

The NorthConnex logo, with 'North' in black and 'Connex' in green.

Community Update

CELEBRATING ONE YEAR
INTO OPERATIONS

NOVEMBER 2021



A motorway concept linking the M1 to the F2 was first floated in the 1960s, now fifty years later NorthConnex is operating. *'NorthConnex is an elegant, effective, efficient solution to a long standing traffic question.'* President, Beecroft Probus Club

Thank you to the community

It is with great pleasure that we welcome you to our newsletter to celebrate the first 12 months of NorthConnex motorway operations. It seems like it was only a few weeks ago when NorthConnex was officially opened with much excitement and celebration on 31 October 2020.

Since then, it's been a busy year for the motorway's team as we've kept all the systems operating during the COVID-19 pandemic, carried out scheduled

maintenance, responded to customers, won awards and even rescued an animal or two. Now, 12 months on we are settling into a routine keeping the motorway functioning smoothly and safely.

We hope you enjoy reading about what has been happening as NorthConnex hits its stride getting people to where they want to be, as quickly and as safely as possible.

The NorthConnex team



Stay up to date

Keep up with the latest news, maintenance, tolling, and all the information you need to plan your trip.

northconnex.com.au

Preferred
toll provider

Linkt

Community highlights



Bike North members enjoying the elevated cycle path



Adam Crouch MP visits NorthConnex

We are always delighted to share information about this award winning motorway and we've been able to engage with our communities in various ways by:

- meeting with the Air Quality Community Consultative Committee
- presenting to interested local community groups
- holding tours of the motorway's control centre.

More than roads

'Bike North is one of the largest bicycle user groups in NSW with almost 550 members. Along with our regular group rides over the past 25 years, we're also focussed on making cycling better for all levels of cyclists throughout northern Sydney.'

As part of our advocacy, Bike North became a registered consultative organisation under the NorthConnex development contract. Given the complexity of interfacing the NorthConnex tunnel with existing roads and expressways, Bike North was closely involved with design engineers in developing the infrastructure requirements needed to move cyclists safely through these areas, especially at the southern end of the project. Through a cooperative approach, an excellent outcome was achieved for all involved.' Phil Hart, President

Our achievements



Awarded **Leading Infrastructure Sustainability** rating by the Infrastructure Sustainability Council



Received a Highly Commended Award for **Environmental Excellence** from the International Erosion Control Association Australasia



Received a Gold International Green Apple Award for **Environmental Best Practice** from the Green Organisation



St Lucy's School children enjoying the play equipment

St Lucy's School community grant winner

The primary objective of St Lucy's School is to provide excellence in education for children with disabilities from all backgrounds.

The children's disabilities include cognitive impairment, sensory impairment and Autism Spectrum Disorder. Many of the children have significant communication difficulties and are often non-verbal. The varied nature of the students requires a highly differentiated curriculum that caters to their learning needs.

One of their aims is to get these children out and about in the community on more excursions. Through the Transurban Community Grants Program, the school received funding to help purchase additional walkie-talkies which allow staff and volunteers to be in easy contact with each other and the school during community excursions.

Look out for our next round of community grants which will be advertised in April 2022.

Year in review

85
full-time employees

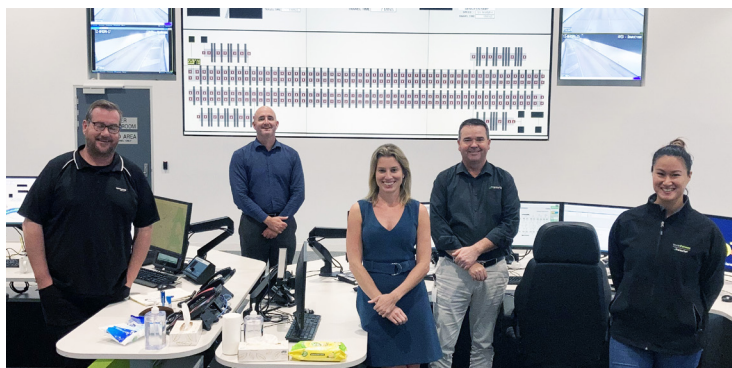
850
CCTV cameras



65% reduction in near misses and crashes per day



Five full tunnel maintenance closures



NorthConnex Traffic Control Room Operators L-R: Alar, Evan, Jill, Bryan, Therese

Keeping NorthConnex operating during COVID-19

The NorthConnex control room is the heart of our motorway operations centre and our Traffic Control Room Operators are monitoring the traffic 24 hours a day to keep the tunnels safe and running smoothly. During the COVID-19 lockdowns, the control room operators continued their critical work while adapting to strict COVID-19 safe work methods.

While the control room operators are doing their job from inside the operations centre, our Incident Response crews are out on the road helping customers in need to stay safe. On average, the team respond to two or three incidents per day. Incident Response team leader Philip Clift said *'a big part of our service is to help stranded customers safely exit the motorway. We had to put in extra safety measures and care to ensure everyone was COVID-19 safe, so customers could be attended to and be back on their journey as quickly and as safely as possible, as well as being kept safe during the pandemic.'*

On average
6,000
trucks off Pennant
Hills Road

Crashes on Pennant
Hills Road more than
halved
between M1 and M2



11.1 million
trips



33% faster traffic in
the afternoon peak
on Pennant Hills Road

Did you know?

NorthConnex wins Excellence Award

NorthConnex has won the Excellence Award at the International Association of Lighting Designers Awards held in Chicago, USA, in June this year.

The award recognises the tunnel's lighting which was not only designed for aesthetic purposes, but also to aid safety, keeping motorists alert as they drive through one of Australia's longest tunnels.

NorthConnex is equipped with an innovative advanced LED lighting system which is purposefully designed to safely transition drivers from daylight to the darker interior tunnel section.

Motorway maintenance



The maintenance team inspecting tunnel lights

NorthConnex is the 'Next Gen' in road tunnels, designed to the highest safety standards, built and fitted with the latest technology to keep motorists safe and traffic moving efficiently.

About four times a year, we carry out planned maintenance. During this time, the NorthConnex tunnels are closed to motorists. Generally, the closures are undertaken at night between 10pm and 5am to minimise inconvenience and delays to motorists.

When we close our tunnels for maintenance, our teams are checking all of our systems and processes to make sure your journey is as smooth, safe and efficient as possible. We check everything from the road surface, right the way up to the 142 roof-mounted jet fans, the 5,500 LED lights, 377 electronic signs, emergency management systems, kilometres of cabling and so much more.

Advance notice about upcoming maintenance is provided through our website, Live Traffic NSW and via the overhead variable message signs. When the tunnels are closed, traffic is directed onto Pennant Hills Road.



L-R: Hayleigh, Alison, Kellie, Hoseph - members of the Incident Response team.

Picture taken 2020

Customer Feedback

The safety of our workers and customers is always our highest priority and along with dedicated eyes on the motorway 24 hours a day, we also have dedicated response teams on standby at all times. So we can quickly reach our customers, we have crews stationed at either end of the tunnel. Combined, these teams make sure we are fully focussed on delivering a safe and efficient journey for motorists. We value feedback from the community and customers and love it when people tell us about their experience. Here's some recent feedback we've received.

"I just wanted to say thank you to your tow truck driver Aurel. He's such a nice guy and took extra care of my vintage Dodge Charger. I can only commend his great service, as a company you should be really proud of him. Please thank him for me for his great work."

"Please pass on our thanks to your wonderful team."

"What a relief to be helped at the edge of the tunnel! I was so glad when Hayleigh arrived and offered to change my tyre. She wasn't even phased by clearing out the bags of clothes in my boot. We casually chatted while she did all the hard work and I was off in no time. Much better than the original plan to tow to a side street and risk wrecking the rim."

"Within five minutes two breakdown vehicles arrived, one sat behind us and one in front. I can't tell you how safe this made us feel having this protection with the fast moving traffic whizzing by. I want to thank Corey and the other driver. Our experience with the system in the tunnel when we were in trouble was excellent and I can't thank you enough for the help received during this stressful situation. Please pass on our thanks and congratulations for a great system in the tunnel."

"Today I had the thankful pleasure of meeting one the teams on the NorthConnex heading south. My friend and I had our kids in the car and we had a tyre strip from the rim of the wheel."

If you do breakdown in the tunnel, please stay in your car and help is only moments away.

Sustainability at NorthConnex

We've also been busy implementing environmental initiatives. Our first, to recycle water treatment plant sludge, is now up and running. The sludge is reused in asphalt products. This initiative is a practical and sustainable solution to how NorthConnex manages its natural resources. In just under six months, the NorthConnex team has diverted more than 36,000kg of sludge waste from the NorthConnex Water Treatment Plant at West Pennant Hills, to the Downer Reconomy Plant, avoiding landfill and creating sustainable outcomes.



Recycling sludge into asphalt products



If you require the services of an interpreter, please contact the Translating and Interpreting Service (TIS International) on 131 450 and ask them to call the NorthConnex Project Team on 13 33 31—the interpreter will then assist you with the translation. TIS International business hours are 9am to 5pm Monday to Friday.

Contact us

For further information on NorthConnex please contact our team by:

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