

# Airport Link Monthly Report

## Community enquiries & complaints

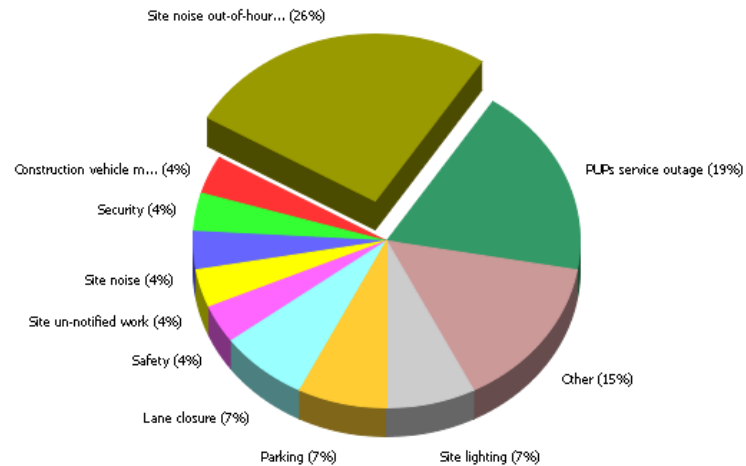
January 2012

## Bowen Hills precinct

### Community Feedback

Community Feedback	January	December
<b>Complaints</b>	<b>24</b> From 14 stakeholders	<b>24</b> from 16 stakeholders
<b>Enquiries/Issues</b>	<b>20</b>	<b>27</b>

### Summary of January complaints



### Precinct Summary

The main issues raised this month in the Bowen Hills precinct related to noise from night time special circumstances work. Concerns have also been raised about 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.

Thiess John Holland continues to construct the project as per approved designs, and is working with Queensland Urban Utilities to ensure activities to fill the fire deluge tanks have minimal impact on residential water supply.

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

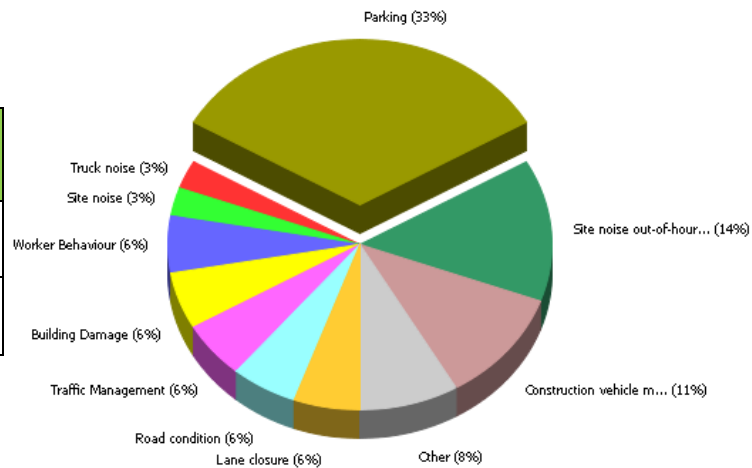
Extensive communication has been undertaken to ensure motorists are informed of upcoming traffic changes in the precinct. This includes SMS alerts, website updates and road-side signage. TJH continues to encourage motorists to subscribe to the SMS alert service for notification of changed traffic conditions.

## Lutwyche/Windsor precinct

### Community Feedback

Community Feedback	January	December
<b>Complaints</b>	<b>31</b> From 24 stakeholders	<b>21</b> from 15 stakeholders
<b>Enquiries/Issues</b>	<b>17</b>	<b>18</b>

### Summary of January complaints



### Precinct Summary

Key issues raised in the Lutwyche Windsor precinct during January related to workforce parking and noise from night work.

The 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 and landscaping across the precinct, and ensure that any driveway impacts were as minimal as possible.

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.

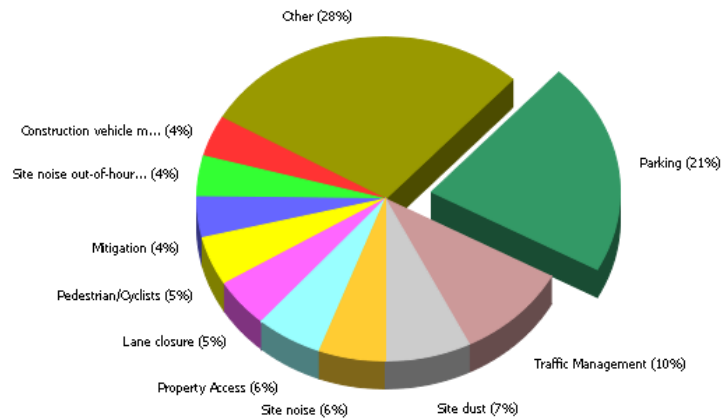
Noise, dust and vibration monitoring is ongoing near the worksites to help determine potential impacts and to ensure compliance with the Coordinator General's requirements.

## Kedron precinct

### Community Feedback

Community Feedback	January	December
Complaints	<b>88</b> From 62 stakeholders	<b>90</b> from 57 stakeholders
Enquiries/Issues	<b>133</b>	<b>142</b>

### Summary of January complaints



### Precinct Summary

Key issues raised by community members during January in the Kedron precinct related to workforce parking and site dust.

This month the Community Relations Team (CRT) continued to liaise with local residents and businesses, with a particular focus on the Stafford and Gympie Road widening work. Work on Stafford Road currently involves the closure of Figgis Street, Bradley Avenue and the partial closure of Glenfern Street.

Noise and dust monitoring is ongoing near the worksites and at residential properties in Kedron to help determine potential impacts and assess 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.

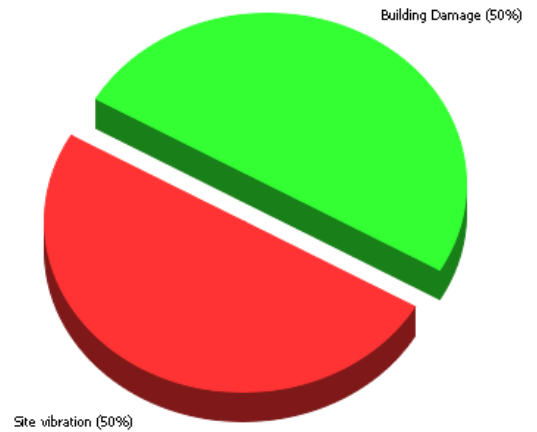
The CRT continues to monitor worker parking in the area with regular parking patrols, communication with construction management and workforce, and windscreen flyer drops. Brisbane City Council and the Police have also been contacted in relation to vehicles parked illegally.

## Woolloowin precinct

### Community Feedback

Community Feedback	January	December
Complaints	1 From 1 stakeholders	1 From 1 stakeholders
Enquiries/Issues	2	1

### Summary of January complaints



### Precinct Summary

TJH door knocked residents to provide status updates of the worksite's demobilisation.

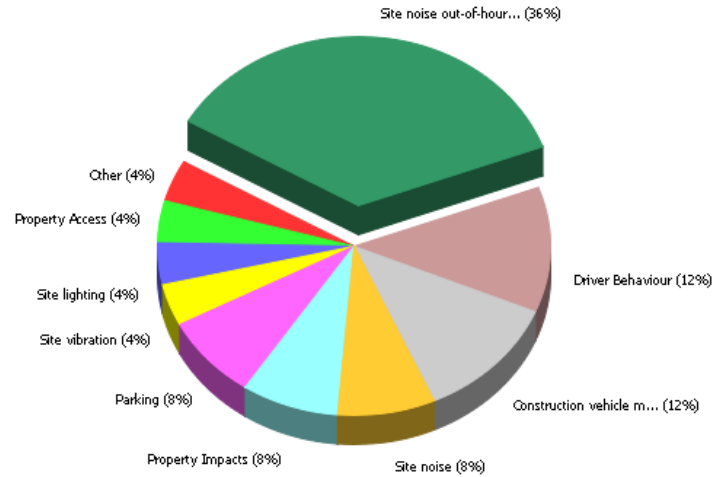
The planter boxes positioned on the noise barrier have been donated to the Woolloowin State School.

## Toombul precinct

### Community Feedback

Community Feedback	January	December
<b>Complaints</b>	<b>23</b> From 17 stakeholders	<b>20</b> from 19 stakeholders
<b>Enquiries/Issues</b>	<b>14</b>	<b>18</b>

### Summary of January complaints



### Precinct Summary

Thiess John Holland (TJH) received several complaints regarding parking. The Community Relations Team (CRT) is currently working to address these concerns, particularly regarding increased parking in Wongara Street.

Truck movements along local roads will continue to increase during the demobilisation and reinstatement of the Toombul area. TJH is working to minimise the impact and ensure appropriate driver behavior during this time.

TJH continues to provide regular updates about special circumstances work along Sandgate Road, East West Arterial and Widdop Street. The CRT continues to offer temporary relocation to impacted residents, as appropriate.

TJH continues to carry out environmental monitoring to assess compliance with the Coordinator General's conditions.