

# MINUTES OF MEETING

Meeting Number 34

CLG	Kedron Community Liaison Group				
Location:	Visitor Information Centre, Lutwyche	Date:	12 October 2011	Time:	6:30pm

*These minutes are not intended to be a verbatim account of the CLG meeting but are a summary of the key issues raised, actions arising from the meeting and outcomes of actions raised at previous meetings*

Item	Action	Whom
	<p><b>Attendees:</b></p> <p><b>CLG members</b> - Kate MacDonald (KM), Michael Brown (MB), Anastasia Dick (AD), Derek Matthews (DM)</p> <p><b>Project Personnel</b> – Deirdre McCue (DMC) – TJH, Kenneth Fyfe (KF) - TJH, Nicola Mitchell (NM)-TJH, Jodie Grant (JG) – TJH, Louise Litchfield (LL) – CNI, Kerry Wastell (KW) – CNI, Gary Briggs (GB) - TJH, Charles McDonald (CMcD) – BCS, Jess Duncan – Minute Taker, Barrie Spring (BS) - facilitator,</p> <p><b>Absent</b> - Emma Scarborough (ES) – TJH, David Rankin (DR)–BCS, Lauren Diamond (LD) – CNI</p>	
	<p><b>Welcome and apologies</b></p> <p>The Facilitator opened the meeting and apologies were noted from:</p> <p>Chris Hansen (CH), Elizabeth Rowland (ER), Diane Curtin (DC), Maria Lawson (ML),</p> <p>Facilitator noted that everyone will be aware of an incident in recent weeks which resulted in the death of a TJH employee. The incident is currently under investigation and will not be discussed any further at this meeting.</p> <p>Facilitator noted she received an email from a CLG member expressing sympathy on behalf of the CLG for the family of the man and asked that the following statement be recorded in the minutes:</p> <p><i>The CLG representatives, on behalf of the Kedron and Gordon Park communities, extend our condolences to the family, friends and work colleagues of Sam Beveridge.</i></p>	
	<p><b>Action items:</b></p> <p><b>Action Item 1: CNI to advise when the information re bus stop locations will be available for presentation</b> CNI advised they had spoken with BrisConnections regarding the layout and the configuration of bus stops. The information will be presented at the next CLG.</p> <p><b>Action Item 2: TJH to continue to monitor haulage trucks to ensure they are covered and displaying the appropriate flags.</b> TJH advised they are continuing to monitor the trucks. CNI noted they have raised the issue with BCC and DTMR in regards to their monitoring and will follow up on information that is provided to them.</p> <p><b>Action Item 3: TJH to contact the member about the right-hand turn at Figgis Street</b> TJH advised they have spoken to DC re the u-turn at Stafford Road and she is happy with the result.</p> <p><b>Action Item 4: CNI to follow up on the possibility of the Co-ordinator General attending an upcoming CLG Meeting.</b> CNI advised they have asked and at this stage the Coordinator General will not be attending but one of his representatives may attend a future CLG Meeting.</p> <p><b>ACTION: CNI to confirm the attendance of a CoG representative at a future date.</b></p>	<p>LL/CMcD</p> <p>JG LL</p> <p>JG</p> <p>LL</p>

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	<p><b>Action Item 5: TJH to review language used in blast notifications</b> TJH advised that the last blast notification had expired the week of the previous CLG. Blasting has now been completed in the area and if there is more blasting to be conducted it will be around the Kedron Central area. A blast notification will be sent out and the language reviewed.</p> <p><b>Action Item 6: CNI and TJH to respond to member with a definition of what ‘respite’ means in the CoG Conditions.</b> CNI advised that respite is referred to in Coordinator General’s Change Report, but was not carried over into the conditions. There is a wide interpretation of respite and it is to be negotiated with the impacted resident. Respite has been more carefully defined in the Legacy Way Conditions.</p> <p><b>A CLG Member asked CNI to confirm the reference to respite.</b> CNI confirmed with the member that respite is detailed in the Change Report, Section 4.5 regarding noise and vibration.</p> <p><b>Member asked what happens with the negotiation procedure.</b> CNI advised this procedure is already in place. While not specified in the conditions, any resident who believes they require respite should contact the TJH hotline. TJH added they do and have provided respite; this is discussed and addressed with residents on an individual basis.</p> <p><b>Member confirmed that it was up to the resident to contact TJH via the hotline and after that the respite is negotiable.</b> CNI confirmed yes, and added that the same escalation policy is in place as for complaints; if residents are not satisfied with TJH’s response they can contact CNI. TJH added they proactively offer relocation to residents that are in areas deemed to be high impact. If complaints are received from residents further away, they can still be temporarily relocated, if required.</p> <p><b>Member noted that she is interested in day time respite.</b> TJH advised that day time respite can be provided, and reiterated that personal circumstances are taken into account.</p> <p><b>Member stated she will inform people who ask her about this procedure to call TJH</b></p> <p><b>A CLG Member noted that when work was suspended recently it was uncannily quiet when he woke up on the Saturday morning.</b></p> <p><b>A CLG Member added she had an immediate physical reaction when the noise started again.</b></p> <p><b>A CLG Member questioned the relevance of the above comment.</b> Facilitator noted the comment was relevant.</p> <p><b>Action Item 7: CNI to contact ML about the noise wall at Perry Street.</b> CNI advised they have contacted the member and provided details of the plans for the noise walls in the Perry Street area.</p>	<p>JG</p> <p>LL</p> <p>KM KW</p> <p>KM</p> <p>LL</p> <p>JG KM</p> <p>LL</p> <p>DMc</p> <p>KM DMc</p> <p>KM</p> <p>MB</p> <p>KM</p> <p>DM BS</p> <p>LL</p>

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## Construction Update

GB

Presentation made by Gary Briggs, Area Manager, TJH.

### Kedron Central Site

- Ventilation works will continue to connect the tunnel to the VSO
- Piling works are complete
- Retaining walls are being built which will become the outbound road structure
- Backfill works behind the Kedron Park Hotel will start in November and will take approximately 8 weeks.
- Bridge decks will be installed over the Brook, piers are already in place for the busway
- It will take about 160 planks and will look the same as the bridges that are in place. There should be about 10 nights of work. Work is expected to begin in late October and will connect the north and south sides of the brook.
- Piling and crane pad to be removed
- Landscaping of the brook area will take some time due to the large rock shaping that will take place. Works will start late this year. TJH hope to have a more detailed landscaping presentation available for the next CLG.
- Draining, lighting and asphalt need to be installed on the bridges – these works are reliant on the completion of the retaining wall so the road alignment can be in place which allows for turning lanes.



**A CLG Member asked if alternative accommodation will be offered during the night works and if the community will be notified in particular the residents in the units close to Amelia Park.**

KM

TJH advised that alternative accommodation will be offered and notifications will be sent out to residents in the immediate area,

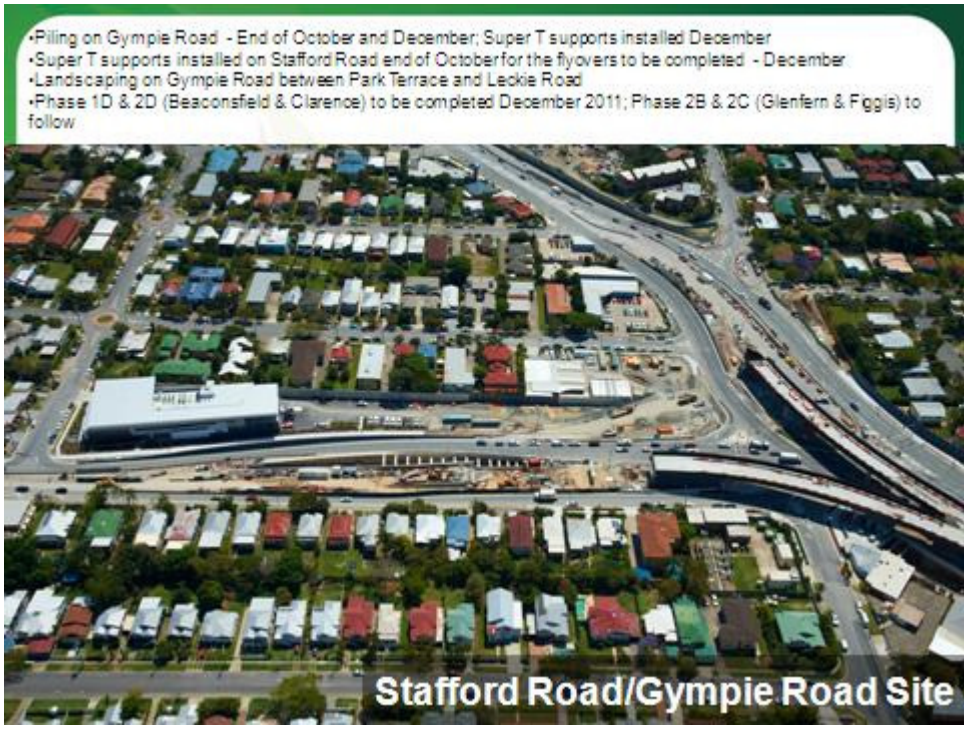
JG

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	<p><b>Stafford / Gympie Road</b></p> <ul style="list-style-type: none"> <li>• Bridge works are structurally complete; parapets and lighting are the next item to be installed</li> <li>• Girders needs to be placed</li> <li>• Piling is finished and headstocks can be seen coming from the ground</li> <li>• Super Ts will be ready by the end of October for Stafford Road. Access is not easy to some areas as piling will be completed in October and December when the southbound entrance from Gympie Road will be created.</li> <li>• Landscaping will take place along Stafford and Gympie Roads, coming down to the footpaths and into Swan Street</li> <li>• Phase 1D/2D of the Stafford Road works will commence on Tuesday / Wednesday next week. Works in Richmond Street are nearly complete. There are some difficult phases coming up, but they are expected to be complete by Christmas</li> <li>• Following 1D/2D, works will begin on Phases 2B and 2C. This involves the temporary closure of half of Glenfern Avenue and Figgis Street and should be complete in early 2012.</li> <li>• Works in the centre of Stafford Road should be complete by February 2012.</li> </ul> <div data-bbox="252 1120 1220 1848">  <p>•Piling on Gympie Road - End of October and December; Super T supports installed December          •Super T supports installed on Stafford Road end of October for the flyovers to be completed - December          •Landscaping on Gympie Road between Park Terrace and Leckie Road          •Phase 1D &amp; 2D (Beaconsfield &amp; Clarence) to be completed December 2011; Phase 2B &amp; 2C (Glenfern &amp; Figgis) to follow</p> <p><b>Stafford Road/Gympie Road Site</b></p> </div> <p><b>A CLG Member asked if the Super T installation at Stafford Road will be night works and when it will take place.</b>              TJH advised yes they will be night works and are scheduled to start around 25-26 October.</p> <p><b>Member asked if there will be a lot of night works.</b>              TJH advised there will be about 5 nights work to install the Super Ts.</p> <p><b>A CLG Member asked how far down Gympie Road the flyover joins the road.</b>              TJH indicated on the slide to the member where the flyover will join the road (approximately</p>	<p>GB</p> <p>KM</p> <p>JG</p> <p>KM</p> <p>GB</p> <p>MB</p> <p>GB</p>
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opposite the Kedron Park Medical Centre).

**A CLG Member asked when the lights, drainage etc are installed on the bridges, if it will be night or day works.**

TJH advised it will be the same type of schedule as recent works on the flyovers. There are some works that are required to take place above Gympie Road. This work will be conducted at night due to the need for lane closures. The work in the centre of Gympie Road will also be undertaken at night.

**Member asked when the night works will start.**

TJH advised some works are already underway and information has been sent out regarding this. TJH advised that it will be at least 2 weeks before the light and drainage night works begin

### Gympie Road

- Traffic switch is in place for southbound lanes and works will be complete between now and Christmas.
- The third pump room has been handed over to MEFT and when they are finished work, TJH will begin on landscaping. This should start before Christmas.
- Permanent bus stops will be installed, with one outside Great Wall Motors.



**A CLG Member asked if there have been any design changes from the original plan in the area from the former Farmer Joe's site and across the road.**

BrisConnections advised there have been some changes, for example, the way the buses exit in front of Farmer Joe's has been changed to provide more flexibility for future works. Also the position of some of the buildings may have changed as the initial plans were only indicative.

**ACTION:** BrisConnections to detail the design changes in the area around Farmer Joe's.

KM

GB

KM

JG  
GB

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AD

CM

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	<p><b>A CLG Member asked if both north and southbound buses will use the tunnel.</b> BrisConnections advised no, this will not happen initially. Northbound buses only will use the Northern Busway north of Stafford Road. Southbound buses will enter the busway from the Stafford/Gympie intersection.</p>	<p>MB CM</p>
	<p><b>A CLG Member asked if this means buses will no longer be using Swan Street.</b> CNI advised that southbound buses will not use Swan Street. CNI are unsure about the eastbound buses on Stafford Road. This information will be covered in next month's presentation. BrisConnections added that in the long term, northbound traffic will use the tunnel; the tunnel was built to accommodate north and southbound traffic.</p>	<p>MB LL CM</p>
	<p><b>A CLG Member asked why southbound buses will not be using the tunnel.</b> BrisConnections advised that there were investigations early on for southbound buses to cross northbound Gympie Road but this was seen as undesirable for safety reasons.</p>	<p>KM CM</p>
	<p><b>Member asked if there will be any immediate benefit of reducing congestion for buses travelling southbound when the busway opens.</b> BrisConnections advised yes there will be a reduction in congestion due to the APL tunnels opening.</p>	<p>KM CM</p>
	<p><b>Member asked if there will be increased waiting time at the Stafford/Gympie intersection as there is an additional phasing to allow buses across into the busway.</b> TJH advised that the phasing for right-hand turns allows the buses to turn left at the same time as traffic is permitted to turn from southbound Gympie Road into eastbound Stafford Road.</p>	<p>KM GB</p>
	<p><b>A CLG Member asked if in the future there will be a slip lane for the southbound buses to access the tunnel.</b> BrisConnections advised yes and that in the future the entrance is more likely to be further north on Gympie Road once the next stage of the busway is complete.</p>	<p>AD CM</p>
	<p><b>A CLG Member noted that there are currently three draft plans for the extension to the busway (Kedron to Bracken Ridge) with an earliest starting date given as 2018.</b></p>	<p>MB</p>
	<p><b>ACTION:</b> TJH to provide a drawing of the busway access at the next meeting</p>	
	<p><b>Busway</b></p> <ul style="list-style-type: none"> <li>• Towers have been installed with the bridge between. The internal fit-out has started.</li> <li>• Two platforms are almost complete, tiling will start soon and be finalised in mid November</li> <li>• Final panels around the portal will be installed in November-December. A crane will be required and pedestrian and traffic control will be in place while lifting is underway.</li> <li>• Construction of the Perry Street noise wall will commence in November – December</li> <li>• CNI advised that phases 1D &amp; 2D of the Stafford Road works will mean changes for the locations of some bus stops on Stafford Road</li> </ul>	<p>JG LL</p>

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**A CLG Member asked if the Kedron Busway Station will use solar panels and water tanks like the stop at RBWH.**

TJH advised they are not sure about Kedron, however water tanks have been installed at the Lutwyche Busway Station.

**ACTION:** TJH to follow up on the use of water tanks and solar panels at the Kedron Busway Station and report back to member.

**ACTION:** TJH to report back to members about the location changes for surface stops during Phases 1D & 2D of the Stafford Road works.

MB  
JG

**Environment Update - Presented by Kenneth Fyfe.**

**Results:**

Dust deposition was monitored at the following locations with no exceedances.

- Erskine Avenue
- Perry Street
- Woolloowin State School
- Kedron State School

Air Quality was monitored at the following locations with no exceedances

- 228 Gympie Road
- Perry Street
- Erskine Avenue
- Kedron State School
- Woolloowin State School

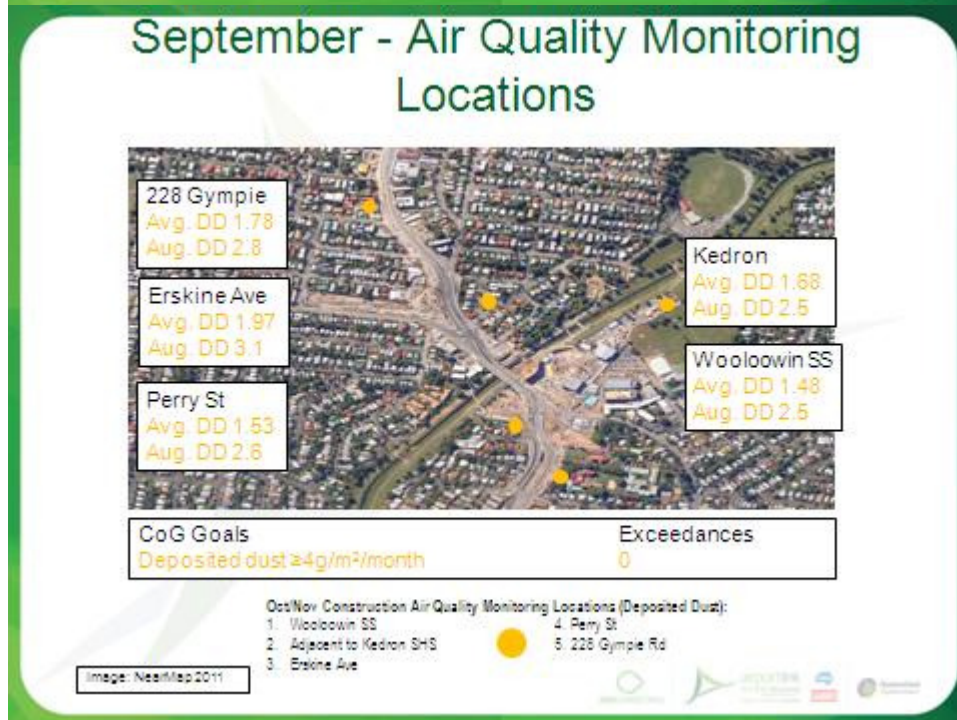
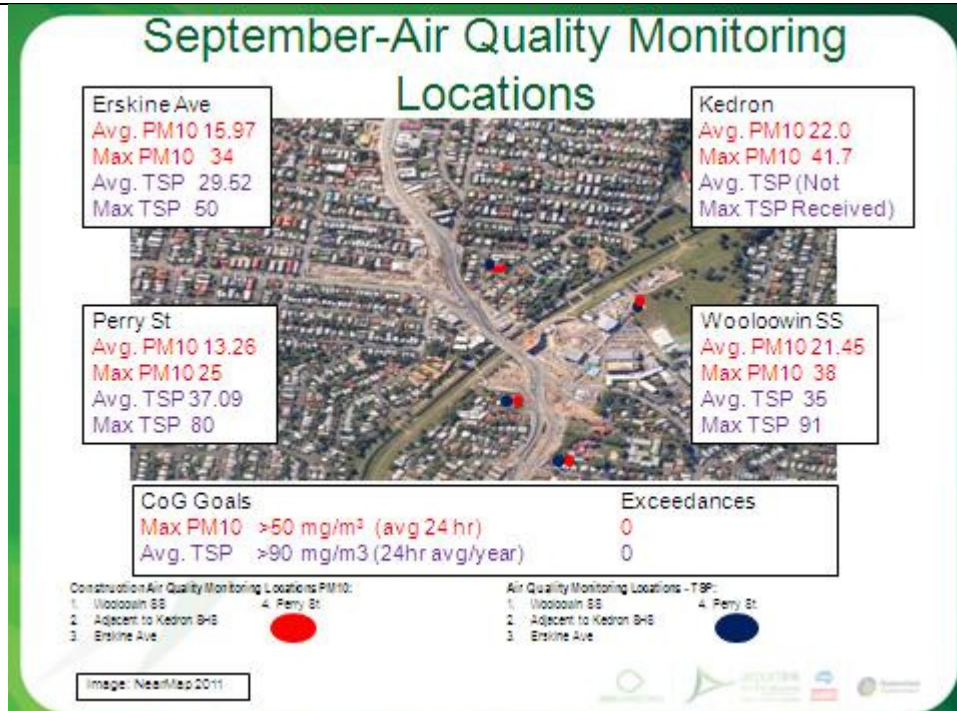
KF

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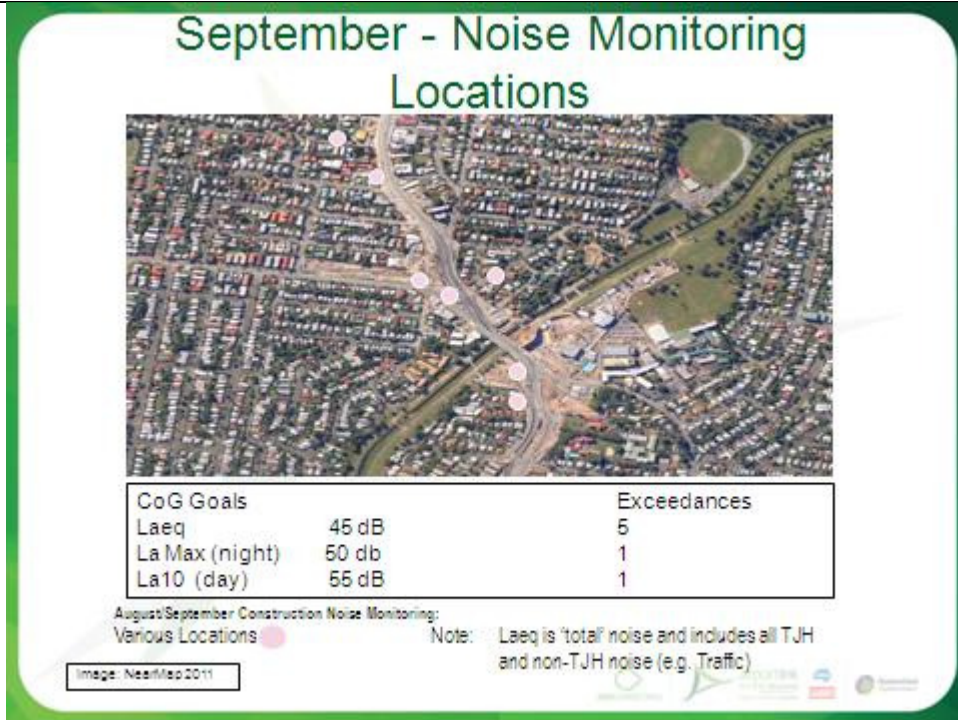
Noise monitoring was conducted at various locations with levels above the daytime goals recorded at a DTMR property at 228 Gympie Road. These levels were caused by a combination of general noise, traffic noise and construction noise. This is an empty house that is used for monitoring.

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Blast monitoring was conducted at various locations with no exceedances



**Discussions:**

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	<p><b>A CLG Member asked about the five exceedances recorded at 228 Gympie Road and asked if residents in the area would have been affected.</b> TJH advised this location has no mitigation as it is not inhabited. Nearby residents would not have been affected as a noise wall has been constructed for mitigation.</p> <p><b>A CLG Member asked if noise monitoring was conducted for night works.</b> TJH advised yes, noise monitoring is conducted every night.</p>	<p>KM KF KM KF</p>
	<p><b>General Business</b></p> <p><b>A CLG Member advised that a neighbour has contacted Stirling Hinchliffe about the closure of the right-turn into Cremorne Road from Gympie Road southbound and Mr Hinchliffe was surprised, as he believed DTMR have previously said it does not need to be closed due to the natural break in traffic that occurs with the lights located further up Gympie Road.</b> CNI advised the current layout is consistent with the final configuration that was released in 2009. CNI understand that DTMR are investigating the installation of a u-turn at the Gympie Road/Stafford Road intersection. This would not be within the scope of the APL project, if successful. Facilitator added that DC asked to be noted as in support of this matter.</p> <p><b>A CLG Member noted the right-turn into Strathmore Street from Gympie southbound is dangerous. People are not reading the sign to merge early enough and are waiting til they are through the intersection to attempt to merge. Member asked if there could be a reduction in the speed limit.</b> CNI advised they have forwarded the member's concerns to DTMR for review and DTMR are looking at the configuration of that intersection. The intersection was flagged in 2009 as a possible area for upgrading.</p> <p><b>A CLG Member noted that a resident had enquired if the recent safety audit included pedestrian and traffic issues or was confined to construction.</b> TJH advised it was confined to construction activities.</p> <p><b>A CLG Member questioned the compliance with the CoG report in relation to the complaints process. Member read from Schedule 3 of the CoG Change Report, July 2008, Appendix 1: A complaints report which delivers prompt response with relevant information provided and action taken where required. Member is concerned complaints seem to disappear, and she wonders if a register was set up so that complaints can be tracked. When the member makes a complaint she is not given a reference number to help track her complaint.</b> Facilitator clarified that the member is looking for a complaints process that is being followed. CNI advised that there are audits conducted every six months to ensure compliance with the conditions. A Complaints Register is in place and the audit looks at this and the complaints made during a selected period. CNI receive daily reports on the complaints and they follow up if they are aware of a complaint that has not been resolved. CNI advised members to make sure they direct emails to CNI and TJH's project addresses, so there is a public record of the complaints and the process taken. From CNI's perspective this condition is being met. <b>Member asked if there is a KPI for the response times and if response times are monitored.</b> TJH advised there are no KPIs specified in the conditions but they have implemented a process with based on best practice adopted on most major infrastructure projects which</p>	<p>MB LL BS MB LL MB DMc KM BS LL KW KM DMc</p>

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	<p>includes a response to verbal complaints within 2 hours and a 5-7 day turnaround to close out any outstanding actions.</p> <p><b>A CLG Member asked how the audit works</b> CNI advised there is a requirement for an audit to be conducted every 6 months. TJH appoint an independent auditor who reviews the conditions and assesses if they are being met. The report is submitted to the CG and CNI who reviews the report, makes any relevant comments and returns the report to BrisConnections. Every condition is looked at and the auditor visits every site. The process takes around 2 weeks.</p> <p><b>Member asked if every single complaint is reviewed or if the process is reviewed.</b> CNI advised the process is audited. TJH added that both the process and a sample of complaints are audited.</p> <p><b>Member asked if the audit was like a spot check or if the process is examined in its entirety</b> TJH advised the audit looks at the process in its entirety and reviews individual complaints in specific areas of the project as determined by the auditor.</p> <p><b>Member asked how the complaints are sent from the answering service to the project.</b> TJH advised that an email is sent the community officer who is on duty immediately from the contact centre. There is a register of calls that have been made to the hotline, including if a caller hangs up. The details are then entered into a database with any subsequent follow up information.</p> <p><b>A CLG Member asked if there was a process in place at the beginning that details the calls that were received, and if TJH can look at what calls are in the system and if they are assigned a log number.</b> TJH advised they are able to assess the status of complaints, but do not assign a number to the calls. The system is not set up as a numerical log, but is structured around individuals, to keep personal records based on the information provided by people rather than just a numerical log.</p> <p><b>Member noted she is concerned about the way the information is being entered and feels there needs to be controls in place.</b>  TJH reiterated that appropriate controls are in place and the entire process has been independently audited a number of times.</p> <p><b>A CLG Member advised she logged at community safety issue about the pedestrian crossing at the intersection of Gympie and Stafford Roads in the left-turn slip lane, travelling eastbound. The crossing is uncontrolled, there are no lights and no lines painted on the road. There is restricted visibility due to the TJH site fencing which the member understands has to be in place for WH&amp;S reasons.</b> <b>A CLG Member added there was an issue with the barriers that were in place, they prevented cars from seeing around the corner and pedestrians from looking down Stafford Road.</b> <b>Facilitator noted that DC also raised this issue.</b> TJH advised that the fencing may not need to be as high as it is and they can investigate the removal of the top section of hoarding.</p> <p><b>A CLG Member noted that she witnessed a TJH employee assisting an elderly lady through that section of road who was clearly confused about where she was going.</b></p>	<p>AD</p> <p>KW</p> <p>AD LL DMc</p> <p>AD</p> <p>DMc</p> <p>KM DMc</p> <p>KM</p> <p>DMc</p> <p>KM</p> <p>DMc</p> <p>KM</p> <p>DMc</p> <p>KM</p> <p>MB</p> <p>BS GB</p> <p>AD</p>
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	<p><b>ACTION:</b> TJH to look into the site fencing at the Gympie / Stafford Road intersection.</p> <p><b>A CLG Member advised there are issues with crossings in general. Some of the poles have been fenced off, which has restricted access to the pedestrian buttons</b> TJH advised there is an opening in the fences for people to press the buttons and the fences are in place to help pedestrians navigate the area as the ground is uneven. <b>Member asked if someone in a wheelchair could access the button.</b> TJH advised they are unsure; they may need to move a side fence to provide additional space.</p> <p><b>A CLG Member advised she was approached by a resident about the process of naming the bridges in Kedron. The resident had interpreted the Minutes from a previous meeting to mean that the Member had asked for a bridge to be named after her. Member asked for it to be noted in the minutes that she does not want one of the bridges named after her, she merely wondered what the process would be</b> Noted.</p> <p><b>A CLG Member asked about the marble plaques that were removed from the old bridge and asked if there has been any decision made on what will be done with them.</b> CNI advised they have sent pictures to BCC to ask if they can be placed in Amelia Park but have not yet received a response.</p> <p><b>ACTION:</b> CNI to look into where the marble plaques will be located at the end of the project.</p> <p><b>A CLG Member asked if the membership of the Kedron CLG can be looked at, as she has a resident in Gordon Park who is interested in joining. There is to be a maximum of 10 members with the conditions requiring one person each from KSHS and WSS invited; however it does not state a position must be held for these schools. There has been no response from the principal at KSHS and there is also the spot that was left vacant by Col Harrington. The member feels that Gordon Park is under represented. A CLG Member confirmed there is only one representative from Gordon Park.</b> Facilitator advised she would look at the membership issue and asked the member to have the interested resident contact her.</p> <p><b>ACTION:</b> Facilitator to look into membership issues at Kedron CLG.</p> <p><b>A CLG Member asked for clarification on the Cremorne Road issue and how it was inconsistent with the final information.</b> CNI advised that two newsletters were issued as part of the DTMR investigations - one was sent out midway through the process and the second one detailed the outcome. The second stated which streets would have right-turns and clarified that the right-turn into Cremorne would be closed in the long term. <b>Member asked if at this time there will not be a right turn into Cremorne Road.</b> CNI advised no, not as a part of this project. CNI understands that DTMR have reconsidered this decision and it may be reinstated but not as a part of this project. <b>Member asked if it was a result of the contact with Mr Hinchliffe</b> CNI advised there has been a lot of contact about this issue.</p> <p><b>A CLG Member noted that he has had reports of Airport Link workers parking in the Kedron Park Medical Centre car park. The person who witnessed this did not get a number plate.</b></p> <p><b>A CLG Member advised that residents are concerned about dust travelling and landing</b></p>	<p>KM</p> <p>GB</p> <p>KM</p> <p>GB</p> <p>KM</p> <p>BS</p> <p>DM</p> <p>LL</p> <p>KM</p> <p>AD</p> <p>BS</p> <p>AD</p> <p>LL</p> <p>AD</p> <p>LL</p> <p>AD</p> <p>LL</p> <p>DM</p> <p>DM</p>
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Location:	Visitor Information Centre, Lutwyche	Date:	12 October 2011	Time:	6:30pm

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	<p><b>in the avenues. Member has advised concerned residents to contact the hotline.</b></p> <p><b>A CLG Member advised that some of the doctors at the Kedron Park Medical Centre are concerned at the lack of easy access to the practice particularly from Gympie Road. The medical centre is an essential service to the area</b> CNI advised there have been discussions about the access</p> <p><b>A CLG Member advised that while he was not at the last meeting, he would like it reiterated that the Facilitator is in charge.</b> Facilitator advised that the issues arising from last month's meeting have been addressed.</p> <p><b>A CLG Member asked DM to elaborate on the issue of access to the Kedron Park Medical Centre.</b> DM advised that when you are travelling southbound you can no longer easily access the centre. He said that recently when there was a fire at the Kedron site, they had trouble accessing the Medical Centre. CNI added that the Medical Centre is working hard to ensure there is good access to their site.</p> <p><i>(TJH clarified that there was no issue with injured workers accessing the Medical Centre during the recent fire – two were taken to hospital immediately, and two others later visited to the Medical Centre for minor treatment).</i></p> <p><b>A CLG Member noted there are big signs that make it clear that Strathmore Road is open and should be used to access the Medical Centre.</b></p> <p><b>A CLG Member advised that he was happy with the large signs on Strathmore Street they are helpful for the community.</b></p> <p><b>A CLG Member noted that there are residents and motorists that ignore the signs as well.</b></p> <p><b>A CLG Member asked if Leckie Road will be temporarily closed and if you will still be able to exit onto Gympie Road</b> TJH advised that it is only the left-turn from southbound Gympie Road into Leckie Road that will be temporarily closed; you will still be able to exit onto Gympie Road.</p> <p><b>A CLG Member asked if CNI think the Medical Centre will have a favourable outcome regarding the installation of a u-turn at the Gympie/Stafford intersection</b> CNI advised that there is a lot of work underway to try and get a positive outcome for the Medical Centre.</p> <p><b>A CLG Member noted that although this question is outside the area she would like confirmation that when buses are coming from the hospital (RBWH), they will come across the new flyover and onto Bowen Bridge Road.</b> BrisConnections advised yes, that was always the plan. There is a connection from the hospital across Bowen Bridge Road to the bus stop on Federation Street, the buses then travel on the surface until Truro Street</p> <p><b>Member asked if buses will be sharing lanes with cars on Bowen Bridge and Lutwyche Roads.</b> BrisConnections advised there are some sections where this will occur but there will also be some dedicated bus lanes. CNI added that busway planning is not linear. Planners look at the worst pinch points for traffic</p>	<p>DM LL</p> <p>DM BS</p> <p>AD DM LL</p> <p>DMc</p> <p>MB</p> <p>DM</p> <p>MB</p> <p>KM JG</p> <p>AD LL</p> <p>KM CM</p> <p>KM CM</p>
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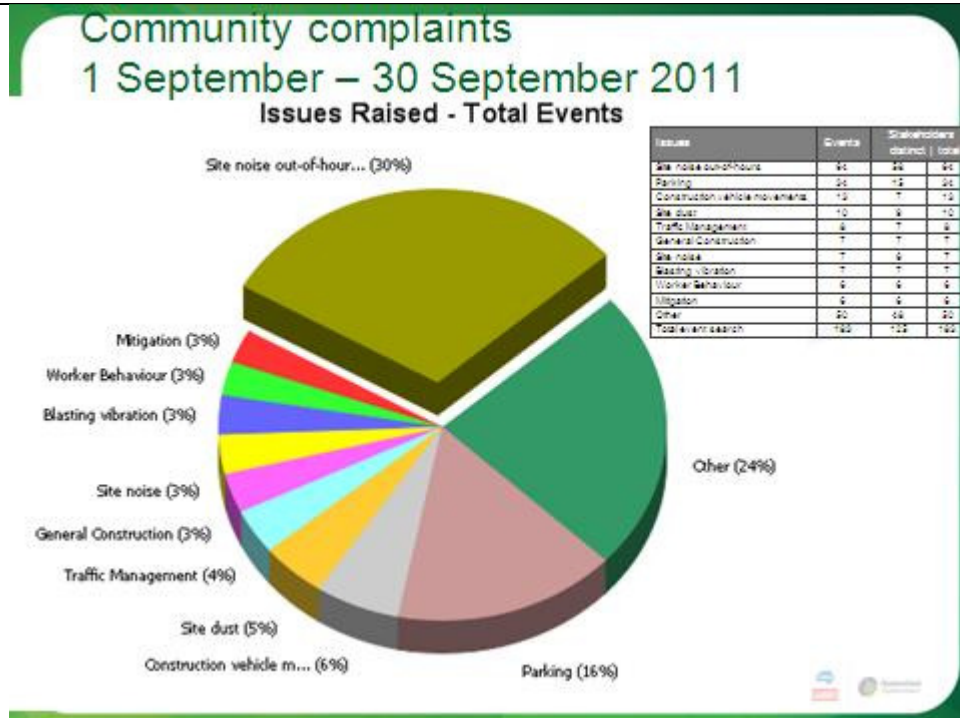
	<p>and address those first. The South-Eastern Busway was built all at once but the Northern Busway is not as simple.  <b>Member noted there is confusion in the community about where the bus stops are and how to access the tunnels. People think the busway is underground from Lutwyche to the flyovers on Gympie Road. Member feels it would be good to get additional information into the community.</b></p>	<p>LL KM</p>												
	<p><b>Community Relations Update – Presented by Jodie Grant</b></p> <p><b>Community Feedback:</b></p> <ul style="list-style-type: none"> <li>• There were 183 Complaints for September</li> <li>• There were 105 Issues/Enquiries for September</li> <li>• A majority of complaints stemmed from site noise out-of- hours and road conditions. Residents were relocated when necessary</li> </ul> <div data-bbox="252 1021 1219 1736" style="border: 2px solid green; padding: 10px;"> <p><b>Community feedback</b> 1 September – 30 September 2011</p> <table border="1" style="width: 100%; border-collapse: collapse; text-align: center;"> <thead> <tr style="background-color: #92d050;"> <th>Community feedback</th> <th>Total for July</th> <th>Total for August</th> <th>Total for September</th> </tr> </thead> <tbody> <tr> <td>Complaints</td> <td>105</td> <td>139</td> <td>183</td> </tr> <tr> <td>Issues/enquires</td> <td>52</td> <td>88</td> <td>105</td> </tr> </tbody> </table> </div>	Community feedback	Total for July	Total for August	Total for September	Complaints	105	139	183	Issues/enquires	52	88	105	<p>JG</p>
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## Kedron Community Notifications:

**Eight notifications were distributed in Kedron during September including:**

- Kedron – Construction and Services Update
- Stafford Road widening works
- Gympie Road widening works
- Gympie Road Flyovers
- Gympie and Stafford Road intersection works
- Service installation on Stafford Road – Its and telecommunications

*A total of 12,400 notifications*

## Doorknocks regarding:

- Gympie Road widening works/Sadlier Street Closure
- Stafford Road service works
- Footpath re-instatement works – these were to commence along Kedron Park Road but have been delayed. Works should start next week and relocation has been offered to affected residents.

## Other activities:

Mitigation was proactively offered, including temporary relocation during night works as appropriate



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	The Community and Environment Teams continue to organise dust and noise monitoring in the precinct	
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**Next Meeting:**

**Location:** Visitor Information Centre, Lutwyche      **Date:** 9 November 2011      **Time:** 6.30pm