

Airport Link Monthly Report

Community enquiries & complaints

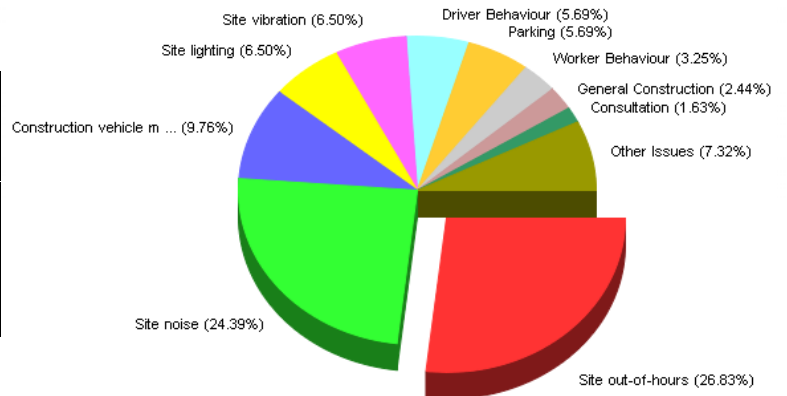
February 2010

Bowen Hills precinct

Community Feedback

Community Feedback	February	January
Complaints	83	36
Issues/enquiries	38	25

Summary of February complaints categories



Precinct Summary

The main issues raised this month in Bowen Hills related to night work and associated noise.

A review of the night work notification process has been undertaken in response to community feedback. Where possible, SMS notification is now being used to provide residents with an update to the information already provided in community notifications. Meetings have also been undertaken with residents to provide further information about the night work and how they are being managed in order to meet the project's requirements.

During the month, the Community Relations Team (CRT) ensured that residents were informed of night work and weekend work in the area including a concrete pour, services relocations and bridge beam deliveries and installations.

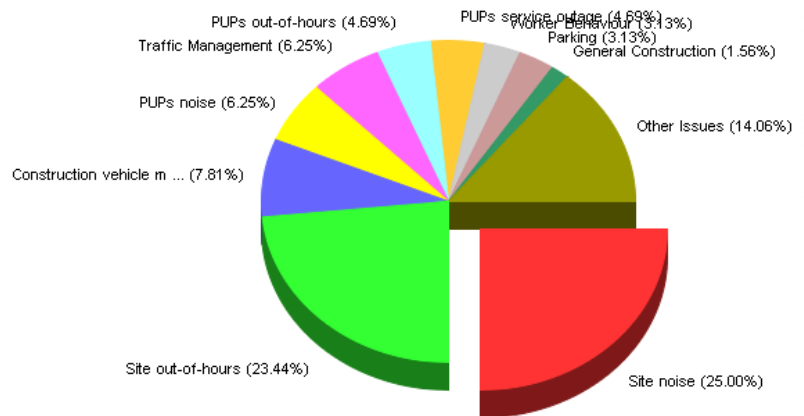
Dust suppression measures continue to be used during rock hammering activities in the Lutwyche Road area. Noise, dust and vibration monitoring is ongoing near worksites to help determine potential impacts in the area and identify whether additional mitigation measures are required.

Lutwyche/Windsor precinct

Community Feedback

Community Feedback	February	January
Complaints	41	32
Issues/enquiries	34	47

Summary of February complaints categories



Precinct Summary

Key issues raised during February in Lutwyche/Windsor related to noise from night work in the Kedron precinct for the realignment of Lutwyche Road, noise from service relocation night work and construction vehicle movements in local streets.

Following complaints about reverse beepers at night in the Truro Street site, an audit was undertaken of all plant and the workforce was toolboxed about minimising movements outside the acoustic shed at night.

The Community Relations Team (CRT) held a Northern Busway information session on 13 February for residents living in close proximity to the Kedron and Lutwyche busway stations. The session was well attended with residents given the opportunity to talk to technical, environment and community representatives from the project as well as TransLink.

Also during February, the CRT met with the principals of Windsor State School and Holy Rosary Primary School. The meetings allowed the CRT to update the schools on current construction activities as well as discuss opportunities for positive involvement with the project including display opportunities at fetes and regular updates at P&C meetings.

In response to community concern, the noise wall along Truro Street was painted dark green. This will allow for the easy management of graffiti removal.

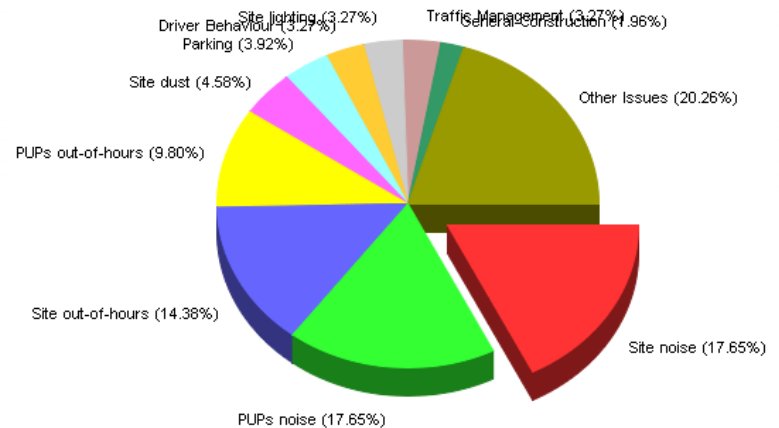
The CRT continues to keep local residents and businesses updated about construction activities in the area, in particular service relocation work, Lutwyche Road night work, geotechnical work and tunnelling through a combination of community notifications, doorknocks, meetings, telephoning and emailing.

Kedron precinct

Community Feedback

Community Feedback	February	January
Complaints	103	44
Issues/enquiries	67	33

Summary of February complaints categories



Precinct Summary

Key issues raised in the Kedron area during February included PUPs noise, PUPs out-of-hours work and site noise and site out-of-hours work.

As PUPs work continues until approximately May 2010, The Community Relations Team (CRT) has developed a notification outlining the upcoming services work, including a detailed map indicating the particular services work, the location and the date the work will be carried out. This notification is updated weekly as required. PUPs services relocation work will continue day and night on Gympie and Stafford Roads when traffic volumes are at their lowest.

During February, meetings with Erskine Street residents took place to discuss the removal of the temporary noise wall/shipping containers along the rear of their properties, to enable the erection of a new boundary fence and prepare the land for the installation of the concrete noise wall from Lasseter Street to Park Terrace. These residents were also temporarily relocated during the late night concrete pour carried out on 26 February 2010.

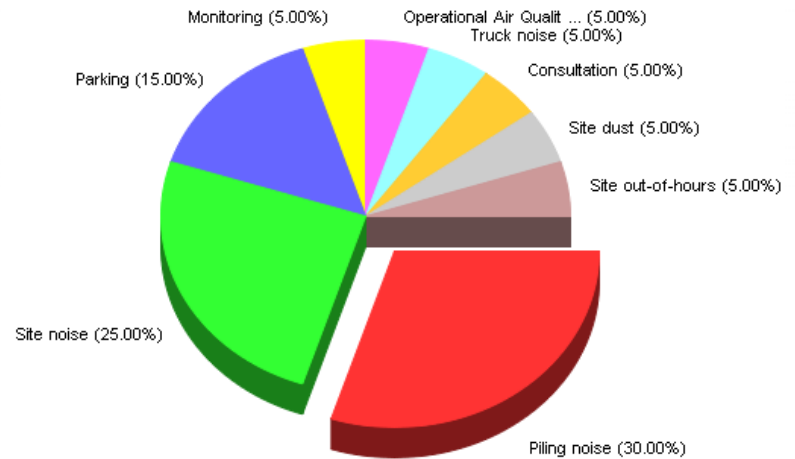
The Community Relations Team (CRT) has been working to keep the local community updated on upcoming construction activities, in particular out-of-hours work and service relocation work. The CRT is using a combination of doorknocking, notifications and telephoning to advise residents of the upcoming program of work.

Woolloowin precinct

Community Feedback

Community Feedback	February	January
Complaints	16	46
Issues/enquiries	36	33

Summary of February complaints categories



Precinct Summary

Key issues raised for the Woolloowin Worksite this month related to noise generated from piling and other general construction activities.

A concrete hard stand covering the site is now complete, minimising dust from the site's operation.

Construction of the acoustic shed commenced in late February with zero complaints received to date.

Environmental monitoring for noise and air quality is ongoing at various residential properties throughout the near premises area.

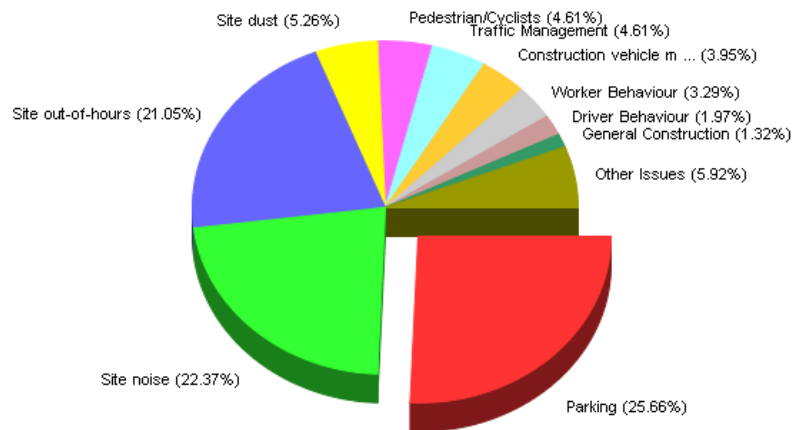
The use of Gate 3 from Rose Street has now ceased with all vehicular access via the gates on Kent and Park Road. These gates are kept closed as often as practicable throughout the site's operation.

Toombul precinct

Community Feedback

Community Feedback	February	January
Complaints	89	78
Issues/enquiries	52	26

Summary of February complaints categories



Precinct Summary

Key issues raised in Toombul this month related to out-of-hours noise impacts from Kalinga Park 24/7 work; worker parking in local streets and Centro Toombul; dust impacts; and traffic management.

Noise monitoring is ongoing for 24/7 work in Kalinga Park and the Community Relations Team (CRT) continues to meet with affected residents to reduce impacts. Meetings were also held this month with directly affected residents in preparation for the start of canopy tube day and night work on the eastern side of the railway.

Significant changes were made in Toombul this month to assist with reducing the impact of worker parking on the local community. These changes include:

- Closing all pedestrian gates from the Kalinga Park side of the worksite, with access to site now only available via the Toombul site offices near the shopping centre and Widdop Street
- Transporting of workers by bus from the project car park at Aviation High School into the Kalinga Park worksite
- Monitoring of local streets to ensure workers are not parking there.

A coffee morning was held in Jackson Street on Saturday 6 February and was very successful with approximately 18 residents in attendance. Issues discussed at the morning included noise, dust, lighting and general construction activities. The next Coffee Morning will be held in April in Elliott Street.

The largest concrete pour ever undertaken at Toombul was successfully completed in late February to construct the base slab for the Tunnel Boring Machine launch box. The 2,000 cubic metre concrete pour required approximately 80 specialist staff, 350 concrete truck deliveries, 5,000 tonnes of concrete and 4 mobile concrete pumps.

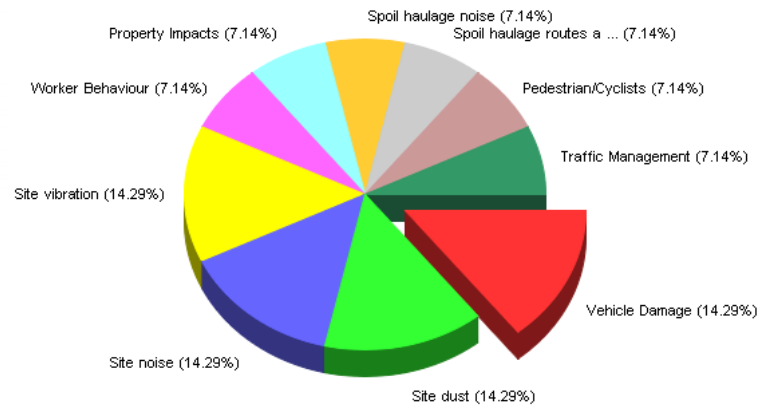
The CRT notified about new and ongoing work activities in Toombul this month using a combination of notifications, doorknocks, phone calls and emails.

Airport Roundabout Upgrade (ARU) precinct

Community Feedback

Community Feedback	February	January
Complaints	8	3
Issues/enquiries	9	6

Summary of February complaints categories



Precinct Summary

Key issues raised during February at ARU included property damage, flooding concerns, noise, dust, vibration, and traffic management.

Claims of damage to property (tyres, fencing) were investigated thoroughly in order to address the issues with the property owner and construction teams involved.

The wet weather has continued to cause concerns for residents living nearby the Hedley Avenue creek. The construction work taking place in this area is monitored carefully during rain events to ensure that construction work is not exacerbating an existing flooding issue.

Road widening work on the southern side of East-West Arterial Road (between Nudgee Road and the Gateway Motorway off ramp) caused noise, dust and vibration issues for adjacent businesses during the period. The wet weather has delayed the completion of the new road in this area. The CRT will stay in contact with these businesses throughout the duration of the work to ensure impacts are minimised wherever possible.

A complaint was made by a motorist with regard to the traffic management set-up during night work. The traffic management was investigated and found to be in accordance with the approved traffic management plan. Police were also in attendance during the roadwork on this occasion.

An extensive amount of night work was carried out on the surrounding road network during the period without any noise complaints received. The focus on night time road work will continue over the next month as road realignments are constructed in the lead up to the opening of the new Gateway Motorway overpass and the new eastbound lanes of Airport Drive.