

ANNUAL REPORT

2015–2016

Department of Transport and Main Roads



Queensland
Government

About the report

What the report contains

The Department of Transport and Main Roads Annual Report 2015–16 describes the department's operations for the financial year from 1 July 2015 to 30 June 2016.

Content in the 'Our Performance' section of the report is divided into four objectives and aligned strategies, as stated in the Transport and Main Roads Strategic Plan 2015–2019. The report also presents major highlights related to each objective and whole-of-department priorities for 2016–17.

Where further information is available, links to websites are included throughout the report.

Report content can be found under Contents ([refer page 4](#)).

Why we have an annual report

As well as meeting the statutory requirement set out in the *Financial Accountability Act 2009* and the *Financial and Performance Management Standard 2009*, the annual report is targeted at keeping the community, industry, government and organisations informed about our performance and future direction.

Accessing the report

The annual report is available on the Department of Transport and Main Roads website at www.tmr.qld.gov.au or in hard copy on request.

Additional annual reporting requirements have been published on the Queensland Government Open Data ([see glossary](#)) portal at www.qld.gov.au/data.

This includes:

- consultancies
- overseas travel
- school transport operator payments
- Queensland Language Services Policy measures.

The Queensland Government is committed to providing accessible services to Queenslanders from

all culturally and linguistically diverse backgrounds. If you have difficulty in understanding the annual report, you can contact us on 13 23 80* and we will arrange an interpreter to effectively communicate the report to you.

* Local call charge in Australia. Higher rates apply from mobile phones and payphones. Check with your service provider for call costs. For international callers, please phone +61 7 3405 0985.

For more information:

Phone: +617 3066 7348

Email: annual.report@tmr.qld.gov.au

Visit: www.tmr.qld.gov.au

Annual report website: www.qld.gov.au/about/staying-informed/reports-publications/annual-reports/



You can provide feedback on the annual report at the Queensland Government Get Involved website at: www.qld.gov.au/annualreportfeedback

Licence

This annual report is licensed by the State of Queensland (Department of Transport and Main Roads) under a Creative Commons Attribution (CC BY) 4.0 Australia licence.



CC by licence summary statement

In essence, you are free to copy, communicate and adapt this annual report, as long as you attribute the work to the State of Queensland (Department of Transport and Main Roads).

To view a copy of this licence, visit:

<http://creativecommons.org/licenses/by/4.0/>

Attribution

Content from this annual report should be attributed to: The State of Queensland (Department of Transport and Main Roads) annual report 2015–16.

ISSN: 1837–2694

Letter of Compliance

29 September 2016

The Honourable Stirling Hinchliffe MP

Minister for Transport and the Commonwealth Games
Level 13, Mineral House Building
41 George Street Brisbane 4000

The Honourable Mark Bailey MP

Minister for Main Roads, Road Safety and Ports and Minister for Energy, Biofuels and Water Supply
Level 15, Capital Hill Building
85 George Street Brisbane 4000

Dear Minister Hinchliffe and Minister Bailey

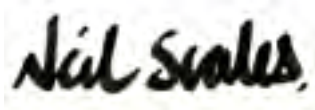
I am pleased to submit for presentation to the Parliament the Annual Report 2015–16 and financial statement for the Department of Transport and Main Roads.

I certify that this annual report complies with:

- the prescribed requirements of the *Financial Accountability Act 2009* and the *Financial and Performance Management Standard 2009*, and
- the detailed requirements set out in the Annual report requirements for Queensland Government agencies.

A checklist outlining the annual reporting requirements can be found at pages 273–274 of this annual report.

Yours sincerely



Neil Scales OBE

Director-General

Department of Transport and Main Roads

ONC (Eng), HNC (EEng), BSc (Eng), C.Eng (UK), MSc (ContEng&CompSys), DMS, MBA, RPEQ, FIEAust CPEng, Hon FLJMU, FIMechE, FIET, FICE, FCILT, FRSA, FIRTE, FSOE, MAICD

Contents

About the report	2	Objective Two: We deliver a sustainable, cost-effective transport network accessible to all	48
Letter of Compliance	3	We deliver long-term, innovative, value-for-money infrastructure solutions	51
Where to find us	6	Major infrastructure works	51
Fast facts	10	Road Infrastructure	55
Introduction	12	Our districts	59
About us	14	Far North District	60
Responding to The Queensland Plan	15	North West District	62
How we plan	16	Northern District	64
Strategic opportunities and challenges	17	Mackay/Whitsunday District	66
Director-General's message	19	Central West District	68
Stakeholder engagement	24	Fitzroy District	70
ANZAC spirit: the women and men and the role of transport	26	Wide Bay/Burnett District	72
The year ahead	28	Darling Downs District	74
Financial summary	29	South West District	76
Objective One: We plan an integrated transport system that support the efficient and reliable movement of people and goods	32	North Coast District	78
We develop long-term strategies, policies and plans to improve an integrated transport system	35	South Coast District	80
Transport planning	35	Metropolitan District	84
Transport strategies	38	Royalties for the Regions	88
We plan to meet demand associated with growth in the economy and population	41	Cycling and pedestrian infrastructure	88
Planning for future transport needs	41	Bridges Renewal Programme	91
How Queenslanders travel	43	Marine Infrastructure	92
We invest to optimise the maintenance, operation and expansion of the statewide transport system	44	We develop new technologies and systems in transport infrastructure construction, preservation and management	94
Infrastructure investment	44	New mapping technologies	94
Regional road investments	46	Improvements to our construction practices	94
		Preservation and management	95
		We manage and operate the state-controlled road network to ensure travel reliability and efficiency	97
		Travel reliability	97
		Roadwork safety	99
		Infrastructure modelling	100
		Industry collaboration	100

Objective Three: Customer, safety and regulatory services that improve community safety and satisfaction	102	Governance	144
We provide customers with services that are quick, easy to access and easy to use	105	Human Resources	146
Engaging with our customers to achieve service improvements	105	Safety and wellbeing	164
Easier for our customer to do business with us	106	Innovation into action	168
Ensure the safety, security and resilience of our transport system	109	Management and structure	173
Road safety action plans	109	Risk management	186
Road use education and engagement	111	Transport security	187
Road safety partnerships	115	Accountability	189
Transport safety regulation and licensing	116	Financial statements 2015–16	198
New technologies to improve safety	119	Appendices and reference information	246
Targeting heavy vehicle safety	120	Appendix 1 – Legislation administered by the department	248
Rail safety	122	Appendix 2 – Performance statements 2015–16	249
Maritime safety	124	Appendix 3 – Camera Detected Offence Program	257
Transport safety data	126	Appendix 4 – Transport Operator Payments	261
Transport security	129	Glossary	265
We regulate access to, and use of, our transport system	130	Acronyms	269
Regulation changes	130	Index	271
Regulating use of the system	131	Figures and tables index	272
Objective Four: An integrated passenger transport system, safe and accessible to all	132	Compliance checklist	273
We enable efficient and cost-effective delivery of passenger transport services through flexible and responsive frameworks and models	135		
We deliver the right balance of customer and network services and infrastructure through an integrated investment framework	136		
Rail infrastructure	136		
Future rail system	138		
We optimise customer experience, patronage and revenue by responding to our customers' needs and the market	140		
Transforming passenger services	140		
Technology to assist commuters	141		
Revenue protection strategy	141		
We connect people and communities statewide through coherent planning and a robust transport services model	142		
Making the passenger network more accessible	142		
Supporting event transport across Queensland	143		

Where to find us

Our principal place of business is the Capital Hill Building, 85 George Street, Brisbane, Queensland.

Addresses for the department's statewide network of customer service centres are listed below. For details about the services we provide, visit our website at www.tmr.qld.gov.au or telephone our call centre on **13 23 80***.

Follow us:  

Customer service centres

Suburb	Address	Suburb	Address
Atherton	Shop 2, 13B Herberton Road, Atherton Qld 4883	Chermside	766 Gympie Road, Chermside Qld 4032
Barcaldine	74 Ash Street, Barcaldine Qld 4725	Cleveland	Ross Court Centre, Cnr Bloomfield Street and Ross Court, Cleveland Qld 4163
Beenleigh	31 Logan River Road, Beenleigh Qld 4207	Cloncurry	16–22 Ramsay Street, Cloncurry Qld 4824
Blackwater	8 Blain Street, Blackwater Qld 4717	Currumbin Waters	Unit 3, 109 Currumbin Creek Road, Currumbin Waters Qld 4223
Bowen	6 Herbert Street, Bowen Qld 4805	Dalby	20 Cunningham Street, Dalby Qld 4405
Brisbane (City)	229 Elizabeth Street, Brisbane Qld 4000	Emerald	83 Esmond Street, Emerald Qld 4720
Brisbane (Charlotte Street)	Queensland Government Service Centre, 33 Charlotte Street, Brisbane Qld 4000	Gladstone	2 Paterson Street, Gladstone Qld 4680
Bundaberg	14 Production Street, West Bundaberg Qld 4670	Goondiwindi	6 Brisbane Street, Goondiwindi Qld 4390
Bundall	30 Upton Street, Bundall Qld 4217	Greenslopes	Greenslopes Shopping Mall, 700 Logan Road (Cnr Plimsoll Street), Greenslopes Qld 4120
Burleigh Waters	Shop 1, Burleigh Home Space, 1 Santa Maria Court, Burleigh Waters Qld 4220	Gympie	Floor 1, 50 River Road, Gympie Qld 4570
Caboolture	Cnr Aerodrome Road and Piper Street, Caboolture Qld 4510	Helensvale	Shop 9A/B, Helensvale Plaza Shopping Centre, 12 Sir John Overall Drive, Helensvale Qld 4212
Cairns (Bentley Park)	Shop 18, Bentley Village Shopping Centre, 96 McLaughlin Road, Bentley Park Qld 4869	Hervey Bay	50–54 Main Street, Pialba Qld 4655
Cairns (Kenny Street)	82–86 Kenny Street (corner of Kenny Street and Owen Close), Portsmith, Qld 4870	Innisfail	12–14 Clifford Road, Innisfail Qld 4860
Caloundra	54 Canberra Terrace, Caloundra Qld 4551	Ipswich	2 Colvin Street, North Ipswich Qld 4305
Charleville	Hood Street, Charleville Qld 4470	Kingaroy	Artie Kerr Building, 130 Kingaroy Street, Kingaroy Qld 4610
Charters Towers	11–15 Church Street, Charters Towers Qld 4820	Logan City	43–45 Jacaranda Avenue, Logan Central Qld 4114

Suburb	Address
Longreach	14 Wonga Street, Longreach Qld 4730
Macgregor	Kessels Court, 567 Kessels Road, Macgregor Qld 4109
Mackay	Cnr Endeavour Street and Industrial Street, Mackay Qld 4740
Mareeba	147 Walsh Street, Mareeba Qld 4880
Maroochydore	5 Kelly Court (off Kayleigh Drive), Buderim Qld 4558
Maryborough	Bright Street, Maryborough Qld 4650
Mount Isa	Shop 1, 29 Simpson Street, Mount Isa Qld 4825
Nambour	Cnr Stanley Street and Coronation Avenue, Nambour Qld 4560
Proserpine	55 Main Street, Proserpine Qld 4800
Redbank**	Shop 221, Level 2, Redbank Plaza Shopping Centre, 1 Collingwood Drive, Redbank Qld 4301
Redcliffe (Kippa Ring)	Cnr Beach Street and Bingle Street, Kippa Ring Qld 4021
Rockhampton	31 Knight Street, North Rockhampton Qld 4701
Roma	56–58 Gregory Street, Roma Qld 4455
Rosalie**	109 Beck Street (Cnr Boys Street), Paddington Qld 4064
Sherwood	14 Primrose Street, Sherwood Qld 4075
Southport	265 Nerang Street, Southport Qld 4215
Strathpine	43 Bells Pocket Road, Strathpine Qld 4500
Tewantin	8 Sidoni Street, Tewantin Qld 4565
Toowong	15 Lissner Street, Toowong Qld 4066
Toowoomba (City)	Cnr Clopton Street and Phillip Street, Toowoomba Qld 4350
Toowoomba (Harristown)	Cnr Yaldwyn Street and Warwick Street, Toowoomba Qld 4350
Townsville (Cannon Park)	Shop 14, 31-57 High Range Drive, Cannon Park Centre, Thuringowa Qld 4817
Townsville (City)	146 Wills Street, Townsville Qld 4810

Suburb	Address
Townsville (Garbutt)	21–35 Leyland Street, Garbutt Qld 4814
Warwick	51 Victoria Street, Warwick Qld 4370
Wynnum	139 Tingal Road, Wynnum Qld 4178
Zillmere**	69 Pineapple Street, Zillmere Qld 4034

Notes:

- *Local call charge in Australia. Higher rates apply from mobile phones and payphones. Check with your service provider for call costs. For international callers, please phone +61 7 3834 2011.
- ** Limited services available.
- The department has four mobile customer service centre units operating across Queensland to deliver services to regional and remote areas
- The department's Indigenous Driver Licensing Unit (based in Cairns) also delivers a range of licensing services to remote areas.

Transport and traffic information

Office	Contact
Public transport	Phone 13 12 30 Web www.translink.com.au
Traffic information	Phone 13 19 40 Web www.131940.qld.gov.au

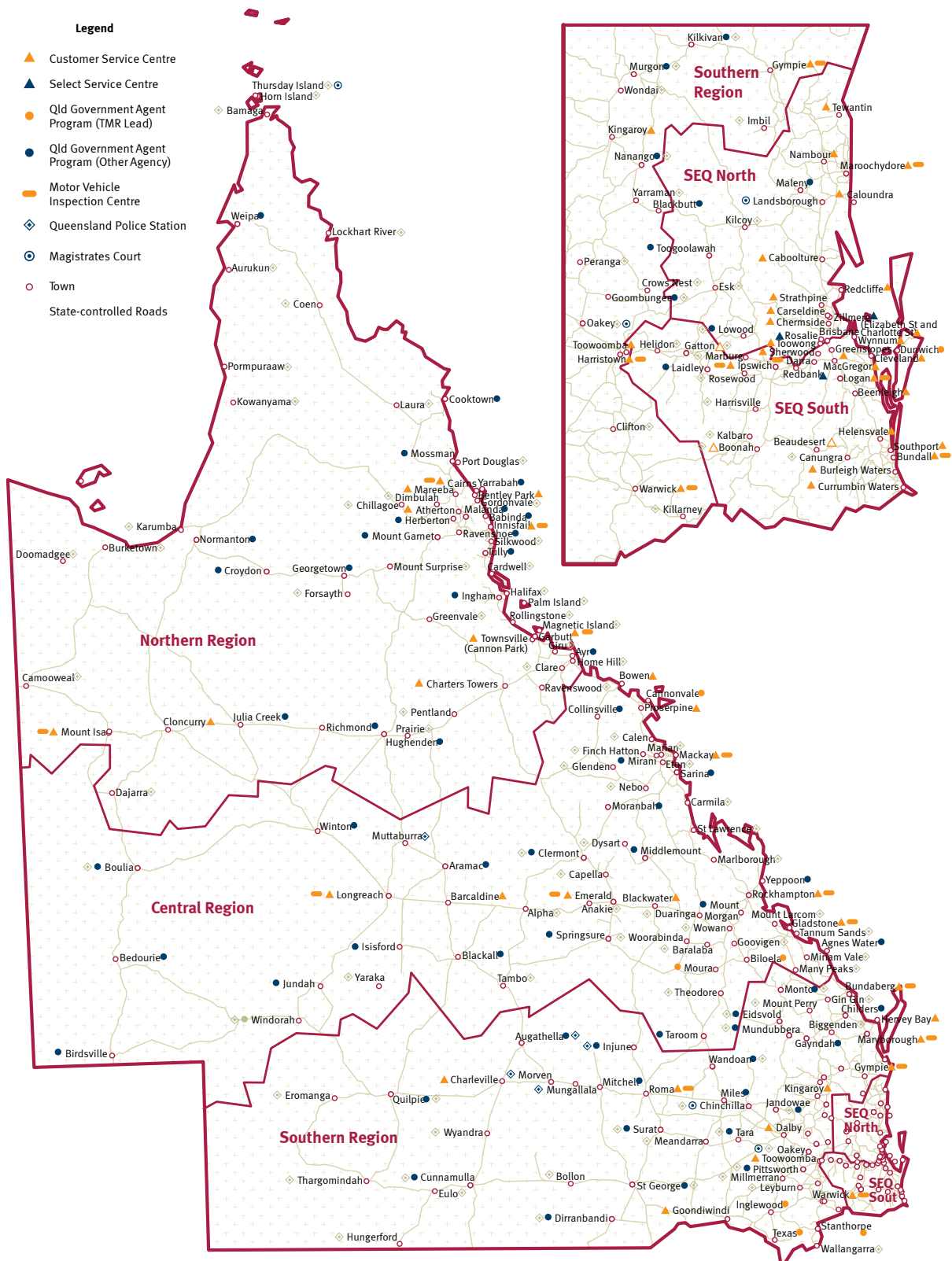
Key regional maritime offices

Suburb	Address
Brisbane	Floor 1, Pinkenba Marine Operations Base, MacArthur Avenue East, Pinkenba Qld 4008 (07) 3632 7500
Cairns	Floor 1, Portsmith Marine Operations, 100–106 Tingira Street, Portsmith Qld 4870 (07) 4052 7400
Gladstone	Floor 7, 21 Yarroon Street, Gladstone Qld 4680 (07) 4971 5200
Mackay	Floor 3, Mackay Government Office Building, 44 Nelson Street, Mackay Qld 4740 (07) 4944 3700
Townsville	60 Ross Street, Townsville Qld 4810
Townsville (Garbutt)	21–35 Leyland Street, Garbutt Qld 4814
Warwick	51 Victoria Street, Warwick Qld 4370
Wynnum	139 Tingal Road, Wynnum Qld 4178
Zillmere	69 Pineapple Street, Zillmere Qld 4034

Traffic management centres

Office	Contact
Brisbane Metropolitan Transport Management Centre	Phone: (07) 3292 6000 Post: GPO Box 1434, Brisbane Qld 4001
Statewide Traffic Management Centre, Nerang	Phone: (07) 5561 3800
Maroochydore Traffic Management Centre	Phone: (07) 5313 8737
Townsville Traffic Management Centre	Phone: (07) 44218807
Cairns Traffic Management Centre	Phone: (07) 40457244
Toowoomba Traffic Management Centre	Phone: (07) 4639 0700

Figure 1: Transport and Main Roads Customer Service Centres



Fast facts

Population of Queensland

4,808,800

We shape the system



\$3,502,876,000
total investment in transport infrastructure program



3029
bridges maintained



\$646,529,000
maintenance and operation state transport network

We build the network



33,343 km
state-controlled roads



112 km
of roads reconstructed under National Disaster Relief and Recovery Arrangements



\$41.4 M
Cost for NDRRA works for the year



24 km
cycling infrastructure built

Serving our industry stakeholders



63,241
driver authorisations

4,767
transport operating accreditations



3,260
taxi licences

596
limousine service licenses



We provided over:
1.8 M
passenger trips through the Taxi subsidy scheme



We helped our customers move:
334.4 M
tonnes of cargo through our
20
declared ports

* Data as at 30 June

Serving our customers



5,004,890
vehicles

256,151
recreational vessels

23,435
personal watercraft



3,505,706
driver licences

997,289
boat licences



Through our 131940
assistance service, our
customers made:

331,000
phone calls

1.68 M
website visits

40,558
twitter posts



Across our

59

Customer Service Centres
we provided face-to-
face services to

3.63 M
customers

Our customers conducted:

6.68 M

transactions using online
service channels

We provide passenger services



We provided our customers with nearly:

180 M

passenger trips on buses, rail, ferry and tram
made within south-east Queensland



Over 12.1 M

trips on buses, rail, and air are made
outside south-east Queensland



Over 490,000

passengers travel on the
south-east Queensland network
on average each day



We have over

150,000

My TransLink app
active monthly users



2.5 M

go cards used in south-east Queensland



70-80 M

trips taken in taxis

* Data as at 30 June



**7TH
SECT**

FIN S ION

About Us

Responding to *The Queensland Plan*

How we plan

Strategic opportunities and challenges

Director-General's message

The year ahead

Financial summary

About us

Our vision

Connecting Queensland – Delivering transport for prosperity.

Our purpose

To provide a safe, integrated, reliable and efficient transport system accessible to everyone.

Queensland Public Service Values



Customers first

- Know your customers
- Take calculated risks
- Act with transparency



Unleash potential

- Expect greatness
- Lead and set clear expectations
- Seek, provide and act on feedback



Be courageous

- Own your actions, successes and mistakes
- Deliver what matters
- Make decisions with empathy



Ideas into action

- Challenge the norm and suggest solutions
- Encourage and embrace new ideas
- Work across boundaries



Empower people

- Lead, empower and trust
- Play to everyone's strengths
- Develop yourself and those around you

Our role

Formed in March 2009 when the former Queensland Transport and Department of Main Roads merged, the Department of Transport and Main Roads plans, builds and maintains Queensland's road, rail, freight and maritime infrastructure while managing the use of our transport system through regulatory services.

The department operates under the *Administrative Arrangements Order (No.3) 2015* and *The Public Service Departmental Arrangements Notice (No1) 2015*. It discharges its statutory obligations under 23 acts listed in Appendix 1 ([see page 248](#)). Progress in achieving these obligations is outlined throughout the report.

In 2015–16, the department administered an operating budget of \$5.482 billion and a capital budget of \$2.696 billion, including \$2.239 billion on the national and state transport networks. This funding enables us to deliver public transport and transport infrastructure to connect Queensland, and to ensure the infrastructure we build and maintain is efficient, reliable and safe.

We deliver our core business through four services:

- **Transport system investment planning and programming** – focused on developing policy frameworks for the future development of the transport system and to plan and prioritise strategic investment in effective, efficient and sustainable integrated transport infrastructure, systems and services
- **Transport infrastructure management and delivery** – focused on constructing, maintaining, managing and operating an integrated transport network accessible to all
- **Transport safety, regulation and customer service** – focused on improving customer service and managing and regulating the transport system safely, economically and sustainably and without imposing unnecessary red tape
- **Passenger transport services** – focused on leading and shaping Queensland's overall passenger transport system

For a more detailed list of our services, [see page 180](#).

Our priorities

1. Putting the customer at the centre of all we do
2. Partnering with the community, research institutions, government and industry
3. Improving the way we do business
4. Living One TMR – enabling our people to do their best

Responding to *The Queensland Plan*

Contributing to the Queensland Government objectives for the community

Transport and Main Roads policies, programs and services align with the Queensland Government Interim Response to *The Queensland Plan* (the Interim Response).

The Interim Response supports the government's objectives for the community and identifies the priorities and key initiatives that will contribute towards implementing Queenslanders' vision.

The department focused on creating jobs and a diverse economy, delivering quality frontline services, protecting the environment and building safe, caring and connected communities.

The following initiatives are some examples of the activities undertaken by the department:

- The department is preparing a long-term transport plan to prepare for the mobility needs of Queenslanders over the next 30 years (see page 36).
- An ambitious Road Safety Strategy and Action Plan to curb road trauma, which was shaped by a 'Safer roads, Safer Queensland' forum of community and expert stakeholders (see page 109).
- Continuously improving frontline customer services to improve access through our channel offering, simplify delivery from a customer perspective and focus our efforts on maximising customer value (see page 106).
- Increasing commitment to the Transport Infrastructure Development Scheme (TIDS) to provide critical infrastructure in regional areas (see page 46).

More information about our policies, programs and services can be found in the objective performance section of this Annual Report (see pages 33–143).

The full Government Response is available at: www.qld.gov.au/qldplanresponse



How we plan

The department contributes to all of the Queensland Government's objectives for the community and has a key role in:

- Building safe, caring and connected communities
- Creating jobs and a diverse economy.

These objectives guide the department's strategic direction as described in our strategic plan ([see glossary](#)).

The Transport and Main Roads Strategic Plan 2015–2019 sets out four strategic objectives:

- Integrated transport system that supports the efficient and reliable movement of people and goods
- Sustainable, cost-effective transport network accessible to all
- Customer, safety and regulatory services that improve community safety and satisfaction
- An integrated passenger transport system, safe and accessible to all.

The plan underpins and guides our everyday business. We align our lower-level branch business plans to the strategic plan. Progress toward the business objectives is measured quarterly in performance reports presented to the Executive Leadership Team, and annually in the Annual Report.

The department is organised to effectively and efficiently deliver the four core business objectives outlined in its strategic plan. We improve service delivery by closely aligning service areas with business objectives.

Our performance against the strategic objectives and the service standards described in the department's 2015–16 Service Delivery Statements ([see glossary](#)), and is presented in Appendix 2 ([see pages 249–256](#)).



The Transport and Main Roads Strategic Plan 2015–2019

Strategic opportunities and challenges

During the year, we identified the following opportunities and challenges, which will influence our future performance.

- The department is preparing a 30-year Queensland Transport Policy (QTP) to ensure the transport system maximises economic, social and environmental benefits for Queensland.
- The QTP will position Queensland's transport network to meet customers' needs over the long-term. Long-term planning will help steer Queensland's transport system towards our desired future — ensuring safe, reliable and efficient mobility for all Queenslanders and Queensland businesses.
- The policy will identify short, medium and long-term strategies to overcome the challenges facing our transport system. For example, it will examine how emerging technologies, digital capability and data are revolutionising mobility. In particular, the introduction of both autonomous and electric vehicles will present significant challenges and opportunities for our road network.

We anticipate six core opportunities and challenges facing our transport system over the next 30 years.

Putting customers first

Customer needs and expectations of the transport system are changing, and will continue to evolve over the next 30 years.

In an increasingly digital world, shaped by social media and online connections, our customers expect to be heard and to be invited to participate in decisions about their transport system. Being responsive to customer expectations will require new approaches to deliver a transport system that is world-class.

Embracing technology

Embracing technology is about utilising new technologies to enhance the efficiency, safety, reliability and responsiveness of the transport network for the customer.

Technology continues to transform industries and the ways people engage with the transport system. Big changes are on the horizon, from fully autonomous vehicles to completely integrated operating systems that will inform customer travel choices, manage congestion and improve safety.

The challenge for government will be keeping informed of emerging technologies, determining which technologies provide the right outcome for customers, and planning the system around the implications of new technologies.

Connecting communities

The transport system will continue to remain very important for fostering a strong sense of connection across diverse communities. Even as the digital economy expands, transport will play a strong role in connecting people to education, work, healthcare, goods and services, and local events and activities.

While urban land use planning in Queensland is changing, it is still very car-centric, coming at a price for individuals and society.

Factors include:

- vehicle ownership and running costs
- ongoing investment in road capacity
- congestion
- increased greenhouse gas emissions.

Land use planning that promotes public and active transport will also be important to connect communities, improve health outcomes and reduce the state's health budget costs. Habitat preservation, climate changes, and extreme weather considerations will also be important elements of the future transport system.

Making the most of data

Harnessing the huge volume of information now available in order to improve all aspects of the transport system and transport experience is vital.

Big data promises to be transformative for the transport system, offering significant opportunities for government, private sector and customers. Substantial efficiencies in the transport system could be unlocked through data analytics for the customer, and more informed and reliable experiences can be achieved. Data is also empowering customers to play a role in designing and co-producing the transport system.

Strengthening partnerships and collaboration

The role of government is evolving, and the way our transport system is managed and delivered is changing. Increasingly we will need to facilitate shared outcomes through partnerships with others.

The sharing economy is also flourishing, and technology and data are empowering the private sector and citizens to play a greater role in delivering transport services.

Funding transport for the future

Like many other jurisdictions worldwide, Queensland faces significant challenges to sustainably fund the transport system into the future. We'll need more effective approaches to the way we finance and fund transport and prioritise investment so we can meet the state's future mobility needs.



Director- General's message

Director-General's message

Introduction

Our customers are at the centre of everything we do. Over the past 12 months, my department has made great strides in creating a customer-centric culture with the new Customer Experience Transformation Program at the heart of this work. The Customer Experience Team is also working across the department to assist with customer research and segmentation, customer data and analysis as well as customer-centred design to help us meet our customers' needs first time, every time.

The new Customer Design Hub is a key achievement in this space, designed by staff in collaboration with external architects. The Hub is a flexible space that can be used for a range of activities including customer focus groups, prototyping, customer research, interactive workshops and training and development. Since opening in May 2016, several projects have used the Hub to connect us with our customers. Involving our stakeholders in the planning stages of new products and services is important in ensuring their voice is incorporated into everything we do.

Our focus on delivering for Queenslanders resulted in a number of new initiatives that provide customers with quick and easy access to services. In May, we released a Learner Logbook app which allows users to electronically record and store their driving hours from the convenience of their smartphone or tablet. The app delivers a more efficient customer experience.

Our e-Correspondence initiative delivers an electronic service enabling customers to opt in to receive their Vehicle Registration Renewal Notices (VRN) and Registration Certificates via email to provide an improved customer experience and achieve a reduction in postal costs for the department. More than 1200 customers have registered for this service. In September, we offered customers the option to pay their registration automatically by direct debit from their bank account or credit card at no extra cost. These improved services demonstrate our commitment to meeting the constantly evolving needs of our customers in an increasingly digitalised world.

Leading the way in road safety

Road safety remains a key focus for the department and we all play a role in reducing the impact of road trauma. This year we engaged Queenslanders in conversations about road safety and encouraged greater community ownership of this important issue.

The government has committed to a vision of zero road deaths and serious injuries on Queensland roads. My department commenced implementing the *Safer Roads, Safer Queensland Road Safety Strategy (2015–21)* and action plan as a priority to build the basis for ongoing, sustainable change. The action plan principles are the foundation for the department's efforts to address all elements of the road network including safer roads and roadsides, safer speeds, safer vehicles and safer road users.

Several initiatives commenced this year including double-demerit points for two or more mobile phone offences committed within one year, Tranche 1 of the Bruce Highway Safety Program to reduce the risk and severity of head-on, run-off-road and intersection crashes and improvements to the Q-SAFE practical driving test.

The 'Join the Drive to Save Lives' campaign continues to focus on changing driver attitudes to road safety through advertising, community engagement, online and social media programs, which foster ongoing conversations about road safety.

Young people aged between 16 and 21 came together for the Co-Lab Youth Innovation Challenge in July and September to brainstorm ways to reduce the state's road toll. Many innovative ideas were generated, and the winning solution, 'Settle Down Stallion' resulted in an online and social media video campaign, rolled-out mid-2016.

In August we launched the second phase of the 'Distractions' campaign, introduced the state's inaugural Road Safety Week and delivered a second Safer Roads, Safer Queensland Forum to launch *Queensland's Road Safety Strategy 2015–2020* and two-year action plan.

As part of our commitment to engaging with our customers, a Citizen's Taskforce was established in October to discuss ways to improve road safety as an outcome of the Safer Roads, Safer Queensland forum. The taskforce met to hear from experts in behavioural science, economics and road safety, who provided the latest research and perspectives on incentive-based approaches. This exercise was just one way we communicated effectively and meaningfully with our customers throughout the year to make a positive impact on Queensland's road toll.

We launched the 'dry driver' advertising campaign at the start of the holiday season in December. It aimed to encourage Queenslanders to plan their transport needs before they head out by nominating a 'dry driver' – a good mate who has a great night out and refuses a drink.



Sara Gaffney and Neil Scales get behind the 'Dry driver' campaign

We conducted the second phase of 'The Perfect Ride' campaign in February to reinforce key messages and put motorcycle rider safety back on the agenda.

In the lead up to and during the Easter school holiday period we ran the 'Let's change the way we look at speed' campaign which achieved record levels of unprompted recall with almost a third of all drivers describing the commercial in detail and may lead to the result of the first fatality free Easter in 20 years.

In April, we launched 'Stay Wider of the Rider' to reinforce the minimum passing distance for bicycles rule at the end of the two year trial.

Once again we supported Fatality Free Friday, an annual national road safety initiative that occurs every May and aims to reduce the road toll. Coordinated by TMR employees, the event saw almost 40 events across the state, where Queenslanders were able to pledge their support to put road safety first by signing an inflatable 'pledge' key. Motorists were also encouraged to make their road safety pledge online.

The Community Road Safety Grants continued in 2015–16, helping communities put their safety ideas into action in their local area. Round 5 closed in March with 97 applications received, the highest number since the launch of the grants program in 2013. We also continued to work in partnership with a number of community organisations to promote road safety, providing either financial or in-kind support.

During the year, the Heavy Vehicle Safety Action Plan 2016–18 was developed in consultation with the industry-chaired Ministerial Freight Council's Heavy Vehicle Safety Working Group which includes 31 actions across six key action areas: safer roads, safer vehicles, fatigue management, safer speeds, seatbelts, impaired driving and driver distraction.

Delivering Accelerated Works Program

We contribute to the Queensland Government's objectives for the community by delivering a single integrated transport network that supports economic prosperity, generates jobs and encourages community confidence.

As part of the Accelerated Works Program (AWP), the department brought forward \$144.6 million in infrastructure projects in 2015–16 as part of this job-generating program.

The department also set requirements for AWP projects above those specified by the Queensland Government, to enhance training opportunities for local workers and ensure we engaged suppliers and subcontractors from surrounding areas.

In the Townsville region there are 14 projects either completed or underway, representing an investment of more than \$17 million. The Townsville Port road train decoupling pad was the first project delivered as part of the AWP. Completed in May, the \$1 million project was completed two months early and generated five jobs.

Innovating for success

The world we live in is constantly evolving and we need to keep pace with technological advancements and other environmental, social and economic changes to the way people live which have the potential to disrupt Queensland's transport system. Innovation is something we focus on both in our day-to-day operations as well as our long-term planning to provide an improved customer experience into the future.

During the year, we enhanced our innovation capability through a series of Director-General-led challenges, symposia and training programs. I continued my commitment to fostering innovation, kicking off the year with the DG Diversity Innovation Challenge to discuss diversity issues facing our department, including encouraging women into senior leadership roles and creating a multicultural and inclusive workplace. We ran workshops across the department to brainstorm solutions to these issues. As a direct outcome of the challenge, the TMR Diversity Council was established.

We hosted two Innovation Symposia in November and April which were designed to give our people access to thought-leaders and their ideas on the future of transport. The first symposium addressed the potential for future transport systems to make our roads safer, reduce emissions and improve efficiencies. The second symposium acknowledged the critical role digital technology will play in our future and our readiness for this.

In May employees across the department participated in Smart Seeds, an annual innovation program for young professionals to solve real industry challenges. Multidisciplinary teams had ten weeks to develop a creative concept to solve a real infrastructure challenge and present it to industry leaders. The program brought all levels of professionals together demonstrating the potential power of collaboration across organisations, sectors, disciplines and generations.

We also began recruiting a Community of Innovation Architects (CIA) group which will form a virtual team of innovation champions offering strategic innovation guidance and facilitating idea generation across the department.

Investing in our people and inspiring them to think of new and different ways of doing things is essential to ensure we keep up with the rapid pace of change. This has also resulted in us being recognised for our innovative approach and solutions across the transport sector. In the last 12 months we have been recognised for our involvement in several projects, including the Gladstone Liquefied Natural Gas Export Project, our work on the Flinders Highway Flood Study, our koala management as part of the Moreton Bay Rail Project, and for the roll-out of the Wide Centre Line Treatment on Queensland highways.

Taking a stand against Domestic and Family Violence

There is nothing more important than the safety and wellbeing of our people. We recognise that work life and home life are intertwined and we need to support our people to ensure the best outcomes for them and the department. That is why we have maintained our commitment towards raising awareness of domestic and family violence including upskilling our people to enable them to support their colleagues, family and friends who are impacted. In 2015 we released a LearnZone course "Recognise, Respond, Refer" to raise general awareness of domestic and family violence. More than 6180 (72 per cent) of our people have completed this course.

The benefits of this training were validated in TMR's Working for Queensland Employee Survey results, which indicated that 89 per cent of respondents are aware of our policies to support those affected by domestic and family violence and 80 per cent of managers have confidence in their ability to provide support to affected employees.

In March the Executive Leadership Team signed the 'Not Now, Not Ever' pledge affirming our commitment to do all we can to eliminate domestic and family violence in Queensland. It also outlines our promise to promote a respectful workplace culture and provide support to those whose lives are affected by domestic and family violence.

In 2015 I took part in Australia's CEO Challenge Race, raising more than \$9600 for the charity as well as much needed awareness about the silent epidemic of domestic and family violence. This was not achieved alone, with more than 100 employees participating in events such as the Darkness to Daylight event contributing to the fundraising goal. I am participating in the CEO Challenge again in 2016, with a goal of raising \$15,000.



Alison Bennet-Roberts at the Big Event, Brisbane

Building connected Indigenous communities

My department's work with Indigenous communities across Queensland provides opportunities for inclusion and advancement of Australia's traditional owners. Investing in projects with socio-economic and cultural benefits improves connectivity of remote and Indigenous communities, leading to greater economic prosperity and increased employment and training opportunities.

We developed a Memorandum of Understanding (MOU) with Hopevale Aboriginal Shire Council (HVASC) for funding to seal the final 11 kilometres of the Endeavour Valley Road (EVR) between Cooktown and Hopevale over a period of four years. The MOU focuses on upskilling community members in road construction and maintenance capability. RoadTek is managing the works package and is also providing HVASC staff with training and support.

In the Cape York region, a \$260.5 million package will improve accessibility, support economic growth and strengthen local Indigenous communities. Training, employment and business opportunities for local Indigenous communities are an important part of these road upgrade projects. During the year, we partnered with 15 Indigenous businesses to deliver this program of work and employed 24 Indigenous trainees.



Left to right: Don Bletchly, Neil Scales and Frank Waria at NAIDOC Week Kids Licence, July 2015

Looking ahead

In 2016–17, my department will continue to prepare for the Gold Coast 2018 Commonwealth Games. This will include provision of transport services for spectators, officials and Games staff between key locations. Working collaboratively with Games delivery partners, our department will refine operational plans and finalise public domain and temporary transport requirements for each competition venue, celebration zone and non-competition venue.

TMR's policies, programs and services are aligned with the intentions set out in The Queensland Plan. My department plays a critical role in supporting the delivery of the plan by enabling economic activity and connecting people and communities. Our 30 year Queensland Transport Policy (QTP) supports the delivery of The Queensland Plan – which reflects Queensland's shared aspiration for the next 30 years.

Other upcoming projects and initiatives include Regional Transport Plans, the Queensland Cycle Strategy and Queensland Tourism and Transport Strategy. We're also undertaking the South East Queensland Travel Survey to collect updated travel data from over 10,000 households across the region. Construction will also begin on a number of new projects in the Accelerated Works Program.

I am proud of the depth and breadth of work my department delivers every day. This would not be possible without our dedicated executive and senior leadership team who, together with our employees, work hard to provide a safe, integrated, reliable and efficient transport system accessible to everyone. For an exhaustive list of what's coming next from us, see 'The Year Ahead' section of this report on page 30.

A handwritten signature in black ink that reads "Neil Scales".

Neil Scales OBE – Director-General

ONC (Eng), HNC (EEng), BSc (Eng), C.Eng (UK),
MSc (ContEng&CompSys), DMS, MBA, RPEQ, FIEAust CPEng,
Hon FLJMU, FIMechE, FIET, FICE, FCILT, FRSA, FIRTE, FSOE, MAICD

Stakeholder engagement

Over the past year our Director-General continued his role leading forums with key stakeholders from government partners, the private sector, contracting and engineering peak bodies. He met with stakeholders from universities, environmental groups and Indigenous communities. Each of these forums provides an opportunity to meet in person to discuss TMR policies, programs and what our investment decisions mean for these communities.

The department's Executive Leadership Team (ELT) also continue to convene the Stakeholder Consultative Committee. Meeting with the department's top 25 stakeholders four times per year enables direct contact between the department's senior leaders and industry groups. This fosters improved business solutions through direct contact in an informal environment.

Working with national stakeholders

TMR managers and staff continue to represent Queensland's interests nationally on peak Australian transport and road bodies, such as the Transport and Infrastructure Council, Transport and Infrastructure Senior Officials Committee (TISOC), Austroads ([see glossary](#)), Roads Australia and Australian Roads Research Board (ARRB) Ltd ([see glossary](#)).

In addition, we continued to work in partnership with the Department of Infrastructure and Regional Development and Infrastructure Australia, to progress favourable consideration of federal funding submissions for priority roads and transport infrastructure-related projects and packages in Queensland. During the year, this included the development of some 70 individual project proposals which were submitted to the federal government for funding under the Infrastructure Investment Programme, the Northern Australia Roads Programme, Northern Australia Beef Roads Programme and the Heavy Vehicle Safety and Productivity Programme.

Local government alliance

TMR reinforced its partnership with local government at this year's 119th Local Government Association of Queensland (LGAQ) ([see glossary](#)) annual conference.

The October 2015 conference included the Regional Roads and Transport Group (RRTG) Assembly, led by the Roads and Transport Alliance Board ([see glossary](#)) and brought together delegates from local governments across Queensland as well as the Roads and Transport Alliance Board.

The Director-General addressed the importance of TMR's 'one network' approach during his presentation.

This continues a long history of the department working with the LGAQ to invest in and regionally manage the Queensland transport network. The alliance continues this collaboration, increasing capability and engagement through the regions.

Industry briefing success

The department held a successful industry briefing on 28 July 2015, providing an overview of the Queensland Transport and Roads Investment program 2015–16 to 2018–19 (QTRIP), the works to be released to industry during the 2015–16 financial year, and the new Transport and Main Roads contracts and procurement processes, including the Engineering Consultancy Scheme.

Following the QTRIP statewide Industry Briefing event, Transport and Main Roads hosted a series of regional events to provide industry with greater insight into the projects to be released during the financial year. The briefings, hosted by the regional offices, provided specific information on the region's planning, design and construction projects, including a breakdown of estimated timing and delivery strategies.

Commonwealth Games planning

We also continued to engage in partnership with the Gold Coast 2018 Commonwealth Games Corporation (GOLDOC), the Queensland Government's Office of Commonwealth Games in the Department of Tourism, Major Events, Small Business and the Commonwealth Games, and the City of Gold Coast Council to develop GC2018 transport plans and strategies. The department will continue to collaborate to plan and deliver the transport for spectators, athletes and officials and the Games workforce to Games venues. (see page 41)



Road Safety Youth Innovation Challenge

In July and September 2015 TMR's Road Safety team held their CO-LAB Youth Innovation Challenge, giving 16-21 year olds the chance to develop new ways of getting the road safety message across to young people. The winning team's message resulted in the 'Settle Down Stallion' campaign in 2016 (see page 113).



Top: CO-LAB Youth Innovation Challenge, July 2015
Bottom: CO-LAB Youth Innovation Challenge – Breakout sessions

In 2015–16, stakeholder engagement helped develop, refine and finalise policy, strategies and initiatives, such as:

- Accelerated Works Program
 - Motorcycle Licensing discussion paper
 - Trialled the Step-Hear® audible way-finding system
 - Queensland Transport Policy
 - Transport System Planning Program
 - Queensland Cycling Strategy
 - Maintenance Dredging Framework
-

ANZAC spirit: the women and men and the role of transport

Telling the tale of transport during war

Queensland roads, rail, ports, and people all played rich and significant roles in the First and Second World Wars. With 2016 marking the 100 year anniversary of Anzac Day, the department commemorated the rich and diverse role of the department during war. And so, a special publication was born, *In Roads To Defence*.

Weaving between recruitment drives, building defence roads and the fate of the AHS Centaur on Queensland's coast, this publication brings to life a collection of stories highlighting the importance of transport in Queensland's defence history.

In times of war, everyone was called upon to go 'above and beyond' for country and allies, and the role of the Main Roads Commission (as the department was formerly known) extended well beyond road building.

While the department prioritised the construction of an inland defence road as an alternate route for military supplies, the commission and its people also constructed and maintained aerodromes, munitions factories, coastal fortifications, railways, and wharves.

In Roads To Defence is based on information sourced from the department's own annual reports which date from 1922; as well as other internal



An Australian Army motor transport convoy on the road between Woodford and Caboolture, 1942-07.
[Source: www.awm.gov.au/collection/026383]

publications, and oral histories of past and present employees.

Our roads, railways, and ports tell stories about the journey and sacrifice of Queensland's men and women during the First and Second World Wars, and this publication honours their memory.

Lest we forget.

Full publication: <http://tmr.qld.gov.au/About-us/Corporate-information/Publications/In-roads-to-defence-a-Queensland-Anzac-Centenary-publication>

An Anzac road in every sense

Anzac Memorial Avenue, or Anzac Avenue as it is known today, is not just Queensland's first bitumen road but also a heritage-listed road which was built as a memorial to the First World War.

An Anzac road in every sense, one of the publication articles, re-tells the story of the building of Anzac Avenue. This was one way of providing meaningful employment to returned servicemen, or 'work, not charity' as they saw it. As it was being finished, more than 2000 trees were planted alongside the avenue. To this day it is still Queensland's longest avenue of trees.

As part of the Centenary of Anzac 2014–2018, the Anzac Memorial Avenue Centenary Committee has been formed to steer upgrades to the road. Designed with the support of local businesses and community groups, projects include the planting of 100 new trees, new signage and plaques commemorating battles, and the installation in Ruth Whitfield Park, of a replica of HMAS AE2, the first submarine to conduct a torpedo attack against an enemy warship.

Women and war

Records show 10 female employees from the Main Roads Commission served in the Women's Auxiliary Australian Air Force and Australian Women's Army Service.

Fact files

Women's Auxiliary Australian Air Force (WAAAF)



- **First and largest** of the Australian Women's Services; formed in **March 1941**
- By December 1941, **1500 women** serving in the WAAF
- At its peak in October 1944, there were **18,667 officers and airwomen**
- In total, approximately **27,000 women** saw service in the WAAAF until it was **disbanded in 1947**

Women's Royal Australian Naval Service (WRANS)



- Formed in **April 1941**, with the enrolment of **14 women** at HMAS Harman, the wireless telegraphy station near Canberra
- In just **four months** the number of women enlisted in WRANS was **1000**, and totalling more than **3000 women** over the course of the war

Australian Women's Army Service (AWAS)



- The Australian Army established the AWAS in **August 1941**
- More than **24,000 women** enlisted as volunteers during five and a half years of operation
- AWAS was the **only non-medical women's service** to send personnel overseas during the war

With thousands of men being released for active service overseas, women lobbied to take on trades usually reserved for men, such as wireless telegraphists, armament workers, electricians, fitters, flight mechanics, fabric workers, instrument makers and meteorological assistants.

Finally during the Second World War women were able to serve in the army, navy, and air force, offering a starting point for the gender diversity and inclusion strategies that are in place in the department today.

Including the women mentioned above, the department had almost 200 employees who were known to have served during the Second World War. Many more people were thought to have served, however their names were not found in official records.

Commemorating Queenslanders

To further commemorate the ANZAC spirit, and as part of the Queensland Anzac Centenary Program, the department is naming infrastructure across the state to honour individuals, groups or events.

One of the individuals honoured in this way is World War I veteran, Percival Pacific Andrews.

Percival enlisted as a driver with the 7th Infantry Brigade Train, Army Service Corps, 17th Company, on 25 January 1915. Serving in Egypt, Gallipoli, France and Belgium, in 1918 he was promoted to the rank of Sergeant and awarded the Meritorious Service Medal for 'gallant conduct and devotion to duty in the field'.

As part of the Bruce Highway upgrade from Vantassel Street to Cluden, which was completed in September 2015, a newly-constructed rail overpass was officially named 'Percival Pacific Andrews Overpass' to honour Percival's contributions during war.

Plans to name other future departmental assets will ensure we continue to respect and remember those women and men who served for our freedom.



The year ahead

Key programs continuing in 2016–17 and beyond include:

- developing key strategies in order to shape the transport system for Queensland including Queensland's Long-Term Transport Strategy, Regional Transport Plans, *Queensland Cycle Strategy* and *Queensland Tourism and Transport Strategy*
- implementing Moving Freight Actions including mapping flood immunity of the road and rail freight networks and upgrading sections of the network to allow access by higher productivity freight vehicles
- undertaking the South East Queensland Travel Survey to collect updated travel data from over 10,000 households across the region
- continuing to deliver the \$8.5 billion program to upgrade the Bruce Highway over 10 years
- completion of the \$988 million Moreton Bay Rail Link project which involved the design and construction of the Lawnton to Petrie (1.5km) rail connection, dual-track passenger rail line (12.6km), six stations, 2850 car parks, rail stabling and cycle path between Petrie and Kippa-Ring
- continuing construction work on the \$1.6 billion Toowoomba Second Range Crossing which involves the design and construction of a four lane toll road bypass of Toowoomba between Warrego Highway at Helidon Spa and the Gore Highway at Athol (via Charlton)
- continuing works on the \$260.5 million Cape York Region Package designed to better connect and provide economic opportunity for Indigenous and non-Indigenous communities on Cape York Peninsula
- progressing works on the \$40 million Western Roads Upgrade Program that provides targeted road network upgrades in western Queensland to support economic development in 12 western Queensland Local Government areas
- commencing construction on a number of projects that are part of the Queensland Government's Accelerated Works Program aimed at supporting jobs across Queensland
- continuing to improve maritime safety and community satisfaction by managing the movement of vessels in Queensland waters for commercial and recreational vessels including the protection of the marine environment from ship-sourced pollution
- preparing for the transition of responsibility for domestic commercial vessels to the Australian Maritime Safety Authority, and contributions to the development and planning of Queensland waters in line with the implementation of the *Reef 2050 Plan*
- continuing to advance rail safety outcomes by driving rail research activities and leading rail safety projects
- inviting customers into the TMR Customer Design Hub, which will be a co-design space that tests new and existing ideas, products and services with customers early in the design process
- introducing additional online customer services such as:
 - enabling customers to transfer their vehicle or vessel registration online without needing to present at a Customer Service Centre
 - providing customers with additional options to receive email reminders for some transactions
 - Disability Parking Permit applications, renewals and replacements online
 - improved online customer authentication and security features
 - Camera detected offences – online image view, nominations of responsible driver, enquiries and court
- commencing implementation of taskforce recommendations accepted by Government for the:
 - passenger transport services fare review on the south-east Queensland network
 - personalised transport services review on the taxi, limousine and rideshare services in Queensland
- delivering additional public transport infrastructure including Redland Bay Marina Bus Station, Victoria Point Central Bus Station, Deception Bay Driver Facility and Park 'n' Ride projects
- working with the Maranoa Regional Council via the Memorandum of Understanding
- improving road safety by delivering life-saving initiatives in Queensland Road Safety including in education, community engagement, enforcement, technology and a protective road environment
- transition rail safety regulation function to the Office of the National Rail Safety Regulator.

Financial summary

This financial summary provides an overview of the department's financial results for 2015–16. A comprehensive set of financial statements covering all of the department's activities is provided in this report.

The department recorded an operating surplus of \$2.165 billion for the 2015–16 financial year. Table 1 summarises the financial results of the department's operations for 2015–16 and 2014–15.

Financial performance

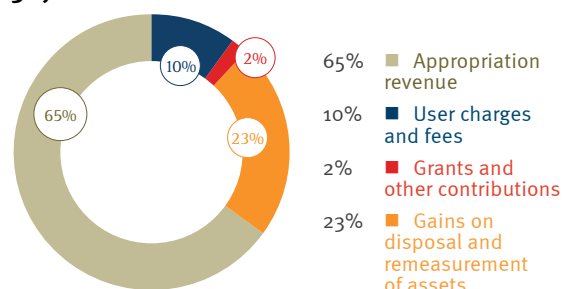
Table 1: Summary of financial results of the department's operations

Category	2015–16 \$ '000	2014–15 \$ '000
Total income	7,565,994	5,934,889
Total expenses	5,401,277	8,233,343
Operating result for the year	2,164,717	(2,298,454)

Income

Total income for the year was \$7.566 billion. This included appropriation revenue from the state government of \$4.906 billion, user charges of \$0.769 billion and grants and contributions of \$0.159 billion. The total revenue for 2015–16 has increased by \$1.631 billion from 2014–15. This is mainly due to the revaluation of infrastructure assets.

Figure 2: Income by category for the year ended 30 June 2016



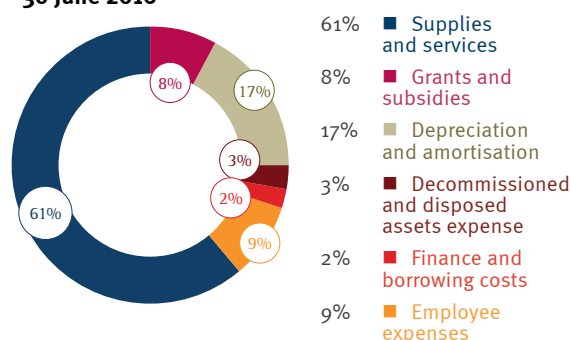
Expenses

Total expenses for the department were \$5.401 billion and were lower than 2014–15 by \$2.832 billion. This is mainly due to additional expenses recorded in 2014–15 for work performed on local government assets and asset revaluation decrements which are not applicable in 2015–16. Supplies and services costs account for most of our

expenses. Approximately 70 per cent of the supplies and services costs are a result of payments to operators of rail, bus, air and ferry services.

Total capital expenditure in 2015–16 was \$2.076 billion.

Figure 3: Expenses by category for the year ended 30 June 2016



Financial position

The net assets position reported in the financial statements shows the net worth of the department. At 30 June 2016, this was \$70.994 billion. Table 2 summarises the department's financial position for 2015–16 and 2014–15.

Table 2: Summary of financial position – Assets and liabilities

Category	2015–16 \$'000	2014–15 \$'000
Total assets	73,129,993	56,498,444
Total liabilities	2,135,749	2,081,334
Total equity	70,994,244	54,417,110

As at 30 June 2016, the department held assets totalling \$73.130 billion, representing an increase of \$16.632 billion compared to the previous year. This is mainly due to an increase in the valuation of road infrastructure assets following a review of the valuation methodology and depreciation estimates in 2015–16. The department's infrastructure assets consist of \$52.039 billion in roads, \$11.032 billion in structures and \$0.214 billion in other infrastructure assets.

As at 30 June 2016, the department held liabilities totalling \$2.136 billion which comprises mainly of payables, provisions and interest bearing liabilities.

THE SECT



VISION

Objective One — We plan an integrated transport system that support the efficient and reliable movement of people and goods

Objective Two — We deliver a sustainable, cost-effective transport network accessible to all

Objective Three — Customer, safety and regulatory services that improve community safety and satisfaction

Objective Four — An integrated passenger transport system, safe and accessible to all

Objective One

We plan an integrated transport system that supports the efficient and reliable movement of people and goods

Strategies

1. Develop long-term strategies, policies and plans to improve an integrated transport system
2. Plan to meet demand associated with growth in the economy and population
3. Invest to optimise the maintenance, operation and expansion of the state-side transport system

Performance areas

- Transport system planning
- Transport infrastructure condition
- Transport infrastructure investment

How we performed

Majority of Strategic Plan performance measures are also Service Delivery Statement (SDS) measures. SDS performance tables are located in Appendix 2.

Performance area	Performance measure	Notes	2014–15 Result	2015–16 Result	Status
Transport system planning	Percentage of projects in the State planning program commencing within four months after the programmed commencement date		93	95	
	Percentage of projects in the State Planning Program completed within four months after the programmed period		new measure	84	
	Percentage of projects in the State Planning Program costing less than 10% over the programmed estimate		95	90	
Transport infrastructure condition	Road system seal age (percentage of the state-controlled road network exceeding the optimal seal age)	1	27.6	29.0	
	Road system condition (the percentage of urban and rural state-controlled roads with condition better than the specified benchmark) – urban		98.50	97-99	
	Road system condition (the percentage of urban and rural state-controlled roads with condition better than the specified benchmark) – rural		96.28	95-97	
Transport infrastructure investment	Asset sustainability ratio	2, 3	112%	90%	

On track Slight variance Significant variance

Notes:

- Delays in the commencement of projects can be attributed primarily to procurement delays, design issues, the diversion of resources to higher priority Accelerated Works Projects and wet weather.
- The Asset Sustainability Ratio is calculated annually (as at June 30) and is reported in the first quarter. It is a reflection of the asset sustainability ratio as at 30 June 2015, inclusive of NDRRA works.
- The reduction in the ratio from 112 per cent as at 30 June 2014 to 90 per cent as at 30 June 2015 relates to the reduction in expenditure under the Transport Network Reconstruction Program over that period. Base level capital budgets in 2014–15 were also lower than normal due to the reallocation of substantial funds to contribute to the reconstruction program in earlier years.

Our highlights

In 2015–16, we developed strategies, policies and plans for an integrated transport system that safely and efficiently moves people and goods, and delivers value to the community.

Some of our achievements are listed below.

✓ Commonwealth Games preparation

The Commonwealth Games Federation reviewed planning and preparations for the Gold Coast 2018 Commonwealth Games at the Coordination Commission meetings held in December 2015 and May 2016 and acknowledged TMR's collaborative approach with delivery partners and preparations ([see page 41](#)).

✓ Queensland Cycling Strategy

Commenced consultation on a new cycling strategy to ensure the views and needs of all Queenslanders, including those living in regional locations are adequately represented in the 10-year cycling strategy and an accompanying two-year action plan ([see page 38](#)).

✓ Queensland Travel Snapshot

Released the How Queensland Travels report and supporting regional fact sheets outlining the day-to-day travel behaviour of households, including how, why and when they travel ([see page 43](#)).

✓ Transport Infrastructure Portfolio Plan and Schedule

Updated and finalised the 10-year Transport Infrastructure Portfolio Plan and Schedule 2015–25 (TIPPS) which serves to communicate strategic transport infrastructure investment choices and decisions ([see page 44](#)).

✓ Queensland Transport and Roads Investment Program

Developed and published the QTRIP 2015–16 to 2018–19: an \$18.8 billion program that identifies key priority programs, packages and projects ([see page 44](#)).

✓ Royalties for the Regions

Administered the delivery of 27 projects under the Queensland Government's Royalties for the Regions program on behalf of the Department of State Development (DSD) ([see page 88](#)).

✓ Queensland Transport Policy

Commenced consultation with stakeholders to develop a *Long-term Transport Strategy for Queensland: The Queensland Transport Policy* (QTP) ([see page 36](#)).

✓ SEQ Rail Horizon

Released the South East Queensland (SEQ) Rail Horizon, a long-term customer-focused vision to revitalise and transform the SEQ rail network ([see page 38](#)).



We develop long-term strategies, policies and plans to improve an integrated transport system

In 2015–16, we contributed to, or developed, policies, plans and strategies which provide long-term objectives for the future transport network and guide infrastructure planning and investment in Queensland. They include:

- State Infrastructure Plan ([this page](#))
- Transport Infrastructure Portfolio Plan and Schedule ([see page 44](#))
- Queensland Transport and Roads Investment Program ([see page 44](#))
- Bruce Highway Action Plan ([see page 51](#))
- Warrego Highway Upgrade Strategy ([see page 44](#))
- Moving Freight Strategy and associated priorities and actions ([see page 42](#))
- 2015–16 Transport System Planning Program ([see page 36](#))
- Queensland Road System Performance Plan ([see pages 36–37](#)).

Key transport strategies and plans include:

- Queensland’s Transport Policy ([see page 36](#))
- Transport and Main Roads Strategic Plan 2015–2019 ([see page 16](#))
- Regional Transport Plans ([see page 38](#))
- Safer Roads, Safer Queensland: Queensland’s Road Safety Strategy 2015–2021 and Action Plan 2015–17 ([see page 109](#))
- Queensland Cycling Strategy 2011–2021 ([see page 38](#))
- operational plans for the 2018 Commonwealth Games transport task ([see page 41](#))
- Reef 2050 Long Term Sustainability Plan (Reef 2050 Plan) ([see page 39](#))

Transport planning

State Infrastructure Plan

In March, the State Infrastructure Plan was released by the Queensland Government.

We worked closely with the Department of Infrastructure, Local Government and Planning (DILGP) to develop the transport component, which addresses identified challenges and guides investment across the four-year program and beyond.

Key responses include:

- maintaining and rehabilitating existing infrastructure to reduce the long-term cost of repair and improve network resilience
- improving the freight network
- using technology to create a better performing transport system
- seeking public transport solutions (including demand management) in south-east Queensland
- using smart infrastructure to improve capacity, safety and security
- connecting regional communities with access to services and opportunities.



Under the plan, a \$300 million package of critical road and rail upgrades will help boost capacity and reliability.

Projects underway include:

- Ipswich Motorway Upgrade, Stage 1 Darra to Rocklea
- Pacific Motorway-Gateway Motorway Merge Upgrade (southbound lanes)
- Dawson Highway (Gladstone – Biloela) timber bridge replacement package
- Rockhampton Road Train Access, Stage 1
- Kawana and Nicklin Way – Sunshine Coast University Hospital intersection upgrades package
- Riverway Drive duplication, Townsville (Gollogly Lane – Allambie Lane).

The department is progressing all of these proposals with construction on the Kawana and Nicklin Way – Sunshine Coast University Hospital intersection upgrades package to commence in July 2016. Procurement activities for all other projects will also commence in July 2016.

More information: www.dilgp.qld.gov.au/SIP

Queensland Transport Policy

During the year, we began consultation with stakeholders to develop a *Long-term Transport Strategy for Queensland: The Queensland Transport Policy (QTP)*.

The QTP will provide direction for transport over a 30-year horizon and guide more detailed transport policies, plans and funding decisions over the short, medium and long term.

It will assist in responding to challenges, such as adopting new technologies, changing travel needs of a diverse population, and utilising ‘big data’ to gain a deeper understanding of our customers, and look at sustainable funding options for the transportation network.

In the coming months, the department will be engaging with a number of stakeholders including working with the Department of Infrastructure, Local Government and Planning to ensure the QTP aligns with other key initiatives, such as the State Infrastructure Plan and Regional Development Plans.

Transport System Planning Program

This program provides integrated transport system outcomes through planning and investment activities, promoting the right investment at the right time. The TSPP is a program of planning projects across all modes and all regions with projects ranging from network level to investment proposal activities.

It includes:

- transport planning aimed at defining the integrated transport system priority needs across Queensland
- investment proposal development aimed at appraisal and selection of the best value investment options, including business case decisions
- contributions to whole-of-government planning.

Development of the 2015–16 TSPP included:

- collaboration across the department and government to plan and deliver projects and improve governance arrangements for better customer outcomes
- publishing the 2015–16 TSPP as part of the Queensland Transport and Roads Investment Program, improving the visibility of the planning program for department stakeholders
- providing presentations to industry for the 2015–16 program.

See next page, Table 3: Transport System Planning Program (2016–17) Key projects

Transport system performance plan

The Queensland Road System Performance Plan (QRSPP) guides road performance planning by determining available funding, specifying government objectives to be met, providing five-year milestones and allocating corresponding levels of funding required to meet these milestones. The current QRSPP will be operational from 2016–17 to 2019–20. Performance against previous plans is reported in the TMR State of the Asset Report 2015.

Developed within the Queensland Government’s Asset Management Planning Framework, TMR’s Total Asset Management Plan sets out the predicted long-term performance of transport system assets under the current Transport Infrastructure Portfolio Plan and Schedule investment levels, plus the investment required to sustain levels of service in the future.

Table 3: Transport System Planning Program (2016–17) Key projects

Project	Work Description
Cairns Western Arterial Road — Bill Fulton Bridge Four Laning Planning Study	Undertake a detailed planning study on the Bill Fulton Bridge to upgrade to four lanes.
Mooloolah River Interchange — Sunshine Motorway Upgrade	Complete preliminary business case for the Mooloolah River Interchange (including Stage 2 of the Kawana Arterial) as part of a priority upgrading strategy for this new interchange and strategic links on the Sunshine Coast to address safety and congestion issues and support the new Sunshine Coast University Hospital and health precinct.
Commonwealth Games — Games Route Network Analysis	Develop a business case to identify and plan the GRN, that will enable the Queensland Government to meet the requirements included in the Commonwealth Games Host City Contract.
Beerburrum to Nambour Rail Upgrade Planning	Develop a business case for the Beerburrum to Nambour Rail Upgrade Project, investigating the duplication of the North Coast Line between Beerburrum and Landsborough. It will also investigate additional upgrades to the existing infrastructure between Landsborough and Nambour.
Regional Transport Plans	Commence development of statewide Regional Transport Plans.
Commonwealth Games — Transport Coordination Centre	Need to modify the systems and processes in TMR's Traffic Management Centre to accommodate all the additional and often unique demands of the Commonwealth Games.
Townsville City Cycle Path — Priority Routes – Corridor Study	Develop a link plan for cycling connections to three key destinations in Townsville: Townsville CBD, James Cook University, and Northern Beaches. The project will consider the ultimate future needs within respect to cycling infrastructure along these three priority routes and propose fit-for-purpose solutions.
Heavy Vehicle Rest Area Audit	Undertake an audit of Rest Areas/Stopping places on Queensland's state controlled roads and significant roads in terms of spacing, infrastructure, facilities, ownership and operation. Information drawn from the audit will inform Phase 2 of the project which will identify and prioritise projects for future TMR works programs to help reduce Heavy Vehicle fatigue-related road crashes.
Model Development — Transport Behaviours Algorithm	Data collection and analysis of residents' transport attitudes and decision making processes to help improve the department's understanding of people's choice of mode. This understanding is developed into algorithms for strategic modelling purposes.
Methodology for assessing non-infrastructure solutions (NIS)	The NIS Assessment Guidelines will: <ol style="list-style-type: none"> 1. categorise 'like' groups of NIS together based on a range of temporal and spatial criteria 2. quantify the effectiveness of NIS in reducing capacity constraints through an ex-post analysis of their implementation in Queensland and internationally 3. provide thresholds, or base values, for NIS that can be used in the preliminary evaluation phase of the Project Assurance Framework across cost, risk and benefit considerations 4. generate least cost supply curves for each NIS category.
Performance Based Standards (PBS) — Safety Audit	Undertake an audit analysis of the transport system parameters of key approved PBS routes and compare to previous years. Includes an audit covering freight task, compliance, environmental parameters and asset management.
Route Safety Reviews	TMR has undertaken a route safety review of the Mount Lindesay Highway to identify road safety issues, problems and opportunities for improvement, and commenced safety risk assessments for other high risk roads which will continue into 2016–17.

Regional transport plans

TMR is currently developing Regional Transport Plans to identify shared priorities for future transport planning and investment over the next fifteen years. The plans will have an emphasis on supporting economic growth and regional development.

Regional transport plans will have a critical role in defining the strategic direction of regional transport systems for the short to medium outlook. The plans will be developed by building collaborative partnerships with local government and the private sector. The process for developing the regional transport plans will focus on the specific ways transport can contribute to realising local, state and national objectives.

The Mackay Whitsunday District Regional Transport Plan will be the first plan to be delivered later this year. Regional transport plans for each of the other 11 districts will follow during 2017.



Campervan on Barkly Highway, Cloncurry

Transport strategies

Transit Oriented Development (TOD) Program

During the year the department has progressed delivery of the Transit Oriented Development (TOD) program which aims to increase densities at transit nodes ([see glossary](#)) by providing mixed use development outcomes integrated with existing or planned transport infrastructure for the benefit of the community and commuters consistent with the intent of the South East Queensland Regional Plan.

This year has seen significant progress on construction of the Coorparoo TOD project and the Toowoomba Retail Link project. The department has also entered into an agreement with a proponent for delivery of a TOD at Cleveland rail station and has also progressed tender processes for other TOD opportunities at Ferny Grove, Albion and Varsity

Lakes. The department is currently investigating TOD opportunities at a number of other locations including at stations along the Moreton Bay Rail Link.

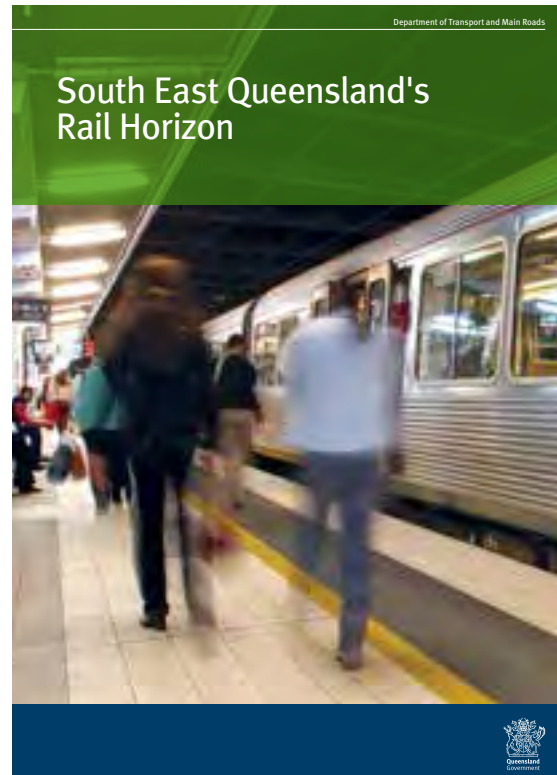
South East Queensland's Rail Horizon Strategy

In March, we released the *South East Queensland's Rail Horizon*, a long-term customer-focused vision to revitalise and transform the SEQ rail network. The strategy identifies ways to optimise the existing network, upgrade services and infrastructure and deliver critical new infrastructure as key priorities. It also identifies capacity challenges facing the rail network and solutions to address them.

The strategy aligns with the Queensland Government's desired outcomes for the community and the objectives of the State Infrastructure Plan.

Key aims of the strategy are to:

- increase/improve infrastructure that leads and supports growth and productivity
- increase/improve infrastructure that connects our communities and markets
- provide sustainability and resilience
- improve prosperity and liveability.



South East Queensland's Rail Horizon will assist Building Queensland, Queensland's independent infrastructure advisory body, to develop a list of

priority projects to help ensure the government invests in value-for-money infrastructure projects that provide long-term community benefits.

More information: <http://www.tmr.qld.gov.au/Travel-and-transport/Rail/South-East-Queenslands-Rail-Horizon>

(Related story [see page 47](#))

Queensland Cycling Strategy

Cycling helps to create connected and active communities and is an important contributor to achieving the department's vision of Connecting Queensland – delivering transport for prosperity. In April, the department began consultation on a new cycling strategy for Queensland. Consultation with a wide range of cycling stakeholders and interest groups will ensure the views and needs of all Queenslanders, including those living in regional locations, will be adequately represented in the new 10-year cycling strategy and an accompanying two-year action plan.

The new strategy will positively respond to the significant changes in cycling and changes and improvements in our understanding of how to encourage and enable more people to ride and will positively influence:

- community activities, such as markets, sporting activities and meetings
- commercial activities such as advertising, roadside vending and permanent commercial developments (in particular, service centres)
- recreational activities, such as fossicking, horse-riding and camping.

More information: www.tmr.qld.gov.au/Travel-and-transport/cycling

Principal cycle network plans

This year, over \$33 million in capital funding was spent on the delivery of cycling infrastructure ([see glossary](#)) across Queensland including \$18.8 million expended on the state-controlled road network and \$14.3 million in grants provided to local governments. Significant projects on the state controlled road network include Veloway 1, North Brisbane Bikeway ([see page 85](#)) and David Low Way Cycle Facilities ([see page 91](#)). In 2015–16 an additional 24 kilometres of principal cycle routes have been added to the cycle network across the state.

Funding for cycling infrastructure was expanded from south-east Queensland to a statewide approach with an additional \$17 million approved to be allocated across the next four years. Two million dollars of this funding was committed to local governments in regional Queensland in 2015–16 towards the delivery of 12 projects.

We also continued the development and route prioritisation of seven Principal Cycle Network Plans encompassing 48 local governments across the state.

More information: www.tmr.qld.gov.au/Travel-and-transport/Cycling/Cycling-infrastructure-grants

Reef 2050 Long-Term Sustainability Plan Actions (Reef 2050 Plan)

The Reef 2050 plan is a long term strategy to turn around the health of the Great Barrier Reef. The state and federal governments are committed to protecting the outstanding universal values of the Great Barrier Reef and have responded to recommendations from the United Nations World Heritage Committee with the development of the Reef 2050 Long-Term Sustainability Plan (the *Reef 2050 Plan*).

The Reef 2050 Plan was endorsed by the state and federal Governments in March 2015. TMR is responsible for leading implementation of six actions from the Plan.

In 2015–2016 the focus has been on implementation of two actions:

- WQA16 – Develop a statewide coordinated maintenance dredging strategy: significant progress was made on this action with a consultation draft being circulated for stakeholder comment in March–April. The draft Strategy is now being reviewed and is expected to be finalised in the first half of 2016–17.
- WQA21 – The state government will not support trans-shipping operations that adversely affect the Great Barrier Reef marine park. A proposed implementation plan using existing environmental regulations has been developed and is currently being considered by government agencies.

Other actions to be progressed in 2016–17 are:

- WQA15 – develop and implement a dredging management strategy (including capital dredging)
- EBA7 – Consider development of a new vessel class which ensures bulk goods carriers travelling in the World Heritage Area meet stringent safety standards
- EBA8 – Fully vet 100 per cent of bulk carriers traversing the GBR to an appropriate standard
- EBA9 – Encourage industry adoption of vessel assessment activities and approval processes.



Maintenance Dredging Strategy

The development of a *Maintenance Dredging Strategy* (the Strategy) is an action from the *Reef 2050 Plan*. The aim of the strategy is to provide a framework for sustainable, leading practice management of maintenance dredging at ports in the Great Barrier Reef World Heritage Area.

During the year, the department led the development of an initial draft of the strategy in consultation with key industry, environmental and regulatory stakeholders. A consultation process was undertaken in April 2016 and the draft document received significant feedback. The department is working through the feedback with key stakeholders to revise the strategy. It is expected the strategy will be publicly released in late 2016.

More information on dredging undertaken during the year is on [page 92](#).

We plan to meet demand associated with growth in the economy and population

Planning for future transport needs

Updated Cross River Rail business case

Cross River Rail is the Queensland Government's highest priority infrastructure project. The project is vital for south-east Queensland and its strategic importance is highlighted in both the *State Infrastructure Plan* and *South East Queensland's Rail Horizon*, a long-term rail network strategy which outlines the strategic priorities for the region's rail network, which include optimising the existing network, upgrading services and infrastructure and delivering critical new infrastructure.

The Queensland Government announced the Cross River Rail concept alignment and rail station precinct locations in April 2016.

Building on previous planning and investigations, the department completed a preliminary evaluation which recommended a revised scope for Cross River Rail of a 10.2 kilometre rail link connecting Dutton Park in the south to Bowen Hills in the north, including 5.9 kilometres of tunnel under the Brisbane River and CBD. The project will deliver new services to stations at five key locations including Boggo Road, Woolloongabba, Albert Street, Roma Street and Exhibition showgrounds.

Cross River Rail will unlock the inner city rail network and is a city-changing addition to the public transport network, providing benefits to south-east Queensland and the state.

The department has been central in supporting Building Queensland to update the business case for the project completed in June 2016. Following the business case, procurement may take up to 18 months, pending approval and funding arrangements. A project of this scale has an estimated construction timeframe of five years.

A new generation rail signalling system, the European Train Control System (ETCS), will be put in place in the core of the network where capacity, safety and reliability is needed most. Train signalling systems across south-east Queensland will be progressively upgraded to a more modern, reliable and safe system, including the inner-city network and Cross River Rail tunnel to ensure efficient and safe operation.

More information: www.crossriverrail.qld.gov.au

Commonwealth Games planning

During the year, the department continued to work in partnership to progress operational plans and strategies to manage the impacts of the Games on road and public transport networks and to ensure a successful transport operation for the event with the Gold Coast 2018 Commonwealth Games Corporation (GOLDOC), the Queensland Government's Office of Commonwealth Games in the Department of Tourism, Major Events, Small Business and the Commonwealth Games, and the City of Gold Coast Council.

The department is responsible for the planning and delivery of public domain transport and the provision of safe, efficient and reliable transport for spectators and workforce to Games venues, and the priority movement of athletes and officials between venues. The department will also ensure the transport network continues to effectively operate during the 11 day event from 4 April to 15 April 2018 at 21 venues on the Gold Coast, and in Brisbane, Townsville and Cairns, with the delivery of a special events shuttle bus network, supported by temporary transit malls and Park 'n' Ride facilities.

As the first regional Australian city to host a Commonwealth Games, we are prioritising the delivery of regional infrastructure on the Gold Coast, such as the Gold Coast Light Rail Stage 2, the \$158.2 million package of road infrastructure upgrades and the \$163.2 million Coomera to Helensvale rail duplication project to support the Games and to leave a lasting legacy. A priority road network between venues for accredited vehicles and a Games transport coordination centre will be provided, alongside a travel demand management campaign to promote and communicate travel options and influence travel behaviour.

The department will continue to work collaboratively with Games delivery partners to further refine operational plans and public domain and temporary transport requirements for each competition venue, celebration zone and non-competition venue for the Gold Coast 2018 Commonwealth Games and together will undertake stakeholder engagement with community, business and industry.

Following the conclusion of Operational Planning Phase, the department will move into the Mobilisation Phase until September 2017.

Moving Freight actions

During the year, we continued to implement the *Moving Freight* strategy – a key initiative that outlines our 10-year plan for Queensland’s freight system.

Moving Freight’s objective is to ‘facilitate the efficient movement of freight’. A total of ten actions have been delivered across the program (two during 2015–16, six during 2014–15 and two during 2013–14). Actions delivered in 2015–16 are outlined below.

Table 4: Moving Freight Actions – key activities delivered in 2015–16

Priority	Actions	Key activities and initiatives	Delivery
Facilitate greater freight infrastructure investment	Develop policy that supports and facilitates voluntary industry investment in the development of the freight network.	Completed management of Austroads project <i>Improving Access through Direct Private Investment in Public Road Infrastructure</i> .	September 2015
Expand the use of rail freight	Review rail Transport Service Contracts supporting regional freight and livestock to ensure they align with industry and community needs and deliver value for money.	Executed contract on interim arrangements for Livestock and Regional Freight Transport Service Contracts.	December 2015

Remote Area Consultative Group (RACG)

The department began hosting the Remote Areas Consultative Group (RACG) in July 2014 for a two-year term, after which the Northern Territory will take over. The RACG was formed in 2014 and comprises representatives from Queensland, the Northern Territory, South Australia and Western Australia. They act as an advisory body and represent the interests of regional and remote areas on proposed and existing heavy vehicle reforms.

The RACG also works towards resolving cross border issues between jurisdictions at an operational level for the heavy vehicle industry. Key points that have been facilitated through the RACG include:

- zonal issues and vehicle access for Agriculture
- Tri-Drive Prime Mover Operations
- road train operations and road freight in remote areas
- remote and rural roadworthiness related issues
- *National Remote and Regional Transport Strategy*
- cross border road train operations and road freight
- Austroads Freight Program in the context of remote and regional operations.

This has provided a highly valuable exchange of information, particularly given the unique opportunity provided within the RACG membership base to engage directly with industry representatives on key strategic issues.

Corridor Management Action Plan

In October 2015, we launched the *Corridor Management Action Plan* (CMAP). This internal plan will guide the delivery of activities to support management of third-party, non-transport use of the road corridor ([see glossary](#)) across the Queensland road system over the next five years.

The road corridor lends itself to a range of community and economic activities including:

- providing a corridor for electricity, gas, water and telecommunications infrastructure
- community activities such as markets, sporting activities and meetings,
- commercial activities such as advertising, roadside vending and permanent commercial developments (in particular, service centres)
- recreational activities, such as fossicking, horse-riding and camping.

Since the launch of the CMAP, significant progress has been made on a number of key projects, including:

- re-establishing our relationships with public utility providers and benchmarking the cost of utility relocations as part of TMR infrastructure projects,
- developing online application process for various corridor related permits and approvals,

- developing a risk assessment framework for activities in the corridor to support streamlined, risk based assessment and approval processes
- commencing major reviews of the Roadside Advertising Guide and Policy and Service Centres Policy.

The mid-year review of the CMAP was completed in April 2016 and implementation of the projects and initiatives in the action plan is ongoing.

North Coast Rail Line Action Plan

The department is currently developing a preliminary North Coast Line Action Plan which will propose a 10-year program of infrastructure and service initiatives to address corridor deficiencies, increase rail capacity and improve rail operation.

The plan builds on the Moving Freight Strategy and other previous studies, investigating upgrades that will improve safety and efficiency on the vital north-south rail line. Projects in the North Coast Line Action Plan will facilitate growth in rail freight between the key distribution centres in the south east to major population centres in central and northern Queensland. The plan is due to be completed in mid-2017.

Inland Rail Project engagement

The Inland Rail project is a \$10 billion, 1700 kilometre inland rail freight link from Melbourne to Brisbane, an initiative of the federal government, and is being delivered on its behalf by the Australian Rail Track Corporation (ARTC). ARTC is currently progressing concept design and planning activities ahead of the submission of the project for environmental approvals in the second half of 2016. During the year, the department led the Queensland Government engagement with ARTC on the project.

An Inland Rail Inter-departmental Committee (IRIDC) has been established to oversee the project from a state government perspective to ensure we maximise the economic benefit for Queensland.

More information: <http://infrastructure.gov.au/rail/inland>

How Queenslanders travel

Snapshot of travel across Queensland

In April, we launched the ‘How Queensland Travels’ report and supporting regional fact sheets. The report provides an interactive overview of the key transport trends that shape cities, regions and towns in the state. The report is based on data collected via Queensland Household Travel Survey, which is conducted regularly across the state.

The survey provides the department with information about the day-to-day travel behaviour of over 80,000 Queenslanders, including how, why and when they travel. Data from the surveys is available from the Queensland Government’s Data Portal. <https://data.qld.gov.au/dataset?q=household+travel+survey>

More information: <http://www.tmr.qld.gov.au/qldtravelsurvey>



We invest to optimise the maintenance, operation and expansion of the statewide transport system

Infrastructure investment

Infrastructure investment

The National Partnership Agreement on Land Transport Infrastructure Projects (NPA) which formalises funding commitments from the federal government and agrees on state government contribution has been in place since 2014.

The 2015–16 Federal Budget confirmed a commitment of \$7.7 billion to 2018–19 including:

- \$1.6 billion in 2015–16
- \$6.1 billion for the period 2016–17 to 2018–19.

In addition, \$3.1 billion was indicatively allocated from 2019–20.

This is the second year of the National Partnership Agreement.

Investment strategies

The Brisbane–Gold Coast Transport Investment Strategy has been drafted and is awaiting endorsement. Other draft investment strategies, including those for the Peak Downs and Gregory Highways, Capricorn Highway, and Flinders and Barkly Highways are being reviewed and work is continuing to refine strategies. The Warrego Highway Upgrade Strategy was released in February 2012.

The strategies provide linkages between government policies and objectives and transport planning and investment, and will:

- set long-term strategic route visions to guide route enhancement
- outline investment priorities targeting highest priority route performance issues, such as safety, condition, capacity, efficiency and reliability.

The department's focus this year was on developing detailed submissions to respond to federal funding opportunities, such as Infrastructure Australia submissions (September 2015), Northern Australia Roads Programme (November 2015) and Beef Roads Programme (May 2016).

Transport Infrastructure Portfolio Plan 2015–25 (TIPPS)

During the year, we updated and finalised the 10-year *Transport Infrastructure Portfolio Plan and Schedule 2015–25* (TIPPS). The TIPPS serves to communicate strategic transport infrastructure investment choices and decisions. It contextualises the department's current position and key areas of focus that result from the annual Portfolio Definition process.

The portfolio definition process sets the direction of the portfolio over the next 10 years, provides key guidance for QTRIP development, and also provides input into external agency planning and prioritisation processes. It is part of the Infrastructure Investment Committee management processes ([see page 182](#)) for the transport infrastructure portfolio, which reviews and assesses:

- any changes in strategic direction
- changes to the likely 10 year funding envelope
- delivery performance
- the priority and timing of current and proposed candidate investments and their associated outputs, outcomes and benefits

TIPPS outlines transport infrastructure investments and highlights how TMR's strategic objectives will be realised through delivery within an affordable funding program, taking account of the needs for operation, maintenance and upgrade of the transport infrastructure assets.

Queensland Transport and Roads Investment Program

Following the finalisation of the TIPPS, we developed and published the QTRIP ([see glossary](#)) 2015–16 to 2018–19. Developed with funding allocations from the federal and state governments, the \$18.8 billion QTRIP identifies key priority programs, packages and projects including:

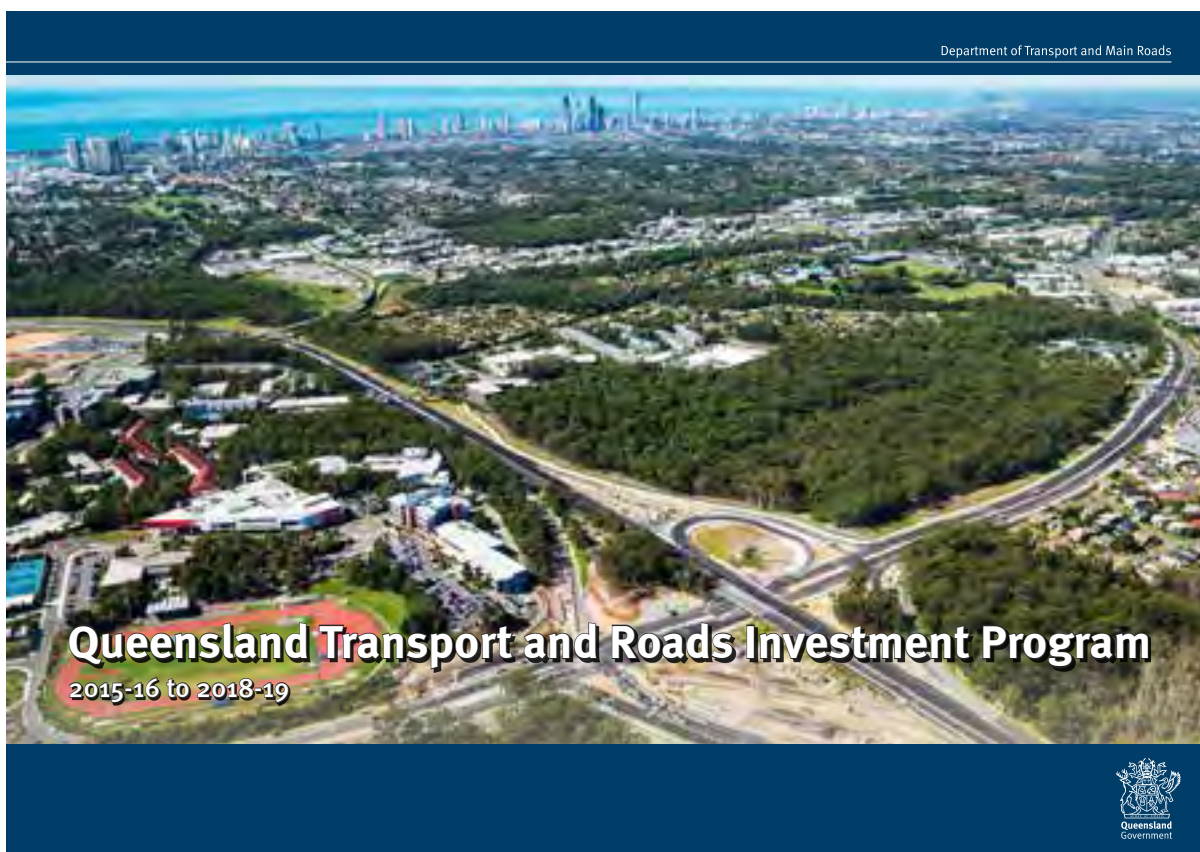
- \$8.5 billion program for Bruce Highway upgrades over 10 years (2013–14 to 2022–23)
- \$635 million Warrego Highway Upgrade Program over five years (2014–15 to 2018–19)

- \$260.5 million Cape York Region Package over five years (2014–15 to 2018–19) to upgrade key roads and other infrastructure to better connect communities in the Cape
- \$988 million Moreton Bay Rail Link, a dual-track passenger rail line from Petrie Station to Kippa-Ring Station
- \$1.606 billion Toowoomba Second Range Crossing, a bypass route to the north of Toowoomba
- \$1.162 billion Gateway Upgrade North, widening the Gateway Motorway between Nudgee and Bracken Ridge
- an additional \$30 million over three years (2015–16 to 2017–18) to extend the Marine Infrastructure Fund to support marine projects such as boat ramps, pontoons and jetties (see page 92–93)
- an additional \$60 million in funding in 2015–16 and 2016–17 for transport infrastructure delivered through the Transport Infrastructure Development Scheme (TIDS) as part of regional infrastructure funding program, Building Our Regions
- \$40 million for the Western Roads Upgrade Program (2015–16 and 2016–17) to assist drought-affected areas through targeted road network upgrades within western Queensland local government areas

- \$160.7 million over three years for a package of major road infrastructure (see glossary) upgrades on the Gold Coast in the lead up to the 21st Commonwealth Games in April 2018
- almost \$1 billion in road safety initiatives over the next four years
- more than \$500 million over two years for jointly funded infrastructure initiatives on the Bruce, Warrego, New England and D’Aguilar Highways, along with targeted road safety programs such as Safer Roads Sooner (see glossary) and Safety Mass Actions.

More information: <http://tmr.qld.gov.au/About-us/Corporate-information/Publications/Queensland-Transport-and-Roads-Investment-Program.aspx>

The Queensland Transport and Roads Investment Program 2015–16 to 2018–19 (QTRIP) outlines the current and planned investments in transport and road infrastructure over the next four years.



Securing land for future transport projects

The department acquires and disposes of properties for road and transport infrastructure projects. Properties retained by the department for existing and future infrastructure projects are leased, where possible, to derive an income for the state. This includes rail corridors and boat harbours. We are also responsible for developing strategic land opportunities, including Transit Oriented Developments (TODs) (see page 38) and realising commercial opportunities for the road corridor (see glossary) and passenger network.

Targeted Road Safety Program

The Targeted Road Safety Program (TRSP) is designed to achieve reductions in road trauma by targeting the delivery of high-benefit, cost-effective road treatments on the road network to treat locations with a demonstrated or potential risk of high severity crashes.

The department will deliver at least \$300 million in TRSP projects over the two-year period of 2015–16 and 2016–17, and is an investment targeting high risk crash sites on state-controlled and local government roads.

The TRSP consists of funding provided under the state funded Safer Roads Sooner, Safety Mass Actions, Road Safety Minor Works and Flashing Lights in School Zones programs (see glossary), and the federally funded Black Spot Programme (see glossary).

The benefits of the TRSP include reduced fatalities, reduced serious injuries and increased safety rating of Queensland's national road network.

Regional road investments

National remote and regional transport strategy

Following a National Remote and Regional Transport Strategy (NRRTS) Forum on 22 May 2014, the Transport and Infrastructure Council (the Council) (see glossary) agreed to the formation of a NRRTS Working Group. The Working Group is chaired by the Northern Territory, and comprises the South Australia, Western Australia, Queensland and federal governments, and developed the NRRTS Strategy that was approved by the Council in November 2015. The Working Group is currently progressing delivery of the 11 actions under the Strategy's Implementation Plan.

Queensland is leading two actions from the Implementation Plan:

- **Action 6** – provide employment and economic opportunities for local communities on key transport infrastructure construction and maintenance projects and services. To date, a desktop audit of national initiatives has been compiled and provided to the NRRTS Working Group. We are currently working on identifying best practice models of increasing indigenous employment on remote and regional transport projects.
- **Action 9** – develop and consider models for flexible risk-based solutions that aim to achieve consistency in access and operating conditions across borders, and reduce regulatory burden in remote and regional areas. As a member of the Remote Area Consultative Group (RACG), Queensland has been working with industry and other jurisdictions to identify gaps and inconsistencies in cross-border regulations and policies. The RACG is currently working on identifying possible options to address these issues.

Progress on the 11 actions will be provided to the Council for consideration at the November 2016 meeting.

Building our Regions Program

Under the Building our Regions Program (see glossary), the state government committed an additional \$30 million per annum in 2015–16 and 2016–17 to the Transport Infrastructure Development Scheme funding (TIDS). This additional funding brought the TIDS to an annual statewide funding allocation of \$70 million.

This funding continues to support local governments to deliver transport infrastructure for their communities through 17 Regional Roads and Transport Groups across Queensland. Part of this funding (\$8.2 million) is Aboriginal and Torres Strait Islander (ATSI) TIDS, dedicated to improving access and transport infrastructure, such as roads, aerodromes, barge ramps and jetties, to 34 communities across the State.

More information: www.statedevelopment.qld.gov.au/regional-development/building-our-regions.html

*Includes interactive web map of projects

Heavy Vehicle Access Management System

During the year, we continued developing the Heavy Vehicle Access Management System (HVAMS) to replace the department's paper-based Heavy Vehicle Permit Management System in 2016–17.

HVAMS will deliver an improved level of customer service resulting in faster turnarounds for applications, greater consistency of route assessments on the state's road network and improved public safety.

The project will give transport operators instant and secure access to:

- online applications for heavy vehicle permits
- route planning and engineering analysis
- automated assessment
- online payment.

Contract Management – 3PCM Solution

During the year, we commenced the implementation phase of the Portfolio, Program, Project and Contract Management (3PCM) project. The project will:

- improve efficiency in planning, managing and delivering the Transport Infrastructure Portfolio
- improve decision making enabled through timely access to accurate data
- allow a move away from a reliance on aging technologies.

The implementation of the Information and Communication Technology solution has been undertaken through the year with the first of two releases occurring in June 2016. The second release will be delivered in early 2017. We also have a 10-year managed service arrangement with the solution provider.

SEQ rail infrastructure

Consistent with the *State Infrastructure Plan*, the *SEQ Rail Horizon Strategy* released in March, aims to direct investment to the rail network to derive more efficiency from existing infrastructure.

Under the plan, rail projects, such as Cross River Rail, new high capacity signals and longer trains will help improve access, reliability and increase service frequency across the south-east Queensland.

Key rail network initiatives include:

- Cross River Rail ([see page 41](#))
- Moreton Bay Rail Link ([see page 138](#))
- Coomera to Helensvale track duplication – due for completion in 2017
- roll out of 75 new generation six-car trains ([see page 138](#))

More information: www.tmr.qld.gov.au/Travel-and-transport/Rail/South-East-Queenslands-Rail-Horizon

Objective Two

We deliver a sustainable, cost-effective transport network accessible to all

Strategies

1. Deliver long-term, innovative, value for money infrastructure solutions
2. Develop new technologies and systems in transport infrastructure construction, preservation and management
3. Manage and operate the state-controlled road network to ensure travel reliability and efficiency

Performance areas

- Transport network efficiency
- Transport Infrastructure delivery

How we performed

Majority of Strategic Plan performance measures are also Service Delivery Statement (SDS) measures. SDS performance tables are located in Appendix 2.

Performance area	Performance measure	Notes	2014–15 Result	2015–16 Result	Status
Transport network efficiency	Road network efficiency – Average travel time per 10km				
	AM peak		11.0	11.1	
	Off peak		9.8	10	
	PM peak		11.2	11.6	
	Road network reliability – Percentage of the road network with reliable travel times				
	AM peak		79	80	
	Off peak		90	89	
	PM peak		73	74	
	Road network productivity – Percentage of the road network with good productivity				
	AM peak		72	71	
	Off peak		76	74	
	PM peak		71	68	
	Arterial intersection performance – Percentage of intersections congested less than 20 min per hour				
	AM peak		87	85	
	Off peak		94	93	
PM peak		82	78		
Transport infrastructure delivery	Number of fatal crashes on state-controlled roads per 100 million vehicle kilometres travelled where the road condition was likely to be a contributing factor				
	Percentage of QTRIP projects >\$5 million				
	commencing no later than four months after the programmed commencement date	1	78	85	
	completed no more than four months after the programmed construction period		new	93	
	costing less than 10% of the published QTRIP figure		87	90	

On track Slight variance Significant variance

Notes:

- Delays in the commencement of projects can be attributed primarily to procurement delays, design issues, the diversion of resources to higher priority Accelerated Works Projects and wet weather.

Our highlights

In 2015–16, we continued to build and maintain our road, rail and marine infrastructure across the state. Some of our achievements are listed below.

✓ Cape York Regional Package

Continued works on the \$260.5 million package to upgrade infrastructure on Cape York Peninsula, including significant sealing works on the Peninsula Developmental Road (see page 58).

✓ Townsville Ring Road

Continued construction of the Townsville Ring Road. Once complete, this project will support the future economic growth of the North Queensland region, providing a freight bypass, better access to the Townsville Port and improved travel times and reliability for industry and motorists using the national highway (see page 65).

✓ Toowoomba Second Range Crossing

Began construction on the \$1.6 billion Toowoomba Second Range Crossing which will provide an alternative range crossing for road users improving driver safety and enhance liveability for the regions' residents (see pages 55 and 75).

✓ Bruce Highway Upgrade – Caloundra Road to Sunshine Motorway

This project involves an upgrade of the Bruce Highway between Caloundra Road and the Sunshine Motorway to six lanes, including major upgrades to both interchanges and the delivery of a service road for local traffic on the western side of the highway.

It is among Queensland's highest priority road projects and is designed to meet the strategic transport needs of the Sunshine Coast region well into the future (see page 79).

✓ Gateway Upgrade North

As one of Brisbane's biggest road projects the \$1.143 billion Gateway Upgrade North project offers a range of benefits including reducing congestion, accommodating future growth and improving motorists' safety.

This extensive upgrade includes construction of additional lanes, wider shoulders, new safety

barriers and extension of on and off-ramps (see page 86).

✓ Accelerated Works Program (AWP)

As part of the Queensland Government's Accelerated Works Program (AWP), we have accelerated 21 infrastructure projects totalling \$144.6 million to generate jobs in northern Queensland.

The acceleration of works will boost economic activity, local employment, training opportunities and community confidence (see page 53).

✓ Gold Coast Road Network Improvement Projects (Commonwealth Games)

As part of this \$160.7 million package of road network improvement works, Southport–Burleigh Road (High Street, Ferry Road, Bundall Road and Bermuda Street), Labrador–Carrara Road (Olsen Avenue, Currumburra Road and Ross Street) and Nerang–Broadbeach Road (Gooding Drive roundabout and Hooker Boulevard) will be improved. These improvements will provide long term benefits to the community by increasing the road network capacity and improving the traffic flow across the Gold Coast. Delivery of these projects will help ensure the road network on the Gold Coast is in good shape ahead of the Commonwealth Games in 2018 (see page 81).

✓ Cooroy to Curra (Section C)

These major works involve constructing a four-lane highway on a new alignment between Traveston and Woondum.

The works will provide improved safety, transport efficiency and flood immunity and will be complete by mid 2018, weather permitting (see page 73).

✓ Transport Infrastructure Development Scheme

Accelerated an additional \$60 million in funding to 2015–16 and 2016–17 for infrastructure delivered through the Transport Infrastructure Development Scheme (TIDS). This is part of a new regional infrastructure funding program (the Building our Regions program) to provide funding for critical infrastructure in regional areas of the state (see page 46).

We deliver long-term, innovative, value-for-money infrastructure solutions

Major infrastructure works

Bruce Highway safety and capacity improvements

The federal government has committed \$6.7 billion and state government \$1.8 billion to improve safety and flood immunity, and enhance traffic capacity along the Bruce Highway over 10 years (2013–14 to 2022–23).

The department continued to plan for and manage significant upgrade works along the Bruce Highway in 2015–16.

Works included:

- completed design and started construction of new \$100.4 million Boundary Road Interchange with the Bruce Highway at Narangba
- completed construction of the Roys Road/ Bells Creek Road interchange at a cost of \$87.9 million and the Pumicestone Road interchange at a cost of \$88.85 million
- completed installation of ramp signalling on five southbound ramps between the Gateway Motorway and Caboolture, and 54 Variable Speed Limit Signs at a total cost of \$34.8 million
- started installation of wire rope barriers on the Bruce Highway centre median between Pine Rivers and Anzac Avenue as part of a \$7.4 million project to provide safety barriers through to Gympie
- started an \$8 million planning project for upgrades to the Bruce Highway between the Pine River bridges and the Caloundra Road Interchange
- continued design on a \$1.134 billion project to upgrade the Bruce Highway between Caloundra Road and Sunshine Motorway
- continued planning for a new Haughton River Bridge between Townsville and Ayr, at an estimated cost of \$515 million. Construction is scheduled to start in early 2019
- planning for the Cattle and Frances Creek upgrade, approximately ten kilometres south of Ingham. The project is scheduled to start construction in mid-2017 and be completed by late 2018 at an estimated cost of \$174 million
- continued construction of Yellow Gin Creek Bridge upgrade 30 kilometres south of Ayr at an estimated cost of \$45 million. Construction commenced in September and was completed after ten months
- planning and construction for the Arnot Creek Bridge upgrade, 12 kilometres north of Ingham at an estimated cost of \$10 million. Construction commenced in May 2016 and is expected to be completed in February 2017. This project is being delivered under the Queensland Government Accelerated Work Package
- construction of the Townsville Ring Road Section 4 completing the 22 kilometre Townsville Ring Road link and forming a new section of the National Network at an estimated cost of \$200 million. Construction commenced in March 2015 and is expected to be completed by January 2017
- awarding of a construction contract for the Veales to Pope Road widening and installation of wide centreline treatment at an estimated cost of \$3.45 million. Construction commenced in July 2016 and is expected to be completed by early 2017
- completed the \$170 million Yeppen South project.



Yeppen South Bridge, an elevated crossing of the floodplain on the Bruce Highway south of Rockhampton

The elevated crossing of the floodplain on the Bruce Highway south of Rockhampton, was delivered \$120 million under budget and opened to traffic in just two years. The project is jointly funded by the federal and state government. The project commenced in January 2014 and was commissioned in November 2015, providing 2.1 kilometres of new bridges across the Yeppen Floodplain, a high-level embankment for use during times of flood, an upgraded intersection at Edith Street and flood immunity improvements for the major Bruce Highway and Burnett Highway intersection, south of Rockhampton. Joining the high-level Yeppen Lagoon Bridge, access to the south of Rockhampton now has immunity above the largest recorded flood level, providing commuter certainty in all conditions.

The majority of the components for the project were manufactured in Central Queensland by local contractors or on site at the one-of-a-kind Egan's Hill manufacturing facility built by John Holland for the project including; 1300 concrete piles, which have been set up to 27 metres into the floodplain, and 391 girders, each weighing more than 70 tonnes.

The project was delivered with minimal disruption to the more than 5000 vehicles per day that use this section of the Bruce Highway.

In 2016, building on the road safety program principles established for Tranche 1 of reducing the risk and severity of head-on, run-off-road and

intersection crashes, we commenced high level planning for Tranche 2 of the Bruce Highway Safety Program which is due to commence delivery in 2019–20.

More information: www.tmr.qld.gov.au/About-us/Corporate-information/Publications/Bruce-Highway-Action-Plan.aspx

Cooroy to Curra (Section A)

The \$490 million Section A project was fast-tracked by the federal and state governments under a 50:50 funding arrangement. The Section A project will deliver a new 13.5 kilometre, four-lane divided highway between the existing interchange south of Cooroy and the recently completed section of highway in Federal (near Sankeys Road) and will be complete by early 2017, weather permitting. In April 2016 Contract 2 was completed. This included opening the all-movements Cooroy northern interchange and diverting traffic on to the new highway alignment between the interchange and Sankeys Road. Contract 3 involves constructing six kilometre of new northbound lanes to duplicate the existing Cooroy bypass, rehabilitating the existing highway to make southbound lanes, upgrading the existing Cooroy southern interchange and constructing new bridges over Six Mile Creek.



Aerial photo of works underway to upgrade the Cooroy southern interchange

Cooroy to Curra (Section D)

In April 2016, a contract was awarded for the Detailed Design phase of Section D: Woondum to Curra. Section D bypasses Gympie city and includes 26 kilometres of new four-lane, dual-carriageway highway, 43 bridges, new interchanges at Woondum, Gympie Connection Road and Curra and north facing ramps at Penny Road. The detailed design took into consideration that this section has the highest crash rate of the Cooroy to Curra stretch.

The existing highway is a two lane road with numerous conflict points (56 intersections and 106 property accesses). It also regularly floods south of Gympie, severing access to Gympie and communities further north, with the highest average duration of closure being 69 hours. The upgrade will improve flood immunity, road safety and traffic efficiency.

Bruce Highway upgrade – Caloundra Road to Sunshine Motorway

The \$1.134 billion project involves an upgrade of the Bruce Highway between Caloundra Road and the Sunshine Motorway to six lanes, including major upgrades to both interchanges and the delivery of a service road for local traffic on the western side of the highway. Jointly funded by the federal and state governments on an 80:20 basis, it is among Queensland's highest priority road projects and is designed to meet the strategic transport needs of the Sunshine Coast region well into the future.

A revised preferred planning layout was released in July 2015. The revised preferred planning layout was used as a reference design for an Early Contractor Involvement (ECI) process for the design and construction of the project. The ECI process commenced in September 2015. Two contractors were shortlisted to progress through the ECI process in November 2015. The department expects to award the design and construction contract in August 2016.

More information: www.tmr.qld.gov.au/brucehwy-caloundra2sunshinemwy

National Highway Upgrade Programme

The department commenced upgrade works on key arteries of the national highway network in Queensland under the state government's National Highway Upgrade Programme ([see glossary](#)).

Improvement works underway in 2015–16 included:

- the provision of a further overtaking lane, pavement widening works and intersection upgrades on the New England Highway

- road widening and strengthening on the Flinders Highway between Hughenden and Cloncurry
- upgrading of the Landsborough Highway between Morven and Kynuna
- road rehabilitation on the Cunningham Highway between Mutdapilly and Warrill View

The state government contributed \$12.3 million to these projects, with the federal government providing \$49.3 million.

Accelerated Works Program

As part of the Queensland Government's Accelerated Works Program (AWP), we have brought forward 21 infrastructure projects to generate jobs in northern Queensland.

The department has accelerated \$144.6 million in directly delivered infrastructure projects as part of this program. This represents approximately 30 per cent of this government's total announced AWP value of \$443 million.

The acceleration of works will boost economic activity, employment and community confidence across the state. The department is committed to creating local jobs and training across the state.

As part of the AWP, the department has implemented additional requirements over and above the current state government policy position to enhance training and local content opportunities for AWP projects as follows:

- a requirement for contractors to provide 50 per cent additional training over and above that mandated by the Queensland Government Building and Construction Training policy. Deemed training hours have been increased from 0.03 per cent to 0.045 per cent of the contract sum for each project
- a requirement for contractors to develop an enhanced Local Industry Plan with more detailed reporting on geographically local subcontractor and supplier engagement.

The first AWP project, the \$1 million Townsville Port Road road train decoupling pad, was completed in May 2016, two months early.

The announced projects are located in the North and Central Queensland regions and includes safety and infrastructure improvement works such as wide centre line treatments ([see glossary](#)), additional overtaking lanes in problems areas and new or widening of bridges and their approaches. A sample of each region's projects are listed below.



AWP road train decoupling pad, Townsville Port Road

Townsville

- \$6.17 million – wide centre line treatments on 13 kilometres of narrow section of Herveys Range Road between Lynam Road and Black River Road. Construction started in March and involved road widening and wide centre line markings to improve safety. Work was completed in April 2016.
- \$1 million – Townsville Port Road – road train decoupling pad completed in May which involved the construction of a new heavy vehicle decoupling facility for heavy vehicle operators in Townsville.
- \$10 million – construction started in May on the Arnot Creek Bridge upgrade replacing the existing bridge and approaches on the Bruce Highway. The project is expected to be completed in January 2017.

Mackay

- \$28 million – the two Vines Creek Bridges will be replaced on the Mackay – Slade Point Road construction is expected to start in April 2017. As the sole bridges for heavy vehicles travelling to the Port of Mackay, the new bridges will increase mass limit and support industry growth in the region.
- \$7 million – two new overtaking lanes both 1.3 kilometres in length on the Bruce Highway at Dingo Creek (northbound) and Emu Creek (southbound). Preliminary works commenced early August 2016 and are expected to be completed in February 2017.

Cairns

- A north bound overtaking lane is being constructed on the Bruce Highway at Alooomba as part of the Bruce Highway (Ingham to Cairns) Overtaking Lane Strategy. Based on the strategy this section has been identified as one of the highest priority. The \$2.5 million project is currently at tender with tender award expected in late September 2016 and scheduled for completion in December 2016, weather permitting.
- The aim of the Bruce Highway Overtaking Lane project is to contribute toward improving safety and operation performance of the National Land Transport Network Brisbane–Cairns corridor to handle growing traffic volumes and an increasing freight task.
- There has been one fatality and one crash requiring hospitalisation at this location. This project was included in the Accelerated Works Package.

Central

- \$12.5 million – 10.8 kilometres section of pavement strengthening and widening of the Landsborough Highway immediately south of Barcaldine. Construction is expected to commence in 2017.

More information: <http://www.tmr.qld.gov.au/Projects/Name/A/Accelerated-works-program-northern.aspx>

Road Infrastructure

Wide Centre Line Treatment

Wide centre line treatment refers to painting two white lines one metre apart, which is wider than usual, in the centre of the road to provide greater separation for opposing traffic. Painting the centre lines at a greater distance apart results in a significant reduction in the likelihood of head-on crashes. This treatment has been applied to highly trafficked, high-speed roads (for example the Bruce Highway) targeting a reduction in the incidence and severity of head-on crashes on these roads. To date, more than 890 kilometres of wide centre line treatment has been constructed across the network.

Benefits of implementing wide centre line marking include:

- Providing motorists with opportunities to avoid head-on crashes by providing more response time
- Providing for safer overtaking by improving the motorist's view of on-coming traffic
- Allowing more space when motorists are passing cyclists and vehicles that are stopped on the side of the road.

In conjunction with other safety initiatives, the first few years of wide centre line treatment implementation from 2013–14 has seen the number of fatalities reducing on the Bruce Highway from 53 in 2012, to 36 in 2013, 17 in 2014, and 30 in 2015. While every fatality is one too many, the number of fatalities on the Bruce Highway to the end of June 2016 was nine.

The roll-out of the wide centre line treatment on the Bruce Highway won the Australasian College of Road Safety's 3M Diamond Road Safety Award, which recognises exemplary innovation and effectiveness to save lives and injuries on roads.



Wide Centre Line treatments have reduced crash rates by 60% on certain parts of the Bruce Highway.

[Data source: <http://bit.ly/2c7zLSv>]

Warrego Highway Upgrade

Works on the \$635 million Warrego Highway upgrade continued during the year. The significant program of works comprises 15 projects designed to upgrade the highway between Toowoomba and Miles by 2019, and will improve the highway to an acceptable national standard.

In July, we completed the Oakey Duplication Stage 1, which delivered nearly six kilometres of four-lane divided highway and a newly constructed overpass at Troys Road, west of Toowoomba.

In October, we commenced construction to widen the Warrego Highway (Brigalow-Chinchilla) for 11 kilometres, with completion scheduled for late 2016.

The program is jointly funded with the federal government contributing \$508 million and the state government contributing \$127 million.



Grade separation at Troys Road will increase safety

Toowoomba Second Range Crossing (TSRC) underway

The department is delivering an alternative crossing of the Toowoomba Range for all classes of heavy and super heavy vehicles to improve freight efficiency and driver safety, relieve pressure on Toowoomba's roads, and enhance liveability for the city's residents.

In April, construction work began on the \$1.6 billion Toowoomba Second Range Crossing (TSRC) project.

Jointly funded by the federal and the state government on an 80:20 basis, the project will enhance safety on the existing range crossing and across the Toowoomba Central Business District (CBD) road network.

The TSRC is expected to significantly reduce travel times—up to 40 minutes in travel time through Toowoomba for heavy freight vehicles.

The final design will include separated connections to Mort Street and Boundary Street, two lanes built each way from the Warrego Highway East Interchange to Warrego Highway West, and grade separated interchanges at Warrego Highway West, Toowoomba–Cecil Plains Road and the Gore Highway.

The TSRC will be delivered as a Public Private Partnership with the Nexus consortium, and is expected to be completed in late 2018.

The TSRC will result in the following benefits to the region and the state:

- improved road and driver safety
- reduced travel time by up to 40 minutes and greater time travel reliability
- avoiding up to 18 sets of traffic lights
- relieved pressure on Toowoomba’s local roads by redirecting heavy vehicles away from Toowoomba’s CBD
- removal of over-dimensional and all classes of dangerous goods vehicles from the suburban streets of Toowoomba
- increased freight efficiencies
- enhanced liveability of the Toowoomba and Lockyer Valley areas.

More information: <http://www.tmr.qld.gov.au/Projects/Name/T/Toowoomba-Second-Range-Crossing.aspx>

(Related story [see page 75](#))

Gateway Upgrade North

The Gateway Motorway between Nudgee and Deagon is a four-lane motorway providing a critical transport corridor for more than 83,000 vehicles each day. It also services the Brisbane Airport, Port of Brisbane and the Australia TradeCoast precinct.

During the year, the department progressed the delivery of the \$1.143 billion Gateway Upgrade North project jointly funded by the federal and state governments on an 80:20 basis.



Gateway Motorway

The project includes:

- upgrading 11.3 kilometres of the motorway from four to six lanes between Nudgee and Bracken Ridge
- reconfiguring the Nudgee interchange including a new Nudgee Road overpass and a relocated extended northbound on-ramp
- providing a grade separated interchange between the Gateway Motorway and the Deagon Deviation at Deagon
- widening the Deagon Deviation between Depot Road and Bracken Ridge Road to provide two lanes in each direction
- modifications to the Bicentennial Road interchange including extended on and off-ramps
- construction of an off-road shared pedestrian and cycle path between Nudgee and Bracken Ridge
- installation of variable speed limit signs, variable messaging signs, traffic monitoring cameras and ramp metering
- pavement rehabilitation and safety works from the Deagon Deviation at Bracken Ridge to the Wyampa Road overpass.

The project is expected to be completed by late 2018.

Ipswich Motorway (Rocklea to Darra)

This section of the Ipswich Motorway currently carries more than 85,000 motorists daily, including up to 12,000 heavy vehicles. Stage 1 is funded equally by the federal and state governments committing \$200 million each in March. Procurement for this critical project commenced in May.

Rocklea to Darra Stage 1 includes:

- upgrading the motorway from four to six lanes
- seven new bridges and major culverts including higher bridges at Oxley Creek to improve flood immunity
- new southern service road connection from Rocklea industrial precinct to the Oxley commercial and retail areas
- new traffic signals at the Suscatand Street intersection.

The tender process for the design and construction contract is currently underway and will be awarded in early 2017. Major construction is expected to commence in 2017. Early works are expected to be completed in August 2016 to improve safety on the motorway's eastbound off-ramp at the roundabout on Oxley and Blunder Roads.

More information: <http://www.tmr.qld.gov.au/Projects/Name/I/Ipswich-Motorway-Upgrade-Rocklea-to-Darra-Stage-1-Package-1-Granard-Road-to-Oxley-Road>

Peak Downs Highway

Construction on the Peak Downs Highway Upgrade works at Eton Range, west of Mackay started in April 2016 and is expected to be completed in late 2018. The \$189 million project, jointly funded by the federal and state governments, aims to improve the safety and reliability of the Peak Downs Highway, which is the only designated B-double route from Mackay west to the Northern Bowen Basin.

The works include widening to four lanes, a split carriageway, and partial realignment of the existing Eton Range crossing, which will reduce the need to close the range for oversized vehicles. Due to the complex nature of the project, extensive geotechnical works were undertaken in 2014 and 2015 to inform the design and tender process.

Overpass named after local war veteran

The newly-constructed rail overpass, which is part of the Bruce Highway upgrade from Vantassel Street to Cluden Drive, was officially named 'Percival Pacific Andrews Overpass' in May 2016 in honour of World War I veteran Percival Pacific Andrews.

Following community suggestions, the overpass was named in grateful recognition of Percival's service to Australia and the North Queensland community.

Percival Pacific Andrews enlisted for World War I service as a driver with the 7th Infantry Brigade Train, Army Service Corps, 17th Company, on 25 January 1915. Percival served in Egypt, Gallipoli, France and then Belgium, where in 1918 he was promoted to the rank of Sergeant and awarded the Meritorious Service Medal for 'gallant conduct and devotion to duty in the field'.

As part of the Queensland Anzac Centenary commemoration the department plans to name other infrastructure assets in the near future in honour of the Australian's who served our country.

The original Angellala Creek bridge was destroyed by a truck explosion in 2014. The replacement bridge will be the second piece of transport infrastructure to be named in honour of our ANZACs.

More information: <http://www.tmr.qld.gov.au/Projects/Name/B/Bruce-Highway-Upgrade-Vantassel-to-Cluden>

Natural Disaster Relief and Recovery Arrangements (NDRRA)

During the year, we restored approximately 112 kilometres of state roads through the Natural Disaster Relief and Recovery Arrangements (NDRRA) program at a cost of \$41.4 million. The majority of works to reconnect the community following Tropical Cyclone Marcia, which struck near Yeppoon in February 2015, were completed including nine kilometres of pavement restoration and 141 earthworks sites on the Leichhardt Highway (Westwood–Taroom) and the Burnett Highway (Biloela–Mt Morgan).



Director-General, Neil Scales, with Managing Director of the Myuma Group, Colin Saltmere (front row, third from left), at Camooweal with the graduating class from Myuma Group's Dugalunji Prevocational Training and Employment Program.

Cape York Region Package – Peninsula Developmental Road

During the year, we delivered four sealing projects on the state-controlled Peninsula Developmental Road (PDR), located on the Cape York Peninsula, to improve road safety, travelling conditions, and access throughout the region.

The sealing works, through the Cape York Region Package, were carried out on the following sections: Mein Deviation, South of Morehead River, Sourayas Hill, and South of Hann River. These four projects resulted in an additional 44.5 kilometres of bitumen seal.

Training, employment and business opportunities for Indigenous communities on the Cape are an important part of the road upgrade projects. During the year 24 Indigenous trainees worked on the projects and 15 local Indigenous businesses gained work.

On 2 June 2016, the associated Peninsula Developmental Road Priority Agreement won the Partnership Category at the 2016 Queensland Reconciliation Awards. This agreement was developed in consultation with Traditional Owners and ensured that work carried out on the Peninsula Developmental Road complied with Native Title and cultural heritage requirements.

The works will improve accessibility to Cape York, support the growth of the local industry and secondary economies and strengthen local and Indigenous communities.

The Cape York Region Package is a jointly funded program of works, with the federal government contributing \$208.4 million and the state government contributing \$52.1 million.

Mein Deviation gravel supply on Peninsula Developmental Road

The department was engaged to project manage the sourcing of suitable gravel material for a significant project on the Peninsula Developmental Road.

The geographic remoteness of the project, and Cape York Land Council Native Title, meant accessing pavement gravel through a commercial quarry or from natural reserves proposed a high level of risk. To manage the risk, we were granted tender exemption to source and/or manufacture 180,000 tonnes of suitable gravel material.

The department achieved a number of key outcomes on this unique and challenging project:

- 130,000 tonnes of suitable quality gravel produced, ahead of program, meeting quality and environmental requirements, despite a short delivery timeframe and significant cultural heritage factors
- Traditional Owners worked on country carrying out cultural heritage survey and monitoring. Over the year, approximately 4245 cultural heritage monitor hours were accumulated across the projects being delivered on the Peninsula Developmental Road through the Cape York Region Package, and at the peak of construction there were more than 80 Indigenous employees employed on the projects.
- 50,000 tonnes of gravel sourced from a local quarry, providing a secondary benefit to the contractor of the option to source from two locations
- compliance with local, state and federal environmental requirements.

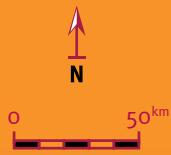


Our Districts

To assist in managing and delivering the department's infrastructure program, our program delivery and operations is undertaken across six regions made up of 12 districts with staff located in a number of offices across the state. These offices represent the department across south-east and regional Queensland, and are one of the infrastructure delivery areas of TMR.

Each district is responsible for a program of work and delivers on a number of economically and socially beneficial transport and road infrastructure projects throughout the year. The following pages provide a snapshot of the great work the department is doing in delivering infrastructure across the state.

Far North District



\$260.5M

(Total CYRP)

Cape York Region Package

Peninsula Developmental Road

Extend bitumen seal
(various sections)

Construction

Weipa

\$10M

Endeavour Valley Road

Extend bitumen seal
(delivered as part of
Cape York Region Package)

Construction

\$50M

Bruce Highway

Wide Centre Line Treatment
Priority locations

Construction

Mareeba

Cairns

Atherton

Innisfail

Tully

\$6.2M

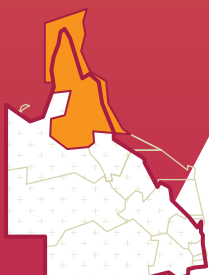
Kennedy Highway–Millstream Section

Seal and widen

Completed

Legend

- QTRIP Projects
- National road network
- State strategic road network
- State regional and other district
- Local government boundary road



The Far North District covers an area of about 273,158 km², or around 15.8 per cent of Queensland. It extends from the Torres Strait Islands in the north to the top of the Cardwell Range in the south, and from Cairns in the east to Croydon in the west.

The district has an estimated residential population of about 272,609 or around 5.9 per cent of Queensland's total population. The district looks after about 2941 kilometres of other state-controlled road and about 217 kilometres of the National Land Transport Network.

Endeavour Valley Road sealing works

Stage two of the Endeavour Valley Road sealing program of works, which involved sealing a 1.6 kilometre section of road, between Paw Paw Gully and Williams Creek, was completed in November 2015. The work included earthworks, drainage upgrade and bitumen sealing.

Stage three of the Endeavour Valley Road sealing program, which involved sealing a 900 metre section, between Endeavour Falls and Paw Paw Gully, was completed in late June 2016. This program of works aims to complete the seal (11 kilometres) through to Hope Vale over a four-year period. Work on stage one, a 780 metre section on the approach to Williams Creek, was completed at the end of 2014.

The funding is part of the Cape York Region Package, a \$260.5 million program of works, jointly funded by the federal and state governments, to upgrade priority infrastructure on Cape York Peninsula.

More information: <http://www.tmr.qld.gov.au/Projects/Name/E/Endeavour-Valley-Road-sealing-works>

Hopevale Aboriginal Community Memorandum of Understanding (MOU)

The department has developed a Memorandum of Understanding (MOU) with Hopevale Aboriginal Shire Council (HVASC) which provides funding to seal the final 11 kilometres of the Endeavour Valley Road (EVR) between Cooktown and Hopevale over a period of four years and build capability of the local Indigenous communities.

The MOU focuses on using this program to encourage maximum involvement from HVASC resources while upskilling community members in road construction and maintenance capability.

We have taken on the role of program and project manager for the works package and is also providing HVASC staff with training and support. The twin cab

grader is unique and has been used exclusively here for the last two years. Two years into the program, the agreement has delivered 2.1 kilometres of seal. The capability improvement plan for this program is flexible and has evolved as improved understanding and trust has developed between both teams. All parties to the MOU have been positive with the progress.

Bruce Highway Wide Centre Line Treatment

A \$50 million jointly federal and state government funded program of works will improve safety for motorists on various sections of the Bruce Highway between Ingham and Cairns. Priority sections of the highway will be widened to an 11-metre seal, including a one metre gap between the north and southbound lanes, under the Bruce Highway Safety Program works. The widening will allow for the installation of Wide Centreline Treatment (WCLT).

A number of intersections will also be upgraded during these works. Work commenced in March 2016 and the program is expected to be finalised by December 2016, weather permitting.

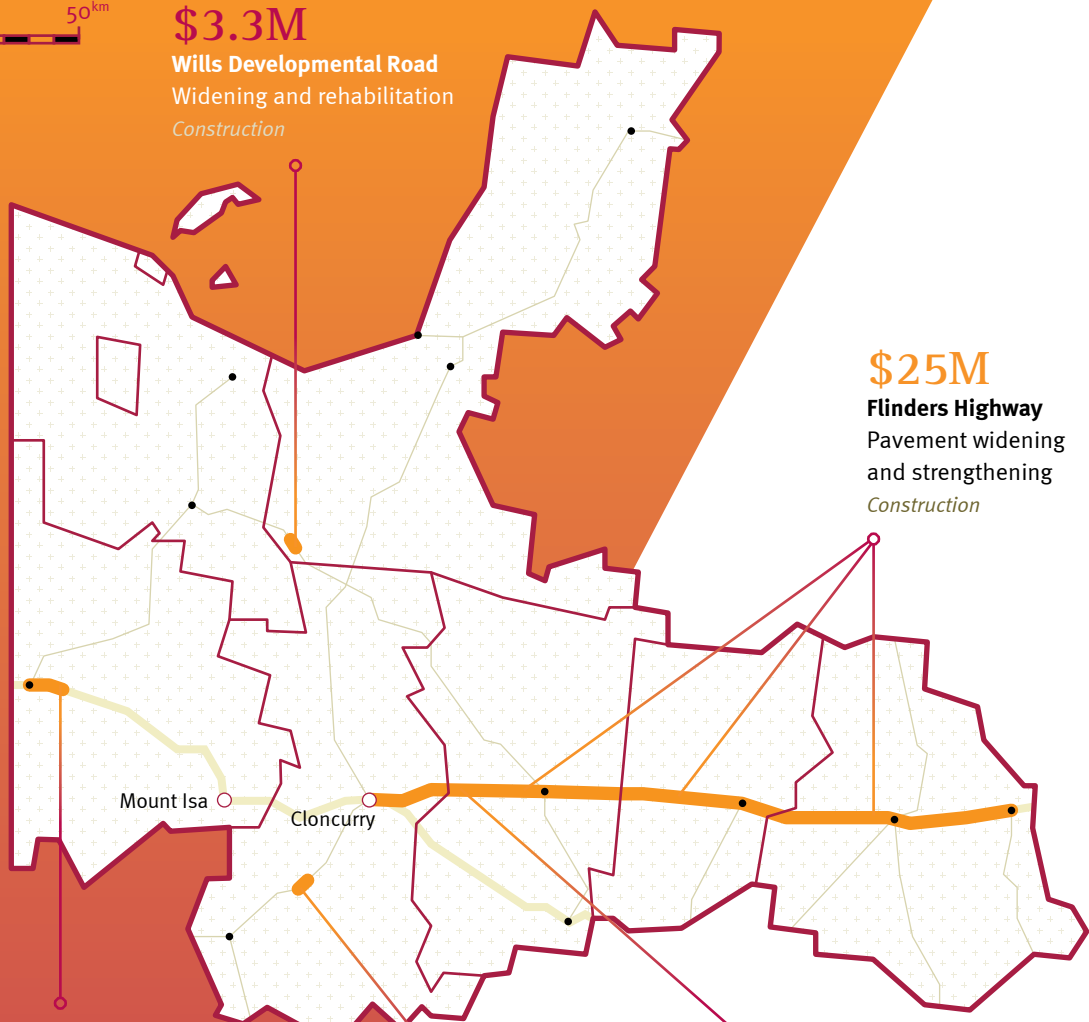
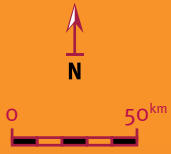
Millstream section, Ravenshoe

In September, the department completed works to widen and strengthen a three kilometre section of the Kennedy Highway, near Ravenshoe. During the \$6 million project, the highway was widened from 7.4 metres to 8.5 metres. The works helped improve safety and travelling conditions and reduced the impacts of flooding on the important inland highway link.

Gillies Range Road

Two sections of Gillies Range Road were widened and sealed as part of the Safer Roads Sooner program from May to June 2015 and from September to October 2015. In total, about two kilometres of the road was widened and sealed during the works at a cost of \$2.35 million. Between 2008 and 2013, there had been 16 crashes on these two sections of Gillies Range Road. The works help improve safety and travelling conditions on Gillies Range Road, which helps connect areas south of Cairns with the Atherton Tablelands.

North West District



\$3.3M
Wills Developmental Road
 Widening and rehabilitation
Construction

\$25M
Flinders Highway
 Pavement widening and strengthening
Construction

\$1.4M
Camooweal Safety Upgrade (Barkly Highway)
 Enhance driver and pedestrian safety
Completed

\$5M
Western Roads Upgrade Program
 Paving and sealing
Construction

\$2.3M
Ramsay Street Asphalt Works (Flinders Highway)
 Enhance driver and pedestrian safety
Completed

Legend

- QTRIP Projects
- National road network
- State strategic road network
- State regional and other district
- Local government boundary road

Objective Two — We deliver a sustainable, cost-effective transport network accessible to all

The North West District covers an area of about 307,833 km², or around 17.8 per cent of Queensland. It extends from the Gulf of Carpentaria in the north to Kynuna in the south, and from Torrens Creek in the east to the Northern Territory border in the west.

The district has an estimated residential population of about 35,327 or around 0.8 per cent of Queensland's total population. The district looks after about 2551 kilometres of other state-controlled roads and about 1024 kilometres of the National Land Transport Network.

Camooweal Safety Upgrade (Barkly Highway)

Driver and pedestrian safety enhancements were completed on the Barkly Highway through the town centre of Camooweal. The \$1.4 million project delivered new signage, median strips, profiling, lighting and pavement marking. Work started in August 2015 and the project was finished in December 2015.

Ramsay Street Asphalt Works (Flinders Highway)

We also undertook \$2.3 million of driver and pedestrian safety enhancements on the Flinders Highway through the town centre of Cloncurry, with a new asphalt pavement surface, line marking, improved drainage in priority sections and reduced speed limit. Work started in November 2015 and the project was finished in December 2015.

National Highway Upgrade Programme (Flinders Highway)

We commenced the \$25 million Flinders Highway Pavement Widening and Strengthening Program as part of the National Highway Upgrade Programme. There are five projects on the Flinders Highway between Hughenden and Cloncurry being delivered by Flinders, Richmond and McKinlay Shire Councils as well as RoadTek. The program commenced in April 2016, with an anticipated completion of December 2016.

Western Roads Upgrade Program

The department also undertook \$2.5 million of paving and sealing of several unsealed sections of the Cloncurry-Dajarra Road between Cloncurry and Duchess, funded by the Queensland Government's \$5 million Western Roads Upgrade Program. We commenced work in March 2016 and the project was finished in June 2016. A second section of paving and sealing will be completed in 2016-17 by Cloncurry Shire Council.

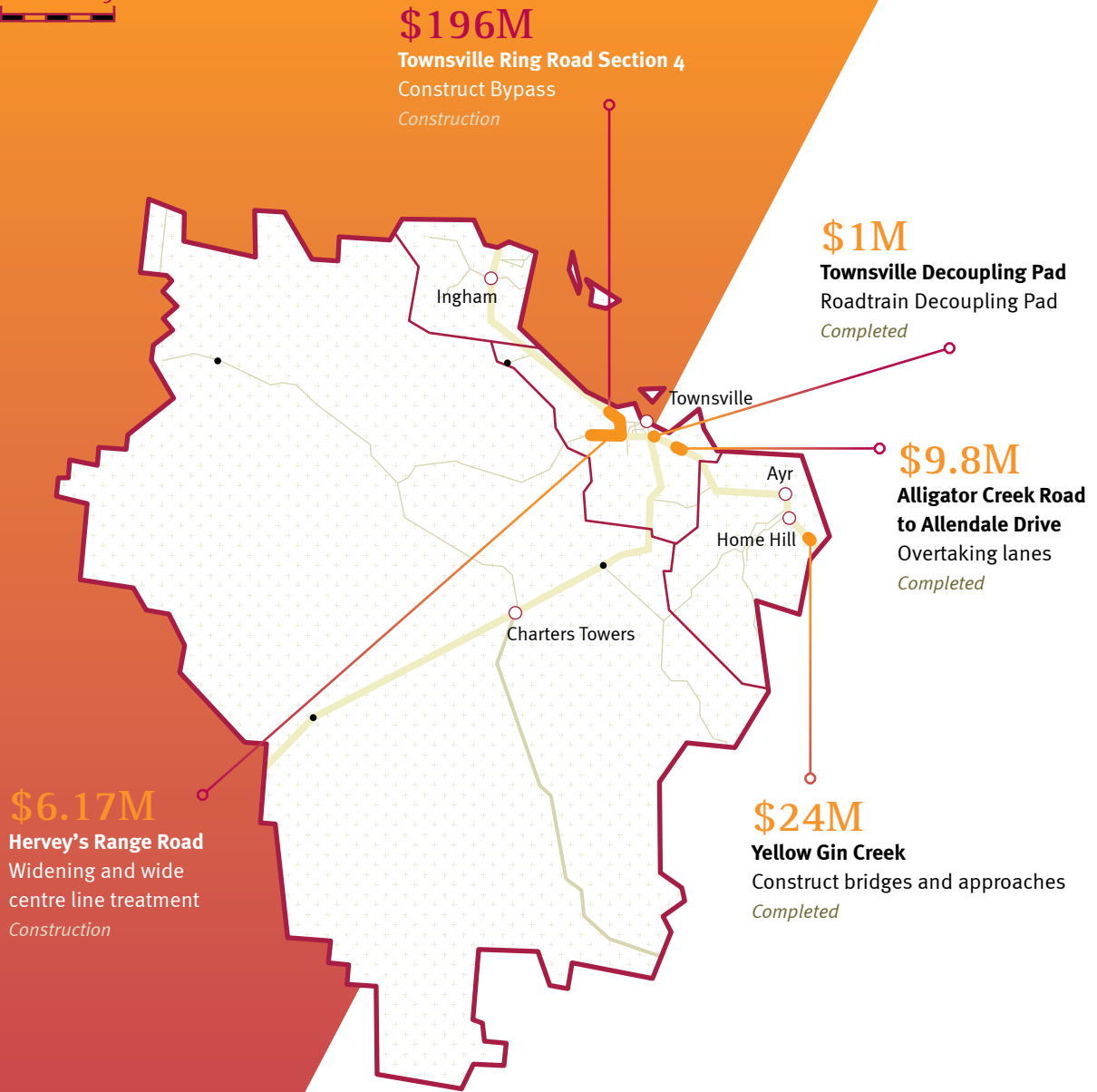
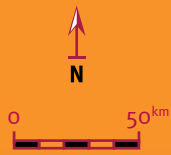
Wills Developmental Road

We completed \$3.3 million widening and rehabilitation of a priority section on the Wills Developmental Road between the Burke and Wills Junction and Gregory. This work was completed by Myuma Pty Ltd, an indigenous employment and training organisation providing opportunities in real road construction projects between November 2015 and July 2016.



Plant in operation on the Cloncurry-Dajarra Road (Cloncurry-Duchess) as part of the Western Roads Upgrade Program

Northern District



Legend

- QTRIP Projects
- National road network
- State strategic road network
- State regional and other district
- Local government boundary road

Objective Two — We deliver a sustainable, cost-effective transport network accessible to all

The Northern District covers an area of about 80,249 km², or around 4.6 per cent of Queensland. It extends from the Cardwell Range in the north to 50km south of Lake Buchanan, and from Townsville in the east to the west of Charters Towers.

The district has an estimated residential population of about 233,907 or around 5.0 per cent of Queensland's total population. The district looks after about 1143 kilometres of other state-controlled roads and about 515 kilometres of the National Land Transport Network.

Townsville Port Road road train decoupling pad

This project involved the construction of a new heavy vehicle decoupling facility for heavy vehicle operators in Townsville. It was delivered under the Queensland Government's Accelerated Works Program (see page 53).

Thuringowa Drive / Hinchinbrook Drive and Thuringowa Drive / Burnda Street

Safety works were completed in June 2016 on two roundabouts on Thuringowa Drive under the Queensland Government's Safer Roads Sooner program. The \$1.4 million works are aimed at reducing the amount of accidents at the busy intersections of Burnda Street and Hinchinbrook Drive.

Townsville Ring Road (Section 4)

Construction started in March 2015 on the Townsville Ring Road (Section 4) project to connect the existing ring road at Kalynda Chase with the northern suburbs of Townsville, completing the 22 kilometre Townsville Ring Road link and forming a new section of the National Network. The total cost of the project is \$200 million with \$160 million contributed by the federal government and \$40 million by the state government. It is expected to be completed in January 2017.

Benefits of the project include freight connectivity, efficiency and reliability of the network, improved flood immunity and reduced congestion on the local road network to support long-term economic growth for the Townsville region.

More information: <http://www.tmr.qld.gov.au/Projects/Name/T/Townsville-Ring-Road-Section-4>

Alligator Creek Road to Allendale Drive overtaking lanes

This \$9.8 million project involved the construction of a set of overtaking lanes on the Bruce Highway at Alligator Creek, south of Townsville. Construction started in November 2015 and practical completion was achieved on 30 June 2016. This upgrade has created safer overtaking opportunities for motorists and improved efficiency on the highway. The project was delivered on time under the state government's Accelerated Works Program.

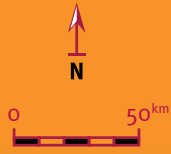
Bruce Highway bridge upgrade (Yellow Gin Creek)

This project involved the construction of a new higher-level bridge and approaches at Yellow Gin Creek, 30 kilometres south of Ayr. Construction commenced in September 2015 and was completed in June 2016. This \$24 million upgrade has improved flood immunity, safety and freight connectivity on the Bruce Highway.

Hervey Range Road widening works

This project involves widening, wide centre line and safety works on a 13 kilometre narrow section of Hervey Range Road, between Lynam Road and Alice River Bridge. Construction commenced on this \$6.17 million project in April 2015 and will be completed in September 2016, ahead of schedule. This upgrade will improve safety and travelling conditions for road users.

Mackay/Whitsunday District



\$1.5M

Mackay-Eungella Road and Kenny's Road
Installation of traffic signals
Completed

\$13.8M

Mackay Showgrounds and Shakespeare Street
Intersection upgrade
Completed

\$2.5M

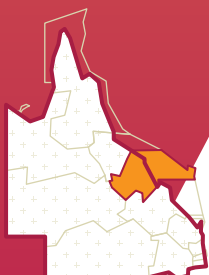
Greenmount Wollingford Road
Safety upgrades
Completed

\$189M

Peak Downs Highway
Safety Works
Safety Upgrade
Construction

\$560M

Mackay Ring Road (Stage 1)
Detailed Design
Preconstruction



Legend

- QTRIP Projects
- National road network
- State strategic road network
- State regional and other district
- Local government boundary road

The Mackay/Whitsunday District covers an area of about 90,362 km², or around 5.2 per cent of Queensland. It extends from north of Bowen to south of St Lawrence, and west to Clermont and the Bowen Basin.

The district has an estimated residential population of about 180,200 or around 3.9 per cent of Queensland's total population. The district looks after about 2222 kilometres of other state-controlled roads and 451 kilometres of the National Land Transport Network.

Mackay showgrounds Intersection Upgrade

The Bruce Highway intersection upgrade between the Mackay Showgrounds, Shakespeare Street and corner of Gordon and Milton Street in Mackay was completed in December 2015.

The intersection upgrade aims to reduce crash numbers and severity, reduce travel times, increase lane capacity, improve overall safety and traffic management and improve the conditions of public amenities.

The completed project delivered a new protected bicycle lane, cycle specific crossing lights, kerb ramps to allow use of either on-road or off-road cycle facility and a three metre off-road shared path along the Bruce Highway on the showgrounds side.

Mackay Ring Road (Stage 1)

As part of the Bruce Highway improvement plan, the Mackay Ring Road (Stage 1) is progressing through the detailed design phase based on feedback from the public, council and industry consultation and activities.

The construction of the ring road will increase road safety by reducing hazardous loads travelling through the city centre and improve the operation of local, regional and national road networks. Access will be improved between industrial areas and the Mackay Port and the community's connections to homes and jobs.

It will reduce the frequency of hazardous loads travelling through the city centre, and significantly improve the operation of local, regional and national road networks.

The improvements include:

- access arrangements for private properties
- a new underpass at Stotts Road and another south of Gibsons Road for local traffic and farming activities
- modification of the on-ramp from the Peak Downs Highway to the ring road near Te Kowai Foulden Road

- extension of a southbound overtaking lane from Lagoons Creek to south of Peak Downs Highway overpass.

Safety improvements include relocation of vehicle inspection bays near Te Kowai Foulden Road and curve approaching the Bruce Highway north intersection.

Mackay Ring Road (Stage 1) includes a two-lane rural highway deviation with 13 bridges between Stockroute Road to Bald Hill. Construction is expected to start in August 2017.

More information: <http://www.tmr.qld.gov.au/Projects/Featured-projects/Mackay-Ring-Road.aspx>

Mackay-Eungella and Kennys Road

Construction works to upgrade the intersection of Mackay-Eungella Road and Kennys Road were completed in February 2016. The \$1.5 million project was jointly funded by the Queensland Government and Local Government. The works which started in October 2015, focussed on improving safety at the intersection through the installation of traffic signals and providing a pedestrian crossing of Mackay-Eungella Road.

Greenmount Wollingford Road

The Greenmount Wollingford Road intersection upgrade included the provision of right turn facilities at the intersections on the Peak Downs Highway at Old Rocky Waterholes and Wollingford Road/Greenmount Road. The \$2.47 million project was funded by the Queensland Government under the Safer Roads Sooner Program. Works began in August 2015 and were completed in December 2015.

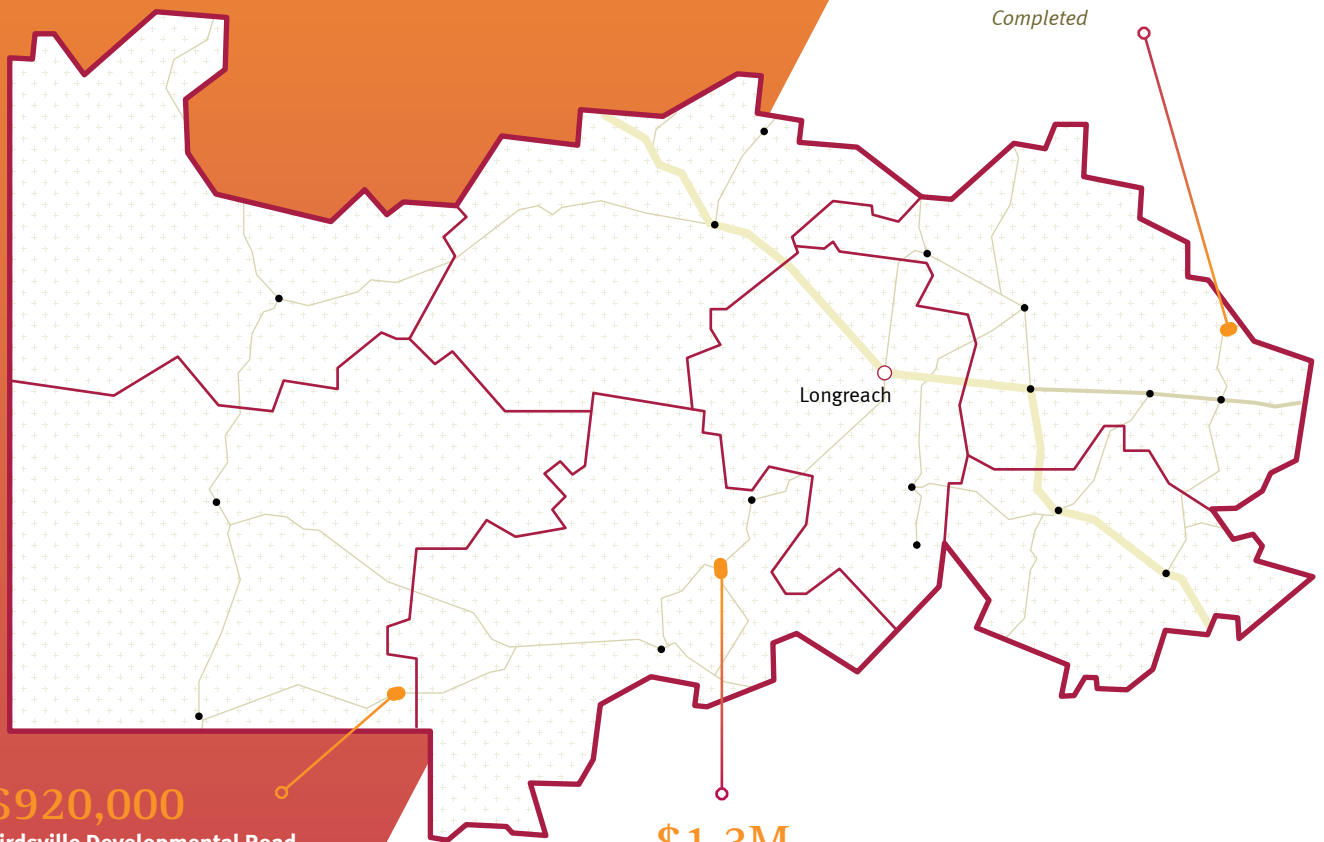
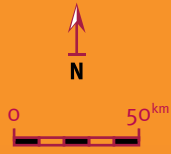
Peak Downs Highway Safety Works

The \$189 million project, jointly funded by the federal and state governments, aims to improve the safety and reliability of the Peak Downs Highway, which is the only designated B-double route from Mackay west to the Northern Bowen Basin.

The works include widening to four lanes, a split carriageway, and partial realignment of the existing Eton Range crossing, which will reduce the need to close the range for oversized vehicles.

Construction on the Peak Downs Highway Safety Works at Eton Range, west of Mackay started in April 2016 and is expected to be completed in late 2018.

Central West District



\$920,000

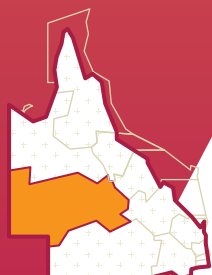
Birdsville Developmental Road (Betoota)
Pave and seal
Completed

\$1.3M

Jundah - Quilpie Road
Pave and seal
Completed

\$7.4M

Clermont - Alpha Road
Native Companion Creek
New concrete bridge
Completed



Legend

- QTRIP Projects
- National road network
- State strategic road network
- State regional and other district
- Local government boundary road

The Central West District covers an area of about 396,650 km², or around 22.9 per cent of Queensland. It extends from near Kynuna in the north to the South Australia border in the south, and from the Drummond Range east of Alpha to the Northern Territory border in the west.

The district has an estimated residential population of about 12,458 or around 0.3 per cent of Queensland's total population. The district looks after about 3682 kilometres of other state-controlled roads and about 693 kilometres of the National Land Transport Network.



Native Companion Creek Bridge

Birdsville Developmental Road (Morney – Birdsville) – Betoota

The \$920,000 Birdsville Developmental Road project between Morney and Birdsville at Betoota was completed in September 2015.

The Outback Regional Roads and Transport Group funding to pave and seal a 4.1 kilometre section of the contract was awarded to Diamantina Shire Council in May 2015.

Benefits include:

- asset preservation – reduced maintenance costs
- safety – improved running surface
- operational functionality – improved trafficability, particularly in the wet due to sealed surface
- network functionality – minor savings in time and damage to transport operators and reduced maintenance costs.

Clermont – Alpha Road – Native Companion Creek Bridge

The \$7.4 million Clermont – Alpha Road at Native Companion Creek project, funded under the Regional Bridge Renewal Program was completed in October 2015.

The contract was awarded to construct a new concrete bridge on the Clermont – Alpha Road, 64 kilometres north of Alpha.

Benefits include:

- increased access during wet weather and flooding by improvements to the flood immunity of the bridge
- increases trafficability and capacity by replacing the single lane bridge with a two lane bridge
- reduced ongoing maintenance costs
- savings in time and damage to transport operators and reduced maintenance costs
- improved road safety.

Jundah – Quilpie Road

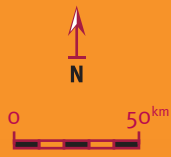
The \$1.3 million pave and seal project on a five kilometre section of the Jundah – Quilpie Road was completed in May 2016. The project, immediately south of Jundah, was funded by the state government (\$742,000) and local government (\$500,000).

The contract was awarded to Barcoo Shire Council in September 2015.

Benefits include:

- asset preservation – reduced maintenance costs
- safety – improved running surface
- operational functionality – improved trafficability, particularly in the wet due to sealed surface
- network functionality – minor savings in time and damage to transport operators and reduced maintenance costs.

Fitzroy District



\$170M

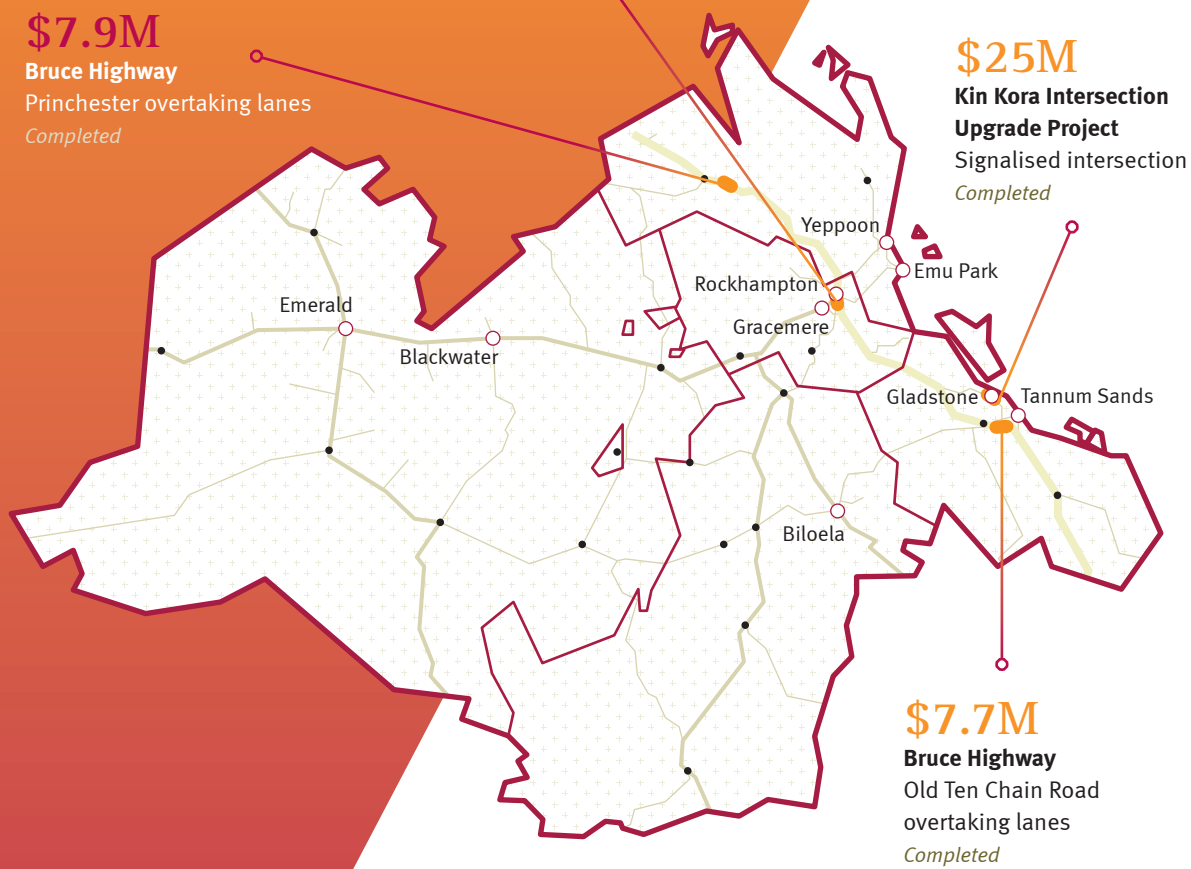
Bruce Highway, Yeppen South Project
New bridges across the Yeppen Floodplain
Completed

\$7.9M

Bruce Highway
Princhester overtaking lanes
Completed

\$25M

Kin Kora Intersection Upgrade Project
Signalised intersection
Completed



\$7.7M

Bruce Highway
Old Ten Chain Road overtaking lanes
Completed

Legend

- QTRIP Projects
- National road network
- State strategic road network
- State regional and other district
- Local government boundary road

The Fitzroy District covers an area of about 117,813 km², or around 6.8 per cent of Queensland. It extends from north of Capella to south of Taroom, and from Gladstone in the east to west of Emerald.

The district has an estimated residential population of about 229,483 or around 4.9 per cent of Queensland's total population. The district looks after about 3163 kilometres of other state-controlled roads and about 366 kilometres of the National Land Transport Network.

Kin Kora Roundabout – Dawson Highway

Safer traffic movements and less delays are outcomes for the Gladstone community since completion of the major upgrade on the Dawson Highway and Philip Street intersection at Kin Kora, in May 2016.

The \$25 million project, jointly funded by the federal and state governments, included removal of the existing roundabout and installation of new traffic signals, substantially improving safety and traffic flow at Gladstone's busiest intersection.

The signalised intersection, additional traffic lanes catering for both through and turning traffic, improved pedestrian access and new bus stops also increases capacity at the intersection, which already services over 45,000 vehicles per day.

Yeppen South Project

The \$170 million Yeppen South project, constructed between January 2014 and October 2015, provides an elevated crossing of the Bruce Highway across the Yeppen Floodplain, from the Burnett Highway intersection to the Yeppen roundabout, south of Rockhampton.

The elevated Yeppen South crossing of the Yeppen Floodplain is at Q100 (1 in 100 year flood level) from the Burnett Highway intersection to the Yeppen roundabout. Historically, the Bruce Highway crossing of the Yeppen floodplain had a flood immunity of Q15 (1 in 15 year flood level).

The highlighted features of this major Central Queensland infrastructure project included:

- A 1.6 kilometre bridge crossing the floodplain and 540 metre slip lane bridge, each more than three metres higher than the existing floodplain crossing, providing immunity above the highest previously-recorded flood level.
- Rebuilding of the existing Bruce Highway, between the Yeppen roundabout and Scrubby Creek.

- Major safety upgrades and realignment of the Edith Street and Egan Street intersections at Egan's Hill, including new bus pull-over areas.
- Upgrade to the Bruce Highway and Burnett Highway intersection delivering flood immunity improvements and increased intersection capacity, along with the addition of a slip-lane for motorists travelling into Rockhampton.

Princhester Overtaking Lanes

Bruce Highway traffic north of Rockhampton have a further overtaking opportunity at Princhester, north of Rockhampton, following the construction of 3.4 kilometres of new overtaking lanes.

The \$7.9 million Australian Government funded project will reduce driver frustration and the likelihood of risky manoeuvres motorists might perform to overtake vehicles on the 200 kilometre trip between Rockhampton and St Lawrence.

In addition to the overtaking lanes, the project also included a one-metre wide centre line to increase the distance between traffic.

While delivering the project north of Rockhampton, We worked with Ecologica Consulting and Livingstone Shire Council to salvage a total of 174 protected plants from within the footprint of construction. In total, 72 *Capparis thozetiana*, 57 *Cycas Ophiolitica* (Marlborough Blue), 33 *Macrozamia serpentina* (Zamia Palm) and 12 *Stackhousia tryonii* were salvaged.

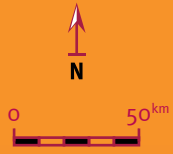
Old Ten Chain Road Overtaking Lanes

Bruce Highway traffic are benefiting from additional overtaking lanes between Benaraby and Calliope in central Queensland, with the completion of a \$7.65 million project funded by the Australian Government.

The 2.16 kilometres of new overtaking lanes, adjacent to the Old Ten Chain Road intersection, also included a one-metre wide centre line to increase distance between traffic. It will provide motorists with another opportunity to safely pass trucks, buses and vehicles towing caravans.

Completed in February 2016, the new overtaking lanes between Benaraby and Calliope have contributed to increased safety and efficiency along Queensland's vital freight and tourism link.

Wide Bay/Burnett District



\$11.4M

Monto–Mount Perry Road

Construct to sealed standard

Completed

\$2.6M

Maryborough–Hervey Bay Road

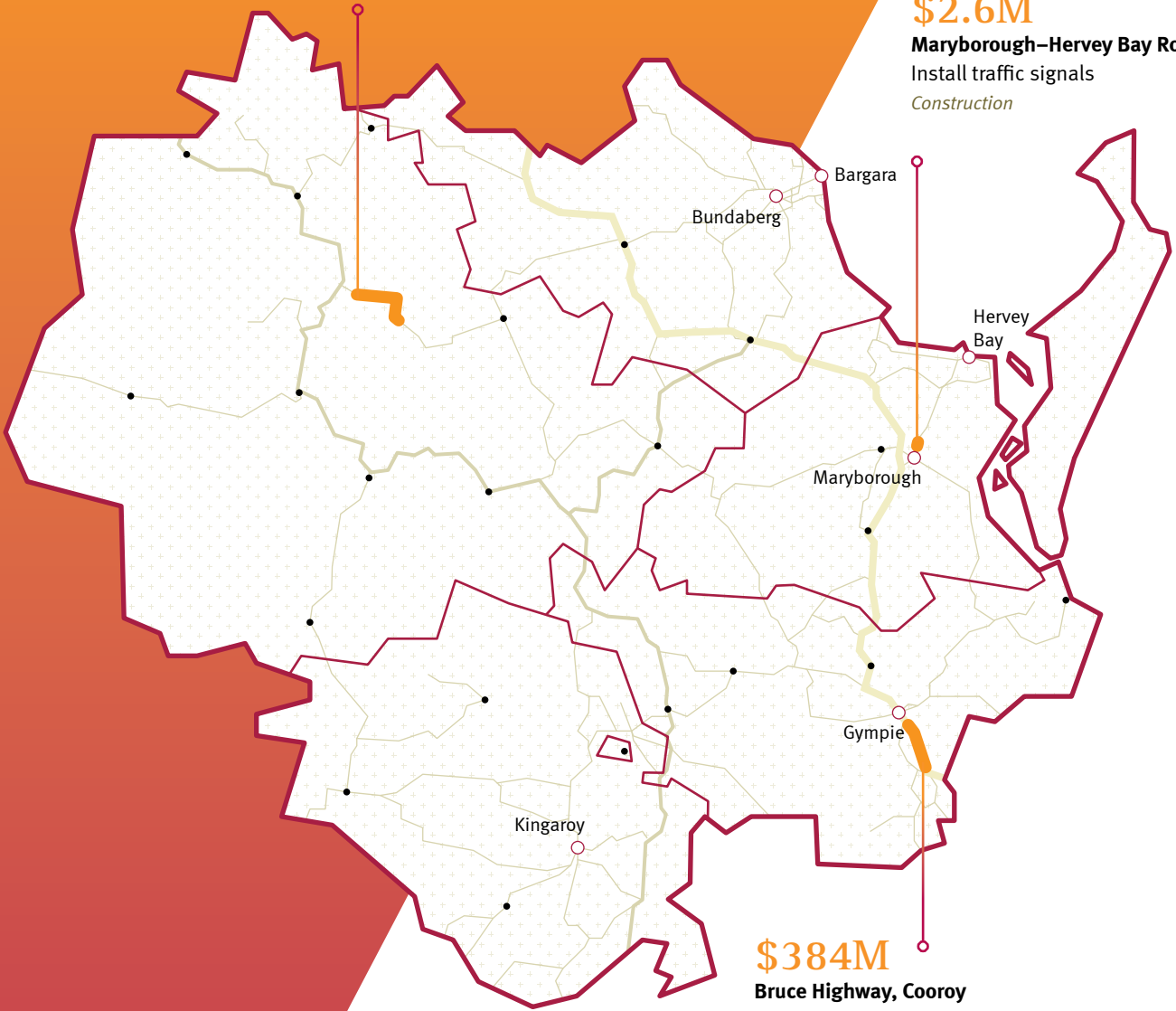
Install traffic signals

Construction

\$384M

Bruce Highway, Cooroy to Curra, Section C

Construction



Legend

- QTRIP Projects
- National road network
- State strategic road network
- State regional and other district
- Local government boundary road

Objective Two — We deliver a sustainable, cost-effective transport network accessible to all

The Wide Bay/Burnett District covers an area of about 48,599 km², or around 2.8 per cent of Queensland. It extends from Kalpowar in the north to south of Nanango, and from Bundaberg, Maryborough and Gympie in the east to west of Eidsvold.

The district has an estimated residential population of about 286,705 or around 6.2 per cent of Queensland's total population. The district looks after about 2690 kilometres of state-controlled roads and about 272 kilometres of the National Land Transport Network.

Monto–Mount Perry Road

Almost 12 kilometres of gravel road was widened and sealed across three sections between the Burnett River and Eastern Creek, creating about 18 kilometres of continuous bitumen road. Construction commenced in January 2015 and the new section of road was opened to traffic in October 2015. The project, valued at \$11.4 million, formed part of the Royalties for the Region program.

Bruce Highway – Cooroy to Curra (Section C)

The Section C: Traveston to Woondum major works has been underway since March 2016 and involves constructing a four-lane highway on a new alignment between Traveston and Woondum. The new highway will offer improved safety, transport efficiency and flood immunity and will be completed by mid-2018, weather permitting. The project is valued at \$384 million. In March 2016, an early package of safety works for Section C was completed ahead of schedule. The early works involved upgrading the existing highway between Woondum and Six Mile Creek, to address urgent safety needs

Maryborough–Hervey Bay Road

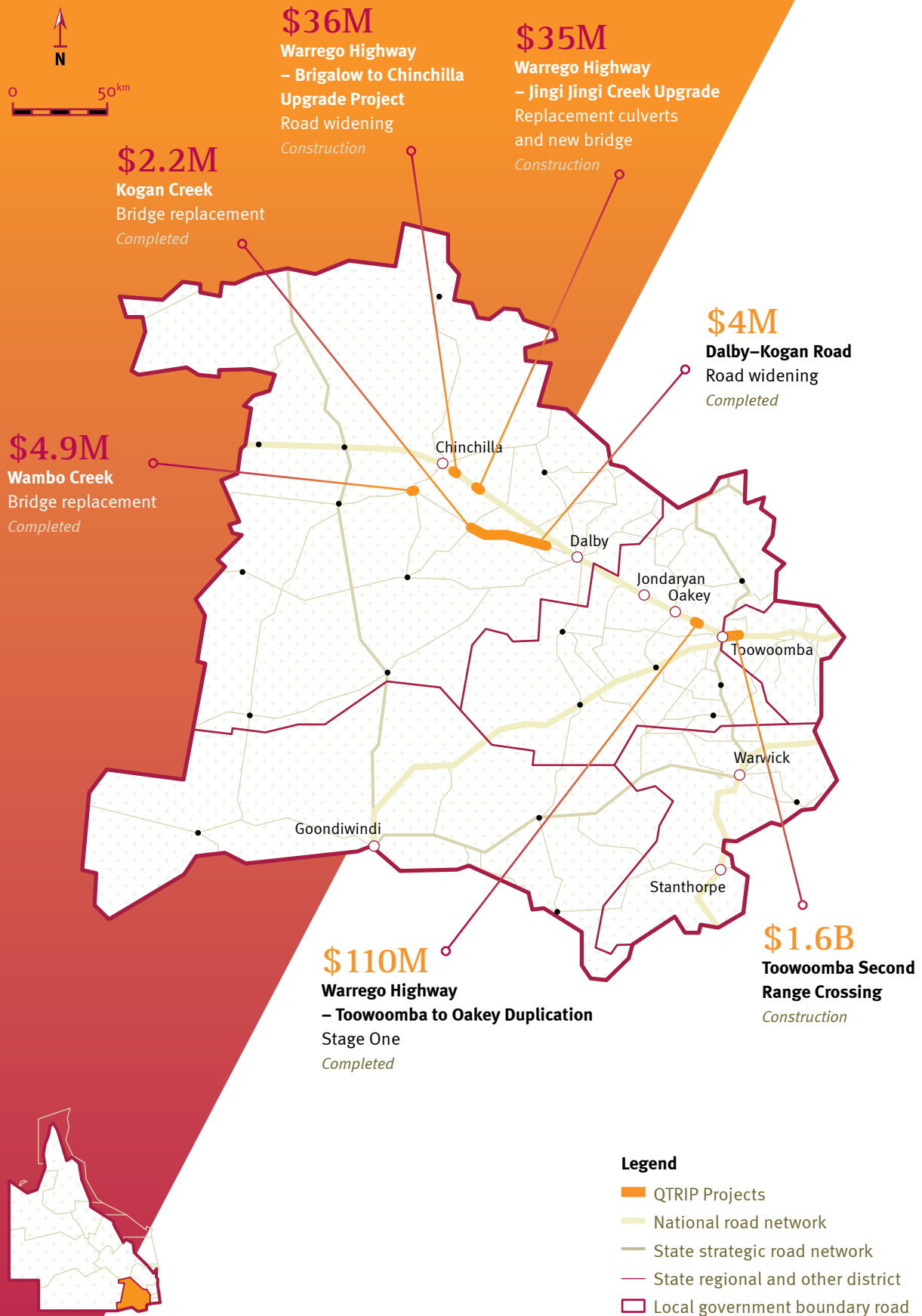
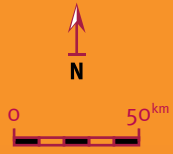
Traffic signals were installed in May 2016 on Maryborough–Hervey Bay Road (Saltwater Creek Road) at St Helens State School to improve safety and efficiency, particularly during peak school times.

Detailed design is underway to formalise the existing school parking facilities at St Helens State School and achieve optimum traffic flow at the new traffic signals. The project is valued at \$2.6 million.



Progress on Cooroy to Curra Section C – looking north from Traveston interchange (June 2016)

Darling Downs District



Objective Two — We deliver a sustainable, cost-effective transport network accessible to all

The Darling Downs District covers an area of about 79,661 km², or around 4.6 per cent of Queensland. It extends from Wandoan in the north to the New South Wales border in the south, and from Hatton Vale in the east to Glenmorgan in the west. The district has an estimated residential population of about 277,988 or around 6.0 per cent of Queensland's total population.

The district looks after about 3847 kilometres of other state-controlled roads and about 687 kilometres of the National Land Transport Network, which support a diverse array of industries including retail, tourism, sport, education, manufacturing, freight and construction; agriculture including beef cattle, fruit, dairy cattle, sheep, viticulture, cotton and grain; and mining including coal, oil and gas.

Toowoomba Second Range Crossing

A \$1.6 billion project jointly funded by the federal government (\$1.137 billion) and the state government (\$321 million) and being delivered in a 25-year Public Private Partnership with the Nexus Infrastructure (Nexus) consortium.

The 41 kilometre long toll road will pass Toowoomba on its norther side linking the Warrego Highway at Helidon Spa in the east and the Gore Highway at Athol in the west, via Charlton.

Major construction commenced in late April 2016 and is expected to take approximately 2.5 years to complete.

Warrego Highway Upgrade Program (WHUP)

The Warrego Highway Upgrade Program (WHUP) comprises 15 projects that are planned to be delivered between 2014–15 and 2018–19, designed to upgrade the Warrego Highway between Toowoomba and Miles.

WHUP is funded by the federal and state governments on an 80:20 funding split arrangement of \$635 million (\$508 million federal funding and \$127 million state funding).

Brigalow to Chinchilla Upgrade Program

A \$36 million project to widen 11 kilometres of the Warrego Highway on the eastern approach to Chinchilla. Construction commenced in October 2015 and is expected to be completed by late 2016.

Jingi Jingi Creek Upgrade

A \$35 million project to replace the existing deteriorated culverts at Jingi Jingi Creek, 53 kilometres west of Dalby, with a new concrete bridge. Construction is expected to be completed in March 2017.

Toowoomba to Oakey Duplication – Stage One

A \$110 million project to extend the four lane Warrego highway west from Nugent Pinch Road to west of Charlton, including construction of a grade separated interchange at the Charlton Connection road intersection.

Construction commenced in February 2015 and was completed ahead on schedule in late July 2016.

Kogan Creek Bridge replacement

The Kogan Creek Bridge was replaced in the Kogan Township, on the Dalby Kogan Road at a total cost of \$2.2 million which was jointly funded by the federal and state government.

Dalby–Kogan Road widening

In May 2016 a \$4.2 million road widening and sealing was completed on along various sections of the Dalby–Kogan Road from approximately Daandine–Nandi Road through to Healeys Crossing road. The works was funded by LNG Proponent Fund.

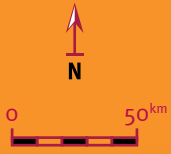
Wambo Creek Bridge replacement

The Wambo Bridge replacement occurred in April 2016 and included the replacement of the bridge approaches. The total cost of the bridge and associated works costed \$4.9 million which was funded under the LNG Proponent Fund.



Wambo Creek Bridge

South West District



\$292,000
Quilpie–Adavale Road
 Sealing
Completed

\$110,000
Type 2 roadtrain access through Charleville
 Intersection upgrades
Completed

\$370,000
Type 2 roadtrain access through Roma
 Improve safety at two intersections
Completed

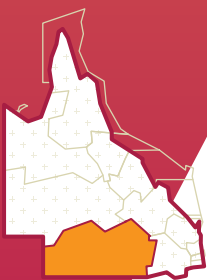


\$368,000
Bulloo Developmental Road (Thargomindah–Bundeena)
 Curve widening
Completed

\$7.5M
Angellala Creek Bridge
 New bridge
Completed

\$4.5M
Noondoo–Thallon Road
 Pave and seal the remaining unsealed section
Completed

Objective Two — We deliver a sustainable, cost-effective transport network accessible to all



Legend

- QTRIP Projects
- National road network
- State strategic road network
- State regional and other district
- Local government boundary road

The South West District covers an area of about 319,854 km², or around 18.4 per cent of Queensland. It extends from north of Augathella to the New South Wales border in the south, and from Jackson in the east to the South Australia border in the west.

The district has an estimated residential population of about 26,716 or around 0.6 per cent of Queensland's total population. The district looks after about 3531 kilometres of other state-controlled roads and about 418 kilometres of the National Land Transport Network.

Angellala Creek Bridge completed

The \$7.5 million project to replace the bridge over Angellala Creek, on the Mitchell Highway 30 kilometres south of Charleville, commenced in October 2014 with the construction of a sealed side track. Construction on the new bridge commenced in June 2015 and was completed in November 2015, after only five months. The original bridge was destroyed when a truck carrying ammonium nitrate rolled and exploded on 5 September 2014.

The Mitchell Highway is a vital road train transport route as well as serving as an important link for the communities in the Downs South West region, supporting the agricultural sector in the area as well as providing a major transport route for towns across the west.



New bridge over Angellala Creek

Type 2 Road Train Access

Two projects, to improve freight efficiency and livestock welfare, were completed in November 2015.

One of these was a \$110,000 project to widen the intersection of the Warrego and Landsborough highways to allow Type 2 Roadtrains to travel safely between Morven and Charleville. The second was a \$370,000 project to improve safety at two intersections in Roma to allow Type 2 Roadtrains carrying livestock to travel to and from the Roma Breakdown Pad and the Roma Saleyards between 7.30pm and 5.00am.

Noondoo–Thallon Road

This \$4.5 million project involved improving the Noondoo–Thallon Road through paving and sealing a further of a one kilometre section of the road. Works commenced in September 2015 and were completed in February 2016.



Noondoo–Thallon Road pave and seal

Quilpie–Adavale Road

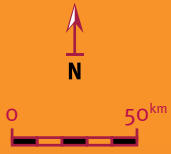
To improve road safety and accessibility Quilpie Shire Council undertook a \$292,000 project to seal the Quilpie–Adavale Road. Work commenced in January 2016. The project was completed in March 2016 and was funded by South West Regional Roads Transport Group (SWRRTG) on their 2015–16 approved program.

Bulloo Developmental Road (Thargomindah–Bundeena)

To improve safety and to meet current design standards Bulloo Shire Council undertook a \$368,000 project to widen various curves, including correcting the superelevation, on the Bulloo Developmental Road (Thargomindah–Bundeena).

The project was completed in June 2016 and was funded by South West Regional Roads Transport Group (SW RRTG) on their 2015–16 approved program.

North Coast District



\$1.134B

Bruce Highway – Caloundra Road to Sunshine Motorway Upgrade: 6-lane

Preconstruction

\$490M

Bruce Highway Cooroy to Curra (Section A) Upgrade: 4-lane divided highway

Construction

\$87.9M

Bruce Highway/Roys Road/ Bells Creek Road

Interchange upgrade

Completed

\$88.9M

Bruce Highway/ Prumicestone Road

Interchange upgrade

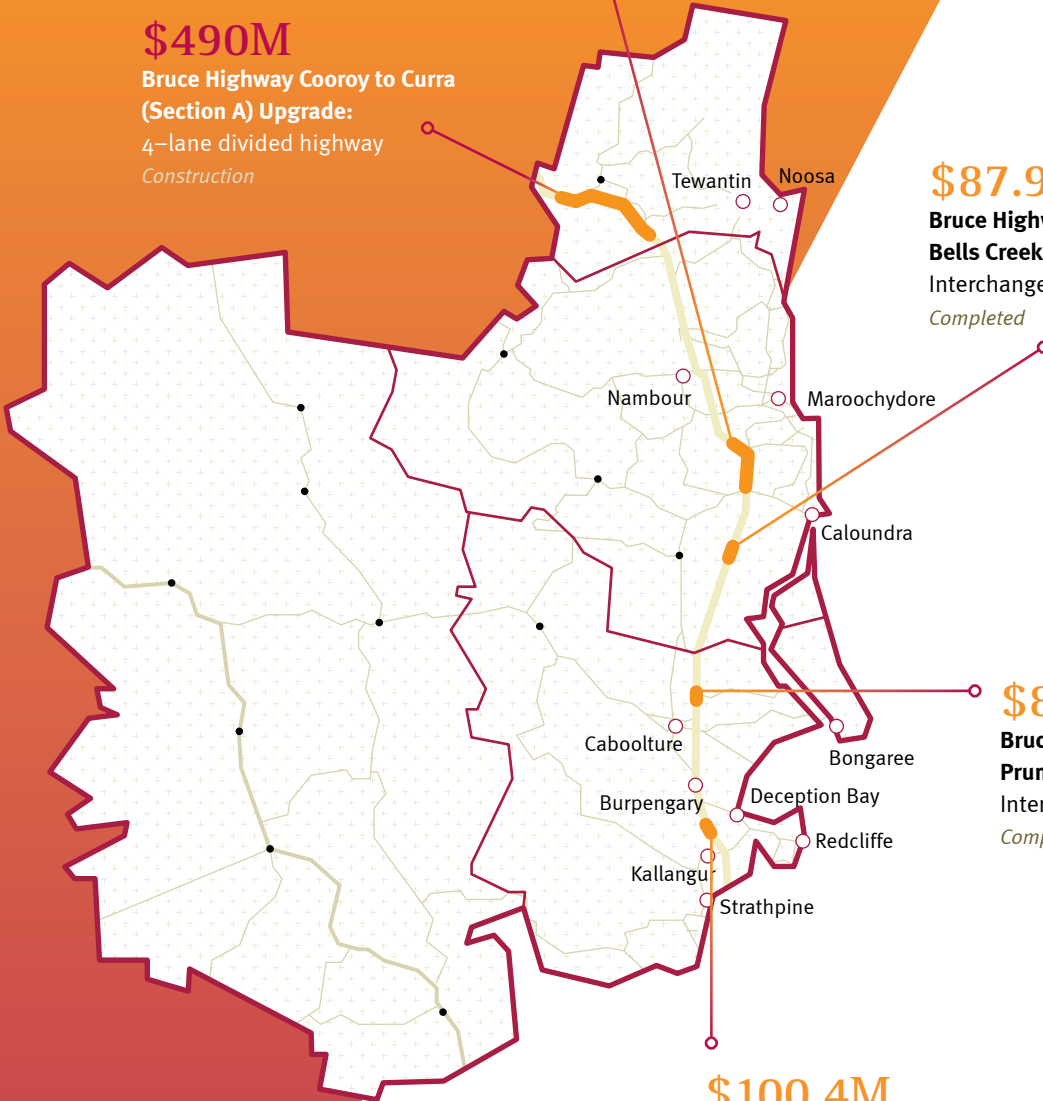
Completed

\$100.4M

Bruce Highway/ Boundary Road

Interchange upgrade

Construction



Legend

- QTRIP Projects
- National road network
- State strategic road network
- State regional and other district
- Local government boundary road

Objective Two — We deliver a sustainable, cost-effective transport network accessible to all

The North Coast District covers an area of about 10,546 km², or around 0.6 per cent of Queensland. It extends from Noosa in the north to Redcliffe in the south and from Caboolture in the east to west of Esk.

The district has an estimated residential population of about 762,699 or around 16.4 per cent of Queensland's total population. The district looks after about 1229 kilometres of other state-controlled roads and about 129 kilometres of the National Land Transport Network.

Bruce Highway Upgrade – Caloundra Road to Sunshine Motorway

This project will involve an upgrade of the Bruce Highway between Caloundra Road and the Sunshine Motorway to six-lanes, including major upgrades to both interchanges and the delivery of a service road for local traffic on the western side of the highway. We commenced a double early contractor involvement process to progress design for the project. It is among Queensland's highest priority road projects and is designed to meet the strategic transport needs of the Sunshine Coast region in this area well into the future. The project is funded by the federal and state government in an 80:20 split.

Bruce Highway upgrade – Cooroy to Curra (Section A)

The \$490 million Section A project forms part of the Bruce Highway (Cooroy to Curra) Upgrade. It will deliver a new 13.5 kilometres, four-lane divided highway between the existing interchange south of Cooroy and the new section of highway in Federal (near Sankeys Road). The project is funded by the federal and state government in a 50:50 split.

Bruce Highway/Roys Road/Bells Creek Road interchange upgrade

A new interchange was constructed, including a two lane overpass over the Bruce Highway near the Bells Creek Road intersection, new northbound and southbound entry and exit ramps, local road connections, a bridge over Mellum Creek and new pavement on the southbound lanes of a 4.5 kilometre section of the highway north of Coochin Creek. This project was fully funded by the federal government.

Bruce Highway/Pumicestone Road interchange upgrade

A new 6.5 metre high, two-lane overpass over the Bruce highway was constructed with pedestrian and cyclist facilities, upgraded entry and exit ramps to and from the highway, upgraded ramp and local road intersections, relocation of Old Toorbul Point Road and Rutters Road to the east along state forest boundary.

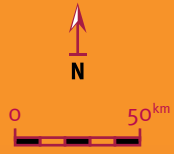
Bruce Highway/Boundary Road interchange upgrade

Design was completed and construction started to upgrade the Bruce Highway/Boundary Road interchange which will include a new six-lane bridge over the highway, longer on and off-ramps, improved bridge clearance to avoid the need for high loads detouring on other roads and a new shared user path increasing safety for pedestrians and cyclists. The project is funded by the federal and state government in an 80:20 split.



Cooroy to Curra (Section A) looking south, December 2015

South Coast District

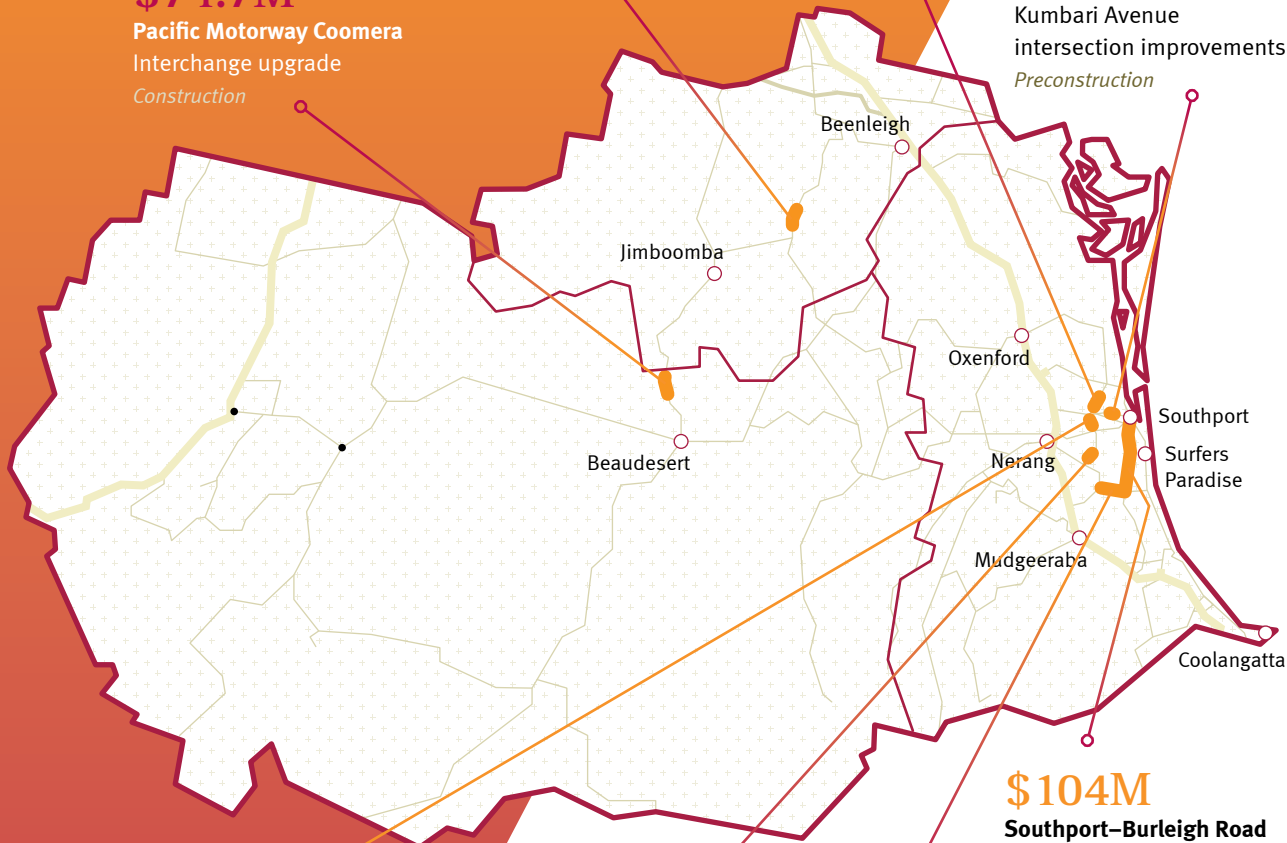


\$40M
Waterford–Tamborine Road
 (Anzac Avenue to Hotz Road)
 Intersection upgrades
Preconstruction

\$118.1M
Labrador–Carrara Road
 (Smith Street/Olsen Avenue)
 Intersection upgrades and improvements
Preconstruction

\$74.7M
Pacific Motorway Coomera
 Interchange upgrade
Construction

\$3M
Smith Street Motorway
 Kumbari Avenue intersection improvements
Preconstruction



\$104M
Southport–Burleigh Road
 Widen from four to six lanes
Preconstruction

\$18M
Labrador–Carrara Road
 (Olsen Avenue)
 Six-laning
Preconstruction

\$26M
Labrador–Carrara Road
 (Ross Street/Ashmore Road)
 Intersection upgrade
Completed

\$7.2M
Nerang–Broadbeach Road
 Gooding Drive and Rio Vista Boulevard improvements
Preconstruction

Legend

- QTRIP Projects
- National road network
- State strategic road network
- State regional and other district
- Local government boundary road

The South Coast District covers an area of about 6548 km², or around 0.4 per cent of Queensland. This area extends from Logan in the north to the New South Wales border in the south, and from the coastline in the east to Cunningham's Gap in the west.

The district has an estimated residential population of about 876,910 or around 18.8 per cent of Queensland's total population. The district looks after about 917 kilometres of other state-controlled roads and about 130 kilometres of the National Land Transport Network. Other major transport infrastructure in the district includes the Gold Coast light rail system, integrated bus network and cycling facilities.

Pacific Motorway Coomera Interchange (Exit 54) upgrade

The Pacific Motorway's Coomera Interchange (Exit 54) provides access to both sides of the motorway to significantly growing residential areas, schools, commercial facilities, industrial zones and major attractions such as Dreamworld. This interchange will also be the main access for GC2018 venues at Coomera.

A \$74.7 million upgrade of the interchange (funded by the state government \$47.4 million; federal government \$10 million; and Queensland Investment Corporation/SCentre Group \$17.3 million) began in August 2015 and includes constructing a new bridge to the north of the existing overpass, upgrade of both existing roundabouts to signalised intersections, and an eastbound loop ramp providing a northbound M1 connection to Foxwell Road.

Bridge girders for the new overpass were complete ahead of schedule in January 2016, and the roundabout on the eastern side of the interchange was converted to a signalised intersection in March 2016. Construction is continuing on this upgrade until end 2016.



Exit 54 new bridge

Smith Street Motorway and Olsen Avenue Interchange upgrade

The Smith Street Motorway and Olsen Avenue Interchange upgrade was completed in July 2015 as part of a \$118.1 million package of works to improve traffic flow, increase road safety, provide better connectivity to the new Gold Coast Health and Knowledge Precinct and cater for future traffic growth.

The upgrade included constructing a free-flowing loop ramp from Olsen Avenue onto Smith Street Motorway westbound; an auxiliary lane eastbound on the Smith Street Motorway; widening sections of the Smith Street Motorway and Olsen Avenue from four to six lanes; widening and lengthening the eastbound off-ramp to Olsen Avenue; constructing a new signalised intersection for access to the Parklands Athlete's Village.

Gold Coast Road Network Improvement Projects

The state government is delivering a \$158.2 million package of road network improvements to cater for current and expected future traffic volumes and to ensure the road network on the Gold Coast is in good shape ahead of the Commonwealth Games in 2018.

The package of works includes:

- six-laning Southport–Burleigh Road (High Street, Ferry Road, Bundall Road and Bermuda Street) from Southport to Broadbeach Waters, including intersection upgrades and pedestrian and bicycle infrastructure upgrades
- signalising the intersection of Ross Street and Ashmore Road
- extending the six lanes on Olsen Avenue to Southport–Nerang Road, including intersection upgrades
- providing additional capacity along Nerang–Broadbeach Road at the Gooding Drive roundabout and other minor works near Bermuda Street
- improvements at the intersection of Smith Street Motorway and Kumbari Avenue.

Delivering these projects ensures Gold Coast motorists benefit sooner from the improvements with two of the six projects already completed.

A new signalised intersection, completed three months ahead of schedule, has removed traffic queues for up to 45,000 motorists daily through the Ross Street and Ashmore Road intersection.



Ross Street

An extra westbound lane is now open to traffic on Nerang–Broadbeach Road near Bermuda Street.

The department is also well advanced on widening an eight kilometre stretch of Southport–Burleigh Road between Southport and Broadbeach Waters. The first section, between Fremar Street and Rudd Street, is due for completion late 2016.

- Work was completed in mid-2016 on a \$1.237 million project south of Rathdowney. This project included installation of guardrail and rubra l on unprotected road sections, installation of additional warning and curve advisory signs over a seven-kilometre section.
- A \$908,000 project was completed in late 2015 and included a channelised right turn from the Mount Lindesay Highway into Worendo Street at Veresdale.

Safer Roads Sooner projects on the Mount Lindesay Highway

\$7 million to signalise the intersection of the Mount Lindesay Highway and Camp Cable Road. Work on this busy intersection is expected to be completed in September 2016.

As a result of Mount Lindesay Highway Safety Review undertaken in the second half of 2015, \$4.1 million in funding was provided for projects at Veresdale Scrub Road and Gleneagle State School access at Gleneagle and Undullah Road at Woodhill.

These projects were completed in 2016:

- \$2.256 million has been allocated for a project about four kilometre south of Beaudesert. This project will include shoulder widening and installation of wide centre line treatment for a one-kilometre section. This project is expected to start in the fourth quarter of 2016.

Black Spot project on Beaudesert–Nerang Road

A \$1.3 million Black Spot Project at the intersection of Beaudesert–Nerang Road and Arunta Drive was completed in the first half of 2016.

The project has improved safety along a 600 metre section of Beaudesert–Nerang Road at Mount Nathan. The work included installing a wide centre line treatment to separate traffic, widening road shoulders, installing some guardrail and removing the uneven road surface.



Beaudesert–Nerang Road

Behm Creek Bridge replacement, Woongoolba

This \$5.26 million project commenced in May 2016 and will construct a new 25 metre single span deck unit structure with a concrete deck slab over Behm Creek on Stapylton–Jacobs Well Road. The new permanent bridge will replace the existing bridge which was found to be in poor condition following years of exposure to the aggressive environment.

Stapylton–Jacobs Well Road is a two lane, undivided rural road, linking the rural communities of Jacobs Well, Cabbage Tree Point and the Horizon Shores Marina through to the Pacific Highway. The road carries a substantial number of heavy vehicles, generated by the cane farming and quarry industries, together with local and tourist vehicles generated by the township of Jacobs Well.

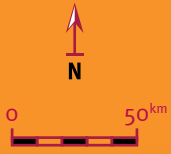
Waterford–Tamborine Road Intersection upgrade: Anzac Avenue to Hotz Road

Waterford–Tamborine Road is a major arterial road, connecting Logan to the Gold Coast hinterland, which currently carries 14,000 vehicles per day. The intersection upgrade will provide long-term benefits to the community by increasing the road network capacity and improving traffic flow and safety for all road users. This \$40 million intersection upgrade is being delivered in partnership with Economic Development Queensland.



Behm's Creek bridge replacement

Metropolitan District



\$13.1M
North Brisbane Bikeway
 Stages 1A – Section 2 and 1B
 Additional cycle paths 1A
1A Section 2 complete, 1B completed

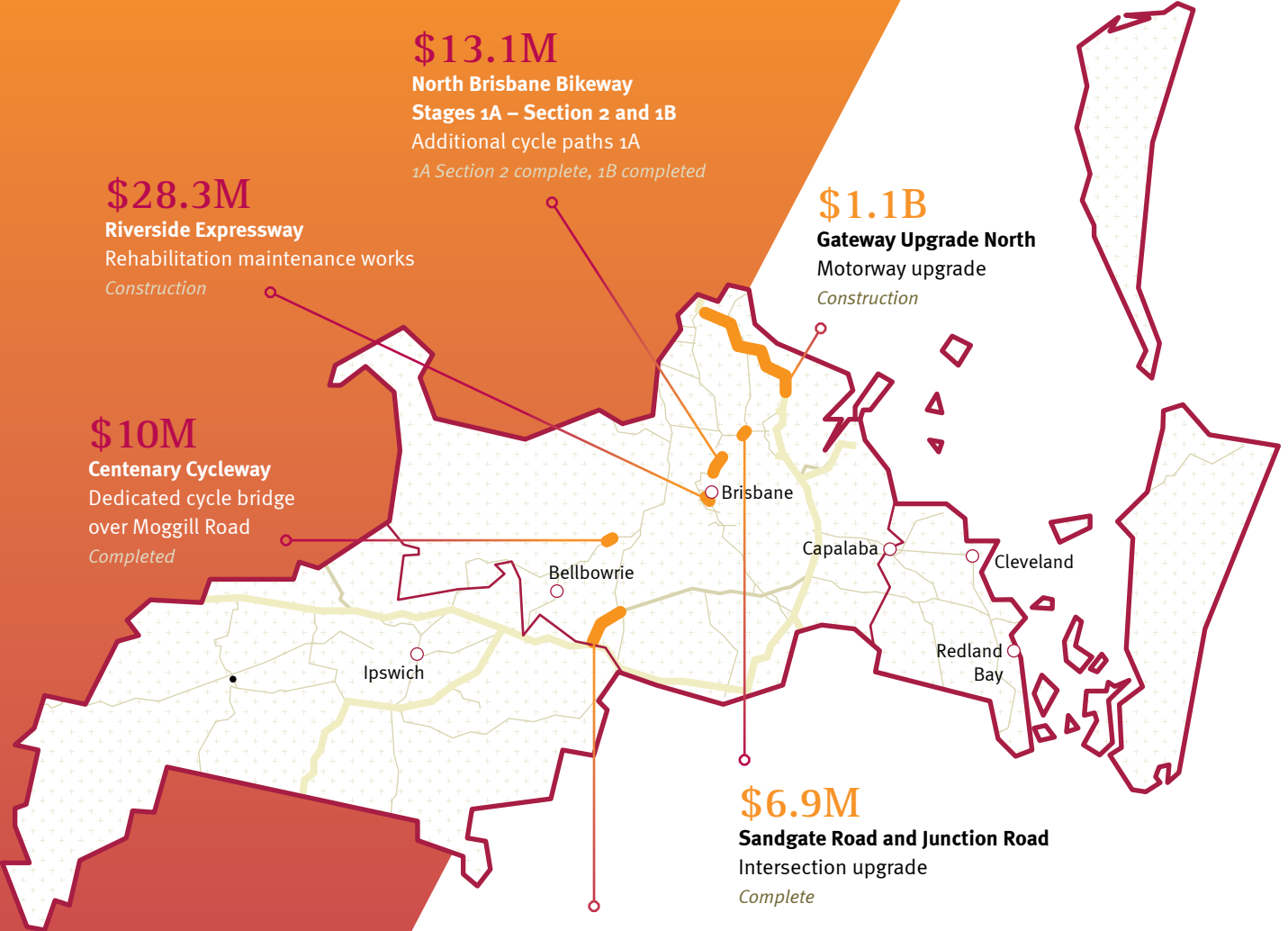
\$28.3M
Riverside Expressway
 Rehabilitation maintenance works
Construction

\$1.1B
Gateway Upgrade North
 Motorway upgrade
Construction

\$10M
Centenary Cycleway
 Dedicated cycle bridge
 over Moggill Road
Completed

\$6.9M
Sandgate Road and Junction Road
 Intersection upgrade
Complete

\$400M
Ipswich Motorway Upgrade
 Rocklea to Darra
Preconstruction



Legend

- QTRIP Projects
- National road network
- State strategic road network
- State regional and other district
- Local government boundary road

Objective Two — We deliver a sustainable, cost-effective transport network accessible to all

The Metropolitan District covers an area of about 2,968 km², or around 0.2 per cent of Queensland. It straddles the Brisbane River and extends from Mount Glorious in the north to Logan City in the south, and from Point Lookout in the east to west of Helidon and the major centre of Ipswich.

The district has an estimated residential population of about 1,461,733 or around 31.4 per cent of Queensland's total population. The district looks after about 414 kilometres of other state-controlled roads, about 112 kilometres of the National Land Transport Network, and is responsible for marine infrastructure and busway assets. Other major transport infrastructure in the district includes cycling facilities delivered as part of the South East Queensland Principal Cycle Network Plan.

Sandgate and Junction Road Intersection upgrades

A \$6.9 million upgrade has been completed on this intersection. The works include extensions and improvements to turning lanes, traffic signals and signage upgrades, road widening, and improvements to median areas, footpaths and pedestrian facilities.

Motorists, businesses and the community will benefit from improved safety, travel times, efficiency and reliability at this intersection, which experiences more than 51 000 vehicles passing through daily.



Sandgate Road and Junction Road intersection – one of Brisbane's busiest with 51,000 vehicles passing through daily

Moggill Road, Pinjarra Hills between Grandview Road and Bainbridge Drive – Road safety improvements

This \$1.9 million project improved safety by making changes to u-turn facilities and widening the road shoulders, centre line, and median lanes. The safety improvement works will increase safety for all road users by decreasing opportunity for collisions.



Moggill Road

Corner of Sandgate Road and Eliza Street, Clayfield – traffic signal and pedestrian safety improvements

Work on this 350 metre stretch of road included installation of traffic signals and a pedestrian crossing, new linemarking and relocation of two bus stops to reduce the potential for collisions and improve traffic flow. The upgrade cost \$700,000 and included changes on Junction Road, Gellibrand and Eliza Streets. These works will reduce the risk of potential crashes and improve safety at this intersection for road users, pedestrians and the local community.

Centenary Highway and Mount Ommaney traffic flow improvements

This \$2.4 million project is part of the Safer Roads Sooner program. It involved lengthening merge facility for vehicles entering the highway via the Mt Ommaney northbound on-ramp, widening the median area for inner lane realignment and upgrading lighting.

All these improvements contribute to decreasing collisions as vehicles merge with traffic travelling at high speed on the highway. These works will improve safety for motorists by reducing the likelihood and severity of side-swipes and run-off-road crashes.

North Brisbane Bikeway – Stages 1A-Section 2, and 1B

The North Brisbane Bikeway is a \$13.1 million critical cycle corridor for greater Brisbane, connecting the CBD through to Chermiside.

This high-quality dedicated bikeway has health and connectivity benefits for locals, by encouraging cycling and walking, as well as positive benefits for tourism. Separated cycle facilities reduce the need for interaction between motorists and cyclists on

roads, and cyclists and pedestrians on footpaths, which improves safety, comfort and travel times for everyone. It is also expected to reduce the number of cars on the road between the CBD and Chermside.

Stages 1A-Section 2 (from the RNA showgrounds to O'Connell Terrace Bowen Hills), and Section 1B (from Federation Street, Bowen Hills to Somerset Street, Windsor) were completed in 2015–16. Stages 2 and 3 are in design with the department aiming to start construction in late 2018.



North Brisbane Bikeway Stage 1A-1

Gateway Upgrade North — Motorway Upgrade

The \$1.143 billion Gateway Upgrade North project will deliver improved traffic safety and efficiency on the motorway which provides a transport corridor for more than 83 000 vehicles each day. It is jointly funded by the federal and state governments on an 80:20 split.

The project includes:

- upgrading the motorway from four to six lanes between Nudgee and Bracken Ridge
- reconfiguring the Nudgee interchange including a new Nudgee Road overpass and a relocated extended northbound on-ramp
- providing a grade separated interchange between the Gateway Motorway and the Deagon Deviation at Deagon
- widening the Deagon Deviation between Depot Road and Bracken Ridge Road to provide two lanes in each direction
- modifications to the Bicentennial Road interchange including extended on and off-ramps
- construction of an off-road shared pedestrian and cycle path between Nudgee and Bracken Ridge
- installation of variable speed limit signs, variable messaging signs, traffic monitoring cameras and ramp metering

- pavement rehabilitation and safety works from the Deagon Deviation at Bracken Ridge to the Wyampa Road overpass

Preliminary works to prepare the site began in 2014 with completion expected in late 2018.

Centenary Cycleway — Dedicated cycle bridge over Moggill Road, Indooroopilly

The Moggill Road cycle bridge was an important extension to the Centenary Cycleway that eliminated the need for cyclists to stop and cross the busy Moggill Road intersection. This \$10 million addition, allows cyclists to enjoy an uninterrupted passage along the Western Freeway, improving safety and encouraging increased usage of the cycleway.

Construction began in the first half of 2015 and was complete in 2015–16.

Riverside Expressway (REX) rejuvenation project

In January 2016, works started on the Riverside Expressway between Queensland University of Technology and Coronation Drive. These improvements, which include rehabilitation and maintenance on the joints and bearings of the expressway, and on and off ramps, will enable works to commence at the Queens Wharf Brisbane project, which is expected to begin in 2017.



New work practices including the custom design tooth to clean bridge joints.

This rejuvenation work is expected to be completed by the end of 2016. To reduce time and costs the department has developed alternative work practice methods such as fitting a vacuum truck with a custom designed and built tooth to clean bridge joints and the use of thinners to clean the bearings while minimising environmental impacts normal maintenance works would incur.

The Riverside Expressway is a critical element in the Brisbane road network. Rehabilitation and maintenance works will ensure the ongoing longevity and serviceability of the expressway.

Ipswich Motorway Upgrade (Rocklea to Darra)

The federal and state governments have committed to the \$400 million Ipswich Motorway (Rocklea to Darra) – Stage 1 project, based on a 50:50 funding arrangement.

The \$400 million Stage 1 comprises:

- upgrading Ipswich Motorway from four to six lanes between Granard Road and Oxley Road (three kilometres)

- higher bridges at Oxley Creek to improve flood immunity, as well as seven new bridges plus major culverts
- new southern service road connection from Boundary Road to Factory Road
- new traffic signals at an upgraded intersection of Suscatand Street and the existing service road.

The tender process for a design and construction contract is currently underway and will be awarded in the first half of 2017. Major construction is expected to commence in 2017, weather permitting. Early works were completed in August 2016 to improve safety on the motorway's eastbound off-ramp at the roundabout on Oxley and Blunder Roads.

More information: <http://www.tmr.qld.gov.au/Projects/Name/I/Ipswich-Motorway-Upgrade-Rocklea-to-Darra-Stage-1-Package-1-Granard-Road-to-Oxley-Road>



Ipswich Motorway upgrades

Royalties for the Regions

During the year, we administered the delivery of 27 projects under the state government's Royalties for the Regions program ([see glossary](#)) on behalf of the Department of State Development (DSD).

The Royalties for the Regions program, which committed to new and improved infrastructure over four years from 2012–13 to 2015–16, has now closed. Work continues on infrastructure projects funded under the program, including successful Round 4 projects. The majority of projects awarded under this program were for upgrades to Council infrastructure. The department administers the delivery, and report progress on roads related Council projects, for DSD. Four key projects delivered this year were:

Lyndhurst Lane Bridge Replacement Project (\$2.8 million)

Completed in May, Lyndhurst Lane connects the Cunningham Highway with Warwick–Allora bypass, providing an alternate route for travel to Toowoomba. The current bridge was in poor condition. The bridge was demolished and replaced with a reinforced concrete bridge. Works also realigned the bridge and reduced susceptibility of flooding.

On completion of the Wellcamp Airport, Lyndhurst Lane will provide a linkage for local fruit and vegetable businesses to Asian markets.

Southern Downs Timber Bridges Replacement Project (\$3.5 million)

The project replaced four regional timber bridges with reinforced concrete bridges at Sandy Creek Bridge, Lesley; Mullins Road Bridge, Womina; Tummaville Road Bridge, Leyburn; and Bellinghams Road Bridge, Elbow Valley with works being completed in June 2016.

The primary products of the region are cattle, poultry and grains. These bridges provide the shortest path to deliver these products to markets. They are also part of school bus routes. Due to the load limit on the old bridges, school buses had to travel a longer distance to their destination.

Without these works, some of these bridges would have been closed, hampering regional development.

Eastmere Road Rehabilitation Project (\$4.6 million)

This project rehabilitated 28.5 kilometres of Eastmere Road (commencing 0.5 kilometre north of Aramac) which had been severely degraded by the high volume of heavy vehicles using the road as part of mining exploration activities.

Realigning and resealing this section of road has improved its condition, reliability and safety for all road users. These improvements benefit the local tourism and grazing industries, as well as the local community. They also enable Eastmere Road to serve as a major transport link for future coal seam gas and coal mining activities in the region. The works were completed in March 2016.

Hulbert Bridge Replacement Project (\$3.4 million)

The project replaced the existing Hulbert Bridge (10 kilometres north of Flinders Highway, Maxwellton) in June, with a structurally sound and more flood resistant bridge. The old structure was in poor condition and unsafe for heavy vehicle loads which include 140 tonne cattle road trains.

This bridge is the only access to the 'Far North' and the western half of Richmond Shire when the Flinders River is in flow. Without this work, Richmond Shire Council needed to place a load limit on the bridge or close it completely, which had a negative effect on the region, both economically, and on living conditions for residents.

Cycling and pedestrian infrastructure

Moggill Road Cycle Bridge

The \$10 million Moggill Road Cycle Bridge was opened in November 2015.

The 218 metre-long structure provides for an important cross-town link, spanning Moggill Road to seamlessly link with the popular Centenary Cycleway.

Elevated 8.5 metres above Moggill Road, the bridge crossing safely separates cyclists from four busy traffic lanes, eliminating the need for cyclists to dismount.



Centenary cycleway – Moggill Road Cycle Bridge



Birds-eye view of the Centenary cycleway

Samford to Ferny Grove Cycle Way

In March, stage one of the Samford to Ferny Grove Cycle Way officially opened. The \$3.5 million cycle link between Ferny Grove Rail Station and Petersen Road in Samford will provide cyclists' safe passage.

The new cycle route will:

- provide a high-quality commuter corridor that provides a safe, fast and direct path that cyclist can access between Samford and Ferny Grove improving cycling connectivity and accessibility for all user groups
- provide cycle infrastructure to encourage active transport such as cycling and walking which will help to ease congestion on roads and reduce carbon emissions.

Stage 2 of the project will connect Petersen Road with Samford Village. Planning for this stage is currently underway. Once both stages are complete, the cycle link will provide a new 8.3 kilometre cycle path between the Ferny Grove Rail Station and Samford Village.



Samford to Ferny Grove Cycle Way

David Low Cycle Way

The department continued work on the David Low Cycle Way, which includes installing dedicated on-road cycle lanes to eventually provide approximately 15 kilometres of continuous cycle lanes between Maroochydore and Coolum at a cost of \$11.6 million. The section of cycleway between Maroochy River and Godfrey's Road was completed in early 2016. The department is currently extending the lanes between Petrie Avenue and Tamarindus Street, with the next section between Petrie Avenue and Keith Royal Drive to commence in late 2016.



“Delivering for cycling is a real team effort across TMR and something I am personally very committed to. Every TMR District has a cycling champion who works with local staff, with me and with the Cycling Program team in Brisbane to deliver more and better cycling infrastructure across the state, whether it's through dedicated cycling projects, or as part of other works we're doing on the network.”

Miles Vass

Deputy Director-General, Infrastructure Management and Delivery and Executive Leadership Team
Cycling Champion

Gateway Upgrade North initiatives

The \$1.14 billion Gateway Upgrade North project will significantly improve active transport infrastructure for pedestrians and cyclists. This includes construction of a new, off-road shared pedestrian and cycle path along the length of the project from Nudgee to Bracken Ridge, with connections to existing local bicycle and pedestrian networks. The new pathway will be 3.5 metres wide and will connect the Jim Soorley Bikeway at Nudgee to the existing Gateway Motorway pedestrian/cyclist underpass at Bracken Ridge, making use of existing shared paths adjacent to the Gateway Motorway.

The new pathway will provide safe and sustainable travel for pedestrians and cyclists on the north side of Brisbane.

Grade separated crossings will be provided:

- over the Gateway Motorway at Nudgee Road
- over Sandgate Road and the Shorncliffe rail line at Deagon
- under Bicentennial Road at Boondall
- under Deagon Deviation.

Five covered rest areas will also be provided along the new shared pathway. These facilities will include lighting, seating and drinking water for people and pets (at two locations), providing an opportunity for pathway users to take a rest and enjoy the natural surroundings.

Moreton Bay Rail Link shared pathway initiatives

The Moreton Bay Rail project is nearing completion with activities being finalised in preparation for the opening of the rail line. The shared user path is being delivered as part of the Moreton Bay Rail project and runs adjacent to the rail alignment. The project is working hard to complete the outstanding work and is investigating the opening of a section of the shared user path so the community can benefit as soon as possible.

Of utmost importance is the safety for users of the shared path so it is critical that all safety related works are fully complete before the opening. The remaining shared user path will open with the rail line, planned to open by late 2016.

Sections of the shared user path cross local roads, Dohles Rocks Road and Brays Road, which are still under construction. These sections cannot be opened until roadworks ([see glossary](#)) are completed.

Community art

The project will showcase a collection of themed murals on bridge structures and noise walls between Lawnton and Kippa-Ring to aid in deterring graffiti. Local artist, David Houghton, was selected to design and install artwork at eight locations across the project, including at numerous points along the new shared user path. Some of the themes were determined with input from key stakeholder groups including the Pine Rivers Historical Society, Anzac Memorial Committee and the North Lakes YMCA.

One of the artworks is along the shared user path, opposite the conservation reserve at Chelsea St, Kippa-Ring. The wall displays local wildlife and plants relevant to the area which were identified from collaboration with the project's koala and environmental reference group. The group attended the site in late September to tour the project and visit the artwork.

Koala tagging and monitoring

The Moreton Bay Rail Link project team and the wider community take koala conservation and protection seriously. The new rail line crosses through existing koala habitat, and is likely to have impacts on the koalas living in those areas.

It is important koalas living in, or near, the proposed rail corridor are protected from harm during construction works, and also when the rail line becomes operational. One of the ways we can protect koalas from harm is to know their location in relation to construction works.

Use of monitoring collars is one of the most effective ways of doing this. Koalas can be very difficult to spot when they are in their natural habitat. Sometimes, when hidden in dense foliage, they can be impossible to see. Radio-tracking allows koalas to be located relatively easily. This may be very important for a koala's safety, particularly when vegetation clearing is occurring in close proximity to the animal's home range.

The monitoring collar also allows information on each koala's home range to be analysed, so the potential impacts to koalas, as a result of vegetation removal and rail construction can be properly assessed and minimised. The information gained from monitoring koala movements will also inform the rail design to help determine the most appropriate location for fauna underpasses.

The Moreton Bay Rail Link project team has engaged expert koala scientists to capture and radio collar koalas living in and around the rail corridor. This represents the highest standard of koala protection

ever conducted on a major infrastructure project delivered by Transport and Main Roads.

A team from Endeavour Veterinary Ecology, led by leading wildlife vet Dr Jon Hanger has been working to fit every koala spotted within the Moreton Bay Rail footprint and adjacent land with GPS radio collars and given a health check.

While it's business as usual practise to have 'spotter catchers' on development sites during clearing, this initiative is going beyond standard practice by collecting accurate field data specific to the local population, that was not only used to develop the rail design, but becomes invaluable with clearing now starting.

The project team have employed ecologists and fauna spotters to work with clearing teams. In addition, the tracking devices allow teams to understand where koalas are located before starting clearing activities.

More information: <http://www.tmr.qld.gov.au/Projects/Featured-projects/Moreton-Bay-Rail>

Bridges Renewal Program

This year, a further 38 local government projects were announced in January 2016 under Round 2 of the Bridges Renewal Program (see glossary). 25 Queensland local governments had projects approved at a total project cost of \$76.276 million.

Funded on a 50:50 basis by the federal and state governments, the program aims to facilitate higher productivity vehicle access to communities.

Round 2 was open to local governments only. Round 3 is proposed to be open later in 2016.

Drone bridge inspections

In March, the department undertook a trial using drone technology to conduct a bridge inspection on the Riverside Expressway, Brisbane. Automating elements of bridge inspections has the potential to provide significant cost savings as well as reduce safety concerns. Through this trial the opportunities of using drones to provide detailed images of bridge components were identified. This information is now being used to develop guidelines for when drones can and should be used for bridge inspections.

The application of drone technology to bridge inspections has the potential to:

- reduce the need for lane closures
- reduce time undertaking inspections
- permit work during daylight and thereby improving quality of images taken, in addition to not requiring road closures.

This technology is suitable for high bridges or bridges with difficult access requiring road closures.



Image captured from drone footage

Marine Infrastructure

Marine Infrastructure Fund

We continue to deliver new and upgraded recreational boating infrastructure under the \$50 million four-year (2012–13 to 2015–16) Queensland Government Marine Infrastructure Capital and Maintenance Program.

Infrastructure delivered during the year is shown on the map of Queensland ([see this and next page](#)).

During the year, we also progressed planning for, and commenced construction of, boating infrastructure across the state including:

- Completed stage two of the jointly funded \$25 million Townsville Recreational Boating Park. Townsville City Council contributed \$15 million towards the new infrastructure. Construction of four new four lane boat ramps with floating walkways and two additional pontoons were completed.
- Commenced works on a \$1.35 million project to construct a new two lane boat ramp and floating walkway at Nojoor Road, Twin Waters. This was undertaken in conjunction with Sunshine Coast Regional Council with completion expected in July 2016.

Dredging

Bowen Boat Harbour

Capital dredging works were completed at Bowen Boat Harbour which doubled the width of the entrance channel to 30 metres and deepened and straightened the channel to the harbour to improve navigational access. Maintenance dredging was also carried out in the harbour basin. As part of this project a bund (containing wall) was constructed on land within the harbour for the placement of 45,000m³ of dredged sediment. This has markedly improved access into this busy boat harbour for both commercial and recreational vessels.

Rosslyn Bay Boat Harbour

Maintenance dredging works are currently underway to improve navigational access to Rosslyn Bay Boat Harbour. These works will restore all-tide navigable access to the entrance and internal channels of this busy regional harbour. This will remove

\$1.4M
Weipa new boat ramp and pontoon

\$310,000
**Karumba & Normanton
Jetty fender pile replacement**



Weipa new boat ramp and pontoon

approximately 50,000 m³ of material. Works are expected to be completed in October 2016, weather permitting.

Cabbage Tree Creek Boat Harbour

Maintenance dredging works at Cabbage Tree Creek Boat Harbour were completed a month ahead of schedule and improved navigational access for boats. Just over 55,000m³ of material was removed as part of this project.

A total of 150,000m³ of material was dredged between the three projects which equated to approximately 60 Olympic sized swimming pools



Whisper Bay floating walkway

Objective Two – We deliver a sustainable, cost-effective transport network accessible to all

We develop new technologies and systems in transport infrastructure construction, preservation and management

New mapping technologies

iMaps – interactive mapping

The department's Interactive Mapping capability or iMaps has undergone significant development and refinement over recent years and is now capable of providing extensive geospatial mapping capability and one-off solutions across the department. We have progressively developed a broad range of interactive maps, for internal use, since 2011.

An example of the 21 interactive maps and their uses currently include:

- Emergency Management map which supports the response to emergency and disaster events in Qld
- Boat Facilities map assists in the delivery of boat facility asset management
- Native Title map allows for the viewing and editing of the Native Title Evaluation data
- Hydraulic and flooding map displays hydraulic and flooding related info for planning and design purposes
- Regional Freight Generators map supports the planning and delivery of freight infrastructure.

During the past 12 months, the department has been developing the capability for a new mobile version of interactive mapping, suitable for use on devices such as smart phones and tablets. This technology has the potential to save time for staff operating in the field, allowing efficient capture of asset or location information.

Improvements to our construction practices

Fabrication of specialist project pre-cast structures

We applied an innovative concrete solution to the reconstruction of the Wallace Landing boat ramp and access roads at the BP in Home Hill. We worked closely with our Engineering and Technology branch to obtain approval to design, build and manufacture the pre-cast concrete products ourselves. Following approval, we successfully built the two different pre-cast concrete beams (RG4000 boat ramp planks and uniquely designed drainage unit) needed for the reconstruction projects. A great benefit of the project is that the department now owns the pre-cast formworks and designs which can be used on future projects, saving our customers time and money.



Precast structures manufactured for the reconstruction of Wallace Landing boat ramp and the BP Home Hill access reconstruction by the department saved money and time.



A new coring process for steel culvert inspections that will save time, equipment and resources. Left: core drilling, Right: inspection and testing.

New coring process for steel culvert inspections

We developed a new coring process for steel culvert inspections that saves time, equipment and resources, delivering a 60 per cent cost saving on the original process. The new process involves core drilling holes, rather than jackhammering significant sections which allows the team to determine the thickness of a steel culvert and view the condition of the base of the culvert during routine inspections.

The new process allows a two person team to undertake the inspection with minimal equipment compared to the previous processes, and has application to all steel culvert inspections across the state and across the network.

Fraser Coast structure works

During the year, we successfully rehabilitated four timber bridges in the Fraser Coast Regional Council (FCRC) area with the intention to reduce whole-of-life operational costs through preventative maintenance and minor repairs. In partnership with council since 2011, we have delivered both bridge inspections and rehabilitation work delivering value for money and helping to connect communities and is a component of the broader Timber Bridges Replacement Project across the state. Our local RoadTek crew consistently receive favourable customer feedback which enhances our reputation as a service provider for other regional councils.

Preservation and management

Salisbury Park 'n' Ride Carpark

We successfully constructed the 31 car space Park 'n' Ride ([see glossary](#)) carpark for Queensland Rail commuters at Salisbury.

Our team coordinated an investigation by the Cultural Heritage team after excavation uncovered what appeared to be a fire pit. The excavator operator carefully removed multiple layers of dirt to attempt to uncover items for further inspection. The investigation confirmed there was no cultural significance in the find, and aerial photos of the area stem back to the 1916's also showed no cultural significance in the local areas.

The project also involved significant community consultation following concerns about the protection, health and structure of a 23 metre Tallowwood tree on the construction site. The team successfully managed the process in collaboration with the Environmental and Cultural Heritage Officers and TransLink to remove the Tallowwood tree due to safety concerns.



Creating 31 parking spaces at the Salisbury Park 'n' Ride, whilst looking after the environment.

More information on the passenger transport infrastructure programs [see page 136](#).

With the help of a fauna spotter during the removal of the tree the crew were able to capture and relocate three Ringtail Possums to surrounding locations to ensure they stayed in their local natural habitat. The crew then planted a Tuckeroo tree with a more suitable root system to replace the Tallowood tree, and continue to support the local wildlife. Overall the process was a great learning experience for the crew.

Cassowary Safety Improvement

In November 2015, the department started planning for a trial of Vehicle Activated Signs (VAS) on a section of Tully – Mission Beach Road to help prevent cassowary vehicle strikes.

VAS, as well as associated static signage and enhanced linemarking will be installed and speed limits will be monitored before and during the trial.

Details of the trial, which is expected to cost about \$125,000, were announced in May 2016.

The project is expected to start in September 2016 and run for six months.

The department worked closely with the local community to develop the VAS trial. In addition, we are investigating the use of tagless technology to detect cassowaries near the road network.



Cassowary signs installed on Mission Beach Road to prevent vehicle strikes

We manage and operate the state-controlled road network to ensure travel reliability and efficiency

Travel reliability

Addressing traffic congestion

Over the last four years, south-east Queensland has seen a 12 per cent increase in registered vehicles (three per cent per annum). This increase has been consistent with the overall rate of change in traffic (there are more vehicles on the road travelling more kilometres), thereby leading to greater congestion. The most recent traffic growth (from calendar years 2014 to 2015) has been over four per cent, the highest in nine years.

Some of this could be attributed to the significant 13 per cent reduction in the average south-east Queensland petrol price over the same period (source: QG Statistician's Office). Since traffic growth has been higher than the deterioration seen in the congestion measures, it equates to a performance improvement in relative terms. For example the average travel time during the off-peak has worsened from 9.8 to 10 minutes per 10 kilometre (2 per cent) between 2014–15 and 2015–6, which is lower in

relative terms compared to the traffic growth of over four per cent.

To help address these congestion concerns in 2015–16 the department has undertaken a number of key initiatives such as:

- improved incident management including traffic response units
- signal network optimisation
- improved management of motorways to ensure they flow consistently in periods of peak demand for example South East Freeway ramp signalling, Ipswich Motorway Lane Use Management, Port of Brisbane Variable Speed Limit operations and Bruce Highway ramp signals and variable speed limits
- development of tools to quantify excessive congestion (accepting that a certain level of congestion is inevitable), and using this to prioritise possible upgrade to the network (intersection and route ranking), and quantify the causes of congestion. This tool will assist transport planning and road operations

Figure 4: % Network with good travel time reliability (high is good)

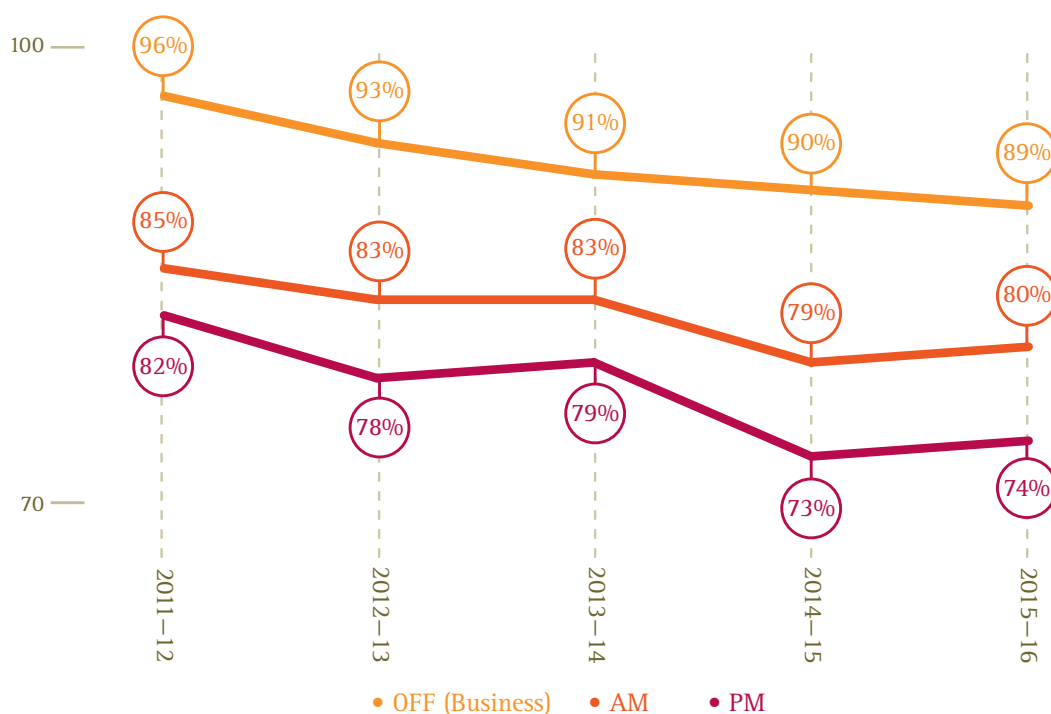
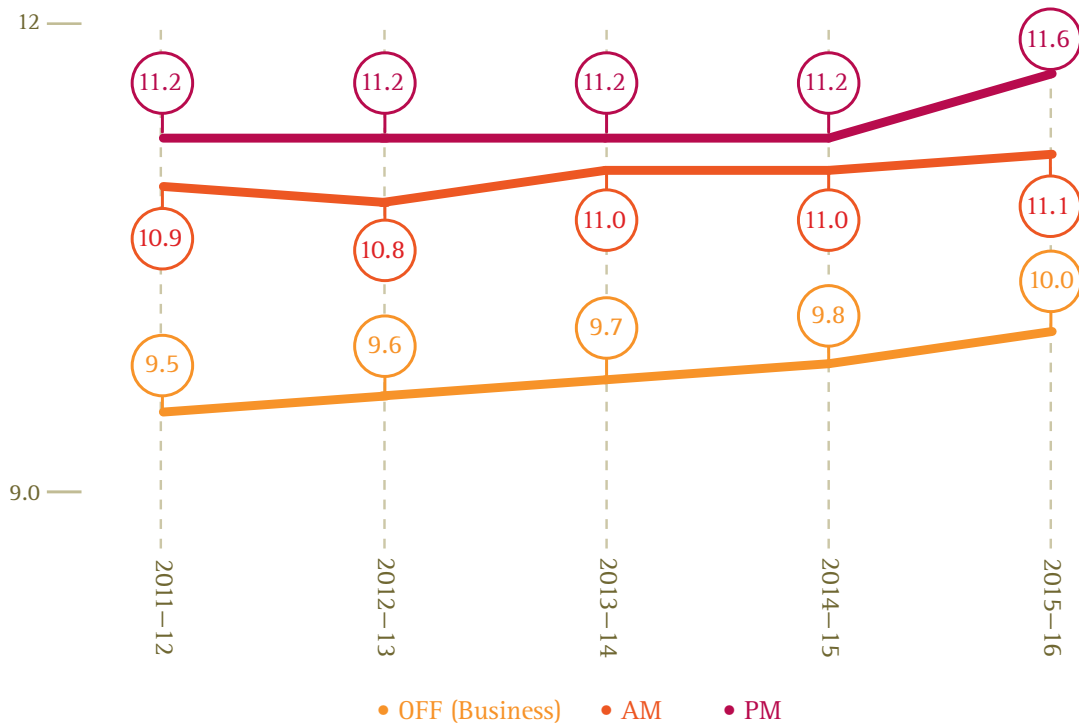


Figure 5: Average travel time per 10km (low is good)

- statewide roll-out statewide of Emergency Vehicle Priority on state-controlled roads
- improved traffic management at roadworks
- using state government's Project Assurance Framework in investment decision making to maximise the benefits returned to government from project investments
- development of a draft Smarter Solutions: Network Optimisation Framework to help identify low-cost and non-infrastructure solutions that effectively respond to capacity and reliability constraints across Queensland's transport network and within our current fiscal environment
- travel options and travel information – creating a public transport and active transport network that has greater accessibility, frequency and reliability (ongoing funding of principal cycle network, 131940 traffic and traveller information, TransLink's real time bus information, enhanced train timetable)
- increased capacity – although it is not always practical or feasible to construct new road infrastructure, there have been significant projects to address the growing traffic demands on the road network such as Gateway Upgrade North and South.

While the statistics are showing that congestion has increased, implementing these initiatives has lessened the potential impact.

More details on our congestion management measures are contained in Appendix 2 (see pages 250–251) Infrastructure Management and Delivery Service area.

Intelligent Transport Systems

The department uses Managed Motorways to assist in operating the state-controlled road network. Managed Motorways is an initiative being rolled out across south-east Queensland, employing state-of-the-art technology to better manage traffic flows and reduce stop-start travel, improve safety and provide more predictable travel times.

TMR has implemented Managed Motorways technology along major transport corridors in south-east Queensland, including sections of the Bruce Highway, Ipswich Motorway, Western Freeway, Houghton Highway and the South East Freeway. As the end of June, TMR has approximately 76 kilometres of motorway managed through the application of coordinated on-ramp signalling, and variable speed limit and lane control sign technologies.

In 2015–16 the department has:

- delivered Bruce Highway Variable Speed Limits (VSL) and Ramp Signalling between Pine Rivers and Uhlmann Road
- operationalised Western Freeway VSL between Sumner Road and Sinnamon Road from the BMTMC under manual mode.

Projects underway include:

- upgrade of the Ipswich Motorway Ramps between Dinmore to Darra to the current standard.
- the South East Freeway outbound ramps signals on Messines Ridge Road and Logan Road required for the eight lane extended design domain have been installed and satisfactorily commissioned.
- the ramp control signal for Logan Road inbound at Bleasby Road has been installed, commissioned and is operational.
- Queue Detection/Queue Protection algorithm has been successfully trailed and suitable training provided to the Traffic Management Centres.
- Sunshine Motorway VSL under construction.

The department will develop a business case for the conduct of a major pilot of new Intelligent Transport System (ITS) technologies and applications that are under development internationally, such as Cooperative ITS and autonomous vehicles. There are important roles for government, industry and academia in the development and deployment of ITS.

Government involvement is critical to the development of future skills and expertise as a road manager, resolving policy and regulatory issues, facilitating community engagement, delivery of information from government owned infrastructure and adoption of standards and architecture. Government is also seen as an enabler and can play a role in stimulating industry to achieve both economic outcomes and public outcomes in respect to reduced road toll, transport accessibility and improved road network efficiency.

Roadwork safety

Traffic Management at Roadworks

Throughout the year, the Traffic Management at Roadwork project has collaborated with the construction and traffic management industries to trial several innovations including portable traffic signals (to remove traffic controllers from exposure in high risk locations), and emotive signage about the presence of workers, to influence driver behaviour.

The department has also developed guidelines for the deployment of temporary variable speed limit signage to remove the need to manually change speed limits when the site is active (this is a costly and hazardous task in its own right) in order to improve the credibility of speed limits when workers are present.

In addition to introducing innovations into traffic management, the project has also enhanced the traffic management design training package to ensure practitioners make good decisions regarding signage and speed guidance for road users. This allows greater opportunity for our customers to have a good experience through our worksites and increases the chance of achieving compliance. 980 people have attended the training (as at end of June 2016), with more than 250 Traffic Management Design qualifications already issued.

As a measure to improve roadwork safety, the department is also working closely with the Queensland Police Service to identify projects where driver speed through the worksite presents a high risk to workers. Provided that the traffic management signage at the site will need to be correct and credible, speed enforcement will be undertaken at these locations. The outcome the department is seeking is a change in driver compliance when workers are present.

Annual Preparedness Program

The statewide Preparedness Program was delivered at twelve locations to 379 participants in September through to November 2015. Participants included representatives from Transport and Main Roads, Queensland Police Service, Queensland Fire and Emergency Services, Queensland Rail and Local Councils. The program focused on changes to processes and legislation, lessons learnt and identifying issues or gaps to providing effective responses to disruptive events.

The Program contributed to the department's assurance process as well as providing confidence to external stakeholders that we are well prepared to respond to a disruptive event.

Infrastructure modelling

Digital Engineering

The department is set to save tens of millions of dollars on Queensland's infrastructure budget using state-of-the-art information modelling. The proposed Smart Infrastructure Management framework will see Building Information Modelling (BIM) embedded in every stage of the infrastructure management lifecycle, enabling greater consistency, efficiency and savings.

BIM uses 3D technology to aid in the planning, design, construction, and asset management of infrastructure. Providing a 3D model as the single point of truth, BIM enables multiple disciplines to collaborate seamlessly on infrastructure projects, ensuring they are optimised in the 'virtual world' well before construction begins.

Digital engineering will deliver significant savings for Queensland by improving efficiency throughout the infrastructure management lifecycle. The systems and processes will help to:

- **Avoid errors** – BIM's clash detection technology will help eliminate costly design errors, allowing a problem to be fixed in the 'virtual' world before it costs money in construction.
- **Reduce waste** – BIM's superior capability in programming and estimating quantities will reduce material wastage in construction.
- **Optimise information** – BIM's reliable information management will make for more effective planning and delivery, as well as more dynamic asset operation and maintenance.

While digital engineering will be brought in through a 10 year transition strategy, Smart Infrastructure Management is being introduced to new tenders now, allowing the department to take advantage of early gains and to guide Queensland's transition to digital engineering in the future.

Industry collaboration

Heavy Vehicle Safety and Productivity Programme

In March 2016 the state government announced a \$10 million budget in the *State Infrastructure Plan* for intersection upgrades in North Rockhampton as Stage 1 in providing Type 1 road train access to Rockhampton abattoirs.

The announcement was part of a \$30 million upgrade to the identified Type 1 road train route from the Central Queensland Livestock Exchange (CQLX) to the two abattoirs in North Rockhampton.

The identified route traverses the Bruce Highway (Gladstone Road, George and Albert Streets, Neville Hewitt Bridge and Moores Creek Road), Rockhampton-Yeppoon Road, (Musgrave Street, Queen Elizabeth Drive) and Rockhampton-Emu Park Road (Bridge Street and Lakes Creek Road).

Stage 1 includes upgrades to intersections at Moores Creek Road / Yaamba Road and the Queen Elizabeth Drive / Bridge Street.

The business case for Stage 1 was approved in 26 July 2016. The Invitation to Tender for detailed design is scheduled for end of August 2016.

Design will be undertaken from August–November 2016, with construction expected to commence in late 2016.



Research Partnerships

This year represented the third year the department and ARRB Group Research have been in partnership. The partnership formed to deliver superior technology and road transport solutions for the people of Queensland.

The program is charged with achieving this goal through:

- delivering cost effective and higher performing pavements, refined asset management practices, efficient management of structures, and optimising road safety and network operation outcomes
- working in partnership with industry, universities and government bodies to leverage research and resources, helping to deliver mutually beneficial outcomes
- developing capabilities of staff and disseminating learnings
- facilitating trials, establishing research tools and infrastructure to help implement new technologies and practices in Queensland.

This year the program advanced research into opportunities to reduce asphalt thicknesses (while maintaining quality), worked in collaboration with the Department of Environment and Heritage Protection (EHP) and Tyre Stewardship Australia (TSA) to research the use of crumb rubber in finder seals and open graded asphalt.

Some of the achievements for 2015–2016 include:

- trialling the use of crumb rubber (from waste tyres) in seals and open graded asphalt. During this financial year the department has used Crumb Rubber Modified Binder on two major research projects leading to project savings of approximately \$170,000 and recycled an estimated 40,000 tyres.
- Reducing asphalt thickness to a depth that will maintain asset life, while reducing upfront and whole of life costs. Research to date is already delivering 50–60 millimetre reductions in asphalt thickness which equates to approximately \$100,000 per lane kilometre.
- The department's specification for granular base was amended to allow the use of Modified C grading – which requires more fines in the pavement. This grading delivers improved constructability, and reduced permeability, and is expected to reduce the permeability of our pavements when inundated from flooding. The new grading is being progressively rolled out as industry tools up to meet the higher standard.

The program will continue to focus research efforts in the pavement, structures and asset management areas in the 2016–17 financial year.



Objective Three

Customer, safety and regulatory services that improve community safety and satisfaction

Strategies

1. Provide customer with services that are quick, easy to access and easy to use
2. Ensure the safety, security and resilience of our transport system
3. Regulate access to, and use of, our transport system

Performance areas

- Safety to transport users
- Efficient regulation
- Customer experience and satisfaction

How we performed

Majority of Strategic Plan performance measures are also Service Delivery Statement (SDS) measures. SDS performance tables are located in Appendix 2.

Performance area	Performance measure	Notes	2014-15 Result	2015-16 Result	Status
Transport system planning	Marine fatalities per 100,000 vessels regulated in Queensland	1	new	5.07	▼
	Marine fatalities per 100,000 registered vessels	1	0.39 ▲	–	–
	Rail fatalities per 100,000 population		0.1 ▲	0	▲
	Hospitalised rail casualties per 100,000 population		0.44 ●	0.19	▲
	Number of level crossing collision occurrences per 1,000,000 train kilometres travelled		0.11 ▲	0.09	▲
	Fatalities per 100,000 population on state-controlled roads		3.12 ▲	3.12	▲
	Road fatalities per 100,000 population		4.93 ▲	5.05	▲
	Hospitalised road casualties per 100,000 population	2	140.04 ▲	–	–
	Percentage of vessel movements without serious incidents				
	Pilotage areas		100 ▲	100	▲
ReefVTS area		100 ▲	100	▲	
Efficient regulation	Cost of rail regulation per 100 kilometres of rail infrastructure		new	\$18,784	▲
	Cost of rail regulation per 1,000,000 kilometres of rail operations		new	\$39,381	▲
Customer experience and satisfaction	Average wait time Customer Service Centres (minutes)		6.31 mins ▲	6.51 mins	▲
	Average unit cost per transaction in a Customer Service Centre		new	\$19.30	▲
	Percentage of call centre calls answered within three minutes	3	61 ▼	63.04	▼
	Overall customer satisfaction with transactional services (on a scale of 1 to 10)		8.2 ▲	8.2	▲

▲ On track ● Slight variance ▼ Significant variance

Notes:

1. The number of registered vessels has been impacted by changes to domestic commercial vessel registration practices under National law. Thus this reporting measure can no longer be validly calculated.
2. Delays in receiving data sets from reporting systems have impacted on the ability to report against this performance measure on a timely basis.
3. Remedial action has now been completed including implementation of Call Steering, ahead of the 30 June deadline. Early indications are positive and on track to meet project commitments.

Our highlights

In 2015–16, we delivered innovative new services for customers, improved and maintained safety for all users of our road, rail and waterway networks and reduced the regulation burden. Some of our achievements are listed below.

✓ E transfer of registration

Transitioning registration transfer to an online service allowing customers disposing of a vehicle or vessel to transfer registration to the acquirer online, without either party needing to present an application at a Customer Service Centre (see page 106).

✓ Learner Logbook app

Released a Learner Logbook app, digitalising the way learners record their driving hours. The app allows users to electronically record and store their driving hours from the convenience of their smartphone or tablet, and then submit directly to the department (see page 106).

✓ Road Safety Action Plan

Commenced implementation of the Safer Roads, Safer Queensland Road Strategy (2015–21) and action plan (2015–17) as a priority. This road map, developed with key road safety partners, marks the first time Queensland has committed to a vision of zero deaths and serious injuries (see page 109).

✓ Safer Roads Sooner

Continued to implement Safer Roads Sooner Program to improve the safety of the state-controlled road networks through the implementation of high-benefit cost-effective, engineering countermeasures and safety treatments that target known and potential high severity crash sites at specific locations (see page 109).

✓ Flashing school zone lights

Installed 181 flashing signs in school zones across Queensland (see page 116).

✓ Bicycle minimum passing distance rule

Confirmed the minimum passing distance road rule would stay due to safety improvements during the 2014 trial (see page 117).

✓ Wide centre line treatments

Continued implementation of wide centre line treatment increasing the length of treatment in Queensland to a total of 901km, with 711km along the Bruce Highway and a further 190km elsewhere (see page 120).

✓ Motorcycle licensing reform

Investigating a range of reforms to the motorcycle licensing system (see page 130).

✓ Vessel Traffic Services Authority

Gained national accreditation as a Vessel Traffic Service Authority, a status that is internationally recognised, highlighting the key role VTS plays in assisting and maintaining the safety and sustainability of the state's ports, the Great Barrier Reef and the Torres Strait (see page 125).

We provide customers with services that are quick, easy to access and easy to use

Engaging with our customers to achieve service improvements

The Customer Experience Transformation Program

Over the past 12 months, the department established the Customer Experience Program as an on-going function. The program is supporting the capacity of TMR to understand customer needs and to develop a customer-centric culture focussed on meeting customers' needs first time, every time. This transformation involves incorporating the voice of the customer into everything we do as an organisation. This focus will greatly improve the customers' experience when interacting with the department.

We are a large and diverse organisation that interacts with the majority of Queenslanders. Whether Queenslanders are walking or driving to work, catching a bus to university, boating, travelling by plane or cycling on a cycle path they are interacting with us through multiple touchpoints. The Customer Experience Team is working across the department to assist with customer research and segmentation, customer data and analysis as well as customer-centred design.

Customer Focussed Digital Engagement

One component of the program is online customer and stakeholder engagement, which supports our capacity to deliver world class, customer focussed digital engagement. This component of the program focusses on realigning our internal cultural focus away from process and procedures around digital engagement more towards generating high quality, interesting and engaging customer focussed content. It aims to enable staff to showcase their wit, creativity and humanity in interacting with customers through digital channels. The below table demonstrates the department's following across various social media platforms.

Table 5: TMR's following on social media

As at 30 June	Facebook likes	Twitter followers
TMR	24,161	8,444
TransLink	26,808	89,930
Join the drive	113,226	496

Customer Design Hub

The Customer Design Hub was designed by staff in collaboration with external architects. Its purpose is to provide a flexible environment to collaborate and co-design products and services with customers to meet their needs and expectations now and into the future. The Hub is designed to be a flexible space that can be used for a range of activities including, customer focus groups, prototyping, customer research, interactive workshops and training and development. Since opening in May 2016, several projects have used the Hub to connect us with our customers.

The Customer Design Hub features the following technology to enhance the capacity of staff to put themselves in the customer's shoes and facilitate collaboration:

- an eight metre curved immersion screen
- portable eye tracking glasses
- digital data visualisation technology across multiple screens
- video recording and video conferencing facilities
- screen-sharing and digital voting technology.

We are engaging with staff to formally name the Design Hub and a voting poll will be completed to determine the official name later in the year.



Inside the Design Hub we have the ability to test concepts and ideas with our customers

Easier for our customer to do business with us

Interactive engagement with our customers

In March 2016, we commenced responding to Facebook customer service enquiries through our contact centre, currently these are averaging 13 per day.

A pilot to extend the daily hours of operation for Facebook responses to 9pm Monday to Friday commenced in May 2016. Overall activity through the channel is growing and average customer response times through this channel have fallen to an average of two hours.

A number of new initiatives have been delivered during the year to provide customers with services that are quick and easy to access.

- **e-Logbook app** — allows users to electronically record and store their driving hours from the convenience of their smartphone or tablet, and then submit directly to the department. The app saves time and money by eliminating the need to mail a completed logbook and the instant submission process means that we will be able to start checking submitted logbooks sooner. There has been a total of 6534 downloads as at 8 July 2016.
- **e-Correspondence** — this initiative delivers an electronic service enabling customers to opt in to receive their Vehicle Registration Renewal Notices (VRN) and Registration Certificates via email to provide an improved customer experience and achieve a reduction in postal costs to the department. As at 13 July data, 1215 customers have registered for this service.
- **e-Reminders** — this initiative enables customers to ‘opt in’ to receive registration renewal reminders from the department via email. As at 13 July data, 1316 customers have registered for this service. The total number of customers registered for both services is 1325.

Additional reminders that customers will be able to receive include:

- Registration renewal
- Driver licence renewal
- Driving Test appointments
- Certificate of Inspection expiration
- Vehicle Inspection bookings
- Demerit point accumulation — nomination choice
- Infringement due.

- **Transfer Registration Online** — a new online service through which the disposer of a vehicle or vessel can transfer a registration to the acquirer of the vehicle or vessel online, without needing to present at a Customer Service Centre.

Learner logbook app launched

In May, we released a Learner Logbook app, digitalising the way learners record their driving hours.

The app allows users to electronically record and store their driving hours from the convenience of their smartphone or tablet, and then submit directly to the department.

The app saves time and money by eliminating the need to mail a completed logbook and the instant submission process means that we will be able to start checking submitted logbooks sooner.

Similarly, Queenslanders living or travelling in poor connection areas can use the app in an offline mode to record driving hours. Once the device reconnects to the internet or Wi-Fi, the data will be automatically uploaded and saved to their account.

More information: www.qld.gov.au/learnerlogbookapp



Electronic transfer of registrations

During the year, we began working on transitioning registration transfer to an online service.

This service will allow the customer who is disposing of a vehicle or vessel to transfer registration to the acquirer online, without either party needing to present an application at a Customer Service Centre.

By taking this service online, it will automatically transfer registration to the acquirer alleviating the stress of any infringement or registration related correspondence being sent to the disposer after the transaction.

It will also provide a better customer experience as this transaction can be done at a time convenient to the disposer.

This service is currently planned for release early 2016–17.

Direct debit registration

In September, we introduced to customers the benefit of paying their registration automatically by direct debit from their bank account or credit card at no extra cost.

Customers can enrol and manage their Direct Debit Registration Renewal account online enabling them to interact with the department at a time and place that suits them. The services also allows customers to manage their budget by offering payments in smaller, more frequent terms by introducing a three month payment term.

Customers will be notified before each direct debit payment is due, to give them time to ensure the funds are available and can elect to withdraw from the service at any time.

The service is available for a range of light vehicles, including cars, trailers, boats and caravans, with a gross vehicle mass (gvm) or aggregate trailer mass (ATM) or 4.5t or less.

All direct debit information is on the department's website at www.tmr.qld.gov.au/directdebit

New drivers to learn online

We commenced development of an online learning and assessment platform to replace the written test for when applying for a learner licence. Aimed at creating safe drivers from the start of their driving journey, the change will transform the way new drivers learn the road rules and safe driving behaviours.

The program will take an innovative approach to new driver education with an interactive learning and assessment platform for pre-learner drivers that is engaging and effective. The new platform will extend beyond simply testing knowledge of basic road rules, to instilling safe behaviours and attitudes in new drivers before they get behind the wheel.

The new platform will be interactive, we will be able to have conversations with new drivers about decision making and the consequences of unsafe driving decisions.

There are a number of benefits including an improved customer service experience, by reducing the need for customers to visit a customer service centre, efficiencies of processes internally and in the long term, potentially improved road safety. The learning and assessment is expected to be released by June 2017.



We issue, on average,
1450 learner licenses each week.

Shared services expanded

To improve the regional customer experience and deliver value, a partnership was established between the department, the Queensland Police Service (QPS) and the Department of Justice and Attorney-General (DJAG) to expand joined-up government services in Ingham and Ayr in north Queensland.

The pilot involved building on existing customer service capability at court houses operated by DJAG, with driver licensing services transitioned from QPS stations to courthouses. Service delivery and operations were managed by the department.

The pilot services have since been expanded and operating hours extended, reducing wait times and providing a better customer experience from a single convenient location.

The success of the Ayr and Ingham pilots has provided agencies with the confidence to tailor similar innovations in many other small to medium regional communities throughout Queensland.

Transport and Main Roads and DJAG continue to work together to identify further locations that could benefit from a similar type of arrangement.

New Customer Portal – My account

Last year we introduced ‘My Account’ a customer portal to provide our customers with fast and personalised access to a broad range of information and services from a single page.

There have been over 206,298 visits to the department’s ‘My Account’ customer portal since it was introduced in December 2014. (172,277 this financial year).

Customers have expressed their satisfaction and appreciation of the new customer portal and have provided great feedback such as:



“I love that you can see all of the registrations and licence details in one place and the links to things like the demerit points are excellent.”

“My account dashboard is simple but extremely useful. I was able to update my address & renew registration in under 10 minutes. Great job!”

“This website : Great work, looks good and holds useful information, huge step forward in enabling communication with the public, thank you a great innovation.”

“Very good indeed. Thanks for information concerning my vehicle and driving records and also online access without leaving home. Thanks”

“The whole process is simple and easy. A great way of using Taxpayers money and a great way of saving it by going online rather than drive to an outlet.”

“I love the simple way I can access all my information now. Thank you for making it user friendly and the Access Code to my email is a great idea”

Ensure the safety, security and resilience of our transport system

Road safety action plans

Safer Roads, Safer Queensland

We commenced implementation of the Safer Roads, Safer Queensland Road Safety Strategy (2015–21) and action plan (2015–17) as a priority.

This road map, developed with key road safety partners, marks the first time Queensland has committed to a vision of zero road deaths and serious injuries.

The safe system principles are the foundation for action and the department's efforts look to address all elements of the road network including safer roads and roadsides, safer speeds, safer vehicles and safe road users.

This year several key initiatives were implemented to address all elements of the road transport system, including:

- introducing double demerit points for two or more mobile phone offences committed within one year
- improving the Q-SAFE (see glossary) practical driving test
- implementing a series of community engagement actions under the 'Join the Drive' campaign
- commenced delivery of Tranche 1 of the Bruce Highway Safety Program to reduce the risk and severity of head-on, run-off-road and intersection crashes which are the key crash types on the Bruce Highway and Queensland more broadly. Safety engineering treatments being implemented include safety widening, wide centreline treatment, safety barriers, more forgiving roadsides and better intersection layouts
- completed collection of comprehensive road infrastructure safety data in order to track progress towards the 2020 target of achieving 85 per cent of travel on the national network in Queensland on three star or better roads (as defined by AusRAP)
- commenced a project to consider how road safety risk and the safe system approach can be better captured within road planning, design and road operations guidelines and associated activities

- delivered \$151 million in 2015–16 (of a \$300 million two year program) in infrastructure safety measures targeting high severity crash sites on state-controlled and local government roads, including through the Safer Roads Sooner and Safety Mass Actions subprograms.

More information: <http://tmr.qld.gov.au/Safety/Road-safety/Strategy-and-action-plans.aspx>

Safer Roads Sooner program

Under the Safer Roads Sooner (SRS) program and the Targeted Road Safety program, over \$117 million has been committed over the 2015–16 and 2016–17 years.

The SRS program is a minor capital works program that aims to improve the safety of the state-controlled road network through the implementation of high-benefit cost-effective, engineering countermeasures and safety treatments that target locations with a demonstrated or the potential risk of high severity (fatalities and serious injuries) crash sites at specific locations. Since its inception, the SRS program has been a significant component of the Queensland Government's commitment to addressing the road toll and reducing the number of people who sustain serious injuries on the state-controlled network. The SRS program is primarily funded from Camera Detected Offence Program (CDOP) (see glossary) (see page 257 Appendix 3) consisting of red light and speed camera fines.

Through an annual development round, SRS is prioritised to the highest safety benefit work identified by the department. This annual development round calls for nominations from our districts for specific locations, that have a significant crash history or potential for serious crashes. Received nominations are assessed by our Technical Committee, with a recommended program provided to the Safer Roads Sooner Advisory Committee (SRSAC) for their review and endorsement before Minister for Main Roads, Road Safety and Ports approves the final program.

Some significant projects delivered through Safer Roads Sooner in 2015–16 are:

- Millstream Road intersection improvements (South Coast)
- Gillies Range safety works (Far North)
- Right turn facilities at Rocky Waterholes Wollingford Road / Greenmount Drive intersection (Mackay/Whitsunday).

Black Spot Programme

The Black Spot Programme ([see glossary](#)) is part of the commitment to reduce crashes on Australian roads. Road crashes are a major cost to Australians every year.

Black Spot projects target those road locations where crashes are occurring or where road safety audits have identified potential road safety risks that require remedy to prevent future crashes. By funding measures such as traffic signals and roundabouts at dangerous locations, the programme reduces the risk of crashes. Programmes of this sort are very effective, saving the community many times the cost

of the relatively minor road improvements that are implemented.

The Black Spot Programme makes an important contribution in reducing the national road toll under the National Road Safety Strategy and Action Plan.

Nationwide, the federal government has committed \$500 million to the Black Spot Programme from 2014–15 to 2018–19, which includes an additional \$200 million over two years from 2015–16 to improve road safety across the nation. Queensland share of funding provided over a five-year period is over \$101 million. Funding is provided to approved projects on both the local and state road networks. Black Spot funding forms part of the \$300 million Targeted Road Safety Program commitment for the two-year period over 2015–16 and 2016–17.



Night work upgrades to the Gateway Motorway



The 'dry driver' advertising campaign attracted 800,000 views

Road use education and engagement

In 2015–16, we continued to drive a change in the culture and attitude to road safety through 'Join the Drive to Save Lives' advertising campaigns, community engagement, online and social media programs.

Join the Drive to Save Lives

As part of the Join the Drive to Save Lives social change program, we launched a series of road safety campaigns.

'Dry driver'

In December 2015, we launched the 'dry driver' advertising campaign, which aimed to encourage Queenslanders to plan their transport needs before they head heading out by nominating a 'dry driver' – a good mate who has a great night out and refuses a drink.

The campaign ran across TV, radio, digital, cinema and outdoor from mid-December until New Year's Day and in the lead up to Australia Day. It was re-run in April/May to coincide with the ANZAC Day and Labour Day long weekends. Merchandise including bumper stickers and water bottles were distributed at stakeholder engagement events and at driver reviver spots during the holiday period. A partnership with the Brisbane Broncos included game advertising, field announcements, competitions, and promotion through Broncos social media.

A post-campaign survey of 500 motorists found that prior to being prompted with material, 79 per cent of Queenslanders could recall one of the road safety messages relevant to the campaign, including recall of 'Dry Driver' together with 'Join the Drive' and 'avoid drinking and driving'. Of those surveyed, 90 per cent agreed that since seeing the campaign, they were more aware that using/being a dry driver was a smart option and 89 per cent agreed that they were aware that when being a designated driver, it is best not to drink at all.

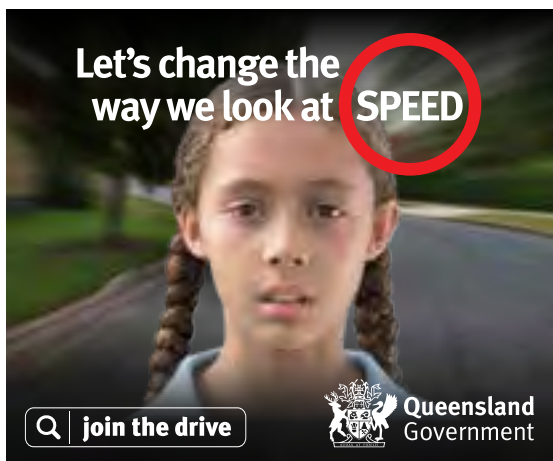
Online the campaign achieved almost 800,000 views – 500,000 views through Facebook and 300,000 through YouTube, as well as 26,316 likes, 1155 comments and 3422 shares.

<https://www.facebook.com/JoinTheDrive>

Let's change the way we look at speed

Each year almost 1000 people are killed or seriously injured in speed-related crashes in Queensland, and around half of those crashes happen at just 10km/h or less over the speed limit.

On 20 March, we launched a new campaign, 'Let's change the way we look at speed', in the lead up to and during the Easter school holiday period. The campaign asked drivers to consider how driving just a few kilometres over the speed limit can have devastating consequences.



'Let's change the way we look at speed' campaign

The campaign ran for five weeks in total, appearing on television, cinema screens, bus-backs, outdoor billboards, petrol pump TV, online, press and radio. A post-campaign survey of 600 motorists was conducted in April 2016 with the target audience to measure campaign performance. The campaign achieved record levels of unprompted recall with almost a third of all drivers describing the commercial in detail. The campaign attracted more than 390,000 views on Facebook and YouTube, 6200 comments and nearly 1000 shares.

<http://jointhedrive.qld.gov.au/on-the-road/speeding/lets-change-the-way-we-look-at-speed>

'Distractions'

On 30 August, the department launched a second phase of the Distractions campaign, highlighting the dangers of driving when distracted by mobile

phones. Television advertising demonstrated how using a mobile phone while behind the wheel could have the same effect as driving with an illegal Blood Alcohol Content.

The campaign coincided with the introduction of double demerit point penalties for repeat mobile phone offences. Campaign materials included two 30-second television/cinema commercials/online videos, two 30-second radio commercials, online banner advertising, and resources on the Join the Drive (JTD) website (www.qld.gov.au/jointhedrive/distractions).

A post-campaign survey found that the campaign successfully cut through to nearly three quarters (74 per cent) of Queensland drivers who recalled at least one message from the campaign.

The most encouraging find was the significant decline in reported mobile phone use since the first phase of the campaign—the reported prevalence of texting at the lights had fallen from 45 per cent to 34 per cent. After phase two of the campaign, 46 per cent of mobile phone users claimed that they had already reduced their phone usage in the car since seeing the campaign.

Motorcycle safety

We conducted a second phase of 'The Perfect Ride' campaign in February to reinforce key messages and put motorcycle rider safety back on the agenda.

In June, we launched a new motorcycle safety campaign, 'Sixth Sense' which consisted of a range of online resources and video tutorials. Expert rider



'Sixth Sense' campaign

and motorcycle legend Mick Doohan was chosen as spokesperson for this campaign, providing advice on safe motorcycle riding technique and road craft practices.

'Stay Wider of the Rider'

In April, we launched 'Stay Wider of the Rider' to coincide with the end of the two year trial and continuation of the minimum passing distance for bicycles rule. Press, radio and online advertising, as well as social media, reminded motorists to leave a gap of at least one metre when overtaking cyclists in a 60km/h speed zone or less, and a metre and a half when the speed limit is greater than 60km/hr. Campaign materials included press advertising, radio commercials, online video, digital advertising, social media promotion, outdoor advertising (bus-backs, billboards, petrol pumps), and campaign merchandise.

A post campaign survey of 250 motorists and 150 bicycle riders found that 94 per cent of motorists and 84 per cent of cyclists agreed since seeing the campaign they know what the minimum passing distance rule is. The digital campaign elements performed well, achieving 14,804,159 impressions and 60,714 clicks through to the JTD web site.



Join The Drive social media

The Join the Drive (JTD) website and social media accounts continue to foster conversation with the community about road safety. The social media strategy aims to: positively influence attitudes toward safer road behaviours; increase awareness of risky behaviour and their consequences, address road safety issues and promote campaign messages to the community.

The JTD website is a platform to engage the community on road safety, allowing people to share their stories, pledge support and learn more about education initiatives. For example, in June, the web site clocked up 502,231 sessions by 402,290 users.

With just under 113,000 page supporters as at 30 June 2016, JTD is the third largest state government Facebook community with an engagement rate of six per cent, more than double the two per cent benchmark for government pages.

Cost-effective reality style videos were introduced to leverage off special occasions and events to target high risk groups. The Mother's Day Video, which ran from 4-8 May 2016 on Facebook, Instagram and Twitter, achieved 434,913 views. The strategy included posting ten second video teasers for use on Twitter and Instagram to entice people to view the full video. The Broncos Cheerleader video, developed as part of the Broncos Dry Driver promotion in April, achieved an 8.5 per cent engagement rate, with a reach of 181,298 people.

Our strategy aims to continue to grow and reach new audiences, especially young people, through Instagram, Snapchat and LinkedIn.

Community engagement

In 2015-16 we continued to engage Queenslanders in conversations about road safety, and to encourage greater community ownership of this important issue.

Citizens' Taskforce

In October 2015, we established a citizens' taskforce to discuss and deliberate new approaches to improve road safety as an outcome of the Safer Roads, Safer Queensland forum.

The taskforce – made up of randomly selected Queenslanders – met across two weekends to hear from experts in behavioural science, economics and road safety, who provided the latest research and perspectives on incentive-based approaches. The taskforce provided a recommendations report at the conclusion of the sessions.

The Co-Lab Youth Innovation challenge – Young minds, fresh ideas

In July and September, young people aged 16 to 21 years came together for the Co-Lab Youth Innovation Challenge to brainstorm ways to reduce the state's road toll.

A neuroscientist, trauma nurse and anaesthetist were among the road safety and trauma experts who took part in panel discussions, which media personality James Mathison moderated.

Many innovative ideas were generated, and the winning solution, 'Settle Down Stallion' has been produced into an online and social media video campaign, which will run in June/July 2016.

'Settle Down Stallion' combines humour with essential road safety messages, and the catchphrase is well known to the target audience, who are 17-21 year olds. The group said their concept provided the

opportunity to ‘call friends out’ on their behaviour in a fun way, opening the door for more serious discussions.

A Co-Lab ‘behind the scenes’ video was also produced to target Queensland parents, TMR stakeholders and others with an interest in road safety.

The campaign went viral across social media after it was launched, reaching 2.8 million people and achieving over 950,000 video views by 30 June 2016.

Road Safety Week

In August we launched the state’s inaugural Road Safety Week to get Queenslanders talking about how to make our roads safer.

Statewide events included free road safety forums for youths and seniors, truckie toolbox talks, free child restraint checks and shopping centre displays where Queenslanders pledged their support for road safety on giant oversized megaphones.

Each day of the week focused on a key road safety issue or problem behaviour including distractions, speeding, fatigue and restraints, sharing the road and drink and drug driving.



Tia Kiley at Road Safety Activity Week 2016, Bulimba

Safer Roads, Safer Queensland Forum

In August we delivered a second Safer Roads, Safer Queensland Forum to launch Queensland’s Road Safety Strategy 2015–2020 and Action Plan 2015–2017.

Road safety experts from organisations including the Queensland Police Service, Bicycle Queensland, Kidsafe, RACQ and QUT’s Centre for Accident Research and Road Safety Queensland (CARRS-Q) attended the forum.

In February, a third forum was held with a focus on impaired driving in Queensland. Guest speakers – Professor Jeremy Davey from CARRS-Q and Dr Jason Ferris from the University of Queensland’s Institute for Social Science Research – spoke about the social impact of drugs and alcohol and how these stimulants are reflected in road safety statistics.



The Safer Roads, Safer Queensland Forum

These forums built on the success of the initial Safer Roads, Safer Queensland Forum, which shaped the development of Queensland’s current Road Safety Strategy and Action Plan.

‘If it’s flooded, forget it’

In November, the state government launched ‘If it’s flooded, forget it’ to highlight the dangers of floodwater and encourage all drivers to have a Plan B. The campaign was developed by the Public Safety Business Agency, with specialist advice and input from TMR and support from other government agencies.

The department’s 131940 traffic and travel information teams provided statewide flooded road data to populate the ‘Flooded Roads Map’ assisting Queenslanders to identify flood prone hotspots and map alternative routes for their journey. Our staff also provided input to the creation of campaign messaging and advertising materials to ensure the ‘If it’s flooded, forget it’ message reached all Queensland drivers.

This was a great example of the department working collaboratively with other state government agencies to help ensure the safety of all Queenslanders.



'If it's flooded, forget it' campaign

Road safety partnerships

We worked in partnership with a number of community organisations to promote road safety, providing either financial or in-kind support.

Support provided included:

- Community Road Safety Grants
- Fatality Free Friday and Australian Road Safety Awards (Australian Road Safety Foundation)
- Safer Australian Roads And Highways
- Yellow Ribbon National Road Safety Week
- United Nations Global Road Safety Week and five-year anniversary of the Decade for Action.

Fatality Free Friday

In May, we supported the annual Fatality Free Friday — a national road safety initiative aimed at reducing the road toll.

The 27 May event saw almost 40 events across the state, where Queenslanders were able to pledge their support to put road safety first by signing an inflatable 'pledge' key. Motorists were also encouraged to make their road safety pledge online.

Community Road Safety Grant program

The Community Road Safety Grants helps communities put their safety ideas into action in their local area. Since the grants were introduced in 2013, more than \$3.5 million in funding has been provided to 130 community groups. Over 175 programs have been implemented throughout Queensland.

Projects that received funding included: bicycle safety education and infrastructure, school road safety education, community road safety awareness, child restraint education, learner driver mentoring programs and senior school road safety education.

The program has been expanded in 2016. In addition to one-off projects, a new funding stream became available for longer-term programs targeting road safety for senior school students and learner driver mentor program.

Round 5 of the Community Road Safety Grants closed in March with 97 applications received, the highest number since the launch of the grants program in 2013.

Improving safety for vulnerable road users

A subprogram of the Targeted Roads Safety Program, Vulnerable Users specifically provides funding to target locations with safety issues impacting our vulnerable road users.

Road users considered vulnerable include cyclists, pedestrians and motorcyclists.

Over 2015–16 and 2016–17, \$10 million was provided to Vulnerable Users through the program.

Flashing lights program

The department continued to implement a \$10 million program to install flashing school zone signs at more than 300 risk-assessed school zones over four years (2012–13 to 2015–16). In addition, a further \$11.95 million has also been provided over the 2015–16 to 2018–19 period to continue delivering a further 300 signs and for ensuring the maintenance of the signs installed.

Flashing School Zone Signs are designed to grab the attention of motorists and prevent speeding around schools.

In 2015–16, 181 flashing signs were installed in school zones across Queensland.



In April this year flashing school zone signs were installed in the Grevillea Street school zone at Kawungan State School, Hervey Bay

School crossing supervisors

The School Crossing Supervisor Scheme enhances the safety of primary school children in the school traffic environment by ensuring supervisors are in place to assist them in safely crossing the road, to and from school.

At the end of June 2016, the department was funding 1198 crossings staffed by around 1887 departmental funded School Crossing Supervisors at 675 schools.

The current School Crossing Supervisor Scheme allows for school crossings, located on roads primarily around primary schools and special needs schools, to be supervised for a short period prior to the commencement and at the completion of the school day. The scheme currently costs over \$10 million per year.

The government is committed to school safety and has approved a significant boost to the School Crossing Supervisor Scheme, with 25 new school crossing supervisor positions commissioned per year over three years 2015–2018. This, along with standardised school times and the flashing school zone light program, will go a long way in helping keep our school children safe.

Transport safety regulation and licensing

Understanding key risk groups and behaviours

Recognising that novice drivers need time to gain experience and develop their driving skills under relatively protected conditions, in 2007 we implemented the Graduated Licensing System (GLS). This system allows for conditions to be progressively removed as skills and experience grow over time, and the key components include:

- a requirement for learner licence holders to gain 100 hours of on-road driving practice under the supervision of an experienced driver, recorded in a logbook
- a two-stage provisional licence – P1 and P2
- a peer passenger restriction for P1 licence holders from 11pm to 5am
- a requirement to pass an online hazard perception test in order to progress from P1 and P2
- a zero alcohol limit for Learner, P1 and P2 licence holders
- a restriction on hand-held and hands-free mobile phone use for Learner and P1 drivers. Their supervisors and passengers are also restricted from using the loudspeaker function so as not to distract the new driver.

We commissioned the University of New South Wales, Transport and Road Safety (TARS) research centre to undertake an independent evaluation of our GLS. In December 2015 TARS commenced analysing licensing, crash and infringement data to determine

the impacts of the 2007 GLS reforms on road safety. The final report from this research is scheduled to be completed in 2016–17 and will inform further options to improve young driver safety in Queensland.

The department commissioned Griffith University in February 2016 to undertake a research project to explore the efficacy of incentives and rewards to improve young driver safety. This project is surveying young drivers to seek their views on the types of incentives and rewards that would most likely motivate them and their peers to drive safely. The final report from Griffith is scheduled to be completed in 2016–17.

Targeting high risk behaviours

From Tuesday 1 September 2015 double demerit points were introduced for drivers caught using their mobile phone within one year of an earlier mobile offence.

This followed recommendations from the 2015 Safer Roads, Safer Queensland forum, and the Queensland Government's Road Safety Strategy and Action Plan and aimed to discourage dangerous driving behaviours on a continuing basis and improve safety for all road users.

The mobile phone offences that can result in double demerit points being allocated are for any driver using a hand-held mobile phone while driving (including when stopped in traffic or at traffic lights) and for any use of mobile phones by learner and P1 provisional licence holders under 25, and P1 probationary licence holders.

In the first seven months of operations, 92 mobile phone double demerit point penalty breaches were applied

More information: <http://www.tmr.qld.gov.au/Licensing/Licence-demerit-points/Double-demerit-points>

Bicycle minimum passing distance rule to stay

In April 2016, we confirmed the minimum passing distance road rule would stay, following an independent assessment on the rule. (The minimum passing distance rules was originally introduced as a trial in April 2014).

By law, motorists must stay wider of the rider by giving at least 1 metre when passing bicycle riders in a 60km/h or less speed zone at least 1.5 metres

where the speed limit is over 60km/h. The rule is intended to improve interactions between cyclists and motorists.

Motorists can cross centre lines, including double unbroken centre lines, straddle lane-lines or drive on painted islands to pass bicycle riders, provided the motorist has a clear view of any approaching traffic and it is safe to do so.

Key findings from the assessment by Centre for Accident Research and Road Safety – Queensland (CARRS-Q), in terms of its road safety benefits and practical implementation, include:

- although the rule has been difficult to enforce, Queensland Police Service (QPS) officers believe the rule has improved safety
- very high awareness of the rule about minimum passing distances but a lower level of knowledge about the supporting rule allowing motorists to cross a continuous centre line
- nearly half (43.1 per cent) of drivers surveyed agreed (and 33.2 per cent neither agreed or disagreed) that they were more aware of bicycle riders than they were 12 months ago
- most bicycle riders (94.7 per cent) and slightly more than half of drivers (52.5 per cent) surveyed agreed with the rule.

Preliminary crash data analysis suggest a statistically significant decreasing trend in bicycle crashes over the trial period. However, this finding is considered unreliable and it is doubtful that the effects of the rule can be isolated from changes in other factors such as public education, enforcement, traffic volumes, cycling participation and other road rules. There are also a relatively small number of crashes involving a bicycle, and it is difficult to detect significant changes within small samples.

More information: <http://jointhedrive.qld.gov.au/>

Best practice in licensing

Improvements to the Q-SAFE practical driving test were rolled out statewide in June 2015. The test enhancements related to safe driving skills and behaviours, placing a stronger emphasis on high-risk manoeuvres. Driver testing will continue to be enhanced as new trends are identified. A new online learning and assessment program is being developed to replace the written test when applying for a class C learner licence expected to be available from June 2017.

Similarly in May, an electronic app-based 100 hour learner logbook was introduced, including periodic reminders for learners to focus on certain driving situations such as night time, wet weather and highway driving (see page 106).

Use of road technology

We have completed the Township Entry Treatment Pilot Program at six locations in the North Coast, Wide Bay and Mackay Whitsunday regions during 2015–16.

Highly visible speed limit signs, with township names included, were installed together with lane narrowing pavement markings to highlight the change from a rural higher speed zone to a lower speed zone through the towns.

Early evaluation results are positive, with 85th percentile speeds reducing on average by 2 km/h and up to 13 km/h at one location.

Positive feedback has also been received from the community that the treatment will help to lower speeds and improve safety in the towns.

Camera Detected Offence Program

The Queensland Government is strongly committed to reducing road trauma, with road tolls in recent years being generally half those of 30 years ago. The Camera Detected Offence Program (CDOP) is an important component to the overall approach to improving road safety by reducing vehicle travel speeds to reduce the likelihood of road crashes occurring on Queensland roads. Transport and Main Roads and the Queensland Police Service (QPS) work cooperatively to manage and enforce the CDOP to ensure the best road safety outcomes for road users, vulnerable persons and the broader community.

The CDOP consists of mobile speed cameras, fixed speed cameras, red light cameras, combined red light/speed cameras and point-to-point speed

camera systems. From 2015–17, 10 new red light/speed cameras and four new point-to-point speed cameras will be installed at the highest risk locations across the state.

The CDOP has been highly successful in reducing crashes and crash-related casualties. Research by Monash University estimated that the CDOP was associated with saving nearly 6000 police reported crashes each year between 2009 and 2012, along with savings to the community of approximately \$650 million. It is important that the state government continue to invest in proven road safety programs as well as new innovative solutions.

Most recently, the operation, management and the performance of the CDOP was evaluated by the Queensland Audit Office. The outcomes of the QAO's investigation have proven the integrity of the program, and its continued success in achieving its primary objective to reduce speeding on the road network. Both Transport and Main Roads and the QPS support all the recommendations made by the QAO.

Every year fines collected from the camera detected offences are used to administer the program and with the use of remaining funds being restricted by legislative requirements. The *Transport Operations (Road Use Management) Act 1995* requires that funds, in excess of administration costs, must be used for the following purposes:

- road safety education and awareness programs
- road accident injury and rehabilitation programs
- road funding to improve the safety of the sections of state-controlled roads where crashes most frequently happen.

See page 257 – Appendix 3



Traffic camera on Moggill Sub-Arterial Road



Emergency Vehicle Priority helping our fire and ambulances vehicles attend emergencies quicker.

New technologies to improve safety

Award-winning, life-saving technology – expanding our Emergency Vehicle Priority capability

The department continued expansion of the Emergency Vehicle Priority (EVP) project, working with government and industry partners to implement this award winning technology across the state.

EVP technology enables fire truck and ambulances with the most direct route by triggering traffic lights sequences to change, clearing a safe path through traffic, enabling emergency vehicles to respond quicker to emergencies.

The project – a combined effort by the department and the Queensland Public Safety Business Agency, Queensland Fire and Emergency Service, Queensland Police Service and Transmax (see page 172) – will continue to roll out over the next four years at a cost of \$4 million.

The technology has proven successful with EVP-equipped vehicles on the Gold Coast showing travel time reductions by up to 26 per cent. Toowoomba and Mackay are the next areas to have the technology enabled for emergency vehicles, with works beginning in 2016.

By June 2016, more than 340 emergency vehicles and 1400 locations throughout Townsville, Mackay, Bundaberg, Sunshine Coast, Brisbane and Gold Coast have been fitted with the EVP technology.

The EVP project has won multiple awards to date, with the latest being in October 2015 at the International ITS Congress held in Bordeaux, France, winning the Hall of Fame award in the Local Government category.

More information: <http://www.tmr.qld.gov.au/Safety/Road-safety/Emergency-Vehicle-Priority>

Bruce Highway congestion management

The Managed Motorways project is helping manage traffic congestion on the southbound Bruce Highway between Uhlmann Road and Pine River. In late February 2016, the 54 Variable Speed Limit signs installed between Uhlmann Road and the Pine River began operating.

The signs are helping to improve safety by allowing the speed limit to be adjusted to suit road conditions, and reducing the crash risk by minimising the likelihood and severity of rear-end crashes.

The signs work by monitoring live traffic conditions via CCTV cameras and in-pavement vehicle detectors, and making changes to the speed limit as needed. If congestion is imminent, speed limits will be reduced

in 20 kilometres per hour increments to slow vehicles down safely in advance of congestion. The signs are continuing to work hand in hand with the ramp signals which began operation in September 2015.

The BHSP is delivering almost \$1 billion of targeted road safety improvements along the entire length of the Bruce Highway as part of the 10 year \$8.5 billion Bruce Highway Upgrade Program. The BHSP includes safety treatments such as wide centreline to mitigate head on crashes and township entry treatments to make travel through rural communities safer. Other treatments include intersection improvements and making roadsides safer. Projects in the first five year tranche (\$350 million) of the BHSP are in design or construction. The second tranche (\$626 million) is due to commence delivery in 2019–20. Tranche 2 is currently being planned by the department.

Wide Centre Line Treatment

During the year, we continued to implement Wide Centre Line Treatment (WCLT) with Audio Tactile Line Markings (ATLMs), with a distinct focus on the Bruce Highway.

The installation of WCLT with ATLM provides a one metre separation between two opposing flows of traffic and helps to reduce the risk of high severity head-on crashes. It improves road safety by alerting the driver if they have strayed over the centreline and allowing a correction margin so they can return to their lane.

Work undertaken in 2015–16 increased the length of WCLT in Queensland to a total of 901 km; with 711 km along the Bruce Highway and a further 190km elsewhere. This contributes to our goal to have 85 per cent of travel on national highways in Queensland on three-star roads or higher by 2020.

Studies of the existing sections of WCLT along the Bruce Highway have estimated that there has been a 43 per cent reduction in head-on crashes (ARRB, 2015), with a predicted maximum reduction of between 60 per cent (DTMR, 2016) and 80 per cent (Austroads, 2016). Head-on crashes are one of the most severe crash types and as such, these reduction factors are very promising for decreasing the Queensland road toll.

In late 2015, we completed a \$345,000 project to install more than three kilometres of Wide Centre Line Treatment and more than two kilometres of Audible Tactile Linemarking on Kennedy Highway between Kuranda and Mareeba. The department is currently delivering a \$12 million package of Wide Centre Line Treatment works on Bruce Highway. These

treatments have proven effective in reducing the frequency of fatigue-related crashes on rural roads. The safety works have been prioritised based on traffic volumes, crash history and crash exposure.



Example of wide centre lines on [road]

Targeting heavy vehicle safety

Heavy Vehicle Safety Working Group

We administer an industry led Heavy Vehicle Safety Working Group (HVSWG). The HVSWG has completed the Heavy Vehicle Action Plan 2016–18, which Minister Bailey launched at the Ministerial Freight Council in February 2016.

The department also completed a statewide audit of rest areas and has provided over \$5 million to upgrade four rest areas. The audit will help further identify opportunities to enhance the provision of Rest Areas/Facilities to ensure heavy vehicles drivers can meet their fatigue management activities.

Heavy Vehicle Safety Action Plan

During the year, the Heavy Vehicle Safety Action Plan 2016–18 was developed in consultation with the Ministerial Freight Council's Heavy Vehicle Safety Working Group (chaired by Industry) and includes 31 actions across six key action areas:

- safer roads
- safer vehicles
- fatigue management
- safer speeds
- seatbelts
- impaired driving and driver distraction.

The first completed action is that the department has undertaken a comprehensive audit of all rest areas and stopping places on the Queensland Road Network.

Prior to the audit, the Queensland Government confirmed their commitment to heavy vehicle safety by requesting the upgrade of two heavy vehicle rest areas:

- \$1.376 million to upgrade rest area facilities on the Capricorn Highway 17 kilometres west of Duaringa (completed expected in the 2016–17 financial year).
- \$1.19 million to upgrade rest area facilities on the Capricorn Highway 95.4 kilometres near Emerald.

Completion for both upgrades is expected in the 2016–17.

To encourage companies to stipulate safe road behaviours including informing employees about the risks of driver distraction and drugs and alcohol in the workplace, the department continues to engage with industry through the Heavy Vehicle Safety Working Group. This group is chaired by the CEO of the Queensland Trucking Association.

Heavy vehicle regulator

Throughout the year we worked closely with the National Heavy Vehicle Regulator (NHVR) to develop a Memorandum of Understanding to guide integration between the NHVR's new heavy vehicle permit system, AccessConnect and the department's Heavy Vehicle Access Management System (HVAMS) permit assessment system. We also have actively contributed to the development of National Notices for two axle cranes, truck and dog combinations and oversize and overmass loads. These Notices will significantly reduce permit impost on industry through industry operating under the Notice, rather than having to apply and pay for permits.

In conjunction with the National Transport Commission, we facilitated passage of the *Heavy Vehicle National Law Amendment Act 2015*, which amends the legislation that applies to all participating jurisdictions and governs the NHVR.

Further, we actively contributed to the development of national heavy policy reform projects led by the NHVR, including the National Heavy Vehicle Registration Scheme, Heavy Vehicle Roadworthiness Program, the NHVR Cost Recovery Project and National Compliance Information System.

More information can be found on national heavy vehicle policy reforms at www.nhvr.gov.au.

Heavy Vehicle Rest Area Audits

In March 2016, the department undertook a Heavy Vehicle Rest Area audit across all rest areas throughout Queensland. The audit was a department Road Safety Action Plan initiative to determine whether rest areas were meeting the fatigue management needs of the trucking industry and traveling public. The audit assessed all established rest areas, stopping places and informal stopping places.

Nearly 3000 sites on the state controlled network were audited and results will inform future planning for rest areas.



Middlemount Road, Dysart (above) and Diamantina Development Road, Monkira (about 270 kilometres north-east of Birdsville) (below) are two of the heavy vehicle rest areas reviewed during the audit

Rail safety

Queensland Rail Safety Regulator

As Queensland's Rail Regulator, the department works toward continuous improvement in rail safety by:

- managing the accreditation of Queensland's 66 rail transport operators
- engaging with rail transport operators to facilitate compliance in a co-regulatory environment
- conducting compliance audits
- investigating and compiling statistical data on rail safety notifiable occurrences
- taking action to enforce the legislation where necessary.

Queensland has achieved ongoing improvement in rail safety since the introduction of the *Transport (Rail Safety) Act 2010*, and 2015–16 was no exception with no fatalities and a reduction in all types of notifiable safety incidents. During the year, we continued to work with rail transport operators to promote a culture of continuous improvement in safety across the rail industry. Significant rail safety related achievements included:

- completion of 80 compliance inspections and audits that included at least one compliance activity with every rail transport operator
- completion of a “no blame” investigation into the June 2015 collision between an empty Kuranda Scenic Railway train and a bus in Draper Street, Cairns, and an investigation into the derailment of a train carrying 820,000 litres of sulfuric acid Julia Creek on the Mount Isa line in December 2015
- accreditation and compliance activities to support key state government rail infrastructure projects including the Moreton Bay Rail Link, Gold Coast Light rail Stage 2 and the delivery of 75 trains as part of the New Generation Rolling Stock project
- ongoing engagement and collaboration with small rail transport operators as part of our highly effective Education and Awareness program, which conducted seven education and information sessions across Queensland in 2015–16
- a comprehensive review of risk management practices for the transportation of dangerous goods by rail, and the development of recommendations for improved practices in response to a serious safety incident involving transport of hazardous goods in Canada



Murrumba Downs station

- a review of safety standards and practices for the operation of tourist and heritage steam locomotive boiler management systems which will significantly improve the safety of volunteer-operated historic steam locomotives
- a detailed review of factors contributing to a high number of derailments on the Mount Isa Line, which resulted in a number of recommendations for improved safety on this key 1000 kilometre rail link.

Rail safety in Queensland

We continued to advance rail safety outcomes in Queensland by leading the Queensland Level Crossing Safety Strategy 2012–2021, driving rail research activities through the Australasian Centre for Rail Innovation and other independent rail safety projects, including a project exploring ways to reduce road congestion around level crossings.

The Director-General became the Chair of the National Level Crossing Safety Committee, a group exploring best practice for existing and emerging level crossing technologies, data systems, education and awareness. The department sponsored and jointly coordinated Track Safe's 2016 Australasian Level Crossing Safety Conference that was held in Brisbane on 28 and 29 June 2016.



Upgrading key level crossings

In March 2016, we committed to spending \$12.5million on upgrading key level crossings across Queensland and install additional protection mechanisms to improve safety.

Works include upgrading level crossings from passive to active protection by June 2017, with more mechanisms installed like flashing lights and boom gates.

Work is already underway on a \$1.5 million upgrade to the existing safety protection at the Kate Street level crossing in Portsmith, Cairns as part of this package of works.

Aimed at creating safer interactions at level crossings, the works were prompted from an incident between a bus and the Kuranda Scenic Railway train at a level crossing in June 2015.

Improvements have been made to the road markings at the crossing and learnings about where and how we can improve the safety of our transport network.

We introduced prescribed minimum hours of work and rest for train drivers in the *Transport (Rail Safety) Regulation 2010* to further improve rail safety in Queensland. We also led Queensland's implementation of the national rail safety reforms. Under the reforms the Office of the National Rail Safety Regulator will become the rail safety regulator in Queensland and the Australian Transport Safety Bureau will operate as the rail safety investigator in Queensland. The *Rail Safety National Law (Qld) Bill* has been drafted and will be introduced to Parliament in early 2016–17. Subject to parliamentary timeframes the transition to the Office of the National Rail Safety Regulator will take place in the latter part of 2016–17.

The past 12 months saw improvements in level crossing safety, with a reduction in incidents across every category. In 2015–16 there were:

- no fatalities (none in 2014–15, five year average of one)
- three collisions (five in 2014–15, five year average of nine)
- 285 near misses (328 in 2014–15, five year average of 401)
- 89 boom strikes (96 in 2014–15, five year average of 134)
- one serious injury (2 in 2014–15, five year average of two)



Weipa pontoon

Maritime safety

Boating safety campaigns

We continued to build upon the Wear Your Lifejacket To Work Day theme and are currently working with other agencies to promote the initiative further.



We have shared our messaging with other jurisdictions to build on common themes and are currently looking for opportunities to expand the project next year.

We have taken opportunities to broaden our approach in spreading a variety of safety messages in response to known problem areas through Facebook, twitter, yammer, shared messaging strategies with our compliance partners, and face to face occasions with the boating public.

Through participation in national boating safety education groups, we have access to a broader range of safety messaging material and modes through cost efficient means.

More information: <http://www.msq.qld.gov.au/Safety>

Queensland BoatSafe Scheme review

In April 2016 we completed a review of the Queensland BoatSafe Scheme. The review concluded that the BoatSafe Scheme delivers high quality marine licence training outcomes.

The review report made a series of recommendations to enhance the strength of the present BoatSafe Scheme so it continues to deliver easily accessible quality training and helps maintain the safety of all Queenslanders who engage in recreational boating activity.

More information: <http://www.msq.qld.gov.au/Safety>

Safe vessel traffic tool

The department has commenced a project to procure and implement a new decision support tool for its vessel traffic service (VTS) centres that manage ship movements within Queensland ports and the Great Barrier Reef. The VTS Decision Support Tool project will deliver increased operational efficiencies through a standardised surface picture and decision support functionality across its five VTS centres. Implementation is expected to commence in early 2017.

Vessel Traffic Service

The department operates a network of five vessel traffic service (VTS) centres throughout Queensland. The VTS track, monitor and communicate with shipping to assist them safely navigate through Queensland's ports, the Great Barrier Reef and Torres Strait. Queensland's VTS network has monitored and assisted close to 19,000 ship movements through our ports and 11,250 ship movements through the reef over the past year. It is rewarding to note that the department's aim of 100 per cent safe ship movements was achieved this year.

This year also saw the VTS network gain national accreditation as a VTS Authority, a status that is internationally recognised. This highlights the key role that VTS plays in assisting and maintaining the safety and sustainability of the state's ports, the Great Barrier Reef and the Torres Strait.

More information: <http://www.msq.qld.gov.au/Shipping/Reefvts.aspx>

Tangalooma Wreck Safety Management

Following successful stabilisation works, including management of asbestos, conducted on the wrecks in 2015 we are now developing a long term strategy to maintain a safe boat haven and the iconic tourist destination at Tangalooma.

The department is leading a joint agency working group which is in the early stages of formulating the process to develop this strategy, which is integral to both tourism and local recreation.



The Groper – Before



The Groper – After

Without intervention the wrecks will continue to degrade in the harsh marine environment. Broad early options being considered are:

- utilising artificial reef technology ,already in use on the Queensland coast, to provide ongoing support to the wreck
- construction of a breakwater to establish a separate boat haven adjacent to the wrecks
- maintain the wrecks as a pure tourism attraction.

North Queensland Oil Spill/ Shoreline Response Team

Northern Queensland departmental staff were quick to assist Maritime Safety Queensland (MSQ) ([see glossary](#)) to help clean-up an oil spill affecting 118 kilometres of the North Queensland coastline, south of Lucinda between Townsville and Cairns.



Officers responding to the call to clean-up an oil spill affecting 26kms of North Queensland coastline and restore the pristine coastline.

Over 330 employees were involved in the response and recovery effort. Onsite MSQ and RoadTek worked together to lead the recovery effort in true *OneTMR* style, which involved working alongside federal and state agencies, local authorities and volunteers.

The remoteness and inaccessibility of areas were no challenge for the team who expertly coordinated the movement of people, trucks and equipment via land, water and air to successfully clean up the coastline, ensuring the ongoing health of the surrounding ecosystems, foreshore and marine environments.

Transport safety data

The department is committed to eliminating fatalities and serious injuries through community safety initiatives.

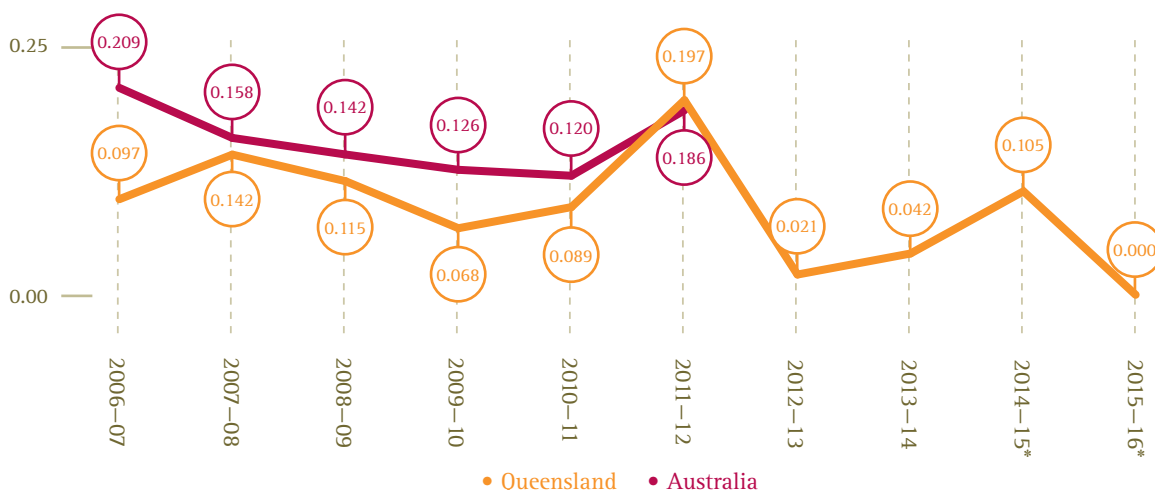
Figures 6 to 10 show trend safety data over the previous 10 years.

Rail

In 2015–16, there were no rail-related fatalities (excluding suicides) reported. This compares to five fatalities in 2014–15, two fatalities in 2013–14, one fatality in 2012–13 and nine fatalities in 2011–12.

Fatalities involving railway trespassers (39 per cent) and collisions at level crossings (37 per cent) comprise the majority of all fatalities for the 10-year period 2006–07 to 2015–16.

Figure 6: Rail fatalities per 100,000 population



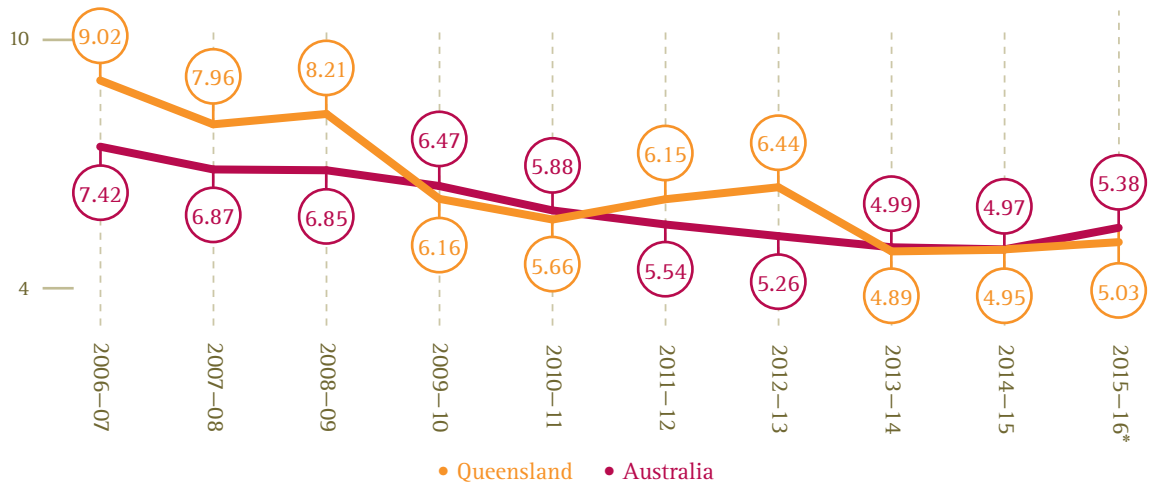
Data sources: Australian Safety Transport Bureau, Australian Bureau of Statistics and Transport and Main Roads’ Land Transport Safety Branch
Notes:

- Data excludes fatalities resulting from suspected suicides, assaults and natural causes.
- *Australian figures since 2012–13 are not available. On 20 January 2013, the introduction of the Office of the National Rail Safety Regulator (ONRSR) saw the rail industry in all states except Queensland, Victoria and Western Australia now reporting rail safety occurrences to the ONRSR. As a result there has been no national rail dataset produced since this time.
- Rates previously provided may have changed due to the recasting of Queensland population data by the Australian Bureau of Statistics.
- Rail fatality data are subject to review and amendment as additional or more detailed information becomes available. This may result in variations to historical data which have previously been published.

Roads

During 2015–16, there were 242 fatalities as a result of crashes in Queensland, this is seven (3.0 per cent) greater than the previous year and 16 (5.2 per cent) fewer fatalities than the previous five-year average. The 2015–16 road fatality rate for Queensland was 5.03 per 100,000 population, which is 1.7 per cent higher than the rate for the previous year (4.95). The road toll places Queensland third behind the Australian Capital Territory (3.31) and Victoria (4.50).

Figure 7: Road fatalities per 100,000 population

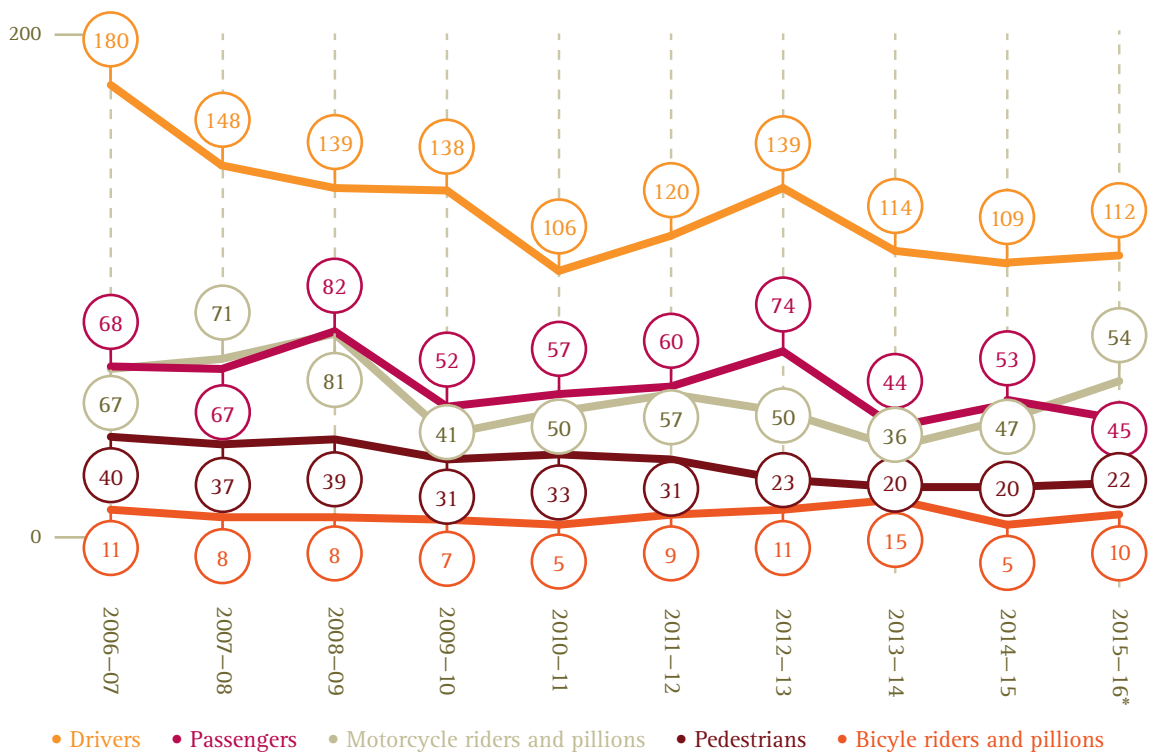


Data source: Transport and Main Roads' RoadCrash database and the relevant interstate authorities. Population figures are from the Australian Bureau of Statistics – Catalogue 3101.0

Notes:

- Each month Transport and Main Roads requests updates on interstate road crash data from the relevant interstate authorities for the current year-to-date road toll and confirmation of the road toll for the previous year by month.
- * Reporting of 2015-16 data may differ from state to state as figures are preliminary at time of printing.
- The ABS reviewed population figures in June 2015. This resulted in flow-on changes to fatalities per population figures.

Figure 8: Road fatalities by road user type (in Queensland)



Data source: Transport and Main Roads' RoadCrash database

Notes:

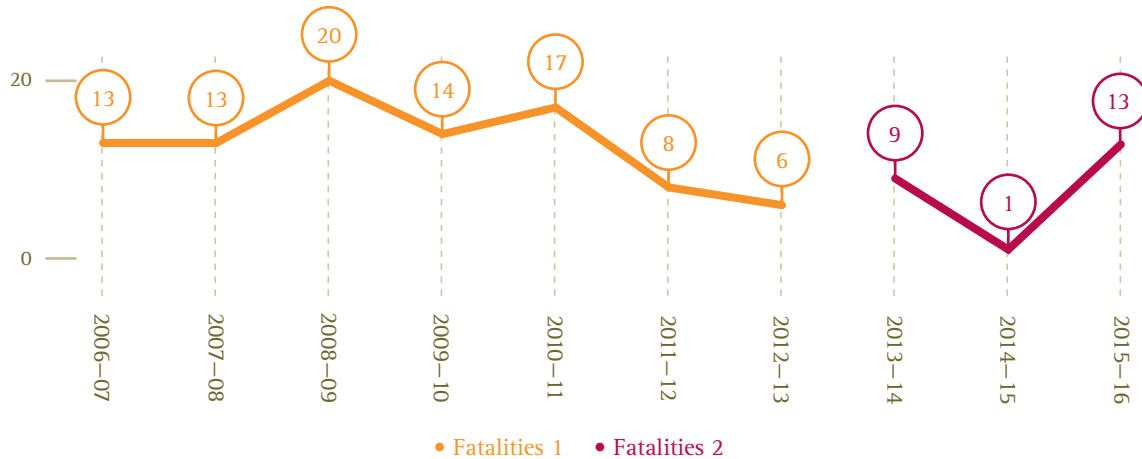
- This graph excludes 'other' fatalities such as horse riders, train drivers and train passengers. In 2015-16, there were no fatalities recorded in this category.
- *2015-16 figures are preliminary at time of printing.

Marine

During 2015–16, reported marine incidents in Queensland included:

- 13 fatalities (see figure 9). This equated to 5.07 fatalities per 100,000 registered recreational vessels and is significantly higher than the 10-year average of 3.54 fatalities per 100,000 registered recreational vessels
- 40 injuries resulting in hospital admission (see figure 10). This equated to 15.60 hospital admissions per 100,000 registered recreational vessels and is significantly higher than the 10-year average of 10.71 hospital admissions per 100,000 registered vessels.

Figure 9: Marine fatalities (in Queensland)

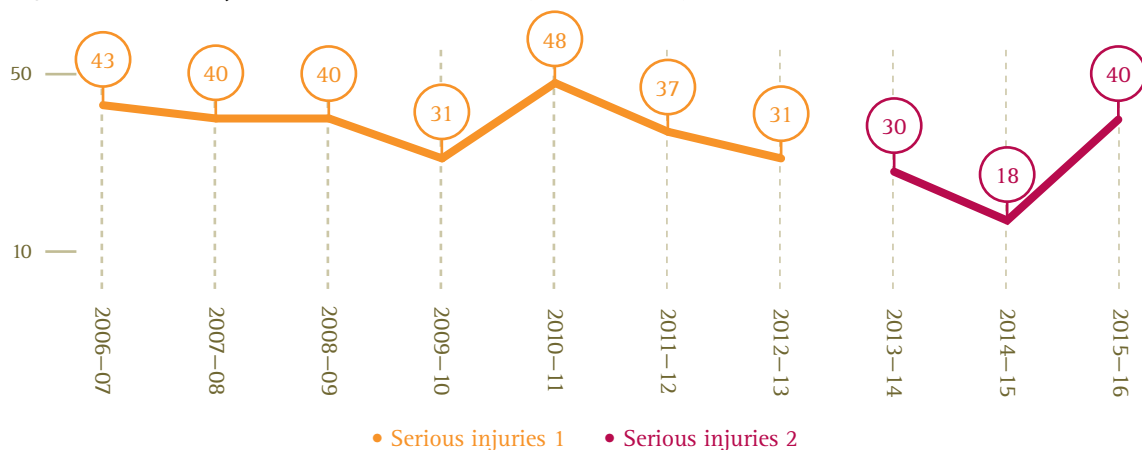


Data source: Caseman Marine Incident Database

Notes:

- Marine incident data are subject to review and amendment as additional or more detailed information becomes available. This may result in variations to historical data which have previously been published.
- In July 2013 the Australian Maritime Safety Authority (AMSA) began implementing a new national law which results in all the domestic commercial vessels operating within the Commonwealth of Australia coming under the superintendence of a single national jurisdiction. This has necessary resulted in a structural break in the time series at 30 June 2013. The time series from 1 July 2005 to 30 June 2013 includes all marine fatalities which occurred in Queensland waters. From 1 July 2013 to 30 June 2015 the series includes fatalities which occurred as a result of marine incidents which involved at least one Queensland Regulated Ship.
- Fatalities 1 – All incidents occurring in Queensland waters up to 30 June 2013.
- Fatalities 2 – Incidents involving at least one vessel regulated under Queensland legislation 1 July 2013 to 30 June 2016.

Figure 10: Serious injuries from marine incidents (in Queensland)



Data source: Caseman Marine Incident Database

Notes:

- Marine incident data are subject to review and amendment as additional or more detailed information becomes available. This may result in variations to historical data which have previously been published.
- In July 2013 the Australian Maritime Safety Authority (AMSA) began implementing a new national law which results in all the domestic commercial vessels operating within the Commonwealth of Australia coming under the superintendence of a single national jurisdiction. This has necessary resulted in a structural break in the time series at 30 June 2013. The time series from 1 July 2005 to 30 June 2013 includes all marine fatalities which occurred in Queensland waters. From 1 July 2013 to 30 June 2015 the series includes fatalities which occurred as a result of marine incidents which involved at least one Queensland Regulated Ship.
- Serious injuries 1 – All incidents occurring in Queensland Waters up to 30 June 2013.
- Serious injuries 2 – Incidents involving at least one Queensland Regulated Ship 1 July 2013 to 30 June 2016.

Transport security

International, National and State Committees

Transport and Main Roads participate in the Transport Security Committee and chairs the Transport Security (Surface Transport) Group. The committees ensure a collaborative security and resilience approach across the Commonwealth and State jurisdictions within the surface transport sector.

We are also members of the Queensland Counter-Terrorism Committee and the Queensland Counter-Terrorism Training and Exercise Management Committee. The department chairs the Queensland Transport Security Working Group (a sub-committee to the Queensland Counter-Terrorism Committee) which coordinates the security activities of the Queensland public transport network.

The department's security risk planning activities included: facilitating security risk planning with operators to ensure all Security Identified Surface Transport Operators have best practice counter-terrorism security risk plans in place; developing a counter-terrorism exercise package; supporting counter-terrorism exercises with surface transport operators and facilitating the provision of advice and guidance to encourage better practice security risk planning.

Commonwealth Games security planning

We lead the counter-terrorism security provisions of transport planning for the 2018 Commonwealth Games, partnering with Queensland Police Service, local councils and other stakeholders to implement processes to ensure key transport locations and assets are captured utilising the Queensland Comparative Risk assessment Methodology (QCRAM).

The department provides members to the Security Executive Steering Committee (SESC) and provides the Chair and secretariat for the Transport Safety and Security Working Group (TSSWG) (a subordinate working group to the SESC) which reports to the CG2018 Security Executive Steering Committee. The TSSWG membership consists of Commonwealth, State and Local Government agency representatives and is responsible for the coordination of a safe and secure Games Transport Network.

We are currently conducting a review of the Games Transport Network to identify potential gaps in the preventative security overlay. This body of work will inform the forward work program for the TSSWG.

Transport precinct coordination committees program

The department facilitate quarterly meetings of the Transport Precinct Coordination Committees Program. The program coordinates the incident communication plans, preparedness and response actions of Brisbane Central Business District and Gold Coast transport hubs.

Queensland's disaster management arrangements

Our contribution to Queensland's disaster management arrangements require us to identify and train our people to act as liaison officers across the state. These officers provide transport systems information and advice to state, district and local disaster management groups. This year around 80 of our people took on the additional role of liaison officers. Around a quarter of these officers can provide state-level response during a major activation of the State Disaster Coordination Centre. A season pre-brief was developed and delivered to ensure officers were properly prepared and had situational awareness.

Community recovery ready reserve

The Community Recovery Ready Reserve draws on staff from the Queensland Government to assist the community following a major disruptive event. We currently have 100 volunteers who ensure communities are well supported in their recovery from the effects of cyclones, floods and other disasters. TMR coordinates and ensures our "Ready Reserve" of personnel are available to assist in these circumstances.

Department watch officer

Situational awareness is paramount when preparing and responding to a disruptive event. Transport Network Security Resilience Team provides Watch Officers who assist in the analysis and dissemination of information to help the department manage a disruptive event.

Security preparedness

The department provided advice and guidance to surface transport operators to manage the transition to the National Terrorism Threat Advisory System. We also facilitated the provision of terrorism threat assessment advice to surface transport operators and conducted workshops and project scoping to develop operational incident communication protocols for TMR and operators.

Security risk assessments

Transport and Main Roads implemented the recommendations derived from the network-wide security risk assessment conducted and worked to implement security risk assessments on key operational sites.

We regulate access to, and use of, our transport system

Regulation changes

Making it easier for Queenslanders

This year we continued to make interacting with the department easier for our customers. The remake of the *Transport Operations (Road Use Management – Accreditation and Other Provisions) Regulation 2005* (the Regulation), simplified the regulatory framework and delivered benefits for a number of industries such as: driver trainers and traffic controllers.

In September 2015, the Regulation was remade to enhance the practice of accrediting external persons to undertake a range of industry-specific roles, for pilot and escort vehicle drivers.

We finalised an evaluation report of the trial of access arrangements for agricultural machinery, including sugar cane harvester movements, in Queensland's Heavy Vehicle Zone 1, representing Queensland's east coast region north of Gympie. The evaluation report outcomes are currently being considered by the department, Queensland Police Service and the National Heavy Vehicle Regulator to inform a revised framework for the safe and efficient agricultural machinery movements in Queensland. Longer term arrangements for the operation of agricultural machinery in Heavy Vehicle Zone 1 are expected to be in place by 1 September 2016, under a new five-year National Notice.

Since August 2015, an Adult Proof of Age Card is issued at no cost to a customer who voluntarily surrenders their drivers licence, or has it cancelled due to a medical condition, thus providing the customer with an alternative form of identification. From the commencement of the initiative, 2264 cards have been issued to the customer at no cost.

On 1 November 2015, we introduced changes to the Conditional Registration Scheme to mandate approved motorcycle helmet use for riders and passengers of quad bikes and side-by-side vehicles on Queensland roads and road-related areas.



Motorcycle Safety Parliamentary Committee Findings

The department, in consultation with industry stakeholders and the community are implementing reforms to the motorcycle licensing system to ensure testing and licensing requirements adequately prepare novice riders and encourage skill development.

In July 2015, the *Motorcycle licensing discussion paper* and online survey were released on the Queensland Government Get Involved website. The consultation period ran for six weeks with 1740 respondents generally supportive of the proposed reforms.

After consideration of community and industry feedback, crash data, road safety research and comparisons to other licensing systems, reforms were announced in June 2016 and include:

- introducing an off-road practical pre-learner training and assessment course
- a minimum learner licence period of three months for all learner riders
- extending the minimum RE (restricted) licence period to two years

- removing the restriction prohibiting R licence holders from carrying a passenger for the first year.

Changes are also being made to the Q-Ride ([see glossary](#)) courses to increase standardisation and further emphasise behaviour and higher order skills. The changes will be rolled out from 1 October 2016.

Regulating use of the system

Detecting unregistered and uninsured vehicles

This year the department installed Automatic Number Plate Recognition Cameras at three new sites at Mt Isa, Cloncurry and Calcium on the Flinders Highway, south east of Townsville. Although these cameras contribute to broader traffic surveys, they play an important role in enhancing detection of unregistered and uninsured vehicles in Queensland's regional areas and enhance enforcement processes.



Automatic detection of unregistered and uninsured vehicles in action.

Disability Parking permits Scheme

During the year, we have continued to successfully administer the Disability Parking Permit Scheme in Queensland, providing scheme members with enhanced access to health, employment and other social opportunities.

We also acknowledge the support of both local governments and the Queensland Police Service who enforce the misuse of disability parking spaces.

As at 30 June 2016, there were 157,000 parking permits in use in Queensland.

Taxi Subsidy scheme

The Taxi Subsidy Scheme (TSS) ([see glossary](#)) provides an affordable and accessible transport option for people with a disability who experience profound difficulties using other modes of public passenger transport. In 2015–16 the department paid an average subsidy of \$7.89 with 1,847,582 of passenger trips.

Benefits of the scheme:

- a subsidy of half the total taxi fare, up to a maximum of \$25, paid by the state government
- access to subsidised taxi travel in other Australian states and territories, paid by the state government

Eligible passengers are issued with a Taxi Subsidy Scheme smartcard ([see glossary](#)) that displays their photograph to access the subsidy.

More information: <http://translink.com.au/tickets-and-fares/concessions/taxi-subsidy-scheme>

Objective Four

An integrated passenger transport system, safe and accessible to all

Strategies

1. Enable efficient and cost effective delivery of passenger transport services through flexible and responsive frameworks and models
2. Deliver the right balance of customer and network services and infrastructure through an integrated investment framework
3. Optimise customer experience, patronage and revenue by responding to our customers' needs and the market
4. Connect people and communities statewide through coherent planning and a robust transport services model

Performance areas

- Customer satisfaction with public transport
- Effectiveness of transport services
- Patronage on public transport

How we performed

Majority of Strategic Plan performance measures are also Service Delivery Statement (SDS) measures. SDS performance tables are located in Appendix 2.

Performance area	Performance measure	Notes	2014–15 Result	2015–16 Result	Status
Customer satisfaction with public transport	Customer service complaints in SEQ per 10,000 trips		2.52	1.91	
	Customer satisfaction ratings of public transport by service type (using a 0–100 index)				
	Whole of Queensland	1	66	66	
	Taxi				
	South-east Queensland				
	Bus		69	70	
	Rail		70	70	
	Ferry		76	79	
Rest of Queensland		73	72		
	Regional urban bus				
Effectiveness of transport services	Conventional taxi response times – Peak				
	Percentage within 18 minutes		96	96	
	Percentage within 30 minutes		99	99	
	Conventional taxi response times – Off Peak				
	Percentage within 10 minutes		89	87	
	Percentage within 20 minutes		98	97	
	Wheelchair accessible taxi response times – Peak				
	Percentage within 18 minutes		88	88	
	Percentage within 30 minutes		96	96	
	Wheelchair accessible taxi response times – Off Peak				
	Percentage within 10 minutes	2	76	72	
	Percentage within 20 minutes		92	91	
	Average on-time running performance in peak times – CityTrain		98.16%	97.88%	
	Percentage of scheduled services delivered – CityTrain		99.79	99.74	
	Average subsidy per trip provided through the Taxi Subsidy Scheme		\$9.62	\$7.89	
	Average subsidy per passenger on Government contracted services				
	Regional air	3	\$35.05	\$27.84	
Long distance bus	4	\$40.98	\$92.32		
Regional urban bus		\$3.22	\$3.16		
TravelTrain	5	\$495.68	\$543.13		
Average cost of subsidy per passenger trip in SEQ – bus, rail, light rail and ferry		\$6.75	\$6.60		
Patronage on public transport	Patronage on Government contracted services (millions)				
	South-east Queensland		176.26	179.85	
	Bus		113.13	114.11	
	Rail		50.42	51.10	
	Light rail		6.28	7.68	
	Ferry		6.43	6.96	
	Rest of Queensland		12.22	12.16	
	Regional air	6	0.36	0.18	
	Long distance bus		0.09	0.06	
	Regional urban bus		11.43	11.60	
TravelTrain		0.34	0.32		

On track Slight variance Significant variance

Notes:

- Overall satisfaction with Queensland taxis remains stable. However, satisfaction with affordability, information and proximity remain comparatively low and impact on overall satisfaction.
- Response times for wheelchair accessible jobs are longer than response times for conventional taxis.
- The average subsidy for regional air services has increased due to the reduced patronage related to the decline in the resource sector and a decline in overall economic conditions. The reduction in passenger numbers has led to the flight schedules being reduced. Revenue Share Payments contribute to the average subsidy per passenger for regional air services.
- The average subsidy for long distance bus services has increased due to additional revenue share payments to operators relating to increased competition by commercial operators on contracted routes.
- The higher '2015–16 estimated actual' subsidy figure published in the 2016–17 Service Delivery Statement, was calculated based on TravelTrain patronage and the total Transport Service Contact (TSC) payment. Queensland Rail has since advised it now allocates this TSC payment across its TravelTrain, Tourist and Heritage business segments. TSC payments apportioned to Tourist and Heritage services have now been (and will continue to be) excluded from the calculation of TravelTrain subsidy figures, consistent with the established measure calculation methodology.
- Patronage on regional air services has decreased due to the decline in the resource sector and a decline in overall economic conditions.

Our highlights

In 2015–16 we enhanced our service delivery through the innovative use of technology and strategic investment in infrastructure and equipment. We listened to, and worked with, our customers to provide an integrated passenger transport system that is safe and accessible to all.

Some of our achievements are listed below:

✓ Fairer Fares package

Announced the Fairer Fares package that will see 93 per cent of south-east Queensland public transport users pay less to use TransLink services from January 2017 ([see page 135](#)).

✓ New train carriages

Took delivery of the New Generation Rollingstock (NGR) Multiple Unit One (MU1), MU2 and MU3 which are now stabled at the Wulkuraka Maintenance Centre, west of Ipswich ([see page 138](#)).

✓ Moreton Bay rail line

Completed consultation to develop a new bus network and rail services to commence with the opening of the new Moreton Bay rail line ([see page 138](#)).

✓ Vision Impairment Travel Pass

Launched new Vision Impairment Travel Pass (*go access* VITP) in November 2015 ([see page 140](#)).

✓ Real-time passenger information

Delivery of real-time passenger information for SEQ train services in August 2015 ([see page 141](#)).

✓ My TransLink app

Reached almost 500,000 downloads of the MyTransLink app and released new features including Trip Announcer to assist customers accessing real-time public transport information ([see page 141](#)).

✓ Simplified Tertiary Transport Concession Card applications

Replaced the Tertiary Transport Concession Card with a new simpler tertiary concession online application process that links concession eligibility directly to their *go* card ([see page 143](#)).

We enable efficient and cost-effective delivery of passenger transport services through flexible and responsive frameworks and models

Fairer Fares – SEQ Fare Review

We commenced a review of services on the passenger transport network in south-east Queensland (SEQ).

In June, the state government announced its response to the SEQ Fare Review with new fare prices and a new simplified eight zone network for south-east Queensland.

The expert-led Fare Review Taskforce presented 17 recommendations to the Queensland Government. The Queensland Government's response to these recommendations will be implemented in January 2017.

What is changing in January 2017:

- reduced fares for all zones including reducing the cost of one zone local trips to \$3.20 (adult *go* card) ([see glossary](#))
- reduced number of zones from 23 to eight wider zones, making local travel more affordable
- weekday morning off-peak period extended to 6am
- free weekend travel for children aged 5-14 travelling on a child *go* card
- introducing an '8 paid journeys and 50 per cent off subsequent journeys per week' incentive to replace the '9 and Free'.

In addition, concession fares to unemployed people receiving the Newstart Allowance and Youth Allowance, and asylum seekers will be introduced from early 2017, pending discussions with federal agencies.

More information: <https://translink.com.au/tickets-and-fares/fares/fare-review-ToR>

South-east Queensland Bus Contracts Procurement Project

The SEQ Bus Contracts Procurement Project will enable improvement across a range of areas throughout the new contract term. This procurement will enhance customer experience by providing a heightened performance framework for reliability and punctuality of service delivery that can also keep up with the changing bus public transport needs of south-east Queenslanders. The department released

an Invitation to Offer to existing service providers in June and all existing operators have participated in the financial transparency process.

Celebrating the South East Busway's 15th birthday

April marked the 15th anniversary of the South East Busway from Woolloongabba to Eight Mile Plains. The opening of the South East Busway was the beginning of a Brisbane busway ([see glossary](#)) network that became an example of best practice for public transport around the world.

Delivering more than 18,000 customers every hour to their destinations in peak periods, the 17 kilometre South East Busway is a very popular and efficient transport choice for thousands of customers every day.

By comparison, buses travelling in general traffic can only deliver up to 1600 passengers an hour to their destinations in peak periods.

Today, there are now more than 29 kilometres of busway which includes 27 stations and 20 tunnels. More than 72 million trips are made on our busways each year.

More information: <https://translink.com.au/about-translink/media-releases/details/6391>



South East Busway – Buranda Station

We deliver the right balance of customer and network services and infrastructure through an integrated investment framework



Grovely Park 'n' Ride

Accessible transport for Cape York and Gulf communities

The Local Fare Scheme aims to improve the standard of living in remote parts of far north Queensland by reducing the cost of air travel to and from selected airports for eligible residents. Through financial assistance, the scheme allows eligible residents to move around more frequently, enabling social and recreational benefits that in turn will help boost the local economy.

In July 2015, the government reinstated cheaper flights for far north Queensland residents under a new look Local Fare Scheme with \$5.6 million in funding for 2015–16.

The Cape York and Gulf Local Fare Scheme is an airfare discount of up to \$400 for return air travel administered through participating airlines and local councils from selected airports in Cape York and the Torres Strait.

4911 passengers have accessed the scheme up until the end of June at a total cost of \$1.88 million.

Funding for 2016–17 has been confirmed with \$3.69 million enabling the scheme to continue.

More information: <http://www.tmr.qld.gov.au/Travel-and-transport/Local-Fare-Scheme-Far-North-Queensland.aspx>

Rail infrastructure

Passenger Transport Facilities Program (PTFP)

The PTFP delivers critical enabling infrastructure to support our vision to create a single integrated transport network accessible to everyone. The program funds capital investment for passenger transport infrastructure that delivers value-for-money, supports growth in demand, improves network legibility and ensures equitable access. Investments include examples such as:

- park 'n' ride facilities and improved multi-modal interchanges between bus and rail
- public transport priority and Intelligent Transport Systems ([see glossary](#)) to improve travel time reliability for customers
- signage and wayfinding improvements
- leveraging technology to improve equitable access to information
- marine infrastructure that connects passengers to other transport modes, including ferry facilities in the south-east of the state and jetties for the state's remote island communities
- long distance coach stop upgrades in regional areas and micro-transit facilities such as taxi ranks
- driver amenities and layover facilities to improve network operational efficiency.

In 2015–16 the program delivered a number of critical infrastructure projects throughout the state, including:

Table 6: Passenger Transport Facilities Program key concepts delivered

Project	Date implemented	Features
Deception Bay bus station upgrade	December 2015	<ul style="list-style-type: none"> four bus bays along Bay Avenue in front of the Deception Bay Shopping Centre covered walkway to shopping centre new bus station shelter providing customers with covered waiting area, seating, and passenger information drivers' facility opened for use in July 2016
Warrigal Road Green Link	July 2015	<ul style="list-style-type: none"> a bus-only link between Warrigal Road and Logan Road at Eight Mile Plains, including two new bus stops facility allows buses to bypass the Miles Platting Road, Padstow Road and Logan Road intersection, and improves travel times and the reliability of bus services helps reduce traffic congestion for other motorists and road users
Mains–Calam Transitway bus stops	October 2015	<ul style="list-style-type: none"> increased bus capacity improved bus operations and safety upgrading six bus stops along Mains Road–Calam Road corridor building two new stops on Beaudesert Road and Highlands Drive
Victoria Point Jetty bus station upgrade	October 2015	<ul style="list-style-type: none"> new architecturally designed shelter with capacity for two buses high-quality waiting facilities improved pedestrian crossing security cameras and lighting more comprehensive signage and passenger information
Public Transport Infrastructure Manual (PTIM) update	October 2015	<ul style="list-style-type: none"> the manual that guides the planning and design of accessible public transport facilities delivered under the PTFP and by government updated to include best practice designs and promote the provision of fully accessible transport infrastructure for designers, architects and all transport infrastructure providers <p>Available here: https://publications.qld.gov.au/dataset/public-transport-infrastructure-manual</p>
Salisbury park 'n' ride expansion	January 2016	<ul style="list-style-type: none"> additional 32 car parking spaces at Salisbury train station (see page 95)
Redbank park 'n' ride expansion	May 2016	<ul style="list-style-type: none"> additional 55 car parking spaces at Redbank train station
Sleeman Sports Complex bus stops	February 2016	<ul style="list-style-type: none"> upgrades to existing pair of bus stops on Old Cleveland Road outside the Sleeman Sports Complex, compliant with accessibility standards improved customer waiting experience with new shelters, lighting, footpath extensions and capacity for two buses will support the Commonwealth Games and the park 'n' ride facility at the Sleeman Sports Complex

Other PTFP projects currently under construction include: Kawana bus station (stage 2 northbound platform) expected to be completed by October 2016 and Redland Bay Marina bus station upgrade which is expected to be completed in early 2017 (weather and construction conditions permitting).

Gold Coast Light Rail Stage 2 underway

The Queensland Government and GoldLinQ signed the project documents for the Gold Coast Light Rail Stage 2 on 28 April 2016. CPB Contractors (formerly Leighton Contractors) are GoldLinQ's appointed contractor to design and build the extension and to have trams operating in time for the Gold Coast Commonwealth Games in April 2018. CPB Contractors have completed limited early works and will commence major construction in the second half of 2016.

The 7.3 kilometre light rail track will use existing road and rail corridors, reducing the community and environmental impacts and delivery timeframes. It will run adjacent to the Smith Street Motorway and the Gold Coast rail line, connecting from the Helensvale heavy rail station and bus interchange to the Gold Coast University Hospital and Gold Coast University Hospital light rail station.

The state government has committed \$270 million to the Stage 2 project, along with \$95 million from the federal government and \$55 million in cash and in kind support from the City of Gold Coast. It is estimated the project will contribute to the Queensland and local economies.

Moreton Bay Rail Link

This past year the Moreton Bay Rail Link (MBRL) project achieved a number of key milestones including the completion of six new rail stations, electrification of the rail line and the testing and commissioning of the 12.6 kilometre rail network. The project team is undertaking extensive testing to ensure services are safe and reliable.

The new rail line will provide the local community with easy access to the public transport network via a dual-track passenger rail line between Petrie and Kippa Ring, six new stations, 2850 car parks, rail stabling and a 12 kilometre shared pathway adjacent to the new rail line.

Once operational it is expected that:

- the MBRL will offer a faster commute time during peak periods
- more than 600 services per week will operate between Kippa-Ring and Brisbane's CBD
- trains on the MBRL line will operate with a 6-12 minute frequency in peak periods and every 30 minutes in off-peak periods
- improved transport integration will support greater connectivity to key employment and activity centres
- every full train on the new line will take approximately 600 cars off the road network.



New Generation Rollingstock train at the Wulkuraka Maintenance Centre

The \$988 million project is jointly funded by the federal government, state government and Moreton Bay Regional Council and is scheduled for delivery in late 2016.

More information: <http://www.tmr.qld.gov.au/Projects/Featured-projects/Moreton-Bay-Rail>

Future rail system

New Generation Rollingstock

SEQ's flagship fleet of new generation trains are on track to begin commuter services in the second half of 2016. The state government has contributed \$4.4 billion over the next 30 years to fund the New Generation Rollingstock (NGR) project ([see glossary](#)).

Key achievements this year are:

- in February the first NGR Multiple Unit One (MU1) train arrived in SEQ to undergo final fitout and commence testing
- in February three train simulators (one fixed installed at Bowen Hills and two mobile) received Provisional Acceptance and are now being used for crew training
- a community Open Day was held in February 2016 for the Maintenance Centre



- in June 2016 the second (MU2) and third train (MU3), arrived at Port of Brisbane and were hauled to the Wulkuraka Maintenance Centre to commence testing
- formal acceptance by the state of the new Wulkuraka Maintenance Centre in June 2016.

Some of the key features of the new trains include:

- wi-fi in every car
- accessible toilet with baby change table
- new internal and external CCTV cameras fitted throughout the train with movement sensors and emergency intercoms for passenger security
- wider aisles, safer high-backed seats, floating seating with more leg room and under-seat storage for passengers
- new straps to secure bicycles, mobility devices and prams
- a spacious cab and ergonomically designed console for drivers.

In April, the NGR project won the Smart Infrastructure Award at the Infrastructure Partnerships Australia National Infrastructure Awards ceremony in Sydney for the design and construction of the project's Maintenance Centre at Wulkuraka, 2.5 kilometres west of Ipswich.

More information:

<http://www.tmr.qld.gov.au/About-us/TMR-Blog/Wulkuraka-Maintenance-Centre-wins-national-award> and <http://www.tmr.qld.gov.au/ngr>

Next Generation Ticketing

In September 2015, the Queensland Government issued an Expression of Interest to the market for the design, build, test and operation of a new automated ticketing system that will replace the existing *go* card system.

The next stages in the procurement phase include pre-qualification, interactive workshops and request for tender with contract finalisation. Design, build, implementation and transition to the new system will occur subsequent to this.

It is expected the Next Generation Ticketing solution will offer customers easy access and the choice of a variety of contactless tokens, including mobile phones, linked to an account to pay for bus, rail, ferry and tram travel, and potentially a diverse range of transport related services.

We optimise customer experience, patronage and revenue by responding to our customers' needs and the market

Transforming passenger services

Trials to improve accessibility and inclusiveness on the network

We have trialled a number of innovative technologies with stakeholders throughout 2015–16 to improve accessibility and inclusiveness on the passenger transport network. For example, we have worked with suppliers to provide an audible text-to-speech button system for the new electronic passenger information displays in bus stations.

We have also worked with delivery partners and user groups to develop emergency assistance phone prototypes for trials and testing at Southbank Busway station and several ferry terminals. The trial is currently being evaluated to review further opportunities to improve access to information and assistance across the public transport network.

In 2015 we trialled the Step-Hear® audible way-finding system, a new generation audible information system at King George Square bus station, to improve accessibility and way-finding for people who are vision impaired. Since the trial, we have been working with stakeholders and other Australian jurisdictions on opportunities for this type of audible system to be used further across the passenger transport network.

We have also developed a new A3 timetable case, which is being rolled out across the network. The new cases have a tactile Quick Response (QR) code locator to assist customers with vision impairment to locate and use the QR codes on the timetable at bus stops.

Vision Impairment Travel Pass upgrade

In November 2015, the Vision Impairment Travel Pass (VITP) was upgraded from a flash pass to an electronic *go access* VITP following a successful six month trial. The upgraded pass helps improve the travel experience and independence of people who are blind or have low vision.

go access VITP holders continue to have access to free travel and will now also be able to independently travel through the fare gates at Queensland Rail train stations. The new *go access* VITP means pass holders no longer need to wait to be let through train station fare gates. Pass holders will also be able to touch on and off on TransLink buses, ferries and trams if they wish to do so.

More than 40 VITP holders participated in the trial which was undertaken in partnership with Vision Australia, Guide Dogs Queensland and Queensland Rail.

All new and replacement VITP passes have now been issued as *go access* VITPs, with over 1,122 passes issued since its November introduction.

More information: <http://translink.com.au/tickets-and-fares/ticket-types/disability/vision-impairment-travel-pass>

