

# Queensland Rail

## Advice for Minister for Transport and Main Roads

### Subject: South Bank Station

Document ID: MCR-21-400

- As detailed in briefing note MCR-21-244, Queensland Rail will commence improvement works on Platform 1 at South Bank station in October 2021, to better integrate the station with the 'Southpoint' transit-oriented development (TOD).
- To undertake the major works, Queensland Rail will require approximately 18 customer-free weekends on Platform 1 only (outbound Cleveland, Gold Coast and Beenleigh services), with outbound services to run express past South Bank station.
- To commence piling works, the first customer free weekend will occur from 2 to 4 October 2021. This is a critical weekend in the program of works and any impacts will delay the entire project schedule.
- Piling works need to occur over this long weekend to enable scaffold/structural works to occur during the 13 and 14 November SCAS.
- While Queensland Rail is investigating an extended closure methodology to reduce the number of proposed customer free weekends, the October long weekend is still required, even if there is a change to construction methodology.
- Sch.4 Part 4 s.7(1)(c) Bus/comm affairs
- There are no currently known COVID-19 impacts to the AFL or NRL finals. However, should any games be rescheduled to Brisbane during the October long weekend, the closure will not cause any disruptions to customers travelling to games:
  - AFL (Gabba) - TransLink views the Gabba as predominantly bus operation to/from the venue (busway to Woolloongabba)
  - NRL (Suncorp) – all inbound services will stop at South Bank station. There are a number of alternative transport options, such as the busway, for customers travelling outbound.

CC: Neil Scales, Director-General, Department of Transport and Main Roads

Leon Allen, Acting Under Treasurer, Queensland Treasury

([jennifer.roberts@treasury.qld.gov.au](mailto:jennifer.roberts@treasury.qld.gov.au) and [louise.dunne@treasury.qld.gov.au](mailto:louise.dunne@treasury.qld.gov.au))

Action Officer/Approved by:	Endorsed by GE	Endorsed by A/CEO	
Not Relevant			
Senior Adviser Government Relations	Head of SEQ		
Tel: 3072 2065			
Date: 28 June 2021	Date: 1 July 2021	Date: 1 July 2021	

MCR-21-400

**Minister Comments**

[Redacted] Not Noted  
[Redacted] Not Relevant

Date 21/7/21

Released under RTI DTMR

Released under RTI - DTMR

## Advice for Minister for Transport and Main Roads

### Subject: Queensland Rail – Rail Manufacturing (Pipeline of Works)

Document ID:	MCR-21-90
Effective Date	July 2021

#### DOWNER

#### Works by Downer under the Directive

Description	Commitment Value	Scope	Contract award date	Scheduled completion date
IMU160/SMU260 Bogie Overhaul	Bus/comm affairs	Overhaul of 18 sets of bogies	10/05/2019	30/04/2021
IMU100/SMU220 Bogie Overhaul		Overhaul of 40 sets of bogies.	22/03/2019	12/04/2025
IMU100/SMU200 Overhaul		Complete overhaul of 22 units including traction package and train control management system.	21/11/2018	03/07/2024
L series Fleet Overhauls		<ul style="list-style-type: none"> <li>Overhaul and design modification of 21 carriages.</li> <li>Overhaul works are due to be completed in mid-2026</li> </ul>	07/2018	01/04/2026
IMU120-SMU220 CCO Project- Design modifications		<ul style="list-style-type: none"> <li>Scope still under development for toilets and upgrade to canopy/gangways. Doors have been removed from the scope.</li> <li>Estimated release to Downer in late 2021.</li> </ul>	TBA	TBA
IMU120/SMU220- CCO Project - Uncommanded Uncoupling Values (UUV)		<ul style="list-style-type: none"> <li>The UUV's for the remaining rollingstock units (15-34) will need to be overhauled.</li> <li>Once ministerial approval is obtained (Sept/Oct 2021) the existing contract under the General Trading Agreement (GTA) will then be extended.</li> </ul>	TBA	TBA

#### Works by Downer outside of the Directive

Description	Commitment Value	Status
EMU Re-Life Program (Stage 1- Assessment)		<ul style="list-style-type: none"> <li>Awarded under the GTA with Downer on 08/07/2020 for initial 6-month period for [redacted]</li> <li>Contract period has been increased to June 2022 and value increased to [redacted] to progress stage 3 of the assessment.</li> </ul>

IMU120/SMU220- CCO (interim) Project Uncommanded Uncoupling Values (UUV)		<ul style="list-style-type: none"> <li>• Awarded under the GTA for overhaul of 68 UUV's for the interim CCO works for an initial 14 rollingstock units.</li> <li>• Contract commenced 23 September 2020.</li> <li>• Contract expiry to 22 June 2022.</li> </ul>
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**Works by Downer under the Strategic Partnership Agreement**

Description	Commitment Value	Status
IMU160/SMU260 Mid-Life Overhaul	Bus/comm affairs	<ul style="list-style-type: none"> <li>• Overhaul of 64 units</li> <li>• This is a cornerstone project under the Strategic Partnership Agreement (SPA) with Downer</li> <li>• The TOC value is a very early estimate only.</li> <li>• Overhaul works are scheduled to commence August 2022 with last unit completed December 2027.</li> <li>• Overhaul of 21 carriages and 8 power cars.</li> <li>• This is a cornerstone project under the Strategic Partnership Agreement (SPA) with Downer.</li> <li>• The TOC value is being reviewed by Independent Estimator.</li> <li>• Overhaul works are scheduled to commence January 2022 with last unit completed January 2025.</li> </ul>
DTT Mid-Life Overhaul		

**PROGRESS RAIL**

Description	Commitment Value	Status
Repowering of 2400 class locomotive	Released under PRIMA	<ul style="list-style-type: none"> <li>• It is expected that Queensland Rail will enter into a contract with Progress Rail for five locomotives by end of July 2021</li> <li>• Upon confirmation of the number of locomotives further locomotives will be overhauled/repowered under a new project and this may be awarded to Progress Rail.</li> </ul>
Overhaul of wheelset		Wheelset overhaul for SEQ and Regional is valid from 2 September 2020 to 3 June 2024 with a commitment value of [ ] but as at 30 June 2021 the current spend is [ ]
Locomotive heavy maintenance		<ul style="list-style-type: none"> <li>• Ongoing maintenance for major inspections that Queensland Rail does not have the facility to undertake, at maintenance intervals of:               <ul style="list-style-type: none"> <li>– 30 Weeks</li> <li>– 60 Weeks</li> <li>– 120 Weeks</li> <li>– 240 Weeks.</li> </ul> </li> </ul>

		<ul style="list-style-type: none"> <li>Progress Rail are also undertaking bogie and wheelset changes as well as engine repairs.</li> <li>Contract valid from 20 December 2017 to 20 December 2021 with target value of [redacted]</li> </ul>
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**UGL**

Description	Commitment Value	Status
Interim maintenance works to 1720 class locomotives	Bus/comm affairs	<ul style="list-style-type: none"> <li>Interim works to the 1720 locomotives have been completed at a total cost of [redacted]</li> </ul>
Maintenance work to The Inlander		<ul style="list-style-type: none"> <li>Contract valid from 1 July 2015 to 30 June 2021 with target value of [redacted]</li> </ul>
Interim maintenance works to three L-series carriages		<ul style="list-style-type: none"> <li>* The ongoing work under this contract is currently out to tender.</li> <li>As at 30 June 2021, the [redacted] has been invoiced, but work is still ongoing for the following carriages:               <ul style="list-style-type: none"> <li>- LAL 1875</li> <li>- LBL 1927</li> <li>- LBL 1929</li> </ul> </li> </ul>

*Note : Some scheduled dates and identified costs are subject to consideration and potential change, which will be reflected in future reports.*

**Department of Transport and Main Roads**  
**Decision Brief**  
**MBN24547**

To: Minister for Transport and Main Roads

<b>SUBJECT:</b> Queensland Rail request to release \$6.5 million for two of the three approved projects.	<b>Non-Urgent</b>
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**Summary**

- Under Government Election Commitment 819 (GEC819), three projects have been approved for delivery by Queensland Rail within the \$50 million funding allocation.
- On 30 April 2021, Queensland Rail's request to release \$10 million of the \$50 million funding to progress the Waterways Resilience project was approved.
- On 22 July 2021, Queensland Rail requested the release of a further \$4 million to complete the Waterways Resilience Project and \$2.5 million for expenditure incurred to deliver the Increased Structural Gauge Business Case.

**Recommendations**

- That you approve the release of:
  - \$4 million from GEC819 to Queensland Rail to complete the Waterways Resilience Project
  - \$2.5 million from GEC819 to Queensland Rail for expenditure incurred to deliver the Increased Structural Gauge Business Case.
- That you note should approval be granted on Queensland Rail's request, the remaining GEC819 budget will be \$33.5 million to deliver the remaining projects, Increased Structural Gauge Project and the Track Renewal Project.

**Financial Implications**

- The funding is to be provided to Queensland Rail as a capital grant with \$10 million provided in 2020–21 and a further \$40 million in 2021–22 to deliver the three approved projects.

**Background**

- On 13 November 2017, GEC819 was announced for \$50 million in funding to help repair and maintain the Townsville to Mount Isa Line.
- On 12 August 2020, the three projects approved to be delivered under GEC819 were announced via a media statement. The projects were: Increased Structural Gauge Project (business case in progress); Waterways Resilience Project (business case completed – \$14 million); and the Track Renewal Project (business case completed – \$22 million).

<b>Action Officer:</b> Christina Heffner Executive Director (Governance, Freight and Partnerships) Tel: 3066 7148 Date: 3 August 2021	<b>Endorsed by:</b> Joshua Hannan General Manager (Transport Strategy and Planning) Tel: 3066 1400 Date: 6 August 2021	<b>Endorsed by: DDG</b> Julie Mitchell Deputy Director-General (Policy, Planning and Investment) Tel: 3066 2245 Date: 6 August 2021	<b>Endorsed by: DG</b> Neil Scales Director-General Tel: 3066 7316 Date: 10 August 2021
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- A condition of approval was for the Increased Structural Gauge Project to be delivered as a priority, subject to the business case being provided to the Department of Transport and Main Roads. If required, the scope of the Waterways Resilience and Track Renewal projects are to be scaled back so that all projects are delivered in the funding available.

### **Key Issues**

- Queensland Rail's Waterways Resilience Project Business Case identified a total cost of \$14 million. The business case noted the project aims to construct up to six new bridges adjacent to existing culvert sets at six locations on the Mt Isa Line. The project will provide greater waterway openings, improved flood resilience and will construct as many of the bridges as possible for the available funding based on the asset manager's priority.
- On 22 July 2021, Queensland Rail requested approval for the release of \$4 million to complete the Waterways Resilience Project. In the request, Queensland Rail provided further detail shown in **Attachment 1**.
- Queensland Rail has also requested the release of \$2.5 million for expenditure to deliver the Increased Structural Gauge Business Case. This includes indicatively \$600,000 for 2020–21 and \$1.9 million for 2021–22. Queensland Rail have advised the Track Renewal Project will remain on hold until the budget for the Increased Structural Gauge Project is known.
- The GEC819 \$50 million is focused on funding the delivery of the three approved projects. However, it is noted expenditure includes business case development costs.

### **Financial Implications**

- Queensland Rail is required to deliver the three projects within the \$50 million funding allocation. There is \$40 million in funding available in 2021–22. Should approval be granted on Queensland Rail's request, the remaining budget for GEC819 will be \$33.5 million to deliver the remaining projects, Increased Structural Gauge Project and the Track Renewal Project. Queensland Rail's previous initial estimated delivery costs for the Increased Structural Gauge Project were in excess of \$25 million.

### **Consideration of the *Human Rights Act 2019* (HR Act)**

- The HR Act was considered when making the recommendations outlined in this brief, and there are no impacts to human rights.

### **Consultation with Stakeholders**

- Regular consultation with Queensland Rail has been ongoing to progress the projects under this election commitment.

### **Employment**

- There are no employment impacts associated with this matter.

### **Media**

- There are no media impacts associated with this matter.

### **Election Commitments**

- GEC819 – \$50 million to help repair and maintain the Mount Isa Line.

### **Government Objectives**

- This matter does not relate to a government objective.

**Summary of Actions**

- That you approve the release of:
  - \$4 million from GEC819 to Queensland Rail to complete the Waterways Resilience Project
  - \$2.5 million from GEC819 to Queensland Rail for expenditure incurred to deliver the Increased Structural Gauge Business Case.
- That you note should approval be granted on Queensland Rail's request, the remaining GEC819 budget will be \$33.5 million to deliver the remaining projects, Increased Structural Gauge Project and the Track Renewal Project.

**Minister's comments:**

Not Approved

Not Relevant

Minister's signature

Date 18/8/20

- In the request from Queensland Rail, the following was noted:
  - The Waterways Resilience Project includes construction of up to six bridges, however this is broken down into three priority locations (Corella Creek, 2 x Chatfield Creek) and three provisional locations (Eastern Creek, 2 x Gilliat Creek Tributary).
  - The \$10 million previously released to Queensland Rail only provides for work on two priority locations, with the remaining project budget of \$4 million required to complete the third priority location. With the release of the \$4 million, greater benefits in terms of reducing flooding impacts can be provided.
  - The number of provisional locations that Queensland Rail is able to address with the \$14 million will depend on tendering outcomes and use of contingency amounts for the initial bridges.
  - Based on additional work undertaken in the design phase Queensland Rail have also identified the total length of bridge that needs to be constructed increased from 272 metres to 329 metres.

Released under RTI-2298

# Queensland Rail

## Advice for Minister for Transport and Main Roads

### Subject: Corinda and Caboolture Feeder Stations Renewal

Document ID: MCR-21-409

- The Caboolture and Corinda Feeder Stations Renewal project will install and commission new safety-compliant feeder stations and yard equipment at Caboolture and Corinda to replace life-expired infrastructure.
- These feeder stations are critical infrastructure that ensure the reliability of the network.
- This project will support the Beerburrum-Landsborough Track Duplication project by supporting the flexibility and adaptability of the rail system for future expansion.
- This project will also support the Cross River Rail (CRR) project by enabling traction power network redundancy (the ability to feed the CRR tunnel when a primary piece of plant is out of operation).
- The existing Caboolture Feeder Station is located on the North Coast Line (NCL). The Caboolture Feeder Station was commissioned in 1982 and is the third oldest feeder station currently in operation on the network. It supplies both the NCL electrification and Brisbane suburban electrification systems on the Queensland Rail network. The primary and secondary assets within the switch rooms, as well as the station yard, have reached end-of-life and require replacement.
- The existing Corinda Feeder Station is located on the Western Main Line. The Corinda Feeder Station is presently a critical supply point on the Main Line and for the Beenleigh line between Yeerongpilly and Kuraby, with the next supply points being the Wulkuraka Feeder Station in the west and Beenleigh Feeder Station in the south.
- The Corinda Feeder Station was constructed during the Queensland Rail electrification works in the late 1970s to early 1980s. This is the oldest original feeder station currently in service on the South East Queensland (SEQ) network. The primary and secondary assets within the switch room at Corinda, as well as the switch room enclosure itself, have reached end of life and require replacement.
- The key benefits from this project include:
  - reducing the risk of severe network outages and the impact these outages would have on on-time running
  - ability to better recover the infrastructure from a disruptive event
  - Gas-Insulated Switch Gear (GIS) in place of existing Air-Insulated Switch Gear
  - electrically compliant infrastructure which will also provide better operational flexibility.

#### Scope of Works

Action Officer by:	Endorsed by EGM	Endorsed by GE	Endorsed by CEO
Not Relevant			
Senior Adviser Govt Relations	SEQ Assets	Head of SEQ	
Tel: 3072 1412	Tel:	Tel:	Tel:
Date: 30 June 2021	Date: 2 August 2021	Date: 6 August 2021	Date:

- In line with Queensland Rail's strategic objective to move towards low maintenance and cost/energy efficient infrastructure, this project will replace the Air Insulated Switchgears (AIS) with Gas Insulated Switchgears (GIS). GIS is the preferred technology which is compliant with Queensland Rail technical specifications.
- Under current designs, the major installations at Caboolture will include:
  - a new switch room
  - two new traction power transformers installed in a new power transformer compound complete with containment bund and firewalls
  - installation of 11 new overhead line masts
  - installation of new high voltage isolators
  - installation of new oil/water separation piping and containment tank.
  - installation of conduit system & cables for high voltage, low voltage and communication systems.
- The major installations at Corinda will include:
  - a new switch room
  - one new Auxiliary Supply Transformer
  - one new LV main distribution board and isolation transformer for LV supply requirements
  - installation of new overhead line masts and three new portals
  - installation of new high voltage isolators
  - installation of conduit system & cables for high voltage, low voltage and communications systems.
- The budget of the Corinda and Caboolture Feeder Stations Renewal Project is    
Deliberative process
- The works for this project are expected to deliver approximately 150 jobs throughout construction.
- There will be six procurement projects to deliver the program of works, with the first to be awarded by September 2021.
- The Corinda Feeder Station practical completion date is estimated for late 2023.
- The Caboolture Feeder Station practical completion date is estimated for late 2024.

### Stakeholder engagement

- During construction, community consultation will be undertaken for matters related to construction noise during the feeder station and yard equipment installation.
- As there will be no increased long-term impacts to the community, no additional community engagement will be required for these projects.

CC: Neil Scales, Director-General, Department of Transport and Main Roads  
Leon Allen, A/Under Treasurer, Queensland Treasury

**Minister Comments**

NR

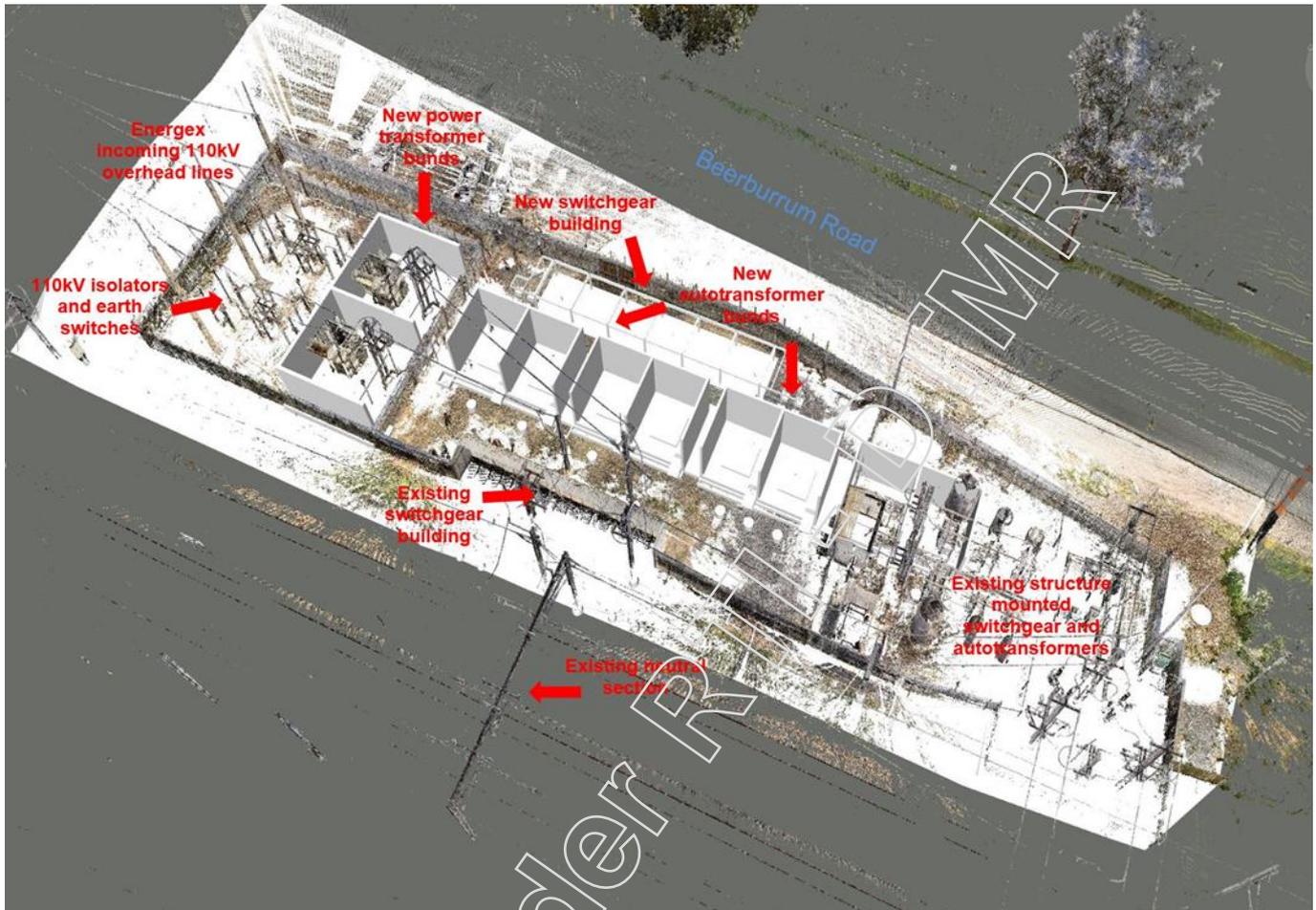
**Noted**

**Minister's signature** .....

**Date: 15 September 2021**

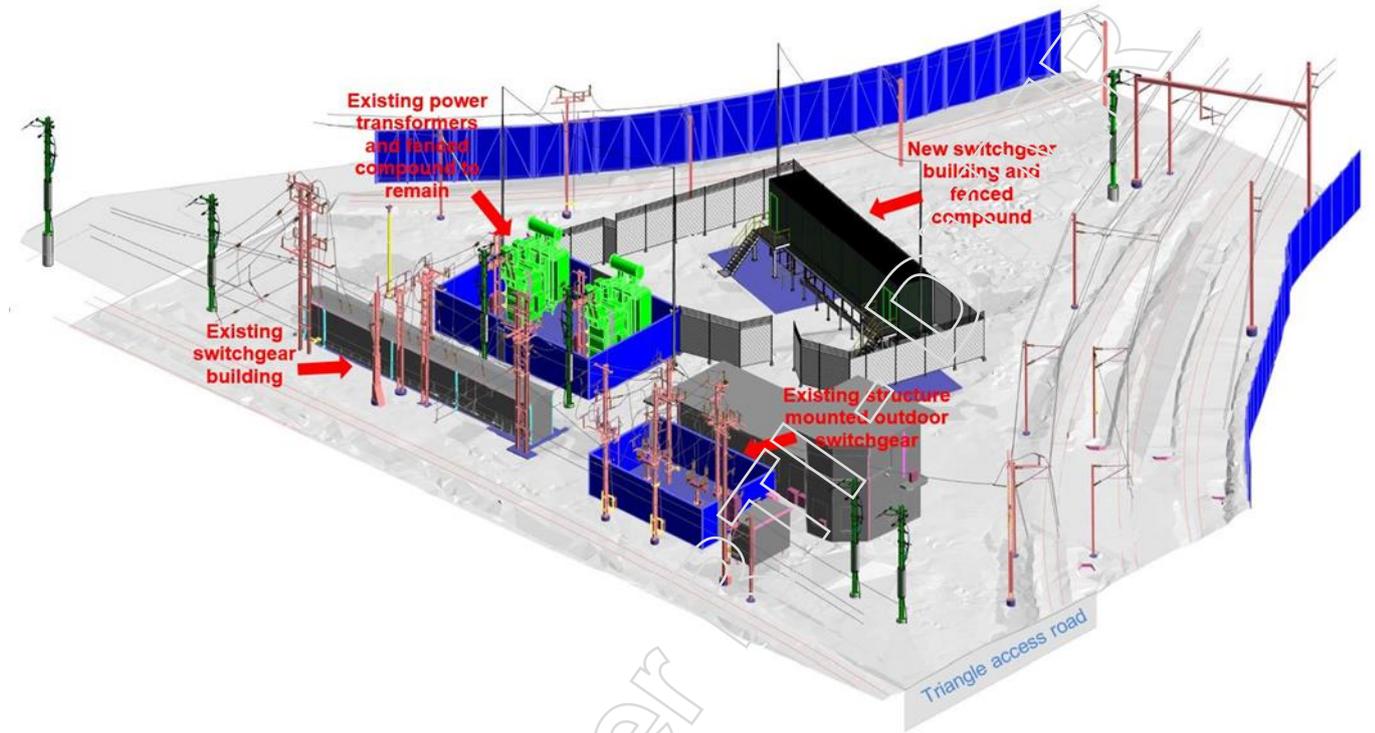


# Caboolture Feeder Station 3D Layout Plan





# Corinda Feeder Station 3D Layout Plan



Released under

Released under RTI - DTMR

**Queensland Rail**  
**Meeting Brief**  
MCR-21-577  
MBN24678

To: Minister for Transport and Main Roads

<p><b>SUBJECT:</b> <b>Meeting Details:</b> Introductory meeting with French technology company Dassault Systèmes, who have partnered with Queensland Rail for rail solution planning. The Minister is meeting with [redacted] Dassault Systèmes. [redacted] Sch.4 Part 4 s.6</p> <p><b>Date/Time:</b> Wednesday 6 October, pre-brief 9am and meeting at 12pm</p> <p><b>Attendees:</b> Mr Stuart Stark, Senior Policy Adviser Minister for Transport and Main Roads, Mr Finn Semple, Policy Adviser Minister for Transport and Main Roads, [redacted] Not Relevant Chief Information and Digital Officer Queensland Rail, [redacted] Cross River Rail</p> <p>[redacted] Sch.4 Part 4 s.6</p>	<p><b>Non-Urgent</b></p>
<p><b>Minister's Comments:</b></p>	

**Summary**

- Dassault Systèmes currently provides Queensland Rail with an Integrated Train Operations Solution (ITOPS) platform which is used to plan, schedule and report on the delivery of timetabled South East Queensland (SEQ) passenger services.
- ITOPS is operationally critical to deliver the forward Daily Train Plans for all SEQ electric passenger train services and will be a key component of train management with the European Train Control System (ETCS) and Cross River Rail (CRR).

- Queensland Rail has identified several potential future opportunities and benefits that could be realised with a further investment and expansion of the ITOPS software framework subject to appropriate assessment, funding and requisite approvals

**Details of the Meeting**

- You are meeting with [Sch.4 Part 4 s.6] of Dassault Systèmes.
- The meeting will take place at 12pm on 6 October 2021 in the boardroom 36.41.
- Queensland Rail attendees will be [Not Relevant] Chief Information and Digital Officer, and [Sch.4 Part 4 s.6] Cross River Rail.
- The primary purpose of the meeting is for Dassault Systèmes to express an interest in collaborating further with the Department of Transport and Main Roads.

**Background**

- In November 2014, Queensland Rail released an open market tender for the provision of an ITOPS to assist with train planning, unit allocations and yard management, network control and incident and delay management.
- This was an initiative of the New Generation Rollingstock (NGR) program to support the management of the NGR fleet.
- Only one compliant response was received from Quintiq Pty Ltd, who was subsequently awarded the contract for ITOPS. Around this time, Dassault Systèmes acquired Quintiq and the contract was novated in November 2018.

**Issues and Suggested Approach**

- [Redacted]

Sch.4 Part 4 s.7(1)(c) Bus/comm affairs

Sch.4 Part 4 s.7(1)(c) Bus/comm affairs

**Consultation with Stakeholders**

- There is ongoing training and consultation within impacted Queensland Rail teams as part of the planning for Release 3.

**Employment**

- There are no employment impacts associated with this matter.

**Media**

- There are no media impacts associated with this matter.

**Election Commitments**

- This matter does not relate to an election commitment.

**Government Objectives**

- This matter does not relate to a government objective.

CC: Neil Scales, Director-General, Department of Transport and Main Roads  
Leon Allen, Under Treasurer, Queensland Treasury

**Queensland Rail  
Meeting Brief  
MCR-21-592**

To: Minister for Transport and Main Roads

<p><b>SUBJECT:</b> <b>Meeting Details:</b> L Series</p> <p><b>Date/Time:</b> 3.30pm to 4.15pm, 26 October 2021</p> <p><b>Attendees:</b></p> <ul style="list-style-type: none"> <li>• Not Relevant Senior Policy Adviser</li> <li>• Policy Adviser</li> <li>• Not Relevant Head of Regional, Queensland Rail</li> </ul>	<p><b>Urgent</b></p>
<p><b>Minister's Comments:</b></p>	

**Summary**

- In June 2018, the Queensland Rail Board approved expenditure of [redacted] for the L-Series safety and maintenance project.
- This project involves 21 L-Series carriages being overhauled and modified to support the ongoing operation of the Inlander, Westlander and Spirit of the Outback services.
- Works are required to ensure carriages are operationally reliable and compliant with Queensland Rail's Safety and Environmental Management Systems (SEMS) that will extend their operational life [redacted]
- [redacted]
 

Sch.4 Part 4 s.7(1)(c) Bus/comm affairs
- Customer impacts will be minimised throughout the project by ensuring that spare carriages are available to replace removed carriages wherever possible, maximising sleeper carriages during peak season.

<p><b>Action Officer:</b></p> <p>[redacted]</p> <p>Senior Adviser Government</p>	<p><b>Endorsed by:</b></p> <p>[redacted]</p> <p>Head of Regional</p>	<p><b>Endorsed by:</b></p> <p>[redacted]</p> <p>CEO</p>
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Tel: 3072 2065  
 Date: 24 September 2021      Date: 15 October 2021      Date: 15 October 2021

- Minor accessibility improvements are included in the works but will not achieve compliance with disability standards.

• [Redacted]

### Details of the Meeting

- You are meeting with:
  - Not Relevant Head of Regional, Queensland Rail.
- The meeting will take place at 3.30pm on 26 October 2021 at 1 William Street.
- The primary purpose of the meeting is to discuss the delays and cost associated with the overhaul of L-Series carriages.

### Background

- The L-Series fleet currently services The Inlander, The Westlander and Spirit of the Outback trains.
- The fleet is comprised of 27 locomotive-hauled carriages constructed in the early 1980s.

Sch.4 Part 4 s.7(1)(c) Bus/comm affairs

Sch.4 Part 4 s.7(1)(c) Bus/comm affairs

### **Consultation with Stakeholders**

- Queensland Rail is engaging with key initial stakeholders to minimise impacts to operations. However, to date, no consultation has been undertaken with customers or travel partners.
- It is currently anticipated Spirit of the Outback services will be impacted during 2022 with available sleepers reduced from 62 to 52 during high season and to 38 during the low season.
- Queensland Rail will work with its industry partners to minimise the impacts on their operations due to the reduced sleeper capacity.

### **Employment**

- There are no employment impacts associated with this matter.

### **Media**

- There are no media impacts associated with this matter.

**Election Commitments**

- This matter does not relate to an election commitment.

**Government Objectives**

- This matter does not relate to a government objective.

CC: Neil Scales, Director-General, Department of Transport and Main Roads  
Leon Allen, Acting Under Treasurer, Queensland Treasury  
([jennifer.roberts@treasury.qld.gov.au](mailto:jennifer.roberts@treasury.qld.gov.au) and [louise.dunne@treasury.qld.gov.au](mailto:louise.dunne@treasury.qld.gov.au))  
Queensland Rail Media

Released under RTI - DTMR

# Advice for Minister for Transport and Main Roads

## Subject: Queensland Rail – Rail Manufacturing (Pipeline of Works)

Document ID:	MCR-21-90/31
Effective Date	September 2021

### DOWNER

Works by Downer under the Directive

Description	Commitment Value	Scope	Contract award date	Scheduled completion date
IMU160/SMU260 Bogie Overhaul	Bus/comm affairs	<ul style="list-style-type: none"> <li>Overhaul of 18 sets of bogies</li> <li>Overhaul of 40 sets of bogies.</li> <li>Complete overhaul of 22 units including traction package and train control management system.</li> <li>Overhaul and design modification of 21 carriages.</li> <li>Overhaul works are due to be completed in December 2024.</li> <li>Additional funding (estimated <span style="border: 1px solid red; display: inline-block; width: 50px; height: 15px;"></span>) will be required to complete the works to cover variation work due to latent conditions such as corrosion.</li> <li>The additional amount also includes a risk allowance.</li> <li>Interim works are being carried out at UGL and this is expected to reduce some of the latent condition-based repair work at Downer.</li> <li>The UUV's for the remaining rollingstock units (15-34) will need to be overhauled.</li> </ul>	10/05/2019	Completed
IMU100/SMU220 Bogie Overhaul			22/03/2019	24/03/25
IMU100/SMU200 Overhaul			21/11/2018	03/07/2024
L series Fleet Overhauls			07/2018	01/04/2026
IMU120/SMU220- CCO Project - Uncommanded Uncoupling Valves (UUV)			23/9/2020	TBA

Works by Downer outside of the Directive

Description	Commitment Value	Status
EMU Re-Life Program (Stage 1- Assessment)		<ul style="list-style-type: none"> <li>Awarded under the GTA (General Trading Agreement) with Downer and UGL on 08/07/2020 for initial 6-month period for [redacted]</li> <li>Contract period has been increased to June 2022 and value increased to [redacted] to progress stage 3 of the assessment.</li> </ul>
IMU120/SMU220- CCO (interim) Project Uncommanded Uncoupling Values (UUV)		<ul style="list-style-type: none"> <li>Awarded under the GTA for overhaul of 68 UUV's for the interim CCO works for an initial 14 rollingstock units.</li> <li>Contract commenced 23 September 2020.</li> <li>Contract expiry to 22 June 2022.</li> </ul>

Works by Downer under the Strategic Partnership Agreement

Description	Commitment Value	Status
IMU160/SMU260 Mid-Life Overhaul		<ul style="list-style-type: none"> <li>Overhaul of 64 units</li> <li>This is a cornerstone project under the Strategic Partnership Agreement (SPA) with Downer</li> <li>The TOC has been accepted by the Independent Estimator as being reasonable.</li> <li>Overhaul works are scheduled to commence August 2022, however, this may be subject to change.</li> <li>These works are subject to Queensland Rail Board and responsible Ministers' approval.</li> </ul>
DTT Mid-Life Overhaul	Bus/comm affairs	<ul style="list-style-type: none"> <li>Overhaul of 3 Diesel Tilt Trains.</li> <li>This is a cornerstone project under the Strategic Partnership Agreement (SPA) with Downer.</li> <li>The TOC value has been validated by an Independent Estimator.</li> <li>Overhaul works are scheduled to commence 1<sup>st</sup> half of 2022 with last unit completed January 2025.</li> <li>These works are subject to Queensland Rail Board and responsible Ministers' approval.</li> </ul>

**PROGRESS RAIL**

Description	Commitment Value	Status
Repowering of 2400 class locomotive		<ul style="list-style-type: none"> <li>On 1 September 2021, Queensland Rail entered into a contract with Progress Rail to convert five 2400/2150 class locomotives to 2900 class.</li> <li>Upon confirmation of the number of locomotives required for operational purposes, further locomotives will be overhauled or repowered under a new project and this may be awarded to Progress Rail.</li> </ul>

Overhaul of wheelset		Wheelset overhaul for SEQ and Regional is valid from 2 September 2020 to 3 June 2024 with a commitment value of [redacted] but as at 23 September 2021 the current spend is [redacted]
Locomotive heavy maintenance		<ul style="list-style-type: none"> <li>Ongoing maintenance for major inspections that Queensland Rail does not have the facility to undertake, at maintenance intervals of: <ul style="list-style-type: none"> <li>30 Weeks</li> <li>60 Weeks</li> <li>120 Weeks</li> <li>240 Weeks.</li> </ul> </li> <li>Progress Rail are also undertaking bogie and wheelset changes as well as engine repairs.</li> <li>Contract valid from 20 December 2017 to 20 December 2021 with target value of [redacted] and actual spend of [redacted]</li> </ul>
Interim maintenance works to 1720 class locomotives		<ul style="list-style-type: none"> <li>Interim works to four 1720 locomotives</li> <li>Work will commence shortly on an additional locomotive once quote from Progress Rail is received.</li> </ul>

**UGL**

Description	Commitment Value	Status
Interim maintenance works to 1720 class locomotives		<ul style="list-style-type: none"> <li>Interim works to the 1720 locomotives have been completed at a total cost of [redacted]</li> </ul>
Maintenance work to The Inlander	Bus/comm affairs	<ul style="list-style-type: none"> <li>Contract valid from 1 July 2015 to 30 June 2021 with target value of [redacted] and total spend so far of [redacted]</li> <li>A new contract was entered into for the period 1 July 2021 to 21 December 2021 with a contract value of [redacted] and spend to date of [redacted]</li> <li>Total spend on Inlander contracts from July 2015 to 23 September 2021 is [redacted]</li> </ul>
Interim maintenance works to three L-series carriages		<ul style="list-style-type: none"> <li>As at 30 September 2021, work is still ongoing for the following carriages: <ul style="list-style-type: none"> <li>LAL 1875 [redacted]</li> <li>LBL 1927 [redacted]</li> <li>LBL 1929 [redacted]</li> </ul> </li> <li>As of 30 September 2021, three purchase orders have been created for work on L series carriages 1934, 1931 and 1906, at a cost of [redacted] Works are expected to commence on completion of the above carriages.</li> </ul>

*Note : Some scheduled dates and identified costs are subject to consideration and potential change, which will be reflected in future reports.*

Released under RTI - DTMR

# Queensland Rail

## Advice for Minister for Transport and Main Roads

### Subject: Auchenflower Station

Document ID: MCR-21-494

- As part of Queensland Rail's Station Accessibility Upgrade Program, major construction works are currently underway at Auchenflower station that include raising the height of the existing platforms.
- Queensland Rail will carry out core zone platform raising works to Platform 2/3 during the scheduled weekend track closure on 13 and 14 November 2021, with preliminary works to be undertaken in the week prior from 6 to 12 November 2021.
- These preliminary works will ensure that all platform raising works for the core zone are completed during the weekend track closure.
- For preliminary works such as detailed excavation to be undertaken safely to Platform 2/3, Queensland Rail will require the platform to be closed to customers from 6 to 12 November 2021.
- As a result of the closure, services timetabled to operate from Platform 2/3 will run express through Auchenflower station during peak periods, with no perceived impacts to on-time running.
- The change will however impact inbound passengers using trains that usually stop on Platform 2 during peak periods.
- During peak periods:
  - customers travelling outbound towards Ipswich from Auchenflower will continue to use Platform 1. However, due to timetabling constraints, three outbound services that use Platform 2/3 on the shoulder of the peak period will run express through Auchenflower, with customers advised to detrain at Toowong where alternative transport will be provided
  - customers travelling inbound towards Brisbane from Auchenflower will be required to use either Milton or Toowong Stations, or customers can travel outbound from Auchenflower Platform 1 to Toowong where they can change to an inbound service
  - customers travelling inbound to Auchenflower will be required to travel to Milton where they can change onto an outbound service stopping at Auchenflower.
- In the off-peak periods, due to the reduced number of services operating, it is possible for trains to use Platform 1 and 4, with the only impact to customers being the change in platform.

Action Officer/Approved by:	Endorsed by GE	Endorsed by CEO	
	Not Relevant		Not Relevant
Senior Adviser Government Relations	Head of SEQ		
Tel: 3072 2065			
Date: 13 August 2021	Date:	Date:	25/10/21

MCR-21-494

- If the preliminary works are not undertaken prior to the weekend track closure on 13 and 14 November, platform raising works will need to be deferred until January 2022.
- Queensland Rail will notify the public through the normal channels - including email, paper notices, station posters, Facebook, station announcements and on train announcements. The project has consulted directly with the Wesley Hospital, who are able to also distribute information to staff and patients.
- During the platform closure customers will be impacted in the short term but this should be offset against safety, long term impacts and financial benefits:
  - platform closures will reduce the interfaces between customers and the worksite and eliminate potential safety risks.
  - platform closures will reduce the overall length of time during which the platform area is used for construction by up to six months and return it to the customers earlier.
  - providing the closure of Platform 2/3 in both November and May will provide a saving to the project of \$2-3M.
- If the platform closure is deemed a success, then it is proposed that a similar closure is undertaken next year in preparation for the scheduled weekend track closure on 21 and 22 May 2022.

CC: Neil Scales, Director-General, Department of Transport and Main Roads

Leon Allen, Acting Under Treasurer, Queensland Treasury

([jennifer.roberts@treasury.qld.gov.au](mailto:jennifer.roberts@treasury.qld.gov.au) and [louise.dunne@treasury.qld.gov.au](mailto:louise.dunne@treasury.qld.gov.au))

**Minister Comments**

Noted

Not Relevant

Minister's Signature .....

Date 1/11/21

# Queensland Rail

## Advice for Minister for Transport and Main Roads

### Subject: Accessibility Focus Group – Update

Document ID: MCR-21-557

*MTR 24759,*

- As detailed in briefing note MCR-21-157 and advice MCR-21-340, Queensland Rail has established an Accessibility Focus Group (AFG). This group has replaced the former Accessibility Reference Group and is focussed on ensuring genuine consultation with the disability sector.
- The AFG currently consists of representatives from 12 disability sector organisations. These organisations represent a mixture of different types of disabilities to represent the diversity of disabilities that current and potential customers may have, and include members from across South East Queensland (SEQ) and regional areas (see **Attachment 1** for membership list).
- To date, Queensland Rail has held six AFG meetings on topics including the Station Accessibility Upgrade Program (SAUP), accessibility improvements as part of Safety and Environment Management System (SEMS) overhauls for SEQ and Regional trains, and development of an SEQ Accessibility Roadmap (see **Attachment 2** for meeting details).
- The AFG meetings have been designed to enable early feedback on Queensland Rail projects, with a commitment to follow up with the AFG during development of the project to demonstrate how the AFG feedback has been considered.
- The meetings usually involve interactive presentations and then break into facilitated small table discussions. A range of collateral is used during the meetings including video footage, virtual tours, large scale plans and modelling.
- Feedback received to date from AFG members includes:
  - Suggested changes to station designs such as circulation space, wayfinding, ramp access and improved connections between carparks and station entries
  - Identification of accessibility requirements for the ‘arrive at station’ and the ‘embark and travel’ phases of the customer journey on the SEQ network
  - Key considerations for train layouts including location of accessible spaces, modifications to access paths and toilets, and position of assistance request buttons.
- The AFG member feedback about the process has largely been very positive to date, and the Accessibility team continues to adapt and refine the process to make it as effective and engaging as possible.

Action Officer/Approved by:	Endorsed by GE	Endorsed by CEO	
	Not Relevant		
Senior Adviser Government Relations	GE Safety, Risk and Assurance		
Tel: 3072 2065			
Date: 8 October 2021	Date: 25 October 2021	Date: 26 October 2021	

MCR-21-557



**Attachment 1 – Queensland Rail Accessibility Focus Group Membership**

<b>Organisation</b>	<b>Representative</b>
<b>Council of the Ageing</b>	
<b>CPL</b>	
<b>Dementia Australia</b>	
<b>Endeavour</b>	
<b>Guide Dogs Queensland</b>	
<b>Hear and Say</b>	
<b>MS Queensland</b>	
<b>Open Minds</b>	
<b>Spinal Life Australia</b>	
<b>Speech Pathology Australia</b>	
<b>Vision Australia</b>	
<b>Queenslanders with a Disability Network</b>	

Note:

- Queensland Rail is actively seeking AFG membership from an organisation representing the deaf community.

## Attachment 2 – Queensland Rail Accessibility Focus Group meetings in 2021

### Meetings delivered to date

Date	Project/topic	Details
8 June 2021	Induction	Inaugural meeting including overview of Queensland Rail and the new engagement process.
13 July 2021	Banyo station upgrade, part of the SAUP	The meeting included overview of the SAUP and engagement on the Banyo station accessibility upgrade project.
19 August 2021	Burpengary and Lindum station upgrades, part of SAUP	The meeting focused on the Burpengary and Lindum station upgrade projects.
2 September 2021	SEQ Accessibility Roadmap Spirit of Queensland accessibility overview	The meeting included an overview of the SEQ Accessibility Roadmap, which details how Queensland Rail will deliver an accessible passenger service on the SEQ network. The engagement then focussed on the 'arrive at station' and the 'embark and travel' parts of the customer journey. The 'plan your journey' and 'wait on platform' parts of the customer journey will be discussed in future meetings.  The meeting also included an overview of the proposed accessibility upgrades for the Spirit of Queensland, as part of its scheduled SEMS overhaul.
21 September 2021	SEQ train fleet	The meeting focussed on the proposed accessibility improvements for the IMU160 and SMU260 trains as part of their scheduled SEMS overhaul.
12 October 2021	Spirit of Queensland	The meeting focussed on proposed accessibility improvements for the Spirit of Queensland as part of its scheduled SEMS overhaul.

Note: On 24 June 2021 the AFG members were provided a full-day training course on 'Engagement Essentials' delivered by the International Association of Public Participation.

### Planned future meetings

- 10 November 2021 – Regional network focussed meeting
- 23 November 2021 – SEQ network focussed meeting
- 7 December 2021 – AFG review and wrap up.

**Queensland Rail  
Meeting Brief  
MCR-21-659**

To: Minister for Transport and Main Roads

<p><b>SUBJECT:</b> <b>Meeting Details:</b> Mental Health of Train Drivers</p> <p><b>Date/Time:</b> 4.30pm, Thursday 28 October 2021</p> <p><b>Attendees:</b></p> <ul style="list-style-type: none"> <li>• [Redacted] Sch.4 Part 4 s.6 Australian Federated Union of Locomotive Employees (AFULE)</li> <li>[Redacted] Not Relevant Chief of Staff</li> <li>[Redacted] Not Relevant Senior Policy Adviser</li> </ul>	<p><b>Urgent</b></p>
<p><b>Minister's Comments:</b></p>	

**Summary**

- Queensland Rail acknowledges that mental illness can be debilitating and have a devastating impact on not only those living with it, but those around them.
- Queensland Rail believes everyone has the right to come home safe and healthy at the end of each working day and is committed to supporting employees and their families to live healthy lives.
- This is being done by providing access to resources and professional support through the Employee Assistance Program, and fostering a supportive workplace environment.
- On a regular basis, Queensland Rail provides mental health support for all employees through initiatives such as mental health awareness and resilience training, mandated trauma leave for employees involved in any traumatic incidents and ongoing promotion of activities such as Rail R U OK Day. Support is also embedded in business as usual (BAU) processes such as "safety shares".

<p><b>Action Officer:</b></p> <p>[Redacted]</p> <p>Senior Adviser Government Relations Tel: 3072 2065 Date: 27 October 2021</p>	<p><b>Endorsed by:</b></p> <p>[Redacted]</p> <p>GE People and Culture Date: 27 October 2021</p>	<p><b>Endorsed by:</b></p> <p>[Redacted]</p> <p>CEO Date: 28 October 2021</p>
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- Queensland Rail has implemented a number of initiatives to support the mental health of its customers, understanding that civilian suicide and threatened self-harm can have a consequential impact on Queensland Rail employees, particularly traincrew and station operations staff.
- Queensland Rail also recently codified its support for positive mental health for traincrew through the negotiated Queensland Rail Traincrew Enterprise Agreement 2020 (Enterprise Agreement), with two specific initiatives called out for implementation:
  - a comprehensive mental health policy, the development of which will be in consultation with relevant union, including the AFULE
  - a peer support network, with the scope to be discussed with relevant unions prior to implementation.
- While the Mental Health Policy has no implementation date, the Peer Support Network was required to have been actioned within 12 months from the commencement of the Enterprise Agreement (23 November 2021).

#### **Details of the Meeting**

- You are meeting with Sch.4 Part 4 s.6 Australian Federated Union of Locomotive Employees.
- The meeting will take place at 4.30pm on Thursday 28 October 2021 in Room A09, Parliament House.
- The primary purpose of the meeting is to discuss mental health of train drivers.

#### **Issues and Suggested Approach**

- It is recognised that Post Traumatic Stress Disorder (PTSD) is a possible workplace injury with some roles having greater likelihood of exposure to trauma (eg. traincrew and station staff witnessing self-harm events and authorised officers de-escalating violent behaviour).
- In order to minimise the impact of any traumatic events, Queensland Rail has, for some time, provided the following support to all employees:
  - trauma leave (Critical Incident Leave)
  - free and confidential Employee Assistance Services (counselling and coaching) to all employees and their family members
  - operationally specific training – eg. vicarious trauma, mental health awareness, building resilience.
- Additionally, all employees who are injured as a result of their work are able to lodge Workers Compensation claims – both statutory and common law processes. In such processes, even before claims are accepted, Queensland Rail ensures that workers with psychological injuries are supported with any necessary payments and appropriate rehabilitation.

#### *Future Preventative Management*

- Queensland Rail has a “Suicide and Threatened Self harm Prevention Plan” that is aligned to the State Government “Every Life – The Queensland Suicide Prevention Plan”. Queensland Rail is also represented on the “Interim Queensland Suicide Prevention Network Meeting”.
- Queensland Rail’s Plan includes continuing initiatives such as:
  - a tailored training package to frontline staff to enhance the detection and reporting of individuals exhibiting behaviours that may indicate they are at risk of self-harm

- positive mental health engagement activities at stations in partnership with the Queensland Police Service, Queensland Health and local services providers
- supporting the roll-out of the “Pause, Call, Be Heard” campaign in partnership with TrackSafe and Lifeline
- case management activities of at-risk people presenting on the network.
- Within South East Queensland Train Service Delivery (TSD), a new Rail Traffic Crew (RTC) Trauma Information Pack and Manager’s Trauma Information Pack has been developed based on best practice research and principles from Phoenix Australia (trauma experts). This was developed collaboratively with unions.
- All TSD leaders have completed the manager’s pack and the roll out of the RTC pack has commenced with the Trauma Support crew.
- Queensland Rail is also currently working on the implementation of the mental health policy (titled “Mental Health Management Framework”) and associated peer support network.
- The draft policy has been developed, based on the Queensland Government’s “Mentally Healthy Workplaces Toolkit”, written by Workplace Health and Safety Queensland, and taking some guidance from Energy Queensland’s version of a policy.
- For the peer support network, Queensland Rail is working on two separate initiatives:
  - a Tender was released (closing on 10 November 2021) to seek broad candidate proposals to provide an end-to-end peer support network, including branding, training, on-going support and indicate costs
  - commencement of discussions with representatives of “Mates in Construction” to determine an equivalent “Rail” proposal that can be evaluated against any of the tendered outcomes. This may be in the form of a industry-supported program (dependent on the views of other rail operators) or a Queensland Rail-specific pilot program.

### **Financial Implications**

- There are no financial implications to note.

### **Consultation with Stakeholders**

- Queensland Rail engages regularly with Unions on strategies to assist traincrew in managing mental health. In particular, on Friday 22 October 2021, Queensland Rail met with the AFULE and other rail industry unions to discuss the Mental Health Management Framework.
- Queensland Rail is liaising with “Mates in Construction” about a potential peer support network and most recently met with representatives on 27 October 2021.

### **Employment**

- There are no employment impacts associated with this matter.

### **Media**

- There are no media impacts associated with this matter.

### **Election Commitments**

- This matter does not relate to an election commitment.

**Government Objectives**

- This matter does not relate to a government objective.

CC: Neil Scales, Director-General, Department of Transport and Main Roads  
Leon Allen, Acting Under Treasurer, Queensland Treasury  
([jennifer.roberts@treasury.qld.gov.au](mailto:jennifer.roberts@treasury.qld.gov.au) and [louise.dunne@treasury.qld.gov.au](mailto:louise.dunne@treasury.qld.gov.au))  
Queensland Rail Media

Released under RTI - DTMP

**Department of Transport and Main Roads**  
**Decision Brief**  
**MBN24772**

To: Minister for Transport and Main Roads

<p><b>SUBJECT:</b>          Three-month evaluation of trial of bikes and scooters on Queensland Rail services during peak periods</p>	<p><b>Non-Urgent</b>          (If approved, may be an opportunity to announce extension of trial on Ride2Work Day on 10 November 2022)</p>
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**Summary**

- The Department of Transport and Main Roads' (TMR) TransLink Division (TransLink) and Queensland Rail have undertaken a mid-point evaluation of the six-month trial allowing bicycles and eScooters to be carried on Queensland Rail train services during peak periods (**Attachment 1**).
- Take-up of the initiative has been positive since its commencement on 1 July 2021, with approximately 78,365 bikes and e-scooters observed on peak services in the first three months of the trial. Customer feedback and mentions about the initiative via TransLink and Queensland Rail feedback channels and the TransLink Customer Experience Survey have been very low with largely neutral sentiment, minimal complaints and some compliments, indicating overall minimal impact on the experience of other rail customers.
- To date, there have been no significant reported operational or safety incidents as a result of the policy relaxation, however, there have been some observed instances of customers not adhering to the maximum two bikes/e-scooters per carriage policy. Additionally, there have been instances of non-compliance with guidelines, such as people obstructing access to aisles and doorways and boarding trains in the wrong carriages. Increased communications are underway to remind customers of the limit and encourage positive behaviours to minimise impacts on other rail passengers.
- Based on the success of the trial to date, and continued reduced peak rail patronage, it is recommended that the trial be extended for a further six months to 30 June 2022.
- If the trial is extended, TransLink division and Queensland Rail will undertake a customer survey in February/March 2022, when public transport patronage is traditionally highest, to inform recommendations for the future of the trial beyond mid-2022.

<p><b>Approved by</b>          Jasmine Green          Executive Director          (Customer Solutions)          Tel: 3338 4037          Date: 22 October 2021</p>	<p><b>Endorsed by:</b>          Graham Davis          General Manager          (Passenger Transport          Services)          Tel: 3338 4748          Date: 8 November 2021</p>	<p><b>Endorsed by: DDG</b>          Sally Stannard          Deputy Director-General          TransLink          Tel: 3338 4158          Date: 8 November 2021</p>	<p><b>Endorsed by: DG</b>          Neil Scales          Director-General          Tel: 3066 7316          Date: 9 November 2021</p>
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## Recommendations

- That you note the success of the trial to date and the additional communications being undertaken to reinforce positive behaviours.
- That you approve a further six-month extension of the trial to 30 June 2022, noting continued lower levels of peak rail patronage.
- That you note that, should rail patronage reach more than 160,000 trips/day during this extended period, Queensland Rail will undertake a further safety risk assessment to assess whether adjustments to the trial are required to allow it to continue.
- That you note TransLink and Queensland Rail will undertake an open customer survey in February/March 2022, to inform recommendations for a potential longer-term continuation of the trial beyond mid-2022.

## Financial Implications

- Extending the trial for a further six months will cost an estimated additional \$11,000 taking total implementation costs to \$30,000 (new costs and original \$20,000 budget) for the full 12-month trial period.
- The additional costs relate to updates to signage and additional communications activities.

## Background

- A six-month trial to allow bicycles and e-scooters on peak rail services commenced on 1 July 2021.
- As part of the implementation of the trial, TransLink and Queensland Rail engaged with disability advocacy groups and bicycle user groups and have continued to seek feedback from these groups during the trial period.
- To support the evaluation of the trial, Queensland Rail established on-the-ground monitoring and reporting to help identify observed levels of take-up and potential operational/safety issues.
- TransLink and Queensland Rail have continued to monitor customer feedback on the initiative through customer feedback channels, social media, and the Customer Experience Survey.
- Queensland Rail have also reviewed the original Safety Risk Assessment, to identify if any adjustments to the policy are required to continue.

## Key Issues

- The three-month evaluation undertaken by Queensland Rail and TransLink indicates that the trial is performing well, with:
  - 78,365 observed bicycle/e-scooters on peak trains in the first three months of the trial (generally exceeding 6,000 bicycle/e-scooters during peak each week)
  - minimal feedback from customers on the initiative (approximately 150 pieces of feedback were received in total – 100 neutral, 30 complaints and 20 compliments), indicating that the trial is not significantly impacting the experience of most rail customers. The main theme of the feedback was customer etiquette
  - no significant issues raised by the TMR Accessibility Reference Group (ARG) to date
  - no reported safety/operational issues during the first three months of the trial
  - a review of the Queensland Rail Safety Risk Assessment confirming no changes required to proceed with the trial at this stage.

- Improvement opportunities have been identified through Queensland Rail, which has observed instances where there were more than the recommended two bikes/e-scooters travelling in a carriage, or where bikes/scooters were placed in areas that interfere with access to aisles and entries. While this is potentially not an issue while patronage/crowding concerns are low, it will be important to reinforce positive behaviours now to minimise potential future concerns. Additional communications activities are underway to reinforce this requirement and encourage positive behaviours – including updates to digital signage, websites and social media, and tailored messaging for bicycle stakeholders to send out to their members.
- Based on the above, and continued lower levels of peak rail patronage, TransLink and Queensland Rail support a six-month extension of the trial to 30 June 2022.
- Extending the trial by a further six-months would allow for observation of the impacts of the policy relaxation during the traditionally higher patronage months of February/March.
- If approved, TransLink and Queensland Rail would seek to undertake an open customer survey during February/March 2022, to inform recommendations for the potential continuation of the initiative beyond mid-2022.
- The survey will seek to understand:
  - attitudes towards continuing to allow bicycles on trains during peak periods
  - any change in travel behaviours as result of the trial, including modal shift to rail and/or as a replacement for driving to train stations
  - perceived overall benefits/issues associated with allowing bikes on trains based on experiences of passengers who travelled on rail during the trial period
  - any improvements or adjustments required to ensure ongoing success of the initiative.
- The survey will be accessed via a link published on TransLink website and promoted by TransLink and Queensland Rail through station / on-board signage and digital communication channels.
- If the trial extension is approved, a final evaluation report and recommendation will be provided for your consideration no later than end May 2022, prior to the end of the full 12-month period. The evaluation will consider:
  - operational reporting from Queensland Rail, include uptake and usage, and operational feedback from station staff, rail traffic crew and security
  - analysis of customer feedback collected through TransLink's Customer Experience Survey, and feedback received to TransLink and direct to Queensland Rail
  - consultation with the TMR ARG and Queensland Rail bicycle user groups
  - outcomes of the open customer survey.

### **Financial Implications**

- Extending the trial for a further six months will cost an estimated additional \$11,000 taking total implementation costs to \$30,000 (new costs and original \$20,000 budget) for the full 12-month trial period.
- The additional costs relate to updates to signage and additional communications activities.

### **Consideration of the *Human Rights Act 2019* (HR Act)**

- The HR Act was considered when undertaking the recommendations outlined in this brief, and there are no impacts to human rights.

- However, TMR and Queensland Rail will continue targeted engagement with the disability community and closely monitor customer feedback as part of this trial and consider any relevant impacts as part of the trial implementation and any final recommendations regarding any longer-term policy change.

#### **Consultation with Stakeholders**

- This briefing note has been developed in consultation between TransLink and Queensland Rail, who have been meeting monthly to track progress and evaluate the trial.
- TransLink and Queensland Rail have continued to engage with members of the TMR ARG and the Queensland Rail bicycle user group through the trial period.
- To date, no significant issues have been reported by TMR ARG members, although they have noted this may be due to continued lower levels of patronage which has reduced the potential risk of crowding/access concerns for customers with disabilities.
- TMR ARG members expressed the view that a permanent policy change to allow bikes/e-scooters on peak services may be premature in the current low-patronage environment and suggested an extension of the trial would be more appropriate to allow for further observations during busier patronage periods.
- Following your approval of this briefing note, TMR and Queensland Rail will provide embargoed advice to the TMR ARG and Queensland Rail's bicycle user group of the intention to extend the trial for a further six-month period, prior to the official announcement. Further progress updates and consultation with these groups will continue during the extension of the trial.

#### **Employment**

- There are no employment implications.

#### **Media**

- Relevant media materials for a potential ministerial announcement of the extension of the trial will be prepared for your consideration.
- Subject to timing and other planned cycling announcements, it may be appropriate to announce the extension on National Ride2Work Day on 10 November 2021.

#### **Election Commitments**

- This matter does not relate to an election commitment.

#### **Government Priorities**

- This initiative may have the potential to increase active transport take-up, which contributes to the Government priority of healthy Queenslanders.

**Summary of Actions**

- That you note the success of the trial to date and the additional communications being undertaken to reinforce positive behaviours.
- That you approve a further six-month extension of the trial to 30 June 2022, noting continued lower levels of peak rail patronage.
- That you note that, should rail patronage reach more than 160,000 trips/day during this extended period, Queensland Rail will undertake a further safety risk assessment to assess whether adjustments to the trial are required to allow it to continue.
- That you note TransLink and Queensland Rail will undertake an open customer survey in February/March 2022, to inform recommendations for a potential longer-term continuation of the trial beyond mid-2022.

**Minister's comments:**

No to six month extension.  
Yes to being made permanent.

MIL office will handle timing of announcement & provisions of trial should continue until announcement decision.

January 1

Approved / Not Approved

Not Relevant

Date 10/12/21

Released  
that - M

**Department of Transport and Main Roads**  
**Decision Brief**  
**MBN24344**

To: Minister for Transport and Main Roads

<b>SUBJECT:</b> Trial of bikes and scooters on Queensland Rail services during peak periods	<b>Urgent</b> Decision required by 31 May 2021 to enable sufficient time to meet proposed trial implementation date of 1 July 2021
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**Summary**

- Following a request from Bicycles Queensland (**Attachment 1**), the Department of Transport and Main Roads' (TMR) TransLink Division and Queensland Rail are proposing to undertake a six-month trial allowing bicycles and eScooters to be carried on Queensland Rail train services during peak periods.
- The trial is proposed to commence from 1 July 2021, following engagement with the disability community, which is planned to take place in May/June 2021.
- Customer surveys will be undertaken, prior to the completion of the trial to inform recommendations on the potential extension of the trial beyond the end of the six-month initial trial period.

**Recommendations**

- That you approve TMR and Queensland Rail to proceed with the proposed plan to undertake a six-month trial allowing a limited number of bicycles and scooters on board Queensland Rail services during peak periods, commencing from 1 July 2021.
- That you note:
  - Queensland Rail has undertaken a safety risk assessment and supports a maximum of four bikes, or eScooters on train services during the peak period – two in the first carriage and two in the last carriage of each six-car train service
  - should rail patronage reach more than 160,000 trips/day, Queensland Rail will undertake a further safety risk assessment to assess whether adjustments to the trial are required to allow it to continue
  - prior to the end of the six-month trial, TMR and Queensland Rail will evaluate the outcomes of the trial and prepare recommendations for any future policy changes for your consideration.

**Financial Implications**

- Implementation costs for the trial, including customer and disability community engagement and promotion, are estimated at around \$20,000. These costs will be met from existing budget allocations.

Approved by  
Jasmine Green  
Executive Director  
Customer Solutions  
Tel: 3338 4037  
Date: 19 May 2021

Endorsed by: DDG  
Matthew Longland  
Deputy Director-General  
TransLink  
Tel: 3066 7320  
Date: 19 May 2021

Endorsed by: DG  
Neil Scales  
Director-General  
Tel: 3066 7316  
Date: 24 May 2021

## Background

- The current TransLink policy restricts the times on which customers are permitted to travel on South East Queensland train services. The policy states:
  - bicycles are permitted on weekends, public holidays and weekdays at all times, excluding the following peak times (weekdays only) due to safety, customer service, cleanliness and capacity issues:
    - between 7 am – 9.30 am towards the CBD weekdays
    - between 3 pm – 6.30 pm outwards from the CBD weekdays
  - to avoid travelling during these peak times, all customers with bicycles must complete their morning journey by 7 am toward the CBD and complete their afternoon journey from the CBD by 3 pm
  - passengers with bicycles are permitted to travel in the following opposite direction avoiding the specified peak times above
  - during peak hours, bicycles will not be permitted to pass through the CBD (Fortitude Valley, Central and Roma Street stations)
  - passengers with fold-up bicycles are permitted to travel at any time as long as they are contained in a carry bag and are within the following dimensions, 90 centimetres x 70 centimetres x 36 centimetres
  - eScooters are also permitted onboard in accordance with the above conditions.
- Bicycles Queensland recently wrote to you (**Attachment 1**) requesting the State Government consider allowing bicycles to be carried on Queensland Rail services during peak periods, noting overall reduced patronage on services as a result of novel coronavirus (COVID-19).
- Queensland Rail undertook a safety risk assessment of the Bicycles Queensland proposal (**Attachment 2**) and is supportive of allowing a six-month trial of bicycles and eScooters on peak services with up to a maximum of two bikes in carriages one and six to be permitted on peak services. Queensland Rail have recommended undertaking a further safety risk assessment once rail passenger numbers reach 160,000 trips/day. Currently, rail patronage is sitting at approximately 130,000 trips on weekdays.
- This position is also supported by TMR.

## Key Issues

- Currently, TransLink policy does not permit bicycles, or eScooters to be carried on peak train services due to safety and comfort concerns associated with limited space due to higher passenger numbers.
- These concerns have been reflected in past complaints received from customers about bicycles onboard services. Conversely, some customers have also lobbied for the ability to take bicycles on peak services. **Attachment 3** is a summary of existing customer insights regarding bikes on train services.
- Noting that patronage on peak train services is currently reduced due to the impacts of COVID-19 (averaging approximately 130,000 trips/weekdays), it could be argued that past concerns regarding space/comfort and safety are less relevant in the current environment.
- However, TransLink's COVID-19 customer research indicates that crowding/inability to social distance on board services remains a key concern for passengers, which might be exacerbated by bicycles, or scooters taking up more space on services.
- Likewise, members of the accessibility community have previously raised concerns about space onboard train services and impacts on customers with a disability. It is possible that the disability community would also have concerns about bicycles taking up more space on services, similar to concerns raised about the dogs on ferries trial by members of TMR's Accessibility Reference Group.

- To better understand and mitigate customer concerns about a trial of bicycles on peak services and to inform the evaluation of a trial, it is proposed to undertake the following customer engagement activities:
  - pre-trial (May/June 2021) – targeted engagement with the disability sector to understand potential concerns/key issues and inform potential solutions to implement during the trial, including key themes/issues to monitor during the trial period
  - mid-trial (July-December 2021) – monitoring customer feedback/insights about the trial (positive/negative sentiment, identification of any issues/operational improvements required)
  - end of trial (November–December 2021) – prior to the end of the trial, undertake both an open survey and specific research with rail passengers, using *go* card travel data to confirm:
    - attitudes toward continuing to allow bicycles on trains during peak periods
    - any change in travel behaviours as a result of the trial
    - perceived overall benefits/issues associated with allowing bikes on trains based on experiences of passengers who travelled on rail during the trial period.=
  - analysis of all customer feedback received during the trial period
  - analysis of operational impacts or incidents.
- It is proposed that the trial and surveys are jointly promoted by TransLink and Queensland Rail through station/onboard signage/announcements and digital communication channels (for example, websites, eNewsletters, and social media).
- Queensland Rail and TransLink will also work together to make updates to relevant policies and procedures and ensure frontline staff receive appropriate training to support customers during the trial period.
- Should rail patronage reach >160,000 patronage/weekday, Queensland Rail will undertake a safety risk assessment review to determine whether adjustments to the trial are required, prior to its continuation.

### **Financial Implications**

- Implementation costs for the trial, including customer and disability community engagement and promotion are estimated at \$20,000. These costs will be met from existing budget allocations.

### **Consideration of the *Human Rights Act 2019* (HR Act)**

- The HR Act was considered when undertaking the recommendations outlined in this brief, and there are no impacts to human rights.
- Although, TMR and Queensland Rail will undertake targeted engagement with the disability community and closely monitor customer feedback as part of this trial and consider any relevant impacts as part of the trial implementation and any final recommendations regarding any permanent policy change.

### **Consultation with Stakeholders**

- Queensland Rail has undertaken a safety risk assessment and is supportive of a six-month trial in-line with the parameters outlined in this briefing note.
- TMR is supportive of undertaking a trial, noting the requirement to engage with customers in the disability community to ensure customer impacts are understood and considered as part of the trial and any recommendations for future extension/changes to current policy.

- Subject to approval of this brief, TMR and Queensland Rail will commit to engagement with the disability community regarding the trial and seek to take on any feedback as part of the trial design and implementation approach.
- Subject to approval of this brief, TMR will engage with Bicycle Queensland to advise the trial and proposed approach.
- TMR will work with Queensland Rail to develop relevant communication materials to brief elected representatives and other key stakeholders on the details of the trial.

**Employment**

- There are no employment impacts.

**Media**

- Relevant media materials for a potential ministerial announcement of the customer survey and trial will be prepared for your consideration.

**Election Commitments**

- This matter does not relate to an election commitment.

**Government Objectives**

- This matter does not relate to a government objective.

**Summary of Actions**

- That you approve TMR and Queensland Rail to proceed with the proposed plan to undertake a six-month trial allowing a limited number of bicycles and scooters on board Queensland Rail services during peak periods, commencing from 1 July 2021.
- That you note:
  - Queensland Rail has undertaken a safety risk assessment and supports a maximum of four bikes, or eScooters on train services during the peak period – two in the first carriage and two in the last carriage of each six-car train service
  - should rail patronage reach more than 160,000 trips/day, Queensland Rail will undertake a further safety risk assessment to assess whether adjustments to the trial are required to allow it to continue
  - prior to the end of the six-month trial, TMR and Queensland Rail will evaluate the outcomes of the trial and prepare recommendations for any future policy changes for your consideration.

**Minister's comments:**  
*QR to review initial rules over first 3 months of operations to see how it performs.*

**Approved / Not Approved**

Date *26 5 21*

# Queensland Rail

## Noting Brief

MCR-21-571

MAN 24778

To: Minister for Transport and Main Roads

<b>SUBJECT:</b> Queensland Rail Travel and Tourism overview	<b>Not Urgent</b>
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### Summary

- Detailed briefing note on how Queensland Rail Travel services connect with the different tourism industries across Queensland.

### Background

- Queensland Rail Travel offers Australia's largest and most comprehensive network of long distance and tourism trains with five long-distance services and two tourism trains (see **Attachment 1** for a map of the Queensland Rail Travel network).
- Customers can travel along the Queensland coast between Brisbane and Cairns or west to Charleville, Longreach and Mount Isa. In Far North Queensland, customers can travel on two iconic rail tourism journeys – Kuranda Scenic Railway from Cairns and in the vast Gulf Savannah region, the Gulflander.
- Prior to COVID-19, more than 700,000 customers journeyed on Queensland Rail's long distance and tourism services each year.

### Spirit of Queensland

- The Spirit of Queensland operates between Brisbane and Cairns with five return services each week, with RailBus connection to Hervey Bay and Airlie Beach.

### Tilt Train

- The Tilt Train operates between Brisbane, Bundaberg and Rockhampton.
- The service is advertised as a great way to access the Southern Great Barrier Reef, Fraser Coast and South East Queensland regions.

### Spirit of the Outback

- The Spirit of the Outback (SOO) operates between Brisbane and Longreach, with RailBus connections to Winton. The SOO operates twice weekly return services.

### Westlander

- The Westlander operates between Brisbane and Charleville, with RailBus connections to Quilpie and Cunnamulla. The Westlander operates twice weekly return services.

### Inlander

- The Inlander operates between Townsville and Mount Isa. The Inlander operates twice weekly return services.

Action Officer:

Not Relevant Senior  
Government Relations  
Adviser

Tel: 3072 1412

Date: 13 October 2021

MCR-21-571

Endorsed by:

NR  
EGM, Travel

Date: 25 October 2021

Endorsed by

NR Head of  
Regional

Date: 28 October 2021

Endorsed by

NR CEO

Date: ~~November~~ 2021

Not Relevant

### Kuranda Scenic Railway

- The Kuranda Scenic Railway (KSR) is one of Australia's most scenic and historic tourist rail journeys. Operating from Cairns through the World Heritage-listed rainforest, to the village of Kuranda. The KSR operates twice daily return services.

### Gulflander

- The Gulflander is a tourism experience, featuring a 1950's rail motor that travels through the Gulf Savannah region on a heritage listed railway line and is part of the Savannah Way tourism route. The Gulflander operates a return weekly service between Normanton and Croydon plus regular shorter excursions during the high season.

### **Connecting with tourism destinations across Queensland**

- Queensland Rail facilitates programs with tourism operators and wholesale package partners to offer customers a tourism experience when they get to their destination.
- Queensland Rail partners for long distance travel include: Outback Aussie Tours, Outback Pioneers (Kinnon and Co), Fun Over Fifties, Great Value Holidays, Contiki, Sunlover Holidays, Helloworld, Expanding Horizons and Travel at 60.
- Queensland Rail operates two tourism experiences, the KSR and Gulflander. The KSR and Gulflander both offer a number of tourism packages. For example, the KSR has rainforest, wildlife and Dreamtime experiences while the Gulflander has billy tea and damper excursions and a Croydon sunset tour.
- Queensland Rail partners for tourism include many of the travel partners listed above, along with Skyrail, Down Under Tours, Tropic Wings, Destination Cairns Marketing, JTB, Kuranda Riverboat, Kuranda Koala Gardens and Savannahlander.

### Connecting with local tourism industries

- Queensland Rail provides RailBus Coach Connections at key locations to connect long-distance train customers with key tourism locations, including Airlie Beach, Hervey Bay, Winton, Quilpie and Cunnamulla.
- Holiday packages include tour operator collection on arrival.
- Queensland Rail has a contract with Sunlover Holidays to develop holiday packages through the reservations team and tour agencies. The packages include many experiences at destinations across Queensland. The latest brochure can be found on the Queensland Rail Travel website (**Attachment 2**).
- The contract and package offerings with Sunlover Holidays are reviewed annually and the contract is due for renewal on 22 April 2022.
- Kuranda Scenic Railway has a good working relationship with Down Under Tours and Skyrail Rainforest Cableway. The Skyrail/KSR round trip is very popular and Down Under Tours provides transfers and connections as well as other connecting tours to support the Skyrail/KSR product.
- The Queensland Rail Travel website exhibits a number of locations on its "destination" page to promote local tourism opportunities.

### Opportunities

- Queensland Rail works closely with tourism industry partners in Normanton, Croydon, Cairns, Kuranda, Proserpine (Airlie Beach) and Longreach and work to be responsive to tourism operator needs. This includes working with industry to

help promote the services and identify opportunities to improve the customer's overall experience.

- Queensland Rail also has Business Development Associates in Cairns, Townsville, Bundaberg and Brisbane who are communicating with industry partners and regional tourism offices.
- Bundaberg is emerging as a new and important tourism destination and is well-served by rail travel. Queensland Rail has been working with Bundaberg Now, a local community news website, Bundaberg Regional Council and the Bundaberg and Region Tourism Organisation to explore connections and promotional opportunities to entice visitors to the region.
- Queensland Rail is developing partnerships with Traditional Owner groups in the regions in which it operates. Existing relationships have been built with Djabugay Aboriginal Corporation (Kuranda), Gidarjil Development Corporation (Bundaberg Region), Gkuthaarn and Kukatj Aboriginal Group (Normanton) and Tagalaka Aboriginal Corporation (Croydon).
- Queensland Rail has developed a number of fare offers to help boost patronage on the network:
  - Queensland Coastal Pass is a flexible rail pass for unlimited stopovers over a month in one direction between Brisbane and Cairns (or vice versa). This pass also includes free travel on RailBus for Hervey Bay and Airlie Beach.
  - Queensland Explorers Pass provides customers with unlimited travel across the Queensland Rail travel network. Travel can be taken over a one or two month period with unlimited stopovers in any direction of travel. Backtracking is allowed and free travel on RailBus.
  - Northern Explorer fare to offer a great price (\$50) for travel between Cairns and Townsville on the Spirit of Queensland.
- A business case is being developed by the Department of Transport and Main Roads for the replacement of the existing L-series wagons that service the three outback rail routes.

#### Understanding different tourism markets

- Queensland Rail gains insight into tourism markets in each region from Tourism and Events Queensland (TEQ) data and relationships with Regional Tourism Organisations. Queensland Rail partners with Regional Tourism Organisations in every region through which long-distance and tourism trains operate. Queensland Rail also shares information on its services with Regional Tourism Organisations.
- Queensland Rail Travel also works closely with local stakeholders, councils and tourism industries across regional Queensland to develop products and services that meet their needs. The Travel Centre teams and Business Development Associates located in the regions offer great localised insights for customers.

#### Pricing and subsidies

- Queensland Rail long-distance services use a distance-based method to calculate the seat component of rail products on the long-distance travel network.
- This fare structure was introduced in mid-1990 using incremental sliding scales. The cost of berths and meals are also factored into pricing.
- Tourism service (Kuranda Scenic Railway and Gulflander) fares are market based and are priced in line with other tourism operations in their respective regions.

- Queensland Rail's Travel division receives ticketing revenue directly from the customer and this is recognised as revenue.
- The Travel services, however, do not generate enough revenue to cover its costs over a 12-month period. Queensland Rail is compensated for this shortfall by the Queensland State Government in the form of a Transport Service Contract (TSC).
- The TSC is to cover the "net deficit" for the year. In addition, under the TSC, the Department of Transport and Main Roads (TMR) reimburses Queensland Rail for free and half fare Pensioner travel entitlements as well as half fare for Queensland and other Australian states and territories under the Rail Concession Scheme.
- The TSC ensures travel and tourism services are delivered through TMR. The TSC works to support both Queensland Rail and TMR in delivering a more efficient and effective rail service operating model in Queensland. The contract empowers Queensland Rail to drive efficiency in its operations and also focuses Queensland Rail to carefully manage expenditure.
- See **Attachment 3** for a summary of patronage, government subsidies per passenger trip and the TSC allocated to travel services.

#### Benchmarking against other rail operators

- Queensland Rail Travel services have not been recipient of a fare increase since 2013 when a 2.5 per cent increase was applied to long-distance travel services and 2015 when Heritage Class fares were increased by \$1 on the Kuranda Scenic Railway in line with other tourism operators in the Cairns region.
- Queensland Rail Travel has commenced a fare review and will submit recommendations to be effective from 1 April 2023.
- Components of the fare review include benchmarking similar operators in Australia and overseas. Dialogue has commenced with NSW Trains to understand its pricing and fare strategy as it operates under a similar model that subsidises concession holders.

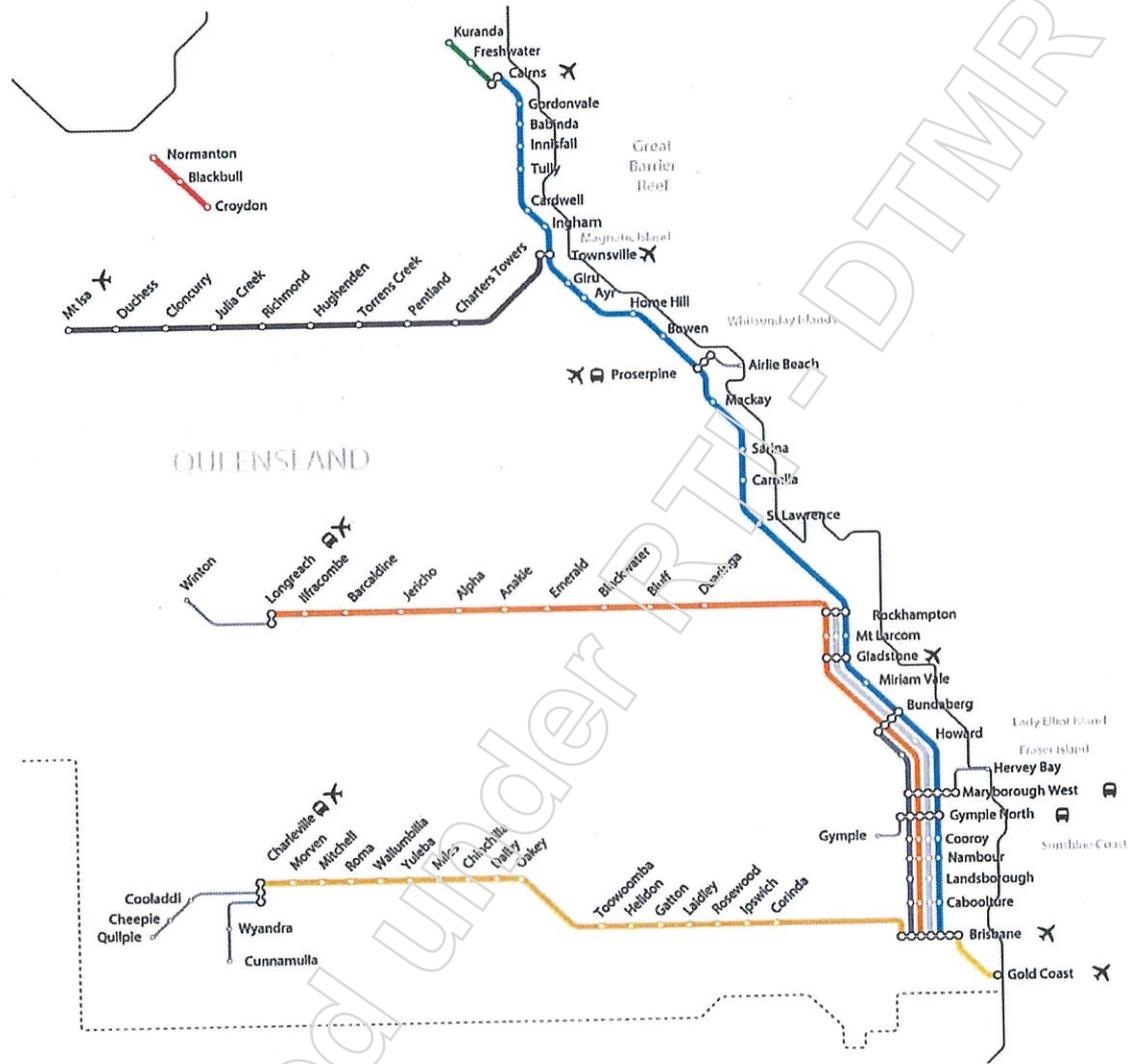
#### Winton

- The rail line from Longreach to Winton is operational for cattle and freight trains which support the regional economy.
- Following a review, the passenger service on this line was changed to a RailBus service between Longreach and Winton in 1993. The former 'Midlander' train which ran from Rockhampton to Winton had low patronage on the Longreach to Winton section of the journey.
- The journey by road between Longreach and Winton is just under two hours, whilst the journey by rail took between three and four hours.
- In 1993, Queensland Rail commenced its Spirit of the Outback service. The Spirit of the Outback was a dedicated tourist service linking Brisbane with Longreach for the first time, in a 24-hour overnight journey.

Queensland Rail is working with the Department of Tourism, Innovation and Sport (Growing Tourism Branch) to support the development of a new tourism product offering rail travel between Longreach and Winton. The proprietor of the product is Outback Aussie Tours, who are based in Longreach.



Attachment 1 – Queensland Rail Travel network



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