



Parramatta Light Rail (Stage 1)  
Westmead to Carlingford via Parramatta CBD and Camellia

# **Construction Compliance Report #6**

## **August 2021 – January 2022**



# 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 #6 August 2021 to January 2022
Date	22 April 2022

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. Sc. (Environmental and Human Geography), M. PM
Company	Transport for NSW
Company Address	130 George Street, Parramatta

# **Construction Compliance Report #6**

August 2021 to January 2022

Parramatta Light Rail – Stage 1 (SSI-8285)

PLR-TFNSW-PJT-EE-RPT-000020

Revision 0

April 2022



# Executive Summary

This Construction Compliance Report #6 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 and Environment, DPE (the Secretary). This report covers the period from 1 August 2021 to 31 January 2022.

During the reporting period, a large proportion of construction activities were undertaken by the Infrastructure Works (Package 4) contractor across the Parramatta Light Rail (PLR) alignment. The stabling and maintenance facility was transferred from the Early Works (Package 3) contractor to the Supply Operate and Maintain (SOM) Works (Package 5) contractor for main construction.

The following provides a summary of environmental performance during the period:

- On-site environmental performance was generally well managed across the project.
- Two (2) reportable incidents occurred both as a result of watermain ruptures. The Infrastructure Works (Package 4) contractor received an EPA advisory letter for one of these incidents.
- Three (3) non-compliances were raised during the reporting period. During the reporting period the Project received two (2) Recorded Breaches and a warning letter from DPE for the three reported non-compliances.

The total number of complaints received during the reporting period reduced to 355, compared with 474 in the previous reporting period. Of these, 300 complaints were determined to be attributable to project works following investigation.

Summary statistics for each PLR delivery package and TfNSW during the reporting period:

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	0 (0)	0	0 (0)	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	2 (8)	0 (0)	1
Package 4 Infrastructure Works	449 (2)	2	22 (157)	0 (0)	299
Package 5 Supply, Operate & Maintain Works	287 (0)	0	7 (11)	0 (0)	0
Project Wide TfNSW	140 (0)	0	0 (0)	0 (0)	0
<b>Total</b>	<b>1497 (3)</b>	<b>2</b>	<b>31 (176)</b>	<b>0 (0)</b>	<b>300 (355)</b>
<i>Total from previous period</i>	<i>1497 (2)</i>	<i>3</i>	<i>39 (199)</i>	<i>1 (2)</i>	<i>407 (474)</i>



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## Document control

### Approval and authorisation

Title	Parramatta Light Rail – Stage 1 Construction Compliance Report #6 August 2021 to January 2022
Document Reference	PLR-TFNSW-PJT-EE-RPT-000020

### Version status

Revision	Date	Description	Approval/ Reviewer	Declaration
A	20 April 2022	Compliance report for Internal Review	Senior Manager Environment Sustainability	Not Applicable
0	22 April 2022	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 investigation of Aboriginal objects in NSW (DECCW, 2010)</i>, archaeological investigations to inform design or archaeological monitoring undertaken in association with [a]-[i] above to ensure that there is no impact to heritage</li> </ul>



Abbreviation	Expanded text
	<p>items;</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
DPE	NSW Department of Planning and Environment
Dol*	NSW Department of Industry
DPI*	NSW Department of Primary Industries including DPI Agriculture, DPI Biosecurity and Food Safety, DPI Land and Natural Resources, Dol 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
ER*	The Environmental Representative for the CSSI
Heritage Division*	The Heritage Division of OEH

Abbreviation	Expanded text
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 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>

Abbreviation	Expanded text
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
TfNSW	Transport for NSW (the Proponent)
TMC*	Transport Management Centre for NSW



Abbreviation	Expanded text
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 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 CoA A33.

## 1.2 Purpose of this report

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

This is issue number six (6) 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 six (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 3 – Portion 2 Early Works
- Package 4 – Infrastructure Works
- Package 5 – Supply, Operate and Maintain (SOM) Works
  - Activity A Stabling and Maintenance (SaM) Facility
  - Activity B Remaining elements – Stops, Substations and Testing (had not commenced).

CCR Number 6 is the sixth construction compliance report for the construction phase and reports on the sixth period of construction for the CSSI (August 2021 to January 2022). 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.

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

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 Report has been prepared to address this condition.
A34	and submitted to the Secretary for information every six (6) months from the date of construction for the duration of construction.	Section 1.2	This Report will be written every six calendar months as 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.



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 #6
<b>Dates covered by this Report</b>	August 2021 to January 2022
<b>Summary of project activities that occurred during the reporting period</b>	Main infrastructure construction across the alignment including track and precinct works. Completion of the early works at the stabling and maintenance facility and handover to SOM.

### 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.

### 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 and Environment 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 of Bridge Street bridge, in Cumberland Precinct (TfNSW, January 2022)

## 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	Local road network improvements and adjustments to maintain performance of the local road network during the light rail construction and operation. Works focus in particular on increasing the capacity of O'Connell Street and George Street to accommodate the loss of road capacity on Church Street and Macquarie Street. Also Robin Thomas Reserve playing fields reconfiguration works.
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 Works	Parramatta Connect (CPB and Downer 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.

Stage	Package	Contractor	Project location	Description
Supply, Operation & Maintain (SOM)	5A – Stabling and Maintenance Facility	Great River City Light Rail Consortium	Land in the suburbs of Rosehill and Camellia	Design and construction of the SaM Facility, including all light rail 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 at Lennox Bridge in Parramatta (TfNSW, January 2022)



Figure 1-4 Aerial image of Dundas Stop after substantial completion of the Infrastructure Works (Package 4) (TfNSW, January 2022)



## 2 Project status update

### 2.1 Project activities

#### 2.1.1 Overview

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

The status of each of the Packages for the reporting period. 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	Ventia	Construction* commenced 26 September 2019  Construction completed 24 September 2021 (noting EPA site auditor sign-off of the LTEMP was pending during the period)
4 – Infrastructure Works	Parramatta Connect	Construction* commenced 5 January 2020  Construction ongoing during reporting period for the entire alignment.
5A – Supply Operate and Maintain (SOM) Works - SaM Facility	Great River City Light Rail	Construction* commenced 24 September 2021 following handover from Early Works contractor.
5B – SOM Works - Remaining elements such as Stops and Substations and Testing	Great River City Light Rail	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 were no open actions from the previous Construction Compliance Report (#5) that were closed in this reporting period or remain open in this reporting period.

## 2.3 Complaints

The project received a total of 355 complaints during the reporting period (compared to 474 complaints in the last period). Of these, 300 complaints were determined to be attributable to project works following investigation.

Complaints during the reporting period were largely dominated by out of hours noise (17%), property damage (13%), day noise (13%) and safety (11%) totalling over half of all complaints during the period. Figure 2-1 provides a detailed breakdown of complaints by type.

The Infrastructure Works (Package 4) contractor generated the vast majority of complaints (totalling 99.7% of all complaints attributable to the project during the period). Of these, 94 were noise & vibration related (representing 31% of all complaints attributable to the project). Proportionally, the percentage of property damage and safety related complaints increased in the period when compared with the last period.

In summary there were:

- Zero (0) complaints against the Road Enabling (Package 1) contractor
- Zero (0) complaints against the Westmead Precinct (Package 2) contractors
- One (1) complaint against the Early Works (Package 3) contractor
- Two hundred and ninety-nine (299) complaints against the Infrastructure Works (Package 4) contractor
- Zero (0) complaints against the Supply, Operate and Maintain (SOM) Works (Package 5) contractor
- Zero (0) complaints directly attributed to TfNSW
- Zero (0) complaint not able to be attributed to a Contractor
- Fifty-five (55) complaints which were not relevant to the Project.

Works in the Parramatta CBD precinct generated the most complaints during the reporting period (140), representing 47% of all complaints attributable to the project. The breakdown of the complaints for each contractor is shown in Figure 2-2.

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 DPE on a fortnightly basis.

A number of strategies were adopted by the Infrastructure Works (Package 4) contractor to reduce the recurrence of complaints including:

- Regular engagement with stakeholders to establish expectations on the program of works including for Out of Hours Works and access changes.
- Prompt investigation of complaints and response to stakeholders
- Development of receiver-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'.

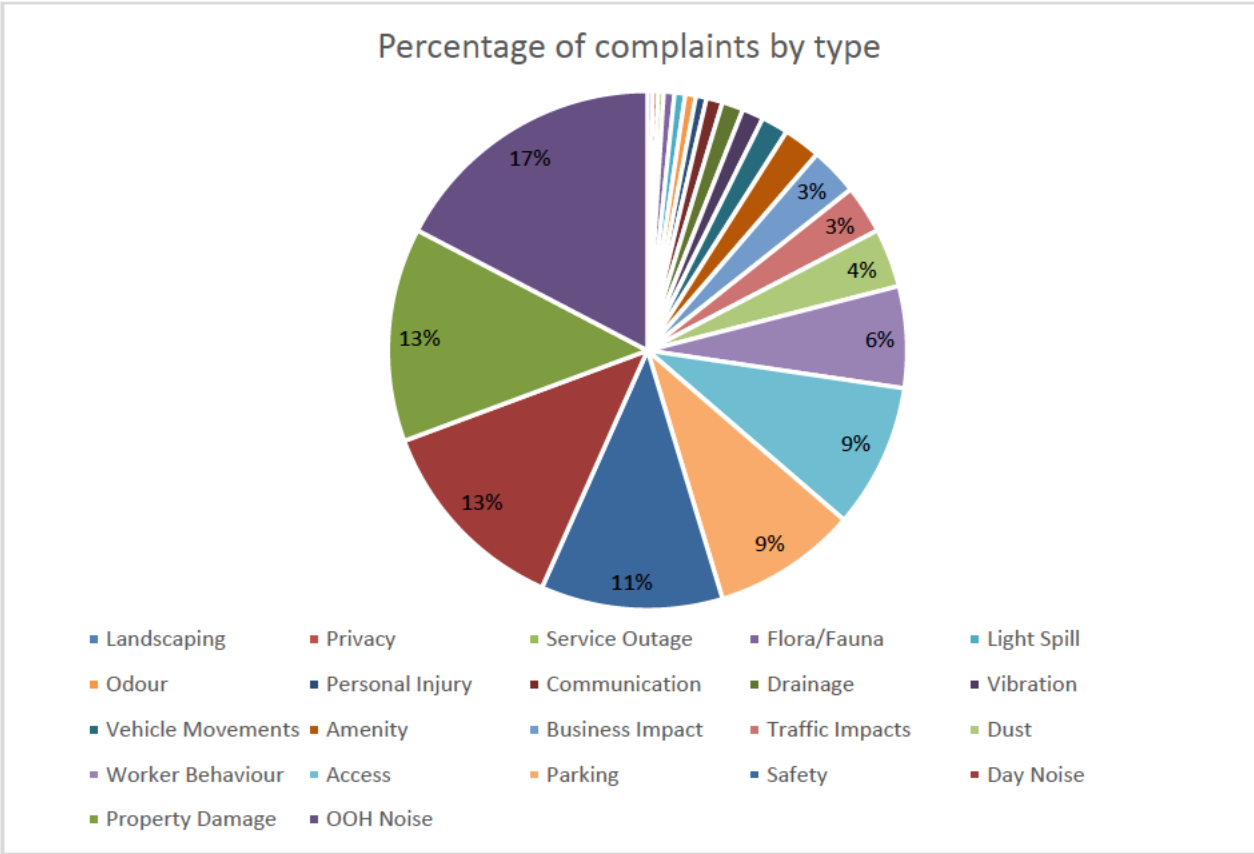


Figure 2-1 Number of complaints per month for the project by type of complaint

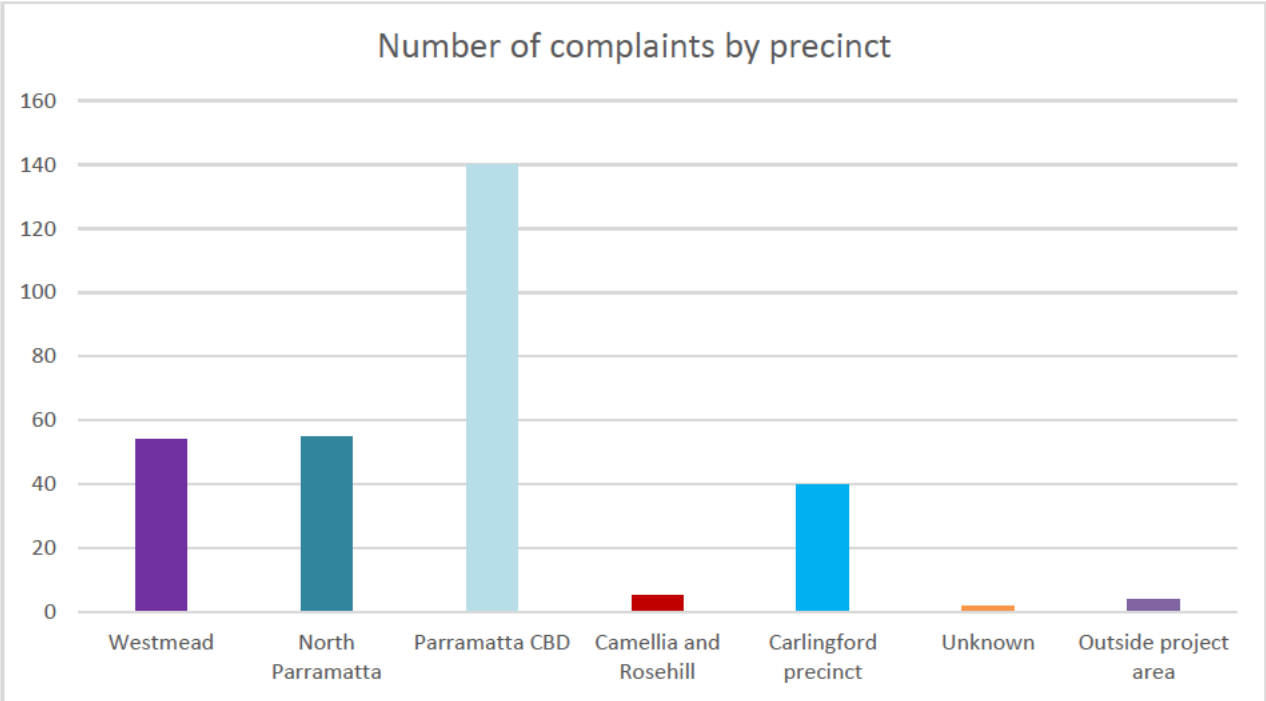


Figure 2-2 Total complaints per precinct

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 Stage 2 (Package 4) during the reporting period.

In accordance with the Infrastructure Works (Package 4) Construction Soil and Water 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) 5.5-8.5	Average Electrical Conductivity ( $\mu$ S/cm) LR: 125–2200 E: None	Average Turbidity (Nephelometric Turbidity Unit) 6-50
A'becketts Creek (AC1)	7.8275	582	13.98
A'becketts Creek (AC2)	7.926	461	12.80
Clay Cliff Creek (CC1)	7.974	12279	16.82
Clay Cliff Creek (CC2)	7.898	9560	12.34
Domain Creek (DC1)	7.65	437	11.00
Parramatta River (PR1)	7.104	432	13.62
Parramatta River (PR2)	7.07	296	19.38
Parramatta River (PR3)	7.302	286	14.66
Parramatta River (PR4)	7.236	344	16.88
Parramatta River (PR5)	7.564	24820	11.44
Parramatta River (PR6)	7.586	25040	10.88
Subiaco Creek (SC1)	7.65	17543	4.60
Vineyard Creek (VY1)	7.734	526	14.24
Vineyard Creek (VY2)	7.53	490	13.05

ANZECC Waterway types: LR: Lowland River (PR1, PR2, PR3, PR4, VY1, VY2); E: Estuary (CC1, CC2, SC1, AC1, AC2, PR5, PR6).

Of the 65 monitoring results that were obtained during the reporting period for each of the parameters presented in Table 2-2 there were no exceedances of the monitoring criteria.

Where trigger levels were exceeded and the downstream result varies by 20% or more from the upstream control sample, further investigation is 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 works.

## 2.4.2 Noise monitoring

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

- Sixty-five (65) events conducted during standard hours
- Four (4) events conducted during Out of Hours Period 1
- Three (3) events conducted during Out of Hours Period 2.

There were four (4) continuous noise monitors established during the reporting period at medical facilities in Westmead that have been identified as sensitive receivers (see Table 2-3). In consultation with the Health Administration Corporation, monitoring was ongoing during the period. Continuous monitoring was undertaken to ensure the noise levels remain under 65dBA and as such were not defined as a non-compliance.

The focus of the noise monitoring is confirming predicted noise levels and monitoring in accordance with the relevant Noise and Vibration Monitoring Program.

## 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 were triggered. The results of the monitoring were compared against predicted values detailed in the Construction Noise and Vibration Impact Statement. The predicted construction vibration impacts are assessed as part of Construction Noise and Vibration Impact Statements which are reviewed and endorsed by the Acoustic Advisor.

Package 4 conducted continuous vibration monitoring at three (3) locations at medical facilities in Westmead that have been identified as sensitive receivers (see Table 2-3). Where the alerts were triggered and determined to be attributable to the project, works were modified/adjusted.

Table 2-3 HAC noise and vibration monitor locations

Organisation	Monitor Type	Location
Westmead Institute for Medical Research	Vibration Monitor	HAL incubators
		Microscopy Labs
	Noise Monitor	Sleep Lab
		Brain Dynamics Centre
Children's Medical Research Institute	Vibration Monitor	Microscopy Labs
	Noise Monitor	Labs (Level 1)
Cumberland Hospital	Noise Monitor	Clinical psychology rooms

Note: The calibration of the monitoring equipment is checked in the field before and after the noise measurement period per Standards Australia AS/IEC 60942:2004/IEC 60942:2003–Electroacoustic – Sound Calibrators.



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

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

- 28 October 2021 (PLR-TFNSW-PJT-BI-RPT-000026). Report dated 14 December 2021
- 16 November 2021 (PLR-TFNSW-PJT-BI-RPT-000027). Report dated 3 December 2021
- 22 December 2021 (PLR-TFNSW-PJT-BI-RPT-000028). Report dated 28 January 2022
- 13 February 2022 (PLR-TFNSW-PJT-BI-RPT-000029). Report dated 23 February 2022.

Note: due to the NSW Construction Pause, including for the Parramatta Light Rail project, as a result of COVID-19 Public Health Orders, there are no further TfNSW construction monitoring reports for August and September 2021 periods. 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 November (Spring) 2021 and February (Summer) 2022. The Parramatta Park and Gladesville camp extents were similar to previous monitoring, but less flying-foxes were recorded at the Clyde camp in Spring and no flying-foxes were recorded at the Clyde camp in Summer. The reduction in numbers of flying-foxes at the Clyde control camp is not considered project related.

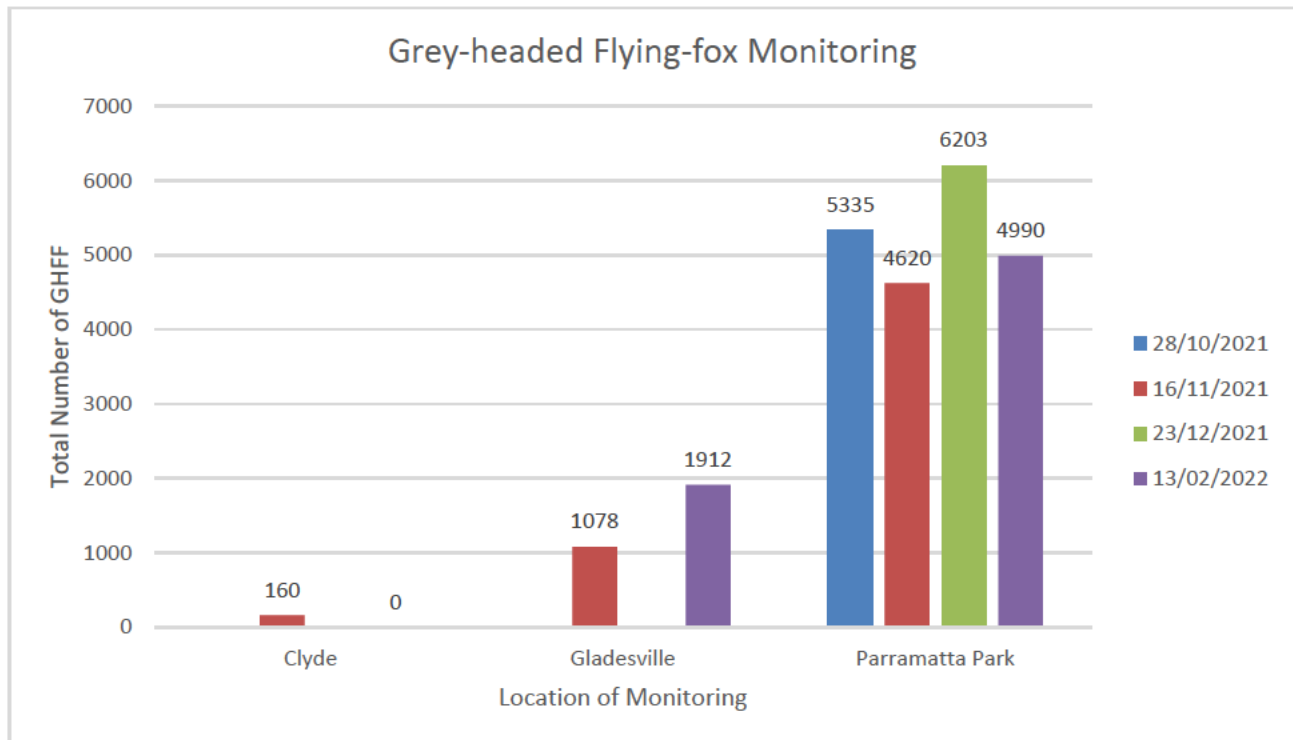


Figure 2-3 Grey-headed Flying-fox monitoring results for the reporting period

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 is generally consistent with the baseline monitoring data (Figure 2-4) and behaviour of the Grey-headed Flying-fox of migrating north in winter.

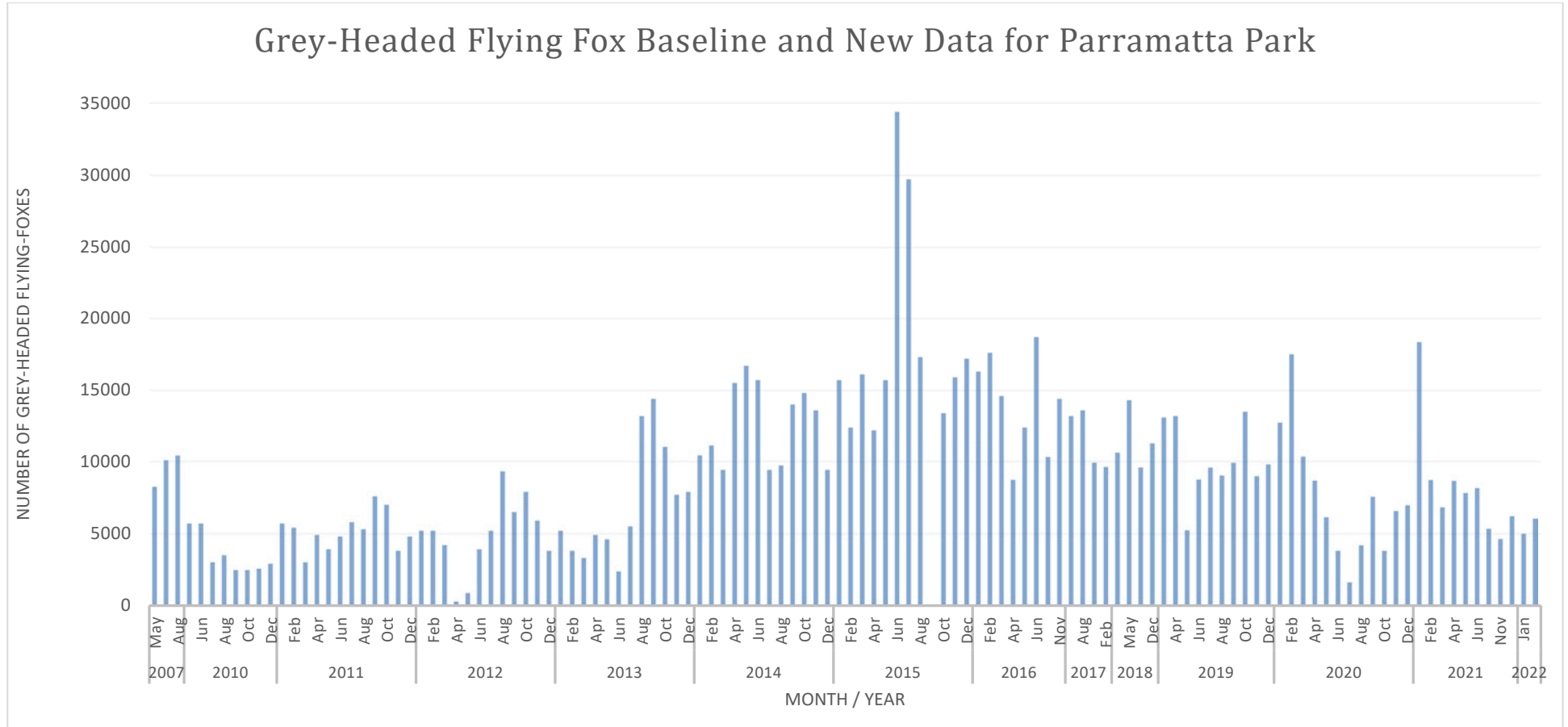


Figure 2-4 Grey-headed Flying-fox monitoring results for the reporting period against baseline and historical data (Source: Royal Botanical Gardens Martin J 2018 & Smith A 2018; NFFMP; TfNSW and Ecosure 2019, 2020, 2021, 2022)

### 2.4.5 Other – Heritage Finds

There were five (5) confirmed Heritage Finds reported during the reporting period.

Reported	How	Package	Summary	Location
1 September 2021	Excavation Director	Package 4 – Infrastructure Works	Works on George Street uncovered a sandstone box drain (local significance). The sandstone drain was associated with another unexpected find.	George Street
24 October 2021	Excavation Director	Package 4 – Infrastructure Works	Drainage works on Lennox Bridge identified what seemed to be the Western original wall of the bridge. The Excavation Director attended site and confirmed this suspicion. Therefore, PCPLR is undertook a design review of the drainage system to avoid impacting this State Significant element, as required by the Planning Approval.	Lennox Bridge
9 November 2021	Excavation Director	Package 4 – Infrastructure Works	While working at the frontage of the Riverside Theatre (on Church Street), a crew came across a brick wall, aligned N-S. These remains are part of the 19th century property frontages, of local significance. The archaeological evidence was recorded by an archaeologist.	George Street
11 January 2022	Excavation Director	Package 4 – Infrastructure Works	Box out works at Macquarie and Charles Streets intersection uncovered a sandstone drain. The find consists of a sandstone box drain of local significance.	Macquarie and Charles St intersection
12 January 2022	Excavation Director	Package 4 – Infrastructure Works	Box out works at George Street (East of Harris Street intersection), remnants of the old tram line were identified. This is the continuation of the previously identified tramline.	George Street (East of Harris Street intersection)

## 2.5 Independent environmental audits findings

The most recent independent environmental audit (required annually) was conducted for Packages 3 and 4 in the previous reporting period in accordance with the Environmental Audit Program (PLR-TFNSW-PJT-EE-PRG-000001). There were no independent environmental audits during the reporting period August 2021 to January 2022.

## 2.6 Environmental incidents

There were two (2) 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 2-4.

Table 2-4 Incident summary for reporting period (August 2021 to January 2022)

Type	Date of Incident	Date identified to TfNSW Environment Team	Location of incident	How incident was identified and Contractor	Notification	Action	Response
Water main strike (INX 245814)	23-Sep-21	23-Sep-21	Alfred Street, Parramatta	Package 4, Infrastructure Works. Visible.	EPA, DPE, ER	<ul style="list-style-type: none"> <li>• Immediate response to manage incident including application of sediment controls.</li> <li>• Excavator bucket was lowered onto the watermain in an attempt to slow down the flow.</li> <li>• Sydney Water contacted immediately and arrived onsite to turn off the water and repair the issue.</li> </ul>	<p>All actions completed</p> <p>EPA Advisory Letter (INX 246808)</p>
Water main strike (INX 247771)	18-Jan-22	18-Jan-22	Hainsworth Street, Westmead	Package 4, Infrastructure Works. Visible.	EPA, DPE, ER	<ul style="list-style-type: none"> <li>• Immediate response to manage incident including application of sediment controls.</li> <li>• Sydney Water contacted immediately and arrived onsite to turn off the water and repair the issue.</li> </ul>	All actions completed



## 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 was zero (0) open non-compliance from the previous reporting period.

#### 3.2.2 This reporting period

There were three (3) non-compliances raised during the reporting period (see

Table 3-2 and Table 3-3 for details). There are no actions remaining open at the end of the reporting period.

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 Works	0	0	17
Westmead Precinct	0	0	1
Early Works	1	0	4
Infrastructure Works	2	0	26
SOM Works	0	0	0
TfNSW	0	0	8
<b>Total</b>	<b>3</b>	<b>0</b>	<b>57</b>

Table 3-3 Details of non-compliances during the reporting period (August 2021 to January 2022)

Date of Occurrence	Date Identified to TfNSW	CoA / REMMs ID	Package	Summary	Actions	Status
21-Sep-21	21-Sep-21	REMMM TT-26	Infrastructure Works	<p>INX Report 245871</p> <p>Unapproved use of a local street (Trott St, North Parramatta) by Heavy Vehicles associated with the Parramatta Light Rail Infrastructure works. DPE subsequently issued a Recorded Breach.</p>	<ul style="list-style-type: none"> <li>• Provide reminder to subcontractors (concrete suppliers and haulage company) regarding approved haulage routes and prohibited use of local roads.</li> </ul>	Closed
30-Sep-21	30-Sep-21	CoA C3 and C5	Early Works	<p>INX Report 245900</p> <p>Notification of key stakeholders following updated to Management Plans. DPE subsequently issued a Recorded Breach.</p>	<ul style="list-style-type: none"> <li>• Due to unforeseen extenuating circumstances (COVID lockdowns, outdated information, project completion) the notifications were not sent in the required timeframe.</li> <li>• For future projects, TfNSW to request the contractor to notify the stakeholders over a certain time period (e.g. 14 days).</li> </ul>	Closed

Date of Occurrence	Date Identified to TfNSW	CoA / REMMs ID	Package	Summary	Actions	Status
24-Nov-21	24-Nov-21	CoA E33	Infrastructure Works	<p>INX Report 246810</p> <p>Noise blankets found to be not installed around High Noise Impact Work activities over a number of Environmental Representative inspections.</p> <p>DPE subsequently issued a Warning Letter.</p>	<ul style="list-style-type: none"> <li>• A toolbox talk was delivered to the Construction Team on noise mitigation requirements relating to excessively noisy works.</li> <li>• Formal correspondence was sent to Parramatta Connects paying subcontractor to reinforce compliance obligations and performance expectations.</li> <li>• Parramatta Connect submitted a daily compliance report for a period of one week to the Environmental Representative and Acoustic Advisor.</li> <li>• Daily Pre-Start Form used across Parramatta Connect worksites was simplified to improve clarity and define mandatory noise mitigation for excessively noisy works.</li> <li>• A briefing was delivered to the Construction Manager and Superintendents on the non-compliance and noise mitigation requirements.</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 3-4 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: Westmead Precinct Works	13 August 2019 – Activity A 7 February 2020 – Activity B and C	No update occurred during the reporting period.
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)	Following the annual CEMP review process, the revised CEMP and sub-plans were submitted to the Secretary on 23-Dec-21.
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 SOM Works contractor obtained an EPL during the reporting period, EPL no. 21606 available on the EPA's public register at:

<https://apps.epa.nsw.gov.au/prpoeoapp/Detail.aspx?instid=21606&id=21606&option=licence&searchrange=licence&range=POEO%20licence&prp=no&status=Issued>.

Table 3-5 lists the Parramatta Light Rail EPLs that have been active during the reporting period.



Table 3-5 Status of Parramatta Light Rail Environment 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
Great River City Light Rail	Package 5	Railway activities - railway infrastructure construction	21606	Issued 14 December 2021, 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 Condition A12 (Appendix A1). Approved documents have been provided to the ERs in accordance with Condition A24(b).

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

Date	Package	Title	Summary	Outcome
01-Aug-21	Infrastructure Works	Dundas Stop Electrical Connection (PCPLR-ER-073)	Electrical connection required at Station Street, Dundas NSW	Approved (flexibility provisions endorsed by ER)
05-Aug-21	Infrastructure Works	Area 2 George Street Property Adjustments (PCPLR-ER-074)	Property adjustments (e.g. access, fencing, mail boxes, landscaping) along George Street between Noller Parade / Purchase St / Alfred St.	Approved (flexibility provisions endorsed by TfNSW)
12-Aug-21	Infrastructure Works	163-165 George Street Utility Relocations (PCPLR-CA-029)	Modifications to adjoining fences, driveways, utilities and services	Approved (flexibility provisions endorsed by TfNSW)
13-Aug-21	Infrastructure Works	Rowland Hassall School Property Adjustments (Area 2) (PCPLR-ER-069)	Property adjustments at the Rowland Hassall School	Approved (flexibility provisions endorsed by ER)
18-Aug-21	Infrastructure Works	Clyde Pole Installation and Connection (PCPLR-ER-075)	Clyde decommissioning - Install a new stay wire electrical pole and connect existing stay wire	Approved (flexibility provisions endorsed by ER)
02-Sep-21	Infrastructure Works	Boundary Road, Carlingford Permanent Footpath (PCPLR-ER-030)	Update of previous approval from a temporary to a permanent footpath at Council's request.	Approved (flexibility provisions endorsed by TfNSW)

Date	Package	Title	Summary	Outcome
16-Sep-21	Infrastructure Works	Footpath, Kerbs and Road Furniture (PCPLR-ER-057)	Update of previous approval to include make good of existing footpath at Victoria Road, Rydalmere	Approved (flexibility provisions endorsed by TfNSW)
30-Sep-21	SOM Works	Temporary Stabling Compound (TFNSW-CA-014)	Use of Sandown Line as a temporary compound	Approved
08-Oct-21	Infrastructure Works	Alexandra Ave, Westmead TCS Works Area 1 (PCPLR-ER-078)	New Traffic Control Signal (TCS) conduits at the intersection of Alexandra Avenue and Hawkesbury Road in Westmead, NSW	Approved (flexibility provisions endorsed by TfNSW)
12-Nov-21	Infrastructure Works	153-155 George Street End State Access (PCPLR-CA-030)	Property adjustments at the 153-155 George Street, Parramatta	Approved
10-Dec-21	Infrastructure Works	Area 3 Parramatta Road Clyde Road Works (PCPLR-ER-081)	Minor road network changes at Parramatta Road level crossing removal	Approved (flexibility provisions endorsed by TfNSW)
23-Dec-21	Infrastructure Works	Area 1 Cumberland Footpath (PCPLR-ER-082)	New footpath to connect to new and existing footpaths	Approved (flexibility provisions endorsed by TfNSW)
23-Dec-21	Infrastructure Works	Area 2 PID Footing Civic Place (PCPLR-ER-080)	Installation of the footings for a project information display at Civic Place, Parramatta	Approved (flexibility provisions endorsed by ER)
20-Jan-22	Infrastructure Works	Area 2 Out of boundary bus works (PCPLR-ER-079)	Adjustments to bus stops to accommodate bus networks changes as a result of PLR	Approved (flexibility provisions endorsed by TfNSW)
20-Jan-22	SOM Works	Utilities investigations, CCTV and survey Station Street, Dundas (GRCLR-ER-003)	Design investigations of utilities in Station Street, Dundas	Approved (flexibility provisions endorsed by ER)

## 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

#### Activation – Monitoring and Reporting August 2021 to January 2022

The PLR Business Activation Plan was updated in September 2021 to include business support campaigns and activations undertaken over the previous 12 months.

Objectives:

- Maintain foot traffic during construction.
- Ensure affected businesses feel supported prior to and during construction of light rail.
- Create unique experiences that encourage the continued use of places along the alignment and the patronage of businesses.
- Activate streets and areas in close proximity to construction sites.
- Minimise the extent to which construction adversely affects public amenity, including noise, dust and obstructions to pedestrian movement.



## Key business activation precincts



## Main works – Camellia & Carlingford Line Precinct

### Supporting local business



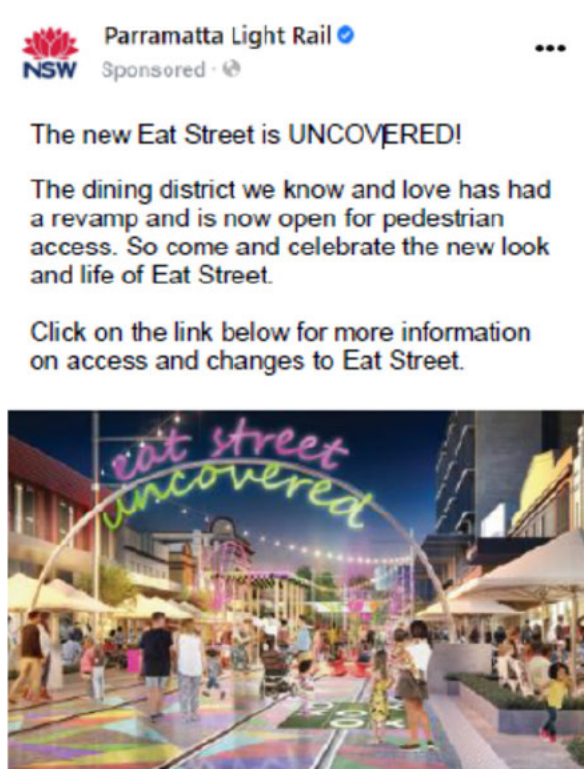
## 4.2 Eat Street Uncovered

### October 2021 to present

Following the substantial completion of the Infrastructure Works (Package 4) between Lennox Bridge and George Street in the Parramatta CBD, TfNSW established an activation called 'Eat Street Uncovered'.

Objectives:

- Drive footfall and revenue to Parramatta CBD and encourage repeat visitation.
- Create a vibrant urban playground for the community to explore and rediscover the delights of the local restaurants, cafes and bars.
- Targeted Marketing campaign 1 December 2021 – 31 January 2022.



Campaign Results – as at 30 December 2021 (not including Brand marketing campaign)	
Reach (newspaper advertising, email blasts, newsletters)	260,111
Social Media	96,498
Radio	





### 4.3 Campaign - Shop & Win

15 November to 19 December 2021

#### Aim

- Promote businesses along the PLR alignment between Westmead and Carlingford
- Drive footfall and spend.

#### Promotion

- Customers had to spend \$10 or more in one transaction at any business along the PLR alignment and email a picture of their receipt to enter the prize draw.

#### Prize draw

- 4 x \$200 weekly prizes
- Giveaways every Monday, Wednesday and Friday
- Major prize - Ambassador Lounge tickets at CommBank Stadium.

Campaign Measurements	
<b>Reach</b> (newspaper advertising, email blasts, newsletters,)	<b>69,438</b>
<b>Social Media</b>	<b>136,937</b>
<b>Flyers &amp; Posters</b>	<b>15,400</b>



Parramatta Light Rail



# SHOP & WIN

Ambassador Lounge tickets to  
Western Sydney Wanderers FC V Sydney FC  
for you and nine friends valued at

## \$3000\*

**Enter as many  
times as you like**

**15 Nov – 19 Dec 2021**

### How to enter

Simply spend \$10 or more in one transaction at a participating retailer along the Parramatta Light Rail alignment and email a picture of the receipt to [activateparramatta@transport.nsw.gov.au](mailto:activateparramatta@transport.nsw.gov.au) for your chance to win.

**You will also go in the draw to win 1 of 4  
weekly prizes valued at \$200 each.**

This campaign is part of 'Activate Parramatta', a Transport for NSW plan to support local businesses during construction of the Parramatta Light Rail. To find out more, visit [activateparramatta.com.au](http://activateparramatta.com.au). \*Terms and conditions apply.



## 4.4 Support for Small Business - Advertising

As part of a targeted 'Support Local' area marketing campaign, a monthly advert was placed in the local paper, The Parramatta Times and promoted on the PLR Facebook page.

The Parramatta Times is distributed to over 110 strategic locations across the Parramatta LGA and a digital version is also available. Readership exceeds 50,000 per edition with 10,000 hard copies printed.

The 'Support Local' advertising recommenced in November 2021 following the easing of COVID restrictions.



## 4.5 Western Sydney Awards for Business Excellence Sponsorship

24 November 2021

- Proud sponsor of Sustainability Category 'Parramatta Light Rail Excellence in Sustainability Award'
- Annual event – 4th year in a row PLR has sponsored an award
- Supporting the Parramatta Chamber of Commerce and local small businesses
- Platform to promote PLRs sustainability initiatives.





END OF REPORT