

Airport Link Monthly Report

Community enquiries & complaints

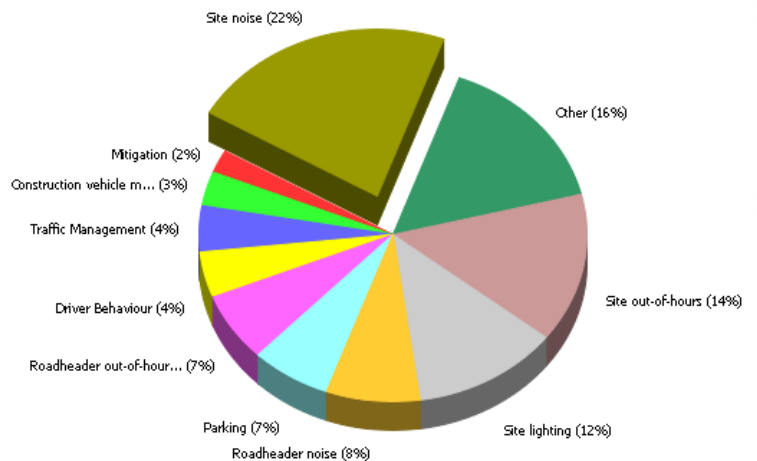
May 2010

Bowen Hills precinct

Community Feedback

Community Feedback	May	April
Complaints	57	83
Enquiries/Issues	25	31

Summary of May complaints categories



Precinct Summary

The main issues raised this month in Bowen Hills related to parking and site out-of-hours noise.

Consultation and notification of tunnel progress has been provided to residents and businesses along the tunnel alignment this month. Noisier tunnel activities have been limited at night time to ensure minimal disruption during sleeping hours.

A number of measures are ongoing in the precinct to ensure workers are informed of appropriate car parking locations and site access arrangements including:

- Additional signage
- Daily “tool box” talks
- Windscreen flyers
- Temporary use of traffic controllers.

Thiess John Holland (TJH) is also exploring additional parking locations to address worker parking impacts in local streets.

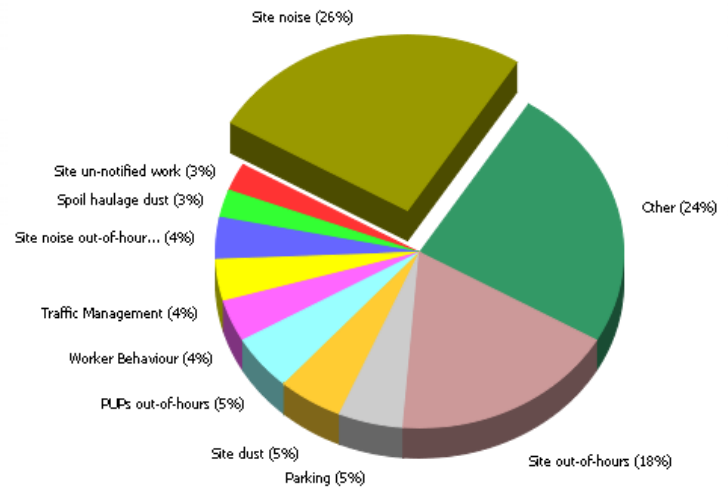
Dust suppression measures continue to be used during rock hammering activities in the Lutwyche Road area. Noise, dust and vibration monitoring is ongoing near the various worksites to help determine potential impacts in the area and identify if any additional mitigation measures are required.

Lutwyche/Windsor precinct

Community Feedback

Community Feedback	May	April
Complaints	51	38
Enquiries/Issues	11	13

Summary of May complaints categories



Precinct Summary

Issues raised during May in the Lutwyche Windsor precinct were primarily related to noise from out-of-hours work, both from service relocation and road work on Lutwyche Road.

The Community Relations Team (CRT) has worked with the Environment and Construction Teams to minimise noise from night work as much as possible. These measures have included the installation of an acoustic “curtain” across the entrance to the cut-and-cover tunnel entrance at the Chalk Street site, completing noisier work prior to midnight and positioning equipment to minimise noise.

The services relocation team is utilising temporary fencing to screen their work. Ongoing noise monitoring is also being undertaken in the area. The CRT has organised temporary relocation for residents living in close proximity to the work, where appropriate.

The CRT has this month met with sensitive stakeholders regarding tunnelling in the precinct. This has included meetings with QML Pathology and an optometrist.

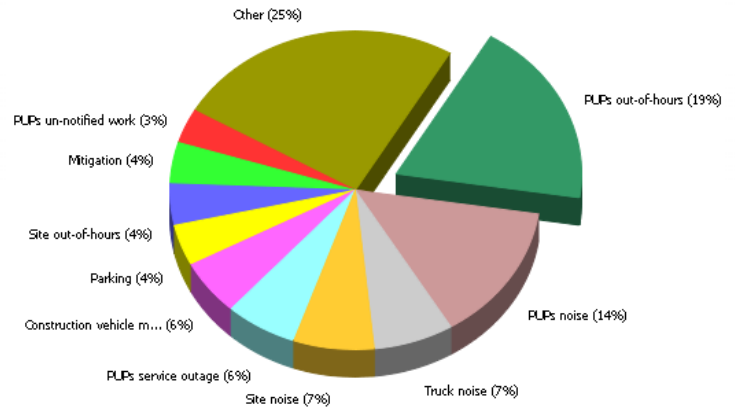
The CRT continues to keep local residents and businesses updated about construction activities in the area, in particular excavation work, service relocation work and tunnelling, through a combination of community notifications, doorknocks, meetings, telephoning and emailing. The CRT is particularly focused on keeping residents informed about the program of night work in the precinct, which currently includes service relocations and work on Lutwyche Road.

Kedron precinct

Community Feedback

Community Feedback	May	April
Complaints	88	95
Enquiries/Issues	49	28

Summary of May complaints categories



Precinct Summary

Key issues raised during May in the Kedron precinct related to general site noise and out-of-hours noise from service relocation activities.

The community raised concerns this month regarding Airport Link employees parking in local streets in the vicinity of the Kedron Football Club. The Community Relations Team (CRT) proactively conducted a number of doorknocks on this matter. Other measures undertaken by the CRT to address the issue included the distribution of flyers on vehicles parked along local streets and weekly Tool-box Talks with staff.

The Kedron CRT is working to keep the community up-to-date with the construction program through notifications and doorknocks. Doorknocking was undertaken in several instances, including in relation to asphaltting on Swan Street, Gordon Park, and a concrete pour behind the Kedron Park Hotel. Offers of temporary relocation are also made, where appropriate, during night work.

A number of complaints were received regarding service relocation work in various areas around the precinct. The Kedron CRT liaised with the service relocation team to minimise noise, through measures such as ensuring noisier works are completed prior to midnight wherever possible and positioning machinery to minimise noise.

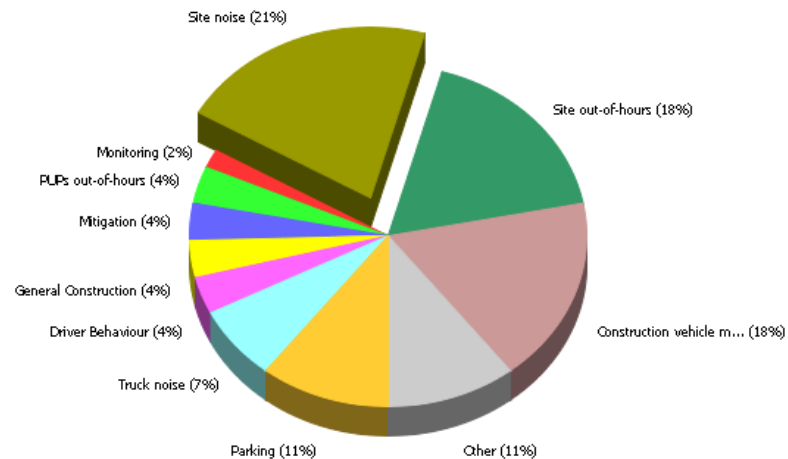
The CRT continues to work with local businesses including the Kedron Medical Centre, Entrans, Kedron Car Electrics and JB Hi Fi, providing presentations, construction progress updates and consultation surrounding maintaining property access for the businesses during construction.

Wooloowin precinct

Community Feedback

Community Feedback	May	April
Complaints	36	24
Enquiries/Issues	29	41

Summary of May complaints categories



Precinct Summary

The key issue raised as a result of the Wooloowin Worksite this month related to noise at night generated by rock hammering for shaft excavation. To assist with the management of noise complaints, TJH carried out internal noise monitoring to determine if noise was above the internal noise goals determined by the Coordinator General. Noise monitoring results are available via the Environment page at www.brisconnections.com.au

Noise complaints have significantly decreased since the completion of rock hammering.

TJH has received enquiry from the community and the Community Liaison Group about the necessity of road safety barriers placed between the noise barrier and footpath along Rose Street. These barriers have been installed to ensure the requirements of the *Road Planning and Design Manual* are met.

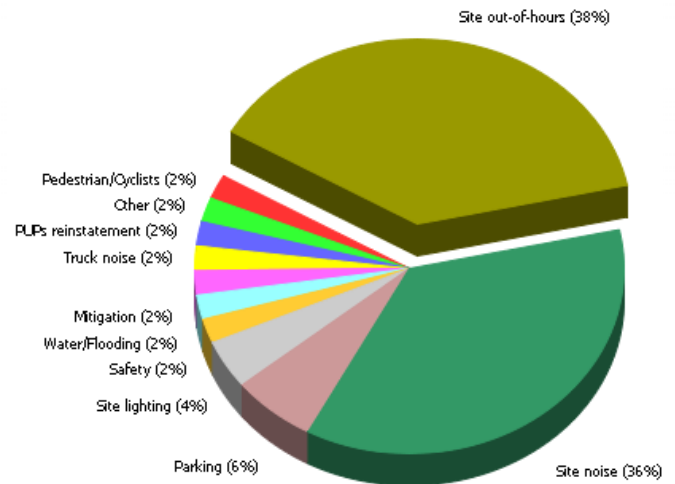
Throughout May, TJH has received reports from site personnel that rocks, fishing sinkers and broken tiles have been thrown into the Wooloowin Worksite on a number of separate occasions with the potential to cause harm and injury. In response, TJH is working with the Police to investigate and respond to this issue.

Toombul precinct

Community Feedback

Community Feedback	May	April
Complaints	32	35
Enquiries/Issues	43	31

Summary of May complaints categories



Precinct Summary

The key issue raised in Toombul this month related to out-of-hours noise impacts from construction activities at the Kalinga Park west worksite.

TJH conducted its last civil construction night shift for the Tunnel Boring Machine (TBM) launch box in the Kalinga Park west worksite on Monday 31 May 2010.

During extensive night work along East West Arterial Road and the Sandgate Road intersection in preparation for the eastbound traffic realignment, the Community Relations Team (CRT) doorknocked local residents and offered proactive relocation as necessary.

A coffee morning was held at Millbrook Estate on Saturday 8 May, providing residents with the opportunity to speak directly with the Toombul and Airport Roundabout Upgrade construction teams about construction along East West Arterial Road and to receive feedback about the community's concerns regarding construction dust and noise. TJH has increased its communication and environmental monitoring in this area in response to feedback and is working with individual residents to address specific concerns.

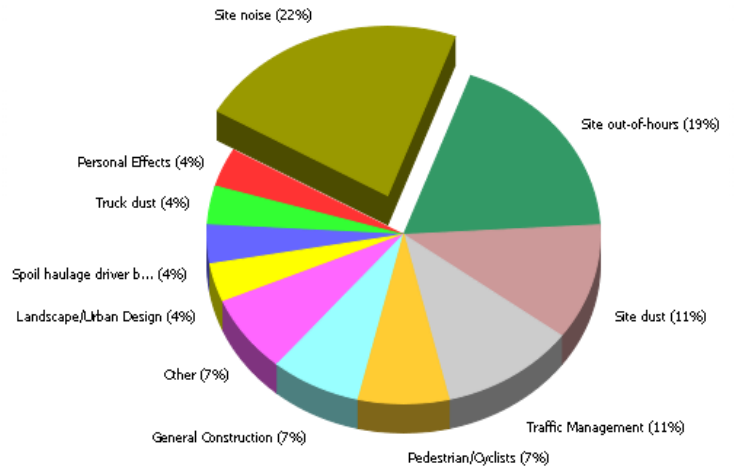
Parking complaints continue to remain low due to the operation of the Widdop Street car park.

Airport Roundabout Upgrade (ARU) precinct

Community Feedback

Community Feedback	May	April
Complaints	14	7
Enquiries/Issues	10	3

Summary of May complaints categories



Precinct Summary

Gateway Motorway traffic was shifted in two stages onto the new Gateway Motorway overpass this month. The work required a full closure of the northbound carriageway during a long weekend. Extensive traffic monitoring throughout this period allowed TJH to adjust the traffic set-up to ensure minimal impact to traffic.

Key issues raised this month related to dust and noise being experienced by Millbrook Estate residents. TJH is liaising directly with affected residents and has increased its environmental monitoring and proactive communication in this area.

TJH has been liaising with Nudgee Road and Serpentine Road businesses about necessary water outages and providing alternate facilities for those businesses continuing to operate throughout this work on Sundays.

TJH continues to respond to the concerns of cyclists during road changes including sign and barrier placement where possible.