

Airport Link Monthly Report

Community enquiries & complaints

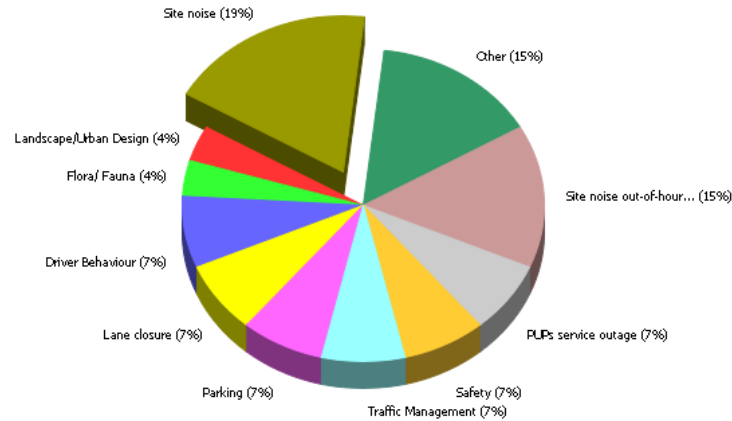
December 2011

Bowen Hills precinct

Community Feedback

Community Feedback	December	November
Complaints	24 from 16 stakeholders	22 from 13 stakeholders
Enquiries/Issues	27	22

Summary of December complaints



Precinct Summary

The main issues raised this month in the Bowen Hills precinct related to noise from day time site construction activities and special circumstances out-of-hours work. Concerns have also been raised about workers parking in local streets and residential water outages during activities to fill the tunnel fire deluge tanks.

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

During the month the CRT continued to liaise with residents about work to complete the new hill-top park and Mann Park playground, including the coordination of property mitigation where appropriate.

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

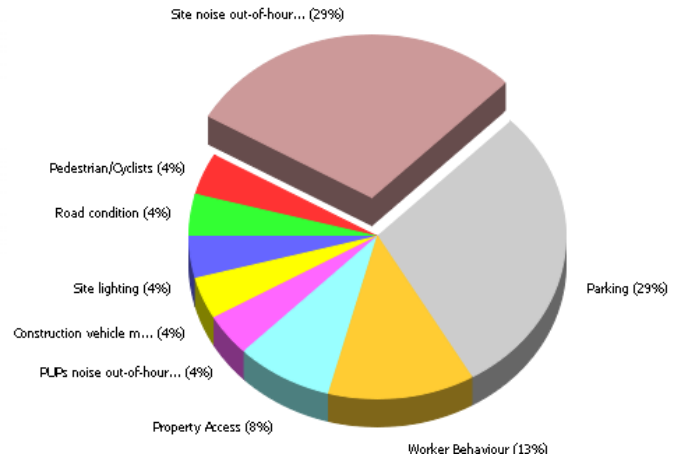
TJH continues to reinforce with its workforce the parking facilities available in Cartwright Street to minimise impacts on local residents.

Lutwyche/Windsor precinct

Community Feedback

Community Feedback	December	November
Complaints	21 from 15 stakeholders	45 from 36 stakeholders
Enquiries/Issues	18	29

Summary of December complaints



Precinct Summary

Key issues raised in the Lutwyche Windsor precinct during December related to workforce parking 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. Temporary relocation has been offered to residents impacted by night work, as appropriate.

During the month the CRT continued to liaise with residents about work to reinstate footpaths across the precinct. This included impacts to driveway access for properties on Truro Street.

Thiess John Holland (TJH) continues to reinforce appropriate behaviour to workers in relation to parking through pre-start meetings, windscreen flyer drops, street signage and communication with construction management. The team has also contacted Brisbane City Council regarding instances of illegal parking.

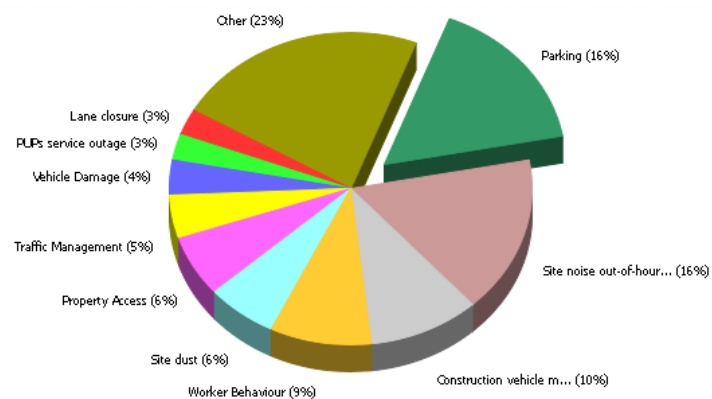
Noise, dust and vibration monitoring is ongoing near the worksites to help determine potential impacts and to ensure compliance with the Coordinator General's requirements.

Kedron precinct

Community Feedback

Community Feedback	December	November
Complaints	90 from 57 stakeholders	82 from 51 stakeholders
Enquiries/Issues	142	133

Summary of December complaints



Precinct Summary

Key issues raised by community members during December in the Kedron precinct related to workforce parking, noise from special circumstances night work and construction vehicle movements.

This month the Community Relations Team (CRT) continued to liaise with local residents and businesses, with a particular focus on Stafford Road widening work, including the re-opening of Beaconsfield Terrace and Clarence Road, and the closing of Figgis Street, Glenfern Avenue and Bradley Avenue as part of the next stage of work.

The CRT also liaised with local residents and businesses in relation to the Gympie Road widening work including the temporary closure of Leckie Road, along with the left hand turn into Cremorne Road from Gympie Road. Promotional materials have been prepared for businesses and are distributed as required.

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 during the month, as appropriate.

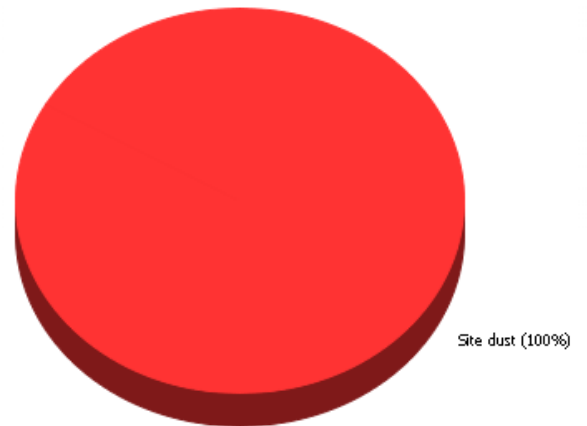
The CRT continues to monitor worker parking in the area with regular parking patrols, communication with construction management and workforce, and windscreen flyer drops.

Wooloowin precinct

Community Feedback

Community Feedback	December	November
Complaints	1 From 1 stakeholders	0 from 0 stakeholders
Enquiries/Issues	1	3

Summary of December complaints



Precinct Summary

Thiess John Holland (TJH) received one complaint this month at the Wooloowin Worksite regarding dust. Air quality monitoring within close proximity to the worksite is ongoing and continues to demonstrate compliance with the relevant project conditions.

Decommissioning of the Wooloowin Worksite is progressing. TJH distributed an updated community notification this month advising of the program of work during this final phase of the worksite.

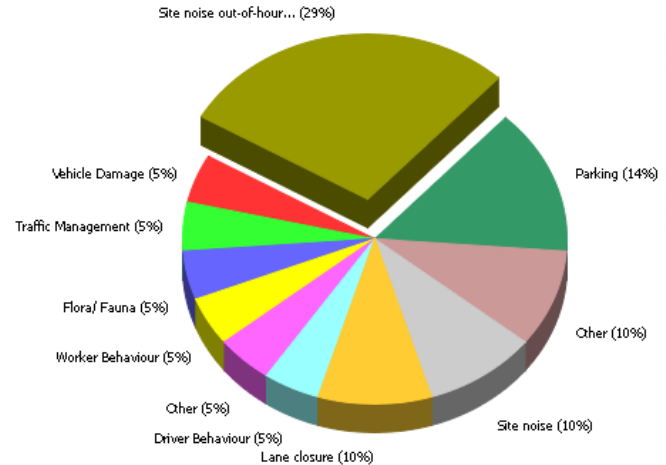
Environmental monitoring for air quality, noise and vibration continues to be carried out throughout the final phase of construction.

Toombul precinct

Community Feedback

Community Feedback	December	November
Complaints	20 from 19 stakeholders	38 from 24 stakeholders
Enquiries/Issues	18	41

Summary of December complaints



Precinct Summary

Thiess John Holland (TJH) is currently working to address resident concerns about increased parking in Alma Road. While TJH is not able to physically remove vehicles it continues to encourage personnel to use parking areas provided by the project.

Complaints were received this month regarding lane closures and detours during night work affecting access to the airport. Motorists are encouraged to register for SMS alerts of changed traffic conditions and to observe changed traffic and directional signage in place during roadwork.

A member of the Toombul Community Liaison Group (CLG) advised TJH of noise issues relating to night work being carried out along East West Arterial Road. In response to issues relating to noise during night work, TJH assesses reasonable and practical mitigation measures which in some cases may include short term relocation during the work.

Following the completion of roadway connections from East West Arterial Road to the tunnel portal, construction vehicles are increasingly using this route to access the worksite reducing the use of the Widdop Street off-ramp and local roads.

TJH continues to undertake environmental monitoring across the precinct to ensure compliance with the Coordinator General's goals for the project.