

# Epping Intersection Improvements

## Frequently asked questions

### Overall project

#### What are the Epping Town Centre improvements?

Epping Town Centre is one of eight precincts covered under the NSW Government's Urban Activation Precincts Program.

The Roads and Maritime Services is delivering the Epping Town Centre project, which includes:

- Project 1: upgrading the Beecroft Road and Carlingford Road intersection
- Project 2: widening the southern side of Epping Road by about 3.7 metres between Essex Street and Blaxland Road, to provide an additional westbound lane.

Project 1 is due to be completed in early 2018 and includes:

- widening Beecroft Road on the eastern side of the intersection
- providing an additional right turn lane from Beecroft Road southbound into Carlingford Road
- providing a third southbound lane on Beecroft Road north of Carlingford Road
- upgrading the left turn slip lane from Carlingford Road onto Beecroft Road
- providing a new traffic light pedestrian crossing on the western side of the intersection
- building a 90 metre long retaining wall on the eastern side of Beecroft Road next to the rail corridor
- vegetation removal
- upgrading traffic islands and traffic control signals
- adjusting property and utility services.

Project 2 started in mid-2017 and is due to be completed in mid-2018. The work includes:

- widening the southern side of Epping Road by about 3.7 metres between Essex Street and Blaxland Road to provide an additional westbound lane. The additional westbound lane would function as a dedicated left turn lane into Blaxland Road
- upgrading the Epping Road and Essex Street intersection including:
  - widening the north-eastern side of the intersection to provide an additional right turn lane onto Epping Road westbound. This would provide two marked right turn lanes and an unmarked shared left turn/through lane
  - providing new traffic light pedestrian crossings and pram ramps on all four approaches to the intersection
- building a raised central median about 340 metres long on Epping Road between Essex Street and Blaxland Road
- building a raised median about 20 metres long on Essex Street north of Epping Road intersection

- removal of right turns into and out of Forest Grove and Smith Streets
- removal of the right turn from Langston Place onto Epping Road westbound
- removal of the right turn from Epping Road into Essex Street in both directions
- providing a left turn lane from Essex Street onto Epping Road westbound.

## What are the key benefits of the project?

The Epping Town Centre project aims to:

- improve traffic flow and road safety
- improve pedestrian access
- help reduce traffic delays and congestion.

## What work has been done on Project 2 so far, and what work is to be completed?

We have surveyed the site, carried out demolition work, started our utility relocation work and set up the site compound. Work to be done includes:

- widening Epping Road westbound between Essex Street and Blaxland Road
- improving the intersection at Epping Road and Essex Street
- installing or improving dedicated turning lanes
- asphaltting
- road marking.

## Questions about the work schedule/construction (hours, noise, schedule)

### What will your work schedule involve?

Our typical day working hours will be between **7am** and **6pm** from **Monday** to **Friday**, and **8am** to **1pm** on **Saturdays**. Our typical night time working hours will be between **9pm** and **6am**.

These work hours would be ongoing for four months.

From time to time we may need to work additional hours, including Sundays. The community will be notified if we work outside of these hours.

## What is the work schedule?

The expected work schedule is outlined below:

Activity	Timing	Time of the day most construction will happen	Noise Level
Water main relocations	February and March 2018	Mainly days, some night shifts needed	Less Noisy
Electrical relocations	February to April 2018	Mainly days, some night shifts needed	Less Noisy
Telstra relocations	February to April 2018	Mainly days, some night shifts needed	Less Noisy
Optus and NBN relocations	February to April 2018	Mainly days, some night shifts needed	Less Noisy
Jemena relocations	February to April 2018	Mainly days, some night shifts needed	Less Noisy
Building the new road pavement and traffic signals	March to June 2018	Day and night Shifts	Noisier activities
Improvements open to traffic	July 2018		
Building the new median kerb and road furnishing including landscaping and footpaths	July and Aug 18	Mainly Night shift	Less Noisy

## What is construction noise?

Most construction noise is typically caused by open-air construction activities and vehicles. Noise impacts depend on the source of the noise, the proximity to the receiver and the existing levels of background noise at the property.

Additionally, construction noise changes with different construction activities and as work progresses.

During the project we will be using equipment including, but not limited to:

- day work: excavators, vacuum trucks, bobcats, jackhammers, tipping trucks, concrete trucks, delivery vehicles, rollers
- night work before midnight: excavators, jackhammers, vacuum trucks, bobcats, concrete saws, rollers, concrete removers, lighting towers
- night work after midnight: asphalt pavers, vacuum trucks, bob cats, excavators, road profiling machines, tipping trucks, rollers, trailers and trucks, bobcats, lighting towers.

It's important to note that people may have varying reactions and sensitivities to noise.

## What do you mean when you say X decibels above background?

Decibel is the unit we use to measure noise. When measuring construction noise, we start by monitoring the existing noise to understand what the normal noise levels are for an area. This is referred to as 'background noise levels'. We do this for daytime, evening and night time periods as each of those times typically have different background noise levels.

We then consider the decibel levels of individual and groups of machinery being used in order to determine what the noise increase will be due to the project work. Given that the machines being used for a construction project are generally noisier than cars, traffic or other noise sources, the construction noise typically exceeds the background noise levels.

How much the construction noise exceeds the background noise level determines the level of construction noise you hear and the annoyance you may experience. A noise increase of around 10 decibels at your house will usually be noticeable, a 20 decibel increase will be clearly audible and a greater than 20 or 30 decibel increase will be moderately to highly intrusive..

The noise impact from our work and your eligibility for relocation will be determined by the level of noise above the background noise (decibels above background) your residence is predicted to experience. See below for more information about relocations.

For an understanding of construction noise please ask the project team for a copy of the 'Construction Noise' infographic.

## What will I be seeing and hearing?

The things you will see and hear will depend on where you live. Typically, you will see workers:

- digging up the road and footpath to move services
- removing waste from the site
- building the road.

## What do you consider 'noisy' and 'less noisy' work?

Noisy work is work considered to have high noise levels and potentially annoying aspects, including high or low frequencies (such as a saw-cutter or circular saw), tonal noises or repetitive noises (such as jack-hammering).

Less noisy work is generally considered to have lower noise levels, a consistent noise source (such as a generator or lighting tower), or equipment that produces similar noise to that of the surrounding noise environment (such as cars or trucks). You may still be able to hear this work, however we try to carry out less noisy work after 12am to minimise sleep disturbance.

## How do you predict construction noise levels?

Construction noise is considered during project planning and development. We carry out noise monitoring to help us understand the existing background noise levels. We then assess these levels against the noise generated by the types of equipment we are planning to use to understand the potential impacts.

## Will I hear construction work every night you are working?

Construction work will not be carried out across the entire length of the project during every night shift. Work will generally be confined to a limited area of the project each night and will often move along the project site from night to night. This will mean that the level of noise you hear may not be the same each night, depending on where the work and your house are located.

Most of the night work will be around the major intersections of Essex Street and Blaxland Road, so there will be more night shifts around those areas than along the rest of the project.

## Why does the work need to be completed using such an intensive schedule?

The road upgrade will improve traffic flow and tackle congestion around Epping Town Centre.

Completing work at night will minimise traffic disruption and enable us to complete the project before the Epping to Chatswood rail line is upgraded to Sydney Metro standards in late 2018. While the rail line is being upgraded, buses will replace trains for around seven months as part of the Temporary Transport Plan.

## What mitigation measures are in place to reduce noise at my house?

Roads and Maritime is exploring a number of options to mitigate noise on this project. These include:

- installing temporary noise barriers on the construction fencing
- using lighting towers that are powered by solar power, rather than generators
- using smaller or less noisy machinery whenever possible.

## Relocation

### Am I eligible for relocation?

Our noise monitoring has determined that relocation is may be warranted for homes within the area indicated in the map below:



- offer of permanent relocation will be for people predicted to experience a greater than 30 decibel noise may be available
- week by week offers of relocation (based on modelling of forecast activities) for people predicted to experience an increase between 20 and 30 decibels may be available.

If we are speaking to you, it is likely that you are eligible for relocation. Please contact DM Roads' Communication and Stakeholder Engagement team on 1800 332 660 for more information.

### How do you determine who is offered relocation?

Offers of relocation are made based on expected noise impacts to residents, which is determined using noise modelling software. Noise impacts can differ from property to property, depending on the closeness to the source, the type of work, if you can see the work, or if there is a barrier or structure between you and the work. The noise modelling software factors all of this in to the predicted noise impacts.

## I am eligible for relocation, but it is unrealistic for me to move. What can you do for me?

If you would prefer not to move but are impacted by noise from the work, please contact the DM Roads Communication and Stakeholder Engagement team on 1800 332 660. We will arrange to visit your property and investigate whether any temporary onsite noise reduction options can be put in place.

## Will I still be eligible for relocation later if I don't accept it now?

Yes, the offer for relocation will remain open while this phase of work is ongoing. Please contact the DM Roads Communication and Stakeholder Engagement team on 1800 332 660 to let us know if you would like to be relocated. We will do our best to find suitable accommodation for you as quickly as possible, however please be aware that we are unlikely to be able to relocate you immediately.

## Can my pets be relocated with me?

If you have a pet, please let the DM Roads Communication and Stakeholder Engagement team know when they approach you to discuss relocation. We will do our best to arrange for relocation to a pet friendly property.

## Where would I be relocated to?

A number of relocation venues are available to you in serviced apartments around Sydney. Please speak to the project team about the best option for you.

## I live in a house; will you relocate me to another house?

Relocation is being offered in serviced apartments. We can offer access to one, two and three bedroom apartments in various locations across Sydney.

## Will the relocation you offer include a kitchen and laundry?

Yes, the proposed relocation would include a kitchen or kitchenette and laundry.

## We just moved in. Why weren't we told about this before we moved?

Work on Project 2 started in mid-2017 and has been delayed due to challenges related to utility relocation designs. Additionally, as part of the Sydney Metro Northwest rail link project, the Epping to Chatswood rail line will need to be closed for updating. The railway line will be closed for about seven months from mid-2018 with trains to be replaced with bus services. Our road upgrade work will help facilitate traffic management during this transition.

The intensive night works schedule is required to ensure that Epping Town Centre improvement works are completed on time so that traffic impacts associated with the additional bus services are minimised.

## What do I do if I feel like my business will lose trade because of this work schedule?

Roads and Maritime must carefully balance the need to provide a road network that facilitates smooth traffic movements for road users while accommodating the needs of the local community.

If you believe the work has caused you financial hardship, you can make a claim by sending your contact details, details of the claim, proof of ownership, occupation and details of your claim to:

Liability Claims Team  
Transport Shared Services  
PO Box 6464  
Silverwater, NSW 1811