

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 190 km 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.

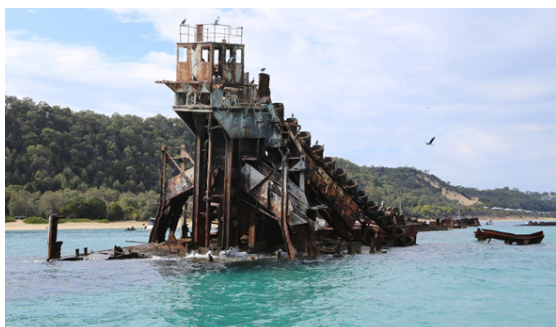
This year also saw the VTS network gain national accreditation as a VTS Authority, a status that is internationally recognised. This highlights the key role that VTS plays in assisting and maintaining the safety and sustainability of the state's ports, the Great Barrier Reef and the Torres Strait.

More information: <http://www.msq.qld.gov.au/Shipping/Reefvts.aspx>

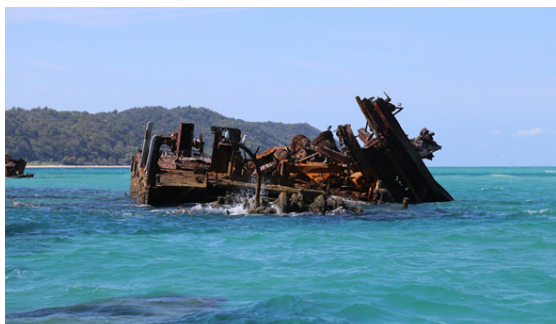
Tangalooma Wreck Safety Management

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.

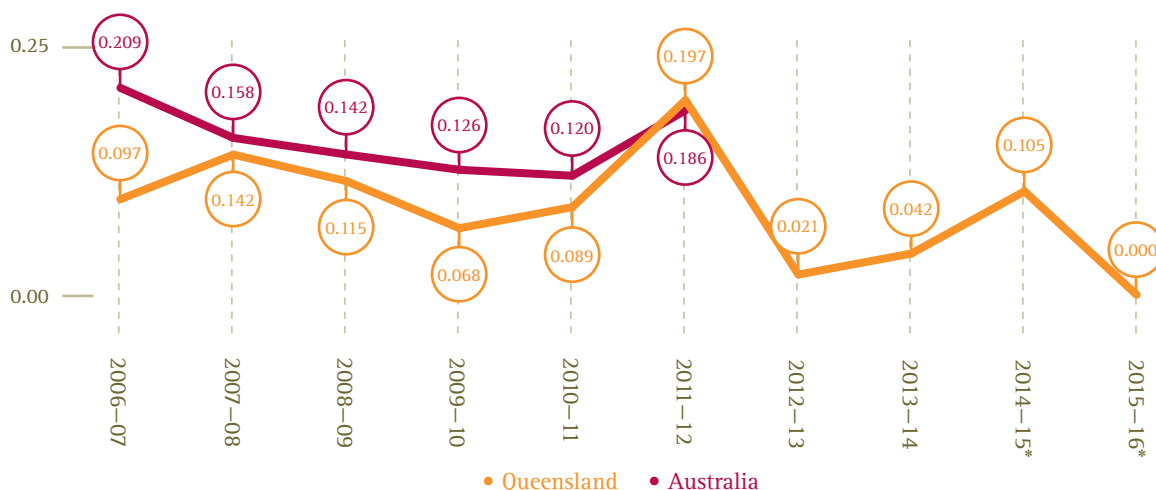
Figures 6 to 10 show trend safety data over the previous 10 years.

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



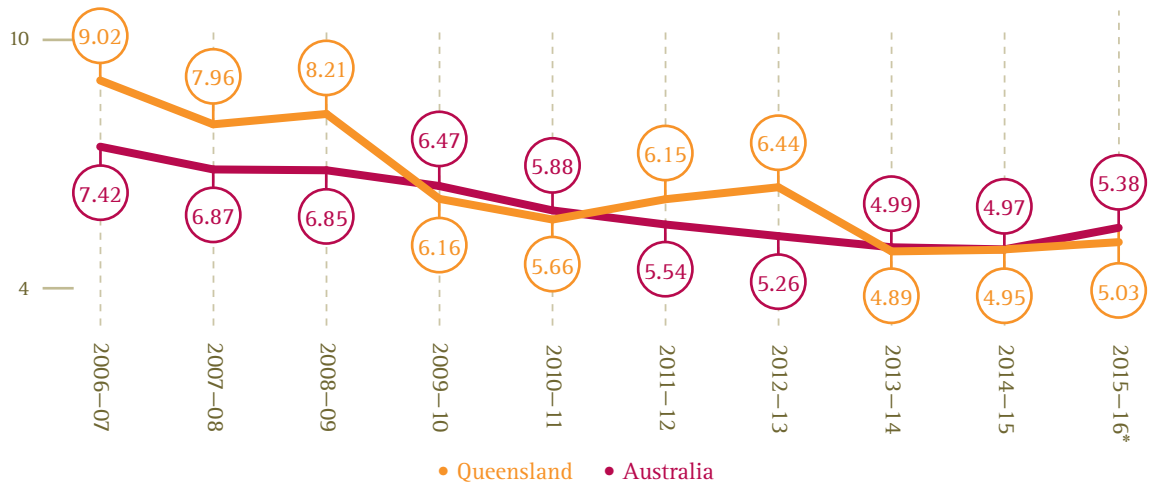
Data sources: Australian Safety Transport Bureau, Australian Bureau of Statistics and Transport and Main Roads’ Land Transport Safety Branch
Notes:

- 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

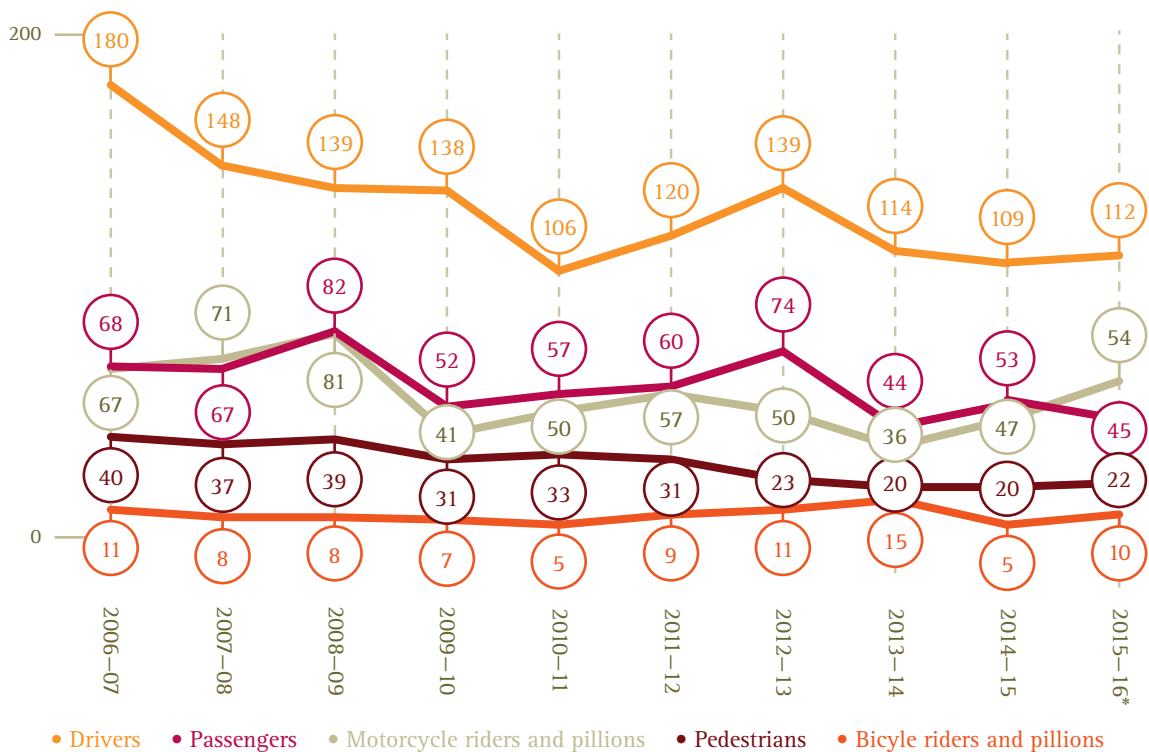


Data source: Transport and Main Roads' RoadCrash database and the relevant interstate authorities. Population figures are from the Australian Bureau of Statistics – Catalogue 3101.0

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:

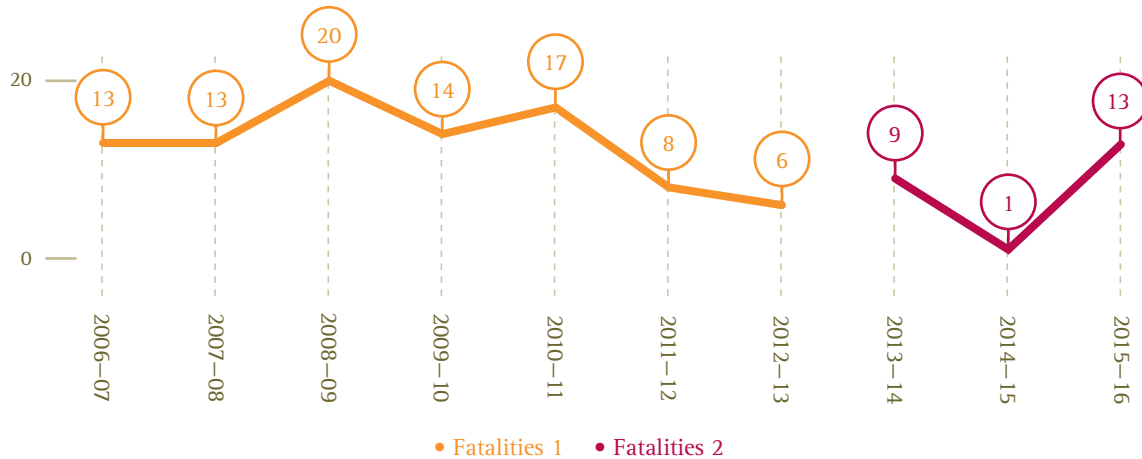
- This graph excludes 'other' fatalities such as horse riders, train drivers and train passengers. In 2015-16, there were no fatalities recorded in this category.
- *2015-16 figures are preliminary at time of printing.

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 100,00 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)

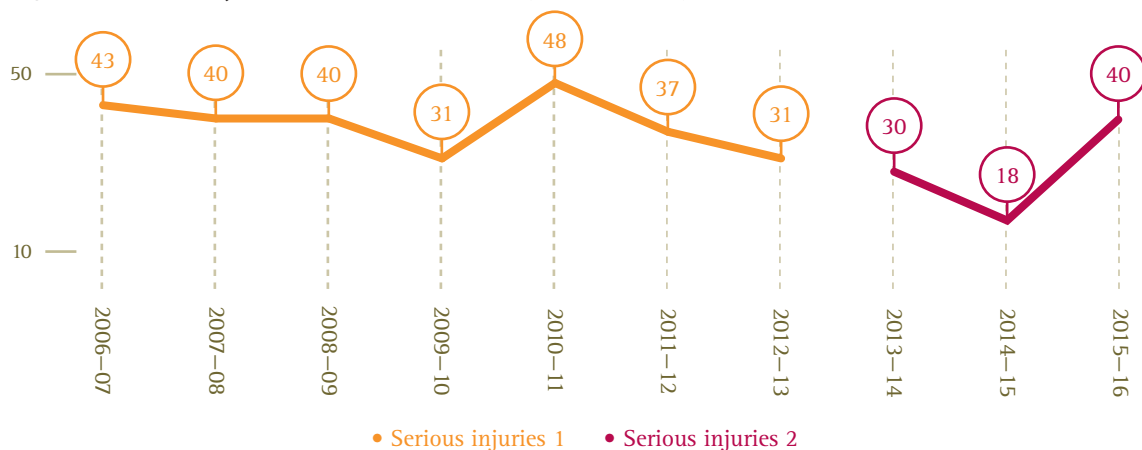


Data source: Caseman Marine Incident Database

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

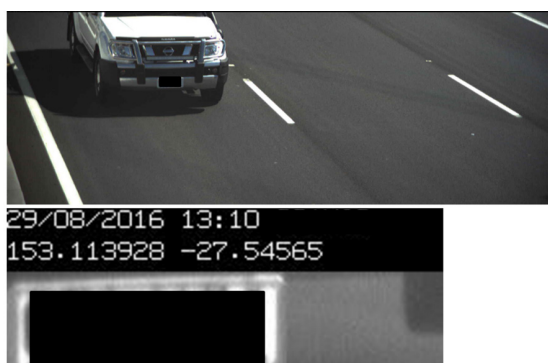
- removing the restriction prohibiting R licence holders from carrying a passenger for the first year.

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>