Objective One

Putting the customer at the centre of all we do

Strategies

1. We engage, listen to and respond to our customers and what matters to them

2. We share customer feedback and learning across the organisation

3. We invest in front-line services and innovative technologies to continually improve the customer experience

4. We work tireslessly for the safety and security of the transportation system and the customers who use it

Performance indicators

- Transational customer satisfaction

- Safety of transport users

How we performed

Performance Indicator	Performance measure	Notes	2014–15 Result	Status
Transactional customer satisfaction	Average wait time Customer Service Centres (minutes)		**6.31mins**	⬆
	Percentage of call centre calls answered within three minutes	1	**61.00**	⬇
	Overall customer satisfaction with transactional services (on a scale of 1 to 10)	2	**8.2**	⬆
	Customer satisfaction ratings of public transport by service type (using a 0-100 index – 100 being excellent)			
	Whole of Queensland Taxi	3	**66**	●
	South-east Queensland			
	Bus	3	**69**	⬆
	Rail	3	**70**	⬆
	Ferry	3	**76**	⬆
	Customer service complaints in SEQ per 10,000 trips		**2.52**	⬆
	Average on-time running performance in peak times – CityTrain		**98.16%**	⬆
	Percentage of scheduled services delivered – CityTrain	4	**99.79**	⬇
Safety of transport users	Marine fatalities per 100,000 registered vessels		**0.39**	⬆
	Rail fatalities per 100,000 population		**0.1**	⬆
	Hospitalised rail casualties per 100,000 population	5	**0.44**	●
	Number of level crossing collisions occurrences per 1,00,000 train kilometres travelled		**0.11**	⬆
	Fatalities per 100,000 population on state-controlled roads		**3.12**	⬆
	Road fatalities per 100,000	6	**4.93**	⬆
	Hospitalised road causalities per 100,000 population	7	**140.04**	⬆
	Percentage of vessel movements without serious incidents			
	Pilotage areas		**100**	⬆
	ReefVTS area		**100**	⬆

⬆ On track   ● slight variance   ⬇ significant variance

Notes:

1. 'Calls Offered' grew for the year by 241,868. We handled 298,390 more calls in 2014–15 as a result of staff and operational efficiencies implemented. As a result we were able to reduce our 'Abandoned calls' by 56,522 for the year.

2. The result is scored out of 10. A report is completed on a 6 monthly basis (April and October), and represents results for the preceding 12 months.

3. The customer satisfaction rating is scored out of a possible 100. Customer satisfaction ratings for taxis remain stable. Satisfaction with affordability and information continue to remain comparatively low and impact on overall satisfaction.

4. The result is slightly under target due to the increased frequency of services provided under the current timetable. Queensland Rail have significantly refined and optimised fleet operations and maintenance to increase the number of services to support an effective and efficient network.

5. In 2014–15, there were 21 rail-related hospitalisations with 71% due to a slip, trip or fall.

6. Queensland Police Service advised that two fatalities were removed from the 2015 road toll. This resulted in a change to the road fatality rate and is different to the figures reported for the June quarter.

7. Results are for the 12 months ending December 2014. Delays in receiving data sets from reporting systems have impacted on the ability to report against this performance measure. The most recent figures reported for this measure are preliminary and may be under reported.

Objective 1 – Putting the customer at the centre of all we do

Our highlights

In 2014–15, we delivered new services for customers, improved and maintained safety across our road, rail and waterway networks and reduced the regulation burden. Some of our achievements are listed below.

✓ **New online and mobile services**

New online and mobile services, including an online registration status and licence check tool, and our first mobile App 'QLD Rego Check'.

✓ **Reduced customer service wait times**

Reduced customer service wait times to 6 minutes and 31 seconds (statewide average as at 30 June 2015).

✓ **New Customer Service Centres**

Opened a second Customer Service Centre in Townsville and relocated and refurbished our Gympie service centre in June 2015.

✓ **New transport service contracts**

Negotiated a new transport service contract with Queensland Rail, and implemented new aviation and long-distance coach service contracts to ensure best value for customers.

✓ **Lowest road toll ever**

There were 223 fatalities in 2014, 48 less than 2013—our lowest ever.

✓ **Road safety campaigns**

Continued to promote road safety to Queenslanders through prominent media campaigns and social media engagement.

✓ **Flashing school zone lights**

Installed flashing school zone lights at 156 Queensland school zones.

✓ **New road safety treatments pilot**

Led work on a new $1 million pilot program to address the speeding of motorists transitioning from a high-speed rural environment to a lower speed.

✓ **Moving to Queensland guide**

Developed and published the *Moving to Queensland – Transport and motoring information guide* that helps newcomers understand Queensland's registration and licensing requirements and provides public transport information.

✓ **Waterways safety**

Continued safety awareness for those using Queensland waterways.

✓ **Introduced One-Stop Shop**

Introduced the One-Stop Shop service to deliver new integrated government service counters in Beaudesert and Gatton.

The QLD Rego Check app lets you check the registration status of vehicles, trailers and motorcycles from the convenience of your Smartphone, Android or tablet.

✓ **ReefVTS Strategic Plan**

Signed off the *REEFVTS Strategic Plan 2015–2020* with the Australian Maritime Safety Authority setting the direction for more effective and efficient vessel traffic services while protecting the Great Barrier Reef and Torres Strait.

✓ **Tropical cyclones**

Minimised the impact of tropical cyclones *Marcia* and *Nathan* on our road network.

✓ **Award**

Received the 2014 Intelligent Transport Systems (ITS) Australia National Awards' Government Award for the successful Emergency Vehicle Priority system in Samford Road, Brisbane, in conjunction with participating agencies. The project is also being considered for the worldwide ITS Achievement Award.

TMR continued to focus on putting the customer at the centre of all we do.

Objective 1 – Putting the customer at the centre of all we do

We engage, listen to and respond to our customers and what matters to them

Passenger transport fare reduction

Passengers using south-east Queensland (SEQ) Bus, Train, Tram, Ferry and Regional Urban Bus services began paying less for public transport from 3 November 2014, when a five per cent reduction to fares came into effect. Fares were frozen for 2015 and a scheduled 2.5 per cent increase was cancelled.

Passenger transport services

Brisbane NightLink services expand

In October, we began trialling extra NightLink bus services.

The three-year trial includes:

- five inbound and five outbound route N345 services from Brisbane City to Aspley via Fortitude Valley starting at midnight
- five outbound route N154 services travelling from Brisbane's Central Business District via Fortitude Valley Kangaroo Point, Woolloongabba, Griffith University (Nathan) and Garden City starting at 1am.

As well as the extra services and routes, the buses set down at non-designated stops where it is safe to do so.

Under NightLink, an extra train service also operates on the Beenleigh, Caboolture and Ipswich lines from inner city stations at 3.30am every Saturday and Sunday.

Integrated transport services for Gold Coast

In July 2014, we introduced a new all-day travel card, Gold Coast *go explore* (**see glossary**), for tourists and visitors exploring the region.

go explore is based on the same technology as *go* card (**see glossary**) and provides unlimited daily travel on the coast's TransLink buses and trams (Gold Coast Light Rail).

Visitors can purchase the Gold Coast *go explore* card from more than 70 retailers on the coast and can add

additional one-day passes on board buses, at tram stations and at selected retailers. They include retailers located along Cavill Avenue at Surfers Paradise and at Coolangatta Airport.

go explore card provides unlimited travel on Gold Coast buses and trams.

Cairns benefits from TransLink services

In September, we upgraded the Cairns public transport network for local residents and tourists.

They now have easy access to improved public transport information available 24 hours a day, seven days a week through the TransLink call centre. Bus timetables have also been redesigned to make them more consistent and easier to use.

Bus network changes came into effect in Cairns in early September 2014 through the new Cairns Central Business District Bus Station.

More information:

- **www.translink.com.au**
- or call 13 12 30

New technology for passengers

Visual Impairment Travel Pass

In December 2014, we began trialling a new travel card for people with a visual impairment. More than 40 commuters who are blind or have low vision and are holders of the departmental Vision Impairment Travel Pass (VITP) took part in the south east Queensland trial.

The new card uses smartcard technology to open fare gates, allowing trial participant's independent access through automatic fare gates at entry/exit points at railway stations.

While the trial ended in June 2015, participants have continued to use their new VITP pending the outcome of the evaluation process.

Audible information system

We also trialled a new generation audible information system on the bus network to improve accessibility for people who are vision impaired travelling in Brisbane.

The Step-Hear ® system provides people who are blind or vision impaired with audible messages outlining bus station facilities, bus stop locations and bus route departure details.

An Australian-first on a public transport network, the latest version includes a smart phone app that alerts a user when a 'talking sign' is in range.

The system was put to the test in May when it was trialled by representatives from Guide Dogs Queensland and vision impaired trial participants at King George Square bus station.

It now allows users to navigate from the station to Queen Street Mall's shops and cafes.

More information: **www.translink.com.au**

Real–time technology for SEQ bus, ferry and tram

During the year, we introduced new technology across the TransLink South-East Queensland (SEQ) urban bus, ferry and tram network to allow passengers to track arrivals and departures in real time.

The GPS technology shows up-to-the-minute bus, ferry and tram departure times, with information updated every 30 seconds or better. The technology allows users to see when their bus, ferry or tram is due to depart their stop, removing the need to wait there.

A new MyTransLink app has also been developed as a free download for iOS and Android users, and can be downloaded from the App Store and Google Play (**see glossary**).

Passengers travelling with Queensland Rail (**see glossary**) will be the next to benefit from real-time information, which will be rolled out in August 2015.
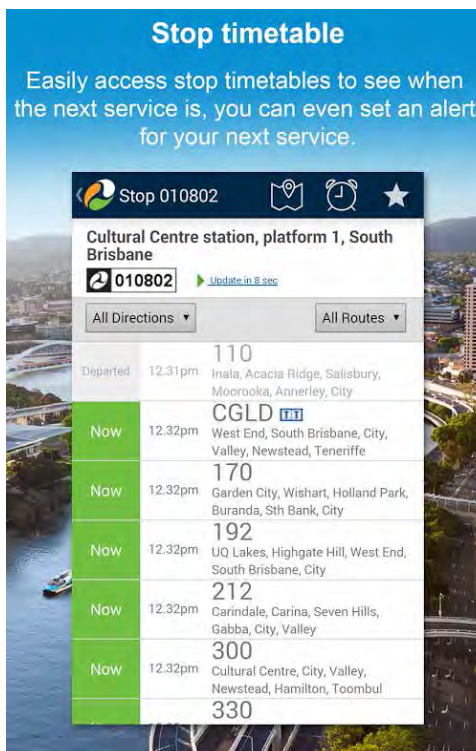
The new 'MyTransLink' app allows users to save their usual stops for quick and easy access to service information and times.

Upgraded website for maritime industry

During the year, we upgraded and launched the Smartship Australia (**see glossary**) website to showcase the products and services that Smartship provides to the maritime industry.

The website allows potential clients to gain an understanding of our equipment, facility and staff, making the whole process more personable and informative to the user.

Smartship Australia is a state-of-the-art facility which provides world-class maritime training and simulation services.

More information: **www.smartshipaustralia.com.au**

go card retail network expands

During the second half of 2014, TransLink expanded *go* card retail services, implementing Transport and Main Roads innovative technological solution that saw *go* card services integrated with point-of-sale equipment at all 7-Eleven convenience and fuel outlets.

The integration with 7-Eleven stores resulted in an additional 75 locations for customers across south-east Queensland to access buy, top up, and expiry change services for *go* card and *go explore* products. The extended coverage included previously identified blackspots across south-east Queensland.

The card is now available for purchase at more than 680 locations, with top-up services for existing *go* cards available at 1600 south-east Queensland locations. They include staffed Queensland Rail Station ticket offices, fare machines at busways, key bus interchanges, train stations and tram stations, on board Brisbane CityCats and CityFerries, and on board buses (excepting Brisbane Transport buses).

Customers can also find the card online and register for auto top-up using their Visa and Mastercard debit or credit cards, or phone 13 12 30.

More information: **www.translink.com.au**

Saving our customers time

In April, we introduced a quicker and easier way for our customers to pay for a range of invoiced Transport and Main Roads services.

Payments of invoices, which include trade customers, claims to the department and other provided services (such as mooring fees and damage to departmental property) can now be made 24 hours a day, seven days a week from any personal computer or mobile device (**see glossary**) through the BPOINT bill payment system.

The new payment options provide:

- more flexible payment options using credit card or BPAY (**see glossary**)
- faster payments and reduced back office reconciliation processes
- a reduction in Transport and Main Roads' outstanding customer accounts by making it easier for the customer to pay.

More information: **www.tmr.qld.gov.au**

Driver Licence Reform

During the year, we implemented a range of reforms to the driver licensing system including:

- introducing staged cooling-off periods between failed practical driving tests for a class C licence
- streamlining the process for a person to reobtain a class of licence they previously held, but which ceased to be valid more than five years ago. This allows returning drivers to more quickly reobtain their previously held class of licence
- allowing legislated sanction notices to be served to a person's postal address
- providing a fast and easy way for people to check if their driver licence is current via an online service.

Guide for new residents

In May, we launched the *Moving to Queensland* guide for new residents.

The guide includes a range of information to help customers moving to Queensland, including catching public transport, vehicle registration and driver licensing.
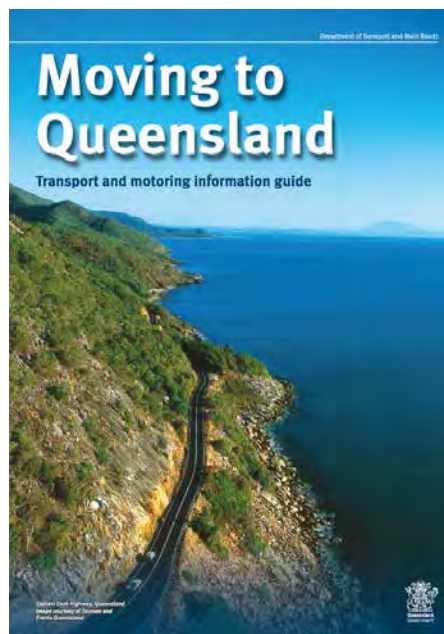
The *Moving to Queensland* guide is available online or from Transport and Main Roads Customer Service Centres.

The guide can be found at **www.publications.qld.gov. au/dataset/moving-to-queensland-transport-and-motoring-information**

Nightworks put customers first

In June, we carried out night works on the M1 between Brisbane and the Gold Coast, ensuring minimal disruption to motorists.

Working to a tight eight hour deadline, RoadTek (**see glossary**) staff and contractors removed damaged road and laid 100m² of concrete at exit 54 northbound on the M1 before the morning peak commenced.

The road crew used a new rapid set concrete product, which can be mixed onsite saving considerable time.

The works formed part of the Gold Coast's maintenance program.

We share customer feedback and learning across the organisation

Yammer

We continued to use Yammer as an internal social network holding Yam Jams (facilitated online discussions) on focused department-wide topics and establishing cross-functional virtual working groups throughout the year.

The network was used to:

- source a group of employees to trial the new 'My TransLink' app
- facilitate discussion between members of our Values and Culture Network prior to, or following their face-to-face meetings
- allow our geographically-dispersed RoadTek Management Group to share ideas about projects and best practice for engaging the workforce
- allow RoadTek Operations staff to:
  - share project updates, pose questions, gather feedback and highlight the work of road crews across the state
  - showcase how they are being more active following the release of the Transport and Main Roads and BUPA Healthy Workplaces Survey by sharing their 'healthy selfies' and promoting healthy competition across the state.

By 30 June, about 66 per cent of the department's workforce (equivalent to 4551 full-time employees) were registered Yammer users, with about 1400 actively engaged each month.

OneTMR Customer Experience Transformation Program

During the year, we progressed the Customer Experience Transformation Program, which seeks to put the customer at the centre of everything we do.

The department now uses customer insight to redesign products (**see previous page**), services and interactions with customers, saving them time and making dealing with government simpler.

We have also improved how we provide information to customers, simplifying the language and providing clear, easy-to-follow next steps written from a customer perspective.

We continued to focus on delivering new online services too, allowing customers to do business with us anytime and anywhere.

The program learnings have been shared across the department through presentations and information forums, the department's intranet and a Customer Experience Yammer group.

The Customer Experience Transformation Program complements the direction of the whole-of-government One-Stop Shop (**see page 37**).

We invest in front-line services and innovative technologies to continually improve the customer experience

Technology transforms customer experience

New mobile applications

During the year, the following mobile apps were developed for transport users.

Qld Rego App

To support the removal of registration stickers for light vehicles from 1 October 2014, we introduced the free QLD Rego Check mobile app for customers.

The app lets you check the registration status of cars, trucks, trailers and motorcycles before you drive and is expected to save $3.5 million in production and postage charges.

It can be downloaded from the App Store and Google Play and has had more than 76,000 installs as at 30 June 2015.

Since the 'QLD Rego Check' mobile app became available to download in October 2014, more than 1.5 million registration checks have been conducted using the app.

MyTransLink app

A new MyTransLink app has been developed as a free download for iOS and Android users, and is available from the App Store and Google Play.

The 'MyTransLink app provides bus, train, ferry and tram information with easy-to-use features, including:

- My Stops – allows users' to save their usual transport stops for quick and easy access to service information and times (real-time compatible)

- Alerts – allows users to set an alert 400 metres before arriving at their destination

- My Services – provides users with the latest service or disruption information.

The MyTransLink app is available free to all customers with a compatible iOS or Android smartphone.

It was launched in December 2014, reaching more than 170,000 customers by the end of June 2015.

It can be downloaded from the App Store and Google Play.

More information: **www.translink.com.au**

Signature pads for customer service centres

In March 2015, we provided new signature pads and compact printers at our Customer Service Centres, improving transaction times, efficiency and customer satisfaction.

The new signature pads have delivered real improvements for customers.

The new signature pads enable customers to add real-time electronic signatures at the front end of the department's registration and licensing system, while the new multi-function printers provide cost-effective laser printing, copying and scanning at the front counter.

The printers also enabled the department to replace many pre-printed forms with electronic templates, further improving transaction times and providing better quality documents for our customers.

Customers visiting Transport and Main Roads-led agency program offices and One-Stop Shops will also benefit from the technology.

Extensive testing was undertaken on the signature pads as part of the development process.

'My Account' customer portal

In December, we delivered the 'My Account' portal to provide our customers with fast and personalised access to a broad range of information and services from a single page.

The portal enables customers to:

- check when their registration is due
- check when their licence expires
- see their current demerit point count
- pay for multiple registration renewals
- update their contact details
- link to other services, such as the 'TransLink public transport journey planner', manage your *go* card and road closures and updates.

The portal has been optimised for mobile devices, such as smartphones and tablets, as well as desktop computers and receives about 500 visits a day.

More information: **www.tmr.qld.gov.au**

One-Stop Shop

During the year, the department actively participated in the Queensland Government One-Stop Shop (OSS) initiative (**see glossary**).

One of four Transport and Main Roads mobile Customer Service Centres, which deliver services to regional and remote areas.

In support of the initiative, the department:

- delivered 16 new online services by 30 June 2015, contributing to the target of 100 new online services by 30 June 2015, including the 'My TMR Account' (the first government online service to offer customer authentication using the Queensland Government Customer Identity Management framework)
- began offering other agency services (in addition to Transport and Main Roads' transport licensing and registration) to the community of Jimboomba in Brisbane through its Mobile Customer Service Unit

- began delivering transport licensing and registration services through the upgraded Boonah Agent Customer Centre (OSS)
- participated in the establishment of self-service kiosks with access to government online services, including registration and licensing services, at Plainlands Shopping Centre and the Laidley Queensland Government Agency Program (**see glossary**) office
- began delivering transport registration and licensing services in Beaudesert (12 January 2015) and Gatton (27 January 2015) through new OSS Customer Centres.

Shared service delivery pilot

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.

With over 16,000 licensing transactions a year transitioned to courthouses, police officers in Ayr and Ingham were able to free capacity to focus on core policing.

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.

More than 30 Transport and Main Roads' services are now available on qld.gov.au, with 57% of transactions conducted using self-service channels such as BPay, Interactive Voice Response (IVR) and Internet.

[Data source: TMR Enterprise Business Intelligence.]

We work tirelessly for the safety and security of the transport system and the customers who use it

Road safety education

In 2014–15, we continued to implement the *Join the Drive to Save Lives* Social Change Strategy to improve road safety in Queensland through greater community participation and ownership. The strategy includes a series of targeted road safety education campaigns, which are outlined below.

Join the Drive social media

The *Join the Drive* website and social media accounts have been a driving force for engaging with the community about road safety.

Since the launch in November 2013 the following results have been achieved.

- 72,790 pledges on the *Join the Drive* website
- 82,313 Facebook fans
- 271 Twitter followers

In total, the *Join the Drive* website has had 204,156 sessions by 156,449 users.

Road safety campaigns

As part of the *Join the Drive* social change program, we launched a series of road safety campaigns in 2014–15.

'No time for speeding'

The second phase of the 'No time for speeding' campaign aired in the lead up to the September school holidays. The three-week campaign focused on driving to the speed limit and stopping preventable road crashes from occurring. It included television and radio commercials, online advertising and social media (attracting more than 4267 new members to the *Join the Drive* website Facebook page). Many also shared their road safety messages on the website wall.

The campaign rallied everyday Queenslanders to stand up and say "Queensland has no time for speeding".

'Thanks Queensland'

In October 2014 and January 2015, tolerance, patience, courtesy and respect for all road users was at the heart of our new 'Thanks Queensland' road safety campaign encouraging Queenslanders to share the road safely.

The campaign comprised television and online commercials, and demonstrated simple actions that all road users can take to be safe. They include letting other motorists merge, leaving safe distances around trucks and cyclists, and being aware of blind spots.

Throughout the campaign, road users were invited to visit the *Join the Drive* website to:

- check out '10 ways to look out for each other' infographic animation
- create a personalised 'Thanks for' message to share on social media
- order a 'Thanks for sharing the road', or 'Thanks for driving courteously' bumper sticker for their vehicle
- pledge their support.

Mates Motel

Over the Christmas holiday period, we launched our new drink driving campaign, 'Mates Motel'. The campaign encouraged Queenslanders to plan their transport or their accommodation before they started drinking.

Queenslanders were encouraged to stay at a mate's place after a few drinks, rather than driving home.

It included television, radio, online, cinema and billboard advertisements, as well as an interactive website where personalised Mates Motel signage for residences could be used on social media.

Safe vehicles

In January, we launched an online campaign focused on the importance of considering vehicle safety when buying a first car.

The campaign targeted young drivers and their parents as they buy their first car, and aimed to:

- encourage young people and parents to value safety as an important feature when buying a car
- ensure they know where to go to find information about a vehicle's safety features and safety star rating
- provide a handy checklist for car shopping listing features to look for.

Driver Distractions

A new campaign highlighting the dangers of driving when distracted by mobile phones was launched in March.
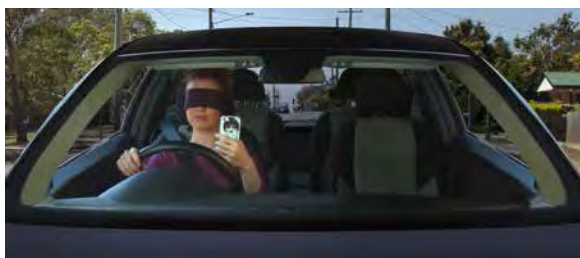
The campaign reinforced the message that at 60km/h, looking at your phone when driving, even for just 2 seconds, was like travelling up to 33m blind.

Television advertising demonstrated how using a mobile phone while behind the wheel was effectively driving 'blind', while online videos likened it to driving with an illegal Blood Alcohol Content.

The campaign linked drivers to a 22-day Distraction Action Plan to help them break the deadly habit of using their phones while driving. People who signed up to the plan received helpful email tips and support for three weeks – the time it takes to break a bad habit and form a better one.

People were also encouraged to share their experiences, tips and advice on the department's Facebook page.

Fatality Free Friday

In May, we supported the annual Fatality Free Friday – a national road safety initiative aimed at reducing the road toll.

The 29 May event called for road users to make a promise to themselves, their family and friends to consciously drive safely and obey road rules, and included local events where members of the public could take the pledge for road safety.

Queensland motorists were encouraged to make a road safety pledge online at **www.fatalityfreefriday.com** or sign an inflatable 'pledge' car, which toured the state in May.

The Perfect Ride

In June, we conducted a motorcycle safety campaign in the lead up to the Queen's Birthday long weekend.

The campaign provided strategies and demonstrated positive behaviour to encourage motorcyclists to manage their personal risk when riding.

The campaign targeted weekend recreational riders, who represent the majority of motorcyclists killed on Queensland roads this year.

It included television, billboard and online advertising linking riders to comprehensive information on the *Join the Drive* website.

More information:

- **www.jointhedrive.qld.gov.au**
- **www.jointhedrive.qld.gov.au/get-involved**

Road safety partnerships

In 2014–15, we established a statewide group of 11 influential business and industry leaders who used their size, reach and innovation to help promote the road safety message.

The initiative – part of the *Join the Drive* social change program – brought together major transport operators with media, telecommunications companies and utilities, and fast food restaurant chain McDonalds.

Community road safety groups in Logan, Toowoomba, Townsville and Emerald joined in at the grassroots level with the aim of developing local solutions for road safety issues in their area.

In addition, we worked in partnership with a number of community organisations to promote road safety, providing either financial or in-kind support.

Events included:

- Fatality Free Friday (Australian Road Safety Foundation)
- the 2014 CARRS-Q Community Engagement Workshop
- Safer Australian Roads And Highways Yellow Ribbon week
- the United Nations Global Road Safety week.

Community Road Safety Grants Program

In 2014–15, we awarded funding to 33 projects through the Community Road Safety Grants program totalling $651,474.

The program empowers communities to develop and implement local solutions to local road safety problems.

Projects that received funding included:

- child restraint education
- learner-driver mentoring programs
- programs to assist disadvantaged youth to obtain learner licences
- road safety education programs for young drivers
- pedestrian safety and funding to trial electronic mobility aids for vision impaired pedestrians
- bicycle education.

Round 4 of the Community Road Safety Grants program closed in February. We received 73 applications for the round.

More information: **www.tmr.qld.gov.au/Safety/Road-safety/Community-road-safety-grants.aspx**

Investing in road safety

During the year, the department continued to work with road safety stakeholders and invest in road safety programs to help reduce the level of injury and fatalities across the state.

Queensland Road Safety Action Plan

As part of our broader Road System Strategy, we continued to implement the *Queensland Road Safety Action Plan 2013–15*. The plan describes high priority road safety initiatives for implementation over the two-year period.

Activities undertaken during the year included:

- the statewide speed limit review to assess current speed limit setting processes and reviewed speed limits on roads nominated by the public

- wide centre line treatments to reduce head on/fatigue crashes
- safer roadsides through removal of:
  - hazardous objects and/or installing safety barriers
  - intersection upgrades
  - improvements to rest areas and rest area signage
  - improved delineation (signs and line marking) to warn of hazards—for example chevron signs on curves potentially.

The 2014 road toll equated to a rate of 4.93 fatalities per 100,000 population – the lowest rate on record.

More information:

- **www.tmr.qld.gov.au/Safety/Road-safety/Strategy-and-action-plans.aspx**
- **www.tmr.qld.gov.au/speedlimitreview**

The program of work under the *Queensland Road Safety Action Plan* oversaw the lowest road toll on record. In 2014, there were 223 road fatalities, which is the lowest road toll since accurate records began in 1952.

Road safety education

Educating young adults

We continued to support the Prevent Alcohol and Risk-related Trauma in Youth (PARTY) program aimed at injury awareness and prevention.

The in-hospital PARTY program provides teenagers with information on recognising potential injury-producing situations, making prevention-orientated choices and adopting behaviours that minimise unnecessary risk.

TMR also provides support to RACQ for their Docudrama program. A specially produced docudrama aims to educate upper secondary school students on the potential risks associated with travelling in motor vehicles as drivers and passengers, and equips them with realistic strategies to avoid the 'Fatal 5' road safety issues.

Enhanced school road safety

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).

Flashing School Lights are designed to grab the attention of motorists and prevent speeding around schools.

In 2014–15, 156 flashing signs were installed in school zones across Queensland.

The 2014 Road Safety Perceptions and Attitudes Tracking Survey found that flashing school zone signs helped reduce average travel speeds by 0.50 to 2.95km/h.

We also continued the School Crossing Supervisor Scheme, which provides supervisors to assist primary school children to safely cross the road to or from school. The scheme currently costs about $10 million a year.

More information: **www.tmr.qld.gov.au/Safety/School-road-safety/Flashing-school-zone-signs.aspx**

Active School Travel

We continued to project manage the $3.1 million four-year Healthy Active School Travel program to its completion on 30 June 2015, on behalf of Queensland Health.

The program encouraged primary school-aged children to travel to and from school by walking and cycling to improve their levels of health and physical activity.

The Healthy Active School Travel program encourages students to walk and cycle to and from school.

Working alongside four local councils in Cairns, Townsville, the Gold Coast and Ipswich, and 38 schools in the regions, we helped develop School Travel Plans for more than 26,000 student participants.

The plans included professional development opportunities, improved infrastructure and support for community events, such as the National Ride2School Day and national Walk Safely to School Day.

During the year, we also oversaw the building of appropriate bike infrastructure across each of the regions, such as bike maintenance stations for the children to pump their tyres, bike sheds, cages and racks and better bike paths in the school grounds.

Safer Roads Sooner program

In April, we completed safety improvements at various locations along the Mount Lindesay Highway between North Maclean and the New South Wales border under the Safer Roads Sooner (**see glossary**) program.

Key improvements included:

- constructing dedicated northbound right-hand turning lanes and southbound left-hand turning lanes at St Aldwyn Road and Wearing Road, North Maclean, and clearing vegetation in the area.

- installing traffic signals at Millstream Road, Jimboomba and removing vegetation in the area. Guardrails have also been installed at various locations along a 7km section between Millstream Road and Undullah Road

- removing roadside vegetation along a 27km section north of Rathdowney to the New South Wales border.

We also undertook works to improve safety at the intersection of Narangba Road and Anzac Avenue in Kallangur.

Completed in June, the $600,000 works included installation of a new left-turn slip lane, a pedestrian crossing and pedestrian refuge, and additional warning signs and street lighting, enabling pedestrians and cyclists to safely cross the slip lane.

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In addition, we completed slope stabilisation and curve widening works on various sections of Kuranda Range (on the Kennedy Highway between Cairns and Mareeba) in December.

Funded under the Queensland Government's Safer Roads Sooner and the Federal Government's Blackspot Program (see glossary), the $4 million curve widening works will improve safety and travel time.

The works were fast-tracked to coincide with the slope stabilisation works to reduce overall delays for motorists, deliver more cost-effective improvements and provide a safer stretch of the highway sooner.

The $5.6 million slope stabilisation work will be delivered under the Natural Disaster Relief and Recovery Arrangements.

More information: www.tmr.qld.gov.au/Safety/Road-safety/Strategy-and-action-plans.aspx

Wide Centre Line Treatments Mass Action Program

During the year, we delivered the $9.39 million Wide Centre Line Treatments (WCLT) Mass Action Program.

The WCLTs were rolled out at 18 locations along the Bruce Highway between Cairns and Gympie, and included centreline audio-tactile line marking.

The treatments are aimed specifically at reducing cross centreline crashes.

The WCLTs are aimed specifically at reducing cross centreline crashes.

Wide centre line treatment contributed to a 65 per cent reduction in fatality crashes on the Bruce Highway through design, advice and support.

[Data source: TMR Statewide Program Investment Delivery Application.]

Road safety improvement works

During the year, the department undertook safety improvement works across the state.

In October 2014, we completed the Mooloolaba Road safety improvement project between Foote Avenue and Buderim Pines Drive.

The $10.4 million project provided critical safety improvements on Mooloolaba Road at Buderim Hill to reduce the high crash rate and improve safety and driveability for motorists, particularly during wet weather.

Key features included:

- additional drainage infrastructure
- changes to road geometry and alignment
- a new asphalt road and significant drainage improvements for better traction along Buderim Hill
- a widened road shoulder between Foote Avenue and Buderim Pines Drive to improve cyclist provisions and provide greater separation between the footpath and traffic lane. Cyclist signs were also erected to alert drivers to the likely presence of cyclists
- changes to turning movements at high-crash intersections, including a half roundabout at Panorama Crescent, a left-in/left-out arrangement at Foote Avenue, and the removal of the right-turn movement from Thomsen Terrace onto Mooloolaba Road westbound.

In November 2014, we completed safety improvement works near the Moggill Road and Grandview Road intersection at Pinjarra Hills to increase safety for motorists, commuters, residents and pedestrians.

The project involved:

- a new signalised pedestrian crossing on Moggill Road
- advanced warning signals on the approaches to the crossing
- improving the nearby informal parking facility
- installing street lighting.

We also enhanced driver safety and traffic flow on the Centenary Motorway in Brisbane, installing 15 electronic speed limit signs. They replace static speed limit signs and use in-road detectors and sensors to continually monitor and detect changing motorway conditions.

The technology allows traffic management staff to monitor Closed Circuit Television footage of real-time conditions and change the speed limits in the interests of driver safety.

Use of road technology

Under a new pilot program, we introduced low-cost and innovative road treatments at township entry points to improve speed compliance.

The treatments are being trialled where speed limits drop at the transition from a rural to an urban environment, and if successful, could lead to an expanded statewide program.

Research has demonstrated that the improved compliance results in lower speeds and fewer serious casualty crashes.

We also enhanced driver safety and traffic flow on the Centenary Motorway in Brisbane with 15 electronic speed limit signs.

They replace static speed limit signs and use in-road detectors and sensors to continually monitor and detect changing motorway conditions.

The technology allows traffic management staff to monitor CCTV footage of real-time conditions and change the speed limits in the interests of driver safety.

More information: **www.tmr.qld.gov.au/Safety/ Queensland-road-rules/Changes-to-road-rules.aspx**

Vehicle registration technology

Following the removal of registration labels in October 2014, we enabled Automated Number Plate Recognition (ANPR) cameras (fixed and mobile) to detect unregistered vehicles.

The ANPR camera technology, which takes images of all vehicle registration plates and issues infringements automatically for unregistered and uninsured offences, removes the need for the department to issue registration labels.

The project aims to see the rate of registration and CTP insured vehicles increase for the safety of all road users.

Emergency Vehicle Priority system

During the year, the department worked with government and industry partners to expand the rollout of the Emergency Vehicle Priority (EVP) project.

The EVP reduces travel time by up to 20 per cent on signalised routes and reduces the time taken to detect and clear unplanned incidents.

The EVP project uses technology that clears the path for

our emergency services vehicles. It provides fire trucks and ambulances with the most direct route with traffic lights turning green well in advance of their arrival to reduce their travel time.

By June 2015, more than 500 intersections and 300 emergency vehicles across Queensland will be EVP-enabled.

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 – received recognition at the 2014 National Intelligent Transport Systems (ITS) Awards winning the Government category for the successful Emergency Vehicle Priority system in Samford Road, Brisbane. The project won the Queensland Spatial Excellence Award 2014.

The project is also being considered for the worldwide ITS Achievement Award.

More information: **www.tmr.qld.gov.au/Safety/Road- safety/Emergency-Vehicle-Priority-trial.aspx**

Heavy vehicle safety

In 2014–15, we secured funding and commenced planning and design for productivity enhancement works on the Gregory Highway between Emerald and Clermont.

Funded by the federal and state government on a 50:50 basis, the $28.8 million project will enhance access for Type 2 heavy road vehicles. It includes:

- an intersection upgrade and construction of a sealed decoupling facility for road trains immediately north of Emerald at Emerald Downs Road intersection; and replacement of existing culvert structures at Retreat Creek overflow, Theresa Creek overflow and Chirnside (approximately 6km south of Capella) between Emerald and Capella

- the upgrade of Retro Corry Road, Cotherstone Road, Amah Road / Montrose Road intersections with the Gregory Highway to cater for Type 2 road trains

- construction of four overtaking lanes north of Emerald and south of Capella to cater for the slow moving Type 2 road trains

- construction of two heavy vehicle stopping places approximately 20km north of Capella

- approximately 9km of road widening at various locations between Capella and Clermont providing an improved road width of 9m wide.

Under the Australian Government's Heavy Vehicle Safety and Productivity Programme, an additional five local

government projects (between Emerald and Clermont and near Portsmith, Roma, Bromelton, Walkamin and Tumoulin) have been selected for funding.

The upgrades will improve the efficiency of freight movements into and out of key agricultural regions across the state.

More information: **www.investment.infrastructure.gov. au/funding/Heavyvehicles**

Bicycle safety regulation

During the year, we introduced improvements to the road rules to make cyclists' ride safer and easier. Under the new rules, cyclists can:

- ride across pedestrian (zebra) and children's crossings provided they first come to a complete stop, proceed safely and slowly, give way to any pedestrian on the crossing and keep to the left of any oncoming cyclist or person using a personal mobility device
- choose whether or not they wish to ride in a bicycle lane where one is provided
- ride on any part of the road appropriate for their point of exit on single lane roundabouts

We also enhanced the general road rules test to reflect more questions regarding sharing the road with cyclists.

More information: **www.tmr.qld.gov.au/Safety/ Queensland-road-rules/Changes-to-road-rules.aspx**

Upgraded cycling infrastructure

Safety upgrades

We continued to enhance safety for cyclists through new and upgraded cycling infrastructure.

In May, cycle safety upgrades on the Captain Cook Highway at Trinity Beach and Kewarra Beach roundabouts near Cairns were completed and followed earlier upgrades at the Machans Beach, Holloways Beach, Yorkeys Knob and Smithfield roundabouts.

The project saw the installation of concrete barriers between the traffic lane and cycle lane to provide physical separation between cyclists and motorists where there was an increased risk of conflict.

The works were undertaken by our road crews primarily during the night, to limit the impact on traffic flow.

Moggill Road Cycle Bridge

In April, early works for a dedicated cycle bridge over Moggill Road at Indooroopilly began.

The cycle bridge will form an extension to the Centenary Cycleway, improving connectivity for cyclists and road safety for all road users, pedestrians and cyclists.

Early works included:

- installing environmental controls
- clearing vegetation under supervision by a registered fauna spotter/catcher
- constructing temporary site accesses off Russell Terrace and off Moggill Road outbound, near the on-ramp to the Western Freeway
- installing traffic control devices, including signage and temporary barriers
- services identification and relocation.

A temporary side track adjacent to the existing cycleway will be constructed early in the program to ensure connectivity on the Centenary Cycleway is maintained during works.

The project is expected to be completed in early 2016.

Maritime safety campaigns and initiatives

'Wear Your Lifejacket to Work'

During the year, we developed the 'Wear Your Lifejacket to Work' education campaign with a strong social media focus.

The annual Lifejacket—Wear It! campaign promoted the wearing of lifejackets by boaties, fishers and paddlers.

The campaign coincided with World Lifejacket Day in May, and aimed to raise community awareness about the lifesaving capacity of lifejackets (also known as Personal Flotation Devices).

We also developed 'Lifejacket – Wear It' logos and messages for use on Transport and Main Roads receipts and registration/licensing envelopes.

More information: **www.msq.qld.gov.au**

Boating safety

We conducted a boating safety campaign in May and June using stories from real boaties to highlight the importance of carrying the right safety equipment and knowing how to use it.

The campaign aimed to make people more aware of the impact of their behaviours, and in particular, alert people to the increased likelihood of severe injury or fatality if safety equipment is not on board and not used.

Skippers and their passengers failing to carry and know how to use safety equipment are key contributing factors to marine fatalities.

More information: **www.msq.qld.gov.au**

Operation Renewal'

We also conducted 'Operation Renewal' in north Queensland in May, with our Maritime Safety Queensland staff from Brisbane, Gladstone and Cairns regional offices joining forces with officers from the Queensland Boating and Fisheries Patrol for the operation.

As part of the exercise, staff monitored 'at risk' vessels (**see glossary**) in Cooktown, Port Douglas, Cairns and Cape Tribulation. Fifty of 74 vessels monitored were issued with improvement and/or prohibition notices.

Safe navigational access

Port of Cooktown dredging

During the year, the department undertook dredging works to provide safe navigational access to the Port of Cooktown in far north Queensland.

Last dredged in 1999, the port had become quite silted and shipping and commercial fishing movements within the port were restricted.

The $2 million project involved dredging more than 50,000 cubic metres of primarily sand from the river to improve navigation, with the majority being used to fill a bunded area (**see glossary**) to assist Cook Shire Council in realising their long-term vision for their waterfront parkland.

The department worked with the Council, the Great Barrier Reef Marine Park Authority, the Department of Environment and Heritage Protection, and the Department of Agriculture, Fisheries and Forestry, to deliver the project and achieve the best environmental outcome in the management of dredged material.

More information: **www.tmr.qld.gov.au/Projects/Name/P/Port-of-Cooktown-dredging-works.aspx**

Reef safety

In October 2014, the north-east Shipping Management Group (NESMG) released a comprehensive north-east Shipping Management Plan (NESMP) for the wider north-east region, including the Great Barrier Reef.

The development of the NESMP was overseen by the NESMG – comprising key State and Federal Government agencies including the Department of Transport and Main Roads – and went through a public consultation process.

The NESMP details a range of existing, new and strengthened management measures to ensure shipping within the Great Barrier Reef (GBR), Torres Strait and Coral Sea continues to be conducted to the highest standards possible.

The *Reef 2050 Long Term Sustainability Plan* (GBR LTSP), which was released in March 2015, also contains specific actions to ensure that shipping occurs safely and sustainably, including restricting trans-shipment operations and ensuring ships abide by a stringent safety code.

The department continues to participate in the NESMG to ensure Queensland's interests are considered and the objectives of the NESMP and GBR LTSP are achieved.

Reef VTS

REEFVTS continues to prove very successful in assisting ships safely navigate through the Great Barrier Reef and Torres Strait.

The Vessel Traffic Service (VTS) is operated from the department's Townsville VTS centre and has the capability to track, monitor and communicate with shipping in the Great Barrier Reef (GBR) and Torres Strait.

Prior to the introduction REEFVTS in 2004, an average of one ship was grounded a year. Since then, only one grounding has occurred in the area monitored by REEFVTS.
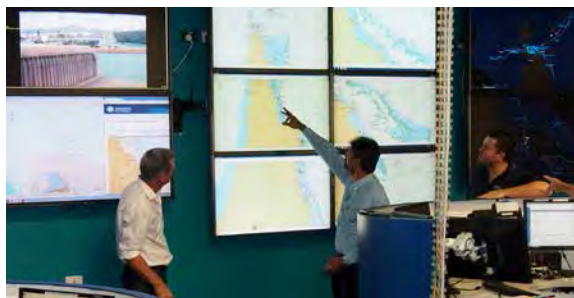
Townsville's Vessel Traffic Service monitors ship movements 24 hours a day.

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In 2014, there was 11,219 REEFVTS-related ship movements, which safely transited through the GBR and Torres Strait.

More information: **www.msq.qld.gov.au**

Rail safety

The department, as Queensland's Rail Safety Regulator, continued to improve safety in the rail industry by:

- conducting regular safety audits of Queensland's 66 rail operators
- investigating rail safety incidents
- overseeing compliance with rail safety legislation
- working with rail operators on potential opportunities to improve safety management
- collecting and analysing rail safety incident statistics
- developing rail safety legislation and policies
- managing projects related to rail safety
- providing research support on rail safety issues.

During the year, we continued to focus on improving level crossing safety, as articulated in the Queensland *Level Crossing Safety Strategy 2012-2021*.

The Queensland Level Crossing Safety Group manages the strategy, and brings together all relevant stakeholders quarterly to work collaboratively on current issues.

During 2014–15, this included the final phase of the Level Crossing Innovative Technology Trials, progressing the sign-off of interface agreements between road and rail managers, and leading the Level Crossing Congestion Project. The project brings together road and rail managers to explore innovative and cost-effective ways to improve safety and reduce road traffic delays at level crossings in the Brisbane metropolitan area.

Over the past 12 months, there were positive improvements in level crossing safety with a reduction in safety occurrences across every category.

During 2014–15 at Queensland level crossings, there were:

- no fatalities (one in 2013–14, five year average of one)
- five collisions (11 in 2013–2014, five year average of 12)
- 329 near misses (340 in 2013–2014, five year average of 524)
- 95 boom strikes (146 in 2013–2014, five year average of 183)
- two serious injuries (three in 2013–2014, five year average of two).

The department is also a member of the National Level Crossing Safety Committee, which was reformed in 2014–15, and the Chair of the Committee's Engineering Working Group.

More information: **www.tmr.qld.gov.au/Safety/Rail-safety/Rail-safety-overview.aspx**

The strategy aims to eliminate level crossing collisions, reduce the number of near miss incidents at level crossings and minimise the impact of any incidents that occur.

Level Crossing Congestion Project

Working collaboratively with industry, the department's Level Crossing Congestion Project team explored innovative and cost-effective ways to improve safety and reduce delays at level crossings.

The project has so far shown there are significant improvements that can be made to reduce congestion while maintaining safety levels around level crossings, which will be further explored over the coming year.

The department is committed to eliminating fatalities and serious injuries through community safety initiatives.

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 2014–15, there were five rail-related fatalities (excluding suicides) reported. This compares to two fatalities in 2013–14, one fatality in 2012–13 and nine fatalities in 2011–12.

Fatalities involving railway trespassers (47 per cent) and collisions at level crossings (33 per cent) comprise the majority of all fatalities for the 10-year period 2005–06 to 2014–15.

Figure 6: Rail fatalities per 100,000 population
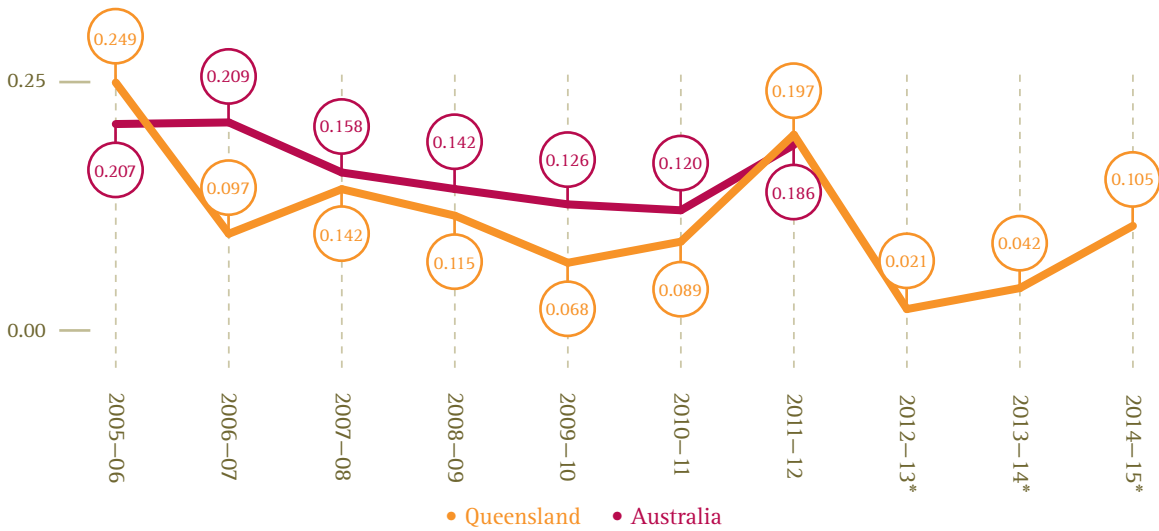
[**Data sources:** Australian Safety Transport Bureau, Australian Bureau of Statistics and Transport and Main Roads' Land Transport Safety Branch.]

Notes: Data excludes fatalities resulting from suspected suicides, assaults and natural causes.

* Australian figures for 2012–13, 2013–14 and 2014–15 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. The five fatalities comprise three incidents due to trespass, one WHS incident and one platform incident.

Roads

During 2014–15, there were 234 fatalities as a result of crashes in Queensland, five (2.2 per cent) greater than the previous year and 31 (11.6 per cent) fewer fatalities than the previous five-year average. The 2014–15 road fatality rate for Queensland was 4.93 per 100,000 population, which is 0.08 per cent higher than the rate for the previous year (4.89). The road toll places Queensland fourth behind the Australian Capital Territory (2.84), New South Wales (4.10) and Victoria (4.30).

Figure 7: Road fatalities per 100,000 population
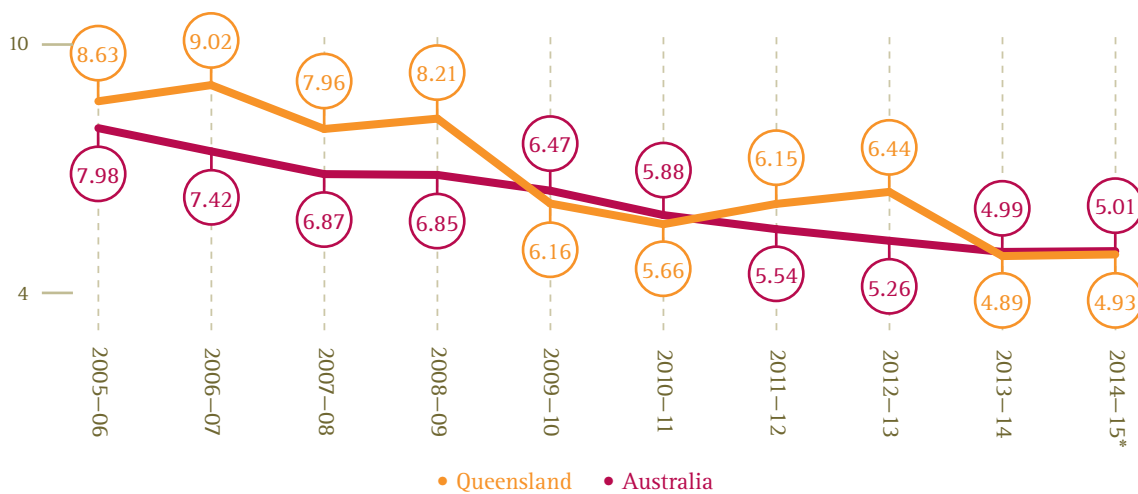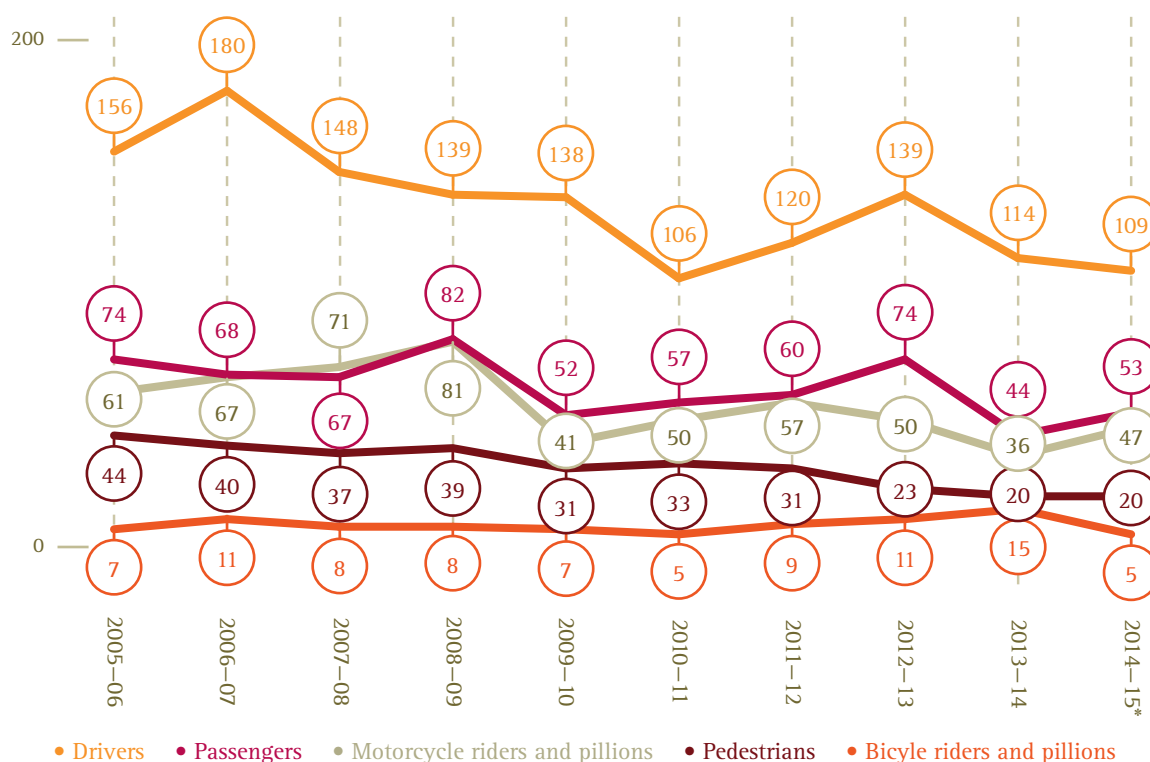

[**Data source:** Transport and Main Roads' RoadCrash database and the relevant interstate authorities Population figures are from the Australian Bureau of Statistics – Catalogue 3101.0.]

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 2014–15 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.

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Figure 8: Road fatalities by road user type (in Queensland)

• Drivers   • Passengers   • Motorcycle riders and pillions   • Pedestrians   • Bicycle riders and pillions

[**Data source:** Transport and Main Roads' RoadCrash database.]

Notes: This graph excludes 'other' fatalities such as horse riders, train drivers and train passengers. In 2013–14 and 2014–15, there were no fatalities recorded in this category.
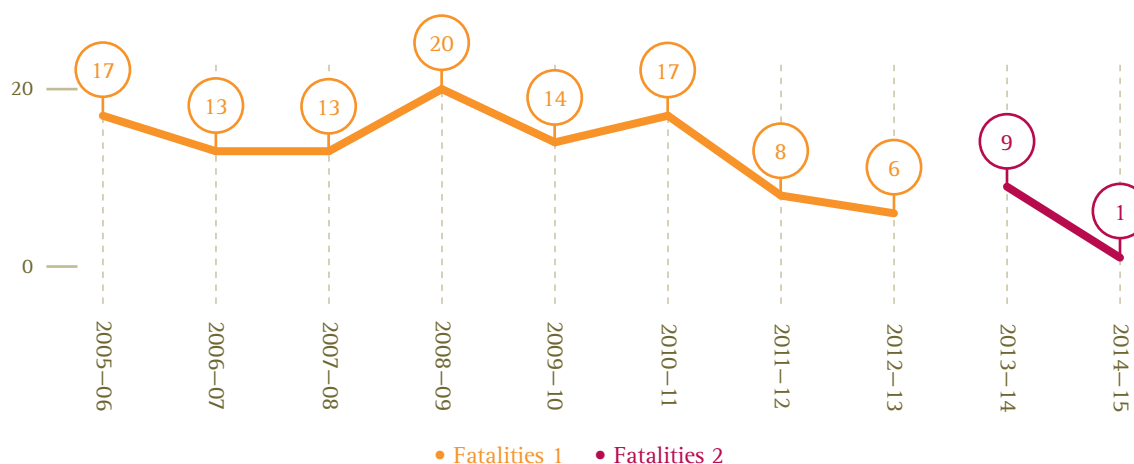
* 2014–15 figures are preliminary at time of printing.

Marine

During 2014–15, reported marine incidents in Queensland included:

• 1 fatality (**see figure 9**). This equated to 0.39 fatalities per 100,000 registered recreational vessels and is significantly lower than the 10-year average of 3.73 fatalities per 100,00 registered recreational vessels

• 17 injuries resulting in hospital admission (**see figure 10**). This equated to 6.98 hospital admissions per 100,000 registered recreational vessels and is significantly lower than the 10-year average of 10.12 hospital admissions per 100,000 registered vessels.

Figure 9: Marine fatalities (in Queensland)

• Fatalities 1   • Fatalities 2

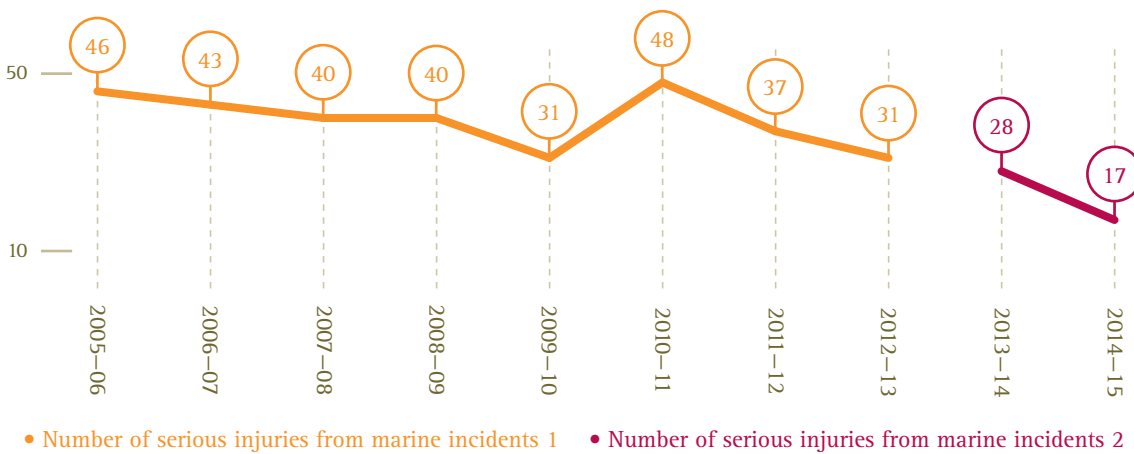**[Data source:** Caseman Marine Incident Database.]

Notes: Marine incident data is 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 vessel regulated under Queensland legislation.

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 2015

Figure 10: Serious injuries from marine incidents (in Queensland)

- Number of serious injuries from marine incidents 1   • Number of serious injuries from marine incidents 2

[**Data source:** Caseman Marine Incident Database.]

Notes: Marine incident data is 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 necessarily 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 reported hospital admissions which occurred in Queensland waters. From 1 July 2013 to 30 June 2015 the series includes reported hospital admissions which occurred as a result of marine incidents which involved at least one vessel regulated under Queensland legislation.

Number of serious injuries from marine incidents1 – All incidents occurring in Queensland Waters up to 30 June 2013

Number of serious injuries from marine incidents2 – Incidents involving at least one vessel regulated under Queensland legislation 1 July 2013 to 30 June 2015