

Accessible to everyone

Highlights

- 236 projects were delivered statewide through the Regional Roads and Transport Groups, with joint investment of over \$120 million in local roads, marine infrastructure, safer school drop-off areas and active transport infrastructure.
- Funded \$4.02 million for 56 school buses and \$1.35 million for 45 Specialist School Buses for Students with Disabilities Transport through the School Bus Upgrade Scheme (SchoolBUS).
- Introduced the *Transport Legislation (Disability Parking and Other Matters) Amendment Bill 2019*.
- Provided \$312.51 million in concessions and assistance to pensioners and seniors, veterans, students, people with a disability and their carers, job seekers, and asylum seekers to make public transport more affordable.
- Commissioned the Toowoomba Bypass.
- Delivered capital works and an effective Event Transport Management Plan for the new Queensland Country Bank Stadium in Townsville.
- Completed reconstruction and betterment works on the Flinders Highway in Queensland's north west, following the north and far north Queensland's unprecedented flooding.
- Worked to stabilise bushfire-damaged slopes on Binna Burra Road after severe bushfires swept through the Gold Coast hinterland.
- Invested in technological solutions, including the Roadside Bushfire Risk Assessment Model (RBRAM).
- The War on Wrecks Taskforce removed 609 derelict wrecks from Queensland waters.
- Completed the last of a \$3.8 million series of radar upgrades installations at Port Cartwright (Mooloolaba), Woorim (Bribie Island), and Nudgee (north of the mouth of the Brisbane River).
- Launched the Queensland Road Safety Action Plan 2020–21 under the current *Queensland Road Safety Strategy*.
- Hosted Queensland Road Safety Week and sponsored Fatality Free Friday in May.
- Trialling a new camera technology designed to detect when drivers are using their mobile phones illegally while driving.
- Delivered the #LiftLegend drink driving campaign.
- Created the first statewide OneTMR Heritage Places Asset Register.
- Delivered major projects aligned with Reef 2050 Plan commitments, including the recently completed Cairns Shipping Development Project and the Townsville Channel Capacity Upgrade project.
- Director General, Neil Scales, led the Australian Delegation to the World Road Congress in Abu Dhabi.
- Ran over 130,000 New Generation Rollingstock passenger services over more than eight million in service kilometres.



To read more about the strategies and indicators of success linked to these strategic priorities, see pages 011–013.

Shaping our products and services with a customer focus

Customer Research – connecting with millennial customers

Conducting strategic customer research delivers relevant information to better understand customer needs and expectations.

For example, millennials will represent over 70 per cent of the global workforce by 2025. In late 2019, the department explored how to best engage with millennials, the internet generation, 'Net Gen', connecting with over 1100 millennial customers through a multi-phased customer research approach that included:

- current state analysis
- a desktop and literature review
- surveying 1141 millennial customers through Transport Talk
- co-design workshops
- analysis of how to enhance communications and engagement.

Understanding our customers

To ensure that the priorities in the department's *Strategic Plan 2019–23* include the voice of our customers, the department uses its Customer Value Proposition as a framework to understand customer experiences across its products and services. Co-designed with customers and employees, the Customer Value Proposition is made up of three dimensions that provide a triple bottom line for evaluating customer experiences:

- Customer Care (respectful and responsive)
- User Experience (affordable and efficient)
- Information (timely and accurate).

The Customer Value Proposition supports a whole of department approach to gathering and sharing customer insights and identifying opportunities for improvement. Regardless of the product or service, the quality of the customer experience will be influenced by how well it delivers respectful and responsive customer care, an affordable and efficient user experience, and timely and accurate information.

The optimal benefit, from a customer perspective, will be when all three dimensions of the Customer Value Proposition are delivered in line with customer needs and expectations. The Customer Value Proposition unpins all department research projects.

Customer Experience Hub

The Director-General's innovation challenge, 'Hack 19 – how can the department make active transport more accessible and appealing so that people use active transport more often?' saw finalists participate in an eight week innovation sprint using Human Centred Design principles to discover, ideate, prototype,

and test their ideas. The concepts investigated included online gamification and incentivisation to encourage:

- active transport choices for school children and commuters
- online journey planning that integrates active transport options so our customers can have a multimodal experience when using our network.

While the concepts were presented in person to a panel of judges, the innovation sprint was delivered as a 100 per cent virtual activity to encourage more regional participation. This format provided excellent learnings which the department used when faced with the challenge of delivering innovation sprints in the COVID-19 restricted environment.

The ability to adapt and continue to innovate by empowering people to do and see things differently, delivers great value for customers.

Accessibility and Inclusion Strategy

Through an extensive co-design process, the department has developed an *Accessibility and Inclusion Strategy (AIS)*. The strategy, scheduled for launch in July 2020, outlines the department's commitment to leading the delivery of accessible and inclusive transport products, services, information, and infrastructure, as well as the department's workplaces and practices.

The AIS will include goals, objectives, focus areas, key government priorities and a roadmap to initiate change, embed guiding principles, and transform inclusive and accessible transport across Queensland.

To ensure the AIS reflects the needs and expectations of all Queenslanders, it was designed with over 200 customers, employees, delivery partners and representatives from the accessibility and inclusion sector over a three month consultation process in late 2019.

A range of accessibility and inclusion surveys were distributed and completed in June 2020 by more than 1500 customers, 1100 employees and 100 industry partners. The surveys captured various insights and provided important benchmarks to measure performance.

These insights will be used to support the development of the Accessibility and Inclusion Action Plan which will fall under the AIS.



For more information, visit:

www.tmr.qld.gov.au/About-us/Our-organisation

Disability Standards for Accessible Public Transport 2002

The department in partnership with the Federal Department of Infrastructure, Transport, Regional Development and Communications, formed the National Accessible Transport Taskforce in July 2019.

The Taskforce is driving the reform and modernisation of the *Disability Standards for Accessible Public Transport 2002* (Transport Standards), following four principles endorsed by the Transport and Infrastructure Council, which sits under the Council of Australian Government. These four principles are:

- people with disability have a right to access public transport
- accessibility is a service, not an exercise in compliance
- solutions should meet the service needs of all stakeholders and be developed through co-design
- reform should strive for certainty without sacrificing best functional outcome.

Taskforce members include representatives from the disability community, the Australian, state and territory governments, industry, and accessibility subject matter experts.

The department is both Chair and Secretariat and hosted Taskforce meetings in September 2019 and February 2020.

The Taskforce has developed several ideas for initial reforms, fitting within five themes:

- improving the accessibility of infrastructure
- improving access on conveyances
- making information more accessible
- improving the whole of journey
- providing flexible and innovative solutions to challenging situations.

In late April 2020, the Transport and Infrastructure Senior Officials Committee endorsed the Taskforce to develop initial ideas for reform and test them for feasibility, before consulting with broader stakeholder groups.

The Taskforce intends to work closely with people with disability, public transport operators and providers, and other interested stakeholders throughout the modernisation process.

It is developing strategies to engage stakeholders and keep them informed to ensure their meaningful participating in the public consultation phases of the reform and modernisation process.

It is expected that stakeholders will have the opportunity to contribute to the reforms in the second half of 2020 or early 2021.



For more information, visit:

www.infrastructure.gov.au/transport/disabilities/reform/index.aspx

School Bus Upgrade Scheme (SchoolBUS)

In 2019–20 the department funded \$4.02 million for 56 school buses and \$1.35 million for 45 Specialist School Buses for Students with Disabilities Transport through the School Bus Upgrade Scheme (SchoolBUS).

The scheme provides capital funding to assist contracted school bus operators to replace their fleet with buses that meet the latest safety standards. This ensures that safety for students travelling to and from school on contracted services is maximised.



For more information, visit:

www.tmr.qld.gov.au/Travel-and-transport/School-transport/Assistance-schemes/School-Bus-Upgrade-Scheme.aspx

QLDTraffic continues to evolve to meeting customer needs

This suite of services is continuing to be enhanced to meet the needs of Queenslanders via a website, smart phone apps, a phone service, and open data feeds. QLDTraffic provides travellers with up-to-date traffic and road condition information, allowing informed journey decisions.

Key improvements delivered to services over the past year have included:

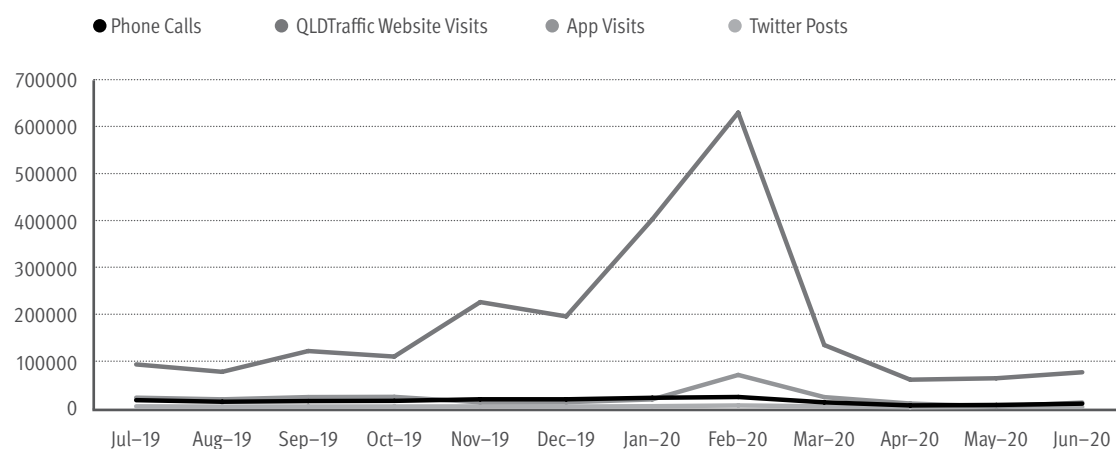
- reliability of the smartphone apps
- inclusion of Bureau of Meteorology weather radar overlays on the QLDTraffic website, enabling users to see weather conditions which may impact road conditions
- publishing images associated with events, such as images of flooded roads, to provide motorists with information about road conditions
- enhancements to open data feeds, enabling easier integration of QLDTraffic event information with other apps and services.

The services continue to see significant use throughout the year with:

- the application being downloaded 47,542 times
- the website accessed more than two million times
- more than 180,000 phone calls received by the 13 19 40 phone service
- instigating more than 41,000 tweets.

The graph below shows the number of phone calls, website and mobile application visits and Twitter posts experienced in the 2019–20 financial year.

Figure 3: Peak usage of 13 19 40, website traffic and usage of QLDTraffic app



The February 2020 peak correlates to the late wet season in north Queensland, and the low points in March-April 2020 correlates with access restrictions in place across Queensland due to COVID-19.

Smart Ticketing

The Smart Ticketing project is delivering a new, seamless, and integrated ticketing experience across Queensland and has achieved significant advancement of system delivery during 2019–20.

The investment in Smart Ticketing demonstrates the department's commitment to ensuring Queensland's public transport network meets the needs of customers. Smart Ticketing will deliver the following benefits:

- more ways to pay for travel including contactless debit and credit cards, smartphones and wearable devices, cash, and go card
- upgrades to ticketing equipment with smarter technology and improved reliability
- access to an enhanced website and app for customers to manage their account on the go
- ability to use payment options throughout South East Queensland and 18 regional urban public transport networks by late 2022
- introduction of real-time information to regional centres enabling customers to track the arrival time of their service.

In 2019–20, the project recorded the following achievements:

- engagement with a range of stakeholders to inform system design and development, including transport operators and accessibility representatives
- completion of detailed planning and design in preparation for customer trials
- completion of regional bus trials in Minjerribah (North Stradbroke Island), Fraser Coast (Maryborough and Hervey Bay), Innisfail, and Bowen

- successful express gate trials at Central Station
- development of a range of plans and policies to support the rollout
- progression of commercial agreements with financial scheme providers
- commencement of Smart Ticketing customer trials of new hardware on Gold Coast Light Rail.



For more information, visit:

www.translink.com.au/about-translink/projects-and-initiatives/smartticketing

One month vehicle registration renewals

In response to cost of living pressures, the department introduced a new one month vehicle registration renewal term in February 2020.

The one month term enables customers to make smaller, more manageable registration renewal payments. The new term compliments the existing 3, 6, and 12 month registration terms, providing choice for customers to select the term that suits their needs.

To access the new term, customers enrol in the department's direct debit service, which provides a convenient automatic payment. As part of the introduction several enhancements were also made to the direct debit service, which delivered a more user friendly product for customers and enabled broader access to this service.



For more information, visit:

www.qld.gov.au/transport/news/features/one-month-rego-now-available

Robotic Process Automation technology improves efficiency

The department is embracing the future by piloting Robotic Process Automatic technology to process learner logbooks.

The trial started in June 2019, and has resulted in an estimated time saving of 13 minutes per logbook, which is an 87 per cent efficiency gain, a better customer experience, faster processing times, enables staff to focus on important customer-centric activities and has released staff to do more in depth investigating and editing of logbooks

The application configures software to capture, imitate or learn activities, and complete a process the same way a person would (or be trained to complete a process a certain way).

It is applied to highly repetitive, rule-based tasks that require manual input, such as processing a transaction, manipulating data, triggering responses, and communicating with other digital systems.

PrepL Supervisor Course

Over 1000 supervisors have already benefited from the October 2019 launch of the PrepL Supervisor Course, targeted at learner driver supervisors.

The course includes specialist guides and lesson plans for supervisors. It starts with driving basics and progresses to more complex driving situations. The course provides advice on how to deal with stressful situations and communicate effectively. It also includes a video demonstration of how to develop a learner driver's hazard perception skills.

The course draws on PrepL's road rule information, providing interactive scenarios for anyone wanting to refresh their road rules knowledge.

It can be completed at the user's own pace, at any time, using a compatible smartphone, tablet or computer.



For more information, visit

www.qld.gov.au/transport/licensing/getting/learner/prepl/prepl-supervisor-course/prepl-supervisor

Driving Licensing Unit in Hope Vale

In a bid to help improve road safety and reduce unlicensed driving in far north Queensland, a mobile unit is making licensing services more accessible to people in remote and Aboriginal and Torres Strait Islander communities.

The Indigenous Driver Licensing Program reaches communities as far as Hope Vale, located about 370 kilometres north of Cairns, for residents who can't access mainstream customer service centres.

The team offers residents practical driver licence testing, as well as driver licence replacements, renewals and photo identification cards.

Proposed changes to the Disability Parking Permit Scheme

The Disability Parking Permit Scheme helps over 190,000 Queenslanders go about their daily business by providing access to conveniently located disability parking bays.

Following community feedback, the Minister for Transport and Main Roads requested a review to assess the feasibility of expanding eligibility for the scheme to include people with a vision impairment. The outcomes of the review, which included consultation with vision impaired organisations, other community groups, and other jurisdictions, recognised the unique mobility challenges faced by people with a severe vision impairment. Careful consideration was also given to the impacts that changes to the scheme may have on existing permit holders.

On 26 November 2019, the Minister introduced the *Transport Legislation (Disability Parking and Other Matters) Amendment Bill 2019* to the Queensland Parliament. Subject to passage, the bill will expand the scheme to include vision impaired persons diagnosed as 'legally blind' on a permanent or temporary basis and will double the penalty for illegally parking in a disability parking bay.

Debate on the Bill commenced on 17 March 2020, however due to COVID-19 was delayed. The department is working towards a proposed implementation date as soon as practicable after passage of the legislation. A Ministerial Disability Parking Summit will bring together key stakeholders who through communication, education, awareness, and enforcement all play a role in improving access to improving access to disability parking spaces for scheme members.

Taxi Subsidy Scheme

The Taxi Subsidy Scheme (TSS) is an initiative designed to provide an affordable and accessible transport option for people with severe disability.

At the end of 2019–20 the scheme was assisting 56,010 Queenslanders to access more affordable taxi travel.

The TSS includes a subsidy paid by the Queensland Government of half the total taxi fare, up to a maximum of \$25 per trip, and access to subsidised taxi travel in other Australian states and territories.

During 2019–20, 1,704,760 taxi trips were taken by TSS members, with subsidies of over \$13.5million (ex GST) paid. As at 30 June 2020, the department paid an average subsidy of \$7.89 (inc. GST) per trip.

The Queensland Government also allocated \$6.34 million to the Lift Payments incentive for drivers of wheelchair accessible taxis

(WAT) to prioritise services to TSS members identified as requiring a wheelchair to travel. This Lift Payment incentive is paid in addition to the TSS payment.

In 2019–20, 347,365 trips attracted the Lift Payment providing incentive to WAT drivers and improving service to TSS members requiring a wheelchair.



For more information, visit:

www.qld.gov.au/disability/out-and-about/subsidies-concessions-passes/taxi-subsidy

End of registration labels

After a statewide consultation process was undertaken, significant support was received from industry and the boating public to no longer display a registration label on boats and personal watercraft. Automatic posting of registration certificates has also ceased for most registration transactions. Customers can still access their registration certificate via the department's online service.

Removal of registration labels from boats and watercraft delivers a range of customer benefits including time savings, loss of labels, aligning with vehicle and trailer label requirements, and removing offences for not displaying a registration label. The initiative also sees the department save approximately \$400,000 each year.

Customers are reminded of their registration renewal date by receiving notices four weeks before the registration is due, and a reminder notice for those customers who have forgotten to pay on time. Customers can also register for free e-reminder and direct debit services, check the registration status and expiry date of any vessel using the online Check Registration Status tool at www.qld.gov.au/checkrego, or by downloading the QLD Rego Check app.

Enforcement officers continue to actively enforce vessel registration.



For more information, visit

www.msq.qld.gov.au/About-us/News-and-stories/Changes-to-boat-registration-stickers

Passenger Transport Accessible Infrastructure program

This statewide grants program provides funding assistance to local governments upgrading their existing passenger transport facilities to comply with the Commonwealth *Disability Discrimination Act 1992*.

These funding contributions allow local governments to:

- enhance safety and accessibility of the transport network for everyone

- modernise passenger transport facilities to comply with the Act
- apply consistent design standards across the passenger transport network.

In 2019–20, over \$5 million of funding assistance was provided to 17 local governments across Queensland to support upgrades of over 700 urban bus stops to meet accessibility standards. In addition, approximately \$140,000 was provided towards upgrading long-distance coach stops in regional and remote areas.

The success of these programs is built on the partnership approach with local governments and other state government agencies, working together to deliver a single integrated transport network accessible to everyone.



For more information, visit:

www.tmr.qld.gov.au/Travel-and-transport/Disability-access-and-mobility/Accessible-regional-bus-stops

Providing consistent technical advice to inform decisions

One of the four functions of the Accessible Transport Network team is the provision of consistent technical advice to inform decisions across the development, implementation and upgrading of all the department's products, services and infrastructure.

It has provided ongoing review of major projects for access and inclusion, including Cross River Rail, Gold Coast Light Rail procurement and Gold Coast Infill Station accessibility.

Specific technical advice has been given on discrete projects, including:

- Southern Moreton Bay Ferry terminals
- Car parks at Springfield Central, Varsity Park 'n' ride
- Pimpama Exit 49 Interchange
- Rockhampton Ring Road
- West Creek Cycle Path
- Minden Interchange
- Morayfield Interchange temporary bus stop location
- Rest stop auditing project.

Collaboration with other divisions to review and develop new technical and policy documents include:

- Public Transport Infrastructure Manual
- Public Transport Conveyance Manual
- New cycling and pedestrian's guideline – Bicycle rider and pedestrian underpass.

Participation in policy and technical development projects including:

- National Asset Centre of Excellence 014 access project, a critical review of design and development practices that relate to access for people with a disability
- pedestrian wayfinding and signage
- Queensland Rail Accessibility Reference groups.

Actions contained in the Disability Action Plan 2018–2022 are being implemented to improve the accessibility of the passenger transport network for customers with disability.

Third Disability Action Plan to improve the accessibility on the state network

Actions contained in the Disability Action Plan 2018–2022 are being implemented to improve the accessibility of the passenger transport network for customers with disability.

The \$2.7 million lift at Queen Street bus station opened in August 2019, making platform 2 accessible to everyone. Funding for this project was provided through the department's Passenger Transport Infrastructure Investment Program.

May 2020 saw the completion of the second rollout of Bus Stop Blade Sign Braille ID numbers to improve access for people with vision impairment. Locations included bus stops in Spring Hill, Fortitude Valley, Queen Street, Toombul, UQ Lakes, Chancellors Place, Capalaba, and Loganholme bus stations.

Consultation with the department's Accessibility Reference Group, which includes representatives from government, industry, and disability advocacy groups has continued with four meetings held throughout 2019–20 in addition to out-of-session engagements on individual projects and other proposed initiatives.



For more information, visit:

www.tmr.qld.gov.au/Travel-and-transport/Disability-access-and-mobility

School Transport Assistance Scheme

The School Transport Assistance Scheme is one of the largest schemes funded by the state government which assists eligible students to travel to and from school on rail, bus, ferry, and tram services. For 2019–20, \$176.3 million was paid to assist approximately 130,000 recipients.

The scheme can cover all or part of a student's transport costs between home and school, with the focus being on assisting those students travelling to a school outside their local area, students living in extreme isolation, and for low income families.

The department works with about 502 delivery partners, providing over 1400 school routes using approximately 2000 buses.



For more information, visit:

www.tmr.qld.gov.au/Travel-and-transport/School-transport/Assistance-schemes/School-Transport-Assistance-Scheme

School transport operator payments

The department provided funding assistance to 502 private operators to deliver school transport services.

School services for South East Queensland are paid as part of integrated urban and school transport service contracts and reflected in the Passenger transport operator payments South East Queensland (**see page 191**).

Total payment for the 2019–20 financial year to deliver school transport services in regional Queensland was \$149.9 million (GST exclusive).



A full list of school transport operators in regional Queensland and payments is available on the Queensland Government Open Data Portal:

www.data.qld.gov.au

Concessional fares for disadvantaged community members

The department continued to provide concessional fares on rail, ferry, bus, and light rail services to ensure mobility and access across Queensland for those in the community who are disadvantaged.

In 2019–20, \$312.51 million was provided in concessions and assistance to pensioners and seniors, veterans, students, people with a disability and their carers, job seekers, and asylum seekers to make public transport more affordable. Assistance ranges from public transport concessions, ticketing products, and subsidised transport schemes.



For more information on concession fares, visit:

www.translink.com.au/tickets-and-fares/concessions



For more information on ticket options for people with a disability, visit:

www.translink.com.au/tickets-and-fares/ticket-types/disability

Digitising customer interactions

Passenger real-time technology

Real-time information provides accurate predictions for the next service departing from the customer's stop or station. This feature improves the user experience and enables customers to utilise and access transport services, improving frequency and accuracy of information.

In 2019–20, the Smart Ticketing project's regional bus trials delivered real-time information to Innisfail and Bowen.



For more information, visit:

www.translink.com.au/plan-your-journey/real-time

My TransLink App

The department has continued to improve the user experience of the MyTransLink app with regular updates providing additional features based on customer feedback. Throughout 2019–20, the number of customers using the app has continued to increase, with an average of 129,000 active users each week in 2019. However, active weekly users dropped to 80,000 in 2020 due to the significant reduction in patronage caused by COVID-19.



For more information, visit:

www.translink.com.au/mytranslink

Digital licence App

In 2019, over 100 Queenslanders were brought together to co-design Queensland's first Digital Licence App. This customer centric design process included the views of those most vulnerable members of our community.

The pilot was launched on the Fraser Coast on 24 March 2020 during COVID-19. The Fraser Coast community warmly welcomed its introduction with a strong focus on supporting the business community.

The Digital Licence App will meet an international standard for a mobile driver licence, meaning in the future, Queenslanders will be able to validate their licence overseas.

Based on customer feedback during the pilot, the latest version of the App was released in mid-June which included upgrades to allow for open licence credentials and automated onboarding.



For more information, visit:

www.qld.gov.au/transport/projects/digital-licence/digital-licence

Engaging with industry

Class 1 permit duration extension

Extension of permit durations to 12 months for Class 1 Oversize and Overmass heavy vehicles was announced in June 2019.

The significant increase from three month network permits and 28 days to 12 months for route specific permits was welcomed by the heavy vehicle industry. The initiative highlighted the department's continued commitment to the National Oversize Overmass Review to provide efficiencies in the heavy vehicle permit assessment process.

The department has since seen a steady decrease of up to 50 per cent compared against 2019 application data in Class 1 Oversize and Overmass permit applications.

It is estimated that industry will save approximately \$1 million in fees and around 3300 hours in permit application processing.



For more information, visit

www.qld.gov.au/transport/news/features/class-1-oversize-and-overmass-permits-are-now-being-issued-for-12-months

Class 1 heavy vehicle permits return to the National Heavy Vehicle Regulator

The department successfully completed the Return of Delegations Project for Class 1 heavy vehicles in December 2019. All classes of permit applications for travel through and within Queensland are now processed by the National Heavy Vehicle Regulator through an online portal system providing a consistent approach to the permit application process and enabling heavy vehicle industry to track the progress of their applications.

Heavy Vehicle National Law Review

Led by the National Transport Commission, the Heavy Vehicle National Law Review is a unique opportunity to take a fresh view of how the industry regulates heavy vehicles and ensure that the law is fit for purpose to meet the challenges of the future.

Over the past 12 months, the department has participated in extensive preliminary consultation to assist in identifying issues with the current law and provide possible solutions. Areas of key focus have included:

- supporting safe and efficient access
- enhanced risk-based fatigue management
- increased use of technology and data
- improving the accreditation framework to foster more innovative, efficient, and safer compliance.

The next phase of the review will include the release of a Consultation Regulatory Impact Statement, which will test a comprehensive set of potential policy options for the new law.

As host jurisdiction of the law, the department has continued to manage the passage of legislative amendments through the Queensland Parliament, with the *Heavy Vehicle National Law and Other Legislation Amendment Act 2019* being assented in September 2019. This addressed some operational, minor, and technical drafting issues to improve roadside enforcement, reduce the compliance burden for industry, and reduce the administrative burden for jurisdictions and the National Heavy Vehicle Regulator.

Queensland will continue to work collectively with the Commission, the Regulator, other jurisdictions, and industry to deliver a modern, outcome-focused law that will improve safety for all road users, support increased economic activity and innovation, and simplify the administration and enforcement of the Heavy Vehicle National Law.

Improvements to national notices for heavy vehicles

The department has continued working with the National Heavy Vehicle Regulator to harmonise national notices and to further refine existing notices to provide the heavy vehicle industry with improved access efficiencies and consistency across borders. Notices serve the same function that a heavy vehicle permit has traditionally provided and deliver significant administrative and cost savings for transport operators.

The 2020 National Class 2 Road Train Notice, released in June 2020, consolidates road train combination requirements, facilitates cross-border access, and reduces permit volumes.

The National Rationalisation of State Notices for Load Carrying Vehicle Dimension and Mass Exemptions provides an enhanced single reference point for industry to use, particularly operators undertaking cross-border operations.

With the opening of the Toowoomba Bypass in September 2019, the department was also able to safely extend access for road trains and Performance-Based Standards level 3 combinations from Toowoomba to the Gatton Road Train Transfer Facility on the Warrego Highway.

Port of Brisbane Freight Precinct

To provide enhanced, safe, and simple access for heavy vehicles servicing Queensland ports, a Declared Freight Precinct has been developed in partnership with the department, National Heavy Vehicle Regulator, Brisbane City Council, the Port of Brisbane, and industry.

The precinct includes the area covering Lytton, Hemmant and Murarrie areas east of the Gateway Motorway on state and council roads.

The development of a freight precinct adjacent to the Port of Brisbane, allows additional heavy vehicle mass and dimension exemptions to assist with the movement of imports and exports

travelling between the port and key customer destinations in the Lytton/Hemmant area.

The first stage of this initiative concerning access for heavier Performance Based Standards A-Doubles was introduced in mid-2019. A second stage with low loader operations for flat rack and open top containers has also been introduced.

Access arrangements are currently provided under Class 3 route specific permits, pending the development of a National Notice by the National Heavy Vehicle Regulator.

Consultation on Queensland's tow truck scheme

In response to the recommendations made by the Queensland Government, a commissioned independent investigation into the tow truck and vehicle removal industry was undertaken. To ensure the rights and interests of private property owners and occupiers, towing operators, and motorists are appropriately balanced, the department commenced a post-implementation review of the reforms, including identifying opportunities to improve and modernise Queensland's tow truck scheme.

The review used multiple methods of consultation to a broad range of stakeholders, including direct mailouts, industry forums, and the release of an online discussion paper titled *Your say on Queensland's Tow Truck Scheme*. Stakeholders including the tow trucking industry, the community, RACQ, and the Queensland Police Service provided invaluable feedback on change proposals.

The consultation will ensure the scheme provides an effective and contemporary regulatory framework. Feedback from stakeholders will guide proposed scheme changes that will be considered by the Queensland Government.



For more information, visit

www.tmr.qld.gov.au/business-industry/Accreditations/Tow-truck-licensing-scheme

Industry relationships delivering for Queenslanders

Over the past 12 months the department has worked closely with many industry groups in the development of new specifications and technical notes that keep industry delivering for Queenslanders.

Engagement and consultation occurs throughout the year with many different stakeholders including:

- The Australian Asphalt Pavement Association as part of a joint Strategic Alliance
- Cement and Concrete Aggregates Australia – formed a working group on MRS/MRTS10 Plant-Mixed Lightly Bound Pavements specification suite
- Waste Recycling Industry Association of Queensland and Demolition and Asbestos Industry Association

- Civil Contractors Federation
- Consult Australia
- Queensland Major Contactors Association
- RACQ
- ITS Australia
- Roads Australia
- Austroads
- Engineers Australia
- Australian New Car Assessment Program
- Queensland Trucking Association and Livestock Carriers
- local government.

The department continues to work closely with Queensland industry partners and liaise at a national level via the Austroads Task Forces with Director-General, Chair of the group.

The department has also recently started collaborating with Main Roads Western Australia on a significant recycled plastics project as part of the National Centre of Excellence.

Leading Australia at the World Road Congress

In October 2019, the department's Director-General attended the World Road Congress in Abu Dhabi. Mr Scales attendance was sponsored by Roads Australia and as the First Delegate, led the Australian Delegation comprised of more than 45 key stakeholders from the transport industry. The event, hosted by PIARC, the World Road Association, was held for the first time in the Middle East with 3000 attendees including 46 Ministers from across the globe.

With the overarching theme of 'Connecting Cultures, Enabling Economies', many topics aligned to the department's strategic direction including road safety, connected and automated vehicles, sustainability, and accessibility. Specifically, discussions around the relationship of public and private organisations in preparing and introducing connected and automated vehicles generated key insights to inform the department's Cooperative and Automated Vehicle Initiative (CAVI). Further insights from the Abu Dhabi Traffic Management Centre technical tour and presentations on asset management and resilience also provided important learnings for Queensland and Australia.

Along with attending sessions, presenting the Road Safety Prize, and participating in tours, Mr Scales also presented two technical papers:

- Delivering network mobility for Brisbane through integrated busways and transitways.
- Risk Context Profiling – An integrated tool for Program and Project Risk Management.

Overall, the conference provided an important platform to collaborate and discuss future trends and opportunities with key international decision makers and ultimately shape the future of transport in Queensland.

Delivering with partners

National Asset Centre of Excellence

Established seven years ago, the National Asset Centre of Excellence is an initiative of the department and the Australian Road and Research Board to strengthen specialist technical capability and capacity and achieve cost savings in road infrastructure expenditure through targeted research.

As the department's benchmark research and development program, it has a strong focus on pavements, asset management and structures research and targets international best practice, providing guidance in the use of innovative materials.

This \$6.85 million investment in the 2019–20 program has several multi-year projects in delivering economic benefits to the Queensland network. The program works in partnership with industry, universities and government bodies having an emphasis on collaborative research findings.

Some highlights from its research include the:

- modified compaction techniques to improve the strength of unbound and lightly bound materials reducing their susceptibility to moisture when compared to standard compaction
- laboratory and field-trial tests into the use of geosynthetic reinforcement material, potentially reducing the pavement thickness required when building granular pavement over soft subgrade found in South East Queensland
- updates to MRTS05 Unbound Pavements Specification to improve the resilience of our pavements by changing the required particle size distribution and introducing modified compaction for the base pavement layer.

New Generation Rollingstock

The New Generation Rollingstock (NGR) project is being delivered by the department under an Availability Public Private Partnership with Qtectic, a Bombardier led consortium.

The project had three main priorities during 2019–20:

- ongoing delivery of the daily NGR passenger services
- start of the NGR accessibility upgrade program
- ramped-up cleaning on the NGR trains in response to COVID-19.

More than 130,000 NGR passenger services were run during 2019–20, running more than 8 million in service kilometres. Work started on the installation of the NGR accessibility upgrades, with the first train being delivered to the Downer facility in Maryborough in October 2019. All 75 NGR trains will be upgraded and back in service in South East Queensland by 2024.

Roads and Transport Alliance

The Roads and Transport Alliance is a partnership between the department, the Local Government Association of Queensland, and Queensland local governments.

The Alliance was established in 2002 to create a more strategic approach to regional road and transport management, specifically to administer Transport Infrastructure Development Scheme funding and help deliver projects across both levels of government in Queensland.

The Alliance operates under a Memorandum of Agreement now in its fourth iteration (2018–2023).



For more information, visit:

www.tmr.qld.gov.au/business-industry/Business-with-us/Alliances/The-Roads-and-Transport-Alliance.aspx

Transport Academic Partnership

The *Transport Academic Partnership 2015–2020 Agreement* is a \$3.3 million agreement between the department, the Motor Accident Insurance Commission, Queensland University of Technology, Griffith University, and the University of Queensland.

This collaborative partnership facilitates innovative transport research and development to build mutual capability across government and academic sectors. The agreement supports the shared delivery of a small annual work program of projects across various transport topics.

In 2019–20, project included:

- demand responsive transport
- travel behaviour using social economic data
- data collection for heavy vehicle crashes
- new research on Blockchain technology
- evaluations of cycling infrastructure
- literature reviews.

The work program for 2020–21 has been collectively developed and will include nine new research and development projects covering topics such as; transport related behavioural economics, heavy vehicle safety research, Mobility as a Service (MaaS) research, and decarbonisation of heavy vehicle fleet technology.

The agreement also facilitates an internal procurement strategy which ensures eligible research and development projects can be delivered quickly and efficiently through the established partnerships, providing prompt and innovative benefits for all parties.



For more information, visit:

www.tmr.qld.gov.au/Community-and-environment/Research-and-education/Transport-Academic-Partnership

Transport Infrastructure Development Scheme/ Regional Roads and Transport Groups

Regional Roads and Transport Groups (RRTGs) are central to the Roads and Transport Alliance. There are 17 groups across Queensland, representing 65 local governments including five Aboriginal Shire Councils.

Members include local government elected representatives and department district directors. They are the primary decision-making bodies which determine regionally prioritised improvements to their communities' transport infrastructure utilising Transport Infrastructure Development Scheme (TIDS) funding.

The groups work collaboratively to develop and agree a four year program of works based on regional investment strategies and priorities, capacity to match TIDS funding and ability to deliver within the financial year.

In 2019–20, 236 projects were delivered statewide through the RRTGs, with joint investment of over \$120 million in local roads, marine infrastructure, safer school drop-off areas and active transport infrastructure.

Franchised Roads

The Queensland Government enters into road franchise agreements under the provisions of the *Transport Infrastructure Act 1994* to assist and encourage private sector investment in the construction, maintenance and operation of road transport infrastructure.

Current state road franchise agreements include:

- the Gateway, Gateway Extension and Logan motorways and Airport link toll roads (operated and maintained by Transurban Queensland)
- Toowoomba Bypass (operated and maintained by Nexus Infrastructure)
- Port Drive for Port of Brisbane Pty Ltd (operated by Transport and Main Roads). This is not a toll road but does provide the only access to the Port of Brisbane precinct.

A key achievement for 2019–20 was the commissioning of the Toowoomba Bypass. The \$1.6 billion Toowoomba Bypass is 41 kilometres, connecting the Warrego Highway at Helidon Spa to the Gore Highway at Athol, via Charlton. The Toowoomba Bypass is a toll road, with Transurban Queensland providing tolling collection service on behalf of the state.

During 2018, the Transport and Public Works Committee conducted an Inquiry into the Operations of Toll Roads in Queensland. The Committee made five recommendations with a view to improving the toll road user customer experience. The department is working with key stakeholders to implement all recommendations which progressed in 2019–20.

Queensland Transport and Logistics Workforce Strategy and Action Plan 2018–2023

Promoting the attractiveness of the transport and logistics industry

A proactive approach to the design of and support for the transport and logistics workforce in the coming years is required to support the transformational changes that are occurring across this industry. The workforce has been, and will continue to be, significantly impacted by emerging technologies, changing consumer preferences, increasing demands from population growth, and increasing competition caused by globalisation. This will lead to new skills and new occupations within the industry, and significant role redesign as technology changes the functions and processes of traditional transport occupations.

The increase in rail projects across Australia has highlighted the need to prioritise skills and workforce development across the rail industry. The department continues ongoing engagement with the Australasian Railway Association Workforce Development Committee and reinforces 'promoting the attractiveness of the transport and logistics industry' as critical to making rail an industry of choice. A working group has been created to develop a framework to support this objective.

The *Queensland Transport and Logistics Workforce Strategy and Action Plan 2018–2023* aims to ensure a skilled, sustainable and supported workforce into the future. This strategy and action plan sets the direction for workforce reform over the short, medium and long term and addresses issues that are felt across the whole industry, as well as those specific to each sector.

The Transfutures internship program, for example, promotes careers in the transport and logistics industry by offering placements to university students across Queensland, where they can apply the knowledge gained at university to a real working environment. To date industry has hosted 48 interns which equates to approximately 5580 hours of industry experience.



For more information, visit:

Queensland Transport and Logistics Workforce Strategy and Action Plan 2018–2023

Bus Driver Safety Scheme

The Queensland Bus Driver Safety Scheme is a key deliverable under the Queensland Government's final response to the Bus Driver Safety Review.

The scheme, which opened in November 2018, allocated up to \$5.47 million in grant funding for contracted urban bus service operators to install driver barriers and anti-shatter window film in eligible fleet vehicles, to reduce the risk and impact of violence against bus drivers and vandalism to property.

Under the scheme, eligible delivery partners could apply for a 50 per cent rebate of the cost of driver barriers for buses operating in high risk areas up to a maximum of \$2000 per bus, and a 100 per cent rebate of the cost of anti-shatter film up to a maximum of \$1200 for a small bus and \$2400 for a large bus.

The scheme was administered by the Queensland Rural and Industry Development Authority. Applications for grant funding closed on 31 March 2019. In September 2019, successful applicants received approval to install driver barriers and anti-shatter film on eligible buses. In June 2020, installations were completed, and the rebate was paid to delivery partners in order to finalise the scheme.

The scheme is part of a suite of measures aimed at addressing known triggers of violence against bus drivers and will contribute to keeping bus travel safe for everyone. As a result of the scheme, over half of Queensland's contracted urban bus fleet is fitted with a driver barrier.



For more information, visit:

www.translink.com.au/about-translink/projects-and-initiatives/bus-driver-safety-review

Roma Street Busway station temporary diversion

To support the delivery of Cross River Rail, the department partnered with industry and other government agencies to commence the temporary closure of the busy Roma Street Inner Northern Busway station, temporarily moving over 2000 bus services per day from the busway on to Roma Street from mid-May 2020.

The temporary station closure and diversion of bus services are part of the Cross River Rail works to allow the safe removal of the Brisbane Transit Centre coach deck, which was above the busway.

In collaboration with Cross River Rail Delivery Authority and Brisbane City Council, the department planned alternative bus scheduling, temporary facilities, new wayfinding, colour-coded bus stop signage, customer awareness advertising, and social media. The presence of the department's customer liaison officers on the ground was a key factor in customers being well informed about changes to their travel plans.

Bus services will return to the busway when a temporary outbound platform is finalised, which will then be in place during the remainder of construction of the new Roma Street station. It will become the state's most significant transport interchange and will feature a new station plaza and entry point to all public transport services.



For more information, visit:

www.translink.com.au/service-updates/272706

Wheelchair Accessible Taxi grant scheme

The wheelchair accessible taxi funding program is a \$21 million, four year program, to modernise Queensland's fleet of wheelchair accessible taxis and support the taxi industry to continue providing accessible transport options for people with reduced mobility. It helps with the cost of purchasing new wheelchair accessible taxis to replace ageing or written off vehicles and offers funding for replacing a conventional taxi with a wheelchair accessible taxi in some areas. Under the funding, eligible taxi operators may apply for 50 per cent funding toward the purchase of a new vehicle, to a maximum of \$45,000.

The scheme is being administered by the Queensland Rural and Industry Development Authority. It first opened in December 2019 and two rounds of applications have been completed. A total of 82 applications have been received from across Queensland, of which, 64 have been approved.



For more information, visit:

www.tmr.qld.gov.au/business-industry/Taxi-and-limousine/Industry-information/Taxi/Wheelchair-accessible-taxis

Queensland Country Bank Stadium– a OneTMR transport success

Creating a great transport experience was key to the department's involvement in the opening of the new, \$293 million Queensland Country Bank Stadium in Townsville in February 2020, one of the Queensland Government's key election commitments and a Townsville City Deal initiative.

The department played an important role in supporting the delivery of capital works and working with stakeholders to deliver an effective Event Transport Management Plan for the new stadium.

Ensuring positive transport outcomes for the new stadium and the Townsville community was a OneTMR effort, with collaboration between the Policy, Planning and Investment; Infrastructure Management Delivery; and TransLink divisions across the various planning and delivery phases.

The first events included a stadium open day, the Elton John concert, and the historic opening NRL match between the home-town Cowboys and the Brisbane Broncos, with positive feedback received from eventgoers about their transport experience.

Key transport outcomes for the stadium include:

- improvements to the road network around the stadium
- a new active transport footbridge and connecting cycle/pedestrian pathways
- safety improvements to the nominated showground's park 'n' ride site
- free trial of special event bus services for eventgoers travelling to and from the stadium
- a trial of active traffic signal management at key locations around the stadium to ensure safe and efficient traffic and pedestrian movements on the local road network during events
- standing up of the Townsville Traffic Management Centre as a transport coordination hub during the first few events, hosting key stakeholders from Stadiums Queensland, Queensland Police Service, Queensland Rail, and Townsville City Council to actively monitor and manage the transport network.

Bureau of Meteorology Partnership

Since December 2018, the three year partnership agreement with the Bureau of Meteorology and the department has formed the basis of collaboration on several projects and initiatives.

Due to the COVID-19 pandemic master class training scheduled for May-June 2020 was postponed.

Working group meetings are held quarterly, and a steering committee meets annually to review progress and consider options for future work activities and initiatives.

Environment and heritage

OneTMR Heritage Places Asset Register

Across Queensland, the department is responsible for the maintenance and conservation of numerous heritage and cultural sites on its properties and road reserves. In 2019–20, the department created the first statewide OneTMR Heritage Places Asset Register.

The Register will include a collation of existing district data, review of statutory registers, and creation of a standard data proforma. Heritage sites include First Nation Peoples' culturally significant trees, artefact scatters, rock art, and wells. It will also include historic bridges, tunnels, lighthouses, tree avenues and buildings.

The Register will continue to develop in consultation with First Nation People and future condition assessments of relevant sites. It will prioritise the department's heritage maintenance program and information for heritage assessments which will enable the department to better provide a heritage sensitive, sustainable transport network for all Queenslanders.

Woorabinda community

The Director-General has continued in his role as Government Champion for the Woorabinda Aboriginal community, which is situated on the traditional lands of the Wadja Wadja/Wadjigal people, about 170 kilometres south west of Rockhampton. The Department of Aboriginal and Torres Strait Islander (DATSIP) led program focuses on achieving improved economic and social outcomes and addressing barriers to effective service delivery.

The department works in partnership with DATSIP, neighbouring councils, and other government agencies to progress the community's agenda. Over the past year, the partnership continued to build the community's capacity and capability under a Memorandum of Understanding for road construction, assisted to reinvigorize a community outpost and develop a training facility, and provided support and equipment to assist the community enact COVID-19 biosecurity restrictions.

The department also entered into a two year partnership, facilitated by Australia's CEO Challenge, with the Woorabinda Gumbi Gunyah Women and Children's Shelter. The shelter offers a safe place for women and children escaping domestic and family violence, who may be at risk of homelessness.

Minimising impacts on native fauna

The department continues to implement initiatives, during the design and construction of transport infrastructure, to minimise impacts on native fauna and ensure compliance under state and federal legislation.

Recent examples of initiatives that has been incorporated in projects:

- Five fauna movement structures and over 12 kilometres of fauna exclusion fencing are being constructed in areas of critical habitat along the Bruce Highway Upgrade–Caloundra Road to Sunshine Motorway alignment. More than 66 hectares will be rehabilitated to offset vegetation clearing associated with the project.
- Bruce Highway–Cooroy to Curra Section D project – offset areas are being legally secured and managed to improve and protect habitat for the koala and black-breasted button-quail.
- Monitoring of a fauna underpass constructed at Denison Creek near Mackay has recorded ten successful crossings by koalas and high utilisation by other native animals.
- Continual funding of valuable research by Sunshine Coast University to understand the characteristics of land offsets that provide best long-term outcomes for koalas.
- Representation on the Koala Advisory Council to work collaboratively on the South East Queensland Strategy outcomes and transport impacts with key stakeholders.

Reef 2050 Plan

Since the release of the Reef 2050 Plan in 2015, the department has continued to progress implementing actions to ensure the protection of the Great Barrier Reef.

The department and Queensland Ports have continued to work together with community, industry, scientists, and Traditional Owners to improve the management of maintenance dredging and reduce the impact of ports on the Great Barrier Reef while maintaining the economic and social contribution of ports.

Queensland Ports continue to progressively update and apply leading practice to dredging management through continuous improvement processes embedded in the Long-term Maintenance Dredging Management Plans by each port, including conducting Sustainable Sediment Management Studies to better manage dredging.

In addition, Queensland Ports have delivered major projects aligned with Reef 2050 Plan commitments, including the recently completed Cairns Shipping Development Project and the Townsville Channel Capacity Upgrade project, currently under construction.

The department is also delivering master plans for the priority ports of Gladstone, Abbot Point, Townsville and Hay Point/Mackay in accordance with the *Sustainable Ports Development Act 2015*.

Electric Vehicle Strategy

Released in October 2017, *The Future is Electric - Queensland's Electric Vehicle Strategy* (EV Strategy) is a multi-agency strategy, designed to ensure Queensland is in the best position to capture

the benefits and opportunities electric vehicles (EV) will bring for a cleaner, greener, and cheaper transport future.

The strategy outlines 16 cost-effective initiatives the Queensland Government will implement to encourage consumer support and uptake of these vehicles. The showpiece action of the *EV Strategy* is the Queensland Electric Super Highway (QESH), completed in January 2018. The QESH is the world's longest electric vehicle super highway in a single state, consisting of a series of fast-charging stations stretching from the Gold Coast to Cairns, and Brisbane to Toowoomba.

Since installation of the first chargers in late 2017, up to the end of May 2020, there has been over 13,000 QESH fast charging sessions. The use of QESH fast chargers, powered by renewable energy, has saved between 210 and 247 tonnes of CO₂ compared to a car filling up at a service station.

A further \$2.5 million was committed for Phase 2, with construction now underway which will construct additional fast charging stations along the QESH, reducing the distance between the existing charging locations.

Electric vehicle numbers are increasing in Queensland demonstrating the successful implementation of the *EV Strategy*. In the 12 months from 1 May 2019 to 30 April 2020, there was a 150 per cent increase in battery electric vehicles registered in Queensland from 1054 to 2636 vehicles.

Throughout the year, several other significant EV related activities occurred including:

- hosting an Electric Vehicle Forum at Parliament House in February 2020 as part of the Premier's Business Series, with government and industry representatives attending
- leading the development and implementation of a national program of work on low and zero emission vehicles for the Council of Australian Government's Transport and Infrastructure Council
- the Department of State Development, Manufacturing, Infrastructure and Planning led development of the 500 kilometre Tropical North Queensland Electric Vehicle Drive, which opened in November 2019. The Drive features electric vehicle destination charging stations at six key tourist attractions across the Cairns region.



For more information, visit:

www.qld.gov.au/transport/projects/electricvehicles

Roadside Bushfire Risk Assessment Model

The department manages a large estate of land within the state-controlled road corridor. This vast estate adjoins both the state-controlled transport network and a wide array of public and private buildings and other land uses. This land has varying bushfire hazard and risk.

To manage this issue, the department has invested in technological solutions, including the Roadside Bushfire Risk Assessment Model (RBRAM).

The RBRAM combines bushfire science by Queensland Fire and Emergency Services and CSIRO, to assess the likelihood and consequence of a bushfire on the land, and immediately adjacent to, the state-controlled road network.

Bushfire likelihood and consequence scores are combined to provide a risk score which is then reclassified to 250-500 lineal metre assessment units.

The results guide district delivery of bushfire fuel management. The model was piloted in 2018 and has been updated with the latest dataset in the 2020 model.

Recycled materials

With Queensland striving to become a national leader in avoiding unnecessary consumption and waste generation, the department is working on several projects to identify ways to reduce landfill waste.

These include:

- trials of concrete pavement rehabilitation technology known as 'concrete rubblisation' which sees existing concrete broken up and reused to create a stable base for the overlaying pavement layers
- updates to its asphalt and bitumen specifications to facilitate the increased use of reclaimed asphalt pavement in the manufacture of 'new' asphalt
- completion of an investigation into the use of recycled glass in roads
- ongoing research into the continued expansion of approved materials for recycling. The department currently allows the use of recycled materials – recycled tyres, recycled glass, crushed concrete, reclaimed asphalt pavement and masonry (in unbound gravel), and bound pavement materials
- research into the use of recycled plastics focusing on road furniture like bollards, posts, seats, signs, noise and retaining walls, and more. The department is working with Main Roads Western Australia and the Australian Road Research Board on this project.

Road safety

Action plan reflects holistic approach to road safety

The Queensland Road Safety Action Plan 2020–21 is the third and final action plan under the current *Queensland Road Safety Strategy*.

A series of road safety forums and consultation with members of the community, academia, local government, and industry has resulted in a comprehensive action plan, containing actions relevant to urban and rural environments and different road users across Queensland.

This is particularly important given that regional communities disproportionately shoulder the burden of the road toll, with over half of all road fatalities occurring on rural roads.

The action plan reflects a holistic approach to road safety, with showcase actions that represent multi-layered, complex, and strategic reforms targeted at making the most impact on serious road trauma.

There are 50 actions guided by safe system principles to address culture, health and behaviour, environment and infrastructure, and planning.



For more information, visit:

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

Targeted Road Safety Initiatives

The department has an ambitious vision for the future – zero road deaths and serious injuries. The Targeted Road Safety Program is delivering jointly funded initiatives dedicated to the delivery of high benefit safety interventions and route-based treatments to support safer roads and roadsides. The Queensland Transport and Roads Investment Program 2019–20 to 2022–23 (QTRIP) outlines more than \$900 million over the four year period for targeted upgrades to ensure roads are safer.

Key projects from QTRIP 2019–20 to 2022–23 delivered during 2019–20 include:

- \$14 million for safety treatments on Mount Lindesay Highway–Brisbane to Beaudesert
- \$3.5 million for an intersection upgrade on Brisbane-Woodford Road at Dixon Street
- \$1.8 million for intersection improvements on Strathpine-Samford Road at Eden Drive.

StreetSmarts road safety campaigns

In 2019–20, several road safety and education campaigns were run to encourage safer road use.

'You're no dummy' encouraged young people and their parents to buy the safest cars they can afford (August to October 2019). This campaign was the winning idea from the fourth Co-Lab Youth Road Safety Challenge.

The *'Leave Your Phone Alone'* campaign educated drivers about the dangers of distracted driving (September to October 2019 and January to March 2020).

'LiftLegend' targeted drink driving across the Christmas-New year period and the Australia Day long weekend.

Events and sponsorships in 2019–20 included:

- Queensland Road Safety Week in partnership with Queensland Police Service (26–30 August 2019)
- partnering with Queensland Cricket including *'LiftLegend'* promotion at Brisbane Heat Big Bash League games (Summer 2019–20)
- the fifth Co-Lab Youth Road Safety Challenge in Rockhampton (March 2020)
- sponsoring Fatality Free Friday (29 May 2020).

Underpinning the department's ongoing road safety communication and engagement is the StreetSmarts' social media posts, reaching between 1 million–1.5 million people every month.



For more information, visit:

www.streetsmarts.initiatives.qld.gov.au/

Cross-agency data bureau

To better understand the social and economic costs of road trauma, a five-person unit was established to analyse road crash and trauma data from various government agencies to help reduce the state's road toll. This five-unit team includes representatives from the Department of Transport and Main Roads, Queensland Police, Queensland's Motor Accident Insurance Commission and Queensland Health's Jamieson Trauma Institute.

The team will help Queensland understand the extent of the social, emotional and economic costs inflicted by road trauma.

Road Safety Education Blueprint

The department has recently delivered Queensland's Road Safety Education Blueprint – guiding Queensland's approach to road safety education from birth to young adulthood.

The blueprint was developed in consultation with stakeholders representing road safety program providers, emergency services, police and justice, education, researchers, and community groups.

The document provides 28 actions that sit across six focus areas. These actions support a whole-of-life road safety educational approach and will equip children and young adults with the skills and knowledge to become safer pedestrians, cyclists, and road users.

Recognising the different influences on children and youth, the actions seek to enlist parents and carers, educators, and the wider community in supporting the department in delivering road safety education.

Community Road Safety Grants

The Community Road Safety Grants Scheme has awarded over \$20 million since 2013, funding programs including road safety education, resources and training, learner driver mentor programs for young drivers, bicycle education, child restraint information, and heavy vehicle fatigue management.

In 2019–20, the Community Road Safety Grants Scheme awarded over \$225,000 to 26 successful community organisations. The grants provide opportunities for community organisations to lead and support local road safety initiatives within their local communities.

Examples of grants awarded in 2019–20:

- \$19,800 to Lions Club of Gympie for the delivery of a safer seniors' road safety education and awareness project
- \$31,655 to the Hervey Bay Neighbourhood Centre and Whitsunday Community Services for the delivery of seatbelts (child restraints) education and awareness projects to local not-for-profit staff and rural and remote communities
- \$3245 to Logan City Council and Pioneer Community Pre-School and Kindergarten Association Inc for the delivery of childhood road safety education and awareness projects to kindergarten and school children
- \$1393 to the Flagstone State School Parents and Citizens Association for the delivery of a pedestrian education and awareness project
- \$19,560 to the Nambour Community Centre to support Australian and migrant women, some of whom are experiencing family and/or domestic violence or are migrants from non-English speaking backgrounds, build the skills to enable them to obtain a driver's licence
- \$11,818 to Rock FM Association Inc to deliver a driver education campaign via the radio during peak drive times. The campaign focusses on fatigue management, driver distraction, drink driving, speeding and sharing the road.



For more information, visit:

www.tmr.qld.gov.au/roadsafetygrants

Targeted Road Safety Program

The Targeted Road Safety Program delivers targeted infrastructure safety treatments on the state and local government road networks which have a significant crash history or other identified safety problems. There are currently 12 sub-programs including Safer Roads Sooner, Federal Black Spot Program, Mass Action Programs, Route Actions, and Vulnerable Users Program.

\$125 million has been expended on the delivery of over 500 safety projects statewide including:

- route and intersection safety treatments on the Mount Lindesay Highway
- safety works on Gladstone-Benaraby Road
- lane widening and shoulder works on the Tamborine Oxenford Road.

Queensland Road Safety Week

Queensland Road Safety Week 2019 ran from 26–30 August 2019, and was delivered in partnership with the Queensland Police Service. The 'road safety first' theme focused on rural and regional road safety.

2019 marked the fifth year of the annual event which continues to grow each year and held almost 600 grassroots events across the state to encourage local communities to engage with road safety.

For the first time, the statewide event included regional visits by the Minister for Transport and Main Roads travelling to four locations (Cairns, Townsville, Bundaberg and Roma) accompanied by the Queensland Police Service Assistant Commissioner (Road Policing Command) and industry representatives.

The department continued its partnership with Queensland Cricket to use their Regional Tour as a platform to reach school students at more than 40 events, including the Brisbane Heat Opening Day event, and through social media.

Major events during the week included:

- the launch of the department's Co-Lab campaign '*You're no dummy*', which aimed to encourage young drivers to purchase the safest vehicle for their budget
- CARRS-Q Queensland Road Safety Awards
- local stakeholder forums in Cairns, Townsville, Roma, and Bundaberg, including one on 'Safe driving as we age'
- community events including the Buckle Up Kids event in Cairns partnering with Kidsafe and the local emergency services teams to offer child restraint checks and fitting advice.



For more information, visit:

www.streetsmarts.initiatives.qld.gov.au/news/28/queensland-road-safety-week-2019

Mobile phone distraction

The department is putting in place a series of measures to tackle illegal mobile phone use. These ideas were identified by industry, government, and academic stakeholders at the National Summit on Driver Distraction hosted by Queensland in July 2019.

On 1 February 2020, penalties were increased to \$1000 and four demerit points, which is a significant increase from the previous penalties of \$400 and three demerit points.

The popular 'Leave Your Phone Alone' campaign was re-run to educate Queenslanders on the new penalties with independent market research finding drivers are now more likely to reduce their illegal mobile phone use and encourage others to do the same.

The department is also trialling new camera technology designed to detect when drivers are using their mobile phones illegally while driving.

These and other measures are outlined in the National Roadmap on Driver Distraction and in Queensland's Road Safety Action Plan 2020–21.

#LiftLegend

The 2019–20 #LiftLegend drink driving campaign, re-run over the Christmas/New Year/Australia Day holiday season, achieved excellent levels of recall, exceeding almost all measurable objectives and benchmarks including effectively influencing behaviour change. More than eight in 10 Queensland drivers recognised at least one element of the campaign, with an outstanding 90 per cent of 21 to 39 year old males in South East Queensland and 21 to 30 year old females in regional Queensland recalling at least one message.

#LiftLegend achieved more than 24.7 million impressions and over 1.8 million video completions during the campaign period.

Co–Lab Youth Road Safety Challenge Rockhampton 2020

Co–Lab Youth Road Safety Challenge is an annual co-design event where teams of young people pitch an idea for a road safety campaign aimed at their peers. The winning concept is then developed into a campaign for online and social media channels.

Young drivers are one of the most at-risk groups on the road, however, they are notoriously difficult to reach through traditional road safety marketing and advertising. Co–Lab campaigns have not just been successful in reaching this key audience, they have also empowered them to be part of the solution.

The fifth Co–Lab was held in Rockhampton in March 2020, with a focus on improving road safety for young people in regional Queensland.

Fifty young Queenslanders participated in teams, competing to develop a road safety campaign that would encourage their peers to drive at the safest speed for the conditions.

The winning campaign idea for Co–Lab 2020 is still under wraps and is due to be launched later in 2020.



For more information, visit:

www.streetsmarts.initiatives.qld.gov.au/co-lab

Fatality Free Friday 2020

The department once again proudly supported the 2020 Australian Road Safety Foundation's Fatality Free Friday campaign, held on Friday 29 May 2020. The campaign is Australia's largest community-based road safety day and remembers those who have lost their lives on Australian roads.

A digital campaign encouraged the public to choose road safety and show their commitment by making an online pledge. The department supported the campaign via social media. Customer Service Centres and regional offices worked closely with their community networks to extend the promotion, particularly with Queensland Police Service, Queensland Ambulance Service, and local schools.

Takata Airbag Recall

By taking action against the registration of high-risk vehicles, the department is working with the Australian Competition and Consumer Commission, other government agencies, and the automotive industry to remove faulty Takata airbags from our roads.

This action involves a series of escalating steps including a courtesy letter, defect notice, and ultimately registration cancellation if vehicle owners do not replace their faulty airbags.

Vehicles fitted with 'alpha' type Takata airbags, considered the highest safety risk, were targeted as part of the first stage of the process. Manufacturers and the ACCC have confirmed that certain 'beta' type Takata airbags also pose a high safety risk. These vehicles are now being targeted by the department as part of the next stage of the recall.

Journi

The department has developed Journi, a free and interactive road safety education website designed to increase applied knowledge and skills around safe road and travel practices of children in years five to six.

Journi supports Queensland teachers to implement the Australian Curriculum, while engaging students in meaningful learning. The program has linkages to both the Health and Physical Education and Digital Technologies learning areas of the Australian Curriculum, helping the program fit seamlessly into the classroom.

Students are guided through Journi by Roadbot, an animated character designed to assist student's inquiry and reflection. They progress through the program by completing activities, animations, videos, games, quizzes, and up to three pieces of assessment under guidance from their teacher.

Cooperative and Automated Vehicle Initiative

Since 2016, the Cooperative and Automated Vehicle Initiative has been preparing the department for the arrival of new vehicle technologies.

The CHAD Pilot launched the CAVI First500 demonstrations in March 2020, where community members experienced the self-driving cooperative and highly automated, ZOE2, on-road, in live traffic conditions. Based out of the TAFE Queensland Bundamba campus, over 70 community members, across 32 sessions, took part in the ZOE2 community demonstration days.

Each session involved a 10 minute on road experience and the chance to participate in important research being conducted by QUT. For many this was their first experience in an automated vehicle – especially one as advanced as the ZOE2. Questions about the programmed trajectory and the use of pre-programmed maps were popular. After this initial success, the department looks forward to bringing ZOE2 to the community in future. The demonstrations were halted at the end of March 2020 due to COVID-19.

The CHAD pilot is being delivered by the Department of Transport and Main Roads, in partnership with QUT (Queensland University of Technology), iMOVE Australia and Motor Accident Insurance Commission (MAIC).



For more information on Connected and Automated Vehicles, visit:

www.qld.gov.au/transport/projects/cavi

Rail Safety

Rail Safety in Queensland

The department enhances rail safety outcomes in Queensland through initiatives that complement the activities of the Office of the National Rail Safety Regulator and continues to maintain the Rail Safety National Law (Qld) in consultation with the other stakeholders, ensuring that Queensland's interests are reflected in any legislative amendments.

The department provides rail safety-related policy advice to the Queensland Government, maintains regulatory oversight of the safe transport of dangerous goods by rail, and supports accredited tourist and heritage rail operators.

By continuing to lead the Queensland Level Crossing Safety Group in overseeing the *Queensland Level Crossing Safety Strategy 2012–21*, the department brings together relevant stakeholders to work collaboratively on current level crossing safety issues in Queensland. The Director-General continues to chair the National Level Crossing Safety Committee and is a board member of the Australasian Centre for Rail Innovation.

This year, the department worked with the regulator to grant a ministerial exemption for rail safety workers who were unable to undertake periodic health assessments due to COVID-19, while ensuring the appropriate safety measures were in place until the health assessments could be undertaken.



For more information

www.tmr.qld.gov.au/Safety/Rail-safety

Protecting our vulnerable road users

School Transport Infrastructure Program

The School Transport Infrastructure Program provides funding to improve the safety and operation of Queensland schools through new or improved infrastructure at the school and on the surrounding road network.

During 2019–20, two tranches of the program were finalised which has seen 37 projects valued at over \$9.8 million approved across Queensland.

Queensland schools are already seeing the benefits of the program, with a number of projects delivered during 2019–20. For example, the \$526,500 carpark and kiss-and-go area at Walkervale State School in Bundaberg and kerb ramps and footpath reinstallation for students attending Birkdale South State School in Brisbane's eastern suburbs.



Further information about the program can be found at:

www.tmr.qld.gov.au/stip.

The audit results data will go through a data review and cleansing process and will be made available to the community through the RestSpace app, Qld Glove and QldTraffic under open data in early-2021.

An Interactive Map (IMAP) will be developed and will contain the audit data. When any updates to new or removed rest areas or maintenance requirements will be recorded and managed in the IMAP. This will mean customers will have up to date data for current rest areas and their facilities on the network.

Flashing School zones improve safety

School children across Queensland are safer with flashing school zone signs installed at 1000 school zones since the program began in 2012.

Children can be unpredictable around roads and flashing zones actively remind drivers of the presence of children and the lower speed limit.

Priority sites are selected for treatment based on several risk criteria's, which includes a detailed assessment of risk, nominations by schools and communities, along with local knowledge of the area.

Funded by the Camera Detected Offences Program, this year's program saw flashing school zones installed across Queensland including Mareeba, Longreach, Roma, and Mitchell. Over 100 school zones are scheduled to have flashing school zones installed in 2020–21.

Rest area audit

The department audited more than 1000 rest areas across Queensland's state-controlled road network in 2019–20 with a focus on disability access features at picnic tables, shelter sheds, access paths, amenities, and playgrounds.

This initiative is part of the department's commitment to providing a transport network accessible to everyone in addition to further helping road users to plan their journeys and factor in motorist rest stops to manage fatigue.

Marine Safety

Marine fatalities and injuries

In 2019–20, reported marine incidents in Queensland included 18 fatalities and 32 serious injuries. The number of reported marine incidents involving at least one Queensland Regulated Ship (QRS) has remained relatively constant, while this year the number of fatalities has significantly increased as the result of an uncommon number of incidents resulting in multiple fatalities.

Figure 4 indicates the number of people who have died during the last ten financial years in a reported marine incident that involved at least one QRS (post-2013) or one Recreational Ship (pre-2013). These people have been classified as masters or passengers of boats, the masters or passengers of personal watercraft (PWC), swimmers which includes divers, snorkelers, and water skiers which includes anyone being towed by a vessel of any kind.

Figure 4: Marine fatalities (in Queensland)

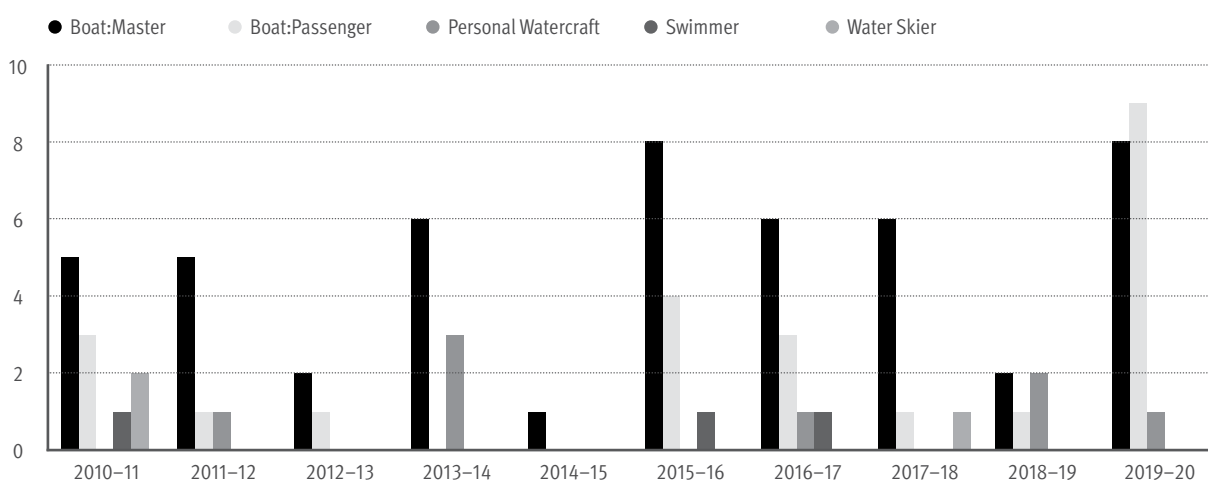
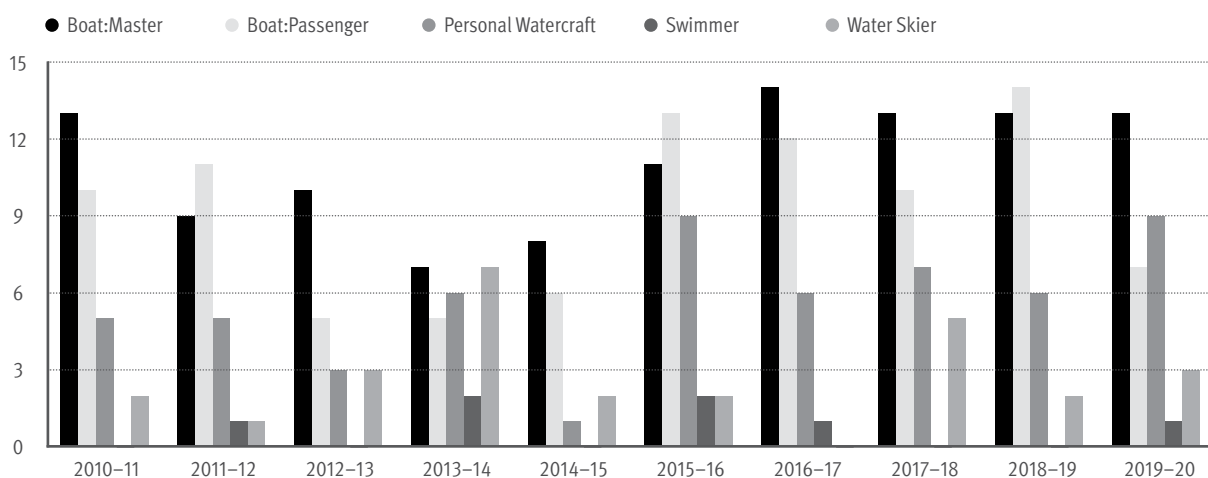


Figure 5 indicates the number of people who have been admitted to a hospital during the last ten financial years for the treatment of injuries sustained in a reported marine incident that involved at least one QRS. These people have been classified as the masters or passengers of boats, the masters and passengers of PWC, swimmers which includes divers, snorkels, and water skiers which includes anyone being towed by a vessel of any kind.

Figure 5: Serious injuries from maritime incidents (in Queensland)



Maritime Safety Messaging

To achieve the vision of safe and clean seas and waterways, Maritime Safety Queensland utilised hard copy education materials, social media messaging, traditional media opportunities, and face-to-face engagement at targeted events for the maritime community.

During 2019–20 the department has:

- utilised geo-targeted messages on social media for efficient region-specific messaging
- designed and built a Torres Strait education trailer as a pod to easily transport between islands
- worked with the Department of Agriculture and Fisheries to deliver weekly radio safety campaigns
- featured in a range of regional safety videos and distributed through social media and local events.

Keeping the water safe over Easter

Easter is one of the busiest and most dangerous times on South East Queensland waterways.

To ensure everyone's safety on the water, Maritime Safety Queensland joined forces with Queensland Boating and Fisheries Patrol, Water Police, and the Department of Environment and Science to conduct patrols using 23 vessels across the Easter long weekend from Noosa to Nerang.

In one of the largest joint campaigns seen on Queensland waterways in recent years, shipping inspectors conducted over 600 vessel intercepts resulting in 65 COVID-19 directions and 116 formal actions for safety related non-compliance.

Maritime Enforcement Team keep waterways safe

After receiving a number of complaints regarding unsafe behaviour on the Noosa River, the newly formed Maritime Enforcement Team conducted a three week safety campaign from Tewantin to the Noosa Bar which coincided with the December holiday speed limit.

The four day campaign was extended to 12 days over three weekends to address the concerns of the local council and waterway users. Almost 200 vessels were intercepted, significantly reducing the number of complaints from river side properties and other waterway users.

Real time reminder to watch your speed

Speed Awareness Monitors, known as SAMs, are free-standing screens that display the speed you are travelling when you approach in your vehicle. They're the signs that flash you a 'smiley face' if you are within the speed limit, or a 'grumpy face' – reminding you to slow down. SAMs have shown to reduce traffic speeds in both road and marine environments.

Maritime Safety Queensland has installed SAM signs at Manly Harbour and Urangan Harbour to reduce the incidence of boats exceeding the six knot speed limit in marinas and other areas where creating excess wash can damage other boats and infrastructure and increase the chances of collisions in congested areas. A third sign will be installed in the Noosa River in 2020.

Trials in the Manly Boat Harbour, Moreton Bay found that 64 per cent of vessels approaching the boat harbour were detected travelling in excess of six knots. Importantly, about 41 per cent of these vessels reduced speed when approaching the SAM, showing that giving skippers immediate information about their vessel's speed encourages them to adjust their behaviour.

SAM also provides insight into traffic density and vessel usage patterns, allowing Maritime Safety Queensland to plan safety education campaigns and learn more about traffic density and waterway usage.

War on Wrecks

In July 2018, the Queensland Government committed \$20 million over four years towards removing derelict and illegally dumped vessels from Queensland waterways.

The Minister for Transport and Main Roads announced the establishment of a War on Wrecks Taskforce to investigate the causes of vessel abandonment and make recommendations to the State Government for a holistic response to these issues. The taskforce has conducted community consultation across the state and continues to explore ways to reduce derelict and abandoned vessels in the future.

As at 30 June 2020, using \$7.6 million of the War on Wrecks funding, 609 derelict wrecks were removed from Queensland waters. This equates to 25 full time equivalent jobs across the state for the past two years.

The work will continue during 2020–21, with around 300 further wrecks having been identified for removal from Queensland's bays, rivers, and creeks.

MSQ Smartship launches new Check Pilot Training course

In October 2019, Smartship launched a Check Pilot training course targeted at senior pilots who are either acting as a check pilot or who are likely to act in the role. It explores the art and science of what makes a good marine check pilot before putting this into practice through practical examples drawn from real life situations and simulated exercises.

The course draws extensively from the assessment units within the Australian Qualifications Authority Certificate IV Training and Assessment package, specifically tailored for the marine check pilot role.

The course is limited to a maximum of four students, guaranteeing extensive contact time with the instructors and engagement

with each other – each pilot brings their own experiences which enriches the overall learning experience.

The course has proven popular with 28 pilots successfully completing training in 2019–20.

Operation Midgee a success

The Gladstone region conducted a marine pollution response exercise on 7–8 August 2019. Operation Midgee was based around a fictitious large-scale tallow spill at Port Alma.

An Incident Control Centre was set up in the Gladstone office with the testing of the new facilities and the production of an Incident Action Plan.

Day two saw the teams moved to Port Alma to set up the Forward Operating Base and deploy pollution response equipment. Several department staff from Gladstone and Mackay regions along with staff from Gladstone Ports Corporation, Gladstone Regional Council, Great Barrier Reef Marine Park Authority, and the Department of Environment and Science participated in the exercise.

Regular response exercises are vital to building relationships with response partners and testing the department's competence and confidence in responding to a marine environmental emergency.

Port Vessel Traffic Services Decision Support Tool Rollout Update

On 19 November 2019 the Decision Support Tool project and Australian Maritime Systems Group successfully deployed MARITIMECONTROL onto 25 consoles for use by regional Vessel Traffic Services Centres for monitoring and informing port vessel movements.

The MARITIMECONTROL has been integrated with Maritime Safety Queensland's QSHIPS system and configured to incorporate data from Automatic Identification Systems, CCTV, Radar, and Met Ocean.

A second release is scheduled to deploy further functionality necessary for supporting the Great Barrier Reef and Torres Strait Vessel Traffic Service in 2020.

Vessel traffic services radar Brisbane upgrade

Ships entering and leaving the busy port of Brisbane have been given a safety boost after the department completed the last of a \$3.8 million series of radar upgrades in February 2020. The three radar installations at Port Cartwright (Mooloolaba), Woorim (Bribie Island), and Nudgee (north of the mouth of the Brisbane River) feeding images back to the Brisbane Vessel Traffic Services Centre at Pinkenba.

Brisbane operators, ships' masters, and marine pilots are now being provided with higher resolution and a more accurate and reliable system when navigating the long shipping lanes into the port.

Sacred Seas – artwork and design from First Nations people

In 2019, Maritime Safety Queensland finalised the commission of an artwork titled Sacred Seas by artists from central Queensland's Aboriginal and Torres Strait Islander communities. The artwork depicts the story of the current and historical relationship between First Nations people and the sea, how waterways have provided food, travel opportunities, settings for ceremony, stories, and the passing down of culture to the next generations.

The artwork and designs will be used in:

- apparel
- educational materials
- design detail on some vessels and tents
- an artwork display with story for every Maritime Safety Queensland office.

The use of the artwork and design will be of significance when officers are working in communities enhancing interaction with seafarers and boat owners.

Port of Mackay celebrates 80 years

On 25 August 2019, more than 3000 people gathered in Mulherin Park at Mackay Harbour to celebrate the Port of Mackay's 80th Anniversary Carnival.

The day recreated the original opening of the port in 1939 with a pipe band, classic car display, train rides, and live performances.

Port stakeholders North Queensland Bulk Ports, Maritime Safety Queensland, Sugar Australia, Volunteer Marine Rescue, and the Army and Navy Cadets ran information/education displays.

There were many boating enthusiasts who came up to speak with department representatives and ask many questions regarding life jackets, Emergency Position Indicating Radio Beacon and other safety requirements.

Schooner Rock Buoy retrieved

Mackay's Seaforth put to sea on 23 December 2019 to retrieve the marker buoy that warns boaties about Schooner Rock's location.

The buoy had broken its mooring tackle during rough weather and went aground on St Bees Island. The Seaforth is equipped with a deck winch and crane to allow buoy retrieval.

Once back on station it performs the important safety role of warning boaties about the existence of this rock which presents a danger to navigation in the popular boating transit area.

Designing solutions that create value

Captain Cook Bridge rehabilitation

The department is currently undertaking maintenance and rehabilitation works on the Captain Cook Bridge, an iconic piece of Brisbane infrastructure. Works started in mid-2019 and are expected to finish in late-2021.

The 555 metre long structure was opened to traffic in 1973. The traffic loading on the bridge is significantly higher than expected when originally designed (up to 145,000 vehicles per day) which has led to some wear and tear.

The project involves:

- replacing deteriorated bearings with new bespoke spherical bearings designed by the department and manufactured in Germany specifically for this bridge
- inclusion of load sensors within the componentry of the new bearings – a Queensland first
- other structural works, such as thickening the sides of the box girder to ensure its longevity
- use of a custom made, 27-tonne, temporary work platform that was specifically designed and installed from a floating barge beneath the Captain Cook Bridge to facilitate these maintenance works.

This rehabilitation work to strengthen and provide improved safety on the bridge will ensure that it can meet future traffic loads, at an approximate cost of \$26 million.

Downfall Creek Bridge Rehabilitation

The department undertook rehabilitation works on the 18 metre Downfall Creek bridge on Gympie Road, Chermshire. Works were completed in nine weeks between March and May 2020. The work involved sealing more than 500 linear metres of cracks in existing concrete deck units, installing a waterproof membrane and deck wearing surface, as well as strengthening the structure using carbon-fibre-reinforced polymer.

This is the first time carbon-fibre-reinforced polymer was used in the Brisbane region for the rehabilitation of a bridge. It was chosen because of the site conditions and width of cracks in the concrete. The project leveraged the expertise of the University of Queensland to provide technical guidance and knowledge, through the department's Structural Engineering Academic Agreement.

This was a complex rehabilitation project on a bridge critical to the main northern arterial road into Brisbane.

These works cost approximately \$500,000 and will extend the life of the structure which carries approximately 67,000 vehicles per day.

Managing congestion

The department has invested innovative data management and analysis techniques to provide greater insights into the causes and cost of congestion. This includes developing two new methodologies which have been implemented into operational tools.

Causes of congestion: This methodology seeks to understand the causes of excessive delays across our motorway and arterial network, whether due to vehicle crashes, weather events, roadworks, or bottlenecks. This helps to target operational activities and investment in locations that will provide the most benefit.

Cost of congestion: This methodology quantifies the economic cost of excessive delays due to the above factors, informing response decisions, and helping justify improvements.

These two methodologies are supported by data management and dashboarding which offers the department insight into network performance from a network-wide view down to individual links and corridors. Being able to identify specific performance issues, localised improvements, and network optimisation can be undertaken.

Next Generation Traffic Signal Controller

The Next Generation Traffic Signal Controller (NGTSC) project will provide Queensland with an innovative new way of managing traffic, placing the department at the forefront of traffic signal control management internationally.

The new controller will bring both operational and cost benefits, with an expected initial purchase price saving of at least 10 per cent compared to existing controllers, including reduced costs for ongoing maintenance.

The first two NGTSC trial controllers were installed at Reedy Creek Road on the Gold Coast in August and September 2019. Monitoring at these sites has shown they are performing well.

Improving transport operation systems

To help improve the efficiency and accuracy of the department's transport operation system, the Road and Passenger Transport Incident Detection (RAPID) Proof of Concept processed real-time road and passenger transport data from existing department systems combined with new and emerging data sources. Various capabilities were tested by the correlation of multiple data sources to automatically detect incidents and identify specific bus services impacted by road incidents.

RAPID Proof of Concept was undertaken through the department's Data and Business Analytics Program in 2019 and focussed on South East Queensland.

Reducing the impact of network disruption

Business Continuity

The department enables and maintains department wide business continuity and disruptive event management programs.

An integral part of the Business Continuity Management Program is the Continuity and Disruption Management Policy, introduced in 2017, and is reviewed and updated annually. The Policy established the requirement to undertake business continuity and disruption management planning and activities using an all hazards approach.

The program continues to evolve, with annual Business Continuity Awareness Week activities and annual review of supporting documents following best practice guidelines. The Community of Practice provides support to department employees and delivers general awareness sessions throughout the year.

When COVID-19 was becoming a global issue, the department adapted and modified the existing business continuity exercises to focus on prolonged employee absences in excess of two weeks to six months. This revised exercise was undertaken by all business areas by March 2020 with all continuity process documents updated to reflect learnings from completing the exercise.

Another important business continuity component is the annual Pre-season Program. The program, established in 2010, supports the department in its capacity to prepare for, respond to, and recover from a disruptive event whilst continuing to deliver its essential functions. The program's delivery positions the department as a trusted advisor to the government during times of disaster or significant disruption. It supports the risk management framework and disruptive event management approach, enabling the department to undertake its functional role and responsibilities under the *Queensland State Disaster Management Plan* through participation at District Disaster Management Groups.

The 2019–20 program was structured to address the changing emergency management and transport security landscape, reflecting whole-of-government direction. An exercise focussing on a large disruptive event was undertaken, exercising districts' response to business continuity impacts.

Education and awareness sessions were also undertaken, providing district employees with information on relevant current issues such as:

- statewide traffic operations supporting disruptive event preparation and response
- bushfire management in road corridors
- weather forecasts to inform wet season planning and preparation
- lessons management.

The program is one of several used by the department to assist with disruptive event preparedness.

Queensland Disaster Management Arrangements

The *Disaster Management Act (2003)* forms the legislative basis for the Queensland Disaster Management Arrangements.

These arrangements recognise partnerships between government, non-government organisations, industry, and the community working collaboratively to ensure the effective co-ordination of planning, services information, and resources necessary for comprehensive disaster management. The department provides functional support in the area of transport systems and is the hazard specific lead agency for ship sourced pollution events.

As a member of the Queensland Disaster Management Committee, the Leadership Board Recovery Sub-Committee and chair of the Roads and Transport Functional Recovery Group, the Director-General leads the recovery and reconstruction support for disaster affected communities and provides strategic oversight for implementation and delivery of resilience initiatives.

The department's continued membership of State Disaster Coordination Group enables it to contribute to protocols to improve planning for, and response to, disruptive events in Queensland. As a member of this group, the department plays an important role in the focusing of activities across response, recovery and resilience, to respond to new and emerging issues.

The department has engaged in consultation with key disaster management stakeholders and provided input into several key documents in 2019–20 including Inspector General of Emergency Management's (IGEM) Paradise Dam Preparedness Review, and the review of the Emergency Management Assurance Framework and Standard for Disaster Management.

The 2019–2020 severe weather season commenced early. Queensland experienced a sustained run of intense bushfire activity beginning in August 2019. Over following months, bushfires threatened townships across south eastern and northern Queensland with heightened fire weather conditions prompting a State of Fire Emergency declaration on 9 November 2019 across 42 Local Government Areas. District staff assisted the management of fire impacts and supported the state led response as the State Disaster Coordination Centre was activated from 7–24 September 2019 and 12–25 November 2019 respectively. The department continues to provide relevant input into key bushfire planning documents including those arising from the *2018 Queensland Bushfires Review*.

Queensland Transport Security Program and Queensland Counter Terrorism Strategy 2013–19

Under the Council of Australian Governments' (COAG) Intergovernmental Agreement on Surface Transport Security 2005, Transport Ministers are accountable for delivering transport security outcomes, which includes the threat of terrorism.

The department works in partnership with Queensland Police Service, the surface transport industry, and state and Australian governments' partners to help prepare for, prevent, respond to, and recover from significant security incidents. Operating under the guidance of the *National Surface Transport Security Strategy*, Australia's *Strategy for the Protection of Crowded Places from Terrorism*, the National Counter-Terrorism Plan and the *Queensland Counter-Terrorism Strategy*, the Transport Security Program includes:

- national and state surface transport counter-terrorism policy coordination
- regulation of, and support to, Queensland's Security-Identified Surface Transport Operations
- facilitation of South East Queensland's Transport Precinct Security Program
- support to State Major Event Security Planning and police operations
- facilitation of intelligence and information sharing events for transport operators
- critical infrastructure protection.

National and state surface transport counter-terrorism policy coordination

The department leads the Queensland Government's representation on the National Transport Security Committee. The committee serves to give effect to the requirements for national policy and program coordination to achieve transport security objectives outlined in COAG's *Intergovernmental Agreement on Surface Transport Security 2005*.

It is also the functional lead for surface transport and transport infrastructure counter-terrorism arrangements under the Queensland Security and Counter-Terrorism Committee (QSCTC).

Regulation of Queensland's Security-Identified Surface Transport Operations

Under COAG's *Intergovernmental Agreement on Surface Transport Security 2005*, Transport Ministers have responsibility to ensure state legislation is sufficiently strong to achieve the counter-terrorism and security objectives outlined in the Agreement.

The Queensland Government achieves this through the administration of the *Transport Security (Counter-Terrorism) Act 2008*. Under this Act, the department identifies high security risk passenger transport operations called Security-Identified Surface Transport Operations (SISTO) and regulates security outcomes for these operations.

There are currently 10 declared SISTO in South East Queensland. All SISTO were compliant with the annual requirements in the legislation and have current counter-terrorism risk management plans. The department supported counter-terrorism compliance exercises during the year and provided professional guidance on

terrorism and security risk management and auditing in response to industry requests for assistance.

Facilitation of South East Queensland's Transport Precinct Security Program

Following the bombings on the London transport network in July 2005, COAG recommended all governments continue to support an integrated approach to managing the security of key transport precincts. National Guidelines for Transport Precinct Security were established under this recommendation in 2007. In 2017 the Australia-New Zealand Counter-Terrorism Committee released Australia's *Strategy for Protecting Crowded Places from Terrorism* which, as applicable to transport precincts, builds on these better practice precinct security guidelines.

In helping to strengthen security at Queensland's largest passenger transport precincts under these guidelines, the department facilitates a Transport Precinct Security Program, which provides security planning, response and coordination opportunities at eight major transport hubs in South East Queensland. During the year the department facilitated 17 precinct coordination meetings with support from the Queensland Police Service.

Support to State Major Event Security Planning and police operations

COAG's *Intergovernmental Agreement on Surface Transport Security 2005* includes the need to ensure response arrangements are in place for security incidents affecting the surface transport sector.

In support of major events, the department works with the Queensland Police Service, local governments and transport operators for security planning. This includes security risk advice and planning coordination.

Facilitation of intelligence and information sharing events for transport operators

Transport sector operators receive the latest intelligence on the threat of terrorism and are regularly engaged in security planning and exercising and have access to contemporary guidance on broader security risk management. During the year, the department facilitated transport security community of practice workshops for declared SISTO, and an 'All-In' Forum for SISTO precinct members and other sector stakeholders.

Critical Infrastructure Protection

During the year the department participated in Trusted Information Sharing Network workshops with state-based partners to develop shared understanding of cross sector dependencies to enhance resilience arrangements across Queensland.

The department assisted the Department of Natural Resources Mines and Energy Queensland with input into the Federal

Department of the Environment and Energy National Liquid Fuel Security Review. It also participated in workshops to review and improve the Crime Prevention Through Environmental Design Guidelines for Queensland.

Protective Security arrangements

The department's Internal (Protective) Security team has staff to help manage the investigation and response to security incidents affecting departmental staff, customers, facilities, and assets.

Security reviews and risk assessments were conducted at various locations during the year to ensure staff were safe, information and physical assets were protected, and facilities secured from trespass and other unlawful interference.

Natural Disaster Program

Reconnecting the community after natural disasters

In 2019–20, \$86.77 million was spent repairing the state-controlled road network following natural disasters.

Works included:

- repairing 331 earthworks and batter locations
- repairing 24 structures (including bridges and culverts)
- reconstructing 114.92 kilometres of road pavement
- clearing 167 silt and debris locations.

Reconstruction and betterment works on the Flinders Highway in Queensland's north west were completed in December 2019, following the north and far north Queensland monsoon trough, which caused unprecedented flooding across northern and western Queensland in early 2019. This involved repairing almost 22 kilometres of the vital link for rural and remote communities and improving flood resilience.

Other sites included:

- Alice River Bridge (Hervey Range Road) bridge repairs completed in early July 2019
- Mount Spec Road (Paluma Range) landslip repairs at nine sites completed in late July 2019
- Richmond-Winton Road pavement repairs completed in December 2019.

Severe bushfires swept through the Gold Coast hinterland in September 2019, destroying the historic Binna Burra Lodge and caused extensive slope damage along Binna Burra Road. Works to stabilise bushfire-damaged slopes on Binna Burra Road are underway, and reconstruction works are expected to continue until late-2020, weather and site conditions permitting.

Repairs are making good progress and the road is targeted to re-open in mid-2020.

Eligible reconstruction works are jointly funded by the Commonwealth and Queensland governments under the Natural Disaster Relief and Recovery Arrangements and Disaster Recovery Funding Arrangements.

ICT Asset Disaster Recovery Plan

It is vital for the department to maintain resilient and highly available ICT systems to enable the provision of essential ICT services to the community and support frontline service delivery.

The ICT Resiliency Program undertakes ICT Disaster Recovery planning, scheduling, and testing activities annually to ensure its critical ICT system's Recovery Action Procedures are fit for purpose and conducted in alignment with the ICT system's defined Recovery Time Objective.

In 2019, the department undertook scheduled ICT asset disaster recovery exercises to test the resilience of the core network, platforms, and applications. These testing activities provided opportunities for resiliency improvement across elements of people, processes, and technology. Additionally, significant focus was on ensuring service providers' ICT resilience and availability requirements are met.

Core switch replacement

In response to a 'cloud first' approach in the consumption of public cloud ICT capability, the department is undertaking a replacement of its core ICT data networking infrastructure. This activity is being completed by a mix of internal resources and key ICT partners to deliver capability for the future ICT needs of the department.

A significant portion of the department's data traverses this ICT infrastructure so significant architectural, implementation, and deployment planning has taken place alongside ICT partners and vendors.

The benefits of the new ICT infrastructure include:

- supporting the modernisation of service delivery such as the digital licence to the Queensland community
- providing additional capacity for the transmission of large data sets allowing for a more efficient workforce and timely decision making
- cloud native connectivity allowing for easy transition to cloud ICT consumption
- highly scalable and resilient architecture.

The implementation of this new ICT infrastructure and is expected to be fully deployed and operational by the late-2020.