

Department of Transport and Main Roads
Noting Brief
MBN21667

To: Minister for Transport and Main Roads

<p>SUBJECT: Response to the Transport and Public Works Committee's Report No.10 – <i>Inquiry into the operations of toll roads in Queensland</i></p>	<p>Non-Urgent</p>
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Summary

- The Transport and Public Works Committee (the committee) tabled its report, *Inquiry into the operations of toll roads in Queensland*, in Parliament on 13 September 2018.
- The committee made five recommendations in its report aimed at improving the operations of toll roads in Queensland. The five recommendations are listed in **Attachment 1**.
- This brief outlines the matters to be considered by you, and the Department of Transport and Main Roads (TMR) proposed approach for implementation of the committee's recommendations.

Background

- On 13 June 2018, the committee commenced an inquiry into the operations of toll roads in Queensland. The inquiry considered, among other matters, toll pricing and incentive options to deliver better outcomes for Queensland motorists.
- The committee tabled its report on 13 September 2018.

Issues and Suggested Approach

- Your response to the committee's recommendations is required to be tabled by 13 December 2018.
- This brief has been prepared to advise you on the action being taken by TMR regarding the committee's recommendations.
- A decision brief and draft response will be progressed under MC104022.

Approach

- As the responsible minister, you are required to table a response to the committee's recommendations within three months from the publication of the committee's report. This may be achieved by tabling a response out of session by 13 December 2018. Alternatively, you may wish to make comments or announce the government's response in the House.
- TMR notes you are required to consider the committee's recommendations. TMR is in the process of consulting with Brisbane City Council (BCC) and Transurban Queensland (TQ) on all recommendations made by the committee.

Endorsed by:
 Christina Heffner
 Executive Director
 (Governance, Freight and
 Partnerships)
 Tel: 3066 7148
 Date: 15 October 2018

Endorsed by:
 Joshua Hannan
 General Manager
 (Transport Strategy and
 Planning)
 Tel: 3066 1400
 Date: 17 October 2018

Endorsed by: DDG
 Julie Mitchell
 Deputy-Director-General
 (Policy, Planning and
 Investment)
 Tel: 3066 2245
 Date: 17 October 2018

Endorsed by: DG
 Neil Scales
 Director-General

 Tel: 3066 7316
 Date: 12/10/18

- In responding to the recommendations, you are required to comment on whether or not the government agrees to the recommendations. It is not necessary for all recommendations to be implemented, nor for a final decision to have been made on how the recommendation will be implemented.

Issues – Recommendations 1, 2, 4 and 5

- TMR agrees with recommendations 1, 2, 4 and 5, noting some measures are already in place to address these issues as outlined in **Attachment 1**.
- TMR will work with BCC and TQ to reach an agreement as to a way forward to more fully address each of these recommendations.

Issues – Recommendation 3

- Under recommendation 3, the committee strongly recommended that you consider the establishment of a Queensland-based toll road ombudsman. TMR is in the process of considering four potential options to implement this recommendation, including:

Part Refuse Sch.4 Part 4 s.4 deliberative processes of government

- Under each option, TMR has considered several assessment criteria to determine the merits of each proposal. A summary of the assessment is provided at **Attachment 2**.

Part Refuse Sch.4 Part 4 s.4 deliberative processes of government

Financial Implications

- No additional resourcing or funding will be needed to implement recommendations 1, 2, 4 and 5.
- Depending on the preferred option for recommendation 3, there may be a cost to government. The committee's report notes the existing TCO's role is not a full-time position and the total cost of the existing TCO's office is approximately \$250,000 per annum, which is fully funded by the tolling operators who are participants of the TCO scheme.

Consultation with Stakeholders

- The committee recommendations requested TMR work with both BCC and TQ to implement the recommendations.
- TMR is currently undertaking discussions with BCC and TQ to ascertain their position on the recommendations, and any implementation and timing issues associated with the potential options to address the recommendations.
- TMR is also consulting with the Queensland Ombudsman in relation to recommendation 3.

Employment

- There are no employment implications associated with addressing recommendations 1, 2, 4 and 5.
- Depending on the preferred approach to addressing recommendation 3, there may be a cost and employment impact for government. This impact ranges from no significant impact, a potential for two additional FTEs, or a substantial cost to government in establishing and supporting a completely new government complaints commissioner.

Media

- You are required to table a response to the committee report by 13 December 2018. There is likely to be media interest in the government's response.

Election Commitments

- This matter does not relate to an election commitment.

Government Priorities

- This matter does not relate to a government priority.

Minister's comments

Noted / Not Noted

Minister's Signature.....

Date 5 / 11 / 18

Attachment 1

Committee Recommendations and proposed position

Recommendation 1 – The committee recommends the Department of Transport and Main Roads (TMR) and the Brisbane City Council (BCC) continue to monitor fees and charges on a regular basis to ensure they remain reasonable and reflect cost recovery principles.

Proposed position:

Agreed.

TMR notes existing provisions of the *Transport Infrastructure Act 1994* require administration charges and user administration charges for tolls must not be more than the reasonable cost of issuing a notice about an unpaid toll, and collecting the unpaid toll, image processing fee for the toll and administration charge.

TMR is scheduling meetings with BCC to discuss approaches to implement this recommendation. TMR understands BCC recently commissioned a review of Transurban Queensland (TQ) administration and user administration charges for local government tollways which indicated these costs appeared reasonable. BCC is required to have an Independent Auditor review the administration charge and user administration charge to certify that the charges are reasonable every five years under the local government tollway declaration for each of the council tollways.

As all fees and charges levied by TQ are consistent across the Queensland toll road network, TMR will discuss with BCC the potential to share the outcomes of BCC's five yearly review of the reasonableness of the administration charge and user administration charge with a view to meeting the committee's recommendation.

Recommendation 2 – The committee recommends TMR and BCC continue to work with TQ to reduce fees and charges as technological advances reduce the costs of these additional charges.

Proposed position:

Agreed.

TMR notes comments around the general levels of fees levied by TQ and supports suggestions these fees should decrease over time with process efficiencies and improved technology.

TMR also notes the concession deeds contemplate technological enhancements will be utilised by TQ for operation, maintenance and repair obligations.

TMR is scheduling meetings with BCC to discuss processes to implement this recommendation, noting BCC's five yearly review of the reasonableness of the administration charge and user administration charge could be used as a mechanism to ensure the issue is continually monitored and assessed.

Recommendation 3 – The committee strongly recommends the Minister for Transport and Main Roads consider the establishment of a Queensland based Toll Road Ombudsman.

Proposed position:

Refer to options analysis table (**Attachment 2**).

Recommendation 4 – The committee recommends the Minister for Transport and Main Roads consider investigating whether contact data, including contact telephone numbers, could be shared with the toll road operator, whilst complying with relevant privacy principles, for the purpose of ensuring that customers are aware of toll fees earlier in the process.

Proposed position:

Agreed, and already implemented.

Since a review of the tolling framework in 2016, TMR has improved information sharing initiatives with TQ through providing access to additional data points from the registration database including, where available, mobile phone numbers and email addresses. The additional data points allow TQ to supply a more robust, timely and seamless customer experience to promote quicker contact.

TMR confirms personal information — meaning the person's name, address details, customer reference number, phone number, email address, date of birth, and effective date and the expiry date of the vehicle registration — is already being provided to TQ following a tolling event. Recent discussions with TQ suggest TQ may not be using this information as extensively as TMR has approved.

Protection and security arrangements for personal information are provided for in the Provision of Vehicle Registration Information Agreement (PVRIA) between TMR and TQ. TMR and TQ will progress any necessary amendments to that agreement to ensure all available contact information (additional to postal address) may be used as early as possible in the toll collection process.

TQ will write to TMR to clarify when this data may be used under the PVRIA to ensure a shared understanding is reached with respect to acceptable use of contact information.

Recommendation 5 – The committee recommends the Minister for Transport and Main Roads consider investigating what additional processes, if any, would be necessary to ensure that enforcement action is not initiated whilst unresolved disputes apply to a particular matter.

Proposed position:

Agreed, and already in place.

TQ do not currently escalate demand notices that have not been complied with to enforcement for a number of reasons, including current investigation of the particular matter by the Tolling Customer Ombudsman, hardship cases or that the matter is the subject to existing legal action. TQ has advised they will provide further advice to TMR on circumstances considered in deciding whether to escalate matters for enforcement.

Additionally, TQ may not pursue tolling debt after a matter has been referred to TMR for enforcement.

TMR will undertake consultation internally to assess whether processes need to be refined to ensure unresolved disputes are not escalated.

Released under RTI - DTMR

Refuse Sch.4 Part 4 s.4 deliberative processes of government

Released under RTI - DTMR

Advice for Minister for Transport and Main Roads

Subject: Toll increase for Airportlink

Document ID: MBN21862

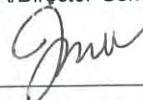
- Transurban Queensland (TQ) has advised the Department of Transport and Main Roads (TMR) of increases to tolls from 1 January 2019 for Airportlink.
- The new tolls to apply from 1 January 2019 for Airportlink are detailed in **Attachment 1**.
- The tolls will increase approximately 1.8 per cent, in-line with the September 2018 Consumer Price Index (CPI) increase permitted under the Airportlink project deed.
- TMR confirms the CPI adjustment has been applied accurately.
- TQ will provide advance notice to motorists of the changes to tolls for use of Airportlink through newspaper advertisements and the Linkt website.
- Increases to tolls for all other toll roads in Brisbane apply from 1 July each year.

Minister Comments

Noted / Not Noted

Minister's signature.....

Date 19/12/18

Action Officer/Approved by:	Endorsed by GM	Endorsed by DDG	Endorsed by DG
Christina Heffner	Christina Heffner	Joshua Hannan	Julie Mitchell
Executive Director (Governance, Freight and Partnerships)	A/General Manager (Transport Strategy and Planning)	A/Deputy Director-General (Policy, Planning and Investment)	A/Director-General 
Tel: 3066 7148	Tel: 3066 7148	Tel: 3066 2245	Tel: 3066 2245
Date: 4 December 2018	Date: 11 December 2018	Date: 11 December 2018	Date: 13/12/18

Airportlink Tolls from 1 January 2019

Toll Point	Motorbike		Car		Light Commercial Vehicle		Heavy Commercial Vehicle	
	New toll	<i>Increase</i>	New toll	<i>Increase</i>	New toll	<i>Increase</i>	New toll	<i>Increase</i>
Section 1: Bowen Hills to Kedron	\$2.78	\$0.05	\$5.56	\$0.10	\$8.34	\$0.15	\$14.73	\$0.26
Section 2: Bowen Hills to Toombul	\$2.78	\$0.05	\$5.56	\$0.10	\$8.34	\$0.15	\$14.73	\$0.26
Section 3: Kedron to Toombul	\$2.09	\$0.04	\$4.16	\$0.07	\$6.25	\$0.11	\$11.05	\$0.20

Released under RTI-343

Department of Transport and Main Roads
Decision Brief
MC104022

To: Minister for Transport and Main Roads

SUBJECT: Queensland Government response to the Transport and Public Works Committee's Report No.10 – <i>Inquiry into the operations of toll roads in Queensland</i>	Urgent Decision required by 28 November 2018 to provide sufficient time for the Premier's review, and prior to forwarding the response to Parliament.
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Summary

- The Transport and Public Works Committee (the committee) tabled Report No.10 *Inquiry into the operations of toll roads in Queensland* in Parliament on 13 September 2018.
- The committee made five recommendations aimed at improving the operations of toll roads in Queensland.
- This brief outlines the proposed Queensland Government response (**Attachment 1**) supporting each of the committee's recommendations.
- Your response to the committee's recommendations is required to be tabled in Parliament by 13 December 2018.

Recommendations

- That you:
 - approve the proposed Queensland Government response to the recommendations (**Attachment 1**)
 - sign a letter to the Honourable Anastacia Palaszczuk MP, Premier and Minister for Trade, seeking her approval of the proposed response (**Attachment 2**)
 - sign a letter to Mr Neil Laurie, Clerk of Parliament requesting tabling of the response (**Attachment 3**), which will be held over pending the Premier's approval
 - note a decision is required by 28 November 2018 to provide sufficient time for the Premier to consider the proposed response and to meet the deadline of 13 December 2018 for tabling of the response.

Financial Implications

- There are no financial implications in relation to the recommendations.

Endorsed by:
Christina Heffner
Executive Director
(Governance, Freight and Partnerships)
Tel: 3066 7148
Date: 16 November 2018

Endorsed by:
Joshua Hannan
General Manager
(Transport Strategy and Planning)
Tel: 3066 1400
Date: 19 November 2018

Endorsed by: DDG
Julie Mitchell
Deputy-Director-General
(Policy, Planning and Investment)
Tel: 3066 2245
Date: 20 November 2018

Endorsed by: DG
Neil Scates
Director-General
Tel: 3066 7316
Date: 20/11/18

Background

- On 13 June 2018, the committee commenced an inquiry into the operations of toll roads in Queensland. The inquiry considered, among other matters, toll pricing and incentive options to deliver better outcomes for Queensland motorists.
- The committee tabled its report on 13 September 2018.

Key Issues

- As Parliament has now adjourned for 2018, you will be required to table the Queensland Government response to the recommendations out of session by 13 December 2018.
- The proposed Queensland Government response supporting each of the committee's recommendations is provided at **Attachment 1**.
- The proposed response indicates the Department of Transport and Main Roads (TMR) is undertaking a number of actions to address each of the recommendations.
- TMR confirms measures are already in place to address recommendations 1, 2, 4 and 5. Recommendation 3 regarding ombudsman services requires TMR to undertake greater consultation with stakeholders to reach agreement on a preferred approach.
- In considering the proposed response, you should note it is not necessary for all recommendations to be implemented, nor for a final decision to have been made on how the recommendation will be implemented.
- Once you approve the proposed Queensland Government response, it must be forwarded to the Premier's Office for approval prior to tabling.
- Should the Premier approve the response, you will be required to provide the response to Parliament.

Financial Implications

- No additional resourcing or funding will be needed to implement recommendations 1, 2, 4 and 5.
- Depending on the preferred option for recommendation 3, there may be a cost to government. The committee's report notes the existing Tolling Customer Ombudsman's (TCO's) role is not a full-time position, and the total cost of the existing TCO's office is approximately \$250,000 per annum, which is fully funded by the tolling operators who are participants of the national TCO scheme.

Part Refuse Sch.4 Part 4 s.4 deliberative processes of government

Consultation with Stakeholders

- TMR has discussed the proposed responses to the recommendations with TQ. TMR has also discussed the proposed responses with BCC at officer level. TMR has written to BCC requesting formal engagement (**Attachment 4**). It is understood the Civic Cabinet will need to consider the matter before BCC can provide a position on the recommendations. TMR does not expect formal advice from BCC on the outcome of Civic Cabinet's deliberations prior to the tabling of the response.
- The Queensland Ombudsman will continue to be consulted on the preferred solution for recommendation 3.
- TMR has consulted with the Department of the Premier and Cabinet (DPC) on the committee recommendations. DPC is supportive of the proposed government response.

Employment

- There are no employment implications associated with addressing recommendations 1, 2, 4 and 5.
- Depending on the preferred approach to addressing recommendation 3, there may be a cost and employment impact for government. This impact ranges from:
 - no significant impact
 - a potential for two additional staff in the Office of the Queensland Ombudsman
 - a substantial cost to government in establishing and supporting a completely new Queensland tolling complaints commissioner.

Media

- There is likely to be media interest in the government's response.

Election Commitments

- This matter does not relate to an election commitment.

Government Priorities

- This matter does not relate to a government priority.

Summary of Actions

- That you:
 - approve the proposed Queensland Government response to the recommendations (**Attachment 1**)
 - sign a letter to the Honourable Anastacia Palaszczuk MP, Premier and Minister for Trade, seeking her approval of the proposed response (**Attachment 2**)
 - sign a letter to Mr Neil Laurie, Clerk of Parliament requesting tabling of the response (**Attachment 3**), which will be held over pending the Premier's approval

- note a decision is required by 28 November 2018 to provide sufficient time for the Premier to consider the proposed response and to meet the deadline of 13 December 2018 for tabling of the response.

Minister's comments:

Approved / Not Approved


Minister's signature.....

Date 5 / 12 / 18

Queensland Government Response
to
Transport and Public Works Committee Report No.10
Inquiry into the operations of toll roads in Queensland

Introduction

The Transport and Public Works Committee (the committee) tabled its report, *Inquiry into the operations of toll roads in Queensland*, in the Parliament on 13 September 2018.

Toll roads in Queensland provide much-needed additional capacity to the south east Queensland road network. The Palaszczuk Government is committed to ensuring toll roads operate in accordance with the overarching legal, contractual and commercial frameworks, and that sufficient arrangements are in place to ensure all toll road users are treated fairly.

The Transport and Public Works Committee Report No.10 considers a number of matters raised by stakeholders and makes five recommendations aimed at improving the operations of toll roads in Queensland.

In accordance with s107 of the *Parliament of Queensland Act 2001*, the government response to the recommendations is outlined below.

Recommendation 1—The committee recommends the Department of Transport and Main Roads (TMR) and Brisbane City Council (BCC) continue to monitor fees and charges on a regular basis to ensure they remain reasonable and reflect cost recovery principles.

Government response—supported

The government supports the committee's recommendation to monitor the reasonableness of fees and charges on a regular basis.

The committee's recommendation reflects existing legislative obligations for state and local government toll roads. Under the *Transport Infrastructure Act 1994*, administration charges and user administration charges for tolls must not be more than the reasonable cost of issuing a notice for an unpaid toll, and collecting the unpaid toll, image processing fee and administration charge.

Further, under the local government tollway declaration for each of the council tollways, BCC is required to conduct independent reviews of the administration charge and user administration charge at least every five years to certify the charges are reasonable. In November 2017, BCC finalised an independent review of Transurban Queensland's (TQ) administration and user administration charges for local government tollways and found they reflected the reasonable costs involved.

As all fees and charges levied by TQ are consistent across the Queensland toll road network, each review commissioned by BCC will be used as a basis for meeting the committee's recommendation to continue to monitor fees and charges on a regular basis, to ensure they remain reasonable and reflect cost recovery principles.

TMR has written to BCC seeking its assistance in addressing the recommendation to confirm the required auditing processes are in place to monitor the reasonableness of fees and charges and meet both committee expectations and legislative obligations.

Recommendation 2—The committee recommends TMR and BCC continue to work with TQ to reduce fees and charges as technological advances reduce the costs of these additional charges.

Government response—supported

The government supports the committee's view that technologies supporting tolling functions are expected to change over the life of the tolling concessions, which may result in reduced processing costs.

The potential for technological advancements to reduce fees and charges over time will be a consideration in the periodic reviews of the reasonableness of the charges identified in the response to Recommendation 1.

Recommendation 3—The committee strongly recommends that the Minister for Transport and Main Roads consider the establishment of a Queensland based Toll Road Ombudsman (TRO).

Government response—supported

The government supports the committee's recommendation to consider the establishment of a Queensland-based TRO service.

The availability of ombudsman services that provide an independent, third-party dispute resolution mechanism for tolling complaints, supports the fair treatment of toll road users. The government has noted the committee's concerns around the existing arrangements for tolling ombudsman services.

TMR is working with key stakeholders to assess options for improved ombudsman arrangements in response to the committee's recommendation. It should be noted that BCC is a major stakeholder in this process and it is yet to indicate a view on this recommendation. This involves the consideration of a number of complex issues including the provisions in the various toll concession agreements and legislative requirements, as well as the existing contractual arrangements between TQ and the Tolling Customer Ombudsman (TCO). The government will continue to work towards a customer-focused solution for a local TRO service.

Recommendation 4—The committee recommends that the Minister for Transport and Main Roads consider investigating whether contact data, including contact telephone numbers, could be shared with the toll road operator, while complying with relevant privacy principles, for the purpose of ensuring that customers are aware of toll fees earlier in the process.

Government response—supported

The government supports TQ using all available contact data, including telephone numbers, to ensure customers are better informed of their tolling debt early in the toll compliance process.

In 2016, TMR began supplying TQ with additional contact details from the vehicle registration database, including email addresses and mobile phone numbers where available.

TMR has clarified with TQ that this additional contact data may be used at the toll invoice stage in addition to the later demand notice stage. TQ must continue to mail notices to toll road users to advise them of their toll payment obligations but they may also contact toll road users by using email addresses and/or mobile phone numbers. This clarification should assist TQ to contact a toll road user as early as possible in the toll collection process, to reduce the likelihood of an unpaid toll escalating through the toll compliance and enforcement process.

The use and storage of all personal information provided by TMR to TQ, including the additional contact data, is protected by specific contractual and legislative provisions, and complies with the relevant privacy principles. Annual audits are conducted by TMR to ensure TQ's use and storage of personal information complies with those provisions, and that there are sufficient controls in place to ensure the ongoing privacy and security of personal data provided by TMR.

Recommendation 5—The committee recommends that the Minister for Transport and Main Roads consider investigating what additional processes, if any, would be necessary to ensure enforcement action is not initiated whilst unresolved disputes apply to a particular matter.

Government response—supported

The government supports the committee's view that enforcement action should not be initiated while a dispute on a matter is unresolved.

TMR has worked with TQ to determine the processes which need to be refined to ensure any unresolved dispute is not escalated for enforcement.

TQ will not request enforcement action against customers who are currently in discussions with the TCO regarding outstanding notices, or where alternative arrangements to settle or pursue debt have been, or are in the process of being, negotiated with TQ.

Released under RTI-DTMR



Minister for Transport and Main Roads

Our ref: MC104022

04 DEC 2018

The Honourable Anastacia Palaszczuk MP
Premier and Minister for Trade
PO Box 15185
CITY EAST QLD 4002

1 William Street Brisbane 4000
GPO Box 2644 Brisbane
Queensland 4001 Australia
Telephone +61 7 3719 7388
Email transportandmainroads@ministerial.qld.gov.au
Website www.tmr.qld.gov.au

Dear Premier

Anastacia,

On 13 September 2018, the Transport and Public Works Committee (the committee) tabled its report, *Inquiry into the operations of toll roads in Queensland*, in Parliament. The committee made five recommendations relating to transparency of fees and charges, improving the ombudsman service and processes for customer contact and enforcement.

As the responsible Minister, I am required to table a response to the committee's recommendations in Parliament by 13 December 2018.

The committee's report and recommendations make useful observations on the current toll road system and areas for improvement. The committee's recommendations and my proposed response are enclosed for your consideration.

The proposed response provides Queensland Government support for each of the recommendations.

Recommendations 1, 2, 4 and 5 relate to business as usual activities, while recommendation 3 relates to an improved ombudsman service. The Department of Transport and Main Roads (TMR) has engaged with Transurban Queensland and has also discussed the proposed responses with officers from Brisbane City Council (BCC). TMR has also written to BCC requesting formal engagement. It is understood BCC will be unable to provide a position on the recommendations until the matter is considered by Civic Cabinet. TMR does not expect formal advice from BCC on the outcome of Civic Cabinet's deliberations prior to the tabling of the response.

TMR will require time to develop a preferred option for an improved ombudsman service. As noted in the enclosed response, TMR is working with key stakeholders, including the Queensland Ombudsman, to assess options for improved ombudsman arrangements in response to the committee's recommendation. It is expected that a preferred arrangement will be finalised for announcement by 30 June 2019.

I seek your approval for the proposed response to be tabled by 13 December 2018.

Yours sincerely

MARK BAILEY MP
Minister for Transport and Main Roads

Enc (1)



Minister for Transport and Main Roads

1 William Street Brisbane 4000
GPO Box 2644 Brisbane
Queensland 4001 Australia
Telephone +61 7 3719 7300
Email transportandmainroads@ministerial.qld.gov.au
Website www.tmr.qld.gov.au

Our ref: MC104022

13 DEC 2018

Mr Neil Laurie
The Clerk of the Parliament
Parliament House
George Street
BRISBANE QLD 4000

Dear Mr Laurie

I refer to the Transport and Public Works Committee Report No. 10 – *Inquiry into the operations of toll roads in Queensland*.

As the Minister responsible for tolling matters under the *Transport Infrastructure Act 1994*, I acknowledge my obligation under section 107 of the *Parliament of Queensland Act 2001* to provide the Legislative Assembly with a response to the recommendations within three months of the report being tabled, being 13 December 2018.

In accordance with Standing Order 31, I request my response to the committee's recommendations be tabled in the Legislative Assembly today.

The Department of Transport and Main Roads has made arrangements to provide the Table Office with copies on my behalf.

Yours sincerely

A handwritten signature in black ink, appearing to read "Mark Bailey", written over a large, diagonal watermark that says "Released Under RTI - DTMR".

MARK BAILEY MP
Minister for Transport and Main Roads

Our ref
Your ref
Enquiries Bradley Tubb

Department of
Transport and Main Roads

31 October 2018

Ms Marie Gales
Manager (Transport Planning and Strategy)
and Manager (Congestion Reduction Unit)
Brisbane City Council
GPO Box 1434
BRISBANE QLD 4001

Dear Ms Gales

As you are aware, the Transport and Public Works Committee (the Committee) tabled in the Parliament on 13 September 2018 its report following its recent inquiry into the operations of tolls roads in Queensland.

In its report, the Committee made the following recommendations:

1. The committee recommends the Department of Transport and Main Roads (TMR) and the BCC continue to monitor fees and charges on a regular basis to ensure they remain reasonable and reflect cost recovery principles.
2. The committee recommends TMR and BCC continue to work with Transurban Queensland (TQ) to reduce fees and charges as technological advances reduce the costs of these additional charges.
3. The committee strongly recommends the Minister for Transport and Main Roads consider the establishment of a Queensland based Toll Road Ombudsman.
4. The committee recommends that the Minister for Transport and Main Roads consider investigating whether contact data, including contact telephone numbers, could be shared with the toll road operator, whilst complying with relevant privacy principles, for the purpose of ensuring that customers are aware of toll fees earlier in the process.
5. The committee recommends that the Minister for Transport and Main Roads consider investigating what additional processes, if any, would be necessary to ensure that enforcement action is not initiated whilst unresolved disputes apply to a particular matter.

The Minister for Transport and Main Roads must table in the Parliament his response to the Committee's recommendations by 13 December 2018. Before doing this, the Minister would want to understand BCC's views on his proposed response to the recommendations.

I note several of the recommendations directly impact on BCC. Recommendations 1 and 2 require both TMR and BCC to continue to monitor TQ's fees and charges on a regular basis to ensure they remain reasonable and reflect reasonable cost recovery.

In relation to recommendation 3, I expect BCC would want to be involved in considering any new arrangements for a toll road ombudsman, as BCC has expressed a keen interest in this matter as evidenced by BCC's submission to the Committee and correspondence between Cr Amanda Cooper, Chair of BCC's Infrastructure Committee, and the Minister.

Would you please advise me of a BCC representative with whom TMR can consult in formulating the Minister's proposed response. As time will be of the essence in finalising the Minister's response, I would also appreciate your advice on the likely timeframes for BCC's internal approval process (including any necessary approval by elected officials).

Please contact me on (07) 3066 2852 or at brad.r.tubb@tmr.qld.gov.au should you wish to discuss how we may proceed.

Yours sincerely

Bradley Tubb
Director (Transport System Governance)

Released under RTI/DIAR