

# North-South Corridor | T2D

## Notes of Discussion



Subject:	Torrens to Darlington Business Reference Group (Southern Tunnel)
Meeting No:	1
Date:	Wednesday, 10 March 2021
Time:	6:30PM – 8:30PM
Location:	Kenilworth Football Club, Laura Avenue, St Marys

Attendees	Position
Mark Douglas	Independent Chair
Donna Griffith	City of Marion
Glenn Hanson	Castle Plaza
Vernon Hembrow	Stirling Proactive Accountants
Heather Holmes-Ross	City of Mitcham
Richard Johnson	Energy Hot House
Akarra Klingberg	City of Unley
Phil Kurmis	Total Gate Auto
Stephen Lochert	Stratco
David McNaughton	Jarvis Toyota
Vincent Rigger	Renewal SA (Tonsley Innovation District)
Anthony Roe	Roe Financial
Peter Russo	McDonalds
Susan Baker	Presenter; North-South Corridor Program Delivery Office
Tyla Clayson	North-South Corridor Program Delivery Office; Department for Infrastructure and Transport
Steve Sibonis	North-South Corridor Program Delivery Office; Department for Infrastructure and Transport
Taylah Slattery	Note Taker; North South Corridor Program Delivery Office
Apologies	
Greg Garrihy	Business Association – Southern Business Connections
John Quick	Snap Printing

## 1. Opening Formalities

### 1.1. Welcome and Apologies

- The Chair welcomed members to the meeting.

### 1.2. Acknowledgement of Country

- The Chair gave an Acknowledgement of Country.

### 1.3. Introductions

- A high-level overview of the format for the reference group session was given.
- Round the table introductions were made, each member was invited to share who they were representing, the purpose for joining, interests and expectations.
- Reference group members were primarily there to gain a better understanding of the project and represent their business, employees, shareholders and customers.

- Council participants attended to represent their relevant community and businesses.
- The corridor will provide benefit to lots of businesses once complete.
- Key points of interest raised by members included:
  - Access
  - Minimising disruption
  - Relocation and acquisition
  - Communication
  - Project timeline
  - Construction impacts.
- Expectations of the reference group sessions were discussed and included:
  - Clear and open process to understand the project.
  - Reflect and provide useful and meaningful feedback.
  - To be listened to by the department.
  - Transparency and the opportunity to represent businesses in the community.
  - Providing insight from a business perspective.
  - Adding value to minimise disruption.

#### **1.4. Work Health and Safety**

- The facilitator highlighted the importance of safety at the department.
- An opportunity was provided for anybody to raise a safety moment to reflect on and build awareness.
- The item will continue to remain on the agenda.

#### **1.5. Project Overview**

- The department presented a high-level overview of the project and works to date using information that is publicly available. This presentation will be made available for general community access on the project website.
- The aim is to bring reference group members up to a level of understanding to enable meaningful and insightful discussions to be had around the project.
- The T2D section is a 10.5km stretch, it is one of the most complex infrastructure projects the State has delivered.
- T2D will complete the North-South Corridor which is a 78km corridor running from Noarlunga to Gawler.
- The first section of the corridor began in 2007.
- One of the project's biggest challenges is that the corridor is heavily urbanised along the full 10.5km length.
- The strategic project objectives include:
  - Improving the efficiency, safety and productivity of traffic movement within Metropolitan Adelaide

- Improving community connectivity
- Improving urban amenity
- Identifying and improving key transport movements including Airport, Port and Anzac Highway crossing. Traffic modelling is used to forecast how we are using the network.
- Key stages of the project are:
  - Business Case
  - Early Enabling works – Ground investigations and Utility Service Relocations
  - Reference Design
  - Approvals
  - Procurement.
- The project team are aiming to produce three outputs during 2021:
  - Project Assessment Report
  - Reference Design
  - City Shaping Strategy.
- A high-level overview of engagement activities undertaken thus far includes:
  - Established a T2D project website
  - Project announcement
  - Doorknocked approximately 700 properties along South Road
  - Project updates emailed to our mailing list
  - 5 'Join the Conversation' sessions
  - Established reference groups
  - Over 3,800 subscribers have joined the T2D mailing list.
- The first initial concept design of the hybrid+ option was announced in early November. This option involves:
  - A two-stage approach
  - Two tunnels (southern and northern tunnel)
  - Lowered and surfaced motorway.
- Tunnel Boring Machines (TBM) will be used to bore the tunnels.
- More detail about the TBM depth will be determined throughout the development of the design.
- The hybrid+ option will look to improve the surface connectivity e.g. East to West
- Input from the reference groups, geotechnical investigations, ground monitoring, traffic network and other data is gathered to inform the design.
- \$5.4 billion of funding has been confirmed by the state and federal government. There is a genuine commitment to complete the corridor.
- Upon completion of the Final Business Case, Infrastructure SA and Infrastructure Australia will conduct a formal review.

- The project will assess existing utilities, some may need to be relocated prior to construction to minimise disruption and make way for the corridor.
- The Reference Design is currently being developed. The Reference Design can be explained as gradual funnelling of the design process and is continuously being improved and refined.
- The Reference Design will inform the Detailed Design and delivery of the project.
- The Detailed Design will provide further opportunities to improve and refine the design while delivering the intent of the project.
- The department will be in a better position to determine property acquisition when the Reference Design is complete.
- The department's commitment is to make as much information available to the public as possible.
- Reference group member's comments were noted about businesses requiring sufficient lead time to identify alternative premises and relocate if necessary.

## **2. Items for Discussion**

### **2.1. How are we going to work together**

- Intent of the reference group is to contribute on behalf of organisations and others to build and shape the design and social impact, economic and business impact.
- The group discussed expectations from the reference group and the behaviours expected of members. These included:
  - Listening to others and allow them to have their say.
  - Ask questions if you haven't entirely understood something.
  - Provide questions prior to the meeting for themes that may not be covered in the agenda.
  - Understand as a group that members may have differing opinions.
  - Understand that individuals will want different outcomes and experience different levels of impact.
  - Some may not be able to articulate emotions and anxieties, it is important to be alert and respectful.
  - Important to engage meaningfully and for information to flow back to the department appropriately.

### **2.2. Administration**

- Group members were asked to provide consent to have their names placed on to the website so that the wider community can view the membership of each group to facilitate information sharing.
- Group members were asked to provide consent for photos taken at reference group sessions to be used publicly by the department e.g. social media, website etc. Those members who did not consent to be photographed could be omitted or blurred in any photos taken.

### 2.3. The Project

- Group members were given the opportunity to raise key issues and concerns associated with their business and the T2D Project. The following key themes were commonly raised, with the bullet points reflecting specifically stated concerns:
- Minimising Disruption
  - An underground tunnel means less disruption to surface.
  - The timing of construction has been detrimental to businesses in other stages.
  - Allowing input prior to being affected may remove some pain.
  - Construction phase is the highest concern for businesses.
  - Real time signs installed during construction may be useful for commuters and managing perception of commute time.
- Access
  - Managing perception during construction that businesses are still accessible.
  - When a business won't have full access during construction, timely communication to be given to plan for any disruption to access.
  - Access during construction and post construction (once operational) is of concern.
  - Location of on and off ramps to align with surface level destinations and where businesses are located.
  - South Road is currently a barrier from the western side for some businesses.
  - No access means no customers – some businesses rely on people coming in the door rather than online.
- Communication
  - Advise businesses on how they can communicate with customers during the construction phase e.g. providing collateral and documentation.
  - Timely communication for businesses to plan and reduce uncertainty.
  - Important to communicate what the department does and doesn't know.
  - Newsletters and community registers can be utilised to share or collect key information and data.
  - Information sharing is critical.
  - Communication to tenants and landowners during early enabling and construction phases is important – awareness and obligations.
  - The community often perceives that Council is the first point of contact e.g. customer service. They need to know who to drive enquiries to and access to relevant project information.
- Timeframe
  - Generally speaking people want clarity around the project timeline.
- Employment

- The opportunity for local community and businesses to have access to procurement opportunities including jobs on the construction site.
- Lessons Learnt
  - Expecting the department to consider and implement lessons learnt from other sections of the North-South Corridor and discuss with other Government agencies involved.
  - Many businesses lived through the Darlington Upgrade Project and would like the department to bring in experience and lessons learnt.
  - Apply lessons learnt from impacts to businesses during the King William Road Upgrade.
  - Opportunity to learn from other businesses as part of the Regency to Pym Project and the Darlington Upgrade Project.
  - Tram overpass repairs impacted businesses within the T2D corridor, lessons learnt to be taken and implemented including communication around access.
- Relocation and Acquisition
  - More information to be circulated around landlord and tenant rights in relation to land acquisition.
  - Relocation timeframe is critical for retail and service-based businesses.
  - Some Councils provide support services to assist businesses through the project, before and during construction.
  - There is concern amongst the business community regarding land acquisition.
  - Businesses can be more complicated to relocate and re-develop.
  - Lead time is critical for businesses to continue to survive after relocation.
  - Concern towards a number of businesses looking to relocate at the same time in the same area can lead to supply issues e.g. retail businesses wanting to stay in the area.
  - Fewer on and off ramps reduces property acquisition and surface impact.
  - Suggestion was made to sell/lease the property now and Government to collect the rent. This may extend occupation time at the premises for the business.
- Traffic movements and road network
  - Predominant users of the tunnels are those wanting to get around the network faster, this means increased ability for locals to commute at the surface level.
  - Discussion around the possibility for heavy vehicles to use tunnels and commuters to stay at grade.
- Business Operation
  - Personal level loves the idea of the expressway, but will negatively impact the businesses.
  - Some businesses on the corridor are high volume, low margin businesses, any reduction in trade is not positive.

- Commonly, the nature of the business is more important, rather than the brand in terms of the impact that the project may have.
- Benefits to businesses include local and relaxed traffic on surface roads making businesses more attractive and easier to access / visit.
- The department to be mindful of the security of businesses during construction i.e. vandalism.
- Educating commuters when to get off the tunnel to access businesses so they do not bypass the area.
- Mindful that franchises are rigid and don't always change conditions for one store.
- Operation of businesses have changed due to COVID-19. The department should consider and make themselves aware of other impacts affecting businesses not just the project.
- Concern around impacts to land and business valuation.

#### **2.4. Terms of Reference (ToR)**

- Members to review the ToR and provide any comment to the project team.
- Draft ToR should not be circulated outside the reference group, until the final is endorsed at the next meeting and published on-line.
- Anything of substantial nature, please share via email prior to the meeting.

**ACTION: Review the ToR prior to the next meeting for comment.**

#### **2.5. Other Business**

- Suggestion to continue reference groups during construction once contractors have been awarded.

#### **2.6. Meeting date / locations**

- Future meeting dates will be shared with the group once this has been confirmed.

**ACTION: Communicate future meeting dates for the year.**