

## Toowoomba Second Range Crossing (TSRC) Tolling Questions and Answers (Q&As)

*As at 30 July 2019*

### TOLLING

#### **Q: Will the TSRC be tolled?**

A: Yes, the TSRC will be a toll road and all vehicles that use the TSRC will pay a toll.

#### **Q: Who will collect the tolls?**

A: Following an open tender process, the Queensland Government has contracted Transurban Queensland, trading as Linkt to collect TSRC tolls on behalf of the Queensland Government.

#### **Q: Why is the TSRC tolled?**

A: The TSRC is a \$1.6 billion project. This cost covers the full design and construction of the toll road, including road and pavements, cuttings, structures and underground services. All tolls collected on the TSRC will fund the operations and maintenance costs of the road.

#### **Q: How were the tolls determined?**

A: The project commenced on the basis the road would be tolled. Toll levels are largely consistent with those in the business case. An extra toll class for larger heavy vehicles (B-Doubles and larger) was considered by government but was removed from the toll structure following consultation and feedback from industry.

#### **Q: How are vehicles defined?**

A: The following classifications have been applied to the tolling of the TSRC:

- Motorcycles: Two wheeled motor vehicles (including vehicles with a trailer, fore car or side car attached).
- Cars: Four-wheeled motor vehicles, including taxis which are not commercial vehicles (including such vehicles towing a trailer or caravan).
- Light Commercial Vehicles: Motor vehicles that are registered for commercial use and are two axle rigid trucks or load carrying vans or utilities, having a gross vehicle mass greater than 1.5 tonnes but not exceeding 4.5 tonnes.
- Heavy Commercial Vehicles: Motor vehicles that are:
  - Two axle rigid truck (having a gross vehicle mass over 4.5 tonnes);
  - Rigid truck with three or more axles;
  - An articulated truck;
  - A bus; or
  - A motor vehicle having a gross vehicle mass over 30 tonnes.

**Q: How much are the TSRC tolls?**

A: The toll prices for the TSRC are:

- Motorcycles = \$1.15
- Cars: = \$2.30
- Light Commercial Vehicles: = \$5.70
- Heavy Commercial Vehicles: = \$22.85

**Q: Why don't larger heavy commercial vehicles have to pay a higher toll than smaller heavy commercial vehicles?**

A: The tolling classes for the TSRC are consistent with all other toll roads in Queensland. A standard toll for all heavy commercial vehicles is consistent with the State's policy of encouraging more freight efficient vehicles.

**Q: Will the toll prices increase and, if so, how often?**

A: Toll prices will increase annually in line with the Brisbane Consumer Price Index (CPI). This measure is put in place to ensure toll increases are reasonable and do not exceed increases in the cost of living.

**Q: Will I need to stop to pay my toll?**

A: No, the tolling of the TSRC will be the same as current toll roads, which are free-flow tolling.

**Q: Where will the toll point be?**

A: The location of the TSRC toll point is located at Cranley, east of the Mort Street Interchange.

**Q: How were the tolls calculated?**

A: The tolls were calculated based upon a number of objectives including cost recovery, effective traffic management, perceived benefits to users of the toll road compared to the existing Toowoomba Range and minimising diversion.

**Q: Will there be a toll -free period?**

A: Yes, a three-month toll-free period will apply from the date of opening to allow motorists the opportunity to use the road and experience the benefits. During this time your toll tag may still beep whilst travelling through the toll point, but you will not be charged.

**Q: What payment options are available to pay the toll?**

A: The payment methods will be the same as all other toll roads currently operating in Queensland. If you already have a tolling tag, you will not need to make separate arrangements to pay tolls on the TSRC. Any toll for the TSRC will be applied to your existing account.

**Q: Will electronic toll tags be needed? How do I get one?**

A: If you already have a tolling tag, you will not need to make separate arrangements to pay tolls on the TSRC. Any toll for the TSRC will be applied to your existing account.

Motorists without a tag may decide to apply to a toll service provider for a tolling tag account. For those who do not wish to have a tag account, other payment methods will be available.

As is the case with other toll roads, if you use the TSRC you will have up to three (3) days to arrange payment.

**Q: Can I set up a toll account with another operator or do I have to use Linkt?**

A: While Linkt is currently the only tolling service provider in Queensland, motorists may open a tolling account with any toll road operator in Australia which can be used to cover payment for travel on any Australian toll road. In addition to Linkt, the following toll road service providers are currently operating in Australia:

- E-way - online at [www.tollpay.com.au](http://www.tollpay.com.au) or phone 1300 555 833
- E-Toll - online at [www.myetoll.com.au](http://www.myetoll.com.au) or phone 13 18 65
- EastLink - online at [www.eastlink.com.au](http://www.eastlink.com.au) or phone (03) 9955 1400

**Q: Will I get fined if I don't pay the toll?**

A: In the event a motorist fails to pay for use of the toll road, tolling compliance methods used on current toll roads in Queensland will apply. This will involve the issuing of an initial invoice, then if unpaid a demand notice will be issued for the use of the toll road. Should a motorist fail to respond to the demand notice, the matter may be referred to the Department of Transport and Main Roads for consideration and issue of a penalty infringement notice.

**Q: What other organisations, levels of government are expected to be involved, as far as toll management goes?**

A: Following an open tender process, Kapsch TrafficCom Australia was appointed to design, install, maintain and support a roadside tolling system for the TSRC.

Following an additional open tender process, the Queensland Government has contracted Transurban Queensland, trading as Linkt to collect TSRC tolls on behalf of the Queensland Government.

The Department of Transport and Main Roads (TMR) will be responsible for toll management for the TSRC.

TMR will receipt the toll revenue (collected by Transurban Queensland) and will be responsible for tolling enforcement for the TSRC.

**Q: Is the Queensland Government planning to toll vehicles which use the existing Toowoomba Range once the TSRC is opened?**

A: The Queensland Government has no plans to toll vehicles using the existing Toowoomba Range.

**Q: What is the Queensland Government's role in overseeing tolls?**

A: The Queensland Government is responsible for setting the tolling arrangements for the TSRC, including toll levels. Toll revenue will be collected by the Queensland Government, through Transurban Queensland. The toll revenue will fund the costs of operating and maintaining the TSRC.

## TOLLING ACCESS ARRANGEMENTS

**Q: Will all heavy vehicles be mandated to use the new TSRC?**

A: It will be mandatory for all heavy vehicles to use the TSRC. As per the heavy vehicle definition in the *Heavy Vehicle National Law Act 2012*, any vehicle over 4.5 tonnes Gross Vehicle Mass (GVM) (except motorhomes and buses) will have to use the TSRC, unless they have a local destination in Toowoomba, or are travelling to, or from, the Warwick area via the New England Highway.

**Q: What is the rationale for mandating heavy vehicles over 4.5t GVM?**

A: TMR is delivering an alternative crossing of the Toowoomba Range to improve freight efficiency and driver safety, relieve pressure on Toowoomba's roads, and enhance liveability in the region. TSRC is primarily a freight route which has been designed and built to accommodate larger heavy vehicles (up to 36.5 metre long PBS 3A level heavy vehicles). TSRC offers truck operators more options to configure their freight movements providing increased freight efficiencies and significant cost savings along this key national freight route.

**Q: What is a local destination in Toowoomba defined as?**

A:

- Travelling from the west of Toowoomba (e.g. Warrego Highway west, Gore Highway) for business east of Boundary Street.
- Travelling from the west of Toowoomba for business occurring between Boundary Street interchange and the Warrego Highway east interchange at Helidon Spa.
- Travelling north into Toowoomba on the New England Highway, or entering Toowoomba from the east and travelling south on the New England Highway.
- These vehicles are excluded from the mandating requirement as using the TSRC is not considered an efficient movement for users.

**Q: What type of vehicle will be permitted to use the TSRC?**

A: Given the expected delivery and opening of temporary road train de-coupling facilities on the Warrego Highway in the vicinity of Gatton, Type 1 (36 metre) road train, or PBS Level 3 access will be allowed east to this point.

**Q: What will be the clearance height of the toll gantry?**

A: Whilst the tolling gantry will have a maximum clearance height of 6.5 metres, the maximum clearance height for the entire TSRC is expected to be 5.8 metres.

**Q: How does my business manage this new mandate and toll charges?**

A: Businesses need to consider their own circumstances to determine how to accommodate the toll charges and heavy vehicle mandate. Compensation will not be available however businesses are encouraged to discuss treatment of tolls with the Australian Taxation Office.

**Q: Will Road Trains and B Triples be able to come past Toowoomba to Brisbane, how close to Brisbane will they be able to get before disassembling?**

A: Temporary heavy vehicle decoupling facility will open near Gatton to coincide with the opening of the TSRC. A permanent facility is in planning and will be located near Gatton also. Type 1 (36m) road train, or PBS Level 3 access will be allowed east to this point.

**Q: What penalties will be enforced for non-compliance of the mandating options for TSRC?**

A: TMR is considering a range of compliance activities to manage access arrangements on the TSRC and existing Toowoomba Range. These activities range from industry information and education; as well as a combination of signage and on-road enforcement. Failure to comply with the mandate may result in enforcement action.

**Q: Where will decoupling facilities be offered?**

A: The existing decoupling facility built during the construction of the TSRC at Nass Road will remain open for industry. A new temporary decoupling facility near Gatton will be open to coincide with the opening of the TSRC. A permanent decoupling facility, also located near Gatton, is currently in planning and is anticipated to be completed in 2020.

## FURTHER INFORMATION

**Q: Where can I find further information about the TSRC?**

A:

Website: [www.tmr.qld.gov.au/TSRC](http://www.tmr.qld.gov.au/TSRC)

**Q: Where do we direct feedback / comments about the TSRC?**

*Road*

Feedback and complaints related to the TSRC road and infrastructure can be directed to Queensland

Phone: 131940

*Tolling Payments*

Feedback and complaints related to tolling payments for the TSRC can be directed to Linkt

Phone: 13 33 31 (between 7am to 7pm, 7 days a week)

Website: [www.linkt.com.au](http://www.linkt.com.au)