

OUT OF SCOPE

From: Andy J Meyer

Sent: Friday, March 27, 2026 4:10 pm

To: NSO Government Relations ; Dean R Helm ; Paul Z Hoffmann

Cc: Nicole M Cameron ; RAIL_ODDG ; Vincent P Doran ; INO_OGM ; Greg T Spelman ; Anjuna X Singh ; Customer and Technology OGM ; Kate L Carlson ; Nathan Z Angus ; Peter A Papantoniou ; Genevieve Z de Michele ; Rail_OGMS ; Gary A Wood ; TMR Media ; Jane E Brander ; Sally Z Stannard ; Anne E Moffat ; Tracy A O'Bryan ; Georges J Khoury

Subject: RE: Potential PIA impacting rail services - Alternate transport response preparedness

Hi Dean / Paul

Today's planning response to the QR PIA is below:

OUT OF SCOPE

Released under RTI - DTMR

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- Bus Delivery Partners advised that using high-floor buses could increase available fleet, but driver availability would remain a constraint. This option is currently being further explored with Bus Delivery Partners.

OUT OF SCOPE

Next update will be Tuesday.

Regards

Andy

Andy Meyer (He/Him/His)

Executive Director (Service Planning and Infrastructure)

Integrated Network Operations Branch | Network Services and Operations Division

Department of Transport and Main Roads

P 07 3066 1743 M ^{NR}

Floor 7, 61 Mary Street, Brisbane Qld 4000

**DELIVERING
FOR QUEENSLAND**



**Queensland
Government**

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From: Andy J Meyer

Sent: Friday, 20 March 2026 2:30 PM

To: NSO Government Relations <Government.Relations@tmr.qld.gov.au>; Dean R Helm <dean.r.helm@tmr.qld.gov.au>; Paul Z Hoffmann <Paul.Z.Hoffmann@tmr.qld.gov.au>

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Subject: Potential PIA impacting rail services - Alternate transport response preparedness

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Update

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Summary of Key Risks

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1. Any PIA during the April XP would require drawing bus resources from the already heavily committed low-floor fleet and driver pool in South-East Queensland, even with 250 interstate drivers being flown in, creating significant response challenges that are being worked through with bus Delivery Partners.

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Subject: RE: Potential PIA impacting rail services

Hi Dean / Jane

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Summary of Key Risks:

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No further updates until Friday, unless anything requires escalation.

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Subject: Potential PIA impacting rail services

Importance: High

Hi Dean and Jane

Please find the following key points for the potential PIA impacting rail services.

Andy Meyer's team will be providing updates on Tuesday / Friday cadence, unless escalation is required beyond that.

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- Broad risks across inability to source and deploy required ATS buses and drivers; inability to re-allocate already procured interstate drivers; inability to uplift urban bus network to support demand; event transport; customer confusion; and impacts to major rail projects planning track possessions in April.

OUT OF SCOPE

Kind regards

Cyndy Nguyen

A/Principal Advisor, Government & Stakeholder Relations

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Released under RTI - DTMR

Megan L Miles

From: Andy J Meyer
Sent: Tuesday, 7 April 2026 4:03 PM
To: NSO Government Relations; Dean R Helm; Paul Z Hoffmann
Cc: Nicole M Cameron; RAIL_ODDG; Vincent P Doran; INO_OGM; Greg T Spelman; Anjuna X Singh; Customer and Technology OGM; Kate L Carlson; Nathan Z Angus; Peter A Papantoniou; Genevieve Z de Michele; Rail_OGMS; Gary A Wood; TMR Media; Jane E Brander; Sally Z Stannard; Anne E Moffat; Tracy A O'Bryan; Georges J Khoury
Subject: RE: Potential PIA impacting rail services - Alternate transport response preparedness

Hi Dean / Paul

Please find below today's planning update following the progress of the QR PIA over the Easter weekend:

OUT OF SCOPE

- NSO is actively working with ATS bus service providers to replan bus operations in response to the revised project timelines. Due to the weekday overlap between B2A and Boggo to Varsity (South) from 13–17 April, bus frequencies may reduce – in some cases by half. Bus service providers are currently exploring support options across the broader bus industry. We have also requested assistance from BCC.

OUT OF SCOPE

Further updates will be provided in the Friday email once plans have been finalised.

Regards

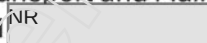
Andy

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From: NSO Government Relations <Government.Relations@tmr.qld.gov.au>

Sent: Friday, 13 March 2026 11:17 AM

To: Dean R Helm <dean.r.helm@tmr.qld.gov.au>; Jane E Brander <Jane.Brande@translink.com.au>

Cc: Nicole M Cameron <Nicole.M.Cameron@tmr.qld.gov.au>; RAIL_ODDG <RAIL_ODDG@tmr.qld.gov.au>; Vincent P Doran <Vincent.P.Doran@tmr.qld.gov.au>; INO_OGM <INO_OGM@tmr.qld.gov.au>; Greg T Spelman <greg.t.spelman@tmr.qld.gov.au>; Lien L Pham <Hoang.Pham@translink.com.au>; Anjuna X Singh <anjuna.singh@translink.com.au>; Customer and Technology OGM <Customer-Tech-OGM@tmr.qld.gov.au>; Kate L Carlson <Kate.CARLSON@translink.com.au>; Nathan Z Angus <Nathan.Z.Angus@tmr.qld.gov.au>; Peter A Papantoniou <peter.a.papantoniou@tmr.qld.gov.au>; Genevieve Z de Michele <Genevieve.Z.deMichele@tmr.qld.gov.au>; Rail_OGMS <Rail_OGMS@tmr.qld.gov.au>; Andy J Meyer <Andy.Meyer@translink.com.au>; Gary A Wood <gary.wood@translink.com.au>; NSO Government Relations <Government.Relations@tmr.qld.gov.au>; TMR Media <mail.doctrak.media.tmr@tmr.qld.gov.au>

Subject: Potential PIA impacting rail services

Importance: High

Hi Dean and Jane

Please find the following key points for the potential PIA impacting rail services.

Andy Meyer's team will be providing updates on Tuesday / Friday cadence, unless escalation is required beyond that.

OUT OF SCOPE

OUT OF SCOPE

NSO Response

OUT OF SCOPE

- Options for potential rail replacement buses is being worked through for various scenarios (PIA occurring before the April XP / after the April XP / during week 1, 2 or 3 of the April XP), noting a key risk will be mobilising the required driver and bus numbers; and the difficulty for interstate driver resources to operate on new routes on such short notice.

OUT OF SCOPE

- Should QR need to close the rail network entirely based on the PIA, there will be significant pressure on bus fleet and driver availability, with rail replacement services for vulnerable customers to be prioritised (for example, school students).

OUT OF SCOPE

- **Summary of Key Risks:**

OUT OF SCOPE

- Broad risks across inability to source and deploy required ATS buses and drivers; inability to re-allocate already procured interstate drivers; inability to uplift urban bus network to support demand; event transport; customer confusion; and impacts to major rail projects planning track possessions in April.

OUT OF SCOPE

OUT OF SCOPE

Kind regards

Cyndy Nguyen

A/Principal Advisor, Government & Stakeholder Relations

Office of the Deputy Director-General | Network Services and Operations Division

Department of Transport and Main Roads

P 3066 0760

Floor 1 | 61 Mary Street | Brisbane QLD 4000

GPO Box 50 | Brisbane QLD 4001

DELIVERING
FOR QUEENSLAND



Queensland
Government

Megan L Miles

From: Dean R Helm
Sent: Monday, 13 April 2026 2:42 PM
To: Sally Z Stannard; Anne E Moffat
Subject: FW: Operations Report – April 2026 Extended Possession 13.04.2026
Attachments: OR_260413.pdf

Good Afternoon Sally, Anne,

OUT OF SCOPE

13 April 2026 PM Peak

All As Required (spare) buses in the south will be moved to the north at Bowen Hills station to maximise the fleet we have for the PM peak. The As Required (spare) buses located in the south were not utilised this morning.

OUT OF SCOPE

TMR Staff on Network

In addition, we will have TMR staff on the network this afternoon and the rest of the week (AM/PM peaks) observing to report back and supporting Thompson's Customer Service Operators at:

- Eight Mile Planes Busway station
- Buranda Busway station
- Bowen Hills station
- City stops: Ann Street (stops 12 and 6a/8) and Roma Street (stops 112 and 125)

Kind regards,

Dean Helm

Acting Deputy Director-General

Network Services & Operations

Department of Transport and Main Roads, Office of the Deputy Director-General

P 07 3338 4838 M ^{NR}

Floor 1, 61 Mary St, Brisbane QLD 4000

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From: NetworkChanges <Networkchanges@crrda.org.au>

Sent: Monday, 13 April 2026 1:33 PM

To: Aidan.Currie@qr.com.au; Alec I Tattersall <Alec.Tattersall@translink.com.au>; Dean, Alexander <Alexander.Dean@QR.COM.AU>; Anastasios Lavidis <Anastasios.N.Lavidis@tmr.qld.gov.au>; Andrew Walker <Andrew.Walker3@qr.com.au>; Andy J Meyer <Andy.Meyer@translink.com.au>; Anne E Moffat <Anne.E.Moffat@tmr.qld.gov.au>; Farmer, Ashley <ashley.farmer@qr.com.au>; ATS <ATS@tmr.qld.gov.au>; Faulkner, Benjamin <Benjamin.Faulkner@qr.com.au>; Bonnie Parfitt <Bonnie.Parfitt@crrda.org.au>; braden.dolby <braden.dolby@qr.com.au>; Cameron J Messer <Cameron.J.Messer@tmr.qld.gov.au>; cameron.horton <cameron.horton@qr.com.au>; caroline.guaschi <caroline.guaschi@qr.com.au>; Cillian McDonald <Cillian.McDonald@qr.com.au>; Cobi Murphy <Cobi.Murphy@crrda.org.au>; Crystal Anderson <crystal.anderson@brisbane.qld.gov.au>; Damien J Boorman <damien.boorman@translink.com.au>; Dean R Helm <dean.r.helm@tmr.qld.gov.au>; Ed Burnett <edward.burnett@qr.com.au>; Johnson, Felicity <felicity.johnson@qr.com.au>; Gary A Wood <gary.wood@translink.com.au>; Hayden Quabba <Hayden.Quabba@qr.com.au>; Ian Hedike <Ian.Heidke@qr.com.au>; Jack Johnson <jack.johnson@crrda.org.au>; Riding, Jimmy <jamie.riding@qr.com.au>; Jasmine G Green <jasmine.green@translink.com.au>; John Crawford <john.crawford@translink.com.au>; John Ezzy <John.Ezzy@qr.com.au>; John Kenny <John.Kenny@qr.com.au>; John Powys <John.Powys@qr.com.au>; Kelsey E Carton <Kelsey.Carton@translink.com.au>; Kobe W McBride <kobe.mcbride@translink.com.au>; Duke, Lee <lee.duke@qr.com.au>; Liz Baumgart <Liz.Baumgart@brisbane.qld.gov.au>; Marcus Burt <Marcus.Burt@qr.com.au>; Green, Matthew <matthew.green@qr.com.au>; Michael B Cork <Michael.Cork@translink.com.au>; Michael J Backhouse <michael.backhouse@translink.com.au>; NetworkChanges <Networkchanges@crrda.org.au>; Peter Degraaf <Peter.Degraaf@qr.com.au>; Possessions Reporting <PDLMP!PossessionsReporting@qr.com.au>; Quinn Sainsbury <Quinn.Sainsbury@qr.com.au>; Robert J Tulleners <robert.tulleners@translink.com.au>; Sally Z Stannard <Sally.Stannard@tmr.qld.gov.au>; Sarah A Stjepanovic <Sarah.Stjepanovic@translink.com.au>; Steve Wessling <Stephen.Wessling@qr.com.au>; Tegan Solah <Tegan.Solah@crrda.org.au>; TOC_Operations <TOC_Operations@tmr.qld.gov.au>; Comms Team <commsteam@translink.com.au>; MPI.NetworkChanges <MPI.NetworkChanges@tmr.qld.gov.au>; Translink Media <Translink.Media@tmr.qld.gov.au>

Subject: Operations Report – April 2026 Extended Possession 13.04.2026

Good afternoon,

Please find attached:

- Operations Report – 13 April 2026 – April 2026 Extended Possession

OUT OF SCOPE

Kind regards,

Major Project Integration | Service Planning & Infrastructure
Integrated Network Operations Branch | Network Services and Operations Division
Department of Transport and Main Roads
Floor 7, 61 Mary St, Brisbane QLD 4000
GPO Box 50, Brisbane QLD 4001



www.tmr.qld.gov.au

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Operations Report – April 2026 Extended Possession

OUT OF SCOPE

OUT OF SCOPE

Exempt - Sch.3, s.8(1)

OUT OF
SCOPE

Commercial-in-Confidence.

Megan L Miles

From: Andy J Meyer
Sent: Friday, 17 April 2026 2:50 PM
To: NSO Government Relations; Dean R Helm; Paul Z Hoffmann
Cc: Nicole M Cameron; RAIL_ODDG; Vincent P Doran; INO_OGM; Greg T Spelman; Anjuna X Singh; Customer and Technology OGM; Kate L Carlson; Nathan Z Angus; Peter A Papantoniou; Genevieve Z de Michele; Rail_OGMS; Gary A Wood; TMR Media; Jane E Brander; Sally Z Stannard; Anne E Moffat; Tracy A O'Bryan; Georges J Khoury
Subject: RE: Potential PIA impacting rail services - Alternate transport response preparedness

Hi Dean / Paul

Please find below the end of week update as we prepare for the reduction of the Extended Possessions in the south (Boggo Road 2 Varsity Lakes) to Boggo Road 2 Banoon only, effective Monday 20 April through to Thursday 30 April.

OUT OF SCOPE

NSO Update

OUT OF SCOPE

- Despite the constraints of back to school and bus driver availability, our bus Delivery Partner has indicated there will be 22 As Required buses (spare buses) available for deployment in the AM peak and PM peak to support operations.

OUT OF SCOPE

- It should be noted that the ability to respond to unplanned events or additional PIA next week is limited. Any further ATS response will be subject to fleet and driver availability, as well as the level of advance notice given.

OUT OF SCOPE

OUT OF SCOPE

Have a good weekend all.

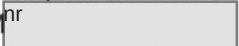
Andy

Andy Meyer (He/Him/His)

Executive Director (Service Planning and Infrastructure)

Integrated Network Operations Branch | Network Services and Operations Division

Department of Transport and Main Roads

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Floor 7, 61 Mary Street, Brisbane Qld 4000

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OUT OF SCOPE

Released under RTI - DTMR

Released under RTI - DTMR

Released under RTI - DTMR

From: Andy J Meyer

Sent: Friday, 27 March 2026 4:10 PM

To: NSO Government Relations <Government.Relations@tmr.qld.gov.au>; Dean R Helm <dean.r.helm@tmr.qld.gov.au>; Paul Z Hoffmann <Paul.Z.Hoffmann@tmr.qld.gov.au>

Cc: Nicole M Cameron <Nicole.M.Cameron@tmr.qld.gov.au>; RAIL_ODDG <RAIL_ODDG@tmr.qld.gov.au>; Vincent P Doran <Vincent.P.Doran@tmr.qld.gov.au>; INO_OGM <INO_OGM@tmr.qld.gov.au>; Greg T Spelman <greg.t.spelman@tmr.qld.gov.au>; Arijuna X Singh <anjuna.singh@translink.com.au>; Customer and Technology OGM <Customer-Tech-OGM@tmr.qld.gov.au>; Kate L Carlson <Kate.CARLSON@translink.com.au>; Nathan Z Angus <Nathan.Z.Angus@tmr.qld.gov.au>; Peter A Papantoniou <peter.a.papantoniou@tmr.qld.gov.au>; Genevieve Z de Michele <Genevieve.Z.deMichele@tmr.qld.gov.au>; Rail_OGMS <Rail_OGMS@tmr.qld.gov.au>; Gary A Wood <gary.wood@translink.com.au>; TMR Media <mail.doctrak.media.tmr@tmr.qld.gov.au>; Jane E Brander <Jane.Brande@translink.com.au>; Sally Z Stannard <Sally.Stannard@tmr.qld.gov.au>; Anne E Moffat <Anne.E.Moffat@tmr.qld.gov.au>; Tracy A O'Bryan <Tracy.A.OBryan@tmr.qld.gov.au>; Georges J Khoury <georges.j.khoury@tmr.qld.gov.au>

Subject: RE: Potential PIA impacting rail services - Alternate transport response preparedness

Hi Dean / Paul

Today's planning response to the QR PIA is below:

OUT OF SCOPE

Released under RTI - DTMR

OUT OF SCOPE

- Bus Delivery Partners advised that using high-floor buses could increase available fleet, but driver availability would remain a constraint. This option is currently being further explored with Bus Delivery Partners.

OUT OF SCOPE

Next update will be Tuesday.

Regards

Andy

Andy Meyer (He/Him/His)

Executive Director (Service Planning and Infrastructure)

Integrated Network Operations Branch | Network Services and Operations Division

Department of Transport and Main Roads

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Floor 7, 61 Mary Street, Brisbane Qld 4000

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OUT OF SCOPE

From: Andy J Meyer

Sent: Friday, 20 March 2026 2:30 PM

To: NSO Government Relations <Government.Relations@tmr.qld.gov.au>; Dean R Helm <dean.r.helm@tmr.qld.gov.au>; Paul Z Hoffmann <Paul.Z.Hoffmann@tmr.qld.gov.au>

Cc: Nicole M Cameron <Nicole.M.Cameron@tmr.qld.gov.au>; RAIL_ODDG <RAIL_ODDG@tmr.qld.gov.au>; Vincent P Doran <Vincent.P.Doran@tmr.qld.gov.au>; INO_OGM <INO_OGM@tmr.qld.gov.au>; Greg T Spelman <greg.t.spelman@tmr.qld.gov.au>; Anjuna X Singh <anjuna.singh@translink.com.au>; Customer and Technology OGM <Customer-Tech-OGM@tmr.qld.gov.au>; Kate L Carlson <Kate.CARLSON@translink.com.au>; Nathan Z Angus <Nathan.Z.Angus@tmr.qld.gov.au>; Peter A Papantoniou <peter.a.papantoniou@tmr.qld.gov.au>; Genevieve Z de Michele <Genevieve.Z.deMichele@tmr.qld.gov.au>; Rail_OGMS <Rail_OGMS@tmr.qld.gov.au>; Gary A Wood <gary.wood@translink.com.au>; TMR Media <mail.doctrak.media.tmr@tmr.qld.gov.au>; Jane E Brander <Jane.Brande@translink.com.au>; Sally Z Stannard <Sally.Stannard@tmr.qld.gov.au>; Anne E Moffat <Anne.E.Moffat@tmr.qld.gov.au>; Tracy A O'Bryan <Tracy.A.OBryan@tmr.qld.gov.au>; Georges J Khoury <georges.j.khoury@tmr.qld.gov.au>

Subject: Potential PIA impacting rail services - Alternate transport response preparedness

Hi Dean / Paul

Today's update is as follows:

Update

OUT OF SCOPE

- Baseline rail replacement bus response plans for each scenario have been shared with QR. It is expected that following engagement with bus Delivery Partners, that the service frequency will need to be reduced, compared to a typical rail replacement response, and / or a consolidation of services may be required. This will be in response to the limited fleet and driver availability due to the April XP.

Summary of Key Risks

OUT OF SCOPE

- Any PIA during the April XP would require drawing bus resources from the already heavily committed low-floor fleet and driver pool in South-East Queensland, even with 250 interstate drivers being flown in, creating significant response challenges that are being worked through with bus Delivery Partners.

OUT OF SCOPE

Next update will be Tuesday. Have a good weekend.

Andy

Andy Meyer (He/Him/His)

Executive Director (Service Planning and Infrastructure)

Integrated Network Operations Branch | Network Services and Operations Division

Department of Transport and Main Roads

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Floor 7, 61 Mary Street, Brisbane Qld 4000



From: Andy J Meyer

Sent: Tuesday, 17 March 2026 3:29 PM

To: NSO Government Relations <Government.Relations@tmr.qld.gov.au>; Dean R Helm <dean.r.helm@tmr.qld.gov.au>; Jane E Brander <Jane.Brande@translink.com.au>

Cc: Nicole M Cameron <Nicole.M.Cameron@tmr.qld.gov.au>; RAIL_ODDG <RAIL_ODDG@tmr.qld.gov.au>; Vincent P Doran <Vincent.P.Doran@tmr.qld.gov.au>; INO_OGM <INO_OGM@tmr.qld.gov.au>; Greg T Spelman <greg.t.spelman@tmr.qld.gov.au>; Lien L Pham <Hoang.Pham@translink.com.au>; Anjuna X Singh <anjuna.singh@translink.com.au>; Customer and Technology OGM <Customer-Tech-OGM@tmr.qld.gov.au>; Kate L Carlson <Kate.CARLSON@translink.com.au>; Nathan Z Angus <Nathan.Z.Angus@tmr.qld.gov.au>; Peter A Papantoniou <peter.a.papantoniou@tmr.qld.gov.au>; Genevieve Z de Michele <Genevieve.Z.deMichele@tmr.qld.gov.au>; Rail_OGMS <Rail_OGMS@tmr.qld.gov.au>; Gary A Wood <gary.wood@translink.com.au>; TMR Media <mail.doctrak.media.tmr@tmr.qld.gov.au>

Subject: RE: Potential PIA impacting rail services

Hi Dean / Jane

Today's update is as follows:

OUT OF SCOPE

OUT OF SCOPE

Summary of Key Risks:

OUT OF SCOPE

- If the PIA is to occur, there will be limited to no ability to service any other unplanned events on the network as any spare fleet and drivers will be utilised to provide the rail replacement service response.

OUT OF SCOPE

No further updates until Friday, unless anything requires escalation.

Andy

Andy Meyer (He/Him/His)

Executive Director (Service Planning and Infrastructure)

Integrated Network Operations Branch | Network Services and Operations Division

Department of Transport and Main Roads

P 07 3066 1743 M^{NR}

Floor 7, 61 Mary Street, Brisbane Qld 4000

From: NSO Government Relations <Government.Relations@tmr.qld.gov.au>

Sent: Friday, 13 March 2026 11:17 AM

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Cc: Nicole M Cameron <Nicole.M.Cameron@tmr.qld.gov.au>; RAIL_ODDG <RAIL_ODDG@tmr.qld.gov.au>; Vincent P Doran <Vincent.P.Doran@tmr.qld.gov.au>; INO_OGM <INO_OGM@tmr.qld.gov.au>; Greg T Spelman <greg.t.spelman@tmr.qld.gov.au>; Lien L Pham <Hoang.Pham@translink.com.au>; Anjuna X Singh <anjuna.singh@translink.com.au>; Customer and Technology OGM <Customer-Tech-OGM@tmr.qld.gov.au>; Kate L Carlson <Kate.CARLSON@translink.com.au>; Nathan Z Angus <Nathan.Z.Angus@tmr.qld.gov.au>; Peter A Papantoniou <peter.a.papantoniou@tmr.qld.gov.au>; Genevieve Z de Michele <Genevieve.Z.deMichele@tmr.qld.gov.au>; Rail_OGMS <Rail_OGMS@tmr.qld.gov.au>; Andy J Meyer <Andy.Meyer@translink.com.au>; Gary A Wood <gary.wood@translink.com.au>; NSO Government Relations <Government.Relations@tmr.qld.gov.au>; TMR Media <mail.doctrak.media.tmr@tmr.qld.gov.au>

Subject: Potential PIA impacting rail services

Importance: High

Hi Dean and Jane

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OUT OF SCOPE

NSO Response

OUT OF SCOPE

OUT OF SCOPE

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OUT OF SCOPE

- Should QR need to close the rail network entirely based on the PIA, there will be significant pressure on bus fleet and driver availability, with rail replacement services for vulnerable customers to be prioritised (for example, school students).

OUT OF SCOPE

- **Summary of Key Risks:**

OUT OF SCOPE

- Broad risks across inability to source and deploy required ATS buses and drivers; inability to re-allocate already procured interstate drivers; inability to uplift urban bus network to support demand; event transport; customer confusion; and impacts to major rail projects planning track possessions in April.

OUT OF SCOPE

Kind regards

Cyndy Nguyen

A/Principal Advisor, Government & Stakeholder Relations

Office of the Deputy Director-General | Network Services and Operations Division

Department of Transport and Main Roads

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