



Appendix M - Details of Community Issues Raised

A total of 61 contacts were made to TIDC either by the project hotline, email or written submission. The majority of these were general project information enquiries. Twenty four individual meetings were conducted by the TIDC and GHD project team with key stakeholder groups. Key issues raised by these community contacts are summarised in Table 1.3 in the main document of the Environmental Assessment. Table 1 below provides a more detailed listing of all the issues raised. These issues are cross-referenced to where they are addressed in the environmental assessment, where applicable.

Table 1

Main issue	Key issues	Document reference
Project development and design	Would like further information about the project.	Part B
	Procedures for property acquisition.	Section 9.1
	Cost, staging and benefits of project.	Chapters 5 and 11
	Alignment and proximity of railway line and the potential affects on properties.	Chapter 7 and Section 9.1
	Features of quadruplication.	Chapter 7
	Location of stations.	Section 7.2
	Incorporation of cycleway and pedestrian pathways in Epping and Beecroft section.	Section 9.2
	Opposed to above ground stabling facility in Rouse Hill.	Noted
	Planned upgrade for Cheltenham station.	Section 7.2.1
	Location of Franklin Road Station and linkage to Cherrybrook Village Shopping Centre.	Chapter 7, Section 9.10
	Need for pedestrian footbridge across New Line Road between Boundary Road and Shepherd Drive.	Section 9.2
	Concerns about location and design of tunnel portal at Beecroft - would like to see consideration of alternative location to minimise impact.	Noted
	General support of design of underground stations. Suggest underground stations to have an identity so they are recognised by passengers. Opportunities for retail shops.	Noted
	Need more information on how new NWRL will link with other networks.	Section 7.7
	Issues raised about other proposed rail lines i.e. CBD Rail Link and Parramatta to Epping Link and how their operations will link with NWRL	Section 7.7 Other proposed rail lines not addressed directly in this document.



Main issue	Key issues	Document reference
Project development and design	Concerns about traffic management around stations, especially where bottlenecks already are present e.g. Norwest Station.	Section 9.2.2, 9.2.3, 9.2.5 and Appendix B
	Safety should be a key driver in design, especially given the extent of underground tunnels and stations. E.g. fire risk and emergency access.	Future design development would include appropriate safety design principles – refer to Section 9.10.4
	Relationship of the NWRL station locations with existing and surrounding land uses e.g. Hillsong; Baulkham Hills Showground; Castle Towers	Section 3.2.1 and 9.1
	Design should complement and improve road and traffic issues.	Section 9.10.4
	Request for involvement in interchange designs along the route.	Section 13.4.1
	Need more information and detail on the structures and operations of proposed stations.	Detailed information not known at concept stage and would be available following future design development.
	Issues regarding choice of alignments at various locations e.g. Carrington Road.	Chapter 6
	Comments made on proposed Rouse Hill to Vineyard link. When will decision be made and are there alternative options?	Not part of this project. The community would be informed when this proposal progresses to the next stage.
	Concerns regarding selection of park and ride stations and lack of parking at other stations.	Section 7.2.9
	Impacts of the cut and cover tunnelling operations on the upgraded Windsor Road.	Future design development to occur - Refer to Section 9.1.4
	Concerned about the number of stations proposed. Extra stations would allow for dispersion of parking areas.	Section 6.3
	Interim nature of stabling facility and opportunity for it to be covered rather than open.	Section 7.2.7
	Questions raised about the length of the construction and commissioning period.	Section 7.6
	Questions regarding starting of construction and whether it could be brought forward.	Section 7.6 and 6.3
	Scepticism about whether NWRL will go ahead.	Noted.
	Location of construction sites, particularly in built up areas.	Section 7.5
	Opportunities to provide pedestrian connectivity across Castle Hill Town Centre	Section 9.10



Main issue	Key issues	Document reference
Project development and design	Future railway plans and possible extensions – would like it to be extended.	The existing project does not preclude extension in the future
	Proposed stabling facility at Rouse Hill should be moved to Box Hill to accommodate future line expansion.	The location of the stabling facility does not preclude future rail expansion
	Project would provide a public transport connection to a growing area of Sydney that is currently disconnected from rail infrastructure and would be of significant benefit to Sydney, particularly for an area currently reliant on current road network.	Chapter 5
	Support for Rail Link as it will improve public transport to areas along the corridor and the North West Sector.	Noted
	Need for short-term strategy, 2017 appears a long way off.	Section 6.6 and 7.6
	Too much uncertainty about Rouse Hill to Vineyard corridor.	Noted
Network Operations	Operations at Cheltenham station.	Timetabling would be undertaken by RailCorp as part of CityRail operations.
	Concerned about number of trains on the Northern line.	Noted
	How the NWRL will be supported by other existing lines, and how pressures in other lines will be managed eg. Central Station, to ensure that the NWRL is reliable.	Operations would be managed by RailCorp as part of CityRail operations. Section 7.7
	Emergency evacuation from tunnels and importance of tunnel fire safety	Future design development would include appropriate safety design principles – refer to Section 9.10.4
	Potential opposition of NWRL and NW Transitway for patronage	Section 5.2.2
	Need to take pressure off existing western line.	Noted
Consultation	Concerns about how much influence the community can have on the outcome.	The community is entitled to make submissions regarding the project – refer to Section 2.3 Further ongoing consultation with the community after EA exhibition – refer to Section 13.4.1



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Consultation	Need for more detailed information and maps of what is proposed.	The proposed information days will have more information available as will future communication material as further design work is undertaken.
	Lack of consultation to date about locations of stations	Noted – See Chapter 4
	Some people have missed out on initial information and hence may not be informed about the next phase of the project.	Noted
	Process of getting stakeholders involved.	Chapter 4
	Need to communicate why the project cannot occur sooner and highlight what still needs to be done.	Section 6.6 and 13.4.1
	Need information on processes and stakeholder rights regarding land acquisition and property impacts.	Property acquisition undertaken by Department of Planning – see Section 9.1.2
	Consultation with Showground Committee required	Noted for future consultations.
	Important to provide adequate responses to submissions received.	Section 2.3.2
Land use	Would like to see the proposed construction timeline to be brought forward.	Section 6.6
	Relocation of Scout Hall at Beecroft	Noted – See 9.1.1
	Project and relationship with Hills Centre.	Chapter 7 and Section 9.1
	Proposed amplification of rail line between Epping and Beecroft.	Section 7.2.1
	Process of embedding rail infrastructure projects in urban renewal/expansion program to continue.	Noted
	The timing of project, staging, provision for finance and land acquisition.	Chapters 7 and 11, Section 9.1
	Belief that the demand for a NWRL has been underestimated– and should be given a higher priority in terms of funding.	Noted
	Concerns about construction and operational impacts on existing facilities especially at proposed station locations eg. Castle Towers, Hillson, Hills Centre.	Section 9.1
	Concerned about development of the North West Sector without adequate public transport and hospitals etc.	Noted
	Balmoral Road Release Area – transport access and linkages for this new release area.	Section 9.1



Main issue	Key issues	Document reference
Land use	Impacts on existing community structures, especially in quadruplication area.	Section 9.1
	Plans to increase structures and activities within existing rail corridor to be made clear to the community.	Noted
	More investigations should be undertaken in areas in the corridor that are deemed “significantly” impacted, from the community’s point of view.	Noted
	Construction and operational impacts on specific land uses and businesses e.g. Baulkham Hills Council Depot, Koala Park, Castle Hill Showground and Park, Castle Hill Fire Station, Castlebrook Lawn Cemetery and Crematorium, established shopping areas, and schools near proposed stations. Concerns about how these will be mitigated/managed.	Section 9.1
	Hills Centre station area seen as sensitive and requires specific attention.	Noted
	Consideration of capacity and connectivity at Franklin Road and Castle Hill Road.	Section 9.2.5 and Section 9.10
	Concerns about impacts on Castlebrook Lawn Cemetery	Noted
	Impact of stabling facility on future land use in Area 20.	Section 9.1
	Integration of project with re-zoning of land happening prior to the project being approved	Section 9.1
Traffic, transport, parking and access	Decision on preferred alignment prior to finalisation of land use planning – is decision well-informed.	Chapter 6
	Generation of traffic near Cheltenham Station and potential impact on residents.	Section 9.2
	Lost car parking at Cheltenham Station be replaced or extended.	Section 9.2
	Traffic generation (heavy vehicles) as a result of tunnelling and removal of spoil.	Sections 9.2 and 9.5
	Concern about long term impacts stemming from density and traffic increases particularly around station accesses.	Section 9.1.2, 9.2.3 and Appendix B
	Parking will be important. Need to clarify locations of parking stations.	Section 7.2.9 and detailed design phase
	Pedestrian bridge link across M2 would be beneficial.	Noted
	Parking agreements at stations to be negotiated with other nearby community facilities e.g. shared parking.	Section 7.2.9 and detailed design phase
	Concerns about loss of existing commercial car parking in specific areas as a result of not having park and ride facilities provided at all proposed stations.	Noted
	Need to explore best access points to stations and relationship with bus interchanges i.e. Castle Hill, Hills Centre, Norwest, and Cheltenham.	Section 9.10



Main issue	Key issues	Document reference
Traffic, transport, parking and access	The Cumberland State Forest has high visitation. Concerned about likely traffic and road disturbances.	Noted - Section 9.2
	Concerns about any egress points during construction	Section 7.4 and Appendix L
	Implications of construction works and traffic, particularly in terms of congestion and road closures.	Section 9.2.2 and Appendix B
	Need further modelling of destinations/demand at proposed stations – concerned that decisions are based on old information.	Future design development to occur
	It would provide environmental benefit with removal of cars on existing road system.	Chapter 5
	Concerns about whether NWRL will be integrated with other public transport infrastructure.	Section 9.1
	NWRL to be integrated with transitway. Potential for shared parking.	Section 9.1 and 9.10
	Concerned that target parking numbers have been underestimated	Appendix B
	Construction impacts on Windsor Road at Rouse Hill considering upgrade of road in this area.	Section 9.1
Noise and vibration	Ability of local roads to deal with construction traffic.	Section 9.2.2 and Appendix B
	Potential for increased noise impacts, level of noise and frequency of trains and disturbance to residents along The Crescent and Sutherland Road, Beecroft.	Section 9.3
	Impact of noise, vibration, construction and social impacts from tunnel boring machines at the proposed tunnel portal located adjacent to The Crescent, Beecroft.	Section 9.3
	Potential increase in noise disturbance where Beecroft Road currently acts as a buffer zone to residents on The Crescent.	Section 9.3
	Sound attenuation devices proposed.	Section 9.3
	Sound attenuation to respect heritage of areas and include vegetation to soften visual impact.	Section 9.3
	Concerns about the appearance and effectiveness of noise barriers to be used	Section 9.10 and Appendix I
	Noise associated with vent structures/service buildings.	Section 9.3 and Appendix C, or during future detailed assessments – refer to Section 13.4.1
	Concerned about noise and vibration and its possible impacts on existing businesses along corridor e.g. Cinema at Castle Towers, Hillson's sound studios, Koala Park, Hills Centre and residents and schools along corridor.	Section 9.3 and Appendix C or during future detailed assessments – refer to Section 13.4.1



Main issue	Key issues	Document reference
Noise and vibration	Noise levels during construction.	Section 9.3 and Appendix C
	Operational noise from tunnels at properties above.	Section 9.3 and Appendix C or during future detailed assessments – refer to Section 13.4.1
	Impacts of potential construction noise and vibration on macropods and koalas at Koala Park.	Noted
Socio-economic impacts	Social values of Cheltenham Station and surrounding area to be addressed in the environmental assessment.	Section 9.11
	Concerned about safety issues around railway stations i.e. car parks.	Section 9.10.4 and 9.11 and Appendix K
	Impacts on houses; perceived lowering of property value.	Section 9.12 and Appendix K
	Concerned about possible compensation claims that may be made by the owners and operators of the M2 Motorway, against the NSW Government due to the NWRL being a potential competitor.	Noted
	Keen to support growth, but not at the detriment of heritage areas and existing business operations.	Noted
	Concerned with potential disruption of businesses. Potential for compensation to businesses during construction.	Section 9.12 and Appendix K
Visual and urban design	The appearance of quadruplication of tracks and effects on amenity.	Section 9.10
	Appearance of sound attenuation structures.	Section 9.10
	Visual impacts of proposed cuttings at Cheltenham.	Section 9.10
	Impacts from station entrances on vistas to Hillson buildings	Section 9.10
	Visual impact of viaduct section	Section 9.10
	Visual impact of dive structures at Beecroft.	Section 9.10 and Appendix I
Ecology	Impacts on habitats in area.	Section 9.4
	The extent of clearance of vegetation in rail corridor and protection of rare vegetation.	Section 9.4
	Design should avoid destruction of significant trees on Beecroft Village Green, specifically eucalypts.	Section 9.1
	Impacts on Cumberland State Forest.	Section 9.4
	Construction impacts on trees along road, especially around Koala Park.	Section 9.4



Main issue	Key issues	Document reference
Spoil	Management of spoil handling and removal.	Section 9.5
	Need to provide assurances about spoil removal.	Section 9.5
Surface water and drainage	Impact of proposed rail line on drainage	Section 9.9
	Consideration of possibility of flooding at stabling yard.	Section 9.9
	Impacts on surrounding creeks and drainage areas to be considered.	Section 9.9
	The likelihood of flooding on upstream and downstream properties.	Section 9.9
Geotechnical and groundwater	Concerns about future impacts of tunnel boring on houses above the tunnel.	Section 9.3 and 7.4.1
	Geotechnical asset protection considered important, particularly with large amounts of Sydney sandstone in the area	Noted
	Land sliding issue in area between Franklin Road and Castle Hill area.	Section 9.8 and 10.2
	Important to examine long term and broad range implications of tunnel and groundwater impacts. A range of issues and their interrelation should be considered, other than those specifically flagged in the preliminary Environmental Assessment	Section 9.8
Heritage	Status of Cheltenham Station in terms of architectural or heritage value.	Section 9.7
	Impacts on heritage sites, including buildings and archaeological remains.	Section 9.6, 9.7, Appendix G and Appendix H
	Concerned about the impact of works on heritage areas within Beecroft and Cheltenham, ie Beecroft Conservation Zone.	Section 9.7 and Appendix H
	Need to investigate the use and significance of small building adjacent to Scout Hall.	Section 9.7 and Appendix H
	Concerned about indigenous heritage along the 3 main creeks.	Section 9.6 and Appendix G
	Existing railway cuttings hold heritage value.	Section 9.7 and Appendix H