

## INQUIRY INTO CROSS CITY TUNNEL

Organisation:

Name: Ms Mary-Ann Bonney

Telephone:

Date Received: 17/01/2006

---

Theme:

Summary

## **Submission to Cross City Tunnel lodged by Mary-Ann Bonney**

The CCT has caused major traffic congestion in the southbound lanes of the Eastern Distributor, Sydney Harbour Tunnel and Gore Hill Freeway. This appears to be the result of the closure of eastbound lanes in William St between Palmer St & the Kings Cross Tunnel (eastbound traffic banking back to the ED) and congestion around the merging lanes of the CCT & ED. Travel time from Gore Hill to the Eastern suburbs has increased four-fold (likewise for petrol emissions). This route should not have been affected by the CCT and the operators have not provided a tunnel route that would justify closing eastbound lanes in William St.

The CCT/RTA/Govt has provided no solutions. In correspondence with the CCT operator (attached) I was told that when more people used the CCT the situation would improve. During the toll-free period, when many more people used the CCT, the situation for south/east-bound travellers worsened substantially.

My quality of life (and that of many others) has significantly deteriorated since the opening of the CCT - it takes me twice as long to get home, and leaving work as late as 7pm doesn't help. I hope the Inquiry will consider this adverse consequence of the CCT.  
Thank you

Submitted to the NSW Parliament Joint Houses Cross City Tunnel Inquiry,  
17 January 2006.

**COPY OF EMAIL CORRESPONDENCE WITH THE CROSS CITY TUNNEL OPERATOR RE  
TRAFFIC CONGESTION IN THE EASTERN DISTRIBUTOR, SYDNEY HARBOUR TUNNEL AND  
RUSHCUTTERS BAY AS A RESULT OF THE CCT ITSELF AND THE ROAD CLOSURES**

Subject: Fw: Travelling east from the SHT - delays due to CCT road closures  
Date: Thursday, 10 November 2005 10:53 PM

Dear Ms Griffin

When I made an earlier complaint (below) regarding the delays in the SHT and ED due to the CCT, you replied that when more people used the CCT, the situation would improve. In the last 3 weeks many more people have indeed used the CCT due to the lack of toll, and the delays in the SHT and ED (southbound) have WORSENEDE!!!! I can only hope that once the CCT is no longer free, people will refrain from using it.

Your tunnel has caused a traffic nightmare for those of us who work in the north and wish to return home to the east or south. The Gore Hill Freeway is a carpark. As I stated in my first email, the CCT operators have not provided travellers from the north to the east/south with additional access, thus you can have no 'rights' to remove surface roads.

Furthermore, the CCT is causing the once pleasant area of Rushcutters Bay to choke with cars. And the main road through Potts Point is now another car park.

The CCT has managed to destroy the amenity of the surrounding areas and forced many of us to spend several more hours a week in our cars. These problems have actually been exacerbated by more people using the CCT. What are your plans to deal with the adverse consequences of more people using the CCT?

Kind regards  
Mary-Ann Bonney

Sent: Friday, October 21, 2005 12:16 AM  
Subject: Re: Travelling east from the SHT - delays due to CCT road closures

Dear Ms Griffin

Thank you for your reply. Unfortunately it provides little comfort. The actions of your organisation, in co-operation with the RTA and the NSW Government have disrupted a legitimate route from the SHT (on which we pay a toll) to the

eastern suburbs by removing lanes in William Street, between Palmer Street and the Kings Cross Tunnel. The opening of the CCT could not be expected to reduce the number of cars travelling from the SHT to the eastern suburbs, so reducing the number of lanes on route MUST result in increased congestion - which from your response you don't intend to rectify. Furthermore, an increase in patronage of the CCT will not help this situation as all those who are IN the city still cannot access the CCT and must travel east via William Street.

I can only hope that public, opposition and institutional pressure will make you change your course of action.

Yours sincerely  
Mary-Ann Bonney (and Stephen Davies)

Sent: Tuesday, October 18, 2005 4:41 PM  
Subject: response to your e-mail

Dear Ms Bonney and Mr Davies,

Thank you for your e-mail dated 14/Oct, and I apologise for the delay in responding.

I can sympathise with your frustrations in relation to the altered traffic conditions in William St, however unfortunately at this point in time there is nothing we can do in relation to increasing lanes in William St.

As you are probably aware, the specifications of our project deed include the "revitalisation" of William St, which involves the widening of footpaths and reducing traffic lanes. I don't think anyone envisaged the extent of traffic congestion in the surrounding areas as a result of this, however there is no plan for work to cease and William St to be reverted back to the way it was.

Cross City Tunnel will implement a toll-free period for 3 weeks, commencing Monday 24th October. This will hopefully entice some cars to try the tunnel, therefore reducing traffic on William St. We are hoping that some of the people who try it will decide to continue to use it, as it does save considerable travel time. I understand that your current travel route does not allow for a return trip on Cross-City Tunnel, however if more cars are taken off the eastbound trip along William St, your trip from Palmer St into William St should be made smoother and less congested.

I would like to assure you that Cross City Motorway is having ongoing discussions with RTA and others in relation to improving the traffic conditions on the surface roads, and that the Sydney motorists' complaints are not falling on deaf ears.

I would like to apologise for the inconvenience you are experiencing at present, and ask that you please try and remain patient while we work through the issues at hand. It is our intention to try and make the William St and surrounding area a much less congested area in terms of traffic, by reducing the number of cars using surface roads where possible.

Kind Regards,  
Danielle Griffin  
Customer Relations Manager  
Cross City Motorway

ORIGINAL EMAIL PASTED HERE AS THE REPLY DID NOT INCLUDE THIS

SENT: 14/10/05

Dear Cross City Tunnel Operator

I live in the eastern suburbs near Rushcutters Bay and use the Cross City Tunnel (CCT) every day to get work, on the north shore. This is very convenient for me and the toll on the loop leg of the CCT is far more reasonable than the leg across the city. I suspect that as a result the patronage on this leg is much higher. HOWEVER, I strongly support the general community view that I've heard expressed - that it is inappropriate and unjust to continue to reduce the number of lanes on our taxpayer funded road - William Street.

I would strongly urge the CCT Operator NOT to reduce the number of lanes on William Street. The reduction in the lanes has already produced a presumably unintended delay for people returning in the evening from the north side to the eastern suburbs. As you know, after travelling south through the Sydney Harbour Tunnel (SHT), there are only 2 routes to New South Head Road: (i) via the existing route from the Eastern Distributor (ED), up Palmer Street onto William Street, and (ii) via Woolloomooloo, Potts Point and finally Bayswater Road. One would anticipate that the Palmer Street route is the preferred route from a societal perspective, as it uses 'major' roads (or more correctly, former major roads) and not residential streets.

However, since the reduction in lanes on William Street, in the afternoons until around 8.00pm, the Palmer Street route is completely blocked with traffic (as only a few cars get through the lights each time), and the blockage extends back into the ED and sometimes even the SHT. Many of us now resort to using the Woolloomooloo route to avoid a half hour delay in getting home. This is unacceptable. You have not provided a CCT loop for cars going east from the SHT, therefore you must have no contracted ability to reduce the relevant surface roads, that is, the section of William Street (eastbound) from Palmer Street to the Kings Cross Tunnel. In fact, you should reinstate the lanes already removed. I currently use all the available toll roads - your tunnel and the SHT - but despite this my travel time in the afternoon has increased. How can you justify this?

I would appreciate your response to this email.

Kind regards  
Mary-Ann Bonney  
(and Stephen Davies)