

# Be good neighbours

## Resurfacing CityLink in FY14

**Over the past year, we spent \$10 million to resurface the CityLink tunnels, with 6500 tonnes of asphalt laid. It was the first time the Burnley and Domain tunnels' surfaces had been replaced since they opened in 2000.**

In line with global best practice, we resurfaced with a type of asphalt widely used for heavily trafficked roads—Stone Mastic Asphalt. This is more durable, longer-lasting asphalt that is well suited to a tunnel environment and is also more resistant to skidding.

Between 150,000 and 180,000 vehicles use the tunnels on an average workday so we undertook the resurfacing over the Christmas to New Year period to minimise disruption to motorists.

Good planning for the coordination of the closures and traffic detours was crucial to the project's success, particularly given the West Gate Bridge was being closed at the same time. We worked closely with the state's roads authority, VicRoads, to ensure the public was well-informed and informed early.

This collaborative approach ensured the effectiveness of the detour routes in the busy Southbank precinct. This included changing traffic signals to give priority to detoured traffic, creating temporary clearways to free up road space and using dynamic electronic signs.

Our Communications team also worked with our counterparts at VicRoads and with the media to inform the public about the closures, alternative routes and other transport options. This helped to divert a lot of traffic, and improve flow along the detour routes.

The CityLink and VicRoads collaboration was recognised with a Gold Quill Award of Excellence from the International Association of Business Communicators. The teams also won a special award for 'Exceptional Use of Strategic Communication to Address a Business Issue', putting them in the top 1 per cent of more than 800 entries globally.

