

Deception Bay Road Interchange Upgrade

Communications activity report

20/11/2020 – 27/11/2020

Approvals status – Department of Transport and Main Roads

CCP005 – Vegetation clearing	Vegetation clearing	Approved	Email to stakeholders Letterbox drop complete No feedback from stakeholders
CCP004 – Traffic Changes	Traffic changes, barrier install and reduced speed limits	Approved	Email to stakeholders No feedback from stakeholders
CCP04A – Exit Ramp Detours	Exit Ramp Detours	Maps updated 29/10	Email to stakeholders 12/11 Email to Translink 12/11
CCP006 – Nightworks	Drainage and Earthworks	Submitted 29/10	Email to stakeholders Letterbox drop complete
CCP007 December Update	December update	Approved 27/11	To be distributed Monday 30 November

Key communication and community engagement activities

Notification distribution this week

Document Title	Stakeholders impacted	Distribution date

Summary of weekly engagement activity

- Liaison with stakeholder to provide traffic control on property access for one day
- Meeting with Mackay and Sons with BMD Traffic Manager to discuss turning circle and distances to planned signals
- Meeting with Arethusa College to discuss remediating back driveway access for use during driveway closure and student safety with kids crossing the bridge on scooters and walking on Eastern Service Road
- Weekly moving schedules issued by house removal companies
- Complaint received from road user that was yelled at during night shift. Direct liaison with stakeholder and BMD team to close this out.
- Damage to stakeholder's fence – reviewed onsite and repaired during night shift. Discussions continuing for final fence fix and final design in this area
- Liaison with stakeholder for traffic controller on driveway and emptying bins
- Liaison with David Wright over night shift incident with house move.

Upcoming key activities

- Piling media event planned for 7-8 December
- Vegetation clearing – progressing into December
- Old Gympie Road nightworks to 11 December – no complaints received to 1800 or email
- Dilapidation surveys ongoing
- December update to be distributed 30 November

General communication comments

- Developing media runsheet for upcoming event including safe movement of politicians and media to appropriate location onsite.
- Proactive communication ongoing with stakeholders to advise of upcoming works and general check in
- Stakeholders (College, ATP and resident) praised BMD for quick response to queries and genuine care for stakeholders.
- Finalising timelapse camera locations
- Stakeholders have called to congratulate the team on quick and professional response to calls.

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Communications Monthly Report

October 2020

Key communication activities

- Weekly team meeting with TMR
- Community Liaison Plan updated and approved
- Forward planning matrix and development of CCPs
- Follow up of dilapidation surveys with residents – surveys continue
- Meetings with key stakeholders – see full report below
- Issued CN04 Traffic Barrier Installation
- Issued CN05 Vegetation Clearing

Complaints or issues raised

Date / Type	Stakeholder	Complaint	Action
20 October Approach in field Phone call in	C Anchee	Pipe deliveries in front of property	Will ensure we give advance notice of future deliveries via phone and pipe will be moved.

Media and social media opportunities

N/A

Key achievements

- Reached agreement with family of Tallowood Memorial on how it would be protected during construction
- Agreed process with House Removal Companies on communication process when moving houses

Upcoming activities

- Barrier installation and speed reductions as per CCP04 starting 1 Nov
- Vegetation clearing as per CCP05 starting 8 Nov
- Drainage and earthworks – nightworks starting Nov 10 as per CCP06
- Piling and earthworks – several areas – dayworks as per CCP06

Stakeholder Consultation Report – October 2020

Event Type	Event Date	Stakeholders	Team Members	Summary	Stakeholder Comments	Team Response
Phone call out	30/10/2020 0:00	Scott Tickner	Beth Burgess	Protection of Tallowood Drive memorial	Would like the memorial to stay in place and is happy for it to be completely covered and blocked for 2 years as a result. Stakeholder would like us to provide a photo once it is covered via SMS message so he can communicate with his large family that it has been covered to protect it.	Explained it would be concrete barrier or the like and the memorial would not be visible in anyway and unable to visit.
Meeting_Other	30/10/2020 0:00	Sally Wright	Beth Burgess	Meeting with stakeholder to discuss schedule of activity	Discussed upcoming nightworks and upcoming deliveries including exact route and sizes	Discussed best communication channels for tow way flow of information from both parties.
Meeting_Other	30/10/2020 0:00	Daniel Mikus	Beth Burgess	Met with Talia (property owner) and John (father in law) to set through upcoming nightworks and access requirements	Understood works that would be taking place and that barriers and gravel would be installed for access during these works.	Provided full outline of works.

Meeting_Other	29/10/2020 0:00	Mick Cross, Marian Revermann	Beth Burgess	Met with College to talk through forward plan of upcoming works	Agreed dates for Deception Bay Rd driveway closure from 2nd Dec until 18 January and that all other vehicles during this time can use the Tallowood Drive entry. The College will communicate with the school community and provide them the 1800 number if needed	Upcoming works Will provide ongoing communication via email
Phone call out	27/10/2020 0:00	Daniel Mikus	Beth Burgess	Spoke to stakeholder to arrange a meeting to discuss upcoming nightworks outside property.	Stakeholder is currently working away but arranged a meeting with his wife and father in law in hi absence.	
Meeting_Other	21/10/2020 0:00	Kerry Myatt	Beth Burgess	Meeting with stakeholder to understand operations of the nearby lawn cemetery	Can be 4 burials per day but it is usually 2. There can be up to 100 guests and vehicles. Parking down Tallwwod Drive and on Deception Bay Road Struggle already with queuing in Deception Bay Rd.	Will continue to provide works updates

Meeting_Other	21/10/2020 0:00	Rita Maree Lenton	Beth Burgess	Met with stakeholder to provide project overview and understand any potential impacts or concerns.	Operate until 10pm each day and need power at all times - they have a backup generator. Crematorium can have up to 5 services a day and lawn cemetery can have 6 burials. Parties can be over 100 people and they park all the way down Tallwood Drive and on Deception Bay Rd for large groups.	Will continue to stay in touch and provide updates of works, They will communicate with all their providers.
Meeting_Other	21/10/2020 0:00	Zoe Vines	Beth Burgess	Introduction meeting to understand stakeholder needs for project	Use Deception Bay Road exit for all house removals Vehicles are 8.5m wide and can lift to 2.7m high to go over roadside barriers. All trucks are 40 tonne. Have four planned moves each week planned a month in advance. Happy to share forward plan of moves each month. Happy for drivers and foreman to be in contact with big moves. Would like as much advance notice as possible for any closures or detours in place Would like us to check tonnage on new bridge as they had a problem with another project when bridges	Talked through project and contact details First two scopes of works - traffic and clearing - provided overview. Info will be passed on to traffic manager for planned TGS in the area

					are new they cannot travel on them due to weight.	
Meeting_Other	21/10/2020 0:00	Richard Galley	Beth Burgess	Meeting to introduce project and discuss interfaces	Run a 24/7 operation - outages will be the biggest problem due to the requirement to run a boiler and machines 24/7 75 truck movements per day - need access to all gates for B double Most trucks travel from the North taking the DBay exit and travelling via Old Gympie Rd. Trucks arrive from 6am to 4.30pm.	BMD to check B double swept path for access for B doubles BMD will be doing work on the boundary from early November - discussed traffic changes and upcoming clearing BMD to provide stakeholder all updates via emails and phone calls for any impacts to services

In field approach and phone call in and phone call out	20/10/2020	Cheryl Anchee	Beth Burgess	Stakeholder approached BMD in field to discuss pipes being delivered to front of property without notice.	Spoke to stakeholder and explained the situation and that notice will be given in future and that pipes will be moved at this time. Explained there will be equipment placed in the area as works progress	Stakeholder was happy with quick response by BMD and understood it was an oversight. Stakeholder commended BMD for response in field.
Email out	15/10/2020 0:00	Rita Maree Lenton	Joanne Wareham, Beth Burgess	DBRIU start of contract newsletter - emailed to info@ address.	Business concerned with traffic impacts on turn around times for ceremonies, funeral processions. Project to keep them updated with construction notifications. BMD offered a face to face meeting.	
Phone call out	15/10/2020 0:00	Rita Maree Lenton	Beth Burgess	Project update with stakeholder	Has had no communication about the project and would like an update They need funerals to be timely with no delays She will communicate to the funeral organisations who operate out of the Gardens when she has the information to tell them to leave more time.	Booked a face to face project briefing meeting

Phone call out	15/10/2020 0:00	Zoe Vines	Beth Burgess	Made appointment to discuss works	Happy to talk through needs in more detail	
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Action Report – September 2020

No outstanding actions noted in CMS for BMD action