

Portfolio Committee No. 6 - Transport and the Arts
Inquiry into the impact of the Rozelle Interchange

Online questionnaire report

As part of its inquiry into the impact of the Rozelle interchange, Portfolio Committee No. 6 – Transport and the Arts undertook an online questionnaire to encourage public participation in the inquiry in an efficient and accessible way.

The questionnaire was not intended as a statistically valid, random survey. Participants self-selected in choosing to respond. This means that participants are unlikely to be a representative sample of the New South Wales population. Instead, the responses represent a sample of interested members of the public who volunteered their time to have a say.

The questionnaire was complementary to and did not replace the usual submission process. The submissions process was available to individuals and organisations who wished to provide a more detailed response to the inquiry's terms of reference. In this regard, some participants may have completed the questionnaire and also made a submission.

The online questionnaire was open from 21 February to 17 March 2024 and reopened from 26 March to 2 April 2024. The committee received 1034 responses to the questionnaire.

This report summarises the views expressed by participants and provides samples of those views. Sample comments have been chosen to best represent the variety of views expressed by the participants.

Questions asked

In this questionnaire, participants were asked 23 questions about their views and experiences with the planning, design and development of the Rozelle Interchange and its impact. The questions were divided across five sections.

- Section 1 (questions 1 to 3) contained three mandatory administrative questions collecting participants' contact details
- Section 2 (questions 4 to 6) covered **background information**, including mandatory questions to determine whether the participant resided in New South Wales and in what capacity they were responding to the questionnaire (for example, local resident, commuter or business owner)
- Section 3 (questions 7 to 10) focused on the **impact of the Rozelle Interchange** on participants
- Section 4 (questions 11 to 16) addressed the level of **consultation and engagement prior to the opening of the Interchange**
- Section 5 (questions 17 to 23) focused on the level of **communication following the opening of the Interchange**.

The full list of questions is at Appendix 1.

The questionnaire included eight multiple choice (controlled input), 12 open answer (free text) questions and three rating scale questions (close ended).

Responses to questions

The questionnaire received a total of 1034 responses. Of these responses, 1033 participants indicated that they live in New South Wales, with a vast majority residing in the postcodes of

Gladesville (2111), Drummoyne (2047), Hunters Hill (2110), Rozelle (2039) and Balmain (2110) and surrounding suburbs.

A summary of the responses and a sample of answers are provided below.

Background information

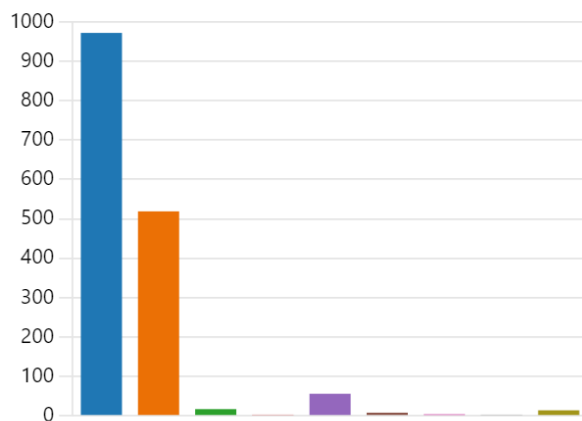
Question 5: In what capacity are you responding to this questionnaire?

Question 5 asked participants to select the capacity in which they were responding to the questionnaire, allowing them to choose multiple options. For instance, participants may have chosen both 'local resident' and 'commuter', in which case they would be counted in both categories.

The question received a total of 1034 responses. The vast majority of participants (972) identified as a local resident and 519 indicated that they were commuters. Additionally, 56 identified as business owners, 17 as members of community groups or associations, eight as contractors, four as academics, and three as transport employees. Three participants answered on behalf of others, while 14 selected 'others'.

The graph below provides a visual representation of the responses received for this question.

● Local resident	972
● Commuter	519
● Member of community group o...	17
● Transport employee	3
● Business Owner	56
● Contractor	8
● Academic	4
● On behalf of someone else	3
● Other	14



Question 6: How often do you travel on the Rozelle Interchange or roads that have been affected by the interchange?

Question 6 was presented in a multiple choice format, with 1032 responses received. The responses were as follows: Daily: 811 (79 per cent), Weekly: 194 (19 per cent), Occasionally: 24 (2 per cent). Three participants indicated that they never travel on the Rozelle Interchange.

● Daily	811
● Weekly	194
● Occassionally	24
● Never	3



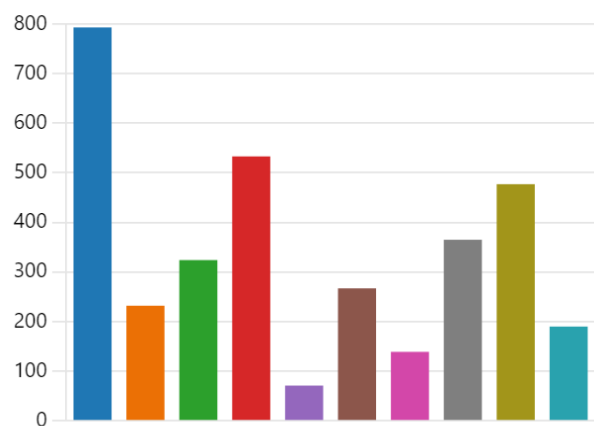
Impact of the Rozelle Interchange

Question 7: Following the opening of the Rozelle Interchange have you or your family experienced any of the following?

This question allowed participants to select any options that applied to them and their family from a set list of impacts experienced following the opening of the Rozelle Interchange. These options included being late to work and school, an inability to get to work, health impacts and reduced capacity to access services.

All 1034 participants responded to this question. The majority of participants reported negative outcomes following the opening of the Interchange. The most common experience reported was being 'Late to work' (793 responses), followed by 'Public transport running late' (533 responses), then 'Getting to where I need to go faster' (477 responses). Additionally, 365 participants indicated experiencing 'Reduced capacity to access services, supports, and facilities' while 324 mentioned 'Inability to get to work'. Furthermore, 267 indicated 'Worsening local air quality', 232 experienced being 'Late to school', and 139 indicated 'Health impacts'. 71 participants stated that their 'Small business lost income'. A further 190 participants selected 'Other', with free text answers including being late to appointment, facing financial impacts, and experiencing longer commute time.

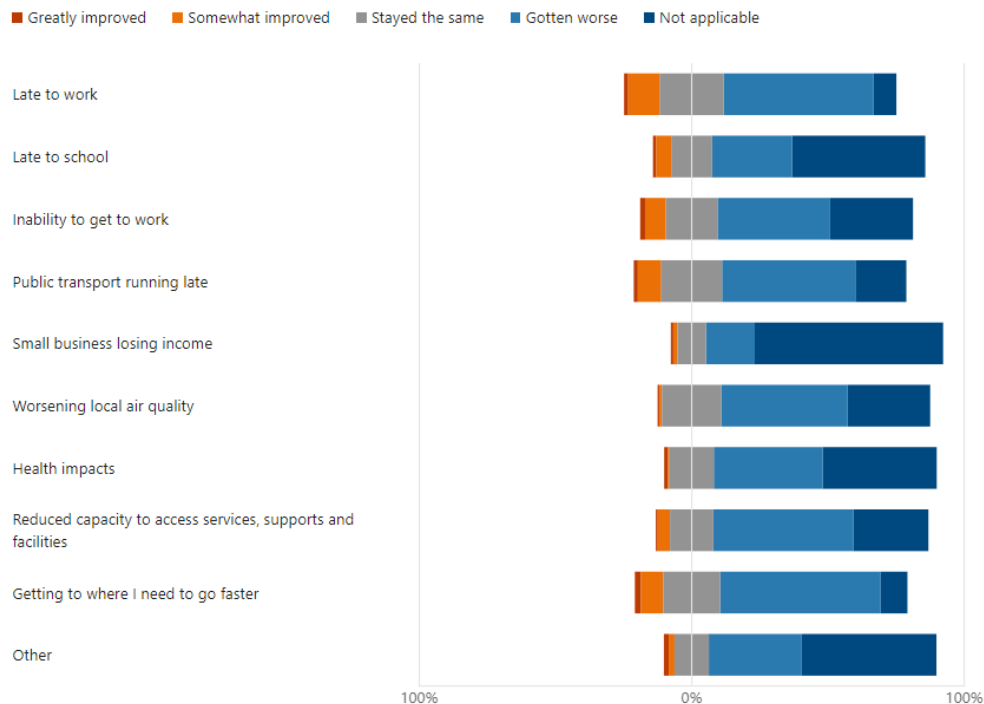
● Late to work	793
● Late to school	232
● Inability to get to work	324
● Public transport running late	533
● Small business losing income	71
● Worsening local air quality	267
● Health impacts	139
● Reduced capacity to access servi...	365
● Getting to where I need to go fa...	477
● Other	190



Question 8: In relation to the answers given at question 7, would you say that your experience has improved or gotten worse since 29 January 2024?

Question 8 was a follow up to question 7, asking the 905 participants who engaged with this question about their experience with the Rozelle Interchange since 29 January 2024. Participants were able to choose from the options of 'greatly improved', 'somewhat improved', 'stayed the same', 'gotten worse', or 'not applicable' for each of the experiences outlined in question 7.

A majority of participants indicated that their experiences have worsened. The most notable was being 'late to work' and 'getting to where I need to go faster', with 54.8 per cent and 58.9 per cent of participants respectively suggesting that it had 'gotten worse'. A smaller group of participants, ranging between 10 to 24 per cent, suggested that there had been no change and that their experiences in relation to what was outlined in question 7 had 'stayed the same'. A small percentage of participants (ranging between 2 to 13 per cent) noted improvement, choosing either 'somewhat improved' or 'greatly improved'. Of these responses, few people (less than 2 per cent) felt that their experience had 'greatly improved' since January 2024 for each of the experiences set out in question 7.



Question 9: Tell us about your experiences following the opening of the Rozelle Interchange

1006 participants engaged with this free text question. Of these, a sample of comments were reviewed, with several common themes emerging from the responses. These include traffic congestion and delays leading to prolonged commute time, difficulty reaching destinations, challenges with lane merging, disruption to public transport services, disturbance to surrounding neighbourhoods and roads, pollution and other health-related concerns, as well as negative impacts on workers and businesses.

Traffic congestion/delays leading to prolonged commute time

- 'Completely blocked in morning peak hour.'
- 'Endless stationary traffic with no bypass options...'
- 'It's chaotic, congested and confusing for drivers, especially the green red lights as you enter Anzac bridge...'
- 'Increase of public transport to commute time by more than 400%.'
- 'Leaving the Balmain peninsular is joke since it's opening!! 25-30 minutes some days to get onto Anzac Bridge which is maybe 500m away!'
- 'A 25-minute journey from Hunters Hill to the city has now become a 1.5 hour journey most days!! The sequencing of traffic lights to hold traffic back is just unacceptable. The return journey from the city to Hunters Hill has also been negatively impacted as it now takes much longer also. It's an absolute disaster.'

Difficulty reaching destinations

- 'Living nearby, the interchange has made it extremely difficult to get to places that used to be more accessible. The delays leading to the ANZAC bridge have made me late for appointments, and had me spend more time sitting in traffic, when I should be working with clients making an income.'
- '... As an ESSENTIAL WORKER I have been prevented from getting to my workplace and caring for sick people due to this mess...'

- 'My husband has sat on the 422 bus for > 1 hour, getting into the city, for a trip that used to take <20 minutes. Since the opening of the Rozelle Interchange, he has left for work earlier and earlier, trying to beat the build-up of traffic. Meanwhile, I have missed medical appointments because it has taken me so long to get out of Balmain, much less across the Anzac Bridge, due to traffic. It is also taking my daughter longer to get between our home and Sydney University because of the traffic. The specialist physio, who I see in Randwick, has indicated that she may stop providing services in the CBD because of how long it is now taking her to drive to work.'

Challenges with merging lanes

- '... Absolutely shocking traffic changes including ridiculous bus lanes and way too much merging. Victoria Rd has gone from 4 lanes to half a lane, just crazy and was never going to work.'
- '...merge/demerge/merge is baffling, common sense would tell you that merging 6 lanes into 1 cause congestion. I've seen no benefit from any of it...'
- '... lanes change so often everyone just expects something unexpected. People get stuck at entrances trying to reverse or turn. There are merging lanes all clustered together... something like 12 lanes to 4 in one case. The ventilation stack must find a filtration solution...'
- 'With the entry into the Anzac bridge, taking into account motorists joining the Anzac bridge from Victoria Rd, The Crescent coming off Johnson St and the City West link, there is a single lane on the Anzac bridge which is being fed into from 5 different lanes of traffic including a bus lane. Combining this with the lights set up on the Victoria Rd underpass which don't alleviate the traffic at all and simply push the traffic build up back approximately 100 meters from the merging point instead leads me to believe that whoever designed this portion of the interchange had no idea the impact of merging 5 lanes into 1.'
- '...Between Darling St and the Anzac Bridge the Bus lane is now in the middle lane instead of the one closest to the bus stops on the left lane. This creates a situation where the bus lane is always empty 24 hours a day as the buses have to use the lane adjacent to the bus stops and side walks which is not a bus lane!...'
- 'Close accidents with the merger is huge...'
- '...Merging is unclear and very dangerous...'
- 'The merging into the Anzac bridge from Victoria road is so dangerous as cars are coming from the tunnel very fast...'
- 'I find the merge onto Anzac bridge from Victoria road really frightening. The visibility is poor and trying to get cross all 4 lanes to get to local services like the fish market is really stressful.'
- 'The sudden merging is ridiculous and not safe. The bus lane needs to be moved back to kerbside. Ventilation outlet needs to be fileted as a priority!'
- 'Three lanes to merge to half line from Victoria road to Anzac bridge, it is very dangerous for all drivers and slow the traffic.'

Disruption to public transport services

- 'Significant traffic and delays starting from Gladesville bridge... Some disruption to buses too. Route 506.'
- '... Taking 2 hours or more to get to work in the city and having to stroll in at 9.45am after being on the bus from Gladesville shops at 8.15am. That is even if I can get on, they are so packed they just keep going. I'm angry and disappointed. We have to change our whole schedule and it impacts my kids with school and my husband being late to work because now I have to be driven to a ferry stop. After a week the excuse "Rozelle Interchange got old". Ferries get cancelled and then what!? I can't get the bus I'm stuck...'

- '... I am also aware that some bus services no longer stop at Day street! It makes the public transport alternative even less enticing, and I would imagine longer given the changes to bus lanes and traffic light sequences.'
- '...I particularly remember one day when decided to use public transport and the bus was 46 min late! I wouldn't have gotten to work quicker if I got a taxi or Uber as the traffic was simply not moving...'
- 'Terrible traffic getting to work. 437 bus is given no priority down the citywestlink, and it was not unusual to spend 30-40 mins just on the westlink / anzac bridge. This had improved a bit since the merge was extended, but some days (especially Tuesday / Thursday) it is still terrible. There are not enough buses, the 437 is packed, so people are often standing packed in on the bus as it sits in a traffic jam for 30+ minutes. More buses would help too, and prioritising public transport.'

Disruption to surrounding roads

- '... Light sequencing is clogging up back streets of Drummoyne every single day...'
- '...Local roads are blocked up, honking horns and chaos, it's absolutely ridiculous...'
- '... If there is a problem with the harbour bridge or the Anzac bridge or Victoria Road the traffic can back all the way up to the tiny local streets in Balmain and Rozelle all trying to get out onto the Victoria Road...'
- 'The Rozelle interchange ... has resulted in traffic driving the wrong way up our one way street. Has led to extreme traffic congestion on local roads.'

Air pollution and impacts on health

- '... Daughter had mild, allergy induced asthma previously but is now suffering from greater pollution impacts ie significant increase in breathing difficulties, impacting her sleep and flow on health impacts and mental health. Cannot walk short distances without requiring Ventolin and has coughing fits.'
- 'It has negatively impacted local communities in Sydney ... with poorer air quality and traffic congestion and dissatisfied local communities.'
- '... we are experiencing heavier traffic and bottle necks on our own street. This is leading to more brake dust and pollution around our house...'
- '...The stacks are dystopian and are not filtered causing increased pollution for local residents.'
- '... What was sold to the local communities as a positive change has been detrimental to health and day to day lives of those in the inner west...'

Negative impacts on workers and businesses

- 'I've had customers saying they are not coming to our business anymore due to the interchange traffic being so difficult...'
- '...I have my own business and need to go in and see clients...It used to take my 10-15 mins to get to the city - can take anything up to 3/4 hour - I have been late for appointments, cancelled appointments if the traffic is too heavy and delayed going off the peninsula as much as possible during peak times. Very frustrating...'
- '...I leave home in Ryde at 7.30am and drive to the office. I work with someone who lives in Rozelle and commutes via public transport to the office, their travel time has been greatly impacted also. It is incredibly frustrating and I am unsure how much longer I can work for my current employer as a result of my constant tardiness. I will not consider working in the Sydney CBD or nearby due to the Rozelle interchange...'

Of the selective sample, only one respondent noted a neutral response, suggesting that not much has changed for them since the opening of the Rozelle Interchange.

Question 10: What expectations did you have of the Rozelle Interchange Project? What was the source of your expectation?

Question 10 was a free text question and received 992 responses. Participants' expectations of the Rozelle Interchange Project ranged from early scepticism to expectations that conditions would improve with the Interchange. In amongst this range were neutral expectations expressed by participants.

As part of their response, participants also commented on whether their expectations were met, with many sharing that the results have fallen short of their expectations.

A sample of comments with respect to all of these views are listed below. This is followed by a snapshot of the sources of participants' expectations.

Early scepticism

Many participants stated that they were doubtful of the project from the beginning.

- 'We knew it was going to be a nightmare but were optimistic, however it has been just as we expected, ie. not planned well.'
- 'It was clear from the plans that there would be huge bottlenecks at the Anzac Bridge and Iron cove bridge. These issues were raised repeated at so called community consultations and never addressed. The reality has been worse than I imagined.'
- 'I always knew the tunnel would cause problems in Drummoyne. If there had to be a tunnel, why didn't it start from the Gladesville Bridge? More on that, why did there have to be a tunnel here?..'
- 'Knew traffic in Drummoyne would get worse not better.'
- '...The pinch point was always going to be there however quickly you got to that pinch point...'

Improvements to previous conditions

Other participants explained that they held expectations of improved traffic conditions, greater access to key areas, reduced commute times, as well as reduced levels of pollution.

- 'Expected it to improve traffic in Drummoyne.'
- 'I was expecting a quieter more pleasant Victoria rd due to the removal of traffic.'
- 'I understood the Rozelle Interchange project would create a viable, faster alternative for access to the City and other key areas across Sydney. The offer would reduce traffic and improve commute times...'
- 'That this would reduce traffic, improve travel time and most importantly improve local area air quality.'
- 'I expected my travel time from Drummoyne to the City would be reduced as there would be fewer holdups getting past Balmain.'
- 'That it will improve travel times based on what the government promised.'
- 'Better flowing traffic as promised!! Less traffic on Vic road as promised ... Better transport. Less pollution (they promised the stacks would not pollute the area...).'
- 'To improve traffic flow and air pollution based on community and news updates in the lead up to the changes.'
- 'To find solutions to the pinch points...'
- 'I expected no negative impact on moving around the local area and expected more positive impact getting over Anzac and iron cove etc ...'

Neutral expectations

Several participants from the selected sample expressed that their expectations of the project were neutral.

- 'I had no expectations because I didn't think that I would be affected.'
- 'My expectations were quite neutral.'
- 'I didn't think there would be an impact.'
- 'Had none. It wasn't needed.'

Results falling short of expectations

Many participants highlighted that the reality did not meet their expectations, with some noting that the severity of the project's shortcomings had not been anticipated.

- 'To be honest I had low expectations anyway but this has been way way worse than I thought it could possibly be. Thought that it would at least be functional but that is very obviously not the case...'
- 'I never imagined the total chaos on the roads.'
- 'We expected free flowing traffic and cars taken away from local streets, the opposite has happened.'
- 'I expected that, after all the construction, we would landed up with better traffic flow. Instead, the traffic seems to be consistently worse, even on the weekends, and sometimes it is unbearable.'
- 'I did not expect that the opening would cause delays worse than when the roadworks were in place. It was faster during the roadworks than it is now...'
- 'My hopes and expectations were a smoother drive from the city West link and Leichhardt specially onto the Anzac bridge to provide better and quicker access to the City and also North side via the Harbour bridge. In reality, it is slower, less convenient and also more stressful to drive with the traffic conditions during standard commute times, and alternative routes are just as packed as a result of others trying to avoid it.'
- 'I assumed the rozelle interchange would relieve traffic along Victoria Rd and streamline the drive from the lower north shore into the city. Instead, it's caused a backlog of traffic... The Rozelle Interchange works as it should/as expected during the middle of the day, but during peak hour times it's an epic fail. The streamlined drive into the city promised by the government/west Connex project has not been realised.'

Sources of expectations

In terms of the sources of their expectations, the most commonly cited included:

- basic understanding/ general assumption
- government sources
- press releases
- news outlet
- advertisements
- social media
- online forums.

Consultation and engagement prior to the opening of the Rozelle Interchange

Question 11: Were you aware of any stakeholder consultation undertaken in relation to the planning, design and development of the Rozelle Interchange Project?

Question 11 was presented in a multiple choice format. It received 1010 responses. Participants were able to choose either 'Yes' or 'No'. Three quarters of participants (757) responded that they were not aware of any stakeholder consultation in relation to the Rozelle Interchange Project while the remaining quarter of participants (253) indicated that they were.

● Yes	253
● No	757



Question 12. Did you participate in any consultation forums in relation to the planning, design and development of the Rozelle Interchange Project? If so, were you satisfied with the information provided? Did you feel as though your concerns were heard?

Question 12 complemented question 11 by asking if participants had engaged in any consultation forums in relation to the planning, design and development of the Rozelle Interchange Project. The question received a total of 880 free text responses.

Drawing from a sample of these responses, approximately three quarters of participants indicated that they did not participate in any consultation forums, with many stating that they were not aware of the consultations in the first place.

The remaining quarter of participants indicated that they had engaged in the consultation forums. Most of these participants felt that the information provided at these forums was unsatisfactory, while some shared positive comments expressing satisfaction with the information provided.

Of those who participated in consultation forums, a large number of participants felt that their concerns were not taken into consideration.

Comments from this sample are set out below and are grouped according to response.

Did not participate in consultation forums

- 'Was not aware and did not participate as a result.'
- 'Had no idea these forums happened - was information distributed as far as Hunters Hill residents? Or only to Balmain / Rozelle residents?'
- 'No I didn't. I felt there was no real opportunity to consult beforehand. The government streamrolled ahead with their plans even though traffic experts and local communities (who are on the ground and live in these suburbs) could always see it was not going to work. Infrastructure Australia did not even see the final design so what voice did ordinary Australians have to alter the course of what the government was intent on doing.'

Participated in consultation forums and dissatisfied with information provided

- 'Yes, I was as involved as the stakeholders allowed. The information provided was unsatisfactory.'
- 'Yes, I participated. NO I AM NOT SATISFIED. Information was withheld from residents and it was not clear the impacts this would have.'
- 'No, they constantly changed plans and the information provided was insufficient to appreciate the true impacts. Assurances provided throughout the process were not followed by action.'

- 'I attended public meetings early on and found it particularly frustrating that the rep from West Connex could give me no info about the under harbour tunnel. I still do not understand why these two routes were not planned together instead of one lagging way after the other.'
- 'The information provided was limited in how it articulated the actual impact on a daily basis for my situation. I do not feel that my concerns and the concerns of others have been heard in a meaningful way or had any tangible impact on the process or outcomes.'

Participated in consultation forums and satisfied with information provided

- 'I went to a meeting in the Balmain Town Hall held by Jamie Parker. Good info and community engagement.'
- 'I read the materials and overall I was happy, but that happiness was based on a level of trust. I had assumed that better planning was done.'
- 'Yes. The weekly project bulletins of what was happening when were good. We have not seen the live air quality measurements that were promised (at the bottom of Johnston street).'

Participated in consultation forums and felt concerns were unheard

- 'My husband lost 4 years of his life attending meetings, forums, hearings to explain what would happen. He may have been heard but no one was listening. It makes me angry thinking about the hours of door knocking and delivering of pamphlets and information to warn our local community what was coming... It was to the greater part a waste of time... We got what we got anyway.'
- 'It's just not realistic for busy people to try to get their heads around complex planning and frequently weasel words from developers and planners. We are over it. We pay rates and taxes and elect representatives who are better equipped. We do our best to participate but whatever the community says is ignored anyway.'
- 'Yes I participated in several meetings. No I was no satisfied. It was lip service. We were shut down in meetings. Meetings were organised in the school holidays for Annandale to minimise attendance. When I rang to complain they begrudgingly put on one extra meeting the week after but limited the size by booking a small room... Consultation team tried to limit size of meeting groups to separate groups who wanted to voice concerns. Recommendations for safety were ignored, building companies told lies in consultation meetings about previous projects where tunnelling damaged buildings "it never happened in Haberfield" which was nonsense.'
- 'I took part and I felt inadequate response was given initially. Once building commenced and we were invited I was appalled to have given credence to a process that was not consultative but simply handing out the outcome that were decided. In particular the wasteful spending to create an unwanted unnecessary pedestrian and cyclist bridge that removed local trees and created an eyesore was and continues to be a frustration. In short I felt there was no meaningful communication. '

Question 13: Are you satisfied with the level of communication regarding the Rozelle Interchange opening in the 6 months prior to the opening in December 2023?

This question, presented in a multiple choice format, received 1001 responses. Participants were invited to select options 'Yes' or 'No'. The majority of participants (801 participants or 80 per cent) indicated that they were not satisfied with the level of communication regarding the Rozelle Interchange opening in the six months prior to its launch, while approximately one-fifth of participants (200 participants or 20 per cent) felt satisfied with the level of communication.

● Yes	200
● No	801



Question 14: In October and November 2023, what communications did you receive regarding the opening of the Rozelle Interchange?

Question 14 asked participants about the nature of communications they received in October and November 2023 regarding the opening of the Rozelle Interchange. A total of 940 participants responded to this question.

Below are lists detailing the sources of communication and the content conveyed. In addition, a sample of responses to the communications is outlined. Consistent with the statistics presented in question 13, the overall sentiment amongst participants indicated dissatisfaction with the communications, with comments citing inadequacy and a lack of useful information.

Source of communication

- Letters in mailbox
- Email newsletters and updates
- Social media, such as Facebook
- Media coverage/news outlets
- Information brochures and pamphlets
- Road signs

Content of communication

- Opening date information
- Promotion about the Interchange
- Updated travel routes

Response to the communications

- 'A lot of fairy floss. It was all going to be wonderful.'
- 'It was misleading and never mentioned the huge impact on Balmain.'
- 'Didn't hear anything about the opening until it suddenly opened one weekend.'
- 'Just the occasional letter in the mailbox and email newsletters - they were all drenched in bureaucracy.'
- 'Very little. The ever-changing overpass amends at the bottom of the Crescent were not communicated. And there was a point where it changed almost weekly. Causing confusion and a number of close calls with drivers not knowing which lane to be in.'
- 'I had to find the content myself. Typically via a news article that then explained or linked to a video of what was changing.'
- 'It was opening. The new tunnel from bridge2bridge was free (we all knew but seemed noone outside the local area knew). BUT they didn't deliver a clear picture of how the traffic lanes on Victoria Road and City West Link would be impacted - ie reduced / blocked.'

- 'Videos on social media showing routes to and from Drummoyne over the Anzac Bridge. They were helpful but didn't prepare us for the ensuing congestion.'
- 'Any communications received from Transport were all around the supposed benefits of the Interchange. All communications from local council & local Business & local Residents were around the detrimental impact & concerns for local traffic.'

Question 15: Were you aware that the Rozelle Interchange was part of a larger toll network? If so, has its status as a toll road altered your usage and perception of the project?

939 participants answered this free text question on their understanding of the Rozelle Interchange as part of a larger toll network. A substantial number of participants confirmed that they were aware the Interchange was part of a broader toll network, while a minority expressed otherwise.

For those who answered 'yes' to the toll road altering usage and perception, participants provided further information on how it had done so, such as reduced usage, consideration of alternative routes, or avoidance of the interchange altogether.

One prevailing view expressed by participants in response to this question was that tolls were seen more as a way to generate revenue than to offer convenience to users. Another common concern centred on the efficiency and effectiveness of the road services, rather than the tolls themselves.

A sample of these various responses are presented below.

- 'Seems to be set up to force users onto toll roads.'
- 'No, and it hasn't changed my usage knowing now.'
- 'Yes I was aware, and no it hasn't impacted my usage.'
- 'I am not concerned about paying tolls for an efficient road service.'
- 'The toll for me is not an issue. Ridiculously long traffic backups are my only concern.'
- 'Yes I was aware, multiple tolls will make it very expensive I will possibly consider other options.'
- 'I wasn't clear as to what tolls were to be applied. NSW is hostage to tolls which is disgraceful. Like many, I avoid them as too costly and relentless.'
- 'Yes- but there have been issues everywhere this WestConnex has travelled. It has not made anything anywhere better. I assume they are making a lot of money from the tolls.'
- 'Yes and it is obvious that the funnelling of cars into the tollways was the first consideration. The actual effectiveness of commute for this area was a distant 8th consideration.'
- 'This wasn't communicated properly... The perception doesn't matter, we shouldn't be building more toll roads for a city groaning under its weight.'

Question 16. If you are an impacted motorist who resides west of Iron Cove Link, what level of awareness did you have regarding the toll-free Iron Cove Link tunnel? (which is part of the Rozelle Interchange Project)

Question 16 received 695 free text responses, revealing a range of no awareness to full awareness of the Iron Cove Link tunnel amongst participants.

Unaware

Participants who claimed that they were not aware cited poor communication as the reason. Many mentioned that they were not aware of the tunnel's existence until its opening.

- 'None due to poor communication.'
- 'Vague, we didn't receive direct notifications.'
- 'I wasn't aware at all of the iron cove link tunnel until the day of it opening.'

- 'Nil prior to and around opening they were given. It's still confusing for them.'
- 'I had no awareness of the Iron Cove link and only became aware of it via chats with locals who had used the tunnel...'

Some awareness

Other participants stated that they had some awareness, again citing poor communication and a lack of access to full information about the tunnel.

- 'Very little awareness, it was very poorly communicated.'
- 'Yeah I knew it was free but I did not know how to access it until it opened.'
- 'Very little. I knew it was coming but thought it went direct to the city. It's very underwhelming and quite disappointing.'

Aware

Participants who indicated awareness mentioned getting information from signage, news sources, or actively seeking it out themselves.

- 'Fully aware that it is toll free. Ample signage.'
- 'I knew due to commercial TV news.'
- 'I was aware it was toll-free, but I think many motorists still do not know.'
- 'I heard about it, educated myself and then found prior to opening that the info I had been given was inaccurate. I knew it would be free as I took an active interest in the project. Nobody else did though.'

Communication following the opening of Rozelle Interchange

Question 17: Are you satisfied with the level of information and communication provided following the opening of the Rozelle Interchange?

Question 18: Please explain your reason(s) for your answer to question 17.

Question 17 was presented as a multiple choice in which participants were invited to choose 'Yes', 'No' or elaborate through the 'Other' text box. 973 participants answered this question. 80 per cent of participants (779) selected 'No', while 14 per cent (138) indicated 'Yes'. Commonly raised points under 'Other' included confusion, irrelevant information, and lack of communication.

● Yes	138
● No	779
● Other	56



Question 18 then asked participants to give reasons for their response. A selection of responses for each category can be found below.

Yes

A small group of people expressed satisfaction with the level and adequacy of communications following the opening of the Rozelle Interchange.

- 'Has been lots of information updates.'
- 'Weekly emails were well written and illustrated.'
- 'The engagement teams work very hard to connect with communities I know that.'
- 'There seems to have been a reasonable level of information, at least after the outcry of complaints.'
- 'Signage is very clear, even this survey is proof that feedback is sought after. Hopefully there will be some improvements.'
- 'There were daily news and information from transport executives. Not sure if more communications would have made any difference.'
- 'Well...clearly there has been over communication post the opening due to traffic jams so I guess my answer is "yes". Prior to opening there was no communication other than road signs saying "opening soon" in the weeks prior to opening. These offered no real extra information.'

No

The vast majority of participants who selected 'no' to being satisfied with the level of communication post the opening highlighted various concerns, such as local areas being excluded from communications, confusion regarding traffic data, insufficient communication about traffic changes, tolls, and road design, as well as a lack of communication regarding potential solutions.

- 'Not enough communication. Drummoyne was left out of the whole plan.'
- 'It was a hideous mess. Most people didn't know what sections were tolled or free.'
- 'There was little information or maps available online and what was available was confusing.'
- 'We haven't had any communication from the NSW Government or Transport for NSW about the interchange or how they intend to fix the mess that they have created.'
- 'The government was very slow to respond, measures to alleviate the mess are half hearted and ineffective.'
- 'They couldn't even show us which entry / exits went where until it was opened. Maps and traffic data before and after have been heavily protected from the public.'
- 'I have written numerous emails and letters to West connect ad NSW roads but have nothing in return. This is the first issue that I have felt strongly enough about to try and get answers. I'm not a complainer.'
- 'Very little communication about traffic changes especially the middle bus lane - had no idea it existed as turning from gridlocked local streets onto gridlocked Victoria Rd, we were unable to actually see it was a bus lane until police on foot told us to move out of it Very badly opened with no communication about the free portion of road under Victoria Rd resulting in many motorists adding to local Rozelle/ Balmain gridlock.'
- 'All we've heard is that the government: - setup wrong signage regarding the interchange – prioritised toll roads vs the free interchange traffic – made some small changes after public backlash but it wasn't clear what those changes were – after these small changes months ago, there's been 0 communication as to what the government has been doing (unless I actively search for news article).'

Other

The most common point raised by participants who selected 'other' was that the communications were not the major issue, rather action to address the interchange was the concern.

- 'Communication can't fix poor road design.'
- 'I just want it fixed! Endless communication about the problems change nothing.'
- 'It wasn't great but the communication do it isn't the issue, the functionality of it is.'

- There is no communication except to request people provide their feedback on their issues. Surely the people who designed this mess can issue some sort of statement to make locals feel confident that something will be done

Question 19: What could have been done better to communicate the opening of the Rozelle Interchange?

When asked to reflect on better communication, 783 participants responded to this free text question. Many participants echoed sentiments previously identified about the communications not being the primary issue, but the design and execution of the actual interchange itself.

Even so, a number of themes emerged from the responses to this question, including greater communication with neighbouring suburbs, a wider scope of communication channels used, and more helpful information. A sample of comments for each are summarised below.

Greater communication with neighbouring suburbs

A number of responses pointed to the need for greater communication with neighbouring suburbs and not just on the areas directly adjacent to the interchange.

- 'Better signage and communications to people who live to the west of the interchange.'
- 'More notice and consultation with neighbouring suburbs like Drummoyne who are now worse off.'
- 'Extending the reach to people west of the interchange, right up to top Ryde. It was clear from traffic behaviour that people were unaware of where the tunnel would take them (no one used it for some time).'

Expanded scope of communication channels

Many participants talked about the importance of expanding the scope of communication efforts, suggesting the use of different channels to keep residents updated and well-informed.

- 'More community sessions, social media, letter with actual dates.'
- 'When the interchange was announced, it should have been posed to the local residents and business on their preference to be kept updated and consulted.'
- 'Literally EVERYTHING. There should have been FAR MORE WORK put into the channels of communication that were available – social media, tv, radio, council briefs, road signage, community news – all of that was barely touched and nobody seemed to know what was going on when it opened.'
- 'There could have been a letterbox drop with maps, even council could have sent more information. Much better signage to help understand underpass.'
- 'Everything. Communicating through letters, Service NSW app updates/notifications, emails (if possible). In addition providing detailed information on what was being opened and when as seemed to be a staged approach. More lead up of notification and using models that have surely been run, what expected impacts would happen earlier on...'

More helpful information

Many responses stated that there should have been more specific information about the interchange readily available and accessible prior to the opening. This could have included detailed communications regarding the progress and potential impact of the interchange, explanations of the new design, clarity regarding tolls, and notification of the opening.

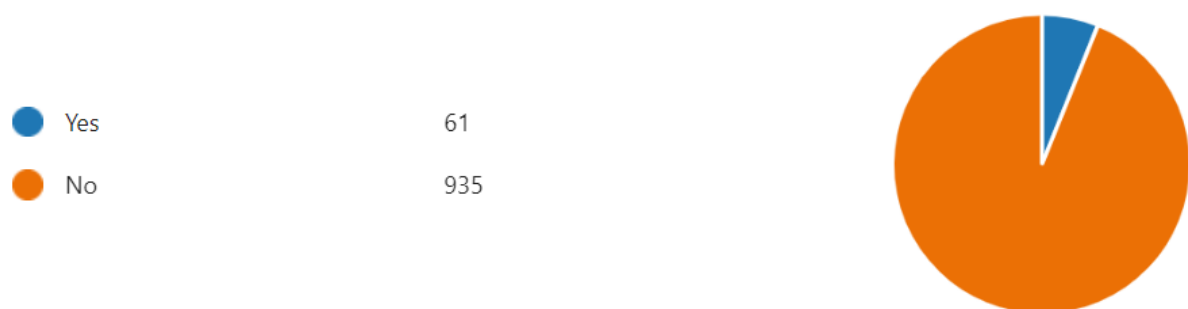
- 'Explain the various stages of the project – now and over the next few years – to help manage expectations.'
- 'Explain the potential impact, good or bad.'

- 'Local residents could have been warned of the inevitable consequences.'
- 'Honest communication about certain problems they must have seen coming before the opening rather than feeding us all that chest beating rubbish about how good the Interchange will be for the locals.'
- '... exactly what the new lanes are and how to enter them from my residence. Better signage as well. A lot of confusion.'
- 'Explained to motorists how it worked. The first day it opened was an absolute nightmare.'
- 'Publicity or a notification beforehand would have been nice. I got stuck in a 90 minute traffic jam on opening day and could have avoided it.'
- 'There should have been a media campaign to inform the public of what the interchange is, was intended to achieve, the tolled sections and the actual cost...'

Questions 20: Are you satisfied with the Government's response to the impact of the opening of the Rozelle Interchange?

Question 21: Please explain your reason(s) for your answer to question 20.

When asked about their satisfaction with the Government's response to the impact of the Rozelle Interchange, the overwhelming majority of the 996 participants who answered this question indicated 'No' (94 per cent or 935 participants). A small number of participants answered 'Yes' (6 per cent or 61 participants).



Question 21 proceeded to ask participants to elaborate on their response. This question received 888 responses. A sample of comments by participants is included below, grouped according to response.

Not satisfied with the Government's response

Participants expressing dissatisfaction with the Government's response highlighted several key points, including a feeling of disregard for local residents and a reluctance to address their concerns; a belief that promises were made without following through with concrete actions; and minimal action being taken to mitigate the situation, which has made it worse.

A sample of comments is presented below.

- 'Zero concern shown for local residents.'
- 'Give it time' and changing a couple of signs are not sufficient responses to local issues...'
- 'I wrote to the State Premier regarding the Rozelle Interchange and received a copy and paste response that failed to address any of the issues and basically told me to 'suck it up'.'
- 'Nothing has been done to mitigate the impacts on local travel. All local communities are suffering high traffic time to have enabled this project to go ahead.'
- 'There has been no response- nothing has improved and there are no solutions offered.'

- 'Political lip service on any effective "fix's" for the problems. The half... attempts to resolve them have been a joke.'
- 'I still don't know the response. I would like to see warnings on Gladesville bridge that traffic is backed up...'
- 'All that seems to have been said is that we should wait and it will get better. It may have improved a bit but there is no clear understanding from residents as to what you are doing to fix it. Details is what I want to see communicated.'

Satisfied with the Government's response

Participants who answered 'Yes' to being satisfied with the Government's response to the impacts of the Rozelle Interchange offered diverse feedback. Many commented that the Government appears to be addressing the issue, while others acknowledged some improvements around traffic conditions.

Additionally, some called for further improvements, while others expressed scepticism about the likelihood of significant development. A few participants remained neutral, indicating that they were not affected by the situation.

- 'Government appears to have appropriately focussed resources on improving performance of the interchange.'
- 'Locals have been consulted and action has been taken where problems where possible.'
- 'Holding an inquiry is a great start I fear it will not change anything and locals will be stuck with this issue.'
- 'I feel like there have been responses to the complaints of the community. I'm sure it's hard in retrospect to improve some of the structural realities of the interchange...'
- 'There has been prompt response on trying to resolve the lane/traffic issues and cleanup of asbestos...'

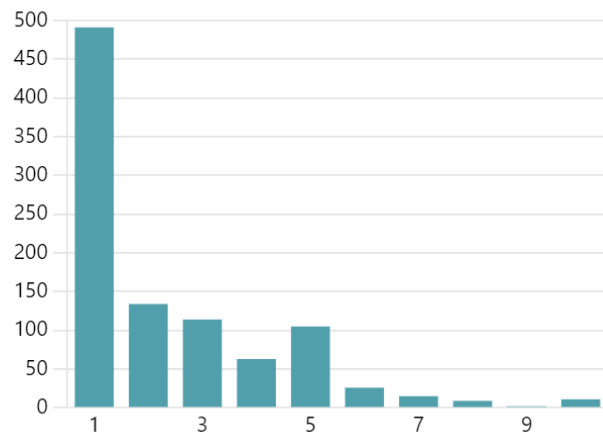
Question 22: Since the project opened, on a scale of 1 to 10, how effective has Transport NSW been in responding to your concerns?

Question 22 received 970 responses and was presented as a rating scale question (between 1 and 10). The question asked participants to rate the effectiveness of Transport NSW in responding to their concerns, with 1 being ineffective and 10 being effective.

The majority of participants thought Transport NSW was ineffective, giving ratings of 1 (491 responses or 51 per cent), 2 (134 responses or 14 per cent), and 3 (114 responses or 12 per cent). A proportion of participants responded more neutrally, giving ratings of 4 (63 or 6 per cent), 5 (105 or 11 per cent) and 6 (26 or 3 per cent). Fewer participants felt that Transport NSW was effective in responding to their concerns, with ratings 7, 8, 9 and 10 receiving four per cent of the total votes.

2.41

Average Rating

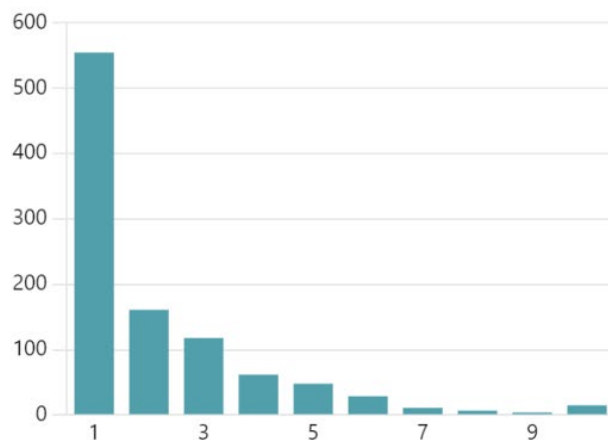


Question 23: Since the project opened, on a scale of 1 to 10, has the work undertaken to improve traffic flow been sufficient?

Question 23 was also presented as a rating scale question (between 1 and 10), receiving 1009 responses. Participants generally felt the work undertaken to improve traffic flow since the opening of the Interchange has been insufficient (833 or 83 per cent of responses rated 1, 2, or 3), with some participants giving more impartial responses (139 or 14 per cent of responses rated 4, 5 or 6). Only a small subset of participants felt that the work has been sufficient (37 or three per cent of response rated 7, 8, 9 or 10).

2.19

Average Rating



Conclusion

The online questionnaire process was a valuable tool to seek the views of interested stakeholders on the significant issues raised in the terms of reference.

The material gathered will inform committee members' views as the inquiry progresses and will be considered in the inquiry report.

The committee again notes that questionnaire participants cannot be considered to represent a statistically valid, random sample of views on the topic. The participants were self-selected in

choosing to respond (in the same way that submission authors are self-selected) and should not be considered to be a representative sample of the population.

Nevertheless, the questionnaire provided an important opportunity for affected people to participate in the inquiry, and will greatly assist the committee in formulating its findings.

Appendix 1 – List of questions

Contact details

1. Name
2. Email address
3. Postcode

Background information

4. Are you a resident of NSW? YES OR NO
5. In what capacity are you responding to this questionnaire?
 - a. Local resident
 - b. Commuter
 - c. Member of community group or association
 - d. Transport employee
 - e. Business Owner
 - f. Contractor
 - g. Academic
 - h. On behalf of someone else
 - i. Other (please specify).
6. How often do you travel on the Rozelle Interchange or roads that have been affected by the interchange?
 - a. Daily
 - b. Weekly
 - c. Occasionally
 - d. Never.

Impact of the Rozelle Interchange

7. Following the opening of the Rozelle Interchange, have you or your family experienced any of the following? (Select all that apply)
 - a. Late to work
 - b. Late to school
 - c. Inability to get to work
 - d. public transport running late
 - e. Small business losing income
 - f. Worsening local air quality
 - g. Health impacts
 - h. Reduced capacity to access services, supports, and facilities
 - i. Getting to where I need to go faster
 - j. Other.
8. In relation to the answers given at Q7, would you say that your experience has improved or gotten worse since 29 January 2024?

	Greatly improved	Somewhat improved	Stayed the same	Gotten worse	Not applicable
a. Late to work					
b. Late to school					

c. Inability to get to work					
d. Public transport running late					
e. Small business losing income					
f. Worsening local air quality					
g. Health impacts					
h. Reduced capacity to access services, supports and facilities					
i. Getting to where I need to go faster					
j. Other					

9. Tell us about your experiences following the opening of the Rozelle Interchange. (Open-ended response)

10. What expectations did you have of the Rozelle Interchange Project. What was the source of your expectation? (Open-ended response)

Consultation and engagement prior to the opening of the Rozelle Interchange

11. Were you aware of any stakeholder consultation undertaken in relation to the planning, design and development of the Rozelle Interchange Project? YES OR NO

12. Did you participate in any consultation forums in relation to the planning, design and development of the Rozelle Interchange Project? If so, were you satisfied with the information provided? Did you feel as though your concerns were heard? (Open-ended response)

13. Are you satisfied with the level of communication regarding the Rozelle Interchange opening in the 6 months prior to the opening in December 2023? YES OR NO

14. In October and November 2023, what communications did you receive regarding the opening of the Rozelle Interchange? (Open-ended response)

15. Were you aware that the Rozelle Interchange was part of a larger toll network? If so, has its status as a toll road altered your usage and perception of the project? (Open-ended response)

16. If you are an impacted motorist who resides west of Iron Cove Link, what level of awareness did you have regarding the toll-free Iron-Cove Link tunnel? (which is part of the Rozelle Interchange Project). (Open-ended response)

Communication following the opening of the Rozelle Interchange

17. Are you satisfied with the level of information and communication provided following the opening of Rozelle Interchange?

- a. Yes
- b. No
- c. Other (Please specify)

18. Please explain your reason(s) for your answer to question 17. (Open-ended response)

19. What could have been done better to communicate the opening of the Rozelle Interchange?
(Open-ended response)
20. Are you satisfied with the Government's response to the impact of the opening of the Rozelle Interchange? YES OR NO
21. Please explain your reason(s) for your answer to question 20. (Open-ended response)
22. Since the project opened, on a scale of 1 to 10, how effective has Transport for NSW been in responding to your concerns?
23. Since the project opened, on a scale of 1 to 10, has the work undertaken to improve traffic flow been sufficient?