

## OPERATIONS COMMUNITY LIAISON GROUP – Meeting #2

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| <b>VENUE</b>     | RiverCity Motorway, 82 Campbell St, Bowen Hills   |
| <b>DATE</b>      | Tuesday, 18 May 2010  |
| <b>TIME</b>      | 7.00 – 9.00pm   |
| <b>ATTENDEES</b> | Community Members: Donald Look (DL), Robert Althaus (RA), Clyde Ashton (CA)<br>RCM: Anthony Havers (AH), Holly Williamson (HW)<br>BMS: Andrew Wheatley (AW) |
| <b>APOLOGIES</b> | Community Members: Chrisanthy Varitimos (CV)  |

### MINUTES

| ITEM |   | ACTION |
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| 1.0  | <b>WELCOME</b> <ul style="list-style-type: none"> <li>Actions from previous meeting discussed. None outstanding.</li> </ul>   |        |
| 2.0  | <b>UPDATE</b>   |        |
| 2.1  | <b>Tolling</b> <ul style="list-style-type: none"> <li>AH provided overview of current tolling price and structure.</li> <li>Toll discount period extended to 30 June at 30% off tolls; there is also currently no image processing fee (usually 40c). Purpose behind extension is to make CLEM7 as affordable as possible for motorists to experience benefits.</li> <li>Messages being broadcast about tolling via variable message signs on CLEM7 and BCC road networks.</li> </ul>   |        |
| 2.2  | <b>Traffic Numbers</b> <ul style="list-style-type: none"> <li>AH provided update on traffic numbers since opening.</li> <li>During toll-free period, average of 60,000 vehicles per day used CLEM7. Introduction of toll saw traffic numbers fall by two thirds.</li> <li>Trends are that traffic increases from Monday to Friday, with Friday being the most popular day.</li> <li>Offer for free travel between midnight and 5am has ceased.</li> <li>DL asked whether notable quantities of light commercial vehicles (LCVs) use CLEM7 and how it is being promoted to this group. AH advised ongoing communications occur between RCM and Commercial Vehicle Industry Association Queensland (CVIAQ), Queensland Trucking Association (QTA), trade publications and Taxi Council, and messages in marketing / communications collateral have been updated to engage with this group of customers.</li> <li>CA asked whether toll is increased for a car towing a trailer or caravan. AH to confirm and provide response following meeting. (Post-meeting note – there is no extra charge.)</li> </ul> |        |

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| 2.3 | <p><b>Roadside</b></p> <ul style="list-style-type: none"> <li>• AW provided overview on roadside operations and response.</li> <li>• Systems and operators are performing well.</li> <li>• There have been some instances of motorists doing illegal u-turns at the northern entrance. RCM is obliged to provide vehicle details to Queensland Police Service. Actions being taken to prevent this unsafe driver behaviour include installation of roadside barriers between the carriageways, additional signage and painted arrows on lanes showing direction of travel for improved safety.</li> <li>• Speed cameras – recent media coverage that QPS announced all speeding fines given to motorists using the CLEM7 since opening will be withdrawn and any paid will be refunded. AH advised issue was administrative rather than accuracy of cameras.</li> </ul>   |    |
| 3.0 | <p><b>COMMUNITY FEEDBACK</b></p> <ul style="list-style-type: none"> <li>• HW provided overview of community feedback between 1 April and 18 May 2010.</li> <li>• Group discussed toll structure and community feedback suggesting discounts for bulk trips on the CLEM7.</li> </ul>   |    |
| 4.0 | <p><b>DIRECTIONAL SIGNAGE</b></p> <ul style="list-style-type: none"> <li>• Following discussions in OCLG Meeting #1, together with monitoring of community and motorist feedback, review has been carried out on CLEM7 directional signage.</li> <li>• HW provided overview of approved signage plan, which includes more consistent signage and reference points, and removal of redundant 'Spring Hill' signage.</li> <li>• OCLG members indicated agreement and acceptance of signage changes.</li> </ul>  |    |
| 5.0 | <p><b>GENERAL BUSINESS</b></p> <ul style="list-style-type: none"> <li>• DL requested feedback on what kind of market research had been undertaken. AH advised next OCLG meeting will include discussion about results of research.</li> <li>• CA asked if CLEM7 is included on GPS / SENSIS / Google Maps software. AH advised the information has been provided to the appropriate companies, and now they must update software.</li> <li>• DL reported he has received positive feedback from community members who have used the CLEM7, particularly from outside of Brisbane.</li> <li>• BA reported when noise monitor was recently in place at his premises, entire building reported interference with television signal; when noise monitor was removed, interference seemed to no longer be an issue. AW to look into this and report back at next meeting.</li> <li>• AW asked for feedback on whether current maintenance program being carried out nightly is causing any noise issues for close-by residents. OCLG members reported they have received no feedback on noise issues.</li> <li>• BA observed the LBB JV site sheds are now gone from O'Connell Terrace; asked what will happen with the land. AH advised BCC owns the land.</li> <li>• CA asked if direction and origin of motorists using the CLEM7 is known; AH advised there is a high number of people using the CLEM7 to travel from the south to get out to Kingsford Smith Drive and to the Airport,</li> </ul> | AW |

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|  | <p>however Inner City Bypass from west through to CLEM7 south was an under-used route.</p> <ul style="list-style-type: none"><li>• Group discussed that the Bowen Hills interchange may be a barrier for motorists, and that GPS software updates may assist drivers with this.</li><li>• CA asked how long motorists have to pay the toll after they take a trip on the CLEM7. AH explained the 'No Tag? No Worries' campaign and that motorists who use the CLEM7 without an account will simply receive an invoice in the mail.</li><li>• AH advised around Ekka time in August, CLEM7 marketing will be carried out in regional areas.</li><li>• Next meeting – agreed 6 July 2010.</li><li>• AW provided tour of Tollway Control Room. HW to arrange for day-time tour for OCLG members.</li></ul> | HW |
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