

Airport Link Monthly Report

Community enquiries & complaints

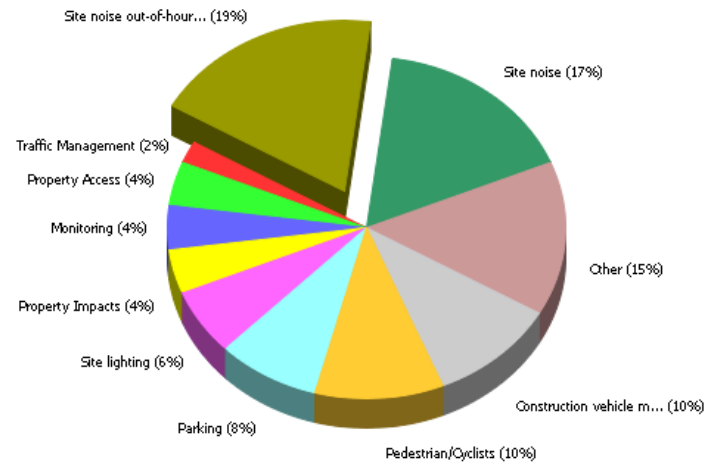
October 2011

Bowen Hills precinct

Community Feedback

Community Feedback	October	September
Complaints	38 from 20 stakeholders	<i>54</i> from 35 stakeholders
Enquiries/Issues	20	<i>30</i>

Summary of October complaints



Precinct Summary

The main issues raised by the community this month in the Bowen Hills precinct related to noise from special circumstances out-of-hours work, day time site construction activities, worker parking and pedestrian access issues during work for the footpath upgrades on Lutwyche Road and O'Connell Terrace.

The Community Relations Team (CRT) continues to notify residents about work which must be undertaken at night due to lane closures on arterial roads. Temporary relocation continues to be offered to impacted residents, as appropriate.

The CRT liaised with businesses and installed directional signage for pedestrian access on Lutwyche Road and O'Connell Terrace during the footpath upgrade works.

During the month the CRT continued to liaise with residents about the backfill operation and landscaping activities to create the Bowen Hills hill-top park, including coordination of property mitigation where appropriate.

Extensive communications have been undertaken to ensure motorists are informed of upcoming traffic changes in the precinct. This includes SMS alerts, website updates and road-side signage. Thiess John Holland (TJH) continues to encourage motorists to subscribe to the SMS alert service for notification of changed traffic conditions.

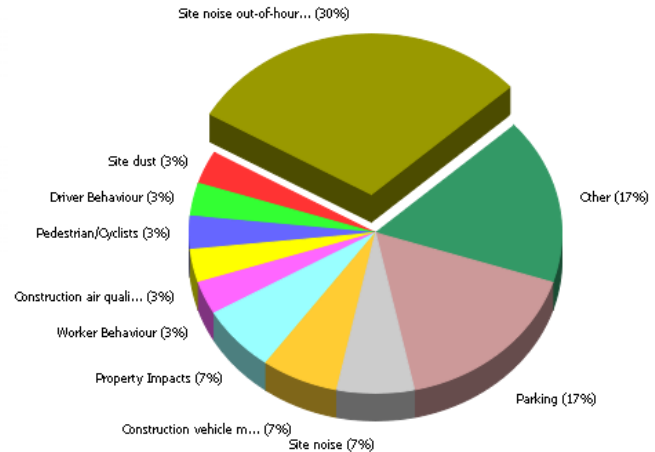
Noise, dust and vibration monitoring is ongoing to help determine potential impacts and to ensure compliance with the Coordinator General's requirements.

Lutwyche/Windsor precinct

Community Feedback

Community Feedback	October	September
Complaints	24 from 11 stakeholders	38 from 27 stakeholders
Enquiries/Issues	23	12

Summary of October complaints



Precinct Summary

Key issues raised in the Lutwyche Windsor precinct during October related to workforce parking, general site noise and noise from special circumstances out-of-hours work.

The Community Relations Team (CRT) continues to keep the community up-to-date regarding the construction program through various methods such as notifications, phone calls and doorknocks.

Thiess John Holland (TJH) continues to reinforce appropriate behaviour to workers in relation to worker parking through pre-start meetings, windscreen flyer drops, street signage and communication with construction management.

The CRT continues to work with the Construction Teams to ensure that dust mitigation is regularly reviewed and additional measures are adopted as required. Regular hosing was undertaken on site whilst excavation work was taking place, particularly at Clark Park this month.

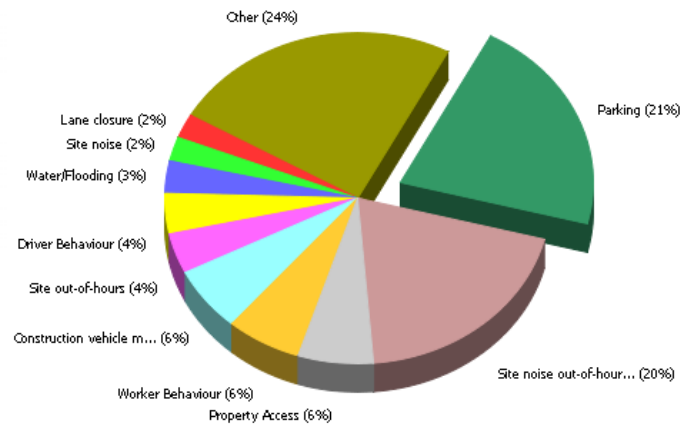
Noise, dust and vibration monitoring is ongoing near the worksites to help determine potential impacts and to ensure compliance with the Coordinator General's requirements.

Kedron precinct

Community Feedback

Community Feedback	October	September
Complaints	92 from 60 stakeholders	<i>182</i> from 125 stakeholders
Enquiries/Issues	136	<i>105</i>

Summary of October complaints



Precinct Summary

Key issues raised by community members during October in Kedron related to worker parking, noise from special circumstances night work, construction vehicle movements and property access issues.

The Community Relations Team (CRT) liaised with local residents and businesses regarding work around the precinct during the month, with a particular focus on Stafford Road widening work including the temporary closure of Beaconsfield Terrace and Clarence Road and the temporary closure of Sadlier Street as part of the Gympie Road widening work.

Noise and dust monitoring is ongoing near the worksites and at residential properties in Kedron to help determine potential impacts and to ensure compliance with the Coordinator General's requirements. Mitigation is being offered to impacted residents as required.

The CRT offered temporary relocation to residents impacted by night work, as appropriate. In particular special circumstances night work on Stafford and Gympie Roads. The CRT is also continuing to work with the Construction Teams to minimise impacts from night work wherever possible, through initiatives such as the positioning of equipment to help reduce noise and reinforcing with work crews to be quiet as they arrive at site.

The CRT continues to liaise with local businesses within the Kedron precinct, in particular with businesses south of Sadlier Street, regarding the widening work on Gympie Road and associated impacts. Promotional materials have been prepared and distributed, as required.

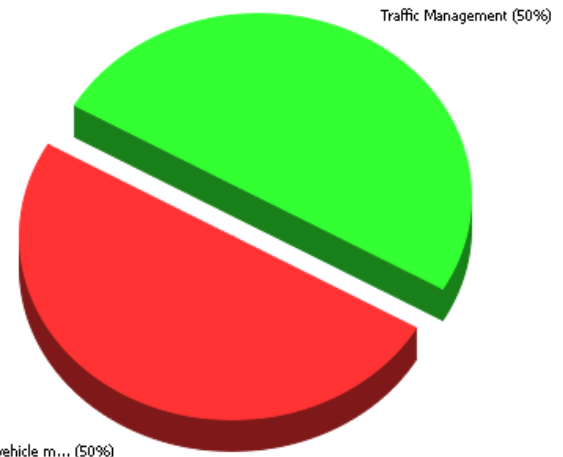
The CRT continues to monitor worker parking in the area with regular parking patrols, communication with construction management and workforce, and windscreen flyer drops.

Wooloowin precinct

Community Feedback

Community Feedback	October	September
Complaints	1 From 1 stakeholder	1 from 1 stakeholder
Enquiries/Issues	5	3

Summary of October complaints



Precinct Summary

Thiess John Holland has commenced the decommissioning of the Wooloowin Worksite. A notification advising the activities that will take place during this final phase of the worksite has been distributed to Wooloowin residents, in addition to a doorknock of homes and businesses within close proximity to the worksite.

Thiess John Holland (TJH) also presented details of the decommissioning plan to the Community Liaison Group at the October meeting and held a Community Information Session on Saturday 8 October 2011.

TJH has carried out a detailed predictive noise modeling process and has identified suitable mitigation opportunities within the site.

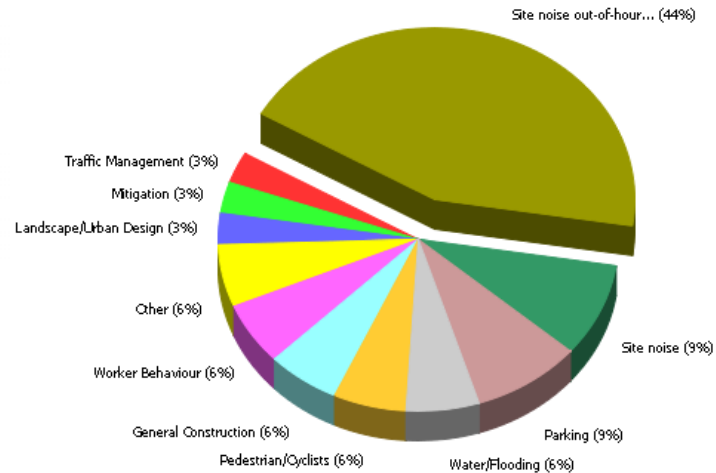
Traffic control is in place at the worksite gates to manage construction vehicles in and out of the worksite. This includes liaison with pedestrians moving through the area when the gates are operating.

Toombul precinct

Community Feedback

Community Feedback	October	September
Complaints	30 from 19 stakeholders	29 from 17 stakeholders
Enquiries/Issues	29	23

Summary of October complaints



Precinct Summary

The greatest source of community concern in the Toombul precinct during October was in relation to noise from special circumstances night work, particularly those underway along Sandgate Road. The Community Relations Team (CRT) continues to provide residents with regular notifications about the nature of activities being carried out. Short-term relocation is proactively offered to residents who are directly affected by the work, as appropriate.

Feedback about worker parking has decreased this month as Thiess John Holland (TJH) continues to advise employees of appropriate parking during site inductions, by proactively monitoring parking behaviours, the distribution of flyers and regular internal communication.

TJH has received feedback and enquiries from residents within close proximity to the Eagle Junction Creek following a recent rain event. TJH has undertaken extensive hydrology modeling to develop flood mitigation strategies. The purpose of this process is to ensure that existing flood issues are not made worse as a result of the Airport Link project. These models are subject to review and approval by relevant government agencies prior to their implementation.