77	343.75	7.95
Parramatta River (PR4)	7.89	331.4	12.44
Parramatta River (PR5)	7.70	17489.6	9.78
Parramatta River (PR6)	7.77	17162.6	10.6
Subiaco Creek (SC1)	7.7	15127.4	12.08
Vineyard Creek (VY1)	7.74	687.2	24.84
Vineyard Creek (VY2)	7.67	561.4	18.36
Vineyard Creek	7.74	313	24.1
Vineyard Creek	7.23	342	28.1

Of the 66 monitoring results that were obtained during the reporting period for each of the parameters presented in Table 2-2:

- Two (2) acidity result was greater than the trigger value in the water quality program
- Nine (9) electrical conductivity results were greater than the trigger value
- Zero (0) turbidity results were greater than the trigger value.

Where trigger levels were exceeded and the downstream result varies by 20% or more from the upstream control sample, further investigation was undertaken to determine if the result was attributed to construction activities. During the reporting period, monitoring did not identify any significant adverse impacts as a result of the Package 4 construction work.

#### **2.4.2 Noise monitoring**

During the reporting period, 72 monitoring events were undertaken by Package 4 in accordance with condition C16 requirement and there were two exceedances of predicted values from construction works. Of the 67 monitoring events:

- Sixty-three (63) events conducted during standard hours
- One (1) event conducted during Out of Hours Period 1
- Seven (7) events conducted during Out of Hours Period 2.

One event was undertaken for plant noise level check monitoring and conducted in standard hours. The focus of the noise monitoring is confirming predicted noise levels and monitoring in accordance with the relevant Noise and Vibration Monitoring Program.

Noise and Vibration Monitoring for Package 3 was not undertaken during the Reporting Period.

#### **2.4.3 Vibration monitoring**

In accordance with CoA C16 and EPL Condition M2.4, Package 4 conducted vibration monitoring to assess the impact of construction works on structures and human comfort. The results of the monitoring were compared against predicted values detailed in the Construction Noise and Vibration Impact Statement. The predicted construction vibration impacts were assessed in each Construction Noise and Vibration Impact Statement (CNVIS) and endorsed by the Acoustic Advisor. Package 4 conducted 18 vibration monitoring events during the reporting period with no exceedances of predicted values. Of the 18 monitoring events:

- Eighteen (18) were conducted in standard hours
- Zero (0) conducted during Out of Hours Period 1
- Zero (0) conducted during Out of Hours Period 2.

During the reporting period, unattended vibration monitoring occurred at Westmead Hospitals, there were 5 noise and 5 vibration alerts arising from construction work. Continuous monitoring was undertaken to ensure the noise levels remain under 65dBA and as such were not defined as a non-compliance.

No Noise and Vibration Monitoring for Package 3 was undertaken during the Reporting Period.

#### **2.4.4 Grey-headed Flying-fox monitoring**

Grey-headed Flying-fox monitoring was completed on six occasions during the reporting period. The monitoring results are presented in Figure 2-3. The monitoring occurred on:

- 22 February 2021 (PLR-TFNSW-PJT-BI-RPT-000021). Report dated 11 March 2021.
- 31 March 2021 (PLR-TFNSW-PJT-BI-RPT-000022). Report dated 16 April 2021.
- 15 April 2021 (PLR-TFNSW-PJT-BI-RPT-000023). Report dated 28 April 2021.
- 21 May 2021 (PLR-TFNSW-PJT-BI-RPT-000024). Report dated 7 June 2021.
- 24 June 2021 (PLR-TFNSW-PJT-BI-RPT-000025). Report dated 2 July 2021.



Please note; due to the Construction Pause currently in effect for the Parramatta Light Rail Project due to COVID-19 Public Health Orders, there are no further TfNSW or Enabling Work construction monitoring reports for August 2021 period. For further information on this matter please refer to the Parramatta Light Rail: COVID-19 Contingency Schedule dated 12 August 2021.

The control camps at Gladesville and Clyde are monitored quarterly. The data for these two camps was obtained in April 2021.

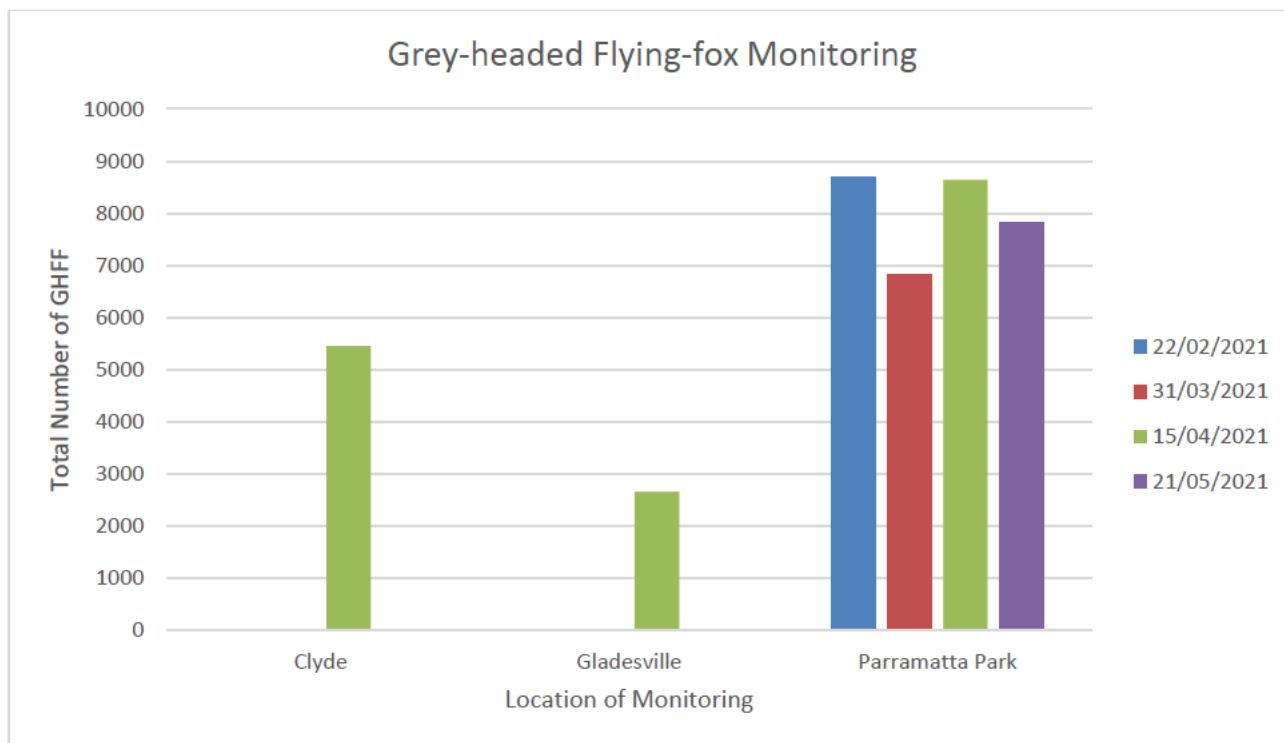


Figure 2-3 Grey-headed Flying-fox monitoring results for the reporting period

The Grey-headed Flying-fox monitoring has been compared to the baseline and historical data on Parramatta Park. The total number of Grey-headed Flying-foxes counted showed a decline during and towards the winter months with an upwards spike in January, however this winter decline is consistent with the baseline monitoring data (Figure 2-4) and behaviour of the Grey-headed Flying-fox of migrating north in winter.

## Grey-Headed Flying Fox Baseline and New Data for Parramatta Park

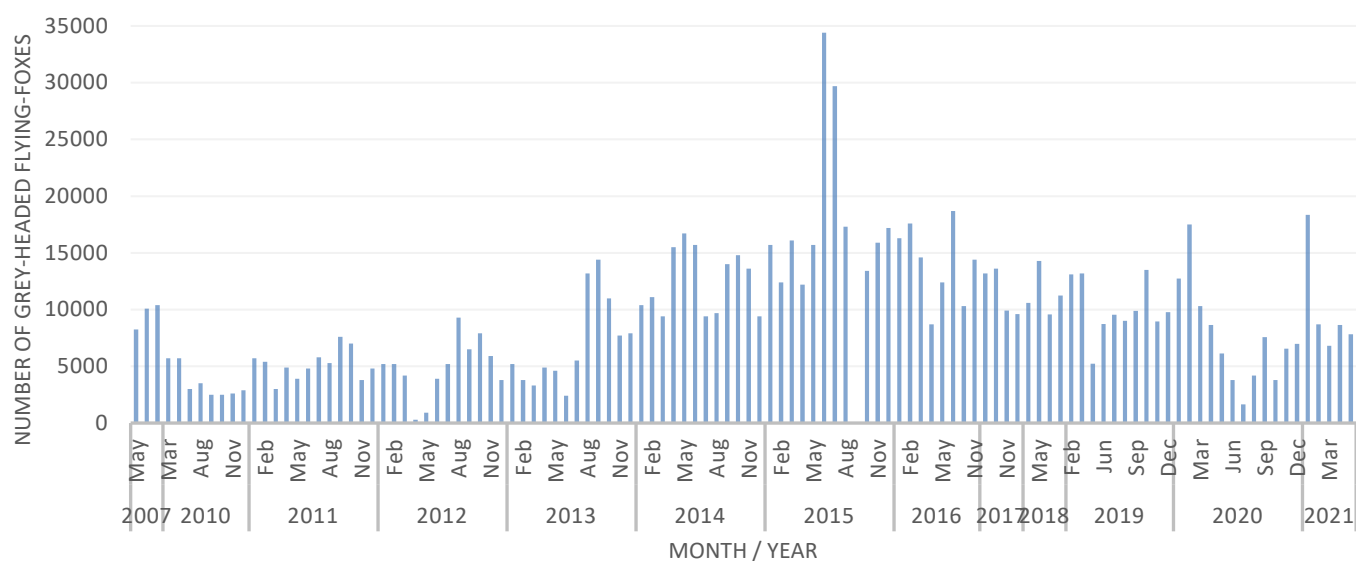


Figure 2-4 Grey-headed Flying-fox monitoring results for the reporting period against baseline and historical data (Source: Royal Botanical Gardens Martin J 2018 & Smith A 2018; NFFMP; TfNSW and Ecosure 2019, 2020, 2021)

## 2.4.5 Other

Reported Heritage Finds during the reporting period are identified in Table 2-3. There were six reported Heritage Finds during the reporting period.

Table 2-3 Reported Heritage Finds during the reporting period

Reported	How	Package	Details	Location
29 March 2021	s146 Heritage Division	Package 4 – Infrastructure Works	Salvage of relics within four archaeological areas. The historical archaeology was assessed as state and locally significant.	Cumberland Hospital East
28 April 2021	s146 Heritage Division	Package 4 – Infrastructure Works	Remains and relics discovered and salvaged during archaeological salvage works at two archaeological sites at Robin Thomas Reserve.	Robin Thomas Reserve
28 April 2021	s146 Heritage Division	Package 4 – Infrastructure Works	Relics discovered and salvaged during archaeological salvage works at three archaeological sites on George Street North. The historical archaeology was assessed as state and locally significant.	George Street and Queens Wharf Reserve
28 April 2021	s146 Heritage Division	Package 4 – Infrastructure Works	A brick shaft (not suspected heritage) connecting to a tunnel and a brick barrel drain (thought to be part of the Town Drain) were identified on site. No relics found.	Barrack Lane
28 April 2021	s146 Heritage Division	Package 4 – Infrastructure Works	Archaeological salvage of the Town Drain crossing Macquarie Street. Five artefacts were also discovered during the salvage.	Macquarie Street
10 May 2021	Human remains	Package 4 – Infrastructure Works	Notification to relevant parties upon suspicion of human remains as per current statutory requirements and the project's Exhumation Management plan.	Robin Thomas Reserve

## 2.5 Independent environmental audits findings

One independent environmental audit was conducted for Packages 3 and 4 during the reporting period in accordance with the Environmental Audit Program (PLR-TFNSW-PJT-EE-PRG-000001). The audit resulted in two (2) findings. Refer to Table 2-4 for details of environmental audit findings.

Table 2-4 Independent Environmental Audit findings

Date	Auditee	Finding	Action / Resolution	Current Status
19 Feb – 4 Mar 2021	TfNSW and Package 4	Ensure that: <ul style="list-style-type: none"> <li>• All complaints are recorded</li> <li>• Initial responses are within the required 2hr deadline</li> <li>• Compliance with the deadline is correctly recorded in the system, taking into account the circumstances of the complaint.</li> </ul>	<p>A workshop was held with the PCPLR Communications Team to discuss the complaints management process, the requirements of the Planning Approval and the importance of compliance.</p> <p>A TfNSW Environmental Alert was sent to all active Construction Packages about correctly reporting and responding to complaints.</p>	Completed 10-June-2021
19 Feb – 4 Mar 2021	TfNSW	The ambiguity with respect to final audit requirements for packages completed within 12 month audit cycles needs to be clarified with the ER and DPIE to ensure all parties have interpreted the provision in the same way.	The Audit Program is to be updated during its annual review stating that the compliance tracking program will be the final compliance review for each package of works. This will remove the ambiguity from the Environmental Audit Program.	Completed 12-July-2021

## 2.6 Environmental incidents

There were zero notifiable environmental incidents (as defined in the Planning Approval – refer to the Glossary) during the reporting period. A summary of all project notifiable incidents for the reporting period is included in Table 2-5.

Table 2-5 Incident summary for reporting period (February 2021 to July 2021)

Type	Date of Incident	Date identified to TfNSW Environment Team	Location of incident	How incident was identified and Contractor	Notification	Action	Response
-	-	-	-	-	-	-	-

## 3 Construction compliance

### 3.1 Conditions of approval compliance table

Compliance tracking software used for the project allows for evidence to be submitted against a condition. This was made available to the Environmental Representative (ER).

The status of each compliance requirement applicable during the reporting period has been recorded in accordance with the descriptors in Table 3-1 below.

Table 3-1 Compliance status descriptors

Status	Description
Compliant	The proponent has collected sufficient verifiable evidence to demonstrate that all elements of the requirement have been complied with.
Non-compliant	The proponent has identified a non-compliance with one or more elements of the requirement.
Not triggered	A requirement has an activation or timing trigger that has not been met at the phase of the development when the compliance assessment is undertaken, therefore an assessment of compliance is not relevant. Not triggered also applies to requirements that are identified as 'not applicable' in the Staging Report.

### 3.2 Non-compliances

#### 3.2.1 Open Non-Compliances from the Previous Reporting Period

There were 0 open non-compliance from the previous reporting period.

#### 3.2.2 This reporting period

There were two (2) non-compliances raised during the reporting period (February 2021 to July 2021) (Refer to Table 3-2 and Table 3-3 for details). There are no actions remaining open at the end of the reporting period. During the reporting period, non-compliances related to air & dust and noise & vibration environmental aspect.

Table 3-2 Non-compliances and compliance loads during this Reporting Period

Construction Package	Non-Compliances raised during Reporting Period	Currently open non-compliances	Compliance load at end of Reporting Period
Road Enabling	0	0	17
PLR Westmead Precinct	0	0	1
Early Works	1	0	3
Infrastructure Works	1	0	24



Construction Package	Non-Compliances raised during Reporting Period	Currently open non-compliances	Compliance load at end of Reporting Period
Supply, Operate and Maintain	0	0	0
TfNSW	0	0	8
<b>Total</b>	<b>2</b>	<b>0</b>	<b>54</b>

A summary of the non-conformance by type is provided in Figure 3-1.

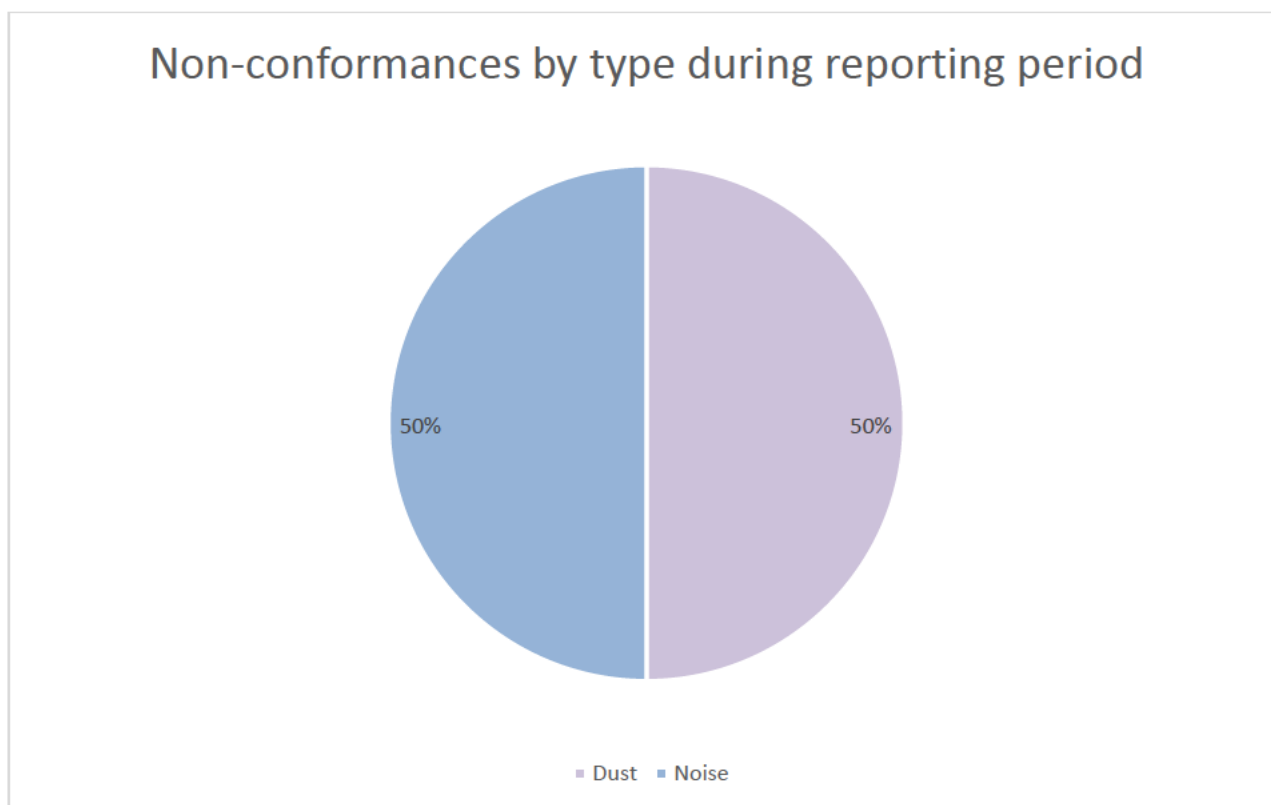


Figure 3-1 Non-conformance by type

Table 3-3 Details of non-compliances during the reporting period (February 2021 to July 2021)

Date of Occurrence	Date Identified to TfNSW	CoA / REMMs ID	Package	Summary	Actions	Status
14-May-21	18-May-21	E27 (EPL 21347 Condition O5.7)	Infrastructure	INX Report 236028 Commencement of noisy works around 6:50am on 14 May 2021. EPA issued a breach for this non-compliance.	<ul style="list-style-type: none"> <li>• Works were stopped immediately</li> <li>• A meeting was held with subcontractor (engineers and workers) to discuss requirements and reiterate responsibilities</li> <li>• A follow up inspection occurred to ensure no repeat of actions was identified</li> </ul>	Closed
1-Jul-21	27-Jul-21	AQ-1	Early Works	INX Report 241536 Dust Exceedance	<ul style="list-style-type: none"> <li>• Installation of rumble grid on the Northern access to reduce potential site based dust being tracked onto the road.</li> </ul>	Closed

### 3.3 Construction Environmental Management Plan

The Construction Environmental Management Plan (CEMP) is the key management tool in relation to environmental performance during the design and construction phases. The CEMP outlines the Contractor's approach to minimising and managing environmental risks associated with the construction phase of the project. The CEMP is a dynamic document that is reviewed and amended to incorporate additional requirements as required, including changes to the project team, organisational structure and responsibilities or as improvements to procedures and methodologies develop.

Detailed environmental management sub plans have been prepared. Key environmental elements have been identified for the Project through the environmental assessment and approval process. They document aspects, impacts, safeguards and monitoring requirements for each key environmental element, nominate who is responsible for implementing controls and note the frequency/timing of implementation.

There are five Packages as described in the Staging Report. Table 3-5 identifies when each Package CEMP (and Sub-plans if required under the Planning Approval) was last approved and any subsequent minor amendments (as required).

Table 3-4 Package specific CEMP approval and minor revised updates

Package	Secretary CEMP Approval Date	Review / Amendment Comments
Package 1: Road Enabling Works	5 March 2019 22 January 2021	No update occurred during the reporting period
Package 2: PLR Westmead Precinct Works	13 August 2019 – Activity A 7 February 2020 – Activity B and C	No update occurred during the reporting period. Construction complete
Package 3: Portion 2 Early Works	5 September 2019	Following Secretary approval, the CEMP and Sub-plans were updated to include minor activities. The minor amendments were endorsed by the Environmental Representative prior to implementation during the reporting period.
Package 4: Infrastructure Works	21 November 2019 (Heritage MP approved 20 October 2020)	No update occurred during the reporting period
Package 5: Supply, Operate and Maintain (SOM) Works	9 March 2021 – Activity A 7 July 2021 – Activity B	Management plans were updated during reporting period to include Activity B.

### 3.4 Environment Protection Licences

Where the PLR project undertakes activities which are Scheduled Activities under the *Protection of the Environment Operations Act* (1997), the Principal Contractors are required to obtain the relevant Environment Protection Licences (EPLs).

The Infrastructure Works Contractor (Parramatta Connect) obtained an EPL on 3 January 2020. No other EPLs have been required for the project during the reporting period. Table 3-6 lists the Parramatta Light Rail EPLs that have been active during the reporting period.

Table 3-5 Status of Parramatta Light Rail Environmental Protection Licences

Licensee	Construction Package	Activity Type	EPL #	Status
Parramatta Connect	Package 4	Railway activities - railway infrastructure construction	21347	Issued 3 January 2020, and currently active

This CCR does not document compliance against EPLs. This is being undertaken by the relevant license holders

### 3.5 Consistency assessment and environmental reviews

Consistency assessments and environmental reviews were approved for the project under the TfNSW Environmental Management System. Where required, the reviews were endorsed by the Environmental Representative in accordance with A12 (Appendix A1). Approved documents have been provided to the ERs in accordance with A24b.

Table 3-6 provides a register of consistency reviews undertaken during the reporting period.

Date	Package	Title	Summary	Outcome
Feb 2021	Infrastructure	Area 1 Trees Outside Boundary (PCPLR-CA-021)	Trees outside the project boundary impacted by PLR works in Area 1	Partially Approved
Feb 2021	Infrastructure	Area 2 Harris Street Stormwater Discharge (PCPLR-CA-011)	New stormwater drainage infrastructure and a Water Sensitive Urban Design (WSUD) water quality control train within Queens Wharf Reserve, and an outlet into the Parramatta River located outside of the Approved Boundary.	Approved
Feb 2021	Infrastructure	Argus Lane Ancillary Facility (PCPLR-CA-026)	Temporary use of land at Argus Lane as an Ancillary Facility. Located directly adjacent to the Approved Boundary	Approved
Feb 2021	Infrastructure	James Ruse Drive High Pressure Gas Utility Works (PCPLR-ER-058)	Purging of High Pressure gas main outside the project boundary to allow for its relocation	Approved (flexibility provisions endorsed by ER)
Feb 2021	Infrastructure	Cumberland Building 70 Power Supply (PCPLR-ER-059)	Installation of a new supply cable from the relocated box to the Phoenix Cafe	Approved (flexibility provisions endorsed by ER)
Mar 2021	SOM	Stabling and Maintenance Facility and Colquhoun Street Compound Sites (GRCLR-CA-001)	Temporary use of land at Colquhoun Street as an Ancillary Facility. Located directly adjacent to the Approved Boundary. Also identifies the land at	Approved

Date	Package	Title	Summary	Outcome
			the SaMF as a Compound Site.	
Mar 2021	Infrastructure	James Ruse Drive Arch Assembly Area (PCPLR-CA-019)	Temporary use of land directly adjacent to the Approved Boundary as an ancillary facility to support the arch installation at James Ruse Drive.	Approved
Mar 2021	Infrastructure	Section 1 Out of Boundary Trees and Retaining Walls (PCPLR-CA-027)	Trees and retaining walls outside the project boundary in Area 1	Approved
Mar 2021	Infrastructure	Temporary fencing around Centennial Memorial Clock (TFNSW-ER-012)	Placement of ATF fencing outside of the Approved boundary to protect the Centennial Memorial Clock at Centenary Square	Approved (flexibility provisions endorsed by TFNSW)
Mar 2021	Infrastructure	Warrinya Venue Tie-in (PCPLR-ER-060)	Minor road network changes outside the approved boundary for road modifications on Warrinya Avenue at Cumberland Hospital East	Approved (flexibility provisions endorsed by TFNSW)
Apr 2021	Infrastructure	Adderton Road Stormwater Connection (PCPLR-ER-020)	Removal and replacement of existing drainage pipe at Adderton Road	Approved (flexibility provisions endorsed by ER)
Apr 2021	Infrastructure	River Road West (PCPLR-ER-061)	Minor road network changes outside the approved boundary for road modifications on River Road West	Approved (flexibility provisions endorsed by TFNSW)
Apr 2021	Infrastructure	Meriton Stairs (PCPLR-ER-062)	Installation of handrails for Meriton stairs at 330 Church Street	Approved (flexibility provisions endorsed by TFNSW)
Apr 2021	Infrastructure	Spoil Retention Site (PCPLR-CA-003)	Ability to retain spoil on site at certain locations in the PLR corridor.	Conditionally Approved
May 2021	Infrastructure	Area 3 Footpath, Kerbs and Road Furniture (PCPLR-ER-057)	New footpath connections, kerb adjustments and road furniture works proposed outside of approved boundary in Area 3	Approved (flexibility provisions endorsed by TFNSW)



Date	Package	Title	Summary	Outcome
May 2021	Infrastructure	Children's Hospital Area Works (Area 1) (PCPLR-ER-039)	Provision of alternative and safe pedestrian access to the Children's Hospital at Westmead during the forecourt works	Approved (flexibility provisions endorsed by ER and TFNSW)
June 2021	Infrastructure	Area 1 Out of Boundary Retaining Walls and Trees (PCPLR-CA-028)	Trees and retaining walls outside the project boundary in Area 1 not previously endorsed in PCPLR-CA-027.	Approved
June 2021	Infrastructure	153 George Street Temporary Access (PCPLR-ER-064)	Providing temporary access to 153 George Street (via 155 George Street) to allow Light Rail track slab construction.	Approved (flexibility provisions endorsed by TFNSW)
July 2021	Infrastructure	Ultra Tune Utility Relocation (Area 2) (PCPLR-ER-067)	Relocation of utilities at Ultra Tune to allow for Light Rail construction.	Approved (flexibility provisions endorsed by ER)
July 2021	Infrastructure	PE Cells on Noller Parade (Area 2) (PCPLR-ER-068)	Installation of PE Cells on Noller Parade	Approved (flexibility provisions endorsed by ER)
July 2021	Infrastructure	Palmer Street Minor Road Network Changes (PCPLR-ER-070)	Relocation of the existing disability parking spot from eastern kerb of Church Street to Palmer Street. Palmer Street.	Approved (flexibility provisions endorsed by TFNSW)
July 2021	Infrastructure	Temporary Sewer Diversion (123 George Street) (PCPLR-ER-071)	Relocation of existing sewer to allow for construction of stormwater drainage network.	Approved (flexibility provisions endorsed by ER)
July 2021	Infrastructure	Dundas Stop Electrical Connection (PCPLR-ER-073)	Provide an electrical connection to an existing power supply outside the project boundary located on Station Street, Dundas NSW	Approved (flexibility provisions endorsed by ER)
July 2021	Early Works	Helicopter Activities (Ventia-ER-001)	Drying off water at the Stabling and Maintenance Facility after heavy rainfall.	Approved (no flexibility provisions used)
July 2021	Infrastructure	Rowland Hassall Pedestrian Diversion (PCPLR-ER-076)	Pedestrian diversion through Rowland Hassall School	Approved (no flexibility provisions used)

## 4 Business monitoring

On 21 June, 2021 widespread restrictions were announced due the COVID 19 pandemic. These measures impacted a number of Parramatta businesses along or in close proximity to the light rail alignment, including:

- Takeaway and/or home delivery for restaurants and cafes
- Closures of pubs, registered and licenced clubs (excluding bottle shops attached to these venues), and hotels (excluding accommodation)
- Closures of gyms and indoor sporting venues
- All activations, campaigns and face-to-face engagements were also suspended.
- Stay at home orders for Greater Sydney came into effect on 26 June 2021, followed by strict stay at home orders for the Parramatta LGA on 24 July 2021.
- All Construction paused from 19 July 2021.
- Approximately 30% of businesses on Eat Street remained open, with 9 out of 21 restaurants offering takeaway only with the remainder closed until restrictions are eased.

Transport for NSW's business support advisory service, Realise Business, have continued working with local businesses throughout this period, assisting businesses to meet the challenges brought on by COVID-19. This has included accommodating customers in a different way, developing online sales and marketing collateral, identify Government financial support packages and planning for the recovery. Realise Business is currently working with over 180 businesses across the alignment.

### 4.1 Pedestrian Footfall – Eat Street

During the second half of 2020, organisations were still encouraging their workforce to work from home, influencing where customers were choosing to shop and access services.

Moving into 2021, the workforce gradually started to return, with workers choosing to work 2 – 3 days in the office and the remainder at home. This was reflected in the rise in pedestrian footfall in Eat Street with an increase of 14% in March 2021 and 26% in May 2021 when compared against November 2020. Lunch and evenings were recorded as the busiest times of day across all locations compared to mornings.

Unfortunately, with the latest COVID lockdown commencing in late June 2021, the July pedestrian count had to be cancelled



## 4.2 Free Parking Initiative

Joint venture between Transport for NSW and City of Parramatta Council

- Drive revenue and footfall to Parramatta CBD locations
- Encourage repeat visitation

<b>Campaign Results</b> (From 1 February 2021 – 30 June 2021)	
Reach (newspaper advertising, email blasts, newsletters)	260,111
Social Media	96,498
Parking Vouchers issued	16271





### 4.3 River Foreshore

In March 2021 a passive activation was launched along the River Foreshore to encourage people to visit Eat Street, grab some takeaway and come



### 4.4 Community Engagement

- Face-to-face community engagement resumed in May 2021.
- The Mobile Customer Information Centre was dispatched to the Parramatta Farmers Markets
- In late June 2021 this was suspended due to COVID restrictions.



## 4.5 Enjoy Game Day 11 March – 6 September 2021

Targeting games at Bankwest Stadium:

- Publication of a restaurant guide
- Website [www.activateparramatta.com.au](http://www.activateparramatta.com.au) featuring special game day offers and promotions
- A social media campaign for all Bankwest games
- Advertising in the local paper, Parramatta Advertiser
- Printed collateral documents including posters for participating businesses

This campaign was suspended on 21 June 2021 due to COVID-19 and current health orders.

Campaign Measurements to Date (From 11 March 2021)	
Reach (new spaper advertising, email blasts, newsletters,)	287,000
Social Media	53,647
Restaurant Guides & Flyers	23,763
Registered App Users	1912

Parramatta Light Rail

Activate Parramatta

DO SOMETHING IN PARRAMATTA  
PLAY | EAT | VISIT

# Enjoy Game Day on Eat Street Parramatta

Support your local restaurants, cafes, bars and small food vendors.  
Dine today for your chance to win 1 of 13 \$100 dining vouchers\*

Competition open until September 2021

Scan here

Download 'Activate Parramatta' from your app store today.

\*Terms and conditions apply visit [www.activateparramatta.com.au](http://www.activateparramatta.com.au)

Available on Google Play and the App Store

This campaign is part of Parramatta Development, a Transport for NSW plan to support local businesses during construction of the Parramatta Light Rail. To find out more, visit [parramattalightrail.nsw.gov.au/](http://parramattalightrail.nsw.gov.au/)

NSW GOVERNMENT



END OF REPORT