



RESPITE, RELOCATION AND NOISE MANAGEMENT FOR RESIDENTS DURING CONSTRUCTION

Melbourne Metro Rail Authority (MMRA) acknowledges that residents living close to Metro Tunnel construction activities may be affected by noise and vibration above existing levels. Noise and vibration impacts will vary depending on the location of the property, the type of construction activity and duration of works.

Melbourne is Australia's fastest growing city, with the population projected to almost double by the year 2050. The Metro Tunnel unlocks the centre of the train system, enabling major improvements in capacity, reliability and frequency of services across our busiest train lines in Melbourne's growth areas in the north, west and south-east.

The project is the key to future expansion of Victoria's rail network, enabling our transport system to grow as our community does.

In delivering the Metro Tunnel, we want to minimise and manage the inconvenience and impacts of construction on local communities and the environment.

Managing potential impacts on residents

Community members close to Metro Tunnel works are protected by the requirements of the Environmental Performance Requirements (EPRs) that were developed as part of the extensive Environment Effects Statement planning approvals process to safeguard the amenity of residents and businesses.

The EPRs set standards that govern the levels of noise, dust and vibration associated with construction of the Metro Tunnel. Compliance with these standards will be monitored by MMRA and an independent auditor.

The Tunnels and Stations PPP contractor will be required to demonstrate that it has plans in place to ensure compliance and will be required to take steps to manage any areas of non-compliance.

In the context of noise, the EPRs require noisy activities to be carried out in such a way as to keep the sound emissions as low as practicable.

The EPRs are set out in the **Metro Tunnel Environmental Management Framework**, which is available at <http://metrotunnel.vic.gov.au/planning/planning-approvals>.

What is construction noise?

- **Airborne noise:** The majority of noise from construction activities will typically be caused by open-air construction activities and vehicles. Most people will be familiar with airborne construction noise from day-to-day life in Melbourne.
- **Ground-borne noise:** Typically a lower frequency 'rumbling' sound heard within a building that is generated by vibration through the ground into a structure. Ground-borne noise will predominantly be caused by tunnelling and excavation works.

Noise impact depends on the source of the noise, the proximity of the receiver to it and existing levels of noise that the receiver experiences. People may have varying reactions and sensitivities to noise.

Lower frequency sound can be more disturbing to people than higher frequency sound, which means stricter performance requirements are set for ground-borne noise during the evening and night than for airborne noise.

For more information on EPRs and guidelines for airborne and ground-borne noise, refer to the Metro Tunnel Environmental Management Framework.

Guideline airborne noise levels (external)

Construction activities will need to be managed to meet the Airborne Construction Noise Guideline Targets, as set out in the EPRs.

Table 1 sets out the triggers for providing management measures specified in the **Residential Impact Mitigation Guidelines** that apply to construction. The full Guidelines can be viewed on the Planning Approvals section of the Metro Tunnel website.

Note that the guideline noise levels apply outside the façade of a residence, which means that noise inside the residence will typically be lower.

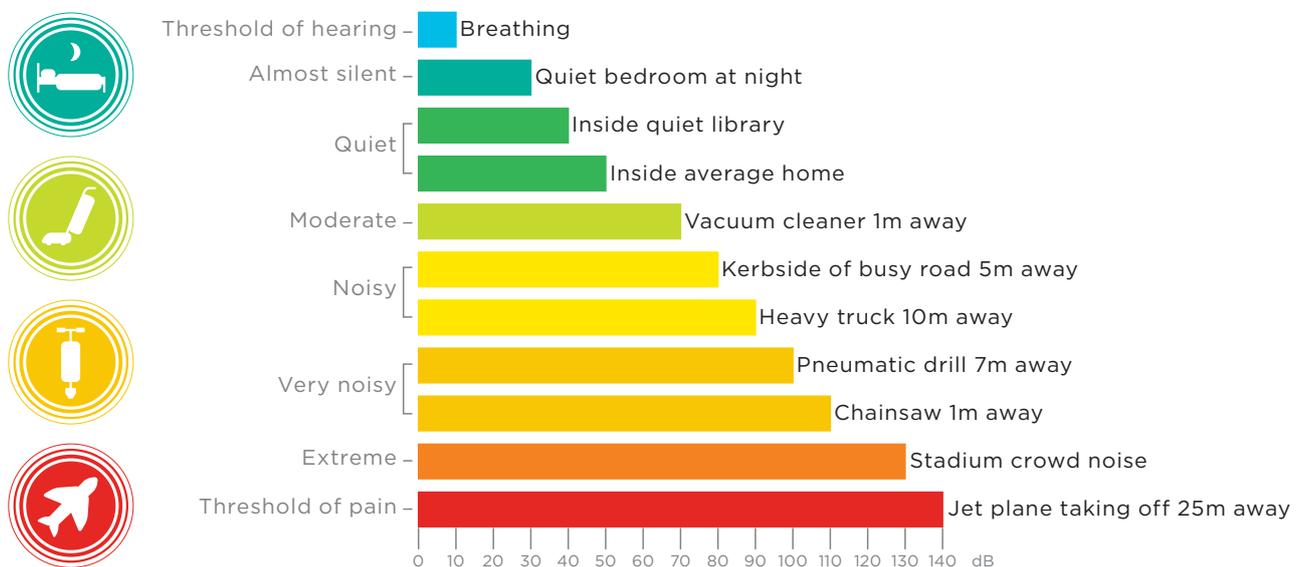
The guideline levels for less commonly occurring ground-borne noise are also available on our website.

Time period	Guideline noise level
Normal working hours Monday to Friday: 7am-6pm Sat: 7am-1pm	10dB(A) above ambient noise* or maximum of 75dB(A) in total
Weekend/evening work Monday to Friday: 6pm-10pm Saturday: 1pm-10pm Sunday and public holidays: 7am-10pm	10dB(A) above ambient noise*
Night works 10pm-7am	5dB(A) above ambient noise*

* Ambient noise is the average level of pre-existing noise measured over a 15 minute period.

What do these levels actually mean?

The graphic below translates decibel levels by comparing them with day-to-day noises.



What are Unavoidable Works?

From time to time, certain activities may need to be undertaken outside Normal Working Hours and are called 'Unavoidable Works'. These activities may create noise levels that are considered undesirable.

As a contractor requirement, noise from construction activities at night should not be heard by residents within bedrooms and living rooms. Unavoidable Works are defined in the EPRs and are an exception because they are:

- Works that need to be undertaken without a break in program, such as concrete pouring
- Delivery of essential, oversized plant or equipment
- Time sensitive maintenance or repair of public infrastructure
- Rail occupations or works that would cause a significant traffic hazard
- Tunnelling works underground and the activities to support tunnelling
- Emergency works required due to unforeseen circumstances.

Management measures for airborne noise

Should Metro Tunnel construction noise exceed these guidelines, affected residents would be eligible for management measures which reflect the level of impact upon their amenity. These measures include:

- Offers of respite, such as tickets to cultural or sporting activities
- Alternative accommodation if residents meet the relevant criteria
- Earplugs, as some residents may prefer to stay at home during works.

Alternative accommodation

Residents may also be eligible for an offer of alternative accommodation, where the total airborne noise created due to Unavoidable Works at night meets both of the following criteria, when measured outside and in front of an exposed door or window to a habitable room:

- **Noise level:**
 - Noise exceeds either 65dB(A) in total, or 10dB(A) above ambient level (whichever is higher)
- **Time and duration:**
 - The noise is experienced between 10pm and 7am on any day of the week
 - The noise occurs on at least 10 days in any 15 consecutive days or 40 days in any six consecutive months.

How will I know if I am eligible for respite or relocation?

The contractor will determine an eligibility zone based on the program of works and anticipated impacts on residents in the vicinity of construction activities. The contractor will then notify residents in that eligibility zone by the following means:

- Email and letterbox notifications
- Telephone calls
- Door knocking residents, where possible.

More information on the eligibility criteria for respite and relocation can be found in the **Residential Impact Mitigation Guidelines** on our website.

What if I am not notified but believe that I should be offered respite or relocation?

Residents who are particularly sensitive to airborne noise or vibration impacts are able to request respite or relocation, after receiving a works notification or when the works are being undertaken. In such circumstances, residents can call the Metro Tunnel Information line on **1800 551 927**. Requests will be assessed on a case-by-case basis.



Keeping you informed

We are committed to keeping residents and the community informed about Metro Tunnel works in their local area and changes to traffic conditions. We will regularly engage with residents and landowners to provide additional information to minimise inconvenience during Metro Tunnel construction.

About the Metro Tunnel Project

The Metro Tunnel will create a new end-to-end rail line from Sunbury in the west to Cranbourne/Pakenham in the south-east, with high capacity trains and five new underground stations at Arden, Parkville, CBD North, CBD South and Domain.

As a result, capacity will be created in the City Loop and on the network to enable many thousands more passengers to use our train lines during each peak period.

At least 4,700 jobs nationwide will be created at the peak of construction.

The Metro Tunnel will also pave the way for future expansion of Victoria’s public transport network and help to maintain Melbourne’s status as one of the world’s most liveable cities.

More information

To find out more about Metro Tunnel and register for email updates:

-  metrotunnel.vic.gov.au
-  1800 551 927
(24 hours a day, 7 days a week)
-  @metrotunnelvic
-  Melbourne Metro Rail Authority
-  Melbourne Metro Rail Authority,
PO Box 4509, Melbourne, VIC 3001

Subscribe to eNews:
metrotunnel.vic.gov.au/subscribe



Interpreter Service
(03) 9280 0700

Arabic	العربية	Russian	Русский
Cantonese	廣東話	Serbian	Српски
Greek	Ελληνικά	Sinhalese	සිංහල
Italian	Italiano	Spanish	Español
Korean	한국어	Turkish	Türkçe
Macedonian	Македонски	Vietnamese	Tiếng Việt
Mandarin	普通话		

