

**Submission  
No 27**

## **INQUIRY INTO IMPACT OF THE ROZELLE INTERCHANGE**

**Organisation:** Transurban-WestConnex

**Date Received:** 22 March 2024

---

Portfolio Committee No.6 – Transport and the Arts  
Parliament House  
Macquarie Street  
SYDNEY NSW 2000

22 March 2024

**Transurban Limited**

ABN 96 098 143 410

**Melbourne (registered address)**

Level 31, Tower Five, Collins Square  
727 Collins Street  
Docklands Vic 3008 Australia

Telephone +61 (0)3 8656 8900

Facsimile +61 (0)3 8656 8585

**Sydney**

Level 12, 210 George Street  
Sydney NSW 2000 Australia

Telephone +61 (0)2 9254 4900

Facsimile +61 (0)2 9254 4990

**Brisbane**

Level 39, 300 George Street  
Brisbane Qld 4000

Telephone +61 (0)7 3323 0100

Facsimile +61 (0)7 3423 3209

[transurban.com](http://transurban.com)

## Re: Inquiry into the impact of the Rozelle Interchange

To Committee Chair Ms Cate Faehrmann,

Thank you for the opportunity to contribute to the Portfolio Committee No.6 - Transport and the Arts' *Inquiry into the impact of the Rozelle Interchange*.

In our response, we address the Inquiry's terms of reference that are relevant to Transurban.

### Background

Transurban is an ASX-listed toll road company. Since beginning operations in 1996, we have partnered with governments to build and operate toll roads across Australia and North America. We operate 22 toll roads globally and more than 10 million customers choose our roads for faster, safer and more reliable trips.

Transurban has been a part of Sydney's transport infrastructure solution for nearly two decades. Our time in NSW began with our partnership in delivering Westlink M7 in Sydney, which opened to traffic in 2005. Today, we operate 11 toll roads across Sydney, including the WestConnex motorways which, following its opening, incorporate Rozelle Interchange.

### WestConnex

Commissioned by the NSW Government in 2013,<sup>1</sup> WestConnex is the largest single toll road project in Australia's history and one of the largest road infrastructure projects delivered globally.

The NSW Government selected Sydney Transport Partners (STP) to be its partner in delivering and operating WestConnex when it sold a 51% stake in the project in 2018. In 2021, the STP consortium was successful in acquiring the remaining 49% of WestConnex, increasing its ownership to 100%.

STP is an Australian-led consortium comprised of Transurban, AustralianSuper, the Canada Pension Plan Investment Board (CPPIB), Platinum Tawreed Investments A 2010 RSC Limited and Caisse de dépôt et placement du Québec (CDPQ, a global investment group based in Quebec). Transurban is the operator of WestConnex, responsible for asset management, 24/7 traffic management, monitoring and incident response.

WestConnex was procured and designed by the NSW Government. The project is divided into multiple stages, beginning with the widening of the existing M4 West (Stage 1A). This was followed by the delivery of the New M4 East Tunnels (Stage 1B) which opened in July 2019; the M8 (Stage 2) which opened in July

---

<sup>1</sup> WestConnex, February 2019, [Project Summary](#), page 13

2020; the M4-M8 Link Tunnels (Stage 3A) which opened in January 2023; and most recently, Rozelle Interchange (Stage 3B) which opened in November 2023.

As a key connection to the completed M4 and M8 tunnels and the future Western Harbour Tunnel, Rozelle Interchange is the crucial final stage of the 33-kilometre WestConnex network. Rozelle Interchange was designed, funded and delivered by the NSW Government, and handed over to the relevant WestConnex entities (as concessionaires) and Transurban to operate upon completion in November 2023.

Many factors underpin Sydney's prosperity and its enviable liveability. One factor is the expansive multi-modal transport networks, including WestConnex, that connect people and businesses across the city.

In 2013, NSW Government analysis found that WestConnex would deliver more than \$20 billion<sup>2</sup> in economic benefits to NSW, including travel-time savings. The project generated around 10,000 jobs during the construction phase, including 500 apprenticeship opportunities and an estimated 60,000 people worked on WestConnex.

Within 10 years, 40% of Sydney's population is expected to live within five kilometres of WestConnex<sup>3</sup> highlighting its importance to the city.

Between July and December 2023, motorists were already saving a total of 65,800 hours in travel time every workday by using WestConnex, compared to alternate routes.<sup>4</sup>

## **Rozelle Interchange**

The opening of Rozelle Interchange has resulted in faster journeys for motorists travelling between the CBD and the west and south-west of Sydney. Motorists who use Rozelle Interchange as part of the WestConnex network can now travel from Penrith to the city in under an hour, a reduction of almost 10 minutes, compared to the journey prior to Rozelle Interchange opening.

A trip from Liverpool to the city now takes around 40 minutes, a 10-minute saving. Customers from Parramatta or Hurstville can now travel to the city in under half an hour, saving them more than 10 minutes since Rozelle Interchange opened.

Transurban acknowledges that congestion on the surface roads around Rozelle Interchange has impacted some commuters and local residents. We value our productive and collaborative partnership with the NSW Government and look forward to continuing to provide our support in helping the Government to resolve these challenges.

## **Rozelle Interchange design configuration**

As outlined above, Rozelle Interchange, delivered by the NSW Government, has created substantial travel-time savings and new connections between western and south-western Sydney and the CBD.

The NSW Government released its design for Rozelle Interchange in its 2017 WestConnex M4-M5 Link<sup>5</sup> Environmental Impact Statement (EIS), prior to the involvement in WestConnex of Transurban and its investment partners.

The original EIS, and its subsequent modifications, which were open for community consultation and submissions, included the configuration, changes and upgrades of the surface road network around Rozelle Interchange "to ensure safe and efficient connections, and to cater for traffic demands in the future".<sup>6</sup> The EIS presented the predicted impacts both during construction and post-opening.

---

<sup>2</sup> WestConnex, November 2015, [WestConnex Updated Strategic Business Case](#)

<sup>3</sup> In 2031, based on Deloitte Access Economics estimates and Transurban's own internal estimates and assessments

<sup>4</sup> TomTom data. Illustrates the difference between the tolled and untolled routes. Excludes any savings associated with the Rozelle Interchange

<sup>5</sup> M4-M5 Link is now known as the M4-M8 Link Tunnels

<sup>6</sup> WestConnex M4-M5 Link Environmental Impact Statement, page 10

Transport for NSW's (TfNSW) design includes ramp meters in several locations within, and close to WestConnex. TfNSW has responsibility for the operation of the ramp meters. Transurban understands TfNSW chose to initiate the operation of three ramp meters to help optimise CBD-bound traffic flow in the local and broader road network. These three ramp meters are located on Victoria Road, City West Link and the Iron Cove Link tunnel.

### **Rozelle Interchange opening preparations**

Transurban recognises the importance of communicating on-road changes to drivers ahead of road openings and, since 2019, has delivered four successful road openings in NSW: the new M4 Tunnels; WestConnex M8; NorthConnex; and the WestConnex M4-M8 Link Tunnels.

Ahead of Rozelle Interchange opening, Transurban worked with TfNSW to support the Government's operational readiness communications campaign. The primary objective of the campaign was to assist motorists in becoming familiar with Rozelle Interchange and surrounding traffic conditions.

This support included launching an online 'Plan Your Journey' tool on the WestConnex website in early November 2023, allowing motorists to virtually drive their planned journey and become familiar with the asset.

This tool remains live on the [WestConnex website](#) and, to date, it has been used more than 100,000 times.

An extensive marketing campaign was also undertaken by Transurban in November and December 2023 to promote and educate about WestConnex, with advertisements appearing on billboards, radio, social media, and online.

To complement this marketing campaign, more than 1.5 million newsletters and emails were sent to Transurban's Linkt customers in NSW, including commercial customers. Linkt website and app notifications were also updated with banners announcing that Rozelle Interchange was open and available for motorists to use.

### **Rozelle Interchange post-opening**

Since the opening of Rozelle Interchange, Transurban has continued to support TfNSW in the operationalisation of this new piece of infrastructure. This includes monitoring traffic conditions, active management of in-tunnel speeds and messaging and collaboration with TfNSW including the Transport Management Centre.

Communication with motorists continues across a variety of channels, including website updates, radio traffic updates, and app notifications, to provide drivers with practical advice on current pinch points and how they can best navigate the new entries and exits. To assist motorists with journey planning, Transurban worked with our partners to deliver 'always-on' travel-choice tools such as the Linkt Trip Compare calculator and toll pricing in Google Maps, which allow drivers to easily compare tolled and untolled route options.

Acknowledging the congestion that has been experienced on surface roads in the surrounding areas of Rozelle Interchange since opening, Transurban has continued to seek opportunities to collaborate with TfNSW in order to explore options that might assist TfNSW with easing these issues. Within the scope of WestConnex's operations, potential physical changes such as signage, lane configuration and line marking are being assessed as potential options for addressing the congestion challenges.

Should any changes be proposed to the WestConnex network, TfNSW would consult with WestConnex and work collaboratively to assess any such change and implementation options. The collaborative nature of the approach reflects our continuing long-term relationship as concessionaire and delivery partner.

TfNSW is the organisation responsible for making any changes and taking actions to ease congestion on adjoining or nearby surface roads. Examples of this to date have included modifications to surface roads, lane changes, and bus priority infrastructure.

### **Data sharing and transparency**

As the operator of the WestConnex assets including the Rozelle Interchange, Transurban provides TfNSW with traffic data related to those operational assets. To help motorists and commuters plan their journeys and assist motorists in avoiding periods of heaviest traffic flows, TfNSW is publishing travel time information for key routes including on WestConnex and in the surrounding area of Rozelle Interchange [on their website](#) over the next three months.

Beyond Rozelle Interchange-specific information, Transurban regularly publishes traffic information on every NSW motorway under its management. The information is available publicly on the [NSW toll road data website](#), with details including travel volumes in fifteen-minute increments at every gantry point across each of our Sydney motorways.

### **Community engagement**

Having been a part of Sydney for nearly two decades, Transurban recognises that the role we play in our community extends beyond the motorways we operate and the travel experience we deliver for our customers. More broadly, we are investing in communities along our motorways through initiatives such as our community grants program. For the past eight years, 386 community grants valued up to \$10,000 each were awarded to grassroots organisations through the WestConnex Community Grant Program, directly impacting more than 218,000 people.

We are also supporting the wider community through partnerships with the KARI Foundation, which is helping young First Nations people obtain their driver's licence, and the Transurban Road Safety Centre at Neuroscience Research Australia, a world-class research facility dedicated to improving road safety.

We would like to thank the Committee for the opportunity to provide this submission.

For further information or discussion, please contact Alisa Hitchcock, Head of Public Affairs, on or via email at .

Yours sincerely,

**Michele Huey**  
Group Executive, NSW  
Transurban