



MINUTES OF MEETING

Meeting Number 7

CLG	Bowen Hills Community Liaison Group				
Location:	Airport Link Information Centre, Lutwyche	Date:	26/05/09	Time:	5:45pm

Chaired By: Dee Elliott (DE)	Minuted By: Sharon Clague	Distribution Date: 02.06.09
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<p>Attendees: Dee Elliott (DE) (Independent Facilitator), Roz Murray (RM), John Lister (JL), Wayne Wanstall (WW), Natasha Pennells (NP), Matthew Chalk (MC),</p> <p>Project Team Members in Attendance: Ray Wilson (RW) – CEO Brisconnections Patrick Southam (PS) – Brisconnections, GM Stakeholder Communications Brad O’Reilly (BO’R) – Environment Coordinator, Bowen Hills Louise Litchfield (LL) - CNI Noleen Rutherford (NR) - CNI Steve Emery (SE) – Area Manager, Bowen Hills Interchange Charles Jennings (CJ) – Area Manager, Bowen Hills Interchange Tino Ferrero (TF) – Tunnelling Project Manager, Bowen Hills Deirdre McCue (DMc) – Manager, Community Relations Sharon Clague (SC) – Community Liaison Officer, Bowen Hills Kym Calderwood (KC) – Community Liaison Coordinator, Bowen Hills</p> <p>Apologies: James Morris (JM), Clyde Ashton (CA),</p> <p>Not Present: Richard Nielsen (RN),</p>

Item	Action	By Whom	By When
1	<ul style="list-style-type: none"> DE opened meeting 5.45pm Introduced guests and two new CLG members Natasha Pennells (from RNA) and Wayne Wanstall (from Queensland Newspapers) Apologies 	DE	
2	<p>Action items from previous meeting</p> <ul style="list-style-type: none"> CLG member asked for clarification from TJH about alternatives to the Cycle Reference Group referred to in recent correspondence. He also inquired about earlier references to the Bowen to Bay cycle path in the Brisconnections product disclosure statement (pds) Resolved - Correspondence sent to CLG member before meeting. BrisConnections to provide update on their situation in light of media coverage Resolved – BC to update CLG members at 7pm as scheduled 		<p>Closed</p> <p>Closed</p>

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	<ul style="list-style-type: none"> CLG member expressed concerns that it might not be noisy when attended monitoring was undertaken TJH explained that attended monitoring is undertaken at different times of the day to capture data on different construction activities and that several visits may be required to accurately measure all activity CLG member asked why the CoG goals do not have different levels to reflect the differing proximity of residents from the site TJH explained that the CoG sets goals based on the minimum standard for everyone that is impacted CLG member asked why there is a time delay in analysing data TJH explained that there is a professional obligation to have the data independently assessed and where required to mitigate on the basis of these results CLG member believes that the CoG noise goals are too high TJH explained that these are the legislative requirements 		
6	<p>Community Update</p> <ul style="list-style-type: none"> KC gave an update on community complaints and enquiries/issues received via the project hotline and email 24 March to 28 April - Complaints – 50, Enquiries/Issues – 17, total 67 29 April to 25 May – Complaints – 29, Enquiries/Issues – 15, total 44 <p>Questions:</p> <ul style="list-style-type: none"> CLG member stated that residents are not confident in the hotline because the call centre don't record all of the residents' concerns in the message DE explained that the function of the call centre is to record the caller's details and a brief description of the complaint/enquiry and then pass that information on to TJH. KC explained that the Community liaison team then respond to the caller and deal with the complaint/enquiry. If TJH can't settle the issue or need more information they contact the most suitable person for advice/answers until the matter can be resolved and closed out. Every call is 	KC	

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	<p>documented and responded to.</p> <ul style="list-style-type: none"> CLG member stated that the call centre process needs to be looked at because it does not work TJH responded by saying that the call centre process is working well and is monitored and updated in keeping with stakeholder feedback CLG member stated that complaints are not resolved, for example requests for additional watering TJH advised that all complaints and actions are logged. The data shows that when required, action is taken. 		
7	<p>BrisConnections Update</p> <p>RW explained that AirportLink is a large, complex and challenging project as it operates in very close proximity to the city and residents, and will be the first multi-lane highway in the northern suburbs of Brisbane</p> <ul style="list-style-type: none"> BrisConnections held an EGM for unit holders on 14 April, which was a consequence of motions raised by unit holders attempting to wind up BrisConnections All motions at the EGM were defeated; BrisConnections remains as an entity and continues with its involvement in the project The project has the funding and will continue The project will be completed by June 2012 Trading quite well (53c) at the moment Underwriters will make up the gap 	RW	
8	<p>Local Media Articles – CNI</p> <ul style="list-style-type: none"> LL presented a selection of locally relevant media articles for discussion 	LL	

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9	<p>CLG Matters</p> <p>Facilitator explained that it was timely to review and consider expanding the membership in light of current vacancies and the stage of the projects. She advised some local residents have shown interest in joining the CLG. It is important that all areas impacted by the project are represented. Expressions of Interest will therefore be sought via letterbox drop in the project area. Nominations will then be considered by the facilitator, with new members being selected prior to the June meeting.</p> <ul style="list-style-type: none"> CLG member enquired whether a member could still represent the community if they were no longer living in the area Facilitator explained that if this was to occur, it would be dealt with in the first instance between the member and the facilitator CLG member asked whether a member was required to leave the CLG if they had missed more than 3 meetings Facilitator explained that it would depend on a number of issues, including whether apologies had been received from the member CLG Membership – Organise and distribute EOI forms via letterbox drop, consider nominations, select new CLG members CLG member site tour – organise for Saturday 27 June 2009 CLG member requested information from BrisConnections <ul style="list-style-type: none"> - Who is constructing the pedestrian bridge at Bowen Hills? - More information on PDS? CLG member requested a more updated pedestrian/cycle map be available on the website CLG member requested more information about green bicycle signals (similar to a pedestrian 'walk' signal) and when they need to be installed if there is a detour affecting a cycle path CLG member requested that the traffic bulletin be updated to a more user-friendly version similar to the NSBT format 	<p>TJH</p> <p>TJH</p> <p>BrisConnections</p> <p>TJH</p> <p>TJH</p> <p>TJH</p>	<p>Next meeting</p> <p>Next Meeting</p> <p>Next Meeting</p> <p>Next Meeting</p> <p>Next Meeting</p> <p>Next Meeting</p>

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	<ul style="list-style-type: none"> CLG member raised concerns over the damage to Federation St after the floods and asked when and how it will be repaired? 	TJH	Next Meeting
	<ul style="list-style-type: none"> CLG member mentioned that pests including rodents have increased in the area after houses were demolished, asked if there is anything in place to help residents with this problem? 	TJH	Next Meeting
	<ul style="list-style-type: none"> CLG member asked what dust mitigation measures are in place to alleviate the anticipated dust issue in Morris St? 	TJH	Next Meeting
	<ul style="list-style-type: none"> CLG member has heard a whine coming from the tunnel entrance during the night, what is this noise? 	TJH	Next Meeting
	<ul style="list-style-type: none"> CLG member raised concerns that residents in the area feel they need a footpath in Gallway Street because of increased traffic. They feel it is unsafe to walk on the road. 	TJH	Next Meeting
	<ul style="list-style-type: none"> CLG member commented that the residents are very happy with TJH staff organising to have their wheelie bins moved clear of parked cars every bin day and returned after collection 		
10	<p>Items for next meeting</p> <p>Review of minutes</p>	DE SC	
11	Meeting closed at 7:45pm		

Next Meeting:

Location: Airport Link Visitor Information Centre,
Centro Lutwyche Shopping Centre, Lutwyche Road. Date: 23 June 2009 Time: 5:45pm

Upcoming Meetings in 2009:

23 JUNE
28 JULY
25 AUGUST
22 SEPTEMBER
27 OCTOBER
24 NOVEMBER