



MINUTES OF MEETING

Meeting Number 2

CLG	Woolloowin Community Liaison Group				
Location:	Airport Link Information Centre, Lutwyche	Date:	2/02/10	Time:	6:00pm

Chaired By: Pauline Bourke (PB)	Minuted By: D Hockey	Distribution Date: 17.02.10 Final
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<p>Attendees: Pauline Bourke (PB) (Independent Facilitator), Ron Apelt, Toby Murdoch, Peter Schofield</p> <p>Project Team Members in Attendance: Mario Buterin – Project Manager, Thiess John Holland (TJH) Gavin Bradford – Construction Manager, Thiess John Holland Anthea Craig – Community Liaison Co-ordinator, Thiess John Holland Chris Morris – Environmental Representative, Thiess John Holland Daniel Hockey – Community Liaison Officer, Thiess John Holland Wendy George – City North Infrastructure (CNI) Lauren Diamond – City North Infrastructure (CNI) Charles MacDonald – Brisconnections Patrick Southam – Brisconnections</p>
<p>Apologies: John Lister</p>
<p>Not Present: Ravi Chopra</p>

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Summary	Presented by	Action
<p>ACTION ITEMS</p> <ul style="list-style-type: none"> CNI confirmed that it was not subject to 'Request To Information' and that the CLG would be advised if the status changes <p>Visual Amenity Options</p> <ul style="list-style-type: none"> The CLG agreed to the planting of trees at the corners of the site as long as they do not obstruct the line of sight. The CLG also agreed to the installation of a mural and requested a sight inspection to discuss details and some artists' sketches to be developed. TJH agreed to meeting with interested CLG members on or near the site to discuss options. TJH to investigate the installation of W barriers along Rose Street footpath – A CLG member suggested that trees be planted on the street side of the barrier. Tree plantings along the footpath would need approval from Department of Transport and Main Roads (DTMR) and Energex. 	<p>P Bourke</p> <p>D Hockey</p>	<p>CLOSED</p> <p>TJH</p> <p>TJH</p> <p>TJH</p>
<p>CONSTRUCTION UPDATE</p> <p>Works to date</p> <ul style="list-style-type: none"> Substantially completed hardstand and service connections (sewer, water, electricity connections). Fire water service connections still to be completed. Electricity metering system installed Driveway crossovers on Kent and Park Road completed. Use of the crossovers still subject to Brisbane City Council (BCC) approval. Shaft piling due for completion mid-next week <p>Two – three month lookahead</p> <ul style="list-style-type: none"> Complete remaining sections of the concrete hardstand Acoustic shed construction to commence Roadheader excavation starts after shaft excavation. 1 machine to start with – out of hours delivery for roadheader and crane will be required Tunnel spoil removal to start The site will not store diesel above 4500 Litres 	<p>M Buterin</p>	<p>NOTE</p> <p>NOTE</p>

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<p>COMMUNITY RELATIONS UPDATE</p> <ul style="list-style-type: none"> 75 complaints and issues raised by 34 stakeholders over the months of December- January. The majority of complaints came in on 11 January when the auger of the piling rig became stuck and crews were attempting to remove it before the concrete set. <p>Q. How is information about construction activities communicated with the public?</p> <p>A. An SMS alert service for the Woolloowin worksite and community notifications are distributed to provide information about upcoming works. Only 2 local residents have registered to receive SMS updates to date The SMS facility will be promoted on future community notices.</p> <p>Q. Are Community notices being distributed in Roseleigh Street?</p> <p>A. Yes. Notices are distributed to ‘near premises’ residents – an area defined in the Coordinator General’s (CoG) conditions. Community notices include information about the expected duration of the activity, machinery to be used, and what to expect. Notices are also so sent via e-mail, go to www.brisconnections.com.au to register</p> <ul style="list-style-type: none"> A Community Notice construction update was issued during January providing an update on the current piling activities and works coming up <p>Q. Where do the majority of people who have complained to date about the Worksite live?</p> <p>A. Most complaints have been received from residents in the streets immediately nearby the worksite. TJH arranges environmental monitoring with residents following a complaint. Mitigation is discussed with residents on a case by case basis.</p>	<p>A Craig</p> <p>CLG</p> <p>TJH</p> <p>CLG</p> <p>TJH</p> <p>CLG</p> <p>TJH</p>	<p>NOTE</p>
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<p>ENVIRONMENT UPDATE</p> <p>Noise</p> <ul style="list-style-type: none"> The noise monitoring process was explained. CoG's conditions require monitoring to be done in 15 minute blocks, inside the property. Laeq – average Goal – 45; La10 – steady noise for 10% time; LaMax – short term noise eg. bang Monitoring results are reported monthly on the Brisconnections website http://www.brisconnections.com.au/Environment/EnvironmentReports/tabid/84/Default.aspx Excedences of the CoG's goals are highlighted in red. TJH discusses monitoring results and individual mitigation with the residents directly. <p>Q. Residents have had monitoring done when there was no major noise coming from the site. Can 'real time' noise monitoring be done?</p> <p>A. Monitoring must be attended to document the noise source. TJH can reschedule monitoring sessions for another time. TJH can also do monitoring on a Saturday.</p> <p><i>Comment</i> – The CLG facilitator commented on the layout of the monitoring report presented, and that the material is easier to follow.</p> <p>Dust</p> <ul style="list-style-type: none"> Monitoring undertaken at two locations measuring the concentration of dust per cubic metre of air. Grams per square metre over the month. <p>Q. Does rain have an impact on dust monitoring?</p> <p>A. The dust monitor guage has an in-built heater which takes away the moisture.</p> <p>Q. Will the monitors remain after the tunnel is completed?</p> <p>A. There is a requirement for two fixed monitoring stations to be put near the tunnel Ventilation Station Outlets. The location for these is still to be determined in consultation with BCC and the Departemnt of Environment and Resource Management (DERM).</p> <p>Q. What difference will the acoustic shed make to the noise?</p> <p>There have been very few noise complaints from Truro Street site with the shed in place. The only noticeable noise from the site would be truck movements once the acoustic shed is installed. TJH to make an assessment of complaints from Truro Street.</p>	<p>C Morris</p>	<p>NOTE</p>
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<p>Vibration</p> <ul style="list-style-type: none"> • Vibration is measured by a machine in the ground which records particle velocity • A monitor is currently located in the grounds of the Queensland Aerospace College • Results to date indicate piling activities have been under the CoG's goals for vibration <p>Q. Will monitoring be undertaken when the roadheader operations are underway</p> <p>A. Yes</p> <p>People may experience what's called regenerated noise. Regenerated noise is measured in the same way as noise monitoring. Depends on the individuals susceptibility</p> <p>Q. Is the predictive modelling available?</p> <p>A. Environmental modelling is presented in the Request for project change document – available on the DIP website: http://www.dip.qld.gov.au/resources/project/airport-link-tunnel/airport-link-wooloowin-worksites-modification_rfp-part-a.pdf Page 80-87.</p> <p>TJH WOOLLOOWIN INCIDENT INVESTIGATION AND REPORTING PROCEDURE</p> <p>Refer to handout attached to minutes</p> <p>Q. Why does CNI and/or the CoG's office investigate?</p> <p>A. The CoG will determine if an investigation by the CoG's office is required.</p> <p>Q. If a complaint is made about driver behaviour, is the driver advised?</p> <p>A. If registration or truck details are provided TJH is able to address the issue with the driver directly. Issues and concerns raised by community members are included in Toolbox Talks.</p>	<p>C Morris</p>	
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<p>URBAN MITIGATION – PROCESS OVERVIEW</p> <ul style="list-style-type: none"> Refer to the handout attached with the minutes. The document is in draft format only and CoG approval is required prior to finalising. An independent planning and consultation consultant will be engaged to consult with the community, BCC, DTMR and other agencies Options for consideration include extension of bikeways and veloways, implementation suburban improvement program, additional footpaths, Eagle Junction shops etc as outlined in the CoG's <i>Change Report</i> (October 2009) Workshops will be held with stakeholders, DTMR and BCC. A Wooloowin CLG meeting will be dedicated to an Urban Mitigation workshop. Urban Planning Feasibility Study – broader consultation with the community will be undertaken Planning consultants submit - cost estimates, implementation plan by Oct 2010 Conditioned process - Elements outside the project scope - Eagle Junction Work will not occur until the Wooloowin worksite is complete <p><i>Comment</i> - A CLG member commented there are benefits in 'small things happening' in the meantime.</p> <p>Q. Who will manage the facility after the works? A. The land currently being used as the Wooloowin worksite is owned by DTMR and it will be a community based facility upon completion of the Wooloowin worksite. The State has made a commitment to rehabilitate the site as a community based facility upon the site's completion.</p> <p>Q. When will the tenure for the site be finalised? A. The tenure arrangements for the facility will be known upon completion of the consultation process.</p>	<p>L Diamond</p>	<p>NOTE</p>
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Briefing Paper

Meeting: Woolloowin Community Liaison Group	Agenda Item: General Business
Date: Tuesday, 2 February 2010	
Venue: Visitor Information Centre	

Questions raised by the Kalinga Woolloowin Resident's Association

	Questions – Comments	Answer – Responses
1	Residents would like to see a complaints system introduced that gives out a reference number for each time a resident phones or emails with a complaint or issue (similar to BCC system).	<p>All complaints received by Thiess John Holland (TJH) whether they are via E-mail, Hotline, In-person or raised at the project Visitor Information are recorded in a Consultation Manager System (CMS), and action items for follow-up are generated. The CMS used is called <i>Consultation Manager</i>. It is an industry standard customer relations management system used widely in major infrastructure projects.</p> <p>TJH's complaints process is documented on the project website http://www.brisconnections.com.au/Community/EnquiriesandComplaints/tabid/180/Default.aspx</p> <p>If residents feel their concern/complaint has not been addressed by the TJH project team, they can contact the State Government's City North Infrastructure:</p> <p style="text-align: center;">General enquiries (freecall) 1800 99 00 38 Property enquiries (freecall) 1800 79 41 88</p>

2	<p>Residents believe that we should be provided with 6 monthly external house washing to all houses in the "near premises" areas as defined by the CG change report. This is due to excessive dust build up on homes. Home owners should not be expected to foot the bill for cleaning of their homes by dust caused by this project, and water restrictions mean they cannot do it themselves. Can this take place? If not, why?</p>	<p>No. The Coordinator General (CoG) has set levels for air quality. TJH conducts air quality monitoring at two locations near the Woolloowin worksite, both indicate levels are below the goals. Monthly environmental reports are presented on the project website: http://www.brisconnections.com.au/Environment/EnvironmentReports/tabid/84/Default.aspx</p> <p>Extensive mitigation is being established to manage potential dust issues at the Woolloowin worksite. This includes a five metre noise barrier, acoustic shed and concrete hardstand throughout the construction site. Other on-site mitigation measures include the use of street sweepers and water trucks. Haulage trucks operating from the site have retractable tarpaulin covers to minimise dust on the road network.</p> <p>If exceedances of the air quality levels are experienced, TJH would continue to look at mitigation strategies at the source of the activity generating dust.</p> <p>Additional strategies such as house cleaning would be assessed on a case by case basis with affected residents.</p>
3	<p>Residents would like access to the non-compliance reports done by TJH to make sure they are being submitted with accurate details of the issue. Can this take place? If not, Why?</p>	<p>Non-Compliance Reports (NCRs) are internal documents that TJH submits to the relevant government authority overseeing the construction activity. Schedule 4 of the CoG's change outlines the Jurisdiction for Conditions. TJH is not obliged to release NCR documents to individuals or organisations other than those listed in the schedule.</p>

4	<p>"Throughout construction there may be instances when unforeseen circumstances occur causing work to be delayed and run overtime." -TJH. – We want to see better management of the site where this is not the case. The only time when any works should go out of hours is when it is a serious personal worker safety issue. If such an issue arises where work needs to go past 6:30pm, we would like a system introduced for informing residents, possibly via email, SMS and phone calls. Once again this should apply to all residents in the "near premises" category. Can this take place? If not, Why?</p>	<p>TJH is committed to adhering to conditions set by the CoG for the establishment and operation of the Woolloowin worksite. During site establishment works to date, site activities are timed to be completed by 6.30pm each day. On most days work at the site finishes well before 6.30pm and on Saturday's before 3pm. To improve communications with residents an SMS alert service for the Woolloowin worksite has been established. Residents in the 'near premises' area have been sent a notification encouraging them to register their mobile number by contacting the community hotline or e-mailing the project on contactus@tjh.com.au. The Community Relations Team (CRT) will continue to distribute community notifications and conduct doorknocks of residents to provide information about upcoming works.</p>
5	<p>Is the gate on Rose St even allowed? It was not in the original submission. If it is permitted, please provide evidence of its approval.</p>	<p>During site establishment, TJH has made use of an existing property driveway on Rose Street. TJH recently received BCC approval for construction of the site ingress and egress driveways in Kent and Park Roads.</p>
6	<p>Rose St gate had been left open all day from beginning of construction activity. We have noted that the Rose St gate has recently been closed during the day unless vehicles are entering or leaving. This may or may not be in response to residents raising the matter with Mario on site, and also Daniel from the community relations team. If so, then thank you to those responsible. It's a pity that this wasn't kept closed from day one, but it's a start.</p>	<p>During site establishment works machinery and materials are delivered to the site on a regular basis, and soil removed. TJH makes efforts to reduce the impact of noise by keeping the gate shut.</p>

7	<p>When residents phone or email with a complaint, we are not only looking for an explanation as to why this happened. The larger motive is to inform TJH so that they can put processes into place so it doesn't happen again. When a complaint is lodged, what processes are put into place so that complaint or issue reaches the workers on the ground to make sure it doesn't happen again?</p>	<p>The Project Manager or relevant team member is advised of a complaint upon receipt for immediate action wherever possible.</p> <p>All complaints received by TJH whether they are via E-mail, Hotline, In-person or raised at the project Visitor Information Centre are recorded in <i>Consultation Manager</i>, and action items for follow-up are generated.</p> <p>Complaints are raised with the construction team during toolbox talks and pre-start meetings. Construction methodology and processes on site can be reviewed to minimise impacts on residents where possible.</p>
8	<p>A resident on Kent Rd was told by a sound proofing contractor that he needed double glazing on the front and side of his unit, but TJH told the contractor he could only glaze the front and in fact he would not be paid if he glazed the side. This particular resident is pounded by the noise through the side of his house. Why would TJH ignore the advice of an expert and take this course of action?</p>	<p>Extensive predictive environmental modelling has been undertaken to predict the levels of noise residents are likely to experience during the establishment and operation phases of the site.</p> <p>TJH coordinates property mitigation on a case by case basis directly with the affected resident/s. The types of things taken into consideration include the nature and duration of the activity, the resident/s personal circumstances. TJH is required to take reasonable and practical measures to reduce the impact of its construction activities.</p> <p>TJH conducts regular attended noise monitoring at various locations in the vicinity of the work site. Residents with noise concerns are encouraged to contact the project via the 1800 number directly to coordinate environmental monitoring.</p>

9	<p>There has been a large number of truck traffic along Kent Road. In particular Hanson concrete trucks being used by the AirportLink project. What directives are issued to subcontractors and suppliers in regards to heavy vehicle haulage that is not specifically spoil haulage? We understand they are registered vehicles and have the right to drive on a public road, but TJH also have the responsibility to ensure impacts to the community by this project are minimal. Can a directive be issued for them to only use arterial roads whilst travelling to or from AirportLink sites? If not, why?</p>	<p>Thiess John Holland has placed restrictions on subcontractors accessing the Woolloowin Worksite to ensure they adhere to the access route defined in the Coordinator General's <i>Change Report</i> (October 2009).</p> <p>The project conditions defined in the Coordinator General's <i>Change Report</i> (July 2008) does not place restriction on vehicles that are not hauling spoil.</p> <p>TJH has contacted Hansen to advise them of community feedback about the routes currently being travelled. Hanson has advised that while they will not cease using Kent Road altogether they will significantly reduce the number of concrete trucks travelling the road by using an alternate route when returning to their plant at Northgate.</p> <p>The agitator traffic along Kent Road are not works related to the Woolloowin Worksite.</p>
10	<p>There was a (GPS confirmed) truck speeding along Gympie Road. Are TJH going to report speeding Gympie Rd truck to Police in this instance? If not, what action is taken against this type of behaviour to the individual and/or company involved?</p>	<p>Thiess John Holland liaises regularly with police about traffic management and traffic management issues.</p> <p>It is understood that police need to be present when an infringement occurs to take any further action as a result of the infringement.</p> <p>Driver behaviour and issues such as speeding are raised with drivers from spoil haulage sub-contractors at Toolbox Talks and Pre-start meetings.</p> <p>TJH takes driver misdemeanours very seriously and works with its subcontractors to ensure disciplinary action is taken when investigation into an incident confirms inappropriate behaviour.</p>
11	<p>There have been many complaints on a daily basis. Does TJH log these issues? If so, can they be made available? We think they should. If not, why?</p>	<p>All complaints received by TJH whether they are via E-mail, Hotline, In-person or raised at the project Visitor Information are recorded in <i>Consultation Manager</i>, and action items for follow-up are generated. A community enquiries and complaints report for the project is published on the Brisconnections website monthly.</p> <p>http://www.brisconnections.com.au/Community/EnquiriesandComplaints/tabid/180/Default.aspx</p>

12	<p>We would like to see the Construction Traffic Management plan. It has been refused to us by Daniel, stating that it is not a public document. It is cited in the CG's conditions as the document to be referred to, yet it is not available. Can this be made available? If not, Why</p>	<p>Construction Traffic Management Plans are internal documents, provided to the relevant road authority – Dept of Transport and Main Roads (for state controlled roads) and BCC (for local roads). TJH is not obligated to release these documents publicly. TJH communicates up-coming works and any changes to the traffic network in various ways including via Community Notifications, traffic alerts, SMS alerts, newspaper and radio advertising, and by posting to the Brisconnections website.</p>
13	<p>We have letters from the BCC stating that they have not approved either the Traffic Management Plan or a Haulage Route plan. TJH are compelled by CGs conditions to have these approvals before operations commence. On what authority have they commenced operating without them? Will they ever be seeking the approval of the BCC regarding the TMP or Haulage plan?</p>	<p>The Coordinator General has set strict conditions for spoil haulage which the Airport Link construction company must adhere to. The haulage route being used by the project meets those conditions.</p> <p>These conditions also state that a Construction Traffic EMP Sub Plan be provided to the relevant authority. This has been done. Please note that these conditions do not indicate that these EMP Sub Plans be submitted for approval.</p> <p>Discussion with Brisbane City Council about the Haulage Management Plan is detailed and ongoing. However the fact the negotiations are continuing on this plan does not stop registered vehicles working on behalf of the project using the road network.</p>
14	<p>Residents are very concerned about vibrations from the site. Items in their homes and yards have actually been shaken and vibrated to the point of falling over. We would like to see vibration monitoring reinstated in residents' yards. How soon can this happen? If it can't happen, why not?</p>	<p>Vibration monitoring is currently being undertaken at a property adjacent to the Wooloowin worksite. TJH will undertake monitoring at various locations to test the predictive modelling done to date.</p>

15	<p>Why is the monitoring taken at set intervals and not in real-time? Is it possible for them to be “real-time?” (i.e: a continual monitoring rather than taking a sample every few seconds). There are quite often loud, short noises and ground shocks caused by machinery which may not be picked up by monitoring devices if it is only taking a reading every few seconds.</p>	<p>For day time construction works, the noise goals for internal construction noise levels at affected premises are derived from levels in AS/NZS 2107:2000. Day time construction noise must be assessed by a LAeq (15minute) parameter for steady noise sources and a LA10(15minute) parameter for non-steady noise sources. The goals for day time construction internal noise are set out in Table 5 of the CoG’s Change Report. TJH is required to monitor in 15 minute blocks and it must be attended to document noise sources.</p>
16	<p>Are unedited results of the noise, vibration and dust monitoring available to the public? If not, why? If so, where are they located?</p>	<p>TJH does not release the raw data obtained during environmental monitoring. Released data is available on the Brisconnections website in the form of a monthly report. Independent monitoring is undertaken on a regular basis. Government agencies including DERM also undertake monitoring.</p>