

Airport Link Monthly Report

Community enquiries & complaints

June 2010

Bowen Hills precinct

Community Feedback

Community Feedback	June	May
Complaints	63	57
Enquiries/Issues	24	25

Precinct Summary

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

Consultation and notification of tunnel progress continue to be provided to residents and businesses along the tunnel alignment. Noisier tunnel activities have been modified at night time in response to community feedback and to ensure minimal disruption during sleeping hours.

The Community Relations Team (CRT) has worked with the Environment and Construction Teams to minimise noise impacts from the Ventilation Station Outlet night work. Measures include an assessment of activities prior to their commencement and follow up noise monitoring, together with any corrective actions to ensure that the project is meeting its requirements. Meetings have also been held with directly affected residents.

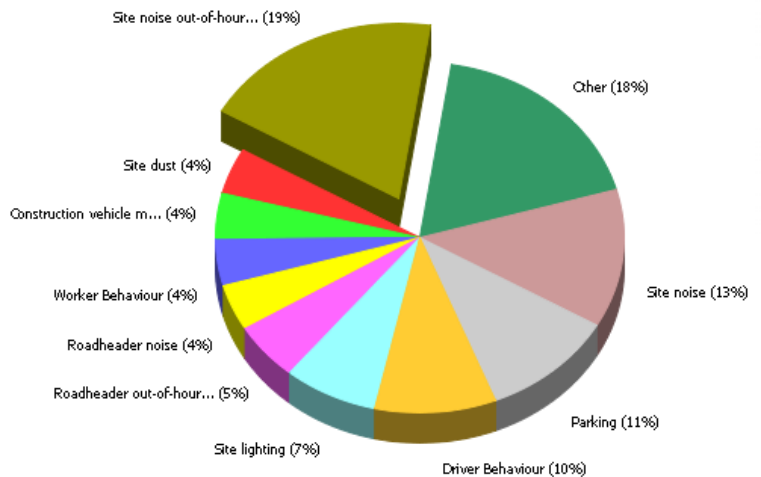
A number of measures are ongoing in the precinct to ensure workers are informed of appropriate car parking locations and site access arrangements including:

- Additional signage
- Daily “tool box” talks
- Windscreen flyers.

Thiess John Holland (TJH) is also exploring additional parking locations to address worker parking impacts in local streets. The CRT will ensure that residents are informed of any decision about new parking areas through a combination of notifications and doorknocks.

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 work-sites to help determine potential impacts in the area and identify if any additional mitigation measures are required.

Summary of June complaints categories

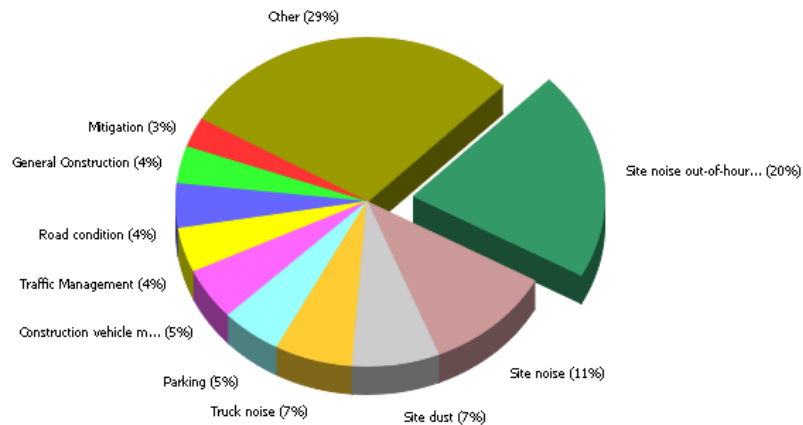


Lutwyche/Windsor precinct

Community Feedback

Community Feedback	June	May
Complaints	92	51
Enquiries/Issues	21	11

Summary of June complaints categories



Precinct Summary

The main source of community concern during June at Lutwyche Windsor was in relation to night work both from service relocations and work for the realignment of 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 completing noisier work prior to midnight and positioning equipment to minimise noise. The CRT has also temporarily relocated stakeholders living in close proximity to night work, as appropriate.

The CRT continues to inform stakeholders about the current program of work, with a particular focus on night work in the precinct. This is done through a combination of notifications, phone calls and doorknocking. The CRT has also spoken to local businesses about the construction program in the precinct.

Extensive doorknocking has been completed in the Truro Street area this month, to update residents about the construction program and gather feedback. In response to community issues raised during the month in this area, the CRT has worked with the Construction Team to ensure the doors to the acoustic shed at the Truro Street worksite are closed at night time wherever possible and a reminder has been issued to concrete truck companies that they are not permitted to use Stoneleigh Street as part of their route. Site dust mitigation measures have also been increased, including cleaning of trucks leaving site and additional street sweeping.

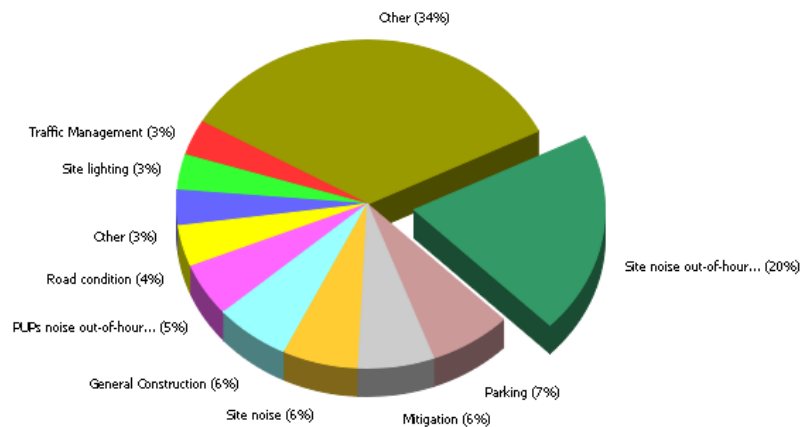
In response to concerns about the use of Bradshaw Street west and Wellington Street as part of the haulage route to and from the Chalk Street site, TJH has changed the route to enter and exit from Chalk Street.

Kedron precinct

Community Feedback

Community Feedback	June	May
Complaints	124	88
Enquiries/Issues	48	49

Summary of June complaints categories



Precinct Summary

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

The Kedron Community Relations Team (CRT) is working to keep the community up-to-date with the construction program through various methods, including notifications and doorknocks. Particular focus for the team this month has been the temporary closure of Kedron Park Road and service relocation activities.

Several local businesses expressed concern at the temporary closure of Kedron Park Road. In response, the CRT produced directional flyers for them to give to their customers. Directional flyers were also given to Woolloowin State School and St Andrews Anglican Church.

A number of complaints were received this month regarding parking. All parking issues were dealt with promptly by the CRT either through facilitation of vehicle removal, pamphlet drops or toolbox talks.

The CRT continues to produce and disseminate promotional materials for local businesses affected by temporary road closures in the precinct, including flyer drops and directional signage.

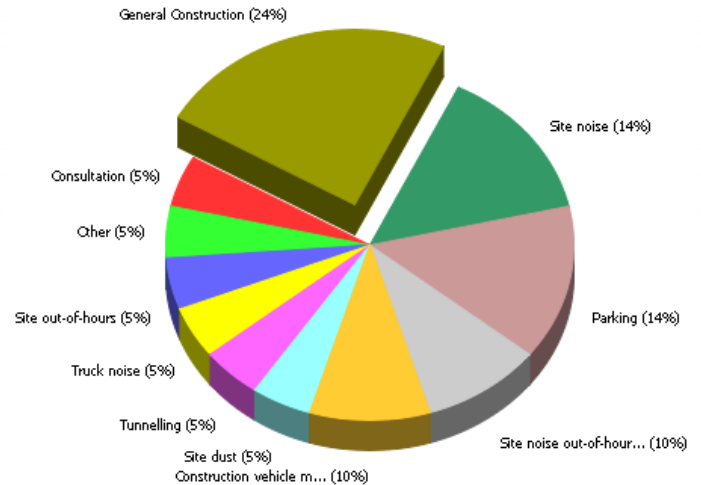
Dust suppression measures are routinely used during excavation activities in Kedron precinct. Noise, dust and vibration monitoring is ongoing near the worksites to help determine potential impacts in the area and identify if any additional mitigation measures are required.

Wooloowin precinct

Community Feedback

Community Feedback	June	May
Complaints	20	36
Enquiries/Issues	19	29

Summary of June complaints categories



Precinct Summary

A number of complaints were received this month from a resident about the operation of Gate 1 and it being left slightly open when vehicles were not entering or exiting the worksite. Thies John Holland continues to keep the gate closed as much as is practicable. So far there has been no correlation between Gate 1 being open and the receipt of noise complaints.

The Community Relations Team (CRT) also received complaints about noise from the Wooloowin Worksite during the site's night time operation. Internal noise monitoring was coordinated at the resident's property to determine if noise was above the internal noise goals determined by the Coordinator General.

Internal noise monitoring continues to be offered to residents to identify noise sources and levels to ensure appropriate action is taken to minimise the impact of the worksite. Noise monitoring results are available on the Environment section of the project website.

Community feedback has also been received this month from Wooloowin residents which has not directly related to the Wooloowin Worksite. This feedback has related to the use of Kent Road by construction vehicles. While there are no restrictions placed on the routes travelled by concrete trucks, TJH continues to work with its sub-contractors to encourage them to travel via alternate routes.

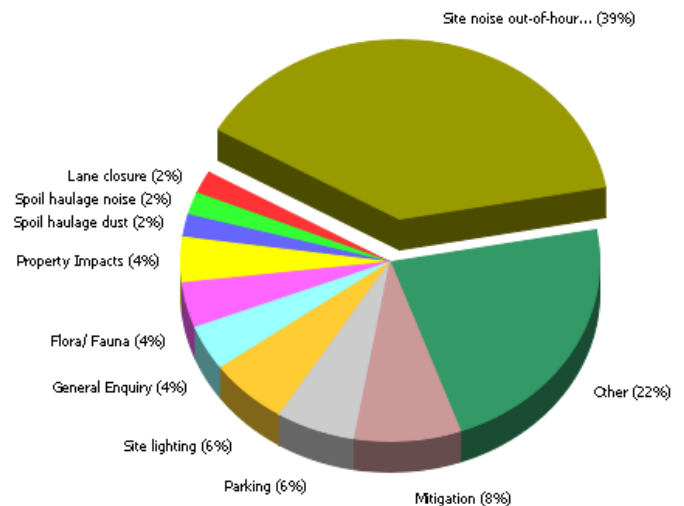
A number of complaints have been received in relation to the operation of a street sweeper along Kent Road. Investigation into this issue has confirmed that street sweepers operating outside of 6.30am and 6.30pm are not operating on behalf of Thies John Holland.

Toombul precinct

Community Feedback

Community Feedback	June	May
Complaints	32	32
Enquiries/Issues	44	43

Summary of June complaints categories



Precinct Summary

Complaints have been received this month regarding assembly of the Tunnel Boring Machines (TBMs) at the Kalinga Park worksite. Noise complaints during special circumstances work along Sandgate Road and East West Arterial Road have also been received.

TJH understands that work carried out on the roadway at night can have an impact upon local residents. Whenever possible, TJH plans its work to reduce this impact. An example of this during June has been the installation of panels beneath the Widdop Street bridge which has reduced the necessity for lane and road closures. As a result, the majority of parapet demolition including hammering of concrete has been undertaken during the day, reducing night work from three weeks to two nights.

TJH is also working to program traffic switch activities such as compacting with vibration rollers, which must be undertaken during off-peak times, to Sundays, thereby reducing high impact night work.

TJH is conducting regular inspections of Stuckey Road since commencing its use of the Stuckey Road gate. Regular street sweeping and road washing is ongoing in this area and crushed rock has been laid within the site to minimise dirt on the road.

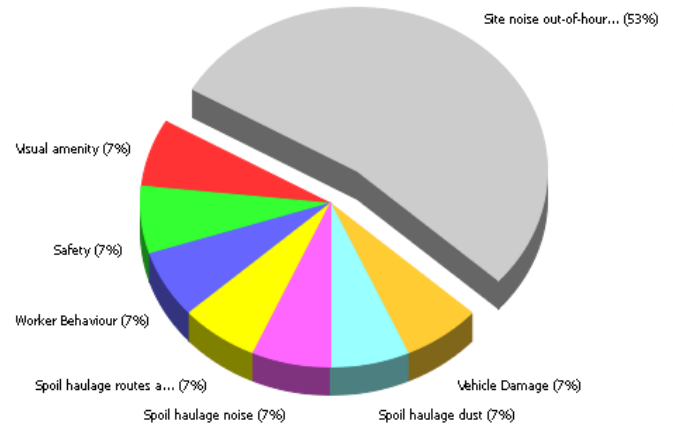
Parking complaints continue to remain low due to the operation of the Widdop Street carpark.

Airport Roundabout Upgrade (ARU) precinct

Community Feedback

Community Feedback	June	May
Complaints	12	14
Enquiries/Issues	7	10

Summary of June complaints categories



Precinct Summary

The key issue raised at the Airport Roundabout precinct this month related to guard rail installation which occurred over one night.

Due to the construction methodology required to install the guard rails, the activity cannot be modified to reduce noise. If the guard rail work is required to be undertaken during low traffic periods again, it will be scheduled during Sunday day shift (subject to road authority approval).

TJH continues to review its traffic detour directional signage plans to assist motorists during changed traffic conditions.

The Community Relations Team (CRT) held a coffee morning for Franklin Street residents on Saturday 27 June to discuss upcoming activities including the operation of the spoil haulage conveyor and handling facility at Nudgee Road. The coffee morning was attended by three residents.