

Toowoomba Bypass Tolling and Heavy Vehicle Mandate

Questions and Answers (Q&As)

As at 9 December 2019

TOLLING

Q: Is the Toowoomba Bypass tolled?

A: Yes, the Toowoomba Bypass is a toll road and all vehicles that use the Toowoomba Bypass must pay a toll.

Q: Who collect the tolls?

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

Q: Why is the Toowoomba Bypass tolled?

A: The Toowoomba Bypass, which was known as the Toowoomba Second Range Crossing project was a \$1.6 billion project. This cost covered the full design and construction of the toll road, including road and pavements, cuttings, structures and underground services. All tolls collected on the Toowoomba Bypass funds 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 Toowoomba Bypass:

- 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 Toowoomba Bypass tolls?

A: The toll prices for the Toowoomba Bypass 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 Toowoomba Bypass 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: Do I need to stop to pay my toll?

A: No, the tolling of the Toowoomba Bypass is be the same as current toll roads, which is free-flow tolling.

Q: Where is the toll point?

A: The location of the Toowoomba Bypass 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: What payment options are available to pay the toll?

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

Q: Are electronic toll tags needed? How do I get one?

A: If you already have a tolling tag, you do not need to make separate arrangements to pay tolls on the Toowoomba Bypass. Any toll for the Toowoomba Bypass is 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 Toowoomba Bypass 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 or phone 1300 555 833
- E-Toll - online at www.myetoll.com.au or phone 13 18 65
- EastLink - online at 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 Toowoomba Bypass.

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

The Department of Transport and Main Roads (TMR) is responsible for toll management for the Toowoomba Bypass.

TMR receipts the toll revenue (collected by Transurban Queensland) and are responsible for tolling enforcement for the Toowoomba Bypass.

Q: Is the Queensland Government planning to toll vehicles which use the Toowoomba Connection Road range crossing?

A: The Queensland Government has no plans to toll vehicles using the Toowoomba Connection Road range crossing.

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

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

TOLLING ACCESS ARRANGEMENTS

Q: Are all heavy vehicles mandated to use the new Toowoomba Bypass?

A: All heavy vehicles traversing the range are required to use the Toowoomba Bypass unless the vehicle has a local destination in Toowoomba or is travelling north or south via the New England Highway. 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). A local destination in Toowoomba is defined as a location within the [mapped Blue Zone](#)

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. Toowoomba Bypass 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). Toowoomba Bypass 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 type of vehicle is permitted to use the Toowoomba Bypass?

A: With the opening of a temporary road train de-coupling facilities on the Warrego Highway in near Gatton, Type 1 (36 metre) road train, or PBS Level 3 access are allowed east to this point.

Q: What is the clearance height of the toll gantry?

A: Whilst the tolling gantry has a maximum clearance height of 6.5 metres, the maximum clearance height for the entire Toowoomba Bypass is 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 is not be available however businesses are encouraged to discuss treatment of tolls with the Australian Taxation Office.

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

A: Type 1 (36m) road trains, or PBS Level 3 access is allowed east to the temporary Gatton Road Train Transfer Facility. As the temporary facility only has twelve holding bays (six east bound and six west bound) it will not service all freight using the Warrego Highway. A two-hour limit has been implemented after seeking advice from the heavy vehicle industry. The two-hour limit was based on the premise that most operators will use a second prime mover to collect the decoupled-trailer.

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

A: TMR is considering a range of compliance activities to manage access arrangements on the Toowoomba Bypass 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 are decoupling facilities offered?

A: The decoupling facility built during the construction of the Toowoomba Bypass at Nass Road is open for industry. The Gatton Road Train Transfer Facility opened to coincide with the opening of the Toowoomba Bypass and is a temporary solution developed by TMR after extensive consultations with the heavy vehicle industry. TMR is working to find a permanent breakdown site near Gatton. The permanent facility will support road train productivity and compliment the use of the Toowoomba Bypass and the existing Charlton breakdown pad.

FURTHER INFORMATION

Q: Where can I find further information about the Toowoomba Bypass?

A: Website: www.tmr.qld.gov.au/ToowoombaBypass

Q: Where do we direct feedback / comments about the Toowoomba Bypass?

Road

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

Phone: 131940

Tolling Payments

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

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

Website: www.linkt.com.au