

### **Shuttle service**

**Q. How many passengers can be transported in the shuttle service at once?**

A. Our vehicle is an 8-seater van which means we can take up to 7 people.

**Q. Are there child restraints?**

A. Yes, our vans will have child restraints.

**Q. Is there room for luggage and large items, stock feed, school bags and luggage?**

A. The vans have enough space to transport large quantities of luggage and up to 80kg of feed if required. We'll also have a ute available to assist if needed.

**Q. Is the vehicle regularly cleaned to ensure good hygiene protection against COVID19?**

A. Absolutely, the vehicle will be regularly cleaned to ensure it's a clean space for residents.

**Q. Can the shuttle go to the door of properties that have difficult terrain?**

A. Yes, we will have a 4wd ute at site to access those hard to reach properties without problem.

**Q. How much notice do I need to provide for the service to collect me?**

Allow a minimum of 30 minutes from call to pick up, but you can also book the 24 hour service well in advance if you have a regular routine.

**Q. How do I contact the shuttle service?**

A. Call 0417 653 758

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### **Access through site & traffic management**

**Q. Why can't we move a vehicle through the site at all times?**

A. There are two reasons why a vehicle can't pass through the site during works:

- The machinery (including piling rigs, excavators and concrete pumps) are very large and takes up the majority of the width of the road.
- The complexity of the machinery means set-up and pack-down is time consuming, making the option of moving machinery when cars want to pass impractical.

There is adequate width to get pedestrians safely through the work zone but unfortunately, it's not possible to move a vehicle through the site.

**Q. Has a vehicle count been done to know the volume of traffic on the road?**

A. Yes, and traffic volumes will continue to be monitored throughout the works.

**Q. Will the works be done during holidays?**

Works will need to progress through some of the school holidays, but we are certainly mindful of peak tourist times and will work with accommodation providers on their requirements.

There will be a shutdown period during Christmas and New Years, and there will not be work on public holidays. We will communicate any changes to the Sunday – Thursday night work schedule well in advance.

**Q. Will we have to walk through the worksite?**

A. Yes, people will need to walk through the site (under escort from the traffic controller) to get to the shuttle service or car park on the other side of the slip.

**Q. How many people can move through the worksite at any one time?**

A. One group at a time as the traffic controller needs to escort everyone who is passing through the work area. It will only be a matter of minutes for people to walk through the site.

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**Car parking**

**Q. What security will be in place for the carpark?**

A. Our 24-hour shuttle service driver will be based in the car park, providing a consistent presence when they're not driving residents to their homes.

**Q. Who covers the insurance in an instance of theft or damage while in the carpark?**

A. Theft or damage in a car park is handled no differently to if your car was parked on the street. The onus is on the vehicle owner to contact their insurer direct.

**Q. What happens if the carpark goes under in a flood?**

A. Piling operations can only occur in favourable weather. If there is heavy rain forecast, or it has been raining heavily, night works will be postponed, and resident will not need to use the temporary car park.

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**Road repair outcomes**

**Q. Is Council replacing some section of road that were two-lane, with a single lane?**

A. Landslip repairs on Burrier Road will be constructed to return the road to its original function prior to the damages incurred from the disaster event of March 2022. This includes reconstruction of traffic lanes that were damaged or lost in the event so as there is no reduction in capacity to the road post reconstruction works.

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**Emergency management**

**Q. What happens in an emergency?**

Combat agencies including police, ambulance, SES and RFS have put measures in place with the contractor Symal, to ensure quick access and safe passage for any emergency vehicles.

Emergency communication centres have been provided with contact numbers for onsite managers to open the road to allow access when a resident dials 000.

**Q. What happens in a fire?**

Symal has site protocols if fire alerts are triggered and will be instructed by NSW Rural Fire Service to provide access in case of an emergency.

**Q. Where do we find a copy of the emergency procedures?**

Symal has emergency procedures for site management and this, along with emergency access procedures (SOP) can be found on the [Burrier Road – Burrier – Various Landslips Roadworks page](#).

**Q. There's a water main below Burrier Road – what happens if it's damaged?**

The construction team is aware of the location of the water main and it has been located and marked on the ground prior to the works beginning.

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**Staying up-to-date**

**Q. How can I stay informed?**

A. By subscribing to the [Burrier Road – Burrier – Various Landslips Roadworks page](#) you will receive up-to-date information straight to your inbox. This is the best way to receive current information. We will also use flyers, letters and signage at traffic stops when information is critical.

**Who do I talk to if I have questions?**

Direct all questions to Coral Reynolds, Communications Consultant for Symal. Phone her on 0477 248 500 or email [coral@comacon.com.au](mailto:coral@comacon.com.au)