



Accessible to everyone



To read more about the strategies and indicators of success linked to these strategic priorities, see page 14–16.



Highlights

- Obtained re-certification of the department's customer service standards.
- Trialling an online version of the buoy mooring management system.
- Undertook Cooperative Intelligent Transport Systems technology demonstrations at the Mount Cotton Driver Training Facility.
- Collaborated with AECOM to run a competition-style hackathon to create solutions to challenges posed by TMR.
- Completed a flood study for the Bruce Highway (Brisbane to Cairns).
- Funded a drug test instrument for use by the Queensland Water Police to assist with on-water drug testing and enforcement.
- Delivered the 21st Engineering Technology Forum with over 400 attendees from the department and industry.
- Announced the \$335.7 million New Generation Rollingstock accessibility upgrade program.
- Trialling a new feature on the QLD*Traffic* app to allow customers to report cassowaries near the road.
- TMR's Cassowary Recovery Team implemented innovative solutions to reduce cassowary road strikes.
- TMR's Facebook followers increased by 9.3 per cent.
- Reduced the registration fee for historic motorcycles, dropping from \$98.25 to \$34.20.
- The number of reported marine incidents was the lowest in four years.
- Announced War on Wrecks—a four-year, \$20 million fund established to remove derelict vessels from Queensland waterways.
- Released the *Disability Action Plan 2018–2022*.
- Developing a *Transport Net Zero Emissions Roadmap* for emissions reduction across the department.
- Celebrated 35 years since the School Crossing Supervisor Scheme was introduced to Queensland.
- Introduced new laws for 'rideables' to be legally used in public spaces across Queensland.
- Awarded over \$700,00 to 42 successful community organisations as part of the Community Road Safety Grants Scheme.
- TMR hosted the official 2018 National Road Safety Week.

Shaping our products and services with a customer focus

Being customer focused is a key priority for TMR. The department aims to improve customer satisfaction and experiences by utilising human-centred design principles, emerging technologies, and upholding our best practice customer service standards.

Re-certification from Customer Service Institute of Australia

The Customer Service Institute of Australia (CSIA) re-certified the department against the International Customer Service Standard 2015–20 (ICSS) in February 2019. This demonstrated TMR's ongoing commitment to customer-focused excellence. The CSIA awarded the department with an 'Integration' level result, placing the department at the top echelon of organisations in Australia certified against the standard.

Following TMR's submission of an extensive and detailed ICSS self-assessment report, a CSIA ICSS assessor visited several TMR sites in North Queensland, Brisbane and the Gold Coast in November 2018.

The three-day assessment against the standard showcased the diverse range of customer-centric projects being facilitated by TMR across the state and allowed the assessor to witness TMR's customer-focused work and culture first hand.

The assessor was 'extremely impressed' with TMR staffs' dedication and commitment to the 'OneTMR' culture and the integration of our core 'Customers First' Queensland Public Service Value and initiatives.



The CSIA re-certified TMR against the ICSS.

Customer Value Proposition

TMR's Customer Value Proposition (CVP) ensures that the department puts the customer at the centre of everything TMR does. TMR must understand what is important to customers and it is critical that the department identifies and considers any gaps between what's important to customers and the experience TMR delivers.

TMR's CVP is made up of three dimensions that provide a triple bottom line for evaluating customer experience. Customers have told the department they want:

- customer care (respectful and responsive)
- user experience (efficient and affordable)
- information (accurate and timely).

The CVP provides a framework for understanding the range of customer experiences across TMR's products, services and initiatives.

The CVP can be applied throughout TMR to provide a consistent and integrated view and expectation of the customer experience the department drives to deliver. It tells TMR what customers want, need and expect.

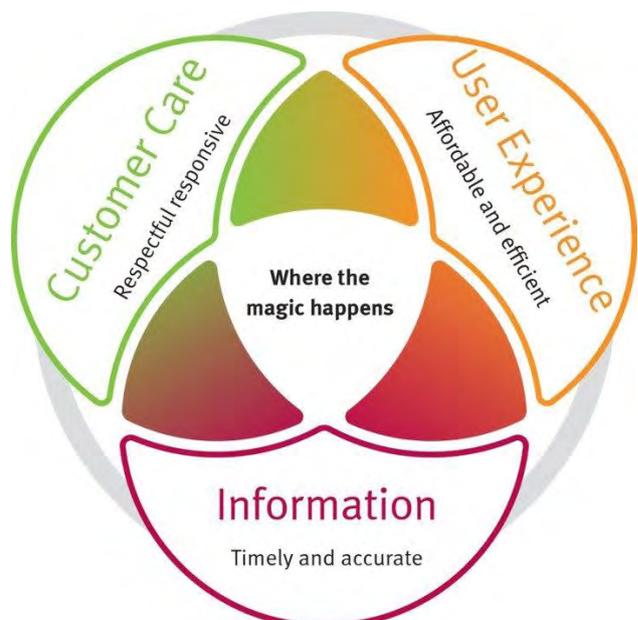
Case study

Using CVP in the department

An example of this is how the CVP was utilised to inform a human-centred design proof-of-concept training program undertaken by TMR.

The goal of the program was to simultaneously test human-centred design methodology in TMR whilst training TMR staff to develop desirable, feasible and viable solutions to customer problems.

The proof-of-concept focused on deceased estate processes within TMR and took place from July 2018 to January 2019. The program represented the first stage in delivering TMR's human-centred design strategy and capability uplift focus designed to improve the customer experience.



Co-designed with our customers the TMR Customer Value proposition equally balances customer care, user experience and information.

Customers are at the centre of everything we do at TMR. With 80 per cent of all state government customer interactions coming through our department, we are in a unique position to positively impact the people of Queensland. This is a responsibility we take seriously.

TMR is focused on promoting the use of human-centred design to make customers part of our solutions. We know expectations are changing and we are working actively to ensure we are responsive to emerging trends, today and into the future.

Tracy O'Bryan, Customer Champion

Customer Experience Hub enables us to share valuable customer research and insights

In March 2019, TMR launched its Customer Experience Hub (CE Hub)—the department's digital, single source of truth for all things customer experience.

The CE Hub was established out of a desire to share the wealth of customer insights, feedback and research gathered throughout the department, supporting TMR to continue to integrate the voice of the customer into all departmental activity.

Utilising a human-centred design approach where users are at the heart of the design process, delivering a functional and intuitive platform for TMR staff.

The innovative solution enables staff to access up-to-date customer feedback and insights, both within TMR and externally; ensuring that customer needs and expectations are being considered and that TMR continues to be responsive to customer needs.

Technology platforms for Contact Centre launched

In August 2018, TMR's Contact Centre successfully deployed the Genesys Contact Centre technology platform along with Skype for Business.

The combination of these technologies enables the centre to better manage in real time, the multiple channels of inbound and outbound calls, Facebook, Twitter and chat that customers use each day to engage with the department.

This new capability also enables staff to work from a variety of locations across the state to respond to phone and other emerging digital channels customers chose to use. It also

provides the opportunity for staff to develop and learn new skills in a rapidly changing customer service environment.

Training and supporting our staff to respond to customer enquiries in a timely, consistent and customer focused manner has also been enhanced by new technology for interaction recording and retention.

Modernising Queensland's registration and licensing system

The Customer Orientated Registration and Licensing (CORAL) program is modernising the registration and licensing system for Queensland by delivering digital and business solutions that simplify and improve the way customers interact with TMR. It provides the opportunity to reform current business, policy, and regulatory practices as well as modernising TMR ICT systems. The program aligns with the Queensland Government's priority to be a responsive government and its Digital1st Strategy, delivering an accessible digital service to meet the needs of the community.

The team is working closely with all areas of TMR and a wide variety of customer groups and stakeholders to co-design, collaborate and prioritise suitable outcomes for customer and business needs. The process incorporates customer feedback on the Digital Licence App design and includes feedback from our most vulnerable customer groups within the community such as those subjected to domestic and family violence and those facing accessibility challenges.

TMR is currently working with other departments and is taking a whole-of-government approach to ensuring the Digital Licence App supports credentials from all areas of government. The department's customers are at the forefront of designing the Digital Licence App with our vendors to ensure a product is developed that is fit for purpose, using a human-centred design approach.

CORAL is currently in the Discovery Phase (also known as the planning phase). The team is working with staff and customers to understand the pain points and opportunities in processes, policy and legislation that could be transformed to improve customer experience and make the system simpler.

Smart Ticketing

The Smart Ticketing project is delivering a new, seamless and integrated ticketing experience across Queensland centres and has achieved significant advancement of project design activities during 2018–19.

The system is fully-funded by the Queensland Government with \$371.1 million allocated for the design, build and implementation over four years, beginning in 2018–19. The investment in Smart Ticketing demonstrates TMR's commitment to ensuring Queensland's public transport network meets the needs of customers. When fully implemented, it is anticipated that up to 70 per cent of

Queensland public transport customers will use the new payment features when choosing how to pay for their journeys across all modes of transport.

Key benefits of Smart Ticketing include:

- more ways to pay for travel including contactless debit and credit cards, smartphones and wearable devices, as well as 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 TMR's 18 regional urban public transport networks
- introduction of real-time information to regional centres enabling customers to track the arrival time of their service.

In 2018–19, TMR delivered the practical steps toward delivering Smart Ticketing by 2022 including:

- refining more than 6000 requirements of the new system in consultation with delivery partners and TMR business units
- holding 10 workshops with accessibility, community and industry groups
- making more than 15 visits to operators as part of the Transport Operator Transition process
- detailed planning and design for trials designed to test key components of the solution.

Smart Ticketing will commence delivery in 2019–20 with a series of trials and pilots.

 For more information: translink.com.au/about-translink/projects-and-initiatives/smartticketing



Payment options available to customers when Smart Ticketing is implemented.

New Smartcard licences

From 1 April 2019 TMR began rolling out new-look contactless licence cards, including a new Photo Identification Card which replaces the Proof of Age Card. Eligibility for the new Photo Identification Card was reduced from 18 years of age to 15 years of age, helping younger Queenslanders who

don't have a learner licence but still need photo identification to access community services.

The new contactless cards no longer have a visible microchip, allowing space for bigger font to assist Queensland Police officers and security staff reading the cards.



The new smart licences, including the Photo Identification Card, without the visible microchips.

Queensland learners' experience Australian-first online PrepL program

The PrepL program launched in November 2018. It is a revolutionary online learning and assessment program giving new drivers the flexibility to complete their assessment online to obtain a learner licence.



PrepL was launched in November 2018 as an online option for new drivers to complete their assessment to obtain a learner licence.

Users have 12 months to complete the course and only need to pay one fee, which is the same cost as the previous written test. The PrepL program not only tests knowledge of road rules, but also focuses on safe driving attitudes and sharing the road with others.

By the end of June 2019, more than 25,000 Queenslanders had successfully earned their learner licence using Prepl, representing more than 50 per cent of learners choosing to use Prepl instead of a written test. Feedback has been very positive with an average user rating of 4.3 on a one to five-star rating system.



For more information: www.qld.gov.au/transport/licensing/getting/learner/prepl/prepl-online-learning-and-assessment

Planning for success workshops

TMR has piloted interactive workshops to provide practical advice about the role of supervising drivers and what supervisors can do to help learners to be safer and better drivers on the roads.

Over 170 people attended the 11 pilot workshops held at various locations in South East Queensland and feedback was extremely positive.

One of the biggest factors behind the workshop's success to date is the opportunity for attendees to actively participate throughout the two-hour session. At the beginning, participants are asked what they want to get out of the workshop, so the presenters can focus on what's really important to the participants. Conversations continue with a road rules refresher quiz, covering some of the most commonly misunderstood rules like merging, roundabouts and driving near cyclists. Participants are also encouraged to share stories about their own driving experiences.

Protect your P Plater information and resources are used to encourage parents and care givers to stay involved with their young driver, even after getting their P Plates; which is when these new drivers are six times more likely to have a serious crash.

The workshop also covers some of the common reasons for an unsuccessful practical driving test, including not using signals or performing shoulder checks, so supervisors can really hone in on these skills. Supervising drivers are introduced to the different phases of driving and how they can tailor their approach depending on the learner's skill level as they progress. Driving examiners talk about their role and what happens during a practical driving exam (including going through the Driving Assessment Report) so supervising and learner drivers are better prepared for when the practical driving test day arrives.

Following the pilot's success, these workshops will now be extended to other regions and delivered on an ongoing basis as part of TMR's community engagement activities.

QGAP now managed by TMR

The Department of Justice and Attorney-General and TMR have partnered to improve customer services in 28 regional communities by expanding services offered at courthouse customer outlets.

For 21 of the communities, local police have been relieved of driver and marine licensing, freeing them by an average of 20 hours of staff time each week to focus on core policing. Additionally, licensing services are now available for a further 17 hours per week (on average).

Licensing services transitioned to courthouses in a phased approach, between December 2016 and July 2018 at Childers, Chinchilla, Clermont, Cooktown, Cunnamulla, Gayndah, Moranbah, Mossman, Murgon, Nanango, Normanton, Oakey, Pittsworth, Sarina, Springsure, St George, Taroom, Thursday Island, Toogoolawah, Tully and Weipa.

For the remaining seven communities, services have been expanded and/or combined, and the courthouse customer outlets have been upgraded. These communities are Barcardine, Biloela, Julia Creek, Landsborough, Mitchell, Stanthorpe and Richmond.



Customer Service Officer Adrian assisting a customer at the Toogoolawah courthouse customer outlet.

School Crossing Supervisor workshops

The School Crossing Supervisor Scheme delivers an important road safety service to young pedestrians and school communities across the state. The department's School Crossing Supervisors receive thorough induction and training about the requirements of the role upon commencement of employment. Road Safety Officers maintain ongoing contact with Supervisors and perform regular performance assessments. However, due to the nature of the Scheme, Supervisors do not often have the opportunity to gather with colleagues from other schools, or to participate in collective, face-to-face interaction with Road Safety Unit team members.

During 2018–19, where the need was identified, and resources permitted, group workshops were delivered to School Crossing Supervisors. Workshops provide a valuable opportunity for refresher skills training, discussion of common or emerging issues and the sharing of general information. A range of topics are covered during the workshops, with emphasis placed on workplace health and safety—ensuring supervisors follow practices which protect their own safety, as well as the safety of crossing users.



School Crossing Supervisors attending one of the workshops held in Queensland.

Digitising customer interactions

The department faces challenges including the increasing pace and continuous evolution of technology and changing customer expectations. TMR uses flexible methods and channels, and utilises new technologies for customers—including real-time passenger travel and traffic apps. To deliver a more customised experience, the department must consider customer perspectives, motivations and expectations to guide the development of all products and services.

Formless customer applications

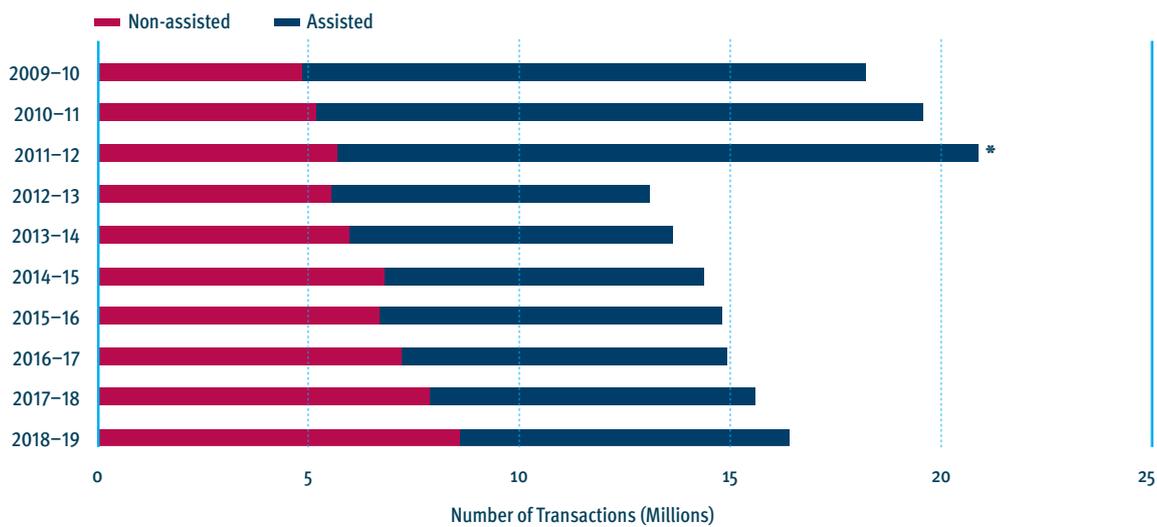
The department has removed the requirement for customers to complete a paper application form for various licensing and registration products and services. The move to formless transactions helps us to streamline TMR's interactions with the customer, reduces customer effort and increases customer satisfaction. This initiative has also contributed to an increase in employee satisfaction.

Digital transactional services for Queenslanders

The department delivers licensing and registration services across its counter, phone and digital channels. Over 50 services are available via digital channels and through continuous improvement using customer insights. TMR will continue to improve these channels to meet changing customer expectations. Customers can pay for their registration renewal, renew their driver licence, check their demerit points and apply for their traffic history online. In addition, customers can book a practical driving test, vehicle inspection or use smartphone apps to complete and submit their learner logbook and check the currency of their registration.

Many customers are now choosing to do business with us through the convenience of TMR's online services. The department will continue to invest in online services to give customers more options and flexibility to do business with TMR anywhere, anytime.

Figure 3: Customer services transactions - assisted vs non-assisted



Note: *From the 2012-13 financial year onwards, the data above has been refined to include transactions for which a customer interacts with Transport and Main Roads. Prior to this date, the data includes ancillary and system generated transactions which aren't a true representation of customer interactions.

Financial year	Non-assisted	Assisted	Total	Proportion	
				Non-assisted	Assisted
2009-10	4,850,011	13,349,396	18,199,407	26.6%	73.4%
2010-11	5,186,124	14,372,909	19,559,033	26.5%	73.5%
2011-12	5,671,030	15,202,055	20,873,085	27.2%	72.8%
2012-13	5,544,581	7,549,046	13,093,627	42.3%	57.7%
2013-14	5,943,839	7,655,382	13,599,221	43.7%	56.3%
2014-15	6,797,385	7,578,918	14,376,303	47.3%	52.7%
2015-16	6,680,972	8,135,121	14,816,093	45.1%	54.9%
2016-17	7,194,830	7,721,569	14,916,399	48.2%	51.8%
2017-18	7,876,429	7,712,211	15,588,640	50.5%	49.5%
2018-19	8,593,248	7,806,141	16,399,389	52.4%	47.6%

Data source: Data Analysis Reporting Centre (Service Delivery System and Program Office, Customer Services Branch)

Monitoring and managing customer interactions

In recent years, the department has seen a steady increase in customer transactions contributed by population growth, increased disposable income and the availability of new transaction types.

TMR uses the latest technology to monitor and manage customer interactions and access to this real-time data allows us to manage customer's delivery of services quickly and efficiently. The data regarding assisted vs non-assisted transactions demonstrates that along with the introduction of new services, the popularity of TMR's self-service options continues to increase and this year is the first time since the program commenced that non-assisted surpassed assisted customer transactions.

The department is also delivering innovations through our frontline compliance and road safety teams:

- TMR compliance staff are empowering the heavy vehicle industry to provide safe transport services through a greater focus on education.
- TMR's mobile compliance system enables Transport Inspectors to complete roadside checks more efficiently and drivers can get back on the road more quickly.
- TMR's road safety people are also leaders in community engagement and education, using tailored workshops, interactive tools and other immersive technologies.

Learner Logbook and QLD Rego Check app

Learner Logbook app

In May 2016, the department launched the 'Queensland Learner Logbook' app as an alternative to the paper version. Usage of the app continues to grow with over 50 per cent of logbooks now submitted electronically. Usage of the app has increased 20 per cent year-on-year from 2017-18 to 2018-19.

Each month:

- 4500 new learner drivers download the app
- the app is used by over 35,000 learner drivers
- learners log over 440,000 trips.

The department is committed to furthering usage of the app into the future by listening to feedback from our customers and investing funds in developing enhancements.



For more information: www.qld.gov.au/transport/licensing/getting/learner-logbook



A learner driver holding her phone with the Learner Logbook app.

Figure 4: Logbook submissions by financial year by method



Year	Paper Logbook Submissions	App Submissions	Total
2015-16	49278	510	49788
2016-17	45002	7765	52767
2017-18	29051	19714	48765
2018-19	27714	26827	54541

Data source: CSB Logbook Processing Unit.

Rego Check app

The check registration service continues to be TMR's most used online service, with an average of 1.2 million checks conducted each month via TMR's website.

In late 2018 additional information for heavy vehicles was made available via both the online service and the app. Future enhancement scoping is ongoing to ensure the service continues to meet the needs of our customers.

Great app. Very functional. Allows me to keep an eye on rego due dates for all my family and friends.

Great to see heavy vehicle information is more detailed, drivers are now able to check trucks have the correct rego class for the job.

Google Play store reviews, March 2019



For more information: www.service.transport.qld.gov.au/checkrego/public/Welcome.xhtml?dswid=-7788

Online buoy mooring management system trial

The current system for administering around 6000 buoy moorings in Queensland rivers and estuaries is outdated and not customer friendly. A contract was awarded in June 2018 for a new system. Work with a local software developer has been progressing to provide a solution to deliver a centralised system for customers, buoy mooring permit management and administration and reporting of all buoy moorings across the state. Testing is in the final stages for buoy mooring permit renewals, with a solution for new applications to follow.

Hailo

Hailo was one of four winning ideas from the 2017 DG's Innovation Challenge 'TMR Hack' and is about making sure approaching buses stop for vulnerable customers, particularly those with a vision impairment.

The idea was further developed through the six-week iHQ Innovation Lab in 2018 into a multi-layered solution comprising:

1. technology such as an app or wearable device, where customers directly connect with the driver through the bus console unit
2. a hailing education campaign
3. enhanced customer support at busy metropolitan stops such as the Cultural Centre and Roma Street, and
4. smart bus stops, as a longer-term solution to build technology into selected bus stops, allowing customers to hail a bus without using their own device.

By providing customers with alerts and notifications so they can be confident their hailing request has been received, Hailo can reduce the social and physical barriers faced by people with a disability when catching a bus and can support their genuine equal participation in the community. This is critical to TMR's vision of 'creating a single integrated transport network accessible to everyone'.

TMR's leadership team has committed to implementing Hailo as part of the new payment system for public transport, with options under investigation for a proof of concept. Hailo was a finalist in the Innovation category of the 2018 Premier's Awards for Excellence.

Passenger real-time technology

Real-time information provides accurate predictions for the next services departing from the customer's stop or station. The department launched real-time in South East Queensland in 2014 and Cairns in 2017 via the MyTransLink app and TransLink website. Real-time information improves the user experience and better enables customers to utilise and access transport services, improving frequency and accuracy of information.



For more information: www.translink.com.au/plan-your-journey/real-time

MyTransLink 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 2018-19, the number of customers using the app has continued to increase, with an average of 117,000 active users each week.



For more information: www.translink.com.au/plan-your-journey/mytranslink

Keeping customers informed

Accessible information fast

TMR's web channels continue to be a convenient way for customers to gain access to the information and services they need. The year saw 49 million page views¹, representing people accessing the information they require across Queensland Government transport pages and the TMR website.

By providing information through web channels people can access what they require at any time of the day. Analysis showed that there was not one hour in a 24-hour cycle¹ in which the department's digital information was not being viewed.

Accessible information is not just about availability. One of the behind the scenes commitment that the department undertakes is to deliver information to meet the Web Content Accessibility Guidelines. The department continues to actively transition to a more appropriate digital content format.

¹ Provided by Google Analytics reporting

Social media

Throughout the year social media played a pivotal role in informing, educating and engaging with the Queensland community. Customers continue to expect a high level of direct engagement through on-page interactions and direct messaging.

Facebook continues to be TMR's largest community with followers increasing by 9.3 per cent to 344,364. In line with international trends, the Twitter channel showed stagnating growth with followers decreasing by 0.6 per cent to 252,536. Total followers across all platforms increased by 5.5 per cent. Customers also continue to rely on the channels for information and customer service requests, with dedicated customer service team members responding to 4838 enquiries on Facebook and Twitter last year.

Followers have told TMR they enjoy regular content such as our weekly educational road rules post. These posts educate the public on Queensland road rules while generating high engagement, meaningful interactions and healthy debates within our social media communities. TMR followers enjoy unusual CCTV content such as footage of a cockatoo who is a regular visitor to one of our highway cameras. Unusual footage like this generates high engagement and, in some cases, like the cockatoo, a global audience. This year was the first time the team carried out live-tweeting of an event. The Queensland Walking Summit on 14 March was chosen to live-tweet. This exercise was a success with engagement becoming obvious both at the event and externally as the event's hashtag began trending.

The department's social media channels continued to be a trusted information source in times of crisis and during several severe weather events throughout the year (see page 25).

TMR's LinkedIn community also continues to grow with content output increasing from 130 posts in the 2017–18 to more than 140 in 2018–19. The department continues to share good news stories positioning TMR as an employer of choice and a leader within the transport sector.

The delivery of high-quality and timely information to the public ensures we are continuing to meet the Queensland Government's DIGITAL1ST approach.

Our content connected with customers by providing them access to areas they could not and gave them a simple message of hope

Erin Bell, Program Support Co-ordinator (North Queensland Region)



An example of one of the department's highest performing Facebook posts.

QLDTraffic app

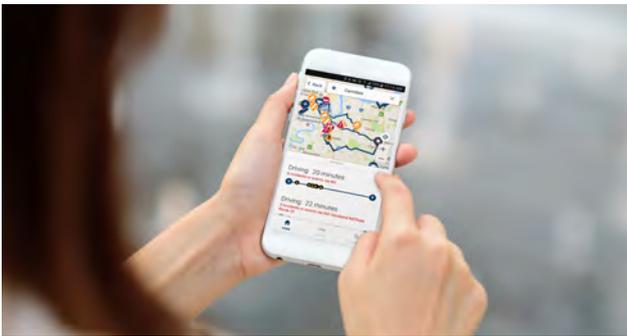
The QLD*Traffic* app and website provides road users with real-time information about road conditions, such as roadworks, crashes, flooding, hazards and congestion, as well as rest areas and dump points. Users can also view live traffic camera feeds to check routes before they commence travel.

The QLD*Traffic* mobile app has seen numerous enhancements since it was launched in February 2017, to meet evolving customer needs.

In 2018–19, the app has been downloaded 42,332 times, while the QLD*Traffic* website has been visited over 1.59 million times.

The graph below shows the number of phone calls, website and mobile application visits and Twitter posts QLD*Traffic* experienced in the 2018–19 financial year.

The December 2018 peak correlates to the bushfires in North Queensland, and the January 2019 peak correlates to the high rainfall event in North Queensland.



The QLD*Traffic* smartphone app can be used to get the latest traffic and travel information, from roadworks and hazards to rest areas and dump points.

Cassowary feature on QLD*Traffic* app

TMR is trialling a new feature on its QLD*Traffic* mobile application which allows users to report sightings of cassowaries near the road, and then warns other nearby motorists of the potential hazard.

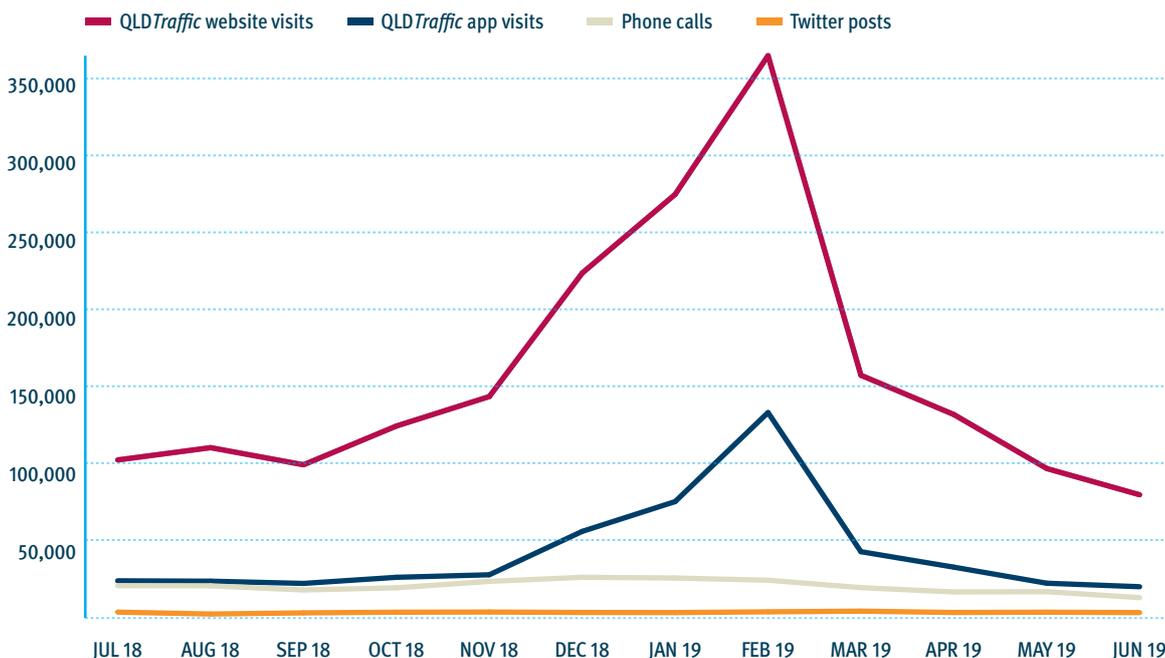
The feature is available for QLD*Traffic* app users in the Cassowary Coast, Cairns, Yarrabah and Cape York regions and aims to trial the capability of crowdsourcing information through the QLD*Traffic* app, while reducing the incidents of vehicles hitting the endangered cassowaries in far north Queensland.

By pushing the 'Report Cassowary' button in the app, members of the public send an alert to the QLD*Traffic* services which then automatically advises other road users in the area of the potential road hazard.

This alert is active for one hour and anyone within 500 metres of the site using the QLD*Traffic* app in 'travel mode' will receive an audio alert saying 'Recent cassowary sighting nearby. Drive carefully'. These alerts are also shared via the QLD*Traffic* website, and to other traveller information services via an open data feed.

TMR will assess the success of the trial in consultation with the Cassowary Recovery Team, a group of organisations working together to protect the Southern Cassowary and their habitats and will share information gathered with the Department of Environment and Science.

Figure 5: Peak usage of 13 19 40, website traffic and usage of QLD*Traffic* app



Data source: 131940 phone and web analytics (provided by Telstra and Google).

Note: Data for 2010–11 for the website is not included as a different (and non-comparable) reporting tool was used at this time.

Cyclone preparation

In November 2018, departmental staff took part in Townsville's Cyclone Sunday helping over 2000 residents prepare for the wet weather and cyclone season.

TMR was one of the 36 exhibitors who took part in the event by informing the public on how to stay safe during events such as cyclones, storms and floods.

At the event, TMR showcased the QLD*Traffic* app, 'If it's flooded, forget it' messaging and educated vessel owners on looking after their boats and implementing remedial measures in advance of a cyclone.

Following Ex-Tropical Cyclone Debbie in 2016 where hundreds of vessels were damaged, TMR committed to minimise the impact of such events on both vessel owners and the broader community through proactive messaging at events such as Cyclone Sunday.

Townsville City Council's annual Cyclone Sunday event is held on the first Sunday in November each year and brings together numerous stakeholders and government agencies to raise awareness on the best preparations for homeowners, vessel owners and residents.



The TMR banner flies high at the Cyclone Sunday event.

Caravan Safety Check Program

The number of caravans, campers and motorhomes accessing the road network tends to significantly increase with the onset of the holiday season.

The free Caravan Safety Check is a road safety initiative to help and inform caravan owners of their compliance requirements by offering to weigh, measure and provide general advice on modifications, D Shackles, safety chains, tow couplings and loading suggestions all without fear of enforcement action.

TMR Inspectors and staff visit multiple locations throughout Queensland including Brisbane, Gold Coast, Toowoomba, Maryborough, Mackay and Rockhampton to conduct caravan safety checks as well as educating drivers regarding safe driving, safe vehicles and safe roads.



TMR Inspectors conducting caravan safety checks in Brisbane.

Seniors road safety pilot program

TMR worked with Queensland Police Service and Neighbourhood Watch groups across the Sunshine Coast to build awareness of safe driving practices among the region's older drivers. The pilot program, held at retirement villages and community centres, provide information about safe driving—including a refresher in road rules, discussion of health-related issues and tips for transitioning from driving.

Building on the success of the forums, refresher practical drives have been piloted, providing seniors with an opportunity to voluntarily have their driving 'informally assessed' by a department Driving Examiner. The initiative proved hugely popular, with participant feedback reflecting the value of the experience.



Seniors attending the road safety pilot program.

Case study

Transport Inspectors come to the aid of stranded motorists

On Friday 21 December 2018, Longreach Transport Inspectors Gregory Weir and Gregory Dowse came to the aid of two stranded motorists in remote Central Queensland 135 kilometres from Winton in 43-degree heat. The motorist became stranded after a serious mechanical issue with their utility some 20 hours prior to being located by our Transport Inspectors. The inspectors utilised their satellite phone to contact the Central Regional Office who then contacted a tow truck company and informed local police of the situation. This is a great example of how the department provides vital assistance to those in remote locations throughout Queensland.

Engaging with industry

Stakeholder engagement continues to be an integral role for the department to understand and best meet customers' needs and deliver liveable regions and active cities. Therefore, engagement with customers, community and business stakeholders is a key priority for TMR. Engagement activities facilitate a gathering of diverse perspectives that can contribute to developing innovative and collaborative solutions.

QTRIP industry briefings

During August 2018, TMR hosted the annual statewide and regional industry briefings in Brisbane and Mackay, focusing on the Queensland Transport and Roads Investment Program 2018–19 to 2021–22 (QTRIP).

Each event provided industry partners with a detailed insight into the projects to be released to market during the 2018–19 financial year, as well as an overview of QTRIP, regional priorities, contract types, procurement processes and the Transport System Planning Program. In addition, targeted sessions were also held covering topics including asphalt, bitumen and quarry materials, Indigenous and small business, and heavy vehicles.

These events offered a unique opportunity for the department to present its statewide program directly to key stakeholders, strengthening the ongoing partnerships with industry and local businesses. Survey results from attendees showed a positive response rate to the events, with 53 per cent of participants extremely satisfied with the events, and 86 per cent of attendees being extremely or somewhat likely to attend in the future.

'Loved hearing from all the Regional Directors and putting names to faces. Loved the address from Neil Scales - he shared some valuable information. Was great to get a better understanding of what is planned and what TMR is looking for from suppliers.'

'Always no substitute in hearing first-hand about TMR's program of works, key objectives and priorities.'

Feedback given by attendees at the QTRIP Industry briefings

Transport Talk connects Queenslanders with TMR

Throughout the 2018–19 financial year, TMR continued to grow and engage with the department's online customer community through our online research platform, Transport Talk.

With over 2640 members from across the state, the Transport Talk community enables our customers to share their thoughts, ideas and insights on transport-related topics.

Customers can engage with TMR through online surveys and discussion groups that help us to shape the direction of Queensland's transport future.

In 2018–19, Transport Talk sought customer feedback on a range of TMR products, services and initiatives, some of which included:

- the Demand Responsive Transport Project
- the Heavy Vehicle Registration Assessment Scheme
- the Queensland Driver Licence Smartcard Design Program.

Transport Talk is a whole-of-TMR initiative that supports the department to better understand and connect with Queenslanders. It allows us to improve our products and services by integrating the voice of our customers into everything we do.



For more information: www.tmr.qld.gov.au/About-us/Contact-us/
Transport-Talk

Heavy Vehicle regulation reduction

As part of TMR's ongoing activities to reduce permit burden on heavy vehicle operators and increase freight productivity and efficiency, TMR and the National Heavy Vehicle Regulator worked collaboratively during 2018 to develop a National Notice that allows 30 Performance Based Standards approved A-Doubles to operate between Toowoomba and the Port of Brisbane via the Warrego Highway, Logan and Gateway Motorways up to Concessional Mass Limits masses.

The new National Notice came into effect on 9 October 2018 and provides significant administrative and permit cost savings as well as providing business certainty through operation under a five-year National Notice, rather than a 12-month permit.

Truckie Toolbox talks

In a commitment to helping the heavy vehicle industry to meet their road safety obligations, TMR regularly hosts educational Truckie Toolbox Talk sessions around the state. These events provide the opportunity for truck drivers and operators to speak openly with transport inspectors on a wide range of industry topics from regulations and accreditations to permits, mass limits, fatigue management and more.

Eight truckie toolbox talks were held last year at locations including Port of Brisbane, Maryborough, Gladfield, Millmerran, Coomera, Greenacres, Townsville and Cairns. This was the first year a truckie toolbox talk was held on the Gold Coast and was well received by industry.

Since the first talk in 2015, the program has generated interest across Queensland with increased attendance numbers and positive feedback from the heavy vehicle industry continuing to rise.

TMR's Road Safety Officers also regularly attend these events to help other road users who stop-in with questions about vehicle safety, general load restraints and towing with caravans.

2018 Engineering Technology Forum

Through major events, such as the delivery of TMR's 21st Engineering Technology Forum, TMR is keeping ahead of emerging technology and looking for opportunities to partner with industry and learn from each other, while exploring and developing innovative ideas. TMR experts took this opportunity to share their knowledge by presenting alongside industry.

Over 400 TMR and industry specialists attended the 2018 Engineering Technology Forum held from 18–20 September 2018 which explored emerging and existing technologies, innovation and their application to transport infrastructure.

This year's theme, 'Transport for the future', covered a range of topics, including transformative technologies, global trends and future opportunities. It brought together departmental specialists, engineering researchers, practitioners and industry from a range of disciplines. The forum saw delegates attending 84 presentations across 31 sessions offering a program of innovative and interactive presentations designed to ignite discussion and build networks.



Amanda Yeates, Deputy Director-General (IMD) speaking at the 2018 Engineer Technology Forum in Brisbane.

Engineers Australia sponsorship

Since 2007 (except for 2012), we have been sponsoring Engineers Australia (EA) as a Principal Partner. Partnering with Engineers Australia (the peak representation body of engineers in Queensland) provides the department with the opportunity to influence the engineering profession. As part of our benefits TMR has access to professional engineers throughout Queensland, allowing us to drive greater collaboration and problem-solving opportunities with industry. The sponsorship relationship has seen TMR and EA collaborate on innovation challenges, women in engineering initiatives, industry panel discussion sessions and regional engagement programs.

Australasia Bus and Coach Conference sponsorship

For the second year, we have partnered with the Bus Industry Confederation (BIC) to sponsor the Australasia Bus and Coach Conference. The initiative was the first joint (Australia and New Zealand) bus and coach industry conference with the theme 'Moving People – Century 21'. Sponsoring the conference increased the department's visibility with BIC members, demonstrating the department is supportive of the Australian bus industry and improved relationships between government and industry partners and stakeholders.

Delivering with partnerships

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, which was undertaken by Deloitte for TMR.

The scheme, which opened in November 2018, allocates up to \$5.47 million in grant funding for 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 operators 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 is administered by the Queensland Rural and Industry Development Authority. Applications for grant funding closed on 31 March 2019. Operators whose applications are conditionally approved will have until 30 June 2020 to install the safety barriers and anti-shatter film. Following installation, operators will be able to apply for the rebate.

The scheme is part of a suite of measures aimed at addressing known triggers for violence against bus drivers and will contribute to keeping bus travel safe for everyone.

Roads and Transport Alliance

The Roads and Transport Alliance (the Alliance) is an ongoing cooperative governance arrangement between TMR and Queensland's local governments, to invest in and regionally manage Queensland's road and transport network.

Established in 2002 to help address shared road and transport challenges of state and local governments, the Alliance seeks to deliver collaborative strategic roads and transport planning and investment through maximising value from all available resources.

The Alliance operates under a Memorandum of Agreement (MoA) between the Local Government Association of Queensland Ltd (LGAQ), on behalf of Queensland local governments, and TMR.

The role of Chair rotates annually between the LGAQ and TMR board members.

The MoA was renewed for a further five years in October 2018 and recognises that both TMR and local governments have important roles in the funding, management and delivery of Queensland's road and transport infrastructure.

In 2018–19, over 255 projects were delivered statewide through this partnership, with joint investment of over \$120 million in local roads, safer school drop-off areas and active transport infrastructure.



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

Transport Academic Partnership

The Transport Academic Partnership (TAP) 2015–2020 Agreement is a \$3.3 million agreement between Transport and Main Roads, the Motor Accident Insurance Commission, Queensland University of Technology (QUT), Griffith University and the University of Queensland (UQ).

The collaborative partnership facilitates innovative transport research and development (R&D) to build mutual capability across government and academic sectors. The agreement supports the shared delivery of a small annual work program of R&D projects across various transport topics. In 2018–19 project topics included travel behaviour research, user surveying and data collection, demand modelling, new technologies research, assessment and estimation methodology development and literature reviews.

The work program for 2019–20 has been collectively developed and will include 11 new R&D projects covering topics such as; behavioural economics, safety research, customer experience evaluation, multi-modal planning methodologies, public transport technologies and more.

The TAP Agreement also facilitates an internal procurement strategy which ensures eligible R&D projects can be delivered quickly and efficiently through the established partnerships, providing prompt and innovative benefits for all parties.



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



Associate Professor Matthew Burke, Griffith University, Professor Alexander Paz, QUT, Associate Professor Jonathan Bunker, QUT, Ms Michelle Connolly, TMR and Professor Mark Hickman, UQ.

National Asset Centre of Excellence

Now in its sixth year, the National Asset Centre of Excellence (NACoE) was established by TMR 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 TMR's benchmark research and development program, NACoE has a strong focus on pavements, asset management and structures research. It targets international best practice, providing guidance to allow the use of innovative materials and translating new knowledge into best practice for the department.

TMR's \$5 million investment in the 2018–19 NACoE program has enabled a number of multi-year projects to proceed. As NACoE matures and early research objectives are realised, increased emphasis is being placed on collaborative research with other external partners and universities, knowledge sharing and industry engagement to encourage broader implementation of research findings and greater savings.

Some highlights from NACoE research include the:

- increased use of recycled tyre rubber in road surfacing including Crumbed Rubber Modified (CRM) bitumen now being used on all resealing work in South Western Queensland, based on its demonstrated advantages
- development of a new technical specification to allow for the use of an alternative to conventional asphalt called EME2 (high modulus asphalt). Based on the success of trials on multiple projects EME2 is rapidly becoming the asphalt of choice for heavy duty pavements
- release of a draft specification for the use of precast geopolymer elements as an alternative to cement concrete, with a goal of facilitating innovation in the construction industry to improve durability and reduce carbon footprints. Geopolymer concrete uses fly ash instead of cement, and considerably reduced the energy required to manufacture concrete.

Case Study

Sustainable road design, construction and maintenance

TMR continues to be a leader in sustainable road design and construction following our commitment to achieving 'excellent' Infrastructure Sustainability ratings for all projects over \$100 million in 2017. This commitment has resulted in 43 projects working towards infrastructure sustainability principles. This commitment to sustainability has driven change in a wide range of practices including the incorporation of materials such as low emissions concrete and pavements into projects.

Through the TMR and ARRB National Asset Centre of Excellence 2018–19 Program TMR investigated and quantified greenhouse

gas emission reduction opportunities for existing and emerging pavement technologies. The results of this work will be incorporated in the current transport infrastructure program to provide sustainability benefits and assist with projects achieving 'excellent' sustainability ratings.

An example of the flow on effects of this commitment is how the trial of 10,000 tonnes of EME2 on the Gateway Upgrade North has paved the way for 200,000 tonnes to be used on the Logan Enhancement Project and other projects are planning to adopt this approach in 2019–20.

Transport Infrastructure Development/Regional Roads and Transport Groups

Regional Roads and Transport Groups (RRTGs) are the foundation of the Alliance, formed through voluntary collaboration between councils and local TMR districts that regionally align. There are 17 RRTGs across Queensland, representing 65 local governments including five Aboriginal Shire Councils. RRTG members include local government elected members and TMR District Directors.

RRTGs determine regional transport infrastructure investment outcomes by collaboratively developing and agreeing to a four-year program of works based on regional investment strategies and priorities, capacity to match Transport Infrastructure Development Scheme (TIDS) funding and ability to deliver within the financial year.

In 2018–19, 257 projects were delivered statewide through the RRTGs, with joint investment of over \$120 million in local roads, safer school drop-off areas and active transport infrastructure ([see page 41](#)).

Franchised roads – Tolloed roads and TransUrban

The state may enter 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. The state has entered into road franchise agreements for the Gateway and Logan motorways and AirportLink operated and maintained by Transurban Queensland, Port Drive operated and maintained by the Port of Brisbane, and Toowoomba Second Range Crossing currently under construction and to be operated and maintained by Nexus Infrastructure.

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. Government has supported the Committee's findings and the department is working with key stakeholders to implement all recommendations.

A Road Franchise Agreement is also held with the Port of Brisbane Pty Ltd for Port Drive. This is not a toll road but does provide the only access to the Port of Brisbane precinct.

A major upgrade of Port Drive has been completed by Port of Brisbane in consultation with TMR's Metropolitan Region. The port financed the \$110 million project, which provides duplication of Port Drive, new bridges at Kite Street and Lucinda Drive, and the implementation of Intelligent Transport Systems that are connected to the TMR traffic management system. Through the franchise agreement, this new section of road will be operated as part of the state network but maintained by the Port.

New Generation Rollingstock accessibility upgrades

The \$4.4 billion New Generation Rollingstock (NGR) project will deliver 75 new passenger trains for South East Queensland.

Following testing and the investigation of concerns raised by the disability sector, it was confirmed that the trains were not compliant with the *Disability Standards for Accessible Public Transport 2002* (DSAPT). As a result, the Queensland Government committed to reviewing the design of the NGR fleet and to work collaboratively with the disability sector to further develop proposals for accessibility modifications to the NGR fleet.

The department's approach was to create a specialist Project Working Group (PWG) made up of six members of the disability sector, representing the diverse interests and needs of passengers with mobility, hearing, and vision impairments.

During 2018 the PWG worked closely with the department's NGR Project Team to review the train design to not only meet compliance but achieve increased functionality for all train users. Using a collaborative-focused model of consultation, the PWG were given the power to develop a set of recommendations for specific changes to the design of the train carriage layout and toilets on the NGR trains. Out of a total of 30 recommendations made by the PWG, more than 80 per cent were adopted outright into the final design of the trains.

The use of several innovative techniques in the engagement process including Co-Design, and demonstrating compliance through the principal of Equivalent Access, contributed to the success of the engagement process and the outcomes.

There have been high levels of satisfaction with the PWG engagement process from stakeholders in the disability sector. PWG members were able to see their feedback and recommendations become tangible outcomes in real time through the design process.

As a result of this consultation process, in December 2018 the Queensland Government announced the \$335.7 million NGR accessibility upgrade program.

These upgrades will provide two accessible toilets on all 75 New Generation Rollingstock six-car trains, increase the size of toilet modules by 10 per cent, add more priority seats and provide new functional improvements for passengers with disabilities.

As the detailed design of the upgrades is progressed, and modifications on the NGR fleet begin in Maryborough in late 2019, the PWG will continue to be key stakeholders in the process. From this engagement process, Queensland will have one of the most inclusive modern train fleets in Australia once the accessibility modifications on all 75 trains in the NGR fleet are complete in 2024.

Draeger drug test instrument

In January 2019, we funded a Draeger Drug Test instrument for use by Water Police in support of on-water drug testing and enforcement. The Police Minister has acknowledged the increasing numbers of vessels on Queensland waterways and the need for the Queensland Police Service (QPS) and their compliance partners to create a safe environment for all to enjoy.

With each Draeger Drug Test unit costing under \$8000, it is an expensive exercise but one that will help address the growing issue of illegal and unsafe behaviour on Queensland waterways. Both alcohol and drugs increase the risk of marine incidents, so having the ability to test in more locations with increased frequency sends a clear message that 'drug drivers of vessels will be caught'. The department will continue to work with Water Police to ensure our waterways are safe for use by all the community.



Draeger DrugTest 5000
Source © Draegerwerk AG & Co. KGaA, Lubeck. All rights reserved.

Heavy Vehicle National Law stewardship

Over the past 12 months, TMR has worked with the National Transport Commission and the National Heavy Vehicle Regulator to progress nationally agreed heavy vehicle reforms through amendments to the Heavy Vehicle National Law. As host jurisdiction of the Heavy Vehicle National Law, amendments must first be passed by the Queensland Parliament before it can be applied by participating jurisdictions. Key achievements included the commencement of the Chain of Responsibility reforms on 1 October 2018 and the commencement of amendments supporting the establishment of a national heavy vehicle fleet data set as part of reforms to national heavy vehicle registration on 1 July 2018.

In April 2019, the eighth Heavy Vehicle National Law amendment package was introduced into the Queensland Parliament as the *Heavy Vehicle National Law Amendment Bill 2019*. This Bill is the output of the ongoing maintenance programs and includes amendments to align with the *Commonwealth Road Vehicle Standards Act 2018*, provide for the giving of advice as a function of the National Heavy Vehicle Regulator, and simplify the use of defect notices, and other amendments to reduce the regulatory burden on industry and the Regulator.

In early 2019 a 'first principles' review of the Heavy Vehicle National Law was initiated by the National Transport Commission, following approval from the Transport and Infrastructure Council in May 2018.

This work will provide an opportunity for TMR to contribute to the creation of the new Heavy Vehicle National Law to provide a flexible, safe and efficient approach to heavy vehicle regulation that meets the needs of Queensland communities, industry and government bodies.

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

The department acknowledges the need for a skilled and adaptable transport and logistics workforce to deliver the growing Queensland freight and passenger transport task.

Through its support of the Transport and Logistics Workforce Advisory Committee, TMR facilitated the development of the *Queensland Transport and Logistics Workforce Strategy and Action Plan 2018–2023*.

Industry and government will work together on practical actions to drive meaningful change across these strategies.

Improvements to national notices for heavy vehicles

TMR have been working with the National Heavy Vehicle Regulator (NHVR) and industry in the development of several harmonised national notices, replacement notices and the development of a revised livestock loading scheme notice. The harmonised B-double and Agricultural notices were both significant bodies of work. The Agricultural notice provides significant access efficiency benefits to Queensland's agricultural industry.

In February 2019, 20 replacement national notices were introduced. These notices either replaced expiring notices or previous TMR guidelines that had transitioned to the NHVR under the Heavy Vehicle National Law. The new Livestock notice was the culmination of a significant policy review process, with Queensland's livestock industry being extensively consulted during this process.

Addressing transport affordability through the Stadiums Taskforce

In April 2018, the Queensland Government established a Stadium Taskforce to review the pricing and practices of Stadiums Queensland, including reviewing transport costs for hirers of Stadiums Queensland venues.

On 16 July 2018, the Taskforce published its interim recommendations including a number of recommendations to address transport affordability. TMR was responsible for working with stakeholders to deliver the recommendations.

TMR has delivered all the recommendations and has implemented:

- a new Traffic Management Plan framework for all Stadiums Queensland venues to provide greater consistency
- upgrades to the traffic management plans for Metricon and Cbus stadiums on the Gold Coast and investigation of additional options around the provision of event train services and access to carparking
- reviews of the traffic management plans for The Gabba and Suncorp stadiums
- completion of a competitive procurement process for the provision of event bus shuttles for events at Metricon and Cbus stadiums on the Gold Coast.

Through these initiatives, the department has helped to identify a range of immediate and longer-term recommendations that provide opportunities for ongoing cost savings for stadium hirers, subject to consideration by stadium management.

Bureau of Meteorology discovery workshop

As part of the partnership between TMR and the Bureau of Meteorology (BoM), a discovery workshop was held in August 2018 focused on the establishment of partner relationships and process mapping of the key products and services of TMR and BoM. This workshop delivered a priority list of projects to inform the partnership including ongoing relationship development, road and rail flood modelling, site or area specific forecast needs over land and ocean, understanding averages and extremes for project planning and response, and sea level rises and coastal inundation.

In early 2019, BoM delivered an Introduction to Meteorology course to TMR business leads, providing a broad overview of the science of meteorology and delivering training on understanding weather forecasting and atmospheric characteristics. This targeted training provided participants with the knowledge to better inform business planning, manage risk and make critical decisions in areas where weather can and has historically impacted TMR assets and operations.

'Step Up' Program

TMR worked with Education Queensland to roll out the 'Step Up' education program with the aim of building respectful relationships between bus drivers and students.

Increased education for school students was among the recommendations presented by attendees during the Queensland Government's Youth Fare Evasion Roundtable, held on 17 April 2019 at Parliament House. With more than 100,000 students catching school buses or regular services each day, the right behaviours are essential to ensuring journeys continue to remain safe and secure.

The program includes assembly presentations delivered to students by a local bus driver, a Queensland Police Service officer and a TransLink Senior Network Officer. The presentations educate students on ticketing and are tailored to address the specific areas of focus for each school.

'Step Up' presentations have been presented at schools located on the Gold Coast, Sunshine Coast, Ipswich and Brisbane, targeting areas with high fare evasion and behavioural offences. TransLink Revenue Protection are currently working on a strategy to expand the 'Step Up' program to other schools on the TransLink network.



TransLink Senior Network Officers and a bus driver from Surfside Buslines roll out the 'Step Up' education program at Keebra Park State High School on Gold Coast.

Environment and Heritage

Whether it's improving the safety and accessibility of the network or disposing of corporate e-waste, TMR is committed to minimising the impact on the natural, human and built environment. The department has implemented sustainable solutions and innovative technologies to protect and preserve local flora and fauna.

Highlights

- RoadTek generated 266,668 kWh hours of 'green energy' across its depots with a saving of 213 tonnes of CO₂ emissions and reducing 92 tonnes of coal to be burnt. This equates to 3118 trees (seedlings grown for 10 years).
- RoadTek used 64,339 litres of alternative E10 fuel in place of standard unleaded petrol. This equates to 5849 litres of biofuel (ethanol) used in place of standard unleaded petrol, reducing CO₂ emissions by 13.9 tonnes (2.38kg/litre).
- Of the 94,401 tonnes of waste generated by RoadTek, only 11,851 tonnes, with more than 87 per cent diverted from landfill with the remainder reused, recycled or stored for future use.

Reef 2050 Plan

TMR has championed a strong, risk-based framework for sustainable, leading practice maintenance dredging of Queensland ports to ensure protection of the Great Barrier Reef.

TMR's implementation of the *Reef 2050 Plan* through the development of the *Maintenance Dredging Strategy for Great Barrier Reef World Heritage Area Ports* and the *Guidelines for Long-term Maintenance Dredging Management Plans* has set a clear approach for Queensland ports.

The development of *Long-term Maintenance Dredging Management Plans* by each port was a key outcome of the strategy. The department's approach, based on consultation and building partnerships developed practical solutions for the port industry. Additionally, the approach affirmed for the wider community that the economic and social contribution of ports is maintained, while ensuring the continued protection of our valuable environmental assets.

Long-term Maintenance Dredging Management Plans

A strong, risk-based framework for sustainable, leading practice maintenance dredging of Queensland ports to ensure protection of the Great Barrier Reef (GBR) has been championed by TMR.

The development of *Long-term Maintenance Dredging Management Plans* by each port was a key outcome of the strategy. TMR's approach, based on consultation and building partnerships, developed practical solutions for the port

industry. Additionally, the approach affirmed for the wider community that the economic and social contribution of ports is maintained, while ensuring the continued protection of our valuable environment assets.

Electric Vehicle Strategy

Released in October 2017, *'The Future is Electric' Electric Vehicle Strategy* (EV Strategy) is a multi-agency strategy led by TMR. The EV Strategy was 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), a series of fast-charging stations stretching from the Gold Coast to Cairns, and Brisbane to Toowoomba. Phase 1 was completed in January 2018. A further \$2.5 million has been committed to Phase 2 with planning underway. Phase 2 will reduce the distance between the existing charging locations, giving motorists more options to choose when to recharge, reducing range anxiety and allowing them to stop, revive and survive.

Other departments undertook a number of other significant EV related activities during the year including:

- sponsoring the annual Australian Electric Vehicle Conference and Expo 2018 held at the Brisbane Entertainment and Convention Centre
- launch of the *QFleet Electric Vehicle Transition Strategy*
- development of the Electric Vehicle Charging Infrastructure Practice Note
- leading the development of a national program of work for the Council of Australian Government's (COAG) Transport and Infrastructure Council.

Waste Reduction and Management Plan

TMR continued to focus on reducing waste going to landfill in delivery of its transport infrastructure construction and operation. TMR has aligned with the Queensland Government's waste strategy and drive to a circular waste economy where our resources and components are considered valuable and are reintegrated, regenerated and reused, remaining in use as long as possible.

In 2018–19 TMR:

- continued to deliver on the actions and continuous improvement activities in the *TMR Waste Reduction and Recycling Plan (2016–2021)*
- committed to undertake sustainability assessments for projects over \$100 million which is driving

trials of new products and technologies to assist in minimising waste generation

- disseminated information in preparation for the Queensland Government's waste levy commencing on 1 July 2019
- updated Environmental Management Specifications requiring all departmental contractors to report waste measures.

Innovative waste minimisation projects include:

- reuse of 100 per cent of the existing pavement by pulverisation, spreading to a uniform layer and implementing a triple blend to the subgrade to significantly reduce the amount of new pavement required (Landsborough Highway, Central West District)
- over 20 million litres of Crumb Rubber Modified binder used on TMR reseal projects since 2015 which has found another use for 523,950 recycled tyres.

Emissions reduction plan

Transport and Main Roads is developing a *Transport Net Zero Emissions Roadmap* for emissions reduction across the department. The roadmap includes initiatives such as Carbon Abatement Modelling, Future Scenario Analysis and Transport Related metrics that inform the carbon reduction strategy for the department. These initiatives are contributing towards the overall Transport Net Zero Emissions Roadmap in alignment with the Queensland Climate Transition Strategy.

TMR is contributing through engineering innovations that reduce the infrastructure carbon footprint, and through Transport Infrastructure Project Sustainability ratings (utilising the Infrastructure Sustainability Council of Australia, ISCA) which encourage lower emission designs, equipment and procedures.

Engineering innovations to reduce emissions include:

- EME2 pavements – involves the reduction in the asphalt thickness which in turn reduces the quantity needed resulting in less emissions
- recycled Asphalt Products – involves using recycled asphalt on TMR projects, which has a lower emission potential than fresh asphalt
- crumb Rubber – involves reusing old car tyres in pavements, which not only reduces waste going to landfill but substitutes for virgin materials, resulting in reduced environmental footprint
- Foam Bitumen Stabilised (FBS) pavements – involves providing pavements with increased strength and resilience, leading to lower maintenance and replacement over the whole of life of the asset.

An example of an ISCA project sustainability outcome that incorporated these innovations to reduce emissions was the Gateway Upgrade North which achieved an 'excellent' ISCA rating for design and used 10,000 tonnes of EME2 pavement to construct 1.7 kilometres of Deagon Deviation southbound. This resulted in approximately 3000 tonnes less raw materials and 26 per cent less truck movements.

Marine pollution response training program

MSQ managed and coordinated attendance at 17 specialised marine pollution response training courses as part of normal business activities. This training, which is in line with obligations described in both *Australia's National Plan for Maritime Environmental Emergencies* and the *Queensland Coastal Contingency Action Plan*, was delivered in the ports of Brisbane, Gladstone, Mackay, Townsville, Cairns and Skardon River. In total 125 people from local and state government departments and ports attended the training in basic and advanced oil spill response and shoreline clean-up operations. In addition, MSQ also coordinated participation by 46 people in other specialist incident management and media management training.



Deploying the Oil Containment Boom at Warraber Island, Torres Strait.

Disposing corporate e-waste responsibly

TMR is supporting Queenslanders in need and helping to reduce the impact on the environment through a range of e-waste initiatives focused on the safe and sustainable re-use or disposal of end of life ICT equipment.

In partnership with the Kingfisher Recycling Centre at Aspley—Queensland’s largest school-based recycling centre—which is helping to breathe new life into old server components from our Carseldine site office.

To date, the department has donated more than 15 ute loads of server components as well as smaller items such as uninterruptible power supplies, 17-inch monitors, keyboards and mice. Items donated to Kingfisher are disassembled by the students at the adjacent Aspley Special School as a learning opportunity, following which the components are re-used or further recycled to directly benefit the school. Disassembling electronic items such as those donated by TMR, provides valuable on-site work experience for our students

Another way the department is sustainably disposing of corporate e-waste is through the Mobile Muster program. By donating unserviceable phones and iPads from across the department to Mobile Muster the department has contributed devices totalling more than 280 kilograms for recycling, resulting in environmental benefits equal to planting more than 17 trees and avoiding 621 kilograms of CO2 equivalent.



Pictured (left to right): Sandra Slater, Chief Information Officer; Chesley Hargreaves, Aspley Special School Principal; and Janet Born, Service Operations Director, outside the Kingfisher Recycling Centre.

Case study

Preparing TMR for the digital future

The department’s *Paper-Lite Strategy* for documents and records is moving TMR from a traditional, paper-based recordkeeping culture to one that is value driven, with digital recordkeeping embedded in the way we work. This ensures a focus on our most important records with more information available for business and cultural purposes.

The transformation to Paper-Lite is continuing with TMR in consultation with Queensland State Archives taking a risk-based and sustainable approach by mapping the department’s records into a consolidated Retention and Disposal Schedule.

A key piece of work for the department was to actively reduce the high cost and impact of outdated, paper-based recordkeeping. The project resulted in annual ongoing storage savings of \$150,000.

Savings and future cost avoidance delivered under the *Paper-Lite Strategy* in 2019–20 is estimated at in excess of \$1,500,000.

Vessel Traffic Service Operators

MSQ, is authorised as the only Vessel Traffic Services (VTS) Authority to provide VTS for Queensland ports, Torres Strait and the Great Barrier Reef VTS areas. Delivering this service is a dedicated team of TMR professionals working 24/7 monitoring and assisting international and local trading ships to safely navigate through the Torres Strait and Great Barrier Reef, Queensland’s ports and coastal waterways.

These men and women, called Vessel Traffic Services Operators (VTSOs), come to TMR from diverse range of backgrounds and experience. VTSOs are required to operate and utilise a diverse range of systems such as, radar, Very High Frequency (VHF) radio, Automatic Identification System (AIS), Closed Circuit Television (CCTV), Under Keel Clearance Management Systems (UKCM) and meteorological sensors. This equipment, along with essential training, provide VTSOs with the necessary skills to interact with shipping and provide timely and accurate advice to the bridge team on the ship that can assist the on-board decision-making.

VTSO are also called upon to respond to developing and emergency situations, from shipping accidents, pollution and Search and Rescue. A recent event required VTSOs to put all their knowledge into practice responding to a distress call from a recreational vessel that resulted in saving the lives of two men and a young boy.

Successful applicants undertake a competency-based training program that is delivered in accordance with international conventions to ensure that the ships’ master and/or marine pilot receives the information in a manner that is consistent all over the world. Initial on-the-job training is conducted by experienced and qualified VTSOs and consists of local port knowledge, VTS theory, VTS system knowledge, legislation, navigation skills, VHF radio communications and emergency procedures. This is followed with formal qualifications in VTS Operations at IALA modelled courses including V-103/1 Vessel Traffic Services Basic Operator and V-103/2 Vessel Traffic Services Supervisor courses. VTSOs are assessed annually to ensure proficiency and to ensure their professional knowledge is maintained.

Ant plants and rare mangroves given new home

Over the last 100 years, coastal development in Far North Queensland has reduced the niche habitat available to the Ant plants that are endemic to coastal areas between Townsville and Cape York.

The relocation of threatened Ant plants and rare mangroves species from the Cairns Southern Access Corridor (Stage 4) project site to East Trinity Reserve was completed in early 2019. The Ant plant has a symbiotic relationship with the Golden ant and the threatened Apollo jewel butterfly, with each species requiring the others to complete their life cycle.

Around 130 Ant plants were removed from the project site around Chinaman Creek and cared for in a nursery by TMR and Biotropica Australia until the wet season commenced. The Ant plants were then relocated to East Trinity Reserve, on an elevated work platform used to install the plants high up in the canopy of their preferred host tree—the Narrow leaf paperbark. The plants were then tied to host trees with a biodegradable rope allowing roots to develop.

TMR and Biotropica Australia will continue to monitor the Ant plants in their new home while they take root in their host trees.



Ant plants are covered in sharp spines to protect them from predators.

Case study

Rapid Impact Compaction and Wick Drains

The Cairns Southern Access Corridor (Stage 4) Kate Street to Aumuller Street, used a specialised ground treatment, called Rapid Impact Compaction (RIC), to stabilise parts of the project site that was previously an old landfill.

RIC was used to consolidate landfill in the area by striking a seven-tonne weight against a 1.5 metre metal plate compressing the ground to an average of 0.5 metres. The ground was compressed every two metres, with 100 locations compressed each day. The RIC equipment was used for around 500 hours and is one of only two such machines in Australia. This is the first time RIC has been used in Far North Queensland

Cassowary Recovery Team

Vehicle strike has found to be the major cause of cassowary mortality in Queensland. Recognising the need to protect the Australian icon and improve safety of motorists on our roads, TMR continues its work with an interagency and community team called the Cassowary Recovery Team.

The team is continuing to seek innovative solutions to reduce cassowary road strikes on state-controlled roads. This collaboration resulted in an advanced monitoring system for cassowary detection and behaviour analysis being deployed on the Tully-Mission Beach Road at Carmoo, which is a well-known cassowary area.

Vehicle Activated Signage were also installed to alert motorists of the possibility of a cassowary being on the road in the area.

The analysis of the data from the trial indicates that driver behaviour in relation to signage is a key issue to be investigated and should not be underestimated.

Other measures already implemented by the department on our roads include:

- vegetation management along key roads in the Mission Beach area to increase visibility of cassowary chicks during the breeding season.
- installation of Variable Message Signs on the Kuranda Range Road, which are being used to notify drivers of road hazards, including cassowary sightings.
- installation of Bluetooth loggers to identify trends in driver behaviour in the Cassowary Coast region.
- launch 'Report a cassowary' feature on the QLDTraffic App (see page 123).

LED replacement project

The LED Street Lighting Replacements Works Program is in its second year of delivery following on from the success of the works completed in the 2017–18.

With a funding package totalling \$6.2 million, work to date has included multiple design packages being finalised, along with procurement packages completed for works commenced across the State in the 2018–19 financial year. Programmed works having been completed in the South Coast, Metropolitan, North Coast, Wide Bay, Down South West, Townsville, Mackay Whitsunday and Cairns regions of the state.

This program of works utilising innovative infrastructure solutions, highlights how we are embracing new technologies, through a collaborative approach to managing the network. This is evident through the early trials of Lighting Asset Management software platforms, led by TMR's Engineering and Technology branch in conjunction with RoadTek, with

pilot installations being set up in Townsville, Mackay, Goondiwindi and the North Coast. Whilst in the early stages, the approach undertaken is at the forefront of available technologies, with testing involving remote incident detection protocols, monitoring energy usage, and examining conventions that optimise the performance of each street light pole.



Shining the lights on across the network, replacing old technology (top) to the new 'brighter' LED (bottom).

Fish passage installation

The Department of Agriculture and Fisheries is responsible for assessing potential barriers to fish movement along Queensland waterways, that may arise from culverts or other waterway barrier works. Barriers to the free movement of fish along waterways can have devastating impacts on fish and fishing. TMR has been working with The University of Queensland to develop a cost-effective and low-maintenance box culvert design, which aims to improve the passage of small-bodied native Australian fish. The idea is to create low velocity regions in water flowing through the culverts. In certain flow conditions these low velocity regions enable upstream fish passage, helping fish to access suitable habitats to feed, reproduce and find refuge ensuring ongoing productivity of Queensland's native fish species.

Initial work has involved computer and laboratory flume simulation of various options, and it is planned to take some preferred options into field trials during the second half of 2019.



An example of a fish passage delivered at Puddler Creek, west of Charters Towers.

Woorabinda community

Director-General, Neil Scales, 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 Aboriginal people, about 170 kilometres south-west of Rockhampton. The Department of Aboriginal and Torres Strait Islander (DATSIP) led program's focus is on achieving improved economic and social outcomes as well as addressing barriers to effective service delivery.

In addition to leveraging TMR's strong regional presence, the department works in partnership with DATSIP, neighbouring councils and other government agencies to progress the community's agenda. During the year the department has proactively assisted the community with facilitating funding submissions, reconstruction of road and creek crossings, and furthering capacity and capability development via road infrastructure.

Burnett Traffic Bridge restoration

The heritage-listed Burnett Traffic Bridge, which spans the Burnett River, was officially opened by the Queensland Governor Baron Lamington on 24 August 1900. Work to build the bridge began in June 1898 by contractor Messrs John McCormick and Sons. The total cost of the bridge and approaches was £64,234, which included land purchase, engineering and supervision. The steel girder bridge is constructed with eight spans (each 51.87 metres) and totals more than 416 metres between abutments. Other features included 7.3 metre wide roadway and a 1.7 metre wide footpath.

Significant rehabilitation works are continuing on the heritage-listed Burnett Traffic Bridge in Bundaberg. The program of works involves structural repairs, blasting works to remove old paint and rust that has formed over the years, and applying a new paint protection system.



The Eastern Darling Downs Blue Grass grassland SEA.

The rehabilitation works are required to ensure the structural condition of the bridge is capable of handling future traffic demand. Given the age and size of the Burnett Traffic Bridge, the rehabilitation program is significant and will need to continue into the next several years. Due to the intricate nature of rehabilitating a heritage structure, it will be a long process. However, TMR is committed to preserving an important part of Bundaberg’s history to ensure it continues to serve as a vital road link.



Bundaberg’s heritage-listed Burnett Traffic Bridge opened in 1900 and connects North Bundaberg to the Bundaberg CBD.

Grassland SEA signage

TMR installed 173 Significant Environmental Area (SEA) (see glossary page 295) signs along all grassland SEAs (see glossary page 295), roughly every kilometre, often co-located with accesses where they’re more likely to be noticed. This was after a spate of detrimental activities (such as test-driving a plough) by unknown parties. TMR has had phone calls from service providers and landholders asking about the grasslands and what they need to do in order to undertake their activities. This indicates the signs have been noticed and are providing a benefit.

Mobilising Queenslanders on our accessible network

Ensuring the department builds a transport network that is accessible by all and connects Queenslanders to liveable regions and active cities is an important and ongoing focus for TMR. This section outlines the key transport activities and initiatives undertaken to facilitate passenger mobility across the state and aim to provide a single integrated and safe transport network, allowing fair access to everyone.

Addressing traffic congestion

The department takes a multi-faceted approach to tackling congestion and improving travel reliability across South East Queensland. Through a combination of projects that build extra capacity, measures that will help us get the most out of the existing network, and providing customers with access to better information, the department works hard to ensure congestion doesn't significantly worsen as our population grows.

Coupled with population growth, South East Queensland has seen a relatively high (20 per cent) increase in registered vehicles over the last seven years, this has also led to 27 per cent increase in the number of vehicle kilometres travelled in the Brisbane Metropolitan area. These trends are shown in Figure 6.

Building additional capacity

TMR are addressing priority bottlenecks on our road network with major upgrades on:

- South East Queensland motorways including the Pacific/Gateway Motorways Merge
- the recently completed Gateway Upgrade North Project
- Pacific Motorway (M1) upgrades.

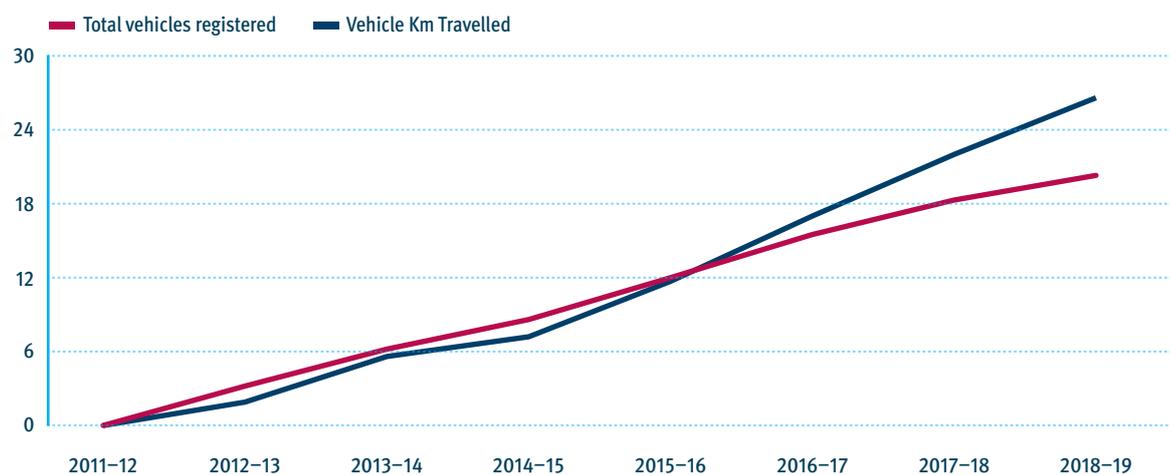
In addition to these major upgrades the department has delivered many other projects, such as traffic signal optimisation, that have improved travel time in localised environments.

Using technology to smooth the flow of traffic

Beyond the major infrastructure projects, the department continues to invest in technologies that allow proactive operation of the road network. These technologies, known as Smart Motorway technologies include a variety of initiatives such as:

- variable speed limit signs
- flexible lane control
- ramp signalling
- travel time signs
- electronic message signs
- roadside data systems.

Figure 6: Cumulative change in vehicles registered and kilometres travelled since 2011–12



	2011-12	2012-13	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19
Total vehicles registered: SEQ (source: TRAILS)	0.0%	3.2%	6.2%	8.6%	12.0%	15.5%	18.3%	20.3%
Vehicle Km Travelled (VKT) from TMR detector counts: Bne Metro (calendar yrs, 24/7, source: TARS-TMR Traffic Analysis and Reporting System)	0.0%	1.9%	5.6%	7.2%	11.7%	17.0%	22.0%	26.6%

Data source: Total vehicle registered: South East Queensland (TRAILS)

Data source: Vehicle kilometres travelled from TMR detector counts: Brisbane Metro (calendar years, 24/7) (Source: TARS-TMR Traffic Analysis and Reporting System)

Data source: Vehicle kilometres travelled from TMR detector counts: Brisbane Metro (calendar years, 24/7) (Source: TARS-TMR Traffic Analysis and Reporting System)

Note: This graph shows the cumulative percentage change in total vehicles registered and vehicle kilometres travelled in the Brisbane metropolitan area.

These technologies work together to help reduce stop-start travel, improve safety and provide more predictable travel times for motorists along our busy motorways.

Incident management

The department uses a variety of sensors and cameras to monitor the transport network and identify incidents and potential hazards. This information is used to quickly respond to any issues by deploying our traffic incident management services and provide information to customers through our *QLDTraffic* services and roadside variable message signs.

Helping road users make informed decisions

Understanding potential travel conditions is an important part of planning a journey, the department continues to deliver up to date travel information through *QLDTraffic* providing dynamic and real-time travel information, empowering our customers with access to trusted, reliable, timely and personalised information to make informed travel decisions.

Passenger Transport Accessible Infrastructure Program

The TMR Passenger Transport Accessible Infrastructure Program is a statewide grants program which 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 meet the *Disability Standards for Accessible Public Transport 2002*
- apply consistent design standards across the passenger transport network.

In 2018–19, over \$5 million of funding assistance was provided to 17 local governments across Queensland to support upgrades of over 750 urban bus stops to meet accessibility standards. In addition, approximately \$500,000 was provided towards upgrading long-distance coach stops in regional areas as well as completing the passenger ferry terminal upgrade at Hammond Island in the Torres Strait. These funding grants assist local governments in increasing accessibility to the transport network to connect communities.

The success of these infrastructure grants 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: www.tmr.qld.gov.au/Travel-and-transport/Disability-access-and-mobility/Accessible-regional-bus-stops

Equitable access to transport for vulnerable Queenslanders

Under the direction of the Director-General, TMR has implemented the Accessible Transport Network (ATN) led by Kevin Cocks AM. The ATN program of work will ensure that all vulnerable Queenslanders' and visitors will be able to participate with ease, safety and dignity in all aspects of their social, recreational, health and employment activities. Frameworks and strategies underway in 2018–19, through collaboration with other government agencies, will underpin the lift in cultural awareness required to design and deliver products, services and infrastructure to meet the needs of everyone. This program of works will also create benefits for all transport network customers.

Through TMR's response to the Forde Report (New Generation Rollingstock Commission of Enquiry) recommendations, TMR has embraced the opportunity to deliver on our vision of a single integrated transport network accessible to everyone by incorporating these recommendations into TMR's best practice for the future. Our actions from these recommendations will see TMR undertaking activities around early co-design, customer engagement and cross-agency collaboration to deliver vast improvements in all products, services and infrastructure. Customers will benefit from a more seamless experience when accessing information and a more accessible and welcoming environment across all facets of our network.

The ATN established the Accessible Transport Network Program Board in 2019 with the purpose to govern the implementation of accessibility, diversity and Inclusion objectives, aligning with our Advancing Queensland Priorities. It is an overarching governing body to drive and implement meaningful and practical change for all five divisions of our organisation. Providing the opportunity to create a business as usual approach to these key areas.



For more information on the Forde Report: www.traininquiryng.qld.gov.au/

Accessibility is key to our vision of creating a single integrated transport network accessible to everyone. We connect people to people, people to places, people to jobs, people to healthcare and people to opportunities. To do that, we need a totally accessible transport network.

Neil Scales, Person with a Disability Champion

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

In December 2018, TMR released the *Disability Action Plan 2018–2022* continuing the department’s commitment to improving the accessibility of the passenger transport network for customers with disability.

This is TMR’s third disability action plan and contains 41 actions that will be delivered over the life of the plan, with some actions already complete, such as the establishment of the Accessible Transport Network Office (see page 139) within TMR.

The plan was developed in consultation with members of the TMR Accessibility Reference Group which includes representatives from government, industry and disability advocacy groups and has been produced in a number of alternative formats including Easy Read, Auslan and audio, all of which are available on the TMR website.



For more information: www.tmr.qld.gov.au/Travel-and-transport/Disability-access-and-mobility

Accessible Transport Networks overview

Starting in January 2019, the ATN began working in partnership across TMR to carry out assessments of viable rest areas and stopping areas to establish their degree of accessibility. These assessments will be carried out across the whole of Queensland with an aim of developing a priority plan for upgrading them based on criticality.

This will create clearer, more accurate information for customers and support the needs of everyone using these facilities. Making it easier for customers when planning journeys and offering a more pleasurable experience for all travellers.

The ATN—in conjunction with Human Resources Branch—is contributing to the overarching Disability Employment Strategy being developed by the Public Service Commission, positioning the Queensland Government as a desirable employer with strong social conscience. Demonstrating a cultural awareness of inclusivity that creates a welcoming working environment, providing better opportunities and support for everyone. TMR’s alignment with this Strategy will see a more diverse and inclusive approach in our recruitment processes and our working environment. Working towards our priority to create jobs in a strong economy.

Based on the recommendations of the Forde Report, TMR is prioritising the updating of our Public Transport Infrastructure Manual. These updates will ensure better quality of experience for all users of our network, by embedding a human-centred

design approach to all phases of projects when delivering infrastructure on our network.

This includes physical spaces and user experience, as well as processes for goods and services from agencies partnering with TMR.

TMR is leading the Disability Standards for Accessible Public Transport (DSAPT) Transformation in partnership with the federal government. Queensland will provide leadership throughout this process and technical and operational guidance to update the DSAPT and have these changes legislated by 2023.

In 2019, the ATN procured the services of a technical expert to analyse, research and advise on the best approach to address and update legislation through co-design and universal design. These changes will also inform other states and jurisdictions, creating a more cohesive connection with a far-reaching application.

School Transport Assistance Scheme

The School Transport Assistance Scheme (STAS) 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 2018–19, \$172.7 million was paid to assist approximately 130,000 recipients.

STAS assistance can cover all or part of a student’s transport costs between home and school, with the focus being on assisting those students without a school in their local area. Assistance is also provided for students living in extreme isolation and for low income families.

For the delivery of this program, TMR works with about 502 delivery partners providing over 1150 school routes using approximately 2000 buses.



For more information: 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. Total payment for the 2018–19 financial year was \$146.6 million (GST exclusive).

School services for South East Queensland are paid as part of integrated urban and school transport service contracts and reflected in table 13 *Passenger transport operator payments: South East Queensland* (See page 291).



A full list of operators and payments is available on the Queensland Government Open Data Portal: www.data.qld.gov.au



STAS provides assistance to eligible school students on rail, bus, ferry and tram services, helping students travel to and from school.

Concessional fares for disadvantaged community members

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

In 2018–19, TMR provided \$320.44 million in concessions and assistance to pensioners, veterans, students, people with a disability and their carers to make public transport more affordable. Assistance ranges from public transport concessions, ticketing products and subsidised transport schemes.



For more information on concession fares: translink.com.au/tickets-and-fares/concessions

For more information on ticket options for people with a disability: translink.com.au/tickets-and-fares/ticket-types/disability

Bus contract renewals

New contracts with bus delivery partners in South East Queensland were executed in July–August 2018. The new contracts have introduced a refreshed performance management regime with a focus on improved data reliability and a partnership approach to improving on time running, alongside the delivery of a centralised scheduling system that will deliver more responsive and reliable timetable information for customers.

Outside South East Queensland, the department has been investing in new service contracts. In November 2018, TMR executed one-year contract extensions with regional delivery partners in Cairns, Townsville, Rockhampton, Mackay and Toowoomba. These one-year extensions are enabling TMR and its delivery partners to work through a collaborative invitation to offer process for a longer-term service contract. Benefits such as improved service coverage and strengthening relationships with delivery partners are expected to result from the collaborative approach.

Between December 2018 and February 2019, TMR executed new seven-year contracts with regional delivery partners in Bowen, Bundaberg, Maleny, Proserpine/Airlie Beach, Warwick, Gympie, Innisfail/Ingham, Stradbroke, Kilcoy, Rockhampton/Mount Morgan/Yeppoon, Elliot Heads and Maryborough/Hervey Bay. These extensions provide continued bus services to regional centres around Queensland reinforcing the department's commitment to building stronger regions.

Queensland Bus Driver of the Year Awards

Queenslanders had the opportunity to recognise their favourite bus driver by nominating them for the Queensland Bus Driver of the Year Awards. More than 2500 nominations were received across Queensland. The awards recognised the huge contribution drivers make to ensuring customers travel safely and conveniently.

This year's nominations saw a 900 per cent increase on the 250 submissions received in 2018, with Ella Reid from Clarks Logan City Bus Service taking out the award for the state's best driver last year.

This year's awards have been expanded to include new categories, recognising drivers across the state. The new categories are:

- South East Queensland drivers
- regional drivers
- school drivers.

All nominations were reviewed by an industry-led judging panel and assessed against criteria including positive customer impact, excellence in customer care and displaying a customer-focused attitude. Three finalists were announced in each category. Videos of each finalist were produced and posted online, allowing the public to cast their vote for the winner in each category. Winners were presented their awards in August 2019.

Local area marketing

Over the last 18 months, the department has delivered targeted marketing campaigns to increase public transport patronage in locations with high potential to increase public transport mode share. These locations were identified using an algorithm that measured actual public transport patronage against expected patronage, based on local demographics, service levels and other factors. TMR has focused some of its marketing efforts on areas that were deemed 'underperforming' for public transport - that is, where actual patronage was not as high as predicted by the algorithm.

The suburb of North Lakes was the first trial site for this new marketing approach in February 2018. The department then applied the same approach to the suburb of Kedron in February 2019 and Southport in late June 2019. Activity in North Lakes and Kedron has influenced behaviour, and patronage targets have been exceeded in both areas following the campaigns. Results for Southport are still pending.

Tactics included email marketing, mobile display advertisement, advertising at petrol pumps, direct mail, smart screens at shopping centres, customer liaison activity as well as social media activity.



Convenience and attractive environment at North Lakes station.

Road safety

TMR is committed to the long-term vision of zero deaths and serious injuries on Queensland roads. To achieve this vision, the department implements road safety initiatives encompassing education, community engagement, enforcement, new technologies and safer roads and roadsides and drives a change in culture and attitudes to road safety through StreetSmarts campaigns.

Road Safety Policy

In August 2018, the department released the *Road Safety Policy*. The policy aims to embed Safe System principles (recognising that people make mistakes and that every part of the system, including roads and roadsides, should be designed to minimise harm) in TMR's business by:

- incorporating default safety treatments in all new road projects so that more safety treatments will be implemented proactively (before crash trends occur) rather than reactively
- mandating the use of a newly developed safe system checklist which uses the Austroads' *Safe System Assessment Framework* throughout all stages of a project's lifecycle from early concept planning to finalisation.

Implementation of the policy is expected to increase the road safety benefits realised through the delivery of all road improvement activities undertaken by TMR, ultimately leading to fewer fatal and serious injury crashes on state roads in Queensland.



For more information: www.tmr.qld.gov.au/Safety/Road-safety/Road-Safety-Policy

Queensland's Road Safety Strategy 2015–21

The *Queensland's Road Safety Strategy 2015–21* is underpinned by four guiding principles that reflect a cultural shift in how TMR considers and reduces road trauma:

1. The true road toll is broader than fatalities
2. We need an ambitious vision with interim targets to inspire and motivate action
3. Safe System principles are the foundation for action
4. Road safety is everyone's issue and everyone's responsibility.

These guiding principles, and the specific commitment to the Safe System approach, have informed the development of a series of *Queensland Road Safety Action Plans*, each containing a range of initiatives that contribute to achieving the long-term vision of zero deaths and serious injuries on Queensland roads.



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

Queensland's Road Safety Action Plan 2017–19

Queensland road safety action plans provide an opportunity for the government to:

- demonstrate (and communicate) its ongoing commitment to action to fulfil the ambitious vision of the *Queensland's Road Safety Strategy 2015–21* for zero deaths and serious injuries on Queensland roads
- be transparent about the efforts being made to achieve the goals of the strategy
- provide a basis for accountability by way of measurable progress.

The *Queensland Road Safety Action Plan 2017–19* features 29 initiatives to be implemented over a two-year period, prioritising:

- delivering safer roads for Queenslanders
- getting people into safer vehicles
- encouraging safer road use
- planning our future and strengthen our partnerships.



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

Community Road Safety Grants

In 2018, the Community Road Safety Grants Scheme awarded over \$700,000 to 42 successful community organisations to continue to deliver local road safety programs (see pages 69, 97, 109).

The Community Road Safety Grants Scheme supports the Queensland Government's *Road Safety Strategy 2015–21* by providing opportunities for community organisations to lead and support local road safety initiatives within their local communities.

The Community Road Safety Grants Scheme has provided more than \$14 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.



For more information: www.qld.gov.au/transport/safety/road-safety/community-road-safety-grants

Transport safety data

The department is committed to eliminating fatalities and serious injuries through community safety initiatives. Figures 7 and 8 show trend safety data over the previous 10 years.

In 2018–19, there were 228 fatalities as a result of crashes in Queensland, 18 (7.3 per cent) fewer than the previous year and 13 (5.4 per cent) fewer fatalities than the previous five-year average. The 2018–19 road fatality rate for Queensland was 4.51 per 100,000 population**, which is 9.0 per cent lower than the rate for the previous years (4.96 per 100,000 population). The road toll places Queensland third behind the Australian Capital Territory (1.42) and Victoria (4.12).

During 2018, there were 6750 hospitalised casualties because of road crashes in Queensland. This is 240 (3.7 per cent) greater than the previous year and 245 (3.8 per cent) greater than the previous five-year average.

Targeted Road Safety Program

The Targeted Road Safety Program (TRSP) provides funding for infrastructure improvements on the road network to treat locations with significant crash history and other identified safety concerns.

TRSP is an ongoing program of work with more than \$140 million of high-benefit cost-effective projects delivered in 2018–19 across Queensland.

To effectively treat the various safety deficiencies identified, TRSP uses several sub-programs and initiatives to target specific issues. Current sub-programs and initiatives include:

- Safer Roads Sooner program
- Black Spot program
- High Risk Roads
- Flashing School Zone Signs
- Various mass action programs such as:
 - Sign Spearing Mitigation
 - Township Entry Treatments
 - Hold the Red.

Vulnerable users (motorcyclists, pedestrians and bike riders) are of particular concern for the TRSP as more than 32 per cent of all road fatalities in Queensland involve vulnerable road users.

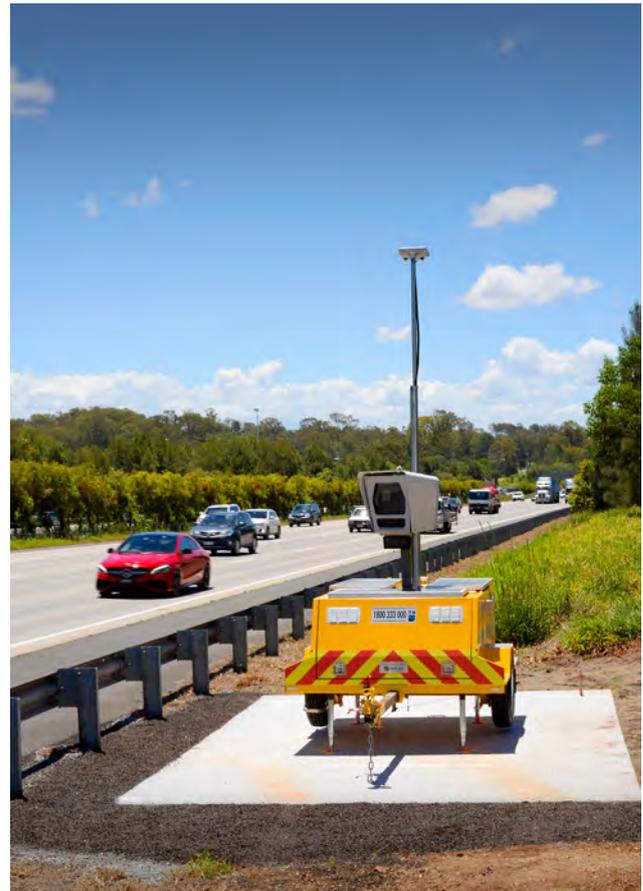
The majority of TRSP funding is sourced from revenues collected from the Camera Detected Offence Program which can only be expended on state-controlled roads. Funding for the Black Spot Program is provided by the Australian Government.

Camera Detection Offence Program

The Camera Detected Offence Program (CDOP) (see page 293, Appendix 4) is a road safety initiative designed to reduce vehicle travel speeds on Queensland roads.

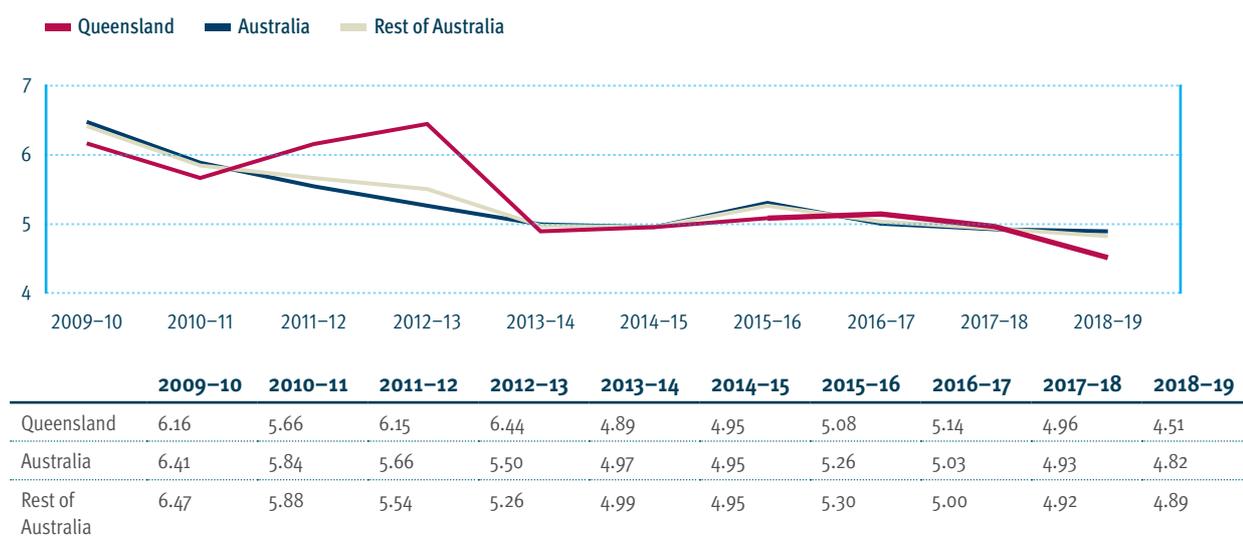
TMR and the Queensland Police Service work cooperatively to ensure the CDOP delivers the best road safety outcomes for all road users. The CDOP consists of mobile speed cameras, fixed speed cameras, red light cameras, combined red light/speed cameras, point to point speed camera systems and road safety camera trailers. The CDOP conducts risk-based assessments to determine the highest risk locations across the state for installation of a camera system.

The program has seen changes and influences in driver behaviour which has resulted in a reduction in crashes and crash related incidents. An evaluation conducted in 2018 by Monash University Accident Research Centre estimating that during 2016 the CDOP saved around 2500 casualty crashes, of which around 1650 were fatal or serious injury crashes. This saved the community approximately \$1.5 billion. More than 98 per cent of these savings were attributed to the mobile speed camera program.



Example of a CDOP camera.

Figure 7: Road fatalities per 100,000 population



Data source: Transport and Main Roads' Road Crash database and relevant interstate authorities.

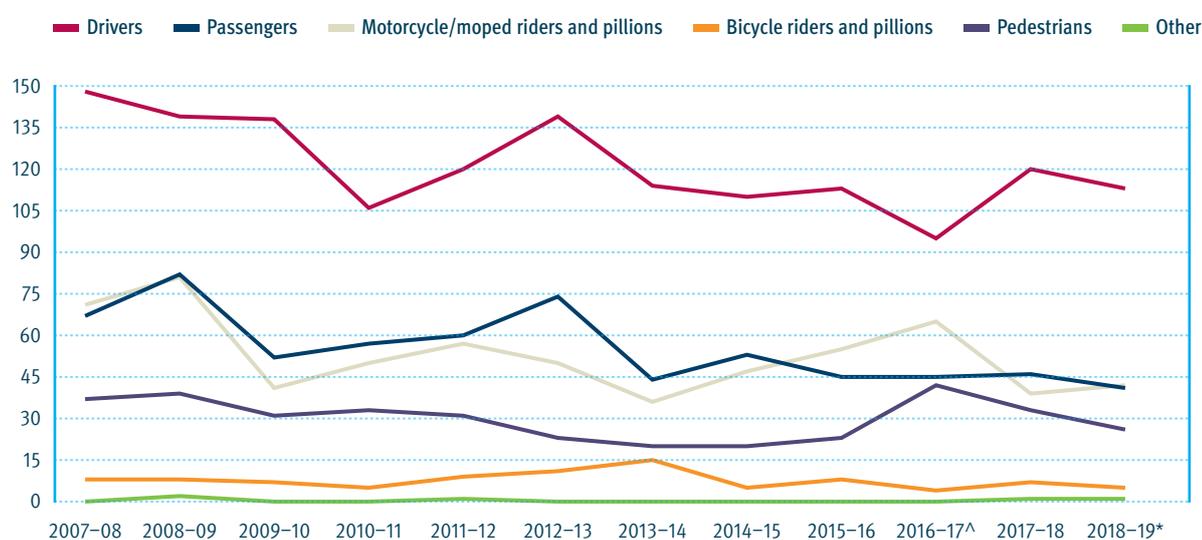
Population figures are from the Australian Bureau of Statistics – Catalogue 3101.0

Note: Each month Transport and Main Roads requests updates on interstate road crash data from the relevant interstate authorities for the current year-to-date road toll and confirmation of the road toll for the previous year by month.

The Australian Bureau of Statistics releases updated Australian Estimated Residential Population (ERP) figures on a quarterly basis. This has resulted in changes to fatality rates in previously reported years.

2018-19 figures are preliminary at time of printing.

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



Road user type	2009-10	2010-11	2011-12	2012-13	2013-14	2014-15	2015-16	2016-17 [^]	2017-18	2018-19*
Drivers	138	106	120	139	114	110	113	95	120	113
Passengers	52	57	60	74	44	53	45	45	46	41
Motorcycle/moped riders and passengers	41	50	57	50	36	47	55	65	39	42
Bicycle riders and passengers	7	5	9	11	15	5	8	4	7	5
Pedestrians	31	33	31	23	20	20	23	42	33	26
Other	0	0	1	0	0	0	0	0	1	1

Data source: Transport and Main Roads' Road Crash database

Note: This graph excludes 'other' fatalities such as horse riders, train drivers and train passengers.

* 2018-19 figures were preliminary at time of printing.

[^] The 2016-17 road toll has been reduced by two since the 2016-17 annual report was printed.

Safer Roads, Safer Queensland

The Safer Roads, Safer Queensland forums, together with regional road safety forums, provide key opportunities for the Queensland Government to hear from a wide range of stakeholders about road safety in Queensland.

In the lead up to the sixth Safer Roads, Safer Queensland forum, the Queensland Government hosted a series of regional forums to explore road safety issues and ideas.

Beginning in August 2018 as part of Queensland Road Safety Week, the first regional forum was held in Townsville and focused on seatbelt use. It sought new ideas to encourage greater seatbelt use on regional roads. A second forum was held in Toowoomba in September and focused on potential solutions to road safety issues and concerns on the Darling Downs. Using local crash data as a foundation, regional consultation continued in 2019 with an All Roads, All Road Users forum in Maryborough in May, as part of Fatality Free Friday week. This was closely followed by a similar event in Rockhampton in June, which also considered the road safety priorities and ideas of the Central Queensland community.

This series of forums brought together local road safety advocates representing different road user groups including transport companies, driving and motorcycle riding schools, bicycle user groups, Indigenous groups, senior citizens' groups and young people. Local and state-based government agency representatives including the Queensland Police and Emergency Services and local councils also participated.

The ideas to drive down the road toll generated by this series of regional road safety forums became conversation starters for the Safer Roads, Safer Queensland Forum in mid-July 2019 and informed the development of the next Queensland Road Safety Action Plan, due for release in late 2019.

Looking forward, the Queensland Government has planned a further 12 months of regional consultation events about road safety, to continue to listen to the views of Queenslanders and help contribute to achieving the long-term vision of zero deaths and serious injuries on our roads.



Maryborough's Safer Roads, Safer Queensland forum.



For more information: www.tmr.qld.gov.au/Safety/Road-safety/The-Safer-Roads-Safer-Queensland-Forums

Windscreen sign spearing

Since 2011, four crashes have been reported in Queensland where vehicles have collided with bi-directional hazard signs (Image A). Three of these incidents resulted in the death of vehicle occupants.

Recent TMR research has established that windscreen penetration from these signs could be prevented by strengthening the connection from the post to the sign face, ensuring the sign is pulled down as the posts are impacted by a vehicle (Image B). This design has been included in TMR's standard drawings for all new designs.

A total of \$5.6 million has been allocated for the 2018–19, 2019–20 and 2020–21 financial years to retrofit existing signs at high-risk locations across Queensland. Approximately \$1.4 million has been spent in 2018–19.



Image A: Bi-directional hazard signs.

Image B: The aftermath of a sign spearing crash (Image A) and the new treatment being crash tested.

Wet weather high visibility pavement marking trial

During wet weather, particularly at night time, road markings can be difficult to see leading to an increased risk of crashes.

In 2016, the department engaged the Australian Road Research Board to evaluate the wet weather performance of various pavement marking products.

Between 2016 and 2018, the retro-reflectivity performance (how well the line reflects light back to a light source, such as a headlight) at nine trial sites across South East Queensland were measured at approximately three-month intervals.

As part of these trials, several line marking materials were tested, including Cold Applied Plastic (CAP), which was found to retain the best retro-reflectivity performance in both dry and wet conditions.

TMR are investigating how to increase the use of CAP in painted line marking through maintenance programs and the delivery of new road projects to increase the safety outcomes on our roads.

This project was funded by the Targeted Road Safety Program.



Evaluation vehicle measuring wet weather retro-reflectivity.

Hold the Red

TMR, in partnership with Queensland Police, began trialling potentially life-saving technology which can reduce the risk of crashes caused by drivers running red lights at a number of locations in Queensland in August 2018.

The technology, known as Hold the Red, is an active collision prevention system using radar to detect vehicles that are about to run a red light. When the danger is identified, the

opposing traffic lights are held on red to halt drivers waiting for their lights to change to green.

Hold the Red lowers the risk of a crash at sites where it is installed, while still allowing for offenders to be penalised, keeping other drivers safe and acting as a deterrent to offenders.

Road safety and education

StreetSmarts program

In December 2018, TMR's Join the Drive program was refreshed to StreetSmarts. StreetSmarts is a channel for educating everyone to become smarter and safer when using Queensland's roads. The StreetSmarts website, social media and road safety campaigns all provide people with tools and techniques to use our roads safely.

Road safety awareness and education campaigns to encourage behaviour change in 2018–19 included:

- a targeted campaign highlighting pedestrian safety in Brisbane CBD (August to September 2018)
- 'Road to zero' campaign from the third Co-Lab Youth Road Safety Challenge (August to October 2018)
- 'LiftLegend' drink driving campaign (Christmas and New Year 2018, Australia Day, ANZAC Day and Labour Day 2019)
- Seatbelts campaign (December 2018 to March 2019)
- 'No go' rideables campaign in the Brisbane CBD (April 2019)
- 'Move over, slow down' campaign (May to June 2019)
- 'Drive smarter not faster' campaign (April to July 2019).

Events and sponsorships in 2018–19 include:

- Queensland Road Safety Week in partnership with Queensland Police (26–31 August 2018)
- partnering with Queensland Cricket including 'LiftLegend' promotion at Brisbane Heat Big Bash League games (Summer 2018–19)
- held the fourth Co-Lab Youth Road Safety Challenge (March 2019)
- hosting the launch event for National Road Safety Week in Brisbane (6–12 May 2019)
- sponsoring Fatality Free Friday (31 May 2019).

'Drive smarter, not faster'

In April 2019, TMR launched a world-first safety campaign 'Drive smarter, not faster' which drew upon neuroscience to tackle speeding. This campaign featured advertisements showing real-life driving situations captured on dash-cam.

The dash-cam footage was raw and showed the reality of speeding and distractions. It encouraged Queenslanders to look at the simple techniques they can use to driver smarter, not faster.

To help drivers stop speeding and focus more on their driving, a series of experiments were developed by a leading Australian neuroscientist, Dr Lucia Kelleher, as part of the second phase of the campaign. Two stand-out experiments reduced the number of times people sped by up to one third. These were taking an imaginary driving test while on the road, as well as acknowledging other drivers. The StreetSmarts website and social media encouraged Queenslanders to try one of the eight experiments to see what would help them shut down their busy brain and focus on the road.

The campaign launched before the Easter long weekend, one of the busiest times on Queensland roads.



For more information: streetsmarts.initiatives.qld.gov.au

Queensland Cricket partnership

TMR's third year of partnership with Queensland Cricket saw the 'LiftLegend' drink driving campaign featured at seven Brisbane Heat home matches at the Gabba and Metricon Stadium from December 2018 to February 2019. Over the past two years, the 'LiftLegend' and 'Plan B' drink driving campaigns have been seen by more than 300,000 people at Brisbane Heat matches. From December 2018 to February 2019, #LiftLegend messages reached over 176,000 people via StreetSmarts and Brisbane Heat Facebook pages.

For the first time in 2019, TMR was the major partner of the StreetSmarts Secondary Schools T20 Challenge, providing opportunities to share road safety messages with high school students as they prepare to learn to drive. There were 2790 students participating in the StreetSmarts Secondary Schools T20 Challenge across Queensland.

TMR has renewed the road safety sponsorship with Queensland Cricket for a further four years, from 2019 to 2023. Road safety campaigns will remain as Innings Break presenting partner at all Brisbane Heat Big Bash League (BBL) home games until 2023. The renewed partnership will expose more people to road safety messages year-round through the BBL, Women's Big Bash League, and community cricket and school cricket competitions across Queensland.



Students from Yeronga State High School met Brisbane Heat players Haidee Birkett and Jack Prestwidge to mark the start of the StreetSmarts T20 Secondary School Challenge 2019.

Road safety community engagement

In 2018–19, TMR engaged with a diverse range of stakeholders in order to influence improved behaviours and road environments that will positively impact the safety of all road users. The department operates with the flexibility to respond to current and emerging local issues, while providing advice and direction consistent with statewide road safety campaigns and Queensland Government objectives. The department worked cooperatively with all levels of government, industry and community to ensure engagement initiatives are regularly activated across the state. These activities play an important part in the department's aim to be a significant contributor to the development of a positive, statewide road safety culture.

The brief snapshot below, illustrates the diversity of our engagement activities during 2018–19:

- While different in content and delivery, the Fatal Five feature as common focus points for many of the engagement activities conducted by our road safety teams. For example, raising awareness of the vulnerability of select road-user groups, assists in informing not only the broader community but also those who are at high risk.
- A number of education and awareness events were held across the year promoting motorcyclist safety to the general public and riders. Activities were conducted along popular ride routes, including Canungra, Mount Tamborine and Rathdowney, raising community awareness of sharing the road safely in areas where motorcycling is a prevalent activity. In addition, the team utilised the strong support of industry, holding education activities at local motorcycle businesses to engage directly with riders and raise awareness of safe riding practices.
- Community events provide a valuable opportunity to engage a targeted demographic with relevant road safety messages. Northern region, Lowered

the Revs to provide an engaging, but alternative view on speed to race-goers at the Townsville 400. Located amongst the Supercar team merchandise sites and commercial providers, the 'Let's change the way we look at speed' virtual reality experience was well received by event patrons, young and old. The interaction and feedback received across the three-day event was unanimously positive.

- In Central Region, the team considered fatigue management and heavy vehicle safety while conducting Truckie Surveys at roadhouses and rest areas during Queensland Road Safety Week. The activity ensured the needs and concerns of those at the forefront of the industry, the drivers, were listened to and survey responses were used to inform the works program for the Bruce Highway Safety Package between Gin Gin and St Lawrence.

National Road Safety Week

National Road Safety Week, or Yellow Ribbon Week, took place from 6–12 May 2019 and shines a light on road safety and remembering those who lost their lives on roads. This week draws attention to vulnerable road users including those who work on or around Queensland roads.

Under the yellow glow of Brisbane's Story Bridge, TMR hosted the official 2019 National Road Safety Week event and launched the week-long Drive So Others Survive (DriveSOS) campaign.

From Mossman Gorge to Helensvale, the department's customer-facing and road safety employees were out in full force. Some of the highlights from the week included:

- celebrities and local stars being temporary school crossing supervisors at two Rockhampton state schools
- former National Rugby League stars and a host of Rockhampton celebrities showed their support for school road safety, including training from the Central Road Safety Team
- a big yellow ribbon on the Big Orange tourist attraction in Gayndah
- an alpaca showed its support wearing a yellow scarf at Bundaberg's Agro Trend
- Mary Poppins from Maryborough Town Centre donned a yellow ribbon
- Customer Service Centres staff across Queensland wore yellow to encourage customers to take the DriveSOS pledge:
 - At Logan, customers were able to try the SafeDrVR app using virtual reality glasses
 - At Ingham QGAP, customer were encouraged to sign the DriveSOS pledge on an inflatable car
 - At Bundall, staff created a Lego NRSW display.

Queensland Road Safety Week

Queenslanders were encouraged to speak up for road safety during the fourth annual Queensland Road Safety Week (QRSW) from 26–31 August 2018 in partnership with Queensland Police Service, Motor Accident Insurance Commission and RACQ.

A key event in TMR's road safety calendar, QRSW encourages local communities to drive grassroots initiatives to support road safety across the state.

More than 200 registered events and activities were held across Queensland, more than double the number of events registered in 2017. These events ranged from shopping centre displays, school presentations and workplace events, each with the shared goal of sharing road safety messages.

Major activities during QRSW included:

- launching a targeted campaign highlighting pedestrian safety in Brisbane CBD
- launching the winning campaign from our Co-Lab Youth Road Safety Challenge 'Road to zero'
- hosting a stakeholder engagement forum 'Seatbelts: Let's make it click' tackling seatbelt non-compliance in Townsville
- coordinating community engagement events for motorists in Tolga, heavy vehicles in Warwick, and motorcyclists in Canungra.

The department's road safety partner, Queensland Cricket, also supported the week through the Queensland Cricket Regional Tour.

Co-Lab Youth Road Safety Challenge

Encouraging safer vehicle choices by younger, less experienced drivers is a key priority for the department. In March 2019, 75 creative young Queenslanders gathered in Brisbane to brainstorm innovate online campaign ideas to encourage young drivers to buy safer cars.

Young people continue to be one of the most at-risk groups on the road. In 2018, 47 young lives were tragically cut short because of crashes on Queensland roads. Sadly, these people made up 19 per cent of last year's road toll.

In 2018, the department developed and released the SafeCars App. This is a simple tool to help people compare and choose the safest car—new or used—for their budget.

During the fourth Co-Lab Youth Road Safety Challenge in March 2019, the department invited young Queenslanders to work with TMR to come up with campaign ideas to encourage young people to buy safer vehicles.

The event provided a great opportunity to educate young drivers that vehicle safety is an important factor to consider

when purchasing a car, especially as young people have a higher risk of crashing due to inexperience.

The winning campaign idea, 'You're no dummy' calls on young Queenslanders to make smarter vehicle choices by likening themselves to a crash test dummy and seriously considering if the car they are looking to buy will keep them safe in a crash.

'You're no dummy', will complement the SafeCars app further encouraging people to consider vehicle safety as a priority in their purchase decision. By driving a vehicle with more modern safety features and a higher safety rating, drivers can reduce the risk of dying or being seriously injured in a crash.

The 'You're no dummy' campaign will launch in August 2019 during Queensland Road Safety Week. The team behind the winning idea is made up of Christina Simonoski, Danielle Emmerich, Luke Middleton and Madison Brittain.

The Co-Lab Youth Road Safety Challenge was one of several initiatives announced by the Queensland Government from the Safer Roads, Safer Queensland Forum in 2015. Since the first Co-Lab Youth Road Safety Challenge in 2015, TMR has reached more than 12 million people through three campaigns to positively influence road safety behaviour change.



Participants in the fourth Co-Lab Youth Road Safety Challenge 2019.

Safe Drivers, Safe Vehicles, Safe Roads

Traditionally, school holidays are one of the busiest times on Queensland roads with people taking the opportunity to travel our wonderful state and to visit family and friends.

To help keep Queensland road users safe, transport inspectors conduct regular roadside checks of private vehicles to ensure they are in a suitable condition to be on the road.

During 'Operation Safe Vehicle – Holiday', transport inspectors travel on our roads across the state performing light vehicle compliance checks in the lead-up to holidays.

The two-week operation during the December 2018 to January 2019 holidays involved 57 transport inspectors statewide who inspected a total of 1645 registered vehicles. Several local media outlets, including ABC radio and CQ News, took the

opportunity to promote 'Operation Safe Vehicle – Holiday' and help spread TMR's important road safety message in the lead-up to the festive season.

Whilst most intercepted drivers were operating their vehicle safely and legally, a total of 51 infringements and 273 defect notices were issued by our transport inspectors. Offences ranged from failing to meet vehicle safety standards (like adequate tyre tread, functioning lights, and correct load restraints) to operating an unregistered vehicle.

Prevention is the best, and often cheapest, way to maintain a safe vehicle and regularly checking lights, tyre wear, brakes, steering and windscreen can make a big difference.

In 2018–19, 5326 vehicles were intercepted and inspected across Queensland as part of these operations, providing an invaluable opportunity to educate drivers about vehicle safety and remove dangerous vehicles from Queensland's road network.

Figure 9: Operations Safe Vehicle results

Financial year	Intercepts	Vehicle defects	Penalty infringement notices issued
2018–19	5326	880 (16.5%)	172
2017–18	8064	1177 (14.6%)	283
2016–17	7465	1425 (19%)	190
2015–16	7903	1419 (18%)	256
2014–15	4007	795 (19.8%)	140
2013–14	4,333	1,153 (26.6%)	345
2012–13	4,878	1,334 (27.3%)	380
2011–12	7,826	1,329 (16.9%)	290
2010–11	7,183	1,309 (18.2%)	342
2009–10	9,434	1,517 (16.0%)	437

Data source: Data Analysis Reporting Centre (Service Delivery System and Program Office, Customer Services Branch)

All regions conduct Operation Safe Drive operations each year in the lead up to school holidays.

Notes: While the defect rate in recent years may appear high, it should be noted that the majority of the defects recorded were only minor, and that vehicles were filtered during these operations to target the worst ones.

Protecting our vulnerable road users

Motorcyclists, pedestrians and bicycle riders are among Queensland's most vulnerable road users. The department is committed to improving the safety of vulnerable road users on Queensland's roads through providing safer road infrastructure with designated shared path facilities, engaging with the community, and by providing well designed education campaigns.

Reduce speed limits in high pedestrian and cycling areas

Pedestrians and bike riders are over-represented in Queensland's fatal and serious injury statistics and appropriate speed limit setting is one road safety treatment to help address this matter.

As part of the recent revision of the *Manual of Uniform Traffic Control Devices (MUTCD) Part 4*, a review of the crash rates and infrastructure risks has been undertaken to see whether speed limits are appropriate for the function of the road and take into account the assessed level of safety risk.

As a result of this review, the process for setting lower speed limits in areas of high pedestrian and/or bike rider activity has been consolidated, simplified and enhanced. The introduction of High Active Transport User Areas in the MUTCD Part 4 will improve road safety through the establishment of lower speed environments where pedestrians and bike riders are present.



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

Driver Reviver sites

TMR aims to have the 33 driver reviver sites across Queensland operating during peak travel periods such as public holidays and school holidays.

The program is supported by volunteers from a wide range of service organisations and community groups who give up their own time to promote road safety and help to reduce the road toll.

The driver reviver sites (operating or not) provide motorists with the opportunity and place to stop and take a break, along with other rest areas across the state.



For more information: www.qld.gov.au/transport/safety/holiday-travel/stops/map

School Crossing Supervisors

This year marks 35 years since the School Crossing Supervisor Scheme was introduced in Queensland to help keep primary-aged children safe when travelling to and from schools near busy roads.

Close to 700 schools are part of the supervised school crossing scheme, with TMR funding over 1240 crossings staffed by over 1900 School Crossing Supervisors (SCS) throughout the state.

At the heart of the scheme are TMR's dedicated SCS who operate the crossings during all weather conditions. Eight of the department's crossing supervisors from various parts of the state will also celebrate their 35th year working in the role. The government has committed funding for an additional 50 school crossing supervisor positions for 2019–21.



This year marks the 35th anniversary since the introduction of the School Crossing Supervisor Scheme.

Case study

Celebrating one of TMR's SCS, Judy Thomas

One of the department's SCS reaching the outstanding 35th milestone this year is Judy Thomas, who operates the crossing at Bracken Ridge State School. Judy started as a SCS at Nashville State School in October 1984 and has been guarding the safety and wellbeing of children as they travel to and from school ever since.

Flashing light program - final report

The department has continued to install flashing school zone signs (FSZS) at risk-assessed school zones across the state. Evaluations of the FSZS program have found the signs help motorists' awareness of and adherence to school zone speed limits. The benefits of this program are the improved safety of Queensland children traveling to and from school.

TMR has successfully installed flashing school zone signs in another 59 Queensland school zones in 2018-19. Since the program began in 2012, the department has installed FSZS at 903 Queensland school zones.

School zones are selected based on several criteria including:

- a detailed assessment of risk
- nominations by schools and communities
- local knowledge of problem areas.

Due to its success, the FSZS program has been extended which will enable further installations from 2019-20 to 2020-21.



For more information: www.tmr.qld.gov.au/Safety/School-road-safety



An example of a Flashing School Zone Sign.

Case study

Recognising Jody Brumby's dedication and support to the Logan community

Jody Brumby was recognised in the 2019 Australia Day awards, receiving a Public Service Medal (PSM) for outstanding public service to the community of Queensland.



Jody has spent 17 years working across Queensland delivering dedicated customer service to the public at all levels, including in her current role at Logan CSC.

As a proud Indigenous woman, Jody is passionate about working on ways to improve the delivery of TMR products and services to our customers and played an integral role in the delivery of the Community Learner Licence Program conducted in the Logan community. This program offers an alternative to learner licence testing for people with learning difficulties by providing them with the opportunity to learn the road rules in a community-based workshop environment. Jody played a critical role in gathering subject matter experts to deliver the workshops and set up an environment where participants felt included, confident to participate and achieve success in receiving their learner licence.

Within the wider Logan community, Jody has worked with the Logan First Nations People to provide youth, justice and education as well as health and wellbeing programs and initiatives for Indigenous people – helping to empower those in her community.

It is through Jody's achievements, her courage to share her story and her strength that she empowers our current generation and is paving the way for generations to come.

Rail safety

The department continues to be involved in rail safety initiatives following the transfer of rail regulation functions to the Office of the National Rail Safety Regulator in Queensland from mid-2017. The Director-General continues in his role as chair of the National Level Crossing Safety Committee and board member of the Australasian Centre for Rail Innovation.

This year, the department continued to maintain the *Rail Safety National Law (Queensland) Act* in consultation with the Office of the National Rail Safety Regulator and other stakeholders, ensuring that Queensland's interests are reflected in any amendments to the national legislation.

The department maintains a strong policy position to retain prescribed hours for train drivers to appropriately manage fatigue. The department facilitated the legislative arrangements to provide funding to Australian Transport Safety Bureau to undertake no-blame rail safety investigations in Queensland and provides rail safety-related policy advice to the Queensland Government.

TMR maintained its role as the Dangerous Goods Regulator for rail operations and undertakes assurance activities and

investigations to verify railway operators are meeting their legislative obligations for the safe transport of dangerous goods by rail. TMR officers continue to liaise with accredited tourist and heritage rail operators by conducting scheduled site visits and relationship meetings. These community support activities are in addition to providing accreditation fee funding to Queensland's tourist and heritage rail sector.

TMR, through the *Queensland Level Crossing Safety Strategy 2012-21*, continues to explore innovative and cost-effective ways to improve level crossing safety and where possible reduce delays at level crossings in Queensland, including the current Cooper's Plains level crossing congestion project. The department lead the inter-disciplinary Queensland Level Crossing Safety Group in overseeing the review and update of the *Queensland Level Crossing Safety Strategy 2012-21* to ensure it remains consistent with contemporary trends and developments. The priority strategic action themes within the strategy continue as people, vehicles and infrastructure and knowledge for 2019-21.



For more information: www.tmr.qld.gov.au/Safety/Rail-safety/Level-crossing-safety



The department improves safety at level crossings across Queensland by installing and maintaining safety features.

Maritime safety

Through Maritime Safety Queensland (MSQ), the department manages the safe movement of vessels using Queensland's waterways, regulates pilotage services, provides hydrographic services in support of safe port development, and promotes safe standards and practices for recreational vessels. TMR continues to educate recreational mariners and increase their awareness of responsibilities and maintain effective maritime emergency preparedness, response and recovery capability and capacity.

Safe, Clean Seas Strategy

The *Safe, Clean Seas Strategy* highlights the actions the department is required to take to support the achievement of key priorities around the safe movement of vessels, reducing the number of marine transport related incidents, fatalities and injuries and how the department will seek to protect the marine environment from ship sourced pollution.

The goal for *Safe, Clean Seas* in Queensland is described as triple zero of marine safety:

- Zero incidents will equal safe movement of vessels in Queensland's waters
- Zero casualties including fatalities or serious injuries, if an incident does occur equals safe users
- Zero ship-sourced pollution incidents will equal safe environment.

To realise the *Safe, Clean Seas Strategy*, TMR and its community and enforcement partners:

- conduct greater engagement with the boating community, service providers and external agencies
- enhance state safety standards and influence national standards on the Queensland context and needs
- be early adopters of new proven technologies, equipment and safety systems to support the safe movement of vessels and efficient provision of maritime services
- revise systems of capturing and analysing of all maritime related data to inform evidence-based policy, education and enforcement
- enhance safety of our waterways.



Zero Incidents =
Safe movements

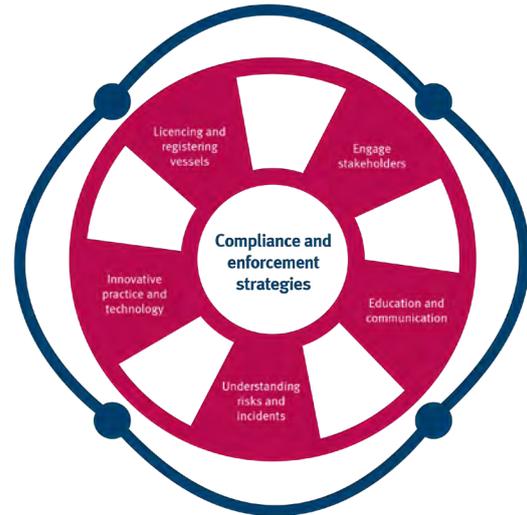


Zero Casualties =
Safe users



Zero Pollution =
Safe environment

The compliance strategies for the Safe, Clean Seas Strategy.



The goals for the Safe, Clean Seas strategy.

Marine fatalities and serious injuries

In 2018–19, reported marine incidents in Queensland included seven fatalities and 36 serious injuries. The number of reported marine incidents, involving at least one Queensland Regulated Ship, has declined over the last five years, returning to numbers not seen since 2014–15. This may be an indicator that the marine safety messaging and education, have had an effect. By continuing with efforts in marine safety education MSQ are planning for the continued downward trend of marine fatalities

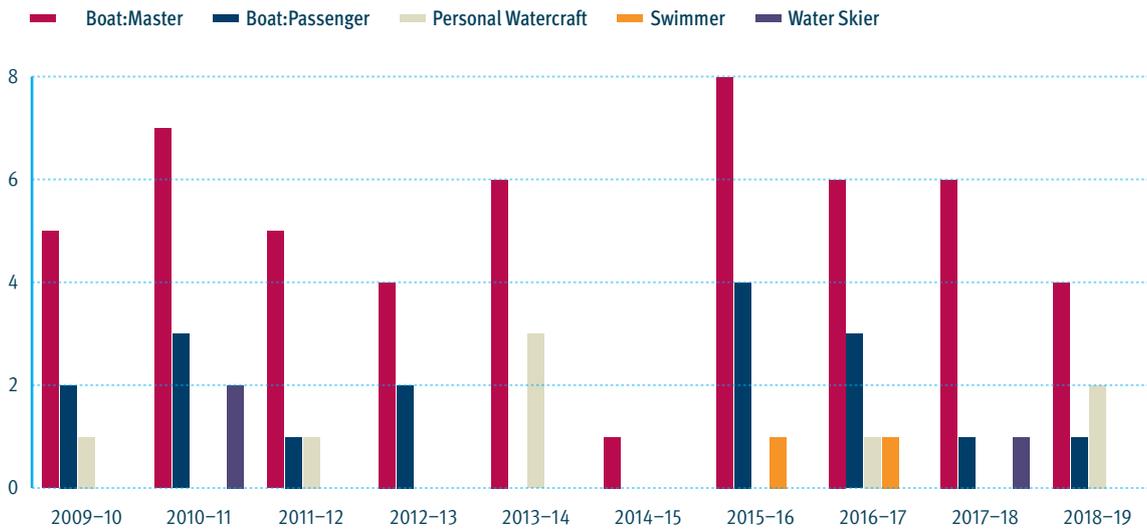
Figure 10 indicates the number of people who have died during the last ten financial years in a reported marine incident that involved at least one Queensland Regulated Ship (post-2013) or one Recreational Ship (pre-2013). These people have been classified as that masters or passengers of boats, the masters and passengers of personal watercraft (PWC), swimmers which includes divers, snorkelers and so on, and water skiers which includes anyone being towed by a vessel of any kind.

This year, has seen the lowest marine fatalities rate in four years.

Data source: Caseman Marine Incident Database and Marine Safety Intelligence Database

Figure 11 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 Queensland Regulated Ship. These people have been classified as the masters or passengers of boats, the masters and passengers of PWC, swimmers which includes divers, snorkels and so on, and water skiers which includes anyone being towed by a vessel of any kind.

Figure 10: Marine fatalities (in Queensland)



Data source: Caseman Marine Incident Database and Marine Safety Intelligence Database

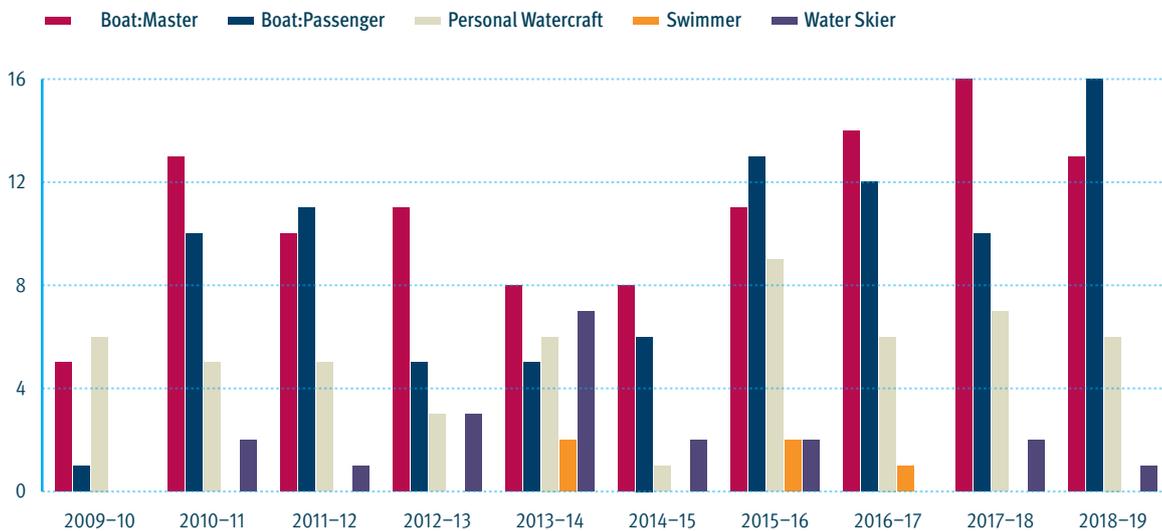
Notes: Marine incident data is subject to review and amendment as additional or more detailed information becomes available. This may result in variations to historical data which have previously been published.

In July 2013, the Australian Maritime Safety Authority (AMSA) began implementing a new national law which results in all the domestic commercial vessels operating within the Commonwealth of Australia coming under the superintendence of a single national jurisdiction.

Data to 2012-13 All incidents occurring in Queensland waters up to 30 June 2013 that involved at least one recreational ship.

Data from 2013-14 All Incidents involving at least one Queensland Regulated Ship 1 July 2013 to 30 June 2018.

Figure 11: Serious injuries from marine incidents (in Queensland)



Data source: Caseman Marine Incident Database and Marine Safety Intelligence Database

Notes: Marine incident data is subject to review and amendment as additional or more detailed information becomes available. This may result in variations to historical data which have previously been published.

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Data from 2013-14 All Incidents involving at least one Queensland Regulated Ship 1 July 2013 to 30 June 2018.



Derelict wreck in Dickson Inlet.

War on Wrecks

In July 2018, in response to the growing number of unseaworthy vessels left abandoned in Queensland's waterways by their owners to pose navigation and pollution risks, the Queensland Government announced a 'war on wrecks'.

A four-year, \$20 million fighting fund was established to finance wreck removals and appointed a taskforce to consult with Queenslanders to ascertain why vessels become derelict and abandoned and how to reduce their numbers in the future.

The department provided secretariat and research support to the taskforce in its consultation and deliberations and took compliance action on abandoned vessels to prevail upon owners to remove them. Where owners failed to discharge their responsibilities, the department engaged contractors who used everything from barges to cranes and even helicopters to remove wrecks.

By 30 June 2019, 180 derelict vessels had been removed from the waterways by TMR and compliance partners at a cost of \$3.3 million and 137 vessels were either removed by their owners or made seaworthy in response to the program.

Case Study

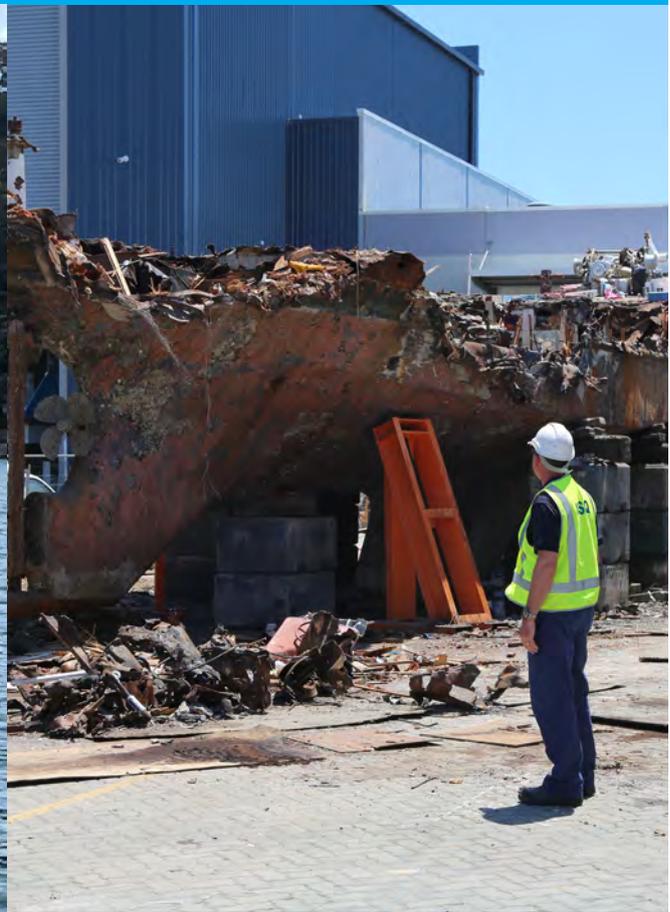
Dickson Inlet, Port Douglas, North Queensland

Over the years, 13 illegally dumped vessels have been identified in Dickson Inlet. The vessels were in various states of decay and while not navigation hazards in normal weather, posed a risk in the event of a cyclone—blocking access to cyclone anchorage or risk of coming adrift and blocking the channel. The vessels also detracted from the local environment in an area frequented by domestic and international tourists. All avenues to determine the last registered owners were exhausted.

As no large vessel removal facilities are available in Port Douglas, these vessels were removed on to a barge and transported back to Cairns (100 kilometres) for disposal. Removal was complicated and delayed by the extreme weather events from January to March in Far North Queensland; but at the end of the financial year, all but one had been removed and progress was being made on the remaining vessel. The cost to remove the vessels to date is \$380,000.



Vietnamese vessel sinking north of the Daintree River.



Black Pearl during demolition.

Case Study

Vietnamese Fishing Vessel – North of Daintree River

At 8:58am on Sunday 26 August 2018, a report was received by MSQ Cairns of a fishing vessel adrift and sinking off the Daintree River. MSQ contacted Volunteer Marine Rescue Port Douglas who mobilised to attend the vessel. It quickly became obvious it was a foreign fishing vessel that had been scuttled by the crew after they made their way ashore as illegal immigrants.

MSQ Cairns assembled to the site with beach clean-up equipment and commenced operations on Monday 27 August 2018 until Monday 3 September 2018 when all traces of the vessel had been removed. In the meantime, Border Force and Queensland Police Service had rounded up the 17 crew members who were flown back to Vietnam

The vessel had sunk in 2.5 metres of water and a salvage company from Cairns had been engaged, under instruction from Border Force, to refloat the vessel which was accomplished by Friday 31 August. The Cairns Regional Harbour Master issued a *Harbourmasters Direction* for the vessel to be removed from Queensland waters. Border Force then instructed the vessel to be towed to Cairns for removal and destruction to landfill which was completed Friday 7 September. After a protracted negotiation, Border Force repaid the \$93,500 salvage bill to the department in June 2019.

Case study

Black Pearl successfully removed

In June 2018, our shipping inspectors boarded the ‘Black Pearl’ to conduct an inspection of the vessel and identify an owner to address the pollution and safety risks the vessel presented. The vessel was in very poor condition with severe metal wastage, the propulsion system in disrepair and no watertight integrity on the decks leaving the vessel at risk of flooding during Brisbane’s summer storm season.

Following continued non-compliance by the owner with directions to remove the vessel from the water, we were granted an enforcement order in the District Court. With enforcement action and costs mounting, the vessel was removed and broken up by the owner in December 2018.

The Black Pearl was a 20 metre twin masted motor sailor that was anchored in a prominent position at the Town Reach of the Brisbane River since arriving from Sydney in 2016

Vessel Traffic Services Decision Support Tool

The department is investing \$36 million over the next 10 years to enhance the resilience of its ability to track and monitor ship movements in Queensland's ports and waterways. The Vessel Traffic Services Decision Support Tool project (VTS-DST) will deliver new state-of-the-art software to provide real time ship tracking capability. At the core of the new VTS-DST will be the Saab MARTIMECONTROL™ traffic management and information system used in some of the world's busiest ports, such as Rotterdam, Hong Kong and Shanghai.

The VTS-DST will give Vessel Traffic Services operators a clear and up-to-date picture of ships passing through the Great Barrier Reef and Queensland waterways. Therefore, enhancing the ability of the operators to provide detailed information to ship captains on sea conditions, ship traffic and potential hazards. The new system will also assist operators to identify and intervene where developing situations dictate, ensuring maritime safety and the protection of the environment.

Survivors of the 'Joe' located in the water by infrared camera.



Case Study

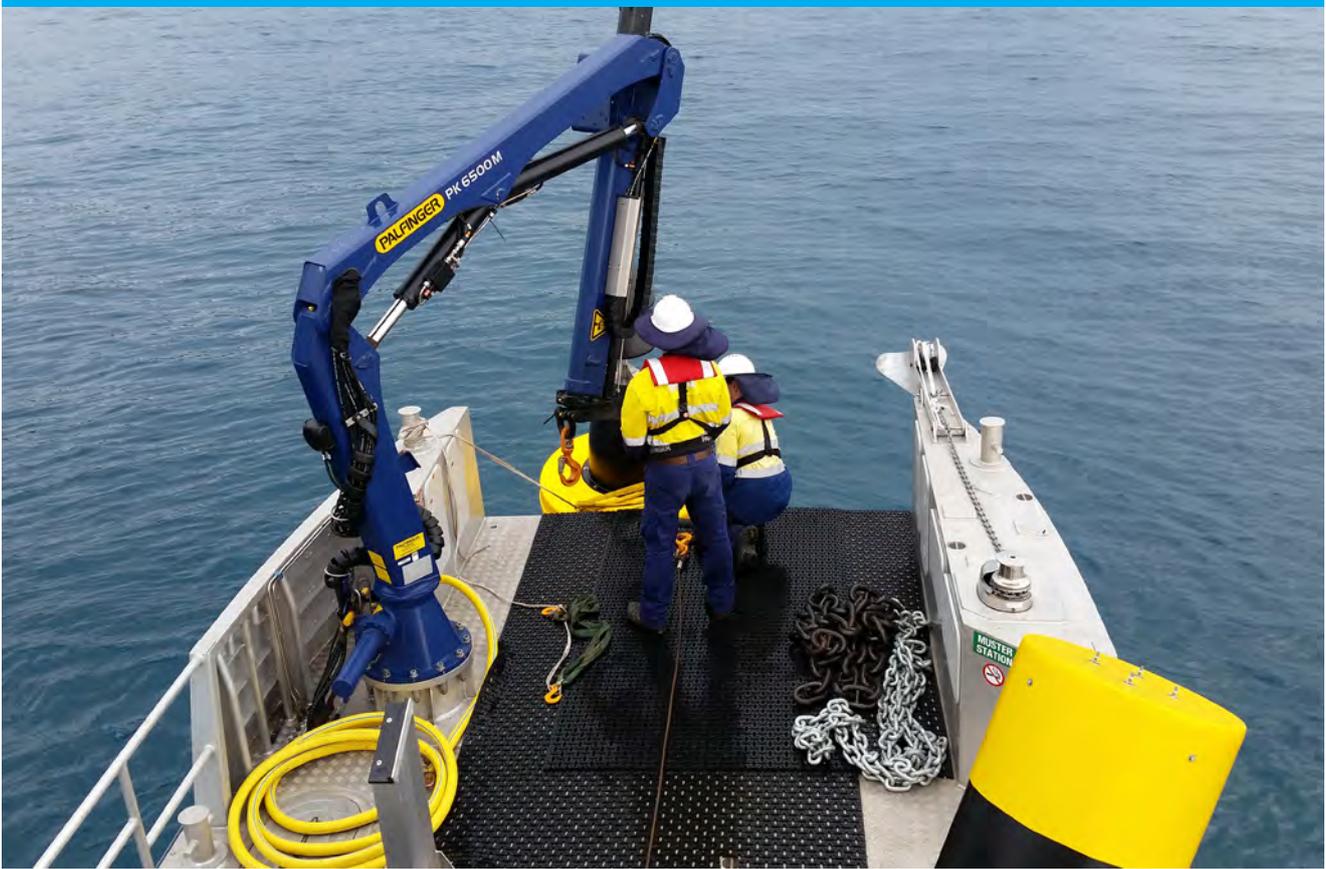
Search and rescue of a recreational vessel

Boats mean recreation to most Queenslanders—fishing, sailing and even the odd pleasure cruise or two. But the sea can also be a treacherous place, where communication is a thin line between life and death.

Vessel Traffic Services (VTS) network of very high frequency (VHF) stations, which provides coverage of Queensland waters and the Great Barrier Reef, is frequently the only voice communications available to small vessels.

The primary role of MSQ, Vessel Traffic Services (VTS) and ReefVTS is monitoring the safety of shipping in the reef and along the Queensland coast; but it also serves a vital role in search and rescue operations along our coastline.

An excellent example of when Vessel Traffic Service Officers (VTSO) can step into a critical role in the Search and Rescue world occurred shortly after 11pm on 20 October 2018, when Townsville VTSO Carl Blucher received a mayday relay via VHF radio advising that the 10 metre recreational vessel 'Joe' was taking water with four people on board at Hopkinson Reef, some 49 nautical miles north east of Townsville. It was established that their EPIRB (emergency position indicating radio beacon) had been activated and a flare was sent up. Shortly after receiving advice that they were going under, that helpless feeling of radio silence took hold. VTS maintained contact with EMQ Rescue 521 helicopter which dropped an inflatable life raft into which the mariners climbed. The survivors were rescued by Queensland Water Police vessel 'Brett Irwin' an hour and half later, wet but safe.



Seaforth unloading the AtoN.

New vessels making buoy services and changes out easier

The department invested in an 11.9 metre ATON class vessel to assist with the servicing and changing out of anchoring equipment of buoys in Queensland waterway. In August 2018, the vessel, 'Seaforth', was used to mark Schooner Rock in Mackay and its light that advises boat owners that safe navigation waters are to the north.

The boat is an excellent platform to perform Aids to Navigation (AtoN) work and provides staff with a stable, safe work platform with excellent lift capability and gets to the work areas up to half the travel time of previous vessels.

TMR currently has three of these vessels in Queensland—Brisbane, Gladstone and Mackay—with plans for another four in the near future.

Annual service and repairs of AtoNs

The efficient navigation of ships through Queensland coastal waters is assisted by a system of AtoNs which accurately and reliably indicates the safest navigable waters for mariners.

MSQ minimise the risk of marine incidents in Queensland waters, through the implementation, management and maintenance of a consistent system of AtoN in accordance with best practice, international recommendations and associated guidelines and relevant Australian Standards.

MSQ's performance measures specify that all AtoN should be available at least 95 per cent of the time and monitor their efficiency and effectiveness through the implementation of

a regular inspection and maintenance program. In line with the servicing schedules MSQ carried out routine servicing and maintenance of its AtoN and achieved 99.75 per cent availability for 2018–19, meaning that the vast majority of Queensland's AtoN installations were fully operational for the 12 months.



Servicing AtoN in the Port of Gladstone.

Maritime safety messaging and education

TMR delivered marine safety and environmental messaging and activities across traditional and electronic media platforms and through face-to-face contact at targeted events attended by the maritime community.

During 2018–19, the department delivered:

- more than 100 maritime-related posts were made on TMR's Facebook account and many more on TMR's Twitter account dealing with issues ranging from general maritime knowledge to emergency responses. These reached targeted reader groups that were specific to the boating community
- more than a dozen videos and animations were posted to the MSQ website on topics such as how to understand lateral markers in navigation channels and how to correctly display navigation lights at night

- at least monthly visits to shows and events, such as the Brisbane Boat Show, at least monthly visits to boating retailers' information events and visits to schools and colleges as requested throughout Queensland to raise awareness about safe and environmentally sound boating
- five special-purpose education trailers, incorporating audio-visual equipment and other features to provide a fully-equipped, mobile and engaging educational presence at boat shows and events
- four quarterly editions of the newsletter Maritime Matters were published to external stakeholders to keep them informed of maritime issues and developments.



To subscribe: www.msq.qld.gov.au/About-us/Maritime-Matters



Maritime Safety Queensland's new special-purpose educational trailer at Twin Waters.

Innovation

Innovation is a strategic objective key to the department's continuing success in identifying research and development opportunities that create value. TMR continually looks for technological innovations that offer the potential to deliver more cost-effective solutions for infrastructure and customers.

Design solutions that create value

Innovation Council

TMR's Innovation Council (the Council) meets every two months with the two clear drivers of building a culture of innovation in TMR and creating a forum for coordinated discussion of transformative technologies.

The Council is chaired by the Deputy Director-General, PPI as Innovation Champion for TMR, with membership comprising of 10 Senior Leadership Team executives from all divisions. The Council was repurposed during 2018–19 with revised terms of reference, expanded membership and a shift towards a more strategic focus. It also placed renewed emphasis on the discussion and evaluation of major innovations and new technologies and how they might impact TMR as an organisation (including regulatory, technical, policy, commercial, and operational functions) as well as Queensland's transport system more broadly. Presentations to the Council during 2018–19 covered drones, electric vehicles, big data, next generation traffic systems and critical projects such as Customer Orientated Registration and Licensing and TransLink's technology roadmap. The Innovation Council has proved to be a key mechanism to maximise connections across key players in a fast-moving environment.

Cooperative vehicle testing at Mount Cotton

Delivering higher levels of driver and pedestrian safety by having roads talking to cars, and cars talking to roads is in our near future.

The department took the next step towards that future with Cooperative Intelligent Transport Systems (C-ITS) technology demonstrations at the Mount Cotton Driver Training Facility in July 2018 for senior departmental staff and key project stakeholders.

The demonstrations showed how vehicles and roadside infrastructure can 'talk' to each other using cutting edge C-ITS technology to share safety related messages for drivers in real time.

Two real life scenarios were successfully carried out during the demonstrations, which were well received by the audience, including:

- giving the driver a warning if they are at risk of running a red light
- warning the driver that a pedestrian is crossing the road at lights ahead.

Following the successful demonstration, which showed how roadside and vehicle C-ITS stations can communicate with each other, TMR will include these two scenarios, along with four others, in the Ipswich Connected Vehicle Pilot, Australia's largest trial of C-ITS technology which will commence from late-2019.



For more information: www.qld.gov.au/cavi



Ipswich Connected Vehicle Pilot (L to R) Mike Stapleton, Andrew Wheeler, John Oppes, Dennis Walsh, Amanda Yeates, Neil Scales, Andrew Mahon, Tracy O'Bryan, Matt Longland, Ray Simpson.

Go everywhere connect online

Go Everywhere, Connect Online (GECO) is a mobile solution used by the department to digitally capture information on the go. GECO has been operating now for two financial years and has seen a steady growth across all forms. In 2018–19 there were 27 active forms being utilised which is half of all forms (54) available for data capture. There was an 18 per cent decrease in the number of mobile users. This has had no real impact on the number of forms completed, with a total of 16,881 for the 2018–19 financial year. GECO continues to see utilisation and growth over the old paper-based system, reducing or replacing paper forms. Some of the key forms completed in GECO includes:

- Safety interactions – Used to capture photos and discussions between a manager/supervisor/safety leader and a worker or group of workers about safety issues or behaviour.
- Safety inspection report – Used for site inspections, allowing users to add pictures identifying any hazards.
- Environmental inspection report – Used to record details on fortnightly/monthly project site inspections to adhere to environmental guidelines.
- Damage street light and traffic signals – Allows the user to geotag pictures to a specific location.

- Traffic signal operation check – Allows teams to identify, geotag and report on the condition of traffic signals.
- Street lighting LED replacement – Provides the project team and customer with images and geotag locations for street lights upgraded with LEDs.
- SMPC checklists for Culverts, Steel, Concrete and Timber Bridges.
- Verification of Competency (VoC) - Observations performed on authorised person.



GECO in action - collecting data real time to support the identification of TMR assets that may be asbestos containing material.

Currently there are a number of transformative technologies and changes in service delivery models that will shape the transport system of the future. We need to proactively drive their uptake for social and economic benefit.

In TMR, we define innovation as doing things differently and better to add value. As TMR's Innovation Champion, I am focused on building a culture where staff feel supported to take calculated risks, to look for opportunities for collaborative partnerships both within the department and more broadly, and to showcase our successes and problems worth solving.

Julie Mitchell, Innovation Champion

Apply a repeatable and adaptable innovation process

TMR Hack

Director-General Neil Scales launched his second DG's innovation challenge 'TMR Hack' in 2019, building on the success and energy created by the inaugural TMR Hack two years ago.

TMR Hack is an innovation challenge open to all staff, who are invited to form cross-divisional teams and put forward ideas - big or small - that will make a positive difference

to our customers. It encourages collaboration and uses the creativity and wisdom of our people to do things differently and better.

TMR Hack 19 posed the challenge question 'How can TMR make active transport more accessible and appealing so that people use active transport more often?'. The challenge question was aligned to BikeHack19 to enable staff working on TMR Hack to take advantage of the workshops, mentors and subject matter experts at the weekend hackathon without registering as competitors.

Up to four TMR Hack teams will be selected to pitch to the Executive Leadership team in July 2019.

Bruce Highway Link Flood Study

The department has completed a flood study for the Bruce Highway (Brisbane to Cairns). This study quantifies for the first time the actual flood performance of the Bruce Highway by section including how often and how long each section is closed due to flooding.

This is achieved using an innovative hydrologic technique called 'continuous simulation modelling', which enables computer simulation of the Queensland climate over the last 100 years to estimate flood closures at every significant crossing along the Bruce Highway. The resulting delay times are fed into an economic model which enables the economic impact of flood closures to be estimated.

The final part of the study looked at what upgrades were necessary to achieve reduced delays and the indicative costs associated with upgrades were estimated. This economic assessment provided a recommended flood standard for future works. Simulation modelling tools will enable on-going assessment of flood performance as the highway is upgraded in stages.

Problems worth solving

AECOM CityHack18

TMR participated as exclusive collaboration partner in AECOM's CityHack18, demonstrating the department's commitment to working innovatively with industry to design for the future and meet our customers' needs.

A total of 60 participants (30 from each organisation) hacked over two days in August to develop and pitch solutions to three TMR challenge questions:

1. The future without herbicide for roadside vegetation control - looking toward a future where vegetation control is undertaken by safe, efficient, innovative technology practices that prevent the use of chemicals

- Predicting incidents and their impacts on the network - enabling TMR to predict when the crash risk profile along sections of the M1 between Brisbane and the Gold Coast will change based on the prevailing travel speed, volume and weather conditions
- Incentivising sharing of travel data - how can we encourage more active information driven behaviour, to get better transport outcomes for our customers? Can we incentivise more informed travel decisions through some form of gamification?

Each team comprised a mix of TMR and AECOM staff, with the department's participants drawn from the graduate program cohort of the past three years as well as subject matter experts across a range of disciplines. The judging panel, made up of TMR and AECOM senior staff, heard pitches from all 10 teams and awarded an overall prize as well as four category prizes. TMR winners received their prizes as in-kind contribution to training and development opportunities.



Participants at AECOM's CityHack18 being briefed in on how the hackathon works.

Innovation hack on growing bicycle riding

TMR hosted Queensland's first ever bicycle riding hackathon in Brisbane in May 2019 to unearth new solutions that could make a big impact on growing bike riding in Queensland.

The event fulfilled an action in the *Queensland Cycling Action Plan 2017-2019* to hold an innovation challenge seeking smart, innovative and low-cost solutions to grow cycling across Queensland.

From 79 participant registrations on Friday night, teams formed and evolved over the three-day hackathon, with 13 groups presenting their pitches to a panel of four judges on the Sunday afternoon. The judges selected the winners of the overall prize, sponsored by Aurecon, and three challenge prizes sponsored by 99 Bikes and Deloitte, with individual prizes presented by Queensland University of Technology.

The winning pitches included both fun and innovative products as well as initiatives to get future bike riders connected and confident in jumping on a bike.



Participants at BikeHack19.

 For more information: <https://blog.tmr.qld.gov.au/cycling/bikehack19>

Retina Vision (Proof of Concept)

RoadTek, the commercialised business unit of the department, has completed a trial of automated defect logging technology to improve worker safety and increase the efficiency of normal operations. Working with Queensland-based tech start-up, 'Retina Vision' dash-mounted cameras were installed into the existing defect logging vehicles in Brisbane. Video captured by the cameras was later analysed to identify defects in the road surface, curb and channelling, line markings, signage, and barriers.

The technology captured detailed and accurate data that compared well to the data collected through traditional, manual processes. Collecting the data in this way significantly reduces the need for multiple defect logging activities and allows data to be collected while driving at normal speeds, which has benefits for worker and road user safety as well as the efficiency of operations.

The department is now working on a roadmap for introducing the technology into normal operations.



Vehicle-mounted camera capturing any potential defects on the road network as the vehicle drives by.

Reducing the impact of network disruption

Safety and resilience of the transport network is a high priority for TMR. The department strives to enhance resilience through effective sharing of information with other agencies and transport partners in the public and private sector, which rely on transport systems. The department also maintains the system's integrity when disruptive events strike. This section outlines the department's intelligence-led and risk-based approaches to security planning and the importance of equipping our people with the right skill-mix to appropriately respond to any and all hazard threats as they happen.

Queensland Transport Security Program

Under the *Council of Australian Governments' (COAG) Intergovernmental Agreement on Surface Transport Security 2005*, Transport Ministers are accountable for delivering transport security outcomes, with a focus on counter-terrorism.

TMR works in partnership with Queensland Police Service (QPS) and surface transport operators to help prepare, prevent, respond and recover from significant security incidents. Operating under the guidance of the *National Surface Transport Security Strategy*, and the *Queensland Counter-Terrorism Strategy*, TMR's 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

TMR leads Queensland Government's representation on the National Transport Security Committee. The Transport Security 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*.

TMR is also the functional lead for surface transport and transport infrastructure counter-terrorism arrangements under the Queensland Counter-Terrorism Committee (QCTC). In support of the QCTC, TMR contributed policy and program input into the development of the *Queensland Counter-Terrorism Plan*.

Regulation of Queensland's Security Identified Surface Transport Operations

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

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

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. TMR 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.

TMR facilitates a *Transport Precinct Security Program*, which provides security planning, response and coordination opportunities at seven major transport hubs in South East Queensland. During the year TMR facilitated 17 precinct coordination meetings with support from QPS.

Support to State Major Event Security Planning and police operations

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

In support of major events, TMR works with QPS, 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

TMR assists QPS in ensuring 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, TMR facilitated transport security community of practice workshops for declared SISTO, and an 'All-In' Forum for SISTO, Precinct members and other sector stakeholders. TMR also assisted other agency partners in security exercise planning and delivery.

Critical Infrastructure Protection

TMR supports various critical infrastructure forums under national and state arrangements in consultation with the Commonwealth under *COAG's Intergovernmental Agreement on Surface Transport Security*. During the year TMR participated in the combined Trusted Information Sharing Network (TISN) workshops to develop shared understanding of cross sector dependencies to enhance resilience arrangements across Queensland.

TMR assisted Department of Home Affairs Critical Infrastructure Centre to gather information to support the mandatory introduction of arrangements for declared transport infrastructure operators under the Australia's *Security of Critical Infrastructure Act 2018*.

Protective Security arrangements

TMR's Internal (Protective) Security team has dedicated 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 TMR staff were safe, information and physical assets were protected and facilities secured from trespass and other unlawful interference.

Queensland Disaster Management Arrangements

The *Queensland Disaster Management Act 2003* sets the framework within which TMR delivers its responsibilities through active participation in the Queensland Disaster Management Arrangements, providing functional support in the area of transport systems and as the hazard-specific lead agency for any ship-sourced pollution events.

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

TMR's continued membership of State Disaster Coordination Group (SDCG) enables TMR to contribute to protocols to improve planning for and response to disruptive events in Queensland. As a member of this group, TMR plays an

important role in the focusing of SDCG's activities across response, recovery and resilience, positioning TMR to respond to new and emerging issues.

In February 2019, the Flood Recovery Road Access Group (FRRAG) was stood up to support Queensland Government's recovery effort for the Townsville floods (see page 22). FRRAG's key responsibility was to coordinate access into and out of Townsville and surrounding flood affected communities to ensure priority access was facilitated for critical tasks and related heavy vehicle movements.

FRRAG worked closely with industry, government agencies (including Department of Defence, QFES, QPS, Queensland Health and local governments) and various non-government agencies. At stand-down FRRAG spent 43 days on call (24/7) providing operational support for affected regions, issuing of 31 critical access permits, 11 information bulletins and numerous general updates via social media.

Disaster assistance

When Queensland Government activates the Personal Hardship Assistance Scheme, the department provides a natural disaster and drought assistance package for eligible registered operators.

When person lives or has a vehicle garaged in an area where the Personal Hardship Assistance Scheme has been activated, they may be eligible for the following assistance:

- no administration surcharge for short term registration renewals.
- no registration renewal reinstatement fees
- no replacement fees for standard issue number plates
- no replacement fees for lost and/or damaged driver licence and photo identity cards
- no replacement fees for lost and/or damaged public passenger transport driver authorisations, heavy vehicle work diaries, industry authorities including accreditation documentation and identify cards, books of certificates of inspection, modification certificates or standard issued number plates.
- options for disability parking permits
- options for payment of lost or damaged infringement notices
- extension of time for certificates of inspection for heavy vehicles and public passenger vehicles
- option to extend dormant seasonal vehicle registration period up to two years
- options for fodder transport.



For more information: www.tmr.qld.gov.au/Community-and-environment/Community-engagement/Disaster-and-drought-assistance.aspx

Business Continuity

TMR enables and maintains business continuity and disruptive event management programs across the department. TMR's *Continuity and Disruption Management Policy*, introduced in 2017, established the requirement for the department to undertake business continuity and disruption management planning and activities using an all hazards approach. The Business Continuity program continues to evolve, with department-wide promotion through Business Continuity Awareness Week and the establishment of a community of practice to develop and enhance awareness, share knowledge, build capability, and develop and facilitate divisional exercises.

One important business continuity component delivered in TMR is the annual Preseason Program. The Program, established in 2010, supports TMR 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 TMR externally as a trusted advisor during times of disaster or significant disruption. It supports TMR's 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 2018 Program was structured to address the changing emergency management and transport security landscape, reflecting whole of government direction relevant to TMR. An exercise focusing on a large disruptive event was undertaken, exercising districts' response to business continuity impacts. Education and Awareness sessions were also undertaken, providing district staff with information on numerous relevant current issues such as, state-wide traffic operations supporting disruptive event preparation and response, bushfire management in road corridors, weather forecasts to inform wet season planning and preparation, and lessons management.

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

ICT Asset Disaster Recovery Plan

It is vital that TMR's integrated transport network is accessible in times of disruptive events. A critical part of this is ensuring our ICT systems are available so TMR can continue to provide essential ICT services to the community and support frontline departmental services.

As part of TMR's ICT resiliency activities, we conduct Business Impact Assessments to understand criticality of ICT systems and their interdependencies. In 2018, the department conducted ten ICT disaster recovery exercises to test the resilience of our core network, platform and core application platforms. The testing provides opportunities for improvement across elements of people, processes and technology.

Additionally, we have a significant focus on ensuring our service provides ICT resilience and availability requirements are met.

Exercise Torres

In August and September 2018, Maritime Safety Queensland (MSQ) and the Australian Maritime Safety Authority conducted one of the largest oil spill response exercises ever held in Queensland. Exercise Torres 2018 was a hazard specific disaster management exercise based on a ship-sourced oil spill impacting the remote, environmentally and culturally significant waters of the Torres Strait and Kaiwalagal Region.

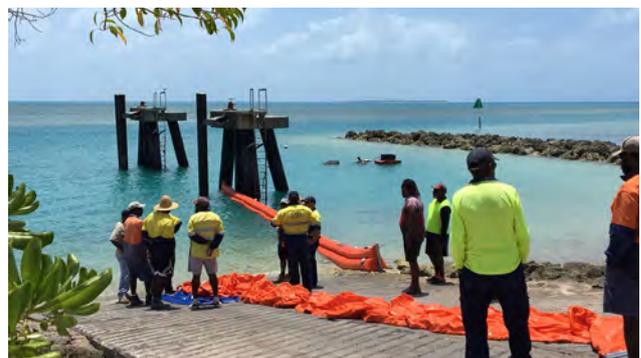
The multi-agency, multi-jurisdictional exercise was held two phases:

- Phase one—the strategic phase of the exercise focused on high level decision making during a marine pollution incident response examining consequence management, community engagement and communication arrangements and strategies
- Phase two—the operational phase consisted of a two-day field exercise in Cairns and the Torres Strait on Thursday, Poruma and Warraber Islands. One of the main exercise priorities was to engage with the local community and Traditional Owners of the Torres Strait and the Kaiwalagal Region and include them in all aspects of the exercise.

Over 500 people from local, state and federal government, industry, the local community and Traditional Owners of the Torres Strait and the Kaiwalagal Region, were involved in the exercise. Exercise participants demonstrated a proactive, agile and adaptive learning culture which made the exercise a valuable learning opportunity. This commitment, coupled with a passionate and willing approach from the community throughout the exercise, resulted in positive exercise and incident preparedness outcomes.



For outcomes from Exercise Torres 2018: www.amsa.gov.au/sites/default/files/amsa-1783-exercise-torres-evaluation-report.pdf



MSQ staff and the community participating in a shoreline boom deployment on Warraber Island, Torres Strait.

Reframing our regulation

The department reviews the regulatory framework to embrace flexibility and builds a regulatory framework that is fair and reasonable for Queenslanders. Considering local, national and other state regulatory frameworks and processes plays a part in the introduction and reframing of Queensland laws and regulations. This section outlines the new legislations and laws implemented and the changes and amendments to regulations.

New regulations for rideables

In December 2018, the department introduced new laws to allow a broader range of personal mobility devices or 'rideables' to be legally used in public spaces across Queensland.

Development of the laws followed work over several years to examine the safety implications of these devices. The department was working to finalise the laws when Lime branded e-scooters were permitted to operate in Brisbane under strict permit conditions.

The laws respond to changing travel patterns and new technologies that benefit the environment and assist in reducing traffic congestion. The laws define a set of specifications to ensure compliant devices safely interact with pedestrians on paths and are used safely.

To educate rideable users on their safety obligations, the department delivered educational campaigns through social media. A 'No Go' campaign was delivered in April 2019 to highlight the key safety issues raised by the public. The campaign included billboards on 40 streets in the Brisbane CBD at a cost of approximately \$50,000.

 For more information: www.qld.gov.au/transport/safety/rules/wheeled-devices/personal-mobility-devices



New laws were introduced to allow the use of a broader range of personal mobility devices, or rideables, to be used in public spaces.

Clarifications to the laws for power-assisted bicycles

In June 2019, the department updated the laws for power-assisted bicycles to make them clearer.

The changes aim to help bicycle riders, retailers and hire business to more easily understand the requirements for a legal power-assisted bicycle. They also support police enforcement of the laws to help keep everyone safe.

It has always been a requirement that the pedals on a bicycle be the primary source of power, with any electric motor being auxiliary. The changes have made it clear that the electric motor on a power-assisted bicycle must only assist the rider to pedal.

No changes have been made to existing requirements for power output which remain at 200 watts for a power-assisted bike and 250 watts for a pedal. This supports safe and legitimate power-assisted bicycles being ridden on Queensland roads and paths alongside standard bicycles.

The department engaged with a range of stakeholders in relation to the proposal in early 2018 and again following commencement of the laws in June 2019. TMR is also undertaking targeted public communications through social media to educate the public on the changes.

 For more information: www.qld.gov.au/transport/safety/rules/wheeled-devices/bicycle

Queensland's new marine pollution regulation

The *Transport Operations (Marine Pollution) Act 1995* and *Transport Operations (Marine Pollution) Regulation 2018* protect Queensland's marine and coastal environment by minimising discharges of ship-sourced pollutants into Queensland's waters. Marine pollutants include oil, chemicals, sewage and garbage. This legislation gives effect to relevant provisions of the *International Convention for the Prevention of Pollution from Ships, 1973* (MARPOL).

On 1 September 2018, the regulation was remade and the majority of provisions from the previous regulation remain in place, with key changes including:

- updates to align with MARPOL
- amendments seeking consistency with international instruments and national legislation
- amendments seeking to clarify existing regulatory requirements
- amendments to streamline requirements and reduce the regulatory burden.

Changes to domestic commercial vessel services

On 1 July 2018, the Australian Maritime Safety Authority assumed full responsibility for service delivery matters of the administration and regulation of domestic commercial vessels with minimal disruption.

These changes include:

- certificates of competency
- certificates of operations
- certificates of survey
- non-survey vessels
- exemptions and equivalent means of compliance.

From 1 July 2018, the national system changed the way records related to domestic commercial vessels submitted to Maritime Safety Queensland are accessed.

Maritime Safety Queensland will continue to provide Queensland with marine safety services for local waterways management, environmental management, pilotage, navigation aids, ports, harbours and mooring management as well as all recreational boating services. The department will still play an active role in the matters exempt from the transfer and will build on the existing good working relationships with industry.

Brisbane Urban Corridor and use of ANPR technology

The Brisbane Urban Corridor (BUC) is a high-volume route that connects Archerfield to Wishart via Granard Road, Riawena Road, Kessels Road and part of Mt Gravatt-Capalaba Road. Following the raising of significant community concerns, TMR undertook to restrict the BUC to heavy vehicles that do not have a local destination. To identify heavy vehicles ignoring this restriction, Automatic Number Plate Recognition (ANPR) technology was deployed along the route.

In line with government election commitments, TMR has increased law enforcement activities to prevent illegal use of the BUC. This includes using ANPR to issue 109 Penalty Infringement Notices (from 1 January to 30 April 2019) to heavy vehicle operators who unlawfully accessed the BUC.

Audit program of Queensland's Australian Builders Plate standard

In 2018–19, the department received reports that the information included on some Australian Builders Plate (ABP) on vessels built in Queensland might be inaccurate or misleading. As a result, some vessel builders have been required to recall all of their boats to refit replacement ABPs.

The audit program of boatyards and vessel construction facilities assessed builders' understanding and compliance

with ABP standards and facilitate steps that can be taken collectively to ensure the maintenance of safety standards and Queensland's national reputation for building quality vessels.

The audit focused on:

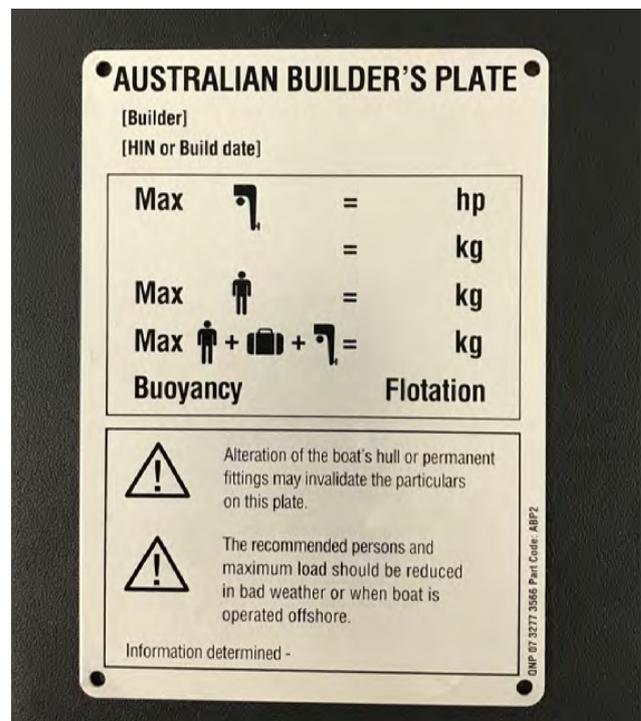
- standards used to complete the ABP
- methods and tools used to assess the vessel for an ABP
- evidence of the documentation and processes used to complete the ABP.

At various stages of the audit program, TMR provided updates to industry on any trends or learnings that were found, including:

- a wide-ranging level of compliance with the *Transport Operations (Marine Safety) Act* and *Transport Operations (Marine Pollution) Regulation 2018*, from minor discrepancies to no compliance
- an inherent lack of knowledge of the requirements in general
- a general disregard for the legislation or the safety of the customers.

The ABP, a legislative requirement for boats being sold post September 2006, is a plaque that provides information on a boat's capability and capacity, providing details on:

- the number of persons to be carried on board
- the maximum engine horsepower to be fitted to the boat
- the maximum weight of the outboard
- the total maximum load the boat can carry.



An example of a blank Australian Builders Plate that are attached to vessels built in Queensland.

New fines for blocking intersections

In November 2018, the department implemented increased fines for several offences to deter drivers from entering blocked intersections and crossings when the road beyond is blocked due to congestion.

The changes responded to community concerns that motorists who enter blocked intersections and remain queued after traffic lights have turned red exacerbates traffic congestion and increases the road safety risk for road users.

Unblocking intersections helps to ease traffic congestion sooner and provides greater access for our police and emergency vehicles. It also provides a safer environment for the large number of pedestrians who move between busy intersections.

The department publicly communicated the changes through its social media channels and reminded motorists that blocking intersections is unsafe and adds to traffic congestion. Most fines increased from \$52 to \$200.

Transport Operations (Passenger Transport)

The *Transport Operations (Passenger Transport) Regulation 2018* (the Regulation) commenced on 1 September 2018.

The regulation replaces the *Transport Operations (Passenger Transport) Regulation 2005*, which expired on 31 August 2018 in accordance with the *Statutory Instruments Act 1992* provisions regarding expiry of regulations.

The primary objective of the regulation is to support the *Transport Operations (Passenger Transport) Act 1994* to achieve the provision of the best possible public passenger transport at reasonable cost to the community and government while keeping government regulation to a minimum.

The new regulation:

- ensures passenger transport regulations are of the highest standard
- reduces the regulatory burden as much as possible without compromising law and order
- simplifies passenger transport regulations so they can be better understood by the general public and applied more easily
- modernises passenger transport regulations so that they are relevant.



For more information: legislation.qld.gov.au/view/html/inforce/current/sl-2018-0119

Four-wheel drive changes

During the year, TMR consulted on proposed changes to the rules governing four-wheel drive lift modifications. The consultation included TMR hosting a forum in September 2018, at which accredited Approved Persons, industry groups including the RACQ and the Australian Automotive Aftermarket Association, motoring clubs, major tyre retailers and suspension equipment suppliers were all represented.

In October 2018, following the completion of the consultation, TMR introduced the new rules through the *Queensland Code of Practice: Vehicle Modifications*. Queensland requirements are now generally consistent with the National Code of Practice but also provide more flexibility for certain lift modifications.

While TMR's primary focus during the process was ensuring the safety of all road users, through a process of consultation and collaboration, the new rules also provided the flexibility to four-wheel drive enthusiasts to better manage their driving needs and were well supported by industry.



TMR announced new rules related to four-wheel drive lift modifications in Queensland, including allowing lift heights up to 150 millimetres.

Maintaining high quality standards without onerous compliance

Queensland Government Drones Use Policy

Remotely Piloted Aircraft Systems commonly known as drones, are being used extensively by the Queensland Government to enhance business activities and service delivery. Drones are being used for a diverse range of applications including infrastructure assessment, survey and mapping, weed and pest management, emergency and disaster response, and law enforcement.

In support of the *Queensland Drones Strategy* (QDS) released in June 2018 with a vision for Queensland to be a world leader in drone technology and application, TMR is drafting a *Queensland Government Drones Use Policy* (QGDUP).

The whole-of-government QGDUP was identified as a key action under the QDS objective to improve government service delivery. When finalised, the QGDUP will provide the government’s overarching policy for the use of drones and establish a high-level policy framework that guides Queensland Government agencies and employees on the safe, respectful, accountable and innovative use of drones.

TMR is developing the QGDUP in collaboration with Queensland Government agencies and with the Civil Aviation Safety Authority.

The QGDUP will provide agencies with a platform to build a professional and transparent drone use culture that acknowledges the value of drones as a business tool and supports the growing application of drone technology to government service delivery.

It provides a further important step in shaping TMR’s role in the emerging drones sector including the future application of drones to the transport.

Transport inspectors improve work practices

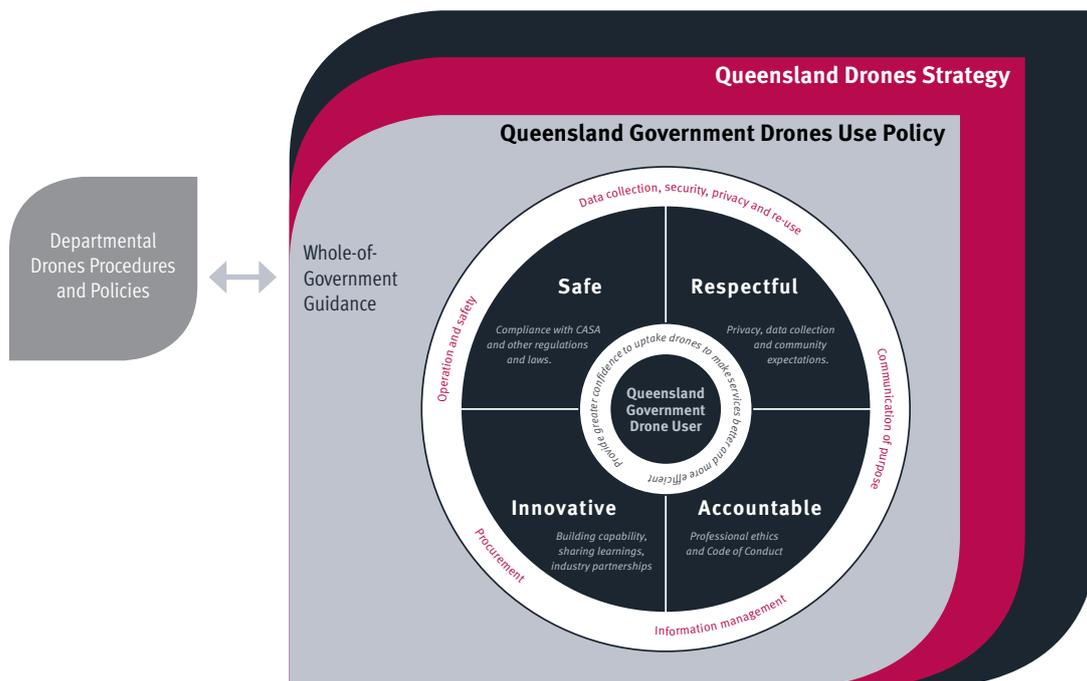
TMR has partnered with Workplace Health and Safety Queensland (WHSQ) to minimise incidents associated with vehicle loading cranes (VLCs), commonly known as crane trucks.

This campaign is in response to several incidents and fatalities which occurred on Queensland roads from 2013–18 involving VLCs.

In June 2018, TMR Inspectors were trained to identify faulty VLC stabiliser locking mechanisms and complete the VLC Assessment check list supplied by WHSQ. Any vehicle fitted with a non-compliant VLC would be issued a defect notice requiring the operator to have the issues rectified.

During the 2018–19 financial year, 1344 vehicles fitted with VLCs have been checked and 231 vehicles were found to be non-compliant with the standards.

Figure 12: Queensland Government Drones Use Policy Framework and broader policy context



Electrical maintenance contract with local councils

Since 2009, RoadTek's Gold Coast Operations have successfully delivered Logan City Council's Electrical Maintenance contract, encompassing 120 traffic signals and 83 Portable Speed Advisory Signs across 11 council divisions.

A key part of the team's contract is delivering preventative and maintenance activities, as the relationship has progressed, and the team are now recognised as a trusted advisor to the Council in supporting their ongoing electrical maintenance needs.

The teams proactive and transparent approach to managing expectations and developing design and process improvements has been recognised by Logan City Council, with the 2018 customer survey recording a perfect score (5 out of 5).



RoadTek electricians using departmental knowledge and experience to improve the local government electrical assets.

Historic motorbike registration fee reduction

From 1 July 2018, the department reduced the registration fee for historic motorcycles to \$34.20. This represents a saving of \$60.75, and it is expected that it will save owners of historic motorcycles approximately \$274,000 over three years.

This change followed representations from historic motorcycle groups that historic motorcycle owners should receive the same reduced rate of registration concession enjoyed by owners of historic passenger vehicles. Historic passenger vehicle owners receive a concession of more than 70 per cent compared to the full standard registration fee, whereas the concession benefit for historic motorcycles was approximately 15 per cent.

The new historic motorcycle fee is calculated using the same methodology applied to historic light motor vehicles.

Brisbane Urban Corridor and use of Automatic Number Plate Recognition technology

The Brisbane Urban Corridor (BUC) is a high-volume route that connects Archerfield to Wishart via Granard Road, Riawena Road, Kessels Road and part of Mt Gravatt-Capalaba Road. Following the raising of significant community concerns, TMR undertook to restrict the BUC to heavy vehicles that do not have a local destination. To identify heavy vehicles ignoring this restriction, Automatic Number Plate Recognition (ANPR) technology was deployed along the route.

In line with government election commitments, TMR has increased law enforcement activities to prevent illegal use of the BUC. This includes using ANPR to issue 109 Penalty Infringement Notices (from 1 January to 30 April 2019) to heavy vehicle operators who unlawfully accessed the BUC.

Transport Enabling Charities Policy

In December 2017, TMR released the *Transport Enabling Charities Policy* (TEC) and established the Program Fund.

The TEC Policy enables the department to help eligible charitable organisations fulfil development approval conditions that require works to state transport infrastructure. TMR does this by funding 50 per cent of the total costs and undertaking the works for the charity.

Since the introduction of the program the department has supported two charities to undertake works. The funding has enabled the charities to continue to deliver important community services while ensuring road safety is enhanced.



For more information: www.tmr.qld.gov.au/Community-and-environment/Planning-and-development/Planning-and-development-assessment-under-the-Planning-Act/Transport-Enabling-Charities-Policy